Ontario Specialized Transit Services Fact Book 2011 Operating Data

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 2010 and 2011, along with key performance indicators, for each of the Ontario specialized transit systems. It also provides a provincial summary, as well as a summary comparing the performance indicators by population group.

Please communicate any corrections to the data to:

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Supplementary Notes

Please contact CUTA's Research and Technical Services Department for any corrections or comments.

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Abstract

The Ontario Specialized Transit Services Fact Book – 2011 Operating Data contains operating statistics collected from 79 Ontario specialized transit systems which provide transit services for persons with disabilities.

The Fact Book provides detailed data for 2010 and 2011, along with key performance indicators, for each of the specialized transit systems. The report also provides summary information for the province and population groups.

Key Words	Language
Paratransit; Transit Services for the Disabled; Statistics; Performance Indicators	RTS-12-21: English
No. of Pages	Distribution
100	Available to Ontario transit systems

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CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data

LIST OF SPECIALIZED TRANSIT SYSTEMS

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Machin		Windsor (Handi-Transit)	
Meaford (Georgian Handivan)		Woodstock	
Midland		York Region (YRT - Mobility PLUS)	

Note: The 2011 data for Kawartha Lakes (Rural) were not available.

SUPPLEMENTARY NOTES

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

The completion and submission of the annual questionnaire is required from all Ontario municipalities wishing to receive gas tax funding as part of the 2012 Dedicated Gas Tax allocation.

Strikes / Service Interruptions Information:

There were no reported strikes or service interruptions in 2010 and 2011.

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I. ONTARIO SUMMARY

Ontario Summary

Number of Systems Re	eporting:	79	Systems with Dedicated Service:	77	96%	REGISTRANTS	Active	Total
Population served:		11,569,314	Operated by:			Wheelchair/Scooter Users:	46,807	72,263
Service area (km²):		104,167.9	Transit System/Municipality:	36	45%	Ambulatory:	73,677	97,685
Communities served:		161	Private Contractor:	27	34%	Attendants:	2,812	3,843
Eligibility Criteria:	Unable to Board:	65%	Private Non-Profit Organization:	32	40%	Companions:	587	609
	Unable to Use:	64%	Systems with Non-Dedicated Service:	33	41%	Other:	996	4,025
	Other Criteria:	51%	Systems with a Taxi Scrip Program:	9	11%	Total:	125,731	179,534

OPERATING DATA	2010	2011
Number of transit systems reporting	80	79
Rev. Veh. Km Dedicated Service	42,598,528	44,774,207
Tot. Veh. Km Dedicated Service	45,464,999	47,813,121
Rev. Veh. Hrs Dedicated Service	2,083,346	2,197,341
Tot. Veh. Hrs Dedicated Service	2,259,413	2,339,465
Non-Dedicated Service - Veh. Km.	5,869,033	3,944,849
Non-Dedicated Service - Veh. Hrs.	238,494	148,830
PASSENGER DATA		
Dedicated Service	5,515,939	5,790,972
Non-Dedicated Service	1,586,979	1,470,875
TOTAL PASSENGERS	7,102,918	7,261,847
Subscription / Pre-booked	46%	44%
Reservation	45%	45%
On-Demand / Day of trip	11%	11%
Cancelled in advance	911,811	876,130
No-shows / Cancelled at door	141,643	172,464
Unaccommodated trips	132,300	177,570
Number of complaints	5,720	7,337
OPERATING EXPENSES		
Administration	\$26,699,166	\$27,058,380
Operations:	¢74 E40 077	¢70.754.600
Internal - Dedicated Service Contract - Dedicated Service	\$74,542,077	\$79,754,609
Contract - Dedicated Service Contract - Non-Dedicated Service	\$44,601,963 \$26,072,751	\$47,386,049 \$24,733,134
Contract - Taxi Scrip	\$2,390,957	\$2,514,692
Maintenance (Vehicles & Facilities)	\$23,290,753	\$24,788,340
Fuel	\$7,623,926	\$9,539,269
TOTAL OPERATING EXPENSES	\$205,221,594	\$9,539,269 \$215,774,473
OPERATING REVENUES AND OTHER	FUNDING CONTRIB	UTIONS
Passenger Revenue	\$16,949,142	\$16,751,369
Other Operating Revenue	\$1,021,548	\$1,326,188
· -		
Total Operating Revenue	\$17,970,690	\$18,077,557
Federal Contributions	\$25,339 \$7,043,736	¢7.054.550
Provincial Contributions	\$7,042,726	\$7,951,559
Municipal Contributions	\$179,781,372	\$189,278,830
Other / Donations TOTAL	\$517,041	\$521,988
	\$205,337,168	\$215,829,934
CAPITAL EXPENSES		
Vehicles Purchased	\$33,081,979	\$5,402,984
Debt Servicing	\$35,044	\$10,234
Other Capital Expenses	\$2,933,637	\$8,972,810
TOTAL CAPITAL EXPENSES	\$36,050,660	\$14,386,028
CAPITAL FUNDING SOURCE		
Transit System	\$1,247,766	\$176,656
Federal Contributions	\$3,415,707	\$6,759,698
Provincial Contributions	\$1,773,289	\$1,980,545
Municipal Contributions	\$29,444,942	\$4,906,542
Other / Donations	\$98,956	\$562,588
TOTAL CAPITAL FUNDING	\$35,980,660	\$14,386,029

SCHEDULING

Advanced booking notice: 19 day(s)
Minimum notice for reservation: 23. hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.17	\$2.69	\$73.93
Child	\$2.83	\$2.57	\$52.24
Student	\$3.13	\$2.63	\$61.14
Senior	\$3.08	\$2.58	\$54.60
Attendant	\$2.80	\$2.62	\$76.00
Companion	\$2.88	\$2.48	\$69.30

EMPLOYEE DATA	Full-time	Part-time
Operators	935	263
Other Operations	186	51
Vehicle Mechanics	121	12
General and Administration	127	30
Other	23	4
TOTAL NUMBER OF EMPLOYEES	1 392	360

^{*} Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$19.84 Average Top Mechanic Wage Rate: \$28.54

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$16.57	\$17.12
Total Exp. / Passenger	\$28.92	\$29.74
Total Exp. / Eligible Passenger	\$31.24	\$32.35
Transportation Exp. / Passenger		
Dedicated Service	\$27.23	\$27.91
Non-Dedicated Service	\$18.26	\$18.89
Transportation Exp. / Hour (Dedicated Service)	\$65.68	\$68.28
OPERATING		
Registrants / Capita	0.0180	0.0155
Passengers / Capita	0.6274	0.6277
Passengers / Registrant	34.88	40.35
Passengers / Hour (Dedicated Service)	2.59	2.57
Kms / Passenger (Dedicated Service)	8.20	8.24
Average Speed (Dedicated Service)	21.32	21.32

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	3,494,224	1,198,796
Wheelchair/Scooter Users	1,878,203	105,450
Attendants	265,820	22,170
Companions	90,782	17,942
Other (specified)	61,942	126,516
TOTAL	5,790,971	1,470,874

VEHICLE DATA	Veh.		Avg. Capacity per Veh.		
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars	198	184	N/A		
Accessible Vans / Minivans	363	316		1	
Small Buses	742	588	3	6	
Other	23	23			
TOTAL DED. VEHICLES	1,326	1,111	N/A	N/A	
Accessible taxis: 237					

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II. POPULATION GROUP SUMMARIES

Population Group 1 (>150,000)

Number of Systems F	Reporting:	14	Systems with Dedicated Service:	14	100%	REGISTRANTS	Active	Total
Population served:		9,239,797	Operated by:			Wheelchair/Scooter Users:	33,255	53,026
Service area (km²):		16,897.8	Transit System/Municipality:	8	57%	Ambulatory:	51,863	61,857
Communities served:		46	Private Contractor:	7	50%	Attendants:	694	1,160
Eligibility Criteria:	Unable to Board:	79%	Private Non-Profit Organization:	5	36%	Companions:	28	33
	Unable to Use:	71%	Systems with Non-Dedicated Service:	12	86%	Other:	932	3,936
	Other Criteria:	50%	Systems with a Taxi Scrip Program:	5	36%	Total:	86,772	120,012

OPERATING DATA	2010	2011 S
Number of transit systems reporting	14	14
Rev. Veh. Km Dedicated Service	35,583,902	38,002,959 M
Tot. Veh. Km Dedicated Service	38,188,876	40,750,049 F
Rev. Veh. Hrs Dedicated Service	1,726,871	1,858,136
Tot. Veh. Hrs Dedicated Service Non-Dedicated Service - Veh. Km.	1,888,330 4,816,975	1,984,349 3,788,302
Non-Dedicated Service - Veh. Hrs.	174,490	140,137
PASSENGER DATA	,	, (
Dedicated Service	4,516,679	4,823,471
Non-Dedicated Service	1,429,807	1,317,903
TOTAL PASSENGERS	5,946,486	6,141,374 (
Subscription / Pre-booked	59%	50%
Reservation	46%	45% 5% E
On-Demand / Day of trip	5%	370
Cancelled in advance	791,406	744,185 (
No-shows / Cancelled at door Unaccommodated trips	132,226 118,224	161,113 \\ 162,246 \
Number of complaints	5,379	6,917
·	3,379	0,917
OPERATING EXPENSES		-
Administration Operations:	\$23,541,017	\$24,192,204 *
Internal - Dedicated Service	\$64,610,402	\$69,402,289 A
Contract - Dedicated Service	\$39,327,786	\$41,699,511 <i>*</i>
Contract - Non-Dedicated Service	\$25,014,982	\$23,597,627
Contract - Taxi Scrip	\$2,146,188	\$2,346,152
Maintenance (Vehicles & Facilities)	\$21,154,189	\$22,510,747
Fuel	\$6,210,704	\$7,842,839
TOTAL OPERATING EXPENSES	\$182,005,267	\$191,591,369
OPERATING REVENUES AND OTHER	FUNDING CONTRIB	UTIONS
Passenger Revenue	\$13,161,912	\$13,174,273
Other Operating Revenue	\$510,260	\$562,766
Total Operating Revenue Federal Contributions	\$13,672,172	\$13,737,039
Provincial Contributions	\$3,427,151	\$4,045,946
Municipal Contributions	\$164,801,665	\$173,762,370
Other / Donations	\$21,150	\$7,953
TOTAL	\$181,922,138	\$191,553,308
CAPITAL EXPENSES		
Vehicles Purchased Debt Servicing	\$31,333,824	\$2,589,199
Other Capital Expenses	\$2,905,780	\$8,688,096
TOTAL CAPITAL EXPENSES	\$34,239,604	\$11,277,295
CAPITAL FUNDING SOURCE		
Transit System	\$1,247,766	\$176,656
Federal Contributions	\$3,188,403	\$6,759,698
Provincial Contributions	\$707,347	\$92,041
Municipal Contributions	\$29,096,088	\$3,759,324
Other / Donations		\$489,577
TOTAL CAPITAL FUNDING	\$34,239,604	\$11,277,296

SCH	IEDU	ILING
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Advanced booking notice: 11 day(s)
Minimum notice for reservation: 24.1 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pas
Adult	\$2.80	\$2.97	\$100.00
Child	\$2.20	\$2.54	\$102.50
Student	\$2.66	\$2.82	\$87.80
Senior	\$2.66	\$2.76	\$74.75
Attendant	\$2.61	\$2.52	\$97.00
Companion	\$2.78	\$2.52	\$103.33

EMPLOYEE DATA	Full-time	Part-time
Operators	800	110
Other Operations	160	29
Vehicle Mechanics	111	
General and Administration	92	1
Other	17	3
TOTAL NUMBER OF EMPLOYEES	1 180	143

^{*} Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$23.71 Average Top Mechanic Wage Rate: \$31.44

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$18.85	\$19.25
Total Exp. / Passenger	\$30.61	\$31.20
Total Exp. / Eligible Passenger	\$32.87	\$33.76
Transportation Exp. / Passenger		
Dedicated Service	\$29.07	\$29.33
Non-Dedicated Service	\$19.20	\$19.90
Transportation Exp. / Hour (Dedicated Service)	\$69.53	\$71.29
OPERATING		
Registrants / Capita	0.0161	0.0130
Passengers / Capita	0.6660	0.6647
Passengers / Registrant	41.43	51.17
Passengers / Hour (Dedicated Service)	2.62	2.60
Kms / Passenger (Dedicated Service)	8.26	8.28
Average Speed (Dedicated Service)	21.67	21.51

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,876,765	1,112,867
Wheelchair/Scooter Users	1,598,740	86,779
Attendants	210,801	19,576
Companions	83,254	17,421
Other (specified)	53,910	81,259
TOTAL	4,823,470	1,317,902

VEHICLE DATA	Veh.		Avg. Capacity per Veh.		
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars	185	172	N/A		
Accessible Vans / Minivans	289	251	1	1	
Small Buses	560	440	3	5	
Other	21	21		1	
TOTAL DED. VEHICLES	1,055	884	N/A	N/A	
Accessible taxis: 221					

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

Number of Systems F	Reporting:	20	Systems with Dedicated Service:	19	95%	REGISTRANTS	Active	Total
Population served:		1,504,047	Operated by:			Wheelchair/Scooter Users:	8,252	12,659
Service area (km²):		11,863.5	Transit System/Municipality:	7	35%	Ambulatory:	13,145	25,199
Communities served:		41	Private Contractor:	3	15%	Attendants:	781	781
Eligibility Criteria:	Unable to Board:	70%	Private Non-Profit Organization:	10	50%	Companions:	97	97
	Unable to Use:	65%	Systems with Non-Dedicated Service:	12	60%	Other:		24
	Other Criteria:	45%	Systems with a Taxi Scrip Program:	3	15%	Total:	22,275	38,760

OPERATING DATA	2010	2011 \$
Number of transit systems reporting	20	20
Rev. Veh. Km Dedicated Service	5,208,631	4,933,687
Tot. Veh. Km Dedicated Service	5,271,626	5,010,348
Rev. Veh. Hrs Dedicated Service	256,512	236,516
Tot. Veh. Hrs Dedicated Service Non-Dedicated Service - Veh. Km.	261,516	242,605
Non-Dedicated Service - Ven. Km. Non-Dedicated Service - Veh. Hrs.	1,010,309 59,116	109,057 4,085
	39,110	4,000
PASSENGER DATA	040.400	507.000
Dedicated Service Non-Dedicated Service	618,199 69,618	567,083
TOTAL PASSENGERS	687,817	75,462 642,545
Subscription / Pre-booked	34%	36%
Reservation	57%	59%
On-Demand / Day of trip	9%	6% E
Cancelled in advance	91,894	102,782
No-shows / Cancelled at door	7,393	7,116
Unaccommodated trips	12,538	10,356
Number of complaints	161	239
OPERATING EXPENSES		
Administration	\$2,079,712	\$1,679,062
Operations:		
Internal - Dedicated Service	\$7,379,109	\$7,503,225
Contract - Dedicated Service	\$2,725,711	\$2,887,538
Contract - Non-Dedicated Service	\$416,385	\$552,372
Contract - Taxi Scrip	\$244,769	\$168,540
Maintenance (Vehicles & Facilities)	\$1,513,413	\$1,529,746
Fuel TOTAL OPERATING EXPENSES	\$1,001,372 \$15,360,472	\$1,178,035 \$15,498,518
OPERATING REVENUES AND OTHER		
Passenger Revenue	\$2,248,020	\$2,085,080
Other Operating Revenue	\$380,241	\$542,477
Total Operating Revenue	\$2,628,261	\$2,627,556
Federal Contributions Provincial Contributions	\$2,197,434	\$2,132,653
Municipal Contributions	\$10,524,134	\$10,719,840
Other / Donations	\$223,434	\$10,719,840
TOTAL	\$15,573,263	\$15,596,374
CAPITAL EXPENSES	ψ10,010,200	ψ10,030,014
Vehicles Purchased	¢1 002 576	¢1 452 652
	\$1,092,576	\$1,452,653
Debt Servicing Other Capital Expenses	\$17,706 \$22,600	\$10,234 \$264,039
TOTAL CAPITAL EXPENSES	\$1,132,882	\$1,726,926
CAPITAL FUNDING SOURCE	φ1,132,002	ψ1,720,320
Transit System		
Federal Contributions	\$198,192	
Provincial Contributions	\$516,485	\$739,785
Municipal Contributions	\$344,854	\$926,341
Other / Donations	\$3,352	\$60,800
TOTAL CAPITAL FUNDING	\$1,062,883	\$1,726,926

SCHEDULING

Advanced booking notice: 23 day(s)
Minimum notice for reservation: 26.4 hour(s)

FARE STRUCTURE (Average)

		Tickets/Cards	
	Cash	(unit price)	Monthly Pass
Adult	\$2.94	\$2.27	\$68.00
Child	\$2.91	\$2.26	\$33.13
Student	\$2.88	\$2.24	\$56.50
Senior	\$2.92	\$2.24	\$47.83
Attendant	\$2.59	\$2.29	\$55.00
Companion	\$2.71	\$2.32	\$64.00

EMPLOYEE DATA	Full-time	Part-time
Operators	101	70
Other Operations	20	13
Vehicle Mechanics	4	5
General and Administration	20	15
Other	3	1
TOTAL NUMBER OF EMPLOYEES	148	104

^{*} Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$20.98 Average Top Mechanic Wage Rate: \$28.69

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	17%	17%
Net Operating Cost / Capita	\$8.10	\$8.56
Total Exp. / Passenger	\$22.33	\$24.12
Total Exp. / Eligible Passenger	\$25.18	\$27.21
Transportation Exp. / Passenger		
Dedicated Service	\$20.41	\$23.10
Non-Dedicated Service	\$11.68	\$11.43
Transportation Exp. / Hour (Dedicated Service)	\$47.74	\$53.71
OPERATING		
Registrants / Capita	0.0250	0.0258
Passengers / Capita	0.4376	0.4272
Passengers / Registrant	17.50	16.58
Passengers / Hour (Dedicated Service)	2.40	2.39
Kms / Passenger (Dedicated Service)	8.47	8.72
Average Speed (Dedicated Service)	20.31	20.86

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	349,466	38,576
Wheelchair/Scooter Users	175,948	5,692
Attendants	32,643	2,049
Companions	5,501	521
Other (specified)	3,525	28,624
TOTAL	567,083	75,462

VEHICLE DATA	Number	Veh. Peak	Avg. Capac Wheelchair	ity per Veh. ∣ Ambulatory
Non-Accessible Cars	8	8	N/A	-
Accessible Vans / Minivans	31	26		1
Small Buses	114	90	3	6
Other				
TOTAL DED. VEHICLES	153	124	N/A	N/A
Accessible taxis: 8				

Population Group 3 (<50,000)

Number of Systems I	Reporting:	46	Systems with Dedicated Service:	44	96%	REGISTRANTS	Active	Total
Population served:		825,470	Operated by:			Wheelchair/Scooter Users:	5,300	6,578
Service area (km²):		75,406.7	Transit System/Municipality:	21	46%	Ambulatory:	8,669	10,629
Communities served		74	Private Contractor:	17	37%	Attendants:	1,337	1,902
Eligibility Criteria:	Unable to Board:	59%	Private Non-Profit Organization:	17	37%	Companions:	462	479
	Unable to Use:	61%	Systems with Non-Dedicated Service:	9	20%	Other:	64	65
	Other Criteria:	54%	Systems with a Taxi Scrip Program:	1	2%	Total:	16,684	20,762

OPERATING DATA	2010	2011	SCHEDULING			
Number of transit systems reporting	46	46	Advanced booking notice: 20 day(s)			
Rev. Veh. Km Dedicated Service	1,805,995	1,837,561			21.2 hour(s))
Tot. Veh. Km Dedicated Service	2,004,497	2,052,724	FARE STRUC	TURE (Averac	ne)	
Rev. Veh. Hrs Dedicated Service	99,963	102,689	.,		Tickets	-/0-
Tot. Veh. Hrs Dedicated Service	109,567	112,511		Cash	(unit	
Non-Dedicated Service - Veh. Km. Non-Dedicated Service - Veh. Hrs.	41,749 4,888	47,490 4,608	Adult	\$3.37	•	.82
Non-Dedicated Service - Ven. 1115.	4,000	4,000	Child	\$2.98	\$2.	
PASSENGER DATA			Student	\$3.36	\$2.	
Dedicated Service	381,061	400,418	Senior	\$3.25	\$2.	
Non-Dedicated Service	87,554	77,510	Attendant	\$3.10	\$3.	.06
TOTAL PASSENGERS	468,615	477,928	Companion	\$3.02	\$2.	.61
Subscription / Pre-booked	47%	45%				
Reservation	39%	38%	EMPLOYEE D	ATA	Full-	1 4:-
On-Demand / Day of trip	14%	17%		AIA	Full	
Cancelled in advance	28,511	29,163	Operators	_		3
No-shows / Cancelled at door	2,024	4,235	Other Operations Vehicle Mechani			
Unaccommodated trips	1,538	4,968	General and Adr			1
Number of complaints	180	181	Other			
OPERATING EXPENSES			TOTAL NUMBER OF EMPLOYEES		EES	6
Administration	\$1,078,437	\$1,187,114	4 * Contract employees are not necessarily incl		cessarily include	ed i
Operations:			Average Top Op	erator Wage Rat	te: \$17.60	
Internal - Dedicated Service	\$2,552,566	\$2,849,096	Average Top Me	•		
Contract - Dedicated Service	\$2,548,467	\$2,799,000	- DEDEODMA	NOT INDICA	TODE	
Contract - Non-Dedicated Service Contract - Taxi Scrip	\$641,384	\$583,136	PERFORMA	INCE INDICA	AIORS	
Maintenance (Vehicles & Facilities)	\$623,152	\$747,847	FINANCIAL			
Fuel	. ,		R/C Ratio			
TOTAL OPERATING EXPENSES	\$411,850 \$7,855,855	\$518,394 \$8,684,586	Net Operating Cost / Capita			
			Total Exp. / Pas	•		
OPERATING REVENUES AND OTHER F	FUNDING CONTRIBU	JTIONS	Total Exp. / Elig	_		
Passenger Revenue	\$1,539,210	\$1,492,016	•	Exp. / Passenge	r	
Other Operating Revenue	\$131,047	\$220,945		ed Service		
Total Operating Revenue	\$1,670,257	\$1,712,962		licated Service		
Federal Contributions	\$25,339		Transportation	Exp. / Hour (Ded	licated Service))
Provincial Contributions	\$1,418,141	\$1,772,959	OPERATING			
Municipal Contributions	\$4,455,573	\$4,796,621	Registrants / Ca	apita		
Other / Donations	\$272,456	\$397,710	Passengers / C	apita		
TOTAL	\$7,841,766	\$8,680,251	Passengers / R	egistrant		
CAPITAL EXPENSES			Passengers / H	our (Dedicated S	Service)	
Vehicles Purchased	\$655,578	\$1,361,132	Kms / Passenge	er (Dedicated Se	ervice)	
		\$1,301,132	Average Speed	(Dedicated Serv	vice)	
Debt Servicing Other Capital Expenses	\$17,338 \$5,257	\$20,675				
TOTAL CAPITAL EXPENSES	\$678,173	\$1,381,807	PASSENG	ER DATA	Ded. Se	∍rvi
	φ070,173	ψ1,301,007	Ambulatory			67,9
CAPITAL FUNDING SOURCE				Scooter Users		03,5
Transit System	# 00 110		Attendants			22,3
Federal Contributions	\$29,112	04 440 = 10	Companions Other (specif	ied)		2,0 4,5
		\$1,148,719	Outer (sheet)	icu <i>)</i>		
Provincial Contributions	\$549,457		TOTAL		40	VU-4
Provincial Contributions Municipal Contributions	\$4,000	\$220,877	TOTAL		40	00,4
Provincial Contributions			TOTAL		40	

	Cash	(unit price)	Monthly Pas
Adult	\$3.37	\$2.82	\$51.24
Child	\$2.98	\$2.77	\$36.67
Student	\$3.36	\$2.77	\$44.09
Senior	\$3.25	\$2.70	\$40.24
Attendant	\$3.10	\$3.06	
Companion	\$3.02	\$2.61	\$40.55

EMPLOYEE DATA	Full-time	Part-time
Operators	34	83
Other Operations	6	9
Vehicle Mechanics	6	7
General and Administration	15	14
Other	3	
TOTAL NUMBER OF EMPLOYEES	64	113

in the Employee Statistics

FINANCIAL	2010	2011
R/C Ratio	21%	20%
Net Operating Cost / Capita	\$7.71	\$8.65
Total Exp. / Passenger	\$16.96	\$18.40
Total Exp. / Eligible Passenger	\$18.62	\$20.40
Transportation Exp. / Passenger		
Dedicated Service	\$16.34	\$17.53
Non-Dedicated Service	\$7.21	\$7.54
Transportation Exp. / Hour (Dedicated Service)	\$42.03	\$46.03
OPERATING		
Registrants / Capita	0.0256	0.0255
Passengers / Capita	0.5707	0.5790
Passengers / Registrant	22.41	22.17
Passengers / Hour (Dedicated Service)	2.58	2.57
Kms / Passenger (Dedicated Service)	6.72	6.66
Average Speed (Dedicated Service)	17.72	18.84

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	267,993	47,353
Wheelchair/Scooter Users	103,515	12,979
Attendants	22,376	545
Companions	2,027	
Other (specified)	4,507	16,633
TOTAL	400,418	77,510

VEHICLE DATA	Number	Veh. Peak	Avg. Capac Wheelchair	ity per Veh. Ambulatory
Non-Accessible Cars	5	4	N/A	
Accessible Vans / Minivans	43	39		1
Small Buses	68	58	3	7
Other	2	2		
TOTAL DED. VEHICLES	118	103	N/A	N/A
Accessible taxis: 8				

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III. INDIVIDUAL TRANSIT SYSTEM DATA

Bancroft

Darici	Oit					REGISTRANTS		Active	Total
Community	Care North Hastings		pulation served:		15,303	Wheelchair/Scoo	oter Users:	10	10
Contact:	John Keith		rvice area (km²):		3,388.0	Ambulatory:		194	194
Title:	Manager Transportation Se	el vices	mmunities served:		8	Attendants:		2	2
Telephone:	613-332-4700 x28		rvice began:	mb ara:	03/05/2010	Companions:			
Fax:	613-332-0432		visory Committee me gibility Committee me		N/A N/A	Other:			
Email:	jkeith@comcarenh.org		•			Total:		206	206
Dedicated S	erv. Operated by: Transit	t System/Municipality	Non-Dedicated Se		ontractors:	Eligibility Criter	r ia: Ur	nable to Board	
	Private	Contractor(s), number:	Taxi Scrip Progra	m Available:			Ur	nable to Use	
	✓ Private	Non-Profit Org.					✓ Ot	her Criteria	
VEHICLE KIL	OMETRES & HOURS	2010	2011	SERVICE H	IOURS / SCHED	ULING			
Rev. Veh. Kr	m Dedicated Service	35,520	35,520	Weekday:	0700 to	1700 S	Sunday:	to	
Tot. Veh. Km	n Dedicated Service	35,722	35,722	Saturday:	0900 to	1500 H	loliday:	to	
Rev. Veh. Hr	rs Dedicated Service	1,898	1,898	Advanced b	ankina nation	1 dou(a)			
	s Dedicated Service	1,932	1,932		ooking notice: otice for reservation	1 day(s) on: 24.0 hour(s			
	ed Service - Veh. Km.				ns / Scheduling:	Manual)		
	ed Service - Veh. Hrs.				•	Mariaai			
PASSENGER		4 440	4 660	FARE STR		Tieleet	s/Cards		
Dedicated	ated Service	4,113	4,662	Ellective Da	ate 03/05/2010 Cash		s/Cards : price)	Monthly Pass	Free
TOTAL PASS		4,113	4,662	Adult	\$10.00	-	5.00	Wioning Pass	riee
	on / Pre-booked	90%	90%	Child	Ψ10.00	ΨΟ	.00		
Reservatio		0%	0%	Student	\$9.00	\$5	5.00		
	nd / Day of trip	10%	10%	Senior	\$9.00		5.00		H
Cancelled in	•	156	164	Attendant	ψ0.00	40			✓
	Cancelled at door	12	14	Companion					
Unaccommo		8	6	Other	Fare varies by	distances			
Number of co	•	3	3	EMPLOYE	- DATA		Full time	Part-time	
OPERATING	EXPENSES			Operators	EDATA		Full-time	5	*
Administration		\$14,879	\$17,519	Other Opera	ations			J	
Operations:		. ,	. ,	Vehicle Med					
Internal -	- Dedicated Service	\$64,988	\$76,525		d Administration		1	1	
Contract	- Dedicated Service			Other					
Contract	- Non-Dedicated Service			TOTAL NUI	MBER OF EMPL	OYEES	1	6	
	- Taxi Scrip			Union Affili	iations: Operator	·s·			
	(Vehicles & Facilities)	\$9,828	\$12,782		Mechani				
Fuel	TO ATINIO EVENIONO	\$9,496	\$9,970		Other (sp				
TOTAL OPE	RATING EXPENSES	\$99,191	\$116,796	Ton Operato	or Wage Rate: \$	15.00			
	REVENUES AND OTHER F				nic Wage Rate:	710.00			
	ger Revenue	\$15,421	\$18,188	•	=				
Other O	perating Revenue	\$60,655	\$22,543		MANCE IND	CATORS			
	ting Revenue	\$76,076	\$40,731	FINANCIAL	-			2010	2011
Federal Con				R/C Ratio	tin - O t / O it-			77%	35%
Provincial Co		A.=	\$55,202		ting Cost / Capita			\$1.51	\$4.97
Municipal Co		\$17,515	\$12,483		/ Passenger / Eligible Passen	gor		\$24.12 \$24.38	\$25.05 \$25.38
Other / Dona	ations	\$5,600	\$8,380		tion Exp. / Passe			Ψ2 4 .30	φ25.50
TOTAL		\$99,191	\$116,796		licated Service	rigei		\$20.50	\$21.29
CAPITAL EX					-Dedicated Servi	ce		Ψ20.00	Ψ21.20
Vehicles Pui		\$86,378				Dedicated Service	e)	\$43.64	\$51.39
Debt Servici	•			OPERATIN	·		,		
Other Capita	•	¢0¢ 270		Registrant				0.0135	0.0135
	PITAL EXPENSES	\$86,378		Passenger				0.2695	0.3047
	NDING SOURCES				rs / Registrant			19.97	22.63
Transit Syste		00.445			rs / Hour (Dedicat	ed Service)		2.17	2.46
Federal Con		\$9,112			senger (Dedicate	·		8.64	7.62
Provincial Co		64.000			peed (Dedicated	•		18.71	18.71
Municipal Co		\$4,000 \$73,266		•					
Other / Dona	PITAL FUNDING	\$73,266 \$86,378		PASSEN	IGER DATA	Ded. S	ervice	Non-Ded. Service	
. OTAL CAP	TIAL I UNDING	φου, 3 / ο		Ambulat		Dea. 0	4,445	200. 00. 1106	
Service com	menced on May 3, 2010, 20	11 is the first year to have	12-month		oir/Coootor Hoor		156		

* Service commenced on May 3, 2010. 2011 is the first year to have 12-month service.
* Fare: Cash - Adult \$10 to \$20; Student/Senior \$9 to \$18, Ticket - Adult/Student/Senior \$5 to \$12.50.
* Other Eligibility Criteria: under age of 55 and be registered with qualified agencies; over age of 55 is required to contact Senior Home Support.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	4,445	
Wheelchair/Scooter Users	156	
Attendants	61	
Companions		
Other (specified)		
TOTAL	4,662	

VEHICLE DATA Non-Accessible Cars Accessible Vans / Minivans	Number	ven. Peak	Wheelchair N/A	Ambulatory
Small Buses Other	3	1	2	14
TOTAL DED. VEHICLES	3	1	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:		it Organiza it Organiza		

Vehicle maintenance responsibility: Contracted Operators

Vehicle ownership:

Accessible taxis:

Municipal Transit System

Barrie					REGISTRANT	s	Active	Total
Barrie Accessible Community Tra	nsportation Service	Population served:		141,000	Wheelchair/Sc			1,859
Contact: Julie MacDonald		Service area (km²):		100.0	Ambulatory:	00101 0001	1,911	1,911
Title: BACTS Coordinator		Communities served:		1	Attendants:		.,	.,
Telephone: 705-739-4220 x4497		Service began:		01/02/1980	Companions:			
Fax: 705-739-4238		Advisory Committee me		N/A	Other:			
Email: jmacdonald@barrie.c	а	Eligibility Committee me	embers:	N/A	Total:		3,770	3,770
	ransit System/Municipality	Non-Dedicated Se	envice: 🗸 Cor	ntractors: 1	Eligibility Crite	oria:	Unable to Board	
=	, ,			-	Liigibility Crit			
✓ P	rivate Contractor(s), number:	1 Taxi Scrip Progra	m Available: L			✓	Unable to Use	
P	rivate Non-Profit Org.						Other Criteria	
VEHICLE KILOMETRES & HOURS	2010	2011		OURS / SCHED			2000	
Rev. Veh. Km Dedicated Service	326,585	353,770	Weekday:	0730 to		Sunday:	0900	
Tot. Veh. Km Dedicated Service	326,585	353,770	Saturday:	0900 to	2300	Holiday:		to
Rev. Veh. Hrs Dedicated Service	22,823 22,823	23,121	Advanced bo	okina notice:	7 day(s)		
Tot. Veh. Hrs Dedicated Service Non-Dedicated Service - Veh. Km.	22,623	23,121		ice for reservation				
Non-Dedicated Service - Veh. Hrs.			Reservations	/ Scheduling:	Fully Compu	uterized		
PASSENGER DATA			FARE STRU	CTUDE				
Dedicated Service	41,603	41,862	Effective Date		Ticke	ets/Cards		
Non-Dedicated Service	1,383	1,527	Encouve Date	Cash		it price)	Monthly	Pass Free
TOTAL PASSENGERS	42,986	43,389	Adult	\$2.75	-	\$2.40	\$77.0	
Subscription / Pre-booked	28%	25%	Child	\$2.75		\$2.10	\$33.2	
Reservation	69%	71%	Student	\$2.75		\$2.10	\$59.5	
On-Demand / Day of trip	3%	4%	Senior	\$2.40		\$2.10	\$50.5	
Cancelled in advance	9,417	9,346	Attendant	Ψ2σ	`	,	ψου.υ	~
No-shows / Cancelled at door	950	1,024	Companion	\$2.75	9	\$2.40	\$77.0	
Unaccommodated trips	869	1,227	Other	under 5 ride fre		•	,	_
Number of complaints	15	30					_	
OPERATING EXPENSES	.0	00	EMPLOYEE	DATA		Full-tin	ne Par	t-time
Administration	\$20,972	\$18,681	Operators	iono		11 1		1 1
Operations:	Ψ20,372	Ψ10,001	Other Operati Vehicle Mech			2		1
Internal - Dedicated Service				Administration		2		
Contract - Dedicated Service	\$1,199,065	\$1,305,817	Other	Administration		2		
Contract - Non-Dedicated Service		\$24,259		BER OF EMPLO	OYFES	18		2
Contract - Taxi Scrip		. ,						_
Maintenance (Vehicles & Facilities)	\$18,011	\$9,988	Union Affilia	tions: Operator		ocal 1415		
Fuel	\$29,080	\$45,013		Mechanic		ocal 1415		
TOTAL OPERATING EXPENSES	\$1,286,769	\$1,403,758		Other (sp	• /			
OPERATING REVENUES AND OTH	IER FUNDING CONTRIBUTI	ONS		Wage Rate: \$				
Passenger Revenue	\$94,687	\$79,722	Top Mechanic	c Wage Rate: \$	27.27			
Other Operating Revenue	, , , , ,	, -,	PERFORM	ANCE INDI	CATORS			
Total Operating Revenue	\$94,687	\$79,722	FINANCIAL				2010	2011
Federal Contributions	ψ94,007	Ψ13,122	R/C Ratio				7%	6%
Provincial Contributions	\$300,000	\$250.000	Net Operatin	ng Cost / Capita			\$8.45	\$9.39
Municipal Contributions	\$892,082	\$1,074,036	Total Exp. /	Passenger			\$29.93	\$32.35
Other / Donations	, , , , , ,	, ,, ,, ,, ,, ,, ,, ,, ,, ,, ,, ,, ,, ,	Total Exp. /	Eligible Passen	ger		\$34.23	\$37.26
TOTAL	\$1,286,769	\$1,403,758	Transportati	on Exp. / Passe	nger			
CAPITAL EXPENSES			Dedic	ated Service			\$29.95	\$32.51
Vehicles Purchased	\$81,334		Non-I	Dedicated Service	ce		\$14.20	\$15.89
Debt Servicing	Ψο 1,00 1		Transportati	on Exp. / Hour (Dedicated Servi	ce)	\$54.60	\$58.86
Other Capital Expenses		\$177,039	OPERATING	i				
TOTAL CAPITAL EXPENSES	\$81,334	\$177,039	Registrants	/ Capita			0.0204	0.0267
CAPITAL FUNDING SOURCES	. ,	. ,	Passengers	/ Capita			0.3049	0.3077
Transit System			Passengers	-			14.95	11.51
Federal Contributions				/ Hour (Dedicate	•		1.82	1.81
Provincial Contributions	\$26,840			enger (Dedicated			7.85	8.45
Municipal Contributions	\$54,494	\$177,039	Average Spe	eed (Dedicated	Service)		14.31	15.30
Other / Donations	40.1,101	¥, • • •						1
TOTAL CAPITAL FUNDING	\$81,334	\$177,039	PASSENG	SER DATA	Ded.	Service	Non-Ded. Ser	vice
			Ambulator	У		23,073	1	,077
Established Fare Parity May 1, 2011				ir/Scooter Users	3	13,265		256
			Attendants			5,524		194
			Companio					
			Other (spe	ecitied)				
			TOTAL			41,862	1	,527
			<u> </u>					
			,,			Veh.	Avg. Capaci	
			VEHICLE I		Number	Peak		Ambulatory
			Non-Acces			^	N/A	
				Vans / Minivans		2		
			Small Buse Other	50	10	8		
				D. VEHICLES	12	10	N/A	N/A
		1	. U . AL DL		14	10	IN/A	11/7

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2011 Operating Data Page 4 Belleville **REGISTRANTS** Active Total Belleville Transit 49.454 Population served: Wheelchair/Scooter Users: 498 498 247.0 Service area (km²): Matt Coffey Ambulatory: Contact: 244 244 Communities served: Transit Planner Attendants: Title: Service began: Telephone: 613-962-4344 Companions: Advisory Committee members: 6 613-967-4721 Other: 58 58 Fax: Eligibility Committee members: N/A Fmail: mcoffey@city.belleville.on.ca Total: 800 800 Non-Dedicated Service: Contractors: Dedicated Serv. Operated by: Transit System/Municipality Eligibility Criteria: Unable to Board ✓ Private Contractor(s), number: 1 Taxi Scrip Program Available: Unable to Use ✓ Other Criteria Private Non-Profit Org. **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Weekday: Rev. Veh. Km. - Dedicated Service 63,763 59,866 0800 to 1800 Sunday: to Tot. Veh. Km. - Dedicated Service 63.763 59.866 Saturday: 1000 to 1600 Holiday: to Rev. Veh. Hrs. - Dedicated Service 5.057 4,946 Advanced booking notice: day(s) Tot. Veh. Hrs. - Dedicated Service 5,057 4,946 0.0 hour(s) Minimum notice for reservation: Non-Dedicated Service - Veh Km Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 10,302 10,341 Effective Date 06/07/2009 Tickets/Cards (unit price) Non-Dedicated Service **Monthly Pass** Free Cash TOTAL PASSENGERS 10.302 10.341 Adult \$1.90 \$1.73 \$57.00 Subscription / Pre-booked 0% Child 0% 100% \$57.00 Reservation Student \$1.90 \$1.73 On-Demand / Day of trip 0% 0% Senior \$1.90 \$1.73 \$50.00 Attendant Cancelled in advance Companion No-shows / Cancelled at door Other Unaccommodated trips Number of complaints 10 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators Administration Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration Contract - Dedicated Service \$203,270 \$227,069 Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) Mechanics: Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$203,270 \$227,069 Top Operator Wage Rate: OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS Top Mechanic Wage Rate: Passenger Revenue \$15,504 \$3,817 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 **Total Operating Revenue** \$15,504 \$3,817 R/C Ratio 8% 2% **Federal Contributions** Net Operating Cost / Capita \$5.07 \$4.51 **Provincial Contributions** Total Exp. / Passenger \$19.73 \$21.96 **Municipal Contributions** \$187,766 \$223,252 Total Exp. / Eligible Passenger \$20.30 \$22.24 Other / Donations TOTAL \$203,270 \$227,069 Transportation Exp. / Passenger **Dedicated Service** \$19.73 \$21.96 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased \$40.20 \$45.91 Transportation Exp. / Hour (Dedicated Service) **Debt Servicing OPERATING** Other Capital Expenses 0.0176 0.0162 **TOTAL CAPITAL EXPENSES** Registrants / Capita Passengers / Capita 0.2784 0.2091 CAPITAL FUNDING SOURCES Passengers / Registrant 15.85 12.93

Transit System Federal Contributions **Provincial Contributions Municipal Contributions**

Other / Donations			
TOTAL CAPITAL FUNDING	PASSENGER DATA	Ded. Service	Non-Ded. Service
* Other Elizibility Criteria, approved by medical professional	Ambulatory		
* Other Eligibility Criteria: approved by medical professional	Wheelchair/Scooter Users	10,210	
	Attendants	131	
	Companions		
	Other (specified)		
	TOTAL	10,341	
	VEHICI E DATA	Veh.	Avg. Capacity per Veh

		ven.	Avg. Capac	ity per ven.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	3	2	4	
Other				
TOTAL DED. VEHICLES	3	2	N/A	N/A

2.04

6.19

12.61

2.09

5.79

12.10

/ehicle ownership: Municipaltiy (1); Contracted Operator (2) /ehicle maintenance responsibility: Operator (Routine); Municipality (Major)

Accessible taxis:

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 5 **Blind River REGISTRANTS** Active Liberty Express Liberte 3.549 Population served: Wheelchair/Scooter Users: 29 40 Service area (km2): 330.0 Kathryn Scott Ambulatory: 64 122 Contact: Communities served: Title: Clerk Administrator-Treasurer Attendants: 14 57 01/01/1995 Service began: Telephone: 705-356-2251 Companions: Advisory Committee members: 2 705-356-7343 Other: Fax: Eligibility Committee members: N/A Fmail: denisest@blindriver.ca Total: 107 219 Dedicated Serv. Operated by: 🗸 Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: ✓ Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 17,700 26,788 Weekday: 0830 to 1600 Sunday: to Tot. Veh. Km. - Dedicated Service 17.700 26.788 Saturday: Holiday: to to Rev. Veh. Hrs. - Dedicated Service 2.463 1,837 Advanced booking notice: 1 day(s) Tot. Veh. Hrs. - Dedicated Service 2,463 1 837 Minimum notice for reservation: 0.0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE** Effective Date 01/01/2005 **Dedicated Service** 651 1,213 Tickets/Cards (unit price) Non-Dedicated Service Cash **Monthly Pass** Free **TOTAL PASSENGERS** \$2.50 651 1.213 Adult Subscription / Pre-booked 0% 0% Child \$2.50 0% 0% Reservation Student \$2.50 On-Demand / Day of trip 0% 0% Senior \$2.50 Attendant Cancelled in advance Companion No-shows / Cancelled at door Unaccommodated trips Other Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators \$9,093 \$10,441 Administration Other Operations Operations: Vehicle Mechanics 1 Internal - Dedicated Service General and Administration Contract - Dedicated Service \$24,965 \$30,900 Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** 3 Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$462 \$2,240 Mechanics: \$11,220 \$5.550 Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$40.071 \$54,801 Top Operator Wage Rate: \$18.33 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$23.55 Passenger Revenue \$2,493 \$6,925 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$2,493 \$6,925 R/C Ratio 6% 13% **Federal Contributions** Net Operating Cost / Capita \$10.30 \$13.49 \$28,750 **Provincial Contributions** \$16,465 Total Exp. / Passenger \$61.55 \$45.18 **Municipal Contributions** \$23,800 \$19,126 Total Exp. / Eligible Passenger \$61.74 \$53.15 Other / Donations Transportation Exp. / Passenger TOTAL \$42,758 \$54,801 **Dedicated Service** \$47.58 \$36.57 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$12.58 \$24.15 **Debt Servicing OPERATING** Other Capital Expenses 0.0247 0.0617 Registrants / Capita **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.1784 0.3418 CAPITAL FUNDING SOURCES Passengers / Registrant 7.23 5.54 Transit System Passengers / Hour (Dedicated Service) 0.26 0.66 Federal Contributions Kms / Passenger (Dedicated Service) 27.19 22.08 **Provincial Contributions** Average Speed (Dedicated Service) 14.58 7.19 **Municipal Contributions** Other / Donations **TOTAL CAPITAL FUNDING** * In 2011 more seniors registered and used the service

in 2011 more semiors registered and used the service.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	830	
Wheelchair/Scooter Users	201	
Attendants	182	
Companions		
Other (specified)		
TOTAL	1,213	

		Veh.	Avg. Capaci	ty per Veh.
VEHICLE DATA Non-Accessible Cars	Number	Peak	Wheelchair N/A	Ambulatory
Accessible Vans / Minivans			IN/A	
Small Buses	1	1	5	15
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipalit	y		
Vehicle maintenance responsibility: Accessible taxis:	Municipalit	y		

Brantford

			5			REGISTRANTS		Active	Total
Operation Li	ift Inc.		Population served:		93,000	Wheelchair/Scooter	Users:	438	438
Contact:	Tina Topper-Hauck		Service area (km²):		71.6	Ambulatory:		1,021	971
Title:	Finance/HR Manag	er	Communities served:		1	Attendants:		428	428
Telephone:	519-756-2170 x117		Service began:		01/01/1975	Companions:		97	97
Fax:	519-756-2147		Advisory Committee me	embers:	9	Other:			
Email:	ttopper-hauck@ope	erationlift.com	Eligibility Committee me	embers:	1	Total:		1,984	1,934
			Non-Dedicated S	ondood Co	ntractors:	Elimibility Critoria	A Unabla	-	,
Dedicated Se	erv. Operated by:	Transit System/Municipality				Eligibility Criteria:	✓ Unable		
		Private Contractor(s), number	: Taxi Scrip Progra	m Available:			✓ Unable	to Use	
	✓	Private Non-Profit Org.					✓ Other C	riteria	
VEHICLE KIL	OMETRES & HOUR		2011	SERVICE H	OURS / SCHED				
Rev. Veh. Kn	 n Dedicated Servic 	- ,-	395,648	Weekday:	0730 to	2300 Suno	day:	0800 to 2	2000
Tot. Veh. Km	 Dedicated Service 	367,322	395,648	Saturday:	0800 to	2300 Holio	day:	0800 to 2	2000
Rev. Veh. Hr	s Dedicated Servic	- , -	21,507	^ -l l l		7 -1/->			
Tot. Veh. Hrs	s Dedicated Service	22,726	21,507		ooking notice:	7 day(s)			
Non-Dedicate	ed Service - Veh. Km				tice for reservation				
Non-Dedicate	ed Service - Veh. Hrs			Reservations	s / Scheduling:	Fully Computerize	ea		
PASSENGER	DATA			FARE STRU	CTURE				
Dedicated :	Service	67,160	72,535	Effective Dat	te 01/01/2008	Tickets/C	ards		
Non-Dedica	ated Service				Cash	(unit pri	ce)	Monthly Pass	s Free
TOTAL PASS	ENGERS	67,160	72,535	Adult	\$3.00	\$3.00			
Subscriptio	on / Pre-booked	45%	45%	Child	\$3.00	\$3.00			
Reservation	n	2%	2%	Student	\$3.00	\$3.00			П
	id / Day of trip	53%	53%	Senior	\$3.00	\$3.00			H
				Attendant	\$3.00	\$3.00			Ħ
Cancelled in		10,066	17,061	Companion	\$3.00	\$3.00			Ħ
	Cancelled at door	551	879	Other	•	ree; \$6 for same day			
Unaccommo	·	190	38	Other	veteraris riue i	iee, so ioi saine day	Service		
Number of co	-	7	11	EMPLOYEE	DATA	Fu	ıll-time	Part-tin	ne
OPERATING	EXPENSES			Operators		•	10	5	
Administratio	n	\$547,953	\$323,948	Other Opera	tions		2	2	
Operations:				Vehicle Mech	nanics				
Internal -	Dedicated Service	\$678,632	\$977,768	General and	Administration		5		
Contract	- Dedicated Service			Other					
Contract	- Non-Dedicated Ser	vice		TOTAL NUM	IBER OF EMPLO	OYEES	17	7	
Contract	- Taxi Scrip			Union Affilia	tional Operator	o: ATII			
Maintenance	(Vehicles & Facilities	s) \$151,735	\$148,933	Union Amilia	itions: Operator				
Fuel		\$107,801	\$144,414		Mechanio		4-l/A -l: /	A = =4\	
TOTAL OPE	RATING EXPENSES	\$1,486,121	\$1,595,063		Other (sp	ecity): ATU (Dispa	tcher/Admin A	ASSI)	
ODEDATING	DEVENUES AND O	HER FUNDING CONTRIBUT	IONS	Top Operato	r Wage Rate: \$	19.39			
	ger Revenue	\$207,045	\$220,229	Top Mechan	ic Wage Rate:				
-	perating Revenue	Ψ201,043	ΨΖΖΟ,ΖΖΘ	DEDECO	MANCE INDI	CATORS			
	-				MANCE INDI	CATORS		0040	0044
Total Operati	•	\$207,045	\$220,229	FINANCIAL				2010	2011
Federal Cont				R/C Ratio				14%	14%
Provincial Co					ng Cost / Capita			\$13.75	\$14.78
Municipal Co		\$1,299,102		Total Exp. /				\$22.13	\$21.99
Other / Dona	ations	\$9,199	\$11,386	I	Eligible Passeno	•	,	\$23.54	\$23.39
TOTAL		\$1,515,346	\$1,586,948		ion Exp. / Passe	nger			
CAPITAL EXI	PENSES				cated Service		Ç	\$13.97	\$17.52
Vehicles Pur		\$198,192			Dedicated Service				
Debt Servicir		ψ.00,.0 <u>=</u>		Transportat	ion Exp. / Hour (Dedicated Service)	Ç	\$41.28	\$59.10
Other Capita	· ·			OPERATING	a				
-	ITAL EXPENSES	\$198,192		Registrants				0.0167	0.0208
		\$190,192		Passengers	-			0.7222	0.7800
	NDING SOURCES				/ Registrant			43.36	37.51
Transit Syste					/ Hour (Dedicate	ed Service)		2.96	3.37
Federal Cont		\$198,192		-	enger (Dedicated	·		5.47	5.45
Provincial Co					eed (Dedicated	•		16.16	18.40
Municipal Co				, wordinge op	July (Doubletter)	23.1100)		10.10	10.70
Other / Dona	ations								
TOTAL CAP	ITAL FUNDING	\$198,192			GER DATA	Ded. Serv		Ded. Service	
O.1				Ambulato	,	42,7	97		
Other Eligibili	ity Criteria: an individ	ual cannot use conventional tra	ansit system.		air/Scooter Users	,			
				Attendant		1,4			1
				Companio	ons	2,9	01		
				Other (sp	ecified)				
				TOTAL		72,5	35		

VEHICLE DATA Non-Accessible Cars Accessible Vans / Minivans	Number	Veh. Peak	Avg. Capaci Wheelchair N/A	ity per Veh. Ambulatory
Small Buses Other	13	10	4	7
TOTAL DED. VEHICLES	13	10	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility:		t Organiz t Organiz		

Accessible taxis:

Brockville

Brockville P Contact: Title: Telephone: Fax: Email:	ara Transit Valerie Harvey Supervisor of Transport 613-342-8772 x8225 613-342-5035 vharvey@brockville.com	ration Services	Population served: Service area (km²): Communities served: Service began: Advisory Committee me Eligibility Committee me		18,104 20.3 1 08/02/1988 N/A N/A		nts:		tive	Total 385 266 320
Dedicated Se	erv. Operated by: 🔲 Tra	nsit System/Municipality	Non-Dedicated Se	ervice: Co	ntractors:	Eligibil	ity Criteria:	Unable to E	Board	
	✓ Priv	vate Contractor(s), number	1 Taxi Scrip Progra	m Available:				Unable to U	Jse	
	Priv	ate Non-Profit Org.						Other Crite	ria	
VEHICLE KIL	OMETRES & HOURS	2010	2011	SERVICE HO	OURS / SCHED	ULING				
	n Dedicated Service	74,983	60,293	Weekday:	0645 to	1815	Sunday	·:	to	
	Dedicated Service	74,983	60,293	Saturday:	0845 to	1815	Holiday		to	
	s Dedicated Service	5,120	5,314	Advanced bo	ooking notice:		day(s)			
	s Dedicated Service	5,120	5,580		tice for reservation	on: 24	1.0 hour(s)			
	ed Service - Veh. Km. ed Service - Veh. Hrs.				s / Scheduling:	Manı				
PASSENGER				FARE STRU	CTURE					
Dedicated		15,577	14,077		e 01/01/2006		Tickets/Card	ls		
	ated Service	.0,0	,		Cash		(unit price		nthly Pass	Free
TOTAL PASS		15,577	14,077	Adult	\$2.00		\$1.50		\$55.00	
Subscriptio	n / Pre-booked	0%	58%	Child	\$2.00		\$1.50		\$55.00	
Reservation	n	0%	40%	Student	\$2.00		\$1.50		\$55.00	
On-Deman	d / Day of trip	0%	2%	Senior	\$2.00		\$1.50		\$55.00	
Cancelled in	advance	1,990	1,679	Attendant						~
No-shows / C	Cancelled at door	128	133	Companion	\$2.00		\$1.50		\$55.00	
Unaccommo	dated trips	123	87	Other	Other Fare Me	edia: 40 ri	ide pass for \$55	5.		
Number of co	omplaints	58	5	EMPLOYEE	DATA		Full-	time	Part-time	,
OPERATING	EXPENSES			Operators						
Administratio	n	\$9,741	\$13,425	Other Operat	tions					
Operations:				Vehicle Mech	nanics				1	
	Dedicated Service			General and	Administration				2	
	- Dedicated Service	\$291,580	\$291,453	Other						
	- Non-Dedicated Service			TOTAL NUM	BER OF EMPL	OYEES			3	
	- Taxi Scrip	¢40 F22	¢14.004	Union Affilia	tions: Operator	rs:				
Fuel	(Vehicles & Facilities)	\$10,532 \$20,722	\$14,924 \$35,093		Mechani	cs:	CUPE 115			
	RATING EXPENSES	\$332,574	\$354,895		Other (sp	pecify):				
		•		Top Operator	r Wage Rate:					
		R FUNDING CONTRIBUT		Top Mechani	c Wage Rate: \$	28.04				
•	ger Revenue perating Revenue	\$21,760 \$22,279	\$19,650 \$21,477	DEDECOR	MANCE IND	CATO	De			
	=			FINANCIAL	VIAINCE IIND	ICATO	ixo	20 ⁻	10	2011
Total Operat	•	\$44,039	\$41,127	R/C Ratio					3%	12%
Federal Conf Provincial Co		\$43,564	\$43,564		ng Cost / Capita			\$15		\$17.33
Municipal Co		\$244,971	\$270,204	Total Exp. /				\$21		\$25.21
Other / Dona		Ψ244,971	Ψ210,204		Eligible Passen	aer		\$24		\$28.15
TOTAL		\$332,574	\$354,895		ion Exp. / Passe			•		•
CAPITAL EX	DENETE	*************************************	400 1,000	Dedic	cated Service			\$20	.73	\$24.26
Vehicles Pur				Non-	Dedicated Servi	ce				
Debt Servicir				Transportati	ion Exp. / Hour (Dedicate	d Service)	\$63	.05	\$61.20
Other Capita	•			OPERATING	}					
•	ITAL EXPENSES			Registrants	/ Capita			0.05	507	0.0536
	NDING SOURCES			Passengers	/ Capita			0.86	604	0.7776
Transit Syste					/ Registrant			16	.97	14.50
Federal Conf					/ Hour (Dedicat		•		.04	2.65
Provincial Co					enger (Dedicate		e)		.81	4.28
Municipal Co				Average Sp	eed (Dedicated	Service)		14	.65	11.35
Other / Dona				Ī						
	ITAL FUNDING			PASSEN	GER DATA		Ded. Service	Non-Dec	I. Service	
t la aracitacia	nore the continueting of the	and the pity of a flat and it	augabiaa tha busas	Ambulato	•		6,661			
iii previous ye	zars, une contractor charg	ged the city at a flat rate by	supplying the buses,	 Wheelcha 	air/Scooter Users	S	5,946			1

* In previous years, the contractor charged the city at a flat rate by supplying the buses,					
fuel, and maintenance. The contractor also provided additional bus service to					
accommodate the clients upon request. A new paratransit contract was introduced in					
2010. Under this new contract agreement, the city supplies the buses, maintenance					
and fuel. The contractor is now scheduling more efficient service and ensure multiple					
passengers are on the bus at the same time. * Employment numbers refer to city					
staff only - no employment statistics from the contractor.					

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	6,661	
Wheelchair/Scooter Users	5,946	
Attendants	1,470	
Companions		
Other (specified)		
TOTAL	14,077	

		Veh.	Avg. Capac	ity per Veh.	
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans / Minivans					
Small Buses	2	2	4	10	
Other					
TOTAL DED. VEHICLES	2	2	N/A	N/A	
Vehicle ownership:	Municipalit	:y			
Vehicle maintenance responsibility:	: Municipalit	y			
Accessible taxis:		-			

Burlington

Buriin	gton					REGISTRAN	ITS	Active	Total
Handi-Van		Pop	ulation served:		175,800	Wheelchair/S			1,314
Contact:	Scott Gillner		rice area (km²):		97.8	Ambulatory:	, , , , , , , , , , , , , , , , , , ,	1,938	1,938
Title:	Supervisor of Business Se	rvices Com	nmunities served:		1	Attendants:		.,	.,
Telephone:	905-335-7869 x7526	Serv	rice began:		01/01/1975	Companions	:		
Fax:	905-335-7878	Advi	sory Committee me	embers:	11	Other:			
Email:	gillners@burlington.ca	Eligi	bility Committee me	embers:	6	Total:		3,252	3,252
		t System/Municipality	Non-Dedicated Se	onios: 🗸 Con	tractors: 1	Eligibility C	ritorio. [_	-, -
Dedicated Se	erv. Operated by: 🗹 Transi				-	Eligibility C		✓ Unable to Board	
	Private	Contractor(s), number:	Taxi Scrip Prograi	m Available: 🗸			\	Unable to Use	
	Private	Non-Profit Org.					•	Other Criteria	
VEHICLE KIL	OMETRES & HOURS	2010	2011	SEBVICE HO	URS / SCHED	HINC			
	n Dedicated Service	267,845	198,444	Weekday:	0730 to		Sunday	: 0900 to	1730
	n Dedicated Service	275.945	206,941	•			•		
	s Dedicated Service	14,002	14,573	Saturday:	0900 to	2230	Holiday:	: 0900 10	1730
	s Dedicated Service	14,425	15,023	Advanced boo	oking notice:	30 da	ay(s)		
	ed Service - Veh. Km.	14,425	13,023	Minimum noti	ce for reservati	on: 48.0 ho	our(s)		
	ed Service - Veh. Hrs.			Reservations	/ Scheduling:	Fully Com	puterized		
PASSENGER				FARE STRUC	TIIDE	-	•		
Dedicated S		39,336	40,718	Effective Date		Tiz	kets/Card	le	
	ated Service	13,853	14,564	Ellective Date	Cash		unit price)		ss Free
TOTAL PASS		53,189	55,282	Adult	\$3.00	,	\$2.75	, widiting Fa	FIEE
	on / Pre-booked	50%	50%						
		49%	49%	Child	\$3.00		\$2.75		\vdash
Reservation	n d / Day of trip	1%		Student	\$3.00		\$2.75		H
	•	1 70	1%	Senior	\$3.00		\$2.75		H
Cancelled in	advance	3,326	3,311	Attendant	\$3.00		\$2.75		H
No-shows / C	Cancelled at door	256	231	Companion	\$3.00		\$2.75		
Unaccommod	dated trips	691	304	Other					
Number of co	omplaints			EMPLOYEE I	DATA		Full-t	time Part-t	ime
OPERATING	EXPENSES			Operators			7	3	
Administratio	n	\$25,289	\$23,345	Other Operati	ons		2		
Operations:				Vehicle Mech	anics		1		
Internal -	Dedicated Service	\$587,818	\$677,463	General and A	Administration				
Contract	- Dedicated Service			Other					
Contract	 Non-Dedicated Service 	\$73,251	\$96,158	TOTAL NUME	BER OF EMPL	OYEES	10	3	
Contract	- Taxi Scrip	\$64,022	\$70,267	lluion Affiliat	iana. Onoroto	ro. CUE	PE 2723		
Maintenance	(Vehicles & Facilities)	\$261,388	\$193,477	Union Amila	ions: Operator		E 2723		
Fuel		\$64,904	\$82,659		Mechani		E 2123		
TOTAL OPE	RATING EXPENSES	\$1,076,672	\$1,143,369		Other (s				
OPERATING	REVENUES AND OTHER F	UNDING CONTRIBUTIONS	3		Wage Rate: \$				
Passeng	ger Revenue	\$110,604	\$158,715	op wechanic	: Wage Rate: \$	30.25			
Other O	perating Revenue	\$48,615	\$214	PERFORM	IANCE IND	ICATORS			
	-	\$150,210	\$159,020	FINANCIAL	_			2010	2011
Total Operati Federal Cont		\$159,219	\$158,929	R/C Ratio				15%	14%
Provincial Cont					g Cost / Capita	1		\$5.55	\$5.60
Municipal Co		\$917,453	\$984,440	Total Exp. / F		-		\$20.24	\$20.68
Other / Dona		φσ 1 / 1 3 3	Ψ30+,++0		Eligible Passen	aer		\$23.94	\$24.48
TOTAL	itions	¢4 076 672	¢4 442 260		on Exp. / Passe			Ψ20.01	Ψ21.10
		\$1,076,672	\$1,143,369		ated Service			\$23.24	\$23.42
CAPITAL EXI					edicated Servi	ce		\$9.91	\$11.43
Vehicles Pur					on Exp. / Hour (rvice)	\$63.37	\$63.48
Debt Servicir	=			'	LAP. / 1 IOUI 1	Doubled Se	1100)	ψ00.01	ψυυ. 1 0
Other Capita	•		\$10,029	OPERATING					
TOTAL CAP	ITAL EXPENSES		\$10,029	Registrants /				0.0181	0.0185
CAPITAL FUI	NDING SOURCES			Passengers	•			0.3215	0.3145
Transit Syste				Passengers				17.78	17.00
Federal Cont			\$10,029		/ Hour (Dedicat			2.81	2.79
Provincial Co			7.2,220		nger (Dedicate	•		6.81	4.87
Municipal Co				Average Spe	ed (Dedicated	Service)		19.13	13.62
Other / Dona			•						
	ITAL FUNDING		\$10,029	PASSENG	ER DATA	De	d. Service	Non-Ded. Service	ce
				Ambulator			23,531	7,05	59
	ity Criteria: Elderly, cognitive			Wheelchai	r/Scooter User	S	15,663	45	56
mav be eligible	for the Handi-Van service if	rtney have a physical disabi	lity that prevents	Attendants			1,524		

them from boarding a conventional public transit vehicle.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	23,531	7,059
Wheelchair/Scooter Users	15,663	456
Attendants	1,524	
Companions		
Other (specified)		7,049
TOTAL	40,718	14,564

		Veh.	Avg. Capac	ty per Veh.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	8	7	5	5
Other				
TOTAL DED. VEHICLES	8	7	N/A	N/A
Vehicle ownership:	Municipa	l Transit S	ystem	
Vehicle maintenance responsibility: Accessible taxis:	Municipa	l Transit S	ystem	

Caledon

Caladan Car	mmunity Services		Population served:		59,460	REGISTRA		Active	Total
	-		Service area (km²):		647.0		/Scooter Users:		
Contact:	Fay Davy		Communities served:		1	Ambulatory		380	380
Title:	Transportation Mana	iger	Service began:		01/01/1988	Attendants:			
Telephone: Fax:	905-951-2300 x204 905-951-7911		Advisory Committee me	embers:	17	Companion Other:	S.		
Fax. Email:	fdavy@ccs4u.org		Eligibility Committee me		N/A	Total:		380	380
		Francit System/Municipality	Non-Dedicated S	ondoo: Cor	ntractors:		Critorio:		300
Dedicated Se		Fransit System/Municipality			iliaciois.	Eligibility (Inable to Board	
		Private Contractor(s), number	Taxi Scrip Progra	m Available: L				Inable to Use	
	✓ 1	Private Non-Profit Org.					✓ 0	ther Criteria	
VEHICLE KIL	OMETRES & HOURS	2010	2011	SERVICE HO	OURS / SCHED	ULING			
Rev. Veh. Kn	n Dedicated Service	244,400	251,600	Weekday:	0600 to	1800	Sunday:	0600 to 1	1400
	Dedicated Service	245,128	252,568	Saturday:	0600 to	1800	Holiday:	0600 to 1	1800
	s Dedicated Service	- /	9,632	Advanced bo	akina natioa:	7.0	dov(o)		
	s Dedicated Service	9,516	9,743		ice for reservati		day(s) nour(s)		
	ed Service - Veh. Km.				/ Scheduling:		mputerized		
	ed Service - Veh. Hrs.				•	i ully Col	mputerizeu		
PASSENGER				FARE STRU					
Dedicated S		17,826	21,711	Effective Date			ickets/Cards		
	ated Service				Cash		(unit price)	Monthly Pas	s Free
TOTAL PASS		17,826	21,711	Adult	\$4.00				
Subscriptio	n / Pre-booked	30%	40%	Child					
Reservation		69%	59%	Student					
On-Deman	d / Day of trip	1%	1%	Senior	\$4.00				Ц
Cancelled in	advance	2,360	3,181	Attendant					V
No-shows / C	Cancelled at door	451	272	Companion					✓
Unaccommod	dated trips			Other					
Number of co	omplaints	4	8	EMPLOYEE	ΠΔΤΔ		Full-time	Part-tin	ne
OPERATING	EXPENSES			Operators	2,11,11		2	5	
Administratio	n	\$46,216	\$49,715	Other Operati	ions		3	· ·	
Operations:				Vehicle Mech			· ·		
Internal -	Dedicated Service	\$322,648	\$421,472		Administration				
Contract	- Dedicated Service			Other					
Contract	- Non-Dedicated Serv	ice \$214	\$26		BER OF EMPL	OYEES	5	5	
Contract	- Taxi Scrip						-	-	
Maintenance	(Vehicles & Facilities)	\$29,376	\$16,094	Union Affilia	tions: Operator				
Fuel		\$25,538	\$35,882		Mechani				
TOTAL OPE	RATING EXPENSES	\$423,992	\$523,189		Other (s	pecity).			
OPERATING	REVENUES AND OT	HER FUNDING CONTRIBUT	IONS	Top Operator	•				
	ger Revenue	\$100,313	\$105,490	Top Mechanic	c Wage Rate:				
-	perating Revenue	\$100,010	\$100,100	PERFORM	MANCE IND	ICATORS	j		
Total Operati	-	\$100,313	\$105,490	FINANCIAL				2010	2011
Federal Cont	•	\$100,313	\$100,490	R/C Ratio				24%	20%
Provincial Co		\$271,277	\$360,579		ng Cost / Capita	ı		\$5.68	\$7.02
Municipal Co		\$24,802	\$26,692	Total Exp. /				\$23.79	\$24.10
Other / Dona		\$65,541	\$30,428		Eligible Passen	aer		\$23.79	\$25.35
TOTAL	itions	\$461,933	\$523,189		on Exp. / Passe			4	4
		Ψ+01,330	ψ020,103		ated Service			\$21.18	\$21.81
CAPITAL EXI					Dedicated Servi	ce		,	•
Vehicles Pur				Transportati	on Exp. / Hour (Dedicated S	ervice)	\$39.68	\$48.59
Debt Servicir	•			OPERATING	•	`	,		
Other Capita	•							0.0055	0.0064
IUIAL CAP	ITAL EXPENSES			Registrants Passengers				0.0055	0.0064 0.3651
CAPITAL FUI	NDING SOURCES			Passengers	•			56.77	57.13
Transit Syste	em				/ Hour (Dedicat	ed Service)		1.89	2.25
Federal Cont	tributions				nger (Dedicate	•		13.71	11.59
Provincial Co	ontributions				eed (Dedicated	-		25.97	26.12
Municipal Co				Average Spe	ca (Dedicated	OGI VICE)		20.81	20.12
Other / Dona									
TOTAL CAP	ITAL FUNDING				SER DATA	D	ed. Service	Non-Ded. Service	
* Other Fligibili	tu Critorio: Colodo	sidents 60 years of age and	older unable to drive	Ambulator	•		20,637		
Outer Eligibili	ty Officia. Calculli le	Siderita ou years di age alla i	Juden, unable to unive	i vyneelcha	ir/Scooter Users	S			

* Other Eligibility Criteria: Caledon residents 60 years of age and older, unable to drive
due to a long or short term disability, with cognitive impairments attending community
programs, or Ontario Works clients and crisis clients. * Fare Structure: One way fare
is \$4.00 anywhere within the Town of Caledon, \$10.00 to Brampton, \$20.00 to
Mississauga, Georgetown, Woodbridge and Newmarket, \$30.00 to Oakville and
Toronto. * We have 6 buses with ramps; four Ford 450 and two Ford 350 . * We
have run our program with 3 buses out daily until Nov 2011, we then started running
with 4 buses out daily

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	20,637	
Wheelchair/Scooter Users		
Attendants	1,074	
Companions		
Other (specified)		
TOTAL	21,711	

Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans Small Buses Other TOTAL DED. VEHICLES	6 6	4 4	3 N/A	10 N/A
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:		it Organiza it Organiza		

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 10 Chapleau REGISTRANTS Active Total Chapleau Handi Transit 2.072 Population served: Wheelchair/Scooter Users: Service area (km2): 13.5 Contact: Les Jones Ambulatory: Communities served: Title: Treasurer Attendants: 01/01/1993 Service began: 705-864-1330 Telephone: Companions: Advisory Committee members: 5 705-864-1824 Other: Fax: Eligibility Committee members: N/A Fmail: jonesl@chapleau.ca Total: Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board Dedicated Serv. Operated by: 🗸 Transit System/Municipality Taxi Scrip Program Available: Private Contractor(s), number: Unable to Use ✓ Other Criteria Private Non-Profit Org. **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service Weekday: 0845 to 1445 Sunday: to Tot. Veh. Km. - Dedicated Service Saturday: Holiday: to to Rev. Veh. Hrs. - Dedicated Service 1.313 1.313 Advanced booking notice: 1 day(s) Tot. Veh. Hrs. - Dedicated Service 1,313 1,313 Minimum notice for reservation: 0.0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE** 2,028 Effective Date 01/01/2004 **Dedicated Service** 2,397 Tickets/Cards (unit price) Non-Dedicated Service Cash **Monthly Pass** Free TOTAL PASSENGERS 2.028 2.397 Adult \$3.50 Subscription / Pre-booked 0% 0% Child \$1.00 0% 0% Reservation Student \$3.50 On-Demand / Day of trip 0% 0% Senior \$2.50 Attendant \$3.50 Cancelled in advance Companion \$3.50 No-shows / Cancelled at door Pass \$25.00 Unaccommodated trips Other Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators Administration Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration Contract - Dedicated Service \$30,543 \$34,277 Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$60,350 \$29.168 Mechanics: CUPF Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$90,893 \$63,445 Top Operator Wage Rate: **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$29.10 Passenger Revenue \$5,278 \$7,124 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$5,278 \$7,124 R/C Ratio 6% 11% **Federal Contributions** Net Operating Cost / Capita \$41.32 \$27.18 \$20,000 **Provincial Contributions** \$52,610 Total Exp. / Passenger \$37.92 \$31.28 **Municipal Contributions** \$33,006 \$36,321 Total Exp. / Eligible Passenger \$37.92 \$31.28 Other / Donations Transportation Exp. / Passenger TOTAL \$90,893 \$63,445 **Dedicated Service** \$37.92 \$31.28 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$69.23 \$48.32 **Debt Servicing OPERATING** Other Capital Expenses Registrants / Capita **TOTAL CAPITAL EXPENSES** Passengers / Capita 1.1569 0.9788 CAPITAL FUNDING SOURCES Passengers / Registrant Transit System Passengers / Hour (Dedicated Service) 1.83 1.54 Federal Contributions Kms / Passenger (Dedicated Service) **Provincial Contributions** Average Speed (Dedicated Service) **Municipal Contributions** Other / Donations **PASSENGER DATA** Ded. Service **TOTAL CAPITAL FUNDING** Non-Ded. Service Ambulatory 2.028 Other Eligibility Criteria: seniors and persons with disabilities. Wheelchair/Scooter Users Attendants Companions Other (specified) **TOTAL** 2,028

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

Chatham					PEGIS	TRANTS	Active	Total
CK Transit Chatham Accessible Service	e Pop	ulation served:		44,000		chair/Scooter User		636
Contact: Jan Metcalfe		vice area (km²):		30.9	Ambula		454	454
Title: Engineering Technologist		nmunities served:		1	Attenda	ants:	575	575
Telephone: 519-360-1998 x3301		vice began:		01/04/1973	Compa	nions:		
Fax: 519-436-3240	Elia	isory Committee me bility Committee me		N/A N/A	Other:			
Email: jan.metcalfe@chatham-ken	i.ca -	-			Total:		1,665	1,665
Dedicated Serv. Operated by: Transit		Non-Dedicated So	ervice: Cont	tractors:	Eligibi		Unable to Board	
✓ Private	Contractor(s), number: 1	Taxi Scrip Progra	m Available:			✓	Unable to Use	
Private	Non-Profit Org.						Other Criteria	
VEHICLE KILOMETRES & HOURS	2010	2011	SERVICE HO	URS / SCHEDI	II ING			
Rev. Veh. Km Dedicated Service	113,414	126,707	Weekday:		1800	Sunday:	0900 to 1	700
Tot. Veh. Km Dedicated Service	113,414	126,707	Saturday:	0800 to		Holiday:	to	
Rev. Veh. Hrs Dedicated Service	3,750	3,708	•			•		
Tot. Veh. Hrs Dedicated Service	3,750	3,708	Advanced boo	oking notice: ce for reservation	2	1 day(s)		
Non-Dedicated Service - Veh. Km.			Reservations		ווכ. ∠ Man	4.0 hour(s)		
Non-Dedicated Service - Veh. Hrs.				•	iviaii	iuui		
PASSENGER DATA Dedicated Service	22,250	23,094	FARE STRUC Effective Date			Tickets/Cards		
Non-Dedicated Service	22,230	23,094	Ellective Date	Cash		(unit price)	Monthly Pass	Free
TOTAL PASSENGERS	22,250	23,094	Adult	\$3.00		\$3.00	monthly i ass	
Subscription / Pre-booked	0%	0%	Child	\$3.00		\$3.00		
Reservation	100%	100%	Student	\$3.00		\$3.00		П
On-Demand / Day of trip	0%	0%	Senior	\$3.00		\$3.00		
Cancelled in advance	6	1	Attendant					\checkmark
No-shows / Cancelled at door	53	48	Companion	\$3.00				
Unaccommodated trips			Other					
Number of complaints			EMPLOYEE D	DATA		Full-tin	ne Part-tim	е
OPERATING EXPENSES			Operators					
Administration	\$10,855	\$10,855	Other Operation					
Operations: Internal - Dedicated Service		\$4,076	Vehicle Mecha					
Contract - Dedicated Service	\$393,196	\$4,076 \$418,627	General and A Other	dministration				
Contract - Non-Dedicated Service	ψοσο, 1σο	Ψ+10,027		SER OF EMPLO	OVEES			
Contract - Taxi Scrip								
Maintenance (Vehicles & Facilities)			Union Affiliati	ions: Operator Mechanio				
Fuel	\$6,763	\$18,960		Other (sp				
TOTAL OPERATING EXPENSES	\$410,814	\$452,518	Ton Operator		oony).			
OPERATING REVENUES AND OTHER FL			Top Operator ' Top Mechanic	•				
Passenger Revenue	\$49,084	\$54,015	• '	-				
Other Operating Revenue			_	IANCE INDI	CAIO	RS		
Total Operating Revenue	\$49,084	\$54,015	FINANCIAL				2010	2011
Federal Contributions	₾70.04 5	CO4 404	R/C Ratio	g Cost / Capita			12% \$8.22	12% \$9.06
Provincial Contributions Municipal Contributions	\$76,845 \$284,885	\$84,481 \$314,022	Total Exp. / F				\$18.46	\$19.59
Other / Donations	φ204,003	φ314,022		Eligible Passen	aer		\$22.89	\$24.58
TOTAL	\$410,814	\$452,518		n Exp. / Passe			•	,
CAPITAL EXPENSES	*,	¥ 10=,010	Dedica	ated Service			\$17.98	\$19.12
Vehicles Purchased				edicated Servi				
Debt Servicing			Transportation	n Exp. / Hour (Dedicate	ed Service)	\$106.66	\$119.11
Other Capital Expenses			OPERATING					
TOTAL CAPITAL EXPENSES			Registrants /				0.0328	0.0378
CAPITAL FUNDING SOURCES			Passengers /	-			0.5057	0.5249
Transit System			Passengers /	Registrant Hour (Dedicat	od Conii	ioo)	15.43	13.87 6.23
Federal Contributions				nger (Dedicated		•	5.93 5.10	5.49
Provincial Contributions				ed (Dedicated		•	30.24	34.17
Municipal Contributions				,	,			
Other / Donations TOTAL CAPITAL FUNDING			PASSENG	FR DATA		Ded. Service	Non-Ded. Service	
TOTAL CALITAL FUNDING			Ambulatory			18,413	Dea. Jei vice	1
				r/Scooter Users	;	,		1
			Attendants			4,681		1
			Companior					
			Other (spec	cified)				
			TOTAL			23,094		
						Veh.	Avg. Capacity pe	r Veh.

VEHICLE DATA Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans				
Small Buses	4	4	5	4
Other				
TOTAL DED. VEHICLES	4	4	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:		ed Operato ed Operato		

189

191

123

507

Free

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 12 Cobourg **REGISTRANTS** Active Total Wheels 18.000 Population served: Wheelchair/Scooter Users: 189 Service area (km2): 13.0 Contact: Renee Champagne Ambulatory: 191 Communities served: Title: Admin Assistant Attendants: 123 01/01/1984 Service began: Telephone: 905-372-4555 Companions: Advisory Committee members: 8 905-372-1533 Other: Fax: Eligibility Committee members: Fmail: rchampagne@cobourg.ca Total: 507 Non-Dedicated Service: ✓ Contractors: 1 Dedicated Serv. Operated by: 🗸 Transit System/Municipality Eligibility Criteria: ✓ Unable to Board ✓ Private Contractor(s), number: 1 Taxi Scrip Program Available: ✓ Unable to Use Private Non-Profit Org. ✓ Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Weekday: Rev. Veh. Km. - Dedicated Service 29,711 30,346 0615 to 1945 0845 to 1600 Sunday: Tot. Veh. Km. - Dedicated Service 29.711 30.346 Saturday: 0815 to 1845 Holiday: 1115 to 1700 Rev. Veh. Hrs. - Dedicated Service 1.938 2.000 Advanced booking notice: day(s) Tot. Veh. Hrs. - Dedicated Service 1,938 2,000 2.0 hour(s) Minimum notice for reservation: Non-Dedicated Service - Veh Km Reservations / Scheduling: Partially Computerized Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 5,857 5.285 Effective Date 01/01/2008 Tickets/Cards (unit price) Non-Dedicated Service 2,931 4,318 Cash **Monthly Pass** TOTAL PASSENGERS 8.788 9.603 Adult \$2.00 \$1.60 \$60.00 Subscription / Pre-booked 0% 0% Child \$2.00 \$1.60 \$25.00 0% 0% Reservation Student \$2.00 \$1.60 \$50.00 On-Demand / Day of trip 0% 0% Senior \$2.00 \$1.60 \$30.00 Attendant Cancelled in advance 371 372 Companion \$2.00 \$1.60 \$50.00 No-shows / Cancelled at door 239 459 547 Other Unaccommodated trips 209 Number of complaints 25 112 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators Administration Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration Contract - Dedicated Service \$76,732 \$87,975 Other Contract - Non-Dedicated Service \$34.304 \$50,910 **TOTAL NUMBER OF EMPLOYEES** Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) Mechanics: Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$111,036 \$138,886 Top Operator Wage Rate:

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$17,576 \$19,206 Other Operating Revenue **Total Operating Revenue** \$17,576 \$19,206

Federal Contributions Provincial Contributions Municipal Contributions \$93,460 \$119,680 Other / Donations

TOTAL \$111,036 \$138,886 CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System Federal Contributions **Provincial Contributions Municipal Contributions** Other / Donations

TOTAL CAPITAL FUNDING

Other Eligibility Criteria: Blind/Elderly. * Passengers - Ambulatory also include Wheelchair/Scooter Users, Attendants, and Companions.

Top Mechanic Wage Rate:

FINANCIAL	2010	2011
R/C Ratio	16%	14%
Net Operating Cost / Capita	\$5.19	\$6.65
Total Exp. / Passenger	\$12.63	\$14.46
Total Exp. / Eligible Passenger	\$12.63	\$14.46
Transportation Exp. / Passenger		
Dedicated Service	\$13.10	\$16.65
Non-Dedicated Service	\$11.70	\$11.79
Transportation Exp. / Hour (Dedicated Service)	\$39.59	\$43.99
OPERATING		
Registrants / Capita	0.0239	0.0282
Passengers / Capita	0.4882	0.5335
Passengers / Registrant	20.44	18.94
Passengers / Hour (Dedicated Service)	3.02	2.64
Kms / Passenger (Dedicated Service)	5.07	5.74
Average Speed (Dedicated Service)	15.33	15.17

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,285	4,318
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	5,285	4,318

		Veh.	Avg. Capacity per Veh		
VEHICLE DATA	Number	Peak	Wheelchair Ambulat		
Non-Accessible Cars			N/A		
Accessible Vans / Minivans	1	1	1	2	
Small Buses	1	1	3	5	
Other			4	7	
TOTAL DED. VEHICLES	2	2	N/A	N/A	

/ehicle ownership: Bus - Municipality; Van - Private Contractor

/ehicle maintenance responsibility: **Contracted Operators** 1

Accessible taxis:

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 13 Cochrane REGISTRANTS Active Total **Accessibility Advisory Committee** 5.457 Population served: Wheelchair/Scooter Users: 36 36 Service area (km2): 538.7 Jeannine Cheff Ambulatory: 84 Contact: 84 Communities served: Title: Reception Clerk Attendants: 01/01/1993 Service began: Telephone: 705-272-4361 x221 Companions: Advisory Committee members: 705-272-6068 Other: Fax: Eligibility Committee members: jeannine.cheff@cochraneontario.com Fmail: Total: 120 120 Non-Dedicated Service: ✓ Contractors: 2 Dedicated Serv. Operated by: Transit System/Municipality Eligibility Criteria: Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: Unable to Use ✓ Other Criteria Private Non-Profit Org. **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service Weekday: Sunday: to Tot. Veh. Km. - Dedicated Service Saturday: Holiday: to to Rev. Veh. Hrs. - Dedicated Service Advanced booking notice: day(s) Tot. Veh. Hrs. - Dedicated Service Minimum notice for reservation: 0.0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE** Effective Date 12/07/2010 **Dedicated Service** Tickets/Cards (unit price) Non-Dedicated Service 3,153 3,108 Cash **Monthly Pass** Free **TOTAL PASSENGERS** 3.153 3,108 Adult \$5.50 Subscription / Pre-booked 0% 0% Child \$5.50 Reservation 0% 0% Student \$5.50 On-Demand / Day of trip 100% 100% Senior \$5.50 Attendant Cancelled in advance Companion No-shows / Cancelled at door Unaccommodated trips Other Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators \$9,119 Administration \$4,669 Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration Contract - Dedicated Service Other Contract - Non-Dedicated Service \$28,779 \$30.306 **TOTAL NUMBER OF EMPLOYEES** Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) Mechanics: Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$33,448 \$39,425 Top Operator Wage Rate: **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$15,740 \$17,192 Other Operating Revenue \$121 PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$15,861 \$17,192 R/C Ratio 47% 44% **Federal Contributions** Net Operating Cost / Capita \$3.47 \$4.07 **Provincial Contributions** \$9.331 \$16,675 Total Exp. / Passenger \$10.61 \$12 69 **Municipal Contributions** \$8,256 \$5,558 Total Exp. / Eligible Passenger \$10.61 \$12.69 Other / Donations Transportation Exp. / Passenger TOTAL \$33,448 \$39,425 **Dedicated Service** CAPITAL EXPENSES Non-Dedicated Service \$9.13 \$9.75 Vehicles Purchased \$44,242 Transportation Exp. / Hour (Dedicated Service) **Debt Servicing OPERATING** Other Capital Expenses 0.0193 Registrants / Capita 0.0220 **TOTAL CAPITAL EXPENSES** \$44,242 Passengers / Capita 0.6215 0.5695 CAPITAL FUNDING SOURCES Passengers / Registrant 32.17 25.90 Transit System Passengers / Hour (Dedicated Service) Federal Contributions Kms / Passenger (Dedicated Service)

\$33,182

\$11,060

* Other Eligibility Criteria: Signed application by either a Medical Doctor or a Nurse Practitioner.
* The van was purchased by the municipality and a contract agreement with PT Taxi is in place to provide services to the people of Cochrane. The other Taxi advised us that his vehicle was in need of repairs and he was not in the position to be able to continue to offer this service. PT Taxi offers 24/7 service and all clients are satisfied with the enhanced services that he offers.

Provincial Contributions

Municipal Contributions

Other / Donations
TOTAL CAPITAL FUNDING

PASSENG Ambulator Wheelchai Attendants Companio Other (spe	y r/Scooter Users ns	Ded. Service	Non-Ded. Service 3,108
TOTAL	,		3,108

Average Speed (Dedicated Service)

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

Collingwood

Canadian Re	ed Cross Contract (c/o Collingwood)	Population served:		21,000	Wheelchair/	NTS Scooter User	s: 118	1 ota 1 118
Contact:	Dianne Tripp		Service area (km²):		33.0	Ambulatory:		305	305
Title:	Fleet Coordinator		Communities served:		1	Attendants:			
Telephone:	705-721-3313 x527	75	Service began:		01/01/1999	Companions	s:		
Fax:	705-739-9916		Advisory Committee me Eligibility Committee me		N/A N/A	Other:			
Email:	dianne.tripp@redcr	ross.ca	Eligibility Committee me	embers.	IN/A	Total:		423	423
Dedicated Se	erv. Operated by:	Transit System/Municipality	Non-Dedicated S	ervice: Co	ntractors:	Eligibility C	riteria:	Unable to Board	
		Private Contractor(s), numbe	r: Taxi Scrip Progra	ım Available:				Unable to Use	
	<u> </u>	Private Non-Profit Org.						Other Criteria	
	V	Tivate Henri Telli elg.						Other Ontona	
VEHICLE KIL	OMETRES & HOUR	S 2010	2011	SERVICE H	OURS / SCHEDI	JLING			
Rev. Veh. Km	n Dedicated Service	e 45,279	47,502	Weekday:	0700 to	1800	Sunday:	to	
Tot. Veh. Km	Dedicated Service	45,279	48,471	Saturday:	0700 to	1800	Holiday:	to	
	s Dedicated Service	,		Advanced bo	ooking notice:	d	ay(s)		
	Dedicated Service	,			tice for reservation				
	ed Service - Veh. Km				s / Scheduling:		Computerized	I	
PASSENGER	ed Service - Veh. Hrs	5.		FARE STRU	=	,			
Dedicated S		11,356	11,992		te 01/12/2011	Ti	ckets/Cards		
	ated Service	11,000	11,332	Lifective Dat	Cash		(unit price)	Monthly Pass	Free
TOTAL PASS		11,356	11,992	Adult	\$3.25		(p. 100)	Monthly 1 ass	1100
	n / Pre-booked	75%	75%	Child	77				
Reservation		20%	20%	Student					Ħ
	d / Day of trip	5%	5%	Senior	\$3.25				П
Cancelled in a	advance	2,526	2,638	Attendant					V
	cancelled at door	125	72	Companion					✓
Unaccommod		65	160	Other					
Number of co	•		6	EMPLOYEE	DATA		Full-tim	ne Part-time	<u> </u>
OPERATING I	EXPENSES			Operators	DAIA		i un-un	6	-
Administration	n	\$12,413	\$13,254	Other Operat	tions			-	
Operations:				Vehicle Mech					
Internal -	Dedicated Service	\$14,502	\$19,666	General and	Administration		3	1	
	- Dedicated Service	\$61,167	\$62,631	Other					
	- Non-Dedicated Ser	vice		TOTAL NUM	IBER OF EMPLO	OYEES	3	7	
	- Taxi Scrip	0) 00.745	¢14.00E	Union Affilia	tions: Operator	s:			
Fuel	(Vehicles & Facilities				Mechanic	cs:			
	RATING EXPENSES	\$9,022 \$105,850			Other (sp	ecify):			
		•		Top Operato	r Wage Rate: \$	14.87			
		THER FUNDING CONTRIBUT		Top Mechani	ic Wage Rate:				
-	ger Revenue perating Revenue	\$29,526	\$31,179	DEDECO	MANCE INDI	CATORS			
-	-				WANCE INDI	CATORS		2040	2044
Total Operati	•	\$29,526	\$31,179	FINANCIAL R/C Ratio				2010 28%	2011 25%
Federal Cont Provincial Co					ng Cost / Capita			\$3.63	\$4.56
Municipal Co		\$50,000	\$50,000	Total Exp. /				\$9.32	\$10.59
Other / Donat		\$30,000	Ψ30,000		Eligible Passen	ger		\$9.32	\$10.59
TOTAL	110110	\$79,526	\$81,179		ion Exp. / Passe				
	DENCEC	Ų: 0,0 <u>-</u> 0	40.,	Dedi	cated Service			\$8.23	\$9.48
Vehicles Pure				Non-	Dedicated Service	ce			
Debt Servicin				Transportat	ion Exp. / Hour (Dedicated Se	ervice)	\$18.84	
Other Capital	•			OPERATING	3				
-	ITAL EXPENSES			Registrants	/ Capita			0.0229	0.0201
	NDING SOURCES			Passengers	s / Capita			0.5408	0.5711
Transit Syste				-	/ Registrant			23.61	28.35
Federal Cont				_	/ Hour (Dedicate			2.29	
Provincial Co					enger (Dedicated	•		3.99	3.96
Municipal Co				Average Sp	eed (Dedicated	Service)		9.13	
Other / Dona	tions								
TOTAL CAPI	ITAL FUNDING				GER DATA	De	ed. Service	Non-Ded. Service	
* Earo change =	1 from \$2 60 to \$0 55	in April and incressed to 60 0	E in Docombor	Ambulato	•		4,797		
		5 in April and increased to \$3.2 at seniors and people with physical properties.			air/Scooter Users	3	7,195		
cannot access		25o.o and poople with pily	a.cabiiidos Wilo	Attendant					
	•			Companio Other (sp					
				TOTAL	comea)		11 992		

	Veh. ∣ Avg. Capacity per Ve
TOTAL	11,992
Other (specified)	
Companions	
Attendants	
Wheelchair/Scooter Users	7,195
	.,

	ven.	Avg. Capaci	Capacity per ven.		
Number	Peak	Wheelchair	Ambulatory		
		N/A			
1	1	2	3		
1	1	5	12		
2	2	N/A	N/A		
Municipa	lity				
: Non-Prof	fit Organiz	ation			
	1 1 2 Municipa	Number Peak 1 1 1 1 1 2 2 Municipality	Number Peak Wheelchair N/A 1 1 2 1 1 5 2 2 N/A Municipality		

Cornwall

Corriwan			REGIS ¹	TRANTS	Active	Total
Cornwall Transit	Population served:	46,34	10	hair/Scooter Use		488
Contact: Len Tapp	Service area (km²):	61	.5 Ambula		910	910
Title: Division Manager	Communities served:		1 Attenda	ants:	56	56
Telephone: 613-930-2787 x2252	Service began:	07/07/198	Compa	nions:	425	425
Fax: 613-932-9906	Advisory Committee me		Other:			
Email: Itapp@cornwall.ca	Eligibility Committee me	embers.	¹⁰ Total:		1,879	1,879
Dedicated Serv. Operated by: 🗸 Transit System/Municipality	Non-Dedicated Se	ervice: Contractors: 1	Eligibil	lity Criteria: 🗸	Unable to Board	
Private Contractor(s), numbe	r: Taxi Scrip Prograi	m Available:		✓	Unable to Use	
Private Non-Profit Org.					Other Criteria	
VEHICLE KILOMETRES & HOURS 2010	2011	SERVICE HOURS / SCH		0		
Rev. Veh. Km Dedicated Service 205,034 Tot. Veh. Km Dedicated Service 220,467	213,886	•	to 2345	Sunday:	to	
Rev. Veh. Hrs Dedicated Service 220,467	213,886 12,689	Saturday: 0630	to 2345	Holiday:	to	
Tot. Veh. Hrs Dedicated Service 12,701	12,689	Advanced booking notice	:	14 day(s)		
Non-Dedicated Service - Veh. Km. 11,339	12,844	Minimum notice for reserv	vation: 24	4.0 hour(s)		
Non-Dedicated Service - Veh. Hrs. 723	937	Reservations / Scheduling	g: Fully	/ Computerized		
PASSENGER DATA	001	FARE STRUCTURE				
Dedicated Service 33,283	37,280	Effective Date 01/05/201	1	Tickets/Cards	\$	
Non-Dedicated Service 3,308	4,361	Casi		(unit price)	Monthly Pas	s Free
TOTAL PASSENGERS 36,591	41,641	Adult \$2.5	0	\$1.90		
Subscription / Pre-booked 43%	42%	Child \$2.2	5	\$1.50		
Reservation 57%	0%	Student \$2.5		\$1.70		
On-Demand / Day of trip 0%	58%	Senior \$2.5	0	\$1.70		
Cancelled in advance 8,129	8,330	Attendant				$\overline{\checkmark}$
No-shows / Cancelled at door 358	346	Companion \$2.5	0	\$1.70		
Unaccommodated trips	141	Other Comm. Pa	ss (ODSP &	SA) 25 for \$36		
Number of complaints		EMPLOYEE DATA		F11 4:	Dart 4:	
OPERATING EXPENSES		Operators		Full-ti 6	me Part-tii	ne
Administration \$226,546	\$237,601	Other Operations		2	2	
Operations:	, , , , , ,	Vehicle Mechanics		1		
Internal - Dedicated Service \$561,943	\$614,579	General and Administration	n	2		
Contract - Dedicated Service	. ,	Other	,,,	1		
Contract - Non-Dedicated Service \$27,096	\$34,649	TOTAL NUMBER OF EM	PLOYEES	12	2	
Contract - Taxi Scrip					_	
Maintenance (Vehicles & Facilities) \$207,502	\$174,957	Union Affiliations: Open		ATU 946 CUPE 234		
Fuel \$57,958	\$63,001		anics:	CUPE 3251		
TOTAL OPERATING EXPENSES \$1,081,045	\$1,124,787		(specify):	COFL 3231		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUT	TIONS	Top Operator Wage Rate				
Passenger Revenue \$81,895	\$79,781	Top Mechanic Wage Rate	3: \$23.04			
Other Operating Revenue		PERFORMANCE IN	IDICATO	RS		
Total Operating Revenue \$81,895	\$79,781	FINANCIAL			2010	2011
Federal Contributions	, .	R/C Ratio			8%	7%
Provincial Contributions \$200,972	\$191,686	Net Operating Cost / Ca	pita		\$21.72	\$22.55
Municipal Contributions \$798,728	\$853,320	Total Exp. / Passenger			\$29.54	\$27.01
Other / Donations		Total Exp. / Eligible Pass			\$33.21	\$30.72
TOTAL \$1,081,595	\$1,124,787	Transportation Exp. / Pa				
CAPITAL EXPENSES		Dedicated Service			\$24.86	\$22.87
Vehicles Purchased	\$460,000	Non-Dedicated So			\$8.19	\$7.95
Debt Servicing	,,	Transportation Exp. / Ho	ur (Dedicate	ed Service)	\$65.14	\$67.19
Other Capital Expenses		OPERATING				
TOTAL CAPITAL EXPENSES	\$460,000	Registrants / Capita			0.0385	0.0406
	,,	Passengers / Capita			0.7955	0.8986
CAPITAL FUNDING SOURCES Transit System		Passengers / Registrant			20.64	22.16
Federal Contributions		Passengers / Hour (Ded	icated Servi	ce)	2.81	2.94
Provincial Contributions	\$460,000	Kms / Passenger (Dedic		-	6.16	5.74
Municipal Contributions	Ψ100,000	Average Speed (Dedicate	ed Service)		17.32	16.86
Other / Donations	'	-				1
TOTAL CAPITAL FUNDING	\$460,000	PASSENGER DATA		Ded. Service	Non-Ded. Service	•
		Ambulatory		20,739	4,120	
* Cornwall Transit increased its non-dedicated budget to accomm		Wheelchair/Scooter U	sers	11,751		
ambulatory passengers and more diligent users in its shared ride		Attendants		4,790	241	

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	20,739	4,120
Wheelchair/Scooter Users	11,751	
Attendants	4,790	241
Companions		
Other (specified)		
TOTAL	37,280	4,361

		Veh.	Avg. Capac	ity per Veh.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	8	5	4	18
Other				
TOTAL DED. VEHICLES	8	5	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility Accessible taxis:	Municipalit : Municipalit	,		

Cramahe

Oranie						REGISTRANTS	Activ	e Total
NTI - Commu	unity Care Northumb	perland	Population served:		24,632	Wheelchair/Scooter		5
Contact:	Jessica Hoskin		Service area (km²):		1,030.4	Ambulatory:	154	154
Title:	Project Coordinator		Communities served: Service began:		3 08/11/2008	Attendants:		
Telephone: Fax:	905-355-1444 905-355-1805		Advisory Committee me	embers:	8	Companions: Other:		
Email:	j.hoskin@commcare	e.ca	Eligibility Committee me		N/A	Total:	159	159
	_	Transit System/Municipality	Non-Dedicated Se	ervice. Co	ontractors:	Eligibility Criteria:	Unable to Boar	rd
Douloutou oc		Private Contractor(s), number				Liigibiiity Oritoria.	Unable to Use	· u
	=	* **	. Taxi ochp i Tograi	iii Avallable. [
	✓	Private Non-Profit Org.					✓ Other Criteria	
	OMETRES & HOURS		2011		IOURS / SCHED			
	n Dedicated Service	, -	53,137	Weekday:	0800 to		•	to
	 Dedicated Service Dedicated Service 	,	90,728 990	Saturday:	to	Holid	ay:	to
	s Dedicated Service	, -	1,929	Advanced b	ooking notice:	day(s)		
	ed Service - Veh. Km.		1,020	Minimum no	otice for reservation			
	ed Service - Veh. Hrs.			Reservation	ns / Scheduling:	Fully Computerize	∌d	
PASSENGER	DATA			FARE STR	UCTURE			
Dedicated S		1,350	3,224	Effective Da	ate 08/11/2008	Tickets/Ca		
	ated Service				Cash	(unit pri	ce) Month	ly Pass Fre
TOTAL PASS		1,350	3,224	Adult	\$5.00			
Reservation	n / Pre-booked	60% 10%	60% 10%	Child Student	\$2.50			H
	d / Day of trip	30%	30%	Senior	\$5.00 \$5.00			H
	-	374	1,249	Attendant	φ5.00			H
Cancelled in	advance Cancelled at door	25	1,2 4 9 57	Companion				П
Unaccommod		269	2	Other	\$2.50 (in town	fee)		_
Number of co	•		_	EMPLOYE	E DATA	· .	ıll-time P	art-time
OPERATING	EXPENSES			Operators	LDATA	Fu	ii-tiiile r	2
Administratio	n	\$16,464	\$10,658	Other Opera	ations			_
Operations:				Vehicle Med				
	Dedicated Service	\$63,639	\$68,531	General and	d Administration			1
	- Dedicated Service			Other			1	
	- Non-Dedicated Serv	rice		TOTAL NUI	MBER OF EMPLO	DYEES	1	3
	 Taxi Scrip (Vehicles & Facilities 	\$4,398	\$2,430	Union Affili	ations: Operator	s:		
Fuel	(Vernoles & Lacinties	\$4,741	\$12,318		Mechanio			
	RATING EXPENSES		\$93,937		Other (sp	pecify):		
OPERATING	REVENUES AND OT	HER FUNDING CONTRIBUT			or Wage Rate: \$	14.14		
	ger Revenue	\$7,266	\$15,603	•	nic Wage Rate:			
Other O	perating Revenue			PERFOR	MANCE INDI	CATORS		
Total Operati	ing Revenue	\$7,266	\$15,603	FINANCIAL	-		2010	2011
Federal Cont	ributions			R/C Ratio			8%	17%
Provincial Co		244.505	\$30,000	-	ting Cost / Capita		\$3.33	\$3.18
Municipal Co		\$14,567	\$12,000		/ Passenger / Eligible Passen	nor	\$66.11 \$66.11	\$29.14 \$29.14
Other / Dona TOTAL	tions	\$67,409 \$89,241	\$36,334 \$93,937		tion Exp. / Passe	-	φ00.11	φ29.1-
		₹09,24 i	493,93 1		licated Service	ngo:	\$53.91	\$25.83
CAPITAL EXI		£45.000			-Dedicated Service	ce	,	
Vehicles Pur Debt Servicir		\$45,000		Transporta	ition Exp. / Hour (Dedicated Service)	\$41.86	\$43.17
Other Capita	•			OPERATIN	G			
	ITAL EXPENSES	\$45,000		Registrants	s / Capita		0.0053	0.0065
	NDING SOURCES	*,		Passenger	s / Capita		0.0548	0.1309
Transit Syste					s / Registrant		10.38	20.28
Federal Cont		\$20,000			s / Hour (Dedicat	•	1.18	3.26
Provincial Co		\$20,000			senger (Dedicated	•	33.14	16.48
Municipal Co	ntributions			Average S	peed (Dedicated	Service)	39.03	53.67
Other / Dona		\$5,000						
TOTAL CAP	ITAL FUNDING	\$45,000		PASSEN Ambulate	IGER DATA ory	Ded. Servi 2,9		ervice

As of July 2010 Northumberland Transportation Initiative (NTI) increased its service from 2 days to 4 days per week (Mon, Tues, Thurs & Fri). * Riders must pre-register for the service and book rides at least 24 hours in advance. * The service covers Cramahe and Alnwick/Haldimand Townships. * NTI also operates in the Municipality of Trent Hills which was reported with Trent Hills.

Ded. Service	Non-Ded. Service
2,952	
272	
3,224	
	2,952 272

	ven.	Avg. Capac	ity per Veh.
Number	Peak	Wheelchair	Ambulatory
1		N/A	
2	2	4	15
3	2	N/A	N/A
Non-Prof	it Organiz	ation	
r: Non-Prof	it Organiz	ation	
	1 2 3 Non-Prof	Number Peak 1 2 2 2 Non-Profit Organiz	Number Peak Wheelchair 1 N/A 2 2 4 3 2 N/A Non-Profit Organization

Total

45

195

25

265

Free

2011

\$10.00

\$14.59

\$17.09

\$12.65

\$23.39

0.0348

0.7077

20.34

3.48

3.06

10.65

3%

to

to

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 17 Dryden **REGISTRANTS** Active Dryden Handi Transit 7.615 Population served: Wheelchair/Scooter Users: 45 Service area (km2): 65.2 Michelle Deschene Ambulatory: 195 Contact: Communities served: Title: Payroll & Benefits Administrator Attendants: 25 01/06/1976 Service began: Telephone: 807-223-1117 Companions: Advisory Committee members: 5 807-223-7149 Other: Fax: Eligibility Committee members: 5 Fmail: mdeschene@dryden.ca Total: 265 Non-Dedicated Service: Contractors: Dedicated Serv. Operated by: 🗸 Transit System/Municipality Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: ✓ Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Weekday: Rev. Veh. Km. - Dedicated Service 16,749 16,512 0800 to 1600 Sunday: Tot. Veh. Km. - Dedicated Service 16.843 16.606 Saturday: Holiday: to Rev. Veh. Hrs. - Dedicated Service 1,418 1,550 Advanced booking notice: 7 day(s) Tot. Veh. Hrs. - Dedicated Service 2,925 2,913 Minimum notice for reservation: 24.0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 5,497 5,389 Effective Date 01/01/2009 Tickets/Cards Non-Dedicated Service Cash (unit price) **Monthly Pass** 5.497 TOTAL PASSENGERS 5.389 Adult \$3.00 Subscription / Pre-booked 80% 80% Child 15% 15% Reservation Student On-Demand / Day of trip 5% 5% Senior \$1.50 Attendant \$3.00 Cancelled in advance 45 49 \$3.00 Companion No-shows / Cancelled at door 12 16 Other Home Support Service \$1.50 and School Board \$4.50/km Unaccommodated trips Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators \$10,983 Administration \$10,467 Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service \$46.078 \$51.076 General and Administration Contract - Dedicated Service Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** 1 Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$7,742 \$6,957 Mechanics: \$10,115 \$7,479 Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$72,282 \$78,614 Top Operator Wage Rate: \$19.00 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$2,280 \$2,421 Other Operating Revenue \$73 \$37 PERFORMANCE INDICATORS **FINANCIAL** 2010 **Total Operating Revenue** \$2,353 \$2,458 R/C Ratio 3% **Federal Contributions** Net Operating Cost / Capita \$8.53 **Provincial Contributions** \$10,352 \$15.965 Total Exp. / Passenger \$13.15 **Municipal Contributions** \$58,900 \$58,900 Total Exp. / Eligible Passenger \$13.86 Other / Donations \$677 \$1,291 Transportation Exp. / Passenger TOTAL \$72,282 \$78,614 **Dedicated Service** \$11.15 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$20.96 **Debt Servicing OPERATING** Other Capital Expenses 0.0323 Registrants / Capita **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.6708 **CAPITAL FUNDING SOURCES** Passengers / Registrant 20.74 Transit System Passengers / Hour (Dedicated Service) 3.88 Federal Contributions Kms / Passenger (Dedicated Service) 3.05 **Provincial Contributions** Average Speed (Dedicated Service) 11.81 **Municipal Contributions** Other / Donations **TOTAL CAPITAL FUNDING**

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	4,090	
Wheelchair/Scooter Users	511	
Attendants	434	
Companions		
Other (specified)	354	
TOTAL	5,389	

VEHICLE DATA Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans				
Small Buses	1	1	4	12
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipa	lity		
Vehicle maintenance responsibility: Accessible taxis:	Non-Prof	fit Organiz	ation	

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 18 **Durham Region** REGISTRANTS Active **Durham Region Transit** 636.915 Population served: Wheelchair/Scooter Users: 1 355 1.355 Service area (km2): 2,537.0 Contact: Deanna Wilson Ambulatory: 2,010 2,010 Communities served: 8 Title: Corporarte Services Coordinator Attendants: 01/01/2006 Service began: Telephone: 905-668-7711 x3701 Companions: Advisory Committee members: N/A 905-666-6193 Other: Fax: Eligibility Committee members: N/A Fmail: deanna.wilson@durham.ca Total: 3.365 3.365 Non-Dedicated Service: ✓ Contractors: 4 Dedicated Serv. Operated by: 🗸 Transit System/Municipality Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: ✓ Private Contractor(s), number: 1 Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 923,303 974,619 Weekday: 0600 to 0100 0600 to 0100 Sunday: Tot. Veh. Km. - Dedicated Service 923.303 974.619 Saturday: 0600 to 0100 Holiday: 0600 to 0100 Rev. Veh. Hrs. - Dedicated Service 47.892 48.932 Advanced booking notice: 7 day(s) Tot. Veh. Hrs. - Dedicated Service 47,892 48 932 Minimum notice for reservation: 1.0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: **Fully Computerized** Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 99.531 104.022 Effective Date 01/07/2009 Tickets/Cards Non-Dedicated Service 48,842 56,210 Cash (unit price) **Monthly Pass** Free TOTAL PASSENGERS 160.232 148.373 Adult \$2.90 \$97.00 Subscription / Pre-booked 60% 65% Child \$2.90 \$97.00 32% Reservation 35% \$97.00 Student \$2.90 On-Demand / Day of trip 5% 3% Senior \$2.90 \$97.00 Attendant \$2.90 \$97.00 Cancelled in advance 24,569 24,271 \$2.90 \$97.00 Companion No-shows / Cancelled at door 1,066 1,137 ODSP Pass for \$39 per month Other Unaccommodated trips 1,352 1,422 Number of complaints 10 6 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 21 9 \$809,831 \$861,273 Administration Other Operations 2 2 Operations: Vehicle Mechanics Internal - Dedicated Service \$2,504,885 \$2,656,652 General and Administration 4 Contract - Dedicated Service Other Contract - Non-Dedicated Service \$772.712 \$885.726 **TOTAL NUMBER OF EMPLOYEES** 27 11 Contract - Taxi Scrip Union Affiliations: Operators: **CAW 222** Maintenance (Vehicles & Facilities) \$784,091 \$849,508 Mechanics: **CAW 222** \$307,424 \$245.711 **CAW 222** Other (specify): **TOTAL OPERATING EXPENSES** \$5,117,229 \$5,560,583 Top Operator Wage Rate: \$28.41 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$34.00 Passenger Revenue \$374,389 \$358,189 Other Operating Revenue \$9,449 \$9.241 PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$383,838 \$367,430 R/C Ratio 8% 7% **Federal Contributions** Net Operating Cost / Capita \$7.62 \$8.15 **Provincial Contributions** Total Exp. / Passenger \$34 49 \$34.70 **Municipal Contributions** \$4,733,392 \$5,193,153 Total Exp. / Eligible Passenger \$34.49 \$34.70 Other / Donations Transportation Exp. / Passenger TOTAL \$5,117,229 \$5,560,583 **Dedicated Service** \$35.51 \$36.66 CAPITAL EXPENSES Non-Dedicated Service \$15.82 \$15.76 Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$73.81 \$77.94 **Debt Servicing OPERATING** Other Capital Expenses 0.0052 Registrants / Capita 0.0053 **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.2388 0.2516 CAPITAL FUNDING SOURCES Passengers / Registrant 45.91 47.62 Transit System Passengers / Hour (Dedicated Service) 2.08 2.13 Federal Contributions Kms / Passenger (Dedicated Service) 9 28 9.37 **Provincial Contributions** Average Speed (Dedicated Service) 19.92 19.28 **Municipal Contributions** Other / Donations PASSENGER DATA Non-Ded. Service **TOTAL CAPITAL FUNDING** Ded. Service Ambulatory 67,511 36,481 Wheelchair/Scooter Users 36.511 19.729 Attendants Companions Other (specified) **TOTAL** 104,022 56,210

VEHICLE DATA Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans Small Buses Other	30	24	4	6
TOTAL DED. VEHICLES	30	24	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:		Municipal Commissio	,	

Dysar	t et Ai					REGISTRANTS	Activ	e Total
Dysart Spe	cial Transit Service	F	Population served:		6,500	Wheelchair/Scooter		e 10tai 50
Contact:	Barbara Swannell		Service area (km²):		1,506.0	Ambulatory:	70	70
Title:	Treasurer		Communities served:		1	Attendants:	16	16
Telephone:	705-457-1740 x23		Service began:		01/12/1989	Companions:		
Fax:	705-457-1964		Advisory Committee me		5	Other:		
Email:	bswannell@dysartetal.	ca	Eligibility Committee me	embers.	N/A	Total:	136	136
Dedicated S	Serv. Operated by: Tra	ansit System/Municipality	Non-Dedicated Se	ervice: 🗌 Cont	ractors:	Eligibility Criteria:	Unable to Boar	rd
	✓ Pri	vate Contractor(s), number:	1 Taxi Scrip Program	m Available:			Unable to Use	
	_	vate Non-Profit Org.					✓ Other Criteria	
		vato Non i Tont Org.					• Curior Critoria	
	LOMETRES & HOURS	2010	2011	SERVICE HOU				
	m Dedicated Service	5,068	4,451	Weekday:	0900 to		•	to
	m Dedicated Service	6,764	5,935	Saturday:	to	Holida	ay:	to
	Irs Dedicated Service rs Dedicated Service	295 387	299 399	Advanced boo	king notice:	3 day(s)		
	ted Service - Veh. Km.	301	399	Minimum notic	e for reservation	•		
	ted Service - Veh. Hrs.			Reservations /	Scheduling:	Manual		
PASSENGE				FARE STRUC	TURE			
Dedicated		1,016	1,360	Effective Date		Tickets/Ca	ards	
Non-Dedic	cated Service	,	,		Cash	(unit pric	ce) Month	ly Pass Free
TOTAL PAS	SENGERS	1,016	1,360	Adult				
Subscripti	on / Pre-booked	70%	75%	Child				
Reservation		27%	23%	Student				
On-Dema	nd / Day of trip	3%	2%	Senior				
Cancelled in	n advance	4		Attendant				
No-shows /	Cancelled at door	2		Companion				
Unaccommo	odated trips	4	6	Other				
Number of o	•			EMPLOYEE D	ATA	Fu	II-time P	Part-time
	EXPENSES	***		Operators				2
Administrati	on	\$6,902	\$6,780	Other Operatio				1
Operations:	Dadicated Carries			Vehicle Mecha				1
	- Dedicated Service t - Dedicated Service	\$6,969	\$7,180	General and A	dministration			1
	t - Dedicated Service t - Non-Dedicated Service		φ1,100	Other	ED OF EMPL	OVEED		_
	t - Taxi Scrip	•		TOTAL NUMB				5
	e (Vehicles & Facilities)	\$1,065	\$836	Union Affiliati	-			
Fuel	,	\$2,223	\$2,251		Mechanic			
TOTAL OP	ERATING EXPENSES	\$17,159	\$17,047		Other (sp			
OPERATING	REVENUES AND OTHE	R FUNDING CONTRIBUTION	ONS	Top Operator V	•			
Passer	nger Revenue	\$6,659	\$7,957	Top Mechanic	Wage Rate: \$	22.47		
Other C	Operating Revenue			PERFORM	ANCE INDI	CATORS		
Total Opera	iting Revenue	\$6,659	\$7,957	FINANCIAL			2010	2011
Federal Cor	ntributions			R/C Ratio			39%	47%
Provincial C	Contributions				Cost / Capita		\$1.62	·
	ontributions	\$10,500	\$9,090	Total Exp. / P			\$16.89	\$12.53
Other / Don	ations				ligible Passend		\$18.45	\$14.11
TOTAL		\$17,159	\$17,047		n Exp. / Passei Ited Service	nger	\$10.10	\$7.55
CAPITAL EX					edicated Service	2	φ10.10	Ψ1.55
Vehicles Pu		\$90,813		-		Dedicated Service)	\$26.50	\$25.73
Debt Servic	•				<u>_</u>	200100100 0011100)	420.00	\$200
	al Expenses	***		OPERATING Registrants /	Canita		0.0209	0.0209
TOTAL CAL	PITAL EXPENSES	\$90,813		Passengers /			0.0209	
	JNDING SOURCES			Passengers /	-		7.47	
Transit Syst					Hour (Dedicate	ed Service)	3.44	
Federal Cor		#00.040			ger (Dedicated	· · · · · · · · · · · · · · · · · · ·	4.99	
	Contributions	\$90,813			ed (Dedicated		17.18	
Other / Don	ontributions ations			•				
	PITAL FUNDING	\$90,813		PASSENGI	ER DATA	Ded. Servi	ce Non-Ded. S	ervice

* Service hours exceptions: Weekend and holiday service upon request; Out of area medical appointments that exceed normal operating hours.

* Fare Structure: Area 1 - \$6/person or \$4/person (Wednesdays only). Area 2 - \$15/person between A1 and A2, Area 3 - \$20/person between A1 and A3, Area 4 - \$30/person between A1 and A4. Area 5 - \$40/person + \$1/km between A1 and A5. Haliburton to Lindsay, Peterborough or Bracebridge \$200 or \$40 each (min 5 people). Haliburton to Barrie/Oshawa - \$250 or \$50 each (min 5 people). Haliburton to Toronto/Kingston - \$150+ or \$40/hr. Longterm Care Facilities and Medical Transfers Rate - \$125 up to 3 hrs, \$40/hr thereafter. * Purchased new bus in 2010 and our clients were happy using the new bus.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	854	
Wheelchair/Scooter Users	354	
Attendants	152	
Companions		
Other (specified)		
TOTAL	1,360	

		Veh.	Avg. Capaci	ity per Veh.
VEHICLE DATA	Number	Peak	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
Vehicle ownership:	The Mun	icipality of	Dysart et al	
Vehicle maintenance responsibility Accessible taxis:	: The Mun	icipality of	Dysart et al	

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CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 20 **Elliot Lake** REGISTRANTS Active Elliot Lake Handi - Lift Bus 11.500 Population served: Wheelchair/Scooter Users: 80 Service area (km2): 16.0 Norman Mann Ambulatory: 130 130 Contact: Communities served: Title: Community Services Coordinator Attendants: 01/01/1988 Service began: 705-848-2019 x233 Telephone: Companions: Advisory Committee members: N/A 705-848-1306 Fax: Other: Eligibility Committee members: N/A Fmail: norm@huronlodge.ca Total: 210 210 Dedicated Serv. Operated by: 🗸 Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: ✓ Unable to Use ✓ Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 21,680 22,905 Weekday: 0830 to 1600 Sunday: to Tot. Veh. Km. - Dedicated Service 23.240 22.905 Saturday: Holiday: to to Rev. Veh. Hrs. - Dedicated Service 1.907 1.950 21 day(s) Advanced booking notice: Tot. Veh. Hrs. - Dedicated Service 1,950 1 950 Minimum notice for reservation: 24.0 hour(s) Non-Dedicated Service - Veh. Km. Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE** Effective Date 01/01/2007 **Dedicated Service** 6,597 6,025 Tickets/Cards (unit price) Non-Dedicated Service Cash **Monthly Pass** Free **TOTAL PASSENGERS** \$2.00 6.597 6.025 Adult Subscription / Pre-booked 75% 60% Child \$2.00 24% 38% Reservation Student \$2.00 On-Demand / Day of trip 1% 2% Senior \$2.00 Attendant Cancelled in advance 105 100 Companion No-shows / Cancelled at door 105 100 Unaccommodated trips Other 157 150 Number of complaints **EMPLOYEE DATA** Part-time **Full-time OPERATING EXPENSES** Operators Administration Other Operations Operations: Vehicle Mechanics 1 Internal - Dedicated Service General and Administration Contract - Dedicated Service \$49,315 \$48,226 Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** 2 2 Contract - Taxi Scrip Union Affiliations: Operators: **CUPE 1880** Maintenance (Vehicles & Facilities) \$17,044 \$27,126 Mechanics: **CUPE 170** \$7,353 \$6,836 Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$73,195 \$82,705 Top Operator Wage Rate: \$15.98 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$27.11 Passenger Revenue \$10,494 \$10,160 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$10,494 \$10,160 R/C Ratio 14% 12% **Federal Contributions** Net Operating Cost / Capita \$5.45 \$6.31 **Provincial Contributions** Total Exp. / Passenger \$11.10 \$13.73 **Municipal Contributions** \$62,701 \$72,545 Total Exp. / Eligible Passenger \$13.95 \$16.28 Other / Donations Transportation Exp. / Passenger TOTAL \$73,195 \$82,705 **Dedicated Service** \$11.10 \$13.73 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$37.54 \$42.41 **Debt Servicing OPERATING** Other Capital Expenses 0.0174 0.0183 Registrants / Capita **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.5737 0.5239 CAPITAL FUNDING SOURCES Passengers / Registrant 32.99 28.69 Transit System Passengers / Hour (Dedicated Service) 3.46 3.09 Federal Contributions Kms / Passenger (Dedicated Service) 3.29 3.80 **Provincial Contributions** Average Speed (Dedicated Service) 11.37 11.75 **Municipal Contributions**

Other / Donations **TOTAL CAPITAL FUNDING**

Ded. Service	Non-Ded. Service
3,673	
1,407	
945	
6,025	
	3,673 1,407 945

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

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 21 Espanola **REGISTRANTS** Active Total Espanola Care Van 5.079 Population served: Wheelchair/Scooter Users: 21 21 Service area (km2): 17.8 Cathy Tessier Ambulatory: 88 Contact: 88 Communities served: Title: Accounting Clerk Attendants: 01/01/1986 Service began: Telephone: 705-869-1540 Companions: 3 3 Advisory Committee members: 6 705-869-0083 Other: Fax: Eligibility Committee members: 6 Fmail: ctessier@town.espanola.on.ca Total: 112 112 Non-Dedicated Service: Contractors: Dedicated Serv. Operated by: 🗸 Transit System/Municipality Eligibility Criteria: Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: Unable to Use ✓ Other Criteria Private Non-Profit Org. **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Weekday: Rev. Veh. Km. - Dedicated Service 0800 to 1630 Sunday: to Tot. Veh. Km. - Dedicated Service Saturday: Holiday: to to Rev. Veh. Hrs. - Dedicated Service Advanced booking notice: 1 day(s) Tot. Veh. Hrs. - Dedicated Service Minimum notice for reservation: 24.0 hour(s) Non-Dedicated Service - Veh. Km. Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 4,064 4,617 Effective Date 01/07/2004 Tickets/Cards (unit price) Non-Dedicated Service Cash **Monthly Pass** Free TOTAL PASSENGERS 4.064 4.617 Adult \$2.50 \$2.50 Subscription / Pre-booked 90% 95% Child \$2.50 \$2.50 0% 0% Reservation Student \$2.50 \$2.50 On-Demand / Day of trip 10% 5% Senior \$2.50 \$2.50 Attendant \$2.50 \$2.50 Cancelled in advance Companion \$2.50 \$2.50 No-shows / Cancelled at door Other Unaccommodated trips Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators Administration \$1,347 \$1.495 Other Operations Operations: Vehicle Mechanics 1 Internal - Dedicated Service \$40.339 \$43.090 General and Administration Contract - Dedicated Service Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** 1 2 Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$466 \$82 Mechanics: CUPE Local 435 \$4,158 \$5,914 Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$46,310 \$50,581 Top Operator Wage Rate: \$16.50 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$31.10 Passenger Revenue \$10,159 \$11,542 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$10,159 \$11,542 R/C Ratio 22% 23% **Federal Contributions** Net Operating Cost / Capita \$7.12 \$7.69 **Provincial Contributions** \$3,471 \$30.965 Total Exp. / Passenger \$11.40 \$10.96 **Municipal Contributions** \$32,680 \$8,074 Total Exp. / Eligible Passenger \$11.40 Other / Donations \$11.18 Transportation Exp. / Passenger TOTAL \$46,310 \$50,581 **Dedicated Service** \$11.06 \$10.63 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased \$60,064 Transportation Exp. / Hour (Dedicated Service) **Debt Servicing OPERATING** Other Capital Expenses 0.0160 Registrants / Capita 0.0221 **TOTAL CAPITAL EXPENSES** \$60,064 Passengers / Capita 0.8002 0.9090 CAPITAL FUNDING SOURCES Passengers / Registrant 50.17 41.22 Transit System Passengers / Hour (Dedicated Service) Federal Contributions Kms / Passenger (Dedicated Service)

*Other Eligibility Criteria: seniors 60 years of age or older and mentally/physically challenged individuals. * the increase in ridershp is mainly due to aging population and increase in hours of service.

\$60,064

\$60,064

Provincial Contributions

Municipal Contributions
Other / Donations
TOTAL CAPITAL FUNDING

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	3,647	
Wheelchair/Scooter Users	878	
Attendants		
Companions	92	
Other (specified)		
TOTAL	4,617	

Average Speed (Dedicated Service)

Accessible taxis:

		Veh.	Avg. Capacity per Veh.			
VEHICLE DATA	Number	Peak	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		
Vehicle ownership:	Municipa	Transit S	System			
Vehicle maintenance responsibility	: Municipal	Transit S	System			

LOLT EL	16					REGISTRAN	TS.	Active	Total
Contact: Title: Telephone: Fax:	essible Specialized Carla Stout Town of Fort Erie - 905-871-1600 x240 905-871-6411 cstout@forterie.on.	Admin Supervisor 1	Population served: Service area (km²): Communities served: Service began: Advisory Committee m Eligibility Committee m		29,960 168.0 1 03/07/2007 4 1	Wheelchair/S Ambulatory: Attendants: Companions: Other: Total:	Scooter Users		10tal 142 663 24 9
	rv. Operated by: 🗸	Transit System/Municipality Private Contractor(s), numbe Private Non-Profit Org.	Non-Dedicated S		Contractors:	Eligibility Cr		Unable to Board Unable to Use Other Criteria	
VEHICLE KILC	OMETRES & HOUR	S 2010	2011	SERVICE I	HOURS / SCHED	ULING			
	Dedicated Servic	- , -	79,644	Weekday:	0830 to	1630	Sunday:		to
	- Dedicated Service	- , -	79,644	Saturday:	to		Holiday:		to
	 - Dedicated Service - Dedicated Service 	,	3,500 3,500	Advanced I	booking notice:	2 da	y(s)		
	d Service - Veh. Km		0,000		otice for reservation				
Non-Dedicated	d Service - Veh. Hrs				ns / Scheduling:	Fully Com	puterized		
PASSENGER I		40.0==	10.001	FARE STR					
Dedicated S Non-Dedicat		10,977	10,621	Effective D	ate 03/07/2007 Cash		kets/Cards unit price)	Monthly	Boos Ero
TOTAL PASSE		10,977	10,621	Adult	Casii	,,	\$2.00	WOILIN	Pass Fre
	/ Pre-booked	55%	62%	Child			\$2.00		
Reservation		44%	37%	Student			\$2.00		
On-Demand	I / Day of trip	1%	1%	Senior			\$2.00		
Cancelled in a		2,384	2,095	Attendant Companior	,				>
	ancelled at door	24	24	Other	1				
Unaccommoda Number of cor		32 4	87 7		T DATA		Full time		-4 4!
OPERATING E	•	7	,	EMPLOYE Operators	EDATA		Full-tim 2	ie Pai	rt-time
Administration	1	\$3,529	\$4,259		rations		1		
Operations:				Vehicle Me	chanics				
	Dedicated Service	\$124.20G	¢140 412		d Administration		1		
	Dedicated Service Non-Dedicated Ser	\$124,396 vice	\$149,412	0 11.01	MBER OF EMPLO	OYEES	4		
	(Vehicles & Facilities	\$11,635	\$15,757	Union Affil	liations: Operator Mechanic	cs:			
TOTAL OPER	ATING EXPENSES	\$139,561	\$169,428		Other (sp	• /			
OPERATING R	REVENUES AND O	THER FUNDING CONTRIBUT	TONS		tor Wage Rate: \$	17.48			
•	er Revenue erating Revenue	\$9,614	\$13,776	•	inic Wage Rate: RMANCE INDI	CATORS			
Total Operatin	ng Revenue	\$9,614	\$13,776	FINANCIA	L			2010	2011
Federal Contri				R/C Ratio				7%	8%
Provincial Cor		\$115,380			ating Cost / Capita . / Passenger			\$4.34 \$12.71	\$5.20 \$15.95
Municipal Con Other / Donati		\$14,567	\$4,272		. / Eligible Passen	ger		\$13.39	\$16.86
TOTAL	10113	\$139,561	\$169,428		ation Exp. / Passe			,	
CAPITAL EXP	ENSES	,,	,,	Dec	dicated Service			\$12.39	\$15.55
Vehicles Purc			\$54,094		n-Dedicated Servi		- :>	¢20.07	C47.40
Debt Servicing	•				ation Exp. / Hour (Dedicated Ser	vice)	\$38.87	\$47.19
Other Capital			\$473					0.0229	0.0280
	TAL EXPENSES		\$54,567		ers / Capita			0.3668	0.0260
	DING SOURCES				ers / Registrant			16.05	12.67
Transit System Federal Contri				Passenge	ers / Hour (Dedicat	ed Service)		3.14	3.03
Provincial Cor			\$21,083		ssenger (Dedicated			7.68	7.50
Municipal Con	ntributions		\$21,273	Average S	Speed (Dedicated	Service)		24.08	22.76
Other / Donati			\$12,211			_			
TOTAL CAPIT	TAL FUNDING		\$54,567	PASSEI Ambula	NGER DATA	Dec	d. Service 8,253	Non-Ded. Ser	vice
					hair/Scooter Users		1,794		
				Attenda			464		
				Compar			110		
				Other (s	specified)		10,621		
							Veh.	Avg. Capaci	ity per Veh.
				VEHICLI Non-Acc	E DATA essible Cars	Numbe		Wheelchair N/A	Ambulatory
				Accessib	ole Vans / Minivans	S	3 2	3	3

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

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Fort F	rances		CUTAN	MTO Ontario Spe	ecialized Trans			- 2011		Page 23
Fort Frances			Population served:		8,301	REGISTR		looro:	Active	Total
Contact:	Jason Kabel		Service area (km²):		25.9	Ambulato	air/Scooter L rv	sers:		
Title:	Manager of Commu	inity Services	Communities served:		1	Attendant	-			
Telephone:	807-274-4561 x11	•	Service began:		01/12/1986	Companio	ons:			
Fax:	807-274-3799		Advisory Committee me Eligibility Committee me		3 N/A	Other:				
Email:	jkabel@fort-frances	.com				Total:				257
Dedicated Se	erv. Operated by:	Transit System/Municipality	Non-Dedicated S	ervice: 🗹 Conti	ractors: 1	Eligibility	/ Criteria:	Ur	nable to Board	
		Private Contractor(s), number	r: Taxi Scrip Progra	ım Available:				Ur	nable to Use	
	✓	Private Non-Profit Org.						✓ Ot	ther Criteria	
VEHICLE KIL	OMETRES & HOUR	S 2010	2011	SERVICE HOL	JRS / SCHED	ULING				
	n Dedicated Service	,	33,296	Weekday:	0800 to	1700	Sunda	ay:	to	
	n Dedicated Service	,	33,296	Saturday:	to		Holida	ıy:	to	
	rs Dedicated Servic s Dedicated Service			Advanced bool	king notice:	1	1 day(s)			
	ed Service - Veh. Km			Minimum notic	e for reservation) hour(s)			
	ed Service - Veh. Hrs			Reservations /	Scheduling:	Manua	ıl			
PASSENGER	R DATA			FARE STRUC	TURE					
Dedicated	Service	8,964	9,564	Effective Date	01/01/2008		Tickets/Car			
	ated Service	17,740	16,783		Cash		(unit pric	e)	Monthly Pass	Fre
TOTAL PASS		26,704	26,347	Adult	\$1.25					
15	on / Pre-booked	0% 0%	0%	Child	\$1.25					
Reservatio	n nd / Day of trip	0%	0% 0%	Student	\$1.25 \$1.25					<u> </u>
				Senior Attendant	\$1.25					<u></u>
Cancelled in	advance Cancelled at door	1,623	1,714	Companion						Y
Unaccommo				Other						
Number of co	•	1		EMDLOVEE D			F. II	1 41	Dout tim	_
OPERATING	-			EMPLOYEE D Operators	AIA		Full	l-time	Part-tim	е
Administration		\$21,018	\$15,357	Other Operatio	ons					
Operations:				Vehicle Mecha						
	Dedicated Service			General and A	dministration					
	- Dedicated Service	\$116,065	. ,	Other						
	Non-Dedicated SerTaxi Scrip	vice \$36,276	\$42,259	TOTAL NUMB	ER OF EMPL	OYEES				
	(Vehicles & Facilities	\$13,096	\$7,774	Union Affiliation	· ·					
Fuel	(1000 0 1 00	\$8,603	. ,		Mechani		CUPE Local	65		
TOTAL OPE	RATING EXPENSES	\$195,057	\$203,463		Other (sp	ресіту):				
OPERATING	REVENUES AND OT	THER FUNDING CONTRIBUT	TIONS	Top Operator V	•	00.50				
Passen	ger Revenue	\$14,384	\$19,460	Top Mechanic	=					
Other O	perating Revenue			PERFORM	ANCE IND	CATOR	S			
Total Operat	ing Revenue	\$14,384	\$19,460	FINANCIAL					2010	2011
Federal Con				R/C Ratio					7%	10%
Provincial Co		\$77,135			G Cost / Capita				\$22.30	\$22.1
Municipal Co		\$87,900		Total Exp. / P	assenger ligible Passen	nor			\$7.30 \$21.32	\$7.72 \$20.9
Other / Dona	ations	\$15,638 \$195,057			n Exp. / Passe				Ψ21.02	Ψ20.3
	DENOSO	\$195,057	φ203,403		ited Service				\$15.37	\$15.2
Vehicles Pur				Non-De	edicated Servi	ce			\$2.04	\$2.5
Debt Servicii				Transportation	n Exp. / Hour (Dedicated	Service)			
Other Capita	•		\$2,409	OPERATING						
•	ITAL EXPENSES		\$2,409	Registrants /	Capita				0.0286	0.031
CAPITAL FU	NDING SOURCES			Passengers /					3.2956	3.174
Transit Syste	em			Passengers /	-	ad Camilaa	`		115.10	102.5
Federal Con	tributions			-	Hour (Dedicat nger (Dedicate)		3.96	3.48
Provincial Co				Average Spec	ed (Dedicated	-			0.00	0.40
Municipal Co			\$2,409	- The state of the						
Other / Dona	PITAL FUNDING		\$2,409	PASSENGE	ER DATA		Ded. Service	e	Non-Ded. Service	
TOTAL CAI	TIALTONDING		Ψ2,403	Ambulatory			D00: 00: 110		11011 2001 001 1100	
		uthorization required. * Passe		,	/Scooter Users	3	9,56	4	150	
Service include 2011 respectiv		low income residents passer	ger trips in 2010 and	Attendants						
.o i i respectiv	cıy.			Companion						
				Other (spec	citied)				16,633	
				TOTAL			9,56	4	16,783	
						-			·	

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

Greenstone

Oreenstone					REGISTRANTS	Acti	ve T	Γotal
Municipality of Greenstone		Population served:		5,000	Wheelchair/Scooter			16
Contact: Barb Madder		Service area (km²):		3,000.0	Ambulatory:	49		49
Title: Bookkeeper		Communities served:		1	Attendants:	100		100
Telephone: 807-854-1100		Service began:		01/01/2001	Companions:			
Fax: 807-854-1947		Advisory Committee me		N/A	Other:			
Email: barb.madder@gree	enstone.ca	Eligibility Committee me	embers:	N/A	Total:	165	5	165
Dedicated Serv. Operated by: 🗸	Transit System/Municipality	Non-Dedicated S	ervice: Co	ontractors:	Eligibility Criteria:	Unable to Bo	ard	
	Private Contractor(s), number				g,	Unable to Us		
	* **	. Taxi Scrip Progra	IIII Avallable.					
	Private Non-Profit Org.					Other Criteria	t	
VEHICLE KILOMETRES & HOUR	S 2010	2011	SEBVICE H	OURS / SCHED	HING			
Rev. Veh. Km Dedicated Service		2011	Weekday:	0900 to		day:	to	
Tot. Veh. Km Dedicated Service			Saturday:	to	Holid	•	to	
Rev. Veh. Hrs Dedicated Service		2,998	Saturday.	ιο	Tions	Jay.		
Tot. Veh. Hrs Dedicated Service	,	2,998	Advanced b	ooking notice:	1 day(s)			
Non-Dedicated Service - Veh. Km	,	,		tice for reservati				
Non-Dedicated Service - Veh. Hrs	S.		Reservation	s / Scheduling:	Manual			
PASSENGER DATA			FARE STRU	JCTURE				
Dedicated Service	4,246	5,178	Effective Da	te 01/01/2006	Tickets/C	ards		
Non-Dedicated Service				Cash	(unit pr	ice) Mont	hly Pass	Free
TOTAL PASSENGERS	4,246	5,178	Adult					
Subscription / Pre-booked	0%	35%	Child					
Reservation	0%	0%	Student					Щ
On-Demand / Day of trip	100%	65%	Senior	\$1.50	\$1.50	J		Н
Cancelled in advance			Attendant					\vdash
No-shows / Cancelled at door			Companion					
Unaccommodated trips			Other					
Number of complaints		1	EMPLOYEE	DATA	F	ull-time	Part-time	
OPERATING EXPENSES			Operators				2	
Administration	\$11,789	\$10,851	Other Opera	tions				
Operations:			Vehicle Mec	hanics				
Internal - Dedicated Service	\$29,670	\$29,109	General and	Administration		1		
Contract - Dedicated Service			Other					
Contract - Non-Dedicated Ser	vice		TOTAL NUM	IBER OF EMPL	OYEES	1	2	
Contract - Taxi Scrip	.	440.700	Union Affilia	ations: Operator	s: CUPE 3045	5		
Maintenance (Vehicles & Facilities	- ' - '	\$12,790		Mechani				
Fuel	\$8,244	\$7,037		Other (sp	pecify):			
TOTAL OPERATING EXPENSES	• •	\$59,787	Ton Operato	or Wage Rate: \$	24 47			
OPERATING REVENUES AND O				ic Wage Rate:	.2 1. 11			
Passenger Revenue	\$1,114	\$1,785	•	_				
Other Operating Revenue				MANCE IND	ICATORS			
Total Operating Revenue	\$1,114	\$1,785	FINANCIAL			2010		2011
Federal Contributions			R/C Ratio			2%		3%
Provincial Contributions	\$56,205	\$45,184	-	ing Cost / Capita		\$11.1		\$11.60
Municipal Contributions	\$4,029	\$12,818		Passenger		\$14.4		\$11.55
Other / Donations				/ Eligible Passen	•	\$14.4	o \$	\$14.43
TOTAL	\$61,348	\$59,787		tion Exp. / Passe	nger	¢11 G	7	¢0.45
CAPITAL EXPENSES				icated Service -Dedicated Servi	00	\$11.6	,	\$9.45
Vehicles Purchased					Dedicated Service)	\$19.3	2 4	\$16.32
Debt Servicing				•	Dedicated Service)	ψ13.5.	<u> </u>	ψ10.5Z
Other Capital Expenses			OPERATING					
TOTAL CAPITAL EXPENSES			Registrants			0.030		0.0330
CAPITAL FUNDING SOURCES			Passenger			0.786		1.0356
Transit System				s / Registrant	ad Camilaa)	25.7		31.38
Federal Contributions				s / Hour (Dedicat senger (Dedicate		1.6	J	1.73
Provincial Contributions				peed (Dedicated	· · · · · · · · · · · · · · · · · · ·			
Municipal Contributions			/ Welaye St					
Other / Donations								
TOTAL CAPITAL FUNDING				GER DATA	Ded. Serv		Service	
* Other Eligibility Criteria: Paratrans	it vehicles are used to provide	services for seniors	Ambulato			128		
which include grocery shopping, so				air/Scooter Users	5	16		
data did not include the Home Supp			Attendan Compani					
The Home Support ridership was re	corded under Other Passenge	r Trips in 2011.	Other (sp		1 (034		
			TOTAL	,comea _j		17 8		
			IJIAL		Э,			

VEHICLE DATA Non-Accessible Cars Accessible Vans / Minivans	Number	Veh. Peak	Avg. Capaci Wheelchair N/A	ty per Veh. Ambulatory
Small Buses Other	2	2	2	14
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility:	Municipality Municipality	•		

Guelph

Guelph			Time o mano		DECICEDANT		A -4:	-u.u., ugo 	-4-1
Guelph Transit Mobility Services	Pop	ulation served:		120,000	REGISTRANT Wheelchair/So		Active 373		otal 373
Contact: Michael Anders		vice area (km²):		88.0	Ambulatory:	00001	951		951
Title: General Manager, Community Conne	cuvity and	nmunities served:		15/09/1077	Attendants:				
Telephone: 519-822-1260 x2795		vice began: isory Committee me	emhers:	15/08/1977 N/A	Companions:				
Fax: 519 822-1322 Email: michael.anders@guelph.ca		ibility Committee me		N/A	Other: Total:		1,324	1	,324
	funicipality	Non-Dedicated Se	ondoo: 🔽 Con	traatara: 1	Eligibility Crit	orio.	Unable to Board	٠,	,524
Dedicated Serv. Operated by: Transit System/N					Eligibility Crit				
Private Contracto	. ,	Taxi Scrip Progra	m Available: 🔻	I			Unable to Use		
Private Non-Prof	it Org.						Other Criteria		
VEHICLE KILOMETRES & HOURS	2010	2011	SERVICE HO	URS / SCHED	ULING				
Rev. Veh. Km Dedicated Service	232,244	199,921	Weekday:	0540 to	0100	Sunday:	0900		
Tot. Veh. Km Dedicated Service Rev. Veh. Hrs Dedicated Service	232,244 13,020	199,921 11,141	Saturday:	0540 to	0100	Holiday:	0900	to 1900	
Tot. Veh. Hrs Dedicated Service	13,020	11,141	Advanced boo	king notice:	7 day	(s)			
Non-Dedicated Service - Veh. Km.	,	,		ce for reservation					
Non-Dedicated Service - Veh. Hrs.			Reservations	-	Partially Co	mputerizea			
PASSENGER DATA	24 446	25 576	FARE STRUC		Tiek	oto/Cordo			
Dedicated Service Non-Dedicated Service	34,446 13,613	35,576 12,890	Effective Date	Cash		ets/Cards nit price)	Monthly	Pass	Free
TOTAL PASSENGERS	48,059	48,466	Adult	\$3.00	•	\$2.30	montany	. 400	
Subscription / Pre-booked	19%	19%	Child						
Reservation	80%	80%	Student	\$3.00		\$2.30			Щ
On-Demand / Day of trip	1%	1%	Senior Attendant	\$3.00 \$3.00		\$2.30 \$2.30			\vdash
Cancelled in advance No-shows / Cancelled at door	9,166 402	8,865 402	Companion	φ3.00		ψ ∠. ∪U			H
Unaccommodated trips	402	402	Other						
Number of complaints			EMPLOYEE I	ΛΑΤ Δ		Full-tim	e Pai	rt-time	
OPERATING EXPENSES			Operators	ZAIA		5		4	
Administration	\$39,762	\$39,200	Other Operation			2			
Operations: Internal - Dedicated Service	\$561,699	\$620,100	Vehicle Mecha						
Contract - Dedicated Service	φ301,099	φ020,100	General and A Other	aministration					
Contract - Non-Dedicated Service	\$113,573	\$102,400		BER OF EMPL	OYEES	7		4	
Contract - Taxi Scrip	\$15,842	\$15,500	Union Affiliat	ions: Operator	rs: ATU				
Maintenance (Vehicles & Facilities) Fuel	¢50,000			Mechani					
TOTAL OPERATING EXPENSES	\$50,000 \$780,876	\$777,200		Other (sp	pecify):				
OPERATING REVENUES AND OTHER FUNDING	•	· · · · ·	Top Operator	Wage Rate: \$	25.45				
Passenger Revenue	\$78,043	\$78,000	Top Mechanic	Wage Rate: \$	29.90				
Other Operating Revenue		\$17,000	PERFORM	IANCE IND	ICATORS				
Total Operating Revenue	\$78,043	\$95,000	FINANCIAL				2010		2011
Federal Contributions			R/C Ratio	g Cost / Capita			10%		12%
Provincial Contributions Municipal Contributions	\$702,833	\$682,200	Total Exp. / F	• • • • • • • • • • • • • • • • • • • •			\$5.86 \$16.25		\$5.69 16.04
Other / Donations	φ102,033	φ002,200		Eligible Passen	ger		\$16.86		16.69
TOTAL	\$780,876	\$777,200	Transportation	on Exp. / Passe	nger				
CAPITAL EXPENSES				ated Service			\$17.76		17.43
Vehicles Purchased	\$299,572	\$538,603		edicated Servi	ce Dedicated Serv	ica)	\$9.51 \$46.98		\$9.15 55.66
Debt Servicing			OPERATING	iii Exp. / Hour (Dedicated Serv	100)	Ψ-0.90	Ψ	JJ.00
Other Capital Expenses TOTAL CAPITAL EXPENSES	\$299,572	\$538,603	Registrants /	Capita			0.0119	0.0	.0110
CAPITAL FUNDING SOURCES	Ψ233,372	ψ330,003	Passengers /				0.4005		.4039
Transit System			Passengers /	-			33.70		36.61
Federal Contributions				/ Hour (Dedicat nger (Dedicate			2.65		3.19
Provincial Contributions	\$229,572	\$407,558		nger (Dedicated ed (Dedicated	•		6.74 17.84		5.62 17.94
Municipal Contributions		\$131,045		, _ 00.00100			17.04		
Other / Donations TOTAL CAPITAL FUNDING	\$229,572	\$538,603	PASSENG	ER DATA	Ded.	Service	Non-Ded. Ser	vice	
	+====================================	+555,555	Ambulatory			23,248		,496	
				r/Scooter Users	3	10,806	2	,013	
			Attendants			1 500		204	
			Companior Other (spe			1,522		381	
			TOTAL	omou)		35,576	12	,890	
								•	
						Veh.	Avg. Capaci	itv per Vel	h.
			VEHICLE D	ATA	Number		Wheelchair	Ambulat	
			Non-Access				N/A		
				Vans / Minivan		•	_		ا ؍
			Small Buse Other	5	10	8	5		4
				D. VEHICLES	10	8	N/A	N	J/A

TOTAL DED. VEHICLES

10

Vehicle maintenance responsibility:

Accessible taxis: 2

Municipal Transit System

Municipal Transit System

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2011 Operating Data Page 26 **Halton Hills REGISTRANTS** Active Total Halton Hills ActiVan 55.000 Population served: Wheelchair/Scooter Users: 165 165 Service area (km2): 280.0 Debra Wagstaffe Ambulatory: 1,217 Contact: 1.217 Communities served: Title: ActiVan Coordinator Attendants: 01/01/1981 Service began: Telephone: 905-873-2601 x2617 Companions: Advisory Committee members: 11 905-873-8192 Other: Fax: Eligibility Committee members: N/A Fmail: debraw@haltonhills.ca Total: 1.382 1.382 Non-Dedicated Service: ✓ Contractors: 3 Dedicated Serv. Operated by: 🗸 Transit System/Municipality Eligibility Criteria: Unable to Board Taxi Scrip Program Available: ✓ Private Contractor(s), number: 1 Unable to Use Private Non-Profit Org. ✓ Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 125,072 128,221 Weekday: 0730 to 2300 0730 to 2300 Sunday: Tot. Veh. Km. - Dedicated Service 125.072 128.221 Saturday: 0730 to 2300 Holiday: to Rev. Veh. Hrs. - Dedicated Service 8.000 8.320 Advanced booking notice: 7 day(s) Tot. Veh. Hrs. - Dedicated Service 8,000 8 320 Minimum notice for reservation: 36 0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: **Fully Computerized** Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 16,483 19.089 Effective Date 01/01/2011 Tickets/Cards (unit price) Non-Dedicated Service 11,719 17,202 Cash **Monthly Pass** Free TOTAL PASSENGERS \$2.00 28,202 36.291 Adult \$2.00 Subscription / Pre-booked 0% 0% Child \$2.00 \$2.00 99% 99% Reservation Student \$2.00 \$2.00 On-Demand / Day of trip 1% 1% Senior \$2.00 \$2.00 Attendant Cancelled in advance 348 378 \$2.00 \$2.00 Companion No-shows / Cancelled at door 68 49 caregiver's ride for free Unaccommodated trips 37 Other 24 Number of complaints 3 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 3 2 \$186,698 \$204,165 Administration Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service \$63,600 \$62,520 General and Administration 2 Contract - Dedicated Service \$249,850 \$216,225 Other Contract - Non-Dedicated Service \$131.000 **TOTAL NUMBER OF EMPLOYEES** 4 5 Contract - Taxi Scrip \$81,212 Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$64,500 \$63,700 Mechanics: CUPE Local 73 Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$644,780 \$678,690 Top Operator Wage Rate: **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$28.19 Passenger Revenue \$76,140 \$91,300 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$76,140 \$91,300 R/C Ratio 12% 13% **Federal Contributions** Net Operating Cost / Capita \$10.34 \$10.68 **Provincial Contributions** \$224.600 \$262,500 Total Exp. / Passenger \$22.86 \$18.70 **Municipal Contributions** \$344,040 \$324,890 Total Exp. / Eligible Passenger \$39.12 \$35.55 Other / Donations Transportation Exp. / Passenger TOTAL \$644,780 \$678,690 **Dedicated Service** \$22.86 \$18.00 CAPITAL EXPENSES Non-Dedicated Service \$6.93 \$7.62 Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$47.11 \$41.29 **Debt Servicing OPERATING** Other Capital Expenses 0.0202 0.0251 Registrants / Capita **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.5128 0.6598 CAPITAL FUNDING SOURCES Passengers / Registrant 25.41 26.26 Transit System Passengers / Hour (Dedicated Service) 2.06 2.29 Federal Contributions Kms / Passenger (Dedicated Service) 7.59 6.72 **Provincial Contributions** Average Speed (Dedicated Service) 15.41 15.63 **Municipal Contributions**

The Town of Halton Hills does not have public transit, so our eligibility criteria is as
follows: * Other Eligibility Criteria: cognitive disability. * ActiVan is a public
transportation service operated by the Town of Halton Hills for both person with
disabilities and seniors. Any person with a physical, medical or cognitive disability and
everyone aged sixty-five or older may apply. * Please note the ridership growth is due
to the aging population, as our service provides rides to anyone 65 years and older.

Other / Donations
TOTAL CAPITAL FUNDING

PASSENGER DATA Ambulatory Wheelchair/Scooter Users Attendants Companions	Ded. Service 16,413 2,676	Non-Ded. Service
Other (specified) TOTAL	19,089	17,202 17,202

		Veh.	Avg. Capacity per Veh.				
	Number	Peak	Wheelchair	Ambulatory			
Non-Accessible Cars			N/A				
Accessible Vans / Minivans	2	2	1	3			
Small Buses	1	1	3	17			
Other							
TOTAL DED. VEHICLES	3	3	N/A	N/A			
Vehicle ownership:	Municipalit	y					
Vehicle maintenance responsibility Accessible taxis: 3	: Municipality	У					

Hamilton

Hamilton					REGISTRA	NTC	Active	Total
Accessible Transportation Ser	rvices	Population served:		513,000	Wheelchair	_		Total 7,581
Contact: Owen Quinn		Service area (km²):		1,117.0	Ambulatory		3613.	1,118
	essible Transportation Service	Communities served:		1	Attendants:			1,110
Telephone: 905-546-2424 x53	•	Service began:		01/01/1976	Companion			
Fax: 905-679-7305	520	Advisory Committee me	embers:	15	Other:			3,004
Email: owen.quinn@ham	nilton ca	Eligibility Committee me	embers:	N/A	Total:			11,703
	_	Non Dodinskad O	i 	· · · · · · · · · · · · · · · · · ·		Outs-ut [A Unabla ta Daard	11,100
Dedicated Serv. Operated by:	_	Non-Dedicated S	_	1	Eligibility (criteria:	Unable to Board	
•	Private Contractor(s), number	r: 1 Taxi Scrip Progra	ım Available: 🗹				Unable to Use	
V	Private Non-Profit Org.					[Other Criteria	
VEHICLE KILOMETRES & HOU	RS 2010	2011	SERVICE HO	URS / SCHED	ULING			
Rev. Veh. Km Dedicated Serv		4,452,305	Weekday:	0700 to		Sunda	v: 0700 to	2400
Tot. Veh. Km Dedicated Service		4,452,305	Saturday:	0700 to	0130	Holida		2400
Rev. Veh. Hrs Dedicated Serv	ice 193,951	188,037	•				.,.	
Tot. Veh. Hrs Dedicated Servi	ce 193,951	188,037	Advanced boo	**		day(s)		
Non-Dedicated Service - Veh. K	m.			ce for reservation		nour(s)		
Non-Dedicated Service - Veh. H	rs.		Reservations	/ Scheduling:	Fully Co	mputerized	i	
PASSENGER DATA			FARE STRUC	TURE				
Dedicated Service	426,444	431,806	Effective Date	01/01/2010	Т	ickets/Car	ds	
Non-Dedicated Service	145,028	140,915		Cash		(unit price	e) Monthly Pa	ss Free
TOTAL PASSENGERS	571,472	572,721	Adult			\$2.35		_
Subscription / Pre-booked	47%	45%	Child			\$2.35		
Reservation	25%	26%	Student			\$2.35		
On-Demand / Day of trip	28%	29%	Senior			\$2.35		
Cancelled in advance	82,179	88,470	Attendant					✓
No-shows / Cancelled at door	12,757	14,175	Companion			\$2.35		
Unaccommodated trips	11,450	7,356	Other	Taxi Scrip - Us	ser co-payme	ent 60%		
Number of complaints	487	830	EMPLOYEE I	2474		Eull	-time Part-ti	mo
OPERATING EXPENSES		000	Operators	JAIA		126		ille
Administration	\$3,239,556	\$3,257,885	Other Operation	one		14		
Operations:	, , , , , , , , , , , , , , , , , , , ,	, , , , , , , , , , , , , , , , , , , ,	Vehicle Mecha			6		
Internal - Dedicated Service	\$6,726,276	\$7,043,663	General and A			26		
Contract - Dedicated Service	. , ,	\$1,785,684	Other	tarriir ii Stratiori		6		
Contract - Non-Dedicated Se	. , ,	, ,,		BER OF EMPL	OVEES	178		
Contract - Taxi Scrip	\$1,246,290	\$1,216,024					•	
Maintenance (Vehicles & Faciliti		\$1,231,978	Union Affiliat	ions: Operator		JPE 5167		
Fuel	\$675,239	\$802,282		Mechani		JPE 5167	50 - de l'eleteration de m	
TOTAL OPERATING EXPENSE	S \$14,649,231	\$15,337,516		Other (sp	ресіту): Ат	U 107 - AT	S administrative staff	
OPERATING REVENUES AND	OTHER FUNDING CONTRIBUT			Wage Rate: \$				
Passenger Revenue	\$1,754,010	\$1,747,167	Top Mechanic	Wage Rate: \$	26.96			
Other Operating Revenue	\$5,842	\$7,415	PERFORM	IANCE IND	CATORS			
			FINANCIAL	.,			2010	2011
Total Operating Revenue Federal Contributions	\$1,759,852	\$1,754,582	R/C Ratio				12%	11%
	¢994 026	¢4 642 020		g Cost / Capita			\$25.13	\$26.48
Provincial Contributions Municipal Contributions	\$884,926	\$1,613,920 \$11,966,560	Total Exp. / F				\$25.63	\$26.78
Other / Donations	\$11,988,953 \$15,500	\$11,966,360		Eligible Passen	ner		\$27.53	\$29.20
TOTAL	\$14,649,231			n Exp. / Passe			4200	\$20.20
	\$14,049,231	\$15,337,516		ated Service			\$23.83	\$25.16
CAPITAL EXPENSES		4:		edicated Servi	ce		\$8.59	\$8.63
Vehicles Purchased	\$1,868,292	\$176,656		n Exp. / Hour (ervice)	\$52.40	\$57.77
Debt Servicing				,		/	,	• -
Other Capital Expenses	A. A	A.=A.==	OPERATING Registrants /	Canita			0.0245	0.0228
TOTAL CAPITAL EXPENSES	\$1,868,292	\$176,656		•				
CAPITAL FUNDING SOURCES			Passengers / Passengers /				1.1140 45.53	1.1164 48.94
Transit System	\$1,247,766	\$176,656		/ Registrant / Hour (Dedicat	ad Sarrias		45.53 2.20	
Federal Contributions				nger (Dedicate	-		2.20 10.07	2.30 10.31
Provincial Contributions	\$620,526			ed (Dedicated	-			23.68
Municipal Contributions			Average Spe	eu (Deulcated	Service)		22.14	23.08
Other / Donations								
TOTAL CAPITAL FUNDING	\$1,868,292	\$176,656	PASSENG		D	ed. Service		
* Other Eligibility Out of a few	ala Transportation Continue (AT	C) are excitable to	Ambulatory			151,667		
* Other Eligibility Criteria: Accessil		,		r/Scooter Users	3	232,678		1
persons with disabilities who are understance of Hours: Thursdays and Fridays ser		service. * Service	Attendants			29,124		
			Companior			18,337	7	
			Other (spe	citied)				_

Other (specified) TOTAL	43	1,806	140	,915
VEHICLE DATA	Number	Veh. Peak	Avg. Capaci Wheelchair	ity per Veh. Ambulatory
Non-Accessible Cars	23	23	N/A	

Accessible Vans / Minivans

Small Buses 70 54 4

Other

TOTAL DED. VEHICLES 93 77 N/A N/A

Vehicle ownership: Buses - Non-Profit: Cars - Private Contractor

Vehicle ownership: Buses - Non-Profit; Cars - Private Contractor Vehicle maintenance responsibility: Buses - Non-Profit; Cars - Private Contractor Accessible taxis:

Hanover

Saugeen Mo	bility and Regional T	ransit	Population served:		44,748	Wheelch	RANTS nair/Scooter	lleare	Active	lotai
Contact:	Roger Cook		Service area (km²):		2,448.7	Ambulat		03613	•	
Title:	Manager		Communities served:		5	Attendar				
Telephone:	519-881-2589		Service began:		01/01/1979	Compan				
Fax:	519-881-2508		Advisory Committee me		5	Other:				
Email:	roger@saugeenmob	ility.ca	Eligibility Committee me	embers:	N/A	Total:			517	517
Dedicated Se	erv. Operated by: 🗸	ransit System/Municipality	Non-Dedicated Se	ervice: Cont	ractors:	Eligibili	ty Criteria:	Пι	Jnable to Board	
		Private Contractor(s), number	Taxi Scrip Progra	m Available		_	-	=	Jnable to Use	
			. Taxi conp i rogia	, tvaliable.						
	□ '	Private Non-Profit Org.						V	Other Criteria	
VEHICLE KIL	OMETRES & HOURS	2010	2011	SERVICE HOL	JRS / SCHEDI	ULING				
Rev. Veh. Kn	n Dedicated Service			Weekday:	0600 to	2400	Sun	day:	0600 to 24	400
Tot. Veh. Km	Dedicated Service			Saturday:	0600 to	2400	Holid	day:	0600 to 24	400
	s Dedicated Service			Advanced boo	king notice:		day(a)	•		
	s Dedicated Service			Minimum notic		on: 24	day(s) .0 hour(s)			
	ed Service - Veh. Km.			Reservations /		Manu				
	ed Service - Veh. Hrs.				•	iviaria	ı dı			
PASSENGER		04.070	00.000	FARE STRUC			T:-11-10			
Dedicated :		21,373	20,098	Effective Date			Tickets/C (unit pr		Manthly Dago	F
TOTAL PASS	ated Service	21,373	20,098	Adult	Cash \$6.80		(unit pr	ice)	Monthly Pass	Fre
	n / Pre-booked	35%	35%	Child						
Reservation		60%	60%		\$6.80 \$6.80					H
	d / Day of trip	5%	5%	Student	\$6.80 \$6.80					H
		370	370	Senior	\$6.80					
Cancelled in				Attendant Companion						Y
	Cancelled at door			•	out of town far	oc ara ha	ur rate and	miloaa	10	V
Unaccommo		0		Other	out or town far	es are no	ui rate anu	IIIIIeay	e	
Number of co	•	6	8	EMPLOYEE D	ATA		Fu	ull-time	e Part-time	е
OPERATING				Operators				8	3	
Administratio	n	\$146,844	\$149,193	Other Operatio				1	1	
Operations:	- " : 10 miles	¢000 400	2245.044	Vehicle Mecha						
	Dedicated Service	\$269,108	\$315,944	General and A	dministration			1		
	- Dedicated Service			Other					_	
	- Non-Dedicated Servi	ce		TOTAL NUMB	ER OF EMPL	OYEES		10	4	
	 Taxi Scrip (Vehicles & Facilities) 	\$28,130	\$37,123	Union Affiliati	ons: Operator	s:				
Fuel	(Veriicles & Faciliucs)	\$28,130 \$43,783	\$37,123 \$54,230		Mechanic	cs:				
	RATING EXPENSES	\$487,865	\$54,230 \$556,490		Other (sp	pecify):				
		•		Top Operator V	Nage Rate: \$	14.75				
		HER FUNDING CONTRIBUT		Top Mechanic	•					
-	ger Revenue	\$133,962 \$250	\$94,915 \$44,439	PERFORM	ANCE INDI		90			
	perating Revenue				ANCE INDI	CATO	13		0040	0044
Total Operati	•	\$134,212	\$139,354	FINANCIAL					2010	2011
Federal Cont		0.40.000	***	R/C Ratio	· Coot / Conito				28%	25%
Provincial Co		\$49,323	\$94,268		Cost / Capita				\$7.90	\$9.32
Municipal Co		\$300,401	\$319,828	Total Exp. / P		aor			\$22.83	\$27.69
Other / Dona	tions	\$3,929	\$3,040		ligible Passen n Exp. / Passe				\$22.83	\$27.69
TOTAL		\$487,865	\$556,490		ited Service	rigei			\$15.96	\$20.27
CAPITAL EXI	PENSES				edicated Service	<u></u>			φ13.30	φ20.21
Vehicles Pur	chased	\$137,736	\$145,270		n Exp. / Hour (d Sarvica)			
Debt Servicir	•				ii Exp. / Flour (Dealoatet	a Oct vice)			
Other Capita		\$1,732	\$7,515	OPERATING	o				0.0404	0.044
TOTAL CAP	ITAL EXPENSES	\$139,468	\$152,785	Registrants /	-				0.0121	0.0116
CAPITAL FUI	NDING SOURCES			Passengers /	-				0.4776	0.4491
Transit Syste	em			Passengers /	-	0:-	-\		39.65	38.87
Federal Cont	tributions			-	Hour (Dedicat		•			
Provincial Co	ontributions	\$139,468	\$152,785		nger (Dedicated ed (Dedicated)			
Municipal Co	ontributions			Average Spec	eu (Deulcaleu	Selvice)				
Other / Dona	tions									
TOTAL CAP	ITAL FUNDING	\$139,468	\$152,785	PASSENG			Ded. Serv		Non-Ded. Service	
Dogon provid	ing coming in the Tow	achin of Courthaute on August	1 2011 * Othor	Ambulatory			20,0	098		
		nship of Southgate on August ally or physically disabled. * A			/Scooter Users	3				
		Users, Attendants, and Com		Attendants						
			, , , , , , , , , , , , , , , , , , , ,	Companion						
				Other (spec	іпеа)		20.6	200		
				TOTAL			20,0	J98		
								Veh.	Avg. Capacity pe	r Veh.
				VEHICLE D		Nu	ımber	Peak	Wheelchair Amb	bulatory

VEHICLE DATA	Number	Veh. Peak	Avg. Capac Wheelchair	ity per Veh. ∣ Ambulatory
Non-Accessible Cars	1	1	N/A	5
Accessible Vans / Minivans	8	8	2	3
Small Buses	4	4	6	12
Other	1	1	12	12
TOTAL DED. VEHICLES	14	14	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility:		it Organiz ontractors		

Hearst

Hearst Common Contact: Title: Telephone: Fax: Email:	munity Transportation Claude Laflamme Secretary/Treasurer 705-372-2817 705-362-5902 claflamme@hearst.co		Population served: Service area (km²): Communities served: Service began: Advisory Committee me Eligibility Committee me		6,113 841.0 1 08/09/1998 7 7		nts:	Users:	Active 45 312 12	Total 45 312 12 369
Dedicated Se		Transit System/Municipality	Non-Dedicated S		actors:	Eligibil	ity Criteria:		Inable to Board	
		Private Contractor(s), number Private Non-Profit Org.	: 1 Taxi Scrip Progra	m Available:					Inable to Use Other Criteria	
	OMETRES & HOURS		2011	SERVICE HOU						
	 n Dedicated Service n Dedicated Service 			Weekday:	0800 to		Sund	,	to to	
Rev. Veh. Hrs Tot. Veh. Hrs	rs Dedicated Service s Dedicated Service			Saturday: Advanced book Minimum notice			Holid 1 day(s)).0 hour(s)	ay:	10	
	ed Service - Veh. Km. ed Service - Veh. Hrs.			Reservations /		Manı				
PASSENGER				FARE STRUCT	TURE					
Dedicated Non-Dedicated	Service ated Service	10,853	10,981	Effective Date	01/01/2006 Cash		Tickets/Ca (unit prid		Monthly Pass	Free
TOTAL PASS		10,853	10,981	Adult	\$2.50		\$2.27			
-	on / Pre-booked	5%	5%	Child	\$2.50		\$2.27			
Reservation		0% 95%	0% 95%	Student	\$2.50		\$2.27			\vdash
	nd / Day of trip	9570	9570	Senior Attendant	\$2.50 \$2.50		\$2.27 \$2.27			H
Cancelled in No-shows / C Unaccommod	Cancelled at door			Companion Other	\$2.50		\$2.27			
Number of co	omplaints			EMPLOYEE D	ATA		Fu	II-time	Part-time	•
OPERATING Administratio		\$11,293	\$11,565	Operators Other Operation				2	1	
	Dedicated Service - Dedicated Service	\$112,933	\$115,647	Vehicle Mechar General and Ac					3	
Contract	 Non-Dedicated Serv Taxi Scrip 		φ115,04 <i>1</i>	Other TOTAL NUMBI				2	4	
	(Vehicles & Facilities)			Union Affiliation	Mechani	cs:				
TOTAL OPE	RATING EXPENSES	\$124,226	\$127,212		Other (s					
OPERATING	REVENUES AND OT	HER FUNDING CONTRIBUT	IONS	Top Operator V Top Mechanic V	•					
-	ger Revenue	\$27,133	\$27,453		-					
Other O	perating Revenue			PERFORM	ANCE IND	ICATO	RS			
Total Operati Federal Conf	•	\$27,133	\$27,453	FINANCIAL R/C Ratio					2010 22%	2011 22%
Provincial Co		\$55,000	\$54,285	Net Operating	Cost / Capita				\$14.62	\$16.32
Municipal Co	ontributions	\$35,593	\$38,474	Total Exp. / Pa	assenger				\$11.45	\$11.58
Other / Dona	ations	\$6,500	\$7,000	Total Exp. / El					\$11.56	\$11.70
TOTAL		\$124,226	\$127,212	Transportation		enger			040.44	£40 F0
CAPITAL EXI				Non-De	ted Service edicated Servi				\$10.41	\$10.53
Debt Servicir				Transportation	n Exp. / Hour (Dedicate	d Service)			
Other Capita	al Expenses			OPERATING						
TOTAL CAP	PITAL EXPENSES			Registrants / 0					0.0553	0.0604
CAPITAL FUI	NDING SOURCES			Passengers / Passengers /	-				1.6338	1.7963
Transit Syste	em			Passengers /		ad Sanin	20)		29.57	29.76
Federal Cont				Kms / Passen						
Provincial Co				Average Spee			,			
Municipal Co Other / Dona					•					
	PITAL FUNDING			PASSENGE	R DATA		Ded. Servi		Non-Ded. Service	
* Other Fligibili	ity Criteria: Seniore 50	+ years, physically disabled y	outh and adulte	Ambulatory	Coopton		9,2			
Julio, Eligibili	, 511010. 0011013 00	, sais, prijolodily disabled y	Jan. and addito	Attendants	Scooter Users	5	1,64	47 10		
				Companions	S		ı			
				Other (spec						
				TOTAL	,		10,98	B1		
				VEHICI E DA	ΛΤΛ	Ni		eh. Peak	Avg. Capacity per	

Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans Small Buses	1	1	4	16
Other		•		
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:		ed Operato ed Operato		

Ingersoll	ı
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Ingersoll Ingersoll Paratransit Service Contact: Marsha Paley Title: Clerk/Deputy CAO Telephone: 519-485-0120 Fax: 519-485-3543 Email: mpaley@ingersoll.ca	Ser Cor Ser Adv	oulation served: vice area (km²): mmunities served: vice began: visory Committee me gibility Committee me		12,385 10.0 1 04/01/1992 5 3	REGISTRANTS Wheelchair/Scooter Ambulatory: Attendants: Companions: Other: Total:	Users:	Active 26 46 10 2 84	Total 72 203 17 3 295
Dedicated Serv. Operated by: ☐ Transit System ✓ Private Contra ☐ Private Non-F	actor(s), number: 1	Non-Dedicated Se Taxi Scrip Progra		ractors: 1	Eligibility Criteria:	✓ Unat	ole to Board ole to Use r Criteria	
VEHICLE KILOMETRES & HOURS Rev. Veh. Km Dedicated Service Tot. Veh. Km Dedicated Service Rev. Veh. Hrs Dedicated Service Tot. Veh. Hrs Dedicated Service Non-Dedicated Service - Veh. Km. Non-Dedicated Service - Veh. Hrs.	2010	2011	SERVICE HOU Weekday: Saturday: Advanced bool Minimum notice Reservations /	0800 to 0800 to king notice: e for reservation	2100 Sun 2100 Holid 14 day(s)	day:	0800 to 1 0800 ^{to} 1	700 700
PASSENGER DATA Dedicated Service Non-Dedicated Service TOTAL PASSENGERS Subscription / Pre-booked Reservation On-Demand / Day of trip Cancelled in advance	1,145 3,140 4,285 2% 97% 1% 300	1,412 2,789 4,201 2% 97% 1% 1,825	FARE STRUC' Effective Date Adult Child Student Senior Attendant		Tickets/C (unit pr		Monthly Pass	Free
No-shows / Cancelled at door Unaccommodated trips Number of complaints OPERATING EXPENSES	2	1	Companion Other EMPLOYEE D Operators	companion pay		ull-time	Part-tim	ie
Administration Operations: Internal - Dedicated Service Contract - Dedicated Service Contract - Non-Dedicated Service Contract - Taxi Scrip Maintenance (Vehicles & Facilities) Fuel	\$48,085 \$17,747 \$20,651	\$47,435 \$45,084	Other Operatio Vehicle Mechal General and Ad Other TOTAL NUMB Union Affiliation	nics dministration ER OF EMPLO	s:			
TOTAL OPERATING EXPENSES	\$86,483	\$92,519		Other (sp	ecify):			
OPERATING REVENUES AND OTHER FUNDIN Passenger Revenue Other Operating Revenue		· ·	Top Operator V Top Mechanic PERFORM	Wage Rate:	CATORS			
Total Operating Revenue Federal Contributions Provincial Contributions	\$12,834	\$13,104	FINANCIAL R/C Ratio Net Operating				2010 15% \$5.95	2011 14% \$6.41
Municipal Contributions Other / Donations TOTAL	\$73,649 \$86,483	\$79,415 \$92,519	Transportation	igible Passend Exp. / Passe			\$20.18 \$20.18	\$22.02 \$25.11
CAPITAL EXPENSES Vehicles Purchased Debt Servicing Other Capital Expenses TOTAL CAPITAL EXPENSES			Non-De		ce Dedicated Service)		\$15.50 \$6.58 0.0229	\$31.93 0.0238
CAPITAL FUNDING SOURCES Transit System Federal Contributions Provincial Contributions Municipal Contributions			Passengers / Passengers / Passengers / Kms / Passen	Capita	Service)		0.3460 15.09	0.3392
Other / Donations TOTAL CAPITAL FUNDING * Contract - Dedicated Service expense also cove	red the expenses for	r Non-Dedicated	PASSENGE Ambulatory		Ded. Serv		on-Ded. Service 2,523	
Services in 2011. * Vision impaired is other elighours 0800 - 2200 hours.		riday Service	Attendants Companions Other (spec		,	162 250	266	
			TOTAL	•	1,4	412	2,789	

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		2,523
Wheelchair/Scooter Users	1,162	
Attendants	250	266
Companions		
Other (specified)		
TOTAL	1,412	2,789

		ven.	Avg. Capaci	ty per ven.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars	3	3	N/A	
Accessible Vans / Minivans	2	2	2	2
Small Buses				
Other				
TOTAL DED. VEHICLES	5	5	N/A	N/A
Vehicle ownership:	Contracte	ed Operate	or	
Vehicle maintenance responsibility: Accessible taxis:	Contracte	ed Operate	or	

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 31 Kapuskasing **REGISTRANTS** Active Total **KAP Accessible Bus Service** 8.500 Population served: Wheelchair/Scooter Users: Service area (km2): 84.0 Marc Dupont Ambulatory: Contact: Communities served: Title: Treasurer Attendants: 01/01/1990 Service began: Telephone: 705-337-4257 Companions: Advisory Committee members: 6 705-337-1741 Other: Fax: Eligibility Committee members: 6 Fmail: marc.dupont@kapuskasing.ca Total: Non-Dedicated Service: Contractors: Dedicated Serv. Operated by: Transit System/Municipality Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: ✓ Private Contractor(s), number: 1 ✓ Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service Weekday: 0800 to 1545 Sunday: to Tot. Veh. Km. - Dedicated Service Saturday: 1000 to 1600 Holiday: to Rev. Veh. Hrs. - Dedicated Service Advanced booking notice: 1 day(s) Tot. Veh. Hrs. - Dedicated Service Minimum notice for reservation: 24.0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 16,634 15,611 Effective Date 01/01/2010 Tickets/Cards Non-Dedicated Service Cash (unit price) **Monthly Pass** Free TOTAL PASSENGERS 16.634 15.611 Adult \$2.00 \$16.66 Subscription / Pre-booked 0% 0% Child \$2.00 \$16.66 0% 0% Reservation Student \$2.00 \$16.66 On-Demand / Day of trip 0% 0% Senior \$2.00 \$16.66 Attendant Cancelled in advance Companion \$2.00 \$16.66 No-shows / Cancelled at door 146 103 Other Unaccommodated trips 89 Number of complaints 3 2 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators Administration \$21.131 \$7.801 Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration Contract - Dedicated Service \$99,318 \$116,076 Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$2,260 \$3.185 Mechanics: Other (specify): TOTAL OPERATING EXPENSES \$122,709 \$127,062 Top Operator Wage Rate: **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$18,021 \$18,161 Other Operating Revenue PERFORMANCE INDICATORS \$431 **FINANCIAL** 2010 2011 Total Operating Revenue \$18,021 \$18,592 R/C Ratio 15% 15% **Federal Contributions** Net Operating Cost / Capita \$12.32 \$12.76 **Provincial Contributions** \$61,436 \$49.720 Total Exp. / Passenger \$7.38 **Municipal Contributions** \$43,252 \$49,004 \$8 14 Total Exp. / Eligible Passenger \$7.61 \$8.35 Other / Donations \$9.746 TOTAL \$122,709 \$127,062 Transportation Exp. / Passenger **Dedicated Service** \$6.11 \$7.64 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) **Debt Servicing OPERATING** Other Capital Expenses 0.0667 Registrants / Capita **TOTAL CAPITAL EXPENSES** Passengers / Capita 1.9569 1.8366 CAPITAL FUNDING SOURCES Passengers / Registrant 29.34 Transit System Passengers / Hour (Dedicated Service)

Federal Contributions
Provincial Contributions
Municipal Contributions

Other / Donations
TOTAL CAPITAL FUNDING

Our service utilizes 2 small accessible buses - one owned by the Municipality and the other by a private contractor. The contractor provides the service utilizing the municipal bus for a net daily fee which includes the expenses for driver, fuel, labour for maintenance, and booking. The Municipality is responsible for the maintenance expense associated with its own bus. The second bus provided by the contractor is paid at a set rate inclusive of all expenses. Employment statistics for the service are not available from the contractor.

PASSENGER DATA Ambulatory Wheelchair/Scooter Users Attendants	Ded. Service 13,426 1,790 395	Non-Ded. Service
Companions Other (specified) TOTAL	15,611	

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

		Veh.	Avg. Capac	ity per Veh.	
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans / Minivans					
Small Buses	2	2	3	9	
Other					
TOTAL DED. VEHICLES	2	2	N/A	N/A	
Vehicle ownership:	Municipality (1); Contracted Operator (1)				
Vehicle maintenance responsibility:	Municipa	lity			

Kawartha Lakes (Rural) REGISTRANTS Active Total Community Care City of Kawartha Lakes Population served: Wheelchair/Scooter Users: Service area (km2): Contact: Steve Karpazis Ambulatory: Communities served: Title: Specialized Transit Manager Attendants: Service began: 705-324-7323 x243 Telephone: Companions: Advisory Committee members: N/A 705-328-0607 Fax: Other: Eligibility Committee members: N/A Fmail: skarpazis@community-care.on.ca Total: Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: Unable to Use Private Non-Profit Org. Other Criteria SERVICE HOURS / SCHEDULING **VEHICLE KILOMETRES & HOURS** 2010 2011 Rev. Veh. Km. - Dedicated Service 433,917 Weekday: Sunday: to Tot. Veh. Km. - Dedicated Service 433.917 Saturday: to Holiday: to Rev. Veh. Hrs. - Dedicated Service 21,070 Advanced booking notice: day(s) Tot. Veh. Hrs. - Dedicated Service 21,070 Minimum notice for reservation: 0.0 hour(s) Non-Dedicated Service - Veh. Km. 871 323 Reservations / Scheduling: Non-Dedicated Service - Veh. Hrs. 53,956 **FARE STRUCTURE** PASSENGER DATA Tickets/Cards **Dedicated Service** 70,325 Effective Date (unit price) Non-Dedicated Service Cash **Monthly Pass** Free TOTAL PASSENGERS Adult 70.325 Child Subscription / Pre-booked 5% 85% Student Reservation Senior On-Demand / Day of trip 10% Attendant Cancelled in advance 2,105 Companion No-shows / Cancelled at door 528 Other Unaccommodated trips 1,750 Number of complaints 36 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators Administration \$183,834 Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service \$612,136 General and Administration Contract - Dedicated Service Contract - Non-Dedicated Service TOTAL NUMBER OF EMPLOYEES Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$61,707 Mechanics: \$61,494 Other (specify): **TOTAL OPERATING EXPENSES** \$919,171 Top Operator Wage Rate: **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$249,000 PERFORMANCE INDICATORS Other Operating Revenue **FINANCIAL** 2010 2011 Total Operating Revenue \$249,000 R/C Ratio 27% **Federal Contributions** Net Operating Cost / Capita \$9.18 **Provincial Contributions** \$569,871 Total Exp. / Passenger \$13.07 **Municipal Contributions** Total Exp. / Eligible Passenger \$15.75 Other / Donations \$100,300 Transportation Exp. / Passenger **TOTAL** \$919,171 **Dedicated Service** \$10.46 **CAPITAL EXPENSES** Non-Dedicated Service \$44,898 Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$34.90 **Debt Servicing OPERATING** Other Capital Expenses Registrants / Capita 0.0480 **TOTAL CAPITAL EXPENSES** \$44,898 Passengers / Capita 0.9634 CAPITAL FUNDING SOURCES Passengers / Registrant 20.05 Transit System Passengers / Hour (Dedicated Service) 3.34 **Federal Contributions** Kms / Passenger (Dedicated Service) 6.17 **Provincial Contributions** \$18,600 Average Speed (Dedicated Service) 20.59 Municipal Contributions \$22.946 Other / Donations \$3,352 PASSENGER DATA **TOTAL CAPITAL FUNDING** Ded. Service Non-Ded. Service \$44,898 Ambulatory 2011 data were not available. Wheelchair/Scooter Users Attendants Companions Other (specified) **TOTAL**

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

Kawartha Lakaa (Urban		CUT	A/MTO Ontario	Specialized Tra	ansit Servic	es Fact Book	– 2011 C	perating Data P	age 33
Kawartha Lakes (Urban LIMO Contact: Todd Bryant Title: Transit Supervisor Telephone: 705-324-9411 x1102 Fax: 705-324-1155 Email: tbryant@city.kawarthalakes.on.ca	Po Se Co Se Ad	epulation served: strvice area (km²): smmunities served: strvice began: lvisory Committee m gibility Committee m		19,361 25.0 1 01/01/2001 10 N/A	REGISTR Wheelcha Ambulator Attendant Companio Other: Total:	iir/Scooter Us ry: s:	ers:	Active 700	Total 700
Dedicated Serv. Operated by: 🗸 Transit System	/Municipality	Non-Dedicated S	Service: Cor	ntractors:	Eligibility	Criteria:	✓ Unable	e to Board	
Private Contrac	ctor(s), number:	Taxi Scrip Progra	am Available:				_ ✓ Unable	e to Use	
Private Non-Pr	ofit Org.						Other	Criteria	
VEHICLE KILOMETRES & HOURS	2010	2011	SERVICE HO	OURS / SCHED	ULING				
Rev. Veh. Km Dedicated Service Tot. Veh. Km Dedicated Service Rev. Veh. Hrs Dedicated Service Tot. Veh. Hrs Dedicated Service		39,520 41,320 2,548 2,860	Weekday: Saturday: Advanced bo	0800 to 1000 to oking notice:	1700 1700 60	Sunday Holiday		to to	
Non-Dedicated Service - Veh. Km.				ice for reservation / Scheduling:	on: 0.0 Manua) hour(s) I			
Non-Dedicated Service - Veh. Hrs. PASSENGER DATA			FARE STRU	•					
Dedicated Service	5,513	6,051		e 07/09/2010		Tickets/Card			
Non-Dedicated Service	E E42	C 0E4	Adult	Cash \$2.00		(unit price) \$1.66)	Monthly Pass \$60.00	Fre
TOTAL PASSENGERS Subscription / Pre-booked	5,513 0%	6,051 50%	Child	\$2.00 \$1.00		\$1.00		\$60.00	
Reservation	0%	45%	Student	\$1.50		\$1.43		\$50.00	
On-Demand / Day of trip	0%	5%	Senior	\$1.50		\$1.43		\$50.00	
Cancelled in advance		600	Attendant Companion						✓
No-shows / Cancelled at door Unaccommodated trips		2,496	Other	Children 5 and	d under ride	free			V
Number of complaints		2,430	EMPLOYEE	DATA		Full-t	ime	Part-time	•
OPERATING EXPENSES			Operators	DATA		ruii-i	.iiiie	2	-
Administration Operations: Internal - Dedicated Service			Other Operation Vehicle Mech General and					1	
Contract - Dedicated Service Contract - Non-Dedicated Service Contract - Taxi Scrip			Other TOTAL NUM	BER OF EMPL	OYEES			3	
Maintenance (Vehicles & Facilities) Fuel			Union Affilia	tions: Operator Mechani Other (sp	cs: C	:UPE 855 :UPE 855 :UPE 855 (Ad	min)		
TOTAL OPERATING EXPENSES			Top Operator	· Wage Rate: \$	• /		,		
OPERATING REVENUES AND OTHER FUNDING Passenger Revenue Other Operating Revenue	CONTRIBUTION	NS	Top Mechanic	c Wage Rate: \$	324.00	9			
Total Operating Revenue Federal Contributions Provincial Contributions Municipal Contributions Other / Donations TOTAL CAPITAL EXPENSES			FINANCIAL R/C Ratio Net Operatir Total Exp. / Total Exp. / Transportatic Dedic	ng Cost / Capita	ger enger	•		2010	201 1
Vehicles Purchased				on Exp. / Hour (Service)			
Debt Servicing Other Capital Expenses			OPERATING	· · · · · · · · · · · · · · · · · · ·	•	,			
TOTAL CAPITAL EXPENSES			Registrants	/ Capita				0.0549	0.036
CAPITAL FUNDING SOURCES			Passengers	/ Capita / Registrant				0.2848 5.19	0.312 8.6
Transit System			U	/ Hour (Dedicat	ed Service)		0.10	2.3
Federal Contributions Provincial Contributions				enger (Dedicate	,				6.5
Municipal Contributions			Average Spe	eed (Dedicated	Service)				15.5
Other / Donations			DACCENIC	GER DATA		Dad Camala	Al.	Ded Camila	
TOTAL CAPITAL FUNDING Please note under the employee statisics all our dri			Ambulator Wheelcha	y ir/Scooter Users		Ded. Service 6,051	Nor	n-Ded. Service	
and specialized transit buses. The Administation as services including dispatching. Specialized Transi Expense) has been consolidated with the 2011 Urb.	it Financial Data (l	Revenue and	Attendants Companio Other (spe	ons					
			TOTAL	,		6,051			

VEHICLE DATA Non-Accessible Cars Accessible Vans / Minivans	Number	Veh. Peak	Avg. Capaci Wheelchair N/A	ity per Veh. Ambulatory
Small Buses Other	1	1	5	12
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility:		l Transit S I Fleet Sei	,	

Accessible taxis:

Kenora

Kenora Handi Transit	Popi	ulation served:		16,000	Wheelchair/Scoote	or Hser	rs: 77	i otai 77
Contact: Diana Jardine		vice area (km²):		29.0	Ambulatory:	31 0301	92	92
Title: Administrator		nmunities served:		1	Attendants:		35	35
Telephone: 807-468-3295		vice began:		16/06/1980	Companions:			•
Fax: 807-468-5947		isory Committee me		5	Other:			
Email: newhorizon@kmts.ca	Eligi	ibility Committee me	embers:	2	Total:		204	204
Dedicated Serv. Operated by: 🗸 Transit S	Svstem/Municipality	Non-Dedicated Se	ervice: Cont	ractors:	Eligibility Criteria	a: 🗸	Unable to Board	
	Contractor(s), number:	Taxi Scrip Program						
	* **	Taxi Gorip i Togra	III Availabic					
✓ Private N	Non-Profit Org.					V	Other Criteria	
VEHICLE KILOMETRES & HOURS	2010	2011	SERVICE HOL	URS / SCHEDI	JLING			
Rev. Veh. Km Dedicated Service	44,940	42,051	Weekday:	0700 to	1700 Su	ınday:	to	
Tot. Veh. Km Dedicated Service	45,859	42,354	Saturday:	0700 to	1500 Ho	oliday:	to	
Rev. Veh. Hrs Dedicated Service	3,126	2,783	Advanced boo	king notice:	1 day(e)			
Tot. Veh. Hrs Dedicated Service	3,279	2,934		king notice: se for reservation	1 day(s) on: 24.0 hour(s)			
Non-Dedicated Service - Veh. Km.			Reservations /		Partially Comp	ıterized	d	
Non-Dedicated Service - Veh. Hrs.				•	r unuany com-	1101120		
PASSENGER DATA	0.456	7 204	FARE STRUC		Tielsetel	'^- "do		
Dedicated Service	8,156	7,294	Effective Date		Tickets/ (unit p			Ero
Non-Dedicated Service TOTAL PASSENGERS	9 156	7 204	Adult	Cash \$5.00	(unit p \$5.0	•	Monthly Pass	Free
Subscription / Pre-booked	8,156 90%	7,294 90%		**				
•	90% 6%	90% 6%	Child	\$5.00 \$5.00	\$5.0 \$5.0			\vdash
Reservation On-Demand / Day of trip	4%	6% 4%	Student	\$5.00 \$5.00	\$5.0 \$5.0			\vdash
			Senior	\$5.00 \$5.00	\$5.0 \$5.0			H
Cancelled in advance	24	25	Attendant	\$5.00 \$5.00	\$5.0 \$5.0			H
No-shows / Cancelled at door	6	6	Companion Other	φυ.υυ	ψυ.	10		
Unaccommodated trips	8	10						
Number of complaints	2	2	EMPLOYEE D	DATA	1	Full-tin		•
OPERATING EXPENSES	004 EGE	COE 122	Operators				4	
Administration	\$24,565	\$25,133	Other Operation					
Operations:	¢62.700	¢56 600	Vehicle Mecha					
Internal - Dedicated Service	\$63,709	\$56,608	General and A	dministration				
Contract - Dedicated Service Contract - Non-Dedicated Service			Other					
Contract - Non-Dedicated Service Contract - Taxi Scrip			TOTAL NUMB	SER OF EMPLO	DYEES		4	
Maintenance (Vehicles & Facilities)	\$14,452	\$16,607	Union Affiliati	ons: Operator	s:			
Fuel	\$14,432 \$10,943	\$10,00 <i>1</i> \$13,174		Mechanic				
TOTAL OPERATING EXPENSES	\$113,669	\$111,522		Other (sp	ecify):			
			Top Operator \	Wage Rate: \$	15.22			
OPERATING REVENUES AND OTHER FU Passenger Revenue	\$40,426	\$37,678	Top Mechanic	Wage Rate:				
Other Operating Revenue	ψ+∪,+∠∪	φυ1,010	PERFORM	ANCE INDI	CATORS			
, ,	\$40.400	007.070		ANCL IND.	CATONS		2010	2011
Total Operating Revenue	\$40,426	\$37,678	FINANCIAL R/C Ratio				2010 36%	2011 34%
Federal Contributions				Cost / Capita			36% \$4.58	\$4.62
Provincial Contributions	¢01 002	¢01 002	Total Exp. / P				\$4.56 \$13.94	\$4.02 \$15.29
Municipal Contributions Other / Denations	\$81,803 \$8.466	\$81,803 \$18,850		rassenger Iligible Passeng	nor.		\$15.94 \$15.32	\$16.80
Other / Donations	\$8,466 \$130.605	\$18,859		n Exp. / Passe			φ10.02	φ10.00
TOTAL	\$130,695	\$138,340		ited Service	ıığcı		\$10.92	\$11.84
CAPITAL EXPENSES				edicated Service	2		Ψ10.52	ψιι.υ
Vehicles Purchased		\$91,382			Dedicated Service)		\$27.17	\$29.44
Debt Servicing			· ·	11 Exp	Dogioulou 01,		Ψ=	Ψ=-
Other Capital Expenses		***	OPERATING	Canita			0.0120	0.0126
TOTAL CAPITAL EXPENSES		\$91,382	Registrants / Passengers /				0.0139 0.5098	0.0128 0.4559
CAPITAL FUNDING SOURCES			Passengers /	-			36.74	35.75
Transit System				Hour (Dedicate	ad Service)		2.61	2.62
Federal Contributions				nger (Dedicated	·		5.51	5.77
Provincial Contributions		\$91,382		ed (Dedicated :	•		14.38	15.11
Municipal Contributions			, o. o. g = -, .				11.00	
Other / Donations		***	5 + SOFNO		Dad Car	-	No Dod Comba	
TOTAL CAPITAL FUNDING		\$91,382	PASSENGI		Ded. Sei		Non-Ded. Service	
* Other Eligibility Criteria: Doctor Recommen	nded		Ambulatory			,313		
Other Eligibility Official Bootor Rooming.	.ueu		Wheelchair. Attendants	/Scooter Users	5 0	5,325 656		
				••		650		
			Companion Other (spec					
			TOTAL	illeu)	7	,294		I
			IOIAL		•	,254		
			_					
						Vah	Ava Canacity nor	- \/ - -

VEHICLE DATA Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ty per Veh. Ambulatory
Accessible Vans / Minivans Small Buses Other	2	1	5	6
TOTAL DED. VEHICLES	2	1	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:	Non-Profi Municipal			

Kings	ton					REGISTRAN	Te	Active	Total
Kingston Ad	ccess Services		Population served:		123,363	Wheelchair/S			1,61
Contact:	Trevor Fray		Service area (km²):		451.2	Ambulatory:		486	949
Title:	Executive Director		Communities served:		1	Attendants:			
Telephone:	613-542-2512		Service began: Advisory Committee me	mhora:	01/09/1967 11	Companions:			
Fax:	613-549-6318		Eligibility Committee me		N/A	Other:		4 000	0.50
Email:	trevor@kingstonacc					Total:		1,309	2,560
Dedicated S	Serv. Operated by:	Transit System/Municipality	Non-Dedicated Se	ervice: 🗹 Con	tractors: 1	Eligibility Cr		Unable to Board	
		Private Contractor(s), numbe	r: Taxi Scrip Progra	m Available:			✓	Unable to Use	
	\checkmark	Private Non-Profit Org.						Other Criteria	
EHICI E KII	LOMETRES & HOURS	S 2010	2011	SERVICE HO	URS / SCHED	III ING			
	m Dedicated Service		518,339	Weekday:	0700 to		Sunday:	0900	to 2300
	n Dedicated Service	· · · · · · · · · · · · · · · · · · ·	518,339	Saturday:	0900 to		Holiday:	0700	
	lrs Dedicated Service		25,581	•			•		
	rs Dedicated Service	,	28,636	Advanced boo	oking notice: ce for reservation	14 da:			
	ted Service - Veh. Km.			Reservations			ur(s) omputerized	4	
	ted Service - Veh. Hrs.	•			_	I unuung S	Ullipatonizat	4	
PASSENGER Dedicated		61,345	64,434	FARE STRUC Effective Date		Tic	kets/Cards		
	cated Service	3,122	2,007	Ellective Date	Cash		kets/Cards init price)	Monthly	Pass Fro
OTAL PASS		64,467	66,441	Adult	\$2.50	٧.	p ,	mo,	Γα35
	on / Pre-booked	52%	50%	Child	\$2.50				
Reservatio		48%	50%	Student	\$2.50				
On-Demar	nd / Day of trip	0%	0%	Senior	\$2.50				
Cancelled in	ı advance	18,209	16,052	Attendant	\$2.50				L
	Cancelled at door	1,152	1,204	Companion	\$2.50				L
Unaccommo	•	2,607	1,778	Other					
Number of c	•			EMPLOYEE I	DATA		Full-tin	ne Pa	rt-time
	EXPENSES			Operators			14		8
Administration	on	\$316,926	\$332,530	Other Operation			5		
Operations:	Dadicated Coming	¢1 171 60 <i>1</i>	\$1 222 40 7	Vehicle Mecha					
	 Dedicated Service Dedicated Service 	\$1,171,604	\$1,232,497	General and A	Administration		3		
	t - Dedicated Service t - Non-Dedicated Serv	vice \$31,845	\$18,349	Other	CER OF EMPL	OVEER	22		0
	t - Non-Dedicated Serv t - Taxi Scrip	/ICC	ψ10,0.0		BER OF EMPLO		22		8
	e (Vehicles & Facilities	\$261,339	\$201,846	Union Affiliat	ions: Operator		4266		
Fuel		\$122,308			Mechanio				
TOTAL OPE	ERATING EXPENSES	\$1,904,022	\$1,958,809	= 0	Other (sp	= -			
PERATING	REVENUES AND OT	HER FUNDING CONTRIBUT	TIONS		Wage Rate: \$	19.14			
Passen	nger Revenue	\$153,328	\$155,064	Top Mechanic	=				
Other O	Operating Revenue	\$20,482	\$65,857	PERFORM	IANCE INDI	ICATORS			
Total Operat	ting Revenue	\$173,810	\$220,921	FINANCIAL				2010	201
Federal Con	ntributions			R/C Ratio				9%	11'
Provincial Co					g Cost / Capita			\$11.36	\$14.0
Municipal Co		\$1,732,497		Total Exp. / F		~~r		\$29.53	\$29.4 \$33.3
Other / Dona	ations	\$350 \$4 006 657			Eligible Passend on Exp. / Passe			\$33.22	\$33.3
TOTAL		\$1,906,657	\$2,008,092		ated Service	iigei		\$25.35	\$24.9
CAPITAL EX			2004 400		edicated Service	ce		\$10.20	\$9.1
Vehicles Pui			\$294,138		on Exp. / Hour (vice)	\$55.24	\$56.1
Debt Servici Other Capita	•		\$29,562	OPERATING	•		•		
	ai Expenses PITAL EXPENSES		\$29,502 \$323,700	Registrants /	Capita			0.0165	0.020
			ψ020,100	Passengers				0.4231	0.538
	INDING SOURCES			Passengers /	•			25.60	25.9
Transit Syste Federal Con					Hour (Dedicate			2.49	2.5
Provincial Con					nger (Dedicated	-		7.55	8.0
Municipal Co			\$323,700	Average Spe	ed (Dedicated	Service)		18.78	20.2
Other / Dona			•	_					
	PITAL FUNDING		\$323,700	PASSENG		Dec	I. Service	Non-Ded. Ser	
				Ambulatory			26,391	2	2,007
			ĺ		r/Scooter Users	5	30,361		
			Ī	Attendants			7,682		
			Ī	Companior Other (spe			7,002		
			1	TOTAL	cineu,		64,434	2	2,007
			1	1017.2			04,404		.,001
			1				Voh	Ava Canac	the mar Voh
			ĺ	VEHICLE D	ΛΑΤΔ	Numbe	Veh. r Peak	Avg. Capac Wheelchair	ity per ven. ∣ Ambulatory
				Non-Access		Numbe		N/A	Ambalatory
				Accessible	Vans / Minivans	s	1 1		6

VEHICLE DATA Non-Accessible Cars	Number	Veh. Peak	Avg. Capaci Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans	1	1		6
Small Buses Other	19	15	5	5
TOTAL DED. VEHICLES	20	16	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:		it Organiza it Organiza		

Lanark County

	K County	_			REGI	STRANTS	Active	Total
	sportation Association	· ·	oulation served:	71,9	A VVIICE	lchair/Scooter Use		305
Contact:	Marilyn Bird		vice area (km²): nmunities served:	3,000	AIIIbu	latory:	499	3,505
Title:	Executive Director		vice began:	01/01/19	Allend			
Telephone: Fax:	613-264-8256 613-264-8220		risory Committee me		7 Other:	anions:		
Fax. Email:	ed@lanarktransport.com		ibility Committee me		V/A Total:		602	3,810
	_	sit System/Municipality	Non-Dedicated So	ervice: Contractors: 3		oility Criteria:	Unable to Board	-,
Douloutou oc		te Contractor(s), number:	Taxi Scrip Progra				Unable to Use	
		• • •	Taxi Scrip Frogra	III Avallable				
	✓ Priva	te Non-Profit Org.				_	Other Criteria	
VEHICLE KIL	OMETRES & HOURS	2010	2011	SERVICE HOURS / SCH	HEDULING			
	n Dedicated Service	400,886	540,000	Weekday: 0500) to 2200	Sunday:	to to	
	n Dedicated Service	400,886	544,000	Saturday:	to	Holiday:	to	
	s Dedicated Service	12,769	14,145	Advanced booking notice	e:	180 day(s)		
	s Dedicated Service ed Service - Veh. Km.	12,769 36,084	14,975 10,300	Minimum notice for reser		1.0 hour(s)		
	ed Service - Veh. Hrs.	1,149	515	Reservations / Schedulin	ng: Ful	Ily Computerized		
PASSENGER		.,	0.0	FARE STRUCTURE				
Dedicated		13,419	16,888	Effective Date 01/01/201	11	Tickets/Card	s	
Non-Dedica	ated Service	1,081	1,030	Cas	sh	(unit price)	Monthly Pas	s Free
TOTAL PASS		14,500	17,918	Adult				
· · · · · · · · · · · · · · · · · · ·	on / Pre-booked	5%	5%	Child				
Reservation		90%	90%	Student				
	d / Day of trip	5%	5%	Senior Attendant				
Cancelled in		861	2,490	Companion				H
	Cancelled at door	125	194	•	vn, max. \$70	0 Ottawa/Kingston	1	
Unaccommod	•	135 12	194 6		, - ,	=		
Number of co	•	12	0	EMPLOYEE DATA		Full-ti	ime Part-tir	ne
Administratio		\$168,052	\$126,000	Operators Other Operations		12 2		
Operations:		4.00,002	Ų. <u>2</u> 0,000	Vehicle Mechanics		2		
•	Dedicated Service	\$214,686	\$393,000	General and Administrati	ion	2		
Contract	- Dedicated Service			Other		_		
	- Non-Dedicated Service	\$15,516	\$10,750	TOTAL NUMBER OF EN	MPLOYEES	16		
	- Taxi Scrip			Union Affiliations: Open	rators:			
	(Vehicles & Facilities)	\$21,815	\$38,250	·	hanics:			
Fuel	DATING EVDENCES	\$45,500	\$62,750	Othe	er (specify):			
	RATING EXPENSES	\$465,569	\$630,750	Top Operator Wage Rate	e: \$14.75			
		FUNDING CONTRIBUTION		Top Mechanic Wage Rat				
-	ger Revenue perating Revenue	\$417,974	\$480,125 \$8,588	PERFORMANCE II	NDICATO	npe		
		A		FINANCIAL	NDICATO	JNJ	2010	2011
Total Operati	•	\$417,974	\$488,713	R/C Ratio			90%	77%
Federal Cont Provincial Co		\$73,000	\$212,000	Net Operating Cost / Ca	anita		\$0.67	\$1.97
Municipal Co		\$81,500	\$82,000	Total Exp. / Passenger	2010		\$32.11	\$35.20
Other / Dona		\$40	\$1,405	Total Exp. / Eligible Pas	ssenger		\$33.86	\$36.38
TOTAL	-	\$572,514	\$784,118	Transportation Exp. / Pa	assenger			
CAPITAL EXI	PENSES			Dedicated Service			\$21.02	\$29.25
Vehicles Pur		\$52,806	\$105,000	Non-Dedicated S			\$14.35	\$10.44
Debt Servicir		+3=,000	Ţ.30,000	Transportation Exp. / Ho	our (Dedica	ited Service)	\$22.08	\$32.99
Other Capita	•	\$5,000	\$24,000	OPERATING				
TOTAL CAP	ITAL EXPENSES	\$57,806	\$129,000	Registrants / Capita			0.0422	0.0529
CAPITAL FUI	NDING SOURCES			Passengers / Capita	.1		0.2028	0.2489
Transit Syste	em			Passengers / Registran		viaa)	4.80	4.70
Federal Conf				Passengers / Hour (Dec Kms / Passenger (Dedic		•	1.05 29.87	1.19 31.98
Provincial Co		\$57,806	\$129,000	Average Speed (Dedica		-	31.40	38.18
Municipal Co					001 1100	- ,	V 1. TO	
Other / Dona		AFT 000	£400.000	PASSENGER DATA		Ded. Service	Non-Ded. Service	
IUIAL CAP	ITAL FUNDING	\$57,806	\$129,000	Ambulatory		15,606	1,030	
* Other eligibil	lity criteria: to be eligible fo	r service, clients must be reg	istered with or	Wheelchair/Scooter L	Jsers	702	1,030	
approved by ot	ther agency, i.e. Ontario W	orks or ODSP, or require whe		Attendants		580		
accessible tran	nsportation.			Companions				
				Other (specified)				
				TOTAL		16,888	1,030	
						Veh	Avg Canacity n	or Voh

VEHICLE DATA	Number	Veh. Peak	Avg. Capac Wheelchair	ity per Veh. ∣ Ambulatory
Non-Accessible Cars	8	8	N/A	6
Accessible Vans / Minivans	4	4		3
Small Buses				
Other				
TOTAL DED. VEHICLES	12	12	N/A	N/A
Vehicle ownership:	Non-Prof	fit Organiz	ation	
Vehicle maintenance responsibility: Accessible taxis:	Non-Prof	fit Organiz	ation	

Leamington

Fair Ob and Community Townsit	Danislation consists	52.000	REGISTRANTS	Active	Total
Erie Shore Community Transit	Population served:	53,236	Wheelchair/Scooter U	sers: 177	177
Contact: Mark Wybenga	Service area (km²):	590.0	Ambulatory:	360	360
Title: Department Coordinator	Communities served:	3	Attendants:		
Telephone: 519-326-8629 x344	Service began:	01/10/1991	Companions:		
Fax: 519-326-8697	Advisory Committee me		Other:		
Email: mwybenga@secc.on.ca	Eligibility Committee me	embers: N/A	Total:	537	537
Dedicated Serv. Operated by: Transit System/Municipalit	/ Non-Dedicated S	ervice: Contractors:	Eligibility Criteria:	✓ Unable to Board	
· · · ·		_	= -		
Private Contractor(s), num	per: Taxi Scrip Progra	m Available:		✓ Unable to Use	
✓ Private Non-Profit Org.				Other Criteria	
VELUCI E IZU OMETREO A LIQURO	2011	050//05 HOURS / 00//55			
VEHICLE KILOMETRES & HOURS 201		SERVICE HOURS / SCHED			
Rev. Veh. Km Dedicated Service 93,99		Weekday: 0700 to		· .	0
Tot. Veh. Km Dedicated Service 93,99		Saturday: to	Holida	y: t	0
Rev. Veh. Hrs Dedicated Service 5,20		Advanced booking notice:	30 day(s)		
Tot. Veh. Hrs Dedicated Service 5,20	6,900	Minimum notice for reservat	• • •		
Non-Dedicated Service - Veh. Km.		Reservations / Scheduling:	Partially Computeri	zed	
Non-Dedicated Service - Veh. Hrs.		· ·	r artially compaten	200	
PASSENGER DATA		FARE STRUCTURE			
Dedicated Service 8,59	9,758	Effective Date 01/04/2006	Tickets/Car		
Non-Dedicated Service		Cash	(unit price	Monthly	Pass Free
TOTAL PASSENGERS 8,59	-	Adult \$5.00			
Subscription / Pre-booked 439	6 39%	Child \$5.00			
Reservation 55%	60%	Student \$5.00			
On-Demand / Day of trip 29	6 1%	Senior \$5.00			
Cancelled in advance 60	1 459	Attendant \$2.50			
No-shows / Cancelled at door 33		Companion \$2.50			
Unaccommodated trips 35		•	Windsor/Essex County	\$10.00: after hours. fe	ees based on c
•	2		_		
,	_	EMPLOYEE DATA			t-time
OPERATING EXPENSES	40 400	Operators	1		4
Administration \$10,8	18 \$12,463	Other Operations	1		
Operations:	44 0400 050	Vehicle Mechanics			
Internal - Dedicated Service \$170,6	\$190,950	General and Administration	2		
Contract - Dedicated Service		Other			
Contract - Non-Dedicated Service		TOTAL NUMBER OF EMPL	OYEES 4	4	4
Contract - Taxi Scrip		Union Affiliations: Operato	rs: CUPE Local 4	1 523	
Maintenance (Vehicles & Facilities) \$13,9		Mechan			
Fuel \$17,6	84 \$28,768	Other (s			
TOTAL OPERATING EXPENSES \$213,0	53 \$260,480				
OPERATING REVENUES AND OTHER FUNDING CONTRIB	UTIONS	Top Operator Wage Rate:	\$15.48		
Passenger Revenue \$53,7	\$73,286	Top Mechanic Wage Rate:			
Other Operating Revenue \$2,4		PERFORMANCE IND	ICATORS		
· -		FINANCIAL		2010	2011
Total Operating Revenue \$56,2	75 \$74,547	R/C Ratio		26%	29%
Federal Contributions	F6 \$164.001	Net Operating Cost / Capita	1	\$3.07	\$3.49
Provincial Contributions \$135,2		Total Exp. / Passenger		\$24.80	\$26.69
Municipal Contributions \$21,0		Total Exp. / Eligible Passer	gor	\$27.54	\$29.58
	10		**	Φ27.34	φ29.56
TOTAL \$213,0	53 \$260,480	Transportation Exp. / Passo	enger	COO E 4	COE 40
CAPITAL EXPENSES		Dedicated Service		\$23.54	\$25.42
Vehicles Purchased		Non-Dedicated Serv		#20.00	COE 04
Debt Servicing		Transportation Exp. / Hour	(Dedicated Service)	\$38.89	\$35.94
Other Capital Expenses		OPERATING			
TOTAL CAPITAL EXPENSES		Registrants / Capita		0.0099	0.0101
		Passengers / Capita		0.1684	0.1833
CAPITAL FUNDING SOURCES		Passengers / Registrant		16.94	18.17
Transit System					
Transit System		Passengers / Hour (Dedica	ted Service)	1.65	1.41
Federal Contributions			•	1.65 10.94	1.41 11.02
Federal Contributions Provincial Contributions		Passengers / Hour (Dedica	ed Service)		
Federal Contributions Provincial Contributions Municipal Contributions		Passengers / Hour (Dedica Kms / Passenger (Dedicate	ed Service)	10.94	11.02
Federal Contributions Provincial Contributions Municipal Contributions Other / Donations		Passengers / Hour (Dedicate Kms / Passenger (Dedicate Average Speed (Dedicated	d Service) Service)	10.94 18.08	11.02 15.58
Federal Contributions Provincial Contributions Municipal Contributions		Passengers / Hour (Dedica Kms / Passenger (Dedicate Average Speed (Dedicated PASSENGER DATA	d Service) Service) Ded. Servic	10.94 18.08 e Non-Ded. Serv	11.02 15.58
Federal Contributions Provincial Contributions Municipal Contributions Other / Donations	ions that do not permit	Passengers / Hour (Dedicate Kms / Passenger (Dedicate Average Speed (Dedicated	d Service) Service) Ded. Servic 6,580	10.94 18.08 e Non-Ded. Serv	11.02 15.58

* Other Eligibility Criteria: Other disabilities and/or health conditions that do not permit
the user to access other transportation services or requires the use of an accessible
service. * Municipal Capital Reserve Contributions: Leamington \$5,000, Kingsville
\$5,000, and Chatham-Kent \$5,000; fundraising and interest \$10,172.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	6,580	
Wheelchair/Scooter Users	2,227	
Attendants	951	
Companions		
Other (specified)		
TOTAL	9,758	

		Veh.	Avg. Capaci	ity per Veh.	
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans / Minivans					
Small Buses	3	3	4	8	
Other					
TOTAL DED. VEHICLES	3	3	N/A	N/A	
Vehicle ownership:	Non-Profi	t Organiz	ation		
Vehicle maintenance responsibility:	Private O	peration			

London

London Community Transportation B		Population served:		365,200	Wheelch	air/Scooter U	Jsers:	1,638	1,639
Contact: Kelly Paleczny		Service area (km²):		166.0	Ambulate	ory:		2,458	2,458
Title: Director of Finance and A	Nullilli i Stration	Communities served: Service began:		1 01/10/1997	Attendar				
Telephone: 519-451-1340 x366		Advisory Committee me	emhers:	9	Compan	ions:			
Fax: 519-451-0153 Email: kpaleczn@london.ca		Eligibility Committee me		N/A	Other: Total:			4,096	4,097
, _								-	4,097
Dedicated Serv. Operated by: Trans	sit System/Municipality	Non-Dedicated Se	ervice: 🗹 Con	tractors: 2	Eligibilit	y Criteria:	Una	ble to Board	
✓ Priva	te Contractor(s), number:	 Taxi Scrip Progra 	m Available:]			Una	ble to Use	
Priva	te Non-Profit Org.						✓ Othe	er Criteria	
VEHICLE KILOMETRES & HOURS	2040	0044	CEDWICE HO	LIDO / COLIED					
VEHICLE KILOMETRES & HOURS Rev. Veh. Km Dedicated Service	2010	2011	Weekday:	URS / SCHED 0600 to	_	Sunda		0830 to 2	300
Tot. Veh. Km Dedicated Service			,			Sunda	-		300
Rev. Veh. Hrs Dedicated Service	85,097	90,973	Saturday:	0600 to	2400	Holida	ıy.	0630 10 2	300
Tot. Veh. Hrs Dedicated Service	85,097	90,973	Advanced boo			3 day(s)			
Non-Dedicated Service - Veh. Km.				ce for reservati		0 hour(s)			
Non-Dedicated Service - Veh. Hrs.	11,592	11,621	Reservations	•	Рапіа	lly Computer	ızea		
PASSENGER DATA			FARE STRUC						
Dedicated Service	207,750	231,067	Effective Date			Tickets/Car		M. all B.	
Non-Dedicated Service TOTAL PASSENGERS	30,213	23,923 254,990	Adult	Cash \$2.75		(unit price \$1.90	e)	Monthly Pass \$81.00	Fre Fre
Subscription / Pre-booked	237,963 30%	25 4,990 30%	Child	\$2.75 \$1.35		\$1.30		φ01.00	
Reservation	61%	61%	Student	\$1.33 \$2.75		\$1.10 \$1.54			H
On-Demand / Day of trip	9%	9%	Senior	\$2.75		\$1.43		\$57.50	H
Cancelled in advance	34,861	36,311	Attendant	Ψ2σ		ψσ		ψοσσ	✓
No-shows / Cancelled at door	3,774	4,297	Companion	\$2.75					
Unaccommodated trips	5,995	5,967	Other						
Number of complaints	86	86	EMPLOYEE I	ΠΑΤΑ		Full	l-time	Part-tim	ι Α
OPERATING EXPENSES			Operators	DATA		i un	-time	i ait-tiii	i C
Administration	\$90,512	\$94,952	Other Operation	ons		7	7		
Operations:			Vehicle Mech	anics					
Internal - Dedicated Service	\$575,682	\$646,084	General and A	Administration		2	2		
Contract - Dedicated Service	\$2,770,689	\$3,072,380	Other				_		
Contract - Non-Dedicated Service Contract - Taxi Scrip	\$324,323	\$330,983	TOTAL NUME	BER OF EMPL	OYEES		9		
Maintenance (Vehicles & Facilities)			Union Affiliat	ions: Operator					
Fuel				Mechani					
TOTAL OPERATING EXPENSES	\$3,761,206	\$4,144,399		Other (s	oecity):				
OPERATING REVENUES AND OTHER	FUNDING CONTRIBUTION	ONS	Top Operator	•					
Passenger Revenue	\$417,231	\$461,876	Top Mechanic	: Wage Rate:					
Other Operating Revenue			PERFORM	IANCE IND	ICATOF	RS			
Total Operating Revenue	\$417,231	\$461,876	FINANCIAL					2010	2011
Federal Contributions			R/C Ratio					11%	11%
Provincial Contributions	\$449,875	\$659,623		g Cost / Capita	I			\$9.16	\$10.08
Municipal Contributions	\$2,894,100	\$3,022,900	Total Exp. / F	**				\$15.81	\$16.2
Other / Donations	*** 704 000	* 4444.000		Eligible Passen on Exp. / Passe				\$17.68	\$18.46
TOTAL	\$3,761,206	\$4,144,399		ated Service	ingei			\$16.11	\$16.09
CAPITAL EXPENSES				Dedicated Servi	ce			\$10.73	\$13.84
Vehicles Purchased				on Exp. / Hour (Service)		\$39.32	\$40.87
Debt Servicing Other Capital Expenses			OPERATING						
TOTAL CAPITAL EXPENSES			Registrants /	Capita				0.0109	0.0112
CAPITAL FUNDING SOURCES			Passengers					0.6516	0.6982
Transit System			Passengers	/ Registrant				59.55	62.24
Federal Contributions				/ Hour (Dedicat		•		2.44	2.54
Provincial Contributions				nger (Dedicate					
Municipal Contributions			Average Spe	ed (Dedicated	Service)				
Other / Donations									
TOTAL CAPITAL FUNDING			PASSENG			Ded. Servic		on-Ded. Service	
* Other Eligibility Criteria: a person who is	unable as a result of thei	r disability to make	Ambulator	y r/Scooter Users	_	120,32		21,530	
use of our conventional transit services, is			Attendants		5	80,21 30,53		2,392	
which will be determined by an eligibility a	assessment.	•	Companio			00,00	-		
			Other (spe						
			TOTAL	-		231,06	6	23,922	
			<u> </u>						
						Ve	eh.	Avg. Capacity pe	r Veh.

		Veh.	Avg. Capac	ity per Veh.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars	6	6	N/A	
Accessible Vans / Minivans				
Small Buses	23	23	4	4
Other	1	1		12
TOTAL DED. VEHICLES	30	30	N/A	N/A
Vehicle ownership:	Contract	ed Operato	or	
Vehicle maintenance responsibility:	Contract	ed Operato	or	

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 39 Machin REGISTRANTS Active Total Municipality of Machin 968 Population served: Wheelchair/Scooter Users: Service area (km2): 288.9 Tammy Rob Ambulatory: 90 90 Contact: Communities served: Title: Clerk Treasurer Attendants: 01/01/1991 Service began: Telephone: 807-227-2633 Companions: Advisory Committee members: 6 807-227-5433 Other: Fax: Eligibility Committee members: 6 Fmail: clerktreasurer@visitmachin.com Total: 92 92 Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board Dedicated Serv. Operated by: 🗸 Transit System/Municipality Taxi Scrip Program Available: Private Contractor(s), number: Unable to Use ✓ Other Criteria Private Non-Profit Org. **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service Weekday: 0800 to 1600 Sunday: to Tot. Veh. Km. - Dedicated Service Saturday: Holiday: to to Rev. Veh. Hrs. - Dedicated Service 1.050 365 day(s) Advanced booking notice: Tot. Veh. Hrs. - Dedicated Service 1,075 1.0 hour(s) Minimum notice for reservation: Non-Dedicated Service - Veh Km Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 6,545 3,568 Effective Date 01/01/2011 Tickets/Cards (unit price) Non-Dedicated Service Cash **Monthly Pass** Free TOTAL PASSENGERS 6.545 3.568 Adult \$3.50 Subscription / Pre-booked 100% 0% Child Reservation 0% 0% Student On-Demand / Day of trip 0% 0% Senior \$3.50 Attendant Cancelled in advance Companion \$3.50 No-shows / Cancelled at door Unaccommodated trips Other Number of complaints 1 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators \$2,000 Administration \$1,000 Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service \$23,184 \$15.137 General and Administration Contract - Dedicated Service Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$4,190 \$2,679 Mechanics: \$5,652 \$9,494 Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$34.026 \$29,310 Top Operator Wage Rate: \$15.00 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$8,687 \$6,899 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$8,687 \$6,899 R/C Ratio 26% 24% **Federal Contributions** \$25,339 Net Operating Cost / Capita \$23.04 \$23.15 \$17,823 **Provincial Contributions** Total Exp. / Passenger \$5.20 **Municipal Contributions** \$4,588 \$8 21 Total Exp. / Eligible Passenger \$5.20 \$8.21 Other / Donations Transportation Exp. / Passenger TOTAL \$34,026 \$29,310 **Dedicated Service** \$5.05 \$7.65 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$30.72 **Debt Servicing OPERATING** Other Capital Expenses 0.4782 Registrants / Capita 0.0950 **TOTAL CAPITAL EXPENSES** Passengers / Capita 5.9500 3.6860 CAPITAL FUNDING SOURCES Passengers / Registrant 12.44 38.78 Transit System Passengers / Hour (Dedicated Service) 6.23 Kms / Passenger (Dedicated Service)

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Other / Donations

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: All clients who contact us are eligible for service.

PASSENGER DATA Ambulatory Wheelchair/Scooter Users Attendants Companions Other (specified)	Ded. Service 3,558 10	Non-Ded. Service
TOTAL	3,568	

Average Speed (Dedicated Service)

		Veh.	Avg. Capac	ty per Veh.
	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars Accessible Vans / Minivans			N/A	
Small Buses	1	1	2	20
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipalit	/		
Vehicle maintenance responsibility:	Municipalit	/		

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2011 Operating Data Page 40 Meaford **REGISTRANTS** Active Total Georgian HandiVan 10.000 Population served: Wheelchair/Scooter Users: 21 20 Service area (km2): 100.0 Bill Monahan Ambulatory: 70 Contact: 155 Communities served: President Attendants: 8 Title: 01/06/1990 Service began: Telephone: 519-538-9147 Companions: Advisory Committee members: 6 Other: Fax: Eligibility Committee members: 2 Email: bill@homebuttons.ca Total: 99 175 Non-Dedicated Service: Contractors: Dedicated Serv. Operated by: Transit System/Municipality Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: ✓ Private Contractor(s), number: 1 Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 35,000 35,000 Weekday: 0800 to 1700 Sunday: to Tot. Veh. Km. - Dedicated Service 35.000 35.000 Saturday: Holiday: to to Rev. Veh. Hrs. - Dedicated Service 1.585 1,634 Advanced booking notice: 14 day(s) Tot. Veh. Hrs. - Dedicated Service 2,000 2,024 Minimum notice for reservation: 8.0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 6,571 6,059 Effective Date 01/01/2005 Tickets/Cards (unit price) Non-Dedicated Service Cash **Monthly Pass** Free TOTAL PASSENGERS 6,059 6.571 Adult \$2.00 Subscription / Pre-booked 30% 0% Child \$2.00 60% 0% Reservation Student \$2.00 On-Demand / Day of trip 10% 0% Senior \$2.00 Attendant \$2.00 Cancelled in advance \$2.00 Companion No-shows / Cancelled at door Other zone fares for out of town \$3.00 to \$7.50 Unaccommodated trips Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators Administration Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration Contract - Dedicated Service \$55,371 \$58,323 Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$11,315 \$13,537 Mechanics: \$3,534 Fuel \$6,171 Other (specify): **TOTAL OPERATING EXPENSES** \$72.857 \$75,394 Top Operator Wage Rate: **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$11,633 \$7,930 Other Operating Revenue \$20.050 \$20.990 PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 **Total Operating Revenue** \$31,683 \$28,920 R/C Ratio 43% 38% **Federal Contributions** Net Operating Cost / Capita \$4.12 \$4.65 \$14,568 **Provincial Contributions** Total Exp. / Passenger \$11.09 \$12 44 **Municipal Contributions** \$41,174 \$31,906 Total Exp. / Eligible Passenger \$11.17 \$21.77 Other / Donations Transportation Exp. / Passenger TOTAL \$72,857 \$75,394 **Dedicated Service** \$11.09 \$12.44 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$36.43 \$37.25 **Debt Servicing OPERATING** Other Capital Expenses 0.0175 0.0175 Registrants / Capita **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.6571 0.6059 **CAPITAL FUNDING SOURCES** Passengers / Registrant 37.55 34.62 Transit System Passengers / Hour (Dedicated Service) 4.15 3.71 Federal Contributions Kms / Passenger (Dedicated Service) 5.33 5.78 **Provincial Contributions** Average Speed (Dedicated Service) 21.42 22.08 **Municipal Contributions** Other / Donations

	ΑΠ
Gasoline should be approx. \$8,000.00. Part way through the year the municipality	Wh
began refueling from the municipal yard and didn't keep track of the quantities or cost.	Att
	Co
	Oth

TOTAL CAPITAL FUNDING

PASSENGER DATA Ambulatory Wheelchair/Scooter Users	Ded. Service 2,929 535	Non-Ded. Service
Attendants Companions Other (specified)	150 2.445	
TOTAL	6,059	

		Veh.	Avg. Capaci	ity per Veh.	
VEHICLE DATA	Number	Peak	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	
Vehicle ownership:	Municipali	,			
Vehicle maintenance responsibility:	Contracte	d Operati	ors		

Vehicle ownership: Municipal Transit System
Vehicle maintenance responsibility: Municipal Transit System

Vehicle ownership: Accessible taxis:

Midland

Midland Acc	essible Transit		Population served:		12,500	Wheelchair	NN IS /Scooter Users	Active	lotai
Contact:	Doug Collette		Service area (km²):		10.0	Ambulatory		· ·	
Title:	Technical Services Mar	nager	Communities served:		15/12/2005	Attendants:			
Telephone:	705-526-4275 x2221	-	Service began:	ab a ra-	15/12/2005	Companion	is:		
Fax:	705-526-9971		Advisory Committee me Eligibility Committee me		3	Other:			
Email:	dcollette@midland.ca					Total:		335	335
Dedicated Se	erv. Operated by: 🗹 Tra	nsit System/Municipality	Non-Dedicated S	ervice:	actors:	Eligibility (Criteria: 🗸	Unable to Board	
	Priv	ate Contractor(s), number	: Taxi Scrip Progra	ım Available:			✓ !	Unable to Use	
	✓ Priv	ate Non-Profit Org.						Other Criteria	
VEHICLE KIL	OMETRES & HOURS	2010	2011	SERVICE HOU	IDE / SCUEN	HILING			
	n Dedicated Service	21,689	31,566	Weekday:	0800 to		Sunday:		to
	Dedicated Service	21,689	31,566	Saturday:	to	1100	Holiday:		to
Rev. Veh. Hrs	s Dedicated Service	,	,	•			•		
	Dedicated Service			Advanced book Minimum notice			day(s) nour(s)		
	ed Service - Veh. Km.			Reservations /			Computerized		
PASSENGER	ed Service - Veh. Hrs.			FARE STRUCT	•	· artiany	oopaton.zou		
Dedicated S		3,533	3,878	Effective Date		т	ickets/Cards		
	ated Service	0,000	0,070	Elicotive Date	Cash		(unit price)	Monthly	Pass Fre
TOTAL PASS		3,533	3,878	Adult	\$2.50		` ' '		
Subscription	n / Pre-booked	20%	0%	Child	\$2.50				
Reservation		75%	0%	Student	\$2.50				
On-Demand	d / Day of trip	5%	0%	Senior	\$2.50				Щ
Cancelled in		283	226	Attendant	#0.50				H
	Cancelled at door	2	60	Companion Other	\$2.50				
Unaccommod	•	9	3	Other					
Number of co OPERATING I	•			EMPLOYEE D	ATA		Full-time	e Pa	rt-time
Administration		\$9,341	\$9,533	Operators	20		1		2
Operations:		Ψο,στι	φο,σσσ	Other Operation Vehicle Mechan					
Internal -	Dedicated Service			General and Ac					
Contract -	 Dedicated Service 	\$58,889	\$69,706	Other					
	 Non-Dedicated Service 			TOTAL NUMBI	ER OF EMPL	OYEES	1		2
	- Taxi Scrip	4077	04.700	Union Affiliation	ons: Operator	rs:			
Fuel	(Vehicles & Facilities)	\$877 \$5,176	\$1,730 \$4,630		Mechani	ics:			
	RATING EXPENSES	\$74,283	\$85,599		Other (s	pecify):			
		R FUNDING CONTRIBUT	•	Top Operator V	Vage Rate: \$	\$17.00			
	ger Revenue	\$6,490	\$8,235	Top Mechanic \	Nage Rate:				
-	perating Revenue	ψο, 100	ψ0,200	PERFORM	ANCE IND	ICATORS	;		
Total Operati	-	\$6,490	\$8,235	FINANCIAL				2010	2011
Federal Cont	•	ψ0, 100	ψ0,200	R/C Ratio				9%	10%
Provincial Co	ontributions	\$60,238	\$40,590	Net Operating		1		\$4.06	\$6.19
Municipal Co		\$7,556	\$36,774	Total Exp. / Pa				\$21.03	\$22.07
Other / Donat	tions			Total Exp. / El				\$22.57	\$23.1
TOTAL		\$74,284	\$85,599	Transportation Dedicate	ted Service	enger		\$18.38	\$19.6°
CAPITAL EXP					edicated Servi	ice		ψ10.50	Ψ19.0
Vehicles Pur			\$128,630	Transportation			ervice)		
Debt Servicin Other Capital	•			OPERATING	•		•		
	ITAL EXPENSES		\$128,630	Registrants / 0	Capita			0.0232	0.0268
	NDING SOURCES		¥.120,000	Passengers /	Capita			0.2116	0.3102
Transit Syste				Passengers /	-			9.13	11.58
Federal Cont				Passengers /	•			0.44	0.4
Provincial Co	ontributions		\$128,630	Kms / Passen Average Spee	-			6.14	8.14
Municipal Co				Average Spee	u (Deulcaleu	Service)			
Other / Donat			4400.000	DASSENCE	D DATA	ъ.	ad Camilaa	Non Dad Cor	m da a
TOTAL CAPI	ITAL FUNDING		\$128,630	PASSENGE Ambulatory	K DATA	D	ed. Service 2,431	Non-Ded. Ser	vice
					Scooter Users	S	1,267		
				Attendants			180		
				Companions	3				
				Other (spec	ified)				
				TOTAL			3,878		
				1					
							Veh.	Avg. Capac	ity per Veh.
				VEHICLE DA		Numb	ber Peak	Wheelchair	Ambulatory
				Non-Accessi			2 ^	N/A	
				Small Buses	ans / Minivan	15	2 2	3	3
				Other					
				TOTAL DED	VEHICLES		2 2	N/A	N/A

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2011 Operating Data Page 42 Milton **REGISTRANTS** Active Total Milton Transit 92.000 Population served: Wheelchair/Scooter Users: 73 73 Service area (km2): 380.0 Contact: Tony D'Alessandro Ambulatory: 231 231 Communities served: Title: Coordinator, Transit Attendants: 81 81 Service began: Telephone: 905-878-7252 x2548 Companions: Advisory Committee members: 905-876-5029 Other: Fax: Eligibility Committee members: N/A tony.dalessandro@milton.ca Fmail: Total: 385 385 Non-Dedicated Service: ✓ Contractors: 1 Dedicated Serv. Operated by: Transit System/Municipality Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: ✓ Private Contractor(s), number: 1 Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Weekday: Rev. Veh. Km. - Dedicated Service 0730 to 1730 Sunday: to Tot. Veh. Km. - Dedicated Service Saturday: Holiday: to to Rev. Veh. Hrs. - Dedicated Service Advanced booking notice: 7 day(s) Tot. Veh. Hrs. - Dedicated Service Minimum notice for reservation: 1.0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 2,946 1,315 Effective Date 02/02/2004 Tickets/Cards (unit price) Non-Dedicated Service 475 2,368 Cash **Monthly Pass** Free TOTAL PASSENGERS 3.683 3.421 Adult \$3.00 Subscription / Pre-booked 0% 0% Child \$3.00 0% 0% Reservation Student \$3.00 On-Demand / Day of trip 0% 0% Senior \$3.00 Attendant Cancelled in advance 390 Companion \$3.00 No-shows / Cancelled at door 105 32 Unaccommodated trips Other Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators Administration Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration Contract - Dedicated Service \$134,988 \$68,278 Other Contract - Non-Dedicated Service \$10.029 \$21.647 **TOTAL NUMBER OF EMPLOYEES** Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) Mechanics: Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$145,017 \$89,925 Top Operator Wage Rate: **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$7,993 \$8,282 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 **Total Operating Revenue** \$7,993 \$8,282 R/C Ratio 6% 9% **Federal Contributions** Net Operating Cost / Capita \$1.52 \$0.89 **Provincial Contributions** Total Exp. / Passenger \$42.39 **Municipal Contributions** \$137,024 \$81,643 \$24.42 Total Exp. / Eligible Passenger \$42.39 \$24.42 Other / Donations Transportation Exp. / Passenger TOTAL \$145,017 \$89,925 **Dedicated Service** \$45.82 \$51.92 CAPITAL EXPENSES Non-Dedicated Service \$21.11 \$9.14 Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) **Debt Servicing OPERATING** Other Capital Expenses 0.0043 Registrants / Capita 0.0042 **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.0380 0.0400 CAPITAL FUNDING SOURCES Passengers / Registrant 8.91 9.57 Transit System Passengers / Hour (Dedicated Service) Federal Contributions Kms / Passenger (Dedicated Service) **Provincial Contributions** Average Speed (Dedicated Service)

Municipal Contributions Other / Donations

TOTAL CAPITAL FUNDING

New paratransit service delivery commenced in July 2011 utilizing a fully non-dedicated
taxi-based system

PASSENGER DATA Ambulatory Wheelchair/Scooter Users Attendants	Ded. Service 1,315	Non-Ded. Service 2,368
Companions Other (specified)		
TOTAL	1,315	2,368

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

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 43 Niagara Falls **REGISTRANTS** Active Total Niagara Chair-A-Van 82.997 Population served: Wheelchair/Scooter Users: 640 Service area (km2): 212.0 Contact: Jackie Zufelt Ambulatory: 657 Communities served: Title: Dispatcher/Supervisor Attendants: 30/06/1977 Service began: Telephone: 905-357-0122 Companions: Advisory Committee members: 6 905-357-7199 Other: Fax: Eligibility Committee members: 3 1,297 Fmail: ncav@cogeco.net Total: Non-Dedicated Service: ✓ Contractors: Dedicated Serv. Operated by: Transit System/Municipality Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: ✓ Unable to Use Private Contractor(s), number: ✓ Private Non-Profit Org. ✓ Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 180,403 200,472 Weekday: 0750 to 1930 0920 to 1930 Sunday: Tot. Veh. Km. - Dedicated Service 180.403 200.472 Saturday: 0920 to 2300 Holiday: to Rev. Veh. Hrs. - Dedicated Service 9.707 9,744 30 day(s) Advanced booking notice: Tot. Veh. Hrs. - Dedicated Service 9 707 9 744 Minimum notice for reservation: 24 0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: Partially Computerized Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 23,371 27,809 Effective Date 01/07/2011 Tickets/Cards (unit price) Non-Dedicated Service 23 38 Cash **Monthly Pass** Free TOTAL PASSENGERS \$2.30 23.394 27.847 Adult \$2.50 Subscription / Pre-booked 0% 0% Child \$2.50 \$2.30 0% 0% Reservation Student \$2.50 \$2.30 On-Demand / Day of trip 0% 0% Senior \$2.50 \$2.30 Attendant \$2.50 \$2.30 Cancelled in advance 2,708 2,964 Companion \$2.50 \$2.30 No-shows / Cancelled at door 130 206 Other Unaccommodated trips 180 415 Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 8 \$22,004 Administration \$19,989 Other Operations 1 Operations: Vehicle Mechanics Internal - Dedicated Service \$383,932 \$408,357 General and Administration Contract - Dedicated Service Other Contract - Non-Dedicated Service \$497 \$535 **TOTAL NUMBER OF EMPLOYEES** 5 10 Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$59,395 \$99,492 Mechanics: \$44,721 \$53.244 Other (specify): **TOTAL OPERATING EXPENSES** \$510.549 \$581,617 Top Operator Wage Rate: \$21.83 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$47,106 \$53,432 Other Operating Revenue \$63,482 \$77.550 PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$110,588 \$130,983 R/C Ratio 22% 23% **Federal Contributions** Net Operating Cost / Capita \$4.86 \$5.43 Total Exp. / Passenger \$21.82 \$20.89 Total Exp. / Eligible Passenger \$21.82 \$20.89 Transportation Exp. / Passenger **Dedicated Service** \$20.88 \$20.18 Non-Dedicated Service \$21.61 \$14.07 Transportation Exp. / Hour (Dedicated Service) \$50.28 \$57.58 **OPERATING** 0.0145 Registrants / Capita 0.0156

Passengers / Capita

Accessible taxis:

Passengers / Registrant

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

Provincial Contributions		
Municipal Contributions	\$398,428	\$398,428
Other / Donations		
TOTAL	\$509,016	\$529,411
CAPITAL EXPENSES		
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		I
Other / Donations		
TOTAL CAPITAL FUNDING		

* Other Eligi	ibility Criteria:	includes any	individual th	at is visuall	y or cogn	itively	
impaired.	* We do not h	nave any taxi	companies i	under contr	act, we ju	st call i	f only if
needed due	to breakdowr	or emergen	cy.				

PASSENGER DATA Ambulatory Wheelchair/Scooter Users Attendants Companions Other (specified)	Ded. Service 20,604 7,205	Non-Ded. Service 36 2
TOTAL	27,809	38

0.2844

19.63

2.41

7.72

18.58

0.3355

21.47

2.85

7.21

20.57

		Veh.	Avg. Capac	ity per Veh.	
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans / Minivans					
Small Buses	7	5	4	5	
Other					
TOTAL DED. VEHICLES	7	5	N/A	N/A	
Vehicle ownership:	Municipal	ity			
Vehicle maintenance responsibility:	Municipal	Transit S	System		

Niagara Region REGISTRANTS Active Niagara Specialized Transit 435.300 Population served: Wheelchair/Scooter Users: 171 646 Service area (km2): 1,850.9 Kim Koz Ambulatory: 189 708 Contact: Communities served: 12 Associate Director Fleet Service & Niagara Spe Title: Attendants: 52 194 06/11/2006 Service began: Telephone: 905-984-3621 Companions: 3 8 Advisory Committee members: N/A 905-685-0013 Other: Fax: Eligibility Committee members: N/A Fmail: kim.koz@niagararegion.ca Total: 415 1,556 Non-Dedicated Service: Contractors: Dedicated Serv. Operated by: Transit System/Municipality Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: ✓ Unable to Use ✓ Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 428,261 397,158 Weekday: 0700 to 2200 Sunday: to Tot. Veh. Km. - Dedicated Service 428.261 397.158 Saturday: 0800 to 1600 Holiday: to Rev. Veh. Hrs. - Dedicated Service 12.224 12.657 Advanced booking notice: 2 day(s) Tot. Veh. Hrs. - Dedicated Service 12 224 12,657 48.0 hour(s) Minimum notice for reservation: Non-Dedicated Service - Veh Km Reservations / Scheduling: Partially Computerized Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 13,975 15,223 Effective Date 06/11/2006 Tickets/Cards (unit price) Non-Dedicated Service Cash **Monthly Pass** Free TOTAL PASSENGERS \$7.50 13.975 15.223 Adult Subscription / Pre-booked 68% Child \$7.50 67% 31% Student \$7.50 30% Reservation On-Demand / Day of trip 1% 3% Senior \$7.50 Attendant Cancelled in advance 1,307 1,502 Companion No-shows / Cancelled at door 3 8 Other 21 Unaccommodated trips 161 Number of complaints 5 5 **EMPLOYEE DATA** Full-time Part-time **OPERATING EXPENSES** Operators 6 \$100,000 Administration Other Operations 2 Operations: Vehicle Mechanics 1 Internal - Dedicated Service \$585,419 \$532,796 General and Administration 1 Contract - Dedicated Service Contract - Non-Dedicated Service TOTAL NUMBER OF EMPLOYEES 8 7 Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$105,769 \$58,638 **CUPE 1287** Mechanics: \$84,303 \$96,629 Other (specify): **TOTAL OPERATING EXPENSES** \$788,063 \$775.491 Top Operator Wage Rate: \$17.48 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$31.75 Passenger Revenue \$105,551 \$93,240 PERFORMANCE INDICATORS Other Operating Revenue \$5,375 **FINANCIAL** 2010 2011 **Total Operating Revenue** \$105,551 \$98,615 R/C Ratio 14% 13% **Federal Contributions** Net Operating Cost / Capita **Provincial Contributions** \$130,721 \$1.54 \$1.58 \$464.531 Total Exp. / Passenger \$55.49 \$51.77 **Municipal Contributions** \$205,410 \$558,727 Total Exp. / Eligible Passenger \$65.29 \$59.71 Other / Donations Transportation Exp. / Passenger TOTAL \$775,491 \$788,063 \$55.49 **Dedicated Service** \$45.20 **CAPITAL EXPENSES** Non-Dedicated Service \$489,577 Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$63.44 \$54.36 **Debt Servicing OPERATING** Other Capital Expenses Registrants / Capita 0.0032 0.0036 **TOTAL CAPITAL EXPENSES** \$489,577 Passengers / Capita 0.0321 0.0350 **CAPITAL FUNDING SOURCES** Passengers / Registrant 9.78 10.17 Transit System Passengers / Hour (Dedicated Service) 1.20 1.14 **Federal Contributions** Kms / Passenger (Dedicated Service) 30.64 26.09 **Provincial Contributions** Average Speed (Dedicated Service) 35.03 31.38 **Municipal Contributions** Other / Donations \$489.577 PASSENGER DATA TOTAL CAPITAL FUNDING Ded. Service Non-Ded. Service \$489,577 Ambulatory 6.295 Wheelchair/Scooter Users 6.903 Attendants 1.935 Companions 90 Other (specified) **TOTAL** 15,223 Veh. Avg. Capacity per Veh.

VEHICLE DATA Non-Accessible Cars Accessible Vans / Minivans	Number	Peak	Wheelchair N/A	Ambulatory
Small Buses	6	5	6	16
Other TOTAL DED. VEHICLES	6	5	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:	0	Municipal Municipal	•	

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2011 Operating Data Page 45 North Bay **REGISTRANTS** Active Total North Bay Para Bus 56.000 Population served: Wheelchair/Scooter Users: 913 913 Service area (km2): 87.0 Contact: Alice Radley Ambulatory: 828 828 Communities served: Title: Executive Director Attendants: 01/06/1982 Service began: Telephone: 705-476-0733 Companions: Advisory Committee members: N/A 705-476-9287 Other: Fax: Eligibility Committee members: N/A Fmail: aradley@phara.org Total: 1.741 1.741 Non-Dedicated Service: ✓ Contractors: 1 Dedicated Serv. Operated by: Transit System/Municipality Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: ✓ Unable to Use ✓ Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 167,825 171,853 Weekday: 0730 to 2300 0830 to 2300 Sunday: Tot. Veh. Km. - Dedicated Service 167.825 171.853 Saturday: 0830 to 2300 Holiday: to Rev. Veh. Hrs. - Dedicated Service 10,492 10.604 Advanced booking notice: 2 day(s) Tot. Veh. Hrs. - Dedicated Service 10,492 10,604 48.0 hour(s) Minimum notice for reservation: Non-Dedicated Service - Veh Km 30.734 27 300 Reservations / Scheduling: **Fully Computerized** Non-Dedicated Service - Veh. Hrs. 1,383 1,154 PASSENGER DATA **FARE STRUCTURE Dedicated Service** 30,751 29.584 Effective Date 01/04/2011 Tickets/Cards (unit price) Non-Dedicated Service 8,672 9,194 Cash **Monthly Pass** Free TOTAL PASSENGERS 39.423 38.778 Adult \$2.50 \$2.25 Subscription / Pre-booked 48% 0% Child \$2.50 \$2.25 0% 0% Reservation Student \$2.50 \$2 25 On-Demand / Day of trip 52% 0% Senior \$2.50 \$2 25 Attendant \$2.50 \$2 25 Cancelled in advance 9,474 9,011 Companion \$2.50 \$2.25 No-shows / Cancelled at door 363 446 Other Unaccommodated trips 525 637 Number of complaints 10 9 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 3 6 \$18,582 \$18,582 Administration Other Operations 2 2 Operations: Vehicle Mechanics Internal - Dedicated Service \$2,370 \$744 General and Administration Contract - Dedicated Service \$369,338 \$367,603 Other Contract - Non-Dedicated Service \$93.352 \$87.621 **TOTAL NUMBER OF EMPLOYEES** 5 8 Contract - Taxi Scrip Union Affiliations: Operators: Teamsters Union Local 230 Maintenance (Vehicles & Facilities) \$92,714 \$79.514 Mechanics: \$52.581 \$67.867 Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$623,207 \$627,662 Top Operator Wage Rate: \$17.61 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$82,583 \$83,595 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$82,583 \$83,595 R/C Ratio 13% 13% **Federal Contributions** Net Operating Cost / Capita \$9.65 \$9.72 **Provincial Contributions** Total Exp. / Passenger \$15.81 \$16 19 **Municipal Contributions** \$540,624 \$544,067 Total Exp. / Eligible Passenger \$18.15 \$19.26 Other / Donations Transportation Exp. / Passenger TOTAL \$623,207 \$627,662 **Dedicated Service** \$16.81 \$17.43 CAPITAL EXPENSES Non-Dedicated Service \$10.10 \$10.15 Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$49.28 \$48.64 **Debt Servicing OPERATING** Other Capital Expenses 0.0266 Registrants / Capita 0.0311 **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.7040 0.6925 CAPITAL FUNDING SOURCES Passengers / Registrant 26.51 22.27 Transit System Passengers / Hour (Dedicated Service) 2.93 2.79 Federal Contributions Kms / Passenger (Dedicated Service) 5 46 5.81 **Provincial Contributions** Average Speed (Dedicated Service) 16.21 16.00 **Municipal Contributions** Other / Donations **PASSENGER DATA TOTAL CAPITAL FUNDING** Ded. Service Non-Ded. Service Ambulatory 11,591 6.601 Wheelchair/Scooter Users 13.606 797 Attendants 4,387 1,796 Companions Other (specified) **TOTAL** 29,584 9,194

VEHICLE DATA Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory			
Accessible Vans / Minivans Small Buses Other	6	6	5				
TOTAL DED. VEHICLES	6	6	N/A	N/A			
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis: 1		l Transit S I Transit S	,				

North Perth

Victorian Or	der for Nursee Onton	in Branch (VON)	Danulation comed:		10.054	REGISTRANTS		tive	Total
	der for Nurses, Ontar	` '	Population served: Service area (km²):		12,254 493.2	Wheelchair/Scooter		57	57
Contact:	Jennifer O'Grady		Communities served:		493.2	Ambulatory:		21	221
Title:	Coordinator of Client	SEI VICES	Service began:		01/06/1998	Attendants:	5	51	51
Telephone: Fax:	519-291-5898 519-291-3141		Advisory Committee me	embers:	N/A	Companions: Other:			
Email:	Jennifer.Ogrady@voi		Eligibility Committee me		N/A	Total:	3	29	329
		ransit System/Municipality	Non-Dedicated Se	ervice: 🗹 Con	tractors:	Eligibility Criteria:	✓ Unable to B		•
	· · · =	Private Contractor(s), number:]		✓ Unable to U		
		Private Non-Profit Org.	1000 0		_		✓ Other Criter		
							V Out of	ia .	
	OMETRES & HOURS 1 Dedicated Service	2010 25.017	2011		OURS / SCHED		J	900 to 13	00
	- Dedicated Service - Dedicated Service	35,917 35,917	34,334 34,334	Weekday:	0800 to		,	900 to 13 to	00
	s Dedicated Service	2,269	2,041	Saturday:	to	Holid	lay:	lo	
	Dedicated Service	2,269	2,041	Advanced boo	oking notice:	day(s)			
	ed Service - Veh. Km.	30,410	34,646		ce for reservation				
	ed Service - Veh. Hrs.	1,000	1,085	Reservations	/ Scheduling:	Fully Computerize	ed		
PASSENGER	DATA			FARE STRUC	CTURE				
Dedicated S	Service	6,210	6,268	Effective Date	01/09/2010	Tickets/Ca			
	ated Service	894	1,200		Cash	(unit pri	ce) Moi	nthly Pass	Free
TOTAL PASS		7,104	7,468	Adult	\$4.00				
	n / Pre-booked	68%	73%	Child					Ц
Reservation		30%	23%	Student	\$4.00				
On-Deman	d / Day of trip	2%	4%	Senior	\$4.00				
Cancelled in	advance	1,022	1,204	Attendant					✓
No-shows / C	ancelled at door	137	154	Companion	\$4.00				
Unaccommod	•	23	63	Other					
Number of co	mplaints		1	EMPLOYEE I	DATA	Fu	ıll-time	Part-time	,
OPERATING	EXPENSES			Operators				2	
Administration	n	\$18,809	\$47,432	Other Operati	ons				
Operations:	D !!	***	^ • • •	Vehicle Mech					
	Dedicated Service	\$94,060	\$57,347	General and A	Administration			1	
	- Dedicated Service	\$748	C40 540	Other					
	- Non-Dedicated Servi	ce \$12,141	\$12,542	TOTAL NUME	BER OF EMPL	DYEES		3	
	- Taxi Scrip	\$8.360	\$17,300	Union Affiliat	tions: Operator	s:			
Fuel	(Vehicles & Facilities)	\$8,369 \$5,389	\$17,300 \$11,379		Mechani	cs:			
	RATING EXPENSES	\$139,516	\$146,000		Other (sp	pecify):			
				Top Operator	Wage Rate: \$	11.50			
	REVENUES AND OTF Jer Revenue	HER FUNDING CONTRIBUTI \$41,055	\$51,959	Top Mechanic	: Wage Rate:				
-	perating Revenue	Ψ+1,000	ΨΟ1,303	PERFORM	MANCE INDI	CATORS			
Total Operati	=	\$41,055	\$51,959	FINANCIAL			201	0	2011
Federal Cont	•	Ψ-1,000	Ψ51,959	R/C Ratio				9%	36%
Provincial Co		\$75,141	\$65,857	Net Operatin	g Cost / Capita		\$8.	04	\$7.67
Municipal Co		\$10,817	\$21,365	Total Exp. / F	Passenger		\$19.	64	\$19.55
Other / Dona	tions	\$362	\$6,819	Total Exp. / E	Eligible Passen	ger	\$21.	89	\$21.35
TOTAL		\$127,375	\$146,000	Transportation	on Exp. / Passe	nger			
CAPITAL EXP	PENSES			Dedic	ated Service		\$17.	48	\$13.72
Vehicles Pure					Dedicated Servi		\$13.		\$10.45
Debt Servicin				Transportation	on Exp. / Hour (Dedicated Service)	\$47.	85	\$42.15
Other Capital	•			OPERATING					
•	ITAL EXPENSES			Registrants /	•		0.02	82	0.0269
	NDING SOURCES			Passengers	•		0.57	97	0.6094
Transit Syste				Passengers	U		20.	59	22.70
Federal Cont					/ Hour (Dedicat	•		74	3.07
Provincial Co					nger (Dedicate	•		78	5.48
Municipal Co				Average Spe	eed (Dedicated	Service)	15.	83	16.82
Other / Dona									
TOTAL CAP	ITAL FUNDING			PASSENG	ER DATA	Ded. Servi		. Service	
				Ambulator	V	4.9	31	1.162	

Other Eligibility Criteria: Seniors and Persons with Disabilities; Other Fares: \$4.00 one-
way in-town, within North Perth \$8.00 one-way, \$.80/km for out-of-town travel plus
\$15.00/hour waiting time, charter rates of \$35.00/hour driving and loading time and
\$22.00/hour waiting time, Volunteer transportation rates are based upon a mileage rate
of \$.37/km; VON Perth-Huron is a part of EasyRide - an integrated transportation
system in Perth and Huron Counties. All bookings are taken by the EasyRide office
(central coordination) and scheduling of vehicles is through Trapeze Novus, a web-
based scheduling software program which all partnering agencies have access to. Non-
Dedicated Service is provided by VON Volunteers

PASSENGER DATA Ambulatory Wheelchair/Scooter Users	Ded. Service 4,931 745	Non-Ded. Service 1,162
Attendants Companions	592	38
Other (specified) TOTAL	6,268	1,200

		Veh.	Avg. Capac	ity per Veh.	
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans / Minivans	1	1	1	3	
Small Buses	1	1	4	10	
Other					
TOTAL DED. VEHICLES	2	2	N/A	N/A	
Vehicle ownership:	Non-profi	t organiza	ition		
Vehicle maintenance responsibility:	: Non-profi	t organiza	ition		

Oakville

Oakville Tran	ısit		Population served:		182,500	REGIST Wheelch	RANTS nair/Scooter Use	Active ers: 287	Total 466
Contact:	Ragini Govender		Service area (km²):		103.5	Ambulat		745	1,390
Title:	Transit Analyst		Communities served:		1	Attendar		137	137
Telephone:	905-845-6601 x3937		Service began:	mhore:	01/04/1980 7	Compan	ions:		
Fax:	905-338-4703		Advisory Committee me Eligibility Committee me		2	Other:		4.400	4 000
Email:	rgovender@oakville.	.ca				Total:		1,169	1,993
Dedicated Se		Transit System/Municipality	Non-Dedicated Se		ractors: 2	Eligibili		Unable to Board	
		Private Contractor(s), number	: Taxi Scrip Progra	m Available:			<u> </u>	Unable to Use	
		Private Non-Profit Org.						Other Criteria	
VEHICLE KILO	OMETRES & HOURS	3 2010	2011	SERVICE HOL	JRS / SCHEDI	JLING			
	n Dedicated Service	241,029	235,979	Weekday:	0600 to		Sunday:	0800	to 2000
	Dedicated Service	241,029	235,979	Saturday:	0700 to	2400	Holiday:	0800	to 2000
	s Dedicated Service	,	14,015	Advanced boo	kina notice:	1	0 day(s)		
	Dedicated Service ed Service - Veh. Km.	13,945	14,015	Minimum notic			.0 hour(s)		
	ed Service - Veh. Hrs.			Reservations /	Scheduling:	Fully	Computerized		
PASSENGER				FARE STRUC					
Dedicated S		29,337	30,788	Effective Date			Tickets/Cards		n Ero
Non-Dedica TOTAL PASSI		16,728 46,065	21,263 52,051	Adult	Cash \$3.00		(unit price) \$2.65	Monthly \$94.0	
	n / Pre-booked	43%	43%	Child	ψ0.00		Ψ2.00	Ψ0	✓
Reservation		57%	57%	Student	\$3.00		\$2.15	\$60.0	
On-Demand	d / Day of trip	1%	1%	Senior	\$3.00		\$1.75	\$50.0	0 🔲
Cancelled in a		3,993	3,831	Attendant	\$3.00				H
	ancelled at door	558	725	Companion Other	\$3.00 Gus Pass \$28:	· CO co-f:	are \$0.65; Child	Iron - 5 frag	
Unaccommod Number of co						, GO 60-16	,		
OPERATING E	'			EMPLOYEE D	DATA		Full-ti	ime Pa	rt-time
Administration		\$88,056	\$122,947	Operators Other Operation	nns		6 3		5
Operations:		*******	, , , ,	Vehicle Mecha			Ü		
	Dedicated Service - Dedicated Service	\$609,521	\$605,432	General and A Other	dministration				
	 Non-Dedicated Servi Taxi Scrip 	ice \$210,096	\$309,773	TOTAL NUMB			9	256	5
	(Vehicles & Facilities)		\$37,743	Union Affiliati	Mechanic		CAW LOCAL 1: CAW LOCAL 1:		
Fuel	- ATINO EVENOCO	\$52,914	\$69,015		Other (sp		CUPE 1329	200	
	RATING EXPENSES	\$1,010,320	\$1,144,910	Top Operator \	Nage Rate: \$	25.51			
	REVENUES AND OTI er Revenue	HER FUNDING CONTRIBUT \$92,943	IONS \$84,631	Top Mechanic	•				
Other Op	perating Revenue			PERFORM	ANCE INDI	CATOR	RS		
Total Operation	ng Revenue	\$92,943	\$84,631	FINANCIAL				2010	2011
Federal Conti				R/C Ratio				9%	7%
Provincial Co		¢047.277	¢4.060.070	Net Operating Total Exp. / P	Cost / Capita			\$5.08 \$21.93	\$5.81 \$22.00
Municipal Cor Other / Donat		\$917,377	\$1,060,279		ligible Passend	ger		\$23.45	\$23.61
TOTAL	10113	\$1,010,320	\$1,144,910	-	n Exp. / Passe	-		,	*
CAPITAL EXP	PENSES	, ,,	, , ,-		ted Service			\$24.28	\$23.13
Vehicles Puro			\$421,552		edicated Service		d Comina)	\$12.56 \$51.07	\$14.57
Debt Servicin	•			•	n Exp. / Hour (Dedicated	a Service)	\$51.07	\$50.82
Other Capital	•		£404 550	OPERATING Registrants /	Canita			0.0084	0.0109
	TAL EXPENSES		\$421,552	Passengers /				0.2552	0.2852
Transit System	IDING SOURCES			Passengers /	-			30.39	26.12
Federal Conti			\$44,520		Hour (Dedicate			2.10	2.20
Provincial Co			, ,-		nger (Dedicated ed (Dedicated :)	8.22	7.66 16.84
Municipal Co			\$377,032	Average Spec	ed (Dedicated (Service)		17.28	10.04
Other / Donat			\$424 EE2	PASSENGI	ED DATA		Ded. Service	Non-Ded. Ser	vice
TOTAL CAPI	TAL FUNDING		\$421,552	Ambulatory			19,111		3,392
					/Scooter Users	3	8,875		2,107
				Attendants			1,947		764
				Companion Other (spec			855		
				TOTAL	illed)		30,788	21	,263
				101742					,200
							Veh	. Avg. Capac	ity per Veh.
				VEHICLE D		Nu	mber Pea		Ambulatory
				Non-Access	ible Cars /ans / Minivans			N/A	
				Small Buses		5	6	4 3	10
				Other					
				TOTAL DED	D. VEHICLES		6	4 N/A	N/A
				Vehicle owner	•		Municipal Trans	•	
				Vehicle mainte	enance respon	sibility:	Municipal Trans	sit System	

Accessible taxis:

2

Orillia

Orillia						REGISTRANTS		Active	Total
Orillia Wheel Contact: Title: Telephone: Fax: Email:	Ichair Limousine Service Karen Strain Secretary - Operations 705-325-8434 705-326-3373 kstrain@orillia.ca	S C S A	opulation served: ervice area (km²): ommunities served: ervice began: dvisory Committee me ligibility Committee me		32,140 28.8 1 15/06/1987 N/A N/A	Wheelchair/Scooter Ambulatory: Attendants: Companions: Other: Total:	Users:	325 325	325 325
Dedicated Se	erv. Operated by: Trans	sit System/Municipality	Non-Dedicated Se	ervice: Cont	ractors:	Eligibility Criteria:	Unable t	o Board	
		ate Contractor(s), number:	I Taxi Scrip Progra				Unable t		
		• •	i Taxi Octip i Tograi	III Available.					
	Priva	ate Non-Profit Org.					✓ Other Cr	iteria	
VEHICLE KIL	OMETRES & HOURS	2010	2011	SERVICE HOL	JRS / SCHEDI	JLING			
Rev. Veh. Km	n Dedicated Service	22,180	29,246	Weekday:	0800 to	2200 Sun	day:	0800 to 22	200
	Dedicated Service	22,180	29,246	Saturday:	0800 to	2200 Holid	day:	to	
	s Dedicated Service	2,863	2,914	Advanced boo	kina notice:	2 day(s)			
	Dedicated Service	2,863	2,914	Minimum notic					
	ed Service - Veh. Km. ed Service - Veh. Hrs.			Reservations /		Manual			
PASSENGER				FARE STRUC	•				
Dedicated S		4,657	4,698	Effective Date		Tickets/C	ards		
	ated Service	.,00.	.,555		Cash	(unit pr		Monthly Pass	Free
TOTAL PASS		4,657	4,698	Adult	\$2.75	\$2.75	;	•	
Subscription	n / Pre-booked	95%	90%	Child	\$2.75	\$2.75	i		
Reservation	า	0%	5%	Student	\$2.75	\$2.75	;		
On-Demand	d / Day of trip	5%	5%	Senior	\$2.75	\$2.75	i		
Cancelled in	advance	24	59	Attendant	\$2.75	\$2.75	j		Щ
No-shows / C	ancelled at door	10	51	Companion	\$2.75	\$2.75	i		
Unaccommod	dated trips	41	134	Other					
Number of co	omplaints	16	2	EMPLOYEE D	ATA	Fu	ull-time	Part-time)
OPERATING				Operators					
Administratio	n			Other Operatio					
Operations:	Dedicated Service			Vehicle Mecha					
	- Dedicated Service	\$106,679	\$118,218	General and A	dministration				
	- Non-Dedicated Service	\$100,079	φ110,210	Other TOTAL NUMB	ED OF EMBL	OVEES			
	- Taxi Scrip								
	(Vehicles & Facilities)			Union Affiliati					
Fuel	,				Mechanic				
TOTAL OPE	RATING EXPENSES	\$106,679	\$118,218		Other (sp	lecity).			
OPERATING	REVENUES AND OTHER	FUNDING CONTRIBUTIO	NS	Top Operator V	•				
Passeng	jer Revenue	\$12,594	\$11,922	Top Mechanic	wage Rate:				
Other O	perating Revenue			PERFORM	ANCE INDI	CATORS			
Total Operati	ng Revenue	\$12,594	\$11,922	FINANCIAL				2010	2011
Federal Cont	ributions			R/C Ratio				12%	10%
Provincial Co				Net Operating				\$2.97	\$3.31
Municipal Co		\$94,085	\$105,796	Total Exp. / P	assenger ligible Passend		·	22.91	\$25.16
Other / Dona	tions	£400.070	\$500		n Exp. / Passe	•	Ф	24.67	\$26.97
TOTAL		\$106,679	\$118,218		ted Service	ngoi	\$	22.91	\$25.16
CAPITAL EXP			0400 405		edicated Service	e	*		Ψ200
Vehicles Pur			\$186,135			Dedicated Service)	\$	37.26	\$40.57
Debt Servicin Other Capital	•			OPERATING					
-	ITAL EXPENSES		\$186,135	Registrants /	Capita		0	.0116	0.0101
	NDING SOURCES		V.00 ,.00	Passengers /	Capita		0	.1468	0.1462
Transit Syste				Passengers /	Registrant			12.65	14.46
Federal Cont					Hour (Dedicate	·		1.63	1.61
Provincial Co					ger (Dedicated	•		4.76	6.23
Municipal Co			\$186,135	Average Spee	ed (Dedicated :	Service)		7.75	10.04
Other / Dona									
TOTAL CAP	ITAL FUNDING		\$186,135	PASSENGE	ER DATA	Ded. Serv	rice Non-D	Ded. Service	
Other Fligibili	ty Criteria: Not able to boa	rd a standard passenger ve	hicle	Ambulatory	(Coooto- I I-		204		
Caror Enginiii	i, Shiona. Not able to boa	ia a standard passenger ve	Anole.	Wheelchair. Attendants	Scooter Users		384 314		
				Companion	s	`	, , ,		
				Other (spec					
				TOTAL		4,6	598		

VEHICLE DATA Non-Accessible Cars Accessible Vans / Minivans	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Small Buses Other	1	1	6	10
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility:	Municipa Contracto	,	or	

Ottawa

Ottawa	a					REGIST	DANTS		Active	Total
Para Transper Contact: Title: Telephone:	Karen Barton	Booking, Scheduling and CS	Population served: Service area (km²): Communities served: Service began:		927,118 2,778.0 1 01/01/1974		nair/Scooter tory: nts:	Users		4,122 9,538
Fax:	613-244-4329		Advisory Committee me		N/A	Other:				
Email:	Karen.Barton@ot	tawa.ca	Eligibility Committee m	_	N/A	Total:			9,649	13,660
Dedicated Se	erv. Operated by: 🔽	Transit System/Municipality	Non-Dedicated S			Eligibili	ty Criteria:	√ \	Jnable to Board	
		Private Contractor(s), numbe	r: Taxi Scrip Progra	ım Available: 🗹]			\	Inable to Use	
		Private Non-Profit Org.							Other Criteria	
VEHICLE KIL	OMETRES & HOU	RS 2010	2011	SEDVICE HO	URS / SCHED	III INC				
	n Dedicated Serv		5,497,121	Weekday:	0600 to		Sun	dav.	0630 t	o 0100
	Dedicated Servi		6,313,071	Saturday:	0630 to		Holid	•	0630 t	
	s Dedicated Serv	- : - ,	239,006	Advanced boo				,		
	Dedicated Servi	,-	257,194		ce for reservation	on: C	1 day(s) 0.0 hour(s)			
	ed Service - Veh. K ed Service - Veh. H			Reservations			Computeriz	ed		
PASSENGER		13.		FARE STRUC	CTURE					
Dedicated S	Service	519,335	538,307	Effective Date	01/07/2011		Tickets/C	ards		
	ated Service	316,922	342,347		Cash		(unit pr	-	Monthly I	
TOTAL PASS	ENGERS n / Pre-booked	836,257 90%	880,654 55%	Adult	\$3.25		\$2.60		\$94.00)
Reservation		34%	39%	Child Student	\$1.60 \$3.25		\$1.30 \$2.60		\$75.00	, H
	d / Day of trip	6%	6%	Senior	\$3.25		\$2.60		\$37.00	, \sqcap
Cancelled in	advance	108,846	109,098	Attendant	·		•		•	, ,
No-shows / C	Cancelled at door	23,791	24,734	Companion	\$3.25		\$2.60	1		
Unaccommod	•	45,327	52,609	Other	Community pa	iss \$32.0	D			
Number of co		231	692	EMPLOYEE I	DATA			ull-time		t-time
OPERATING I Administration		\$2,156,190	\$2,270,165	Operators Other Operation				84	1	
Operations:		Ψ2,100,100	ΨΞ,Ξ10,100	Vehicle Mecha				23 11	1	1
Internal -	Dedicated Service	\$13,249,766	\$12,630,972	General and A				14		
	- Dedicated Service		***	Other				6		
	- Non-Dedicated Se - Taxi Scrip	ervice \$7,958,666 \$191,766		TOTAL NUME	BER OF EMPL	OYEES	2	238	2	21
	(Vehicles & Faciliti		\$2,682,673	Union Affiliat	ions: Operator		ATU Local			
Fuel	(\$1,517,484	\$1,512,872		Mechani Other (sr		ATU Local		TU 279; General	Admin ATLI
TOTAL OPE	RATING EXPENSE	S \$28,024,423	\$28,053,179	T 0		• •	Dus Allenu	anto A	O 279, General	Aummano
		OTHER FUNDING CONTRIBUT			Wage Rate: \$: Wage Rate: \$					
_	ger Revenue	\$2,385,383	\$2,360,184	•	=		20			
	perating Revenue	\$10,883		FINANCIAL	IANCE IND	ICATO	K3		2010	2011
Total Operati Federal Cont	•	\$2,396,266	\$2,374,137	R/C Ratio					9%	8%
Provincial Co					g Cost / Capita				\$32.02	\$27.70
Municipal Co	ntributions	\$25,628,157	\$25,679,042	Total Exp. / F					\$33.51	\$31.85
Other / Dona	tions	*	*** *** ***		Eligible Passen				\$37.50	\$35.80
TOTAL		\$28,024,423	\$28,053,179		on Exp. / Passe ated Service	iigei			\$34.12	\$31.26
CAPITAL EXF Vehicles Pure					Dedicated Servi	ce			\$25.72	\$26.16
Debt Servicin				Transportation	on Exp. / Hour (Dedicate	d Service)		\$59.07	\$65.42
Other Capital	0	\$231,868	\$27,263	OPERATING						
TOTAL CAP	ITAL EXPENSES	\$231,868	\$27,263	Registrants /					0.0214	0.0147
CAPITAL FUN	NDING SOURCES			Passengers Passengers	•				1.0449 48.78	0.9499 64.47
Transit Syste					/ Hour (Dedicat	ed Servic	e)		2.14	2.25
Federal Cont Provincial Co				Kms / Passe	nger (Dedicate	d Service)		10.76	10.21
Municipal Co		\$231,868	\$27,263	Average Spe	ed (Dedicated	Service)			22.99	23.00
Other / Dona										Ī
TOTAL CAP	ITAL FUNDING	\$231,868	\$27,263	PASSENG			Ded. Serv		Non-Ded. Serv	
				Ambulator Wheelchai	y r/Scooter Users	8	266,1 205,0		269, 43	199 264
				Attendants			29,2			456
				Companio			37,9	911	15,	428
				Other (spe	cified)		500 (240	0.47
				TOTAL			538,3)U/	342,	34 1
							,	Veh.	Avg. Capacit	v per Veh.
				VEHICLE D		Nι		Peak	Wheelchair	Ambulatory
				Non-Acces		_			N/A	
				Accessible Small Buse	Vans / Minivan	S	91	91	3	4
				Other	-		٥.	01		7

TOTAL DED. VEHICLES

Vehicle ownership: Accessible taxis:

Vehicle ownership: Municipal Transit System
Vehicle maintenance responsibility: Municipal Transit System

Total

201

118

189

508

Free

to

to

Part-time

2

1

Owen Sound REGISTRANTS Active Owen Sound Specialized Transit 22.000 Population served: Wheelchair/Scooter Users: Service area (km2): 23.7 Contact: Brenda Wilson Ambulatory: Communities served: Title: Transit Manager Attendants: 06/01/1989 Service began: Telephone: 519-376-3299 Companions: Advisory Committee members: N/A Fax: 519-376-5817 Other: Eligibility Committee members: N/A Fmail: brenda.wilson@millergroup.ca Total: Non-Dedicated Service: Contractors: Eligibility Criteria: Dedicated Serv. Operated by: 🗸 Transit System/Municipality ✓ Unable to Board ✓ Private Contractor(s), number: 1 Taxi Scrip Program Available: ✓ Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 24,224 23,726 Weekday: 0800 to 1700 Sunday: Tot. Veh. Km. - Dedicated Service 25.114 24.460 Saturday: Holiday: to 2,250 Rev. Veh. Hrs. - Dedicated Service 2 250 Advanced booking notice: 3 day(s) Tot. Veh. Hrs. - Dedicated Service 2,330 2 325 Minimum notice for reservation: 1.0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 4,760 4,857 Effective Date 01/01/2005 Tickets/Cards (unit price) Non-Dedicated Service Cash **Monthly Pass TOTAL PASSENGERS** 4.760 \$2.80 4.857 Adult \$3.00 Subscription / Pre-booked 0% 0% \$2.80 Child \$3.00 0% Reservation 0% \$2.80 Student \$3.00 On-Demand / Day of trip 0% 0% Senior \$3.00 \$2.80 Attendant \$3.00 \$2.80 Cancelled in advance 622 701 Companion \$3.00 \$2.80 No-shows / Cancelled at door 23 37 Unaccommodated trips 43 16 Other Number of complaints 15 16 **EMPLOYEE DATA Full-time OPERATING EXPENSES** Operators \$20,338 \$20,175 Administration Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration Contract - Dedicated Service \$87,925 \$115,338 Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$24,436 Mechanics: \$6,073 \$8,108 Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$138,772 \$143,622 Top Operator Wage Rate: **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$12,660 \$13,712 Other Operating Revenue **Total Operating Revenue** \$12,660 \$13,712 **Federal Contributions Provincial Contributions Municipal Contributions** \$126,112 \$129,910 Other / Donations TOTAL \$138,772 \$143,622 CAPITAL EXPENSES Vehicles Purchased

Debt Servicing Other Capital Expenses **TOTAL CAPITAL EXPENSES** CAPITAL FUNDING SOURCES

Transit System Federal Contributions **Provincial Contributions**

Municipal Contributions Other / Donations **TOTAL CAPITAL FUNDING**

PERFORMANCE INDICATORS		
FINANCIAL	2010	2011
R/C Ratio	9%	10%
Net Operating Cost / Capita	\$5.73	\$5.90
Total Exp. / Passenger	\$29.15	\$29.57
Total Exp. / Eligible Passenger	\$31.84	\$31.61
Transportation Exp. / Passenger		
Dedicated Service	\$24.88	\$25.42
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$50.83	\$53.10
OPERATING		
Registrants / Capita	0.0215	0.0231
Passengers / Capita	0.2164	0.2208
Passengers / Registrant	10.06	9.56
Passengers / Hour (Dedicated Service)	2.12	2.16
Kms / Passenger (Dedicated Service)	5.09	4.88
Average Speed (Dedicated Service)	10.77	10.54

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,784	
Wheelchair/Scooter Users	1,759	
Attendants	314	
Companions		
Other (specified)		
TOTAL	4,857	

		Veh.	Avg. Capac	ity per Veh.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	4	11
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipa	lity		
Vehicle maintenance responsibility:	Contract	ed Operat	or	

Parry Sound REGISTRANTS Active Total Parry Sound Specialized Transit 6.191 Population served: Wheelchair/Scooter Users: 10 10 Service area (km2): 13.3 Contact: Martha Vincent Ambulatory: Communities served: Title: Administrative Assistant Attendants: 01/06/2008 Service began: Telephone: 705-746-2101 x236 Companions: Advisory Committee members: 8 705-746-2506 Other: Fax: Eligibility Committee members: 8 Fmail: mvincent@townofparrysound.com Total: 10 10 Non-Dedicated Service: Contractors: Eligibility Criteria: Dedicated Serv. Operated by: Transit System/Municipality ✓ Unable to Board Taxi Scrip Program Available: ✓ Private Contractor(s), number: 2 Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service Weekday: 0930 to 1430 Sunday: to Tot. Veh. Km. - Dedicated Service Saturday: 0900 to 1645 Holiday: to 936 Rev. Veh. Hrs. - Dedicated Service 936 Advanced booking notice: day(s) Tot. Veh. Hrs. - Dedicated Service 936 936 72.0 hour(s) Minimum notice for reservation: Non-Dedicated Service - Veh. Km. Reservations / Scheduling: **Fully Computerized** Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE** Tickets/Cards **Dedicated Service** 613 824 Effective Date 01/07/2011 (unit price) Non-Dedicated Service Cash **Monthly Pass** Free **TOTAL PASSENGERS** \$2.75 613 824 Adult \$3.00 Subscription / Pre-booked 0% 0% Child \$3.00 100% 100% Reservation Student \$3.00 On-Demand / Day of trip 0% 0% Senior \$3.00 Attendant Cancelled in advance Companion \$3.00 No-shows / Cancelled at door 237 Unaccommodated trips Other Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators Administration \$924 Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration Contract - Dedicated Service \$27,368 \$35,308 Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) Mechanics: Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$28,292 \$35,435 Top Operator Wage Rate: **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$1,225 \$2,034 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$1,225 \$2,034 R/C Ratio 4% 6% **Federal Contributions** Net Operating Cost / Capita \$4 65 \$5.40 \$23,170 **Provincial Contributions** \$16.975 Total Exp. / Passenger \$46.15 \$43.00 **Municipal Contributions** \$10,092 \$10,232 Total Exp. / Eligible Passenger \$46.15 \$43.00 Other / Donations Transportation Exp. / Passenger TOTAL \$28,292 \$35,436 **Dedicated Service** \$44.65 \$42.85 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$29.24 \$37.72 **Debt Servicing OPERATING** Other Capital Expenses 0.0033 0.0016 Registrants / Capita **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.1054 0.1331 CAPITAL FUNDING SOURCES Passengers / Registrant 32.26 82.40 Transit System Passengers / Hour (Dedicated Service) 0.65 0.88 Federal Contributions Kms / Passenger (Dedicated Service) **Provincial Contributions** Average Speed (Dedicated Service) **Municipal Contributions** Other / Donations PASSENGER DATA Ded. Service Non-Ded. Service **TOTAL CAPITAL FUNDING** Ambulatory Wheelchair/Scooter Users 824 Attendants Companions Other (specified) **TOTAL** 824

	Veh.		Avg. Capac	ity per Veh.
VEHICLE DATA Non-Accessible Cars Accessible Vans / Minivans	Number	Peak	Wheelchair N/A	Ambulatory
Small Buses Other	1	1	4	
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:	Private O Private O	•		

Peel Region

Peel F	Region				opeo.aou	DECICED ANTO	20.	. operating Data .	- · · · ·
TransHelp	· ·	F	Population served:		1,296,814	REGISTRANTS Wheelchair/Scoote	r Heare:	Active 3,614	Total 3,614
Contact:	Maarit Varga	5	Service area (km²):		1,253.0	Ambulatory:	03613.	5,419	5,419
Title:	•	di a Customei dei vices	Communities served:		3	Attendants:		-,	-,
Telephone:	905-791-7800 x6856	5	Service began:		01/06/1981	Companions:			
Fax:	905-277-5864		Advisory Committee me		9	Other:		932	932
Email:	maarit.varga@peelre	egion.ca	Eligibility Committee me	embers:	9	Total:		9,965	9,965
Dedicated S	Serv. Operated by: 🗸	Transit System/Municipality	Non-Dedicated Se	ervice: 🗹 Con	tractors: 4	Eligibility Criteria:	✓ Una	able to Board	
	✓ 1	Private Contractor(s), number:	6 Taxi Scrip Progra	m Available: 🗸			✓ Una	able to Use	
		Private Non-Profit Org.						ner Criteria	
VEHICLE KI	LOMETRES & HOURS	2010	2011	SERVICE HO	URS / SCHED	ULING			
	(m Dedicated Service		4,328,606	Weekday:	0600 to		iday:	0600 to 0	100
Tot. Veh. Kr	m Dedicated Service	4,187,460	4,842,630	Saturday:	0600 to		day:	0600 to 0	100
Rev. Veh. H	Irs Dedicated Service	176,049	205,612	,			,		
Tot. Veh. Hr	rs Dedicated Service	191,610	223,928	Advanced boo		7 day(s)			
Non-Dedica	ited Service - Veh. Km.	105,365	101,046		ce for reservation				
Non-Dedica	ited Service - Veh. Hrs.	11,589	10,021	Reservations	-	Fully Computerize	zea		
PASSENGE				FARE STRUC					
Dedicated		380,849	441,323	Effective Date		Tickets/0			
	cated Service	48,358	63,842		Cash	(unit pi	rice)	Monthly Pass	s Free
TOTAL PAS		429,207	505,165	Adult	\$3.00			\$108.00	
-	ion / Pre-booked	40%	40%	Child	\$3.00			\$108.00	\vdash
Reservation		55%	55%	Student	\$3.00			\$108.00	
On-Demai	nd / Day of trip	5%	5%	Senior	\$3.00			\$108.00	
Cancelled in	n advance	35,239	38,675	Attendant				0.400.00	~
No-shows /	Cancelled at door	6,099	7,909	Companion	\$3.00			\$108.00	
Unaccommo	•	720	2,678	Other	same day trip	\$3.75			
Number of c	complaints	739	1,030	EMPLOYEE D	DATA	F	ull-time	Part-tim	ne
	EXPENSES			Operators			46	24	
Administrati		\$2,997,112	\$2,409,960	Other Operation	ons		8		
Operations:				Vehicle Mecha	anics		2		
	- Dedicated Service	\$4,218,907	\$4,323,208	General and A	dministration		14		
	t - Dedicated Service	\$4,310,401	\$5,149,422	Other			5	3	
	t - Non-Dedicated Servi	. , ,	\$1,825,840	TOTAL NUME	BER OF EMPL	DYEES	75	27	
	t - Taxi Scrip	\$33,369	\$230,644	Union Affiliat	ions: Operator	s: CUPE 966			
Fuel	e (Vehicles & Facilities)	\$1,117,418 \$404,968	\$845,920 \$446,426		Mechani	cs: CUPE 966			
	ERATING EXPENSES	\$14,656,505	\$15,231,420		Other (sp	ecify):			
		#14,050,505 HER FUNDING CONTRIBUTION		Top Operator	Wage Rate: \$	26.46			
	nger Revenue	\$982,951	\$907,751	Top Mechanic	Wage Rate: \$	31.31			
	Operating Revenue	\$96,639	\$114,205	PERFORM	IANCE IND	CATORS			
	-	. ,		FINANCIAL	IANOL IND	OATONO		2010	2011
	ating Revenue	\$1,079,590	\$1,021,956	R/C Ratio				7%	7%
Federal Cor	ntributions Contributions	\$624,006	\$638,198		g Cost / Capita			\$10.91	\$10.96
	Contributions	\$12,952,908	\$13,571,266	Total Exp. / F				\$34.15	\$30.15
Other / Don		\$12,932,900	φ13,371,200	-	Eligible Passen	ner		\$45.66	\$40.54
TOTAL	lations	\$14,656,504	\$15,231,420	_ '	on Exp. / Passe	-		4 10.00	ψ.σ.σ.
		\$14,030,304	\$13,231,420		ated Service			\$26.39	\$24.39
CAPITAL EX		04.740.000	04 004 500		edicated Servi	ce		\$33.25	\$32.21
Vehicles Pu		\$1,742,303	\$1,031,593	Transportation	n Exp. / Hour (Dedicated Service)		\$52.46	\$48.07
Debt Servic	•	¢4 754 040	CC FOO 040	OPERATING	. `	,		·	•
	al Expenses	\$1,751,912	\$6,530,242	Registrants /	Canita			0.0062	0.0077
	PITAL EXPENSES	\$3,494,215	\$7,561,835	Passengers /				0.3447	0.3895
	JNDING SOURCES			Passengers /	-			55.21	50.69
Transit Syst		_			Hour (Dedicat	ed Service)		2.16	2.15
Federal Cor		\$3,188,403	\$6,705,149		nger (Dedicate	•		9.80	9.81
	Contributions	\$86,821	\$92,041		ed (Dedicated			21.19	21.05
	Contributions	\$218,991	\$764,646			·			
Other / Don		£0.404.04E	67 E 04 000	DASSENO	ED DATA	Ded. Serv	vice •	Non-Ded. Service	
TOTAL CAL	PITAL FUNDING	\$3,494,215	\$7,561,836	PASSENG Ambulatory		194,		51,120	
* Other Eligibi	ility Criteria - cognitive 8	& behavioural disabilities. * In	n 2011 the increase		/ r/Scooter Users			31,120	
		amily of services and accommo		Attendants			999	3,955	
non-physical o	disabilities.			Companior			207	1,919	
					-	10,		.,510	1

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	194,767	51,120
Wheelchair/Scooter Users	129,845	
Attendants	53,999	3,955
Companions	10,207	1,919
Other (specified)	52,505	6,848
TOTAL	441,323	63,842

		Veh.	Avg. Capacity per Veh.		
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars	60	50	N/A	4	
Accessible Vans / Minivans	30	24	1	4	
Small Buses	66	43	4	6	
Other	20	20	4	6	
TOTAL DED. VEHICLES	176	137	N/A	N/A	

Regional Municipality & Non-Profit Organization Vehicle ownership: Vehicle maintenance responsibility: Regional Municipality / Private Operation Accessible taxis:

180

249

429

Free

23%

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 53 **Pembroke REGISTRANTS** Active Total Pembroke Handi Bus 20.000 Population served: Wheelchair/Scooter Users: 180 Service area (km2): 91.2 Dan Callaghan Ambulatory: 249 Contact: Communities served: Title: Manager Attendants: 01/08/1989 Service began: Telephone: 613-735-6998 Companions: Advisory Committee members: 9 613-735-8632 Other: Fax: Eligibility Committee members: 2 Fmail: pembrokehandibus@bellnet.ca Total: 429 Non-Dedicated Service: Contractors: Dedicated Serv. Operated by: Transit System/Municipality Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: ✓ Unable to Use ✓ Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Weekday: Rev. Veh. Km. - Dedicated Service 0700 to 1700 Sunday: to Tot. Veh. Km. - Dedicated Service Saturday: Holiday: to to Rev. Veh. Hrs. - Dedicated Service Advanced booking notice: 1 day(s) Tot. Veh. Hrs. - Dedicated Service Minimum notice for reservation: 1.0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 15,061 15,193 Effective Date 01/03/2010 Tickets/Cards (unit price) Non-Dedicated Service Cash **Monthly Pass** TOTAL PASSENGERS 15.061 15.193 Adult \$5.00 \$5.00 Subscription / Pre-booked 0% 0% Child \$5.00 \$5.00 0% 0% Reservation Student \$5.00 \$5.00 On-Demand / Day of trip 0% 0% Senior \$5.00 \$5.00 Attendant Cancelled in advance 256 208 Companion No-shows / Cancelled at door 60 75 Other Service Animals Free Unaccommodated trips Number of complaints 3 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 3 \$92,552 Administration \$84,371 Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service \$107.909 \$113,963 General and Administration Contract - Dedicated Service Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** 4 2 Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$29,112 \$41,179 Mechanics: \$16,480 \$23.643 Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$237.872 \$271,337 Top Operator Wage Rate: \$15.80 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$63,335 \$63,002 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 **Total Operating Revenue** \$63,335 \$63,002 R/C Ratio 27% **Federal Contributions** Net Operating Cost / Capita \$6.98 \$10.42 **Provincial Contributions** \$100,000 \$110,000 Total Exp. / Passenger \$15.79 \$17.86 **Municipal Contributions** \$37,500 \$37,500 Total Exp. / Eligible Passenger \$18.69 \$21.19 \$60,315 Other / Donations \$32,467 Transportation Exp. / Passenger TOTAL \$233,302 \$270,817 **Dedicated Service** \$10.19 \$11.77 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased \$192,614 Transportation Exp. / Hour (Dedicated Service) **Debt Servicing OPERATING** Other Capital Expenses 0.0167 Registrants / Capita 0.0215 **TOTAL CAPITAL EXPENSES** \$192,614 Passengers / Capita 0.6024 0.7597 CAPITAL FUNDING SOURCES Passengers / Registrant 36.12 35.41 Transit System Passengers / Hour (Dedicated Service) Federal Contributions Kms / Passenger (Dedicated Service) **Provincial Contributions** \$192,614 Average Speed (Dedicated Service) **Municipal Contributions** Other / Donations **TOTAL CAPITAL FUNDING** \$192,614

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	9,567	
Wheelchair/Scooter Users	3,237	
Attendants	2,389	
Companions		
Other (specified)		
TOTAL	15,193	
<u>l</u>		

VEHICLE DATA Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans	2	1	2	4
Small Buses Other	3	3	4	14
TOTAL DED. VEHICLES	5	4	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility:	Non Profit Organization Non Profit Organization			

Perth East

reitii Last					REGISTRANTS		Active	Total
Perth East Transportation	·	ulation served:		12,000	Wheelchair/Scooter	Users:	61	61
Contact: Dianne Lichti		vice area (km²):		171.0	Ambulatory:		756	756
Title: Manager		nmunities served:		1	Attendants:		2	2
Telephone: 519-595-8755		vice began:		01/07/1999	Companions:		18	18
Fax: 519-595-7755		sory Committee me		14	Other:			
Email: dlichti@knollcrestlodge.com	Eligi	bility Committee me	embers:	14	Total:		837	837
Dedicated Serv. Operated by: Transit Sys	stem/Municipality	Non-Dedicated So	ervice: Contra	actors:	Eligibility Criteria:	✓ Una	ble to Board	
	ntractor(s), number: 2	Taxi Scrip Progra			g,		ble to Use	
		Taxi Scrip Frogra	III Avallable.					
✓ Private No	n-Profit Org.					✓ Othe	er Criteria	
VEHICLE KILOMETRES & HOURS	2010	2011	SERVICE HOU	RS / SCHED	ULING			
Rev. Veh. Km Dedicated Service	63,388	48,656	Weekday:	0830 to	1600 Sun	day:	to	
Tot. Veh. Km Dedicated Service	63,788	63,656	Saturday:	to	Holid	day:	to	
Rev. Veh. Hrs Dedicated Service			Advanced book	ina notico:	1 day(s)			
Tot. Veh. Hrs Dedicated Service			Minimum notice		1 day(s) on: 24.0 hour(s)			
Non-Dedicated Service - Veh. Km.			Reservations / S		Fully Computeriz	مط		
Non-Dedicated Service - Veh. Hrs.				•	r uny computenz	cu		
PASSENGER DATA			FARE STRUCT					
Dedicated Service	8,391	11,734	Effective Date		Tickets/C			
Non-Dedicated Service				Cash	(unit pri	ice)	Monthly Pass	Fre
TOTAL PASSENGERS	8,391	11,734	Adult	\$4.50				
Subscription / Pre-booked	3%	15%	Child	\$0.50				
Reservation	73%	70%	Student	\$4.50				
On-Demand / Day of trip	25%	15%	Senior	\$4.50				
Cancelled in advance	774	1,374	Attendant					✓
No-shows / Cancelled at door	22	31	Companion					✓
Unaccommodated trips	52	43	Other					
Number of complaints		2	EMPLOYEE DA	ATA	E.	ull-time	Part-time	_
OPERATING EXPENSES			Operators	NIA.	г	1	5	-
Administration	\$2,991	\$2,012	Other Operation	10		'	3	
Operations:	ΨΞ,001	4 2,0.2	Vehicle Mechan					
Internal - Dedicated Service	\$66,695	\$99,306	General and Ad				1	
Contract - Dedicated Service	\$57,435	\$72,147	Other	iiiiiisti attori			'	
Contract - Non-Dedicated Service	\$9,785	\$16,431	TOTAL NUMBE	P OF EMPL	OVEES	1	6	
Contract - Taxi Scrip	, , , , ,	, -, -				•	•	
Maintenance (Vehicles & Facilities)	\$4,333	\$9,900	Union Affiliatio					
Fuel	\$18,615	\$20,612		Mechani				
TOTAL OPERATING EXPENSES	\$159,854	\$220,408		Other (sp	pecify):			
OPERATING REVENUES AND OTHER FUND			Top Operator W	•	12.50			
Passenger Revenue	\$97,515	\$132,704	Top Mechanic V	Vage Rate:				
Other Operating Revenue	ψ07,010	Ψ102,704	PERFORMA	NCE IND	ICATORS			
· -	007.545	0.400 =0.4	FINANCIAL	THOE IND	io A i o i to		2010	2011
Total Operating Revenue	\$97,515	\$132,704	R/C Ratio				61%	60%
Federal Contributions	000.000	000 407	Net Operating	Coat / Capita			\$5.19	\$7.3°
Provincial Contributions	\$20,339	\$68,467	Total Exp. / Pa				\$5.19 \$19.05	\$18.7
Municipal Contributions	\$30,000	\$7,500	Total Exp. / Eli		gor		\$20.20	\$20.1
Other / Donations	\$12,000	\$12,237					φ20.20	⊅ ∠U. I
TOTAL	\$159,854	\$220,908	Transportation		nger		¢47.50	¢17.0
CAPITAL EXPENSES				ed Service dicated Servi	00		\$17.53	\$17.2
Vehicles Purchased					Dedicated Service)			
Debt Servicing			•	Exp. / Hour (Dedicated Service)			
Other Capital Expenses			OPERATING					
TOTAL CAPITAL EXPENSES			Registrants / C				0.0483	0.069
CAPITAL FUNDING SOURCES			Passengers / 0	-			0.6993	0.977
Transit System			Passengers / F	-			14.49	14.0
Federal Contributions			Passengers / H	-	· ·			
Provincial Contributions			Kms / Passeng	• •	•		7.55	4.1
Municipal Contributions			Average Spee	d (Dedicated	Service)			
Other / Donations			-					
TOTAL CAPITAL FUNDING			PASSENGE	R DATA	Ded. Serv	ice N	on-Ded. Service	
			Ambulatory			321		
* Other Eligibility Criteria: frail, cognitive impairr				Scooter Users		108		
(physically/mental). * The fare changed from		1, 2011 and	Attendants		-,-	10		
from \$4.25 to \$4.50 June 1, 2011 due to increa	ses in fuel expenses.		Companions	;	7	795		

* Other Eligibility Criteria: frail, cognitive impairment, seniors, disabled
(physically/mental). * The fare changed from \$4.00 to \$4.25 on April 1, 2011 and
from \$4.25 to \$4.50 June 1, 2011 due to increases in fuel expenses.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	9,821	
Wheelchair/Scooter Users	1,108	
Attendants	10	
Companions	795	
Other (specified)		
TOTAL	11,734	

		Veh.	Avg. Capacity per Veh.			
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory		
Non-Accessible Cars			N/A			
Accessible Vans / Minivans	1	1	2	4		
Small Buses	1	1	4	14		
Other						
TOTAL DED. VEHICLES	2	2	N/A	N/A		
Vehicle ownership:	Non-Profi	t Organiza	ation			
Vehicle maintenance responsibility:	: Non-Profi	Non-Profit Organization				

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 55 Peterborough REGISTRANTS Active Total Peterborough Transit 80.000 Population served: Wheelchair/Scooter Users: 735 Service area (km2): 66.9 Contact: Andrew Burdett Ambulatory: 764 Communities served: Title: Operations Supervisor Attendants: 01/09/1976 Service began: Telephone: 705-742-7777 x 2889 Companions: Advisory Committee members: 12 705-742-3741 Other: Fax: Eligibility Committee members: 3 1,499 Fmail: aburdett@peterborough.ca Total: Non-Dedicated Service: ✓ Contractors: 1 Eligibility Criteria: Dedicated Serv. Operated by: 🗸 Transit System/Municipality ✓ Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: ✓ Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 234,900 239,600 Weekday: 0700 to 2245 0800 to 1930 Sunday: Tot. Veh. Km. - Dedicated Service 234.900 239.600 Saturday: 0700 to 2245 Holiday: to Rev. Veh. Hrs. - Dedicated Service 12.600 14.600 14 day(s) Advanced booking notice: Tot. Veh. Hrs. - Dedicated Service 12 600 14,600 Minimum notice for reservation: 1.0 hour(s) Non-Dedicated Service - Veh Km Fully Computerized Reservations / Scheduling: Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE** 34,700 **Dedicated Service** 34,100 Effective Date 03/05/2009 Tickets/Cards (unit price) Non-Dedicated Service 100 100 Cash **Monthly Pass** Free **TOTAL PASSENGERS** \$2.00 34.200 34.800 Adult \$2.25 \$55.00 Subscription / Pre-booked 40% 39% Child \$2.25 \$2.00 \$33.00 59% 60% Reservation \$50.00 Student \$2 25 \$2.00 On-Demand / Day of trip 1% 1% Senior \$2.25 \$2.00 \$33.00 Attendant \$2 25 \$2.00 \$55.00 Cancelled in advance 7,000 9,000 \$2.25 \$2.00 \$55.00 Companion No-shows / Cancelled at door 800 800 free with CNIB card Unaccommodated trips Other 80 150 Number of complaints 9 6 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 8 4 \$120,500 \$121,600 Administration Other Operations Operations: Vehicle Mechanics 2 Internal - Dedicated Service \$628,300 \$646.900 General and Administration 3 Contract - Dedicated Service Other Contract - Non-Dedicated Service \$900 \$800 **TOTAL NUMBER OF EMPLOYEES** a a Contract - Taxi Scrip Union Affiliations: Operators: ATU Local 1320 Maintenance (Vehicles & Facilities) \$186,000 \$173,400 Mechanics: CUPE Local 504 \$58 400 \$74,300 Other (specify): **TOTAL OPERATING EXPENSES** \$994,100 \$1,017,000 Top Operator Wage Rate: \$24.95 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$28.53 Passenger Revenue \$71,800 \$73,100 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$71,800 \$73,100 R/C Ratio 7% 7% **Federal Contributions** Net Operating Cost / Capita \$11.53 \$11.80 \$169,400 **Provincial Contributions** \$175,700 Total Exp. / Passenger \$29.07 \$29 22 **Municipal Contributions** \$746,600 \$774,500 Total Exp. / Eligible Passenger \$30.59 \$30.73 Other / Donations Transportation Exp. / Passenger TOTAL \$994,100 \$1,017,000 \$25.59 **Dedicated Service** \$25.78 CAPITAL EXPENSES Non-Dedicated Service \$9.00 \$8.00 Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$69.26 \$61.27 **Debt Servicing OPERATING** Other Capital Expenses 0.0226 Registrants / Capita 0.0187 **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.4275 0.4350 CAPITAL FUNDING SOURCES Passengers / Registrant 18.88 23.22 Transit System Passengers / Hour (Dedicated Service) 2.71 2.38 Federal Contributions Kms / Passenger (Dedicated Service) 6.89 6.90 **Provincial Contributions** Average Speed (Dedicated Service) 16.41 18.64 **Municipal Contributions** Other / Donations PASSENGER DATA Ded. Service **TOTAL CAPITAL FUNDING** Non-Ded. Service Ambulatory 18,100 70 Wheelchair/Scooter Users 14.900 30 Attendants 1,700 Companions Other (specified) **TOTAL** 34,700 100

		Veh.	Avg. Capacity per Veh.		
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans / Minivans	10	7	4	4	
Small Buses					
Other					
TOTAL DED. VEHICLES	10	7	N/A	N/A	
Vehicle ownership:	Municipali	,			
Vehicle maintenance responsibility Accessible taxis:	: Municipali	ty			

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2011 Operating Data Page 56 **Peterborough County REGISTRANTS** Active Total Caremobile 60.289 Population served: Wheelchair/Scooter Users: 56 106 Service area (km2): 3,877.2 Contact: Jane Pickard Ambulatory: 46 82 Communities served: 8 Title: Driver/Coordinator Attendants: 18/01/1992 Service began: Telephone: 705-749-0036 Companions: Advisory Committee members: 6 705-745-6011 Other: Fax: Eligibility Committee members: N/A Fmail: jane@commcareptbo.org Total: 102 188 Non-Dedicated Service: Contractors: Dedicated Serv. Operated by: Transit System/Municipality Eligibility Criteria: Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: ✓ Unable to Use ✓ Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 42,339 49,051 Weekday: 0600 to 1800 Sunday: to Tot. Veh. Km. - Dedicated Service 84.678 98.102 Saturday: 0800 to 1800 Holiday: to Rev. Veh. Hrs. - Dedicated Service 1.500 1,500 60 day(s) Advanced booking notice: Tot. Veh. Hrs. - Dedicated Service 3,000 3,000 Minimum notice for reservation: 24.0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 3,192 3.078 Effective Date 01/04/2011 Tickets/Cards (unit price) Non-Dedicated Service Cash **Monthly Pass** Free **TOTAL PASSENGERS** 3,078 3.192 Adult Subscription / Pre-booked 0% Child 0% 0% Student Reservation 0% On-Demand / Day of trip Senior 0% 0% Attendant Cancelled in advance 107 125 Companion No-shows / Cancelled at door 12 10 Other \$15 or \$30 depending on distance Unaccommodated trips 14 54 Number of complaints **EMPLOYEE DATA** Full-time Part-time **OPERATING EXPENSES** Operators 3 \$13,337 \$14,410 Administration Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service \$80,562 \$86,358 General and Administration Contract - Dedicated Service Contract - Non-Dedicated Service TOTAL NUMBER OF EMPLOYEES 5 Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$12,620 \$14,870 Mechanics: \$14,649 \$20,949 Other (specify): **TOTAL OPERATING EXPENSES** \$121,169 \$136,587 Top Operator Wage Rate: \$22.77 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$15,179 \$19,644 \$2,176 Other Operating Revenue \$3,184 PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$17,355 \$22,828 R/C Ratio 14% 17% **Federal Contributions** Net Operating Cost / Capita **Provincial Contributions** \$64,488 \$79,906 \$1.93 \$1.89 Total Exp. / Passenger \$37.96 \$44.38 **Municipal Contributions** \$27,500 \$27,500 Total Exp. / Eligible Passenger \$46.07 \$51.43 Other / Donations \$11,826 \$6,353 Transportation Exp. / Passenger TOTAL \$121,169 \$136,587 **Dedicated Service** \$33.78 \$39.69 **CAPITAL EXPENSES** Non-Dedicated Service Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$35.94 \$40.73 **Debt Servicing OPERATING** Other Capital Expenses Registrants / Capita 0.0042 0.0031 **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.0592 0.0511 **CAPITAL FUNDING SOURCES** Passengers / Registrant 14.25 16.37 Transit System Passengers / Hour (Dedicated Service) 2.05 2.13 **Federal Contributions** Kms / Passenger (Dedicated Service) 13.26 15.94 **Provincial Contributions** Average Speed (Dedicated Service) 28.23 32.70 **Municipal Contributions** Other / Donations PASSENGER DATA TOTAL CAPITAL FUNDING Ded. Service Non-Ded. Service Ambulatory 1.329 Wheelchair/Scooter Users 1,327 Attendants 422 Companions Other (specified) 3,078 **TOTAL**

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh			
Non-Accessible Cars			N/A			
Accessible Vans / Minivans	1	1	2	4		
Small Buses	1	1	4	8		
Other						
TOTAL DED. VEHICLES	2	2	N/A	N/A		
Vehicle ownership:	Municipa	lity				
Vehicle maintenance responsibility Accessible taxis:	Non-Profit Organization					

Port Hope

Port Hope S	pecialized Transit Serv		Population served:		13,750	Wheelchair/Sco		ers: 35	i otai 35
Contact:	Jeanette Davidson		Service area (km²):		13.1	Ambulatory:		169	169
Title:	Engineering Services T	echilician	Communities served: Service began:		1 14/04/1969	Attendants:			
Telephone: Fax:	905-885-2431 905-885-0507		Advisory Committee me	embers:	N/A	Companions: Other:		2	2
Email:	jdavidson@porthope.ca	a E	Eligibility Committee me	embers:	N/A	Total:		206	206
Dedicated Se	erv. Operated by: Tra	ansit System/Municipality	Non-Dedicated So	ervice: Cont	ractors:	Eligibility Crite	eria: 🗸	Unable to Board	
	✓ Pri	vate Contractor(s), number:	1 Taxi Scrip Progra	m Available:				Unable to Use	
	=	vate Non-Profit Org.						Other Criteria	
VELUCI E KIL	OMETRES & HOURS	2040	0044	CERVICE HOL	UDO / COUED				
	OMETRES & HOURS n Dedicated Service	2010	2011	SERVICE HO Weekday:	0700 to		Sunday:	to	
	n Dedicated Service			Saturday:	0900 to		Holiday:	to	
	s Dedicated Service		4,262	Advanced boo	king notice:	day(
	s Dedicated Service ed Service - Veh. Km.		4,262	Minimum notic	**				
	ed Service - Veh. Hrs.			Reservations /	Scheduling:	Manual			
PASSENGER				FARE STRUC	TURE				
Dedicated S		4,323	7,103	Effective Date			ts/Card		
	ated Service	4 222	7.400	A duit	Cash \$2.00	(un	it price)	Monthly Pass \$50.00	Fre
TOTAL PASS Subscription	on / Pre-booked	4,323 0%	7,103 0%	Adult Child	φ2.00			φ50.00	✓
Reservation		100%	100%	Student	\$2.00			\$30.00	Ť
On-Demand	d / Day of trip	0%	0%	Senior	\$2.00			\$30.00	
Cancelled in	advance	194		Attendant					~
	Cancelled at door	79		Companion Other					V
Unaccommod Number of co									
OPERATING	•			Operators	DATA		Full-ti	me Part-time	е
Administratio		\$7,499	\$7,000	Other Operation	ons				
Operations:				Vehicle Mecha	inics				
	Dedicated Service - Dedicated Service	\$96,255	\$110,939	General and A	dministration				
	 Non-Dedicated Service 		ψ110,959	Other TOTAL NUMB	ER OF EMPL	OYFFS			
	- Taxi Scrip			Union Affiliati					
	(Vehicles & Facilities)			Ollion Allillati	Mechani				
Fuel	RATING EXPENSES	\$103,754	\$117,939		Other (sp	pecify):			
		R FUNDING CONTRIBUTION		Top Operator \	Wage Rate:				
	ger Revenue	\$4,905	\$4,961	Top Mechanic	Wage Rate:				
Other O	perating Revenue			PERFORM	ANCE IND	CATORS			
Total Operati	ing Revenue	\$4,905	\$4,961	FINANCIAL				2010	2011
Federal Cont				R/C Ratio	Coot / Conito			5% \$7.10	4% \$8.22
Provincial Co Municipal Co		\$98,849	\$112,978	Total Exp. / P	g Cost / Capita Passenger			\$7.19 \$24.00	\$16.60
Other / Dona		Ψ00,040	Ψ112,010		ligible Passen	ger		\$24.00	\$16.60
TOTAL		\$103,754	\$117,939	· ·	n Exp. / Passe	nger			
CAPITAL EXP	PENSES				ated Service edicated Servi	ne.		\$22.27	\$15.62
Vehicles Pur						Dedicated Servi	ce)		\$26.03
Debt Servicin Other Capital	•			OPERATING					
•	ITAL EXPENSES			Registrants /	Capita				0.0150
CAPITAL FUN	NDING SOURCES			Passengers /	•			0.3144	0.5166
Transit Syste	em			Passengers /	Hour (Dedicat	ed Service)			34.48 1.67
Federal Cont					nger (Dedicate	•			1.01
Provincial Co Municipal Co				Average Spec	ed (Dedicated	Service)			
Other / Dona				_ [
TOTAL CAP	ITAL FUNDING			PASSENG		Ded.	Service	Non-Ded. Service	
* Commencing	October 2010, the servi	ce has been provided by Bu	rt Transportaton	Ambulatory	/ /Scooter Users	•	7,103		
Service (BTS).	* The operating hour	s of the service were reduce	d from Monday-	Attendants	rocooler users	•			
		00pm on Saturdays to Mono ays. The change was effect		Companion	IS				
9.00pm and 9.0 2011.	ooani-o.oopiii on oaturu	ays. The change was effect	ive as or Julie 0,	Other (spec	cified)				
				TOTAL			7,103		

	Veh. Avg. Capacity					
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory		
Non-Accessible Cars			N/A	_		
Accessible Vans / Minivans	1	1	1	1		
Small Buses						
Other						
TOTAL DED. VEHICLES	1	1	N/A	N/A		
Vehicle ownership:	Contract	ed operato	or			
Vehicle maintenance responsibility:	Contracted operator					

Prince Edward County

Prince Edwa	ard County	Po	pulation served:		25,490	REGISTRANTS	.4	Active	Total
Contact:	Shelly Ackers		ervice area (km²):		1,048.3	Wheelchair/Scoo Ambulatory:	oter User	rs: 237 543	237 543
Title:	Administrator Internal Ope	erations Co	ommunities served:		1	Attendants:		12	12
Telephone:	613-392-9640	Se	ervice began:		05/06/2007	Companions:			
Fax:	613-392-3872		dvisory Committee me		N/A	Other:			
Email:	sackers@bellnet.ca	El	igibility Committee me	embers:	N/A	Total:		792	792
Dedicated Se	erv. Operated by: Trans	sit System/Municipality	Non-Dedicated Se	ervice: Cor	ntractors:	Eligibility Criter	ia: 🗸	Unable to Board	
		te Contractor(s), number: 2			_			Unable to Use	
	=	te Non-Profit Org.		_	_			Other Criteria	
	Filva	le Non-Front Org.					V	Other Chiteria	
VEHICLE KIL	OMETRES & HOURS	2010	2011	SERVICE HO	OURS / SCHED	JLING			
	n Dedicated Service	83,154	107,379	Weekday:	0800 to	1630	Sunday:	to	
	Dedicated Service	96,132	118,004	Saturday:	to	H	łoliday:	to	
	s Dedicated Service	2,315	2,178	Advanced bo	okina notice:	day(s)		
	s Dedicated Service ed Service - Veh. Km.	2,723	2,465		ice for reservation				
	ed Service - Veh. Km. ed Service - Veh. Hrs.			Reservations	/ Scheduling:	Fully Compute	erized		
PASSENGER				FARE STRU	CTURE				
Dedicated S		5,614	5,806	Effective Date		Ticket	s/Cards		
Non-Dedica	ated Service				Cash	(unit	price)	Monthly Pass	Free
TOTAL PASS	ENGERS	5,614	5,806	Adult	\$5.00				
Subscriptio	n / Pre-booked	45%	25%	Child	\$5.00				
Reservation		52%	70%	Student	\$5.00				Щ
On-Deman	d / Day of trip	3%	5%	Senior	\$5.00				
Cancelled in	advance	444	290	Attendant	0.7.00				~
	Cancelled at door	18	370	Companion	\$5.00	a a atrication			
Unaccommod		10	92	Other	based on a zo	ne structure			
Number of co	•		6	EMPLOYEE	DATA		Full-tin	ne Part-time	•
OPERATING		CO7 740	COC 400	Operators					
Administratio Operations:	n	\$27,712	\$26,486	Other Operat					
-	Dedicated Service			Vehicle Mech				4	
	- Dedicated Service	\$119,490	\$110,134	Other	Administration			1	
	- Non-Dedicated Service	Ψ.10,100	Vo , o .		BER OF EMPLO	OVEES		1	
	- Taxi Scrip							•	
Maintenance	(Vehicles & Facilities)			Union Affilia	tions: Operator				
Fuel					Mechanio Other (sp				
TOTAL OPE	RATING EXPENSES	\$147,202	\$136,620	T 0		ecity).			
OPERATING	REVENUES AND OTHER	FUNDING CONTRIBUTION	NS	Top Operator	•				
Passeng	ger Revenue	\$36,213	\$41,263	Top Mechanic	=				
Other O	perating Revenue			PERFORM	MANCE INDI	CATORS			
Total Operati	ing Revenue	\$36,213	\$41,263	FINANCIAL				2010	2011
Federal Cont	tributions			R/C Ratio				25%	30%
Provincial Co		\$48,003	\$51,296	-	ng Cost / Capita			\$4.35	\$3.74
Municipal Co		\$42,986	\$24,061	Total Exp. /		nor.		\$26.22 \$27.51	\$23.53
Other / Dona	itions	\$20,000	\$20,000	-	Eligible Passeng on Exp. / Passe	-		\$27.51	\$25.30
TOTAL		\$147,202	\$136,620		cated Service	nger		\$21.28	\$18.97
CAPITAL EXI					Dedicated Service	ce		Ψ21.20	ψ10.57
Vehicles Pur						Dedicated Service	e)	\$43.88	\$44.68
Debt Servicir	•			OPERATING			,		
Other Capita	ITAL EXPENSES			Registrants				0.0284	0.0311
				Passengers				0.2202	0.2278
	NDING SOURCES			Passengers	-			7.75	7.33
Transit Syste					/ Hour (Dedicate	ed Service)		2.43	2.67
Federal Cont Provincial Co					enger (Dedicated	•		14.81	18.49
Municipal Co				Average Spe	eed (Dedicated	Service)		35.92	49.30
Other / Dona				_					
	ITAL FUNDING			PASSENC	GER DATA	Ded. S	ervice	Non-Ded. Service	
				Ambulator	У		4,007		
	d County contracted its spe				ir/Scooter Users	i	1,393		
	ery Transit in 2011. The co	epartment. * Other Eligib		Attendants	S		406		

Prince Edward County contracted its specialized tra	nsit services with Quinte Access
and Montogomery Transit in 2011. The contract admi	nistration is provided by the
County's Recreation, Parks and Culture Department.	* Other Eligibility Criteria:
seniors 65 years.	

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	4,007	
Wheelchair/Scooter Users	1,393	
Attendants	406	
Companions		
Other (specified)		
TOTAL	5,806	

		Veh.	Avg. Capac	ity per Veh.		
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory		
Non-Accessible Cars			N/A			
Accessible Vans / Minivans	1	1	1	4		
Small Buses	1	1	4	12		
Other						
TOTAL DED. VEHICLES	2	2	N/A	N/A		
Vehicle ownership:	Municipa	lity				
Vehicle maintenance responsibility:	V. Non Profit Organization					

Quinte West

Quinte	e West		CUT	A/MTO Ontario S	specialized Ira					
Quinte Acce	ss Transportation	Pop	oulation served:		52,920	REGISTRANT Wheelchair/So		Active 713	•	Total 713
Contact:	Shelly Ackers		vice area (km²):		722.0	Ambulatory:	000101 00010	1,460		1,460
Title:	Administrator		mmunities served: vice began:		2 17/01/1994	Attendants:		82		82
Telephone: Fax:	613-392-9640 613-392-3872		isory Committee me	embers:	8	Companions: Other:				
гах. Email:	shelly@quinteaccess.org		gibility Committee me		2	Total:		2,255		2,255
		sit System/Municipality	Non-Dedicated S	ervice: Cont	ractors:	Eligibility Cri	teria: 🗸	Unable to Board		,
504.04.04		te Contractor(s), number:	Taxi Scrip Progra			g,		Unable to Use		
		te Non-Profit Org.	raxi comp i rogia				_	Other Criteria		
		te Non Front Org.						Other Onteria		
	OMETRES & HOURS	2010	2011	SERVICE HOL				0700		
	n Dedicated Service Dedicated Service	341,670 356,277	321,655 337,740	Weekday:	0700 to 0700 to		Sunday: Holiday:	0700	to 000 to	
	s Dedicated Service	9,715	9,225	Saturday:			,	0700	10 000	ı
	s Dedicated Service	11,329	10,974	Advanced boo		day				
	ed Service - Veh. Km.			Minimum notic Reservations /			omputerized			
PASSENGER	ed Service - Veh. Hrs.			FARE STRUC	•	,				
Dedicated		21,114	21,838	Effective Date	TOKE	Tick	cets/Cards			
Non-Dedica	ated Service				Cash	(u	nit price)	Monthly	Pass	Free
TOTAL PASS		21,114	21,838	Adult	\$5.00					
Subscriptio Reservation	n / Pre-booked	43% 52%	43% 54%	Child	\$5.00 \$5.00					H
	n d / Day of trip	5%	3%	Student Senior	\$5.00 \$5.00					H
Cancelled in		2,683	2,408	Attendant	ψ0.00					✓
	Cancelled at door	187	96	Companion	\$5.00					
Unaccommod	dated trips	19	16	Other						
Number of co		2		EMPLOYEE D	ATA		Full-time	e Pa	rt-time	
OPERATING Administration		\$141,376	¢142 557	Operators			3		8	
Administratio Operations:	II	\$141,370	\$143,557	Other Operation Vehicle Mecha					1	
-	Dedicated Service	\$234,080	\$252,536	General and A			2		2	
	- Dedicated Service			Other						
	- Non-Dedicated Service			TOTAL NUMB	ER OF EMPL	OYEES	5		11	
	- Taxi Scrip (Vehicles & Facilities)	\$58,281	\$76,686	Union Affiliati						
Fuel	(**************************************	\$59,667	\$63,902		Mechani					
TOTAL OPE	RATING EXPENSES	\$493,404	\$536,680		Other (sp					
OPERATING	REVENUES AND OTHER	FUNDING CONTRIBUTION	S	Top Operator V Top Mechanic	•	615.45				
-	ger Revenue	\$127,591	\$148,081		=					
	perating Revenue	\$256		PERFORM	ANCE IND	ICATORS		2040		0044
Total Operati	•	\$127,847	\$148,081	FINANCIAL R/C Ratio				2010 26%		2011 28%
Federal Cont Provincial Co		\$153.586	\$140,863		Cost / Capita	ı		\$6.90		\$7.34
Municipal Co		\$175,953	\$181,178	Total Exp. / P	assenger			\$23.37		\$24.58
Other / Dona	tions	\$36,018	\$66,558	■	ligible Passen			\$25.67		\$26.63
TOTAL		\$493,404	\$536,680		n Exp. / Passe Ited Service	enger		\$16.67		\$18.00
CAPITAL EXI					edicated Servi	ce		φ10.07		φ10.0U
Vehicles Pur Debt Servicir		\$45,318	\$79,843			Dedicated Serv	vice)	\$31.07		\$35.82
Other Capita	•		\$60,800	OPERATING						
	ITAL EXPENSES	\$45,318	\$140,643	Registrants /	•			0.0401		0.0426
	NDING SOURCES			Passengers /	-			0.3988		0.4127
Transit Syste				Passengers /	Hour (Dedicat	ed Service)		9.95 2.17		9.68 2.37
Federal Cont		*			nger (Dedicate			2.17 16.18		14.73
Provincial Co Municipal Co		\$45,318	\$79,843		ed (Dedicated	•		35.17		34.87
Other / Dona			\$60,800	•						
	ITAL FUNDING	\$45,318	\$140,643	PASSENGI	ER DATA	Ded	. Service	Non-Ded. Ser	vice	
				Ambulatory			14,170			
				Wheelchair, Attendants	/Scooter Users	S	5,986 1,682			
				Companion	s		1,682			
				Other (spec						
				TOTAL			21,838			
				1						
							Veh.	Avg. Capac		
				VEHICLE D		Number	r Peak	Wheelchair	Ambu	latory
				Non-Access Accessible \	ible Cars /ans / Minivan	s :	3 2	N/A 1		3
						•	_	1	1	-

		Veh.	Avg. Capac	ity per Veh.	
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans / Minivans	3	2	1	3	
Small Buses	3	3	5	14	
Other					
TOTAL DED. VEHICLES	6	5	N/A	N/A	
Vehicle ownership:	Municipa	lity			
Vehicle maintenance responsibility: Accessible taxis:					

Rentre	S W					REGISTRANTS	Activ	e Total
Sunshine Co	oach Service		Population served:		20,000	Wheelchair/Scooter	Users: 300	e 10tai 300
Contact:	Neil Virgin		Service area (km²):		.0	Ambulatory:	450	450
Title:	Operations Manage	r	Communities served:		6	Attendants:		
Telephone:	613-432-2134		Service began:	mb ara	01/03/1985	Companions:		
Fax:	613-432-0957		Advisory Committee me Eligibility Committee me		10 10	Other:		
Email:	sunshinecoach@su					Total:	750	750
Dedicated Se	erv. Operated by:	Transit System/Municipality	Non-Dedicated Se		ractors:	Eligibility Criteria:	✓ Unable to Boa	rd
		Private Contractor(s), number	Taxi Scrip Program	m Available:			Unable to Use	
	✓	Private Non-Profit Org.					Other Criteria	
VEHICLE KIL	OMETRES & HOUR	S 2010	2011	SERVICE HOU	JRS / SCHEDU	JLING		
	n Dedicated Service	, -	204,236	Weekday:	0730 to	1630 Sund	lay: 0900) to 2200
	Dedicated Service	- ,	314,208	Saturday:	1000 to	2200 Holid	ay:	to
	s Dedicated Service	,	8,726	Advanced bool	king notice:	90 day(s)		
	s Dedicated Service ed Service - Veh. Km	,	13,425	Minimum notic				
	ed Service - ven. Km ed Service - Veh. Hrs			Reservations /		Partially Compute	erized	
PASSENGER		•		FARE STRUC	TURE			
Dedicated S		21,211	23,695	Effective Date		Tickets/Ca	ards	
	ated Service	,			Cash	(unit pri		ly Pass Free
TOTAL PASS	ENGERS	21,211	23,695	Adult	\$5.00	\$5.00		
Subscriptio	n / Pre-booked	65%	65%	Child	\$5.00	\$5.00		
Reservation	n	25%	25%	Student	\$5.00	\$5.00		
On-Deman	d / Day of trip	10%	10%	Senior	\$5.00	\$5.00		
Cancelled in	advance			Attendant				>
No-shows / C	Cancelled at door			Companion				\checkmark
Unaccommod	•			Other				
Number of co	•	1	1	EMPLOYEE D	ATA	Fu	II-time F	art-time
OPERATING			2444 700	Operators			2	6
Administratio	n	\$94,902	\$114,780	Other Operatio				1
Operations:	Dedicated Service	\$216.042	¢265 002	Vehicle Mecha				
	- Dedicated Service	\$316,943	\$365,803	General and A	dministration		1	1
	 Non-Dedicated Service 	vice		Other TOTAL NUMB	ED OF EMBL	OVEES	3	8
	- Taxi Scrip						3	0
	(Vehicles & Facilities	\$24,667	\$29,321	Union Affiliation	-			
Fuel		\$48,625	\$57,208		Mechanic			
TOTAL OPE	RATING EXPENSES	\$485,137	\$567,112		Other (sp			
		HER FUNDING CONTRIBUT		Top Operator V Top Mechanic	•	19.16		
-	ger Revenue	\$303,700	\$282,314	•	=	CATORO		
Other O	perating Revenue	\$1,384	\$2,080	PERFORM	ANCE INDI	CATORS		
Total Operati	•	\$305,084	\$284,394	FINANCIAL			2010	2011
Federal Cont		#05.004	0405 405	R/C Ratio	Coat / Canita		63% \$9.00	50% \$14.14
Provincial Co		\$95,881	\$125,105	Net Operating Total Exp. / Page 1			\$9.00 \$22.87	\$14.14 \$23.93
Municipal Co Other / Dona		\$31,900 \$52,272	\$21,700 \$135,913		ligible Passeno	ner	\$25.56	\$26.89
TOTAL	ILIONS	\$485,137	\$567,112		ngibie i dasenç n Exp. / Passei		Ψ20.00	Ψ20.00
		\$400,10 <i>1</i>	\$307,11Z		ted Service		\$18.40	\$19.09
CAPITAL EXI		¢02.244	\$58,765		edicated Service	ce	·	•
Vehicles Pur Debt Servicir		\$82,341 \$17,220	. ,	Transportation	n Exp. / Hour (I	Dedicated Service)	\$29.37	\$33.69
Other Capita	•	\$17,338 \$3,525		OPERATING				
•	ITAL EXPENSES	\$103,204	· · · · · · · · · · · · · · · · · · ·	Registrants /	Capita		0.0375	0.0375
		ψ100,204	ψ03,043	Passengers /			1.0606	1.1848
	NDING SOURCES			Passengers /	•		28.28	31.59
Transit Syste Federal Cont					Hour (Dedicate		2.46	2.72
Provincial Con		\$85,866	\$69,043		ger (Dedicated	•	10.48	8.62
Municipal Co		ψ03,000	ΨΟΘ,ΟΨΟ	Average Spee	ed (Dedicated S	Service)	25.74	23.41
Other / Dona		\$17,338		-				1
	ITAL FUNDING	\$103,204		PASSENGE	ER DATA	Ded. Servi	ce Non-Ded. S	ervice
				Ambulatory		11,8	65	
		estimates only due to no autor			Scooter Users	,		
		sed on estimates due to no au ics - Revenue Vehicle Hours :		Attendants		2,5	32	

Deadheading ratio is 65% vs 35%.

PASSENGER DATA Ambulatory Wheelchair/Scooter Users Attendants	Ded. Service 11,865 9,225 2,532	Non-Ded. Service
Companions Other (specified) TOTAL	73 23,695	

		Veh.	Avg. Capac	ity per Veh.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	7	7	2	4
Small Buses	1	1	4	10
Other	1	1	2	6
TOTAL DED. VEHICLES	9	9	N/A	N/A
Vehicle ownership:	Non-Prof	it Organiz	ation	

Vehicle maintenance responsibility: Non-Profit Organization Accessible taxis:

Sarnia	l					REGISTRANTS		Active	Total
Sarnia Care-	-A-Van		Population served:		71,919	Wheelchair/Scoo	ter Users	Active	784
Contact:	Jim Stevens		Service area (km²):		167.3	Ambulatory:			815
Title:	Director of Transit		Communities served:		2	Attendants:			
Telephone:	519-336-3271		Service began:		01/04/1981	Companions:			
Fax:	519-336-3361		Advisory Committee me		12	Other:			24
Email:	jim.stevens@sarnia.	ca	Eligibility Committee me	embers.	N/A	Total:			1,623
Dedicated Se	erv. Operated by: 🗸	Transit System/Municipality	Non-Dedicated Se	ervice: Con	tractors:	Eligibility Criter	ia: 🗸 Uı	nable to Board	
		Private Contractor(s), number:	Taxi Scrip Prograi	m Available:]		√ Uı	nable to Use	
		Private Non-Profit Org.					✓ 01	ther Criteria	
	OMETRES & HOURS n Dedicated Service		2011		URS / SCHEDU		undo.	0900 to 10	220
	n Dedicated Service ı Dedicated Service	217,013 217,013	221,694 221,694	Weekday:	0630 to		unday:	0900 to 10	630
	s Dedicated Service	13,088	13,072	Saturday:	0800 to	2230 H	loliday:	10	
	s Dedicated Service	13,088	13,072	Advanced boo	oking notice:	7 day(s)	1		
	ed Service - Veh. Km.	10,000	10,072	Minimum noti	ce for reservation	n: 24.0 hour(s	s)		
	ed Service - Veh. Hrs.			Reservations	/ Scheduling:	Partially Comp	outerized		
PASSENGER	DATA			FARE STRUC	CTURE				
Dedicated S	Service	33,252	35,063	Effective Date	01/01/2010	Tickets	s/Cards		
Non-Dedica	ated Service				Cash	(unit	price)	Monthly Pass	Free
TOTAL PASS		33,252	35,063	Adult	\$2.25	\$2	.00	\$60.00	
=	n / Pre-booked	50%	50%	Child					✓
Reservation		48%	48%	Student	\$2.25	•	.00	\$60.00	
On-Deman	d / Day of trip	2%	2%	Senior	\$2.25	\$2	.00	\$60.00	
Cancelled in		2,604	2,940	Attendant	00.05		00	000.00	~
	Cancelled at door	141	182	Companion	\$2.25	•	.00	\$60.00	
Unaccommod	•	124	112	Other	College \$150/4	l-mth, Elm/HS \$1	35/5-mtn; C	niidren<5 free	
Number of co	•			EMPLOYEE	DATA		Full-time	Part-tim	е
OPERATING		0400 440	400 700	Operators			6		
Administratio	n	\$103,416	\$93,703	Other Operati			1		
Operations:	Dedicated Service	\$464,393	\$483,693	Vehicle Mech				1	
	- Dedicated Service	Ψ+0+,090	Ψ - 00,093	General and A Other	Administration			1	
	 Non-Dedicated Serv 	ice			BER OF EMPLO	OVEES	7	2	
	- Taxi Scrip							2	
	(Vehicles & Facilities)	\$87,082	\$90,402	Union Affiliat	ions: Operators				
Fuel		\$54,187	\$72,009		Mechanic		56 690 - Office		
TOTAL OPE	RATING EXPENSES	\$709,078	\$739,807		Other (sp	• •	090 - Office	;	
OPERATING	REVENUES AND OT	HER FUNDING CONTRIBUTI	ONS		Wage Rate: \$2 Wage Rate: \$2				
	ger Revenue	\$60,913	\$61,956		•				
Other O	perating Revenue	\$510	\$492	PERFORM	IANCE INDI	CATORS			
Total Operati	ing Revenue	\$61,423	\$62,448	FINANCIAL				2010	2011
Federal Cont	tributions			R/C Ratio				9%	8%
Provincial Co		\$88,747	\$104,242		g Cost / Capita			\$9.01	\$9.42
Municipal Co		\$558,908	\$573,117	Total Exp. / I	**			\$21.32	\$21.10
Other / Dona	itions	^	4		Eligible Passend on Exp. / Passer			\$22.64	\$22.06
TOTAL		\$709,078	\$739,807		ated Service	igei		\$18.21	\$18.43
CAPITAL EXI					Dedicated Service	re		Ψ10.21	Ψ10. 4 3
Vehicles Pur		\$7,122	\$1,503			Dedicated Service	e)	\$46.28	\$49.43
Debt Servicir	•	\$17,706	\$10,234	OPERATING			,	*	*
Other Capita	•	\$17,600	\$2,200	Registrants /				0.0203	0.0226
	ITAL EXPENSES	\$42,428	\$13,937	Passengers				0.4624	0.0220
-	NDING SOURCES			Passengers	-			22.81	21.60
Transit Syste					/ Hour (Dedicate	ed Service)		2.54	2.68
Federal Cont		647.000	67.000		nger (Dedicated			6.53	6.32
Provincial Co Municipal Co		\$17,600 \$24,828	\$7,939 \$5,998		ed (Dedicated S	-		16.58	16.96
Other / Dona		\$24,828	\$5,998 I	•					
	ITAL FUNDING	\$42,428	\$13,937	PASSENG	ER DATA	Ded. S	ervice	Non-Ded. Service	
. O I AL OAI		Ψ72,720	Ψ10,331	Ambulator			23,693		
		Nov 1 - March 31 each year.			r/Scooter Users		9,847		
	or FREE starting April	1, 2010. * Sarnia Transit w * In 2011. 37 registered clie		Attendants	3		1,236		
	O III UUIIUUI V I. EU L.	20 1 1. 07 1501315150 6115							

passenger trips. Point Edward service contract revenue for 2011 was \$21,874 and its passenger revenue was \$1,010.50.

Ded. Service	Non-Ded. Service
23,693	
9,847	
1,236	
287	
35,063	
	23,693 9,847 1,236 287

VEHICLE DATA Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans Small Buses Other	6	6	3	8
TOTAL DED. VEHICLES	6	6	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:		l Transit S I Transit S	,	

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 62 Sault Ste Marie **REGISTRANTS** Active Sault Ste Marie Transit Parabus Services 69.900 Population served: Wheelchair/Scooter Users: 1 596 1.596 Service area (km2): 223.5 Mr. Sam Piraino Ambulatory: 1,241 1,241 Contact: Communities served: Title: Area Coordinator Transit/Parking Attendants: 01/01/1975 Service began: Telephone: 705-759-5434 Companions: Advisory Committee members: 12 705-759-5834 Other: Fax: Eligibility Committee members: N/A Fmail: s.piraino@cityssm.on.ca Total: 2.837 2.837 Non-Dedicated Service: ✓ Contractors: 1 Dedicated Serv. Operated by: 🗸 Transit System/Municipality Eligibility Criteria: Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 221,566 230,399 Weekday: 0730 to 2400 0800 to 2300 Sunday: Tot. Veh. Km. - Dedicated Service 221.566 230.399 Saturday: 0830 to 2400 Holiday: 0800 to 2300 Rev. Veh. Hrs. - Dedicated Service 17,421 16.675 Advanced booking notice: 7 day(s) Tot. Veh. Hrs. - Dedicated Service 17,421 16,675 Minimum notice for reservation: 24 0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: **Fully Computerized** Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 34,151 32.801 Effective Date 01/03/2011 Tickets/Cards (unit price) Non-Dedicated Service 13,020 12,388 Cash **Monthly Pass** Free TOTAL PASSENGERS 47.171 45.189 Adult \$2.25 \$1.50 Subscription / Pre-booked 48% 49% Child \$2.25 \$1.50 51% 50% Reservation Student \$2 25 \$1.50 On-Demand / Day of trip 1% 1% Senior \$2 25 \$1.50 Attendant Cancelled in advance 2,198 2,371 Companion \$2.25 No-shows / Cancelled at door 394 450 Other Unaccommodated trips 870 578 Number of complaints 34 30 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 6 4 \$20,035 Administration \$4,167 Other Operations 1 Operations: Vehicle Mechanics 1 Internal - Dedicated Service \$665,694 \$676.816 General and Administration 1 Contract - Dedicated Service \$128,438 \$140,516 Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** 9 Contract - Taxi Scrip ATU Local 1767 Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$59,625 \$59,196 Mechanics: USWA Local 2251 \$83 361 \$44.265 Fuel **CUPE Local 67** Other (specify): **TOTAL OPERATING EXPENSES** \$913.311 \$968,802 Top Operator Wage Rate: \$22.76 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$26.28 Passenger Revenue \$57,279 \$60,449 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$57,279 \$60,449 R/C Ratio 6% 6% **Federal Contributions** \$12.25 Net Operating Cost / Capita \$13.00 **Provincial Contributions** \$243.951 Total Exp. / Passenger \$19.36 **Municipal Contributions** \$856,032 \$664,402 \$21.44 Total Exp. / Eligible Passenger \$21.60 \$23.90 Other / Donations TOTAL \$913,311 \$968,802 Transportation Exp. / Passenger **Dedicated Service** \$26.62 \$28.92 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased \$93,306 Transportation Exp. / Hour (Dedicated Service) \$52.19 \$56.90 **Debt Servicing OPERATING** Other Capital Expenses Registrants / Capita 0.0442 0.0406 **TOTAL CAPITAL EXPENSES** \$93,306 Passengers / Capita 0.6748 0.6465 CAPITAL FUNDING SOURCES Passengers / Registrant 15.28 15.93 Transit System Passengers / Hour (Dedicated Service) 1.96 1.97 Federal Contributions Kms / Passenger (Dedicated Service) 6.49 7.02 **Provincial Contributions** \$93,306 Average Speed (Dedicated Service) 12.72 13.82 **Municipal Contributions** Other / Donations PASSENGER DATA Ded Service Non-Ded Service **TOTAL CAPITAL FUNDING** \$93,306

I ACCENCEN DATA	Dea. Oct vice	Non Dea. Oct vice
Ambulatory	10,555	12,388
Wheelchair/Scooter Users	17,594	
Attendants	4,652	
Companions		
Other (specified)		
TOTAL	32,801	12,388

VEHICLE DATA Non-Accessible Cars	Number	ven. Peak	Wheelchair N/A	Ambulatory
Accessible Vans / Minivans				
Small Buses	10	6	5	5
Other				
TOTAL DED. VEHICLES	10	6	N/A	N/A
Vehicle ownership:	Municipa	I Transit S	ystem	
Vehicle maintenance responsibility: Accessible taxis:	Municipa	l Transit S	ystem	

Schreiber

Schreiber Te	errace Bay Handi Tr	ansit	Population served:		2,526	Wheelchair/Scoote	r Users: 9		otai 76
Contact:	Jonathan Hall		Service area (km²):		187.8	Ambulatory:	112		276
Title:	Clerk		Communities served:		2	Attendants:			
Telephone:	807-824-2711 x225	i ·	Service began:		01/01/1986	Companions:	10	i	22
Fax:	807-824-3231		Advisory Committee me		7	Other:			
Email:	clerk@schreiber.ca		Eligibility Committee me	embers.	3	Total:	131	1	374
Dedicated Se	erv. Operated by: 🗸	Transit System/Municipality	Non-Dedicated S	ervice: Contra	actors:	Eligibility Criteria:	Unable to Bo	ard	
		Private Contractor(s), number	r: Taxi Scrip Progra	m Available:			Unable to Us	e	
		Private Non-Profit Org.					✓ Other Criteria		
		Tivate Non Front Org.					• Other official	•	
VEHICLE KIL	OMETRES & HOUR	S 2010	2011	SERVICE HOUR	RS / SCHED	ULING			
	n Dedicated Servic	,	46,586	Weekday:	0700 to	2300 Sun	iday: 100	00 to 2300	
	n Dedicated Service	,	62,843	Saturday:	1000 to	2300 Holi	day: 100	00 to 2300	
	s Dedicated Service		918	Advanced booki	na notice:	1 day(s)			
	s Dedicated Service ed Service - Veh. Km		1,194	Minimum notice					
	ed Service - Ven. Kri ed Service - Veh. Hrs			Reservations / S		Manual			
PASSENGER		•		FARE STRUCT	URE				
Dedicated		1,889	3,340	Effective Date 0		Tickets/C	Cards		
	ated Service	,	-,-		Cash	(unit pr		hly Pass	Free
TOTAL PASS	ENGERS	1,889	3,340	Adult	\$2.00				
Subscriptio	n / Pre-booked	0%	0%	Child	\$2.00				
Reservation		100%	0%	Student	\$2.00				Ц
On-Deman	d / Day of trip	0%	0%	Senior	\$2.00				Щ
Cancelled in	advance			Attendant	***				~
	Cancelled at door			Companion	\$2.00	h-t O-bib	D		Ш
Unaccommo	•			Other \$2	2 in town; \$4	between Schreiber a	апо теггасе вау		
Number of co	•			EMPLOYEE DA	TΑ	F	ull-time	Part-time	
OPERATING Administration				Operators			1	2	
Administratio Operations:	n			Other Operation				1	
-	Dedicated Service	\$56,318	\$60,021	Vehicle Mechani				1	
	- Dedicated Service	Ψ30,510	Ψ00,021	General and Adr Other	ninistration			ı	
	 Non-Dedicated Ser 	vice		TOTAL NUMBE	R OF EMPL	OYFFS	1	4	
	- Taxi Scrip						•	7	
Maintenance	(Vehicles & Facilities	s) \$4,338	\$3,519	Union Affiliation	ns: Operator Mechani				
Fuel		\$7,031	\$10,018		Other (sp				
TOTAL OPE	RATING EXPENSES	\$67,687	\$73,558	T 0					
OPERATING	REVENUES AND O	THER FUNDING CONTRIBUT	IONS	Top Operator War	•	523.80			
Passeng	ger Revenue	\$8,068	\$9,880	• .	•				
Other O	perating Revenue			PERFORMA	NCE IND	ICATORS			
Total Operati	ing Revenue	\$8,068	\$9,880	FINANCIAL			2010		2011
Federal Cont	tributions			R/C Ratio			129		13%
Provincial Co				Net Operating (\$23.6		25.21
Municipal Co		\$59,619	\$63,679	Total Exp. / Pas		~~"	\$35.8		22.02
Other / Dona	itions	¢c7.co7	£70 FF0	Total Exp. / Eliginal Transportation		•	\$37.5	U \$4	22.60
TOTAL		\$67,687	\$73,559		ed Service	angol	\$35.8	3 \$	22.02
CAPITAL EXI					dicated Servi	ce	Ψ00.0	Ψ.	
Vehicles Pur						Dedicated Service)	\$132.2	0 \$0	61.56
Debt Servicir	•			OPERATING		,			
Other Capita	ITAL EXPENSES			Registrants / Ca	apita		0.109	3 0	.1481
				Passengers / C			0.747		.3223
	NDING SOURCES			Passengers / R	-		6.8		8.93
Transit Syste Federal Conf				Passengers / H	lour (Dedicat	ed Service)	5.7	6	3.63
Provincial Co				Kms / Passeng		•	8.5		13.95
Municipal Co				Average Speed	d (Dedicated	Service)	49.3	2 !	50.70
Other / Dona									
TOTAL CAP	ITAL FUNDING			PASSENGER	R DATA	Ded. Serv		Service	
Other Cliestett	ity Critoria: aldarb: ::	sually impaired, cognitively dis	ablad anilanay if	Ambulatory			581		
		sually impaired, cognitively dis ents those from using conventi		Wheelchair/S	Scooter Users	3	674		
	,			Attendants Companions			85		
				Companions			00		- 1

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,581	
Wheelchair/Scooter Users	674	
Attendants		
Companions	85	
Other (specified)		
TOTAL	3,340	

		Veh.	Avg. Capaci	ity per Veh.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	2
Small Buses				
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipalit	V		
Vehicle maintenance responsibility	: Municipalit	, /		
Accessible taxis:	•	•		

St. Catharines

Paratransit S	System of St. Catha	rines	Population served:		130,000		rRANTS hair/Scooter	l leare	Active 262	Total 756
Contact:	Debbie Grandbois		Service area (km²):		97.0	Ambulat		USCIS.	301	730 745
Title:	Paratransit Supervi	sor	Communities served:		2	Attenda				
Telephone:	905-685-4228 x250		Service began:	omboro:	06/01/1979 9	Compar	nions:			
Fax: Email:	905-685-4050	ua aam	Advisory Committee me Eligibility Committee m		2	Other: Total:			563	1,501
	dgrandbois@yourb		Non-Dedicated S		straatara: 1		tu Critorio			1,301
Dedicated Se	erv. Operated by. 🔽	Transit System/Municipality			Till actors. T	Eligibili	ty Criteria:		Jnable to Board	
		Private Contractor(s), number	Taxi Scrip Progra	ım Available:				=	Jnable to Use	
		Private Non-Profit Org.							Other Criteria	
VEHICLE KIL	OMETRES & HOUR	S 2010	2011	SERVICE HO	URS / SCHED	ULING				
	n Dedicated Servic	. ,	289,368	Weekday:	0730 to	2300	Sund	lay:		2000
	Dedicated Service	. ,	289,368	Saturday:	0900 to	2300	Holid	ay:	1030 to	1800
	s Dedicated Service	,	15,208	Advanced bo	okina notice:		14 day(s)			
	Dedicated Service	· · · · · · · · · · · · · · · · · · ·	15,208		ce for reservation		1.0 hour(s)			
	ed Service - Veh. Km	· · · · · · · · · · · · · · · · · · ·	24,120	Reservations			Computerize	ed		
PASSENGER	ed Service - Veh. Hrs	1,871	1,684	FARE STRU	•	. ,				
Dedicated S		33,155	30,371	Effective Date			Tickets/Ca	arde		
	ated Service	3,549	3,551	Lifective Date	Cash		(unit pri		Monthly Pas	s Free
TOTAL PASS		36,704	33,922	Adult	\$2.50		\$2.35	,	\$80.00	3 1100
	n / Pre-booked	5%	7%	Child	\$2.50		\$2.00		Ψ00.00	
Reservation		93%	90%	Student	\$2.50					Ħ
	d / Day of trip	2%	3%	Senior	\$2.50					П
Cancelled in	advance	992	1,091	Attendant	\$2.50					П
	Cancelled at door	267	216	Companion	\$2.50					
Unaccommod		1,369	849	Other						
Number of co	•	12	11	EMBL OVEE	DATA		F.,		Dant tin	
OPERATING	-			EMPLOYEE Operators	DATA		Fu	I II-time 8	e Part-tin	ne
Administration		\$132,700	\$144,864	Other Operati	ions			0		
Operations:		, , , , ,	, ,	Vehicle Mech				1		
Internal -	Dedicated Service	\$698,821	\$690,119	General and				1	2	
Contract -	- Dedicated Service	\$79,547	\$79,720	Other				1		
Contract -	 Non-Dedicated Ser 	vice \$82,965	\$77,286	TOTAL NUMI	BER OF EMPL	OYEES		11	2	
Contract -	- Taxi Scrip			Union Affilia	tions: Operator	·e·	ATU Local 8	2/6		
Maintenance	(Vehicles & Facilities		\$221,601	Omon Amia	Mechani		ATU Local 8			
Fuel		\$59,704	\$67,410		Other (sp		7110 Local c	, 10		
	RATING EXPENSES	. , ,	\$1,281,000	Ton Operator	Wage Rate: \$	• •				
		THER FUNDING CONTRIBUT			: Wage Rate: \$					
-	ger Revenue	\$92,863	\$94,046	•	=		00			
Other Op	perating Revenue				MANCE INDI	ICATO	RS			
Total Operati	•	\$92,863	\$94,046	FINANCIAL					2010	2011
Federal Cont				R/C Ratio	a Coot / Conito				7%	7%
Provincial Co		¢4.470.000	£4.400.054	Total Exp. / I	ng Cost / Capita	l			\$8.87 \$34.42	\$9.13 \$37.76
Municipal Co Other / Dona		\$1,170,389	\$1,186,954		Fassenger Eligible Passen	ner			\$36.49	\$39.69
TOTAL	110115	\$1,263,252	\$1,281,000	1	on Exp. / Passe				ψουτο	ψ00.00
		\$1,263,232	\$1,201,000		ated Service	ingo:			\$31.60	\$34.86
CAPITAL EXF		000 444	0.170.001		Dedicated Servi	ce			\$23.38	\$21.76
Vehicles Pur		\$82,411	\$173,201		on Exp. / Hour (d Service)		\$62.84	\$69.62
Debt Servicin	•			OPERATING		•	ŕ			
Other Capital	ITAL EXPENSES	\$82,411	\$173,201	Registrants /					0.0114	0.0116
		\$02,411	\$173,201	Passengers	•				0.2781	0.2609
	NDING SOURCES			Passengers	-				24.39	22.60
Transit Syste					/ Hour (Dedicat	ed Servic	ce)		1.99	2.00
Federal Cont		607 440			enger (Dedicate				10.40	9.53
Provincial Co		\$27,443 \$54,968	¢172 201	Average Spe	eed (Dedicated	Service)			20.68	19.03
Municipal Co Other / Dona		\$54,968	\$173,201	•						
	ITAL FUNDING	\$82,411	\$173,201	PASSENG	SER DATA		Ded. Servi	ce	Non-Ded. Service	, [
. OTAL GAF		Ψ02,411	Ψ173,201	Ambulator			16,8		1,057	
		provided taxi service for the Th			ir/Scooter Users	S	12,0		2,295	
		vice: 107 registered clients, 3,		Attendants	3		6	60	59)
i noroia service	e contract revenue to	r 2011 was \$78,503 and passe	enger revenue was	Companio	ne		7	01	140	

\$9,232.

Ded. Service	Non-Ded. Service	
16,834	1,057	
12,086	2,295	
660	59	
791	140	
30,371	3,551	
	16,834 12,086 660 791	16,834 1,057 12,086 2,295 660 59 791 140

		Veh.	Avg. Capac	ity per Veh.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	3	2		3
Small Buses	8	6	5	5
Other				
TOTAL DED. VEHICLES	11	8	N/A	N/A
Vehicle ownership:	Transit C	ommission	า	
Vehicle maintenance responsibility:	Transit C	ommissior	ו	

St. Marys

St Marvs &	Area Mobility Service	Po	pulation served:		10,749	REGISTR		Active	Total
Contact:	Kerri McIntosh		ervice area (km²):		530.2	Wheelcha Ambulator	ir/Scooter Users:	105 455	105 455
Title:	Coordinator		ommunities served:		3	Attendants	-	455	433
Telephone:	519-284-4010	Se	ervice began:		01/01/1991	Companio			
Fax:	519-284-0261		lvisory Committee me		8	Other:			
Email:	mobility@town.stmarys.on.ca	El	gibility Committee me	embers:	N/A	Total:		560	560
Dedicated Se	erv. Operated by: Transit Sy	ystem/Municipality	Non-Dedicated S	ervice: 🗹 Cor	ntractors: 14	Eligibility	Criteria: 🗸 🗸	Inable to Board	
	Private C	ontractor(s), number:	Taxi Scrip Progra	m Available:			√ (Inable to Use	
	✓ Private N	on-Profit Org.					V	Other Criteria	
VEHICLE KIL	OMETRES & HOURS	2010	2011	SERVICE HO	OURS / SCHED	ULING			
Rev. Veh. Kr	m Dedicated Service	52,588	39,748	Weekday:	1200 to	2400	Sunday:	1200 to	2400
	n Dedicated Service	52,588	39,748	Saturday:	1200 to	2400	Holiday:	1200 to	2400
	rs Dedicated Service			Advanced bo	okina notice:	30	day(s)		
	s Dedicated Service ed Service - Veh. Km.				ice for reservati		hour(s)		
	ed Service - Veh. Hrs.	3,165	2,586	Reservations	/ Scheduling:	Fully C	omputerized		
PASSENGER		2,122	_,	FARE STRU	CTURE				
Dedicated	Service	7,654	10,061	Effective Date	e 01/08/2011		Tickets/Cards		
	ated Service	2,374	1,810		Cash		(unit price)	Monthly Pa	ss Free
TOTAL PASS		10,028	11,871	Adult	\$4.75				
-	on / Pre-booked	30%	30%	Child	\$4.75				
Reservatio	n nd / Day of trip	60% 10%	59% 11%	Student	\$4.75				H
				Senior Attendant	\$4.75				
Cancelled in	advance Cancelled at door	1,566 16	151 36	Companion					Y
Unaccommo		10	30	Other	Per km out of	town trips			
Number of co	•			EMPLOYEE	DATA	•	Full time	Dort 4	
OPERATING	•			Operators	DATA		Full-time	e Part-ti 3	me
Administration		\$64,092	\$52,637	Other Operati	ions			0	
Operations:				Vehicle Mech					
	- Dedicated Service	\$84,603	\$122,283	General and	Administration		1		
	- Dedicated Service	007.070	400.040	Other					
	Non-Dedicated ServiceTaxi Scrip	\$27,979	\$22,943	TOTAL NUM	BER OF EMPL	OYEES	2	3	
	e (Vehicles & Facilities)	\$4,842	\$5,793	Union Affilia	tions: Operator	rs:			
Fuel	(Vernoles & Lacinaes)	\$9,756	\$10,539		Mechani				
	RATING EXPENSES	\$191,272	\$214,195		Other (s	pecity):			
OPERATING	REVENUES AND OTHER FUN	NDING CONTRIBUTION	NS		Wage Rate: \$	\$16.50			
	ger Revenue	\$70,435	\$67,055	Top Mechanic	c Wage Rate:				
Other O	perating Revenue			PERFORM	MANCE IND	ICATORS	S		
Total Operat	ting Revenue	\$70,435	\$67,055	FINANCIAL				2010	2011
Federal Con	tributions			R/C Ratio				37%	31%
Provincial Co	ontributions	\$71,984	\$97,139		ng Cost / Capita -	a		\$11.24	\$13.69
Municipal Co		\$16,817	\$17,850	Total Exp. /		~~~		\$19.07	\$18.04
Other / Dona	ations	\$11,501	\$9,915		Eligible Passen on Exp. / Passe			\$19.07	\$18.04
TOTAL		\$170,737	\$191,960	-	ated Service	rigei		\$12.96	\$13.78
CAPITAL EX					Dedicated Servi	ice		\$11.79	\$12.68
Vehicles Pur Debt Servicii				Transportation	on Exp. / Hour	(Dedicated	Service)		
Other Capita	•			OPERATING	i				
•	PITAL EXPENSES			Registrants	/ Capita			0.0335	0.0521
	NDING SOURCES			Passengers	-			0.9329	1.1044
Transit Syste				Passengers	-			27.86	21.20
Federal Con					/ Hour (Dedicat)	0.07	0.05
Provincial Co					enger (Dedicate eed (Dedicated	-		6.87	3.95
Municipal Co				Average Spe		GET VICE)			
Other / Dona				DACCENIC	SED DATA		Dad Carrier	New Deal Comits	
IOTAL CAP	PITAL FUNDING			Ambulator	SER DATA	Į.	Ded. Service 8,262	Non-Ded. Servic 1,81	
As of August 1	, 2011, out of St. Marys' fare we	ere changed from a flat	rate to a per		y ir/Scooter User:	s	1,799	1,01	Ĭ

As of August 1, 2011, out of St. Marys' fare were changed from a flat rate to a per
kilometre rate. The rates for medical and non-medical transportation are at \$0.34/km
and \$0.56/km respectively. The extra \$0.22/km for medical transportation is
reimbursed from partnering agency, St. Marys & Area Home Support Services. The 1
way fare in St. Marys was increased from \$3.75 to \$4.75 for the first time in over 5
years. * Eligibility Criteria: An intake process is completed and eligibility is based on
our Mandate - To provide transportation to those in St. Marys and surrounding area
with varying abilities or recovering from illness or injury. * Non-Dedicated Service is
provided by volunteer drivers.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	8,262	1,810
Wheelchair/Scooter Users	1,799	
Attendants		
Companions		
Other (specified)		
TOTAL	10,061	1,810

VEHICLE DATA Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans	2	2	2	3
Small Buses Other	1	1	5	12
TOTAL DED. VEHICLES	3	3	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:		fit Organiza fit Organiza		

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2011 Operating Data Page 66 St. Thomas REGISTRANTS Active City of St. Thomas - Transit 36.000 Population served: Wheelchair/Scooter Users: 100 100 Service area (km2): 35.7 Dave White Ambulatory: 525 525 Contact: Communities served: Title: Supervisor of Roads and Transportation Attendants: Service began: Telephone: 519-631-0368 x5130 Companions: Advisory Committee members: N/A 519-631-5542 Other: Fax: Eligibility Committee members: N/A Fmail: dwhite@city.st-thomas.on.ca Total: 625 625 Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board Taxi Scrip Program Available: ✓ Private Contractor(s), number: 1 Unable to Use ✓ Other Criteria Private Non-Profit Org. **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service Weekday: 0715 to 1845 Sunday: to Tot. Veh. Km. - Dedicated Service Saturday: 0915 to 1845 Holiday: to 6,313 Rev. Veh. Hrs. - Dedicated Service 6.350 Advanced booking notice: 1 day(s) Tot. Veh. Hrs. - Dedicated Service 6,350 6,313 0.0 hour(s) Minimum notice for reservation: Non-Dedicated Service - Veh Km Partially Computerized Reservations / Scheduling: Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 19,560 20,140 Effective Date 01/07/2007 Tickets/Cards (unit price) Non-Dedicated Service Cash **Monthly Pass** Free **TOTAL PASSENGERS** \$2.00 19.560 20.140 Adult \$2.50 \$60.00 Subscription / Pre-booked 0% 0% Child \$2.50 \$1.50 \$50.00 0% Reservation 0% \$50.00 Student \$2.50 \$1.50 On-Demand / Day of trip 0% 0% Senior \$2.50 \$1.50 \$50.00 Attendant Cancelled in advance 1,306 1,105 Companion No-shows / Cancelled at door 293 317 Children under 5 ride free Unaccommodated trips Other 323 553 Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators \$27,112 \$32,119 Administration Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration 2 Contract - Dedicated Service \$216,127 \$220,764 Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** 2 Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$39,142 \$43.910 Mechanics: Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$282,380 \$296,794 Top Operator Wage Rate: **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$54,712 \$71,348 Other Operating Revenue \$1.340 \$1,781 PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$56,053 \$73,129 R/C Ratio 20% 25% **Federal Contributions** Net Operating Cost / Capita \$6.29 \$6.21 **Provincial Contributions** Total Exp. / Passenger \$14.44 \$14 74 **Municipal Contributions** \$226,327 \$223,665 Total Exp. / Eligible Passenger \$15.19 \$15.60 Other / Donations Transportation Exp. / Passenger TOTAL \$282,380 \$296,794 **Dedicated Service** \$13.05 \$13.14 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$40.20 \$41.93 **Debt Servicing OPERATING** Other Capital Expenses 0.0167 Registrants / Capita 0.0174 **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.5433 0.5594 CAPITAL FUNDING SOURCES Passengers / Registrant 32.60 32.22 Transit System Passengers / Hour (Dedicated Service) 3.08 3.19

* Other Eligibility Criteria: for persons with a disability who are unable to use St.
Thomas Transit conventional fixed-route bus service.

Federal Contributions

Provincial Contributions

Municipal Contributions Other / Donations **TOTAL CAPITAL FUNDING**

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	13,180	
Wheelchair/Scooter Users	5,850	
Attendants	1,110	
Companions		
Other (specified)		
TOTAL	20,140	

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

		Veh.	Avg. Capac		
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans / Minivans					
Small Buses	2	2	4	4	
Other					
TOTAL DED. VEHICLES	2	2	N/A	N/A	
Vehicle ownership:	Municipalit	.y			
Vehicle maintenance responsibility Accessible taxis:	: Contractor	Ī			

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 67 Stratford **REGISTRANTS** Active Total Stratford Mobilty Bus 32.000 Population served: Wheelchair/Scooter Users: 298 Service area (km2): 25.3 Michael D. Dack Ambulatory: 350 Contact: Communities served: Title: Cemetery and Transit Manager Attendants: 15/02/2005 Service began: Telephone: 519-271-0250 x340 Companions: Advisory Committee members: N/A 519-271-9488 Other: Fax: Eligibility Committee members: N/A Email: mdack@city.stratford.on.ca Total: 648 Non-Dedicated Service: Contractors: Dedicated Serv. Operated by: 🗸 Transit System/Municipality Eligibility Criteria: ✓ Unable to Board Private Contractor(s), number: Taxi Scrip Program Available: Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 78,169 0820 to 1700 0820 to 1600 Weekday: Sunday: Tot. Veh. Km. - Dedicated Service 78.169 Saturday: 0820 to 1700 Holiday: to Rev. Veh. Hrs. - Dedicated Service Advanced booking notice: 10 day(s) Tot. Veh. Hrs. - Dedicated Service Minimum notice for reservation: 2.0 hour(s) Non-Dedicated Service - Veh. Km. Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 15,605 17,744 Effective Date 01/01/2009 Tickets/Cards (unit price) Non-Dedicated Service Cash **Monthly Pass** Free 17.744 TOTAL PASSENGERS 15.605 Adult \$2.75 \$2.75 Subscription / Pre-booked 0% 0% Child 0% 0% Reservation Student On-Demand / Day of trip 0% 0% Senior Attendant Cancelled in advance 695 1,298 Companion No-shows / Cancelled at door Other Unaccommodated trips Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 2 4 \$40,892 Administration Other Operations 1 Operations: Vehicle Mechanics 2 Internal - Dedicated Service \$187,441 \$248.164 General and Administration Contract - Dedicated Service Other 1 Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** 5 6 Contract - Taxi Scrip Union Affiliations: Operators: **IBFW 136** Maintenance (Vehicles & Facilities) \$7,465 Mechanics: **IBEW 136** \$19.562 Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$255.360 \$248,164 Top Operator Wage Rate: \$20.54 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$27.36 Passenger Revenue \$43,269 \$50,598 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 **Total Operating Revenue** \$43,269 \$50,598 R/C Ratio 17% 20% **Federal Contributions** Net Operating Cost / Capita \$6.63 \$6.17 **Provincial Contributions** Total Exp. / Passenger \$16.36 **Municipal Contributions** \$211,091 \$195,566 \$13.99 Total Exp. / Eligible Passenger \$16.36 \$13.99 Other / Donations \$2,000 \$1,000 TOTAL \$255,360 \$248,164 Transportation Exp. / Passenger **Dedicated Service** \$13.74 \$13.99 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) **Debt Servicing OPERATING** Other Capital Expenses Registrants / Capita 0.0203 0.0203 **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.4877 0.5545 **CAPITAL FUNDING SOURCES** Passengers / Registrant 24.08 27.38 Transit System Passengers / Hour (Dedicated Service) Federal Contributions Kms / Passenger (Dedicated Service) 5.01 **Provincial Contributions** Average Speed (Dedicated Service) **Municipal Contributions** Other / Donations TOTAL CAPITAL FUNDING PASSENGER DATA Ded Service Non-Ded Service

Friday Service Hours: 0820-2240 hrs.	Ambulatory Wheelchair/Scooter Users Attendants Companions	9,772 7,972	Noil-Deal Service
	Other (specified) TOTAL	17,744	
	VEHICLE DATA Non-Accessible Cars	Veh. Number Peak	Avg. Capacity per Veh. Wheelchair Ambulatory N/A

Accessible Vans / Minivans Small Buses	4	3	4	6	l
Other	7	0	-	J	l
TOTAL DED. VEHICLES	4	3	N/A	N/A	l
Vehicle ownership:	Municipal T	ransit S	ystem		l
Vehicle maintenance responsibility: Accessible taxis:	Municipal T	ransit S	ystem		

Sudbury

Sudbury					REGISTE	ANTE	Active	Total
Sudbury Handi Transit	Pop	ulation served:		160,000		air/Scooter Use		2,177
Contact: Robert Gauthier	Serv	vice area (km²):		3,627.0	Ambulato		700	2,842
Title: Manager of Transit Operations	Com	nmunities served:		1	Attendant	•	505	829
Telephone: 705-675-3333		vice began:		01/01/2001	Companio		25	25
Fax: 705-560-4571		isory Committee me		5	Other:			
Email: robert.gauthier@sudbury.ca	Eligi	bility Committee me	embers:	N/A	Total:		2,022	5,873
Dedicated Serv. Operated by: Transit Syste	em/Municipality	Non-Dedicated S	ervice: 🗸 Con	tractors: 1	Fligibility	y Criteria: 🗸	Unable to Board	
' ' ' ' ' ' '	. ,			1	Liigioiiit		_	
	ractor(s), number: 1	Taxi Scrip Progra	m Available:			✓		
Private Non-	Profit Org.					✓	Other Criteria	
VEHICLE KILOMETRES & HOURS	2010	2011	SERVICE HO	URS / SCHEDI	ULING			
Rev. Veh. Km Dedicated Service	1,102,691	1,033,460	Weekday:	0630 to		Sunday:	0700 to 24	100
Tot. Veh. Km Dedicated Service	1.102.691	1,033,460	Saturday:	0700 to		Holiday:		100
Rev. Veh. Hrs Dedicated Service	47,860	47,741	•			•	0,00 2	
Tot. Veh. Hrs Dedicated Service	47,860	47,741	Advanced boo			6 day(s)		
Non-Dedicated Service - Veh. Km.				ce for reservation		0 hour(s)		
Non-Dedicated Service - Veh. Hrs.			Reservations	/ Scheduling:	Partial	ly Computerize	ed	
PASSENGER DATA			FARE STRUC	TURE				
Dedicated Service	111,743	111,093	Effective Date			Tickets/Cards		_
Non-Dedicated Service	15,328	14,149	A -1!!	Cash		(unit price)	Monthly Pass	Free
TOTAL PASSENGERS	127,071	125,242	Adult	\$2.10				
Subscription / Pre-booked	70%	70%	Child	\$2.10				\vdash
Reservation	25% 5%	25% 5%	Student	\$2.10				\vdash
On-Demand / Day of trip	5%	5%	Senior	\$2.10				✓
Cancelled in advance	12,346	12,238	Attendant	\$2.10 \$2.10				
No-shows / Cancelled at door	3,647	2,983	Companion Other	\$2.10	oo if roquri	ad by physician	on application form	
Unaccommodated trips			Other	Allendant is ire	ee ii requii	ed by priysiciar	n on application form.	
Number of complaints			EMPLOYEE D	DATA		Full-ti	me Part-time	Э
OPERATING EXPENSES			Operators			19	21	
Administration			Other Operation			3		
Operations: Internal - Dedicated Service			Vehicle Mecha			5		
Contract - Dedicated Service	\$2,688,520	\$2,824,131	General and A	dministration		1		
Contract - Dedicated Service	\$2,000,020	φ2,024,131	Other	DED OF EMPL	OVEEC	20	24	
Contract - Taxi Scrip				BER OF EMPLO		28	21	
Maintenance (Vehicles & Facilities)			Union Affiliat	ions: Operator				
Fuel				Mechanic				
TOTAL OPERATING EXPENSES	\$2,688,520	\$2,824,131		Other (sp	pecity):			
OPERATING REVENUES AND OTHER FUNDI	NG CONTRIBUTIONS	3		Wage Rate: \$				
Passenger Revenue	\$261,384	\$262,269	Top Mechanic	Wage Rate: \$	31.50			
Other Operating Revenue			PERFORM	IANCE INDI	CATOR	S		
Total Operating Revenue	\$261,384	\$262,269	FINANCIAL				2010	2011
Federal Contributions	Ψ201,004	Ψ202,203	R/C Ratio				10%	9%
Provincial Contributions	\$141,561	\$141,232	Net Operating	g Cost / Capita			\$15.17	\$16.01
Municipal Contributions	\$2,285,575	\$2,420,630	Total Exp. / F	Passenger			\$21.16	\$22.55
Other / Donations	• •		Total Exp. / E	Eligible Passen	ger		\$23.36	\$25.14
TOTAL	\$2,688,520	\$2,824,131		on Exp. / Passe	nger			
CAPITAL EXPENSES				ated Service			\$24.06	\$25.42
Vehicles Purchased				edicated Service				
Debt Servicing			Transportation	on Exp. / Hour (Dedicated	Service)	\$56.17	\$59.16
Other Capital Expenses			OPERATING					
TOTAL CAPITAL EXPENSES			Registrants /				0.0250	0.0367
CAPITAL FUNDING SOURCES			Passengers /				0.7942	0.7828
Transit System			Passengers /	-	. 1.6 :		31.78	21.33
Federal Contributions				Hour (Dedicate		:)	2.33	2.33
Provincial Contributions				nger (Dedicated	-		9.87	9.30
Municipal Contributions			Average Spe	ed (Dedicated :	Service)		23.04	21.65
Other / Donations								
TOTAL CAPITAL FUNDING			PASSENG			Ded. Service	Non-Ded. Service	
* Other Fligibility Oritorics Plind	able to use Used To	noit	Ambulatory			57,810	14,149	
* Other Eligibility Criteria: Blind persons who are independently.	able to use Handi Trai	iioil		r/Scooter Users	3	40,363		
independently.			Attendants			12,920		
			Companior					
			Other (spe	cinea)		111 002	14 140	
			TOTAL			111,093	14,149	

Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans Small Buses Other	14	14		
TOTAL DED. VEHICLES	14	14	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility:		ed Operate		

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 69 Thunder Bay **REGISTRANTS** Active Hagi Community Services for Independence 110.000 Population served: Wheelchair/Scooter Users: 1.703 201 Service area (km2): 325.0 Contact: Brenda Deck Ambulatory: 858 7,240 Communities served: Title: Manager Attendants: 01/01/1975 Service began: 807-343-0414 x2 Telephone: Companions: Advisory Committee members: 10 807-344-6140 Other: Fax: Eligibility Committee members: N/A Fmail: bdeck@hagi.ca Total: 1.059 8.943 Non-Dedicated Service: ✓ Contractors: 3 Dedicated Serv. Operated by: Transit System/Municipality Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: ✓ Unable to Use ✓ Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 719,233 706,918 Weekday: 0700 to 2300 0900 to 2130 Sunday: Tot. Veh. Km. - Dedicated Service 719.233 706.918 Saturday: 0700 to 2300 Holiday: to Rev. Veh. Hrs. - Dedicated Service 33,676 34.138 Advanced booking notice: 7 day(s) Tot. Veh. Hrs. - Dedicated Service 33,676 34,138 Minimum notice for reservation: 0.0 hour(s)Non-Dedicated Service - Veh Km Reservations / Scheduling: **Fully Computerized** Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 83,449 82,823 Effective Date 01/01/2007 Tickets/Cards (unit price) Non-Dedicated Service 12,102 11,422 Cash **Monthly Pass** Free 94.245 TOTAL PASSENGERS 95.551 Adult \$3.00 \$3.00 Subscription / Pre-booked 46% 48% Child \$3.00 \$3.00 50% 48% Reservation Student \$3.00 \$3.00 On-Demand / Day of trip 4% 4% Senior \$3.00 \$3.00 Attendant Cancelled in advance 17,078 19,077 Companion \$3.00 \$3.00 No-shows / Cancelled at door 1,257 1,204 Other Unaccommodated trips 4,568 4,421 Number of complaints 12 120 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 9 13 \$206,214 Administration \$201.164 Other Operations 3 3 Operations: Vehicle Mechanics Internal - Dedicated Service \$1,394,826 \$1,395,324 General and Administration Contract - Dedicated Service Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** 13 17 \$153,040 Contract - Taxi Scrip \$147,715 Union Affiliations: Operators: ATU Local 966 Maintenance (Vehicles & Facilities) \$239,708 \$282,985 Mechanics: \$162.687 \$218.993 Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$2,146,100 \$2,256,556 Top Operator Wage Rate: \$19.61 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$235,399 \$178,703 Other Operating Revenue \$303.891 \$429,178 PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$539,290 \$607,881 R/C Ratio 25% 27% **Federal Contributions** Net Operating Cost / Capita \$14.61 \$14.99 **Provincial Contributions** \$140.909 \$144,291 Total Exp. / Passenger \$22.46 \$23.94 **Municipal Contributions** \$1,508,999 \$1,465,901 Total Exp. / Eligible Passenger \$28.22 \$29.94 Other / Donations \$195 Transportation Exp. / Passenger TOTAL \$2,146,100 \$2,261,366 **Dedicated Service** \$21.54 \$22.91 CAPITAL EXPENSES Non-Dedicated Service \$12.21 \$13.40 Vehicles Purchased \$277,740 Transportation Exp. / Hour (Dedicated Service) \$53.37 \$55.58 **Debt Servicing OPERATING** Other Capital Expenses 0.0780 0.0813 Registrants / Capita **TOTAL CAPITAL EXPENSES** \$277,740 Passengers / Capita 0.8687 0.8568 CAPITAL FUNDING SOURCES Passengers / Registrant 11.13 10.54 Transit System Passengers / Hour (Dedicated Service) 2.48 2.43 Federal Contributions Kms / Passenger (Dedicated Service) 8.62 8.54 **Provincial Contributions** Average Speed (Dedicated Service) 20.71 21.36 \$277,740 **Municipal Contributions** Other / Donations **PASSENGER DATA TOTAL CAPITAL FUNDING** \$277,740 Ded. Service Non-Ded. Service Ambulatory 51,395 Wheelchair/Scooter Users 23.982 Attendants 4,563 Companions Other (specified) 11.422 2 883 **TOTAL** 82,823 11,422

VEHICLE DATA Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans				
Small Buses	24	20	4	8
Other				
TOTAL DED. VEHICLES	24	20	N/A	N/A
Vehicle ownership:	Non-Pro	fit Organiza	ation	
Vehicle maintenance responsibility: Accessible taxis:	Non-Pro	fit Organiza	ation	

Timm	ins		COTA	AVIVITO OTILATIO	Specialized Tra			2011 Operating Da	
	andy Transit		Population served:		38,000		STRANTS	Active	Total
Contact:	Catherine Verreau	14	Service area (km²):		24.0	Ambul	chair/Scooter User	rs: 256 104	256 104
Title:	Manager of Transi		Communities served:		1	Attend	•	104	104
Telephone:	705-360-2600 x35	•	Service began:		01/01/1985		anions:	'	'
Fax:	705-360-2698	01	Advisory Committee me	embers:	N/A	Other:			
Email:	catherine.verreaul	t@timmins.ca	Eligibility Committee me	embers:	N/A	Total:		361	361
		Transit System/Municipality	Non-Dedicated Se	envice: Con	tractors:			Unable to Board	
Dedicated 5	Derv. Operated by.				1	Liigib	_		
		Private Contractor(s), number	er: Taxi Scrip Progra	m Available:	J		_	Unable to Use	
		Private Non-Profit Org.						Other Criteria	
VEHICI E KII	LOMETRES & HOUR	RS 2010	2011	SEDVICE HO	URS / SCHEDI	II ING			
	m Dedicated Servi		121,696	Weekday:	0700 to		Sunday:	to	
	n Dedicated Service	,	121,696	Saturday:			•	to	
	Irs Dedicated Servi	,	7,327	Saturday.	1200 to	1600	Holiday:	10	
	rs Dedicated Service	,	7,327	Advanced bo	oking notice:		28 day(s)		
	ted Service - Veh. Kr	,	7,027	Minimum noti	ce for reservation	on:	1.0 hour(s)		
	ted Service - Veh. Hr			Reservations	/ Scheduling:	Maı	nual		
PASSENGER		-		FARE STRU	CTURE				
Dedicated		16,633	15,215	Effective Date			Tickets/Cards		
	cated Service	10,000			Cash		(unit price)	Monthly P	ass Free
TOTAL PASS		16,633	15,215	Adult	\$2.75		\$2.75		
	on / Pre-booked	85%	78%	Child	\$2.75		\$2.50		
Reservation	on	0%	20%	Student	\$2.75		\$2.50		H
	nd / Day of trip	15%	2%	Senior	\$2.75		\$2.25		
Cancelled in	advance	2,037	793	Attendant	\$2.75		¥=:==		
	Cancelled at door	33	1,029	Companion	\$2.75				
Unaccommo		60	355	Other					_
Number of c	•	00	333						
				EMPLOYEE	DATA		Full-tir		time
Administration	EXPENSES		\$74,735	Operators			2	4	!
Operations:	OH		φ14,133	Other Operati					
-	- Dedicated Service	\$292,347	7 \$261,620	Vehicle Mech					
	t - Dedicated Service		Ψ201,020	General and A	Administration				
	t - Dedicated Service t - Non-Dedicated Se			Other	DED OF EMPL	0VEE0	•		
	t - Nori-Dedicated Se t - Taxi Scrip	VICE		TOTAL NUMI	BER OF EMPLO	DYEES	2	4	1
	e (Vehicles & Facilitie	es) \$18,927	7 \$158,697	Union Affiliat	ions: Operator	s:	CUPE Local 154		
Fuel	e (vernoles & l'acintie	\$26,040			Mechanic	cs:	CUPE Local 154	14	
	ERATING EXPENSE	· · ·			Other (sp	ecify):			
		• •		Top Operator	Wage Rate: \$	23.16			
		THER FUNDING CONTRIBU \$31.452		Top Mechanic	: Wage Rate: \$	28.06			
	nger Revenue	\$31,452	\$51,911	DEDECON	ANCE INDI	CATO	NDC		
	Operating Revenue				IANCE INDI	CAIC)K3	2012	0044
•	iting Revenue	\$31,452	2 \$51,911	FINANCIAL				2010	2011
Federal Con				R/C Ratio	0			9%	10%
Provincial C				-	g Cost / Capita			\$8.05	\$12.54
Municipal Co		\$305,862	2 \$476,507	Total Exp. / I				\$20.28	\$34.73
Other / Dona	ations				Eligible Passen			\$20.76	\$35.52
TOTAL		\$337,314	4 \$528,418		on Exp. / Passe	nger		000.00	000.00
CAPITAL EX	(PENSES				ated Service			\$20.28	\$29.82
Vehicles Pu	ırchased	\$103,246	3		Dedicated Service		(040.54	CC4 00
Debt Servici	ing			Transportation	on Exp. / Hour (Dedicai	ed Service)	\$46.51	\$61.92
Other Capita	al Expenses			OPERATING					
TOTAL CAP	PITAL EXPENSES	\$103,240	6	Registrants /				0.0287	0.0095
CAPITAL FL	INDING SOURCES			Passengers	•			0.4377	0.4004
Transit Syst				Passengers				15.27	42.15
Federal Con					/ Hour (Dedicate		•	2.29	2.08
Provincial C		\$103,246	3		nger (Dedicated		•	7.34	8.00
Municipal Co		Ψ100,240	-	Average Spe	ed (Dedicated	Service)	16.83	16.61
Other / Dona									
	PITAL FUNDING	\$103,240	6	PASSENG	ER DATA		Ded. Service	Non-Ded. Servi	ice
	-			Ambulator	V		14,875		

* Wednesdays Service Hours: 0700-2100 hrs. * Administration - operating expenses was not recorded separately in 2010. * Maintenance - facility expenses are not recorded separately. * Part time drivers operate both conventional and handy transit services and are not counted separately. The employment statistics indicates qualified handy transit part time drivers.

PASSENGER DATA Ambulatory	Ded. Service 14,875	Non-Ded. Service
Wheelchair/Scooter Users Attendants Companions	340	
Other (specified) TOTAL	15,215	

		Veh.	Avg. Capac	ity per Veh.	
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans / Minivans					
Small Buses	5	3	5	5	
Other					
TOTAL DED. VEHICLES	5	3	N/A	N/A	
Vehicle ownership:	Municipal	Transit S	ystem		
Vehicle maintenance responsibility:	Municipal	Transit S	ystem		

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 71 **Toronto REGISTRANTS** Active Total Wheel-Trans 2.615.000 Population served: Wheelchair/Scooter Users: 16.200 16.200 Service area (km2): 630.0 Margaret Gomes Ambulatory: 24,800 24,800 Contact: Communities served: Title: **Budget & Research Analyst** Attendants: 01/01/1975 Service began: Telephone: 416-393-4963 Companions: Advisory Committee members: 15 416-338-0139 Other: Fax: Eligibility Committee members: 15 margaret.gomes@ttc.ca Fmail: Total: 41.000 41,000 Non-Dedicated Service: ✓ Contractors: 2 Dedicated Serv. Operated by: 🗸 Transit System/Municipality Eligibility Criteria: Unable to Board Taxi Scrip Program Available: ✓ Private Contractor(s), number: 3 Unable to Use ✓ Other Criteria Private Non-Profit Org. **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 14,173,330 15,731,555 Weekday: 0600 to 0100 0700 to 0100 Sunday: Tot. Veh. Km. - Dedicated Service 15.287.334 16.966.482 Saturday: 0700 to 0100 Holiday: 0700 to 0100 Rev. Veh. Hrs. - Dedicated Service 634,126 723.736 Advanced booking notice: 1 day(s) Tot. Veh. Hrs. - Dedicated Service 685,241 777,190 Minimum notice for reservation: 2.0 hour(s) 3,637,135 Non-Dedicated Service - Veh Km 4.679.684 Reservations / Scheduling: **Fully Computerized** Non-Dedicated Service - Veh. Hrs. 146,572 113,032 PASSENGER DATA **FARE STRUCTURE Dedicated Service** 2,116,407 2,286,535 Effective Date 03/01/2010 Tickets/Cards (unit price) Non-Dedicated Service 654,444 487,129 Cash **Monthly Pass** Free TOTAL PASSENGERS 2,770,851 2.773.664 Adult \$3.00 \$2.50 \$121.00 Subscription / Pre-booked 46% 46% Child \$0.75 \$0.55 53% 53% \$99.00 Reservation Student \$2.00 \$1.65 On-Demand / Day of trip 1% 1% Senior \$2.00 \$1.65 \$99.00 Attendant Cancelled in advance 387,220 323,130 Companion No-shows / Cancelled at door 66,888 90,166 Other Unaccommodated trips 49,701 87,374 Number of complaints 2,937 3,196 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 334 \$11,688,968 \$11,930,396 Administration Other Operations 77 Operations: Vehicle Mechanics 85 Internal - Dedicated Service \$28,302,984 \$32,397,912 General and Administration 9 Contract - Dedicated Service \$20,151,100 \$20,775,707 Other Contract - Non-Dedicated Service \$12.506.900 \$9,781,251 **TOTAL NUMBER OF EMPLOYEES** 505 Contract - Taxi Scrip ATU 113 Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$14,023,748 \$15,627,438 Mechanics: **ATU 113** \$3,668,477 \$2.640.100 Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$89.313.800 \$94,181,181 Top Operator Wage Rate: \$29.59 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$36.28 Passenger Revenue \$5,099,200 \$5,122,483 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$5,099,200 \$5,122,483 R/C Ratio 6% 5% **Federal Contributions** Net Operating Cost / Capita \$33.64 \$34.06 **Provincial Contributions** Total Exp. / Passenger \$32 23 \$33.96 **Municipal Contributions** \$84,214,600 \$89,058,698 Total Exp. / Eligible Passenger \$32.23 \$33.96 Other / Donations Transportation Exp. / Passenger TOTAL \$89,313,800 \$94,181,181 **Dedicated Service** \$30.77 \$31.69 CAPITAL EXPENSES Non-Dedicated Service \$19.11 \$20.08 Vehicles Purchased \$27,250,000 Transportation Exp. / Hour (Dedicated Service) \$95.03 \$93.25 **Debt Servicing OPERATING** \$2,091,000 \$922,000 Other Capital Expenses 0.0266 0.0157 Registrants / Capita **TOTAL CAPITAL EXPENSES** \$28,172,000 \$2,091,000 Passengers / Capita 1.1069 1.0607 CAPITAL FUNDING SOURCES Passengers / Registrant 41.63 67.65 Transit System Passengers / Hour (Dedicated Service) 3.34 3.16 Federal Contributions Kms / Passenger (Dedicated Service) 6.70 6.88 **Provincial Contributions** Average Speed (Dedicated Service) 21.74 22.35 \$2,091,000 **Municipal Contributions** \$28,172,000 Other / Donations **TOTAL CAPITAL FUNDING** \$28,172,000 \$2.091.000

* Other Eligibility Criteria: users who have restricted physical functional mobility.

PASSENGER DATA Ambulatory Wheelchair/Scooter Users Attendants	Ded. Service 1,623,361 663,174	Non-Ded. Service 481,123 6,006
Companions Other (specified) TOTAL	2,286,535	487,129

		Veh.	Avg. Capac	ity per Veh.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars	60	60	N/A	3
Accessible Vans / Minivans	173	155	2	2
Small Buses	227	160	4	8
Other				
TOTAL DED. VEHICLES	460	375	N/A	N/A
Vehicle ownership:	Small bu	ses - TTC		
Vehicle maintenance responsibility:	Small bu	ses - TTC		
Accessible taxis: 173				

Trent Hills

Venture Van	_		Population served:		12,500	REGISTRANTS		Active	Total
			Service area (km²):		509.5	Wheelchair/Scooter	Users		125
Contact:	Charlotte Clay-Irela		Communities served:		1	Ambulatory:		172	172
Title:	Transportation Pro 705-653-1411	gram Co-ordinator	Service began:		06/05/1992	Attendants:		83	83
Telephone: Fax:	705-653-1411		Advisory Committee me	embers:	12	Companions: Other:			
Email:	c.clay-ireland@cor	nmcare ca	Eligibility Committee me		2	Total:		380	380
			No. B. Parted O						500
Dedicated Se	erv. Operated by:	Transit System/Municipality	Non-Dedicated S		actors:	Eligibility Criteria:		Unable to Board	
		Private Contractor(s), numbe	r: Taxi Scrip Progra	m Available:			✓	Unable to Use	
	✓	Private Non-Profit Org.						Other Criteria	
	OMETRES & HOUR		2011	SERVICE HOU					
	n Dedicated Service		93,797	Weekday:	0800 to	1700 Sund	day:	to	
	Dedicated Service	, -	112,779	Saturday:	to	Holid	day:	to	
	s Dedicated Service	,	3,742	Advanced book	king notice:	7 day(s)			
	Dedicated Servic	,	4,495	Minimum notice					
	ed Service - Veh. Kn ed Service - Veh. Hr			Reservations /		Partially Compute	erized		
PASSENGER		.		FARE STRUCT	•	, ,			
Dedicated S		3,128	3,721	Effective Date		Tickets/Ca	arde		
Non-Dedica		3,120	3,721	Lifective Date	Cash	(unit pri		Monthly Pass	Free
TOTAL PASS		3,128	3,721	Adult	\$4.00	\$3.33	•	Monthly 1 ass	1100
	n / Pre-booked	50%	50%	Child	\$4.00	\$3.33			
Reservation		50%	50%	Student	\$4.00 \$4.00	\$3.33			H
	d / Day of trip	0%	0%	Senior	\$4.00 \$4.00	\$3.33			H
				Attendant	φ4.00	φ3.33			✓
Cancelled in		400	214	Companion	\$4.00	\$3.33			Ť
	ancelled at door	26 10	338 15	Other	Ψ1.00	Ψ0.00			
Unaccommod Number of co	•	10	2						
OPERATING I	•	ı	2	EMPLOYEE D	ATA	Fu	ıll-tim		•
Administration		\$22,119	\$37,119	Operators				3	
Operations:	ļ ļ	\$22,119	φ31,119	Other Operation					
-	Dedicated Service	\$79,166	\$114,273	Vehicle Mechar					
	- Dedicated Service	Ψ73,100	Ψ114,210	General and Ad	immstration		1		
	- Non-Dedicated Ser	vice		Other	ED OF EMDI	VEEC	1	3	
	- Taxi Scrip	VII.00		TOTAL NUMBI			•	3	
	(Vehicles & Facilitie	s) \$3,987	\$12,575	Union Affiliation					
Fuel	(\$12,930			Mechanic				
	RATING EXPENSES				Other (sp	ecity):			
OPERATING	DEVENUES AND O	THER FUNDING CONTRIBUT	IONS	Top Operator V	Vage Rate: \$	14.71			
	ger Revenue	\$21,439		Top Mechanic \	Wage Rate:				
-	perating Revenue	\$267		PERFORM	ANCE INDI	CATORS			
•	=			FINANCIAL	WIOL III	om one		2010	2011
Total Operati Federal Cont	•	\$21,706	\$27,969	R/C Ratio				18%	15%
Provincial Co		\$41,618	\$80,385	Net Operating	Cost / Capita			\$7.72	\$12.39
Municipal Co		\$30,500		Total Exp. / Pa	-			\$37.79	\$49.12
Other / Donat		\$24,378			igible Passeno	ier		\$40.12	\$49.90
TOTAL		\$118,202		Transportation	Exp. / Passer	nger		·	·
	DENOTO.	¥113,232	¥.0 <u>=</u> ,.0.	Dedicat	ted Service			\$30.72	\$39.15
CAPITAL EXF				Non-De	edicated Service	e			
Vehicles Puro Debt Servicin				Transportation	n Exp. / Hour ([Dedicated Service)		\$32.59	\$32.41
Other Capital	•			OPERATING					
•	ITAL EXPENSES			Registrants / 0	Capita			0.0266	0.0304
				Passengers /				0.2502	0.2977
	NDING SOURCES			Passengers /	Registrant			9.39	9.79
Transit Syste				Passengers /	Hour (Dedicate	ed Service)		1.17	0.99
Federal Cont				Kms / Passen	ger (Dedicated	l Service)		22.04	25.21
Provincial Co Municipal Co				Average Spee	d (Dedicated S	Service)		25.84	25.07
Other / Dona				-					
	ITAL FUNDING			PASSENGE	R DATA	Ded. Servi	ice	Non-Ded. Service	
. C.AL GAFI				Ambulatory	. = . • • •	1,9		200. 201 1100	
Added new se	ervice to provide add	litional access to transportation	n in the Trent Hills		Scooter Users				
area.				Attendants			58		
				Companions	3				1
				Other (spec	ified)				
				TOTAL		3,7	721		

VEHICLE DATA Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans Small Buses	2 1	2	2 4	1 8
Other TOTAL DED. VEHICLES	3	3	N/A	N/A
Vehicle ownership:		it Organiz		

CUTA/MTO Ontario Specialized Transit Services Fact Book – 2011 Operating Data Page 73 Wallaceburg **REGISTRANTS** Active Total CK Transit Wallaceburg Accessible Service 11.800 Population served: Wheelchair/Scooter Users: 157 157 Service area (km2): 10.7 Contact: Ambulatory: 332 332 Jan Metcalfe Communities served: Title: **Engineering Technologist** Attendants: 166 166 01/09/1991 Service began: Telephone: 519-360-1998 x3301 Companions: Advisory Committee members: N/A 519-436-3240 Other: Fax: Eligibility Committee members: N/A Fmail: jan.metcalfe@chatham-kent.ca Total: 655 655 Non-Dedicated Service: Contractors: Dedicated Serv. Operated by: Transit System/Municipality Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: ✓ Private Contractor(s), number: 1 ✓ Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 19,544 21,150 Weekday: 0700 to 1700 0900 to 1700 Sunday: Tot. Veh. Km. - Dedicated Service 19.544 21.150 Saturday: 0900 to 1700 Holiday: to Rev. Veh. Hrs. - Dedicated Service 3.398 3.352 Advanced booking notice: 1 day(s) Tot. Veh. Hrs. - Dedicated Service 3,398 3 352 Minimum notice for reservation: 24.0 hour(s) Non-Dedicated Service - Veh Km Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 6,160 7,392 Effective Date 01/01/2007 Tickets/Cards (unit price) Non-Dedicated Service Cash **Monthly Pass** Free **TOTAL PASSENGERS** \$3.00 6.160 7.392 Adult \$3.00 Subscription / Pre-booked 0% 0% Child \$3.00 \$3.00 100% 100% Reservation Student \$3.00 \$3.00 On-Demand / Day of trip 0% 0% Senior \$3.00 \$3.00 Attendant Cancelled in advance 298 531 Companion \$3.00 No-shows / Cancelled at door Other Unaccommodated trips Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators \$10,857 Administration \$10.857 Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration Contract - Dedicated Service \$113,985 \$126,761 Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) Mechanics: Fuel Other (specify): **TOTAL OPERATING EXPENSES** \$124,842 \$137,618 Top Operator Wage Rate: **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$15,030 \$16,107 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$15,030 \$16,107 R/C Ratio 12% 12% **Federal Contributions** Net Operating Cost / Capita \$9.31 \$10.30 **Provincial Contributions** \$7 494 \$8.838 Total Exp. / Passenger \$18.62 **Municipal Contributions** \$102,318 \$112,673 \$20.27 Total Exp. / Eligible Passenger \$21.05 \$19.15 Other / Donations Transportation Exp. / Passenger TOTAL \$124,842 \$137,618 **Dedicated Service** \$18.50 \$17.15 CAPITAL EXPENSES Non-Dedicated Service Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$33.54 \$37.82 **Debt Servicing OPERATING** Other Capital Expenses 0.0525 0.0555 Registrants / Capita **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.5220 0.6264 CAPITAL FUNDING SOURCES Passengers / Registrant 9.94 11.29 Transit System Passengers / Hour (Dedicated Service) 1.81 2.21 Federal Contributions Kms / Passenger (Dedicated Service) 3.17 2.86 **Provincial Contributions** Average Speed (Dedicated Service) 6.31 5.75 **Municipal Contributions** Other / Donations **TOTAL CAPITAL FUNDING**

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	6,558	
Wheelchair/Scooter Users	629	
Attendants	205	
Companions		
Other (specified)		
TOTAL	7,392	

		Veh.	Avg. Capac	ity per Veh.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	1	3	4
Small Buses				
Other				
TOTAL DED. VEHICLES	2	1	N/A	N/A
Vehicle ownership:	Contracte	ed Operate	or	
Vehicle maintenance responsibility: Accessible taxis:	Contracte	ed Operate	or	

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2011 Operating Data Page 74 Waterloo Region - Rural **REGISTRANTS** Active Total Woolwich Transit Inc. c/o Kiwanis Transit 54.000 Population served: Wheelchair/Scooter Users: 627 627 Service area (km2): 843.0 Contact: Cheryl Fisher Ambulatory: 1,069 1.069 Communities served: Title: Manager Attendants: 02/07/1992 Service began: Telephone: 519-669-4533 Companions: Advisory Committee members: 13 519-669-3124 Other: Fax: Eligibility Committee members: N/A Fmail: cheryl@k-transit.com Total: 1.696 1.696 Non-Dedicated Service: ✓ Contractors: 3 Dedicated Serv. Operated by: Transit System/Municipality Eligibility Criteria: Unable to Board Taxi Scrip Program Available: Unable to Use Private Contractor(s), number: 1 ✓ Private Non-Profit Org. ✓ Other Criteria **VEHICLE KILOMETRES & HOURS** 2010 2011 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 422,646 438,158 Weekday: 0600 to 1800 Sunday: to Tot. Veh. Km. - Dedicated Service 422.646 438.158 Saturday: Holiday: to to Rev. Veh. Hrs. - Dedicated Service 11,011 11,470 Advanced booking notice: 14 day(s) Tot. Veh. Hrs. - Dedicated Service 12,268 12,738 Minimum notice for reservation: 48 0 hour(s) Non-Dedicated Service - Veh Km 47.337 46.232 Reservations / Scheduling: Partially Computerized Non-Dedicated Service - Veh. Hrs. 732 757 PASSENGER DATA **FARE STRUCTURE Dedicated Service** 31,423 32,741 Effective Date 01/07/2007 Tickets/Cards (unit price) Non-Dedicated Service 3,881 3,752 Cash **Monthly Pass** Free TOTAL PASSENGERS 35.304 36.493 Adult \$2.50 \$2.50 Subscription / Pre-booked 69% 66% Child \$2.50 \$2.50 30% 32% Reservation Student \$2.50 \$2.50 On-Demand / Day of trip 1% 2% Senior \$2.50 \$2.50 Attendant Cancelled in advance 8,754 9,327 Companion No-shows / Cancelled at door 224 276 Other Unaccommodated trips 1,144 1,300 Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 2 Administration Other Operations 1 1 Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration Contract - Dedicated Service \$564,484 \$709,379 Other Contract - Non-Dedicated Service \$85.431 \$90.317 **TOTAL NUMBER OF EMPLOYEES** 3 Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$99,744 \$74,627 Mechanics: \$109 078 \$89.349 Other (specify): **TOTAL OPERATING EXPENSES** \$839,008 \$983,401 Top Operator Wage Rate: \$20.54 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$135,146 \$137,315 Other Operating Revenue PERFORMANCE INDICATORS **FINANCIAL** 2010 2011 Total Operating Revenue \$135,146 \$137,315 R/C Ratio 16% 14% **Federal Contributions** Net Operating Cost / Capita \$11.52 \$15.67 **Provincial Contributions** Total Exp. / Passenger \$23.77 **Municipal Contributions** \$744,075 \$846,086 \$26.95 Total Exp. / Eligible Passenger \$25.18 \$28.84 Other / Donations Transportation Exp. / Passenger TOTAL \$879,221 \$983,401 **Dedicated Service** \$23.98 \$27.28 CAPITAL EXPENSES Non-Dedicated Service \$22.01 \$24.07 Vehicles Purchased \$187,618 \$81,475 Transportation Exp. / Hour (Dedicated Service) \$61.43 \$70.11 **Debt Servicing OPERATING** Other Capital Expenses 0.0259 Registrants / Capita 0.0314 **TOTAL CAPITAL EXPENSES** \$187,618 \$81,475 Passengers / Capita 0.5778 0.6758 CAPITAL FUNDING SOURCES Passengers / Registrant 22.27 21.52 Transit System Passengers / Hour (Dedicated Service) 2.85 2.85 Federal Contributions Kms / Passenger (Dedicated Service) 13.45 13.38 **Provincial Contributions** Average Speed (Dedicated Service) 38.20 38.38 \$81,475 **Municipal Contributions** \$187,618 Other / Donations **PASSENGER DATA TOTAL CAPITAL FUNDING** \$81,475 Ded. Service Non-Ded. Service \$187.618 Ambulatory 22,124 3,453 Other Eligibility Criteria: persons with mentally or physical challenges or minimum 65 Wheelchair/Scooter Users 299 8.217 years are eligible to use the service. Attendants 2.400 Companions Other (specified) **TOTAL** 32,741 3,752

VEHICLE DATA Non-Accessible Cars Accessible Vans / Minivans	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory	
Small Buses Other	6	5	4	12	
TOTAL DED. VEHICLES	6	5	N/A	N/A	
Vehicle ownership: Vehicle maintenance responsibility:	Municipal Transit System : Non-Profit Organization				

\Mater	loo Regio	on - Urban	CUT	A/MTO Ontario	Specialized Tra	ansit Ser	vices Fact Bo	ook –	2011 Operating	Data P	age 75
	_		Denulation convode		400 100		TRANTS		Active		Total
	-	PLUS (Urban Area)	Population served: Service area (km²):		489,100 315.8		chair/Scooter	User			3,362
Contact: Title:	Bonnie Liesemer		Communities served:		4	Ambula Attenda	-		1,677		4,028
Telephone:	519-585-7597 x7	e and Administration (GRT)	Service began:		01/01/1973	Compa					
Fax:	519-585-1060	218	Advisory Committee me		12	Other:	IIIIOIIS.				
Email:	bliesemer@regio	nofwaterloo.ca	Eligibility Committee m	embers:	5	Total:			3,077		7,390
Dedicated Se		✓ Transit System/Municipality	Non-Dedicated S	ervice: 🗸 Co	ntractors: 4	Fligibi	lity Criteria:		Unable to Board	1	,
Douloutou Ot	orv. operated by.				_	Liigibi	nty Ornona.		Unable to Use	•	
	L	Private Contractor(s), number	er. Taxi Scrip Progra	ım Avallable. 🕨	4						
	L	Private Non-Profit Org.						✓	Other Criteria		
VEHICLE KIL	OMETRES & HOU	IRS 2010	2011	SERVICE HO	OURS / SCHED	ULING					
Rev. Veh. Kr	n Dedicated Serv	rice 1,215,959	1,297,303	Weekday:	0700 to	2330	Sund	day:	0900	to 23	330
Tot. Veh. Km	n Dedicated Servi	ce 1,240,775	1,323,779	Saturday:	0830 to	0100	Holio	day:	0900	to 23	330
	s Dedicated Serv	· · · · · · · · · · · · · · · · · · ·	55,775	Advanced bo	ooking notice:		7 day(s)				
	s Dedicated Servi	,	61,353		tice for reservation	on· 4	8.0 hour(s)				
	ed Service - Veh. K ed Service - Veh. H				s / Scheduling:		Computerize	ed			
PASSENGER		115.		FARE STRU	_		•				
Dedicated		142,326	142,414		e 01/07/2012		Tickets/C	ards			
	ated Service	131,451	145,470	2	Cash		(unit pri		Monthly	/ Pass	Free
TOTAL PASS		273,777	287,884	Adult	\$2.50		\$2.50)			
Subscription	n / Pre-booked	54%	53%	Child	\$2.50		\$2.50)			✓
Reservatio		46%	47%	Student	\$2.50		\$2.50)			
On-Deman	d / Day of trip	0%	0%	Senior	\$2.50		\$2.50)			Ц
Cancelled in	advance	21,319	22,247	Attendant	\$2.50		\$2.50				\sqcup
No-shows / 0	Cancelled at door	7,141	8,091	Companion	\$2.50		\$2.50)			
Unaccommo	•	334	2,576	Other	Children unde	r 5 free					
Number of co		142	196	EMPLOYEE	DATA		Fu	ull-tin	ne Pa	art-time	Э
OPERATING		0740.000	0044.470	Operators			;	34		12	
Administration	on	\$743,283	\$841,172	Other Operat				5		4	
Operations:	Dedicated Service	\$3,809,477	\$3,909,590	Vehicle Mech				^			
	- Dedicated Service	. , ,	ψ0,909,090	Other	Administration			9			
	- Non-Dedicated S		\$1,433,363		BER OF EMPL	OVEES		48		16	
	- Taxi Scrip	\$571,193						40			
Maintenance	(Vehicles & Facilit	ies) \$452,996	\$690,530	Union Attilia	tions: Operator Mechani		CAW 4304 CAW 4304				
Fuel		\$301,953	\$390,014		Other (s		CAW 4304 CUPE 1883	R Cle	rical Staff		
TOTAL OPE	RATING EXPENSE	ES \$7,164,693	\$7,888,602	Tan Onarata	` '	• •	001 L 1000	o, Oic	noai otan		
OPERATING	REVENUES AND	OTHER FUNDING CONTRIBU			r Wage Rate: \$ c Wage Rate: \$						
	ger Revenue	\$508,517		_	=						
Other O	perating Revenue	\$308,682	\$346,425		MANCE IND	ICATO	RS				
Total Operat	-	\$817,199	\$813,518	FINANCIAL					2010		2011
Federal Con				R/C Ratio	na Coot / Conito				11%		10%
Provincial Co		\$862,252		Total Exp. /	ng Cost / Capita				\$12.92 \$26.17		\$14.47 \$27.40
Municipal Co Other / Dona		\$5,485,242	2 \$6,212,382		Eligible Passen	ner			\$35.65		\$37.77
TOTAL	1110115	\$7,164,693	3 \$7,888,152		ion Exp. / Passe				ψ00.00		ψοι.ιι
	DENOS	\$1,104,030	φ1,000,132		cated Service				\$32.07		\$35.04
CAPITAL EX		\$473,229	0 0175 602	Non-	Dedicated Servi	ce			\$14.13		\$14.14
Vehicles Pur Debt Servicir		\$473,ZZ\$	9 \$175,683	Transportati	ion Exp. / Hour (Dedicate	ed Service)		\$75.13		\$81.33
Other Capita	•			OPERATING	}						
	ITAL EXPENSES	\$473,229	\$175,683	Registrants	/ Capita				0.0150		0.0151
	NDING SOURCES	•	*****	Passengers	/ Capita				0.5574		0.5886
Transit Syste				Passengers	/ Registrant				37.26		38.96
Federal Con					/ Hour (Dedicat				2.58		2.55
Provincial Co					enger (Dedicate		•		8.54		9.11
Municipal Co		\$473,229	\$175,683	Average Sp	eed (Dedicated	Service)			22.02		23.26
Other / Dona		,									
TOTAL CAP	ITAL FUNDING	\$473,229	\$175,683		GER DATA		Ded. Serv		Non-Ded. Se		
* Other Fligibili	ity Critoria: CNID D	agistranta * In June 2000 Ma	bilityDLLIC storted a	Ambulato	ry		64,2	215	7	1,045	

Other Eligibility Criteria. Civib Registrarits. In June 2006 MobilityPL05 started a
Commuter Service for persons with cognitive disabilites, in 2011 - 8,741 passengers
were carried. All MobilityPLUS registrants have access to TaxiSCRIP as well as
complimentary rides on conventional GRT routes. In 2011, there were approximately
119,941 rides provided on GRT conventional transit for registrants of MobilityPLUS. In
2011, MobilityPLUS also provided 2,490 rides for 73 registered clients in the Township
of North Dumfries. This service is contracted to a local taxi company, with expenses of
\$29,648 and revenues of \$10,362.

PASSENGER DATA	Ded. Service	Non-Ded. Service	
Ambulatory	64,215	71,045	
Wheelchair/Scooter Users	66,538	7,063	
Attendants	11,661		
Companions			
Other (specified)		67,362	
TOTAL	142,414	145,470	

		Veh.	Avg. Capaci	ty per Veh.	
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans / Minivans	30	25	6	7	
Small Buses					
Other					
TOTAL DED. VEHICLES	30	25	N/A	N/A	
Vehicle ownership:	Regional	Transit Sy	ystem		
Vehicle maintenance responsibility:	Regional	Transit Sv	vstem		

Accessible taxis:

16

Welland

vveliai	iiu					REGISTR	ANTS		Active	Total
WellTrans Contact: Title:	Lorraine Denis WellTrans Co-ord	inator	Population served: Service area (km²): Communities served:		50,331 86.0 1	Wheelchai Ambulator Attendants	r/Scooter y:	Users:	696 772 190	696 772 190
Telephone:	905-735-1700 x31		Service began: Advisory Committee me	embers:	01/08/1981 N/A	Companio				
Fax: Email:	905-732-9422 lorraine.denis@we	elland.ca	Eligibility Committee me		N/A	Other: Total:			1,658	1,658
	_	Transit System/Municipality	Non-Dedicated S	ervice: Co	ntractors:	Eligibility	Criteria:	√ U	nable to Board	•
		Private Contractor(s), numbe	r: Taxi Scrip Progra	ım Available:		-		✓ U	nable to Use	
	L	Private Non-Profit Org.						∐ 0	ther Criteria	
	OMETRES & HOU		2011		OURS / SCHED					
	m Dedicated Servi		87,853	Weekday:	0715 to		Sund	•	to	
	n Dedicated Servions Dedicated Servi		94,410 5,514	Saturday:	0930 to	1815	Holid	ay:	to	
	s Dedicated Services	· · · · · · · · · · · · · · · · · · ·	6,145		ooking notice:		day(s)			
	ed Service - Veh. Kı				tice for reservations / Scheduling:		hour(s) mputerize	d		
Non-Dedicate PASSENGER	ed Service - Veh. H	rs.		FARE STRU	ū	1 ully Oc	mputerize	·u		
Dedicated		17,443	17,541		te 02/09/2008	7	Tickets/Ca	ırds		
	ated Service	17,110	11,011	Lilouivo Dai	Cash	,	(unit pri		Monthly Pa	ss Free
TOTAL PASS		17,443	17,541	Adult	\$2.50		\$1.91			
•	on / Pre-booked	58%	61%	Child	\$2.50		\$1.91			
Reservation	n nd / Day of trip	41% 1%	38% 1%	Student	\$2.50		\$1.91			\vdash
	-			Senior Attendant	\$2.50 \$2.50		\$1.91 \$1.91			H
Cancelled in	advance Cancelled at door	2,982 104	2,688 120	Companion	\$2.50		\$1.91			H
Unaccommo		325	300	Other	free with CNIB	card				
Number of co	•	6	5	EMPLOYEE	DATA		Fu	II-time	Part-t	ime
OPERATING	EXPENSES			Operators	271171			2	1	0
Administratio	on	\$118,161	\$121,936	Other Operat	tions				1	
Operations:	- Dedicated Service	\$192,047	\$206,610	Vehicle Mech					1	
	- Dedicated Service		\$200,010	Other	Administration			1	1	
	- Non-Dedicated Se				IBER OF EMPLO	OYEES		3	4	
Contract	- Taxi Scrip				itions: Operator		ΓU Local 1		-	
	e (Vehicles & Facilitie	The state of the s		Omon Ami	Mechanic		TU Local 1			
Fuel	RATING EXPENSE	\$24,064 S \$381,94 6			Other (sp	ecify):				
		THER FUNDING CONTRIBUT	•	Top Operator	r Wage Rate: \$	25.33				
	ger Revenue	37,183		Top Mechani	ic Wage Rate: \$	31.11				
	perating Revenue	\$7,434		PERFORI	MANCE INDI	CATORS	3			
Total Operat	tina Revenue	\$44,617	\$43,548	FINANCIAL					2010	2011
Federal Conf	•	. ,	. ,	R/C Ratio					12%	11%
Provincial Co					ng Cost / Capita				\$6.70	\$7.29
Municipal Co		\$337,329	\$366,803	Total Exp. /	Passenger Eligible Passeng	nor			\$21.90 \$24.32	\$23.39 \$26.41
Other / Dona	ations	\$381,946	\$410,351		ion Exp. / Passe				Ψ24.32	Ψ20.+1
CAPITAL EXI	DENCES	ψ301,340	φ+10,331		cated Service				\$15.12	\$16.44
Vehicles Pur			\$195,288		Dedicated Service					
Debt Servicir			* ,	Transportat	ion Exp. / Hour (Dedicated S	Service)		\$42.96	\$46.93
Other Capita	•			OPERATING						
TOTAL CAP	PITAL EXPENSES		\$195,288	Registrants Passengers					0.0307 0.3466	0.0329 0.3485
	NDING SOURCES				/ Capita / Registrant				11.28	10.58
Transit Syste					/ Hour (Dedicat	ed Service)			3.11	3.18
Federal Conf Provincial Co			\$195,288		enger (Dedicated	-			5.27	5.01
Municipal Co			ψ100, 2 00	Average Sp	eed (Dedicated	Service)			16.38	15.93
Other / Dona										
TOTAL CAP	PITAL FUNDING		\$195,288		GER DATA		ed. Servi		Non-Ded. Service	e
/elland Handi	i-Trans renamed as	WellTrans in August 2011.		Ambulato	ry air/Scooter Users		9,40 6,13			
	. Trans tonamou as	Trontrano in ragaot 2011.		Attendant		•	1,30			
				Companio			.,-			
				Other (sp	ecified)			42		
				TOTAL			17,5	41		
				1			_	eh.	Avg. Capacity	
				VEHICLE	DATA	Num	ber F	Peak	Wheelchair A	mbulatory

Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory	
Accessible Vans / Minivans Small Buses	4	3	5	14	
Other TOTAL DED. VEHICLES	4	3	N/A	N/A	
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:	Municipal Transit System : Municipal Transit System				

West Elgin

- 2	g				40.500	REGISTRANTS		Active	Total
Four Countie	ies Transportation		Population served:		18,500	Wheelchair/Scooter	r Users:	4	4
Contact:	Joanne Groch	,	Service area (km²):		1,107.0	Ambulatory:		66	66
Title:	Administrator/Treasurer		Communities served:		5 01/01/1994	Attendants:			
Telephone:	519-785-0560		Service began: Advisory Committee me	amhare:	01/01/1994 7	Companions:			
Fax:	519-785-0644		Eligibility Committee me		/ N/A	Other:			70
Email:	jgroch@westelgin.net					Total:	— .	70	70
Dedicated Se	erv. Operated by: 🗹 Trans		Non-Dedicated Se		ontractors:	Eligibility Criteria:		Jnable to Board	
	Priva	rate Contractor(s), number:	: Taxi Scrip Program	ım Available: L			√ U	Jnable to Use	
	Priva	rate Non-Profit Org.					✓ 0	Other Criteria	
VEHICLE KIL	OMETRES & HOURS	2010	2011	SERVICE H	IOURS / SCHED	ULING	-		
	m Dedicated Service	54,954	62,036	Weekday:	0900 to	1600 Sun	nday:	to	
	n Dedicated Service	54,954	62,036	Saturday:	to	Holi	liday:	to	
	rs Dedicated Service	1,495	1,615	•					
	s Dedicated Service	1,495	1,615		ooking notice:	1 day(s)			
	ed Service - Veh. Km.				otice for reservations / Scheduling:	ion: 24.0 hour(s) Manual			
	ed Service - Veh. Hrs.				ū	Manuan			
PASSENGER		0.450	2.027	FARE STRU		T'			
Dedicated S		3,158	2,937	Effective Da	ate 01/01/2010	Tickets/C		** Dece	F
	ated Service	2.450	2.027	<u>داا. ۸</u>	Cash	(unit pr	rice)	Monthly Pass	Free
TOTAL PASS		3,158	2,937	Adult	\$4.00				
· ·	on / Pre-booked	100%	100%	Child	\$4.00				\vdash
Reservation		0%	0%	Student	\$4.00				\vdash
	nd / Day of trip	0%	0%	Senior	\$4.00				\vdash
Cancelled in		209	110	Attendant	\$4.00				\vdash
	Cancelled at door		7	Companion		_			\Box
Unaccommod	· ·			Other	\$8 Round Trip	Fare			
Number of co	omplaints			EMPLOYEE	E DATA	F	- ull-time	e Part-time	A
OPERATING	EXPENSES			Operators				2	•
Administratio	'n	\$1,560	\$4,949	Other Opera	ations				
Operations:				Vehicle Mecl					
	- Dedicated Service	\$21,842	\$34,024		d Administration				
	- Dedicated Service			Other					
Contract	- Non-Dedicated Service				MBER OF EMPL	OYEES		2	
	- Taxi Scrip				ations: Operator				
Maintenance	(Vehicles & Facilities)	\$1,924	\$8,957	Uliion Anna	Mechani				
Fuel		\$8,332	\$14,145						
TOTAL OPE	RATING EXPENSES	\$33,658	\$62,075		Other (sp				
OPERATING	REVENUES AND OTHER	FUNDING CONTRIBUT	IONS		or Wage Rate: \$	\$19.18			
	ger Revenue	\$12,735	\$15,655 .	Top Mechan	nic Wage Rate:				
_	perating Revenue	₩ •=-,	Ψ.Ψ,	PERFOR	MANCE IND	ICATORS			
Total Operati		\$12,735	\$15,655	FINANCIAL		1071. 0		2010	2011
Federal Cont	•	Ψ12,100	ψ10,000	R/C Ratio				38%	25%
Provincial Cont		\$450	\$22,011		ting Cost / Capita	a		\$1.13	\$2.51
Municipal Co		\$20,363	\$22,011 \$24,409		/ Passenger	•		\$10.66	\$21.14
Other / Dona		\$20,363 \$110	ΨΔ=7, 100	-	/ Eligible Passen	naer		\$13.01	\$26.57
TOTAL	110115	\$33,658	\$62,075	•	tion Exp. / Passe	**		ψ10.0.	Ψ=
		ψου,ουυ	Ψ02,010		licated Service	ngo		\$10.16	\$19.45
CAPITAL EXP			Ī		-Dedicated Servi	ice		ψ10	Ψ
Vehicles Pur			Ī			(Dedicated Service)		\$21.47	\$35.37
Debt Servicin	•		Ī	•		(Dodioace 1 ,		Ψ=	Ψ
Other Capital	•		Ī	OPERATING				0.0057	2 2036
TOTAL CAP	PITAL EXPENSES		Ī	Registrants				0.0057	0.0038
CAPITAL FUN	NDING SOURCES		Ī	Passengers	-			0.1707 30.08	0.1588
Transit Syste			Ī	-	rs / Registrant	(ad Comico)		30.08	41.96
Federal Cont			Ī	-	s / Hour (Dedicat	·		2.11	1.82
Provincial Co			Ī		senger (Dedicated	-		17.40 36.76	21.12
Municipal Co			ı	Average op	peed (Dedicated	Service)		36.76	38.41
Other / Dona	ations								
TOTAL CAP	PITAL FUNDING			PASSEN	IGER DATA	Ded. Serv		Non-Ded. Service	
00 - Filebii	ity Criteria: includes person	100	Charles also assess	Ambulato	,		,080		
Other Fildiniii	AV Criteria: inclines persor	ans with an anniication sidr	ed by a health care	\A/haalah	air/Coootor Hoor	·n	256		

* Other Eligibility Criteria: includes persons with an application signed by a health care
professional or doctor. * Municipal Contributions: Chatham-Kent - \$3,218.33, Dawn-
Euphemia - \$3,907.97, Southwest Middlesex - \$13,040.49, Newbury - \$62.69, West
Elgin - \$4,179.65. * Provincial Dedicated Gas Tax Funds are used for the New
Initiatives Program providing on-demand supplementary services during weekend
service hours. The majority of these users are seniors. The cost and revenues
incurred in this program were not included in 2010.

PASSENGER DATA Ambulatory Wheelchair/Scooter Users Attendants	Ded. Service 2,080 256	Non-Ded. Service
Companions Other (specified) TOTAL	601 2,937	

VEHICLE DATA Non-Accessible Cars Accessible Vans / Minivans	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Small Buses Other TOTAL DED. VEHICLES	1 1	1 1	2 N/A	16 N/A
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:	Non-Profit Organization : Municipality			

West Perth

west Pertn					REGISTRANTS	Active	e Total
Mitchell & Area Mobility Bus		Population served:		9,129	Wheelchair/Scooter I		98
Contact: Vicky Wolfe Hinz		Service area (km²):		56,700.0	Ambulatory:	247	247
Title: Manager of Outrea	ch Services	Communities served:		1	Attendants:	36	36
Telephone: 519-348-8612 ext 2	226	Service began:	mhoro:	01/09/1985 12	Companions:		
Fax: 519-348-4420		Advisory Committee me Eligibility Committee me		12	Other:		
Email: maco@ritzlutheran	villa.com			•	Total:	381	381
Dedicated Serv. Operated by:	Transit System/Municipality	Non-Dedicated Se	ervice: 🗹 Cor	ntractors: 1	Eligibility Criteria:	Unable to Boar	rd
	Private Contractor(s), number	: Taxi Scrip Progra	m Available:			✓ Unable to Use	
✓	Private Non-Profit Org.					Other Criteria	
VEHICLE KILOMETRES & HOUR	S 2010	2011	SEDVICE UC	OURS / SCHED	III ING		
Rev. Veh. Km Dedicated Service		32,419	Weekday:	to	Sund	av [.]	to
Tot. Veh. Km Dedicated Service	· · · · · · · · · · · · · · · · · · ·	33,569	Saturday:	to	Holida	•	to
Rev. Veh. Hrs Dedicated Service	· · · · · · · · · · · · · · · · · · ·	2,598	•			ay.	
Tot. Veh. Hrs Dedicated Service	2,993	2,775	Advanced bo		1 day(s)		
Non-Dedicated Service - Veh. Km	ı.			ice for reservation			
Non-Dedicated Service - Veh. Hrs	S.			/ Scheduling:	Fully Computerize	ea	
PASSENGER DATA			FARE STRU				
Dedicated Service	5,399	4,705	Effective Date	e 01/04/2011	Tickets/Ca		
Non-Dedicated Service	5 200	4 705	A duit	Cash	(unit pric	ce) Monthi	y Pass Free
TOTAL PASSENGERS Subscription / Pre-booked	5,399 40%	4,705 50%	Adult	\$3.75			
Reservation	55%	45%	Child Student	\$3.75 \$3.75			\vdash
On-Demand / Day of trip	5%	5%	Senior	\$3.75 \$3.75			H
	94		Attendant	Ψ3.73			
Cancelled in advance No-shows / Cancelled at door	94 5	56 6	Companion				>
Unaccommodated trips	3	2	Other	charter: \$42/hi	drving; \$32/hr waiting	1	_
Number of complaints	4	2	EMDL OVEE	DATA	F	, 4:	
OPERATING EXPENSES			EMPLOYEE Operators	DATA	Fui	II-time P	art-time 8
Administration	\$19,060	\$20,934	Other Operat	ions			O
Operations:	, ,	. ,	Vehicle Mech				
Internal - Dedicated Service	\$50,141	\$40,562		Administration			1
Contract - Dedicated Service			Other				
Contract - Non-Dedicated Ser	vice	\$2,965	TOTAL NUM	BER OF EMPL	OYEES		9
Contract - Taxi Scrip			Union Affilia	tions: Operator	s:		
Maintenance (Vehicles & Facilitie	The state of the s	\$4,654		Mechani			
Fuel TOTAL OPERATING EXPENSES	\$5,862 \$83,437	\$6,605 \$75,720		Other (sp	pecify):		
			Top Operator	Wage Rate: \$	18.29		
OPERATING REVENUES AND O			Top Mechanic	-			
Passenger Revenue	\$13,951	\$14,731 \$10,003	I DEDEODA	MANCE IND	CATORS		
Other Operating Revenue	\$24,628	\$10,902		MANCE INDI	CATORS	2010	2044
Total Operating Revenue	\$38,579	\$25,633	FINANCIAL R/C Ratio			2010 46%	2011 34%
Federal Contributions	\$51,929	\$55,864		ng Cost / Capita		\$4.91	\$5.49
Provincial Contributions Municipal Contributions	\$1,929 \$12,000	\$12,000	Total Exp. /			\$15.45	\$16.09
Other / Donations	\$12,000	\$19,107		Eligible Passen	ger	\$15.45	\$16.09
TOTAL	\$112,655	\$112,604		on Exp. / Passe			• • • • •
	¥1.1 <u>2</u> ,000	¥112,001	Dedic	cated Service		\$11.92	\$11.01
CAPITAL EXPENSES Vehicles Purchased	\$50,000		Non-I	Dedicated Servi	ce		
Debt Servicing	\$50,000		Transportati	on Exp. / Hour (Dedicated Service)	\$21.51	\$18.67
Other Capital Expenses			OPERATING	ì			
TOTAL CAPITAL EXPENSES	\$50,000		Registrants	/ Capita		0.0489	0.0417
CAPITAL FUNDING SOURCES	,,		Passengers	•		0.5914	0.5154
Transit System			Passengers	-		12.11	12.35
Federal Contributions				/ Hour (Dedicat	·	1.99	1.81
Provincial Contributions	\$50,000			enger (Dedicated	•	6.27	6.89
Municipal Contributions	,		Average Spe	eed (Dedicated	Service)	12.48	12.48
Other / Donations							
TOTAL CAPITAL FUNDING	\$50,000			GER DATA	Ded. Servi		ervice
Service Hours: Mondays/Wednes	days 0900-1300 hrs. Tuesdays	1000-1500 hrs:	Ambulator	ry ir/Scooter Users	4,70	05	

Thursdays/Fridays 0900-1700 hrs. * Regarding wage, no increase last year due to Wage Compensation Freeze implemented by the Ministry of Health and since we receive funding from them, we abide by that law. General administrative staff also acts as a spare driver when required.

PASSENGER DATA Ambulatory Wheelchair/Scooter Users Attendants Companions Other (specified)	Ded. Service 4,705	Non-Ded. Service
TOTAL	4,705	

		Veh.	Avg. Capaci	ty per Veh.
VEHICLE DATA	lumber	Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	4
Small Buses	1	1	5	12
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Municipa	lity		
Vehicle maintenance responsibility: Accessible taxis:	Non-Prof	it Organiz	ation	

Windsor

Handi-Trans Contact: Title: Telephone: Fax:	Lori Colenutt General Manager 519-966-0930 519-966-1249		Population served: Service area (km²): Communities served: Service began: Advisory Committee m Eligibility Committee m		233,687 195.6 2 01/09/1978 11 2	Ambulator Attendants Companio Other:	ir/Scooter Users: ry: s:	1,951	Total 1,521 1,951
Email:	handtrn@mnsi.net		-			Total:	• · · · · · · · · · · · · · · · · · · ·	3,472	3,472
Dedicated Se	erv. Operated by:	Transit System/Municipality	Non-Dedicated S		ntractors:	Eligibility		Inable to Board	
		Private Contractor(s), numbe	r: Taxi Scrip Progra	ım Available:	_			Inable to Use	
	✓	Private Non-Profit Org.					☐ C	Other Criteria	
	OMETRES & HOUR		2011		OURS / SCHED				
	n Dedicated Service		330,358	Weekday:	0630 to		Sunday:		200
	 Dedicated Servic Dedicated Servic 	- ,	477,574 21,346	Saturday:	0800 to	0030	Holiday:	0800 to 2	200
	s Dedicated Servic		21,346	Advanced bo	oking notice:	28	day(s)		
	ed Service - Veh. Kn	-,	21,010		ice for reservati		hour(s)		
Non-Dedicate	ed Service - Veh. Hr	S.		Reservations	/ Scheduling:	Partially	y Computerized		
PASSENGER	DATA			FARE STRU	CTURE				
Dedicated S		51,031	55,510	Effective Date	e 01/10/1999	•	Tickets/Cards		_
	ated Service	51 001	FF F40	A	Cash		(unit price)	Monthly Pass	Free
TOTAL PASS	n / Pre-booked	51,031 65%	55,510 45%	Adult	\$2.30		\$2.30		
Reservation		32%	52%	Child Student	\$2.30 \$2.30		\$2.30 \$2.30		\vdash
	d / Day of trip	3%	3%	Senior	\$2.30 \$2.30		\$2.30 \$2.30		H
Cancelled in				Attendant	\$2.30		\$2.30		H
	advance Cancelled at door	18,241 651	19,280 770	Companion	\$2.30		\$2.30		П
Unaccommod		24	19	Other	LaSalle \$5.25	/trip	•		
Number of co	•	2.	10	EMBLOVEE	DATA	•	Full time	Dort time	_
OPERATING				EMPLOYEE Operators	DATA		Full-time 5	Part-tim 12	е
Administratio		\$330,599	\$386,665	Other Operat	ions		3	2	
Operations:				Vehicle Mech			-	_	
Internal -	Dedicated Service	\$622,378	\$591,106	General and	Administration		2		
	- Dedicated Service			Other					
	- Non-Dedicated Se	rvice		TOTAL NUM	BER OF EMPL	OYEES	10	14	
	- Taxi Scrip	-)	¢00.057	Union Affilia	tions: Operator	rs: Te	eamsters Local 8	79	
Fuel	(Vehicles & Facilitie	s) \$84,999 \$100,675			Mechani	cs:			
	RATING EXPENSES	· · ·	\$1,203,571		Other (s	pecify):			
		THER FUNDING CONTRIBUT		Top Operator	Wage Rate: \$	320.24			
	ger Revenue	\$203,039		Top Mechanic	c Wage Rate:				
-	perating Revenue	\$9,668		PERFORM	MANCE IND	ICATORS	S		
Total Operati	-	\$212,707		FINANCIAL			_	2010	2011
Federal Cont	•	Ψ212,707	Ψ200,002	R/C Ratio				19%	20%
Provincial Co				Net Operatir	ng Cost / Capita	ı		\$3.96	\$4.14
Municipal Co	ntributions	\$881,675	\$881,675	Total Exp. /	Passenger			\$22.31	\$21.68
Other / Dona	tions				Eligible Passen			\$23.38	\$22.68
TOTAL		\$1,094,382	\$1,116,677		on Exp. / Passe	enger		045.00	044.70
CAPITAL EXI	PENSES				cated Service Dedicated Servi	00		\$15.83	\$14.72
Vehicles Pur					on Exp. / Hour (Service)	\$40.40	\$38.27
Debt Servicir	•			· ·	•	Dealoatea	oci vice)	ψ+0.+0	Ψ00.21
Other Capita	•			OPERATING Registrants				0.0144	0.0140
TOTAL CAP	ITAL EXPENSES			Passengers	•			0.0144	0.0149 0.2375
	NDING SOURCES			Passengers	•			15.14	15.99
Transit Syste					/ Hour (Dedicat	ted Service))	2.55	2.60
Federal Cont					enger (Dedicate			5.94	5.95
Provincial Co Municipal Co					eed (Dedicated	-		15.15	15.48
Other / Dona				-					
	ITAL FUNDING			PASSENG	SER DATA		Ded. Service	Non-Ded. Service	
				Ambulator			31,689		
		ed the specialized transit service			ir/Scooter Users	S	21,373		
Labaile. In 20°	i i, i i∠ registered ci	ients took 2,637 passenger trip	os. Laballe service	Attendants	S		2,448		

* The data for Windsor also included the specialized transit service for the Town of	
LaSalle. In 2011, 112 registered clients took 2,637 passenger trips. LaSalle service	
contract revenue for 2011 was \$49,311.90 and its passenger revenue was \$13,844.25	

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	31,689	
Wheelchair/Scooter Users	21,373	
Attendants	2,448	
Companions		
Other (specified)		
TOTAL	55,510	

		Veh.	Avg. Capacity per Veh.			
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory		
Non-Accessible Cars			N/A			
Accessible Vans / Minivans						
Small Buses	13	12	5	6		
Other						
TOTAL DED. VEHICLES	13	12	N/A	N/A		
Vehicle ownership:	Non-Prof	it Organiza	ation			
Vehicle maintenance responsibility:	Non-Prof	it Organiza	ation			

Woodstock		CUT	A/MTO Ontario	Specialized Tra	ansit Services Fact Bo	•	-
City of Woodstock	Po	pulation served:		38,000	REGISTRANTS Wheelchair/Scooter	Active Users: 98	Total 278
Contact: Alex Piggott		rvice area (km²):		52.0	Ambulatory:	295	625
Title: Works Superintendent		mmunities served: rvice began:		1 01/01/1979	Attendants:		
Telephone: 519-539-2382 x3140 Fax: 519-537-6984		visory Committee me	embers:	5	Companions: Other:		
Email: apiggott@city.woodstock.	on.ca Eli	gibility Committee me	embers:	5	Total:	393	903
Dedicated Serv. Operated by: 🗸 Trans	it System/Municipality	Non-Dedicated S	ervice: 🗹 Co	ntractors: 2	Eligibility Criteria:	✓ Unable to Board	d
Privat	e Contractor(s), number:	Taxi Scrip Progra	ım Available:	•		✓ Unable to Use	
Privat	te Non-Profit Org.					Other Criteria	
VEHICLE KILOMETRES & HOURS	2010	2011	SEDVICE II	OURS / SCHED	III ING		
Rev. Veh. Km Dedicated Service	13,526	13,562	Weekday:	0830 to		ay:	to
Tot. Veh. Km Dedicated Service	13,526	13,562	Saturday:	to	Holid	ay:	to
Rev. Veh. Hrs Dedicated Service Tot. Veh. Hrs Dedicated Service	1,560 1,560	1,560 1,560	Advanced bo	oking notice:	1 day(s)		
Non-Dedicated Service - Veh. Km.	1,300	1,500		ice for reservation			
Non-Dedicated Service - Veh. Hrs.				/ Scheduling:	Partially Compute	rized	
PASSENGER DATA Dedicated Service	2,215	4,083	FARE STRU	CTURE e 01/07/2008	Tickets/Ca	arde	
Non-Dedicated Service	54,014	43,141	Lilective Dat	Cash	(unit pri		y Pass Free
TOTAL PASSENGERS	56,229	47,224	Adult	\$2.00	\$1.82		
Subscription / Pre-booked Reservation	95% 0%	5% 0%	Child Student	\$2.00 \$2.00	\$1.82 \$1.82		
On-Demand / Day of trip	5%	95%	Senior	\$2.00 \$2.00	\$1.82		
Cancelled in advance	250		Attendant				>
No-shows / Cancelled at door	63	108	Companion Other				~
Unaccommodated trips Number of complaints	30				_		
OPERATING EXPENSES	00		EMPLOYEE Operators	DATA	Fu	II-time Pa	art-time 4
Administration	\$12,713	\$18,459	Other Operat	ions			1
Operations: Internal - Dedicated Service	\$17,940	\$37,389	Vehicle Mech			1	
Contract - Dedicated Service	Ψ17,516	ψ01,000	Other	Administration			
Contract - Non-Dedicated Service	\$444,373	\$370,131	TOTAL NUM	BER OF EMPL	OYEES	2	5
Contract - Taxi Scrip Maintenance (Vehicles & Facilities)	\$17,502	\$14,473	Union Affilia	tions: Operator			
Fuel	\$3,635	\$7,861		Mechani		1146	
TOTAL OPERATING EXPENSES	\$496,163	\$448,313	Ton Operator	Other (sp \$ Wage Rate: \$			
OPERATING REVENUES AND OTHER		NS \$8,814		c Wage Rate: \$			
Passenger Revenue Other Operating Revenue	\$119,487	\$96,188	PERFORI	MANCE INDI	ICATORS		
Total Operating Revenue	\$119,487	\$105,002	FINANCIAL	-		2010	2011
Federal Contributions			R/C Ratio	0 / 0 it-		24%	23%
Provincial Contributions Municipal Contributions	\$376,676	\$343,311	Total Exp. /	ng Cost / Capita Passenger	l	\$10.18 \$8.82	\$9.03 \$9.49
Other / Donations	φονο,σνο	ψο 10,011	Total Exp. /	Eligible Passen		\$8.82	\$9.49
TOTAL	\$496,163	\$448,313		on Exp. / Passe cated Service	enger	\$17.64	\$14.63
CAPITAL EXPENSES				Dedicated Service	ce	\$8.23	\$8.58
Vehicles Purchased Debt Servicing			Transportat	on Exp. / Hour ((Dedicated Service)	\$25.05	\$38.28
Other Capital Expenses			OPERATING				
TOTAL CAPITAL EXPENSES			Registrants Passengers	-		0.0094 1.5197	0.0238 1.2427
CAPITAL FUNDING SOURCES				/ Registrant		162.51	52.30
Transit System Federal Contributions				/ Hour (Dedicat	·	1.42	2.62
Provincial Contributions				enger (Dedicated eed (Dedicated	·	6.11 8.67	3.32 8.69
Municipal Contributions Other / Donations							
TOTAL CAPITAL FUNDING			PASSEN	GER DATA	Ded. Servi	ce Non-Ded. Se	ervice
		1	Ambulato	•	4,08		0,312
			Attendant	ir/Scooter Users s	0	1	2,829
			Companio	ons			
			Other (sp	ecified)	4,0	83 4	3,141
			TOTAL		4,0	4	J, 141
					V	/eh. ∣ Avg. Capa	city per Veh.
			VEHICLE			Peak Wheelchair	Ambulatory
			Non-Acces Accessible	ssible Cars · Vans / Minivan	s	N/A	
					-		1

		Veh.	Avg. Capac	ity per Veh.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	5	15
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipal	ity		
Vehicle maintenance responsibility:	Municipal	ity		
Accessible taxis: 6	·	-		

York Region

YRT- Mobilit	ty Plus	D _r	opulation served:		1,086,000	REGISTRANT		Active	Total
			ervice area (km²):		1,775.0	Wheelchair/So	cooter Users	,	7,418
Contact:	Steven Baldo	C	ommunities served:		1,773.0	Ambulatory:		2,734	2,708
Title:	Supervisor Contract Ac	aministration	ervice began:		01/01/2001	Attendants:			
Telephone:	905 762-1282 x5629		dvisory Committee me	emhers:	12	Companions:			
Fax: Email:	905 762-2110 steven.baldo@york.ca		igibility Committee me		N/A	Other: Total:		3,981	10,126
		ansit System/Municipality	Non-Dedicated S	envice: 🗸 Co	ntractors: 1	Eligibility Cri	toria:	Unable to Board	10,120
Dedicated St		vate Contractor(s), number: 4			_	Liigibility Cit	· <u></u>	Unable to Use	
		* **	Taxi Scrip Frogra	IIII Avallable	_				
	Pri	vate Non-Profit Org.						Other Criteria	
VEHICLE KIL	OMETRES & HOURS	2010	2011	SERVICE H	OURS / SCHED	ULING			
	n Dedicated Service	2,853,804	3,007,712	Weekday:	0600 to	2400	Sunday:	0600 to	2400
	n Dedicated Service	2,853,804	3,007,712	Saturday:	0600 to	2400	Holiday:	0600 to	2400
	s Dedicated Service	158,839	170,152	Advanced be	ooking notice:	7 do	((0)		
	s Dedicated Service	187,249	197,324			7 day			
	ed Service - Veh. Km.	31,926	50,121		tice for reservati s / Scheduling:	on: 18.0 hou Fully Comp			
	ed Service - Veh. Hrs.	4,737	5,463		•	i uliy Comp	dienzeu		
PASSENGER	DATA			FARE STRU					
Dedicated	Service	317,270	330,231	Effective Dat	te 01/01/2009		cets/Cards		
	ated Service	5,518	6,084		Cash	(u	nit price)	Monthly Pa	ass Free
TOTAL PASS		322,788	336,315	Adult	\$3.25		\$2.60	\$105.00	
Subscriptio	n / Pre-booked	57%	47%	Child					
Reservation		43%	53%	Student					
On-Deman	d / Day of trip	1%	0%	Senior					
Cancelled in	advance	39,751	45,769	Attendant					✓
No-shows / C	Cancelled at door	4,443	4,683	Companion	\$3.25		\$2.60	\$105.00	
Unaccommo		2	2	Other					
Number of co	•	742	876	EMPLOYEE	DATA		Full-tim	ne Part-t	tima
OPERATING	•			Operators	DATA		ruii-uiii	ie Fait-t	mie
Administratio		\$1,054,696	\$1,560,914	Other Opera	tione		6	9	
Operations:	•••	Ψ.,σσ.,σσσ	4 1,000,011	Vehicle Mech			U	9	
-	Dedicated Service	\$1,645,684	\$2,154,913		Administration		7	1	
	- Dedicated Service	\$7,706,125	\$8,092,187	Other	Auministration		,	,	
	- Non-Dedicated Service		\$135,934		IBER OF EMPL	OVEES	13	10	
	- Taxi Scrip	\$39,548	\$29,036				13	10	
	(Vehicles & Facilities)	\$1,239	\$639	Union Affilia	itions: Operator				
Fuel	(\$145	\$158,013		Mechani				
	RATING EXPENSES	\$10,724,504	\$12,131,636		Other (s	pecify):			
		R FUNDING CONTRIBUTIO			r Wage Rate:				
	ger Revenue	\$713,383	\$760,691	•	ic Wage Rate:				
Other O	perating Revenue				MANCE IND	ICATORS			
Total Operat	ing Revenue	\$713,383	\$760,691	FINANCIAL				2010	2011
Federal Conf	tributions			R/C Ratio				7%	6%
Provincial Co	ontributions				ng Cost / Capita	l		\$9.43	\$10.47
Municipal Co		\$9,964,327	\$11,367,047	Total Exp. /				\$33.22	\$36.07
Other / Dona	itions	\$5,300	\$3,899		Eligible Passen			\$37.97	\$41.72
TOTAL		\$10,683,010	\$12,131,637		ion Exp. / Passe	enger			
CAPITAL EX	PENSES				cated Service			\$29.48	\$31.51
Vehicles Pur					Dedicated Servi			\$57.38	\$27.12
Debt Servicir				Transportat	ion Exp. / Hour	(Dedicated Serv	/ice)	\$49.95	\$52.73
Other Capita	•			OPERATING	}				
•	ITAL EXPENSES			Registrants	/ Capita			0.0087	0.0093
				Passengers	/ Capita			0.3039	0.3097
	NDING SOURCES			Passengers	/ Registrant			35.15	33.21
Transit Syste				Passengers	/ Hour (Dedicat	ted Service)		2.00	1.94
Federal Conf				Kms / Pass	enger (Dedicate	d Service)		8.99	9.11
Provincial Co				Average Sp	eed (Dedicated	Service)		17.97	17.68
Municipal Co Other / Dona				•					
	ITAL FUNDING			PASSEN	GER DATA	Ded	. Service	Non-Ded. Service	ce

* Top Wage Rates are not available as sevice is contracted out. * "Family of Service"
is a new eligibility status started in mid 2010, whereby current customers and new
applicants use conventional YRT/Viva transit services for a portion of their overall trip.
A Mobility Plus vehicle will pick up passengers from their home and take them to a Bus
Terminal, the driver escorts to the platform. The customer boards the conventional
transit bus and travels to another terminal subway if travelling into Toronto. At the
teminal, another Mobility Plus Vehicle may pick up the customer and take them to their
final destination. Mobility Plus saves the cost and time of the one way long trip by
providing two shorter trips at the beginning and end legs of the trip.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	223,921	5,538
Wheelchair/Scooter Users	61,239	71
Attendants	35,494	401
Companions	8,172	74
Other (specified)	1,405	
TOTAL	330,231	6,084

		Veh.	Avg. Capacity per Veh.	
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars	36	33	N/A	3
Accessible Vans / Minivans	25	22	2	2
Small Buses	17	12	5	10
Other				
TOTAL DED. VEHICLES	78	67	N/A	N/A
	0 " 0	-		D:

Vehicle ownership: Small Buses-Transit System, Others-Private Op Vehicle maintenance responsibility: Private Operation

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IV.	APPENDIX - S	SPECIALIZED '	TRANSIT ST	ATISTICS GL	.OSSARY

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

GENERAL INFORMATION

Service Area Population: Population served.

Advisory Committee

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

Eligibility Committee

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

Eligibility Criteria:

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

Registrants

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

FARE STRUCTURE

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

SERVICE

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

Dedicated Service

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

Non-Dedicated Service (e.g. Taxis)

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

Taxi Scrip/User Subsidy Program

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

SERVICE HOURS / SCHEDULING

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

Reservations/Scheduling

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

OPERATING STATISTICS

Revenue Vehicles

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

Non-Accessible Cars

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

Accessible Vans/Minivans

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

Small Buses

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

Other

Excludes taxis.

Total Revenue Vehicles

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

Revenue Vehicle Kilometres and Hours (for dedicated service only)

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

PASSENGER STATISTICS

Annual Passengers

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

Subscription/Pre-booked

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

Reservations

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

On-Demand/Day of Trip

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

Total Trips Requested

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

Cancelled in Advance

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

Unaccommodated Trip Requests

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

No-Shows/Trips Cancelled at Door

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

FINANCIAL STATISTICS

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

Operating Expenses

Administration

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

Operations - Internal - Dedicated Service

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

Contract - Dedicated Service

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

Contract - Non-Dedicated Service

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

Contract - Taxi Scrip

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

Maintenance

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

Fuel

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

Total Operating Expenses

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

Operating Revenues and Other Funding Contributions

Passenger Revenue

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

Other Operating Revenue

Charters, bank interest, tax rebates, etc.

Total Operating Revenues

Passenger Revenue + Other Operating Revenue

Donations/Other

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

Total Operating Revenues and Other Funding Contributions

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

Capital Expenses

Vehicles Purchased

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

Debt Service Payments

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

Other Capital Expenses

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

Capital Funding Sources

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

EMPLOYMENT STATISTICS

Full-time Employee

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

Part-time Employee

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

Wage Rates

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

PERFORMANCE INDICATORS

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

FINANCIAL PERFORMANCE INDICATORS

R/C Ratio **Total Operating Revenues**

Total Operating Expenses

Net Operating Cost / Capita (Total Operating Expenses - Total Operating Revenues)

Service Area Population

Total Expenses / Passengers Total Operating Expenses

Total Passengers

Total Expenses / Eligible Passengers* **Total Operating Expenses**

Eligible Passengers

Transportation Expenses / Passengers

(Dedicated Service)

(Dedicated Contract + Internal + Maintenance + Fuel Exp.)

Passengers (Dedicated Service)

Transportation Expenses / Passengers

(Non-Dedicated Service)

(Non-Dedicated Contract + Taxi Scrip Program Expenses)

Passengers (Non-Dedicated Service)

Transportation Expenses / Hours

(Dedicated Service)

(Dedicated Contract + Internal + Maintenance + Fuel Exp.)

Total Vehicle Hours (Dedicated Service)

OPERATING PERFORMANCE INDICATORS

Registrants / Capita **Total Registrants**

Service Area Population

Passengers / Capita Total Passengers

Service Area Population

Passengers / Registrant **Total Passengers**

Total Registrants

Passengers / Hours Passengers (Dedicated Service)

Revenue Vehicle Hours (Dedicated Service) (Dedicated Service)

Kilometres / Passengers

(Dedicated Service)

Revenue Vehicle Kilometres (Dedicated Service)

Passengers (Dedicated Service)

Average Speed Revenue Vehicle Kilometres (Dedicated Service) (Dedicated Service)

Revenue Vehicle Hours (Dedicated Service)

[&]quot;Eligible Passengers" include the ambulatory and wheelchair/scooter users for dedicated and nondedicated services, but do not include attendants/companions or other passengers.