

Ontario Specialized Transit Services

2001 Fact Book

prepared for
The Ontario Ministry of Transportation
by
The Canadian Urban Transit Association

Abstract

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

This report contains detailed data for 2000 and 2001, along with key performance indicators, for each of the Specialized Transit systems. It also provides a provincial summary, as well as tables comparing the performance indicators by population group.

Please communicate any corrections to the data to:

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GLOSSARY

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

GENERAL INFORMATION

Population served - Service area population

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

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

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

Eligibility Criteria:

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

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

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

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

OPERATING DATA

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

PASSENGER DATA

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

Trip Types

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

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

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

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

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

FINANCIAL DATA

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

VEHICLE DATA

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

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

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

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

Other: excludes taxis.

SERVICE HOURS / SCHEDULING

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

Reservations/Scheduling

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

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

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

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

PERFORMANCE INDICATORS

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

FINANCIAL PERFORMANCE INDICATORS

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

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

OPERATING PERFORMANCE INDICATORS

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

SUPPLEMENTARY NOTES

Missing Systems:

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

Special Notes:

- Formal merger of new Ajax-Pickering Transit Authority was effective on September 4, 2001. 2000 Data for Ajax and Pickering were printed separately. 2001 Data represents cumulative information from Ajax and Pickering.
- The Regional Municipality of Waterloo - Grand River Transit (GRT) assumed the responsibility for providing specialized transit services in Waterloo Region in 2000. The data for GRT were published on 3 separate pages, including Cambridge (GRT Mobility Plus - South), Kitchener-Waterloo (GRT Mobility Plus - North), and Woolwich/Wellesley/Wilmot (Woolwich Transit Inc.).
- The new City of Greater Sudbury was formed on January 1, 2001 encompassing the former Regional Municipality of Sudbury, which included the Cities of Sudbury and Valley East and the Towns of Capreol, Nickel Centre, Onaping Falls, Rayside-Balfour, and Walden, as well as several unincorporated townships. Whereas 2001 data were for the new, post-amalgamation service area of Sudbury Transit, 2000 data were for the City of Sudbury and the Town of Nickel Centre only.
- York Region Transit assumed the duty for providing specialized transit service in York Region in Jan. 2001. 2000 data were the combination of the data from Aurora, Georgina, Markham, Newmarket, Richmond Hill, and Vaughan.

Revised Indicators

In order to make the performance indicators for the Specialized Transit Services Fact Book more reflective of the service provided, CUTA has reviewed its definitions and made the following changes in the 2001 Fact Book:

- we now use Revenue Vehicle Hours (Dedicated Service) instead of Total Vehicle Hours (Dedicated Service) to calculate Passengers per Hour (Dedicated Service).
- we now use Revenue Vehicle Kilometres (Dedicated Service) instead of Total Vehicle Kilometres (Dedicated Service) to calculate Kilometres per passenger (Dedicated Service).
- we now use Revenue Vehicle Kilometres (Dedicated Service) and Revenue Vehicle Hours (Dedicated Service) instead of Total Vehicle Kilometres (Dedicated Service) and Total Vehicle Hours (Dedicated Service) to calculate the Average Speed (Dedicated Service).

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

Annual Registration Fees and Subscription Fees:

In 2001, 7 out of 72 reporting systems reported that they had an annual registration fee for people wishing to register to use the service. The average fee was \$12. A complete list of the systems and their annual fees is as follows:

Barrie	\$10.00
Hamilton.....	\$15.00
London	\$10.00
Sarnia.....	\$2.00
St. Thomas.....	\$12.50
Toronto.....	\$25.00
Woodstock	\$20.00

Guelph Transit Mobility offered subscription fee for \$1.50.

2001 Transit Strikes / Lockouts:

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

ONTARIO

No. of transit systems in 2001:

78	operated by:	• Systems with Dedicated Service:	71 (99%)	NUMBER OF REGISTRANTS	98,279
		Transit Systems/Municipalities	24 (33%)	Wheelchair/Scooter Users:	(48.2%)
		Non-Profit Organizations	32 (44%)	Ambulatory:	(50.8%)
		Private Contractors	19 (26%)	Attendants/Companions:	(0.4%)
		• Systems with Non-Dedicated Service:	30 (42%)	Other:	(0.3%)
		• Systems with Taxi Scrip Program:	6 (8%)		

No. of transit systems reporting in 2001:
Population served: 9,467,617

Service area (km²): 29,706.1

Communities served: 152

OPERATING DATA

Number of transit systems reporting §

2000
2001

Rev Veh Km - Dedicated Service

69

72

Tot Veh Km - Dedicated Service

27,190,882

25,924,693

Rev Veh Hr - Dedicated Service

31,221,844

28,054,144

Tot Veh Hr - Dedicated Service

1,417,349

1,388,988

Non-Dedicated Service - Veh Km

1,494,548

1,467,202

Non-Dedicated Service - Veh Hr

2,553,952

2,078,726

Non-Dedicated Service - Veh Km

89,018

79,758

PASSENGER DATA

Dedicated Service

3,647,849

3,789,057

Non-Dedicated Service

1,026,232

900,594

TOTAL PASSENGERS

4,674,081

4,689,651

Passenger Reservations - Average

Subscription/Pre-booked

52%

Reservation

46%

45%

On-Demand/Day of trip

7%

8%

UNACCOMMODATED TRIPS

127,579

149,411

NO-SHOWS/CANCELLED AT DOOR

104,410

111,658

NUMBER OF COMPLAINTS

3,098

3,728

OPERATING EXPENSES

Administration

\$13,174,898

\$13,014,268

Operations:

Internal - Dedicated Service

53%

Contract - Dedicated Service

\$29,518,858

50%

Contract - Non-Dedicated Service

\$23,854,764

45%

Taxi Scrip/Fare Reimbursement

\$8,629,441

8%

Maintenance

\$1,009,203

7%

Fuel

\$12,118,299

111,658

TOTAL OPERATING EXPENSES

\$91,695,816

3,098

OPERATING FUNDING SOURCES

Passenger Revenue

\$8,637,149

\$8,908,315

Other Operating Revenue

\$852,098

\$693,127

Total Operating Revenues

\$9,489,247

\$9,601,442

Provincial Contributions

\$170,790

\$276,366

Municipal Contributions

\$80,587,762

\$85,554,967

Donations/Other

\$1,366,427

\$607,094

TOTAL OPERATING FUNDING

\$91,614,226

\$96,039,869

CAPITAL EXPENSES

Vehicles Purchased

11,892,172

\$9,252,921

Debt Servicing

\$56,599

\$589,463

Other Capital Expenses

\$879,678

\$679,054

TOTAL CAPITAL EXPENSES

\$12,828,449

\$10,521,438

CAPITAL FUNDING SOURCES

Transit System

\$2,821,532

\$3,077,500

Provincial Contributions

\$9,784,368

\$6,212,369

Municipal Contributions

\$226,606

\$965,487

TOTAL CAPITAL FUNDING

\$12,832,506

\$10,255,356

VEHICLE DATA

(2001)

Veh.

Number

Peak

Non-Accessible Cars

189

189

Accessible Vans/Minivans

214

194

Small Buses

431

372

Other

5

2

TOTAL DED VEHICLES

839

726

Accessible taxis

115

N/A

PASSENGER STATISTICS

(2001)

Dedicated
Service
Non-Dedicated
Service

Ambulatory

2,057,011

582,434

Wheelchair/Scooter Users

1,557,949

267,729

Attendants/Companions

174,079

22,940

Other

8

27,491

TOTAL PASSENGER (%Total)

3,789,057 (81%)

900,594 (19%)

September 2002

ONTARIO SPECIALIZED TRANSIT SERVICES
PERFORMANCE INDICATORS BY POPULATION SIZE
- 2001 DATA -

POPULATION	NO. OF SYSTEMS	RIC. RATIO	NOC/CAPITA	TOT EXP/ PASS	TOT EXP/ ELIGI.PASS	TRANS P EXP/PASS (DED SERV)	TRANS P EXP/PASS (NON-DED)	TRANS P EXPHR (DED SERV)	REGISTRANTS/ CAPITA	PASSENGERS/ CAPITA	PASSENGERS/ REGISTRANTS	PASSENGERS/ HR (DED SERV)	KM/ PASSENGER (DED SERV)	AVERAGE SPEED (DED SERV)
POP GROUP 1	10	8%	\$11.30	\$22.47	\$23.55	\$21.20	\$12.58	\$52.76	0.0096	0.5470	57.22	2.65	7.69	20.58
POP GROUP 2	19	20%	\$4.28	\$14.32	\$15.28	\$13.22	\$9.71	\$35.85	0.0117	0.3714	31.18	2.75	6.69	18.42
POP GROUP 3	43	23%	\$4.12	\$13.71	\$14.31	\$12.16	\$6.26	\$33.22	0.0158	0.3835	23.82	2.56	7.97	18.72
ONTARIO	72	10%	\$9.22	\$20.61	\$21.65	\$19.24	\$12.05	\$49.06	0.0107	0.4956	46.57	2.66	7.55	20.11

Note: See Glossary for definitions of performance indicators

POP GROUP 1: Population>150,000

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

POP GROUP 3: Population<50,000

AJAX HANDI-TRANS
 Contact: Ms. V. Platt
 Title: Dispatcher
 Telephone: (905) 427-1313
 FAX: (905) 427-3473
 e-mail: platt@townofajax.com
 Dedicated Service operated by: N/A
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 68,000
 Service area (km²):
 Communities served: 1
 Service began: 1991
 Advisory Committee members: 13
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

Unable to Board
 Unable to Use
 Other Criteria

Note: * Formal merger of new Ajax-Pickering Transit Authority was effective on September 4, 2001.

* 2001 Data for Ajax has been combined with the 2001 Data for Pickering to form Ajax-Pickering page.

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING
VEHICLE KILOMETRES & HOURS				Weekday: Saturday: Sunday: Holiday:
Rev. Veh. Km. - Dedicated Service		109,284		Advanced booking notice: Minimum notice for reservation: Reservations/Scheduling:
Tot. Veh. Km. - Dedicated Service		113,781		
Rev. Veh. Hr. - Dedicated Service		6,200		
Tot. Veh. Hr. - Dedicated Service		6,255		
Non-Dedicated Service - Veh. Km.				
Non-Dedicated Service - Veh. Hr.				
PASSENGER DATA				
Dedicated Service		15,816		
Non-Dedicated Service		1,393		
TOTAL PASSENGERS		17,209		
Subscription/Pre-booked		75%		
Reservation		23%		
On-Demand/Day of trip		2%		
UNACCOMMODATED TRIPS		40		
NO-SHOWS/CANCELLED AT DOOR		11		
NUMBER OF COMPLAINTS		4		
OPERATING EXPENSES				
Administration		\$54,472		
Operations:				
Internal - Dedicated Service		\$369,159		
Contract - Dedicated Service				
Contract - Non-Dedicated Service		\$9,885		
Taxi Scrip/Fare Reimbursement				
Maintenance (Vehicles & Facilities)		\$45,233		
Fuel		\$33,993		
TOTAL OPERATING EXPENSES		\$512,742		
OPERATING FUNDING SOURCES				
Passenger Revenue		\$54,648		
Other Operating Revenue				
Total Operating Revenues		\$54,648		
Provincial Contributions				
Municipal Contributions		\$458,094		
Donations / Other				
TOTAL OPERATING FUNDING		\$512,742		
CAPITAL EXPENSES				
Vehicles Purchased		\$196,465		
Debt Servicing				
Other Capital Expenses				
TOTAL CAPITAL EXPENSES		\$196,465		
CAPITAL FUNDING SOURCES				
Transit System				
Provincial Contributions				
Municipal Contributions		\$196,465		
Donations / Other				
TOTAL CAPITAL FUNDING		\$196,465		

VEHICLE DATA (2001)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses			
Other			
TOTAL DED. VEHICLES			N/A
Accessible taxis	N/A	N/A	N/A

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (% Total)	()	()

AJAX-PICKERING

AJAX-PICKERNG TRANSIT AUTHORITY

Contact: Ms. Deanna Wilson
 Title: Admin. Operations Coordinator
 Telephone: (905) 420-4660 x5236
 FAX: (905) 683-5314
 e-mail: dwilson@city.pickering.on.ca

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

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

ELIGIBILITY CRITERIA

Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS

701

Wheelchair/Scooter Users: 254 (36%)

Ambulatory: 447 (64%)

Attendants/Companions:

Other:

Note: * Formal merger of new Ajax-Pickering Transit Authority was effective on September 4, 2001.

* 2001 Data represents cumulative information from Ajax and Pickering.

* 2000 Data for Ajax and Pickering were printed separately.

OPERATING DATA

VEHICLE KILOMETRES & HOURS

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

2000

2001

SERVICE HOURS/SCHEDULING

Weekday: Sunday:
 Saturday: Holiday:
 Advanced booking notice: 14 days
 Minimum notice for reservation: 1.0 hours
 Reservations/Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

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

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration

Operations:

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

Fuel

TOTAL OPERATING EXPENSES

OPERATING FUNDING SOURCES

Passenger Revenue

Other Operating Revenue

Total Operating Revenues

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL OPERATING FUNDING

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL CAPITAL FUNDING

2000

2001

FARE STRUCTURE (2001)

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

EMPLOYEE DATA (2001)

	(Full-Time)	(Part-Time)
Operators	6	4
Other Operations (e.g. dispatchers)	2	
Maintenance		
General Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	10	4
Union Affiliations:	CUPE 129	
Top Operator Wage Rate:	\$19.40	
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

2000

2001

FINANCIAL

R/C Ratio	6%
Net Operating Cost / Capita	\$4.62
Total Exp. / Passenger	\$21.27
Total Exp. / Eligible Passenger	\$21.66
Transp. Exp. / Passenger	
Dedicated Service	\$16.15
Non-Dedicated Service (e.g. Taxis)	\$8.58
Transp. Exp. / Hour (Dedicated Service)	\$33.05

OPERATING

Registrants / Capita	0.0042
Passengers / Capita	0.2304
Passengers / Registrant	54.56
Passengers / Hour (Dedicated Service)	2.05
Km. / Passenger (Dedicated Service)	8.13
Average Speed (Dedicated Service)	16.63

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	10	8	4	10
Other				
TOTAL DED. VEHICLES	10	8	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Wheelchair/Scooter Users	Attendants/Companions
Ambulatory	25,518	2,735	
Wheelchair/Scooter Users	8,402	901	
Attendants/Companions	624	67	
Other			
TOTAL PASSENGER (%Total)	34,544 (90%)	3,703 (10%)	

AMHERSTBURG

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

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

Population served:	26,600	NUMBER OF REGISTRANTS	353
Service area (km ²):	191.9	Wheelchair/Scooter Users:	46 (13%)
Communities served:	1	Ambulatory:	307 (87%)
Service began:	1988	Attendants/Companions:	
Advisory Committee members:	5	Other:	
Eligibility Committee members:	5		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA
VEHICLE KILOMETRES & HOURS
 Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hr. - Dedicated Service
 Tot. Veh. Hr. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hr.

2000

2001

SERVICE HOURS/SCHEDULING

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

PASSENGER DATA
 Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR 4
NUMBER OF COMPLAINTS

FARE STRUCTURE (2001)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child	\$3.00		
Student	\$3.00		
Senior	\$3.00		
Attendant	free		
Companion	\$3.00		
Other	City trips \$6, free for attendants.		

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

TOTAL OPERATING EXPENSES \$79,500

OPERATING FUNDING SOURCES
 Passenger Revenue
 Other Operating Revenue
Total Operating Revenues \$9,111
 Provincial Contributions
 Municipal Contributions
 Donations / Other \$7,226
TOTAL OPERATING FUNDING \$77,200

CAPITAL EXPENSES
 Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

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

EMPLOYEE DATA (2001)

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

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio		11%
Net Operating Cost / Capita		\$2.65
Total Exp. / Passenger		\$16.60
Total Exp. / Eligible Passenger		\$16.60
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0086	0.0133
Passengers / Capita	0.1899	0.1801
Passengers / Registrant	21.97	13.57
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	9
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,790*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	4,790 (100%)	(0%)
* Total for all categories		

ATIKOKAN HANDI-VAN

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

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

Population served:	3,800	NUMBER OF REGISTRANTS	99
Service area (km ²):	372.8	Wheelchair/Scooter Users:	9 (9%)
Communities served:	1	Ambulatory:	87 (88%)
Service began:	1990	Attendants/Companions:	3 (3%)
Advisory Committee members:	7	Other:	
Eligibility Committee members:	7	Note: * Service was available at other times if booked in advance.	

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING*		
VEHICLE KILOMETRES & HOURS				Weekday:	1000 to 1600	Sunday:
Rev. Veh. Km. - Dedicated Service		27,000		Saturday:		Holiday:
Tot. Veh. Km. - Dedicated Service		27,000		Advanced booking notice:		
Rev. Veh. Hr. - Dedicated Service		1,200	1,252	Minimum notice for reservation:		
Tot. Veh. Hr. - Dedicated Service		1,560	1,612	Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh. Km.						
Non-Dedicated Service - Veh. Hr.						
PASSENGER DATA				FARE STRUCTURE (2001)		Tickets/Cards (unit price)
Dedicated Service		4,976	5,931	Adult	\$2.00	
Non-Dedicated Service				Child	\$2.00	
TOTAL PASSENGERS		4,976	5,931	Student		
Subscription/Pre-booked		15%	15%	Senior	\$2.00	
Reservation		5%	2%	Attendant	\$2.00	
On-Demand/Day of trip		80%	83%	Companion	\$2.00	
UNACCOMMODATED TRIPS		5	5	Other	School Board pays \$10 per trip	
NO-SHOWS/CANCELLED AT DOOR		15	8			
NUMBER OF COMPLAINTS		8	3			
OPERATING EXPENSES				EMPLOYEE DATA (2001)		(Full-Time)
Administration		\$19,400	\$19,400	Operators		2
Operations:				Other Operations (e.g. dispatchers)		1
Internal - Dedicated Service		\$39,818	\$45,344	Maintenance		
Contract - Dedicated Service				General Administration		1
Contract - Non-Dedicated Service				Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES		4
Maintenance (Vehicles & Facilities)		\$1,300	\$1,000	Union Affiliations:	CUPE	
Fuel		\$3,000	\$4,500	Top Operator Wage Rate:	\$15.74	
TOTAL OPERATING EXPENSES		\$63,518	\$70,244	Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue		\$7,431	\$7,392	2000	2001	
Other Operating Revenue		\$9,800	\$16,565	FINANCIAL		
Total Operating Revenues		\$17,231	\$23,957	R/C Ratio	27%	34%
Provincial Contributions				Net Operating Cost / Capita	\$13.22	\$12.18
Municipal Contributions				Total Exp. / Passenger	\$12.76	\$11.84
Donations / Other		\$46,287	\$46,287	Total Exp. / Eligible Passenger	\$12.79	\$11.86
TOTAL OPERATING FUNDING		\$63,518	\$70,244	Transp. Exp. / Passenger		
CAPITAL EXPENSES				Dedicated Service	\$8.87	\$8.57
Vehicles Purchased			\$57,000	Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp. Exp. / Hour (Dedicated Service)	\$28.28	\$31.54
Other Capital Expenses						
TOTAL CAPITAL EXPENSES			\$57,000	OPERATING		
CAPITAL FUNDING SOURCES				Registrants / Capita	0.0266	0.0261
Transit System				Passengers / Capita	1.4217	1.5608
Provincial Contributions				Passengers / Registrant	53.51	59.91
Municipal Contributions				Passengers / Hour (Dedicated Service)	4.15	4.74
Donations / Other			\$57,000	Km. / Passenger (Dedicated Service)	5.43	
TOTAL CAPITAL FUNDING			\$57,000	Average Speed (Dedicated Service)	22.50	

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	1	3
Small Buses				
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,325	
Wheelchair/Scooter Users	1,600	
Attendants/Companions	6	
Other		
TOTAL PASSENGER (%Total)	5,931 (100%)	(0 %)

BARRIE

B.A.C.T.S.
 Contact: Mr. Ron Lemanczyk
 Title: Transportation Technologist
 Telephone: (705) 739-4220 x4305
 FAX: (705) 739-4247
 e-mail: rlemanczyk@city.barrie.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Program available: NO

Population served:	103,000	NUMBER OF REGISTRANTS	1,303
Service area (km ²):	74.0	Wheelchair/Scooter Users:	681 (52%)
Communities served:	1	Ambulatory:	622 (48%)
Service began:	1980	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Note: * Revenue vehicle kilometres and hours included deadheading.	

ELIGIBILITY CRITERIA
 Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING		
VEHICLE KILOMETRES & HOURS*				Weekday:	0730 to 2300	Sunday: 0900 to 1800
Rev. Veh. Km. - Dedicated Service	147,941	154,616		Saturday:	0900 to 2300	Holiday:
Tot. Veh. Km. - Dedicated Service	147,941	154,616		Advanced booking notice:	14 days	
Rev. Veh. Hr. - Dedicated Service	8,469	10,089		Minimum notice for reservation:		
Tot. Veh. Hr. - Dedicated Service	8,469	10,089		Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh. Km.						
Non-Dedicated Service - Veh. Hr.						
PASSENGER DATA				FARE STRUCTURE (2001)		Tickets/Cards (unit price)
Dedicated Service	21,369	23,224		Adult	\$2.50	\$2.50
Non-Dedicated Service	4,412	5,579		Child	\$2.50	\$2.50
TOTAL PASSENGERS	25,781	28,803		Student	\$2.50	\$2.50
Subscription/Pre-booked	26%	30%		Senior	\$2.50	\$2.50
Reservation	70%	65%		Attendant	\$2.50	\$2.50
On-Demand/Day of trip	4%	5%		Companion	\$2.50	\$2.50
UNACCOMMODATED TRIPS	97	103		Other		
NO-SHOWS/CANCELLED AT DOOR	358	425				
NUMBER OF COMPLAINTS	3	3				
OPERATING EXPENSES				EMPLOYEE DATA (2001)		(Full-Time) (Part-Time)
Administration	\$7,652	\$7,667		Operators	5	3
Operations:				Other Operations (e.g. dispatchers)		1
Internal - Dedicated Service				Maintenance	2	
Contract - Dedicated Service	\$312,491	\$383,068		General Administration	1	
Contract - Non-Dedicated Service	\$30,010	\$49,065		Other	2	
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	10	4
Maintenance (Vehicles & Facilities)		\$22,526		Union Affiliations:	ATU 1587	
Fuel				Top Operator Wage Rate:	\$13.93	
TOTAL OPERATING EXPENSES	\$350,153	\$462,326		Top Mechanic Wage Rate:	\$20.00	
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue	\$64,452	\$72,007		2000		2001
Other Operating Revenue	\$1,320	\$2,105		FINANCIAL		
Total Operating Revenues	\$65,772	\$74,112		R/C Ratio	19%	16%
Provincial Contributions				Net Operating Cost / Capita	\$2.84	\$3.77
Municipal Contributions	\$284,381	\$388,214		Total Exp. / Passenger	\$13.58	\$16.05
Donations / Other				Total Exp. / Eligible Passenger	\$14.92	\$17.75
TOTAL OPERATING FUNDING	\$350,153	\$462,326		Transp. Exp. / Passenger		
CAPITAL EXPENSES			Dedicated Service	\$14.62	\$17.46	
Vehicles Purchased	\$72,690	\$107,035		Non-Dedicated Service (e.g. Taxis)	\$6.80	\$8.79
Debt Servicing				Transp. Exp. / Hour (Dedicated Service)	\$36.90	\$40.20
Other Capital Expenses				OPERATING		
TOTAL CAPITAL EXPENSES	\$72,690	\$107,035		Registrants / Capita	0.0110	0.0127
CAPITAL FUNDING SOURCES				Passengers / Capita	0.2578	0.2796
Transit System				Passengers / Registrant	23.44	22.11
Provincial Contributions				Passengers / Hour (Dedicated Service) *	2.52	2.30
Municipal Contributions	\$72,690	\$107,035		Km. / Passenger (Dedicated Service) *	6.92	6.66
Donations / Other				Average Speed (Dedicated Service) *	17.47	15.33
TOTAL CAPITAL FUNDING	\$72,690	\$107,035				

VEHICLE DATA (2001)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	6	5	5	4
Other				
TOTAL DED. VEHICLES	6	5	N/A	N/A
Accessible taxis	2	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Wheelchair/Scooter Users	Attendants/Companions
Ambulatory	21,020*		5,028 *
Attendants/Companions	2,204		551
Other			
TOTAL PASSENGER (%Total)	23,224 (81%)		5,579 (19%)
* Total for Ambulatory and Wheelchair/Scooter Users			

BELLEVILLE MOBILITY BUS

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

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

ELIGIBILITY CRITERIA *

- Unable to Board
 Unable to Use
 Other Criteria

Note: * Belleville Mobility Bus updated its registrant list in 2001.
 * Contractor provided operators and mechanics for Belleville Transit.

OPERATING DATA**VEHICLE KILOMETRES & HOURS**

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

2000

44,583

2001

53,942

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
 Saturday: 1000 to 1400 Holiday:
 Advanced booking notice: 7 days
 Minimum notice for reservation: 4.0 hours
 Reservations/Scheduling: Manual

PASSENGER DATA

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

8,122

56%

27%

17%

150

100

2

FARE STRUCTURE (2001)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.25	\$1.15	\$44.00
Child	\$1.25	\$1.15	\$44.00
Student	\$1.25	\$1.15	\$44.00
Senior	\$1.25	\$1.15	\$44.00
Attendant			
Companion			
Other Attendants/Companions:	pay regular fare		

OPERATING EXPENSES

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

\$100,970

\$100,826

TOTAL OPERATING EXPENSES

\$100,970

\$100,826

OPERATING FUNDING SOURCES

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

\$9,665

\$10,397

\$9,665

\$10,397

\$91,305

\$90,429

\$100,970

\$100,826

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

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

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$2.55	\$2.53
Total Exp. / Passenger	\$12.43	\$11.55
Total Exp. / Eligible Passenger	\$13.71	\$12.23
Transp. Exp. / Passenger		
Dedicated Service	\$12.43	\$11.55
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$29.44	\$26.77
OPERATING		
Registrants / Capita *	0.0142	0.0098
Passengers / Capita	0.2269	0.2438
Passengers / Registrant *	15.93	24.87
Passengers / Hour (Dedicated Service)	2.63	2.55
Km. / Passenger (Dedicated Service)	5.49	6.18
Average Speed (Dedicated Service)	14.44	15.75

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	3	4
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Wheelchair/Scooter Users	Attendants/Companions
Ambulatory	8,246*		
Other			
TOTAL PASSENGER (% Total)	8,729 (100%)		(0%)

* Total for Ambulatory and Wheelchair/Scooter Users

BLIND RIVER

LIBERTY EXPRESS LIBERTE
 Contact: Ken Corbiere
 Title: Clerk-Administrator/Treasurer
 Telephone: (705) 356-2251
 FAX: (705) 356-7343
 e-mail: kencorb@onlink.net
 Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

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

ELIGIBILITY CRITERIA

Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS	80
Wheelchair/Scooter Users:	24 (30%)
Ambulatory:	
Attendants/Companions:	56 (70%)
Other:	

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

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING*	
VEHICLE KILOMETRES & HOURS*				Weekday: 0830 to 1600	Sunday:
Rev. Veh. Km. - Dedicated Service		69,970		Saturday:	Holiday:
Tot. Veh. Km. - Dedicated Service		69,970		Advanced booking notice:	1 days
Rev. Veh. Hr. - Dedicated Service		2,800		Minimum notice for reservation:	
Tot. Veh. Hr. - Dedicated Service		2,800		Reservations/Scheduling:	
Non-Dedicated Service - Veh. Km.				FARE STRUCTURE (2001)	
Non-Dedicated Service - Veh. Hr.				Cash	Tickets/Cards (unit price)
PASSENGER DATA				Adult	\$2.00
Dedicated Service		1,478		Child	\$2.00
Non-Dedicated Service				Student	\$2.00
TOTAL PASSENGERS		1,478		Senior	\$2.00
Subscription/Pre-booked		100%		Attendant	\$2.00
Reservation				Companion	\$2.00
On-Demand/Day of trip				Other	
UNACCOMMODATED TRIPS				EMPLOYEE DATA (2001)	
NO-SHOWS/CANCELLED AT DOOR				Operators	(Full-Time)
NUMBER OF COMPLAINTS				Other Operations (e.g. dispatchers)	1
OPERATING EXPENSES				Maintenance	1
Administration				General Administration	
Operations:				Other	
Internal - Dedicated Service				TOTAL NUMBER OF EMPLOYEES	1
Contract - Dedicated Service		\$8,158		Union Affiliations:	N/A
Contract - Non-Dedicated Service				Top Operator Wage Rate:	\$14.95
Taxi Scrip/Fare Reimbursement				Top Mechanic Wage Rate:	
Maintenance (Vehicles & Facilities)		\$1,931		PERFORMANCE INDICATORS	
Fuel		\$2,892		2000	
TOTAL OPERATING EXPENSES		\$12,981		FINANCIAL	2001
OPERATING FUNDING SOURCES				R/C Ratio*	
Passenger Revenue *				Net Operating Cost / Capita	\$3.71
Other Operating Revenue				Total Exp. / Passenger	\$8.78
Total Operating Revenues *				Total Exp. / Eligible Passenger	\$8.78
Provincial Contributions				Transp. Exp. / Passenger	
Municipal Contributions		\$14,800		Dedicated Service	\$8.78
Donations / Other				Non-Dedicated Service (e.g. Taxis)	
TOTAL OPERATING FUNDING		\$14,800		Transp. Exp. / Hour (Dedicated Service)	\$4.64
CAPITAL EXPENSES				OPERATING	
Vehicles Purchased				Registrants / Capita	0.0229
Debt Servicing				Passengers / Capita	0.4223
Other Capital Expenses				Passengers / Registrant	18.48
TOTAL CAPITAL EXPENSES				Passengers / Hour (Dedicated Service) *	0.53
CAPITAL FUNDING SOURCES				Km. / Passenger (Dedicated Service) *	47.34
Transit System				Average Speed (Dedicated Service) *	24.99
Provincial Contributions					
Municipal Contributions					
Donations / Other					
TOTAL CAPITAL FUNDING					

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	1	1	6
Other			8
TOTAL DED. VEHICLES	1	1	N/A
Accessible taxis	N/A	N/A	N/A

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	1,478*	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	1,478 (100%)	(0%)
* Total for all categories		

BRANT COUNTY

THE WILLETT COMMUNITY VAN

Contact: Ms. Karen Kuzmich
 Title: Coordinator, Community Services
 Telephone: (519) 442-2251
 FAX: (519) 442-6060
 e-mail: kkuzmich@bchsys.org

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

Population served: 35,000
 Service area (km²): 896.1
 Communities served: 1
 Service began: 1979
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS

206

Wheelchair/Scooter Users:	58	(28%)
Ambulatory:	148	(72%)
Attendants/Companions:		
Other:		

Note: * January 14, 2002, Operation Lift (Brantford) assumed responsibility for this service. The Willett van and its service area have been fully integrated with those of Operation Lift. * Revenue Vehicle Kilometres included deadheading.

OPERATING DATA
VEHICLE KILOMETRES & HOURS*

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

2000

2001

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1600	Sunday:
Saturday:		Holiday:
Advanced booking notice:		7 days
Minimum notice for reservation:		24.0 hours
Reservations/Scheduling:		Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

3,838

2,512

FARE STRUCTURE (2001)
Tickets/Cards

(unit price)

Monthly Pass

Adult	\$2.50	\$2.50
Child	\$2.50	\$2.50
Student	\$2.50	\$2.50
Senior	\$2.50	\$2.50
Attendant	free	
Companion	free	
Other		

TOTAL PASSENGERS

3,838

2,512

EMPLOYEE DATA (2001)

(Full-Time)

(Part-Time)

Subscription/Pre-booked

45%

45%

Operators

1

Reservation

50%

53%

Other Operations (e.g. dispatchers)

On-Demand/Day of trip

5%

2%

Maintenance

UNACCOMMODATED TRIPS

General Administration

NO-SHOWS/CANCELLED AT DOOR

10

1

Other

NUMBER OF COMPLAINTS

1

TOTAL NUMBER OF EMPLOYEES

1

OPERATING EXPENSES

Administration

\$10,500

\$5,000

Operations:

Union Affiliations:

SEIU Local 204

Internal - Dedicated Service

\$35,276

\$32,790

Top Operator Wage Rate:

\$16.23

Contract - Dedicated Service

Contract - Non-Dedicated Service

Top Mechanic Wage Rate:

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

\$7,078

\$5,006

Fuel

\$4,660

\$5,384

TOTAL OPERATING EXPENSES

\$57,514

\$48,180

Transp. Exp. / Passenger

FINANCIAL

2000

2001

OPERATING FUNDING SOURCES

Passenger Revenue

\$4,352

\$2,606

Other Operating Revenue

R/C Ratio

Total Operating Revenues

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL OPERATING FUNDING

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL CAPITAL FUNDING

Net Operating Cost / Capita

PERFORMANCE INDICATORS

2000

2001

VEHICLE DATA

(2001)

Number

Veh.

Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

Non-Accessible Cars

Accessible Vans/Minivans

Small Buses

Other

TOTAL DED. VEHICLES

Accessible taxis

N/A

N/A

Dedicated Service

Ambulatory

Wheelchair/Scooter Users

Attendants/Companions

Other

TOTAL PASSENGER (%Total)

Non-Dedicated Service

1,770

708

34

Other

2,512 (100%)

(0%)

BRANTFORD

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

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

Population served: 86,000
 Service area (km²): 71.5
 Communities served: 1
 Service began: 1975
 Advisory Committee members: 15
 Eligibility Committee members: 5

NUMBER OF REGISTRANTS 2,400
 Wheelchair/Scooter Users: 750 (31%)
 Ambulatory: 1,650 (69%)
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA
 Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING		
VEHICLE KILOMETRES & HOURS				Weekday: 0001 to 2400		
Rev. Veh. Km. - Dedicated Service		226,911	279,018	Saturday: 0001 to 2400	Sunday: 0001 to 2400	Holiday: 0001 to 2400
Tot. Veh. Km. - Dedicated Service		238,893	293,879	Advanced booking notice: 1 days		
Rev. Veh. Hr. - Dedicated Service		12,201	15,479	Minimum notice for reservation: 24.0 hours		
Tot. Veh. Hr. - Dedicated Service		12,865	16,291	Reservations/Scheduling: Partially Computerized		
Non-Dedicated Service - Veh. Km.				FARE STRUCTURE (2001)		
Non-Dedicated Service - Veh. Hr.				Cash	Tickets/Cards (unit price)	Monthly Pass
PASSENGER DATA				Adult	\$1.75	\$1.75
Dedicated Service		50,521	60,857	Child	\$1.75	\$1.75
Non-Dedicated Service		14,998	14,052	Student	\$1.75	\$1.75
TOTAL PASSENGERS		65,519	74,909	Senior	\$1.75	\$1.75
Subscription/Pre-booked		45%	46%	Attendant	\$1.75	\$1.75
Reservation		50%	46%	Companion	\$1.75	\$1.75
On-Demand/Day of trip		5%	8%	Other		
UNACCOMMODATED TRIPS		94	131	EMPLOYEE DATA (2001)		
NO-SHOWS/CANCELLED AT DOOR		2,117	2,290	Operators	8	2
NUMBER OF COMPLAINTS		28	25	Other Operations (e.g. dispatchers)	3	
OPERATING EXPENSES				Maintenance		
Administration		\$128,485	\$131,685	General Administration	1	
Operations:				Other	1	
Internal - Dedicated Service				TOTAL NUMBER OF EMPLOYEES	13	2
Contract - Dedicated Service		\$314,854	\$431,030	Union Affiliations: N/A		
Contract - Non-Dedicated Service		\$118,011	\$105,373	Top Operator Wage Rate: \$12.44		
Taxi Scrip/Fare Reimbursement				Top Mechanic Wage Rate:		
Maintenance (Vehicles & Facilities)		\$40,030	\$58,444	PERFORMANCE INDICATORS		
Fuel		\$33,759	\$46,506	2000	2001	
TOTAL OPERATING EXPENSES		\$635,139	\$773,038	FINANCIAL		
OPERATING FUNDING SOURCES				R/C Ratio	23%	21%
Passenger Revenue		\$125,854	\$144,274	Net Operating Cost / Capita	\$5.71	\$7.12
Other Operating Revenue		\$18,157	\$16,399	Total Exp. / Passenger	\$9.69	\$10.32
Total Operating Revenues		\$144,011	\$160,673	Total Exp. / Eligible Passenger	\$9.69	\$10.60
Provincial Contributions				Transp. Exp. / Passenger		
Municipal Contributions		\$363,600	\$380,200	Dedicated Service	\$7.69	\$8.81
Donations / Other		\$124,751	\$168,915	Non-Dedicated Service (e.g. Taxis)	\$7.87	\$7.50
TOTAL OPERATING FUNDING		\$632,362	\$709,788	Transp. Exp. / Hour (Dedicated Service)	\$30.21	\$32.90
CAPITAL EXPENSES				OPERATING		
Vehicles Purchased				Registrants / Capita	0.0279	0.0279
Debt Servicing		\$36,163	\$62,187	Passengers / Capita	0.7618	0.8710
Other Capital Expenses				Passengers / Registrant	27.30	31.21
TOTAL CAPITAL EXPENSES		\$36,163	\$62,187	Passengers / Hour (Dedicated Service)	4.14	3.93
CAPITAL FUNDING SOURCES				Km. / Passenger (Dedicated Service)	4.49	4.58
Transit System				Average Speed (Dedicated Service)	18.60	18.03
Provincial Contributions						
Municipal Contributions						
Donations / Other		\$36,163	\$62,187			
TOTAL CAPITAL FUNDING		\$36,163	\$62,187			

VEHICLE DATA (2001)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.		
			Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans/Minivans					
Small Buses	9	9	5	6	
Other					
TOTAL DED. VEHICLES	9	9	N/A	N/A	
Accessible taxis	2	N/A			

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Ambulatory	Wheelchair/Scooter Users
Ambulatory	37,363	10,665	
Wheelchair/Scooter Users	22,014	2,897	
Attendants/Companions	1,480	490	
Other			
TOTAL PASSENGER (%Total)	60,857 (81 %)	14,052 (19 %)	
* Total for all categories			

BROCKVILLE

BROCKVILLE PARA TRANSIT

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

Population served:	21,590	NUMBER OF REGISTRANTS	566
Service area (km ²):	20.3	Wheelchair/Scooter Users:	273 (48%)
Communities served:	1	Ambulatory:	293 (52%)
Service began:	1993	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA
VEHICLE KILOMETRES & HOURS

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

2000

2001

2,373

2,751

3,229

3,229

SERVICE HOURS/SCHEDULING

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

Advanced booking notice: 1 days
 Minimum notice for reservation:
 Reservations/Scheduling: Manual

FARE STRUCTURE (2001)

Tickets/Cards
(unit price)

Monthly Pass

	Cash
Adult	\$3.50
Child	\$3.50
Student	\$3.50
Senior	\$3.50
Attendant	\$3.50
Companion	\$3.50
Other	

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

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

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR
 NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

TOTAL OPERATING EXPENSES

OPERATING FUNDING SOURCES

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

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

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

2000

2001

11,828

13,686

11,828

13,686

868

1,128

\$80

\$795

\$182,157

\$187,924

\$182,237

\$188,719

\$35,484

\$44,902

\$35,484

\$44,902

\$130,454

\$135,714

\$16,299

\$8,103

\$182,237

\$188,719

PERFORMANCE INDICATORS

2000

2001

FINANCIAL

R/C Ratio*	19%	24%
Net Operating Cost / Capita	\$6.83	\$6.66
Total Exp. / Passenger *	\$15.41	\$13.79
Total Exp. / Eligible Passenger *	\$17.05	\$15.52
Transp. Exp. / Passenger		
Dedicated Service *	\$15.40	\$13.73
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service) *	\$56.41	\$58.20

OPERATING

Registrants / Capita	0.0302	0.0262
Passengers / Capita	0.5501	0.6339
Passengers / Registrant	18.20	24.18
Passengers / Hour (Dedicated Service)	4.98	4.97
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			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
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,782	
Wheelchair/Scooter Users	7,377	
Attendants/Companions	1,527	
Other		
TOTAL PASSENGER (%Total)	13,686 (100%)	(0%)

BURLINGTON

BURLINGTON TRANSIT HANDI-VAN

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

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

Population served:	145,000	NUMBER OF REGISTRANTS	1,900
Service area (km²):	97.8	Wheelchair/Scooter Users:	912 (48%)
Communities served:	1	Ambulatory:	988 (52%)
Service began:	1975	Attendants/Companions:	
Advisory Committee members:	6	Other:	
Eligibility Committee members:	6		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

Note: * Revenue vehicle kilometres and hours included deadheading in 2001.

* Administration expense of \$40,963 was transferred to Reserves in 2001.

* Taxi Scrip Program went into effect in April 2000.

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING

VEHICLE KILOMETRES & HOURS*	
Rev. Veh. Km. - Dedicated Service	174,285
Tot. Veh. Km. - Dedicated Service	199,349
Rev. Veh. Hr. - Dedicated Service	9,874
Tot. Veh. Hr. - Dedicated Service	10,344
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hr.	

Weekday:	0700 to 2330	Sunday:	0830 to 1700
Saturday:	0800 to 2330	Holiday:	
Advanced booking notice:		2 days	
Minimum notice for reservation:		1.0 hours	
Reservations/Scheduling:		Fully Automated	

PASSENGER DATA

Dedicated Service	25,000	24,441
Non-Dedicated Service	1,215	2,152
TOTAL PASSENGERS	26,215	26,593
Subscription/Pre-booked	74%	74%
Reservation	25%	25%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	24	
NO-SHOWS/CANCELLED AT DOOR	396	528
NUMBER OF COMPLAINTS	10	8

FARE STRUCTURE (2001)

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

OPERATING EXPENSES

Administration*		\$40,963
Operations:		
Internal - Dedicated Service	\$360,049	\$344,771
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$10,358	\$20,955
Taxi Scrip/Fare Reimbursement	\$9,704	\$20,616
Maintenance (Vehicles & Facilities)	\$81,792	\$80,302
Fuel	\$26,799	\$19,776
TOTAL OPERATING EXPENSES	\$488,702	\$527,383

EMPLOYEE DATA (2001)

	(Full-Time)	(Part-Time)
Operators	4	4
Other Operations (e.g. dispatchers)	1	
Maintenance	1	
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	7	4
Union Affiliations:	CUPE 2723	
Top Operator Wage Rate:	\$17.81	
Top Mechanic Wage Rate:	\$21.17	

OPERATING FUNDING SOURCES

Passenger Revenue	\$89,639	\$97,126
Other Operating Revenue		
Total Operating Revenues	\$89,639	\$97,126
Provincial Contributions		
Municipal Contributions	\$398,333	\$430,256
Donations / Other	\$1,000	
TOTAL OPERATING FUNDING	\$488,972	\$527,382

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	18%	18%
Net Operating Cost / Capita	\$2.96	\$2.97
Total Exp. / Passenger	\$18.64	\$19.83
Total Exp. / Eligible Passenger	\$18.94	\$20.12
Transp. Exp. / Passenger		
Dedicated Service	\$18.75	\$18.20
Non-Dedicated Service (e.g. Taxis)	\$16.51	\$19.32
Transp. Exp. / Hour (Dedicated Service)	\$45.31	\$43.46
OPERATING		
Registrants / Capita	0.0121	0.0131
Passengers / Capita	0.1942	0.1834
Passengers / Registrant	16.02	14.00
Passengers / Hour (Dedicated Service) *	2.53	2.39
Km. / Passenger (Dedicated Service) *	6.97	7.76
Average Speed (Dedicated Service) *	17.65	18.53

VEHICLE DATA (2001)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	7	7	6	6
Other				
TOTAL DED. VEHICLES	7	7	N/A	N/A
Accessible taxis	2	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	9,506	1,455
Wheelchair/Scooter Users	14,551	697
Attendants/Companions	384	
Other		
TOTAL PASSENGER (%Total)	24,441 (92%)	2,152 (8%)

GRAND RIVER TRANSIT MOBILITY PLUS - SOUTH

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

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

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

ELIGIBILITY CRITERIA

Unable to Board
 Unable to Use
 Other Criteria

Note: * The Regional Municipality of Waterloo - GRT assumed the responsibility for providing specialized transit services in Waterloo Region in 2000.

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING	
VEHICLE KILOMETRES & HOURS					
Rev. Veh. Km. - Dedicated Service		122,865	125,875	Weekday:	0800 to 2200
Tot. Veh. Km. - Dedicated Service		122,865	125,875	Saturday:	0900 to 1700
Rev. Veh. Hr. - Dedicated Service		5,726	5,804	Advanced booking notice:	7 days
Tot. Veh. Hr. - Dedicated Service		5,726	5,804	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Fully Automated
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA					
Dedicated Service		16,791	17,057	Cash	
Non-Dedicated Service		18,074	29,043	(unit price)	
TOTAL PASSENGERS		34,865	46,100	Tickets/Cards	Monthly Pass
Subscription/Pre-booked		22%	28%	Adult	\$2.00
Reservation		77%	71%	Child	\$2.00
On-Demand/Day of trip		1%	1%	Student	\$2.00
UNACCOMMODATED TRIPS		10	12	Senior	\$2.00
NO-SHOWS/CANCELLED AT DOOR		174	230	Attendant	\$2.00
NUMBER OF COMPLAINTS		3	10	Companion	\$2.00
				Other	\$2.00
OPERATING EXPENSES					
Administration		\$18,720	\$21,775	EMPLOYEE DATA (2001)	
Operations:				(Full-Time)	(Part-Time)
Internal - Dedicated Service		\$154,346	\$149,120	Operators	3
Contract - Dedicated Service				Other Operations (e.g. dispatchers)	1
Contract - Non-Dedicated Service		\$165,841	\$290,992	Maintenance	
Taxi Scrip/Fare Reimbursement				General Administration	1
Maintenance (Vehicles & Facilities)		\$17,863	\$31,061	Other	
Fuel		\$14,436	\$15,016	TOTAL NUMBER OF EMPLOYEES	4
TOTAL OPERATING EXPENSES		\$371,206	\$507,964	Union Affiliations: CAW 4304	
OPERATING FUNDING SOURCES				Top Operator Wage Rate: \$18.02	
Passenger Revenue		\$70,976	\$93,732	Top Mechanic Wage Rate: \$20.62	
Other Operating Revenue					
Total Operating Revenues		\$70,976	\$93,732	PERFORMANCE INDICATORS	
Provincial Contributions				2000	2001
Municipal Contributions		\$300,230	\$414,232	FINANCIAL	
Donations / Other				R/C Ratio	19% 18%
TOTAL OPERATING FUNDING		\$371,206	\$507,964	Net Operating Cost / Capita	\$2.83 \$3.70
CAPITAL EXPENSES				Total Exp. / Passenger	\$10.65 \$11.02
Vehicles Purchased				Total Exp. / Eligible Passenger	\$11.21 \$11.85
Debt Servicing				Transp. Exp. / Passenger	
Other Capital Expenses				Dedicated Service	\$11.12 \$11.44
TOTAL CAPITAL EXPENSES		\$14,580	\$91,055	Non-Dedicated Service (e.g. Taxis)	\$9.18 \$10.02
CAPITAL FUNDING SOURCES				Transp. Exp. / Hour (Dedicated Service)	\$32.60 \$33.63
Transit System					
Provincial Contributions				OPERATING	
Municipal Contributions				Registrants / Capita	0.0080 0.0100
Donations / Other				Passengers / Capita	0.3289 0.4116
TOTAL CAPITAL FUNDING		\$91,055	\$91,055	Passengers / Registrant	41.36 41.16

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	4
Accessible Vans/Minivans	3	2	5	5
Small Buses				
Other				
TOTAL DED. VEHICLES	4	3	N/A	N/A
Accessible taxis	2	N/A		

PASSENGER STATISTICS (2001)	Dedicated	Non-Dedicated
	Service	Service
Ambulatory	8,529	23,671
Wheelchair/Scooter Users	7,334	3,339
Attendants/Companions	1,194	2,033
Other		
TOTAL PASSENGER (%Total)	17,057 (37%)	29,043 (63%)

CAPREOL AND VALLEY EAST

NORTHWAY BUS LINES INC.

Contact: Daniel Joanis
 Title: Manager/Owner
 Telephone: (705) 858-1320
 FAX: (705) 858-1331
 e-mail:
 Dedicated Service operated by: N/A
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 27,300
 Service area (km²): 690.9
 Communities served: 2
 Service began: 1991
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS

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

Note: Starting Jan. 1, 2001, the City of Greater Sudbury provided Handi-Transit services to City of Sudbury & Town of Nickel Centre, Towns of Rayside Balfour & Onaping Falls, City of Valley East & Town of Capreol, and Town of Walden.

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING

VEHICLE KILOMETRES & HOURS
 Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hr. - Dedicated Service
 Tot. Veh. Hr. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hr.

104,000
 104,000
 2,470
 2,470

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

Sunday:
 Holiday:

PASSENGER DATA

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

3,000

3,000
 95%
 5%

FARE STRUCTURE (2001)

Cash

Tickets/Cards
(unit price)

Monthly Pass

Adult
 Child
 Student
 Senior
 Attendant
 Companion
 Other

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR
 NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

\$61,750

EMPLOYEE DATA (2001)

(Full-Time) (Part-Time)

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

OPERATING FUNDING SOURCES

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

\$18,000

\$18,000

\$43,750

\$61,750

PERFORMANCE INDICATORS

CAPITAL EXPENSES
 Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

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

2000 2001

FINANCIAL

R/C Ratio	29%
Net Operating Cost / Capita	\$1.60
Total Exp. / Passenger	\$20.58
Total Exp. / Eligible Passenger	\$20.58
Transp. Exp. / Passenger	
Dedicated Service	\$20.58
Non-Dedicated Service (e.g. Taxis)	
Transp. Exp. / Hour (Dedicated Service)	\$25.00

OPERATING

Registrants / Capita	0.0038
Passengers / Capita	0.1099
Passengers / Registrant	28.57
Passengers / Hour (Dedicated Service)	1.21
Km. / Passenger (Dedicated Service)	34.67
Average Speed (Dedicated Service)	42.11

VEHICLE DATA (2001)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses			
Other			
TOTAL DED. VEHICLES			N/A
Accessible taxis	N/A	N/A	N/A

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	()	()
* Total for all categories		

CHATHAM

CHATHAM TRANSIT SPECIALIZED SERVICE

Contact: Brenda Martin
 Title: Admin. Secretary
 Telephone: (519) 436-3278
 FAX: (519) 436-3283
 e-mail: blaira@city.chatham-kent.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

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

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS
 Wheelchair/Scooter Users: 454 (99%)
 Ambulatory: 6 (1%)
 Attendants/Companions:
 Other:

Note: * Service was also available on Friday evenings between 1800 and 2300 hours. * Revenue Vehicle Hours included deadheading. * One bus was added to the fleet in November 2000, allowing for an increase in ridership.

OPERATING DATA
VEHICLE KILOMETRES & HOURS*

Rev. Veh. Km. - Dedicated Service

Tot. Veh. Km. - Dedicated Service

Rev. Veh. Hr. - Dedicated Service

Tot. Veh. Hr. - Dedicated Service

Non-Dedicated Service - Veh. Km.

Non-Dedicated Service - Veh. Hr.

2000

2001

SERVICE HOURS/SCHEDULING*

Weekday: 0800 to 1800 Sunday: 0900 to 1700

Saturday: 0800 to 1800 Holiday:

Advanced booking notice: 1 days

Minimum notice for reservation: 2.0 hours

Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service *

8,400

11,600

Non-Dedicated Service

FARE STRUCTURE (2001)

Cash

Tickets/Cards (unit price)

Monthly Pass

TOTAL PASSENGERS

8,400

11,600

Subscription/Pre-booked

Adult \$3.00

Reservation

Child \$3.00

On-Demand/Day of trip

Student \$3.00

UNACCOMMODATED TRIPS

Senior \$3.00

NO-SHOWS/CANCELLED AT DOOR

Attendant free

NUMBER OF COMPLAINTS

Companion \$3.00

OPERATING EXPENSES

Other

Administration

\$13,000

\$15,500

Operations:

Internal - Dedicated Service

EMPLOYEE DATA (2001)

(Full-Time)

(Part-Time)

Contract - Dedicated Service

Operators

Contract - Non-Dedicated Service

Other Operations (e.g. dispatchers)

Taxi Scrip/Fare Reimbursement

Maintenance

Maintenance (Vehicles & Facilities)

General Administration

Fuel

Other

TOTAL OPERATING EXPENSES

TOTAL NUMBER OF EMPLOYEES

\$141,000

Union Affiliations: N/A

\$182,000

OPERATING FUNDING SOURCES

Passenger Revenue

PERFORMANCE INDICATORS

2000

2001

Other Operating Revenue

FINANCIAL

Total Operating Revenues

R/C Ratio 15% 15%

Provincial Contributions

Net Operating Cost / Capita \$2.77 \$3.50

Municipal Contributions

Total Exp. / Passenger \$16.79 \$15.69

Donations / Other

Total Exp. / Eligible Passenger \$18.43 \$19.57

TOTAL OPERATING FUNDING

Transp. Exp. / Passenger

Dedicated Service \$15.24 \$14.35

CAPITAL EXPENSES

Non-Dedicated Service (e.g. Taxis)

Vehicles Purchased

Transp. Exp. / Hour (Dedicated Service) \$34.59 \$45.00

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

OPERATING

Registrants / Capita 0.0104 0.0105

Transit System

Passengers / Capita * 0.1935 0.2636

Provincial Contributions

Passengers / Registrant * 18.67 25.22

Municipal Contributions

Passengers / Hour (Dedicated Service) * 2.27 3.14

Donations / Other

Km. / Passenger (Dedicated Service)

TOTAL CAPITAL FUNDING

Average Speed (Dedicated Service)

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	3	2	5	4
Other				
TOTAL DED. VEHICLES	3	2	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Attendants/Companions	Other
Ambulatory	600		
Wheelchair/Scooter Users	8,700		
Attendants/Companions	2,300		
Other			
TOTAL PASSENGER (%Total)	11,600 (100%)		(0 %)

CLARINGTON

HANDI TRANSIT - CLARINGTON

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

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

Population served:	60,000	NUMBER OF REGISTRANTS	103
Service area (km ²):	500.0	Wheelchair/Scooter Users:	65 (63%)
Communities served:	1	Ambulatory:	38 (37%)
Service began:	1981	Attendants/Companions:	
Advisory Committee members:	11	Other:	
Eligibility Committee members:	11		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

Note: * Administrative resources shared with Oshawa, Scugog/Uxbridge and Whitby. Expense allocated proportional to population. * Children must be accompanied by an adult to be eligible for \$1 fare.

OPERATING DATA
VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	51,750	52,000
Tot. Veh. Km. - Dedicated Service	51,750	52,000
Rev. Veh. Hr. - Dedicated Service	2,670	2,700
Tot. Veh. Hr. - Dedicated Service	2,670	2,700
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

2000

2001

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 2300	Sunday:	0900 to 1800
Saturday:	0800 to 1800	Holiday:	0900 to 1800
Advanced booking notice:		7 days	
Minimum notice for reservation:		2.0 hours	
Reservations/Scheduling:		Partially Computerized	

PASSENGER DATA

Dedicated Service	3,427	3,064
Non-Dedicated Service	214	97
TOTAL PASSENGERS	3,641	3,161
Subscription/Pre-booked	35%	60%
Reservation	60%	35%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	78	118
NO-SHOWS/CANCELLED AT DOOR	76	78
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration*	\$34,741	\$34,377
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$59,141	\$61,740
Contract - Non-Dedicated Service	\$2,233	\$2,847
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$11,396	\$11,834
Fuel	\$7,743	\$7,807
TOTAL OPERATING EXPENSES	\$115,254	\$118,605

OPERATING FUNDING SOURCES

Passenger Revenue	\$15,693	\$13,583
Other Operating Revenue		
Total Operating Revenues	\$15,693	\$13,583
Provincial Contributions		
Municipal Contributions	\$99,561	\$105,022
Donations / Other		
TOTAL OPERATING FUNDING	\$115,254	\$118,605
CAPITAL EXPENSES		
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		
CAPITAL FUNDING SOURCES		
Transit System		
Provincial Contributions		
Municipal Contributions		
Donations / Other		
TOTAL CAPITAL FUNDING		

FARE STRUCTURE (2001) *

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50		
Child	\$1.00		
Student	\$2.50		
Senior	\$2.50		
Attendant	\$2.50		
Companion	\$2.50		
Other	Fare by distance for cross-boundary trips		

EMPLOYEE DATA (2001) *

	(Full-Time)	(Part-Time)
Operators	1	1
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	1	1
Union Affiliations:	Teamsters Local 938	
Top Operator Wage Rate:	\$15.05	
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	14%	11%
Net Operating Cost / Capita	\$1.66	\$1.75
Total Exp. / Passenger	\$31.65	\$37.52
Total Exp. / Eligible Passenger	\$33.86	\$40.15
Transp. Exp. / Passenger		
Dedicated Service	\$22.84	\$26.56
Non-Dedicated Service (e.g. Taxis)	\$10.43	\$29.35
Transp. Exp. / Hour (Dedicated Service)	\$29.32	\$30.14
OPERATING		
Registrants / Capita	0.0016	0.0017
Passengers / Capita	0.0607	0.0527
Passengers / Registrant	38.73	30.69
Passengers / Hour (Dedicated Service)	1.28	1.13
Km. / Passenger (Dedicated Service)	15.10	16.97
Average Speed (Dedicated Service)	19.38	19.26

VEHICLE DATA	(2001)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars				N/A
Accessible Vans/Minivans				
Small Buses	1	1		6
Other				
TOTAL DED. VEHICLES	1	1		4
Accessible taxis	N/A	N/A		N/A

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
(2001)		
Ambulatory	139	
Wheelchair/Scooter Users	2,718	97
Attendants/Companions	207	
Other		
TOTAL PASSENGER (%Total)	3,064 (97%)	97 (3%)

CORNWALL

CORNWALL TRANSIT

Contact: Mr. Sherman Goodwin
 Title: Transit Manager
 Telephone: (613) 930-2636 x2503
 FAX: (613) 932-9906
 e-mail: goodwin@city.cornwall.on.ca

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

Population served:	48,000	NUMBER OF REGISTRANTS	990
Service area (km²):	63.5	Wheelchair/Scooter Users:	(27%)
Communities served:	1	Ambulatory:	(53%)
Service began:	1981	Attendants/Companions:	(20%)
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

Note: * Revenue vehicle kilometres and hours included deadheading.
 * Internal - Dedicated Service Expense also included Administration Expense in 2000.

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING		
VEHICLE KILOMETRES & HOURS*				Weekday:	0630 to 2330	Sunday:
Rev. Veh. Km. - Dedicated Service	51,026	51,026		Saturday:	0700 to 2330	Holiday:
Tot. Veh. Km. - Dedicated Service	51,026	51,026		Advanced booking notice:	1 days	
Rev. Veh. Hr. - Dedicated Service	7,321	7,771		Minimum notice for reservation:	24.0 hours	
Tot. Veh. Hr. - Dedicated Service	7,321	7,771		Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh. Km.	8,960	9,096				
Non-Dedicated Service - Veh. Hr.	431	473				
PASSENGER DATA				FARE STRUCTURE (2001)		Tickets/Cards
Dedicated Service	16,684	17,128		Cash	(unit price)	Monthly Pass
Non-Dedicated Service	2,897	3,053		Adult	\$2.25	\$2.20
TOTAL PASSENGERS	19,581	20,181		Child	\$2.25	\$2.20
Subscription/Pre-booked				Student	\$2.25	\$2.20
Reservation				Senior	\$2.25	\$2.20
On-Demand/Day of trip				Attendant	\$2.25	\$2.20
UNACCOMMODATED TRIPS				Companion	\$2.25	\$2.20
NO-SHOWS/CANCELLED AT DOOR	92	117		Other		
OPERATING EXPENSES				EMPLOYEE DATA (2001)		
Administration				(Full-Time)	(Part-Time)	
Operations:				Operators	3	2
Internal - Dedicated Service *	\$291,753	\$139,015		Other Operations (e.g. dispatchers)	1	
Contract - Dedicated Service				Maintenance	2	3
Contract - Non-Dedicated Service	\$19,061	\$15,205		General Administration	1	1
Taxi Scrip/Fare Reimbursement				Other		
Maintenance (Vehicles & Facilities)	\$21,688	\$17,679		TOTAL NUMBER OF EMPLOYEES		6
Fuel	\$5,826	\$30,503		Union Affiliations:	ATU 946	
TOTAL OPERATING EXPENSES	\$338,328	\$357,657		Top Operator Wage Rate:	\$16.38	
OPERATING FUNDING SOURCES				Top Mechanic Wage Rate:	\$18.39	
Passenger Revenue	\$93,393	\$98,692		PERFORMANCE INDICATORS		
Other Operating Revenue			2000			
Total Operating Revenues	\$93,393	\$98,692	FINANCIAL			
Provincial Contributions			R/C Ratio	28%	28%	
Municipal Contributions	\$244,935	\$258,965	Net Operating Cost / Capita	\$5.10	\$5.40	
Donations / Other			Total Exp. / Passenger	\$17.28	\$17.72	
TOTAL OPERATING FUNDING	\$338,328	\$357,657	Total Exp. / Eligible Passenger	\$17.37	\$18.15	
CAPITAL EXPENSES			Transp. Exp. / Passenger			
Vehicles Purchased			Dedicated Service	\$19.14	\$10.93	
Debt Servicing			Non-Dedicated Service (e.g. Taxis)	\$6.58	\$4.98	
Other Capital Expenses			Transp. Exp. / Hour (Dedicated Service) *	\$43.61	\$24.09	
TOTAL CAPITAL EXPENSES						
CAPITAL FUNDING SOURCES			OPERATING			
Transit System			Registrants / Capita	0.0213	0.0206	
Provincial Contributions			Passengers / Capita	0.4079	0.4204	
Municipal Contributions			Passengers / Registrant	19.12	20.38	
Donations / Other			Passengers / Hour (Dedicated Service)	2.28	2.20	
TOTAL CAPITAL FUNDING			Km. / Passenger (Dedicated Service)	3.06	2.98	
			Average Speed (Dedicated Service)	6.97	6.57	

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2	5	4
Small Buses	5	2	2	20
Other				
TOTAL DED. VEHICLES	7	4	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated	Non-Dedicated
	Service	Service
Ambulatory	8,965	2,982
Wheelchair/Scooter Users	7,764	
Attendants/Companions	399	71
Other		
TOTAL PASSENGER (%Total)	17,128 (85%)	3,053 (15%)

DRYDEN

DRYDEN HANDI-TRANSIT

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

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

Population served:	7,731	NUMBER OF REGISTRANTS	102
Service area (km ²):	65.2	Wheelchair/Scooter Users:	27 (26%)
Communities served:	1	Ambulatory:	67 (66%)
Service began:	1976	Attendants/Companions:	10 (10%)
Advisory Committee members:	6	Other:	
Eligibility Committee members:	6		

ELIGIBILITY CRITERIA		
<input checked="" type="checkbox"/>	Unable to Board	
<input checked="" type="checkbox"/>	Unable to Use	
<input type="checkbox"/>	Other Criteria	

Note: * Special occasion service was available with one week notice required. * A part-time operator was hired in June 2000 resulting in additional vehicle hours and kilometres to conduct training.

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING*		
VEHICLE KILOMETRES & HOURS*						
Rev. Veh. Km. - Dedicated Service		17,353	13,887	Weekday:	0730 to 1700	Sunday:
Tot. Veh. Km. - Dedicated Service		17,353	13,887	Saturday:		Holiday:
Rev. Veh. Hr. - Dedicated Service		839	743	Advanced booking notice:	7 days	
Tot. Veh. Hr. - Dedicated Service		839	743	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh. Hr.						
PASSENGER DATA				FARE STRUCTURE (2001)		
Dedicated Service		3,404	2,895	Cash	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service				Adult	\$3.00	
TOTAL PASSENGERS		3,404	2,895	Child	\$3.00	
Subscription/Pre-booked		85%	85%	Student	\$3.00	
Reservation		10%	10%	Senior	\$3.00	
On-Demand/Day of trip		5%	5%	Attendant	\$3.00	
UNACCOMMODATED TRIPS				Companion	\$3.00	
NO-SHOWS/CANCELLED AT DOOR		13	11	Other	School Board - \$1.50/km per student	
NUMBER OF COMPLAINTS						
OPERATING EXPENSES				EMPLOYEE DATA (2001)		
Administration		\$2,451	\$2,804	(Full-Time)	(Part-Time)	
Operations:				Operators	1	1
Internal - Dedicated Service		\$55,065	\$70,129	Other Operations (e.g. dispatchers)		
Contract - Dedicated Service				Maintenance		
Contract - Non-Dedicated Service				General Administration		
Taxi Scrip/Fare Reimbursement				Other		
Maintenance (Vehicles & Facilities)		\$1,203	\$4,304	TOTAL NUMBER OF EMPLOYEES	1	1
Fuel		\$3,850	\$3,481	Union Affiliations:	N/A	
TOTAL OPERATING EXPENSES		\$62,569	\$80,719	Top Operator Wage Rate:	\$20.00	
OPERATING FUNDING SOURCES				Top Mechanic Wage Rate:		
Passenger Revenue		\$7,668	\$9,121			
Other Operating Revenue		\$1,047	\$1,328			
Total Operating Revenues		\$8,715	\$10,449	PERFORMANCE INDICATORS		
Provincial Contributions				2000	2001	
Municipal Contributions		\$50,000	\$61,444	FINANCIAL		
Donations / Other			\$623	R/C Ratio	14%	13%
TOTAL OPERATING FUNDING		\$58,715	\$72,516	Net Operating Cost / Capita	\$6.97	\$9.09
CAPITAL EXPENSES				Total Exp. / Passenger	\$18.38	\$27.88
Vehicles Purchased				Total Exp. / Eligible Passenger	\$18.63	\$28.17
Debt Servicing				Transp. Exp. / Passenger		
Other Capital Expenses				Dedicated Service	\$17.66	\$26.91
TOTAL CAPITAL EXPENSES				Non-Dedicated Service (e.g. Taxis)		
CAPITAL FUNDING SOURCES				Transp. Exp. / Hour (Dedicated Service)	\$71.65	104.86
Transit System						
Provincial Contributions				OPERATING		
Municipal Contributions				Registrants / Capita	0.0123	0.0132
Donations / Other				Passengers / Capita	0.4403	0.3745
TOTAL CAPITAL FUNDING				Passengers / Registrant	35.83	28.38

VEHICLE DATA		Veh. (2001)	Number	Veh. Peak	Avg. Capacity per Veh.
					Wheelchair Ambulatory
Non-Accessible Cars					N/A
Accessible Vans/Minivans					
Small Buses	1	1		3	9
Other					
TOTAL DED. VEHICLES	1	1		N/A	N/A
Accessible taxis		N/A	N/A		

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
Ambulatory		1,806	
Wheelchair/Scooter Users		1,059	
Attendants/Companions		22	
Other		8	
TOTAL PASSENGER (%Total)		2,895 (100%)	(0%)

DYSART SPECIAL TRANSIT SERVICE

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

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

Population served:	5,500	NUMBER OF REGISTRANTS	74
Service area (km ²):	1506.0	Wheelchair/Scooter Users:	23 (31%)
Communities served:	1	Ambulatory:	44 (59%)
Service began:	1989	Attendants/Companions:	7 (9%)
Advisory Committee members:	5	Other:	
Eligibility Committee members:	N/A		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

Note: * Revenue Vehicle Hours included deadheading. * Service was available at other times upon request. * Data for 2000 were not available.

OPERATING DATA**VEHICLE KILOMETRES & HOURS***

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

2000

2001

SERVICE HOURS/SCHEDULING*

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

FARE STRUCTURE (2001)

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

Monthly Pass

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

1,574

Adult

TOTAL PASSENGERS

1,574

Child

Subscription/Pre-booked
 Reservation

75%

Student

On-Demand/Day of trip

15%

Senior

UNACCOMMODATED TRIPS

10

Attendant

NO-SHOWS/CANCELLED AT DOOR

2

Companion

NUMBER OF COMPLAINTS

2

Other Fare by zone.

OPERATING EXPENSES

Administration

\$2,303

Operations:

Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service

\$11,769

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

\$2,118

Fuel

\$1,956

TOTAL OPERATING EXPENSES

\$18,146

OPERATING FUNDING SOURCES

Passenger Revenue

\$8,609

Other Operating Revenue

Total Operating Revenues

\$8,609

Provincial Contributions

Municipal Contributions

\$9,538

Donations / Other

TOTAL OPERATING FUNDING

\$18,147

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL CAPITAL FUNDING**PERFORMANCE INDICATORS**

2000

2001

FINANCIAL

R/C Ratio	47%
-----------	-----

Net Operating Cost / Capita	\$1.73
-----------------------------	--------

Total Exp. / Passenger	\$11.53
------------------------	---------

Total Exp. / Eligible Passenger	\$12.80
---------------------------------	---------

Transp. Exp. / Passenger	
--------------------------	--

Dedicated Service	\$10.07
-------------------	---------

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

Transp. Exp. / Hour (Dedicated Service)	\$20.79
---	---------

OPERATING

Registrants / Capita	0.0135
----------------------	--------

Passengers / Capita	0.2862
---------------------	--------

Passengers / Registrant	21.27
-------------------------	-------

Passengers / Hour (Dedicated Service) *	2.07
---	------

Km. / Passenger (Dedicated Service)	4.19
-------------------------------------	------

Average Speed (Dedicated Service) *	8.66
-------------------------------------	------

VEHICLE DATA

(2001)

Number

Veh.

Peak

Avg. Capacity per Veh.

Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans/Minivans

Small Buses

1

1

4

6

Other

TOTAL DED. VEHICLES

1

1

N/A

N/A

Accessible taxis

N/A

N/A

PASSENGER STATISTICS

(2001)

Dedicated

Service

Non-Dedicated

Service

Ambulatory

936

Wheelchair/Scooter Users

482

Attendants/Companions

156

Other

TOTAL PASSENGER (%Total)

1,574 (100%)

(0 %)

ELLIOT LAKE

ELLIOT LAKE HANDI LIFT BUS
 Contact: Mr. Norman R. Mann
 Title: Community Services Coordinator
 Telephone: (705) 848-2019
 FAX: (705) 848-1306
 e-mail: norm@huronlodge.ca
 Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

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

ELIGIBILITY CRITERIA

Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS 210
 Wheelchair/Scooter Users: 55 (26%)
 Ambulatory: 155 (74%)
 Attendants/Companions:
 Other:

Note: * Companions were not required to register nor to pay fares and were not included in ridership count. * Revenue Vehicle Kilometres and Hours included deadheading.

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING	
VEHICLE KILOMETRES & HOURS*				Weekday: 0830 to 1600	Sunday:
Rev. Veh. Km. - Dedicated Service		24,361		Saturday:	Holiday:
Tot. Veh. Km. - Dedicated Service		24,361		Advanced booking notice:	7 days
Rev. Veh. Hr. - Dedicated Service	1,340	1,418		Minimum notice for reservation:	24.0 hours
Tot. Veh. Hr. - Dedicated Service	1,340	1,418		Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Km.				FARE STRUCTURE (2001)	
Non-Dedicated Service - Veh. Hr.				Cash	Tickets/Cards (unit price)
PASSENGER DATA				Adult	\$2.00
Dedicated Service *	6,174	5,852		Child	\$2.00
Non-Dedicated Service				Student	\$2.00
TOTAL PASSENGERS	6,174	5,852		Senior	\$2.00
Subscription/Pre-booked	80%	80%		Attendant	
Reservation				Companion	
On-Demand/Day of trip	20%	20%		Other	
UNACCOMMODATED TRIPS				EMPLOYEE DATA (2001)	
NO-SHOWS/CANCELLED AT DOOR				Operators	(Full-Time)
NUMBER OF COMPLAINTS				Other Operations (e.g. dispatchers)	2
OPERATING EXPENSES				Maintenance	3
Administration				General Administration	1
Operations:				Other	
Internal - Dedicated Service				TOTAL NUMBER OF EMPLOYEES	
Contract - Dedicated Service	\$58,000	\$58,000		Union Affiliations: CUPE 1880	6
Contract - Non-Dedicated Service				Top Operator Wage Rate: \$13.65	
Taxi Scrip/Fare Reimbursement				Top Mechanic Wage Rate:	
Maintenance (Vehicles & Facilities)	\$30,000	\$30,000		PERFORMANCE INDICATORS	
Fuel				FINANCIAL	
TOTAL OPERATING EXPENSES	\$88,000	\$88,000		R/C Ratio	2000 8%
OPERATING FUNDING SOURCES				Net Operating Cost / Capita	\$5.95 \$5.96
Passenger Revenue	\$7,714	\$7,478		Total Exp. / Passenger*	\$14.25 \$15.04
Other Operating Revenue				Total Exp. / Eligible Passenger	\$17.11 \$18.57
Total Operating Revenues	\$7,714	\$7,478		Transp. Exp. / Passenger	
Provincial Contributions				Dedicated Service *	\$14.25 \$15.04
Municipal Contributions	\$80,286	\$80,522		Non-Dedicated Service (e.g. Taxis)	
Donations / Other				Transp. Exp. / Hour (Dedicated Service)	\$65.67 \$62.06
TOTAL OPERATING FUNDING	\$88,000	\$88,000		OPERATING	
CAPITAL EXPENSES				Registrants / Capita	0.0156 0.0156
Vehicles Purchased				Passengers / Capita *	0.4573 0.4335
Debt Servicing				Passengers / Registrant	29.40 27.87
Other Capital Expenses				Passengers / Hour (Dedicated Service) *	4.61 4.13
TOTAL CAPITAL EXPENSES				Km. / Passenger (Dedicated Service) *	4.16
CAPITAL FUNDING SOURCES				Average Speed (Dedicated Service) *	17.18
Transit System					
Provincial Contributions					
Municipal Contributions					
Donations / Other					
TOTAL CAPITAL FUNDING					

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1		
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,831	
Wheelchair/Scooter Users	1,908	
Attendants/Companions	1,113	
Other		
TOTAL PASSENGER (%Total)	5,852 (100%)	(0%)

ESPAÑOLA

ESPAÑOLA CARE VAN

Contact: Mr. Merwyn Sheppard
 Title: Clerk Treasurer/Administrator
 Telephone: (705) 869-1540
 FAX: (705) 869-0083
 e-mail: msheppard@town.espanola.on.ca
 Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 5,600
 Service area (km²): 17.8
 Communities served: 1
 Service began:
 Advisory Committee members: 6
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

Note: * No service on Mondays.

OPERATING DATA
VEHICLE KILOMETRES & HOURS

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

2000

2001

SERVICE HOURS/SCHEDULING*

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

PASSENGER DATA

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

3,523

3,596

Adult

\$2.00

1,040

1,040

Child

\$2.00

1,040

Student

\$2.00

10%

Senior

\$2.00

10%

Attendant

\$2.00

10%

Companion

\$2.00

10%

Other

\$2.00

NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

\$999

\$621

\$14,648

\$14,400

\$254

\$305

\$1,968

\$2,106

\$17,869

\$17,432

OPERATING FUNDING SOURCES

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

\$7,046

\$7,193

\$15,824

\$10,259

\$22,870

\$17,452

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

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

EMPLOYEE DATA (2001)

(Full-Time)

(Part-Time)

1

Operators

Other Operations (e.g. dispatchers)

1

Maintenance

1

General Administration

1

Other

2

1

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: CUPE

Top Operator Wage Rate: \$12.20

Top Mechanic Wage Rate:

(Part-Time)

(Full-Time)

PERFORMANCE INDICATORS
FINANCIAL

2000

2001

R/C Ratio 39% 41%

Net Operating Cost / Capita \$1.93 \$1.83

Total Exp. / Passenger \$5.07 \$4.85

Total Exp. / Eligible Passenger \$5.07 \$4.85

Transp. Exp. / Passenger Dedicated Service \$4.79 \$4.67

Non-Dedicated Service (e.g. Taxis) \$4.79 \$4.67

Transp. Exp. / Hour (Dedicated Service) \$16.22 \$16.16

OPERATING

Registrants / Capita 0.0093 0.0100

Passengers / Capita 0.6291 0.6421

Passengers / Registrant 67.75 64.21

Passengers / Hour (Dedicated Service) 3.39 3.46

Km. / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

VEHICLE DATA		Veh.	Avg. Capacity per Veh.	
(2001)	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
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
(2001)		
Ambulatory	3,596*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	3,596 (100%)	(0%)

* Total for all categories

FLESHERTON

RIDE ON TRANSPORTATION

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

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

Population served:	15,936	NUMBER OF REGISTRANTS	85
Service area (km²):	1513.1	Wheelchair/Scooter Users:	5 (6%)
Communities served:	9	Ambulatory:	70 (82%)
Service began:	1992	Attendants/Companions:	
Advisory Committee members:	5	Other:	10 (12%)
Eligibility Committee members:	5	Note: Data is for Fiscal Year April 2001 - March 2002.	

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA
VEHICLE KILOMETRES & HOURS

	2000	2001	SERVICE HOURS/SCHEDULING
Rev. Veh. Km. - Dedicated Service	157,911	152,253	Weekday: 0730 to 1800
Tot. Veh. Km. - Dedicated Service	157,911	152,253	Saturday: 0900 to 1700
Rev. Veh. Hr. - Dedicated Service			Advanced booking notice: 1 days
Tot. Veh. Hr. - Dedicated Service			Minimum notice for reservation: 24.0 hours
Non-Dedicated Service - Veh. Km.	63,950		Reservations/Scheduling: Manual
Non-Dedicated Service - Veh. Hr.			

PASSENGER DATA

	2000	2001	FARE STRUCTURE (2001)	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	3,120	2,111	Cash		
Non-Dedicated Service	950		Adult		
TOTAL PASSENGERS	4,070	2,111	Child		
Subscription/Pre-booked	85%	90%	Student		
Reservation	10%	10%	Senior		
On-Demand/Day of trip	5%		Attendant		
UNACCOMMODATED TRIPS			Companion		
NO-SHOWS/CANCELLED AT DOOR			Other	49¢/km for non-accessible car; 95¢/km for accessible van	
NUMBER OF COMPLAINTS					

OPERATING EXPENSES

	2000	2001	EMPLOYEE DATA (2001)	(Full-Time)	(Part-Time)
Administration	\$1,218	\$1,200	Operators	1	2
Operations:			Other Operations (e.g. dispatchers)	1	
Internal - Dedicated Service	\$70,784	\$70,700	Maintenance	1	
Contract - Dedicated Service			General Administration		1
Contract - Non-Dedicated Service			Other		
Taxi Scrip/Fare Reimbursement			TOTAL NUMBER OF EMPLOYEES	3	3
Maintenance (Vehicles & Facilities)	\$14,099	\$14,000	Union Affiliations:	N/A	
Fuel	\$21,349	\$22,000	Top Operator Wage Rate:		
TOTAL OPERATING EXPENSES	\$107,450	\$107,900	Top Mechanic Wage Rate:		

OPERATING FUNDING SOURCES

	2000	2001	PERFORMANCE INDICATORS	2000	2001
Passenger Revenue	\$18,710	\$23,000	FINANCIAL		
Other Operating Revenue			R/C Ratio	17%	21%
Total Operating Revenues	\$18,710	\$23,000	Net Operating Cost / Capita	\$5.57	\$5.33
Provincial Contributions		\$88,000	Total Exp. / Passenger	\$26.40	\$51.11
Municipal Contributions	\$88,000		Total Exp. / Eligible Passenger	\$26.40	\$51.11
Donations / Other			Transp. Exp. / Passenger		
TOTAL OPERATING FUNDING	\$106,710	\$111,000	Dedicated Service	\$34.05	\$50.54
CAPITAL EXPENSES			Non-Dedicated Service (e.g. Taxis)		
Vehicles Purchased			Transp. Exp. / Hour (Dedicated Service)		
Debt Servicing					
Other Capital Expenses					
TOTAL CAPITAL EXPENSES					

CAPITAL FUNDING SOURCES

	2000	2001
Transit System		
Provincial Contributions		
Municipal Contributions		
Donations / Other		
TOTAL CAPITAL FUNDING		

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.		Dedicated Service	Non-Dedicated Service
			Wheelchair	Ambulatory		
Non-Accessible Cars	4	3	N/A	4		
Accessible Vans/Minivans	1		2	4		
Small Buses						
Other						
TOTAL DED. VEHICLES	5	3	N/A	N/A		
Accessible taxis	N/A	N/A				

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	1,911	
Wheelchair/Scooter Users	200	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	2,111 (100%)	(0%)

FORT FRANCES

FORT FRANCES HANDI-VAN

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

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

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

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS

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

Note: * Service was available weekends or holidays for special community events. * Revenue Vehicle Kilometres included deadheading.

OPERATING DATA
VEHICLE KILOMETRES & HOURS*

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

2000

2001

SERVICE HOURS/SCHEDULING*

Weekday: 0800 to 1700 Sunday:
 Saturday:
 Advanced booking notice: 1 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service

12,378

8,606

Tickets/Cards (unit price)
Monthly Pass

Non-Dedicated Service

549

457

TOTAL PASSENGERS

12,927

9,063

Subscription/Pre-booked

Reservation

On-Demand/Day of trip

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

Administration

\$10,827

\$9,183

Operations:

Internal - Dedicated Service

\$51,798

\$52,397

Contract - Dedicated Service

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

\$15,810

\$2,120

Maintenance (Vehicles & Facilities)

\$7,716

\$6,192

Fuel

\$5,368

\$3,461

TOTAL OPERATING EXPENSES

\$91,519

\$73,353

OPERATING FUNDING SOURCES

Passenger Revenue

\$26,752

\$14,685

Other Operating Revenue

Total Operating Revenues

\$26,752

\$14,685

Provincial Contributions

Municipal Contributions

\$56,307

\$51,841

Donations / Other

\$8,460

\$6,827

TOTAL OPERATING FUNDING

\$91,519

\$73,353

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL CAPITAL FUNDING

VEHICLE DATA

(2001)

Veh. Number

Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

Non-Accessible Cars

Accessible Vans/Minivans

Small Buses

1

1

3

Other

TOTAL DED. VEHICLES

1

1

N/A

PASSENGER STATISTICS

Dedicated Service

8,182*

Non-Dedicated Service

457 *

Ambulatory

Wheelchair/Scooter Users

Attendants/Companions

Other

TOTAL PASSENGER (%Total)

8,606 (95%)

457 (5%)

* Total for Ambulatory and Wheelchair/Scooter Users

GANANOQUE

GANANOQUE WHEELS OF CARE INC.

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

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

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

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

NUMBER OF REGISTRANTS

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

Note: * Wheels of Care is volunteer-run.

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2100 Sunday: 0900 to 1700
 Saturday: Holiday: 0900 to 1700
 Advanced booking notice:
 Minimum notice for reservation:
 Reservations/Scheduling:

FARE STRUCTURE (2001)

Cash

 Tickets/Cards
 (unit price)

Monthly Pass

Adult

Child

Student

Senior

Attendant

Companion

Other

PASSENGER DATA

Dedicated Service

Non-Dedicated Service

TOTAL PASSENGERS

Subscription/Pre-booked

Reservation

On-Demand/Day of trip

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

2

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$8,989

OPERATING FUNDING SOURCES

Passenger Revenue

\$4,674

Other Operating Revenue

\$2,128

Total Operating Revenues

\$6,802

Provincial Contributions

Municipal Contributions

Donations / Other

\$9,896

TOTAL OPERATING FUNDING

\$16,698

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES
CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL CAPITAL FUNDING
PERFORMANCE INDICATORS

2000

2001

FINANCIAL

R/C Ratio

76%

Net Operating Cost / Capita

\$0.42

Total Exp. / Passenger

Total Exp. / Eligible Passenger

Transp. Exp. / Passenger

Dedicated Service

Non-Dedicated Service (e.g. Taxis)

Transp. Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

Passengers / Capita

Passengers / Registrant

Passengers / Hour (Dedicated Service)

Km. / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

(2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	6
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

(2001)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	()	()

GUELPH

GUELPH TRANSIT MOBILITY SERVICE

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

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

Population served:	106,170	NUMBER OF REGISTRANTS	978
Service area (km ²):	88.0	Wheelchair/Scooter Users:	270 (28%)
Communities served:	1	Ambulatory:	708 (72%)
Service began:	1977	Attendants/Companions:	
Advisory Committee members:	11	Other:	
Eligibility Committee members:	1	Note: * Revenue vehicle kilometres and hours included deadheading.	

ELIGIBILITY CRITERIA
 Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING				
VEHICLE KILOMETRES & HOURS*								
Rev. Veh. Km. - Dedicated Service		169,840	172,593	Weekday:	0545 to 0015	Sunday: 0915 to 1815		
Tot. Veh. Km. - Dedicated Service		169,840	172,593	Saturday:	0545 to 0015	Holiday:		
Rev. Veh. Hr. - Dedicated Service		8,826	8,909	Advanced booking notice:	10 days			
Tot. Veh. Hr. - Dedicated Service		8,826	8,909	Minimum notice for reservation:	24.0 hours			
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Fully Automated			
Non-Dedicated Service - Veh. Hr.								
PASSENGER DATA								
Dedicated Service		38,390	35,606	Adult	\$1.75	\$1.50		
Non-Dedicated Service		13,962	19,333	Child	\$1.75	\$1.50		
TOTAL PASSENGERS		52,352	54,939	Student	\$1.75	\$1.50		
Subscription/Pre-booked				Senior	\$1.75	\$1.50		
Reservation				Attendant	\$1.75	\$1.50		
On-Demand/Day of trip				Companion	\$1.75	\$1.50		
UNACCOMMODATED TRIPS								
NO-SHOWS/CANCELLED AT DOOR		108	67	Other	Subscription fee \$1.50			
NUMBER OF COMPLAINTS								
OPERATING EXPENSES								
Administration		\$3,877	\$34,215	EMPLOYEE DATA (2001)				
Operations:				(Full-Time)		(Part-Time)		
Internal - Dedicated Service		\$291,463	\$328,481	Operators	4	3		
Contract - Dedicated Service				Other Operations (e.g. dispatchers)	2			
Contract - Non-Dedicated Service		\$87,598	\$132,676	Maintenance		1		
Taxi Scrip/Fare Reimbursement				General Administration		1		
Maintenance (Vehicles & Facilities)		\$28,000		Other		1		
Fuel		\$29,600	\$40,000	TOTAL NUMBER OF EMPLOYEES	6	6		
TOTAL OPERATING EXPENSES		\$440,538	\$535,372	Union Affiliations:	ATU 1189			
OPERATING FUNDING SOURCES								
Passenger Revenue		\$66,688	\$71,114	Top Operator Wage Rate:	\$17.09			
Other Operating Revenue				Top Mechanic Wage Rate:	\$21.15			
Total Operating Revenues		\$66,688	\$71,114	PERFORMANCE INDICATORS				
Provincial Contributions				FINANCIAL				
Municipal Contributions		\$373,850	\$464,258	2000	2001			
Donations / Other				R/C Ratio	15%	13%		
TOTAL OPERATING FUNDING		\$440,538	\$535,372	Net Operating Cost / Capita	\$3.53	\$4.37		
CAPITAL EXPENSES				Total Exp. / Passenger	\$8.41	\$9.74		
Vehicles Purchased		\$385,000		Total Exp. / Eligible Passenger	\$8.81	\$10.10		
Debt Servicing				Transp. Exp. / Passenger				
Other Capital Expenses				Dedicated Service	\$9.09	\$10.35		
TOTAL CAPITAL EXPENSES		\$385,000	\$519,082	Non-Dedicated Service (e.g. Taxis)	\$6.27	\$6.86		
CAPITAL FUNDING SOURCES				Transp. Exp. / Hour (Dedicated Service)	\$39.55	\$41.36		
Transit System				OPERATING				
Provincial Contributions				Registrants / Capita	0.0081	0.0092		
Municipal Contributions		\$385,000	\$253,000	Passengers / Capita	0.4939	0.5175		
Donations / Other				Passengers / Registrant	60.87	56.17		
TOTAL CAPITAL FUNDING		\$385,000	\$253,000	Passengers / Hour (Dedicated Service) *	4.35	4.00		

VEHICLE DATA (2001)	Veh. Number	Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	1	5	4
Small Buses	4	4	5	4
Other				
TOTAL DED. VEHICLES	6	5	N/A	N/A
Accessible taxis	3	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Wheelchair/Scooter Users	Other
Ambulatory	21,299		19,333 *
Wheelchair/Scooter Users	12,396		
Attendants/Companions	1,911		
Other			
TOTAL PASSENGER (% Total)	35,606 (65%)		19,333 (35%)
* Total for Ambulatory and Wheelchair/Scooter Users			

HALTON HILLS

ACTIVAN
 Contact: Ms. Donna Pickard
 Title: Administrative Supervisor - ENG.
 Telephone: (905) 873-2601 x2307
 FAX: (905) 873-3036
 e-mail: donnap@town.halton-hills.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served:	47,000	NUMBER OF REGISTRANTS	151 *
Service area (km ²):	280.0	Wheelchair/Scooter Users:	121 (80%)
Communities served:	1	Ambulatory:	30 (20%)
Service began:	1981	Attendants/Companions:	62 (41%)
Advisory Committee members:	6	Other:	
Eligibility Committee members:	N/A	Note: * Effective September 2001, Public and Separate School Boards began busing their own students.	

ELIGIBILITY CRITERIA *
 Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING				
VEHICLE KILOMETRES & HOURS								
Rev. Veh. Km. - Dedicated Service		32,148	33,688	Weekday:	0800 to 1700	Sunday:		
Tot. Veh. Km. - Dedicated Service		34,648	36,188	Saturday:		Holiday:		
Rev. Veh. Hr. - Dedicated Service		1,479	1,505	Advanced booking notice:	7 days			
Tot. Veh. Hr. - Dedicated Service		2,129	2,155	Minimum notice for reservation:	24.0 hours			
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual			
Non-Dedicated Service - Veh. Hr.				FARE STRUCTURE (2001)				
PASSENGER DATA								
Dedicated Service *		4,232	3,853	Cash	Tickets/Cards (unit price)			
Non-Dedicated Service				Adult	\$2.00			
TOTAL PASSENGERS		4,232	3,853	Child	\$2.00			
Subscription/Pre-booked		40%	55%	Student	\$2.00			
Reservation		59%	45%	Senior	\$2.00			
On-Demand/Day of trip		1%		Attendant	\$2.00			
UNACCOMMODATED TRIPS		100	28	Companion	\$2.00			
NO-SHOWS/CANCELLED AT DOOR		15	15	Other	Subscription service @ \$8.60 (incl. GST)			
NUMBER OF COMPLAINTS		13	8	EMPLOYEE DATA (2001)				
OPERATING EXPENSES								
Administration	\$6,000	\$6,500		(Full-Time)	(Part-Time)			
Operations:				Operators	1	1		
Internal - Dedicated Service	\$200	\$500		Other Operations (e.g. dispatchers)		1		
Contract - Dedicated Service	\$60,000	\$61,600		Maintenance		1		
Contract - Non-Dedicated Service				General Administration		2		
Taxi Scrip/Fare Reimbursement				Other				
Maintenance (Vehicles & Facilities)	\$4,200	\$5,274		TOTAL NUMBER OF EMPLOYEES	1	5		
Fuel				Union Affiliations:	CUPE Local 73			
TOTAL OPERATING EXPENSES	\$70,400	\$73,874		Top Operator Wage Rate:				
OPERATING FUNDING SOURCES				Top Mechanic Wage Rate:	\$21.18			
Passenger Revenue	\$4,964	\$4,384		PERFORMANCE INDICATORS				
Other Operating Revenue *	\$12,835	\$5,598			2000	2001		
Total Operating Revenues	\$17,799	\$9,982		FINANCIAL				
Provincial Contributions				R/C Ratio*	25%	14%		
Municipal Contributions	\$52,764	\$64,203		Net Operating Cost / Capita *	\$1.12	\$1.36		
Donations / Other				Total Exp. / Passenger *	\$16.64	\$19.17		
TOTAL OPERATING FUNDING	\$70,563	\$74,185		Total Exp. / Eligible Passenger *	\$16.64	\$19.17		
CAPITAL EXPENSES				Transp. Exp. / Passenger				
Vehicles Purchased				Dedicated Service *	\$15.22	\$17.49		
Debt Servicing				Non-Dedicated Service (e.g. Taxis)				
Other Capital Expenses				Transp. Exp. / Hour (Dedicated Service) *	\$30.25	\$31.26		
TOTAL CAPITAL EXPENSES				OPERATING				
CAPITAL FUNDING SOURCES				Registrants / Capita *	0.0041	0.0032		
Transit System				Passengers / Capita *	0.0900	0.0820		
Provincial Contributions				Passengers / Registrant *	21.70	25.52		
Municipal Contributions				Passengers / Hour (Dedicated Service) *	2.86	2.56		
Donations / Other				Km. / Passenger (Dedicated Service) *	7.60	8.74		
TOTAL CAPITAL FUNDING				Average Speed (Dedicated Service)	21.74	22.38		

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	6
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Ambulatory	Wheelchair/Scooter Users
Ambulatory	3,853*		
Wheelchair/Scooter Users			
Attendants/Companions			
Other			
TOTAL PASSENGER (%Total)	3,853 (100%)		(0%)
* Total for all categories			

ACCESSIBLE TRANSPORTATION SERVICES

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

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: 4 taxi companies
 Taxi Scrip Program available: YES

Population served: 460,000
 Service area (km²): 658.0
 Communities served: 6
 Service began: 1976
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 9,023
 Wheelchair/Scooter Users: 4,836 (54%)
 Ambulatory: 4,187 (46%)
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

Note: * Revenue vehicle kilometres and hours included deadheading.

* The service subcontracted by DARTS for ambulatory trips is performed using dedicated small vans by a taxi company.

OPERATING DATA
VEHICLE KILOMETRES & HOURS*

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

2000

2,738,475

2,738,475

132,561

132,561

Non-Dedicated Service - Veh. Km.

Non-Dedicated Service - Veh. Hr.

2001

2,855,844

2,855,844

138,390

138,390

Non-Dedicated Service - Veh. Km.

Non-Dedicated Service - Veh. Hr.

SERVICE HOURS/SCHEDULING

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

PASSENGER DATA

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

332,829

329,938

662,767

42%

32%

26%

25,647

5,917

574

47,435

6,140

534

OPERATING EXPENSES

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

\$1,304,596

\$887,171

\$4,598,169

\$4,978,257

\$1,135,433

\$932,788

\$620,903

\$379,608

\$8,971,497

\$9,266,038

OPERATING FUNDING SOURCES

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

\$1,648,373

\$32,285

\$1,639,321

\$1,680,658

\$7,281,989

\$8,850

\$7,567,867

\$10,401

\$8,971,497

\$9,266,038

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

\$500,000

\$500,000

\$1,200,000

CAPITAL FUNDING SOURCES

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

\$500,000

\$700,000

\$1,200,000

\$500,000

\$1,200,000

PERFORMANCE INDICATORS

2000 2001

FINANCIAL
 R/C Ratio 19% 18%

Net Operating Cost / Capita \$15.85 \$16.47

Total Exp. / Passenger \$13.54 \$14.07

Total Exp. / Eligible Passenger \$13.62 \$14.60

Transp. Exp. / Passenger

Dedicated Service \$16.82 \$13.23

Non-Dedicated Service (e.g. Taxis) \$6.27 \$11.55

Transp. Exp. / Hour (Dedicated Service) \$42.23 \$44.03

OPERATING

Registrants / Capita 0.0194 0.0196

Passengers / Capita 1.4408 1.4313

Passengers / Registrant 74.24 72.97

Passengers / Hour (Dedicated Service) * 2.51 3.33

Km. / Passenger (Dedicated Service) * 8.23 6.20

Average Speed (Dedicated Service) * 20.66 20.64

VEHICLE DATA (2001)	Veh. Number	Avg. Capacity per Veh. Peak	Wheelchair Ambulatory	
			N/A	N/A
Non-Accessible Cars	16	16	N/A	5
Accessible Vans/Minivans	10	7	2	6
Small Buses	45	41	6	10
Other				
TOTAL DED. VEHICLES	71	64	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	234,005	8,180
Wheelchair/Scooter Users	226,429	166,101
Attendants/Companions		
Other		23,671
TOTAL PASSENGER (%Total)	460,434 (70%)	197,952 (30%)

INGERSOLL

INGERSOLL PARATRANSIT SYSTEM

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

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

Population served: 11,000
 Service area (km²): 10.0
 Communities served: 1
 Service began: 1992
 Advisory Committee members: 7
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS
 Wheelchair/Scooter Users: 85 (24%)
 Ambulatory: 264 (73%)
 Attendants/Companions: 12 (3%)
 Other:

Note: * Contract - Non-Dedicated Service included expense for Dedicated Service, as well.

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 2200 Sunday: 0800 to 2200
 Saturday: 0800 to 2200 Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation: 1.0 hours
 Reservations/Scheduling: Partially Computerized

VEHICLE KILOMETRES & HOURS
 Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hr. - Dedicated Service
 Tot. Veh. Hr. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hr.

PASSENGER DATA

Dedicated Service	731	842
Non-Dedicated Service	7,558	7,491
TOTAL PASSENGERS	8,289	8,333
Subscription/Pre-booked	80%	80%
Reservation	15%	15%
On-Demand/Day of trip	5%	5%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR
 NUMBER OF COMPLAINTS

	FARE STRUCTURE (2001)	Tickets/Cards (unit price)	Monthly Pass
	Cash		
Adult		\$2.00	
Child		\$2.00	
Student		\$2.00	
Senior		\$2.00	
Attendant	free		
Companion	free		
Other			

OPERATING EXPENSES

Administration	\$26,455	\$23,543
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		
Contract - Non-Dedicated Service *	\$40,595	\$43,545
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$67,050	\$67,088

OPERATING FUNDING SOURCES

Passenger Revenue	\$16,578	\$16,800
Other Operating Revenue		
Total Operating Revenues	\$16,578	\$16,800
Provincial Contributions		
Municipal Contributions	\$45,372	\$45,188
Donations / Other	\$5,100	\$5,100
TOTAL OPERATING FUNDING	\$67,050	\$67,088

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

EMPLOYEE DATA (2001)	(Full-Time)	(Part-Time)
Operators		
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		2
Other		
TOTAL NUMBER OF EMPLOYEES		2
Union Affiliations: N/A		
Top Operator Wage Rate:		
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	25%	25%
Net Operating Cost / Capita	\$4.65	\$4.57
Total Exp. / Passenger	\$8.09	\$8.05
Total Exp. / Eligible Passenger	\$8.09	\$8.05
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis) *	\$5.37	\$5.81
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0411	0.0328
Passengers / Capita	0.7629	0.7575
Passengers / Registrant	18.54	23.08
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2001)		Veh. Number	Veh. Peak	Avg. Capacity per Veh.	Wheelchair	Ambulatory
Non-Accessible Cars	2	2		N/A		
Accessible Vans/Minivans	1	1				
Small Buses						
Other						
TOTAL DED. VEHICLES	3	3		N/A	N/A	
Accessible taxis		N/A	N/A			

PASSENGER STATISTICS (2001)		Dedicated Service	Non-Dedicated Service
Ambulatory		842*	
Wheelchair/Scooter Users			
Attendants/Companions			
Other			
TOTAL PASSENGER (%Total)	842 (10%)		7,491 (90%)
* Total for all categories			

KAPUSKASING

KAP HANDI TRANS

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

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

Population served:	9,500	NUMBER OF REGISTRANTS	101
Service area (km ²):	84.0	Wheelchair/Scooter Users:	8 (8%)
Communities served:	1	Ambulatory:	82 (81%)
Service began:	1990	Attendants/Companions:	6 (6%)
Advisory Committee members:	5	Other:	
Eligibility Committee members:	N/A		

Note: * Most trips taken by holders of \$100 annual pass.

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA

VEHICLE KILOMETRES & HOURS
 Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hr. - Dedicated Service
 Tot. Veh. Hr. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hr.

2000

2001

SERVICE HOURS/SCHEDULING

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

PASSENGER DATA

Dedicated Service 5,987 11,076
 Non-Dedicated Service
TOTAL PASSENGERS 5,987 11,076
 Subscription/Pre-booked 80%
 Reservation
 On-Demand/Day of trip 20%
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS 10 8

OPERATING EXPENSES

Administration \$2,484 \$2,678
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$37,688 \$39,683
 Contract - Non-Dedicated Service
 Taxi Scrip/Fare Reimbursement
 Maintenance (Vehicles & Facilities)
 Fuel
TOTAL OPERATING EXPENSES \$40,172 \$42,365

OPERATING FUNDING SOURCES

Passenger Revenue * \$2,735 \$4,469
 Other Operating Revenue
Total Operating Revenues \$2,735 \$4,469
 Provincial Contributions
 Municipal Contributions \$37,438 \$37,896
 Donations / Other
TOTAL OPERATING FUNDING \$40,173 \$42,365

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES
CAPITAL FUNDING SOURCES
 Transit System
 Provincial Contributions
 Municipal Contributions
 Donations / Other
TOTAL CAPITAL FUNDING

FARE STRUCTURE (2001)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00		
Child	\$2.00		
Student	\$2.00		
Senior	\$2.00		
Attendant	\$2.00		
Companion	\$2.00		
Other	\$100 per year		

EMPLOYEE DATA (2001)

(Full-Time) (Part-Time)

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

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio*	7%	11%
Net Operating Cost / Capita *	\$3.94	\$3.99
Total Exp. / Passenger	\$6.71	\$3.82
Total Exp. / Eligible Passenger	\$7.68	\$3.84
Transp. Exp. / Passenger		
Dedicated Service	\$6.29	\$3.58
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0099	0.0106
Passengers / Capita	0.6301	1.1659
Passengers / Registrant	63.69	109.66
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	9
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	9,936	
Wheelchair/Scooter Users	1,104	
Attendants/Companions	36	
Other		
TOTAL PASSENGER (%Total)	11,076 (100%)	(0 %)

KAWARTHA LAKES (RURAL)

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COMMUNITY CARE

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

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

Population served:	72,000	NUMBER OF REGISTRANTS	562
Service area (km ²):	3070.0	Wheelchair/Scooter Users:	275 (49%)
Communities served:	1	Ambulatory:	287 (51%)
Service began:	1989	Attendants/Companions:	
Advisory Committee members:	7	Other:	
Eligibility Committee members:	N/A	Note: Effective May 2001, Supervisor position upgraded to full-time status in order to handle demand.	
ELIGIBILITY CRITERIA		* Arrangements could be made for service outside these hours. Service was provided by trained volunteers at these times.	
<input type="checkbox"/> Unable to Board			
<input type="checkbox"/> Unable to Use			
<input type="checkbox"/> Other Criteria			

OPERATING DATA

VEHICLE KILOMETRES & HOURS

	2000	2001
Rev. Veh. Km. - Dedicated Service	61,790	70,032
Tot. Veh. Km. - Dedicated Service	61,790	70,032
Rev. Veh. Hr. - Dedicated Service	1,632	2,080
Tot. Veh. Hr. - Dedicated Service	1,632	2,080
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

	2000	2001
Dedicated Service	1,232	2,842
Non-Dedicated Service		

TOTAL PASSENGERS

	2000	2001
Subscription/Pre-booked	30%	30%
Reservation	60%	60%
On-Demand/Day of trip	10%	10%

UNACCOMMODATED TRIPS

	2000	2001
NO-SHOWS/CANCELLED AT DOOR	7	15

NUMBER OF COMPLAINTS

	2000	2001
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OPERATING EXPENSES

	2000	2001
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Operations:

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KAWARTHA LAKES (URBAN)

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LINDSAY LIMO

Contact: Mr. Dan Lynch
 Title: Manager
 Telephone: (705) 324-5301
 FAX: (705) 324-1155
 e-mail: dlynch@city.kawarthalakes.on.ca

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

Population served:	18,000	NUMBER OF REGISTRANTS	469
Service area (km ²):	25.0	Wheelchair/Scooter Users:	58 (12%)
Communities served:	1	Ambulatory:	90 (19%)
Service began:	1997	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	321 (68%)
Eligibility Committee members:	N/A		

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA

VEHICLE KILOMETRES & HOURS

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

2000

2001

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1800	Sunday:	
Saturday:	0800 to 1700	Holiday:	
Advanced booking notice:		2 days	
Minimum notice for reservation:		3.0 hours	
Reservations/Scheduling:		Manual	

PASSENGER DATA

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

FARE STRUCTURE (2001)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.50	\$1.30	
Child	\$1.50	\$1.30	
Student	\$1.50	\$1.30	
Senior	\$1.50	\$1.30	
Attendant	free		
Companion	\$1.50	\$1.30	
Other			

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR
 NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

EMPLOYEE DATA (2001)

	(Full-Time)	(Part-Time)
Operators		9
Other Operations (e.g. dispatchers)		
Maintenance	1	
General Administration	1	
Other	1	
TOTAL NUMBER OF EMPLOYEES	3	9
Union Affiliations:	CUPE 855	
Top Operator Wage Rate:	\$13.38	
Top Mechanic Wage Rate:	\$16.85	

OPERATING FUNDING SOURCES

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

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio		13%
Net Operating Cost / Capita		\$3.65
Total Exp. / Passenger		\$11.52
Total Exp. / Eligible Passenger		\$11.52
Transp. Exp. / Passenger		
Dedicated Service		\$10.83
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		\$23.13
OPERATING		
Registrants / Capita		0.0261
Passengers / Capita		0.3638
Passengers / Registrant		13.96
Passengers / Hour (Dedicated Service)		2.13
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

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

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Ambulatory	Wheelchair/Scooter Users
Ambulatory			6,549*
Wheelchair/Scooter Users			
Attendants/Companions			
Other			
TOTAL PASSENGER (%Total)		6,549 (100%)	(0%)
<i>* Total for all categories</i>			

KINGSTON

KINGSTON ACCESS SERVICES

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

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

Population served:	116,000	NUMBER OF REGISTRANTS	3,070
Service area (km ²):	447.0	Wheelchair/Scooter Users:	2,578 (84%)
Communities served:	1	Ambulatory:	492 (16%)
Service began:	1967	Attendants/Companions:	
Advisory Committee members:	9	Other:	
Eligibility Committee members:	N/A	Note: * Service was available 1000-2100 hours on Christmas and New Years Day.	

ELIGIBILITY CRITERIA
 Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING*		
VEHICLE KILOMETRES & HOURS				Weekday:	0730 to 2300	Sunday: 0900 to 2300
Rev. Veh. Km. - Dedicated Service	474,762	538,131		Saturday:	0900 to 2300	Holiday:
Tot. Veh. Km. - Dedicated Service	507,152	543,566		Advanced booking notice:	14 days	
Rev. Veh. Hr. - Dedicated Service	23,240	27,094		Minimum notice for reservation:		
Tot. Veh. Hr. - Dedicated Service	25,270	27,697		Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh. Km.						
Non-Dedicated Service - Veh. Hr.						
PASSENGER DATA				FARE STRUCTURE (2001)		Tickets/Cards (unit price)
Dedicated Service	78,090	81,466		Adult	\$1.75	\$1.75
Non-Dedicated Service	1,339	1,405		Child	\$1.75	\$1.75
TOTAL PASSENGERS	79,429	82,871		Student	\$1.75	\$1.75
Subscription/Pre-booked	62%	60%		Senior	\$1.75	\$1.75
Reservation	33%	35%		Attendant	\$1.75	\$1.75
On-Demand/Day of trip	5%	5%		Companion	\$1.75	\$1.75
UNACCOMMODATED TRIPS	1,283	2,503		Other		
NO-SHOWS/CANCELLED AT DOOR	1,090	1,044				
NUMBER OF COMPLAINTS	11	10				
OPERATING EXPENSES				EMPLOYEE DATA (2001)	(Full-Time)	(Part-Time)
Administration	\$228,778	\$247,843		Operators	14	7
Operations:				Other Operations (e.g. dispatchers)	2	3
Internal - Dedicated Service	\$708,615	\$779,095		Maintenance		
Contract - Dedicated Service				General Administration	3	
Contract - Non-Dedicated Service	\$6,842	\$10,255		Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	19	10
Maintenance (Vehicles & Facilities)	\$115,575	\$124,900		Union Affiliations:	CAW 1837	
Fuel	\$81,595	\$89,735		Top Operator Wage Rate:	\$14.18	
TOTAL OPERATING EXPENSES	\$1,141,405	\$1,251,828		Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES						
Passenger Revenue	\$125,238	\$183,332				
Other Operating Revenue	\$157,650	\$155,258				
Total Operating Revenues	\$282,888	\$338,590				
Provincial Contributions						
Municipal Contributions	\$849,366	\$887,915				
Donations / Other	\$9,151	\$25,323				
TOTAL OPERATING FUNDING	\$1,141,405	\$1,251,828				
CAPITAL EXPENSES						
Vehicles Purchased	\$154,755	\$152,250				
Debt Servicing						
Other Capital Expenses						
TOTAL CAPITAL EXPENSES	\$154,755	\$152,250				
CAPITAL FUNDING SOURCES						
Transit System						
Provincial Contributions						
Municipal Contributions	\$154,755	\$152,250				
Donations / Other						
TOTAL CAPITAL FUNDING	\$154,755	\$152,250				

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1		4
Small Buses	18	14	6	4
Other				
TOTAL DED. VEHICLES	19	15	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Service	Service
Ambulatory	26,834		1,405
Wheelchair/Scooter Users	46,076		
Attendants/Companions	8,556		
Other			
TOTAL PASSENGER (%Total)	81,466 (98%)		1,405 (2%)

KITCHENER-WATERLOO

GRAND RIVER TRANSIT MOBILITY PLUS - NORTH

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

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 4 taxi companies
 Taxi Scrip Program available: NO

Population served:	293,800	NUMBER OF REGISTRANTS	3,784 *
Service area (km ²):	203.0	Wheelchair/Scooter Users:	1,869 (49%)
Communities served:	2	Ambulatory:	1,915 (51%)
Service began:	1973	Attendants/Companions:	
Advisory Committee members:	12	Other:	
Eligibility Committee members:	3		

ELIGIBILITY CRITERIA *

- Unable to Board
 Unable to Use
 Other Criteria

Note: * Due to purging of computer database, GRT Mobility Plus - North removed inactive registrants in mid-Summer 2001.

* The Regional Municipality of Waterloo - GRT assumed responsibility for providing specialized transit services in Waterloo Region in 2000

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING

Rev. Veh. Km. - Dedicated Service	712,408	656,244	Weekday: 0700 to 2300	Sunday: 0900 to 2300
Tot. Veh. Km. - Dedicated Service	726,947	669,644	Saturday: 0830 to 0100	Holiday:
Rev. Veh. Hr. - Dedicated Service	32,821	33,420	Advanced booking notice:	7 days
Tot. Veh. Hr. - Dedicated Service	36,940	33,839	Minimum notice for reservation:	48.0 hours
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Fully Automated
Non-Dedicated Service - Veh. Hr.	5,651	9,500		

PASSENGER DATA

Dedicated Service	86,209	84,769
Non-Dedicated Service	39,164	49,825
TOTAL PASSENGERS	125,373	134,594
Subscription/Pre-booked	60%	60%
Reservation	20%	20%
On-Demand/Day of trip	20%	20%
UNACCOMMODATED TRIPS	1,209	989
NO-SHOWS/CANCELLED AT DOOR	2,393	3,530

NUMBER OF COMPLAINTS
OPERATING EXPENSES

Administration	\$480,841	\$326,143
Operations:		
Internal - Dedicated Service	\$944,098	\$1,334,433
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$381,214	\$520,446
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$350,373	\$373,608
Fuel	\$79,722	\$99,719
TOTAL OPERATING EXPENSES	\$2,236,248	\$2,654,349

OPERATING FUNDING SOURCES

Passenger Revenue	\$235,247	\$250,528
Other Operating Revenue	\$21,900	\$19,100

Total Operating Revenues \$257,147 \$269,628

PROVINCIAL CONTRIBUTIONS

Municipal Contributions \$1,979,101 \$2,384,721

DONATIONS / OTHER

TOTAL OPERATING FUNDING \$2,236,248 \$2,654,349

CAPITAL EXPENSES

Vehicles Purchased	\$235,683	\$152,949
Debt Servicing		
Other Capital Expenses	\$13,477	\$163,712

TOTAL CAPITAL EXPENSES \$249,160 \$316,661

CAPITAL FUNDING SOURCES

Transit System		
Provincial Contributions		
Municipal Contributions	\$235,683	\$316,661
Donations / Other	\$17,534	

TOTAL CAPITAL FUNDING \$253,217 \$316,661

VEHICLE DATA (2001)		Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
				Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	15	13		5	7
Other					
TOTAL DED. VEHICLES	15	13		N/A	N/A
Accessible taxis					

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	11%	10%
Net Operating Cost / Capita	\$7.17	\$8.12
Total Exp. / Passenger	\$17.84	\$19.72
Total Exp. / Eligible Passenger	\$19.34	\$21.19
Transp. Exp. / Passenger		
Dedicated Service	\$15.94	\$21.33
Non-Dedicated Service (e.g. Taxis)	\$9.73	\$10.45
Transp. Exp. / Hour (Dedicated Service)	\$37.20	\$53.42
OPERATING		
Registrants / Capita *	0.0154	0.0129
Passengers / Capita	0.4543	0.4581
Passengers / Registrant *	29.56	35.57
Passengers / Hour (Dedicated Service)	2.63	2.54
Km. / Passenger (Dedicated Service)	8.26	7.74
Average Speed (Dedicated Service)	21.71	19.64

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
(2001)		
Ambulatory	31,704	38,279
Wheelchair/Scooter Users	47,555	7,726
Attendants/Companions	5,510	
Other		3,820
TOTAL PASSENGER (% Total)	84,769 (63%)	49,825 (37%)

ERIE SHORE COMMUNITY TRANSIT

Contact: Ms. Lena West
 Title: Department Leader
 Telephone: 519-326-9030
 FAX: 519-326-8697
 e-mail: lwest@secc.on.ca

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	46,000	NUMBER OF REGISTRANTS	400
Service area (km ²):	511.0	Wheelchair/Scooter Users:	173 (43%)
Communities served:	3	Ambulatory:	207 (52%)
Service began:	1991	Attendants/Companions:	20 (5%)
Advisory Committee members:	10	Other:	
Eligibility Committee members:	N/A		

Note: Financial data for 2001 were not available.

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA**VEHICLE KILOMETRES & HOURS**

	2000	2001	SERVICE HOURS/SCHEDULING
Rev. Veh. Km. - Dedicated Service	134,224	98,474	Weekday: 0700 to 1700
Tot. Veh. Km. - Dedicated Service	134,224	98,474	Saturday: 1000 to 1300
Rev. Veh. Hr. - Dedicated Service	7,280	5,512	Advanced booking notice: 2 days
Tot. Veh. Hr. - Dedicated Service	7,280	5,512	Minimum notice for reservation:
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling: Partially Computerized
Non-Dedicated Service - Veh. Hr.			

PASSENGER DATA

Dedicated Service	10,673	9,357
Non-Dedicated Service		
TOTAL PASSENGERS	10,673	9,357
Subscription/Pre-booked	10%	10%
Reservation	80%	80%
On-Demand/Day of trip	10%	10%
UNACCOMMODATED TRIPS	20	20
NO-SHOWS/CANCELLED AT DOOR	25	25
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$35,719
Operations:	
Internal - Dedicated Service	\$139,705
Contract - Dedicated Service	
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$12,596
Fuel	\$19,904
TOTAL OPERATING EXPENSES	\$207,924

OPERATING FUNDING SOURCES

Passenger Revenue	\$25,848
Other Operating Revenue	
Total Operating Revenues	\$25,848
Provincial Contributions	\$153,764
Municipal Contributions	\$24,012
Donations / Other	\$4,300
TOTAL OPERATING FUNDING	\$207,924

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	2	5
Small Buses	2	2	5	8
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	6,026	
Wheelchair/Scooter Users	2,620	
Attendants/Companions	711	
Other		
TOTAL PASSENGER (%Total)	9,357 (100%)	(0 %)

LONDON

LONDON COMMUNITY TRANSPORTATION
 Contact: Ms. Kelly Paleczny
 Title: Director - Finance & Administration
 Telephone: (519) 451-1340 x366
 FAX: (519) 451-4411
 e-mail:
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Program available: NO

Population served:	347,700	NUMBER OF REGISTRANTS	2,372
Service area (km ²):	416.0	Wheelchair/Scooter Users:	1,164 (49%)
Communities served:	1	Ambulatory:	1,208 (51%)
Service began:	1977	Attendants/Companions:	
Advisory Committee members:	8	Other:	
Eligibility Committee members:	N/A	Note: * Revenue vehicle hours included deadheading.	

ELIGIBILITY CRITERIA
 Unable to Board
 Unable to Use
 Other Criteria

* Contractor provides operators and mechanics for London Community Transportation Brokerage.

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING		
VEHICLE KILOMETRES & HOURS*				Weekday:	0700 to 2330	Sunday: 0830 to 2330
Rev. Veh. Km. - Dedicated Service				Saturday:	0830 to 2330	Holiday: 0830 to 2330
Tot. Veh. Km. - Dedicated Service				Advanced booking notice:	3 days	
Rev. Veh. Hr. - Dedicated Service	58,700	62,930		Minimum notice for reservation:		
Tot. Veh. Hr. - Dedicated Service	58,700	62,930		Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh. Km.						
Non-Dedicated Service - Veh. Hr.						
PASSENGER DATA				FARE STRUCTURE (2001)		Tickets/Cards (unit price)
Dedicated Service	138,302	152,767		Adult	\$2.25	\$1.55
Non-Dedicated Service	12,506	11,368		Child	\$2.25	\$1.55
TOTAL PASSENGERS	150,808	164,135		Student	\$2.25	\$1.55
Subscription/Pre-booked	44%	38%		Senior	\$2.25	\$1.55
Reservation	54%	60%		Attendant	\$2.25	\$1.55
On-Demand/Day of trip	2%	2%		Companion	\$2.25	\$1.55
UNACCOMMODATED TRIPS	2,716	1,952		Other		
NO-SHOWS/CANCELLED AT DOOR	2,825	2,886				
NUMBER OF COMPLAINTS				EMPLOYEE DATA (2001) *		
OPERATING EXPENSES				(Full-Time)	(Part-Time)	
Administration	\$317,051	\$330,538		Operators		
Operations:				Other Operations (e.g. dispatchers)		
Internal - Dedicated Service				Maintenance		
Contract - Dedicated Service	\$1,644,617	\$1,796,693		General Administration	7	7
Contract - Non-Dedicated Service	\$131,333	\$132,437		Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	7	7
Maintenance (Vehicles & Facilities)				Union Affiliations:	N/A	
Fuel				Top Operator Wage Rate:		
TOTAL OPERATING EXPENSES	\$2,093,001	\$2,259,668		Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES						
Passenger Revenue	\$234,601	\$257,426	PERFORMANCE INDICATORS			
Other Operating Revenue	\$23,100	\$28,912				
Total Operating Revenues	\$257,701	\$286,338	2000	2001		
Provincial Contributions			FINANCIAL			
Municipal Contributions	\$1,835,300	\$1,973,330	R/C Ratio	12%	13%	
Donations / Other			Net Operating Cost / Capita	\$5.35	\$5.68	
TOTAL OPERATING FUNDING	\$2,093,001	\$2,259,668	Total Exp. / Passenger	\$13.88	\$13.77	
CAPITAL EXPENSES			Total Exp. / Eligible Passenger	\$15.06	\$15.06	
Vehicles Purchased			Transp. Exp. / Passenger			
Debt Servicing			Dedicated Service	\$11.89	\$11.76	
Other Capital Expenses			Non-Dedicated Service (e.g. Taxis)	\$10.50	\$11.65	
TOTAL CAPITAL EXPENSES			Transp. Exp. / Hour (Dedicated Service)	\$28.02	\$28.55	
CAPITAL FUNDING SOURCES						
Transit System		OPERATING				
Provincial Contributions		Registrants / Capita	0.0070	0.0068		
Municipal Contributions		Passengers / Capita	0.4393	0.4721		
Donations / Other		Passengers / Registrant	62.39	69.20		
TOTAL CAPITAL FUNDING		Passengers / Hour (Dedicated Service) *	2.36	2.43		
		Km. / Passenger (Dedicated Service)				
		Average Speed (Dedicated Service)				

VEHICLE DATA		Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
(2001)				Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	20	20		4	4
Small Buses					
Other					
TOTAL DED. VEHICLES	20	20		N/A	N/A
Accessible taxis	N/A	N/A			

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
(2001)			
Ambulatory		61,675	11,368
Wheelchair/Scooter Users		76,959	
Attendants/Companions		14,133	
Other			
TOTAL PASSENGER (%Total)	152,767 (93%)	11,368 (7%)	

MEAFORD

GEORGIAN HANDI VAN

Contact: Mr. Peter Doran

Title: Secretary

Telephone: (519) 538-3699

FAX:

e-mail: pdoran@bmmts.com

Dedicated Service operated by: 1 Private Contractor

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

Taxi Scrip Program available: NO

Population served:	10,000	NUMBER OF REGISTRANTS	309
Service area (km ²):	500.0	Wheelchair/Scooter Users:	35 (11%)
Communities served:	1	Ambulatory:	274 (89%)
Service began:	1990	Attendants/Companions:	
Advisory Committee members:	6	Other:	

Eligibility Committee members: 4

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

Note: * Town of the Blue Mountains dropped from the service area, and Sydenham Township added, effective June 2000.

Deadheading and the number of unaccommodated trips reduced.

* Revenue Vehicle Kilometres and Hours for 2001 included deadheading.

OPERATING DATA

VEHICLE KILOMETRES & HOURS*

Rev. Veh. Km. - Dedicated Service

2000 2001

40,000 40,000

Tot. Veh. Km. - Dedicated Service

Advanced booking notice: 14 days

Rev. Veh. Hr. - Dedicated Service

Minimum notice for reservation:

Tot. Veh. Hr. - Dedicated Service

Reservations/Scheduling: Manual

Non-Dedicated Service - Veh. Km.

Non-Dedicated Service - Veh. Hr.

PASSENGER DATA

Dedicated Service *

	Cash	Tickets/Cards (unit price)	Monthly Pass
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Non-Dedicated Service

5,384 6,536

TOTAL PASSENGERS

Adult

Subscription/Pre-booked

Child

Reservation

Student

On-Demand/Day of trip

Senior

UNACCOMMODATED TRIPS

Attendant

NO-SHOWS/CANCELLED AT DOOR

Companion

NUMBER OF COMPLAINTS

Other Zone fares: \$1.50-\$5.00

OPERATING EXPENSES

Administration

EMPLOYEE DATA (2001) (Full-Time) (Part-Time)

Operations:

Internal - Dedicated Service

Operators

Contract - Dedicated Service

Other Operations (e.g. dispatchers)

Contract - Non-Dedicated Service

Maintenance

Taxi Scrip/Fare Reimbursement

General Administration

Maintenance (Vehicles & Facilities)

Other

Fuel

TOTAL NUMBER OF EMPLOYEES

TOTAL OPERATING EXPENSES

Union Affiliations: N/A

OPERATING FUNDING SOURCES

Passenger Revenue

Top Operator Wage Rate:

Other Operating Revenue

Top Mechanic Wage Rate:

Total Operating Revenues

PERFORMANCE INDICATORS

2000 2001

Provincial Contributions

FINANCIAL

Municipal Contributions

R/C Ratio

38% 52%

Donations / Other

Net Operating Cost / Capita

\$3.03 \$2.43

TOTAL OPERATING FUNDING

Total Exp. / Passenger*

\$9.09 \$7.69

CAPITAL EXPENSES

Total Exp. / Eligible Passenger*

\$9.72 \$8.40

Vehicles Purchased

Transp. Exp. / Passenger

Debt Servicing

Dedicated Service *

\$8.95 \$7.61

Other Capital Expenses

Non-Dedicated Service (e.g. Taxis)

TOTAL CAPITAL EXPENSES

Transp. Exp. / Hour (Dedicated Service) *

\$24.09 \$41.46

CAPITAL FUNDING SOURCES

Transit System

OPERATING

Provincial Contributions

Registrants / Capita

0.0300 0.0309

Municipal Contributions

Passengers / Capita *

0.5384 0.6536

Donations / Other

Passengers / Registrant

17.95 21.15

TOTAL CAPITAL FUNDING

Passengers / Hour (Dedicated Service) *

3.85 5.45

VEHICLE DATA

Km. / Passenger (Dedicated Service) *

6.12

(2001)

Average Speed (Dedicated Service)

33.33

Number Veh. Peak

Avg. Capacity per Veh.

Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans/Minivans

Small Buses

4

Other

6

TOTAL DED. VEHICLES

N/A

Accessible taxis

N/A

PASSENGER STATISTICS

Dedicated Service

Non-Dedicated Service

Ambulatory

4,915

Wheelchair/Scooter Users

1,072

Attendants/Companions

549

Other

TOTAL PASSENGER (%Total)

6,536 (100%)

(0 %)

MILTON

DISABLED TRANSIT SERVICE

Contact: Mr. Phillip Antoniou
 Title: Coordinator Engineering and Transit
 Telephone: (905) 878-7211
 FAX: (905) 878-6995
 e-mail: phiant@town.milton.on.ca

Dedicated Service operated by: N/A
 Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies
 Taxi Scrip Program available: YES

Population served: 35,000
 Service area (km²):
 Communities served: 1
 Service began: 1980
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

Unable to Board
 Unable to Use
 Other Criteria

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

Note: * Contractors kept all passenger revenue.

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING		
VEHICLE KILOMETRES & HOURS				Weekday: 0700 to 1800	Sunday:	
Rev. Veh. Km. - Dedicated Service				Saturday: 0700 to 1800	Holiday:	
Tot. Veh. Km. - Dedicated Service				Advanced booking notice:	1 days	
Rev. Veh. Hr. - Dedicated Service				Minimum notice for reservation:		
Tot. Veh. Hr. - Dedicated Service				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh. Km.						
Non-Dedicated Service - Veh. Hr.						
PASSENGER DATA				FARE STRUCTURE (2001)	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service				Adult	\$2.00	
Non-Dedicated Service		8,000	6,000	Child	\$2.00	
TOTAL PASSENGERS		8,000	6,000	Student	\$2.00	
Subscription/Pre-booked				Senior	\$2.00	
Reservation				Attendant		
On-Demand/Day of trip				Companion		
UNACCOMMODATED TRIPS				Other		
NO-SHOWS/CANCELLED AT DOOR						
NUMBER OF COMPLAINTS						
OPERATING EXPENSES				EMPLOYEE DATA (2001)	(Full-Time)	(Part-Time)
Administration				Operators		
Operations:				Other Operations (e.g. dispatchers)		
Internal - Dedicated Service				Maintenance		
Contract - Dedicated Service				General Administration		
Contract - Non-Dedicated Service		\$52,000	\$55,000	Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)				Union Affiliations: N/A		
Fuel				Top Operator Wage Rate:		
TOTAL OPERATING EXPENSES		\$52,000	\$55,000	Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES						
Passenger Revenue *				PERFORMANCE INDICATORS		
Other Operating Revenue						
Total Operating Revenues				2000	2001	
Provincial Contributions				FINANCIAL		
Municipal Contributions		\$52,000	\$55,000			
Donations / Other				R/C Ratio		
TOTAL OPERATING FUNDING		\$52,000	\$55,000			
CAPITAL EXPENSES				NET OPERATING COST / CAPITA		
Vehicles Purchased				\$1.49		
Debt Servicing				TOTAL EXP. / PASSENGER		
Other Capital Expenses				\$6.50		
TOTAL CAPITAL EXPENSES				TOTAL EXP. / ELIGIBLE PASSENGER		
CAPITAL FUNDING SOURCES				\$6.50		
Transit System				TRANSP. EXP. / PASSENGER		
Provincial Contributions				Dedicated Service		
Municipal Contributions						
Donations / Other				Non-Dedicated Service (e.g. Taxis)		
TOTAL CAPITAL FUNDING				\$6.50		

VEHICLE DATA (2001)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses			
Other			
TOTAL DED. VEHICLES			N/A
Accessible taxis	N/A	N/A	N/A

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%TOTAL)	(0 %)	6,000 (100)
* Total for all categories		

NIAGARA FALLS

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

Population served:	79,000	NUMBER OF REGISTRANTS	682
Service area (km ²):	212.0	Wheelchair/Scooter Users:	307 (45%)
Communities served:	1	Ambulatory:	375 (55%)
Service began:	1977	Attendants/Companions:	
Advisory Committee members:	7	Other:	
Eligibility Committee members:	2	Note: * Revenue vehicle kilometres and hours also included deadheading.	

ELIGIBILITY CRITERIA
 Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING		
VEHICLE KILOMETRES & HOURS*				Weekday:	0730 to 2000	Sunday: 0900 to 1530
Rev. Veh. Km. - Dedicated Service	98,373	106,545		Saturday:	0900 to 1700	Holiday: 0900 to 1530
Tot. Veh. Km. - Dedicated Service	98,373	106,545		Advanced booking notice:	2 days	
Rev. Veh. Hr. - Dedicated Service	5,405	5,318		Minimum notice for reservation:	48.0 hours	
Tot. Veh. Hr. - Dedicated Service	5,405	5,318		Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Km.						
Non-Dedicated Service - Veh. Hr.						
PASSENGER DATA				FARE STRUCTURE (2001)		Tickets/Cards
Dedicated Service	13,102	14,167		Cash	(unit price)	Monthly Pass
Non-Dedicated Service				Adult	\$2.00	\$1.95
TOTAL PASSENGERS	13,102	14,167		Child	\$2.00	\$1.95
Subscription/Pre-booked	15%	15%		Student	\$2.00	\$1.95
Reservation	82%	82%		Senior	\$2.00	\$1.95
On-Demand/Day of trip	3%	3%		Attendant	\$2.00	\$1.95
UNACCOMMODATED TRIPS	514	384		Companion	\$2.00	\$1.95
NO-SHOWS/CANCELLED AT DOOR	127	150		Other		
NUMBER OF COMPLAINTS	2					
OPERATING EXPENSES				EMPLOYEE DATA (2001)		(Full-Time)
Administration	\$15,692	\$14,304		Operators	2	4
Operations:				Other Operations (e.g. dispatchers)	1	
Internal - Dedicated Service	\$135,923	\$131,038		Maintenance		
Contract - Dedicated Service				General Administration		
Contract - Non-Dedicated Service				Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	3	4
Maintenance (Vehicles & Facilities)	\$36,667	\$34,568		Union Affiliations:	N/A	
Fuel	\$17,200	\$17,557		Top Operator Wage Rate:	\$16.67	
TOTAL OPERATING EXPENSES	\$205,482	\$197,467		Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES						
Passenger Revenue	\$22,418	\$27,194		PERFORMANCE INDICATORS		
Other Operating Revenue	\$4,695	\$4,454			2000	2001
Total Operating Revenues	\$27,113	\$31,648		FINANCIAL		
Provincial Contributions				R/C Ratio	13%	16%
Municipal Contributions	\$178,369	\$165,819		Net Operating Cost / Capita	\$2.32	\$2.10
Donations / Other				Total Exp. / Passenger	\$15.68	\$13.94
TOTAL OPERATING FUNDING	\$205,482	\$197,467		Total Exp. / Eligible Passenger	\$15.68	\$13.94
CAPITAL EXPENSES				Transp. Exp. / Passenger		
Vehicles Purchased				Dedicated Service	\$14.49	\$12.93
Debt Servicing				Non-Dedicated Service (e.g. Taxis)		
Other Capital Expenses				Transp. Exp. / Hour (Dedicated Service)	\$35.11	\$34.44
TOTAL CAPITAL EXPENSES						
CAPITAL FUNDING SOURCES				OPERATING		
Transit System				Registrants / Capita	0.0074	0.0086
Provincial Contributions				Passengers / Capita	0.1702	0.1793
Municipal Contributions				Passengers / Registrant	22.87	20.77
Donations / Other				Passengers / Hour (Dedicated Service) *	2.42	2.66
TOTAL CAPITAL FUNDING				Km. / Passenger (Dedicated Service) *	7.51	7.52
				Average Speed (Dedicated Service) *	18.20	20.03

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	4	3	4
Other			5
TOTAL DED. VEHICLES	4	3	N/A
Accessible taxis	N/A	N/A	N/A

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	14,167*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (% Total)	14,167 (100%)	(0 %)
* Total for all categories		

NORTH BAY

NORTH BAY PARA-BUS

Contact: Ms. Betty Gifford
 Title: Transportation Manager
 Telephone: (705) 476-5530
 FAX: (705) 476-5308
 e-mail: betty.gifford@cityofnorthbay.ca

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

Population served:	49,000	NUMBER OF REGISTRANTS	971
Service area (km ²):	87.0	Wheelchair/Scooter Users:	387 (40%)
Communities served:	1	Ambulatory:	584 (60%)
Service began:	1982	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	1		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING
VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	164,623	160,933
Tot. Veh. Km. - Dedicated Service	164,623	160,933
Rev. Veh. Hr. - Dedicated Service	9,048	9,281
Tot. Veh. Hr. - Dedicated Service	9,048	9,281
Non-Dedicated Service - Veh. Km.	17,992	15,446
Non-Dedicated Service - Veh. Hr.	1,028	1,001

PASSENGER DATA

Dedicated Service	30,500	31,337
Non-Dedicated Service	7,306	7,606

TOTAL PASSENGERS

Subscription/Pre-booked	70%	56%
Reservation	25%	39%
On-Demand/Day of trip	5%	5%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	81	96
NUMBER OF COMPLAINTS	5	

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$284,420	\$343,313
Contract - Non-Dedicated Service	\$52,841	\$59,684
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$101,593	\$87,300
Fuel	\$26,670	\$26,406
TOTAL OPERATING EXPENSES	\$465,524	\$516,703

OPERATING FUNDING SOURCES

Passenger Revenue	\$102,921	\$101,485
Other Operating Revenue		

Total Operating Revenues	\$102,921	\$101,485
Provincial Contributions		

Municipal Contributions	\$362,603	\$415,218
Donations / Other		

TOTAL OPERATING FUNDING	\$465,524	\$516,703
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CAPITAL EXPENSES

Vehicles Purchased	\$180,630	\$186,000
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$180,630	\$186,000

CAPITAL FUNDING SOURCES

Transit System		
Provincial Contributions		
Municipal Contributions	\$180,630	\$186,000
Donations / Other		
TOTAL CAPITAL FUNDING	\$180,630	\$186,000

VEHICLE DATA		Veh. (2001)	Avg. Capacity per Veh. Number Peak	Wheelchair Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	4	5	7
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A
Accessible taxis	1	N/A		

Population served:	49,000	NUMBER OF REGISTRANTS	971
Service area (km ²):	87.0	Wheelchair/Scooter Users:	387 (40%)
Communities served:	1	Ambulatory:	584 (60%)
Service began:	1982	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	1		

ELIGIBILITY CRITERIA

Unable to Board

Unable to Use

Other Criteria

	FARE STRUCTURE (2001)	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$2.00	
Child	\$2.00	\$2.00	
Student	\$2.00	\$2.00	
Senior	\$2.00	\$2.00	
Attendant	\$2.00	\$2.00	
Companion	\$2.00	\$2.00	
Other			

EMPLOYEE DATA (2001)	(Full-Time)	(Part-Time)
Operators	3	4
Other Operations (e.g. dispatchers)	1	2
Maintenance		
General Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	5	7
Union Affiliations:	Teamsters	230
Top Operator Wage Rate:	\$13.57	
Top Mechanic Wage Rate:	\$19.47	

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	22%	20%
Net Operating Cost / Capita	\$7.40	\$8.47
Total Exp. / Passenger	\$12.31	\$13.27
Total Exp. / Eligible Passenger	\$13.24	\$14.69
Transp. Exp. / Passenger		
Dedicated Service	\$13.53	\$14.58
Non-Dedicated Service (e.g. Taxis)	\$7.23	\$7.85
Transp. Exp. / Hour (Dedicated Service)	\$45.61	\$49.24
OPERATING		
Registrants / Capita	0.0236	0.0198
Passengers / Capita	0.7716	0.7948
Passengers / Registrant	32.68	40.11
Passengers / Hour (Dedicated Service)	3.37	3.38
Km. / Passenger (Dedicated Service)	5.40	5.14
Average Speed (Dedicated Service)	18.19	17.34

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
(2001)		
Ambulatory	12,053	5,060
Wheelchair/Scooter Users	15,901	2,171
Attendants/Companions	3,383	375
Other		
TOTAL PASSENGER (%Total)	31,337 (80%)	7,606 (20%)

NORTH HURON

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

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

Population served: 19,395
 Service area (km²): 1463.2
 Communities served: 4
 Service began: 1991
 Advisory Committee members: 10
 Eligibility Committee members: 4

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

NUMBER OF REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants/Companions:
 Other:

650

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

OPERATING DATA			2000	2001	SERVICE HOURS/SCHEDULING*		
VEHICLE KILOMETRES & HOURS					Weekday:	0700 to 2300	Sunday:
Rev. Veh. Km. - Dedicated Service					Saturday:	0700 to 2300	Holiday:
Tot. Veh. Km. - Dedicated Service		72,731			Advanced booking notice:	7 days	
Rev. Veh. Hr. - Dedicated Service					Minimum notice for reservation:	24.0 hours	
Tot. Veh. Hr. - Dedicated Service					Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Km.							
Non-Dedicated Service - Veh. Hr.							
PASSENGER DATA					FARE STRUCTURE (2001)		Tickets/Cards (unit price)
Dedicated Service		3,543		3,293	Cash		Monthly Pass
Non-Dedicated Service							
TOTAL PASSENGERS		3,543		3,293	Adult		
Subscription/Pre-booked Reservation		95%		98%	Child		
On-Demand/Day of trip		5%		2%	Student		
UNACCOMMODATED TRIPS					Senior		
NO-SHOWS/CANCELLED AT DOOR		101		20	Attendant		
NUMBER OF COMPLAINTS		2		3	Companion		
					Other \$4 for first 8 km, \$0.50 for each additional 4 km		
OPERATING EXPENSES					EMPLOYEE DATA (2001)		(Full-Time)
Administration		\$25,253		\$24,860	Operators		(Part-Time)
Operations:					Other Operations (e.g. dispatchers)		3
Internal - Dedicated Service		\$22,209		\$17,513	Maintenance		
Contract - Dedicated Service					General Administration		1
Contract - Non-Dedicated Service					Other		
Taxi Scrip/Fare Reimbursement					TOTAL NUMBER OF EMPLOYEES		4
Maintenance (Vehicles & Facilities)		\$3,955		\$5,962	Union Affiliations:	N/A	
Fuel		\$10,221		\$8,610	Top Operator Wage Rate:	\$ 9.50	
TOTAL OPERATING EXPENSES		\$61,638		\$56,945	Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES					PERFORMANCE INDICATORS		
Passenger Revenue		\$17,434		\$15,144	2000		2001
Other Operating Revenue		\$17,265		\$17,528	FINANCIAL		
Total Operating Revenues		\$34,699		\$32,672	R/C Ratio	56%	57%
Provincial Contributions					Net Operating Cost / Capita	\$1.39	\$1.25
Municipal Contributions		\$9,981		\$8,156	Total Exp. / Passenger	\$17.40	\$17.29
Donations / Other		\$17,052		\$18,636	Total Exp. / Eligible Passenger	\$17.40	\$18.54
TOTAL OPERATING FUNDING		\$61,732		\$59,464	Transp. Exp. / Passenger		
					Dedicated Service	\$10.27	\$9.74
					Non-Dedicated Service (e.g. Taxis)		
					Transp. Exp. / Hour (Dedicated Service)		
CAPITAL EXPENSES					OPERATING		
Vehicles Purchased					Registrants / Capita	0.0335	0.0335
Debt Servicing					Passengers / Capita	0.1827	0.1698
Other Capital Expenses					Passengers / Registrant	5.45	5.07
TOTAL CAPITAL EXPENSES					Passengers / Hour (Dedicated Service)		
CAPITAL FUNDING SOURCES					Km. / Passenger (Dedicated Service)		
Transit System					Average Speed (Dedicated Service)		
Provincial Contributions							
Municipal Contributions							
Donations / Other							
TOTAL CAPITAL FUNDING							

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	3
Accessible Vans/Minivans	1	1	3	5
Small Buses				
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	456	
Wheelchair/Scooter Users	2,615	
Attendants/Companions	222	
Other		
TOTAL PASSENGER (%Total)	3,293 (100%)	(0 %)

* Total for all categories

NW SIMCOE COUNTY

COLLINGWOOD RED CROSS TRANSPORTATION
 Contact: Ms. Tara Smith
 Title: Service Coordinator, Volunteers
 Telephone: (705) 721-3313
 FAX: (705) 721-6897
 e-mail: tara.smith@chsredcross.org
 Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

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

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users:

Ambulatory:

Attendants/Companions:

Other:

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

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING		
VEHICLE KILOMETRES & HOURS				Weekday:	0800 to 1630	Sunday:
Rev. Veh. Km. - Dedicated Service	303,755	279,633		Saturday:	0800 to 1630	Holiday:
Tot. Veh. Km. - Dedicated Service	303,755	279,633		Advanced booking notice:	3 days	
Rev. Veh. Hr. - Dedicated Service	12,496	11,984		Minimum notice for reservation:		
Tot. Veh. Hr. - Dedicated Service	12,496	11,984		Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Km.						
Non-Dedicated Service - Veh. Hr.						
PASSENGER DATA				FARE STRUCTURE (2001)		Tickets/Cards (unit price)
Dedicated Service	22,354	18,632		Adult	\$2.00	
Non-Dedicated Service				Child	\$2.00	
TOTAL PASSENGERS	22,354	18,632		Student	\$2.00	
Subscription/Pre-booked	75%	75%		Senior	\$2.00	
Reservation	23%	23%		Attendant	free	
On-Demand/Day of trip	2%	2%		Companion	free	
UNACCOMMODATED TRIPS	137	134		Other	Out of town drives have specific fees	
NO-SHOWS/CANCELLED AT DOOR						
NUMBER OF COMPLAINTS	6					
OPERATING EXPENSES				EMPLOYEE DATA (2001)		(Full-Time)
Administration				Operators	2	1
Operations:				Other Operations (e.g. dispatchers)		3
Internal - Dedicated Service				Maintenance		
Contract - Dedicated Service				General Administration	1	1
Contract - Non-Dedicated Service				Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	3	5
Maintenance (Vehicles & Facilities)				Union Affiliations:	N/A	
Fuel				Top Operator Wage Rate:	\$10.00	
TOTAL OPERATING EXPENSES				Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES						
Passenger Revenue				PERFORMANCE INDICATORS		
Other Operating Revenue						
Total Operating Revenues						
Provincial Contributions				2000		
Municipal Contributions				2001		
Donations / Other						
TOTAL OPERATING FUNDING						
CAPITAL EXPENSES						
Vehicles Purchased			FINANCIAL			
Debt Servicing						
Other Capital Expenses						
TOTAL CAPITAL EXPENSES						
CAPITAL FUNDING SOURCES						
Transit System			R/C Ratio			
Provincial Contributions						
Municipal Contributions						
Donations / Other						
TOTAL CAPITAL FUNDING						

VEHICLE DATA *		Veh. (2001)	Avg. Capacity per Veh.		
		Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars	49	34		N/A	2
Accessible Vans/Minivans	2	2		2	6
Small Buses	1	1		4	6
Other					
TOTAL DED. VEHICLES	52	37		N/A	N/A
Accessible taxis	N/A	N/A			

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
(2001)			
Ambulatory		13,574	
Wheelchair/Scooter Users		5,058	
Attendants/Companions			
Other			
TOTAL PASSENGER (%Total)	18,632 (100%)		(0%)

OAKVILLE CARE-A-VAN

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

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

Population served:	144,738	NUMBER OF REGISTRANTS	555
Service area (km ²):	76.5	Wheelchair/Scooter Users:	215 (39%)
Communities served:	1	Ambulatory:	340 (61%)
Service began:	1980	Attendants/Companions:	
Advisory Committee members:	7	Other:	
Eligibility Committee members:	3		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

Note: * In April 2001, all registrants who had not used the system since 1998 were removed from the database.

* Revenue vehicle kilometres and hours included deadheading.

OPERATING DATA

VEHICLE KILOMETRES & HOURS*

	2000	2001	SERVICE HOURS/SCHEDULING
Rev. Veh. Km. - Dedicated Service	123,893	157,771	Weekday: 0700 to 2400
Tot. Veh. Km. - Dedicated Service	123,893	157,771	Saturday: 0700 to 2400
Rev. Veh. Hr. - Dedicated Service	6,432	7,808	Advanced booking notice: 2 days
Tot. Veh. Hr. - Dedicated Service	6,432	7,808	Minimum notice for reservation: 2 days
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling: Partially Computerized
Non-Dedicated Service - Veh. Hr.			

PASSENGER DATA

	2000	2001
Dedicated Service	16,365	18,886
Non-Dedicated Service	5,448	5,222
TOTAL PASSENGERS	21,813	24,108
Subscription/Pre-booked	40%	40%
Reservation	60%	60%
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

	2000	2001
Administration	\$71,196	\$57,490
Operations:		
Internal - Dedicated Service	\$125,844	\$138,045
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$47,198	\$50,241
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$29,389	\$22,931
Fuel	\$11,969	\$27,095
TOTAL OPERATING EXPENSES	\$285,596	\$295,802

OPERATING FUNDING SOURCES

	2000	2001
Passenger Revenue	\$35,200	\$38,392
Other Operating Revenue		
Total Operating Revenues	\$35,200	\$38,392
Provincial Contributions		
Municipal Contributions	\$250,396	\$257,410
Donations / Other		
TOTAL OPERATING FUNDING	\$285,596	\$295,802

CAPITAL EXPENSES

	2000	2001
Vehicles Purchased	\$79,700	
Debt Servicing		
Other Capital Expenses		

TOTAL CAPITAL EXPENSES

\$79,700

CAPITAL FUNDING SOURCES

	2000	2001
Transit System		
Provincial Contributions		
Municipal Contributions	\$59,700	
Donations / Other	\$20,000	
TOTAL CAPITAL FUNDING	\$79,700	

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	4	3	10
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A
Accessible taxis	N/A	N/A		

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2400

Saturday: 0700 to 2400

Holiday: 0700 to 2400

Advanced booking notice: 2 days

Minimum notice for reservation: 2 days

Reservations/Scheduling: Partially Computerized

FARE STRUCTURE (2001)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.60	\$58.00
Child	\$2.00		
Student	\$2.00	\$1.35	\$50.00
Senior	\$2.00	\$1.10	\$40.00
Attendant	\$2.00	\$1.60	\$58.00
Companion	\$2.00	\$1.60	\$58.00
Other			

EMPLOYEE DATA (2001)

Full-Time Part-Time

Operators 4

Other Operations (e.g. dispatchers) 2

Maintenance

General Administration

Other

TOTAL NUMBER OF EMPLOYEES

6

Union Affiliations: CAW 1256 (operators), CUPE 1329

Top Operator Wage Rate: \$18.54

Top Mechanic Wage Rate: \$23.32

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$2.04	\$1.78
Total Exp. / Passenger	\$13.09	\$12.27
Total Exp. / Eligible Passenger	\$13.86	\$13.07
Transp. Exp. / Passenger		
Dedicated Service	\$10.22	\$9.96
Non-Dedicated Service (e.g. Taxis)	\$8.66	\$9.62
Transp. Exp. / Hour (Dedicated Service)	\$26.00	\$24.09
OPERATING		
Registrants / Capita	0.0041	0.0038
Passengers / Capita	0.1773	0.1666
Passengers / Registrant	42.77	43.44
Passengers / Hour (Dedicated Service)	2.54	2.42
Km. / Passenger (Dedicated Service)	7.57	8.35
Average Speed (Dedicated Service)	19.26	20.21

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Service	Service
Ambulatory	12,087	4,807	
Wheelchair/Scooter Users	5,477	258	
Attendants/Companions	1,322	157	
Other			
TOTAL PASSENGER (%Total)	18,886 (78%)	5,222 (22%)	

ORILLIA

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

Population served:	27,000	NUMBER OF REGISTRANTS	200 *
Service area (km ²):	26.6	Wheelchair/Scooter Users:	100 (50%)
Communities served:	1	Ambulatory:	100 (50%)
Service began:	1987	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	3	Note: * Update of registrant list began in 2001.	

ELIGIBILITY CRITERIA *

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING		
VEHICLE KILOMETRES & HOURS				Weekday:	0800 to 1700	Sunday:
Rev. Veh. Km. - Dedicated Service				Saturday:	1200 to 1600	Holiday:
Tot. Veh. Km. - Dedicated Service						Advanced booking notice:
Rev. Veh. Hr. - Dedicated Service						10 days
Tot. Veh. Hr. - Dedicated Service						Minimum notice for reservation:
Non-Dedicated Service - Veh. Km.						2.0 hours
Non-Dedicated Service - Veh. Hr.						Reservations/Scheduling:
PASSENGER DATA				FARE STRUCTURE (2001)		Tickets/Cards (unit price)
Dedicated Service	6,330	5,600		Adult	\$2.25	\$2.25
Non-Dedicated Service				Child	\$2.25	\$2.25
TOTAL PASSENGERS	6,330	5,600		Student	\$2.25	\$2.25
Subscription/Pre-booked Reservation				Senior	\$2.25	\$2.25
On-Demand/Day of trip				Attendant	\$2.25	\$2.25
UNACCOMMODATED TRIPS				Companion	\$2.25	\$2.25
NO-SHOWS/CANCELLED AT DOOR				Other		
NUMBER OF COMPLAINTS						
OPERATING EXPENSES						
Administration						
Operations:						
Internal - Dedicated Service						
Contract - Dedicated Service						
Contract - Non-Dedicated Service						
Taxi Scrip/Fare Reimbursement						
Maintenance (Vehicles & Facilities)						
Fuel						
TOTAL OPERATING EXPENSES	\$84,000	\$88,000				
OPERATING FUNDING SOURCES						
Passenger Revenue	\$13,000	\$13,000				
Other Operating Revenue						
Total Operating Revenues	\$13,000	\$13,000				
Provincial Contributions						
Municipal Contributions	\$64,500	\$67,000				
Donations / Other	\$6,500	\$8,000				
TOTAL OPERATING FUNDING	\$84,000	\$88,000				
CAPITAL EXPENSES						
Vehicles Purchased						
Debt Servicing						
Other Capital Expenses						
TOTAL CAPITAL EXPENSES						
CAPITAL FUNDING SOURCES						
Transit System						
Provincial Contributions						
Municipal Contributions						
Donations / Other						
TOTAL CAPITAL FUNDING						

VEHICLE DATA (2001)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated	Non-Dedicated
	Service	Service
Ambulatory	5,600*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	5,600 (100%)	(0%)

* Total for all categories

HANDI TRANSIT - OSHAWA

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

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

Population served:	146,000	NUMBER OF REGISTRANTS	811
Service area (km ²):	200.0	Wheelchair/Scooter Users:	412 (51%)
Communities served:	1	Ambulatory:	399 (49%)
Service began:	1974	Attendants/Companions:	
Advisory Committee members:	11	Other:	
Eligibility Committee members:	11		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

Note: * Administration shared with Clarington, Scugog/Uxbridge and Whitby. Expenses were proportional to population.

* Administration expense for Oshawa included transfer to reserves in each year. * Children must be accompanied by an adult for \$1 fare.

OPERATING DATA**VEHICLE KILOMETRES & HOURS**

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

2000

242,500

2001

244,000

SERVICE HOURS/SCHEDULING

Weekday: 0630 to 2300 Sunday: 0900 to 2300
 Saturday: 0630 to 2300 Holiday: 0900 to 2300
 Advanced booking notice: 7 days
 Minimum notice for reservation: 2.0 hours
 Reservations/Scheduling: Partially Computerized

PASSENGER DATA

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

42,725

3,504

46,229

35%

60%

5%

285

411

45,845

3,646

49,491

35%

60%

5%

1,050

435

FARE STRUCTURE (2001) *

Tickets/Cards

(unit price)

Monthly Pass

OPERATING EXPENSES

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

\$109,881

\$105,142

OPERATING FUNDING SOURCES

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

OTTAWA

PARA TRANSPO

Contact: Mr. Patrick Larkin
 Title: Program Manager
 Telephone: (613) 244-1289
 FAX: (613) 244-4329
 e-mail:

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

Population served:	709,400	NUMBER OF REGISTRANTS	12,038
Service area (km ²):	378.0	Wheelchair/Scooter Users:	3,765 (31%)
Communities served:	8	Ambulatory:	8,273 (69%)
Service began:	1974	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Note: * Contractor's drivers were on strike from March 11 to May 17, 2001. Limited essential services provided during this period.	

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

* Operating Expense for Contract - Dedicated Service included capital costs for vehicles, garage facilities, etc.

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING

VEHICLE KILOMETRES & HOURS*		
Rev. Veh. Km. - Dedicated Service	7,705,117	6,154,154
Tot. Veh. Km. - Dedicated Service	9,172,621	7,360,148
Rev. Veh. Hr. - Dedicated Service	345,201	293,066
Tot. Veh. Hr. - Dedicated Service	380,099	335,910
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

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

	FARE STRUCTURE (2001)		
	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$1.70	\$59.50
Child	\$2.25	\$1.70	\$48.75
Student	\$2.25	\$1.70	\$48.75
Senior	\$2.25	\$1.70	\$25.00
Attendant	\$2.25	\$1.70	
Companion	\$2.25	\$1.70	
Other	Peak cash fare \$3.50; Mon.-Fri. 0630-0859 hours		

EMPLOYEE DATA (2001)	(Full-Time)	(Part-Time)
Operators	204	14
Other Operations (e.g. dispatchers)	16	8
Maintenance	17	
General Administration	19	
Other		
TOTAL NUMBER OF EMPLOYEES	256	22
Union Affiliations:	ATU 279	
Top Operator Wage Rate:	\$18.68	
Top Mechanic Wage Rate:	\$19.94	

PERFORMANCE INDICATORS

		2000	2001
FINANCIAL			
R/C Ratio	9%	7%	
Net Operating Cost / Capita	\$20.56	\$19.01	
Total Exp. / Passenger	\$20.88	\$24.35	
Total Exp. / Eligible Passenger	\$22.80	\$27.66	
Transp. Exp. / Passenger			
Dedicated Service	\$18.66	\$21.18	
Non-Dedicated Service (e.g. Taxis)			
Transp. Exp. / Hour (Dedicated Service)	\$36.90	\$37.76	
OPERATING			
Registrants / Capita	0.0158	0.0170	
Passengers / Capita	1.0813	0.8443	
Passengers / Registrant	68.64	49.75	
Passengers / Hour (Dedicated Service)	2.18	2.04	
Km. / Passenger (Dedicated Service)	10.25	10.28	
Average Speed (Dedicated Service)	22.32	21.00	

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
(2001)		
Ambulatory	349,408	
Wheelchair/Scooter Users	177,746	
Attendants/Companions	71,758	
Other		
TOTAL PASSENGER (%Total)	598,912 (100%)	(0%)

VEHICLE DATA	Veh. (2001)	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	67	52	N/A	4
Accessible Vans/Minivans	73	70	4	4
Small Buses	11	10	8	14
Other				
TOTAL DED. VEHICLES	151	132	N/A	N/A
Accessible taxis	N/A	N/A		

OWEN SOUND

OWEN SOUND SPECIALIZED TRANSIT

Contact: John MacKay
 Title: Director of Operations
 Telephone: (519) 376-1440
 FAX: (519) 371-0511
 e-mail:

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

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

NUMBER OF REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants/Companions:
 Other:

442

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA
VEHICLE KILOMETRES & HOURS

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

2000

2001

SERVICE HOURS/SCHEDULING

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

PASSENGER DATA

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

6,578

6,360

FARE STRUCTURE (2001)

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

OPERATING EXPENSES

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

\$11,817

\$12,030

EMPLOYEE DATA (2001)

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

OPERATING FUNDING SOURCES

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

\$13,590

\$13,962

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	14%	14%
Net Operating Cost / Capita	\$4.08	\$4.08
Total Exp. / Passenger	\$15.08	\$15.66
Total Exp. / Eligible Passenger	\$16.63	\$15.66
Transp. Exp. / Passenger		
Dedicated Service	\$13.28	\$13.77
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$37.18	
OPERATING		
Registrants / Capita	0.0210	0.0210
Passengers / Capita	0.3132	0.3029
Passengers / Registrant	14.95	14.39
Passengers / Hour (Dedicated Service)	2.80	
Km. / Passenger (Dedicated Service)	1.82	
Average Speed (Dedicated Service)	5.11	

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

\$15,600

\$77,500

CAPITAL FUNDING SOURCES

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

\$15,600

\$77,500

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	8
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory		6,360*
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	6,360 (100%)	(0%)
<i>* Total for all categories</i>		

TRANSELP

Contact: Mr. Norman R. McLeod
 Title: Manager
 Telephone: (905) 791-7800 x3001
 FAX: (905) 277-5864
 e-mail: mcleodn@region.peel.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 4 taxi companies
 Taxi Scrip Program available: NO

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

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS 1,956
 Wheelchair/Scooter Users: 1,120 (57%)
 Ambulatory: 836 (43%)
 Attendants/Companions:
 Other:

Note: * For 2000, the Other Operating Revenue included "supervised transportation" grant and a one-time bus leasing arrangement with PMCL at the airport.

* Revenue vehicle-kilometres and hours also included deadheading.

OPERATING DATA**VEHICLE KILOMETRES & HOURS***

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

2000

2001

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2330 Sunday: 0900 to 2200
 Saturday: 0900 to 2330 Holiday: 0900 to 2200
 Advanced booking notice: 14 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Fully Automated

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

118,634

118,335

88,691

113,427

207,325

231,762

FARE STRUCTURE (2001)

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

Subscription/Pre-booked

60%

67%

Reservation

35%

32%

On-Demand/Day of trip

5%

1%

UNACCOMMODATED TRIPS

881

1,659

NO-SHOWS/CANCELLED AT DOOR

3,032

6,676

NUMBER OF COMPLAINTS

309

400

OPERATING EXPENSES

Administration

\$706,759

\$595,760

Operations:

Internal - Dedicated Service

\$1,375,044

\$1,736,857

Contract - Dedicated Service

\$1,334,290

\$1,949,591

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

\$666,873

\$618,129

Maintenance (Vehicles & Facilities)

\$198,466

\$225,842

Fuel

TOTAL OPERATING EXPENSES

\$4,281,432

\$5,126,179

OPERATING FUNDING SOURCES

Passenger Revenue

\$369,917

\$390,898

Other Operating Revenue *

\$200,224

\$45,911

Total Operating Revenues

\$570,141

\$436,809

Provincial Contributions

Municipal Contributions

\$3,711,291

\$4,689,320

Donations / Other

\$50

TOTAL OPERATING FUNDING

\$4,281,432

\$5,126,179

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

\$235,000

\$385,000

TOTAL CAPITAL EXPENSES

\$235,000

\$385,000

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

\$235,000

\$385,000

Municipal Contributions

Donations / Other

\$235,000

\$385,000

TOTAL CAPITAL FUNDING

\$235,000

\$385,000

VEHICLE DATA
(2001)

Veh.
Number

Peak

Avg. Capacity per Veh.

Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans/Minivans

Small Buses

26

23

5

4

Other

2

1

7

16

TOTAL DED. VEHICLES

28

24

N/A

N/A

Accessible taxis

20

N/A

PERFORMANCE INDICATORS

	2000	2001
--	------	------

FINANCIAL	2000	2001
R/C Ratio*	13%	9%
Net Operating Cost / Capita*	\$3.78	\$4.69
Total Exp. / Passenger	\$20.65	\$22.12
Total Exp. / Eligible Passenger	\$23.23	\$25.27
Transp. Exp. / Passenger		
Dedicated Service	\$18.88	\$21.81
Non-Dedicated Service (e.g. Taxis)	\$15.04	\$17.19
Transp. Exp. / Hour (Dedicated Service)	\$46.64	\$53.23

OPERATING

Registrants / Capita	0.0019	0.0020
Passengers / Capita	0.2109	0.2318
Passengers / Registrant	110.16	118.49
Passengers / Hour (Dedicated Service) *	2.47	2.44
Km. / Passenger (Dedicated Service) *	8.21	8.46
Average Speed (Dedicated Service) *	20.28	20.66

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	54,312	52,059
Wheelchair/Scooter Users	49,280	47,236
Attendants/Companions	14,743	14,132
Other		
TOTAL PASSENGER (%Total)	118,335 (51%)	113,427 (49%)

PEMBROKE HANDI-BUS

Contact: Mr. Art Gallagher

Title: Manager

Telephone: (613) 735-6998

FAX: (613) 735-8632

e-mail:

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	20,800	NUMBER OF REGISTRANTS	476
Service area (km ²):	91.5	Wheelchair/Scooter Users:	242 (51%)
Communities served:	2	Ambulatory:	234 (49%)
Service began:	1989	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	2		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

Note: * Usually able to accommodate special occasion trips outside regular hours. * Only residents of a local nursing home using the service were counted as registrants in 2000.

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING*

VEHICLE KILOMETRES & HOURS
Rev. Veh. Km. - Dedicated Service
Tot. Veh. Km. - Dedicated Service
Rev. Veh. Hr. - Dedicated Service
Tot. Veh. Hr. - Dedicated Service
Non-Dedicated Service - Veh. Km.
Non-Dedicated Service - Veh. Hr.

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

PASSENGER DATA

Dedicated Service 14,397 14,124
Non-Dedicated Service
TOTAL PASSENGERS 14,397 14,124
Subscription/Pre-booked 51% 52%
Reservation 38% 40%
On-Demand/Day of trip 11% 8%
UNACCOMMODATED TRIPS 6 7
NO-SHOWS/CANCELLED AT DOOR 59 94
NUMBER OF COMPLAINTS 4

FARE STRUCTURE (2001)

	Cash	Tickets/Cards
(unit price)		Monthly Pass
Adult	\$3.50	\$3.50
Child	\$3.50	\$3.50
Student	\$3.50	\$3.50
Senior	\$3.50	\$3.50
Attendant	free	
Companion	free	
Other	\$1 per km outside municipalities	

OPERATING EXPENSES

Administration \$70,750 \$62,944
Operations:
Internal - Dedicated Service \$54,151 \$60,073
Contract - Dedicated Service
Contract - Non-Dedicated Service
Taxi Scrip/Fare Reimbursement
Maintenance (Vehicles & Facilities) \$10,052 \$17,596
Fuel \$13,253 \$13,987
TOTAL OPERATING EXPENSES \$148,206 \$154,600

EMPLOYEE DATA (2001)

	(Full-Time)	(Part-Time)
Operators	2	1
Other Operations (e.g. dispatchers)		1
Maintenance		
General Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	3	2
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$12.50	
Top Mechanic Wage Rate:		

OPERATING FUNDING SOURCES

Passenger Revenue \$43,331 \$51,427
Other Operating Revenue \$1,847
Total Operating Revenues \$45,178 \$51,427
Provincial Contributions
Municipal Contributions \$37,500 \$37,500
Donations / Other \$66,203 \$65,673
TOTAL OPERATING FUNDING \$148,881 \$154,600

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	30%	33%
Net Operating Cost / Capita	\$5.54	\$4.96
Total Exp. / Passenger	\$10.29	\$10.95
Total Exp. / Eligible Passenger	\$11.56	\$12.49
Transp. Exp. / Passenger		
Dedicated Service	\$5.38	\$6.49
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses \$1,193
TOTAL CAPITAL EXPENSES \$1,193

OPERATING

Registrants / Capita *	0.0197	0.0229
Passengers / Capita	0.7740	0.6790
Passengers / Registrant *	39.34	29.67
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

CAPITAL FUNDING SOURCES

Transit System \$1,193
Provincial Contributions
Municipal Contributions
Donations / Other
TOTAL CAPITAL FUNDING \$1,193

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	
Accessible Vans/Minivans	1	1	1	4
Small Buses	2	2	4	8
Other				
TOTAL DED. VEHICLES	4	4	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	7,686	
Wheelchair/Scooter Users	4,687	
Attendants/Companions	1,751	
Other		
TOTAL PASSENGER (%Total)	14,124 (100%)	(0 %)

PETERBOROUGH

PETERBOROUGH HANDI-VAN
 Contact: Mr. J.N. Kimble
 Title: Manager of Transportation
 Telephone: (705) 742-7777 x2895
 FAX: (705) 742-3741
 e-mail: jkimble@city.peterborough.on.ca

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

Population served:	74,000	NUMBER OF REGISTRANTS	1,237
Service area (km ²):	62.5	Wheelchair/Scooter Users:	451 (36%)
Communities served:	1	Ambulatory:	786 (64%)
Service began:	1976	Attendants/Companions:	
Advisory Committee members:	11	Other:	
Eligibility Committee members:	3		

ELIGIBILITY CRITERIA

Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING		
VEHICLE KILOMETRES & HOURS				Weekday:	0715 to 2245	Sunday: 0930 to 2000
Rev. Veh. Km. - Dedicated Service	257,400	270,800		Saturday:	0715 to 2215	Holiday:
Tot. Veh. Km. - Dedicated Service	270,700	285,000		Advanced booking notice:	7 days	
Rev. Veh. Hr. - Dedicated Service	15,500	16,500		Minimum notice for reservation:	24.0 hours	
Tot. Veh. Hr. - Dedicated Service	16,300	17,360		Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh. Km.						
Non-Dedicated Service - Veh. Hr.						
PASSENGER DATA				FARE STRUCTURE (2001)		
Dedicated Service	45,400	42,870		Cash	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service	500	330		Adult	\$1.75	\$64.00
TOTAL PASSENGERS	45,900	43,200		Child	\$1.75	\$30.00
Subscription/Pre-booked	70%	70%		Student	\$1.75	\$45.00
Reservation	29%	29%		Senior	\$1.75	\$30.00
On-Demand/Day of trip	1%	1%		Attendant	\$1.75	\$64.00
UNACCOMMODATED TRIPS				Companion	\$1.75	\$64.00
NO-SHOWS/CANCELLED AT DOOR	770	730		Other	Senior Annual \$180, Semi-Annual \$110	
NUMBER OF COMPLAINTS						
OPERATING EXPENSES						
Administration	\$52,100	\$48,700		EMPLOYEE DATA (2001)	(Full-Time)	(Part-Time)
Operations:				Operators	8	3
Internal - Dedicated Service	\$428,100	\$458,500		Other Operations (e.g. dispatchers)		
Contract - Dedicated Service				Maintenance		3
Contract - Non-Dedicated Service	\$1,800	\$4,300		General Administration	1	2
Taxi Scrip/Fare Reimbursement				Other		
Maintenance (Vehicles & Facilities)	\$140,800	\$139,400		TOTAL NUMBER OF EMPLOYEES	9	8
Fuel	\$49,000	\$46,900				
TOTAL OPERATING EXPENSES	\$671,800	\$697,800		Union Affiliations:	ATU 1320, CUPE 126, CUPE 504	
OPERATING FUNDING SOURCES				Top Operator Wage Rate:	\$17.52	
Passenger Revenue	\$61,200	\$59,000		Top Mechanic Wage Rate:	\$20.84	
Other Operating Revenue	\$35,000	\$35,000				
Total Operating Revenues	\$96,200	\$94,000				
Provincial Contributions						
Municipal Contributions	\$575,600	\$603,800				
Donations / Other						
TOTAL OPERATING FUNDING	\$671,800	\$697,800				
CAPITAL EXPENSES						
Vehicles Purchased						
Debt Servicing						
Other Capital Expenses						
TOTAL CAPITAL EXPENSES						
CAPITAL FUNDING SOURCES						
Transit System						
Provincial Contributions						
Municipal Contributions						
Donations / Other						
TOTAL CAPITAL FUNDING						

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	7	6	4	7
Other				
TOTAL DED. VEHICLES	7	6	N/A	N/A
Accessible taxis	2	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Ambulatory	Wheelchair/Scooter Users
Ambulatory	20,700	200	100
Wheelchair/Scooter Users	20,100	100	30
Attendants/Companions	2,070		
Other			
TOTAL PASSENGER (%Total)	42,870 (99%)		330 (1%)

PETERBOROUGH COUNTY

CAREMOBILE

Contact: Ms. Pam MacDougall
 Title: Executive Director
 Telephone: (705) 749-0026
 FAX: (705) 742-7608
 e-mail: jane@commcareptbo.org

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

Population served: 53,913
 Service area (km²): 3877.2
 Communities served: 8
 Service began: 1992
 Advisory Committee members: 6
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS
 Wheelchair/Scooter Users: 124 (58%)
 Ambulatory: 91 (42%)
 Attendants/Companions:
 Other:

Note: * Caremobile service is provided by Community Care Peterborough which covers the deficit in operations through other fundraising avenues.

OPERATING DATA
VEHICLE KILOMETRES & HOURS

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

2000

27,225

26,898

54,449

900

1,800

Non-Dedicated Service - Veh. Km.

Non-Dedicated Service - Veh. Hr.

2001

1,855

1,982

53,796

900

1,800

Non-Dedicated Service - Veh. Km.

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
 Saturday:
 Advanced booking notice: 30 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Manual

FARE STRUCTURE (2001)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other	Flat rate of \$10 or \$20 depending on distance.		

PASSENGER DATA

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

1,855

1,982

1,855

75%

24%

1%

40

8

5

EMPLOYEE DATA (2001)

	(Full-Time)	(Part-Time)
Operators	1	2
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		2
Other		
TOTAL NUMBER OF EMPLOYEES	1	4
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$16.70	
Top Mechanic Wage Rate:		

OPERATING EXPENSES

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

\$5,953

\$6,910

\$36,786

\$37,229

\$7,558

\$13,975

\$7,169

\$7,441

\$57,467

\$65,555

OPERATING FUNDING SOURCES

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

\$8,021

\$522

\$9,096

\$216

\$9,312

\$25,000

\$25,000

\$31,243

\$57,467

\$65,555

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

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

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	15%	14%
Net Operating Cost / Capita	\$0.91	\$1.04
Total Exp. / Passenger	\$30.98	\$33.08
Total Exp. / Eligible Passenger	\$32.86	\$35.13
Transp. Exp. / Passenger		
Dedicated Service	\$27.77	\$29.59
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$28.62	\$32.58
OPERATING		
Registrants / Capita	0.0037	0.0040
Passengers / Capita	0.0344	0.0368
Passengers / Registrant	9.18	9.22
Passengers / Hour (Dedicated Service)	2.06	2.20
Km. / Passenger (Dedicated Service)	14.68	13.57
Average Speed (Dedicated Service)	30.25	29.89

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
		Other
Ambulatory	864	
Wheelchair/Scooter Users	1,002	
Attendants/Companions	116	
Other		
TOTAL PASSENGER (%Total)	1,982 (100%)	(0%)

PICKERING

PICKERING TRANSIT SPECIALIZED SERVICES

Contact: Ms. Deanna Wilson
 Title: Administrative Support Coordinator
 Telephone: (905) 683-4111 x236
 FAX: (905) 683-5314
 e-mail: dwilson@city.pickering.on.ca
 Dedicated Service operated by: N/A
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 88,000
 Service area (km²): 226.7
 Communities served: 1
 Service began: 1980
 Advisory Committee members: 2
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS

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

Note: * Formal merger of new Ajax-Pickering Transit Authority was effective on September 4, 2001.

* 2001 Data for Pickering has been combined with the 2001 Data for Ajax to form Ajax-Pickering page.

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING

VEHICLE KILOMETRES & HOURS	
Rev. Veh. Km. - Dedicated Service	184,610
Tot. Veh. Km. - Dedicated Service	184,610
Rev. Veh. Hr. - Dedicated Service	8,721
Tot. Veh. Hr. - Dedicated Service	9,271
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hr.	1,780

Weekday:

Sunday:

Saturday:

Holiday:

Advanced booking notice:

Minimum notice for reservation:

Reservations/Scheduling:

FARE STRUCTURE (2001)

Cash

Tickets/Cards (unit price)
Monthly Pass

Adult

Child

Student

Senior

Attendant

Companion

Other

EMPLOYEE DATA (2001)
(Full-Time)
(Part-Time)

Operators

Other Operations (e.g. dispatchers)

Maintenance

General Administration

Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: N/A

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

2000

2001

FINANCIAL

R/C Ratio	5%
Net Operating Cost / Capita	\$5.08
Total Exp. / Passenger	\$23.17
Total Exp. / Eligible Passenger	\$23.99
Transp. Exp. / Passenger	
Dedicated Service	\$15.57
Non-Dedicated Service (e.g. Taxis)	\$10.25
Transp. Exp. / Hour (Dedicated Service)	\$28.25

OPERATING

Registrants / Capita	0.0031
Passengers / Capita	0.2317
Passengers / Registrant	75.79
Passengers / Hour (Dedicated Service)	1.93
Km. / Passenger (Dedicated Service)	10.98
Average Speed (Dedicated Service)	21.17

OPERATING FUNDING SOURCES

Passenger Revenue	\$24,667
Other Operating Revenue	\$1,160

Total Operating Revenues \$25,827

Provincial Contributions

Municipal Contributions \$446,646

Donations / Other

TOTAL OPERATING FUNDING \$472,473

CAPITAL EXPENSES

Vehicles Purchased	\$149,406
Debt Servicing	
Other Capital Expenses	\$15,000

TOTAL CAPITAL EXPENSES \$164,406

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	\$164,406
Donations / Other	

TOTAL CAPITAL FUNDING \$164,406

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.		
			Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans/Minivans					
Small Buses					
Other					
TOTAL DED. VEHICLES			N/A	N/A	
Accessible taxis	N/A	N/A			

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Wheelchair/Scooter Users	Attendants/Companions
Ambulatory			
Other			
TOTAL PASSENGER (%Total)		()	()

PORT HOPE

PORT HOPE MOBILTRANS

Contact: Ms. Barbara Spry
 Title: Treasurer
 Telephone: (905) 885-4544
 FAX: (905) 885-1807
 e-mail: bspry@town.porthope.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 12,500
 Service area (km²): 13.1
 Communities served: 1
 Service began: 1986
 Advisory Committee members: 3
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING

VEHICLE KILOMETRES & HOURS
 Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hr. - Dedicated Service
 Tot. Veh. Hr. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hr.

Weekday: 0815 to 1700 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation:
 Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service	3,100	3,600
Non-Dedicated Service		
TOTAL PASSENGERS	3,100	3,600

	FARE STRUCTURE (2001)	Tickets/Cards (unit price)	Monthly Pass
Subscription/Pre-booked	Adult	\$1.50	
Reservation	Child	\$1.50	
On-Demand/Day of trip	Student	\$1.50	
UNACCOMMODATED TRIPS	Senior	\$1.50	
NO-SHOWS/CANCELLED AT DOOR	Attendant	\$1.50	
NUMBER OF COMPLAINTS	Companion	\$1.50	
OPERATING EXPENSES	Other		

Administration	\$7,000	\$7,000
Operations:		
Internal - Dedicated Service	\$226	
Contract - Dedicated Service	\$61,131	\$61,144
Contract - Non-Dedicated Service		
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$3,205	\$8,510
Fuel		
TOTAL OPERATING EXPENSES	\$71,562	\$76,654

OPERATING FUNDING SOURCES

Passenger Revenue	\$4,910	\$5,332
Other Operating Revenue		
Total Operating Revenues	\$4,910	\$5,332
Provincial Contributions		
Municipal Contributions	\$66,652	\$71,323
Donations / Other		
TOTAL OPERATING FUNDING	\$71,562	\$76,655

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		\$7,500
TOTAL CAPITAL EXPENSES		\$7,500

CAPITAL FUNDING SOURCES

Transit System		
Provincial Contributions		
Municipal Contributions		\$7,500
Donations / Other		
TOTAL CAPITAL FUNDING		\$7,500

EMPLOYEE DATA (2001)	(Full-Time)	(Part-Time)
Operators		
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		
TOTAL NUMBER OF EMPLOYEES		
Union Affiliations:	N/A	
Top Operator Wage Rate:		
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$5.33	\$5.71
Total Exp. / Passenger	\$23.08	\$21.29
Total Exp. / Eligible Passenger	\$23.08	\$21.29
Transp. Exp. / Passenger		
Dedicated Service	\$20.83	\$19.35
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0160	0.0160
Passengers / Capita	0.2480	0.2880
Passengers / Registrant	15.50	18.00
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1		
Small Buses	1	1		
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated	Non-Dedicated
	Service	Service
Ambulatory	3,600*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	3,600 (100%)	(0 %)

* Total for all categories

QUINTE WEST

QUINTE ACCESS TRANSPORTATION

Contact: Ms. Patricia Sutherland
 Title: Co-ordinator
 Telephone: (613) 392-9640
 FAX: (613) 392-8400
 e-mail: bus@reach.net
 Dedicated Service operated by: N/A
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 50,000
 Service area (km²): 453.7
 Communities served: 2
 Service began: 1990
 Advisory Committee members: 5
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING

VEHICLE KILOMETRES & HOURS
 Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hr. - Dedicated Service
 Tot. Veh. Hr. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hr.

138,652
 138,652
 4,896
 4,896

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

Sunday:
 Holiday:

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

8,035

TOTAL PASSENGERS

8,035

FARE STRUCTURE (2001)

Cash

Tickets/Cards
(unit price)

Monthly Pass

Adult
 Child
 Student
 Senior
 Attendant
 Companion
 Other

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR
 NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$46,909
Operations:	
Internal - Dedicated Service	\$95,238
Contract - Dedicated Service	
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$18,805
Fuel	\$16,929
TOTAL OPERATING EXPENSES	\$177,881

EMPLOYEE DATA (2001)

(Full-Time) (Part-Time)

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

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: N/A
 Top Operator Wage Rate:
 Top Mechanic Wage Rate:

OPERATING FUNDING SOURCES

Passenger Revenue	\$36,025
Other Operating Revenue	
Total Operating Revenues	\$36,025
Provincial Contributions	
Municipal Contributions	\$55,646
Donations / Other*	\$86,209
TOTAL OPERATING FUNDING	\$177,881

PERFORMANCE INDICATORS

2000

2001

FINANCIAL

R/C Ratio	20%
Net Operating Cost / Capita	\$2.84
Total Exp. / Passenger	\$22.14
Total Exp. / Eligible Passenger	\$22.14
Transp. Exp. / Passenger	
Dedicated Service	\$16.30
Non-Dedicated Service (e.g. Taxis)	
Transp. Exp. / Hour (Dedicated Service)	\$26.75

OPERATING

Registrants / Capita	0.0074
Passengers / Capita	0.1607
Passengers / Registrant	21.72
Passengers / Hour (Dedicated Service)	1.64
Km. / Passenger (Dedicated Service)	17.26
Average Speed (Dedicated Service)	28.32

CAPITAL EXPENSES

Vehicles Purchased	\$64,944
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$64,944

CAPITAL FUNDING SOURCES

Transit System	\$26,062
Provincial Contributions	
Municipal Contributions	\$38,882
Donations / Other	
TOTAL CAPITAL FUNDING	\$64,944

VEHICLE DATA (2001)

Veh. Number Peak

Avg. Capacity per Veh.
 Wheelchair Ambulatory

Non-Accessible Cars
 Accessible Vans/Minivans
 Small Buses
 Other
 TOTAL DED. VEHICLES
 Accessible taxis

N/A
 N/A
 N/A

PASSENGER STATISTICS (2001)

Dedicated Service

Non-Dedicated Service

Ambulatory
 Wheelchair/Scooter Users
 Attendants/Companions
 Other
 TOTAL PASSENGER (%Total)
 * Total for all categories

()

()

SUNSHINE COACH SERVICE

Contact: Allan Guest
 Title: Manager
 Telephone: (613) 432-2134
 FAX:
 e-mail:

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

Population served:	20,000	NUMBER OF REGISTRANTS	750
Service area (km ²):		Wheelchair/Scooter Users:	300 (40%)
Communities served:	7	Ambulatory:	450 (60%)
Service began:	1985	Attendants/Companions:	
Advisory Committee members:	12	Other:	
Eligibility Committee members:	12		

Note: * Service was also available at other times for special occasions such as funerals and weddings.

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING*

VEHICLE KILOMETRES & HOURS
 Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hr. - Dedicated Service
 Tot. Veh. Hr. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hr.

107,764	Weekday: 0730 to 1630	Sunday: 0900 to 1300
185,800	Saturday:	Holiday:
3,981	Advanced booking notice:	90 days
6,864	Minimum notice for reservation:	24.0 hours
	Reservations/Scheduling:	Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS
OPERATING EXPENSES
 Administration
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Taxi Scrip/Fare Reimbursement
 Maintenance (Vehicles & Facilities)
 Fuel
TOTAL OPERATING EXPENSES

	FARE STRUCTURE (2001)	Tickets/Cards (unit price)	Monthly Pass
18,154	Adult \$4.25		
	Child \$4.25		
18,154	Student \$4.25		
65%	Senior \$4.25		
25%	Attendant free		
10%	Companion free		
45	Other Out of town rates available		
	EMPLOYEE DATA (2001)	(Full-Time)	(Part-Time)
	Operators	2	2
	Other Operations (e.g. dispatchers)		
	Maintenance		
	General Administration	1	
	Other		
	TOTAL NUMBER OF EMPLOYEES	3	2
	Union Affiliations: N/A		
	Top Operator Wage Rate: \$13.10		
	Top Mechanic Wage Rate:		

OPERATING FUNDING SOURCES

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

	PERFORMANCE INDICATORS	2000	2001
	FINANCIAL		
	R/C Ratio	69%	
	Net Operating Cost / Capita	\$3.26	
	Total Exp. / Passenger	\$11.73	
	Total Exp. / Eligible Passenger	\$12.03	
	Transp. Exp. / Passenger		
	Dedicated Service	\$10.22	
	Non-Dedicated Service (e.g. Taxis)		
	Transp. Exp. / Hour (Dedicated Service)	\$27.03	
	OPERATING		
	Registrants / Capita	0.0375	
	Passengers / Capita	0.9077	
	Passengers / Registrant	24.21	
	Passengers / Hour (Dedicated Service)	4.56	
	Km. / Passenger (Dedicated Service)	5.94	
	Average Speed (Dedicated Service)	27.07	

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

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

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	3	3	2	3
Small Buses	1	1	4	8
Other	1	1	3	7
TOTAL DED. VEHICLES	5	5	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	11,115	
Wheelchair/Scooter Users	6,577	
Attendants/Companions	462	
Other		
TOTAL PASSENGER (%Total)	18,154 (100%)	(0 %)

SARNIA

SARNIA CARE-A-VAN
 Contact: Ms. Pauline Anderson
 Title: Deputy Director
 Telephone: (519) 336-3271
 FAX: (519) 336-3361
 e-mail: panderson@city.sarnia.on.ca

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

Population served: 69,850 **NUMBER OF REGISTRANTS** 924
 Service area (km²): 167.3 Wheelchair/Scooter Users: 402 (44%)
 Communities served: 2 Ambulatory: 522 (56%)
 Service began: 1981 Advisory Committee members: N/A
 Eligibility Committee members: N/A Attendants/Companions:
 Other:
 Note: * Semester pass for Elementary/Secondary students:
 \$115.00, for College students \$130.00

ELIGIBILITY CRITERIA
 Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA			2000	2001	SERVICE HOURS/SCHEDULING		
VEHICLE KILOMETRES & HOURS					Weekday:	0730 to 2245	Sunday:
Rev. Veh. Km. - Dedicated Service	139,530		151,412		Saturday:	0900 to 1630	Holiday:
Tot. Veh. Km. - Dedicated Service	139,530		151,412		Advanced booking notice:	5 days	
Rev. Veh. Hr. - Dedicated Service	8,306		9,046		Minimum notice for reservation:	24.0 hours	
Tot. Veh. Hr. - Dedicated Service	8,306		9,046		Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Km.							
Non-Dedicated Service - Veh. Hr.							
PASSENGER DATA					FARE STRUCTURE (2001) *		Tickets/Cards (unit price)
Dedicated Service	25,224		26,371		Adult	\$2.00	\$1.50
Non-Dedicated Service					Child	free	
TOTAL PASSENGERS	25,224		26,371		Student	\$1.50	\$1.00
Subscription/Pre-booked	53%		48%		Senior	\$2.00	\$1.50
Reservation	44%		49%		Attendant		
On-Demand/Day of trip	3%		3%		Companion		
UNACCOMMODATED TRIPS	261		166		Other	Attendants/Companions: pay regular fare	
NO-SHOWS/CANCELLED AT DOOR	203		207				
NUMBER OF COMPLAINTS	3		5				
OPERATING EXPENSES							
Administration	\$28,814		\$51,155				
Operations:							
Internal - Dedicated Service	\$259,062		\$287,283				
Contract - Dedicated Service							
Contract - Non-Dedicated Service							
Taxi Scrip/Fare Reimbursement							
Maintenance (Vehicles & Facilities)	\$61,710		\$66,730				
Fuel	\$20,106		\$25,856				
TOTAL OPERATING EXPENSES	\$369,692		\$431,024				
OPERATING FUNDING SOURCES							
Passenger Revenue	\$36,691		\$40,204				
Other Operating Revenue	\$10,748		\$11,478				
Total Operating Revenues	\$47,439		\$51,682				
Provincial Contributions							
Municipal Contributions	\$322,253		\$359,922				
Donations / Other							
TOTAL OPERATING FUNDING	\$369,692		\$411,604				
CAPITAL EXPENSES							
Vehicles Purchased	\$80,000						
Debt Servicing			\$8,194				
Other Capital Expenses			\$7,000				
TOTAL CAPITAL EXPENSES	\$80,000		\$15,194				
CAPITAL FUNDING SOURCES							
Transit System							
Provincial Contributions							
Municipal Contributions	\$80,000		\$15,194				
Donations / Other							
TOTAL CAPITAL FUNDING	\$80,000		\$15,194				

VEHICLE DATA (2001)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	5	5	3	8
Small Buses				
Other				
TOTAL DED. VEHICLES	5	5	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	15,686	
Wheelchair/Scooter Users	9,009	
Attendants/Companions	1,676	
Other		
TOTAL PASSENGER (%Total)	26,371 (100%)	(0 %)

SAULT STE MARIE

SAULT STE MARIE TRANSIT PARABUS

Contact: Mr. Sam Piraino
 Title: Chief Inspector / Scheduler
 Telephone: (705) 759-5438
 FAX: (705) 759-4534
 e-mail: s.piraino@cityssm.on.ca

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

Population served:	69,900	NUMBER OF REGISTRANTS	1,700
Service area (km ²):		Wheelchair/Scooter Users:	1,200 (71%)
Communities served:	1	Ambulatory:	500 (29%)
Service began:	1975	Attendants/Companions:	
Advisory Committee members:	18	Other:	
Eligibility Committee members:	3	Note: * Only people confined to wheelchairs or on hemodialysis are eligible for para bus.	

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA
VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	142,204	163,383
Tot. Veh. Km. - Dedicated Service	142,204	163,383
Rev. Veh. Hr. - Dedicated Service	11,344	12,595
Tot. Veh. Hr. - Dedicated Service	11,344	12,595
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

2000

2001

SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2400	Sunday:	0800 to 1100
Saturday:	0830 to 2400	Holiday:	0800 to 2400
Advanced booking notice:		1 days	
Minimum notice for reservation:		24.0 hours	
Reservations/Scheduling:	Fully Automated		

PASSENGER DATA

Dedicated Service

30,346

31,072

Non-Dedicated Service

7,196

6,921

TOTAL PASSENGERS

37,542

37,993

Subscription/Pre-booked

Reservation

On-Demand/Day of trip

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

144

294

NUMBER OF COMPLAINTS
OPERATING EXPENSES

Administration

\$38,545

\$30,971

Operations:

Internal - Dedicated Service

\$302,838

\$351,688

Contract - Dedicated Service

Contract - Non-Dedicated Service

\$63,618

\$64,901

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

\$51,741

\$62,052

Fuel

\$26,965

\$32,168

TOTAL OPERATING EXPENSES

\$483,707

\$541,780

OPERATING FUNDING SOURCES

Passenger Revenue

\$70,806

\$74,415

Other Operating Revenue

\$7,165

\$6,391

Total Operating Revenues

\$77,971

\$80,806

Provincial Contributions

Municipal Contributions

\$405,736

\$460,974

Donations / Other

TOTAL OPERATING FUNDING

\$483,707

\$541,780

CAPITAL EXPENSES

Vehicles Purchased

\$163,263

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

\$163,263

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

\$163,263

Donations / Other

TOTAL CAPITAL FUNDING

\$163,263

VEHICLE DATA

(2001)

Number

Veh.

Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

Non-Accessible Cars

N/A

Accessible Vans/Minivans

Small Buses

7

6

5

5

Other

TOTAL DED. VEHICLES

7

6

N/A

N/A

Accessible taxis

N/A

N/A

PASSENGER STATISTICS

(2001)

Dedicated

Service

Non-Dedicated

Service

Ambulatory

6,921

Wheelchair/Scooter Users

25,336

Attendants/Companions

5,736

Other

TOTAL PASSENGER (% Total) 31,072 (82%) 6,921 (18%)

SCUGOG-UXBRIDGE

HANDI TRANSIT - SCUGOG/UXBRIDGE

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

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

Population served:	34,000	NUMBER OF REGISTRANTS	63
Service area (km ²):	870.0	Wheelchair/Scooter Users:	45 (71%)
Communities served:	2	Ambulatory:	18 (29%)
Service began:	1987	Attendants/Companions:	
Advisory Committee members:	11	Other:	
Eligibility Committee members:	11	Note: * Administrative resources shared with Clarington, Oshawa and Whitby. Expense allocated proportional to population.	

ELIGIBILITY CRITERIA

<input checked="" type="checkbox"/> Unable to Board
<input checked="" type="checkbox"/> Unable to Use
<input type="checkbox"/> Other Criteria

* Children must be accompanied by an adult to be eligible for \$1 fare.

OPERATING DATA

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	39,700	36,200
Tot. Veh. Km. - Dedicated Service	39,700	36,200
Rev. Veh. Hr. - Dedicated Service	2,150	1,750
Tot. Veh. Hr. - Dedicated Service	2,150	1,750
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

2000

2001

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1700	Sunday:
Saturday:		Holiday:
Advanced booking notice:		7 days
Minimum notice for reservation:		2.0 hours
Reservations/Scheduling:		Partially Computerized

PASSENGER DATA

Dedicated Service	1,418	1,297
Non-Dedicated Service		

TOTAL PASSENGERS

Subscription/Pre-booked	35%	25%
-------------------------	-----	-----

Reservation	60%	70%
-------------	-----	-----

On-Demand/Day of trip	5%	5%
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UNACCOMMODATED TRIPS

14	40
----	----

NO-SHOWS/CANCELLED AT DOOR

18	32
----	----

1	
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OPERATING EXPENSES

Administration*	\$17,081	\$16,326
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Operations:

Internal - Dedicated Service		
Contract - Dedicated Service	\$28,567	\$28,177
Contract - Non-Dedicated Service		
Taxi Scrip/Fare Reimbursement		

Maintenance (Vehicles & Facilities)	\$9,582	\$11,431
-------------------------------------	---------	----------

Fuel	\$3,468	\$3,807
------	---------	---------

TOTAL OPERATING EXPENSES

\$58,698	\$59,741
----------	----------

OPERATING FUNDING SOURCES

Passenger Revenue	\$8,507	\$7,593
-------------------	---------	---------

Other Operating Revenue		
-------------------------	--	--

Total Operating Revenues

\$8,507	\$7,593
---------	---------

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL OPERATING FUNDING

\$58,698	\$59,741
----------	----------

CAPITAL EXPENSES

Vehicles Purchased		
--------------------	--	--

Debt Servicing		
----------------	--	--

Other Capital Expenses		
------------------------	--	--

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System		
----------------	--	--

Provincial Contributions		
--------------------------	--	--

Municipal Contributions		
-------------------------	--	--

Donations / Other		
-------------------	--	--

TOTAL CAPITAL FUNDING

VEHICLE DATA

(2001)

Veh. Number	Peak
-------------	------

Avg. Capacity per Veh.

Wheelchair	Ambulatory
------------	------------

Non-Accessible Cars	N/A
---------------------	-----

Accessible Vans/Minivans	
--------------------------	--

Small Buses	1
-------------	---

Other	
-------	--

TOTAL DED. VEHICLES	1
---------------------	---

Accessible taxis	N/A
------------------	-----

Veh. Peak	N/A
-----------	-----

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
	74	1,109

Wheelchair/Scooter Users	104
--------------------------	-----

Attendants/Companions	
-----------------------	--

Other	
-------	--

TOTAL PASSENGER (%Total)	1,297 (100%)
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	(0 %)
--	---------

SOUTH BRUCE

BRUCE GREY & HURON DISABILITY

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

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served: 50,000
 Service area (km²):
 Communities served: 10
 Service began: 1979
 Advisory Committee members: 15
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

NUMBER OF REGISTRANTS

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

Note: * Service was available on demand, twenty-four hours per day, seven days per week.

OPERATING DATA

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	700,000
Tot. Veh. Km. - Dedicated Service	700,000
Rev. Veh. Hr. - Dedicated Service	25,039
Tot. Veh. Hr. - Dedicated Service	25,039
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hr.	

2000

2001

SERVICE HOURS/SCHEDULING*

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

FARE STRUCTURE (2001)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$6.00		
Child	\$6.00		
Student	\$6.00		
Senior	\$6.00		
Attendant	free		
Companion	\$6.00		
Other	fare by distance out-of-town		

PASSENGER DATA

Dedicated Service	29,992	28,932
Non-Dedicated Service		
TOTAL PASSENGERS	29,992	28,932
Subscription/Pre-booked Reservation		
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR
 NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

TOTAL OPERATING EXPENSES \$487,000 \$424,446

OPERATING FUNDING SOURCES

Passenger Revenue	\$154,000	\$126,894
Other Operating Revenue	\$24,000	
Total Operating Revenues	\$178,000	\$126,894
Provincial Contributions		
Municipal Contributions	\$255,000	\$255,300
Donations / Other	\$7,000	\$42,252
TOTAL OPERATING FUNDING	\$440,000	\$424,446

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	
Donations / Other	

TOTAL CAPITAL FUNDING

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	37%	30%
Net Operating Cost / Capita	\$6.18	\$5.95
Total Exp. / Passenger	\$16.24	\$14.67
Total Exp. / Eligible Passenger	\$16.24	\$14.67
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita		
Passengers / Capita	0.5998	0.5786
Passengers / Registrant		
Passengers / Hour (Dedicated Service)	1.20	
Km. / Passenger (Dedicated Service)	23.34	
Average Speed (Dedicated Service)	27.96	

VEHICLE DATA		Veh. (2001)	Peak	Avg. Capacity per Veh.	
Number	Wheelchair			Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans/Minivans	9				
Small Buses	1				
Other	2				
TOTAL DED. VEHICLES	12				
Accessible taxis	N/A	N/A			

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
(2001)			
Ambulatory		28,932*	
Wheelchair/Scooter Users			
Attendants/Companions			
Other			
TOTAL PASSENGER (%Total)	28,932 (100%)		(0%)

* Total for all categories

ST. CATHARINES

ST. CATHARINES PARATRANSIT

Contact: Ms. Debbie Grandbois
 Title: Paratransit Supervisor
 Telephone: (905) 685-9844 x230
 FAX: (905) 685-4050
 e-mail: dgrandbois@yourbus.com

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

Population served:	130,000	NUMBER OF REGISTRANTS	1,397
Service area (km ²):	97.0	Wheelchair/Scooter Users:	713 (51%)
Communities served:	2	Ambulatory:	684 (49%)
Service began:	1979	Attendants/Companions:	
Advisory Committee members:	9	Other:	
Eligibility Committee members:	3		

Note: * St. Catharines Paratransit updated its registrant list in 2001.

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2330	Sunday:	1030 to 1800
Saturday:	0900 to 2330	Holiday:	1030 to 1800
Advanced booking notice:			21 days
Minimum notice for reservation:			24.0 hours
Reservations/Scheduling:			Fully Automated

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	291,137	334,358
Tot. Veh. Km. - Dedicated Service	291,137	334,358
Rev. Veh. Hr. - Dedicated Service	14,870	16,959
Tot. Veh. Hr. - Dedicated Service	14,870	16,959
Non-Dedicated Service - Veh. Km.	29,367	29,510
Non-Dedicated Service - Veh. Hr.	2,259	2,242

PASSENGER DATA

Dedicated Service	33,341	36,332
Non-Dedicated Service	4,086	4,619
TOTAL PASSENGERS	37,427	40,951
Subscription/Pre-booked	25%	25%
Reservation	65%	65%
On-Demand/Day of trip	10%	10%
UNACCOMMODATED TRIPS	1,136	755
NO-SHOWS/CANCELLED AT DOOR	430	272
NUMBER OF COMPLAINTS	9	10

OPERATING EXPENSES

Administration	\$23,349	\$25,626
Operations:		
Internal - Dedicated Service	\$446,752	\$497,940
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$92,970	\$100,348
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$149,682	\$154,743
Fuel	\$40,409	\$46,021
TOTAL OPERATING EXPENSES	\$753,162	\$824,678

OPERATING FUNDING SOURCES

Passenger Revenue	\$72,342	\$81,240
Other Operating Revenue	\$34,536	\$41,718

Total Operating Revenues \$106,878 \$122,958

Provincial Contributions

Municipal Contributions \$644,806 \$701,720

Donations / Other

TOTAL OPERATING FUNDING \$753,162 \$824,678

CAPITAL EXPENSES

Vehicles Purchased	\$90,357	\$70,352
Debt Servicing		
Other Capital Expenses		

TOTAL CAPITAL EXPENSES \$90,357 \$70,352

CAPITAL FUNDING SOURCES

Transit System	\$18,000	
Provincial Contributions		
Municipal Contributions	\$42,357	\$35,000
Donations / Other	\$30,000	\$35,352

TOTAL CAPITAL FUNDING \$90,357 \$70,352

VEHICLE DATA

(2001) Veh. Avg. Capacity per Veh.

Number Peak

Wheelchair Ambulatory

Non-Accessible Cars		N/A	
Accessible Vans/Minivans	2	2	3
Small Buses	8	6	6
Other			
TOTAL DED. VEHICLES	10	8	N/A
Accessible taxis	1	N/A	

PASSENGER STATISTICS

(2001)

Dedicated

Non-Dedicated

Service

Service

Ambulatory	18,264	2,186
Wheelchair/Scooter Users	14,567	2,228
Attendants/Companions	3,501	205
Other		
TOTAL PASSENGER (% Total)	36,332 (89%)	4,619 (11%)

ST. MARY'S & AREA MOBILITY SERVICE

Contact: Sharron Arnold
 Title: Office Administrator
 Telephone: (519) 284-4010
 FAX: (519) 284-0261
 e-mail:

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

Population served: 6,000
 Service area (km²):
 Communities served: 1
 Service began: 1989
 Advisory Committee members: 8
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS	360
Wheelchair/Scooter Users:	100 (28%)
Ambulatory:	340 (94%)
Attendants/Companions:	20 (6%)
Other:	

Note: * Private bookings available outside regular business hours at \$40 per hour. * Revenue Vehicle Kilometres included deadheading. * Maintenance expense included fuel and vehicle insurance in 2000.

OPERATING DATA

VEHICLE KILOMETRES & HOURS*

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

2000

17,736

2001

23,212

SERVICE HOURS/SCHEDULING*

Weekday:	0830 to 1630	Sunday:	0900 to 1300
Saturday:		Holiday:	
Advanced booking notice:		1 days	
Minimum notice for reservation:		1.0 hours	
Reservations/Scheduling:			

FARE STRUCTURE (2001)

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

PASSENGER DATA

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

8,110

895

9,005

15%

80%

5%

20

30

10

8,557

870

9,427

50%

45%

5%

3

20

EMPLOYEE DATA (2001)

Operators	1	4
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		16
TOTAL NUMBER OF EMPLOYEES	1	20
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$12.00	
Top Mechanic Wage Rate:		

OPERATING EXPENSES

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

\$49,982

\$48,052

\$33,800

\$40,825

\$113

\$130

\$7,782

\$2,300

\$5,700

\$91,677

\$97,007

PERFORMANCE INDICATORS

FINANCIAL	2000	2001
R/C Ratio	27%	34%
Net Operating Cost / Capita	\$11.20	\$10.71
Total Exp. / Passenger	\$10.18	\$10.29
Total Exp. / Eligible Passenger	\$10.27	\$10.31
Transp. Exp. / Passenger		
Dedicated Service	\$5.13	\$5.71
Non-Dedicated Service (e.g. Taxis)	\$0.13	\$0.15
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0567	0.0600
Passengers / Capita	1.5008	1.5712
Passengers / Registrant	26.49	26.19
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service) *	2.19	2.71
Average Speed (Dedicated Service)		

OPERATING FUNDING SOURCES

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

\$23,419

\$1,048

\$29,947

\$2,813

\$24,467

\$32,760

\$22,535

\$21,920

\$41,795

\$15,203

\$88,797

\$69,883

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

\$9,000

\$9,000

CAPITAL FUNDING SOURCES

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

\$9,000

\$9,000

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
(2001)		
Ambulatory	6,790	870
Wheelchair/Scooter Users	1,752	
Attendants/Companions	15	
Other		
TOTAL PASSENGER (%Total)	8,557 (91%)	870 (9%)

VEHICLE DATA	Veh. Peak	Avg. Capacity per Veh.
(2001)	Number	Wheelchair Ambulatory
Non-Accessible Cars	16	16
Accessible Vans/Minivans		N/A
Small Buses	1	1
Other		4
TOTAL DED. VEHICLES	17	17
Accessible taxis	1	N/A

ST. THOMAS

ST. THOMAS PARA TRANSIT SERVICE

Contact: Mr. John Roberts
 Title: Transportation Coordinator
 Telephone: (519) 631-1680 x 162
 FAX: (519) 631-2130
 e-mail: jroberts@city.st-thomas.on.ca

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

Population served:	33,000	NUMBER OF REGISTRANTS	479
Service area (km ²):	22.2	Wheelchair/Scooter Users:	120 (25%)
Communities served:	1	Ambulatory:	359 (75%)
Service began:	1990	Advisory Committee members:	10
Eligibility Committee members:	3	Attendants/Companions:	
		Other:	

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING		
VEHICLE KILOMETRES & HOURS				Weekday:	0715 to 1845	Sunday:
Rev. Veh. Km. - Dedicated Service	59,376	53,133		Saturday:	0715 to 1845	Holiday:
Tot. Veh. Km. - Dedicated Service	59,576	53,900		Advanced booking notice:	1 days	
Rev. Veh. Hr. - Dedicated Service	6,020	6,020		Minimum notice for reservation:	24.0 hours	
Tot. Veh. Hr. - Dedicated Service	6,020	6,020		Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh. Km.						
Non-Dedicated Service - Veh. Hr.						
PASSENGER DATA				FARE STRUCTURE (2001)		Tickets/Cards (unit price)
Dedicated Service	16,537	14,405		Cash		Monthly Pass
Non-Dedicated Service				Adult	\$2.50	\$2.50
TOTAL PASSENGERS	16,537	14,405		Child	\$2.50	\$2.50
Subscription/Pre-booked	25%	25%		Student	\$2.50	\$2.50
Reservation	74%	74%		Senior	\$2.50	\$2.50
On-Demand/Day of trip	1%	1%		Attendant	\$2.50	\$2.50
UNACCOMMODATED TRIPS	83	35		Companion	\$2.50	\$2.50
NO-SHOWS/CANCELLED AT DOOR	1	732		Other		
NUMBER OF COMPLAINTS	10	15		EMPLOYEE DATA (2001)		(Full-Time)
OPERATING EXPENSES				Operators		3
Administration	\$517	\$322		Other Operations (e.g. dispatchers)		1
Operations:				Maintenance		1
Internal - Dedicated Service	\$4,841		General Administration		1	
Contract - Dedicated Service	\$130,724	\$131,746	Other			
Contract - Non-Dedicated Service			TOTAL NUMBER OF EMPLOYEES		3	
Taxi Scrip/Fare Reimbursement			Union Affiliations:		N/A	
Maintenance (Vehicles & Facilities)	\$6,546	\$18,600	Top Operator Wage Rate:			
Fuel	\$5,407	\$13,665	Top Mechanic Wage Rate:			
TOTAL OPERATING EXPENSES	\$148,035	\$164,333	PERFORMANCE INDICATORS			
OPERATING FUNDING SOURCES			2000			
Passenger Revenue	\$39,676	\$34,885	FINANCIAL			
Other Operating Revenue	\$5,609	\$5,451	R/C Ratio	31%	25%	
Total Operating Revenues	\$45,285	\$40,336	Net Operating Cost / Capita	\$3.11	\$3.76	
Provincial Contributions			Total Exp. / Passenger	\$8.95	\$11.41	
Municipal Contributions	\$102,750	\$123,997	Total Exp. / Eligible Passenger	\$9.33	\$11.58	
Donations / Other			Transp. Exp. / Passenger			
TOTAL OPERATING FUNDING	\$148,035	\$164,333	Dedicated Service	\$8.92	\$11.39	
CAPITAL EXPENSES			Non-Dedicated Service (e.g. Taxis)			
Vehicles Purchased			Transp. Exp. / Hour (Dedicated Service)	\$24.50	\$27.24	
Debt Servicing						
Other Capital Expenses						
TOTAL CAPITAL EXPENSES						
CAPITAL FUNDING SOURCES			OPERATING			
Transit System			Registrants / Capita	0.0138	0.0145	
Provincial Contributions			Passengers / Capita	0.5011	0.4365	
Municipal Contributions			Passengers / Registrant	36.43	30.07	
Donations / Other			Passengers / Hour (Dedicated Service)	2.75	2.39	
TOTAL CAPITAL FUNDING			Km. / Passenger (Dedicated Service)	3.59	3.69	

VEHICLE DATA (2001)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	6	6
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	9,383	
Wheelchair/Scooter Users	4,805	
Attendants/Companions	217	
Other		
TOTAL PASSENGER (%Total)	14,405 (100%)	(0 %)

STRATFORD

STRATFORD PARALLEL TRANSIT

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

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

Population served:	29,000	NUMBER OF REGISTRANTS	625
Service area (km ²):		Wheelchair/Scooter Users:	350 (56%)
Communities served:	1	Ambulatory:	275 (44%)
Service began:	1975	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	2		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

Note: * Service was also available on the 1st and 4th Thursday and 2nd Tuesday of every month until 2200 hours.

OPERATING DATA
VEHICLE KILOMETRES & HOURS

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

2000

2001

SERVICE HOURS/SCHEDULING*

Weekday:	0820 to 1640	Sunday:	0920 to 1640
Saturday:	0920 to 1640	Holiday:	
Advanced booking notice:	14 days		
Minimum notice for reservation:	1.0 hours		
Reservations/Scheduling:	Manual		

PASSENGER DATA

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

18,115	19,310	Adult	\$2.50
2,864	1,501	Child	\$2.50
20,979	20,811	Student	\$2.50
40%	55%	Senior	\$2.50
50%	40%	Attendant	free
10%	5%	Companion	free
		Other	

OPERATING EXPENSES

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

\$61,921	\$58,055	
\$140,723	\$167,228	
\$10,717	\$6,511	
\$39,898	\$36,896	
\$16,872	\$18,154	
\$270,131	\$286,844	

OPERATING FUNDING SOURCES

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

\$38,374	\$51,196	
\$2,030	\$1,476	
\$40,404	\$52,672	
\$213,621	\$239,584	
\$254,025	\$292,256	

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

\$64,522	
\$64,522	

CAPITAL FUNDING SOURCES

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

\$41,457	
\$20,000	
\$3,065	
\$64,522	

FARE STRUCTURE (2001)

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

EMPLOYEE DATA (2001)

	(Full-Time)	(Part-Time)
Operators	2	3
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	4	3
Union Affiliations:	IBEW Local 636	
Top Operator Wage Rate:	\$13.83	
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	15%	18%
Net Operating Cost / Capita	\$8.20	\$8.07
Total Exp. / Passenger	\$12.88	\$13.78
Total Exp. / Eligible Passenger	\$12.88	\$13.78
Transp. Exp. / Passenger		
Dedicated Service	\$10.90	\$11.51
Non-Dedicated Service (e.g. Taxis)	\$3.74	\$4.34
Transp. Exp. / Hour (Dedicated Service)	\$29.91	\$35.62
OPERATING		
Registrants / Capita	0.0223	0.0216
Passengers / Capita	0.7493	0.7176
Passengers / Registrant	33.57	33.30
Passengers / Hour (Dedicated Service)	2.74	3.09
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2001)	Veh. Number	Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	3	3	5
Other				
TOTAL DED. VEHICLES	5	3	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	9,147	1,501
Wheelchair/Scooter Users	10,163	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	19,310 (93%)	1,501 (7%)

SUDBURY

SUDBURY HANDI-TRANSIT

Contact: Mr. Robert Gauthier
 Title: Operations Supervisor
 Telephone: (705) 671-2489 x2411
 FAX: (705) 673-8719
 e-mail: bob.johnston@city.city.greatersudbury.on.ca
 Dedicated Service operated by: 4 Private Contractors
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Program available: NO

Population served: 155,601
 Service area (km²): 3627.0
 Communities served: 7
 Service began: 2001
 Advisory Committee members: 12
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS

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

Note: * Starting Jan. 1, 2001, City of Greater Sudbury provided Handi-Transit services to City of Sudbury & Town of Nickel Centre, Towns of Rayside Balfour & Onaping Falls, City of Valley East & Town of Capreol, and Town of Walden.

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING		
VEHICLE KILOMETRES & HOURS*				Weekday: Sunday:		
Rev. Veh. Km. - Dedicated Service				Saturday: Holiday:		
Tot. Veh. Km. - Dedicated Service				Advanced booking notice:		
Rev. Veh. Hr. - Dedicated Service		16,800	25,190	Minimum notice for reservation: 48.0 hours		
Tot. Veh. Hr. - Dedicated Service		16,800	25,190	Reservations/Scheduling: Fully Automated		
Non-Dedicated Service - Veh. Km.				FARE STRUCTURE (2001)		
Non-Dedicated Service - Veh. Hr.				Cash Tickets/Cards (unit price)		
PASSENGER DATA				Monthly Pass		
Dedicated Service *		42,170	56,010	Adult \$1.80		
Non-Dedicated Service *		10,830		Child \$1.80		
TOTAL PASSENGERS		53,000	56,010	Student \$1.80		
Subscription/Pre-booked Reservation				Senior \$1.80		
On-Demand/Day of trip				Attendant \$1.80		
UNACCOMMODATED TRIPS				Companion		
NO-SHOWS/CANCELLED AT DOOR				Other outside the core service area, additional \$1.00 per km.		
NUMBER OF COMPLAINTS				EMPLOYEE DATA (2001)		
OPERATING EXPENSES				(Full-Time) (Part-Time)		
Administration		\$500		Operators		
Operations:				Other Operations (e.g. dispatchers)		
Internal - Dedicated Service				Maintenance		
Contract - Dedicated Service *		\$970,000	\$1,373,000	General Administration		
Contract - Non-Dedicated Service				Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)				Union Affiliations: N/A		
Fuel				Top Operator Wage Rate:		
TOTAL OPERATING EXPENSES		\$970,500	\$1,373,000	Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue		\$102,000	\$127,410	2000 2001		
Other Operating Revenue				FINANCIAL		
Total Operating Revenues		\$102,000	\$127,410	R/C Ratio 11% 9%		
Provincial Contributions				Net Operating Cost / Capita \$9.54 \$8.01		
Municipal Contributions		\$868,500	\$1,245,590	Total Exp. / Passenger \$18.31 \$24.51		
Donations / Other				Total Exp. / Eligible Passenger \$18.31 \$27.22		
TOTAL OPERATING FUNDING		\$970,500	\$1,373,000	Transp. Exp. / Passenger		
CAPITAL EXPENSES				Dedicated Service * \$23.00 \$24.51		
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp. Exp. / Hour (Dedicated Service) * \$57.74 \$54.51		
Other Capital Expenses				OPERATING		
TOTAL CAPITAL EXPENSES				Registrants / Capita 0.0308		
CAPITAL FUNDING SOURCES				Passengers / Capita * 0.5821 0.3600		
Transit System				Passengers / Registrant 18.93		
Provincial Contributions				Passengers / Hour (Dedicated Service) 2.51 2.22		
Municipal Contributions				Km. / Passenger (Dedicated Service)		
Donations / Other				Average Speed (Dedicated Service)		
TOTAL CAPITAL FUNDING						

VEHICLE DATA (2001)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses			
Other			
TOTAL DED. VEHICLES		N/A	N/A
Accessible taxis	N/A	N/A	

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	50,440*	*
Wheelchair/Scooter Users		
Attendants/Companions	5,570*	
Other		
TOTAL PASSENGER (%Total)	56,010 (100%)	(0%)
* Total for dedicated and non-dedicated services		

TIMMINS

TIMMINS HANDI-TRANS

Contact: Mr. David Onodera
 Title: Transit Superintendent
 Telephone: (705) 360-8475
 FAX: (705) 360-1405
 e-mail: david.onodera@city.timmins.on.ca
 Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served:	44,629	NUMBER OF REGISTRANTS	701
Service area (km ²):		Wheelchair/Scooter Users:	338 (48%)
Communities served:	1	Ambulatory:	351 (50%)
Service began:	1976	Attendants/Companions:	
Advisory Committee members:	10	Other:	12 (2%)
Eligibility Committee members:	4	Note: * Thursday Service Hours: 0700-2200 hours. * Revenue vehicle kilometres and hours also included deadheading.	

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING*				
VEHICLE KILOMETRES & HOURS*								
Rev. Veh. Km. - Dedicated Service		95,582	137,579	Weekday:	0700 to 1800	Sunday:		
Tot. Veh. Km. - Dedicated Service		136,545	137,579	Saturday:	1000 to 1800	Holiday:		
Rev. Veh. Hr. - Dedicated Service		7,988	8,482	Advanced booking notice:	1 days			
Tot. Veh. Hr. - Dedicated Service		8,408	8,482	Minimum notice for reservation:	24.0 hours			
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Fully Automated			
Non-Dedicated Service - Veh. Hr.								
PASSENGER DATA				FARE STRUCTURE (2001)		Tickets/Cards (unit price)		
Dedicated Service		15,320	15,231	Adult	\$2.50	\$2.50		
Non-Dedicated Service				Child	\$2.50	\$2.05		
TOTAL PASSENGERS		15,320	15,231	Student	\$2.50	\$2.43		
Subscription/Pre-booked		70%	60%	Senior	\$2.50	\$1.73		
Reservation		28%	20%	Attendant	\$2.50			
On-Demand/Day of trip		2%	20%	Companion	\$2.50			
UNACCOMMODATED TRIPS		241		Other				
NO-SHOWS/CANCELLED AT DOOR		1,249	1,207					
NUMBER OF COMPLAINTS		15						
OPERATING EXPENSES				EMPLOYEE DATA (2001)		(Full-Time)		
Administration		\$7,646	\$39,533	Operators	2	5		
Operations:				Other Operations (e.g. dispatchers)	1			
Internal - Dedicated Service		\$233,609	\$209,192	Maintenance				
Contract - Dedicated Service				General Administration	1			
Contract - Non-Dedicated Service				Other				
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	4	5		
Maintenance (Vehicles & Facilities)		\$26,531	\$16,885	Union Affiliations:	CUPE 434, 1140, 1544			
Fuel		\$23,582	\$22,203	Top Operator Wage Rate:	\$17.37			
TOTAL OPERATING EXPENSES		\$291,368	\$287,813	Top Mechanic Wage Rate:				
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS				
Passenger Revenue		\$33,369	\$33,406	2000				
Other Operating Revenue				FINANCIAL				
Total Operating Revenues		\$33,369	\$33,406	R/C Ratio	11%	12%		
Provincial Contributions				Net Operating Cost / Capita	\$5.78	\$5.70		
Municipal Contributions		\$257,999	\$254,407	Total Exp. / Passenger	\$19.02	\$18.90		
Donations / Other				Total Exp. / Eligible Passenger	\$19.36	\$19.16		
TOTAL OPERATING FUNDING		\$291,368	\$287,813	Transp. Exp. / Passenger				
CAPITAL EXPENSES				Dedicated Service	\$18.52	\$16.30		
Vehicles Purchased		\$160,000	\$80,000	Non-Dedicated Service (e.g. Taxis)				
Debt Servicing				Transp. Exp. / Hour (Dedicated Service)	\$33.74	\$29.27		
Other Capital Expenses								
TOTAL CAPITAL EXPENSES		\$160,000	\$80,000	OPERATING				
CAPITAL FUNDING SOURCES				Registrants / Capita	0.0129	0.0157		
Transit System		\$160,000		Passengers / Capita	0.3433	0.3413		
Provincial Contributions				Passengers / Registrant	26.69	21.73		
Municipal Contributions			\$80,000	Passengers / Hour (Dedicated Service) *	1.92	1.80		
Donations / Other				Km. / Passenger (Dedicated Service) *	6.24	9.03		
TOTAL CAPITAL FUNDING		\$160,000	\$80,000	Average Speed (Dedicated Service) *	11.97	16.22		

VEHICLE DATA (2001)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.		
			Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans/Minivans					
Small Buses	5	4			
Other					
TOTAL DED. VEHICLES	5	4	N/A	N/A	
Accessible taxis	N/A	N/A			

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Ambulatory	Wheelchair/Scooter Users
Ambulatory	15,020*		
Wheelchair/Scooter Users			
Attendants/Companions	211		
Other			
TOTAL PASSENGER (%Total)	15,231 (100%)		(0%)
* Total for Ambulatory and Wheelchair/Scooter Users			

WHEEL-TRANS

Contact: Ms. Margaret Gomes
 Title: Budget & Research Analyst
 Telephone: (416) 393-4170
 FAX: (416) 338-0139
 e-mail: margaret.gomes@ttc.ca

Dedicated Service operated by: Transit System + 6 contractors
 Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies
 Taxi Scrip Program available: NO

Population served: 2,500,000
 Service area (km²): 630.0
 Communities served: 1
 Service began: 1975
 Advisory Committee members: 15
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA
 Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS

24,115

Wheelchair/Scooter Users:	13,605	(56%)
Ambulatory:	10,510	(44%)
Attendants/Companions:		
Other:		

Note: * Vehicle Kilometres, Hours, Passengers, and Contract Expense for Dedicated Services included dedicated accessible taxis services in both years.

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING

VEHICLE KILOMETRES & HOURS*
 Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hr. - Dedicated Service
 Tot. Veh. Hr. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hr.

8,291,628
 10,476,077
 408,280
 437,380
 2,400,095
 76,984

8,820,130
 9,435,939
 419,535
 446,095
 2,018,673
 66,261

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

PASSENGER DATA

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

1,139,867
 351,030
 1,490,897
 37%
 62%
 1%
 43,800
 41,097
 1,938

1,238,964
 295,815
 1,534,779
 52%
 47%
 1%
 62,300
 43,900
 2,542

FARE STRUCTURE (2001)**Tickets/Cards**

Cash	(unit price)	Monthly Pass
Adult	\$2.25	\$1.80
Child	\$0.50	\$0.40
Student	\$1.50	\$1.20
Senior	\$1.50	\$1.20
Attendant		
Companion		
Other	Attendant/Companion: same as above	

OPERATING EXPENSES

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

\$6,369,657
 \$15,304,158
 \$4,481,958
 \$3,946,000
 \$8,737,645
 \$1,210,925
 \$40,050,344

\$6,495,540
 \$14,949,610
 \$6,722,394
 \$3,668,948
 \$8,878,067
 \$1,284,581
 \$41,999,140

OPERATING FUNDING SOURCES

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

\$1,986,569
 \$83,500
 \$2,070,069
 \$37,980,275
 \$37,980,275
 \$40,050,344

\$2,133,445
 \$96,745
 \$2,230,190
 \$39,768,950
 \$41,999,140
 \$5,903,000
 \$5,903,000
 \$3,000,000
 \$2,903,000
 \$5,903,000

EMPLOYEE DATA (2001)

(Full-Time)

(Part-Time)

Operators	220
Other Operations (e.g. dispatchers)	33
Maintenance	72
General Administration	33
Other	
TOTAL NUMBER OF EMPLOYEES	358
Union Affiliations:	ATU 113
Top Operator Wage Rate:	\$22.25
Top Mechanic Wage Rate:	\$25.99

PERFORMANCE INDICATORS

2000 2001

FINANCIAL		
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$15.19	\$15.91
Total Exp. / Passenger	\$26.86	\$27.36
Total Exp. / Eligible Passenger	\$26.86	\$27.36
Transp. Exp. / Passenger		
Dedicated Service	\$26.09	\$25.69
Non-Dedicated Service (e.g. Taxis)	\$11.24	\$12.40
Transp. Exp. / Hour (Dedicated Service)	\$67.98	\$71.36

OPERATING

Registrants / Capita	0.0085	0.0096
Passengers / Capita	0.5964	0.6139
Passengers / Registrant	70.26	63.64
Passengers / Hour (Dedicated Service)	2.79	2.95
Km. / Passenger (Dedicated Service)	7.27	7.12
Average Speed (Dedicated Service)	20.31	21.02

VEHICLE DATA

(2001)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars	32	32	N/A
Accessible Vans/Minivans	62	62	1 3
Small Buses	132	116	5 13
Other			
TOTAL DED. VEHICLES	226	210	N/A N/A
Accessible taxis	62	N/A	

PASSENGER STATISTICS

(2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	669,102	284,054
Wheelchair/Scooter Users	569,862	11,761
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	1,238,964 (81%)	295,815 (19%)

TRENT HILLS

CAMPBELLFORD DISTRICT RURAL TRANS.

Contact: Doreen Sharpe

Title: President

Telephone: (705) 653-1900

FAX: (705) 653-5904

e-mail:

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	12,000	NUMBER OF REGISTRANTS	476
Service area (km ²):	509.5	Wheelchair/Scooter Users:	25 (5%)
Communities served:	1	Ambulatory:	451 (95%)
Service began:	1992	Attendants/Companions:	
Advisory Committee members:	11	Other:	
Eligibility Committee members:	2		

Note: * Saturday, Sunday and Holiday service was available by special arrangement. Data for 2000 were not available.

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING*

Rev. Veh. Km. - Dedicated Service	67,184
Tot. Veh. Km. - Dedicated Service	67,184
Rev. Veh. Hr. - Dedicated Service	2,250
Tot. Veh. Hr. - Dedicated Service	2,250
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hr.	

Weekday:	0800 to 1700	Sunday:
Saturday:		Holiday:
Advanced booking notice:		3 days
Minimum notice for reservation:		24.0 hours
Reservations/Scheduling:		Partially Computerized

PASSENGER DATA

Dedicated Service	3,067
Non-Dedicated Service	

TOTAL PASSENGERS

Subscription/Pre-booked	15%
Reservation	84%
On-Demand/Day of trip	1%

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

Administration	\$41,288
Operations:	
Internal - Dedicated Service	\$45,064
Contract - Dedicated Service	
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$11,354
Fuel	\$16,000
TOTAL OPERATING EXPENSES	\$113,706

OPERATING FUNDING SOURCES

Passenger Revenue	\$23,034
Other Operating Revenue	

Total Operating Revenues
Provincial Contributions
Municipal Contributions
Donations / Other
TOTAL OPERATING FUNDING
CAPITAL EXPENSES
Vehicles Purchased
Debt Servicing
Other Capital Expenses
TOTAL CAPITAL EXPENSES
CAPITAL FUNDING SOURCES
Transit System
Provincial Contributions
Municipal Contributions
Donations / Other
TOTAL CAPITAL FUNDING
EMPLOYEE DATA (2001)

(Full-Time) (Part-Time)

Operators	1	3
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	1	3

PERFORMANCE INDICATORS

2000

2001

FINANCIAL	
R/C Ratio	20%
Net Operating Cost / Capita	\$7.56
Total Exp. / Passenger	\$37.07
Total Exp. / Eligible Passenger	\$37.38
Transp. Exp. / Passenger	
Dedicated Service	\$23.61
Non-Dedicated Service (e.g. Taxis)	
Transp. Exp. / Hour (Dedicated Service)	\$32.19
OPERATING	
Registrants / Capita	0.0397
Passengers / Capita	0.2556
Passengers / Registrant	6.44
Passengers / Hour (Dedicated Service)	1.36
Km. / Passenger (Dedicated Service)	21.91
Average Speed (Dedicated Service)	29.86

VEHICLE DATA

(2001)

Veh. Number

Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

Non-Accessible Cars

N/A

Accessible Vans/Minivans

5

Small Buses

9

Other

N/A

TOTAL DED. VEHICLES

N/A

Accessible taxis

N/A

PASSENGER STATISTICS

(2001)

Dedicated Service

Ambulatory

2,890

Wheelchair/Scooter Users

152

Attendants/Companions

25

Other

TOTAL PASSENGER (%Total)

3,067 (100%)

Non-Dedicated Service

(0 %)

WALLACEBURG

WALLACEBURG SPECIALIZED TRANSIT SERVICE

Contact: Brenda Martin
 Title: Admin. Secretary
 Telephone: (519) 360-1998
 FAX: (519) 436-3283
 e-mail: blaira@city.chatham-kent.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served:	11,800	NUMBER OF REGISTRANTS	340
Service area (km ²):		Wheelchair/Scooter Users:	180 (53%)
Communities served:		Ambulatory:	160 (47%)
Service began:	1991	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Note: * Revenue Vehicle Hours included deadheading.	

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA
VEHICLE KILOMETRES & HOURS*

Rev. Veh. Km. - Dedicated Service

Tot. Veh. Km. - Dedicated Service

Rev. Veh. Hr. - Dedicated Service

Tot. Veh. Hr. - Dedicated Service

Non-Dedicated Service - Veh. Km.

Non-Dedicated Service - Veh. Hr.

2000

2001

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:

Saturday: Holiday:

Advanced booking notice: 1 days

Minimum notice for reservation: 2.0 hours

Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service

Non-Dedicated Service

TOTAL PASSENGERS

Subscription/Pre-booked

Reservation

On-Demand/Day of trip

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

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

2000

2001

\$13,000

\$14,500

\$44,600

\$74,500

5%

6,500

6,700

6,500

6,700

95%

95%

Adult

Child

Student

Senior

Attendant

Companion

Other

\$3.00

\$3.00

\$3.00

\$3.00

free

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WELLAND

WELLAND HANDI-TRANS
 Contact: Ms. Tracey Spruyt
 Title: Acting Handi-Trans Coordinator
 Telephone: (905) 732-6844
 FAX: (905) 732-9422
 e-mail: margaret.fortin@city.welland.on.ca
 Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served:	46,965	NUMBER OF REGISTRANTS	977
Service area (km ²):	86.0	Wheelchair/Scooter Users:	295 (30%)
Communities served:	1	Ambulatory:	663 (68%)
Service began:	1981	Attendants/Companions:	19 (2%)
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Note: * IRD maximizes client bookings to same destination locations.	

ELIGIBILITY CRITERIA

Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING		
VEHICLE KILOMETRES & HOURS						
Rev. Veh. Km. - Dedicated Service		87,067	90,903	Weekday:	0715 to 1900	Sunday:
Tot. Veh. Km. - Dedicated Service		87,847	95,648	Saturday:	1000 to 1800	Holiday:
Rev. Veh. Hr. - Dedicated Service		4,860	4,872	Advanced booking notice:	14 days	
Tot. Veh. Hr. - Dedicated Service		4,944	4,945	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh. Hr.						
PASSENGER DATA				FARE STRUCTURE (2001)		Tickets/Cards
Dedicated Service *		18,805	18,998	Cash	(unit price)	Monthly Pass
Non-Dedicated Service				Adult	\$2.20	\$1.59
TOTAL PASSENGERS		18,805	18,998	Child	\$2.20	\$1.59
Subscription/Pre-booked		70%	67%	Student	\$2.20	\$1.59
Reservation		25%	28%	Senior	\$2.20	\$1.41
On-Demand/Day of trip		5%	5%	Attendant	\$2.20	\$1.59
UNACCOMMODATED TRIPS		104	104	Companion	\$2.20	\$1.59
NO-SHOWS/CANCELLED AT DOOR		126	156	Other	Blind - free with CNIB	
NUMBER OF COMPLAINTS		10	10			
OPERATING EXPENSES				EMPLOYEE DATA (2001)		
Administration		\$64,246	\$54,680	(Full-Time)		(Part-Time)
Operations:				Operators	2	1
Internal - Dedicated Service		\$159,063	\$151,779	Other Operations (e.g. dispatchers)		1
Contract - Dedicated Service				Maintenance		1
Contract - Non-Dedicated Service				General Administration		1
Taxi Scrip/Fare Reimbursement				Other		
Maintenance (Vehicles & Facilities)		\$33,837	\$43,069	TOTAL NUMBER OF EMPLOYEES	3	3
Fuel		\$15,491	\$11,724			
TOTAL OPERATING EXPENSES		\$272,637	\$261,252	Union Affiliations:	ATU 1633	
OPERATING FUNDING SOURCES				Top Operator Wage Rate:	\$18.11	
Passenger Revenue		\$30,212	\$31,448	Top Mechanic Wage Rate:	\$20.53	
Other Operating Revenue		\$2,258	\$7,044			
Total Operating Revenues		\$32,470	\$38,492	PERFORMANCE INDICATORS		
Provincial Contributions					2000	2001
Municipal Contributions		\$236,167	\$220,760	FINANCIAL		
Donations / Other		\$4,000	\$2,000	R/C Ratio	12%	15%
TOTAL OPERATING FUNDING		\$272,637	\$261,252	Net Operating Cost / Capita	\$5.11	\$4.74
CAPITAL EXPENSES				Total Exp. / Passenger	\$14.50	\$13.75
Vehicles Purchased				Total Exp. / Eligible Passenger	\$14.98	\$14.12
Debt Servicing				Transp. Exp. / Passenger		
Other Capital Expenses				Dedicated Service	\$11.08	\$10.87
TOTAL CAPITAL EXPENSES				Non-Dedicated Service (e.g. Taxis)		
CAPITAL FUNDING SOURCES				Transp. Exp. / Hour (Dedicated Service)	\$42.15	\$41.77
Transit System						
Provincial Contributions				OPERATING		
Municipal Contributions				Registrants / Capita	0.0199	0.0208
Donations / Other				Passengers / Capita	0.4004	0.4045
TOTAL CAPITAL FUNDING				Passengers / Registrant	20.09	19.45
				Passengers / Hour (Dedicated Service)	3.87	3.90
				Km. / Passenger (Dedicated Service)	4.63	4.78
				Average Speed (Dedicated Service)	17.92	18.66

VEHICLE DATA (2001)	Veh. Number	Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	5	12
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Ambulatory	Wheelchair/Scooter Users
Ambulatory	12,037	6,468	493
Wheelchair/Scooter Users			
Attendants/Companions			
Other			
TOTAL PASSENGER (%Total)	18,998 (100%)		(0 %)

WEST ELGIN

FOUR COUNTIES TRANSPORTATION

Contact: Joanne Groch
 Title: Administrator/Treasurer
 Telephone: 519-785-0560
 FAX: 519-785-0644
 e-mail:

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

Population served:	22,000	NUMBER OF REGISTRANTS	126
Service area (km ²):		Wheelchair/Scooter Users:	26 (21%)
Communities served:	7	Ambulatory:	95 (75%)
Service began:	1994	Attendants/Companions:	
Advisory Committee members:	10	Other:	5 (4%)
Eligibility Committee members:	N/A		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

Note: * Special trips could be booked for other times.

* Municipality replaced non-profit organization as provider of transit service during 2001. * Fuel and maintenance expenses combined in 2000:

OPERATING DATA

VEHICLE KILOMETRES & HOURS

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

2000

2001

SERVICE HOURS/SCHEDULING*

Weekday:	0900 to 1600	Sunday:
Saturday:		Holiday:
Advanced booking notice:		7 days
Minimum notice for reservation:		24.0 hours
Reservations/Scheduling:		Manual

PASSENGER DATA

Dedicated Service

1,885

2000

2001

Non-Dedicated Service

1,390

TOTAL PASSENGERS

1,885

2000

2001

Subscription/Pre-booked

1,390

Reservation

100%

On-Demand/Day of trip

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

5

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration

\$1,713

2000

Operations:

Internal - Dedicated Service *

\$1,393

Contract - Dedicated Service

\$19,332

Contract - Non-Dedicated Service

\$17,986

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)*

\$14,277

2000

Fuel

\$7,398

TOTAL OPERATING EXPENSES

\$6,167

2001

\$33,976

\$34,290

OPERATING FUNDING SOURCES

Passenger Revenue

\$9,581

2000

Other Operating Revenue

\$8,958

2001

Total Operating Revenues

\$9,581

\$8,958

Provincial Contributions

Municipal Contributions

\$23,495

2000

Donations / Other

\$900

\$24,432

TOTAL OPERATING FUNDING

\$33,976

2001

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL CAPITAL FUNDING

VEHICLE DATA

(2001)

Veh. Number

Peak

Avg. Capacity per Veh.

Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans/Minivans

Small Buses

1

1

2

10

Other

TOTAL DED. VEHICLES

1

1

N/A

N/A

Accessible taxis

N/A

N/A

PASSENGER STATISTICS

(2001)

Ambulatory

Wheelchair/Scooter Users

Attendants/Companions

Other

TOTAL PASSENGER (%Total)

1,390 (100%)

Dedicated Service

1,390*

Non-Dedicated Service

(0 %)

* Total for all categories

WEST PERTH

MITCHELL & AREA MOBILITY BUS

Contact: Ms. Vicky WolfeHinz
 Title: Bus Manager
 Telephone: (519) 348-9765
 FAX: (519) 348-4420
 e-mail: maco@golden.net

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

Population served:	9,129	NUMBER OF REGISTRANTS	286
Service area (km ²):	567.0	Wheelchair/Scooter Users:	120 (42%)
Communities served:	1	Ambulatory:	154 (54%)
Service began:	1989	Attendants/Companions:	12 (4%)
Advisory Committee members:	12	Other:	
Eligibility Committee members:	2		

ELIGIBILITY CRITERIA		
<input type="checkbox"/>	Unable to Board	
<input checked="" type="checkbox"/>	Unable to Use	
<input type="checkbox"/>	Other Criteria	

Note: * Hours were Tuesday 1000-1500, Wednesday 0900-1300, and Thursday and Friday 0900-1700. Through pre-booking, service was available during off-hours at charter rate.

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING*		
VEHICLE KILOMETRES & HOURS						
Rev. Veh. Km. - Dedicated Service		24,677	20,823	Weekday:		Sunday:
Tot. Veh. Km. - Dedicated Service		25,177	21,323	Saturday:		Holiday:
Rev. Veh. Hr. - Dedicated Service		2,520	2,616	Advanced booking notice:	1 days	
Tot. Veh. Hr. - Dedicated Service		2,820	2,866	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh. Hr.						
PASSENGER DATA				FARE STRUCTURE (2001)		Tickets/Cards (unit price)
Dedicated Service		6,293	5,509	Cash		Monthly Pass
Non-Dedicated Service				Adult	\$2.50	
TOTAL PASSENGERS		6,293	5,509	Child	\$2.50	
Subscription/Pre-booked		15%		Student	\$2.50	
Reservation		80%		Senior	\$2.50	
On-Demand/Day of trip		5%		Attendant		
UNACCOMMODATED TRIPS			3	Companion		
NO-SHOWS/CANCELLED AT DOOR		5	6	Other	\$5 for trips more than 2 km beyond town boundary	
NUMBER OF COMPLAINTS		2	2			
OPERATING EXPENSES				EMPLOYEE DATA (2001)		
Administration		\$10,144	\$9,214	(Full-Time)		(Part-Time)
Operations:				Operators		7
Internal - Dedicated Service		\$22,267	\$27,785	Other Operations (e.g. dispatchers)		
Contract - Dedicated Service				Maintenance		
Contract - Non-Dedicated Service				General Administration		1
Taxi Scrip/Fare Reimbursement				Other		
Maintenance (Vehicles & Facilities)		\$6,603	\$5,305	TOTAL NUMBER OF EMPLOYEES		
Fuel		\$3,842	\$3,001	Union Affiliations:	N/A	
TOTAL OPERATING EXPENSES		\$42,856	\$45,305	Top Operator Wage Rate:	\$14.69	
OPERATING FUNDING SOURCES				Top Mechanic Wage Rate:		
Passenger Revenue		\$13,627	\$11,939			
Other Operating Revenue		\$4,850	\$7,260			
Total Operating Revenues		\$18,477	\$19,199	PERFORMANCE INDICATORS		
Provincial Contributions		\$6,879	\$11,651	2000		
Municipal Contributions		\$8,653	\$6,455	2001		
Donations / Other		\$8,847	\$8,000	FINANCIAL		
TOTAL OPERATING FUNDING		\$42,856	\$45,305	R/C Ratio	43%	42%
CAPITAL EXPENSES				Net Operating Cost / Capita	\$2.74	\$2.86
Vehicles Purchased				Total Exp. / Passenger	\$6.81	\$8.22
Debt Servicing				Total Exp. / Eligible Passenger	\$6.81	\$8.22
Other Capital Expenses				Transp. Exp. / Passenger		
TOTAL CAPITAL EXPENSES				Dedicated Service	\$5.20	\$6.55
CAPITAL FUNDING SOURCES				Non-Dedicated Service (e.g. Taxis)		
Transit System				Transp. Exp. / Hour (Dedicated Service)	\$11.60	\$12.59
Provincial Contributions						
Municipal Contributions						
Donations / Other						
TOTAL CAPITAL FUNDING				OPERATING		
				Registrants / Capita	0.0308	0.0313
				Passengers / Capita	0.7068	0.6035
				Passengers / Registrant	22.97	19.26
				Passengers / Hour (Dedicated Service)	2.50	2.11
				Km. / Passenger (Dedicated Service)	3.92	3.78
				Average Speed (Dedicated Service)	9.79	7.96

VEHICLE DATA		Veh. (2001)	Number	Peak	Avg. Capacity per Veh.
					Wheelchair Ambulatory
Non-Accessible Cars					N/A
Accessible Vans/Minivans					
Small Buses	1	1			4
Other					8
TOTAL DED. VEHICLES	1	1			N/A
Accessible taxis		N/A	N/A		N/A

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
(2001)			
Ambulatory		5,509*	
Wheelchair/Scooter Users			
Attendants/Companions			
Other			
TOTAL PASSENGER (%Total)		5,509 (100%)	(0%)
* Total for all categories			

HANDI TRANSIT - WHITBY

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

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

Population served: 92,000
 Service area (km²): 200.0
 Communities served: 1
 Service began: 1979
 Advisory Committee members: 11
 Eligibility Committee members: 11

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS

296

Wheelchair/Scooter Users: 157 (53%)

Ambulatory: 139 (47%)

Attendants/Companions:

Other:

Note: * Administrative resources shared with systems in Clarington, Oshawa and Scugog/Uxbridge. Expense allocated proportional to population. * Children must be accompanied by an adult to be eligible for \$1 fare.

OPERATING DATA**VEHICLE KILOMETRES & HOURS**

	2000	2001	SERVICE HOURS/SCHEDULING
Rev. Veh. Km. - Dedicated Service	89,000	89,000	Weekday: 0730 to 2300
Tot. Veh. Km. - Dedicated Service	89,000	89,000	Saturday: 0730 to 2300
Rev. Veh. Hr. - Dedicated Service	4,780	4,800	Advanced booking notice: 7 days
Tot. Veh. Hr. - Dedicated Service	4,780	4,800	Minimum notice for reservation: 2.0 hours
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling: Partially Computerized
Non-Dedicated Service - Veh. Hr.			

PASSENGER DATA

	2000	2001	FARE STRUCTURE (2001) *	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	9,120	9,635	Adult	\$2.50	
Non-Dedicated Service	803	1,023	Child	\$1.00	
TOTAL PASSENGERS	9,923	10,658	Student	\$2.50	
Subscription/Pre-booked	35%	35%	Senior	\$2.50	
Reservation	60%	60%	Attendant	\$2.50	
On-Demand/Day of trip	5%	5%	Companion	\$2.50	
UNACCOMMODATED TRIPS	187	350	Other	Fare by distance for cross-boundary travel	
NO-SHOWS/CANCELLED AT DOOR	174	181			
NUMBER OF COMPLAINTS					

OPERATING EXPENSES

	2000	2001
Administration*	\$51,243	\$52,809
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$96,659	\$107,466
Contract - Non-Dedicated Service	\$6,046	\$7,746
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$27,878	\$22,376
Fuel	\$14,333	\$14,322
TOTAL OPERATING EXPENSES	\$196,159	\$204,719

OPERATING FUNDING SOURCES

	2000	2001
Passenger Revenue	\$31,151	\$33,719
Other Operating Revenue		
Total Operating Revenues	\$31,151	\$33,719
Provincial Contributions		
Municipal Contributions	\$165,008	\$171,000
Donations / Other		
TOTAL OPERATING FUNDING	\$196,159	\$204,719

CAPITAL EXPENSES

	2000
Vehicles Purchased	\$77,000
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$77,000

CAPITAL FUNDING SOURCES

	2000
Transit System	
Provincial Contributions	
Municipal Contributions	\$77,000
Donations / Other	
TOTAL CAPITAL FUNDING	\$77,000

VEHICLE DATA (2001)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	3	2	7	4
Other				
TOTAL DED. VEHICLES	3	2	N/A	N/A
Accessible taxis	1	N/A		

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	16%	16%
Net Operating Cost / Capita	\$1.92	\$1.86
Total Exp. / Passenger	\$19.77	\$19.21
Total Exp. / Eligible Passenger	\$21.24	\$20.67
Transp. Exp. / Passenger		
Dedicated Service	\$15.23	\$14.96
Non-Dedicated Service (e.g. Taxis)	\$7.53	\$7.57
Transp. Exp. / Hour (Dedicated Service)	\$29.05	\$30.03
OPERATING		
Registrants / Capita	0.0030	0.0032
Passengers / Capita	0.1154	0.1158
Passengers / Registrant	38.76	36.01
Passengers / Hour (Dedicated Service)	1.91	2.01
Km. / Passenger (Dedicated Service)	9.76	9.24
Average Speed (Dedicated Service)	18.62	18.54

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service	
		Service	Service
Ambulatory	1,750	977	
Wheelchair/Scooter Users	7,130	46	
Attendants/Companions	755		
Other			
TOTAL PASSENGER (%Total)	9,635 (90%)	1,023 (10%)	

WINDSOR

HANDI-TRANSIT WINDSOR

Contact: Ms. Lori Colenutt
 Title: General Manager
 Telephone: (519) 966-0930
 FAX: (519) 966-1249
 e-mail: handtrn@mnsi.net

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

Population served:	200,000	NUMBER OF REGISTRANTS	2,250
Service area (km ²):		Wheelchair/Scooter Users:	1,367 (61%)
Communities served:	2	Ambulatory:	883 (39%)
Service began:	1978	Attendants/Companions:	
Advisory Committee members:	11	Other:	
Eligibility Committee members:	2		

ELIGIBILITY CRITERIA		
<input checked="" type="checkbox"/>	Unable to Board	
<input type="checkbox"/>	Unable to Use	
<input type="checkbox"/>	Other Criteria	

Note: * Revenue vehicle hours included deadheading.

* The School Board cancelled the charter services in 2000.

OPERATING DATA			SERVICE HOURS/SCHEDULING		
VEHICLE KILOMETRES & HOURS*					
Rev. Veh. Km. - Dedicated Service	209,945	186,965	Weekday:	0600 to 2430	Sunday: 0800 to 2200
Tot. Veh. Km. - Dedicated Service	334,417	323,780	Saturday:	0800 to 2430	Holiday: 0800 to 2200
Rev. Veh. Hr. - Dedicated Service	15,519	14,500	Advanced booking notice:	21 days	
Tot. Veh. Hr. - Dedicated Service	15,519	14,500	Minimum notice for reservation:	2.0 hours	
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2001)		
Dedicated Service	44,623	38,520	Cash	Tickets/Cards (unit price)	
Non-Dedicated Service	359	42	Adult	\$2.30	
TOTAL PASSENGERS	44,982	38,562	Child	\$2.30	
Subscription/Pre-booked	72%	65%	Student	\$2.30	
Reservation	25%	30%	Senior	\$2.30	
On-Demand/Day of trip	3%	5%	Attendant	\$2.30	
UNACCOMMODATED TRIPS	61	23	Companion	\$2.30	
NO-SHOWS/CANCELLED AT DOOR	3,308	425	Other		
NUMBER OF COMPLAINTS	5	3			
OPERATING EXPENSES			EMPLOYEE DATA (2001)		
Administration	\$214,813	\$207,134	(Full-Time)	(Part-Time)	
Operations:			Operators	5	12
Internal - Dedicated Service	\$407,720	\$454,532	Other Operations (e.g. dispatchers)	2	3
Contract - Dedicated Service			Maintenance		
Contract - Non-Dedicated Service			General Administration	1	
Taxi Scrip/Fare Reimbursement	\$2,060	\$281	Other		
Maintenance (Vehicles & Facilities)	\$45,811	\$47,910	TOTAL NUMBER OF EMPLOYEES	8	15
Fuel	\$72,106	\$54,711	Union Affiliations:	Teamsters 880	
TOTAL OPERATING EXPENSES	\$742,510	\$764,568	Top Operator Wage Rate:	\$15.30	
			Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES			PERFORMANCE INDICATORS		
Passenger Revenue	\$156,809	\$111,056	2000	2001	
Other Operating Revenue	\$497	\$5,550	FINANCIAL		
Total Operating Revenues	\$157,306	\$116,606	R/C Ratio	21% 15%	
Provincial Contributions			Net Operating Cost / Capita	\$2.93 \$3.24	
Municipal Contributions	\$535,414	\$671,312	Total Exp. / Passenger	\$16.51 \$19.83	
Donations / Other			Total Exp. / Eligible Passenger	\$17.99 \$21.34	
TOTAL OPERATING FUNDING	\$692,720	\$787,918	Transp. Exp. / Passenger		
CAPITAL EXPENSES			Dedicated Service	\$11.78 \$14.46	
Vehicles Purchased			Non-Dedicated Service (e.g. Taxis)	\$5.74 \$6.69	
Debt Servicing			Transp. Exp. / Hour (Dedicated Service)	\$33.87 \$38.42	
Other Capital Expenses			OPERATING		
TOTAL CAPITAL EXPENSES			Registrants / Capita	0.0091 0.0113	
CAPITAL FUNDING SOURCES			Passengers / Capita	0.2249 0.1928	
Transit System			Passengers / Registrant	24.61 17.14	
Provincial Contributions			Passengers / Hour (Dedicated Service) *	2.88 2.66	
Municipal Contributions			Km. / Passenger (Dedicated Service)	4.70 4.85	
Donations / Other			Average Speed (Dedicated Service) *	13.53 12.89	
TOTAL CAPITAL FUNDING					

VEHICLE DATA		Veh.	Avg. Capacity per Veh.	
(2001)	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	13	10	5	6
Other				
TOTAL DED. VEHICLES	13	10	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
(2001)		
Ambulatory	14,699	
Wheelchair/Scooter Users	21,084	42
Attendants/Companions	2,737	
Other		
TOTAL PASSENGER (%Total)	38,520 (100%)	42 (0%)

WOODSTOCK

WOODSTOCK PARATRANSIT

Contact: Rick D'Entremont
 Title: Transit Superintendent
 Telephone: (519) 539-1291 x 818
 FAX: (519) 421-3250
 e-mail: rdentremont@city.woodstock.on.ca

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

Population served:	34,000	NUMBER OF REGISTRANTS	164
Service area (km ²):	37.0	Wheelchair/Scooter Users:	64 (39%)
Communities served:	1	Ambulatory:	100 (61%)
Service began:	1979	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Note: * Service was not available between 1130h and 1300h.	

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

* Revenue Vehicle Kilometres included deadheading.

OPERATING DATA
VEHICLE KILOMETRES & HOURS*

Rev. Veh. Km. - Dedicated Service	23,248
Tot. Veh. Km. - Dedicated Service	23,248
Rev. Veh. Hr. - Dedicated Service	1,560
Tot. Veh. Hr. - Dedicated Service	1,560
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hr.	885

2000

2001

SERVICE HOURS/SCHEDULING*

Weekday:	0830 to 1630	Sunday:
Saturday:		Holiday:
Advanced booking notice:	1 days	
Minimum notice for reservation:		
Reservations/Scheduling:	Manual	

PASSENGER DATA

Dedicated Service	4,571	4,541
Non-Dedicated Service	3,542	3,773
TOTAL PASSENGERS	8,113	8,314
Subscription/Pre-booked	50%	50%
Reservation	48%	48%
On-Demand/Day of trip	2%	2%
UNACCOMMODATED TRIPS	47	47
NO-SHOWS/CANCELLED AT DOOR	1	1
NUMBER OF COMPLAINTS	4	4

OPERATING EXPENSES

Administration	\$17,841	\$20,255
Operations:		
Internal - Dedicated Service	\$35,153	\$36,212
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$7,418	\$8,709
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$26,845	\$4,110
Fuel	\$3,797	\$11,662
TOTAL OPERATING EXPENSES	\$91,054	\$80,948

OPERATING FUNDING SOURCES

Passenger Revenue	\$13,754	\$13,428
Other Operating Revenue		\$3,000
Total Operating Revenues	\$13,754	\$16,428
Provincial Contributions		
Municipal Contributions	\$77,300	\$64,520
Donations / Other		
TOTAL OPERATING FUNDING	\$91,054	\$80,948

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

FARE STRUCTURE (2001)

	Cash	Tickets/Cards
	(unit price)	Monthly Pass
Adult	\$2.50	\$2.27
Child	\$2.50	\$2.27
Student	\$2.50	\$2.27
Senior	\$2.50	\$2.27
Attendant	\$2.50	\$2.27
Companion	\$2.50	\$2.27
Other		

EMPLOYEE DATA (2001)

Operators	5
Other Operations (e.g. dispatchers)	1
Maintenance	
General Administration	1
Other	
TOTAL NUMBER OF EMPLOYEES	7
Union Affiliations:	CUPE Local 1146
Top Operator Wage Rate:	\$16.70
Top Mechanic Wage Rate:	\$20.71

PERFORMANCE INDICATORS

	2000	2001
FINANCIAL		
R/C Ratio	15%	20%
Net Operating Cost / Capita	\$2.27	\$1.90
Total Exp. / Passenger	\$11.22	\$9.74
Total Exp. / Eligible Passenger	\$11.22	\$9.74
Transp. Exp. / Passenger		
Dedicated Service	\$14.39	\$11.45
Non-Dedicated Service (e.g. Taxis)	\$2.09	\$2.31
Transp. Exp. / Hour (Dedicated Service)	\$42.18	
OPERATING		
Registrants / Capita	0.0048	0.0048
Passengers / Capita	0.2386	0.2445
Passengers / Registrant	49.47	50.70
Passengers / Hour (Dedicated Service)	2.93	
Km. / Passenger (Dedicated Service)		5.12
Average Speed (Dedicated Service)		

VEHICLE DATA (2001)	Veh. Number	Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	2	1	4
Other			6
TOTAL DED. VEHICLES	2	1	N/A
Accessible taxis	3	N/A	

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,541*	
Wheelchair/Scooter Users		3,773 *
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	4,541 (55%)	3,773 (45%)

* Total for all categories

WOOLWICH, WELLESLEY, & WILMOT

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WOOLWICH TRANSIT INC.

Contact: Ms. Cheryl Fisher
 Title: Transit Manager
 Telephone: (519) 669-4533
 FAX: (519) 669-3124
 e-mail: kiwanistransit@sympatico.ca

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

Population served: 43,600
 Service area (km²): 843.0
 Communities served: 3
 Service began: 1992
 Advisory Committee members: 12
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA
 Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS	792
Wheelchair/Scooter Users:	324 (41%)
Ambulatory:	468 (59%)
Attendants/Companions:	
Other:	

Note: * The Regional Municipality of Waterloo - GRT assumed the responsibility for providing specialized transit services in Waterloo Region in 2000.

OPERATING DATA		2000	2001	SERVICE HOURS/SCHEDULING	
VEHICLE KILOMETRES & HOURS				Weekday: 0600 to 1800	Sunday:
Rev. Veh. Km. - Dedicated Service	150,396	205,643		Saturday:	Holiday:
Tot. Veh. Km. - Dedicated Service	150,396	205,643		Advanced booking notice:	
Rev. Veh. Hr. - Dedicated Service	5,516	7,013		Minimum notice for reservation:	48.0 hours
Tot. Veh. Hr. - Dedicated Service	5,516	7,013		Reservations/Scheduling:	Partially Computerized
Non-Dedicated Service - Veh. Km.	33,588	6,001			
Non-Dedicated Service - Veh. Hr.		281			
PASSENGER DATA				FARE STRUCTURE (2001)	Tickets/Cards (unit price)
Dedicated Service	16,606	18,686		Cash	
Non-Dedicated Service	2,615	860		Adult	\$2.00
TOTAL PASSENGERS	19,221	19,546		Child	\$2.00
Subscription/Pre-booked		75%		Student	\$2.00
Reservation		22%		Senior	\$2.00
On-Demand/Day of trip		3%		Attendant	free
UNACCOMMODATED TRIPS	272	318		Companion	\$2.00
NO-SHOWS/CANCELLED AT DOOR	17	51		Other	\$6.00 to Kitchener Waterloo
NUMBER OF COMPLAINTS	6	12			
OPERATING EXPENSES				EMPLOYEE DATA (2001)	(Full-Time)
Administration	\$14,920			Operators	3
Operations:				Other Operations (e.g. dispatchers)	
Internal - Dedicated Service	\$173,182	\$243,018		Maintenance	
Contract - Dedicated Service				General Administration	2
Contract - Non-Dedicated Service	\$21,656	\$7,000		Other	
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	5
Maintenance (Vehicles & Facilities)	\$17,846	\$19,212		Union Affiliations:	N/A
Fuel	\$19,819	\$28,215		Top Operator Wage Rate:	\$15.43
TOTAL OPERATING EXPENSES	\$247,423	\$297,445		Top Mechanic Wage Rate:	
OPERATING FUNDING SOURCES					
Passenger Revenue	\$51,890	\$55,530			
Other Operating Revenue	\$8,553				
Total Operating Revenues	\$60,443	\$55,530			
Provincial Contributions					
Municipal Contributions	\$162,363	\$232,514			
Donations / Other	\$24,617	\$9,401			
TOTAL OPERATING FUNDING	\$247,423	\$297,445			
CAPITAL EXPENSES					
Vehicles Purchased		\$138,629			
Debt Servicing					
Other Capital Expenses					
TOTAL CAPITAL EXPENSES		\$138,629			
CAPITAL FUNDING SOURCES					
Transit System					
Provincial Contributions					
Municipal Contributions		\$138,629			
Donations / Other					
TOTAL CAPITAL FUNDING		\$138,629			

VEHICLE DATA (2001)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	3	3	4	12
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2001)	Dedicated	Non-Dedicated
	Service	Service
Ambulatory	13,409	860
Wheelchair/Scooter Users	5,277	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	18,686 (96%)	860 (4%)

YRT MOBILITY PLUS

Contact: Mr. Bruno Capone
 Title: Supervisor, Specialized Operations
 Telephone: (905) 762-1282 x5635
 FAX: (905) 762-2110
 e-mail: bruno.capone@region.york.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 10 taxi companies
 Taxi Scrip Program available: YES

Population served: 792,155
 Service area (km²): 1756.0
 Communities served: 9
 Service began: 2001
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS 6,107
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants/Companions:
 Other:

Note: * YRT assumed the duty for providing specialized transit service in York Region in Jan. 2001. 2000 data were the combination of the data from Aurora, Georgina, Markham, Newmarket, Richmond Hill, and Vaughan.

OPERATING DATA

2000

2001

SERVICE HOURS/SCHEDULING

VEHICLE KILOMETRES & HOURS
 Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hr. - Dedicated Service
 Tot. Veh. Hr. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hr.

2000

2001

Weekday: 0700 to 2200

Sunday: 0900 to 2000

Saturday: 0900 to 2400

Holiday: 0900 to 2000

Advanced booking notice: 2 days

Minimum notice for reservation: 24.0 hours

Reservations/Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service	73,413	68,323
Non-Dedicated Service	72,671	99,859
TOTAL PASSENGERS	146,084	168,182
Subscription/Pre-booked		57%
Reservation		37%
On-Demand/Day of trip		6%
UNACCOMMODATED TRIPS	105	14
NO-SHOWS/CANCELLED AT DOOR	6,146	5,905
NUMBER OF COMPLAINTS	44	50

FARE STRUCTURE (2001)

Cash	Tickets/Cards (unit price)	Monthly Pass
\$2.00	\$1.60	\$64.00

Adult	\$2.00
Child	
Student	
Senior	
Attendant	
Companion	
Other	

OPERATING EXPENSES

Administration	\$363,128	\$297,100
Operations:		
Internal - Dedicated Service	\$601,568	\$766,900
Contract - Dedicated Service	\$281,733	\$113,000
Contract - Non-Dedicated Service	\$794,197	\$1,121,100
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$164,158	\$223,500
Fuel	\$26,381	\$54,000
TOTAL OPERATING EXPENSES	\$2,231,165	\$2,575,600

EMPLOYEE DATA (2001)

(Full-Time) (Part-Time)

Operators	10	4
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	1	
Other	2	
TOTAL NUMBER OF EMPLOYEES	13	4
Union Affiliations: CUPE 905		
Top Operator Wage Rate: \$18.22		
Top Mechanic Wage Rate: \$23.00		

OPERATING FUNDING SOURCES

Passenger Revenue	\$194,607	\$261,000
Other Operating Revenue	\$39,956	\$17,000
Total Operating Revenues	\$234,563	\$278,000
Provincial Contributions		
Municipal Contributions	\$1,974,093	\$2,297,600
Donations / Other	\$22,509	
TOTAL OPERATING FUNDING	\$2,231,165	\$2,575,600

CAPITAL EXPENSES

Vehicles Purchased		\$60,000
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$60,000

CAPITAL FUNDING SOURCES

Transit System		
Provincial Contributions		
Municipal Contributions		
Donations / Other		\$60,000
TOTAL CAPITAL FUNDING		\$60,000

PERFORMANCE INDICATORS

2000 2001

FINANCIAL		
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$3.10	\$2.90
Total Exp. / Passenger	\$15.27	\$15.31
Total Exp. / Eligible Passenger	\$16.40	\$16.25
Transp. Exp. / Passenger		
Dedicated Service	\$14.63	\$16.94
Non-Dedicated Service (e.g. Taxis)	\$10.93	\$11.23
Transp. Exp. / Hour (Dedicated Service)	\$38.07	\$49.62

OPERATING

Registrants / Capita	0.0069	0.0077
Passengers / Capita	0.2270	0.2123
Passengers / Registrant	32.76	27.54
Passengers / Hour (Dedicated Service)	2.60	2.93
Km. / Passenger (Dedicated Service)	5.63	5.41
Average Speed (Dedicated Service)	14.64	15.85

VEHICLE DATA (2001)		Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
				Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	4	4		2	3
Small Buses	13	10		5	11
Other					
TOTAL DED. VEHICLES	17	14		N/A	N/A
Accessible taxis	10	N/A			

PASSENGER STATISTICS (2001)	Dedicated Service	Non-Dedicated Service
Ambulatory	36,871	74,564
Wheelchair/Scooter Users	26,579	20,466
Attendants/Companions	4,873	4,829
Other		
TOTAL PASSENGER (%Total)	68,323 (41%)	99,859 (59%)