# Ontario Specialized Transit Services Fact Book 2013 Operating Data

prepared for The Ontario Ministry of Transportation

by
The Canadian Urban Transit Association

#### **Abstract**

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

This report contains detailed data for 2012 and 2013, along with key performance indicators, for each of the Ontario specialized transit systems. It also provides a provincial summary, as well as a summary comparing the performance indicators by population group.

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Please contact CUTA's	Research and Technical Servic	es Department for any corrections or comments.		
Copyright © 2014 Canad (ACTU)	dian Urban Transit Association (C	CUTA) - Association canadienne du transport urbain		
Abstract				
collected from <b>79</b> Ontar  The Fact Book provides	io specialized transit systems was detailed data for 2012 and 201	<ul> <li>2013 Operating Data contains operating statistics hich provide transit services for persons with disabilities.</li> <li>3, along with key performance indicators, for each of es summary information for the province and population</li> </ul>		
Key Words		Language		
Specialized Transit; Pa	ratransit; Handi Transit; Transit ed; Operating and Financial Indicators	RTS-14-21: English		
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	98	Available to Ontario transit systems		

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Belleville	4	Niagara Region	44
Blind River (Liberty Express Liberté)	5	North Bay	45
Brantford (Operation Lift / Brantford Lift)	6	North Perth	46
Brockville	7	Oakville	47
Burlington	8	Orillia	48
Caledon	9	Ottawa (Para Transpo)	49
Chapleau	10	Owen Sound	50
Chatham	11	Parry Sound	51
Cobourg (Wheels)	12	Peel Region (TransHelp)	52
Cochrane	13	Pembroke	53
Collingwood	14	Perth East	54
Cornwall	15	Peterborough	55
Cramahe	16	Peterborough County (Caremobile)	56
Dryden	17	Port Hope	57
Durham Region	18	Prince Edward County	58
Dysart et Al	19	Quinte West	59
Elliot Lake	20	Renfrew (Sunshine Coach Service)	60
Espanola	21	Sarnia	61
Fort Erie	22	Sault Ste Marie	62
Fort Frances	23	Schreiber	63
Greater Sudbury	24	St. Catharines	64
Greenstone	25	St. Marys	65
Guelph	26	St. Thomas	66
Halton Hills	27	Stratford	67
Hamilton	28	Thunder Bay (HAGI / Thunder Bay Lift+)	68
Hanover (Saugeen Mobility and Regional Tran	nsit) 29	Timmins	69
Hearst	30	Toronto (Wheel-Trans)	70
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Kapuskasing	32	Wallaceburg	72
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Kingston (Kingston Access Bus)	35	Welland	75
Lanark County	36	West Elgin (Four Counties Transportation)	76
Leamington (Erie Shore Community Transit)	37	West Perth (Mitchell and Area Mobility Bus)	77
London	38	Windsor (Handi-Transit)	78
Machin	39	Woodstock	79
Meaford (Georgian Handivan)	40	York Region (YRT - Mobility PLUS)	80
Midland	41		

#### **SUPPLEMENTARY NOTES**

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

The completion and submission of the annual questionnaire is required from all Ontario municipalities wishing to receive Ontario gas tax funding as part of the 2014 Dedicated Gas Tax allocation.

I. ONTARIO SUMMARY

# **Ontario Summary**

Number of Systems Reporting: 79		Systems with Dedicated Service:	75	95%	REGISTRANTS	Active	Total	
Population served:		11,920,951	Operated by:			Wheelchair/Scooter Users:	41,775	59,847
Service area (km²):		49,413.8	Transit System/Municipality:	36	46%	Ambulatory:	66,907	93,381
Communities served:		163	Private Contractor:	24	30%	Attendants:	2,763	3,512
Eligibility Criteria:	Unable to Board:	66%	Private Non-Profit Organization:	32	41%	Companions:	535	561
	Unable to Use:	68%	Systems with Non-Dedicated Service:	32	41%	Other:	1,715	4,168
	Other Criteria:	49%	Systems with a Taxi Scrip Program:	8	10%	Total:	122,506	175,898

OPERATING DATA	2012	2013
Number of transit systems reporting	79	79
Rev. Veh. Km Dedicated Service	45,133,807	44,913,903
Tot. Veh. Km Dedicated Service	51,081,007	50,797,662
Rev. Veh. Hrs Dedicated Service	2,250,651	2,293,383
Tot. Veh. Hrs Dedicated Service	2,511,286	2,544,945
Non-Dedicated Service - Veh. Km. Non-Dedicated Service - Veh. Hrs.	5,053,469 184,936	5,682,733 192,533
PASSENGER DATA	101,000	102,000
Dedicated Service	5,917,918	5,874,115
Non-Dedicated Service	1,623,464	1,684,548
TOTAL PASSENGERS	7,541,382	7,558,663
Subscription / Pre-booked	47%	44%
Reservation	43%	45%
On-Demand / Day of trip	12%	11%
Cancelled in advance	1,438,259	1,686,405
No-shows / Cancelled at door	174,358	177,493
Unaccommodated trips	194,886	199,465
Number of complaints	7,398	8,717
OPERATING EXPENSES		
Administration	\$30,511,299	\$27,301,445
Operations: Internal - Dedicated Service	<b>COE 4EO EE</b> C	<b>07.040.054</b>
Contract - Dedicated Service	\$85,153,556 \$49,597,448	\$87,642,054 \$49,887,727
Contract - Dedicated Service  Contract - Non-Dedicated Service	\$28,176,466	\$32,056,625
Contract - Taxi Scrip	\$2,533,353	\$2,307,159
Maintenance (Vehicles & Facilities)	\$25,655,450	\$25,202,779
Fuel	\$9,676,578	\$9,776,064
TOTAL OPERATING EXPENSES	\$231,304,150	\$236,458,851
<b>OPERATING REVENUES AND OTHER</b>	R FUNDING CONTRIB	UTIONS
Passenger Revenue	\$17,849,548	\$17,522,992
Other Operating Revenue	\$869,278	\$764,780
Total Operating Revenue	\$18,718,826	\$18,287,772
Federal Contributions	\$9,375	\$9,095
Provincial Contributions	\$7,077,529	\$8,250,622
Municipal Contributions	\$204,962,763	\$209,259,925
Other / Donations	\$562,430	\$685,980
TOTAL	\$231,330,923	\$236,493,395
CAPITAL EXPENSES		
Vehicles Purchased	\$34,518,045	\$9,430,160
Debt Servicing	\$10,234	\$7,418
Other Capital Expenses	\$6,524,400	\$3,781,575
TOTAL CAPITAL EXPENSES	\$41,052,679	\$13,219,154
CAPITAL FUNDING SOURCE		
Transit System		\$4,420,513
Federal Contributions	\$2,925,511	\$1,503,290
Provincial Contributions	\$2,442,253	\$2,671,492
Municipal Contributions	\$35,473,418	\$4,542,465
Other / Donations	\$300,921	\$88,373
TOTAL CAPITAL FUNDING	\$41,142,103	\$13,226,133

<sup>\*</sup> Note that all transit systems do not always report all data items.

#### **SCHEDULING**

Advanced booking notice: 29 day(s)
Minimum notice for reservation: 23.7 hour(s)

#### FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.21	\$2.69	\$73.56
Child	\$2.84	\$2.59	\$54.91
Student	\$3.12	\$2.54	\$59.79
Senior	\$3.01	\$2.43	\$51.41
Attendant	\$3.06	\$2.77	\$60.00
Companion	\$2.89	\$2.55	\$67.67

EMPLOYEE DATA	Full-time	Part-time
Operators	931	287
Other Operations	189	61
Vehicle Mechanics	121	12
General and Administration	124	35
Other	25	8
TOTAL NUMBER OF EMPLOYEES	1.390	403

<sup>\*</sup> Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$20.55 Average Top Mechanic Wage Rate: \$30.15

#### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$18.01	\$18.33
Total Exp. / Passenger	\$30.70	\$31.33
Total Exp. / Eligible Passenger	\$33.35	\$34.09
Transportation Exp. / Passenger		
Dedicated Service	\$28.78	\$29.80
Non-Dedicated Service	\$19.04	\$20.54
Transportation Exp. / Hour (Dedicated Service)	\$67.07	\$68.02
OPERATING		
Registrants / Capita	0.0156	0.0148
Passengers / Capita	0.6379	0.6341
Passengers / Registrant	40.74	42.96
Passengers / Hour (Dedicated Service)	2.57	2.51
Kms / Passenger (Dedicated Service)	8.07	8.14
Average Speed (Dedicated Service)	20.91	20.47

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	3,558,871	1,398,869
Wheelchair/Scooter Users	1,863,186	123,461
Attendants	268,583	22,879
Companions	103,267	18,854
Other (specified)	80,208	120,485
TOTAL	5,874,115	1,684,548

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair   Ambulato		
Non-Accessible Cars	289	223	N/A		
Accessible Vans / Minivans	371	321		1	
Small Buses	750	615	2	7	
Other	35	34			
TOTAL DED. VEHICLES	1,445	1,193	N/A	N/A	
Accessible taxis: 319					

## **II. POPULATION GROUP SUMMARIES**

Municipality	Page #	Municipality	Page #
Population Group 1 (population > 150,000)	_	Brockville	7
Barrie	3	Chapleau	10
Burlington	8	Chatham	11
Durham Region	18	Cobourg	12
Hamilton		Cochrane	13
London	38	Collingwood	14
Niagara Region	44	Cornwall	15
Oakville	47	Cramahe	16
Ottawa	49	Dryden	17
Peel Region	52	Dysart et Al	19
Toronto	70	Elliot Lake	20
Waterloo Region - Urban	74	Espanola	21
Windsor	78	Fort Erie	22
York Region	80	Fort Frances	23
		Greenstone	25
Population Group 2 (50,000 - 150,000)		Hearst	30
Brantford	6	Ingersoll	31
Caledon	9	Kapuskasing	32
Greater Sudbury	24	Kawartha Lakes	33
Guelph	26	Kenora	34
Halton Hills	27	Machin	39
Hanover	29	Meaford	40
Kingston	35	Midland	41
Lanark County	36	North Perth	46
Leamington	37	Orillia	48
Milton	42	Owen Sound	50
Niagara Falls	43	Parry Sound	51
North Bay	45	Pembroke	53
Peterborough	55	Perth East	54
Peterborough County	56	Port Hope	57
Quinte West	59	Prince Edward County	58
Sarnia	61	Renfrew	60
Sault Ste Marie	62	Schreiber	63
St. Catharines	64	St. Marys	65
Thunder Bay	68	St. Thomas	66
Waterloo Region - Rural	73	Stratford	67
Welland	75	Timmins	69
		Trent Hills	71
Population Group 3 (population <50,000)		Wallaceburg	72
Bancroft	2	West Elgin	76
Belleville	4	West Perth	77
Blind River	5	Woodstock	79

# Population Group 1 (>150,000)

Number of Systems Reporting: 13		Systems with Dedicated Service:	13	100%	REGISTRANTS	Active	Total	
Population served:		9,404,738	Operated by:			Wheelchair/Scooter Users:	25,759	41,558
Service area (km²):		12,919.8	Transit System/Municipality:	8	62%	Ambulatory:	43,012	62,664
Communities served	:	46	Private Contractor:	6	46%	Attendants:	249	404
Eligibility Criteria:	Unable to Board:	69%	Private Non-Profit Organization:	4	31%	Companions:	32	46
	Unable to Use:	69%	Systems with Non-Dedicated Service:	10	77%	Other:	1,669	4,120
	Other Criteria:	69%	Systems with a Taxi Scrip Program:	5	38%	Total:	74,598	112,669

OPERATING DATA	2012	2013
Number of transit systems reporting	13	13
Rev. Veh. Km Dedicated Service	36,395,229	36,323,033
Tot. Veh. Km Dedicated Service	41,763,606	41,548,312
Rev. Veh. Hrs Dedicated Service Tot. Veh. Hrs Dedicated Service	1,853,715 2,093,973	1,871,509
Non-Dedicated Service - Veh. Km.	4,931,640	2,097,374 5,513,577
Non-Dedicated Service - Veh. Hrs.	180,450	186,602
PASSENGER DATA	,	,
Dedicated Service	4,813,349	4,733,110
Non-Dedicated Service	1,450,895	1,528,347
TOTAL PASSENGERS	6,264,244	6,261,457
Subscription / Pre-booked	47%	44%
Reservation	49%	52%
On-Demand / Day of trip	5%	4%
Cancelled in advance	1,295,154	1,541,758
No-shows / Cancelled at door	159,176	161,046
Unaccommodated trips	181,378	188,091
Number of complaints	7,027	8,438
OPERATING EXPENSES		
Administration	\$26,849,695	\$24,452,677
Operations: Internal - Dedicated Service	¢72 520 502	\$77,394,408
Contract - Dedicated Service	\$73,538,593 \$42,245,143	\$40,353,200
Contract - Dedicated Service  Contract - Non-Dedicated Service	\$26,629,386	\$30,394,023 <b>I</b>
Contract - Taxi Scrip	\$2,362,912	\$2,307,100
Maintenance (Vehicles & Facilities)	\$22,876,891	\$22,771,869
Fuel	\$7,898,277	\$8,000,160
TOTAL OPERATING EXPENSES	\$202,400,897	\$205,673,436
OPERATING REVENUES AND OTHER	FUNDING CONTRIB	UTIONS
Passenger Revenue	\$13,542,851	\$13,277,724
Other Operating Revenue	\$512,308	\$519,214
Total Operating Revenue	\$14,055,159	\$13,796,938
Federal Contributions		. , ,
Provincial Contributions	\$3,313,844	\$3,852,705
Municipal Contributions	\$184,956,371	\$188,012,066
Other / Donations	\$38,322	\$23,623
TOTAL	\$202,363,696	\$205,685,332
CAPITAL EXPENSES		
Vehicles Purchased	\$32,718,823	\$7,434,517
Debt Servicing		
Other Capital Expenses	\$6,421,868	\$3,608,175
TOTAL CAPITAL EXPENSES	\$39,140,691	\$11,042,692
CAPITAL FUNDING SOURCE		
Transit System		\$4,417,213
Federal Contributions	\$2,925,511	\$1,357,760
Provincial Contributions	\$1,663,696	\$1,491,209
Municipal Contributions	\$34,633,981	\$3,766,912
Other / Donations	\$6,928	\$9,601
TOTAL CAPITAL FUNDING	\$39,230,116	\$11,042,695

<sup>\*</sup> Note that all transit systems do not always report all data items.

#### **SCHEDULING**

Advanced booking notice: 10 day(s)
Minimum notice for reservation: 23.3 hour(s)

#### FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.01	\$2.77	\$97.33
Child	\$2.30	\$2.28	\$66.85
Student	\$2.93	\$2.46	\$79.41
Senior	\$2.80	\$2.34	\$58.82
Attendant	\$2.50	\$2.50	
Companion	\$3.00	\$2.98	\$96.47

EMPLOYEE DATA	Full-time	Part-time
Operators	777	65
Other Operations	160	36
Vehicle Mechanics	110	1
General and Administration	96	1
Other	20	7
TOTAL NUMBER OF EMPLOYEES	1,163	110

 $<sup>^{\</sup>star}$  Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$25.11 Average Top Mechanic Wage Rate: \$32.35

#### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$20.20	\$20.40
Total Exp. / Passenger	\$32.31	\$32.85
Total Exp. / Eligible Passenger	\$34.92	\$35.65
Transportation Exp. / Passenger		
Dedicated Service	\$30.45	\$31.38
Non-Dedicated Service	\$19.98	\$21.40
Transportation Exp. / Hour (Dedicated Service)	\$69.99	\$70.81
OPERATING		
Registrants / Capita	0.0133	0.0120
Passengers / Capita	0.6717	0.6658
Passengers / Registrant	50.55	55.57
Passengers / Hour (Dedicated Service)	2.60	2.53
Kms / Passenger (Dedicated Service)	7.99	8.11
Average Speed (Dedicated Service)	20.84	20.54

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,794,294	1,293,025
Wheelchair/Scooter Users	1,570,283	112,396
Attendants	212,314	21,535
Companions	80,782	17,769
Other (specified)	75,437	83,622
TOTAL	4,733,110	1,528,347

VEHICLE DATA	Number	Veh. Peak	Avg. Capaci Wheelchair	ity per Veh. ∣ Ambulatory
Non-Accessible Cars	279	213	N/A	1
Accessible Vans / Minivans	260	236		1
Small Buses	568	461	3	6
Other	31	31		1
TOTAL DED. VEHICLES	1,138	941	N/A	N/A
Accessible taxis: 301				

Number of Systems R	eporting:	21	Systems with Dedicated Service:	20	95%	REGISTRANTS	Active	Total
Population served:		1,715,854	Operated by:			Wheelchair/Scooter Users:	10,218	11,911
Service area (km²):		16,048.8	Transit System/Municipality:	9	43%	Ambulatory:	13,978	19,425
Communities served:		50	Private Contractor:	1	5%	Attendants:	674	1,169
Eligibility Criteria:	Unable to Board:	67%	Private Non-Profit Organization:	10	48%	Companions:	420	420
	Unable to Use:	71%	Systems with Non-Dedicated Service:	13	62%	Other:	31	31
	Other Criteria:	43%	Systems with a Taxi Scrip Program:	3	14%	Total:	29,641	42,894

OPERATING DATA	2012	2013	SCHEDULING	
Number of transit systems reporting	21	21	Advanced booking	g notice
Rev. Veh. Km Dedicated Service	6,565,339	6,574,299	Minimum notice f	or reser
Tot. Veh. Km Dedicated Service	6,905,984	6,955,120	FARE STRUCT	rure (
Rev. Veh. Hrs Dedicated Service	289,588	299,405	.,	
Tot. Veh. Hrs Dedicated Service	298,791	306,913		Cas
Non-Dedicated Service - Veh. Km. Non-Dedicated Service - Veh. Hrs.	67,130	106,078	Adult	\$2.9
Non-Dedicated Service - Ven. His.	2,322	2,926	Child	\$2.8
PASSENGER DATA			Student	\$2.9
Dedicated Service	721,279	726,860	Senior	\$2.9
Non-Dedicated Service	112,961	123,471	Attendant	\$2.7
TOTAL PASSENGERS	834,240	850,331	Companion	\$2.6
Subscription / Pre-booked	40%	36%		
Reservation	52%	55%	EMPLOYEE DA	۸Т۸
On-Demand / Day of trip	8%	9%		117
Cancelled in advance	109,396	107,269	Operators Other Operations	,
No-shows / Cancelled at door	12,289	13,119	Vehicle Mechanic	
Unaccommodated trips	10,511	9,135	General and Adn	
Number of complaints	187	73	Other	iiiiistiati
OPERATING EXPENSES			TOTAL NUMBER	R OF E
Administration	\$2,607,440	\$1,675,521	* Contract emplo	yees ar
Operations:			Average Top Ope	- erator W
Internal - Dedicated Service	\$8,889,351	\$7,315,122	Average Top Med	
Contract - Dedicated Service	\$4,492,333	\$5,996,242		
Contract - Non-Dedicated Service	\$1,022,214	\$1,357,621	PERFORMA	NCE
Contract - Taxi Scrip	\$170,441	\$28	FINANCIAL	
Maintenance (Vehicles & Facilities)	\$1,977,686	\$1,591,553	R/C Ratio	
Fuel TOTAL OPERATING EXPENSES	\$1,274,457 <b>\$20,433,922</b>	\$1,280,014 <b>\$21,501,100</b>	Net Operating C	
			Total Exp. / Pas	_
OPERATING REVENUES AND OTHER			Total Exp. / Elig	
Passenger Revenue	\$2,829,669	\$2,671,882	Transportation E	
Other Operating Revenue	\$186,065	\$108,321	Dedicate	
Total Operating Revenue	\$3,015,734	\$2,780,203	Non-Ded	
Federal Contributions	•	•	Transportation E	=xp. / H
Provincial Contributions	\$2,121,106	\$2,400,260	OPERATING	
Municipal Contributions	\$15,170,809	\$16,099,621	Registrants / Ca	
Other / Donations	\$173,525	\$282,546	Passengers / Ca	apita
TOTAL	\$20,481,174	\$21,562,630	Passengers / Re	-
CAPITAL EXPENSES			Passengers / Ho	,
Vehicles Purchased	\$1,366,044	\$1,446,728	Kms / Passenge Average Speed	
Debt Servicing	\$10,234	\$7,418	Average opeed	(Dedica
Other Capital Expenses	\$101,246	\$147,993	PASSENGI	ER DA
TOTAL CAPITAL EXPENSES	\$1,477,524	\$1,602,139	Ambulatory	
CAPITAL FUNDING SOURCE			Wheelchair/S	Scooter l
CAPITAL FUNDING SOURCE		\$3,300	Attendants	
Transit System				
		\$145,530	Companions	
Transit System	\$352,593	\$145,530 \$692,400	Other (specif	
Transit System Federal Contributions	\$352,593 \$839,437			
Transit System Federal Contributions Provincial Contributions		\$692,400	Other (specif	

<sup>\*</sup> Note that all transit systems do not always report all data items.

18 day(s) 28.4 hour(s) ervation:

#### (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.97	\$2.27	\$70.11
Child	\$2.87	\$2.07	\$50.00
Student	\$2.91	\$2.13	\$57.33
Senior	\$2.97	\$2.08	\$53.33
Attendant	\$2.71	\$2.29	\$60.00
Companion	\$2.67	\$2.31	\$66.80

EMPLOYEE DATA	Full-time	Part-time
Operators	118	127
Other Operations	24	19
Vehicle Mechanics	7	5
General and Administration	16	15
Other	3	1
TOTAL NUMBER OF EMPLOYEES	168	167

are not necessarily included in the Employee Statistics

Wage Rate: \$21.53 Wage Rate: \$30.57

#### **INDICATORS**

FINANCIAL	2012	2013
R/C Ratio	15%	13%
Net Operating Cost / Capita	\$10.16	\$10.91
Total Exp. / Passenger	\$24.49	\$25.29
Total Exp. / Eligible Passenger	\$27.54	\$27.96
Transportation Exp. / Passenger		
Dedicated Service	\$23.06	\$24.77
Non-Dedicated Service	\$11.89	\$12.21
Transportation Exp. / Hour (Dedicated Service)	\$53.97	\$56.75
OPERATING		
Registrants / Capita	0.0242	0.0250
Passengers / Capita	0.4868	0.4956
Passengers / Registrant	20.12	19.82
Passengers / Hour (Dedicated Service)	2.41	2.36
Kms / Passenger (Dedicated Service)	9.10	9.04
Average Speed (Dedicated Service)	22.02	21.35

Ded. Service	Non-Ded. Service
482,609	87,785
190,140	8,542
32,503	809
19,647	1,085
1,961	25,250
726,860	123,471
	482,609 190,140 32,503 19,647 1,961

VEHICLE DATA	Number	Veh. Peak	Avg. Capac Wheelchair	ity per Veh. ∣ Ambulatory
Non-Accessible Cars	10	10	N/A	
Accessible Vans / Minivans	80	58	1	2
Small Buses	108	89	2	6
Other	2	2		
TOTAL DED. VEHICLES	200	159	N/A	N/A
Accessible taxis: 9				

# Population Group 3 (<50,000)

Number of Systems Reporting:		45	Systems with Dedicated Service:	42	93%	REGISTRANTS	Active	Total
Population served:		800,359	Operated by:			Wheelchair/Scooter Users:	5,798	6,378
Service area (km²):		20,445.2	Transit System/Municipality:	19	42%	Ambulatory:	9,917	11,292
Communities served	:	67	Private Contractor:	17	38%	Attendants:	1,840	1,939
Eligibility Criteria:	Unable to Board:	64%	Private Non-Profit Organization:	18	40%	Companions:	83	95
	Unable to Use:	67%	Systems with Non-Dedicated Service:	9	20%	Other:	15	17
	Other Criteria:	47%	Systems with a Taxi Scrip Program:	0	0%	Total:	18,267	20,335

OPERATING DATA	2012	2013	SC
Number of transit systems reporting	45	45	Ad
Rev. Veh. Km Dedicated Service	2,173,239	2,016,571	M
Tot. Veh. Km Dedicated Service	2,411,417	2,294,230	F
Rev. Veh. Hrs Dedicated Service	107,348	122,469	
Tot. Veh. Hrs Dedicated Service Non-Dedicated Service - Veh. Km.	118,522 54,699	140,658 63,078	
Non-Dedicated Service - Veh. Hrs.	2,164	3,005	Ad
	2,101	0,000	CI
PASSENGER DATA			St
Dedicated Service	383,290	414,145	Se
Non-Dedicated Service	59,608	32,730	At
TOTAL PASSENGERS	442,898	446,875	Co
Subscription / Pre-booked Reservation	50% 36%	47% 39%	
On-Demand / Day of trip	17%	14%	E١
Cancelled in advance	33,709	37,378	0
No-shows / Cancelled at door	2,893	3,328	O
Unaccommodated trips	2,997	2,239	Ve
Number of complaints	184	206	G
•			O
OPERATING EXPENSES	04.054.404	04 470 047	T
Administration Operations:	\$1,054,164	\$1,173,247	* (
Internal - Dedicated Service	\$2,725,613	\$2,932,525	Α١
Contract - Dedicated Service	\$2,859,972	\$3,538,285	А١
Contract - Non-Dedicated Service	\$524,866	\$304,981	ı P
Contract - Taxi Scrip	¥== 1,===	\$31	F
Maintenance (Vehicles & Facilities)	\$800,873	\$839,356	F
Fuel	\$503,845	\$495,891	l
TOTAL OPERATING EXPENSES	\$8,469,332	\$9,284,315	T
OPERATING REVENUES AND OTHER F	UNDING CONTRIBU	ITIONS	Ī
Passenger Revenue	\$1,477,028	\$1,573,386	Т
Other Operating Revenue	\$170,905	\$137,245	
Total Operating Revenue	\$1,647,933	\$1,710,631	
Federal Contributions	\$9,375	\$9,095	Т
Provincial Contributions	\$1,642,579	\$1,997,657	О
Municipal Contributions	\$4,835,583	\$5,148,239	R
Other / Donations	\$350,583	\$379,811	l P
TOTAL	\$8,486,053	\$9,245,433	P
CAPITAL EXPENSES			P
Vehicles Purchased	£400.470	<b>#</b> E40.04E	K
	\$433,178	\$548,915	Α
Debt Servicing	<b>#4.000</b>	<b>COE 400</b>	Γ
Other Capital Expenses	\$1,286	\$25,408	
TOTAL CAPITAL EXPENSES	\$434,464	\$574,322	
CAPITAL FUNDING SOURCE			
Transit System			
Federal Contributions Provincial Contributions	¢425.064	¢407.000	
Municipal Contributions  Municipal Contributions	\$425,964	\$487,883 \$86,531	
Other / Donations	¢0 500	\$86,531	Ļ
TOTAL CAPITAL FUNDING	\$8,500 <b>\$434,464</b>	\$6,885 <b>\$581,299</b>	
TOTAL CAPITAL FUNDING	φ+J4,404	φ501,299	

<sup>\*</sup> Note that all transit systems do not always report all data items.

#### **SCHEDULING**

Advanced booking notice: 41 day(s)
Minimum notice for reservation: 21.3 hour(s)

#### **FARE STRUCTURE (Average)**

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.38	\$2.88	\$52.61
Child	\$2.99	\$3.07	\$44.93
Student	\$3.27	\$2.82	\$43.97
Senior	\$3.09	\$2.67	\$42.42
Attendant	\$3.50	\$3.64	
Companion	\$3.00	\$2.44	\$47.17

EMPLOYEE DATA	Full-time	Part-time
Operators	36	95
Other Operations	5	6
Vehicle Mechanics	4	6
General and Administration	12	19
Other	2	
TOTAL NUMBER OF EMPLOYEES	59	126

<sup>\*</sup> Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$18.22 Average Top Mechanic Wage Rate: \$28.05

#### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	19%	18%
Net Operating Cost / Capita	\$8.95	\$9.71
Total Exp. / Passenger	\$19.45	\$21.31
Total Exp. / Eligible Passenger	\$21.38	\$23.41
Transportation Exp. / Passenger		
Dedicated Service	\$18.34	\$19.38
Non-Dedicated Service	\$8.09	\$8.61
Transportation Exp. / Hour (Dedicated Service)	\$47.97	\$48.35
OPERATING		
Registrants / Capita	0.0250	0.0255
Passengers / Capita	0.5657	0.5583
Passengers / Registrant	22.04	21.86
Passengers / Hour (Dedicated Service)	2.59	2.63
Kms / Passenger (Dedicated Service)	6.93	6.47
Average Speed (Dedicated Service)	18.75	16.71

Ded. Service	Non-Ded. Service
281,968	18,059
102,763	2,523
23,766	535
2,838	
2,810	11,613
414,145	32,730
	281,968 102,763 23,766 2,838 2,810

VEHICLE DATA  Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans	31	27		1
Small Buses	74	65	2	7
Other	2	1		
TOTAL DED. VEHICLES	107	93	N/A	N/A
Accessible taxis: 9				

III. INDIVIDUAL TRANSIT SYSTEM DATA

## **Bancroft**

Community	· Caro North Hactine	~~	Population served:		15,303	REGISTRANTS	Active	
_	Care North Hasting	,S	Population served: Service area (km²):		3,388.0	Wheelchair/Scooter L		11
Contact:	Gord MacDonald		Communities served:		3,366.0	Ambulatory:	225	225
Title:	Executive Director		Service began:		03/10/2010	Attendants:	5	5
Telephone: Fax:	613-332-4700 x22 613-332-0432		Advisory Committee me	embers:	N/A	Companions: Other:		
Fax: Email:	gmacdonald@com	ocarenh org	Eligibility Committee me		N/A	Otner: Total:	241	241
	_	Transit System/Municipality	Non-Dedicated Se	onvice: Con	ntractors:	Eligibility Criteria:	Unable to Board	
Deulcaleu oc	alv. Operated by.				Traciois.	Eligibility Griteria.		1
	느	Private Contractor(s), number	er: Taxi Scrip Program	m Available:	_		Unable to Use	
	✓	Private Non-Profit Org.					✓ Other Criteria	
	LOMETRES & HOUR		2013		OURS / SCHEDU			
	m Dedicated Servic	· · · · · · · · · · · · · · · · · · ·	39,470	Weekday:		1630 Sunda	ay: 0900	
	m Dedicated Service	-,	39,697	Saturday:	1000 to	1400 Holida	ay:	to
	Irs Dedicated Servic	· · · · · · · · · · · · · · · · · · ·	1,550	Advanced boo	oking notice:	1 day(s)		
	s Dedicated Service	,	1,584		oking notice: ice for reservatio	• • •		
	ted Service - Veh. Km			Reservations		Manual		
	ted Service - Veh. Hrs	ŝ.			•	Mana		
PASSENGER Dedicated		5 2/1	7 652	FARE STRUC		Tinkate/Ca	· 1=	
Dedicated :	Service cated Service	5,241	7,653	Effective Date	e: 03/05/2010 <b>Cash</b>	Tickets/Car (unit pric		- Bass Fre
TOTAL PASS		5 241	7 653	Adult			e) Monthly	y Pass Free
	on / Pre-booked	<b>5,241</b> 90%	<b>7,653</b> 87%		\$10.00	\$5.00		<b>✓</b>
· ·		90%	87% 0%	Child	<b>*</b> 0.00	ΦE 00		
Reservation On-Deman	on nd / Day of trip	10%	0% 13%	Student Senior	\$9.00	\$5.00		H
	-			Senior Attendant				H
Cancelled in		132	73					<b>✓</b>
	Cancelled at door	13	14	Companion Other	fare varies by	- Catanaa		•
Unaccommo	•	5	4		•			
Number of co	=	7	6	EMPLOYEE I	DATA	Ful	II-time Pa	art-time
OPERATING		<b>\$27.70</b> 0	<b>#00 F06</b>	Operators				6
Administratio	חנ	\$27,722	2 \$20,586	Other Operation				
Operations:	2 IItad Canica	¢120 120	¢77./71	Vehicle Mecha				
	<ul> <li>Dedicated Service</li> <li>Dedicated Service</li> </ul>	\$120,130	\$77,471	General and A	Administration			1
	t - Dedicated Service t - Non-Dedicated Ser			Other	of EMDL (			_
	t - Non-Dedicated Ser t - Taxi Scrip	VICe			BER OF EMPLO			7
	t - Taxi Scrip e (Vehicles & Facilities	es) \$27,004	\$29,546	Union Affiliat	tions: Operator			
Fuel	(VEIIIOICS & LAGINIS	\$27,004 \$9,959			Mechanic			
	ERATING EXPENSES				Other (sp	ecify):		
		•			Wage Rate: \$	15.00		
		OTHER FUNDING CONTRIBUT		Top Mechanic	: Wage Rate:			
	nger Revenue	\$25,410 \$22,817		I PERFORM	MANCE INDI	CATORS		
	Operating Revenue			FINANCIAL	//AITOE	.OATOILO	2012	2013
•	ating Revenue	\$48,227 \$0.375		R/C Ratio			2012 26%	2013
Federal Cont		\$9,375 \$104 536			ng Cost / Capita		\$8.93	\$7.21
Provincial Co		\$104,536 \$18,204		Total Exp. / F			\$35.26	\$17.93
Municipal Co Other / Dona		\$18,204 \$4.473		•	=		\$35.29	\$17.93 \$17.94
TOTAL	ations	\$4,473 <b>\$184,815</b>		•	Eligible Passeng		φυυ. Δυ	φι
	_	φιστ,σισ	φ131, <u>2</u> 70	•	on Exp. / Passer ated Service	iger	\$29.97	\$15.24
CAPITAL EX					ated Service Dedicated Servic	••	ψεσ.σ.	ψ10.21
Vehicles Pur						e Dedicated Service)	\$89.36	\$73.65
Debt Servicir	•			OPERATING		Jedioalod Co,	<del></del>	<del></del>
Other Capita	•			Registrants /			0.0152	0.0158
	PITAL EXPENSES			Passengers /	•		0.0152 0.3425	0.0158
-	JNDING SOURCES			Passengers /			0.3425 22.59	31.76
Transit Syste					/ Registrant / Hour (Dedicate	ad Convice)	3.03	4.94
Federal Conf					nger (Dedicated	•	3.03 7.64	4.9 <sup>2</sup> 5.16
Provincial Co					enger (Dedicated S	•	23.18	25.46
Municipal Co				Avelago	to (Dedicates .			
Other / Dona				-: 30ENG		7 1 0 m de	5.40-	_
TOTAL CAP	PITAL FUNDING				SER DATA	Ded. Servic		rvice
* Onemod to a	dulta agod 55 years (	old and to individuals aged 18 a	and over who have	Ambulator	•	7,49		
Opened to ac ohysical challe		old and to individuals aged 18 al route services in 2013; ridership		Wheelchai Attendants	ir/Scooter Users		19 5	
Jily Sloui Griano	riges. Changean	.outo scrviocs in 2010, nucrom,	J IIIOICUSCU WIIII IIUCIS	11 Attendants	ذ		5	

* Opened to adults aged 55 years old and to individuals aged 18 and over who have
physical challenges. * Changed route services in 2013; ridership increased with riders
adjusting to the new schedules.

PASSENGER DATA Ambulatory Wheelchair/Scooter Users	<b>Ded. Service</b> 7,499 149	Non-Ded. Service
Attendants	5	
Companions		
Other (specified)		
TOTAL	7,653	

VEHICLE DATA N Non-Accessible Cars Accessible Vans / Minivans	umber	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Small Buses Other TOTAL DED. VEHICLES	4 <b>4</b>	1 <b>1</b>	2 N/A	16 N/A
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:		ofit Organi ofit Organi		

## **Barrie**

Barrie Access	sible Community Tr	ansportation Service	Population served:		150,603	REGISTRA		Active	
Contact:	Julie MacDonald	•	Service area (km²):		100.0	Ambulatory	/Scooter Use	rs: 2,211 2,382	2,211 2,382
Title:	Transit Coordinator		Communities served:		2	Attendants:		2,362	2,362
Telephone:	705-739-4220 x449	7	Service began:		01/02/1980	Companion			
Fax:	705-739-4238	,	Advisory Committee me	embers:	N/A	Other:	13.		
	jmacdonald@barrie.	ca	Eligibility Committee me	embers:	N/A	Total:		4,593	4,593
	_		Non-Dedicated Se	nuico: 🔽 Cor	atractoro: 2		Critorio.		
Dedicated Ser	- =	Transit System/Municipality			7	Eligibility (		Unable to Board	1
	✓	Private Contractor(s), number:	<ol> <li>Taxi Scrip Program</li> </ol>	m Available: L			<b>✓</b>	Unable to Use	
		Private Non-Profit Org.						Other Criteria	
· · - · · · · · - · · · · ·			2042		::= : / 00UED		•	-	
	METRES & HOURS		2013		OURS / SCHED		O do. n	0000	1 1000
	Dedicated Service	,	317,941	Weekday:	0730 to		Sunday:	0900	
	- Dedicated Service	342,271	317,941	Saturday:	0900 to	2300	Holiday:		to
	Dedicated Service	,	22,971	Advanced bo	okina notice:	7 (	day(s)		
	<ul> <li>Dedicated Service</li> <li>Service - Veh. Km.</li> </ul>	22,490	22,971		ice for reservation		nour(s)		
	d Service - Veh. Hrs.			Reservations			mputerized		
PASSENGER				FARE STRU	CTURE		•		
Dedicated S		43,316	46,310	Effective Date		т	ickets/Cards	:	
Non-Dedicate		1,746	1,586	LIIOUITO DE	Cash	-	(unit price)	Monthly	Pass Free
TOTAL PASSE		45,062	47,896	Adult	\$3.00		\$2.60	\$82.4	
	/ Pre-booked	23%	18%	Child	\$3.00		\$2.30	\$54.0	
Reservation	71 10 000	74%	79%	Student	\$3.00 \$3.00		\$2.50 \$2.60	\$63.8	
On-Demand	/ Day of trip	3%	3%	Senior	\$3.00 \$2.60		\$2.30	\$54.0	
				Attendant	Ψ2.00		φ2.00	ψΟ·1	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Cancelled in a		9,029	11,009	Companion	\$3.00		\$2.60	\$82.4	1n 🗏
	ancelled at door	1,108 1,364	1,150 1,403	Other	4-month pass:	Adult \$329.6		•	<del>-</del> -0
Unaccommoda Number of cor	•	,	1,403		•	Addit WOLC.			
Number of cor	•	18	20	<b>EMPLOYEE</b>	DATA		Full-ti	me Pa	art-time
OPERATING E		¢40.070	<b>#04.040</b>	Operators			11		2
Administration		\$16,979	\$81,240	Other Operati			2		
Operations:	- diastad Convice			Vehicle Mech			1		
	Dedicated Service	\$1.206.288	¢4 307 127		Administration		2		
	Dedicated Service	\$1,296,288 ice \$25,559	\$1,307,127 \$21,684	Other	of EMDI		2		1
Contract -	Non-Dedicated Serv	ICE \$\pi_20,000	\$21,684	TOTAL NUM	BER OF EMPLO	OYEES	18		3
	Vehicles & Facilities	\$6,511	\$9,467	Union Affiliat	tions: Operator		U local 1415		
Fuel	VEHICLES & Lacinace,	ψο,στι	\$47,386		Mechani		U local 1415		
	ATING EXPENSES	\$1,345,337	\$1,466,904		Other (sp	pecify):			
				Top Operator	Wage Rate: \$	21.30			
OPERATING F	REVENUES AND OT	HER FUNDING CONTRIBUTI	ONS		: Wage Rate: \$				
Passenge	er Revenue	\$79,514	\$41,011	•	-				
Other Op	erating Revenue				MANCE IND	ICATURS	j		
Total Operati	-	\$79,514	\$41,011	FINANCIAL				2012	2013
Federal Contri	ibutions			R/C Ratio				6%	3%
Provincial Cor	ntributions	\$250,000	\$275,000	•	ng Cost / Capita			\$8.85	\$9.47
Municipal Con		\$1,015,823	\$1,150,893	Total Exp. /	_			\$29.86	\$30.63
Other / Donati	ons			•	Eligible Passeng	•		\$34.10	\$34.74
TOTAL		\$1,345,337	\$1,466,904	•	on Exp. / Passer	nger			
CAPITAL EXP	ENSES				ated Service			\$30.08	\$29.45
Vehicles Purc			\$90,220		Dedicated Service			\$14 64	\$13 67
Debt Servicing			. ,	Transportation	on Exp. / Hour ([	Dedicated Se	ervice)	\$57.93	\$59.38
Other Capital	Expenses			OPERATING					
TOTAL CAPI	TAL EXPENSES		\$90,220	Registrants /	/ Capita			0.0256	0.0305
CAPITAL FUN	DING SOURCES			Passengers	/ Capita			0.3151	0.3180
Transit System				Passengers	/ Registrant			12.29	10.43
Federal Contri				Passengers	/ Hour (Dedicate	ed Service)		1.93	2.02
Provincial Cor			\$56,364		enger (Dedicated			7.90	6.87
Municipal Con			\$33,856	Average Spe	eed (Dedicated :	Service)		15.22	13.84
Other / Donati			φου,σου	-					1
	TAL FUNDING		\$90,220	PASSEN	SER DATA	D	ed. Service	Non-Ded. Se	rvice
	.,		<b>400,220</b>	Ambulator			29,111		1,095
					ir/Scooter Users	5	11,698		325
				Attendants	3		5,501		166
				Companio	ns				
				Other (spe	ecified)				
				TOTAL			46,310	1	1,586
							Veh.	Ava Canaa	ity por Voh
				VEHICLE I	DATA	Numl			city per Veh.
				Non-Acces		Nulli	Jei i ear	N/A	Ambulatory
					Vans / Minivans	2	2 2		
				Small Buse		•	10 8		
				Other	23		10 0	,	
					D. VEHICLES		12 10	N/A	N/A
									14,7 (
				Vehicle owr			lunicipal Trans	-	
				Vehicle ma	intenance respo	nsibility: C	ontracted Ope	erator	

Accessible taxis:

## Relleville

Delie	IIIE					REGISTRANTS		Active	Total
Belleville Tra Contact: Title: Telephone: Fax: Email:	Matt Coffey Manager 613-962-4344 613-967-4721 mcoffey@city.bellev	wille on ca	Population served: Service area (km²): Communities served: Service began: Advisory Committee me Eligibility Committee me		49,454 247.0 1 7 7	Wheelchair/Scool Ambulatory: Attendants: Companions: Other: Total:	oter Users:		216 278 <b>494</b>
		1					• 🗖 1		737
Dedicated Se	erv. Operated by:	Transit System/Municipality		ervice: 🗹 Contract	tors: 1	Eligibility Criter	=	Unable to Board	
	<b>✓</b>	Private Contractor(s), number	r: 1 Taxi Scrip Prograi	m Available: 🔲			<b>✓</b> (	Unable to Use	
		Private Non-Profit Org.						Other Criteria	
VEHICLE KILO	OMETRES & HOUR	S 2012	2013	SERVICE HOURS	S / SCHEDI	II ING			
	n Dedicated Service		52,055	Weekday:	0700 to		Sunday:	0900 to	1800
	Dedicated Service		52,055	Saturday:			Holiday:		0000
Rev. Veh. Hrs	s Dedicated Service		4,935	•			•	*	0000
	s Dedicated Service	· · · · · · · · · · · · · · · · · · ·	4,935	Advanced booking	-	day(s)			
	ed Service - Veh. Km			Minimum notice fo Reservations / Sch		on: 0.0 hour(s Manual	5)		
	ed Service - Veh. Hrs	i.			•	Manuai			
PASSENGER Dodicated S		10 727	12.042	FARE STRUCTUR		Ticket	s/Cards		
Dedicated S	Service ated Service	10,727	12,043 1,753	Effective Date: 03/	/09/2013 <b>Cash</b>		s/Cards price)	Monthly Pas	s Fre
TOTAL PASS		10,727	1,753 <b>13,796</b>	Adult	\$2.05	=	1.83	\$57.00	iS 110
	n / Pre-booked	10,727	100%	Child	ψ2.00	Ψ.	.00	ψο, .σο	
Reservation		0%	0%	Student	\$2.05	\$1	.83	\$57.00	H
	d / Day of trip	0%	0%	Senior	\$2.05	·	1.83	\$57.00 \$50.00	П
Cancelled in a				Attendant	<b>Y=</b>	•		******	
	Cancelled at door			Companion					
Unaccommod				Other					
Number of co	•			EMPLOYEE DATA	٨		Full-time	e Part-tir	ma
OPERATING I	EXPENSES			Operators	^		i un un	,	iic
Administration	n			Other Operations					
Operations:				Vehicle Mechanics	3				
	Dedicated Service			General and Admir					
	- Dedicated Service	\$220,953	. ,	Other					
	- Non-Dedicated Serv	vice	\$32,945	TOTAL NUMBER	OF EMPLO	DYEES			
	- Taxi Scrip	-1		<b>Union Affiliations</b>	: Operator	s:			
Fuel	(Vehicles & Facilities	;)			Mechanic	cs:			
	RATING EXPENSES	\$220,953	\$291,481		Other (sp	ecify):			
		• •		Top Operator Wag	ge Rate:				
		THER FUNDING CONTRIBUT		Top Mechanic Wag	ge Rate:				
_	ger Revenue	\$15,680	\$20,101	PERFORMAN	ICF INDI	CATORS			
	perating Revenue ting Revenue	\$15,680	\$20,101	FINANCIAL	102	07.101.0		2012	2013
Federal Conti	•	φισ,σου	φ <b>∠</b> υ, ιυ ι	R/C Ratio				7%	7%
Provincial Co			\$32,945	Net Operating Co	ost / Capita			\$4.15	\$5.49
Municipal Co		\$205,273		Total Exp. / Passe				\$20.60	\$21.13
Other / Donat			,	Total Exp. / Eligib		er		\$20.98	\$21.66
TOTAL		\$220,953	\$291,481	Transportation Ex				•	
CAPITAL EXP	PENSES			Dedicated				\$20.60	\$21.47
Vehicles Puro					ated Service				\$18 79
Debt Servicin				Transportation Ex	kp. / Hour (L	Dedicated Service	)	\$44.42	\$52.39
Other Capital	•			OPERATING					
TOTAL CAPI	ITAL EXPENSES			Registrants / Cap				0.0128	0.0100
CAPITAL FUN	NDING SOURCES			Passengers / Cap				0.2169	0.2790
Transit Syste				Passengers / Reg	_	1 O-mil-o)		17.00	27.93
Federal Conti	ributions			Passengers / Hou Kms / Passenger	-	•		2.16 5.25	2.44 4.32
Provincial Co				Average Speed (I		-		5.25 11.31	10.55
Municipal Co				Average opeca (	Dedicated			11.01	10.00
Other / Donat				DACCENCED	- A T A	Ded 6		Non-Deal Complete	
TOTAL CAPI	ITAL FUNDING			PASSENGER I	DAIA	Ded. S	ervice	Non-Ded. Service	,
started provid	ling non-dedicated se	ervice to its clients in January 2	n13	Ambulatory Wheelchair/Sco	ooter Higers		11,703	1,753	2
Starton proting	ing non dealease 11	// // // / / / / / / / / / / / / / / /	010.	Attendants	00151 03513	•	340	1,100	'
				Companions			0.0		
				Other (specified	d)				
				TOTAL	- /	1	12,043	1,753	3

VEHICLE DATA Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory		
Accessible Vans / Minivans	1					
Small Buses	2	2				
Other						
TOTAL DED. VEHICLES	3	2	N/A	N/A		
Vohicle ownership:	Contracted Operator / Municipal Transit System					

venicle ownership:

Vehicle maintenance responsibility:

Accessible taxis: 1

Contracted Operator / Municipal Transit System

Contracted Operator / Municipal Transit System

## **Blind River**

Liberty Expre	ess Liberte		Population served:		3,549	Wheelchair.		Users:	Active 17	1 Otal
Contact:	Gerard Rainville		Service area (km²):		330.0	Ambulatory		000.0.	84	84
Title:	Clerk-Treasurer		Communities served:		1	Attendants:			24	24
Telephone:	705-356-2251 x20	)7	Service began:		01/01/1995	Companion	s:			
Fax:	705-356-7343		Advisory Committee me		2	Other:				
Email:	gerard.rainville@b	olindriver.ca	Eligibility Committee me	empers:	N/A	Total:			125	125
Dedicated Se	erv. Operated by: 🔽	Transit System/Municipality	Non-Dedicated Se	ervice: 🗌 Cont	tractors:	Eligibility C	Criteria:	<b>√</b> \	Jnable to Board	
	Г	Private Contractor(s), numbe	r: Taxi Scrip Progran	m Available:				<b>√</b> \	Jnable to Use	
		Private Non-Profit Org.						$\Box$	Other Criteria	
								ш -		
	OMETRES & HOU		2013		URS / SCHEDI					
	n Dedicated Servi	•	19,706	Weekday:	0830 to	1600	Sund	•	to	
	Dedicated Services Dedicated Services.	-, -	19,706	Saturday:	to		Holic	day:	to	
	s Dedicated Services Dedicated Services.	,	1,892 1,892	Advanced boo	king notice:	1 c	lay(s)			
	ed Service - Veh. K	•	1,032	Minimum notic	e for reservation	on: 0.0 h	nour(s)			
	ed Service - Veh. H			Reservations /	Scheduling:	Manual				
<b>PASSENGER</b>	DATA			FARE STRUC	TURE					
Dedicated S	Service	1,025	1,545	Effective Date:	: 01/12/2011	Т	ickets/Ca	ards		
	ated Service				Cash		(unit pri	ce)	Monthly Pas	ss Fre
TOTAL PASS		1,025	1,545	Adult	\$3.50					
	n / Pre-booked	0%	0%	Child	\$3.50					
Reservation		0%	0%	Student	\$3.50					
	d / Day of trip	0%	0%	Senior	\$3.50					H
Cancelled in				Attendant Companion						H
	ancelled at door			Other						
Unaccommod Number of co	•						_			
OPERATING				EMPLOYEE D	DATA		Fu	ıll-time		me
Administration		\$10.953	\$11,000	Operators	200				1	
Operations:		Ψ10,000	Ψ11,000	Other Operation Vehicle Mecha					1	
•	Dedicated Service			General and A					'	
Contract -	- Dedicated Service	\$17,982	\$21,321	Other						
Contract -	<ul> <li>Non-Dedicated Se</li> </ul>	ervice		TOTAL NUMB	ER OF EMPLO	OYEES			3	
	- Taxi Scrip			Union Affiliati	ons: Operator	s:				
	(Vehicles & Facilities)				Mechanic					
Fuel	RATING EXPENSE	\$6,559 S <b>\$36,222</b>	\$6,336 <b>\$41,666</b>		Other (sp	ecify):				
TOTAL OPE	KATING EXPENSE	\$30,222	<b>Ψ41,000</b>	Top Operator \	Wage Rate: \$	18.83				
		OTHER FUNDING CONTRIBUT			Wage Rate: \$					
-	ger Revenue	\$6,982	\$10,412	DEDECORM	IANCE IND	CATORS				
	perating Revenue			FINANCIAL	IANCE INDI	ICATORS			2012	2013
•	ting Revenue	\$6,982	\$10,412	R/C Ratio					19%	25%
Federal Cont Provincial Co		\$19,720	\$19,538		Cost / Capita				\$8.24	\$8.81
Municipal Co		\$9,520		Total Exp. / P	-				\$35.34	\$26.97
Other / Dona		ψ0,020	<b>4.1.,1.10</b>		ligible Passeng	er			\$37.69	\$31.23
TOTAL		\$36,222	\$41,666		n Exp. / Passer	•			• • • • • • • • • • • • • • • • • • • •	
CAPITAL EXP	PENSES				ited Service	ū			\$24.65	\$19.85
Vehicles Pur					edicated Service					
Debt Servicin	ng			•	n Exp. / Hour ([	Dedicated Se	rvice)		\$13.31	\$16.21
Other Capital				OPERATING						
TOTAL CAP	ITAL EXPENSES			Registrants /	•				0.0366	0.0352
CAPITAL FUN	NDING SOURCES			Passengers /	•				0.2888	0.4353
Transit Syste				Passengers /	Registrant Hour (Dedicate	ad Santica)			7.88 0.54	12.36 0.82
Federal Cont					nour (Dedicated				0.5 <del>4</del> 18.75	12.75
Provincial Co					ed (Dedicated S	-			10.13	10.42
Municipal Co					. (= : :::::::::::::::::::::::::::::::::	/			. 30	
Other / Dona	tions ITAL FUNDING			PASSENG	FR DATA	D.	ed. Servi	ice	Non-Ded. Service	_
TOTAL CAP	TAL FUNDING			Ambulatory			1,0		.von Dou. Gervio	_
		ie to more users who used the s		11	/Scooter Users	;		17		
In addition, the	Long Term Care U	nit at our hospital has used the l	ous more this year	Attendante				11		

The ridership increased in 2013 due to more users who used the service more frequently.
In addition, the Long Term Care Unit at our hospital has used the bus more this year
compared to last year.

PASSENGER DATA Ambulatory Wheelchair/Scooter Users Attendants	<b>Ded. Service</b> 1,017 317 211	Non-Ded. Service
Companions Other (specified) TOTAL	1,545	

		Veh.	Avg. Capacity per Veh.				
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory			
Non-Accessible Cars			N/A				
Accessible Vans / Minivans							
Small Buses	1	1	5	15			
Other							
TOTAL DED. VEHICLES	1	1	N/A	N/A			
Vehicle ownership:	Municipa	lity					
Vehicle maintenance responsibility	v: Municipa	litv					
Accessible taxis:	,	,					

## **Brantford**

Brantford Lif	ıft		Population served:		94,586		Ichair/Scooter l	Use	ars.	Active	lotai
Contact:	Elisabeth van der Mac	iuc	Service area (km²): Communities served:		75.1 1	Ambula	latory:	J			
Title:	Manager of Transit 519-752-4444 x4504		Service began:		04/11/2013	Attenda					
Telephone: Fax:	519-752-4444 x4504 519-754-0724		Advisory Committee me	embers:	N/A	Compa Other:					
Email:	EvanderMade@brantf		Eligibility Committee me		N/A	Total:				1,226	1,226
Dedicated Se	erv. Operated by: 🗸 T	ransit System/Municipality	Non-Dedicated Se	ervice: Cor	ntractors:	Eligibi	ility Criteria:	<b>✓</b>	Unable	le to Board	
		Private Contractor(s), number	r: Taxi Scrip Prograr	ım Available:	7	-	-	<b>✓</b>	_	le to Use	
		Private Non-Profit Org.			-				_	Criteria	
	_OMETRES & HOURS m Dedicated Service	<b>2012</b> 405,736	<b>2013</b> 406,611	SERVICE HO Weekday:	OURS / SCHEDI 0600 to		Sund	43V.		0800 to	2000
	n Dedicated Service	405,736	406,611	Saturday:	0600 to		Holida	-			
	rs Dedicated Service	23,868	25,414	•		0030		ay.		UOUU	2000
	s Dedicated Service	23,868	25,414	Advanced boo			60 day(s)				
	ted Service - Veh. Km.		•		tice for reservation		24.0 hour(s)				
	ted Service - Veh. Hrs.			Reservations	s / Scheduling:	Fully	ly Computerize	∌d			
PASSENGER	₹ DATA			FARE STRUC	CTURE						
Dedicated S		72,180	73,583	Effective Date	e: 04/11/2013		Tickets/Ca		ذ		
	cated Service				Cash		(unit pric	-		Monthly Pas	iss Free
TOTAL PASS		72,180	73,583	Adult	\$2.75		\$2.30			\$70.00	
	on / Pre-booked	45%	20%	Child	\$1.75		\$1.65				Ц
Reservation		53%	70%	Student	\$2.75		\$2.30			\$53.00	Ц
On-Demand	nd / Day of trip	2%	10%	Senior	\$2.75		\$2.30			\$53.00	Ц
Cancelled in a	advance	14,922	2,627	Attendant							<b>✓</b>
	Cancelled at door	806	983	Companion	\$2.75		\$2.30			\$70.00	
Unaccommod		14	25	Other							
Number of co	•	20		EMPLOYEE I	ΠΔΤΔ		Fr	ull-tin	me	Part-ti	ime
OPERATING I	EXPENSES			Operators	DAIA			10	110	7	inc
Administration		\$667,160	\$12,490	Other Operation	ions			2		2	
Operations:				Vehicle Mech				_			
Internal -	- Dedicated Service	\$792,186			Administration						
	- Dedicated Service		\$1,179,711	Other	-			2			
	- Non-Dedicated Service	эе			BER OF EMPLO	OYEES		14		9	
	- Taxi Scrip				tions: Operator		ATU Local 6				
	e (Vehicles & Facilities)	\$142,554		Uliidii Aiiiia	Mechanic		ATU Local 6				
Fuel		\$147,127	\$143,574		Other (sp		A10 L000	,OO			
TOTAL OPER	RATING EXPENSES	\$1,749,027	\$1,696,091		٠.	,					
OPERATING	DEVENUES AND OTH	HER FUNDING CONTRIBUT	LIONIC		r Wage Rate: \$						
	ger Revenue	\$222,528		Top Mecnanic	ic Wage Rate: \$	32.32					
-	Operating Revenue	Ψ <b></b> ,	Ψ=1=,000	PERFORM	MANCE INDI	ICATC	DRS				
	ating Revenue	\$222,528	\$212,398	FINANCIAL		,				2012	2013
Federal Cont	•	Ψ==,	Ψ±1=,000	R/C Ratio						13%	13%
Provincial Co			\$71,922		ng Cost / Capita	a				\$16.24	\$15.69
Municipal Co		\$1,465,789	. ,	Total Exp. / F						\$24.23	\$23.05
Other / Dona		\$1,405,769			Eligible Passeng	ner				\$25.52	\$23.24
TOTAL	110113	\$1,704,682			ion Exp. / Passe	-				Ψ20.02	<b>V</b>
		# *** · /-	<del>* -,</del> , -		cated Service	ngc.				\$14.99	\$22.88
Vehicles Pure			,		Dedicated Service	ce				Ψ1	<del>-</del> -
Debt Servicin			,		ion Exp. / Hour (I		ed Service)			\$45.33	\$66.25
Other Capital	•		\$145.530	OPERATING						•	•
	ai Expenses PITAL EXPENSES		\$145,530 <b>\$145,530</b>	Registrants /						0.0213	0.0130
			φι-το,υυυ	Passengers	•					0.7679	0.7780
	NDING SOURCES		,	Passengers	•					36.09	60.02
Transit Syste			2::5 500		/ Registrant / Hour (Dedicate	ted Serv	vice)			3.02	2.90
Federal Cont			\$145,530		enger (Dedicated					5.62	5.53
Provincial Co			,		eed (Dedicated		•			17.00	16.00
Municipal Co			,	7,70.05			/ 			11.00	• • •
Other / Donat			\$44E E00	DASSENC	CER DATA		Ded Sorv		No	Ded Convic	
TOTAL CAP	PITAL FUNDING		\$145,530	_ Ambulator	GER DATA		Ded. Servi 67,39		Non	n-Ded. Servic	,e
The City of Pro	antford under the broad	Iname "Brantford Lift" took ov	vor operating enocialized		iy xir/Soootor Hoord		67,38				

The City of Brantford under the brandname "Brantford Lift" took over operating specialize transit service on November 4, 2013 from the previous non-profit contractor Operation Lift. \* 2013 data are consolidated data representing for both service providers. \*The 2013 Passenger Revenues for Operation Lift was not available and was estimated by using the average fare.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	67,394	
Wheelchair/Scooter Users	5,596	
Attendants	198	
Companions	395	
Other (specified)		
TOTAL	73,583	

VEHICLE DATA  Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans Small Buses Other	14	12	4	
TOTAL DED. VEHICLES	14	12	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility Accessible taxis:	Municip /: Municip	,		

N/A

3

Municipality

N/A

## **Brockville**

DIOCK	_					REGISTRA	NTS	Active	Total
Brockville P	ara Transit		Population served:		21,870	Wheelchair	Scooter Use	ers: 357	357
Contact:	Paul McMunn		Service area (km²):		20.3	Ambulatory		301	301
Title:	Supervisor of Transporta	tion Services	Communities served:		1	Attendants:		324	324
Telephone:	613-342-8772 x8229		Service began:		08/02/1988	Companion	s:		
Fax:	613-345-5035		Advisory Committee me		8 N/A	Other:			
Email:	pmcmunn@brockville.co	m	Eligibility Committee me	embers.	N/A	Total:		982	982
Dedicated Se	erv. Operated by: Tran	sit System/Municipality	Non-Dedicated Se	ervice: Con	tractors:	Eligibility C	riteria:	Unable to Board	i
	✓ Priva	ate Contractor(s), number:	1 Taxi Scrip Program	m Δvailable.	]		_	☐ ✓ Unable to Use	
	_	, ,,	i raxi ocrip i rograr	II Available.	1		_	=	
	Priva	ate Non-Profit Org.						Other Criteria	
VEHICI E KII	OMETRES & HOURS	2012	2013	SERVICE HO	URS / SCHEDI	III ING			
	n Dedicated Service	56,317	52,529	Weekday:	0645 to		Sunday:		to
	n Dedicated Service	56,343	52,832	Saturday:	0845 to		Holiday:		to
	s Dedicated Service	4,900	5,100	Saturday.	0045 10	1015	Holluay.		
	s Dedicated Service	4,938	5,139	Advanced boo	oking notice:	C	lay(s)		
	ed Service - Veh. Km.	,	-,		ce for reservation	on: 24.0 h	our(s)		
Non-Dedicate	ed Service - Veh. Hrs.			Reservations	/ Scheduling:	Manual			
PASSENGER	DATA			FARE STRUC	CTURE				
Dedicated	Service	12,603	11,498	Effective Date	: 01/04/2012	Т	ickets/Card	s	
Non-Dedica	ated Service				Cash		(unit price)	Monthly	/Pass Fre
TOTAL PASS	SENGERS	12,603	11,498	Adult	\$2.25		\$1.70	\$62.0	00
Subscriptio	n / Pre-booked	63%	61%	Child	\$2.25		\$1.70	\$62.0	00
Reservation	n	36%	37%	Student	\$2.25		\$1.70	\$62.0	JO
On-Deman	d / Day of trip	1%	2%	Senior	\$2.25		\$1.70	\$62.0	JO
Cancelled in	advance	1,393	1,522	Attendant					<b>✓</b>
No-shows / C	Cancelled at door	143	113	Companion	\$2.25		\$1.70	\$62.0	o
Unaccommo	dated trips	33	30	Other	40 ride pass fo	or \$62, child u	ınder 5 free		
Number of co	•	5	13	EMPLOYEE I	ΠΑΤΑ		Full-ti	imo D:	art-time
OPERATING	EXPENSES			Operators	DAIA		i dii t	iiic i d	ii t tiiilo
Administratio	n	\$13,633	\$14,037	Other Operation	nne				
Operations:		, ,,,,,,,	, ,	Vehicle Mecha					1
Internal -	Dedicated Service			General and A					2
Contract	- Dedicated Service	\$298,740	\$300,831	Other					_
Contract	- Non-Dedicated Service				BER OF EMPLO	OYEES			3
Contract	- Taxi Scrip								
Maintenance	(Vehicles & Facilities)	\$14,697	\$21,097	Union Amiliat	ions: Operator		IDE Local 11	E	
Fuel		\$25,840	\$30,285		Mechanio		IPE Local 11	5	
TOTAL OPE	RATING EXPENSES	\$352,910	\$366,250		Other (sp	becity).			
ODEDATING	REVENUES AND OTHER	ELINDING CONTRIBUT	IONE	Top Operator	•				
	ger Revenue	\$18,177	\$17,573	Top Mechanic	: Wage Rate: \$	29.67			
	perating Revenue	\$23,433	\$25,038	PERFORM	IANCE IND	<b>ICATORS</b>			
	ting Revenue	\$41,610	\$42,611	FINANCIAL				2012	2013
Federal Conf	•	<b>Ψ41,010</b>	Ψ42,011	R/C Ratio				12%	129
Provincial Co		\$43,564	\$43,564		g Cost / Capita			\$17.20	\$14.8
Municipal Co		\$267,736	\$280,075	Total Exp. / F				\$28.00	\$31.8
Other / Dona		Ψ201,100	Ψ200,010	-	Eligible Passeng	ıer		\$31.16	\$35.9
TOTAL		\$352,910	\$366,250	•	n Exp. / Passer	•		ψοσ	400.0
	DENOCO	<del>400_,0.10</del>	<del>+</del>		ated Service	igei		\$26.92	\$30.6
CAPITAL EXI					edicated Service	ce		*	7
Vehicles Pur					n Exp. / Hour ([		rvice)	\$68.71	\$68.5
Debt Servicir	•			OPERATING			-		
Other Capita	PITAL EXPENSES			Registrants /	Canita			0.0545	0.044
				Passengers	•			0.6961	0.525
	NDING SOURCES			Passengers	•			12.78	11.7
Transit Syste					/ Hour (Dedicate	ed Service)		2.57	2.2
Federal Conf					nger (Dedicated			4.47	4.5
Provincial Co					ed (Dedicated S	-		11.49	10.3
Municipal Co						,			
Other / Dona				DASSENG	ED DATA		ad Camdaa	Non Dad Co	mdaa
TOTAL CAP	ITAL FUNDING			PASSENG Ambulator		יט	ed. Service 5,541	Non-Ded. Se	rvice
				11	y r/Scooter Users		4,643		
				Attendants		•	1,314		
				Companio			1,514		
				Other (spe					
				TOTAL	cilieu)		11,498		
				LIGIAL			11,430		
							Veh	. Avg. Capac	city per Veh.
				VEHICLE D	DATA	Numb	er Pea		Ambulatory
				Non-Access	sible Cars			N/A	
				Accessible	Vans / Minivans	3			
				Small Buse	S		2	2 4	10
				Othor			4		1

TOTAL DED. VEHICLES

Vehicle maintenance responsibility: Municipality

Vehicle ownership:

Accessible taxis:

## **Rurlington**

Bariiii	gion					REGIS	STRANTS	Active	Total
Handi-Van	Handi-Van		oulation served:		172,774		chair/Scooter Users:	979	979
Contact:	Charlene Sharpe		vice area (km²):		98.0	Ambula		1,699	1,699
Title:	Supervisor of Transit Busines	ess services	mmunities served:		1 01/01/1975	Attenda			
Telephone:			vice began:	ombore:	01/01/1975	Compa			
Fax:	905-335-7878	Eligi	risory Committee me gibility Committee me		6	Other:		2.670	2 670
Email:	charlene.sharpe@burlington.	i.ca	,			Total:		2,678	2,678
Dedicated So	Serv. Operated by: 🔽 Transit S	system/Municipality	Non-Dedicated Se		_	Eligibil	- =	nable to Board	
	Private C	Contractor(s), number:	Taxi Scrip Program	m Available:			<b>✓</b> Ur	nable to Use	
	Private N	Non-Profit Org.					<b>✓</b> Of	ther Criteria	
VEHICLE KII	LOMETRES & HOURS	2012	2013	SERVICE H	OURS / SCHEDI	ULING			
	m Dedicated Service	301,921	317,860	Weekday:	0500 to	-	Sunday:	0700 to	2100
Tot. Veh. Km	m Dedicated Service	314,421	319,160	Saturday:	0700 to		Holiday:	0700 to	2100
Rev. Veh. Hr	Irs Dedicated Service	16,841	16,912	•			•	*	2.00
Tot. Veh. Hr	rs Dedicated Service	17,361	17,447		ooking notice:		30 day(s)		
Non-Dedicat	ted Service - Veh. Km.				otice for reservation		l8.0 hour(s)		
Non-Dedicat	ted Service - Veh. Hrs.			Reservations	s / Scheduling:	Fully	y Computerized		
PASSENGER				FARE STRU	CTURE				
Dedicated		46,376	44,341	Effective Dat	ite: 01/05/2013		Tickets/Cards		
Non-Dedic	cated Service	12,431	7,071		Cash		(unit price)	Monthly Pa	ass Fre
TOTAL PASS		58,807	51,412	Adult	\$3.25		\$2.70	\$95.00	_
Subscription	on / Pre-booked	50%	50%	Child	\$1.90		\$1.55		
Reservatio		49%	49%	Student	\$3.25		\$1.85	\$69.00	
On-Demar	nd / Day of trip	1%	1%	Senior	\$3.25		\$1.85	\$58.50	
Cancelled in	ı advance	3,437	3,829	Attendant					✓
	Cancelled at door	285	450	Companion	\$3.25				
Unaccommo		85	88	Other	GO Transit Co	ວ-fare \$.7	70		
Number of co	•			EMPLOYEE	: DATA		Full-time	Part-t	tima
OPERATING	•			Operators	DATA		8	3	
Administration		\$33,020	\$31,704	Other Operat	itions		2	·	
Operations:		T /	• • • •	Vehicle Mech			_	1	
•	- Dedicated Service	\$801,018	\$858,980		Administration		1		
	t - Dedicated Service	TT: /: :	Ŧ : : : /: :	Other	Administration				
	t - Non-Dedicated Service	\$80,645	\$58,862		MBER OF EMPLO	OVEES	11	4	
	t - Taxi Scrip	\$67,397	\$23,634					-	1
	e (Vehicles & Facilities)	\$213,212	\$134,090	Union Affilia	ations: Operator		CUPE Local 2723		
Fuel	, (10	\$96,007	\$111,655		Mechanic		CUPE Local 2723		
	ERATING EXPENSES	\$1,291,299	\$1,218,925		Other (sp	pecify):			
				Top Operator	or Wage Rate: \$	\$25.29			
	REVENUES AND OTHER FU			Top Mechani	nic Wage Rate: \$	\$31.41			
	nger Revenue	\$161,225	\$80,420	I PERFOR	MANCE INDI	ICATO	IRS		
	Operating Revenue	2404.005	****	FINANCIAL		ICA I C	'NG	2012	2012
•	ating Revenue	\$161,225	\$80,420	R/C Ratio				<b>2012</b> 12%	<b>2013</b> 7%
Federal Con			,		ing Cost / Capita	-		\$6.43	\$6.59
Provincial Co		24 400 074	24 400 505	Total Exp. /		1		\$0.43 \$21.96	\$0.58 \$23.7
Municipal Co		\$1,130,074	\$1,138,505	•	=				•
Other / Dona	ations	£4 204 200	\$4 040 00E	1	/ Eligible Passeng	-		\$22.58	\$24.6
TOTAL		\$1,291,299	\$1,218,925		tion Exp. / Passer	:nger		<b>#02.04</b>	<b>CO40</b>
CAPITAL EX			,	Non F	icated Service	•		\$23.94	\$24.9
Vehicles Pur	rchased	\$210,416	\$275,842	_	-Dedicated Service		ad Carrian)	\$11 91 \$63 05	\$11 67 \$63 31
Debt Servicii	ing		,	•	tion Exp. / Hour (I	Dedicate	3d Service)	\$63.95	\$63.32
Other Capita	al Expenses	\$170,480	,	OPERATING					
TOTAL CAP	PITAL EXPENSES	\$380,896	\$275,842		•			0.0186	0.015
CAPITAL FU	JNDING SOURCES		•	Passengers	•			0.3346	0.2976
Transit Syste			,		s / Registrant			17.99	19.20
Federal Con		\$380,896	,	_	s / Hour (Dedicate		•	2.75	2.62
Provincial Co		T?,	,		senger (Dedicated		•	6.51	7.1
Municipal Co			\$275,842	Average Sp	peed (Dedicated	Service)	1	17.93	18.79
Other / Dona			Ŧ -,-						
	PITAL FUNDING	\$380,896	\$275,842	PASSEN(	IGER DATA		Ded. Service	Non-Ded. Service	ce
				Ambulator	ry		27,320	6,74	48
* Other Fligihi'	ility Criteria: Elderly, cognitively	impaired and visually imp	paired persons may	Wheelch:	air/Scooter Users	.6	15 065	3.	23

\* Other Eligibility Criteria: Elderly, cognitively impaired and visually impaired persons may be eligible for the Handi-van service if they have a physical disability that prevents them from boarding a conventional public transit vehicle. Handi-van service is intended for those persons who, due to a functional limitation, cannot board, ride or disembark from a conventional transit bus. \* The 2013 ridership decrease was mainly caused by the discontinuation of the Taxi Scrip Program.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	27,320	6,748
Wheelchair/Scooter Users	15,065	323
Attendants	1,956	
Companions		
Other (specified)		
TOTAL	44,341	7,071

		Veh.	Avg. Capacity per Veh.		
VEHICLE DATA N	umber	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans / Minivans					
Small Buses	9	9	5	5	
Other					
TOTAL DED. VEHICLES	9	9	N/A	N/A	
Vehicle ownership:	Munici	pal Transit	System		
Vehicle maintenance responsibility: Accessible taxis:	Munici	pal Transit	System		

#### Caledon

Colodon Co	mmunitu Condoco		Denulation comed:		E0 460	REGISTI	RANTS	Active	Total
Contact: Title: Telephone:	mmunity Services Fay Davy Transportation Mar 905-951-2300 x204	=	Population served: Service area (km²): Communities served: Service began: Advisory Committee me	embers:	59,460 647.0 1 01/01/1988 N/A	Ambulato Attendan Compani	ts:	295	295
Fax: Email:	905-951-7911 fdavy@CCS4U.org		Eligibility Committee me		N/A	Other: Total:		295	295
	erv. Operated by:	Transit System/Municipality	Non-Dedicated Se	ervice. Co	ntractors:		y Criteria: U	nable to Board	
		Private Contractor(s), numbe				3		nable to Use	
	<b>✓</b>	Private Non-Profit Org.		_	_			ther Criteria	
	OMETRES & HOUR		2013		OURS / SCHED 0600 to	_	Cundou	0600 to	1400
	n Dedicated Servic ı Dedicated Service		355,951 355,951	Weekday:			Sunday:	0600 to	
	s Dedicated Service		12,691	Saturday:	0600 to	1800	Holiday:	0600 to	1800
	s Dedicated Service		12,691	Advanced bo	ooking notice:		7 day(s)		
	ed Service - Veh. Km	,	.2,00	Minimum not	tice for reservation	on: 48.	0 hour(s)		
	ed Service - Veh. Hrs			Reservations	s / Scheduling:	Fully 0	Computerized		
<b>PASSENGER</b>	DATA			FARE STRU	ICTURE				
Dedicated	Service	22,748	20,888	Effective Dat	te: 01/05/2009		Tickets/Cards		
Non-Dedica	ated Service				Cash		(unit price)	Monthly P	ass Free
<b>TOTAL PASS</b>	ENGERS	22,748	20,888	Adult	\$4.00				
Subscriptio	n / Pre-booked	37%	35%	Child					
Reservation	n	62%	64%	Student					
On-Deman	d / Day of trip	1%	1%	Senior	\$4.00				
Cancelled in	advance	2,217	2,477	Attendant					$\overline{\checkmark}$
No-shows / C	Cancelled at door	328	384	Companion					
Unaccommo	dated trips	507	663	Other	fare varies by	distance			
Number of co	omplaints			<b>EMPLOYEE</b>	DATA		Full-time	Part-	-time
OPERATING	EXPENSES			Operators				7	•
Administratio	n	\$46,182	\$61,885	Other Operat	tions			3	i
Operations:				Vehicle Mech	nanics				
	Dedicated Service	\$403,342	\$412,145	General and	Administration			3	i
	- Dedicated Service			Other					
	- Non-Dedicated Ser		***	TOTAL NUM	IBER OF EMPL	OYEES		13	3
	- Taxi Scrip	\$123	•	Union Affilia	tions: Operator	rs:			
	(Vehicles & Facilities				Mechani	cs:			
Fuel	RATING EXPENSES	\$48,052 <b>\$505,677</b>	\$54,655 <b>\$543,543</b>		Other (sp	pecify):			
TOTAL OPE	RATING EXPENSES	φουο,σ <i>ι ι</i>	<b>\$</b> 343,343	Top Operator	r Wage Rate:				
		THER FUNDING CONTRIBUT			ic Wage Rate:				
	ger Revenue	\$112,495	\$103,968	DEDEOD	MANCE IND	ICATOR			
	perating Revenue				MANCE IND	ICATOR	.5	2242	2010
-	ting Revenue	\$112,495	\$103,968	FINANCIAL				2012	2013
Federal Conf		****		R/C Ratio	ng Cost / Capita			22% \$6.61	19% \$7.39
Provincial Co		\$333,795		Total Exp. /				\$22.23	\$26.02
Municipal Co Other / Dona		\$27,736 \$31,651			Eligible Passen	nor		\$23.80	\$28.25
TOTAL	110115	\$505,677		-	ion Exp. / Passe	_		\$23.60	φ20.20
		\$303,077	Ψ3/1,233		cated Service	rigei		\$20.19	\$23.06
CAPITAL EX					Dedicated Service	ce		Ψ20.10	Ψ20.00
Vehicles Pur					ion Exp. / Hour (I		Service)	\$38.72	\$37.95
Debt Servicir Other Capita	•			OPERATING	3				
	ITAL EXPENSES			Registrants				0.0058	0.0050
				Passengers	•			0.3826	0.3513
-	NDING SOURCES				/ Registrant			65.56	70.81
Transit Syste					/ Hour (Dedicat	ed Service	)	1.93	1.65
Federal Cont Provincial Co					enger (Dedicate			14.15	17.04
Municipal Co				Average Sp	eed (Dedicated	Service)		27.29	28.05
Other / Dona				•					
	ITAL FUNDING			PASSEN	GER DATA		Ded. Service	Non-Ded. Servi	ice
				Ambulato			19,242		•
		sidents 60 years of age and old			air/Scooter Users	S	,		
to a long or she	ort term disability wit	h cognitive impairments attend	ing community	Attendant	·c		1 646		

to a long or short term disability, with cognitive impairments attending community programs and medical appointments. \* Fare Structure: One way fare is \$4.00 anywhere within the Town of Caledon, \$10.00 to Brampton, \$20.00 to Mississauga, Georgetown, Woodbridge and Newmarket, \$30.00 to Oakville and Toronto. \* We have 7 buses with ramps; five Ford 450 and two Ford 350; 6 buses out daily on weekdays, 1 bus out daily on weekends and holidays. \* Clients are travelling further distances, higher awareness and need of services to clients that reside in the northern part of Caledon. Ridership has declined but need of those registered has increased.

	Veh. Avg. C	apacity per Veh.
TOTAL	20,888	
Other (specified)		
Companions		
Attendants	1,646	
Wheelchair/Scooter Users		
7 till balatory	10,212	

VEHICLE DATA  Non-Accessible Cars  Accessible Vans / Minivans	Number	Peak	Wheelchair N/A	Ambulatory
Small Buses Other	7	6	3	10
TOTAL DED. VEHICLES	7	6	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibilit Accessible taxis:		ofit Organi ofit Organi		

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2013 Operating Data Page 10 Chapleau REGISTRANTS Active Total Chapleau Handi Transit 2.072 Population served: Wheelchair/Scooter Users: Service area (km²): 13.5 Ambulatory: Contact: Les Jones Communities served: Title: Treasurer Attendants: Service began: 01/01/1973 Telephone: 705-864-1330 Companions: Advisory Committee members: 5 705-864-1824 Other: Fax: Eligibility Committee members: N/A Email: jonesl@chapleau.ca Total: Dedicated Serv. Operated by: 🗸 Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: Unable to Use ✓ Other Criteria Private Non-Profit Org. SERVICE HOURS / SCHEDULING **VEHICLE KILOMETRES & HOURS** 2012 2013 0845 to 1445 Rev. Veh. Km. - Dedicated Service Weekday: Sunday: to Tot. Veh. Km. - Dedicated Service Saturday: to Holiday: Rev. Veh. Hrs. - Dedicated Service 1,313 1,313 Advanced booking notice: 1 day(s) Tot. Veh. Hrs. - Dedicated Service 1,313 1,313 Minimum notice for reservation: 0.0 hour(s) Non-Dedicated Service - Veh. Km. Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 2,311 2,379 Effective Date: 01/01/2004 Tickets/Cards (unit price) Free Non-Dedicated Service Cash **Monthly Pass TOTAL PASSENGERS** 2,311 2,379 Adult \$3.50 Subscription / Pre-booked 0% 0% Child \$1.00 Reservation 0% 0% Student \$3.50 On-Demand / Day of trip 0% 0% Senior \$2.50 Cancelled in advance Attendant \$3.50 Companion \$3.50 No-shows / Cancelled at door Other Unaccommodated trips Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators Administration Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration Contract - Dedicated Service \$40.736 \$40,280 Other Contract - Non-Dedicated Service TOTAL NUMBER OF EMPLOYEES Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$29,539 \$26,726 Mechanics: **CUPE Local 887** Other (specify): **TOTAL OPERATING EXPENSES** \$70,275 \$67,006 Top Operator Wage Rate: **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$30.27 Passenger Revenue \$5,760 \$5,554 PERFORMANCE INDICATORS Other Operating Revenue FINANCIAL 2013 2012 **Total Operating Revenue** \$5,760 \$5,554 Federal Contributions R/C Ratio 8% 8% Net Operating Cost / Capita \$31.14 \$29.66 **Provincial Contributions** \$19,869 \$18,614 **Municipal Contributions** \$44,646 \$42,838 Total Exp. / Passenger \$30.41 \$28.17 Other / Donations Total Exp. / Eligible Passenger \$30.41 \$28.17 **TOTAL** \$70,275 \$67,006 Transportation Exp. / Passenger \$30.41 \$28 17 **Dedicated Service CAPITAL EXPENSES** Non-Dedicated Service Vehicles Purchased \$70,616 Transportation Exp. / Hour (Dedicated Service) \$53.52 \$51.03 Debt Servicing OPERATING 1.1482 C 1.81

TOTAL CAPITAL EXPENSES	\$70,616	Registrants / Capita Passengers / Capita	1.1154		
CAPITAL FUNDING SOURCES Transit System Federal Contributions Provincial Contributions Municipal Contributions	\$70,616	Passengers / Registrant Passengers / Hour (Dedicated Se Kms / Passenger (Dedicated Sen Average Speed (Dedicated Service)	1.76		
Other / Donations TOTAL CAPITAL FUNDING	\$70,616	PASSENGER DATA Ambulatory	Ded. Service 2.379	Non-Ded. Service	
* Other Eligibility Criteria: Seniors and persons with disabilities.		Wheelchair/Scooter Users Attendants Companions	2,010		

Other (specified) TOTAL

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

2,379

Chatham

Onath						REGIST	TRANTS	Active	Total
CK Transit C	Chatham Accessible Service		pulation served:		45,000	Wheeld	chair/Scooter Users:	538	538
Contact:	Jan Metcalfe		rvice area (km²):		30.9	Ambula	itory:	488	488
Title:	Engineering Technologist		mmunities served:		1	Attenda	ints:	490	490
Telephone:	519-360-1998 x3301		rvice began:		01/04/1973	Compa	nions:		
Fax:	519-436-3240		visory Committee me gibility Committee me		N/A N/A	Other:			
Email:	janm@chatham-kent.ca	LII	gibility Committee me	enibers.	IN/A	Total:		1,516	1,516
Dedicated Se	erv. Operated by: 🔲 Transit	System/Municipality	Non-Dedicated Se	ervice: Con	tractors:	Eligibil	ity Criteria: 🗸 🗸	Jnable to Board	
	✓ Private	Contractor(s), number: 1	Taxi Scrip Progra	m Available:			<b>✓</b> (	Jnable to Use	
		Non-Profit Org.					=	Other Criteria	
	i iivate	Non-i Tolit Org.						other Ontena	
VEHICLE KIL	OMETRES & HOURS	2012	2013	SERVICE HO	URS / SCHEDI	JLING			
Rev. Veh. Kn	m Dedicated Service	135,435		Weekday:	0800 to	1800	Sunday:	0900 to	1700
Tot. Veh. Km	n Dedicated Service	135,435		Saturday:	0800 to	1800	Holiday:	to	)
Rev. Veh. Hr	rs Dedicated Service	3,704	3,711	^ -ll l			4 -1/->		
	s Dedicated Service	3,704	3,711	Advanced boo	oking notice: se for reservation	n. 2/	1 day(s)		
	ed Service - Veh. Km.			Reservations		Manı	4.0 hour(s)		
	ed Service - Veh. Hrs.				•	IVIAIII	uai		
PASSENGER				FARE STRUC					
Dedicated		26,260	26,997	Effective Date			Tickets/Cards		_
	ated Service			A .1 .11	Cash		(unit price)	Monthly P	ass Fre
TOTAL PASS		26,260	26,997	Adult	\$3.00		\$3.00		_
•	on / Pre-booked	0%	0%	Child	\$3.00		\$3.00		<u> </u>
Reservation		100%	100%	Student	\$3.00		\$3.00		<u> </u>
On-Deman	nd / Day of trip	0%	0%	Senior	\$3.00		\$3.00		<u> </u>
Cancelled in		8	185	Attendant	***		40.00		<u>~</u>
No-shows / C	Cancelled at door	35	60	Companion	\$3.00		\$3.00		
Unaccommo	•			Other					
Number of co	•			EMPLOYEE [	DATA		Full-time	Part-	-time
OPERATING				Operators					
Administratio	n	\$10,855	\$11,009	Other Operation	ons				
Operations:				Vehicle Mecha	nics				
	Dedicated Service	****	A 400 =00	General and A	dministration				
	- Dedicated Service	\$492,934	\$432,786	Other					
	- Non-Dedicated Service			TOTAL NUME	BER OF EMPLO	OYEES			
	- Taxi Scrip			Union Affiliati	ions: Operator	s:			
Fuel	(Vehicles & Facilities)	\$22,040	\$21,582		Mechanio	cs:			
	RATING EXPENSES	\$525,829	\$465,377		Other (sp	ecify):			
TOTAL OF L	KATING EXI ENGES	ψ020,023	ψ+00,011	Top Operator	Wage Rate:				
OPERATING	REVENUES AND OTHER F			Top Mechanic	Wage Rate:				
	ger Revenue	\$60,388	\$53,461	LDEDEORN	IANCE IND	CATO	DC		
	perating Revenue				IANCE INDI	CAIU	KS	0040	0040
-	ting Revenue	\$60,388	\$53,461	FINANCIAL				2012	2013
Federal Conf				R/C Ratio	. 0			11%	119
Provincial Co			\$144,975		g Cost / Capita			\$10.34 \$20.02	\$9.15 \$17.24
Municipal Co		\$465,441	\$266,941	Total Exp. / F	<del>-</del>			*	•
Other / Dona	itions	<b>\$505.000</b>	£40E 077	•	ligible Passeng			\$24.18	\$20.20
TOTAL		\$525,829	\$465,377		n Exp. / Passer	nger		£10.61	¢46.0
CAPITAL EX					ated Service edicated Servic			\$19.61	\$16.8
Vehicles Pur					n Exp. / Hour ([		d Service)	\$139.03	\$122.4
Debt Servicir	•			•	II Exp. / Hour (E	oculcato	a ocivioc)	ψ100.00	Ψ122
Other Capita				OPERATING	Canita			0.0270	0.033
TOTAL CAP	PITAL EXPENSES			Registrants /				0.0378	0.033
CAPITAL FU	NDING SOURCES			Passengers /	-			0.5836 15.42	0.599 17.8
Transit Syste	∍m			Passengers /	Hour (Dedicate	od Consid	20)	7.09	7.2
Federal Conf	tributions				nger (Dedicated		•	5.16	1.2
Provincial Co	ontributions				ed (Dedicated S		•)	36.56	
Municipal Co				Average ope	ed (Dedicated (	Jei vice)		30.30	
Other / Dona									
TOTAL CAP	PITAL FUNDING			PASSENG			Ded. Service	Non-Ded. Servi	ice
*In 2012 the a	service provider was released	from contrast at their resu	ant Ctatistical	Ambulatory			22,965		
	annual vehicle kilometres ha				r/Scooter Users		4.000		
	ecember 2013 only.	ve been provided by the in	ICITII SCI VICC	Attendants			4,032		
	• •			Companior					
				Other (spec	uneu)		26,997		
				II IOIAL			20,331		

		Veh.	Avg. Capacity per Veh.				
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory			
Non-Accessible Cars			N/A				
Accessible Vans / Minivans							
Small Buses	4	4	5	4			
Other							
TOTAL DED. VEHICLES	4	4	N/A	N/A			
Vehicle ownership:	Contract	Contracted Operator					
Vehicle maintenance responsibility: Accessible taxis:	Contract	ed Opera	tor				

Cobourg

Wheels	Po	pulation served:		18,519	Wheelchair/S		s: 225	225
Contact: David O'Neil	Se	ervice area (km²):		13.0	Ambulatory:	booter oser.	196	196
Title: Senior Financial Analysi	Co	ommunities served:		1	Attendants:		74	74
Telephone: 905-372-8944 x4210	Se	ervice began:		01/01/1984	Companions:			
Fax: 905-372-7421		lvisory Committee me		8	Other:		4	4
Email: doneil@cobourg.ca	Eli	igibility Committee me	embers:	1	Total:		499	499
	neit System/Municipality	Non-Dedicated Se	onvice: 🗸 Cont	ractore: 1	Eligibility Cri	toria:	Unable to Board	
Dedicated Serv. Operated by:   Tra				iaciois. I	Eligibility Cri			
<b>✓</b> Priv	ate Contractor(s), number: 1	Taxi Scrip Prograr	m Available: 🔲			✓	Unable to Use	
Priv	rate Non-Profit Org.						Other Criteria	
	<u>-</u>							
VEHICLE KILOMETRES & HOURS	2012	2013	SERVICE HOU					
Rev. Veh. Km Dedicated Service	30,328	29,393	Weekday:	0615 to	1945	Sunday:		1600
Tot. Veh. Km Dedicated Service	30,328	29,393	Saturday:	0815 to	1845	Holiday:	1115 to	1715
Rev. Veh. Hrs Dedicated Service	1,913	1,914	Advanced book	king notice:	day	(c)		
Tot. Veh. Hrs Dedicated Service	1,913	1,914	Minimum notic					
Non-Dedicated Service - Veh. Km.			Reservations /			mputerized	ı	
Non-Dedicated Service - Veh. Hrs.				•	r artially of	mpatomzou		
PASSENGER DATA	4.000	4.070	FARE STRUC		Tial	rata/Carda		
Dedicated Service	4,830	4,972	Effective Date:			ets/Cards	Manthly Da	
Non-Dedicated Service TOTAL PASSENGERS	4,099	4,829	A duit	Cash	(0	nit price)	Monthly Pas	ss Fre
	8,929	9,801	Adult	\$2.00		\$1.60	\$60.00	
Subscription / Pre-booked	0%	15%	Child	\$2.00		\$1.60	\$50.00	H
Reservation	0%	5%	Student	\$2.00		\$1.60	\$50.00	H
On-Demand / Day of trip	0%	80%	Senior	\$2.00		\$1.60	\$30.00	
Cancelled in advance	585	1,053	Attendant					$\overline{\mathbf{Z}}$
No-shows / Cancelled at door	376	426	Companion	\$2.00		\$1.60	\$50.00	
Unaccommodated trips	274	337	Other					
Number of complaints	121	115	EMPLOYEE D	ATA		Full-tin	ne Part-ti	me
OPERATING EXPENSES			Operators					
Administration			Other Operatio	ns				
Operations:			Vehicle Mecha					
Internal - Dedicated Service			General and A	dministration				
Contract - Dedicated Service	\$91,615	\$92,564	Other					
Contract - Non-Dedicated Service	\$48,431	\$57,844	TOTAL NUMB	ER OF EMPLO	OYEES			
Contract - Taxi Scrip		\$31	Union Affiliation	ons: Onerator	2.			
Maintenance (Vehicles & Facilities)			Onion Annati	Mechanic				
Fuel				Other (sp				
TOTAL OPERATING EXPENSES	\$140,045	\$150,439	T		CONTY).			
OPERATING REVENUES AND OTHE	R FUNDING CONTRIBUTION	NS	Top Operator V					
Passenger Revenue	\$17,858	\$14,288	Top Mechanic	wage Rate:				
Other Operating Revenue	ψ17,000	Ψ11,200	PERFORM	<b>ANCE INDI</b>	CATORS			
Total Operating Revenue	\$17,858	\$14,288	FINANCIAL				2012	2013
Federal Contributions	Ψ17,000	ψ14,200	R/C Ratio				13%	9%
Provincial Contributions				Cost / Capita			\$6.79	\$7.35
Municipal Contributions	\$122,187	\$136,151	Total Exp. / P	assenger			\$15.68	\$15.35
Other / Donations	Ψ122,107	Ψ100,101		ligible Passeng	er		\$15.68	\$15.35
TOTAL	\$140,045	\$150,439		n Exp. / Passer			Ψ10.00	Ψ10.00
	<b>4.10,0.10</b>	<b>V.00,.00</b>	•	ted Service	igoi		\$18.97	\$18.62
CAPITAL EXPENSES				edicated Service	e		\$11.82	\$11.98
Vehicles Purchased				n Exp. / Hour ([		ce)	\$47.88	\$48.36
Debt Servicing			OPERATING				,	
Other Capital Expenses			Registrants /	Canita			0.0347	0.0270
TOTAL CAPITAL EXPENSES			Passengers /				0.4961	0.5292
CAPITAL FUNDING SOURCES			Passengers /	-			14.31	19.64
Transit System				Hour (Dedicate	d Service)		2.52	2.60
Federal Contributions				nger (Dedicated	-		6.28	5.91
					0011100			15.36
Provincial Contributions					Service)		15.85	10.00
Municipal Contributions				ed (Dedicated S	Service)		15.85	
Municipal Contributions Other / Donations			Average Spee	ed (Dedicated S				
Municipal Contributions			Average Spee	ed (Dedicated S		. Service	Non-Ded. Service	
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	for the equippe in 2012		Average Spee	ed (Dedicated S	Ded	. <b>Service</b> 4,972		
Municipal Contributions Other / Donations	s for the service in 2013.		Average Spee	ed (Dedicated S	Ded		Non-Ded. Service	
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	s for the service in 2013.		PASSENGI Ambulatory Wheelchain Attendants	ER DATA //Scooter Users	Ded		Non-Ded. Service	
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	s for the service in 2013.		PASSENGI Ambulatory Wheelchain Attendants Companion	ed (Dedicated S  ER DATA  //Scooter Users	Ded		Non-Ded. Service	
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	s for the service in 2013.		PASSENGI Ambulatory Wheelchair. Attendants Companion Other (spec	ER DATA //Scooter Users	Ded	4,972	Non-Ded. Service 4,829	9
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	s for the service in 2013.		PASSENGI Ambulatory Wheelchain Attendants Companion	ER DATA //Scooter Users	Ded		Non-Ded. Service	9
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	s for the service in 2013.		PASSENGI Ambulatory Wheelchair. Attendants Companion Other (spec	ER DATA //Scooter Users	Ded	4,972	Non-Ded. Service 4,829	9
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	s for the service in 2013.		PASSENGI Ambulatory Wheelchair. Attendants Companion Other (spec	ER DATA //Scooter Users	Ded	4,972 <b>4,972</b>	Non-Ded. Service 4,829 4,829	e •
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	s for the service in 2013.		PASSENGI Ambulatory Wheelchair. Attendants Companion Other (spec	ER DATA //Scooter Users is	Ded	4,972 4,972 Veh.	Non-Ded. Service 4,829 4,829 Avg. Capacity p	e Der Veh.
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	s for the service in 2013.		PASSENG Ambulatory Wheelchair. Attendants Companion Other (spec	ER DATA //Scooter Users is ciffied)	Ded	4,972 4,972 Veh.	Non-Ded. Service 4,829 4,829 Avg. Capacity p	e Der Veh.
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	s for the service in 2013.		PASSENGI Ambulatory Wheelchair. Attendants Companion Other (spec TOTAL	ER DATA //Scooter Users is ciffied)	Ded	4,972 4,972 Veh. Peak	Avg. Capacity p Wheelchair N/A	e Der Veh.
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	s for the service in 2013.		PASSENGI Ambulatory Wheelchair. Attendants Companion Other (spec TOTAL	ER DATA //Scooter Users is sified)  ATA ible Cars /ans / Minivans	Ded	4,972  4,972  Veh. Peak	Avg. Capacity p Wheelchair N/A 1	er Veh.
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	s for the service in 2013.		PASSENGI Ambulatory Wheelchair Attendants Companion Other (spec TOTAL  VEHICLE D Non-Access Accessible N	ER DATA //Scooter Users is sified)  ATA ible Cars /ans / Minivans	Ded Number	4,972  4,972  Veh. Peak	Avg. Capacity p Wheelchair N/A 1	er Veh. nbulatory
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	s for the service in 2013.		PASSENGI Ambulatory Wheelchair. Attendants Companion Other (spec TOTAL  VEHICLE D. Non-Access Accessible \ Small Buses Other	ER DATA //Scooter Users is sified)  ATA ible Cars /ans / Minivans	Ded Number	4,972  4,972  Veh. Peak  1	Avg. Capacity p Wheelchair N/A 1 3	er Veh. nbulatory
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	s for the service in 2013.		PASSENGI Ambulatory Wheelchair Attendants Companion Other (spec TOTAL  VEHICLE D. Non-Access Accessible \ Small Buses Other TOTAL DEC	ER DATA  //Scooter Users is sified)  ATA ible Cars /ans / Minivans is coordinates  AND CARROLLES  D. VEHICLES	Number 1	4,972  4,972  Veh. Peak  1 1 2 2	Avg. Capacity p Wheelchair N/A 1 3 N/A N/A	per Veh. mbulatory 2 5 N/A
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING	s for the service in 2013.		PASSENGI Ambulatory Wheelchair. Attendants Companion Other (spector) TOTAL  VEHICLE D. Non-Access Accessible \ Small Buses Other TOTAL DEE Vehicle owne	ER DATA  //Scooter Users is sified)  ATA ible Cars /ans / Minivans is coordinates  AND CARROLLES  D. VEHICLES	Number 1	4,972  4,972  Veh. Peak  1 1 2	Avg. Capacity pure North N/A 1 3 N/A N/A vstem; Van - Private C	per Veh. mbulatory 2 5 N/A

N/A

## Cochrane

Accessible T	ransit	Po	pulation served:		5,340	Wheelchair/Scooter Us	sers: 39	39
Contact:	Jeannine Morrison		rvice area (km²):		539.0	Ambulatory:	78	78
Title:	Reception Clerk		mmunities served:		1	Attendants:	-	
Telephone:	705-272-4361 x221		rvice began:		01/01/1993	Companions:		
Fax:	705-272-6068		lvisory Committee me		10	Other:		
Email:	jeannine.morrison@	cochrane ontario.com	gibility Committee me	embers:	10	Total:	117	117
Dedicated Se	erv. Operated by:	Fransit System/Municipality	Non-Dedicated Se	ervice: 🗹 Cont	ractors: 1	Eligibility Criteria:	Unable to Board	
		Private Contractor(s), number:	Taxi Scrip Program	m Available:		<b>.</b>	Unable to Use	
			1 UNI COMP			_ 		
	<u></u> □ '	Private Non-Profit Org.				<u>N</u>	✓ Other Criteria	
VEHICLE KILO	OMETRES & HOURS	2012	2013	SERVICE HOL	JRS / SCHEDI	JLING		
	n Dedicated Service			Weekday:	to	Sunday	<i>y</i> : t	to
Tot. Veh. Km.	Dedicated Service			Saturday:	to	Holiday		to
Rev. Veh. Hrs	s Dedicated Service			,			•	
	Dedicated Service			Advanced book Minimum notic		day(s) n: 0.0 hour(s)		
	ed Service - Veh. Km.			Reservations /		11. U.U 110ur(3)		
	ed Service - Veh. Hrs.				•			
PASSENGER Dedicated S				FARE STRUC		Tickets/Core	.i	
Dedicated S Non-Dedica		3 /15	3 721	Effective Date:		Tickets/Card (unit price)		Dana Fra
TOTAL PASSI		3,415 <b>3,415</b>	3,721 <b>3,721</b>	Adult	<b>Cash</b> \$5.50	\$5.50	Monthly I	Pass Fre
	n / Pre-booked	3,415 0%	<b>3,721</b> 0%	Child				
Reservation		0%	0%	Student	\$5.50 \$5.50	\$5.50 \$5.50		H
	d / Day of trip	100%	100%	Senior	\$5.50 \$5.50	\$5.50 \$5.50		H
				Attendant	φυ.υυ	ψυ.υυ		H
Cancelled in a				Companion				H
Unaccommod	cancelled at door			Other				_
Number of co							_	_
OPERATING I	•			EMPLOYEE D	ATA	Full-	time Par	t-time
Administration		\$7,359	\$9,600	Operators				
Operations:	.I	φ1,333	φ <del>υ</del> ,υυυ	Other Operatio				
•	Dedicated Service			Vehicle Mecha General and A				
	- Dedicated Service			Other	ulliiiiisiiaiion			
	- Non-Dedicated Service	ce \$31,832	\$28,744	TOTAL NUMB	ER OF EMPLO	OVEES		
	- Taxi Scrip	. ,	• •					
	(Vehicles & Facilities)			Union Affiliation				
Fuel	`				Mechanic			
	RATING EXPENSES	\$39,191	\$38,344		Other (sp	ecity):		
TOTAL OPER		* /			Nage Rate:			
		• •	ie	Top Operator V	•			
OPERATING I	REVENUES AND OTI	HER FUNDING CONTRIBUTION		Top Operator V Top Mechanic	•			
OPERATING I	REVENUES AND OTI	• •	<b>NS</b> \$21,017		Wage Rate:	CATORS		
OPERATING I Passeng Other Op	REVENUES AND OTI ger Revenue perating Revenue	HER FUNDING CONTRIBUTION \$19,401	\$21,017	Top Mechanic	Wage Rate:	CATORS	2012	2013
OPERATING I Passeng Other Op Total Operati	REVENUES AND OTI ger Revenue perating Revenue ting Revenue	HER FUNDING CONTRIBUTION		Top Mechanic PERFORM	Wage Rate:	CATORS	<b>2012</b> 50%	<b>2013</b> 55%
OPERATING I Passeng Other Op Total Operati Federal Contr	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions	HER FUNDING CONTRIBUTION \$19,401 \$19,401	\$21,017 <b>\$21,017</b>	Top Mechanic  PERFORM  FINANCIAL  R/C Ratio	Wage Rate:	CATORS		
OPERATING I Passeng Other Op Total Operati	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions	HER FUNDING CONTRIBUTION \$19,401	\$21,017	Top Mechanic  PERFORM  FINANCIAL  R/C Ratio	Wage Rate:  ANCE INDI  Group Cost / Capita	CATORS	50%	55%
OPERATING I Passeng Other Op Total Operati Federal Contr Provincial Co	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions ontributions	HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843	\$21,017 <b>\$21,017</b> \$12,995	Top Mechanic  PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P	Wage Rate:  ANCE INDI  Group Cost / Capita		50% \$4.19	55% \$3.24
OPERATING I Passeng Other Operati Total Operati Federal Contr Provincial Co Municipal Cou	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions ontributions	HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843	\$21,017 <b>\$21,017</b> \$12,995	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / El	Wage Rate:  ANCE INDI  G Cost / Capita assenger	er	50% \$4.19 \$11.48	55% \$3.24 \$10.30
OPERATING I Passeng Other Operative Federal Control Provincial Co Municipal Co Other / Donat TOTAL	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions entributions ntributions tions	### HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843 \$4,947	\$21,017 <b>\$21,017</b> \$12,995 \$4,332	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / EI Transportation	Wage Rate:  ANCE INDI  G Cost / Capita assenger igible Passeng	er	50% \$4.19 \$11.48	55% \$3.24 \$10.30
OPERATING I Passeng Other Operative Federal Context Provincial Context Municipal Context Other / Donate TOTAL CAPITAL EXP	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions ntributions tions	### HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843 \$4,947	\$21,017 <b>\$21,017</b> \$12,995 \$4,332	Top Mechanic  PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / E Transportatior Dedica Non-De	Wage Rate:  ANCE INDI  G Cost / Capita assenger ligible Passeng Exp. / Passer ted Service edicated Service	er nger se	50% \$4.19 \$11.48	55% \$3.24 \$10.30
OPERATING I Passeng Other Operati Federal Contr Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXP Vehicles Purc	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions ntributions tions PENSES chased	### HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843 \$4,947	\$21,017 <b>\$21,017</b> \$12,995 \$4,332	Top Mechanic  PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / E Transportatior Dedica Non-De	Wage Rate:  ANCE INDI  G Cost / Capita assenger ligible Passeng Exp. / Passer ted Service edicated Service	er nger	50% \$4.19 \$11.48 \$11.48	55% \$3.24 \$10.30 \$10.30
OPERATING I Passeng Other Op Total Operati Federal Conte Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions ntributions tions PENSES chased	### HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843 \$4,947	\$21,017 <b>\$21,017</b> \$12,995 \$4,332	Top Mechanic  PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / E Transportatior Dedica Non-De	Wage Rate:  ANCE INDI  G Cost / Capita assenger ligible Passeng Exp. / Passer ted Service edicated Service	er nger se	50% \$4.19 \$11.48 \$11.48	55% \$3.24 \$10.30 \$10.30
OPERATING I Passeng Other Op Total Operati Federal Conte Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXP Vehicles Purc Debt Servicin Other Capital	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions ntributions tions PENSES chased	### HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843 \$4,947	\$21,017 <b>\$21,017</b> \$12,995 \$4,332	Top Mechanic  PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / E Transportation Dedica Non-De Transportatior	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passeng Exp. / Passer ted Service edicated Service at Exp. / Hour (E	er nger se	50% \$4.19 \$11.48 \$11.48	55% \$3.24 \$10.30 \$10.30
OPERATING I Passeng Other Op Total Operati Federal Conte Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES	### HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843 \$4,947	\$21,017 <b>\$21,017</b> \$12,995 \$4,332	Top Mechanic  PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / E Transportatior Dedica Non-De Transportatior OPERATING	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passeng n Exp. / Passer ted Service edicated Service n Exp. / Hour (E	er nger se	50% \$4.19 \$11.48 \$11.48 \$9.32	55% \$3.24 \$10.30 \$10.30
OPERATING I Passeng Other Op Total Operati Federal Conte Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN CAPITAL FUN	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES NDING SOURCES	### HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843 \$4,947	\$21,017 <b>\$21,017</b> \$12,995 \$4,332	Top Mechanic  PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / E Transportatior Dedica Non-De Transportatior OPERATING Registrants / 0	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passeng n Exp. / Passer ted Service edicated Service capita Capita Capita	er nger se	50% \$4.19 \$11.48 \$11.48 \$9.32	55% \$3.24 \$10.30 \$10.30 \$7.72
OPERATING I Passeng Other Op Total Operati Federal Conte Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXP Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN Transit System	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased ag I Expenses ITAL EXPENSES NDING SOURCES	### HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843 \$4,947	\$21,017 <b>\$21,017</b> \$12,995 \$4,332	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / EI Transportation Dedica Non-De Transportatior OPERATING Registrants / ( Passengers / Passengers / Passengers / Passengers /	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passengen Exp. / Passer ted Service edicated Service edicated Service capita Capita Capita Registrant Hour (Dedicate	er nger de Dedicated Service) ed Service)	50% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0218 0.6968
OPERATING I Passeng Other Operative Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Control	REVENUES AND OTI ger Revenue perating Revenue ributions intributions intributions titions  PENSES chased ing I Expenses ITAL EXPENSES im iributions	### HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843 \$4,947	\$21,017 <b>\$21,017</b> \$12,995 \$4,332	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / EI Transportation Dedica Non-De Transportatior OPERATING Registrants / ( Passengers / Passengers / Passengers / Kms / Passer	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passengen texp. / Passer ted Service edicated Service edicated Service capita Capita Capita Registrant Hour (Dedicated ager (Dedicated	er nger de Dedicated Service) ed Service)	50% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0218 0.6968
OPERATING I Passeng Other Op Total Operati Federal Contr Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Contr Provincial Co	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ting Revenue ting the ting ting ting the ting ting ting ting ting ting ting ting	### HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843 \$4,947	\$21,017 <b>\$21,017</b> \$12,995 \$4,332	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / EI Transportation Dedica Non-De Transportatior OPERATING Registrants / ( Passengers / Passengers / Passengers / Kms / Passer	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passengen Exp. / Passer ted Service edicated Service edicated Service capita Capita Capita Registrant Hour (Dedicate	er nger de Dedicated Service) ed Service)	50% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0218 0.6968
OPERATING I Passeng Other Operative Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Control	REVENUES AND OTI ger Revenue perating Revenue ributions ontributions intributions titions  PENSES chased ag a l Expenses ITAL EXPENSES ITAL EXPENSES im ributions ontributions intributions	### HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843 \$4,947	\$21,017 <b>\$21,017</b> \$12,995 \$4,332	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / EI Transportation Dedica Non-De Transportatior OPERATING Registrants / ( Passengers / Passengers / Passengers / Kms / Passer	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passengen texp. / Passer ted Service edicated Service edicated Service capita Capita Capita Registrant Hour (Dedicated ager (Dedicated	er nger de Dedicated Service) ed Service)	50% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0218 0.6968
OPERATING I Passeng Other Op Total Operati Federal Control Provincial Co Municipal Co Other / Donat TOTAL  CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI  CAPITAL CAPI  CAPITAL Syste Federal Control Provincial Co Municipal Co Other / Donat	REVENUES AND OTI ger Revenue perating Revenue ributions ontributions intributions titions  PENSES chased ag a l Expenses ITAL EXPENSES ITAL EXPENSES im ributions ontributions intributions	### HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843 \$4,947	\$21,017 <b>\$21,017</b> \$12,995 \$4,332	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / EI Transportation Dedica Non-De Transportatior OPERATING Registrants / ( Passengers / Passengers / Passengers / Kms / Passer	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passengen Exp. / Passer ted Service edicated Service capita Capita Capita Registrant Hour (Dedicated ger (Dedicated Service) ed (Dedicated Service)	er nger de Dedicated Service) ed Service)	\$0% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232 29.96	55% \$3.24 \$10.30 \$10.30 \$7.72 0.021s 0.6968 31.80
OPERATING I Passeng Other Op Total Operati Federal Contr Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Contr Provincial Co Municipal Co Other / Donat TOTAL CAPI	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES mributions ontributions ontributions intributions intributions intributions intributions ontributions intributions itions ITAL FUNDING	### ### ##############################	\$21,017 \$21,017 \$12,995 \$4,332 \$38,344	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / EI Transportation Dedica Non-De Transportatior OPERATING Registrants / / Passengers / Passengers / Passengers / Average Spec	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passengen ted Service edicated Service edicated Service capita Capita Capita Registrant Hour (Dedicated ed (Dedicated Service) ded (Dedicated Service) ER DATA	er nger Dedicated Service) ed Service) I Service) Service)	50% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232 29.96	55% \$3.24 \$10.30 \$10.30 \$7.72 0.021s 0.6968 31.80
OPERATING I Passeng Other Operative Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPI * A taxi service	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES mributions ontributions ontributions intributions intributions intributions intributions ontributions intributions itions ITAL FUNDING	### HER FUNDING CONTRIBUTION \$19,401 \$19,401 \$14,843 \$4,947	\$21,017 \$21,017 \$12,995 \$4,332 \$38,344	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / EI Transportation Dedica Non-De Transportatior OPERATING Registrants / 0 Passengers / Passengers / Fassengers / Kms / Passer Average Spee	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passengen ted Service edicated Service edicated Service capita Capita Capita Registrant Hour (Dedicated ed (Dedicated Service) ded (Dedicated Service) ER DATA	er nger de Dedicated Service) ed Service) I Service) Service) Ded. Service	50% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232 29.96	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0218 0.6966 31.80
OPERATING I Passeng Other Op Total Operati Federal Contr Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Contr Provincial Co Municipal Co Other / Donat TOTAL CAPI	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES mributions ontributions ontributions intributions intributions intributions intributions ontributions intributions itions ITAL FUNDING	### ### ##############################	\$21,017 \$21,017 \$12,995 \$4,332 \$38,344	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / EI Transportatior Dedica Non-De Transportatior OPERATING Registrants / O Passengers / Passengers / Passengers / Average Spec	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passeng h Exp. / Passer ted Service edicated Service capita Capita Capita Registrant Hour (Dedicate ger (Dedicated ded (Dedicated Service) ER DATA	er nger de Dedicated Service) ed Service) I Service) Service) Ded. Service	50% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232 29.96	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0218 0.6966 31.80
OPERATING I Passeng Other Operative Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPI * A taxi service	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES mributions ontributions ontributions intributions intributions intributions intributions ontributions intributions itions ITAL FUNDING	### ### ##############################	\$21,017 \$21,017 \$12,995 \$4,332 \$38,344	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / EI Transportation Dedica Non-De Transportatior OPERATING Registrants / O Passengers / Passengers / Passengers / Passengers / Passengers / Average Spee	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passeng n Exp. / Passer ted Service edicated Service n Exp. / Hour (I)  Capita Capita Capita Registrant Hour (Dedicated ger (Dedicated ded (Dedicated Service) ER DATA	er nger de Dedicated Service) ed Service) I Service) Service) Ded. Service	50% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232 29.96	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0218 0.6966 31.80
OPERATING I Passeng Other Operative Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPI * A taxi service	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES mributions ontributions ontributions intributions intributions intributions intributions ontributions intributions itions ITAL FUNDING	### ### ##############################	\$21,017 \$21,017 \$12,995 \$4,332 \$38,344	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P. Total Exp. / E. Transportation Dedica Non-De Transportatior OPERATING Registrants / Passengers / Passengers / Passengers / Average Spee  PASSENGI Ambulatory Wheelchain Attendants Companion Other (spee	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passeng n Exp. / Passer ted Service edicated Service n Exp. / Hour (I)  Capita Capita Capita Registrant Hour (Dedicated ger (Dedicated ded (Dedicated Service) ER DATA	er nger de Dedicated Service) ed Service) I Service) Service) Ded. Service	50% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232 29.96 Non-Ded. Serv 3,	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0219 0.6968 31.80 vice ,721
OPERATING I Passeng Other Operative Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPI * A taxi service	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES mributions ontributions ontributions intributions intributions intributions intributions ontributions intributions itions ITAL FUNDING	### ### ##############################	\$21,017 \$21,017 \$12,995 \$4,332 \$38,344	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / EI Transportation Dedica Non-De Transportatior OPERATING Registrants / O Passengers / Passengers / Passengers / Passengers / Passengers / Average Spee	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passeng n Exp. / Passer ted Service edicated Service n Exp. / Hour (I)  Capita Capita Capita Registrant Hour (Dedicated ger (Dedicated ded (Dedicated Service) ER DATA	er nger de Dedicated Service) ed Service) I Service) Service) Ded. Service	50% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232 29.96 Non-Ded. Serv 3,	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0218 0.6966 31.80
OPERATING I Passeng Other Operative Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPI * A taxi service	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES mributions ontributions ontributions intributions intributions intributions intributions ontributions intributions itions ITAL FUNDING	### ### ##############################	\$21,017 \$21,017 \$12,995 \$4,332 \$38,344	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P. Total Exp. / E. Transportation Dedica Non-De Transportatior OPERATING Registrants / Passengers / Passengers / Passengers / Average Spee  PASSENGI Ambulatory Wheelchain Attendants Companion Other (spee	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passeng n Exp. / Passer ted Service edicated Service n Exp. / Hour (I)  Capita Capita Capita Registrant Hour (Dedicated ger (Dedicated ded (Dedicated Service) ER DATA	er nger de Dedicated Service) ed Service) I Service) Service) Ded. Service	50% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232 29.96 Non-Ded. Serv 3,	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0219 0.6968 31.80 vice ,721
OPERATING I Passeng Other Operative Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPI * A taxi service	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES mributions ontributions ontributions intributions intributions intributions intributions ontributions intributions itions ITAL FUNDING	### ### ##############################	\$21,017 \$21,017 \$12,995 \$4,332 \$38,344	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P. Total Exp. / E. Transportation Dedica Non-De Transportatior OPERATING Registrants / Passengers / Passengers / Passengers / Average Spee  PASSENGI Ambulatory Wheelchain Attendants Companion Other (spee	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passeng n Exp. / Passer ted Service edicated Service n Exp. / Hour (I)  Capita Capita Capita Registrant Hour (Dedicated ger (Dedicated ded (Dedicated Service) ER DATA	er nger de Dedicated Service) ed Service) I Service) Service) Ded. Service	50% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232 29.96 Non-Ded. Serv 3,	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0219 0.6968 31.80 vice ,721
OPERATING I Passeng Other Operative Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPI * A taxi service	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES mributions ontributions ontributions intributions intributions intributions intributions ontributions intributions itions ITAL FUNDING	### ### ##############################	\$21,017 \$21,017 \$12,995 \$4,332 \$38,344	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P. Total Exp. / E. Transportation Dedica Non-De Transportatior OPERATING Registrants / Passengers / Passengers / Passengers / Average Spee  PASSENGI Ambulatory Wheelchain Attendants Companion Other (spee	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passengen Exp. / Passer ted Service edicated Service cadicated Service r Exp. / Hour (E  Capita Capita Capita Registrant Hour (Dedicated ger (Dedicated ded (Dedicated Service) ER DATA  //Scooter Users s siffied)	er nger se Dedicated Service) ed Service) I Service) Service) Ded. Service	50% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232 29.96 Non-Ded. Serv 3,	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0219 0.6968 31.80 vice ,721
OPERATING I Passeng Other Operative Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPI * A taxi service	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES mributions ontributions ontributions intributions intributions intributions intributions ontributions intributions itions ITAL FUNDING	### ### ##############################	\$21,017 \$21,017 \$12,995 \$4,332 \$38,344	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / EI Transportation Dedica Non-De Transportation OPERATING Registrants / I Passengers / Passengers / Passengers / Average Spec  PASSENGI Ambulatory Wheelchain Attendants Companion Other (spec TOTAL  VEHICLE D. Non-Access	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passengen Exp. / Passer ted Service edicated Service edicated Service redicated Service edicated Service sed (Dedicated Service) ER DATA  //Scooter Users sedified)	er nger se Dedicated Service) ed Service) I Service) Service) Ded. Service	50% \$4.19 \$11.48 \$11.48 \$9.32 0.0241 0.7232 29.96 Non-Ded. Serv 3,	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0219 0.6968 31.80 vice ,721
OPERATING I Passeng Other Operative Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPI * A taxi service	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES mributions ontributions ontributions intributions intributions intributions intributions ontributions intributions itions ITAL FUNDING	### ### ##############################	\$21,017 \$21,017 \$12,995 \$4,332 \$38,344	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / EI Transportatior Dedica Non-De Transportatior OPERATING Registrants / I Passengers / Passengers / Passengers / Average Spee  PASSENGI Ambulatory Wheelchair. Attendants Companion Other (spectrotal) VEHICLE D Non-Access Accessible N	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passengen Exp. / Passer ted Service edicated Service edicated Service redicated Service edicated Servic	er nger se Dedicated Service) ed Service) I Service) Service) Ded. Service	50% \$4.19 \$11.48 \$11.48 \$11.48 \$9.32  0.0241 0.7232 29.96  Non-Ded. Serv 3,  4. Avg. Capacit Wheelchair	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0219 0.6968 31.80 vice ,721
OPERATING I Passeng Other Operative Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXF Vehicles Purc Debt Servicin Other Capital TOTAL CAPI CAPITAL FUN Transit Syster Federal Control Provincial Co Municipal Co Other / Donat TOTAL CAPI * A taxi service	REVENUES AND OTI ger Revenue perating Revenue ting Revenue ributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES mributions ontributions ontributions intributions intributions intributions intributions ontributions intributions itions ITAL FUNDING	### ### ##############################	\$21,017 \$21,017 \$12,995 \$4,332 \$38,344	PERFORM FINANCIAL R/C Ratio Net Operating Total Exp. / P Total Exp. / EI Transportation Dedica Non-De Transportation OPERATING Registrants / I Passengers / Passengers / Passengers / Average Spec  PASSENGI Ambulatory Wheelchain Attendants Companion Other (spec TOTAL  VEHICLE D. Non-Access	Wage Rate:  ANCE INDI  g Cost / Capita assenger ligible Passengen Exp. / Passer ted Service edicated Service edicated Service redicated Service edicated Servic	er nger se Dedicated Service) ed Service) I Service) Service) Ded. Service	50% \$4.19 \$11.48 \$11.48 \$11.48 \$9.32  0.0241 0.7232 29.96  Non-Ded. Serv 3,  4. Avg. Capacit Wheelchair	55% \$3.24 \$10.30 \$10.30 \$7.72 0.0219 0.6968 31.80 vice ,721

TOTAL DED. VEHICLES Vehicle ownership:

Accessible taxis:

Vehicle maintenance responsibility:

# Collingwood

Canadian Re	d Cross Contract	Town of Collingwood	Population served:		21,000	REGISTRA Wheelchair		sers.	Active 80	<b>Total</b> 80
Contact:	Dianne Tripp-Akes	son	Service area (km²):		33.0	Ambulatory		3013.	242	242
Title:	Transportation Su	pervisor	Communities served:		1	Attendants:				
Telephone:	705-721-3313 x52	75	Service began:		01/01/1999	Companion	s:			
Fax:	705-739-9939		Advisory Committee me Eligibility Committee me		N/A N/A	Other:				
Email:	dianne.tripp@redo	_				Total:		_	322	322
Dedicated Se	rv. Operated by:	Transit System/Municipality	Non-Dedicated Se		ractors:	Eligibility (	Criteria:	Unal	ole to Board	
		Private Contractor(s), numbe	r: Taxi Scrip Progra	m Available:				Unal	ole to Use	
	<b>✓</b>	Private Non-Profit Org.						<b>✓</b> Othe	er Criteria	
		-								
	OMETRES & HOU		2013	SERVICE HOL						
	n Dedicated Servi	,	40,979	Weekday:	0630 to		Sunda	-	to	
	Dedicated Servic s Dedicated Servic		44,064	Saturday:	0630 to	1730	Holida	y:	0630 to 17	730
	s Dedicated Servic Dedicated Servic		4,420 4,420	Advanced book	king notice:	365 (	day(s)			
	d Service - Veh. Kn	- , -	4,420	Minimum notice	e for reservation	n: 72.0 h	nour(s)			
	d Service - Veh. Hr			Reservations /	Scheduling:	Partially	Computeri	zed		
PASSENGER				FARE STRUC	TURE					
Dedicated S	Service	9,052	10,497	Effective Date:	01/04/2012	T	ickets/Car	ds		
Non-Dedica	ted Service				Cash		(unit price	∍)	Monthly Pass	Fre
TOTAL PASS	ENGERS	9,052	10,497	Adult	\$3.50					
Subscription	n / Pre-booked	97%	95%	Child						
Reservation	1	0%	0%	Student						
On-Demand	d / Day of trip	3%	5%	Senior	\$3.50					
Cancelled in a	advance	2,150	2,414	Attendant						<b>✓</b>
No-shows / C	ancelled at door	50	68	Companion						<b>✓</b>
Unaccommod	lated trips	65	21	Other						
Number of co	mplaints	10	14	EMPLOYEE D	ATA		Full	-time	Part-time	е
<b>OPERATING I</b>	EXPENSES			Operators					6	-
Administration	า	\$30,994	\$16,265	Other Operation	ns					
Operations:				Vehicle Mechar						
Internal -	Dedicated Service	\$84,106	\$103,143	General and Ad	dministration		2	2	1	
	Dedicated Service			Other						
	Non-Dedicated Se	rvice		TOTAL NUMB	ER OF EMPLO	OYEES	2	2	7	
	· Taxi Scrip	-) 044.400	£40.000	Union Affiliation	ons: Operator	s:				
	(Vehicles & Facilitie				Mechanio	cs:				
Fuel	RATING EXPENSE	\$12,304 <b>S \$138,507</b>			Other (sp	ecify):				
TOTAL OPER	KATING EXPENSE	5 \$136,307	φ140,3U3	Top Operator V	Vage Rate: \$	14.87				
		OTHER FUNDING CONTRIBUT		Top Mechanic \	•					
-	jer Revenue	\$31,682	2 \$36,740	•	=	CATORS				
	perating Revenue			PERFORM	ANCE INDI	CATORS				
Total Operat	-	\$31,682	\$36,740	FINANCIAL					2012	2013
Federal Conti				R/C Ratio	Coot / Conito				23%	25% \$5.32
Provincial Co		<b>#50.00</b> 6	0440.007	Net Operating Total Exp. / Pa	•				\$5.09 \$15.30	\$5.52 \$14.15
Municipal Co		\$50,000	\$113,967							
Other / Donat	lions	\$94 695	¢150.707	Total Exp. / Eli					\$15.30	\$14.15
		\$81,682	2 \$150,707	Transportation	i Exp. / Passer ted Service	nger			¢11 QQ	¢12 60
CAPITAL EXF					edicated Service	`A			\$11.88	\$12.60
Vehicles Purc				Transportation			ervice)		\$25.14	\$29.92
Debt Servicin	•			OPERATING	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	- Ca.oa.oa			<b>4</b> 20	Ψ20.02
Other Capital	•			Registrants / 0	Canita				0.0213	0.0153
	TAL EXPENSES			Passengers /	-				0.4311	0.4999
	IDING SOURCES			Passengers /	-				20.21	32.60
Transit Syste				Passengers /	-	ed Service)			2.16	2.37
Federal Conti				Kms / Passen	-				4.74	3.90
Provincial Co Municipal Co					ed (Dedicated S	-			10.24	9.27
Other / Donat				•						
	TAL FUNDING			PASSENGE	ER DATA	D	ed. Servic	e N	on-Ded. Service	
101712 0711 1	THE TOTAL STATE			Ambulatory		_	6,509			
other Eligibility	Criteria: seniors ar	nd people with physical disabiliti	es.	11	Scooter Users	;	3,988			
				Attendants						
				Companions	S					
				Other (spec	ified)					
				TOTAL			10,497	7		
				<u> </u>						
							Ve	eh.	Avg. Capacity per	r Veh.

		Veh.	Avg. Capacity per Veh.		
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars			N/A	_	
Accessible Vans / Minivans	1	1	2	3	
Small Buses	1	1	5	12	
Other					
TOTAL DED. VEHICLES	2	2	N/A	N/A	
Vehicle ownership:	Municip	ality			
Vehicle maintenance responsibilit Accessible taxis:	y: Non-Pr	ofit Organ	ization - Red Cro	oss	

Cornwall

COLLIN	<i>i</i> an					REGIS	STRANTS		Active	Δ.	Total
Contact:	ansit Len Tapp	;	Population served: Service area (km²):		45,965 61.5		chair/Scooter	User		;	554 927
Title: Telephone:	Division Manager 613-930-2787 x2252		Communities served: Service began:	i	1 07/07/1981	Attenda Compa	ants:		69		69
Fax:	613-932-9906	2	Advisory Committee me	embers:	6	Other:					
Email:	Itapp@cornwall.ca	,	Eligibility Committee me		6	Total:		_	1,550		1,550
Dedicated Se	erv. Operated by: 🔽	Transit System/Municipality	Non-Dedicated Se		actors: 1	Eligibil	ility Criteria:	<b>✓</b>	Unable to Board	ď	
		Private Contractor(s), number:	: Taxi Scrip Prograr	m Available:				<b>✓</b>	Unable to Use		
		Private Non-Profit Org.						<b>✓</b>	Other Criteria		
VEHICLE KIL	OMETRES & HOURS	S 2012	2013	SERVICE HOUR	RS / SCHED	ULING					
Rev. Veh. Km	m Dedicated Service	e 250,029	220,590	Weekday:	0600 to	2345	Sund	day:		to	
	n Dedicated Service	,	220,590	Saturday:	0630 to	2345	Holid	Jay:		to	
	rs Dedicated Service	,	12,982	Advanced booking	ina notice:		14 day(s)				
	s Dedicated Service ted Service - Veh. Km.	•	12,982 10,611	Minimum notice f			24.0 hour(s)				
	ted Service - Veh. Hrs.	-,	1,515	Reservations / Se			y Computerize	.ed			
PASSENGER		:	.,	FARE STRUCTU	URE						
Dedicated S		36,234	35,433	Effective Date: 0			Tickets/Ca		<i>•</i>		
	cated Service	4,838	4,081		Cash		(unit pri		Monthl	iy Pass	Free
TOTAL PASS		41,072	39,514	Adult	\$2.75		\$2.20	i			_
•	on / Pre-booked	42%	40%	Child	\$2.50						Ц
Reservation		0%	0%	Student	\$2.75		\$2.00				Ц
	nd / Day of trip	58%	60%	Senior	\$2.75		\$2.00				
Cancelled in		9,098	8,022	Attendant	¢0.75		ድኃ ኃር				<b>V</b>
No-shows / C Unaccommod	Cancelled at door odated trips	342 550	347	Companion Other lov	\$2.75 ow income 25	5 for \$40	\$2.20 .00				
Number of co	•			EMPLOYEE DA		-		ull-tin	me F	Part-time	à
OPERATING				Operators	•••			6		2	
Administration	n	\$191,406	\$249,385	Other Operations				2			
Operations:	3 " 1 1 0 ioo	<b>*</b> C40 040	*COC 000	Vehicle Mechanic				1			
	- Dedicated Service	\$610,918	\$606,892	General and Adm	ninistration			2			
Contract -	: - Dedicated Service : - Non-Dedicated Servi : - Taxi Scrip	vice \$34,714	\$31,019	Other TOTAL NUMBER				1 12		2	
	e (Vehicles & Facilities)	\$158,076	\$193,232	Union Affiliation	-		ATU Local 9				
Fuel	(Voinioide 2,	\$76,801	\$77,015		Mechanic		CUPE Local				
	RATING EXPENSES		\$1,157,543	3	Other (sp	•	(Office) CUF	.>E L	ocal 325 i		
		THER FUNDING CONTRIBUTION		Top Operator Wa Top Mechanic W	•						
-	nger Revenue	\$78,511	\$99,626	PERFORMA	-		VD C				
	Operating Revenue	<b>↑70 E44</b>	\$8,793	FINANCIAL	NCE IIV	ICATO	/KO		2012		2013
-	ting Revenue	\$78,511	\$108,419	R/C Ratio					<b>2012</b> 7%		<b>2013</b> 9%
Federal Cont Provincial Co		\$185,900	\$200,400	Net Operating C	Cost / Capita				\$21.44		\$22.82
Municipal Co		\$185,900 \$807,504	\$200,400 \$848,724	Total Exp. / Pas					\$26.10		\$29.29
Other / Dona		ψου, ,σσ.	ΨΟ 10,. = .	Total Exp. / Eligi	_	ner			\$29.83		\$32.90
TOTAL	HO.13	\$1,071,915	\$1,157,543	Transportation E	Exp. / Passer	-					
CAPITAL EXP	PENSES		,		ed Service				\$23.34		\$24.75
Vehicles Pure		\$76,320	!		dicated Servic		-d Canina)		\$7 18 \$66.20		\$7 60 \$67 57
Debt Servicin	•			Transportation E	EXP. / Hour (L	Dedicate	d Service,		φυυ.Δυ		\$67.57
Other Capital		<del></del>	\$5,750	OPERATING					0.0214		J 033.
	PITAL EXPENSES	\$76,320	\$5,750	Registrants / Ca	•				0.0314 0.8863		0.0337
	INDING SOURCES		,	Passengers / Ca Passengers / Re	•				0.8863 28.27		0.8597 25.49
Transit Syste			!	Passengers / Re		ted Servi	اهم		26.27		25.48
Federal Cont		270,000	^= 750	Kms / Passenge	•		•		6.90		6.23
Provincial Co		\$76,320	\$5,750	Average Speed					19.57		16.99
Municipal Co Other / Dona			į	-							
	PITAL FUNDING	\$76,320	\$5,750	PASSENGER	R DATA		Ded. Servi		Non-Ded. Se		
				Ambulatory			20,24			3,694	ļ
	lity Criteria - Visual, Co	•	might be induced by a	Wheelchair/S	cooter Users	s	11,2				
shift of riaers in	nto Long Term Care fa	acilities.		Attendants			3,93	/38		387	
				Companions							ļ
				Other (specific	ıed)		25 /			. 204	
				II TOTAL			35,43	٠33		4.081	,

VEHICLE DATA Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans Small Buses Other TOTAL DED. VEHICLES	8 <b>8</b>	6 <b>6</b>	4 N/A	16 N/A
Vehicle ownership: Vehicle maintenance responsibility Accessible taxis:		al Transit al Transit	•	

## Cramahe

	All C		D. C. College and and		04.000	REGISTRANTS		Active	Total
Community	Care Northumber	rland Rural Transportation	Population served:		24,632	Wheelchair/Scoot	er Users:	3	3
Contact:	Jessica Hoskin		Service area (km²):		1,030.4	Ambulatory:		149	149
Title:	Project Coordinat	.tor	Communities served: Service began:		2 08/11/2008	Attendants:			
Telephone:	905-355-2989		Advisory Committee me	emhers:	10	Companions:			
Fax:	905-355-1805		Eligibility Committee me		N/A	Other:		450	450
Email:	j.hoskin@commo	_				Total:	<u> </u>	152	152
Dedicated Se	erv. Operated by:	✓ Transit System/Municipality	Non-Dedicated Se		ontractors:	Eligibility Criteria		Jnable to Board	
	l	Private Contractor(s), number	er: Taxi Scrip Progra	ım Available: [			U	Inable to Use	
	[•	✔ Private Non-Profit Org.					<b>v</b> 0	Other Criteria	
VFHICLE KIL	LOMETRES & HOU	URS 2012	2013	SERVICE H	IOURS / SCHEDU	III ING			
	m Dedicated Serv		83,089	Weekday:	0800 to		unday:	to	
	n Dedicated Servi		116,876	Saturday:	to		oliday:	to	
Rev. Veh. Hr	rs Dedicated Serv		1,821	,			/II.w.y.		
	s Dedicated Servi	,	2,569		ooking notice:	1 day(s)			
	ted Service - Veh. K				otice for reservations / Scheduling:	on: 24.0 hour(s) Fully Computer			
	ted Service - Veh. H	frs.			ū	Fully Compater	Izeu		
PASSENGER		2.054	2 207	FARE STRU		Ti-leata			
Dedicated S		3,051	3,307	Effective Da	ate: 08/11/2008	Tickets/		*4 Albly Dage	Ero
Non-Dedica <b>TOTAL PASS</b>	cated Service	2.054	2 207	۱ ما ۱۱۰	Cash \$5.00	(unit p	orice	Monthly Pass	Free
	SENGERS on / Pre-booked	<b>3,051</b> 50%	<b>3,307</b> 60%	Adult	\$5.00 \$3.50				
Reservation		50% 15%	60% 10%	Child Student	\$2.50 \$5.00				H
	on nd / Day of trip	35%	30%	Student Senior	\$5.00 \$5.00				H
				Senior Attendant	\$5.00				<b>✓</b>
Cancelled in		1,377	1,139	Companion					Ħ
No-shows / C	Cancelled at door	82 238	23 50	Other	\$2.50 in town for	foo			_
Number of co		200	55		•			D4 4im	
OPERATING	•			EMPLOYEE	Ξ DATA		Full-time		9
Administratio		\$9,917	7 \$15,816	Operators Other Opera	# - V=			3	
Operations:	A1	ψο,ο	ψ10,0.0	Other Opera Vehicle Med					
-	- Dedicated Service	e \$71,598	\$75,915		cnanics d Administration			1	
	t - Dedicated Service		• •	Other	I Auminou auc		1	•	
	t - Non-Dedicated So				MBER OF EMPLO	OYEES	1	4	
	t - Taxi Scrip				ations: Operators		-		
Maintenance	e (Vehicles & Faciliti			Union Ama	Ations: Operators Mechanic				
Fuel		\$14,937			Other (sp				
TOTAL OPE	ERATING EXPENSI	SES \$104,562	2 \$122,247	Tan Operato		• ,			
OPERATING	REVENUES AND	OTHER FUNDING CONTRIBUT	TIONS		or Wage Rate: \$ nic Wage Rate:	14.58			
	nger Revenue	\$14,419		-	-	- <b>-</b>			
	Operating Revenue			PERFOR	RMANCE INDI	CATORS			
	ating Revenue	\$14,419	\$15,352	FINANCIAL	-			2012	2013
Federal Cont	•			R/C Ratio				14%	13%
Provincial Co		\$42,542			ting Cost / Capita			\$3.66	\$4.34
Municipal Co		\$12,025			/ Passenger			\$34.27	\$36.97
Other / Dona	ations	\$35,576			/ Eligible Passeng	•		\$34.27	\$36.97
TOTAL		\$104,562	2 \$122,247		tion Exp. / Passen	nger			46
CAPITAL EXI					licated Service			\$31.02	\$32.18
Vehicles Pur					-Dedicated Servic			\$34.83	Φ41 <u>4</u> ?
Debt Servicir	•			•		Dedicated Service)		<del></del>	\$41.43
Other Capital	•			OPERATIN				0.0057	2 2065
	PITAL EXPENSES			Registrants	-			0.0057 0.1239	0.0062 0.1343
	INDING SOURCES	j.		Passenger Passenger	s / Capita s / Registrant			0.1239 21.79	21.76
Transit Syste					s / Registrant s / Hour (Dedicate	ad Sarvice)		1.64	1.82
Federal Cont					senger (Dedicated	•		29.38	25.13
Provincial Co					peed (Dedicated S			48.06	45.63
Municipal Co					,=				
Other / Dona				DASSEN	ICED DATA	Ded Se		Non-Dod Service	
101AL CAF	PITAL FUNDING			Ambulato	NGER DATA	Ded. Se	3,283	Non-Ded. Service	
Our rural trans	sportation service of	offers service in Cramahe and Alny	wick/Haldimand		ory nair/Scooter Users		o,∠oo 24		
ownships. We		he Municiplaity of Trent Hills, which		Attendan		,	£-,		Ī
rent Hills.			•	Compani					

Attendants Companions Other (specified) TOTAL		3,307		
VEHICLE DATA	Number	Veh. Peak	Avg. Capac Wheelchair	ity per Veh.

ı	Non-Accessible Cars			N/A	-	
	Accessible Vans / Minivans	1	1	2	4	
	Small Buses	1	1		10	
	Other					
	TOTAL DED. VEHICLES	2	2	N/A	N/A	
J	Vehicle ownership:	Non-Prof	it Organiza	tion		
	Vehicle maintenance responsibility:	Non-Prof	it Organiza	tion		
	Accessible taxis:					

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2013 Operating Data Page 17 Dryden REGISTRANTS Active Total **Dryden Handi Transit** 6 267 Population served: Wheelchair/Scooter Users: 45 45 Service area (km²): 65.2 Michelle Deschene 195 Ambulatory: 195 Communities served: Payroll & Benefits Administrator Title: Attendants: 25 25 Service began: 01/06/1976 Telephone: 807-223-1117 Companions: Advisory Committee members: 807-223-6141 Other: Fax: Eligibility Committee members: Email: mdeschene@dryden.ca Total: 265 265 Dedicated Serv. Operated by: 🗸 Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2012 2013 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 15,214 17,239 0800 to 1600 Weekday: Sunday: to 17.333 Tot Veh Km - Dedicated Service 15 308 to Saturday: Holiday: Rev. Veh. Hrs. - Dedicated Service 1,604 1,485 Advanced booking notice: day(s) Tot. Veh. Hrs. - Dedicated Service 2,795 2,664 0.0 hour(s) Minimum notice for reservation: Non-Dedicated Service - Veh. Km. Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 5,475 5,094 Effective Date: 01/01/2009 Tickets/Cards (unit price) Non-Dedicated Service Cash **Monthly Pass** Free **TOTAL PASSENGERS** 5,475 5,094 Adult \$3.00 Subscription / Pre-booked 80% 80% Child Reservation 15% 15% Student On-Demand / Day of trip 5% 5% Senior \$1.50 Attendant \$3.00 Cancelled in advance 68 71 Companion \$3.00 No-shows / Cancelled at door 9 28 Other Home Support Service \$1.50 and School Board \$4.50/km Unaccommodated trips Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 1 Administration \$10,353 \$10,560 Other Operations Operations: Vehicle Mechanics Internal - Dedicated Service \$50,320 \$51.032 General and Administration Contract - Dedicated Service Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** 1 Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$9,943 \$14,496 Mechanics \$9,264 \$10.320 Other (specify): **TOTAL OPERATING EXPENSES** \$81,648 \$84,640 Top Operator Wage Rate: \$19.00 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$2,688 \$1,112 PERFORMANCE INDICATORS \$217 \$125 Other Operating Revenue FINANCIAL 2012 2013 **Total Operating Revenue** \$2,905 \$1,237 R/C Ratio 4% 1% Federal Contributions Net Operating Cost / Capita \$12.56 \$13.31 \$17,000 **Provincial Contributions** \$18,155 **Municipal Contributions** \$58,900 \$59,000 Total Exp. / Passenger \$14.91 \$16.62 \$1,688 \$1,784 Total Exp. / Eligible Passenger \$15.16 Other / Donations \$16.82 **TOTAL** \$81,648 \$79,021 Transportation Exp. / Passenger \$13.02 \$14.54 **Dedicated Service CAPITAL EXPENSES** Non-Dedicated Service Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$25.51 \$27.81 Debt Servicing **OPERATING** Other Capital Expenses Registrants / Capita 0.0423 0.0423 **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.8736 0.8128 **CAPITAL FUNDING SOURCES** 20.66 Passengers / Registrant 19 22 Transit System Passengers / Hour (Dedicated Service) 3.41 3.43 Federal Contributions Kms / Passenger (Dedicated Service) 3.15 2.99 **Provincial Contributions** Average Speed (Dedicated Service) 10.75 10.25 **Municipal Contributions** Other / Donations **TOTAL CAPITAL FUNDING** 

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	4,514	
Wheelchair/Scooter Users	519	
Attendants	61	
Companions		
Other (specified)		
TOTAL	5,094	

	Veh.	Avg. Capacity per Veh.		
Number	Peak	Wheelchair	Ambulatory	
		N/A		
1	1	4	12	
1	1	N/A	N/A	
Municip	ality			
y: Non-Pr	ofit Organi	izaton		
•				
	1 <b>1</b> Municip	Number Peak  1 1 1 1 Municipality	Number Peak Wheelchair N/A  1 1 4  1 1 N/A  Municipality	

**Durham Region** 

Durham Reg	jion Transit	•	Population served:		651,600	REGISTRANTS Wheelchair/Scoo	oter Use	Active ers:	Total
Contact:	Deanna Wilson		Service area (km²): Communities served:		2,537.0 8	Ambulatory:			
Title:	Corporate Service		Service began:		01/01/2006	Attendants:			
Telephone: Fax:	905-668-7711 x37 905-666-6193	701	Advisory Committee me	embers:	N/A	Companions: Other:			
Fax. Email:	deanna.wilson@d	lurham ca	Eligibility Committee me		N/A	Total:		3,877	3,877
	_	✓ Transit System/Municipality	Non-Dedicated Se	entico: 🗸 Col	ntractors: 1	Eligibility Criter		Unable to Board	٠,٠
Dedicated Se	.rv. Operated by.				_	Eligibility Criter	la:	_	
	L	Private Contractor(s), number	r: Taxi Scrip Prograr	m Available: _	_		Ë	Unable to Use	
	L	Private Non-Profit Org.					<b>✓</b>	Other Criteria	
VEHICLE KILO	OMETRES & HOU	RS 2012	2013	SERVICE HO	OURS / SCHEDU	JLING			
Rev. Veh. Km	n Dedicated Servi		1,115,012	Weekday:	0600 to	0100	Sunday:	0600 to 0	0100
	Dedicated Service	,,	1,115,012	Saturday:	0600 to	0100 F	Holiday:	0600 to (	0100
	s Dedicated Servi	,	40,063	Advanced bo	okina notice:	7 day(s)	)		
	s Dedicated Serviced Service - Veh. Ki	,	44,055		ice for reservation				
	ed Service - Veh. H			Reservations	/ Scheduling:	Fully Compute			
PASSENGER				FARE STRU	CTURE				
Dedicated S		110,669	112,532		e: 01/12/2013	Ticket	s/Cards	3	
Non-Dedica	ated Service	57,800	67,014		Cash	(unit	t price)	Monthly Pas	s Free
TOTAL PASSI		168,469	179,546	Adult	\$3.10	\$2	2.78	\$103.00	
· ·	n / Pre-booked	62%	62%	Child	\$2.00	·	1.90	\$61.25	Ц
Reservation		35%	35%	Student	\$3.10	·	2.58	\$86.50	$\sqcup$
	d / Day of trip	3%	3%	Senior	\$2.00	\$1	1.90	\$41.50	<b>✓</b>
Cancelled in a		26,996	30,704	Attendant					<u>~</u>
	Cancelled at door	1,156	1,540	Companion Other	ODSP \$41.50				
Unaccommod Number of co	•	1,764 11	2,446 4		·		=		
OPERATING I	•	11	7	EMPLOYEE	DATA		Full-tii		ne
Administration		\$887,121	\$838,147	Operators Other Operat	iono		19 2	11 6	
Operations:		<b>+</b> , .= .	ψοσο,	Vehicle Mech			4	U	
•	Dedicated Service	\$2,766,685	\$3,063,549		Administration		4	1	
	<ul> <li>Dedicated Service</li> </ul>			Other					
	- Non-Dedicated Se	ervice \$962,179	\$1,059,390	TOTAL NUM	BER OF EMPLO	DYEES	25	18	
	- Taxi Scrip	**\	<b>€020 71</b> 0	Union Affilia	tions: Operator	s: CAW Lo	ocal 222	<u>)</u>	
Fuel	(Vehicles & Facilitie	es) \$840,444 \$331,121			Mechanic	cs: CAW Lo	ocal 222	<u>.</u>	
	RATING EXPENSE				Other (sp	ecify):			
		• • • •			Wage Rate: \$				
		OTHER FUNDING CONTRIBUT		Top Mechani	c Wage Rate: \$	35.95			
	ger Revenue perating Revenue	\$351,101 \$9,918		PERFOR	MANCE INDI	CATORS			
-	ting Revenue	\$9,910 \$361,019		FINANCIAL				2012	2013
Federal Contr	•	ψου 1,0 10	Ψ=0=,700	R/C Ratio				6%	5%
Provincial Co					ng Cost / Capita			\$8.41	\$8.93
Municipal Cor		\$5,426,531	\$5,821,686	Total Exp. /	Passenger			\$34.35	\$34.00
Other / Donat	tions			Total Exp. /	Eligible Passeng	er		\$34.35	\$34.00
TOTAL		\$5,787,550	\$6,104,176		on Exp. / Passer	nger			
CAPITAL EXP	PENSES				cated Service			\$35.59	\$37.38
Vehicles Purc		\$712,642	\$777,552		Dedicated Services	e Dedicated Service		\$16 65 \$89.39	\$15.81 \$95.49
Debt Servicin	•			•		Jeulialeu Service	)	φ0σ.Jσ	<b>Φ</b> 3∪. <del>1</del> □
Other Capital	•	<b>↑740.046</b>	\$57,049	OPERATING Registrants				0.0047	0.0060
	ITAL EXPENSES	\$712,642	2 \$834,601	Passengers	•			0.0047	0.0060
-	NDING SOURCES				/ Registrant			55.99	46.31
Transit System					/ Hour (Dedicate	ed Service)		2.76	2.81
Federal Contr		¢524 560	\$ \$024 604		enger (Dedicated			9.70	9.91
Provincial Co Municipal Cor		\$534,562 \$178,080		Average Sp	eed (Dedicated S	Service)		26.79	27.83
Other / Donat		ψ170,000	,	•					
	ITAL FUNDING	\$712,642	\$834,601	PASSEN	GER DATA	Ded. S	Service	Non-Ded. Service	,
				Ambulato	•		75,800	45,139	
•	•	o access conventional transit wit	th or without the aid of a		ir/Scooter Users	3	36,732	21,875	i
support person	ı			Attendant					
				Companio Other (spe					Ī
				TOTAL	echieu)	11	12,532	67,014	
							12,00_	<del>~.,</del>	
							Veh.	. Avg. Capacity p	or Voh
				VEHICLE	DATA	Number	Post		

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

Free

to

**Dysart et Al** 

2012

5,185

\$8,668

\$634

\$2,240

\$18,351

J J Ca.				REGISTRANTS	Active	Total	
Dysart Special Transit Service		Population served:	6,500	Wheelchair/Scooter Users:	54	54	
Contact:	Barbara Swannell	Service area (km²):	1,506.0	Ambulatory:	70	70	
Title:	Treasurer	Communities served:	1	Attendants:	16	16	
Telephone:	705-457-1740 x23	Service began:	01/12/1989	Companions:			
Fax:	705-457-1964	Advisory Committee members:	4	Other:			
Email:	bswannell@dysartetal.ca	Eligibility Committee members:	N/A	Total:	140	140	

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: ☐ Unable to Board

2013

4.778

Taxi Scrip Program Available: ✓ Private Contractor(s), number: 1 Unable to Use ✓ Other Criteria Private Non-Profit Org.

Weekday:

SERVICE HOURS / SCHEDULING

0900 to 1500

Sunday:

Tot. Veh. Km Dedicated Service	6,913	6,370	Saturday:	to	Holiday:	to
Rev. Veh. Hrs Dedicated Service	317	423				
Tot. Veh. Hrs Dedicated Service	473	564	Advanced bo		3 day(s)	
Non-Dedicated Service - Veh. Km.				ice for reservation:	24.0 hour(s)	
Non-Dedicated Service - Veh. Hrs.			Reservations	s / Scheduling: Ma	anual	
PASSENGER DATA			FARE STRU	CTURE		
Dedicated Service	1,550	1,444	Effective Dat	e: 15/04/2008	Tickets/Cards	
Non-Dedicated Service				Cash	(unit price)	Monthly Pass
TOTAL PASSENGERS	1,550	1,444	Adult			
Subscription / Pre-booked	75%	75%	Child			
Reservation	23%	23%	Student			
On-Demand / Day of trip	2%	2%	Senior			
Cancelled in advance	1		Attendant			
No-shows / Cancelled at door	•		Companion			
Unaccommodated trips			Other	Charges by zone are	as	
Number of complaints			EMBL OVEE	DATA	Full time	Dant time
OPERATING EXPENSES			EMPLOYEE	DATA	Full-time	Part-time
Administration	\$6,809	\$6,831	Operators			2
Operations:	φ0,009	φ0,031	Other Operat			1
• • • • • • • •			Vehicle Mech			1
Internal - Dedicated Service			General and	Administration		1

\$2,793

\$2,612

\$22,153

\$9,917 Other **TOTAL NUMBER OF EMPLOYEES** Union Affiliations: Operators:

Mechanics: CUPE 2142 - Full Time Municipal Employee Other (specify):

Top Operator Wage Rate: \$18.00 Top Mechanic Wage Rate: \$23.15

**OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** 

Passenger Revenue \$7,429 \$7,200 Other Operating Revenue **Total Operating Revenue** \$7,429 \$7,200 **Federal Contributions Provincial Contributions Municipal Contributions** \$11,151 \$14,724 Other / Donations TOTAL \$18,351 \$22,153

#### **CAPITAL EXPENSES**

**VEHICLE KILOMETRES & HOURS** 

Rev. Veh. Km. - Dedicated Service

Vehicles Purchased **Debt Servicing** Other Capital Expenses **TOTAL CAPITAL EXPENSES** 

Contract - Dedicated Service

Maintenance (Vehicles & Facilities)

TOTAL OPERATING EXPENSES

Contract - Taxi Scrip

Fuel

Contract - Non-Dedicated Service

#### **CAPITAL FUNDING SOURCES**

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

#### TOTAL CAPITAL FUNDING

\* Service hours exceptions: Weekend and holiday service upon request; Out of area medical appointments that exceed normal operating hours. \* Fare Structure: Area 1 \$6/person or \$4/person (Wednesdays only). Area 2 - \$15/person between A1 and A2. Area 3 - \$20/person between A1 and A3. Area 4 - \$30/person between A1 and A4. Area 5 - \$40/person + \$1/km between A1 and A5. Haliburton to Lindsay, Peterborough or Bracebridge \$200 or \$40 each (min 5 people). Haliburton to Barrie/Oshawa - \$250 or \$50 each (min 5 people). Haliburton to Toronto/Kingston - \$150+ or \$40/hr. Long-term Care Facilities and Medical Transfers Rate - \$125 up to 3 hrs, \$40/hr thereafter.

#### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	39%	34%
Net Operating Cost / Capita	\$1.72	\$2.27
Total Exp. / Passenger	\$11.84	\$15.34
Total Exp. / Eligible Passenger	\$14.34	\$18.68
Transportation Exp. / Passenger		
Dedicated Service	\$7.45	\$10.61
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$24.40	\$27.17
OPERATING		
Registrants / Capita	0.0212	0.0215
Passengers / Capita	0.2385	0.2222
Passengers / Registrant	11.23	10.31
Passengers / Hour (Dedicated Service)	4.89	3.41
Kms / Passenger (Dedicated Service)	3.35	3.31
Average Speed (Dedicated Service)	16.36	11 30

PASSENGER DATA Ambulatory Wheelchair/Scooter Users Attendants Companions	<b>Ded. Service</b> 694 492 258	Non-Ded. Service
Other (specified) TOTAL	1,444	

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

## **Elliot Lake**

Elliot Lake Ha	andi - Lift Bus		Population served:		11,500	REGISTRAN		Active	Total
Contact:	Norman Mann		Service area (km²):		16.0	Wheelchair/S Ambulatory:	cooler Oser	rs: 103 127	103 127
Title:	Community Service	s Coordinator	Communities served:		1	Attendants:		121	121
Telephone:	705-848-2019 x233		Service began:		01/01/1998	Companions:			
Fax:	705-848-1306		Advisory Committee me		N/A	Other:			
Email:	norman.mann@hur	onlodge.ca	Eligibility Committee me	embers:	N/A	Total:		230	230
Dedicated Ser	rv. Operated by: 🗸	Transit System/Municipality	Non-Dedicated Se	ervice: Conf	tractors:	Eligibility Cri	teria: 🗸	Unable to Board	
		Private Contractor(s), number	: Taxi Scrip Program	m Available:				Unable to Use	
	<u> </u>	Private Non-Profit Org.						Other Criteria	
	V	Tilvate Nort Front Org.						Other Officia	
VEHICLE KILO	OMETRES & HOUR	S 2012	2013	SERVICE HO	URS / SCHEDI	JLING			
	Dedicated Service	,	36,984	Weekday:	0700 to	1830	Sunday:	to	
	- Dedicated Service	-, -	36,984	Saturday:	0700 to	1830	Holiday:	to	
	s Dedicated Service	,	3,785	Advanced boo	king notice:	21 day	/(s)		
	<ul> <li>Dedicated Service</li> <li>d Service - Veh. Km.</li> </ul>	,	3,785		ce for reservation				
	d Service - Veh. Km. d Service - Veh. Hrs.			Reservations /		Manual	` '		
PASSENGER		•		FARE STRUC	TURF				
Dedicated S		5,269	8,153	Effective Date		Tic	kets/Cards		
Non-Dedica		3,233	3, 133		Cash		init price)	Monthly Pass	s Free
TOTAL PASSI	ENGERS	5,269	8,153	Adult	\$2.25			•	
Subscription	n / Pre-booked	65%	65%	Child	\$2.25				
Reservation		25%	25%	Student	\$2.25				
On-Demand	d / Day of trip	10%	10%	Senior	\$2.25				
Cancelled in a	advance	90	224	Attendant					<b>V</b>
No-shows / Ca	ancelled at door	90	224	Companion					✓
Unaccommod	ated trips	135	373	Other					
Number of co	•			EMPLOYEE D	DATA		Full-tin	ne Part-tin	ne
OPERATING E				Operators				2	
Administration	1			Other Operation	ons				
Operations:	Dadicated Camina			Vehicle Mecha			1		
	Dedicated Service  Dedicated Service	\$52,059	\$93,420	General and A	dministration			2	
	Non-Dedicated Service		φ93,420	Other	ED OF EMBL	VEES		4	
	Taxi Scrip	nice .			BER OF EMPLO		1	4	
	(Vehicles & Facilities	\$18,871	\$18,227	Union Affiliati	ions: Operator		E Local 188		
Fuel	`	\$6,748	\$12,451		Mechanio		E Local 170	)	
TOTAL OPER	RATING EXPENSES	\$77,678	\$124,098		Other (sp				
OPERATING I	REVENUES AND OT	THER FUNDING CONTRIBUT	IONS		Wage Rate: \$				
	er Revenue	\$9,004		op wechanic	Wage Rate: \$	27.64			
•	perating Revenue	, , , , ,	,	PERFORM	IANCE INDI	CATORS			
Total Operati	ing Revenue	\$9,004	\$16,769	FINANCIAL				2012	2013
Federal Contr	ibutions			R/C Ratio				12%	14%
Provincial Co	ntributions			• · · · · · · · · · · · · · · · · · · ·	g Cost / Capita			\$5.97	\$9.33
Municipal Cor		\$68,674	\$54,676	Total Exp. / P				\$14.74	\$15.22
Other / Donat	ions	·			ligible Passeng			\$17.25	\$16.65
TOTAL		\$77,678	\$71,445	-	n Exp. / Passer	iger		C44.74	<b>645.00</b>
CAPITAL EXP					ated Service	•		\$14.74	\$15.22
Vehicles Purc					edicated Servic n Exp. / Hour ([		ice)	\$39.83	\$32.79
Debt Servicin	•			OPERATING	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		.00,	Ψ00.00	Ψ020
Other Capital	•			Registrants /	Canita			0.0174	0.0200
	TAL EXPENSES			Passengers /	•			0.4582	0.7090
	IDING SOURCES			Passengers /	-			26.35	35.45
Transit Syster				· ·	Hour (Dedicate	ed Service)		2.70	2.15
Federal Contr Provincial Con					nger (Dedicated			3.89	4.54
Municipal Cor				Average Spe	ed (Dedicated S	Service)		10.51	9.77
Other / Donat				-					
	TAL FUNDING			PASSENG	ER DATA	Dec	. Service	Non-Ded. Service	
				Ambulatory	/		5,441		
		rements, the operation was ch		Wheelchair	r/Scooter Users		2,012		

* To conform with accessibility requirements, the operation was changed to mirror the
conventional transit service hours of operation. This resulted in a significant ridership
growth.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,441	
Wheelchair/Scooter Users	2,012	
Attendants		
Companions	700	
Other (specified)		
TOTAL	8,153	

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

# **Espanola**

Espanola Care Van		Population served:		5,709	Wheelcha	air/Scooter Us	sers: 22	e i otai 22
Contact: Cathy Tessier	г	Service area (km²):		17.8	Ambulato		158	158
Title: Accounting CI		Communities served:	_	1	Attendant	-		
Telephone: 705-869-1540	)	Service began:		1/01/1986	Companio	ons:		
Fax: 705-869-0083	3	Advisory Committee me		6	Other:			
Email: ctessier@esp	anola.ca	Eligibility Committee me	embers:	6	Total:		180	180
Dedicated Serv. Operated by	y: 🗸 Transit System/Municipality	Non-Dedicated Se	ervice: Contract	tors:	Eligibility	Criteria:	Unable to Board	rd
	Private Contractor(s), numbe	r: Taxi Scrip Progra	m Available			١	Unable to Use	
		i. Taxi conpi rogia	, (valiable:			L		
	Private Non-Profit Org.					Ĺ	✓ Other Criteria	
VEHICLE KILOMETRES & H	HOURS 2012	2013	SERVICE HOURS	S / SCHED	ULING			
Rev. Veh. Km Dedicated S			Weekday:	0800 to		Sunday	y:	to
Tot. Veh. Km Dedicated Se	ervice		Saturday:	to		Holida	v:	to
Rev. Veh. Hrs Dedicated S	Service		•			•	,	
Tot. Veh. Hrs Dedicated Se			Advanced booking Minimum notice for			l day(s)		
Non-Dedicated Service - Veh			Reservations / Scl		Manua	) hour(s)		
Non-Dedicated Service - Vel	h. Hrs.			•	Iviariua	ıı		
PASSENGER DATA	5 400	5.050	FARE STRUCTUI			T:-!	.1.	
Dedicated Service Non-Dedicated Service	5,480	5,858	Effective Date: 01			Tickets/Care (unit price		ly Book - Ero
TOTAL PASSENGERS	E 400	E 0E0	Adult	Cash			e) Monthl	ly Pass Fre
Subscription / Pre-booked	<b>5,480</b> 95%	<b>5,858</b> 95%	Child	\$2.50		\$2.50		
Reservation	0%	0%	Student	\$2.50		\$2.50		H
On-Demand / Day of trip	5%	5%	Senior	\$2.50 \$2.50		\$2.50 \$2.50		
Cancelled in advance			Attendant	Ψ2.50		Ψ2.50		<b>✓</b>
No-shows / Cancelled at doc	or.		Companion					
Unaccommodated trips	וס		Other					
Number of complaints			EMPLOYEE DAT			F	diama D	
OPERATING EXPENSES			Operators	А		ruii-	-time P	Part-time 2
Administration	\$1,663	\$997	Operators Other Operations					2
Operations:	<b>,</b> ,,,,,	****	Vehicle Mechanics	\$		1		
Internal - Dedicated Serv	vice \$49,891	\$42,083	General and Admi			·		
Contract - Dedicated Ser	rvice		Other					
Contract - Non-Dedicate	d Service		TOTAL NUMBER	OF EMPLO	OYEES	1	ĺ	2
Contract - Taxi Scrip			Union Affiliations	: Operator	rs:			
Maintenance (Vehicles & Fac				Mechani		CUPE Local 5	534	
Fuel	\$7,212			Other (sp	pecify):			
TOTAL OPERATING EXPE	NSES \$60,923	\$51,363	Top Operator Wag	ne Rate: \$	16.79			
OPERATING REVENUES A	ND OTHER FUNDING CONTRIBUT	TIONS	Top Mechanic Wa	-				
Passenger Revenue	\$13,700	\$14,644	•	-		•		
Other Operating Reven			PERFORMAN	ICE IND	ICATOR	3		
Total Operating Revenue	\$13,700	\$14,644	FINANCIAL				2012	<b>2013</b> 29%
Federal Contributions			R/C Ratio Net Operating Co	not / Conito			22% \$9.30	29% \$6.43
Provincial Contributions	¢47.000	rac 710	Total Exp. / Pass	-			\$11.12	\$8.77
Municipal Contributions Other / Donations	\$47,223	3 \$36,719	Total Exp. / Eligib		nor		\$11.35	\$8.77
TOTAL	\$60,923	\$51,363	Transportation Ex	_	_		ψ11.55	ψ0.7 1
	ψ00,320	φ51,505	Dedicated	•	rigei		\$10.81	\$8.60
CAPITAL EXPENSES Vehicles Purchased				cated Service	ce		******	****
Debt Servicing			Transportation Ex			Service)		
Other Capital Expenses			OPERATING					
TOTAL CAPITAL EXPENSE	ES		Registrants / Cap	oita			0.0228	0.0315
CAPITAL FUNDING SOURCE			Passengers / Cap	pita			1.0790	1.026
Transit System	,65		Passengers / Reg	gistrant			47.24	32.54
Federal Contributions			Passengers / Hou	ur (Dedicate	ed Service)	)		
Provincial Contributions			Kms / Passenger					
Municipal Contributions			Average Speed (	Dedicated :	Service)			
Other / Donations								
TOTAL CAPITAL FUNDING	3		PASSENGER	DATA		Ded. Service	e Non-Ded. Se	ervice
			Ambulatory			5,155	5	
			Wheelchair/Sc	ooter Users	8	703	3	
			Attendants					
			Companions	٠١١				
			Other (specified	a)		E OE		
			TOTAL			5,858	<u> </u>	
						Ve		city per Veh.
			VEHICLE DATA		Nun	nber Pe	eak Wheelchair	Ambulatory
			Non-Accessible			4	N/A	•
			Accessible Van: Small Buses	s / iviinivans	S	1	1 2	6
			Other					
			TOTAL DED. V	EHICLES		1	1 N/A	N/A
							1   14/7	14// (
			Vehicle ownersh Vehicle mainten	•		Municipality Municipality		

Accessible taxis:

Fort Frie

Fort Erie Acc	essible Specialized Tra		Population served:		29,960	REGISTRA Wheelchair	ANTS r/Scooter Users:	Active 49	<b>Total</b> 162
Contact:	Carla Stout		Service area (km²): Communities served:		168.0 1	Ambulatory		254	661
Title: Telephone:	Transit Program Manage 905-871-1600	ei - Towii di Fuit Elle	Service began:		03/07/2007	Attendants: Companion		9 2	29 14
Fax:	905-871-6411		Advisory Committee me		4	Other:	15.	2	14
Email:	cstout@forterie.on.ca		Eligibility Committee me	embers:	1	Total:		314	866
Dedicated Ser	rv. Operated by: 🗸 Trai	nsit System/Municipality	Non-Dedicated Se	ervice: Cor	ntractors:	Eligibility (	Criteria: 🗸 U	Jnable to Board	
	Priv	rate Contractor(s), number:	Taxi Scrip Program	m Available:			<u> </u>	Inable to Use	
	<b>✓</b> Priv	ate Non-Profit Org.						Other Criteria	
VELUCI E KIL		0040	0040	CEDVICE U	NIDO / COLIEDI	II INO			
	OMETRES & HOURS  1 Dedicated Service	<b>2012</b> 83,800	<b>2013</b> 91,211	Weekday:	OURS / SCHEDU 0630 to	1930	Sunday:		to
	- Dedicated Service	83,800	91,211	Saturday:	0630 to		Holiday:		to
Rev. Veh. Hrs	s Dedicated Service	3,500	6,130	•			•		
	- Dedicated Service	3,500	6,130	Advanced bo	oking notice: ce for reservatio		day(s) hour(s)		
	d Service - Veh. Km. d Service - Veh. Hrs.			Reservations			Computerized		
PASSENGER				FARE STRU	CTURE	•	•		
Dedicated S	Service	10,642	9,716	Effective Date	e: 01/10/2012	Т	ickets/Cards		
Non-Dedica					Cash		(unit price)	Monthly	Pass Fre
TOTAL PASSE	ENGERS n / Pre-booked	<b>10,642</b> 64%	<b>9,716</b> 56%	Adult	\$2.50		\$2.00		
Reservation		35%	43%	Child Student	\$2.50 \$2.50		\$2.00 \$2.00		
	d / Day of trip	1%	1%	Senior	\$2.50		\$2.00		
Cancelled in a	advance	2,055	1,860	Attendant			,		<u>~</u>
No-shows / Ca	ancelled at door	26	15	Companion	\$2.50		\$2.00		
Unaccommod	•	109	78	Other					
Number of co	•		26	<b>EMPLOYEE</b>	DATA		Full-time	Pai	rt-time
OPERATING E Administration		\$7,851	\$8,558	Operators	000		2 1		1
Operations:	ı	Ψ1,001	ψ0,330	Other Operati Vehicle Mech			1		
Internal - [	Dedicated Service				Administration		1		
	Dedicated Service	\$149,412	\$222,946	Other					
	Non-Dedicated Service Taxi Scrip			TOTAL NUM	BER OF EMPLO	YEES	4		1
	(Vehicles & Facilities)	\$12,650	\$20,924	Union Affiliat	tions: Operators				
Fuel	,	. ,			Mechanic Other (sp				
TOTAL OPER	RATING EXPENSES	\$169,913	\$252,428	Ton Operator	, ,	• ,			
OPERATING I	REVENUES AND OTHE	R FUNDING CONTRIBUTI	ONS	Top Operator	Wage Rate: \$1 Wage Rate:	17.40			
-	er Revenue	\$9,281	\$11,575	•	=	CATORS	<b>.</b>		
	perating Revenue	\$386	A ===	FINANCIAL	MANCE INDI	CAIORS	•	2012	2013
Total Operati Federal Contr	-	\$9,667	\$11,575	R/C Ratio				6%	5%
Provincial Con		\$139,380	\$139,380		ng Cost / Capita			\$5.35	\$8.0
Municipal Cor	ntributions	\$20,866	\$101,473	Total Exp. /	Passenger			\$15.97	\$25.9
Other / Donati	ions	****	40=0 100		Eligible Passeng			\$16.47	\$27.3
TOTAL		\$169,913	\$252,428		on Exp. / Passen ated Service	iger		\$15.23	\$25.1
Vehicles Purc			\$53,546		Dedicated Servic	е		ψ10.20	Ψ20.1
Debt Servicing			<b>Ф</b> 55,540	Transportation	on Exp. / Hour (C	edicated Se	ervice)	\$46.30	\$39.7
Other Capital	_			OPERATING					
TOTAL CAPI	TAL EXPENSES		\$53,546	Registrants	•			0.0174	0.028
CAPITAL FUN	IDING SOURCES			Passengers Passengers	•			0.3552 20.39	0.324 11.2
Transit Syster					/ Hour (Dedicate	ed Service)		3.04	1.58
Federal Contr Provincial Con			\$49,476	Kms / Passe	enger (Dedicated	Service)		7.87	9.39
Municipal Cor			ψ+3,+70	Average Spe	eed (Dedicated S	Service)		23.94	14.88
Other / Donat	ions		\$4,070						
TOTAL CAPI	TAL FUNDING		\$53,546	PASSENC Ambulator	SER DATA	D	ed. Service 7,444	Non-Ded. Ser	vice
					y ir/Scooter Users		1,784		
				Attendants	3		393		
				Companio			95		
				Other (spe	ecitied)		0.746		
				TOTAL			9,716		
							Veh.	. Ava C	ity nor Val
				VEHICLE I	DATA	Numl		Avg. Capaci Wheelchair	ıty per ven. ∣ Ambulatory
				Non-Acces				N/A	
					Vans / Minivans		3 2	3	3
				Small Buse	es				
				Other TOTAL DE	D. VEHICLES		3 2	N/A	N/A
				Vehicle owr		N./	Junicipality (2), N	"	
					intenance respor		funicipality (2), N	_	

Accessible taxis:

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2013 Operating Data Page 23 **Fort Frances** REGISTRANTS Active Total

Wheelchair/Scooter Users: Service area (km²): 25.9 Jason Kabel Ambulatory: Communities served: Manager of Community Services Title: Attendants: Service began: 01/12/1986 Telephone: 807-274-4561 x11 Companions: Advisory Committee members: 3

Population served:

807-274-3799 Other: Fax: Eligibility Committee members: 3 Email: jkabel@fort-frances.com Total: 325 325 Non-Dedicated Service: ✓ Contractors: 1

Dedicated Serv. Operated by: Transit System/Municipality Eligibility Criteria: Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: Unable to Use ✓ Other Criteria ✓ Private Non-Profit Org.

**VEHICLE KILOMETRES & HOURS** 2012 2013 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 35,919 37,428 0900 to 1300 Weekday: 0800 to 1700 Sunday: 35.919 37,428 Tot Veh Km - Dedicated Service 0900 to 1300 to Saturday: Holiday: Rev. Veh. Hrs. - Dedicated Service

Advanced booking notice: dav(s) Tot. Veh. Hrs. - Dedicated Service 24.0 hour(s) Minimum notice for reservation: Non-Dedicated Service - Veh. Km. Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs.

PASSENGER DATA **FARE STRUCTURE** 

**Dedicated Service** 8,782 9,109 Effective Date: 01/01/2008 Tickets/Cards (unit price) Free Non-Dedicated Service 12.929 11.637 Cash **Monthly Pass** TOTAL PASSENGERS 21,711 20.746 Adult \$1.25 Subscription / Pre-booked 0% 44% Child \$1.25 56% Reservation 40% Student \$1.25 On-Demand / Day of trip 60% 0% Senior \$1.25 2,250 Attendant Cancelled in advance 1.952 Companion No-shows / Cancelled at door 6 Other Unaccommodated trips

Number of complaints 1 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 2 3 Administration \$10,502 \$10,538 Other Operations 1

Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration Contract - Dedicated Service \$140,760 \$135,117 Other

Contract - Non-Dedicated Service \$25,852 \$32,409 **TOTAL NUMBER OF EMPLOYEES** 2 Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) \$11,956 \$10,580

**CUPE Local 65** Mechanics: \$11,552 \$11.786 Other (specify): TOTAL OPERATING EXPENSES \$207,179 \$193,873

Top Operator Wage Rate: **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$29.75

Passenger Revenue \$24,845 \$24,651 PERFORMANCE INDICATORS Other Operating Revenue FINANCIAL **Total Operating Revenue** \$24,845 \$24,651 R/C Ratio Federal Contributions

**Provincial Contributions** \$74,281 \$73,763 **Municipal Contributions** \$86,962 \$77,336 \$18,123 Other / Donations \$21.091 **TOTAL** \$207,179 \$193,873 **CAPITAL EXPENSES** 

Vehicles Purchased \$68,200 Debt Servicing Other Capital Expenses **TOTAL CAPITAL EXPENSES** \$68,200

Fort Frances Handi-van

**CAPITAL FUNDING SOURCES** Transit System

Federal Contributions **Provincial Contributions** \$68,200

**Municipal Contributions** Other / Donations **TOTAL CAPITAL FUNDING** \$68,200

7 952

325

325

2013 2012 12% 13% Net Operating Cost / Capita \$21.97 \$21.28 Total Exp. / Passenger \$9.54 \$9.35 Total Exp. / Eligible Passenger \$23.32 \$21.25 Transportation Exp. / Passenger \$18 71 \$17.29 **Dedicated Service** Non-Dedicated Service \$2.51 \$2 22 Transportation Exp. / Hour (Dedicated Service) **OPERATING** Registrants / Capita 0.0392 0.0409 Passengers / Capita 2.6155 2.6089 66 80 63 83 Passengers / Registrant Passengers / Hour (Dedicated Service) Kms / Passenger (Dedicated Service) 4.09 4.11 Average Speed (Dedicated Service)

PASSENGER DATA Ambulatory	Ded. Service	Non-Ded. Service	
Wheelchair/Scooter Users Attendants	9,101 8	24	
Companions Other (specified) TOTAL	9,109	11,613 <b>11,637</b>	

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

# **Greater Sudbury**

Sudbury Har	ındi Transit	•	Population served:		138,000	REGISTRAI		Active	Total
=			Service area (km²):		152.6		r/Scooter Users		1,901
Contact:	Robert Gauthier	to a contract	Communities served:		132.0	Ambulatory:		1,169	2,759
Title:	Manager of Transit	t Operations	Service began:		01/01/2001	Attendants:		215 420	710 420
Telephone:	705-675-3333 705-560-4571		Advisory Committee me	embers:	5	Companions Other:	\$:	420	420
Fax: Email:	705-560-4571 robert.gauthier@su	audhury ca	Eligibility Committee me		N/A	Other: Total:		2,789	5,790
	_	Transit System/Municipality	Non-Dedicated Se	_	-t-cotore: 1	Eligibility C	^-:toria.	Unable to Board	٠,. ٠٠
Deulcateu oc	Serv. Operated by:				itraciois. i	Eligibility	=	1	
	<u> </u>		er: 1 Taxi Scrip Program	.m Available: _	_			•	
	L	Private Non-Profit Org.					<b>~</b>	Other Criteria	
VEHICLE KIL	LOMETRES & HOUR	RS 2012	2013	SERVICE HO	OURS / SCHED	ULING			-
	m Dedicated Service	, , ,	1,144,528	Weekday:	0630 to	2400	Sunday:	0700 1	to 2400
	m Dedicated Service	, , ,	1,144,528	Saturday:	0700 to	2400	Holiday:	0700 1	to 2400
	lrs Dedicated Service	-, -	51,839	•					
	s Dedicated Service	•	51,839	Advanced bo			day(s)		
	ted Service - Veh. Km				tice for reservation				
Non-Dedicate	ted Service - Veh. Hrs	ís.			s / Scheduling:	Fully Con	mputerized		
PASSENGER	R DATA			FARE STRU	CTURE				
Dedicated S		108,898	118,955		te: 01/01/2013	T <sup>†</sup>	ickets/Cards		
	cated Service	14,050	14,178		Cash		(unit price)	Monthly	Pass Fre
TOTAL PASS		122,948	133,133	Adult	\$2.20			-	
	on / Pre-booked	70%	70%	Child	\$2.20				
Reservation		25%	25%	Student	\$2.20 \$2.20				H
	nd / Day of trip	25% 5%	5%	Student					H
	-				\$2.20				<u>~</u>
Cancelled in		12,117	13,077	Attendant	<b>\$2.20</b>				H
	Cancelled at door	3,345	5,256	Companion	\$2.20				ш
Unaccommod	•			Other					
Number of co	•			<b>EMPLOYEE</b>	DATA		Full-tim	ne Pa	rt-time
OPERATING	EXPENSES			Operators			19		30
Administratio	on			Other Operati	tions		3		,,
Operations:				Vehicle Mech			5		
•	- Dedicated Service				Administration		1		
	t - Dedicated Service	\$2,667,833	\$2,830,128	Other	Aummondae		•		
	t - Dedicated Service t - Non-Dedicated Ser				IBER OF EMPLO	OVEES	28		20
	t - Non-Dedicated Ser t - Taxi Scrip	7VICE,-	Ψ,				28	•	30
	e (Vehicles & Facilities	22/		Union Affilia	ations: Operator				
Fuel	(VEHIOLES & LAGINAS	:5)			Mechani	ics:			
	ERATING EXPENSES	° \$2.890.104	¢3 0/1 8/6		Other (sp	pecify):			
		. , ,		Top Operator	r Wage Rate: \$				
		OTHER FUNDING CONTRIBUT		Top Mechanic	ic Wage Rate: \$				
•	nger Revenue	\$246,454	4 \$281,021	I DEDEOR!	MANCE IND	VCATORS	•		
	Operating Revenue				MANCE IND	ICATORS		2040	2040
•	ating Revenue	\$246,454	4 \$281,021	FINANCIAL				2012	2013
Federal Cont	ıtributions		į	R/C Ratio				9%	9%
Provincial Co	ontributions	\$140,819	9 \$140,393	-	ng Cost / Capita	1		\$19.16	\$20.0
Municipal Co		\$2,502,831	1 \$2,620,431	Total Exp. / I	Passenger			\$23.51	\$22.8
Other / Dona			į	Total Exp. / f	Eligible Passeng	.ger		\$26.12	\$25.6
TOTAL		\$2,890,104	4 \$3,041,845		ion Exp. / Passer				
	SENCE		• •		cated Service	igo.		\$24.50	\$23.79
Vohicles Bur			į		Dedicated Service	ice		\$15.82	\$14.93
Vehicles Pur			•		ion Exp. / Hour ([		-rvice)	\$55.06	\$54.59
Debt Servicir	•		į	•		500.00	14100,	<del></del>	·* -
Other Capital	•		į	OPERATING Pogistrants				0.0270	0.0420
TOTAL CAP	PITAL EXPENSES		į	Registrants /	•			0.0379	0.0420
CAPITAL FU	JNDING SOURCES		į	Passengers	•			0.8909	0.964
Transit Syste			,		s / Registrant			23.54	22.9
Federal Cont			,		/ Hour (Dedicate	•		2.25	2.29
Provincial Co			į		enger (Dedicated	•		10.98	9.6
Municipal Co			•	Average Spr	eed (Dedicated	Service)		24.68	22.0
Other / Dona			•	•——					
	PITAL FUNDING			PASSEN	GER DATA	D.	ed. Service	Non-Ded. Ser	rvice
10175	TIAL FUNDING			Ambulator			65,453		1,178
* Other Eligibil	ility Criteria: CNIB visu	sually impaired. * Employmen	t statistics are in relation		air/Scooter Users	re.	38,939	- ,	,170
		ecialized Transit service.	Station Co. 2	Attendants		3	56,939 6,779		

* Other Eligibility Criteria: CNIB visually impaired.	* Employment statistics are in relation
to the contractor providing the Specialized Transit s	service.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	65,453	14,178
Wheelchair/Scooter Users	38,939	
Attendants	6,779	
Companions	5,823	
Other (specified)	1,961	
TOTAL	118,955	14,178

Non-Accessible Cars	umber	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans Small Buses	16	14	4	10
Other TOTAL DED. VEHICLES	16	14	N/A	1 N/A
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:	Contracted Operator			

# Greenstone

Municipality of Greenstone  Contact: Barb Madder  Title: Bookkeeper  Telephone: 807-854-1100 x2010  Fax: 807-854-1947  Email: barb.madder@greenstone.ca  Dedicated Serv. Operated by:  Transit Sys	Se Co Se Ad Elig	pulation served: rvice area (km²): mmunities served: rvice began: visory Committee me gibility Committee Se Non-Dedicated Se	embers:	4,800 3,000.0 1 01/01/2001 N/A N/A ractors:	REGISTRANTS Wheelchair/Scooter Ambulatory: Attendants: Companions: Other: Total: Eligibility Criteria:		Active  14  49  120  2  185  able to Board	14 49 120 2
Private Co	ntractor(s), number: n-Profit Org.	Taxi Scrip Progran			<b>3</b> . <b>,</b>	Una	able to Use er Criteria	
VEHICLE KILOMETRES & HOURS  Rev. Veh. Km Dedicated Service  Tot. Veh. Km Dedicated Service  Rev. Veh. Hrs Dedicated Service	2012	2013	SERVICE HOU Weekday: Saturday:	URS / SCHEDU 0900 to to		•	to to	
Tot. Veh. Hrs Dedicated Service  Tot. Veh. Hrs Dedicated Service Non-Dedicated Service - Veh. Km. Non-Dedicated Service - Veh. Hrs.  PASSENGER DATA	2,950 2,950	3,200 3,200	Advanced boo Minimum notic Reservations / FARE STRUC	e for reservation Scheduling:	2 day(s) n: 24.0 hour(s) Manual			
Dedicated Service Non-Dedicated Service TOTAL PASSENGERS	4,610 <b>4,610</b>	5,042 <b>5,042</b>	Effective Date:	01/01/2006 Cash	Tickets/C (unit pri		Monthly Pass	Fre
Subscription / Pre-booked Reservation On-Demand / Day of trip Cancelled in advance	80% 0% 20%	80% 0% 20%	Child Student Senior Attendant Companion	\$1.50	\$1.50	)		
No-shows / Cancelled at door Unaccommodated trips Number of complaints OPERATING EXPENSES	2	1	Other  EMPLOYEE D Operators	)ATA	Ft	ull-time	Part-time 2	•
Administration Operations: Internal - Dedicated Service Contract - Dedicated Service	\$11,142 \$28,427	\$10,867 \$37,812	Other Operation Vehicle Mecha General and Ado Other	nics		1		
Contract - Non-Dedicated Service Contract - Taxi Scrip Maintenance (Vehicles & Facilities) Fuel TOTAL OPERATING EXPENSES	\$11,869 \$4,098 <b>\$55,536</b>	\$9,476 \$5,175 <b>\$63,331</b>	TOTAL NUMB Union Affiliation		s: CUPE Loca	<b>1</b> al 3045	2	
OPERATING REVENUES AND OTHER FUN			Top Operator V	•	25.45			
Passenger Revenue Other Operating Revenue	\$1,625	\$104	PERFORM	•	CATORS			
Total Operating Revenue Federal Contributions Provincial Contributions	<b>\$1,625</b> \$53,424	<b>\$104</b> \$55,548		g Cost / Capita			<b>2012</b> 3% \$11.23	<b>2013</b> 0% \$13.17
Municipal Contributions Other / Donations TOTAL	\$487 <b>\$55,536</b>	\$7,679 <b>\$63,331</b>	<u> </u>	assenger ligible Passeng n Exp. / Passer			\$12.05 \$12.05	\$12.56 \$12.56
CAPITAL EXPENSES Vehicles Purchased Debt Servicing			Non-De	ted Service edicated Servic n Exp. / Hour ([	e Dedicated Service)		\$9.63 \$15.05	\$10.41 \$16.39
Other Capital Expenses TOTAL CAPITAL EXPENSES			OPERATING Registrants / Passengers /	•			0.0340 0.9604	0.0385 1.0504
CAPITAL FUNDING SOURCES Transit System Federal Contributions Provincial Contributions Municipal Contributions			Kms / Passer	Registrant Hour (Dedicate nger (Dedicated ed (Dedicated S	Service)		28.28 1.56	27.25 1.58
Other / Donations TOTAL CAPITAL FUNDING  * Other Eligibility Criteria: Paratransit vehicles a	re used to provide serv	ices for seniors	PASSENGI Ambulatory			034	lon-Ded. Service	
which include grocery shopping, social activities end of 2012, the Medical clinic bought bus pass As a result, the ridership grew with less passen Greenstone also provides Aging at Home Van I appointments. This program is funded by Minis Network	s, and medical appointness and distributed the pager revenues in 2013.  Program to transport me	nents. * At the casses to seniors.  Municipality of edical	Attendants Companion Other (spec			8 0 <b>42</b>		

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

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

Accessible taxis:

Guelph

Guelph Tren	sit Mobility Services		Donulation convod:		121,668	REGIST			Active	Tot	
•	•		Population served: Service area (km²):		121,000 87.0		air/Scooter U	Jsers			387
Contact:	John Alves		Communities served:		1	Ambulato	-		1,105	1,1	105
Title:	Supervisor, Mobility S	DEI VICES	Service began:		01/03/1992	Attendan					
Telephone:	519-822-1260 x2461		Advisory Committee me	mbers:	15	Compani	ons:				
Fax:	519-822-5549		Eligibility Committee me		N/A	Other: Total:			4 400	4.4	400
Email:	john.alves@guelph.c	a	9					_	1,492	1,4	492
Dedicated Se	rv. Operated by: 🗸	Fransit System/Municipality	Non-Dedicated Se	ervice: 🗹 Cor	ntractors: 1	Eligibility	/ Criteria:	<b>✓</b>	Unable to Board		
		Private Contractor(s), number:	Taxi Scrip Prograr	m Available: 🗹	•			<b>✓</b>	Unable to Use		
		Private Non-Profit Org.						$\overline{\Box}$	Other Criteria		
		a.eee e.g.						Ш_	outer outeria		
VEHICLE KILO	OMETRES & HOURS	2012	2013	SERVICE HO	OURS / SCHEDU	JLING					
Rev. Veh. Km	n Dedicated Service	176,707	167,945	Weekday:	0530 to	0030	Sunda	ay:	0900	to 1830	
Tot. Veh. Km.	- Dedicated Service	176,707	168,825	Saturday:	0530 to	0030	Holida	ay:	0900	to 1830	
Rev. Veh. Hrs	s Dedicated Service	9,518	8,603				7 1- (-)	•			
Tot. Veh. Hrs.	- Dedicated Service	9,518	8,633	Advanced bo	oking notice: ce for reservatio		7 day(s)				
	d Service - Veh. Km.				/ Scheduling:		) hour(s)	izod			
	d Service - Veh. Hrs.				•	Failia	ly Computeri	izeu			
PASSENGER				FARE STRU							
Dedicated S		29,903	28,403	Effective Date			Tickets/Car				_
Non-Dedica		19,734	24,165		Cash		(unit price	e)	Monthly		Free
TOTAL PASSI		49,637	52,568	Adult	\$3.00		\$2.40		\$75.0		
· ·	n / Pre-booked	0%	0%	Child							$\checkmark$
Reservation		0%	0%	Student	\$3.00		\$1.90		\$64.0		Щ
On-Demand	d / Day of trip	0%	0%	Senior	\$3.00		\$2.00		\$62.0	0	Щ
Cancelled in a	advance	4,861	7,134	Attendant	\$3.00						Н
No-shows / Ca	ancelled at door	375	335	Companion	\$3.00						
Unaccommod	lated trips			Other							
Number of co	mplaints			<b>EMPLOYEE</b>	DATA		Full	l-tim	e Par	rt-time	
<b>OPERATING I</b>	EXPENSES			Operators			5	5		5	
Administration	า	\$171,506	\$5,573	Other Operati	ons		2	2			
Operations:				Vehicle Mech	anics						
Internal - I	Dedicated Service	\$588,595	\$775,715	General and A	Administration						
	Dedicated Service			Other							
	Non-Dedicated Servi	ce \$177,488	\$202,094	TOTAL NUM	BER OF EMPLO	OYEES		7		5	
	Taxi Scrip			Union Affiliat	tions: Operators	s.	ATU Local 11	189			
	(Vehicles & Facilities)	\$354,451	\$238,684	• • • • • • • • • • • • • • • • • • • •	Mechanic		ATU Local 11				
Fuel		\$50,000	\$165,077		Other (sp		NUME-Super		r		
TOTAL OPER	RATING EXPENSES	\$1,342,040	\$1,387,143	Tan Onereter	, ,	• ,	·o····				
OPERATING I	REVENUES AND OT	HER FUNDING CONTRIBUTI	ONS	Top Operator	Wage Rate: \$	20.49					
	er Revenue	\$47,625	\$50,112	•	=						
	perating Revenue	\$16,760	, ,	PERFORM	MANCE INDI	<b>ICATOR</b>	S				
Total Operati	-	\$64,385	\$50,112	FINANCIAL					2012	20	013
Federal Contr	-		. ,	R/C Ratio					5%		4%
Provincial Co	ntributions	\$12,000	\$12,000	Net Operatin	ng Cost / Capita				\$10.50	\$10	0.99
Municipal Cor	ntributions	\$1,265,655	\$1,325,031	Total Exp. / I	Passenger				\$27.04	\$26	6.39
Other / Donat	ions			Total Exp. / E	Eligible Passeng	er			\$28.46	\$27	7.97
TOTAL		\$1,342,040	\$1,387,143	Transportation	on Exp. / Passer	nger					
CAPITAL EXP	PENSES			Dedic	ated Service				\$33.21	\$41	1.53
Vehicles Puro		\$349,506		Non-E	Dedicated Service	e			\$8 99	\$8	8 36
Debt Servicin		φσ.σ,σσσ		Transportation	on Exp. / Hour (D	Dedicated	Service)		\$104.33	\$136	6.62
Other Capital	•			OPERATING							
	TAL EXPENSES	\$349,506		Registrants /	Capita				0.0117	0.0	)123
CADITAL ELIA	IDING SOURCES	*****		Passengers	/ Capita				0.4079	0.4	1321
Transit System				Passengers	/ Registrant				34.88	35	5.23
Federal Contr				Passengers	/ Hour (Dedicate	ed Service	)		3.14	3	3.30
Provincial Co				Kms / Passe	enger (Dedicated	Service)			5.91	5	5.91
Municipal Cor		\$160,300		Average Spe	eed (Dedicated S	Service)			18.57	19	9.52
Other / Donat		\$189,206									—
	TAL FUNDING	\$349,506		PASSEN	SER DATA		Ded. Servic	:e	Non-Ded. Ser	vice	
		<b>\$0.10,000</b>		Ambulator			16,61	7		.058	
					ir/Scooter Users	;	9,79	9	4	,126	
				Attendants	8						
				Companio	ns		1,98	7		981	
				Other (spe	ecified)						
				TOTAL			28,40	3	24	,165	
				l <u></u>							_
							W	eh.	Avg. Capaci	ity ner Veh	$\Box$
				VEHICLE I	DATA	Nin		en. eak	Wheelchair	Ambulato	
				Non-Acces		itui			N/A	, amound	ر. y
					Vans / Minivans	3			147.		
				Small Buse			10	8	5		4
				Other			-	-			
					D. VEHICLES		10	8	N/A	N/A	Ά

## **Halton Hills**

Contact:   Debra Wagstaffe	Halten Hills			D : Ittan amada		50,000		TRANTS	Active	Total
Add/wair Contributions	Halton Hills			Population served: Service area (km²):		59,008 280.0				204
Total Committee members:   10   Companients   Companien		•		, ,					1,697	1,697
Advisory Committee members:   1   1,901   1,										
Email: delcraw@gsympatico.ca	•			•	embers:			nions:		
Dedicated Service   Private Contractor(s), number   Private				•					1.901	1,901
Private Non-Profit Org.				Non-Dedicated S	ervice: 🗸 Cor	otractors: 3		ity Criteria:	•	-,
Private Non-Profit Org	Deuloutou ou		•				Liigio			
VEHICLE KILOMETRES & HOURS   2012   2013   SERVICE HOURS / SCHEDULING   Rev. Veh. Km Dedicated Service   122,348   122,348   Vew. (Am Dedicated Service   122,448   122,348   Vew. (Am Dedicated Service   17,042   7,042			* **	Taxi Suip Flogra	m Avallable. <u>▼</u>			_		
Rev. Veh. Km Dedicated Service   122,348		∐ P	rivate Non-Profit Org.					∐ 0	ther Criteria	
Tot. Veh. Km Dedicated Service Rev. Veh. Hrs Dedicated Service Non-Dedicated Servi										
Rev. Veh. Hrs Dedicated Service   7,042					•			•		
Tot. Veh. Hrs Dedicated Service Win. Mrs. Non-Dedicated Service Veh. Hrs. Non-Dedicated Service Veh. Hrs. Non-Dedicated Service Veh. Hrs. PASSENGER DATA  Dedicated Service 17,966 19,653 Non-Dedicated Service 22,949 25,250 Cancelled Service 22,949 25,250 Child \$2.00 \$2.00 Subscriptors (Pre-booked 20% 20% 20% 20% Child \$2.00 \$2.00 Subscriptors (Pre-booked 20% 20% 20% 20% Child \$2.00 \$2.00 Subscriptors (Pre-booked 20% 20% 20% 20% 20% 20% 20% 20% 20% 20%					Saturday:	0730 to	2300	Holiday:	to	)
Minimum notice for reservation: 38.0 hour(s)					Advanced bo	okina notice:		7 dav(s)		
Non-Dedicated Service - Velt, His.   PASSEMRER DATA   Non-Dedicated Service - Velt, His.   PASSEMER   Velt, His.   Ve			7,042	7,042			on: 36			
PASSENGER DATA   Dedicated Service   17,966   19,653   19,653   19,653   10,000   bedicated Service   22,949   25,259   26,000   25,200										
Dedicated Service   17,986   19,653   Effective Date: 01/12/2012   Tickets/Cards   Non-Dedicated Service   22,949   25,520   Adult   \$2.00   \$						•	۰,	Oomputonzes		
Non-Dedicated Service   22,949   25,250   32,00   32			47.000	40.050				Ti-li-ta/Carda		
TOTAL PASSENGERS					Effective Date				Monthly D	Ero
Subscription / Pre-booked   20%					Al1L				Montnly F	ass Fre
Reservation			·			•				
On-Demand / Day of trip	=							·		<u> </u>
Cancelled in advance										<u> </u>
Unaccommodated trips   24   Number of complaints   1   3   3   2   4   Number of complaints   1   3   3   2   4   Number of complaints   1   3   3   2   4   4   4   5   4   4   5   4   5   4   5   4   5   4   5   4   5   4   5   4   5   4   5   4   5   5	On-Deman	d / Day of trip	2%			\$2.00		\$2.00		<u>_</u>
Unaccommodated trips   24   Number of complaints   1   3   3   2   4   Number of complaints   1   3   3   2   4   Number of complaints   1   3   3   2   4   4   4   5   4   4   5   4   5   4   5   4   5   4   5   4   5   4   5   4   5   4   5   4   5   5	Cancelled in	advance	493	468						<u>V</u>
Mumber of complaints	No-shows / C	Cancelled at door	39	42	•					V
OPERATING EXPENSES   S12,422   S12,040   Operations   S12,422   S12,040   Operations   S12,422   S12,040   Operations   S12,422   S12,040   Operations   S12,422   Other Operations   S12,422   Other Operations   S12,422   Other Operations   S12,422   Other Operations   S176,778   S199,779   Operations   S176,778   S199,779   Other Operations   S176,778   S199,779   Other Operating Revenue   S117,580   Other Operat	Unaccommo	dated trips			Other	any type ot car	regiver ric	de for free		
OPERATING EXPENSES   S12,422   S12,040   S12,620   S12,422   S12,040   S12,422   S12,040   S12,422   S12,040   S12	Number of co	omplaints	1	3	<b>FMPLOYEE</b>	ΠΔΤΔ		Full-time	Part-	-time
Administration   \$212,422   \$121,043   Other Operations		-				DA				
Operations:	Administratio	วท	\$212,422	\$121,043	•	ions		<b>~</b>	_	
Contract - Dedicated Service   \$249,637   \$232,881   Contract - Non-Dedicated Service   \$176,778   \$199,779   Contract - Non-Dedicated Service   \$769,537   \$684,403   Contract - Non-Dedicated Service   \$176,780   S192,779   Contract - Non-Dedicated Service   \$769,537   \$684,403   S128,218   Contract - Non-Dedicated Service   \$176,580   S128,218   Contract - Non-Dedicated Service   \$117,580   S128,218   Contract - Non-Dedicated Service   \$117,580   S128,218   Contract - Non-Dedicated Service   \$117,580   S128,218   Contributions   \$117,580   S128,218   Cont	Operations:			•	•				1	
Contract - Dedicated Service   \$249,637   \$232,881   Contract - Non-Dedicated Service   \$176,778   \$199,779   S199,779   Maintenance (Vehicles & Facilities)   \$67,100   \$67,100   \$67,100   \$67,100   \$101	Internal -	Dedicated Service	\$63,600	\$63,600				1		
Contract - Non-Dedicated Service   \$176,778   \$199,779   TOTAL NUMBER OF EMPLOYEES   4   5	Contract	- Dedicated Service	\$249,637					•		
Contract - Taxi Scrip   Maintenance (Vehicles & Facilities)   \$67,100   \$6	Contract	- Non-Dedicated Servic	. ,			BER OF EMPL	OYEES	4		5
Maintenance (Vehicles & Facilities)   \$67,100   \$67,100   \$67,100   \$67,100   \$67,100   \$67,100   \$67,100   \$67,100   \$67,100   \$684,403   \$769,537   \$684,403   \$769,537   \$684,403   \$769,537   \$7				•				-	-	,
Fuel   TOTAL OPERATING EXPENSES   \$769,537   \$684,403   Other (specify):   Top Operator Wage Rate:   Top Mechanic Wage Rate:   Top Mechanic Wage Rate:   \$170,500   Mechanic Wage Rate:   Top Mechanic		•	\$67,100	\$67,100	Union Attilia			0UDE   >==1.70		
TOTAL OPERATING EXPENSES   \$769,537   \$684,403   Other (specify):   Top Operator Wage Rate: \$29.40   PERFORMANCE INDICATORS   Top Mechanic Wage Rate: \$29.40		,	• •					CUPE Local /3		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		RATING EXPENSES	\$769,537	\$684,403			pecity):			
Passenger Revenue	OPERATING	REVENUES AND OTH	IER FUNDING CONTRIBUTI	ONS		•	\$29.40			
Total Operating Revenue	Passen	ger Revenue	\$117,580	\$128,218	•	=				
Total Operating Revenue		-			PERFORM	MANCE IND	ICATO	RS		
Federal Contributions			\$117,580	\$128,218	FINANCIAL				2012	2013
Provincial Contributions	•	•	•	• •	R/C Ratio				15%	19%
Municipal Contributions Other / Donations TOTAL \$769,537 \$684,403  CAPITAL EXPENSES Vehicles Purchased Debt Servicing Other Capital Expenses TOTAL CAPITAL EXPENSES  CAPITAL EXPENSES CAPITAL EXPENSES CAPITAL EXPENSES Total Exp. / Passenger Dedicated Service Non-Dedicated Service			\$315,135	\$312,143	Net Operatin	ng Cost / Capita	1		\$11.05	\$9.4
Other / Donations TOTAL \$769,537 \$684,403  CAPITAL EXPENSES Vehicles Purchased Debt Servicing Other Capital Expenses TOTAL CAPITAL EXPENSES  CAPITAL FUNDING SOURCES Transportation Exp. / Passenger Dedicated Service Non-Dedicated Service Service Non-Dedicated Service									\$18.81	\$15.2
TOTAL \$769,537 \$684,403  CAPITAL EXPENSES  Vehicles Purchased Debt Servicing Other Capital Expenses TOTAL CAPITAL EXPENSES  CAPITAL FUNDING SOURCES Transit System Federal Contributions Provincial Contributions Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING  TRANSPORTATION Transportation Exp. / Passenger Dedicated Service Non-Dedicated Service) \$21.17 \$18.5 Non-Dedicated Service) \$54.01 \$51.6  OPERATING Registrants / Capita Passengers / Capita Passengers / Registrant Passengers / Registrant Passengers / Hour (Dedicated Service) 17.37 17.3  TOTAL CAPITAL FUNDING  TOTAL CAPITAL FUNDING  TRANSPORTATION PASSENGER DATA Ded. Service Ambulatory 17,131	•		•		Total Exp. / F	Eligible Passenç	ger		\$42.83	\$34.8
CAPITAL EXPENSES Vehicles Purchased Debt Servicing Other Capital Expenses TOTAL CAPITAL EXPENSES  CAPITAL FUNDING SOURCES Transit System Federal Contributions Provincial Contributions Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING  TOTAL CAPITAL FUNDING  PASSENGER DATA Ambulatory  Dedicated Service \$21.17 \$18.5  Non-Dedicated Service \$7 70 \$7 9  77 9  77 9  78 9  7			\$769,537	\$684,403	<b>I</b>	-	-		•	
Non-Dedicated Service \$7.70 \$7.9  Debt Servicing Other Capital Expenses TOTAL CAPITAL EXPENSES  CAPITAL FUNDING SOURCES Transit System Federal Contributions Provincial Contributions Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING  TOTAL CAPITAL FUNDING  PASSENGER DATA Ded. Service Ambulatory Non-Dedicated Service \$7.70 \$7.9  \$7.9		DENGES				•			\$21.17	\$18.5
Debt Servicing Other Capital Expenses TOTAL CAPITAL EXPENSES  CAPITAL FUNDING SOURCES Transit System Federal Contributions Provincial Contributions Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING TOTAL CAPITAL FUNDING  PASSENGER DATA Ambulatory  Transportation Exp. / Hour (Dedicated Service) \$54.01 \$51.6  OPERATING Registrants / Capita 0.0276 0.032 Passengers / Capita 0.6934 0.761 Passengers / Registrant 25.13 23.6 Passengers / Hour (Dedicated Service) 2.55 2.7  Kms / Passenger (Dedicated Service) 6.81 6.2 Average Speed (Dedicated Service) 17.37 17.3							ce			
Other Capital Expenses TOTAL CAPITAL EXPENSES  CAPITAL FUNDING SOURCES Transit System Federal Contributions Provincial Contributions Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING  Other / Donations TOTAL CAPITAL FUNDING  OTHER TING  Registrants / Capita Passengers / Capita Passengers / Registrant Passengers / Hour (Dedicated Service) Passengers / Hour (Dedicated Service) Passengers / Hour (Dedicated Service) Passenger (Dedicated Service) Average Speed (Dedicated Service)  TOTAL CAPITAL FUNDING  OTHER TING Passenger / Capita Passengers / Registrant Passengers / Hour (Dedicated Service) Passengers / Hour (Dedicated S					Transportation	on Exp. / Hour (f	Dedicated	d Service)		
TOTAL CAPITAL EXPENSES  CAPITAL FUNDING SOURCES Transit System Federal Contributions Provincial Contributions Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING  Registrants / Capita Passengers / Capita Passengers / Registrant Passengers / Hour (Dedicated Service) Passengers / Hour (Dedicated Service) Passenger (Dedicated Service) Average Speed (Dedicated Service) TOTAL CAPITAL FUNDING  Registrants / Capita Passengers / Capita Passengers / Registrant Passengers / Hour (Dedicated Service) Passenger (Dedicated Service) Average Speed (Dedicated Service) TOTAL CAPITAL FUNDING  PASSENGER DATA Ambulatory 17,131		•			OPERATING	i				
CAPITAL FUNDING SOURCES  Passengers / Capita Passengers / Registrant Passengers / Registrant Passengers / Hour (Dedicated Service) Passenger / Passenger / Passenger (Dedicated Service) Passenger / Passeng					_				0.0276	0.032
Transit System Passengers / Registrant Passengers / Hour (Dedicated Service) Passengers / Hour (Dedicated Service) Passengers / Hour (Dedicated Service) Passenger (Dedicated Service) Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING Passenger (Dedicated Service) Average Speed (Dedicated Service)  PASSENGER DATA Ded. Service Ambulatory 17,131 Ded. Service										
Federal Contributions Provincial Contributions Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING  Passengers / Hour (Dedicated Service) Kms / Passenger (Dedicated Service) Average Speed (Dedicated Service)  5.55 4.7  Kms / Passenger (Dedicated Service) Average Speed (Dedicated Service)  7.37 7.33 7.33 7.34  PASSENGER DATA Ambulatory 17,131						•				
Provincial Contributions Provincial Contributions Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING  Kms / Passenger (Dedicated Service) Average Speed (Dedicated Service)  FASENGER DATA Abulatory  Mon-Ded. Service Ambulatory  Ded. Service Ambulatory  Ded. Service Ambulatory  Ded. Service Ambulatory  Ded. Service	•					-	ed Servic	<i>ا</i> م:		
Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING  PASSENGER DATA Ded. Service Ambulatory  Average Speed (Dedicated Service)  17.37  17.3  PASSENGER DATA Ded. Service Ambulatory  17,131								•		
Other / Donations  TOTAL CAPITAL FUNDING  PASSENGER DATA Ded. Service Non-Ded. Service Ambulatory 17,131								,		
TOTAL CAPITAL FUNDING  PASSENGER DATA  Ambulatory  Ded. Service  Non-Ded. Service  17,131					,		00		*****	
Ambulatory 17,131					DA COENI			2: 1 0: mda.	···· Dad Came	
	TOTAL CAP	ITAL FUNDING							Non-Dea. Servi	ice
	^oti\/on is a ni	ublic transportation cerv	rice operated by the Town of L	Halton Hills for both		•	_			

ActiVan is a public transportation service operated by the Town of Halton Hills for both
persons with disabilities and seniors. Any person with a physical, medical or cognitive
disability and everyone aged 65 or older may apply. Halton Hills does not hve
conventional transit. "Please note the ridership growth is due to the aging population, as
our service provides rides to anyone 65 years and older. "

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	17,131	
Wheelchair/Scooter Users	2,522	
Attendants		
Companions		
Other (specified)		25,250
TOTAL	19,653	25,250

VEHICLE DATA  Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans	2	2	1	3
Small Buses Other	1	1	3	18
TOTAL DED. VEHICLES	3	3	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility Accessible taxis: 1	Municipal : Municipal	•		

## Hamilton

Hamil	ton					DECICED ANTO	A -4		Tatal
Accessible '	Transportation Service	ces	Population served:		540,000	REGISTRANTS Wheelchair/Scoote	Act	ive	<b>Total</b> 7,762
Contact:	Owen Quinn		Service area (km²):		1,117.0	Ambulatory:	03613.		1,633
Title:		ible Transportation Service	Communities served:		1	Attendants:			.,
Telephone:	905-546-2424 x5323	,	Service began:		01/01/1976	Companions:			
Fax:	905-679-7305		Advisory Committee me		15 3	Other:			2,451
Email:	Owen.Quinn@hamilt	ton.ca	Eligibility Committee me	mbers.	3	Total:		•	11,846
Dedicated Se	erv. Operated by: 🗸	Transit System/Municipality	Non-Dedicated Se	ervice: 🗸 Co	ntractors: 3	Eligibility Criteria:	✓ Unable to Bo	oard	
	<b>✓</b>	Private Contractor(s), number	: 1 Taxi Scrip Prograr	n Available: 🔽			✓ Unable to Us	se	
	<u> </u>	Private Non-Profit Org.					✓ Other Criteri	а	
VEHICLE KIL	OMETRES & HOURS	2012	2013	SERVICE HO	OURS / SCHEDU	JLING			
Rev. Veh. Kr	m Dedicated Service	4,482,899	4,680,409	Weekday:	0500 to	0200 Sur	iday: 06	30 to 003	0
	n Dedicated Service	4,482,899	4,680,409	Saturday:	0600 to	0200 Hol	iday: 06	30 to 003	0
	rs Dedicated Service	191,114	207,545	Advanced bo	oking notice:	7 day(s)			
	s Dedicated Service ed Service - Veh. Km.	191,114	207,545		ice for reservatio				
	ed Service - Veh. Hrs.			Reservations	/ Scheduling:	Fully Computeriz	zed		
PASSENGER				FARE STRU	CTURE				
Dedicated		436,419	480,715		e: 01/06/2013	Tickets/0	Cards		
Non-Dedic	ated Service	140,900	126,778		Cash	(unit p	rice) Mon	thly Pass	Free
TOTAL PASS	SENGERS	577,319	607,493	Adult	\$2.55	\$2.00	\$	87.00	
=	on / Pre-booked	46%	46%	Child					<b>✓</b>
Reservatio		26%	29%	Student	\$2.55	\$1.6	•	71.00	
	nd / Day of trip	28%	25%	Senior	\$2.55	\$1.6	5 \$	20.50	<u> </u>
Cancelled in		85,029	95,925	Attendant Companion	\$2.55	\$2.00	n e	87.00	
	Cancelled at door	15,024	16,506	Other		هکا.o. ;er co-payment 60%	·		
Unaccommo Number of co		13,662 1,481	9,472 1,898						
OPERATING	•	1,701	1,090	EMPLOYEE	DATA		ull-time	Part-time	
Administration		\$3,471,224	\$2,355,449	Operators Other Operat	ione		128 12	10	
Operations:		ΨΦ,,== .	ΨΞ,000,110	Vehicle Mech			6	10	
Internal -	Dedicated Service	\$7,201,081	\$8,789,032		Administration		29		
	- Dedicated Service	\$1,902,933	\$2,163,008	Other			5	3	
	- Non-Dedicated Servi		\$46,418	TOTAL NUM	BER OF EMPLO	DYEES	180	13	
	- Taxi Scrip	\$1,185,940	\$1,096,501	Union Affilia	tions: Operators	s: CUPE Loc	al 5167		
Fuel	e (Vehicles & Facilities)	\$1,268,072 \$805,101	\$708,300 \$861,210		Mechanic	s: CUPE Loc	al 5167		
	RATING EXPENSES	\$15,834,351	\$16,019,918		Other (sp		nistrative staff) - AT	U Local 107	7
OPERATING	REVENUES AND OT	HER FUNDING CONTRIBUT	IONS		· Wage Rate: \$ c Wage Rate: \$				
Passen	ger Revenue	\$1,737,544	\$1,570,964		•				
	Operating Revenue	\$9,563	\$9,274		MANCE INDI	CATORS		_	
•	ting Revenue	\$1,747,107	\$1,580,238	FINANCIAL R/C Ratio			<b>201</b> 2		<b>2013</b> 10%
Federal Con Provincial Co		\$790.775	\$1,036,441		ng Cost / Capita		\$27.0		\$26.74
Municipal Co		\$13,296,438	\$1,036,441 \$13.402.983	Total Exp. /			\$27.4		\$26.37
Other / Dona		\$31	\$256		Eligible Passeng	er	\$29.8	39	\$28.83
TOTAL		\$15,834,351	\$16,019,918	=	on Exp. / Passer		,		*=====
CAPITAL EX	PENSES				cated Service	<u>.</u>	\$25.6	31	\$26.05
Vehicles Pur			\$4,096,957		Dedicated Service		\$8.4		\$9.02
Debt Servici			, , , , , , , ,	•		Dedicated Service)	\$58.4	18	\$60.33
Other Capita	al Expenses		\$384,254	OPERATING					
TOTAL CAP	PITAL EXPENSES		\$4,481,211	Registrants			0.023		0.0219
CAPITAL FU	NDING SOURCES			Passengers			1.110 47.9		1.1250 51.28
Transit Syste			\$4,417,213		/ Registrant / Hour (Dedicate	ed Service)	47.s 2.2		2.32
Federal Con					enger (Dedicated		10.2		9.74
Provincial Co			\$63,998		eed (Dedicated S	•	23.4		22.55
Municipal Co Other / Dona						•			
	PITAL FUNDING		\$4,481,211	PASSEN	GER DATA	Ded. Ser	vice Non-Ded.	. Service	
				Ambulato		160,		121,306	
		Transportation Services (ATS			ir/Scooter Users			5,472	
persons with d	ilsabilities who are una	ble to access conventional tra	nsit service.	Attendant			268		
				Companio	ons	12,	508		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	160,987	121,306
Wheelchair/Scooter Users	267,952	5,472
Attendants	39,268	
Companions	12,508	
Other (specified)		
TOTAL	480,715	126,778

		Veh.	Avg. Capacity per Veh.			
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory		
Non-Accessible Cars Accessible Vans / Minivans	30	27	N/A	6		
Small Buses Other	75	54	4	6		
TOTAL DED. VEHICLES	105	81	N/A	N/A		

Vehicle ownership: Buses - Mun Transit Sys; Cars - Priv Contractor Vehicle maintenance responsibility: Buses - Non-Profit; Cars - Private Contractor Accessible taxis:

#### Hanover

папоч						REGISTRAN	TS	Active	Total
Saugeen Mo Contact: Title: Telephone: Fax: Email:	Dility and Regional T Roger Cook Manager 519-881-2589 519-881-2508 roger@saugeenmot		Population served: Service area (km²): Communities served: Service began: Advisory Committee m Eligibility Committee m		70,323 3,704.6 8 01/01/1979 8 N/A	Wheelchair/S Ambulatory: Attendants: Companions: Other: Total:	cooter Users:		771
Dedicated Se	erv. Operated by:	Transit System/Municipality	Non-Dedicated S	ervice: Co	ntractors:	Eligibility Cri	iteria:	Unable to Board	
		Private Contractor(s), number	: Taxi Scrip Progra	m Available:		• •	_	Unable to Use	
		Private Non-Profit Org.						Other Criteria	
	.OMETRES & HOURS n Dedicated Service		<b>2013</b> 181.142	SERVICE HO Weekday:	OURS / SCHED		Sunday:	0700 to	1800
	n Dedicated Service	432,324	493,586	Saturday:	0700 to		Holiday:		1800
	s Dedicated Service		,	•				0.00	1000
	s Dedicated Service				ooking notice: tice for reservation		y(s) ur(s)		
	ed Service - Veh. Km.				ice for reservations / Scheduling:	on: 48.0 ho Manual	ur(s)		
	ed Service - Veh. Hrs.				· ·	Manuan			
PASSENGER Dedicated :		22,300	21,052	FARE STRU	te: 01/07/2013	Tic	kets/Cards		
	ated Service	22,300	21,002	Lilective Dat	Cash		unit price)	Monthly Pas	s Fre
TOTAL PASS		22,300	21,052	Adult	\$5.00	,	,	monany r do	
Subscriptio	n / Pre-booked	30%	30%	Child	\$5.00				
Reservation	n	62%	62%	Student	\$5.00				
On-Deman	d / Day of trip	8%	8%	Senior	\$5.00				
Cancelled in	advance			Attendant					<b>✓</b>
No-shows / C	Cancelled at door	146	138	Companion					✓
Unaccommod	•			Other	out of service	area rides are t	ime and mile	age	
Number of co	•	11	8	<b>EMPLOYEE</b>	DATA		Full-time	e Part-tir	ne
OPERATING				Operators			14	3	
Administratio	n	\$161,212	\$253,204	Other Operat			1	1	
Operations:	Dedicated Consises	\$202 E94	¢422.442	Vehicle Mech					
	Dedicated Service - Dedicated Service	\$392,584	\$432,442		Administration		1		
	<ul> <li>Non-Dedicated Service</li> </ul>	ice		Other	IBER OF EMPLO	OVEES	16	4	
	- Taxi Scrip						10	4	
	(Vehicles & Facilities	\$35,920	\$35,854	Union Affilia	tions: Operator				
Fuel		\$78,933	\$97,612		Mechanio Other (sp				
TOTAL OPE	RATING EXPENSES	\$668,649	\$819,112	T O		• •			
OPERATING	REVENUES AND OT	HER FUNDING CONTRIBUT	TONS		r Wage Rate: \$ c Wage Rate:	15.30			
	ger Revenue	\$132,871		•	· ·				
Other O	perating Revenue	\$60,632	\$74,606		MANCE IND	ICATORS			
Total Operat	ting Revenue	\$193,503	\$187,263	FINANCIAL				2012	2013
Federal Cont				R/C Ratio				29%	23%
Provincial Co		\$122,017			ng Cost / Capita			\$6.75	\$8.98
Municipal Co		\$350,254	. ,	Total Exp. /				\$29.98	\$38.91
Other / Dona TOTAL	itions	\$2,875 \$668 640			Eligible Passeng	-		\$31.27	\$45.00
	DENOSO	\$668,649	φ019,112		on Exp. / Passer cated Service	igei		\$22.76	\$26.88
Vehicles Pur		¢101.474	\$340,731		Dedicated Service	ce		<b>4</b> 0	Ψ20.00
Debt Servicir		\$101,474	\$340,731		on Exp. / Hour ([		rice)		
Other Capita	•		\$2,463	OPERATING	}				
•	ITAL EXPENSES	\$101,474		Registrants	/ Capita			0.0096	0.0110
CAPITAL FUI	NDING SOURCES	• •	. ,	Passengers	/ Capita			0.3168	0.2994
Transit Syste					/ Registrant			32.89	27.30
Federal Cont				_	/ Hour (Dedicate			o	
Provincial Co	ontributions	\$101,474	\$336,260		enger (Dedicated	•		8.47	8.60
Municipal Co	ontributions			Average Sp	eed (Dedicated	Service)			
Other / Dona			\$6,934						
TOTAL CAP	ITAL FUNDING	\$101,474	\$343,194		GER DATA	Dec	d. Service	Non-Ded. Service	•
Regan provid	ling service to Sauges	n Shores on April 1, 2012 and	I to Huron-Kinloss on	Ambulato	,		7,078		
ведап рголи Лау 1, 2012.		riteria: Mentally and Physically		Attendant	air/Scooter Users	•	11,123 2,851		
		e of a more accurate counting		Companio			۱ ۵٫۰۰		
ides				II Companio					

* Began providir	ng service to Saugeen Shores on April 1, 2012 and to Huron-Kinloss on
May 1, 2012.	* Other Eligibility Criteria: Mentally and Physically Challenged.
* Ridership drop	ped in 2013 because of a more accurate counting of the group excursion
rides.	

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	7,078	
Wheelchair/Scooter Users	11,123	
Attendants	2,851	
Companions		
Other (specified)		
TOTAL	21,052	

		Veh.	Avg. Capac	ity per Veh.		
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory		
Non-Accessible Cars	1	1	N/A	5		
Accessible Vans / Minivans	10	10	2	3		
Small Buses	6	6	5	9		
Other	2	2	12	15		
TOTAL DED. VEHICLES	19	19	N/A	N/A		
Vehicle ownership:		Non-Profit Organizaton				
Vehicle maintenance responsibility	v: Contrac	cted Opera	ator			

Accessible taxis:

### Hearst

neai 5	ι					DECIS.	TRANTS	Active	Total
Hearst Come Contact: Title: Telephone:	munity Transportatio Claude Laflamme Secretary/Treasurer 705-372-2817	n Association	Population served: Service area (km²): Communities served: Service began:		5,090 841.0 1 08/09/1998		chair/Scooter Users: atory: ants:	52 368 13	52 368 13
Fax:	705-362-5902	_	Advisory Committee me Eligibility Committee me		7 7	Other:		422	422
Email:	claflamme@hearst.c		Non-Dedicated So		tractors:	Total:	itu Critorio	433	433
Dedicated Se		Transit System/Municipality				Eligibli	· =	Inable to Board Inable to Use	
		Private Contractor(s), number	. I Taxi Scrip Progra	m Avallable					
	✓	Private Non-Profit Org.					✓ (	Other Criteria	
	OMETRES & HOURS	2012	2013		URS / SCHEDU				
	<ul><li>n Dedicated Service</li><li>n Dedicated Service</li></ul>			Weekday:	0800 to		Sunday:	to to	
	s Dedicated Service			Saturday:	0900 to	1500	Holiday:	lo	
	s Dedicated Service			Advanced boo		.n. (	1 day(s)		
	ed Service - Veh. Km.			Reservations /	ce for reservation / Scheduling:	m. (	0.0 hour(s)		
PASSENGER	ed Service - Veh. Hrs.			FARE STRUC	•	Man	aai		
Dedicated		13,012	12,009	Effective Date:			Tickets/Cards		
Non-Dedica	ated Service	-,-	,		Cash		(unit price)	Monthly Pass	s Fre
TOTAL PASS		13,012	12,009	Adult	\$2.50		\$2.27		_
	on / Pre-booked	5%	5% 0%	Child	\$2.50		\$2.27		L
Reservation On-Deman	n ıd / Day of trip	0% 95%	95%	Student Senior	\$2.50 \$2.50		\$2.27 \$2.27		-
Cancelled in		3370	33,0	Attendant	\$2.50		\$2.27		<u> </u>
	Cancelled at door			Companion	\$2.50		\$2.27		
Unaccommo				Other					
Number of co	omplaints			EMPLOYEE D	DATA		Full-time	Part-tim	ne
OPERATING				Operators			2	1	
Administratio Operations:	on	\$12,315	\$13,452	Other Operation				•	
	Dedicated Service			Vehicle Mecha General and A				3	
	- Dedicated Service	\$123,152	\$134,524	Other	ariii ii Sii Gii Ori				
	- Non-Dedicated Servi	ce		TOTAL NUMB	BER OF EMPLO	OYEES	2	4	
	- Taxi Scrip			Union Affiliati	ions: Operator	s:			
Fuel	(Vehicles & Facilities)				Mechanic				
	RATING EXPENSES	\$135,467	\$147,976		Other (sp	ecify):			
OPERATING	REVENUES AND OT	HER FUNDING CONTRIBUT	IONS		Wage Rate: \$				
	ger Revenue	\$32,530		•	Wage Rate: \$				
Other O	perating Revenue				IANCE INDI	САТО	RS		
-	ting Revenue	\$32,530	\$30,023	FINANCIAL R/C Ratio				<b>2012</b> 24%	<b>2013</b> 209
Federal Cont Provincial Co		\$60,045	\$60,874		g Cost / Capita			\$20.22	\$23.1
Municipal Co		\$36,392		Total Exp. / P	-			\$10.41	\$12.3
Other / Dona		\$6,500	\$5,500	Total Exp. / E	ligible Passeng	er		\$10.52	\$12.4
TOTAL		\$135,467	\$147,976		n Exp. / Passer	nger			
CAPITAL EX	PENSES				ated Service			\$9.46	\$11.2
Vehicles Pur					edicated Servic n Exp. / Hour ([		d Service)		
Debt Servicir Other Capita	•			OPERATING	,		,		
	PITAL EXPENSES			Registrants /	Capita			0.0859	0.085
CAPITAL FUI	NDING SOURCES			Passengers /	•			2.5564	2.359
Transit Syste				Passengers /	′ Registrant ′ Hour (Dedicate	nd Convic	20)	29.78	27.7
Federal Conf					nger (Dedicated		•		
Provincial Co					ed (Dedicated S		• •		
Municipal Co Other / Dona				•					
	PITAL FUNDING			PASSENG	ER DATA		Ded. Service	Non-Ded. Service	
The number of	Fratura triac talear 1: 0	04.0 dealised by an arrivative (1.1	, OO/ from the	Ambulatory			10,088		
		013 declined by approximately tion of a Red Cross volunteer		Wheelchair Attendants	r/Scooter Users		1,800 121		
shoppers to the	eir homes from the gro	cery store. Increased deman	d for the specialized	Companion			121		
		find other means of transporta		Other (spec					
their domiciles pick them up.	, ramer man waiting ur	itil the specialized transit serv	ice was available to	TOTAL			12,009		
				11					

VEHICLE DATA Non-Accessible Cars Accessible Vans / Minivans	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Small Buses Other TOTAL DED. VEHICLES	1 <b>1</b>	1 1	4 N/A	16 N/A
Vehicle ownership: Vehicle maintenance responsibility Accessible taxis:		ted Opera		

## Ingersoll

Ingersoll Par	ratransit Service	F	Population served:		12,146	Wheelch	RANTS air/Scooter	r Hsers	Active 32	<b>Total</b> 69
Contact:	Jim Brown	5	Service area (km²):		10.0	Ambulato		USCIS.	52 54	224
Title:	Treasurer		Communities served:		1	Attendan	ts:		31	35
Telephone:	519-485-0120		Service began: Advisory Committee me		04/01/1992 5	Compani	ons:			
Fax:	519-485-3543	-	Eligibility Committee me		3	Other:			44=	2
Email:	jim.brown@ingerso	ii.ca				Total:			117	330
Dedicated Se	erv. Operated by:	Transit System/Municipality	Non-Dedicated Se		ctors: 1	Eligibilit	y Criteria:	_	Jnable to Board	
		Private Contractor(s), number:	Taxi Scrip Progra	m Available:				<b>✓</b> (	Jnable to Use	
		Private Non-Profit Org.						<b>V</b>	Other Criteria	
VEHICLE KIL	OMETRES & HOUR	S 2012	2013	SERVICE HOUR	RS / SCHEDU	JLING				
	n Dedicated Service			Weekday:	0800 to		Sun	nday:	0800	to 1700
	Dedicated Service			Saturday:	0800 to	2100	Holi	iday:	0800	to 1700
	s Dedicated Service Dedicated Service			Advanced bookir	ng notice:		1 day(s)			
	ed Service - Veh. Km			Minimum notice	for reservatio		0 hour(s)			
	ed Service - Veh. Hrs			Reservations / S	cheduling:	Fully 0	Computeriz	zed		
PASSENGER				FARE STRUCTU						
Dedicated S	Service ated Service	4,708	4,766	Effective Date: 1	4/04/2009 <b>Cash</b>		Tickets/C (unit pr		Monthly	Pass Fre
TOTAL PASS		4,708 4,708	4,766	Adult	\$3.00		(unit pi	100)	Worlding	rass rie
	n / Pre-booked	2%	0%	Child	\$3.00					
Reservation		90%	100%	Student	\$3.00					
On-Deman	d / Day of trip	8%	0%	Senior	\$3.00					
Cancelled in		1,315		Attendant Companion	\$3.00					~
No-shows / C	cancelled at door	1		Other	φ3.00					
Number of co	•			EMPLOYEE DA	т.		_	ull-time	. Do	rt-time
<b>OPERATING</b>	•			Operators	IA.		r	un-une	; га	it-tille
Administratio	n	\$47,930	\$44,839	Other Operations	3					
Operations:	Dadiastad Camba			Vehicle Mechanic						
	Dedicated Service - Dedicated Service			General and Adn	ninistration					1
	<ul> <li>Non-Dedicated Service</li> </ul>	vice \$48,251	\$44,976	Other TOTAL NUMBE	R OF EMPLO	OYEES				1
Contract	- Taxi Scrip			Union Affiliation						
	(Vehicles & Facilities	)		Official Affiliation	Mechanic					
Fuel TOTAL OPE	RATING EXPENSES	\$96,181	\$89,815		Other (sp	ecify):				
				Top Operator Wa	age Rate:					
	ger Revenue	THER FUNDING CONTRIBUTION \$13,635	\$14,235	Top Mechanic W	age Rate:					
•	perating Revenue	Ψ10,000	Ψ14,200	PERFORMA	NCE INDI	CATOR	lS			
	ing Revenue	\$13,635	\$14,235	FINANCIAL					2012	2013
Federal Cont		*		R/C Ratio Net Operating C	Cont / Conito				14% \$6.80	16% \$6.2
Provincial Co Municipal Co		\$12,311 \$70,235	\$4,268 \$71,312	Total Exp. / Pas	•				\$0.60 \$20.43	ან.∠. \$18.8
Other / Dona		Ψ10,233	Ψ/1,512	Total Exp. / Elig		er			\$20.43	\$18.8
TOTAL		\$96,181	\$89,815	Transportation E	-				<b>4</b>	*****
CAPITAL EXI	PENSES				d Service					
Vehicles Pure	chased			Non-Ded Transportation E	licated Servic		Sonvico)		\$10.25	\$9.4
Debt Servicir	•			OPERATING	_xp. / 1 loui (L	Jeuicaleu	Service)			
Other Capital	I Expenses ITAL EXPENSES			Registrants / Ca	apita				0.0272	0.027
	NDING SOURCES			Passengers / C	-				0.3876	0.392
Transit Syste				Passengers / R					14.27	14.4
Federal Cont				Passengers / He Kms / Passenge			)			
Provincial Co				Average Speed	•					
Municipal Co Other / Dona				1 3 1 3 1 7 1 1 1	,	,				
	ITAL FUNDING			PASSENGER	R DATA		Ded. Serv	vice	Non-Ded. Ser	vice
				Ambulatory					4	,020
* Service hours	s: Fridays 0800-2200	hrs.		Wheelchair/S	cooter Users					746
				Attendants Companions						
				Other (specifi	ed)					
				TOTAL	,				4	,766
								Veh.	Avg. Capac	ity per Veh.
				VEHICLE DAT		Nu	mber	Peak	Wheelchair	Ambulatory
				Non-Accessible Va					N/A	
				Small Buses	iiis / iviii iivaiis	•				
				Other						
				Other						
				TOTAL DED.	VEHICLES				N/A	N/A
					ship:	<b>4</b>			N/A	N/A

Accessible taxis:

# Kapuskasing

Mapus	nasiliy					PEGIS	TRANTS		Active	Total
KAP Access	ible Bus Service		Population served:		8,500		chair/Scooter	Users:	Active	I Otal
Contact:	Marc Dupont		Service area (km²):		84.0	Ambula				
Title:	Treasurer		Communities served:		1	Attenda	ants:			
Telephone:	705-337-4257		Service began:		01/01/1990	Compa	inions:			
Fax:	705-337-1741		Advisory Committee me Eligibility Committee me		6 6	Other:				
Email:	marc.dupont@kap	ouskasing.ca	Liigibility Committee m	embers.	0	Total:			614	614
Dedicated Se	erv. Operated by:	Transit System/Municipality	Non-Dedicated S	ervice: Cont	ractors:	Eligibil	lity Criteria:	<b>√</b> \	Inable to Board	
	<b>✓</b>	Private Contractor(s), numbe	r: 1 Taxi Scrip Progra	m Available:				<b>√</b> (	Inable to Use	
		Private Non-Profit Org.							Other Criteria	
	OMETRES & HOU		2013	SERVICE HOU						
	n Dedicated Servi			Weekday:	0800 to		Sund	•	to	
	Dedicated Service			Saturday:	1000 to	1600	Holio	day:	to	
	s Dedicated Servi s Dedicated Servic			Advanced bool	king notice:		1 day(s)			
	ed Service - Veh. Kn			Minimum notic	e for reservation	n: 2	4.0 hour(s)			
	ed Service - Veh. Hr			Reservations /	Scheduling:	Man	ıual			
PASSENGER	DATA			FARE STRUC	TURE					
Dedicated S	Service	15,216	14,489	Effective Date:	01/01/2012		Tickets/C	ards		
	ated Service				Cash		(unit pri	ce)	Monthly Pass	Fre
TOTAL PASS		15,216	14,489	Adult	\$2.00				\$16.66	
•	n / Pre-booked	0%	0%	Child	\$2.00				\$16.66	<u> </u>
Reservation		0% 0%	0%	Student	\$2.00				\$16.66	<u> </u>
	d / Day of trip	0%	0%	Senior	\$2.00				\$16.66	
Cancelled in		475	040	Attendant Companion	\$2.00				\$16.66	_
	ancelled at door	175 109	213 175	Other	\$2.00				φ10.00	
Unaccommod Number of co	•	109	1/5				_		<b>-</b>	
OPERATING				EMPLOYEE D	AIA		FL	ıll-time	Part-time	•
Administration		\$7,688	\$8,323	Operators Other Operatio	ne					
Operations:		ψ1,000	ψ0,020	Vehicle Mecha						
Internal -	Dedicated Service			General and A						
Contract -	- Dedicated Service	\$124,698	\$127,384	Other						
	<ul> <li>Non-Dedicated Se</li> </ul>	rvice		TOTAL NUMB	ER OF EMPLO	OYEES				
	- Taxi Scrip			Union Affiliation	ons: Operator	s:				
	(Vehicles & Facilitie	es) \$1,770	\$2,402		Mechanic					
Fuel	RATING EXPENSE	S \$134,156	\$138,109		Other (sp	ecify):				
TOTAL OF E	KATING EXPENSE	3 \$134,130	φ130,109	Top Operator V	Vage Rate:					
		OTHER FUNDING CONTRIBUT		Top Mechanic	•					
_	ger Revenue	\$17,214	\$15,722	PERFORM	ANCE INDI	CATO	DC			
	perating Revenue	A47.044	A45 700	FINANCIAL	ANCE INDI	CAIC	NO.		2012	2013
Federal Cont	ting Revenue	\$17,214	\$15,722	R/C Ratio					13%	119
Provincial Con		\$45,955	\$58,007	Net Operating	Cost / Capita				\$15.20	\$14.40
Municipal Co		\$59,496		Total Exp. / Pa	-				\$8.82	\$9.5
Other / Dona		\$11,491			ligible Passeng	er			\$9.13	\$9.80
TOTAL		\$134,156	\$138,109		n Exp. / Passer					
CAPITAL EX	PENSES			Dedica	ted Service				\$8.31	\$8.90
Vehicles Pure					edicated Service					
Debt Servicin	ng			•	n Exp. / Hour ([	Dedicate	d Service)			
Other Capital	•			OPERATING	<b>.</b>					
TOTAL CAP	ITAL EXPENSES			Registrants / 0	-				4.0774	0.072
CAPITAL FUN	NDING SOURCES			Passengers / Passengers /					1.9771	1.7040
Transit Syste				-	Hour (Dedicate	ed Servi	ce)			25.00
Federal Cont				-	ger (Dedicated		-			
Provincial Co					ed (Dedicated S		•			
Municipal Co Other / Dona				•		•				
	ITAL FUNDING			PASSENGE	ER DATA		Ded. Serv	ice	Non-Ded. Service	
				Ambulatory			12,2			
		s 2 small accessible buses - on		Wheelchair	/Scooter Users		1,7			
		ate contractor. The contractor p ly fee which includes the expen-		Attendants			4	75		
		sipality is responsible for all part		Companion						
labour if any. T	he second bus prov	ided by the contractor is paid at	a set rate inclusive of	Other (spec	итеа)		44.4	90		
all expenses. E	mployment statistic	s for the service are not availab	le from the contractor.	TOTAL			14,4	03		

VEHICLE DATA N Non-Accessible Cars Accessible Vans / Minivans	lumber	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh.   Ambulatory
Small Buses Other	2	2	3	9
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibility:	•	3 ( ),	Contracted Opera	ator (1)

Accessible taxis:

Non-Dedicated Service - Veh. Km. Non-Dedicated Service - Veh. Hrs.			Reservation	ns / Scheduling:	Manual		
PASSENGER DATA			FARE STR	UCTURE			
Dedicated Service	7,541	11,253	Effective Da	ate: 07/09/2010	Tickets/Cards		
Non-Dedicated Service				Cash	(unit price)	Monthly Pass	Free
TOTAL PASSENGERS	7,541	11,253	Adult	\$2.00	\$1.66	\$60.00	
Subscription / Pre-booked	85%	70%	Child	\$1.00			<b>✓</b>
Reservation	10%	25%	Student	\$1.50	\$1.43	\$50.00	
On-Demand / Day of trip	5%	5%	Senior	\$1.50	\$1.43	\$50.00	
Cancelled in advance	1,118	496	Attendant				<b>✓</b>
No-shows / Cancelled at door	18	28	Companion				<b>✓</b>
Unaccommodated trips			Other	Children 5 and	under ride free		
Number of complaints	3	4	EMPLOYE	E DATA	Full-time	Part-time	

#### **OPERATING EXPENSES**

Administration Operations:

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

Maintenance (Vehicles & Facilities)

Fuel

#### **TOTAL OPERATING EXPENSES**

#### **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS**

Passenger Revenue Other Operating Revenue Total Operating Revenue

Federal Contributions
Provincial Contributions

Municipal Contributions
Other / Donations

TOTAL

#### CAPITAL EXPENSES

Vehicles Purchased Debt Servicing Other Capital Expenses TOTAL CAPITAL EXPENSES

### CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Other / Donations

**TOTAL CAPITAL FUNDING** 

* Specialized Transit Financial Data (Revenue and	Expense) has been consolidated with
the 2013 Urban Transit Statistics report.	

EMPLOYEE DATA	Full-time Pa	art-time
Operators		2
Other Operations		
Vehicle Mechanics		
General and Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES		3
Union Affiliations: Operators:	CUPE Local 855	
Mechanics:	CUPE Local 855	
Other (specify):	(Administration) CUPE Local 855	

Top Operator Wage Rate: \$20.65 Top Mechanic Wage Rate:

Net Operating Cost / Capita

Total Exp. / Passenger

Accessible taxis:

FINANCIAL

R/C Ratio

#### PERFORMANCE INDICATORS

Total Exp. / Eligible Passenger Transportation Exp. / Passenger **Dedicated Service** Non-Dedicated Service Transportation Exp. / Hour (Dedicated Service) **OPERATING** Registrants / Capita 0.0310 0.0238 Passengers / Capita 0.3705 0.5529 23 25 Passengers / Registrant 11.95 Passengers / Hour (Dedicated Service) 4.71 Kms / Passenger (Dedicated Service) Average Speed (Dedicated Service)

2013

2012

\$0.00

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,927	
Wheelchair/Scooter Users	5,851	
Attendants	2,475	
Companions		
Other (specified)		
TOTAL	11,253	

VEHICLE DATA Non-Accessible Cars Accessible Vans / Minivans	Number	Veh. Peak	Avg. Capaci Wheelchair N/A	ty per Veh. Ambulatory
Small Buses	2	2	5	12
Other TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibilit	y:			

Vehicle maintenance responsibility: Municipal Transit System Accessible taxis:

Kenora

Reliora					REGISTRANTS		Active	Total
Handi Transit		Population served:		16,000	Wheelchair/Scoo	nter I Iser		76
Contact: Diana Jardine		Service area (km²):		75.1	Ambulatory:	nei Oseis	s. 76 75	76 75
		Communities served:		1				
Title: Administrator		Service began:		16/06/1980	Attendants:		63	63
Telephone: 807-468-3295		Advisory Committee me	mhers.	N/A	Companions:			
Fax: 807-468-5947		Eligibility Committee me		N/A	Other:			
Email: newhorizon@kmts.	ca	Liigibiiity Committee me	anibers.	IN/A	Total:		214	214
Dedicated Serv. Operated by: 🗸	Transit System/Municipality	Non-Dedicated Se	ervice: Cor	ntractors:	<b>Eligibility Criter</b>	ia: 🗸	Unable to Board	
				7	3 . ,			
	Private Contractor(s), number	: Taxi Scrip Prograi	m Avaliable: L	_		<b>✓</b>	Unable to Use	
<b>✓</b>	Private Non-Profit Org.						Other Criteria	
<b>VEHICLE KILOMETRES &amp; HOUR</b>	S 2012	2013	SERVICE HO	OURS / SCHEDU	JLING			
Rev. Veh. Km Dedicated Service	e 44,302	44,120	Weekday:	0700 to	1700	Sunday:	t	to
Tot. Veh. Km Dedicated Service	45,193	45,014	Saturday:	0700 to	1400 F	Holiday:	t	to
Rev. Veh. Hrs Dedicated Service	e 3,033	2,777	•			•		
Tot. Veh. Hrs Dedicated Service	3,182	2,926	Advanced bo		1 day(s)			
Non-Dedicated Service - Veh. Km	•			ice for reservatio	•	-		
Non-Dedicated Service - Veh. Hrs			Reservations	/ Scheduling:	Partially Com	puterized	1	
PASSENGER DATA			FARE STRU	CTURE				
Dedicated Service	6,989	7,429		e: 01/03/2008	Ticket	s/Cards		
Non-Dedicated Service	0,909	7,423	Lilective Date	Cash		price)	Monthly I	Pass Fre
TOTAL PASSENGERS	0.000	7 400	A duit				Wichiting	rass rie
	6,989	7,429	Adult	\$5.00	•	5.00		
Subscription / Pre-booked	90%	52%	Child	\$5.00	•	5.00		
Reservation	6%	44%	Student	\$5.00	\$5	5.00		
On-Demand / Day of trip	4%	4%	Senior	\$5.00	\$5	5.00		
Cancelled in advance	25	34	Attendant	\$5.00	\$5	5.00		
No-shows / Cancelled at door	10	8	Companion	\$5.00	\$5	5.00		
Unaccommodated trips	12	14	Other	• • • • •				
Number of complaints	2	2						
	2	2	<b>EMPLOYEE</b>	DATA		Full-tim		rt-time
OPERATING EXPENSES			Operators					3
Administration	\$24,379	\$25,007	Other Operat	ions				
Operations:			Vehicle Mech	anics				
Internal - Dedicated Service	\$58,860	\$59,468	General and	Administration				
Contract - Dedicated Service			Other					
Contract - Non-Dedicated Services	vice		TOTAL NUM	BER OF EMPLO	YEES			3
Contract - Taxi Scrip								
Maintenance (Vehicles & Facilities	\$13,918	\$11,182	Union Affilia	tions: Operators				
Fuel	\$12,886	\$13,708		Mechanic				
TOTAL OPERATING EXPENSES	\$110,043	\$109,365		Other (sp	ecity):			
	, ,		Top Operator	Wage Rate: \$	15.20			
OPERATING REVENUES AND O	THER FUNDING CONTRIBUT	IONS	Top Mechanic	c Wage Rate:				
Passenger Revenue	\$36,100	\$37,879	•	_				
Other Operating Revenue			PERFORI	MANCE INDI	CATORS			
Total Operating Revenue	\$36,100	\$37,879	FINANCIAL				2012	2013
Federal Contributions	<b>***</b> ,***	401,010	R/C Ratio				33%	35%
Provincial Contributions			Net Operatir	ng Cost / Capita			\$4.62	\$4.47
Municipal Contributions	\$81,803	\$81,803	Total Exp. /	-			\$15.75	\$14.72
Other / Donations	\$19.540	\$14,275	•	Eligible Passeng	or		\$17.30	\$15.92
	\$19,540 \$137.443						Φ17.30	φ15.92
TOTAL	\$137,443	\$133,957		on Exp. / Passen	iger		¢40.00	£44.00
CAPITAL EXPENSES				ated Service			\$12.26	\$11.36
Vehicles Purchased		\$100,928		Dedicated Servic			***	
Debt Servicing			i ransportation	on Exp. / Hour (L	edicated Service	)	\$26.92	\$28.83
Other Capital Expenses			OPERATING	i				
TOTAL CAPITAL EXPENSES		\$100,928	Registrants	/ Capita			0.0136	0.0134
		<b>V.00,020</b>	Passengers	/ Capita			0.4368	0.4643
CAPITAL FUNDING SOURCES				/ Registrant			32.21	34.71
Transit System			U	/ Hour (Dedicate	ed Service)		2.30	2.68
Federal Contributions				enger (Dedicated	-		6.34	5.94
Provincial Contributions		\$100,928		eed (Dedicated S	•		14.61	15.89
Municipal Contributions			Average op	ced (Dedicated C	Del vice)		14.01	10.00
Other / Donations								
TOTAL CAPITAL FUNDING		\$100,928	PASSEN	GER DATA	Ded. S	ervice	Non-Ded. Serv	vice
			Ambulator	'y		2,060		
			Wheelcha	ir/Scooter Users		4,808		
			Attendants	S		561		
			Companio	ons				
			Other (spe	ecified)				
			TOTAL	,		7,429		
						-,		
			l <del></del>					
						Veh.	Avg. Capaci	ty per Veh.
			VEHICLE	DATA	Number	Peak	Wheelchair	Ambulatory
			Non-Acces	sible Cars			N/A	, i
			Accessible	Vans / Minivans	2	1	5	6
			Small Buse	es				
			Other					
				D. VEHICLES	2	1	N/A	N/A
							,	. •// •
			Vehicle own	nership:	Non-Pr	rofit Orga	ınızaton	

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2013 Operating Data Page 35 Kingston REGISTRANTS Active Total 123.363 **Kingston Access Services** Population served: Wheelchair/Scooter Users: 1,406 1,406

Service area (km²): Trevor Fray Contact: Ambulatory: Communities served: Title: **Executive Director** Attendants: Service began: 01/06/1967 613-542-2512 Companions: Telephone: Advisory Committee members: 11 613-549-6318 Fax: Other: Eligibility Committee members: Email: trevor@kingstonaccessbus.com Total:

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: ✓ Contractors: 1 Eligibility Criteria: ✓ Unable to Board

Taxi Scrip Program Available: Private Contractor(s), number: Unable to Use ✓ Private Non-Profit Org. Other Criteria

VEHICLE KILOMETRES & HOURS	2012	2013	SERVICE HO	URS / SCHEDI	JLING				
Rev. Veh. Km Dedicated Service	554,010	593,310	Weekday:	0700 to	2300	Sunday:	0900	to	2300
Tot. Veh. Km Dedicated Service	554,010	593,310	Saturday:	0900 to	2300	Holiday:	0700	to	2300
Rev. Veh. Hrs Dedicated Service	26,627	27,955							
Tot. Veh. Hrs Dedicated Service	29,709	31,101	Advanced boo			14 day(s)			
Non-Dedicated Service - Veh. Km.				e for reservation		1.0 hour(s)			
Non-Dedicated Service - Veh. Hrs.			Reservations /	Scheduling:	Parti	ially Computerized			

PASSENGER DATA **FARE STRUCTURE** 

Contract - Non-Dedicated Service

**TOTAL CAPITAL FUNDING** 

**Dedicated Service** 70,017 73,830 Tickets/Cards Effective Date: 01/07/2011 Non-Dedicated Service 2.093 (unit price) **Monthly Pass** 2.142 Cash Free **TOTAL PASSENGERS** 72,110 75,972 Adult \$2.50 Subscription / Pre-booked 54% 52% Child \$2.50 Reservation 46% 48% Student \$2.50 On-Demand / Day of trip 0% 0% Senior \$2.50 14,130 17,253 Attendant \$2.50 Cancelled in advance

Companion \$2.50 No-shows / Cancelled at door 1,401 1,381 Unaccommodated trips 1,632 1,996 Other Number of complaints **EMPLOYEE DATA** Full-time Part-time **OPERATING EXPENSES** Operators 8 14

Administration \$284,713 \$337,931 Other Operations 4 Operations: Vehicle Mechanics Internal - Dedicated Service \$1,336,432 \$1,268,990 General and Administration Contract - Dedicated Service Other

\$20.357

**TOTAL NUMBER OF EMPLOYEES** 22 Contract - Taxi Scrip Union Affiliations: Operators: Unifor 4244 Maintenance (Vehicles & Facilities) \$232,160 \$220,406 Mechanics \$175,853 \$206.210

Other (specify): **TOTAL OPERATING EXPENSES** \$2,121,336 \$1,980,932 Top Operator Wage Rate: \$20.19

\$19.216

\$307,885

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS Top Mechanic Wage Rate: Passenger Revenue \$176,691 \$199,042 PERFORMANCE INDICATORS Other Operating Revenue \$45.047 \$9.272 **FINANCIAL Total Operating Revenue** \$221,738 \$208,314

2013 2012 R/C Ratio 11% 10% Federal Contributions Net Operating Cost / Capita \$14.26 \$15.51 **Provincial Contributions** \$61,072 **Municipal Contributions** \$1,832,637 \$1,811,488 Total Exp. / Passenger \$27.47 \$27.92 Total Exp. / Eligible Passenger \$31.53 \$32.22 Other / Donations \$190 \$250 TOTAL \$2,054,565 \$2,081,124 Transportation Exp. / Passenger \$23.95 \$23.88 **Dedicated Service CAPITAL EXPENSES** Non-Dedicated Service \$9 18 \$9.50 Vehicles Purchased \$294,885 \$291,932 Transportation Exp. / Hour (Dedicated Service) \$56.45 \$56.69 Debt Servicing **OPERATING** Other Capital Expenses \$13,000 0.0190 0.0230 Registrants / Capita **TOTAL CAPITAL EXPENSES** \$307,885 \$291,932

Passengers / Capita 0.5845 0.6158 **CAPITAL FUNDING SOURCES** 25.39 Passengers / Registrant 32 43 Transit System Passengers / Hour (Dedicated Service) 2.63 2.64 Federal Contributions Kms / Passenger (Dedicated Service) 7.91 8.04 **Provincial Contributions** Average Speed (Dedicated Service) 20.81 21.22 \$291.932 Municipal Contributions \$307 885 Other / Donations

Accessible taxis:

\$291,932

**PASSENGER DATA** Ded. Service Non-Ded. Service Ambulatory 30,113 2.142 Wheelchair/Scooter Users 33,574 Attendants Companions 10,143 Other (specified) TOTAL 73,830 2,142

937

2,343

8

937

2,343

		Veh.	Avg. Capac	ity per Veh.			
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory			
Non-Accessible Cars			N/A				
Accessible Vans / Minivans	1	1		6			
Small Buses	19	15	4	6			
Other							
TOTAL DED. VEHICLES	20	16	N/A	N/A			
Vehicle ownership:	Non-Pr	Non-Profit Organizaton					
Vehicle maintenance responsibility	Non-Pr	Non-Profit Organizaton					

## **Lanark County**

Lanark Trans	sportation Associati	on	Population served:		74,645		STRANTS chair/Scoote	or Heor	Active s: 188	Total 411
Contact:	Marilyn Bird		Service area (km²):		3,043.4	VVIICEI		ei Useis	1,003	4,450
Title:	Executive Director		Communities served:		9	Attend	-		1,000	1, 100
Telephone:	613-264-8256		Service began:		01/01/1991	Compa	anions:			
Fax:	613-264-8220		Advisory Committee me		4	Other.				
Email:	ed@lanarktransport	com	Eligibility Committee me	embers:	N/A	Total:			1,191	4,861
Dedicated Se	erv. Operated by:	Transit System/Municipality	Non-Dedicated Se	ervice: 🗹 Co	ontractors: 3	Eligibi	lity Criteria	1:	Unable to Board	
		Private Contractor(s), number	: Taxi Scrip Progra	m Available:					Unable to Use	
	<b>~</b>	Private Non-Profit Org.	, ,						Other Criteria	
		Till die Tiell Tell eig.							other ontone	
	OMETRES & HOURS		2013		IOURS / SCHEI					
	n Dedicated Service	,	504,656	Weekday:	0500 to	0 2300	Su	nday:		to
	Dedicated Service	511,463	507,656	Saturday:	0800 to	2000	Ho	liday:		to
	s Dedicated Service	,	13,306	Advanced b	ooking notice:		7 day(s)			
	s Dedicated Service ed Service - Veh. Km.	,	13,631		tice for reservat	tion:	1.0 hour(s)			
	ed Service - Veh. Hrs. ed Service - Veh. Hrs.		690 16		s / Scheduling:		tially Compu	uterized		
PASSENGER		11	10	FARE STRI	ICTURE		,			
Dedicated S		14,174	13,540		ite: 01/01/2011		Tickets/	Cards		
	ated Service	80	22	Lilouive De	Cash		(unit p		Monthly	Pass Fre
TOTAL PASS		14,254	13,562	Adult			` '	,	,	
Subscription	n / Pre-booked	5%	5%	Child						
Reservation	n	90%	90%	Student						
	d / Day of trip	5%	5%	Senior						
Cancelled in a	advance	2,372	2,608	Attendant						<b>✓</b>
	Cancelled at door	254	242	Companion						L
Unaccommod		66	32	Other	\$15 in town,	max \$70	Ottawa/King	ston		
Number of co	•	6	4	EMPLOYER	DATA			Full-tim	ne Par	rt-time
<b>OPERATING</b>	EXPENSES			Operators			•			12
Administration	n	\$167,799	\$173,410	Other Opera	ations			2		_
Operations:				Vehicle Med				_		
Internal -	Dedicated Service	\$419,947	\$419,346		Administration					1
	- Dedicated Service			Other				1		
	<ul> <li>Non-Dedicated Serv</li> </ul>	rice \$1,749	\$349	TOTAL NUM	MBER OF EMP	LOYEES		3		13
	- Taxi Scrip			Union Affili	ations: Operato	ors.				
	(Vehicles & Facilities		\$33,550	0111011741111	Mechar					
Fuel		\$56,164	\$58,016			specify):				
TOTAL OPE	RATING EXPENSES	\$680,355	\$684,671	Ton Operate	or Wage Rate:					
<b>OPERATING</b>	<b>REVENUES AND 01</b>	THER FUNDING CONTRIBUT	TONS		ic Wage Rate:	φ10.10				
Passeng	ger Revenue	\$411,653	\$351,706		ū					
Other O	perating Revenue	\$4,440	\$2,786	PERFOR	MANCE IN	DICATO	)RS			
Total Operat	ting Revenue	\$416,093	\$354,492	FINANCIAL					2012	2013
Federal Cont	ributions			R/C Ratio					61%	52%
Provincial Co	ontributions	\$122,471	\$182,430	-	ing Cost / Capit	a			\$3.67	\$4.42
Municipal Co	ntributions	\$83,500	\$76,800	Total Exp.	/ Passenger				\$47.73	\$50.48
Other / Donat	tions			-	Eligible Passer	-			\$49.08	\$51.6
TOTAL		\$622,064	\$613,722	Transporta	tion Exp. / Pass	enger				
CAPITAL EXP	PENSES				icated Service				\$36.04	\$37.73
Vehicles Purc	chased	\$43,820	\$44,923		-Dedicated Serv		d Conside)		\$21.86	\$15.80
Debt Servicin	•			•	tion Exp. / Hour	(Dedicate	iu Service)		\$33.38	\$37.4
Other Capital				OPERATIN					0.0044	
TOTAL CAPI	ITAL EXPENSES	\$43,820	\$44,923	Registrants	•				0.0611	0.065
CAPITAL FUN	NDING SOURCES			Passenger	•				0.1980	0.181
Transit Syste	em			-	s / Registrant s / Hour (Dedica	atod Coni	00)		3.24 0.95	2.79 1.00
Federal Cont	ributions			-	senger (Dedicate		-		35.87	37.2
Provincial Co		\$36,334	\$37,570		peed (Dedicated		-		33.95	37.2
Municipal Co				/ (verage of	peca (Dedicate)	a oct vice)			00.00	07.5
Other / Donat		\$7,486		DAGGEN	IOED DATA		DI 0		Nam Dayl Car	
TOTAL CAPI	ITAL FUNDING	\$43,820	\$44,923	_ Ambulate	IGER DATA		Ded. Ser	rvice 2,574	Non-Ded. Ser	vice 22
					air/Scooter Use	ire	12	654		22
				Attendan		13		312		
				Compan				0.2		
				Other (sp						
				TOTAL	,		13	,540		22
				L				,		
								Veh.	Avg. Capac	ity ner Voh
				VEHICLE	DATA	N	lumber	Peak		ity per ven. ∣ Ambulatory
					essible Cars		9	9		6
					e Vans / Miniva	ns	3	3		3
				Small Bus		-	-	,	_	
				Other						
					ED. VEHICLES	6	12	12	N/A	N/A

Vehicle ownership:

Accessible taxis:

Non-Profit Organization

Vehicle maintenance responsibility: Non-Profit Organization

Leam	iington					REGISTRANTS		Active	Total
Erie Shore	Community Transit		Population served:		55,541	Wheelchair/Scooter	Users:	165	165
Contact:	Mark Wybenga		Service area (km²):		590.0	Ambulatory:	000.0.	337	337
Title:	Department Coordin	ator	Communities served:		3	Attendants:			
Telephone	: 519-326-8629 x344		Service began:		01/10/1991	Companions:			
Fax:	519-326-8697		Advisory Committee me		10	Other:			
Email:	mwybenga@secc.or	n.ca	Eligibility Committee me	embers:	N/A	Total:		502	502
Dedicated	Serv. Operated by:	Transit System/Municipality	Non-Dedicated Se	ervice: Coi	ntractors:	Eligibility Criteria:	<b>✓</b> Unabl	e to Board	
		Private Contractor(s), number	r: Taxi Scrip Progra	m Available:			<b>✓</b> Unabl	e to Use	
	<b>~</b>	Private Non-Profit Org.					✓ Other	Criteria	
VELUOI E 1		2010	2010	0551/10511					
	<b>(ILOMETRES &amp; HOURS</b> Km Dedicated Service		2013		OURS / SCHEDU 0730 to		do. a	to	
	Km Dedicated Service	115,730	97,254 97,254	Weekday:			•	to	
	Hrs Dedicated Service			Saturday:	to	Holid	day:	lO	
	Hrs Dedicated Service	,	5,200 5,200	Advanced bo	oking notice:	30 day(s)			
	ated Service - Veh. Km.	6,435	5,200	Minimum not	ice for reservatio				
	ated Service - Veh. Hrs.			Reservations	/ Scheduling:	Partially Compute	erized		
PASSENGE				FARE STRU	•	, , , , , , , , , , , , , , , , , , , ,			
	d Service	0.078	6 002		e: 01/05/2012	Tickets/C	arde		
	icated Service	9,078	6,803	Lifective Date	Cash	(unit pri		Monthly Pass	Fre
TOTAL PAS		0.079	6 002	Adult	\$6.00	(dilit pi	100)	Wionling Fass	116
	tion / Pre-booked	<b>9,078</b> 24%	<b>6,803</b> 20%						
•		24% 70%	20% 75%	Child	\$6.00				<u> </u>
Reservat		70% 6%	75% 5%	Student	\$6.00				<u> </u>
	and / Day of trip			Senior	\$6.00				_
Cancelled i		366	375	Attendant					_
	/ Cancelled at door	589	677	Companion	\A('' - 1 (\sigma	0 040 50		O I D	
	nodated trips	144	30	Other	vvinasor/Essex	County \$12.50; afte	r nrs cnarge	Cost Recovery F	ee
Number of	complaints		1	<b>EMPLOYEE</b>	DATA	Fi	ull-time	Part-time	е
OPERATIN	G EXPENSES			Operators			1	4	
Administra	tion	\$13,032	\$12,558	Other Operat	ions		1		
Operations	:			Vehicle Mech	anics				
Interna	I - Dedicated Service	\$196,200	\$202,810	General and	Administration		2		
Contra	ct - Dedicated Service			Other					
Contra	ct - Non-Dedicated Serv	ice		TOTAL NUM	BER OF EMPLO	DYEES	4	4	
Contra	ct - Taxi Scrip			Union Affilia	tions: Operators	s: CUPE Loca	1 4523		
Maintenand	ce (Vehicles & Facilities)	\$19,089	\$24,614	Ollion Allina	Mechanic		11 4020		
Fuel		\$27,611	\$28,866		Other (sp		er Operation	s) CUPE Local 4	1523
TOTAL OF	PERATING EXPENSES	\$255,932	\$268,848	T O		*, ,	ci opciation	13) OOI E E0001 4	1020
OPERATIN	G REVENUES AND OT	HER FUNDING CONTRIBUT	TIONS	Top Operator	· Wage Rate: \$	16.75			
Passe	enger Revenue	\$76,748	\$59,997	•	_				
Other	Operating Revenue			PERFORI	MANCE INDI	CATORS			
Total Ope	rating Revenue	\$76,748	\$59,997	FINANCIAL				2012	2013
Federal Co	ontributions			R/C Ratio				30%	22%
Provincial	Contributions	\$158,172	\$187,839	Net Operatir	ng Cost / Capita			\$3.23	\$3.70
Municipal (	Contributions	\$21,012	\$21,012	Total Exp. /	Passenger			\$28.19	\$39.5
Other / Do	nations			Total Exp. / I	Eligible Passeng	er		\$30.04	\$41.9
TOTAL		\$255,932	\$268,848	Transportation	on Exp. / Passer	iger			
CAPITAL E	XPENSES			Dedic	ated Service			\$26.76	\$37.6
Vehicles P			\$57,600	Non-I	Dedicated Service	е			
Debt Servi			ψο.,σσσ	Transportation	on Exp. / Hour (D	Dedicated Service)		\$37.75	\$49.2
	ital Expenses			OPERATING	ì				
	APITAL EXPENSES		\$57,600	Registrants	/ Capita			0.0087	0.009
			ψ01,000	Passengers	-			0.1635	0.122
	UNDING SOURCES				/ Registrant			18.76	13.5
Transit Sys					/ Hour (Dedicate	ed Service)		1.41	1.3
	ontributions				enger (Dedicated	•		12.75	14.3
	Contributions				eed (Dedicated S	•		17.98	18.7
	Contributions		<b>PEZ 000</b>		•	•			
Other / Do	nations APITAL FUNDING		\$57,600 <b>\$57,600</b>	PASSEN	GER DATA	Ded. Serv	rica No.	n-Ded. Service	
IVIAL			ออ/ กบบ						

Other eligibility criteria: other disabilities and/or health conditions that do not permit the user to access other transportation services or requires the use of an accessible service. Capital Funding Sources note: Municipal Capital Reserve Contributions contains: Leamington \$5,000, Kingsville \$5,000, Wheatley \$5,000 - municipalities are asked to reserve the funds annually until such time they are needed; however, these were not required for the vehicle purchase made in 2013.

PASSENGER DATA Ambulatory Wheelchair/Scooter Users	<b>Ded. Service</b> 5,110 1,293	Non-Ded. Service
Attendants	400	
Companions		
Other (specified) TOTAL	6 002	
IUIAL	6,803	

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

REGISTRANTS Active Total **London Community Transportation Brokerage** 373 700 Population served: Wheelchair/Scooter Users: 2.036 2.036 Service area (km²): 166.0 3,466 3,466 Kelly Paleczny Ambulatory: Communities served: Title: Director of Finance Attendants: Service began: 01/10/1997 Telephone: 519-451-1340 x366 Companions: Advisory Committee members: 9 519-451-0153 Other: Fax: Eligibility Committee members: N/A Email: kpaleczn@london.ca Total: 5,502 5,502 Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board Taxi Scrip Program Available: ✓ Private Contractor(s), number: 1 Unable to Use ✓ Other Criteria Private Non-Profit Org. **VEHICLE KILOMETRES & HOURS** 2012 2013 SERVICE HOURS / SCHEDULING 0830 to 2300 Rev. Veh. Km. - Dedicated Service Weekday: 0600 to 0000 Sunday: Tot Veh Km - Dedicated Service 0600 to 0000 0830 to 2300 Saturday: Holiday: Rev. Veh. Hrs. - Dedicated Service 94 930 103,374 Advanced booking notice: 3 day(s) Tot. Veh. Hrs. - Dedicated Service 94,930 103,374 Minimum notice for reservation: 1.0 hour(s) Non-Dedicated Service - Veh. Km. Reservations / Scheduling: Partially Computerized Non-Dedicated Service - Veh. Hrs. 10.327 PASSENGER DATA **FARE STRUCTURE Dedicated Service** 239,104 255,280 Effective Date: 01/12/2008 Tickets/Cards (unit price) Free Non-Dedicated Service 28.086 **Monthly Pass** Cash **TOTAL PASSENGERS** 267,190 255,280 Adult \$2.75 \$1.90 \$81.00 Subscription / Pre-booked 29% 29% Child \$1.35 \$1.10 Reservation 62% 62% Student \$2.75 \$1.54 On-Demand / Day of trip 9% 9% Senior \$1.43 \$57.50 \$2.75 36,795 39,228 Attendant Cancelled in advance Companion \$2.75 No-shows / Cancelled at door 4,874 4.993 Unaccommodated trips 10,580 15,929 Other Number of complaints 115 120 **EMPLOYEE DATA** Full-time Part-time **OPERATING EXPENSES** Operators Administration \$98,197 \$103,742 Other Operations 7 Operations: Vehicle Mechanics Internal - Dedicated Service \$814 164 \$667.412 General and Administration 2 Contract - Dedicated Service \$3,205,269 \$3,823,747 Other Contract - Non-Dedicated Service \$357.949 TOTAL NUMBER OF EMPLOYEES Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) Mechanics Other (specify): **TOTAL OPERATING EXPENSES** \$4,741,653 \$4,328,827 Top Operator Wage Rate: **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$482,863 \$460,986 PERFORMANCE INDICATORS Other Operating Revenue FINANCIAL 2013 2012 **Total Operating Revenue** \$482,863 \$460,986 R/C Ratio 11% 10% Federal Contributions Net Operating Cost / Capita \$10.53 \$11.45 **Provincial Contributions** \$457,964 \$650,169 **Municipal Contributions** \$3,388,000 \$3,630,498 Total Exp. / Passenger \$16.20 \$18.57 Total Exp. / Eligible Passenger \$18.06 Other / Donations \$20.67 **TOTAL** \$4,328,827 \$4,741,653 Transportation Exp. / Passenger \$16.20 \$18 17 **Dedicated Service CAPITAL EXPENSES** Non-Dedicated Service \$12 74 Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$40.80 \$44.87 Debt Servicing **OPERATING** Other Capital Expenses Registrants / Capita 0.0131 0.0147 **TOTAL CAPITAL EXPENSES** 0.6831 Passengers / Capita 0.7316 **CAPITAL FUNDING SOURCES** Passengers / Registrant 55 83 46 40 Transit System Passengers / Hour (Dedicated Service) 2.52 2.47 Federal Contributions Kms / Passenger (Dedicated Service) **Provincial Contributions** Average Speed (Dedicated Service) Municipal Contributions Other / Donations

**TOTAL CAPITAL FUNDING** 

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	144,546	
Wheelchair/Scooter Users	84,892	
Attendants	25,842	
Companions		
Other (specified)		
TOTAL	255,280	

VEHICLE DATA I Non-Accessible Cars	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory		
Accessible Vans / Minivans						
Small Buses	30	30	6	10		
Other	2	2		12		
TOTAL DED. VEHICLES	32	32	N/A	N/A		
Vehicle ownership:	Contra	Contracted Operator				
Vehicle maintenance responsibility Accessible taxis:	: Contra	cted Opera	itor			

### Machin

Municipality	of Machin		Population served:		016	REGISTRA		Active	Total
Municipality			Service area (km²):		0		Scooter Users	s: 2 90	2
Contact: Title:	Tammy Rob Clerk Treasurer		Communities served:		1	Ambulatory: Attendants:		90	90
Telephone:	807-227-2633		Service began:		1/01/1991	Companions	s:		
Fax:	807-227-5443		Advisory Committee me		6	Other:			
Email:	clerktreasurer@vis	itmachin.com	Eligibility Committee me	embers:		Total:		92	92
Dedicated Se	erv. Operated by: 🗸	Transit System/Municipality	Non-Dedicated S	Service: Contrac	tors:	Eligibility C	riteria:	Unable to Board	
		Private Contractor(s), number	: Taxi Scrip Progra	am Available:			_	Unable to Use	
		Private Non-Profit Org.	• =	_				Other Criteria	
		-							
	OMETRES & HOUR		2013	SERVICE HOURS			O		
	<ol> <li>Dedicated Service</li> <li>Dedicated Service</li> </ol>			Weekday:		1600	Sunday:		to to
	s Dedicated Services.			Saturday:	to		Holiday:	,	10
	Dedicated Service			Advanced booking		365 da	,		
	ed Service - Veh. Km			Minimum notice for Reservations / Sc			our(s)		
	ed Service - Veh. Hrs	i.			•	Manual			
PASSENGER Dedicated S		1,388	1,330	FARE STRUCTU Effective Date: 01		Tio	ckets/Cards		
	ated Service	1,000	1,000	LIICUIVE Date. 0 1	Cash		(unit price)	Monthly	Pass Fre
TOTAL PASS		1,388	1,330	Adult	\$5.00		,	***************************************	
Subscription	n / Pre-booked	0%	0%	Child	•				
Reservation		0%	0%	Student					Ц
	d / Day of trip	0%	0%	Senior	\$5.00				H
Cancelled in a				Attendant Companion	<b>ኖ</b> ፍ ባበ				H
	ancelled at door			Companion Other	\$5.00				Ш
Unaccommod Number of co	•		2				- u .:	D	
OPERATING I	•		_	Operators	Ά		Full-tim	ne Par	t-time 2
Administration			\$2,500	Operators Other Operations					2
Operations:				Vehicle Mechanics	s				
	Dedicated Service	\$12,398	\$14,607						
	- Dedicated Service	\$1,800		Other					
	- Non-Dedicated Ser - Taxi Scrip	vice		TOTAL NUMBER	OF EMPLO	YEES			2
	· Taxi Scrip (Vehicles & Facilities	s) \$6,263	\$4,604	Union Affiliations	-				
Fuel	(**************************************	\$7,100	\$6,769		Mechanic				
TOTAL OPER	RATING EXPENSES	\$ \$27,561	\$28,480	T : On anaton Wo	Other (sp				
			ONS	Top Operator Wag	•	16.00			
OPERATING	REVENUES AND O	THER FUNDING CONTRIBUT	IUNO	Lon Machanic Wa					
	REVENUES AND O ger Revenue	THER FUNDING CONTRIBUT \$9,429		Top Mechanic Wa	_				
Passeng				PERFORMAN	_	CATORS			
Passeng Other Op Total Operat	ger Revenue perating Revenue ing Revenue		\$9,379	PERFORMAN FINANCIAL	_	CATORS		<b>2012</b> 34%	<b>2013</b>
Passeng Other Operat Total Operat Federal Cont	ger Revenue perating Revenue :ing Revenue ributions	\$9,429 <b>\$9,429</b>	\$9,379 <b>\$9,379</b>	PERFORMAN FINANCIAL R/C Ratio	NCE INDI	CATORS		34%	33%
Passeng Other Op Total Operat Federal Contr Provincial Co	ger Revenue perating Revenue ring Revenue ributions ontributions	\$9,429 <b>\$9,429</b> \$17,823	\$9,379	PERFORMAN FINANCIAL	NCE INDI	CATORS			
Passeng Other Operat Total Operat Federal Cont	ger Revenue perating Revenue ring Revenue ributions entributions ntributions	\$9,429 <b>\$9,429</b>	\$9,379 <b>\$9,379</b> \$18,601	PERFORMAN FINANCIAL R/C Ratio Net Operating Co	NCE INDI			34% \$18.73	33% \$20.85
Passeng Other O <sub>l</sub> <b>Total Operat</b> Federal Contr Provincial Co Municipal Co	ger Revenue perating Revenue ring Revenue ributions entributions ntributions	\$9,429 <b>\$9,429</b> \$17,823	\$9,379 <b>\$9,379</b> \$18,601	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligib Transportation Ex	ost / Capita senger ble Passenger xp. / Passen	er		34% \$18.73 \$19.86 \$19.86	33% \$20.85 \$21.4 \$21.4
Passeng Other Operat Total Operat Federal Cont Provincial Co Municipal Co Other / Donat	ger Revenue perating Revenue ring Revenue ributions ontributions tributions tions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligib Transportation Ex Dedicated	ost / Capita senger ble Passenger xp. / Passen	er ger		34% \$18.73 \$19.86	33% \$20.85 \$21.41
Passeng Other Op Total Operat Federal Cont Provincial Co Municipal Co Other / Donat TOTAL CAPITAL EXP Vehicles Puro	ger Revenue perating Revenue ring Revenue ributions ontributions tions  PENSES chased	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Ex Dedicated Non-Dedic	ost / Capita senger ble Passenge xp. / Passen I Service cated Service	er ger e	vice)	34% \$18.73 \$19.86 \$19.86	33% \$20.85 \$21.4 \$21.4
Passence Other Operate Federal Content	ger Revenue perating Revenue ring Revenue ributions ontributions tions  PENSES chased	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligib Transportation Ex Dedicated Non-Dedic Transportation Ex	ost / Capita senger ble Passenge xp. / Passen I Service cated Service	er ger e	vice)	34% \$18.73 \$19.86 \$19.86	33% \$20.85 \$21.4 \$21.4
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donat TOTAL  CAPITAL EXF Vehicles Puro Debt Servicin Other Capital	ger Revenue perating Revenue ring Revenue ributions ntributions ntributions tions  PENSES chased Ig LExpenses	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Exp. Dedicated Non-Dedic Transportation Exp. OPERATING	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D	er ger e	vice)	34% \$18.73 \$19.86 \$19.86 \$19.86	33% \$20.85 \$21.4 \$21.4 \$19.5
Passence Other Operate Federal Content Provincial Content Municipal Content TOTAL  CAPITAL EXE Vehicles Pure Debt Servicin Other Capital TOTAL CAPITAL CAPITAL  CAPITAL CAPITAL  CAPITAL CAPITAL  CAPITAL CAPITAL  CAPITAL	ger Revenue perating Revenue ring Revenue ributions ontributions ottons  PENSES chased og IExpenses ITAL EXPENSES	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligib Transportation Ex Dedicated Non-Dedic Transportation Ex	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D	er ger e	vice)	34% \$18.73 \$19.86 \$19.86	33% \$20.85 \$21.4 \$21.4
Passence Other Operate Federal Content Provincial Content Other / Donate TOTAL  CAPITAL EXE Vehicles Pure Debt Servicin Other Capital TOTAL CAPITAL CAPITAL CAPITAL  CAPITAL FUN  CAPITAL F	ger Revenue perating Revenue ring Revenue ributions ontributions ntributions titions  PENSES chased ag I Expenses ITAL EXPENSES NDING SOURCES	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Exp. Dedicated Non-Dedic Transportation Exp. OPERATING Registrants / Cap	ost / Capita senger ble Passenge xp. / Passen l Service cated Service xp. / Hour (D	er ger e	vice)	34% \$18.73 \$19.86 \$19.86 \$19.86	33% \$20.85 \$21.4 \$21.4 \$19.50 0.1004
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL  CAPITAL EXF Vehicles Puro Debt Servicin Other Capital TOTAL CAPI  CAPITAL FUN Transit Syste	ger Revenue perating Revenue ring Revenue ributions ntributions ntributions titions  PENSES chased 19 1 Expenses ITAL EXPENSES m	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Ex Dedicated Non-Dedic Transportation Ex OPERATING Registrants / Cap Passengers / Re Passengers / Ho	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D pita pita egistrant bur (Dedicate	er ger e Dedicated Ser ed Service)	vice)	34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339	33% \$20.85 \$21.41 \$21.42 \$19.53 0.1004 1.4520
Passence Other Operate Federal Content Provincial Content Other / Donate TOTAL  CAPITAL EXE Vehicles Pure Debt Servicin Other Capital TOTAL CAPITAL CAPITAL CAPITAL  CAPITAL FUN  CAPITAL F	ger Revenue perating Revenue ring Revenue ributions intributions intributions ritions  PENSES chased rig I Expenses ITAL EXPENSES m ributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligib Transportation Ex Dedicated Non-Dedic Transportation Ex OPERATING Registrants / Cap Passengers / Ca Passengers / Re Passengers / Ho Kms / Passenge	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D pita ipita gistrant uur (Dedicated	er gger e Dedicated Ser ed Service) Service)	vice)	34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339	33% \$20.85 \$21.41 \$21.42 \$19.53 0.1004 1.4520
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXITY Debt Servicin Other Capital TOTAL CAPITAL Transit Syste Federal Content Provincial Co Municipal Co	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES moributions ontributions ontributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Ex Dedicated Non-Dedic Transportation Ex OPERATING Registrants / Cap Passengers / Re Passengers / Ho	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D pita ipita gistrant uur (Dedicated	er gger e Dedicated Ser ed Service) Service)	vice)	34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339	33% \$20.85 \$21.41 \$21.42 \$19.53 0.1004 1.4520
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXE Vehicles Purion Other Capital TOTAL CAPI CAPITAL FUN Transit Syste Federal Content Provincial Co Municipal Co Other / Donate	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og off Expenses ITAL EXPENSES moributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Ex Dedicated Non-Dedic Transportation Ex OPERATING Registrants / Cap Passengers / Ca Passengers / Re Passengers / Ho Kms / Passenger Average Speed (	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D pita pita gistrant bur (Dedicated (Dedicated S	er ger e Dedicated Ser ded Service) Service) Service)		34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339 15.09	33% \$20.85 \$21.4* \$21.4* \$19.50 0.1004 1.4520 14.46
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXE Vehicles Purion Other Capital TOTAL CAPI CAPITAL FUN Transit Syste Federal Content Provincial Co Municipal Co Other / Donate	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og I Expenses ITAL EXPENSES moributions ontributions ontributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligib Transportation Ex Dedicated Non-Dedic Transportation Ex OPERATING Registrants / Car Passengers / Re Passengers / Ho Kms / Passenger Average Speed (	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D pita pita gistrant bur (Dedicated (Dedicated S	er ger e Dedicated Ser ded Service) Service) Service)	ed. Service	34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339	33% \$20.85 \$21.4* \$21.4* \$19.50 0.1004 1.4520 14.46
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXE Vehicles Purion Other Capital TOTAL CAPI CAPITAL FUN Transit Syste Federal Content Provincial Co Municipal Co Other / Donate	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og off Expenses ITAL EXPENSES moributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligib Transportation Ex Dedicated Non-Dedic Transportation Ex OPERATING Registrants / Cap Passengers / Re Passengers / Ho Kms / Passenger Average Speed (  PASSENGER Ambulatory	ost / Capita senger ble Passenger xp. / Passen I Service cated Service xp. / Hour (D pita spistrant sur (Dedicated (Dedicated S	er gger e Dedicated Ser ed Service) Service) Service)		34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339 15.09	33% \$20.85 \$21.4* \$21.4* \$19.50 0.1004 1.4520 14.46
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXE Vehicles Purion Other Capital TOTAL CAPI CAPITAL FUN Transit Syste Federal Content Provincial Co Municipal Co Other / Donate	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og off Expenses ITAL EXPENSES moributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligib Transportation Ex Dedicated Non-Dedic Transportation Ex OPERATING Registrants / Car Passengers / Re Passengers / Ho Kms / Passenger Average Speed (	ost / Capita senger ble Passenger xp. / Passen I Service cated Service xp. / Hour (D pita spistrant sur (Dedicated (Dedicated S	er gger e Dedicated Ser ed Service) Service) Service)	ed. Service	34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339 15.09	33% \$20.85 \$21.4* \$21.4* \$19.50 0.1004 1.4520 14.46
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXE Vehicles Purion Other Capital TOTAL CAPI CAPITAL FUN Transit Syste Federal Content Provincial Co Municipal Co Other / Donate	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og off Expenses ITAL EXPENSES moributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Exp. / Eligit Transportation Exp. / Eligit Transportation Exp. / Eligit Transportation Exp. / Eligit OPERATING Registrants / Cap Passengers / Cap Passengers / Repassengers / Hoo Kms / Passenger Average Speed (  PASSENGER Ambulatory Wheelchair/Sc Attendants Companions	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D pita pita pita pita pita pita pita (Dedicated (Dedicated S	er gger e Dedicated Ser ed Service) Service) Service)	ed. Service	34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339 15.09	33% \$20.85 \$21.4* \$21.4* \$19.50 0.1004 1.4520 14.46
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXE Vehicles Purion Other Capital TOTAL CAPI CAPITAL FUN Transit Syste Federal Content Provincial Co Municipal Co Other / Donate	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og off Expenses ITAL EXPENSES moributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Ex Dedicated Non-Dedic Transportation Ex OPERATING Registrants / Cap Passengers / Ca Passengers / Ho Kms / Passenger Average Speed (  PASSENGER Ambulatory Wheelchair/Sc Attendants Companions Other (specifie	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D pita pita pita pita pita pita pita (Dedicated (Dedicated S	er gger e Dedicated Ser ed Service) Service) Service)	ed. Service 1,330	34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339 15.09	33% \$20.85 \$21.4* \$21.4* \$19.50 0.1004 1.4520 14.46
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXE Vehicles Purion Other Capital TOTAL CAPI CAPITAL FUN Transit Syste Federal Content Provincial Co Municipal Co Other / Donate	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og off Expenses ITAL EXPENSES moributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Exp. / Eligit Transportation Exp. / Eligit Transportation Exp. / Eligit Transportation Exp. / Eligit OPERATING Registrants / Cap Passengers / Cap Passengers / Repassengers / Hoo Kms / Passenger Average Speed (  PASSENGER Ambulatory Wheelchair/Sc Attendants Companions	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D pita pita pita pita pita pita pita (Dedicated (Dedicated S	er gger e Dedicated Ser ed Service) Service) Service)	ed. Service	34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339 15.09	33% \$20.89 \$21.4* \$21.4* \$19.50 0.1004 1.4520 14.46
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXE Vehicles Purion Other Capital TOTAL CAPI CAPITAL FUN Transit Syste Federal Content Provincial Co Municipal Co Other / Donate	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og off Expenses ITAL EXPENSES moributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Ex Dedicated Non-Dedic Transportation Ex OPERATING Registrants / Cap Passengers / Ca Passengers / Ho Kms / Passenger Average Speed (  PASSENGER Ambulatory Wheelchair/Sc Attendants Companions Other (specifie	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D pita pita pita pita pita pita pita (Dedicated (Dedicated S	er gger e Dedicated Ser ed Service) Service) Service)	ed. Service 1,330	34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339 15.09	33% \$20.85 \$21.4* \$21.4* \$19.50 0.1004 1.4520 14.46
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXE Vehicles Purion Other Capital TOTAL CAPI CAPITAL FUN Transit Syste Federal Content Provincial Co Municipal Co Other / Donate	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og off Expenses ITAL EXPENSES moributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Ex Dedicated Non-Dedic Transportation Ex OPERATING Registrants / Cap Passengers / Ca Passengers / Ho Kms / Passenger Average Speed (  PASSENGER Ambulatory Wheelchair/Sc Attendants Companions Other (specifie TOTAL	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D pita pita pita digistrant bur (Dedicated (Dedicated S DATA cooter Users	er ger e bedicated Ser ed Service) Service) De	1,330 1,330 Veh.	34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339 15.09	33% \$20.85 \$21.4* \$21.4* \$19.53 0.1004 1.4520 14.46 vice
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXE Vehicles Purion Other Capital TOTAL CAPI CAPITAL FUN Transit Syste Federal Content Provincial Co Municipal Co Other / Donate	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og off Expenses ITAL EXPENSES moributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Ex Dedicated Non-Dedic Transportation Ex OPERATING Registrants / Cap Passengers / Ca Passengers / Ho Kms / Passenger Average Speed (  PASSENGER Ambulatory Wheelchair/Sc Attendants Companions Other (specifie TOTAL	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D pita ipita igistrant bur (Dedicated (Dedicated S DATA	er gger e Dedicated Ser ed Service) Service) Service)	1,330 1,330 Veh.	34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339 15.09 Non-Ded. Ser	33% \$20.85 \$21.4* \$21.4* \$19.53 0.1004 1.4520 14.46
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXE Vehicles Purion Other Capital TOTAL CAPI CAPITAL FUN Transit Syste Federal Content Provincial Co Municipal Co Other / Donate	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og off Expenses ITAL EXPENSES moributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Exp. Dedicated Non-Dedic Transportation Exp. OPERATING Registrants / Cap Passengers / Ca Passengers / Re Passengers / Ho Kms / Passenger Average Speed (  PASSENGER Ambulatory Wheelchair/Sc Attendants Companions Other (specifie TOTAL  VEHICLE DATA Non-Accessible	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D  pita pita gistrant our (Dedicated (Dedicated S  DATA  cooter Users  A  e Cars	er ger e Dedicated Ser ed Service) Service) De	1,330 1,330 Veh.	34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339 15.09	33% \$20.85 \$21.4* \$21.4* \$19.53 0.1004 1.4520 14.46 vice
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXE Vehicles Purion Other Capital TOTAL CAPI CAPITAL FUN Transit Syste Federal Content Provincial Co Municipal Co Other / Donate	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og off Expenses ITAL EXPENSES moributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Ex Dedicated Non-Dedic Transportation Ex OPERATING Registrants / Cap Passengers / Ca Passengers / Ho Kms / Passenger Average Speed (  PASSENGER Ambulatory Wheelchair/Sc Attendants Companions Other (specifie TOTAL	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D  pita pita gistrant our (Dedicated (Dedicated S  DATA  cooter Users  A  e Cars	er ger e Dedicated Ser ed Service) Service) De	1,330 1,330 Veh.	34% \$18.73 \$19.86 \$19.86 \$19.86 0.0950 1.4339 15.09 Non-Ded. Ser	33% \$20.85 \$21.4* \$21.4* \$19.53 0.1004 1.4520 14.46 vice
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXE Vehicles Purion Other Capital TOTAL CAPI CAPITAL FUN Transit Syste Federal Content Provincial Co Municipal Co Other / Donate	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og off Expenses ITAL EXPENSES moributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligib Transportation Ex Dedicated Non-Dedic Transportation Ex OPERATING Registrants / Car Passengers / Re Passengers / Re Passengers / Ho Kms / Passenger Average Speed (  PASSENGER Ambulatory Wheelchair/Sc Attendants Companions Other (specifie TOTAL  VEHICLE DAT. Non-Accessible Accessible Van	ost / Capita senger ble Passenge xp. / Passen I Service cated Service xp. / Hour (D  pita pita gistrant our (Dedicated (Dedicated S  DATA  cooter Users  A  e Cars	er ger e Dedicated Ser ed Service) Service) De	1,330 1,330 Veh. Peak	34% \$18.73 \$19.86 \$19.86 \$19.86 \$19.86 0.0950 1.4339 15.09 Non-Ded. Ser	33% \$20.85 \$21.4* \$19.50 0.1004 1.4520 14.46 vice
Passence Other Operate Federal Content Provincial Co Municipal Co Other / Donate TOTAL CAPITAL EXE Vehicles Purion Other Capital TOTAL CAPI CAPITAL FUN Transit Syste Federal Content Provincial Co Municipal Co Other / Donate	ger Revenue perating Revenue ring Revenue ributions ontributions ontributions tions  PENSES chased og off Expenses ITAL EXPENSES moributions ontributions	\$9,429 <b>\$9,429</b> \$17,823 \$309	\$9,379 <b>\$9,379</b> \$18,601 \$500	PERFORMAN FINANCIAL R/C Ratio Net Operating Co Total Exp. / Pass Total Exp. / Eligit Transportation Exp. Dedicated Non-Dedic Transportation Exp. OPERATING Registrants / Car Passengers / Ca Passengers / Ho Kms / Passenger Average Speed (  PASSENGER Ambulatory Wheelchair/Sc Attendants Companions Other (specifie TOTAL  VEHICLE DAT, Non-Accessible Accessible Van Small Buses	ost / Capita senger ble Passenger ble Passenger sp. / Passen I Service cated Service cated Service cated Service r (Dedicated r (Dedicated (Dedicated Service) DATA cooter Users ed)	er ger e Dedicated Ser ed Service) Service) De	1,330 1,330 Veh. er Peak	34% \$18.73 \$19.86 \$19.86 \$19.86 \$19.86 0.0950 1.4339 15.09 Non-Ded. Ser	33% \$20.89 \$21.4* \$19.50 0.1004 1.4520 14.40 vice

Vehicle maintenance responsibility: Accessible taxis:

Vehicle maintenance responsibility: Contracted Operator

Accessible taxis:

**Meaford** 

1VICATO			Dec 1st.		44.400	REGISTRANTS	S	Active	Total
Georgian Ha			Population served: Service area (km²):		11,100 588.6	Wheelchair/Sco	ooter User		20
Contact:	Phillip Taylor		Communities served:		500.0	Ambulatory:		68	272
Title: Telephone:	Superintendent, Transp 519-538-1060 x1309	Julialiuli Selvices	Service began:		01/06/1990	Attendants: Companions:		4 1	4
Fax:	519-538-5599		Advisory Committee me		6	Other:		11	11
Email:	ptaylor@meaford.ca		Eligibility Committee me	embers:	2	Total:		94	308
Dedicated Se	_	ansit System/Municipality	Non-Dedicated S	Service: (	Contractors:	Eligibility Crite	eria: 🗸	Unable to Board	
Dodioutou C.	· - =	vate Contractor(s), number:				Lingionity C	şιια. 🔻	Unable to Use	
		* **	. I Idai Sulip i Tugra	Allı Avallabic.				_	
		ivate Non-Profit Org.						Other Criteria	
VEHICLE KILO	OMETRES & HOURS	2012	2013	SERVICE	HOURS / SCHEDU	ULING			
	n Dedicated Service	30,300	24,634	Weekday:			Sunday:	to	0
Tot. Veh. Km.	Dedicated Service	30,300	24,634	Saturday:	to		Holiday:		0
	s Dedicated Service	1,583	1,450	•		14 day(	•		
	s Dedicated Service	2,075	2,005		booking notice: notice for reservation	, ,	` '		
	ed Service - Veh. Km.				ons / Scheduling:	Manual	.(5)		
	ed Service - Veh. Hrs.				•	Manaai			
PASSENGER Dedicated S		5,040	A 515	FARE STR	Date: 01/01/2013	Tick	ets/Cards		
Non-Dedica		ე,∪ <del>4</del> ∪	4,515	Ellective D	Cash		ets/Cards nit price)	Monthly F	Pass Free
TOTAL PASSI		5,040	4,515	Adult	\$2.00	· ·	II. p ,		Γάοο
	n / Pre-booked	0%	50%	Child	\$2.00				
Reservation		0%	40%	Student	\$2.00				Ħ
	d / Day of trip	0%	10%	Senior	\$2.00				
Cancelled in a				Attendant	\$2.00				
	Cancelled at door			Companio					
Unaccommod				Other		rips: \$3.00-\$7.50	0		
Number of co	•			EMPLOYE			Full-tin	mo Pari	t-time
OPERATING I	•			Operators	IE DATA		I wii c	ne	t-ume
Administration				Other Oper	rations				
Operations:				Vehicle Me					
	Dedicated Service			General an	nd Administration				
	- Dedicated Service	\$58,783	\$63,733	Other					
	- Non-Dedicated Service			TOTAL NU	JMBER OF EMPLO	OYEES			
	- Taxi Scrip	<b>#40.600</b>	£44.4E0	Union Affi	iliations: Operator	'S:			
	(Vehicles & Facilities)	\$12,683 \$7,055	\$14,150	<u> </u>	Mechanic				
Fuel TOTAL OPER	RATING EXPENSES	\$7,955 <b>\$79,421</b>	\$77,883		Other (sp				
					ator Wage Rate:				
		ER FUNDING CONTRIBUT		Top Mecha	anic Wage Rate:				
	ger Revenue	\$6,006 \$20,231			RMANCE INDI	ICATORS			
	perating Revenue	\$20,231 \$26,237				ICATOTA		2012	2013
Total Operati Federal Contr	-	\$26,237	\$25,504	R/C Ratio				33%	33%
Provincial Co		\$17,378			ating Cost / Capita			\$5.32	\$4.72
Municipal Cor		\$17,376 \$35,806			o. / Passenger			\$15.76	\$17.25
Other / Donat		<del>**</del> *,	<del></del> ,-	· ·	. / Eligible Passeng	ner		\$28.70	\$34.91
TOTAL	10110	\$79,421	\$77,883	_	ation Exp. / Passer	-		Ŧ -	•
CAPITAL EXP	PENCEC				edicated Service	igo.		\$15.76	\$17.25
Vehicles Purc			\$62,199	No	n-Dedicated Service				
Debt Servicin			<b>₩₩</b> ,	Transport	ation Exp. / Hour ([	Dedicated Servic	ce)	\$38.28	\$38.84
Other Capital	•			OPERATII	NG				
	ITAL EXPENSES		\$62,199		nts / Capita			0.0175	0.0278
	NDING SOURCES			Passenge	ers / Capita			0.5040	0.4068
Transit System					ers / Registrant			28.80	14.66
Federal Contr					ers / Hour (Dedicate	•		3.18	3.11
Provincial Co			\$62,199		ssenger (Dedicated	•		6.01	5.46
Municipal Cor	ntributions			Average s	Speed (Dedicated S	Service)		19.14	16.99
Other / Donat									
TOTAL CAPI	ITAL FUNDING		\$62,199		NGER DATA	Ded.	Service	Non-Ded. Serv	vice
				Ambula	•		2,112		
				Attenda	chair/Scooter Users	<b>;</b>	119 37		I
				Compa			31		Ī
					specified)		2,247		
				TOTAL			4,515		
							Voh	Ave Canacit	· Vah
				VEHICI	E DATA	Number	Veh. Peak		ty per Veh. Ambulatory
					cessible Cars	Mulliber	I can	Wheelchair N/A	Allibulator y
					ble Vans / Minivans	e		13773	ĺ
				Small Bu		1	1	1 2	10
				Other					-
				TOTAL	DED. VEHICLES	1	1	I N/A	N/A
				\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	ownership:	Munic	cipality		

**Midland** 

Service area plant	Midland Accessible Transit		Population served:		16,700	Wheelchair/Scoo	nter User	rs: 68	10tai 104
Titles	Contact: Rick Ignas		, ,				JIOI 000.		
Advisory Committee members   No. Order   No.   Order	Title: Transportation Super	VISUI				Attendants:		7	12
Equation   Community   Commu	a are a second and a			embere:		•		10	10
Decided Service   Private Contracting number   Tail Sizip Program / waitable   Tail S			•					283	368
Private Non-Profit Cog		numityreach.ca			actoro:		::a:		
Productic MiLOMETRES & HOURS   2012   2013   2014   2015   2016					actors.	Eligibility Criter			
VEHICLE KILOMETRES & HOURS   2012		* **	Taxi Scrip Prograi	m Available: 🔲			=		
Rev Ver. Km - Dedicated Service   37.688   41,330   Saturday   10   10   Saturday   10	<b>✓</b> F	Private Non-Profit Org.					✓	Other Criteria	
Rev Ver. Km - Dedicated Service   37.688   41,330   Saturday   10   10   Saturday   10	VEHICLE KILOMETRES & HOURS	2012	2013	SERVICE HOU	IRS / SCHED	ULING			
Rev. Veh. Hrs Dedicated Service   4,215   Animal Control Protection   4,221   Animal Control Protection   4,215   Animal Control Protection   4,221   Animal Control Prot	Rev. Veh. Km Dedicated Service	37,668	41,330				Sunday:		
Tot. Veh. Hrs Dealicated Service   4,212		37,668		Saturday:	to	H	Holiday:		to
Non-Declaridade Service - Veh Hrs.				Advanced book	ing notice:	30 day(s	)		
Non-Declared Service			7,414						
Dedicated Service				Reservations / S	Scheduling:	Partially Com	puterized	l	
Non-Dedicated Service									
TOTAL PRASSINGERS		4,455	5,183	Effective Date:					
Subscription / Fire-booked   0%   32%   Child   Reservation   0%   50%   Subject   \$2.50   \$2.50   \$2.50		4.455	5 193	A dult		=		Montniy	Pass Fre
Reservation		·	·		\$∠.50	Ψ2	2.50		•
On-Demand / Day of trip	•				\$2.50	\$2	2 50		
Cancelled in advance						•			
No-shows	Cancelled in advance	370	561	Attendant					<b>✓</b>
Number of complaints	No-shows / Cancelled at door	25		•	\$2.50	\$2	2.50		
Operations	•	9		Other					
Administration   \$7,850   \$7,395   Cher Operations   Corporations   Contract - Non-Dedicated Service   \$75,072   \$85,355   Cher Cartact - Non-Dedicated Service   \$75,072   \$86,355   Cher Cartact - Non-Dedicated Service   \$75,072   \$86,355   Cher Cartact - Non-Dedicated Service   \$72,268   \$8,111   Chera Tax Sirgip   Maintenance (Vehicles & Facilities)   \$3,403   \$1,695   Fiuel   \$72,268   \$8,111   Chera Tax Sirgip   Chera Tax S	•			EMPLOYEE DA	ATA		Full-tin	ne Pa	ırt-time
Operations:		¢7.9E0	¢7 205				1		
Internal - Dedicated Service   \$75,072   \$88,355   Contract - Non-Dedicated Service   \$75,072   \$88,355   Chher   ToTAL OPERATING EXPENSES   \$34,033   \$1,895   Full   STAND (Per Spending Contract - Non-Dedicated Service   \$34,033   \$1,895   Full   STAND (Per Spending Contract - Non-Dedicated Service   \$34,033   \$1,895   Full   STAND (Per Spending Contract - Non-Dedicated Service   \$34,033   \$1,895   Mechanics   Stand (Per Spending Contract - Non-Dedicated Service   Stand (Per Spending Contributions   Spending Cont		Φ1,000	कृर, उड्ड	•					2
Contract - Dedicated Service	-								1
Contract - Non-Dedicated Service   Sand		\$75,072	\$88,355		IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII				Ţ
Maintenance (Vehicles & Facilities)   \$3,403   \$1,695   Fuel   \$7.226   \$3,114   \$7.226   \$3,114   \$7.226   \$3,114   \$7.226   \$3,551   \$105,559   \$10,949		ce			ER OF EMPLO	OYEES	1		5
Maniferance (verhicles & Facilities)   \$3,403   \$1,695   First   TOTAL OPERATING EXPENSES   \$33,551   \$105,559   \$10,949   Total Operating Revenue   \$9,610   \$10,949   Federal Contributions   \$10,949   Federa	·	¢2.402	£1.60E	Union Affiliatio	ns: Operator	s:			
March   Capital   Capita	,				-				
Top Operator Wage Rate: \$15.30   Top Wage Rate:					Other (sp	pecify):			
Passenger Revenue			•		•	15.30			
PERFORMACE INDICATORS				Top Mechanic V	Vage Rate:				
Total Operating Revenue	<u> </u>	φϑ,υ ιυ	φι∪,⊍∓⊍	PERFORMA	ANCE IND	<b>ICATORS</b>			
Federal Contributions		\$9,610	\$10,949					2012	2013
Municipal Contributions		• •							
Total Expenses					-			•	
Transportation   Exp. / Passenger   Dedicated Service   S19.24   \$18.94	•	\$83,941	\$94,610	•	_				
Dedicated Service		¢02 554	¢105 550	•				\$21.78	\$21.13
Non-Dedicated Service   Sand Service   Transportation Exp. / Hour (Dedicated Service)   \$23.3'		क्ष्यः,३७ ।	\$100,000		•	nger		\$19.24	\$18.94
Transportation   Servicing		¢47,000				ne.		ψ10.27	ψ10.5
OPERATING   Standard Capital Expenses   \$13,339   TOTAL CAPITAL EXPENSES   \$47,992   \$13,339   Standard Capital Expenses   \$13,339   Standard Capital Expenses   \$13,339   Standard Capital Expenses   \$13,339   Standard Capital   \$0.0288   \$0.0202   Standard Capital   \$0.3664   \$0.3104   Standard Capital   \$0.0202   Standard Capital   \$0.3664   \$0.3104   Standard Capital   \$0.0202   Standard Capital   \$0.3664   \$0.3104   Standard Capital   \$0.0202   Standard Capita		<b>⊅41,∀9∠</b>					)		\$23.3
CAPITAL CAPITAL EXPENSES   \$47,992   \$13,339   Registrants / Capita   0.0288   0.0220   Passengers / Capita   Passengers / Registrant   12.38   14.00   Passengers / Capita   Passengers / Registrant   Passengers / R	•		\$13,339	OPERATING					
CAPITAL FORMING SURKES Transit System Federal Contributions Federal Contributions Provincial Contributions Statistics Other / Donations TOTAL CAPITAL FUNDING **Other Eligibility Criteria: use assistive device.*		\$47,992		-	-				
Transit System Federal Contributions Federal Contributions Provincial Contributions Municipal Contributions Other / Donations * \$8,500 S2,815 TOTAL CAPITAL FUNDING \$47,992 * Other Eligibility Criteria: use assistive device.  * Other Eligibility Criteria: use assistive device.  * Other Eligibility Criteria: use assistive device.  * Other Specified) TOTAL  * Other (specified) TOTAL  * Other (specified) TOTAL  * Other Specified) TOTAL  * Other Specified Cars Accessible Vans / Minivans Accessible Vans / Mi	CAPITAL FUNDING SOURCES								
Federal Contributions Provincial Contributions Municipal Contributions Other / Donations State of the Fligibility Criteria: use assistive device.  * Other Eligibility Criteria: use assistive device.  * Other (specified) TOTAL  * Other (specified) TOTAL  * Other (specified) TOTAL  * Other (specified) TOTAL DED. VEHICLES  * Other Users  * Accessible Vans / Minivans  * Other Oblicated Service)  * Non-Ded. Service  * Non-Ded. Service  * Non-Ded. Service  * Non-Accessible Cars  * Accessible Cars  * Accessible Vans / Minivans  * Other  * Oth	Transit System					ad Carrina)		12.38	
Average Speed (Dedicated Service)  Average Speed (D				_	•	•		8.46	
Other / Donations \$8,500 \$2,815  TOTAL CAPITAL FUNDING \$47,992 \$20,315  * Other Eligibility Criteria: use assistive device.  * Other (specified)  * TOTAL DE DATA Number Peak Wheelchair N/A  * Accessible Cars Accessible Vans / Minivans 2 2 2 2 3 3  * Small Buses Other  * TOTAL DED. VEHICLES 2 2 2 N/A N/A  * Vehicle ownership: Municipality  * Vehicle maintenance responsibility: Municipality		\$39,492				•		C	
* Other Eligibility Criteria: use assistive device.  * Other Spandants  * Other (specified)  * TOTAL  * Veh.   Avg. Capacity per Veh.   Wheelchair   Ni/A   Ambulatory   Non-Accessible Cars   Ni/A	•	\$8 500			- , -				
* Other Eligibility Criteria: use assistive device.  Ambulatory 3,293 Wheelchair/Scooter Users 1,702 Attendants 173 Companions 15 Other (specified) TOTAL 5,183   VEHICLE DATA Number Peak Wheelchair Ambulatory Non-Accessible Cars Accessible Vans / Minivans 2 2 2 2 3 3 Small Buses Other TOTAL DED. VEHICLES 2 2 2 N/A N/A Vehicle ownership: Municipality Vehicle maintenance responsibility: Municipality				PASSENGE	R DATA	Ded. S	ervice	Non-Ded. Ser	rvice
Attendants 173 Companions 15 Other (specified) TOTAL 5,183  Veh. Veh. Veh. Veh. Veh. Veh. Veh. Veh.			<del>+=-,-</del>						
Companions Other (specified) TOTAL  5,183  VEHICLE DATA Number Non-Accessible Cars Accessible Vans / Minivans Accessible Vans / Minivans Other TOTAL DED. VEHICLES Vehicle ownership: Vehicle maintenance responsibility: Municipality Vehicle maintenance responsibility:  15  Avg. Capacity per Veh. Wheelchair N/A Wheelchair N/A	* Other Eligibility Criteria: use assistiv	e device.			Scooter Users	3			
Other (specified) TOTAL  5,183  VEHICLE DATA Number Peak Wheelchair Ambulatory Non-Accessible Cars Accessible Vans / Minivans 2 2 2 2 3 Small Buses Other TOTAL DED. VEHICLES 2 2 N/A N/A Vehicle ownership: Municipality Vehicle maintenance responsibility: Municipality									
TOTAL 5,183  VEHICLE DATA Number Peak Wheelchair Ambulatory Non-Accessible Cars Accessible Vans / Minivans 2 2 2 2 3 Small Buses Other TOTAL DED. VEHICLES 2 2 N/A N/A Vehicle ownership: Municipality Vehicle maintenance responsibility: Municipality				11			15		
VEHICLE DATA Number Peak Wheelchair Ambulatory Non-Accessible Cars Accessible Vans / Minivans 2 2 2 2 3 Small Buses Other TOTAL DED. VEHICLES 2 2 N/A N/A Vehicle ownership: Municipality Vehicle maintenance responsibility: Municipality				, ,	ileu)		5.183		
VEHICLE DATA Number Peak Wheelchair N/A Non-Accessible Cars N/A Accessible Vans / Minivans 2 2 2 3 3 Small Buses Other TOTAL DED. VEHICLES 2 1 N/A N/A Vehicle ownership: Municipality Vehicle maintenance responsibility: Municipality				L			0,.00		
VEHICLE DATA Number Peak Wheelchair N/A Non-Accessible Cars N/A Accessible Vans / Minivans 2 2 2 3 3 Small Buses Other TOTAL DED. VEHICLES 2 1 N/A N/A Vehicle ownership: Municipality Vehicle maintenance responsibility: Municipality							Vah	- Ava Canac	ity par Vah
Non-Accessible Cars Accessible Vans / Minivans 2 2 2 3 Small Buses Other TOTAL DED. VEHICLES 2 N/A N/A Vehicle ownership: Wunicipality Vehicle maintenance responsibility: Municipality				VEHICLE DA	ΔΤΔ	Number			
Accessible Vans / Minivans 2 2 2 3 Small Buses Other TOTAL DED. VEHICLES 2 2 N/A N/A Vehicle ownership: Municipality Vehicle maintenance responsibility: Municipality						110			74110414141
Other TOTAL DED. VEHICLES 2 2 N/A N/A  Vehicle ownership: Municipality Vehicle maintenance responsibility: Municipality						3 2	2		3
TOTAL DED. VEHICLES 2 2 N/A N/A  Vehicle ownership: Municipality  Vehicle maintenance responsibility: Municipality									
Vehicle ownership: Municipality Vehicle maintenance responsibility: Municipality							_	N1/0	NI/A
Vehicle maintenance responsibility: Municipality								N/A	N/A
					•		-		
						risidility. Munici	pality		

Milton

Milton Devetrencit Service	Donul	ation served:		100.000	REGISTRAN	-	Active	Total
Milton Paratransit Service		e area (km²):		100,000 380.0		Scooter Users:		71
Contact: Tony D'Alessandro Title: Coordinator, Transit		nunities served:		1	Ambulatory: Attendants:		395 119	395 119
Telephone: 905-878-7252 x2548		e began:			Companions	:	110	110
Fax: 905-876-5029		ory Committee me lity Committee me		7 N/A	Other:			
Email: tony.dalessandro@milton.ca	ū	•			Total:	_	585	585
Dedicated Serv. Operated by: Transit System/Munici	pality I	Non-Dedicated Se	ervice: 🗹 Contrac	tors: 1	Eligibility Cr	iteria: 🗸 l	Jnable to Board	
Private Contractor(s),	number:	Taxi Scrip Program	m Available:			l	Jnable to Use	
Private Non-Profit Org							Other Criteria	
VEHICLE KILOMETRES & HOURS	2012	2013	SERVICE HOUR	S / SCHEDI	JLING			
Rev. Veh. Km Dedicated Service			Weekday:	0530 to		Sunday:	t	0
Tot. Veh. Km Dedicated Service			Saturday:	0700 to	2000	Holiday:	t	0
Rev. Veh. Hrs Dedicated Service			Advanced booking	a notice:	7 da	ıv(s)		
Tot. Veh. Hrs Dedicated Service Non-Dedicated Service - Veh. Km.			Minimum notice for					
Non-Dedicated Service - Veh. Hrs.			Reservations / Sc	heduling:	Manual			
PASSENGER DATA			FARE STRUCTU					
Dedicated Service	4.000	00.046	Effective Date: 01			kets/Cards unit price)	Manthly	Dana - Fra
	1,669 <b>1,669</b>	22,816 <b>22,816</b>	Adult	<b>Cash</b> \$3.00	,	\$2.40	<b>Monthly I</b> \$64.00	
Subscription / Pre-booked	0%	0%	Child	ψ0.00		Ψ2.40	ψ04.00	´ <b>~</b>
Reservation	5%	5%	Student	\$3.00		\$1.70	\$45.00	_
On-Demand / Day of trip	95%	95%	Senior	\$3.00		\$1.70	\$45.00	
Cancelled in advance			Attendant Companion	¢2 00		¢2.40	\$64.00	<u>~</u>
No-shows / Cancelled at door Unaccommodated trips				\$3.00 mpanions p	av fare accord	\$2.40 ling to user sta	\$64.00 atus (adult, studei	
Number of complaints			EMPLOYEE DAT		a, .a.o acco.o	Full-time		t-time
OPERATING EXPENSES			Operators	A		ruii-uiiik	; Fai	ı-ume
Administration			Other Operations					
Operations:			Vehicle Mechanic					
Internal - Dedicated Service Contract - Dedicated Service			General and Admi Other	inistration				
	60,936	\$366,553	TOTAL NUMBER	OF EMPLO	OYEES			
Contract - Taxi Scrip			Union Affiliations					
Maintenance (Vehicles & Facilities)			Omon Annacions	Mechanic				
Fuel TOTAL OPERATING EXPENSES \$1	60,936	\$366,553		Other (sp	ecify):			
· ·	•	4000,000	Top Operator Wag	ge Rate:				
OPERATING REVENUES AND OTHER FUNDING CONT Passenger Revenue	322,933	\$42,335	Top Mechanic Wa	age Rate:				
Other Operating Revenue	JZZ,500	Ψ-2,000	PERFORMAN	NCE IND	CATORS			
Total Operating Revenue \$	22,933	\$42,335	FINANCIAL				2012	2013
Federal Contributions			R/C Ratio	ant / Conita			14%	12%
Provincial Contributions  Municipal Contributions \$1	38,003	\$324,218	Net Operating Co Total Exp. / Pass	-			\$1.38 \$13.79	\$3.2 \$16.0
Other / Donations	30,003	φ324,210	Total Exp. / Eligib		er		\$13.79	\$16.0
	60,936	\$366,553	Transportation Ex	_			•	,
CAPITAL EXPENSES			Dedicated					
Vehicles Purchased			Non-Dedic Transportation Ex	cated Servic		vice)	\$13.79	\$16.0
Debt Servicing Other Capital Expenses			OPERATING	лр. / 1 юш (L	Journal Co.	1100)		
TOTAL CAPITAL EXPENSES			Registrants / Car	pita			0.0062	0.0059
CAPITAL FUNDING SOURCES			Passengers / Ca				0.1167	0.228
Transit System			Passengers / Re		nd Comina)		18.85	39.00
Federal Contributions			Passengers / Ho Kms / Passenger					
Provincial Contributions  Municipal Contributions			Average Speed (	•	•			
Municipal Contributions Other / Donations			•					
TOTAL CAPITAL FUNDING			PASSENGER	DATA	De	d. Service	Non-Ded. Serv	
* Additional service hours added on Saturdays, effective Se	ntombor 2012	. * Higher	Ambulatory				22,	816
demand for service in 2013.	pterriber 2013	. Higher	Wheelchair/Sc Attendants	cooter Users	i			
			Companions					
			Other (specifie	ed)				
			TOTAL				22,	816
			VEUICI E DAT	^	Mir.	Veh. er Peak	Avg. Capacit	
			VEHICLE DATA Non-Accessible		Numbe	н геак	Wheelchair N/A	Ambulatory
			Accessible Van		3			
			Small Buses					
			Other	EUICI ES			N1/A	N1/A
			TOTAL DED. V				N/A	N/A
			Vehicle ownersh Vehicle mainten	•	nsibility:			
			Accessible tax					

Vehicle maintenance responsibility: Municipal Transit System

Accessible taxis:

**Niagara Falls** 

Niagara Chai	ir-A-Van		Population served:		83,000	Wheelchair/		S. ACTIVE	iotai
Contact:	Jackie Zufelt		Service area (km²):		212.0	Ambulatory:	0000101 0301	J.	
Title:	Dispatcher/Supervisor		Communities served:		1	Attendants:			
Telephone:	905-357-0122		Service began:		30/06/1977	Companions	s:		
Fax:	905-357-7199		Advisory Committee me		6	Other:			
Email:	ncav@cogeco.net		Eligibility Committee me	embers:	N/A	Total:		1,382	1,382
Dedicated Se	rv. Operated by: Tr	ansit System/Municipality	Non-Dedicated Se	ervice: 🗸 Cor	ntractors: 1	Eligibility C	riteria: 🗸	Unable to Board	I
Douloutou Oo	· —				7	Lingilomity O	_		-
		ivate Contractor(s), number	: Taxi Scrip Prograi	m Available:	_		<b>✓</b>	Unable to Use	
	<b>✓</b> Pr	ivate Non-Profit Org.					✓	Other Criteria	
VEHICI E KII (	OMETRES & HOURS	2012	2013	SEDVICE HO	URS / SCHED	III ING			
	n Dedicated Service	217,328	217,328	Weekday:	0750 to		Sunday:	0800	to 2300
	Dedicated Service	217,328	217,328	Saturday:	0900 to		Holiday:	0000	to
	s Dedicated Service	9,740	10,276	Saturday.	0900 10	2300	попаау:		10
	Dedicated Service	9,740	10,276	Advanced bo	oking notice:	30 da	ay(s)		
	d Service - Veh. Km.	3,1.0	. 0,2. 0	Minimum noti	ce for reservation	on: 24.0 h	our(s)		
	d Service - Veh. Hrs.			Reservations	/ Scheduling:	Manual			
<b>PASSENGER</b>	DATA			FARE STRU	CTURE				
Dedicated S	Service	28,735	29,688	Effective Date	e: 01/07/2011	Tie	ckets/Cards		
Non-Dedica	ited Service				Cash		(unit price)	Monthly	Pass Fre
TOTAL PASS	ENGERS	28,735	29,688	Adult	\$2.50		\$2.30		
Subscription	n / Pre-booked	0%	0%	Child	\$2.50		\$2.30		
Reservation	1	0%	0%	Student	\$2.50		\$2.30		
On-Demand	d / Day of trip	0%	0%	Senior	\$2.50		\$2.30		
Cancelled in a	advance	3,447		Attendant					✓
	ancelled at door	203	212	Companion	\$2.50		\$2.30		
Unaccommod		460	349	Other					
Number of co	mplaints			EMPLOYEE	ΠΑΤΑ		Full-tin	no Da	ırt-time
OPERATING I	•			Operators	DAIA		4	16 16	9
Administration	า		\$29,346	Other Operati	ons		1		1
Operations:			, ,,,	Vehicle Mech					•
Internal -	Dedicated Service	\$413,348	\$390,754	General and A					1
Contract -	Dedicated Service			Other					
Contract -	Non-Dedicated Service		\$907	TOTAL NUMI	BER OF EMPLO	OYEES	5		11
Contract -	· Taxi Scrip			Union Affiliat	ions: Operator	e.			
Maintenance	(Vehicles & Facilities)	\$103,500	\$1,149	Onion Anna	Mechani				
Fuel					Other (sp				
TOTAL OPER	RATING EXPENSES	\$516,848	\$422,156	T 0					
OPERATING	REVENUES AND OTH	ER FUNDING CONTRIBUT	IONS	Top Operator	Wage Rate: \$	22.49			
	er Revenue	\$47,000	\$42,821	• '	•				
-	perating Revenue	\$56,127	\$20,514	PERFORM	MANCE IND	<b>ICATORS</b>			
Total Operat	_	\$103,127	\$63,335	FINANCIAL				2012	2013
Federal Conti	-	•	. ,	R/C Ratio				20%	15%
Provincial Co	ntributions			Net Operatin	ig Cost / Capita			\$4.98	\$4.32
Municipal Co	ntributions	\$398,428	\$398,428	Total Exp. / I	Passenger			\$17.99	\$14.22
Other / Donat	tions			Total Exp. / E	Eligible Passeng	jer		\$18.44	\$14.22
TOTAL		\$501,555	\$461,763	Transportation	on Exp. / Passer	nger			
CAPITAL EXP	PENSES				ated Service			\$17.99	\$13.20
Vehicles Purd		\$85,000			Dedicated Service				
Debt Servicin				Transportation	on Exp. / Hour ([	Dedicated Ser	vice)	\$53.06	\$38.14
Other Capital	Expenses			OPERATING					
TOTAL CAPI	TAL EXPENSES	\$85,000		Registrants /	Capita			0.0169	0.0167
CAPITAL FUN	IDING SOURCES			Passengers	-			0.3462	0.3577
Transit System				Passengers				20.50	21.48
Federal Conti					/ Hour (Dedicate			2.95	2.89
Provincial Co					nger (Dedicated	•		7.56	7.32
Municipal Cor	ntributions	\$85,000		Average Spe	eed (Dedicated	Service)		22.31	21.15
Other / Donat	tions								
TOTAL CAPI	TAL FUNDING	\$85,000		PASSENG	SER DATA	De	d. Service	Non-Ded. Se	rvice
				Ambulator	у		29,688		
				Wheelcha	ir/Scooter Users	<b>;</b>			
				Attendants					
				Companio					
				Other (spe	cified)				
				TOTAL			29,688		
							Veh.	Avg. Capac	ity per Veh.
				VEHICLE I	DATA	Numb	er Peak	Wheelchair	Ambulatory
				Non-Acces	sible Cars			N/A	
				Accessible	Vans / Minivans	3			
				Small Buse	es		7 6	4	5
				Other					
				TOTAL DE	D. VEHICLES		7 6	N/A	N/A
				Vehicle owr	ershin:	Mı	ınicipal Trans	sit System	

$\ensuremath{^{\star}}$ With a centralized hospital and additional dialysis location in 2013, our clients are
travelling further for their trips.

TOTAL CAPITAL FUNDING

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,344	
Wheelchair/Scooter Users	7,657	
Attendants	1,519	
Companions	109	
Other (specified)		
TOTAL	14,629	

		Veh.	Avg. Capac	ity per Veh.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	6	5	6	16
Other				
TOTAL DED. VEHICLES	6	5	N/A	N/A
Vehicle ownership:	Regiona	al Municipa	ality	
Vehicle maintenance responsibilit Accessible taxis:	y: Region	al Municipa	ality	

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2013 Operating Data Page 45 **North Bay** REGISTRANTS Active Total North Bay Para Bus 56 000 Population served: Wheelchair/Scooter Users: 1.006 1,006 Service area (km²): 87.0 Contact: Alice Radley Ambulatory: 936 936 Communities served: Executive Director Title: Attendants: Service began: 01/06/1982 705-476-0733 Companions: Telephone: Advisory Committee members: N/A 705-476-9287 Fax: Other: Eligibility Committee members: N/A Email: aradley@phara.org Total: 1.942 1,942 ✓ Unable to Board Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: ✓ Contractors: 1 Eligibility Criteria: Taxi Scrip Program Available: Private Contractor(s), number: Unable to Use ✓ Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2012 2013 SERVICE HOURS / SCHEDULING 0900 to 1800 Rev. Veh. Km. - Dedicated Service 182.593 177,655 Weekday: 0730 to 2300 Sunday: 177,655 182 593 Tot Veh Km - Dedicated Service 0830 to 2300 to Saturday: Holiday: Rev. Veh. Hrs. - Dedicated Service 11,561 10,610 Advanced booking notice: 2 day(s) Tot. Veh. Hrs. - Dedicated Service 11,561 10,610 Minimum notice for reservation: 48.0 hour(s) Non-Dedicated Service - Veh. Km. Reservations / Scheduling: Fully Computerized Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 29,196 28,250 Effective Date: 01/07/2013 Tickets/Cards (unit price) Non-Dedicated Service 9.391 10.620 **Monthly Pass** Cash Free TOTAL PASSENGERS 38.587 38,870 Adult \$2.75 \$2.48 Subscription / Pre-booked 0% 0% Child \$2.75 \$2.48 Reservation 0% 0% Student \$2.48 \$2.75 On-Demand / Day of trip 0% 0% Senior \$2.48 \$2.75 8,471 14,966 Attendant \$2.75 \$2.48 Cancelled in advance Companion \$2.75 \$2.48 No-shows / Cancelled at door 358 337 Unaccommodated trips 500 429 Other Number of complaints 6 9 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 3 6 Administration \$18,582 \$18.582 Other Operations 1 4 Operations: Vehicle Mechanics Internal - Dedicated Service \$2 079 General and Administration \$396,744 Contract - Dedicated Service \$386.052 Other Contract - Non-Dedicated Service \$95.626 \$111.392 **TOTAL NUMBER OF EMPLOYEES** 10 Contract - Taxi Scrip Union Affiliations: Operators: Teamsters Local 230 Maintenance (Vehicles & Facilities) \$95,706 \$97,530 Mechanics \$72,023 \$75.655 Other (specify): **TOTAL OPERATING EXPENSES** \$670,068 \$699,903 Top Operator Wage Rate: \$18.76 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$92,806 \$100,600 PERFORMANCE INDICATORS Other Operating Revenue FINANCIAL 2012 2013 **Total Operating Revenue** \$92,806 \$100,600 R/C Ratio 14% 14% Federal Contributions Net Operating Cost / Capita \$10.31 \$10.70 **Provincial Contributions Municipal Contributions** \$577,262 \$599,303 Total Exp. / Passenger \$17.37 \$18.01 Total Exp. / Eligible Passenger \$19.82 Other / Donations \$20.47 **TOTAL** \$670.068 \$699,903 Transportation Exp. / Passenger \$19.04 \$20.17 Dedicated Service **CAPITAL EXPENSES** Non-Dedicated Service \$10 18 \$10 49 Vehicles Purchased Transportation Exp. / Hour (Dedicated Service) \$48.08 \$53.72 Debt Servicing **OPERATING** Other Capital Expenses 0.0335 0.0347 Registrants / Capita **TOTAL CAPITAL EXPENSES** Passengers / Capita 0.6891 0.6941 **CAPITAL FUNDING SOURCES** 20.55 Passengers / Registrant 20.02 Transit System Passengers / Hour (Dedicated Service) 2.53 2.66 Federal Contributions Kms / Passenger (Dedicated Service) 6.25 6.29 **Provincial Contributions** Average Speed (Dedicated Service) 15.79 16.74 Municipal Contributions Other / Donations **TOTAL CAPITAL FUNDING** PASSENGER DATA Ded. Service Non-Ded. Service Ambulatory 8,840 11.161 Wheelchair/Scooter Users 13,173 1,014 Attendants 3,916 766 Companions Other (specified) TOTAL 28,250 10,620 Veh. Avg. Capacity per Veh. **VEHICLE DATA** Number Peak Wheelchair Ambulatory Non-Accessible Cars N/A Accessible Vans / Minivans Small Buses 6 6 7 5 Other **TOTAL DED. VEHICLES** 6 6 N/A N/A

Vehicle ownership:

Accessible taxis:

Vehicle maintenance responsibility:

Municipal Transit System

Municipal Transit System

North						REGISTRANTS		Active	Total
Victorian Or	der of Nurses, Onta	rio Branch (VON)	Population served:		12,631	Wheelchair/Scoote		60	60
Contact:	Jennifer O'Grady		Service area (km²):		493.2	Ambulatory:		217	217
Title:	Coordinator of Clie	nt Services	Communities served:		1	Attendants:		52	52
Telephone:	519-291-5898		Service began:		01/06/1998	Companions:			
Fax:	519-291-3141		Advisory Committee me		N/A	Other:			
Email:	Jennifer.OGrady@	von.ca	Eligibility Committee me	embers:	N/A	Total:		329	329
Dedicated Se	erv. Operated by:	Transit System/Municipality	Non-Dedicated S	ervice: 🗸 Con	ntractors:	Eligibility Criteria:	✓ Unable to	Board	
		Private Contractor(s), number	er: Taxi Scrip Progra	m Available:			✓ Unable to	) Use	
	<b>✓</b>	Private Non-Profit Org.					✓ Other Cri	teria	
VEHICLE KIL	OMETRES & HOUR	RS 2012	2013	SERVICE HO	URS / SCHED	ULING			
Rev. Veh. Kr	m Dedicated Service	e 32,609	24,717	Weekday:	0800 to	1800 Sun	day:	0900 to	1300
Tot. Veh. Km	n Dedicated Service		24,717	Saturday:	to		day:	to	
Rev. Veh. Hr	rs Dedicated Service	e 2,209	2,084	•			uu,		
Tot. Veh. Hrs	s Dedicated Service	2,306	2,084	Advanced boo		day(s)			
Non-Dedicate	ed Service - Veh. Km	1. 40,768	52,467		ce for reservation				
Non-Dedicate	ed Service - Veh. Hrs	s. 1,263	1,490	Reservations	/ Scheduling:	Fully Computeriz	red		
PASSENGER	R DATA			FARE STRUG	CTURE				
Dedicated	Service	6,372	6,633	Effective Date	e: 01/09/2010	Tickets/0	ards		
Non-Dedic	ated Service	1,284	1,482		Cash	(unit pr	rice) N	Monthly Pas	s Fre
TOTAL PASS	SENGERS	7,656	8,115	Adult	\$4.00				
Subscription	on / Pre-booked	70%	65%	Child					
Reservatio	n	26%	30%	Student	\$4.00				
On-Deman	nd / Day of trip	4%	5%	Senior	\$4.00				
Cancelled in	advance	1,092	1,169	Attendant					<b>✓</b>
	Cancelled at door	203	,	Companion	\$4.00				
Unaccommo		213	43	Other	Fares vary by	distance			
Number of co	•	2		EMBL OVEE				D. 44	
OPERATING	•	_	•	EMPLOYEE	DATA	r	ull-time	Part-tin	ne
Administration		\$54,97	6 \$51,391	Operators				3	
Operations:	) I	\$54,97	υ φ51,591	Other Operati					
•	Dedicated Service	\$67,77	5 \$91,577	Vehicle Mecha				2	
	- Dedicated Service	\$4,74		General and A	Administration			2	
	- Non-Dedicated Ser			Other	DED OF EMPL	OVEED		_	
	- Taxi Scrip	Ψ14,04	φ10,039	TOTAL NUM	BER OF EMPL	OTEES		5	
	(Vehicles & Facilities	s) \$14,65	7 \$18,760	Union Affiliat	ions: Operator	rs:			
Fuel	(Vernoies & Lacinties	\$8,40			Mechani	CS:			
	RATING EXPENSES				Other (s	pecify):			
		•		Top Operator	Wage Rate: S	11.50			
	ger Revenue	THER FUNDING CONTRIBU \$64,05		Top Mechanic	: Wage Rate:				
	perating Revenue	ψ0+,00	ψου, 197	PERFORM	MANCE IND	ICATORS			
Total Opera	ting Revenue	\$64,05	8 \$69,197	FINANCIAL			2	2012	2013
Federal Con	-	. ,	• •	R/C Ratio				39%	35%
Provincial Co		\$94,70	3 \$120,724	Net Operatin	ig Cost / Capita		;	\$8.25	\$10.0
Municipal Co		\$6,35	. ,	Total Exp. / F	Passenger		\$2	21.57	\$24.20
Other / Dona		, , , , ,	, , , , , ,	Total Exp. / E	Eligible Passen	ger	\$2	23.72	\$26.5
TOTAL		\$165,11	3 \$196,389		on Exp. / Passe		•		
CAPITAL EX	DENCES	,	•		ated Service		\$	15.00	\$19.0
Vehicles Pur		\$99,82	2	Non-D	Dedicated Servi	ce	\$	11 33	\$12.5
Debt Servicii		φ99,02	3	Transportation	on Exp. / Hour (	Dedicated Service)		41.45	\$60.63
Other Capita	•			OPERATING					
	PITAL EXPENSES	\$99,82	2	Registrants /			n	.0257	0.026
		φ99,02	•	Passengers	-			.6248	0.642
	NDING SOURCES			Passengers	-			24.30	24.6
Transit Syste				-	/ Hour (Dedicat	ed Service)	•	2.88	3.1
Federal Con					nger (Dedicate	•		5.12	3.7
Provincial Co		\$99,82	3		eed (Dedicated	,		14.76	11.8
Municipal Co				ago opc					
Other / Dona				D4.00=:::					
TOTAL CAP	PITAL FUNDING	\$99,82	3		SER DATA	Ded. Serv		ed. Service	
		nd nareone with disabilities *		Ambulator	у	5,	142	1,334	•

\* Other Eligibility Criteria: Seniors and persons with disabilities. \* Non-dedicated service is provided by VON Volunteers; Volunteer Transportation rates are based upon a mileage rate of \$.37/km or \$4.00 for in-town trips. \* Fare Structure shows in-town one-way fare; other fares are as follows: within North Perth \$8.00 one-way; \$.80/km for out-of-town travel plus wait time of \$15.00/hour; charter rates \$35.00/hour driving time & \$22.00/hour waiting time. \* VON Perth-Huron is part of EasyRide, an integrated transportation system for Perth & Huron counties, all bookings are taken by the centralized EasyRide office located in Stratford and utilizes web-based scheduling software from Transze Novus located in Stratford and utilizes web-based scheduling software from Trapeze Novus.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,142	1,334
Wheelchair/Scooter Users	923	
Attendants	561	148
Companions	7	
Other (specified)		
TOTAL	6,633	1,482

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

Accessible taxis:

## **Oakville**

Oakville					DECIS.	TRANTS	Active	Total
Oakville Transit	Po	pulation served:		188,000		chair/Scooter User		360
Contact: Ragini Govender		rvice area (km²):		103.5	Ambula		907	1,655
Title: Transit Analyst	Co	mmunities served:		1	Attenda		85	1,055
Telephone: 905-845-6601 x3937	Se	rvice began:		01/04/1980	Compa		00	133
Fax: 905-338-4703	Ad	visory Committee me	embers:	7	Other:	illiolis.		
Email: rgovender@oakville.ca		gibility Committee me		2	Total:		1,189	2,170
ů –								2,170
Dedicated Serv. Operated by:   Transit S	System/Municipality	Non-Dedicated Se	ervice: 🗹 Con	tractors: 2	Eligibil	lity Criteria: 🗸	Unable to Board	
Private 0	Contractor(s), number:	Taxi Scrip Progra	m Available:	]		$\checkmark$	Unable to Use	
Private N	Non-Profit Org.					<b>✓</b>	Other Criteria	
VEHICLE KILOMETRES & HOURS	2012	2013		URS / SCHED	ULING			
Rev. Veh. Km Dedicated Service	255,842	298,707	Weekday:	0600 to	2400	Sunday:	0800 to 2	2000
Tot. Veh. Km Dedicated Service	255,842	298,707	Saturday:	0700 to	2400	Holiday:	0800 to	2000
Rev. Veh. Hrs Dedicated Service	14,199	16,124	^ -l l l			10 -1(-)		
Tot. Veh. Hrs Dedicated Service	14,199	16,124	Advanced boo			10 day(s)		
Non-Dedicated Service - Veh. Km.				ce for reservation		8.0 hour(s)		
Non-Dedicated Service - Veh. Hrs.			Reservations	/ Scheduling:	Fully	/ Computerized		
PASSENGER DATA			FARE STRUC	CTURE				
Dedicated Service	32,797	37,778	Effective Date	: 01/01/2013		Tickets/Cards		
Non-Dedicated Service	30,370	34,137		Cash		(unit price)	Monthly Pas	s Free
TOTAL PASSENGERS	63,167	71,915	Adult	\$3.25		\$1.75	\$99.00	
Subscription / Pre-booked	43%	32%	Child					<b>✓</b>
Reservation	57%	67%	Student	\$3.25		\$1.75	\$65.00	
On-Demand / Day of trip	1%	1%	Senior	\$3.25		\$1.75	\$50.00	П
Cancelled in advance	4,715	4,128	Attendant	•		•	·	<b>~</b>
No-shows / Cancelled at door	797	550	Companion	\$3.25		\$1.75		П
Unaccommodated trips	701	000	Other	GO Riders - 70	0 cents. S	Student Freedom	Monthly Pass \$15	
Number of complaints					,			
OPERATING EXPENSES			EMPLOYEE I	DATA		Full-tin	ne Part-tin	ne
Administration	¢447.404	¢160 126	Operators			7		
Operations:	\$147,434	\$168,136	Other Operation			3	1	
Internal - Dedicated Service	\$631,731	\$679,372	Vehicle Mecha			4		
Contract - Dedicated Service	φυσ1,7σ1	Φ019,31Z	General and A	Administration		1		
Contract - Dedicated Service  Contract - Non-Dedicated Service	\$459,953	\$502,234	Other		01/550			
Contract - Non-Dedicated Service  Contract - Taxi Scrip	φ409,900	φ302,234	TOTAL NUMB	BER OF EMPL	OYEES	11	1	
Maintenance (Vehicles & Facilities)	\$49,111	\$59,625	Union Affiliat	ions: Operator	s:	CAW 1256		
Fuel	\$74,195	\$81,849		Mechani	cs:	CAW 1256		
TOTAL OPERATING EXPENSES	\$1,362,424	\$1,491,216		Other (sp	pecify):	(Administration)	CUPE 1329	
TOTAL OF ENATING LAF ENGLS	Ψ1,502,424	ψ1, <del>43</del> 1,210	Top Operator	Wage Rate: \$	27.80			
OPERATING REVENUES AND OTHER FU	NDING CONTRIBUTION	NS .		Wage Rate: \$				
Passenger Revenue	\$79,772	\$133,237		•				
Other Operating Revenue				IANCE IND	ICATO	RS		
Total Operating Revenue	\$79,772	\$133,237	FINANCIAL				2012	2013
Federal Contributions			R/C Ratio				6%	9%
Provincial Contributions			Net Operatin	g Cost / Capita			\$7.03	\$7.22
Municipal Contributions	\$1,282,652	\$1,357,979	Total Exp. / F	Passenger			\$21.57	\$20.74
Other / Donations			Total Exp. / E	ligible Passeng	ger		\$23.05	\$22.41
TOTAL	\$1,362,424	\$1,491,216	Transportation	n Exp. / Passei	nger			
CAPITAL EXPENSES			Dedica	ated Service			\$23.02	\$21.73
Vehicles Purchased	\$198,633	\$587,712	Non-D	edicated Service	ce		\$15.14	\$14 71
Debt Servicing	ψ100,000	Ψ007,712	Transportation	n Exp. / Hour (I	Dedicate	d Service)	\$53.18	\$50.91
Other Capital Expenses		\$25,032	OPERATING					
TOTAL CAPITAL EXPENSES	\$198,633	\$612,744	Registrants /	Capita			0.0116	0.0115
	ψ130,000	Ψ012,744	Passengers	-			0.3461	0.3825
CAPITAL FUNDING SOURCES			Passengers	-			29.95	33.14
Transit System				Hour (Dedicate	ed Servic	ce)	2.31	2.34
Federal Contributions				nger (Dedicated		•	7.80	7.91
Provincial Contributions	\$3,374	\$425,612		ed (Dedicated		,	18.02	18.53
Municipal Contributions	\$188,331	\$177,531			,			
Other / Donations	\$6,928	\$9,601	DACCENC	ED DATA		Ded Comde	New Deal Com to	
TOTAL CAPITAL FUNDING	\$198,633	\$612,744	PASSENG			Ded. Service	Non-Ded. Service	
* Other Eligibility Criteria: as per Town's defin	ition. * In 2013, seniors	e ride free on	Ambulator	•		26,030	28,641	
Mondays; decommissioned adult and student				r/Scooter Users	j .	8,287	3,597	
Card System; purchased 2 Spirit of Mobility -			Attendants			3,223	1,897	
municipalities are eligible only if they register			Companio			238	2	
j i j i j i j i j i j i j i j i j i j i			Other (spe	ciilea)		07 770	04 40=	
			TOTAL			37,778	34,137	
			. —					

VEHICLE DATA Non-Accessible Cars Accessible Vans / Minivans	lumber	Veh. Peak	Avg. Capaci Wheelchair N/A	ity per Veh. Ambulatory	
Small Buses	10	6	5	5	
Other TOTAL DED. VEHICLES	10	6	N/A	N/A	
Vehicle ownership: Vehicle maintenance responsibility:	Municipal Transit System Municipal Transit System				

Accessible taxis:

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2013 Operating Data Page 48 Orillia

Orillia Whee Contact: Title: Telephone: Fax:	pelchair Limousine S Jack Green Manager of Transp 705-329-7255		Population served: Service area (km²): Communities served: Service began: Advisory Committee me		31,564 28.8 1 15/06/1987 9	Ambulato Attendani Compani Other:	nair/Scooter ( ory: nts:	Users:	<b>Active</b> 508 38	<b>Total</b> 508
Email:	jgreen@orillia.ca		Eligibility Committee me		N/A	Total:			546	546
Dedicated Se	Serv. Operated by:	Transit System/Municipality	Non-Dedicated Se		tractors:	Eligibility	ty Criteria:		Jnable to Board	
	<b>✓</b>		er: 1 Taxi Scrip Progra	ım Available: 🔲	j				Jnable to Use	
	L	Private Non-Profit Org.						_ O	Other Criteria	
	LOMETRES & HOUF		2013		URS / SCHED			-		
	(m Dedicated Service		45,081 45,081	Weekday:	0630 to		Sund	•		1630
	m Dedicated Servic Irs Dedicated Servic		45,081 5,092	Saturday:	0900 to	1800	Holid	Jay:	to	
	irs Dedicated Servic rs Dedicated Servic		5,092 5,092	Advanced boo	oking notice:		day(s)			
	ated Service - Veh. Kn		0,002		ce for reservation	on: 24.0	.0 hour(s)			
	ated Service - Veh. Hr			Reservations /	/ Scheduling:	Partia!	ally Compute	erized		
PASSENGER		J.		FARE STRUC	CTURE					
Dedicated		5,489	8,264	Effective Date:			Tickets/Ca	ards		
	cated Service				Cash		(unit prid	ce)	Monthly Pas	ss Fre
TOTAL PASS		5,489	8,264	Adult	\$2.00		\$1.84	,	\$46.00	_
Subscription	ion / Pre-booked	90%	5%	Child	\$2.00		\$1.84	,	\$46.00	
Reservation		5%	90%	Student	\$2.00		\$1.84		\$46.00	
On-Deman	ind / Day of trip	5%	5%	Senior	\$2.00		\$1.84		\$46.00	Ļ
Cancelled in	n advance	66	132	Attendant						<b>✓</b>
	Cancelled at door	67	78	Companion						$\sqcup$
Unaccommo	odated trips	170	247	Other						
Number of co	complaints	4	5	EMPLOYEE D	DATA		Fu	ull-time	Part-tii	me
OPERATING	S EXPENSES			Operators	,,,,,					
Administratio				Other Operation	ons					
Operations:				Vehicle Mecha						
	- Dedicated Service	2400 404		General and A						
	t - Dedicated Service	· · ·	\$216,592	0 11.01						
	t - Non-Dedicated Sei	rvice		TOTAL NUMB	BER OF EMPLO	OYEES.				
	t - Taxi Scrip			Union Affiliati	ions: Operator	rs:				
	e (Vehicles & Facilitie	<b>2S</b> )		<b>01</b>	Mechani					
Fuel	EVDENOR	6422.406	\$046 E00		Other (sp					
	ERATING EXPENSE	•		Top Operator V		y ,,				
		OTHER FUNDING CONTRIBUT		Top Mechanic	•					
	nger Revenue	\$12,774	4 \$15,029	I PERFORM	MANCE IND	CATOR	25			
	Operating Revenue	¢12 77/	. 645.020		MINUL	IOA I C.	.0		2012	2013
•	ating Revenue	\$12,774	4 \$15,029	R/C Ratio					10%	2013 7%
Federal Conf Provincial Co					g Cost / Capita	1			\$3.90	\$6.39
Municipal Co		\$119,712	2 \$201,063	Total Exp. / P					\$24.14	\$26.2
Other / Dona		\$500			Eligible Passeno	ner			\$26.25	\$28.14
TOTAL	ZUOIIS	\$132,986	·	- I	on Exp. / Passer	_			ΨΔΟ.ΔΟ	Ψ=0
CAPITAL EX	YDENCEC	• •	• •		ated Service	ngo.			\$24.14	\$26.2
Vehicles Pur					edicated Service	ce			•	•
Debt Servicir					on Exp. / Hour ([		Service)		\$43.84	\$42.54
Other Capita	•			OPERATING						
•	PITAL EXPENSES			Registrants /					0.0153	0.0173
	UNDING SOURCES			Passengers /	•				0.1790	0.2618
				Passengers /					11.73	15.14
Transit Syste Federal Conf					/ Hour (Dedicate	ed Service	(د		1.82	1.62
Provincial Con					nger (Dedicated				5.43	5.46
Municipal Co				Average Spec	ed (Dedicated	Service)			9.86	8.8
Other / Dona				•						
	PITAL FUNDING			PASSENG	ER DATA		Ded. Servi	ice	Non-Ded. Service	e
				Ambulatory			7,69			
		cture on September 2, 2012 (lowe			r/Scooter Users	s				
\$2.75 to \$2.00	() ner ride and implem	nent monthly bus pass for riders'	* Using AODA	Attendante			_	67		1

* Implementation of new fare structure on September 2, 2012 (lowered cash fares from
\$2.75 to \$2.00 per ride and implement monthly bus pass for riders). * Using AODA
criteria, City of Orillia extended its specialized transit service hours.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	7,697	
Wheelchair/Scooter Users		
Attendants	567	
Companions		
Other (specified)		
TOTAL	8,264	

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

#### **Ottawa**

Para Transpo	0		Population served:		943,260	Wheelch	nair/Scooter	User	Active s:	3,840
Contact:	Ken Gordon		Service area (km²):		2,778.0	Ambulat		0301	J.	9,231
Title:		oking, Scheduling & CS	Communities served:		1	Attendar				-, -
Telephone:	613-842-3636 x2593		Service began:		/01/1974	Compar	ions:			
Fax:	613-244-4329		Advisory Committee me Eligibility Committee me		N/A N/A	Other:				
Email:	Ken.Gordon @ottawa	i.ca	Eligibility Committee me		IN/A	Total:				13,071
Dedicated Se	rv. Operated by: 🗸 T	ransit System/Municipality	Non-Dedicated Se	ervice: 🗹 Contracto	ors: 1	Eligibili	ty Criteria:	<b>✓</b>	Unable to Board	
	□ P	rivate Contractor(s), number:	Taxi Scrip Prograr	m Available: 🗹					Unable to Use	
		Private Non-Profit Org.						$\Box$	Other Criteria	
	OMETRES & HOURS	2012	2013	SERVICE HOURS			•			
	n Dedicated Service	5,537,142	5,072,509	Weekday:	0600 to		Sund	•		0100
	Dedicated Service s Dedicated Service	6,340,414 248,152	5,791,310 228,392	Saturday:	0630 to	0100	Holid	lay:	0630 to	0100
	Dedicated Service	248,152	228,392	Advanced booking	notice:		1 day(s)			
	d Service - Veh. Km.	2.0,.02	220,002	Minimum notice for			.0 hour(s)			
Non-Dedicate	d Service - Veh. Hrs.			Reservations / Sch	neduling:	Fully	Computerize	ed		
PASSENGER				FARE STRUCTUR						
Dedicated S		548,928	528,992	Effective Date: 01/			Tickets/C			_
Non-Dedica		327,178	342,598	مان الم	Cash		(unit pri	ce)	Monthly Pas	ss Free
TOTAL PASSI		876,106	871,590	Adult	\$2.70		\$1.50		\$98.75	
· ·	n / Pre-booked	57% 38%	61% 36%	Child	\$1.50		\$1.50 \$1.50		<b>↑</b> 70 7E	<b>✓</b>
Reservation On-Demand	i d / Day of trip	5% 5%	36%	Student Senior	\$2.70 \$2.70		\$1.50 \$1.50		\$78.75 \$40.00	H
Cancelled in a				Attendant	Φ∠./∪		φ1.50		φ40.00	<b>✓</b>
	advance ancelled at door	163,946 24,850	149,746 23,921	Companion	\$2.70		\$1.50			Ĭ
Unaccommod		24,650 85,918	23,921 69,064	•		ass \$35.00	; child unde	r 6 fre	ee	
Number of co	•	653	634	EMPLOYEE DATA						
OPERATING I	•	•		Operators	4			ı <b>II-tin</b> 88	ne Part-ti 1	me
Administration		\$2,142,114	\$2,441,538	Other Operations				25	6	
Operations:			•	Vehicle Mechanics	i			14	•	
	Dedicated Service	\$14,009,151	\$13,798,052	General and Admir				15		
	Dedicated Service	- ¢o £71 202	ФО О1.4 900	Other			_	8	_	
	<ul> <li>Non-Dedicated Servic</li> <li>Taxi Scrip</li> </ul>	se \$8,571,302 \$259,504	\$9,014,899 \$299,672	TOTAL NUMBER	OF EMPL	OYEES	2	30	7	
	(Vehicles & Facilities)	\$2,729,480	\$2,990,283	Union Affiliations:	-		ATU Local 2			
Fuel	( V 61110100 & 1 & 5 5.,	\$1,648,123	\$1,538,081		Mechani		ATU Local 2			
	RATING EXPENSES	\$29,359,674	\$30,082,525		Other (sp	pecify):	(Administra	tion)	ATU Local 1760	
				Top Operator Wag						
	REVENUES AND OTF Jer Revenue	IER FUNDING CONTRIBUT \$2,291,390	\$2,100,809	Top Mechanic Wag	ge Rate: \$	\$32.03				
	perating Revenue	\$16,156	\$15,274	PERFORMAN	ICE IND	ICATO	RS			
Total Operati	-	\$2,307,546	\$2,116,083	FINANCIAL		• • •			2012	2013
Federal Conti	•	Ψ=,001,0.0	ψ <u>π</u> ,ο,σσσ	R/C Ratio					8%	7%
Provincial Co				Net Operating Co	st / Capita				\$28.93	\$29.65
Municipal Cor		\$27,052,128	\$27,966,442	Total Exp. / Passe	enger				\$33.51	\$34.51
Other / Donat	tions			Total Exp. / Eligibl	le Passenç	ger			\$37.62	\$39.36
TOTAL		\$29,359,674	\$30,082,525	Transportation Ex	· .	nger				
CAPITAL EXP	PENSES			Dedicated :					\$33.50	\$34.64
Vehicles Purc				Non-Dedica			Comitoo)		\$26.99 \$74.00	\$27 19 \$20 24
Debt Servicin	•			Transportation Ex	p. / Hour (i	Dealcaled	Service		\$74.09	\$80.24
Other Capital		\$468,966	\$19,744	OPERATING					0.0407	0.0400
	TAL EXPENSES	\$468,966	\$19,744	Registrants / Capi Passengers / Cap					0.0137 0.9369	0.0139 0.9240
	IDING SOURCES			Passengers / Cap Passengers / Reg					0.9369 68.37	66.68
Transit System				Passengers / Hou	-	ed Service	<i>2)</i>		2.21	2.32
Federal Conti				Kms / Passenger	-				10.09	9.59
Provincial Co		¢460,066	¢40.744	Average Speed (I	•				22.31	22.21
Municipal Cor Other / Donat		\$468,966	\$19,744	I						
	ITAL FUNDING	\$468,966	\$19,744	PASSENGER I	DATA		Ded. Serv	ice	Non-Ded. Service	e
		·	4 -7	Ambulatory			273,3		250,966	
				Wheelchair/Sco	oter Users	S	177,1	91	62,708	3
				Attendants			26,1		14,627	
				Companions			45,0		14,29	7
				Other (specified TOTAL	d)		7,2 528.0		2/2 50	
				TOTAL			528,9	92	342,598	•
							,	√eh.	Avg. Capacity p	or Voh
				VEHICLE DATA		Nı		ven. Peak		nbulatory
				Non-Accessible		140			N/A	iibulatoi y
				Accessible Vans		S				
				Small Buses			89	89	3	4
				Other						
				TOTAL DED. VE	EHICLES		89	89	N/A	N/A
				Vehicle ownershi	ip:		Municipal 7	Trans	sit System	
				Vehicle maintena	ance respo	nsibility:	Municipal <sup>7</sup>	Trans	sit System	

Accessible taxis:

80

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2013 Operating Data Page 50 **Owen Sound** REGISTRANTS Active Total Owen Sound Transit 22.000 Population served: Wheelchair/Scooter Users: 113 113 Service area (km²): 23.7 109 Sharon Edwards Ambulatory: 109 Communities served: Title: Executive Assistant Attendants: 99 99 Service began: 06/01/1989 Telephone: 519-376-4440 x1211 Companions: Advisory Committee members: N/A 519-376-3579 Fax: Other: Eligibility Committee members: N/A Email: sedwards@owensound.ca Total: 321 321 ✓ Unable to Board Dedicated Serv. Operated by: 🗸 Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Taxi Scrip Program Available: ✓ Private Contractor(s), number: 1 Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2012 2013 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 24,180 33,945 Weekday: 0630 to 1830 Sunday: to Tot. Veh. Km. - Dedicated Service 24.859 35 913 Saturday: 0900 to 1630 Holiday: to Rev. Veh. Hrs. - Dedicated Service 2,268 3,359 Advanced booking notice: 3 day(s) Tot. Veh. Hrs. - Dedicated Service 3,476 2.337 1.0 hour(s) Minimum notice for reservation: Non-Dedicated Service - Veh. Km. Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. **FARE STRUCTURE** PASSENGER DATA **Dedicated Service** 4,762 5,789 Effective Date: 01/09/2013 Tickets/Cards Non-Dedicated Service (unit price) **Monthly Pass** Cash Free 5,789 **TOTAL PASSENGERS** 4,762 Adult \$2.50 \$60.00 Subscription / Pre-booked 0% 0% Child 0% Reservation 0% Student \$2.00 \$35.00 On-Demand / Day of trip 0% 0% Senior \$2.50 \$45.00 497 514 Attendant Cancelled in advance \$60.00 Companion \$2.50 No-shows / Cancelled at door 71 78 Other Unaccommodated trips 14 11 Number of complaints 18 2 **EMPLOYEE DATA Full-time** Part-time OPERATING EXPENSES Operators 9 Administration \$17,688 \$18,648 Other Operations 1 1 Operations: Vehicle Mechanics Internal - Dedicated Service \$105 \$91 General and Administration Contract - Dedicated Service \$118,712 \$159,435 Other Contract - Non-Dedicated Service TOTAL NUMBER OF EMPLOYEES 11 2 Contract - Taxi Scrip Union Affiliations: Operators: Unifor Local 4268 Maintenance (Vehicles & Facilities) Mechanics: \$10,021 \$8,444 Other (specify): **TOTAL OPERATING EXPENSES** \$144,935 \$188,209 Top Operator Wage Rate: \$16.50 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: Passenger Revenue \$13,864 \$11,386 PERFORMANCE INDICATORS Other Operating Revenue **Total Operating Revenue** \$13,864 \$11,386 Federal Contributions

**Provincial Contributions** 

**Municipal Contributions** \$131,071 \$176,823 Other / Donations **TOTAL** \$144,935 \$188,209

CAPITAL EXPENSES

Vehicles Purchased **Debt Servicing** Other Capital Expenses

**TOTAL CAPITAL EXPENSES** 

**CAPITAL FUNDING SOURCES** 

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

**TOTAL CAPITAL FUNDING** 

The Terminal Manager handed out applications at a blitz and the office approved 100 clients in 2013. In additional, Owen Sound Transit started offering Saturday service in October 2013.

FINANCIAL	2012	2013
R/C Ratio	10%	6%
Net Operating Cost / Capita	\$5.96	\$8.04
Total Exp. / Passenger	\$30.44	\$32.51
Total Exp. / Eligible Passenger	\$31.90	\$34.41
Transportation Exp. / Passenger		
Dedicated Service	\$26.72	\$29.29
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$54.45	\$48.78
OPERATING		
Registrants / Capita	0.0229	0.0146
Passengers / Capita	0.2165	0.2631
Passengers / Registrant	9.45	18.03
Passengers / Hour (Dedicated Service)	2.10	1.72
Kms / Passenger (Dedicated Service)	5.08	5.86
Average Speed (Dedicated Service)	10.66	10.11

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,984	
Wheelchair/Scooter Users	2,485	
Attendants	320	
Companions		
Other (specified)		
TOTAL	5,789	

VEHICLE DATA Non-Accessible Cars	lumber	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Accessible Vans / Minivans				
Small Buses	1	1	2	8
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municip	ality		
Vehicle maintenance responsibility Accessible taxis:	: Contra	cted Opera	itor	

# **Parry Sound**

Parry Sound Specialized Transit  Contact: Martha Vincent Title: Administrative Assistant Telephone: 705-746-2101 x236 Fax: 705-746-2506 Email: mvincent@townofparrysound.com  Dedicated Serv. Operated by: Transit System/Municipality  Private Contractor(s), number	Population served: Service area (km²): Communities served: Service began: Advisory Committee me Eligibility Committee me Non-Dedicated Ser: 2 Taxi Scrip Progra	01/06/200 embers: embers: ervice: Contractors:	.3 Ambulatory: 1 Attendants:	ooter Users	Active s: 13  13  Unable to Board Unable to Use	<b>Total</b> 13
Private Non-Profit Org.		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			Other Criteria	
VEHICLE KILOMETRES & HOURS 2012	2013	SERVICE HOURS / SCHI	EDULING			
Rev. Veh. Km Dedicated Service 4,950 Tot. Veh. Km Dedicated Service 4.950	3,120	•	to 1430	Sunday:		0
Tot. Veh. Km Dedicated Service 4,950 Rev. Veh. Hrs Dedicated Service 315	3,120 379	Saturday: 0900	to 1630	Holiday:	ι	.0
Tot. Veh. Hrs Dedicated Service 315	379	Advanced booking notice:	, ,			
Non-Dedicated Service - Veh. Km.		Minimum notice for reserv Reservations / Scheduling				
Non-Dedicated Service - Veh. Hrs.  PASSENGER DATA		FARE STRUCTURE	j. I artially Col	nputerizeu		
Dedicated Service 688	793	Effective Date: 01/07/201	1 Ticke	ets/Cards		
Non-Dedicated Service		Cash		it price)	Monthly I	Pass Fre
TOTAL PASSENGERS 688	793	Adult \$3.00		\$2.75		
Subscription / Pre-booked 0% Reservation 100%	0% 100%	Child \$3.00 Student \$3.00		\$2.75 \$2.75		H
On-Demand / Day of trip 0%	0%	Senior \$3.00		52.75 52.75		
Cancelled in advance		Attendant				<b>✓</b>
No-shows / Cancelled at door 323	325	Companion				$\checkmark$
Unaccommodated trips Number of complaints		Other			_	
OPERATING EXPENSES		EMPLOYEE DATA Operators		Full-tim	ne Par	t-time
Administration		Other Operations				
Operations:		Vehicle Mechanics				
Internal - Dedicated Service  Contract - Dedicated Service \$33,209	\$34,459	General and Administratio Other	n			
Contract - Non-Dedicated Service	ψο 1, 100	TOTAL NUMBER OF EM	PLOYEES			
Contract - Taxi Scrip		Union Affiliations: Opera				
Maintenance (Vehicles & Facilities) Fuel		Mech				
TOTAL OPERATING EXPENSES \$33,209	\$34,459	Other	(specify):			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUT	IONS	Top Operator Wage Rate:				
Passenger Revenue \$2,064		Top Mechanic Wage Rate				
Other Operating Revenue		PERFORMANCE IN	IDICATORS			
Total Operating Revenue \$2,064 Federal Contributions	\$2,269	FINANCIAL R/C Ratio			<b>2012</b> 6%	<b>2013</b> 7%
Provincial Contributions \$19,431	\$19,431	Net Operating Cost / Cap	oita		\$5.03	\$5.20
Municipal Contributions \$11,714	\$12,759	Total Exp. / Passenger			\$48.27	\$43.45
Other / Donations	<b>\$24.450</b>	Total Exp. / Eligible Pass	_		\$48.27	\$43.45
TOTAL \$33,209	\$34,459	Transportation Exp. / Pas Dedicated Service			\$48.27	\$43.45
CAPITAL EXPENSES Vehicles Purchased		Non-Dedicated Se			ψ.σ.Ξ.	<b>V</b> .00
Debt Servicing		Transportation Exp. / Hou	ır (Dedicated Servic	e)	\$105.43	\$90.92
Other Capital Expenses		OPERATING			0.0004	0.0004
TOTAL CAPITAL EXPENSES		Registrants / Capita Passengers / Capita			0.0021 0.1111	0.0021 0.1281
CAPITAL FUNDING SOURCES Transit System		Passengers / Registrant			52.92	61.00
Federal Contributions		Passengers / Hour (Dedic	•		2.18	2.09
Provincial Contributions		Kms / Passenger (Dedicate Average Speed (Dedicate	•		7.19 15.71	3.93 8.23
Municipal Contributions Other / Donations		, wordge opeca (Boarcan				
TOTAL CAPITAL FUNDING		PASSENGER DATA	Ded.	Service	Non-Ded. Serv	vice
		Ambulatory Wheelchair/Scooter Us	core	793		
		Attendants	5013	750		
		Companions				
		Other (specified) TOTAL		793		
		TOTAL		193		
				Veh.	Avg. Capacit	ty per Veh.
		VEHICLE DATA	Number	Peak		Ambulatory
		Non-Accessible Cars			N/A	
		Accessible Vans / Miniv Small Buses	rans 1	1	4	
		Other				
		TOTAL DED. VEHICLE	S 1	1	N/A	N/A
		Vehicle ownership: Vehicle maintenance res		te Operation		

Accessible taxis:

# **Peel Region**

Peel Region					DECICEDANTS		Antivo	Tatal
TransHelp	Por	pulation served:		1,296,814	REGISTRANTS Wheelchair/Scoote	or Hears	<b>Active</b> 4,962	<b>Total</b> 4,962
Contact: Maarit Varga	·	rvice area (km²):		1,253.0	Ambulatory:	# USCIS.	7,443	7,443
Title: Supervisor, Client & Admini	istrative Services Cor	mmunities served:		3	Attendants:		7,770	1,-110
Telephone: 905-791-1015 x6856	Sen	rvice began:		01/06/1981	Companions:			
Fax: 905-277-5864		visory Committee me		9	Other:		1,669	1,669
Email: maarit.varga@peelregion.ca	a Elig	gibility Committee me	embers:	9	Total:		14,074	14,074
Dedicated Serv. Operated by: ✓ Transit		Non-Dedicated Se	envice: 🗸 Cont	ractors: 2	Eligibility Criteria	ı: 🗸 U	Jnable to Board	•
				Iduluis. ∠	Eligibility Criteria	=		
	e Contractor(s), number: 4	Taxi Scrip Prograr	m Available: 💌				Jnable to Use	
<b>✓</b> Private	e Non-Profit Org.					<b>✓</b> 0	Other Criteria	
VEHICLE KILOMETRES & HOURS	2012	2013	SERVICE HOU				2220 1	
Rev. Veh. Km Dedicated Service	4,640,944	4,867,216	Weekday:	0600 to		nday:		0100
Tot. Veh. Km Dedicated Service	5,189,547	5,436,962	Saturday:	0600 to	0100 Ho	liday:	0600 to (	0100
Rev. Veh. Hrs Dedicated Service	221,309	227,696	Advanced book	vina notice:	7 day(s)			
Tot. Veh. Hrs Dedicated Service	239,282	245,365	Minimum notice					
Non-Dedicated Service - Veh. Km.	109,148	111,432	Reservations /		Fully Computeri	hari		
Non-Dedicated Service - Veh. Hrs.	10,803	11,121		•	i uny comp	ZCG		
PASSENGER DATA  Dedicated Service	400 000	500 000	FARE STRUCT		Tickete/			
Dedicated Service	480,238	502,328	Effective Date:		Tickets/		M-mihly Dee	
Non-Dedicated Service	54,471	62,290	A .1 11	Cash	(unit p	rice	Monthly Pas	s Free
TOTAL PASSENGERS	534,709	564,618	Adult	\$3.25			\$108.00	
Subscription / Pre-booked	40%	40%	Child	\$3.25			\$108.00	H
Reservation	55%	55%	Student	\$3.25			\$108.00	Ц
On-Demand / Day of trip	5%	5%	Senior	\$3.25			\$108.00	
Cancelled in advance	40,050	46,344	Attendant					<u>~</u>
No-shows / Cancelled at door	9,324	9,651	Companion	\$3.25				
Unaccommodated trips	3,395	3,010	Other					
Number of complaints	1,260	1,726	EMPLOYEE D	· A T A		Full-time	Part-tin	~^
OPERATING EXPENSES			Operators	AIA	=	52	21	ne
Administration	\$3,559,119	\$3,362,793	Operators Other Operation	-20		52 8	۲.	
Operations:	¥=;==-,	Ψ-,,	Vehicle Mechar			2		
Internal - Dedicated Service	\$4,831,395	\$5,344,929	General and Ac			∠ 14		
Contract - Dedicated Service	\$5,816,152	\$3,860,734	Other	dillillou auo		5	3	
Contract - Non-Dedicated Service	\$2,068,878	\$3,566,480	TOTAL NUMBI	ED OF EMPI	OVEER	5 <b>81</b>	3 <b>24</b>	
Contract - Taxi Scrip	\$151,849	\$174,863					47	
Maintenance (Vehicles & Facilities)	\$1,000,029	\$1,177,901	Union Affiliation	•				
Fuel	\$359,933	\$460,493		Mechanic		cal 966		
TOTAL OPERATING EXPENSES	ავეფ,ყვა <b>\$17,787,355</b>	\$17,948,193		Other (sp	ecify):			
			Top Operator W	Nage Rate: \$	25.88			
OPERATING REVENUES AND OTHER FO			Top Mechanic \	•				
Passenger Revenue	\$1,282,337	\$1,455,035	•	-				
Other Operating Revenue	\$98,569	\$105,066	PERFORM	ANCE INDI	CATORS			
Total Operating Revenue	\$1,380,906	\$1,560,101	FINANCIAL				2012	2013
Federal Contributions	• •	• • • • •	R/C Ratio				8%	9%
Provincial Contributions	\$670,398	\$691,866	Net Operating				\$12.65	\$12.64
Municipal Contributions	\$15,736,051	\$15,696,227	Total Exp. / Pa				\$33.27	\$31.79
Other / Donations	* =» .	₹ ->		ligible Passeng	ier		\$46.11	\$44.22
TOTAL	\$17,787,355	\$17,948,194		n Exp. / Passer			₹ -	•
	, , . ,	Ŧ /= / ·	The second secon	ted Service	ige.		\$25.00	\$21.59
CAPITAL EXPENSES		¢1 037 011		edicated Service	e		\$40.77	\$60.06
Vehicles Purchased		\$1,037,011			Dedicated Service)		\$50.18	\$44.20
Debt Servicing	¢2 120 006	\$654 042	OPERATING	·			•	•
Other Capital Expenses	\$2,138,006 \$2,138,006	\$654,943 \$4,604,054	Registrants / 0	Canita			0.0094	0.0109
TOTAL CAPITAL EXPENSES	\$2,138,006	\$1,691,954	Passengers /	-			0.4123	0.4354
CAPITAL FUNDING SOURCES		•	Passengers / I	•			43.98	40.12
Transit System		•		-	ad Consiso)		43.96 2.17	2.21
Federal Contributions	\$2,176,698	\$1,357,760		Hour (Dedicated nger (Dedicated	•			9.69
Provincial Contributions	\$7,955	\$110,634			•		9.66	
Municipal Contributions	\$42,777	\$223,563	Average open	ed (Dedicated S	service)		20.97	21.38
Other / Donations								
TOTAL CAPITAL FUNDING	\$2,227,430	\$1,691,957	PASSENGE	ER DATA	Ded. Ser		Non-Ded. Service	<i>;</i>
			Ambulatory			,262	40,592	<b>:</b>
Other criteria - cognitive & behavioural disab	oilities	_	11	/Scooter Users		,074		
I			Attendants		59	,586	4,486	j
I			Companions	IS	13	,310	3,328	
I			Other (speci			,096	13,884	
l			TOTAL	,		,328	62,290	
1								
l						1/- h	A Consolitus	· - Vala
I			VEHICLE DA	A T A	Number	Veh. Peak	Avg. Capacity p	
			I VERICLE D	AIA	Number	r can	Wheelchair Am	ibulatoi v

	VERICLE DATA	Number	i can	vviieeichaii	Ambulatory	
	Non-Accessible Cars	70	60	N/A	4	
	Accessible Vans / Minivans	26	25	1	4	
	Small Buses	66	50	4	6	
	Other	29	29	4	6	
	TOTAL DED. VEHICLES	191	164	N/A	N/A	
J	Vehicle ownership:	cle ownership: Peel Region/Non Profit				
Vehicle maintenance responsibility: Peel Region/Private Operation Accessible taxis: 26						

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2013 Operating Data Page 53 **Pembroke REGISTRANTS** Active Total Pembroke Handi Bus Population served: 20,000 Wheelchair/Scooter Users: 170 170 Service area (km²): 91.2 Contact: Dan Callaghan Ambulatory: 298 298 Communities served: Manager Title: Attendants: 01/08/1989 Service began: Telephone: 613-735-6998 Companions: Advisory Committee members: 613-735-8632 Fax: Other: Eligibility Committee members: 2 468 Email: pembrokehandibus@bellnet.ca Total: 468 Non-Dedicated Service: Contractors: ✓ Unable to Board Dedicated Serv. Operated by: 

Transit System/Municipality Eligibility Criteria: Taxi Scrip Program Available: ✓ Unable to Use Private Contractor(s), number: ✓ Private Non-Profit Org. Other Criteria ٧

	<del>-</del>						
VEHICLE KILOMETRES & HOURS	2012	2013		OURS / SCHEDULING			
Rev. Veh. Km Dedicated Service	82,645	90,705	Weekday:	0700 to 1700	Sunday:	to	
Tot. Veh. Km Dedicated Service	82,645	90,705	Saturday:	1000 to 1600	Holiday:	to	
Rev. Veh. Hrs Dedicated Service			Advanced bo	ooking notice:	1 day(s)		
Tot. Veh. Hrs Dedicated Service				tice for reservation:	1.0 hour(s)		
Non-Dedicated Service - Veh. Km.					nual		
Non-Dedicated Service - Veh. Hrs.				•	i i dai		
PASSENGER DATA	44.750	44.400	FARE STRU		Tielsete/Canda		
Dedicated Service Non-Dedicated Service	14,756	14,406	Effective Dat	te: 01/02/2010 <b>Cash</b>	Tickets/Cards (unit price)	Monthly Pas	s Free
TOTAL PASSENGERS	14,756	14,406	Adult	\$5.00	\$5.00	WOILING Fas	s riet
Subscription / Pre-booked	0%	0%	Child	•	•		
Reservation	0%	0%	Student	\$5.00	\$5.00 \$5.00		H
On-Demand / Day of trip	0%	0%	Senior	\$5.00 \$5.00	\$5.00 \$5.00		H
	- 7.		Attendant	\$5.00	\$5.00		
Cancelled in advance	243	255	Companion				<b>Y</b>
No-shows / Cancelled at door	94	76	Other	service animals free			
Unaccommodated trips		4	Other	service ariimais iree			
Number of complaints	1	1	<b>EMPLOYEE</b>	DATA	Full-time	Part-ti	me
OPERATING EXPENSES			Operators		3	1	
Administration	\$88,438	\$90,692	Other Operat				
Operations:	0405.055	****	Vehicle Mech				
Internal - Dedicated Service	\$105,255	\$110,243		Administration	1		
Contract - Dedicated Service			Other				
Contract - Non-Dedicated Service			TOTAL NUM	IBER OF EMPLOYEES	4	1	
Contract - Taxi Scrip	<b>\$22.000</b>	£00 050	Union Affilia	tions: Operators:			
Maintenance (Vehicles & Facilities)	\$22,689	\$26,850		Mechanics:			
Fuel TOTAL OPERATING EXPENSES	\$19,863 <b>\$236,245</b>	\$22,435		Other (specify):			
TOTAL OPERATING EXPENSES	\$236,245	\$250,220	Ton Operator	r Wage Rate: \$16.20			
OPERATING REVENUES AND OTHER FUN	DING CONTRIBUTIONS			c Wage Rate:			
Passenger Revenue	\$65,178	\$64,917		· ·			
Other Operating Revenue				MANCE INDICATO	ORS		
Total Operating Revenue	\$65,178	\$64,917	FINANCIAL			2012	2013
Federal Contributions			R/C Ratio			28%	26%
Provincial Contributions	\$100,000	\$110,000		ng Cost / Capita		\$8.55	\$9.27
Municipal Contributions	\$37,500	\$38,000	Total Exp. /	Passenger		\$16.01	\$17.37
Other / Donations	\$41,627	\$32,461	Total Exp. /	Eligible Passenger		\$19.28	\$20.26
TOTAL	\$244,305	\$245,378	Transportati	on Exp. / Passenger			
CAPITAL EXPENSES				cated Service		\$10.02	\$11.07
Vehicles Purchased		\$72,978		Dedicated Service			
Debt Servicing			Transportati	on Exp. / Hour (Dedicat	ed Service)		
Other Capital Expenses			OPERATING	3			
TOTAL CAPITAL EXPENSES		\$72,978	Registrants	/ Capita		0.0221	0.0234
CAPITAL FUNDING SOURCES			Passengers	/ Capita		0.7378	0.7203
Transit System			Passengers	/ Registrant		33.46	30.78
Federal Contributions				/ Hour (Dedicated Serv	·		
Provincial Contributions		\$72,978		enger (Dedicated Service	•	5.60	6.30
Municipal Contributions		Ψ12,010	Average Sp	eed (Dedicated Service	)		
Other / Donations			_				1

\$72,978

Accessible taxis:

**TOTAL CAPITAL FUNDING** 

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	9,123	
Wheelchair/Scooter Users	3,229	
Attendants	2,054	
Companions		
Other (specified)		
TOTAL	14,406	

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

# **Perth East**

Perth East T	ransportation		Population served:		12,000	REGISTRANT Wheelchair/Sc		Active rs: 79	<b>Total</b> 79
Contact:	Darlene Raycraft		Service area (km²):		171.0	Ambulatory:	ooter oser	854	854
Title:	Finance & Busines	ss Manager	Communities served:		1	Attendants:			
Telephone:	519-595-8121 x10	1	Service began:		07/01/1999	Companions:			
Fax:	519-595-8199		Advisory Committee me Eligibility Committee me		14 14	Other:			
Email:	dmraycraft@knollc	restlodge.com	Liigibility Committee me	inbers.	14	Total:		933	933
Dedicated Se	erv. Operated by:	Transit System/Municipality	Non-Dedicated Se	ervice: Cont	tractors:	Eligibility Crit	eria: 🗸	Unable to Board	
	<b>✓</b>	Private Contractor(s), number	r: 2 Taxi Scrip Program	m Available:			<b>✓</b>	Unable to Use	
	<u> </u>	Private Non-Profit Org.						Other Criteria	
	OMETRES & HOUR		2013		URS / SCHEDI				
	n Dedicated Service	,	95,703	Weekday:	0830 to	1600	Sunday:	to	
	Dedicated Service	,	96,003	Saturday:	to		Holiday:	to	
	s Dedicated Services Dedicated Service			Advanced boo	king notice:	1 day	(s)		
	ed Service - Veh. Km			Minimum notic	ce for reservation	n: 24.0 hou	r(s)		
	ed Service - Veh. Hrs			Reservations /	Scheduling:	Fully Comp	uterized		
<b>PASSENGER</b>	DATA			FARE STRUC	TURE				
Dedicated S	Service	11,608	12,121	Effective Date	: 01/09/2013	Tick	ets/Cards		
	ated Service				Cash	(uı	nit price)	Monthly Pass	Fre
TOTAL PASS		11,608	12,121	Adult	\$5.00				_
· · · · · · · · · · · · · · · · · · ·	n / Pre-booked	8%	9%	Child	\$0.50				<u> </u>
Reservation		72%	70%	Student	\$5.00				<u> </u>
	d / Day of trip	20%	21%	Senior	\$5.00				
Cancelled in		1,086	1,545	Attendant Companion					<b>✓</b>
	Cancelled at door	27	21	Other					•
Unaccommod Number of co	•	117 2	146 2						
OPERATING	•	2	2	EMPLOYEE D	DATA		Full-tin		е
Administration		\$8,179	\$8,298	Operators			1	7	
Operations:		ψ0,173	ψ0,200	Other Operation Vehicle Mecha					
•	Dedicated Service	\$99,275	\$118,491	General and A				1	
Contract -	- Dedicated Service	\$16,822	\$12,019	Other				·	
Contract -	<ul> <li>Non-Dedicated Ser</li> </ul>	rvice \$26,858	\$19,620	TOTAL NUMB	BER OF EMPLO	OYEES	1	8	
	- Taxi Scrip			Union Affiliati	ions: Operator	s·			
	(Vehicles & Facilitie		\$10,761	O I II O II 7 II I III I I I	Mechanic				
Fuel	DATING EVDENCE	\$25,038	\$30,573		Other (sp				
TOTAL OPE	RATING EXPENSE	S \$187,310	\$199,762	Top Operator \	Wage Rate: \$	16.25			
OPERATING	REVENUES AND C	THER FUNDING CONTRIBUT	TIONS	Top Mechanic	•				
-	ger Revenue	\$89,550	\$75,580	•	IANCE INDI	CATORS			
	perating Revenue				IANCE INDI	CATORS		2042	2042
•	ting Revenue	\$89,550	\$75,580	FINANCIAL R/C Ratio				<b>2012</b> 48%	<b>2013</b> 38%
Federal Cont		\$80,015	\$104,961		g Cost / Capita			\$8.15	\$10.3
Provincial Co Municipal Co		\$7,500		Total Exp. / P	-			\$16.14	\$16.4
Other / Dona		\$10,245		\ \frac{1}{2}	ligible Passeng	er		\$17.05	\$17.5
TOTAL		\$187,310		•	n Exp. / Passer			******	*
CAPITAL EXP	PENSES			-	ated Service	<u>.</u>		\$13.12	\$14.18
Vehicles Pur			\$71,165		edicated Service				
Debt Servicin				•	n Exp. / Hour ([	Dedicated Service	ce)		
Other Capital				OPERATING					
TOTAL CAP	ITAL EXPENSES		\$71,165	Registrants /	•			0.0733	0.0778
CAPITAL FUN	NDING SOURCES			Passengers /	•			0.9673	1.010
Transit Syste	em			Passengers /	Hour (Dedicate	nd Service)		13.19	12.99
Federal Cont					nger (Dedicated			8.60	7.90
Provincial Co			\$71,165		ed (Dedicated S	•		0.00	
Municipal Co									
Other / Dona	tions ITAL FUNDING		\$71,165	PASSENG	ER DATA	Ded	Service	Non-Ded. Service	
. OTAL GAF			Ψ11,100	Ambulatory		200.	10,556	200. 50. 1100	
* Other Eligibili	ty Criteria: frail, cogr	nitive impairment, seniors, disab	oled (physically/mental).	11	r/Scooter Users		844		
				Attendants					
				Companion			721		
				Other (spec	citied)		40.404		
				TOTAL			12,121		

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

Accessible taxis:

## Peterborough

Lefel polodí	gu					REGISTRAI	NTS	Active	Total
Peterborough Transit		I	Population served:		80,000		Scooter Users:		723
Contact: Andrew Bu	ırdett	:	Service area (km²):		66.9	Ambulatory:	0000101 03013.	789	789
			Communities served:		1	-		709	709
· ·	Supervisor		Service began:		01/09/1976	Attendants:			
Telephone: 705-742-7			Advisory Committee me	mhers:	11	Companions	3:		
Fax: 705-742-3			-		3	Other:			
Email: aburdett@	peterborough.c	a '	Eligibility Committee me	ilibeis.	3	Total:		1,512	1,512
Dedicated Serv. Operated	d by: 🔽 Trans	it System/Municipality	Non-Dedicated Se	ervice. 🗸 Cor	ntractors: 1	Eligibility C	riteria: 🗸 l	Jnable to Board	
Doubleton Co. 1. Operation	- =	• •			7	g, 0			
	Privat	te Contractor(s), number:	Taxi Scrip Prograr	m Available: L			<b>✓</b> (	Jnable to Use	
	Privat	te Non-Profit Org.						Other Criteria	
VEHICLE KILOMETRES	& HOURS	2012	2013	SERVICE HO	OURS / SCHEDU	JLING			
Rev. Veh. Km Dedicate	d Service	253,400	253,546	Weekday:	0600 to	2300	Sunday:	0800	to 1900
Tot. Veh. Km Dedicated		253,400	253,546	•	0630 to		•		to
Rev. Veh. Hrs Dedicate		14,200	14,832	Saturday:	0030 10	2300	Holiday:		.0
				Advanced bo	okina notice:	14 d	av(s)		
Tot. Veh. Hrs Dedicated		14,200	14,832	Minimum not	ice for reservatio		our(s)		
Non-Dedicated Service -					/ Scheduling:		nputerized		
Non-Dedicated Service -	Veh. Hrs.				•	1 ully Coll	iputerized		
PASSENGER DATA				FARE STRU	CTURE				
Dedicated Service		36,300	35,900	Effective Date	e: 02/01/2013	Ti	ckets/Cards		
Non-Dedicated Service					Cash	(	(unit price)	Monthly	Pass Fre
TOTAL PASSENGERS		36,300	35,900	Adult	\$2.50		\$2.20	\$60.0	0
Subscription / Pre-book	ed	38%	37%	Child	\$2.50		\$2.20	\$40.0	
Reservation	.04	61%	62%	Student				•	_
On-Demand / Day of tri	_	1%	1%		\$2.50		\$2.20	\$55.0	_
On-Demand / Day or th	Þ	1 70	1 70	Senior	\$2.50		\$2.20	\$40.0	_
Cancelled in advance		9,400	9,500	Attendant	\$2.50		\$2.20	\$60.0	0
No-shows / Cancelled at	door	700	600	Companion	\$2.50		\$2.20	\$60.0	0
Unaccommodated trips		350	300	Other	CNIB users an	d Veterans ric	de free		
Number of complaints		4	3					_	
•		7	· ·	EMPLOYEE	DATA		Full-time		rt-time
OPERATING EXPENSES				Operators			8		4
Administration		\$122,100	\$126,000	Other Operat	ions				1
Operations:				Vehicle Mech	anics				2
Internal - Dedicated S	Service	\$559,400	\$561,000	General and	Administration		1		2
Contract - Dedicated	Service			Other					
Contract - Non-Dedic	ated Service	\$100	\$200	TOTAL NUM	BER OF EMPLO	OYEES	9		9
Contract - Taxi Scrip									•
Maintenance (Vehicles &	Facilities)	\$169,100	\$162,500	Union Affilia	tions: Operators		J Local 1320		
Fuel	i delitics)	\$78,900	\$81,600		Mechanic	cs: CUI	PE Local 504		
	DENIGEO				Other (sp	ecify): (Ad	ministration) C	UPE Local 126	
TOTAL OPERATING EX	PENSES	\$929,600	\$931,300	Ton Operator	Maga Bata: ¢	25.04			
OPERATING REVENUES	S AND OTHER	FUNDING CONTRIBUTION	ONS		Wage Rate: \$				
Passenger Revenue		\$76,400	\$77,200	i op iviecnanie	c Wage Rate: \$	29.62			
_		Ψ10, <del>4</del> 00	\$77,200	PERFORI	MANCE INDI	CATORS			
Other Operating Rev				_		07110110		2042	2042
Total Operating Revenu	ie	\$76,400	\$77,200	FINANCIAL				2012	2013
Federal Contributions				R/C Ratio				8%	8%
Provincial Contributions		\$169,400	\$169,400	Net Operatir	ng Cost / Capita			\$10.67	\$10.6
Municipal Contributions		\$683,800	\$684,700	Total Exp. /	Passenger			\$25.61	\$25.94
Other / Donations				Total Exp. / I	Eligible Passeng	er		\$26.79	\$27.0
TOTAL		\$929,600	\$931,300		on Exp. / Passer			,	, -
		<b>40_0,000</b>	400.,000		ated Service	igei		\$22.24	\$22.43
CAPITAL EXPENSES					Dedicated Service			Ψ22.24	Ψ22.4
Vehicles Purchased							nico)	¢56.06	¢54.0
Debt Servicing				•	on Exp. / Hour (D	Jeuicaleu 561	vice)	\$56.86	\$54.2
Other Capital Expenses				OPERATING	ì				
TOTAL CAPITAL EXPE	NSES			Registrants	/ Capita			0.0185	0.018
				Passengers	/ Capita			0.4538	0.448
CAPITAL FUNDING SOU	NUES			Passengers	/ Registrant			24.51	23.74
Transit System					/ Hour (Dedicate	ed Service)		2.56	2.42
Federal Contributions					enger (Dedicated			6.98	7.00
Provincial Contributions					<b>o</b> ,	,			
Municipal Contributions				Average Spi	eed (Dedicated S	service)		17.85	17.09
Other / Donations									
TOTAL CAPITAL FUND	ING			PASSEN	GER DATA	De	d. Service	Non-Ded. Ser	vice
				Ambulator	v		19,600		
					ir/Scooter Users	:	14,800		
				Attendants			1,500		
							1,500		
				Companio					
				Other (spe	есттеа)				
				TOTAL			35,900		
							VI-1-	Av	h, no- 1/-1-
				,,=,	DATA		Veh.	Avg. Capaci	
				VEHICLE		Numb	er Peak	Wheelchair	Ambulatory
				Non-Acces				N/A	
				Accessible	Vans / Minivans	•	11 7	4	4
				Small Buse	es				
				Other					
					D. VEHICLES		11 7	N/A	N/A

Vehicle maintenance responsibility: Municipality

Vehicle ownership:

Accessible taxis:

Municipality

Vehicle maintenance responsibility: Non Profit Organization

Municipality

Vehicle ownership:

Accessible taxis:

N/A

# Peterborough County

	orougii o	ounty				REGISTRANTS		Active	Total
Caremobile			Population served:		60,289	Wheelchair/Scoot	er Users:	45	128
Contact:	Jane Pickard		Service area (km²):		3,877.2	Ambulatory:		28	75
Title:	Driver/Co-ordinator		Communities served:		8	Attendants:			
Telephone:	705-749-0036		Service began:		18/01/1992	Companions:			
Fax:	705-745-6011		Advisory Committee me	embers:	6	Other:			
Email:	jane@commcareptb	o ora	Eligibility Committee me	embers:	N/A	Total:		73	203
		=	Non Dodinated C	i					200
Dedicated Se		Transit System/Municipality	Non-Dedicated Se		ntractors:	Eligibility Criteria	=	Jnable to Board	
		Private Contractor(s), number:	Taxi Scrip Progra	m Available: L			<b>✓</b> (	Jnable to Use	
	<b>✓</b>	Private Non-Profit Org.						Other Criteria	
				.==://.==					
	OMETRES & HOURS		2013		OURS / SCHEDI				
	n Dedicated Service	-,-	40,366	Weekday:	0630 to	1800 St	ınday:		to
	Dedicated Service	98,058	80,732	Saturday:	to	Ho	oliday:	,	to
Rev. Veh. Hrs	s Dedicated Service		1,500	Advanced bo	akina natiaa.	60 day(a)			
Tot. Veh. Hrs.	Dedicated Service	3,000	3,000			60 day(s)			
Non-Dedicate	ed Service - Veh. Km.				ice for reservation				
Non-Dedicate	ed Service - Veh. Hrs.			Reservations	/ Scheduling:	Manual			
PASSENGER	DATA			FARE STRU	CTURE				
Dedicated S	Service	2,658	2,496	Effective Date	e: 01/04/2011	Tickets	/Cards		
Non-Dedica	ated Service				Cash	(unit	orice)	Monthly	Pass Fre
TOTAL PASS	ENGERS	2,658	2,496	Adult				_	
	n / Pre-booked	0%	0%	Child					
Reservation		0%	0%	Student					
	d / Day of trip	0%	0%	Senior					
				Attendant					<u></u>
Cancelled in a	advance	63	79						•
No-shows / C	ancelled at door	6	6	Companion	#1E 00 to #20	OO danaadina aa di	otonoo		V
Unaccommod	dated trips	39		Other	\$ 15.00 to \$50.0	00 depending on di	stance		
Number of co	mplaints			<b>EMPLOYEE</b>	DATA		Full-time	e Par	rt-time
OPERATING I	EXPENSES			Operators			1		2
Administration	n	\$17,280	\$15.341	Other Operat	ione		•		-
Operations:		, , ==	, .,.	Vehicle Mech					
•	Dedicated Service	\$90,631	\$86,782		Administration				1
	- Dedicated Service	\$60,00.	ψοσ,: σ <u>=</u>		Auministration				1
	<ul> <li>Non-Dedicated Serv</li> </ul>	ice		Other	DED OF EMPL	VEEC			
	- Taxi Scrip			TOTAL NUM	BER OF EMPLO	TEES	1		4
	•	\$6,793	\$7,554	Union Affilia	tions: Operator	S:			
	(Vehicles & Facilities)				Mechanic	s:			
Fuel	TINO EVERNOEO	\$21,662	\$20,709		Other (sp	ecify):			
TOTAL OPER	RATING EXPENSES	\$136,366	\$130,386	Ton Operator					
OPERATING	REVENUES AND OT	HER FUNDING CONTRIBUT	IONS		Wage Rate: \$	23.43			
	ger Revenue	\$17,536	\$16,234	- rop wechanii	c Wage Rate:				
_	perating Revenue	\$2,231	Ψ10,204	PERFORI	MANCE INDI	CATORS			
	=		640.004	FINANCIAL				2012	2013
Total Operat	-	\$19,767	\$16,234	R/C Ratio				14%	129
Federal Conti					an Coat / Canita			\$1.93	\$1.8
Provincial Co		\$63,832	\$52,556		ng Cost / Capita			•	
Municipal Co		\$27,501	\$29,664	Total Exp. /	_			\$51.30	\$52.24
Other / Donat	tions	\$25,266	\$31,932	Total Exp. / I	Eligible Passeng	er		\$61.48	\$62.60
TOTAL		\$136,366	\$130,386	Transportation	on Exp. / Passer	iger			
CAPITAL EXF	PENSES			Dedic	cated Service			\$44.80	\$46.0
Vehicles Puro		\$153,445		Non-I	Dedicated Service	е			
Debt Servicin		Ψ100,110		Transportation	on Exp. / Hour ([	Dedicated Service)		\$39.70	\$38.3
Other Capital	•	\$7,440		OPERATING	ì				
	ITAL EXPENSES	\$1,440 \$160,885		Registrants				0.0030	0.0034
		\$100,000		Passengers	•			0.0441	0.041
CAPITAL FUN	NDING SOURCES				•				
Transit System	m				/ Registrant	nd Convice)		14.85 1.77	12.30 1.60
Federal Conti	ributions				/ Hour (Dedicate				
Provincial Co	ntributions	\$76,722			enger (Dedicated	•		18.45	16.1
Municipal Cor	ntributions	\$38,361		Average Sp	eed (Dedicated S	service)		32.69	26.9
Other / Donat		\$45,801							
	ITAL FUNDING	\$160,884		PASSEN	GER DATA	Ded. Se	rvice	Non-Ded. Ser	vice
		<b>\$100,00</b> 1		Ambulator			939		
					ir/Scooter Users	1	1,142		
				Attendant		,	415		
				Companio					
				Other (spe					
				TOTAL	comeu)		2,496		
				LISTAL			-,-30		
							Veh.	Avg. Capaci	
				VEHICLE	DATA	Number	Peak	Wheelchair	Ambulatory
				Non-Acces	ssible Cars			N/A	1
				Accessible	Vans / Minivans	•			
				Small Buse	es	2	2	3	8
				Other					
					D. VEHICLES	2	2	N/A	N/A

# **Port Hope**

Port Hope Sp	pecialized Transi	t Service	Population served:		13,750	Wheelch	air/Scooter	Users:	73	73
Contact:	Jeanette Davids	on	Service area (km²):		13.1	Ambulato		000.1	144	144
Title:	Engineering Ser	vices Technician	Communities served: Service began:		1 14/04/1969	Attendan				
Telephone: Fax:	905-885-2431 905-885-0507		Advisory Committee me	embers:	13	Compani Other:	ons:		59	59
гах. Email:	jdavidson@porth	nope.ca	Eligibility Committee me		N/A	Total:			276	276
	erv. Operated by:	Transit System/Municipality	Non-Dedicated Se	ervice: Conf	tractors:		y Criteria:	<b>v</b>	Jnable to Board	
		✓ Private Contractor(s), numbe			]		,		Jnable to Use	
		Private Non-Profit Org.	ii i i i i i i i i i i i i i i i i i i		J				Other Criteria	
		1 IIVate Holl I Tolk Org.						Ц,	Julei Ontona	
	OMETRES & HO		2013		URS / SCHED		2	-		
	<ul> <li>n Dedicated Ser</li> <li> Dedicated Serv</li> </ul>	,		Weekday:	0700 to		Sund	-	to to	
	Dedicated Serv s Dedicated Ser		3,733	Saturday:	0900 to	1600	Holid	lay:	ıo	
	Dedicated Serv		3,733	Advanced boo			day(s)			
	ed Service - Veh. I	Km.		Minimum notice Reservations	ce for reservation		0 hour(s)	· A		
	ed Service - Veh. I	Hrs.			•	Fully	Computerize	eu		
PASSENGER Dedicated S		8,137	5,547	FARE STRUC Effective Date			Tickets/Ca	ords		
	ated Service	0,101	J,J <del>+</del> r	LIICUIVE Date	Cash		(unit pri		Monthly Pass	Fre
TOTAL PASS		8,137	5,547	Adult	\$2.00			,	\$50.00	
Subscription	n / Pre-booked	0%	0%	Child						<b>✓</b>
Reservation		100%	0%	Student	\$1.50				\$30.00	
On-Demand	d / Day of trip	0%	0%	Senior	\$1.50				\$30.00	H
Cancelled in a			440	Attendant						<b>✓</b>
	ancelled at door		286	Companion Other						V
Unaccommod	•									
Number of co	•			EMPLOYEE D	DATA		Fu	III-time	e Part-time	•
Administration		\$7,167	\$7,000	Operators Other Operation	one					
Operations:		• •		Vehicle Mecha						
	Dedicated Service			General and A						
	- Dedicated Service		\$108,868	Other						
	- Non-Dedicated S - Taxi Scrip	Service		TOTAL NUME	BER OF EMPLO	OYEES				
	- Taxi Scrip (Vehicles & Facili	ties)		Union Affiliati	ions: Operator					
Fuel	( • • • • • • • • • • • • • • • • • • •	1100)			Mechanio					
TOTAL OPER	RATING EXPENS	SES \$122,929	\$115,868		Other (sp	респу).				
OPERATING	REVENUES AND	OTHER FUNDING CONTRIBUT	TIONS	Top Operator \ Top Mechanic						
	ger Revenue	\$5,129					_			
-	perating Revenue				IANCE IND	ICATOR	lS .			
•	ing Revenue	\$5,129	\$5,299	FINANCIAL B/C Patio					2012	<b>2013</b> 5%
Federal Cont Provincial Co				R/C Ratio Net Operating	g Cost / Capita				4% \$8.57	5% \$8.04
Municipal Co		\$117,800	\$110,569	Total Exp. / P					\$15.11	\$20.89
Other / Donat		Ψ,===	ψ,σ		ligible Passeng	aer			\$15.11	\$20.89
TOTAL		\$122,929	\$115,868	<b>I</b>	n Exp. / Passer	=				
CAPITAL EXP	PENSES				ated Service				\$14.23	\$19.63
Vehicles Purd	chased				edicated Servion Exp. / Hour ([		Santice)		\$29.56	\$29.16
Debt Servicin	•			OPERATING	III Exp. / Flour (L	Jeulcaleu	Seivice)		<b>⊅</b> ∠9.00	<b>ΦΔ</b> 3. ι (
Other Capital	l Expenses <b>ITAL EXPENSES</b>			Registrants /	Canita				0.0239	0.020
				Passengers /	•				0.5918	0.4034
	NDING SOURCES	5		Passengers /	•				24.81	20.10
Transit Syste Federal Cont					Hour (Dedicate		)		2.08	1.49
Provincial Co					nger (Dedicated				2.21	
Municipal Co				Average Spe	ed (Dedicated :	Service)			4.59	
Other / Donat				31005110	<b></b>		~			
TOTAL CAP	ITAL FUNDING			PASSENG Ambulatory			Ded. Servi		Non-Ded. Service	
* Town of Port	Hope switched its	service provider in August 2013	and reduced its service	11 '	y r/Scooter Users	2	5,5	41		
hours in May 20		3		Attendants		•				
				Companior						
				Other (spec	cified)					
				TOTAL			5,5	47		
							\	/eh.	Avg. Capacity per	Veh.

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

Prince	e Edward Co	unty				REGISTRANTS		Active	Total
Prince Edwa	ard County		Population served:		25,490	Wheelchair/Scoote	r Use		312
Contact:	Shelly Ackers		Service area (km²):		1,048.3	Ambulatory:		273	358
Title:	Administrator Internal Op	perations	Communities served:		1	Attendants:		26	26
Telephone:	613-392-9664		Service began:		05/06/2007	Companions:			
Fax:	613-392-3872		Advisory Committee me Eligibility Committee me		N/A 2	Other:			
Email:	sackers@bellnet.ca		Liigibility Committee me	embers.	2	Total:		558	696
Dedicated Se	erv. Operated by: 🔲 Trar	nsit System/Municipality	Non-Dedicated Se	ervice: Co	ntractors:	Eligibility Criteria:	<b>✓</b>	Unable to Board	
	Priv	ate Contractor(s), number:	Taxi Scrip Progra	m Available:			<b>✓</b>	Unable to Use	
	✓ Priv	ate Non-Profit Org.						Other Criteria	
	OMETRES & HOURS	2012	2013		OURS / SCHEDU				
	n Dedicated Service	102,272	82,738	Weekday:	0800 to	1630 Sun	nday:	to	
	Dedicated Service	110,016	87,629	Saturday:	to	Holi	iday:	to	
	s Dedicated Service	2,470	2,325	Advanced bo	oking notice:	day(s)			
	s Dedicated Service ed Service - Veh. Km.	2,784	2,614		ice for reservatio				
	ed Service - Veh. Hrs.			Reservations	/ Scheduling:	Fully Computeriz	zed		
PASSENGER				FARE STRU	CTURE				
Dedicated S		6,900	6,777		e: 01/01/2013	Tickets/0	Cards	;	
Non-Dedica	ated Service	,	,		Cash	(unit pr	rice)	Monthly Pass	Free
<b>TOTAL PASS</b>	ENGERS	6,900	6,777	Adult	\$5.00				
Subscriptio	n / Pre-booked	40%	40%	Child	\$5.00				
Reservation		58%	58%	Student	\$5.00				
On-Deman	d / Day of trip	2%	2%	Senior	\$5.00				
Cancelled in	advance	489	1,115	Attendant					<b>V</b>
	Cancelled at door	132	20	Companion	7 ( 05	er ber	S: 4	W III . DI	
Unaccommod	· ·	10	2	Other	Zone fares: \$5	one way trip within i	ricton	, Wellington, Bloomfield	i, etc
Number of co	•			<b>EMPLOYEE</b>	DATA	F	ull-tir	me Part-tim	e
OPERATING		<b>#7.000</b>	040.470	Operators					
Administratio Operations:	n	\$7,990	\$13,176	Other Operat					
	Dedicated Service			Vehicle Mech	nanics Administration				
	- Dedicated Service	\$123,477	\$124,046	Other	Auministration				
	- Non-Dedicated Service	¥ ·== •, · · ·	¥ ·= ·,• ·•		BER OF EMPLO	OYEES			
Contract	- Taxi Scrip				tions: Operators				
	(Vehicles & Facilities)			Union Amia	Mechanic				
Fuel					Other (sp				
TOTAL OPE	RATING EXPENSES	\$131,467	\$137,222	Ton Operator					
<b>OPERATING</b>	REVENUES AND OTHER	R FUNDING CONTRIBUT	IONS	Top Operator	c Wage Rate:				
Passenç	ger Revenue	\$46,218	\$45,742	• '	_				
Other O	perating Revenue				MANCE INDI	CATORS			
Total Operat	ting Revenue	\$46,218	\$45,742	FINANCIAL				2012	2013
Federal Cont				R/C Ratio	0 1/0 1			35%	33%
Provincial Co		\$74,399	\$63,993	•	ng Cost / Capita			\$3.34	\$3.59
Municipal Co		\$5,850	\$22,487	Total Exp. /	=			\$19.05	\$20.25
Other / Dona TOTAL	tions	\$5,000 <b>\$131,467</b>	\$5,000 <b>\$137,222</b>		Eligible Passeng on Exp. / Passer			\$20.59	\$22.60
		\$131,407	\$131,222		on Exp. / Passer cated Service	iger		\$17.90	\$18.30
CAPITAL EXI					Dedicated Service	e		Ψ11.00	ψ10.00
Vehicles Pure Debt Servicir						Dedicated Service)		\$44.35	\$47.45
Other Capital	•			OPERATING	<b>;</b>				
•	ITAL EXPENSES			Registrants	/ Capita			0.0175	0.0273
	NDING SOURCES			Passengers	/ Capita			0.2707	0.2659
Transit Syste					/ Registrant			15.47	9.74
Federal Cont					/ Hour (Dedicate	•		2.79	2.91
Provincial Co					enger (Dedicated	•		14.82	12.21
Municipal Co	ntributions			Average Sp	eed (Dedicated S	Service)		41.41	35.59
Other / Dona							_		
TOTAL CAP	ITAL FUNDING				GER DATA	Ded. Serv		Non-Ded. Service	
				Ambulato	•		973		
				Attendant	air/Scooter Users	,	099 705		
				Companio			, 00		
				Other (spe					
				TOTAL	·· <del></del> /	6.	777		
				<u> </u>		,			
				1					

VEHICLE DATA Non-Accessible Cars	Number	Veh. Peak	Avg. Capaci Wheelchair N/A	ity per Veh. Ambulatory		
Accessible Vans / Minivans	1	1	1	3		
Small Buses Other	1	1	5	16		
TOTAL DED. VEHICLES	2	2	N/A	N/A		
Vehicle ownership: Vehicle maintenance responsibility Accessible taxis:		Non-Profit Organizaton Non-Profit Organizaton				

# Quinte West

Quinte West					REGISTRANT	S	Active	Total
Quinte Access Transportation		Population served:		52,920	Wheelchair/Sc	ooter Users	: 508	531
Contact: Shelly Ackers		Service area (km²):		722.0	Ambulatory:		931	1,048
Title: Administrator		Communities served:		2	Attendants:		90	90
Telephone: 613-392-9640		Service began:		17/01/1994	Companions:			
Fax: 613-392-3872		Advisory Committee me	embers:	8	Other:			
Email: sackers@bellnet.ca		Eligibility Committee me	embers:	2	Total:		1,529	1,669
_	Transit System/Municipality	Non Dadicated Co	antico: Co	ntro otoro:		orio.	-	,
Dedicated Serv. Operated by:	Transit System/Municipality	Non-Dedicated Se	ervice: 🔲 Co	ntractors:	Eligibility Crit	eria: 🗸	Unable to Board	
	Private Contractor(s), number:	: Taxi Scrip Progra	m Available: L			✓	Unable to Use	
<b>✓</b>	Private Non-Profit Org.					<b>~</b>	Other Criteria	
VEHICLE KILOMETRES & HOURS		2013	SERVICE H	OURS / SCHEDU				
Rev. Veh. Km Dedicated Service	,	373,817	Weekday:	0600 to	1930	Sunday:	0700	to 0000
Tot. Veh. Km Dedicated Service	361,249	391,703	Saturday:	0900 to	1630	Holiday:	0700	to 0000
Rev. Veh. Hrs Dedicated Service	,	11,402	Advanced be	ooking notice:	dov	(0)		
Tot. Veh. Hrs Dedicated Service	12,233	13,354		tice for reservatio	day on: 24.0 hou			
Non-Dedicated Service - Veh. Km.				s / Scheduling:	Fully Comp			
Non-Dedicated Service - Veh. Hrs.				· ·	r uny Comp	uterized		
PASSENGER DATA			FARE STRU					
Dedicated Service	24,005	26,693	Effective Dat	te: 01/01/2013		ets/Cards		
Non-Dedicated Service				Cash	(ui	nit price)	Monthly	Pass Free
TOTAL PASSENGERS	24,005	26,693	Adult	\$2.00				
Subscription / Pre-booked	65%	65%	Child	\$2.00				
Reservation	33%	33%	Student	\$2.00				
On-Demand / Day of trip	2%	2%	Senior	\$2.00				
Cancelled in advance	2,662	4,194	Attendant					<b>V</b>
No-shows / Cancelled at door	1,302	74	Companion					<b>✓</b>
Unaccommodated trips	55	60	Other	Zone fares: \$2	one way trip wi	thin Trenton	Ward	
Number of complaints	99	•	EMBL OVEE	DATA		F. II 45	- D-	
OPERATING EXPENSES			EMPLOYEE	DATA		Full-time	e Pai	rt-time
Administration	\$124,047	\$144,350	Operators					
Operations:	\$124,047	\$144,330	Other Operat					
Internal - Dedicated Service	\$292,635	¢215 229	Vehicle Mech					
Contract - Dedicated Service	\$292,633	\$315,328		Administration				
	ina		Other					
Contract - Non-Dedicated Serv	ice		TOTAL NUM	IBER OF EMPLO	DYEES			
Contract - Taxi Scrip	\$70,000	<b>Ф70 050</b>	Union Affilia	tions: Operators	s:			
Maintenance (Vehicles & Facilities)		\$73,352		Mechanic	cs:			
Fuel	\$73,902	\$79,648 \$642,670		Other (sp	ecify):			
TOTAL OPERATING EXPENSES	\$560,674	\$612,679	Ton Operator	r Wage Rate: \$	16.08			
<b>OPERATING REVENUES AND OT</b>	HER FUNDING CONTRIBUT	IONS		c Wage Rate:	10.00			
Passenger Revenue	\$154,258	\$162,575	•	_				
Other Operating Revenue	•	. ,	PERFOR	MANCE INDI	CATORS			
Total Operating Revenue	\$154,258	\$162,575	<b>FINANCIAL</b>				2012	2013
Federal Contributions	• • • • •	, , , , ,	R/C Ratio				28%	27%
Provincial Contributions	\$129,781	\$163,360	Net Operati	ng Cost / Capita			\$7.68	\$8.51
Municipal Contributions	\$184,457	\$192,800	Total Exp. /	Passenger			\$23.36	\$22.95
Other / Donations	\$92,178	\$93,944	Total Exp. /	Eligible Passeng	ıer		\$25.12	\$25.11
TOTAL	\$560,674	\$612,679		on Exp. / Passer			Ψ20.12	Ψ20.11
	φοσο,σ. 4	Ψ012,010		cated Service	igei		\$18.19	\$17.54
CAPITAL EXPENSES				Dedicated Service	۵.		ψ10.13	ψ17.04
Vehicles Purchased	\$56,500	\$43,733		on Exp. / Hour (E		ce)	\$35.69	\$35.07
Debt Servicing			-		ouiouiou oo.v.	,	φου.σσ	φοσισ.
Other Capital Expenses	*=		OPERATING				0.0047	0.0045
TOTAL CAPITAL EXPENSES	\$56,500	\$43,733	Registrants				0.0247	0.0315
CAPITAL FUNDING SOURCES			Passengers	•			0.4536	0.5044
Transit System		\$3,300		/ Registrant	- d O - m d - )		18.35	15.99
Federal Contributions		*-,-		/ Hour (Dedicate			2.33	2.34
Provincial Contributions				enger (Dedicated			14.40	14.00
Municipal Contributions	\$56,500	\$40,433	Average Sp	eed (Dedicated S	Service)		33.60	32.79
Other / Donations	****	, ,,						
TOTAL CAPITAL FUNDING	\$56,500	\$43,733	PASSEN	GER DATA	Ded.	Service	Non-Ded. Ser	rvice
	<b>,</b>	********	Ambulato	ry		17,460		
			Wheelcha	air/Scooter Users	;	6,939		
			Attendant	s		2,294		
			Companio			, -		
			Other (sp					
			TOTAL	/		26,693		
						,		
			11			Veh.	Avg. Capaci	
			VEHICLE		Number	Peak	Wheelchair	Ambulatory
				ssible Cars			N/A	
				e Vans / Minivans			1	3
			Small Bus	es	4	3	5	16
			Other					
			TOTAL DE	ED. VEHICLES	7	6	N/A	N/A

Vehicle ownership:

Accessible taxis:

Municipality

Vehicle maintenance responsibility: Non-Profit Organizaton

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\* Number of Registrants: Based on estimates only due to no automated system for tracking. \* Operating Statistics-Revenue Vehicle hours & kilometres vs deadheading ratio has been estimated to be 65% / 35%. \* Growth in age 65+ demographic in the service area; awareness of the service; increased emphasis on integration of special needs students into mainstream education system; awareness of broader definition of what constitutes disability under the AODA.

PASSENGER DATA Ambulatory	<b>Ded. Service</b> 19,211	Non-Ded. Service
Wheelchair/Scooter Users	9,146	
Attendants	3,857	
Companions		
Other (specified)	158	
TOTAL	32,372	

VEHICLE DATA	Number	Veh. Peak	Avg. Capaci Wheelchair	ity per Veh. Ambulatory		
Non-Accessible Cars			N/A			
Accessible Vans / Minivans	8	8	2	4		
Small Buses	1	1	4	10		
Other	1	1	2	7		
TOTAL DED. VEHICLES	10	10	N/A	N/A		
Vehicle ownership:	Non-Pr	ofit Organi	zaton			
Vehicle maintenance responsibility Accessible taxis:	/: Non-Pr					

Sarnia	a					DECISTRANTS		Active	Total
Sarnia Care	a-A-Van		Population served:		71,420	REGISTRANTS Wheelchair/Scooter	r Users:	1,002	<b>Total</b> 1,002
Contact:	Jim Stevens		Service area (km²):		167.3	Ambulatory:		1,013	1,013
Title:	Director of Transit		Communities served: Service began:		2 01/04/1981	Attendants:			
Telephone:			Service began: Advisory Committee me	ombers.	01/04/1981 12	Companions:		24	24
Fax: Email:	519-336-3361	·	Eligibility Committee me		N/A	Other: Total:		31 <b>2,046</b>	31 <b>2,046</b>
	jim.stevens@sarnia.						- Uzak	•	۷,040
Dedicated S		Transit System/Municipality	Non-Dedicated Se		tractors:	Eligibility Criteria:	=	ole to Board	
		Private Contractor(s), number:	r: Taxi Scrip Prograr	m Available: L	i			ole to Use	
		Private Non-Profit Org.					<b>✓</b> Othe	r Criteria	
	ILOMETRES & HOURS		2013		URS / SCHEDI				
	(m Dedicated Service	,	209,531	Weekday:	0630 to		nday:	0900 to	1830
	m Dedicated Service	-, -	209,531 14 415	Saturday:	0800 to	2230 Holi	iday:	to	
	Irs Dedicated Service rs Dedicated Service	,	14,415 14,415	Advanced boo	oking notice:	7 day(s)			
	ated Service - Veh. Km.	· · · · · · · · · · · · · · · · · · ·	17,710		ce for reservation				
	ated Service - Veh. Hrs.			Reservations /	/ Scheduling:	Partially Comput	terized		
PASSENGER				FARE STRUC	TURE				
Dedicated		35,647	32,294	Effective Date:		Tickets/C	Cards		
	cated Service		•		Cash	(unit pr		Monthly Pas	ss Fre
TOTAL PASS		35,647	32,294	Adult	\$2.50	\$2.20	0	\$66.00	
Subscription	ion / Pre-booked	50%	50%	Child					<b>✓</b>
Reservation		48%	48%	Student	\$2.50	\$2.20		\$66.00	Ц
On-Demar	and / Day of trip	2%	2%	Senior	\$2.50	\$2.20	0	\$66.00	
Cancelled in	n advance	4,446	4,194	Attendant					$\overline{\checkmark}$
No-shows / 0	Cancelled at door	360	400	Companion	\$2.50	\$2.20		\$66.00	$\sqcup$
Unaccommo	•	335	430	Other	College \$165/4	4mth & Elem/Sec \$14	48.50/5-mth	; Child<5 free	
Number of c	· · · · · · · · · · · · · · · · · · ·			EMPLOYEE D	DATA	F	ull-time	Part-tir	me
	G EXPENSES			Operators			6		
Administration		\$87,723	\$86,885	Other Operation			1		
Operations:		Ф <b>5</b> 22 000	<b>\$500.064</b>	Vehicle Mecha				1	
	- Dedicated Service	\$532,800	\$569,864	General and A	dministration			1	
	ct - Dedicated Service	·		Other				•	
	ct - Non-Dedicated Servi ct - Taxi Scrip	ICE			BER OF EMPLO		7	2	
	ct - Laxi Scrip :e (Vehicles & Facilities)	\$86,768	\$84,612	Union Affiliati	ions: Operator				
Fuel	# (VEHIOIDS & 1 40115-,	\$66,081	\$64,612 \$67,199		Mechanio				
	ERATING EXPENSES				Other (sp	pecify): (Office) CU	JPE Local 3	690	
		THER FUNDING CONTRIBUT			Wage Rate: \$				
	nger Revenue	\$63,115			: Wage Rate: \$				
	Operating Revenue	<b>*</b> , · -	ΨΦ 1,2 12	PERFORM	IANCE IND	ICATORS			
	ating Revenue	\$63,115	\$61,549	FINANCIAL				2012	2013
Federal Con	_	₹/	***** · ·	R/C Ratio				8%	8%
	Contributions	\$100,000	\$24,114		g Cost / Capita			\$9.94	\$10.46
Municipal Co		\$610,257		Total Exp. / P	assenger			\$21.70	\$25.04
Other / Dona			•	Total Exp. / E	Eligible Passeng	ger		\$22.54	\$26.12
TOTAL		\$773,372	\$808,560		n Exp. / Passer	nger			
CAPITAL EX	XPENSES		!	Dedica	ated Service			\$19.23	\$22.35
Vehicles Pu		\$69,321	•		edicated Service				<b>*=</b> 2.04
Debt Servici		\$10,234		•	n Exp. / Hour (ı	Dedicated Service)		\$52.94	\$50.06
Other Capita	tal Expenses			OPERATING					
TOTAL CAP	PITAL EXPENSES	\$79,555	\$7,418	Registrants /				0.0253	0.0287
CAPITAL FU	UNDING SOURCES		,	Passengers /	•			0.4991	0.4522
Transit Syste			!	Passengers /				19.77	15.78
Federal Con			•		/ Hour (Dedicate	·		2.75	2.24
	Contributions	\$39,821	!		nger (Dedicated	•		6.18 17.02	6.49 14 54
Municipal Co		\$39,734		Average open	ed (Dedicated S	Service)		17.02	14.54
Other / Dona						~			
TOTAL CAP	PITAL FUNDING	\$79,555	\$7,418			Ded. Serv		on-Ded. Service	a
2012 Point F	Edward contract data: r	passenger revenue \$2,623; cor	-trast rayanya \$25,830.	Ambulatory	•		535		
	Edward contract data: p ger trips 1,360, and num		itract revenue \$20,000,	Wheelchair Attendants	r/Scooter Users	,	419 121		
olai pase	51 tipo 1,000, c	bol of rogionality		Companion			219		
				Companion	is n	4	219		

2013 Point Edward contract data: passenger revenue \$2,623; contract revenue \$25,835
total passenger trips 1,360, and number of registrants 44.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	22,535	
Wheelchair/Scooter Users	8,419	
Attendants	1,121	
Companions	219	
Other (specified)		
TOTAL	32,294	

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

# **Sault Ste Marie**

	ole Iviai le	N	Danielatian anniadi		00.000	REGISTR		Activ	e Total
	rie Transit Parabus S		Population served: Service area (km²):		69,900 223.5		ir/Scooter Use		
Contact:	Sam Piraino		Communities served:		223.5	Ambulator	-	1,167	7 1,167
Title:	Area Coordinator of	Halibil allu Falkilly	Service began:		01/01/1975	Attendants			
Telephone: Fax:	705-759-5434 705-759-5834		Advisory Committee me	embers:	12	Companio Other:	oris.		
Email:	s.piraino@cityssm.or	n.ca	Eligibility Committee me	embers:	N/A	Total:		2,956	2,956
		Fransit System/Municipality	Non-Dedicated Se	ervice: 🗸 Cor	ntractors: 1	Eligibility	Criteria:	Unable to Boar	•
Dedicated Ge					7	Liigibiiity	Orneria.	_	u .
		Private Contractor(s), number:	Taxi Scrip Program	n Avallable:				Unable to Use	
		Private Non-Profit Org.						Other Criteria	
VEHICLE KILO	OMETRES & HOURS	2012	2013	SERVICE HO	OURS / SCHEDU	JLING			
Rev. Veh. Km	n Dedicated Service	255,944	262,723	Weekday:	0600 to		Sunday:	0600	0 to 2330
Tot. Veh. Km.	Dedicated Service	255,944	262,723	Saturday:	0600 to	2330	Holiday:	0600	to 2330
	s Dedicated Service	17,194	17,071	Advanced bo	okina notico:	7	day(s)		
	Dedicated Service	17,194	17,071		ce for reservatio		hour(s)		
	ed Service - Veh. Km. ed Service - Veh. Hrs.			Reservations			omputerized		
PASSENGER				FARE STRU	· ·	. , .			
Dedicated S		37,395	36,344	Effective Date			Tickets/Cards	5	
Non-Dedica		12,685	10,914	2	Cash		(unit price)		ly Pass Fre
TOTAL PASS	ENGERS	50,080	47,258	Adult	\$2.50		\$1.75	\$60	_
Subscription	n / Pre-booked	40%	40%	Child	\$2.50		\$1.75		
Reservation		59%	58%	Student	\$2.50		\$1.75	\$60	.00
On-Demand	d / Day of trip	1%	2%	Senior	\$2.50		\$1.30	\$46	i.00 🔲
Cancelled in a		2,668	2,616	Attendant					<b>~</b>
	ancelled at door	544	603	Companion	\$2.50				
Unaccommod	•	648	633	Other					
Number of co	•	15	20	<b>EMPLOYEE</b>	DATA		Full-ti	me P	Part-time
OPERATING I Administration		¢2.740	<b>\$204</b>	Operators			6		6
Operations:	II.	\$2,748	\$304	Other Operati			1		2
•	Dedicated Service	\$637,990	\$636,853	Vehicle Mech	anics Administration		1		
	- Dedicated Service	\$148,532	\$156,131	Other	Administration		'		
Contract -	- Non-Dedicated Servi	ce			BER OF EMPLO	OYEES	9		8
	- Taxi Scrip			Union Affiliat	tions: Operators	ε. Δ	TU Local 1767	7	
	(Vehicles & Facilities)	\$82,044	\$81,992	Onion Anna	Mechanic		SWA Local 22		
Fuel	DATING EVDENCES	\$92,132	\$94,968		Other (sp	ecify): C	UPE (Admin)	Local 67	
TOTAL OPER	RATING EXPENSES	\$963,446	\$970,248	Top Operator	Wage Rate: \$	24.49			
		HER FUNDING CONTRIBUTI			Wage Rate: \$				
	ger Revenue	\$71,879	\$74,620	PERFORM	ANCE INDI	CATOR	9		
	perating Revenue	\$74.070	<b>\$74.000</b>	FINANCIAL	MANUE INDI	CAION	5	2012	2013
Total Operat Federal Contr	-	\$71,879	\$74,620	R/C Ratio				7%	8%
Provincial Co		\$323,474	\$323,474		ng Cost / Capita			\$12.75	\$12.81
Municipal Co		\$568,093	\$572,154	Total Exp. /				\$19.24	\$20.53
Other / Donat	tions			Total Exp. / E	Eligible Passeng	er		\$21.71	\$23.05
TOTAL		\$963,446	\$970,248	Transportation	on Exp. / Passen	iger			
CAPITAL EXP	PENSES				ated Service			\$25.69	\$26.69
Vehicles Purc	chased	\$68,342	\$66,691		Dedicated Servic		`andaa\	<b>¢</b> EE 07	¢ee or
Debt Servicin	•			•	on Exp. / Hour (D	redicated S	service)	\$55.87	\$56.82
Other Capital	•	\$37,806	*	OPERATING				0.0264	0.0420
	ITAL EXPENSES	\$106,148	\$66,691	Registrants / Passengers				0.0361 0.7165	0.0423 0.6761
	NDING SOURCES			Passengers	•			19.83	
Transit System					/ Hour (Dedicate	ed Service)		2.17	
Federal Control  Provincial Co				Kms / Passe	enger (Dedicated	Service)		6.84	7.23
Municipal Co		\$106,148	\$66,691	Average Spe	eed (Dedicated S	Service)		14.89	15.39
Other / Donat		ψ100,140	φου,σσ1	<b>-</b>					
	ITAL FUNDING	\$106,148	\$66,691	PASSEN	SER DATA		Ded. Service	Non-Ded. S	ervice
				Ambulator	•		12,109	•	10,914
					ir/Scooter Users		19,067		
				Attendants Companio			5,168		
				Other (spe					
				TOTAL	· · · · · · · · · · · · · · · · · · ·		36,344		10,914
							•		,
							Veh.	Avg Cana	acity per Veh.
				VEHICLE I	DATA	Num			
				Non-Acces				N/A	
					Vans / Minivans	;			
				Small Buse	es		9 (	6	
				Other	D VEHICLES			N1/A	NI/A
					D. VEHICLES			6 N/A	N/A
				Vehicle owr	nership: intenance respor		Municipal Tran		

Accessible taxis:

# Sahraihar

Schreiber					REGISTRANTS		Active	Total
Schreiber Terrace Bay Handi Tra		Population served:		2,526	Wheelchair/Scoote	r Users:	16	16
Contact: Don McArthur		Service area (km²):		187.8	Ambulatory:		87	87
Title: CAO/Clerk		Communities served:		01/01/1086	Attendants:			
Telephone: 807-824-2711 x225		Service began:	-mhara	01/01/1986 7	Companions:		9	9
Fax: 807-824-3231		Advisory Committee me Eligibility Committee me		3	Other:			140
Email: cao@schreiber.ca		9		J	Total:		112	112
Dedicated Serv. Operated by: 🗸	Transit System/Municipality	Non-Dedicated Se	ervice: Co	ontractors:	Eligibility Criteria:	: 🔲 Uı	nable to Board	
	Private Contractor(s), number:	: Taxi Scrip Progra	am Available:	$\neg$		□Ui	nable to Use	
	Private Non-Profit Org.	•		_			ther Criteria	
	Flivate Non-1 font Org.						III Ontona	
VEHICLE KILOMETRES & HOURS		2013		OURS / SCHED				_
Rev. Veh. Km Dedicated Service	- ,	12,479	Weekday:	0700 to		nday:		2300
Tot. Veh. Km Dedicated Service	,	19,345	Saturday:	1000 to	2300 Holi	liday:	1000 to	2300
Rev. Veh. Hrs Dedicated Service		329	Advanced bo	ooking notice:	1 day(s)			
Tot. Veh. Hrs Dedicated Service Non-Dedicated Service - Veh. Km.		464		tice for reservation	• • • •			
Non-Dedicated Service - Ven. Km.  Non-Dedicated Service - Veh. Hrs.				s / Scheduling:	Manual			
PASSENGER DATA	·		FARE STRU	•				
Dedicated Service	2,413	1,735		te: 08/07/2012	Tickets/0	Cards		
Non-Dedicated Service	<del>-</del> , · · -	•,•	Elloud.	Cash	(unit pr		Monthly Pas	ss Fre
TOTAL PASSENGERS	2,413	1,735	Adult	\$3.00	-			,
Subscription / Pre-booked	0%	0%	Child	\$3.00				
Reservation	100%	100%	Student	\$3.00				
On-Demand / Day of trip	0%	0%	Senior	\$3.00				
Cancelled in advance			Attendant					<b>V</b>
No-shows / Cancelled at door	13	6	Companion	\$3.00				
Unaccommodated trips			Other	\$5.00 out of to	wn			
Number of complaints	1	1	EMPLOYEE	DATA	F	-ull-time	Part-tir	me
OPERATING EXPENSES			Operators			1	2	
Administration	\$52,258	\$46,002	Other Operat	tions				
Operations:			Vehicle Mech					
Internal - Dedicated Service				Administration				
Contract - Dedicated Service			Other			_	•	
Contract - Non-Dedicated Serv Contract - Taxi Scrip	/ICE		TOTAL NUM	MBER OF EMPLO	OYEES	1	2	
Maintenance (Vehicles & Facilities)	\$4,673	\$924	Union Affilia	ations: Operator				
Fuel	\$8,779	\$5,391		Mechanio				
TOTAL OPERATING EXPENSES		\$52,317		Other (sp	pecify):			
	. ,			or Wage Rate: \$	\$23.80			
OPERATING REVENUES AND OT			Top Mechani	ic Wage Rate:				
Passenger Revenue Other Operating Revenue	\$7,965	\$6,193	PERFOR	MANCE IND	ICATORS			
Other Operating Revenue  Total Operating Revenue	\$7,965	\$6,193	FINANCIAL	_	IOATOTE		2012	2013
Federal Contributions	ψ1,300	φυ, 135	R/C Ratio				12%	12%
Provincial Contributions				ing Cost / Capita			\$22.86	\$18.26
Municipal Contributions	\$57,745	\$46,124	Total Exp. /				\$27.23	\$30.15
Other / Donations	• •	• •		Eligible Passeng	aer		\$27.78	\$30.61
TOTAL	\$65,710	\$52,317		ion Exp. / Passer	-		•	
CAPITAL EXPENSES				cated Service			\$5.57	\$3.64
Vehicles Purchased	\$67,776			Dedicated Service			_	
Debt Servicing	• •		Transportati	ion Exp. / Hour (L	Dedicated Service)		\$20.20	\$13.61
Other Capital Expenses			OPERATING					
TOTAL CAPITAL EXPENSES	\$67,776		Registrants	•			0.0562	0.0443
CAPITAL FUNDING SOURCES			Passengers	•			0.9553	0.6869
Transit System			_	s / Registrant			16.99	15.49
Federal Contributions				s / Hour (Dedicate	•		5.45	5.27
Provincial Contributions	\$67,776			senger (Dedicated	,		9.00	7.19
Municipal Contributions			Average Sp	peed (Dedicated S	Service)		49.01	37.93
Other / Donations								
TOTAL CAPITAL FUNDING	\$67,776			IGER DATA	Ded. Serv	vice 217	Non-Ded. Service	9
			∆mhulato.	1rv	1 '	717		

\* Other Eligibility Criteria: elderly, visually impaired, cognitively disabled, epilepsy if coupled with physical mobility prevents those from using conventional transit. \* Van out of service for maintenance Jan 20 Van out of service for training Jan 28 Fare increase in July 2012 may have had a negative impact on ridership.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,217	
Wheelchair/Scooter Users	492	
Attendants		
Companions	26	
Other (specified)		
TOTAL	1,735	

VEHICLE DATA	Number	Veh. Peak	Avg. Capac Wheelchair	ity per Veh. ∣ Ambulatorv
Non-Accessible Cars	ranibei		N/A	Ambalatory
Accessible Vans / Minivans	1	1	2	6
Small Buses				
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipal	ity		
Vehicle maintenance responsibility Accessible taxis:	y: Municipal	ity		

St. Ca	uiaiiies					REGIS <sup>1</sup>	TRANTS	Active	Total
Paratransit S	System of St. Cathar	ines	Population served:		131,400		chair/Scooter Users:	363	811
Contact:	Debbie Grandbois		Service area (km²):		97.0	Ambula	itory:	430	676
Title:	Paratransit Supervis	sor	Communities served:		06/01/1070	Attenda			
Telephone:	905-685-4228 x250		Service began: Advisory Committee me	omboro:	06/01/1979 7	Compar	nions:		
Fax: Email:	905-685-4050	io com	Eligibility Committee me		2	Other: Total:		793	1,487
	dgrandbois@yourbu		Non-Dedicated Se				ite Critoria		1,401
Dedicated Se	IV. Operated by:	Transit System/Municipality			ntractors: i	Eligibili	,	Inable to Board	
		Private Contractor(s), number	r: Taxi Scrip Prograi	m Available: L			<b>✓</b> U	Inable to Use	
		Private Non-Profit Org.						Other Criteria	
	OMETRES & HOURS		2013		OURS / SCHED				
	n Dedicated Service	,	294,828	Weekday:	0730 to		Sunday:	0900 to	2000
	Dedicated Service	313,208	294,828	Saturday:	0900 to	2300	Holiday:	1030 to	1800
	s Dedicated Service		15,227	Advanced bo	okina notice:		14 day(s)		
	s Dedicated Service	16,891	15,227		tice for reservation		4.0 hour(s)		
	ed Service - Veh. Km.	, -	24,616		s / Scheduling:		Computerized		
	ed Service - Veh. Hrs.	. 1,650	1,734		ū	1 41.,	Oomputonzoa		
PASSENGER Dodicated 9		20.074	24 402	FARE STRU			Tielseta/Cordo		
Dedicated S		30,871	31,102	Effective Date	e: 02/01/2013		Tickets/Cards (unit price)	Monthly Da	Ero
	ated Service	6,643	6,515	Adult	Cash \$2.75			Monthly Pa	iss Fre
TOTAL PASS	n / Pre-booked	37,514 150/	37,617		\$2.75		\$2.60	\$90.00	
•		15% 80%	10%	Child	\$2.75		<b>*</b> 0.05	<b>#</b> 00.00	H
Reservation	n d / Day of trip	80% 5%	85% 5%	Student	\$2.75		\$2.25	\$60.00	H
				Senior Attendant	\$2.75		\$2.00	\$55.00	H
Cancelled in a		979	989	Attendant	\$2.75 \$2.75				H
	Cancelled at door	263	256	Companion	\$2.75	-lar in fro	=		
Unaccommod		772	832	Other	child 5 and un	der is nee	е		
Number of co	•	10	13	<b>EMPLOYEE</b>	DATA		Full-time	Part-t	ime
OPERATING I		•		Operators			8		
Administration	n	\$143,686	\$156,493	Other Operat	ions				
Operations:				Vehicle Mech	nanics		1		
	Dedicated Service	\$719,796	. ,		Administration		1	2	
	- Dedicated Service	\$75,237		Other					
	<ul> <li>Non-Dedicated Serv</li> </ul>	vice \$73,072	\$72,749	TOTAL NUM	BER OF EMPL	OYEES	10	2	
	- Taxi Scrip	*		Union Affilia	tions: Operator	rs:	ATU Local 846		
	(Vehicles & Facilities)	•		••	Mechani		ATU Local 846		
Fuel	- :	\$66,671	\$71,799		Other (s		7110 2000 2 . 2		
	RATING EXPENSES	• • •		Top Operator	r Wage Rate:	,			
		THER FUNDING CONTRIBUT			c Wage Rate:				
	ger Revenue	\$102,068	. ,	I DERECRI	MANCE IND	ICATO	DC		
	perating Revenue	*400.000	\$373	FINANCIAL	WAINCE IND	ICAIC	N3	2012	2012
•	ting Revenue	\$102,068	\$94,240	R/C Ratio				<b>2012</b> 8%	<b>2013</b> 7%
Federal Cont					ng Cost / Capita			\$8.99	\$9.40
Provincial Co		¢4 400 740	£4 004 E60	Total Exp. /				\$34.20	\$35.3
Municipal Co		\$1,180,748							
Other / Donat	tions	\$1 202 016	\$13,900 \$1 320 703	-	Eligible Passen	-		\$35.86	\$37.39
TOTAL		\$1,282,816	\$1,329,703		on Exp. / Passe	nger		¢24.52	¢25.29
CAPITAL EXP					cated Service Dedicated Servi	~~		\$34.53	\$35.3
Vehicles Purd		\$45,509	\$282,548		on Exp. / Hour (		d Carvical	\$11 00 \$63.11	\$11 1 <sup>-</sup> \$72.2
Debt Servicin	•			•	. ,	Deulouco	J Gervice)	ψ00.11	Ψ1 Δ.Δ
Other Capital				OPERATING				0.0406	0.044
TOTAL CAPI	ITAL EXPENSES	\$45,509	\$282,548	Registrants	•			0.0106	0.0113
CAPITAL FUN	NDING SOURCES			Passengers	•			0.2855	0.286
Transit Syste	em				/ Registrant	-l Comile		26.91	25.30
Federal Cont	ributions				/ Hour (Dedicat		•	2.03	2.04
Provincial Co	ontributions				enger (Dedicate		:)	9.41	9.48
Municipal Co	ontributions	\$45,509	\$282,548	Average Sp	eed (Dedicated	Service		19.06	19.3
Other / Donat	tions								
TOTAL CAPI	ITAL FUNDING	\$45,509	\$282,548	PASSEN	GER DATA		Ded. Service	Non-Ded. Service	-
	=			Ambulato	•		18,586	3,95	
		service for Thorold contract se			air/Scooter Users	3	10,609	2,41	
noroid data: 6		otal passenger trips, contract r	evenue \$70,779, and	Attendants	S		827	4	13

PASSENGER DATA	Ded. Service	Non-Ded. Service	
Ambulatory	18,586	3,950	
Wheelchair/Scooter Users	10,609	2,418	
Attendants	827	43	
Companions	1,080	104	
Other (specified)			
TOTAL	31,102	6,515	

		Veh.	Avg. Capac	ity per Veh.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	3	2		3
Small Buses	8	6	5	5
Other				
TOTAL DED. VEHICLES	11	8	N/A	N/A
Vehicle ownership:	Transit	Commissi	on	
Vehicle maintenance responsibility  Accessible taxis: 1	: Transit	Commissi	on	

St. Marvs

St. Marys St. Marys & Area Mobility Service  Contact: Kerri McIntosh Title: Manager Telephone: 519-284-4010 Fax: 519-284-0261 Email: mobility@town.stmarys.	Sen Con Sen Adv	ulation served: vice area (km²): nmunities served: vice began: isory Committee me ibility Committee me		10,749 530.2 3 01/01/1991 7 N/A		nts:	Acti Users: 58 517	7	<b>Total</b> 58 517
Dedicated Serv. Operated by: Tra	nsit System/Municipality vate Contractor(s), number: 15	Non-Dedicated Se		ntractors: 2		ty Criteria:	✓ Unable to Bo ✓ Unable to Us	ard	3/3
<u> </u>	vate Non-Profit Org.	raxi conp i rogia	m / (valiable:	_			✓ Other Criteria		
VEHICLE KILOMETRES & HOURS	2012	2013	SERVICE HO	URS / SCHED	ULING				
Rev. Veh. Km Dedicated Service Tot. Veh. Km Dedicated Service	51,663	51,730	Weekday:	0000 to	2400	Sund	,	00 to 2	
Rev. Veh. Hrs Dedicated Service	51,663	51,730	Saturday:	0000 to	2400	Holid	ay: 000	00 to 2	2400
Tot. Veh. Hrs Dedicated Service Non-Dedicated Service - Veh. Km.				ce for reservation	on: 1	30 day(s) .0 hour(s)			
Non-Dedicated Service - Veh. Hrs.			Reservations	_	Fully	Computerize	d		
PASSENGER DATA			FARE STRUC						
Dedicated Service Non-Dedicated Service	13,078	11,982 461	Effective Date	e: 01/08/2011 Cash		Tickets/Ca (unit price		hly Pass	s Fre
TOTAL PASSENGERS	13,078	12,443	Adult	\$4.75		(unit pric	oc) Wioni	іну газа	, LIC
Subscription / Pre-booked	30%	30%	Child	\$4.75 \$4.75					
Reservation	69%	69%	Student	\$4.75					H
On-Demand / Day of trip	1%	1%	Senior	\$4.75					
Cancelled in advance	1,725	1,799	Attendant	·					<b>✓</b>
No-shows / Cancelled at door	173	71	Companion						<b>✓</b>
Unaccommodated trips			Other						
Number of complaints			EMPLOYEE	DATA		Fu	II-time	Part-tim	ne
OPERATING EXPENSES			Operators				1	4	
Administration	\$52,362	\$47,761	Other Operati	ons					
Operations:	4450 550	<b>A.</b> =0.00=	Vehicle Mech						
Internal - Dedicated Service	\$159,573	\$152,625	General and A	Administration				2	
Contract - Dedicated Service Contract - Non-Dedicated Service	\$12,743	\$41,742	Other	DED OF EMPL	0.4550			_	
Contract - Taxi Scrip	\$12,743	Ψ41,742		BER OF EMPLO			1	6	
Maintenance (Vehicles & Facilities)	\$10,267	\$12,410	Union Affiliat	ions: Operator					
Fuel	\$11,327	\$11,033		Mechanic					
TOTAL OPERATING EXPENSES	\$246,272	\$265,571		Other (sp	ecity):				
OPERATING REVENUES AND OTHE	P ELINDING CONTRIBUTIONS	2		Wage Rate: \$	17.42				
Passenger Revenue	\$120,703	\$139,241	Top Mechanic	•					
Other Operating Revenue	ψ.23,.33	ψ.00, <u>2</u>	PERFORM	MANCE IND	ICATO	RS			
Total Operating Revenue	\$120,703	\$139,241	FINANCIAL				2012		2013
Federal Contributions	• • • • •	,	R/C Ratio				49%	ó	52%
Provincial Contributions	\$100,444	\$73,747	-	ig Cost / Capita			\$11.6		\$11.75
Municipal Contributions	\$18,482	\$18,600	Total Exp. / F	-			\$18.8		\$21.34
Other / Donations	\$15,685	\$16,146		Eligible Passeng			\$18.8	3	\$21.34
TOTAL	\$255,314	\$247,734		on Exp. / Passer	nger		<b>#</b> 40.0	_	04400
CAPITAL EXPENSES				ated Service Dedicated Servic			\$13.8	)	\$14.69
Vehicles Purchased				on Exp. / Hour ([		Service)			\$90.55
Debt Servicing			OPERATING		- o a.oa.oa				
Other Capital Expenses TOTAL CAPITAL EXPENSES			Registrants /				0.053	1	0.0535
			Passengers	•			1.216		1.1576
CAPITAL FUNDING SOURCES			Passengers	•			22.9	)	21.64
Transit System Federal Contributions			Passengers	/ Hour (Dedicate	ed Servic	e)			
Provincial Contributions				nger (Dedicated		)	3.9	5	4.32
Municipal Contributions			Average Spe	eed (Dedicated S	Service)				
Other / Donations									
TOTAL CAPITAL FUNDING			PASSENG	SER DATA		Ded. Servi	ce Non-Ded.	Service	
			Ambulator	,		9,58		461	
				ir/Scooter Users	;	2,39	96		
			Attendants						
			Companio						
			Other (spe	:ciileu)		11,98	32	461	
			LISTAL			11,90	<i>,</i> _	401	
			UFUIC: F	2474		_	'eh. Avg. Cap 'eak Wheelcha		
			Non-Acces		NU	ımber P	Peak Wheelcha		bulatory
				Vana / Miniyana		•	1 1 1		

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

# St. Thomas

St. III	Ullias					REGIST	RANTS	Active	Total
St. Thomas F Contact: Title: Telephone: Fax:	Parallel Transit Dave White Supervisor of Road 519-631-0368 x513 519-631-5542	ads and Transportation	Population served: Service area (km²): Communities served: Service began: Advisory Committee me	embers:	36,000 35.7 1 N/A		hair/Scooter Users: ttory: unts:		100 600
Email:	dwhite@stthomas.	ca	Eligibility Committee me		N/A	Total:		700	700
	erv. Operated by:	Transit System/Municipality	Non-Dedicated Se	ervice: Cor	ntractors:		ity Criteria: 🗸 U	Unable to Board	
	•••• ••••••••••••••••••••••••••••••••				1		_	Unable to Use	
		Private Non-Profit Org.			,			Other Criteria	
								Mici Ontona	
	LOMETRES & HOUR		2013		OURS / SCHEDU				_
	<ul><li>m Dedicated Service</li><li>n Dedicated Service</li></ul>			Weekday:	0715 to		Sunday:	to to	
	n Dedicated Service rs Dedicated Service		6,313	Saturday:	0915 to		Holiday:	10	
	s Dedicated Service	,	6,313	Advanced boo			1 day(s)		
	ted Service - Veh. Km		•		tice for reservatio		0.0 hour(s)		
	ted Service - Veh. Hrs	S.			s / Scheduling:	Fully	Computerized		
PASSENGER		40.000	:- =00	FARE STRUC					
Dedicated S		19,966	17,520	Effective Date			Tickets/Cards	** this Poor	5m
	cated Service	10.066	47 520	A	Cash		(unit price)	Monthly Pass	s Fre
Subscription		<b>19,966</b>	17,520	Adult	\$2.50		\$2.00	\$60.00	_
· ·	on / Pre-booked	0% 0%	0% 0%	Child	\$2.50		\$1.50	\$50.00 \$50.00	H
Reservation On-Demand	on nd / Day of trip	0% 0%	0% 0%	Student Senior	\$2.50 \$2.50		\$1.50 \$1.50	\$50.00 \$50.00	H
					\$2.50		\$1.50	\$50.00	7
Cancelled in a		3,347	2,011	Attendant Companion					<b>✓</b>
	Cancelled at door	244	119	Other	Child under 5 ri	-idos free	with parant		•
Unaccommod	•	535	164			lues nec			
Number of co	•			EMPLOYEE I	DATA		Full-time	e Part-time	.e
Administration		\$16,932	2 \$20,542	Operators					
Operations:	П	Ψ10,00=	ΨΕΟ,Ο :Ε	Other Operation Vehicle Mecha					
•	- Dedicated Service				nanics Administration		2	1	
	t - Dedicated Service	\$281,607	\$285,229	Other	AUIIIIIISuauon		_	•	
	t - Non-Dedicated Ser	,	•		BER OF EMPLO	OYEES	2	1	
	- Taxi Scrip						-		
	e (Vehicles & Facilities	es) \$46,510	\$47,314	Union Anna.	tions: Operators Mechanic				
Fuel		• • • • • • • • • • • • • • • • • • • •			Other (sp				
TOTAL OPER	ERATING EXPENSES	ES \$345,049	\$353,085	Tan Operator		/601 <sub>3/</sub> .			
OPERATING	REVENUES AND C	OTHER FUNDING CONTRIBUT	rions	Top Operator Top Mechanic					
	nger Revenue	\$23,275			_				
_	Operating Revenue	\$1,646	. ,	_	MANCE INDI	CATO	<b></b> ₹S		
Total Operat	ating Revenue	\$24,921		FINANCIAL				2012	2013
Federal Cont	ntributions		i	R/C Ratio				7%	8%
Provincial Co			ı		ng Cost / Capita			\$8.89	\$9.02
Municipal Co		\$320,128	3 \$324,875	Total Exp. / F	=			\$17.28	\$20.15
Other / Donat	ations	\$2.4E 0.4C	*252.005	-	Eligible Passeng	_		\$17.76	\$21.08
TOTAL		\$345,049	\$353,085		on Exp. / Passen	nger		040.40	<b>*</b> 40 0
CAPITAL EXP			•		cated Service			\$16.43	\$18.98
Vehicles Puro			ı		Dedicated Servic on Exp. / Hour (D		d Canina)	\$52.41	\$52.68
Debt Servicin	•		ı	1		Jeurouce	Selvice,	Ψ∪∠. <del>~</del> ι	ΨυΔ.υ.
Other Capital	•		ı	OPERATING  Registrants /				0.0404	0.010
	PITAL EXPENSES		ı	Registrants / Passengers	•			0.0194 0.5546	0.0194 0.4867
-	INDING SOURCES		,	Passengers /	•			0.5546 28.52	0.486 25.03
Transit Syste			,		/ Registrant / Hour (Dedicate	ad Service	-2)	28.52 3.19	25.0
Federal Cont			,		enger (Dedicated		•	0.10	_
Provincial Co			,		enger (Dedicated S				
Municipal Co			,		——————————————————————————————————————				
Other / Donat	ations PITAL FUNDING			PASSENC	GER DATA		Ded. Service	Non-Ded. Service	-
IUIAL CAF	ITAL FUNDING			_ Ambulator			11,841	Non-Deu. Sei vice	1
* Other Eligibili	itv Criteria: for perso	ons with a disability who are una	able to use St. Thomas	<b>-1</b>	ry air/Scooter Users	c	4,910		1
	ntional fixed-route bus		DIG 10 22 2 1	Attendants		,	769		
				Companio			* = =		ı
				Other (spe					
				TOTAL	· . ,		17,520		

VEHICLE DATA Non-Accessible Cars Accessible Vans / Minivans	Number	Veh. Peak	Avg. Capac Wheelchair N/A	ity per Veh. Ambulatory
Small Buses Other TOTAL DED. VEHICLES	2 <b>2</b>	2 <b>2</b>	4 N/A	4 N/A
Vehicle ownership: Vehicle maintenance responsibility Accessible taxis:	Municip Contrac	ality cted Opera	itor	

**Stratford** 

**REGISTRANTS** Active Total Stratford Mobility Bus 32.000 Population served: Wheelchair/Scooter Users: 86 331 Service area (km²): 86 Contact: Jim Bryson Ambulatory: 380 Communities served: Acting Transit Manager Title: Attendants: Service began: 519-271-0250 x347 Companions: Telephone: Advisory Committee members: 519-271-6029 Fax: Other: Eligibility Committee members: N/A Email: jbryson@stratfordcanada.ca Total: 172 711 ✓ Unable to Board Dedicated Serv. Operated by: 🗸 Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Taxi Scrip Program Available: Private Contractor(s), number: Unable to Use Private Non-Profit Org. Other Criteria **VEHICLE KILOMETRES & HOURS** 2012 2013 SERVICE HOURS / SCHEDULING 79,596 80,208 0900 to 1600 Rev. Veh. Km. - Dedicated Service Weekday: 0820 to 1640 Sunday: 80 208 79 596 Tot Veh Km - Dedicated Service to Saturday: 0900 to 1600 Holiday: Rev. Veh. Hrs. - Dedicated Service 6,910 Advanced booking notice: 10 day(s) Tot. Veh. Hrs. - Dedicated Service 6,910 Minimum notice for reservation: 2.0 hour(s) Non-Dedicated Service - Veh. Km. Reservations / Scheduling: Manual Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 17,530 19,206 Effective Date: 01/06/2012 Tickets/Cards (unit price) Non-Dedicated Service **Monthly Pass** Cash Free **TOTAL PASSENGERS** 17.530 19,206 Adult \$2.75 \$2.50 \$57.00 Subscription / Pre-booked 0% 75% Child Reservation 0% 22% Student \$2.75 \$47.00 \$2.50 On-Demand / Day of trip 0% 3% Senior \$2.75 \$2.50 \$47.00 1,234 Attendant Cancelled in advance 1.050 Companion No-shows / Cancelled at door 100 child < 5 yrs free Unaccommodated trips 170 Other Number of complaints 2 **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 2 5 Administration \$48,094 Other Operations 1 Operations: Vehicle Mechanics Internal - Dedicated Service \$291,199 \$234,110 General and Administration Contract - Dedicated Service Other Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** 3 5 Contract - Taxi Scrip Union Affiliations: Operators: **IBEW 636** Maintenance (Vehicles & Facilities) \$9,753 **IBEW 636** Mechanics: \$9 614 \$17,816 Other (specify): TOTAL OPERATING EXPENSES \$261,679 \$348,907 Top Operator Wage Rate: \$19.88 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$29.03 Passenger Revenue \$52,650 \$48,770 PERFORMANCE INDICATORS Other Operating Revenue FINANCIAL 2012 2013 **Total Operating Revenue** \$52,650 \$48,770 R/C Ratio 20% 14% Federal Contributions Net Operating Cost / Capita \$6.53 \$9.38 **Provincial Contributions** \$38,339 **Municipal Contributions** \$209,029 \$261,798 Total Exp. / Passenger \$14.93 \$18.17 Total Exp. / Eligible Passenger \$14.93 Other / Donations \$18.17 **TOTAL** \$261,679 \$348,907 Transportation Exp. / Passenger \$14.93 \$15.66 **Dedicated Service CAPITAL EXPENSES** Non-Dedicated Service Vehicles Purchased \$69,031 Transportation Exp. / Hour (Dedicated Service) \$43.53 Debt Servicing **OPERATING** Other Capital Expenses 0.0203 0.0222 Registrants / Capita **TOTAL CAPITAL EXPENSES** \$69,031 0.5478 Passengers / Capita 0.6002 **CAPITAL FUNDING SOURCES** Passengers / Registrant 27 05 27 01 Transit System Passengers / Hour (Dedicated Service) 2.78 Federal Contributions Kms / Passenger (Dedicated Service) 4.58 4.14 **Provincial Contributions** Average Speed (Dedicated Service) 11.52 \$69.031 Municipal Contributions Other / Donations **TOTAL CAPITAL FUNDING** PASSENGER DATA Ded. Service Non-Ded. Service \$69,031 Ambulatory 10,986 Mechanic is under Regular Transit. \* Friday service hours: 0820 - 1220 hrs. Wheelchair/Scooter Users 8,220 Attendants Companions Other (specified) TOTAL 19,206 Veh. Avg. Capacity per Veh. **VEHICLE DATA** Number Peak Wheelchair Ambulatory Non-Accessible Cars N/A Accessible Vans / Minivans Small Buses 3 4 4 6 Other **TOTAL DED. VEHICLES** 3 N/A N/A Vehicle ownership: Municipal Transit System

Vehicle maintenance responsibility:

Accessible taxis:

Municipal Transit System

# **Thunder Bay**

Hagi Comm	····it: Comises for Independ	Jamas Dor	entation convode		100 000	REGISTR		Active	Total
-	unity Services for Independe	·	oulation served: vice area (km²):		109,000 256.0		air/Scooter Users	5:	
Contact:	Catherine Aubut	Com	nmunities served:		256.0 1	Ambulator	•		
Title:	Operations Supervisor - Thu	lunder bay mansit	vice began:		01/01/1975	Attendants			
Telephone:	807-684-2188		vice began. visory Committee me	embers:	N/A	Companio	ins:		
Fax:	807-345-5744		ibility Committee me		N/A	Other:		1 100	6 550
Email:	caubut@thunderbay.ca					Total:		1,109	6,559
Dedicated Se	· · · · · ·	t System/Municipality	Non-Dedicated Se	<del></del>		Eligibility	=	Unable to Board	
	Private	e Contractor(s), number: 1	Taxi Scrip Prograr	m Available: 🗹	<u>1</u>		<b>✓</b> 1	Unable to Use	
	✓ Private	e Non-Profit Org.						Other Criteria	
	LOMETRES & HOURS	2012	2013	SERVICE HC	OURS / SCHEDU				-
	m Dedicated Service	628,728	572,277	Weekday:	0600 to		Sunday:		2300
	n Dedicated Service	628,728	572,277	Saturday:	0600 to	0030	Holiday:	0900 to	2300
	rs Dedicated Service	31,017	31,726	Advanced boo	aking notice:	7	7 day(a)		
	s Dedicated Service	31,017	31,726		ooking notice: tice for reservatio		7 day(s) ) hour(s)		
	ted Service - Veh. Km.			Reservations			Computerized		
	ted Service - Veh. Hrs.				•	Fully Co	Offipulerized		
PASSENGER		75.050	70.400	FARE STRUC			1 1/0-vde		
Dedicated S		75,059	73,406	Effective Date			Tickets/Cards	** - withly Do	Ero
	cated Service	10,009	1,417	* 4 .44	Cash		(unit price)	Monthly Pas	ss Fre
TOTAL PASS		85,068	74,823	Adult	\$2.65		\$2.40	\$74.00	
•	on / Pre-booked	55%	0%	Child	35.05			00	H
Reservation		43%	0%	Student	\$2.65		\$2.40	\$53.00	H
	nd / Day of trip	2%	0%	Senior	\$2.65		\$2.40	\$53.00	
Cancelled in		14,964	14,989	Attendant	20.05			*= . 00	<u>~</u>
	Cancelled at door	998	815	Companion	\$2.65	2:0 (	\$2.40	\$74.00	Ш
Unaccommod		4,070	2,352	Other	20 ride punch r	pass \$40; A	Annual Senior Pa	ass \$477	
Number of co	omplaints	104		EMPLOYEE [	DATA		Full-time	ne Part-tir	me
OPERATING	EXPENSES			Operators			9	14	•
Administratio	n	\$249,720		Other Operation	ions		3	3	
Operations:				Vehicle Mecha					
	- Dedicated Service	\$1,311,062			Administration		2		
	- Dedicated Service			Other					
Contract	- Non-Dedicated Service				IBER OF EMPLO	OYEES	14	17	
	: - Taxi Scrip	\$170,318							
	(Vehicles & Facilities)	\$215,618		Union Amia	itions: Operators		ATU Local 966		
Fuel	•	\$188,810			Mechanic		Dispetabore) AT	111 - aal 066	
TOTAL OPE	RATING EXPENSES	\$2,135,528	\$2,284,998		Other (sp		Dispatchers) ATU	J Locai 900	
OBERATING	REVENUES AND OTHER FL	THENC CONTRIBUTION	^		r Wage Rate: \$	21.05ر			
	iger Revenues and Other Fo	FUNDING CONTRIBUTIONS \$452,440	\$ \$361,707 <sub> </sub>	Top Mechanic	ડ Wage Rate:				
	•	<b>⊅</b> 4∪∠,++∪	कुउए १, १ ७ १	PERFORM	MANCE INDI	ICATOR!	S		
	Operating Revenue	£452 440	£264 707	FINANCIAL	//AITO =	OA. C.	5	2012	2013
•	ating Revenue	\$452,440	\$361,707	R/C Ratio				21%	16%
Federal Cont		¢120 210	i		ng Cost / Capita	<u>.</u>		\$15.30	\$17.64
Provincial Co		\$130,210 \$1,624,928	¢4 704 200	Total Exp. / F				\$25.10	\$17.02
Municipal Co Other / Dona			\$1,791,200 \$138,840	•	_			\$25.10 \$31.07	\$30.54
TOTAL	itions	\$5,000 <b>\$2,212,578</b>	\$138,840 <b>\$2 291 747</b>	•	Eligible Passeng	_		\$31.U <i>1</i>	<b></b>
		\$2,212,578	\$2,291,747	•	on Exp. / Passen	nger		ቀንን ጸፍ	
CAPITAL EXI					cated Service Dedicated Servic			\$22.86	
Vehicles Pur			\$202,031	_	Dedicated Servic on Exp. / Hour (D		Contina)	\$17 02 \$55.31	
Debt Servicir	•		i	· ·		Jeulicaleu C	service)	φυυ.υ ι	
Other Capital	•			OPERATING				3 2200	2 2001
TOTAL CAP	PITAL EXPENSES		\$202,031	Registrants /	•			0.0609	0.0602
CAPITAL FU	INDING SOURCES		i	Passengers /	-			0.7734	0.6865
Transit Syste			i	Passengers /	U			12.71	11.41
Federal Cont			i	-	/ Hour (Dedicate		1	2.42	2.3
Provincial Co			\$202,031		enger (Dedicated	•		8.38	7.80
Municipal Co			<del>-</del> ,	Average Spe	eed (Dedicated S	Service)		20.27	18.04
Other / Dona				•					
	PITAL FUNDING		\$202,031	PASSENC	GER DATA	ŗ	Ded. Service	Non-Ded. Service	e
				Ambulatory	ſy		73,406	1,417	7
This service w	as operated by a sub-contract	tor up until December 31, 20	J13. As of January	Wheelcha'	air/Scooter Users	s			P

1, 2014, the service was operated by a sub-contractor up that December 31, 2015. As or danuary 1, 2014, the service is being operated by Thunder Bay Transit under the brand Lift+ Specialized Transit. Much of the details requested are not available or are suspect; totals only have been included in those areas. More detailed information will be available for the 2014 annual report.

PASSENGER DATA Ambulatory Wheelchair/Scooter Users Attendants Companions	<b>Ded. Service</b> 73,406	Non-Ded. Service 1,417
Other (specified) TOTAL	73,406	1,417

		Veh.	Avg. Capacity per Veh.			
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory		
Non-Accessible Cars			N/A			
Accessible Vans / Minivans	26	11	4	8		
Small Buses						
Other						
TOTAL DED. VEHICLES	26	11	N/A	N/A		
Vehicle ownership:	Municip	ality				
Vehicle maintenance responsibility  Accessible taxis:	y: Private	Operation				

# **Timmins**

Timmins Handy Transit			Population served:		38,622	REGISTRA Wheelchai	RANTS air/Scooter l	· I Iser	Active		Total 452
Contact: Catherine Ve	erreaul	lt	Service area (km²):		24.0	Ambulator		Usuic	152 152		152
Title: Manager of		t	Communities served:		1	Attendants	-		6		6
Telephone: 705-360-260		01	Service began:	·	01/01/1985 N/A	Companio	ns:				
Fax: 705-360-269			Advisory Committee me Eligibility Committee me		N/A N/A	Other:			210		-10
		.w.mmins.ca				Total:		_	610		610
Dedicated Serv. Operated b	by: 🗸	Transit System/Municipality	Non-Dedicated Se	ervice: L Co	ontractors:	Eligibility	Criteria:	<b>✓</b>	Unable to Board		
		Private Contractor(s), number:	r: Taxi Scrip Progra	am Available:				<b>✓</b>	Unable to Use		
		Private Non-Profit Org.			_						
VEHICLE KILOMETRES &			2013		IOURS / SCHEDI		_	-	-	_	=
Rev. Veh. Km Dedicated		,	107,467	Weekday:	0600 to		Sund	-	0830 t		30
Tot. Veh. Km Dedicated		-,	107,467	Saturday:	0630 to	2330	Holid	Jay:	7	to	
Rev. Veh. Hrs Dedicated		,	5,349 5,349	Advanced b	ooking notice:	28	3 day(s)				
Tot. Veh. Hrs Dedicated S Non-Dedicated Service - Ve		,	5,349		otice for reservation		) hour(s)				
Non-Dedicated Service - Ve					s / Scheduling:		ly Compute	erized	ı		
PASSENGER DATA	611. I no	•		FARE STRU	ū						
Dedicated Service		12,812	13,224		ate: 01/01/2013		Tickets/Ca	ards			
Non-Dedicated Service		· <del>-</del> ) -	• - , -	LIIGG	Cash		(unit pri		Monthly I	Pass	Free
TOTAL PASSENGERS		12,812	13,224	Adult	\$2.50		\$2.50	-	* - <u>-</u>		
Subscription / Pre-booked	:d	77%	74%	Child	•		*				<b>✓</b>
Reservation	-	22%	25%	Student	\$2.00		\$2.00	j			
On-Demand / Day of trip		1%	1%	Senior	\$2.00		\$2.00				
Cancelled in advance		1,297	2,493	Attendant	•		•				<b>✓</b>
No-shows / Cancelled at do	oor	10	197	Companion	\$2.50						
Unaccommodated trips		380	342	Other	Children under	r 5 ride free	,				
Number of complaints				EMPLOYEE	- DATA		Fı	ull-tim	ne Pa	rt-time	د
OPERATING EXPENSES				Operators	. DAIA			2		5	*
Administration		\$77,257	\$61,894		ations			_		J	
Operations:				Vehicle Mec							
Internal - Dedicated Ser		\$247,777	\$250,230		d Administration						
Contract - Dedicated Se				Other							
Contract - Non-Dedicate	ed Ser	vice		TOTAL NUM	MBER OF EMPLO	OYEES		2		5	
Contract - Taxi Scrip	- ::::::	. 6227 020	¢475 560	Union Affilia	ations: Operator	rs: C	CUPE Local	al 154	.4		
Maintenance (Vehicles & Fa	acilities		\$175,563 \$20,140		Mechanic		CUPE Local				
Fuel TOTAL OPERATING EXPI	ENGE	\$27,040 <b>\$ \$590,004</b>	\$29,149 <b>\$516.836</b>		Other (sp						
		, ,	\$516,836		or Wage Rate: \$	\$23.92					
	AND O	THER FUNDING CONTRIBUTI		Top Mechan	nic Wage Rate: \$						
Passenger Revenue		\$29,396	\$25,808		_		^				
Other Operating Reve			*-7.000		MANCE INDI	ICATOR	3		2242		2042
Total Operating Revenue	j	\$29,396	\$25,808						<b>2012</b>		<b>2013</b>
Federal Contributions				R/C Ratio	Osat / Canita				5% \$14.52		5% \$12.71
Provincial Contributions		<b>\$560,609</b>	£404.020		ting Cost / Capita / Passenger				\$14.52 \$46.05		\$12.71 \$39.08
Municipal Contributions Other / Depations		\$560,608	\$491,028		/ Passenger						
Other / Donations TOTAL		\$590,004	<b>\$516.836</b>		/ Eligible Passeng	-			\$46.96		\$39.80
		φυσυ,υυ <del>-</del>	\$516,836		tion Exp. / Passer icated Service	nger			\$40.02		\$34.40
CAPITAL EXPENSES					-Dedicated Service	^_			φ+υ.υ∠		φυ⊶υ
Vehicles Purchased					tion Exp. / Hour ([		Service)		\$66.87		\$85.05
Debt Servicing Other Capital Expenses				OPERATING	-	300	<b>C.</b> ,		• -		*
Other Capital Expenses TOTAL CAPITAL EXPENS	e E Q			Registrants					0.0128		0.0158
				Passengers	•				0.3317		0.0136
CAPITAL FUNDING SOUR	CES				s / Registrant				25.88		21.68
Transit System					s / Hour (Dedicate	ed Service)	ı		1.67		2.47
Federal Contributions				_	senger (Dedicated	-			9.39		8.13
Provincial Contributions  Municipal Contributions					peed (Dedicated S	-			15.68		20.09
Municipal Contributions Other / Donations				'							
Other / Donations TOTAL CAPITAL FUNDIN	10			PASSEN	IGER DATA	r	Ded. Servi	rice	Non-Ded. Serv	rvice	
TOTAL GAPTIAL LOND	.G 			Ambulato		=	12,98		Non Doar Co.	VICC	I
Dispatchers, mechanics, adn	ministra	ation and maintenance staff are s	shared with the	-11	nair/Scooter Users	<b>c</b>	· <del>-</del> ,-	00			ı
conventional bus service.				Attendan		,	2	239			1
				Compani				•			ı
				Other (sp							I
				TOTAL	•		13,2	<b>224</b>			

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

**Toronto** 

Wheel-Trans	<b>s</b>		Population served:		2,791,100	REGIST	<b>RANTS</b> nair/Scoote	r Heore:	<b>Active</b> 10,900	<b>Total</b> 10,900
Contact:	Margaret Gomes		Service area (km²):		630.0	Ambulat		i Useis.	20,300	20,300
Title:	Budget & Research	Analyst	Communities served:		1	Attendar			20,000	20,000
Telephone:	416-393-4963	-	Service began:		01/01/1975	Compan				
Fax:	416-338-0139		Advisory Committee me		15	Other:				
Email:	margaret.gomes@tte	c.ca	Eligibility Committee me	embers:	15	Total:			31,200	31,200
Dedicated Se	erv. Operated by: 🗸	Transit System/Municipality	Non-Dedicated Se	ervice: 🗹 Cor	ntractors: 2	Eligibili	ty Criteria:	:	Jnable to Board	
	<b>~</b>	Private Contractor(s), number:	3 Taxi Scrip Progra	m Available:	7				Jnable to Use	
		Private Non-Profit Org.			_				Other Criteria	
		i iivate ivoii i ioiit oig.						•	other officia	
VEHICLE KIL	OMETRES & HOURS	2012	2013	SERVICE HO	OURS / SCHED	ULING				
	n Dedicated Service	15,351,707	15,096,706	Weekday:	0000 to			nday:	0000 1	
	Dedicated Service	19,189,607	18,870,906	Saturday:	0000 to	2400	Hol	iday:	0000	to 2400
	s Dedicated Service Dedicated Service	729,322 911,622	737,760 914,860	Advanced bo	oking notice:		7 day(s)			
	ed Service - Veh. Km.	4,783,025	5,393,027	Minimum noti	ice for reservation	on: 3	.0 hour(s)			
	ed Service - Veh. Hrs.	154,428	172,685	Reservations	/ Scheduling:	Fully	Computeriz	zed		
<b>PASSENGER</b>	DATA	- ,	,	FARE STRU	CTURE					
Dedicated S	Service	2,293,114	2,160,340	Effective Date	e: 01/01/2013		Tickets/0	Cards		
	ated Service	652,603	735,164		Cash		(unit p	rice)	Monthly	Pass Fre
TOTAL PASS		2,945,717	2,895,504	Adult	\$3.00		\$2.6	5	\$128.5	.0
	n / Pre-booked	45%	45%	Child	\$0.75		\$0.60			
Reservation	า d / Day of trip	54% 1%	54% 1%	Student	\$2.00		\$1.80		\$106.0	_
				Senior	\$2.00		\$1.80	U	\$106.0	,0 <u> </u>
Cancelled in		826,008	1,035,548	Attendant Companion						
Unaccommod	cancelled at door	88,300 61,330	90,127 83,023	Other						
Number of co	•	2,486	3,093				_		_	
OPERATING	•	2,100	0,000	EMPLOYEE	DATA			ull-time	e Par	rt-time
Administration		\$13,891,996	\$12,543,852	Operators Other Operati	ione			342 77		
Operations:		Ψ.0,00.,000	ψ.2,0.0,002	Vehicle Mech				86		
Internal -	Dedicated Service	\$34,791,386	\$35,476,441		Administration			8		
Contract -	- Dedicated Service	\$20,103,165	\$19,859,035	Other						
	<ul> <li>Non-Dedicated Serving</li> </ul>	ce \$12,625,122	\$14,477,871	TOTAL NUM	BER OF EMPLO	OYEES	:	513		
	- Taxi Scrip	#45 000 000	045 000 704	Union Affilia	tions: Operator	s:	ATU Local	113		
Fuel	(Vehicles & Facilities)	\$15,898,960 \$2,712,997	\$15,808,784		Mechani	cs:	ATU Local	113		
	RATING EXPENSES	\$3,713,887 <b>\$101,024,516</b>	\$3,697,841 <b>\$101,863,824</b>		Other (sp	pecify):				
				Top Operator	Wage Rate: \$	31.40				
		HER FUNDING CONTRIBUTI		Top Mechanic	c Wage Rate: \$	38.51				
-	ger Revenue	\$5,567,087	\$5,654,684	PERFORM	MANCE IND	ICATOR	25			
	perating Revenue	¢E 567.007	¢E CEA COA	FINANCIAL	III III III III III III III III III II	.0/(101			2012	2013
Federal Cont	•	\$5,567,087	\$5,654,684	R/C Ratio					6%	69
Provincial Co				Net Operatir	ng Cost / Capita				\$34.20	\$34.4
Municipal Co		\$95,457,429	\$96,209,140	Total Exp. /	Passenger				\$34.30	\$35.18
Other / Dona	tions			Total Exp. / I	Eligible Passeng	ger			\$34.30	\$35.1
TOTAL		\$101,024,516	\$101,863,824	Transportation	on Exp. / Passer	nger				
CAPITAL EXP	PENSES				ated Service				\$32.49	\$34.6
Vehicles Pure	chased	\$27,647,212			Dedicated Service		0		\$19.35	\$19.6
Debt Servicin	ng			-	on Exp. / Hour ([	Dedicated	Service)		\$81.73	\$81.8
Other Capital		\$3,385,881	\$2,456,826	OPERATING					0.0400	0.044
TOTAL CAP	ITAL EXPENSES	\$31,033,093	\$2,456,826	Registrants Passengers	•				0.0168 1.0554	0.0112 1.0374
-	NDING SOURCES				/ Registrant				62.94	92.80
Transit Syste					/ Hour (Dedicate	ed Service	e)		3.14	2.93
Federal Cont				L.	enger (Dedicated		•		6.69	6.99
Provincial Co Municipal Co		\$31,033,093	\$2,456,826	Average Spe	eed (Dedicated	Service)			21.05	20.40
Other / Dona		\$31,033,093	\$2,450,020	•						
	ITAL FUNDING	\$31,033,093	\$2,456,826	PASSENG	GER DATA		Ded. Ser	vice	Non-Ded. Ser	vice
		· , ,		Ambulator	ry		1,490,	097	729,	,433
					ir/Scooter Users	3	670,	243	5,	,731
				Attendants						
				Companio						
				Other (spe	edileu)		2,160,	340	725	,164
				LIGIAL			۷,100,	J-10	1 35,	,
								Val-	A C	
				VEHICLE	DATA	NI-	ımber	Veh. Peak	Avg. Capaci Wheelchair	ity per Veh. ∣ Ambulatory
				Non-Acces		NU	130	90	wneeicnair N/A	Ambuidtory
					Vans / Minivans	S	162	154	1	2
				Small Buse			221	168	4	8
				Other						Ì
				TOTAL DE	D. VEHICLES		513	412	N/A	N/A
				Vehicle own			Transit Co			
				Vehicle ma	intenance resno	neihility:	Trancit C	ommicci	on	

Accessible taxis:

173

# **Trent Hills**

I I CIIC I	11113					REGISTE	RANTS		Active	Total
Venture Van			Population served:		12,604	Wheelch	air/Scooter U	sers:	219	219
Contact:	Charlotte Clay-Ireland		Service area (km²):		509.5	Ambulato	ory:		454	454
Title:	Transportation Coord	mator	Communities served:		1	Attendan	ts:		146	140
Telephone:	905-885-0466		Service began:		06/05/1992	Compani	ons:			
Fax:	905-885-1818		Advisory Committee me		9	Other:				
Email:	c.clay-ireland@comm	icare.ca	Eligibility Committee me	embers:	N/A	Total:			819	819
Dedicated Ser	rv. Operated by: T	ransit System/Municipality	Non-Dedicated Se	ervice: Co	ntractors:	Eliaibility	y Criteria:	<b>7</b> (	Jnable to Board	
Dodioatoa Col	·				_	9				
		rivate Contractor(s), number:	Taxi Scrip Prograr	n Avallable: L	_			_	Inable to Use	
	<b>✓</b> P	Private Non-Profit Org.							Other Criteria	
	OMETRES & HOURS	2012	2013		OURS / SCHEDU					
	Dedicated Service	108,758	114,381	Weekday:	0800 to	1700	Sunda	•		to
	- Dedicated Service	135,323	145,431	Saturday:	to		Holida	ıy:		to
	Dedicated Service	3,613	4,032	Advanced be	ooking notice:		7 day(s)			
	- Dedicated Service	4,325	4,805		tice for reservatio		) hour(s)			
	d Service - Veh. Km.				s / Scheduling:		lly Computeri	hori		
	d Service - Veh. Hrs.				ū	Faitia	ily Computen	zeu		
PASSENGER				FARE STRU						
Dedicated S		4,348	5,033	Effective Dat	te: 01/01/2012		Tickets/Car			
Non-Dedica					Cash		(unit price	e)	Monthly	Pass Fr
TOTAL PASSI		4,348	5,033	Adult	\$4.00		\$3.33			_
Subscription	n / Pre-booked	50%	50%	Child	\$4.00		\$3.33			L
Reservation		50%	50%	Student	\$4.00		\$3.33			L
On-Demand	d / Day of trip	0%	0%	Senior	\$4.00		\$3.33			L
Cancelled in a	advance	314	641	Attendant						_
	ancelled at door	34	42	Companion						L
Unaccommod	ated trips	20	25	Other						
Number of co	•	5	5	EMDL OVEE	DATA		F	1 4:	Do	
OPERATING E	•	· ·	ŭ	EMPLOYEE	DATA		Full	l-time	e Pai	rt-time
Administration		\$48.159	\$45,910	Operators						3
Operations:	'	φ40,139	φ <del>4</del> 3,910	Other Operat						
•	Dedicated Service	\$130,196	\$146,952	Vehicle Mech						
	Dedicated Service	\$130,190	\$140,932		Administration		1	l		
	Non-Dedicated Service	20		Other		.VEE0				_
	Taxi Scrip	·C		IOIAL NUM	IBER OF EMPLO	YEES	•	1		3
	(Vehicles & Facilities)	\$7,475	\$31,880	Union Affilia	tions: Operators	s:				
Fuel	(Verilcies & Lacillies)	\$26,632	φ51,000		Mechanic	S:				
	RATING EXPENSES	\$212,462	\$224,742		Other (sp	ecify):				
TOTAL OF ER	ATING EXPENSES	\$212,402	<b>\$224,142</b>	Top Operato	r Wage Rate: \$	14.58				
<b>OPERATING I</b>	REVENUES AND OTH	IER FUNDING CONTRIBUTI	ONS		ic Wage Rate:					
Passeng	er Revenue	\$31,699	\$39,810	• '	•		_			
Other Op	perating Revenue	\$32,370	\$24,961	PERFOR	MANCE INDI	CATOR	S			
Total Operati	ing Revenue	\$64,069	\$64,771	FINANCIAL					2012	2013
Federal Contr	ibutions			R/C Ratio					30%	29
Provincial Co	ntributions	\$92,190	\$106,914	Net Operati	ng Cost / Capita				\$11.77	\$12.6
Municipal Cor	ntributions	\$38,500	\$51,750	Total Exp. /	Passenger				\$48.86	\$44.6
Other / Donat	ions	\$17,703	\$408	Total Exp. /	Eligible Passeng	er			\$49.83	\$45.0
TOTAL		\$212,462	\$223,843	Transportati	ion Exp. / Passen	aer				
CAPITAL EXP	ENGEG				cated Service	J -			\$37.79	\$35.5
Vehicles Purc				Non-	Dedicated Servic	e				
Debt Servicing				Transportati	ion Exp. / Hour (D	Dedicated	Service)		\$37.99	\$37.2
Other Capital	•			OPERATING	3					
	TAL EXPENSES			Registrants					0.0365	0.065
				Passengers	•				0.3450	0.399
	IDING SOURCES				/ Registrant				9.45	6.1
Transit Syster					s / Registrant s / Hour (Dedicate	ed Service	)		1.20	1.2
Federal Contr					enger (Dedicated		,		25.01	22.7
Provincial Co					eriger (Dedicated S	-			30.10	28.3
Municipal Cor				, worage op					55.10	
Other / Donat										
TOTAL CAPI	TAL FUNDING				GER DATA		Ded. Servic		Non-Ded. Ser	vice
				Ambulato	•		2,03			
					air/Scooter Users		2,95			
				Attendant			4	7		
				Companie						
				Other (sp	ecified)			_		
				TOTAL			5,03	3		
					·		Ve	eh.	Avg. Capaci	ity per Veh
				VEHICLE	DATA	Nin		eak	Wheelchair	Ambulatory
					ssible Cars				N/A	
				1 1	e Vans / Minivans	;	1	1	2	1
				Small Bus			1	1	4	8
				Other				•		
				1 1	ED. VEHICLES		2	2	N/A	N/A
									,	* *** *
_				Vehicle ow	•	neihilita	Non-Profit O			
				v enicle ma	aintenance respor	ioibility.	Non-Profit O	иyanı	<b>Δαι</b> ΟΙΙ	

Accessible taxis:

# Wallaceburg

CK Transit W Contact: Title: Telephone: Fax: Email:	Valiaceburg Accessi Jan Metcalfe Engineering Technology 519-360-1998 x330 519-436-3240 janm@chatham-ker env. Operated by:	ologist 01 ent.ca Transit System/Municipality	Population served: Service area (km²): Communities served: Service began: Advisory Committee me Eligibility Committee me Non-Dedicated Se	embers:	11,000 10.7 1 01/09/1991 N/A N/A ntractors:	REGISTRAI Wheelchair/ Ambulatory: Attendants: Companions Other: Total: Eligibility C	r/Scooter r: :: ns:	<b>✓</b>	rs:	Use		Total 129 335 134 598
VEHICLE KILO	OMETRES & HOUR	S 2012	2013	SERVICE HO	OURS / SCHEDI	ULING						
	n Dedicated Service	- ,	25,196	Weekday:	0700 to	1700	Sund	day:	(	0900 to		00
	Dedicated Service	. ,	25,196	Saturday:	0900 to	1700	Holid	day:		to	to	
	s Dedicated Service	-,	3,352	Advanced bo	nokina notice:	1 ć	day(s)					
	s Dedicated Service ed Service - Veh. Km.	The state of the s	3,352		tice for reservation		nour(s)					
	ed Service - Veh. Hrs.			Reservations	s / Scheduling:	Manual						
PASSENGER		•		FARE STRU	CTURE							
Dedicated S	Service	7,248	7,615	Effective Date	e: 01/01/2007		ickets/Ca					
Non-Dedica					Cash	,	(unit pri	-	Mc	onthly F	ass	Fre
TOTAL PASSI		7,248	7,615	Adult	\$3.00		\$3.00					
	n / Pre-booked	0%	0%	Child	\$3.00		\$3.00					H
Reservation On-Demand	n d / Day of trip	100% 0%	100% 0%	Student	\$3.00		\$3.00					H
				Senior Attendant	\$3.00		\$3.00					~
Cancelled in a	advance Cancelled at door	601	625	Companion	\$3.00							Ħ
Unaccommod				Other	Ψ0.00							
Number of cor					DATA		е.	-II 4in	•	Dor	4 41 ma	
OPERATING E	-			EMPLOYEE Operators	DATA		ru	ull-tim	10	Pari	t-time	
Administration		\$10,857	\$10,857	Other Operat	ions							
Operations:				Vehicle Mech								
	Dedicated Service	\$4,352	\$4,330		Administration							
	- Dedicated Service	\$135,785	\$141,287	Other								
	<ul> <li>Non-Dedicated Serv</li> </ul>	vice		TOTAL NUM	BER OF EMPLO	OYEES						
	<ul> <li>Taxi Scrip</li> <li>(Vehicles &amp; Facilities</li> </ul>	e)		Union Affilia	tions: Operator	'S:						
Fuel	(Veriicles & Lacinaco	\$7,308	\$5,096		Mechanic							
	RATING EXPENSES		\$161,570		Other (sp	ecify):						
		•	•	Top Operator	•							
	ger Revenue	THER FUNDING CONTRIBUT \$19,974		Top Mechanic	c Wage Rate:							
•	perating Revenue	φιο,σιπ	φισ,υιπ	PERFOR	MANCE INDI	<b>ICATORS</b>	,					
Total Operati	-	\$19,974	\$19,374	FINANCIAL					20	012		2013
Federal Contr	_	¥:=;*	¥:-,	R/C Ratio						13%		12%
Provincial Cor			\$8,840	Net Operatir	ng Cost / Capita					2.58		\$12.93
Municipal Cor	ntributions	\$138,328	\$133,356	Total Exp. /	Passenger				\$21	1.84		\$21.22
Other / Donat	tions	*			Eligible Passeng	-			\$22	2.60		\$21.92
TOTAL		\$158,302	\$161,570		on Exp. / Passer	nger			<b>CO</b> (	- ^ 4		^ + ^ <b>7</b> (
CAPITAL EXP					cated Service Dedicated Servic				ֆ∠∪	0.34		\$19.79
Vehicles Purc					on Exp. / Hour (E		rvice)		\$44	4.15		\$44.96
Debt Servicing	•			OPERATING		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	11.00,		Ŧ			Ψ
Other Capital	I Expenses ITAL EXPENSES			Registrants					0.0	)596		0.0544
				Passengers	-					5589		0.6923
	NDING SOURCES				/ Registrant					1.07		12.73
Transit Syster Federal Contr					/ Hour (Dedicate	-				2.17		2.27
Provincial Con					enger (Dedicated	-				3.15		3.3
Municipal Cor				Average Sp	eed (Dedicated S	Service)			t	6.83		7.52
Other / Donat												
TOTAL CAPI	ITAL FUNDING				GER DATA	D€	ed. Servi		Non-De	d. Serv	/ice	
				Ambulator	•	_	6,4					
				Attendants	air/Scooter Users	j		906 245				
				Companio			_	45				
				Other (spe								
				TOTAL	,		7,6	<del>ن</del> 15				
				<u> </u>								
							-	Veh.	Avg. (	Capacit	tv ner \	Veh.
				VEHICLE	DATA	Numb	_	Peak			• •	ılatory
				Non-Acces	sible Cars					N/A		
				Accessible	Vans / Minivans	s						

VEHICLE DATA  Non-Accessible Cars  Accessible Vans / Minivans	Number	Peak	Wheelchair N/A	Ambulatory
Small Buses Other	2	1	3	4
TOTAL DED. VEHICLES	2	1	N/A	N/A
Vehicle ownership: Vehicle maintenance responsibilit Accessible taxis:		ted Opera ted Opera		

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2013 Operating Data Page 73 Waterloo Region - Rural REGISTRANTS Active Total Woolwich Transit Inc. o/a Kiwanis Transit 55.000 Population served: Wheelchair/Scooter Users: 553 553 Service area (km²): 843.0 902 902 Cheryl Fisher Ambulatory: Communities served: 3 KT Transit Manager Title: Attendants: Service began: 02/07/1992 Telephone: 519-669-4533 x223 Companions: Advisory Committee members: 13 519-669-3124 Fax: Other: Eligibility Committee members: N/A Email: cheryl@k-transit.com Total: 1.455 1,455 Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 3 Eligibility Criteria: Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: 1 Unable to Use ✓ Private Non-Profit Org. ✓ Other Criteria **VEHICLE KILOMETRES & HOURS** 2012 2013 SERVICE HOURS / SCHEDULING Rev. Veh. Km. - Dedicated Service 444,108 511,135 Weekday: 0600 to 1800 Sunday: to Tot. Veh. Km. - Dedicated Service 444 108 511.135 0700 to 1700 to Saturday: Holiday: Rev. Veh. Hrs. - Dedicated Service 11,733 14,774 Advanced booking notice: 30 day(s) Tot. Veh. Hrs. - Dedicated Service 11,733 14,774 Minimum notice for reservation: 48.0 hour(s) Non-Dedicated Service - Veh. Km. 43,515 80.772 Reservations / Scheduling: **Fully Computerized** Non-Dedicated Service - Veh. Hrs. 655 1,176 PASSENGER DATA **FARE STRUCTURE Dedicated Service** 37,802 37,858 Effective Date: 01/07/2013 Tickets/Cards (unit price) Non-Dedicated Service 3.658 5.432 **Monthly Pass** Cash Free **TOTAL PASSENGERS** 41,460 43,290 Adult \$3.00 \$2.30 \$72.00 Subscription / Pre-booked 71% 69% Child \$60.00 \$3.00 \$2.00 Reservation 28% 30% Student \$3.00 \$2.00 \$60.00 On-Demand / Day of trip 1% 1% Senior \$60.00 \$3.00 \$2.00 7,884 6,979 Attendant Cancelled in advance Companion \$3.00 No-shows / Cancelled at door 198 257 Other Unaccommodated trips 520 624 Number of complaints **EMPLOYEE DATA Full-time** Part-time **OPERATING EXPENSES** Operators 5 5 Administration Other Operations 2 1 Operations: Vehicle Mechanics Internal - Dedicated Service General and Administration Contract - Dedicated Service \$965,042 \$1,111,755 Other Contract - Non-Dedicated Service \$94.978 \$171.523 **TOTAL NUMBER OF EMPLOYEES** 6 Contract - Taxi Scrip Union Affiliations: Operators: Maintenance (Vehicles & Facilities) Mechanics Other (specify): **TOTAL OPERATING EXPENSES** \$1,060,020 \$1,283,278 Top Operator Wage Rate: \$21.58 Top Mechanic Wage Rate: 35 PERFORMANCE INDICATORS 5

OPERATING REVENUES AND OTHER F	UNDING CONTRIBUTIONS	
Passenger Revenue	\$143,722	\$102,865
Other Operating Revenue		
Total Operating Revenue	\$143,722	\$102,865
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$930,796	\$1,150,896
Other / Donations		
TOTAL	\$1,074,518	\$1,253,761
CAPITAL EXPENSES		
Vehicles Purchased		
Debt Servicing		

\$43,000

\$43,000

FINANCIAL	2012	2013
R/C Ratio	14%	8%
Net Operating Cost / Capita	\$16.66	\$21.46
Total Exp. / Passenger	\$25.57	\$29.64
Total Exp. / Eligible Passenger	\$27.44	\$32.74
Transportation Exp. / Passenger		
Dedicated Service	\$25.53	\$29.37
Non-Dedicated Service	\$25.96	\$31.58
Transportation Exp. / Hour (Dedicated Service)	\$82.25	\$75.25
OPERATING		
Registrants / Capita	0.0248	0.0265
Passengers / Capita	0.7538	0.7871
Passengers / Registrant	30.44	29.75
Passengers / Hour (Dedicated Service)	3.22	2.56
Kms / Passenger (Dedicated Service)	11.75	13.50
Average Speed (Dedicated Service)	37.85	34.60

TOTAL CAPITAL FUNDING	\$43,000
Other / Donations	\$43,000
Municipal Contributions	
Provincial Contributions	

Other Capital Expenses

Transit System

Federal Contributions

**TOTAL CAPITAL EXPENSES** 

**CAPITAL FUNDING SOURCES** 

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	27,213	4,448
Wheelchair/Scooter Users	6,550	984
Attendants	4,095	
Companions		
Other (specified)		
TOTAL	37,858	5,432

Accessible taxis:

		Veh.	Avg. Capac	ity per Veh.
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	6	5	6	12
Other				
TOTAL DED. VEHICLES	6	5	N/A	N/A
Vehicle ownership:	Region	al Municipa	ality	
Vehicle maintenance responsibility	y: Non-Pr	ofit Organi	zaton	

Total

3.469

4,158

7,627

Free

2013

\$15.89

\$29.70

\$41.48

\$38.82

\$15 27

\$96.77

0.0153

0.5852

38 17

2.54

8.05

20.48

9%

1.318

1,581

2.899

0730 to 0130

0730 to 0130

**Monthly Pass** 

\$68.00

\$56.00

\$56.00

\$56.00

Part-time

12

5

17

2012

\$15.14

\$28.88

\$40.29

\$37.25

\$14 67

0.0149

0.5750

38 61

2.45

9.28

22.75

9%

Unable to Use ✓ Other Criteria

# Waterloo Region - Urban

REGISTRANTS Grand River Transit Mobility/PLUS (Urban Area) 497 500 Population served: Wheelchair/Scooter Users: Service area (km²): 315.8 Ambulatory: Communities served: Manager, Finance & Administration (GRT) Title: Attendants: Service began: 01/01/1973 Telephone: 519-585-7597 x7218 Companions: Advisory Committee members: 12 519-585-1060 Other: Fax: Eligibility Committee members: Email: bliesemer@regionofwaterloo.ca Total: Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: ✓ Contractors: 4 Eligibility Criteria: ✓ Unable to Board Taxi Scrip Program Available: Private Contractor(s), number: Private Non-Profit Org. **VEHICLE KILOMETRES & HOURS** 2012 2013 SERVICE HOURS / SCHEDULING 1,168,465 Rev. Veh. Km. - Dedicated Service 1,336,422 Weekday: 0500 to 0130 Sunday: Tot Veh Km - Dedicated Service 1 363 696 1,192,311 0530 to 0130 Saturday: Holiday: Rev. Veh. Hrs. - Dedicated Service 58,752 57,044 Advanced booking notice: 7 day(s) Tot. Veh. Hrs. - Dedicated Service 64,627 58,208 Minimum notice for reservation: 48.0 hour(s) Non-Dedicated Service - Veh. Km. Reservations / Scheduling: **Fully Computerized** Non-Dedicated Service - Veh. Hrs. PASSENGER DATA **FARE STRUCTURE Dedicated Service** 143,972 145,085 Effective Date: 01/07/2013 Tickets/Cards (unit price) Non-Dedicated Service 140.055 146.025 Cash TOTAL PASSENGERS 284,027 291,110 Adult \$3.00 \$2.30 Subscription / Pre-booked 55% 55% Child \$3.00 \$2.00 Reservation 45% 45% Student \$3.00 \$2.00 On-Demand / Day of trip 0% 0% Senior \$3.00 \$2.00 21,510 43,547 Attendant Cancelled in advance Companion No-shows / Cancelled at door 7,649 5,721 Other Children under 5 ride free Unaccommodated trips 3,197 3,584 Number of complaints 305 317 **EMPLOYEE DATA Full-time OPERATING EXPENSES** Operators 34 Administration \$785,273 \$785.529 Other Operations 6 Operations: Vehicle Mechanics Internal - Dedicated Service \$4,251,891 \$4,384,308 General and Administration 10 Contract - Dedicated Service Other \$1,385,764 \$1,542,378 Contract - Non-Dedicated Service **TOTAL NUMBER OF EMPLOYEES** 50 Contract - Taxi Scrip \$669,294 \$687,052 Union Affiliations: Operators: **UNIFOR Local 4304** Maintenance (Vehicles & Facilities) \$696,412 \$835,588 **UNIFOR Local 4304** Mechanics \$414.969 \$412.794 (Clerical Staff) CUPE Local 1883 Other (specify): TOTAL OPERATING EXPENSES \$8,203,859 \$8,647,393 Top Operator Wage Rate: \$27.85 **OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS** Top Mechanic Wage Rate: \$31.60 Passenger Revenue \$350,952 \$362,803 PERFORMANCE INDICATORS \$381,470 Other Operating Revenue \$371.611 **FINANCIAL Total Operating Revenue** \$722,563 \$744,273 R/C Ratio Federal Contributions Net Operating Cost / Capita **Provincial Contributions** \$911,486 \$941,026 **Municipal Contributions** \$6,569,810 \$6,962,094 Total Exp. / Passenger Total Exp. / Eligible Passenger Other / Donations **TOTAL** \$8,203,859 \$8,647,393 Transportation Exp. / Passenger Dedicated Service **CAPITAL EXPENSES** Non-Dedicated Service Vehicles Purchased \$184,019 \$569,223 Transportation Exp. / Hour (Dedicated Service) Debt Servicing **OPERATING** Other Capital Expenses \$247,135 \$10,327 Registrants / Capita **TOTAL CAPITAL EXPENSES** \$431,154 \$579,550 Passengers / Capita **CAPITAL FUNDING SOURCES** Passengers / Registrant Transit System Passengers / Hour (Dedicated Service) Federal Contributions Kms / Passenger (Dedicated Service) **Provincial Contributions** Average Speed (Dedicated Service) **Municipal Contributions** \$579.550 \$431 154 Other / Donations

Other Eligibility Criteria: CNIB registrant. \* In June 2008 MobilityPLUS started a Commuter Service for persons with cognitive disabilities. In 2013, 9,041 passengers were carried. All MobilityPLUS registrants have access to TaxiSCRIP as well as complimentary rides on conventional GRT routes. There were approximately 143,943 rides provided on GRT conventional transit for registrants of MobilityPLUS. \* In 2013, MobilityPLUS also GRT conventional transit for registrants of MobilityPLUS. provided 2,182 rides for 77 registered clients in the Township of North Dumfries. This service is contracted to local taxi companies, with expenses of \$38,166 and revenues of \$2.628

\$431,154

**TOTAL CAPITAL FUNDING** 

Ded. Service	Non-Ded. Service	
68,692	63,991	
63,479	12,296	
12,914		
	69,738	
145,085	146,025	
	68,692 63,479 12,914	68,692 63,991 63,479 12,296 12,914 69,738

		Veh.	Avg. Capacity per Veh.			
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory		
Non-Accessible Cars			N/A			
Accessible Vans / Minivans	30	25	6	7		
Small Buses						
Other						
TOTAL DED. VEHICLES	30	25	N/A	N/A		
Vehicle ownership:	Region	al Transit S	System			
Vehicle maintenance responsibilit  Accessible taxis: 21	ty: Region	al Transit S	System			

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

Accessible taxis:

CUTA/MTO Ontario Specialized Transit Services Fact Book - 2013 Operating Data Page 75 Welland

Title: V Telephone: 9 Fax: 9 Email: lo	orraine Denis WellTrans Co-ordina 905-735-1700 x3102 905-732-9422 orraine.denis@ wella Operated by:	tor	Population served: Service area (km²): Communities served: Service began: Advisory Committee me Eligibility Committee me Non-Dedicated Se	embers: ervice: C	50,331 86.0 1 01/08/1981 N/A N/A ontractors:	REGISTRAN Wheelchair/S Ambulatory: Attendants: Companions Other: Total: Eligibility Cr	Scooter Users:	823 844 250 1,917 Unable to Board Unable to Use Other Criteria	Total 823 844 250 1,917
VEHICLE KILON	METRES & HOURS	2012	2013	SERVICE I	HOURS / SCHEDU	JLING			
Tot. Veh. Km Rev. Veh. Hrs Tot. Veh. Hrs Non-Dedicated	- Dedicated Service Dedicated Service - Dedicated Service Dedicated Service Dedicated Service Service - Veh. Km. Service - Veh. Hrs.	88,004 94,561 5,450 6,080	87,348 93,593 5,522 6,077	Minimum n	0715 to 0930 to 000king notice: otice for reservations / Scheduling:	14 da	our(s)		to to
PASSENGER D Dedicated Se Non-Dedicate	rvice	16,347	16,122	FARE STR Effective Da	UCTURE ate: 01/07/2013 Cash		ckets/Cards unit price)	Monthly	Pass Free
Subscription / Reservation	Pre-booked	<b>16,347</b> 56% 43%	<b>16,122</b> 55% 44%	Adult Child Student	\$2.75 \$2.75 \$2.75		\$2.20 \$2.20 \$2.20		
On-Demand / Cancelled in ad No-shows / Car	vance ncelled at door	1% 2,934 74	1% 2,744 121	Senior Attendant Companion Other	\$2.75 \$2.75 \$2.75 free with CNIB	card	\$2.20 \$2.20 \$2.20		
Unaccommodal Number of com OPERATING EX Administration	plaints	375 10 \$117,528	380 12 \$120,127	EMPLOYE Operators Other Opera	E DATA	caru	Full-tim 2	ie Pai	r <b>t-time</b> 3 1
Contract - D	edicated Service Dedicated Service Non-Dedicated Servi	\$204,166	\$213,142	Vehicle Med General and Other	chanics d Administration	\\F <b>F</b> 0	1		1 2
Contract - T Maintenance (V Fuel		\$49,765 \$30,536 <b>\$401,995</b>	\$46,648 \$34,426 <b>\$414,343</b>		MBER OF EMPLO iations: Operators Mechanic Other (sp	s: ATU	3 J Local 1633 J Local 1633		7
		HER FUNDING CONTRIBUT			or Wage Rate: \$3 nic Wage Rate: \$3				
Passenger Other Ope Total Operatin	rating Revenue	\$40,867 \$828 <b>\$41,695</b>	\$36,390 \$770 <b>\$37,160</b>	•	RMANCE INDI			2012	2013
Federal Contrib Provincial Cont Municipal Contr	outions ributions ributions	\$360,300	\$377,183	Total Exp.	ting Cost / Capita / Passenger			10% \$7.16 \$24.59	9% \$7.49 \$25.70
Other / Donatio TOTAL CAPITAL EXPE		\$401,995	\$414,343	Transporta	/ Eligible Passeng tion Exp. / Passen licated Service			\$26.44 \$17.40	\$27.37 \$18.25
Vehicles Purcha Debt Servicing Other Capital E	ased	\$98,242	\$116,539		n-Dedicated Servic tion Exp. / Hour (D IG		vice)	\$46.79	\$48.41
TOTAL CAPITAL FUND Transit System	AL EXPENSES DING SOURCES	\$98,242	\$116,539	J	•	ed Service)		0.0358 0.3248 9.07 3.00	0.0381 0.3203 8.41 2.92
Federal Contrib Provincial Cont Municipal Contr Other / Donatio	ributions ributions	\$98,242	\$116,539	Kms / Pas	senger (Dedicated speed (Dedicated S	Service)		5.38 16.15	5.42 15.82
TOTAL CAPITA		\$98,242	\$116,539	Ambulat	NGER DATA ory nair/Scooter Users		9,200	Non-Ded. Ser	vice
				Attendar Compan Other (s	nts iions		5,941 981 <b>16,122</b>		
					E DATA essible Cars le Vans / Minivans	Numbe	Veh. er Peak	Avg. Capaci Wheelchair N/A	ity per Veh. Ambulatory
				Small Bu Other			5 3 <b>5 3</b>	5 N/A	14 N/A

west Eigin					REGISTRANTS	Activ	e Total
Four Counties Transportation		Population served:		22,955	Wheelchair/Scooter U		16
Contact: Spencer Pray		Service area (km²):		1,555.0	Ambulatory:	82	82
Title: Financial Assistan	nt	Communities served:		4	Attendants:		
Telephone: 519-785-0560		Service began: Advisory Committee me		NI/A	Companions:		
Fax: 519-785-0644		Eligibility Committee me		6	Other:		00
Email: spray@westelgin.i	_	,			Total:	98	98
Dedicated Serv. Operated by:		Non-Dedicated Se		actors:	Eligibility Criteria:	Unable to Boar	r <b>d</b>
L	Private Contractor(s), number	r: Taxi Scrip Progra	am Available: 🔲			✓ Unable to Use	
	Private Non-Profit Org.					Other Criteria	
VEHICLE KILOMETRES & HOU	RS 2012	2013	SERVICE HOU	IRS / SCHEDU	II ING		
Rev. Veh. Km Dedicated Servi		69,103	Weekday:	0900 to		lav:	to
Tot. Veh. Km Dedicated Service	· · · · · · · · · · · · · · · · · · ·	69,103	Saturday:	to	Holida	•	to
Rev. Veh. Hrs Dedicated Servi	· · · · · · · · · · · · · · · · · · ·	1,828	•			ay.	
Tot. Veh. Hrs Dedicated Service		1,828	Advanced book		1 day(s)		
Non-Dedicated Service - Veh. Kr			Minimum notice				
Non-Dedicated Service - Veh. Hr	rs.		Reservations / S	Scheduling:	Manual		
PASSENGER DATA			FARE STRUCT				
Dedicated Service	2,882	3,116	Effective Date:		Tickets/Ca		_
Non-Dedicated Service				Cash	(unit pric	ce) Month	ly Pass Free
TOTAL PASSENGERS	2,882	3,116	Adult	\$5.00			
Subscription / Pre-booked	100%	100%	Child	\$5.00			
Reservation	0%	0%	Student	\$5.00			Ш
On-Demand / Day of trip	0%	0%	Senior	\$5.00			
Cancelled in advance	120	128	Attendant	\$5.00			
No-shows / Cancelled at door	5	4	Companion	\$5.00			
Unaccommodated trips			•	•	Area and regular serv	rice hrs \$25.00/hr plu	us \$0.70/km
Number of complaints					_	•	
OPERATING EXPENSES			Operators	AIA	Fui	III-time P	Part-time
Administration	\$4,879	\$4,609	Operators				2
Operations:	ψ+,υ, υ	Ψ+,000	Other Operation				
Internal - Dedicated Service	\$38,248	3 \$39,751	Vehicle Mechan				
Contract - Dedicated Service		ψου,,, ο.	General and Ad	ministration			
Contract - Dedicated Service Contract - Non-Dedicated Se			Other				<u> </u>
Contract - Non-Dedicated Se	rvice		TOTAL NUMBE				2
	es) \$6,894	\$15,460	Union Affiliatio	ns: Operators	s:		
Maintenance (Vehicles & Facilities Fuel				Mechanic	S:		
TOTAL OPERATING EXPENSE	\$14,905 <b>S \$64,926</b>			Other (spe	ecify):		
TOTAL OPERATING EXPENSE	.5 \$04,320	\$69,874	Top Operator W	/age Rate: \$2	20.55		
OPERATING REVENUES AND O	OTHER FUNDING CONTRIBUT	TIONS	Top Mechanic V	•	.0.00		
Passenger Revenue	\$15,458	8 \$18,858		_			
Other Operating Revenue			PERFORM <i>A</i>	ANCE INDI	CATORS		
Total Operating Revenue	\$15,458	\$18,858				2012	2013
Federal Contributions			R/C Ratio			24%	27%
Provincial Contributions	\$21,472	\$22,955	Net Operating	•		\$2.81	\$2.22
Municipal Contributions	\$27,996	\$28,061	Total Exp. / Pa	issenger		\$22.53	\$22.42
Other / Donations			Total Exp. / Elig	gible Passenge	er	\$27.68	\$25.77
TOTAL	\$64,926	\$69,874	Transportation	Exp. / Passen	ger		
CAPITAL EXPENSES				ed Service	<u>.</u>	\$20.84	\$20.95
Vehicles Purchased			Non-Dec	dicated Service	Э		
Debt Servicing			Transportation	Exp. / Hour (D	edicated Service)	\$33.73	\$35.70
Other Capital Expenses			OPERATING				
TOTAL CAPITAL EXPENSES			Registrants / C	Capita		0.0043	0.0043
			Passengers / C	-		0.1638	0.1357
CAPITAL FUNDING SOURCES			Passengers / F			38.43	
Transit System			Passengers / F		d Service)	1.62	
Federal Contributions			Kms / Passeng	•	•	23.08	
Provincial Contributions				d (Dedicated S	•	37.38	
Municipal Contributions			/ Wording 0 0 p = 1 .	u (Dodicator :			
Other / Donations			-:00=110=				_
TOTAL CAPITAL FUNDING			PASSENGE	R DATA	Ded. Servi		ervice
*Other Elizability Oritoria includes a			Ambulatory	=	2,58		
*Other Eligibility Criteria includes p	Jersoris with an application signi	30 by a nearmoare	Wheelchair/s	Scooter Users	12	26	I

*Other Eligibility Criteria includes persons with an application signed by a healthcare
professional or doctor. *Contributions by the Municipality of Chatham-Kent \$3405.45,
Southwest Middlesex \$14610.05, West Elgin \$9781.62, and Newbury \$714.21.
*Dedicated Gas Tax Funds for New Initiatives Program on Mondays and Tuesdays-
Fridays. This program has been in place since 2007 and has been reported yearly on the
Dedicated Gas Tax forms for Public Transportation.

PASSENGER DATA Ambulatory Wheelchair/Scooter Users	<b>Ded. Service</b> 2,585 126	Non-Ded. Service
Attendants Companions Other (specified) TOTAL	405 <b>3,116</b>	

		Veh.	Avg. Capacity per Veh.				
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory			
Non-Accessible Cars			N/A	_			
Accessible Vans / Minivans							
Small Buses	1	1	2	16			
Other							
TOTAL DED. VEHICLES	1	1	N/A	N/A			
Vehicle ownership:	Municipa	ality					
Vehicle maintenance responsibility	/: Municipa	ality					
Accessible taxis:							

# **West Perth**

Mitchell & Ar	rea Mobility Bus		Population served:		9,129	Wheelchair/Scoote	r Hsers	Active 87	1 <b>ota</b> 1 87
Contact:	Vicky Wolfe Hinz		Service area (km²):		567.0	Ambulatory:	. 00010.	267	267
Title:	Manager of Outread	h Services	Communities served:		1	Attendants:		33	33
Telephone:	519-348-8612 x226		Service began:		01/09/1985	Companions:			
Fax:	519-348-4420		Advisory Committee me		12	Other:			
Email:	maco@ritzlutheranv	illa.com	Eligibility Committee me	embers:	1	Total:		387	387
Dedicated Se	erv. Operated by:	Transit System/Municipality	Non-Dedicated Se	ervice: 🗹 Cont	tractors: 1	Eligibility Criteria:	Un	able to Board	
		Private Contractor(s), number	: Taxi Scrip Program	m Available:			<b>✓</b> Un	able to Use	
	<b>~</b>	Private Non-Profit Org.					Ot	her Criteria	
	OMETRES & HOURS		2013		URS / SCHED	ULING			
	n Dedicated Service	,	26,009	Weekday:	to		nday:	to	
	Dedicated Service	28,983	26,844	Saturday:	to	Hol	iday:	to	
	s Dedicated Service Dedicated Service	,	2,123 2,253	Advanced boo	king notice:	1 day(s)			
	ed Service - Veh. Km.	2,468	2,233	Minimum notic	ce for reservation	• . ,			
	ed Service - Veh. Hrs.			Reservations /	Scheduling:				
PASSENGER				FARE STRUC	TURE				
Dedicated S	Service	4,513	4,145	Effective Date	: 01/08/2012	Tickets/0	Cards		
Non-Dedica	ated Service				Cash	(unit p	rice)	Monthly Pass	Free
<b>TOTAL PASS</b>	ENGERS	4,513	4,145	Adult	\$3.75				
Subscription	n / Pre-booked	45%	45%	Child	\$3.75				
Reservation		50%	50%	Student	\$3.75				Ц
On-Demand	d / Day of trip	5%	5%	Senior	\$3.75				
Cancelled in a	advance	45	35	Attendant					<b>&gt;</b>
No-shows / C	ancelled at door	5	8	Companion					<b>✓</b>
Unaccommod	•	2	4	Other					
Number of co	-	2	3	EMPLOYEE D	DATA	F	ull-time	Part-time	9
OPERATING I				Operators				6	
Administration	n	\$23,269	\$26,314	Other Operation					
Operations:	Dedicated Service	¢42.407	¢52 402	Vehicle Mecha					
	- Dedicated Service	\$42,487	\$53,483	General and A	dministration			1	
	<ul> <li>Non-Dedicated Serv</li> </ul>	ice \$3,130	\$3,600	Other	BER OF EMPLO	OVEES		7	
	- Taxi Scrip	ψο, του	φο,σσσ					1	
	(Vehicles & Facilities	\$6,102	\$6,115	Union Affiliati	ions: Operator				
Fuel	•	\$7,026			Mechani				
TOTAL OPER	RATING EXPENSES	\$82,014	\$89,512		Other (sp				
OPERATING	REVENUES AND OT	HER FUNDING CONTRIBUT	IONS		Wage Rate: \$	518.48			
	ger Revenue	\$15,900		Top Mechanic	Wage Rate:				
-	perating Revenue	\$16,054		PERFORM	IANCE IND	ICATORS			
-	ing Revenue	\$31,954		FINANCIAL				2012	2013
Federal Cont	-	, ,	. ,	R/C Ratio				39%	30%
Provincial Co	ontributions	\$57,371	\$53,046		g Cost / Capita			\$5.48	\$6.88
Municipal Co	ntributions	\$12,000	\$12,000	Total Exp. / P				\$18.17	\$21.60
Other / Donat	tions	\$9,235			ligible Passeng	•		\$18.17	\$21.60
TOTAL		\$110,560	\$105,684	•	n Exp. / Passer	nger		040.00	
CAPITAL EXP	PENSES				ated Service			\$12.32	\$14.38
Vehicles Purc					edicated Service	ce Dedicated Service)		\$22.53	\$26.45
Debt Servicin	•			· ·	ii Exp. / Hour (i	Dedicated Gervice)		ΨΖΖ.00	Ψ20.40
Other Capital				OPERATING Registrants /	Canita			0.0426	0.0424
	ITAL EXPENSES			Passengers /	•			0.4944	0.0424
	NDING SOURCES			Passengers /	•			11.60	10.71
Transit Syste					Hour (Dedicate	ed Service)		1.97	1.95
Federal Cont					nger (Dedicated	•		6.17	6.27
Provincial Co					ed (Dedicated	•		12.14	12.25
Municipal Co				•					
	ITAL FUNDING			PASSENG	ER DATA	Ded. Ser	vice	Non-Ded. Service	
				Ambulatory			145		
		ys 0900-1300hrs; Tuesdays 1		Wheelchair	r/Scooter Users				
I hursdays/Frid	avs 0900-1700hrs (-	seneral administration staff als	o acts as a spare driver	Attendante					

*Service hours: Mondays/Wednesdays 0900-1300hrs; Tuesdays 1000-1500hrs;
Thursdays/Fridays 0900-1700hrs. General administration staff also acts as a spare driver
when required.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	4,145	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	4,145	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair   Ambulators				
Non-Accessible Cars	Number	· oak	N/A	Ambulatory			
Accessible Vans / Minivans	1	1	2	4			
Small Buses	1	1	5	12			
Other							
TOTAL DED. VEHICLES	2	2	N/A	N/A			
Vehicle ownership: Vehicle maintenance responsibility Accessible taxis:	Municipa /: Non-Pro	ality ofit Organi	zaton				

Winds	sor		oon, mir o omar	io opooianzoa	Transit corvi			operating but		ago	, 0
Handi-Trans	sit Windsor		Population served:		233,687		TRANTS chair/Scooter Use	Active ers: 1,533			otal ,533
Contact:	Lori Colenutt		Service area (km²):		195.6	Ambula		2,094			,094
Title:	General Manager		Communities served:		2	Attenda	•	2,034		_	,034
Telephone:	519-966-0930		Service began:		01/09/1978	Compa					
Fax:	519-966-1249		Advisory Committee me	embers:	11	Other:	mons.				
Email:	handitransitwindso	r@gmail.com	Eligibility Committee me	embers:	2	Total:		3,627		3	,627
	erv. Operated by:		Non-Dedicated Se	ervice: Cont	tractors:		ity Criteria:	Unable to Boar		-	,
		Private Contractor(s), number				•	<b>√</b>	_			
			i. Taxi Scrip Frogram	III Avallable			_	_			
	✓	Private Non-Profit Org.						Other Criteria			
VEHICLE KIL	OMETRES & HOUR	S 2012	2013	SERVICE HO	URS / SCHEDU	JLING					
Rev. Veh. Kr	m Dedicated Service	e 334,492	325,052	Weekday:	0630 to	0030	Sunday:	0800	to	2200	
Tot. Veh. Km	n Dedicated Service	473,320	462,438	Saturday:	0800 to	0030	Holiday:	0800	to	2200	
Rev. Veh. Hi	rs Dedicated Service	e 21,312	21,109				•				
Tot. Veh. Hrs	s Dedicated Service	21,312	21,109	Advanced boo			28 day(s)				
Non-Dedicat	ed Service - Veh. Km	l.			ce for reservatio		2.0 hour(s)				
	ed Service - Veh. Hrs	S.		Reservations /	•	Рап	ially Computerize	a			
PASSENGER				FARE STRUC							
Dedicated		57,191	55,442	Effective Date:			Tickets/Cards				
	ated Service				Cash		(unit price)	Monthl	y Pas	SS	Free
TOTAL PASS		57,191	55,442	Adult	\$2.50		\$2.50				
Subscription	on / Pre-booked	50%	38%	Child	\$2.50		\$2.50				Ш
Reservatio		47%	59%	Student	\$2.50		\$2.50				Ш
On-Deman	nd / Day of trip	3%	4%	Senior	\$2.50		\$2.50				
Cancelled in	advance	20,784	20,824	Attendant	\$2.50		\$2.50				
	Cancelled at door	824	698	Companion	\$2.50		\$2.50				
Unaccommo	dated trips	18	17	Other	LaSalle \$5.25/1	trip					
Number of co			4	EMPLOYEE D	\ATA		Full-ti	mo B	art-ti	ma	
OPERATING	-				MIA		5	ille F	12	ille	
Administration		\$356,920	\$366,579	Operators Other Operation	200		3		1		
Operations:		<b>\$600,020</b>	φοσο,στο	•			3				
•	- Dedicated Service	\$688,020	\$671,564	Vehicle Mecha General and A			2				
	- Dedicated Service	<b>\$600,020</b>	φοντ,σοι	Other	ummstration		2				
	- Non-Dedicated Ser	vice			ED OF EMBLO	VEE	40		42		
	- Taxi Scrip	*100			BER OF EMPLO		10		13		
	(Vehicles & Facilities	s) \$133,906	\$149,785	Union Affiliati	ons: Operators	s:	Teamsters Loca	al 879			
Fuel	( V CITIOICS & T dollitio	\$136,874			Mechanic	s:					
	RATING EXPENSES		\$1,327,321		Other (sp	ecify):					
TOTAL OF L	INATINO EXI ENOL	ψ1,510,720	ψ1,027,021	Top Operator \	Wage Rate: \$	21.05					
		THER FUNDING CONTRIBUT		Top Mechanic	•						
	ger Revenue	\$254,101		I DEDEODM	ANCE INDI	CATO	DC				
Other C	Operating Revenue	\$18,162			IANCE INDI	CATO	KS				
Total Opera	ting Revenue	\$272,263	\$272,116	FINANCIAL				2012		2	2013
Federal Con	tributions			R/C Ratio				21%			21%
Provincial Co	ontributions				g Cost / Capita			\$4.47			\$4.52
Municipal Co	ontributions	\$1,006,257	\$1,067,100	Total Exp. / P	assenger			\$23.01		\$2	23.94
Other / Dona	ations			Total Exp. / E	ligible Passeng	er		\$24.09		\$2	24.98
TOTAL		\$1,278,520	\$1,339,216	Transportation	n Exp. / Passer	iger					
CAPITAL EX	PENSES			Dedica	ted Service			\$16.76		\$	17.33
Vehicles Pui		\$10,392			edicated Servic						
Debt Servici		¥ ,		Transportation	n Exp. / Hour (D	Dedicate	d Service)	\$44.99		\$4	45.51
Other Capita	•	\$11,400	)	OPERATING							
	PITAL EXPENSES	\$21,792		Registrants /	Capita			0.0156		0.	.0155
		<del>+= 1,102</del>		Passengers /	•			0.2447			.2373
	NDING SOURCES			Passengers /				15.71			15.29
Transit Syste					Hour (Dedicate	ed Service	ce)	2.68			2.63
Federal Con				Kms / Passer	nger (Dedicated	Service	e)	5.85			5.86
Provincial Co		¢21 702			ed (Dedicated S			15.70			15.40

The data for Windsor also includes the specialized transit service for the Town of LaSalle. In 2013, 126 registered clients took 3,956 trips. LaSalle service contract revenue for 2013 was \$73,977.20 and its passenger revenue was \$20,769.

\$21,792

\$21,792

**Municipal Contributions** 

Other / Donations TOTAL CAPITAL FUNDING

Ded. Service	Non-Ded. Service
32,483	
20,655	
2,304	
55,442	
	32,483 20,655 2,304

		Veh.	Avg. Capacity per Veh.				
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory			
Non-Accessible Cars			N/A	_			
Accessible Vans / Minivans							
Small Buses	13	12	5	6			
Other							
TOTAL DED. VEHICLES	13	12	N/A	N/A			
Vehicle ownership:	Non-Profit Organizaton						
Vehicle maintenance responsibility Accessible taxis:	: Non-Pr						

Woodstock

City of Wood	detack	Pon	ulation served:		38,000		TRANTS	Activ		Total
•		•	vice area (km²):		50,000 52.0		chair/Scooter Use			126
Contact:	Alex Piggott		nmunities served:		1	Ambula	-	235		235
Title:	Works Superintendent		vice began:		01/01/1979	Attenda				
Telephone: Fax:	519-539-2382 x3140 519-537-6984		isory Committee me	embers:	10	Compa Other:	mons.			
Email:	apiggott@cityofwoodstock	Elia	ibility Committee me		2	Total:		361		361
	· · · · ·		Non-Dedicated Se	antico: Con	tractors:		lity Criteria:	Unable to Boa		001
Dedicated Se	erv. Operated by: 🗸 Trans				iraciors.	Eligibii	=	_		
	<b>✓</b> Priva	te Contractor(s), number: 2	Taxi Scrip Progra	m Available: L_			_	Unable to Use	;	
	<b>✓</b> Priva	te Non-Profit Org.						Other Criteria		
VEHICI E KII	OMETRES & HOURS	2012	2013	SEBVICE HO	URS / SCHEDU	II INC				
	n Dedicated Service	13,562	45,991	Weekday:		1830	Sunday:		to	
	n Dedicated Service	13,562	85,128	•			-		to	
	s Dedicated Service	1,560	1,464	Saturday:	0830 to	1830	Holiday:		ιο	
	s Dedicated Service	1,560	8,884	Advanced boo	king notice:	3	365 day(s)			
	ed Service - Veh. Km.	.,555	3,55		ce for reservatio	n:	1.0 hour(s)			
Non-Dedicate	ed Service - Veh. Hrs.			Reservations	Scheduling:	Fully	y Computerized			
PASSENGER	DATA			FARE STRUC	TURE					
Dedicated	Service	6,031	20,919	Effective Date	: 01/01/2013		Tickets/Card	s		
Non-Dedica	ated Service	28,335			Cash		(unit price)	Month	nly Pass	Fre
TOTAL PASS		34,366	20,919	Adult	\$2.00		\$1.66	\$50	0.00	_
•	n / Pre-booked	5%	15%	Child						Щ
Reservation		0%	75%	Student	\$2.00		\$1.66	\$4	0.00	
On-Deman	d / Day of trip	95%	10%	Senior	\$2.00		\$1.66	\$4	0.00	닠
Cancelled in	advance		3,338	Attendant						<b>V</b>
	Cancelled at door	95	131	Companion	\$2.00		\$1.66			
Unaccommo	•			Other						
Number of co	· ·			EMPLOYEE D	DATA		Full-t	ime	Part-time	9
OPERATING				Operators					6	
Administratio	n	\$8,055	\$39,408	Other Operation						
Operations:	Dadiastad Camina	<b>PCO 042</b>	¢04.756	Vehicle Mecha						
	Dedicated Service - Dedicated Service	\$68,843	\$81,756 \$429,503	General and A	dministration					
	- Non-Dedicated Service	\$271,949	φ429,303	Other	ED OF EMPLO	VEEC			•	
	- Taxi Scrip	Ψ271,040			BER OF EMPLO				6	
	(Vehicles & Facilities)	\$30,863	\$18,220	Union Affiliati	ions: Operators		CUPE Local 11			
Fuel	,	\$9,983	\$17,446		Mechanic		CUPE Local 11	46		
TOTAL OPE	RATING EXPENSES	\$389,693	\$586,333		Other (sp	• •				
OPERATING	DEVENUES AND OTHER	FUNDING CONTRIBUTIONS	2		Wage Rate: \$					
	ger Revenue	\$9,556	\$36,833	Top Mechanic	Wage Rate: \$	28.72				
	perating Revenue	\$51,596	\$4,000	PERFORM	IANCE INDI	CATO	RS			
	ting Revenue	\$61,152	\$40,833	FINANCIAL				2012		2013
Federal Conf	=	***,**=	<b>,</b> ,	R/C Ratio				16%	)	7%
Provincial Co	ontributions		\$100,000	Net Operating	g Cost / Capita			\$8.65	i	\$14.36
Municipal Co	ontributions	\$328,540	\$445,500	Total Exp. / F	Passenger			\$11.34	+	\$28.03
Other / Dona	ations			Total Exp. / E	ligible Passeng	er		\$11.34	,	\$29.85
TOTAL		\$389,692	\$586,333		n Exp. / Passer	iger				
CAPITAL EX	PENSES				ated Service			\$18.19	)	\$26.14
Vehicles Pur	chased				edicated Service		d Oi)	\$9.60		<b>CO4 F</b> (
Debt Servicir	ng			-	n Exp. / Hour (D	pedicate	d Service)	\$70.31		\$61.56
Other Capita	•			OPERATING	<b>.</b>			0.0450		
TOTAL CAP	ITAL EXPENSES			Registrants /	-			0.0156		0.0095
CAPITAL FU	NDING SOURCES			Passengers /	•			0.9044		0.5505 57.95
Transit Syste				Passengers /	Hour (Dedicate	d Sarvi	na)	58.05 3.87		14.29
Federal Conf					nour (Dedicated		•	3.67 2.25		2.20
Provincial Co					ed (Dedicated S		-1	8.69		31.41
Municipal Co				, monago opo	04 (204.04.04	, , , , ,		0.00		•
Other / Dona				DASSENG	ED DATA		Dad Camina	Non Dod 6		
IOTAL CAP	ITAL FUNDING			PASSENG Ambulatory			<b>Ded. Service</b> 18,161	Non-Ded. S	JEI VICE	
2 buses are ow	vned and operated by the C	ity. Up to 4 buses are availab	ole for scheduling	11	/ r/Scooter Users		1,484			
	. ,	e contractor. Dispatch service		Attendants			1,704			
the Red Cross		·	•	Companior			1,274			
				Other (spe			-,			
				TOTAL	/		20,919			

		Veh.	Avg. Capacity per Veh.		
	lumber	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars Accessible Vans / Minivans			N/A		
Small Buses	6	6	4	4	
Other TOTAL DED. VEHICLES	6	6	N/A	N/A	
Vehicle ownership: Vehicle maintenance responsibility: Accessible taxis:	Municipa Municipa	-			

# York Region

VRT-Mobility Plus   Population served:   1,130,400   Mobility Plus   Service and (Im");   1,775   2,828   1,877   1,876   1,976   1	York	Region					REGISTRANTS	Active	e Total
Contact   Steven Bado	YRT- Mobili	ity Plus	Pop	ulation served:		1,130,400			
Title: Supervisor, Contract Administration   Communities served:   Software   Software   Companions   Software   Softwar	Contact:	Steven Baldo	Ser	vice area (km²):		1,775.0		,	,
Telephone:   905-782-7182 x 78299   Service began:   0101/2001   Committee members:   13   Comparisons:   14,299   11,169   Committee members:   13   Comparisons:   14,299   11,169   Committee members:   13   Comparisons:   14,299   Committee members:   15   Comparisons:   14,299   Co			ministration Cor	nmunities served:		9	·	2,322	0,107
Face		•	Ser	vice began:		01/01/2001			
Email: steven.babloglyork.ca  Dedicated Serv. Operated by	•		Adv	visory Committee me	embers:	13	•		
Dedicated Service   Portactors   Transit SystemMunicipality   Private Contractor(s), number: 4   Transit Sorip Program Available:			Elig	ibility Committee me	embers:	3		4 299	11 169
VEHICLE KILOMETRES & HOURS   Program Available:			anit Combany (Morninia alite)	Nam Dadiastad C	i				•
Pilvate Non-Profit Org.	Dedicated S	· · · · · ·				_	Eligibility Criteria:		J
Variable		<b>✓</b> Priv	rate Contractor(s), number: 4	Taxi Scrip Progra	m Available: 🗹	1		Unable to Use	
Rev. Veh. Km.   Dedicated Service   2738.201   2.615.572   Cent. Veh. Km.   Dedicated Service   2738.201   2.615.572   Saturday,   6000 to 0300   Sunday,   6000 to 0300   Cent.   60		Priv	rate Non-Profit Org.					Other Criteria	
Rev. Veh. Km.   Dedicated Service   2738.201   2.615.572   Cent. Veh. Km.   Dedicated Service   2738.201   2.615.572   Saturday,   6000 to 0300   Sunday,   6000 to 0300   Cent.   60	VEHICI E KII	I OMETRES & HOURS	2012	2013	SERVICE HO	IIIDS / SCHEDI	II ING		
Tot. Veh. Km Dedicated Service Rev. Veh. Hm Dedicated Service Rev. Veh. Hm Dedicated Service Rov. Veh. Hm Dedicated Service Rov. Peh. Hm Rov Dedicated Service Rov. Peh. Hm Rov Dedicated Service Rov. Peh. Hm Rov Rov.								lav: 0500	to 0300
Rev. Veh. Hrs Dedicated Service   182.766   180.155   Advanced booking notice:   7 day(s)   Non-Dedicated Service   Veh. Km.   39.467   9.118   Minimum notice for reservation:   18.0 hour(s)   18.0 hour(s)   PASEMBER DATA   Pacificated Service   Veh. Km.   39.467   9.118   Minimum notice for reservation:   18.0 hour(s)   18.0 hour(s)   PASEMBER DATA   Pacificated Service   5.255   5.684   Minimum notice for reservation:   18.0 hour(s)   PASEMBER DATA   Pacificated Service   5.255   5.684   Minimum notice for reservation:   18.0 hour(s)   PASEMBER DATA   Pacificated Service   5.255   5.684   Minimum notice for reservation:   18.0 hour(s)   PASEMBER DATA   Pacificated Service   5.255   5.684   Minimum notice for reservation:   18.0 hour(s)   PASEMBER DATA   Pacificated Service   5.255   5.684   Minimum notice for reservation:   18.0 hour(s)   Pasember Data   Pacificated Service   5.255   5.684   Multiple Data   18.0 hour(s)   Pasember Data   Pacificated Service   5.255   5.684   Multiple Data   Pacificated Service   5.5157   8.838   Multiple Data   18.0 hour(s)   Pasember Data   Pacificated Service   5.5157   8.838   Attendant   18.0 hour(s)   Pasember Data   Pacificated Service   5.2888.23   S.1374.224   Multiple Data   Pacificated Service   S.2898   S.25378   Multiple Data   S.25273   Multiple Data   Pacificated Service   S.2898   S.25378   Multiple Data   Pacificated Service   S.2997   S.25378   S.25378   Multiple Data   Pacific					•			•	
Tot. Veh. Hrs Dedicated Service   212,384   205,560   Advanced booking notice:   7 day(s)   Non-Dedicated Service   Veh. Hrs.   39,467   9,118   Non-Dedicated Service   Veh. Hrs.   4,802   2,796   PASSENGER DATA   Dedicated Service   5,255   5,684   Non-Dedicated Service   5,255   5,684   Non-Dedicated Service   5,255   5,684   Non-Dedicated Service   Non-Ded				, ,	Saluluay.	0300 10	U3UU HUIIU	ay. 0500	0300
Non-Dedicated Service veh. Km.   39.467   9.118   Minimum notice for reservation: 18.0 hour(s)   Faceback   18.0 hour(s)					Advanced boo	oking notice:	7 day(s)		
Non-Dedicated Service					Minimum noti	ce for reservatio	n: 18.0 hour(s)		
PASSENGER DATA   Dedicated Service   5,255   5,864   Mon-Dedicated Service   5,255   5,864   Monthly Pass   Free Total Passenger   Provincial Contributions   Monthly Pass   Free Market   Monthly Pass					Reservations	/ Scheduling:	Fully Computerize	ed	
Non-Dedicated Service   5,255   5,884   Gash (unit price)   Monthly Pass   Fre			.,	_,	FARE STRUG	CTURE			
Non-Dedicated Service   5,255   5,884			363,894	349,338			Tickets/Ca	ards	
TOTAL PASSENGERS   389,149   355,022   Adult   \$3.75   \$1.85   \$5.00   \$120.00   \$10	Non-Dedic	cated Service					(unit pri	ce) Monthl	y Pass Fre
Subscription / Pre-booked   37%   63%   66%   5tudent   53.75   52.30   555.00	TOTAL PASS	SENGERS		355,022	Adult	\$3.75	\$3.00	\$120	.00
Reservation	Subscription	on / Pre-booked	37%	33%	Child	\$3.75	\$1.85	\$55.	.00
On-Demand / Day of trip 0% 1% Senior \$3.75 \$1.85 \$55.00	Reservation	on	63%	66%	Student			•	
Cancelled in advance   55,157   58,938   Attendant   Value	On-Demar	nd / Day of trip	0%	1%	Senior	\$3.75			00
No-shows / Cancelled at door   4,882   5,727   Companion   83.75   S3.00   \$120.00	Cancelled in	n advance	55 157	58 938	Attendant		·		<b>✓</b>
Unaccommodated trips					Companion	\$3.75	\$3.00	\$120	
Number of complaints   683   680   683   683   680   683   683   680   683   683   680   683   683   680   683   683   680   683   683   680   683				,	Other	Zone 2 = \$4.75	5, Zone 2 Monthly Pas	s = \$165.00	
OPERATING EXPENSES		•			EMBL OVEE I	DATA	E.,	II timo D	art tima
Administration \$1,356,893 \$1,374,224 Other Operations:		•				DATA	гu	iii-uiiie F	art-unie
Operations:			\$1 356 893	\$1 374 224	-	one	4	1	6
Internal - Dedicated Service   \$2,898,823   \$3,514,017   Contract - Dedicated Service   \$9,388,747   \$8,825,048   Contract - Non-Dedicated Service   \$92,035   \$103,807   Contract - Taxl Scrip   \$28,928   \$25,378   Maintenance (Vehicles & Facilities)   \$1,464   \$1,303   Fuel   \$219,172   \$229,130   TOTAL OPERATING EXPENSES   \$13,986,062   \$14,072,907   TOTAL OPERATING Revenue   \$805,550   \$764,332   TOTAL OPERATING Revenue   \$805,550   \$13,285,208   TOTAL OPERATING Revenue   \$13,142,220   \$13,285,208   TOTAL OPERATING REvenue   \$13,422,20   \$13,285,208   TOTAL OPERATING REvenue   \$13,986,061   \$14,072,907   TOTAL OPERATING REvenue   \$13,986,061   TOTAL OPERATI		•	ψ1,000,000	Ψ1,071,221			!	Į.	0
Contract - Dedicated Service   \$9,388,747   \$8,825,048   Contract - Non-Dedicated Service   \$92,035   \$103,807   Contract - Taxl Scrip   \$28,928   \$25,378   Maintenance (Vehicles & Facilities)   \$1,464   \$1,303   S1,404   \$1,303   S1,404   \$1,000   S1,4072,907   TOTAL OPERATING EXPENSES   \$13,986,062   \$14,072,907   TOTAL OPERATING EXPENSES   \$13,986,062   \$14,072,907   TOPAL OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS   Passenger Revenue   \$805,550   \$764,332   Other Operating Revenue   \$805,550   \$764,332   Top Operator Wage Rate:   Top Mechanic Wage Rate:   PERFORMANCE INDICATORS   Top Operator Wage Rate:   Top Mechanic Wa	-	- Dedicated Service	\$2.898.823	\$3.514.017				7	
Contract - Non-Dedicated Service						tarriirii Sti attorr		•	
Contract - Taxi Scrip \$28,928 \$1,464 \$1,303 Fuel \$219,172 \$229,130 \$2219,172 \$229,130 \$14,072,907 \$221,172 \$229,130 \$14,072,907 \$221,172 \$229,130 \$14,072,907 \$221,172 \$229,130 \$14,072,907 \$221,172 \$229,130 \$14,072,907 \$221,172 \$						RER OF EMPLO	OYFES	18	6
Maintenance (Vehicles & Facilities)	Contract	t - Taxi Scrip							·
TOTAL OPERATING EXPENSES \$13,986,062 \$14,072,907  OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS	Maintenance	e (Vehicles & Facilities)	\$1,464	\$1,303	Union Affiliat				
Top Operating Revenue		,	\$219,172	\$229,130					
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS	TOTAL OPE	ERATING EXPENSES	\$13,986,062	\$14,072,907			есіту):		
Passenger Revenue	OPERATING	REVENUES AND OTHE	R FUNDING CONTRIBUTION	s		•			
Other Operating Revenue					op iviecnanic	: wage Rate:			
Total Operating Revenue		•	4000,000	Ų. O 1,002	PERFORM	MANCE INDI	CATORS		
Federal Contributions   Provincial Contributions   Provincial Contributions   Standard Contrib		· -	\$805 550	\$764 332				2012	2013
Provincial Contributions   Municipal Contributions   \$13,142,220   \$13,285,208   \$23,367   Total Exp. / Passenger   \$37.89   \$39.60   \$43.98   \$45.80   \$10,000   \$13,986,061   \$14,072,907   \$14,07	-	_	ψ003,000	Ψ104,002					5%
Municipal Contributions         \$13,142,220         \$13,285,208         Total Exp. / Passenger         \$37.89         \$39.60           Other / Donations         \$38,291         \$23,367         Total Exp. / Eligible Passenger         \$43.98         \$45.87           TOTAL         \$13,986,061         \$14,072,907         Transportation Exp. / Passenger         \$34.37         \$35.90           CAPITAL EXPENSES         \$3,755,509         Non-Dedicated Service         \$23.02         \$22.72           Debt Servicing         Other Capital Expenses         OPERATING         Transportation Exp. / Hour (Dedicated Service)         \$58.90         \$61.11           TOTAL CAPITAL EXPENSES         \$3,755,509         Registrants / Capita         0.0101         0.009           CAPITAL FUNDING SOURCES         Passengers / Registrant         32.91         31.77           Federal Contributions         \$367,917         Passengers / Hour (Dedicated Service)         1.99         1.9           Municipal Contributions         \$1,117,805         Average Speed (Dedicated Service)         7.52         7.4           Municipal Contributions         \$2,269,788         Total Exp. / Eligible Passenger         \$34.37         \$35.9           OPERATING         **** Passenger** Province (Dedicated Service)         1.99         1.9           **					Net Operatin	g Cost / Capita		\$11.89	\$11.77
Other / Donations         \$38,291         \$23,367         Total Exp. / Eligible Passenger         \$43,98         \$45.8           TOTAL         \$13,986,061         \$14,072,907         Total Exp. / Passenger         Dedicated Service         \$34.37         \$35.9           CAPITAL EXPENSES         \$3,755,509         Non-Dedicated Service         \$23.02         \$22.7           Debt Servicing         Other Capital Expenses         OPERATING         OPERATING           TOTAL CAPITAL EXPENSES         \$3,755,509         Registrants / Capita         0.0101         0.009           CAPITAL FUNDING SOURCES         Passengers / Capita         0.3330         0.314           Passengers / Registrant Provincial Contributions         \$367,917         Kms / Passenger (Dedicated Service)         1.99         1.9           Municipal Contributions         \$1,117,805         Kms / Passenger (Dedicated Service)         7.52         7.4           Other / Donations         PASSENGER DATA         Ded. Service         Non-Ded. Service           PASSENGER DATA         Ded. Service         Non-Ded. Service           Ambulatory         237,260         5,114			\$13 142 220	\$13 285 208	Total Exp. / I	Passenger		\$37.89	\$39.64
TOTAL         \$13,986,061         \$14,072,907         Transportation Exp. / Passenger         Accepted Service         \$34.37         \$35.90         \$35.90         Non-Dedicated Service         \$23.02         \$22.77         \$27.72	•				Total Exp. / E	Eligible Passeng	er	\$43.98	\$45.87
CAPITAL EXPENSES         Dedicated Service         \$34.37         \$35.90           Vehicles Purchased         \$3,755,509         Non-Dedicated Service         \$23.02         \$22.77           Debt Servicing         Other Capital Expenses         OPERATING         OPERATING           TOTAL CAPITAL EXPENSES         \$3,755,509         Registrants / Capita         0.0101         0.009           CAPITAL FUNDING SOURCES         Passengers / Capita         0.3330         0.314           Pederal Contributions         \$367,917         Passengers / Hour (Dedicated Service)         1.99         1.9           Provincial Contributions         \$1,117,805         Kms / Passenger (Dedicated Service)         7.52         7.4           Municipal Contributions         \$2,269,788         Average Speed (Dedicated Service)         14.98         14.5           TOTAL CAPITAL FUNDING         \$3,755,510         PASSENGER DATA Ded. Service Ambulatory         Non-Ded. Service         Non-Ded. Service					-			******	*
CAPITAL EXENSES         \$3,755,509         Non-Dedicated Service         \$23.02         \$27.7           Debt Servicing         Other Capital Expenses         OPERATING         Transportation Exp. / Hour (Dedicated Service)         \$58.90         \$61.1           TOTAL CAPITAL EXPENSES         \$3,755,509         Registrants / Capita         0.0101         0.009           CAPITAL FUNDING SOURCES         Passengers / Capita         0.3330         0.314           Transit System         Passengers / Registrant         32.91         31.7           Federal Contributions         \$367,917         Passengers / Hour (Dedicated Service)         1.99         1.9           Provincial Contributions         \$1,117,805         Average Speed (Dedicated Service)         7.52         7.4           Municipal Contributions         \$2,269,788         Average Speed (Dedicated Service)         14.98         14.5           TOTAL CAPITAL FUNDING         \$3,755,510         PASSENGER DATA         Ded. Service         Non-Ded. Service           Ambulatory         237,260         5,114		/DENCEC	<b>*</b> • • • • • • • • • • • • • • • • • • •	<b>*</b> · · ·, · · · –, · · · ·			igoi	\$34.37	\$35.98
Debt Servicing Other Capital Expenses TOTAL CAPITAL EXPENSES \$3,755,509  CAPITAL FUNDING SOURCES Transit System Federal Contributions Provincial Contributions Municipal Contributions Other / Donations TOTAL CAPITAL FUNDING \$3,755,510  PASSENGER DATA Ambulatory  Transportation Exp. / Hour (Dedicated Service) \$58.90 \$61.15  OPERATING Registrants / Capita 0.0101 0.009 Passengers / Capita 0.3330 0.314 Passengers / Registrant Passengers / Hour (Dedicated Service) 1.99 1.90 Kms / Passenger (Dedicated Service) 7.52 7.44 Average Speed (Dedicated Service) Non-Ded. Service Ambulatory 237,260 5,114			\$2.7EE E00				e		
Other Capital Expenses         S3,755,509         Registrants / Capita         0.0101         0.009           CAPITAL FUNDING SOURCES         Passengers / Capita         0.3330         0.314           Transit System         Passengers / Registrant         32.91         31.75           Federal Contributions         \$367,917         Passengers / Hour (Dedicated Service)         1.99         1.99         1.99           Provincial Contributions         \$1,117,805         Kms / Passenger (Dedicated Service)         7.52         7.4           Municipal Contributions         \$2,269,788         Average Speed (Dedicated Service)         14.98         14.55           Other / Donations         PASSENGER DATA Ded. Service         Non-Ded. Service           TOTAL CAPITAL FUNDING         \$3,755,510         PASSENGER DATA Ded. Service         Non-Ded. Service           Ambulatory         237,260         5,114			\$3,733,309		Transportation	n Exp. / Hour (D	Dedicated Service)		\$61.15
Registrants / Capita   0.0101   0.009		•			OPERATING				
CAPITAL FUNDING SOURCES         Passengers / Capita         0.3330         0.314           Transit System         Passengers / Registrant         32.91         31.75           Federal Contributions         \$367,917         Passengers / Hour (Dedicated Service)         1.99         1.99           Provincial Contributions         \$1,117,805         Kms / Passenger (Dedicated Service)         7.52         7.4           Municipal Contributions         \$2,269,788         Average Speed (Dedicated Service)         14.98         14.5           Other / Donations         PASSENGER DATA Ded. Service Ambulatory         Non-Ded. Service			\$2 755 500					0.0101	0.0099
Passengers / Registrant   32.91   31.75			φυ, ευυ, υυθ			•			
Federal Contributions \$367,917 Passengers / Hour (Dedicated Service) 1.99 1.90 Kms / Passenger (Dedicated Service) 7.52 7.44 Nunicipal Contributions \$1,117,805 Average Speed (Dedicated Service) 14.98 14.55 Average Speed (Dedicated Service) 14.98 14.55 Average Speed (Dedicated Service) 14.98 14.55 Average Speed (Dedicated Service) 15.91 Average Speed (Dedicated Service) 15.91 Average Speed (Dedicated Service) 16.92 5.01 Ave					· ·	•			31.79
Provincial Contributions \$1,117,805 Kms / Passenger (Dedicated Service) 7.52 7.4  Average Speed (Dedicated Service) 14.98 14.5  Other / Donations  TOTAL CAPITAL FUNDING \$3,755,510 PASSENGER DATA Ded. Service Ambulatory 237,260 5,114	-						ed Service)		1.94
Municipal Contributions \$1,117,805 Municipal Contributions \$2,269,788  Other / Donations  TOTAL CAPITAL FUNDING \$3,755,510  PASSENGER DATA Ded. Service Ambulatory 237,260  Average Speed (Dedicated Service) 14.98  14.50  PASSENGER DATA Ded. Service Ambulatory 237,260  5,114						•	•		7.49
Other / Donations  TOTAL CAPITAL FUNDING  \$3,755,510  PASSENGER DATA Ded. Service Ambulatory  237,260  5,114							•		14.52
TOTAL CAPITAL FUNDING \$3,755,510 PASSENGER DATA Ded. Service Ambulatory 237,260 5,114	•		\$2,269,788		go ope	- : (= : 3.00.00		00	
Ambulatory 237,260 5,114			A0 755 546		DASSENS	ED DATA	Ded 6:	oo New Dead Co	- Trice
	TOTAL CAP	PITAL FUNDING	\$3,755,510						
	* Fligibility Crit	iteria - Other Criteria: Pegis	strants have cognitive disabilitie	es or heen		•			

\* Eligibility Criteria - Other Criteria: Registrants have cognitive disabilities or been experiencing sensory motor area conditions, such as Parkinson's disease. \* Vehicle Ownership: Small Buses-Transit System, Accessible Mini-Vans & Sedans-Private Operation. \* Ridership decreased in 2013 due to December ice-storm and no 2 months of free fares offered in 2012 as a result of the YRT strike. \* New contract rate for Bus, Sedan & Minivan service in August 2013. \* Higher operating cost for Operations - Internal dedicated services in 2013 due to the assignment of a larger proportion of internal support reporting allegations to Mobility Blue. support program allocations to Mobility Plus.

Ded. Service	Non-Ded. Service	
237,260	5,114	
64,358	69	
34,026	359	
9,573	142	
4,121		
349,338	5,684	
	237,260 64,358 34,026 9,573 4,121	237,260 5,114 64,358 69 34,026 359 9,573 142 4,121

		Veh.	Avg. Capacity per Veh.		
VEHICLE DATA	Number	Peak	Wheelchair	Ambulatory	
Non-Accessible Cars	49	36	N/A	3	
Accessible Vans / Minivans	40	30	2	2	
Small Buses	9	6	5	10	
Other					
TOTAL DED. VEHICLES	98	72	N/A	N/A	

Vehicle ownership: Transit System - bus; Priv Operation - car/van Vehicle maintenance responsibility: Private Operation

Accessible taxis:

IV.	APPENDIX -	SPECIALIZE	ED TRANSI	T STATISTIC	S GLOSSAF	łΥ

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

#### GENERAL INFORMATION

Service Area Population: Population served.

#### **Advisory Committee**

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

## **Eligibility Committee**

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

# Eligibility Criteria:

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

### Registrants

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

#### FARE STRUCTURE

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

## **SERVICE**

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

#### **Dedicated Service**

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

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

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

# Taxi Scrip/User Subsidy Program

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

#### **SERVICE HOURS / SCHEDULING**

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

#### Reservations/Scheduling

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

# **OPERATING STATISTICS**

#### **Revenue Vehicles**

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

#### Non-Accessible Cars

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

#### Accessible Vans/Minivans

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

#### **Small Buses**

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

#### Other

Excludes taxis.

#### **Total Revenue Vehicles**

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

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

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

### **PASSENGER STATISTICS**

# **Annual Passengers**

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

### Subscription/Pre-booked

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

#### Reservations

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

#### On-Demand/Day of Trip

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

# **Total Trips Requested**

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

#### **Cancelled in Advance**

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

#### **Unaccommodated Trip Requests**

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

### No-Shows/Trips Cancelled at Door

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

#### **FINANCIAL STATISTICS**

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

# **Operating Expenses**

# Administration

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

### Operations - Internal - Dedicated Service

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

#### **Contract - Dedicated Service**

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

### **Contract - Non-Dedicated Service**

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

#### Contract - Taxi Scrip

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

#### Maintenance

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

# Fuel

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

# **Total Operating Expenses**

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

### **Operating Revenues and Other Funding Contributions**

# **Passenger Revenue**

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

## **Other Operating Revenue**

Charters, bank interest, tax rebates, etc.

# **Total Operating Revenues**

Passenger Revenue + Other Operating Revenue

#### Donations/Other

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

# **Total Operating Revenues and Other Funding Contributions**

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

## **Capital Expenses**

#### **Vehicles Purchased**

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

#### **Debt Service Payments**

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

#### **Other Capital Expenses**

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

#### **Capital Funding Sources**

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

### **EMPLOYMENT STATISTICS**

# **Full-time Employee**

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

#### **Part-time Employee**

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

# **Wage Rates**

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

### PERFORMANCE INDICATORS

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

#### FINANCIAL PERFORMANCE INDICATORS

R/C Ratio Total Operating Revenues

**Total Operating Expenses** 

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

Service Area Population

**Total Expenses / Passengers Total Operating Expenses** 

**Total Passengers** 

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

Eligible Passengers

Transportation Expenses / Passengers

(Dedicated Service)

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

Passengers (Dedicated Service)

**Transportation Expenses / Passengers** 

(Non-Dedicated Service)

(Non-Dedicated Contract + Taxi Scrip Program Expenses)

Passengers (Non-Dedicated Service)

**Transportation Expenses / Hours** 

(Dedicated Service)

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

Total Vehicle Hours (Dedicated Service)

#### **OPERATING PERFORMANCE INDICATORS**

Registrants / Capita Total Registrants

Service Area Population

Passengers / Capita Total Passengers

Service Area Population

Passengers / Registrant Total Passengers

**Total Registrants** 

Passengers / Hours Passengers (Dedicated Service)

Revenue Vehicle Hours (Dedicated Service) (Dedicated Service)

Kilometres / Passengers

(Dedicated Service)

Revenue Vehicle Kilometres (Dedicated Service)

Passengers (Dedicated Service)

**Average Speed** 

(Dedicated Service)

Revenue Vehicle Kilometres (Dedicated Service) Revenue Vehicle Hours (Dedicated Service)

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