

Ontario Specialized Transit Services

2004 Fact Book

prepared for
The Ontario Ministry of Transportation

by
The Canadian Urban Transit Association

Abstract

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

This report contains detailed data for 2003 and 2004, 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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<p>Supplementary Notes</p> <p>Please contact CUTA's Technical Services Department for any corrections or comments.</p> <p>© 2005 Data is not to be reproduced without CUTA's permission</p>		
<p>Abstract</p> <p>The Ontario Specialized Transit Services Fact Book contains operating statistics collected from 80 Ontario transit systems which provide transit services for persons with disabilities.</p> <p>The Fact Book provides detailed data for 2003 and 2004, along with key performance indicators, for each of the Specialized Transit systems. The report also provides summary information for each province and population group, and for Canada, as well as graphs comparing key indicators.</p> <p>Please note that the 2003 data might be affected by the SARS outbreak in spring 2003 and the blackout in August 2003.</p>		
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Supplementary Notes

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

The completion and submission of the annual questionnaire is required from all Ontario municipalities wishing to receive gas tax funding as part of the 2005 Dedicated Gas Tax allocation.

New Transit Systems:

Brant County, Fort Erie, Greenstone, Hearst, Lakeshore, Perth East, and Schreiber joined the other Ontario municipalities to participate the MTO Specialized Transit Fact Book Project. Among these transit systems, Brant County, Hearst, Lakeshore, and Perth East also provided 2003 Ridership for this report.

Annual Registration Fees:

In 2004, 3 out of 80 reporting systems reported that they had an annual registration fee for people wishing to register to use the service. The average fee was \$11.50. A complete list of the systems and their annual fees is as follows:

Sarnia	\$2.00
St. Thomas	\$12.50
Woodstock	\$20.00

Special Notes:

The 2003 data might be affected by the SARS outbreak in spring 2003 and the blackout in August 2003.

Strikes / Interruptions Information:

No strikes or service interruptions were reported in 2004.

GLOSSARY

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

GENERAL INFORMATION

Population served - Service area population

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

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

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

Eligibility Criteria:

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

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

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

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

OPERATING DATA

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

PASSENGER DATA

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

Trip Types

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

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

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

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

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

FINANCIAL DATA

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

VEHICLE DATA

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

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

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

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

Other: excludes taxis.

SERVICE HOURS / SCHEDULING

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

Reservations/Scheduling

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

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

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

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

PERFORMANCE INDICATORS

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

FINANCIAL PERFORMANCE INDICATORS

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

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

OPERATING PERFORMANCE INDICATORS

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

No. of transit systems in 2004: **80**
No. of transit systems reporting in 2004: **80**
 Population served: 9,861,515
 Service area (km²): 36,743.2
 Communities served: 147

• Systems with Dedicated Service: 78 (98%)
 operated by:
 Transit Systems/Municipalities 25 (31%)
 Non-Profit Organizations 32 (40%)
 Private Contractors 25 (31%)
 • Systems with Non-Dedicated Service: 32 (40%)
 • Systems with Taxi Scrip Program: 7 (9%)

NUMBER OF REGISTRANTS 124,091
 Wheelchair/Scooter Users: (46.0%)
 Ambulatory: (51.0%)
 Attendants/Companions: (1.0%)
 Other: (1.8%)

OPERATING DATA	2003	2004
Number of transit systems reporting	78	80
Rev Veh Km - Dedicated Service	28,719,490	31,276,463
Tot Veh Km - Dedicated Service	30,683,406	33,266,255
Rev Veh Hr - Dedicated Service	1,483,215	1,565,752
Tot Veh Hr - Dedicated Service	1,563,997	1,658,519
Non-Dedicated Service - Veh Km	2,713,085	3,120,324
Non-Dedicated Service - Veh Hr	128,898	136,891

PASSENGER DATA	2003	2004
Dedicated Service	3,924,522	4,203,999
Non-Dedicated Service	1,050,799	1,110,252
TOTAL PASSENGERS	4,975,321	5,314,251

Passenger Reservations - Average		
Subscription/Pre-booked	56%	56%
Reservation	44%	45%
On-Demand/Day of trip	8%	13%
UNACCOMMODATED TRIPS	119,319	105,793
NO-SHOWS/CANCELLED AT DOOR	127,549	150,431
NUMBER OF COMPLAINTS	3,737	3,493

OPERATING EXPENSES	2003	2004
Administration	\$16,872,367	\$17,975,338
Operations:		
Internal - Dedicated Service	\$35,784,931	\$38,251,851
Contract - Dedicated Service	\$33,607,031	\$36,531,674
Contract - Non-Dedicated Service	\$12,963,475	\$14,193,692
Taxi Scrip/Fare Reimbursement	\$1,052,825	\$1,292,536
Maintenance	\$13,728,861	\$14,943,848
Fuel	\$3,329,995	\$3,593,603
TOTAL OPERATING EXPENSES	\$117,976,082	\$127,359,747

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS	2003	2004
Passenger Revenue	\$9,955,005	\$10,679,202
Other Operating Revenue	\$802,728	\$638,092

Total Operating Revenues	\$10,757,733	\$11,317,294
Federal Contributions		
Provincial Contributions	\$486,070	\$688,353
Municipal Contributions	105,961,106	114,745,818
Donations/Other	\$776,296	\$744,863
TOTAL	\$117,981,205	\$127,496,328

CAPITAL EXPENSES	2003	2004
Vehicles Purchased	10,735,731	\$3,107,402
Debt Servicing	\$49,008	\$79,990
Other Capital Expenses	\$1,239,270	\$563,907
TOTAL CAPITAL EXPENSES	\$12,024,009	\$3,751,299

CAPITAL FUNDING SOURCES	2003	2004
Transit System	\$3,999,105	\$85,404
Federal Contributions		\$33,249
Provincial Contributions	\$2,923,661	\$923,442
Municipal Contributions	\$3,928,761	\$2,069,659
Donations/Other	\$1,198,760	\$639,579
TOTAL CAPITAL FUNDING	\$12,050,287	\$3,751,333

ELIGIBILITY CRITERIA	
Unable to board	73%
Unable to use	66%
Other	36%

SERVICE SCHEDULING	
Average advanced booking notice (days):	9
Average minimum notice of reservation (hours):	18.7
Reservations/Scheduling:	
Manual	40%
Partially Computerized	27%
Fully Automated	32%

FARE STRUCTURE (average) (2004)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.78	\$2.28	\$62.70
Child	\$2.56	\$2.27	\$48.15
Student	\$2.81	\$2.21	\$50.47
Senior	\$2.74	\$2.17	\$44.69

EMPLOYEE DATA (2004)*	(Full-Time)	(Part-Time)
Operators	698	276
Other Operations (e.g. dispatchers)	147	41
Maintenance	113	10
General Administration	86	37
Other	14	8
TOTAL NUMBER OF EMPLOYEES	1,058	372

* contract employees are not necessarily included in the Employee Statistics

Average Top Operator Hourly Wage Rate: \$16.60
 Average Top Mechanic Hourly Wage Rate: \$23.21

PERFORMANCE INDICATORS

FINANCIAL	2003	2004
R/C Ratio	9%	9%
Net Operating Cost/Capita	\$11.09	\$11.84
Total Exp/Passengers	\$23.92	\$24.10
Total Exp/Eligible Passengers	\$24.99	\$26.13
Transp Exp/Passengers		
Dedicated Service	\$22.55	\$22.58
Non-Dedicated Service (e.g. Taxis)	\$13.22	\$14.04
Transp Exp/Hours (Dedicated Service)	\$56.58	\$57.15

OPERATING	2003	2004
Registrants/Capita	0.0120	0.0127
Passengers/Capita	0.5079	0.5389
Passengers/Registrants	42.47	42.45
Passengers/Hours (Dedicated Service)	2.59	2.61
Km/Passengers (Dedicated Service)	7.84	7.99
Average Speed (Dedicated Service)	20.40	20.92

VEHICLE DATA (2004)	Number	Veh. Peak
Non-Accessible Cars	97	97
Accessible Vans/Minivans	272	247
Small Buses	481	399
Other	2	2
TOTAL DED VEHICLES	852	737
Accessible taxis	57	N/A

PASSENGER STATISTICS (2004)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,472,842	810,314
Wheelchair/Scooter Users	1,566,886	54,363
Attendants/Companions	159,507	16,194
Other	4,764	229,381
TOTAL (%Total)	4,203,999 (79%)	1,110,252 (21%)

September 2005

**ONTARIO SPECIALIZED TRANSIT SERVICES
PERFORMANCE INDICATORS BY POPULATION SIZE
- 2004 DATA -**

POPULATION	NO. OF SYSTEMS	R/C RATIO	NOC/ CAPITA	TOT EXP/ PASS	TOT EXP/ ELIGI PASS	TRANSP EXP/PASS (DED SERV)	TRANSP EXP/PASS (NON-DED)	TRANSP EXP/HR (DED SERV)	REGISTRANTS/ CAPITA	PASSENGERS/ CAPITA	PASSENGERS/ REGISTRANTS	PASSENGERS/ HR (DED SERV)	KM/ PASSENGER (DED SERV)	AVERAGE SPEED (DED SERV)
POP GROUP 1	10	7%	\$14.88	\$26.20	\$28.56	\$24.78	\$14.66	\$62.02	0.0113	0.6120	54.33	2.68	8.04	21.68
POP GROUP 2	22	17%	\$5.21	\$17.23	\$18.34	\$16.50	\$10.26	\$41.44	0.0149	0.3665	24.23	2.43	7.83	19.01
POP GROUP 3	43	23%	\$4.85	\$15.91	\$16.90	\$13.99	\$8.64	\$35.41	0.0175	0.3956	22.15	2.33	7.90	18.02
ONTARIO	80	9%	\$11.84	\$24.10	\$26.13	\$22.58	\$14.04	\$57.15	0.0127	0.5389	42.45	2.61	7.99	20.92

Note: See Glossary for definitions of performance indicators

POP GROUP 1: Population>150,000

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

POP GROUP 3: Population<50,000

AJAX-PICKERING**AJAX-PICKERING TRANSIT AUTHORITY**

Contact: Ms. Deanna Wilson
 Title: Admin./Operations Coordinator
 Telephone: (905) 683-4111 x5820
 FAX: (905) 427-3473
 e-mail: deanna.wilson@townofajax.com

Population served: 182,398
 Service area (km²): 293.5
 Communities served: 2
 Service began: 2001
 Advisory Committee members: 2
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

473
 Wheelchair/Scooter Users: 167 (35%)
 Ambulatory: 306 (65%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

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

Note: * Service hours: 24 hours, 7 days a week. Emergency service only (Dialysis) on holidays.
 * Fare increased in May 2004.

VEHICLE KILOMETRES & HOURS	2003	2004
Rev. Veh. Km. - Dedicated Service	316,916	308,042
Tot. Veh. Km. - Dedicated Service	316,916	308,042
Rev. Veh. Hr. - Dedicated Service	15,700	16,024
Tot. Veh. Hr. - Dedicated Service	15,700	16,024
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	31,829	33,507
Non-Dedicated Service	1,888	1,989
TOTAL PASSENGERS	33,717	35,496
Subscription/Pre-booked	80%	75%
Reservation	15%	20%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	75	136
NO-SHOWS/CANCELLED AT DOOR	8,332	7,694
NUMBER OF COMPLAINTS	10	35

OPERATING EXPENSES

Administration	\$314,911	\$332,325
Operations:		
Internal - Dedicated Service	\$497,770	\$509,468
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$20,333	\$20,986
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$110,037	\$101,977
Fuel	\$67,936	\$64,303
TOTAL OPERATING EXPENSES	\$1,010,987	\$1,029,059

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue *	\$70,750	\$66,510
Other Operating Revenue		\$11,444
Total Operating Revenues	\$70,750	\$77,954
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$940,237	\$951,105
Donations / Other		
TOTAL	\$1,010,987	\$1,029,059

CAPITAL EXPENSES

Vehicles Purchased	\$414,314	
Debt Servicing		
Other Capital Expenses	\$3,255	\$52,073
TOTAL CAPITAL EXPENSES	\$417,569	\$52,073

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$137,967	
Municipal Contributions	\$279,602	\$52,073
Donations / Other		
TOTAL CAPITAL FUNDING	\$417,569	\$52,073

SERVICE HOURS/SCHEDULING *

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

FARE STRUCTURE (2004) *

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 1.95		
Child	\$ 1.95		
Student	\$ 1.95		
Senior	\$ 1.95		
Attendant	\$ 1.95		
Companion	\$ 1.95		
Other	\$3.90 outside boundaries (Ajax/Pickering)		

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	6	3
Other Operations (e.g. dispatchers)	2	
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES 8 3

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

Top Operator Wage Rate: \$21.41
 Top Mechanic Wage Rate: \$25.92

PERFORMANCE INDICATORS

FINANCIAL	2003	2004
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$5.36	\$5.21
Total Exp. / Passenger	\$29.98	\$28.99
Total Exp. / Eligible Passenger	\$29.98	\$28.99
Transp. Exp. / Passenger		
Dedicated Service	\$21.23	\$20.17
Non-Dedicated Service (e.g. Taxis)	\$10.77	\$10.55
Transp. Exp. / Hour (Dedicated Service)	\$43.04	\$42.17

OPERATING

Registrants / Capita	0.0025	0.0026
Passengers / Capita	0.1923	0.1946
Passengers / Registrant	75.77	75.04
Passengers / Hour (Dedicated Service)	2.03	2.09
Km. / Passenger (Dedicated Service)	9.96	9.19
Average Speed (Dedicated Service)	20.19	19.22

PASSENGER STATISTICS (2004)	Dedicated Service	Non-Dedicated Service
Ambulatory	25,690	1,525
Wheelchair/Scooter Users	7,817	464
Attendants/Companions		
Other		
TOTAL (%Total)	33,507 (94%)	1,989 (6%)

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	11	7	2	13
Other				
TOTAL DED. VEHICLES	11	7	N/A	N/A
Accessible taxis				

AMHERSTBURG**AMHERSTBURG CARE-A-VAN**

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

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

NUMBER OF REGISTRANTS

406
 Wheelchair/Scooter Users: 44 (11%)
 Ambulatory: 362 (89%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

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

2003**2004****SERVICE HOURS/SCHEDULING**

Weekday: 0800 to 1600 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 2 days
 Minimum notice for reservation: 0.3 hours
 Reservations/Scheduling: Manual

PASSENGER DATA

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

6,922

6,974

6,922

6,974

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

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

TOTAL OPERATING EXPENSES

\$81,562

\$93,061

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$12,860

\$13,768

Total Operating Revenues

\$12,860

\$13,768

Federal Contributions

Provincial Contributions

\$62,603

\$76,899

Municipal Contributions

Donations / Other

\$966

\$2,610

TOTAL

\$76,429

\$93,227

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING**FARE STRUCTURE (2004)**

Cash
 Adult \$ 3.00
 Child \$ 3.00
 Student \$ 3.00
 Senior \$ 3.00
 Attendant free
 Companion \$ 3.00
 Other Windsor Trips \$6.00

Tickets/Cards**(unit price) Monthly Pass****EMPLOYEE DATA (2004)**

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

(Full-Time)**(Part-Time)**

1

1

TOTAL NUMBER OF EMPLOYEES

2

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS**FINANCIAL****2003****2004**

R/C Ratio

16%

15%

Net Operating Cost / Capita

\$2.58

\$2.98

Total Exp. / Passenger

\$11.78

\$13.34

Total Exp. / Eligible Passenger

\$11.78

\$13.34

Transp. Exp. / Passenger

Dedicated Service

Non-Dedicated Service (e.g. Taxis)

Transp. Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0135

0.0153

Passengers / Capita

0.2602

0.2622

Passengers / Registrant

19.23

17.18

Passengers / Hour (Dedicated Service)

Km. / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

**VEHICLE DATA
(2004)**

Non-Accessible Cars
 Accessible Vans/Minivans
 Small Buses
 Other

Number**Veh.
Peak****Avg. Capacity per Veh.
Wheelchair Ambulatory**

N/A

N/A

1

1

2

12

TOTAL DED. VEHICLES

1

1

N/A

N/A

Accessible taxis

**PASSENGER STATISTICS
(2004)**

Ambulatory
 Wheelchair/Scooter Users
 Attendants/Companions
 Other

**Dedicated
Service****Non-Dedicated
Service**

6,974*

TOTAL (%Total)

6,974 (100%)

(0%)

* Total for all categories

ATIKOKAN

ATIKOKAN HOME SUPPORT

Contact: Ms. Brenda Wood
 Title: Coordinator/Supervisor
 Telephone: (807) 597-6001
 FAX: (807) 597-5516
 e-mail: homesupport@bellnet.ca

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

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 10 (9%)
 Ambulatory: 95 (87%)
 Attendants/Companions: 4 (4%)
 Other:

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

ELIGIBILITY CRITERIA *

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

Note: *Other Eligibility Criteria: Health reasons, mental health.
 * Service Hours: Service is available on holidays when no other possible transportation is available.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	25,000	22,929
Tot. Veh. Km. - Dedicated Service	26,000	23,929
Rev. Veh. Hr. - Dedicated Service	1,679	1,872
Tot. Veh. Hr. - Dedicated Service	1,731	1,924
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	7,925	7,209
Non-Dedicated Service		
TOTAL PASSENGERS	7,925	7,209
Subscription/Pre-booked	20%	20%
Reservation	3%	5%
On-Demand/Day of trip	77%	75%
UNACCOMMODATED TRIPS	40	25
NO-SHOWS/CANCELLED AT DOOR	8	15
NUMBER OF COMPLAINTS	20	15

OPERATING EXPENSES

Administration	\$23,587	\$24,000
Operations:		
Internal - Dedicated Service	\$45,040	\$49,717
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,000	\$2,000
Fuel	\$5,914	\$2,324
TOTAL OPERATING EXPENSES	\$77,541	\$78,041

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,148	\$8,944
Other Operating Revenue	\$28,512	\$22,327
Total Operating Revenues	\$38,660	\$31,271
Federal Contributions		
Provincial Contributions		\$46,770
Municipal Contributions		
Donations / Other	\$38,881	
TOTAL	\$77,541	\$78,041

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

SERVICE HOURS/SCHEDULING *

Weekday: 0800 to 1630 Sunday:
 Saturday: Holiday:
 Advanced booking notice:
 Minimum notice for reservation: 0.1 hours
 Reservations/Scheduling: Manual

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.00	\$2.00	
Child			
Student			
Senior	\$ 2.00	\$2.00	
Attendant	\$ 2.00	\$2.00	
Companion	\$ 2.00	\$2.00	
Other	\$10 per student school trip paid by school board		

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

4

Union Affiliations: Operators: CUPE
 Maintenance: N/A

Top Operator Wage Rate: \$16.54
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	50%	40%
Net Operating Cost / Capita	\$10.51	\$12.64
Total Exp. / Passenger	\$9.78	\$10.83
Total Exp. / Eligible Passenger	\$9.79	\$10.84
Transp. Exp. / Passenger		
Dedicated Service	\$6.81	\$7.50
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$31.17	\$28.09
OPERATING		
Registrants / Capita	0.0300	0.0295
Passengers / Capita	2.1419	1.9484
Passengers / Registrant	71.40	66.14
Passengers / Hour (Dedicated Service)	4.72	3.85
Km. / Passenger (Dedicated Service)	3.15	3.18
Average Speed (Dedicated Service)	14.89	12.25

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	5,637	
Wheelchair/Scooter Users	1,560	
Attendants/Companions	12	
Other		
TOTAL (%Total)	7,209 (100%)	(0%)

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

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

Population served: 125,000
 Service area (km²): 74.0
 Communities served: 1
 Service began: 1980
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 1,473 †
 Wheelchair/Scooter Users: 768 (52%)
 Ambulatory: 705 (48%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

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

Note: † BACTS updated its registrant list in 2004. Registrants who had not used the service for several years had been tagged inactive and were removed from the database.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	177,395	207,751
Tot. Veh. Km. - Dedicated Service	177,395	207,751
Rev. Veh. Hr. - Dedicated Service	12,079	13,173
Tot. Veh. Hr. - Dedicated Service	12,079	13,173
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	22,696	25,422
Non-Dedicated Service	3,532	3,512
TOTAL PASSENGERS	26,228	28,934
Subscription/Pre-booked	30%	30%
Reservation	65%	65%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	317	74
NO-SHOWS/CANCELLED AT DOOR	640	448
NUMBER OF COMPLAINTS	10	10

OPERATING EXPENSES

Administration	\$8,295	\$9,097
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$478,400	\$527,503
Contract - Non-Dedicated Service	\$34,343	\$34,242
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,402	\$1,279
Fuel	\$1,582	\$8,031
TOTAL OPERATING EXPENSES	\$524,022	\$580,152

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$65,570	\$72,335
Other Operating Revenue		
Total Operating Revenues	\$65,570	\$72,335
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$458,452	\$507,817
Donations / Other		
TOTAL	\$524,022	\$580,152

CAPITAL EXPENSES

Vehicles Purchased	\$74,327
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$74,327

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$24,528
Municipal Contributions	\$49,799
Donations / Other	
TOTAL CAPITAL FUNDING	\$74,327

SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2300	Sunday:	0900 to 1800
Saturday:	0900 to 2300	Holiday:	
Advanced booking notice:	7 days		
Minimum notice for reservation:			
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	8	1
Other Operations (e.g. dispatchers)	1	1
Maintenance	2	
General Administration	1	
Other	2	
TOTAL NUMBER OF EMPLOYEES	14	2

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

Top Operator Wage Rate: \$14.96
 Top Mechanic Wage Rate: \$22.33

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	13%	12%
Net Operating Cost / Capita	\$3.76	\$4.06
Total Exp. / Passenger	\$19.98	\$20.05
Total Exp. / Eligible Passenger	\$21.85	\$22.33
Transp. Exp. / Passenger		
Dedicated Service	\$21.21	\$21.12
Non-Dedicated Service (e.g. Taxis)	\$9.72	\$9.75
Transp. Exp. / Hour (Dedicated Service)	\$39.85	\$40.75
OPERATING		
Registrants / Capita †	0.0152	0.0118
Passengers / Capita	0.2150	0.2315
Passengers / Registrant †	14.15	19.64
Passengers / Hour (Dedicated Service)	1.88	1.93
Km. / Passenger (Dedicated Service)	7.82	8.17
Average Speed (Dedicated Service)	14.69	15.77

**VEHICLE DATA
(2004)**

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

**PASSENGER STATISTICS
(2004)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	10,790	2,497
Wheelchair/Scooter Users	11,831	867
Attendants/Companions	2,801	148
Other		
TOTAL (%Total)	25,422 (88%)	3,512 (12%)

BELLEVILLE

BELLEVILLE MOBILITY BUS

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

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

NUMBER OF REGISTRANTS 468
 Wheelchair/Scooter Users: 240 (51%)
 Ambulatory: 228 (49%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	61,754	73,183
Tot. Veh. Km. - Dedicated Service	61,754	73,183
Rev. Veh. Hr. - Dedicated Service	3,755	4,653
Tot. Veh. Hr. - Dedicated Service	3,755	4,653
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	9,144	10,839
Non-Dedicated Service		
TOTAL PASSENGERS	9,144	10,839
Subscription/Pre-booked	60%	60%
Reservation	25%	25%
On-Demand/Day of trip	15%	15%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$114,360	\$147,498
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$114,360	\$147,498

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,449	\$15,660
Other Operating Revenue		
Total Operating Revenues	\$12,449	\$15,660
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$101,911	\$131,838
Donations / Other		
TOTAL	\$114,360	\$147,498

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 1.55	\$1.38	\$46.00
Child	\$ 1.55	\$1.38	\$46.00
Student	\$ 1.55	\$1.38	\$46.00
Senior	\$ 1.55	\$1.38	\$46.00
Attendant	\$ 1.90	\$1.73	\$62.00
Companion			
Other			

EMPLOYEE DATA (2004) *

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$2.85	\$3.68
Total Exp. / Passenger	\$12.51	\$13.61
Total Exp. / Eligible Passenger	\$12.80	\$14.32
Transp. Exp. / Passenger		
Dedicated Service	\$12.51	\$13.61
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$30.46	\$31.70
OPERATING		
Registrants / Capita	0.0108	0.0131
Passengers / Capita	0.2554	0.3028
Passengers / Registrant	23.75	23.16
Passengers / Hour (Dedicated Service)	2.44	2.33
Km. / Passenger (Dedicated Service)	6.75	6.75
Average Speed (Dedicated Service)	16.45	15.73

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	10,299*	
Wheelchair/Scooter Users		
Attendants/Companions	540	
Other		
TOTAL (%Total)	10,839 (100%)	(0%)
* Total for Ambulatory and Wheelchair/Scooter Users		

BLIND RIVER

LIBERTY EXPRESS LIBERTÉ

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

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

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

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 40 (30%)
 Ambulatory: 41 (31%)
 Attendants/Companions: 53 (40%)
 Other: 133 (30%)

Note: * Service Hours: 08:30-10:30 and 14:00-16:00 Monday to Friday.
 * Contracted Operator retains all passenger revenue.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	16,216	15,707
Tot. Veh. Km. - Dedicated Service	16,216	15,707
Rev. Veh. Hr. - Dedicated Service	873	938
Tot. Veh. Hr. - Dedicated Service	873	938
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	1,570	1,564
Non-Dedicated Service		
TOTAL PASSENGERS	1,570	1,564
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$5,593	\$7,654
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$9,380	\$8,040
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,223	\$3,714
Fuel	\$2,576	\$2,691
TOTAL OPERATING EXPENSES	\$18,772	\$22,099

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue *		
Other Operating Revenue		
Total Operating Revenues		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$18,772	\$18,340
Donations / Other		
TOTAL	\$18,772	\$18,340

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING *

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

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.00		
Child	\$ 2.00		
Student	\$ 2.00		
Senior	\$ 2.00		
Attendant	free		
Companion	free		
Other	\$5.00 one way trip to First Nations reserve.		

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

2

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

Top Operator Wage Rate: \$15.29
 Top Mechanic Wage Rate: \$19.80

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio		
Net Operating Cost / Capita	\$5.36	\$6.05
Total Exp. / Passenger	\$11.96	\$14.13
Total Exp. / Eligible Passenger	\$11.96	\$14.13
Transp. Exp. / Passenger		
Dedicated Service	\$8.39	\$9.24
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$15.10	\$15.40
OPERATING		
Registrants / Capita	0.0297	0.0364
Passengers / Capita	0.4486	0.4285
Passengers / Registrant	15.10	11.76
Passengers / Hour (Dedicated Service)	1.80	1.67
Km. / Passenger (Dedicated Service)	10.33	10.04
Average Speed (Dedicated Service)	18.58	16.75

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,564*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	1,564 (100%)	(0%)
* Total for all categories		

BRANT COUNTY, ON

BRANT COUNTY SPECIALIZED TRANSIT

Contact: Mr. Donald Glassford
 Title: Director, Corporate Services
 Telephone: (519) 449-2451
 FAX: (519) 449-2454
 e-mail: brant@brant.ca

Dedicated Service operated by: N/A

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

Taxi Scrip Program available: NO

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

ELIGIBILITY CRITERIA

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

NUMBER OF REGISTRANTS

190

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

Note: * Dedicated service was provided by Operation Lift until September. The County started to provide non-dedicated taxi service to its registrants in October 2004.

* Passenger revenues were retained by contract operators.

VEHICLE KILOMETRES & HOURS

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

2003

2004

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2300 Sunday: 0900 to 2300
 Saturday: 0900 to 2300 Holiday: 0900 to 2300

Advanced booking notice:

Minimum notice for reservation: 24.0 hours

Reservations/Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service * 5,215
 Non-Dedicated Service 1,101

TOTAL PASSENGERS

Subscription/Pre-booked 5,215
 Reservation 4,257
 On-Demand/Day of trip

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

3

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service * \$45,000

Contract - Non-Dedicated Service * \$13,964

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$58,964

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue *

Other Operating Revenue

Total Operating Revenues

Federal Contributions

Provincial Contributions

Municipal Contributions \$58,964

Donations / Other

TOTAL

\$58,964

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2004)

Tickets/Cards

(unit price) Monthly Pass

Cash

Adult \$ 5.00

Child \$ 5.00

Student \$ 5.00

Senior \$ 5.00

Attendant \$ 5.00

Companion \$ 5.00

Other

EMPLOYEE DATA (2004)

(Full-Time)

(Part-Time)

Operators

Other Operations (e.g. dispatchers)

Maintenance

General Administration

Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A

Maintenance: N/A

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

2003

2004

R/C Ratio

Net Operating Cost / Capita

\$1.68

Total Exp. / Passenger

\$13.85

Total Exp. / Eligible Passenger

\$13.85

Transp. Exp. / Passenger

Dedicated Service

\$14.26

Non-Dedicated Service (e.g. Taxis)

\$12.68

Transp. Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0054

Passengers / Capita

0.1490

0.1216

Passengers / Registrant

22.41

Passengers / Hour (Dedicated Service)

Km. / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

VEHICLE DATA

(2004)

Number

Veh.
Peak

Avg. Capacity per Veh.
Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans/Minivans

Small Buses

Other

TOTAL DED. VEHICLES

N/A

N/A

Accessible taxis

PASSENGER STATISTICS

(2004)

Dedicated
Service

Non-Dedicated
Service

Ambulatory

3,156*

1,101 *

Wheelchair/Scooter Users

Attendants/Companions

Other

TOTAL (%Total)

3,156 (74%)

1,101 (26%)

* Total for all categories

BRANTFORD

OPERATION LIFT

Contact: Ms. Dorothy DeVuono
Title: Executive Director
Telephone: (519) 756-2170 x114
FAX: (519) 756-2147
e-mail: oplift1meg@golden.net

Population served: 90,195
Service area (km²): 71.5
Communities served: 1
Service began: 1975
Advisory Committee members: N/A
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

1,158
Wheelchair/Scooter Users: 459 (40%)
Ambulatory: 689 (59%)
Attendants/Companions:
Other: 10 (1%)

Note: * Advanced booking notice: 14 days for group reservation.
* Operation Lift ended its taxi contract in October 2003.

ELIGIBILITY CRITERIA

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

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	302,250	327,655
Tot. Veh. Km. - Dedicated Service	302,250	327,655
Rev. Veh. Hr. - Dedicated Service	15,060	16,797
Tot. Veh. Hr. - Dedicated Service	15,060	16,797
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	55,368	48,591
Non-Dedicated Service		
TOTAL PASSENGERS	55,368	48,591
Subscription/Pre-booked		58%
Reservation		41%
On-Demand/Day of trip		1%
UNACCOMMODATED TRIPS		16
NO-SHOWS/CANCELLED AT DOOR	699	445
NUMBER OF COMPLAINTS		5

OPERATING EXPENSES

Administration *	\$256,293	\$204,556
Operations:		
Internal - Dedicated Service	\$136,090	
Contract - Dedicated Service	\$249,187	\$416,907
Contract - Non-Dedicated Service *	\$129,704	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$82,110	\$69,406
Fuel	\$49,175	\$58,728
TOTAL OPERATING EXPENSES	\$902,559	\$749,597

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$200,290	\$152,898
Other Operating Revenue	\$1,614	
Total Operating Revenues	\$201,904	\$152,898
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$541,184	\$719,552
Donations / Other	\$109,587	\$59,579
TOTAL	\$852,675	\$932,029

CAPITAL EXPENSES

Vehicles Purchased	\$142,446	
Debt Servicing		\$7,718
Other Capital Expenses	\$5,354	
TOTAL CAPITAL EXPENSES	\$147,800	\$7,718

CAPITAL FUNDING SOURCES

Transit System	\$130,000	
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$7,718
Donations / Other	\$17,800	
TOTAL CAPITAL FUNDING	\$147,800	\$7,718

SERVICE HOURS/SCHEDULING

Weekday: 0730 to 2300	Sunday: 0800 to 2000
Saturday: 0800 to 2300	Holiday: 0800 to 2000
Advanced booking notice:	7 days
Minimum notice for reservation:	24.0 hours
Reservations/Scheduling:	Partially Computerized

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	7	4
Other Operations (e.g. dispatchers)	3	2
Maintenance		
General Administration	2	2
Other		
TOTAL NUMBER OF EMPLOYEES	12	8

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

Top Operator Wage Rate: \$16.25

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	22%	20%
Net Operating Cost / Capita	\$8.15	\$6.62
Total Exp. / Passenger	\$16.30	\$15.43
Total Exp. / Eligible Passenger	\$16.30	\$15.43
Transp. Exp. / Passenger		
Dedicated Service	\$9.33	\$11.22
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$34.30	\$32.45
OPERATING		
Registrants / Capita	0.0134	0.0128
Passengers / Capita	0.6438	0.5387
Passengers / Registrant	47.94	41.96
Passengers / Hour (Dedicated Service)	3.68	2.89
Km. / Passenger (Dedicated Service)	5.46	6.74
Average Speed (Dedicated Service)	20.07	19.51

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	9	9	3 6
Other			
TOTAL DED. VEHICLES	9	9	N/A N/A
Accessible taxis			

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	48,591*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	48,591 (100%)	(0%)
* Total for all categories		

BROCKVILLE

BROCKVILLE PARA TRANSIT

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

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

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

NUMBER OF REGISTRANTS

445
 Wheelchair/Scooter Users: 219 (49%)
 Ambulatory: 97 (22%)
 Attendants/Companions: 129 (29%)
 Other:

Note: * Minimum notice for reservation: Will accomodate if space/time is available.
 * Service contracted out - employment statistics not available.
 * Brockville Para Transit reduced its cash fare and implemented ticket and pass fares in May 2004.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	57,740	57,728
Tot. Veh. Km. - Dedicated Service	57,740	57,728
Rev. Veh. Hr. - Dedicated Service	2,349	3,057
Tot. Veh. Hr. - Dedicated Service	2,349	3,057
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	13,138	14,788
Non-Dedicated Service		
TOTAL PASSENGERS	13,138	14,788

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

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	1,262	924
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration *	\$7,342	\$7,666
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$197,437	\$195,904
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$204,779	\$203,570

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$45,983	\$45,270
Other Operating Revenue		
Total Operating Revenues	\$45,983	\$45,270
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$149,874	\$144,801
Donations / Other	\$8,922	\$13,499
TOTAL	\$204,779	\$203,570

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING *

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

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 3.00	\$2.09	\$83.00
Child	\$ 3.00	\$2.09	\$83.00
Student	\$ 3.00	\$2.09	\$83.00
Senior	\$ 3.00	\$2.09	\$83.00
Attendant	\$ 3.00	\$2.09	\$83.00
Companion	\$ 3.00	\$2.09	\$83.00
Other 40-ride pass -	\$83.00		

EMPLOYEE DATA (2004) *

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	22%	22%
Net Operating Cost / Capita	\$7.95	\$7.93
Total Exp. / Passenger	\$15.59	\$13.77
Total Exp. / Eligible Passenger	\$18.58	\$16.07
Transp. Exp. / Passenger		
Dedicated Service	\$15.03	\$13.25
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$84.05	\$64.08
OPERATING		
Registrants / Capita	0.0283	0.0223
Passengers / Capita	0.6579	0.7405
Passengers / Registrant	23.21	33.23
Passengers / Hour (Dedicated Service)	5.59	4.84
Km. / Passenger (Dedicated Service)	4.39	3.90
Average Speed (Dedicated Service)	24.58	18.88

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	4,848	
Wheelchair/Scooter Users	7,821	
Attendants/Companions	2,119	
Other		
TOTAL (%Total)	14,788 (100%)	(0%)

BURLINGTON

BURLINGTON TRANSIT HANDI-VAN

Contact: Mr. Victor Brodeur
 Title: Special Projects Officer
 Telephone: (905) 335-7797
 FAX: (905) 335-7878
 e-mail: brodeurv@burlington.ca

Population served: 153,980
 Service area (km²): 97.8
 Communities served: 1
 Service began: 1975
 Advisory Committee members: 12
 Eligibility Committee members: 7

NUMBER OF REGISTRANTS

2,204
 Wheelchair/Scooter Users: 1,020 (46%)
 Ambulatory: 1,119 (51%)
 Attendants/Companions: 65 (3%)
 Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	218,350	222,302
Tot. Veh. Km. - Dedicated Service	218,350	222,302
Rev. Veh. Hr. - Dedicated Service	11,397	11,571
Tot. Veh. Hr. - Dedicated Service	11,397	11,571
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	24,826	24,586
Non-Dedicated Service	4,064	8,926
TOTAL PASSENGERS	28,890	33,512
Subscription/Pre-booked	67%	68%
Reservation	32%	31%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	25	39
NO-SHOWS/CANCELLED AT DOOR	364	354
NUMBER OF COMPLAINTS	12	6

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service	\$428,693	\$479,715
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$79,907	\$90,844
Contract - Taxi Scrip	\$25,620	\$31,766
Maintenance (Vehicles & Facilities)	\$65,377	\$76,134
Fuel	\$43,215	\$34,445
TOTAL OPERATING EXPENSES	\$642,812	\$712,904

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$92,944	\$98,129
Other Operating Revenue	\$17,974	\$22,002
Total Operating Revenues	\$110,918	\$120,131
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$531,894	\$592,773
Donations / Other		
TOTAL	\$642,812	\$712,904

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.35	\$2.35	
Child	\$ 2.35	\$2.35	
Student	\$ 2.35	\$2.35	
Senior	\$ 2.35	\$2.35	
Attendant	\$ 2.35	\$2.35	
Companion	\$ 2.35	\$2.35	
Other			

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	6	4
Other Operations (e.g. dispatchers)	1	
Maintenance	1	
General Administration	1	1
Other		

TOTAL NUMBER OF EMPLOYEES

9 5

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

Top Operator Wage Rate: \$19.54
 Top Mechanic Wage Rate: \$23.15

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	17%	17%
Net Operating Cost / Capita	\$3.67	\$3.85
Total Exp. / Passenger	\$22.25	\$21.27
Total Exp. / Eligible Passenger	\$22.44	\$23.86
Transp. Exp. / Passenger		
Dedicated Service	\$21.64	\$24.01
Non-Dedicated Service (e.g. Taxis)	\$25.97	\$13.74
Transp. Exp. / Hour (Dedicated Service)	\$47.14	\$51.01

OPERATING

Registrants / Capita	0.0131	0.0143
Passengers / Capita	0.1992	0.2176
Passengers / Registrant	15.21	15.21
Passengers / Hour (Dedicated Service)	2.18	2.12
Km. / Passenger (Dedicated Service)	8.80	9.04
Average Speed (Dedicated Service)	19.16	19.21

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	10,515	4,534
Wheelchair/Scooter Users	14,071	758
Attendants/Companions		
Other		3,634
TOTAL (%Total)	24,586 (73%)	8,926 (27%)

VEHICLE DATA (2004)

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

GRT MOBILITY PLUS - SOUTH

Contact: Ms. Lorraine Page-Bauman
 Title: Supervisor
 Telephone: (519) 585-7597 x7322
 FAX: (519) 623-0126
 e-mail: palorrai@region.waterloo.on.ca

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

Population served: 118,800
 Service area (km²): 112.8
 Communities served: 2
 Service began: 1976
 Advisory Committee members: 12
 Eligibility Committee members: 5

NUMBER OF REGISTRANTS

2,010
 Wheelchair/Scooter Users: 607 (30%)
 Ambulatory: 1,403 (70%)
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

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

Note: * GRT Mobility Plus - South (Cambridge) started to provide services to Township of North Dumfries in May 2004. Statistical information for this additional service was not included in this report.
 * Taxi Scrip program started in September 2003.
 * Thursday, Friday, and Saturday night service to 0100 hrs upon request.

VEHICLE KILOMETRES & HOURS *	2003	2004
Rev. Veh. Km. - Dedicated Service	123,796	137,491
Tot. Veh. Km. - Dedicated Service	131,356	146,321
Rev. Veh. Hr. - Dedicated Service	5,155	6,529
Tot. Veh. Hr. - Dedicated Service	5,661	7,182
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.	1,980	2,419

PASSENGER DATA

Dedicated Service	18,996	20,572
Non-Dedicated Service	45,106	42,864
TOTAL PASSENGERS	64,102	63,436
Subscription/Pre-booked	45%	46%
Reservation	54%	53%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	50	100
NO-SHOWS/CANCELLED AT DOOR	451	741
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$29,173	\$47,250
Operations:		
Internal - Dedicated Service	\$194,638	\$264,076
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$415,832	\$417,505
Contract - Taxi Scrip	\$8,286	\$49,997
Maintenance (Vehicles & Facilities)	\$20,952	\$23,271
Fuel	\$21,010	\$22,949
TOTAL OPERATING EXPENSES	\$689,891	\$825,048

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$127,144	\$166,965
Other Operating Revenue		
Total Operating Revenues	\$127,144	\$166,965
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$562,747	\$658,083
Donations / Other		
TOTAL	\$689,891	\$825,048

CAPITAL EXPENSES

Vehicles Purchased		\$165,094
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$165,094

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$55,031
Municipal Contributions		\$110,063
Donations / Other		
TOTAL CAPITAL FUNDING		\$165,094

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES 5 1

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

Top Operator Wage Rate: \$20.44
 Top Mechanic Wage Rate: \$23.39

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	18%	20%
Net Operating Cost / Capita	\$4.81	\$5.54
Total Exp. / Passenger	\$10.76	\$13.01
Total Exp. / Eligible Passenger	\$11.80	\$13.82
Transp. Exp. / Passenger		
Dedicated Service	\$12.46	\$15.08
Non-Dedicated Service (e.g. Taxis)	\$9.40	\$10.91
Transp. Exp. / Hour (Dedicated Service)	\$41.79	\$43.20
OPERATING		
Registrants / Capita	0.0162	0.0169
Passengers / Capita	0.5479	0.5340
Passengers / Registrant	33.77	31.56
Passengers / Hour (Dedicated Service)	3.68	3.15
Km. / Passenger (Dedicated Service)	6.52	6.68
Average Speed (Dedicated Service)	24.01	21.06

**VEHICLE DATA
(2004)**

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

**PASSENGER STATISTICS
(2004)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	10,080	33,297
Wheelchair/Scooter Users	9,312	6,995
Attendants/Companions	1,180	2,572
Other		
TOTAL (%Total)	20,572 (32%)	42,864 (68%)

CHAPLEAU

CHAPLEAU HEALTH SERVICES

Contact: Mr. Allan Pellow
Title: CAO
Telephone: (705) 864-1520
FAX:
e-mail:

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

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

NUMBER OF REGISTRANTS

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

Note: * 2003 Administration expense included \$5,000 transfer to reserve fund.
* 2003 Contract - Dedicated Service expense included bus rentals fee due to accident.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

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

2003

2004

1,196

1,196

PASSENGER DATA

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

1,160

1,160

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

\$6,493

\$30,359

\$23,597

Maintenance (Vehicles & Facilities)

\$4,096

Fuel

TOTAL OPERATING EXPENSES

\$40,948

\$34,912

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
Other Operating Revenue

\$2,743

\$3,025

Total Operating Revenues

\$2,743

\$3,025

Federal Contributions

Provincial Contributions

Municipal Contributions

\$27,000

\$27,000

Donations / Other

\$8,840

TOTAL

\$38,583

\$30,025

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0845 to 1445
Saturday:
Sunday:
Holiday:
Advanced booking notice:
Minimum notice for reservation: 2.0 hours
Reservations/Scheduling: Manual

FARE STRUCTURE (2004)

Cash
Adult \$ 3.50
Child \$ 1.00
Student \$ 3.50
Senior \$ 2.50
Attendant \$ 2.50
Companion \$ 2.50
Other Monthly Pass \$25

Tickets/Cards

(unit price) Monthly Pass

EMPLOYEE DATA (2004)

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

(Full-Time)

(Part-Time)

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2003	2004
R/C Ratio	7%	9%
Net Operating Cost / Capita	\$14.30	\$11.94
Total Exp. / Passenger	\$35.30	\$23.81
Total Exp. / Eligible Passenger	\$35.30	\$23.81
Transp. Exp. / Passenger		
Dedicated Service	\$29.70	\$23.81
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$28.81	

OPERATING

Registrants / Capita		
Passengers / Capita	0.4343	0.5489
Passengers / Registrant		
Passengers / Hour (Dedicated Service)	0.97	
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,466*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	1,466 (100%)	(0%)
* Total for all categories		

CHATHAM

CHATHAM TRANSIT SPECIALIZED SERVICE

Contact: Mr. Stephen Jahns, P.Eng.
 Title: Manager, Infrastructure & Traffic
 Telephone: (519) 360-1998 x3342
 FAX: (519) 436-3240
 e-mail: stephenj@chatham-kent.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

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

NUMBER OF REGISTRANTS 587
 Wheelchair/Scooter Users: 491 (84%)
 Ambulatory: 96 (16%)
 Attendants/Companions:
 Other:

Note: * Eligibility Criteria: Physically disabled, frail, elderly.
 * Employment statistics not available from contractor.

ELIGIBILITY CRITERIA *

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

VEHICLE KILOMETRES & HOURS		2003	2004	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0800 to 1800	Sunday: 0900 to 1700
Tot. Veh. Km. - Dedicated Service				Saturday: 0800 to 1800	Holiday:
Rev. Veh. Hr. - Dedicated Service		3,700	3,700	Advanced booking notice: 1 days	
Tot. Veh. Hr. - Dedicated Service		3,700	3,700	Minimum notice for reservation: 2.0 hours	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling: Manual	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2004)	
Dedicated Service		11,400	12,873	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult \$ 3.00	\$3.00
TOTAL PASSENGERS		11,400	12,873	Child \$ 3.00	\$3.00
Subscription/Pre-booked		10%	100%	Student \$ 3.00	\$3.00
Reservation		80%		Senior \$ 3.00	\$3.00
On-Demand/Day of trip		10%		Attendant free	
UNACCOMMODATED TRIPS		240		Companion \$ 3.00	\$3.00
NO-SHOWS/CANCELLED AT DOOR		360	2,246	Other	
NUMBER OF COMPLAINTS				EMPLOYEE DATA (2004) *	
OPERATING EXPENSES					(Full-Time) (Part-Time)
Administration		\$11,000	\$11,655	Operators	
Operations:				Other Operations (e.g. dispatchers)	
Internal - Dedicated Service				Maintenance	
Contract - Dedicated Service		\$188,000	\$234,733	General Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	
Maintenance (Vehicles & Facilities)				Union Affiliations:	
Fuel				Operators: N/A	
TOTAL OPERATING EXPENSES		\$199,000	\$246,388	Maintenance: N/A	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate:	
Passenger Revenue		\$30,000	\$29,043	Top Mechanic Wage Rate:	
Other Operating Revenue				PERFORMANCE INDICATORS	
TOTAL		\$199,000	\$246,388		2003 2004
CAPITAL EXPENSES				FINANCIAL	
Vehicles Purchased				R/C Ratio	15% 12%
Debt Servicing				Net Operating Cost / Capita	\$3.84 \$4.94
Other Capital Expenses				Total Exp. / Passenger	\$17.46 \$19.14
TOTAL CAPITAL EXPENSES				Total Exp. / Eligible Passenger	\$21.17 \$23.44
CAPITAL FUNDING SOURCES				Transp. Exp. / Passenger	
Transit System				Dedicated Service	\$16.49 \$18.23
Federal Contributions				Non-Dedicated Service (e.g. Taxis)	
Provincial Contributions				Transp. Exp. / Hour (Dedicated Service)	\$50.81 \$63.44
Municipal Contributions				OPERATING	
Donations / Other				Registrants / Capita	0.0120 0.0133
TOTAL CAPITAL FUNDING				Passengers / Capita	0.2591 0.2926
				Passengers / Registrant	21.51 21.93
				Passengers / Hour (Dedicated Service)	3.08 3.48
				Km. / Passenger (Dedicated Service)	
				Average Speed (Dedicated Service)	

VEHICLE DATA (2004)		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	3	3	5	4
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2004)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	10,511	
Attendants/Companions	2,362	
Other		
TOTAL (%Total)	12,873 (100%)	(0%)

CLARINGTON

HANDI TRANSIT INC.

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

Population served: 70,000
Service area (km²): 611.0
Communities served: 1
Service began: 1981
Advisory Committee members: 9
Eligibility Committee members: 9

NUMBER OF REGISTRANTS

203
Wheelchair/Scooter Users: 125 (62%)
Ambulatory: 78 (38%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

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

Note: *Administration expenses/resources shared with Oshawa, Whitby, and Scugog-Uxbridge. Expenses distributed proportionate to population.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	52,000	61,000
Tot. Veh. Km. - Dedicated Service	52,000	61,000
Rev. Veh. Hr. - Dedicated Service	2,800	3,910
Tot. Veh. Hr. - Dedicated Service	2,800	3,910
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	3,786	4,229
Non-Dedicated Service	30	135
TOTAL PASSENGERS	3,816	4,364
Subscription/Pre-booked	60%	35%
Reservation	35%	60%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	90	56
NO-SHOWS/CANCELLED AT DOOR	31	45
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration*	\$44,412	\$44,757
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$73,860	\$80,448
Contract - Non-Dedicated Service	\$879	\$1,662
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,984	\$10,951
Fuel	\$9,356	\$11,319
TOTAL OPERATING EXPENSES	\$138,491	\$149,137

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$18,634	\$20,226
Other Operating Revenue		
Total Operating Revenues	\$18,634	\$20,226
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$119,857	\$128,911
Donations / Other		
TOTAL	\$138,491	\$149,137

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0600 to 2300 Sunday: 0800 to 2200
Saturday: 0600 to 2300 Holiday: 0800 to 2200
Advanced booking notice: 14 days
Minimum notice for reservation: 2.0 hours
Reservations/Scheduling: Partially Computerized

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES 1 1

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

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

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	13%	14%
Net Operating Cost / Capita	\$1.71	\$1.84
Total Exp. / Passenger	\$36.29	\$34.17
Total Exp. / Eligible Passenger	\$38.93	\$36.11
Transp. Exp. / Passenger		
Dedicated Service	\$24.62	\$24.29
Non-Dedicated Service (e.g. Taxis)	\$29.30	\$12.31
Transp. Exp. / Hour (Dedicated Service)	\$33.29	\$26.27

OPERATING

Registrants / Capita	0.0025	0.0029
Passengers / Capita	0.0545	0.0623
Passengers / Registrant	21.93	21.50
Passengers / Hour (Dedicated Service)	1.35	1.08
Km. / Passenger (Dedicated Service)	13.73	14.42
Average Speed (Dedicated Service)	18.57	15.60

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	384	47
Wheelchair/Scooter Users	3,611	88
Attendants/Companions	234	
Other		
TOTAL (%Total)	4,229 (97%)	135 (3%)

COCHRANE

COCHRANE TRANSIT

Contact: Ms. Michelle Larose
 Title: Treasurer
 Telephone: (705) 272-4361
 FAX: (705) 272-6068
 e-mail: larosem@puc.net

Dedicated Service operated by: N/A

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

Taxi Scrip Program available: YES

Population served: 5,457
 Service area (km²): 538.7
 Communities served: 1
 Service began: 1993
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

192

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

Note: Eligibility Criteria: as per doctors' recommendations.

* Town of Cochrane provided non-dedicated specialized transit services to the areas of Cochrane, Lamarche, and Glackmeyer.

* Weekday service hours from 0830 hrs to 1200 hrs and 1230 hrs to 1800 hrs.

ELIGIBILITY CRITERIA *

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

VEHICLE KILOMETRES & HOURS

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

2003

2004

SERVICE HOURS/SCHEDULING *

Weekday: 0830 to 1800 Sunday:
 Saturday: Holiday:

Advanced booking notice:

Minimum notice for reservation:

Reservations/Scheduling: Manual

PASSENGER DATA

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

5,984

5,872

5,984

5,872

100%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration \$392
 Operations:
 Internal - Dedicated Service \$451
 Contract - Dedicated Service
 Contract - Non-Dedicated Service \$41,454
 Contract - Taxi Scrip \$49,447
 Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

\$42,297

\$49,447

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$11,172
 Other Operating Revenue \$10,620

Total Operating Revenues \$11,172 \$10,620

Federal Contributions

Provincial Contributions

Municipal Contributions \$31,125 \$38,827

Donations / Other

TOTAL \$42,297 \$49,447

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

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

(Full-Time)

(Part-Time)

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	26%	21%
Net Operating Cost / Capita	\$5.66	\$7.12
Total Exp. / Passenger	\$7.07	\$8.42
Total Exp. / Eligible Passenger	\$7.07	\$8.42
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)	\$6.93	\$8.42
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0331	0.0352
Passengers / Capita	1.0880	1.0760
Passengers / Registrant	32.88	30.58
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2004)

Non-Accessible Cars
 Accessible Vans/Minivans
 Small Buses
 Other

TOTAL DED. VEHICLES

Accessible taxis

Number

Veh. Peak

Avg. Capacity per Veh.
 Wheelchair Ambulatory

N/A

N/A

N/A

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory		5,872
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	(0%)	5,872 (100)

* Total for all categories

CORNWALL

CORNWALL TRANSIT

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

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

NUMBER OF REGISTRANTS

1,492
Wheelchair/Scooter Users: 571 (38%)
Ambulatory: 921 (62%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	78,442	90,118
Tot. Veh. Km. - Dedicated Service	78,442	90,118
Rev. Veh. Hr. - Dedicated Service	8,924	10,304
Tot. Veh. Hr. - Dedicated Service	8,924	10,304
Non-Dedicated Service - Veh. Km.	8,674	13,403
Non-Dedicated Service - Veh. Hr.	449	683

PASSENGER DATA

Dedicated Service	21,967	28,798
Non-Dedicated Service	3,165	4,502
TOTAL PASSENGERS	25,132	33,300

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

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	84	143
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$154,707	\$180,716
Operations:		
Internal - Dedicated Service	\$188,854	\$230,478
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$17,312	\$24,272
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$104,891	\$89,087
Fuel	\$45,695	\$43,247
TOTAL OPERATING EXPENSES	\$511,459	\$567,800

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$56,547	\$54,606
Other Operating Revenue		
Total Operating Revenues	\$56,547	\$54,606
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$454,912	\$513,194
Donations / Other		
TOTAL	\$511,459	\$567,800

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		\$1,300
TOTAL CAPITAL EXPENSES		\$1,300

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$1,300
Donations / Other		
TOTAL CAPITAL FUNDING		\$1,300

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.00	\$1.50	
Child	\$ 2.00	\$1.50	
Student	\$ 2.00	\$1.50	
Senior	\$ 2.00	\$1.50	
Attendant	\$ 2.00	\$1.50	
Companion	\$ 2.00	\$1.50	
Other			

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

8 2

Union Affiliations: Operators: ATU Local 946
Maintenance: CUPE Local 234

Top Operator Wage Rate: \$18.00
Top Mechanic Wage Rate: \$19.42

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	11%	10%
Net Operating Cost / Capita	\$9.48	\$10.69
Total Exp. / Passenger	\$20.35	\$17.05
Total Exp. / Eligible Passenger	\$22.31	\$18.33
Transp. Exp. / Passenger		
Dedicated Service	\$15.45	\$12.60
Non-Dedicated Service (e.g. Taxis)	\$5.47	\$5.39
Transp. Exp. / Hour (Dedicated Service)	\$38.04	\$35.21
OPERATING		
Registrants / Capita	0.0288	0.0311
Passengers / Capita	0.5236	0.6938
Passengers / Registrant	18.17	22.32
Passengers / Hour (Dedicated Service)	2.46	2.79
Km. / Passenger (Dedicated Service)	3.57	3.13
Average Speed (Dedicated Service)	8.79	8.75

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	8	5	4	14
Other				
TOTAL DED. VEHICLES	8	5	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	12,894	4,425
Wheelchair/Scooter Users	13,658	
Attendants/Companions	2,246	77
Other		
TOTAL (%Total)	28,798 (86%)	4,502 (14%)

DRYDEN

DRYDEN HANDI-TRANSIT

Contact: Ms. Judi Stratton
Title: Manager
Telephone: (807) 223-3568
FAX:
e-mail: handitransit@shaw.ca

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

Population served: 8,198
Service area (km²): 65.2
Communities served: 1
Service began: 1976
Advisory Committee members: 6
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

240
Wheelchair/Scooter Users: 30 (13%)
Ambulatory: 165 (69%)
Attendants/Companions: 25 (10%)
Other: 20 (8%)

Note: * Special outings after hours or on weekends must be pre-booked one week in advance.

* No part-time operator from March 1 - December 31, 2004.

* 2004 data based on 11 months of operation - no service in August due to employee vacation.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	21,715	20,976
Tot. Veh. Km. - Dedicated Service	21,715	20,976
Rev. Veh. Hr. - Dedicated Service	1,031	2,186
Tot. Veh. Hr. - Dedicated Service	1,031	2,186
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service *	4,000	2,875
Non-Dedicated Service		
TOTAL PASSENGERS	4,000	2,875
Subscription/Pre-booked	85%	65%
Reservation	10%	10%
On-Demand/Day of trip	5%	25%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	50	32
----------------------------	----	----

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$6,920	\$3,563
Operations:		
Internal - Dedicated Service	\$77,829	\$76,352
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,143	\$9,387
Fuel	\$5,011	\$4,683
TOTAL OPERATING EXPENSES	\$95,903	\$93,985

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$23,504	\$21,689
Other Operating Revenue		\$1,250
Total Operating Revenues	\$23,504	\$22,939
Federal Contributions		
Provincial Contributions	\$3,140	\$9,634
Municipal Contributions	\$58,660	\$58,660
Donations / Other	\$10,599	\$4,552
TOTAL	\$95,903	\$95,785

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 3.00		
Child			
Student			
Senior	\$ 3.00		
Attendant	\$ 3.00		
Companion	\$ 3.00		
Other			
School Boards	\$1.50/km per student, Home Support Service		

EMPLOYEE DATA (2004) *

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

TOTAL NUMBER OF EMPLOYEES

1

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

Top Operator Wage Rate: \$20.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	25%	24%
Net Operating Cost / Capita	\$9.36	\$8.67
Total Exp. / Passenger	\$23.98	\$32.69
Total Exp. / Eligible Passenger	\$25.21	\$33.33
Transp. Exp. / Passenger		
Dedicated Service	\$22.25	\$31.45
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$86.31	\$41.36
OPERATING		
Registrants / Capita	0.0204	0.0293
Passengers / Capita	0.5174	0.3507
Passengers / Registrant	25.32	11.98
Passengers / Hour (Dedicated Service)	3.88	1.32
Km. / Passenger (Dedicated Service)	5.43	7.30
Average Speed (Dedicated Service)	21.06	9.60

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,310	
Wheelchair/Scooter Users	1,510	
Attendants/Companions	55	
Other		
TOTAL (%Total)	2,875 (100%)	(0%)

DYSART ET AL

DYSART SPECIAL TRANSIT SERVICE

Contact: Ms. Brooke Irvine
Title: Deputy Treasurer
Telephone: (705) 457-1740
FAX: (705) 457-1964
e-mail: dysart@aibn.com

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

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

NUMBER OF REGISTRANTS

109
Wheelchair/Scooter Users: 40 (37%)
Ambulatory: 60 (55%)
Attendants/Companions: 9 (8%)
Other:

Note: * Service Hours: Service available at other times upon request.
* Fares: Within Haliburton Village boundaries, \$3. Other areas including West Guilford, Haliburton Lake, and Minden Village) from \$7 to \$18. Beyond the boundaries, add \$0.50/km.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

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

2003 2004
7,200 8,287
8,100 11,050
1,048 622
1,048 622

SERVICE HOURS/SCHEDULING *

Weekday: 0900 to 1500 Sunday:
Saturday: Holiday:
Advanced booking notice: 3 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service
Non-Dedicated Service

1,715 1,590

TOTAL PASSENGERS

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

1,715 1,590
75% 75%
15% 20%
10% 5%

UNACCOMMODATED TRIPS

3 40

NO-SHOWS/CANCELLED AT DOOR

1

NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

\$1,187 \$1,423
\$15,167 \$14,064

Maintenance (Vehicles & Facilities)

\$4,133 \$4,966

Fuel

\$2,544 \$1,109

TOTAL OPERATING EXPENSES

\$23,031 \$21,562

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
Other Operating Revenue

\$10,571 \$10,637

Total Operating Revenues

\$10,571 \$10,637

Federal Contributions

Provincial Contributions

Municipal Contributions

\$12,460 \$10,925

Donations / Other

TOTAL

\$23,031 \$21,562

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2004) *

Cash Tickets/Cards (unit price) Monthly Pass

Adult
Child
Student
Senior
Attendant
Companion
Other * Fare by zone

EMPLOYEE DATA (2004)

(Full-Time) (Part-Time)

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

2 3

TOTAL NUMBER OF EMPLOYEES

2 3

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

Top Operator Wage Rate: \$15.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

2003 2004

R/C Ratio 46% 49%
Net Operating Cost / Capita \$2.27 \$1.68
Total Exp. / Passenger \$13.43 \$13.56
Total Exp. / Eligible Passenger \$15.21 \$15.03
Transp. Exp. / Passenger
Dedicated Service \$12.74 \$12.67
Non-Dedicated Service (e.g. Taxis)
Transp. Exp. / Hour (Dedicated Service) \$20.84 \$32.38

OPERATING

Registrants / Capita 0.0169 0.0168
Passengers / Capita 0.3118 0.2446
Passengers / Registrant 18.44 14.59
Passengers / Hour (Dedicated Service) 1.64 2.56
Km. / Passenger (Dedicated Service) 4.20 5.21
Average Speed (Dedicated Service) 6.87 13.32

VEHICLE DATA (2004)

Number Veh. Peak Avg. Capacity per Veh. Wheelchair Ambulatory

Non-Accessible Cars N/A
Accessible Vans/Minivans
Small Buses 1 1 4 8
Other
TOTAL DED. VEHICLES 1 1 N/A N/A
Accessible taxis

PASSENGER STATISTICS (2004)

Dedicated Service Non-Dedicated Service

Ambulatory 965
Wheelchair/Scooter Users 470
Attendants/Companions 155
Other
TOTAL (%Total) 1,590 (100%) (0%)

ELLIOT LAKE

ELLIOT LAKE HANDI-LIFT BUS

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

Population served: 11,500
Service area (km²): 8.0
Communities served: 1
Service began: 1988
Advisory Committee members: N/A
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 85 (43%)
Ambulatory: 115 (58%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	28,000	
Tot. Veh. Km. - Dedicated Service	28,000	
Rev. Veh. Hr. - Dedicated Service	1,625	
Tot. Veh. Hr. - Dedicated Service	1,625	
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

	2003	2004
Dedicated Service	5,958	6,135
Non-Dedicated Service		
TOTAL PASSENGERS	5,958	6,135
Subscription/Pre-booked	80%	70%
Reservation	20%	25%
On-Demand/Day of trip		5%
UNACCOMMODATED TRIPS	125	
NO-SHOWS/CANCELLED AT DOOR	50	
NUMBER OF COMPLAINTS	5	1

OPERATING EXPENSES

	2003	2004
Administration		\$334
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$59,469	\$59,797
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$30,000	\$19,298
Fuel		\$5,196
TOTAL OPERATING EXPENSES	\$89,469	\$84,625

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2003	2004
Passenger Revenue	\$9,604	\$9,932
Other Operating Revenue		
Total Operating Revenues	\$9,604	\$9,932
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$79,865	\$74,693
Donations / Other		
TOTAL	\$89,469	\$84,625

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0830 to 1600 Sunday:
Saturday: Holiday:
Advanced booking notice: 10 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Manual

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

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

Union Affiliations: Operators: CUPE 1880
Maintenance: CUPE 170

Top Operator Wage Rate: \$13.85
Top Mechanic Wage Rate: \$22.30

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	11%	12%
Net Operating Cost / Capita	\$6.94	\$6.50
Total Exp. / Passenger	\$15.02	\$13.79
Total Exp. / Eligible Passenger	\$18.63	\$17.04
Transp. Exp. / Passenger		
Dedicated Service	\$15.02	\$13.74
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$55.06	
OPERATING		
Registrants / Capita	0.0200	0.0174
Passengers / Capita	0.5181	0.5335
Passengers / Registrant	25.90	30.68
Passengers / Hour (Dedicated Service)	3.67	
Km. / Passenger (Dedicated Service)	4.70	
Average Speed (Dedicated Service)	17.23	

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,399	
Wheelchair/Scooter Users	1,567	
Attendants/Companions	1,169	
Other		
TOTAL (%Total)	6,135 (100%)	(0%)

ESPANOLA

ESPANOLA CARE VAN

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

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

NUMBER OF REGISTRANTS

75
 Wheelchair/Scooter Users: 17 (23%)
 Ambulatory: 58 (77%)
 Attendants/Companions:
 Other:

Note: * Service Hours: Service Available on Mondays 0800-14:00.

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

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

2003
 2004

SERVICE HOURS/SCHEDULING *

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

PASSENGER DATA

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

3,629
 4,110
 3,629
 4,110
 95%
 90%
 5%
 10%

FARE STRUCTURE (2004)

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

Tickets/Cards

(unit price) Monthly Pass

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

\$809
 \$1,018
 \$18,473
 \$24,703
 \$2,978
 \$1,581
 \$2,174
 \$2,952
 \$24,434
 \$30,254

EMPLOYEE DATA (2004)

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

(Full-Time) (Part-Time)

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: CUPE Local 435

Top Operator Wage Rate: \$13.20
 Top Mechanic Wage Rate:

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

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

\$7,258
 \$9,248
 \$17,176
 \$16,424
 \$24,434
 \$30,254

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

PERFORMANCE INDICATORS

FINANCIAL

2003 2004
 R/C Ratio 30% 31%
 Net Operating Cost / Capita \$3.12 \$3.82
 Total Exp. / Passenger \$6.73 \$7.36
 Total Exp. / Eligible Passenger \$6.73 \$7.36
 Transp. Exp. / Passenger
 Dedicated Service \$6.51 \$7.11
 Non-Dedicated Service (e.g. Taxis)
 Transp. Exp. / Hour (Dedicated Service) \$21.48

OPERATING

Registrants / Capita 0.0109 0.0136
 Passengers / Capita 0.6598 0.7473
 Passengers / Registrant 60.48 54.80
 Passengers / Hour (Dedicated Service) 3.30
 Km. / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	4,110*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	4,110 (100%)	(0%)

* Total for all categories

FLESHERTON

RIDE ON TRANSPORTATION

Contact: Ms. Debbie Dowker
Title: Director of Finance
Telephone: (519) 924-3339
FAX: (519) 924-3575
e-mail:

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

NUMBER OF REGISTRANTS

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

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

ELIGIBILITY CRITERIA

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

Note: * Other eligibility criteria: Students with a developmental disability.
* Service hours are flexible, based on booked requests.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	120,296	114,989
Tot. Veh. Km. - Dedicated Service	120,296	114,989
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

	2003	2004
Dedicated Service	3,077	3,188
Non-Dedicated Service		
TOTAL PASSENGERS	3,077	3,188
Subscription/Pre-booked	90%	90%
Reservation	10%	10%
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

	2003	2004
Administration	\$1,200	\$1,375
Operations:		
Internal - Dedicated Service	\$23,842	\$30,953
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$16,225	\$12,340
Fuel	\$7,873	\$11,695
TOTAL OPERATING EXPENSES	\$49,140	\$56,363

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2003	2004
Passenger Revenue	\$17,696	\$16,915
Other Operating Revenue		
Total Operating Revenues	\$17,696	\$16,915
Federal Contributions		
Provincial Contributions	\$31,444	\$39,448
Municipal Contributions		
Donations / Other		
TOTAL	\$49,140	\$56,363

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING *

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

FARE STRUCTURE (2004) *

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

* Fare according to distance travelled (per Km charge)

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators		3
Other Operations (e.g. dispatchers)		1
Maintenance		1
General Administration		1
Other		

TOTAL NUMBER OF EMPLOYEES

6

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

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	36%	30%
Net Operating Cost / Capita	\$1.97	\$2.48
Total Exp. / Passenger	\$15.97	\$17.68
Total Exp. / Eligible Passenger	\$15.97	\$17.68
Transp. Exp. / Passenger		
Dedicated Service	\$15.58	\$17.25
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0053	0.0053
Passengers / Capita	0.1931	0.2001
Passengers / Registrant	36.20	37.51
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	39.10	36.07
Average Speed (Dedicated Service)		

VEHICLE DATA

(2004)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	3	3	N/A	4
Accessible Vans/Minivans	1		2	4
Small Buses				
Other				
TOTAL DED. VEHICLES	4	3	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2004)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,046	
Wheelchair/Scooter Users	142	
Attendants/Companions		
Other		
TOTAL (%Total)	3,188 (100%)	(0%)

FORT ERIE**FORT ERIE MOBILE SERVICE**

Contact: Ms. Shirley Athoe
 Title: Treasurer
 Telephone: 905-871-4655
 FAX: 905-871-6411
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served: 28,000
 Service area (km²): 168.3
 Communities served: 1
 Service began: 1992

Advisory Committee members: 9

Eligibility Committee members: 9

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 15 (4%)
 Ambulatory: 325 (93%)
 Attendants/Companions: 10 (3%)

Note: * Specialized curb-to-curb transit service within municipal boundaries of Fort Erie is available free of charge to those persons that cannot utilize Fort Erie's regular transit service. The service is funded in part through Fort Erie Bingo.

* Other Eligibility Criteria: mental, physical, intellectual, visual, hearing impaired. * Service Hours: Thursday & Friday: 0900 - 2200 hrs.

* Capital investment: 1 van was donated.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

2003

2004

Rev. Veh. Km. - Dedicated Service

Tot. Veh. Km. - Dedicated Service

Rev. Veh. Hr. - Dedicated Service

Tot. Veh. Hr. - Dedicated Service

Non-Dedicated Service - Veh. Km.

Non-Dedicated Service - Veh. Hr.

PASSENGER DATA

Dedicated Service

Non-Dedicated Service

TOTAL PASSENGERS

Subscription/Pre-booked

Reservation

On-Demand/Day of trip

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

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES**OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS**

Passenger Revenue

Other Operating Revenue

Total Operating Revenues

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL**CAPITAL EXPENSES**

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

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

Weekday: 0900 to 1700

Saturday:

Advanced booking notice:

Minimum notice for reservation:

Reservations/Scheduling: Manual

Sunday:

Holiday:

1 days

FARE STRUCTURE (2004) *

Cash

Tickets/Cards

(unit price)

Monthly Pass

Adult

Child

Student

Senior

Attendant

Companion

Other

EMPLOYEE DATA (2004)

(Full-Time)

(Part-Time)

Operators

Other Operations (e.g. dispatchers)

Maintenance

General Administration

Other

TOTAL NUMBER OF EMPLOYEES

1

3

Union Affiliations: Operators: N/A

Maintenance: N/A

Top Operator Wage Rate: \$11.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS**FINANCIAL**

2003

2004

R/C Ratio

Net Operating Cost / Capita

Total Exp. / Passenger

Total Exp. / Eligible Passenger

Transp. Exp. / Passenger

Dedicated Service

Non-Dedicated Service (e.g. Taxis)

Transp. Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

Passengers / Capita

Passengers / Registrant

Passengers / Hour (Dedicated Service)

Km. / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER STATISTICS

Dedicated

Non-Dedicated

(2004)

Service

Service

Ambulatory

16,403

Wheelchair/Scooter Users

1,294

Attendants/Companions

266

Other

TOTAL (%Total)

17,963 (100%)

(0%)

VEHICLE DATA

(2004)

Number

Veh.
PeakAvg. Capacity per Veh.
Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans/Minivans

3

2

Small Buses

Other

TOTAL DED. VEHICLES

3

2

N/A

N/A

Accessible taxis

FORT FRANCES

FORT FRANCES HANDI-VAN

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

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

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users:
 Ambulatory:
 Attendants/Companions:

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

ELIGIBILITY CRITERIA *

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

Note: * Other Eligibility Criteria: Medical Authorization.
 * Service availability on weekends or holidays for special community events or circumstances upon request.
 * Non-Dedicated service provided 18,062 subsidized trips for low-income residents.
 * Provincial Operating Contributions reported 2004 provincial gas tax allocation.

VEHICLE KILOMETRES & HOURS	2003	2004
Rev. Veh. Km. - Dedicated Service	26,031	25,517
Tot. Veh. Km. - Dedicated Service	26,031	25,517
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	10,575	10,962
Non-Dedicated Service	432	153
TOTAL PASSENGERS	11,007	11,115

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

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

OPERATING EXPENSES

Administration	\$10,288	\$10,742
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$59,912	\$65,173
Contract - Non-Dedicated Service	\$31,142	\$30,330
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,042	\$10,861
Fuel	\$4,540	\$4,800
TOTAL OPERATING EXPENSES	\$108,924	\$121,906

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$18,374	\$21,223
Other Operating Revenue		
Total Operating Revenues	\$18,374	\$21,223
Federal Contributions		
Provincial Contributions		\$9,893
Municipal Contributions	\$81,245	\$80,047
Donations / Other	\$9,305	\$10,311
TOTAL	\$108,924	\$121,474

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING *	
Weekday: 0800 to 1630	Sunday:
Saturday:	Holiday:
Advanced booking notice:	1 days
Minimum notice for reservation:	24.0 hours
Reservations/Scheduling:	Manual

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 1.25		
Child	\$ 1.25		
Student	\$ 1.25		
Senior	\$ 1.25		
Attendant	\$ 0.63		
Companion	\$ 0.63		
Other	Board of Education - \$5.00 per trip		

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: CUPE Local 65

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$24.29

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	17%	17%
Net Operating Cost / Capita	\$10.89	\$12.11
Total Exp. / Passenger	\$9.90	\$10.97
Total Exp. / Eligible Passenger	\$10.14	\$11.35
Transp. Exp. / Passenger		
Dedicated Service	\$6.38	\$7.37
Non-Dedicated Service (e.g. Taxis)	\$72.09	198.24
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita		
Passengers / Capita	1.3238	1.3367
Passengers / Registrant		
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	2.46	2.33
Average Speed (Dedicated Service)		

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	10,589	153
Attendants/Companions	373	
Other		
TOTAL (%Total)	10,962 (99%)	153 (1%)

GREENSTONE

GREENSTONE PARA TRANSIT

Contact: Jack Kuzminski
 Title: Director of Finance and Administration
 Telephone: 807-854-1100
 FAX: 807-854-1947
 e-mail: jkuzminski@astrocom-on.com

Population served: 5,600
 Service area (km²): 3,000.0
 Communities served: 2
 Service began: 2001
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

Note: * Service Hours: Saturday, Sunday and Holiday service is available upon request.

* Service provided to the areas of Geraldton and Longlac.

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

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

2003

2004

SERVICE HOURS/SCHEDULING *

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

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

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

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

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 Revenues

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2004)

Cash

Tickets/Cards

(unit price)

Monthly Pass

Adult

Child

Student

Senior

\$ 1.50

\$1.50

Attendant

Companion

Other

EMPLOYEE DATA (2004)

(Full-Time)

(Part-Time)

Operators

1

Other Operations (e.g. dispatchers)

Maintenance

General Administration

1

Other

TOTAL NUMBER OF EMPLOYEES

2

Union Affiliations: Operators: CUPE Local 3045
 Maintenance: N/A

Top Operator Wage Rate: \$18.14

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

2003

2004

R/C Ratio

7%

Net Operating Cost / Capita

\$6.44

Total Exp. / Passenger

\$8.33

Total Exp. / Eligible Passenger

\$8.33

Transp. Exp. / Passenger

Dedicated Service

\$8.33

Non-Dedicated Service (e.g. Taxis)

Transp. Exp. / Hour (Dedicated Service)

\$35.46

OPERATING

Registrants / Capita

Passengers / Capita

0.8273

Passengers / Registrant

Passengers / Hour (Dedicated Service)

4.26

Km. / Passenger (Dedicated Service)

2.15

Average Speed (Dedicated Service)

9.14

VEHICLE DATA (2004)

Number

Veh.
Peak

Avg. Capacity per Veh.
Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans/Minivans

Small Buses

2

2

2

Other

TOTAL DED. VEHICLES

2

2

N/A

N/A

Accessible taxis

PASSENGER STATISTICS (2004)

Dedicated
Service

Non-Dedicated
Service

Ambulatory

4,633*

Wheelchair/Scooter Users

Attendants/Companions

Other

TOTAL (%Total)

4,633 (100%)

(0%)

* Total for all categories

GUELPH TRANSIT

Contact: Ms. Linda Hanna
 Title: Supervisor - Admin., Mkg. & Cust. Serv.
 Telephone: (519) 822-1811 x221
 FAX: (519) 822-1322
 e-mail: linda.hanna@guelph.ca

Population served: 115,016
 Service area (km²): 88.0
 Communities served: 1
 Service began: 1977
 Advisory Committee members: N/A
 Eligibility Committee members: 1

NUMBER OF REGISTRANTS

1,556
 Wheelchair/Scooter Users: 467 (30%)
 Ambulatory: 1,089 (70%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

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

Note: * Service Hours: Service is available on Christmas Day, Boxing Day & New Year's Day from 0900 to 1930 hrs.
 * Fare increased in May 2004.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	200,103	206,211
Tot. Veh. Km. - Dedicated Service	205,437	206,211
Rev. Veh. Hr. - Dedicated Service	10,356	10,501
Tot. Veh. Hr. - Dedicated Service	10,356	10,501
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	39,760	41,822
Non-Dedicated Service	12,658	12,396
TOTAL PASSENGERS	52,418	54,218
Subscription/Pre-booked	1%	20%
Reservation	99%	80%
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	366	366
----------------------------	-----	-----

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$34,268	\$49,698
Operations:		
Internal - Dedicated Service	\$513,166	\$455,535
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$113,085	\$92,100
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$50,000	\$50,000
TOTAL OPERATING EXPENSES	\$710,519	\$647,333

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$43,090	\$74,678
Other Operating Revenue		
Total Operating Revenues	\$43,090	\$74,678
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$667,429	\$572,655
Donations / Other		
TOTAL	\$710,519	\$647,333

CAPITAL EXPENSES

Vehicles Purchased	\$195,900
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$195,900

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$64,700
Municipal Contributions	\$131,200
Donations / Other	
TOTAL CAPITAL FUNDING	\$195,900

SERVICE HOURS/SCHEDULING *

Weekday:	0545 to 0015	Sunday:	0915 to 1815
Saturday:	0545 to 0015	Holiday:	
Advanced booking notice:	7 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2004) *

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.00	\$1.70	
Child	\$ 2.00	\$1.70	
Student	\$ 2.00	\$1.70	
Senior	\$ 2.00	\$1.70	
Attendant	\$ 2.00	\$1.70	
Companion	\$ 2.00	\$1.70	
Other			

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	4	3
Other Operations (e.g. dispatchers)	2	
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES 6 3

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

Top Operator Wage Rate: \$19.58
 Top Mechanic Wage Rate: \$23.27

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	6%	12%
Net Operating Cost / Capita	\$5.90	\$4.98
Total Exp. / Passenger	\$13.55	\$11.94
Total Exp. / Eligible Passenger	\$14.27	\$12.51
Transp. Exp. / Passenger		
Dedicated Service	\$14.16	\$12.09
Non-Dedicated Service (e.g. Taxis)	\$8.93	\$7.43
Transp. Exp. / Hour (Dedicated Service)	\$54.38	\$48.14
OPERATING		
Registrants / Capita	0.0116	0.0135
Passengers / Capita	0.4634	0.4714
Passengers / Registrant	39.89	34.84
Passengers / Hour (Dedicated Service)	3.84	3.98
Km. / Passenger (Dedicated Service)	5.03	4.93
Average Speed (Dedicated Service)	19.32	19.64

VEHICLE DATA
(2004)

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

PASSENGER STATISTICS
(2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	25,149	10,299
Wheelchair/Scooter Users	14,206	2,097
Attendants/Companions	2,467	
Other		
TOTAL (%Total)	41,822 (77%)	12,396 (23%)

HALTON HILLS

ACTIVAN

Contact: Ms. Amy Tawse
 Title: Senior Administrative Assistant
 Telephone: (905) 873-2601 x2610
 FAX: (905) 873-8192
 e-mail: amyt@haltonhills.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 54,800
 Service area (km²): 280.0
 Communities served: 1
 Service began: 1981
 Advisory Committee members: 6
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

199
 Wheelchair/Scooter Users: 60 (30%)
 Ambulatory: 139 (70%)
 Attendants/Companions:
 Other:

Note: * Administration Expense included the consultant fees for the North Halton Transit Strategy project in 2004.
 * Service Hours: extra hours available upon request, with a minimum 3 paying passengers.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS	2003	2004
Rev. Veh. Km. - Dedicated Service	28,059	27,849
Tot. Veh. Km. - Dedicated Service	30,559	30,271
Rev. Veh. Hr. - Dedicated Service	1,349	1,505
Tot. Veh. Hr. - Dedicated Service	2,085	2,080
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	2,193	2,439
Non-Dedicated Service		
TOTAL PASSENGERS	2,193	2,439
Subscription/Pre-booked		
Reservation		100%
On-Demand/Day of trip		
UNACCOMMODATED TRIPS	200	200
NO-SHOWS/CANCELLED AT DOOR	20	20
NUMBER OF COMPLAINTS	12	8

OPERATING EXPENSES

Administration*	\$6,000	\$43,103
Operations:		
Internal - Dedicated Service	\$875	\$500
Contract - Dedicated Service	\$66,000	\$64,275
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$16,896	\$8,648
Fuel	\$5,990	\$6,420
TOTAL OPERATING EXPENSES	\$95,761	\$122,946

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,370	\$4,929
Other Operating Revenue		
Total Operating Revenues	\$4,370	\$4,929
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$91,391	\$118,017
Donations / Other		
TOTAL	\$95,761	\$122,946

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING *	
Weekday: 0800 to 1630	Sunday:
Saturday:	Holiday:
Advanced booking notice:	7 days
Minimum notice for reservation:	24.0 hours
Reservations/Scheduling:	Manual

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES 1 5

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$22.68

PERFORMANCE INDICATORS

FINANCIAL	2003	2004
R/C Ratio	5%	4%
Net Operating Cost / Capita	\$1.67	\$2.15
Total Exp. / Passenger	\$43.67	\$50.41
Total Exp. / Eligible Passenger	\$43.67	\$50.41
Transp. Exp. / Passenger		
Dedicated Service	\$40.93	\$32.74
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$43.05	\$38.39
OPERATING		
Registrants / Capita	0.0034	0.0036
Passengers / Capita	0.0400	0.0445
Passengers / Registrant	11.79	12.26
Passengers / Hour (Dedicated Service)	1.63	1.62
Km. / Passenger (Dedicated Service)	12.79	11.42
Average Speed (Dedicated Service)	20.80	18.50

PASSENGER STATISTICS (2004)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,439*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	2,439 (100%)	(0%)
* Total for all categories		

VEHICLE DATA (2004)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	6
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

HAMILTON

ACCESSIBLE TRANSPORTATION SERVICES

Contact: Mr. Paul Thompson
Title: Manager
Telephone: (905) 546-2424 x1862
FAX: (905) 679-7303
e-mail: pthompso@hamilton.ca

Dedicated Service operated by: Private Non-Profit Organization
Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
Taxi Scrip Program available: YES

Population served: 490,000
Service area (km²): 658.0
Communities served: 1
Service began: 1976
Advisory Committee members: 15
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

8,645
Wheelchair/Scooter Users: 5,081 (59%)
Ambulatory: 1,626 (19%)
Attendants/Companions:
Other: 1,938 (22%)

ELIGIBILITY CRITERIA

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

Note: * DARTS subcontracts its ambulatory trips to Veterans Transportation. Its contractor used 20 non-acc. vans and provided 131,432 ambulatory trips in 2004. Rev. Veh. Kms. and Hrs. for this van service were not available in this report.
* Other Passengers for Non-Ded. Serv. included 38,326 and 39,664 riders using low-floor in 2003 & 2004 respectively.

VEHICLE KILOMETRES & HOURS *	2003	2004
Rev. Veh. Km. - Dedicated Service	2,642,914	2,748,359
Tot. Veh. Km. - Dedicated Service	2,642,914	2,748,359
Rev. Veh. Hr. - Dedicated Service	136,327	142,460
Tot. Veh. Hr. - Dedicated Service	136,327	142,460
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	404,733	387,483
Non-Dedicated Service	215,218	204,617
TOTAL PASSENGERS	619,951	592,100
Subscription/Pre-booked	45%	70%
Reservation	20%	30%
On-Demand/Day of trip	35%	
UNACCOMMODATED TRIPS	24,215	9,220
NO-SHOWS/CANCELLED AT DOOR	6,315	8,825
NUMBER OF COMPLAINTS	815	287

OPERATING EXPENSES

Administration	\$1,576,973	\$1,947,666
Operations:		
Internal - Dedicated Service	\$5,491,543	\$5,832,268
Contract - Dedicated Service	\$1,447,100	\$1,445,693
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$944,370	\$948,546
Maintenance (Vehicles & Facilities)	\$833,934	\$721,492
Fuel	\$471,900	\$519,265
TOTAL OPERATING EXPENSES	\$10,765,820	\$11,414,930

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,578,441	\$1,392,849
Other Operating Revenue	\$31,660	\$17,818
Total Operating Revenues	\$1,610,101	\$1,410,667
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$9,086,707	\$9,996,323
Donations / Other	\$69,012	\$7,940
TOTAL	\$10,765,820	\$11,414,930

CAPITAL EXPENSES

Vehicles Purchased	\$4,600,000
Debt Servicing	
Other Capital Expenses	\$1,150,000
TOTAL CAPITAL EXPENSES	\$5,750,000

CAPITAL FUNDING SOURCES

Transit System	\$3,834,000
Federal Contributions	
Provincial Contributions	\$1,916,000
Municipal Contributions	
Donations / Other	
TOTAL CAPITAL FUNDING	\$5,750,000

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

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	53	39
Other Operations (e.g. dispatchers)	7	1
Maintenance	8	
General Administration	15	
Other	11	
TOTAL NUMBER OF EMPLOYEES	94	40

Union Affiliations: Operators: CUPE Local 5167
Maintenance: CUPE Local 5167

Top Operator Wage Rate: \$18.30
Top Mechanic Wage Rate: \$22.11

PERFORMANCE INDICATORS

FINANCIAL	2003	2004
R/C Ratio	15%	12%
Net Operating Cost / Capita	\$18.67	\$20.42
Total Exp. / Passenger	\$17.37	\$19.28
Total Exp. / Eligible Passenger	\$18.51	\$29.46
Transp. Exp. / Passenger		
Dedicated Service	\$20.37	\$21.98
Non-Dedicated Service (e.g. Taxis)	\$4.39	\$4.64
Transp. Exp. / Hour (Dedicated Service) *	\$60.48	\$59.80
OPERATING		
Registrants / Capita	0.0177	0.0176
Passengers / Capita	1.2645	1.2084
Passengers / Registrant	71.28	68.49
Passengers / Hour (Dedicated Service) *	2.97	2.72
Km. / Passenger (Dedicated Service) *	6.53	7.09
Average Speed (Dedicated Service) *	19.39	19.29

PASSENGER STATISTICS (2004)	Dedicated Service	Non-Dedicated Service
Ambulatory	180,505	
Wheelchair/Scooter Users	206,978	
Attendants/Companions		
Other		204,617
TOTAL (%Total)	387,483 (65%)	204,617 (35%)

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	10	2	2	6
Small Buses	51	48	4	8
Other				
TOTAL DED. VEHICLES	61	50	N/A	N/A
Accessible taxis				

HANOVER, TOWN OF

BRUCE GREY & HURON DISABILITY

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

Population served: 50,000
Service area (km²):
Communities served: 5
Service began: 1979
Advisory Committee members: 13
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

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

ELIGIBILITY CRITERIA *

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

Note: *Other Eligibility Criteria: Frail, elderly, mentally or physically disabled.

*Service Hours: On demand, 24 hours per day, 7 days per week.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	500,000	500,000
Tot. Veh. Km. - Dedicated Service	500,000	500,000
Rev. Veh. Hr. - Dedicated Service	25,000	25,000
Tot. Veh. Hr. - Dedicated Service	25,000	25,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	27,398	27,393
Non-Dedicated Service		
TOTAL PASSENGERS	27,398	27,393
Subscription/Pre-booked	80%	80%
Reservation		
On-Demand/Day of trip	20%	20%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration

Operations:

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

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES	\$352,664	\$339,806
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OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$87,060	\$93,833
Other Operating Revenue		
Total Operating Revenues	\$87,060	\$93,833
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$254,000	\$260,039
Donations / Other	\$8,488	\$8,000
TOTAL	\$349,548	\$361,872

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

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

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING *

Weekday: Sunday:
Saturday: Holiday:
Advanced booking notice:
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling:

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	6	5
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	2	
Other		

TOTAL NUMBER OF EMPLOYEES	8	5
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Union Affiliations: Operators: N/A
Maintenance: N/A

Top Operator Wage Rate: \$12.17

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	25%	28%
Net Operating Cost / Capita	\$5.31	\$4.92
Total Exp. / Passenger	\$12.87	\$12.40
Total Exp. / Eligible Passenger	\$12.87	\$12.40
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita		
Passengers / Capita	0.5480	0.5479
Passengers / Registrant		
Passengers / Hour (Dedicated Service)	1.10	1.10
Km. / Passenger (Dedicated Service)	18.25	18.25
Average Speed (Dedicated Service)	20.00	20.00

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	8	8		
Small Buses				
Other	1	1	8	11
TOTAL DED. VEHICLES	9	9	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	27,393*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	27,393 (100%)	(0%)
* Total for all categories		

HEARST**HEARST COMMUNITY TRANSPORTATION**

Contact: Mr. Claude J. Laflamme
 Title: CAO/Clerk
 Telephone: (705) 372-2817
 FAX: (705) 362-5902
 e-mail: claflamme@hearst.ca

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

Population served: 6,953
 Service area (km²): 841.0
 Communities served: 1
 Service began: 1998
 Advisory Committee members: 12
 Eligibility Committee members: 7

ELIGIBILITY CRITERIA *

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

NUMBER OF REGISTRANTS

203
 Wheelchair/Scooter Users: 32 (16%)
 Ambulatory: 160 (79%)
 Attendants/Companions: 11 (5%)
 Other:

Note: * Eligibility Criteria: senior citizens aged 50 years and over and physically disabled adults and youths.
 * Contract operator (Lacroix Bus Service) retained passenger revenue.

VEHICLE KILOMETRES & HOURS

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

2003**2004****SERVICE HOURS/SCHEDULING**

Weekday: 0730 to 1630 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation: 0.5 hours
 Reservations/Scheduling: Partially Computerized

PASSENGER DATA

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

4,521

6,316

4,521

6,316

5%

95%

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

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

\$3,090

\$30,900

TOTAL OPERATING EXPENSES

\$33,990

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue *
 Other Operating Revenue

Total Operating Revenues

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

\$24,290

\$9,700

TOTAL

\$33,990

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING**FARE STRUCTURE (2004)**

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

Tickets/Cards

(unit price) Monthly Pass

EMPLOYEE DATA (2004)

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

(Full-Time)**(Part-Time)**

1

1

1

2

TOTAL NUMBER OF EMPLOYEES

1

4

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

Top Operator Wage Rate: \$10.00

Top Mechanic Wage Rate: \$20.00

PERFORMANCE INDICATORS**FINANCIAL****2003****2004****R/C Ratio**

Net Operating Cost / Capita

\$4.89

Total Exp. / Passenger

\$5.38

Total Exp. / Eligible Passenger

\$5.48

Transp. Exp. / Passenger

Dedicated Service

\$4.89

Non-Dedicated Service (e.g. Taxis)

Transp. Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0292

Passengers / Capita

0.6502

0.9084

Passengers / Registrant

31.11

Passengers / Hour (Dedicated Service)

Km. / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

**VEHICLE DATA
(2004)**

Non-Accessible Cars
 Accessible Vans/Minivans
 Small Buses
 Other

Number**Veh.
Peak****Avg. Capacity per Veh.
Wheelchair Ambulatory**

N/A

4

12

TOTAL DED. VEHICLES

1

1

N/A

N/A

Accessible taxis

**PASSENGER STATISTICS
(2004)****Dedicated
Service****Non-Dedicated
Service**

Ambulatory

3,307

Wheelchair/Scooter Users

2,898

Attendants/Companions

111

Other

TOTAL (%Total)

6,316 (100%)

(0%)

INGERSOLL PARATRANSIT SYSTEM

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

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

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

NUMBER OF REGISTRANTS 315
 Wheelchair/Scooter Users: 84 (27%)
 Ambulatory: 207 (66%)
 Attendants/Companions: 15 (5%)
 Other: 9 (3%)

Note: * Other eligibility criteria: Vision impaired.
 * Non-dedicated service contract included expenses for dedicated service as well.
 * Employment statistics not available from contractor.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS	2003	2004	SERVICE HOURS/SCHEDULING		
Rev. Veh. Km. - Dedicated Service			Weekday: 0800 to 2200	Sunday: 0800 to 2000	
Tot. Veh. Km. - Dedicated Service			Saturday: 0800 to 2200	Holiday:	
Rev. Veh. Hr. - Dedicated Service			Advanced booking notice:	1 days	
Tot. Veh. Hr. - Dedicated Service			Minimum notice for reservation:	1.0 hours	
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2004)	Tickets/Cards	
Dedicated Service	1,267	1,465	Cash	(unit price)	Monthly Pass
Non-Dedicated Service	8,640	7,406	Adult	\$2.25	
TOTAL PASSENGERS	9,907	8,871	Child	\$2.25	
Subscription/Pre-booked	2%	2%	Student	\$2.25	
Reservation	97%	97%	Senior	\$2.25	
On-Demand/Day of trip	1%	1%	Attendant	free	
UNACCOMMODATED TRIPS			Companion		
NO-SHOWS/CANCELLED AT DOOR			Other		
NUMBER OF COMPLAINTS	1				
OPERATING EXPENSES			EMPLOYEE DATA (2004) *	(Full-Time)	(Part-Time)
Administration	\$24,080	\$24,473	Operators		
Operations:			Other Operations (e.g. dispatchers)		
Internal - Dedicated Service			Maintenance		
Contract - Dedicated Service			General Administration		
Contract - Non-Dedicated Service *	\$52,723	\$51,194	Other		
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)					
Fuel					
TOTAL OPERATING EXPENSES	\$76,803	\$75,667			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS					
Passenger Revenue	\$22,374	\$17,078			
Other Operating Revenue					
TOTAL	\$22,374	\$17,078			
Federal Contributions					
Provincial Contributions		\$13,466			
Municipal Contributions	\$51,453	\$42,478			
Donations / Other	\$2,976	\$2,645			
TOTAL	\$76,803	\$75,667			
CAPITAL EXPENSES					
Vehicles Purchased					
Debt Servicing					
Other Capital Expenses					
TOTAL CAPITAL EXPENSES					
CAPITAL FUNDING SOURCES					
Transit System					
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Donations / Other					
TOTAL CAPITAL FUNDING					

PERFORMANCE INDICATORS

FINANCIAL	2003	2004
R/C Ratio	29%	23%
Net Operating Cost / Capita	\$4.95	\$5.33
Total Exp. / Passenger	\$7.75	\$8.53
Total Exp. / Eligible Passenger	\$7.95	\$8.53
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)	\$6.10	\$6.91
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0277	0.0286
Passengers / Capita	0.9006	0.8065
Passengers / Registrant	32.48	28.16
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2004)	Number	Veh. Peak	Avg. Capacity per Veh.	Wheelchair	Ambulatory
Non-Accessible Cars	2	2		N/A	
Accessible Vans/Minivans	1	1			
Small Buses					
Other					
TOTAL DED. VEHICLES	3	3		N/A	N/A
Accessible taxis	1				

PASSENGER STATISTICS (2004)	Dedicated Service	Non-Dedicated Service
Ambulatory	1,465*	7,406*
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	1,465 (17%)	7,406 (83%)
* Total for all categories		

KAPUSKASING

KAP HANDI-TRANS

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

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

Population served: 8,699
Service area (km²): 84.0
Communities served: 1
Service began: 1990
Advisory Committee members: 7
Eligibility Committee members: 7

NUMBER OF REGISTRANTS

184
Wheelchair/Scooter Users: 10 (5%)
Ambulatory: 174 (95%)
Attendants/Companions:

Note: * Other Eligibility Criteria: Visually impaired, developmentally impaired, mental illness.

* Service Hours: Service is available on Christmas Day, New Year's Day, and for Special Events.

* Employment statistics are not available from contractor.

* Provincial Operating Contribution referred to 2004 provincial gas tax allocation.

ELIGIBILITY CRITERIA *

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

VEHICLE KILOMETRES & HOURS

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

2003

2004

SERVICE HOURS/SCHEDULING *

Weekday: 0800 to 1630 Sunday:
Saturday: Holiday:
Advanced booking notice: 1 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Partially Computerized

PASSENGER DATA

	2003	2004
Dedicated Service	10,782	12,240
Non-Dedicated Service		
TOTAL PASSENGERS	10,782	12,240
Subscription/Pre-booked	88%	78%
Reservation		20%
On-Demand/Day of trip	12%	2%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS 8 11

OPERATING EXPENSES

	2003	2004
Administration	\$3,323	\$3,611
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$48,632	\$52,735
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$104	\$18
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$52,059	\$56,364

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2003	2004
Passenger Revenue	\$5,560	\$9,419
Other Operating Revenue		
Total Operating Revenues	\$5,560	\$9,419
Federal Contributions		
Provincial Contributions		\$9,761
Municipal Contributions	\$46,499	\$37,184
Donations / Other		
TOTAL	\$52,059	\$56,364

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004) *

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	11%	17%
Net Operating Cost / Capita	\$5.35	\$5.40
Total Exp. / Passenger	\$4.83	\$4.60
Total Exp. / Eligible Passenger	\$4.84	\$4.64
Transp. Exp. / Passenger		
Dedicated Service	\$4.51	\$4.31
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0154	0.0212
Passengers / Capita	1.2395	1.4071
Passengers / Registrant	80.46	66.52
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	10,218	
Wheelchair/Scooter Users	1,920	
Attendants/Companions	102	
Other		
TOTAL (%Total)	12,240 (100%)	(0%)

KAWARTHA LAKES (RURAL)

COMMUNITY CARE

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

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

NUMBER OF REGISTRANTS

984
 Wheelchair/Scooter Users: 541 (55%)
 Ambulatory: 276 (28%)
 Attendants/Companions:
 Other: 167 (17%)

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

ELIGIBILITY CRITERIA *

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

Note: * Other Eligibility Criteria: Non-emergency stretcher transfers.
 * Service Hours: Service available at other times upon request.
 * Employees: Service also uses 6 trained volunteer drivers.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	197,138	205,594
Tot. Veh. Km. - Dedicated Service	197,138	205,594
Rev. Veh. Hr. - Dedicated Service	2,600	4,576
Tot. Veh. Hr. - Dedicated Service	2,600	4,576
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	5,770	7,416
Non-Dedicated Service		
TOTAL PASSENGERS	5,770	7,416
Subscription/Pre-booked	30%	30%
Reservation	50%	55%
On-Demand/Day of trip	20%	15%
UNACCOMMODATED TRIPS	20	35
NO-SHOWS/CANCELLED AT DOOR	63	275
NUMBER OF COMPLAINTS	2	4

OPERATING EXPENSES

Administration	\$69,731	\$96,462
Operations:		
Internal - Dedicated Service	\$69,820	\$80,462
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,112	\$14,432
Fuel	\$19,355	\$23,898
TOTAL OPERATING EXPENSES	\$170,018	\$215,254

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$59,891	\$121,388
Other Operating Revenue		
Total Operating Revenues	\$59,891	\$121,388
Federal Contributions		
Provincial Contributions	\$30,726	\$32,134
Municipal Contributions	\$29,423	\$49,437
Donations / Other	\$49,978	\$12,295
TOTAL	\$170,018	\$215,254

CAPITAL EXPENSES

Vehicles Purchased	\$51,000
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$51,000

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$17,109
Municipal Contributions	
Donations / Other	\$33,891
TOTAL CAPITAL FUNDING	\$51,000

SERVICE HOURS/SCHEDULING *

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

FARE STRUCTURE (2004) *

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$10.00		
Child	\$10.00		
Student	\$10.00		
Senior	\$10.00		
Attendant	free		
Companion	\$ 5.00		
Other	* \$0.35/km out of town rate		

EMPLOYEE DATA (2004) *

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

TOTAL NUMBER OF EMPLOYEES

2 2

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

Top Operator Wage Rate: \$10.15
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	35%	56%
Net Operating Cost / Capita	\$1.53	\$1.30
Total Exp. / Passenger	\$29.47	\$29.03
Total Exp. / Eligible Passenger	\$33.10	\$30.39
Transp. Exp. / Passenger		
Dedicated Service	\$17.38	\$16.02
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$38.57	\$25.96
OPERATING		
Registrants / Capita	0.0118	0.0137
Passengers / Capita	0.0801	0.1030
Passengers / Registrant	6.80	7.54
Passengers / Hour (Dedicated Service)	2.22	1.62
Km. / Passenger (Dedicated Service)	34.17	27.72
Average Speed (Dedicated Service)	75.82	44.93

VEHICLE DATA

(2004)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars	2	2	N/A 5
Accessible Vans/Minivans	2	2	2 2
Small Buses			
Other			
TOTAL DED. VEHICLES	4	4	N/A N/A
Accessible taxis			

PASSENGER STATISTICS

(2004)	Dedicated Service	Non-Dedicated Service
Ambulatory	1,520	
Wheelchair/Scooter Users	5,562	
Attendants/Companions		
Other	334	
TOTAL (%Total)	7,416 (100%)	(0%)

KAWARTHA LAKES (URBAN)

LINDSAY LIMO

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

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

NUMBER OF REGISTRANTS 813
 Wheelchair/Scooter Users: 291 (36%)
 Ambulatory: 218 (27%)
 Attendants/Companions: 304 (37%)
 Other:

Note: * 2004 financial statistics for specialized transit services had been embedded with the regular transit services and reported in the Urban Transit Fact Book.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS	2003	2004
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	2,756	2,340
Tot. Veh. Hr. - Dedicated Service	2,756	2,340
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	5,919	7,042
Non-Dedicated Service		
TOTAL PASSENGERS	5,919	7,042
Subscription/Pre-booked	80%	80%
Reservation	10%	10%
On-Demand/Day of trip	10%	10%

UNACCOMMODATED TRIPS 500
 NO-SHOWS/CANCELLED AT DOOR 50

OPERATING EXPENSES

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

TOTAL OPERATING EXPENSES * \$106,096

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue *	\$10,671
Other Operating Revenue	
Total Operating Revenues *	\$10,671
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$95,425
Donations / Other	
TOTAL *	\$106,096

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING	
Weekday: 0800 to 1700	Sunday:
Saturday: 1000 to 1700	Holiday:
Advanced booking notice:	
Minimum notice for reservation:	
Reservations/Scheduling:	Manual

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 1.50	\$1.30	
Child	\$ 0.75		
Student	\$ 1.25	\$1.10	
Senior	\$ 1.25	\$1.10	
Attendant	free		
Companion			
Other companion: regular charge			

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$15.11

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	10%	
Net Operating Cost / Capita	\$5.30	
Total Exp. / Passenger	\$17.92	
Total Exp. / Eligible Passenger	\$17.92	
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0299	0.0452
Passengers / Capita	0.3288	0.3912
Passengers / Registrant	11.00	8.66
Passengers / Hour (Dedicated Service)	2.15	3.01
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2004)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	9
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2004)	Dedicated Service	Non-Dedicated Service
Ambulatory	7,042*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	7,042 (100%)	(0%)
* Total for all categories		

KENORA HANDI-TRANSIT

Contact: Ms. Jacquie Stone
 Title: Administrative Services
 Telephone: (807) 468-5947
 FAX: (807) 468-2389
 e-mail: newhorizon@kenora.com

Population served: 16,000
 Service area (km²): 51.8
 Communities served: 1
 Service began: 1985
 Advisory Committee members: 8
 Eligibility Committee members: 2

NUMBER OF REGISTRANTS

307
 Wheelchair/Scooter Users: 131 (43%)
 Ambulatory: 176 (57%)
 Attendants/Companions:
 Other:

Note: * Other Eligibility Criteria: Doctor's recommendation.

* Service Hours: Extended hours provided if sufficient demand.

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA *

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	62,050	56,299
Tot. Veh. Km. - Dedicated Service	62,050	56,299
Rev. Veh. Hr. - Dedicated Service	3,640	3,914
Tot. Veh. Hr. - Dedicated Service	3,640	3,914
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	5,163	6,593
Non-Dedicated Service		
TOTAL PASSENGERS	5,163	6,593
Subscription/Pre-booked	60%	60%
Reservation	38%	38%
On-Demand/Day of trip	2%	2%
UNACCOMMODATED TRIPS	75	52
NO-SHOWS/CANCELLED AT DOOR	30	24
NUMBER OF COMPLAINTS		2

OPERATING EXPENSES

Administration*	\$32,055	\$29,880
Operations:		
Internal - Dedicated Service	\$60,872	\$62,189
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,242	\$13,330
Fuel	\$8,684	\$11,781
TOTAL OPERATING EXPENSES	\$111,853	\$117,180

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$38,113	\$54,179
Other Operating Revenue		
Total Operating Revenues	\$38,113	\$54,179
Federal Contributions		
Provincial Contributions	\$49,877	\$44,384
Municipal Contributions	\$21,426	\$21,426
Donations / Other	\$2,437	\$2,700
TOTAL	\$111,853	\$122,689

CAPITAL EXPENSES

Vehicles Purchased	\$74,644	
Debt Servicing		
Other Capital Expenses		\$43,833
TOTAL CAPITAL EXPENSES	\$74,644	\$43,833

CAPITAL FUNDING SOURCES

Transit System		\$37,346
Federal Contributions		
Provincial Contributions	\$24,857	
Municipal Contributions		\$5,493
Donations / Other	\$49,787	\$994
TOTAL CAPITAL FUNDING	\$74,644	\$43,833

SERVICE HOURS/SCHEDULING *

Weekday:	0700 to 1700	Sunday:	0900 to 2100
Saturday:	0900 to 1700	Holiday:	0900 to 2100
Advanced booking notice:	14 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Partially Computerized		

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

1 2

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

Top Operator Wage Rate: \$13.79

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	34%	46%
Net Operating Cost / Capita	\$4.61	\$3.94
Total Exp. / Passenger	\$21.66	\$17.77
Total Exp. / Eligible Passenger	\$22.11	\$18.14
Transp. Exp. / Passenger		
Dedicated Service	\$15.46	\$13.24
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$21.92	\$22.30
OPERATING		
Registrants / Capita	0.0191	0.0192
Passengers / Capita	0.3227	0.4121
Passengers / Registrant	16.87	21.48
Passengers / Hour (Dedicated Service)	1.42	1.68
Km. / Passenger (Dedicated Service)	12.02	8.54
Average Speed (Dedicated Service)	17.05	14.38

VEHICLE DATA
(2004)

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

PASSENGER STATISTICS
(2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,450	
Wheelchair/Scooter Users	5,010	
Attendants/Companions	133	
Other		
TOTAL (%Total)	6,593 (100%)	(0%)

KINGSTON

KINGSTON ACCESS SERVICES

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

Population served: 116,000
Service area (km²): 447.0
Communities served: 1
Service began: 1967
Advisory Committee members: 10
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 3,832
Wheelchair/Scooter Users: 2,810 (73%)
Ambulatory: 1,022 (27%)
Attendants/Companions:
Other:
Note: * Service Hours: Service is available on Christmas Day and New Year's Day.

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	548,182	543,527
Tot. Veh. Km. - Dedicated Service	548,182	573,739
Rev. Veh. Hr. - Dedicated Service	28,992	27,448
Tot. Veh. Hr. - Dedicated Service	28,992	29,606
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	82,352	82,387
Non-Dedicated Service	1,956	1,767
TOTAL PASSENGERS	84,308	84,154
Subscription/Pre-booked	56%	58%
Reservation	37%	40%
On-Demand/Day of trip	7%	2%
UNACCOMMODATED TRIPS	3,279	2,685
NO-SHOWS/CANCELLED AT DOOR	1,307	1,249
NUMBER OF COMPLAINTS	13	16

OPERATING EXPENSES

Administration	\$287,267	\$291,260
Operations:		
Internal - Dedicated Service	\$1,132,132	\$1,114,283
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$12,985	\$14,820
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$98,431	\$112,109
Fuel	\$89,543	\$97,754
TOTAL OPERATING EXPENSES	\$1,620,358	\$1,630,226

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$175,282	\$152,688
Other Operating Revenue	\$158,499	\$164,430
Total Operating Revenues	\$333,781	\$317,118
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,263,339	\$1,313,108
Donations / Other	\$23,238	
TOTAL	\$1,620,358	\$1,630,226

CAPITAL EXPENSES

Vehicles Purchased	\$316,000	\$320,000
Debt Servicing		
Other Capital Expenses		\$3,207
TOTAL CAPITAL EXPENSES	\$316,000	\$323,207

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$105,300	\$107,735
Municipal Contributions	\$210,700	\$215,472
Donations / Other		
TOTAL CAPITAL FUNDING	\$316,000	\$323,207

SERVICE HOURS/SCHEDULING *

Weekday:	0715 to 2300	Sunday:	0900 to 2300
Saturday:	0900 to 2300	Holiday:	
Advanced booking notice:	14 days		
Minimum notice for reservation:	1.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	14	7
Other Operations (e.g. dispatchers)	3	2
Maintenance		
General Administration	3	
Other		

TOTAL NUMBER OF EMPLOYEES 20 9

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

Top Operator Wage Rate: \$15.76

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	21%	19%
Net Operating Cost / Capita	\$11.09	\$11.32
Total Exp. / Passenger	\$19.22	\$19.37
Total Exp. / Eligible Passenger	\$21.40	\$21.64
Transp. Exp. / Passenger		
Dedicated Service	\$16.03	\$16.07
Non-Dedicated Service (e.g. Taxis)	\$6.64	\$8.39
Transp. Exp. / Hour (Dedicated Service)	\$45.53	\$44.73
OPERATING		
Registrants / Capita	0.0311	0.0330
Passengers / Capita	0.7268	0.7255
Passengers / Registrant	23.33	21.96
Passengers / Hour (Dedicated Service)	2.84	3.00
Km. / Passenger (Dedicated Service)	6.66	6.60
Average Speed (Dedicated Service)	18.91	19.80

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1		10
Small Buses	19	15	6	4
Other				
TOTAL DED. VEHICLES	20	16	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	29,968	1,767
Wheelchair/Scooter Users	43,616	
Attendants/Companions	8,803	
Other		
TOTAL (%Total)	82,387 (98%)	1,767 (2%)

KITCHENER-WATERLOO

GRT MOBILITY PLUS - NORTH

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

Population served: 315,600
Service area (km²): 203.0
Communities served: 2
Service began: 1973
Advisory Committee members: 12
Eligibility Committee members: 5

NUMBER OF REGISTRANTS

4,207
Wheelchair/Scooter Users: 1,817 (43%)
Ambulatory: 2,390 (57%)
Attendants/Companions:
Other:

Note: * Taxi Scrip program started in September 2003.

* Thursday, Friday, and Saturday night service to 0100 hrs upon request.

Dedicated Service operated by: Transit System/Municipality
Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies
Taxi Scrip Program available: YES

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS	2003	2004
Rev. Veh. Km. - Dedicated Service	750,416	797,130
Tot. Veh. Km. - Dedicated Service	766,049	813,736
Rev. Veh. Hr. - Dedicated Service	34,705	35,531
Tot. Veh. Hr. - Dedicated Service	39,061	39,970
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.	13,441	10,526

PASSENGER DATA

Dedicated Service	82,951	92,951
Non-Dedicated Service	77,382	83,107
TOTAL PASSENGERS	160,333	176,058
Subscription/Pre-booked	50%	50%
Reservation	45%	45%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	960	560
NO-SHOWS/CANCELLED AT DOOR	2,459	4,798
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$396,905	\$467,036
Operations:		
Internal - Dedicated Service	\$2,167,508	\$2,415,489
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$771,398	\$729,294
Contract - Taxi Scrip	\$21,668	\$115,039
Maintenance (Vehicles & Facilities)	\$316,378	\$238,022
Fuel	\$141,827	\$151,265
TOTAL OPERATING EXPENSES	\$3,815,684	\$4,116,145

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$272,145	\$353,418
Other Operating Revenue	\$137,144	\$147,098
Total Operating Revenues	\$409,289	\$500,516
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$3,406,395	\$3,615,629
Donations / Other		
TOTAL	\$3,815,684	\$4,116,145

CAPITAL EXPENSES

Vehicles Purchased	\$238,986	\$247,641
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$238,986	\$247,641

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$82,464
Municipal Contributions	\$238,986	\$165,177
Donations / Other		
TOTAL CAPITAL FUNDING	\$238,986	\$247,641

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

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	21	9
Other Operations (e.g. dispatchers)	3	3
Maintenance		
General Administration	7	
Other	1	
TOTAL NUMBER OF EMPLOYEES	32	12

Union Affiliations: Operators: CAW Local 4304
Maintenance: N/A

Top Operator Wage Rate: \$20.44

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2003	2004
R/C Ratio	11%	12%
Net Operating Cost / Capita	\$11.03	\$11.46
Total Exp. / Passenger	\$23.80	\$23.38
Total Exp. / Eligible Passenger	\$25.99	\$27.76
Transp. Exp. / Passenger		
Dedicated Service	\$31.65	\$30.17
Non-Dedicated Service (e.g. Taxis)	\$10.25	\$10.16
Transp. Exp. / Hour (Dedicated Service)	\$67.22	\$70.17

OPERATING

Registrants / Capita	0.0142	0.0133
Passengers / Capita	0.5194	0.5579
Passengers / Registrant	36.67	41.85
Passengers / Hour (Dedicated Service)	2.39	2.62
Km. / Passenger (Dedicated Service)	9.05	8.58
Average Speed (Dedicated Service)	21.62	22.43

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	34,517	55,672
Wheelchair/Scooter Users	51,776	6,305
Attendants/Companions	6,658	
Other		21,130
TOTAL (%Total)	92,951 (53%)	83,107 (47%)

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	17	14	5 7
Small Buses			
Other			
TOTAL DED. VEHICLES	17	14	N/A N/A
Accessible taxis	3		

LAKESHORE**LAKESHORE COMMUNITY SERVICES**

Contact: Ms. Karen Austin
 Title: Information Counsellor
 Telephone: (519) 728-1435
 FAX: (519) 728-4713
 e-mail: nst@lakeshorecommunity.net

Population served: 27,000
 Service area (km²): 530.0
 Communities served: 1
 Service began: 1987
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

90
 Wheelchair/Scooter Users: 12 (13%)
 Ambulatory: 54 (60%)
 Attendants/Companions: 9 (10%)
 Other: 15 (17%)

Note: * Other Eligibility Criteria: 55 years and over or with a disability.

ELIGIBILITY CRITERIA *

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

☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

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

2003**2004****SERVICE HOURS/SCHEDULING**

Weekday: 0730 to 1630 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation: 3.0 hours
 Reservations/Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service 3,913 3,935
 Non-Dedicated Service
TOTAL PASSENGERS 3,913 3,935
 Subscription/Pre-booked 100%
 Reservation
 On-Demand/Day of trip

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

Administration \$18,403
 Operations:
 Internal - Dedicated Service \$43,653
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities) \$8,637
 Fuel \$7,406
TOTAL OPERATING EXPENSES \$78,099

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$16,958
 Other Operating Revenue \$510
Total Operating Revenues \$17,468
 Federal Contributions
 Provincial Contributions \$58,132
 Municipal Contributions
 Donations / Other \$1,289
TOTAL \$76,889

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING**FARE STRUCTURE (2004)**

Cash **Tickets/Cards** **Monthly Pass**
 Adult
 Child
 Student
 Senior
 Attendant
 Companion free
 Other Fare ranges from \$8 - \$12

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES 1

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

Top Operator Wage Rate: \$13.92

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS**FINANCIAL**

2003 **2004**
 R/C Ratio 22%
 Net Operating Cost / Capita \$2.25
 Total Exp. / Passenger \$19.85
 Total Exp. / Eligible Passenger \$20.42
 Transp. Exp. / Passenger
 Dedicated Service \$15.17
 Non-Dedicated Service (e.g. Taxis)
 Transp. Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita 0.0033
 Passengers / Capita 0.1449 0.1457
 Passengers / Registrant 43.72
 Passengers / Hour (Dedicated Service)
 Km. / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

**VEHICLE DATA
(2004)**

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

**PASSENGER STATISTICS
(2004)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,719	
Wheelchair/Scooter Users	105	
Attendants/Companions	74	
Other	37	
TOTAL (%Total)	3,935 (100%)	(0%)

ERIE SHORE COMMUNITY TRANSIT

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

Population served: 46,000
 Service area (km²): 511.0
 Communities served: 3
 Service began: 1991
 Advisory Committee members: 10
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

484
 Wheelchair/Scooter Users: 179 (37%)
 Ambulatory: 276 (57%)
 Attendants/Companions: 29 (6%)
 Other:

Note: * Service available at other time on a cost recovery basis for family wedding / funeral / anniversary.

ELIGIBILITY CRITERIA

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

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	113,161	105,801
Tot. Veh. Km. - Dedicated Service	113,161	105,801
Rev. Veh. Hr. - Dedicated Service	5,512	5,512
Tot. Veh. Hr. - Dedicated Service	5,512	5,512
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	12,750	10,659
Non-Dedicated Service		
TOTAL PASSENGERS	12,750	10,659
Subscription/Pre-booked	10%	20%
Reservation	80%	70%
On-Demand/Day of trip	10%	10%
UNACCOMMODATED TRIPS	40	32
NO-SHOWS/CANCELLED AT DOOR	80	64
NUMBER OF COMPLAINTS	12	10

OPERATING EXPENSES

Administration	\$15,744	\$22,618
Operations:		
Internal - Dedicated Service	\$162,964	\$149,958
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$19,386	\$31,066
Fuel	\$12,072	\$15,430
TOTAL OPERATING EXPENSES	\$210,166	\$219,072

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$49,955	\$48,148
Other Operating Revenue		
Total Operating Revenues	\$49,955	\$48,148
Federal Contributions		
Provincial Contributions	\$139,199	\$147,613
Municipal Contributions	\$21,012	\$23,311
Donations / Other		
TOTAL	\$210,166	\$219,072

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$4,600	\$4,600
TOTAL CAPITAL EXPENSES	\$4,600	\$4,600

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$4,600	\$4,600
Donations / Other		
TOTAL CAPITAL FUNDING	\$4,600	\$4,600

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 1700	Sunday: 1000 to 1300
Saturday: 1000 to 1300	Holiday: 0900 to 1530
Advanced booking notice:	2 days
Minimum notice for reservation:	
Reservations/Scheduling:	Partially Computerized

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 4.00		
Child			
Student			
Senior	\$ 4.00		
Attendant	\$ 2.00		
Companion	\$ 2.00		
Other	Essex County = \$7; Windsor/Amherstburg/Tecumseh = \$9		

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	2	3
Other Operations (e.g. dispatchers)		1
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES 2 4

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

Top Operator Wage Rate: \$12.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	24%	22%
Net Operating Cost / Capita	\$3.48	\$3.72
Total Exp. / Passenger	\$16.48	\$20.55
Total Exp. / Eligible Passenger	\$17.88	\$22.70
Transp. Exp. / Passenger		
Dedicated Service	\$15.25	\$18.43
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$35.27	\$35.64
OPERATING		
Registrants / Capita	0.0099	0.0105
Passengers / Capita	0.2772	0.2317
Passengers / Registrant	28.08	22.02
Passengers / Hour (Dedicated Service)	2.31	1.93
Km. / Passenger (Dedicated Service)	8.88	9.93
Average Speed (Dedicated Service)	20.53	19.19

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	6,624	
Wheelchair/Scooter Users	3,028	
Attendants/Companions	1,007	
Other		
TOTAL (%Total)	10,659 (100%)	(0%)

LONDON TRANSIT SPECIALIZED

Contact: Ms. Kelly Paleczny
 Title: Director - Finance & Administration
 Telephone: (519) 451-1340 x366
 FAX: (519) 451-0153
 e-mail: kpaleczn@london.ca
 Dedicated Service operated by: 2 Private Contractors
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 355,000
 Service area (km²): 416.0
 Communities served: 1
 Service began: 1977
 Advisory Committee members: 6
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

2,194

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	63,872	65,737
Tot. Veh. Hr. - Dedicated Service	63,872	65,737
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	149,569	154,785
Non-Dedicated Service	14,416	17,589
TOTAL PASSENGERS	163,985	172,374
Subscription/Pre-booked	36%	36%
Reservation	61%	59%
On-Demand/Day of trip	4%	5%
UNACCOMMODATED TRIPS	1,316	626
NO-SHOWS/CANCELLED AT DOOR	2,274	2,913
NUMBER OF COMPLAINTS	75	104

OPERATING EXPENSES

Administration	\$396,771	\$482,466
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$2,103,270	\$2,023,340
Contract - Non-Dedicated Service	\$158,311	\$170,794
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$2,658,352	\$2,676,600

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$273,958	\$281,164
Other Operating Revenue	\$20,394	\$28,436
Total Operating Revenues	\$294,352	\$309,600
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$2,364,000	\$2,367,000
Donations / Other		
TOTAL	\$2,658,352	\$2,676,600

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING**SERVICE HOURS/SCHEDULING**

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

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.50	\$1.65	\$74.00
Child	\$ 1.25	\$0.95	
Student	\$ 2.50	\$1.34	
Senior	\$ 2.50	\$1.25	\$52.50
Attendant	\$ 2.50		
Companion	\$ 2.50		
Other	Tuition Pass, Blind Pass		

EMPLOYEE DATA (2004)

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

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	11%	12%
Net Operating Cost / Capita	\$6.66	\$6.67
Total Exp. / Passenger	\$16.21	\$15.53
Total Exp. / Eligible Passenger	\$17.90	\$17.11
Transp. Exp. / Passenger		
Dedicated Service	\$14.06	\$13.07
Non-Dedicated Service (e.g. Taxis)	\$10.98	\$9.71
Transp. Exp. / Hour (Dedicated Service)	\$32.93	\$30.78

OPERATING

Registrants / Capita	0.0051	0.0062
Passengers / Capita	0.4619	0.4856
Passengers / Registrant	89.81	78.57
Passengers / Hour (Dedicated Service)	2.34	2.35
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA

(2004)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	4	4	N/A	4
Accessible Vans/Minivans	19	19	4	4
Small Buses	1	1		10
Other				
TOTAL DED. VEHICLES	24	24	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2004)	Dedicated Service	Non-Dedicated Service
Ambulatory	46,974	17,169
Wheelchair/Scooter Users	92,304	
Attendants/Companions	15,507	420
Other		
TOTAL (%Total)	154,785 (90%)	17,589 (10%)

MEAFORD**GEORGIAN HANDI VAN**

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

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

Population served: 10,000
 Service area (km²): 400.0
 Communities served: 1
 Service began: 1990
 Advisory Committee members: 6
 Eligibility Committee members: 2

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 20 (8%)
 Ambulatory: 226 (92%)
 Attendants/Companions:
 Other:

Note: * Summer Hours: 0900 - 1700 hrs.

* Service contracted out - employment statistics not available.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	40,000	40,000
Tot. Veh. Km. - Dedicated Service	40,000	40,000
Rev. Veh. Hr. - Dedicated Service	1,200	1,200
Tot. Veh. Hr. - Dedicated Service	1,200	1,200
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	5,720	5,271
Non-Dedicated Service		
TOTAL PASSENGERS	5,720	5,271
Subscription/Pre-booked	25%	25%
Reservation	70%	70%
On-Demand/Day of trip	5%	5%

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

Administration	\$758	\$1,343
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$39,348	\$38,799
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,686	\$6,607
Fuel	\$5,023	\$5,533
TOTAL OPERATING EXPENSES	\$51,815	\$52,282

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,020	\$8,328
Other Operating Revenue	\$17,910	\$18,554
Total Operating Revenues	\$26,930	\$26,882
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$19,885	\$15,400
Donations / Other	\$5,000	\$10,000
TOTAL	\$51,815	\$52,282

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING**FARE STRUCTURE (2004)**

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

EMPLOYEE DATA (2004) *

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	52%	51%
Net Operating Cost / Capita	\$2.49	\$2.54
Total Exp. / Passenger	\$9.06	\$9.92
Total Exp. / Eligible Passenger	\$9.73	\$10.61
Transp. Exp. / Passenger		
Dedicated Service	\$8.93	\$9.66
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$42.55	\$42.45
OPERATING		
Registrants / Capita	0.0248	0.0246
Passengers / Capita	0.5720	0.5271
Passengers / Registrant	23.06	21.43
Passengers / Hour (Dedicated Service)	4.77	4.39
Km. / Passenger (Dedicated Service)	6.99	7.59
Average Speed (Dedicated Service)	33.33	33.33

**VEHICLE DATA
(2004)**

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

**PASSENGER STATISTICS
(2004)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,266	
Wheelchair/Scooter Users	1,662	
Attendants/Companions	343	
Other		
TOTAL (%Total)	5,271 (100%)	(0%)

DISABLED TRANSIT SERVICE

Contact: Ms. Heide Schlegl
 Title: Coordinator Traffic and Transit
 Telephone: (905) 878-7252 x2506
 FAX: (905) 876-5029
 e-mail: heide.schlegl@milton.ca

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

Population served: 54,000
 Service area (km²): 366.5
 Communities served: 1
 Service began: 1980
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

497

Wheelchair/Scooter Users:
 Ambulatory:
 Attendants/Companions:

Note: * In 2004, Milton began using a contracted operator, paid an hourly rate. In the past, service was provided by non-dedicated taxi service.

* Contractors retained passenger revenues.

* In 2004 Ded. Serv. Passenger Trips also included the riders using taxi service. Total passenger trips dropped due to new conventional transit service.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

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

2003

2004

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 1800 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 7 days
 Minimum notice for reservation:
 Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service * 5,693
 Non-Dedicated Service 10,627
TOTAL PASSENGERS 10,627 5,693

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

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

Administration

Operations:

Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service \$54,000
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES \$54,000 \$144,338

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue *
 Other Operating Revenue

Total Operating Revenues

Federal Contributions

Provincial Contributions

Municipal Contributions \$54,000 \$144,338

Donations / Other

TOTAL \$54,000 \$144,338

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL CAPITAL FUNDING**FARE STRUCTURE (2004) *****Cash**

\$ 3.00

Adult
 Child
 Student
 Senior
 Attendant
 Companion
 Other

Tickets/Cards

(unit price)

Monthly Pass**EMPLOYEE DATA (2004)**

(Full-Time)

(Part-Time)

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS**FINANCIAL**

2003

2004

R/C Ratio

Net Operating Cost / Capita

\$1.26

\$2.67

Total Exp. / Passenger

\$5.08

\$25.35

Total Exp. / Eligible Passenger

\$5.08

\$25.35

Transp. Exp. / Passenger

Dedicated Service

Non-Dedicated Service (e.g. Taxis)

\$5.08

\$25.35

Transp. Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0082

0.0092

Passengers / Capita

0.2471

0.1054

Passengers / Registrant

30.02

11.45

Passengers / Hour (Dedicated Service)

Km. / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

**VEHICLE DATA
(2004)**

Number

Veh.
PeakAvg. Capacity per Veh.
Wheelchair Ambulatory

Non-Accessible Cars
 Accessible Vans/Minivans
 Small Buses
 Other

TOTAL DED. VEHICLES

Accessible taxis

N/A

N/A

**PASSENGER STATISTICS
(2004)**Dedicated
ServiceNon-Dedicated
Service

Ambulatory

5,693*

Wheelchair/Scooter Users

Attendants/Companions

Other

TOTAL (%Total)

5,693 (100%)

(0%)

* Total for dedicated and non-dedicated services

NIAGARA FALLS

NIAGARA CHAIR-A-VAN

Contact: Mr. Terry Librock
Title: GM - Secretary Treasurer
Telephone: (905) 356-1179
FAX: (905) 356-5576
e-mail: tlibrock@niagaratransit.com

Population served: 80,000
Service area (km²): 212.0
Communities served: 1
Service began: 1977
Advisory Committee members: 7
Eligibility Committee members: 2

NUMBER OF REGISTRANTS

730
Wheelchair/Scooter Users: 404 (55%)
Ambulatory: 326 (45%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	112,073	114,779
Tot. Veh. Km. - Dedicated Service	112,073	114,779
Rev. Veh. Hr. - Dedicated Service	6,128	6,620
Tot. Veh. Hr. - Dedicated Service	6,128	6,620
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	14,547	15,287
Non-Dedicated Service		
TOTAL PASSENGERS	14,547	15,287
Subscription/Pre-booked	15%	15%
Reservation	82%	82%
On-Demand/Day of trip	3%	3%
UNACCOMMODATED TRIPS	292	346
NO-SHOWS/CANCELLED AT DOOR	115	93
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$13,966	\$14,776
Operations:		
Internal - Dedicated Service	\$203,246	\$222,839
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$46,363	\$34,063
Fuel	\$20,973	\$24,883
TOTAL OPERATING EXPENSES	\$284,548	\$296,561

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$34,143	\$33,612
Other Operating Revenue	\$80	
Total Operating Revenues	\$34,223	\$33,612
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$250,325	\$262,949
Donations / Other		
TOTAL	\$284,548	\$296,561

CAPITAL EXPENSES

Vehicles Purchased	\$73,595	\$74,658
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$73,595	\$74,658

CAPITAL FUNDING SOURCES

Transit System		\$48,058
Federal Contributions		
Provincial Contributions	\$24,286	\$24,600
Municipal Contributions	\$39,309	
Donations / Other	\$10,000	\$2,000
TOTAL CAPITAL FUNDING	\$73,595	\$74,658

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1930	Sunday:	0900 to 1900
Saturday:	0900 to 2300	Holiday:	0900 to 1900
Advanced booking notice:	2 days		
Minimum notice for reservation:	48.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

4 4

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

Top Operator Wage Rate: \$18.18
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	12%	11%
Net Operating Cost / Capita	\$3.13	\$3.29
Total Exp. / Passenger	\$19.56	\$19.40
Total Exp. / Eligible Passenger	\$19.56	\$19.40
Transp. Exp. / Passenger		
Dedicated Service	\$18.60	\$18.43
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$44.16	\$42.57
OPERATING		
Registrants / Capita	0.0084	0.0091
Passengers / Capita	0.1818	0.1911
Passengers / Registrant	21.55	20.94
Passengers / Hour (Dedicated Service)	2.37	2.31
Km. / Passenger (Dedicated Service)	7.70	7.51
Average Speed (Dedicated Service)	18.29	17.34

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	15,287*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	15,287 (100%)	(0%)
* Total for all categories		

NORTH BAY

NORTH BAY PARA BUS

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

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

NUMBER OF REGISTRANTS

1,187
 Wheelchair/Scooter Users: 442 (37%)
 Ambulatory: 720 (61%)
 Attendants/Companions: 25 (2%)
 Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS	2003	2004
Rev. Veh. Km. - Dedicated Service	176,245	171,419
Tot. Veh. Km. - Dedicated Service	176,245	171,419
Rev. Veh. Hr. - Dedicated Service	9,838	11,077
Tot. Veh. Hr. - Dedicated Service	9,838	11,077
Non-Dedicated Service - Veh. Km.	26,954	29,484
Non-Dedicated Service - Veh. Hr.	1,364	1,559

PASSENGER DATA

Dedicated Service	34,763	35,568
Non-Dedicated Service	10,050	11,609
TOTAL PASSENGERS	44,813	47,177
Subscription/Pre-booked	61%	61%
Reservation		
On-Demand/Day of trip	39%	39%
UNACCOMMODATED TRIPS	24	26
NO-SHOWS/CANCELLED AT DOOR	233	199
NUMBER OF COMPLAINTS	4	3

OPERATING EXPENSES

Administration	\$18,582	\$18,582
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$296,108	\$325,473
Contract - Non-Dedicated Service	\$70,200	\$70,200
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$128,872	\$109,072
Fuel	\$32,677	\$37,278
TOTAL OPERATING EXPENSES	\$546,439	\$560,605

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$61,980	\$63,580
Other Operating Revenue	\$37,450	\$32,272
Total Operating Revenues	\$99,430	\$95,852
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$447,009	\$464,753
Donations / Other		
TOTAL	\$546,439	\$560,605

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING	
Weekday: 0730 to 2300	Sunday: 0830 to 1800
Saturday: 0830 to 2300	Holiday:
Advanced booking notice:	2 days
Minimum notice for reservation:	48.0 hours
Reservations/Scheduling:	Fully Computerized

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	3	4
Other Operations (e.g. dispatchers)	2	2
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES 5 6

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

Top Operator Wage Rate: \$14.82
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	18%	17%
Net Operating Cost / Capita	\$7.98	\$8.30
Total Exp. / Passenger	\$12.19	\$11.88
Total Exp. / Eligible Passenger	\$13.81	\$13.50
Transp. Exp. / Passenger		
Dedicated Service	\$13.17	\$13.27
Non-Dedicated Service (e.g. Taxis)	\$6.99	\$6.05
Transp. Exp. / Hour (Dedicated Service)	\$46.52	\$42.59
OPERATING		
Registrants / Capita	0.0213	0.0212
Passengers / Capita	0.8002	0.8424
Passengers / Registrant	37.56	39.74
Passengers / Hour (Dedicated Service)	3.53	3.21
Km. / Passenger (Dedicated Service)	5.07	4.82
Average Speed (Dedicated Service)	17.91	15.48

PASSENGER STATISTICS (2004)	Dedicated Service	Non-Dedicated Service
Ambulatory	17,780	8,197
Wheelchair/Scooter Users	13,086	2,464
Attendants/Companions	4,702	948
Other		
TOTAL (%Total)	35,568 (75%)	11,609 (25%)

VEHICLE DATA (2004)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	6	5	5	7
Other				
TOTAL DED. VEHICLES	6	5	N/A	N/A
Accessible taxis	1			

NORTH HURON

WHEELS AWAY

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

Population served: 19,395
Service area (km²): 1,463.2
Communities served: 7
Service began: 1991
Advisory Committee members: 15
Eligibility Committee members: 3

NUMBER OF REGISTRANTS

650
Wheelchair/Scooter Users: 650 (100%)
Ambulatory:
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA *

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

Note: * Booking outside normal hours may be arranged.
* Other Eligibility: Visually or hearing impaired, unable to drive, etc.
* Fare Structure: Additional \$1.50 gas surcharge per trip (fluctuates with gas prices), and up to \$4 to cover non-supporting munic.

VEHICLE KILOMETRES & HOURS	2003	2004	SERVICE HOURS/SCHEDULING *		
Rev. Veh. Km. - Dedicated Service			Weekday: 0700 to 2300	Sunday: 0700 to 2300	
Tot. Veh. Km. - Dedicated Service			Saturday: 0700 to 2300	Holiday: 0700 to 2300	
Rev. Veh. Hr. - Dedicated Service	2,626	2,693	Advanced booking notice:	7 days	
Tot. Veh. Hr. - Dedicated Service	2,626	2,693	Minimum notice for reservation:		
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2004) *	Tickets/Cards	
Dedicated Service	4,026	4,137	Cash	(unit price)	Monthly Pass
Non-Dedicated Service			Adult		
			Child		
TOTAL PASSENGERS	4,026	4,137	Student		
Subscription/Pre-booked	98%	65%	Senior		
Reservation		34%	Attendant		
On-Demand/Day of trip	2%	1%	Companion		
UNACCOMMODATED TRIPS	20	4	Other	\$4 for first 8km, \$0.50 for each additional 4km	
NO-SHOWS/CANCELLED AT DOOR	118	52			
NUMBER OF COMPLAINTS	2				
OPERATING EXPENSES			EMPLOYEE DATA (2004)	(Full-Time)	(Part-Time)
Administration	\$31,195	\$38,324	Operators		3
Operations:			Other Operations (e.g. dispatchers)		
Internal - Dedicated Service	\$32,871	\$41,888	Maintenance		
Contract - Dedicated Service			General Administration		1
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)	\$11,428	\$7,605	TOTAL NUMBER OF EMPLOYEES		4
Fuel	\$15,638	\$18,353	Union Affiliations: Operators: N/A		
			Maintenance: N/A		
TOTAL OPERATING EXPENSES	\$91,132	\$106,170	Top Operator Wage Rate: \$11.71		
			Top Mechanic Wage Rate:		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			PERFORMANCE INDICATORS		
Passenger Revenue	\$45,733	\$45,105	FINANCIAL	2003	2004
Other Operating Revenue	\$25,023	\$28,338	R/C Ratio	78%	69%
Total Operating Revenues	\$70,756	\$73,443	Net Operating Cost / Capita	\$1.05	\$1.69
Federal Contributions			Total Exp. / Passenger	\$22.64	\$25.66
Provincial Contributions	\$54,573		Total Exp. / Eligible Passenger	\$23.79	\$26.72
Municipal Contributions	\$10,074	\$30,379	Transp. Exp. / Passenger		
Donations / Other	\$38,395	\$21,414	Dedicated Service	\$14.89	\$16.40
TOTAL	\$173,798	\$125,236	Non-Dedicated Service (e.g. Taxis)		
			Transp. Exp. / Hour (Dedicated Service)	\$22.82	\$25.19
CAPITAL EXPENSES			OPERATING		
Vehicles Purchased		\$75,821	Registrants / Capita	0.0309	0.0335
Debt Servicing			Passengers / Capita	0.2076	0.2133
Other Capital Expenses			Passengers / Registrant	6.71	6.36
TOTAL CAPITAL EXPENSES		\$75,821	Passengers / Hour (Dedicated Service)	1.53	1.54
			Km. / Passenger (Dedicated Service)		
CAPITAL FUNDING SOURCES			Average Speed (Dedicated Service)		
Transit System					
Federal Contributions					
Provincial Contributions		\$45,000			
Municipal Contributions					
Donations / Other		\$30,855			
TOTAL CAPITAL FUNDING		\$75,855			

VEHICLE DATA (2004)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2	3	4
Small Buses				
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2004)	Dedicated Service	Non-Dedicated Service
Ambulatory	669	
Wheelchair/Scooter Users	3,305	
Attendants/Companions	163	
Other		
TOTAL (%Total)	4,137 (100%)	(0%)

NW SIMCOE COUNTY

THE CANADIAN RED CROSS

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

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

Population served: 46,000
 Service area (km²): 657.2
 Communities served: 3
 Service began: 1999
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

519

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

Note: * Vehicle statistics did not record the 50 non-accessible cars owned and operated by volunteers.
 * Vehicle kilometres and hours included the kilometres and hours provided by volunteers.
 * Ridership data included the service provided by the volunteers.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS *

	2003	2004
Rev. Veh. Km. - Dedicated Service	356,259	390,117
Tot. Veh. Km. - Dedicated Service	356,259	390,117
Rev. Veh. Hr. - Dedicated Service	15,525	15,747
Tot. Veh. Hr. - Dedicated Service	15,525	15,747
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service *	25,139	23,349
Non-Dedicated Service		
TOTAL PASSENGERS	25,139	23,349
Subscription/Pre-booked	50%	50%
Reservation	50%	50%
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

TOTAL OPERATING REVENUES

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1630 Sunday:
 Saturday: 0800 to 1630 Holiday:
 Advanced booking notice: 7 days
 Minimum notice for reservation:
 Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	2	5
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES 2 5

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio		
Net Operating Cost / Capita		
Total Exp. / Passenger		
Total Exp. / Eligible Passenger		
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0112	0.0113
Passengers / Capita	0.5465	0.5076
Passengers / Registrant	48.81	44.99
Passengers / Hour (Dedicated Service)	1.62	1.48
Km. / Passenger (Dedicated Service)	14.17	16.71
Average Speed (Dedicated Service)	22.95	24.77

VEHICLE DATA *

(2004)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2	2	6
Small Buses	1	1	4	6
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2004)	Dedicated Service	Non-Dedicated Service
Ambulatory	10,782	
Wheelchair/Scooter Users	12,567	
Attendants/Companions		
Other		
TOTAL (%Total)	23,349 (100%)	(0%)

OAKVILLE

OAKVILLE CARE-A-VAN

Contact: Mr. Tony D'Alessandro
Title: Planner/Analyst
Telephone: (905) 845-6601 x3508
FAX: (905) 338-4166
e-mail: td'alessandro@oakville.ca

Population served: 152,400
Service area (km²): 76.5
Communities served: 1
Service began: 1980
Advisory Committee members: 7
Eligibility Committee members: 3

NUMBER OF REGISTRANTS

1,345
Wheelchair/Scooter Users: 393 (29%)
Ambulatory: 952 (71%)
Attendants/Companions:
Other:

Note: * For 2003, Oakville Care-A-Van included the cancellations for non-scheduled passenger trips in No-shows/Cancelled at Door.

ELIGIBILITY CRITERIA

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

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	173,548	184,059
Tot. Veh. Km. - Dedicated Service	173,548	184,059
Rev. Veh. Hr. - Dedicated Service	8,136	8,280
Tot. Veh. Hr. - Dedicated Service	8,136	8,280
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	20,045	23,010
Non-Dedicated Service	9,270	9,882
TOTAL PASSENGERS	29,315	32,892
Subscription/Pre-booked	40%	40%
Reservation	60%	60%
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR *	2,803	328
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$62,443	\$58,050
Operations:		
Internal - Dedicated Service	\$182,100	\$196,989
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$96,310	\$94,603
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$54,431	\$40,830
Fuel	\$19,014	\$24,026
TOTAL OPERATING EXPENSES	\$414,298	\$414,498

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$49,109	\$53,394
Other Operating Revenue		
Total Operating Revenues	\$49,109	\$53,394
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$365,189	\$361,104
Donations / Other		
TOTAL	\$414,298	\$414,498

CAPITAL EXPENSES

Vehicles Purchased	\$85,000
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$85,000

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$28,300
Municipal Contributions	\$56,700
Donations / Other	
TOTAL CAPITAL FUNDING	\$85,000

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.00	\$1.60	\$58.00
Child	\$ 2.00		
Student	\$ 2.00	\$1.35	\$48.00
Senior	\$ 2.00	\$1.10	\$40.00
Attendant	\$ 2.00		
Companion	\$ 2.00		
Other			

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES 6

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

Top Operator Wage Rate: \$20.01
Top Mechanic Wage Rate: \$25.16

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$2.52	\$2.37
Total Exp. / Passenger	\$14.13	\$12.60
Total Exp. / Eligible Passenger	\$14.51	\$13.30
Transp. Exp. / Passenger		
Dedicated Service	\$12.75	\$11.38
Non-Dedicated Service (e.g. Taxis)	\$10.39	\$9.57
Transp. Exp. / Hour (Dedicated Service)	\$31.41	\$31.62
OPERATING		
Registrants / Capita	0.0075	0.0088
Passengers / Capita	0.2025	0.2158
Passengers / Registrant	27.09	24.46
Passengers / Hour (Dedicated Service)	2.46	2.78
Km. / Passenger (Dedicated Service)	8.66	8.00
Average Speed (Dedicated Service)	21.33	22.23

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	6	4	3	10
Other				
TOTAL DED. VEHICLES	6	4	N/A	N/A
Accessible taxis	4			

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	13,088	9,572
Wheelchair/Scooter Users	8,510	
Attendants/Companions	1,412	310
Other		
TOTAL (%Total)	23,010 (70%)	9,882 (30%)

ORILLIA

ORILLIA WHEELCHAIR LIMOUSINE SERVICE

Contact: Mr. Mike Cox
Title: Director of Real Estate
Telephone: (705) 329-7247
FAX: (705) 325-5178
e-mail: mcox@city.orillia.on.ca

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

Population served: 30,000
Service area (km²): 30.0
Communities served: 1
Service began: 1987
Advisory Committee members: N/A
Eligibility Committee members: 3

NUMBER OF REGISTRANTS

250
Wheelchair/Scooter Users: 215 (86%)
Ambulatory: 27 (11%)
Attendants/Companions:
Other: 8 (3%)

Note: * Other Eligibility Criteria: Inability to board a regular taxi cab.
* After hours service available (4 trips/month/registrant) weekdays 5-11pm, Saturday 9am-noon, Sunday & Holidays 8am-11pm.
* Employment statistics not available from contractor.

ELIGIBILITY CRITERIA *

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

VEHICLE KILOMETRES & HOURS

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

2003 2004

SERVICE HOURS/SCHEDULING *

Weekday: 0800 to 1700 Sunday:
Saturday: 1200 to 1700 Holiday:
Advanced booking notice: 60 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service 6,700 6,857
Non-Dedicated Service
TOTAL PASSENGERS 6,700 6,857
Subscription/Pre-booked 20%
Reservation 70%
On-Demand/Day of trip 10%
UNACCOMMODATED TRIPS 104
NO-SHOWS/CANCELLED AT DOOR 138
NUMBER OF COMPLAINTS 3

FARE STRUCTURE (2004)

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

OPERATING EXPENSES

Administration \$622
Operations:
Internal - Dedicated Service
Contract - Dedicated Service \$94,916
Contract - Non-Dedicated Service
Contract - Taxi Scrip
Maintenance (Vehicles & Facilities)
Fuel

EMPLOYEE DATA (2004) *

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
Top Mechanic Wage Rate:

TOTAL OPERATING EXPENSES \$96,275 \$95,538

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$14,800 \$15,736
Other Operating Revenue
TOTAL \$96,275 \$95,538

CAPITAL EXPENSES

Vehicles Purchased \$72,900
Debt Servicing
Other Capital Expenses
TOTAL CAPITAL EXPENSES \$72,900

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions \$24,300
Municipal Contributions \$48,600
Donations / Other
TOTAL CAPITAL FUNDING \$72,900

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	15%	16%
Net Operating Cost / Capita	\$3.02	\$2.66
Total Exp. / Passenger	\$14.37	\$13.93
Total Exp. / Eligible Passenger	\$14.37	\$19.15
Transp. Exp. / Passenger		
Dedicated Service		\$13.84
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0083	0.0083
Passengers / Capita	0.2481	0.2286
Passengers / Registrant	29.78	27.43
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	566	
Wheelchair/Scooter Users	4,423	
Attendants/Companions	1,714	
Other	154	
TOTAL (%Total)	6,857 (100%)	(0%)

HANDI TRANSIT INC.

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

Population served: 152,000
Service area (km²): 143.0
Communities served: 1
Service began: 1974
Advisory Committee members: 9
Eligibility Committee members: 9

NUMBER OF REGISTRANTS

1,428
Wheelchair/Scooter Users: 727 (51%)
Ambulatory: 701 (49%)
Attendants/Companions:
Other:

Dedicated Service operated by: Private Non-Profit Organization
Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies
Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

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

Note: *Administration expenses/resources shared with Clarington, Whitby, and Scugog-Uxbridge. Expenses distributed proportionate to population.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	249,000	238,000
Tot. Veh. Km. - Dedicated Service	249,000	238,000
Rev. Veh. Hr. - Dedicated Service	17,700	16,900
Tot. Veh. Hr. - Dedicated Service	17,700	16,900
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	46,055	43,866
Non-Dedicated Service	2,968	5,259
TOTAL PASSENGERS	49,023	49,125
Subscription/Pre-booked	35%	35%
Reservation	60%	60%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	1,231	1,038
NO-SHOWS/CANCELLED AT DOOR	571	725
NUMBER OF COMPLAINTS	1	

OPERATING EXPENSES

Administration*	\$104,045	\$102,855
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$346,742	\$336,914
Contract - Non-Dedicated Service	\$25,048	\$42,150
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$95,903	\$90,839
Fuel	\$57,076	\$58,441
TOTAL OPERATING EXPENSES	\$628,814	\$631,199

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$158,873	\$159,639
Other Operating Revenue		
Total Operating Revenues	\$158,873	\$159,639
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$462,547	\$465,741
Donations / Other	\$7,394	\$5,819
TOTAL	\$628,814	\$631,199

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

SERVICE HOURS/SCHEDULING

Weekday:	0600 to 2300	Sunday:	0800 to 2200
Saturday:	0600 to 2300	Holiday:	0800 to 2200
Advanced booking notice:	14 days		
Minimum notice for reservation:	2.0 hours		
Reservations/Scheduling:	Partially Computerized		

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

8 6

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

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

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	25%	25%
Net Operating Cost / Capita	\$3.13	\$3.10
Total Exp. / Passenger	\$12.83	\$12.85
Total Exp. / Eligible Passenger	\$13.59	\$13.51
Transp. Exp. / Passenger		
Dedicated Service	\$10.85	\$11.08
Non-Dedicated Service (e.g. Taxis)	\$8.44	\$8.01
Transp. Exp. / Hour (Dedicated Service)	\$28.23	\$28.77
OPERATING		
Registrants / Capita	0.0094	0.0094
Passengers / Capita	0.3268	0.3232
Passengers / Registrant	34.79	34.40
Passengers / Hour (Dedicated Service)	2.60	2.60
Km. / Passenger (Dedicated Service)	5.41	5.43
Average Speed (Dedicated Service)	14.07	14.08

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	10,352	5,164
Wheelchair/Scooter Users	31,114	95
Attendants/Companions	2,400	
Other		
TOTAL (%Total)	43,866 (89%)	5,259 (11%)

PARA TRANSPORTE

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

Population served: 597,396
 Service area (km²): 206.3
 Communities served: 1
 Service began: 1974
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

11,025
 Wheelchair/Scooter Users: 3,536 (32%)
 Ambulatory: 7,489 (68%)
 Attendants/Companions:
 Other:

Dedicated Service operated by: 1 Private Contractor

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

Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	6,752,892	6,955,544
Tot. Veh. Km. - Dedicated Service	7,809,492	7,920,122
Rev. Veh. Hr. - Dedicated Service	309,621	311,605
Tot. Veh. Hr. - Dedicated Service	349,795	352,971
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	645,437	680,930
Non-Dedicated Service	75,564	74,199
TOTAL PASSENGERS	721,001	755,129
Subscription/Pre-booked	47%	48%
Reservation	50%	49%
On-Demand/Day of trip	3%	3%
UNACCOMMODATED TRIPS	30,998	33,741
NO-SHOWS/CANCELLED AT DOOR	24,872	25,024
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$1,825,887	\$1,824,623
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$16,466,407	\$16,965,528
Contract - Non-Dedicated Service	\$1,632,093	\$1,732,701
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$19,924,387	\$20,522,852

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,310,439	\$1,430,234
Other Operating Revenue		
Total Operating Revenues	\$1,310,439	\$1,430,234
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$18,613,948	\$19,092,618
Donations / Other		
TOTAL	\$19,924,387	\$20,522,852

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$39,511	\$924
TOTAL CAPITAL EXPENSES	\$39,511	\$924

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$39,511	\$924
Donations / Other		
TOTAL CAPITAL FUNDING	\$39,511	\$924

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.60	\$1.80	\$63.00
Child	\$ 2.60	\$1.80	\$51.75
Student	\$ 2.60	\$1.80	\$51.75
Senior	\$ 2.60	\$1.80	\$25.75
Attendant	free		
Companion	\$ 2.60	\$1.80	
Other	Peak: Cash - \$3.75, Ticket - \$2.70 (Mon-Fri 0630-0859 hrs.)		

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	187	38
Other Operations (e.g. dispatchers)	26	8
Maintenance	16	
General Administration	9	
Other		

TOTAL NUMBER OF EMPLOYEES 238 46

Union Affiliations: Operators: ATU Local 279
 Maintenance: Non-union

Top Operator Wage Rate: \$19.82
 Top Mechanic Wage Rate: \$21.36

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$25.26	\$31.96
Total Exp. / Passenger	\$27.63	\$27.18
Total Exp. / Eligible Passenger	\$30.34	\$30.13
Transp. Exp. / Passenger		
Dedicated Service	\$25.51	\$24.92
Non-Dedicated Service (e.g. Taxis)	\$21.60	\$23.35
Transp. Exp. / Hour (Dedicated Service)	\$47.07	\$48.06
OPERATING		
Registrants / Capita	0.0169	0.0185
Passengers / Capita	0.9783	1.2640
Passengers / Registrant	57.74	68.49
Passengers / Hour (Dedicated Service)	2.08	2.19
Km. / Passenger (Dedicated Service)	10.46	10.21
Average Speed (Dedicated Service)	21.81	22.32

VEHICLE DATA
(2004)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars	37	35	N/A	4
Accessible Vans/Minivans	91	82	4	6
Small Buses				
Other				
TOTAL DED. VEHICLES	128	117	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS
(2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	389,265	69,958
Wheelchair/Scooter Users	221,912	
Attendants/Companions	69,753	4,241
Other		
TOTAL (%Total)	680,930 (90%)	74,199 (10%)

OWEN SOUND

OWEN SOUND SPECIALIZED TRANSIT

Contact: Ms. Lois O'Neill
 Title: Operations Administrative Assistant
 Telephone: (519) 376-4440 X261
 FAX: (519) 371-0511
 e-mail: loneill@e-owensound.com
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

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

NUMBER OF REGISTRANTS 286
 Wheelchair/Scooter Users: 102 (36%)
 Ambulatory: 96 (34%)
 Attendants/Companions: 88 (31%)
 Other:

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	24,120	24,719
Tot. Veh. Km. - Dedicated Service	25,500	26,099
Rev. Veh. Hr. - Dedicated Service	2,340	2,467
Tot. Veh. Hr. - Dedicated Service	2,457	2,584
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	4,578	4,405
Non-Dedicated Service		
TOTAL PASSENGERS	4,578	4,405
Subscription/Pre-booked	10%	10%
Reservation	85%	85%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	140	140
NO-SHOWS/CANCELLED AT DOOR	70	70
NUMBER OF COMPLAINTS	4	2

OPERATING EXPENSES

Administration	\$11,600	\$12,044
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$85,715	\$71,765
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		\$18,890
Fuel	\$5,839	\$5,931
TOTAL OPERATING EXPENSES	\$103,154	\$108,630

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,282	\$14,651
Other Operating Revenue		
Total Operating Revenues	\$14,282	\$14,651
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$88,872	\$93,979
Donations / Other		
TOTAL	\$103,154	\$108,630

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$10,400	\$10,400
TOTAL CAPITAL EXPENSES	\$10,400	\$10,400

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$10,400	\$10,400
Donations / Other		
TOTAL CAPITAL FUNDING	\$10,400	\$10,400

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
 Saturday: 0900 to 1300 Holiday:
 Advanced booking notice: 14 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Manual

FARE STRUCTURE (2004) *

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 3.00	\$2.80	
Child	\$ 3.00	\$2.80	
Student	\$ 3.00	\$2.80	
Senior	\$ 3.00	\$2.80	
Attendant	\$ 3.00	\$2.80	
Companion	\$ 3.00	\$2.80	
Other	* 20 tickets for \$55 (\$2.75/ticket) for all fare categories		

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

1 4

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	14%	13%
Net Operating Cost / Capita	\$4.23	\$4.48
Total Exp. / Passenger	\$22.53	\$24.66
Total Exp. / Eligible Passenger	\$24.28	\$26.65
Transp. Exp. / Passenger		
Dedicated Service	\$20.00	\$21.93
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$37.26	\$37.38
OPERATING		
Registrants / Capita	0.0123	0.0136
Passengers / Capita	0.2180	0.2098
Passengers / Registrant	17.74	15.40
Passengers / Hour (Dedicated Service)	1.96	1.79
Km. / Passenger (Dedicated Service)	5.27	5.61
Average Speed (Dedicated Service)	10.31	10.02

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	2,824	
Wheelchair/Scooter Users	1,252	
Attendants/Companions	329	
Other		
TOTAL (%Total)	4,405 (100%)	(0%)

PEEL

TRANSHELP

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

Population served: 1,054,000
Service area (km²): 759.0
Communities served: 3
Service began: 1981
Advisory Committee members: 9
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

1.667

Wheelchair/Scooter Users:		
Ambulatory:	110	(7%)
Attendants/Companions:		
Other:		

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

ELIGIBILITY CRITERIA

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

Note: * Transhelp funded Red Cross for providing custom services to dialysis ambulatory clients. In 2004, Red Cross registered 110 ambulatory users and delivered 7,374 trips on behalf of Transhelp.

* For 2004 Transhelp used 202 non-accessible cars/passenger vans and 11 accessible vans under the 2 taxi contracts.

VEHICLE KILOMETRES & HOURS	2003	2004
Rev. Veh. Km. - Dedicated Service	1,084,110	1,164,576
Tot. Veh. Km. - Dedicated Service	1,084,110	1,164,576
Rev. Veh. Hr. - Dedicated Service	55,623	56,455
Tot. Veh. Hr. - Dedicated Service	55,623	56,455
Non-Dedicated Service - Veh. Km.	859,143	926,788
Non-Dedicated Service - Veh. Hr.	49,974	49,544

PASSENGER DATA

Dedicated Service	112,313	123,896
Non-Dedicated Service	91,397	94,797
TOTAL PASSENGERS	203,710	218,693
Subscription/Pre-booked	66%	60%
Reservation	34%	
On-Demand/Day of trip		40%
UNACCOMMODATED TRIPS	1,006	1,594
NO-SHOWS/CANCELLED AT DOOR	7,400	20,057
NUMBER OF COMPLAINTS	388	305

OPERATING EXPENSES

Administration	\$680,738	\$859,114
Operations:		
Internal - Dedicated Service	\$2,483,094	\$2,507,104
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,858,934	\$2,130,491
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$773,863	\$1,078,714
Fuel	\$201,092	\$225,610
TOTAL OPERATING EXPENSES	\$5,997,721	\$6,801,033

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$472,181	\$539,568
Other Operating Revenue	\$18,060	
Total Operating Revenues	\$490,241	\$539,568
Federal Contributions		
Provincial Contributions		\$75,763
Municipal Contributions	\$5,507,480	\$6,185,046
Donations / Other		\$656
TOTAL	\$5,997,721	\$6,801,033

CAPITAL EXPENSES

Vehicles Purchased	\$533,324	\$314,372
Debt Servicing		
Other Capital Expenses		\$345,363
TOTAL CAPITAL EXPENSES	\$533,324	\$659,735

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		\$33,249
Provincial Contributions	\$173,622	\$132,233
Municipal Contributions	\$359,702	\$494,253
Donations / Other		
TOTAL CAPITAL FUNDING	\$533,324	\$659,735

SERVICE HOURS/SCHEDULING

Weekday:	0630 to 2330	Sunday:	0900 to 2200
Saturday:	0900 to 2330	Holiday:	0900 to 2200
Advanced booking notice:	14 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

Operators	29	18
Other Operations (e.g. dispatchers)	4	
Maintenance	4	2
General Administration	3	2
Other		1
TOTAL NUMBER OF EMPLOYEES	40	23

Union Affiliations: Operators: CUPE Local 966
Maintenance: CUPE Local 966

Top Operator Wage Rate: \$21.94
Top Mechanic Wage Rate: \$24.89

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$5.51	\$5.94
Total Exp. / Passenger	\$29.44	\$31.10
Total Exp. / Eligible Passenger	\$29.44	\$31.10
Transp. Exp. / Passenger		
Dedicated Service	\$30.79	\$30.76
Non-Dedicated Service (e.g. Taxis)	\$20.34	\$22.47
Transp. Exp. / Hour (Dedicated Service)	\$62.17	\$67.51

OPERATING

Registrants / Capita	0.0015	0.0016
Passengers / Capita	0.2037	0.2075
Passengers / Registrant	131.68	131.19
Passengers / Hour (Dedicated Service)	2.02	2.19
Km. / Passenger (Dedicated Service)	9.65	9.40
Average Speed (Dedicated Service)	19.49	20.63

VEHICLE DATA *			Avg. Capacity per Veh.	
(2004)	Number	Veh. Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	42	30	4	6
Other				
TOTAL DED. VEHICLES	42	30	N/A	N/A
Accessible taxis	2			

PASSENGER STATISTICS (2004)		Dedicated Service	Non-Dedicated Service
Ambulatory	}	123,896*	94,797 *
Wheelchair/Scooter Users			
Attendants/Companions			
Other			
TOTAL (%Total)		123,896 (57%)	94,797 (43%)

* *Total for all categories*

PEMBROKE**PEMBROKE HANDI-BUS**

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

Population served: 20,800
 Service area (km²): 91.5
 Communities served: 2
 Service began: 1989
 Advisory Committee members: 7
 Eligibility Committee members: 2

NUMBER OF REGISTRANTS

440
 Wheelchair/Scooter Users: 205 (47%)
 Ambulatory: 235 (53%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA *

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

Note: *Other Eligibility Criteria: Developmentally Challenged.

*Fare raised from \$3.50 to \$4.50 on November 1, 2004.

*Service Hours: Special purpose trips can usually be accommodated outside regular hours.

VEHICLE KILOMETRES & HOURS

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

2003**2004****SERVICE HOURS/SCHEDULING ***

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

PASSENGER DATA

Dedicated Service 12,857 12,118
 Non-Dedicated Service
TOTAL PASSENGERS 12,857 12,118
 Subscription/Pre-booked 44%
 Reservation 53%
 On-Demand/Day of trip 3%
 UNACCOMMODATED TRIPS 5 7
 NO-SHOWS/CANCELLED AT DOOR 330 138
 NUMBER OF COMPLAINTS 3 4

OPERATING EXPENSES

Administration \$74,667 \$66,215
 Operations:
 Internal - Dedicated Service \$59,757 \$60,838
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities) \$24,162 \$28,270
 Fuel \$14,191 \$10,529
TOTAL OPERATING EXPENSES \$172,777 \$165,852

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$64,837 \$39,588
 Other Operating Revenue
Total Operating Revenues \$64,837 \$39,588
 Federal Contributions
 Provincial Contributions
 Municipal Contributions \$37,500 \$37,500
 Donations / Other \$70,440 \$81,100
TOTAL \$172,777 \$158,188

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING**FARE STRUCTURE (2004) ***

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 4.50	\$4.50	
Child	\$ 4.50	\$4.50	
Student	\$ 4.50	\$4.50	
Senior	\$ 4.50	\$4.50	
Attendant	free		
Companion	free		
Other	\$1 per km for out of boundary trips		

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

	4	2
--	---	---

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

Top Operator Wage Rate: \$13.50

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS**FINANCIAL**

	2003	2004
R/C Ratio	38%	24%
Net Operating Cost / Capita	\$5.19	\$6.07
Total Exp. / Passenger	\$13.44	\$13.69
Total Exp. / Eligible Passenger	\$15.59	\$15.98
Transp. Exp. / Passenger		
Dedicated Service	\$7.63	\$8.22
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0217	0.0212
Passengers / Capita	0.6181	0.5826
Passengers / Registrant	28.51	27.54
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA**(2004)**

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

PASSENGER STATISTICS

	Dedicated Service	Non-Dedicated Service
Ambulatory	7,145	
Wheelchair/Scooter Users	3,234	
Attendants/Companions	1,739	
Other		
TOTAL (%Total)	12,118 (100%)	(0%)

PERTH EAST

COMMUNITY OUTREACH

Contact: Ms. Ria Colquhoun
Title: CAO
Telephone: (519) 595-2800
FAX: (519) 595-2801
e-mail: rcolquhoun@pertheast.on.ca

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

Population served: 12,000
Service area (km²): 171.0
Communities served: 1
Service began: 1999
Advisory Committee members: N/A
Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

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

NUMBER OF REGISTRANTS

337
Wheelchair/Scooter Users: 33 (10%)
Ambulatory: 304 (90%)
Attendants/Companions:

Note: * The service provided by Knollcrest Outreach Bus (owned), volunteer drivers, and other providers such as Medi-go, Voyager Stratford Meals on Wheels and Neighbourly Services Accessible Taxi and Laidlaws Bus Co.
* Other Eligibility Criteria: Frail, cognitive impairment. * Fares: Outside service area - \$35/hr run time; outside service hours - \$35/hr run time, \$25/hr stand-by time.

VEHICLE KILOMETRES & HOURS

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

2003 2004
35,600
41,000

SERVICE HOURS/SCHEDULING

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

PASSENGER DATA

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

4,469 4,160
4,469 4,160
5%

On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

95%
20
50
5

FARE STRUCTURE (2004) *

Cash Tickets/Cards (unit price) Monthly Pass
Adult \$ 2.50
Child \$ 1.25
Student \$ 2.50
Senior \$ 2.50
Attendant \$ 2.50
Companion \$ 2.50
Other Trips>10km: adult/child - add \$0.50/\$0.25 per concession

OPERATING EXPENSES

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

\$36,089
\$22,199
\$17,994

Maintenance (Vehicles & Facilities)
Fuel

\$1,138
\$3,696

TOTAL OPERATING EXPENSES

\$81,116

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
Other Operating Revenue

Total Operating Revenues \$33,216

Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

\$32,286
\$7,500
\$7,000
\$80,002

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

\$91,000
\$91,000

TOTAL CAPITAL EXPENSES

\$91,000

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

\$90,000
\$1,000
\$91,000

TOTAL CAPITAL FUNDING

EMPLOYEE DATA (2004)

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

(Full-Time) (Part-Time)
2 1

TOTAL NUMBER OF EMPLOYEES

2 1

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

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

2003 2004
R/C Ratio 41%
Net Operating Cost / Capita \$3.99
Total Exp. / Passenger \$19.50
Total Exp. / Eligible Passenger \$19.50
Transp. Exp. / Passenger
Dedicated Service \$6.50
Non-Dedicated Service (e.g. Taxis)
Transp. Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita 0.0281
Passengers / Capita 0.3724 0.3467
Passengers / Registrant 12.34
Passengers / Hour (Dedicated Service)
Km. / Passenger (Dedicated Service) 8.56
Average Speed (Dedicated Service)

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,127*	
Wheelchair/Scooter Users	1,033*	
Attendants/Companions		
Other		
TOTAL (%Total)	4,160 (100%)	(0%)

* Total for dedicated and non-dedicated services

PETERBOROUGH**PETERBOROUGH HANDI-VAN**

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

Population served: 76,100
 Service area (km²): 62.5
 Communities served: 1
 Service began: 1976
 Advisory Committee members: 14
 Eligibility Committee members: 3

NUMBER OF REGISTRANTS

2,168
 Wheelchair/Scooter Users: 737 (34%)
 Ambulatory: 1,231 (57%)
 Attendants/Companions: 200 (9%)
 Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	270,700	271,100
Tot. Veh. Km. - Dedicated Service	284,900	285,400
Rev. Veh. Hr. - Dedicated Service	16,700	17,200
Tot. Veh. Hr. - Dedicated Service	17,600	18,100
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	42,450	43,670
Non-Dedicated Service	250	230
TOTAL PASSENGERS	42,700	43,900
Subscription/Pre-booked	72%	75%
Reservation	27%	24%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS		1,800
NO-SHOWS/CANCELLED AT DOOR	600	800
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$79,600	\$82,800
Operations:		
Internal - Dedicated Service	\$507,300	\$559,400
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$2,200	\$2,300
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$180,800	\$270,430
Fuel	\$54,200	\$56,300
TOTAL OPERATING EXPENSES	\$824,100	\$971,230

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$56,100	\$63,500
Other Operating Revenue	\$35,000	
Total Operating Revenues	\$91,100	\$63,500
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$733,000	\$907,730
Donations / Other		
TOTAL	\$824,100	\$971,230

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING**SERVICE HOURS/SCHEDULING**

Weekday: 0715 to 2245 Sunday: 0930 to 2000
 Saturday: 0715 to 2215 Holiday:
 Advanced booking notice: 7 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 1.75		\$64.00
Child	\$ 1.75		\$30.00
Student	\$ 1.75		\$45.00
Senior	\$ 1.75		\$30.00
Attendant	\$ 1.75		\$64.00
Companion	\$ 1.75		\$64.00
Other	Senior: Semi-annual \$110; Annual \$180		

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	8	5
Other Operations (e.g. dispatchers)		
Maintenance		3
General Administration	1	
Other		2
TOTAL NUMBER OF EMPLOYEES	9	10

Union Affiliations: Operators: ATU Local 1320
 Maintenance: ATU Local 1320

Top Operator Wage Rate: \$19.15
 Top Mechanic Wage Rate: \$24.06

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	11%	7%
Net Operating Cost / Capita	\$9.71	\$11.93
Total Exp. / Passenger	\$19.30	\$22.12
Total Exp. / Eligible Passenger	\$20.18	\$23.12
Transp. Exp. / Passenger		
Dedicated Service	\$17.49	\$20.29
Non-Dedicated Service (e.g. Taxis)	\$8.80	\$10.00
Transp. Exp. / Hour (Dedicated Service)	\$42.18	\$48.96
OPERATING		
Registrants / Capita	0.0209	0.0285
Passengers / Capita	0.5656	0.5769
Passengers / Registrant	27.09	20.25
Passengers / Hour (Dedicated Service)	2.54	2.54
Km. / Passenger (Dedicated Service)	6.38	6.21
Average Speed (Dedicated Service)	16.21	15.76

**VEHICLE DATA
(2004)**

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	8	6	4	8
Other				
TOTAL DED. VEHICLES	8	6	N/A	N/A
Accessible taxis				

**PASSENGER STATISTICS
(2004)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	21,700	130
Wheelchair/Scooter Users	20,100	80
Attendants/Companions	1,870	20
Other		
TOTAL (%Total)	43,670 (99%)	230 (1%)

PETERBOROUGH COUNTY

CAREMOBILE

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

Population served: 53,913
Service area (km²): 3,877.2
Communities served: 8
Service began: 1992
Advisory Committee members: 5
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

271
Wheelchair/Scooter Users: 151 (56%)
Ambulatory: 120 (44%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	21,005	22,050
Tot. Veh. Km. - Dedicated Service	42,010	44,100
Rev. Veh. Hr. - Dedicated Service	900	900
Tot. Veh. Hr. - Dedicated Service	1,800	1,800
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	1,939	2,054
Non-Dedicated Service		
TOTAL PASSENGERS	1,939	2,054
Subscription/Pre-booked	75%	75%
Reservation	24%	24%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	30	40
NO-SHOWS/CANCELLED AT DOOR	5	10
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$11,873	\$12,713
Operations:		
Internal - Dedicated Service	\$44,800	\$47,441
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,901	\$7,437
Fuel	\$6,215	\$6,683
TOTAL OPERATING EXPENSES	\$75,789	\$74,274

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,704	\$9,398
Other Operating Revenue	\$94	\$72
Total Operating Revenues	\$8,798	\$9,470
Federal Contributions		
Provincial Contributions	\$25,000	\$28,125
Municipal Contributions	\$5,250	
Donations / Other	\$36,741	\$36,679
TOTAL	\$75,789	\$74,274

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
Saturday: Holiday:
Advanced booking notice: 60 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Manual

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant	free		
Companion	free		
Other	Flat rate of \$12 or \$24 depending on distance		

EMPLOYEE DATA (2004)

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

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

Top Operator Wage Rate: \$20.03
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$1.24	\$1.20
Total Exp. / Passenger	\$39.09	\$36.16
Total Exp. / Eligible Passenger	\$42.63	\$39.05
Transp. Exp. / Passenger		
Dedicated Service	\$32.96	\$29.97
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$35.51	\$34.20
OPERATING		
Registrants / Capita	0.0052	0.0050
Passengers / Capita	0.0360	0.0381
Passengers / Registrant	6.97	7.58
Passengers / Hour (Dedicated Service)	2.15	2.28
Km. / Passenger (Dedicated Service)	10.83	10.74
Average Speed (Dedicated Service)	23.34	24.50

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,140	
Wheelchair/Scooter Users	762	
Attendants/Companions	152	
Other		
TOTAL (%Total)	2,054 (100%)	(0%)

PORT HOPE

PORT HOPE MOBILTRANS

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

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

Population served: 12,500
Service area (km²): 13.1
Communities served: 2
Service began: 1986
Advisory Committee members: N/A
Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

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

NUMBER OF REGISTRANTS

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

Note: * Port Hope MobilTrans was contracted with Trentway Wager.
Employment statistics was not available.
* It started to provide mobility transit service to Cobourg in 2004; however, the registrants and passenger trips data were not available in 2004.

VEHICLE KILOMETRES & HOURS

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

2003

2004

SERVICE HOURS/SCHEDULING

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

PASSENGER DATA

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

4,713

4,713

4,713

4,713

100%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

\$7,000

\$7,000

\$75,008

\$124,779

Maintenance (Vehicles & Facilities)
Fuel

\$12,454

\$7,760

TOTAL OPERATING EXPENSES

\$94,462

\$139,539

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
Other Operating Revenue

\$17,962

\$59,168

Total Operating Revenues

\$17,962

\$59,168

Federal Contributions

Provincial Contributions

Municipal Contributions

\$76,500

\$80,371

Donations / Other

TOTAL

\$94,462

\$139,539

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

\$73,860

TOTAL CAPITAL EXPENSES

\$73,860

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

\$24,678

\$49,182

TOTAL CAPITAL FUNDING

\$73,860

FARE STRUCTURE (2004)

Cash
Adult \$ 1.50
Child \$ 1.50
Student \$ 1.50
Senior \$ 1.50
Attendant \$ 1.50
Companion \$ 1.50
Other

Tickets/Cards

(unit price) Monthly Pass

EMPLOYEE DATA (2004) *

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

(Full-Time)

(Part-Time)

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2003	2004
R/C Ratio	19%	42%
Net Operating Cost / Capita	\$6.12	\$6.43
Total Exp. / Passenger	\$20.04	\$29.61
Total Exp. / Eligible Passenger	\$20.04	\$32.50
Transp. Exp. / Passenger		
Dedicated Service	\$18.56	\$28.12
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0160	0.0045
Passengers / Capita	0.3770	0.3770
Passengers / Registrant	23.57	84.16
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,534	
Wheelchair/Scooter Users	759	
Attendants/Companions	420	
Other		
TOTAL (%Total)	4,713 (100%)	(0%)

QUINTE WEST

QUINTE ACCESS TRANSPORTATION

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

Population served: 52,000
Service area (km²): 453.7
Communities served: 2
Service began: 1994
Advisory Committee members: 8
Eligibility Committee members: 3

NUMBER OF REGISTRANTS

355
Wheelchair/Scooter Users: 165 (46%)
Ambulatory: 140 (39%)
Attendants/Companions: 50 (14%)
Other:

Note: * Other Eligibility Criteria: Mentally or physically disabled.
* Service Hours: Holiday service available upon request.

ELIGIBILITY CRITERIA *

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

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	155,851	158,332
Tot. Veh. Km. - Dedicated Service	155,851	158,332
Rev. Veh. Hr. - Dedicated Service	5,495	4,546
Tot. Veh. Hr. - Dedicated Service	5,495	4,546
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	13,614	9,437
Non-Dedicated Service		
TOTAL PASSENGERS	13,614	9,437
Subscription/Pre-booked	55%	70%
Reservation	40%	25%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	20	2
NO-SHOWS/CANCELLED AT DOOR	80	2
NUMBER OF COMPLAINTS	2	2

OPERATING EXPENSES

Administration	\$69,517	\$9,292
Operations:		
Internal - Dedicated Service	\$20,887	\$11,397
Contract - Dedicated Service	\$105,762	\$181,999
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$23,349	\$40,887
Fuel	\$20,179	\$22,898
TOTAL OPERATING EXPENSES	\$239,694	\$266,473

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$66,264	\$72,726
Other Operating Revenue	\$32,565	\$1,321
Total Operating Revenues	\$98,829	\$74,047
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$84,060	\$104,241
Donations / Other	\$56,651	\$77,805
TOTAL	\$239,540	\$256,093

CAPITAL EXPENSES

Vehicles Purchased	\$84,325
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$84,325

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$26,667
Municipal Contributions	\$39,329
Donations / Other	\$18,329
TOTAL CAPITAL FUNDING	\$84,325

SERVICE HOURS/SCHEDULING *

Weekday:	0730 to 1800	Sunday:	0830 to 2200
Saturday:	0830 to 2200	Holiday:	
Advanced booking notice:	1 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Manual		

FARE STRUCTURE (2004)

Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		
Child		
Student		
Senior		
Attendant	free	
Companion		
Other	zone fares (\$4 to \$16) depends on pick-up and drop-off	

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	2	5
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	1	2
Other		1
TOTAL NUMBER OF EMPLOYEES	3	8

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

Top Operator Wage Rate: \$13.11

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	41%	28%
Net Operating Cost / Capita	\$2.71	\$3.70
Total Exp. / Passenger	\$17.61	\$28.24
Total Exp. / Eligible Passenger	\$18.65	\$31.63
Transp. Exp. / Passenger		
Dedicated Service	\$12.50	\$27.25
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$30.97	\$56.57
OPERATING		
Registrants / Capita	0.0060	0.0068
Passengers / Capita	0.2618	0.1815
Passengers / Registrant	43.36	26.58
Passengers / Hour (Dedicated Service)	2.48	2.08
Km. / Passenger (Dedicated Service)	11.45	16.78
Average Speed (Dedicated Service)	28.36	34.83

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	1	1
Small Buses	4	3	15	46
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	4,794	
Wheelchair/Scooter Users	3,632	
Attendants/Companions		
Other	1,011	
TOTAL (%Total)	9,437 (100%)	(0%)

SUNSHINE COACH SERVICE

Contact: Mr. Allan Guest
Title: Manager
Telephone: (613) 432-2134
FAX: (613) 432-8645
e-mail:

Population served: 20,000
Service area (km²):
Communities served: 7
Service began: 1985
Advisory Committee members: 12
Eligibility Committee members: 12

NUMBER OF REGISTRANTS

750
Wheelchair/Scooter Users: 300 (40%)
Ambulatory: 450 (60%)
Attendants/Companions:
Other:

Note: * The full-time General Administration employee shared general administration and operator duties.

ELIGIBILITY CRITERIA

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

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	160,000	175,000
Tot. Veh. Km. - Dedicated Service	244,000	251,000
Rev. Veh. Hr. - Dedicated Service	7,300	8,500
Tot. Veh. Hr. - Dedicated Service	11,000	11,800
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	20,060	18,059
Non-Dedicated Service		
TOTAL PASSENGERS	20,060	18,059
Subscription/Pre-booked	55%	65%
Reservation	35%	25%
On-Demand/Day of trip	10%	10%
UNACCOMMODATED TRIPS	40	35
NO-SHOWS/CANCELLED AT DOOR	60	50
NUMBER OF COMPLAINTS	5	5

OPERATING EXPENSES

Administration	\$30,000	\$18,700
Operations:		
Internal - Dedicated Service	\$182,480	\$174,711
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$25,200	\$19,492
Fuel	\$28,910	\$31,440
TOTAL OPERATING EXPENSES	\$266,590	\$244,343

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$187,560	\$193,175
Other Operating Revenue	\$3,134	
Total Operating Revenues	\$190,694	\$193,175
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$35,000	\$37,950
Donations / Other	\$45,000	\$46,000
TOTAL	\$270,694	\$277,125

CAPITAL EXPENSES

Vehicles Purchased	\$116,000	
Debt Servicing		\$17,947
Other Capital Expenses		\$2,750
TOTAL CAPITAL EXPENSES	\$116,000	\$20,697

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Donations / Other	\$116,000	\$20,697
TOTAL CAPITAL FUNDING	\$116,000	\$20,697

SERVICE HOURS/SCHEDULING

Weekday:	0730 to 1630	Sunday:	0900 to 2200
Saturday:	1000 to 2200	Holiday:	
Advanced booking notice:		90 days	
Minimum notice for reservation:			
Reservations/Scheduling:	Manual		

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 4.75		
Child	\$ 4.75		
Student	\$ 4.75		
Senior	\$ 4.75		
Attendant	free		
Companion	free		
Other	Out of town service requires separate rates		

EMPLOYEE DATA (2004) *

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

TOTAL NUMBER OF EMPLOYEES

3 4

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

Top Operator Wage Rate: \$14.57

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	72%	79%
Net Operating Cost / Capita	\$3.79	\$2.56
Total Exp. / Passenger	\$13.29	\$13.53
Total Exp. / Eligible Passenger	\$13.29	\$14.14
Transp. Exp. / Passenger		
Dedicated Service	\$11.79	\$12.49
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$21.51	\$19.12
OPERATING		
Registrants / Capita	0.0375	0.0375
Passengers / Capita	1.0030	0.9030
Passengers / Registrant	26.75	24.08
Passengers / Hour (Dedicated Service)	2.75	2.12
Km. / Passenger (Dedicated Service)	7.98	9.69
Average Speed (Dedicated Service)	21.92	20.59

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	9,084	
Wheelchair/Scooter Users	8,195	
Attendants/Companions	780	
Other		
TOTAL (%Total)	18,059 (100%)	(0%)

SARNIA CARE-A-VAN

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

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

Population served: 69,850
 Service area (km²): 167.3
 Communities served: 2
 Service began: 1981
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

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

NUMBER OF REGISTRANTS

1,486
 Wheelchair/Scooter Users: 728 (49%)
 Ambulatory: 758 (51%)
 Attendants/Companions:
 Other:
 Registration Fee: \$ 2.00

Note: * Blind persons might register to use the care-a-van service from November 1 to March 31 every year.

* Semester pass for Elementary/Secondary students: \$115, for College students: \$130.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	196,866	205,075
Tot. Veh. Km. - Dedicated Service	196,866	205,075
Rev. Veh. Hr. - Dedicated Service	11,788	12,531
Tot. Veh. Hr. - Dedicated Service	11,788	12,531
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	32,166	33,227
Non-Dedicated Service		
TOTAL PASSENGERS	32,166	33,227
Subscription/Pre-booked	70%	72%
Reservation	27%	25%
On-Demand/Day of trip	3%	3%
UNACCOMMODATED TRIPS	316	433
NO-SHOWS/CANCELLED AT DOOR	3,103	3,308
NUMBER OF COMPLAINTS		2

OPERATING EXPENSES

Administration	\$30,723	\$34,896
Operations:		
Internal - Dedicated Service	\$398,134	\$469,888
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$64,945	\$66,303
Fuel	\$27,553	\$29,296
TOTAL OPERATING EXPENSES	\$521,355	\$600,383

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$63,780	\$70,438
Other Operating Revenue	\$1,060	\$1,746
Total Operating Revenues	\$64,840	\$72,184
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$456,515	\$528,199
Donations / Other		
TOTAL	\$521,355	\$600,383

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing	\$10,872	\$16,189
Other Capital Expenses	\$6,000	
TOTAL CAPITAL EXPENSES	\$16,872	\$16,189

CAPITAL FUNDING SOURCES

Transit System	\$35,105	
Federal Contributions		
Provincial Contributions	\$33,400	
Municipal Contributions	\$31,795	\$16,189
Donations / Other		
TOTAL CAPITAL FUNDING	\$100,300	\$16,189

SERVICE HOURS/SCHEDULING

Weekday: 0630 to 2230	Sunday: 0900 to 1630
Saturday: 0800 to 2230	Holiday:
Advanced booking notice:	5 days
Minimum notice for reservation:	24.0 hours
Reservations/Scheduling:	Partially Computerized

FARE STRUCTURE (2004) *

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.00	\$1.75	\$60.00
Child	free		
Student	\$ 1.75	\$1.25	\$50.00
Senior	\$ 2.00	\$1.75	\$45.00
Attendant			
Companion			
Other	Children<5 - free; attendants/companions pay regular fares		

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	5	
Other Operations (e.g. dispatchers)	1	
Maintenance		1
General Administration		1
Other		

TOTAL NUMBER OF EMPLOYEES

6 2

Union Affiliations: Operators: CAW Local 4184
 Maintenance: CAW Local 4184

Top Operator Wage Rate: \$19.19
 Top Mechanic Wage Rate: \$22.36

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$6.54	\$7.56
Total Exp. / Passenger	\$16.21	\$18.07
Total Exp. / Eligible Passenger	\$17.39	\$20.01
Transp. Exp. / Passenger		
Dedicated Service	\$15.25	\$17.02
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$41.62	\$45.13
OPERATING		
Registrants / Capita	0.0184	0.0213
Passengers / Capita	0.4605	0.4757
Passengers / Registrant	25.03	22.36
Passengers / Hour (Dedicated Service)	2.73	2.65
Km. / Passenger (Dedicated Service)	6.12	6.17
Average Speed (Dedicated Service)	16.70	16.37

**VEHICLE DATA
(2004)**

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

**PASSENGER STATISTICS
(2004)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	15,878	
Wheelchair/Scooter Users	14,121	
Attendants/Companions		
Other	3,228	
TOTAL (%Total)	33,227 (100%)	(0%)

SAULT STE MARIE

SAULT STE MARIE TRANSIT PARABUS

Contact: Mr. Sam Piraino
 Title: Chief Inspector / Scheduler
 Telephone: (705) 759-5434
 FAX: (705) 759-5834
 e-mail: s.piraino@cityssm.on.ca

Population served: 69,900
 Service area (km²): 223.5
 Communities served: 1
 Service began: 1975
 Advisory Committee members: 12
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

2,108
 Wheelchair/Scooter Users: 1,379 (65%)
 Ambulatory: 729 (35%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	143,762	171,240
Tot. Veh. Km. - Dedicated Service	143,762	171,240
Rev. Veh. Hr. - Dedicated Service	11,219	12,728
Tot. Veh. Hr. - Dedicated Service	11,219	12,728
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	26,032	27,091
Non-Dedicated Service	8,498	11,772
TOTAL PASSENGERS	34,530	38,863
Subscription/Pre-booked		30%
Reservation		69%
On-Demand/Day of trip		1%
UNACCOMMODATED TRIPS	352	777
NO-SHOWS/CANCELLED AT DOOR	352	389
NUMBER OF COMPLAINTS	18	40

OPERATING EXPENSES

Administration	\$33,312	\$33,977
Operations:		
Internal - Dedicated Service	\$348,212	\$381,100
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$77,141	\$112,995
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$67,079	\$77,224
Fuel	\$28,431	\$44,293
TOTAL OPERATING EXPENSES	\$554,175	\$649,589

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$61,566	\$58,511
Other Operating Revenue	\$3,924	\$3,075
Total Operating Revenues	\$65,490	\$61,586
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$488,685	\$588,003
Donations / Other		
TOTAL	\$554,175	\$649,589

CAPITAL EXPENSES

Vehicles Purchased	\$80,650
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$80,650

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$80,650
Donations / Other	
TOTAL CAPITAL FUNDING	\$80,650

SERVICE HOURS/SCHEDULING

Weekday: 0730 to 2400 Sunday: 0800 to 2300
 Saturday: 0830 to 2400 Holiday:
 Advanced booking notice: 7 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	2	7
Other Operations (e.g. dispatchers)	1	
Maintenance	1	
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

5 7

Union Affiliations: Operators: UTU Local 104
 Maintenance: USWA Local 2251

Top Operator Wage Rate: \$18.21
 Top Mechanic Wage Rate: \$21.56

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	12%	9%
Net Operating Cost / Capita	\$6.99	\$8.41
Total Exp. / Passenger	\$16.05	\$16.71
Total Exp. / Eligible Passenger	\$18.75	\$18.95
Transp. Exp. / Passenger		
Dedicated Service	\$17.05	\$18.55
Non-Dedicated Service (e.g. Taxis)	\$9.08	\$9.60
Transp. Exp. / Hour (Dedicated Service)	\$39.55	\$39.49
OPERATING		
Registrants / Capita	0.0276	0.0302
Passengers / Capita	0.4940	0.5560
Passengers / Registrant	17.88	18.44
Passengers / Hour (Dedicated Service)	2.32	2.13
Km. / Passenger (Dedicated Service)	5.52	6.32
Average Speed (Dedicated Service)	12.81	13.45

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory		11,772
Wheelchair/Scooter Users	22,502	
Attendants/Companions	4,589	
Other		
TOTAL (%Total)	27,091 (70%)	11,772 (30%)

SCHREIBER

SCHREIBER - TERRACE BAY HANDI-TRANSIT

Contact: Ms. Lila Cresswell
 Title: Clerk / Deputy Treasurer
 Telephone: (807) 824-2711 x25
 FAX: (807) 824-3231
 e-mail: lcresswell@schreiber.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 3,300
 Service area (km²): 188.0
 Communities served: 2
 Service began: 1986
 Advisory Committee members: 10
 Eligibility Committee members: 10

NUMBER OF REGISTRANTS

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

Note: * Other Eligibility Criteria: Disabled, Senior Citizen.

ELIGIBILITY CRITERIA *

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

VEHICLE KILOMETRES & HOURS

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

2003

2004

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 2300 Sunday: 0800 to 2300
 Saturday: 0800 to 2300 Holiday: 0800 to 2300
 Advanced booking notice: 1 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service 2,067
 Non-Dedicated Service

TOTAL PASSENGERS

Subscription/Pre-booked 2,067
 Reservation 100%
 On-Demand/Day of trip

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration \$4,269
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$74,858
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

\$79,127

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$7,693
 Other Operating Revenue

Total Operating Revenues \$7,693

Federal Contributions

Provincial Contributions

Municipal Contributions \$71,434

Donations / Other

TOTAL

\$79,127

CAPITAL EXPENSES

Vehicles Purchased \$56,316
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

\$56,316

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions \$22,550
 Municipal Contributions \$33,766
 Donations / Other

TOTAL CAPITAL FUNDING

\$56,316

FARE STRUCTURE (2004) *

Cash
 Adult \$ 2.75
 Child
 Student \$ 5.50
 Senior \$ 3.25
 Attendant free
 Companion \$ 4.50
 Other * Child refers to school children

Tickets/Cards

(unit price) Monthly Pass

EMPLOYEE DATA (2004)

(Full-Time)

(Part-Time)

Operators 3
 Other Operations (e.g. dispatchers) 1
 Maintenance
 General Administration
 Other

TOTAL NUMBER OF EMPLOYEES

4

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

Top Operator Wage Rate: \$16.59

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

2003

2004

R/C Ratio 10%
 Net Operating Cost / Capita \$21.65
 Total Exp. / Passenger \$38.28
 Total Exp. / Eligible Passenger \$38.28
 Transp. Exp. / Passenger
 Dedicated Service \$36.22
 Non-Dedicated Service (e.g. Taxis)
 Transp. Exp. / Hour (Dedicated Service) \$25.64

OPERATING

Registrants / Capita
 Passengers / Capita 0.6264
 Passengers / Registrant
 Passengers / Hour (Dedicated Service) 0.89
 Km. / Passenger (Dedicated Service) 5.20
 Average Speed (Dedicated Service) 4.60

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

Dedicated Service

Non-Dedicated Service

Ambulatory	1,127	
Wheelchair/Scooter Users	940	
Attendants/Companions		
Other		
TOTAL (%Total)	2,067 (100%)	(0%)

HANDI TRANSIT INC.

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

Population served: 38,000
 Service area (km²): 901.3
 Communities served: 2
 Service began: 1987
 Advisory Committee members: 9
 Eligibility Committee members: 9

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 48 (71%)
 Ambulatory: 20 (29%)
 Attendants/Companions:
 Other:

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

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

Note: *Administration expenses/resources shared with Oshawa, Whitby, and Clarington. Expenses distributed proportionate to population.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	40,200	38,145
Tot. Veh. Km. - Dedicated Service	40,200	38,145
Rev. Veh. Hr. - Dedicated Service	2,200	2,200
Tot. Veh. Hr. - Dedicated Service	2,200	2,200
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 14 days
 Minimum notice for reservation: 2.0 hours
 Reservations/Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service	1,333	1,422
Non-Dedicated Service		
TOTAL PASSENGERS	1,333	1,422
Subscription/Pre-booked	25%	35%
Reservation	70%	60%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	16	12
NO-SHOWS/CANCELLED AT DOOR	14	8
NUMBER OF COMPLAINTS		

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 3.00		
Child	\$ 1.00		
Student	\$ 3.00		
Senior	\$ 3.00		
Attendant	\$ 3.00		
Companion	\$ 3.00		
Other			

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

2

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

Top Operator Wage Rate: \$17.05

Top Mechanic Wage Rate:

OPERATING EXPENSES

Administration*	\$22,646	\$24,205
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$37,687	\$37,352
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,528	\$6,602
Fuel	\$5,453	\$4,837
TOTAL OPERATING EXPENSES	\$70,314	\$72,996

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,735	\$9,159
Other Operating Revenue		
Total Operating Revenues	\$8,735	\$9,159
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$61,579	\$63,837
Donations / Other		
TOTAL	\$70,314	\$72,996

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING**PERFORMANCE INDICATORS**

	2003	2004
FINANCIAL		
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$1.71	\$1.68
Total Exp. / Passenger	\$52.75	\$51.33
Total Exp. / Eligible Passenger	\$55.41	\$54.15
Transp. Exp. / Passenger		
Dedicated Service	\$35.76	\$34.31
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$21.67	\$22.18
OPERATING		
Registrants / Capita	0.0026	0.0018
Passengers / Capita	0.0370	0.0374
Passengers / Registrant	14.49	20.91
Passengers / Hour (Dedicated Service)	0.61	0.65
Km. / Passenger (Dedicated Service)	30.16	26.82
Average Speed (Dedicated Service)	18.27	17.34

**VEHICLE DATA
(2004)**

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

**PASSENGER STATISTICS
(2004)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	149	
Wheelchair/Scooter Users	1,199	
Attendants/Companions	74	
Other		
TOTAL (%Total)	1,422 (100%)	(0%)

ST. CATHARINES

PARATRANSIT SYSTEM OF ST. CATHARINES

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

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

Population served: 130,000
Service area (km²): 97.0
Communities served: 2
Service began: 1979
Advisory Committee members: 9
Eligibility Committee members: 2

NUMBER OF REGISTRANTS

1,508
Wheelchair/Scooter Users: 769 (51%)
Ambulatory: 739 (49%)
Attendants/Companions:
Other:

Note: * Contract - Non-Dedicated Service included a \$58,659 taxi contract providing specialized transit service to City of Thorold.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	326,391	321,564
Tot. Veh. Km. - Dedicated Service	326,391	321,564
Rev. Veh. Hr. - Dedicated Service	15,639	15,735
Tot. Veh. Hr. - Dedicated Service	15,639	15,735
Non-Dedicated Service - Veh. Km.	24,340	22,778
Non-Dedicated Service - Veh. Hr.	1,754	1,766

PASSENGER DATA

Dedicated Service	36,863	35,540
Non-Dedicated Service	3,775	3,965
TOTAL PASSENGERS	40,638	39,505
Subscription/Pre-booked	20%	20%
Reservation	75%	75%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	1,000	1,500
NO-SHOWS/CANCELLED AT DOOR	229	243
NUMBER OF COMPLAINTS	9	12

OPERATING EXPENSES

Administration	\$33,762	\$38,010
Operations:		
Internal - Dedicated Service	\$532,424	\$585,281
Contract - Dedicated Service		
Contract - Non-Dedicated Service *	\$96,502	\$113,834
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$180,572	\$186,992
Fuel	\$45,189	\$42,364
TOTAL OPERATING EXPENSES	\$888,449	\$966,481

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$80,447	\$77,365
Other Operating Revenue	\$49,961	\$58,524
Total Operating Revenues	\$130,408	\$135,889
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$758,041	\$830,592
Donations / Other		
TOTAL	\$888,449	\$966,481

CAPITAL EXPENSES

Vehicles Purchased	\$77,264	\$76,177
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$77,264	\$76,177

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$25,497	\$25,367
Municipal Contributions	\$21,767	\$14,631
Donations / Other	\$30,000	\$36,179
TOTAL CAPITAL FUNDING	\$77,264	\$76,177

SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2330	Sunday:	1030 to 1800
Saturday:	0900 to 2330	Holiday:	1030 to 1800
Advanced booking notice:	14 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.25	\$2.10	\$75.00
Child	\$ 1.50	\$1.50	
Student	\$ 2.25	\$2.00	\$50.00
Senior	\$ 2.25	\$1.50	\$50.00
Attendant	\$ 2.25		
Companion	\$ 2.25		
Other			

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	8	
Other Operations (e.g. dispatchers)		
Maintenance	2	
General Administration	1	2
Other		

TOTAL NUMBER OF EMPLOYEES

11 2

Union Affiliations: Operators: ATU Local 846
Maintenance: ATU Local 846

Top Operator Wage Rate: \$20.33
Top Mechanic Wage Rate: \$23.63

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	15%	14%
Net Operating Cost / Capita	\$5.83	\$6.39
Total Exp. / Passenger	\$21.86	\$24.46
Total Exp. / Eligible Passenger	\$23.64	\$26.15
Transp. Exp. / Passenger		
Dedicated Service	\$20.57	\$22.92
Non-Dedicated Service (e.g. Taxis)	\$25.56	\$28.71
Transp. Exp. / Hour (Dedicated Service)	\$48.48	\$51.77
OPERATING		
Registrants / Capita	0.0127	0.0116
Passengers / Capita	0.3126	0.3039
Passengers / Registrant	24.60	26.20
Passengers / Hour (Dedicated Service)	2.36	2.26
Km. / Passenger (Dedicated Service)	8.85	9.05
Average Speed (Dedicated Service)	20.87	20.44

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2		3
Small Buses	9	6	4	7
Other				
TOTAL DED. VEHICLES	11	8	N/A	N/A
Accessible taxis	1			

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	18,500	1,588
Wheelchair/Scooter Users	14,847	2,021
Attendants/Companions	2,193	356
Other		
TOTAL (%Total)	35,540 (90%)	3,965 (10%)

ST. MARY'S & AREA MOBILITY SERVICE

Contact: Ms. Sharron Rudy
 Title: Office Administrator
 Telephone: (519) 284-4010
 FAX: (519) 284-0261
 e-mail: stmarys.mobility@rogers.com

Population served: 6,000
 Service area (km²): 12.5
 Communities served: 4
 Service began: 1989
 Advisory Committee members: 8
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

522
 Wheelchair/Scooter Users: 110 (21%)
 Ambulatory: 372 (71%)
 Attendants/Companions: 40 (8%)
 Other:

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

ELIGIBILITY CRITERIA

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

Note: * Service Hours: Open to all requests.
 * Administration Expenses included depreciation expenses for \$16,302 and \$13,632 in 2003 and 2004 respectively.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	27,294	29,304
Tot. Veh. Km. - Dedicated Service	27,294	29,304
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	8,479	9,074
Non-Dedicated Service		
TOTAL PASSENGERS	8,479	9,074
Subscription/Pre-booked	80%	75%
Reservation	15%	23%
On-Demand/Day of trip	5%	2%
UNACCOMMODATED TRIPS	7	15
NO-SHOWS/CANCELLED AT DOOR		25
NUMBER OF COMPLAINTS	2	

OPERATING EXPENSES

Administration*	\$49,336	\$46,450
Operations:		
Internal - Dedicated Service	\$46,878	\$53,828
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,665	\$1,903
Fuel	\$4,693	\$5,009
TOTAL OPERATING EXPENSES	\$102,572	\$107,190

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$24,801	\$33,440
Other Operating Revenue	\$2,286	\$9,345
Total Operating Revenues	\$27,087	\$42,785
Federal Contributions		
Provincial Contributions	\$11,570	\$11,950
Municipal Contributions	\$10,775	\$11,650
Donations / Other	\$53,039	\$27,173
TOTAL	\$102,471	\$93,558

CAPITAL EXPENSES

Vehicles Purchased	\$92,000
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$92,000

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$60,000
Municipal Contributions	\$32,000
Donations / Other	
TOTAL CAPITAL FUNDING	\$92,000

SERVICE HOURS/SCHEDULING *

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

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 3.00	\$3.00	\$30.00
Child	\$ 3.00	\$3.00	\$30.00
Student	\$ 3.00	\$3.00	\$30.00
Senior	\$ 3.00	\$3.00	\$30.00
Attendant	free		
Companion	\$ 3.00	\$3.00	\$30.00
Other	\$40/hr - private bus rental rate		

EMPLOYEE DATA (2004)

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

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

Top Operator Wage Rate: \$13.13
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	26%	40%
Net Operating Cost / Capita	\$12.58	\$10.73
Total Exp. / Passenger	\$12.10	\$11.81
Total Exp. / Eligible Passenger	\$13.96	\$12.43
Transp. Exp. / Passenger		
Dedicated Service	\$6.28	\$6.69
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0767	0.0870
Passengers / Capita	1.4132	1.5123
Passengers / Registrant	18.43	17.38
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	3.22	3.23
Average Speed (Dedicated Service)		

VEHICLE DATA
(2004)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	16	10	N/A	3
Accessible Vans/Minivans				
Small Buses	1	1	4	12
Other				
TOTAL DED. VEHICLES	17	11	N/A	N/A
Accessible taxis	1			

PASSENGER STATISTICS
(2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	6,931	
Wheelchair/Scooter Users	1,691	
Attendants/Companions	452	
Other		
TOTAL (%Total)	9,074 (100%)	(0%)

ST. THOMAS

ST. THOMAS PARA TRANSIT SERVICE

Contact: Mr. Dave White
 Title: Supervisor of Roads and Transportation
 Telephone: (519) 631-0368 x32
 FAX: (519) 631-5542
 e-mail: dwhite@city.st-thomas.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 33,200
 Service area (km²): 32.6
 Communities served: 1
 Service began: 1990
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 500
 Wheelchair/Scooter Users: 100 (20%)
 Ambulatory: 400 (80%)
 Attendants/Companions:
 Other:
 Registration Fee: \$12.50

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	65,554	65,995
Tot. Veh. Km. - Dedicated Service	65,554	65,995
Rev. Veh. Hr. - Dedicated Service	6,290	6,290
Tot. Veh. Hr. - Dedicated Service	6,290	6,290
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	17,031	18,007
Non-Dedicated Service		
TOTAL PASSENGERS	17,031	18,007
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		
UNACCOMMODATED TRIPS	1	
NO-SHOWS/CANCELLED AT DOOR	918	650
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$6,790	\$11,940
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$187,847	\$186,000
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,307	\$13,800
Fuel		
TOTAL OPERATING EXPENSES	\$208,944	\$211,740

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$37,342	\$32,000
Other Operating Revenue	\$5,337	\$9,745
Total Operating Revenues	\$42,679	\$41,745
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$166,265	\$169,995
Donations / Other		
TOTAL	\$208,944	\$211,740

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0715 to 1820 Sunday:
 Saturday: 0915 to 1820 Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation:
 Reservations/Scheduling: Manual

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

2 2

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

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

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	20%	20%
Net Operating Cost / Capita	\$5.01	\$5.12
Total Exp. / Passenger	\$12.27	\$11.76
Total Exp. / Eligible Passenger	\$12.99	\$12.52
Transp. Exp. / Passenger		
Dedicated Service	\$11.87	\$11.10
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$32.14	\$31.76
OPERATING		
Registrants / Capita	0.0140	0.0151
Passengers / Capita	0.5130	0.5424
Passengers / Registrant	36.63	36.01
Passengers / Hour (Dedicated Service)	2.71	2.86
Km. / Passenger (Dedicated Service)	3.85	3.66
Average Speed (Dedicated Service)	10.42	10.49

VEHICLE DATA

(2004)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	4	4
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2004)	Dedicated Service	Non-Dedicated Service
Ambulatory	9,519	
Wheelchair/Scooter Users	7,388	
Attendants/Companions	1,100	
Other		
TOTAL (%Total)	18,007 (100%)	(0%)

STRATFORD

STRATFORD PARALLEL TRANSIT

Contact: Mr. Harry Eaton
 Title: General Manager
 Telephone: (519) 273-0511
 FAX: (519) 273-3760
 e-mail: heaton@city.stratford.on.ca

Population served: 30,000
 Service area (km²): 21.9
 Communities served: 1
 Service began: 1975
 Advisory Committee members: 10
 Eligibility Committee members: 2

NUMBER OF REGISTRANTS

640
 Wheelchair/Scooter Users: 340 (53%)
 Ambulatory: 300 (47%)
 Attendants/Companions:
 Other:

Note: * Additional service available on Friday nights until 10:40 p.m.

ELIGIBILITY CRITERIA

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

☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

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

	2003	2004
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	6,240	6,240
Tot. Veh. Hr. - Dedicated Service	6,240	6,240
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

SERVICE HOURS/SCHEDULING

Weekday: 0820 to 1640 Sunday: 0920 to 1640
 Saturday: 0920 to 1640 Holiday:
 Advanced booking notice: 2 days
 Minimum notice for reservation: 1.0 hours
 Reservations/Scheduling: Manual

PASSENGER DATA

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

	2003	2004
Dedicated Service	17,971	17,293
Non-Dedicated Service	1,338	1,364
TOTAL PASSENGERS	19,309	18,657
Subscription/Pre-booked	50%	50%
Reservation	45%	45%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	165	85
NO-SHOWS/CANCELLED AT DOOR	142	60
NUMBER OF COMPLAINTS	3	2

FARE STRUCTURE (2004)

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

Tickets/Cards

(unit price) Monthly Pass
 \$2.50

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

4 4

Union Affiliations: Operators: IBEW Local 636
 Maintenance: N/A

Top Operator Wage Rate: \$15.33
 Top Mechanic Wage Rate:

OPERATING EXPENSES

Administration \$62,693 \$64,282
 Operations:
 Internal - Dedicated Service \$175,425 \$186,716
 Contract - Dedicated Service
 Contract - Non-Dedicated Service \$5,368 \$5,199
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities) \$42,846 \$43,992
 Fuel \$20,066 \$18,291
TOTAL OPERATING EXPENSES \$306,398 \$318,480

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$50,776 \$45,095
 Other Operating Revenue \$1,534 \$807
Total Operating Revenues \$52,310 \$45,902
 Federal Contributions
 Provincial Contributions
 Municipal Contributions \$263,606 \$263,606
 Donations / Other
TOTAL \$315,916 \$309,508

CAPITAL EXPENSES

Vehicles Purchased \$65,844
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES \$65,844

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions \$21,946
 Municipal Contributions \$43,898
 Donations / Other
TOTAL CAPITAL FUNDING \$65,844

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	17%	14%
Net Operating Cost / Capita	\$8.76	\$9.09
Total Exp. / Passenger	\$15.87	\$17.07
Total Exp. / Eligible Passenger	\$15.87	\$17.07
Transp. Exp. / Passenger		
Dedicated Service	\$13.26	\$14.40
Non-Dedicated Service (e.g. Taxis)	\$4.01	\$3.81
Transp. Exp. / Hour (Dedicated Service)	\$38.20	\$39.90

OPERATING

	2003	2004
Registrants / Capita	0.0224	0.0213
Passengers / Capita	0.6658	0.6219
Passengers / Registrant	29.71	29.15
Passengers / Hour (Dedicated Service)	2.88	2.77
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	7,855	1,364
Wheelchair/Scooter Users	9,438	
Attendants/Companions		
Other		
TOTAL (%Total)	17,293 (93%)	1,364 (7%)

SUDBURY HANDI-TRANSIT

Contact: Mr. Robert Gauthier
 Title: Supervisor of Transit Operations
 Telephone: (705) 675-3333
 FAX: (705) 560-4571
 e-mail: robert.gauthier@greatersudbury.ca

Population served: 157,000
 Service area (km²): 3,627.0
 Communities served: 7
 Service began: 2001
 Advisory Committee members: 5
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 3,365
 Wheelchair/Scooter Users: 1,669 (50%)
 Ambulatory: 1,646 (49%)
 Attendants/Companions: 50 (1%)
 Other:

Note: * Contract - Dedicated Service expense in 2004 also included expense for Non-Dedicated Service.

Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies
 Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	491,000	591,867
Tot. Veh. Km. - Dedicated Service	517,000	623,017
Rev. Veh. Hr. - Dedicated Service	20,781	24,550
Tot. Veh. Hr. - Dedicated Service	23,081	25,842
Non-Dedicated Service - Veh. Km.	16,000	
Non-Dedicated Service - Veh. Hr.	1,000	

PASSENGER DATA

Dedicated Service	62,209	72,983
Non-Dedicated Service	13,422	8,727
TOTAL PASSENGERS	75,631	81,710
Subscription/Pre-booked	75%	74%
Reservation	24%	24%
On-Demand/Day of trip	1%	2%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	1,198	1,514
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$340	\$163,296
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service *	\$1,375,348	\$1,460,748
Contract - Non-Dedicated Service	\$201,676	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$1,577,364	\$1,624,044

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$149,782	\$155,249
Other Operating Revenue	\$1,081	
Total Operating Revenues	\$150,863	\$155,249
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,426,501	\$1,468,795
Donations / Other		
TOTAL	\$1,577,364	\$1,624,044

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0715 to 0015	Sunday: 0845 to 2145
Saturday: 0715 to 0015	Holiday: 0715 to 0015
Advanced booking notice:	2 days
Minimum notice for reservation:	
Reservations/Scheduling:	Fully Computerized

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	10	6
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	2	2
Other		

TOTAL NUMBER OF EMPLOYEES

	12	8
--	----	---

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

Top Operator Wage Rate: \$15.06
 Top Mechanic Wage Rate: \$23.40

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$9.17	\$9.36
Total Exp. / Passenger	\$20.86	\$19.88
Total Exp. / Eligible Passenger	\$22.19	\$21.66
Transp. Exp. / Passenger		
Dedicated Service *	\$22.11	\$20.01
Non-Dedicated Service (e.g. Taxis) *	\$15.03	
Transp. Exp. / Hour (Dedicated Service) *	\$59.59	\$56.53
OPERATING		
Registrants / Capita	0.0263	0.0214
Passengers / Capita	0.4861	0.5204
Passengers / Registrant	18.47	24.28
Passengers / Hour (Dedicated Service)	2.99	2.97
Km. / Passenger (Dedicated Service)	7.89	8.11
Average Speed (Dedicated Service)	23.63	24.11

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	13	13	6	4
Other				
TOTAL DED. VEHICLES	13	13	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	66,235*	8,727 *
Wheelchair/Scooter Users		
Attendants/Companions	6,748	
Other		
TOTAL (%Total)	72,983 (89%)	8,727 (11%)
* Total for Ambulatory and Wheelchair/Scooter Users		

THUNDER BAY

HAGI TRANSIT INC.

Contact: Ms. Brenda Deck
Title: Transit Coordinator
Telephone: (807) 343-9320
FAX: (807) 344-3521
e-mail: brenda_hagi@hotmail.com

Population served: 120,000
Service area (km²): 325.0
Communities served: 1
Service began: 1975
Advisory Committee members: 10
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

3,607
Wheelchair/Scooter Users: 1,001 (28%)
Ambulatory: 2,606 (72%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	630,631	629,723
Tot. Veh. Km. - Dedicated Service	630,631	629,723
Rev. Veh. Hr. - Dedicated Service	29,879	30,294
Tot. Veh. Hr. - Dedicated Service	29,879	30,294
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	71,564	75,792
Non-Dedicated Service	8,211	7,064
TOTAL PASSENGERS	79,775	82,856
Subscription/Pre-booked	51%	48%
Reservation	44%	
On-Demand/Day of trip	5%	52%
UNACCOMMODATED TRIPS	2,080	2,944
NO-SHOWS/CANCELLED AT DOOR	1,331	1,962
NUMBER OF COMPLAINTS	24	9

OPERATING EXPENSES

Administration	\$223,790	\$175,600
Operations:		
Internal - Dedicated Service	\$897,264	\$203,098
Contract - Dedicated Service		\$713,504
Contract - Non-Dedicated Service	\$8,592	\$4,079
Contract - Taxi Scrip	\$52,777	\$52,933
Maintenance (Vehicles & Facilities)	\$189,698	\$204,463
Fuel	\$118,708	\$113,115
TOTAL OPERATING EXPENSES	\$1,490,829	\$1,466,792

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$241,789	\$308,960
Other Operating Revenue	\$85,232	\$37,825
Total Operating Revenues	\$327,021	\$346,785
Federal Contributions		
Provincial Contributions	\$66,298	
Municipal Contributions	\$1,076,500	\$1,117,870
Donations / Other	\$1,430	\$2,136
TOTAL	\$1,471,249	\$1,466,791

CAPITAL EXPENSES

Vehicles Purchased	\$232,088	\$159,103
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$232,088	\$159,103

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$177,088	\$159,103
Donations / Other	\$55,000	
TOTAL CAPITAL FUNDING	\$232,088	\$159,103

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2300 Sunday: 0900 to 2130
Saturday: 0700 to 2300 Holiday:
Advanced booking notice: 14 days
Minimum notice for reservation: 48.0 hours
Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	9	15
Other Operations (e.g. dispatchers)	3	3
Maintenance		
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES 13 18

Union Affiliations: Operators: ATU Local 966
Maintenance: N/A

Top Operator Wage Rate: \$15.76

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	22%	24%
Net Operating Cost / Capita	\$9.70	\$9.33
Total Exp. / Passenger	\$18.69	\$17.70
Total Exp. / Eligible Passenger	\$19.57	\$17.70
Transp. Exp. / Passenger		
Dedicated Service	\$16.85	\$16.28
Non-Dedicated Service (e.g. Taxis)	\$7.47	\$8.07
Transp. Exp. / Hour (Dedicated Service)	\$40.35	\$40.74
OPERATING		
Registrants / Capita	0.0275	0.0301
Passengers / Capita	0.6648	0.6905
Passengers / Registrant	24.17	22.97
Passengers / Hour (Dedicated Service)	2.40	2.50
Km. / Passenger (Dedicated Service)	8.81	8.31
Average Speed (Dedicated Service)	21.11	20.79

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	20	16	4	8
Other				
TOTAL DED. VEHICLES	20	16	N/A	N/A
Accessible taxis	3			

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	75,792*	7,064*
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	75,792 (91%)	7,064 (9%)
* Total for all categories		

TIMMINS HANDY TRANSIT

Contact: Mr. David Onodera
 Title: Superintendent of Transit
 Telephone: (705) 360-8466
 FAX: (705) 360-1405
 e-mail: david.onodera@city.timmings.on.ca
 Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 38,000
 Service area (km²): 24.0
 Communities served: 1
 Service began: 1985
 Advisory Committee members: 6
 Eligibility Committee members: 3

NUMBER OF REGISTRANTS 1,054
 Wheelchair/Scooter Users: 598 (57%)
 Ambulatory: 456 (43%)
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

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

Note: * Administration and maintenance expenses in 2004 were included in conventional transit operations and were not recorded separately.
 * 14 part-time drivers operated both conventional and specialized transit services and were not counted separately.
 * Thursday service hours: 0700-2200 hrs.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	129,899	129,807
Tot. Veh. Km. - Dedicated Service	129,899	129,807
Rev. Veh. Hr. - Dedicated Service	7,218	8,415
Tot. Veh. Hr. - Dedicated Service	7,218	8,415
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

SERVICE HOURS/SCHEDULING *

Weekday: 0700 to 1900 Sunday:
 Saturday: 0700 to 1900 Holiday:
 Advanced booking notice: 14 days
 Minimum notice for reservation: 1.0 hours
 Reservations/Scheduling: Fully Computerized

PASSENGER DATA

Dedicated Service	13,286	14,517
Non-Dedicated Service		
TOTAL PASSENGERS	13,286	14,517
Subscription/Pre-booked		76%
Reservation		23%
On-Demand/Day of trip		1%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration*	\$35,000	
Operations:		
Internal - Dedicated Service	\$243,073	\$271,607
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)*	\$20,542	
Fuel	\$22,989	\$24,747
TOTAL OPERATING EXPENSES	\$321,604	\$296,354

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$31,591	\$31,441
Other Operating Revenue		
Total Operating Revenues	\$31,591	\$31,441
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$290,013	\$264,913
Donations / Other		
TOTAL	\$321,604	\$296,354

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.50	\$2.50	
Child	\$ 2.50	\$2.05	
Student	\$ 2.50	\$2.05	
Senior	\$ 2.50	\$1.72	
Attendant	\$ 2.50	\$2.50	
Companion	\$ 2.50	\$2.50	
Other			

EMPLOYEE DATA (2004) *

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

TOTAL NUMBER OF EMPLOYEES 2

Union Affiliations: Operators: CUPE Local 1544
 Maintenance: N/A

Top Operator Wage Rate: \$19.34

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	10%	11%
Net Operating Cost / Capita	\$7.63	\$6.97
Total Exp. / Passenger	\$24.21	\$20.41
Total Exp. / Eligible Passenger	\$24.21	\$20.41
Transp. Exp. / Passenger		
Dedicated Service	\$21.57	\$20.41
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$39.71	\$35.22
OPERATING		
Registrants / Capita	0.0273	0.0277
Passengers / Capita	0.3496	0.3820
Passengers / Registrant	12.79	13.77
Passengers / Hour (Dedicated Service)	1.84	1.73
Km. / Passenger (Dedicated Service)	9.78	8.94
Average Speed (Dedicated Service)	18.00	15.43

VEHICLE DATA
(2004)

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

PASSENGER STATISTICS
(2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	14,517*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	14,517 (100%)	(0%)
* Total for all categories		

WHEEL-TRANS

Contact: Ms. Margaret Gomes
 Title: Budget & Research Analyst
 Telephone: (416) 393-4963
 FAX: (416) 338-0139
 e-mail: margaret.gomes@ttc.ca

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

NUMBER OF REGISTRANTS

36,034
 Wheelchair/Scooter Users: 18,815 (52%)
 Ambulatory: 17,219 (48%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA *

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

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

* Upon requests from its registrants, Wheel-Trans also provides services to the areas in Mississauga and York Region.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	9,377,716	10,411,435
Tot. Veh. Km. - Dedicated Service	9,988,104	11,095,352
Rev. Veh. Hr. - Dedicated Service	441,929	482,140
Tot. Veh. Hr. - Dedicated Service	468,452	511,858
Non-Dedicated Service - Veh. Km.	1,755,717	2,090,548
Non-Dedicated Service - Veh. Hr.	58,364	69,525

PASSENGER DATA

Dedicated Service	1,358,763	1,505,979
Non-Dedicated Service	247,564	301,280
TOTAL PASSENGERS	1,606,327	1,807,259
Subscription/Pre-booked	48%	48%
Reservation	51%	51%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	49,711	45,267
NO-SHOWS/CANCELLED AT DOOR	53,692	56,080
NUMBER OF COMPLAINTS	2,110	2,426

OPERATING EXPENSES

Administration	\$8,924,600	\$9,027,100
Operations:		
Internal - Dedicated Service	\$16,232,800	\$18,258,800
Contract - Dedicated Service	\$8,929,000	\$9,703,900
Contract - Non-Dedicated Service	\$3,459,200	\$4,450,400
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,357,200	10,379,100
Fuel	\$1,262,600	\$1,344,900
TOTAL OPERATING EXPENSES	\$48,165,400	\$53,164,200

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,366,400	\$2,638,400
Other Operating Revenue		
Total Operating Revenues	\$2,366,400	\$2,638,400
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$45,799,000	\$50,525,800
Donations / Other		
TOTAL	\$48,165,400	\$53,164,200

CAPITAL EXPENSES

Vehicles Purchased	\$1,591,200
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$1,591,200

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$1,591,200
Donations / Other	
TOTAL CAPITAL FUNDING	\$1,591,200

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.25	\$1.90	
Child	\$ 0.50	\$0.43	
Student	\$ 1.50	\$1.25	
Senior	\$ 1.50	\$1.25	
Attendant			
Companion			
Other			

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	236	
Other Operations (e.g. dispatchers)	68	
Maintenance	72	
General Administration	11	
Other		

TOTAL NUMBER OF EMPLOYEES 387

Union Affiliations: Operators: ATU Local 113
 Maintenance: ATU Local 113

Top Operator Wage Rate: \$24.32
 Top Mechanic Wage Rate: \$29.57

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$18.32	\$20.21
Total Exp. / Passenger	\$29.98	\$29.42
Total Exp. / Eligible Passenger	\$29.98	\$29.42
Transp. Exp. / Passenger		
Dedicated Service	\$26.33	\$26.35
Non-Dedicated Service (e.g. Taxis)	\$13.97	\$14.77
Transp. Exp. / Hour (Dedicated Service)	\$76.38	\$77.53
OPERATING		
Registrants / Capita	0.0125	0.0144
Passengers / Capita	0.6425	0.7229
Passengers / Registrant	51.61	50.15
Passengers / Hour (Dedicated Service)	3.07	3.12
Km. / Passenger (Dedicated Service)	6.90	6.91
Average Speed (Dedicated Service)	21.22	21.59

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	32	32	N/A	3
Accessible Vans/Minivans	79	79	2	3
Small Buses	145	123	5	8
Other				
TOTAL DED. VEHICLES	256	234	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	934,273	293,752
Wheelchair/Scooter Users	571,706	7,528
Attendants/Companions		
Other		
TOTAL (%Total)	1,505,979 (83%)	301,280 (17%)

TRENT HILLS

TRENT HILLS TRANSPORTATION

Contact: Mr. Ed Dunk
Title: Operations Manager
Telephone: (705) 653-2271
FAX: (705) 653-0699
e-mail: booknut@trytel.net

Population served: 12,500
Service area (km²): 509.5
Communities served: 1
Service began: 1992
Advisory Committee members: 11
Eligibility Committee members: 2

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 124 (30%)
Ambulatory: 215 (52%)
Attendants/Companions: 75 (18%)
Other:

Note: * Upon request, appointments are available on Saturday, Sunday and holidays.

ELIGIBILITY CRITERIA

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

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	46,752	51,819
Tot. Veh. Km. - Dedicated Service	46,752	52,019
Rev. Veh. Hr. - Dedicated Service	2,045	1,778
Tot. Veh. Hr. - Dedicated Service	2,045	1,941
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	4,341	3,811
Non-Dedicated Service		
TOTAL PASSENGERS	4,341	3,811
Subscription/Pre-booked	100%	99%
Reservation		
On-Demand/Day of trip		1%
UNACCOMMODATED TRIPS	103	138
NO-SHOWS/CANCELLED AT DOOR	22	25
NUMBER OF COMPLAINTS		3

OPERATING EXPENSES

Administration	\$30,944	\$13,000
Operations:		
Internal - Dedicated Service	\$47,461	\$49,914
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,948	\$9,804
Fuel	\$7,582	\$8,872
TOTAL OPERATING EXPENSES	\$100,935	\$81,590

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,960	\$14,844
Other Operating Revenue		
Total Operating Revenues	\$17,960	\$14,844
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$30,350	\$30,500
Donations / Other	\$65,985	\$28,833
TOTAL	\$114,295	\$74,177

CAPITAL EXPENSES

Vehicles Purchased	\$85,600
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$85,600

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$20,000
Donations / Other	\$65,600
TOTAL CAPITAL FUNDING	\$85,600

SERVICE HOURS/SCHEDULING *

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

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 5.00	\$4.00	
Child	\$ 5.00	\$4.00	
Student	\$ 5.00	\$4.00	
Senior	\$ 5.00	\$4.00	
Attendant	free		
Companion	\$ 5.00	\$4.00	
Other			

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	1	5
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		1
Other		

TOTAL NUMBER OF EMPLOYEES 1 6

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

Top Operator Wage Rate: \$12.10

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	18%	18%
Net Operating Cost / Capita	\$6.64	\$5.34
Total Exp. / Passenger	\$23.25	\$21.41
Total Exp. / Eligible Passenger	\$24.37	\$23.24
Transp. Exp. / Passenger		
Dedicated Service	\$16.12	\$18.00
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$34.23	\$35.34
OPERATING		
Registrants / Capita	0.0347	0.0331
Passengers / Capita	0.3473	0.3049
Passengers / Registrant	10.00	9.21
Passengers / Hour (Dedicated Service)	2.12	2.14
Km. / Passenger (Dedicated Service)	10.77	13.60
Average Speed (Dedicated Service)	22.86	29.14

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	2,642	
Wheelchair/Scooter Users	869	
Attendants/Companions	300	
Other		
TOTAL (%Total)	3,811 (100%)	(0%)

WALLACEBURG

WALLACEBURG SPECIALIZED TRANSIT SERVICE

Contact: Mr. Stephen Jahns, P.Eng.
 Title: Manager, Infrastructure & Traffic
 Telephone: (519) 360-1998 x3342
 FAX: (519) 436-3240
 e-mail: stephenj@chatham-kent.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 11,800
 Service area (km²): 10.7
 Communities served: 1
 Service began: 1991
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

332
 Wheelchair/Scooter Users: 137 (41%)
 Ambulatory: 195 (59%)
 Attendants/Companions:
 Other:

Note: * Eligibility Criteria: Physically disabled, frail, elderly.
 * Employment statistics not available from contractor.

ELIGIBILITY CRITERIA *

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service		34,000
Tot. Veh. Km. - Dedicated Service		34,000
Rev. Veh. Hr. - Dedicated Service	2,500	2,241
Tot. Veh. Hr. - Dedicated Service	2,500	2,241
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	6,600	4,650
Non-Dedicated Service		
TOTAL PASSENGERS	6,600	4,650
Subscription/Pre-booked		
Reservation		100%
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 345

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$11,000	\$11,257
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$83,000	\$83,533
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$94,000	\$94,790

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,000	\$18,876
Other Operating Revenue		
Total Operating Revenues	\$19,000	\$18,876
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$71,700	\$75,814
Donations / Other	\$3,300	\$100
TOTAL	\$94,000	\$94,790

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004) *

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	20%	20%
Net Operating Cost / Capita	\$6.36	\$6.43
Total Exp. / Passenger	\$14.24	\$20.38
Total Exp. / Eligible Passenger	\$15.41	\$22.80
Transp. Exp. / Passenger		
Dedicated Service	\$12.58	\$17.96
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$33.20	\$37.27
OPERATING		
Registrants / Capita	0.0271	0.0281
Passengers / Capita	0.5593	0.3941
Passengers / Registrant	20.63	14.01
Passengers / Hour (Dedicated Service)	2.64	2.07
Km. / Passenger (Dedicated Service)		7.31
Average Speed (Dedicated Service)		15.17

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	2,574	
Wheelchair/Scooter Users	1,583	
Attendants/Companions	493	
Other		
TOTAL (%Total)	4,650 (100%)	(0%)

WELLAND HANDI-TRANS

Contact: Ms. Lorraine Denis
 Title: Handi-Trans Coordinator
 Telephone: (905) 732-6844
 FAX: (905) 732-9422
 e-mail: margaret.fortin@city.welland.on.ca

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

Population served: 47,161
 Service area (km²): 86.0
 Communities served: 1
 Service began: 1981
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

1,069
 Wheelchair/Scooter Users: 403 (38%)
 Ambulatory: 642 (60%)
 Attendants/Companions: 24 (2%)
 Other:

ELIGIBILITY CRITERIA

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

Note: * June 27 - Sept 4, 2004 (10-week summer schedule)

* Extension of Saturday service for the period from Sept 11 to Dec 18 (75 hours).

* 2003 no-shows / cancelled at door data did not include data for cancellations at door.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	81,165	77,203
Tot. Veh. Km. - Dedicated Service	85,845	80,635
Rev. Veh. Hr. - Dedicated Service	4,445	4,481
Tot. Veh. Hr. - Dedicated Service	4,653	4,767
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	16,702	16,292
Non-Dedicated Service		
TOTAL PASSENGERS	16,702	16,292
Subscription/Pre-booked	67%	60%
Reservation	30%	38%
On-Demand/Day of trip	3%	2%
UNACCOMMODATED TRIPS	192	120
NO-SHOWS/CANCELLED AT DOOR	76	476
NUMBER OF COMPLAINTS	48	8

OPERATING EXPENSES

Administration	\$67,440	\$74,485
Operations:		
Internal - Dedicated Service	\$151,881	\$167,909
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$40,388	\$23,044
Fuel	\$15,588	\$16,472
TOTAL OPERATING EXPENSES	\$275,297	\$281,910

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$27,673	\$28,229
Other Operating Revenue	\$6,554	\$7,402
Total Operating Revenues	\$34,227	\$35,631
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$239,070	\$244,279
Donations / Other	\$2,000	\$2,000
TOTAL	\$275,297	\$281,910

CAPITAL EXPENSES

Vehicles Purchased	\$87,173	\$92,621
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$87,173	\$92,621

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$28,767	\$30,842
Municipal Contributions	\$58,406	\$61,779
Donations / Other		
TOTAL CAPITAL FUNDING	\$87,173	\$92,621

SERVICE HOURS/SCHEDULING *

Weekday:	0715 to 1845	Sunday:
Saturday:	0930 to 1815	Holiday:
Advanced booking notice:	14 days	
Minimum notice for reservation:	24.0 hours	
Reservations/Scheduling:	Fully Computerized	

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.25	\$1.73	
Child	\$ 2.25	\$1.73	
Student	\$ 2.25	\$1.73	
Senior	\$ 2.25	\$1.73	
Attendant	\$ 2.25	\$1.73	
Companion	\$ 2.25	\$1.73	
Other Blind - free with CNIB card			

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

3 3

Union Affiliations: Operators: ATU Local 1633
 Maintenance: ATU Local 1633

Top Operator Wage Rate: \$19.74

Top Mechanic Wage Rate: \$22.92

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$5.13	\$5.22
Total Exp. / Passenger	\$16.48	\$17.30
Total Exp. / Eligible Passenger	\$17.43	\$17.87
Transp. Exp. / Passenger		
Dedicated Service	\$12.45	\$12.73
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$44.67	\$43.51
OPERATING		
Registrants / Capita	0.0208	0.0227
Passengers / Capita	0.3556	0.3455
Passengers / Registrant	17.11	15.24
Passengers / Hour (Dedicated Service)	3.76	3.64
Km. / Passenger (Dedicated Service)	4.86	4.74
Average Speed (Dedicated Service)	18.26	17.23

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	4	2	6	16
Other				
TOTAL DED. VEHICLES	4	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	9,952	
Wheelchair/Scooter Users	5,824	
Attendants/Companions	516	
Other		
TOTAL (%Total)	16,292 (100%)	(0%)

WEST ELGIN

FOUR COUNTIES TRANSPORTATION

Contact: Ms. Joanne Groch
Title: Administrator/Treasurer
Telephone: (519) 785-0560
FAX: (519) 785-0644
e-mail:

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

Population served: 22,000
Service area (km²): 1,399.0
Communities served: 6
Service began: 1994
Advisory Committee members: 9
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 20 (35%)
Ambulatory: 37 (65%)
Attendants/Companions:

Note: * Service provided to the areas of West Elgin, Chatham-Kent, Dutton-Dunwich, Newbury, and SW Middlesex.

* Other Eligibility Criteria: Application to be signed by health care professional or doctor.
* Service available at other times upon request.
* 2004 Provincial Operating and Capital Contributions refer to provincial gas tax allocation.

ELIGIBILITY CRITERIA *

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	37,354	34,462
Tot. Veh. Km. - Dedicated Service	37,354	34,462
Rev. Veh. Hr. - Dedicated Service	1,045	910
Tot. Veh. Hr. - Dedicated Service	1,045	910
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	946	916
Non-Dedicated Service		
TOTAL PASSENGERS	946	916
Subscription/Pre-booked	100%	100%
Reservation		
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	3	4
NUMBER OF COMPLAINTS	1	

OPERATING EXPENSES

Administration	\$1,354	\$1,419
Operations:		
Internal - Dedicated Service	\$21,182	\$17,955
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,122	\$1,423
Fuel	\$5,007	\$5,455
TOTAL OPERATING EXPENSES	\$31,665	\$26,252

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,327	\$11,990
Other Operating Revenue		
Total Operating Revenues	\$12,327	\$11,990
Federal Contributions		
Provincial Contributions		\$12,117
Municipal Contributions	\$17,838	\$1,245
Donations / Other	\$1,500	\$900
TOTAL	\$31,665	\$26,252

CAPITAL EXPENSES

Vehicles Purchased	\$59,578	\$4,688
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$59,578	\$4,688

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$19,839	\$4,688
Municipal Contributions		
Donations / Other	\$39,739	
TOTAL CAPITAL FUNDING	\$59,578	\$4,688

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 8.00		
Child	\$ 8.00		
Student	\$ 8.00		
Senior	\$ 8.00		
Attendant	\$ 8.00		
Companion	\$ 8.00		
Other	* round trip fare		

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$16.58
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	39%	46%
Net Operating Cost / Capita	\$0.88	\$0.65
Total Exp. / Passenger	\$33.47	\$28.66
Total Exp. / Eligible Passenger	\$33.47	\$28.66
Transp. Exp. / Passenger		
Dedicated Service	\$32.04	\$27.11
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$29.01	\$27.29
OPERATING		
Registrants / Capita	0.0026	0.0026
Passengers / Capita	0.0430	0.0416
Passengers / Registrant	16.31	16.07
Passengers / Hour (Dedicated Service)	0.91	1.01
Km. / Passenger (Dedicated Service)	39.49	37.62
Average Speed (Dedicated Service)	35.75	37.87

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	765	
Wheelchair/Scooter Users	151	
Attendants/Companions		
Other		
TOTAL (%Total)	916 (100%)	(0%)

WEST PERTH

MITCHELL & AREA MOBILITY BUS

Contact: Ms. Vicky WolfeHinz
Title: Bus Manager
Telephone: (519) 348-9765
FAX: (519) 348-4420
e-mail: maco@ritzlutheranvilla.com

Population served: 9,129
Service area (km²): 567.0
Communities served: 1
Service began: 1985
Advisory Committee members: 12
Eligibility Committee members: 2

NUMBER OF REGISTRANTS 334
Wheelchair/Scooter Users: 185 (55%)
Ambulatory: 119 (36%)
Attendants/Companions: 30 (9%)
Other:

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

ELIGIBILITY CRITERIA

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

Note: * Service Hours: Tuesday 1000-1500; Wednesday 0900-1300; Thursday/Friday 0900-1700. Service also available outside of these hours through pre-booked charters.
* Rev. Veh. Km. includes 3,406 km of personal vehicle usage to cover excess client demand.

VEHICLE KILOMETRES & HOURS *	2003	2004
Rev. Veh. Km. - Dedicated Service	24,791	28,312
Tot. Veh. Km. - Dedicated Service	25,806	29,237
Rev. Veh. Hr. - Dedicated Service	2,245	2,600
Tot. Veh. Hr. - Dedicated Service	2,555	2,890
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	6,063	5,905
Non-Dedicated Service		
TOTAL PASSENGERS	6,063	5,905
Subscription/Pre-booked	75%	75%
Reservation	20%	20%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	7	6
NO-SHOWS/CANCELLED AT DOOR	8	8
NUMBER OF COMPLAINTS	2	3

OPERATING EXPENSES

Administration	\$9,586	\$10,249
Operations:		
Internal - Dedicated Service	\$33,675	\$42,734
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,746	\$5,458
Fuel	\$4,890	\$5,516
TOTAL OPERATING EXPENSES	\$54,897	\$63,957

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,733	\$10,925
Other Operating Revenue	\$10,243	\$12,775
Total Operating Revenues	\$22,976	\$23,700
Federal Contributions		
Provincial Contributions	\$11,640	\$11,640
Municipal Contributions	\$12,000	\$12,000
Donations / Other	\$12,860	\$18,120
TOTAL	\$59,476	\$65,460

CAPITAL EXPENSES

Vehicles Purchased	\$29,631
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$29,631

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Donations / Other	\$29,631
TOTAL CAPITAL FUNDING	\$29,631

SERVICE HOURS/SCHEDULING *	
Weekday:	Sunday:
Saturday:	Holiday:
Advanced booking notice:	
Minimum notice for reservation:	
Reservations/Scheduling:	Manual

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators		9
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		1
Other		

TOTAL NUMBER OF EMPLOYEES

10

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

Top Operator Wage Rate: \$16.57
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	42%	37%
Net Operating Cost / Capita	\$3.50	\$4.41
Total Exp. / Passenger	\$9.05	\$10.83
Total Exp. / Eligible Passenger	\$9.05	\$10.83
Transp. Exp. / Passenger		
Dedicated Service	\$7.47	\$9.10
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$17.73	\$18.58
OPERATING		
Registrants / Capita	0.0401	0.0366
Passengers / Capita	0.6641	0.6468
Passengers / Registrant	16.57	17.68
Passengers / Hour (Dedicated Service)	2.70	2.27
Km. / Passenger (Dedicated Service)	4.09	4.79
Average Speed (Dedicated Service)	11.04	10.89

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	5,905*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	5,905 (100%)	(0%)
* Total for all categories		

HANDI TRANSIT INC.

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

Population served: 110,000
 Service area (km²): 147.3
 Communities served: 1
 Service began: 1979
 Advisory Committee members: 9
 Eligibility Committee members: 9

NUMBER OF REGISTRANTS

631
 Wheelchair/Scooter Users: 351 (56%)
 Ambulatory: 280 (44%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

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

Note: * Administration expenses/resources shared with Oshawa, Clarington, and Scugog-Uxbridge. Expenses distributed proportionate to population.

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	112,600	114,000
Tot. Veh. Km. - Dedicated Service	112,600	114,000
Rev. Veh. Hr. - Dedicated Service	7,200	7,310
Tot. Veh. Hr. - Dedicated Service	7,200	7,310
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	13,547	14,143
Non-Dedicated Service	1,090	2,229
TOTAL PASSENGERS	14,637	16,372
Subscription/Pre-booked	35%	35%
Reservation	60%	60%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	86	140
NO-SHOWS/CANCELLED AT DOOR	68	175
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration*	\$63,761	\$63,704
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$163,407	\$158,684
Contract - Non-Dedicated Service	\$7,594	\$21,318
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$36,930	\$42,475
Fuel	\$21,618	\$26,933
TOTAL OPERATING EXPENSES	\$293,310	\$313,114

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$47,027	\$52,579
Other Operating Revenue		
Total Operating Revenues	\$47,027	\$52,579
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$246,283	\$260,535
Donations / Other		
TOTAL	\$293,310	\$313,114

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday:	0600 to 2300	Sunday:	0800 to 2200
Saturday:	0600 to 2300	Holiday:	0800 to 2200
Advanced booking notice:	14 days		
Minimum notice for reservation:	2.0 hours		
Reservations/Scheduling:	Partially Computerized		

FARE STRUCTURE (2004)

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

EMPLOYEE DATA (2004)

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

TOTAL NUMBER OF EMPLOYEES

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

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

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	16%	17%
Net Operating Cost / Capita	\$2.46	\$2.37
Total Exp. / Passenger	\$20.04	\$19.12
Total Exp. / Eligible Passenger	\$21.39	\$20.04
Transp. Exp. / Passenger		
Dedicated Service	\$16.38	\$16.13
Non-Dedicated Service (e.g. Taxis)	\$6.97	\$9.56
Transp. Exp. / Hour (Dedicated Service)	\$30.83	\$31.20
OPERATING		
Registrants / Capita	0.0054	0.0057
Passengers / Capita	0.1464	0.1488
Passengers / Registrant	26.96	25.95
Passengers / Hour (Dedicated Service)	1.88	1.93
Km. / Passenger (Dedicated Service)	8.31	8.06
Average Speed (Dedicated Service)	15.64	15.60

VEHICLE DATA (2004)

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

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	2,714	2,107
Wheelchair/Scooter Users	10,680	122
Attendants/Companions	749	
Other		
TOTAL (%Total)	14,143 (86%)	2,229 (14%)

WINDSOR

HANDI-TRANSIT WINDSOR

Contact: Ms. Lori Colenutt
Title: General Manager
Telephone: (519) 966-0930
FAX: (519) 966-1249
e-mail: handtrn@mnsi.net

Population served: 208,402
Service area (km²): 120.6
Communities served: 2
Service began: 1978
Advisory Committee members: 11
Eligibility Committee members: 2

NUMBER OF REGISTRANTS

2,318
Wheelchair/Scooter Users: 1,275 (55%)
Ambulatory: 1,043 (45%)
Attendants/Companions:
Other:

Note: * For 2003 Other Operating Revenue included vehicle disposal.

ELIGIBILITY CRITERIA

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

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	195,457	220,919
Tot. Veh. Km. - Dedicated Service	306,820	341,925
Rev. Veh. Hr. - Dedicated Service	14,913	15,522
Tot. Veh. Hr. - Dedicated Service	14,913	15,522
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	39,017	40,947
Non-Dedicated Service		
TOTAL PASSENGERS	39,017	40,947
Subscription/Pre-booked	57%	60%
Reservation	34%	31%
On-Demand/Day of trip	9%	9%
UNACCOMMODATED TRIPS	5	19
NO-SHOWS/CANCELLED AT DOOR	505	517
NUMBER OF COMPLAINTS	4	5

OPERATING EXPENSES

Administration	\$209,862	\$217,906
Operations:		
Internal - Dedicated Service	\$530,827	\$552,865
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$56,703	\$60,813
Fuel	\$54,033	\$63,596
TOTAL OPERATING EXPENSES	\$851,425	\$895,180

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$121,858	\$131,690
Other Operating Revenue *	\$13,480	\$976
Total Operating Revenues	\$135,338	\$132,666
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$702,897	\$702,893
Donations / Other		
TOTAL	\$838,235	\$835,559

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing	\$38,136	\$38,136
Other Capital Expenses		\$99,307
TOTAL CAPITAL EXPENSES	\$38,136	\$137,443

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$38,136	\$137,443
Donations / Other		
TOTAL CAPITAL FUNDING	\$38,136	\$137,443

SERVICE HOURS/SCHEDULING

Weekday: 0630 to 0030	Sunday: 0800 to 2200
Saturday: 0800 to 0030	Holiday: 0800 to 2200
Advanced booking notice:	28 days
Minimum notice for reservation:	2.0 hours
Reservations/Scheduling:	Fully Computerized

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.30	\$2.30	
Child	\$ 2.30	\$2.30	
Student	\$ 2.30	\$2.30	
Senior	\$ 2.30	\$2.30	
Attendant	\$ 2.30	\$2.30	
Companion	\$ 2.30	\$2.30	
Other			

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	5	12
Other Operations (e.g. dispatchers)	2	2
Maintenance		
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

8 14

Union Affiliations: Operators: Teamsters Local 880
Maintenance: N/A

Top Operator Wage Rate: \$16.67
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	16%	15%
Net Operating Cost / Capita	\$3.44	\$3.66
Total Exp. / Passenger	\$21.82	\$21.86
Total Exp. / Eligible Passenger	\$23.24	\$23.13
Transp. Exp. / Passenger		
Dedicated Service	\$16.44	\$16.54
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$43.02	\$43.63
OPERATING		
Registrants / Capita	0.0105	0.0111
Passengers / Capita	0.1872	0.1965
Passengers / Registrant	17.82	17.66
Passengers / Hour (Dedicated Service)	2.62	2.64
Km. / Passenger (Dedicated Service)	5.01	5.40
Average Speed (Dedicated Service)	13.11	14.23

VEHICLE DATA (2004)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	11	10	5	6
Other				
TOTAL DED. VEHICLES	11	10	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	22,112	
Wheelchair/Scooter Users	16,590	
Attendants/Companions	2,245	
Other		
TOTAL (%Total)	40,947 (100%)	(0%)

CITY OF WOODSTOCK PARATRANSIT

Contact: Mr. Rick D'Entremont
 Title: Transit Superintendent
 Telephone: (519) 539-2382 x818
 FAX: (519) 421-3250
 e-mail: rdentremont@city.woodstock.on.ca

Population served: 34,000
 Service area (km²): 30.0
 Communities served: 1
 Service began: 1979
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

150
 Wheelchair/Scooter Users: 85 (57%)
 Ambulatory: 65 (43%)
 Attendants/Companions:
 Other:
 Registration Fee: \$20.00

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2003	2004
Rev. Veh. Km. - Dedicated Service	23,501	22,063
Tot. Veh. Km. - Dedicated Service	23,501	22,063
Rev. Veh. Hr. - Dedicated Service	1,560	1,560
Tot. Veh. Hr. - Dedicated Service	1,560	1,560
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

SERVICE HOURS/SCHEDULING

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

PASSENGER DATA

Dedicated Service	5,070	4,173
Non-Dedicated Service	1,874	2,044
TOTAL PASSENGERS	6,944	6,217
Subscription/Pre-booked	95%	95%
Reservation	5%	5%
On-Demand/Day of trip		
UNACCOMMODATED TRIPS	69	4
NO-SHOWS/CANCELLED AT DOOR	77	98
NUMBER OF COMPLAINTS	8	2

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 3.00	\$2.73	
Child	\$ 3.00	\$2.73	
Student	\$ 3.00	\$2.73	
Senior	\$ 3.00	\$2.73	
Attendant	\$ 3.00	\$2.73	
Companion	\$ 3.00	\$2.73	
Other			

OPERATING EXPENSES

Administration	\$23,708	\$17,617
Operations:		
Internal - Dedicated Service	\$38,476	\$44,687
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$4,530	\$6,069
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,827	\$17,649
Fuel	\$4,806	\$4,890
TOTAL OPERATING EXPENSES	\$90,347	\$90,912

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators		5
Other Operations (e.g. dispatchers)		1
Maintenance		
General Administration		1
Other		

TOTAL NUMBER OF EMPLOYEES

7

Union Affiliations: Operators: CUPE Local 1146
 Maintenance: N/A

Top Operator Wage Rate: \$20.15
 Top Mechanic Wage Rate: \$22.66

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$18,272	\$13,713
Other Operating Revenue	\$3,000	
Total Operating Revenues	\$21,272	\$13,713
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$69,075	\$77,199
Donations / Other		
TOTAL	\$90,347	\$90,912

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	\$20,000
TOTAL CAPITAL EXPENSES	\$20,000

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$20,000
Donations / Other	
TOTAL CAPITAL FUNDING	\$20,000

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	24%	15%
Net Operating Cost / Capita	\$2.03	\$2.27
Total Exp. / Passenger	\$13.01	\$14.62
Total Exp. / Eligible Passenger	\$13.50	\$15.20
Transp. Exp. / Passenger		
Dedicated Service	\$12.25	\$16.11
Non-Dedicated Service (e.g. Taxis)	\$2.42	\$2.97
Transp. Exp. / Hour (Dedicated Service)	\$39.81	\$43.09
OPERATING		
Registrants / Capita	0.0044	0.0044
Passengers / Capita	0.2042	0.1829
Passengers / Registrant	46.29	41.45
Passengers / Hour (Dedicated Service)	3.25	2.68
Km. / Passenger (Dedicated Service)	4.64	5.29
Average Speed (Dedicated Service)	15.06	14.14

VEHICLE DATA
(2004)

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

PASSENGER STATISTICS
(2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,936	2,044
Wheelchair/Scooter Users		
Attendants/Companions	237	
Other		
TOTAL (%Total)	4,173 (67%)	2,044 (33%)

WOOLWICH TRANSIT INC.

Contact: Ms. Cheryl Fisher
 Title: Transit Manager
 Telephone: (519) 669-4533
 FAX: (519) 669-3124
 e-mail: kiwanistransit@sympatico.ca

Population served: 45,340
 Service area (km²): 843.0
 Communities served: 3
 Service began: 1992
 Advisory Committee members: 12
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 967
 Wheelchair/Scooter Users: 257 (27%)
 Ambulatory: 710 (73%)
 Attendants/Companions:
 Other:

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies
 Taxi Scrip Program available: NO

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

Note: * Eligibility Criteria: persons with mentally or physical challenges or minimum 65 years are eligible to use the service.
 * Upon request, Woolwich Transit Inc. might arrange Saturday, Sunday, and Holiday service.

VEHICLE KILOMETRES & HOURS	2003	2004
Rev. Veh. Km. - Dedicated Service	224,993	227,100
Tot. Veh. Km. - Dedicated Service	225,351	228,031
Rev. Veh. Hr. - Dedicated Service	7,984	7,859
Tot. Veh. Hr. - Dedicated Service	7,984	8,027
Non-Dedicated Service - Veh. Km.	22,257	37,323
Non-Dedicated Service - Veh. Hr.	572	869

PASSENGER DATA		
Dedicated Service	19,574	19,201
Non-Dedicated Service	1,306	2,334
TOTAL PASSENGERS	20,880	21,535
Subscription/Pre-booked	81%	75%
Reservation	17%	21%
On-Demand/Day of trip	2%	4%
UNACCOMMODATED TRIPS	333	1,040
NO-SHOWS/CANCELLED AT DOOR	38	33
NUMBER OF COMPLAINTS	7	12

OPERATING EXPENSES		
Administration		
Operations:		
Internal - Dedicated Service	\$308,098	\$330,300
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$16,516	\$33,474
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$34,627	\$49,669
Fuel	\$33,634	\$37,089
TOTAL OPERATING EXPENSES	\$392,875	\$450,532

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$63,444	\$68,687
Other Operating Revenue		
Total Operating Revenues	\$63,444	\$68,687
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$306,150	\$368,050
Donations / Other	\$7,700	\$13,795
TOTAL	\$377,294	\$450,532

CAPITAL EXPENSES		
Vehicles Purchased		\$85,056
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$85,056

CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		\$28,068
Municipal Contributions		\$56,988
Donations / Other		
TOTAL CAPITAL FUNDING		\$85,056

SERVICE HOURS/SCHEDULING *	
Weekday: 0600 to 1800	Sunday:
Saturday:	Holiday:
Advanced booking notice:	14 days
Minimum notice for reservation:	48.0 hours
Reservations/Scheduling:	Partially Computerized

FARE STRUCTURE (2004)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.25		
Child	\$ 2.25		
Student	\$ 2.25		
Senior	\$ 2.25		
Attendant	free		
Companion			
Other to Kitchener-Waterloo	\$6.25		

EMPLOYEE DATA (2004)	(Full-Time)	(Part-Time)
Operators	4	
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES 6

Union Affiliations: Operators: N/A
 Maintenance: N/A
 Top Operator Wage Rate: \$16.69
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS	2003	2004
FINANCIAL		
R/C Ratio	16%	15%
Net Operating Cost / Capita	\$7.11	\$8.42
Total Exp. / Passenger	\$18.82	\$20.92
Total Exp. / Eligible Passenger	\$19.79	\$22.55
Transp. Exp. / Passenger		
Dedicated Service	\$19.23	\$21.72
Non-Dedicated Service (e.g. Taxis)	\$12.65	\$14.34
Transp. Exp. / Hour (Dedicated Service)	\$47.14	\$51.96

OPERATING		
Registrants / Capita	0.0195	0.0213
Passengers / Capita	0.4504	0.4750
Passengers / Registrant	23.05	22.27
Passengers / Hour (Dedicated Service)	2.45	2.44
Km. / Passenger (Dedicated Service)	11.49	11.83
Average Speed (Dedicated Service)	28.18	28.90

VEHICLE DATA (2004)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	3	3	4	12
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2004)	Dedicated Service	Non-Dedicated Service
Ambulatory	13,553	2,334
Wheelchair/Scooter Users	4,091	
Attendants/Companions	1,557	
Other		
TOTAL (%Total)	19,201 (89%)	2,334 (11%)

YRT MOBILITY PLUS

Contact: Ms. Cherrie-Marie Chiu
 Title: Transit Planner - Accessible Services
 Telephone: (905) 762-1282 x5649
 FAX: (905) 762-2113
 e-mail: cherrie-marie.chiu@york.ca

Population served: 889,591
 Service area (km²): 1,775.0
 Communities served: 9
 Service began: 2001
 Advisory Committee members: 11
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

6,105
 Wheelchair/Scooter Users: 1,773 (29%)
 Ambulatory: 4,332 (71%)
 Attendants/Companions:
 Other:

Note: * YRT expanded its service population and service in 2004.

ELIGIBILITY CRITERIA

Dedicated Service operated by: Transit System + 2 contractors
 Non-Ded. Service (e.g. Taxis) operated by: 7 taxi companies
 Taxi Scrip Program available: YES

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

VEHICLE KILOMETRES & HOURS *

	2003	2004
Rev. Veh. Km. - Dedicated Service	292,637	1,022,000
Tot. Veh. Km. - Dedicated Service	292,637	1,022,000
Rev. Veh. Hr. - Dedicated Service	22,383	32,895
Tot. Veh. Hr. - Dedicated Service	22,383	38,700
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	41,742	73,533
Non-Dedicated Service	169,124	177,561
TOTAL PASSENGERS	210,866	251,094
Subscription/Pre-booked	54%	59%
Reservation	45%	40%
On-Demand/Day of trip	1%	1%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	3,270	5,104
NUMBER OF COMPLAINTS	97	123

OPERATING EXPENSES

Administration	\$282,403	\$394,134
Operations:		
Internal - Dedicated Service	\$852,026	\$866,820
Contract - Dedicated Service	\$275,119	\$537,315
Contract - Non-Dedicated Service	\$3,468,163	\$3,614,431
Contract - Taxi Scrip		\$94,237
Maintenance (Vehicles & Facilities)	\$397,317	\$375,047
Fuel	\$95,480	\$85,132
TOTAL OPERATING EXPENSES	\$5,370,508	\$5,967,116

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$457,306	\$554,394
Other Operating Revenue	\$53,923	
Total Operating Revenues	\$511,229	\$554,394
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$4,849,279	\$5,277,310
Donations / Other	\$10,000	\$135,412
TOTAL	\$5,370,508	\$5,967,116

CAPITAL EXPENSES

Vehicles Purchased	\$1,559,190	\$593,209
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$1,559,190	\$593,209

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$219,026	\$197,736
Municipal Contributions	\$511,950	
Donations / Other	\$828,214	\$395,473
TOTAL CAPITAL FUNDING	\$1,559,190	\$593,209

SERVICE HOURS/SCHEDULING

Weekday: 0600 to 2400	Sunday: 0830 to 2200
Saturday: 0600 to 2400	Holiday: 0830 to 2200
Advanced booking notice:	14 days
Minimum notice for reservation:	48.0 hours
Reservations/Scheduling:	Partially Computerized

FARE STRUCTURE (2004)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$ 2.25	\$2.10	\$74.00
Child			
Student			
Senior			
Attendant	\$ 2.25	\$2.10	\$74.00
Companion	\$ 2.25	\$2.10	\$74.00
Other			

EMPLOYEE DATA (2004)

	(Full-Time)	(Part-Time)
Operators	11	5
Other Operations (e.g. dispatchers)	8	4
Maintenance		
General Administration	5	
Other		

TOTAL NUMBER OF EMPLOYEES 24 9

Union Affiliations: Operators: CUPE Local 905
 Maintenance: N/A

Top Operator Wage Rate: \$21.45
 Top Mechanic Wage Rate: \$26.75

PERFORMANCE INDICATORS

	2003	2004
FINANCIAL		
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$5.77	\$6.08
Total Exp. / Passenger	\$25.47	\$23.76
Total Exp. / Eligible Passenger	\$26.61	\$24.87
Transp. Exp. / Passenger		
Dedicated Service	\$38.81	\$25.35
Non-Dedicated Service (e.g. Taxis)	\$20.51	\$20.89
Transp. Exp. / Hour (Dedicated Service)	\$72.37	\$48.17
OPERATING		
Registrants / Capita	0.0063	0.0069
Passengers / Capita	0.2503	0.2823
Passengers / Registrant	40.04	41.13
Passengers / Hour (Dedicated Service)	1.86	2.24
Km. / Passenger (Dedicated Service)	7.01	13.90
Average Speed (Dedicated Service)	13.07	31.07

VEHICLE DATA
(2004)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	6	6	2	2
Small Buses	15	12	4	10
Other				
TOTAL DED. VEHICLES	21	18	N/A	N/A
Accessible taxis	19			

PASSENGER STATISTICS
(2004)

	Dedicated Service	Non-Dedicated Service
Ambulatory	44,877	146,133
Wheelchair/Scooter Users	24,553	24,326
Attendants/Companions	4,103	7,102
Other		
TOTAL (%Total)	73,533 (29%)	177,561 (71%)