

Ontario Urban Transit Fact Book

2017 Operating Data

prepared for
The Ontario Ministry of Transportation

by
The Canadian Urban Transit Association

Abstract

The ***Ontario Urban Transit Fact Book*** is a summary of operating and financial statistics voluntarily submitted by Ontario transit systems, through the Urban Transit Statistics (UTS) questionnaire 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 2016 and 2017, along with key performance indicators, for each transit system.

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<p>Abstract</p> <p>The Ontario Urban Transit Fact Book - 2017 Operating Data contains operating statistics collected from over 70 Ontario transit systems which provide transit services for the public.</p> <p>The Fact Book provides detailed data for 2016 and 2017, along with key performance indicators, for each transit system. The report also provides summary information for the province and summary reports for revenue buses by accessibility and by fuel type.</p>		
<p>Key Words</p> <p>Urban Transit; Conventional Transit; Regular Transit; Operating and Financial Statistics; Performance Indicators</p>		<p>Language</p> <p>RTS-18-20: English</p>
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List of Transit Systems

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Notes on 2017 Data

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 Ontario gas tax funding as part of the 2015 Dedicated Gas Tax allocation.

What is New?

- Tillsonburg, Pelham, Innisfil, and Clearview begin participating in the MTO Ontario Urban Transit Fact Book Projects this year.

Transit Strikes / Service Interruptions:

Municipality	From	To	Days	Remarks
For 2016				
Bradford West Gwillimbury	Dec. 16 th	Dec 16 th	1	Snowstorm
Fort Erie	Feb. 16 th	Feb. 16 th	1	Adverse Weather
For 2017				
Fort Erie	March 14 th	March 14 th	1	Adverse Weather
Norfolk County	January 17 th	January 21 st	4	Contract Termination
Sarnia	October 28 th	October 20 th	26	College Strike

I. Ontario and Ontario (without GO) Summaries

Ontario

Municipal Population:	13,137,350
Service Area Population:	11,095,691
Number of Fixed Routes:	1,326
Number of Accessible Routes:	910

FARES	Cash	Unit Price	Monthly Pass
			\$86.10
Adults	\$3.19	\$2.85	\$51.57
Children	\$2.43	\$1.83	\$68.02
Students	\$2.82	\$2.15	\$57.13
Seniors	\$2.73	\$2.06	

EMPLOYEE STATISTICS

	Full-time	Part-time
Operators	13,393	675
Other Transportation Operations	2,165	223
Vehicle Mechanics	1,483	16
Other Vehicle Maintenance and Servicing	2,883	80
Plant and Other Maintenance	3,164	44
General and Administration	3,713	216
TOTAL EMPLOYEES	26,800	1,254

* Contract employees are not necessarily included in the Employee Statistics

ENERGY CONSUMPTION

- Diesel	237,420,078	litres
- Biodiesel B5	24,183,943	litres
- Biodiesel B20	6,415,502	litres
- Biodiesel - Other		
- Natural Gas	4,065,658	cubic-metres
- Electricity	343,483,850	kilowatt-hours

REVENUE VEHICLES (2017)

	Total Vehicles	Peak (Est.)	Avg. Age		
		Access.	Non-Acc.	Access.	Non-Acc.
Ferry					
Streetcar	57	232	166	0.9	35.4
Commuter Rail	61	561	643	11.6	20.9
Light Rail	34		24	27.7	
Heavy Rail	838		652	10.1	
Locomotive		75	62		9.4
Bus	7,407	16	5,037	7.3	13.4
TOTAL VEHICLES	8,397	884	6,584		
Total Low-Floor Bus (30'-60')	6,855	Percentage of accessible bus fleet:	99.78%		
Average Bus Age (years)	7.3	Percentage of accessible transit fleet:	90.49%		

OPERATING DATA

VEHICLE KILOMETRES AND HOURS

	2016	2017
Number of transit systems reporting	67	71
Revenue Vehicle Kilometres	519,731,600	525,224,232
Total Vehicle Kilometres	576,033,529	581,846,907
Revenue Vehicle Hours	23,995,251	24,726,025
Total Vehicle Hours	26,013,496	26,737,620
Operators Paid Hours	33,031,265	33,980,882
Vehicle Mechanics Paid Hours	7,658,004	7,945,654
Total Employee Paid Hours	58,037,504	59,597,706

PASSENGER DATA

	2016	2017
Adult Passenger Trips	593,416,012	584,405,551
Concession Fare Trips	249,046,558	259,555,891
Concession Fare Trips Details:		
Child Passenger Trips	29,001,590	31,415,985
Student Passenger Trips	154,818,773	163,113,820
Senior Passenger Trips	15,604,428	15,434,365
REG. SERVICE PASSENGER TRIPS	919,691,731	921,547,448
Regular Service Passenger Kms	8,726,482,466	9,002,362,413
Auxiliary Service Passenger Trips	2,673,722	3,124,504

OPERATING EXPENSES

	2016	2017
Transportation Operations Expenses	\$1,753,217,999	\$1,846,387,617
Fuel/Energy Exp. for Vehicles	\$314,742,831	\$334,158,070
Vehicle Maintenance Expenses	\$711,760,128	\$767,188,152
Plant Maintenance Expenses	\$469,235,821	\$495,016,804
General/Administration Expenses	\$658,052,529	\$651,672,591
TOTAL DIRECT OPERATING EXP.	\$3,907,009,308	\$4,094,304,295
Total Operating Expenses	\$4,621,827,917	\$4,904,899,022

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017
REGULAR SERV. PASS. REVENUES	\$2,276,110,098	\$2,340,565,039
TOTAL OPERATING REVENUES	\$2,378,471,135	\$2,455,019,366
Total Revenues	\$2,952,238,837	\$3,145,905,110
NET DIRECT OPERATING COST	\$1,528,538,173	\$1,639,284,928
NET OPERATING COST	\$1,669,589,080	\$1,759,006,922
Federal Operating Contribution	\$238	\$112,456
Provincial Operating Contribution	\$468,610,559	\$547,767,874
Municipal Operating Contribution	\$1,195,706,405	\$1,175,941,370
Other Operating Contributions	\$220,906	\$277,827
Federal Debt Service Contribution		
Provincial Debt Service Contribution	\$464,473	\$473,304
Municipal Debt Service Contribution	\$10,643,767	\$10,974,275

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017
TOTAL CAPITAL EXPENDITURES	\$5,088,303,473	\$6,183,407,802
Total Capital Disposals	\$3,347,679	\$40,572,294
TOTAL CAPITAL FUNDING	\$5,075,088,999	\$6,176,982,818
Federal Capital Contribution	\$693,028,810	\$647,865,630
Provincial Capital Contribution	\$3,410,284,763	\$3,830,173,557
Municipal Capital Contribution	\$727,788,947	\$1,616,827,249
Other Capital Contributions	\$243,986,479	\$82,116,381

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	61%	60%
Municipal Operating Contribution / Capita	\$106.52	\$102.66
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.66	\$1.78
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.47	\$2.54
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.25	\$4.44
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$150.65	\$153.56
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	81.93	80.45
Reg. Serv. Pass. / Rev. Veh. Hr.	38.27	37.21
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	2.16	2.18
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.62	21.26
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.68	0.68
AVERAGE TOP WAGE RATE		
Operators	\$25.66	\$25.82
Mechanics	\$32.61	\$32.94

* Note that all transit systems do not always report all data items.

Ontario (without GO)

Municipal Population:	13,137,350
Service Area Population:	11,095,691
Number of Fixed Routes:	1,282
Number of Accessible Routes:	910
FARES	
Adults	\$3.19
Children	\$2.43
Students	\$2.82
Seniors	\$2.73
Cash	Unit Price
	Monthly Pass
	\$86.10
	\$51.57
	\$68.02
	\$57.13

ENERGY CONSUMPTION

- Diesel	213,820,056	litres
- Biodiesel B5	24,183,943	litres
- Biodiesel B20	6,415,502	litres
- Biodiesel - Other		
- Natural Gas	4,065,658	cubic-metres
- Electricity	343,483,850	kilowatt-hours

REVENUE VEHICLES (2017)	Total Vehicles	Peak (Est.)	Avg. Age
		Access.	Non-Acc.

Ferry					
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Streetcar	57	232	166	0.9	35.4
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Commuter Rail					
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Light Rail	34		24	27.7	
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Heavy Rail	838		652	10.1	
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Locomotive					
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Bus	6,773	16	5,037	7.4	13.4
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TOTAL VEHICLES	7,702	248	5,879		
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Total Low-Floor Bus (30'-60') 6,738 Percentage of accessible bus fleet: 99.76%

Average Bus Age (years) 7.4 Percentage of accessible transit fleet: 96.88%

OPERATING DATA	2016	2017	CAPITAL EXPENSES AND FUNDING SOURCES		2016	2017
			TOTAL CAPITAL EXPENDITURES	\$2,294,891,310	\$2,650,483,250	
VEHICLE KILOMETRES AND HOURS			TOTAL CAPITAL DISPOSALS	\$2,648,073	\$3,482,501	
Number of transit systems reporting	66	70	TOTAL CAPITAL FUNDING	\$2,281,676,836	\$2,644,058,266	
Revenue Vehicle Kilometres	473,665,978	478,801,448	Federal Capital Contribution	\$666,583,494	\$571,619,614	
Total Vehicle Kilometres	519,225,592	524,724,637	Provincial Capital Contribution	\$650,979,640	\$452,770,697	
Revenue Vehicle Hours	22,442,914	23,098,519	Municipal Capital Contribution	\$720,127,223	\$1,537,551,573	
Total Vehicle Hours	24,081,395	24,743,252	Other Capital Contributions	\$243,986,479	\$82,116,381	
Operators Paid Hours	31,737,437	32,723,054				
Vehicle Mechanics Paid Hours	7,500,294	7,776,138				
Total Employee Paid Hours	52,577,803	54,117,294				
PASSENGER DATA						
Adult Passenger Trips	593,416,012	584,405,551				
Concession Fare Trips	249,046,558	259,555,891				
Concession Fare Trips Details:						
Child Passenger Trips	29,001,590	31,415,985				
Student Passenger Trips	154,818,773	163,113,820				
Senior Passenger Trips	15,604,428	15,434,365				
REG. SERVICE PASSENGER TRIPS	850,498,157	853,082,905				
Regular Service Passenger Kms	6,240,844,135	6,542,913,037				
Auxiliary Service Passenger Trips	2,673,722	3,124,504				
OPERATING EXPENSES						
Transportation Operations Expenses	\$1,540,593,641	\$1,589,365,678				
Fuel/Energy Exp. for Vehicles	\$251,717,120	\$260,961,583				
Vehicle Maintenance Expenses	\$594,254,119	\$618,950,204				
Plant Maintenance Expenses	\$327,038,045	\$334,342,722				
General/Administration Expenses	\$369,415,397	\$329,042,736				
TOTAL DIRECT OPERATING EXP.	\$3,083,018,322	\$3,132,543,984				
Total Operating Expenses	\$3,249,950,759	\$3,298,245,232				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS						
REGULAR SERV. PASS. REVENUES	\$1,733,970,088	\$1,798,810,160				
TOTAL OPERATING REVENUES	\$1,801,655,765	\$1,870,028,022				
Total Revenues	\$1,837,460,509	\$1,903,896,428				
NET DIRECT OPERATING COST	\$1,281,362,557	\$1,262,515,961				
NET OPERATING COST	\$1,412,490,251	\$1,394,361,814				
Federal Operating Contribution	\$238	\$112,456				
Provincial Operating Contribution	\$205,777,004	\$206,459,032				
Municipal Operating Contribution	\$1,195,706,405	\$1,175,941,370				
Other Operating Contributions	\$220,906	\$277,827				
Federal Debt Service Contribution						
Provincial Debt Service Contribution	\$464,473	\$473,304				
Municipal Debt Service Contribution	\$10,643,767	\$10,974,275				
PERFORMANCE INDICATORS						
FINANCIAL						
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	58%	60%				
Municipal Operating Contribution / Capita	\$106.52	\$102.66				
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.51	\$1.48				
AVERAGE FARE						
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.04	\$2.11				
COST EFFECTIVENESS						
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.62	\$3.67				
COST EFFICIENCY						
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$128.52	\$127.06				
SERVICE UTILIZATION						
Reg. Serv. Pass. / Capita	75.77	74.48				
Reg. Serv. Pass. / Rev. Veh. Hr.	37.83	36.87				
AMOUNT OF SERVICE						
Rev. Veh. Hrs. / Capita	2.02	2.03				
AVERAGE SPEED						
Rev. Veh. Kms. / Rev. Veh. Hr.	21.06	20.74				
LABOUR PRODUCTIVITY						
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.65	0.65				
AVERAGE TOP WAGE RATE						
Operators	\$25.47	\$25.62				
Mechanics	\$32.40	\$32.72				

* Note that all transit systems do not always report all data items.

II. Population Group Summaries

Municipality	Page #	Municipality	Page #
MTO Population Group 1 (>400,000)			
Brampton	23	Clarence-Rockland	33
Durham Region	45	Clearview	35
GO (Metrolinx)	51	Cobourg	37
Hamilton	57	Collingwood	39
Mississauga	83	Cornwall	41
Ottawa	101	Deseronto	43
Toronto	139	Elliot Lake	47
Waterloo Region	143	Fort Erie	49
York Region	153	Huntsville	59
MTO Population Group 2 (150,001 - 400,000)			
Burlington	29	Innisfil	61
London	71	Kawartha Lakes	63
Niagara Region	87	Kenora	65
Oakville	95	Leamington	69
St. Catharines	123	Loyalist Township	73
Windsor	149	Marmora and Lake	75
MTO Population Group 3 (50,000 - 150,000)			
Barrie	15	Meaford	77
Belleville	17	Midland	79
Brantford	25	Niagara-on-the-Lake	89
Greater Sudbury	53	Norfolk County	91
Guelph	55	North Bay	93
Kingston	67	Orangeville	97
Milton	81	Orillia	99
Niagara Falls	85	Owen Sound	103
Peterborough	109	Pelham	105
Sarnia	119	Penetanguishene	107
Sault Ste Marie	121	Port Colborne	111
Thunder Bay	133	Port Hope	113
MTO Population Group 4 (<50,000)			
Bancroft	13	Quinte West	115
Bracebridge	19	Russell	117
Bradford West Gwillimbury	21	St. Thomas	125
Brockville	27	Stratford	127
Chatham	31	Tecumseh	129
		Temiskaming Shores	131
		Tillsonburg	135
		Timmins	137
		Wasaga Beach	141
		Wawa	145
		Welland	147
		Woodstock	151

Population Group 1 (> 400,000)

Municipal Population: 9,456,326

Service Area Population: 7,829,019

Number of Fixed Routes: 785

Number of Accessible Routes: 566

FARES	Cash	Unit Price	Monthly Pass		
Adults	\$3.49	\$3.01	\$120.15		
Children	\$3.13	\$2.11	\$78.35		
Students	\$3.34	\$2.39	\$97.14		
Seniors	\$2.43	\$2.11	\$59.94		

EMPLOYEE STATISTICS

	Full-time	Part-time					
Operators	11,500	252					
Other Transportation Operations	1,994	208					
Vehicle Mechanics	1,263	15					
Other Vehicle Maintenance and Servicing	2,710	66					
Plant and Other Maintenance	3,105	34					
General and Administration	3,540	179					
TOTAL EMPLOYEES	24,112	754					

* Contract employees are not necessarily included in the Employee Statistics

ENERGY CONSUMPTION

- Diesel	204,729,617	litres
- Biodiesel B5	20,290,762	litres
- Biodiesel B20	3,392,590	litres
- Biodiesel - Other		
- Natural Gas	4,065,658	cubic-metres
- Electricity	343,483,850	kilowatt-hours

REVENUE VEHICLES (2017)

	Total Vehicles	Peak (Est.)	Avg. Age
	Access. Non-Acc.	Access. Non-Acc.	
Ferry			
Streetcar	57	232	166
Commuter Rail	61	561	643
Light Rail	34		24
Heavy Rail	838		652
Locomotive		75	62
Bus	6,131		4,012
TOTAL VEHICLES	7,121	868	5,559
Total Low-Floor Bus (30'-60')	5,614	Percentage of accessible bus fleet:	100.00%
Average Bus Age (years)	7.3	Percentage of accessible transit fleet:	89.16%

OPERATING DATA

VEHICLE KILOMETRES AND HOURS

	2016	2017
Number of transit systems reporting	9	9
Revenue Vehicle Kilometres	447,667,209	453,158,685
Total Vehicle Kilometres	498,748,784	505,291,175
Revenue Vehicle Hours	20,709,955	21,131,637
Total Vehicle Hours	22,495,699	22,897,847
Operators Paid Hours	29,222,623	29,714,628
Vehicle Mechanics Paid Hours	7,273,744	7,497,785
Total Employee Paid Hours	52,735,757	53,700,496

PASSENGER DATA

Adult Passenger Trips	559,691,423	551,951,722
Concession Fare Trips	210,376,941	217,557,740

Concession Fare Trips Details:

Child Passenger Trips	27,185,695	29,941,927
Student Passenger Trips	126,851,243	132,916,835
Senior Passenger Trips	11,096,813	10,996,661

REG. SERVICE PASSENGER TRIPS

Regular Service Passenger Kms	8,652,026,469	8,914,729,584
Auxiliary Service Passenger Trips	2,135,564	2,282,718

OPERATING EXPENSES

Transportation Operations Expenses	\$1,538,913,279	\$1,624,103,277
Fuel/Energy Exp. for Vehicles	\$283,200,148	\$297,812,786
Vehicle Maintenance Expenses	\$651,233,079	\$704,486,215
Plant Maintenance Expenses	\$451,677,252	\$476,614,193
General/Administration Expenses	\$634,486,599	\$626,459,639
TOTAL DIRECT OPERATING EXP.	\$3,559,510,358	\$3,729,356,573
Total Operating Expenses	\$4,263,220,106	\$4,528,249,389

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$2,144,997,704	\$2,205,039,125
TOTAL OPERATING REVENUES	\$2,239,215,393	\$2,310,394,820
Total Revenues	\$2,804,676,949	\$2,993,808,755
NET DIRECT OPERATING COST	\$1,320,294,964	\$1,418,961,753
NET OPERATING COST	\$1,458,543,157	\$1,534,453,644
Federal Operating Contribution		
Provincial Operating Contribution	\$436,495,092	\$516,270,930
Municipal Operating Contribution	\$1,016,728,916	\$983,483,666
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution	\$410,107	\$394,715
Municipal Debt Service Contribution	\$10,643,767	\$10,974,275

ENERGY CONSUMPTION

- Diesel	204,729,617	litres
- Biodiesel B5	20,290,762	litres
- Biodiesel B20	3,392,590	litres
- Biodiesel - Other		
- Natural Gas	4,065,658	cubic-metres
- Electricity	343,483,850	kilowatt-hours

REVENUE VEHICLES (2017)

	Total Vehicles	Peak (Est.)	Avg. Age
	Total Vehicles	Total Vehicles	
Ferry			
Streetcar	57	232	166
Commuter Rail	61	561	643
Light Rail	34		24
Heavy Rail	838		652
Locomotive		75	62
Bus	6,131		4,012
TOTAL VEHICLES	7,121	868	5,559

Total Low-Floor Bus (30'-60')	5,614	Percentage of accessible bus fleet:	100.00%
Average Bus Age (years)	7.3	Percentage of accessible transit fleet:	89.16%

	Capital Expenses and Funding Sources	2016	2017
TOTAL CAPITAL EXPENDITURES	\$4,996,052,347	\$6,091,045,791	
Total Capital Disposals	\$1,138,637	\$37,954,883	
TOTAL CAPITAL FUNDING	\$4,982,363,697	\$6,089,495,083	
Federal Capital Contribution	\$664,644,144	\$620,870,943	
Provincial Capital Contribution	\$3,388,837,879	\$3,804,815,353	
Municipal Capital Contribution	\$693,228,085	\$1,588,953,620	
Other Capital Contributions	\$235,653,590	\$74,855,166	

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	63%	62%
Municipal Operating Contribution / Capita	\$132.09	\$125.62
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.57	\$1.69
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.56	\$2.63
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.24	\$4.45
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$158.98	\$163.54
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	109.04	107.03
Reg. Serv. Pass. / Rev. Veh. Hr.	40.52	39.65
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	2.69	2.70
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.62	21.44
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.67	0.67
AVERAGE TOP WAGE RATE		
Operators	\$31.47	\$32.16
Mechanics	\$37.20	\$38.05

* Note that all transit systems do not always report all data items.

Population Group 2 (150,000 - 400,000)

Municipal Population:	1,135,416	ENERGY CONSUMPTION	
Service Area Population:	1,131,338	- Diesel	18,046,227 litres
Number of Fixed Routes:	165	- Biodiesel B5	
Number of Accessible Routes:	140	- Biodiesel B20	
FARES	Cash	Unit Price	Monthly Pass
Adults	\$3.67	\$2.81	\$107.62
Children	\$3.00	\$2.05	\$56.00
Students	\$3.50	\$2.32	\$80.80
Seniors	\$3.50	\$2.19	\$67.86
EMPLOYEE STATISTICS	Full-time	Part-time	
Operators	1,003	96	Ferry
Other Transportation Operations	87	2	Streetcar
Vehicle Mechanics	111	3	Commuter Rail
Other Vehicle Maintenance and Servicing	109	1	Light Rail
Plant and Other Maintenance	25	1	Heavy Rail
General and Administration	86	19	Locomotive
TOTAL EMPLOYEES	1,420	121	Bus
			548 2 435 7.4 29.5
<i>* Contract employees are not necessarily included in the Employee Statistics</i>			
TOTAL VEHICLES			
548 2 435			
Total Low-Floor Bus (30'-60') 548 Percentage of accessible bus fleet: 99.64%			
Average Bus Age (years) 7.4 Percentage of accessible transit fleet: 99.64%			

OPERATING DATA	2016	2017	CAPITAL EXPENSES AND FUNDING SOURCES		2016	2017
VEHICLE KILOMETRES AND HOURS			TOTAL CAPITAL EXPENDITURES	\$28,052,981	\$40,376,590	
Number of transit systems reporting	6	6	Total Capital Disposals	\$32,403	\$105,169	
Revenue Vehicle Kilometres	30,129,532	30,483,448	TOTAL CAPITAL FUNDING	\$29,467,056	\$40,110,625	
Total Vehicle Kilometres	32,700,094	32,962,291	Federal Capital Contribution	\$641,159	\$8,424,432	
Revenue Vehicle Hours	1,421,233	1,431,346	Provincial Capital Contribution	\$9,241,112	\$13,323,458	
Total Vehicle Hours	1,557,656	1,588,891	Municipal Capital Contribution	\$14,330,505	\$13,480,860	
Operators Paid Hours	1,867,887	2,019,485	Other Capital Contributions	\$5,254,280	\$4,881,875	
Vehicle Mechanics Paid Hours	191,503	250,855				
Total Employee Paid Hours	2,602,472	2,880,146				
PASSENGER DATA			PERFORMANCE INDICATORS		2016	2017
Adult Passenger Trips	17,129,381	16,842,073	FINANCIAL			
Concession Fare Trips	22,163,525	23,311,149	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	45%	45%	
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$49.14	\$50.38	
Child Passenger Trips	282,343	283,272	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.10	\$2.18	
Student Passenger Trips	19,276,267	20,161,598	AVERAGE FARE			
Senior Passenger Trips	2,315,609	2,328,790	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.68	\$1.69	
REG. SERVICE PASSENGER TRIPS	39,404,828	40,153,222	COST EFFECTIVENESS			
Regular Service Passenger Kms		3,746,937	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.85	\$3.95	
Auxiliary Service Passenger Trips	6,741	4,323	COST EFFICIENCY			
OPERATING EXPENSES			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$98.01	\$100.67	
Transportation Operations Expenses	\$88,393,404	\$91,706,767	SERVICE UTILIZATION			
Fuel/Energy Exp. for Vehicles	\$14,186,748	\$15,654,258	Reg. Serv. Pass. / Capita	26.63	26.95	
Vehicle Maintenance Expenses	\$30,769,357	\$32,350,945	Reg. Serv. Pass. / Rev. Veh. Hr.	27.73	28.05	
Plant Maintenance Expenses	\$7,747,770	\$7,810,348	AMOUNT OF SERVICE			
General/Administration Expenses	\$10,554,661	\$11,069,081	Rev. Veh. Hrs. / Capita	0.96	0.96	
TOTAL DIRECT OPERATING EXP.	\$151,651,941	\$158,591,399	AVERAGE SPEED			
Total Operating Expenses	\$155,975,734	\$162,840,044	Rev. Veh. Kms. / Rev. Veh. Hr.	21.20	21.30	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			LABOUR PRODUCTIVITY			
REGULAR SERV. PASS. REVENUES	\$66,138,027	\$68,030,525	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.75	0.70	
TOTAL OPERATING REVENUES	\$68,910,695	\$71,248,078	AVERAGE TOP WAGE RATE			
Total Revenues	\$72,327,059	\$75,018,769	Operators	\$28.03	\$28.61	
NET DIRECT OPERATING COST	\$82,741,245	\$87,343,321	Mechanics	\$33.59	\$34.27	
NET OPERATING COST	\$83,648,675	\$87,821,275				
Federal Operating Contribution						
Provincial Operating Contribution	\$11,030,667	\$12,844,934				
Municipal Operating Contribution	\$72,715,567	\$75,074,889				
Other Operating Contributions	\$137,559	\$98,548				
Federal Debt Service Contribution						
Provincial Debt Service Contribution						
Municipal Debt Service Contribution						

* Note that all transit systems do not always report all data items.

Population Group 3 (50,000 - 150,000)

Municipal Population: 1,236,356

Service Area Population: 1,151,218

Number of Fixed Routes: 206

Number of Accessible Routes: 102

ENERGY CONSUMPTION

- Diesel	10,505,748	litres
- Biodiesel B5	3,893,181	litres
- Biodiesel B20	3,022,912	litres
- Biodiesel - Other		
- Natural Gas		
- Electricity		

FARES	Cash	Unit Price	Monthly Pass
			\$75.41
Adults	\$2.95	\$2.46	\$49.33
Children	\$2.21	\$1.99	\$62.64
Students	\$2.93	\$2.25	\$54.60
Seniors	\$2.83	\$2.08	

EMPLOYEE STATISTICS

	Full-time	Part-time
Operators	939	224
Other Transportation Operations	89	6
Vehicle Mechanics	110	
Other Vehicle Maintenance and Servicing	81	9
Plant and Other Maintenance	40	6
General and Administration	77	17
TOTAL EMPLOYEES	1,336	262

* Contract employees are not necessarily included in the Employee Statistics

REVENUE VEHICLES (2017)	Total Vehicles	Peak (Est.)	Avg. Age
	Access. Non-Acc.	Access. Non-Acc.	

Ferry			
Streetcar			
Commuter Rail			
Light Rail			
Heavy Rail			
Locomotive			
Bus	513	1	367
TOTAL VEHICLES	513	1	367

Total Low-Floor Bus (30'-60')	501	Percentage of accessible bus fleet:	99.81%
Average Bus Age (years)	7.0	Percentage of accessible transit fleet:	99.81%

OPERATING DATA

VEHICLE KILOMETRES AND HOURS

	2016	2017
Number of transit systems reporting	11	11
Revenue Vehicle Kilometres	30,214,140	29,642,108
Total Vehicle Kilometres	31,648,758	31,056,583
Revenue Vehicle Hours	1,339,955	1,367,231
Total Vehicle Hours	1,391,492	1,418,219
Operators Paid Hours	1,614,050	1,873,295
Vehicle Mechanics Paid Hours	165,615	170,732
Total Employee Paid Hours	2,262,107	2,521,348

PASSENGER DATA

	2016	2017
Adult Passenger Trips	13,866,088	13,353,679
Concession Fare Trips	14,983,022	17,378,338
Concession Fare Trips Details:		
Child Passenger Trips	1,483,677	1,110,616
Student Passenger Trips	8,121,738	9,535,338
Senior Passenger Trips	1,587,289	1,639,595
REG. SERVICE PASSENGER TRIPS	32,195,140	34,145,512

Regular Service Passenger Kms	42,711,240	46,200,518
Auxiliary Service Passenger Trips	350,811	548,430

OPERATING EXPENSES

	2016	2017
Transportation Operations Expenses	\$92,926,123	\$95,207,160
Fuel/Energy Exp. for Vehicles	\$13,914,942	\$16,540,089
Vehicle Maintenance Expenses	\$23,143,513	\$23,690,116
Plant Maintenance Expenses	\$8,175,709	\$8,947,167
General/Administration Expenses	\$10,171,071	\$10,302,767
TOTAL DIRECT OPERATING EXP.	\$148,331,358	\$154,687,298
Total Operating Expenses	\$154,270,491	\$161,576,685

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017
REGULAR SERV. PASS. REVENUES	\$49,550,560	\$51,467,912
TOTAL OPERATING REVENUES	\$54,377,037	\$56,511,214
Total Revenues	\$56,932,379	\$59,522,870
NET DIRECT OPERATING COST	\$93,954,321	\$98,176,084
NET OPERATING COST	\$97,338,112	\$102,053,814
Federal Operating Contribution		
Provincial Operating Contribution	\$13,639,579	\$11,161,794
Municipal Operating Contribution	\$83,158,921	\$91,383,294
Other Operating Contributions	\$23,154	
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017
TOTAL CAPITAL EXPENDITURES	\$54,542,901	\$41,735,135
Total Capital Disposals	\$2,165,095	\$2,506,923
TOTAL CAPITAL FUNDING	\$54,515,888	\$39,364,223
Federal Capital Contribution	\$27,743,508	\$15,722,218
Provincial Capital Contribution	\$8,222,419	\$9,142,900
Municipal Capital Contribution	\$16,150,631	\$13,051,624
Other Capital Contributions	\$2,399,330	\$1,447,482

PERFORMANCE INDICATORS

FINANCIAL

Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	37%	37%
Municipal Operating Contribution / Capita	\$73.59	\$79.38
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.92	\$2.88

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.54	\$1.51
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.61	\$4.53
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$103.11	\$106.00
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	28.49	29.66
Reg. Serv. Pass. / Rev. Veh. Hr.	23.13	24.04

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.27	1.27
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	21.62	20.77
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.69	0.68
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AVERAGE TOP WAGE RATE

Operators	\$26.82	\$27.28
Mechanics	\$31.53	\$32.02

* Note that all transit systems do not always report all data items.

Population Group 4 < 50,000

Municipal Population: 1,309,252

Service Area Population: 984,116

Number of Fixed Routes: 170

Number of Accessible Routes: 102

FARES	Cash	Unit Price	Monthly Pass
			\$77.75
Adults	\$3.13	\$2.95	\$36.44
Children	\$2.20	\$1.52	\$62.41
Students	\$2.55	\$1.99	\$54.93
Seniors	\$2.64	\$2.00	

EMPLOYEE STATISTICS

	Full-time	Part-time	Total Vehicles	Peak (Est.)	Avg. Age
			Access. Non-Acc.		Access. Non-Acc.
Operators	214	116			
Other Transportation Operations	21	7			
Vehicle Mechanics	26	1			
Other Vehicle Maintenance and Servicing	11	2			
Plant and Other Maintenance	2	3			
General and Administration	32	6			
TOTAL EMPLOYEES	306	135	TOTAL VEHICLES	215	6.1
			Total Low-Floor Bus (30'-60')	192	Percentage of accessible bus fleet: 94.30%
			Average Bus Age (years)	6.4	Percentage of accessible transit fleet: 94.30%

* Contract employees are not necessarily included in the Employee Statistics

OPERATING DATA

VEHICLE KILOMETRES AND HOURS

	2016	2017
Number of transit systems reporting	41	45
Revenue Vehicle Kilometres	11,720,719	11,939,991
Total Vehicle Kilometres	12,935,893	12,536,858
Revenue Vehicle Hours	524,108	795,811
Total Vehicle Hours	568,649	832,663
Operators Paid Hours	326,705	373,474
Vehicle Mechanics Paid Hours	27,142	26,282
Total Employee Paid Hours	437,168	495,716

PASSENGER DATA

	2016	2017
Adult Passenger Trips	2,729,120	2,258,077
Concession Fare Trips	1,523,070	1,308,664
Concession Fare Trips Details:		
Child Passenger Trips	49,875	80,170
Student Passenger Trips	569,525	500,049
Senior Passenger Trips	604,717	469,319

REG. SERVICE PASSENGER TRIPS

	2016	2017
Regular Service Passenger Kms	31,744,757	37,685,374
Auxiliary Service Passenger Trips	180,606	289,033

OPERATING EXPENSES

	2016	2017
Transportation Operations Expenses	\$32,985,193	\$35,370,413
Fuel/Energy Exp. for Vehicles	\$3,440,993	\$4,150,938
Vehicle Maintenance Expenses	\$6,614,179	\$6,660,877
Plant Maintenance Expenses	\$1,635,090	\$1,645,096
General/Administration Expenses	\$2,840,197	\$3,841,103
TOTAL DIRECT OPERATING EXP.	\$47,515,652	\$51,669,024
Total Operating Expenses	\$48,361,587	\$52,232,904

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017
REGULAR SERV. PASS. REVENUES	\$15,423,808	\$16,027,477
TOTAL OPERATING REVENUES	\$15,968,009	\$16,865,254
Total Revenues	\$18,302,451	\$17,554,715
NET DIRECT OPERATING COST	\$31,547,643	\$34,803,770
NET OPERATING COST	\$30,059,136	\$34,678,189
Federal Operating Contribution	\$238	\$112,456
Provincial Operating Contribution	\$7,445,221	\$7,490,215
Municipal Operating Contribution	\$23,103,000	\$25,999,521
Other Operating Contributions	\$60,193	\$179,279
Federal Debt Service Contribution		
Provincial Debt Service Contribution	\$54,366	\$78,589
Municipal Debt Service Contribution		

ENERGY CONSUMPTION

- Diesel	4,138,486	litres
- Biodiesel B5		
- Biodiesel B20		
- Biodiesel - Other		
- Natural Gas		
- Electricity		

REVENUE VEHICLES (2017)

Total Vehicles Peak (Est.) Avg. Age

Access. Non-Acc. Access. Non-Acc.

Ferry			
Streetcar			
Commuter Rail			
Light Rail			
Heavy Rail			
Locomotive			
Bus	215	13	223
TOTAL VEHICLES	215	13	223

Total Low-Floor Bus (30'-60') 192 Percentage of accessible bus fleet: 94.30%

Average Bus Age (years) 6.4 Percentage of accessible transit fleet: 94.30%

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017
TOTAL CAPITAL EXPENDITURES	\$9,655,243	\$10,250,287
Total Capital Disposals	\$11,544	\$5,320
TOTAL CAPITAL FUNDING	\$8,742,357	\$8,012,887
Federal Capital Contribution		\$2,848,037
Provincial Capital Contribution	\$3,983,354	\$2,891,846
Municipal Capital Contribution	\$4,079,725	\$1,341,145
Other Capital Contributions	\$679,278	\$931,858

PERFORMANCE INDICATORS

FINANCIAL

Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	34%	33%
Municipal Operating Contribution / Capita	\$25.16	\$26.42
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.57	\$3.75

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.75	\$1.73
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.38	\$5.57
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$81.45	\$60.92
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	9.62	9.42
Reg. Serv. Pass. / Rev. Veh. Hr.	16.40	11.47

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.60	0.83
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	23.04	16.61
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.77	0.77
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AVERAGE TOP WAGE RATE

Operators	\$21.55	\$21.42
Mechanics	\$29.51	\$29.44

* Note that all transit systems do not always report all data items.

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V. Individual Transit System Data

Bancroft

Transit Contact: Gwen Coish
Director of Operations

Statistical Contact: Gwen Coish
Director of Operations
Phone: 613-334-8309 Fax: 613-332-2760
Email: gwenc@bancroftcommunitytransit.com

SYSTEM HIGHLIGHTS:

- System established: 05-03-2010
- Serves: North Hastings 6 Municipalities, Highlands East
- Municipal Population: 10,243
- Service Area Population: 10,243
- Service Area Size km²: 2,025.0
- Service provided by: Not for Profit

▪ Hours of Service:

Monday	N/A	Friday	8:00 - 16:30
Tuesday	8:00 - 16:30	Saturday	N/A
Wednesday	N/A	Sunday	9:00 - 13:00
Thursday	N/A	Holidays	N/A

- Adult Cash Fare: \$10.00
- Ridership (revenue passengers): 5,727
- Total Operating Revenues: \$12,674
- Total Direct Operating Expenses: \$43,187

▪ Employees Statistics:

	Full-time	Part-time	
Operators		2	
Other Transportation Operations			
Vehicle Mechanics			
Other Vehicle Maintenance and Servicing			
Plant and Other Maintenance			
General and Administration			Gasoline in litres
TOTAL EMPLOYEES	2		4,619

- Union Affiliations: Union Information N/A (Operators)
- Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	5,727 100.00%	1,066 100.00%	16,068 100.00%	15.07
TOTAL	5,727	1,066	16,068	15.07

Bancroft

FARE STRUCTURE

Effective Date: 03-05-2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$10.00	\$5.50			Varies by distance
Children					
Students	\$9.00	\$5.50			
Seniors	\$9.00	\$5.50			

VEHICLES (2017)

	Active Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus			3	1
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			3	1

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	11,548	16,068	FINANCIAL		
Total Vehicle Kilometres	11,548	16,068	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	24%	29%
Revenue Vehicle Hours	610	1,066	Municipal Operating Contribution / Capita	\$0.65	\$1.43
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$18.47	\$5.33
Total Vehicle Hours	610	1,066			
Operators Paid Hours	1,650	1,651	AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$4.17	\$2.19
Total Employee Paid Hours	2,413	2,193			

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips	2,694		FINANCIAL		
Concession Fare Trips	36		Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	24%	29%
<i>Concession Fare Trips Details:</i>			Municipal Operating Contribution / Capita	\$0.65	\$1.43
Child Passenger Trips	36		Net Dir. Oper. Cost / Reg. Serv. Pass.	\$18.47	\$5.33
Student Passenger Trips					
Senior Passenger Trips					

REGULAR SERVICE PASSENGER TRIPS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Regular Service Passenger-Kms	6,782	74,451	FINANCIAL		
Auxiliary Service Passenger Trips			Tot. Oper. Exp. / Reg. Serv. Pass.	\$24.18	\$7.54

OPERATING EXPENSES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Transportation Operations Expenses	\$39,030	\$39,030	FINANCIAL		
Fuel/Energy Exp. for Vehicles			Tot. Oper. Exp. / Reg. Serv. Pass.	\$24.18	\$7.54
Vehicle Maintenance Expenses					
Plant Maintenance Expenses					
General/Administration Expenses	\$26,984	\$4,157			
TOTAL DIRECT OPERATING EXPENSES	\$66,013	\$43,187	AMOUNT OF SERVICE		
Debt Service Payment			Rev. Veh. Hrs. / Capita	0.06	0.10
Total Operating Expenses	\$66,013	\$43,187			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES	\$11,387	\$12,554	FINANCIAL		
TOTAL OPERATING REVENUES	\$15,587	\$12,674	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	24%	29%
Total Revenues	\$21,975	\$18,286	Municipal Operating Contribution / Capita	\$0.65	\$1.43
NET DIRECT OPERATING COST	\$50,427	\$30,513	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$18.47	\$5.33
NET OPERATING COST	\$44,039	\$24,901			

Federal Operating Contribution

Federal Operating Contribution	\$26,362	\$10,223
Provincial Operating Contribution	\$6,660	\$14,678

Provincial Debt Service Contribution

Municipal Debt Service Contribution

Other Operating Contributions

Federal Debt Service Contribution

Provincial Debt Service Contribution

Municipal Debt Service Contribution

Other Capital Contributions

CAPITAL EXPENSES AND FUNDING SOURCES
TOTAL CAPITAL EXPENDITURES

Total Capital Disposals

TOTAL CAPITAL FUNDING

Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution

Other Capital Contributions

Barrie

Transit Contact: Brent Forsyth
Director of Transit and Parking Strategy

Statistical Contact: Tyrell Turner
Supervisor of Business Services
Phone: 705-739-4220 x5187 Fax: 705-730-0377
Email: tyrell.turner@barrie.ca

SYSTEM HIGHLIGHTS:

- System established: 01-09-1965
- Serves: City of Barrie, Essa Township, Angus, Base Borden
- Municipal Population: 145,544
- Service Area Population: 135,543
- Service Area Size km²: 113.0
- Service provided by: Municipal Department, under contract with MVT Barrie Bus
- Hours of Service:

Monday	4:15 - 00:45	Friday	4:15 - 00:45	
Tuesday	4:15 - 00:45	Saturday	7:00 - 00:45	
Wednesday	4:15 - 00:45	Sunday	8:30 - 10:45	
Thursday	4:15 - 00:45	Holidays	8:30 - 10:45	
- Employees Statistics:

	Full-time	Part-time	
Operators	121		
Other Transportation Operations	17		
Vehicle Mechanics	11		
Other Vehicle Maintenance and Servicing	8		
Plant and Other Maintenance	6		
General and Administration	7		
TOTAL EMPLOYEES	170		
- Union Affiliations:

ATU 1775 (Operators)	
ATU 1775 (Mechanics)	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	2,707,396 100.00%	171,130 100.00%	3,372,947 100.00%	19.71
TOTAL	2,707,396	171,130	3,372,947	19.71

Barrie

FARE STRUCTURE

Effective Date: 01-03-2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.00	\$2.60	\$86.00		
Children	\$3.00	\$2.10	\$56.00		6 - 12, < 5 = Free
Students	\$3.00	\$2.30	\$66.00		13 - 18
Seniors	\$3.00	\$2.10	\$56.00		65+
Other: Post Secondary Student	\$3.00	\$2.30	\$66.00	Semester Pass \$255	Georgian College Student with valid ID

VEHICLES (2017)

	Active	Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.	Internal Combustion
Bus	48		4.0		- Diesel
Commuter Rail					- Biodiesel (all blends)
Ferry					- Natural Gas (CNG or LNG)
Heavy Rail					- Other
Light Rail					Electric
Locomotive					- Trolley
Streetcar					- Battery
TOTAL ACTIVE VEHICLES	48	0	37	19	- Fuel Cell
Total Low-Floor Bus (30'-60')	48		Average Bus Age (years)	4.0	TOTAL
					48

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	3,345,094	3,372,947	FINANCIAL		
Total Vehicle Kilometres	3,502,094	3,533,557	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	31%	31%
Revenue Vehicle Hours	171,570	171,130	Municipal Operating Contribution / Capita	\$77.48	\$82.74
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.91	\$4.92
Total Vehicle Hours	177,470	178,293			
Operators Paid Hours	228,800	251,680	AVERAGE FARE		
Vehicle Mechanics Paid Hours	24,960	22,880	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.13	\$2.08
Total Employee Paid Hours	365,720	353,600			

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips	1,203,071	1,181,628	FINANCIAL		
Concession Fare Trips	1,323,933	1,495,767	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	31%	31%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$77.48	\$82.74
Child Passenger Trips	69,593	9,694	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.91	\$4.92
Student Passenger Trips	1,061,435	1,235,877			
Senior Passenger Trips	192,905	250,195	AVERAGE FARE		
REGULAR SERVICE PASSENGER TRIPS	2,527,004	2,677,396	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.13	\$2.08

REGULAR SERVICE PASSENGER TRIPS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Regular Service Passenger-Kms			COST EFFICIENCY		
Auxiliary Service Passenger Trips	18,846	20,329	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$101.98	\$106.72
OPERATING EXPENSES	\$14,436,417	\$14,940,985			
Transportation Operations Expenses	\$14,436,417	\$14,940,985	SERVICE UTILIZATION		
Fuel/Energy Exp. for Vehicles	\$1,690,610	\$1,875,565	Reg. Serv. Pass. / Capita	18.64	19.75
Vehicle Maintenance Expenses	\$23,517		Reg. Serv. Pass. / Rev. Veh. Hr.	14.73	15.65
Plant Maintenance Expenses	\$1,217,709	\$1,349,258			
General/Administration Expenses	\$730,900	\$861,559	AMOUNT OF SERVICE		
TOTAL DIRECT OPERATING EXPENSES	\$18,099,154	\$19,027,367	Rev. Veh. Hrs. / Capita	1.27	1.26
Debt Service Payment			AVERAGE SPEED		
Total Operating Expenses	\$18,260,154	\$19,197,641	Rev. Veh. Kms. / Rev. Veh. Hr.	19.50	19.71

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES	\$5,385,974	\$5,569,103	LABOUR PRODUCTIVITY		
TOTAL OPERATING REVENUES	\$5,688,953	\$5,854,180	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.75	0.68
Total Revenues	\$5,943,775	\$6,033,200			
NET DIRECT OPERATING COST	\$12,410,201	\$13,173,187	TOP WAGE RATES		
NET OPERATING COST	\$12,316,378	\$13,164,441	Operators	\$23.77	\$24.25
Federal Operating Contribution			Mechanics	\$30.54	\$31.15
Provincial Operating Contribution	\$1,815,000	\$1,950,000			
Municipal Operating Contribution	\$10,501,378	\$11,214,441			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017
TOTAL CAPITAL EXPENDITURES	\$3,446,655	\$7,463,679
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$3,446,655	\$7,463,679
Federal Capital Contribution		\$3,507,815
Provincial Capital Contribution	\$1,043,614	\$272,805
Municipal Capital Contribution	\$2,403,041	\$3,683,059
Other Capital Contributions		

Belleville

Transit Contact: Paul Buck
Manager - Transit Services

Statistical Contact: Paul Buck
Manager - Transit Services
Phone: 613-962-4344 x3556 Fax: 613-967-4721
Email: pbuck@city.belleville.on.ca

SYSTEM HIGHLIGHTS:

- System established: 23-05-1876
- Serves: City of Belleville
- Municipal Population: 50,716
- Service Area Population: 50,716
- Service Area Size km²: 247.2
- Service provided by: Municipal Department

▪ Hours of Service:

Monday	4:45 - 00:00	Friday	4:45 - 00:00
Tuesday	4:45 - 00:00	Saturday	5:15 - 00:00
Wednesday	4:45 - 00:00	Sunday	7:00 - 00:00
Thursday	4:45 - 00:00	Holidays	N/A

- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 996,794
- Total Operating Revenues: \$1,636,861
- Total Direct Operating Expenses: \$4,583,958

▪ Employees Statistics:

	Full-time	Part-time
Operators	29	5
Other Transportation Operations	3	
Vehicle Mechanics	3	
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	2	
TOTAL EMPLOYEES	37	5

- Number of Fixed Routes: 11
- Number of Accessible Routes: 11
- Energy Consumption:
 - Diesel: 462,166 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

- Union Affiliations:
 - UNIFOR 1839 (Operators)
 - CUPE 907 (Mechanics)
 - CUPE 907 (Administration)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	996,794 100.00%	57,421 100.00%	1,078,720 100.00%	18.79
TOTAL	996,794	57,421	1,078,720	18.79

Belleville

FARE STRUCTURE

Effective Date: 08-09-2015	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.50	\$2.30	\$70.00		12 - 64
Children	\$2.00	\$1.54			ages 5 - 11
Students	\$2.25	\$1.83	\$57.00		High School or Elementary 12 yrs and over
Seniors	\$2.25	\$1.83	\$57.00		65 years
Other: Loyalist	\$2.50	\$2.23	\$65.00	\$244.00/semester	College Student with Student Card

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.
Bus			12	12
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			12	12

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	1,004,669	1,078,720
Total Vehicle Kilometres	1,007,378	1,079,105
Revenue Vehicle Hours	48,419	57,421
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	50,769	58,558
Operators Paid Hours		85,280
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		85,280
PASSENGER DATA		
Adult Passenger Trips	587,336	756,797
Concession Fare Trips	318,931	239,997
Concession Fare Trips Details:		
Child Passenger Trips	12,388	37,859
Student Passenger Trips	42,993	64,156
Senior Passenger Trips	138,061	137,982
REGULAR SERVICE PASSENGER TRIPS	906,267	996,794
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		

OPERATING EXPENSES

Transportation Operations Expenses	\$2,753,577	\$2,959,616
Fuel/Energy Exp. for Vehicles	\$477,336	\$581,498
Vehicle Maintenance Expenses	\$686,530	\$630,953
Plant Maintenance Expenses	\$165,805	\$61,824
General/Administration Expenses	\$125,465	\$350,067
TOTAL DIRECT OPERATING EXPENSES	\$4,208,713	\$4,583,958
Debt Service Payment		
Total Operating Expenses	\$4,208,713	\$4,583,958

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,555,236	\$1,575,619
TOTAL OPERATING REVENUES	\$1,611,412	\$1,636,861
Total Revenues	\$1,611,412	\$1,640,452
NET DIRECT OPERATING COST	\$2,597,301	\$2,947,097
NET OPERATING COST	\$2,597,301	\$2,943,506

Federal Operating Contribution	
Provincial Operating Contribution	\$52,491
Municipal Operating Contribution	\$2,544,810
Other Operating Contributions	
Federal Debt Service Contribution	
Provincial Debt Service Contribution	
Municipal Debt Service Contribution	

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$902,657
Total Capital Disposals	\$2,316
TOTAL CAPITAL FUNDING	\$902,657
Federal Capital Contribution	
Provincial Capital Contribution	\$645,434
Municipal Capital Contribution	\$257,223
Other Capital Contributions	

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	38%	36%
Municipal Operating Contribution / Capita	\$51.46	\$57.05
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.87	\$2.96
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.72	\$1.58
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.64	\$4.60
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$82.90	\$78.28
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	18.33	19.65
Reg. Serv. Pass. / Rev. Veh. Hr.	18.72	17.36
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.98	1.13
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	20.75	18.79
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		0.67
TOP WAGE RATES		
Operators	\$25.79	\$25.79
Mechanics	\$33.80	

Bracebridge

Transit Contact: Walt Schmid

Statistical Contact: Walt Schmid

Phone: 705-645-5264 ext 230 Fax: 705-645-7525

Email: wschmid@bracebridge.ca

SYSTEM HIGHLIGHTS:

- System established: 29-08-2016
- Serves: Town of Bracebridge
- Municipal Population: 15,405
- Service Area Population: 6,000
- Service Area Size km²: 8.8
- Service provided by: Municipal Department, under contract with Hammond Transportation Ltd.
- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 13,378
- Total Operating Revenues: \$27,725
- Total Direct Operating Expenses: \$203,647

Hours of Service:

Monday	7:30 - 18:30	Friday	7:30 - 18:30
Tuesday	7:30 - 18:30	Saturday	8:30 - 18:30
Wednesday	7:30 - 18:30	Sunday	N/A
Thursday	7:30 - 18:30	Holidays	N/A

- Number of Fixed Routes: 1
- Number of Accessible Routes: 0
- Energy Consumption:

Employees Statistics:		Full-time	Part-time
Operators		2	2
Other Transportation Operations			1
Vehicle Mechanics			
Other Vehicle Maintenance and Servicing			
Plant and Other Maintenance			
General and Administration			
TOTAL EMPLOYEES		2	3

- Diesel: 15,240 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

- Union Affiliations: Union Information N/A (Operators)
- Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	13,378 100.00%	3,281 100.00%	77,103 100.00%	23.50
TOTAL	13,378	3,281	77,103	23.50

REMARKS:

Service was established in August 2016. Data reported in 2017 represents the first full year of service.

Bracebridge

FARE STRUCTURE

Effective Date: 29-08-2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.50		\$50.00		18-64
Children				< 5 = Free	
Students	\$2.00		\$40.00		6-17
Seniors	\$2.00		\$40.00		65+
Other: CNIB					

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)
	Non-Acc.	Non-Acc.		
Bus			1	1
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			1	1

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	24,772	77,103	FINANCIAL		
Total Vehicle Kilometres	24,782	77,153	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	3%	14%
Revenue Vehicle Hours	1,126	3,281	Municipal Operating Contribution / Capita	\$7.42	\$6.81
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$38.69	\$13.15
Total Vehicle Hours	1,130	3,291	AVERAGE FARE		
Operators Paid Hours	1,126	3,281	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.26	\$2.07
Vehicle Mechanics Paid Hours	27		COST EFFECTIVENESS		
Total Employee Paid Hours	1,234	3,801	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$39.95	\$15.22
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	1,377	6,669	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$107.78	\$61.88
Concession Fare Trips	1,672	6,709	SERVICE UTILIZATION		
Concession Fare Trips Details:			Reg. Serv. Pass. / Capita	0.51	2.23
Child Passenger Trips	30	28	Reg. Serv. Pass. / Rev. Veh. Hr.	2.71	4.08
Student Passenger Trips	799	2,701	AMOUNT OF SERVICE		
Senior Passenger Trips	843	2,934	Rev. Veh. Hrs. / Capita	0.19	0.55
REGULAR SERVICE PASSENGER TRIPS	3,049	13,378	AVERAGE SPEED		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	22.00	23.50
Auxiliary Service Passenger Trips			LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	1.00	1.00
Transportation Operations Expenses	\$83,517	\$192,366	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles	\$5,985		Operators		
Vehicle Maintenance Expenses			Mechanics		
Plant Maintenance Expenses	\$18,303				
General/Administration Expenses	\$13,987	\$11,281			
TOTAL DIRECT OPERATING EXPENSES	\$121,792	\$203,647			
Debt Service Payment					
Total Operating Expenses	\$147,792	\$203,647			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$3,839	\$27,725
TOTAL OPERATING REVENUES	\$3,839	\$27,725
Total Revenues	\$3,839	\$27,725
NET DIRECT OPERATING COST	\$117,953	\$175,922
NET OPERATING COST	\$143,953	\$175,922

Federal Operating Contribution	
Provincial Operating Contribution	\$73,430
Municipal Operating Contribution	\$44,523
Other Operating Contributions	
Federal Debt Service Contribution	
Provincial Debt Service Contribution	
Municipal Debt Service Contribution	

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$172,516	\$34,352
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$172,516	
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		
Other Capital Contributions		

Bradford West Gwillimbury

Transit Contact: Paul Dubniak

Statistical Contact: Paul Dubniak

Phone: 905-775-5369 Fax: 905-778-4343

Email: pdubniak@townofbwg.com

SYSTEM HIGHLIGHTS:

- System established: 01-05-2014
- Adult Cash Fare: \$3.00
- Serves: 39,385
- Municipal Population: 35,325
- Total Operating Revenues: \$65,373
- Service Area Population: 29,862
- Total Direct Operating Expenses: \$512,210
- Service Area Size km²: 17.3
- Active Vehicles: 3
- Service provided by: Municipal Department, under contract with Switzer Carty
- Small Community Buses 3
- Hours of Service:

Monday	6:45 - 17:00	Friday	6:45 - 17:00
Tuesday	6:45 - 17:00	Saturday	N/A
Wednesday	6:45 - 17:00	Sunday	N/A
Thursday	6:45 - 17:00	Holidays	N/A
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

Monday	6:45 - 17:00	Friday	6:45 - 17:00
Tuesday	6:45 - 17:00	Saturday	N/A
Wednesday	6:45 - 17:00	Sunday	N/A
Thursday	6:45 - 17:00	Holidays	N/A

- Employees Statistics:

Full-time	Part-time
Operators	- Diesel: 24,140 litres
Other Transportation Operations	- Biodiesel B5:
Vehicle Mechanics	- Biodiesel B20:
Other Vehicle Maintenance and Servicing	- Biodiesel - Other:
Plant and Other Maintenance	- Natural Gas:
General and Administration	- Electricity:
TOTAL EMPLOYEES	- Other:

- Union Affiliations: Union Information N/A (Operators)
- Union Information N/A (Mechanics)

- Disruption during 2016: Snowstorm
- Start Date: 2016-12-15
- End Date: 2016-12-16
- Duration: 1 days

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	39,385 100.00%	5,317 100.00%	98,518 100.00%	18.53
TOTAL	39,385	5,317	98,518	18.53

Bradford West Gwillimbury

FARE STRUCTURE

Effective Date:	01-05-2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$3.00	\$2.00			5+
Children						< 5 = Free
Students						
Seniors						
Other: Taxi-to-GO		\$0.50				with Presto card

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	3	3.0	2	2	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	3	0	2	2	- Battery
Total Low-Floor Bus (30'-60')	3	Average Bus Age (years)	3.0		- Fuel Cell
				TOTAL	3

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	98,518	98,518	FINANCIAL		
Total Vehicle Kilometres	101,038	101,038	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	8%	13%
Revenue Vehicle Hours	5,317	5,317	Municipal Operating Contribution / Capita	\$9.72	\$12.64
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$17.25	\$11.35
Total Vehicle Hours	5,568	5,568			

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms

Auxiliary Service Passenger Trips

OPERATING EXPENSES

Transportation Operations Expenses

Fuel/Energy Exp. for Vehicles

Vehicle Maintenance Expenses

Plant Maintenance Expenses

General/Administration Expenses

TOTAL DIRECT OPERATING EXPENSES

Debt Service Payment

Total Operating Expenses

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES

TOTAL OPERATING REVENUES

Total Revenues

NET DIRECT OPERATING COST

NET OPERATING COST

Federal Operating Contribution

Provincial Operating Contribution

Municipal Operating Contribution

Other Operating Contributions

Federal Debt Service Contribution

Provincial Debt Service Contribution

Municipal Debt Service Contribution

CAPITAL EXPENSES AND FUNDING SOURCES**TOTAL CAPITAL EXPENDITURES**

Total Capital Disposals

TOTAL CAPITAL FUNDING

Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution

Other Capital Contributions

Brampton

Transit Contact: Alex Milojevic
Transit General Manager

Statistical Contact: Jarrid Jensen
Manager, Transit Administrative Services
Phone: 905-874-2750 x62345 Fax: 905-874-2799
Email: jarrid.jensen@brampton.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1974
- Serves: City of Brampton
- Municipal Population: 607,740
- Service Area Population: 607,740
- Service Area Size km²: 266.8
- Service provided by: Municipal Department
- Hours of Service:

Monday	4:00 - 00:30	Friday	4:00 - 00:30
Tuesday	4:00 - 00:30	Saturday	5:00 - 00:30
Wednesday	4:00 - 00:30	Sunday	7:30 - 23:30
Thursday	4:00 - 00:30	Holidays	7:30 - 23:30
- Employees Statistics:

	Full-time	Part-time
Operators	819	
Other Transportation Operations	52	
Vehicle Mechanics	77	
Other Vehicle Maintenance and Servicing	76	
Plant and Other Maintenance	14	
General and Administration	47	76
TOTAL EMPLOYEES	1,085	76
- Union Affiliations:

ATU	1573 (Operators)
ATU	1573 (Mechanics)
- Adult Cash Fare: \$3.75
- Ridership (revenue passengers): 27,391,889
- Total Operating Revenues: \$68,773,709
- Total Direct Operating Expenses: \$138,889,004
- Active Vehicles:

- Standard Buses	357
- Articulated Buses	67
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 69
- Number of Accessible Routes: 69
- Energy Consumption:

- Diesel:	14,558,260 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	43,718,045	100.00%	1,138,121	100.00%
TOTAL	43,718,045		1,138,121	21.26

REMARKS:

2017's large ridership gains are a result of a few factors: service increases, population growth, continued economic growth, enhancements of routes, and other socio-economic factors.

Brampton

FARE STRUCTURE

Effective Date: 06-03-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Weekly Pass	Criteria
Adults	\$3.75	\$2.95	\$122.00	\$32.50	20+, College/University
Children	\$3.75	\$2.50	\$105.00	\$27.00	6-12
Students	\$3.75	\$2.50	\$105.00	\$27.00	13-19
Seniors	\$1.00	\$1.60	\$52.00	\$16.00	65+ w/valid ID
Other: GTA Pass				\$63.00	

VEHICLES (2017)

	Active Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	424	7.0	327	169	Internal Combustion
Commuter Rail					- Diesel 110
Ferry					- Biodiesel (all blends) 314
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	424	0	327	169	- Battery
Total Low-Floor Bus (30'-60')	424	Average Bus Age (years)	7.0		- Fuel Cell
				TOTAL	424

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	23,470,664	24,196,501	FINANCIAL		
Total Vehicle Kilometres	26,351,686	27,203,434	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	46%	50%
Revenue Vehicle Hours	1,094,490	1,138,121	Municipal Operating Contribution / Capita	\$100.66	\$97.79
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.00	\$2.56
Total Vehicle Hours	1,188,621	1,236,409	AVERAGE FARE		
Operators Paid Hours	1,647,360	1,703,520	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.48	\$2.44
Vehicle Mechanics Paid Hours	151,840	160,160	COST EFFECTIVENESS		
Total Employee Paid Hours	2,271,048	2,339,428	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.55	\$5.07

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips	18,945,733	21,818,202	FINANCIAL		
Concession Fare Trips	4,183,863	5,573,687	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	46%	50%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$100.66	\$97.79
Child Passenger Trips	374,088	343,454	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.00	\$2.56
Student Passenger Trips	2,148,510	3,606,861	AVERAGE FARE		
Senior Passenger Trips	1,110,052	1,201,910	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.48	\$2.44

REGULAR SERVICE PASSENGER TRIPS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Regular Service Passenger-Kms			FINANCIAL		
Auxiliary Service Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$108.01	\$112.33

OPERATING EXPENSES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Transportation Operations Expenses	\$79,698,151	\$84,118,218	FINANCIAL		
Fuel/Energy Exp. for Vehicles	\$10,789,223	\$12,759,920	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	46%	50%
Vehicle Maintenance Expenses	\$25,504,563	\$29,143,154	Municipal Operating Contribution / Capita	\$100.66	\$97.79
Plant Maintenance Expenses	\$4,968,161	\$5,390,474	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.00	\$2.56
General/Administration Expenses	\$7,425,041	\$7,477,238	AVERAGE FARE		
TOTAL DIRECT OPERATING EXPENSES	\$128,385,138	\$138,889,004	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.48	\$2.44
Debt Service Payment			COST EFFECTIVENESS		
Total Operating Expenses	\$128,385,138	\$138,889,004	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.55	\$5.07

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES	\$57,295,701	\$66,970,123	FINANCIAL		
TOTAL OPERATING REVENUES	\$58,998,104	\$68,773,709	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	46%	50%
Total Revenues	\$58,998,104	\$68,773,709	Municipal Operating Contribution / Capita	\$100.66	\$97.79
NET DIRECT OPERATING COST	\$69,387,034	\$70,115,295	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.00	\$2.56
NET OPERATING COST	\$69,387,034	\$70,115,295	AVERAGE SPEED		
Federal Operating Contribution			Rev. Veh. Kms. / Rev. Veh. Hr.	21.44	21.26
Provincial Operating Contribution	\$10,181,710	\$10,681,710	LABOUR PRODUCTIVITY		
Municipal Operating Contribution	\$59,205,324	\$59,433,585	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.66	0.67
Other Operating Contributions			TOP WAGE RATES		
Federal Debt Service Contribution			Operators	\$33.12	\$33.78
Provincial Debt Service Contribution			Mechanics	\$39.43	\$40.22
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017
TOTAL CAPITAL EXPENDITURES	\$42,364,547	\$45,803,496
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$42,364,547	\$45,803,496
Federal Capital Contribution	\$9,186,365	\$15,481,102
Provincial Capital Contribution	\$18,938,902	\$6,454,881
Municipal Capital Contribution	\$14,239,280	\$23,867,513
Other Capital Contributions		

Brantford

Transit Contact: Mike Bradley
Director of Fleet & Transit Services

Statistical Contact: Elisabeth van der Made
Manager of Transit
Phone: 519-752-4444 x4504 Fax: 519-754-0724
Email: evandermade@brantford.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: City of Brantford
- Municipal Population: 98,225
- Service Area Population: 98,225
- Service Area Size km²: 75.1
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:00 - 1:00	Friday	6:00 - 1:00
Tuesday	6:00 - 1:00	Saturday	6:00 - 1:00
Wednesday	6:00 - 1:00	Sunday	8:30 - 18:30
Thursday	6:00 - 1:00	Holidays	8:30 - 18:30
- Employees Statistics:

	Full-time	Part-time
Operators	44	13
Other Transportation Operations	7	
Vehicle Mechanics	7	
Other Vehicle Maintenance and Servicing	4	3
Plant and Other Maintenance	5	
General and Administration	1	
TOTAL EMPLOYEES	68	16
- Union Affiliations:

ATU	685 (Operators)
ATU	685 (Mechanics)

- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 1,435,449
- Total Operating Revenues: \$2,930,153
- Total Direct Operating Expenses: \$8,878,427
- Active Vehicles:
 - Standard Buses 30

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 15
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel: 1,072,043 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,900,703	100.00%	77,400	100.00%
TOTAL	1,900,703	77,400	1,857,121	23.99

Brantford

FARE STRUCTURE

Effective Date: 01-04-2016

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.00	\$2.45	\$73.50		
Children	\$1.75	\$1.75			< 5 = Free
Students	\$3.00	\$2.45	\$55.50		
Seniors	\$3.00	\$2.45	\$55.50		
Other: CNIB	\$1.75		\$39.00		

VEHICLES (2017)

	Active		Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE	
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	30		7.3		21	15	Internal Combustion
Commuter Rail							- Diesel
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
TOTAL ACTIVE VEHICLES	30	0		21	15		- Battery
Total Low-Floor Bus (30'-60')	30		Average Bus Age (years)	7.3		TOTAL	- Fuel Cell

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	1,824,394	1,857,121	FINANCIAL		
Total Vehicle Kilometres	1,824,394	1,857,121	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	33%	33%
Revenue Vehicle Hours	76,149	77,400	Municipal Operating Contribution / Capita	\$50.25	\$48.19
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.25	\$4.14
Total Vehicle Hours	76,149	77,400			
Operators Paid Hours	107,290	109,366	AVERAGE FARE		
Vehicle Mechanics Paid Hours	14,560	14,560	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.78	\$1.65
Total Employee Paid Hours	159,040	162,936			
PASSENGER DATA			COST EFFECTIVENESS		
Adult Passenger Trips	963,104	970,716	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$6.30	\$6.19
Concession Fare Trips	469,529	464,733			
<i>Concession Fare Trips Details:</i>			COST EFFICIENCY		
Child Passenger Trips	5,559	5,581	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$118.54	\$114.71
Student Passenger Trips	249,033	237,079			
Senior Passenger Trips	60,540	64,681	SERVICE UTILIZATION		
REGULAR SERVICE PASSENGER TRIPS	1,432,633	1,435,449	Reg. Serv. Pass. / Capita	14.69	14.61
Regular Service Passenger-Kms			Reg. Serv. Pass. / Rev. Veh. Hr.	18.81	18.55
Auxiliary Service Passenger Trips					
OPERATING EXPENSES			AMOUNT OF SERVICE		
Transportation Operations Expenses	\$4,835,369	\$4,671,776	Rev. Veh. Hrs. / Capita	0.78	0.79
Fuel/Energy Exp. for Vehicles	\$798,140	\$937,468			
Vehicle Maintenance Expenses	\$2,208,149	\$2,206,984	AVERAGE SPEED		
Plant Maintenance Expenses	\$652,727	\$710,108	Rev. Veh. Kms. / Rev. Veh. Hr.	23.96	23.99
General/Administration Expenses	\$532,666	\$352,090			
TOTAL DIRECT OPERATING EXPENSES	\$9,027,051	\$8,878,427	LABOUR PRODUCTIVITY		
Debt Service Payment			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.71	0.71
Total Operating Expenses	\$9,027,051	\$8,878,427			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			TOP WAGE RATES		
REGULAR SERV. PASS. REVENUES	\$2,550,058	\$2,371,809	Operators	\$25.78	\$26.43
TOTAL OPERATING REVENUES	\$2,942,922	\$2,930,153	Mechanics	\$31.02	\$31.79
Total Revenues	\$2,975,046	\$2,969,585			
NET DIRECT OPERATING COST	\$6,084,129	\$5,948,274			
NET OPERATING COST	\$6,052,005	\$5,908,842			
Federal Operating Contribution					
Provincial Operating Contribution	\$1,153,067	\$1,175,472			
Municipal Operating Contribution	\$4,898,938	\$4,733,370			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
CAPITAL EXPENSES AND FUNDING SOURCES					
TOTAL CAPITAL EXPENDITURES	\$1,445,180	\$459,080			
Total Capital Disposals					
TOTAL CAPITAL FUNDING	\$1,445,180	\$459,080			
Federal Capital Contribution	\$774,094	\$1,152			
Provincial Capital Contribution	\$56,065	\$197,782			
Municipal Capital Contribution	\$615,021	\$260,145			
Other Capital Contributions					

Brockville

Transit Contact: Matthew Locke
Supervisor of Transportation Services

Statistical Contact: Matthew Locke
Supervisor of Transportation Services
Phone: 613-342-8772 Fax: 613-342-5035
Email: mlocke@brockville.com

SYSTEM HIGHLIGHTS:

- System established: 01-05-1982
- Serves: City of Brockville
- Municipal Population: 21,870
- Service Area Population: 21,870
- Service Area Size km²: 20.3
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:45 - 21:00	Friday	6:45 - 21:00
Tuesday	6:45 - 21:00	Saturday	8:45 - 18:15
Wednesday	6:45 - 21:00	Sunday	N/A
Thursday	6:45 - 21:00	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators	6	8
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES	6	8
- Union Affiliations:

CUPE	115 (Operators)
CUPE	115 (Mechanics)

- Adult Cash Fare: \$2.25
- Ridership (revenue passengers): 99,726
- Total Operating Revenues: \$174,844
- Total Direct Operating Expenses: \$681,480
- Active Vehicles:
 - Small Community Buses 6

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 3
- Number of Accessible Routes: 3
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
- Gasoline in Litres 82,803

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	114,928 100.00%	11,144 100.00%	221,260 100.00%	19.85
TOTAL	114,928	11,144	221,260	19.85

Brockville

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Effective Date: 10-04-2014					
Adults	\$2.25	\$1.80	\$64.00	\$64.00	
Children					< 5 = Free, Limit 2 per adult
Students					
Seniors					

VEHICLES (2017)	Active		Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.		Internal Combustion
Bus	6		2.7		3	- Diesel
Commuter Rail						- Biodiesel (all blends)
Ferry						- Natural Gas (CNG or LNG)
Heavy Rail						- Other
Light Rail						6
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	6	0		3	3	Electric
Total Low-Floor Bus (30'-60')	0		Average Bus Age (years)	2.7		- Trolley
						- Battery
						- Fuel Cell
						TOTAL
						6

	2016	2017	PERFORMANCE INDICATORS	2016	2017
VEHICLE KILOMETRES AND HOURS			FINANCIAL		
Revenue Vehicle Kilometres	223,445	221,260	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	26%	26%
Total Vehicle Kilometres	225,147	225,366	Municipal Operating Contribution / Capita	\$16.32	\$16.11
Revenue Vehicle Hours	11,005	11,144	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.13	\$5.08
Auxiliary Revenue Vehicle Hours					
Total Vehicle Hours	11,355	11,161	AVERAGE FARE		
Operators Paid Hours	7,647	5,211	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.76	\$1.66
Vehicle Mechanics Paid Hours	558	642			
Total Employee Paid Hours	10,650	8,298	COST EFFECTIVENESS		
PASSENGER DATA			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$6.97	\$6.83
Adult Passenger Trips	99,646	97,074	COST EFFICIENCY		
Concession Fare Trips	3,151	2,652	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$63.11	\$61.06
Concession Fare Trips Details:					
Child Passenger Trips	3,151	2,652	SERVICE UTILIZATION		
Student Passenger Trips			Reg. Serv. Pass. / Capita	4.70	4.56
Senior Passenger Trips			Reg. Serv. Pass. / Rev. Veh. Hr.	9.34	8.95
REGULAR SERVICE PASSENGER TRIPS	102,797	99,726	AMOUNT OF SERVICE		
Regular Service Passenger-Kms			Rev. Veh. Hrs. / Capita	0.50	0.51
Auxiliary Service Passenger Trips					
OPERATING EXPENSES			AVERAGE SPEED		
Transportation Operations Expenses	\$475,503	\$463,146	Rev. Veh. Kms. / Rev. Veh. Hr.	20.30	19.85
Fuel/Energy Exp. for Vehicles	\$72,859	\$69,154			
Vehicle Maintenance Expenses	\$88,578	\$57,420	LABOUR PRODUCTIVITY		
Plant Maintenance Expenses	\$50,391	\$59,425	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	1.44	2.14
General/Administration Expenses	\$29,337	\$32,335			
TOTAL DIRECT OPERATING EXPENSES	\$716,669	\$681,480	TOP WAGE RATES		
Debt Service Payment			Operators	\$27.20	\$27.69
Total Operating Expenses	\$716,669	\$681,480	Mechanics	\$31.11	\$31.67
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS					
REGULAR SERV. PASS. REVENUES	\$181,421	\$165,152			
TOTAL OPERATING REVENUES	\$189,715	\$174,844			
Total Revenues	\$189,715	\$174,844			
NET DIRECT OPERATING COST	\$526,954	\$506,636			
NET OPERATING COST	\$526,954	\$506,636			
Federal Operating Contribution					
Provincial Operating Contribution	\$169,979	\$169,979			
Municipal Operating Contribution	\$356,975	\$352,309			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
CAPITAL EXPENSES AND FUNDING SOURCES					
TOTAL CAPITAL EXPENDITURES		\$90,925			
Total Capital Disposals					
TOTAL CAPITAL FUNDING		\$90,925			
Federal Capital Contribution					
Provincial Capital Contribution		\$45,463			
Municipal Capital Contribution		\$45,463			
Other Capital Contributions					

Burlington

Transit Contact: Sue Connor
Director of Transit

Statistical Contact: Colm Lynn
Manager, Transit Planning and Business Services
Phone: 905-335-7869 x7526 Fax:
Email: Colm.Lynn@burlington.ca

SYSTEM HIGHLIGHTS:

- System established: 05-09-1975
- Serves: City of Burlington
- Municipal Population: 183,314
- Service Area Population: 179,236
- Service Area Size km²: 98.0
- Service provided by: Municipal Department

Hours of Service:

Monday	5:00 - 23:00	Friday	5:00 - 23:00
Tuesday	5:00 - 23:00	Saturday	7:00 - 22:30
Wednesday	5:00 - 23:00	Sunday	8:00 - 19:30
Thursday	5:00 - 23:00	Holidays	8:00 - 19:00

Employees Statistics:

	Full-time	Part-time
Operators	81	30
Other Transportation Operations	8	
Vehicle Mechanics	8	
Other Vehicle Maintenance and Servicing	8	
Plant and Other Maintenance	1	
General and Administration	12	3
TOTAL EMPLOYEES	117	33

- Union Affiliations:

CUPE	2723 (Operators)
CUPE	2723 (Mechanics)

- Adult Cash Fare: \$3.50
- Ridership (revenue passengers): 1,952,624
- Total Operating Revenues: \$5,471,494
- Total Direct Operating Expenses: \$15,756,139
- Active Vehicles:

52	
- Small Community Buses	4
- Standard Buses	48
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 26
- Number of Accessible Routes: 26
- Energy Consumption:

- Diesel:	2,129,564 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	3,087,114	100.00%	162,898	100.00%
TOTAL	3,087,114		162,898	3,746,937

Burlington

FARE STRUCTURE

Effective Date: 01-01-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Presto	Criteria
Adults	\$3.50	\$2.75	\$97.00	\$2.70	
Children	\$3.50	\$1.85	\$50.00	\$1.85	6-12
Students	\$3.50	\$1.90	\$71.00	\$1.85	13-19 (Youth)
Seniors	\$3.50	\$1.90	\$59.25	\$1.85	65+
Other	\$0.70				GO Passenger

VEHICLES (2017)

	Active		Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.		Internal Combustion
Bus	52		5.9		42	- Diesel
Commuter Rail						- Biodiesel (all blends)
Ferry						- Natural Gas (CNG or LNG)
Heavy Rail						- Other
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	52	0		42	33	Electric
Total Low-Floor Bus (30'-60')	52		Average Bus Age (years)	5.9		- Trolley
						- Battery
						- Fuel Cell
						TOTAL
						52

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	3,853,617	3,746,937	FINANCIAL		
Total Vehicle Kilometres	4,027,231	3,923,985	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	35%
Revenue Vehicle Hours	164,694	162,898	Municipal Operating Contribution / Capita	\$47.61	\$52.12
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.13	\$5.27
Total Vehicle Hours	170,335	168,187	AVERAGE FARE		
Operators Paid Hours	233,706	233,154	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.53	\$2.52
Vehicle Mechanics Paid Hours	15,103	18,408	COST EFFECTIVENESS		
Total Employee Paid Hours	300,269	305,055	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$7.88	\$8.07
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	1,483,476	1,388,938	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$87.89	\$93.68
Concession Fare Trips	416,618	563,686	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	10.60	10.89
Child Passenger Trips	11,962	13,640	Reg. Serv. Pass. / Rev. Veh. Hr.	11.54	11.99
Student Passenger Trips	237,072	343,164	AMOUNT OF SERVICE		
Senior Passenger Trips	167,584	174,561	Rev. Veh. Hrs. / Capita	0.92	0.91
REGULAR SERVICE PASSENGER TRIPS	1,900,094	1,952,624	AVERAGE SPEED		
Regular Service Passenger-Kms		3,746,937	Rev. Veh. Kms. / Rev. Veh. Hr.	23.40	23.00
Auxiliary Service Passenger Trips			LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.70	0.70
Transportation Operations Expenses	\$8,559,048	\$8,841,526	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles	\$1,637,045	\$1,884,356	Operators	\$26.56	\$27.09
Vehicle Maintenance Expenses	\$2,822,225	\$2,805,873	Mechanics	\$32.99	\$33.65
Plant Maintenance Expenses	\$463,780	\$518,080			
General/Administration Expenses	\$1,488,311	\$1,706,304			
TOTAL DIRECT OPERATING EXPENSES	\$14,970,409	\$15,756,139			
Debt Service Payment					
Total Operating Expenses	\$14,970,409	\$15,756,139			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$4,799,707	\$4,924,439
TOTAL OPERATING REVENUES	\$5,224,106	\$5,471,494
Total Revenues	\$5,494,693	\$5,471,978
NET DIRECT OPERATING COST	\$9,746,303	\$10,284,645
NET OPERATING COST	\$9,475,716	\$10,284,161

Federal Operating Contribution		
Provincial Operating Contribution	\$942,100	\$942,100
Municipal Operating Contribution	\$8,533,616	\$9,342,061
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$1,322,765	\$2,820,143
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$1,321,381	\$3,082,364
Federal Capital Contribution	\$433,137	\$1,765,456
Provincial Capital Contribution	\$778,907	\$1,294,476
Municipal Capital Contribution		\$5,001
Other Capital Contributions	\$109,337	\$17,431

Chatham

Transit Contact: Chris Thibert
Director, Engineering and Transportation

Statistical Contact: Jan Metcalfe
Engineering Technologist
Phone: 519-360-1998 Fax: 519-436-3240
Email: janm@chatham-kent.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1946
- Serves: Community of Chatham
- Municipal Population: 106,000
- Service Area Population: 45,000
- Service Area Size km²: .0
- Service provided by: Municipal Department, under contract with Intouch Connection

Hours of Service:

Monday	6:15 - 19:15	Friday	6:15 - 19:15
Tuesday	6:15 - 19:15	Saturday	6:15 - 19:15
Wednesday	6:15 - 19:15	Sunday	N/A
Thursday	6:15 - 19:15	Holidays	N/A

Employees Statistics:
Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

- Adult Cash Fare: \$2.25
- Ridership (revenue passengers): 213,405
- Total Operating Revenues: \$479,061
- Total Direct Operating Expenses: \$1,715,190
- Active Vehicles: 10
 - Small Community Buses 10

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 7
- Number of Accessible Routes: 7
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	272,222 100.00%	16,112 100.00%	0 0.00%	
TOTAL	272,222	16,112	0	0.00

REMARKS:

Cash fare increase of \$0.25; Monthly pass increase of \$5.00 - effective July 1, 2017.

Chatham

FARE STRUCTURE		Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Effective Date: 01-07-2017						
Adults		\$2.25	\$1.80	\$70.00	\$1.13 off peak	18-64
Children						5 and under
Students		\$2.25	\$1.80	\$55.00	\$1.13 off peak	6-17
Seniors		\$2.25	\$1.80	\$55.00	\$1.13 off peak	65 and over
		\$2.25		\$40.00	\$120/sem/college)	FT college, low income pass
VEHICLES (2017)		Active	Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
		Access.	Non-Acc.	Access.	Non-Acc.	Internal Combustion
Bus	10		2.6		4	- Diesel
Commuter Rail						- Biodiesel (all blends)
Ferry						- Natural Gas (CNG or LNG)
Heavy Rail						- Other
Light Rail						Electric
Locomotive						- Trolley
Streetcar						- Battery
TOTAL ACTIVE VEHICLES	10	0		4	4	- Fuel Cell
Total Low-Floor Bus (30'-60')	10		Average Bus Age (years)	2.6		TOTAL
						10

VEHICLE KILOMETRES AND HOURS		2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres				FINANCIAL		
Total Vehicle Kilometres				Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	31%	28%
Revenue Vehicle Hours		15,808	16,112	Municipal Operating Contribution / Capita	\$10.03	\$8.46
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.23	\$5.79
Total Vehicle Hours		15,808	16,112	AVERAGE FARE		
Operators Paid Hours				Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.32	\$2.24
Vehicle Mechanics Paid Hours				COST EFFECTIVENESS		
Total Employee Paid Hours				Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$7.55	\$8.04
PASSENGER DATA				COST EFFICIENCY		
Adult Passenger Trips		141,192	83,369	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$95.35	\$106.45
Concession Fare Trips		58,460	130,036	SERVICE UTILIZATION		
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita	4.44	4.74
Child Passenger Trips		1,511	271	Reg. Serv. Pass. / Rev. Veh. Hr.	12.63	13.25
Student Passenger Trips		15,571	13,520	AMOUNT OF SERVICE		
Senior Passenger Trips		32,671	24,299	Rev. Veh. Hrs. / Capita	0.35	0.36
REGULAR SERVICE PASSENGER TRIPS		199,652	213,405	AVERAGE SPEED		
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.		
Auxiliary Service Passenger Trips				LABOUR PRODUCTIVITY		
OPERATING EXPENSES				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses		\$1,386,147	\$1,505,917	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles				Operators		
Vehicle Maintenance Expenses				Mechanics		
Plant Maintenance Expenses		\$68,143	\$170,695			
General/Administration Expenses		\$52,981	\$38,577			
TOTAL DIRECT OPERATING EXPENSES		\$1,507,271	\$1,715,190			
Debt Service Payment						
Total Operating Expenses		\$1,507,271	\$1,715,190			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS						
REGULAR SERV. PASS. REVENUES		\$463,854	\$479,061			
TOTAL OPERATING REVENUES		\$463,854	\$479,061			
Total Revenues		\$463,854	\$479,061			
NET DIRECT OPERATING COST		\$1,043,417	\$1,236,129			
NET OPERATING COST		\$1,043,417	\$1,236,129			
Federal Operating Contribution			\$112,456			
Provincial Operating Contribution		\$644,296	\$742,963			
Municipal Operating Contribution		\$451,251	\$380,709			
Other Operating Contributions						
Federal Debt Service Contribution						
Provincial Debt Service Contribution						
Municipal Debt Service Contribution						
CAPITAL EXPENSES AND FUNDING SOURCES						
TOTAL CAPITAL EXPENDITURES						
Total Capital Disposals						
TOTAL CAPITAL FUNDING						
Federal Capital Contribution						
Provincial Capital Contribution						
Municipal Capital Contribution						
Other Capital Contributions						

Clarence-Rockland

Transit Contact: Monique Paquette
Administrative Assistant

Statistical Contact: Monique Paquette
Administrative Assistant
Phone: 613-446-6022 x2247 Fax: 613-446-1497
Email: mpaquette@clarence-rockland.com

SYSTEM HIGHLIGHTS:

- System established: 09-02-2003
- Serves: City of Clarence-Rockland
- Municipal Population: 24,512
- Service Area Population: 24,512
- Service Area Size km²: 308.0
- Service provided by: Municipal Department, under contract with Leduc Bus Lines

▪ Hours of Service:

Monday	5:30 - 19:05	Friday	5:30 - 19:05
Tuesday	5:30 - 19:05	Saturday	N/A
Wednesday	5:30 - 19:05	Sunday	N/A
Thursday	5:30 - 19:05	Holidays	N/A

▪ Employees Statistics:

Full-time Part-time

Operators	
Other Transportation Operations	
Vehicle Mechanics	
Other Vehicle Maintenance and Servicing	
Plant and Other Maintenance	
General and Administration	
TOTAL EMPLOYEES	

- Union Affiliations: Union Information N/A (Operators)
- Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	133,249 100.00%	7,728 100.00%	280,560 100.00%	36.30
TOTAL	133,249	7,728	280,560	36.30

Clarence-Rockland

FARE STRUCTURE

Effective Date:	01-02-2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults			\$14.00	\$235.00		
Children						
Students					\$171.00	
Seniors						

VEHICLES (2017)

	Active	Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.	Internal Combustion
Bus	3	8	10.7	11.5	- Diesel
Commuter Rail					- Biodiesel (all blends)
Ferry					- Natural Gas (CNG or LNG)
Heavy Rail					- Other
Light Rail					Electric
Locomotive					- Trolley
Streetcar					- Battery
TOTAL ACTIVE VEHICLES	3	8	11	11	- Fuel Cell
Total Low-Floor Bus (30'-60')	3		Average Bus Age (years)	11.3	TOTAL
					11

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	293,160	280,560	FINANCIAL		
Total Vehicle Kilometres	586,320	561,120	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	62%	60%
Revenue Vehicle Hours	8,029	7,728	Municipal Operating Contribution / Capita	\$19.73	\$20.35
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.02	\$5.31
Total Vehicle Hours	12,047	10,668	AVERAGE FARE		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$7.96	\$7.97
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$13.12	\$13.42

PASSENGER DATA

Adult Passenger Trips			COST EFFICIENCY		
Concession Fare Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$157.11	\$167.66
<i>Concession Fare Trips Details:</i>			SERVICE UTILIZATION		
Child Passenger Trips			Reg. Serv. Pass. / Capita	5.89	5.44
Student Passenger Trips			Reg. Serv. Pass. / Rev. Veh. Hr.	17.97	17.24
Senior Passenger Trips			AMOUNT OF SERVICE		
REGULAR SERVICE PASSENGER TRIPS	144,269	133,249	Rev. Veh. Hrs. / Capita	0.33	0.32
Regular Service Passenger-Kms	8,656,140	7,994,940	AVERAGE SPEED		
Auxiliary Service Passenger Trips			Rev. Veh. Kms. / Rev. Veh. Hr.	36.51	36.30

OPERATING EXPENSES

Transportation Operations Expenses	\$1,798,751	\$1,733,064	LABOUR PRODUCTIVITY		
Fuel/Energy Exp. for Vehicles			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Vehicle Maintenance Expenses			TOP WAGE RATES		
Plant Maintenance Expenses	\$19,689	\$22,227	Operators		
General/Administration Expenses	\$74,246	\$33,300	Mechanics		
TOTAL DIRECT OPERATING EXPENSES	\$1,892,686	\$1,788,591			
Debt Service Payment					
Total Operating Expenses	\$1,892,686	\$1,788,591			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,148,565	\$1,062,483
TOTAL OPERATING REVENUES	\$1,168,765	\$1,081,152
Total Revenues	\$1,168,765	\$1,081,152
NET DIRECT OPERATING COST	\$723,921	\$707,439
NET OPERATING COST	\$723,921	\$707,439

Federal Operating Contribution

Provincial Operating Contribution	\$260,780	\$244,637
Municipal Operating Contribution	\$483,550	\$498,802
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$13,434
Total Capital Disposals	
TOTAL CAPITAL FUNDING	\$13,434
Federal Capital Contribution	
Provincial Capital Contribution	
Municipal Capital Contribution	\$13,434
Other Capital Contributions	

Clearview

Transit Contact: Tim Hendry
Marketing & Communications Coordinator

Statistical Contact: Tim Hendry
Marketing & Communications Coordinator
Phone: 705-428-6230 x240 Fax:
Email: thendry@clearview.ca

SYSTEM HIGHLIGHTS:

- System established: 21-10-2016
- Serves: Clearview Township
- Municipal Population: 14,151
- Service Area Population: 4,029
- Service Area Size km²: 3.6
- Service provided by: Municipal Department, under contract with Sinton Landmark

Hours of Service:

Monday	6:30 - 20:30	Friday	6:30 - 20:30
Tuesday	6:30 - 20:30	Saturday	6:30 - 20:30
Wednesday	6:30 - 20:30	Sunday	8:30 - 17:30
Thursday	6:30 - 20:30	Holidays	N/A

Employees Statistics:
Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 8,698
- Total Operating Revenues: \$14,995
- Total Direct Operating Expenses: \$271,119
- Active Vehicles: 1
 - Standard Buses 1

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 1
- Number of Accessible Routes: 1
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
- Gasoline 40,055

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	8,696 100.00%	4,080 100.00%	120,000 100.00%	29.41
TOTAL	8,696	4,080	120,000	29.41

REMARKS:

In 2017 Clearview Township installed a smart card payment system along with an AODA compliant Next Stop Announcement System and visual signage on the transit vehicle.

Clearview

FARE STRUCTURE

Effective Date: 23-03-2018	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.00		\$40.00		18+
Children	\$2.00		\$30.00		4+
Students	\$2.00		\$30.00		Valid Student ID
Seniors	\$2.00		\$40.00		65+
Other: < 4					Free

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	1		1	1	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					1
Streetcar					Electric
TOTAL ACTIVE VEHICLES	1	0	1	1	- Trolley
Total Low-Floor Bus (30'-60')	1	Average Bus Age (years)	0.0		- Battery
					- Fuel Cell
				TOTAL	1

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres		120,000	FINANCIAL		
Total Vehicle Kilometres		120,000	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		6%
Revenue Vehicle Hours		4,080	Municipal Operating Contribution / Capita	\$67.34	
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$29.45	
Total Vehicle Hours		4,080			
Operators Paid Hours			AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.60	
Total Employee Paid Hours					

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips			FINANCIAL		
Concession Fare Trips		8,698	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		6%
Concession Fare Trips:			Municipal Operating Contribution / Capita	\$67.34	
Child Passenger Trips			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$29.45	
Student Passenger Trips					
Senior Passenger Trips			AVERAGE FARE		
			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.60	

REGULAR SERVICE PASSENGER TRIPS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Regular Service Passenger-Kms			FINANCIAL		
Auxiliary Service Passenger Trips			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		6%

OPERATING EXPENSES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Transportation Operations Expenses			FINANCIAL		
Fuel/Energy Exp. for Vehicles		\$230,297	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		6%
Vehicle Maintenance Expenses		\$38,853	Municipal Operating Contribution / Capita	\$67.34	
Plant Maintenance Expenses			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$29.45	
General/Administration Expenses					
TOTAL DIRECT OPERATING EXPENSES	\$271,119		AVERAGE FARE		
Debt Service Payment			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.60	
Total Operating Expenses		\$286,307			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES		\$13,875	FINANCIAL		
TOTAL OPERATING REVENUES	\$14,995		Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		6%
Total Revenues		\$14,995	Municipal Operating Contribution / Capita	\$67.34	

NET DIRECT OPERATING COST

	2016	2017	PERFORMANCE INDICATORS	2016	2017
NET OPERATING COST	\$256,124		FINANCIAL		
Federal Operating Contribution			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		6%
Provincial Operating Contribution			Municipal Operating Contribution / Capita	\$67.34	

Municipal Operating Contribution

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Other Operating Contributions			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		6%
Federal Debt Service Contribution			Municipal Operating Contribution / Capita	\$67.34	

Provincial Debt Service Contribution

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Provincial Debt Service Contribution			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		6%
Municipal Debt Service Contribution			Municipal Operating Contribution / Capita	\$67.34	

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
TOTAL CAPITAL EXPENDITURES	\$114,019		FINANCIAL		
Total Capital Disposals			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		6%
TOTAL CAPITAL FUNDING	\$114,019		Municipal Operating Contribution / Capita	\$67.34	
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

Cobourg

Transit Contact: Laurie Wills
Director of Public Works

Statistical Contact: Renee Champagne
Public Transit Administrator
Phone: 905-372-4555 Fax: 905-372-0009
Email: rchampagne@cobourg.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1976
- Serves: Town of Cobourg
- Municipal Population: 18,519
- Service Area Population: 10,741
- Service Area Size km²: 13.0
- Service provided by: Municipal Department, under contract with Century Transportation
- Hours of Service:

Monday	6:15 - 19:45	Friday	6:15 - 19:45
Tuesday	6:15 - 19:45	Saturday	8:15 - 18:45
Wednesday	6:15 - 19:45	Sunday	8:45 - 15:45
Thursday	6:15 - 19:45	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations:

Union Information N/A (Operators)	Union Information N/A (Mechanics)
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Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	120,348 100.00%	8,746 100.00%	190,260 100.00%	21.75
TOTAL	120,348	8,746	190,260	21.75

Cobourg

FARE STRUCTURE

Effective Date:	01-09-2006	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.00	\$1.60	\$60.00		
Children		\$2.00	\$1.60	\$25.00		< 5 = Free
Students		\$2.00	\$1.60	\$50.00		Student ID
Seniors		\$2.00	\$1.60	\$30.00		

VEHICLES (2017)

	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	Electric
Bus	5		5.8		2	2	- Diesel	5
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							- Trolley	
Locomotive							- Battery	
Streetcar							- Fuel Cell	
TOTAL ACTIVE VEHICLES	5	0			2	2	TOTAL	5
Total Low-Floor Bus (30'-60')	4		Average Bus Age (years)	5.8				

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	242,160	190,260	FINANCIAL		
Total Vehicle Kilometres	242,160	190,260	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	19%	16%
Revenue Vehicle Hours	8,704	8,746	Municipal Operating Contribution / Capita	\$39.07	\$46.16
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.70	\$6.27
Total Vehicle Hours	8,704	8,746			

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

REGULAR SERVICE PASSENGER TRIPS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Regular Service Passenger-Kms	104,103	104,651	FINANCIAL		
Auxiliary Service Passenger Trips	780,773	732,557	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	19%	16%

OPERATING EXPENSES

Transportation Operations Expenses	\$575,037	\$639,139	PERFORMANCE INDICATORS	2016	2017
Fuel/Energy Exp. for Vehicles			FINANCIAL		
Vehicle Maintenance Expenses	\$10,331		Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	19%	16%
Plant Maintenance Expenses	\$13,628	\$123,824	Municipal Operating Contribution / Capita	\$39.07	\$46.16
General/Administration Expenses	\$8,423	\$16,348	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.70	\$6.27
TOTAL DIRECT OPERATING EXPENSES	\$607,420	\$779,310			
Debt Service Payment					
Total Operating Expenses	\$742,490	\$806,179			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$115,787	\$119,992	PERFORMANCE INDICATORS	2016	2017
TOTAL OPERATING REVENUES	\$118,375	\$123,380	FINANCIAL		
Total Revenues	\$118,375	\$123,380	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	19%	16%
NET DIRECT OPERATING COST	\$489,046	\$655,931	Municipal Operating Contribution / Capita	\$39.07	\$46.16
NET OPERATING COST	\$624,116	\$682,800	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.70	\$6.27
Federal Operating Contribution					
Provincial Operating Contribution	\$187,000	\$187,000			
Municipal Operating Contribution	\$419,599	\$495,799			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
CAPITAL EXPENSES AND FUNDING SOURCES					
TOTAL CAPITAL EXPENDITURES	\$52,192	\$103,776			
Total Capital Disposals					
TOTAL CAPITAL FUNDING	\$52,192	\$103,776			
Federal Capital Contribution					
Provincial Capital Contribution		\$32,320			
Municipal Capital Contribution	\$52,192	\$71,456			
Other Capital Contributions					

Collingwood

Transit Contact: Kristofer Wiszniak
Public Works and Tranist Coordinator

Statistical Contact: Kristofer Wiszniak
Public Works and Tranist Coordinator
Phone: 705-445-1292 Fax: 7054451286
Email: kwiszniak@collingwood.ca

SYSTEM HIGHLIGHTS:

- System established: 10-10-1982
- Adult Cash Fare: \$2.00
- Serves: Town of Collingwood, Town of Wasaga Beach, Town of The Blue Mountains
- Ridership (revenue passengers): 207,411
- Municipal Population: 43,231
- Total Operating Revenues: \$307,855
- Service Area Population: 19,000
- Total Direct Operating Expenses: \$833,082
- Service Area Size km²: 27.1
- Active Vehicles: 9
- Service provided by: Municipal Department, under contract with Sinton Landmark
- Standard Buses: 7
- Hours of Service:

Monday	6:30 - 21:00	Friday	6:30 - 21:00
Tuesday	6:30 - 21:00	Saturday	7:00 - 18:00
Wednesday	6:30 - 21:00	Sunday	9:00 - 17:00
Thursday	6:30 - 21:00	Holidays	N/A
- 2
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Number of Fixed Routes: 5
- Number of Accessible Routes: 0
- Energy Consumption:

- Diesel:	192,419 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	
- Union Affiliations:

Union Information N/A (Operators)	
Union Information N/A (Mechanics)	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	207,411 100.00%	24,772 100.00%	472,742 100.00%	19.08
TOTAL	207,411	24,772	472,742	19.08

Collingwood

FARE STRUCTURE

Effective Date:	05-05-2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.00		\$40.00		
Children						< 5 = Free
Students		\$1.50		\$30.00		
Seniors		\$1.50		\$30.00		

VEHICLES (2017)

	Active		Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.		Internal Combustion
Bus	9		5.7		5	- Diesel
Commuter Rail						- Biodiesel (all blends)
Ferry						- Natural Gas (CNG or LNG)
Heavy Rail						- Other
Light Rail						Electric
Locomotive						- Trolley
Streetcar						- Battery
TOTAL ACTIVE VEHICLES	9	0		5	3	- Fuel Cell
Total Low-Floor Bus (30'-60')	8		Average Bus Age (years)	5.7		TOTAL
						9

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	238,042	472,742	FINANCIAL		
Total Vehicle Kilometres	392,916	477,898	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	23%	37%
Revenue Vehicle Hours	14,204	24,772	Municipal Operating Contribution / Capita	\$23.71	\$27.54
Auxiliary Revenue Vehicle Hours	7,265		Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.78	\$2.53
Total Vehicle Hours	22,624	25,688	AVERAGE FARE		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$0.83	\$1.48
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.61	\$4.02

PASSENGER DATA

Adult Passenger Trips	210,619	207,411	COST EFFICIENCY	2016	2017
Concession Fare Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$50.36	\$47.29
<i>Concession Fare Trips Details:</i>			SERVICE UTILIZATION		
Child Passenger Trips			Reg. Serv. Pass. / Capita	11.09	10.92
Student Passenger Trips			Reg. Serv. Pass. / Rev. Veh. Hr.	14.83	8.37
Senior Passenger Trips			AMOUNT OF SERVICE		
REGULAR SERVICE PASSENGER TRIPS	210,619	207,411	Rev. Veh. Hrs. / Capita	0.75	1.30
Regular Service Passenger-Kms			AVERAGE SPEED		
Auxiliary Service Passenger Trips			Rev. Veh. Kms. / Rev. Veh. Hr.	16.76	19.08

OPERATING EXPENSES

Transportation Operations Expenses	\$561,742	\$576,310	LABOUR PRODUCTIVITY	2016	2017
Fuel/Energy Exp. for Vehicles	\$116,394	\$128,141	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Vehicle Maintenance Expenses	\$48,879	\$90,194	TOP WAGE RATES		
Plant Maintenance Expenses	\$33,143	\$36,826	Operators		
General/Administration Expenses		\$1,611	Mechanics		
TOTAL DIRECT OPERATING EXPENSES	\$760,158	\$833,082			
Debt Service Payment					
Total Operating Expenses	\$1,139,321	\$1,214,672			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$173,835	\$307,855	FEDERAL OPERATING CONTRIBUTION	2016	2017
TOTAL OPERATING REVENUES	\$173,835	\$307,855	Provincial Operating Contribution	\$286,432	\$286,366
Total Revenues	\$402,478	\$307,855	Municipal Operating Contribution	\$450,411	\$523,181
NET DIRECT OPERATING COST	\$586,323	\$525,227	Other Operating Contributions		\$97,240
NET OPERATING COST	\$736,843	\$906,817	Federal Debt Service Contribution		
Federal Operating Contribution			Provincial Debt Service Contribution		
Provincial Operating Contribution			Municipal Debt Service Contribution		
Municipal Operating Contribution					
Other Operating Contributions					

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$134,537	\$915,650
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$134,537	\$915,649
Federal Capital Contribution		\$413,601
Provincial Capital Contribution		
Municipal Capital Contribution		
Other Capital Contributions	\$134,537	\$502,048

Cornwall

Transit Contact: Len Tapp
Division Manager

Statistical Contact: Len Tapp
Division Manager
Phone: 613-930-2787 x22 Fax: 613-932-9906
Email: ltapp@cornwall.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: The City of Cornwall
- Municipal Population: 46,340
- Service Area Population: 46,340
- Service Area Size km²: 61.5
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:00 - 23:45	Friday	6:00 - 23:45
Tuesday	6:00 - 23:45	Saturday	6:30 - 23:45
Wednesday	6:00 - 23:45	Sunday	N/A
Thursday	6:00 - 23:45	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators	20	5
Other Transportation Operations	3	
Vehicle Mechanics	5	
Other Vehicle Maintenance and Servicing	2	
Plant and Other Maintenance	1	
General and Administration	2	
TOTAL EMPLOYEES	33	5
- Union Affiliations:

ATU	946 (Operators)
CUPE	234 (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	894,485 100.00%	38,159 100.00%	802,215 100.00%	21.02
TOTAL	894,485	38,159	802,215	21.02

Cornwall

FARE STRUCTURE

Effective Date: 01-05-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.90	\$2.40	\$64.00		18 - 64
Children	\$2.75	\$2.00			Grades 1 to 6
Students	\$2.90	\$2.20	\$52.00		Grades 7 to 12 and College
Seniors	\$2.90	\$2.20	\$44.00		65 +
Other: Low Income			\$44.00		O.D.S.P. & Ontario Works

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	11	10.4	10	8	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	11	0	10	8	- Battery
Total Low-Floor Bus (30'-60')	11	Average Bus Age (years)	10.4		- Fuel Cell
					TOTAL
					11

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	848,832	802,215	FINANCIAL		
Total Vehicle Kilometres	848,832	802,215	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	26%	27%
Revenue Vehicle Hours	38,159	38,159	Municipal Operating Contribution / Capita	\$54.32	\$53.92
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.09	\$3.77
Total Vehicle Hours	38,159	38,159			
Operators Paid Hours	49,880	49,880	AVERAGE FARE		
Vehicle Mechanics Paid Hours	10,400	10,400	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.37	\$1.32
Total Employee Paid Hours	76,530	76,530			

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips	456,470	467,393	FINANCIAL		
Concession Fare Trips	285,758	338,449	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	26%	27%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$54.32	\$53.92
Child Passenger Trips	2,969	2,693	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.09	\$3.77
Student Passenger Trips	172,197	213,434			
Senior Passenger Trips	110,592	122,322	AVERAGE FARE		
REGULAR SERVICE PASSENGER TRIPS	742,228	805,842	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.37	\$1.32
Regular Service Passenger-Kms	4,453,368	4,835,052			
Auxiliary Service Passenger Trips	5,604		COST EFFECTIVENESS		

OPERATING EXPENSES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Transportation Operations Expenses	\$2,151,894	\$2,094,612	FINANCIAL		
Fuel/Energy Exp. for Vehicles	\$313,998	\$396,159	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	26%	27%
Vehicle Maintenance Expenses	\$1,006,340	\$1,053,108	Municipal Operating Contribution / Capita	\$54.32	\$53.92
Plant Maintenance Expenses	\$294,923	\$280,162	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.09	\$3.77
General/Administration Expenses	\$326,427	\$332,470			
TOTAL DIRECT OPERATING EXPENSES	\$4,093,582	\$4,156,511	AVERAGE SPEED		
Debt Service Payment			Rev. Veh. Kms. / Rev. Veh. Hr.	22.24	21.02
Total Operating Expenses	\$4,093,362	\$4,156,511			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES	\$1,019,409	\$1,066,477	FINANCIAL		
TOTAL OPERATING REVENUES	\$1,059,512	\$1,121,714	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	26%	27%
Total Revenues	\$1,252,434	\$1,360,366	Municipal Operating Contribution / Capita	\$54.32	\$53.92
NET DIRECT OPERATING COST	\$3,034,070	\$3,034,797	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.09	\$3.77
NET OPERATING COST	\$2,840,928	\$2,796,145			

Federal Operating Contribution

Provincial Operating Contribution	\$269,594	\$223,800
Municipal Operating Contribution	\$2,516,968	\$2,498,756

Other Operating Contributions

Federal Debt Service Contribution		
Provincial Debt Service Contribution	\$54,366	\$78,589
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
TOTAL CAPITAL EXPENDITURES	\$1,066,431	\$1,542,000	FINANCIAL		
Total Capital Disposals			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	26%	27%
TOTAL CAPITAL FUNDING	\$117,377	\$1,542,000	Municipal Operating Contribution / Capita	\$54.32	\$53.92
Federal Capital Contribution			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.09	\$3.77
Provincial Capital Contribution	\$117,377	\$771,000			
Municipal Capital Contribution					
Other Capital Contributions					

Deseronto

Transit Contact: Susan Stolarchuk
Administrator

Statistical Contact: Susan Stolarchuk
Administrator

Phone: 613-396-4008 Fax: 613-396-3141
Email: sstolarchuk@deseronto.ca

SYSTEM HIGHLIGHTS:

- System established: 08-01-2007
- Serves: Town of Deseronto, Greater Napanee, Tyendinaga Township
- Municipal Population: 21,485
- Service Area Population: 13,974
- Service Area Size km²: 463.8
- Service provided by: Municipal Department
- Adult Cash Fare:
- Ridership (revenue passengers): 11,971
- Total Operating Revenues: \$106,059
- Total Direct Operating Expenses: \$334,986
- Active Vehicles: 3
 - Small Community Buses 3
 - Standard Buses
- Percentage of accessible bus fleet: 66.67%
- Percentage of accessible transit fleet: 66.67%

Hours of Service:

Monday	4:30 - 00:00	Friday	4:30 - 00:00
Tuesday	4:30 - 00:00	Saturday	4:30 - 19:00
Wednesday	4:30 - 00:00	Sunday	4:30 - 19:00
Thursday	4:30 - 00:00	Holidays	N/A

Employees Statistics:

	Full-time	Part-time	
Operators	2	5	
Other Transportation Operations			
Vehicle Mechanics			
Other Vehicle Maintenance and Servicing			
Plant and Other Maintenance			
General and Administration	1	1	Gasoline (litres) 54,441
TOTAL EMPLOYEES	3	6	

- Union Affiliations: Union Information N/A (Operators)
- Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	12,308 100.00%	6,009 100.00%	271,292 100.00%	45.15
TOTAL	12,308	6,009	271,292	45.15

Deseronto

FARE STRUCTURE

Effective Date: 01-01-2015

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
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Adults
Children
Students
Seniors

VEHICLES (2017)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion
Bus	2	1	3.0	9.0	2	2	- Diesel
Commuter Rail							- Biodiesel (all blends)
Ferry							- Natural Gas (CNG or LNG)
Heavy Rail							- Other
Light Rail							
Locomotive							
Streetcar							
TOTAL ACTIVE VEHICLES	2	1			2	2	Electric
Total Low-Floor Bus (30'-60')	1		Average Bus Age (years)		5.0		- Trolley
							- Battery
							- Fuel Cell
							TOTAL

	2016	2017	PERFORMANCE INDICATORS	2016	2017
VEHICLE KILOMETRES AND HOURS			FINANCIAL		
Revenue Vehicle Kilometres	279,806	271,292	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	32%
Total Vehicle Kilometres	309,815	301,796	Municipal Operating Contribution / Capita	\$4.65	\$4.45
Revenue Vehicle Hours	5,537	6,009	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$16.02	\$19.12
Auxiliary Revenue Vehicle Hours	29	52			
Total Vehicle Hours	6,331	6,829	AVERAGE FARE		
Operators Paid Hours	7,094	6,829	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$8.68	\$8.66
Vehicle Mechanics Paid Hours					
Total Employee Paid Hours	9,455	8,831	COST EFFECTIVENESS		
PASSENGER DATA			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$24.75	\$27.98
Adult Passenger Trips	11,179	10,331	COST EFFICIENCY		
Concession Fare Trips	2,004	1,640	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$51.54	\$49.05
Concession Fare Trips Details:					
Child Passenger Trips	215	172	SERVICE UTILIZATION		
Student Passenger Trips	435	346	Reg. Serv. Pass. / Capita	0.94	0.86
Senior Passenger Trips	1,354	1,122	Reg. Serv. Pass. / Rev. Veh. Hr.	2.38	1.99
REGULAR SERVICE PASSENGER TRIPS	13,183	11,971	AMOUNT OF SERVICE		
Regular Service Passenger-Kms	329,575	299,275	Rev. Veh. Hrs. / Capita	0.40	0.43
Auxiliary Service Passenger Trips					
OPERATING EXPENSES			AVERAGE SPEED		
Transportation Operations Expenses	\$141,740	\$144,960	Rev. Veh. Kms. / Rev. Veh. Hr.	50.53	45.15
Fuel/Energy Exp. for Vehicles	\$52,250	\$59,269			
Vehicle Maintenance Expenses	\$39,838	\$48,950	LABOUR PRODUCTIVITY		
Plant Maintenance Expenses		\$1,262	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.78	0.89
General/Administration Expenses	\$92,496	\$80,545			
TOTAL DIRECT OPERATING EXPENSES	\$326,324	\$334,986	TOP WAGE RATES		
Debt Service Payment			Operators	\$16.49	\$16.61
Total Operating Expenses	\$326,324	\$334,986	Mechanics		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS					
REGULAR SERV. PASS. REVENUES	\$114,441	\$103,639			
TOTAL OPERATING REVENUES	\$115,115	\$106,059			
Total Revenues	\$115,115	\$106,059			
NET DIRECT OPERATING COST	\$211,209	\$228,927			
NET OPERATING COST	\$211,209	\$228,927			
Federal Operating Contribution					
Provincial Operating Contribution	\$111,709	\$130,227			
Municipal Operating Contribution	\$65,000	\$62,200			
Other Operating Contributions	\$34,500	\$36,500			
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
CAPITAL EXPENSES AND FUNDING SOURCES					
TOTAL CAPITAL EXPENDITURES		\$64,345			
Total Capital Disposals		\$2,400			
TOTAL CAPITAL FUNDING		\$64,345			
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions		\$64,345			

Durham Region

Transit Contact: Vincent Patterson
General Manager

Statistical Contact: Deanna Wilson
Corporate Services Coordinator
Phone: 905-668-7711 x3701 Fax: 905-666-6193
Email: deanna.wilson@durham.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-2006
- Serves: Durham Region
- Municipal Population: 685,100
- Service Area Population: 579,446
- Service Area Size km²: 405.9
- Service provided by: Transit Commission, under contract with Pacific Western Transit

Hours of Service:

Monday	4:14 - 1:51	Friday	4:14 - 1:51
Tuesday	4:14 - 1:51	Saturday	6:00 - 1:53
Wednesday	4:14 - 1:51	Sunday	5:45 - 1:48
Thursday	4:14 - 1:51	Holidays	5:45 - 1:48

Employees Statistics:

	Full-time	Part-time
Operators	256	61
Other Transportation Operations	26	1
Vehicle Mechanics	31	
Other Vehicle Maintenance and Servicing	34	9
Plant and Other Maintenance	2	
General and Administration	32	1
TOTAL EMPLOYEES	381	72

- Union Affiliations:
 - Unifor 222 (Operators)
 - Unifor 222 (Mechanics)
 - Unifor 222 (Administration)

- Adult Cash Fare: \$3.75
- Ridership (revenue passengers): 10,230,396
- Total Operating Revenues: \$26,577,972
- Total Direct Operating Expenses: \$70,486,646
- Active Vehicles:
 - Standard Buses 190

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 53
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel: 6,936,844 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	12,085,647	100.00%	510,070	100.00%
TOTAL	12,085,647		510,070	13,169,026

Durham Region

FARE STRUCTURE

Effective Date: 01-05-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.75	\$3.10	\$117.00		
Children	\$2.50	\$2.10	\$65.00		Age 6 to 12 inclusive
Students	\$3.75	\$2.80	\$93.50	re-labelled "Youth"	Age 13 to 19 inclusive
Seniors	\$2.50	\$2.10	\$46.00		Age 65 and over
Other: GO Rail Passenger	\$0.80				Co-Fare with valid GO fare

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	190	7.5	152	95	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	190	0	152	95	- Battery
Total Low-Floor Bus (30'-60')	190	Average Bus Age (years)	7.5		- Fuel Cell
				TOTAL	190

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	12,848,203	13,169,026	FINANCIAL		
Total Vehicle Kilometres	13,747,559	14,299,313	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	39%	38%
Revenue Vehicle Hours	500,249	510,070	Municipal Operating Contribution / Capita	\$82.98	\$87.91
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.98	\$4.29
Total Vehicle Hours	535,266	545,774	AVERAGE FARE		
Operators Paid Hours	745,076	779,643	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.45	\$2.51
Vehicle Mechanics Paid Hours	89,701	89,141	COST EFFECTIVENESS		
Total Employee Paid Hours	1,022,400	1,129,218	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$6.52	\$6.89
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	7,358,575	7,482,134	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$124.14	\$129.15
Concession Fare Trips	2,833,749	2,748,262	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	17.96	17.66
Child Passenger Trips	84,877	89,596	Reg. Serv. Pass. / Rev. Veh. Hr.	20.37	20.06
Student Passenger Trips	1,308,451	1,212,381	AMOUNT OF SERVICE		
Senior Passenger Trips	432,770	459,118	Rev. Veh. Hrs. / Capita	0.88	0.88
REGULAR SERVICE PASSENGER TRIPS	10,192,324	10,230,396	AVERAGE SPEED		
Regular Service Passenger-Kms	82,239,304	82,139,399	Rev. Veh. Kms. / Rev. Veh. Hr.	25.68	25.82
Auxiliary Service Passenger Trips			LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.67	0.65
Transportation Operations Expenses	\$36,773,286	\$39,750,526	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles	\$5,409,710	\$6,445,758	Operators	\$30.83	\$31.29
Vehicle Maintenance Expenses	\$12,138,753	\$12,240,111	Mechanics	\$37.97	\$38.79
Plant Maintenance Expenses	\$3,054,651	\$2,764,595			
General/Administration Expenses	\$9,069,484	\$9,285,656			
TOTAL DIRECT OPERATING EXPENSES	\$66,445,883	\$70,486,646			
Debt Service Payment	\$967,144	\$980,877			
Total Operating Expenses	\$75,668,115	\$80,212,511			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$24,961,317	\$25,695,643
TOTAL OPERATING REVENUES	\$25,843,151	\$26,577,972
Total Revenues	\$25,918,630	\$26,609,403
NET DIRECT OPERATING COST	\$40,602,732	\$43,908,674
NET OPERATING COST	\$49,749,486	\$53,603,108
Federal Operating Contribution		
Provincial Operating Contribution	\$1,611,000	\$1,611,000
Municipal Operating Contribution	\$47,082,357	\$50,936,686
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution	\$1,056,128	\$1,055,422
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	\$28,649,597	\$23,030,682
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$14,960,889	\$26,968,508
Federal Capital Contribution		
Provincial Capital Contribution	\$13,795,572	\$25,579,290
Municipal Capital Contribution	\$1,165,317	\$1,389,218
Other Capital Contributions		

Elliot Lake

Transit Contact: Daryl Halloch
Manager of Environmental Services

Statistical Contact: Daryl Halloch
Manager of Environmental Services
Phone: 705-848-2287 x2702 Fax: 705-461-7242
Email: dhalloch@city.elliottlake.on.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1984
- Serves: City of Elliot Lake
- Municipal Population: 10,498
- Service Area Population: 10,498
- Service Area Size km²: 16.0
- Service provided by: Municipal Department, under contract with AJ Bus Lines

Hours of Service:

Monday	7:00 - 18:30	Friday	7:00 - 21:30
Tuesday	7:00 - 18:30	Saturday	7:00 - 18:30
Wednesday	7:00 - 18:30	Sunday	N/A
Thursday	7:00 - 21:30	Holidays	N/A

Employees Statistics:

	Full-time	Part-time
Operators	4	3
Other Transportation Operations	1	
Vehicle Mechanics	3	
Other Vehicle Maintenance and Servicing		1
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES	8	4

- Union Affiliations: Union Information N/A (Operators)
CUPE 170 (Mechanics)

- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 99,108
- Total Operating Revenues: \$183,276
- Total Direct Operating Expenses: \$475,735
- Active Vehicles: 3
 - Small Community Buses 3

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 4
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel: 44,711 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	99,108 100.00%	6,988 100.00%	179,168 100.00%	25.64
TOTAL	99,108	6,988	179,168	25.64

Elliot Lake

FARE STRUCTURE

Effective Date: 01-01-2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.50	\$2.00	\$62.00		
Children					
Students	\$2.25	\$2.00	\$52.00		
Seniors	\$2.25	\$2.00	\$52.00		

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	3	1.7	2	2	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	3	0	2	2	- Battery
Total Low-Floor Bus (30'-60')	3	Average Bus Age (years)	1.7		- Fuel Cell
					TOTAL

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	173,016	179,168	FINANCIAL		
Total Vehicle Kilometres	176,416	182,718	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	50%	39%
Revenue Vehicle Hours	6,988	6,988	Municipal Operating Contribution / Capita	\$21.78	\$27.11
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.14	\$2.95
Total Vehicle Hours	7,092	7,092	AVERAGE FARE		
Operators Paid Hours	8,472	8,472	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.89	\$1.81
Vehicle Mechanics Paid Hours	1,481	1,481	COST EFFECTIVENESS		
Total Employee Paid Hours	11,877	12,813	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.29	\$4.80
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	52,971	52,589	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$63.65	\$67.08
Concession Fare Trips	52,245	46,519	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	10.02	9.44
<i>Child Passenger Trips</i>			Reg. Serv. Pass. / Rev. Veh. Hr.	15.06	14.18
<i>Student Passenger Trips</i>	6,332	3,956	AMOUNT OF SERVICE		
<i>Senior Passenger Trips</i>	29,725	25,427	Rev. Veh. Hrs. / Capita	0.67	0.67
REGULAR SERVICE PASSENGER TRIPS	105,216	99,108	AVERAGE SPEED		
Regular Service Passenger-Kms	315,648	297,324	Rev. Veh. Kms. / Rev. Veh. Hr.	24.76	25.64
Auxiliary Service Passenger Trips			LABOUR PRODUCTIVITY		
			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.82	0.82
OPERATING EXPENSES			TOP WAGE RATES		
Transportation Operations Expenses	\$298,592	\$297,264	Operators	\$16.90	\$18.35
Fuel/Energy Exp. for Vehicles	\$52,727	\$40,296	Mechanics	\$28.99	\$28.91
Vehicle Maintenance Expenses	\$75,849	\$103,555			
Plant Maintenance Expenses		\$10,967			
General/Administration Expenses	\$24,231	\$23,652			
TOTAL DIRECT OPERATING EXPENSES	\$451,399	\$475,735			
Debt Service Payment					
Total Operating Expenses	\$455,399	\$478,935			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$199,218	\$179,276
TOTAL OPERATING REVENUES	\$226,726	\$183,276
Total Revenues	\$226,726	\$183,276
NET DIRECT OPERATING COST	\$224,673	\$292,459
NET OPERATING COST	\$228,673	\$295,659

Federal Operating Contribution

Provincial Operating Contribution

Municipal Operating Contribution

Other Operating Contributions

Federal Debt Service Contribution

Provincial Debt Service Contribution

Municipal Debt Service Contribution

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$200,437
Total Capital Disposals	
TOTAL CAPITAL FUNDING	\$200,437
Federal Capital Contribution	
Provincial Capital Contribution	\$200,437
Municipal Capital Contribution	
Other Capital Contributions	

Fort Erie

Transit Contact: Kelly Walsh, P. Eng.
Director, Infrastructure Services

Statistical Contact: Kelly Walsh, P. Eng.
Director, Infrastructure Services
Phone: 905-871-1600 x2400 Fax: 905-871-6411
Email: kwalsh@forterie.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1979
- Serves: Town of Fort Erie
- Municipal Population: 30,710
- Service Area Population: 21,497
- Service Area Size km²: 168.0
- Service provided by: Municipal Department, under contract with Tokmakjian Inc.

Hours of Service:

Monday	6:00 - 21:00	Friday	6:00 - 21:00
Tuesday	6:00 - 21:00	Saturday	6:00 - 21:00
Wednesday	6:00 - 21:00	Sunday	N/A
Thursday	6:00 - 21:00	Holidays	N/A

Employees Statistics:

	Full-time	Part-time
Operators	7	
Other Transportation Operations	1	
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	1	
TOTAL EMPLOYEES	9	

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

ATU 1582 (Niagara Transit)

- Disruption during 2017: Adverse Weather
Start Date: 2017-03-14
End Date: 2017-03-14
Duration: 1 days
- Disruption during 2016: Adverse Weather
Start Date: 2016-02-16
End Date: 2016-02-16
Duration: 1 days

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	52,602	100.00%	14,621	100.00%
TOTAL	52,602		14,621	361,073 24.70

REMARKS:

Fort Erie Transit introduced a new fare and service hours, new routes, onstreet facilities and stops on October 2, 2017. Onboard fare systems and statistical/GPS monitoring was also introduced on the system.

- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 52,602
- Total Operating Revenues: \$35,622
- Total Direct Operating Expenses: \$799,457
- Active Vehicles: 5
 - Standard Buses 5

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 4
- Number of Accessible Routes: 4
- Energy Consumption:
 - Diesel: 145,462 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Fort Erie

FARE STRUCTURE

Effective Date: 02-10-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.75		\$85.00	\$5.50	
Children	\$2.75			\$5.50	< 5 = Free
Students	\$2.75			\$5.50	
Seniors	\$2.75			\$5.50	
Other: Fort to Falls	\$3.50				Intermunicipal Fare to Niagara Falls

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	5	8.8	3	3	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	5	0	3	3	- Battery
Total Low-Floor Bus (30'-60')	5	Average Bus Age (years)	8.8		- Fuel Cell
				TOTAL	5

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	309,202	361,073	FINANCIAL		
Total Vehicle Kilometres	309,202	361,073	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	6%	4%
Revenue Vehicle Hours	8,791	14,621	Municipal Operating Contribution / Capita	\$16.56	\$31.51
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$11.10	\$14.52
Total Vehicle Hours	8,791	14,621	AVERAGE FARE		
Operators Paid Hours	8,080	12,740	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$0.63	\$0.64
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours	11,980	16,640	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$11.75	\$15.20
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	49,720	46,574	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$75.57	\$54.68
Concession Fare Trips	6,806	6,028	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	1.84	2.45
<i>Child Passenger Trips</i>			Reg. Serv. Pass. / Rev. Veh. Hr.	6.43	3.60
<i>Student Passenger Trips</i>			AMOUNT OF SERVICE		
<i>Senior Passenger Trips</i>			Rev. Veh. Hrs. / Capita	0.29	0.68
REGULAR SERVICE PASSENGER TRIPS	56,526	52,602	AVERAGE SPEED		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	35.17	24.70
Auxiliary Service Passenger Trips	2,827		LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	1.09	1.15
Transportation Operations Expenses	\$516,821	\$628,536	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles			Operators	\$16.25	\$16.50
Vehicle Maintenance Expenses			Mechanics		
Plant Maintenance Expenses					
General/Administration Expenses	\$147,549	\$170,921			
TOTAL DIRECT OPERATING EXPENSES	\$664,370	\$799,457			
Debt Service Payment					
Total Operating Expenses	\$664,370	\$799,457			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS					
REGULAR SERV. PASS. REVENUES	\$35,724	\$33,824			
TOTAL OPERATING REVENUES	\$36,972	\$35,622			
Total Revenues	\$36,972	\$35,622			
NET DIRECT OPERATING COST	\$627,398	\$763,835			
NET OPERATING COST	\$627,398	\$763,835			
Federal Operating Contribution					
Provincial Operating Contribution	\$118,912	\$119,944			
Municipal Operating Contribution	\$508,486	\$677,458			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
CAPITAL EXPENSES AND FUNDING SOURCES					
TOTAL CAPITAL EXPENDITURES					
Total Capital Disposals					
TOTAL CAPITAL FUNDING	\$13,834	\$33,567			
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution	\$13,834	\$33,567			
Other Capital Contributions					

GO (Metrolinx)

Transit Contact: Greg Percy
President GO Transit

Statistical Contact: Philippe Bellon

Phone: 416-202-5917 Fax: 416-214-0678
Email: Philippe.Bellon@metrolinx.com

SYSTEM HIGHLIGHTS:

- System established: 23-05-1967
- Serves: Greater Golden Horseshoe
- Municipal Population: 9,122,900
- Service Area Population: 9,122,900
- Service Area Size km²: .0
- Service provided by: Crown Corporation, under contract with Bombardier
- Adult Cash Fare:
- Ridership (revenue passengers): 68,464,543
- Total Operating Revenues: \$584,991,344
- Total Direct Operating Expenses: \$961,760,311
- Active Vehicles: 1,349
 - Commuter Rail Car 622
 - Other Rail 18
 - Commuter Rail Locomotive 75
 - Standard Buses 517
 - Double-Decker Buses 117
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 52.85%

- Hours of Service:

Monday	3:00 - 3:00	Friday	3:00 - 3:00
Tuesday	3:00 - 3:00	Saturday	3:00 - 3:00
Wednesday	3:00 - 3:00	Sunday	3:00 - 3:00
Thursday	3:00 - 3:00	Holidays	3:00 - 3:00

- Employees Statistics:

	Full-time	Part-time
Operators	747	78
Other Transportation Operations	557	203
Vehicle Mechanics	108	
Other Vehicle Maintenance and Servicing	13	12
Plant and Other Maintenance	415	30
General and Administration	1,477	36
TOTAL EMPLOYEES	3,317	359

- Union Affiliations:
 - ATU 1587 (Operators)
 - ATU 1587 (Mechanics)
 - IAMAW 235 (Contact Centre)

- Number of Fixed Routes: 44
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel: 23,600,022 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	16,925,289	23.25%	1,124,299	69.08%
Commuter Rail	55,867,336	76.75%	503,207	30.92%
TOTAL	72,792,625		1,627,506	46,422,784

REMARKS:

No fleet data was submitted for 2017. Fleet data from 2016 is used for comparability.

GO (Metrolinx)

FARE STRUCTURE

Effective Date:

Cash	Tickets/Cards (unit price)	Monthly Pass	Other Pass	Criteria
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Adults
Children
Students
Seniors

Fare varies by distance

VEHICLES (2017)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	Diesel
Bus	634		5.9				- Diesel	634
Commuter Rail	61	561	11.6	20.9	643	214	- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive		75		9.4	62	21	- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	695	636			705	235	- Fuel Cell	
Total Low-Floor Bus (30'-60')	117		Average Bus Age (years)		5.9		TOTAL	634

VEHICLE KILOMETRES AND HOURS	2016		2017		PERFORMANCE INDICATORS	2016	2017
	Revenue Vehicle Kilometres	46,065,622	Revenue Vehicle Hours	46,422,784	FINANCIAL		
Total Vehicle Kilometres	56,807,937		57,122,270		Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	70%	61%
Auxiliary Revenue Vehicle Hours	1,552,337		1,627,506		Municipal Operating Contribution / Capita		
Total Vehicle Hours	1,932,101		1,994,368		Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.57	\$5.50
Operators Paid Hours	1,293,828		1,257,828		AVERAGE FARE		
Vehicle Mechanics Paid Hours	157,710		169,516		Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$7.84	\$7.91
Total Employee Paid Hours	5,459,701		5,480,412		COST EFFECTIVENESS		
PASSENGER DATA					Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$11.91	\$14.05
Adult Passenger Trips					COST EFFICIENCY		
Concession Fare Trips					Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$426.47	\$482.24
<i>Concession Fare Trips Details:</i>					SERVICE UTILIZATION		
Child Passenger Trips					Reg. Serv. Pass. / Capita	7.71	7.50
Student Passenger Trips					Reg. Serv. Pass. / Rev. Veh. Hr.	44.57	42.07
Senior Passenger Trips					AMOUNT OF SERVICE		
REGULAR SERVICE PASSENGER TRIPS	69,193,574		68,464,543		Rev. Veh. Hrs. / Capita	0.17	0.18
Regular Service Passenger-Kms	2,485,638.331		2,459,449.376		AVERAGE SPEED		
Auxiliary Service Passenger Trips					Rev. Veh. Kms. / Rev. Veh. Hr.	29.68	28.52
OPERATING EXPENSES					LABOUR PRODUCTIVITY		
Transportation Operations Expenses	\$212,624,358		\$257,021,939		Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	1.20	1.29
Fuel/Energy Exp. for Vehicles	\$63,025,711		\$73,196,487		TOP WAGE RATES		
Vehicle Maintenance Expenses	\$117,506,009		\$148,237,948		Operators	\$33.20	\$33.96
Plant Maintenance Expenses	\$142,197,776		\$160,674,082		Mechanics	\$39.24	\$40.14
General/Administration Expenses	\$288,637,132		\$322,629,855				
TOTAL DIRECT OPERATING EXPENSES	\$823,990,986		\$961,760,311				
Debt Service Payment							
Total Operating Expenses	\$1,371,877,158		\$1,606,653,791				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS							
REGULAR SERV. PASS. REVENUES	\$542,140,010		\$541,754,880				
TOTAL OPERATING REVENUES	\$576,815,370		\$584,991,344				
Total Revenues	\$1,114,778,328		\$1,242,008,682				
NET DIRECT OPERATING COST	\$247,175,616		\$376,768,967				
NET OPERATING COST	\$257,098,829		\$364,645,108				
Federal Operating Contribution							
Provincial Operating Contribution							
Municipal Operating Contribution							
Other Operating Contributions							
Federal Debt Service Contribution							
Provincial Debt Service Contribution							
Municipal Debt Service Contribution							
CAPITAL EXPENSES AND FUNDING SOURCES							
TOTAL CAPITAL EXPENDITURES	\$2,793,412,163		\$3,532,924,551				
Total Capital Disposals	\$699,606		\$37,089,793				
TOTAL CAPITAL FUNDING	\$2,793,412,163		\$3,532,924,551				
Federal Capital Contribution	\$26,445,316		\$76,246,016				
Provincial Capital Contribution	\$2,759,305,123		\$3,377,402,860				
Municipal Capital Contribution	\$7,661,724		\$79,275,676				
Other Capital Contributions							

Greater Sudbury

Transit Contact: Michelle Ferrigan
Director of Transit Services

Statistical Contact: Andrew Poeta
Transit Planning Coordinator
Phone: 705-674-4455 x3039 Fax: 705-560-4571
Email: andrew.poeta@greatersudbury.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: City of Greater Sudbury
- Municipal Population: 160,274
- Service Area Population: 149,667
- Service Area Size km²: 225.4
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:00 - 2:00	Friday	6:00 - 2:00
Tuesday	6:00 - 2:00	Saturday	6:00 - 2:00
Wednesday	6:00 - 2:00	Sunday	6:00 - 2:00
Thursday	6:00 - 2:00	Holidays	6:00 - 2:00
- Adult Cash Fare: \$3.20
- Ridership (revenue passengers): 4,062,532
- Total Operating Revenues: \$7,880,010
- Total Direct Operating Expenses: \$19,990,359
- Active Vehicles:

- Small Community Buses	1
- Standard Buses	58
- Percentage of accessible bus fleet: 98.31%
- Percentage of accessible transit fleet: 98.31%
- Employees Statistics:

	Full-time	Part-time
Operators	73	57
Other Transportation Operations	5	
Vehicle Mechanics	9	
Other Vehicle Maintenance and Servicing	9	5
Plant and Other Maintenance		
General and Administration	15	3
TOTAL EMPLOYEES	111	65
- Number of Fixed Routes: 38
- Number of Accessible Routes: 38
- Energy Consumption:

- Diesel:	2,194,552 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	
- Union Affiliations:

CUPE 4705 (Operators)	CUPE 4705 (Mechanics)
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Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	4,475,381 100.00%	167,095 100.00%	4,206,402 100.00%	25.17
TOTAL	4,475,381	167,095	4,206,402	25.17

Greater Sudbury

FARE STRUCTURE

Effective Date: 01-01-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.20	\$2.50	\$87.00		
Children	\$2.30	\$1.90	\$52.00		5+, under 60" tall
Students	\$3.20	\$2.50	\$80.00		
Seniors	\$2.30	\$1.90	\$52.00		65+
Other: Special Reduced	\$2.30	\$1.90	\$50.00		Disability Pensioner

VEHICLES (2017)

	Active	Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.	Internal Combustion
Bus	58	1	7.1	9.0	- Diesel
Commuter Rail					- Biodiesel (all blends)
Ferry					- Natural Gas (CNG or LNG)
Heavy Rail					- Other
Light Rail					Electric
Locomotive					- Trolley
Streetcar					- Battery
TOTAL ACTIVE VEHICLES	58	1	44	30	- Fuel Cell
Total Low-Floor Bus (30'-60')	58		Average Bus Age (years)	7.1	TOTAL
					59

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	4,215,622	4,206,402	FINANCIAL		
Total Vehicle Kilometres	4,478,679	4,474,202	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	40%	39%
Revenue Vehicle Hours	167,095	167,095	Municipal Operating Contribution / Capita	\$76.21	\$76.89
Auxiliary Revenue Vehicle Hours	322	208	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.74	\$2.98
Total Vehicle Hours	167,567	167,453			
Operators Paid Hours		230,088	AVERAGE FARE		
Vehicle Mechanics Paid Hours	14,887	16,676	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.80	\$1.89
Total Employee Paid Hours	58,382	309,004			

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips	2,101,741	1,962,115	FINANCIAL		
Concession Fare Trips	2,077,242	2,100,417	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	40%	39%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$76.21	\$76.89
Child Passenger Trips	6,414	5,298	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.74	\$2.98
Student Passenger Trips	1,186,741	1,243,468			
Senior Passenger Trips	251,152	218,124	AVERAGE FARE		
REGULAR SERVICE PASSENGER TRIPS	4,178,983	4,062,532	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.80	\$1.89

REGULAR SERVICE PASSENGER-KMS**AUXILIARY SERVICE PASSENGER TRIPS****OPERATING EXPENSES**

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Transportation Operations Expenses	\$10,012,846	\$10,177,662	FINANCIAL		
Fuel/Energy Exp. for Vehicles	\$1,830,586	\$2,063,820	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	40%	39%
Vehicle Maintenance Expenses	\$3,602,679	\$3,603,364	Municipal Operating Contribution / Capita	\$76.21	\$76.89
Plant Maintenance Expenses	\$1,349,008	\$1,658,253	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.74	\$2.98
General/Administration Expenses	\$2,450,192	\$2,487,260			
TOTAL DIRECT OPERATING EXPENSES	\$19,245,311	\$19,990,359	AVERAGE FARE		
Debt Service Payment	\$407,692	\$398,495	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.80	\$1.89
Total Operating Expenses	\$19,657,503	\$20,394,432			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES	\$7,528,184	\$7,660,281	FINANCIAL		
TOTAL OPERATING REVENUES	\$7,791,871	\$7,880,010	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	40%	39%
Total Revenues	\$7,885,352	\$7,959,301	Municipal Operating Contribution / Capita	\$76.21	\$76.89
NET DIRECT OPERATING COST	\$11,453,440	\$12,110,349	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.74	\$2.98
NET OPERATING COST	\$11,772,151	\$12,435,131			
Federal Operating Contribution			AVERAGE SPEED		
Provincial Operating Contribution	\$1,235,806	\$927,929	Rev. Veh. Kms. / Rev. Veh. Hr.	25.23	25.17
Municipal Operating Contribution	\$10,516,345	\$11,507,202			
Other Operating Contributions		\$20,000	LABOUR PRODUCTIVITY		

Federal Debt Service Contribution**Provincial Debt Service Contribution****Municipal Debt Service Contribution****CAPITAL EXPENSES AND FUNDING SOURCES**

	2016	2017
TOTAL CAPITAL EXPENDITURES	\$3,184,613	\$7,506,707
Total Capital Disposals	\$1,188,644	\$2,466,916
TOTAL CAPITAL FUNDING	\$3,184,613	\$7,506,706
Federal Capital Contribution		\$3,131,918
Provincial Capital Contribution	\$2,462,859	\$1,584,118
Municipal Capital Contribution	\$646,602	\$2,641,148
Other Capital Contributions	\$75,152	\$149,522

Guelph

Transit Contact: Robin Gerus
General Manager

Statistical Contact: Courtney McDonald
Transit Services Business Specialist
Phone: 519-822-1260 x2708 Fax:
Email: courtney.mcdonald@guelph.ca

SYSTEM HIGHLIGHTS:

- System established: 30-04-1895
- Serves: City of Guelph
- Municipal Population: 131,794
- Service Area Population: 131,794
- Service Area Size km²: 87.0
- Service provided by: Municipal Department
- Hours of Service:

Monday	5:45 - 00:45	Friday	5:45 - 00:45
Tuesday	5:45 - 00:45	Saturday	5:45 - 00:45
Wednesday	5:45 - 00:45	Sunday	9:15 - 19:15
Thursday	5:45 - 00:45	Holidays	9:15 - 19:15
- Employees Statistics:

	Full-time	Part-time
Operators	144	19
Other Transportation Operations	20	
Vehicle Mechanics	15	
Other Vehicle Maintenance and Servicing	13	
Plant and Other Maintenance	2	
General and Administration	5	2
TOTAL EMPLOYEES	199	21
- Union Affiliations:

ATU	1189 (Operators)
ATU	1189 (Mechanics)
CUPE	973 (Clerical)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	6,982,802	100.00%	205,820	100.00%
TOTAL	6,982,802		205,820	

REMARKS:

2017 is the first year that vehicle kilometres and hours were reportedly accurately to include service cancellations.

Guelph

FARE STRUCTURE

Effective Date: 01-01-2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Affordable	Criteria
Adults	\$3.00	\$2.80	\$80.00	\$37.50	18+
Children					< 5 = Free
Students	\$3.00	\$2.25	\$68.00	\$32.00	5-18
Seniors	\$3.00	\$2.25	\$68.00	\$31.00	65+
Other: day pass	\$8.00				1 day unlimited use/person

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	102	7.2	65	30	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	102	0	65	30	- Battery
Total Low-Floor Bus (30'-60')	102	Average Bus Age (years)	7.2		- Fuel Cell
				TOTAL	102

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	4,503,437	3,853,130	FINANCIAL		
Total Vehicle Kilometres	4,913,555	4,207,903	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	43%	45%
Revenue Vehicle Hours	221,695	205,820	Municipal Operating Contribution / Capita	\$94.97	\$112.94
Auxiliary Revenue Vehicle Hours	3,372	2,509	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.45	\$2.30
Total Vehicle Hours	236,340	219,711			
Operators Paid Hours	376,741	353,469	AVERAGE FARE		
Vehicle Mechanics Paid Hours	35,328	30,415	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.79	\$1.81
Total Employee Paid Hours	498,493	465,254			

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips	2,409,262	2,018,921	FINANCIAL		
Concession Fare Trips	3,699,742	4,457,187	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	43%	45%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$94.97	\$112.94
Child Passenger Trips	481,106	548,231	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.45	\$2.30
Student Passenger Trips	2,999,163	3,023,935			
Senior Passenger Trips	219,473	240,576	AVERAGE FARE		
REGULAR SERVICE PASSENGER TRIPS	6,109,004	6,476,108	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.79	\$1.81

OPERATING EXPENSES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Transportation Operations Expenses	\$16,890,720	\$17,178,171	FINANCIAL		
Fuel/Energy Exp. for Vehicles	\$2,155,310	\$2,519,091	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	43%	45%
Vehicle Maintenance Expenses	\$5,064,917	\$5,105,371	Municipal Operating Contribution / Capita	\$94.97	\$112.94
Plant Maintenance Expenses	\$1,106,247	\$1,206,238	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.45	\$2.30
General/Administration Expenses	\$1,074,483	\$1,045,981			
TOTAL DIRECT OPERATING EXPENSES	\$26,291,678	\$27,054,852	AVERAGE SPEED		
Debt Service Payment			Rev. Veh. Kms. / Rev. Veh. Hr.	20.31	18.72
Total Operating Expenses	\$26,291,678	\$27,054,852	LABOUR PRODUCTIVITY		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES	\$10,924,835	\$11,696,803	FINANCIAL		
TOTAL OPERATING REVENUES	\$11,296,435	\$12,137,418	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	43%	45%
Total Revenues	\$11,328,095	\$12,170,120	Municipal Operating Contribution / Capita	\$94.97	\$112.94
NET DIRECT OPERATING COST	\$14,995,243	\$14,917,434	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.45	\$2.30
NET OPERATING COST	\$14,963,583	\$14,884,732			
Federal Operating Contribution			AVERAGE SPEED		
Provincial Operating Contribution	\$2,446,690		Rev. Veh. Kms. / Rev. Veh. Hr.	20.31	18.72
Municipal Operating Contribution	\$12,516,893	\$14,884,732	LABOUR PRODUCTIVITY		
Other Operating Contributions			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.60	0.59
Federal Debt Service Contribution			TOP WAGE RATES		
Provincial Debt Service Contribution			Operators	\$28.29	\$28.84
Municipal Debt Service Contribution			Mechanics	\$34.26	\$34.93

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017
TOTAL CAPITAL EXPENDITURES	\$4,961,836	\$14,286,345
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$4,961,836	\$14,286,345
Federal Capital Contribution	\$982,510	\$7,026,580
Provincial Capital Contribution	\$1,488,121	\$3,585,940
Municipal Capital Contribution	\$2,249,096	\$3,642,688
Other Capital Contributions	\$242,109	\$31,137

Hamilton

Transit Contact: Debbie Dalle Vedove
Director of Transit

Statistical Contact: Nancy Purser
Manager, Transit Support Services
Phone: 905-546-2424 x1876 Fax: 905-679-7303
Email: Nancy.Purser@hamilton.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1874
- Serves: City of Hamilton
- Municipal Population: 563,480
- Service Area Population: 504,637
- Service Area Size km²: 243.0
- Service provided by: Municipal Department
- Hours of Service:

Monday	5:00 - 2:00	Friday	5:00 - 2:00
Tuesday	5:00 - 2:00	Saturday	5:00 - 2:00
Wednesday	5:00 - 2:00	Sunday	6:00 - 1:00
Thursday	5:00 - 2:00	Holidays	6:00 - 1:00
- Employees Statistics:

	Full-time	Part-time
Operators	510	38
Other Transportation Operations	38	
Vehicle Mechanics	51	14
Other Vehicle Maintenance and Servicing	38	32
Plant and Other Maintenance		1
General and Administration	53	7
TOTAL EMPLOYEES	690	92
- Union Affiliations:

ATU	107 (Operators)
ATU	107 (Mechanics)
- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 21,408,915
- Total Operating Revenues: \$41,748,403
- Total Direct Operating Expenses: \$89,477,520
- Active Vehicles:

- Small Community Buses	5
- Standard Buses	204
- Articulated Buses	42
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 35
- Number of Accessible Routes: 0
- Energy Consumption:

- Diesel:	6,417,774 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	4,065,658 cubic-metres
- Electricity:	
- Other:	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	29,109,869	100.00%	829,073	100.00%
TOTAL	29,109,869	829,073	14,974,373	18.06

Hamilton

FARE STRUCTURE

Effective Date: 01-09-2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.00	\$2.30	\$101.20	\$13.80 Day Pass	
Children					< 5 = Free
Students	\$3.00	\$1.90	\$83.60	\$13.80 Day Pass	5-19 with valid student ID
Seniors	\$3.00	\$1.90	\$26.50	\$265 Annual	65-79, 80+ = Free

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	251	6.0	206	104	Internal Combustion
Commuter Rail					- Diesel 166
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG) 85
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	251	0	206	104	- Battery
Total Low-Floor Bus (30'-60')	251	Average Bus Age (years)	6.0		- Fuel Cell
					TOTAL 251

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	14,897,185	14,974,373	FINANCIAL		
Total Vehicle Kilometres	16,410,469	16,624,336	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	45%	47%
Revenue Vehicle Hours	810,410	829,073	Municipal Operating Contribution / Capita	\$92.19	\$90.82
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.23	\$2.23
Total Vehicle Hours	854,007	875,028	AVERAGE FARE		
Operators Paid Hours	1,093,579	1,116,070	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.80	\$1.91
Vehicle Mechanics Paid Hours	122,182	122,837	COST EFFECTIVENESS		
Total Employee Paid Hours	1,493,874	1,508,689	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.08	\$4.18
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	12,410,386	12,349,258	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$102.59	\$102.26
Concession Fare Trips	9,085,372	9,059,657	SERVICE UTILIZATION		
Concession Fare Trips Details:			Reg. Serv. Pass. / Capita	43.81	42.42
Child Passenger Trips	21,677	22,609	Reg. Serv. Pass. / Rev. Veh. Hr.	26.52	25.82
Student Passenger Trips	2,725,768	2,623,742	AMOUNT OF SERVICE		
Senior Passenger Trips	1,353,590	1,324,053	Rev. Veh. Hrs. / Capita	1.65	1.64
REGULAR SERVICE PASSENGER TRIPS	21,495,758	21,408,915	AVERAGE SPEED		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	18.38	18.06
Auxiliary Service Passenger Trips			LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.74	0.74
Transportation Operations Expenses	\$50,285,825	\$54,262,337	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles	\$7,672,809	\$6,837,095	Operators	\$29.73	\$30.93
Vehicle Maintenance Expenses	\$19,587,810	\$17,933,556	Mechanics	\$35.07	\$36.49
Plant Maintenance Expenses	\$3,144,028	\$2,916,913			
General/Administration Expenses	\$6,923,277	\$7,527,619			
TOTAL DIRECT OPERATING EXPENSES	\$87,613,749	\$89,477,520			
Debt Service Payment					
Total Operating Expenses	\$94,027,589	\$97,063,760			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$38,796,836	\$40,904,750
TOTAL OPERATING REVENUES	\$39,603,830	\$41,748,403
Total Revenues	\$39,617,145	\$42,054,162
NET DIRECT OPERATING COST	\$48,009,919	\$47,729,117
NET OPERATING COST	\$54,410,444	\$55,009,597

Federal Operating Contribution

Provincial Operating Contribution	\$9,176,480	\$9,176,480
Municipal Operating Contribution	\$45,233,965	\$45,833,117
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$32,639,971	\$12,975,142
Total Capital Disposals	\$140,069	\$178,056
TOTAL CAPITAL FUNDING	\$32,639,971	\$7,486,607
Federal Capital Contribution	\$6,155,000	
Provincial Capital Contribution	\$3,712,964	\$2,579,823
Municipal Capital Contribution	\$775,000	\$700,000
Other Capital Contributions	\$21,997,007	\$4,206,784

Huntsville

Transit Contact: Dean Campbell
Owner/Operator

Statistical Contact: Linda Gibson
Deputy Treasurer
Phone: 705-789-1751 ext 222 Fax: 705-789-6689
Email: linda.gibson@huntsville.ca

SYSTEM HIGHLIGHTS:

- System established: 13-06-1991
- Serves: Town of Huntsville
- Municipal Population: 20,660
- Service Area Population: 11,000
- Service Area Size km²: 12.0
- Service provided by: Municipal Department
- Hours of Service:

Monday	8:00 - 19:00	Friday	8:00 - 19:00
Tuesday	8:00 - 19:00	Saturday	10:00 - 18:00
Wednesday	8:00 - 19:00	Sunday	N/A
Thursday	8:00 - 19:00	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		35,870
- Union Affiliations:

Union Information N/A (Operators)	
Union Information N/A (Mechanics)	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	27,995 100.00%	5,550 100.00%	84,675 100.00%	15.26
TOTAL	27,995	5,550	84,675	15.26

REMARKS:

The Town of Huntsville provides community transportation without conditional eligibility.

Huntsville

FARE STRUCTURE

Effective Date: 01-06-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.25	\$2.05	\$52.50		14+
Children	\$1.00	\$0.91			preschool free with parent
Students	\$1.00	\$0.91	\$25.00		
Seniors	\$2.25	\$2.05			

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	5	4.0	2	2	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					4
Streetcar					Electric
TOTAL ACTIVE VEHICLES	5	0	2	2	- Trolley
Total Low-Floor Bus (30'-60')	5	Average Bus Age (years)	4.0		- Battery
					- Fuel Cell
					TOTAL
					5

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	84,600	84,675	FINANCIAL		
Total Vehicle Kilometres	84,600	84,675	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	10%	12%
Revenue Vehicle Hours	5,500	5,550	Municipal Operating Contribution / Capita	\$9.80	\$11.95
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$8.57	\$8.80
Total Vehicle Hours	5,500	5,550			
Operators Paid Hours			AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$0.99	\$1.24
Total Employee Paid Hours					

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips			FINANCIAL		
Concession Fare Trips			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$9.56	\$10.04
<i>Concession Fare Trips Details:</i>					
Child Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$49.68	\$50.66
Student Passenger Trips					
Senior Passenger Trips			SERVICE UTILIZATION		
REGULAR SERVICE PASSENGER TRIPS	28,593	27,995	Reg. Serv. Pass. / Capita	2.86	2.55
Regular Service Passenger-Kms	200,151	200,151	Reg. Serv. Pass. / Rev. Veh. Hr.	5.20	5.04
Auxiliary Service Passenger Trips					

OPERATING EXPENSES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Transportation Operations Expenses	\$239,100	\$242,644	AMOUNT OF SERVICE		
Fuel/Energy Exp. for Vehicles			Rev. Veh. Hrs. / Capita	0.55	0.50
Vehicle Maintenance Expenses					
Plant Maintenance Expenses			AVERAGE SPEED		
General/Administration Expenses	\$34,132	\$38,508	Rev. Veh. Kms. / Rev. Veh. Hr.	15.38	15.26
TOTAL DIRECT OPERATING EXPENSES	\$273,232	\$281,152			
Debt Service Payment			LABOUR PRODUCTIVITY		
Total Operating Expenses	\$273,232	\$281,152	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES	\$28,246	\$34,698	TOP WAGE RATES		
TOTAL OPERATING REVENUES	\$28,246	\$34,698	Operators		
Total Revenues	\$28,246	\$34,698	Mechanics		
NET DIRECT OPERATING COST	\$244,986	\$246,454			
NET OPERATING COST	\$244,986	\$246,454			
Federal Operating Contribution					
Provincial Operating Contribution	\$146,981	\$114,976			
Municipal Operating Contribution	\$98,004	\$131,478			
Other Operating Contributions					

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES

Total Capital Disposals

TOTAL CAPITAL FUNDING

Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution

Other Capital Contributions

Innisfil

Transit Contact: Tim Cane
Manager of Planning

Statistical Contact: Paul Pentikainen
Senior Policy Planner
Phone: 705-436-3740 x3326 Fax: 705-436-7120
Email: ppentikainen@innisfil.ca

SYSTEM HIGHLIGHTS:

- System established: 15-05-2017
- Serves: Town of Innisfil
- Municipal Population: 36,566
- Service Area Population: 36,566
- Service Area Size km²: 262.7
- Service provided by: Municipal Department, under contract with Uber

▪ Hours of Service:

Monday	00:00 - 24:00	Friday	00:00 - 24:00
Tuesday	00:00 - 24:00	Saturday	00:00 - 24:00
Wednesday	00:00 - 24:00	Sunday	00:00 - 24:00
Thursday	00:00 - 24:00	Holidays	00:00 - 24:00

- Adult Cash Fare:
- Ridership (revenue passengers): 26,688
- Total Operating Revenues: \$255,677
- Total Direct Operating Expenses: \$460,551

▪ Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations	1	3
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	4	
TOTAL EMPLOYEES	5	3

- Number of Fixed Routes: 0
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	26,688 100.00%	5,708 100.00%	275,999 100.00%	48.35
TOTAL	26,688	5,708	275,999	48.35

REMARKS:

Detailed fare structure for the Town's partnership with Uber (as of Dec 31/16) is as follows: - \$3 for any trip to/from Innisfil Recreational Complex/Town Hall area; - \$4 for any trip to/from closest GO bus stop along Yonge St; - \$5 for any trip to/from Barrie South GO train station; and - \$5 for any trip to/from Innisfil Heights Employment Area. All other trips that start or end in Innisfil are \$5 off the regular Uber fare. When two friends are getting picked up/dropped off together, the price for the 2nd seat is \$3.

Innisfil

FARE STRUCTURE

Effective Date: 15-05-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults				See Remarks	

Children
Students
Seniors

VEHICLES (2017)	Active	Average Age	Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.
Bus			45	4
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES		45		4

VEHICLE KILOMETRES AND HOURS	2016	2017	PERFORMANCE INDICATORS	2016	2017
			FINANCIAL		
Revenue Vehicle Kilometres		275,999	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		56%
Total Vehicle Kilometres		275,999	Municipal Operating Contribution / Capita		\$5.60
Revenue Vehicle Hours		5,708	Net Dir. Oper. Cost / Reg. Serv. Pass.		\$7.68
Auxiliary Revenue Vehicle Hours					
Total Vehicle Hours		5,708			
Operators Paid Hours					
Vehicle Mechanics Paid Hours					
Total Employee Paid Hours		10,920			
PASSENGER DATA					
Adult Passenger Trips		26,688	AVERAGE FARE		
Concession Fare Trips			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$9.58
<i>Concession Fare Trips Details:</i>					
Child Passenger Trips					
Student Passenger Trips					
Senior Passenger Trips					
REGULAR SERVICE PASSENGER TRIPS		26,688	COST EFFECTIVENESS		
Regular Service Passenger-Kms		275,687	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$17.26
Auxiliary Service Passenger Trips					
OPERATING EXPENSES					
Transportation Operations Expenses		\$460,551	COST EFFICIENCY		
Fuel/Energy Exp. for Vehicles			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$80.69
Vehicle Maintenance Expenses					
Plant Maintenance Expenses			SERVICE UTILIZATION		
General/Administration Expenses			Reg. Serv. Pass. / Capita		0.73
TOTAL DIRECT OPERATING EXPENSES		\$460,551	Reg. Serv. Pass. / Rev. Veh. Hr.		4.68
Debt Service Payment					
Total Operating Expenses		\$460,551	AMOUNT OF SERVICE		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Rev. Veh. Hrs. / Capita		0.16
REGULAR SERV. PASS. REVENUES		\$255,677			
TOTAL OPERATING REVENUES		\$255,677			
Total Revenues		\$255,677	AVERAGE SPEED		
NET DIRECT OPERATING COST		\$204,873	Rev. Veh. Kms. / Rev. Veh. Hr.		48.35
NET OPERATING COST		\$204,873	LABOUR PRODUCTIVITY		
Federal Operating Contribution			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Provincial Operating Contribution					
Municipal Operating Contribution					
Other Operating Contributions			TOP WAGE RATES		
Federal Debt Service Contribution			Operators		
Provincial Debt Service Contribution			Mechanics		
Municipal Debt Service Contribution					
CAPITAL EXPENSES AND FUNDING SOURCES					
TOTAL CAPITAL EXPENDITURES					
Total Capital Disposals					
TOTAL CAPITAL FUNDING					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

Kawartha Lakes

Transit Contact: Todd Bryant
Manager - Fleet Services

Statistical Contact: Enzo Ingribelli
Public Works - Transit Supervisor
Phone: 705-324-9411 ext 110 Fax: 705-324-1155
Email: eingribelli@kawarthalakes.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-2001
- Serves: City of Kawartha
- Municipal Population: 75,423
- Service Area Population: 20,713
- Service Area Size km²: 27.0
- Service provided by: Municipal Department
- Adult Cash Fare: \$2.10
- Ridership (revenue passengers): 102,631
- Total Operating Revenues: \$160,065
- Total Direct Operating Expenses: \$1,159,116

Hours of Service:

Monday	7:00 - 19:00	Friday	7:00 - 19:00
Tuesday	7:00 - 19:00	Saturday	7:00 - 19:00
Wednesday	7:00 - 19:00	Sunday	N/A
Thursday	7:00 - 19:00	Holidays	N/A

- Number of Fixed Routes: 3
- Number of Accessible Routes: 0
- Energy Consumption:

Employees Statistics:	Full-time	Part-time
Operators		11
Other Transportation Operations		
Vehicle Mechanics	1	
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES	1	11

▪ Union Affiliations:

CUPE	855 (Operators)
CUPE	855 (Mechanics)

- Diesel:
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	102,631	100.00%	15,027	100.00%
TOTAL	102,631		15,027	274,011

REMARKS:

The Transit Service is area rated and provides service within the geographic area of the former Town of Lindsay. Conventional and Specialized service runs Monday - Saturday from 0700 to 1900. 2017 is the first year that the revenue from conventional and specialized are reported separately whereas in the past specialized transit revenue was included with conventional.

Kawartha Lakes

FARE STRUCTURE

Effective Date:	11-07-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.10	\$1.67	\$63.00		
Children		\$1.05				
Students		\$1.60	\$1.67	\$52.50		
Seniors		\$1.60	\$1.67	\$52.50		

VEHICLES (2017)

	Active	Average Age	Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.

Bus
Commuter Rail
Ferry
Heavy Rail
Light Rail
Locomotive
Streetcar

TOTAL ACTIVE VEHICLES

0	0
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VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	274,011	274,011	FINANCIAL		
Total Vehicle Kilometres	286,109	286,109	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	11%	14%
Revenue Vehicle Hours	15,027	15,027	Municipal Operating Contribution / Capita	\$31.85	\$15.22
Auxiliary Revenue Vehicle Hours	415	415	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$13.65	\$9.73
Total Vehicle Hours	16,344	16,344			

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details: *Child Passenger Trips* *Student Passenger Trips* *Senior Passenger Trips***REGULAR SERVICE PASSENGER TRIPS**

	94,511	102,631	AMOUNT OF SERVICE	2016	2017
Regular Service Passenger-Kms			Rev. Veh. Hrs. / Capita	0.73	0.73
Auxiliary Service Passenger Trips	15	16	Reg. Serv. Pass. / Rev. Veh. Hr.	4.56	4.95

OPERATING EXPENSES

Transportation Operations Expenses	\$736,460	\$610,494	AVERAGE SPEED		
Fuel/Energy Exp. for Vehicles	\$98,508	\$88,636	Rev. Veh. Kms. / Rev. Veh. Hr.	18.23	18.23
Vehicle Maintenance Expenses	\$477,255	\$329,437	LABOUR PRODUCTIVITY		
Plant Maintenance Expenses	\$100,626	\$7,908	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
General/Administration Expenses	\$36,159	\$122,642	TOP WAGE RATES		
TOTAL DIRECT OPERATING EXPENSES	\$1,449,007	\$1,159,116	Operators	\$21.48	\$21.48
Debt Service Payment			Mechanics	\$27.04	\$27.04
Total Operating Expenses	\$1,449,007	\$1,159,116			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$158,764	\$156,434	AMOUNT OF SERVICE		
TOTAL OPERATING REVENUES	\$158,764	\$160,065	Rev. Veh. Hrs. / Capita	0.73	0.73
Total Revenues	\$158,764	\$160,065	Reg. Serv. Pass. / Rev. Veh. Hr.	4.56	4.95
NET DIRECT OPERATING COST	\$1,290,243	\$999,052			
NET OPERATING COST	\$1,290,243	\$999,052			

Federal Operating Contribution

Provincial Operating Contribution

Municipal Operating Contribution

Other Operating Contributions

Federal Debt Service Contribution

Provincial Debt Service Contribution

Municipal Debt Service Contribution

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$505,737	\$262,974	AMOUNT OF SERVICE		
Total Capital Disposals			Rev. Veh. Hrs. / Capita	0.73	0.73
TOTAL CAPITAL FUNDING	\$552,182	\$262,974	Reg. Serv. Pass. / Rev. Veh. Hr.	4.56	4.95
Federal Capital Contribution					
Provincial Capital Contribution	\$379,827	\$262,974			
Municipal Capital Contribution					
Other Capital Contributions	\$172,355	\$262,974			

Kenora

Transit Contact: Karen Brown
Chief Administrative Officer

Statistical Contact: Charlotte Edie
Treasurer
Phone: 807-467-2013
Email: cedie@kenora.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: City of Kenora
- Municipal Population: 15,096
- Service Area Population: 7,000
- Service Area Size km²: 16.0
- Service provided by: Municipal Department, under contract with First Canada ULC

▪ Hours of Service:

Monday	7:00 - 19:00	Friday	7:00 - 19:00
Tuesday	7:00 - 19:00	Saturday	9:00 - 18:30
Wednesday	7:00 - 19:00	Sunday	N/A
Thursday	7:00 - 19:00	Holidays	N/A

▪ Employees Statistics:

Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 39,546
- Total Operating Revenues: \$92,847
- Total Direct Operating Expenses: \$269,371
- Active Vehicles: 3
 - Standard Buses 3

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 3
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel: 48,504 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	39,546 100.00%	3,287 100.00%	101,976 100.00%	31.02
TOTAL	39,546	3,287	101,976	31.02

Kenora

FARE STRUCTURE

Effective Date: 01-09-2007

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.00				
Children					
Students					
Seniors					

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	3	7.0	2	1	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	3	0	2	1	- Battery
Total Low-Floor Bus (30'-60')	3	Average Bus Age (years)	7.0		- Fuel Cell
					TOTAL
					3

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	86,676	101,976	FINANCIAL		
Total Vehicle Kilometres	86,676	101,976	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	47%	34%
Revenue Vehicle Hours	3,240	3,287	Municipal Operating Contribution / Capita	\$28.80	\$33.31
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.09	\$4.46
Total Vehicle Hours	3,240	3,287			
Operators Paid Hours			AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.77	\$2.27
Total Employee Paid Hours					

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips			FINANCIAL		
Concession Fare Trips			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.91	\$6.81
Concession Fare Trips Details:					
Child Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$77.03	\$81.95
Student Passenger Trips					
Senior Passenger Trips			SERVICE UTILIZATION		

REGULAR SERVICE PASSENGER TRIPS

	63,910	39,546	PERFORMANCE INDICATORS	2016	2017
Regular Service Passenger-Kms			FINANCIAL		
Auxiliary Service Passenger Trips			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	47%	34%
			Municipal Operating Contribution / Capita	\$28.80	\$33.31
			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.09	\$4.46
OPERATING EXPENSES					
Transportation Operations Expenses	\$243,169	\$255,358	AVERAGE FARE		
Fuel/Energy Exp. for Vehicles			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.77	\$2.27
Vehicle Maintenance Expenses		\$1,221			
Plant Maintenance Expenses	\$6,406	\$2,744	COST EFFECTIVENESS		
General/Administration Expenses		\$10,048	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.91	\$6.81
TOTAL DIRECT OPERATING EXPENSES	\$249,575	\$269,371			
Debt Service Payment			COST EFFICIENCY		
Total Operating Expenses	\$317,713	\$337,509	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$77.03	\$81.95

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES	\$112,908	\$89,867	FINANCIAL		
TOTAL OPERATING REVENUES	\$116,133	\$92,847	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	47%	34%
Total Revenues	\$116,133	\$92,847	Municipal Operating Contribution / Capita	\$28.80	\$33.31
NET DIRECT OPERATING COST	\$133,442	\$176,524	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.09	\$4.46
NET OPERATING COST	\$201,580	\$244,662			
			SERVICE UTILIZATION		

Federal Operating Contribution

Provincial Operating Contribution

Municipal Operating Contribution

Other Operating Contributions

Federal Debt Service Contribution

Provincial Debt Service Contribution

Municipal Debt Service Contribution

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
TOTAL CAPITAL EXPENDITURES	\$277,422		FINANCIAL		
Total Capital Disposals			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	47%	34%
TOTAL CAPITAL FUNDING	\$277,422		Municipal Operating Contribution / Capita	\$28.80	\$33.31
Federal Capital Contribution		\$138,711	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.09	\$4.46
Provincial Capital Contribution		\$138,711			
Municipal Capital Contribution			SERVICE UTILIZATION		
Other Capital Contributions			Reg. Serv. Pass. / Capita	9.13	5.65
			Reg. Serv. Pass. / Rev. Veh. Hr.	19.73	12.03

Kingston

Transit Contact: Jeremy DaCosta
Director, Transit & Fleet Services

Statistical Contact: Andrew Morton
Transit Service Project Manager
Phone: 613-546-4291 x2303 Fax: 613-542-1504
Email: amorton@cityofkingston.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1962
- Serves: City of Kingston
- Municipal Population: 124,454
- Service Area Population: 121,133
- Service Area Size km²: 131.7
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:00 - 23:30	Friday	6:00 - 23:30
Tuesday	6:00 - 23:30	Saturday	6:00 - 23:30
Wednesday	6:00 - 23:30	Sunday	6:00 - 23:30
Thursday	6:00 - 23:30	Holidays	6:00 - 23:30
- Employees Statistics:

	Full-time	Part-time
Operators	99	59
Other Transportation Operations	10	
Vehicle Mechanics	15	
Other Vehicle Maintenance and Servicing	4	
Plant and Other Maintenance	7	4
General and Administration	9	
TOTAL EMPLOYEES	144	63
- Union Affiliations:

CUPE 109 (Operators)	CUPE 109 (Mechanics)	
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- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 6,145,809
- Total Operating Revenues: \$7,313,339
- Total Direct Operating Expenses: \$21,535,065
- Active Vehicles:

- Small Community Buses	10	74
- Standard Buses		64
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 22
- Number of Accessible Routes: 11
- Energy Consumption:

- Diesel:	464,209 litres	
- Biodiesel B5:	696,314 litres	
- Biodiesel B20:	1,624,733 litres	
- Biodiesel - Other:		
- Natural Gas:		
- Electricity:		
- Other:		

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	6,983,374 100.00%	238,688 100.00%	4,473,753 100.00%	18.74
TOTAL	6,983,374	238,688	4,473,753	18.74

REMARKS:

As part of the first phase of the Kingston Transit Five-Year Business Plan, the fare structure was revised in January, and expanded morning/evening service on Sundays and holidays for Express routes and key local routes was launched in September. Incremental increase of 4,146 revenue service hours compared to 2016. No fleet data was reported for 2017. Fleet data from 2016 is used for comparison.

Kingston

FARE STRUCTURE

Effective Date: 01-01-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.00	\$2.50	\$76.00	\$38.00	25+
Children				\$0.00	< 14 = Free
Students	\$3.00	\$2.00	\$56.50	\$28.25	15 - 24
Seniors	\$3.00	\$2.00	\$56.50	\$28.25	65+
Other: High school					Students in High School = Free

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	74	6.2	55	44	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	74	0	55	44	- Battery
Total Low-Floor Bus (30'-60')	74	Average Bus Age (years)	6.2		- Fuel Cell
					TOTAL
					74

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	4,656,180	4,473,753	FINANCIAL		
Total Vehicle Kilometres	5,011,742	4,842,672	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	34%
Revenue Vehicle Hours	233,197	238,688	Municipal Operating Contribution / Capita	\$111.08	\$117.45
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.53	\$2.31
Total Vehicle Hours	250,549	257,133			
Operators Paid Hours	312,927	320,127	AVERAGE FARE		
Vehicle Mechanics Paid Hours	21,550	30,440	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.32	\$1.17
Total Employee Paid Hours	390,680	416,532			

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips	2,147,587	2,284,016	FINANCIAL		
Concession Fare Trips	3,045,894	3,861,793	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	34%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$111.08	\$117.45
Child Passenger Trips	646,064	263,570	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.53	\$2.31
Student Passenger Trips	2,158,331	3,357,568			
Senior Passenger Trips	241,499	240,655	AVERAGE FARE		
REGULAR SERVICE PASSENGER TRIPS	5,193,481	6,145,809	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.32	\$1.17

REGULAR SERVICE PASSENGER TRIPS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Regular Service Passenger-Kms			AMOUNT OF SERVICE		
Auxiliary Service Passenger Trips	101,141	104,783	Rev. Veh. Hrs. / Capita	1.94	1.97
OPERATING EXPENSES			AVERAGE SPEED		
Transportation Operations Expenses	\$13,502,074	\$14,165,238	Rev. Veh. Kms. / Rev. Veh. Hr.	19.97	18.74
Fuel/Energy Exp. for Vehicles	\$2,202,897	\$2,885,006			
Vehicle Maintenance Expenses	\$3,207,664	\$3,325,988	LABOUR PRODUCTIVITY		
Plant Maintenance Expenses	\$705,255	\$743,272	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.75	0.75
General/Administration Expenses	\$522,286	\$415,561			
TOTAL DIRECT OPERATING EXPENSES	\$20,140,177	\$21,535,065	TOP WAGE RATES		
Debt Service Payment	\$322,094	\$318,662	Operators	\$28.82	\$29.17
Total Operating Expenses	\$23,247,440	\$24,901,129	Mechanics	\$32.09	\$32.48

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES	\$6,835,435	\$7,181,973	REGULAR SERV. PASS. REVENUES		
TOTAL OPERATING REVENUES	\$6,979,291	\$7,313,339			
Total Revenues	\$7,616,840	\$8,179,560	NET DIRECT OPERATING COST		
NET DIRECT OPERATING COST	\$13,160,886	\$14,221,726			
NET OPERATING COST	\$15,630,600	\$16,721,569	NET OPERATING COST		
Federal Operating Contribution					
Provincial Operating Contribution	\$2,246,407	\$2,494,608			
Municipal Operating Contribution	\$13,384,193	\$14,226,961			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
TOTAL CAPITAL EXPENDITURES	\$7,809,455	\$1,077,874	TOTAL CAPITAL EXPENDITURES		
Total Capital Disposals	\$16,902	\$24,566			
TOTAL CAPITAL FUNDING	\$7,792,553	\$1,053,308			
Federal Capital Contribution	\$1,809,455	\$16,111			
Provincial Capital Contribution		\$282,737			
Municipal Capital Contribution	\$5,983,099				
Other Capital Contributions		\$754,460			

Leamington

Transit Contact: John Pilmer
Engineering Technologist

Statistical Contact: John Pilmer
Engineering Technologist
Phone: 519-326-5761 Fax: 519-326-5761
Email: jpilmer@leamington.ca

SYSTEM HIGHLIGHTS:

- System established: 09-12-1985
- Serves: Leamington
- Municipal Population: 27,595
- Service Area Population: 20,000
- Service Area Size km²: 11.6
- Service provided by: Municipal Department, under contract with Switzer-Carty

Hours of Service:

Monday	7:00 - 19:00	Friday	7:00 - 19:00
Tuesday	7:00 - 19:00	Saturday	7:00 - 19:00
Wednesday	7:00 - 19:00	Sunday	N/A
Thursday	7:00 - 19:00	Holidays	N/A

Employees Statistics:
Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 22,650
- Total Operating Revenues: \$30,992
- Total Direct Operating Expenses: \$291,299
- Active Vehicles: 2
 - Small Community Buses 2

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 2
- Number of Accessible Routes: 1
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	22,650 100.00%	4,223 100.00%	100,163 100.00%	23.72
TOTAL	22,650	4,223	100,163	23.72

Leamington

FARE STRUCTURE

Effective Date: 01-01-2014

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Pass	Criteria
Adults	\$2.00				12-59
Children	\$1.00				6 - 13, < 6 = free with paying adult
Students	\$1.50				12+ with ID
Seniors	\$1.75				60+

VEHICLES (2017)

	Active		Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.		Internal Combustion
Bus	2		5.0		1	- Diesel
Commuter Rail						- Biodiesel (all blends)
Ferry						- Natural Gas (CNG or LNG)
Heavy Rail						- Other
Light Rail						Electric
Locomotive						- Trolley
Streetcar						- Battery
TOTAL ACTIVE VEHICLES	2	0		1	1	- Fuel Cell
Total Low-Floor Bus (30'-60')	2		Average Bus Age (years)	5.0		TOTAL

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	100,513	100,163	FINANCIAL		
Total Vehicle Kilometres	100,513	100,163	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	11%	11%
Revenue Vehicle Hours	4,240	4,223	Municipal Operating Contribution / Capita	\$5.00	\$5.27
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$11.02	\$11.49
Total Vehicle Hours	4,240	4,223			
Operators Paid Hours			AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.21	\$1.21
Total Employee Paid Hours					

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips	8,600	9,650	FINANCIAL		
Concession Fare Trips	11,700	13,000	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	11%	11%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$5.00	\$5.27
Child Passenger Trips	1,200	1,300	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$11.02	\$11.49
Student Passenger Trips	2,000	2,100			
Senior Passenger Trips	8,500	9,600	AVERAGE FARE		
REGULAR SERVICE PASSENGER TRIPS	20,300	22,650	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.21	\$1.21
Regular Service Passenger-Kms	91,350	101,925			
Auxiliary Service Passenger Trips			COST EFFECTIVENESS		

OPERATING EXPENSES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Transportation Operations Expenses	\$226,805	\$243,552	FINANCIAL		
Fuel/Energy Exp. for Vehicles			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	11%	11%
Vehicle Maintenance Expenses			Municipal Operating Contribution / Capita	\$5.00	\$5.27
Plant Maintenance Expenses	\$6,403	\$5,666	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$11.02	\$11.49
General/Administration Expenses	\$19,549	\$17,733			
TOTAL DIRECT OPERATING EXPENSES	\$252,757	\$291,299	AVERAGE FARE		
Debt Service Payment			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.21	\$1.21
Total Operating Expenses	\$252,757	\$291,299			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES	\$24,638	\$27,442	FINANCIAL		
TOTAL OPERATING REVENUES	\$29,009	\$30,992	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	11%	11%
Total Revenues	\$29,009	\$30,992	Municipal Operating Contribution / Capita	\$5.00	\$5.27
NET DIRECT OPERATING COST	\$223,748	\$260,307	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$11.02	\$11.49
NET OPERATING COST	\$223,748	\$260,307			
Federal Operating Contribution			AVERAGE SPEED		
Provincial Operating Contribution	\$123,775	\$154,901	Rev. Veh. Kms. / Rev. Veh. Hr.	23.71	23.72
Municipal Operating Contribution	\$99,973	\$105,406			
Other Operating Contributions			LABOUR PRODUCTIVITY		
Federal Debt Service Contribution			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Provincial Debt Service Contribution					
Municipal Debt Service Contribution			TOP WAGE RATES		
			Operators		
			Mechanics		

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017
TOTAL CAPITAL EXPENDITURES	\$36,677	\$6,724
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$36,677	\$6,724
Federal Capital Contribution		
Provincial Capital Contribution	\$36,677	\$6,724
Municipal Capital Contribution		
Other Capital Contributions		

London

Transit Contact: Kelly Palenczny
General Manager

Statistical Contact: Mike Gregor
Director of Finance
Phone: 519-451-1340 x366 Fax:
Email: mgregor@londontransit.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1875
- Serves: City of London
- Municipal Population: 389,000
- Service Area Population: 389,000
- Service Area Size km²: 178.7
- Service provided by: Transit Commission
- Hours of Service:

Monday	6:00 - 00:00	Friday	6:00 - 00:00
Tuesday	6:00 - 00:00	Saturday	6:00 - 00:00
Wednesday	6:00 - 00:00	Sunday	9:00 - 23:00
Thursday	6:00 - 00:00	Holidays	9:00 - 23:00
- Employees Statistics:

	Full-time	Part-time
Operators	387	38
Other Transportation Operations	24	
Vehicle Mechanics	47	
Other Vehicle Maintenance and Servicing	45	
Plant and Other Maintenance	6	1
General and Administration	30	3
TOTAL EMPLOYEES	539	42
- Union Affiliations:

ATU	741 (Operators)
ATU	741 (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	23,972,328	100.00%	614,210	100.00%
TOTAL	23,972,328	614,210	11,710,203	19.07

London

FARE STRUCTURE

Effective Date: 01-01-2018	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Weekday (monthly)	Criteria
Adults	\$2.75	\$1.50	\$81.00	\$69.00	
Children					Under 12 free with fob
Students	\$2.75	\$1.54			Grade 7-12 with student card
Seniors	\$2.75	\$1.43	\$57.50		Resident, Age 65+
Other: Post Secondary			\$70.00		FT @ recognized institution

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	213	5.6	171	122	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	213	0	171	122	- Battery
Total Low-Floor Bus (30'-60')	213	Average Bus Age (years)	5.6		- Fuel Cell
					TOTAL
					213

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	11,453,263	11,710,203	FINANCIAL		
Total Vehicle Kilometres	12,236,425	12,552,329	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	52%	50%
Revenue Vehicle Hours	602,694	614,210	Municipal Operating Contribution / Capita	\$61.32	\$63.59
Auxiliary Revenue Vehicle Hours	49		Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.29	\$1.42
Total Vehicle Hours	655,102	667,669			
Operators Paid Hours	786,587	804,499	AVERAGE FARE		
Vehicle Mechanics Paid Hours	97,600	99,822	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.37	\$1.37
Total Employee Paid Hours	1,105,980	1,129,183			

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips	9,091,631	8,862,632	FINANCIAL		
Concession Fare Trips	13,483,328	14,055,464	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	52%	50%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$61.32	\$63.59
Child Passenger Trips	113,707	130,524	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.29	\$1.42
Student Passenger Trips	12,454,140	13,025,625			
Senior Passenger Trips	793,963	780,442	AVERAGE FARE		
REGULAR SERVICE PASSENGER TRIPS	22,574,959	22,918,096	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.37	\$1.37

REGULAR SERVICE PASSENGER TRIPS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Regular Service Passenger-Kms			COST EFFECTIVENESS		
Auxiliary Service Passenger Trips		593	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$2.70	\$2.83
OPERATING EXPENSES			COST EFFICIENCY		
Transportation Operations Expenses	\$34,337,753	\$36,068,661	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$93.04	\$97.14
Fuel/Energy Exp. for Vehicles	\$5,270,393	\$6,141,449			
Vehicle Maintenance Expenses	\$13,443,360	\$14,504,170	SERVICE UTILIZATION		
Plant Maintenance Expenses	\$3,266,137	\$3,344,377	Reg. Serv. Pass. / Capita	58.62	58.92
General/Administration Expenses	\$4,631,632	\$4,795,505	Reg. Serv. Pass. / Rev. Veh. Hr.	37.46	37.31
TOTAL DIRECT OPERATING EXPENSES	\$60,949,275	\$64,854,162			

Debt Service Payment

	2016	2017
Total Operating Expenses	\$62,746,205	\$66,495,250

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017
REGULAR SERV. PASS. REVENUES	\$30,939,234	\$31,304,260
TOTAL OPERATING REVENUES	\$31,929,863	\$32,333,199
Total Revenues	\$33,738,205	\$34,421,697
NET DIRECT OPERATING COST	\$29,019,412	\$32,520,963
NET OPERATING COST	\$29,008,000	\$32,073,553
Federal Operating Contribution		
Provincial Operating Contribution	\$5,394,400	\$7,335,979
Municipal Operating Contribution	\$23,613,600	\$24,737,574
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017
TOTAL CAPITAL EXPENDITURES	\$9,757,441	\$23,782,153
Total Capital Disposals	\$12,465	\$94,930
TOTAL CAPITAL FUNDING	\$9,757,441	\$23,782,153
Federal Capital Contribution		\$4,862,704
Provincial Capital Contribution	\$3,116,801	\$7,578,341
Municipal Capital Contribution	\$6,374,336	\$10,357,700
Other Capital Contributions	\$266,304	\$983,408

Loyalist Township

Transit Contact: David MacPherson
Public Works Manager

Statistical Contact: David MacPherson
Public Works Manager
Phone: Fax: 613-386-3833
Email: dmacpherson@loyalist.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1987
- Serves: Loyalist Township
- Municipal Population: 16,971
- Service Area Population: 7,445
- Service Area Size km²: 3.0
- Service provided by: Municipal Department, under contract with Kingston Transit
- Hours of Service:

Monday	6:00 - 20:00	Friday	6:00 - 20:00
Tuesday	6:00 - 20:00	Saturday	7:00 - 21:30
Wednesday	6:00 - 20:00	Sunday	8:00 - 19:30
Thursday	6:00 - 20:00	Holidays	8:00 - 19:30
- Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)
- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 97,993
- Total Operating Revenues: \$79,294
- Total Direct Operating Expenses: \$645,852
- Number of Fixed Routes: 1
- Number of Accessible Routes: 1
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Loyalist Township

FARE STRUCTURE

Effective Date:	01-01-2018	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$3.00	\$2.50	\$76.00		
Children						Child under 14 free
Students		\$3.00	\$2.00	\$56.50		
Seniors		\$3.00	\$2.00	\$56.50		

VEHICLES (2017)

	Active	Average Age	Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.

Bus
Commuter Rail
Ferry
Heavy Rail
Light Rail
Locomotive
Streetcar

TOTAL ACTIVE VEHICLES

0	0
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VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres			FINANCIAL		
Total Vehicle Kilometres			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	17%	12%
Revenue Vehicle Hours			Municipal Operating Contribution / Capita	\$75.05	\$58.47
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.82	\$5.78
Total Vehicle Hours					
Operators Paid Hours			AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.21	\$0.81
Total Employee Paid Hours					

PASSENGER DATA

Adult Passenger Trips	56,279	51,263	COST EFFECTIVENESS	\$7.03	\$6.59
Concession Fare Trips	44,938	46,730			
<i>Concession Fare Trips Details:</i>					
<i>Child Passenger Trips</i>		4,943	COST EFFICIENCY		
<i>Student Passenger Trips</i>	41,222	38,071	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		
<i>Senior Passenger Trips</i>	3,716	3,716			

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	1,012,170	979,930	AMOUNT OF SERVICE	13.60	13.16
Auxiliary Service Passenger Trips					

OPERATING EXPENSES

Transportation Operations Expenses	\$655,485	\$592,351	AVERAGE SPEED		
Fuel/Energy Exp. for Vehicles			Rev. Veh. Kms. / Rev. Veh. Hr.		
Vehicle Maintenance Expenses					
Plant Maintenance Expenses			LABOUR PRODUCTIVITY		
General/Administration Expenses	\$55,952	\$53,501	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOTAL DIRECT OPERATING EXPENSES	\$711,437	\$645,852	TOP WAGE RATES		
Debt Service Payment			Operators		
Total Operating Expenses	\$711,437	\$645,852	Mechanics		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$122,845	\$79,294
TOTAL OPERATING REVENUES	\$122,845	\$79,294
Total Revenues	\$122,845	\$116,984
NET DIRECT OPERATING COST	\$588,592	\$566,558
NET OPERATING COST	\$588,592	\$528,868

Federal Operating Contribution

\$159,696	\$94,306
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Provincial Operating Contribution

\$558,766	\$435,340
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Other Operating Contributions

Federal Debt Service Contribution

Provincial Debt Service Contribution

Municipal Debt Service Contribution

Other Capital Contributions

CAPITAL EXPENSES AND FUNDING SOURCES**TOTAL CAPITAL EXPENDITURES**

Total Capital Disposals

TOTAL CAPITAL FUNDING

Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution

Other Capital Contributions

Marmora and Lake

Transit Contact: Sally Gale
Executive Director

Statistical Contact: Sally Gale
Executive Director
Phone: 613-473-5255 x203
Email: sallyg@chsninc.ca

SYSTEM HIGHLIGHTS:

- System established: 07-04-2009
- Serves: Marmora and Lake, Tweed, Central Hastings, Madoc Township, Stirling-Rawdon
- Municipal Population: 21,836
- Service Area Population: 21,836
- Service Area Size km²: .0
- Service provided by: Municipal Department, under contract with Non-profit organization
- Adult Cash Fare: \$11.00
- Ridership (revenue passengers): 6,104
- Total Operating Revenues: \$37,791
- Total Direct Operating Expenses: \$166,326
- Active Vehicles: 3
 - Small Community Buses 3
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Hours of Service:

Monday	7:00 - 19:00	Friday	7:00 - 19:00
Tuesday	7:00 - 19:00	Saturday	N/A
Wednesday	7:00 - 19:00	Sunday	N/A
Thursday	7:00 - 19:00	Holidays	N/A
- Number of Fixed Routes: 4
- Number of Accessible Routes: 4
- Energy Consumption:

- Diesel:	
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
Gasoline	18,965
- Employees Statistics:

	Full-time	Part-time
Operators	4	
Other Transportation Operations		1
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	2	
TOTAL EMPLOYEES	7	
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	6,104 100.00%	5,483 100.00%	125,460 100.00%	22.88
TOTAL	6,104	5,483	125,460	22.88

REMARKS:

The objective of Central Hastings Public Transit is to provide safe & reliable transportation to people in our very rural communities, allowing them access to employment opportunities, higher education, medical & social needs, all of which can be greatly restricted due to lack of access to transportation.

Marmora and Lake

FARE STRUCTURE

Effective Date: 31-05-2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$11.00		\$200.00		Routes 1&2 Fares
Children	\$7.00				Age 6-11
Students	\$9.00		\$200.00		Show Student Card
Seniors	\$9.00		\$200.00		Proof of Age(65+)

VEHICLES (2017)

	Active	Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.	Internal Combustion
Bus	3		4.0	2	- Diesel
Commuter Rail					- Biodiesel (all blends)
Ferry					- Natural Gas (CNG or LNG)
Heavy Rail					- Other
Light Rail					3
Locomotive					
Streetcar					
TOTAL ACTIVE VEHICLES	3	0	2	2	Electric
Total Low-Floor Bus (30'-60')	1	Average Bus Age (years)	4.0		- Trolley
					- Battery
					- Fuel Cell
					TOTAL
					3

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	125,460	125,460	FINANCIAL		
Total Vehicle Kilometres	126,110	126,110	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	22%	23%
Revenue Vehicle Hours	5,483	5,483	Municipal Operating Contribution / Capita	\$1.59	\$1.56
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$22.85	\$21.06
Total Vehicle Hours	5,623	5,623	AVERAGE FARE		
Operators Paid Hours	3,250	3,380	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$6.63	\$6.19
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours	3,250	4,784	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$29.47	\$27.25
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	2,213	4,973	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$25.77	\$29.58
Concession Fare Trips	2,704	1,131	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	0.23	0.28
<i>Child Passenger Trips</i>	17	48	Reg. Serv. Pass. / Rev. Veh. Hr.	0.90	1.11
<i>Student Passenger Trips</i>	2,416	433	AMOUNT OF SERVICE		
<i>Senior Passenger Trips</i>	271	650	Rev. Veh. Hrs. / Capita	0.25	0.25
REGULAR SERVICE PASSENGER TRIPS	4,917	6,104	AVERAGE SPEED		
Regular Service Passenger-Kms	135,217	167,860	Rev. Veh. Kms. / Rev. Veh. Hr.	22.88	22.88
Auxiliary Service Passenger Trips			LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	1.69	1.62
Transportation Operations Expenses	\$73,314	\$78,931	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles	\$24,180	\$34,961	Operators	\$15.50	\$15.50
Vehicle Maintenance Expenses	\$5,659	\$10,228	Mechanics		
Plant Maintenance Expenses	\$8,464	\$8,828			
General/Administration Expenses	\$33,301	\$33,378			
TOTAL DIRECT OPERATING EXPENSES	\$144,918	\$166,326			
Debt Service Payment					
Total Operating Expenses	\$144,918	\$166,326			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$32,578	\$37,791
TOTAL OPERATING REVENUES	\$32,578	\$37,791
Total Revenues	\$32,578	\$37,791
NET DIRECT OPERATING COST	\$112,340	\$128,535
NET OPERATING COST	\$112,340	\$128,535
Federal Operating Contribution	\$238	
Provincial Operating Contribution	\$63,240	\$61,110
Municipal Operating Contribution	\$34,500	\$34,000
Other Operating Contributions	\$15,000	\$15,000
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	\$83,830	
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$83,830	
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		
Other Capital Contributions		
	\$83,830	

Meaford

Transit Contact: Darcy Chapman
Treasurer / Director, Financial Services & Infrast

Statistical Contact: Bradey Carbert
Manager, Purchasing & Asset Management
Phone: 519-538-1060 ext. 11 Fax: 519-538-1556
Email: bcarbert@meaford.ca

SYSTEM HIGHLIGHTS:

- System established: 19-09-2016
- Serves: Municipality of Meaford
- Municipal Population: 11,000
- Service Area Population: 11,000
- Service Area Size km²: .0
- Service provided by: Municipal Department, under contract with First Student Canada

- Hours of Service:

Monday	8:00 - 17:00	Friday	8:00 - 17:00
Tuesday	8:00 - 17:00	Saturday	N/A
Wednesday	8:00 - 17:00	Sunday	N/A
Thursday	8:00 - 17:00	Holidays	N/A

- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 1,538
- Total Operating Revenues: \$3,534
- Total Direct Operating Expenses: \$68,339

- Employees Statistics:

Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

- Number of Fixed Routes: 1
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel: 5,962 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,538 100.00%	1,222 100.00%	24,630 100.00%	20.16
TOTAL	1,538	1,222	24,630	20.16

REMARKS:

Pilot program remained in place for the period of January 1st, 2017 - December 31st, 2017. User Fees were decreased from \$4.00 to \$2.00 per trip on April 1, 2017.

Meaford

FARE STRUCTURE

Effective Date:	01-04-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.00				4+
Children						< 3 = Free
Students						
Seniors						

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)
	Non-Acc.	Non-Acc.		
Bus			1	1
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			1	1

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	6,598	24,630	FINANCIAL		
Total Vehicle Kilometres	6,598	24,630	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	7%	5%
Revenue Vehicle Hours	418	1,222	Municipal Operating Contribution / Capita	\$1.15	\$5.36
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$38.21	\$42.14
Total Vehicle Hours	418	1,222			

Operators Paid Hours

Vehicle Mechanics Paid Hours			AVERAGE FARE		
Total Employee Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.87	\$2.30

PASSENGER DATA

Adult Passenger Trips	463	1,538	COST EFFICIENCY		
Concession Fare Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$45.50	\$55.90
<i>Concession Fare Trips Details:</i>					
Child Passenger Trips					
Student Passenger Trips			SERVICE UTILIZATION		
Senior Passenger Trips			Reg. Serv. Pass. / Capita	0.04	0.14
			Reg. Serv. Pass. / Rev. Veh. Hr.	1.11	1.26

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	463	1,538	AMOUNT OF SERVICE		
Auxiliary Service Passenger Trips			Rev. Veh. Hrs. / Capita	0.04	0.11

OPERATING EXPENSES

Transportation Operations Expenses	\$13,667	\$45,514	AVERAGE SPEED		
Fuel/Energy Exp. for Vehicles	\$2,000	\$6,182	Rev. Veh. Kms. / Rev. Veh. Hr.	15.78	20.15
Vehicle Maintenance Expenses	\$2,200	\$12,625	LABOUR PRODUCTIVITY		
Plant Maintenance Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
General/Administration Expenses	\$1,150	\$4,018			
TOTAL DIRECT OPERATING EXPENSES	\$19,017	\$68,339	TOP WAGE RATES		
Debt Service Payment			Operators		
Total Operating Expenses	\$19,017	\$68,339	Mechanics		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,328	\$3,534			
TOTAL OPERATING REVENUES	\$1,328	\$3,534			
Total Revenues	\$1,328	\$3,534			
NET DIRECT OPERATING COST	\$17,689	\$64,805			
NET OPERATING COST	\$17,689	\$64,805			

Federal Operating Contribution

Provincial Operating Contribution	\$7,129	\$5,873			
Municipal Operating Contribution	\$12,694	\$58,932			

Other Operating Contributions

Federal Debt Service Contribution					
Provincial Debt Service Contribution					

Municipal Debt Service Contribution

Other Capital Contributions					
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CAPITAL EXPENSES AND FUNDING SOURCES**TOTAL CAPITAL EXPENDITURES**

Total Capital Disposals					
TOTAL CAPITAL FUNDING					

Federal Capital Contribution

Provincial Capital Contribution					
Municipal Capital Contribution					

Other Capital Contributions

Midland

Transit Contact: Shawn Berriault
Director of Operations

Statistical Contact: Shawn Berriault
Director of Operations
Phone: 705-526-4275 ext. 22 Fax: 705-526-9971
Email: sberriault@midland.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1974
- Adult Cash Fare: \$2.00
- Serves: Town of Midland
- Ridership (revenue passengers): 63,209
- Municipal Population: 17,000
- Total Operating Revenues: \$75,309
- Service Area Population: 12,500
- Total Direct Operating Expenses: \$342,630
- Service Area Size km²: 30.2
- Service provided by: Municipal Department

▪ Hours of Service:

Monday	6:45 - 17:45	Friday	6:45 - 17:45
Tuesday	6:45 - 17:45	Saturday	8:45 - 16:45
Wednesday	6:45 - 17:45	Sunday	N/A
Thursday	6:45 - 17:45	Holidays	N/A

- Number of Fixed Routes: 2
- Number of Accessible Routes: 0
- Energy Consumption:

▪ Employees Statistics:	Full-time	Part-time
Operators	2	1
Other Transportation Operations		
Vehicle Mechanics	1	
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES	2	2

- Diesel: 21,474 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

- Union Affiliations: Union Information N/A (Operators)
OPSEU 328 (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	63,209 100.00%	3,400 100.00%	61,647 100.00%	18.13
TOTAL	63,209	3,400	61,647	18.13

Midland

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Effective Date: 04-01-2003					
Adults	\$2.00	\$1.25			6-65
Children					6 and under
Students	\$1.75	\$1.00			school ID
Seniors	\$1.75	\$1.00			65+

VEHICLES (2017)

	Active	Average Age	Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.
Bus			1	1
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			1	1

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres		61,647	FINANCIAL		
Total Vehicle Kilometres	87,783	61,647	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	41%	22%
Revenue Vehicle Hours		3,400	Municipal Operating Contribution / Capita	\$8.86	\$17.88
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.70	\$4.23
Total Vehicle Hours		3,400			
Operators Paid Hours			AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.20	\$1.06
Total Employee Paid Hours					

PASSENGER DATA

Adult Passenger Trips			COST EFFICIENCY		
Concession Fare Trips	65,303	63,209	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$2.89	\$5.42
<i>Concession Fare Trips Details:</i>					
Child Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$100.77
Student Passenger Trips					
Senior Passenger Trips			SERVICE UTILIZATION		

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	65,303	63,209	AMOUNT OF SERVICE		
Auxiliary Service Passenger Trips	587,727	568,881	Rev. Veh. Hrs. / Capita		0.27

OPERATING EXPENSES

Transportation Operations Expenses	\$65,477	\$227,145	AVERAGE SPEED		
Fuel/Energy Exp. for Vehicles	\$30,887	\$34,173	Rev. Veh. Kms. / Rev. Veh. Hr.		18.13
Vehicle Maintenance Expenses	\$84,216	\$43,000	LABOUR PRODUCTIVITY		
Plant Maintenance Expenses	\$2,213	\$15,251	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
General/Administration Expenses	\$6,013	\$23,061	TOP WAGE RATES		
TOTAL DIRECT OPERATING EXPENSES	\$188,806	\$342,630	Operators	\$17.54	\$17.72
Debt Service Payment			Mechanics		\$29.34
Total Operating Expenses	\$188,806	\$342,630			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$78,045	\$66,759			
TOTAL OPERATING REVENUES	\$78,045	\$75,309			
Total Revenues	\$78,045	\$119,090			
NET DIRECT OPERATING COST	\$110,761	\$267,321			
NET OPERATING COST	\$110,761	\$223,540			

Federal Operating Contribution

Provincial Operating Contribution

Municipal Operating Contribution

Other Operating Contributions

Federal Debt Service Contribution

Provincial Debt Service Contribution

Municipal Debt Service Contribution

CAPITAL EXPENSES AND FUNDING SOURCES**TOTAL CAPITAL EXPENDITURES** \$126,178 \$403,965

Total Capital Disposals

TOTAL CAPITAL FUNDING \$126,178 \$403,965

Federal Capital Contribution

Provincial Capital Contribution \$111,565 \$4,965

Municipal Capital Contribution \$14,613 \$267,688

Other Capital Contributions

Milton

Transit Contact: Tony D'Alessandro
Manager, Transit

Statistical Contact: Krista Short
Analyst, Transit
Phone: 905-878-7252 x2182 Fax: 905-876-5029
Email: krista.short@milton.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1990
- Serves: Town of Milton
- Municipal Population: 117,692
- Service Area Population: 103,922
- Service Area Size km²: 38.5
- Service provided by: Municipal Department, under contract with Diversified Transportation

▪ Hours of Service:

Monday	5:20 - 23:10	Friday	5:20 - 23:10
Tuesday	5:20 - 23:10	Saturday	7:10 - 19:40
Wednesday	5:20 - 23:10	Sunday	N/A
Thursday	5:20 - 23:10	Holidays	N/A

▪ Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	2	
TOTAL EMPLOYEES	2	

- Union Affiliations: Union Information N/A (Operators)
- Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	550,452 100.00%	42,232 100.00%	1,169,535 100.00%	27.69
TOTAL	550,452	42,232	1,169,535	27.69

REMARKS:

Pilot fixed-route service to Campbellville was introduced from April to December 2017. All pilot expenditure, revenue and ridership information have been included.

- Adult Cash Fare: \$3.50
- Ridership (revenue passengers): 503,608
- Total Operating Revenues: \$1,423,955
- Total Direct Operating Expenses: \$4,643,044
- Active Vehicles: 23
 - Small Community Buses 5
 - Standard Buses 18
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 9
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel: 539,683 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Milton

FARE STRUCTURE

Effective Date:	04-01-2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$3.50	\$2.80	\$77.00	\$8.00	19-64 years
Children						5 years and under
Students		\$3.50	\$2.10	\$57.00	\$8.00	6-18 years
Seniors		\$3.50	\$2.00	\$50.00	\$8.00	65 years and over
Other: GO passenger		\$0.70		\$28.00		with valid PRESTO card or GO fare media

VEHICLES (2017)

	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	Diesel
Bus	23		7.9		15	6	- Diesel	23
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	23	0			15	6	- Fuel Cell	
Total Low-Floor Bus (30'-60')	23		Average Bus Age (years)		7.9		TOTAL	23

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	886,042	1,169,535	FINANCIAL		
Total Vehicle Kilometres	886,042	1,169,535	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	32%	31%
Revenue Vehicle Hours	36,578	42,232	Municipal Operating Contribution / Capita	\$28.24	\$31.27
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.75	\$6.39
Total Vehicle Hours	36,578	42,232			
Operators Paid Hours			AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.55	\$2.49
Total Employee Paid Hours					

PASSENGER DATA

Adult Passenger Trips			PERFORMANCE INDICATORS	2016	2017
Concession Fare Trips			FINANCIAL		
<i>Concession Fare Trips Details:</i>			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	32%	31%
Child Passenger Trips			Municipal Operating Contribution / Capita	\$28.24	\$31.27
Student Passenger Trips			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.75	\$6.39
Senior Passenger Trips					

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	455,246	503,608	PERFORMANCE INDICATORS	2016	2017
Auxiliary Service Passenger Trips			FINANCIAL		
			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	32%	31%
			Municipal Operating Contribution / Capita	\$28.24	\$31.27
			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.75	\$6.39
OPERATING EXPENSES					
Transportation Operations Expenses	\$3,153,697	\$3,559,034	AVERAGE FARE		
Fuel/Energy Exp. for Vehicles	\$359,868	\$502,294	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.55	\$2.49
Vehicle Maintenance Expenses	\$15,063	\$246,141			
Plant Maintenance Expenses	\$68,233	\$47,316	COST EFFECTIVENESS		
General/Administration Expenses	\$270,157	\$288,259	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$8.49	\$9.22
TOTAL DIRECT OPERATING EXPENSES	\$3,867,018	\$4,643,044			
Debt Service Payment			COST EFFICIENCY		
Total Operating Expenses	\$4,577,614	\$5,606,053	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$106.74	\$110.68

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,162,132	\$1,255,506	PERFORMANCE INDICATORS	2016	2017
TOTAL OPERATING REVENUES	\$1,248,926	\$1,423,955	FINANCIAL		
Total Revenues	\$1,286,225	\$1,423,955	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	32%	31%
NET DIRECT OPERATING COST	\$2,618,092	\$3,219,089	Municipal Operating Contribution / Capita	\$28.24	\$31.27
NET OPERATING COST	\$3,291,389	\$4,182,098	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.75	\$6.39
Federal Operating Contribution					
Provincial Operating Contribution	\$581,790	\$932,073	AVERAGE SPEED		
Municipal Operating Contribution	\$2,706,445	\$3,250,025	Rev. Veh. Kms. / Rev. Veh. Hr.	24.22	27.69
Other Operating Contributions	\$3,154				
Federal Debt Service Contribution			LABOUR PRODUCTIVITY		
Provincial Debt Service Contribution			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$1,392,416	\$420,458
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$1,392,416	\$420,458
Federal Capital Contribution		\$53,964
Provincial Capital Contribution		
Municipal Capital Contribution	\$8,950	\$55,855
Other Capital Contributions	\$1,383,466	\$310,639

Mississauga

Transit Contact: Geoff Marinoff
Director of Transit

Statistical Contact: Mirela-Liana Aparaschivei
Team Leader Data Management
Phone: (905) 615-3200 x3816 Fax: (905) 615-3218
Email: mirela-liana.Aparaschivei@mississauga.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1969
- Serves: City of Mississauga
- Municipal Population: 768,620
- Service Area Population: 768,620
- Service Area Size km²: 178.6
- Service provided by: Municipal Department
- Hours of Service:

Monday	3:56 - 3:23	Friday	3:56 - 3:23
Tuesday	3:56 - 3:23	Saturday	4:42 - 3:01
Wednesday	3:56 - 3:23	Sunday	6:09 - 2:09
Thursday	3:56 - 3:23	Holidays	6:09 - 2:09
- Employees Statistics:

	Full-time	Part-time
Operators	1,032	
Other Transportation Operations	79	3
Vehicle Mechanics	91	
Other Vehicle Maintenance and Servicing	86	
Plant and Other Maintenance	12	
General and Administration	83	33
TOTAL EMPLOYEES	1,383	36
- Union Affiliations:

ATU 1572 (Operators)
ATU 1572 (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	55,133,221	100.00%	1,492,375	100.00%
TOTAL	55,133,221	1,492,375	32,805,463	21.98

REMARKS:

Note: The fare structure listed above under tickets, Tokens, Multi-ride Cards and Monthly Pass in each fare category are PRESTO e-purse and PRESTO Monthly Pass since the majority of our fare is collected via PRESTO, and, no more Monthly Paper Pass. For Tickets:Adult: 10 for \$31.00 and Unit Price is \$3.10Child: 10 for \$16.50 and Unit Price is \$1.65Student: 10 for \$22.50 and Unit Price is \$2.25Senior: 10 for \$21.00 and Unit Price is \$2.10

Mississauga

FARE STRUCTURE

Effective Date: 30-01-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.50	\$3.00	\$130.00		
Children	\$3.50	\$1.65			
Students	\$3.50	\$2.25			
Seniors	\$1.00	\$2.00	\$61.00		Off Peak, weekends, and holidays
Other: GTA Weekly Pass			\$63.00		

VEHICLES (2017)

	Active	Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access. Non-Acc.	Access. Non-Acc.			Internal Combustion
Bus	503	7.8	372	200	- Diesel 337
Commuter Rail					- Biodiesel (all blends) 166
Ferry					- Natural Gas (CNG or LNG)
Heavy Rail					- Other
Light Rail					Electric
Locomotive					- Trolley
Streetcar					- Battery
TOTAL ACTIVE VEHICLES	503	0	372	200	- Fuel Cell
Total Low-Floor Bus (30'-60')	503	Average Bus Age (years)	7.8		TOTAL 503

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	30,819,486	32,805,463	FINANCIAL		
Total Vehicle Kilometres	33,322,866	35,355,818	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	48%	48%
Revenue Vehicle Hours	1,413,963	1,492,375	Municipal Operating Contribution / Capita	\$99.33	\$101.07
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.37	\$2.39
Total Vehicle Hours	1,509,194	1,588,471	AVERAGE FARE		
Operators Paid Hours	2,138,718	2,188,743	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.01	\$2.07
Vehicle Mechanics Paid Hours	201,605	187,226	COST EFFECTIVENESS		
Total Employee Paid Hours	2,912,949	2,946,265	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.53	\$4.60
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	23,094,777	26,459,569	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$115.74	\$114.22
Concession Fare Trips	15,502,579	12,941,426	SERVICE UTILIZATION		
Concession Fare Trips Details:			Reg. Serv. Pass. / Capita	50.50	51.26
Child Passenger Trips	253,289	227,812	Reg. Serv. Pass. / Rev. Veh. Hr.	27.30	26.40
Student Passenger Trips	6,492,712	7,150,428	AMOUNT OF SERVICE		
Senior Passenger Trips	2,265,466	2,038,374	Rev. Veh. Hrs. / Capita	1.85	1.94
REGULAR SERVICE PASSENGER TRIPS	38,597,356	39,400,995	AVERAGE SPEED		
Regular Service Passenger-Kms		358,962,541	Rev. Veh. Kms. / Rev. Veh. Hr.	21.80	21.98
Auxiliary Service Passenger Trips			LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.66	0.68
Transportation Operations Expenses	\$104,876,469	\$109,989,465	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles	\$14,378,825	\$17,612,826	Operators	\$32.77	\$33.43
Vehicle Maintenance Expenses	\$25,370,014	\$25,107,259	Mechanics	\$38.91	\$39.69
Plant Maintenance Expenses	\$7,558,043	\$7,165,913			
General/Administration Expenses	\$22,493,026	\$21,681,779			
TOTAL DIRECT OPERATING EXPENSES	\$174,676,376	\$181,437,706			
Debt Service Payment					
Total Operating Expenses	\$175,083,738	\$181,858,711			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$77,502,349	\$81,714,349
TOTAL OPERATING REVENUES	\$83,055,555	\$87,416,419
Total Revenues	\$83,076,766	\$87,425,282
NET DIRECT OPERATING COST	\$91,620,821	\$94,021,287
NET OPERATING COST	\$92,006,971	\$94,446,439
Federal Operating Contribution		
Provincial Operating Contribution	\$16,092,300	\$16,760,000
Municipal Operating Contribution	\$75,914,671	\$77,686,439
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	\$46,329,251	\$65,957,449
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$46,329,310	\$65,957,449
Federal Capital Contribution	\$9,069,298	\$30,633,805
Provincial Capital Contribution	\$27,891,951	\$6,840,363
Municipal Capital Contribution	\$9,368,061	\$28,483,282
Other Capital Contributions		

Niagara Falls

Transit Contact: Carla Stout
Manager of Transit Operations

Statistical Contact: Jessica Sinkowski
Customer Service Administrator
Phone: 905-356-7521 x45 Fax: 905-356-5576
Email: jsinkowski@niagarafalls.ca

SYSTEM HIGHLIGHTS:

- System established: 19-10-1960
- Serves: City of Niagara Falls
- Municipal Population: 85,000
- Service Area Population: 80,000
- Service Area Size km²: 80.9
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:00 - 00:00	Friday	6:00 - 1:00
Tuesday	6:00 - 00:00	Saturday	6:00 - 1:00
Wednesday	6:00 - 00:00	Sunday	7:00 - 23:00
Thursday	6:00 - 00:00	Holidays	7:00 - 23:00
- Employees Statistics:

	Full-time	Part-time
Operators	61	26
Other Transportation Operations	6	
Vehicle Mechanics	9	
Other Vehicle Maintenance and Servicing	9	
Plant and Other Maintenance	2	
General and Administration	5	
TOTAL EMPLOYEES	92	26
- Union Affiliations:

ATU	1582 (Operators)
ATU	1582 (Mechanics)
CUPE	133 (Admin)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	2,310,328 100.00%	106,101 100.00%	2,261,560 100.00%	21.32
TOTAL	2,310,328	106,101	2,261,560	21.32

Niagara Falls

FARE STRUCTURE

Effective Date:	01-07-2015	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Semester Pass	Criteria
Adults	\$2.75	\$2.50	\$75.00			
Children	\$1.50					6-12; under 6 = free
Students	\$2.50	\$2.25	\$58.00	216		13-19
Seniors	\$2.50	\$2.25	\$58.00			65+

VEHICLES (2017)

	Active	Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access. Non-Acc.	Access. Non-Acc.			Internal Combustion
Bus	27	8.1	25	16	- Diesel
Commuter Rail					- Biodiesel (all blends)
Ferry					- Natural Gas (CNG or LNG)
Heavy Rail					- Other
Light Rail					Electric
Locomotive					- Trolley
Streetcar					- Battery
TOTAL ACTIVE VEHICLES	27	0	25	16	- Fuel Cell
Total Low-Floor Bus (30'-60')	27	Average Bus Age (years)	8.1		TOTAL
					27

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	2,280,081	2,261,560	FINANCIAL		
Total Vehicle Kilometres	2,280,081	2,261,560	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	36%	37%
Revenue Vehicle Hours	84,322	106,101	Municipal Operating Contribution / Capita	\$77.28	\$89.47
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.11	\$3.09
Total Vehicle Hours	84,322	106,101	AVERAGE FARE		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$0.59	\$0.61
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.88	\$4.91
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	1,679,668	1,715,476	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$139.71	\$116.93
Concession Fare Trips	582,435	594,852	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	28.28	28.88
Child Passenger Trips	91,443	93,392	Reg. Serv. Pass. / Rev. Veh. Hr.	26.83	21.77
Student Passenger Trips	85,561	87,385	AMOUNT OF SERVICE		
Senior Passenger Trips	148,312	151,474	Rev. Veh. Hrs. / Capita	1.05	1.33
REGULAR SERVICE PASSENGER TRIPS	2,262,103	2,310,328	AVERAGE SPEED		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	27.04	21.32
Auxiliary Service Passenger Trips	222,390	417,960	LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$6,874,284	\$7,085,073	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles	\$1,012,384	\$1,203,627	Operators	\$27.67	\$28.20
Vehicle Maintenance Expenses	\$2,297,842	\$2,206,017	Mechanics	\$33.17	\$33.80
Plant Maintenance Expenses	\$698,799	\$582,503			
General/Administration Expenses	\$147,770	\$271,085			
TOTAL DIRECT OPERATING EXPENSES	\$11,031,079	\$11,348,305			
Debt Service Payment	\$148,586	\$54,463			
Total Operating Expenses	\$12,516,356	\$13,047,683			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,328,140	\$1,413,066
TOTAL OPERATING REVENUES	\$3,994,878	\$4,208,483
Total Revenues	\$5,283,222	\$5,849,507
NET DIRECT OPERATING COST	\$7,036,201	\$7,139,822
NET OPERATING COST	\$7,233,134	\$7,198,176

Federal Operating Contribution

Provincial Operating Contribution	\$532,000	\$532,000
Municipal Operating Contribution	\$6,182,283	\$7,157,450

Other Operating Contributions

Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$26,292,214	\$545,275
Total Capital Disposals	\$949,437	
TOTAL CAPITAL FUNDING	\$26,292,214	\$912,140
Federal Capital Contribution	\$24,177,449	
Provincial Capital Contribution	\$1,447,348	\$625,000
Municipal Capital Contribution	\$40,196	\$287,140
Other Capital Contributions	\$627,222	

Niagara Region

Transit Contact: Matt Robinson
Director, GO Implementation Office

Statistical Contact: Robert Salewytsh
Transit Service Planning Coordinator
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Email: robert.salewytsh@niagararegion.ca

SYSTEM HIGHLIGHTS:

- System established: 16-09-2011
- Serves: Niagara Region
- Municipal Population: 458,986
- Service Area Population: 358,805
- Service Area Size km²: 555.0
- Service provided by: Municipal Department, under contract with City of Welland, City of Niagara Falls, St. Catharines Transit Commission

▪ Hours of Service:

Monday	7:00 - 21:00	Friday	7:00 - 21:00
Tuesday	7:00 - 21:00	Saturday	7:00 - 21:00
Wednesday	7:00 - 21:00	Sunday	N/A
Thursday	7:00 - 21:00	Holidays	N/A

- Adult Cash Fare: \$6.00
- Ridership (revenue passengers): 492,540
- Total Operating Revenues: \$1,330,805
- Total Direct Operating Expenses: \$4,074,784

▪ Employees Statistics:

Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

- Number of Fixed Routes: 12
- Number of Accessible Routes: 12
- Energy Consumption:
 - Diesel: 408,913 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	492,540 100.00%	37,333 100.00%	886,316 100.00%	23.74
TOTAL	492,540	37,333	886,316	23.74

REMARKS:

Overall ridership was boosted in 2017 as a result of route enhancements and rationalizations. Niagara College has seen significant growth in its international student population who typically reside in Niagara Falls but their campuses are in Welland and Niagara-on-the-Lake which has generated a lot of rides on Niagara Region Transit.

Niagara Region

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Effective Date: 01-05-2012					
Adults	\$6.00	\$4.50	\$160.00		18 - 65 years
Children					0-5 years = free
Students	\$5.00	\$4.00	\$130.00		6 - 18 years; with valid ID
Seniors	\$5.00	\$4.00	\$130.00		65 years and over
Other: U-Pass					Brock University and Niagara College students with ID

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)
Bus			10	8
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES		10		8

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	886,157	886,316	FINANCIAL		
Total Vehicle Kilometres	886,157	886,316	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	27%	33%
Revenue Vehicle Hours	32,939	37,333	Municipal Operating Contribution / Capita	\$6.12	\$6.90
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$9.70	\$5.57
Total Vehicle Hours	32,939	37,333			
Operators Paid Hours			AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$3.59	\$2.70
Total Employee Paid Hours					

PASSENGER DATA

Adult Passenger Trips		135,808	PERFORMANCE INDICATORS	2016	2017
Concession Fare Trips	141,802	356,732	FINANCIAL		
Concession Fare Trips Details:			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	27%	33%
Child Passenger Trips			Municipal Operating Contribution / Capita	\$6.12	\$6.90
Student Passenger Trips			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$9.70	\$5.57
Senior Passenger Trips					

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	253,723	492,540	PERFORMANCE INDICATORS	2016	2017
Auxiliary Service Passenger Trips			FINANCIAL		
			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$102.40	\$109.15
OPERATING EXPENSES					
Transportation Operations Expenses	\$3,139,257	\$3,974,319	SERVICE UTILIZATION		
Fuel/Energy Exp. for Vehicles			Reg. Serv. Pass. / Capita	0.71	1.37
Vehicle Maintenance Expenses	\$62,782	\$19,996	Reg. Serv. Pass. / Rev. Veh. Hr.	7.70	13.19
Plant Maintenance Expenses					
General/Administration Expenses	\$171,038	\$80,469	AMOUNT OF SERVICE		
TOTAL DIRECT OPERATING EXPENSES	\$3,373,077	\$4,074,784	Rev. Veh. Hrs. / Capita	0.09	0.10
Debt Service Payment					
Total Operating Expenses	\$3,373,814	\$4,074,691	AVERAGE SPEED		
			Rev. Veh. Kms. / Rev. Veh. Hr.	26.90	23.74

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$911,773	\$1,330,805	LABOUR PRODUCTIVITY		
TOTAL OPERATING REVENUES	\$911,773	\$1,330,805	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Total Revenues	\$911,773	\$1,330,805			
NET DIRECT OPERATING COST	\$2,461,304	\$2,743,979	TOP WAGE RATES		
NET OPERATING COST	\$2,462,041	\$2,743,886	Operators		
Federal Operating Contribution			Mechanics		
Provincial Operating Contribution	\$267,309	\$267,309			
Municipal Operating Contribution	\$2,194,732	\$2,476,577			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES
TOTAL CAPITAL EXPENDITURES
TOTAL CAPITAL FUNDING

Federal Capital Contribution	
Provincial Capital Contribution	
Municipal Capital Contribution	
Other Capital Contributions	

Niagara-on-the-Lake

Transit Contact: Marci Weston
Engineering Technologist - Traffic and Transit

Statistical Contact: Marci Weston
Engineering Technologist - Traffic and Transit
Phone: 905-468-6486 Fax: 905-468-1722
Email: mweston@notl.org

SYSTEM HIGHLIGHTS:

- System established: 04-02-2012
- Serves: Town of Niagara-on-the-Lake
- Municipal Population: 17,990
- Service Area Population: 11,119
- Service Area Size km²: 22.2
- Service provided by: Municipal Department, under contract with Niagara Patient Transfer Inc.

▪ Hours of Service:

Monday	8:00 - 19:00	Friday	8:00 - 19:00
Tuesday	8:00 - 19:00	Saturday	8:00 - 19:00
Wednesday	8:00 - 19:00	Sunday	N/A
Thursday	8:00 - 19:00	Holidays	N/A

▪ Employees Statistics:

Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 23,581
- Total Operating Revenues: \$205,221
- Total Direct Operating Expenses: \$579,365
- Active Vehicles: 5
 - Small Community Buses 5

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 3
- Number of Accessible Routes: 2
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	27,303 100.00%	6,712 100.00%	158,584 100.00%	23.63
TOTAL	27,303	6,712	158,584	23.63

REMARKS:

Overall ridership was boosted in 2017 as a result of route enhancements and rationalizations. Niagara College has seen significant growth in its international student population who typically reside in Niagara Falls but their campuses are in Welland and Niagara-on-the-Lake which has generated a lot of rides on Niagara Region Transit.

Niagara-on-the-Lake

FARE STRUCTURE

Effective Date:	11-11-2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Billed to Institution	Criteria
Adults	\$3.00					< = 12 = Free
Children						
Students					\$3.00	Niagara College with Student ID
Seniors	\$3.00					
Other: CNIB, Other events and programs						With valid ID or prearrangement = Free

VEHICLES (2017)	Active	Average Age	Peak (Est.)	Base (Est.)	
	Access.	Non-Acc.	Access.	Non-Acc.	
Bus			5	2	
Commuter Rail					
Ferry					
Heavy Rail					
Light Rail					
Locomotive					
Streetcar					
TOTAL ACTIVE VEHICLES			5	2	

	2016	2017	PERFORMANCE INDICATORS	2016	2017
VEHICLE KILOMETRES AND HOURS			FINANCIAL		
Revenue Vehicle Kilometres	141,293	158,584	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	37%	35%
Total Vehicle Kilometres	166,566	183,331	Municipal Operating Contribution / Capita	\$20.85	\$25.91
Revenue Vehicle Hours	5,418	6,712	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$18.58	\$15.87
Auxiliary Revenue Vehicle Hours	2,928	2,285			
Total Vehicle Hours	8,358	8,999			
Operators Paid Hours			AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.79	\$2.22
Total Employee Paid Hours					
PASSENGER DATA			COST EFFECTIVENESS		
Adult Passenger Trips	7,181	13,150	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$29.54	\$24.57
Concession Fare Trips	9,843	10,431			
<i>Concession Fare Trips Details:</i>			COST EFFICIENCY		
<i>Child Passenger Trips</i>			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$60.16	\$64.38
<i>Student Passenger Trips</i>	6,419	6,480			
<i>Senior Passenger Trips</i>			SERVICE UTILIZATION		
REGULAR SERVICE PASSENGER TRIPS	17,024	23,581	Reg. Serv. Pass. / Capita	1.57	2.12
Regular Service Passenger-Kms	232,547	281,792	Reg. Serv. Pass. / Rev. Veh. Hr.	3.14	3.51
Auxiliary Service Passenger Trips	89,615	97,499			
OPERATING EXPENSES			AMOUNT OF SERVICE		
Transportation Operations Expenses	\$468,468	\$550,462	Rev. Veh. Hrs. / Capita	0.50	0.60
Fuel/Energy Exp. for Vehicles					
Vehicle Maintenance Expenses			AVERAGE SPEED		
Plant Maintenance Expenses			Rev. Veh. Kms. / Rev. Veh. Hr.	26.08	23.63
General/Administration Expenses	\$34,386	\$28,903			
TOTAL DIRECT OPERATING EXPENSES	\$502,854	\$579,365	LABOUR PRODUCTIVITY		
Debt Service Payment			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Total Operating Expenses	\$547,389	\$634,761			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			TOP WAGE RATES		
REGULAR SERV. PASS. REVENUES	\$47,574	\$52,359	Operators		
TOTAL OPERATING REVENUES	\$186,622	\$205,221	Mechanics		
Total Revenues	\$186,622	\$205,221			
NET DIRECT OPERATING COST	\$316,232	\$374,144			
NET OPERATING COST	\$360,767	\$429,540			
Federal Operating Contribution					
Provincial Operating Contribution	\$135,106	\$141,452			
Municipal Operating Contribution	\$225,661	\$288,088			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
CAPITAL EXPENSES AND FUNDING SOURCES					
TOTAL CAPITAL EXPENDITURES		\$4,806			
Total Capital Disposals					
TOTAL CAPITAL FUNDING		\$4,806			
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					
		\$4,806			

Norfolk County

Transit Contact: Blaire Sylvester
Manager, Administrative & Client Services

Statistical Contact: Nikki Slote
Manager, Administrative & Client Services
Phone: 519-426-5870 x2208 Fax:
Email: Nikki.Slote@norfolkcounty.ca

SYSTEM HIGHLIGHTS:

- System established: 11-10-2011
- Serves: Norfolk County
- Municipal Population: 64,044
- Service Area Population: 30,737
- Service Area Size km²: 1,607.0
- Service provided by: Municipal Department, under contract with Your Bus Norfolk

- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 8,692
- Total Operating Revenues: \$29,537
- Total Direct Operating Expenses: \$302,551

Hours of Service:

Monday	8:00 - 18:00	Friday	8:00 - 18:00
Tuesday	8:00 - 18:00	Saturday	N/A
Wednesday	8:00 - 18:00	Sunday	N/A
Thursday	8:00 - 18:00	Holidays	N/A

- Number of Fixed Routes: 9
- Number of Accessible Routes: 9
- Energy Consumption:

Employees Statistics:	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	1	
TOTAL EMPLOYEES	1	

- Diesel:
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

CUPE 4700 (Administration)

- Disruption during 2017: Contract Terminated
Start Date: 2018-01-17
End Date: 2018-01-21
Duration: 4 days

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	8,692 100.00%	3,610 100.00%	121,730 100.00%	33.72
TOTAL	8,692	3,610	121,730	33.72

REMARKS:

In 2017 contractual issues with the provider forced Norfolk County to terminate the contract with the operator effective January 16, 2017. An interim provider took over on January 23, 2017 while an RFP for the service could be completed leaving a 4 day gap with no service. The new and current operator commenced operating the service on May 16, 2017.

Norfolk County

FARE STRUCTURE

Effective Date:	11-10-2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Out of Town Ride	Criteria
Adults		\$2.00	\$1.66		\$6.00	16 +
Children						< 5 = Free
Students		\$2.00	\$1.66		\$2.00	6 - 16
Seniors						

VEHICLES (2017)

	Active Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus			3	1
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			3	1

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	121,288	121,730	FINANCIAL		
Total Vehicle Kilometres	121,288	121,730	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	10%	10%
Revenue Vehicle Hours	3,610	3,610	Municipal Operating Contribution / Capita	\$1.79	\$7.18
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$26.08	\$31.41
Total Vehicle Hours	3,610	3,610			

Operators Paid Hours

Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$3.04	\$3.40
Total Employee Paid Hours	1,820	1,820			

PASSENGER DATA

Adult Passenger Trips	8,214	8,246	AVERAGE FARE		
Concession Fare Trips	531	446	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$3.04	\$3.40
<i>Concession Fare Trips Details:</i>					
Child Passenger Trips	531	446	COST EFFECTIVENESS		
Student Passenger Trips			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$29.12	\$34.81
Senior Passenger Trips					

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	8,745	8,692	COST EFFICIENCY		
Auxiliary Service Passenger Trips	145,516	134,726	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$70.54	\$83.81

OPERATING EXPENSES

Transportation Operations Expenses	\$165,735	\$212,962	SERVICE UTILIZATION		
Fuel/Energy Exp. for Vehicles			Reg. Serv. Pass. / Capita	0.28	0.28
Vehicle Maintenance Expenses			Reg. Serv. Pass. / Rev. Veh. Hr.	2.42	2.41
Plant Maintenance Expenses					
General/Administration Expenses	\$88,929	\$89,588	AMOUNT OF SERVICE		
TOTAL DIRECT OPERATING EXPENSES	\$254,664	\$302,551	Rev. Veh. Hrs. / Capita	0.12	0.12

Debt Service Payment

Total Operating Expenses	\$254,664	\$302,551	AVERAGE SPEED		
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OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$26,562	\$29,537	LABOUR PRODUCTIVITY		
TOTAL OPERATING REVENUES	\$26,562	\$29,537	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Total Revenues	\$44,812	\$44,222			
NET DIRECT OPERATING COST	\$228,102	\$273,014	TOP WAGE RATES		
NET OPERATING COST	\$209,852	\$258,329	Operators		

Federal Operating Contribution

Provincial Operating Contribution	\$148,943	\$37,632	Mechanics		
Municipal Operating Contribution	\$54,909	\$220,697			
Other Operating Contributions	\$6,000				

Federal Debt Service Contribution

Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES
TOTAL CAPITAL EXPENDITURES

Total Capital Disposals					
TOTAL CAPITAL FUNDING					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

North Bay

Transit Contact: Remi Renaud
Transit Manager

Statistical Contact: Remi Renaud
Transit Manager
Phone: 705-474-0626 x2165 Fax: 705-476-5308
Email: remi.renaud@cityofnorthbay.ca

SYSTEM HIGHLIGHTS:

- System established: 25-05-1972
 - Serves: North Bay
 - Municipal Population: 51,553
 - Service Area Population: 47,084
 - Service Area Size km²: 314.9
 - Service provided by: Municipal Department
- Adult Cash Fare: \$3.00
 - Ridership (revenue passengers): 1,411,937
 - Total Operating Revenues: \$2,783,822
 - Total Direct Operating Expenses: \$5,936,350

- Hours of Service:

Monday	6:15 - 00:50	Friday	6:15 - 00:50
Tuesday	6:15 - 00:50	Saturday	6:30 - 00:50
Wednesday	6:15 - 00:50	Sunday	7:45 - 19:50
Thursday	6:15 - 00:50	Holidays	7:45 - 19:50

- Number of Fixed Routes: 8
- Number of Accessible Routes: 8
- Energy Consumption:

- Diesel:	775,193 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	

Employees Statistics:	Full-time	Part-time
Operators	41	
Other Transportation Operations	2	
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	2	
TOTAL EMPLOYEES	45	

- Union Affiliations:

CUPE 122 (Operators)
CUPE 122 (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,553,131 100.00%	62,400 100.00%	1,227,752 100.00%	19.68
TOTAL	1,553,131	62,400	1,227,752	19.68

North Bay

FARE STRUCTURE

Effective Date: 01-06-2015	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.00		\$86.00		18+
Children	\$3.00		\$61.00		5-12; < 5 = Free
Students	\$3.00		\$71.00		13-18 with valid ID
Seniors	\$3.00		\$61.00		65+
Other: ODSP	\$3.00				

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)
	Non-Acc.	Non-Acc.		
Bus			15	12
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			15	12

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	1,295,925	1,227,752	FINANCIAL		
Total Vehicle Kilometres	1,314,260	1,248,087	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	49%	47%
Revenue Vehicle Hours	62,400	62,400	Municipal Operating Contribution / Capita	\$52.39	\$55.80
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.19	\$2.23
Total Vehicle Hours	64,699	64,734	AVERAGE FARE		
Operators Paid Hours	87,924	88,873	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.03	\$1.93
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours	95,724	96,673	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.27	\$4.20

PASSENGER DATA

Adult Passenger Trips			COST EFFICIENCY		
Concession Fare Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$89.73	\$91.70
Concession Fare Trips Details:			SERVICE UTILIZATION		
Child Passenger Trips			Reg. Serv. Pass. / Capita	28.89	29.99
Student Passenger Trips			Reg. Serv. Pass. / Rev. Veh. Hr.	21.80	22.63
Senior Passenger Trips			AMOUNT OF SERVICE		

REGULAR SERVICE PASSENGER TRIPS

	1,360,337	1,411,937	AMOUNT OF SERVICE		
Regular Service Passenger-Kms			Rev. Veh. Hrs. / Capita	1.33	1.33
Auxiliary Service Passenger Trips			AVERAGE SPEED		
			Rev. Veh. Kms. / Rev. Veh. Hr.	20.77	19.68
OPERATING EXPENSES			LABOUR PRODUCTIVITY		
Transportation Operations Expenses	\$3,615,459	\$3,639,028	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.71	0.70
Fuel/Energy Exp. for Vehicles	\$598,269	\$704,475	TOP WAGE RATES		
Vehicle Maintenance Expenses	\$1,172,974	\$1,122,202	Operators	\$26.01	\$26.40
Plant Maintenance Expenses	\$185,910	\$218,310	Mechanics		\$29.45
General/Administration Expenses	\$232,953	\$252,335			
TOTAL DIRECT OPERATING EXPENSES	\$5,805,565	\$5,936,350			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$2,764,173	\$2,722,350	TOP WAGE RATES		
TOTAL OPERATING REVENUES	\$2,819,643	\$2,783,822	Operators	\$26.01	\$26.40
Total Revenues	\$2,828,986	\$2,799,030	Mechanics		\$29.45
NET DIRECT OPERATING COST	\$2,985,922	\$3,152,528			
NET OPERATING COST	\$2,976,579	\$3,137,320			

Federal Operating Contribution		
Provincial Operating Contribution	\$510,000	\$510,000
Municipal Operating Contribution	\$2,466,579	\$2,627,319
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$1,576,354	\$452,877
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$1,576,354	\$452,877
Federal Capital Contribution		\$185,261
Provincial Capital Contribution	\$400,000	\$155,377
Municipal Capital Contribution	\$1,176,354	\$112,239
Other Capital Contributions		

Oakville

Transit Contact: Barry Cole
Director

Statistical Contact: Ragini Govender
Transit Analyst

Phone: 905-845-6601 x 3937 Fax: 905-338-4703
Email: ragini.govender@oakville.ca

SYSTEM HIGHLIGHTS:

- System established: 05-09-1972
- Serves: Town of Oakville
- Municipal Population: 194,000
- Service Area Population: 194,000
- Service Area Size km²: 103.5
- Service provided by: Municipal Department
- Hours of Service:

Monday	5:45 - 2:00	Friday	5:45 - 2:00
Tuesday	5:45 - 2:00	Saturday	7:00 - 2:00
Wednesday	5:45 - 2:00	Sunday	8:00 - 20:00
Thursday	5:45 - 2:00	Holidays	8:00 - 20:00
- Employees Statistics:

	Full-time	Part-time
Operators	125	28
Other Transportation Operations	18	1
Vehicle Mechanics	14	
Other Vehicle Maintenance and Servicing	19	3
Plant and Other Maintenance		
General and Administration	7	
TOTAL EMPLOYEES	183	32
- Union Affiliations:

UNIFOR	1256 (Operators)
UNIFOR	1256 (Mechanics)
CUPE	1329 & (Admin Staff - Store Keeper)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	3,962,375	100.00%	212,008	100.00%
TOTAL	3,962,375	212,008	5,412,309	25.53

REMARKS:

As of June, 2017 the Transit Student fare is now called Youth fare. The new Youth fare concession will apply to all customers aged 19 and under. In June 2017 a new booking and scheduling software was installed that allows customers to book, cancel and confirm their rides by using the telephone or computer anytime of the day including weekends and evenings. Subsidized Split Program - Customers on this program have the option of buying special purpose tickets, special purpose passes or a PRESTO Monthly Period pass load. Split Program clients pay half the cost of tickets, pass and PRESTO Period passes. There are no discounts on cash fares. Support person with an Oakville Transit Support Person ID Card can travel free-of-charge on Oakville Transit buses when accompanying someone with a disability.

Oakville

FARE STRUCTURE

Effective Date: 01-02-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.75	\$2.95	\$120.00		20 - 64 years
Children					5 years and under with fare paying adult
Students	\$3.75	\$2.25	\$75.00	Freedom Pass \$15	6 - 19 years
Seniors	\$3.75	\$1.85	\$55.00		65+
Other: GO Co-fare	\$0.75				transferring on GO Train

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	95	6.8	72	38	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	95	0	72	38	- Battery
Total Low-Floor Bus (30'-60')	95	Average Bus Age (years)	6.8		- Fuel Cell
				TOTAL	95

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	4,923,464	5,412,309	FINANCIAL		
Total Vehicle Kilometres	5,401,104	5,714,269	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	30%	32%
Revenue Vehicle Hours	208,831	212,008	Municipal Operating Contribution / Capita	\$85.91	\$84.59
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$6.00	\$5.89
Total Vehicle Hours	241,423	261,776			
Operators Paid Hours	266,253	300,707	AVERAGE FARE		
Vehicle Mechanics Paid Hours	21,189	25,433	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.45	\$2.55
Total Employee Paid Hours	363,857	416,290			

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips	2,106,338	2,171,481	FINANCIAL		
Concession Fare Trips	745,030	774,396	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	30%	32%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$85.91	\$84.59
Child Passenger Trips			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$6.00	\$5.89
Student Passenger Trips	459,994	480,357			
Senior Passenger Trips	285,035	294,038	AVERAGE FARE		
REGULAR SERVICE PASSENGER TRIPS	2,851,368	2,945,877	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.45	\$2.55

REGULAR SERVICE PASSENGER TRIPS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Regular Service Passenger-Kms			FINANCIAL		
Auxiliary Service Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$101.96	\$97.47

OPERATING EXPENSES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Transportation Operations Expenses	\$14,047,821	\$15,291,568	FINANCIAL		
Fuel/Energy Exp. for Vehicles	\$2,899,148	\$2,650,542	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	30%	32%
Vehicle Maintenance Expenses	\$4,701,937	\$5,063,733	Municipal Operating Contribution / Capita	\$85.91	\$84.59
Plant Maintenance Expenses	\$1,757,401	\$1,664,271	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$6.00	\$5.89
General/Administration Expenses	\$1,210,438	\$844,021			
TOTAL DIRECT OPERATING EXPENSES	\$24,616,745	\$25,514,135	AVERAGE SPEED		

TOTAL DIRECT OPERATING EXPENSES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Debt Service Payment			LABOUR PRODUCTIVITY		
Total Operating Expenses	\$24,616,745	\$25,514,135	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.78	0.71

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES	\$6,981,732	\$7,511,419	TOP WAGE RATES		
TOTAL OPERATING REVENUES	\$7,502,592	\$8,167,673	Operators	\$28.64	\$29.51
Total Revenues	\$7,525,056	\$8,186,938	Mechanics	\$35.62	\$36.66

NET DIRECT OPERATING COST

	2016	2017	PERFORMANCE INDICATORS	2016	2017
NET DIRECT OPERATING COST	\$17,114,153	\$17,346,462	TOP WAGE RATES		
NET OPERATING COST	\$17,091,689	\$17,327,197	Operators	\$28.64	\$29.51
Federal Operating Contribution			Mechanics	\$35.62	\$36.66
Provincial Operating Contribution					

FEDERAL OPERATING CONTRIBUTION

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Provincial Operating Contribution	\$759,500	\$916,600	TOP WAGE RATES		
Municipal Operating Contribution	\$16,332,189	\$16,410,597	Operators	\$28.64	\$29.51
Other Operating Contributions			Mechanics	\$35.62	\$36.66

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
TOTAL CAPITAL EXPENDITURES	\$7,335,351	\$9,161,013	TOP WAGE RATES		
Total Capital Disposals	\$19,938	\$10,239	Operators	\$28.64	\$29.51
TOTAL CAPITAL FUNDING	\$8,750,810	\$8,632,827	Mechanics	\$35.62	\$36.66
Federal Capital Contribution	\$208,022	\$1,796,272			
Provincial Capital Contribution	\$2,582,852	\$1,696,819			
Municipal Capital Contribution	\$1,112,700	\$1,258,700			
Other Capital Contributions	\$4,847,236	\$3,881,036			

Orangeville

Transit Contact: Marilyn Forestell
Assistant Location Manager

Statistical Contact: Sarah Pihel
Public Works Technician
Phone: 519-941-0440 x229 Fax: 519-941-5303
Email: spihel@orangeville.ca

SYSTEM HIGHLIGHTS:

- System established: 12-02-1991
- Serves: Town of Orangeville
- Municipal Population: 31,000
- Service Area Population: 31,000
- Service Area Size km²: 14.0
- Service provided by: Municipal Department, under contract with First Student Canada

Hours of Service:

Monday	7:15 - 20:45	Friday	7:15 - 20:45
Tuesday	7:15 - 20:45	Saturday	7:15 - 18:15
Wednesday	7:15 - 20:45	Sunday	N/A
Thursday	7:15 - 20:45	Holidays	N/A

Employees Statistics:
Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 109,095
- Total Operating Revenues: \$165,822
- Total Direct Operating Expenses: \$994,541
- Active Vehicles: 2
 - Small Community Buses
 - Standard Buses 2
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 3
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	126,867 100.00%	11,929 100.00%	278,355 100.00%	23.33
TOTAL	126,867	11,929	278,355	23.33

REMARKS:

Purchased 2 30' low flow buses - 1 demo and 1 new. The demo went into service late August and the new bus to be delivered in the spring of 2018. Linked all transit stops

Orangeville

FARE STRUCTURE

Effective Date: 01-07-2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.00	\$1.70	\$55.00		< 5 = Free
Children					
Students	\$1.50	\$1.30	\$45.00		6-18 or with valid student ID
Seniors	\$1.50	\$1.30	\$45.00		55+
Other: Special Needs			\$25.00		Persons with disabilities

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	2	1.5	4	3	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	2	0	4	3	- Battery
Total Low-Floor Bus (30'-60')	2	Average Bus Age (years)	1.5		- Fuel Cell
				TOTAL	2

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	231,186	278,355	FINANCIAL		
Total Vehicle Kilometres	240,366	288,155	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	21%	17%
Revenue Vehicle Hours	10,098	11,929	Municipal Operating Contribution / Capita	\$9.44	\$18.06
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.44	\$7.60
Total Vehicle Hours	10,404	12,250			

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips	45,844	48,064	AVERAGE FARE		
Concession Fare Trips	59,844	61,031	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.37	\$1.41
<i>Concession Fare Trips Details:</i>					
<i>Child Passenger Trips</i>					
<i>Student Passenger Trips</i>					
<i>Senior Passenger Trips</i>					
REGULAR SERVICE PASSENGER TRIPS	105,688	109,095	COST EFFECTIVENESS		
Regular Service Passenger-Kms	655,265	676,389	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$6.92	\$9.12
Auxiliary Service Passenger Trips					

OPERATING EXPENSES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Transportation Operations Expenses	\$495,243	\$591,500	COST EFFICIENCY		
Fuel/Energy Exp. for Vehicles			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$70.28	\$81.18
Vehicle Maintenance Expenses	\$137,585	\$134,609			
Plant Maintenance Expenses	\$2,664	\$1,832	SERVICE UTILIZATION		
General/Administration Expenses	\$95,732	\$266,600	Reg. Serv. Pass. / Capita	3.44	3.52
TOTAL DIRECT OPERATING EXPENSES	\$731,225	\$994,541	Reg. Serv. Pass. / Rev. Veh. Hr.	10.47	9.14
Debt Service Payment					
Total Operating Expenses	\$731,225	\$994,541	AMOUNT OF SERVICE		
			Rev. Veh. Hrs. / Capita	0.33	0.38

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES	\$145,295	\$153,683	AVERAGE SPEED		
TOTAL OPERATING REVENUES	\$156,629	\$165,822	Rev. Veh. Kms. / Rev. Veh. Hr.	22.89	23.33
Total Revenues	\$156,629	\$165,822			
NET DIRECT OPERATING COST	\$574,596	\$828,719	LABOUR PRODUCTIVITY		
NET OPERATING COST	\$574,596	\$828,719	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Federal Operating Contribution					
Provincial Operating Contribution	\$284,455	\$269,000	TOP WAGE RATES		
Municipal Operating Contribution	\$290,141	\$559,719	Operators		
Other Operating Contributions			Mechanics		

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017
TOTAL CAPITAL EXPENDITURES	\$392,810	\$392,285
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$392,810	\$392,285
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	\$392,810	\$392,285
Other Capital Contributions		

Orillia

Transit Contact: Jeff Hunter
Manager, Construction and Transit

Statistical Contact: Jeff Hunter
Manager, Construction and Transit
Phone: 705-325-2213 Fax:
Email: jhunter@orillia.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: City of Orillia
- Municipal Population: 31,166
- Service Area Population: 30,586
- Service Area Size km²: 28.8
- Service provided by: Municipal Department, under contract with First Student Canada / TOK Transit

▪ Hours of Service:

Monday	6:15 - 22:45	Friday	6:15 - 22:45
Tuesday	6:15 - 22:45	Saturday	8:45 - 18:15
Wednesday	6:15 - 22:45	Sunday	8:45 - 16:45
Thursday	6:15 - 22:45	Holidays	N/A

▪ Employees Statistics:

Full-time Part-time

Operators	
Other Transportation Operations	
Vehicle Mechanics	
Other Vehicle Maintenance and Servicing	
Plant and Other Maintenance	
General and Administration	
TOTAL EMPLOYEES	

- Union Affiliations: Union Information N/A (Operators)
- Union Information N/A (Mechanics)

- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 829,970
- Total Operating Revenues: \$867,368
- Total Direct Operating Expenses: \$2,095,469
- Active Vehicles: 10
 - Standard Buses 10

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 5
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	829,970 100.00%	26,520 100.00%	592,000 100.00%	22.32
TOTAL	829,970	26,520	592,000	22.32

Orillia

FARE STRUCTURE

Effective Date: 01-01-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.00	\$1.84	\$47.00		
Children	\$2.00	\$1.84	\$47.00		
Students	\$2.00	\$1.84	\$47.00		
Seniors	\$2.00	\$1.84	\$47.00		

VEHICLES (2017)

	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	Electric
Bus	10		5.7		5	5	- Diesel	10
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail								
Locomotive								
Streetcar								
TOTAL ACTIVE VEHICLES	10	0			5	5	TOTAL	10
Total Low-Floor Bus (30'-60')	10		Average Bus Age (years)		5.7			

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	592,000	592,000	FINANCIAL		
Total Vehicle Kilometres	592,000	592,000	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	45%	41%
Revenue Vehicle Hours	26,520	26,520	Municipal Operating Contribution / Capita	\$18.96	\$19.65
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.26	\$1.48
Total Vehicle Hours	26,520	26,520			
Operators Paid Hours					
Vehicle Mechanics Paid Hours					
Total Employee Paid Hours					

PASSENGER DATA

Adult Passenger Trips			AVERAGE FARE		
Concession Fare Trips			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$0.99	\$1.00
<i>Concession Fare Trips Details:</i>					
Child Passenger Trips					
Student Passenger Trips					
Senior Passenger Trips					
REGULAR SERVICE PASSENGER TRIPS	827,239	829,970	COST EFFECTIVENESS		
Regular Service Passenger-Kms			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$2.29	\$2.52
Auxiliary Service Passenger Trips					

OPERATING EXPENSES

Transportation Operations Expenses	\$1,757,023	\$1,945,248	COST EFFICIENCY		
Fuel/Energy Exp. for Vehicles			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$71.40	\$79.01
Vehicle Maintenance Expenses	\$1,811	\$2,727	SERVICE UTILIZATION		
Plant Maintenance Expenses	\$16,908	\$16,402	Reg. Serv. Pass. / Capita	27.05	27.14
General/Administration Expenses	\$117,873	\$131,092	Reg. Serv. Pass. / Rev. Veh. Hr.	31.19	31.30
TOTAL DIRECT OPERATING EXPENSES	\$1,893,615	\$2,095,469	AMOUNT OF SERVICE		
Debt Service Payment			Rev. Veh. Hrs. / Capita	0.87	0.87
Total Operating Expenses	\$1,893,615	\$2,095,469	AVERAGE SPEED		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$820,418	\$826,460	LABOUR PRODUCTIVITY		
TOTAL OPERATING REVENUES	\$853,664	\$867,368	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Total Revenues	\$853,664	\$867,368			
NET DIRECT OPERATING COST	\$1,039,951	\$1,228,101	TOP WAGE RATES		
NET OPERATING COST	\$1,039,951	\$1,228,101	Operators		
Federal Operating Contribution			Mechanics		
Provincial Operating Contribution	\$460,000	\$476,460			
Municipal Operating Contribution	\$579,853	\$601,088			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$1,516,534	\$154,361
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$1,516,534	
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	\$1,516,534	
Other Capital Contributions		

Ottawa

Transit Contact: John Manconi
General Manager

Statistical Contact: Derek Washnuk
Program Manager, Service Strategy
Phone: 613-580-2424 x52392 Fax: 613-230-6543
Email: derek.washnuk@ottawa.ca

SYSTEM HIGHLIGHTS:

- System established: 01-08-1972
- Serves: City of Ottawa
- Municipal Population: 979,173
- Service Area Population: 887,289
- Service Area Size km²: 480.0
- Service provided by: Transit Commission

▪ Hours of Service:

Monday	4:00 - 2:00	Friday	4:00 - 2:00
Tuesday	4:00 - 2:00	Saturday	5:00 - 2:00
Wednesday	4:00 - 2:00	Sunday	5:30 - 1:30
Thursday	4:00 - 2:00	Holidays	5:30 - 1:30

▪ Employees Statistics:

	Full-time	Part-time
Operators	1,780	
Other Transportation Operations	139	1
Vehicle Mechanics	241	
Other Vehicle Maintenance and Servicing	326	
Plant and Other Maintenance	218	3
General and Administration	130	10
TOTAL EMPLOYEES	2,834	14

- Union Affiliations:
 - ATU 279 (Operators)
 - ATU 279 (Mechanics)
 - CUPE 550/ATU 1790 (Office/Administration)

- Adult Cash Fare: \$3.40
- Ridership (revenue passengers): 95,435,238
- Total Operating Revenues: \$185,992,812
- Total Direct Operating Expenses: \$372,429,454
- Active Vehicles: 993
 - Light Rail Vehicles 6
 - Standard Buses 495
 - Articulated Buses 359
 - Double-Decker Buses 133
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 149
- Number of Accessible Routes: 149
- Energy Consumption:
 - Diesel: 43,959,092 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	130,634,899	97.77%	2,340,316	99.33%	51,437,150	21.98
Light Rail	2,974,434	2.23%	15,792	0.67%	479,854	30.39
TOTAL	133,609,333		2,356,108		51,917,004	22.04

Ottawa

FARE STRUCTURE

Effective Date: 01-01-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.40	\$3.35	\$113.75		
Children	\$1.75	\$1.70	\$87.75		< 6 = Free
Students					
Seniors	\$2.60	\$2.55	\$43.25		65+

VEHICLES (2017)

	Active		Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.		Internal Combustion
Bus	987		8.1		814	- Diesel
Commuter Rail					364	- Biodiesel (all blends)
Ferry						- Natural Gas (CNG or LNG)
Heavy Rail						- Other
Light Rail	6		4.0		4	Electric
Locomotive					4	- Trolley
Streetcar						- Battery
TOTAL ACTIVE VEHICLES	993	0		818	368	- Fuel Cell
Total Low-Floor Bus (30'-60')	987		Average Bus Age (years)	8.1		TOTAL
						987

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	51,519,946	51,917,004	FINANCIAL		
Total Vehicle Kilometres	64,161,594	64,661,176	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	51%	50%
Revenue Vehicle Hours	2,360,975	2,356,108	Municipal Operating Contribution / Capita	\$251.68	\$262.38
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.85	\$1.95
Total Vehicle Hours	2,726,210	2,730,158	AVERAGE FARE		
Operators Paid Hours	3,833,788	3,858,602	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.85	\$1.90
Vehicle Mechanics Paid Hours	579,801	568,240	COST EFFECTIVENESS		
Total Employee Paid Hours	5,981,389	5,994,642	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.75	\$3.90
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	51,927,023	47,079,489	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$132.57	\$136.41
Concession Fare Trips	44,541,066	48,355,749	SERVICE UTILIZATION		
Concession Fare Trips Details:			Reg. Serv. Pass. / Capita	110.34	107.56
Child Passenger Trips	4,133,392	3,972,205	Reg. Serv. Pass. / Rev. Veh. Hr.	40.86	40.51
Student Passenger Trips	35,082,265	34,937,430	AMOUNT OF SERVICE		
Senior Passenger Trips	5,325,409	5,373,244	Rev. Veh. Hrs. / Capita	2.70	2.66
REGULAR SERVICE PASSENGER TRIPS	96,468,089	95,435,238	AVERAGE SPEED		
Regular Service Passenger-Kms	972,398.334	948,626.268	Rev. Veh. Kms. / Rev. Veh. Hr.	21.82	22.04
Auxiliary Service Passenger Trips			LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.62	0.61
Transportation Operations Expenses	\$160,408,383	\$164,426,835	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles	\$33,681,750	\$34,410,818	Operators	\$29.67	\$30.26
Vehicle Maintenance Expenses	\$84,513,824	\$88,472,101	Mechanics	\$34.76	\$35.45
Plant Maintenance Expenses	\$31,974,572	\$31,929,880			
General/Administration Expenses	\$50,834,395	\$53,189,820			
TOTAL DIRECT OPERATING EXPENSES	\$361,412,924	\$372,429,454			
Debt Service Payment					
Total Operating Expenses	\$423,602,924	\$438,984,454			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$178,733,347	\$181,654,031
TOTAL OPERATING REVENUES	\$183,387,841	\$185,992,812
Total Revenues	\$183,387,841	\$185,992,812
NET DIRECT OPERATING COST	\$178,025,083	\$186,436,642
NET OPERATING COST	\$240,215,083	\$252,991,642

Federal Operating Contribution	
Provincial Operating Contribution	\$20,180,076
Municipal Operating Contribution	\$220,035,007
Other Operating Contributions	
Federal Debt Service Contribution	
Provincial Debt Service Contribution	
Municipal Debt Service Contribution	

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$579,628,735	\$652,924,168
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$579,628,735	\$652,924,168
Federal Capital Contribution	\$247,969,667	\$41,439,593
Provincial Capital Contribution	\$153,721,131	\$12,066,921
Municipal Capital Contribution	\$117,634,739	\$599,417,654
Other Capital Contributions	\$60,303,198	

Owen Sound

Transit Contact: Chris Hughes
Manager of Contract Services

Statistical Contact: Chris Hughes
Manager of Contract Services
Phone: 519-376-4440 x3223 Fax: 519-371-0511
Email: chughes@owensound.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: City of Owen Sound
- Municipal Population: 21,341
- Service Area Population: 21,341
- Service Area Size km²: 23.7
- Service provided by: Municipal Department, under contract with First Student

▪ Hours of Service:

Monday	6:30 - 18:30	Friday	6:30 - 18:30
Tuesday	6:30 - 18:30	Saturday	9:00 - 16:30
Wednesday	6:30 - 18:30	Sunday	N/A
Thursday	6:30 - 18:30	Holidays	N/A

▪ Employees Statistics:

	Full-time	Part-time
Operators	10	2
Other Transportation Operations	1	
Vehicle Mechanics	1	
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES	12	2

- Union Affiliations: Unifor 4268 (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	200,453 100.00%	13,580 100.00%	306,863 100.00%	22.60
TOTAL	200,453	13,580	306,863	22.60

REMARKS:

Free Student passes were given out for September 2017 and Student Pass prices were dropped from \$45 to \$30 for the rest of the school year, ending June 1, 2018 as part of a promotional campaign. Staff will be analysing the results to see if it is worthwhile extending the program.

- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 200,453
- Total Operating Revenues: \$365,462
- Total Direct Operating Expenses: \$1,189,478
- Active Vehicles: 6
 - Small Community Buses 6

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 4
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel: 83,653 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Owen Sound

FARE STRUCTURE

Effective Date:	01-01-2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$3.00		\$70.00		
Children		\$2.50		\$40.00		Elementary, Under 6 are free.
Students		\$2.50		\$45.00		High School, College, Mature
Seniors		\$3.00		\$55.00		65+

VEHICLES (2017)

	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	Diesel
Bus	6		3.0		4	4	- Diesel	6
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	6	0			4	4	- Fuel Cell	
Total Low-Floor Bus (30'-60')	6		Average Bus Age (years)		3.0		TOTAL	6

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	306,512	306,863	FINANCIAL		
Total Vehicle Kilometres	317,240	317,603	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	28%	31%
Revenue Vehicle Hours	13,656	13,580	Municipal Operating Contribution / Capita	\$25.61	\$27.14
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.25	\$4.11
Total Vehicle Hours	14,028	13,947	AVERAGE FARE		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.64	\$1.67
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.92	\$5.93

PASSENGER DATA

Adult Passenger Trips	103,704	91,928	COST EFFICIENCY	2016	2017
Concession Fare Trips	84,301	108,525	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$79.29	\$85.29
<i>Concession Fare Trips Details:</i>			SERVICE UTILIZATION		
Child Passenger Trips		4,185	Reg. Serv. Pass. / Capita	8.81	9.39
Student Passenger Trips	37,864	41,058	Reg. Serv. Pass. / Rev. Veh. Hr.	13.77	14.76
Senior Passenger Trips	46,437	63,282	AMOUNT OF SERVICE		
REGULAR SERVICE PASSENGER TRIPS	188,005	200,453	Rev. Veh. Hrs. / Capita	0.64	0.64
Regular Service Passenger-Kms			AVERAGE SPEED		
Auxiliary Service Passenger Trips			Rev. Veh. Kms. / Rev. Veh. Hr.	22.45	22.60
OPERATING EXPENSES			LABOUR PRODUCTIVITY		
Transportation Operations Expenses	\$963,970	\$981,987	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Fuel/Energy Exp. for Vehicles	\$59,226	\$76,486	TOP WAGE RATES		
Vehicle Maintenance Expenses			Operators	\$17.95	\$17.95
Plant Maintenance Expenses	\$55,428	\$69,276	Mechanics	\$23.30	\$23.95
General/Administration Expenses	\$33,601	\$61,729			
TOTAL DIRECT OPERATING EXPENSES	\$1,112,225	\$1,189,478			
Debt Service Payment					
Total Operating Expenses	\$1,112,225	\$1,189,478			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$307,391	\$333,900
TOTAL OPERATING REVENUES	\$312,406	\$365,462
Total Revenues	\$314,406	\$374,275
NET DIRECT OPERATING COST	\$799,819	\$824,016
NET OPERATING COST	\$797,819	\$815,203

Federal Operating Contribution	
Provincial Operating Contribution	\$251,298
Municipal Operating Contribution	\$546,521
Other Operating Contributions	
Federal Debt Service Contribution	
Provincial Debt Service Contribution	
Municipal Debt Service Contribution	

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$53,169	\$369,888
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$53,169	\$369,888
Federal Capital Contribution		\$162,749
Provincial Capital Contribution		
Municipal Capital Contribution		
Other Capital Contributions	\$53,169	\$207,139

Pelham

Transit Contact: Vickie vanRavenswaay
Director of Recreation, Culture & Wellness

Statistical Contact: Vickie vanRavenswaay
Director of Recreation, Culture & Wellness
Phone: 905-892-2607 Fax: 905-892-5055
Email: vicvanr@pelham.ca

SYSTEM HIGHLIGHTS:

- System established: 09-08-2015
- Serves: Town of Pelham
- Municipal Population: 17,100
- Service Area Population: 17,100
- Service Area Size km²: 127.0
- Service provided by: Municipal Department, under contract with Sharp Bus Lines

▪ Hours of Service:

Monday	7:23 - 19:07	Friday	7:23 - 19:07
Tuesday	7:23 - 19:07	Saturday	7:23 - 19:07
Wednesday	7:23 - 19:07	Sunday	N/A
Thursday	7:23 - 19:07	Holidays	N/A

- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 3,374
- Total Operating Revenues: \$20,444
- Total Direct Operating Expenses: \$213,552

▪ Employees Statistics:

	Full-time	Part-time	
Operators			
Other Transportation Operations			
Vehicle Mechanics			
Other Vehicle Maintenance and Servicing			
Plant and Other Maintenance			
General and Administration	1	1	
TOTAL EMPLOYEES	1	1	Gasoline 27,876

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	3,374 100.00%	187,200 100.00%	55,271 100.00%	0.30
TOTAL	3,374	187,200	55,271	0.30

REMARKS:

The Town of Pelham has U Pass agreements with the Student Unions of Brock University and Niagara College. Brock University pays \$5,000. per school year and Niagara College \$10,000.00 and the students show their student cards and ride transit free. The U Passes are part of the students tuition.

Pelham

FARE STRUCTURE

Effective Date:	01-01-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$3.00	\$2.73	\$80.00		>5
Children						<5 = Free
Students		\$3.00	\$2.73	\$80.00		U Pass = Free
Seniors						

VEHICLES (2017)

	Active Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus			1	1
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			1	1

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres		55,271	FINANCIAL		
Total Vehicle Kilometres		55,271	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		10%
Revenue Vehicle Hours		187,200	Municipal Operating Contribution / Capita		\$2.81
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.		\$57.23
Total Vehicle Hours		187,200			
Operators Paid Hours			AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$5.00
Total Employee Paid Hours	1,256				
PASSENGER DATA			COST EFFECTIVENESS		
Adult Passenger Trips		2,026	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$63.29
Concession Fare Trips		1,348			
<i>Concession Fare Trips Details:</i>			COST EFFICIENCY		
<i>Child Passenger Trips</i>		24	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$1.14
<i>Student Passenger Trips</i>		1,324			
<i>Senior Passenger Trips</i>		3,374	SERVICE UTILIZATION		
REGULAR SERVICE PASSENGER TRIPS		33,740	Reg. Serv. Pass. / Capita		0.20
Regular Service Passenger-Kms			Reg. Serv. Pass. / Rev. Veh. Hr.		0.02
Auxiliary Service Passenger Trips					
OPERATING EXPENSES			AMOUNT OF SERVICE		
Transportation Operations Expenses		\$169,117	Rev. Veh. Hrs. / Capita		
Fuel/Energy Exp. for Vehicles					
Vehicle Maintenance Expenses			AVERAGE SPEED		
Plant Maintenance Expenses			Rev. Veh. Kms. / Rev. Veh. Hr.		0.30
General/Administration Expenses		\$43,838			
TOTAL DIRECT OPERATING EXPENSES		\$213,552	LABOUR PRODUCTIVITY		
Debt Service Payment			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Total Operating Expenses		\$213,552			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			TOP WAGE RATES		
REGULAR SERV. PASS. REVENUES		\$16,861	Operators		
TOTAL OPERATING REVENUES		\$20,444	Mechanics		
Total Revenues		\$20,444			
NET DIRECT OPERATING COST		\$193,108			
NET OPERATING COST		\$193,108			
Federal Operating Contribution					
Provincial Operating Contribution					
Municipal Operating Contribution					
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
CAPITAL EXPENSES AND FUNDING SOURCES					
TOTAL CAPITAL EXPENDITURES					
Total Capital Disposals					
TOTAL CAPITAL FUNDING					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

Penetanguishene

Transit Contact: Bryan Murray
Director of Public Works

Statistical Contact: Carmen Gignac
Public Works Administrator
Phone: 705-549-7992 Fax: 705-549-4263
Email: bmurray@penetanguishene.ca

SYSTEM HIGHLIGHTS:

- System established: 02-02-2016
- Serves: Town of Penetanguishene
- Municipal Population: 8,962
- Service Area Population: 8,600
- Service Area Size km²: 14.0
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:30 - 18:30	Friday	6:30 - 18:30
Tuesday	6:30 - 18:30	Saturday	08:30 - 17:30
Wednesday	6:30 - 18:30	Sunday	N/A
Thursday	6:30 - 18:30	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators	1	
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	1	
TOTAL EMPLOYEES	1	
- Union Affiliations:

Union Information N/A (Operators)	
Union Information N/A (Mechanics)	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	22,271	100.00%	3,876	100.00%
TOTAL	22,271	3,876	84,672	21.85

REMARKS:

The transit cards can be continually loaded with a different ride options of 5, 10, 15, 20 to maximum of 50 rides.

Penetanguishene

FARE STRUCTURE

Effective Date:	02-02-2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.00		\$100.00		12-64
Children						6 and under-FREE
Students		\$1.75		\$100.00		12-64 with valid student card
Seniors		\$1.75		\$100.00		65 AND UP

VEHICLES (2017)

	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	Diesel
Bus	1		1.0		1	1	- Diesel	
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	1
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	1	0			1	1	- Fuel Cell	
Total Low-Floor Bus (30'-60')	0		Average Bus Age (years)		1.0		TOTAL	1

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres		84,672	FINANCIAL		
Total Vehicle Kilometres		92,736	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	8%	29%
Revenue Vehicle Hours		3,876	Municipal Operating Contribution / Capita	\$19.06	\$6.16
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$11.20	\$6.32
Total Vehicle Hours		3,876			

OPERATORS PAID HOURS

Operators Paid Hours			AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.01	\$2.58

TOTAL EMPLOYEE PAID HOURS

Total Employee Paid Hours			COST EFFECTIVENESS		
			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$12.22	\$8.90

PASSENGER DATA

Adult Passenger Trips			COST EFFICIENCY		
Concession Fare Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$51.12
Concession Fare Trips Details:					
Child Passenger Trips					
Student Passenger Trips			SERVICE UTILIZATION		
Senior Passenger Trips			Reg. Serv. Pass. / Capita	1.40	2.59

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	12,187	22,271	AMOUNT OF SERVICE		
Auxiliary Service Passenger Trips		278,387	Rev. Veh. Hrs. / Capita		0.45

OPERATING EXPENSES

Transportation Operations Expenses	\$92,794	\$168,698	AVERAGE SPEED		
Fuel/Energy Exp. for Vehicles	\$22,413		Rev. Veh. Kms. / Rev. Veh. Hr.		21.85
Vehicle Maintenance Expenses	\$22,538	\$18,540			
Plant Maintenance Expenses			LABOUR PRODUCTIVITY		
General/Administration Expenses	\$11,145	\$10,907	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOTAL DIRECT OPERATING EXPENSES	\$148,890	\$198,145			

DEBT SERVICE PAYMENT

Total Operating Expenses	\$166,490	\$198,145	TOP WAGE RATES		
			Operators		

TOTAL OPERATING EXPENSES

Mechanics					

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$12,369	\$57,485			
TOTAL OPERATING REVENUES	\$12,369	\$57,485			
Total Revenues	\$12,369	\$57,485			
NET DIRECT OPERATING COST	\$136,521	\$140,660			
NET OPERATING COST	\$154,121	\$140,660			

FEDERAL OPERATING CONTRIBUTION

Provincial Operating Contribution	\$80,927	\$87,663			
Municipal Operating Contribution	\$165,702	\$52,997			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$151,311	\$1,750			
Total Capital Disposals					
TOTAL CAPITAL FUNDING	\$151,311	\$1,750			
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

Peterborough

Transit Contact: Martin Ward
Transit Operations Manager

Statistical Contact: Andrew Burdett
Transit Operations Supervisor
Phone: 705-742-7777 x 2889 Fax: 705-742-3741
Email: aburdett@peterborough.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1979
- Serves: City Of Peterborough
- Municipal Population: 81,000
- Service Area Population: 81,000
- Service Area Size km²: 67.4
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:00 - 23:20	Friday	6:00 - 23:20
Tuesday	6:00 - 23:20	Saturday	6:40 - 23:20
Wednesday	6:00 - 23:20	Sunday	8:00 - 19:20
Thursday	6:00 - 23:20	Holidays	8:00 - 19:20
- Employees Statistics:

	Full-time	Part-time
Operators	72	17
Other Transportation Operations	5	6
Vehicle Mechanics	7	
Other Vehicle Maintenance and Servicing	5	1
Plant and Other Maintenance		
General and Administration	4	2
TOTAL EMPLOYEES	93	26
- Union Affiliations:

ATU	1320 (Operators)
CUPE	504 (Mechanics)
CUPE	126 (Administration)
- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 3,845,224
- Total Operating Revenues: \$5,247,440
- Total Direct Operating Expenses: \$12,279,576
- Active Vehicles:

- Standard Buses	53
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- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 19
- Number of Accessible Routes: 19
- Energy Consumption:

- Diesel:	1,374,260 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
Supervisors Vehicles	2,565

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	4,193,013 100.00%	133,808 100.00%	2,448,340 100.00%	18.30
TOTAL	4,193,013	133,808	2,448,340	18.30

REMARKS:

Ridership almost tripled for Fleming College due to more service added and a new route added for them.

Peterborough

FARE STRUCTURE

Effective Date: 02-01-2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.50	\$2.20	\$60.00		
Children	\$2.50	\$2.20	\$40.00		2 - 12, Under 2 = Free
Students	\$2.50	\$2.20	\$55.00		High School
Seniors	\$2.50	\$2.20	\$40.00		65+
Other: Day Pass	\$8.00				

VEHICLES (2017)

	Active	Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.	Internal Combustion
Bus	53		6.6	41	- Diesel
Commuter Rail					- Biodiesel (all blends)
Ferry					- Natural Gas (CNG or LNG)
Heavy Rail					- Other
Light Rail					1
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	53	0	41	29	- Battery
Total Low-Floor Bus (30'-60')	53		Average Bus Age (years)	6.6	- Fuel Cell
					TOTAL
					53

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
			FINANCIAL		
Revenue Vehicle Kilometres	2,337,482	2,448,340	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	45%	43%
Total Vehicle Kilometres	2,454,658	2,567,276	Municipal Operating Contribution / Capita	\$55.45	\$69.32
Revenue Vehicle Hours	126,663	133,808	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.76	\$1.83
Auxiliary Revenue Vehicle Hours	2,506	2,594			
Total Vehicle Hours	133,823	141,246			
Operators Paid Hours	194,305	217,280	AVERAGE FARE		
Vehicle Mechanics Paid Hours	14,560	14,560	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.39	\$1.31
Total Employee Paid Hours	249,476	274,185			

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
			FINANCIAL		
Adult Passenger Trips	1,392,338	1,273,398	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.21	\$3.19
Concession Fare Trips	2,104,028	2,571,826			
Concession Fare Trips Details:			COST EFFICIENCY		
Child Passenger Trips	20,898	24,841	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$83.85	\$86.94
Student Passenger Trips	254,200	224,647			
Senior Passenger Trips	221,347	212,451	SERVICE UTILIZATION		

REGULAR SERVICE PASSENGER TRIPS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
			FINANCIAL		
Regular Service Passenger-Kms	16,607,738	19,033,858	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.21	\$3.19
Auxiliary Service Passenger Trips					

OPERATING EXPENSES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
			FINANCIAL		
Transportation Operations Expenses	\$7,682,127	\$8,250,411	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.21	\$3.19
Fuel/Energy Exp. for Vehicles	\$1,080,862	\$1,366,845			
Vehicle Maintenance Expenses	\$1,205,067	\$1,457,405	AVERAGE SPEED		
Plant Maintenance Expenses	\$632,914	\$619,266	Rev. Veh. Kms. / Rev. Veh. Hr.	18.45	18.30
General/Administration Expenses	\$619,484	\$585,649			
TOTAL DIRECT OPERATING EXPENSES	\$11,220,454	\$12,279,576	LABOUR PRODUCTIVITY		
Debt Service Payment			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.66	0.63
Total Operating Expenses	\$11,220,454	\$12,279,576			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
			FINANCIAL		
REGULAR SERV. PASS. REVENUES	\$4,861,209	\$5,021,958	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$27.32	\$28.20
TOTAL OPERATING REVENUES	\$5,072,347	\$5,247,440			
Total Revenues	\$5,074,741	\$5,254,104	TOP WAGE RATES		
NET DIRECT OPERATING COST	\$6,148,107	\$7,032,136	Operators	\$27.32	\$28.20
NET OPERATING COST	\$6,145,713	\$7,025,472	Mechanics	\$31.13	\$31.60
Federal Operating Contribution					
Provincial Operating Contribution	\$1,656,831	\$1,410,600			
Municipal Operating Contribution	\$4,491,276	\$5,614,872			
Other Operating Contributions					

Federal Debt Service Contribution

Provincial Debt Service Contribution

Municipal Debt Service Contribution

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017
TOTAL CAPITAL EXPENDITURES	\$2,887,694	\$2,713,210
Total Capital Disposals	\$10,113	\$15,441
TOTAL CAPITAL FUNDING	\$2,877,581	
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	\$2,877,581	
Other Capital Contributions		

Port Colborne

Transit Contact: Peter Senese
Director of Corporate Services

Statistical Contact: Peter Senese
Director of Corporate Services
Phone: 905-835-2901 x105 Fax: 905-834-5746
Email: dccs@portcolborne.ca

SYSTEM HIGHLIGHTS:

- System established: 01-12-1999
- Serves: Port Colborne
- Municipal Population: 18,306
- Service Area Population: 18,306
- Service Area Size km²: 40.5
- Service provided by: Municipal Department, under contract with Welland Transit

- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 19,898
- Total Operating Revenues: \$53,476
- Total Direct Operating Expenses: \$307,231

Hours of Service:

Monday	7:00 - 18:30	Friday	7:00 - 18:30
Tuesday	7:00 - 18:30	Saturday	N/A
Wednesday	7:00 - 18:30	Sunday	N/A
Thursday	7:00 - 18:30	Holidays	N/A

- Number of Fixed Routes: 3
- Number of Accessible Routes: 0
- Energy Consumption:

Employees Statistics:	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
Union Affiliations:	ATU (Operators)	
	ATU (Mechanics)	

- Diesel: 26,198 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	19,898 100.00%	2,510 100.00%	53,965 100.00%	21.50
TOTAL	19,898	2,510	53,965	21.50

REMARKS:

Port Colborne Transit contracts Welland Transit to provide local 5 days/week service, Monday to Friday, from 7am to 6pm along 2 routes within the community. The Community Bus route times were expanded effective November 11, 2013 and became permanent effective April 1, 2015 from 8am start to 7am and to 6pm from 5pm finish time. In addition, Welland Transit provides a LINK intermunicipal service between Port Colborne and Welland 5 days/week, Monday to Friday, three times a day, 7:15am - 8:20am, 12:05pm - 1:10pm, 5:10pm - 6:15pm.

Port Colborne

FARE STRUCTURE

Effective Date:	01-07-2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.75	\$2.40	\$78.00	\$3.50		
Children	\$1.50					under 12 ride free with an adult
Students	\$2.75	\$2.10	\$68.00	\$3.50		with no UPASS
Seniors	\$2.75	\$1.90	\$59.00	\$3.50		
	\$3.50	\$3.20				Welland LINK

VEHICLES (2017)

	Active	Average Age	Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.
Bus			2	2
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			2	2

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	53,965	53,965	FINANCIAL		
Total Vehicle Kilometres	103,563	103,563	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	18%	17%
Revenue Vehicle Hours	2,510	2,510	Municipal Operating Contribution / Capita	\$8.00	\$5.29
Auxiliary Revenue Vehicle Hours	753	753	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$11.49	\$12.75
Total Vehicle Hours	3,764	3,764			

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

PASSENGER DATA

Adult Passenger Trips	4,755	4,592	AVERAGE FARE		
Concession Fare Trips	16,655	15,306	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.40	\$2.50
<i>Concession Fare Trips Details:</i>					
Child Passenger Trips	1,213	1,124			
Student Passenger Trips	2,004	1,417	COST EFFECTIVENESS		
Senior Passenger Trips	6,304	6,088	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$14.05	\$15.44

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	278,330	258,674	COST EFFICIENCY		
Auxiliary Service Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$79.92	\$81.62

OPERATING EXPENSES

Transportation Operations Expenses	\$300,718	\$307,060	SERVICE UTILIZATION		
Fuel/Energy Exp. for Vehicles			Reg. Serv. Pass. / Capita	1.17	1.09
Vehicle Maintenance Expenses			Reg. Serv. Pass. / Rev. Veh. Hr.	8.53	7.93
Plant Maintenance Expenses					
General/Administration Expenses	\$108	\$171	AMOUNT OF SERVICE		
TOTAL DIRECT OPERATING EXPENSES	\$300,826	\$307,231	Rev. Veh. Hrs. / Capita	0.14	0.14
Debt Service Payment					
Total Operating Expenses	\$300,826	\$307,231	AVERAGE SPEED		
			Rev. Veh. Kms. / Rev. Veh. Hr.	21.50	21.50

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$51,378	\$49,701	LABOUR PRODUCTIVITY		
TOTAL OPERATING REVENUES	\$54,870	\$53,476	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Total Revenues	\$54,870	\$53,476			
NET DIRECT OPERATING COST	\$245,956	\$253,755	TOP WAGE RATES		
NET OPERATING COST	\$245,956	\$253,755	Operators		

Federal Operating Contribution

Provincial Operating Contribution

Municipal Operating Contribution

Other Operating Contributions

Federal Debt Service Contribution

Provincial Debt Service Contribution

Municipal Debt Service Contribution

CAPITAL EXPENSES AND FUNDING SOURCES**TOTAL CAPITAL EXPENDITURES**

Total Capital Disposals

TOTAL CAPITAL FUNDING

Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution

Other Capital Contributions

Port Hope

Transit Contact: Jeanette Davidson
Director of Works & Engineering

Statistical Contact: Amy Bronkhorst
Administrative Assistant, Works & Engineering
Phone: 905-885-2414 x. 2513 Fax: 905-885-6953
Email:

SYSTEM HIGHLIGHTS:

- System established: 14-04-1969
- Serves: Municipality of Port Hope
- Municipal Population: 16,214
- Service Area Population: 12,350
- Service Area Size km²: 13.1
- Service provided by: Municipal Department, under contract with BTS Network Inc

▪ Hours of Service:

Monday	7:00 - 20:00	Friday	7:00 - 20:00
Tuesday	7:00 - 20:00	Saturday	9:00 - 16:00
Wednesday	7:00 - 20:00	Sunday	N/A
Thursday	7:00 - 20:00	Holidays	N/A

▪ Employees Statistics:

	Full-time	Part-time
Operators	4	2
Other Transportation Operations	2	
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance	2	
General and Administration		
TOTAL EMPLOYEES	8	2

- Union Affiliations: Union Information N/A (Operators)
- Union Information N/A (Mechanics)

- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 58,025
- Total Operating Revenues: \$105,217
- Total Direct Operating Expenses: \$451,419

- Number of Fixed Routes: 2
- Number of Accessible Routes: 2
- Energy Consumption:
 - Diesel: 32,913 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	58,025	100.00%	7,228	100.00%
TOTAL	58,025	7,228	205,257	28.40

Port Hope

FARE STRUCTURE

Effective Date:	01-01-2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.00	\$2.00	\$50.00		18-64 years
Children						Under 4 Years
Students		\$1.50	\$1.50	\$30.00		4-17 years
Seniors		\$1.50	\$1.50	\$30.00		65+ years
						N/A

VEHICLES (2017)

	Active	Average Age	Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.
Bus			3	2
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			3	2

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	205,257	205,257	FINANCIAL		
Total Vehicle Kilometres	208,626	208,626	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	24%	23%
Revenue Vehicle Hours	7,228	7,228	Municipal Operating Contribution / Capita	\$12.86	\$15.58
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.40	\$5.97
Total Vehicle Hours	7,228	7,228			

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

PASSENGER DATA

Adult Passenger Trips	38,693	40,071	AVERAGE FARE		
Concession Fare Trips	22,876	17,954	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.42	\$1.47
<i>Concession Fare Trips Details:</i>					
<i>Child Passenger Trips</i>	1,437	6,687			
<i>Student Passenger Trips</i>	13,292	3,851	COST EFFECTIVENESS		
<i>Senior Passenger Trips</i>	8,147	7,416	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$7.15	\$7.78

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms			COST EFFICIENCY		
Auxiliary Service Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$60.91	\$62.45

OPERATING EXPENSES

Transportation Operations Expenses	\$390,283	\$403,660	SERVICE UTILIZATION		
Fuel/Energy Exp. for Vehicles	\$42,233	\$39,167	Reg. Serv. Pass. / Capita	4.99	4.70
Vehicle Maintenance Expenses			Reg. Serv. Pass. / Rev. Veh. Hr.	8.52	8.03
Plant Maintenance Expenses					
General/Administration Expenses	\$7,744	\$8,592	AMOUNT OF SERVICE		
TOTAL DIRECT OPERATING EXPENSES	\$440,260	\$451,419	Rev. Veh. Hrs. / Capita	0.59	0.59
Debt Service Payment					
Total Operating Expenses	\$440,260	\$451,419	AVERAGE SPEED		
			Rev. Veh. Kms. / Rev. Veh. Hr.	28.40	28.40

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$87,683	\$85,217	LABOUR PRODUCTIVITY		
TOTAL OPERATING REVENUES	\$107,683	\$105,217	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Total Revenues	\$107,683	\$105,217			
NET DIRECT OPERATING COST	\$332,577	\$346,202	TOP WAGE RATES		
NET OPERATING COST	\$332,577	\$346,202	Operators		
Federal Operating Contribution			Mechanics		
Provincial Operating Contribution	\$150,000	\$150,000			
Municipal Operating Contribution	\$158,831	\$192,359			
Other Operating Contributions					

CAPITAL EXPENSES AND FUNDING SOURCES**TOTAL CAPITAL EXPENDITURES**

Total Capital Disposals	
TOTAL CAPITAL FUNDING	
Federal Capital Contribution	
Provincial Capital Contribution	
Municipal Capital Contribution	
Other Capital Contributions	

Quinte West

Transit Contact: Shelly Ackers
Administrator

Statistical Contact: Shelly Ackers
Administrator
Phone: 613-392-9640
Email: sackers@bellnet.ca

SYSTEM HIGHLIGHTS:

- System established: 15-09-2008
- Serves: Quinte West - Trenton Ward
- Municipal Population: 43,086
- Service Area Population: 19,500
- Service Area Size km²: 35.0
- Service provided by: Contracted Operator, under contract with Quinte Access Transportation

Hours of Service:

Monday	5:00 - 20:00	Friday	5:00 - 20:00
Tuesday	5:00 - 20:00	Saturday	9:00 - 17:00
Wednesday	5:00 - 20:00	Sunday	N/A
Thursday	5:00 - 20:00	Holidays	9:00 - 17:00

Employees Statistics:

	Full-time	Part-time
Operators	5	9
Other Transportation Operations		1
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		1
TOTAL EMPLOYEES	5	11

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 72,021
- Total Operating Revenues: \$101,673
- Total Direct Operating Expenses: \$609,213
- Active Vehicles: 5
 - Small Community Buses 5

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 4
- Number of Accessible Routes: 4
- Energy Consumption:
 - Diesel: 55,655 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	72,021 100.00%	11,454 100.00%	270,394 100.00%	23.61
TOTAL	72,021	11,454	270,394	23.61

Quinte West

FARE STRUCTURE

Effective Date: 01-01-2015

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.00	\$2.00	\$40.00		
Children	\$1.50	\$1.50	\$15.00		Preschool Free
Students	\$1.50	\$1.50	\$15.00		
Seniors	\$1.50	\$1.50	\$30.00		
	\$1.50	\$1.50	\$30.00		Reg on Specialized Svc/person w/disability

VEHICLES (2017)

	Active		Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.		Internal Combustion
Bus	5		4.2		3	- Diesel
Commuter Rail						- Biodiesel (all blends)
Ferry						- Natural Gas (CNG or LNG)
Heavy Rail						- Other
Light Rail						Electric
Locomotive						- Trolley
Streetcar						- Battery
TOTAL ACTIVE VEHICLES	5	0		3	3	- Fuel Cell
Total Low-Floor Bus (30'-60')	5		Average Bus Age (years)	4.2		TOTAL

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	270,576	270,394	FINANCIAL		
Total Vehicle Kilometres	275,877	276,613	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	16%	17%
Revenue Vehicle Hours	11,416	11,454	Municipal Operating Contribution / Capita	\$4.72	\$5.78
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$7.53	\$7.05
Total Vehicle Hours	12,958	12,825	AVERAGE FARE		
Operators Paid Hours		12,825	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.25	\$1.28
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours		14,600	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$8.93	\$8.46

PASSENGER DATA

Adult Passenger Trips			COST EFFICIENCY		
Concession Fare Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$43.03	\$47.50
<i>Concession Fare Trips Details:</i>					
Child Passenger Trips			SERVICE UTILIZATION		
Student Passenger Trips			Reg. Serv. Pass. / Capita	3.20	3.69
Senior Passenger Trips			Reg. Serv. Pass. / Rev. Veh. Hr.	5.47	6.29

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	62,435	72,021	AMOUNT OF SERVICE		
Auxiliary Service Passenger Trips	424,558	489,742	Rev. Veh. Hrs. / Capita	0.59	0.59

OPERATING EXPENSES

Transportation Operations Expenses	\$305,269	\$308,115	AVERAGE SPEED		
Fuel/Energy Exp. for Vehicles	\$59,908	\$67,084	Rev. Veh. Kms. / Rev. Veh. Hr.	23.70	23.61
Vehicle Maintenance Expenses	\$123,787	\$177,426	LABOUR PRODUCTIVITY		
Plant Maintenance Expenses	\$1,632	\$1,880	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.89	
General/Administration Expenses	\$66,986	\$54,709	TOP WAGE RATES		
TOTAL DIRECT OPERATING EXPENSES	\$557,582	\$609,213	Operators	\$17.06	\$17.40
Debt Service Payment			Mechanics		

Total Operating Expenses

\$557,582 \$609,213

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$78,179	\$92,067
TOTAL OPERATING REVENUES	\$87,613	\$101,673
Total Revenues	\$87,613	\$101,673
NET DIRECT OPERATING COST	\$469,969	\$507,539
NET OPERATING COST	\$469,969	\$507,539

Federal Operating Contribution

Provincial Operating Contribution

Municipal Operating Contribution

Other Operating Contributions

Federal Debt Service Contribution

Provincial Debt Service Contribution

Municipal Debt Service Contribution

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$149,000
Total Capital Disposals	
TOTAL CAPITAL FUNDING	\$149,000
Federal Capital Contribution	
Provincial Capital Contribution	
Municipal Capital Contribution	\$149,000
Other Capital Contributions	

Russell

Transit Contact: Dominique Tremblay
Economic Development Director

Statistical Contact: Dominique Tremblay
Economic Development Director
Phone: 613-443-3066 x2317 Fax: 613-443-1042
Email: dominiquetremblay@russell.ca

SYSTEM HIGHLIGHTS:

- System established: 11-01-2008
- Serves: Township of Russell
- Municipal Population: 16,520
- Service Area Population: 16,520
- Service Area Size km²: 198.8
- Service provided by: Municipal Department, under contract with 417 Bus Line
- Hours of Service:

Monday	5:46 - 18:02	Friday	5:46 - 18:02
Tuesday	5:46 - 18:02	Saturday	N/A
Wednesday	5:46 - 18:02	Sunday	N/A
Thursday	5:46 - 18:02	Holidays	N/A
- Adult Cash Fare: \$15.00
- Ridership (revenue passengers): 52,141
- Total Operating Revenues: \$440,813
- Total Direct Operating Expenses: \$697,814
- Active Vehicles:
 - Standard Buses 4
- Percentage of accessible bus fleet: 4
- Percentage of accessible transit fleet: 0
- Number of Fixed Routes: 0
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:
- Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	2	
TOTAL EMPLOYEES	2	
- Union Affiliations:

Union Information N/A (Operators)	
Union Information N/A (Mechanics)	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	52,141 100.00%	0 0.00%	0 0.00%	
TOTAL	52,141	0	0	0.00

Russell

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Effective Date: 01-04-2015					
Adults	\$15.00	\$10.20	\$245.00		
Children					
Students			\$176.00		
Seniors					

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	4	11.3	4	4	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	0	4	4	4	- Battery
Total Low-Floor Bus (30'-60')	0	Average Bus Age (years)	11.3		- Fuel Cell
					TOTAL
					4

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres			FINANCIAL		
Total Vehicle Kilometres			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	72%	63%
Revenue Vehicle Hours			Municipal Operating Contribution / Capita	\$2.37	\$6.57
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.21	\$4.93
Total Vehicle Hours			AVERAGE FARE		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$7.96	\$8.30
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours	236	236	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$11.35	\$13.38

PASSENGER DATA

Adult Passenger Trips			COST EFFICIENCY		
Concession Fare Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		
<i>Concession Fare Trips Details:</i>			SERVICE UTILIZATION		
Child Passenger Trips			Reg. Serv. Pass. / Capita	3.41	3.16
Student Passenger Trips			Reg. Serv. Pass. / Rev. Veh. Hr.		
Senior Passenger Trips			AMOUNT OF SERVICE		

REGULAR SERVICE PASSENGER TRIPS

	2016	2017	AMOUNT OF SERVICE	2016	2017
Regular Service Passenger-Kms	56,377	52,141	Rev. Veh. Hrs. / Capita		
Auxiliary Service Passenger Trips	2,818,850	2,607,066	Rev. Veh. Hrs. / Rev. Veh. Hr.		
OPERATING EXPENSES			AVERAGE SPEED		
Transportation Operations Expenses	\$632,855	\$656,598	Rev. Veh. Kms. / Rev. Veh. Hr.		
Fuel/Energy Exp. for Vehicles			LABOUR PRODUCTIVITY		
Vehicle Maintenance Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Plant Maintenance Expenses			TOP WAGE RATES		
General/Administration Expenses	\$6,846	\$41,216	Operators		
TOTAL DIRECT OPERATING EXPENSES	\$639,701	\$697,814	Mechanics		
Debt Service Payment					
Total Operating Expenses	\$639,701	\$697,814			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$448,567	\$432,875	TOP WAGE RATES		
TOTAL OPERATING REVENUES	\$458,917	\$440,813	Operators		
Total Revenues	\$458,917	\$440,813	Mechanics		
NET DIRECT OPERATING COST	\$180,784	\$257,001			
NET OPERATING COST	\$180,784	\$257,001			
Federal Operating Contribution					
Provincial Operating Contribution	\$141,630	\$163,613			
Municipal Operating Contribution	\$39,155	\$108,486			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$9,420	\$118,035	TOP WAGE RATES		
Total Capital Disposals			Operators		
TOTAL CAPITAL FUNDING	\$9,420	\$118,035	Mechanics		
Federal Capital Contribution					
Provincial Capital Contribution		\$59,017			
Municipal Capital Contribution	\$9,420	\$15,099			
Other Capital Contributions		\$43,919			

Sarnia

Transit Contact: Andrew Savor
Transit Superintendent

Statistical Contact: Andrew Savor
Transit Superintendent
Phone: 519-336-3271 Fax: 519-336-3361
Email: andrew.savor@sarnia.ca

SYSTEM HIGHLIGHTS:

- System established: 01-04-1974
- Serves: Sarnia & Point Edward
- Municipal Population: 72,125
- Service Area Population: 72,125
- Service Area Size km²: 167.3
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:30 - 22:40	Friday	6:30 - 22:40
Tuesday	6:30 - 22:40	Saturday	8:00 - 22:40
Wednesday	6:30 - 22:40	Sunday	8:30 - 18:15
Thursday	6:30 - 22:40	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators	32	10
Other Transportation Operations		
Vehicle Mechanics	4	
Other Vehicle Maintenance and Servicing	6	
Plant and Other Maintenance		
General and Administration	6	
TOTAL EMPLOYEES	48	10
- Union Affiliations:

UNIFOR	127 (Operators)
UNIFOR	127 (Mechanics)
CUPE	3690 (Office)
- Disruption during 2017:

College Strike
Start Date: 2017-10-16
End Date: 2017-11-20
Duration: 26 days

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,373,873 100.00%	0 0.00%	1,245,076 100.00%	
TOTAL	1,373,873	0	1,245,076	0.00

REMARKS:

Point Edward Service: Passenger trips 12,981, passenger revenue \$27,575.35, Contract revenue \$167,301.59. Clean Air Day Free Rides 4333

Sarnia

FARE STRUCTURE

Effective Date: 01-01-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other College, Elem/Sec	Criteria
Adults	\$3.00	\$2.35	\$73.00		
Children					< 5 = Free
Students	\$3.00	\$2.35	\$73.00	\$174, \$154	6+
Seniors					
Other: Blind Annual Pass	\$29.00				

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.	Internal Combustion
Bus	28		10.8		- Diesel
Commuter Rail					- Biodiesel (all blends)
Ferry					- Natural Gas (CNG or LNG)
Heavy Rail					- Other
Light Rail					Electric
Locomotive					- Trolley
Streetcar					- Battery
TOTAL ACTIVE VEHICLES	28	0	15	10	- Fuel Cell
Total Low-Floor Bus (30'-60')	16		Average Bus Age (years)	10.8	TOTAL
					28

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	1,243,467	1,245,076	FINANCIAL		
Total Vehicle Kilometres	1,295,544	1,293,437	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	28%	29%
Revenue Vehicle Hours			Municipal Operating Contribution / Capita	\$48.40	\$52.19
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.40	\$3.01
Total Vehicle Hours					
Operators Paid Hours	74,880	79,040	AVERAGE FARE		
Vehicle Mechanics Paid Hours	8,320	8,320	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.24	\$1.23
Total Employee Paid Hours	106,600	111,020			

PASSENGER DATA

Adult Passenger Trips			COST EFFICIENCY		
Concession Fare Trips			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.72	\$4.25
<i>Concession Fare Trips Details:</i>					
Child Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		
Student Passenger Trips					
Senior Passenger Trips			SERVICE UTILIZATION		
REGULAR SERVICE PASSENGER TRIPS	1,196,425	1,282,597	Reg. Serv. Pass. / Capita	16.59	17.78
Regular Service Passenger-Kms	18,783,872	20,136,772	Reg. Serv. Pass. / Rev. Veh. Hr.		
Auxiliary Service Passenger Trips	3,105	1,587			

OPERATING EXPENSES

Transportation Operations Expenses	\$3,607,906	\$3,261,937	AMOUNT OF SERVICE		
Fuel/Energy Exp. for Vehicles	\$429,698	\$483,535	Rev. Veh. Hrs. / Capita		
Vehicle Maintenance Expenses	\$719,204	\$868,072			
Plant Maintenance Expenses	\$235,057	\$217,829	AVERAGE SPEED		
General/Administration Expenses	\$655,862	\$617,553	Rev. Veh. Kms. / Rev. Veh. Hr.		
TOTAL DIRECT OPERATING EXPENSES	\$5,647,727	\$5,448,926	LABOUR PRODUCTIVITY		
Debt Service Payment			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Total Operating Expenses	\$5,710,532	\$5,735,514	TOP WAGE RATES		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,482,788	\$1,574,139	Operators	\$26.46	\$26.86
TOTAL OPERATING REVENUES	\$1,582,432	\$1,592,175	Mechanics	\$30.84	\$31.30
Total Revenues	\$1,760,100	\$1,759,477			
NET DIRECT OPERATING COST	\$4,065,295	\$3,856,751			
NET OPERATING COST	\$3,950,432	\$3,976,037			
Federal Operating Contribution					
Provincial Operating Contribution	\$459,273	\$212,178			
Municipal Operating Contribution	\$3,491,159	\$3,763,859			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$833,595	\$1,524,165
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$833,595	\$1,524,165
Federal Capital Contribution		
Provincial Capital Contribution	\$770,813	\$1,512,087
Municipal Capital Contribution		\$12,078
Other Capital Contributions	\$62,782	

Sault Ste Marie

Transit Contact: Sam Piraino
Manager Transit/Parking

Statistical Contact: Sam Piraino
Manager Transit/Parking
Phone: 705-759-5434 Fax: 705-759-5834
Email: s.piraino@cityssm.on.ca

SYSTEM HIGHLIGHTS:

- System established: 01-11-1941
- Serves: City of Sault Ste Marie
- Municipal Population: 74,200
- Service Area Population: 69,900
- Service Area Size km²: 223.5
- Service provided by: Municipal Department

▪ Hours of Service:

Monday	5:45 - 00:15	Friday	5:45 - 00:15
Tuesday	5:45 - 00:15	Saturday	5:45 - 00:15
Wednesday	5:45 - 00:15	Sunday	7:15 - 19:15
Thursday	5:45 - 00:15	Holidays	5:45 - 00:15

- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 1,627,289
- Total Operating Revenues: \$2,282,623
- Total Direct Operating Expenses: \$8,220,600

▪ Employees Statistics:

	Full-time	Part-time	
Operators	52		- Diesel: 971,001 litres
Other Transportation Operations	4		- Biodiesel B5:
Vehicle Mechanics	10		- Biodiesel B20:
Other Vehicle Maintenance and Servicing	2		- Biodiesel - Other:
Plant and Other Maintenance	3	2	- Natural Gas:
General and Administration	3	4	- Electricity:
TOTAL EMPLOYEES	74	6	Gasoline 29,342

- Union Affiliations:
 - ATU 1767 (Operators)
 - USW 2251 (Mechanics)
 - CUPE 67 (Office)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,737,950	100.00%	79,800	100.00% 21.43
TOTAL	1,737,950		79,800	1,710,087 21.43

REMARKS:

Semester pass for students attending University or College \$176.00 per semester works out to \$44 per month.

Sault Ste Marie

FARE STRUCTURE

Effective Date: 01-01-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Semester	Criteria
Adults	\$2.75	\$2.20	\$65.00		
Children					
Students	\$2.75	\$2.20	\$65.00	\$176	
Seniors	\$2.75	\$1.43	\$55.00		
Other: Youth Pass	\$2.75		\$27.50		< 18

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)
	Non-Acc.	Non-Acc.		
Bus			17	17
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			17	17

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	1,809,417	1,710,087	FINANCIAL		
Total Vehicle Kilometres	1,817,613	1,714,365	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	29%	28%
Revenue Vehicle Hours	81,273	79,800	Municipal Operating Contribution / Capita	\$68.88	\$73.16
Auxiliary Revenue Vehicle Hours	600	400	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.32	\$3.65
Total Vehicle Hours	81,873	80,200			
Operators Paid Hours	107,904	101,042	AVERAGE FARE		
Vehicle Mechanics Paid Hours	16,890	18,321	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.28	\$1.34
Total Employee Paid Hours	152,863	147,964			

PASSENGER DATA

Adult Passenger Trips			COST EFFICIENCY		
Concession Fare Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$4.68	\$5.05
Concession Fare Trips Details:					
Child Passenger Trips					
Student Passenger Trips					
Senior Passenger Trips					
REGULAR SERVICE PASSENGER TRIPS	1,694,359	1,627,289	AMOUNT OF SERVICE		
Regular Service Passenger-Kms	7,319,630	7,029,888	Rev. Veh. Hrs. / Capita	1.16	1.14
Auxiliary Service Passenger Trips	5,285	3,111			

OPERATING EXPENSES

Transportation Operations Expenses	\$4,215,318	\$4,252,836	AVERAGE SPEED		
Fuel/Energy Exp. for Vehicles	\$830,692	\$996,591	Rev. Veh. Kms. / Rev. Veh. Hr.	22.26	21.43
Vehicle Maintenance Expenses	\$1,649,418	\$1,449,891			
Plant Maintenance Expenses	\$657,962	\$760,200	LABOUR PRODUCTIVITY		
General/Administration Expenses	\$580,723	\$761,082	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.76	0.79
TOTAL DIRECT OPERATING EXPENSES	\$7,934,113	\$8,220,600	TOP WAGE RATES		
Debt Service Payment			Operators	\$25.77	\$26.16
Total Operating Expenses	\$7,934,113	\$8,220,600	Mechanics	\$28.73	\$29.16

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$2,166,585	\$2,188,354			
TOTAL OPERATING REVENUES	\$2,309,113	\$2,282,623			
Total Revenues	\$2,309,113	\$2,282,623			
NET DIRECT OPERATING COST	\$5,625,000	\$5,937,977			
NET OPERATING COST	\$5,625,000	\$5,937,977			
Federal Operating Contribution					
Provincial Operating Contribution	\$810,215	\$824,434			
Municipal Operating Contribution	\$4,814,785	\$5,113,543			
Other Operating Contributions					

Federal Debt Service Contribution
Provincial Debt Service Contribution
Municipal Debt Service Contribution

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$508,955	\$64,335			
Total Capital Disposals					
TOTAL CAPITAL FUNDING	\$508,955	\$64,335			
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution	\$508,955	\$64,335			
Other Capital Contributions					

St. Catharines

Transit Contact: Dave Sherlock
General Manager

Statistical Contact: Tim Luey
Manager of Finance and Administration
Phone: 905-685-4228 ext 227 Fax: 905-685-4050
Email: tluey@yourbus.com

SYSTEM HIGHLIGHTS:

- System established: 01-09-1961
- Serves: St. Catharines, Thorold
- Municipal Population: 151,914
- Service Area Population: 151,914
- Service Area Size km²: 179.1
- Service provided by: Transit Commission
- Hours of Service:

Monday	6:00 - 00:00	Friday	6:00 - 00:00
Tuesday	6:00 - 00:00	Saturday	6:00 - 00:00
Wednesday	6:00 - 00:00	Sunday	8:30 - 20:00
Thursday	6:00 - 00:00	Holidays	10:30 - 18:00
- Employees Statistics:

	Full-time	Part-time	
Operators	123		- Diesel: 2,401,082 litres
Other Transportation Operations	7		- Biodiesel B5:
Vehicle Mechanics	12		- Biodiesel B20:
Other Vehicle Maintenance and Servicing	14		- Biodiesel - Other:
Plant and Other Maintenance	2		- Natural Gas:
General and Administration	9	5	- Electricity:
TOTAL EMPLOYEES	167	5	- Other:
- Union Affiliations:

ATU 846 (Operators)	ATU 846 (Mechanics)
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Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	5,842,960	100.00%	168,774	100.00% 21.25
TOTAL	5,842,960		168,774	3,585,741 21.25

REMARKS:

The data for St. Catharines also included the regular transit service for the City of Thorold. In 2017, they provided 301,973 passenger trips. The 2017 contract revenue was \$666,558 and its passenger revenue was \$437,138.

St. Catharines

FARE STRUCTURE

Effective Date: 01-09-2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.00	\$2.60	\$92.00		
Children	\$2.50	\$2.25	\$62.00		Up to Grade 8
Students	\$3.00	\$2.25	\$62.00		High School
Seniors	\$3.00	\$2.00	\$57.00		65 Years of Age and Older

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	78	8.8	55	44	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	78	0	55	44	- Battery
Total Low-Floor Bus (30'-60')	78	Average Bus Age (years)	8.8		- Fuel Cell
					TOTAL
					78

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	3,871,089	3,585,741	FINANCIAL		
Total Vehicle Kilometres	4,315,821	4,052,036	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	53%	51%
Revenue Vehicle Hours	175,952	168,774	Municipal Operating Contribution / Capita	\$57.63	\$61.74
Auxiliary Revenue Vehicle Hours	10,799	13,992	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.73	\$1.89
Total Vehicle Hours	193,952	190,021	AVERAGE FARE		
Operators Paid Hours	252,377	254,957	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.86	\$1.89
Vehicle Mechanics Paid Hours	22,764	24,223	COST EFFECTIVENESS		
Total Employee Paid Hours	351,378	355,302	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.64	\$3.85
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	1,577,795	1,576,823	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$104.99	\$111.06
Concession Fare Trips	3,734,551	3,547,640	SERVICE UTILIZATION		
Concession Fare Trips Details:			Reg. Serv. Pass. / Capita	35.57	33.73
Child Passenger Trips	10,628	10,987	Reg. Serv. Pass. / Rev. Veh. Hr.	30.19	30.36
Student Passenger Trips	3,396,979	3,192,481	AMOUNT OF SERVICE		
Senior Passenger Trips	300,959	314,610	Rev. Veh. Hrs. / Capita	1.18	1.11
REGULAR SERVICE PASSENGER TRIPS	5,312,346	5,124,463	AVERAGE SPEED		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	22.00	21.25
Auxiliary Service Passenger Trips	3,741	3,588	LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.74	0.72
Transportation Operations Expenses	\$10,481,127	\$10,351,118	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles	\$1,967,625	\$2,209,964	Operators	\$28.32	\$28.67
Vehicle Maintenance Expenses	\$4,401,609	\$4,170,096	Mechanics	\$33.93	\$34.35
Plant Maintenance Expenses	\$921,735	\$1,009,600			
General/Administration Expenses	\$1,572,893	\$2,003,165			
TOTAL DIRECT OPERATING EXPENSES	\$19,344,989	\$19,743,943			
Debt Service Payment					
Total Operating Expenses	\$20,363,950	\$21,103,898			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$9,868,129	\$9,677,142
TOTAL OPERATING REVENUES	\$10,159,319	\$10,062,831
Total Revenues	\$11,474,290	\$11,725,275
NET DIRECT OPERATING COST	\$9,185,670	\$9,681,112
NET OPERATING COST	\$8,889,660	\$9,378,623
Federal Operating Contribution		
Provincial Operating Contribution	\$284,412	
Municipal Operating Contribution	\$8,605,248	\$9,378,623
Other Operating Contributions	\$40,000	
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	\$2,793,955	\$2,753,822
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$2,793,955	\$2,753,822
Federal Capital Contribution		
Provincial Capital Contribution	\$2,762,552	\$2,753,822
Municipal Capital Contribution		
Other Capital Contributions	\$31,403	

St. Thomas

Transit Contact: Matthew Vriens
Supervisor of Roads and Transportation

Statistical Contact: Ross Patrick
Transportation Technician
Phone: 519-631-0368 ext.511 Fax: 519-631-5542
Email: rpatrick@stthomas.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: City of St. Thomas
- Municipal Population: 38,909
- Service Area Population: 38,909
- Service Area Size km²: 35.6
- Service provided by: Municipal Department, under contract with Voyageur Transportation Services
- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 177,056
- Total Operating Revenues: \$358,965
- Total Direct Operating Expenses: \$1,163,370
- Active Vehicles: 9
 - Small Community Buses 9
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Hours of Service:

Monday	7:15 - 18:45	Friday	7:15 - 18:45
Tuesday	7:15 - 18:45	Saturday	9:15 - 18:45
Wednesday	7:15 - 18:45	Sunday	N/A
Thursday	7:15 - 18:45	Holidays	N/A
- Number of Fixed Routes: 5
- Number of Accessible Routes: 5
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:
- Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations:

Union Information N/A (Operators)	
Union Information N/A (Mechanics)	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	177,056 100.00%	17,017 100.00%	400,000 100.00%	23.51
TOTAL	177,056	17,017	400,000	23.51

St. Thomas

FARE STRUCTURE

Effective Date: 01-07-2007

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.50	\$2.00	\$65.00		
Children	\$2.50	\$1.50	\$55.00		
Students	\$2.50	\$1.50	\$55.00		
Seniors	\$2.50	\$1.50	\$55.00		

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	9	1.4	5	5	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					4
Streetcar					Electric
TOTAL ACTIVE VEHICLES	9	0	5	5	- Trolley
Total Low-Floor Bus (30'-60')	9	Average Bus Age (years)	1.4		- Battery
					- Fuel Cell
					TOTAL
					9

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	385,000	400,000	FINANCIAL		
Total Vehicle Kilometres	385,000	400,000	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	36%	31%
Revenue Vehicle Hours	17,017	17,017	Municipal Operating Contribution / Capita	\$7.43	\$18.36
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.39	\$4.54
Total Vehicle Hours	17,017	17,017			
Operators Paid Hours			AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.34	\$1.97
Total Employee Paid Hours					

PASSENGER DATA

Adult Passenger Trips			COST EFFICIENCY		
Concession Fare Trips			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.73	\$6.57
Concession Fare Details:					
Child Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$48.97	\$68.37
Student Passenger Trips					
Senior Passenger Trips			SERVICE UTILIZATION		

REGULAR SERVICE PASSENGER TRIPS

	223,219	177,056	AMOUNT OF SERVICE	2016	2017
Regular Service Passenger-Kms			Rev. Veh. Hrs. / Capita		
Auxiliary Service Passenger Trips				0.43	0.44
OPERATING EXPENSES			AVERAGE SPEED		
Transportation Operations Expenses	\$833,311	\$1,163,370	Rev. Veh. Kms. / Rev. Veh. Hr.	22.62	23.51
Fuel/Energy Exp. for Vehicles					
Vehicle Maintenance Expenses			LABOUR PRODUCTIVITY		
Plant Maintenance Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
General/Administration Expenses					
TOTAL DIRECT OPERATING EXPENSES	\$833,311	\$1,163,370	TOP WAGE RATES		
Debt Service Payment			Operators		
Total Operating Expenses	\$833,311	\$1,163,370	Mechanics		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$299,523	\$349,571	TOP WAGE RATES		
TOTAL OPERATING REVENUES	\$299,523	\$358,965	Operators		
Total Revenues	\$299,523	\$372,211	Mechanics		
NET DIRECT OPERATING COST	\$533,788	\$804,405			
NET OPERATING COST	\$533,788	\$791,159			
Federal Operating Contribution					
Provincial Operating Contribution	\$237,168	\$172,179			
Municipal Operating Contribution	\$296,620	\$714,217			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$166,436	\$492,519	TOP WAGE RATES		
Total Capital Disposals			Operators		
TOTAL CAPITAL FUNDING	\$166,436	\$492,519	Mechanics		
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

Stratford

Transit Contact: Michael Mousley
Manager of Transit

Statistical Contact: Michael Mousley
Manager of Transit
Phone: 519-271-0250 Fax: 519-271-6029
Email: mmousley@stratford.ca

SYSTEM HIGHLIGHTS:

- System established: 09-06-1952
- Serves: Stratford
- Municipal Population: 32,000
- Service Area Population: 32,000
- Service Area Size km²: 28.0
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:00 - 22:00	Friday	6:00 - 22:00
Tuesday	6:00 - 22:00	Saturday	6:00 - 20:00
Wednesday	6:00 - 22:00	Sunday	11:00 - 18:00
Thursday	6:00 - 22:00	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators	16	11
Other Transportation Operations		
Vehicle Mechanics	3	
Other Vehicle Maintenance and Servicing	1	1
Plant and Other Maintenance		
General and Administration	1	
TOTAL EMPLOYEES	21	12
- Union Affiliations:

IBEW	636 (Operators)	IBEW	636 (Mechanics)
IBEW	636 (Maintenance)		
- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 600,728
- Total Operating Revenues: \$824,650
- Total Direct Operating Expenses: \$2,895,002
- Active Vehicles:
 - Standard Buses 13
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 10
- Number of Accessible Routes: 10
- Energy Consumption:
 - Diesel: 237,718 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	600,728	100.00%	34,036	100.00%
TOTAL	600,728	34,036	625,154	18.37

Stratford

FARE STRUCTURE

Effective Date: 01-09-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.75	\$2.50	\$65.00		18-64
Children					<5 = Free
Students	\$2.50	\$2.25	\$55.00		6-17
Seniors	\$2.50	\$2.25	\$55.00		65+
Other: Affordable	\$2.50	\$2.25	\$55.00		CPP/OW/ODSP

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	13	11.6	10	6	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	13	0	10	6	- Battery
Total Low-Floor Bus (30'-60')	13	Average Bus Age (years)	11.6		- Fuel Cell
					TOTAL
					13

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	623,855	625,154	FINANCIAL		
Total Vehicle Kilometres	625,500	626,893	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	31%	28%
Revenue Vehicle Hours	33,988	34,036	Municipal Operating Contribution / Capita	\$51.38	\$56.89
Auxiliary Revenue Vehicle Hours		2,080	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.22	\$3.45
Total Vehicle Hours	35,443	37,643			

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms

Auxiliary Service Passenger Trips

OPERATING EXPENSES

Transportation Operations Expenses

Fuel/Energy Exp. for Vehicles

Vehicle Maintenance Expenses

Plant Maintenance Expenses

General/Administration Expenses

TOTAL DIRECT OPERATING EXPENSES

Debt Service Payment

Total Operating Expenses

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES

TOTAL OPERATING REVENUES

Total Revenues

NET DIRECT OPERATING COST

NET OPERATING COST

Federal Operating Contribution

Provincial Operating Contribution

Municipal Operating Contribution

Other Operating Contributions

Federal Debt Service Contribution

Provincial Debt Service Contribution

Municipal Debt Service Contribution

CAPITAL EXPENSES AND FUNDING SOURCES**TOTAL CAPITAL EXPENDITURES**

Total Capital Disposals

TOTAL CAPITAL FUNDING

Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution

Other Capital Contributions

\$2,715

\$77,632

\$77,632

Tecumseh

Transit Contact: Chad Jeffery
Manager Planning Services

Statistical Contact: Enrico De Cecco
Junior Planner
Phone: 519-735-2184 Fax: 519-735-6712
Email: edececco@tecumseh.ca

SYSTEM HIGHLIGHTS:

- System established: 21-12-2009
- Serves: Town of Tecumseh, 1 stop in City of Windsor, 1 stop in Town of Lakeshore
- Municipal Population: 23,229
- Service Area Population: 17,274
- Service Area Size km²: 12.5
- Service provided by: Municipal Department, under contract with First Student Canada
- Hours of Service:

Monday	6:00 - 18:00	Friday	6:00 - 18:00
Tuesday	6:00 - 18:00	Saturday	6:00 - 18:00
Wednesday	6:00 - 18:00	Sunday	N/A
Thursday	6:00 - 18:00	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations:

Union Information N/A (Operators)	Union Information N/A (Mechanics)
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Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	26,068 100.00%	3,600 100.00%	100,800 100.00%	28.00
TOTAL	26,068	3,600	100,800	28.00

Tecumseh

FARE STRUCTURE

Effective Date: 20-01-2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.00		\$35.00	\$175/\$350	
Children					Under 5
Students	\$1.00		\$25.00	\$125/\$250	Valid Student ID required
Seniors	\$1.50		\$30.00	\$150/\$300	55 and over
Other: Veteran/Blind					Free with valid ID and includes companions

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	2	3.0	1	1	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					1
Streetcar					Electric
TOTAL ACTIVE VEHICLES	2	0	1	1	- Trolley
Total Low-Floor Bus (30'-60')	1	Average Bus Age (years)	3.0		- Battery
					- Fuel Cell
				TOTAL	2

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	100,800	100,800	FINANCIAL		
Total Vehicle Kilometres	100,800	100,800	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	10%	9%
Revenue Vehicle Hours	3,600	3,600	Municipal Operating Contribution / Capita	\$4.77	\$7.79
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$9.11	\$9.41
Total Vehicle Hours	3,600	3,600			

Operators Paid Hours

Vehicle Mechanics Paid Hours		Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$0.98	\$0.98
Total Employee Paid Hours				

PASSENGER DATA

Adult Passenger Trips	13,534	12,808	AVERAGE FARE	2016	2017
Concession Fare Trips	13,336	13,260	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		
<i>Concession Fare Trips Details:</i>					
<i>Child Passenger Trips</i>					
<i>Student Passenger Trips</i>	7,923	7,476	COST EFFECTIVENESS		
<i>Senior Passenger Trips</i>	4,612	5,009	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$10.09	\$10.39
REGULAR SERVICE PASSENGER TRIPS	26,870	26,068	COST EFFICIENCY		
Regular Service Passenger-Kms			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$75.28	\$75.21
Auxiliary Service Passenger Trips	133	168			

OPERATING EXPENSES

Transportation Operations Expenses	\$215,394	\$219,205	AMOUNT OF SERVICE	2016	2017
Fuel/Energy Exp. for Vehicles			Rev. Veh. Hrs. / Capita		
Vehicle Maintenance Expenses	\$4,589	\$193	Rev. Veh. Kms. / Rev. Veh. Hr.	28.00	28.00
Plant Maintenance Expenses	\$3,180	\$3,245			
General/Administration Expenses	\$47,842	\$48,120	AVERAGE SPEED		
TOTAL DIRECT OPERATING EXPENSES	\$271,005	\$270,763	Rev. Veh. Kms. / Rev. Veh. Hr.		
Debt Service Payment			LABOUR PRODUCTIVITY		
Total Operating Expenses	\$271,005	\$270,763	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$26,295	\$25,449	Operators	2016	2017
TOTAL OPERATING REVENUES	\$26,295	\$25,449	Mechanics		
Total Revenues	\$26,295	\$25,449			
NET DIRECT OPERATING COST	\$244,710	\$245,314			
NET OPERATING COST	\$244,710	\$245,314			
Federal Operating Contribution					
Provincial Operating Contribution	\$162,282	\$110,510			
Municipal Operating Contribution	\$82,428	\$134,615			
Other Operating Contributions					

Federal Debt Service Contribution

Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$189,208				
Total Capital Disposals					
TOTAL CAPITAL FUNDING	\$189,208				
Federal Capital Contribution					
Provincial Capital Contribution		\$94,584			
Municipal Capital Contribution					
Other Capital Contributions		\$94,624			

Temiskaming Shores

Transit Contact: Mitch Lafreniere
Manager of Physical Assets

Statistical Contact: Mitch Lafreniere
Manager of Physical Assets
Phone: 705-672-3363 Fax: 705-672-3200
Email: mlafreri@temiskamingshores.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: Cobalt, Temiskaming Shores
- Municipal Population: 11,048
- Service Area Population: 11,667
- Service Area Size km²: 182.0
- Service provided by: Municipal Department, under contract with Stock Transportation
- Hours of Service:

Monday	6:00 - 23:00	Friday	6:00 - 23:00	
Tuesday	6:00 - 23:00	Saturday	6:00 - 23:00	
Wednesday	6:00 - 23:00	Sunday	6:00 - 23:00	
Thursday	6:00 - 23:00	Holidays	N/A	
- Employees Statistics:

	Full-time	Part-time
Operators	10	
Other Transportation Operations	1	
Vehicle Mechanics	3	
Other Vehicle Maintenance and Servicing	1	
Plant and Other Maintenance	1	
General and Administration	3	
TOTAL EMPLOYEES	19	
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	141,978 100.00%	12,000 100.00%	375,000 100.00%	31.25
TOTAL	141,978	12,000	375,000	31.25

Temiskaming Shores

FARE STRUCTURE

Effective Date: 01-01-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.00	\$3.00	\$85.00		ages 12 to 54
Children					0 to 5 free
Students	\$2.75	\$2.75	\$65.00		6 to 11
Seniors	\$2.25	\$2.75	\$65.00		55 and over

VEHICLES (2017)

	Active		Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.		
Bus	4		4.0		2	- Diesel
Commuter Rail						- Biodiesel (all blends)
Ferry						- Natural Gas (CNG or LNG)
Heavy Rail						- Other
Light Rail						Electric
Locomotive						- Trolley
Streetcar						- Battery
TOTAL ACTIVE VEHICLES	4	0		2	2	- Fuel Cell
Total Low-Floor Bus (30'-60')	4		Average Bus Age (years)	4.0		TOTAL

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	375,000	375,000	FINANCIAL		
Total Vehicle Kilometres	375,000	375,000	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	60%	73%
Revenue Vehicle Hours	12,000	12,000	Municipal Operating Contribution / Capita	\$18.08	\$17.79
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.54	\$0.99
Total Vehicle Hours	12,000	12,000	AVERAGE FARE		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.28	\$2.53
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.86	\$3.73

PASSENGER DATA

Adult Passenger Trips			COST EFFICIENCY		
Concession Fare Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$44.53	\$44.14
Concession Fare Trips Details:			SERVICE UTILIZATION		
Child Passenger Trips			Reg. Serv. Pass. / Capita	11.87	12.17
Student Passenger Trips			Reg. Serv. Pass. / Rev. Veh. Hr.	11.54	11.83
Senior Passenger Trips			AMOUNT OF SERVICE		

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	138,500	141,978	AVERAGE SPEED		
Auxiliary Service Passenger Trips			Rev. Veh. Kms. / Rev. Veh. Hr.	31.25	31.25
OPERATING EXPENSES			LABOUR PRODUCTIVITY		
Transportation Operations Expenses	\$514,569	\$521,396	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Fuel/Energy Exp. for Vehicles			TOP WAGE RATES		
Vehicle Maintenance Expenses	\$19,828	\$8,236	Operators		
Plant Maintenance Expenses			Mechanics		
General/Administration Expenses					
TOTAL DIRECT OPERATING EXPENSES	\$534,397	\$529,632			
Debt Service Payment					
Total Operating Expenses	\$534,397	\$529,632			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$315,738	\$358,752	TOP WAGE RATES		
TOTAL OPERATING REVENUES	\$320,988	\$388,577	Operators		
Total Revenues	\$320,988	\$388,577	Mechanics		
NET DIRECT OPERATING COST	\$213,409	\$141,055			
NET OPERATING COST	\$213,409	\$141,055			
Federal Operating Contribution					
Provincial Operating Contribution					
Municipal Operating Contribution	\$210,909	\$207,573			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$129,681	\$130,203
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$129,681	\$130,203
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		\$130,203
Other Capital Contributions	\$129,681	

Thunder Bay

Transit Contact: Brad Loroff
Manager, Transit Services

Statistical Contact: Dana Earle
Supervisor - Customer Care & Administrative Service
Phone: 807-684-3191 Fax: 807-345-5744
Email: dearle@thunderbay.ca

SYSTEM HIGHLIGHTS:

- System established: 07-03-1892
- Serves: City of Thunder Bay
- Municipal Population: 146,048
- Service Area Population: 107,909
- Service Area Size km²: 323.0
- Service provided by: Municipal Department

Hours of Service:

Monday	6:00 - 00:30	Friday	6:00 - 00:30
Tuesday	6:00 - 00:30	Saturday	6:00 - 00:30
Wednesday	6:00 - 00:30	Sunday	8:00 - 23:30
Thursday	6:00 - 00:30	Holidays	8:00 - 23:30

Employees Statistics:

	Full-time	Part-time
Operators	99	10
Other Transportation Operations	6	
Vehicle Mechanics	7	
Other Vehicle Maintenance and Servicing	1	
Plant and Other Maintenance	13	
General and Administration	7	1
TOTAL EMPLOYEES	133	11

Union Affiliations:

ATU	966 (Operators)
ATU	966 (Mechanics)
CUPE	87 (Administration)

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	4,370,227	100.00%	145,157	100.00%
TOTAL	4,370,227		145,157	

REMARKS:

Discount monthly pass for passengers on ODSP - \$66. Annual Senior pass - \$495. UPASS contract with college and university student unions - \$126/12 months

- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 3,779,172
- Total Operating Revenues: \$5,641,438
- Total Direct Operating Expenses: \$16,260,777
- Active Vehicles: 42
 - Standard Buses 42

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 17
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel:
 - Biodiesel B5: 1,798,688 litres
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Thunder Bay

FARE STRUCTURE

Effective Date:	01-04-2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Day Pass	Criteria
Adults		\$2.75	\$2.20	\$77.00	\$11	19-59
Children					\$11	0-5 = Free
Students		\$2.75	\$2.20	\$55.00	\$11	6-18
Seniors		\$2.75	\$2.20	\$55.00	\$11	60+
Other: CNIB & support persons						free with valid ID

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	42	5.4	32	28	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	42	0	32	28	- Battery
Total Low-Floor Bus (30'-60')	42	Average Bus Age (years)	5.4		- Fuel Cell
					TOTAL
					42

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	3,112,924	3,044,157	FINANCIAL		
Total Vehicle Kilometres	3,184,356	3,134,955	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	35%
Revenue Vehicle Hours	141,413	145,157	Municipal Operating Contribution / Capita	\$89.48	\$91.90
Auxiliary Revenue Vehicle Hours	290	306	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.84	\$2.81
Total Vehicle Hours	146,821	148,450			
Operators Paid Hours	211,203	211,203	AVERAGE FARE		
Vehicle Mechanics Paid Hours	14,560	14,560	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.46	\$1.46
Total Employee Paid Hours	280,853	280,853			

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips	1,969,317	1,947,409	FINANCIAL		
Concession Fare Trips	1,680,219	1,831,763	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	35%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$89.48	\$91.90
Child Passenger Trips	162,600	160,009	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.84	\$2.81
Student Passenger Trips	127,274	125,379			
Senior Passenger Trips	252,061	261,439	AVERAGE FARE		

REGULAR SERVICE PASSENGER TRIPS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Regular Service Passenger-Kms			FINANCIAL		
Auxiliary Service Passenger Trips	44	660	Tot. Oper. Exp. / Reg. Serv. Pass.	\$107.80	\$109.54

OPERATING EXPENSES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Transportation Operations Expenses	\$7,715,364	\$7,664,037	FINANCIAL		
Fuel/Energy Exp. for Vehicles	\$1,523,894	\$1,706,246	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	35%
Vehicle Maintenance Expenses	\$3,149,993	\$3,220,882	Municipal Operating Contribution / Capita	\$89.48	\$91.90
Plant Maintenance Expenses	\$851,797	\$1,052,924	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.84	\$2.81
General/Administration Expenses	\$2,586,548	\$2,616,688			
TOTAL DIRECT OPERATING EXPENSES	\$15,827,596	\$16,260,777	AVERAGE FARE		

Debt Service Payment

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Total Operating Expenses	\$15,827,596	\$16,260,777	FINANCIAL		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES	\$5,325,220	\$5,534,920	FINANCIAL		
TOTAL OPERATING REVENUES	\$5,469,869	\$5,641,438	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	35%
Total Revenues	\$5,469,869	\$5,641,438	Municipal Operating Contribution / Capita	\$89.48	\$91.90
NET DIRECT OPERATING COST	\$10,357,727	\$10,619,339	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.84	\$2.81
NET OPERATING COST	\$10,357,727	\$10,619,339			
Federal Operating Contribution			AVERAGE SPEED		
Provincial Operating Contribution	\$702,500	\$702,500	Rev. Veh. Kms. / Rev. Veh. Hr.	22.01	20.97
Municipal Operating Contribution	\$9,655,226	\$9,916,839			
Other Operating Contributions			LABOUR PRODUCTIVITY		
Federal Debt Service Contribution			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.67	0.69
Provincial Debt Service Contribution					
Municipal Debt Service Contribution			TOP WAGE RATES		
			Operators	\$26.82	\$26.82
			Mechanics	\$31.73	\$31.73

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
TOTAL CAPITAL EXPENDITURES	\$1,780,289	\$5,674,007	FINANCIAL		
Total Capital Disposals			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	35%
TOTAL CAPITAL FUNDING	\$1,780,289	\$5,674,007	Municipal Operating Contribution / Capita	\$89.48	\$91.90
Federal Capital Contribution			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.84	\$2.81
Provincial Capital Contribution	\$953,599	\$1,082,430			
Municipal Capital Contribution	\$818,091	\$2,405,175	AVERAGE SPEED		
Other Capital Contributions	\$8,599	\$201,724	Rev. Veh. Kms. / Rev. Veh. Hr.	22.01	20.97

Tillsonburg

Transit Contact: David Calder
CAO

Statistical Contact: John Preston
CT Coordinator
Phone: 519-842-9000 Fax:
Email: Jpreston@communitylivingtillsonburg.ca

SYSTEM HIGHLIGHTS:

- System established: 15-03-2016
- Adult Cash Fare: \$2.00
- Serves: Tillsonburg
- Ridership (revenue passengers): 9,736
- Municipal Population: 15,594
- Total Operating Revenues: \$17,351
- Service Area Population: 15,594
- Total Direct Operating Expenses: \$104,329
- Service Area Size km²: .0
- Hours of Service:

Monday	6:00 - 17:00	Friday	6:00 - 17:00
Tuesday	6:00 - 17:00	Saturday	N/A
Wednesday	6:00 - 17:00	Sunday	N/A
Thursday	6:00 - 17:00	Holidays	N/A

- Number of Fixed Routes: 7
- Number of Accessible Routes: 0
- Energy Consumption:

Employees Statistics:	Full-time	Part-time
Operators	1	1
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	1	
TOTAL EMPLOYEES	2	1

- Diesel:
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:

- Union Affiliations: Union Information N/A (Operators)
- Gasoline in Litres 13,375
- Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	9,736 100.00%	2,410 100.00%	67,143 100.00%	27.86
TOTAL	9,736	2,410	67,143	27.86

REMARKS:

[[Import Error]]Transportation Program was part of the CT Pilot Program from March 2015 to March 2018. Transit began March 14, 2016.

Tillsonburg

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Pass	Criteria
Adults	\$2.00				
Children					<5=free
Students					
Seniors					

VEHICLES (2017)

	Active Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus			1	1
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			1	1

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres		67,143	FINANCIAL		
Total Vehicle Kilometres		69,826	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	#Error	17%
Revenue Vehicle Hours		2,410	Municipal Operating Contribution / Capita	#Error	\$1.44
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	#Error	\$8.93
Total Vehicle Hours		2,782			
Operators Paid Hours		2,288	AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	#Error	\$1.78
Total Employee Paid Hours	#Error	4,108			
PASSENGER DATA			COST EFFECTIVENESS		
Adult Passenger Trips		9,736	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	#Error	\$10.72
Concession Fare Trips					
<i>Concession Fare Trips Details:</i>					
<i>Child Passenger Trips</i>					
<i>Student Passenger Trips</i>					
<i>Senior Passenger Trips</i>					
REGULAR SERVICE PASSENGER TRIPS		9,736	COST EFFICIENCY		
Regular Service Passenger-Kms		27	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	#Error	\$37.50
Auxiliary Service Passenger Trips					
OPERATING EXPENSES			SERVICE UTILIZATION		
Transportation Operations Expenses		\$90,664	Reg. Serv. Pass. / Capita	#Error	0.62
Fuel/Energy Exp. for Vehicles		\$11,024	Reg. Serv. Pass. / Rev. Veh. Hr.	#Error	4.04
Vehicle Maintenance Expenses		\$2,641			
Plant Maintenance Expenses			AMOUNT OF SERVICE		
General/Administration Expenses			Rev. Veh. Hrs. / Capita	#Error	0.15
TOTAL DIRECT OPERATING EXPENSES		\$104,329			
Debt Service Payment			AVERAGE SPEED		
Total Operating Expenses		\$117,829	Rev. Veh. Kms. / Rev. Veh. Hr.	#Error	27.86

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$17,351	
TOTAL OPERATING REVENUES	\$17,351	
Total Revenues	\$17,351	
NET DIRECT OPERATING COST	\$86,978	
NET OPERATING COST	\$100,478	

FEDERAL OPERATING CONTRIBUTION

Federal Operating Contribution	\$25,000
Provincial Operating Contribution	\$22,500
Municipal Operating Contribution	\$30,539

FEDERAL DEBT SERVICE CONTRIBUTION

Federal Debt Service Contribution	\$25,000
Provincial Debt Service Contribution	\$22,500
Municipal Debt Service Contribution	\$30,539

CAPITAL EXPENSES AND FUNDING SOURCES**TOTAL CAPITAL EXPENDITURES**

Total Capital Disposals

TOTAL CAPITAL FUNDING

Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution

Other Capital Contributions

Timmins

Transit Contact: Fred Gerrior
Manager Timmins Transit

Statistical Contact: Fred Gerrior
Manager Timmins Transit
Phone: 705-360-2600 x3501 Fax: 705-360-2698
Email: fred.gerrior@timmins.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1975
- Serves: Timmins
- Municipal Population: 43,165
- Service Area Population: 38,622
- Service Area Size km²: 24.0
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:00 - 23:30	Friday	6:00 - 23:30
Tuesday	6:00 - 23:30	Saturday	6:30 - 23:30
Wednesday	6:00 - 23:30	Sunday	8:30 - 18:30
Thursday	6:00 - 23:30	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators	19	13
Other Transportation Operations	2	
Vehicle Mechanics	4	
Other Vehicle Maintenance and Servicing	6	
Plant and Other Maintenance	3	
General and Administration	3	
TOTAL EMPLOYEES	34	13
- Union Affiliations:

CUPE 1544 (Operators)	CUPE 1544 (Mechanics)	CUPE 434 (OFFICE/PARTS CLERK)
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- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 834,637
- Total Operating Revenues: \$1,650,291
- Total Direct Operating Expenses: \$4,654,670
- Active Vehicles:
 - Standard Buses 19
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 12
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel: 572,860 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	834,637 100.00%	41,154 100.00%	955,578 100.00%	23.22
TOTAL	834,637	41,154	955,578	23.22

Timmis

FARE STRUCTURE

Effective Date: 01-01-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.00	\$3.00	\$76.00		
Children					under 5 -Free
Students	\$2.75	\$2.75	\$61.00		5 yrs or over
Seniors			\$56.00		
			\$56.00		

VEHICLES (2017)

	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	Diesel
Bus	19		9.6		12	12	- Diesel	19
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	19	0			12	12	- Fuel Cell	
Total Low-Floor Bus (30'-60')	19		Average Bus Age (years)	9.6			TOTAL	19

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	955,578	955,578	FINANCIAL		
Total Vehicle Kilometres	1,047,190	1,047,190	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	34%	35%
Revenue Vehicle Hours	41,154	41,154	Municipal Operating Contribution / Capita	\$73.77	\$77.79
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.47	\$3.60
Total Vehicle Hours	41,154	41,154	AVERAGE FARE		
Operators Paid Hours	60,268	61,271	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.75	\$1.78
Vehicle Mechanics Paid Hours	8,357	7,511	COST EFFECTIVENESS		
Total Employee Paid Hours	92,658	91,512	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.24	\$5.58

PASSENGER DATA

Adult Passenger Trips			COST EFFICIENCY		
Concession Fare Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$109.55	\$113.10
Concession Fare Trips Details:			SERVICE UTILIZATION		
Child Passenger Trips			Reg. Serv. Pass. / Capita	22.26	21.61
Student Passenger Trips			Reg. Serv. Pass. / Rev. Veh. Hr.	20.89	20.28
Senior Passenger Trips			AMOUNT OF SERVICE		

REGULAR SERVICE PASSENGER TRIPS

	859,664	834,637	AMOUNT OF SERVICE		
Regular Service Passenger-Kms			Rev. Veh. Hrs. / Capita	1.07	1.07
Auxiliary Service Passenger Trips			AVERAGE SPEED		
Transportation Operations Expenses	\$2,133,133	\$2,215,113	Rev. Veh. Kms. / Rev. Veh. Hr.	23.22	23.22
Fuel/Energy Exp. for Vehicles	\$456,205	\$505,120	LABOUR PRODUCTIVITY		
Vehicle Maintenance Expenses	\$1,116,506	\$1,123,385	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.68	0.67
Plant Maintenance Expenses	\$366,904	\$344,886	TOP WAGE RATES		
General/Administration Expenses	\$435,633	\$466,166	Operators	\$24.90	\$25.15
TOTAL DIRECT OPERATING EXPENSES	\$4,508,381	\$4,654,670	Mechanics	\$30.44	\$30.74
Debt Service Payment					
Total Operating Expenses	\$4,508,381	\$4,654,670			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,503,336	\$1,485,915	TOP WAGE RATES		
TOTAL OPERATING REVENUES	\$1,521,336	\$1,650,291	Operators	\$24.90	\$25.15
Total Revenues	\$1,659,119	\$1,650,291	Mechanics	\$30.44	\$30.74
NET DIRECT OPERATING COST	\$2,987,045	\$3,004,379			
NET OPERATING COST	\$2,849,262	\$3,004,379			

Federal Operating Contribution

Provincial Operating Contribution			CAPITAL EXPENSES AND FUNDING SOURCES		
Municipal Operating Contribution	\$2,849,262	\$3,004,379	TOTAL CAPITAL EXPENDITURES	\$1,029,989	\$2,623,260
Other Operating Contributions			Total Capital Disposals		
Federal Debt Service Contribution			TOTAL CAPITAL FUNDING	\$1,029,989	\$463,376
Provincial Debt Service Contribution			Federal Capital Contribution		\$319,716
Municipal Debt Service Contribution			Provincial Capital Contribution	\$929,675	\$51,160
			Municipal Capital Contribution	\$100,314	\$92,500
			Other Capital Contributions		

CAPITAL EXPENSES AND FUNDING SOURCES

Toronto

Transit Contact: Dan Wright
Chief Financial Officer

Statistical Contact: Yoojin (Sophia) Song
Research Analyst
Phone: 416-393-3953 Fax: 416-488-4708
Email: Yoojin.Song@ttc.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1954
- Serves: City of Toronto, Regional Municipality of York
- Municipal Population: 4,094,072
- Service Area Population: 2,932,301
- Service Area Size km²: 662.0
- Service provided by: Transit Commission

▪ Hours of Service:

Monday	6:00 - 1:30	Friday	6:00 - 1:30
Tuesday	6:00 - 1:30	Saturday	6:00 - 1:30
Wednesday	6:00 - 1:30	Sunday	8:00 - 1:30
Thursday	6:00 - 1:30	Holidays	8:00 - 1:30

▪ Employees Statistics:

	Full-time	Part-time
Operators	5,932	
Other Transportation Operations	1,064	
Vehicle Mechanics	613	
Other Vehicle Maintenance and Servicing	2,093	
Plant and Other Maintenance	2,444	
General and Administration	1,665	1
TOTAL EMPLOYEES	13,811	1

- Union Affiliations:
 - ATU 113 (Operators)
 - ATU 113 (Mechanics)

IAMAW 235/CUPE 2/CUPE 5 (Machinists/Signal Maintenance/Transit Enforcement)

- Adult Cash Fare: \$3.25
- Ridership (revenue passengers): 533,216,000
- Total Operating Revenues: \$1,208,662,097
- Total Direct Operating Expenses: \$1,647,732,590
- Active Vehicles: 3,466
 - Light Rail Vehicles 28
 - Other Rail 289
 - Heavy Rail Vehicles 838
 - Standard Buses 2,158
 - Articulated Buses 153
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 93.31%

- Number of Fixed Routes: 160
- Number of Accessible Routes: 152
- Energy Consumption:
 - Diesel: 88,406,472 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity: 343,483,850 kilowatt-hours
 - Other:

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	456,947,461	53.58%	7,150,446	63.87%
Streetcar	91,700,459	10.75%	911,674	8.14%
Light Rail	14,421,887	1.69%	130,391	1.16%
Heavy Rail	289,695,806	33.97%	3,002,586	26.82%
TOTAL	852,765,613		11,195,097	226,774,833
				20.26

REMARKS:

1. Operator Paid Hours includes Other Transport Operations Paid hours for both years. 2. Mechanic Paid Hours includes Other Vehicle Maintenance and Servicing Paid Hours for both years. 3. Student and Senior Passenger Trips are combined for both years.

Toronto

FARE STRUCTURE

Effective Date: 01-01-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.25	\$3.00	\$146.25	\$134	
Children					< 13 = Free
Students	\$2.10	\$2.05	\$116.75	\$107.00	13-19 with ID
Seniors	\$2.10	\$2.05	\$116.75	\$107.00	65+ with ID
Other: Day Pass	\$12.50				

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	2,311	7.4	1,560	997	Internal Combustion
Commuter Rail					- Diesel 2,311
Ferry					- Biodiesel (all blends)
Heavy Rail	838	10.1	652	466	- Natural Gas (CNG or LNG)
Light Rail	28	32.8	20	16	- Other
Locomotive					Electric
Streetcar	57	232	0.9	144	- Trolley
TOTAL ACTIVE VEHICLES	3,234	232	2,398	1,623	- Battery
Total Low-Floor Bus (30'-60')	2,311	Average Bus Age (years)	7.4		- Fuel Cell
				TOTAL	2,311

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	225,559,490	226,774,833	FINANCIAL		
Total Vehicle Kilometres	240,686,496	242,138,275	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	70%	73%
Revenue Vehicle Hours	10,992,666	11,195,097	Municipal Operating Contribution / Capita	\$148.94	\$127.86
Auxiliary Revenue Vehicle Hours	110,795	105,484	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$0.91	\$0.82
Total Vehicle Hours	11,607,410	11,783,260	AVERAGE FARE		
Operators Paid Hours	17,400,000	17,720,000	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.09	\$2.18
Vehicle Mechanics Paid Hours	5,850,000	6,080,000	COST EFFECTIVENESS		
Total Employee Paid Hours	32,110,000	32,790,540	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.08	\$3.09
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	426,973,000	417,608,000	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$144.45	\$141.14
Concession Fare Trips	111,106,000	115,608,000	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	187.09	181.84
Child Passenger Trips	21,911,000	25,019,000	Reg. Serv. Pass. / Rev. Veh. Hr.	48.95	47.63
Student Passenger Trips	73,648,000	78,044,000	AMOUNT OF SERVICE		
Senior Passenger Trips			Rev. Veh. Hrs. / Capita	3.82	3.82
REGULAR SERVICE PASSENGER TRIPS	538,079,000	533,216,000	AVERAGE SPEED		
Regular Service Passenger-Kms	5,111,750,500	5,065,552,000	Rev. Veh. Kms. / Rev. Veh. Hr.	20.52	20.26
Auxiliary Service Passenger Trips	2,130,119	2,280,039	LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.64	0.64
Transportation Operations Expenses	\$708,432,218	\$728,025,895	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles	\$132,090,309	\$127,467,199	Operators	\$33.32	\$34.07
Vehicle Maintenance Expenses	\$347,629,581	\$364,918,720	Mechanics	\$38.70	\$39.57
Plant Maintenance Expenses	\$240,908,222	\$243,465,734			
General/Administration Expenses	\$230,696,998	\$183,855,042			
TOTAL DIRECT OPERATING EXPENSES	\$1,659,757,328	\$1,647,732,590			
Debt Service Payment					
Total Operating Expenses	\$1,716,246,139	\$1,700,988,311			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,125,893,310	\$1,162,915,368
TOTAL OPERATING REVENUES	\$1,169,101,541	\$1,208,662,097
Total Revenues	\$1,196,277,203	\$1,234,469,425
NET DIRECT OPERATING COST	\$490,655,787	\$439,070,493
NET OPERATING COST	\$519,968,936	\$466,518,886
Federal Operating Contribution		
Provincial Operating Contribution	\$91,600,000	\$91,600,000
Municipal Operating Contribution	\$428,368,936	\$374,918,886
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$1,221,923,000	\$1,438,185,000
Total Capital Disposals	\$117,038	\$642,103
TOTAL CAPITAL FUNDING	\$1,221,923,000	\$1,438,185,000
Federal Capital Contribution	\$365,398,000	\$425,376,000
Provincial Capital Contribution	\$211,476,000	\$129,352,000
Municipal Capital Contribution	\$495,111,000	\$826,282,000
Other Capital Contributions	\$149,938,000	\$57,175,000

Wasaga Beach

Transit Contact: Kevin Lalonde
Director of Public Works

Statistical Contact: Mike Latimer
Project Coordinator
Phone: 705-429-2540 Fax: 705-429-8226
Email: projects@wasagabeach.com

SYSTEM HIGHLIGHTS:

- System established: 07-07-2008
- Serves: Town of Wasaga Beach
- Municipal Population: 20,675
- Service Area Population: 11,560
- Service Area Size km²: 18.4
- Service provided by: Municipal Department, under contract with Sinton Landmark
- Hours of Service:

Monday	7:00 - 21:00	Friday	7:00 - 21:00
Tuesday	7:00 - 21:00	Saturday	7:00 - 21:00
Wednesday	7:00 - 21:00	Sunday	7:00 - 19:00
Thursday	7:00 - 21:00	Holidays	7:00 - 19:00
- Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations:

Union Information N/A (Operators)	
Union Information N/A (Mechanics)	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	86,423	100.00%	9,984	100.00%
TOTAL	86,423	9,984	241,800	24.22

REMARKS:

The Town of Wasaga Beach purchased one (1) new 20 passenger bus in 2017 and an additional bus in the winter of 2018 with our successful application for the PTIF Funding. The Town also awarded Transit Consulting Network the RFP for an Operations Review and Route Optimization Study for Wasaga Beach Transit, the results and recommendations of the study will be presented to Council in May of 2018. The Town also installed two (2) new Transit Shelters in 2017 and have budgeted for an additional two (2) shelters in 2018.

Wasaga Beach

FARE STRUCTURE

Effective Date: 07-07-2008

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.00	\$1.50	\$40.00		Age 20-59
Children	\$1.50	\$1.00	\$5.00		Age 5 and under Free; Age 6-19
Students	\$1.50	\$1.00	\$30.00		Age 20+ with Student ID
Seniors	\$1.50	\$1.00	\$30.00		Age 60 and over
Other: CNIB					Free with valid ID

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	4	3.5	2	2	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					3
Streetcar					Electric
TOTAL ACTIVE VEHICLES	4	0	2	2	- Trolley
Total Low-Floor Bus (30'-60')	0	Average Bus Age (years)	3.5		- Battery
					- Fuel Cell
					TOTAL
					4

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	241,800	241,800	FINANCIAL		
Total Vehicle Kilometres	241,800	241,800	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	22%	22%
Revenue Vehicle Hours	9,984	9,984	Municipal Operating Contribution / Capita	\$26.23	\$33.46
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.74	\$5.65
Total Vehicle Hours	9,984	9,984			
Operators Paid Hours			AVERAGE FARE		
Vehicle Mechanics Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.65	\$1.57
Total Employee Paid Hours					

PASSENGER DATA

Adult Passenger Trips			COST EFFICIENCY		
Concession Fare Trips			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$7.39	\$7.21
<i>Concession Fare Trips Details:</i>					
Child Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$58.85	\$62.43
Student Passenger Trips					
Senior Passenger Trips			SERVICE UTILIZATION		
REGULAR SERVICE PASSENGER TRIPS	79,459	86,423	Reg. Serv. Pass. / Capita	6.87	7.48
Regular Service Passenger-Kms			Reg. Serv. Pass. / Rev. Veh. Hr.	7.96	8.66
Auxiliary Service Passenger Trips					

OPERATING EXPENSES

Transportation Operations Expenses	\$489,117	\$482,109	AMOUNT OF SERVICE		
Fuel/Energy Exp. for Vehicles	\$55,575	\$65,176	Rev. Veh. Hrs. / Capita	0.86	0.86
Vehicle Maintenance Expenses	\$23,395	\$15,095			
Plant Maintenance Expenses	\$10,030	\$17,753	AVERAGE SPEED		
General/Administration Expenses	\$9,450	\$43,136	Rev. Veh. Kms. / Rev. Veh. Hr.	24.22	24.22
TOTAL DIRECT OPERATING EXPENSES	\$587,567	\$623,269			
Debt Service Payment			LABOUR PRODUCTIVITY		
Total Operating Expenses	\$587,567	\$623,269	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$131,126	\$135,347	TOP WAGE RATES		
TOTAL OPERATING REVENUES	\$131,126	\$135,347	Operators		
Total Revenues	\$131,126	\$135,347	Mechanics		
NET DIRECT OPERATING COST	\$456,441	\$487,922			
NET OPERATING COST	\$456,441	\$487,922			
Federal Operating Contribution					
Provincial Operating Contribution					
Municipal Operating Contribution					
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$1,520	\$118,640
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$1,520	\$118,640
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		
Other Capital Contributions		

Waterloo Region

Transit Contact: Peter Zinck
Director, Transit Services

Statistical Contact: Jill Dickinson
Transit Analyst
Phone: 519-585-7597 x7388 Fax: 519-585-1060
Email: JDickinson@regionofwaterloo.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-2000
- Adult Cash Fare: \$3.25
- Serves: Cambridge, Kitchener, Waterloo, Elmira, St. Jacobs, Baden, New Hamburg, Petersburg
- Ridership (revenue passengers): 19,742,606
- Municipal Population: 551,598
- Total Operating Revenues: \$34,268,378
- Service Area Population: 460,104
- Total Direct Operating Expenses: \$86,253,841
- Service Area Size km²: 230.7
- Active Vehicles: 292
- Service provided by: Municipal Department, under contract with Voyageur Transportation
- Standard Buses 292
- Hours of Service:

Monday	6:00 - 00:30	Friday	6:00 - 00:30
Tuesday	6:00 - 00:30	Saturday	6:30 - 00:30
Wednesday	6:00 - 00:30	Sunday	8:00 - 00:30
Thursday	6:00 - 00:30	Holidays	8:00 - 00:30
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Employees Statistics:

	Full-time	Part-time	
Operators	424	75	- Diesel: 9,110,040 litres
Other Transportation Operations	39		- Biodiesel B5:
Vehicle Mechanics	51	1	- Biodiesel B20:
Other Vehicle Maintenance and Servicing	44	13	- Biodiesel - Other:
Plant and Other Maintenance			- Natural Gas:
General and Administration	53	15	- Electricity:
TOTAL EMPLOYEES	611	104	- Other:
- Number of Fixed Routes: 63
- Number of Accessible Routes: 63
- Energy Consumption:

- Diesel:	9,110,040 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	
- Union Affiliations:

Unifor 4304 (Operators)	
Unifor 4304 (Mechanics)	
CUPE 1883/1656 (Administration/Stockkeepers)	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	25,756,298	100.00%	731,964	100.00% 20.79
TOTAL	25,756,298		731,964	15,220,793 20.79

REMARKS:

In 2017 as part of implementation of its new Electronic Fare Management System (EFMS), GRT replaced all its fareboxes with new units capable of accepting payment by coins, smart card or 2D barcode. Smart card fare payment is being implemented in 2018. Ridership increased slightly compared with 2016 but boardings decreased because the new fare system required a change in the calculation of transfer rates. The strike at Conestoge College from Oct. 16 to Nov. 20/17 resulted in a loss of about 66,000 rides.

Waterloo Region

FARE STRUCTURE

Effective Date: 01-07-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.25	\$2.76	\$86.00	Corporate Pass \$73.10	18-64
Children	\$3.25	\$2.40	\$73.00		< 5 = Free
Students	\$3.25	\$2.40	\$73.00	\$365/5-month pass	Elementary & Secondary
Seniors	\$3.25	\$2.40	\$73.00		65+
Other: U-Pass				89.45	4-month Wilfrid Laurier/U of Waterloo

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
Bus	292	6.0	201	139	Internal Combustion
Commuter Rail					- Diesel
Ferry					- Biodiesel (all blends)
Heavy Rail					- Natural Gas (CNG or LNG)
Light Rail					- Other
Locomotive					Electric
Streetcar					- Trolley
TOTAL ACTIVE VEHICLES	292	0	201	139	- Battery
Total Low-Floor Bus (30'-60')	292	Average Bus Age (years)	6.0		- Fuel Cell
				TOTAL	292

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	15,081,062	15,220,793	FINANCIAL		
Total Vehicle Kilometres	16,291,735	16,454,742	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	39%	40%
Revenue Vehicle Hours	724,321	731,964	Municipal Operating Contribution / Capita	\$89.34	\$91.65
Auxiliary Revenue Vehicle Hours	463	339	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.55	\$2.63
Total Vehicle Hours	761,911	770,136	AVERAGE FARE		
Operators Paid Hours	1,070,274	1,090,222	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.58	\$1.69
Vehicle Mechanics Paid Hours	120,905	120,665	COST EFFECTIVENESS		
Total Employee Paid Hours	1,484,396	1,511,302	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.18	\$4.37
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	1,539,610	1,381,031	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$107.90	\$112.00
Concession Fare Trips	18,151,657	18,361,575	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	43.50	42.91
Child Passenger Trips	407,372	267,251	Reg. Serv. Pass. / Rev. Veh. Hr.	27.19	26.97
Student Passenger Trips	1,964,277	1,972,238	AMOUNT OF SERVICE		
Senior Passenger Trips	609,526	599,962	Rev. Veh. Hrs. / Capita	1.60	1.59
REGULAR SERVICE PASSENGER TRIPS	19,691,267	19,742,606	AVERAGE SPEED		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	20.82	20.79
Auxiliary Service Passenger Trips	5,445	2,679	LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.68	0.67
Transportation Operations Expenses	\$47,358,449	\$48,753,363	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles	\$7,317,451	\$8,385,759	Operators	\$29.12	\$29.56
Vehicle Maintenance Expenses	\$15,110,522	\$15,656,990	Mechanics	\$33.54	\$34.04
Plant Maintenance Expenses	\$5,650,893	\$5,833,710			
General/Administration Expenses	\$6,776,642	\$7,624,019			
TOTAL DIRECT OPERATING EXPENSES	\$82,213,957	\$86,253,841			
Debt Service Payment	\$9,997,746	\$10,313,568			
Total Operating Expenses	\$92,211,703	\$96,567,409			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$31,140,816	\$33,324,107
TOTAL OPERATING REVENUES	\$32,063,197	\$34,268,378
Total Revenues	\$32,276,127	\$34,469,077
NET DIRECT OPERATING COST	\$50,150,760	\$51,985,463
NET OPERATING COST	\$59,935,576	\$62,098,332
Federal Operating Contribution		
Provincial Operating Contribution	\$9,497,095	\$9,622,473
Municipal Operating Contribution	\$40,440,735	\$42,168,499
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution	\$410,107	\$394,715
Municipal Debt Service Contribution	\$9,587,639	\$9,918,853
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	\$9,996,966	\$37,876,636
Total Capital Disposals	\$181,924	\$25,131
TOTAL CAPITAL FUNDING	\$9,996,966	\$37,876,636
Federal Capital Contribution		\$15,271,165
Provincial Capital Contribution		
Municipal Capital Contribution	\$6,581,581	\$9,132,089
Other Capital Contributions	\$3,415,385	\$13,473,382

Wawa

Transit Contact: Cathy Cyr
Deputy Clerk

Statistical Contact: Manuela Batovanja
Deputy Treasurer

Phone: 705-856-2244 Fax: 705-856-2120
Email: mbatovanja@wawa.cc

SYSTEM HIGHLIGHTS:

- System established: 13-02-2006
- Serves: Municipality of Wawa
- Municipal Population: 2,905
- Service Area Population: 2,905
- Service Area Size km²: 3.5
- Service provided by: Municipal Department, under contract with Lloyds of Wawa
- Hours of Service:

Monday	8:45 - 14:45	Friday	8:45 - 14:45
Tuesday	8:45 - 14:45	Saturday	N/A
Wednesday	8:45 - 14:45	Sunday	N/A
Thursday	8:45 - 14:45	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations:

Union Information N/A (Operators)	
Union Information N/A (Mechanics)	
- Modal Statistics

Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus 1,516 100.00%	1,470 100.00%	10,957 100.00%	7.45
TOTAL 1,516	1,470	10,957	7.45
- Adult Cash Fare: \$4.00
- Ridership (revenue passengers): 1,516
- Total Operating Revenues: \$14,343
- Total Direct Operating Expenses: \$54,798
- Active Vehicles:

- Small Community Buses	1
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- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 0
- Number of Accessible Routes: 0
- Energy Consumption:

- Diesel:	
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
Gasoline in litres	3,334

REMARKS:

Charter services are available for an hourly rate (Monday to Sunday \$70 per hour, statutory holidays \$82 per hour, service organizations \$40 per hour). No travel on gravel roads.

Wawa

FARE STRUCTURE

Effective Date:	26-05-2015	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$4.00	\$3.63	\$50.00	\$7.00		
Children	\$2.00	\$1.81	\$50.00	\$7.00		less than 10 years
Students			\$35.00	\$7.00		
Seniors	\$3.00	\$2.72	\$50.00	\$7.00		55 years and over
Other: Person with disability	\$3.00	\$2.72	\$50.00	\$7.00		

VEHICLES (2017)

	Active		Average Age	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access. Non-Acc.	1	1	Internal Combustion
Bus	1		3.0		1	- Diesel
Commuter Rail						- Biodiesel (all blends)
Ferry						- Natural Gas (CNG or LNG)
Heavy Rail						- Other
Light Rail						1
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	1	0		1	1	Electric
Total Low-Floor Bus (30'-60')	1		Average Bus Age (years)	3.0		- Trolley
						- Battery
						- Fuel Cell
					TOTAL	
						1

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	9,227	10,957	FINANCIAL		
Total Vehicle Kilometres	9,227	10,957	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	15%	26%
Revenue Vehicle Hours		1,470	Municipal Operating Contribution / Capita	\$16.88	\$13.93
Auxiliary Revenue Vehicle Hours		186	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$52.32	\$26.69
Total Vehicle Hours		1,656			

Operators Paid Hours

Vehicle Mechanics Paid Hours		Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$9.50	\$3.22
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Total Employee Paid Hours

		COST EFFECTIVENESS		
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PASSENGER DATA

Adult Passenger Trips	190	256	COST EFFICIENCY	2016	2017
Concession Fare Trips	770	1,260	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$33.09
Concession Fare Trips Details:					
Child Passenger Trips	10	19			
Student Passenger Trips			SERVICE UTILIZATION	0.32	0.52
Senior Passenger Trips	756	1,232	Reg. Serv. Pass. / Capita		
REGULAR SERVICE PASSENGER TRIPS	960	1,516	Reg. Serv. Pass. / Rev. Veh. Hr.		1.03
Regular Service Passenger-Kms	960				
Auxiliary Service Passenger Trips		4,446	AMOUNT OF SERVICE		

OPERATING EXPENSES

Transportation Operations Expenses	\$53,908	\$50,122	AVERAGE SPEED		
Fuel/Energy Exp. for Vehicles	\$2,910	\$3,279	Rev. Veh. Kms. / Rev. Veh. Hr.		7.45
Vehicle Maintenance Expenses	\$1,493	\$479	LABOUR PRODUCTIVITY		
Plant Maintenance Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
General/Administration Expenses	\$1,035	\$918			
TOTAL DIRECT OPERATING EXPENSES	\$59,346	\$54,798	TOP WAGE RATES		
Debt Service Payment			Operators		
Total Operating Expenses	\$59,346	\$54,798	Mechanics		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$9,118	\$4,880			
TOTAL OPERATING REVENUES	\$9,118	\$14,343			
Total Revenues	\$9,118	\$14,343			
NET DIRECT OPERATING COST	\$50,228	\$40,455			
NET OPERATING COST	\$50,228	\$40,455			

Federal Operating Contribution

Provincial Operating Contribution					
Municipal Operating Contribution	\$50,228	\$40,455			
Other Operating Contributions					

Federal Debt Service Contribution

Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
Other Capital Contributions					

CAPITAL EXPENSES AND FUNDING SOURCES**TOTAL CAPITAL EXPENDITURES**

Total Capital Disposals					
TOTAL CAPITAL FUNDING					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

Welland

Transit Contact: Dave Stuart
MGR, Transit Division

Statistical Contact: Richard Bendell
Transit Office Coordinator
Phone: 905-735-1700 Fax:
Email: richard.bendell@welland.ca

SYSTEM HIGHLIGHTS:

- System established: 19-11-1973
- Serves: City of Welland
- Municipal Population: 52,293
- Service Area Population: 48,000
- Service Area Size km²: 86.0
- Service provided by: Municipal Department
- Hours of Service:

Monday	7:15 - 23:15	Friday	7:15 - 23:15
Tuesday	7:15 - 23:15	Saturday	7:15 - 22:15
Wednesday	7:15 - 23:15	Sunday	9:45 - 17:15
Thursday	7:15 - 23:15	Holidays	9:45 - 17:15
- Employees Statistics:

	Full-time	Part-time
Operators	31	8
Other Transportation Operations	2	1
Vehicle Mechanics	2	
Other Vehicle Maintenance and Servicing	1	
Plant and Other Maintenance		
General and Administration	3	1
TOTAL EMPLOYEES	39	10
- Union Affiliations:

ATU	1633 (Operators)
ATU	1633 (Mechanics)
- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 1,025,622
- Total Operating Revenues: \$1,469,699
- Total Direct Operating Expenses: \$4,555,906
- Active Vehicles:

- Small Community Buses	5
- Standard Buses	23
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 17
- Number of Accessible Routes: 17
- Energy Consumption:

- Diesel:	473,300 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
Gasoline	4,165

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,025,622	100.00%	60,885	100.00%
TOTAL	1,025,622	60,885	0	0.00

Welland

FARE STRUCTURE

Effective Date: 04-06-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.00	\$2.50	\$85.00		19 - 64
Children	\$1.50				6 - 12
Students	\$3.00	\$2.20	\$75.00		13 - 18
Seniors	\$3.00	\$2.10	\$65.00		65+

VEHICLES (2017)

	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	Diesel
Bus	28		5.9		17	15	- Diesel	28
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail								
Locomotive								
Streetcar								
TOTAL ACTIVE VEHICLES	28	0			17	15	Electric	
Total Low-Floor Bus (30'-60')	27		Average Bus Age (years)	5.9			- Trolley	
							- Battery	
							- Fuel Cell	
							TOTAL	28

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	924,523		FINANCIAL		
Total Vehicle Kilometres	1,326,448		Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	33%	32%
Revenue Vehicle Hours	35,748	60,885	Municipal Operating Contribution / Capita	\$33.36	\$37.04
Auxiliary Revenue Vehicle Hours	13,594	13,594	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.37	\$3.01
Total Vehicle Hours	51,861	77,496			
Operators Paid Hours	63,114		AVERAGE FARE		
Vehicle Mechanics Paid Hours	4,231	4,160	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.66	\$1.41
Total Employee Paid Hours	84,665	17,680			

PASSENGER DATA

Adult Passenger Trips	547,330		COST EFFICIENCY		
Concession Fare Trips	269,580		Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$82.62	\$58.79
<i>Concession Fare Trips Details:</i>					
Child Passenger Trips	8,169		SERVICE UTILIZATION		
Student Passenger Trips	114,367		Reg. Serv. Pass. / Capita	17.02	21.37
Senior Passenger Trips	147,044		Reg. Serv. Pass. / Rev. Veh. Hr.	22.85	16.85

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	816,910	1,025,622	AMOUNT OF SERVICE		
Auxiliary Service Passenger Trips	10,619,830	13,333,086	Rev. Veh. Hrs. / Capita	0.74	1.27
	82,348	186,876			
OPERATING EXPENSES			AVERAGE SPEED		
Transportation Operations Expenses	\$2,649,015	\$2,542,296	Rev. Veh. Kms. / Rev. Veh. Hr.	25.86	
Fuel/Energy Exp. for Vehicles	\$329,259	\$554,987			
Vehicle Maintenance Expenses	\$748,525	\$861,498	LABOUR PRODUCTIVITY		
Plant Maintenance Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.78	
General/Administration Expenses	\$386,589	\$597,125			
TOTAL DIRECT OPERATING EXPENSES	\$4,113,388	\$4,555,906	TOP WAGE RATES		
Debt Service Payment			Operators	\$26.95	\$27.46
Total Operating Expenses	\$4,285,037	\$4,555,906	Mechanics	\$33.83	\$35.12

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,357,666	\$1,442,248
TOTAL OPERATING REVENUES	\$1,357,666	\$1,469,699
Total Revenues	\$3,096,779	\$1,777,882
NET DIRECT OPERATING COST	\$2,755,722	\$3,086,207
NET OPERATING COST	\$1,188,258	\$2,778,024

Federal Operating Contribution	
Provincial Operating Contribution	
Municipal Operating Contribution	
Other Operating Contributions	
Federal Debt Service Contribution	
Provincial Debt Service Contribution	
Municipal Debt Service Contribution	

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$1,078,687	\$602,253
Total Capital Disposals	\$6,828	
TOTAL CAPITAL FUNDING	\$1,054,576	\$602,253
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		
Other Capital Contributions		

Windsor

Transit Contact: Pat Delmore
Executive Director

Statistical Contact: Joy Williams
ITS Coordinator
Phone: 519-944-4141 x2255 Fax: 519-944-5121
Email: jowilliams@citywindsor.ca

SYSTEM HIGHLIGHTS:

- System established: 02-03-1872
- Serves: Windsor
- Municipal Population: 217,188
- Service Area Population: 217,188
- Service Area Size km²: 146.9
- Service provided by: Transit Commission

Hours of Service:

Monday	5:00 - 2:00	Friday	5:00 - 2:00
Tuesday	5:00 - 2:00	Saturday	5:00 - 2:00
Wednesday	5:00 - 2:00	Sunday	8:00 - 00:00
Thursday	5:00 - 2:00	Holidays	8:00 - 00:00

Employees Statistics:

	Full-time	Part-time
Operators	166	
Other Transportation Operations	13	1
Vehicle Mechanics	19	
Other Vehicle Maintenance and Servicing	15	
Plant and Other Maintenance	10	
General and Administration	21	8
TOTAL EMPLOYEES	244	9

- Union Affiliations:
 - ATU 616 (Operators)
 - ATU 616 (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	7,489,780 100.00%	236,123 100.00%	5,141,942 100.00%	21.78
TOTAL	7,489,780	236,123	5,141,942	21.78

REMARKS:

Two hour open transfer to travel in any direction on any route. Affordable pass program for Adults and Students \$48.40 per month based on approved application. Day Pass (unlimited use for one day) \$9. Family Pass (unlimited use for one day for 1 Parent and 4 children - 2 Parents and 3 children) \$9. Ridership in 2017 increased as a result of a significant increase in student populations who are mainly international students. Ridership in 2017 increased as a result of a significant increase in student populations who are mainly international students.

- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 6,719,622
- Total Operating Revenues: \$13,882,076
- Total Direct Operating Expenses: \$28,648,236
- Active Vehicles:
 - Standard Buses 112
- Percentage of accessible bus fleet: 98.21%
- Percentage of accessible transit fleet: 98.21%

- Number of Fixed Routes: 13
- Number of Accessible Routes: 13
- Energy Consumption:
 - Diesel: 2,979,371 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Windsor

FARE STRUCTURE

Effective Date: 01-07-2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.00	\$2.53	\$95.70		
Children				< 4 = Free	
Students	\$3.00	\$1.98	\$66.00		With ID, includes post secondary
Seniors	\$3.00	\$1.98	\$48.40		60+
Other: Tunnel Rider	\$5.00	\$5.00	\$95.70	Combo Pass \$157	Combo Pass (City and Tunnel)

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Non-Acc.	Non-Acc.			Internal Combustion
Bus	110	2	10.9	29.5	- Diesel
Commuter Rail					- Biodiesel (all blends)
Ferry					- Natural Gas (CNG or LNG)
Heavy Rail					- Other
Light Rail					Electric
Locomotive					- Trolley
Streetcar					- Battery
TOTAL ACTIVE VEHICLES	110	2		85	- Fuel Cell
Total Low-Floor Bus (30'-60')	110		Average Bus Age (years)	11.3	TOTAL
					112

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	5,141,942	5,141,942	FINANCIAL		
Total Vehicle Kilometres	5,833,356	5,833,356	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	46%	48%
Revenue Vehicle Hours	236,123	236,123	Municipal Operating Contribution / Capita	\$61.86	\$58.61
Auxiliary Revenue Vehicle Hours	10,230	10,230	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.34	\$2.20
Total Vehicle Hours	263,905	263,905			
Operators Paid Hours	328,964	426,168	AVERAGE FARE		
Vehicle Mechanics Paid Hours	34,847	82,969	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.94	\$1.98
Total Employee Paid Hours	480,988	674,316			

PASSENGER DATA

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Adult Passenger Trips	2,870,141	2,706,391	FINANCIAL		
Concession Fare Trips	3,642,196	4,013,231	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	46%	48%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$61.86	\$58.61
Child Passenger Trips	146,046	128,121	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.34	\$2.20
Student Passenger Trips	2,728,082	3,119,971			
Senior Passenger Trips	768,068	765,139	AVERAGE FARE		
REGULAR SERVICE PASSENGER TRIPS	6,512,338	6,719,622	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.94	\$1.98

REGULAR SERVICE PASSENGER TRIPS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Regular Service Passenger-Kms			FINANCIAL		
Auxiliary Service Passenger Trips	3,000	142	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$107.60	\$108.56

OPERATING EXPENSES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Transportation Operations Expenses	\$17,828,398	\$17,179,575	FINANCIAL		
Fuel/Energy Exp. for Vehicles	\$2,412,538	\$2,767,947	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	46%	48%
Vehicle Maintenance Expenses	\$5,337,444	\$5,787,077	Municipal Operating Contribution / Capita	\$61.86	\$58.61
Plant Maintenance Expenses	\$1,338,717	\$1,274,020	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.34	\$2.20
General/Administration Expenses	\$1,480,349	\$1,639,617			
TOTAL DIRECT OPERATING EXPENSES	\$28,397,446	\$28,648,236	AVERAGE FARE		

TOTAL DIRECT OPERATING EXPENSES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Debt Service Payment			FINANCIAL		
Total Operating Expenses	\$29,904,611	\$29,895,931	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$107.60	\$108.56

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
REGULAR SERV. PASS. REVENUES	\$12,637,452	\$13,282,460	FINANCIAL		
TOTAL OPERATING REVENUES	\$13,183,042	\$13,882,076	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	46%	48%
Total Revenues	\$13,183,042	\$13,882,076	Municipal Operating Contribution / Capita	\$61.86	\$58.61
NET DIRECT OPERATING COST	\$15,214,404	\$14,766,160	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.34	\$2.20
NET OPERATING COST	\$16,721,569	\$16,013,855			

NET OPERATING COST

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Federal Operating Contribution			FINANCIAL		
Provincial Operating Contribution	\$3,382,946	\$3,382,946	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	46%	48%
Municipal Operating Contribution	\$13,436,182	\$12,729,457	Municipal Operating Contribution / Capita	\$61.86	\$58.61
Other Operating Contributions	\$97,559	\$98,548	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.34	\$2.20
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017	PERFORMANCE INDICATORS	2016	2017
TOTAL CAPITAL EXPENDITURES	\$6,843,469	\$1,859,459	FINANCIAL		
Total Capital Disposals			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	46%	48%
TOTAL CAPITAL FUNDING	\$6,843,469	\$1,859,459	Municipal Operating Contribution / Capita	\$61.86	\$58.61
Federal Capital Contribution			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.34	\$2.20
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

Woodstock

Transit Contact: Wendy Strickler
Transit Supervisor

Statistical Contact: Alex Piggott
Works Superintendent
Phone: 519-539-2382 ext 314 Fax: 519-537-6984
Email: apiggott@cityofwoodstock.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1962
- Serves: City of Woodstock
- Municipal Population: 41,000
- Service Area Population: 41,000
- Service Area Size km²: 39.0
- Service provided by: Municipal Department
- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 379,186
- Total Operating Revenues: \$643,443
- Total Direct Operating Expenses: \$2,379,059

Hours of Service:

Monday	6:00 - 22:00	Friday	6:00 - 22:00
Tuesday	6:00 - 22:00	Saturday	8:00 - 22:00
Wednesday	6:00 - 22:00	Sunday	N/A
Thursday	6:00 - 22:00	Holidays	N/A

- Number of Fixed Routes: 6
- Number of Accessible Routes: 6
- Energy Consumption:

Employees Statistics:	Full-time	Part-time
Operators	5	24
Other Transportation Operations	2	
Vehicle Mechanics	1	
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance	3	
General and Administration		
TOTAL EMPLOYEES	8	27

- Diesel: 389,630 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

- Union Affiliations:

CUPE	1132 (Operators)
CUPE	1132 (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	379,186	100.00%	26,892	100.00%
TOTAL	379,186		26,892	591,176

Woodstock

FARE STRUCTURE

Effective Date:	01-08-2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.50	\$2.08	\$60.00		
Children						< 6 = Free
Students		\$2.50	\$2.08	\$48.00		
Seniors		\$2.50	\$2.08	\$48.00		

VEHICLES (2017)

	Active Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus			7	6
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			7	6

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	461,906	591,176	FINANCIAL		
Total Vehicle Kilometres	471,199	619,558	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	26%	27%
Revenue Vehicle Hours	21,156	26,892	Municipal Operating Contribution / Capita	\$28.20	\$31.45
Auxiliary Revenue Vehicle Hours	210	204	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.31	\$4.58
Total Vehicle Hours	21,668	27,382			
Operators Paid Hours	28,200	31,493	AVERAGE FARE		
Vehicle Mechanics Paid Hours	2,088	2,088	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.32	\$1.53
Total Employee Paid Hours	34,676	37,741			
PASSENGER DATA			COST EFFECTIVENESS		
Adult Passenger Trips	174,813	196,183	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.81	\$6.27
Concession Fare Trips	191,626	183,003			
<i>Concession Fare Trips Details:</i>			COST EFFICIENCY		
Child Passenger Trips	16,998	17,719	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$98.19	\$86.88
Student Passenger Trips	103,691	99,726			
Senior Passenger Trips	65,684	58,240	SERVICE UTILIZATION		
REGULAR SERVICE PASSENGER TRIPS	366,439	379,186	Reg. Serv. Pass. / Capita	8.94	9.25
Regular Service Passenger-Kms			Reg. Serv. Pass. / Rev. Veh. Hr.	17.32	14.10
Auxiliary Service Passenger Trips	64				
OPERATING EXPENSES			AMOUNT OF SERVICE		
Transportation Operations Expenses	\$1,352,175	\$1,296,816	Rev. Veh. Hrs. / Capita	0.52	0.66
Fuel/Energy Exp. for Vehicles	\$257,703	\$336,202			
Vehicle Maintenance Expenses	\$410,623	\$410,534	AVERAGE SPEED		
Plant Maintenance Expenses	\$73,445	\$117,415	Rev. Veh. Kms. / Rev. Veh. Hr.	21.83	21.98
General/Administration Expenses	\$33,594	\$218,092			
TOTAL DIRECT OPERATING EXPENSES	\$2,127,540	\$2,379,059	LABOUR PRODUCTIVITY		
Debt Service Payment			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.76	0.86
Total Operating Expenses	\$2,127,540	\$2,379,059			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			TOP WAGE RATES		
REGULAR SERV. PASS. REVENUES	\$484,958	\$579,375	Operators	\$30.07	\$30.60
TOTAL OPERATING REVENUES	\$549,933	\$643,443	Mechanics	\$30.25	\$30.79
Total Revenues	\$549,933	\$643,443			
NET DIRECT OPERATING COST	\$1,577,607	\$1,735,616			
NET OPERATING COST	\$1,577,607	\$1,735,616			
Federal Operating Contribution					
Provincial Operating Contribution	\$421,568	\$446,020			
Municipal Operating Contribution	\$1,156,039	\$1,289,596			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
CAPITAL EXPENSES AND FUNDING SOURCES					
TOTAL CAPITAL EXPENDITURES	\$105,706	\$784,048			
Total Capital Disposals		\$2,605			
TOTAL CAPITAL FUNDING	\$105,706	\$784,048			
Federal Capital Contribution		\$251,008			
Provincial Capital Contribution		\$351,502			
Municipal Capital Contribution		\$81,045			
Other Capital Contributions	\$105,706	\$100,494			

York Region

Transit Contact: Ann Marie Carroll
General Manager

Statistical Contact: Adrian Kawun
Manager, Service Planning
Phone: 905-762-1282 X 75693 Fax: 905-762-2113
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SYSTEM HIGHLIGHTS:

- System established: 01-01-2001
- Serves: York Region

- Municipal Population: 1,206,543
- Service Area Population: 1,088,882
- Service Area Size km²: 1,776.0
- Service provided by:

- Hours of Service:

Monday	3:30 - 3:30	Friday	3:30 - 3:30
Tuesday	3:30 - 3:30	Saturday	4:30 - 4:00
Wednesday	3:30 - 3:30	Sunday	5:00 - 4:00
Thursday	3:30 - 3:30	Holidays	5:00 - 4:00

- Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		

- Union Affiliations:
 - Union Information N/A (Operators)
 - Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	30,882,921	100.00%	1,251,323	100.00%
TOTAL	30,882,921		1,251,323	22.12

REMARKS:

YRT typically has fare changes in the month of July. YRT eliminated Zone travel effective July 1, 2017 and went from two Zones to a 2 hour transfer window for travel anywhere in York Region. The term "Student" was changed to "Youth" as a policy update.

- Adult Cash Fare: \$4.00
- Ridership (revenue passengers): 22,683,423
- Total Operating Revenues: \$71,963,685
- Total Direct Operating Expenses: \$180,889,501
- Active Vehicles:
 - Small Community Buses 17
 - Standard Buses 436
 - Articulated Buses 86
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 133
- Number of Accessible Routes: 133
- Energy Consumption:
 - Diesel: 11,741,113 litres
 - Biodiesel B5: 1,057,876 litres
 - Biodiesel B20: 3,392,590 litres
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

York Region

FARE STRUCTURE

Effective Date: 01-07-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$4.00	\$3.63	\$145.00	3.63	
Children	\$4.00	\$2.30	\$61.00	2.30	6-12; < 6 = Free with adult
Students	\$4.00	\$2.85	\$111.00	2.85	Full Time 13-19 with ID
Seniors	\$4.00	\$2.30	\$61.00	2.30	65+ with ID
Other: GO Passengers	\$1.00	\$1.00		1.00	

VEHICLES (2017)

	Active Access.	Average Age Access.	Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Non-Acc.	Non-Acc.			Internal Combustion
Bus	539	8.1	380	160	- Diesel 439
Commuter Rail					- Biodiesel (all blends) 100
Ferry					- Natural Gas (CNG or LNG)
Heavy Rail					- Other
Light Rail					Electric
Locomotive					- Trolley
Streetcar					- Battery
TOTAL ACTIVE VEHICLES	539	0	380	160	- Fuel Cell
Total Low-Floor Bus (30'-60')	539	Average Bus Age (years)	8.1		TOTAL 539

VEHICLE KILOMETRES AND HOURS

	2016	2017	PERFORMANCE INDICATORS	2016	2017
Revenue Vehicle Kilometres	27,405,551	27,677,908	FINANCIAL		
Total Vehicle Kilometres	30,968,442	31,431,811	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	40%	40%
Revenue Vehicle Hours	1,260,544	1,251,323	Municipal Operating Contribution / Capita	\$92.71	\$91.56
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.67	\$4.80
Total Vehicle Hours	1,380,979	1,374,243	AVERAGE FARE		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$3.06	\$3.09
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$7.81	\$7.97
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	17,442,319	17,774,039	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$126.73	\$131.63
Concession Fare Trips	4,972,655	4,909,384	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	20.69	20.83
<i>Child Passenger Trips</i>			Reg. Serv. Pass. / Rev. Veh. Hr.	17.78	18.13
<i>Student Passenger Trips</i>	3,481,260	3,369,755	AMOUNT OF SERVICE		
<i>Senior Passenger Trips</i>			Rev. Veh. Hrs. / Capita	1.16	1.15
REGULAR SERVICE PASSENGER TRIPS	22,414,974	22,683,423	AVERAGE SPEED		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	21.74	22.12
Auxiliary Service Passenger Trips			LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$138,456,140	\$137,754,699	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles	\$8,834,361	\$10,696,924	Operators		
Vehicle Maintenance Expenses	\$3,872,003	\$2,776,376	Mechanics		
Plant Maintenance Expenses	\$12,220,907	\$16,472,891			
General/Administration Expenses	\$11,630,605	\$13,188,611			
TOTAL DIRECT OPERATING EXPENSES	\$175,014,016	\$180,889,501			
Debt Service Payment	\$2,815,933	\$2,280,766			
Total Operating Expenses	\$186,117,602	\$187,031,439			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$68,534,018	\$70,105,874
TOTAL OPERATING REVENUES	\$70,346,804	\$71,963,685
Total Revenues	\$70,346,804	\$72,006,203
NET DIRECT OPERATING COST	\$104,667,212	\$108,925,816
NET OPERATING COST	\$115,770,798	\$115,025,236
Federal Operating Contribution		
Provincial Operating Contribution	\$15,322,877	\$15,322,878
Municipal Operating Contribution	\$100,447,921	\$99,702,358
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$241,108,117	\$281,368,666
Total Capital Disposals		\$19,800
TOTAL CAPITAL FUNDING	\$241,108,117	\$281,368,667
Federal Capital Contribution	\$420,498	\$16,423,263
Provincial Capital Contribution	\$199,996,237	\$244,539,216
Municipal Capital Contribution	\$40,691,382	\$20,406,188
Other Capital Contributions		

IV. Summary of Revenue Buses by Accessibility

IV. Summary of Revenue Buses by Accessibility

Municipality	Accessible		Non-Accessible		# of Revenue Buses	Average Age	% Accessible	# of Low-Floor Buses
	Total	Average Age	Total	Average Age				
Barrie	48	4.0	-	0.0	48	4.0	100%	48
Belleville	16	8.4	-	0.0	16	8.4	100%	16
Bracebridge	1	1.0	-	0.0	1	1.0	100%	1
Bradford West Gwillimbury	3	3.0	-	0.0	3	3.0	100%	3
Brampton	424	7.0	-	0.0	424	7.0	100%	424
Brantford	30	7.3	-	0.0	30	7.3	100%	30
Brockville	6	2.7	-	0.0	6	2.7	100%	-
Burlington	52	5.9	-	0.0	52	5.9	100%	52
Chatham	10	2.6	-	0.0	10	2.6	100%	10
Clarence-Rockland	3	10.7	8	11.5	11	11.3	27%	3
Clearview	1	0.0	-	0.0	1	0.0	100%	1
Cobourg	5	5.8	-	0.0	5	5.8	100%	4
Collingwood	9	5.7	-	0.0	9	5.7	100%	8
Cornwall	11	10.4	-	0.0	11	10.4	100%	11
Deseronto	2	3.0	1	9.0	3	5.0	67%	1
Durham Region	190	7.5	-	0.0	190	7.5	100%	190
Elliot Lake	3	1.7	-	0.0	3	1.7	100%	3
Fort Erie	5	8.8	-	0.0	5	8.8	100%	5
GO (Metrolinx)	634	5.9	-	0.0	634	5.9	100%	117
Greater Sudbury	58	7.1	1	9.0	59	7.1	98%	58
Guelph	102	7.2	-	0.0	102	7.2	100%	102
Hamilton	251	6.0	-	0.0	251	6.0	100%	251
Huntsville	5	4.0	-	0.0	5	4.0	100%	5
Kawartha Lakes	7	3.4	-	0.0	7	3.4	100%	7
Kenora	3	7.0	-	0.0	3	7.0	100%	3
Kingston	74	6.2	-	0.0	74	6.2	100%	74
Leamington	2	5.0	-	0.0	2	5.0	100%	2
London	213	5.6	-	0.0	213	5.6	100%	213
Marmora and Lake	3	4.0	-	0.0	3	4.0	100%	1
Milton	23	7.9	-	0.0	23	7.9	100%	23
Mississauga	503	7.8	-	0.0	503	7.8	100%	503
Niagara Falls	27	8.1	-	0.0	27	8.1	100%	27
Niagara-on-the-Lake	5	7.0	-	0.0	5	7.0	100%	-
Oakville	95	6.8	-	0.0	95	6.8	100%	95
Orangeville	2	1.5	-	0.0	2	1.5	100%	2
Orillia	10	5.7	-	0.0	10	5.7	100%	10
Ottawa	987	8.1	-	0.0	987	8.1	100%	987
Owen Sound	6	3.0	-	0.0	6	3.0	100%	6
Penetanguishene	1	1.0	-	0.0	1	1.0	100%	-
Peterborough	53	6.6	-	0.0	53	6.6	100%	53
Quinte West	5	4.2	-	0.0	5	4.2	100%	5
Russell	-	0.0	4	11.3	4	11.3	0%	-
Sarnia	28	10.8	-	0.0	28	10.8	100%	16
Sault Ste Marie	28	11.6	-	0.0	28	11.6	100%	28
St. Catharines	78	8.8	-	0.0	78	8.8	100%	78
St. Thomas	9	1.4	-	0.0	9	1.4	100%	9
Stratford	13	11.6	-	0.0	13	11.6	100%	13
Tecumseh	2	3.0	-	0.0	2	3.0	100%	1
Temiskaming Shores	4	4.0	-	0.0	4	4.0	100%	4
Thunder Bay	42	5.4	-	0.0	42	5.4	100%	42
Timmins	19	9.6	-	0.0	19	9.6	100%	19
Toronto	2,311	7.4	-	0.0	2,311	7.4	100%	2,311
Wasaga Beach	4	3.5	-	0.0	4	3.5	100%	-
Waterloo Region	292	6.0	-	0.0	292	6.0	100%	292
Wawa	1	3.0	-	0.0	1	3.0	100%	1
Welland	28	5.9	-	0.0	28	5.9	100%	27
Windsor	110	10.9	2	29.5	112	11.3	98%	110
Woodstock	11	6.7	-	0.0	11	6.7	100%	11
York Region	539	8.1	-	0.0	539	8.1	100%	539
TOTAL	7,407	5.8	16	1.2	7,423	6.0	96%	6,855

V. Summary of Revenue Buses by Fuel Type

V. Summary of Revenue Buses by Fuel Type

VI. Urban Transit Statistics Glossary

The definitions contained in this section are those used by the Association for the collection and publication of statistical data for conventional transit systems. Vehicle and Employee statistics are for the fall board or sign-up period, while fares and wage rates are as of December 31 of the year in question.

GENERAL INFORMATION

Service Area

Built-up urban and rural area of the municipality receiving regular transit service (Statistics Canada defines "urban area" as having a population density of at least 400 persons per square kilometre); a local standard (e.g. 400 metres from a service route) can be used to define the service area for each municipality.

Service Area Population

Population living within the built-up urban and rural area of the municipality receiving regular transit service (Statistics Canada defines "urban area" as having a population density of at least 400 persons per square kilometre); a local standard (e.g. 400 metres from a service route) can be used to define the service area for each municipality.

Fares

Fare structure for regular services by fare media and fare category in place as of December 31 of the reporting year.

VEHICLE STATISTICS

Active Vehicles

Revenue vehicles owned and leased that were actively used or available for use in revenue service, including spares for non-scheduled trips or regular maintenance, and vehicles undergoing extended maintenance or rebuilding (not available for service at the time but available later). Excluded are revenue vehicles stored as a contingency or reserve fleet, vehicles on order and for which an order is possible, newly obtained vehicles not yet in service, old vehicles taken out of service but not yet disposed of, and old vehicles taken out of service to be used as parts sources.

Total Vehicles

Revenue vehicles owned and leased that were actively used or available for use in revenue service, including spares for non-scheduled trips or regular maintenance, vehicles undergoing extended maintenance or rebuilding (not available for service at the time but available later) and all such vehicles on order or for which an order is possible. Excluded are staff cars, service vehicles, vehicles leased to another transit system (these are listed under that system), vehicles converted to non-passenger use (such as buses converted to office space), and vehicles which can not or will not be repaired (such as severe wrecks and those cannibalized for parts).

Peak Vehicles

Maximum number of revenue vehicles required for the weekday a.m. or p.m. peak period, whichever is greater, including scheduled, non-scheduled and auxiliary services.

Base Vehicles

Minimum number of revenue vehicles required for the weekday mid-day period, including scheduled, non-scheduled and auxiliary services.

Accessibility Criteria

Accessibility of the vehicle is determined by the availability of safe boarding transition by mobility aid devices as well as proper designated mobility aid emplacement or securement inside. A vehicle other than a bus is deemed accessible if the transit system advertises it as so. Accessibility of the vehicles does not necessarily relate to the accessibility features in part or all of the bus terminals, the rail or the subway stations of a system. It is understood that not all of these supporting infrastructures might be

accessible while others are. A vehicle is non-accessible when it does not meet the accessibility definitions (i.e. no safe transition for mobility aid devices, no proper designated mobility aid emplacement).

Revenue Passenger Service Hours

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) in regular passenger revenue service, including scheduled and non-scheduled service; does not include layover, auxiliary passenger services (e.g. school contracts, charters, cross-boundary services to adjacent municipalities), deadheading, training, road tests, or maintenance.

Layover Hours

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) for time allocated between trips at terminals, including breaks, in regular passenger revenue service.

Revenue Vehicle Hours

Sum of Revenue Passenger Service Hours and Layover Hours.

Deadhead Hours

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) of non-revenue service required to operate regular passenger revenue service; does not include hours operated to and from garage.

Garage In and Out Hours

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) of hours to and from the garage for regular passenger revenue service.

Auxiliary Passenger Service Hours

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) for auxiliary services (cross-boundary service, school contracts excluding yellow school bus service, charter, etc.); does not include non-revenue hours required to operate auxiliary services.

Other Non-Revenue Hours

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) for training, road tests, maintenance, non-revenue hours for auxiliary service, etc.

Total Vehicle Hours

Total annual vehicle hours operated by active revenue vehicles (buses, trains, etc.), including regular passenger service, auxiliary passenger services, and other non-revenue hours.

Revenue Passenger Service Kilometres

Annual vehicle kilometres operated by active revenue vehicles (buses, trains, etc.) in regular passenger revenue service, including scheduled and non-scheduled service; does not include auxiliary passenger services (e.g. school contracts, charters, cross-boundary services to adjacent municipalities), deadheading, training, road tests, or maintenance.

Deadhead Kilometres

Annual vehicle kilometres operated by active revenue vehicles (buses, trains, etc.) of non-revenue service required to operate regular passenger revenue service; does not include kilometres operated to and from garage.

Garage In and Out Kilometres

Annual vehicle kilometres operated by active revenue vehicles (buses, trains, etc.) of kilometres to and from the garage for regular passenger revenue service.

Auxiliary Passenger Service Kilometres

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) for auxiliary services

(cross-boundary service, school contracts excluding yellow school bus service, charter, etc.); does not include non-revenue kilometres required to operate auxiliary services.

Other Non-Revenue Kilometres

Annual vehicle kilometres operated by active revenue vehicles (buses, trains, etc.) for training, road tests, maintenance, non-revenue hours for auxiliary service, etc.

Total Vehicle Kilometres

Total annual kilometres travelled by active revenue vehicles (buses, trains, etc.), including regular passenger service, auxiliary passenger services, and other non-revenue hours.

EMPLOYMENT STATISTICS

Employees - Operators

Operators only, does not include other transportation operations employees.

Employees - Other Transportation Operations

Does not include operators, but does include transportation operations management, supervisors, inspectors, and others involved in scheduling, dispatching, radio control, and other transportation operations functions.

Employees - Vehicle Mechanics

Vehicle maintenance mechanics only, does not include other vehicle maintenance employees.

Employees - Other Vehicle Maintenance and Servicing

Does not include mechanics, but does include vehicle maintenance management, supervision, and others involved in servicing and storage of revenue vehicles and associated equipment.

Employees - Plant and Other Maintenance

All employees, including management and supervision, involved with repair and maintenance of buildings, grounds, stations, rights-of-way, other plant and premises and associated equipment.

Employees - General and Administration

All other employees, including those in planning, marketing, human resources, finance, other support functions and the general manager's office.

Full-Time Employees

Employees hired on a permanent basis to work at least 35 hours per week throughout the year.

Part-Time Employees

Actual number (rather than full-time equivalents) of employees hired on a part-time, seasonal or temporary basis.

Operator Paid Hours

Total annual paid hours for all full-time and part-time operators including hours of overtime, allowances (e.g. guarantee, report, travel), premiums, vacation and other paid time off.

Mechanic Paid Hours

Total annual paid hours for all full-time and part-time mechanics including hours of overtime, allowances, premiums, vacation and other paid time off.

Total Employee Paid Hours

Total annual paid hours for all full-time and part-time employees including hours of overtime, allowances, premiums, vacation and other paid time off.

Top Hourly Wage Rates
Paid to most senior employees.

PASSENGER DATA

Passenger Trips

Passenger Trips are broken down according to adult and concession fare categories (where available). A passenger trip is defined as a linked trip, riding one way from origin to final destination; passengers whose trips involve transferring from one vehicle to another are counted only once (i.e. transfers are not included).

Total Regular Service Passenger Trips

All passengers trips for which the fare system applies, including those paying full fare, reduced fare, riding free (e.g. employees, postmen, policemen), or with passes/tickets purchased by other agencies (e.g. school boards).

Total Regular Service Passenger Kilometres

Total number of passenger trips multiplied by the average trip length. Vehicle kilometres should not be used in this calculation. The average trip length needs to be determined by a survey or other means.

Total Auxiliary Service Passenger Trips

All passenger trips which do not form part of the regular fare system, including passengers carried on school contract services, charters, and cross-boundary services operated under contract for adjacent municipalities.

OPERATING EXPENSE STATISTICS

Total Transportation Operations Expenses

Includes salaries, wages and benefits (for operators, inspectors, dispatchers, schedulers, management, etc.), uniforms, vehicle licences and registration, fleet insurance premiums, purchased services (by private contract operators or other municipalities), and net of recoveries or rebates.

Total Fuel and Energy Expenses for Vehicles

For revenue vehicles only, includes gasoline, diesel, propane, natural gas and electric power (for vehicles only, where applicable; does not include electric power for buildings or other uses), net of recoveries or rebates.

Total Vehicle Maintenance Expenses

Includes salaries, wages and benefits (for mechanics, servicemen, stores, foremen, management, etc.), parts, materials, supplies, purchased services and net of recoveries or rebates.

Total Premises and Plant Maintenance Expenses

Includes salaries, wages and benefits (for security, janitorial, tradesmen, supervisors, management, etc.), utilities, parts, materials, supplies, purchased services, shelter maintenance, municipal or property tax and net of recoveries or rebates.

Total General and Administration Expenses

Other direct operating expenses not covered above, including salaries, wages and benefits (for general manager's office, planning, marketing, human resources, finance, etc.), liability expenses (other than fleet insurance premiums), advertising, promotion, office supplies, telephone, and net of recoveries or rebates.

Total Direct Operating Expenses

The total of the above elements. It includes expenses for services provided under contract to school boards and local charters, but does not include the expenses associated with providing inter-city

charters, cross-boundary services to adjacent municipalities, rental and lease charges, debt service charges, depreciation, and transfers to reserves, etc.

Debt Service Payment

Associated with financing capital acquisitions; capital plus interest payments made in the current year for capital expenditures funded through debt serviced by the reporting agency.

Other Indirect Operating Expenses

Includes other operating expenses not directly related to operation, e.g. Park & Ride, transfer of funds to reserves, fare integration, pension deficits, etc.

Total Operating Expenses

Total direct operating expenses plus other operating expenses (i.e. inter-city charters, cross-boundary services contracted to adjacent municipalities, rental and lease charges, debt service charges and depreciation.)

OPERATING REVENUE STATISTICS

Regular Service Passenger Revenues

From regular passenger services for which the fare system applies, including cash, tickets, tokens, passes, contract revenues from outside agencies in lieu of fares for regular services (e.g. postmen, school or college passes, etc.), and revenues from the sale of ID cards.

Total Operating Revenues

Includes regular service passenger revenues plus other operating revenues (i.e. revenues from school contracts, local charters, advertising, parking lot charges and other operating revenues).

Total Revenues

Includes total operating revenues plus revenues from cross-boundary services (both passenger fares and contract revenues), inter-city charters, supplements for concession fares, non-transit sources (e.g. sale of services, rental, and concessions), investment income and other non-operating revenues. Revenue figures do not include subsidies, grants, recoveries or rebates.

Net Direct Operating Cost

Total direct operating expenses minus total operating revenues.

Net Operating Cost

Total operating expenses minus total revenues; are broken down into federal operating contribution, provincial operating contribution, municipal operating contribution, other contributions (e.g. dedicated taxes / transfers from regional agencies, etc.), federal, provincial, and municipal debt service contributions (where debt servicing is used).

CAPITAL EXPENSE STATISTICS

Total Capital Expenditures

Includes vehicle purchases and refurbishments, land and buildings (including bus shelters), rights-of-way and track, computer and other automation equipment, other non-vehicle capital purchase (e.g. fareboxes, shop equipment, office equipment, etc.), and capital expenditures for auxiliary passenger service.

Total Capital Funding

Includes federal capital contribution (including federal dedicated gas tax), provincial capital contribution, municipal capital contribution, and other capital contributions (e.g. from Reserve Funds, etc.) [Note: contributions towards debt servicing are included under Operating Funding Sources.]

PERFORMANCE INDICATORS

Note: "Service Area Population", rather than "municipal population", is the basis for calculating all "per capita" performance indicators.

Financial Performance

Revenue to Cost Ratio (R/C Ratio)

Total operating revenues divided by total direct operating expenses.

Municipal Operating Contribution per Capita

Municipal operating contribution of net operating cost divided by service area population.

Net Direct Operating Cost per Passenger

Net direct operating cost divided by regular service passenger trips.

Average Fare

Regular service passenger revenues divided by regular service passenger trips.

Cost Effectiveness

Total direct operating expenses divided by regular service passenger trips.

Cost Efficiency

Total direct operating expenses (including expenses for inter-city charters and cross-boundary services) divided by total vehicle hours.

Service Utilization

Passengers per Capita

Regular service passenger trips divided by service area population.

Passengers per Revenue Vehicle Hour

Regular service passenger trips divided by revenue vehicle hours.

Amount of Service

Revenue vehicle hours divided by service area population.

Average Speed

Revenue vehicle kilometres divided by revenue vehicle hours.

Labour Productivity

Revenue Vehicle Hours per Operator Paid Hour

Revenue vehicle hours (including auxiliary revenue vehicle hours) divided by operator paid hours.