

Ontario Specialized Transit Services

2005 Fact Book

prepared for
The Ontario Ministry of Transportation

by
The Canadian Urban Transit Association

Abstract

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

This report contains detailed data for 2004 and 2005, along with key performance indicators, for each of the Ontario specialized transit systems. It also provides a provincial summary, as well as a summary comparing the performance indicators by population group.

Please communicate any corrections to the data to:

Technical Services Section
Canadian Urban Transit Association
Suite 1401, 55 York Street
Toronto, Ontario
M5J 1R7
Tel: (416) 365-9800 Ext 112
Fax: (416) 365-1295
e-mail: siu@cutaactu.ca

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<p>Prepared By Andre Darmanin, Technical Services Assistant Darmanin@cutaactu.ca</p> <p>Tammy Siu, Statistics Coordinator Siu@cutaactu.ca</p>		<p>Performing Agency Canadian Urban Transit Association 55 York Street, Suite 1401 Toronto, CANADA M5J 1R7 Tel: (416) 365-9800 / Fax: (416) 365-1295 E-mail: transit@cutaactu.ca Website: www.cutaactu.ca</p>
<p>Project Manager Philippe Bellon</p> <p>Mark Mis, Technical Services Director Mis@cutaactu.ca</p>		<p>Sponsoring Agency Ontario Ministry of Transportation Inter-Regional Transit Office 3rd Floor, Building C 1201 Wilson Avenue Downsview, ON M3M 1J8 Tel: (416) 235-3981 / Fax: (416) 235-4180 E-mail: peter.coghill@mto.gov.on.ca Website: www.mto.gov.on.ca</p>
<p>Supplementary Notes</p> <p>Please contact CUTA's Technical Services Department for any corrections or comments.</p> <p>© 2006 Data is not to be reproduced without CUTA's permission</p>		
<p>Abstract</p> <p>The Ontario Specialized Transit Services Fact Book contains operating statistics collected from 82 Ontario transit systems which provide transit services for persons with disabilities.</p> <p>The Fact Book provides detailed data for 2004 and 2005, along with key performance indicators, for each of the Specialized Transit systems. The report also contains a provincial summary page as well as a summary of performance indicators by population group.</p>		
<p>Key Words</p> <p>Paratransit; Transit Services for the Disabled; Statistics; Performance Indicators</p>		<p>Language</p> <p>TS-06-4E: English</p>
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Supplementary Notes

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

The completion and submission of the annual questionnaire is required from all Ontario municipalities wishing to receive gas tax funding as part of the 2006 Dedicated Gas Tax allocation.

New Transit Systems:

Lanark County and North Perth (Listowel) joined the other Ontario municipalities to participate the MTO Specialized Transit Fact Book Project.

Annual Registration Fees:

In 2005, 3 out of 82 reporting systems reported that they had an annual registration fee for people wishing to register to use the service. The average fee was \$11.50. A complete list of the systems and their annual fees is as follows:

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

Strikes / Interruptions Information:

Transit System	From	To	Days	Remarks
Peterborough	26/09/2005	05/10/2005	10 days	Transit Strike

GLOSSARY

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

GENERAL INFORMATION

Population served - Service area population

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

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

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

Eligibility Criteria:

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

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

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

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

OPERATING DATA

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

PASSENGER DATA

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

Trip Types

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

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

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

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

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

FINANCIAL DATA

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

VEHICLE DATA

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

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

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

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

Other: excludes taxis.

SERVICE HOURS / SCHEDULING

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

Reservations/Scheduling

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

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

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

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

PERFORMANCE INDICATORS

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

FINANCIAL PERFORMANCE INDICATORS

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

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

OPERATING PERFORMANCE INDICATORS

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

No. of transit systems in 2005: 82
No. of transit systems reporting in 2005: 82
 Population served: 10,258,629
 Service area (km²): 40,915.6
 Communities served: 147

• Systems with Dedicated Service: 80 (98%)
 operated by: Transit Systems/Municipalities 27 (33%)
 Non-Profit Organizations 34 (41%)
 Private Contractors 25 (30%)
 • Systems with Non-Dedicated Service: 33 (40%)
 • Systems with Taxi Scrip Program: 9 (11%)

NUMBER OF REGISTRANTS 135,716
 Wheelchair/Scooter Users: (45.0%)
 Ambulatory: (50.9%)
 Attendants/Companions: (1.9%)
 Other: (2.0%)

OPERATING DATA	2004	2005
Number of transit systems reporting	\$ 80	82
Rev Veh Km - Dedicated Service	31,265,713	34,189,151
Tot Veh Km - Dedicated Service	33,252,815	36,532,388
Rev Veh Hr - Dedicated Service	1,563,417	1,680,758
Tot Veh Hr - Dedicated Service	1,655,599	1,779,345
Non-Dedicated Service - Veh Km	3,120,324	2,671,627
Non-Dedicated Service - Veh Hr	136,891	112,887

PASSENGER DATA	2004	2005
Dedicated Service	4,210,143	4,456,245
Non-Dedicated Service	1,128,314	1,069,247
TOTAL PASSENGERS	5,338,457	5,525,493
Passenger Reservations - Average		
Subscription/Pre-booked	55%	55%
Reservation	46%	47%
On-Demand/Day of trip	13%	13%
UNACCOMMODATED TRIPS	105,613	126,067
NO-SHOWS/CANCELLED AT DOOR	150,431	163,526
NUMBER OF COMPLAINTS	3,493	3,575

OPERATING EXPENSES	2004	2005
Administration	\$17,975,338	\$19,693,941
Operations:		
Internal - Dedicated Service	\$38,668,758	\$41,266,468
Contract - Dedicated Service	\$36,132,761	\$39,897,315
Contract - Non-Dedicated Service	\$14,175,698	\$14,047,207
Taxi Scrip/Fare Reimbursement	\$1,292,536	\$1,438,376
Maintenance	\$14,943,848	\$17,025,935
Fuel	\$3,593,603	\$4,158,345
TOTAL OPERATING EXPENSES	\$127,359,747	\$137,643,069

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS	2004	2005
Passenger Revenue	\$10,595,192	\$11,071,776
Other Operating Revenue	\$722,102	\$819,439
Total Operating Revenues	\$11,317,294	\$11,891,216
Federal Contributions		\$2,749
Provincial Contributions	\$660,228	\$1,439,611
Municipal Contributions	114,773,943	123,491,036
Donations/Other	\$744,863	\$702,410
TOTAL	\$127,496,328	\$137,524,273

CAPITAL EXPENSES	2004	2005
Vehicles Purchased	\$3,026,752	\$7,676,176
Debt Servicing	\$79,990	\$73,746
Other Capital Expenses	\$563,907	\$454,821
TOTAL CAPITAL EXPENSES	\$3,670,649	\$8,083,136

CAPITAL FUNDING SOURCES	2004	2005
Transit System	\$85,404	
Federal Contributions	\$33,249	\$60,915
Provincial Contributions	\$923,442	\$2,673,584
Municipal Contributions	\$1,989,009	\$5,102,773
Donations/Other	\$639,579	\$387,442
TOTAL CAPITAL FUNDING	\$3,670,683	\$8,224,714

ELIGIBILITY CRITERIA	2004
Unable to board	73%
Unable to use	68%
Other	43%

SERVICE SCHEDULING	2004
Average advanced booking notice (days):	9
Average minimum notice of reservation (hours):	19.4
Reservations/Scheduling:	
Manual	42%
Partially Computerized	25%
Fully Automated	33%

FARE STRUCTURE (average) (2005)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.71	\$2.38	\$72.78
Child	\$2.46	\$2.27	\$62.58
Student	\$2.71	\$2.39	\$63.64
Senior	\$2.66	\$2.29	\$55.94

EMPLOYEE DATA (2005)*	(Full-Time)	(Part-Time)
Operators	738	301
Other Operations (e.g. dispatchers)	159	51
Maintenance	118	11
General Administration	90	37
Other	23	10
TOTAL NUMBER OF EMPLOYEES	1,128	410

* contract employees are not necessarily included in the Employee Statistics

Average Top Operator Hourly Wage Rate: \$17.05
 Average Top Mechanic Hourly Wage Rate: \$24.00

PERFORMANCE INDICATORS

FINANCIAL	2004	2005
R/C Ratio	9%	9%
Net Operating Cost/Capita	\$11.66	\$12.34
Total Exp/Passengers	\$23.99	\$25.05
Total Exp/Eligible Passengers	\$26.10	\$26.70
Transp Exp/Passengers		
Dedicated Service	\$22.56	\$23.18
Non-Dedicated Service (e.g. Taxis)	\$13.82	\$14.48
Transp Exp/Hours (Dedicated Service)	\$57.21	\$57.30

OPERATING	2004	2005
Registrants/Capita	0.0126	0.0134
Passengers/Capita	0.5330	0.5386
Passengers/Registrants	42.00	40.47
Passengers/Hours (Dedicated Service)	2.61	2.57
Km/Passengers (Dedicated Service)	7.98	8.19
Average Speed (Dedicated Service)	20.95	21.14

VEHICLE DATA (2005)	Number	Veh. Peak
Non-Accessible Cars	131	131
Accessible Vans/Minivans	277	248
Small Buses	508	431
Other	2	3
TOTAL DED VEHICLES	918	785
Accessible taxis	202	N/A

PASSENGER STATISTICS (2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,617,868	838,714
Wheelchair/Scooter Users	1,621,722	107,466
Attendants/Companions	212,929	25,395
Other	3,726	97,672
TOTAL (%Total)	4,456,245 (81%)	1,069,247 (19%)

September 2006

**ONTARIO SPECIALIZED TRANSIT SERVICES
PERFORMANCE INDICATORS BY POPULATION SIZE
- 2005 DATA -**

POPULATION	NO. OF SYSTEMS	R/C RATIO	NOC/ CAPITA	TOT EXP/ PASS	TOT EXP/ ELIGI PASS	TRANSP EXP/PASS (DED SERV)	TRANSP EXP/PASS (NON-DED)	TRANSP EXP/HR (DED SERV)	REGISTRANTS/ CAPITA	PASSENGERS/ CAPITA	PASSENGERS/ REGISTRANTS	PASSENGERS/ HR (DED SERV)	KM/ PASSENGER (DED SERV)	AVERAGE SPEED (DED SERV)
POP GROUP 1	13	7%	\$14.62	\$26.98	\$28.52	\$25.16	\$15.32	\$61.00	0.0119	0.5822	48.73	2.58	8.45	21.91
POP GROUP 2	21	18%	\$6.05	\$19.02	\$20.92	\$17.63	\$10.47	\$44.92	0.0163	0.3868	24.36	2.62	7.07	18.55
POP GROUP 3	47	21%	\$5.62	\$15.14	\$16.71	\$13.78	\$6.20	\$34.87	0.0200	0.4736	24.03	2.26	7.57	17.54
ONTARIO	82	9%	\$12.34	\$25.05	\$26.70	\$23.18	\$14.48	\$57.30	0.0134	0.5386	40.47	2.57	8.19	21.14

Note: See Glossary for definitions of performance indicators

POP GROUP 1: Population>150,000

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

POP GROUP 3: Population<50,000

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

Contact: Ms. Deanna Wilson
 Title: Admin./Operations Coordinator
 Telephone: (905) 668-4113 x3701
 FAX: (905) 666-6193
 e-mail: deanna.wilson@region.durham.on.ca

Population served: 184,200
 Service area (km²): 294.2
 Communities served: 2
 Service began: 2001

Advisory Committee members: 2
 Eligibility Committee members: N/A
 Note: *Service hours: 24 hours a day, 7 days a week. Emergency service on holidays for dialysis patients only.

NUMBER OF REGISTRANTS

550

Wheelchair/Scooter Users: 194 (35%)

Ambulatory: 356 (65%)

Attendants/Companions:

Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS	2004	2005
Rev. Veh. Km. - Dedicated Service	308,042	320,805
Tot. Veh. Km. - Dedicated Service	308,042	320,805
Rev. Veh. Hr. - Dedicated Service	16,024	17,641
Tot. Veh. Hr. - Dedicated Service	16,024	17,641
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	33,507	35,606
Non-Dedicated Service	1,989	2,204
TOTAL PASSENGERS	35,496	37,810
Subscription/Pre-booked	75%	75%
Reservation	20%	20%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	136	77
NO-SHOWS/CANCELLED AT DOOR	7,694	7,497
NUMBER OF COMPLAINTS	35	28

OPERATING EXPENSES

Administration	\$332,325	\$359,809
Operations:		
Internal - Dedicated Service	\$509,468	\$609,633
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$20,986	\$23,658
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$101,977	\$156,061
Fuel	\$64,303	\$70,698
TOTAL OPERATING EXPENSES	\$1,029,059	\$1,219,859

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$66,510	\$78,793
Other Operating Revenue	\$11,444	\$10,346
Total Operating Revenues	\$77,954	\$89,139
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$951,105	\$1,130,720
Donations / Other		
TOTAL	\$1,029,059	\$1,219,859

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$52,073	\$64,302
TOTAL CAPITAL EXPENSES	\$52,073	\$64,302

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$52,073	\$64,302
Donations / Other		
TOTAL CAPITAL FUNDING	\$52,073	\$64,302

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

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00		
Child	\$2.00		
Student	\$2.00		
Senior	\$2.00		
Attendant	\$2.00		
Companion	\$2.00		
Other	\$4 Outside Ajax-Pickering boundary		

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES 9 3

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

Top Operator Wage Rate: \$22.93

Top Mechanic Wage Rate: \$27.74

PERFORMANCE INDICATORS

FINANCIAL	2004	2005
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$5.21	\$6.14
Total Exp. / Passenger	\$28.99	\$32.26
Total Exp. / Eligible Passenger	\$28.99	\$32.26
Transp. Exp. / Passenger		
Dedicated Service	\$20.17	\$23.49
Non-Dedicated Service (e.g. Taxis)	\$10.55	\$10.73
Transp. Exp. / Hour (Dedicated Service)	\$42.17	\$47.41

OPERATING

Registrants / Capita	0.0026	0.0030
Passengers / Capita	0.1946	0.2053
Passengers / Registrant	75.04	68.75
Passengers / Hour (Dedicated Service)	2.09	2.02
Km. / Passenger (Dedicated Service)	9.19	9.01
Average Speed (Dedicated Service)	19.22	18.19

PASSENGER STATISTICS (2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	26,442	1,637
Wheelchair/Scooter Users	9,164	567
Attendants/Companions		
Other		
TOTAL (%Total)	35,606 (94%)	2,204 (6%)

VEHICLE DATA (2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	11	7	2	13
Other				
TOTAL DED. VEHICLES	11	7	N/A	N/A
Accessible taxis				

AMHERSTBURG

AMHERSTBURG CARE-A-VAN

Contact: Ms. Ann Robson
Title: Coordinator
Telephone: (519) 736-2520
FAX: (519) 736-1391
e-mail: coord@bellnet.ca

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

Population served: 27,000
Service area (km²): 192.0
Communities served: 1
Service began: 1988
Advisory Committee members: N/A
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

380
Wheelchair/Scooter Users: 22 (6%)
Ambulatory: 353 (93%)
Attendants/Companions: 5 (1%)
Other:
Note: * Fare Structure: \$4.00 first round trip within catchment area, \$2 thereafter. Outside catchment area is \$5 round trip and \$2 thereafter.
Windsor round trip - \$10.
* Service hours: Monday-Friday 0800-1145 hrs. and 1300-1545 hrs.
* Bus to Windsor: Tuesdays & Thursdays 0800-1130 hrs. and 1230-1600 hrs.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service		12,440
Tot. Veh. Km. - Dedicated Service		12,500
Rev. Veh. Hr. - Dedicated Service		2,276
Tot. Veh. Hr. - Dedicated Service		2,288
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	6,974	9,927
Non-Dedicated Service		
TOTAL PASSENGERS	6,974	9,927
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		
UNACCOMMODATED TRIPS		15
NO-SHOWS/CANCELLED AT DOOR		24
NUMBER OF COMPLAINTS		12

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$93,061	\$115,481

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,768	\$20,399
Other Operating Revenue		
Total Operating Revenues	\$13,768	\$20,399
Federal Contributions		
Provincial Contributions	\$76,899	\$94,189
Municipal Contributions		
Donations / Other	\$2,610	\$1,955
TOTAL	\$93,227	\$116,543

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: Sunday:
Saturday: Holiday:
Advanced booking notice: 2 days
Minimum notice for reservation: 0.3 hours
Reservations/Scheduling: Partially Computerized

FARE STRUCTURE (2005) *

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

2 2

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

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	15%	18%
Net Operating Cost / Capita	\$2.98	\$3.52
Total Exp. / Passenger	\$13.34	\$11.63
Total Exp. / Eligible Passenger	\$13.34	\$11.66
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0153	0.0141
Passengers / Capita	0.2622	0.3677
Passengers / Registrant	17.18	26.12
Passengers / Hour (Dedicated Service)		4.36
Km. / Passenger (Dedicated Service)		1.25
Average Speed (Dedicated Service)		5.47

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	
Accessible Vans/Minivans				
Small Buses	1	1	2	12
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	9,607	
Wheelchair/Scooter Users	300	
Attendants/Companions	20	
Other		
TOTAL (%Total)	9,927 (100%)	(0%)

ATIKOKAN HOME SUPPORT

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

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

NUMBER OF REGISTRANTS

123
 Wheelchair/Scooter Users: 10 (8%)
 Ambulatory: 107 (87%)
 Attendants/Companions: 6 (5%)
 Other:

Note: *Other eligibility criteria: Health reasons, mental health.
 * Service Hours: Holiday service provided when no other transportation is possible.
 * Reservation: On demand - 5 to 10 minutes before trip.

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS	2004	2005
Rev. Veh. Km. - Dedicated Service	22,929	24,000
Tot. Veh. Km. - Dedicated Service	23,929	25,000
Rev. Veh. Hr. - Dedicated Service	1,872	1,872
Tot. Veh. Hr. - Dedicated Service	1,924	1,924
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	7,209	7,324
Non-Dedicated Service		
TOTAL PASSENGERS	7,209	7,324
Subscription/Pre-booked	20%	25%
Reservation	5%	5%
On-Demand/Day of trip	75%	70%
UNACCOMMODATED TRIPS	25	10
NO-SHOWS/CANCELLED AT DOOR	15	20
NUMBER OF COMPLAINTS	15	15

OPERATING EXPENSES

Administration	\$24,000	\$24,000
Operations:		
Internal - Dedicated Service	\$49,717	\$52,854
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$2,000	\$2,500
Fuel	\$2,324	\$3,500
TOTAL OPERATING EXPENSES	\$78,041	\$82,854

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,944	\$11,197
Other Operating Revenue	\$22,327	\$21,430
Total Operating Revenues	\$31,271	\$32,627
Federal Contributions		
Provincial Contributions	\$46,770	\$50,228
Municipal Contributions		
Donations / Other		
TOTAL	\$78,041	\$82,855

CAPITAL EXPENSES

Vehicles Purchased	\$57,000	
Debt Servicing		
Other Capital Expenses	\$150	\$300
TOTAL CAPITAL EXPENSES	\$57,150	\$300

CAPITAL FUNDING SOURCES

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

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

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50	\$2.50	
Child			
Student			
Senior	\$2.50	\$2.50	
Attendant	\$2.50	\$2.50	
Companion	\$2.50	\$2.50	
Other	\$10 per student school trip purchased by the school board.		

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

4

Union Affiliations: Operators: CUPE
 Maintenance: N/A

Top Operator Wage Rate: \$16.99

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	40%	39%
Net Operating Cost / Capita	\$12.64	\$13.57
Total Exp. / Passenger	\$10.83	\$11.31
Total Exp. / Eligible Passenger	\$10.84	\$11.33
Transp. Exp. / Passenger		
Dedicated Service	\$7.50	\$8.04
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$28.09	\$30.59
OPERATING		
Registrants / Capita	0.0295	0.0332
Passengers / Capita	1.9484	1.9795
Passengers / Registrant	66.14	59.54
Passengers / Hour (Dedicated Service)	3.85	3.91
Km. / Passenger (Dedicated Service)	3.18	3.28
Average Speed (Dedicated Service)	12.25	12.82

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	5,183	
Wheelchair/Scooter Users	2,128	
Attendants/Companions	13	
Other		
TOTAL (%Total)	7,324 (100%)	(0%)

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

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

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

NUMBER OF REGISTRANTS

2,092
 Wheelchair/Scooter Users: 1,166 (56%)
 Ambulatory: 926 (44%)
 Attendants/Companions:
 Other:

Dedicated Service operated by: 1 Private Contractor

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

Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	207,751	250,663
Tot. Veh. Km. - Dedicated Service	207,751	250,663
Rev. Veh. Hr. - Dedicated Service	13,173	16,614
Tot. Veh. Hr. - Dedicated Service	13,173	16,614
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	25,422	28,110
Non-Dedicated Service	3,512	2,042
TOTAL PASSENGERS	28,934	30,152
Subscription/Pre-booked	30%	30%
Reservation	65%	65%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	74	201
NO-SHOWS/CANCELLED AT DOOR	448	360
NUMBER OF COMPLAINTS	10	15

OPERATING EXPENSES

Administration	\$9,097	\$9,398
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$527,503	\$690,342
Contract - Non-Dedicated Service	\$34,242	\$21,104
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,279	\$2,283
Fuel	\$8,031	\$18,647
TOTAL OPERATING EXPENSES	\$580,152	\$741,774

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$72,335	\$75,380
Other Operating Revenue		
Total Operating Revenues	\$72,335	\$75,380
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$507,817	\$666,394
Donations / Other		
TOTAL	\$580,152	\$741,774

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	9	1
Other Operations (e.g. dispatchers)	2	
Maintenance	2	
General Administration	1	
Other	2	
TOTAL NUMBER OF EMPLOYEES	16	1

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

Top Operator Wage Rate: \$16.31
 Top Mechanic Wage Rate: \$23.04

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	12%	10%
Net Operating Cost / Capita	\$4.06	\$5.33
Total Exp. / Passenger	\$20.05	\$24.60
Total Exp. / Eligible Passenger	\$22.33	\$27.56
Transp. Exp. / Passenger		
Dedicated Service	\$21.12	\$25.30
Non-Dedicated Service (e.g. Taxis)	\$9.75	\$10.33
Transp. Exp. / Hour (Dedicated Service)	\$40.75	\$42.81
OPERATING		
Registrants / Capita	0.0118	0.0167
Passengers / Capita	0.2315	0.2412
Passengers / Registrant	19.64	14.41
Passengers / Hour (Dedicated Service)	1.93	1.69
Km. / Passenger (Dedicated Service)	8.17	8.92
Average Speed (Dedicated Service)	15.77	15.09

**VEHICLE DATA
(2005)**

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

**PASSENGER STATISTICS
(2005)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	11,342	1,762
Wheelchair/Scooter Users	13,552	255
Attendants/Companions	3,216	25
Other		
TOTAL (%Total)	28,110 (93%)	2,042 (7%)

BELLEVILLE

BELLEVILLE MOBILITY BUS

Contact: Mr. Peter K. Hodgson
 Title: Manager of Fleet & Transit
 Telephone: (613) 967-3200 x3518
 FAX: (613) 967-3262
 e-mail: phodgson@citybelleville.com

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

Population served: 36,000
 Service area (km²): 36.0
 Communities served: 1
 Service began: 1989
 Advisory Committee members: N/A
 Eligibility Committee members: 1 Mobility Bus.

NUMBER OF REGISTRANTS

392
 Wheelchair/Scooter Users: 149 (38%)
 Ambulatory: 243 (62%)
 Attendants/Companions:
 Other:

Note: * Contractor provided operators and mechanics for Belleville

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	73,183	76,522
Tot. Veh. Km. - Dedicated Service	73,183	76,522
Rev. Veh. Hr. - Dedicated Service	4,653	4,794
Tot. Veh. Hr. - Dedicated Service	4,653	4,794
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	10,839	11,594
Non-Dedicated Service		
TOTAL PASSENGERS	10,839	11,594
Subscription/Pre-booked	60%	80%
Reservation	25%	20%
On-Demand/Day of trip	15%	

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

5

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$147,498

\$172,486

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$147,498

\$172,486

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,660	\$16,991
Other Operating Revenue		
Total Operating Revenues	\$15,660	\$16,991
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$131,838	\$155,495
Donations / Other		
TOTAL	\$147,498	\$172,486

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1800 Sunday:
 Saturday: 1000 to 1600 Holiday:
 Advanced booking notice: 7 days
 Minimum notice for reservation:
 Reservations/Scheduling: Manual

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.65	\$1.48	\$46.00
Child	\$1.65	\$1.48	\$46.00
Student	\$1.65	\$1.48	\$46.00
Senior	\$1.65	\$1.48	\$46.00
Attendant	\$2.00	\$1.83	\$62.00
Companion	\$2.00	\$1.83	\$62.00
Other			

EMPLOYEE DATA (2005) *

Operators

Other Operations (e.g. dispatchers)

Maintenance

General Administration

Other

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	11%	10%
Net Operating Cost / Capita	\$3.68	\$4.32
Total Exp. / Passenger	\$13.61	\$14.88
Total Exp. / Eligible Passenger	\$14.32	\$15.52
Transp. Exp. / Passenger		
Dedicated Service	\$13.61	\$14.88
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$31.70	\$35.98
OPERATING		
Registrants / Capita	0.0131	0.0109
Passengers / Capita	0.3028	0.3221
Passengers / Registrant	23.16	29.58
Passengers / Hour (Dedicated Service)	2.33	2.42
Km. / Passenger (Dedicated Service)	6.75	6.60
Average Speed (Dedicated Service)	15.73	15.96

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	11,117*	
Wheelchair/Scooter Users		
Attendants/Companions	477	
Other		
TOTAL (%Total)	11,594 (100%)	(0%)
* Total for Ambulatory and Wheelchair/Scooter Users		

BLIND RIVER

LIBERTY EXPRESS LIBERTÉ

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

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

NUMBER OF REGISTRANTS

142
 Wheelchair/Scooter Users: 49 (35%)
 Ambulatory:
 Attendants/Companions: 44 (31%)
 Other: 49 (35%)
 Note: * Service hours: Monday to Friday 0830 to 1030 hrs. and 1400

to 1600 hrs.

* Contracted Operator retains all passenger revenue.

ELIGIBILITY CRITERIA

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

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	15,707	19,100
Tot. Veh. Km. - Dedicated Service	15,707	19,100
Rev. Veh. Hr. - Dedicated Service	938	537
Tot. Veh. Hr. - Dedicated Service	938	537
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	1,564	1,807
Non-Dedicated Service		
TOTAL PASSENGERS	1,564	1,807
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$7,654	\$7,729
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$8,040	\$9,100
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,714	\$2,413
Fuel	\$2,691	\$3,516
TOTAL OPERATING EXPENSES	\$22,099	\$22,758

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue		
Other Operating Revenue		
Total Operating Revenues		
Federal Contributions		
Provincial Contributions		\$3,429
Municipal Contributions	\$18,340	\$21,540
Donations / Other		
TOTAL	\$18,340	\$24,969

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING *

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

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50		
Child	\$2.50		
Student	\$2.50		
Senior	\$2.50		
Attendant	\$2.50		
Companion	\$2.50		
Other	\$5.00 to First Nation		

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

2

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

Top Operator Wage Rate: \$15.90
 Top Mechanic Wage Rate: \$20.30

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio		
Net Operating Cost / Capita	\$6.05	\$6.24
Total Exp. / Passenger	\$14.13	\$12.59
Total Exp. / Eligible Passenger	\$14.13	\$12.59
Transp. Exp. / Passenger		
Dedicated Service	\$9.24	\$8.32
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$15.40	\$27.99
OPERATING		
Registrants / Capita	0.0364	0.0389
Passengers / Capita	0.4285	0.4951
Passengers / Registrant	11.76	12.73
Passengers / Hour (Dedicated Service)	1.67	3.36
Km. / Passenger (Dedicated Service)	10.04	10.57
Average Speed (Dedicated Service)	16.75	35.57

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	1,807*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	1,807 (100%)	(0%)
* Total for all categories		

BRANT COUNTY

BRANT COUNTY SPECIALIZED TRANSIT

Contact: Mr. David Brenneman
 Title: Director, Community & Development
 Telephone: (519) 442-6324
 FAX: (519) 442-3461
 e-mail: david.brenneman@brant.ca

Population served: 30,000
 Service area (km²): 896.1
 Communities served: 1
 Service began: 2000
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

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

ELIGIBILITY CRITERIA

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

Note: * Since 2004, Brant County has provided non-dedicated taxi service to its registrants.
 * 2004 passenger revenue was retained by contracted operator.

VEHICLE KILOMETRES & HOURS

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

2004 2005

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2300 Sunday: 0800 to 2300
 Saturday: 0800 to 2300 Holiday: 0800 to 2300
 Advanced booking notice: 1 days
 Minimum notice for reservation: 12.0 hours
 Reservations/Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service 3,156
 Non-Dedicated Service 1,101 7,010
TOTAL PASSENGERS 4,257 7,010
 Subscription/Pre-booked 95%
 Reservation
 On-Demand/Day of trip 5%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS 3

OPERATING EXPENSES

Administration
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$45,000
 Contract - Non-Dedicated Service \$13,964 \$96,617
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES \$58,964 \$96,617

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue * \$36,270
 Other Operating Revenue
 Total Operating Revenues \$36,270
 Federal Contributions
 Provincial Contributions
 Municipal Contributions \$58,964 \$60,347
 Donations / Other
TOTAL \$58,964 \$96,617

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$6.00		
Child	\$6.00		
Student	\$6.00		
Senior	\$6.00		
Attendant	\$6.00		
Companion	\$6.00		
Other			

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio		38%
Net Operating Cost / Capita	\$1.68	\$2.01
Total Exp. / Passenger	\$13.85	\$13.78
Total Exp. / Eligible Passenger	\$13.85	\$13.78
Transp. Exp. / Passenger		
Dedicated Service	\$14.26	
Non-Dedicated Service (e.g. Taxis)	\$12.68	\$13.78
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0054	
Passengers / Capita	0.1216	0.2337
Passengers / Registrant	22.41	
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory		7,010
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	(0%)	7,010 (100)
* Total for all categories		

BRANTFORD

OPERATION LIFT

Contact: Ms. Christina Topper
Title: Finance/Human Resources
Telephone: (519) 756-2170 x117
FAX: (519) 756-2147
e-mail: oplift3@golden.net

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

Population served: 86,417
Service area (km²): 71.6
Communities served: 1
Service began: 1975
Advisory Committee members: 9
Eligibility Committee members: 1

NUMBER OF REGISTRANTS

1,293
Wheelchair/Scooter Users: 545 (42%)
Ambulatory: 748 (58%)
Attendants/Companions:
Other:

Note: *Same day service \$6.00.

*Advanced booking notice: 14 days for group reservation.

* Exceptions for service on Victoria Day and Labour Day.

* 2004 No-Shows/Cancelled at Door did not include the same day cancellations.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	327,655	281,048
Tot. Veh. Km. - Dedicated Service	327,655	281,048
Rev. Veh. Hr. - Dedicated Service	16,797	18,118
Tot. Veh. Hr. - Dedicated Service	16,797	18,118
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	48,591	56,107
Non-Dedicated Service		
TOTAL PASSENGERS	48,591	56,107
Subscription/Pre-booked	58%	45%
Reservation	41%	52%
On-Demand/Day of trip	1%	3%
UNACCOMMODATED TRIPS	16	
NO-SHOWS/CANCELLED AT DOOR *	445	2,990
NUMBER OF COMPLAINTS	5	

OPERATING EXPENSES

Administration	\$204,556	\$234,315
Operations:		
Internal - Dedicated Service	\$416,907	\$560,301
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$69,406	\$106,161
Fuel	\$58,728	\$88,163
TOTAL OPERATING EXPENSES	\$749,597	\$988,940

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$152,898	\$181,126
Other Operating Revenue		
Total Operating Revenues	\$152,898	\$181,126
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$719,552	\$763,634
Donations / Other	\$59,579	\$62,329
TOTAL	\$932,029	\$1,007,089

CAPITAL EXPENSES

Vehicles Purchased		\$96,985
Debt Servicing	\$7,718	
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$7,718	\$96,985

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$80,000
Municipal Contributions	\$7,718	
Donations / Other		\$40,000
TOTAL CAPITAL FUNDING	\$7,718	\$120,000

SERVICE HOURS/SCHEDULING

Weekday:	0700 to 2300	Sunday:	0800 to 2000
Saturday:	0730 to 2300	Holiday:	0800 to 2000
Advanced booking notice:	7 days		
Minimum notice for reservation:	18.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	7	5
Other Operations (e.g. dispatchers)	2	3
Maintenance		
General Administration	2	2
Other		

TOTAL NUMBER OF EMPLOYEES

11 10

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

Top Operator Wage Rate: \$16.25

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	20%	18%
Net Operating Cost / Capita	\$6.62	\$9.35
Total Exp. / Passenger	\$15.43	\$17.63
Total Exp. / Eligible Passenger	\$15.43	\$21.50
Transp. Exp. / Passenger		
Dedicated Service	\$11.22	\$13.45
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$32.45	\$41.65
OPERATING		
Registrants / Capita	0.0128	0.0150
Passengers / Capita	0.5387	0.6493
Passengers / Registrant	41.96	43.39
Passengers / Hour (Dedicated Service)	2.89	3.10
Km. / Passenger (Dedicated Service)	6.74	5.01
Average Speed (Dedicated Service)	19.51	15.51

VEHICLE DATA (2005)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	12	12	4	7
Other				
TOTAL DED. VEHICLES	12	12	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	19,637	
Wheelchair/Scooter Users	26,370	
Attendants/Companions	10,100	
Other		
TOTAL (%Total)	56,107 (100%)	(0%)

BROCKVILLE

BROCKVILLE PARA TRANSIT

Contact: Ms. Valerie Harvey
 Title: Director, Parks & Recreation
 Telephone: (613) 342-8772 x8231
 FAX: (613) 342-5035
 e-mail: vharvey@brockville.com

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

Population served: 19,378
 Service area (km²): 20.3
 Communities served: 1
 Service began: 1988
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 222 (47%)
 Ambulatory: 101 (21%)
 Attendants/Companions: 150 (32%)
 Other:

Note: * Other eligibility criteria: Does not have cognitive skills to ride conventional transit.
 * Minimum notice for reservation - Will accomodate if possible.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	57,728	59,728
Tot. Veh. Km. - Dedicated Service	57,728	59,728
Rev. Veh. Hr. - Dedicated Service	3,057	4,878
Tot. Veh. Hr. - Dedicated Service	3,057	4,878
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	14,788	17,061
Non-Dedicated Service		
TOTAL PASSENGERS	14,788	17,061
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	924	171
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NUMBER OF COMPLAINTS		10
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OPERATING EXPENSES

Administration	\$7,666	\$9,664
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$195,904	\$235,115
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$203,570	\$244,779

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$45,270	\$42,322
Other Operating Revenue		
Total Operating Revenues	\$45,270	\$42,322
Federal Contributions		
Provincial Contributions		\$1,893
Municipal Contributions	\$144,801	\$189,791
Donations / Other	\$13,499	\$10,772
TOTAL	\$203,570	\$244,778

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$2.09	\$83.00
Child	\$3.00	\$2.09	\$83.00
Student	\$3.00	\$2.09	\$83.00
Senior	\$3.00	\$2.09	\$83.00
Attendant			
Companion	\$3.00	\$2.09	\$83.00
Other 40 ride pass - \$83			

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	22%	17%
Net Operating Cost / Capita	\$7.93	\$10.45
Total Exp. / Passenger	\$13.77	\$14.35
Total Exp. / Eligible Passenger	\$16.07	\$16.80
Transp. Exp. / Passenger		
Dedicated Service	\$13.25	\$13.78
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$64.08	\$48.20
OPERATING		
Registrants / Capita	0.0223	0.0244
Passengers / Capita	0.7405	0.8804
Passengers / Registrant	33.23	36.07
Passengers / Hour (Dedicated Service)	4.84	3.50
Km. / Passenger (Dedicated Service)	3.90	3.50
Average Speed (Dedicated Service)	18.88	12.24

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	4	10
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	6,430	
Wheelchair/Scooter Users	8,142	
Attendants/Companions	2,489	
Other		
TOTAL (%Total)	17,061 (100%)	(0%)

BURLINGTON

BURLINGTON TRANSIT HANDI-VAN

Contact: Mr. Scott Gillner, CET
Title: Supervisor, Transit Business Services
Telephone: (905) 335-7600 x7526
FAX: (905) 335-7878
e-mail: gillners@burlington.ca

Population served: 157,835
Service area (km²): 97.8
Communities served: 1
Service began: 1975
Advisory Committee members: 14
Eligibility Committee members: 6

NUMBER OF REGISTRANTS

2,074
Wheelchair/Scooter Users: 992 (48%)
Ambulatory: 1,082 (52%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	222,302	269,588
Tot. Veh. Km. - Dedicated Service	222,302	269,588
Rev. Veh. Hr. - Dedicated Service	11,571	12,307
Tot. Veh. Hr. - Dedicated Service	11,571	12,307
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	24,586	27,483
Non-Dedicated Service	8,926	8,570
TOTAL PASSENGERS	33,512	36,053
Subscription/Pre-booked	68%	60%
Reservation	31%	40%
On-Demand/Day of trip	1%	
UNACCOMMODATED TRIPS	39	207
NO-SHOWS/CANCELLED AT DOOR	354	453
NUMBER OF COMPLAINTS	6	5

OPERATING EXPENSES

Administration		\$9,541
Operations:		
Internal - Dedicated Service	\$479,715	\$520,096
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$90,844	\$58,358
Contract - Taxi Scrip	\$31,766	\$33,447
Maintenance (Vehicles & Facilities)	\$76,134	\$119,072
Fuel	\$34,445	\$37,610
TOTAL OPERATING EXPENSES	\$712,904	\$778,124

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$98,129	\$106,847
Other Operating Revenue	\$22,002	\$23,328
Total Operating Revenues	\$120,131	\$130,175
Federal Contributions		
Provincial Contributions		\$5,000
Municipal Contributions	\$592,773	\$633,368
Donations / Other		
TOTAL	\$712,904	\$768,543

CAPITAL EXPENSES

Vehicles Purchased		\$200,000
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$200,000

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$66,667
Municipal Contributions		\$133,333
Donations / Other		
TOTAL CAPITAL FUNDING		\$200,000

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	6	4
Other Operations (e.g. dispatchers)	2	
Maintenance	1	
General Administration	1	1
Other		

TOTAL NUMBER OF EMPLOYEES 10 5

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

Top Operator Wage Rate: \$20.43
Top Mechanic Wage Rate: \$24.21

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	17%	17%
Net Operating Cost / Capita	\$3.85	\$4.11
Total Exp. / Passenger	\$21.27	\$21.58
Total Exp. / Eligible Passenger	\$23.86	\$24.11
Transp. Exp. / Passenger		
Dedicated Service	\$24.01	\$24.63
Non-Dedicated Service (e.g. Taxis)	\$13.74	\$10.71
Transp. Exp. / Hour (Dedicated Service)	\$51.01	\$54.99

OPERATING

Registrants / Capita	0.0143	0.0131
Passengers / Capita	0.2176	0.2284
Passengers / Registrant	15.21	17.38
Passengers / Hour (Dedicated Service)	2.12	2.23
Km. / Passenger (Dedicated Service)	9.04	9.81
Average Speed (Dedicated Service)	19.21	21.91

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	13,223	4,149
Wheelchair/Scooter Users	14,260	640
Attendants/Companions		
Other		3,781
TOTAL (%Total)	27,483 (76%)	8,570 (24%)

GRT MOBILITY PLUS - SOUTH

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

Dedicated Service operated by: Transit System + 2 contractors
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Program available: YES

Population served: 120,300
 Service area (km²): 112.8
 Communities served: 2
 Service began: 1976
 Advisory Committee members: 12
 Eligibility Committee members: 5

NUMBER OF REGISTRANTS

2,021
 Wheelchair/Scooter Users: 733 (36%)
 Ambulatory: 1,288 (64%)
 Attendants/Companions:
 Other:

Note: * The registrants can use GRT MobilityPLUS registration cards access to the TaxiSCRIP program and complementary rides on GRT conventional routes. In 2005, it recorded registrants took 15,509 trips in regular buses.
 * GRT MobilityPLUS also provided service to North Dumfries. In 2005, 49 registered clients took 1,239 trips. This service is provided by local taxi services with expenditures of \$40,595 and revenues of \$6,920.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	137,491	143,920
Tot. Veh. Km. - Dedicated Service	146,321	153,107
Rev. Veh. Hr. - Dedicated Service	6,529	7,456
Tot. Veh. Hr. - Dedicated Service	7,182	8,763
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.	2,419	321

PASSENGER DATA

Dedicated Service	20,572	23,343
Non-Dedicated Service	42,864	39,889
TOTAL PASSENGERS	63,436	63,232
Subscription/Pre-booked	46%	53%
Reservation	53%	47%
On-Demand/Day of trip	1%	
UNACCOMMODATED TRIPS	100	10
NO-SHOWS/CANCELLED AT DOOR	741	1,222
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$47,250	\$48,750
Operations:		
Internal - Dedicated Service	\$264,076	\$338,498
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$417,505	\$320,811
Contract - Taxi Scrip	\$49,997	\$79,024
Maintenance (Vehicles & Facilities)	\$23,271	\$44,327
Fuel	\$22,949	\$27,533
TOTAL OPERATING EXPENSES	\$825,048	\$858,943

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$140,475	\$113,980
Other Operating Revenue	\$26,490	\$42,278
Total Operating Revenues	\$166,965	\$156,258
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$658,083	\$702,685
Donations / Other		
TOTAL	\$825,048	\$858,943

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES 5 1

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

Top Operator Wage Rate: \$21.46
 Top Mechanic Wage Rate: \$24.50

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	20%	18%
Net Operating Cost / Capita	\$5.54	\$5.84
Total Exp. / Passenger	\$13.01	\$13.58
Total Exp. / Eligible Passenger	\$13.82	\$17.74
Transp. Exp. / Passenger		
Dedicated Service	\$15.08	\$17.58
Non-Dedicated Service (e.g. Taxis)	\$10.91	\$10.02
Transp. Exp. / Hour (Dedicated Service)	\$43.20	\$46.83
OPERATING		
Registrants / Capita	0.0169	0.0168
Passengers / Capita	0.5340	0.5256
Passengers / Registrant	31.56	31.29
Passengers / Hour (Dedicated Service)	3.15	3.13
Km. / Passenger (Dedicated Service)	6.68	6.17
Average Speed (Dedicated Service)	21.06	19.30

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	16,340	19,713
Wheelchair/Scooter Users	5,698	6,663
Attendants/Companions	1,305	1,785
Other		11,728
TOTAL (%Total)	23,343 (37%)	39,889 (63%)

CHAPLEAU

CHAPLEAU HANDI-TRANSIT

Contact: Mr. Allan Pellow
 Title: Chief Administrative Officer
 Telephone: (705) 864-1330
 FAX:
 e-mail: apellow@township.chapleau.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 2,500
 Service area (km²): 13.5
 Communities served: 1
 Service began: 1993
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS		2004	2005	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0845 to 1445	Sunday:
Tot. Veh. Km. - Dedicated Service				Saturday:	Holiday:
Rev. Veh. Hr. - Dedicated Service			1,240	Advanced booking notice:	1 days
Tot. Veh. Hr. - Dedicated Service			1,240	Minimum notice for reservation:	2.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2005)	
Dedicated Service		1,466	1,669	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult	\$3.50
TOTAL PASSENGERS		1,466	1,669	Child	\$1.00
Subscription/Pre-booked				Student	\$3.50
Reservation				Senior	\$2.50
On-Demand/Day of trip				Attendant	\$3.50
UNACCOMMODATED TRIPS				Companion	\$3.50
NO-SHOWS/CANCELLED AT DOOR				Other Monthly pass	\$25
NUMBER OF COMPLAINTS					
OPERATING EXPENSES				EMPLOYEE DATA (2005)	
Administration *				Operators	(Full-Time) (Part-Time)
Operations:				Other Operations (e.g. dispatchers)	
Internal - Dedicated Service				Maintenance	
Contract - Dedicated Service		\$23,597	\$23,914	General Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)		\$11,315	\$20,565	TOTAL NUMBER OF EMPLOYEES	
Fuel				Union Affiliations: Operators:	N/A
TOTAL OPERATING EXPENSES		\$34,912	\$44,479	Maintenance:	N/A
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate:	
Passenger Revenue		\$3,025	\$3,608	Top Mechanic Wage Rate:	
Other Operating Revenue					
Total Operating Revenues		\$3,025	\$3,608		
Federal Contributions					
Provincial Contributions			\$14,661		
Municipal Contributions		\$27,000	\$22,000		
Donations / Other					
TOTAL		\$30,025	\$40,269		
CAPITAL EXPENSES					
Vehicles Purchased			\$80,758		
Debt Servicing					
Other Capital Expenses					
TOTAL CAPITAL EXPENSES			\$80,758		
CAPITAL FUNDING SOURCES					
Transit System					
Federal Contributions					
Provincial Contributions			\$30,095		
Municipal Contributions			\$24,471		
Donations / Other			\$26,192		
TOTAL CAPITAL FUNDING			\$80,758		

PERFORMANCE INDICATORS

FINANCIAL	2004	2005
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$11.94	\$16.35
Total Exp. / Passenger	\$23.81	\$26.65
Total Exp. / Eligible Passenger	\$23.81	\$26.65
Transp. Exp. / Passenger		
Dedicated Service	\$23.81	\$26.65
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		\$35.87
OPERATING		
Registrants / Capita		
Passengers / Capita	0.5489	0.6676
Passengers / Registrant		
Passengers / Hour (Dedicated Service)		1.35
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2005)		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1		
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	1,669*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	1,669 (100%)	(0%)
* Total for all categories		

CHATHAM

CHATHAM SPECIALIZED TRANSIT SERVICE

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

Population served: 44,000
 Service area (km²): 30.9
 Communities served: 1
 Service began: 1973
 Advisory Committee members: N/A
 Eligibility Committee members: N/A
NUMBER OF REGISTRANTS 686
 Wheelchair/Scooter Users: 495 (72%)
 Ambulatory: 191 (28%)
 Attendants/Companions:
 Other:
 Note: * Eligibility Criteria: Physically disabled, frail, elderly.
 * Service Hours: Friday service extended from 1800 hrs. to 2300 hrs.

ELIGIBILITY CRITERIA *

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

VEHICLE KILOMETRES & HOURS	2004	2005	SERVICE HOURS/SCHEDULING *		
Rev. Veh. Km. - Dedicated Service			Weekday: 0800 to 1800	Sunday: 0900 to 1700	
Tot. Veh. Km. - Dedicated Service			Saturday: 0800 to 1800	Holiday:	
Rev. Veh. Hr. - Dedicated Service	3,700		Advanced booking notice:	1 days	
Tot. Veh. Hr. - Dedicated Service	3,700		Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2005)	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	12,873	13,752	Cash		
Non-Dedicated Service			Adult	\$3.00	
TOTAL PASSENGERS	12,873	13,752	Child	\$3.00	
Subscription/Pre-booked			Student	\$3.00	
Reservation	100%	100%	Senior	\$3.00	
On-Demand/Day of trip			Attendant	free	
UNACCOMMODATED TRIPS			Companion	\$3.00	
NO-SHOWS/CANCELLED AT DOOR	2,246	1,149	Other		
NUMBER OF COMPLAINTS					
OPERATING EXPENSES			EMPLOYEE DATA (2005)	(Full-Time)	(Part-Time)
Administration	\$11,655	\$10,855	Operators		
Operations:			Other Operations (e.g. dispatchers)		
Internal - Dedicated Service			Maintenance		
Contract - Dedicated Service	\$234,733	\$208,862	General Administration		
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)			Union Affiliations: Operators: N/A		
Fuel			Maintenance: N/A		
TOTAL OPERATING EXPENSES	\$246,388	\$219,717	Top Operator Wage Rate:		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Top Mechanic Wage Rate:		
Passenger Revenue	\$29,043	\$37,788			
Other Operating Revenue					
TOTAL OPERATING REVENUES	\$29,043	\$37,788			
Federal Contributions					
Provincial Contributions					
Municipal Contributions	\$217,345	\$181,929			
Donations / Other					
TOTAL	\$246,388	\$219,717			
CAPITAL EXPENSES			PERFORMANCE INDICATORS	2004	2005
Vehicles Purchased			FINANCIAL		
Debt Servicing			R/C Ratio	12%	17%
Other Capital Expenses			Net Operating Cost / Capita	\$4.94	\$4.13
TOTAL CAPITAL EXPENSES			Total Exp. / Passenger	\$19.14	\$15.98
CAPITAL FUNDING SOURCES			Total Exp. / Eligible Passenger	\$23.44	\$17.70
Transit System			Transp. Exp. / Passenger		
Federal Contributions			Dedicated Service	\$18.23	\$15.19
Provincial Contributions			Non-Dedicated Service (e.g. Taxis)		
Municipal Contributions			Transp. Exp. / Hour (Dedicated Service)	\$63.44	
Donations / Other			OPERATING		
TOTAL CAPITAL FUNDING			Registrants / Capita	0.0133	0.0156
			Passengers / Capita	0.2926	0.3125
			Passengers / Registrant	21.93	20.05
			Passengers / Hour (Dedicated Service)	3.48	
			Km. / Passenger (Dedicated Service)		
			Average Speed (Dedicated Service)		

VEHICLE DATA (2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans/Minivans	1	1	1	3
Small Buses	2	2	5	4
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2005)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	12,416	
Attendants/Companions	1,336	
Other		
TOTAL (%Total)	13,752 (100%)	(0%)

CLARINGTON

HANDI TRANSIT INC.

Contact: Mr. Ben Chartier
Title: Executive Director
Telephone: (905) 571-1222
FAX: (905) 571-7390
e-mail: ben.chartier@region.durham.on.ca

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

NUMBER OF REGISTRANTS

237
Wheelchair/Scooter Users: 148 (62%)
Ambulatory: 89 (38%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

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

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	61,000	66,000
Tot. Veh. Km. - Dedicated Service	61,000	66,000
Rev. Veh. Hr. - Dedicated Service	3,910	4,420
Tot. Veh. Hr. - Dedicated Service	3,910	4,420
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	4,229	4,865
Non-Dedicated Service	135	170
TOTAL PASSENGERS	4,364	5,035
Subscription/Pre-booked	35%	35%
Reservation	60%	60%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	56	112
NO-SHOWS/CANCELLED AT DOOR	45	31
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration *	\$44,757	\$48,713
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$80,448	\$98,201
Contract - Non-Dedicated Service	\$1,662	\$1,753
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,951	\$13,242
Fuel	\$11,319	\$15,192
TOTAL OPERATING EXPENSES	\$149,137	\$177,101

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,226	\$23,682
Other Operating Revenue		
Total Operating Revenues	\$20,226	\$23,682
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$128,911	\$153,419
Donations / Other		
TOTAL	\$149,137	\$177,101

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES 1 1

Union Affiliations: Operators: Teamsters Local 938
Maintenance: N/A

Top Operator Wage Rate: \$17.65

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	14%	13%
Net Operating Cost / Capita	\$1.84	\$2.19
Total Exp. / Passenger	\$34.17	\$35.17
Total Exp. / Eligible Passenger	\$36.11	\$35.92
Transp. Exp. / Passenger		
Dedicated Service	\$24.29	\$26.03
Non-Dedicated Service (e.g. Taxis)	\$12.31	\$10.31
Transp. Exp. / Hour (Dedicated Service)	\$26.27	\$28.65

OPERATING

Registrants / Capita	0.0029	0.0034
Passengers / Capita	0.0623	0.0719
Passengers / Registrant	21.50	21.24
Passengers / Hour (Dedicated Service)	1.08	1.10
Km. / Passenger (Dedicated Service)	14.42	13.57
Average Speed (Dedicated Service)	15.60	14.93

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	5	4
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis	1			

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	815	72
Wheelchair/Scooter Users	3,945	98
Attendants/Companions	105	
Other		
TOTAL (%Total)	4,865 (97%)	170 (3%)

COCHRANE

COCHRANE TRANSIT

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

Population served: 5,457
Service area (km²): 538.7
Communities served: 1
Service began: 1993
Advisory Committee members: 9
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

181

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

Note: * Other eligibility criteria: Doctor's approval.

ELIGIBILITY CRITERIA

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

Dedicated Service operated by: N/A

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

Taxi Scrip Program available: NO

VEHICLE KILOMETRES & HOURS

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

2004

2005

SERVICE HOURS/SCHEDULING

Weekday: 0830 to 1800 Sunday:
Saturday: Holiday:
Advanced booking notice:
Minimum notice for reservation:
Reservations/Scheduling: Manual

PASSENGER DATA

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

5,872

5,989

5,872

5,989

100%

100%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

\$7,719

\$49,447

\$39,265

TOTAL OPERATING EXPENSES

\$49,447

\$46,984

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
Other Operating Revenue

\$10,620

\$11,078

Total Operating Revenues

\$10,620

\$11,078

Federal Contributions

Provincial Contributions

Municipal Contributions

\$38,827

\$35,906

Donations / Other

TOTAL

\$49,447

\$46,984

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2005)

Cash
Adult \$1.75
Child \$1.75
Student \$1.75
Senior \$1.75
Attendant
Companion
Other

Tickets/Cards

(unit price) Monthly Pass

EMPLOYEE DATA (2005)

Operators
Other Operations (e.g. dispatchers) 1
Maintenance
General Administration
Other

(Full-Time)

(Part-Time)

TOTAL NUMBER OF EMPLOYEES

1

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

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2004	2005
R/C Ratio	21%	24%
Net Operating Cost / Capita	\$7.12	\$6.58
Total Exp. / Passenger	\$8.42	\$7.85
Total Exp. / Eligible Passenger	\$8.42	\$7.85
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)	\$8.42	\$6.56
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0352	0.0332
Passengers / Capita	1.0760	1.0975
Passengers / Registrant	30.58	33.09
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2005)

Non-Accessible Cars
Accessible Vans/Minivans
Small Buses
Other

TOTAL DED. VEHICLES

Accessible taxis

Number

Veh. Peak

Avg. Capacity per Veh.
Wheelchair Ambulatory

N/A

N/A

N/A

5

PASSENGER STATISTICS (2005)

Ambulatory
Wheelchair/Scooter Users
Attendants/Companions
Other

Dedicated Service

Non-Dedicated Service

5,989

TOTAL (%Total)

(0%)

5,989 (100)

* Total for all categories

CORNWALL

CORNWALL TRANSIT

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

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

NUMBER OF REGISTRANTS

1,485
Wheelchair/Scooter Users: 576 (39%)
Ambulatory: 909 (61%)
Attendants/Companions:
Other:
Note: * Other Eligibility Criteria: visually impaired; cognitive skills

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

ELIGIBILITY CRITERIA *

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	90,118	105,385
Tot. Veh. Km. - Dedicated Service	90,118	105,385
Rev. Veh. Hr. - Dedicated Service	10,304	12,044
Tot. Veh. Hr. - Dedicated Service	10,304	12,044
Non-Dedicated Service - Veh. Km.	13,403	6,040
Non-Dedicated Service - Veh. Hr.	683	323

PASSENGER DATA

Dedicated Service	28,798	30,416
Non-Dedicated Service	4,502	2,231
TOTAL PASSENGERS	33,300	32,647
Subscription/Pre-booked		50%
Reservation		50%
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	143	125
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$180,716	\$190,542
Operations:		
Internal - Dedicated Service	\$230,478	\$353,848
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$24,272	\$12,534
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$89,087	\$92,348
Fuel	\$43,247	\$91,608
TOTAL OPERATING EXPENSES	\$567,800	\$740,880

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$54,606	\$55,728
Other Operating Revenue		
Total Operating Revenues	\$54,606	\$55,728
Federal Contributions		
Provincial Contributions		\$91,552
Municipal Contributions	\$513,194	\$593,600
Donations / Other		
TOTAL	\$567,800	\$740,880

CAPITAL EXPENSES

Vehicles Purchased		\$435,192
Debt Servicing		
Other Capital Expenses	\$1,300	
TOTAL CAPITAL EXPENSES	\$1,300	\$435,192

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$145,064
Municipal Contributions	\$1,300	\$290,128
Donations / Other		
TOTAL CAPITAL FUNDING	\$1,300	\$435,192

SERVICE HOURS/SCHEDULING

Weekday:	0630 to 2245	Sunday:
Saturday:	0630 to 2245	Holiday:
Advanced booking notice:		14 days
Minimum notice for reservation:		24.0 hours
Reservations/Scheduling:	Fully Computerized	

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	6	2
Other Operations (e.g. dispatchers)	1	1
Maintenance	2	
General Administration	3	
Other		

TOTAL NUMBER OF EMPLOYEES

12 3

Union Affiliations:

Operators: ATU Local 946
Maintenance: CUPE Local 234

Top Operator Wage Rate: \$18.54
Top Mechanic Wage Rate: \$20.60

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	10%	8%
Net Operating Cost / Capita	\$10.69	\$14.27
Total Exp. / Passenger	\$17.05	\$22.69
Total Exp. / Eligible Passenger	\$18.33	\$24.24
Transp. Exp. / Passenger		
Dedicated Service	\$12.60	\$17.68
Non-Dedicated Service (e.g. Taxis)	\$5.39	\$5.62
Transp. Exp. / Hour (Dedicated Service)	\$35.21	\$44.65
OPERATING		
Registrants / Capita	0.0311	0.0309
Passengers / Capita	0.6938	0.6801
Passengers / Registrant	22.32	21.98
Passengers / Hour (Dedicated Service)	2.79	2.53
Km. / Passenger (Dedicated Service)	3.13	3.46
Average Speed (Dedicated Service)	8.75	8.75

VEHICLE DATA (2005)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	10	6	5	16
Other				
TOTAL DED. VEHICLES	10	6	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	15,055	2,204
Wheelchair/Scooter Users	13,311	
Attendants/Companions	2,050	27
Other		
TOTAL (%Total)	30,416 (93%)	2,231 (7%)

DRYDEN

DRYDEN HANDI-TRANSIT

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

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

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

NUMBER OF REGISTRANTS

265
Wheelchair/Scooter Users: 45 (17%)
Ambulatory: 195 (74%)
Attendants/Companions: 25 (9%)
Other:

6 Note: * Dryden Handi-Transit service commenced shuttle service for 6 five seniors apartments in Dec/04. The Gas Tax rebate has allowed this service. There is no charge but donations are gratefully accepted. No phone-in calls are needed as this service runs on a continual operation with designated drop-off and pick-up points within the City limits. Pre-booked clients have priority.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	20,976	31,118
Tot. Veh. Km. - Dedicated Service	20,976	31,298
Rev. Veh. Hr. - Dedicated Service	2,186	3,284
Tot. Veh. Hr. - Dedicated Service	2,186	3,284
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service *	2,875	5,991
Non-Dedicated Service		
TOTAL PASSENGERS	2,875	5,991
Subscription/Pre-booked	65%	70%
Reservation	10%	25%
On-Demand/Day of trip	25%	5%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	32	84
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$3,563	\$1,994
Operations:		
Internal - Dedicated Service	\$76,352	\$79,464
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,387	\$12,179
Fuel	\$4,683	\$8,071
TOTAL OPERATING EXPENSES	\$93,985	\$101,709

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,689	\$19,693
Other Operating Revenue	\$1,250	\$1,254
Total Operating Revenues	\$22,939	\$20,948
Federal Contributions		
Provincial Contributions	\$9,634	\$22,202
Municipal Contributions	\$58,660	\$58,660
Donations / Other	\$4,552	\$192
TOTAL	\$95,785	\$102,002

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child			
Student			
Senior	\$3.00		
Attendant	\$3.00		
Companion	\$3.00		
Other	school boards and home support service		

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES 2

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

Top Operator Wage Rate: \$20.00
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	24%	21%
Net Operating Cost / Capita	\$8.67	\$9.85
Total Exp. / Passenger	\$32.69	\$16.98
Total Exp. / Eligible Passenger	\$33.33	\$17.16
Transp. Exp. / Passenger		
Dedicated Service	\$31.45	\$16.64
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$41.36	\$30.36
OPERATING		
Registrants / Capita	0.0293	0.0323
Passengers / Capita	0.3507	0.7308
Passengers / Registrant	11.98	22.61
Passengers / Hour (Dedicated Service)	1.32	1.82
Km. / Passenger (Dedicated Service)	7.30	5.19
Average Speed (Dedicated Service)	9.60	9.48

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	9
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,465	
Wheelchair/Scooter Users	1,462	
Attendants/Companions	64	
Other		
TOTAL (%Total)	5,991 (100%)	(0%)

DYSART ET AL

DYSART SPECIAL TRANSIT SERVICE

Contact: Ms. Brooke Irvine
 Title: Deputy Treasurer
 Telephone: (705) 457-1740 x 31
 FAX: (705) 457-1964
 e-mail: birvine@county.haliburton.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

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

NUMBER OF REGISTRANTS 126
 Wheelchair/Scooter Users: 48 (38%)
 Ambulatory: 66 (52%)
 Attendants/Companions: 12 (10%)
 Other:
 Note: * Fare structure: Zone fares structure
 * Service hours: Weekend and holiday service upon request.
 Exceptions for out of area medical appointments and exceeding normal operating hours.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	8,287	7,339
Tot. Veh. Km. - Dedicated Service	11,050	9,798
Rev. Veh. Hr. - Dedicated Service	622	522
Tot. Veh. Hr. - Dedicated Service	622	586
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	1,590	1,648
Non-Dedicated Service		
TOTAL PASSENGERS	1,590	1,648
Subscription/Pre-booked	75%	81%
Reservation	20%	12%
On-Demand/Day of trip	5%	7%
UNACCOMMODATED TRIPS	40	15
NO-SHOWS/CANCELLED AT DOOR		4
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$1,423	\$1,853
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$14,064	\$8,794
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,966	\$3,603
Fuel	\$1,109	\$2,105
TOTAL OPERATING EXPENSES	\$21,562	\$16,355

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,637	\$8,240
Other Operating Revenue		
Total Operating Revenues	\$10,637	\$8,240
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$10,925	\$8,115
Donations / Other		
TOTAL	\$21,562	\$16,355

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2005) *

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

2 3

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

Top Operator Wage Rate: \$15.00
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	49%	50%
Net Operating Cost / Capita	\$1.68	\$1.25
Total Exp. / Passenger	\$13.56	\$9.92
Total Exp. / Eligible Passenger	\$15.03	\$11.19
Transp. Exp. / Passenger		
Dedicated Service	\$12.67	\$8.80
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$32.38	\$24.75
OPERATING		
Registrants / Capita	0.0168	0.0194
Passengers / Capita	0.2446	0.2535
Passengers / Registrant	14.59	13.08
Passengers / Hour (Dedicated Service)	2.56	3.16
Km. / Passenger (Dedicated Service)	5.21	4.45
Average Speed (Dedicated Service)	13.32	14.06

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	1	1	4 8
Other			
TOTAL DED. VEHICLES	1	1	N/A N/A
Accessible taxis			

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	989	
Wheelchair/Scooter Users	473	
Attendants/Companions	186	
Other		
TOTAL (%Total)	1,648 (100%)	(0%)

ELLIOT LAKE

ELLIOT LAKE HANDI-LIFT BUS

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

Population served: 12,000
Service area (km²): 16.0
Communities served: 1
Service began: 1988
Advisory Committee members: N/A
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 60 (31%)
Ambulatory: 135 (69%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service		31,968
Tot. Veh. Km. - Dedicated Service		31,968
Rev. Veh. Hr. - Dedicated Service		1,867
Tot. Veh. Hr. - Dedicated Service		1,867
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	6,135	7,107
Non-Dedicated Service		
TOTAL PASSENGERS	6,135	7,107
Subscription/Pre-booked	70%	80%
Reservation	25%	
On-Demand/Day of trip	5%	20%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS 1

OPERATING EXPENSES

Administration	\$334	\$683
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$59,797	\$42,902
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$19,298	\$21,209
Fuel	\$5,196	\$8,896
TOTAL OPERATING EXPENSES	\$84,625	\$73,690

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,932	\$11,052
Other Operating Revenue		
Total Operating Revenues	\$9,932	\$11,052
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$74,693	\$63,319
Donations / Other		
TOTAL	\$84,625	\$74,371

CAPITAL EXPENSES

Vehicles Purchased		\$157,435
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$157,435

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$111,365
Municipal Contributions		\$46,070
Donations / Other		
TOTAL CAPITAL FUNDING		\$157,435

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

2

Union Affiliations: Operators: CUPE 1880
Maintenance: CUPE 170

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

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	12%	15%
Net Operating Cost / Capita	\$6.50	\$5.22
Total Exp. / Passenger	\$13.79	\$10.37
Total Exp. / Eligible Passenger	\$17.04	\$13.34
Transp. Exp. / Passenger		
Dedicated Service	\$13.74	\$10.27
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		\$39.10
OPERATING		
Registrants / Capita	0.0174	0.0163
Passengers / Capita	0.5335	0.5923
Passengers / Registrant	30.68	36.45
Passengers / Hour (Dedicated Service)		3.81
Km. / Passenger (Dedicated Service)		4.50
Average Speed (Dedicated Service)		17.12

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2			
Other		1	4	
TOTAL DED. VEHICLES	2	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,393	
Wheelchair/Scooter Users	2,133	
Attendants/Companions	1,581	
Other		
TOTAL (%Total)	7,107 (100%)	(0%)

ESPANOLA

ESPANOLA CARE VAN

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

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

Population served: 5,079
 Service area (km²): 17.8
 Communities served: 1
 Service began: 1986
 Advisory Committee members: 6
 Eligibility Committee members: 6

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 11 (16%)
 Ambulatory: 56 (84%)
 Attendants/Companions:
 Other:
 Note: * Other eligibility criteria: Seniors & mentally/physically challenged individuals.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

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

2004 2005

SERVICE HOURS/SCHEDULING

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

PASSENGER DATA

Dedicated Service 4,110 3,600
 Non-Dedicated Service
TOTAL PASSENGERS 4,110 3,600
 Subscription/Pre-booked 90% 90%
 Reservation
 On-Demand/Day of trip 10% 10%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration \$1,018 \$1,087
 Operations:
 Internal - Dedicated Service \$24,703 \$30,363
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities) \$1,581 \$1,292
 Fuel \$2,952 \$3,104
TOTAL OPERATING EXPENSES \$30,254 \$35,846

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$9,248 \$8,972
 Other Operating Revenue
Total Operating Revenues \$9,248 \$8,972
 Federal Contributions
 Provincial Contributions \$4,582 \$13,744
 Municipal Contributions \$16,424 \$13,130
 Donations / Other
TOTAL \$30,254 \$35,846

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

2 1

Union Affiliations:

Operators: N/A
 Maintenance: CUPE Local 435

Top Operator Wage Rate: \$14.70

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	31%	25%
Net Operating Cost / Capita	\$3.82	\$5.29
Total Exp. / Passenger	\$7.36	\$9.96
Total Exp. / Eligible Passenger	\$7.36	\$9.96
Transp. Exp. / Passenger		
Dedicated Service	\$7.11	\$9.66
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0136	0.0132
Passengers / Capita	0.7473	0.7088
Passengers / Registrant	54.80	53.73
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

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

* Total for all categories

FLESHERTON

RIDE ON TRANSPORTATION

Contact: Ms. Debbie Dowker
Title: Director of Finance
Telephone: (519) 924-2020
FAX: (519) 924-3575
e-mail:

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

Population served: 16,000
Service area (km²): 151.3
Communities served: 3
Service began: 1992
Advisory Committee members: 5
Eligibility Committee members: 5

NUMBER OF REGISTRANTS

75
Wheelchair/Scooter Users: 5 (7%)
Ambulatory: 70 (93%)
Attendants/Companions:
Other:
Note: * Other eligibility criteria: Developmentally challenged.
* Fare based on distance travelled. Registrants are invoiced. 95¢/km for wheelchairs, 53¢/km for regular passenger vehicles.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	114,989	125,738
Tot. Veh. Km. - Dedicated Service	114,989	125,738
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	3,188	3,229
Non-Dedicated Service		
TOTAL PASSENGERS	3,188	3,229
Subscription/Pre-booked	90%	90%
Reservation	10%	10%
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$1,375	\$1,643
Operations:		
Internal - Dedicated Service	\$30,953	\$40,143
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,340	\$11,807
Fuel	\$11,695	\$13,771
TOTAL OPERATING EXPENSES	\$56,363	\$67,364

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,915	\$17,646
Other Operating Revenue		
Total Operating Revenues	\$16,915	\$17,646
Federal Contributions		
Provincial Contributions	\$39,448	\$49,718
Municipal Contributions		
Donations / Other		
TOTAL	\$56,363	\$67,364

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING *

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

FARE STRUCTURE (2005) *

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

6

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

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	30%	26%
Net Operating Cost / Capita	\$2.48	\$3.11
Total Exp. / Passenger	\$17.68	\$20.86
Total Exp. / Eligible Passenger	\$17.68	\$20.86
Transp. Exp. / Passenger		
Dedicated Service	\$17.25	\$20.35
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0053	0.0047
Passengers / Capita	0.2001	0.2018
Passengers / Registrant	37.51	43.05
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	36.07	38.94
Average Speed (Dedicated Service)		

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	3	3	N/A	4
Accessible Vans/Minivans	1	1	2	4
Small Buses				
Other				
TOTAL DED. VEHICLES	4	4	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,193	
Wheelchair/Scooter Users	36	
Attendants/Companions		
Other		
TOTAL (%Total)	3,229 (100%)	(0%)

FORT ERIE

FORT ERIE MOBILE SERVICE

Contact: Ms. Carla Stout
Title: Executive Assistant & Admin. Supervisor
Telephone: 905-871-1600 x206
FAX: 905-871-6411
e-mail: cstout@town.forterie.on.ca

Population served: 28,000
Service area (km²): 168.0
Communities served: 1
Service began: 1992
Advisory Committee members: 9
Eligibility Committee members: 9

NUMBER OF REGISTRANTS

430
Wheelchair/Scooter Users: 70 (16%)
Ambulatory: 350 (81%)
Attendants/Companions: 10 (2%)
Other:

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

ELIGIBILITY CRITERIA

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

Note: * Friday Service Hours: 0830-2100 hrs.

* In 2004, Specialized curb-to-curb transit service within municipal boundaries of Fort Erie is available free of charge to those persons that cannot utilize Fort Erie's regular transit service. The service is funded in part through Fort-Erie Bingo.

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service		55,000
Tot. Veh. Km. - Dedicated Service		55,000
Rev. Veh. Hr. - Dedicated Service		6,400
Tot. Veh. Hr. - Dedicated Service		6,400
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service *	17,963	13,389
Non-Dedicated Service		
TOTAL PASSENGERS	17,963	13,389
Subscription/Pre-booked	100%	100%

Reservation
On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$16,503	
Operations:		
Internal - Dedicated Service	\$81,858	\$84,397
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,916	\$28,687
Fuel	\$15,645	\$16,316
TOTAL OPERATING EXPENSES	\$121,922	\$129,400

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue		\$6,814
Other Operating Revenue		
Total Operating Revenues		\$6,814
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$30,000	\$23,000
Donations / Other	\$82,215	\$99,586
TOTAL	\$112,215	\$129,400

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0830 to 1600 Sunday:
Saturday: 0900 to 1400 Holiday:
Advanced booking notice: 1 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Manual

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES 1 4

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

Top Operator Wage Rate: \$12.00
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio		5%
Net Operating Cost / Capita	\$4.35	\$4.38
Total Exp. / Passenger	\$6.79	\$9.66
Total Exp. / Eligible Passenger	\$6.89	\$9.74
Transp. Exp. / Passenger		
Dedicated Service	\$5.87	\$9.66
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		\$20.22
OPERATING		
Registrants / Capita	0.0125	0.0154
Passengers / Capita	0.6415	0.4782
Passengers / Registrant	51.32	31.14
Passengers / Hour (Dedicated Service)		2.09
Km. / Passenger (Dedicated Service)		4.11
Average Speed (Dedicated Service)		8.59

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2		
Small Buses				
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	11,693	
Wheelchair/Scooter Users	1,587	
Attendants/Companions	109	
Other		
TOTAL (%Total)	13,389 (100%)	(0%)

FORT FRANCES

FORT FRANCES HANDI-VAN

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

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

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

NUMBER OF REGISTRANTS

203

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

Note: * Passenger - Non-Dedicated Service included 18,062 and 18,885 low-income residents passenger trips in 2004 and 2005 respectively.

* Contract - Non-Dedicated Service expense included service provided for persons with disabilities as well as low-income residents.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	25,517	25,214
Tot. Veh. Km. - Dedicated Service	25,517	25,214
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	10,962	11,845
Non-Dedicated Service *	18,215	19,141
TOTAL PASSENGERS	29,177	30,986

Subscription/Pre-booked

Reservation

On-Demand/Day of trip

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$10,742	\$22,196
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$65,173	\$67,810
Contract - Non-Dedicated Service *	\$30,330	\$36,195
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,861	\$11,195
Fuel	\$4,800	\$5,947
TOTAL OPERATING EXPENSES	\$121,906	\$143,343

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,223	\$21,965
Other Operating Revenue		
Total Operating Revenues	\$21,223	\$21,965
Federal Contributions		
Provincial Contributions	\$9,893	\$10,655
Municipal Contributions	\$80,047	\$100,038
Donations / Other	\$10,311	\$10,685
TOTAL	\$121,474	\$143,343

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.25		
Child	\$1.25		
Student	\$1.25		
Senior	\$1.25		
Attendant	\$0.63		
Companion	\$0.63		
Other	Board of Education - \$5 per trip		

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate: \$25.02

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	17%	15%
Net Operating Cost / Capita	\$12.11	\$14.60
Total Exp. / Passenger	\$4.18	\$4.63
Total Exp. / Eligible Passenger	\$11.35	\$12.24
Transp. Exp. / Passenger		
Dedicated Service	\$7.37	\$7.17
Non-Dedicated Service (e.g. Taxis)	\$1.67	\$1.89
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita		0.0244
Passengers / Capita	3.5090	3.7265
Passengers / Registrant		
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	2.33	2.13
Average Speed (Dedicated Service)		

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	1	1	3
Other			
TOTAL DED. VEHICLES	1	1	N/A
Accessible taxis	1		

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	11,455	256
Attendants/Companions	390	
Other		18,885
TOTAL (%Total)	11,845 (38%)	19,141 (62%)

GREENSTONE

GREENSTONE PARA TRANSIT

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

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

Population served: 5,600
 Service area (km²): 3,000.0
 Communities served: 1
 Service began: 2001
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

69
 Wheelchair/Scooter Users: 16 (23%)
 Ambulatory: 49 (71%)
 Attendants/Companions: 4 (6%)
 Other:
 Note: * Other eligibility criteria: Paratransit vehicles are used to provide services for seniors which include grocery shopping, social activities, medical appointments.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS	2004	2005
Rev. Veh. Km. - Dedicated Service	9,940	
Tot. Veh. Km. - Dedicated Service	9,940	
Rev. Veh. Hr. - Dedicated Service	1,088	1,088
Tot. Veh. Hr. - Dedicated Service	1,088	1,088
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	9,266	6,774
Non-Dedicated Service		
TOTAL PASSENGERS	9,266	6,774
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		100%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration		\$1,642
Operations:		
Internal - Dedicated Service	\$21,886	\$29,427
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,834	\$9,958
Fuel	\$3,859	\$2,933
TOTAL OPERATING EXPENSES	\$38,579	\$43,960

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,534	\$1,810
Other Operating Revenue		
Total Operating Revenues	\$2,534	\$1,810
Federal Contributions		
Provincial Contributions	\$23,756	\$23,291
Municipal Contributions	\$12,288	\$18,859
Donations / Other		
TOTAL	\$38,578	\$43,960

CAPITAL EXPENSES

Vehicles Purchased	\$80,538
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$80,538

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$80,538
Donations / Other	
TOTAL CAPITAL FUNDING	\$80,538

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

FARE STRUCTURE (2005)

Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		
Child		
Student		
Senior	\$0.75	\$0.75
Attendant		
Companion		
Other		

EMPLOYEE DATA (2005)

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

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

Top Operator Wage Rate: \$21.99
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	7%	4%
Net Operating Cost / Capita	\$6.44	\$7.53
Total Exp. / Passenger	\$4.16	\$6.49
Total Exp. / Eligible Passenger	\$4.16	\$6.49
Transp. Exp. / Passenger		
Dedicated Service	\$4.16	\$6.25
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$35.46	\$38.90
OPERATING		
Registrants / Capita		0.0123
Passengers / Capita	1.6546	1.2096
Passengers / Registrant		98.17
Passengers / Hour (Dedicated Service)	8.52	6.23
Km. / Passenger (Dedicated Service)	1.07	
Average Speed (Dedicated Service)	9.14	

PASSENGER STATISTICS (2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	6,774*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	6,774 (100%)	(0%)
* Total for all categories		

VEHICLE DATA (2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	1	14
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

GUELPH TRANSIT

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

Population served: 118,200
 Service area (km²): 88.0
 Communities served: 1
 Service began: 1977
 Advisory Committee members: N/A
 Eligibility Committee members: 1

NUMBER OF REGISTRANTS

1,175
 Wheelchair/Scooter Users: 315 (27%)
 Ambulatory: 860 (73%)
 Attendants/Companions:
 Other:

Note: * Fare increased in May 2004.

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	206,211	193,179
Tot. Veh. Km. - Dedicated Service	206,211	193,179
Rev. Veh. Hr. - Dedicated Service	10,501	10,003
Tot. Veh. Hr. - Dedicated Service	10,501	10,003
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	41,822	40,219
Non-Dedicated Service	12,396	13,641
TOTAL PASSENGERS	54,218	53,860
Subscription/Pre-booked	20%	19%
Reservation	80%	80%
On-Demand/Day of trip		1%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	366	328
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$49,698	\$45,200
Operations:		
Internal - Dedicated Service	\$455,535	\$443,300
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$92,100	\$92,100
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$50,000	\$43,833
TOTAL OPERATING EXPENSES	\$647,333	\$624,433

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$74,678	\$92,609
Other Operating Revenue		
Total Operating Revenues	\$74,678	\$92,609
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$572,655	\$531,824
Donations / Other		
TOTAL	\$647,333	\$624,433

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES 6 3

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

Top Operator Wage Rate: \$20.41
 Top Mechanic Wage Rate: \$24.12

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	12%	15%
Net Operating Cost / Capita	\$4.98	\$4.50
Total Exp. / Passenger	\$11.94	\$11.59
Total Exp. / Eligible Passenger	\$12.51	\$12.18
Transp. Exp. / Passenger		
Dedicated Service	\$12.09	\$12.11
Non-Dedicated Service (e.g. Taxis)	\$7.43	\$6.75
Transp. Exp. / Hour (Dedicated Service)	\$48.14	\$48.70

OPERATING

Registrants / Capita	0.0135	0.0099
Passengers / Capita	0.4714	0.4557
Passengers / Registrant	34.84	45.84
Passengers / Hour (Dedicated Service)	3.98	4.02
Km. / Passenger (Dedicated Service)	4.93	4.80
Average Speed (Dedicated Service)	19.64	19.31

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	6	5	5	4
Other				
TOTAL DED. VEHICLES	6	5	N/A	N/A
Accessible taxis	2			

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	24,129	10,844
Wheelchair/Scooter Users	13,489	2,797
Attendants/Companions	2,601	
Other		
TOTAL (%Total)	40,219 (75%)	13,641 (25%)

HALTON HILLS

ACTIVAN

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

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

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 60 (53%)
 Ambulatory: 54 (47%)
 Attendants/Companions:
 Other:

Note: * Administration Expense included the consultant fees for the North Halton Transit Strategy project in 2004.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS	2004	2005
Rev. Veh. Km. - Dedicated Service	27,849	29,783
Tot. Veh. Km. - Dedicated Service	30,271	30,848
Rev. Veh. Hr. - Dedicated Service	1,505	2,107
Tot. Veh. Hr. - Dedicated Service	2,080	2,647
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	2,439	2,618
Non-Dedicated Service		
TOTAL PASSENGERS	2,439	2,618
Subscription/Pre-booked		
Reservation	100%	100%
On-Demand/Day of trip		
UNACCOMMODATED TRIPS	20	
NO-SHOWS/CANCELLED AT DOOR	20	9
NUMBER OF COMPLAINTS	8	1

OPERATING EXPENSES

Administration *	\$43,103	\$6,000
Operations:		
Internal - Dedicated Service	\$500	\$875
Contract - Dedicated Service	\$64,275	\$65,392
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,648	\$18,861
Fuel	\$6,420	\$3,080
TOTAL OPERATING EXPENSES	\$122,946	\$94,208

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,929	\$5,306
Other Operating Revenue		
Total Operating Revenues	\$4,929	\$5,306
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$118,017	\$88,902
Donations / Other		
TOTAL	\$122,946	\$94,208

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

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

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

1 5

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$24.31

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	4%	6%
Net Operating Cost / Capita	\$2.15	\$1.62
Total Exp. / Passenger	\$50.41	\$35.98
Total Exp. / Eligible Passenger	\$50.41	\$36.63
Transp. Exp. / Passenger		
Dedicated Service	\$32.74	\$33.69
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$38.39	\$33.32
OPERATING		
Registrants / Capita	0.0036	0.0021
Passengers / Capita	0.0445	0.0478
Passengers / Registrant	12.26	22.96
Passengers / Hour (Dedicated Service)	1.62	1.24
Km. / Passenger (Dedicated Service)	11.42	11.38
Average Speed (Dedicated Service)	18.50	14.14

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	515	
Wheelchair/Scooter Users	2,057	
Attendants/Companions	46	
Other		
TOTAL (%Total)	2,618 (100%)	(0%)

HAMILTON

ACCESSIBLE TRANSPORTATION SERVICES

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

Population served: 513,000
Service area (km²): 658.0
Communities served: 1
Service began: 1976
Advisory Committee members: 15
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

9,873
Wheelchair/Scooter Users: 5,946 (60%)
Ambulatory: 1,646 (17%)
Attendants/Companions:
Other: 2,281 (23%)
Note: * DARTS subcontracts dedicated ambulatory trips to Veterans Transportation. The vehicle kilometres and hours for this van service were not available in 2004.

ELIGIBILITY CRITERIA

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

☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS *

	2004	2005
Rev. Veh. Km. - Dedicated Service	2,748,359	3,822,293
Tot. Veh. Km. - Dedicated Service	2,748,359	3,822,293
Rev. Veh. Hr. - Dedicated Service	142,460	187,361
Tot. Veh. Hr. - Dedicated Service	142,460	187,361
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	387,483	398,270
Non-Dedicated Service	204,617	217,750
TOTAL PASSENGERS	592,100	616,020
Subscription/Pre-booked	70%	43%
Reservation	30%	22%
On-Demand/Day of trip		35%
UNACCOMMODATED TRIPS	9,220	10,691
NO-SHOWS/CANCELLED AT DOOR	8,825	7,742
NUMBER OF COMPLAINTS	287	550

OPERATING EXPENSES

Administration	\$1,947,666	\$2,843,749
Operations:		
Internal - Dedicated Service	\$5,832,268	\$5,114,353
Contract - Dedicated Service	\$1,445,693	\$1,520,694
Contract - Non-Dedicated Service		\$15,992
Contract - Taxi Scrip	\$948,546	\$1,001,549
Maintenance (Vehicles & Facilities)	\$721,492	\$987,626
Fuel	\$519,265	\$610,375
TOTAL OPERATING EXPENSES	\$11,414,930	\$12,094,338

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,392,849	\$1,470,316
Other Operating Revenue	\$17,818	\$8,067
Total Operating Revenues	\$1,410,667	\$1,478,383
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$9,996,323	\$10,613,120
Donations / Other	\$7,940	\$2,835
TOTAL	\$11,414,930	\$12,094,338

CAPITAL EXPENSES

Vehicles Purchased		\$2,625,949
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$2,625,949

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$871,800
Municipal Contributions		\$1,754,149
Donations / Other		
TOTAL CAPITAL FUNDING		\$2,625,949

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		\$2.10	
Child		\$2.10	
Student		\$2.10	
Senior		\$2.10	
Attendant		\$2.10	
Companion		\$2.10	
Other	Taxi scrip - user pays 60% co-payment		

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	53	40
Other Operations (e.g. dispatchers)	12	
Maintenance	8	1
General Administration	8	
Other	11	1
TOTAL NUMBER OF EMPLOYEES	92	42

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

Top Operator Wage Rate: \$18.76
Top Mechanic Wage Rate: \$27.40

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$20.42	\$20.69
Total Exp. / Passenger	\$19.28	\$19.63
Total Exp. / Eligible Passenger	\$29.46	\$22.12
Transp. Exp. / Passenger		
Dedicated Service	\$21.98	\$20.67
Non-Dedicated Service (e.g. Taxis)	\$4.64	\$4.67
Transp. Exp. / Hour (Dedicated Service) *	\$59.80	\$43.94
OPERATING		
Registrants / Capita	0.0176	0.0192
Passengers / Capita	1.2084	1.2008
Passengers / Registrant	68.49	62.39
Passengers / Hour (Dedicated Service) *	2.72	2.13
Km. / Passenger (Dedicated Service) *	7.09	9.60
Average Speed (Dedicated Service)	19.29	20.40

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	20	20	N/A	6
Accessible Vans/Minivans	4	3	2	6
Small Buses	57	49	4	8
Other				
TOTAL DED. VEHICLES	81	72	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	177,105	166,383
Wheelchair/Scooter Users	194,268	8,930
Attendants/Companions	26,897	
Other		42,437
TOTAL (%Total)	398,270 (65%)	217,750 (35%)

HEARST COMMUNITY TRANSPORTATION

Contact: Mr. Martin Alary
 Title: Community Bus Co-ordinator
 Telephone: (705) 362-5279
 FAX: (705) 362-5051
 e-mail: martinalary@hotmail.com
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 6,953
 Service area (km²): 841.0
 Communities served: 1
 Service began: 1998
 Advisory Committee members: 12
 Eligibility Committee members: 7
NUMBER OF REGISTRANTS
 Wheelchair/Scooter Users: 34 (16%)
 Ambulatory: 172 (79%)
 Attendants/Companions: 11 (5%)
 Other:
 Note: * Eligibility Criteria: senior citizens aged 50 years and over physically disabled adults and youths.
 * Contract operator retained passenger revenue in 2004

ELIGIBILITY CRITERIA *
☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS	2004	2005	SERVICE HOURS/SCHEDULING		
Rev. Veh. Km. - Dedicated Service			Weekday: 0730 to 1630	Sunday:	
Tot. Veh. Km. - Dedicated Service			Saturday:	Holiday:	
Rev. Veh. Hr. - Dedicated Service			Advanced booking notice:	1 days	
Tot. Veh. Hr. - Dedicated Service			Minimum notice for reservation:		
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2005)	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	6,316	6,798	Cash		
Non-Dedicated Service			Adult	\$2.50	
TOTAL PASSENGERS	6,316	6,798	Child	\$2.50	
Subscription/Pre-booked	5%	5%	Student	\$2.50	
Reservation			Senior	\$2.50	
On-Demand/Day of trip	95%	95%	Attendant	\$2.50	
UNACCOMMODATED TRIPS			Companion	\$2.50	
NO-SHOWS/CANCELLED AT DOOR			Other		
NUMBER OF COMPLAINTS					
OPERATING EXPENSES			EMPLOYEE DATA (2005)	(Full-Time)	(Part-Time)
Administration	\$3,090	\$3,090	Operators		
Operations:			Other Operations (e.g. dispatchers)		
Internal - Dedicated Service			Maintenance		
Contract - Dedicated Service	\$30,900	\$42,258	General Administration		
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)			Union Affiliations: Operators:	N/A	
Fuel			Maintenance:	N/A	
TOTAL OPERATING EXPENSES	\$33,990	\$45,348	Top Operator Wage Rate:	\$10.00	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Top Mechanic Wage Rate:	\$20.00	
Passenger Revenue *		\$11,358			
Other Operating Revenue					
Total Operating Revenues		\$11,358			
Federal Contributions					
Provincial Contributions					
Municipal Contributions	\$24,290	\$24,290			
Donations / Other	\$9,700	\$9,700			
TOTAL	\$33,990	\$45,348			
CAPITAL EXPENSES			PERFORMANCE INDICATORS		
Vehicles Purchased			FINANCIAL	2004	2005
Debt Servicing			R/C Ratio		25%
Other Capital Expenses			Net Operating Cost / Capita	\$4.89	\$4.89
TOTAL CAPITAL EXPENSES			Total Exp. / Passenger	\$5.38	\$6.67
CAPITAL FUNDING SOURCES			Total Exp. / Eligible Passenger	\$5.48	\$6.81
Transit System			Transp. Exp. / Passenger		
Federal Contributions			Dedicated Service	\$4.89	\$6.22
Provincial Contributions			Non-Dedicated Service (e.g. Taxis)		
Municipal Contributions			Transp. Exp. / Hour (Dedicated Service)		
Donations / Other			OPERATING		
TOTAL CAPITAL FUNDING			Registrants / Capita	0.0292	0.0312
			Passengers / Capita	0.9084	0.9777
			Passengers / Registrant	31.11	31.33
			Passengers / Hour (Dedicated Service)		
			Km. / Passenger (Dedicated Service)		
			Average Speed (Dedicated Service)		

VEHICLE DATA (2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	12
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,439	
Wheelchair/Scooter Users	3,223	
Attendants/Companions	136	
Other		
TOTAL (%Total)	6,798 (100%)	(0%)

INGERSOLL

INGERSOLL PARATRANSIT SYSTEM

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

Dedicated Service operated by: 1 Private Contractor

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

Taxi Scrip Program available: NO

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

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 102 (23%)
Ambulatory: 303 (69%)
Attendants/Companions: 20 (5%)
Other: 14 (3%)

Note: * Other eligibility criteria: Visually impaired

* Non-dedicated service contract included expenses for dedicated service in 2004.

* Employment statistics are not available from contractor.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

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

2004 2005

SERVICE HOURS/SCHEDULING *

Weekday: 0800 to 2100 Sunday: 0800 to 1700
Saturday: 0800 to 2100 Holiday:
Advanced booking notice: 1 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service 1,465 1,397
Non-Dedicated Service 7,406 7,699
TOTAL PASSENGERS 8,871 9,096
Subscription/Pre-booked 2% 2%
Reservation 97% 97%
On-Demand/Day of trip 1% 1%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

4

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration \$24,473 \$30,414
Operations:
Internal - Dedicated Service
Contract - Dedicated Service \$15,018
Contract - Non-Dedicated Service * \$51,194 \$38,257
Contract - Taxi Scrip
Maintenance (Vehicles & Facilities)
Fuel

TOTAL OPERATING EXPENSES \$75,667 \$83,689

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$17,078 \$21,619
Other Operating Revenue

Total Operating Revenues \$17,078 \$21,619

Federal Contributions
Provincial Contributions \$13,466
Municipal Contributions \$42,478 \$59,470
Donations / Other \$2,645 \$2,600
TOTAL \$75,667 \$83,689

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005) *

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL 2004 2005
R/C Ratio 23% 26%
Net Operating Cost / Capita \$5.33 \$5.64
Total Exp. / Passenger \$8.53 \$9.20
Total Exp. / Eligible Passenger \$8.53 \$9.62
Transp. Exp. / Passenger
Dedicated Service \$10.75
Non-Dedicated Service (e.g. Taxis) * \$6.91 \$4.97
Transp. Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita 0.0286 0.0399
Passengers / Capita 0.8065 0.8269
Passengers / Registrant 28.16 20.72
Passengers / Hour (Dedicated Service)
Km. / Passenger (Dedicated Service)
Average Speed (Dedicated Service)

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,397*	7,299 *
Wheelchair/Scooter Users		
Attendants/Companions		
Other		400
TOTAL (%Total)	1,397 (15%)	7,699 (85%)

* Total for all categories

KAPUSKASING

KAP HANDI-TRANS

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

Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: YES

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

NUMBER OF REGISTRANTS

328

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

Note: * Other eligibility criteria includes visually impaired persons, developmentally handicapped persons, persons with invisible needs such as psychiatric needs.
 * Employment Statistics are not available from contractor.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

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

2004

2005

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1630 Sunday:
 Saturday: 1200 to 1500 Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Partially Computerized

PASSENGER DATA

	2004	2005
Dedicated Service	12,240	14,352
Non-Dedicated Service		
TOTAL PASSENGERS	12,240	14,352
Subscription/Pre-booked	78%	
Reservation	20%	
On-Demand/Day of trip	2%	

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

	2004	2005
Administration	\$3,611	\$10,802
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$52,735	\$70,630
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$18	\$10
Maintenance (Vehicles & Facilities)		\$3,531
Fuel		
TOTAL OPERATING EXPENSES	\$56,364	\$84,973

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2004	2005
Passenger Revenue	\$9,419	\$9,857
Other Operating Revenue		
Total Operating Revenues	\$9,419	\$9,857
Federal Contributions		
Provincial Contributions	\$9,761	\$29,283
Municipal Contributions	\$37,184	\$45,833
Donations / Other		
TOTAL	\$56,364	\$84,973

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005) *

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	17%	12%
Net Operating Cost / Capita	\$5.40	\$8.64
Total Exp. / Passenger	\$4.60	\$5.92
Total Exp. / Eligible Passenger	\$4.64	\$6.01
Transp. Exp. / Passenger		
Dedicated Service	\$4.31	\$5.17
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0212	0.0377
Passengers / Capita	1.4071	1.6498
Passengers / Registrant	66.52	43.76
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	3	9
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	11,423	
Wheelchair/Scooter Users	2,710	
Attendants/Companions	219	
Other		
TOTAL (%Total)	14,352 (100%)	(0%)

KAWARTHA LAKES (RURAL)

COMMUNITY CARE

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

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

NUMBER OF REGISTRANTS

790
 Wheelchair/Scooter Users: 434 (55%)
 Ambulatory: 158 (20%)
 Attendants/Companions:
 Other: 198 (25%)

Note: * Other eligibility criteria: Stretcher transfers
 * Fare Structure: Senior & Special Needs 35¢/km, Companion ½ price
 total fare if attendance goes as well, 35¢/km for out-of-town, \$10 flat
 fee for in town.
 * Holiday service hours: By request and driver availability.

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	205,594	263,939
Tot. Veh. Km. - Dedicated Service	205,594	263,939
Rev. Veh. Hr. - Dedicated Service	4,576	4,680
Tot. Veh. Hr. - Dedicated Service	4,576	4,680
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	7,416	7,947
Non-Dedicated Service		
TOTAL PASSENGERS	7,416	7,947
Subscription/Pre-booked	30%	35%
Reservation	55%	50%
On-Demand/Day of trip	15%	15%
UNACCOMMODATED TRIPS	35	100
NO-SHOWS/CANCELLED AT DOOR	275	302
NUMBER OF COMPLAINTS	4	2

OPERATING EXPENSES

Administration	\$96,462	\$122,339
Operations:		
Internal - Dedicated Service	\$80,462	\$93,451
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,432	\$27,209
Fuel	\$23,898	\$40,952
TOTAL OPERATING EXPENSES	\$215,254	\$283,951

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$121,388	\$145,447
Other Operating Revenue		
Total Operating Revenues	\$121,388	\$145,447
Federal Contributions		
Provincial Contributions	\$32,134	\$62,501
Municipal Contributions	\$49,437	\$67,807
Donations / Other	\$12,295	\$8,196
TOTAL	\$215,254	\$283,951

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		\$19,468
TOTAL CAPITAL EXPENSES		\$19,468

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$19,468
Municipal Contributions		
Donations / Other		
TOTAL CAPITAL FUNDING		\$19,468

FARE STRUCTURE (2005) *

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

2 4

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

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

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	56%	51%
Net Operating Cost / Capita	\$1.30	\$1.92
Total Exp. / Passenger	\$29.03	\$35.73
Total Exp. / Eligible Passenger	\$30.39	\$38.01
Transp. Exp. / Passenger		
Dedicated Service	\$16.02	\$20.34
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$25.96	\$34.53
OPERATING		
Registrants / Capita	0.0137	0.0110
Passengers / Capita	0.1030	0.1104
Passengers / Registrant	7.54	10.06
Passengers / Hour (Dedicated Service)	1.62	1.70
Km. / Passenger (Dedicated Service)	27.72	33.21
Average Speed (Dedicated Service)	44.93	56.40

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars	1	1	N/A 5
Accessible Vans/Minivans	3	3	2 2
Small Buses			
Other			
TOTAL DED. VEHICLES	4	4	N/A N/A
Accessible taxis			

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	1,192	
Wheelchair/Scooter Users	6,278	
Attendants/Companions		
Other	477	
TOTAL (%Total)	7,947 (100%)	(0%)

KAWARTHA LAKES (URBAN)

CITY OF KAWARTHA LAKES LIMO SERVICE

Contact: Ms. Brenda Greer
 Title: Administrative Assistant
 Telephone: (705) 324-5301
 FAX: (705) 324-1155
 e-mail: bgreer@city.kawarthalakes.on.ca

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

NUMBER OF REGISTRANTS

960
 Wheelchair/Scooter Users: 349 (36%)
 Ambulatory: 229 (24%)
 Attendants/Companions: 382 (40%)
 Other:

Note: * The financial data had been consolidated with conventional transit services and reported on the Ontario Urban Transit Fact Book.

ELIGIBILITY CRITERIA

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

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	2,340	2,340
Tot. Veh. Hr. - Dedicated Service	2,340	2,340
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	7,042	7,246
Non-Dedicated Service		
TOTAL PASSENGERS	7,042	7,246
Subscription/Pre-booked	80%	75%
Reservation	10%	20%
On-Demand/Day of trip	10%	5%
UNACCOMMODATED TRIPS	500	40
NO-SHOWS/CANCELLED AT DOOR	50	10
NUMBER OF COMPLAINTS		25

OPERATING EXPENSES

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

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

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

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$16.82
 Top Mechanic Wage Rate: \$21.53

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio
 Net Operating Cost / Capita
 Total Exp. / Passenger
 Total Exp. / Eligible Passenger
 Transp. Exp. / Passenger
 Dedicated Service
 Non-Dedicated Service (e.g. Taxis)
 Transp. Exp. / Hour (Dedicated Service)

OPERATING

	2004	2005
Registrants / Capita	0.0452	0.0533
Passengers / Capita	0.3912	0.4026
Passengers / Registrant	8.66	7.55
Passengers / Hour (Dedicated Service)	3.01	3.10
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	7,246*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	7,246 (100%)	(0%)
* Total for all categories		

KENORA

KENORA HANDI-TRANSIT

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

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

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 138 (40%)
Ambulatory: 206 (60%)
Attendants/Companions:
Other:

Note: * Other eligibility criteria: Doctor's recommendation.

* Service hours: Extended for Sunday & Holiday service or evening service only provided if minimum of 4 clients are prebooked.

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	56,299	52,641
Tot. Veh. Km. - Dedicated Service	56,299	53,733
Rev. Veh. Hr. - Dedicated Service	3,914	4,067
Tot. Veh. Hr. - Dedicated Service	3,914	4,249
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	6,593	6,341
Non-Dedicated Service		
TOTAL PASSENGERS	6,593	6,341
Subscription/Pre-booked	60%	91%
Reservation	38%	8%
On-Demand/Day of trip	2%	1%
UNACCOMMODATED TRIPS	52	28
NO-SHOWS/CANCELLED AT DOOR	24	25
NUMBER OF COMPLAINTS	2	

OPERATING EXPENSES

Administration	\$29,880	\$30,475
Operations:		
Internal - Dedicated Service	\$62,189	\$67,986
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$13,330	\$13,206
Fuel	\$11,781	\$14,376
TOTAL OPERATING EXPENSES	\$117,180	\$126,043

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$54,179	\$49,041
Other Operating Revenue		
Total Operating Revenues	\$54,179	\$49,041
Federal Contributions		
Provincial Contributions	\$44,384	
Municipal Contributions	\$21,426	\$72,171
Donations / Other	\$2,700	\$3,100
TOTAL	\$122,689	\$124,312

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

Transit System	\$37,346
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$5,493
Donations / Other	\$994
TOTAL CAPITAL FUNDING	\$43,833

SERVICE HOURS/SCHEDULING *

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

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES 1 2

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

Top Operator Wage Rate: \$14.20
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	46%	39%
Net Operating Cost / Capita	\$3.94	\$4.81
Total Exp. / Passenger	\$17.77	\$19.88
Total Exp. / Eligible Passenger	\$18.14	\$20.36
Transp. Exp. / Passenger		
Dedicated Service	\$13.24	\$15.07
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$22.30	\$22.49
OPERATING		
Registrants / Capita	0.0192	0.0215
Passengers / Capita	0.4121	0.3963
Passengers / Registrant	21.48	18.43
Passengers / Hour (Dedicated Service)	1.68	1.56
Km. / Passenger (Dedicated Service)	8.54	8.30
Average Speed (Dedicated Service)	14.38	12.94

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,455	
Wheelchair/Scooter Users	4,736	
Attendants/Companions	150	
Other		
TOTAL (%Total)	6,341 (100%)	(0%)

KINGSTON

KINGSTON ACCESS SERVICES

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

Population served: 116,000
Service area (km²): 447.0
Communities served: 1
Service began: 1967
Advisory Committee members: 11
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

3,135
Wheelchair/Scooter Users: 2,245 (72%)
Ambulatory: 890 (28%)
Attendants/Companions:
Other:

Note: * Service is available on Christmas Day.

ELIGIBILITY CRITERIA

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

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	543,527	567,429
Tot. Veh. Km. - Dedicated Service	573,739	596,943
Rev. Veh. Hr. - Dedicated Service	27,448	28,796
Tot. Veh. Hr. - Dedicated Service	29,606	30,996
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	82,387	82,458
Non-Dedicated Service	1,767	1,613
TOTAL PASSENGERS	84,154	84,071
Subscription/Pre-booked	58%	65%
Reservation	40%	33%
On-Demand/Day of trip	2%	2%
UNACCOMMODATED TRIPS	2,685	3,135
NO-SHOWS/CANCELLED AT DOOR	1,249	1,393
NUMBER OF COMPLAINTS	16	18

OPERATING EXPENSES

Administration	\$291,260	\$285,173
Operations:		
Internal - Dedicated Service	\$1,114,283	\$1,133,273
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$14,820	\$9,119
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$112,109	\$113,629
Fuel	\$97,754	\$138,710
TOTAL OPERATING EXPENSES	\$1,630,226	\$1,679,904

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$152,688	\$168,460
Other Operating Revenue	\$164,430	\$172,800
Total Operating Revenues	\$317,118	\$341,260
Federal Contributions		
Provincial Contributions		\$42,178
Municipal Contributions	\$1,313,108	\$1,271,195
Donations / Other		\$25,272
TOTAL	\$1,630,226	\$1,679,905

CAPITAL EXPENSES

Vehicles Purchased	\$320,000	\$297,102
Debt Servicing		
Other Capital Expenses	\$3,207	
TOTAL CAPITAL EXPENSES	\$323,207	\$297,102

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$107,735	\$98,934
Municipal Contributions	\$215,472	\$198,168
Donations / Other		
TOTAL CAPITAL FUNDING	\$323,207	\$297,102

SERVICE HOURS/SCHEDULING *

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

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	15	6
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	6	2
Other		
TOTAL NUMBER OF EMPLOYEES	21	8

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

Top Operator Wage Rate: \$16.31
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	19%	20%
Net Operating Cost / Capita	\$11.32	\$11.54
Total Exp. / Passenger	\$19.37	\$19.98
Total Exp. / Eligible Passenger	\$21.64	\$22.50
Transp. Exp. / Passenger		
Dedicated Service	\$16.07	\$16.80
Non-Dedicated Service (e.g. Taxis)	\$8.39	\$5.65
Transp. Exp. / Hour (Dedicated Service)	\$44.73	\$44.70
OPERATING		
Registrants / Capita	0.0330	0.0270
Passengers / Capita	0.7255	0.7248
Passengers / Registrant	21.96	26.82
Passengers / Hour (Dedicated Service)	3.00	2.86
Km. / Passenger (Dedicated Service)	6.60	6.88
Average Speed (Dedicated Service)	19.80	19.71

VEHICLE DATA (2005)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1		8
Small Buses	19	16	6	4
Other				
TOTAL DED. VEHICLES	20	17	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	26,695	1,613
Wheelchair/Scooter Users	46,364	
Attendants/Companions	9,399	
Other		
TOTAL (%Total)	82,458 (98%)	1,613 (2%)

KITCHENER-WATERLOO

GRT MOBILITY PLUS - NORTH

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

Population served: 322,100
Service area (km²): 203.0
Communities served: 2
Service began: 1973
Advisory Committee members: 12
Eligibility Committee members: 5

NUMBER OF REGISTRANTS

4,020
Wheelchair/Scooter Users: 1,708 (42%)
Ambulatory: 2,312 (58%)
Attendants/Companions:
Other:

Note: * The registrants can use GRT MobilityPLUS registration cards access to the TaxiSCRIP program and complementary rides on GRT conventional routes. In 2005, it recorded registrants took 45,358 trips in regular buses.

ELIGIBILITY CRITERIA

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

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

VEHICLE KILOMETRES & HOURS	2004	2005
Rev. Veh. Km. - Dedicated Service	797,130	848,681
Tot. Veh. Km. - Dedicated Service	813,736	866,361
Rev. Veh. Hr. - Dedicated Service	35,531	38,806
Tot. Veh. Hr. - Dedicated Service	39,970	43,654
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.	10,526	5,628

PASSENGER DATA

Dedicated Service	92,951	99,098
Non-Dedicated Service	83,107	65,626
TOTAL PASSENGERS	176,058	164,724
Subscription/Pre-booked	50%	50%
Reservation	45%	45%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	560	640
NO-SHOWS/CANCELLED AT DOOR	4,798	4,069
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$467,036	\$561,062
Operations:		
Internal - Dedicated Service	\$2,415,489	\$2,318,597
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$729,294	\$617,274
Contract - Taxi Scrip	\$115,039	\$154,438
Maintenance (Vehicles & Facilities)	\$238,022	\$383,096
Fuel	\$151,265	\$186,288
TOTAL OPERATING EXPENSES	\$4,116,145	\$4,220,755

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$295,898	\$255,458
Other Operating Revenue	\$204,618	\$81,001
Total Operating Revenues	\$500,516	\$336,459
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$3,615,629	\$3,884,296
Donations / Other		
TOTAL	\$4,116,145	\$4,220,755

CAPITAL EXPENSES

Vehicles Purchased	\$247,641	\$171,930
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$247,641	\$171,930

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$82,464	
Municipal Contributions	\$165,177	\$171,930
Donations / Other		
TOTAL CAPITAL FUNDING	\$247,641	\$171,930

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	22	10
Other Operations (e.g. dispatchers)	3	6
Maintenance		
General Administration	8	1
Other		

TOTAL NUMBER OF EMPLOYEES 33 17

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

Top Operator Wage Rate: \$21.46
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2004	2005
R/C Ratio	12%	8%
Net Operating Cost / Capita	\$11.46	\$12.06
Total Exp. / Passenger	\$23.38	\$25.62
Total Exp. / Eligible Passenger	\$27.76	\$30.85
Transp. Exp. / Passenger		
Dedicated Service	\$30.17	\$29.14
Non-Dedicated Service (e.g. Taxis)	\$10.16	\$11.76
Transp. Exp. / Hour (Dedicated Service)	\$70.17	\$66.16

OPERATING

Registrants / Capita	0.0133	0.0125
Passengers / Capita	0.5579	0.5114
Passengers / Registrant	41.85	40.98
Passengers / Hour (Dedicated Service)	2.62	2.55
Km. / Passenger (Dedicated Service)	8.58	8.56
Average Speed (Dedicated Service)	22.43	21.87

PASSENGER STATISTICS (2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	54,970	38,665
Wheelchair/Scooter Users	36,647	6,520
Attendants/Companions	7,481	
Other		20,441
TOTAL (%Total)	99,098 (60%)	65,626 (40%)

VEHICLE DATA (2005)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	18	15	5	7
Small Buses				
Other				
TOTAL DED. VEHICLES	18	15	N/A	N/A
Accessible taxis	3			

LAKESHORE

LAKESHORE COMMUNITY SERVICES

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

Population served: 35,000
Service area (km²): 530.7
Communities served: 1
Service began: 1987
Advisory Committee members: 10
Eligibility Committee members: 10

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 10 (7%)
Ambulatory: 109 (81%)
Attendants/Companions: 15 (11%)
Other:

Note: * Other eligibility criteria: 55 and over or with a disability.

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service		45,181
Tot. Veh. Km. - Dedicated Service		45,181
Rev. Veh. Hr. - Dedicated Service		2,169
Tot. Veh. Hr. - Dedicated Service		2,169
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	3,935	4,545
Non-Dedicated Service		
TOTAL PASSENGERS	3,935	4,545
Subscription/Pre-booked	100%	50%
Reservation		25%
On-Demand/Day of trip		25%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 175

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$18,403	\$26,529
Operations:		
Internal - Dedicated Service	\$43,653	\$37,469
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,637	\$4,329
Fuel	\$7,406	\$10,133
TOTAL OPERATING EXPENSES	\$78,099	\$78,460

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,958	\$19,508
Other Operating Revenue	\$510	
Total Operating Revenues	\$17,468	\$19,508
Federal Contributions		
Provincial Contributions	\$58,132	\$61,095
Municipal Contributions		
Donations / Other	\$1,289	\$971
TOTAL	\$76,889	\$81,574

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 1800 Sunday:
Saturday: Holiday:
Advanced booking notice: 1 days
Minimum notice for reservation: 2.0 hours
Reservations/Scheduling: Partially Computerized

FARE STRUCTURE (2005) *

Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		
Child		
Student		
Senior		
Attendant	free	
Companion		
Other	Fare Ranges from \$8-\$15	

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

3 1

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

Top Operator Wage Rate: \$14.60
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2004	2005
R/C Ratio	22%	25%
Net Operating Cost / Capita	\$2.25	\$1.68
Total Exp. / Passenger	\$19.85	\$17.26
Total Exp. / Eligible Passenger	\$20.42	\$18.02
Transp. Exp. / Passenger		
Dedicated Service	\$15.17	\$11.43
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		\$23.94
OPERATING		
Registrants / Capita	0.0033	0.0038
Passengers / Capita	0.1457	0.1299
Passengers / Registrant	43.72	33.92
Passengers / Hour (Dedicated Service)		2.10
Km. / Passenger (Dedicated Service)		9.94
Average Speed (Dedicated Service)		20.83

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	2	10
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,021	
Wheelchair/Scooter Users	332	
Attendants/Companions	192	
Other		
TOTAL (%Total)	4,545 (100%)	(0%)

LANARK COUNTY

LANARK TRANSPORTATION ASSOCIATION

Contact: Ms. Sophia Hanafi
 Title: Coordinator
 Telephone: (613) 253-8265
 FAX: (613) 253-8045
 e-mail: ctytranspo@superaje.com

Population served: 62,500
 Service area (km²): 2,979.0
 Communities served: 8
 Service began: 1995
 Advisory Committee members: 6
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

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

ELIGIBILITY CRITERIA

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

Note: * Other eligibility criteria: ODSP and Ontario Works clients.
 * The cost of our clients is covered primarily by other social service agencies. Our usual breakdown follows: Ontario Disability Support Program (60% of our rides) and Ontario Works (15%). Independents, including those requiring wheelchair transport (10%) make up the balance.

VEHICLE KILOMETRES & HOURS	2004	2005	SERVICE HOURS/SCHEDULING		
Rev. Veh. Km. - Dedicated Service			Weekday:	0730 to 1930	Sunday:
Tot. Veh. Km. - Dedicated Service			Saturday:		Holiday:
Rev. Veh. Hr. - Dedicated Service			Advanced booking notice:		
Tot. Veh. Hr. - Dedicated Service			Minimum notice for reservation:	1.0 hours	
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2005)	Tickets/Cards	
Dedicated Service		3,243	Cash	(unit price)	Monthly Pass
Non-Dedicated Service			Adult		
TOTAL PASSENGERS		3,243	Child		
Subscription/Pre-booked		20%	Student		
Reservation		79%	Senior		
On-Demand/Day of trip		1%	Attendant		
UNACCOMMODATED TRIPS		120	Companion		
NO-SHOWS/CANCELLED AT DOOR		120	Other	fare varies by distance	
NUMBER OF COMPLAINTS					
OPERATING EXPENSES			EMPLOYEE DATA (2005)	(Full-Time)	(Part-Time)
Administration		\$33,020	Operators		8
Operations:			Other Operations (e.g. dispatchers)		2
Internal - Dedicated Service		\$74,727	Maintenance		
Contract - Dedicated Service			General Administration		1
Contract - Non-Dedicated Service		\$1,565	Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		11
Maintenance (Vehicles & Facilities)		\$8,871	Union Affiliations: Operators:	N/A	
Fuel		\$9,971	Maintenance:	N/A	
TOTAL OPERATING EXPENSES		\$128,154	Top Operator Wage Rate:	\$12.50	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Top Mechanic Wage Rate:		
Passenger Revenue		\$39,149			
Other Operating Revenue					
Total Operating Revenues		\$39,149	PERFORMANCE INDICATORS		
Federal Contributions				2004	2005
Provincial Contributions			FINANCIAL		
Municipal Contributions		\$89,000	R/C Ratio		31%
Donations / Other		\$5	Net Operating Cost / Capita		\$1.42
TOTAL		\$128,154	Total Exp. / Passenger		\$39.52
CAPITAL EXPENSES			Total Exp. / Eligible Passenger		\$54.67
Vehicles Purchased			Transp. Exp. / Passenger		
Debt Servicing			Dedicated Service		\$28.85
Other Capital Expenses			Non-Dedicated Service (e.g. Taxis)		
TOTAL CAPITAL EXPENSES			Transp. Exp. / Hour (Dedicated Service)		
CAPITAL FUNDING SOURCES			OPERATING		
Transit System			Registrants / Capita		
Federal Contributions			Passengers / Capita		0.0519
Provincial Contributions			Passengers / Registrant		
Municipal Contributions			Passengers / Hour (Dedicated Service)		
Donations / Other			Km. / Passenger (Dedicated Service)		
TOTAL CAPITAL FUNDING			Average Speed (Dedicated Service)		

VEHICLE DATA (2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2	1	3
Small Buses				
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,112	
Wheelchair/Scooter Users	232	
Attendants/Companions	899	
Other		
TOTAL (%Total)	3,243 (100%)	(0%)

LEAMINGTON

ERIE SHORE COMMUNITY TRANSIT

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

Population served: 48,000
Service area (km²): 511.0
Communities served: 3
Service began: 1991
Advisory Committee members: 10
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

339
Wheelchair/Scooter Users: 90 (27%)
Ambulatory: 220 (65%)
Attendants/Companions: 29 (9%)
Other:

Note: * Service hours exception: After service hours, special occasion services are available on cost-recovery basis.

ELIGIBILITY CRITERIA

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

☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	105,801	101,398
Tot. Veh. Km. - Dedicated Service	105,801	101,398
Rev. Veh. Hr. - Dedicated Service	5,512	5,408
Tot. Veh. Hr. - Dedicated Service	5,512	5,408
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	10,659	9,942
Non-Dedicated Service		
TOTAL PASSENGERS	10,659	9,942
Subscription/Pre-booked	20%	20%
Reservation	70%	70%
On-Demand/Day of trip	10%	10%
UNACCOMMODATED TRIPS	32	30
NO-SHOWS/CANCELLED AT DOOR	64	59
NUMBER OF COMPLAINTS	10	10

OPERATING EXPENSES

Administration	\$22,618	\$33,467
Operations:		
Internal - Dedicated Service	\$149,958	\$157,057
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$31,066	\$30,636
Fuel	\$15,430	\$22,323
TOTAL OPERATING EXPENSES	\$219,072	\$243,483

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$48,148	\$43,987
Other Operating Revenue		
Total Operating Revenues	\$48,148	\$43,987
Federal Contributions		
Provincial Contributions	\$147,613	\$140,774
Municipal Contributions	\$23,311	\$22,797
Donations / Other		\$3,913
TOTAL	\$219,072	\$211,471

CAPITAL EXPENSES

Vehicles Purchased		\$86,115
Debt Servicing		
Other Capital Expenses	\$4,600	
TOTAL CAPITAL EXPENSES	\$4,600	\$86,115

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$4,600	\$70,115
Donations / Other		\$16,000
TOTAL CAPITAL FUNDING	\$4,600	\$86,115

SERVICE HOURS/SCHEDULING *

Weekday: 0700 to 1700 Sunday: 1000 to 1300
Saturday: 1000 to 1300 Holiday: 0900 to 1530
Advanced booking notice: 2 days
Minimum notice for reservation: 48.0 hours
Reservations/Scheduling: Partially Computerized

FARE STRUCTURE (2005) *

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

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	2	5
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other	1	
TOTAL NUMBER OF EMPLOYEES	3	5

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

Top Operator Wage Rate: \$12.26
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	22%	18%
Net Operating Cost / Capita	\$3.72	\$4.16
Total Exp. / Passenger	\$20.55	\$24.49
Total Exp. / Eligible Passenger	\$22.70	\$26.80
Transp. Exp. / Passenger		
Dedicated Service	\$18.43	\$21.12
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$35.64	\$38.83
OPERATING		
Registrants / Capita	0.0105	0.0071
Passengers / Capita	0.2317	0.2071
Passengers / Registrant	22.02	29.33
Passengers / Hour (Dedicated Service)	1.93	1.84
Km. / Passenger (Dedicated Service)	9.93	10.20
Average Speed (Dedicated Service)	19.19	18.75

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	6,437	
Wheelchair/Scooter Users	2,647	
Attendants/Companions	858	
Other		
TOTAL (%Total)	9,942 (100%)	(0%)

LONDON

LONDON TRANSIT SPECIALIZED

Contact: Ms. Kelly Paleczny
Title: Director of Finance & Administration
Telephone: (519) 451-1340 x366
FAX: (519) 451-0153
e-mail: kpaleczn@london.ca

Population served: 351,800
Service area (km²): 416.0
Communities served: 1
Service began: 1977

Advisory Committee members: 6
Eligibility Committee members: N/A
Note: * Other Operating Revenue in 2004 was one-time registration fees.

NUMBER OF REGISTRANTS
2,390
Wheelchair/Scooter Users: 1,266 (53%)
Ambulatory: 1,124 (47%)
Attendants/Companions:
Other:

Dedicated Service operated by: 1 Private Contractor
Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies
Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS		2004	2005	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0700 to 2330	Sunday: 0830 to 2330
Tot. Veh. Km. - Dedicated Service				Saturday: 0830 to 2330	Holiday: 0830 to 2330
Rev. Veh. Hr. - Dedicated Service		65,737	66,469	Advanced booking notice: 3 days	
Tot. Veh. Hr. - Dedicated Service		65,737	66,469	Minimum notice for reservation: 1.0 hours	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling: Fully Computerized	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2005)	
Dedicated Service		154,785	160,923	Cash	Tickets/Cards
Non-Dedicated Service		17,589	17,821		(unit price)
TOTAL PASSENGERS		172,374	178,745		Monthly Pass
Subscription/Pre-booked		36%	34%	Adult \$2.50	\$1.65
Reservation		59%	60%	Child \$1.25	\$0.95
On-Demand/Day of trip		5%	6%	Student \$2.50	\$1.34
UNACCOMMODATED TRIPS		626	2,024	Senior \$2.50	\$1.25
NO-SHOWS/CANCELLED AT DOOR		2,913	2,969	Attendant \$2.50	\$52.00
NUMBER OF COMPLAINTS		104	74	Companion \$2.50	
				Other tuition pass; blind pass	
OPERATING EXPENSES				EMPLOYEE DATA (2005)	
Administration		\$482,466	\$479,629		(Full-Time)
Operations:				Operators	(Part-Time)
Internal - Dedicated Service			\$56,000	Other Operations (e.g. dispatchers)	2
Contract - Dedicated Service		\$2,023,340	\$2,033,230	Maintenance	
Contract - Non-Dedicated Service		\$170,794	\$146,248	General Administration	5
Contract - Taxi Scrip				Other	
Maintenance (Vehicles & Facilities)				TOTAL NUMBER OF EMPLOYEES	7
Fuel				Union Affiliations:	
TOTAL OPERATING EXPENSES		\$2,676,600	\$2,715,107	Operators: N/A	
				Maintenance: N/A	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate:	
Passenger Revenue		\$281,164	\$287,907	Top Mechanic Wage Rate:	
Other Operating Revenue *		\$28,436			
Total Operating Revenues		\$309,600	\$287,907		
Federal Contributions					
Provincial Contributions			\$15,000		
Municipal Contributions		\$2,367,000	\$2,412,200		
Donations / Other					
TOTAL		\$2,676,600	\$2,715,107		
CAPITAL EXPENSES					
Vehicles Purchased					
Debt Servicing					
Other Capital Expenses					
TOTAL CAPITAL EXPENSES					
CAPITAL FUNDING SOURCES					
Transit System					
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Donations / Other					
TOTAL CAPITAL FUNDING					

PERFORMANCE INDICATORS

FINANCIAL	2004	2005
R/C Ratio	12%	11%
Net Operating Cost / Capita	\$6.67	\$6.90
Total Exp. / Passenger	\$15.53	\$15.19
Total Exp. / Eligible Passenger	\$17.11	\$16.87
Transp. Exp. / Passenger		
Dedicated Service	\$13.07	\$12.98
Non-Dedicated Service (e.g. Taxis)	\$9.71	\$8.21
Transp. Exp. / Hour (Dedicated Service)	\$30.78	\$31.43
OPERATING		
Registrants / Capita	0.0062	0.0068
Passengers / Capita	0.4856	0.5081
Passengers / Registrant	78.57	74.79
Passengers / Hour (Dedicated Service)	2.35	2.42
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2005)		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars	4	4	N/A	4
Accessible Vans/Minivans				
Small Buses	20	20	4	4
Other	1	1		10
TOTAL DED. VEHICLES	25	25	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	73,664	8,407
Wheelchair/Scooter Users	70,776	8,078
Attendants/Companions	16,483	1,336
Other		
TOTAL (%Total)	160,923 (90%)	17,821 (10%)

MEAFORD

GEORGIAN HANDI VAN

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

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

Population served: 10,000
Service area (km²): 400.0
Communities served: 1
Service began: 1990
Advisory Committee members: 8
Eligibility Committee members: 2

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 25 (10%)
Ambulatory: 230 (90%)
Attendants/Companions:
Other:
Note: * Summer hours: 0900 to 1700 hrs.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	40,000	40,000
Tot. Veh. Km. - Dedicated Service	40,000	40,000
Rev. Veh. Hr. - Dedicated Service	1,200	1,200
Tot. Veh. Hr. - Dedicated Service	1,200	2,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	5,271	5,615
Non-Dedicated Service		
TOTAL PASSENGERS	5,271	5,615
Subscription/Pre-booked	25%	25%
Reservation	70%	70%
On-Demand/Day of trip	5%	5%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$1,343	\$80
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$38,799	\$38,528
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,607	\$7,485
Fuel	\$5,533	\$7,253
TOTAL OPERATING EXPENSES	\$52,282	\$53,346

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,328	\$9,068
Other Operating Revenue	\$18,554	\$17,060
Total Operating Revenues	\$26,882	\$26,128
Federal Contributions		
Provincial Contributions		\$18,830
Municipal Contributions	\$15,400	\$8,388
Donations / Other	\$10,000	
TOTAL	\$52,282	\$53,346

CAPITAL EXPENSES

Vehicles Purchased		\$183,675
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$183,675

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$81,155
Municipal Contributions		\$42,520
Donations / Other		\$60,000
TOTAL CAPITAL FUNDING		\$183,675

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
Saturday: Holiday:
Advanced booking notice: 14 days
Minimum notice for reservation: 8.0 hours
Reservations/Scheduling: Manual

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	51%	49%
Net Operating Cost / Capita	\$2.54	\$2.72
Total Exp. / Passenger	\$9.92	\$9.50
Total Exp. / Eligible Passenger	\$10.61	\$10.43
Transp. Exp. / Passenger		
Dedicated Service	\$9.66	\$9.49
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$42.45	\$26.63
OPERATING		
Registrants / Capita	0.0246	0.0255
Passengers / Capita	0.5271	0.5615
Passengers / Registrant	21.43	22.02
Passengers / Hour (Dedicated Service)	4.39	4.68
Km. / Passenger (Dedicated Service)	7.59	7.12
Average Speed (Dedicated Service)	33.33	33.33

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,423	
Wheelchair/Scooter Users	1,690	
Attendants/Companions	502	
Other		
TOTAL (%Total)	5,615 (100%)	(0%)

DISABLED TRANSIT SERVICE

Contact: Ms. Charlene Sharpe
 Title: Transit Coordinator
 Telephone: (905) 878-7252 x2548
 FAX: (905) 864-3222
 e-mail: charlene.sharpe@milton.ca

Population served: 54,000
 Service area (km²): 380.0
 Communities served: 1
 Service began: 1980
 Advisory Committee members: 4
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 36 (9%)
 Ambulatory: 341 (81%)
 Attendants/Companions: 43 (10%)
 Other:

Dedicated Service operated by: 1 Private Contractor

Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies

Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

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

2004

2005

SERVICE HOURS/SCHEDULING

Weekday: 0730 to 1730 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 7 days
 Minimum notice for reservation:
 Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service 5,693 4,789
 Non-Dedicated Service 982
TOTAL PASSENGERS 5,693 5,771

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

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration \$1,162
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$147,830
 Contract - Non-Dedicated Service \$8,537
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES \$144,338 \$157,529

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$14,625
 Other Operating Revenue
Total Operating Revenues \$14,625

Federal Contributions
 Provincial Contributions
 Municipal Contributions \$144,338 \$142,904
 Donations / Other
TOTAL \$144,338 \$157,529

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING**FARE STRUCTURE (2005)**

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child	\$3.00		
Student	\$3.00		
Senior	\$3.00		
Attendant	\$3.00		
Companion	\$3.00		
Other	over 5km, \$5; out of town, \$20		

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio		9%
Net Operating Cost / Capita	\$2.67	\$2.65
Total Exp. / Passenger	\$25.35	\$27.30
Total Exp. / Eligible Passenger	\$25.35	\$27.30
Transp. Exp. / Passenger		
Dedicated Service		\$30.87
Non-Dedicated Service (e.g. Taxis)		\$8.69
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0092	0.0078
Passengers / Capita	0.1054	0.1069
Passengers / Registrant	11.45	13.74
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

**VEHICLE DATA
(2005)**

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

**PASSENGER STATISTICS
(2005)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	4,789*	982*
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	4,789 (83%)	982 (17%)
* Total for all categories		

NIAGARA FALLS

NIAGARA CHAIR-A-VAN

Contact: Mr. Terry Librock
Title: GM / Secretary Treasurer
Telephone: (905) 356-1179
FAX: (905) 356-5576
e-mail: tlibrock@niagaratransit.com

Population served: 80,000
Service area (km²): 212.0
Communities served: 1
Service began: 1977
Advisory Committee members: 7
Eligibility Committee members: 2

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 450 (55%)
Ambulatory: 368 (45%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	114,779	121,600
Tot. Veh. Km. - Dedicated Service	114,779	121,600
Rev. Veh. Hr. - Dedicated Service	6,620	6,337
Tot. Veh. Hr. - Dedicated Service	6,620	6,337
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	15,287	16,277
Non-Dedicated Service		
TOTAL PASSENGERS	15,287	16,277
Subscription/Pre-booked	15%	15%
Reservation	82%	82%
On-Demand/Day of trip	3%	3%
UNACCOMMODATED TRIPS	346	288
NO-SHOWS/CANCELLED AT DOOR	93	103
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$14,776	\$15,600
Operations:		
Internal - Dedicated Service	\$222,839	\$223,953
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$34,063	\$46,921
Fuel	\$24,883	\$32,413
TOTAL OPERATING EXPENSES	\$296,561	\$318,887

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$33,612	\$36,548
Other Operating Revenue		
Total Operating Revenues	\$33,612	\$36,548
Federal Contributions		
Provincial Contributions		\$8,700
Municipal Contributions	\$262,949	\$273,639
Donations / Other		
TOTAL	\$296,561	\$318,887

CAPITAL EXPENSES

Vehicles Purchased	\$74,658	\$83,504
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$74,658	\$83,504

CAPITAL FUNDING SOURCES

Transit System	\$48,058	
Federal Contributions		
Provincial Contributions	\$24,600	\$83,504
Municipal Contributions		
Donations / Other	\$2,000	
TOTAL CAPITAL FUNDING	\$74,658	\$83,504

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1930 Sunday: 0900 to 1900
Saturday: 0900 to 2300 Holiday: 0900 to 1900
Advanced booking notice: 2 days
Minimum notice for reservation: 48.0 hours
Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$2.20	
Child	\$2.25	\$2.20	
Student	\$2.25	\$2.20	
Senior	\$2.25	\$2.20	
Attendant	\$2.25	\$2.20	
Companion	\$2.25	\$2.20	
Other			

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	3	4
Other Operations (e.g. dispatchers)	1	1
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

4 5

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

Top Operator Wage Rate: \$18.82
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$3.29	\$3.53
Total Exp. / Passenger	\$19.40	\$19.59
Total Exp. / Eligible Passenger	\$19.40	\$19.59
Transp. Exp. / Passenger		
Dedicated Service	\$18.43	\$18.63
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$42.57	\$47.86
OPERATING		
Registrants / Capita	0.0091	0.0102
Passengers / Capita	0.1911	0.2035
Passengers / Registrant	20.94	19.90
Passengers / Hour (Dedicated Service)	2.31	2.57
Km. / Passenger (Dedicated Service)	7.51	7.47
Average Speed (Dedicated Service)	17.34	19.19

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	16,277*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	16,277 (100%)	(0%)
* Total for all categories		

NORTH BAY

NORTH BAY PARA BUS

Contact: Ms. Alice Radley
Title: Executive Director
Telephone: (705) 476-0733
FAX: (705) 476-9287
e-mail: aradley@phara.org

Population served: 56,000
Service area (km²): 87.0
Communities served: 1
Service began: 1982
Advisory Committee members: N/A
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

1,648
Wheelchair/Scooter Users: 637 (39%)
Ambulatory: 1,011 (61%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	171,419	178,690
Tot. Veh. Km. - Dedicated Service	171,419	178,690
Rev. Veh. Hr. - Dedicated Service	11,077	10,160
Tot. Veh. Hr. - Dedicated Service	11,077	10,160
Non-Dedicated Service - Veh. Km.	29,484	36,427
Non-Dedicated Service - Veh. Hr.	1,559	2,455

PASSENGER DATA

Dedicated Service	35,568	36,532
Non-Dedicated Service	11,609	12,143
TOTAL PASSENGERS	47,177	48,675
Subscription/Pre-booked	61%	60%
Reservation		
On-Demand/Day of trip	39%	40%
UNACCOMMODATED TRIPS	26	31
NO-SHOWS/CANCELLED AT DOOR	199	252
NUMBER OF COMPLAINTS	3	

OPERATING EXPENSES

Administration	\$18,582	\$18,582
Operations:		
Internal - Dedicated Service		\$8,968
Contract - Dedicated Service	\$325,473	\$329,759
Contract - Non-Dedicated Service	\$70,200	\$101,030
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$109,072	\$125,999
Fuel	\$37,278	\$47,271
TOTAL OPERATING EXPENSES	\$560,605	\$631,609

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$63,580	\$66,433
Other Operating Revenue	\$32,272	\$49,132
Total Operating Revenues	\$95,852	\$115,565
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$464,753	\$527,270
Donations / Other		
TOTAL	\$560,605	\$642,835

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0730 to 2300 Sunday: 0830 to 1800
Saturday: 0830 to 2300 Holiday:
Advanced booking notice: 2 days
Minimum notice for reservation: 48.0 hours
Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$2.00	
Child	\$2.25	\$2.00	
Student	\$2.25	\$2.00	
Senior	\$2.25	\$2.00	
Attendant	\$2.25	\$2.00	
Companion	\$2.25	\$2.00	
Other			

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES 7 8

Union Affiliations: Operators: Teamsters Local 230
Maintenance: N/A

Top Operator Wage Rate: \$15.26
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	17%	18%
Net Operating Cost / Capita	\$8.30	\$9.22
Total Exp. / Passenger	\$11.88	\$12.98
Total Exp. / Eligible Passenger	\$13.50	\$14.68
Transp. Exp. / Passenger		
Dedicated Service	\$13.27	\$14.02
Non-Dedicated Service (e.g. Taxis)	\$6.05	\$8.32
Transp. Exp. / Hour (Dedicated Service)	\$42.59	\$50.39
OPERATING		
Registrants / Capita	0.0212	0.0294
Passengers / Capita	0.8424	0.8692
Passengers / Registrant	39.74	29.54
Passengers / Hour (Dedicated Service)	3.21	3.60
Km. / Passenger (Dedicated Service)	4.82	4.89
Average Speed (Dedicated Service)	15.48	17.59

	Dedicated Service	Non-Dedicated Service
PASSENGER STATISTICS (2005)		
Ambulatory	14,627	2,400
Wheelchair/Scooter Users	17,239	8,767
Attendants/Companions	4,666	976
Other		
TOTAL (%Total)	36,532 (75%)	12,143 (25%)

VEHICLE DATA (2005)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	6	5	5	7
Other				
TOTAL DED. VEHICLES	6	5	N/A	N/A
Accessible taxis	1			

NORTH HURON

WHEELS AWAY

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

Population served: 19,395
Service area (km²): 1,463.2
Communities served: 7
Service began: 1991
Advisory Committee members: 11
Eligibility Committee members: 3

NUMBER OF REGISTRANTS 650

Wheelchair/Scooter Users:
Ambulatory:
Attendants/Companions:
Other:
Note: * Other criteria includes guidelines from MTO Disability handbook 1987.

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

ELIGIBILITY CRITERIA

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

* \$4.00 for base ride covers first 8 km. 50 cents for each additional 4 kms. Gas surcharge in effect fluctuates with fuel prices.
* \$4.00 charge to users not living in municipalities which support municipal grant.
* 2005 Administration Expense included Amortization of \$39,185.

VEHICLE KILOMETRES & HOURS	2004	2005
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	2,693	
Tot. Veh. Hr. - Dedicated Service	2,693	
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	4,137	5,062
Non-Dedicated Service		
TOTAL PASSENGERS	4,137	5,062
Subscription/Pre-booked	65%	55%
Reservation	34%	43%
On-Demand/Day of trip	1%	2%
UNACCOMMODATED TRIPS	4	23
NO-SHOWS/CANCELLED AT DOOR	52	61
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration *	\$38,324	\$50,041
Operations:		
Internal - Dedicated Service	\$41,888	\$74,301
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,605	\$6,482
Fuel	\$18,353	\$16,851
TOTAL OPERATING EXPENSES	\$106,170	\$147,675

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$45,105	\$51,303
Other Operating Revenue	\$28,338	\$15,721
Total Operating Revenues	\$73,443	\$67,024
Federal Contributions		
Provincial Contributions		\$16,334
Municipal Contributions	\$30,379	\$34,973
Donations / Other	\$21,414	\$7,600
TOTAL	\$125,236	\$125,931

CAPITAL EXPENSES

Vehicles Purchased	\$75,821	\$47,100
Debt Servicing		
Other Capital Expenses		\$4,915
TOTAL CAPITAL EXPENSES	\$75,821	\$52,015

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$45,000	\$52,015
Municipal Contributions		
Donations / Other	\$30,855	
TOTAL CAPITAL FUNDING	\$75,855	\$52,015

SERVICE HOURS/SCHEDULING		
Weekday:	0700 to 2300	Sunday: 0700 to 2300
Saturday:	0700 to 2300	Holiday: 0700 to 2300
Advanced booking notice:	7 days	
Minimum notice for reservation:	1.0 hours	
Reservations/Scheduling:	Partially Computerized	

FARE STRUCTURE (2005) *

Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		
Child		
Student		
Senior		
Attendant		
Companion		
Other	* All Fares billed to clients monthly.	

EMPLOYEE DATA (2005)

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

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

Top Operator Wage Rate: \$12.00
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2004	2005
R/C Ratio	69%	45%
Net Operating Cost / Capita	\$1.69	\$4.16
Total Exp. / Passenger	\$25.66	\$29.17
Total Exp. / Eligible Passenger	\$26.72	\$32.08
Transp. Exp. / Passenger		
Dedicated Service	\$16.40	\$19.29
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$25.19	
OPERATING		
Registrants / Capita	0.0335	0.0335
Passengers / Capita	0.2133	0.2610
Passengers / Registrant	6.36	7.79
Passengers / Hour (Dedicated Service)	1.54	
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,382	
Wheelchair/Scooter Users	3,222	
Attendants/Companions	458	
Other		
TOTAL (%Total)	5,062 (100%)	(0%)

NORTH PERTH

NORTH PERTH COMMUNITY TRANSPORTATION

Contact: Ms. Jennifer O'Grady
Title: Dispatcher
Telephone: (519) 291-5393
FAX: (519) 291-3141
e-mail:

Population served: 12,000
Service area (km²): 493.2
Communities served: 1
Service began: 1989
Advisory Committee members: 7
Eligibility Committee members: 3

NUMBER OF REGISTRANTS

279
Wheelchair/Scooter Users: 69 (25%)
Ambulatory: 152 (54%)
Attendants/Companions: 58 (21%)
Other:
Note: * Service hours: Weekend & Holiday service provided if drivers are available.

ELIGIBILITY CRITERIA

Dedicated Service operated by: Private Non-Profit Organization
Non-Ded. Service (e.g. Taxis) operated by: N/A
Taxi Scrip Program available: NO
☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS	2004	2005	SERVICE HOURS/SCHEDULING *
Rev. Veh. Km. - Dedicated Service		21,609	Weekday: 0800 to 1800 Sunday:
Tot. Veh. Km. - Dedicated Service		21,609	Saturday: Holiday:
Rev. Veh. Hr. - Dedicated Service		915	Advanced booking notice: 1 days
Tot. Veh. Hr. - Dedicated Service		915	Minimum notice for reservation:
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling: Manual
Non-Dedicated Service - Veh. Hr.			
PASSENGER DATA			FARE STRUCTURE (2005)
Dedicated Service		6,044	Cash
Non-Dedicated Service			Adult \$3.50
TOTAL PASSENGERS		6,044	Child \$3.50
Subscription/Pre-booked			Student \$3.50
Reservation			Senior \$3.50
On-Demand/Day of trip			Attendant
UNACCOMMODATED TRIPS		4	Companion \$3.50
NO-SHOWS/CANCELLED AT DOOR		28	Other
NUMBER OF COMPLAINTS			
OPERATING EXPENSES			EMPLOYEE DATA (2005)
Administration		\$3,290	Operators
Operations:			Other Operations (e.g. dispatchers)
Internal - Dedicated Service		\$24,974	Maintenance
Contract - Dedicated Service			General Administration
Contract - Non-Dedicated Service			Other
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES
Maintenance (Vehicles & Facilities)		\$1,195	
Fuel		\$5,306	Union Affiliations: Operators: N/A
TOTAL OPERATING EXPENSES		\$34,765	Maintenance: N/A
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			
Passenger Revenue		\$19,255	Top Operator Wage Rate: \$10.50
Other Operating Revenue			Top Mechanic Wage Rate:
Total Operating Revenues		\$19,255	
Federal Contributions			
Provincial Contributions		\$8,562	
Municipal Contributions		\$6,000	
Donations / Other		\$3,147	
TOTAL		\$36,964	
CAPITAL EXPENSES			PERFORMANCE INDICATORS
Vehicles Purchased			
Debt Servicing			
Other Capital Expenses		\$3,000	
TOTAL CAPITAL EXPENSES		\$3,000	
CAPITAL FUNDING SOURCES			
Transit System			
Federal Contributions			
Provincial Contributions			
Municipal Contributions		\$3,000	
Donations / Other			
TOTAL CAPITAL FUNDING		\$3,000	

PERFORMANCE INDICATORS

FINANCIAL	2004	2005
R/C Ratio		55%
Net Operating Cost / Capita		\$1.29
Total Exp. / Passenger		\$5.75
Total Exp. / Eligible Passenger		\$6.83
Transp. Exp. / Passenger		
Dedicated Service		\$5.21
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		\$34.40
OPERATING		
Registrants / Capita		0.0233
Passengers / Capita		0.5037
Passengers / Registrant		21.66
Passengers / Hour (Dedicated Service)		6.61
Km. / Passenger (Dedicated Service)		3.58
Average Speed (Dedicated Service)		23.62

VEHICLE DATA (2005)	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans/Minivans	1	1	4
Small Buses			8
Other			
TOTAL DED. VEHICLES	1	1	N/A
Accessible taxis			N/A

PASSENGER STATISTICS (2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,023	
Wheelchair/Scooter Users	1,070	
Attendants/Companions	951	
Other		
TOTAL (%Total)	6,044 (100%)	(0%)

NW SIMCOE COUNTY

RED CROSS TRANSPORTATION

Contact: Ms. Jean Cooke
 Title: Coordinator, Volunteer Programs
 Telephone: (705) 721-3313 x266
 FAX: (705) 721-6897
 e-mail: jean.cooke@redcross.ca

Population served: 46,000
 Service area (km²): 657.2
 Communities served: 3
 Service began: 1999
 Advisory Committee members: 6
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

1,102
 Wheelchair/Scooter Users: 441 (40%)
 Ambulatory: 650 (59%)
 Attendants/Companions: 11 (1%)
 Other:
 Note: * Other eligibility criteria: Frail, elderly. * Fare Structure: \$12/hr for group bookings, usually social outings.
 * Service exceptions: Some appointments require earlier start times & later completion times. Service also on holidays.
 * Simcoe County handles accounting for program. Financial details were not supplied.

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	390,117	480,320
Tot. Veh. Km. - Dedicated Service	390,117	480,320
Rev. Veh. Hr. - Dedicated Service	15,747	17,492
Tot. Veh. Hr. - Dedicated Service	15,747	17,492
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	23,349	24,209
Non-Dedicated Service		
TOTAL PASSENGERS	23,349	24,209
Subscription/Pre-booked	50%	50%
Reservation	50%	42%
On-Demand/Day of trip		8%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenues

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING *

Weekday: 0830 to 1630 Sunday:
 Saturday: 0830 to 1630 Holiday:
 Advanced booking notice: 7 days
 Minimum notice for reservation:
 Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2005) *

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.20		
Child	\$2.20		
Student	\$2.20		
Senior	\$2.20		
Attendant	free		
Companion	free		
Other	*Trips outside service area have specific fares.		

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2004	2005
R/C Ratio		
Net Operating Cost / Capita		
Total Exp. / Passenger		
Total Exp. / Eligible Passenger		
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0113	0.0240
Passengers / Capita	0.5076	0.5263
Passengers / Registrant	44.99	21.97
Passengers / Hour (Dedicated Service)	1.48	1.38
Km. / Passenger (Dedicated Service)	16.71	19.84
Average Speed (Dedicated Service)	24.77	27.46

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2	2	5
Small Buses	1	1	4	6
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	14,283	
Wheelchair/Scooter Users	9,684	
Attendants/Companions	242	
Other		
TOTAL (%Total)	24,209 (100%)	(0%)

OAKVILLE

OAKVILLE CARE-A-VAN

Contact: Mr. Andrew Portwine
Title: Transit Analyst
Telephone: (905) 845-6601 x3937
FAX: (905) 338-4166
e-mail: aportwine@oakville.ca

Population served: 155,700
Service area (km²): 76.5
Communities served: 1
Service began: 1980
Advisory Committee members: 7
Eligibility Committee members: 2

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 372 (40%)
Ambulatory: 527 (56%)
Attendants/Companions: 35 (4%)
Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	184,059	174,874
Tot. Veh. Km. - Dedicated Service	184,059	174,874
Rev. Veh. Hr. - Dedicated Service	8,280	8,550
Tot. Veh. Hr. - Dedicated Service	8,280	8,550
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	23,010	24,119
Non-Dedicated Service	9,882	11,709
TOTAL PASSENGERS	32,892	35,828
Subscription/Pre-booked	40%	40%
Reservation	60%	60%
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	328	366
----------------------------	-----	-----

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$58,050	\$70,738
Operations:		
Internal - Dedicated Service	\$196,989	\$253,736
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$94,603	\$119,822
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$40,830	\$26,172
Fuel	\$24,026	\$25,447
TOTAL OPERATING EXPENSES	\$414,498	\$495,915

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$53,394	\$61,501
Other Operating Revenue		
Total Operating Revenues	\$53,394	\$61,501
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$361,104	\$434,414
Donations / Other		
TOTAL	\$414,498	\$495,915

CAPITAL EXPENSES

Vehicles Purchased	\$85,000	\$101,615
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$85,000	\$101,615

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$28,300	\$35,503
Municipal Contributions	\$56,700	\$66,112
Donations / Other		
TOTAL CAPITAL FUNDING	\$85,000	\$101,615

SERVICE HOURS/SCHEDULING

Weekday: 0600 to 2400 Sunday:
Saturday: 0700 to 2400 Holiday:
Advanced booking notice: 2 days
Minimum notice for reservation:
Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$1.80	
Child	\$2.25	\$1.80	
Student	\$2.25	\$1.80	
Senior	\$2.25	\$1.80	
Attendant	\$2.25	\$1.80	
Companion	\$2.25	\$1.80	
Other			

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES 6

Union Affiliations: Operators: CAW Local 1256
Maintenance: CAW Local 1256

Top Operator Wage Rate: \$21.50
Top Mechanic Wage Rate: \$25.81

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	13%	12%
Net Operating Cost / Capita	\$2.37	\$2.79
Total Exp. / Passenger	\$12.60	\$13.84
Total Exp. / Eligible Passenger	\$13.30	\$14.77
Transp. Exp. / Passenger		
Dedicated Service	\$11.38	\$12.66
Non-Dedicated Service (e.g. Taxis)	\$9.57	\$10.23
Transp. Exp. / Hour (Dedicated Service)	\$31.62	\$35.71

OPERATING

Registrants / Capita	0.0088	0.0060
Passengers / Capita	0.2158	0.2301
Passengers / Registrant	24.46	38.36
Passengers / Hour (Dedicated Service)	2.78	2.82
Km. / Passenger (Dedicated Service)	8.00	7.25
Average Speed (Dedicated Service)	22.23	20.45

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	4	3	10
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A
Accessible taxis	4			

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	13,049	11,315
Wheelchair/Scooter Users	9,202	
Attendants/Companions	1,868	394
Other		
TOTAL (%Total)	24,119 (67%)	11,709 (33%)

ORILLIA

ORILLIA WHEELCHAIR LIMOUSINE SERVICE

Contact: Mr. Mike Cox
Title: Director of Real Estate
Telephone: (705) 329-7247
FAX: (705) 325-5178
e-mail: mcox@city.orillia.on.ca

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

Population served: 30,424
Service area (km²): 30.0
Communities served: 1
Service began: 1987
Advisory Committee members: N/A
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 235 (85%)
Ambulatory: 30 (11%)
Attendants/Companions:
Other: 10 (4%)

Note: *Other eligibility criteria : inability to board a regular taxi cab.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

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

2004
2005

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
Saturday: 1200 to 1700 Holiday:
Advanced booking notice: 60 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Manual

PASSENGER DATA

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

6,857
6,337
6,857
20%
70%
10%

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

104
138
3

OPERATING EXPENSES

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

\$622
\$657
\$94,916
\$94,116
\$95,538
\$94,773

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
Other Operating Revenue

\$15,736
\$15,913

Total Operating Revenues

\$15,736
\$15,913

Federal Contributions

Provincial Contributions

\$9,064

Municipal Contributions

\$67,216
\$67,066

Donations / Other

\$12,586
\$2,730

TOTAL

\$95,538
\$94,773

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

\$72,900

TOTAL CAPITAL EXPENSES

\$72,900

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

\$24,300
\$48,600

TOTAL CAPITAL FUNDING

\$72,900

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

(Full-Time) (Part-Time)

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	16%	17%
Net Operating Cost / Capita	\$2.66	\$2.59
Total Exp. / Passenger	\$13.93	\$14.96
Total Exp. / Eligible Passenger	\$19.15	\$14.96
Transp. Exp. / Passenger		
Dedicated Service	\$13.84	\$14.85
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		\$32.46
OPERATING		
Registrants / Capita	0.0083	0.0090
Passengers / Capita	0.2286	0.2083
Passengers / Registrant	27.43	23.04
Passengers / Hour (Dedicated Service)		2.19
Km. / Passenger (Dedicated Service)		4.62
Average Speed (Dedicated Service)		10.11

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	6,337*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	6,337 (100%)	(0%)

* Total for all categories

HANDI TRANSIT INC.

Contact: Mr. Ben Chartier
 Title: Executive Director
 Telephone: (905) 571-1222
 FAX: (905) 571-7390
 e-mail: ben.chartier@region.durham.on.ca

Population served: 152,000
 Service area (km²): 143.0
 Communities served: 1
 Service began: 1974
 Advisory Committee members: 9
 Eligibility Committee members: 9

NUMBER OF REGISTRANTS

1,527
 Wheelchair/Scooter Users: 742 (49%)
 Ambulatory: 785 (51%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

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

Dedicated Service operated by: Private Non-Profit Organization

Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies

Taxi Scrip Program available: NO

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	238,000	232,000
Tot. Veh. Km. - Dedicated Service	238,000	232,000
Rev. Veh. Hr. - Dedicated Service	16,900	16,800
Tot. Veh. Hr. - Dedicated Service	16,900	16,800
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	43,866	41,234
Non-Dedicated Service	5,259	5,812
TOTAL PASSENGERS	49,125	47,046
Subscription/Pre-booked	35%	35%
Reservation	60%	60%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	1,038	1,411
NO-SHOWS/CANCELLED AT DOOR	725	789
NUMBER OF COMPLAINTS		8

OPERATING EXPENSES

Administration *	\$102,855	\$105,467
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$336,914	\$382,034
Contract - Non-Dedicated Service	\$42,150	\$42,776
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$90,839	\$91,924
Fuel	\$58,441	\$73,583
TOTAL OPERATING EXPENSES	\$631,199	\$695,784

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$159,639	\$151,951
Other Operating Revenue		
Total Operating Revenues	\$159,639	\$151,951
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$465,741	\$543,833
Donations / Other	\$5,819	
TOTAL	\$631,199	\$695,784

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	6	4
Other Operations (e.g. dispatchers)	1	2
Maintenance		
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

8 (Full-Time) 6 (Part-Time)

Union Affiliations: Operators: Teamsters Local 938
 Maintenance: N/A

Top Operator Wage Rate: \$17.65

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	25%	22%
Net Operating Cost / Capita	\$3.10	\$3.58
Total Exp. / Passenger	\$12.85	\$14.79
Total Exp. / Eligible Passenger	\$13.51	\$15.56
Transp. Exp. / Passenger		
Dedicated Service	\$11.08	\$13.28
Non-Dedicated Service (e.g. Taxis)	\$8.01	\$7.36
Transp. Exp. / Hour (Dedicated Service)	\$28.77	\$32.59
OPERATING		
Registrants / Capita	0.0094	0.0100
Passengers / Capita	0.3232	0.3095
Passengers / Registrant	34.40	30.81
Passengers / Hour (Dedicated Service)	2.60	2.45
Km. / Passenger (Dedicated Service)	5.43	5.63
Average Speed (Dedicated Service)	14.08	13.81

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	8	7	5 4
Other			
TOTAL DED. VEHICLES	8	7	N/A N/A
Accessible taxis	3		

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	7,907	5,413
Wheelchair/Scooter Users	31,011	399
Attendants/Companions	2,316	
Other		
TOTAL (%Total)	41,234 (88%)	5,812 (12%)

PARA TRANSPORTE

Contact: Mr. Patrick Larkin
 Title: Program Manager
 Telephone: (613) 842-3636 x2675
 FAX: (613) 244-4329
 e-mail: pat.larkin@ottawa.ca

Population served: 760,200
 Service area (km²): 413.0
 Communities served: 1
 Service began: 1974
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

12,537
 Wheelchair/Scooter Users: 4,077 (33%)
 Ambulatory: 8,460 (67%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	6,955,544	7,372,620
Tot. Veh. Km. - Dedicated Service	7,920,122	8,477,580
Rev. Veh. Hr. - Dedicated Service	311,605	320,446
Tot. Veh. Hr. - Dedicated Service	352,971	363,446
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	680,930	690,113
Non-Dedicated Service	74,199	80,235
TOTAL PASSENGERS	755,129	770,348
Subscription/Pre-booked	48%	49%
Reservation	49%	47%
On-Demand/Day of trip	3%	4%
UNACCOMMODATED TRIPS	33,741	37,593
NO-SHOWS/CANCELLED AT DOOR	25,024	26,019
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$1,824,623	\$1,993,210
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$16,965,528	\$18,040,070
Contract - Non-Dedicated Service	\$1,732,701	\$2,005,393
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$20,522,852	\$22,038,673

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,430,234	\$1,564,666
Other Operating Revenue		
Total Operating Revenues	\$1,430,234	\$1,564,666
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$19,092,618	\$20,474,007
Donations / Other		
TOTAL	\$20,522,852	\$22,038,673

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$924	\$277,085
TOTAL CAPITAL EXPENSES	\$924	\$277,085

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		\$54,000
Provincial Contributions		
Municipal Contributions	\$924	\$182,085
Donations / Other		\$41,000
TOTAL CAPITAL FUNDING	\$924	\$277,085

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$1.90	\$71.25
Child	\$3.00	\$1.90	\$58.25
Student	\$3.00	\$1.90	\$58.25
Senior	\$3.00	\$1.90	\$28.25
Attendant	free		
Companion	\$3.00	\$1.90	
Other	Peak: Cash - \$4.00, Ticket - \$2.85 (Mon-Fri: 0630-0859 hrs.)		

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	200	35
Other Operations (e.g. dispatchers)	27	8
Maintenance	18	
General Administration	10	
Other		
TOTAL NUMBER OF EMPLOYEES	255	43

Union Affiliations: Operators: ATU Local 279
 Maintenance: Non-union

Top Operator Wage Rate: \$20.41
 Top Mechanic Wage Rate: \$22.00

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$25.42	\$26.93
Total Exp. / Passenger	\$27.18	\$28.61
Total Exp. / Eligible Passenger	\$30.13	\$31.71
Transp. Exp. / Passenger		
Dedicated Service	\$24.92	\$26.14
Non-Dedicated Service (e.g. Taxis)	\$23.35	\$24.99
Transp. Exp. / Hour (Dedicated Service)	\$48.06	\$49.64
OPERATING		
Registrants / Capita	0.0147	0.0165
Passengers / Capita	1.0055	1.0133
Passengers / Registrant	68.49	61.45
Passengers / Hour (Dedicated Service)	2.19	2.15
Km. / Passenger (Dedicated Service)	10.21	10.68
Average Speed (Dedicated Service)	22.32	23.01

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars	37	35	N/A	4
Accessible Vans/Minivans	91	82	4	6
Small Buses				
Other				
TOTAL DED. VEHICLES	128	117	N/A	N/A
Accessible taxis	30			

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	396,614	75,217
Wheelchair/Scooter Users	223,201	
Attendants/Companions	70,298	5,018
Other		
TOTAL (%Total)	690,113 (90%)	80,235 (10%)

OWEN SOUND

OWEN SOUND SPECIALIZED TRANSIT

Contact: Ms. Lois O'Neill
 Title: Operations Administrative Coordinator
 Telephone: (519) 473-4440 x261
 FAX: (519) 371-0511
 e-mail: loneill@e-owensound.com
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

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

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 136 (44%)
 Ambulatory: 94 (30%)
 Attendants/Companions: 79 (26%)
 Other:

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	24,719	28,695
Tot. Veh. Km. - Dedicated Service	26,099	29,739
Rev. Veh. Hr. - Dedicated Service	2,467	2,411
Tot. Veh. Hr. - Dedicated Service	2,584	2,521
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	4,405	5,504
Non-Dedicated Service		
TOTAL PASSENGERS	4,405	5,504
Subscription/Pre-booked	10%	
Reservation	85%	95%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	140	110
NO-SHOWS/CANCELLED AT DOOR	70	27
NUMBER OF COMPLAINTS	2	4

OPERATING EXPENSES

Administration	\$12,044	\$15,500
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$71,765	\$72,234
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,890	\$19,008
Fuel	\$5,931	\$7,400
TOTAL OPERATING EXPENSES	\$108,630	\$114,142

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,651	\$16,487
Other Operating Revenue		
Total Operating Revenues	\$14,651	\$16,487
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$93,979	\$97,655
Donations / Other		
TOTAL	\$108,630	\$114,142

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$10,400	\$10,400
TOTAL CAPITAL EXPENSES	\$10,400	\$10,400

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$10,400	\$10,400
Donations / Other		
TOTAL CAPITAL FUNDING	\$10,400	\$10,400

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 14 days
 Minimum notice for reservation: 1.0 hours
 Reservations/Scheduling: Manual

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$2.80	
Child	\$3.00	\$2.80	
Student	\$3.00	\$2.80	
Senior	\$3.00	\$2.80	
Attendant	\$3.00	\$2.80	
Companion	\$3.00	\$2.80	
Other			

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

1 4

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	13%	14%
Net Operating Cost / Capita	\$4.48	\$4.65
Total Exp. / Passenger	\$24.66	\$20.74
Total Exp. / Eligible Passenger	\$26.65	\$22.61
Transp. Exp. / Passenger		
Dedicated Service	\$21.93	\$17.92
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$37.38	\$39.13
OPERATING		
Registrants / Capita	0.0136	0.0147
Passengers / Capita	0.2098	0.2621
Passengers / Registrant	15.40	17.81
Passengers / Hour (Dedicated Service)	1.79	2.28
Km. / Passenger (Dedicated Service)	5.61	5.21
Average Speed (Dedicated Service)	10.02	11.90

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,207	
Wheelchair/Scooter Users	1,842	
Attendants/Companions	455	
Other		
TOTAL (%Total)	5,504 (100%)	(0%)

TRANSHELP

Contact: Ms. Corrina Demelo
Title: Supervisor, Admin./Support Serv.
Telephone: (905) 791-1015 x6472
FAX: (905) 277-5864
e-mail: corrina.demelo@peelregion.ca

Population served: 1,126,000
Service area (km²): 1,241.0
Communities served: 3
Service began: 1981
Advisory Committee members: 9
Eligibility Committee members: 3

NUMBER OF REGISTRANTS

5,418
Wheelchair/Scooter Users: 2,012 (37%)
Ambulatory: 2,254 (42%)
Attendants/Companions: 1,149 (21%)
Other: 3 (0%)
Note: * Non-accessible cars and accessible vans/minivans owned by private contractors.

ELIGIBILITY CRITERIA

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

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	1,164,576	1,508,102
Tot. Veh. Km. - Dedicated Service	1,164,576	1,693,599
Rev. Veh. Hr. - Dedicated Service	56,455	75,539
Tot. Veh. Hr. - Dedicated Service	56,455	80,373
Non-Dedicated Service - Veh. Km.	926,788	843,697
Non-Dedicated Service - Veh. Hr.	49,544	45,642

PASSENGER DATA

Dedicated Service	123,896	140,335
Non-Dedicated Service	94,797	79,933
TOTAL PASSENGERS	218,693	220,268
Subscription/Pre-booked	60%	55%
Reservation		45%
On-Demand/Day of trip	40%	
UNACCOMMODATED TRIPS	1,594	869
NO-SHOWS/CANCELLED AT DOOR	20,057	17,403
NUMBER OF COMPLAINTS	305	326

OPERATING EXPENSES

Administration	\$859,114	\$1,967,854
Operations:		
Internal - Dedicated Service	\$2,507,104	\$2,417,935
Contract - Dedicated Service		\$423,722
Contract - Non-Dedicated Service	\$2,130,491	\$1,846,420
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,078,714	\$1,458,706
Fuel	\$225,610	\$258,463
TOTAL OPERATING EXPENSES	\$6,801,033	\$8,373,100

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$539,568	\$454,479
Other Operating Revenue		\$31,118
Total Operating Revenues	\$539,568	\$485,597
Federal Contributions		
Provincial Contributions	\$75,763	\$340,931
Municipal Contributions	\$6,185,046	\$7,546,572
Donations / Other	\$656	
TOTAL	\$6,801,033	\$8,373,100

CAPITAL EXPENSES

Vehicles Purchased	\$314,372	\$298,757
Debt Servicing		
Other Capital Expenses	\$345,363	\$53,503
TOTAL CAPITAL EXPENSES	\$659,735	\$352,260

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$33,249	
Provincial Contributions	\$132,233	\$96,648
Municipal Contributions	\$494,253	\$255,612
Donations / Other		
TOTAL CAPITAL FUNDING	\$659,735	\$352,260

SERVICE HOURS/SCHEDULING

Weekday: 0600 to 2330	Sunday: 0900 to 2200
Saturday: 0900 to 2330	Holiday: 0900 to 2200
Advanced booking notice:	14 days
Minimum notice for reservation:	24.0 hours
Reservations/Scheduling:	Fully Computerized

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	32	19
Other Operations (e.g. dispatchers)	4	
Maintenance	5	2
General Administration	4	
Other	7	6
TOTAL NUMBER OF EMPLOYEES	52	27

Union Affiliations: Operators: CUPE Local 966
Maintenance: CUPE Local 966

Top Operator Wage Rate: \$22.60
Top Mechanic Wage Rate: \$23.57

PERFORMANCE INDICATORS

FINANCIAL	2004	2005
R/C Ratio	8%	6%
Net Operating Cost / Capita	\$5.94	\$7.00
Total Exp. / Passenger	\$31.10	\$38.01
Total Exp. / Eligible Passenger	\$31.10	\$41.10
Transp. Exp. / Passenger		
Dedicated Service	\$30.76	\$32.49
Non-Dedicated Service (e.g. Taxis)	\$22.47	\$23.10
Transp. Exp. / Hour (Dedicated Service)	\$67.51	\$56.72

OPERATING

Registrants / Capita	0.0029	0.0048
Passengers / Capita	0.2075	0.1956
Passengers / Registrant	72.39	40.65
Passengers / Hour (Dedicated Service)	2.19	1.86
Km. / Passenger (Dedicated Service)	9.40	10.75
Average Speed (Dedicated Service)	20.63	19.96

VEHICLE DATA * (2005)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars	26		N/A	4
Accessible Vans/Minivans	11		2	4
Small Buses	40	30	4	4
Other				
TOTAL DED. VEHICLES	77	30	N/A	N/A
Accessible taxis	31			

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	84,201	47,960
Wheelchair/Scooter Users	45,609	25,978
Attendants/Companions	10,525	5,995
Other		
TOTAL (%Total)	140,335 (64%)	79,933 (36%)

PEMBROKE

PEMBROKE HANDI-BUS

Contact: Mr. Art Gallagher
 Title: Manager
 Telephone: (613) 735-6998
 FAX: (613) 735-8632
 e-mail: pemhandibus@hotmail.com

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

Population served: 20,800
 Service area (km²): 91.5
 Communities served: 2
 Service began: 1989
 Advisory Committee members: 7
 Eligibility Committee members: 2

ELIGIBILITY CRITERIA

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

NUMBER OF REGISTRANTS

365
 Wheelchair/Scooter Users: 135 (37%)
 Ambulatory: 230 (63%)
 Attendants/Companions:
 Other:
 Note: * Other eligibility criteria: Developmentally challenged.
 * Other fare categories: \$3.50/ride for developmentally challenged.
 Separate rates for out of area service.
 * Service Hours exceptions: Special purpose trips outside of regular service hours accommodated if possible.

VEHICLE KILOMETRES & HOURS

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

2004 2005

SERVICE HOURS/SCHEDULING *

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

PASSENGER DATA

Dedicated Service 12,118 12,827
 Non-Dedicated Service
TOTAL PASSENGERS 12,118 12,827
 Subscription/Pre-booked 44% 56%
 Reservation 53% 42%
 On-Demand/Day of trip 3% 2%
 UNACCOMMODATED TRIPS 7 8
 NO-SHOWS/CANCELLED AT DOOR 138 135
 NUMBER OF COMPLAINTS 4 4

OPERATING EXPENSES

Administration \$66,215 \$100,642
 Operations:
 Internal - Dedicated Service \$60,838 \$61,160
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities) \$28,270 \$32,989
 Fuel \$10,529 \$13,847
TOTAL OPERATING EXPENSES \$165,852 \$208,638

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$39,588 \$47,980
 Other Operating Revenue
Total Operating Revenues \$39,588 \$47,980
 Federal Contributions \$2,749
 Provincial Contributions
 Municipal Contributions \$37,500 \$38,500
 Donations / Other \$81,100 \$87,250
TOTAL \$158,188 \$176,479

CAPITAL EXPENSES

Vehicles Purchased \$79,599
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES \$79,599

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions \$79,599
 Municipal Contributions
 Donations / Other
TOTAL CAPITAL FUNDING \$79,599

FARE STRUCTURE (2005) *

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.50	\$4.50	
Child	\$4.50	\$4.50	
Student	\$4.50	\$4.50	
Senior	\$4.50	\$4.50	
Attendant			
Companion			
Other			

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

4 2

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

Top Operator Wage Rate: \$14.50
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	24%	23%
Net Operating Cost / Capita	\$6.07	\$7.72
Total Exp. / Passenger	\$13.69	\$16.27
Total Exp. / Eligible Passenger	\$15.98	\$18.88
Transp. Exp. / Passenger		
Dedicated Service	\$8.22	\$8.42
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0212	0.0175
Passengers / Capita	0.5826	0.6167
Passengers / Registrant	27.54	35.14
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	6
Accessible Vans/Minivans	1	1	2	4
Small Buses	2	2	3	10
Other				
TOTAL DED. VEHICLES	4	4	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	7,796	
Wheelchair/Scooter Users	3,256	
Attendants/Companions	1,775	
Other		
TOTAL (%Total)	12,827 (100%)	(0%)

PERTH EAST

PERTH EAST TRANSPORTATION/OUTREACH

Contact: Ms. Dianne Lichti
Title: Manager
Telephone: (519) 595-8755
FAX: (519) 595-8199
e-mail: dlichti@knollcrestlodge.com

Population served: 12,000
Service area (km²): 171.0
Communities served: 1
Service began: 1999
Advisory Committee members: 11
Eligibility Committee members: 11

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 42 (10%)
Ambulatory: 369 (90%)
Attendants/Companions:
Other:

Note: * Other eligibility criteria: frail, cognitive impairment.

* Contract - Dedicated Service Expense: expenses involved by arranging with other mobility services and outreach for providing services to its clients when required.

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	35,600	47,189
Tot. Veh. Km. - Dedicated Service	41,000	67,189
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	4,160	5,775
Non-Dedicated Service		
TOTAL PASSENGERS	4,160	5,775
Subscription/Pre-booked	5%	10%
Reservation		80%
On-Demand/Day of trip	95%	10%
UNACCOMMODATED TRIPS	20	56
NO-SHOWS/CANCELLED AT DOOR	50	56
NUMBER OF COMPLAINTS	5	1

OPERATING EXPENSES

Administration	\$36,089	\$30,703
Operations:		
Internal - Dedicated Service	\$22,199	\$23,444
Contract - Dedicated Service *	\$17,994	\$6,846
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,138	\$1,525
Fuel	\$3,696	\$4,695
TOTAL OPERATING EXPENSES	\$81,116	\$67,213

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$33,216	\$29,604
Other Operating Revenue		
Total Operating Revenues	\$33,216	\$29,604
Federal Contributions		
Provincial Contributions	\$32,286	\$29,993
Municipal Contributions	\$7,500	\$7,500
Donations / Other	\$7,000	\$8,000
TOTAL	\$80,002	\$75,097

CAPITAL EXPENSES

Vehicles Purchased	\$91,000
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$91,000

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$90,000
Municipal Contributions	
Donations / Other	\$1,000
TOTAL CAPITAL FUNDING	\$91,000

SERVICE HOURS/SCHEDULING

Weekday: 0830 to 1600 Sunday:
Saturday: Holiday:
Advanced booking notice: 1 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Partially Computerized

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child	\$1.50		
Student	\$3.00		
Senior	\$3.00		
Attendant	\$3.00		
Companion	\$3.00		
Other			

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES 2 1

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	41%	44%
Net Operating Cost / Capita	\$3.99	\$3.13
Total Exp. / Passenger	\$19.50	\$11.64
Total Exp. / Eligible Passenger	\$19.50	\$11.64
Transp. Exp. / Passenger		
Dedicated Service	\$10.82	\$6.32
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0281	0.0343
Passengers / Capita	0.3467	0.4813
Passengers / Registrant	12.34	14.05
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	8.56	8.17
Average Speed (Dedicated Service)		

VEHICLE DATA (2005)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	14
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	5,775	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	5,775 (100%)	(0%)

PETERBOROUGH

PETERBOROUGH HANDI-VAN

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

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

Population served: 76,800
 Service area (km²): 62.5
 Communities served: 1
 Service began: 1976
 Advisory Committee members: 12
 Eligibility Committee members: 3

NUMBER OF REGISTRANTS

2,069
 Wheelchair/Scooter Users: 776 (38%)
 Ambulatory: 1,093 (53%)
 Attendants/Companions: 200 (10%)
 Other:
 Note: Other fare: Senior Annual Pass \$180, Senior Semi-Annual Pass \$110, College Semester Pass \$180.
 * Passenger Statistics: 10-day transit strike Sept 26-Oct 5.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	271,100	256,300
Tot. Veh. Km. - Dedicated Service	285,400	264,200
Rev. Veh. Hr. - Dedicated Service	17,200	16,000
Tot. Veh. Hr. - Dedicated Service	18,100	16,300
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service *	43,670	40,600
Non-Dedicated Service	230	300
TOTAL PASSENGERS	43,900	40,900
Subscription/Pre-booked	75%	75%
Reservation	24%	24%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	1,800	2,000
NO-SHOWS/CANCELLED AT DOOR	800	600
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$82,800	\$86,400
Operations:		
Internal - Dedicated Service	\$559,400	\$547,000
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$2,300	\$13,900
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$270,430	\$137,400
Fuel	\$56,300	\$65,500
TOTAL OPERATING EXPENSES	\$971,230	\$850,200

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue *	\$63,500	\$58,800
Other Operating Revenue		
Total Operating Revenues	\$63,500	\$58,800
Federal Contributions		
Provincial Contributions		\$5,400
Municipal Contributions	\$907,730	\$786,000
Donations / Other		
TOTAL	\$971,230	\$850,200

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0715 to 2245 Sunday: 0830 to 2000
 Saturday: 0715 to 2215 Holiday:
 Advanced booking notice: 7 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2005) *

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.75		\$64.00
Child	\$1.75		\$30.00
Student	\$1.75		\$45.00
Senior	\$1.75		\$30.00
Attendant	\$1.75		\$64.00
Companion	\$1.75		\$64.00
Other			

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	8	7
Other Operations (e.g. dispatchers)		
Maintenance		3
General Administration	1	
Other		2
TOTAL NUMBER OF EMPLOYEES	9	12

Union Affiliations: Operators: ATU Local 1320
 Maintenance: ATU Local 1320

Top Operator Wage Rate: \$20.02
 Top Mechanic Wage Rate: \$24.78

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$11.93	\$10.30
Total Exp. / Passenger	\$22.12	\$20.79
Total Exp. / Eligible Passenger	\$23.12	\$22.04
Transp. Exp. / Passenger		
Dedicated Service	\$20.29	\$18.47
Non-Dedicated Service (e.g. Taxis)	\$10.00	\$46.33
Transp. Exp. / Hour (Dedicated Service)	\$48.96	\$46.01

OPERATING

Registrants / Capita	0.0285	0.0269
Passengers / Capita	0.5769	0.5326
Passengers / Registrant	20.25	19.77
Passengers / Hour (Dedicated Service)	2.54	2.54
Km. / Passenger (Dedicated Service)	6.21	6.31
Average Speed (Dedicated Service)	15.76	16.02

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	8	7	4	8
Other				
TOTAL DED. VEHICLES	8	7	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	24,400	170
Wheelchair/Scooter Users	13,900	100
Attendants/Companions	2,300	30
Other		
TOTAL (%Total)	40,600 (99%)	300 (1%)

PETERBOROUGH COUNTY

CAREMOBILE

Contact: Ms. Jane Pickard
 Title: Driver/Coordinator
 Telephone: (705) 749-0036
 FAX: (705) 745-6011
 e-mail: jane@commcareptbo.org

Population served: 53,913
 Service area (km²): 3,877.2
 Communities served: 8
 Service began: 1992
 Advisory Committee members: 6 Note:
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

306
 Wheelchair/Scooter Users: 172 (56%)
 Ambulatory: 134 (44%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	22,050	21,900
Tot. Veh. Km. - Dedicated Service	44,100	43,800
Rev. Veh. Hr. - Dedicated Service	900	900
Tot. Veh. Hr. - Dedicated Service	1,800	1,800
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	2,054	2,167
Non-Dedicated Service		
TOTAL PASSENGERS	2,054	2,167
Subscription/Pre-booked	75%	80%
Reservation	24%	19%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	40	30
NO-SHOWS/CANCELLED AT DOOR	10	3
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$12,713	\$12,853
Operations:		
Internal - Dedicated Service	\$47,441	\$47,484
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,437	\$3,850
Fuel	\$6,683	\$9,685
TOTAL OPERATING EXPENSES	\$74,274	\$73,872

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,398	\$10,609
Other Operating Revenue	\$72	\$2,177
Total Operating Revenues	\$9,470	\$12,786
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$28,125	\$27,499
Donations / Other	\$36,679	\$33,586
TOTAL	\$74,274	\$73,871

CAPITAL EXPENSES

Vehicles Purchased		\$121,607
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		\$6,915
Provincial Contributions		\$38,192
Municipal Contributions		\$38,250
Donations / Other		\$38,250
TOTAL CAPITAL FUNDING		\$121,607

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 60 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Manual

FARE STRUCTURE (2005)

Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		
Child		
Student		
Senior		
Attendant		
Companion		
Other	Flat rate of \$12/\$24 - depending on distance	

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	1	3
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		1
Other		1
TOTAL NUMBER OF EMPLOYEES	1	5

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

Top Operator Wage Rate: \$20.43
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	13%	17%
Net Operating Cost / Capita	\$1.20	\$1.13
Total Exp. / Passenger	\$36.16	\$34.09
Total Exp. / Eligible Passenger	\$39.05	\$40.75
Transp. Exp. / Passenger		
Dedicated Service	\$29.97	\$28.16
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$34.20	\$33.90
OPERATING		
Registrants / Capita	0.0050	0.0057
Passengers / Capita	0.0381	0.0402
Passengers / Registrant	7.58	7.08
Passengers / Hour (Dedicated Service)	2.28	2.41
Km. / Passenger (Dedicated Service)	10.74	10.11
Average Speed (Dedicated Service)	24.50	24.33

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,214	
Wheelchair/Scooter Users	599	
Attendants/Companions	354	
Other		
TOTAL (%Total)	2,167 (100%)	(0%)

PORT HOPE

PORT HOPE MOBILTRANS

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

Population served: 12,500
 Service area (km²): 13.1
 Communities served: 2
 Service began: 1986
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users:
 Ambulatory:
 Attendants/Companions:
 Other:
 Note: * Port Hope MobilTrans was contracted with Trentway Wager.
 Employment statistics was not available.
 * 2004 ridership was estimate.
 * 2005 Other Operating Revenue indicated Cobourg contract revenue.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS		2004	2005	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service			26,834	Weekday:	0800 to 1800 Sunday:
Tot. Veh. Km. - Dedicated Service			26,834	Saturday:	0800 to 1800 Holiday:
Rev. Veh. Hr. - Dedicated Service			2,808	Advanced booking notice: 1 days	
Tot. Veh. Hr. - Dedicated Service			2,808	Minimum notice for reservation:	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling: Manual	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2005)	
Dedicated Service *		4,713	3,807	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult	\$2.00
TOTAL PASSENGERS		4,713	3,807	Child	\$1.50
Subscription/Pre-booked				Student	\$1.50
Reservation				Senior	\$2.00
On-Demand/Day of trip				Attendant	\$2.00
UNACCOMMODATED TRIPS				Companion	\$2.00
NO-SHOWS/CANCELLED AT DOOR				Other	
NUMBER OF COMPLAINTS				EMPLOYEE DATA (2005) *	
OPERATING EXPENSES					(Full-Time) (Part-Time)
Administration		\$7,000	\$7,000	Operators	1 5
Operations:				Other Operations (e.g. dispatchers)	2
Internal - Dedicated Service				Maintenance	1
Contract - Dedicated Service		\$124,779	\$126,102	General Administration	3
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	7 5
Maintenance (Vehicles & Facilities)		\$7,760	\$10,235	Union Affiliations: Operators:	N/A
Fuel				Maintenance:	N/A
TOTAL OPERATING EXPENSES		\$139,539	\$143,337	Top Operator Wage Rate:	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Mechanic Wage Rate:	
Passenger Revenue		\$59,168	\$6,304	PERFORMANCE INDICATORS	
Other Operating Revenue *			\$59,319	FINANCIAL	2004 2005
Total Operating Revenues		\$59,168	\$65,623	R/C Ratio	42% 46%
Federal Contributions				Net Operating Cost / Capita	\$6.43 \$6.22
Provincial Contributions				Total Exp. / Passenger	\$29.61 \$37.65
Municipal Contributions		\$80,371	\$77,715	Total Exp. / Eligible Passenger	\$32.50 \$42.05
Donations / Other				Transp. Exp. / Passenger	
TOTAL		\$139,539	\$143,338	Dedicated Service	\$28.12 \$35.81
CAPITAL EXPENSES				Non-Dedicated Service (e.g. Taxis)	
Vehicles Purchased				Transp. Exp. / Hour (Dedicated Service)	\$48.55
Debt Servicing				OPERATING	
Other Capital Expenses				Registrants / Capita	0.0045 0.0045
TOTAL CAPITAL EXPENSES				Passengers / Capita	0.3770 0.3046
CAPITAL FUNDING SOURCES				Passengers / Registrant	84.16 67.98
Transit System				Passengers / Hour (Dedicated Service)	1.36
Federal Contributions				Km. / Passenger (Dedicated Service)	7.05
Provincial Contributions				Average Speed (Dedicated Service)	9.56
Municipal Contributions					
Donations / Other					
TOTAL CAPITAL FUNDING					

VEHICLE DATA (2005)		Veh. Peak		Avg. Capacity per Veh.	
Number				Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	3	1			
Other					
TOTAL DED. VEHICLES	3	1		N/A	N/A
Accessible taxis					

PASSENGER STATISTICS (2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,858	
Wheelchair/Scooter Users	551	
Attendants/Companions	398	
Other		
TOTAL (%Total)	3,807 (100%)	(0%)

QUINTE WEST

QUINTE ACCESS TRANSPORTATION

Contact: Ms. Patricia Sutherland
Title: Co-ordinator
Telephone: (613) 392-9640
FAX: (613) 392-3872
e-mail: quinteaccess@bellnet.ca

Population served: 52,000
Service area (km²): 722.0
Communities served: 2
Service began: 1994
Advisory Committee members: 8
Eligibility Committee members: 3

NUMBER OF REGISTRANTS

608
Wheelchair/Scooter Users: 124 (20%)
Ambulatory: 169 (28%)
Attendants/Companions: 73 (12%)
Other: 242 (40%)
Note: * Other eligibility criteria: Physically or mentally challenged and seniors.

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	158,332	95,188
Tot. Veh. Km. - Dedicated Service	158,332	95,188
Rev. Veh. Hr. - Dedicated Service	4,546	6,300
Tot. Veh. Hr. - Dedicated Service	4,546	6,300
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	9,437	11,382
Non-Dedicated Service		
TOTAL PASSENGERS	9,437	11,382
Subscription/Pre-booked	70%	60%
Reservation	25%	30%
On-Demand/Day of trip	5%	10%
UNACCOMMODATED TRIPS	2	
NO-SHOWS/CANCELLED AT DOOR	2	
NUMBER OF COMPLAINTS	2	3

OPERATING EXPENSES

Administration	\$9,292	\$14,220
Operations:		
Internal - Dedicated Service	\$11,397	\$215,657
Contract - Dedicated Service	\$181,999	
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$40,887	\$55,472
Fuel	\$22,898	\$30,796
TOTAL OPERATING EXPENSES	\$266,473	\$316,145

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$72,726	\$80,805
Other Operating Revenue	\$1,321	
Total Operating Revenues	\$74,047	\$80,805
Federal Contributions		
Provincial Contributions		\$47,569
Municipal Contributions	\$104,241	\$99,251
Donations / Other	\$77,805	\$90,738
TOTAL	\$256,093	\$318,363

CAPITAL EXPENSES

Vehicles Purchased		\$190,443
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$190,443

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$133,157
Municipal Contributions		\$39,329
Donations / Other		\$17,957
TOTAL CAPITAL FUNDING		\$190,443

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2200 Sunday: 0700 to 2200
Saturday: 0700 to 2200 Holiday: 0700 to 2200
Advanced booking notice: 1 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Partially Computerized

FARE STRUCTURE (2005) *

Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		
Child		
Student		
Senior		
Attendant		
Companion		
Other	Zone schedule - \$4 within Trenton or Brighton	

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	2	5
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration	1	1
Other	1	
TOTAL NUMBER OF EMPLOYEES	5	6

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

Top Operator Wage Rate: \$13.11
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	28%	26%
Net Operating Cost / Capita	\$3.70	\$4.53
Total Exp. / Passenger	\$28.24	\$27.78
Total Exp. / Eligible Passenger	\$31.63	\$31.57
Transp. Exp. / Passenger		
Dedicated Service	\$27.25	\$26.53
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$56.57	\$47.92
OPERATING		
Registrants / Capita	0.0068	0.0117
Passengers / Capita	0.1815	0.2189
Passengers / Registrant	26.58	18.72
Passengers / Hour (Dedicated Service)	2.08	1.81
Km. / Passenger (Dedicated Service)	16.78	8.36
Average Speed (Dedicated Service)	34.83	15.11

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	2	1	2
Small Buses	3	3	5
Other			
TOTAL DED. VEHICLES	5	4	N/A
Accessible taxis			

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	6,352	
Wheelchair/Scooter Users	3,663	
Attendants/Companions	881	
Other	486	
TOTAL (%Total)	11,382 (100%)	(0%)

RENFREW

SUNSHINE COACH SERVICE

Contact: Mr. Allan Guest
Title: Manager
Telephone: (613) 432-2134
FAX: (613) 432-8645
e-mail:

Population served: 20,000
Service area (km²):
Communities served: 7
Service began: 1985
Advisory Committee members: 12
Eligibility Committee members: 12

NUMBER OF REGISTRANTS

750
Wheelchair/Scooter Users: 300 (40%)
Ambulatory: 450 (60%)
Attendants/Companions:
Other:
Note: * Service hours: Transportation for dialysis patients only on most holidays.

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	175,000	218,101
Tot. Veh. Km. - Dedicated Service	251,000	280,243
Rev. Veh. Hr. - Dedicated Service	8,500	10,350
Tot. Veh. Hr. - Dedicated Service	11,800	13,800
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	18,059	19,750
Non-Dedicated Service		
TOTAL PASSENGERS	18,059	19,750
Subscription/Pre-booked	65%	
Reservation	25%	
On-Demand/Day of trip	10%	
UNACCOMMODATED TRIPS	35	40
NO-SHOWS/CANCELLED AT DOOR	50	20
NUMBER OF COMPLAINTS	5	3

OPERATING EXPENSES

Administration	\$18,700	\$30,334
Operations:		
Internal - Dedicated Service	\$174,711	\$178,410
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$19,492	\$25,241
Fuel	\$31,440	\$42,354
TOTAL OPERATING EXPENSES	\$244,343	\$276,339

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$193,175	\$218,840
Other Operating Revenue		\$1
Total Operating Revenues	\$193,175	\$218,841
Federal Contributions		
Provincial Contributions		\$34,400
Municipal Contributions	\$37,950	\$37,950
Donations / Other	\$46,000	
TOTAL	\$277,125	\$291,191

CAPITAL EXPENSES

Vehicles Purchased		\$90,337
Debt Servicing	\$17,947	\$17,952
Other Capital Expenses	\$2,750	
TOTAL CAPITAL EXPENSES	\$20,697	\$108,289

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$108,289
Municipal Contributions		
Donations / Other	\$20,697	
TOTAL CAPITAL FUNDING	\$20,697	\$108,289

SERVICE HOURS/SCHEDULING *

Weekday:	0730 to 1630	Sunday:	0900 to 2200
Saturday:	1000 to 2200	Holiday:	
Advanced booking notice:		90 days	
Minimum notice for reservation:			
Reservations/Scheduling:	Manual		

FARE STRUCTURE (2005) *

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.75		
Child	\$4.75		
Student	\$4.75		
Senior	\$4.75		
Attendant	free		
Companion	free		
Other	Out-of-town fares based on kilometres travelled.		

EMPLOYEE DATA (2005)

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

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

Top Operator Wage Rate: \$15.08
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	79%	79%
Net Operating Cost / Capita	\$2.56	\$2.87
Total Exp. / Passenger	\$13.53	\$13.99
Total Exp. / Eligible Passenger	\$14.14	\$14.62
Transp. Exp. / Passenger		
Dedicated Service	\$12.49	\$12.46
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$19.12	\$17.83
OPERATING		
Registrants / Capita	0.0375	0.0375
Passengers / Capita	0.9030	0.9875
Passengers / Registrant	24.08	26.33
Passengers / Hour (Dedicated Service)	2.12	1.91
Km. / Passenger (Dedicated Service)	9.69	11.04
Average Speed (Dedicated Service)	20.59	21.07

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	3
Accessible Vans/Minivans	3	3	2	3
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	5	5	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	8,794	
Wheelchair/Scooter Users	10,105	
Attendants/Companions	851	
Other		
TOTAL (%Total)	19,750 (100%)	(0%)

SARNIA CARE-A-VAN

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

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

Population served: 69,850
 Service area (km²): 167.3
 Communities served: 2
 Service began: 1981
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 1,574 †

Wheelchair/Scooter Users: 780 (50%)
 Ambulatory: 794 (50%)

Attendants/Companions:

Other:
 Registration Fee: \$ 2.00

Note: * Commencing in 2005, administrative charges were amended from 30% of Deputy Director's wages to one-fifth of the Director, Deputy Director, Maintenance Supervisor, 2 secretaries and 2 inspectors wages to better reflect true costs. * Other eligibility criteria: Blind person from November 1st to March 31st.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	205,075	203,072
Tot. Veh. Km. - Dedicated Service	205,075	203,072
Rev. Veh. Hr. - Dedicated Service	12,531	12,054
Tot. Veh. Hr. - Dedicated Service	12,531	12,054
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	33,227	33,604
Non-Dedicated Service		
TOTAL PASSENGERS	33,227	33,604
Subscription/Pre-booked	72%	77%
Reservation	25%	22%
On-Demand/Day of trip	3%	1%
UNACCOMMODATED TRIPS	433	335
NO-SHOWS/CANCELLED AT DOOR	3,308	3,354
NUMBER OF COMPLAINTS	2	3

OPERATING EXPENSES

Administration*	\$34,896	\$88,945
Operations:		
Internal - Dedicated Service	\$469,888	\$479,109
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$66,303	\$70,784
Fuel	\$29,296	\$47,566
TOTAL OPERATING EXPENSES	\$600,383	\$686,404

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$70,438	\$59,729
Other Operating Revenue	\$1,746	\$1,366
Total Operating Revenues	\$72,184	\$61,095
Federal Contributions		
Provincial Contributions		\$2,911
Municipal Contributions	\$528,199	\$622,398
Donations / Other		
TOTAL	\$600,383	\$686,404

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing	\$16,189	\$17,659
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$16,189	\$17,659

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$16,189	\$17,659
Donations / Other		
TOTAL CAPITAL FUNDING	\$16,189	\$17,659

SERVICE HOURS/SCHEDULING

Weekday:	0630 to 2230	Sunday:	0900 to 1630
Saturday:	0800 to 2230	Holiday:	
Advanced booking notice:	5 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Partially Computerized		

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.85	\$65.00
Child	free		
Student	\$1.75	\$1.50	\$55.00
Senior	\$2.00	\$1.85	\$50.00
Attendant			
Companion			
Other			
Semester Pass: Elementary/Secondary			\$125; College \$140

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	6	
Other Operations (e.g. dispatchers)	1	
Maintenance		1
General Administration		7
Other		

TOTAL NUMBER OF EMPLOYEES

7 8

Union Affiliations: Operators: CAW Local 4184
 Maintenance: CAW Local 4184

Top Operator Wage Rate: \$19.77
 Top Mechanic Wage Rate: \$23.03

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	12%	9%
Net Operating Cost / Capita	\$7.56	\$8.95
Total Exp. / Passenger	\$18.07	\$20.43
Total Exp. / Eligible Passenger	\$20.01	\$21.86
Transp. Exp. / Passenger		
Dedicated Service	\$17.02	\$17.78
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$45.13	\$49.57
OPERATING		
Registrants / Capita	0.0213	0.0225
Passengers / Capita	0.4757	0.4811
Passengers / Registrant	22.36	21.35
Passengers / Hour (Dedicated Service)	2.65	2.79
Km. / Passenger (Dedicated Service)	6.17	6.04
Average Speed (Dedicated Service)	16.37	16.85

**VEHICLE DATA
(2005)**

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	6	6	3	8
Small Buses				
Other				
TOTAL DED. VEHICLES	6	6	N/A	N/A
Accessible taxis				

**PASSENGER STATISTICS
(2005)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	17,281	
Wheelchair/Scooter Users	14,115	
Attendants/Companions	2,208	
Other		
TOTAL (%Total)	33,604 (100%)	(0%)

SAULT STE MARIE

SAULT STE MARIE TRANSIT PARABUS

Contact: Mr. Sam Piraino
 Title: Chief Inspector / Scheduler
 Telephone: (705) 759-5434
 FAX: (705) 759-5834
 e-mail: s.piraino@cityssm.on.ca

Population served: 69,900
 Service area (km²): 223.5
 Communities served: 1
 Service began: 1975
 Advisory Committee members: 12
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

2,254
 Wheelchair/Scooter Users: 1,401 (62%)
 Ambulatory: 853 (38%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS	2004	2005
Rev. Veh. Km. - Dedicated Service	171,240	197,676
Tot. Veh. Km. - Dedicated Service	171,240	197,676
Rev. Veh. Hr. - Dedicated Service	12,728	14,001
Tot. Veh. Hr. - Dedicated Service	12,728	14,001
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	27,091	28,093
Non-Dedicated Service	11,772	12,767
TOTAL PASSENGERS	38,863	40,860
Subscription/Pre-booked	30%	30%
Reservation	69%	69%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	777	842
NO-SHOWS/CANCELLED AT DOOR	389	421
NUMBER OF COMPLAINTS	40	60

OPERATING EXPENSES

Administration	\$33,977	\$39,589
Operations:		
Internal - Dedicated Service	\$381,100	\$374,259
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$112,995	\$118,770
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$77,224	\$92,011
Fuel	\$44,293	\$59,376
TOTAL OPERATING EXPENSES	\$649,589	\$684,005

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$58,511	\$75,512
Other Operating Revenue	\$3,075	
Total Operating Revenues	\$61,586	\$75,512
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$588,003	\$608,493
Donations / Other		
TOTAL	\$649,589	\$684,005

CAPITAL EXPENSES

Vehicles Purchased	\$80,649	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$80,649	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$26,856	
Municipal Contributions	\$53,793	
Donations / Other		
TOTAL CAPITAL FUNDING	\$80,649	

SERVICE HOURS/SCHEDULING		
Weekday: 0730 to 2400	Sunday:	0800 to 2300
Saturday: 0830 to 2400	Holiday:	0800 to 2300
Advanced booking notice:	7 days	
Minimum notice for reservation:	24.0 hours	
Reservations/Scheduling:	Fully Computerized	

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.75	\$1.50	
Child	\$1.75	\$1.50	
Student	\$1.75	\$1.50	
Senior	\$1.75	\$1.50	
Attendant	free		
Companion	free		
Other			

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	2	7
Other Operations (e.g. dispatchers)	1	
Maintenance	1	
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES 5 7

Union Affiliations: Operators: UTU Local 104
 Maintenance: USWA Local 2251

Top Operator Wage Rate: \$19.25
 Top Mechanic Wage Rate: \$22.21

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	9%	11%
Net Operating Cost / Capita	\$8.41	\$8.71
Total Exp. / Passenger	\$16.71	\$16.74
Total Exp. / Eligible Passenger	\$18.95	\$18.70
Transp. Exp. / Passenger		
Dedicated Service	\$18.55	\$18.71
Non-Dedicated Service (e.g. Taxis)	\$9.60	\$9.30
Transp. Exp. / Hour (Dedicated Service)	\$39.49	\$37.54
OPERATING		
Registrants / Capita	0.0302	0.0322
Passengers / Capita	0.5560	0.5845
Passengers / Registrant	18.44	18.13
Passengers / Hour (Dedicated Service)	2.13	2.01
Km. / Passenger (Dedicated Service)	6.32	7.04
Average Speed (Dedicated Service)	13.45	14.12

VEHICLE DATA (2005)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	8	6	5	5
Other				
TOTAL DED. VEHICLES	8	6	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory		12,767
Wheelchair/Scooter Users	23,819	
Attendants/Companions	4,274	
Other		
TOTAL (%Total)	28,093 (69%)	12,767 (31%)

SCHREIBER

SCHREIBER - TERRACE BAY HANDI-TRANSIT

Contact: Ms. Lila Cresswell
 Title: Clerk / Deputy Treasurer
 Telephone: (807) 824-2711 x25
 FAX: (807) 824-3231
 e-mail: lcresswell@schreiber.ca

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

Population served: 3,300
 Service area (km²): 188.0
 Communities served: 2
 Service began: 1986
 Advisory Committee members: 7
 Eligibility Committee members: 2

ELIGIBILITY CRITERIA

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

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 2 (2%)
 Ambulatory: 95 (98%)
 Attendants/Companions:
 Other:

Note: * By-law included service to Terrace Bay September 1, 1988.
 * Other eligibility criteria: Elderly, visually impaired, cognitively disabled, epilepsy if coupled with physical mobility prevents those from using conventional transit.
 * Service hours exceptions: By Negotiation for events.

VEHICLE KILOMETRES & HOURS

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

2004 2005

SERVICE HOURS/SCHEDULING *

Weekday: 0700 to 2300 Sunday: 1000 to 2300
 Saturday: 1000 to 2300 Holiday: 1000 to 2300
 Advanced booking notice: 1 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service 2,067 2,146
 Non-Dedicated Service
TOTAL PASSENGERS 2,067 2,146
 Subscription/Pre-booked
 Reservation 100% 100%
 On-Demand/Day of trip

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

2

OPERATING EXPENSES

Administration \$4,269 \$5,478
 Operations:
 Internal - Dedicated Service \$45,952
 Contract - Dedicated Service \$74,858
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities) \$9,651
 Fuel \$7,386
TOTAL OPERATING EXPENSES \$79,127 \$68,467

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$7,693 \$6,911
 Other Operating Revenue
Total Operating Revenues \$7,693 \$6,911
 Federal Contributions
 Provincial Contributions \$11,389
 Municipal Contributions \$71,434 \$50,167
 Donations / Other
TOTAL \$79,127 \$68,467

CAPITAL EXPENSES

Vehicles Purchased \$56,316
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES \$56,316

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions \$22,550
 Municipal Contributions \$33,766
 Donations / Other
TOTAL CAPITAL FUNDING \$56,316

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.00	\$4.00	
Child			
Student	\$6.00	\$6.00	
Senior	\$4.00	\$4.00	
Attendant	free		
Companion	\$5.00	\$5.00	
Other			

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

1 3

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

Top Operator Wage Rate: \$16.59
 Top Mechanic Wage Rate: \$22.00

PERFORMANCE INDICATORS

FINANCIAL

	2004	2005
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$21.65	\$18.65
Total Exp. / Passenger	\$38.28	\$31.90
Total Exp. / Eligible Passenger	\$38.28	\$31.93
Transp. Exp. / Passenger		
Dedicated Service	\$36.22	\$29.35
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita		0.0294
Passengers / Capita	0.6264	0.6503
Passengers / Registrant		22.12
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	2	5
Small Buses				
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,098	
Wheelchair/Scooter Users	46	
Attendants/Companions	2	
Other		
TOTAL (%Total)	2,146 (100%)	(0%)

SCUGOG-UXBRIDGE

HANDI TRANSIT INC.

Contact: Mr. Ben Chartier
 Title: Executive Director
 Telephone: (905) 571-1222
 FAX: (905) 571-7390
 e-mail: ben.chartier@region.durham.on.ca

Population served: 38,000
 Service area (km²): 901.3
 Communities served: 2
 Service began: 1987
 Advisory Committee members: 9
 Eligibility Committee members: 9

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 52 (70%)
 Ambulatory: 22 (30%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

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

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	38,145	37,450
Tot. Veh. Km. - Dedicated Service	38,145	37,450
Rev. Veh. Hr. - Dedicated Service	2,200	2,080
Tot. Veh. Hr. - Dedicated Service	2,200	2,080
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	1,422	1,219
Non-Dedicated Service		
TOTAL PASSENGERS	1,422	1,219
Subscription/Pre-booked	35%	35%
Reservation	60%	60%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	12	34
NO-SHOWS/CANCELLED AT DOOR	8	5
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration *	\$24,205	\$24,770
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$37,352	\$39,134
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,602	\$6,420
Fuel	\$4,837	\$6,512
TOTAL OPERATING EXPENSES	\$72,996	\$76,836

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,159	\$8,953
Other Operating Revenue		
Total Operating Revenues	\$9,159	\$8,953
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$63,837	\$67,883
Donations / Other		
TOTAL	\$72,996	\$76,836

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 14 days
 Minimum notice for reservation: 2.0 hours
 Reservations/Scheduling: Partially Computerized

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child	\$1.00		
Student	\$3.00		
Senior	\$3.00		
Attendant	\$3.00		
Companion	\$3.00		
Other			

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: Teamsters Local 938
 Maintenance: N/A

Top Operator Wage Rate: \$17.65
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	13%	12%
Net Operating Cost / Capita	\$1.68	\$1.79
Total Exp. / Passenger	\$51.33	\$63.03
Total Exp. / Eligible Passenger	\$54.15	\$63.66
Transp. Exp. / Passenger		
Dedicated Service	\$34.31	\$42.71
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$22.18	\$25.03
OPERATING		
Registrants / Capita	0.0018	0.0019
Passengers / Capita	0.0374	0.0321
Passengers / Registrant	20.91	16.47
Passengers / Hour (Dedicated Service)	0.65	0.59
Km. / Passenger (Dedicated Service)	26.82	30.72
Average Speed (Dedicated Service)	17.34	18.00

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	5	4
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	107	
Wheelchair/Scooter Users	1,100	
Attendants/Companions	12	
Other		
TOTAL (%Total)	1,219 (100%)	(0%)

SOUTH BRUCE

BRUCE GREY & HURON DISABILITY

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

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

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users:
 Ambulatory:
 Attendants/Companions:
 Other:
 Note: * Other Eligibility Criteria: Frail, elderly, mentally or physically disabled.
 * Service Hours: on demand, 24 hours per day, 7 days per week.

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

ELIGIBILITY CRITERIA
☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	500,000	
Tot. Veh. Km. - Dedicated Service	500,000	
Rev. Veh. Hr. - Dedicated Service	25,000	
Tot. Veh. Hr. - Dedicated Service	25,000	
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	27,393	21,698
Non-Dedicated Service		
TOTAL PASSENGERS	27,393	21,698
Subscription/Pre-booked	80%	80%
Reservation		
On-Demand/Day of trip	20%	20%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration		\$46,879
Operations:		
Internal - Dedicated Service		\$226,653
Contract - Dedicated Service		\$3,970
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		\$96,449
Fuel		
TOTAL OPERATING EXPENSES	\$339,806	\$373,951

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$93,833	\$95,604
Other Operating Revenue		\$2,562
Total Operating Revenues	\$93,833	\$98,166
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$260,039	\$255,000
Donations / Other	\$8,000	\$7,116
TOTAL	\$361,872	\$360,282

CAPITAL EXPENSES

Vehicles Purchased		\$214,258
Debt Servicing		
Other Capital Expenses		\$2,744
TOTAL CAPITAL EXPENSES		\$217,002

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$214,258
Municipal Contributions		
Donations / Other		
TOTAL CAPITAL FUNDING		\$214,258

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

	8	5
--	---	---

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

Top Operator Wage Rate: \$12.86
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	28%	26%
Net Operating Cost / Capita	\$4.92	\$5.52
Total Exp. / Passenger	\$12.40	\$17.23
Total Exp. / Eligible Passenger	\$12.40	\$17.23

Transp. Exp. / Passenger		
Dedicated Service		\$15.07
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita		
Passengers / Capita	0.5479	0.4340
Passengers / Registrant		
Passengers / Hour (Dedicated Service)	1.10	
Km. / Passenger (Dedicated Service)	18.25	
Average Speed (Dedicated Service)	20.00	

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	21,698*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	21,698 (100%)	(0%)
* Total for all categories		

ST. CATHARINES

PARATRANSIT SYSTEM OF ST. CATHARINES

Contact: Ms. Debbie Grandbois
Title: Paratransit Supervisor
Telephone: (905) 685-4228 x250
FAX: (905) 685-4050
e-mail: dgrandbois@yourbus.com

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

Population served: 130,000
Service area (km²): 97.0
Communities served: 2
Service began: 1979
Advisory Committee members: 9
Eligibility Committee members: 2

NUMBER OF REGISTRANTS

1,315
Wheelchair/Scooter Users: 650 (49%)
Ambulatory: 665 (51%)
Attendants/Companions:
Other:
Note: * Contract - Non-Dedicated Service included taxi contract providing specialized transit service to City of Thorold for \$58,659 and \$74,014 in 2004 and 2005 respectively.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	321,564	298,071
Tot. Veh. Km. - Dedicated Service	321,564	298,071
Rev. Veh. Hr. - Dedicated Service	15,735	16,648
Tot. Veh. Hr. - Dedicated Service	15,735	16,648
Non-Dedicated Service - Veh. Km.	22,778	20,734
Non-Dedicated Service - Veh. Hr.	1,766	1,624

PASSENGER DATA

Dedicated Service	35,540	35,630
Non-Dedicated Service	3,965	3,440
TOTAL PASSENGERS	39,505	39,070
Subscription/Pre-booked	20%	15%
Reservation	75%	80%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	1,500	644
NO-SHOWS/CANCELLED AT DOOR	243	206
NUMBER OF COMPLAINTS	12	12

OPERATING EXPENSES

Administration	\$38,010	\$41,226
Operations:		
Internal - Dedicated Service	\$585,281	\$594,623
Contract - Dedicated Service		
Contract - Non-Dedicated Service *	\$113,834	\$147,547
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$186,992	\$189,776
Fuel	\$42,364	\$64,647
TOTAL OPERATING EXPENSES	\$966,481	\$1,037,819

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$77,365	\$80,052
Other Operating Revenue	\$58,524	\$74,014
Total Operating Revenues	\$135,889	\$154,066
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$830,592	\$883,753
Donations / Other		
TOTAL	\$966,481	\$1,037,819

CAPITAL EXPENSES

Vehicles Purchased	\$76,177	\$101,898
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$76,177	\$101,898

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$25,367	\$33,932
Municipal Contributions	\$14,631	\$67,966
Donations / Other	\$36,179	
TOTAL CAPITAL FUNDING	\$76,177	\$101,898

SERVICE HOURS/SCHEDULING

Weekday:	0745 to 2300	Sunday:	1030 to 1800
Saturday:	0900 to 2300	Holiday:	1030 to 1800
Advanced booking notice:	14 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$2.10	\$75.00
Child	\$2.25	\$2.10	\$75.00
Student	\$2.25	\$2.10	\$75.00
Senior	\$2.25	\$2.10	\$75.00
Attendant	\$2.25	\$2.10	\$75.00
Companion	\$2.25	\$2.10	\$75.00
Other			

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	8	
Other Operations (e.g. dispatchers)		
Maintenance	2	
General Administration	1	2
Other		

TOTAL NUMBER OF EMPLOYEES

11 2

Union Affiliations: Operators: ATU Local 846
Maintenance: ATU Local 846

Top Operator Wage Rate: \$20.99
Top Mechanic Wage Rate: \$24.40

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	14%	15%
Net Operating Cost / Capita	\$6.39	\$6.80
Total Exp. / Passenger	\$24.46	\$26.56
Total Exp. / Eligible Passenger	\$26.15	\$28.58
Transp. Exp. / Passenger		
Dedicated Service	\$22.92	\$23.83
Non-Dedicated Service (e.g. Taxis)	\$28.71	\$42.89
Transp. Exp. / Hour (Dedicated Service)	\$51.77	\$51.00
OPERATING		
Registrants / Capita	0.0116	0.0101
Passengers / Capita	0.3039	0.3005
Passengers / Registrant	26.20	29.71
Passengers / Hour (Dedicated Service)	2.26	2.14
Km. / Passenger (Dedicated Service)	9.05	8.37
Average Speed (Dedicated Service)	20.44	17.90

VEHICLE DATA (2005)

	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	2	2	3
Small Buses	8	6	5
Other			
TOTAL DED. VEHICLES	10	8	N/A
Accessible taxis	1		

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	19,097	1,161
Wheelchair/Scooter Users	13,983	2,073
Attendants/Companions	2,550	206
Other		
TOTAL (%Total)	35,630 (91%)	3,440 (9%)

ST. MARYS

ST. MARY'S & AREA MOBILITY SERVICE

Contact: Ms. Sharron Rudy
 Title: Office Administrator
 Telephone: (519) 284-4010
 FAX: (519) 284-0261
 e-mail: stmarys.mobility@rogers.com

Population served: 5,500
 Service area (km²): 12.5
 Communities served: 3
 Service began: 1989
 Advisory Committee members: 8
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 105 (22%)
 Ambulatory: 350 (73%)
 Attendants/Companions: 25 (5%)
 Other:

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

ELIGIBILITY CRITERIA

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

Note: * Other under Passenger Statistics were service provided by volunteer drivers.

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	29,304	34,680
Tot. Veh. Km. - Dedicated Service	29,304	34,680
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	9,074	12,176
Non-Dedicated Service		
TOTAL PASSENGERS	9,074	12,176
Subscription/Pre-booked	75%	60%
Reservation	23%	35%
On-Demand/Day of trip	2%	5%
UNACCOMMODATED TRIPS	15	35
NO-SHOWS/CANCELLED AT DOOR	25	20
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration *	\$46,450	\$41,043
Operations:		
Internal - Dedicated Service	\$53,828	\$7,119
Contract - Dedicated Service		\$37,383
Contract - Non-Dedicated Service		\$12,943
Contract - Taxi Scrip		\$369
Maintenance (Vehicles & Facilities)	\$1,903	\$4,888
Fuel	\$5,009	\$6,485
TOTAL OPERATING EXPENSES	\$107,190	\$110,230

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$33,440	\$44,623
Other Operating Revenue	\$9,345	
Total Operating Revenues	\$42,785	\$44,623
Federal Contributions		
Provincial Contributions	\$11,950	\$12,328
Municipal Contributions	\$11,650	\$15,150
Donations / Other	\$27,173	\$38,129
TOTAL	\$93,558	\$110,230

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.50	\$3.50	
Child	\$3.50	\$3.50	
Student	\$3.50	\$3.50	
Senior	\$3.50	\$3.50	
Attendant	free		
Companion	\$3.50	\$3.50	
Other	*Bus charter after hours is \$55/hr driving time		

EMPLOYEE DATA (2005)

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

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

Top Operator Wage Rate: \$14.14
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	40%	40%
Net Operating Cost / Capita	\$10.73	\$11.93
Total Exp. / Passenger	\$11.81	\$9.05
Total Exp. / Eligible Passenger	\$12.43	\$11.11
Transp. Exp. / Passenger		
Dedicated Service	\$6.69	\$4.59
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0870	0.0873
Passengers / Capita	1.5123	2.2138
Passengers / Registrant	17.38	25.37
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	3.23	2.85
Average Speed (Dedicated Service)		

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	12
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	8,067*	
Wheelchair/Scooter Users	1,859*	
Attendants/Companions	50*	
Other	2,200	
TOTAL (%Total)	12,176 (100%)	(0%)
* Total for dedicated and non-dedicated services		

ST. THOMAS

ST. THOMAS PARA TRANSIT SERVICE

Contact: Mr. Dave White
 Title: Supervisor of Roads and Transportation
 Telephone: (519) 631-0368 x32
 FAX: (519) 631-5542
 e-mail: dwhite@city.st-thomas.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served: 33,200
 Service area (km²): 32.6
 Communities served: 1
 Service began: 1990
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 500
 Wheelchair/Scooter Users: 100 (20%)
 Ambulatory: 400 (80%)
 Attendants/Companions:
 Other:
 Registration Fee: \$12.50

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	65,995	67,583
Tot. Veh. Km. - Dedicated Service	65,995	67,583
Rev. Veh. Hr. - Dedicated Service	6,290	
Tot. Veh. Hr. - Dedicated Service	6,290	
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	18,007	20,261
Non-Dedicated Service		
TOTAL PASSENGERS	18,007	20,261
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	650	497
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$11,940	\$17,435
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$186,000	\$172,781
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$13,800	\$30,105
Fuel		
TOTAL OPERATING EXPENSES	\$211,740	\$220,321

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$32,000	\$39,013
Other Operating Revenue	\$9,745	\$9,130
Total Operating Revenues	\$41,745	\$48,143
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$169,995	\$172,178
Donations / Other		
TOTAL	\$211,740	\$220,321

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0715 to 1820 Sunday:
 Saturday: 0915 to 1820 Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation:
 Reservations/Scheduling: Manual

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

	2	2
--	---	---

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

Top Operator Wage Rate: \$12.50
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	20%	22%
Net Operating Cost / Capita	\$5.12	\$5.19
Total Exp. / Passenger	\$11.76	\$10.87
Total Exp. / Eligible Passenger	\$12.52	\$11.64
Transp. Exp. / Passenger		
Dedicated Service	\$11.10	\$10.01
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$31.76	
OPERATING		
Registrants / Capita	0.0151	0.0151
Passengers / Capita	0.5424	0.6103
Passengers / Registrant	36.01	40.52
Passengers / Hour (Dedicated Service)	2.86	
Km. / Passenger (Dedicated Service)	3.66	3.34
Average Speed (Dedicated Service)	10.49	

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	12,040	
Wheelchair/Scooter Users	6,892	
Attendants/Companions	1,329	
Other		
TOTAL (%Total)	20,261 (100%)	(0%)

STRATFORD

STRATFORD PARALLEL TRANSIT

Contact: Mr. Harry Eaton
 Title: Transit Supervisor
 Telephone: (519) 273-0511
 FAX: (519) 273-3760
 e-mail: heaton@city.stratford.on.ca

Population served: 30,000
 Service area (km²): 21.9
 Communities served: 1
 Service began: 1975
 Advisory Committee members: N/A
 Eligibility Committee members: 2

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 315 (55%)
 Ambulatory: 260 (45%)
 Attendants/Companions:
 Other:

Note: *Service on Friday evenings are extended to 2300h.

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	6,240	6,240
Tot. Veh. Hr. - Dedicated Service	6,240	6,240
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	17,293	16,464
Non-Dedicated Service	1,364	1,139
TOTAL PASSENGERS	18,657	17,603
Subscription/Pre-booked	50%	50%
Reservation	45%	45%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	85	45
NO-SHOWS/CANCELLED AT DOOR	60	78
NUMBER OF COMPLAINTS	2	

OPERATING EXPENSES

Administration	\$64,282	\$87,626
Operations:		
Internal - Dedicated Service	\$186,716	\$161,843
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$5,199	\$4,694
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$43,992	\$54,664
Fuel	\$18,291	\$22,577
TOTAL OPERATING EXPENSES	\$318,480	\$331,404

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$45,095	\$43,121
Other Operating Revenue	\$807	\$161
Total Operating Revenues	\$45,902	\$43,282
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$263,606	\$285,389
Donations / Other		\$2,777
TOTAL	\$309,508	\$331,448

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0820 to 1640 Sunday: 0840 to 1600
 Saturday: 0840 to 1600 Holiday:
 Advanced booking notice: 2 days
 Minimum notice for reservation: 1.0 hours
 Reservations/Scheduling: Manual

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	2	5
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

4 5

Union Affiliations: Operators: IBEW Local 636
 Maintenance: N/A

Top Operator Wage Rate: \$15.33
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	14%	13%
Net Operating Cost / Capita	\$9.09	\$9.60
Total Exp. / Passenger	\$17.07	\$18.83
Total Exp. / Eligible Passenger	\$17.07	\$18.83
Transp. Exp. / Passenger		
Dedicated Service	\$14.40	\$14.52
Non-Dedicated Service (e.g. Taxis)	\$3.81	\$4.12
Transp. Exp. / Hour (Dedicated Service)	\$39.90	\$38.31

OPERATING

Registrants / Capita	0.0213	0.0192
Passengers / Capita	0.6219	0.5868
Passengers / Registrant	29.15	30.61
Passengers / Hour (Dedicated Service)	2.77	2.64
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	3	3	5
Other				
TOTAL DED. VEHICLES	5	3	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	7,334	1,139
Wheelchair/Scooter Users	9,130	
Attendants/Companions		
Other		
TOTAL (%Total)	16,464 (94%)	1,139 (6%)

SUDBURY

SUDBURY HANDI-TRANSIT

Contact: Mr. Robert Gauthier
 Title: Supervisor of Transit Operations
 Telephone: (705) 675-3333
 FAX: (705) 560-4571
 e-mail: robert.gauthier@greatersudbury.ca

Population served: 157,000
 Service area (km²): 3,627.0
 Communities served: 1
 Service began: 2001
 Advisory Committee members: 5
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 3,801
 Wheelchair/Scooter Users: 1,942 (51%)
 Ambulatory: 1,859 (49%)
 Attendants/Companions:
 Other:
 Note: * Other Eligibility Criteria: includes blind persons who are able to use the Handi Transit Service independently.
 * Contract - Dedicated Service expense also included expense for Non-Dedicated Service for both years.

Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies
 Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA *

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	591,867	717,754
Tot. Veh. Km. - Dedicated Service	623,017	717,754
Rev. Veh. Hr. - Dedicated Service	24,550	32,000
Tot. Veh. Hr. - Dedicated Service	25,842	32,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	72,983	82,167
Non-Dedicated Service	8,727	7,903
TOTAL PASSENGERS	81,710	90,070
Subscription/Pre-booked	74%	70%
Reservation	24%	25%
On-Demand/Day of trip	2%	5%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	1,514	1,418
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$163,296	
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service *	\$1,460,748	\$1,795,084
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$1,624,044	\$1,795,084

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$155,249	\$140,066
Other Operating Revenue		\$31,248
Total Operating Revenues	\$155,249	\$171,314
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,468,795	\$1,578,769
Donations / Other		\$45,000
TOTAL	\$1,624,044	\$1,795,083

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0715 to 0015	Sunday: 0845 to 2145
Saturday: 0715 to 0015	Holiday: 0845 to 2145
Advanced booking notice:	2 days
Minimum notice for reservation:	
Reservations/Scheduling:	Fully Computerized

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	13	6
Other Operations (e.g. dispatchers)	2	1
Maintenance	4	
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

	20	7
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Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate: \$15.69
 Top Mechanic Wage Rate: \$26.25

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$9.36	\$10.34
Total Exp. / Passenger	\$19.88	\$19.93
Total Exp. / Eligible Passenger	\$21.66	\$21.39
Transp. Exp. / Passenger		
Dedicated Service *	\$20.01	\$21.85
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service) *	\$56.53	\$56.10
OPERATING		
Registrants / Capita	0.0214	0.0242
Passengers / Capita	0.5204	0.5737
Passengers / Registrant	24.28	23.70
Passengers / Hour (Dedicated Service)	2.97	2.57
Km. / Passenger (Dedicated Service)	8.11	8.74
Average Speed (Dedicated Service)	24.11	22.43

VEHICLE DATA (2005)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	13	13	6	4
Other				
TOTAL DED. VEHICLES	13	13	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	76,023*	7,903 *
Wheelchair/Scooter Users		
Attendants/Companions	6,144	
Other		
TOTAL (%Total)	82,167 (91%)	7,903 (9%)
* Total for Ambulatory and Wheelchair/Scooter Users		

THUNDER BAY

HAGI TRANSIT INC.

Contact: Ms. Brenda Deck
Title: Transit Coordinator
Telephone: (807) 343-9320
FAX: (807) 344-3521
e-mail: bdeck@hagi.ca

Population served: 112,006
Service area (km²): 325.0
Communities served: 1
Service began: 1975
Advisory Committee members: 12
Eligibility Committee members: 12

NUMBER OF REGISTRANTS

4,027
Wheelchair/Scooter Users: 1,079 (27%)
Ambulatory: 2,948 (73%)
Attendants/Companions:
Other:

Dedicated Service operated by: Private Non-Profit Organization
Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies
Taxi Scrip Program available: YES

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	629,723	625,139
Tot. Veh. Km. - Dedicated Service	629,723	625,139
Rev. Veh. Hr. - Dedicated Service	30,294	29,130
Tot. Veh. Hr. - Dedicated Service	30,294	29,130
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service *	75,792	88,092
Non-Dedicated Service	7,064	
TOTAL PASSENGERS	82,856	88,092
Subscription/Pre-booked	48%	
Reservation		
On-Demand/Day of trip	52%	
UNACCOMMODATED TRIPS	2,944	2,797
NO-SHOWS/CANCELLED AT DOOR	1,962	1,129
NUMBER OF COMPLAINTS	9	25

OPERATING EXPENSES

Administration	\$175,600	\$203,193
Operations:		
Internal - Dedicated Service	\$203,098	\$1,056,054
Contract - Dedicated Service	\$713,504	
Contract - Non-Dedicated Service	\$4,079	\$22,991
Contract - Taxi Scrip	\$52,933	\$79,958
Maintenance (Vehicles & Facilities)	\$204,463	\$224,536
Fuel	\$113,115	\$147,700
TOTAL OPERATING EXPENSES	\$1,466,792	\$1,734,432

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$308,960	\$284,321
Other Operating Revenue	\$37,825	\$161,169
Total Operating Revenues	\$346,785	\$445,490
Federal Contributions		
Provincial Contributions		\$131,156
Municipal Contributions	\$1,117,870	\$1,210,266
Donations / Other	\$2,136	\$10,798
TOTAL	\$1,466,791	\$1,797,710

CAPITAL EXPENSES

Vehicles Purchased	\$159,103	\$1,535,246
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$159,103	\$1,535,246

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$159,103	\$1,535,246
Donations / Other		
TOTAL CAPITAL FUNDING	\$159,103	\$1,535,246

SERVICE HOURS/SCHEDULING

Weekday:	0700 to 2300	Sunday:	0900 to 2230
Saturday:	0700 to 2300	Holiday:	
Advanced booking notice:	14 days		
Minimum notice for reservation:	48.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$3.00	
Child	\$3.00	\$3.00	
Student	\$3.00	\$3.00	
Senior	\$3.00	\$3.00	
Attendant	\$3.00	\$3.00	
Companion	\$3.00	\$3.00	
Other	Charge \$4.40/trip		

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	9	17
Other Operations (e.g. dispatchers)	3	3
Maintenance		
General Administration	1	1
Other		

TOTAL NUMBER OF EMPLOYEES

13 21

Union Affiliations: Operators: ATU Local 966
Maintenance: N/A

Top Operator Wage Rate: \$15.76

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	24%	26%
Net Operating Cost / Capita	\$9.33	\$11.51
Total Exp. / Passenger	\$17.70	\$19.69
Total Exp. / Eligible Passenger	\$17.70	\$19.69
Transp. Exp. / Passenger		
Dedicated Service	\$16.28	\$16.21
Non-Dedicated Service (e.g. Taxis)	\$8.07	
Transp. Exp. / Hour (Dedicated Service)	\$40.74	\$49.03
OPERATING		
Registrants / Capita	0.0301	0.0360
Passengers / Capita	0.6905	0.7865
Passengers / Registrant	22.97	21.88
Passengers / Hour (Dedicated Service)	2.50	3.02
Km. / Passenger (Dedicated Service)	8.31	7.10
Average Speed (Dedicated Service)	20.79	21.46

VEHICLE DATA (2005)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1		2	6
Small Buses	19	16	4	8
Other				
TOTAL DED. VEHICLES	20	16	N/A	N/A
Accessible taxis	3			

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	88,092*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	88,092 (100%)	(0%)
* Total for dedicated and non-dedicated services		

TIMMINS

TIMMINS HANDY TRANSIT

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

Population served: 41,000
 Service area (km²): 24.0
 Communities served: 1
 Service began: 1985
 Advisory Committee members: 6
 Eligibility Committee members: 3

NUMBER OF REGISTRANTS

1,100
 Wheelchair/Scooter Users: 625 (57%)
 Ambulatory: 475 (43%)
 Attendants/Companions:
 Other:

6 Note: * Administration and maintenance expenses were included in 3 conventional transit operations and were not recorded separately.
 * Part-time drivers operating both conventional and specialized transit services were not counted separately.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	129,807	132,712
Tot. Veh. Km. - Dedicated Service	129,807	132,712
Rev. Veh. Hr. - Dedicated Service	8,415	8,346
Tot. Veh. Hr. - Dedicated Service	8,415	8,346
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	14,517	14,611
Non-Dedicated Service		
TOTAL PASSENGERS	14,517	14,611
Subscription/Pre-booked	76%	76%
Reservation	23%	23%
On-Demand/Day of trip	1%	1%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration *		
Operations:		
Internal - Dedicated Service	\$271,607	\$290,297
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		\$31,401
Fuel	\$24,747	\$30,778
TOTAL OPERATING EXPENSES	\$296,354	\$352,476

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$31,441	\$22,074
Other Operating Revenue		
Total Operating Revenues	\$31,441	\$22,074
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$264,913	\$330,402
Donations / Other		
TOTAL	\$296,354	\$352,476

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 1900 Sunday:
 Saturday: 1000 to 1800 Holiday:
 Advanced booking notice: 14 days
 Minimum notice for reservation: 1.0 hours
 Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50	\$2.50	
Child	\$2.50	\$2.05	
Student	\$2.50	\$2.43	
Senior	\$2.50	\$1.73	
Attendant	\$2.50	\$2.50	
Companion	\$2.50	\$2.50	
Other			

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES 3

Union Affiliations: Operators: CUPE Local 1544
 Maintenance: N/A

Top Operator Wage Rate: \$19.92

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	11%	6%
Net Operating Cost / Capita	\$6.97	\$8.06
Total Exp. / Passenger	\$20.41	\$24.12
Total Exp. / Eligible Passenger	\$20.41	\$24.12
Transp. Exp. / Passenger		
Dedicated Service	\$20.41	\$24.12
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$35.22	\$42.23
OPERATING		
Registrants / Capita	0.0277	0.0268
Passengers / Capita	0.3820	0.3564
Passengers / Registrant	13.77	13.28
Passengers / Hour (Dedicated Service)	1.73	1.75
Km. / Passenger (Dedicated Service)	8.94	9.08
Average Speed (Dedicated Service)	15.43	15.90

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	4	5	6
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	14,611*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	14,611 (100%)	(0%)
* Total for all categories		

WHEEL-TRANS

Contact: Ms. Margaret Gomes
 Title: Budget & Research Analyst
 Telephone: (416) 393-4963
 FAX: (416) 338-0139
 e-mail: margaret.gomes@ttc.ca

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

NUMBER OF REGISTRANTS

38,245

Wheelchair/Scooter Users: 18,740 (49%)
 Ambulatory: 19,505 (51%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA *

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

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	10,411,435	11,360,925
Tot. Veh. Km. - Dedicated Service	11,095,352	12,107,350
Rev. Veh. Hr. - Dedicated Service	482,140	509,951
Tot. Veh. Hr. - Dedicated Service	511,858	542,392
Non-Dedicated Service - Veh. Km.	2,090,548	1,731,706
Non-Dedicated Service - Veh. Hr.	69,525	56,272

PASSENGER DATA

Dedicated Service	1,505,979	1,643,713
Non-Dedicated Service	301,280	239,568
TOTAL PASSENGERS	1,807,259	1,883,281
Subscription/Pre-booked	48%	48%
Reservation	51%	51%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	45,267	60,202
NO-SHOWS/CANCELLED AT DOOR	56,080	60,820
NUMBER OF COMPLAINTS	2,426	2,086

OPERATING EXPENSES

Administration	\$9,027,100	\$8,055,100
Operations:		
Internal - Dedicated Service	\$18,258,800	\$19,469,800
Contract - Dedicated Service	\$9,703,900	\$12,024,800
Contract - Non-Dedicated Service	\$4,450,400	\$3,704,600
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	10,379,100	11,376,700
Fuel	\$1,344,900	\$1,319,100
TOTAL OPERATING EXPENSES	\$53,164,200	\$55,950,100

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,638,400	\$2,731,500
Other Operating Revenue		
Total Operating Revenues	\$2,638,400	\$2,731,500
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$50,525,800	\$53,218,600
Donations / Other		
TOTAL	\$53,164,200	\$55,950,100

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50	\$2.00	\$98.75
Child	\$0.60	\$0.45	\$83.25
Student	\$1.70	\$1.33	\$83.25
Senior	\$1.70	\$1.33	\$83.25
Attendant			
Companion			
Other			

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	249	
Other Operations (e.g. dispatchers)	68	
Maintenance	69	
General Administration	11	
Other		

TOTAL NUMBER OF EMPLOYEES 397

Union Affiliations: Operators: ATU Local 113
 Maintenance: ATU Local 113

Top Operator Wage Rate: \$24.99
 Top Mechanic Wage Rate: \$30.45

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$20.21	\$21.29
Total Exp. / Passenger	\$29.42	\$29.71
Total Exp. / Eligible Passenger	\$29.42	\$29.71
Transp. Exp. / Passenger		
Dedicated Service	\$26.35	\$26.88
Non-Dedicated Service (e.g. Taxis)	\$14.77	\$15.46
Transp. Exp. / Hour (Dedicated Service)	\$77.53	\$81.47

OPERATING

Registrants / Capita	0.0144	0.0153
Passengers / Capita	0.7229	0.7533
Passengers / Registrant	50.15	49.24
Passengers / Hour (Dedicated Service)	3.12	3.22
Km. / Passenger (Dedicated Service)	6.91	6.91
Average Speed (Dedicated Service)	21.59	22.28

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	32	32	N/A	
Accessible Vans/Minivans	89	89	2	3
Small Buses	144	123	5	8
Other				
TOTAL DED. VEHICLES	265	244	N/A	N/A
Accessible taxis	89			

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	1,050,466	233,218
Wheelchair/Scooter Users	593,247	6,350
Attendants/Companions		
Other		
TOTAL (%Total)	1,643,713 (87%)	239,568 (13%)

TRENT HILLS

TRENT HILLS TRANSPORTATION

Contact: Mr. Ed Dunk
Title: Operations Manager
Telephone: (705) 653-2271
FAX: (705) 653-0932
e-mail: booknut@trytel.net

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

Population served: 12,000
Service area (km²): 509.5
Communities served: 1
Service began: 1992
Advisory Committee members: 9
Eligibility Committee members: 2

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 146 (33%)
Ambulatory: 217 (49%)
Attendants/Companions: 81 (18%)
Other:
Note: * Service Hours Exceptions: Evenings, Saturday, Sunday & Holiday by special arrangement.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	51,819	46,025
Tot. Veh. Km. - Dedicated Service	52,019	46,225
Rev. Veh. Hr. - Dedicated Service	1,778	1,690
Tot. Veh. Hr. - Dedicated Service	1,941	1,705
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	3,811	3,488
Non-Dedicated Service		
TOTAL PASSENGERS	3,811	3,488
Subscription/Pre-booked	99%	99%
Reservation		
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	138	19
NO-SHOWS/CANCELLED AT DOOR	25	6
NUMBER OF COMPLAINTS	3	1

OPERATING EXPENSES

Administration	\$13,000	\$10,011
Operations:		
Internal - Dedicated Service	\$49,914	\$38,037
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,804	\$11,307
Fuel	\$8,872	\$12,205
TOTAL OPERATING EXPENSES	\$81,590	\$71,560

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,844	\$16,987
Other Operating Revenue		
Total Operating Revenues	\$14,844	\$16,987
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$30,500	\$30,500
Donations / Other	\$28,833	\$15,081
TOTAL	\$74,177	\$62,568

CAPITAL EXPENSES

Vehicles Purchased	\$85,600
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$85,600

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$20,000
Donations / Other	\$65,600
TOTAL CAPITAL FUNDING	\$85,600

SERVICE HOURS/SCHEDULING *

Weekday: 0800 to 1700 Sunday:
Saturday: Holiday:
Advanced booking notice: 7 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Partially Computerized

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$5.00	\$4.67	
Child	\$5.00	\$4.67	
Student	\$5.00	\$4.67	
Senior	\$5.00	\$4.67	
Attendant	free		
Companion	\$5.00	\$4.67	
Other			

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

1 5

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

Top Operator Wage Rate: \$12.10
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	18%	24%
Net Operating Cost / Capita	\$5.34	\$4.55
Total Exp. / Passenger	\$21.41	\$20.52
Total Exp. / Eligible Passenger	\$23.24	\$22.27
Transp. Exp. / Passenger		
Dedicated Service	\$18.00	\$17.65
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$35.34	\$36.10
OPERATING		
Registrants / Capita	0.0331	0.0370
Passengers / Capita	0.3049	0.2907
Passengers / Registrant	9.21	7.86
Passengers / Hour (Dedicated Service)	2.14	2.06
Km. / Passenger (Dedicated Service)	13.60	13.20
Average Speed (Dedicated Service)	29.14	27.23

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	2	2	4 9
Small Buses			
Other			
TOTAL DED. VEHICLES	2	2	N/A N/A
Accessible taxis			

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,469	
Wheelchair/Scooter Users	744	
Attendants/Companions	275	
Other		
TOTAL (%Total)	3,488 (100%)	(0%)

WALLACEBURG

WALLACEBURG SPECIALIZED TRANSIT SERVICE

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

Population served: 11,800
 Service area (km²): 10.7
 Communities served: 1
 Service began: 1991
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

318
 Wheelchair/Scooter Users: 145 (46%)
 Ambulatory: 173 (54%)
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	34,000	31,802
Tot. Veh. Km. - Dedicated Service	34,000	31,802
Rev. Veh. Hr. - Dedicated Service	2,241	2,490
Tot. Veh. Hr. - Dedicated Service	2,241	2,490
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	4,650	4,542
Non-Dedicated Service		
TOTAL PASSENGERS	4,650	4,542
Subscription/Pre-booked		
Reservation	100%	
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	345	649
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$11,257	\$10,857
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$83,533	\$64,606
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$94,790	\$75,463

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$18,876	\$14,508
Other Operating Revenue		
Total Operating Revenues	\$18,876	\$14,508
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$75,814	\$60,955
Donations / Other	\$100	
TOTAL	\$94,790	\$75,463

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1800 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Manual

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	20%	19%
Net Operating Cost / Capita	\$6.43	\$5.17
Total Exp. / Passenger	\$20.38	\$16.61
Total Exp. / Eligible Passenger	\$22.80	\$17.19
Transp. Exp. / Passenger		
Dedicated Service	\$17.96	\$14.22
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$37.27	\$25.95
OPERATING		
Registrants / Capita	0.0281	0.0269
Passengers / Capita	0.3941	0.3849
Passengers / Registrant	14.01	14.28
Passengers / Hour (Dedicated Service)	2.07	1.82
Km. / Passenger (Dedicated Service)	7.31	7.00
Average Speed (Dedicated Service)	15.17	12.77

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	1	3	4
Small Buses				
Other				
TOTAL DED. VEHICLES	2	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,014	
Wheelchair/Scooter Users	1,376	
Attendants/Companions	152	
Other		
TOTAL (%Total)	4,542 (100%)	(0%)

WELLAND

WELLAND HANDI-TRANS

Contact: Ms. Lorraine Denis
Title: Handi-Trans Coordinator
Telephone: (905) 732-4181
FAX: (905) 732-9422
e-mail: margaret.fortin@welland.ca

Population served: 47,161
Service area (km²): 86.0
Communities served: 1
Service began: 1981
Advisory Committee members: N/A
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

1,114
Wheelchair/Scooter Users: 573 (51%)
Ambulatory: 511 (46%)
Attendants/Companions: 30 (3%)
Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	77,203	80,068
Tot. Veh. Km. - Dedicated Service	80,635	83,632
Rev. Veh. Hr. - Dedicated Service	4,481	4,766
Tot. Veh. Hr. - Dedicated Service	4,767	5,063
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	16,292	17,088
Non-Dedicated Service		
TOTAL PASSENGERS	16,292	17,088
Subscription/Pre-booked	60%	52%
Reservation	38%	47%
On-Demand/Day of trip	2%	1%
UNACCOMMODATED TRIPS	120	260
NO-SHOWS/CANCELLED AT DOOR	476	363
NUMBER OF COMPLAINTS	8	50

OPERATING EXPENSES

Administration	\$74,485	\$91,964
Operations:		
Internal - Dedicated Service	\$167,909	\$162,839
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$23,044	\$37,310
Fuel	\$16,472	\$19,620
TOTAL OPERATING EXPENSES	\$281,910	\$311,733

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$28,229	\$32,649
Other Operating Revenue	\$7,402	\$4,070
Total Operating Revenues	\$35,631	\$36,719
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$244,279	\$273,014
Donations / Other	\$2,000	\$2,000
TOTAL	\$281,910	\$311,733

CAPITAL EXPENSES

Vehicles Purchased	\$92,621
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$92,621

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$30,842
Municipal Contributions	\$61,779
Donations / Other	
TOTAL CAPITAL FUNDING	\$92,621

SERVICE HOURS/SCHEDULING

Weekday: 0715 to 1900 Sunday:
Saturday: 0930 to 1815 Holiday:
Advanced booking notice: 14 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$1.73	
Child	\$2.25	\$1.73	
Student	\$2.25	\$1.73	
Senior	\$2.25	\$1.73	
Attendant	\$2.25	\$1.73	
Companion	\$2.25	\$1.73	
Other CNIB - free			

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

3 4

Union Affiliations: Operators: ATU Local 1633
Maintenance: ATU Local 1633

Top Operator Wage Rate: \$20.33
Top Mechanic Wage Rate: \$23.61

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	13%	12%
Net Operating Cost / Capita	\$5.22	\$5.83
Total Exp. / Passenger	\$17.30	\$18.24
Total Exp. / Eligible Passenger	\$17.87	\$18.84
Transp. Exp. / Passenger		
Dedicated Service	\$12.73	\$12.86
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$43.51	\$43.41
OPERATING		
Registrants / Capita	0.0227	0.0236
Passengers / Capita	0.3455	0.3623
Passengers / Registrant	15.24	15.34
Passengers / Hour (Dedicated Service)	3.64	3.59
Km. / Passenger (Dedicated Service)	4.74	4.69
Average Speed (Dedicated Service)	17.23	16.80

VEHICLE DATA (2005)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	4	2	6	16
Other				
TOTAL DED. VEHICLES	4	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	6,482	
Wheelchair/Scooter Users	10,068	
Attendants/Companions	538	
Other		
TOTAL (%Total)	17,088 (100%)	(0%)

WEST ELGIN

FOUR COUNTIES TRANSPORTATION

Contact: Ms. Joanne Groch
 Title: Administrator/Treasurer
 Telephone: (519) 785-0560
 FAX: (519) 785-0644
 e-mail: westelgin@execulink.com

Population served: 18,500
 Service area (km²): 1,107.0
 Communities served: 5
 Service began: 1994
 Advisory Committee members: 9
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 23 (34%)
 Ambulatory: 44 (66%)
 Attendants/Companions:
 Other:
 Note: * Other Eligibility - Application must be signed by health care professional or doctor.

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

ELIGIBILITY CRITERIA *

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

* Service also provided to Chatham/Kent, Southwest Middlesex, Dawn Euphemia, and Newbury.
 * Service available at other times upon request.

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	34,462	32,021
Tot. Veh. Km. - Dedicated Service	34,462	32,021
Rev. Veh. Hr. - Dedicated Service	910	1,000
Tot. Veh. Hr. - Dedicated Service	910	1,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

SERVICE HOURS/SCHEDULING *

Weekday: 0900 to 1600 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service	2,427	1,961
Non-Dedicated Service		
TOTAL PASSENGERS	2,427	1,961
Subscription/Pre-booked	100%	100%
Reservation		
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 4 8

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$1,419	\$6,415
Operations:		
Internal - Dedicated Service	\$17,955	\$19,413
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,423	\$3,167
Fuel	\$5,455	\$6,104
TOTAL OPERATING EXPENSES	\$26,252	\$35,099

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,990	\$11,861
Other Operating Revenue		
Total Operating Revenues	\$11,990	\$11,861
Federal Contributions		
Provincial Contributions	\$12,117	\$5,012
Municipal Contributions	\$1,245	\$18,206
Donations / Other	\$900	\$20
TOTAL	\$26,252	\$35,099

CAPITAL EXPENSES

Vehicles Purchased	\$4,688
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$4,688

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$4,688
Municipal Contributions	
Donations / Other	
TOTAL CAPITAL FUNDING	\$4,688

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.00		
Child	\$4.00		
Student	\$4.00		
Senior	\$4.00		
Attendant	\$4.00		
Companion	\$4.00		
Other round trip	\$8.00		

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

1

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

Top Operator Wage Rate: \$17.08
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	46%	34%
Net Operating Cost / Capita	\$0.65	\$1.26
Total Exp. / Passenger	\$10.82	\$17.90
Total Exp. / Eligible Passenger	\$10.82	\$25.11
Transp. Exp. / Passenger		
Dedicated Service	\$10.23	\$14.63
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$27.29	\$28.68
OPERATING		
Registrants / Capita	0.0026	0.0036
Passengers / Capita	0.1103	0.1060
Passengers / Registrant	42.58	29.27
Passengers / Hour (Dedicated Service)	2.67	1.96
Km. / Passenger (Dedicated Service)	14.20	16.33
Average Speed (Dedicated Service)	37.87	32.02

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,096	
Wheelchair/Scooter Users	302	
Attendants/Companions		
Other	563	
TOTAL (%Total)	1,961 (100%)	(0%)

WEST PERTH

MITCHELL & AREA MOBILITY BUS

Contact: Ms. Vicky Wolfe Hinz
 Title: Bus Manager
 Telephone: (519) 348-9765
 FAX: (519) 348-4420
 e-mail: maco@ritzlutheranvilla.com

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

Population served: 9,129
 Service area (km²): 579.4
 Communities served: 1
 Service began: 1985
 Advisory Committee members: 12
 Eligibility Committee members: 2

NUMBER OF REGISTRANTS

382
 Wheelchair/Scooter Users: 166 (43%)
 Ambulatory: 188 (49%)
 Attendants/Companions: 28 (7%)
 Other:

Note: * Service hours are Tuesday 1000-1500 hrs.; Wednesday 0900-1300 hrs.; Thursday and Friday 0900-1700 hrs. All service outside of these hours are available for charters through prebookings.
 * Passes are based on number of trips and can purchase a maximum of 25 trips per card.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	28,312	34,345
Tot. Veh. Km. - Dedicated Service	29,237	35,480
Rev. Veh. Hr. - Dedicated Service	2,600	2,947
Tot. Veh. Hr. - Dedicated Service	2,890	3,262
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	5,905	5,685
Non-Dedicated Service		
TOTAL PASSENGERS	5,905	5,685
Subscription/Pre-booked	75%	75%
Reservation	20%	20%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	6	12
NO-SHOWS/CANCELLED AT DOOR	8	7
NUMBER OF COMPLAINTS	3	2

OPERATING EXPENSES

Administration	\$10,249	\$12,866
Operations:		
Internal - Dedicated Service	\$42,734	\$53,088
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$5,458	\$7,840
Fuel	\$5,516	\$6,785
TOTAL OPERATING EXPENSES	\$63,957	\$80,579

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,925	\$36,526
Other Operating Revenue	\$12,775	
Total Operating Revenues	\$23,700	\$36,526
Federal Contributions		
Provincial Contributions	\$11,640	\$25,639
Municipal Contributions	\$12,000	\$12,000
Donations / Other	\$18,120	\$8,158
TOTAL	\$65,460	\$82,323

CAPITAL EXPENSES

Vehicles Purchased	\$29,631
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$29,631

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Donations / Other	\$29,631
TOTAL CAPITAL FUNDING	\$29,631

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child	\$3.00		
Student	\$3.00		
Senior	\$3.00		
Attendant	free		
Companion	free		
Other	Charter rates: \$40/hr; \$30/hr waiting		

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators		1
Other Operations (e.g. dispatchers)		7
Maintenance		
General Administration		1
Other		

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$16.57
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	37%	45%
Net Operating Cost / Capita	\$4.41	\$4.83
Total Exp. / Passenger	\$10.83	\$14.17
Total Exp. / Eligible Passenger	\$10.83	\$14.17
Transp. Exp. / Passenger		
Dedicated Service	\$9.10	\$11.91
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$18.58	\$20.76
OPERATING		
Registrants / Capita	0.0366	0.0418
Passengers / Capita	0.6468	0.6227
Passengers / Registrant	17.68	14.88
Passengers / Hour (Dedicated Service)	2.27	1.93
Km. / Passenger (Dedicated Service)	4.79	6.04
Average Speed (Dedicated Service)	10.89	11.65

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	5
Accessible Vans/Minivans				
Small Buses	1	1	3	10
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	5,685*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	5,685 (100%)	(0%)
* Total for all categories		

HANDI TRANSIT INC.

Contact: Mr. Ben Chartier
 Title: Executive Director
 Telephone: (905) 571-1222
 FAX: (905) 571-7390
 e-mail: ben.chartier@region.durham.on.ca

Population served: 110,000
 Service area (km²): 147.3
 Communities served: 1
 Service began: 1979
 Advisory Committee members: 9
 Eligibility Committee members: 9

NUMBER OF REGISTRANTS

702
 Wheelchair/Scooter Users: 391 (56%)
 Ambulatory: 311 (44%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

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

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	114,000	121,000
Tot. Veh. Km. - Dedicated Service	114,000	121,000
Rev. Veh. Hr. - Dedicated Service	7,310	7,360
Tot. Veh. Hr. - Dedicated Service	7,310	7,360
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	14,143	15,816
Non-Dedicated Service	2,229	2,297
TOTAL PASSENGERS	16,372	18,113
Subscription/Pre-booked	35%	35%
Reservation	60%	60%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	140	176
NO-SHOWS/CANCELLED AT DOOR	175	144
NUMBER OF COMPLAINTS		2

OPERATING EXPENSES

Administration *	\$63,704	\$71,462
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$158,684	\$184,620
Contract - Non-Dedicated Service	\$21,318	\$21,111
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$42,475	\$44,478
Fuel	\$26,933	\$34,363
TOTAL OPERATING EXPENSES	\$313,114	\$356,034

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$52,579	\$59,943
Other Operating Revenue		
Total Operating Revenues	\$52,579	\$59,943
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$260,535	\$296,091
Donations / Other		
TOTAL	\$313,114	\$356,034

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES 2 2

Union Affiliations: Operators: Teamsters Local 938
 Maintenance: N/A

Top Operator Wage Rate: \$17.65
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	17%	17%
Net Operating Cost / Capita	\$2.37	\$2.69
Total Exp. / Passenger	\$19.12	\$19.66
Total Exp. / Eligible Passenger	\$20.04	\$20.23
Transp. Exp. / Passenger		
Dedicated Service	\$16.13	\$16.66
Non-Dedicated Service (e.g. Taxis)	\$9.56	\$9.19
Transp. Exp. / Hour (Dedicated Service)	\$31.20	\$35.80
OPERATING		
Registrants / Capita	0.0057	0.0064
Passengers / Capita	0.1488	0.1647
Passengers / Registrant	25.95	25.80
Passengers / Hour (Dedicated Service)	1.93	2.15
Km. / Passenger (Dedicated Service)	8.06	7.65
Average Speed (Dedicated Service)	15.60	16.44

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	4	3	5 4
Other			
TOTAL DED. VEHICLES	4	3	N/A N/A
Accessible taxis	2		

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,280	2,111
Wheelchair/Scooter Users	11,023	186
Attendants/Companions	513	
Other		
TOTAL (%Total)	15,816 (87%)	2,297 (13%)

WINDSOR

HANDI-TRANSIT WINDSOR

Contact: Ms. Lori Colenutt
Title: General Manager
Telephone: (519) 966-0930
FAX: (519) 966-1249
e-mail: handtrn@mnsi.net

Population served: 233,687
Service area (km²): 120.6
Communities served: 2
Service began: 1978
Advisory Committee members: 11
Eligibility Committee members: 2

NUMBER OF REGISTRANTS

2,711
Wheelchair/Scooter Users: 1,359 (50%)
Ambulatory: 1,352 (50%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	220,919	242,224
Tot. Veh. Km. - Dedicated Service	341,925	366,757
Rev. Veh. Hr. - Dedicated Service	15,522	16,559
Tot. Veh. Hr. - Dedicated Service	15,522	16,559
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	40,947	43,893
Non-Dedicated Service		
TOTAL PASSENGERS	40,947	43,893
Subscription/Pre-booked	60%	65%
Reservation	31%	24%
On-Demand/Day of trip	9%	11%
UNACCOMMODATED TRIPS	19	83
NO-SHOWS/CANCELLED AT DOOR	517	587
NUMBER OF COMPLAINTS	5	

OPERATING EXPENSES

Administration	\$217,906	\$194,539
Operations:		
Internal - Dedicated Service	\$552,865	\$602,698
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$60,813	\$94,784
Fuel	\$63,596	\$81,544
TOTAL OPERATING EXPENSES	\$895,180	\$973,565

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$131,690	\$138,375
Other Operating Revenue	\$976	\$647
Total Operating Revenues	\$132,666	\$139,022
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$702,893	\$713,639
Donations / Other		
TOTAL	\$835,559	\$852,661

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing	\$38,136	\$38,135
Other Capital Expenses	\$99,307	
TOTAL CAPITAL EXPENSES	\$137,443	\$38,135

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$137,443	\$38,135
Donations / Other		
TOTAL CAPITAL FUNDING	\$137,443	\$38,135

SERVICE HOURS/SCHEDULING

Weekday: 0630 to 0030 Sunday: 0800 to 2200
Saturday: 0800 to 0030 Holiday: 0800 to 2200
Advanced booking notice: 28 days
Minimum notice for reservation: 2.0 hours
Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.30	\$2.30	
Child	\$2.30	\$2.30	
Student	\$2.30	\$2.30	
Senior	\$2.30	\$2.30	
Attendant	\$2.30	\$2.30	
Companion	\$2.30	\$2.30	
Other			

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	5	13
Other Operations (e.g. dispatchers)	2	2
Maintenance		
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

8 15

Union Affiliations: Operators: Teamsters Local 880
Maintenance: N/A

Top Operator Wage Rate: \$17.22
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	15%	14%
Net Operating Cost / Capita	\$3.66	\$3.57
Total Exp. / Passenger	\$21.86	\$22.18
Total Exp. / Eligible Passenger	\$23.13	\$23.55
Transp. Exp. / Passenger		
Dedicated Service	\$16.54	\$17.75
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$43.63	\$47.05
OPERATING		
Registrants / Capita	0.0111	0.0116
Passengers / Capita	0.1965	0.1878
Passengers / Registrant	17.66	16.19
Passengers / Hour (Dedicated Service)	2.64	2.65
Km. / Passenger (Dedicated Service)	5.40	5.52
Average Speed (Dedicated Service)	14.23	14.63

VEHICLE DATA (2005)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	11	10	5	6
Other				
TOTAL DED. VEHICLES	11	10	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	25,155	
Wheelchair/Scooter Users	16,189	
Attendants/Companions	2,549	
Other		
TOTAL (%Total)	43,893 (100%)	(0%)

WOODSTOCK

CITY OF WOODSTOCK PARATRANSIT

Contact: Mr. Rick D'Entremont
Title: Works Superintendent
Telephone: (519) 539-2382 x818
FAX: (519) 421-3250
e-mail: rdentremont@city.woodstock.on.ca

Population served: 34,000
Service area (km²): 30.0
Communities served: 1
Service began: 1979
Advisory Committee members: 6
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 125 (41%)
Ambulatory: 124 (41%)
Attendants/Companions: 53 (18%)
Other:
Registration Fee: \$20.00

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

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	22,063	19,540
Tot. Veh. Km. - Dedicated Service	22,063	19,540
Rev. Veh. Hr. - Dedicated Service	1,560	1,560
Tot. Veh. Hr. - Dedicated Service	1,560	1,560
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	4,173	3,591
Non-Dedicated Service	2,044	4,435
TOTAL PASSENGERS	6,217	8,026
Subscription/Pre-booked	95%	95%
Reservation	5%	5%
On-Demand/Day of trip		
UNACCOMMODATED TRIPS	4	
NO-SHOWS/CANCELLED AT DOOR	98	
NUMBER OF COMPLAINTS	2	4

OPERATING EXPENSES

Administration	\$17,617	\$18,118
Operations:		
Internal - Dedicated Service	\$44,687	\$37,894
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$6,069	\$34,436
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$17,649	\$25,242
Fuel	\$4,890	\$5,546
TOTAL OPERATING EXPENSES	\$90,912	\$121,236

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,713	\$23,536
Other Operating Revenue		\$40
Total Operating Revenues	\$13,713	\$23,576
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$77,199	\$97,660
Donations / Other		
TOTAL	\$90,912	\$121,236

CAPITAL EXPENSES

Vehicles Purchased		\$203,576
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$203,576

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$203,576
Municipal Contributions		
Donations / Other		
TOTAL CAPITAL FUNDING		\$203,576

SERVICE HOURS/SCHEDULING

Weekday: 0830 to 1630 Sunday:
Saturday: Holiday:
Advanced booking notice: 1 days
Minimum notice for reservation:
Reservations/Scheduling: Manual

FARE STRUCTURE (2005)

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

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators		5
Other Operations (e.g. dispatchers)		
Maintenance	3	
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

3 5

Union Affiliations: Operators: CUPE Local 1146
Maintenance: N/A

Top Operator Wage Rate: \$20.84
Top Mechanic Wage Rate: \$23.34

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	15%	19%
Net Operating Cost / Capita	\$2.27	\$2.87
Total Exp. / Passenger	\$14.62	\$15.11
Total Exp. / Eligible Passenger	\$15.20	\$15.11
Transp. Exp. / Passenger		
Dedicated Service	\$16.11	\$19.13
Non-Dedicated Service (e.g. Taxis)	\$2.97	\$7.76
Transp. Exp. / Hour (Dedicated Service)	\$43.09	\$44.03
OPERATING		
Registrants / Capita	0.0044	0.0089
Passengers / Capita	0.1829	0.2361
Passengers / Registrant	41.45	26.58
Passengers / Hour (Dedicated Service)	2.68	2.30
Km. / Passenger (Dedicated Service)	5.29	5.44
Average Speed (Dedicated Service)	14.14	12.53

VEHICLE DATA (2005)

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

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,591 *	4,435 *
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	3,591 (45%)	4,435 (55%)

* Total for dedicated and non-dedicated services

WOOLWICH TRANSIT INC.

Contact: Ms. Cheryl Fisher
 Title: Transit Manager
 Telephone: (519) 669-4533
 FAX: (519) 669-3124
 e-mail: kiwanistransit@rogers.com

Population served: 46,300
 Service area (km²): 843.0
 Communities served: 3
 Service began: 1992
 Advisory Committee members: 11
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

1,180
 Wheelchair/Scooter Users: 320 (27%)
 Ambulatory: 860 (73%)
 Attendants/Companions:
 Other:

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies
 Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS	2004	2005
Rev. Veh. Km. - Dedicated Service	227,100	256,300
Tot. Veh. Km. - Dedicated Service	228,031	258,000
Rev. Veh. Hr. - Dedicated Service	7,859	8,445
Tot. Veh. Hr. - Dedicated Service	8,027	8,585
Non-Dedicated Service - Veh. Km.	37,323	33,023
Non-Dedicated Service - Veh. Hr.	869	622

PASSENGER DATA

Dedicated Service	19,201	21,173
Non-Dedicated Service	2,334	3,127
TOTAL PASSENGERS	21,535	24,300
Subscription/Pre-booked	75%	75%
Reservation	21%	22%
On-Demand/Day of trip	4%	3%
UNACCOMMODATED TRIPS	1,040	208
NO-SHOWS/CANCELLED AT DOOR	33	71
NUMBER OF COMPLAINTS	12	

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service	\$330,300	\$351,319
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$33,474	\$52,664
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$49,669	\$37,177
Fuel	\$37,089	\$52,840
TOTAL OPERATING EXPENSES	\$450,532	\$494,000

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$68,687	\$80,560
Other Operating Revenue		
Total Operating Revenues	\$68,687	\$80,560
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$368,050	\$405,740
Donations / Other	\$13,795	\$7,700
TOTAL	\$450,532	\$494,000

CAPITAL EXPENSES

Vehicles Purchased	\$85,056	
Debt Servicing		
Other Capital Expenses		\$19,104
TOTAL CAPITAL EXPENSES	\$85,056	\$19,104

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$28,068	
Municipal Contributions	\$56,988	
Donations / Other		\$19,104
TOTAL CAPITAL FUNDING	\$85,056	\$19,104

SERVICE HOURS/SCHEDULING	
Weekday: 0600 to 1800	Sunday:
Saturday:	Holiday:
Advanced booking notice:	14 days
Minimum notice for reservation:	48.0 hours
Reservations/Scheduling:	Fully Computerized

FARE STRUCTURE (2005)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25		
Child	\$2.25		
Student	\$2.25		
Senior	\$2.25		
Attendant	free		
Companion			
Other to Kitchener-Waterloo	\$6.25		

EMPLOYEE DATA (2005)

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

TOTAL NUMBER OF EMPLOYEES

	6	1
--	---	---

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

Top Operator Wage Rate: \$17.18
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	15%	16%
Net Operating Cost / Capita	\$8.42	\$8.93
Total Exp. / Passenger	\$20.92	\$20.33
Total Exp. / Eligible Passenger	\$22.55	\$21.44
Transp. Exp. / Passenger		
Dedicated Service	\$21.72	\$20.84
Non-Dedicated Service (e.g. Taxis)	\$14.34	\$16.84
Transp. Exp. / Hour (Dedicated Service)	\$51.96	\$51.41
OPERATING		
Registrants / Capita	0.0213	0.0255
Passengers / Capita	0.4750	0.5248
Passengers / Registrant	22.27	20.59
Passengers / Hour (Dedicated Service)	2.44	2.51
Km. / Passenger (Dedicated Service)	11.83	12.11
Average Speed (Dedicated Service)	28.90	30.35

VEHICLE DATA (2005)

	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	4	4	6 12
Other			
TOTAL DED. VEHICLES	4	4	N/A N/A
Accessible taxis			

PASSENGER STATISTICS (2005)

	Dedicated Service	Non-Dedicated Service
Ambulatory	15,563	3,127
Wheelchair/Scooter Users	4,349	
Attendants/Companions	1,261	
Other		
TOTAL (%Total)	21,173 (87%)	3,127 (13%)

YORK REGION

YRT MOBILITY PLUS

Contact: Mr. Bruno Capone
Title: Operations Supervisor
Telephone: (905) 762-1282 x5688
FAX: (905) 762-2113
e-mail: bruno.capone@york.ca

Population served: 918,383
Service area (km²): 1,775.0
Communities served: 9
Service began: 2001
Advisory Committee members: 12
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

5,900
Wheelchair/Scooter Users: 2,419 (41%)
Ambulatory: 3,481 (59%)
Attendants/Companions:
Other:

Dedicated Service operated by: Transit System + 2 contractors
Non-Ded. Service (e.g. Taxis) operated by: 6 taxi companies
Taxi Scrip Program available: YES

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2004	2005
Rev. Veh. Km. - Dedicated Service	1,022,000	967,342
Tot. Veh. Km. - Dedicated Service	1,022,000	967,342
Rev. Veh. Hr. - Dedicated Service	32,895	34,820
Tot. Veh. Hr. - Dedicated Service	38,700	37,600
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	73,533	68,612
Non-Dedicated Service	177,561	192,061
TOTAL PASSENGERS	251,094	260,673
Subscription/Pre-booked	59%	59%
Reservation	40%	40%
On-Demand/Day of trip	1%	1%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	5,104	15,001
NUMBER OF COMPLAINTS	123	199

OPERATING EXPENSES

Administration	\$394,134	\$599,010
Operations:		
Internal - Dedicated Service	\$866,820	\$1,022,337
Contract - Dedicated Service	\$537,315	\$608,948
Contract - Non-Dedicated Service	\$3,614,431	\$4,258,723
Contract - Taxi Scrip	\$94,237	\$89,581
Maintenance (Vehicles & Facilities)	\$375,047	\$276,745
Fuel	\$85,132	\$88,696
TOTAL OPERATING EXPENSES	\$5,967,116	\$6,944,040

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$554,394	\$578,778
Other Operating Revenue		
Total Operating Revenues	\$554,394	\$578,778
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$5,277,310	\$6,274,793
Donations / Other	\$135,412	\$90,469
TOTAL	\$5,967,116	\$6,944,040

CAPITAL EXPENSES

Vehicles Purchased	\$593,209	\$192,446
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$593,209	\$192,446

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$197,736	\$63,507
Municipal Contributions		
Donations / Other	\$395,473	\$128,939
TOTAL CAPITAL FUNDING	\$593,209	\$192,446

SERVICE HOURS/SCHEDULING

Weekday:	0600 to 2400	Sunday:	0830 to 2200
Saturday:	0600 to 2400	Holiday:	0830 to 2200
Advanced booking notice:	14 days		
Minimum notice for reservation:	48.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2005) *

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$2.10	\$78.00
Child			
Student			
Senior			
Attendant	\$2.25	\$2.10	\$78.00
Companion	\$2.25	\$2.10	\$78.00
Other			
Two-Zone: ticket - \$3.10, monthly pass - \$108			

EMPLOYEE DATA (2005)

	(Full-Time)	(Part-Time)
Operators	11	5
Other Operations (e.g. dispatchers)	8	4
Maintenance		
General Administration	5	
Other		

TOTAL NUMBER OF EMPLOYEES

24 9

Union Affiliations: Operators: CUPE Local 905
Maintenance: N/A

Top Operator Wage Rate: \$22.10
Top Mechanic Wage Rate: \$27.50

PERFORMANCE INDICATORS

	2004	2005
FINANCIAL		
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$6.08	\$6.93
Total Exp. / Passenger	\$23.76	\$26.64
Total Exp. / Eligible Passenger	\$24.87	\$28.04
Transp. Exp. / Passenger		
Dedicated Service	\$25.35	\$29.10
Non-Dedicated Service (e.g. Taxis)	\$20.89	\$22.64
Transp. Exp. / Hour (Dedicated Service)	\$48.17	\$53.10

OPERATING

Registrants / Capita	0.0069	0.0064
Passengers / Capita	0.2823	0.2838
Passengers / Registrant	41.13	44.18
Passengers / Hour (Dedicated Service)	2.24	1.97
Km. / Passenger (Dedicated Service)	13.90	14.10
Average Speed (Dedicated Service)	31.07	27.78

VEHICLE DATA

(2005)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	7	7	2	2
Small Buses	14	12	4	10
Other				
TOTAL DED. VEHICLES	21	19	N/A	N/A
Accessible taxis	22			

PASSENGER STATISTICS

(2005)	Dedicated Service	Non-Dedicated Service
Ambulatory	37,737	153,649
Wheelchair/Scooter Users	27,445	28,809
Attendants/Companions	3,430	9,603
Other		
TOTAL (%Total)	68,612 (26%)	192,061 (74%)