



# **Ontario Specialized Transit Services**

## **2003 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 2002 and 2003, along with key performance indicators, for each of the Ontario specialized transit systems. It also provides a provincial summary, as well as a summary comparing the performance indicators by population group.

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Supplementary Notes  <p><b>Please contact CUTA's Technical Services Department for any corrections or comments.</b></p> <p><b>© 2004 Data is not to be reproduced without CUTA's permission</b></p>		
Abstract  <p>The <b>Ontario Specialized Transit Services Fact Book</b> contains operating statistics collected from <b>74</b> Ontario transit systems which provide transit services for persons with disabilities.</p> <p>The Fact Book provides detailed data for 2002 and 2003, along with key performance indicators, for each of the Specialized Transit systems. The report also provides summary information for each province and population group, and for Canada, as well as graphs comparing key indicators.</p> <p>Please note that the 2003 data might be affected by the SARS outbreak in spring 2003 and the blackout in August 2003.</p>		
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## GLOSSARY

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

### GENERAL INFORMATION

**Population served** - Service area population

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

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

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

**Eligibility Criteria:**

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

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

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

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

### OPERATING DATA

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

### PASSENGER DATA

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

**Trip Types**

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

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

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

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

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

### FINANCIAL DATA

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## VEHICLE DATA

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

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

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

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

**Other:** excludes taxis.

## SERVICE HOURS / SCHEDULING

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

### Reservations/Scheduling

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



**FARE STRUCTURE**

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

**EMPLOYEE DATA**

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

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

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

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

**PERFORMANCE INDICATORS**

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

**FINANCIAL PERFORMANCE INDICATORS**

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

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

## SUPPLEMENTARY NOTES

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

### Missing Systems:

1 of 74 systems surveyed did not respond to the Specialized Transit Statistics -- 2002 questionnaire: Gananoque. Its population was about 5,200.

### Annual Registration Fees:

In 2003, 5 out of 74 reporting systems reported that they had an annual registration fee for people wishing to register to use the service. The average fee was \$11.90. A complete list of the systems and their annual fees is as follows:

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

### Special Notes:

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

### 2002 Transit Strikes / Lockouts:

**Stratford:** Data were affected by 8-day strike.

**No. of transit systems in 2003:** 74  
**No. of transit systems reporting in 2003** 74  
 Population served: 9,708,471  
 Service area (km²): 30,501.0  
 Communities served: 134

• Systems with Dedicated Service: 72 (97%)  
 operated by: Transit Systems/Municipalities 23 (31%)  
 Non-Profit Organizations 32 (43%)  
 Private Contractors 21 (28%)  
 • Systems with Non-Dedicated Service: 32 (43%)  
 • Systems with Taxi Scrip Program: 6 (8%)

**NUMBER OF REGISTRANTS** 115,796  
 Wheelchair/Scooter Users: (47.6%)  
 Ambulatory: (49.2%)  
 Attendants/Companions: (1.1%)  
 Other: (2.0%)

OPERATING DATA	2002	2003
Number of transit systems reporting	\$ 73	74
Rev Veh Km - Dedicated Service	27,952,471	28,619,490
Tot Veh Km - Dedicated Service	30,261,960	30,583,406
Rev Veh Hr - Dedicated Service	1,439,646	1,482,480
Tot Veh Hr - Dedicated Service	1,534,398	1,563,261
Non-Dedicated Service - Veh Km	2,865,213	2,713,085
Non-Dedicated Service - Veh Hr	130,017	128,898

PASSENGER DATA	2002	2003
Dedicated Service	3,972,441	3,918,881
Non-Dedicated Service	946,074	1,050,799
<b>TOTAL PASSENGERS</b>	<b>4,918,515</b>	<b>4,969,680</b>
Passenger Reservations - Average		
Subscription/Pre-booked	58%	56%
Reservation	40%	44%
On-Demand/Day of trip	9%	8%
UNACCOMMODATED TRIPS	151,043	119,319
NO-SHOWS/CANCELLED AT DOOR	122,690	126,850
NUMBER OF COMPLAINTS	3,624	3,737

OPERATING EXPENSES	2002	2003
Administration	\$14,566,138	\$16,872,367
Operations:		
Internal - Dedicated Service	\$32,758,751	\$35,784,931
Contract - Dedicated Service	\$31,657,506	\$33,607,031
Contract - Non-Dedicated Service	\$10,744,319	\$12,963,475
Taxi Scrip/Fare Reimbursement	\$1,015,214	\$1,052,825
Maintenance	\$12,655,948	\$13,728,861
Fuel	\$3,002,436	\$3,329,995
<b>TOTAL OPERATING EXPENSES</b>	<b>\$107,060,025</b>	<b>\$117,976,082</b>

OPERATING FUNDING SOURCES	2002	2003
Passenger Revenue	\$9,556,280	\$9,992,455
Other Operating Revenue	\$633,440	\$765,278
<b>Total Operating Revenues</b>	<b>\$10,206,154</b>	<b>\$10,757,733</b>
Federal Contributions		
Provincial Contributions	\$311,324	\$486,070
Municipal Contributions	\$95,485,918	105,961,106
Donations/Other	\$652,528	\$776,296
<b>TOTAL OPERATING FUNDING</b>	<b>\$106,655,924</b>	<b>\$117,981,205</b>

CAPITAL EXPENSES	2002	2003
Vehicles Purchased	\$8,160,189	10,735,731
Debt Servicing	\$957,597	\$49,008
Other Capital Expenses	\$1,057,547	\$1,239,270
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$10,175,333</b>	<b>\$12,024,009</b>

CAPITAL FUNDING SOURCES	2002	2003
Transit System	\$1,729,309	\$3,999,105
Federal Contributions		
Provincial Contributions	\$709,244	\$2,923,661
Municipal Contributions	\$7,495,113	\$3,928,761
Donations/Other	\$264,306	\$1,198,760
<b>TOTAL CAPITAL FUNDING</b>	<b>\$10,197,972</b>	<b>\$12,050,287</b>

ELIGIBILITY CRITERIA	2002
Unable to board	73%
Unable to use	69%
Other	32%

**SERVICE SCHEDULING**  
 Average advanced booking notice (days): 9  
 Average minimum notice of reservation (hours): 17.3  
 Reservations/Scheduling:  
 Manual 40%  
 Partially Computerized 28%  
 Fully Automated 32%

FARE STRUCTURE (average) (2003)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.59	\$2.19	\$66.31
Child	\$2.40	\$2.15	\$49.56
Student	\$2.55	\$2.11	\$54.94
Senior	\$2.56	\$2.08	\$48.97

EMPLOYEE DATA (2003)*	(Full-Time)	(Part-Time)
Operators	706	266
Other Operations (e.g. dispatchers)	142	43
Maintenance	112	10
General Administration	106	25
Other	3	21
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1,069</b>	<b>365</b>

\* contract employees are not necessarily included in the Employee Statistics

Average Top Operator Hourly Wage Rate: \$16.34  
 Average Top Mechanic Hourly Wage Rate: \$22.31

## PERFORMANCE INDICATORS

FINANCIAL	2002	2003
R/C Ratio	10%	9%
Net Operating Cost/Capita	\$10.29	\$11.10
Total Exp/Passengers	\$22.31	\$23.86
Total Exp/Eligible Passengers	\$23.96	\$24.93
Transp Exp/Passengers		
Dedicated Service	\$21.03	\$22.48
Non-Dedicated Service (e.g. Taxis)	\$12.45	\$13.22
Transp Exp/Hours (Dedicated Service)	\$53.47	\$56.60

OPERATING	2002	2003
Registrants/Capita	0.0116	0.0120
Passengers/Capita	0.5113	0.5119
Passengers/Registrants	44.17	42.58
Passengers/Hours (Dedicated Service)	2.68	2.59
Km/Passengers (Dedicated Service)	7.62	7.81
Average Speed (Dedicated Service)	20.47	20.34

VEHICLE DATA (2003)	Number	Veh. Peak
Non-Accessible Cars	318	318
Accessible Vans/Minivans	275	243
Small Buses	459	396
Other	1	1
<b>TOTAL DED VEHICLES</b>	<b>1,053</b>	<b>784</b>
Accessible taxis	49	N/A

PASSENGER STATISTICS (2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,284,184	919,869
Wheelchair/Scooter Users	1,487,297	66,877
Attendants/Companions	145,214	15,908
Other	2,186	48,145
<b>TOTAL PASSENGER (%Total)</b>	<b>3,918,881 ( 79% )</b>	<b>1,050,799 ( 21% )</b>



August 2004

**ONTARIO SPECIALIZED TRANSIT SERVICES  
PERFORMANCE INDICATORS BY POPULATION SIZE  
- 2003 DATA -**

POPULATION	NO. OF SYSTEMS	R/C RATIO	NOC/ CAPITA	TOT EXP/ PASS	TOT EXP/ ELIGI PASS	TRANSP EXP/PASS (DED SERV)	TRANSP EXP/PASS (NON-DED)	TRANSP EXP/HR (DED SERV)	REGISTRANTS/ CAPITA	PASSENGERS/ CAPITA	PASSENGERS/ REGISTRANTS	PASSENGERS/ HR (DED SERV)	KM/ PASSENGER (DED SERV)	AVERAGE SPEED (DED SERV)
POP GROUP 1	10	7%	\$13.70	\$26.11	\$27.16	\$24.92	\$13.84	\$61.38	0.0106	0.5662	53.22	2.62	7.88	20.82
POP GROUP 2	21	18%	\$5.16	\$16.66	\$17.76	\$15.40	\$10.11	\$40.75	0.0144	0.3769	25.86	2.52	7.48	18.85
POP GROUP 3	43	23%	\$4.62	\$14.84	\$15.60	\$13.23	\$6.68	\$36.39	0.0169	0.4072	23.60	2.45	7.79	18.97
ONTARIO	74	9%	\$11.10	\$23.86	\$24.93	\$22.48	\$13.22	\$56.60	0.0120	0.5119	42.58	2.59	7.81	20.34

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

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Population served: 175,300  
Service area (km²): 295.6  
Communities served: 2  
Service began: 2001  
Advisory Committee members: 2  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

445  
Wheelchair/Scooter Users: 158 (36%)  
Ambulatory: 287 (64%)  
Attendants/Companions:  
Other:

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

## ELIGIBILITY CRITERIA

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

Note: \* Service hours: 24 hours, 7 days a week. Emergency service only (Dialysis) on holidays.  
\* Ajax-Pickering Transit Authority increased the cash fares in April 2003. \* Number of registrants is based on mailing list and does not include individual patrons who reside in the 12 nursing homes within the service boundary.

VEHICLE KILOMETRES & HOURS	2002	2003
Rev. Veh. Km. - Dedicated Service	310,130	316,916
Tot. Veh. Km. - Dedicated Service	310,130	316,916
Rev. Veh. Hr. - Dedicated Service	17,609	15,700
Tot. Veh. Hr. - Dedicated Service	17,609	15,700
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	35,697	31,829
Non-Dedicated Service	2,107	1,888
TOTAL PASSENGERS	37,804	33,717
Subscription/Pre-booked	80%	80%
Reservation	15%	15%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	235	75
NO-SHOWS/CANCELLED AT DOOR	7,984	8,332
NUMBER OF COMPLAINTS	4	10

## OPERATING EXPENSES

Administration	\$278,456	\$314,911
Operations:		
Internal - Dedicated Service	\$515,813	\$497,770
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$20,486	\$20,333
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$94,097	\$110,037
Fuel	\$65,161	\$67,936
TOTAL OPERATING EXPENSES	\$974,013	\$1,010,987

## OPERATING FUNDING SOURCES

Passenger Revenue	\$55,095	\$70,750
Other Operating Revenue	\$840	
Total Operating Revenues	\$55,935	\$70,750
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$918,078	\$940,237
Donations / Other		
TOTAL OPERATING FUNDING	\$974,013	\$1,010,987

## CAPITAL EXPENSES

Vehicles Purchased		\$414,314
Debt Servicing		
Other Capital Expenses	\$29,109	\$3,255
TOTAL CAPITAL EXPENSES	\$29,109	\$417,569

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$137,967
Municipal Contributions	\$29,109	\$279,602
Donations / Other		
TOTAL CAPITAL FUNDING	\$29,109	\$417,569

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 (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.90		
Child	\$1.90		
Student	\$1.90		
Senior	\$1.90		
Attendant	\$1.90		
Companion	\$1.90		
Other outside city boundaries	\$3.80		

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators	6	3
Other Operations (e.g. dispatchers)	2	
Maintenance		
General Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	8	3

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

Top Operator Wage Rate: \$20.58  
Top Mechanic Wage Rate: \$24.91

## PERFORMANCE INDICATORS

FINANCIAL	2002	2003
R/C Ratio	6%	7%
Net Operating Cost / Capita	\$5.53	\$5.36
Total Exp. / Passenger	\$25.76	\$29.98
Total Exp. / Eligible Passenger	\$25.76	\$29.98
Transp. Exp. / Passenger		
Dedicated Service	\$18.91	\$21.23
Non-Dedicated Service (e.g. Taxis)	\$9.72	\$10.77
Transp. Exp. / Hour (Dedicated Service)	\$38.34	\$43.04
OPERATING		
Registrants / Capita	0.0020	0.0025
Passengers / Capita	0.2277	0.1923
Passengers / Registrant	111.19	75.77
Passengers / Hour (Dedicated Service)	2.03	2.03
Km. / Passenger (Dedicated Service)	8.69	9.96
Average Speed (Dedicated Service)	17.61	20.19

PASSENGER STATISTICS (2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	24,353	1,445
Wheelchair/Scooter Users	7,476	443
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	31,829 ( 94%)	1,888 ( 6%)

VEHICLE DATA (2003)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	11	8	2	13
Other				
TOTAL DED. VEHICLES	11	8	N/A	N/A
Accessible taxis	N/A			

AAM CARE-A-VAN

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

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

NUMBER OF REGISTRANTS 360  
Wheelchair/Scooter Users: 44 (12%)  
Ambulatory: 316 (88%)  
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	2002	2003
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA		
Dedicated Service	5,876	6,922
Non-Dedicated Service		
TOTAL PASSENGERS	5,876	6,922
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		
UNACCOMMODATED TRIPS		
NO-SHOWS/CANCELLED AT DOOR	6	
NUMBER OF COMPLAINTS	1	

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$83,350	\$81,562

OPERATING FUNDING SOURCES

Passenger Revenue	\$10,969	\$12,860
Other Operating Revenue		
Total Operating Revenues	\$10,969	\$12,860
Federal Contributions		
Provincial Contributions	\$62,663	\$62,603
Municipal Contributions		
Donations / Other	\$10,771	\$966
TOTAL OPERATING FUNDING	\$84,403	\$76,429

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

FARE STRUCTURE (2003)	Tickets/Cards	
	(unit price)	Monthly Pass
Cash		
Adult	\$3.00	
Child	\$3.00	
Student	\$3.00	
Senior	\$3.00	
Attendant	free	
Companion	\$3.00	
Other City Trips	\$6.00	

EMPLOYEE DATA (2003)	(Full-Time)	(Part-Time)
Operators	1	
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	2	

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

Top Operator Wage Rate:  
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2002	2003
R/C Ratio	13%	16%
Net Operating Cost / Capita	\$2.72	\$2.58
Total Exp. / Passenger	\$14.18	\$11.78
Total Exp. / Eligible Passenger	\$14.18	\$11.78

Transp. Exp. / Passenger  
Dedicated Service  
Non-Dedicated Service (e.g. Taxis)  
Transp. Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita	0.0131	0.0135
Passengers / Capita	0.2209	0.2602
Passengers / Registrant	16.89	19.23
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA

(2003)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	2	12
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A			

PASSENGER STATISTICS

(2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	6,922*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	6,922 ( 100%)	( 0%)
* Total for all categories		



# ATIKOKAN

## ATIKOKAN SENIOR SERVICE

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

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

111  
Wheelchair/Scooter Users: 10 (9%)  
Ambulatory: 95 (86%)  
Attendants/Companions: 6 (5%)  
Other:

Note: \* Other Eligibility Criteria: Senior citizens 65 years and over  
\* Service available at other hours upon request.

## ELIGIBILITY CRITERIA \*

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

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	22,000	25,000
Tot. Veh. Km. - Dedicated Service	23,000	26,000
Rev. Veh. Hr. - Dedicated Service	1,679	1,679
Tot. Veh. Hr. - Dedicated Service	1,731	1,731
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	6,835	7,925
Non-Dedicated Service		
TOTAL PASSENGERS	6,835	7,925
Subscription/Pre-booked	20%	20%
Reservation	2%	3%
On-Demand/Day of trip	78%	77%
UNACCOMMODATED TRIPS	4	40
NO-SHOWS/CANCELLED AT DOOR	6	8
NUMBER OF COMPLAINTS	5	20

## OPERATING EXPENSES

Administration	\$19,400	\$23,587
Operations:		
Internal - Dedicated Service	\$43,553	\$45,040
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$2,500	\$3,000
Fuel	\$5,514	\$5,914
TOTAL OPERATING EXPENSES	\$70,967	\$77,541

## OPERATING FUNDING SOURCES

Passenger Revenue	\$9,066	\$10,148
Other Operating Revenue	\$18,310	\$28,512
Total Operating Revenues	\$27,376	\$38,660
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Donations / Other	\$43,591	\$38,881
TOTAL OPERATING FUNDING	\$70,967	\$77,541

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Donations / Other	\$150	
TOTAL CAPITAL FUNDING	\$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 (2003)

	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	\$10 per school trip paid by school board		

## EMPLOYEE DATA (2003)

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

Union Affiliations: Operators: CUPE  
Maintenance: N/A

Top Operator Wage Rate: \$16.22  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	39%	50%
Net Operating Cost / Capita	\$11.78	\$10.51
Total Exp. / Passenger	\$10.38	\$9.78
Total Exp. / Eligible Passenger	\$10.40	\$9.79
Transp. Exp. / Passenger		
Dedicated Service	\$7.54	\$6.81
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$29.79	\$31.17
<b>OPERATING</b>		
Registrants / Capita	0.0289	0.0300
Passengers / Capita	1.8473	2.1419
Passengers / Registrant	63.88	71.40
Passengers / Hour (Dedicated Service)	4.07	4.72
Km. / Passenger (Dedicated Service)	3.22	3.15
Average Speed (Dedicated Service)	13.10	14.89

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	6,047	
Wheelchair/Scooter Users	1,872	
Attendants/Companions	6	
Other		
TOTAL PASSENGER (%Total)	7,925 ( 100%)	( 0%)

**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: 122,000  
 Service area (km²): 74.0  
 Communities served: 1  
 Service began: 1980  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS**

1,853  
 Wheelchair/Scooter Users: 984 (53%)  
 Ambulatory: 869 (47%)  
 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**

	2002	2003
Rev. Veh. Km. - Dedicated Service	165,000	177,395
Tot. Veh. Km. - Dedicated Service	165,000	177,395
Rev. Veh. Hr. - Dedicated Service	11,816	12,079
Tot. Veh. Hr. - Dedicated Service	11,816	12,079
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

**PASSENGER DATA**

Dedicated Service	26,257	22,696
Non-Dedicated Service	3,650	3,532
<b>TOTAL PASSENGERS</b>	<b>29,907</b>	<b>26,228</b>
Subscription/Pre-booked	30%	30%
Reservation	65%	65%
On-Demand/Day of trip	5%	5%
<b>UNACCOMMODATED TRIPS</b>	<b>166</b>	<b>317</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>592</b>	<b>640</b>
<b>NUMBER OF COMPLAINTS</b>	<b>10</b>	<b>10</b>

**OPERATING EXPENSES**

Administration	\$7,909	\$8,295
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$461,154	\$478,400
Contract - Non-Dedicated Service	\$36,232	\$34,343
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,881	\$1,402
Fuel		\$1,582
<b>TOTAL OPERATING EXPENSES</b>	<b>\$513,176</b>	<b>\$524,022</b>

**OPERATING FUNDING SOURCES**

Passenger Revenue	\$74,767	\$65,570
Other Operating Revenue	\$2,460	
<b>Total Operating Revenues</b>	<b>\$77,227</b>	<b>\$65,570</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$435,949	\$458,452
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$513,176</b>	<b>\$524,022</b>

**CAPITAL EXPENSES**

Vehicles Purchased	\$71,358
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$71,358</b>

**CAPITAL FUNDING SOURCES**

Transit System	
Federal Contributions	
Provincial Contributions	\$23,786
Municipal Contributions	\$47,572
Donations / Other	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$71,358</b>

**SERVICE HOURS/SCHEDULING**

Weekday: 0730 to 2300 Sunday: 0900 to 1800  
 Saturday: 0900 to 2300 Holiday:  
 Advanced booking notice: 14 days  
 Minimum notice for reservation:  
 Reservations/Scheduling: Fully Computerized

**FARE STRUCTURE (2003)**

	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 (2003)**

	(Full-Time)	(Part-Time)
Operators	6	2
Other Operations (e.g. dispatchers)	1	2
Maintenance	2	
General Administration	1	
Other	2	
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>12</b>	<b>4</b>

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

Top Operator Wage Rate: \$14.38  
 Top Mechanic Wage Rate: \$21.61

**PERFORMANCE INDICATORS**

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	15%	13%
Net Operating Cost / Capita	\$3.79	\$3.76
Total Exp. / Passenger	\$17.16	\$19.98
Total Exp. / Eligible Passenger	\$18.60	\$21.85
Transp. Exp. / Passenger		
Dedicated Service	\$17.86	\$21.21
Non-Dedicated Service (e.g. Taxis)	\$9.93	\$9.72
Transp. Exp. / Hour (Dedicated Service)	\$39.69	\$39.85
<b>OPERATING</b>		
Registrants / Capita	0.0125	0.0152
Passengers / Capita	0.2601	0.2150
Passengers / Registrant	20.88	14.15
Passengers / Hour (Dedicated Service)	2.22	1.88
Km. / Passenger (Dedicated Service)	6.28	7.82
Average Speed (Dedicated Service)	13.96	14.69

**VEHICLE DATA  
(2003)**

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

**PASSENGER STATISTICS  
(2003)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	20,746*	3,236 *
Wheelchair/Scooter Users		
Attendants/Companions	1,950	296
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>22,696 ( 87%)</b>	<b>3,532 ( 13%)</b>
* Total for Ambulatory and Wheelchair/Scooter Users		

# BELLEVILLE

## BELLEVILLE MOBILITY BUS

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

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

**NUMBER OF REGISTRANTS** 385  
 Wheelchair/Scooter Users: 163 (42%)  
 Ambulatory: 68 (18%)  
 Attendants/Companions: 154 (40%)  
 Other:  
 Note: \* Contractor provided operators and mechanics for Belleville Mobility Bus.

### ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	59,967	61,754
Tot. Veh. Km. - Dedicated Service	68,972	61,754
Rev. Veh. Hr. - Dedicated Service	3,405	3,755
Tot. Veh. Hr. - Dedicated Service	3,745	3,755
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	9,213	9,144
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>9,213</b>	<b>9,144</b>
Subscription/Pre-booked	60%	60%
Reservation	25%	25%
On-Demand/Day of trip	15%	15%

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$101,630	\$114,360
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$101,630</b>	<b>\$114,360</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$13,067	\$12,449
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$13,067</b>	<b>\$12,449</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$88,563	\$101,911
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$101,630</b>	<b>\$114,360</b>

## CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Donations / Other	
<b>TOTAL CAPITAL FUNDING</b>	

## SERVICE HOURS/SCHEDULING

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

## FARE STRUCTURE (2003)

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

## EMPLOYEE DATA (2003) \*

	(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

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	13%	11%
Net Operating Cost / Capita	\$2.47	\$2.85
Total Exp. / Passenger	\$11.03	\$12.51
Total Exp. / Eligible Passenger	\$11.35	\$12.80
Transp. Exp. / Passenger		
Dedicated Service	\$11.03	\$12.51
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$27.14	\$30.46
<b>OPERATING</b>		
Registrants / Capita	0.0133	0.0108
Passengers / Capita	0.2573	0.2554
Passengers / Registrant	19.36	23.75
Passengers / Hour (Dedicated Service)	2.71	2.44
Km. / Passenger (Dedicated Service)	6.51	6.75
Average Speed (Dedicated Service)	17.61	16.45

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	8,936*	
Wheelchair/Scooter Users		
Attendants/Companions	208	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>9,144 ( 100%)</b>	<b>( 0%)</b>
* Total for Ambulatory and Wheelchair/Scooter Users		

# BLIND RIVER

## LIBERTY EXPRESS LIBERTE

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

Population served: 3,500  
 Service area (km²): 330.0  
 Communities served: 1  
 Service began: 1995  
 Advisory Committee members: 2  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

104  
 Wheelchair/Scooter Users: 35 (34%)  
 Ambulatory:  
 Attendants/Companions: 48 (46%)  
 Other: 21 (20%)

Note: \*Bus Hours: 8:30-10:30 and 14:00-16:00 Monday to Friday.  
 \*Contractor kept all passenger revenue.

## 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

	2002	2003
Rev. Veh. Km. - Dedicated Service	15,964	16,216
Tot. Veh. Km. - Dedicated Service	15,964	16,216
Rev. Veh. Hr. - Dedicated Service	980	873
Tot. Veh. Hr. - Dedicated Service	980	873
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	1,477	1,570
Non-Dedicated Service		
TOTAL PASSENGERS	1,477	1,570
Subscription/Pre-booked	100%	
Reservation		
On-Demand/Day of trip		

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration		\$5,593
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$11,191	\$9,380
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,057	\$1,223
Fuel	\$2,285	\$2,576
TOTAL OPERATING EXPENSES	\$16,533	\$18,772

## OPERATING FUNDING SOURCES

Passenger Revenue *		
Other Operating Revenue		
Total Operating Revenues		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$15,400	\$18,772
Donations / Other		
TOTAL OPERATING FUNDING	\$15,400	\$18,772

## CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

## CAPITAL FUNDING SOURCES

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

## SERVICE HOURS/SCHEDULING \*

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

## FARE STRUCTURE (2003)

	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	free		
Companion	free		
Other	\$5.00 one way trip to First Nations reserve.		

## EMPLOYEE DATA (2003)

	(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: \$17.15  
 Top Mechanic Wage Rate: \$18.76

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio		
Net Operating Cost / Capita	\$4.72	\$5.36
Total Exp. / Passenger	\$11.19	\$11.96
Total Exp. / Eligible Passenger	\$11.19	\$11.96
Transp. Exp. / Passenger		
Dedicated Service	\$11.19	\$8.39
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$16.87	\$15.10
<b>OPERATING</b>		
Registrants / Capita	0.0291	0.0297
Passengers / Capita	0.4220	0.4486
Passengers / Registrant	14.48	15.10
Passengers / Hour (Dedicated Service)	1.51	1.80
Km. / Passenger (Dedicated Service)	10.81	10.33
Average Speed (Dedicated Service)	16.29	18.58

## VEHICLE DATA (2003)

	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	N/A			

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,570*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	1,570 ( 100%)	( 0%)
* Total for all categories		

# BRANTFORD

## OPERATION LIFT

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

Population served: 86,000  
Service area (km²): 71.5  
Communities served: 1  
Service began: 1975  
Advisory Committee members: 9  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

1,155 †  
Wheelchair/Scooter Users: 703 (61%)  
Ambulatory: 452 (39%)  
Attendants/Companions:  
Other:

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

## ELIGIBILITY CRITERIA

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

Note: † Implementation of an eligibility review is in part reflected in registrant numbers.  
\*Administration Expense also included amortization of capital assets in 2003.

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	318,498	302,250
Tot. Veh. Km. - Dedicated Service	318,498	302,250
Rev. Veh. Hr. - Dedicated Service	16,030	15,060
Tot. Veh. Hr. - Dedicated Service	16,030	15,060
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service *	60,408	60,583
Non-Dedicated Service	14,170	
TOTAL PASSENGERS	74,578	60,583
Subscription/Pre-booked	48%	
Reservation	50%	
On-Demand/Day of trip	2%	

## UNACCOMMODATED TRIPS

## NO-SHOWS/CANCELLED AT DOOR

## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration *	\$156,343	\$256,293
Operations:		
Internal - Dedicated Service		\$136,090
Contract - Dedicated Service	\$421,011	\$249,187
Contract - Non-Dedicated Service	\$131,272	\$129,704
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$71,815	\$82,110
Fuel	\$52,431	\$49,175
TOTAL OPERATING EXPENSES	\$832,872	\$902,559

## OPERATING FUNDING SOURCES

Passenger Revenue	\$203,470	\$200,290
Other Operating Revenue	\$3,690	\$1,614
Total Operating Revenues	\$207,160	\$201,904
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$473,234	\$541,184
Donations / Other	\$132,106	\$109,587
TOTAL OPERATING FUNDING	\$812,500	\$852,675

## CAPITAL EXPENSES

Vehicles Purchased	\$132,065	\$142,446
Debt Servicing		
Other Capital Expenses		\$5,354
TOTAL CAPITAL EXPENSES	\$132,065	\$147,800

## CAPITAL FUNDING SOURCES

Transit System		\$130,000
Federal Contributions		
Provincial Contributions	\$22,815	
Municipal Contributions		
Donations / Other	\$109,250	\$17,800
TOTAL CAPITAL FUNDING	\$132,065	\$147,800

## SERVICE HOURS/SCHEDULING

Weekday:	0600 to 2400	Sunday:	0900 to 2000
Saturday:	0730 to 2400	Holiday:	
Advanced booking notice:	7 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Partially Computerized		

## FARE STRUCTURE (2003)

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

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators	7	1
Other Operations (e.g. dispatchers)	3	
Maintenance		
General Administration	2	
Other		1
TOTAL NUMBER OF EMPLOYEES	12	2

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

Top Operator Wage Rate: \$13.09  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	25%	22%
Net Operating Cost / Capita	\$7.28	\$8.15
Total Exp. / Passenger	\$11.17	\$14.90
Total Exp. / Eligible Passenger	\$11.17	\$14.90
Transp. Exp. / Passenger		
Dedicated Service *	\$9.03	\$8.53
Non-Dedicated Service (e.g. Taxis) *	\$9.26	
Transp. Exp. / Hour (Dedicated Service) *	\$34.01	\$34.30
<b>OPERATING</b>		
Registrants / Capita †	0.0294	0.0134
Passengers / Capita	0.8672	0.7045
Passengers / Registrant †	29.47	52.45
Passengers / Hour (Dedicated Service)	3.77	4.02
Km. / Passenger (Dedicated Service)	5.27	4.99
Average Speed (Dedicated Service)	19.87	20.07

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	60,583*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	60,583 ( 100%)	( 0%)
* Total for dedicated and non-dedicated services		

# BROCKVILLE

## BROCKVILLE PARA TRANSIT

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

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

## NUMBER OF REGISTRANTS

566  
 Wheelchair/Scooter Users: 273 (48%)  
 Ambulatory: 293 (52%)  
 Attendants/Companions:  
 Other:

Note: \* Service contracted out - employment statistics not available.  
 \* Administrative costs increased to include salary (previously accounted for solely under conventional transit operations).

## ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS	2002	2003
Rev. Veh. Km. - Dedicated Service		57,740
Tot. Veh. Km. - Dedicated Service		57,740
Rev. Veh. Hr. - Dedicated Service	2,389	2,349
Tot. Veh. Hr. - Dedicated Service	2,389	2,349
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	12,720	13,138
Non-Dedicated Service		
TOTAL PASSENGERS	12,720	13,138
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		
UNACCOMMODATED TRIPS		
NO-SHOWS/CANCELLED AT DOOR	1,362	1,262
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration *	\$1,228	\$7,342
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$192,154	\$197,437
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$193,382	\$204,779

## OPERATING FUNDING SOURCES

Passenger Revenue	\$44,520	\$45,983
Other Operating Revenue		
Total Operating Revenues	\$44,520	\$45,983
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$140,430	\$149,874
Donations / Other	\$8,433	\$8,922
TOTAL OPERATING FUNDING	\$193,383	\$204,779

## 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 (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.50		
Child	\$3.50		
Student	\$3.50		
Senior	\$3.50		
Attendant	\$3.50		
Companion	\$3.50		
Other			

## EMPLOYEE DATA (2003) \*

	(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

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	23%	22%
Net Operating Cost / Capita	\$7.45	\$7.95
Total Exp. / Passenger	\$15.20	\$15.59
Total Exp. / Eligible Passenger	\$17.56	\$18.58
Transp. Exp. / Passenger		
Dedicated Service	\$15.11	\$15.03
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$80.43	\$84.05
<b>OPERATING</b>		
Registrants / Capita	0.0283	0.0283
Passengers / Capita	0.6370	0.6579
Passengers / Registrant	22.47	23.21
Passengers / Hour (Dedicated Service)	5.32	5.59
Km. / Passenger (Dedicated Service)		4.39
Average Speed (Dedicated Service)		24.58

## VEHICLE DATA

(2003)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	4	10
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis	N/A			

## PASSENGER STATISTICS

(2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,413	
Wheelchair/Scooter Users	7,608	
Attendants/Companions	2,117	
Other		
TOTAL PASSENGER (%Total)	13,138 ( 100%)	( 0%)

# BURLINGTON

## BURLINGTON TRANSIT HANDI-VAN

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

Population served: 145,000  
 Service area (km²): 97.8  
 Communities served: 1  
 Service began: 1975  
 Advisory Committee members: 6  
 Eligibility Committee members: 6

## NUMBER OF REGISTRANTS

1,900  
 Wheelchair/Scooter Users: 927 (49%)  
 Ambulatory: 973 (51%)  
 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: YES

## ELIGIBILITY CRITERIA

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

Note: \* provided free service on Canada Day.  
 \* no-shows / cancelled at door also included short notice cancellations (within an hour).

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	225,894	218,350
Tot. Veh. Km. - Dedicated Service	225,894	218,350
Rev. Veh. Hr. - Dedicated Service	11,368	11,397
Tot. Veh. Hr. - Dedicated Service	11,368	11,397
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	27,014	24,826
Non-Dedicated Service	2,605	4,064
TOTAL PASSENGERS	29,619	28,890
Subscription/Pre-booked	70%	67%
Reservation	29%	32%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	30	25
NO-SHOWS/CANCELLED AT DOOR	482	364
NUMBER OF COMPLAINTS	6	12

## OPERATING EXPENSES

Administration *		
Operations:		
Internal - Dedicated Service	\$387,701	\$428,693
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$23,555	\$79,907
Contract - Taxi Scrip	\$29,220	\$25,620
Maintenance (Vehicles & Facilities)	\$59,750	\$65,377
Fuel	\$43,565	\$43,215
TOTAL OPERATING EXPENSES	\$543,791	\$642,812

## OPERATING FUNDING SOURCES

Passenger Revenue	\$98,700	\$92,944
Other Operating Revenue	\$21,926	\$17,974
Total Operating Revenues	\$120,626	\$110,918
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$423,165	\$531,894
Donations / Other		
TOTAL OPERATING FUNDING	\$543,791	\$642,812

## CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

## CAPITAL FUNDING SOURCES

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

## SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2330	Sunday: 0830 to 1700
Saturday: 0800 to 2330	Holiday:
Advanced booking notice:	30 days
Minimum notice for reservation:	24.0 hours
Reservations/Scheduling:	Fully Computerized

## FARE STRUCTURE (2003)

	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 (2003)

	(Full-Time)	(Part-Time)
Operators	6	4
Other Operations (e.g. dispatchers)	1	1
Maintenance	1	
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	9	5

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

Top Operator Wage Rate: \$18.91  
 Top Mechanic Wage Rate: \$22.22

## PERFORMANCE INDICATORS

FINANCIAL	2002	2003
R/C Ratio	22%	17%
Net Operating Cost / Capita	\$2.92	\$3.67
Total Exp. / Passenger	\$18.36	\$22.25
Total Exp. / Eligible Passenger	\$18.58	\$22.44
Transp. Exp. / Passenger		
Dedicated Service	\$18.18	\$21.64
Non-Dedicated Service (e.g. Taxis)	\$20.26	\$25.97
Transp. Exp. / Hour (Dedicated Service)	\$43.19	\$47.14

## OPERATING

Registrants / Capita	0.0126	0.0131
Passengers / Capita	0.2043	0.1992
Passengers / Registrant	16.26	15.21
Passengers / Hour (Dedicated Service)	2.38	2.18
Km. / Passenger (Dedicated Service)	8.36	8.80
Average Speed (Dedicated Service)	19.87	19.16

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	9,574	3,420
Wheelchair/Scooter Users	15,007	644
Attendants/Companions	245	
Other		
TOTAL PASSENGER (%Total)	24,826 ( 86%)	4,064 ( 14%)

**GRAND RIVER TRANSIT MOBILITY PLUS - SOUTH**

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

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

Population served: 117,000  
 Service area (km²): 112.8  
 Communities served: 1  
 Service began: 1976  
 Advisory Committee members: 12  
 Eligibility Committee members: 5

**ELIGIBILITY CRITERIA \***

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

**NUMBER OF REGISTRANTS**

1,898  
 Wheelchair/Scooter Users: 599 (32%)  
 Ambulatory: 1,299 (68%)  
 Attendants/Companions:  
 Other:

Note: \* Eligibility Criteria: CNIB registrants accepted as eligible users in March 2003. However the CNIB enrolled might register with GRT Mobility Plus to use the service during winter.  
 \* Taxi Scrip program started in September 2003.  
 \* Non-Dedicated service is contracted to Medi Go Services and 1 taxi company.

**VEHICLE KILOMETRES & HOURS**

	2002	2003
Rev. Veh. Km. - Dedicated Service	123,650	123,796
Tot. Veh. Km. - Dedicated Service	131,210	131,356
Rev. Veh. Hr. - Dedicated Service	5,622	5,155
Tot. Veh. Hr. - Dedicated Service	6,044	5,661
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		1,980

**PASSENGER DATA**

Dedicated Service	19,399	18,996
Non-Dedicated Service *	31,330	45,106
<b>TOTAL PASSENGERS</b>	<b>50,729</b>	<b>64,102</b>
Subscription/Pre-booked	32%	45%
Reservation	67%	54%
On-Demand/Day of trip	1%	1%
<b>UNACCOMMODATED TRIPS</b>	<b>25</b>	<b>50</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>500</b>	<b>451</b>
<b>NUMBER OF COMPLAINTS</b>	<b>12</b>	

**OPERATING EXPENSES**

Administration	\$23,605	\$29,173
Operations:		
Internal - Dedicated Service	\$192,578	\$194,638
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$284,746	\$415,832
Contract - Taxi Scrip *		\$8,286
Maintenance (Vehicles & Facilities)	\$24,849	\$20,952
Fuel	\$14,120	\$21,010
<b>TOTAL OPERATING EXPENSES</b>	<b>\$539,898</b>	<b>\$689,891</b>

**OPERATING FUNDING SOURCES**

Passenger Revenue	\$103,985	\$127,144
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$103,985</b>	<b>\$127,144</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$435,913	\$562,747
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$539,898</b>	<b>\$689,891</b>

**CAPITAL EXPENSES**

Vehicles Purchased	\$78,384	
Debt Servicing		
Other Capital Expenses	\$10,352	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$88,736</b>	

**CAPITAL FUNDING SOURCES**

Transit System		
Federal Contributions		
Provincial Contributions	\$25,634	
Municipal Contributions	\$63,102	
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$88,736</b>	

**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:	24.0 hours		
Reservations/Scheduling:	Fully Computerized		

**FARE STRUCTURE (2003)**

	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 (2003)**

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

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

Top Operator Wage Rate: \$20.03  
 Top Mechanic Wage Rate: \$22.93

**PERFORMANCE INDICATORS**

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	19%	18%
Net Operating Cost / Capita	\$3.89	\$4.81
Total Exp. / Passenger	\$10.64	\$10.76
Total Exp. / Eligible Passenger	\$11.46	\$11.80
Transp. Exp. / Passenger		
Dedicated Service	\$11.94	\$12.46
Non-Dedicated Service (e.g. Taxis)	\$9.09	\$9.40
Transp. Exp. / Hour (Dedicated Service)	\$38.31	\$41.79

**OPERATING**

Registrants / Capita	0.0117	0.0162
Passengers / Capita	0.4529	0.5479
Passengers / Registrant	38.69	33.77
Passengers / Hour (Dedicated Service)	3.45	3.68
Km. / Passenger (Dedicated Service)	6.37	6.52
Average Speed (Dedicated Service)	21.99	24.01

**VEHICLE DATA (2003)**

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

**PASSENGER STATISTICS (2003)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	13,873	34,471
Wheelchair/Scooter Users	3,819	6,315
Attendants/Companions	1,304	2,976
Other		1,344
<b>TOTAL PASSENGER (%Total)</b>	<b>18,996 ( 30%)</b>	<b>45,106 ( 70%)</b>



# CHAPLEAU

## CHAPLEAU HANDI-TRANSIT

Contact: Chapleau Health Services  
 Title: Community Services Co-ordinator  
 Telephone: (705) 864-1520  
 FAX:  
 e-mail:

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

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

## NUMBER OF REGISTRANTS

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

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

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

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

2002	2003
1,196	1,196
1,196	1,196

## SERVICE HOURS/SCHEDULING

Weekday: 0845 to 1545  
 Saturday:  
 Sunday:  
 Holiday:  
 Advanced booking notice:  
 Minimum notice for reservation:  
 Reservations/Scheduling:

## PASSENGER DATA

	2002	2003
Dedicated Service	1,050	1,160
Non-Dedicated Service		
TOTAL PASSENGERS	1,050	1,160
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

	2002	2003
Administration *		\$6,493
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service *	\$23,654	\$30,359
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,248	\$4,096
Fuel		
TOTAL OPERATING EXPENSES	\$27,902	\$40,948

## OPERATING FUNDING SOURCES

	2002	2003
Passenger Revenue	\$2,467	\$2,743
Other Operating Revenue		
Total Operating Revenues	\$2,467	\$2,743
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$27,000	\$27,000
Donations / Other		\$8,840
TOTAL OPERATING FUNDING	\$29,467	\$38,583

## 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 (2003)

	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			
Monthly Pass	\$25.00		

## EMPLOYEE DATA (2003)

	(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

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio*	9%	7%
Net Operating Cost / Capita *	\$9.52	\$14.30
Total Exp. / Passenger *	\$26.57	\$35.30
Total Exp. / Eligible Passenger*	\$26.57	\$35.30
Transp. Exp. / Passenger		
Dedicated Service *	\$26.57	\$29.70
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service) *	\$23.33	\$28.81

## OPERATING

	2002	2003
Registrants / Capita		
Passengers / Capita	0.3931	0.4343
Passengers / Registrant		
Passengers / Hour (Dedicated Service)	0.88	0.97
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,160*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	1,160 ( 100%)	( 0%)

\* Total for all categories

# CHATHAM

## CHATHAM TRANSIT SPECIALIZED SERVICE

Contact: Mr. Stephen Jahns  
 Title: Project Manager, Traffic & Infrastructure  
 Telephone: (519) 360-1998 x3342  
 FAX: (519) 436-3283  
 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

530  
 Wheelchair/Scooter Users: 520 (98%)  
 Ambulatory: 10 (2%)  
 Attendants/Companions:  
 Other:

Note: \* Other Eligibility Criteria: Wheelchairs/scooters and those unable to be transported by car.  
 \* Friday service hours: 0800-2300 hrs.  
 \* Contractor provides operators and mechanics for Chatham Specialized Transit Service.

## ELIGIBILITY CRITERIA \*

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

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	3,700	3,700
Tot. Veh. Hr. - Dedicated Service	3,700	3,700
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	11,700	11,400
Non-Dedicated Service		
TOTAL PASSENGERS	11,700	11,400
Subscription/Pre-booked	10%	10%
Reservation	80%	80%
On-Demand/Day of trip	10%	10%

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 360

## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$14,000	\$11,000
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$141,000	\$188,000
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$155,000	\$199,000

## OPERATING FUNDING SOURCES

Passenger Revenue	\$23,000	\$30,000
Other Operating Revenue		
Total Operating Revenues	\$23,000	\$30,000
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$126,000	\$165,000
Donations / Other	\$6,000	\$4,000
TOTAL OPERATING FUNDING	\$155,000	\$199,000

## CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses  
 TOTAL CAPITAL EXPENSES

## CAPITAL FUNDING SOURCES

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

## SERVICE HOURS/SCHEDULING \*

Weekday: 0800 to 1800 Sunday: 0900 to 1700  
 Saturday: 0800 to 2200 Holiday:  
 Advanced booking notice: 1 days  
 Minimum notice for reservation: 2.0 hours  
 Reservations/Scheduling: Manual

## FARE STRUCTURE (2003)

	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 (2003) \*

(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

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	15%	15%
Net Operating Cost / Capita	\$3.00	\$3.84
Total Exp. / Passenger	\$13.25	\$17.46
Total Exp. / Eligible Passenger	\$16.85	\$21.17
Transp. Exp. / Passenger		
Dedicated Service	\$12.05	\$16.49
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$38.11	\$50.81
<b>OPERATING</b>		
Registrants / Capita	0.0113	0.0120
Passengers / Capita	0.2659	0.2591
Passengers / Registrant	23.45	21.51
Passengers / Hour (Dedicated Service)	3.16	3.08
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

## VEHICLE DATA

(2003)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	3	2	5 4
Other			
TOTAL DED. VEHICLES	3	2	N/A N/A
Accessible taxis	N/A		

## PASSENGER STATISTICS

(2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	400	
Wheelchair/Scooter Users	9,000	
Attendants/Companions	2,000	
Other		
TOTAL PASSENGER (%Total)	11,400 ( 100%)	( 0%)

# CLARINGTON

## HANDI TRANSIT - CLARINGTON

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

Population served: 70,000  
Service area (km²): 500.0  
Communities served: 1  
Service began: 1981  
Advisory Committee members: 10  
Eligibility Committee members: 10

## NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 109 (63%)  
Ambulatory: 65 (37%)  
Attendants/Companions:  
Other:

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

## ELIGIBILITY CRITERIA

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

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

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	51,950	52,000
Tot. Veh. Km. - Dedicated Service	51,950	52,000
Rev. Veh. Hr. - Dedicated Service	2,725	2,800
Tot. Veh. Hr. - Dedicated Service	2,725	2,800
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	3,657	3,786
Non-Dedicated Service	90	30
TOTAL PASSENGERS	3,747	3,816
Subscription/Pre-booked	60%	60%
Reservation	35%	35%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	98	90
NO-SHOWS/CANCELLED AT DOOR	60	31
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration *	\$36,018	\$44,412
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$67,351	\$73,860
Contract - Non-Dedicated Service	\$2,798	\$879
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,408	\$9,984
Fuel	\$7,439	\$9,356
TOTAL OPERATING EXPENSES	\$124,014	\$138,491

## OPERATING FUNDING SOURCES

Passenger Revenue	\$17,111	\$18,634
Other Operating Revenue		
Total Operating Revenues	\$17,111	\$18,634
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$106,903	\$119,857
Donations / Other		
TOTAL OPERATING FUNDING	\$124,014	\$138,491

## CAPITAL EXPENSES

Vehicles Purchased	\$78,000
Debt Servicing	
Other Capital Expenses	\$800
TOTAL CAPITAL EXPENSES	\$78,800

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$78,800
Donations / Other	
TOTAL CAPITAL FUNDING	\$78,800

## SERVICE HOURS/SCHEDULING

Weekday:	0800 to 2200	Sunday:	0900 to 2200
Saturday:	0800 to 2200	Holiday:	0900 to 2200
Advanced booking notice:	14 days		
Minimum notice for reservation:	2.0 hours		
Reservations/Scheduling:	Partially Computerized		

## FARE STRUCTURE (2003)

	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 (2003)

	(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: \$16.05  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	14%	13%
Net Operating Cost / Capita	\$1.75	\$1.71
Total Exp. / Passenger	\$33.10	\$36.29
Total Exp. / Eligible Passenger	\$35.71	\$38.93
Transp. Exp. / Passenger		
Dedicated Service	\$23.30	\$24.62
Non-Dedicated Service (e.g. Taxis)	\$31.09	\$29.30
Transp. Exp. / Hour (Dedicated Service)	\$31.27	\$33.29
<b>OPERATING</b>		
Registrants / Capita	0.0020	0.0025
Passengers / Capita	0.0614	0.0545
Passengers / Registrant	30.97	21.93
Passengers / Hour (Dedicated Service)	1.34	1.35
Km. / Passenger (Dedicated Service)	14.21	13.73
Average Speed (Dedicated Service)	19.06	18.57

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	260	
Wheelchair/Scooter Users	3,267	30
Attendants/Companions	259	
Other		
TOTAL PASSENGER (%Total)	3,786 ( 99%)	30 ( 1%)

# COCHRANE

## COCHRANE TRANSIT

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

Dedicated Service operated by: N/A

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

Taxi Scrip Program available: NO

Population served: 5,500  
 Service area (km²): 538.7  
 Communities served: 1  
 Service began: 1993  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

182

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

Note: \* The Town contracted the specialized transit services with a local taxi company to provide transportation.

## 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.

2002

2003

## SERVICE HOURS/SCHEDULING

Weekday: 0830 to 1800 Sunday:  
 Saturday: Holiday:

Advanced booking notice:

Minimum notice for reservation:

Reservations/Scheduling: Manual

## PASSENGER DATA

Dedicated Service 6,000  
 Non-Dedicated Service 5,984  
**TOTAL PASSENGERS** 6,000 5,984  
 Subscription/Pre-booked  
 Reservation  
 On-Demand/Day of trip 100%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 120

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration \$6,000 \$392  
 Operations:  
 Internal - Dedicated Service \$451  
 Contract - Dedicated Service \$34,000  
 Contract - Non-Dedicated Service \$41,454  
 Contract - Taxi Scrip  
 Maintenance (Vehicles & Facilities)  
 Fuel  
**TOTAL OPERATING EXPENSES** \$40,000 \$42,297

## OPERATING FUNDING SOURCES

Passenger Revenue \$11,000 \$11,172  
 Other Operating Revenue  
**Total Operating Revenues** \$11,000 \$11,172  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions \$29,000 \$31,125  
 Donations / Other  
**TOTAL OPERATING FUNDING** \$40,000 \$42,297

## 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 (2003)

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

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators	4	
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	5	1

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

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	28%	26%
Net Operating Cost / Capita	\$5.27	\$5.66
Total Exp. / Passenger	\$6.67	\$7.07
Total Exp. / Eligible Passenger	\$6.67	\$7.07
Transp. Exp. / Passenger		
Dedicated Service	\$5.67	
Non-Dedicated Service (e.g. Taxis)		\$6.93
Transp. Exp. / Hour (Dedicated Service)		

## OPERATING

Registrants / Capita	0.0236	0.0331
Passengers / Capita	1.0909	1.0880
Passengers / Registrant	46.15	32.88
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory		5,984
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	( 0%)	5,984 ( 100)
* Total for all categories		

# CORNWALL

## CORNWALL TRANSIT

Contact: Mr. Gerry Godard  
 Title: Senior Supervisor  
 Telephone: (613) 930-2787 x2507  
 FAX: (613) 932-9906  
 e-mail: ggodard@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

1,383  
 Wheelchair/Scooter Users: 806 (58%)  
 Ambulatory:  
 Attendants/Companions: 577 (42%)  
 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

	2002	2003
Rev. Veh. Km. - Dedicated Service	59,436	78,442
Tot. Veh. Km. - Dedicated Service	59,436	78,442
Rev. Veh. Hr. - Dedicated Service	7,438	8,924
Tot. Veh. Hr. - Dedicated Service	7,438	8,924
Non-Dedicated Service - Veh. Km.	9,223	8,674
Non-Dedicated Service - Veh. Hr.	437	449

## PASSENGER DATA

Dedicated Service	18,772	21,967
Non-Dedicated Service	2,755	3,165
TOTAL PASSENGERS	21,527	25,132

Subscription/Pre-booked  
 Reservation

On-Demand/Day of trip

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	116	84
----------------------------	-----	----

## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$164,159	\$154,707
Operations:		
Internal - Dedicated Service	\$150,947	\$188,854
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$21,023	\$17,312
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$104,260	\$104,891
Fuel	\$47,799	\$45,695
TOTAL OPERATING EXPENSES	\$488,188	\$511,459

## OPERATING FUNDING SOURCES

Passenger Revenue	\$48,436	\$56,547
Other Operating Revenue		
Total Operating Revenues	\$48,436	\$56,547
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$439,752	\$454,912
Donations / Other		
TOTAL OPERATING FUNDING	\$488,188	\$511,459

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

## FARE STRUCTURE (2003)

	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 (2003)

	(Full-Time)	(Part-Time)
Operators	4	1
Other Operations (e.g. dispatchers)	1	
Maintenance	2	
General Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	8	2

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

Top Operator Wage Rate: \$16.38  
 Top Mechanic Wage Rate: \$19.42

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	10%	11%
Net Operating Cost / Capita	\$9.16	\$9.48
Total Exp. / Passenger	\$22.68	\$20.35
Total Exp. / Eligible Passenger	\$24.42	\$22.31
Transp. Exp. / Passenger		
Dedicated Service	\$16.14	\$15.45
Non-Dedicated Service (e.g. Taxis)	\$7.63	\$5.47
Transp. Exp. / Hour (Dedicated Service)	\$40.74	\$38.04

## OPERATING

Registrants / Capita	0.0213	0.0288
Passengers / Capita	0.4485	0.5236
Passengers / Registrant	21.02	18.17
Passengers / Hour (Dedicated Service)	2.52	2.46
Km. / Passenger (Dedicated Service)	3.17	3.57
Average Speed (Dedicated Service)	7.99	8.79

## VEHICLE DATA (2003)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	7	4	3	14
Other				
TOTAL DED. VEHICLES	7	4	N/A	N/A
Accessible taxis	N/A			

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	8,257	3,018
Wheelchair/Scooter Users	11,650	
Attendants/Companions	2,060	147
Other		
TOTAL PASSENGER (%Total)	21,967 ( 87%)	3,165 ( 13%)

# DRYDEN

## DRYDEN HANDI-TRANSIT

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

Population served: 7,731  
Service area (km²): 65.2  
Communities served: 1  
Service began: 1976  
Advisory Committee members: 7  
Eligibility Committee members: 7

## NUMBER OF REGISTRANTS

158  
Wheelchair/Scooter Users: 37 (23%)  
Ambulatory: 111 (70%)  
Attendants/Companions: 10 (6%)  
Other:

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

## ELIGIBILITY CRITERIA

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

Note: \*Service also available for special occasions on evenings and weekends.

\*Part-time operator finished on February 28/04.

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	19,603	21,715
Tot. Veh. Km. - Dedicated Service	19,603	21,715
Rev. Veh. Hr. - Dedicated Service	947	1,031
Tot. Veh. Hr. - Dedicated Service	947	1,031
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	3,589	4,000
Non-Dedicated Service		
TOTAL PASSENGERS	3,589	4,000
Subscription/Pre-booked	75%	85%
Reservation	20%	10%
On-Demand/Day of trip	5%	5%

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	56	50
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## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$2,454	\$6,920
Operations:		
Internal - Dedicated Service	\$72,029	\$77,829
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$5,421	\$6,143
Fuel	\$4,085	\$5,011
TOTAL OPERATING EXPENSES	\$83,989	\$95,903

## OPERATING FUNDING SOURCES

Passenger Revenue	\$15,335	\$23,504
Other Operating Revenue	\$1,364	
Total Operating Revenues	\$16,699	\$23,504
Federal Contributions		
Provincial Contributions		\$3,140
Municipal Contributions	\$56,174	\$58,660
Donations / Other	\$5,870	\$10,599
TOTAL OPERATING FUNDING	\$78,743	\$95,903

## 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 1700	Sunday:
Saturday:		Holiday:
Advanced booking notice:	7 days	
Minimum notice for reservation:	24.0 hours	
Reservations/Scheduling:	Manual	

## FARE STRUCTURE (2003)

	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	School board \$1.50/km per student, Home support service		

## EMPLOYEE DATA (2003) \*

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

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

Top Operator Wage Rate:  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	20%	25%
Net Operating Cost / Capita	\$8.70	\$9.36
Total Exp. / Passenger	\$23.40	\$23.98
Total Exp. / Eligible Passenger	\$23.67	\$25.21
Transp. Exp. / Passenger		
Dedicated Service	\$22.72	\$22.25
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$86.10	\$86.31
<b>OPERATING</b>		
Registrants / Capita	0.0155	0.0204
Passengers / Capita	0.4642	0.5174
Passengers / Registrant	29.91	25.32
Passengers / Hour (Dedicated Service)	3.79	3.88
Km. / Passenger (Dedicated Service)	5.46	5.43
Average Speed (Dedicated Service)	20.70	21.06

## VEHICLE DATA

(2003)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	9
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A			

## PASSENGER STATISTICS

(2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,196	
Wheelchair/Scooter Users	1,608	
Attendants/Companions	196	
Other		
TOTAL PASSENGER (%Total)	4,000 ( 100%)	( 0%)

# DYSART ET AL

## DYSART SPECIAL TRANSIT SERVICE

Contact: Ms. Tammy McKelvey  
 Title: CAO, Clerk-Administrator  
 Telephone: (705) 457-1740  
 FAX: (705) 457-1964  
 e-mail: dysart@on.aibn.com  
 Dedicated Service operated by: 1 Private Contractor  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: NO

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

## NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 35 (38%)  
 Ambulatory: 51 (55%)  
 Attendants/Companions: 7 (8%)  
 Other:

Note: \*Other Eligibility Criteria: Physical disability that prevents applicant from using conventional transit  
 \*Service available at other times upon request.

## ELIGIBILITY CRITERIA \*

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

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	12,375	7,200
Tot. Veh. Km. - Dedicated Service	15,000	8,100
Rev. Veh. Hr. - Dedicated Service	853	1,048
Tot. Veh. Hr. - Dedicated Service	853	1,048
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	1,592	1,715
Non-Dedicated Service		
TOTAL PASSENGERS	1,592	1,715
Subscription/Pre-booked	75%	75%
Reservation	15%	15%
On-Demand/Day of trip	10%	10%
UNACCOMMODATED TRIPS	12	3
NO-SHOWS/CANCELLED AT DOOR	2	1
NUMBER OF COMPLAINTS	3	

## OPERATING EXPENSES

Administration	\$1,157	\$1,187
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$13,183	\$15,167
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,154	\$4,133
Fuel	\$2,281	\$2,544
TOTAL OPERATING EXPENSES	\$20,775	\$23,031

## OPERATING FUNDING SOURCES

Passenger Revenue	\$8,754	\$10,571
Other Operating Revenue		
Total Operating Revenues	\$8,754	\$10,571
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$12,021	\$12,460
Donations / Other		
TOTAL OPERATING FUNDING	\$20,775	\$23,031

## CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

## CAPITAL FUNDING SOURCES

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

## SERVICE HOURS/SCHEDULING \*

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

## FARE STRUCTURE (2003)

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

## EMPLOYEE DATA (2003)

	(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

FINANCIAL	2002	2003
R/C Ratio	42%	46%
Net Operating Cost / Capita	\$2.19	\$2.27
Total Exp. / Passenger	\$13.05	\$13.43
Total Exp. / Eligible Passenger	\$14.17	\$15.21
Transp. Exp. / Passenger		
Dedicated Service	\$12.32	\$12.74
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$23.00	\$20.84
OPERATING		
Registrants / Capita	0.0145	0.0169
Passengers / Capita	0.2895	0.3118
Passengers / Registrant	19.90	18.44
Passengers / Hour (Dedicated Service)	1.87	1.64
Km. / Passenger (Dedicated Service)	7.77	4.20
Average Speed (Dedicated Service)	14.51	6.87

## VEHICLE DATA

(2003)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	1	1	4 8
Other			
TOTAL DED. VEHICLES	1	1	N/A N/A
Accessible taxis	N/A		

## PASSENGER STATISTICS

(2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	979	
Wheelchair/Scooter Users	535	
Attendants/Companions	201	
Other		
TOTAL PASSENGER (%Total)	1,715 ( 100%)	( 0%)

# ELLIOT LAKE

## ELLIOT LAKE HANDI LIFT BUS

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

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

## NUMBER OF REGISTRANTS

230  
Wheelchair/Scooter Users: 95 (41%)  
Ambulatory: 135 (59%)  
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

	2002	2003
Rev. Veh. Km. - Dedicated Service	24,157	28,000
Tot. Veh. Km. - Dedicated Service	24,157	28,000
Rev. Veh. Hr. - Dedicated Service	1,310	1,625
Tot. Veh. Hr. - Dedicated Service	1,310	1,625
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	6,104	5,958
Non-Dedicated Service		
TOTAL PASSENGERS	6,104	5,958
Subscription/Pre-booked	80%	80%
Reservation	20%	20%
On-Demand/Day of trip		
UNACCOMMODATED TRIPS		125
NO-SHOWS/CANCELLED AT DOOR		50
NUMBER OF COMPLAINTS		5

## OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$65,333	\$59,469
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$30,000	\$30,000
Fuel		
TOTAL OPERATING EXPENSES	\$95,333	\$89,469

## OPERATING FUNDING SOURCES

Passenger Revenue	\$9,924	\$9,604
Other Operating Revenue		
Total Operating Revenues	\$9,924	\$9,604
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$85,409	\$79,865
Donations / Other		
TOTAL OPERATING FUNDING	\$95,333	\$89,469

## CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

## CAPITAL FUNDING SOURCES

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

## SERVICE HOURS/SCHEDULING

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

## FARE STRUCTURE (2003)

	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 (2003)

	(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:		

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	10%	11%
Net Operating Cost / Capita	\$6.33	\$6.94
Total Exp. / Passenger	\$15.62	\$15.02
Total Exp. / Eligible Passenger	\$19.21	\$18.63
Transp. Exp. / Passenger		
Dedicated Service	\$15.62	\$15.02
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$72.77	\$55.06
<b>OPERATING</b>		
Registrants / Capita	0.0156	0.0200
Passengers / Capita	0.4521	0.5181
Passengers / Registrant	29.07	25.90
Passengers / Hour (Dedicated Service)	4.66	3.67
Km. / Passenger (Dedicated Service)	3.96	4.70
Average Speed (Dedicated Service)	18.44	17.23

## VEHICLE DATA

(2003)	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	N/A			

## PASSENGER STATISTICS

(2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,261	
Wheelchair/Scooter Users	1,541	
Attendants/Companions	1,156	
Other		
TOTAL PASSENGER (%Total)	5,958 ( 100%)	( 0%)



# ESPANOLA

## ESPANOLA CARE VAN

Contact: Ms. Cathy Tessier  
 Title: Accounting Office Clerk  
 Telephone: (705) 869-6159  
 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: 5,500  
 Service area (km²): 17.8  
 Communities served: 1  
 Service began:  
 Advisory Committee members: 6  
 Eligibility Committee members: 6

## NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 4 (7%)  
 Ambulatory: 56 (93%)  
 Attendants/Companions:  
 Other:

Note: \*Service Hours Exception: No service on Mondays.

## 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.

2002	2003
1,000	1,100
1,000	1,100

## SERVICE HOURS/SCHEDULING \*

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

## PASSENGER DATA

	2002	2003
Dedicated Service	3,846	3,629
Non-Dedicated Service		
TOTAL PASSENGERS	3,846	3,629
Subscription/Pre-booked	85%	95%
Reservation	5%	
On-Demand/Day of trip	10%	5%

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

	2002	2003
Administration	\$998	\$809
Operations:		
Internal - Dedicated Service	\$18,954	\$18,473
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,077	\$2,978
Fuel	\$2,210	\$2,174
TOTAL OPERATING EXPENSES	\$23,239	\$24,434

## OPERATING FUNDING SOURCES

	2002	2003
Passenger Revenue	\$7,692	\$7,258
Other Operating Revenue		
Total Operating Revenues	\$7,692	\$7,258
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$15,546	\$17,176
Donations / Other		
TOTAL OPERATING FUNDING	\$23,238	\$24,434

## 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 (2003)

	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 (2003)

	(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: \$13.20  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	33%	30%
Net Operating Cost / Capita	\$2.83	\$3.12
Total Exp. / Passenger	\$6.04	\$6.73
Total Exp. / Eligible Passenger	\$6.04	\$6.73
Transp. Exp. / Passenger		
Dedicated Service	\$5.78	\$6.51
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$22.24	\$21.48
<b>OPERATING</b>		
Registrants / Capita	0.0102	0.0109
Passengers / Capita	0.6993	0.6598
Passengers / Registrant	68.68	60.48
Passengers / Hour (Dedicated Service)	3.85	3.30
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,629*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	3,629 ( 100%)	( 0%)

\* Total for all categories

# FLESHERTON

## RIDE ON TRANSPORTATION

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

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

## NUMBER OF REGISTRANTS

85  
Wheelchair/Scooter Users: 5 (6%)  
Ambulatory: 70 (82%)  
Attendants/Companions:  
Other: 10 (12%)

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

## ELIGIBILITY CRITERIA \*

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

Note: \*Other Eligibility Criteria: High school students with a learning disability.

\*Fare Structure: Fare according to distance and vehicle (wheelchair van-\$2.14/km; car-\$0.91/km). Parking charge at end of month.

\*Service available other times upon request.

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	128,637	120,296
Tot. Veh. Km. - Dedicated Service	128,637	120,296
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

	2002	2003
Dedicated Service	3,441	3,077
Non-Dedicated Service		
TOTAL PASSENGERS	3,441	3,077
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

	2002	2003
Administration	\$1,200	\$1,200
Operations:		
Internal - Dedicated Service	\$32,479	\$23,842
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$24,942	\$16,225
Fuel	\$9,864	\$7,873
TOTAL OPERATING EXPENSES	\$68,485	\$49,140

## OPERATING FUNDING SOURCES

	2002	2003
Passenger Revenue	\$22,842	\$17,696
Other Operating Revenue		
Total Operating Revenues	\$22,842	\$17,696
Federal Contributions		
Provincial Contributions	\$45,643	\$31,444
Municipal Contributions		
Donations / Other		
TOTAL OPERATING FUNDING	\$68,485	\$49,140

## 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 (2003) \*

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

## EMPLOYEE DATA (2003)

	(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

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	33%	36%
Net Operating Cost / Capita	\$2.86	\$1.97
Total Exp. / Passenger	\$19.90	\$15.97
Total Exp. / Eligible Passenger	\$19.90	\$15.97
Transp. Exp. / Passenger		
Dedicated Service	\$19.55	\$15.58
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0053	0.0053
Passengers / Capita	0.2159	0.1931
Passengers / Registrant	40.48	36.20
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	37.38	39.10
Average Speed (Dedicated Service)		

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,007	
Wheelchair/Scooter Users	70	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	3,077 ( 100%)	( 0%)

# FORT FRANCES

## FORT FRANCES HANDI-VAN

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

Population served: 8,315  
 Service area (km²): 25.9  
 Communities served: 1  
 Service began:  
 Advisory Committee members: 5  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

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

Note: \*Other Eligibility Criteria: Medical recommendation.  
 \*Service available on weekends or holidays upon request.

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

	2002	2003
Rev. Veh. Km. - Dedicated Service	33,074	26,031
Tot. Veh. Km. - Dedicated Service	33,074	26,031
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	9,820	10,575
Non-Dedicated Service	480	432
TOTAL PASSENGERS	10,300	11,007

Subscription/Pre-booked  
 Reservation

On-Demand/Day of trip

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$11,097	\$10,288
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$57,392	\$59,912
Contract - Non-Dedicated Service	\$29,728	\$31,142
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,839	\$3,042
Fuel	\$3,731	\$4,540
TOTAL OPERATING EXPENSES	\$106,787	\$108,924

## OPERATING FUNDING SOURCES

Passenger Revenue	\$20,421	\$18,374
Other Operating Revenue		
Total Operating Revenues	\$20,421	\$18,374
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$75,861	\$81,245
Donations / Other	\$10,505	\$9,305
TOTAL OPERATING FUNDING	\$106,787	\$108,924

## 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: 1 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Manual

## FARE STRUCTURE (2003)

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

## EMPLOYEE DATA (2003)

(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

Top Operator Wage Rate:  
 Top Mechanic Wage Rate: \$23.58

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	19%	17%
Net Operating Cost / Capita	\$10.39	\$10.89
Total Exp. / Passenger	\$10.37	\$9.90
Total Exp. / Eligible Passenger	\$10.74	\$10.14
Transp. Exp. / Passenger		
Dedicated Service	\$6.72	\$6.38
Non-Dedicated Service (e.g. Taxis)	\$61.93	\$72.09
Transp. Exp. / Hour (Dedicated Service)		

## OPERATING

Registrants / Capita		
Passengers / Capita	1.2387	1.3238
Passengers / Registrant		
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	3.37	2.46
Average Speed (Dedicated Service)		

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	10,312	432
Attendants/Companions	263	
Other		
TOTAL PASSENGER (%Total)	10,575 ( 96%)	432 ( 4%)

# GANANOQUE

## GANANOQUE WHEELS OF CARE INC.

Contact: Ms. Donna Gibson  
Title: Treasurer  
Telephone: (613) 382-4831  
FAX: (613) 382-8514  
e-mail: g.w.o.c@hotmail.com

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

## NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 22 (34%)  
Ambulatory: 30 (47%)  
Attendants/Companions: 12 (19%)  
Other:

Note: \* Service available at other times upon request.

## ELIGIBILITY CRITERIA

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

☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

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

2002

2003

## SERVICE HOURS/SCHEDULING \*

Weekday: 0900 to 1700 Sunday: 0900 to 1700  
Saturday: 0900 to 1700 Holiday:  
Advanced booking notice: 1 days  
Minimum notice for reservation:  
Reservations/Scheduling: Partially Computerized

## PASSENGER DATA

Dedicated Service 1,861  
Non-Dedicated Service  
TOTAL PASSENGERS 1,861  
Subscription/Pre-booked  
Reservation  
On-Demand/Day of trip

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration \$1,727  
Operations:  
Internal - Dedicated Service  
Contract - Dedicated Service  
Contract - Non-Dedicated Service  
Contract - Taxi Scrip  
Maintenance (Vehicles & Facilities) \$6,487  
Fuel \$2,676  
TOTAL OPERATING EXPENSES \$10,890

## OPERATING FUNDING SOURCES

Passenger Revenue \$3,258  
Other Operating Revenue  
Total Operating Revenues \$3,258  
Federal Contributions  
Provincial Contributions  
Municipal Contributions  
Donations / Other \$7,632  
TOTAL OPERATING FUNDING \$10,890

## 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 (2003)

Cash	Tickets/Cards (unit price)	Monthly Pass
Adult \$1.50		
Child \$1.50		
Student \$1.50		
Senior \$1.50		
Attendant free		
Companion free		
Other	Additional rates apply to out-of-town trips.	

## EMPLOYEE DATA (2003)

(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	2002	2003
R/C Ratio		30%
Net Operating Cost / Capita		\$1.47
Total Exp. / Passenger		\$5.85
Total Exp. / Eligible Passenger		\$5.85
Transp. Exp. / Passenger		
Dedicated Service		\$4.92
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

## OPERATING

Registrants / Capita	0.0123
Passengers / Capita	0.3579
Passengers / Registrant	29.08
Passengers / Hour (Dedicated Service)	
Km. / Passenger (Dedicated Service)	
Average Speed (Dedicated Service)	

## VEHICLE DATA (2003)

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	N/A		

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,861*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	1,861 ( 100%)	( 0%)

\* Total for all categories

## GUELPH TRANSIT

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

Population served: 113,110  
 Service area (km²): 88.0  
 Communities served: 1  
 Service began: 1977  
 Advisory Committee members: 11  
 Eligibility Committee members: 1

## NUMBER OF REGISTRANTS

1,314  
 Wheelchair/Scooter Users: 210 (16%)  
 Ambulatory: 1,104 (84%)  
 Attendants/Companions:  
 Other:

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

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES &amp; HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	191,450	200,103
Tot. Veh. Km. - Dedicated Service	191,450	205,437
Rev. Veh. Hr. - Dedicated Service	9,901	10,356
Tot. Veh. Hr. - Dedicated Service	9,901	10,356
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	39,896	39,760
Non-Dedicated Service	14,231	12,658
TOTAL PASSENGERS	54,127	52,418
Subscription/Pre-booked		1%
Reservation		99%

On-Demand/Day of trip

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 233 366

## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$38,304	\$34,268
Operations:		
Internal - Dedicated Service	\$503,340	\$513,166
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$101,193	\$113,085
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$50,000	\$50,000
TOTAL OPERATING EXPENSES	\$692,837	\$710,519

## OPERATING FUNDING SOURCES

Passenger Revenue	\$55,790	\$43,090
Other Operating Revenue		
Total Operating Revenues	\$55,790	\$43,090
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$637,047	\$667,429
Donations / Other		
TOTAL OPERATING FUNDING	\$692,837	\$710,519

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

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

## SERVICE HOURS/SCHEDULING

Weekday: 0545 to 1215 Sunday: 0900 to 1815  
 Saturday: 0545 to 1215 Holiday:  
 Advanced booking notice: 10 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Partially Computerized

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.85	\$1.60	
Child	\$1.85	\$1.60	
Student	\$1.85	\$1.60	
Senior	\$1.85	\$1.60	
Attendant	\$1.85	\$1.60	
Companion	\$1.85	\$1.60	
Other			

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators	5	3
Other Operations (e.g. dispatchers)	2	
Maintenance	2	
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	10	3

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

Top Operator Wage Rate: \$18.78  
 Top Mechanic Wage Rate: \$22.46

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	8%	6%
Net Operating Cost / Capita	\$6.00	\$5.90
Total Exp. / Passenger	\$12.80	\$13.55
Total Exp. / Eligible Passenger	\$13.49	\$14.27
Transp. Exp. / Passenger		
Dedicated Service	\$13.87	\$14.16
Non-Dedicated Service (e.g. Taxis)	\$7.11	\$8.93
Transp. Exp. / Hour (Dedicated Service)	\$55.89	\$54.38
<b>OPERATING</b>		
Registrants / Capita	0.0112	0.0116
Passengers / Capita	0.5098	0.4634
Passengers / Registrant	45.64	39.89
Passengers / Hour (Dedicated Service)	4.03	3.84
Km. / Passenger (Dedicated Service)	4.80	5.03
Average Speed (Dedicated Service)	19.34	19.32

VEHICLE DATA  
(2003)

	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	1			

PASSENGER STATISTICS  
(2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	23,169	10,441
Wheelchair/Scooter Users	13,964	2,217
Attendants/Companions	2,627	
Other		
TOTAL PASSENGER (%Total)	39,760 ( 76%)	12,658 ( 24%)

# HALTON HILLS

## ACTIVAN

Contact: Ms. Wendy Edwards  
 Title: Senior Admin. Assistant - Public Works  
 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: 49,000  
 Service area (km²): 280.0  
 Communities served: 1  
 Service began: 1981  
 Advisory Committee members: 6  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

186  
 Wheelchair/Scooter Users:  
 Ambulatory: 82 (44%)  
 Attendants/Companions: 104 (56%)  
 Other:

Note: \* Service available at other times upon request.  
 \* The drop in number of trips and operating revenue was due to the end of a transportation arrangement with a local group home.

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	31,931	28,059
Tot. Veh. Km. - Dedicated Service	34,431	30,559
Rev. Veh. Hr. - Dedicated Service	1,478	614
Tot. Veh. Hr. - Dedicated Service	2,128	1,349
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service *	3,167	2,193
Non-Dedicated Service		
TOTAL PASSENGERS	3,167	2,193
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		
UNACCOMMODATED TRIPS	200	200
NO-SHOWS/CANCELLED AT DOOR	20	20
NUMBER OF COMPLAINTS	12	12

## OPERATING EXPENSES

Administration	\$6,500	\$6,000
Operations:		
Internal - Dedicated Service	\$875	\$875
Contract - Dedicated Service	\$66,000	\$66,000
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$5,540	\$16,896
Fuel		\$5,990
TOTAL OPERATING EXPENSES	\$78,915	\$95,761

## OPERATING FUNDING SOURCES

Passenger Revenue		\$4,370
Other Operating Revenue		
Total Operating Revenues *	\$16,434	\$4,370
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$62,481	\$91,391
Donations / Other		
TOTAL OPERATING FUNDING	\$78,915	\$95,761

## 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 1700 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 7 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Manual

## FARE STRUCTURE (2003)

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

## EMPLOYEE DATA (2003)

	(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: \$21.48

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio*	21%	5%
Net Operating Cost / Capita	\$1.39	\$1.87
Total Exp. / Passenger *	\$24.92	\$43.67
Total Exp. / Eligible Passenger*	\$24.92	\$43.67
Transp. Exp. / Passenger		
Dedicated Service	\$22.87	\$40.93
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$34.03	\$66.54
<b>OPERATING</b>		
Registrants / Capita	0.0029	0.0038
Passengers / Capita	0.0704	0.0448
Passengers / Registrant *	23.99	11.79
Passengers / Hour (Dedicated Service)	2.14	3.57
Km. / Passenger (Dedicated Service)	10.08	12.79
Average Speed (Dedicated Service)	21.60	45.70

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	2,193*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	2,193 ( 100%)	( 0%)
* Total for all categories		

# HAMILTON

## ACCESSIBLE TRANSPORTATION SERVICES

Contact: Mr. Paul Thompson  
 Title: Manager of Fare Admin. & ATS  
 Telephone: (905) 528-4200  
 FAX: (905) 679-7303  
 e-mail: pthompso@hamilton.ca

Population served: 490,270  
 Service area (km²): 1,117.0  
 Communities served: 1  
 Service began: 1976  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

8,698  
 Wheelchair/Scooter Users: 4,923 (57%)  
 Ambulatory: 1,765 (20%)  
 Attendants/Companions:  
 Other: 2,010 (23%)  
 Registration Fee: \$15.00

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

## ELIGIBILITY CRITERIA

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

Note: \* The service subcontracted by DARTS for ambulatory trip is performed using dedicated small vans by a taxi company.  
 \* Passengers for Non-Dedicated Service included 31,615 and 38,326 riders using low-floor buses in 2002 and 2003 respectively.  
 \* Contract - Dedicated Service also included the expense for providing non-dedicated taxi service.

## VEHICLE KILOMETRES & HOURS \*

	2002	2003
Rev. Veh. Km. - Dedicated Service	2,639,902	2,642,914
Tot. Veh. Km. - Dedicated Service	2,639,902	2,642,914
Rev. Veh. Hr. - Dedicated Service	128,642	136,327
Tot. Veh. Hr. - Dedicated Service	128,642	136,327
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	416,190	404,733
Non-Dedicated Service *	176,892	215,218
TOTAL PASSENGERS	593,082	619,951
Subscription/Pre-booked	42%	45%
Reservation	22%	20%
On-Demand/Day of trip	36%	35%
UNACCOMMODATED TRIPS	48,660	24,215
NO-SHOWS/CANCELLED AT DOOR	6,000	6,315
NUMBER OF COMPLAINTS	1,022	815

## OPERATING EXPENSES

Administration	\$1,078,000	\$1,576,973
Operations:		
Internal - Dedicated Service	\$5,596,500	\$5,491,543
Contract - Dedicated Service *	\$1,474,000	\$1,447,100
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$928,000	\$944,370
Maintenance (Vehicles & Facilities)	\$637,000	\$833,934
Fuel	\$492,000	\$471,900
TOTAL OPERATING EXPENSES	\$10,205,500	\$10,765,820

## OPERATING FUNDING SOURCES

Passenger Revenue	\$1,566,000	\$1,578,441
Other Operating Revenue	\$70,000	\$31,660
Total Operating Revenues	\$1,636,000	\$1,610,101
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$8,569,500	\$9,086,707
Donations / Other		\$69,012
TOTAL OPERATING FUNDING	\$10,205,500	\$10,765,820

## CAPITAL EXPENSES

Vehicles Purchased		\$4,600,000
Debt Servicing	\$915,000	
Other Capital Expenses		\$1,150,000
TOTAL CAPITAL EXPENSES	\$915,000	\$5,750,000

## CAPITAL FUNDING SOURCES

Transit System		\$3,834,000
Federal Contributions		
Provincial Contributions		\$1,916,000
Municipal Contributions	\$915,000	
Donations / Other		
TOTAL CAPITAL FUNDING	\$915,000	\$5,750,000

## SERVICE HOURS/SCHEDULING

Weekday:	0700 to 2300	Sunday:	0830 to 2300
Saturday:	0730 to 2300	Holiday:	0830 to 2300
Advanced booking notice:	7 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Partially Computerized		

## FARE STRUCTURE (2003)

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

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators	51	34
Other Operations (e.g. dispatchers)	6	1
Maintenance	7	1
General Administration	23	
Other		
TOTAL NUMBER OF EMPLOYEES	87	36

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

Top Operator Wage Rate: \$18.21  
 Top Mechanic Wage Rate: \$21.28

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	16%	15%
Net Operating Cost / Capita	\$17.48	\$18.67
Total Exp. / Passenger	\$17.21	\$17.37
Total Exp. / Eligible Passenger	\$24.77	\$18.51
Transp. Exp. / Passenger		
Dedicated Service	\$19.70	\$20.37
Non-Dedicated Service (e.g. Taxis)	\$5.25	\$4.39
Transp. Exp. / Hour (Dedicated Service)	\$63.74	\$60.48
<b>OPERATING</b>		
Registrants / Capita	0.0181	0.0177
Passengers / Capita	1.2099	1.2645
Passengers / Registrant	66.98	71.28
Passengers / Hour (Dedicated Service)	3.24	2.97
Km. / Passenger (Dedicated Service)	6.34	6.53
Average Speed (Dedicated Service)	20.52	19.39

## VEHICLE DATA (2003)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	10	7	2	6
Small Buses	51	46	5	8
Other				
TOTAL DED. VEHICLES	61	53	N/A	N/A
Accessible taxis	N/A			

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	214,949	170,067
Wheelchair/Scooter Users	189,784	6,825
Attendants/Companions		
Other		38,326
TOTAL PASSENGER (%Total)	404,733 ( 65%)	215,218 ( 35%)

# HANOVER, TOWN OF

## BRUCE GREY & HURON DISABILITY

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

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

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

## NUMBER OF REGISTRANTS

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

Note: \*Other Eligibility Criteria: Frail, elderly, mentally or physically disabled.  
 \*Service was available on demand, twenty-four hours per day, seven days per week.

## ELIGIBILITY CRITERIA \*

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

## VEHICLE KILOMETRES & HOURS

	2002	2003
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	27,542	27,398
Non-Dedicated Service		
TOTAL PASSENGERS	27,542	27,398
Subscription/Pre-booked	80%	80%
Reservation	20%	
On-Demand/Day of trip		20%

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration

Operations:

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

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES	\$388,161	\$352,664
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## OPERATING FUNDING SOURCES

Passenger Revenue	\$107,591	\$87,060
Other Operating Revenue		
Total Operating Revenues	\$107,591	\$87,060
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$253,086	\$254,000
Donations / Other	\$6,000	\$8,488
TOTAL OPERATING FUNDING	\$366,677	\$349,548

## CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

## CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL CAPITAL FUNDING

## SERVICE HOURS/SCHEDULING \*

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

## FARE STRUCTURE (2003)

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

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators	4	5
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	6	5

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

Top Operator Wage Rate: \$11.65  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	28%	25%
Net Operating Cost / Capita	\$5.61	\$5.31
Total Exp. / Passenger	\$14.09	\$12.87
Total Exp. / Eligible Passenger	\$14.09	\$12.87
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita		
Passengers / Capita	0.5508	0.5480
Passengers / Registrant		
Passengers / Hour (Dedicated Service)		1.10
Km. / Passenger (Dedicated Service)		18.25
Average Speed (Dedicated Service)		20.00

## VEHICLE DATA

(2003)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	2	2	N/A	7
Accessible Vans/Minivans				
Small Buses	5	5	12	25
Other	1	1	8	11
TOTAL DED. VEHICLES	8	8	N/A	N/A
Accessible taxis	N/A			

## PASSENGER STATISTICS

(2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	27,398*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	27,398 ( 100%)	( 0%)
* Total for all categories		



# INGERSOLL

## INGERSOLL PARATRANSIT SYSTEM

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

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** 305  
Wheelchair/Scooter Users: 75 (25%)  
Ambulatory: 218 (71%)  
Attendants/Companions: 12 (4%)  
Other:

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

### ELIGIBILITY CRITERIA

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

Note: \* Other Eligibility Criteria: Vision Impaired  
\* Non-dedicated service contract included expenses for dedicated service as well.

VEHICLE KILOMETRES & HOURS		2002	2003	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0800 to 2200	Sunday: 0800 to 2000
Tot. Veh. Km. - Dedicated Service				Saturday: 0800 to 2200	Holiday:
Rev. Veh. Hr. - Dedicated Service				Advanced booking notice:	1 days
Tot. Veh. Hr. - Dedicated Service				Minimum notice for reservation:	1.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Partially Computerized
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2003)	
Dedicated Service		1,032	1,267	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service		8,446	8,640	Adult	\$2.25
TOTAL PASSENGERS		9,478	9,907	Child	\$2.25
Subscription/Pre-booked		90%	2%	Student	\$2.25
Reservation		5%	97%	Senior	\$2.25
On-Demand/Day of trip		5%	1%	Attendant	free
UNACCOMMODATED TRIPS				Companion	
NO-SHOWS/CANCELLED AT DOOR				Other	
NUMBER OF COMPLAINTS		1	1		
OPERATING EXPENSES				EMPLOYEE DATA (2003)	
Administration		\$23,282	\$24,080	Operators	(Full-Time) (Part-Time)
Operations:				Other Operations (e.g. dispatchers)	2
Internal - Dedicated Service				Maintenance	
Contract - Dedicated Service				General Administration	
Contract - Non-Dedicated Service *		\$48,462	\$52,723	Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	2
Maintenance (Vehicles & Facilities)				Union Affiliations: Operators:	N/A
Fuel				Maintenance:	N/A
TOTAL OPERATING EXPENSES		\$71,744	\$76,803	Top Operator Wage Rate:	
OPERATING FUNDING SOURCES				Top Mechanic Wage Rate:	
Passenger Revenue		\$19,611	\$22,374		
Other Operating Revenue					
Total Operating Revenues		\$19,611	\$22,374		
Federal Contributions					
Provincial Contributions					
Municipal Contributions		\$47,033	\$51,453		
Donations / Other		\$5,100	\$2,976		
TOTAL OPERATING FUNDING		\$71,744	\$76,803		
CAPITAL EXPENSES				PERFORMANCE INDICATORS	
Vehicles Purchased				FINANCIAL	2002 2003
Debt Servicing				R/C Ratio	27% 29%
Other Capital Expenses				Net Operating Cost / Capita	\$4.74 \$4.95
TOTAL CAPITAL EXPENSES				Total Exp. / Passenger	\$7.57 \$7.75
CAPITAL FUNDING SOURCES				Total Exp. / Eligible Passenger	\$7.73 \$7.95
Transit System				Transp. Exp. / Passenger	
Federal Contributions				Dedicated Service	
Provincial Contributions				Non-Dedicated Service (e.g. Taxis)	\$5.74 \$6.10
Municipal Contributions				Transp. Exp. / Hour (Dedicated Service)	
Donations / Other					
TOTAL CAPITAL FUNDING					
VEHICLE DATA (2003)		Number	Veh. Peak	OPERATING	
Non-Accessible Cars		2	2	Registrants / Capita	0.0315 0.0277
Accessible Vans/Minivans		1	1	Passengers / Capita	0.8616 0.9006
Small Buses				Passengers / Registrant	27.31 32.48
Other				Passengers / Hour (Dedicated Service)	
TOTAL DED. VEHICLES		3	3	Km. / Passenger (Dedicated Service)	
Accessible taxis		1		Average Speed (Dedicated Service)	

VEHICLE DATA (2003)		Number	Veh. Peak	Avg. Capacity per Veh.	
				Wheelchair	Ambulatory
Non-Accessible Cars		2	2	N/A	
Accessible Vans/Minivans		1	1		
Small Buses					
Other					
TOTAL DED. VEHICLES		3	3	N/A	N/A
Accessible taxis		1			

PASSENGER STATISTICS (2003)	Dedicated Service	Non-Dedicated Service
Ambulatory		8,390
Wheelchair/Scooter Users	1,267	
Attendants/Companions		250
Other		
TOTAL PASSENGER (%Total)	1,267 ( 13%)	8,640 ( 87%)

# KAPUSKASING

## KAP HANDI TRANS

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

Population served: 8,699  
Service area (km²): 84.0  
Communities served: 1  
Service began: 1990  
Advisory Committee members: 7  
Eligibility Committee members: 3

## NUMBER OF REGISTRANTS

134  
Wheelchair/Scooter Users: 10 (7%)  
Ambulatory: 121 (90%)  
Attendants/Companions: 3 (2%)  
Other:

Note: \*Employment statistics are not available from contractor.

Dedicated Service operated by: 1 Private Contractor  
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		2002	2003	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0900 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:	24.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Partially Computerized
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2003)	
Dedicated Service		11,316	10,782	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult	\$1.00
TOTAL PASSENGERS		11,316	10,782	Child	\$1.00
Subscription/Pre-booked		80%	88%	Student	\$1.00
Reservation				Senior	\$1.00
On-Demand/Day of trip		20%	12%	Attendant	\$1.00
UNACCOMMODATED TRIPS				Companion	\$1.00
NO-SHOWS/CANCELLED AT DOOR				Other Annual Pass	\$100
NUMBER OF COMPLAINTS		10	8	EMPLOYEE DATA (2003) *	
OPERATING EXPENSES				Operators	(Full-Time) (Part-Time)
Administration		\$3,052	\$3,323	Other Operations (e.g. dispatchers)	
Operations:				Maintenance	
Internal - Dedicated Service				General Administration	
Contract - Dedicated Service		\$43,137	\$48,632	Other	
Contract - Non-Dedicated Service				TOTAL NUMBER OF EMPLOYEES	
Contract - Taxi Scrip		\$143	\$104	Union Affiliations: Operators:	N/A
Maintenance (Vehicles & Facilities)				Maintenance:	N/A
Fuel				Top Operator Wage Rate:	
TOTAL OPERATING EXPENSES		\$46,332	\$52,059	Top Mechanic Wage Rate:	
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS	
Passenger Revenue		\$5,100	\$5,560	FINANCIAL	
Other Operating Revenue					2002 2003
Total Operating Revenues		\$5,100	\$5,560	R/C Ratio	11% 11%
Federal Contributions				Net Operating Cost / Capita	\$4.46 \$5.35
Provincial Contributions				Total Exp. / Passenger	\$4.09 \$4.83
Municipal Contributions		\$41,232	\$46,499	Total Exp. / Eligible Passenger	\$4.13 \$4.84
Donations / Other				Transp. Exp. / Passenger	
TOTAL OPERATING FUNDING		\$46,332	\$52,059	Dedicated Service	\$3.81 \$4.51
CAPITAL EXPENSES				Non-Dedicated Service (e.g. Taxis)	
Vehicles Purchased				Transp. Exp. / Hour (Dedicated Service)	
Debt Servicing				OPERATING	
Other Capital Expenses				Registrants / Capita	0.0117 0.0154
TOTAL CAPITAL EXPENSES				Passengers / Capita	1.2234 1.2395
CAPITAL FUNDING SOURCES				Passengers / Registrant	104.78 80.46
Transit System				Passengers / Hour (Dedicated Service)	
Federal Contributions				Km. / Passenger (Dedicated Service)	
Provincial Contributions				Average Speed (Dedicated Service)	
Municipal Contributions					
Donations / Other					
TOTAL CAPITAL FUNDING					

VEHICLE DATA (2003)		Veh. Peak		Avg. Capacity per Veh.	
Number				Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	1	1		3	9
Other					
TOTAL DED. VEHICLES	1	1		N/A	N/A
Accessible taxis	N/A				

PASSENGER STATISTICS (2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	8,525	
Wheelchair/Scooter Users	2,221	
Attendants/Companions	36	
Other		
TOTAL PASSENGER (%Total)	10,782 ( 100%)	( 0%)

# KAWARTHA LAKES (RURAL)

## COMMUNITY CARE

Contact: Ms. Charlotte Clay-Ireland  
 Title: Specialized Transit Supervisor  
 Telephone: (705) 324-7323 x23  
 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

Wheelchair/Scooter Users: 433 (51%)  
 Ambulatory: 288 (34%)  
 Attendants/Companions:  
 Other: 127 (15%)

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: Stretcher transfers  
 \*Visitors from other municipalities eligible only if they have relatives that live in the City of Kawartha Lakes.  
 \*Service available at other times upon request.

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	138,445	197,138
Tot. Veh. Km. - Dedicated Service	138,445	197,138
Rev. Veh. Hr. - Dedicated Service	2,600	2,600
Tot. Veh. Hr. - Dedicated Service	2,600	2,600
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	5,447	5,770
Non-Dedicated Service		
TOTAL PASSENGERS	5,447	5,770
Subscription/Pre-booked	50%	30%
Reservation	30%	50%
On-Demand/Day of trip	20%	20%
UNACCOMMODATED TRIPS	65	20
NO-SHOWS/CANCELLED AT DOOR	15	63
NUMBER OF COMPLAINTS	3	2

## OPERATING EXPENSES

Administration	\$51,524	\$69,731
Operations:		
Internal - Dedicated Service	\$56,576	\$69,820
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,521	\$11,112
Fuel	\$18,937	\$19,355
TOTAL OPERATING EXPENSES	\$141,558	\$170,018

## OPERATING FUNDING SOURCES

Passenger Revenue	\$68,909	\$59,891
Other Operating Revenue		
Total Operating Revenues	\$68,909	\$59,891
Federal Contributions		
Provincial Contributions	\$26,100	\$30,726
Municipal Contributions	\$33,669	\$29,423
Donations / Other	\$12,880	\$49,978
TOTAL OPERATING FUNDING	\$141,558	\$170,018

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

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

## SERVICE HOURS/SCHEDULING \*

Weekday: 0800 to 1800 Sunday: 0800 to 1800  
 Saturday: 0800 to 1800 Holiday:  
 Advanced booking notice: 6 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Partially Computerized

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$5.00		
Child	\$5.00		
Student	\$5.00		
Senior	\$5.00		
Attendant	free		
Companion	\$2.50		
Other	\$0.30/km outside of Lindsay.		

## EMPLOYEE DATA (2003)

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

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

Top Operator Wage Rate: \$10.00  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	49%	35%
Net Operating Cost / Capita	\$1.01	\$1.53
Total Exp. / Passenger	\$25.99	\$29.47
Total Exp. / Eligible Passenger	\$35.77	\$33.10
Transp. Exp. / Passenger		
Dedicated Service	\$16.53	\$17.38
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$34.63	\$38.57
<b>OPERATING</b>		
Registrants / Capita	0.0115	0.0118
Passengers / Capita	0.0757	0.0801
Passengers / Registrant	6.59	6.80
Passengers / Hour (Dedicated Service)	2.10	2.22
Km. / Passenger (Dedicated Service)	25.42	34.17
Average Speed (Dedicated Service)	53.25	75.82

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,284	
Wheelchair/Scooter Users	3,852	
Attendants/Companions		
Other	634	
TOTAL PASSENGER (%Total)	5,770 ( 100%)	( 0%)

# KAWARTHA LAKES (URBAN)

## LINDSAY LIMO

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

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

538  
Wheelchair/Scooter Users: 246 (46%)  
Ambulatory: 209 (39%)  
Attendants/Companions:  
Other: 83 (15%)

Note: \*Reduced number of service hours in 2003.

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

	2002	2003
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service		2,756
Tot. Veh. Hr. - Dedicated Service		2,756
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

	2002	2003
Dedicated Service	6,113	5,919
Non-Dedicated Service		
TOTAL PASSENGERS	6,113	5,919
Subscription/Pre-booked	20%	80%
Reservation	70%	10%
On-Demand/Day of trip	10%	10%

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

	2002	2003
Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$95,400	\$106,096

## OPERATING FUNDING SOURCES

	2002	2003
Passenger Revenue	\$14,406	\$10,671
Other Operating Revenue		
Total Operating Revenues	\$14,406	\$10,671
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$80,994	\$95,425
Donations / Other		
TOTAL OPERATING FUNDING	\$95,400	\$106,096

## CAPITAL EXPENSES

Vehicles Purchased  
Debt Servicing  
Other Capital Expenses  
TOTAL CAPITAL EXPENSES

## CAPITAL FUNDING SOURCES

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

## SERVICE HOURS/SCHEDULING

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

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.50	\$1.30	
Child	\$0.75		
Student	\$1.25	\$1.10	
Senior	\$1.25	\$1.10	
Attendant	free		
Companion			
Other	Companion fare same as rider fare.		

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators		6
Other Operations (e.g. dispatchers)		
Maintenance	1	
General Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	1	7

Union Affiliations: Operators: CUPE Local 855  
Maintenance: CUPE Local 855

Top Operator Wage Rate: \$15.11  
Top Mechanic Wage Rate: \$19.48

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	15%	10%
Net Operating Cost / Capita	\$4.50	\$5.30
Total Exp. / Passenger	\$15.61	\$17.92
Total Exp. / Eligible Passenger	\$15.61	\$17.92
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

## OPERATING

	2002	2003
Registrants / Capita	0.0401	0.0299
Passengers / Capita	0.3396	0.3288
Passengers / Registrant	8.48	11.00
Passengers / Hour (Dedicated Service)		2.15
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	5,919*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	5,919 ( 100%)	( 0%)

\* Total for all categories

## KENORA HANDI-TRANSIT

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

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

## NUMBER OF REGISTRANTS

306  
 Wheelchair/Scooter Users: 137 (45%)  
 Ambulatory: 157 (51%)  
 Attendants/Companions: 12 (4%)  
 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

Note: \*Other eligibility criteria used: doctor's recommendation.  
 \*Service available outside regular hours upon sufficient demand.  
 \*2003 Administration total includes transfer to reserve fund.

## VEHICLE KILOMETRES &amp; HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	62,050	62,050
Tot. Veh. Km. - Dedicated Service	62,050	62,050
Rev. Veh. Hr. - Dedicated Service	3,640	3,640
Tot. Veh. Hr. - Dedicated Service	3,640	3,640
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	5,864	5,163
Non-Dedicated Service		
TOTAL PASSENGERS	5,864	5,163
Subscription/Pre-booked	60%	60%
Reservation	38%	38%
On-Demand/Day of trip	2%	2%
UNACCOMMODATED TRIPS	100	75
NO-SHOWS/CANCELLED AT DOOR	35	30
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration *	\$19,000	\$32,055
Operations:		
Internal - Dedicated Service	\$82,675	\$60,872
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$5,325	\$10,242
Fuel	\$7,003	\$8,684
TOTAL OPERATING EXPENSES	\$114,003	\$111,853

## OPERATING FUNDING SOURCES

Passenger Revenue	\$40,000	\$38,113
Other Operating Revenue		
Total Operating Revenues	\$40,000	\$38,113
Federal Contributions		
Provincial Contributions	\$49,877	\$49,877
Municipal Contributions	\$21,426	\$21,426
Donations / Other	\$2,700	\$2,437
TOTAL OPERATING FUNDING	\$114,003	\$111,853

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$24,857
Municipal Contributions	
Donations / Other	\$49,787
TOTAL CAPITAL FUNDING	\$74,644

## SERVICE HOURS/SCHEDULING \*

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

## FARE STRUCTURE (2003)

	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 (2003)

	(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: \$13.31  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	35%	34%
Net Operating Cost / Capita	\$4.63	\$4.61
Total Exp. / Passenger	\$19.44	\$21.66
Total Exp. / Eligible Passenger	\$20.34	\$22.11
Transp. Exp. / Passenger		
Dedicated Service	\$16.20	\$15.46
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$26.10	\$21.92
<b>OPERATING</b>		
Registrants / Capita	0.0238	0.0191
Passengers / Capita	0.3665	0.3227
Passengers / Registrant	15.43	16.87
Passengers / Hour (Dedicated Service)	1.61	1.42
Km. / Passenger (Dedicated Service)	10.58	12.02
Average Speed (Dedicated Service)	17.05	17.05

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	347	
Wheelchair/Scooter Users	4,712	
Attendants/Companions	104	
Other		
TOTAL PASSENGER (%Total)	5,163 ( 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

3,613  
 Wheelchair/Scooter Users: 3,010 (83%)  
 Ambulatory: 603 (17%)  
 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

	2002	2003
Rev. Veh. Km. - Dedicated Service	538,131	548,182
Tot. Veh. Km. - Dedicated Service	543,602	548,182
Rev. Veh. Hr. - Dedicated Service	27,627	28,992
Tot. Veh. Hr. - Dedicated Service	28,191	28,992
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	81,024	82,352
Non-Dedicated Service	1,754	1,956
<b>TOTAL PASSENGERS</b>	<b>82,778</b>	<b>84,308</b>
Subscription/Pre-booked	58%	56%
Reservation	38%	37%
On-Demand/Day of trip	4%	7%
<b>UNACCOMMODATED TRIPS</b>	<b>2,482</b>	<b>3,279</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>1,237</b>	<b>1,307</b>
<b>NUMBER OF COMPLAINTS</b>	<b>14</b>	<b>13</b>

## OPERATING EXPENSES

Administration	\$287,267
Operations:	
Internal - Dedicated Service	\$1,132,132
Contract - Dedicated Service	
Contract - Non-Dedicated Service	\$12,985
Contract - Taxi Scrip	
Maintenance (Vehicles & Facilities)	\$98,431
Fuel	\$89,543
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,620,358</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$175,282
Other Operating Revenue	\$158,499
<b>Total Operating Revenues</b>	<b>\$333,781</b>
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$1,263,339
Donations / Other	\$23,238
<b>TOTAL OPERATING FUNDING</b>	<b>\$1,620,358</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$316,000
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$316,000</b>

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$105,300
Municipal Contributions	\$210,700
Donations / Other	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$316,000</b>

## SERVICE HOURS/SCHEDULING

Weekday: 0730 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 (2003)

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

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators	14	9
Other Operations (e.g. dispatchers)	3	2
Maintenance		
General Administration	3	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>20</b>	<b>11</b>

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

Top Operator Wage Rate: \$15.38  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio		21%
Net Operating Cost / Capita		\$11.09
Total Exp. / Passenger		\$19.22
Total Exp. / Eligible Passenger		\$21.40
Transp. Exp. / Passenger		
Dedicated Service		\$16.03
Non-Dedicated Service (e.g. Taxis)		\$6.64
Transp. Exp. / Hour (Dedicated Service)		\$45.53
<b>OPERATING</b>		
Registrants / Capita	0.0285	0.0311
Passengers / Capita	0.7136	0.7268
Passengers / Registrant	25.05	23.33
Passengers / Hour (Dedicated Service)	2.93	2.84
Km. / Passenger (Dedicated Service)	6.64	6.66
Average Speed (Dedicated Service)	19.48	18.91

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	28,664	1,956
Wheelchair/Scooter Users	45,101	
Attendants/Companions	8,587	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>82,352 ( 98%)</b>	<b>1,956 ( 2%)</b>

# KITCHENER-WATERLOO

## GRAND RIVER TRANSIT MOBILITY PLUS - NORTH

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

Population served: 308,700  
Service area (km²): 203.0  
Communities served: 2  
Service began: 1973  
Advisory Committee members: 12  
Eligibility Committee members: 5

## NUMBER OF REGISTRANTS

4,372  
Wheelchair/Scooter Users: 2,006 (46%)  
Ambulatory: 2,366 (54%)  
Attendants/Companions:  
Other:

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

## ELIGIBILITY CRITERIA \*

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

Note: \* Eligibility Criteria: CNIB registrants accepted as eligible users in March 2003. However the CNIB enrolled might register with GRT Mobility Plus to use the service during winter.  
\* Taxi Scrip program started in September 2003.  
\* Non-Dedicated service is contracted to Medi Go Services and 3 taxi companies.

VEHICLE KILOMETRES & HOURS	2002	2003
Rev. Veh. Km. - Dedicated Service	712,271	750,416
Tot. Veh. Km. - Dedicated Service	726,807	766,049
Rev. Veh. Hr. - Dedicated Service	34,108	34,705
Tot. Veh. Hr. - Dedicated Service	38,389	39,061
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.	9,836	13,441

## PASSENGER DATA

Dedicated Service	84,506	82,951
Non-Dedicated Service *	52,914	77,382
TOTAL PASSENGERS	137,420	160,333
Subscription/Pre-booked	60%	50%
Reservation	20%	45%
On-Demand/Day of trip	20%	5%
UNACCOMMODATED TRIPS	1,278	960
NO-SHOWS/CANCELLED AT DOOR	2,690	2,459
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration	\$361,000	\$396,905
Operations:		
Internal - Dedicated Service	\$2,086,581	\$2,167,508
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$544,371	\$771,398
Contract - Taxi Scrip *		\$21,668
Maintenance (Vehicles & Facilities)	\$330,282	\$316,378
Fuel	\$121,052	\$141,827
TOTAL OPERATING EXPENSES	\$3,443,286	\$3,815,684

## OPERATING FUNDING SOURCES

Passenger Revenue	\$254,000	\$272,145
Other Operating Revenue	\$101,998	\$137,144
Total Operating Revenues	\$355,998	\$409,289
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$3,087,288	\$3,406,395
Donations / Other		
TOTAL OPERATING FUNDING	\$3,443,286	\$3,815,684

## CAPITAL EXPENSES

Vehicles Purchased	\$308,941	\$238,986
Debt Servicing		
Other Capital Expenses	\$53,931	
TOTAL CAPITAL EXPENSES	\$362,872	\$238,986

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$76,903	
Municipal Contributions	\$285,969	\$238,986
Donations / Other		
TOTAL CAPITAL FUNDING	\$362,872	\$238,986

## 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 (2003)

	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 (2003)

	(Full-Time)	(Part-Time)
Operators	20	5
Other Operations (e.g. dispatchers)	3	4
Maintenance		
General Administration	5	
Other	1	
TOTAL NUMBER OF EMPLOYEES	29	9

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

Top Operator Wage Rate: \$20.03  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	10%	11%
Net Operating Cost / Capita	\$10.23	\$11.03
Total Exp. / Passenger	\$25.06	\$23.80
Total Exp. / Eligible Passenger	\$27.11	\$25.99
Transp. Exp. / Passenger		
Dedicated Service	\$30.03	\$31.65
Non-Dedicated Service (e.g. Taxis)	\$10.29	\$10.25
Transp. Exp. / Hour (Dedicated Service)	\$66.11	\$67.22
<b>OPERATING</b>		
Registrants / Capita	0.0134	0.0142
Passengers / Capita	0.4552	0.5194
Passengers / Registrant	33.98	36.67
Passengers / Hour (Dedicated Service)	2.48	2.39
Km. / Passenger (Dedicated Service)	8.43	9.05
Average Speed (Dedicated Service)	20.88	21.62

## VEHICLE DATA (2003)

	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	16	13	5 7
Small Buses			
Other			
TOTAL DED. VEHICLES	16	13	N/A N/A
Accessible taxis	3		

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	31,100	64,677
Wheelchair/Scooter Users	46,650	4,405
Attendants/Companions	5,201	
Other		8,300
TOTAL PASSENGER (%Total)	82,951 ( 52%)	77,382 ( 48%)

# LEAMINGTON

## ERIE SHORE COMMUNITY TRANSIT

Contact: Ms. Beth Kimm  
Title: Dispatcher  
Telephone: (519) 326-9030  
FAX: (519) 326-8697  
e-mail: bkimm@secc.on.ca

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

## NUMBER OF REGISTRANTS

454  
Wheelchair/Scooter Users: 169 (37%)  
Ambulatory: 260 (57%)  
Attendants/Companions: 25 (6%)  
Other:

Note: \*Service available at other times for family weddings, anniversaries or funerals.

## 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

	2002	2003
Rev. Veh. Km. - Dedicated Service	103,589	113,161
Tot. Veh. Km. - Dedicated Service	103,589	113,161
Rev. Veh. Hr. - Dedicated Service	5,512	5,512
Tot. Veh. Hr. - Dedicated Service	5,512	5,512
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	11,245	12,750
Non-Dedicated Service		
TOTAL PASSENGERS	11,245	12,750
Subscription/Pre-booked	25%	10%
Reservation	70%	80%
On-Demand/Day of trip	5%	10%
UNACCOMMODATED TRIPS	60	40
NO-SHOWS/CANCELLED AT DOOR	360	80
NUMBER OF COMPLAINTS	8	12

## OPERATING EXPENSES

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

## OPERATING FUNDING SOURCES

Passenger Revenue	\$49,955
Other Operating Revenue	
Total Operating Revenues	\$49,955
Federal Contributions	
Provincial Contributions	\$139,199
Municipal Contributions	\$21,012
Donations / Other	
TOTAL OPERATING FUNDING	\$210,166

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

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

## SERVICE HOURS/SCHEDULING \*

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

## FARE STRUCTURE (2003)

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

## EMPLOYEE DATA (2003)

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

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

Top Operator Wage Rate: \$15.87

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio		24%
Net Operating Cost / Capita		\$3.48
Total Exp. / Passenger		\$16.48
Total Exp. / Eligible Passenger		\$17.88
Transp. Exp. / Passenger		
Dedicated Service		\$15.25
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		\$35.27
<b>OPERATING</b>		
Registrants / Capita	0.0093	0.0099
Passengers / Capita	0.2445	0.2772
Passengers / Registrant	26.15	28.08
Passengers / Hour (Dedicated Service)	2.04	2.31
Km. / Passenger (Dedicated Service)	9.21	8.88
Average Speed (Dedicated Service)	18.79	20.53

## VEHICLE DATA

(2003)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	1	1	2 5
Small Buses	2	2	5 8
Other			
TOTAL DED. VEHICLES	3	3	N/A N/A
Accessible taxis	N/A		

## PASSENGER STATISTICS

(2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	8,510	
Wheelchair/Scooter Users	3,247	
Attendants/Companions	993	
Other		
TOTAL PASSENGER (%Total)	12,750 ( 100%)	( 0%)



LONDON COMMUNITY TRANSPORTATION

Contact: Ms. Kelly Paleczny  
Title: Director - Finance & Administration  
Telephone: (519) 451-1340 x366  
FAX: (519) 451-0153  
e-mail: kpaleczn@londontransit.ca  
Dedicated Service operated by: 2 Private Contractors  
Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company  
Taxi Scrip Program available: NO

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

ELIGIBILITY CRITERIA \*

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

**NUMBER OF REGISTRANTS** 1,826  
Wheelchair/Scooter Users: 1,041 (57%)  
Ambulatory: 785 (43%)  
Attendants/Companions:  
Other:  
Registration Fee: \$10.00  
Note: \* Eligibility criteria: persons with disabilities who are unable to use regular transit services may be eligible to use specialized transit service.  
\* Registration Fee: \$30 for 3 years.  
\* Contractor provided operators and mechanics for services.

VEHICLE KILOMETRES & HOURS	2002	2003
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	63,843	63,872
Tot. Veh. Hr. - Dedicated Service	63,843	63,872
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	150,504	149,569
Non-Dedicated Service	9,199	14,416
TOTAL PASSENGERS	159,703	163,985
Subscription/Pre-booked	38%	36%
Reservation	60%	61%
On-Demand/Day of trip	2%	4%
UNACCOMMODATED TRIPS	2,065	1,316
NO-SHOWS/CANCELLED AT DOOR	2,453	2,274
NUMBER OF COMPLAINTS	210	75

OPERATING EXPENSES

Administration	\$448,500	\$396,771
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$1,884,400	\$2,103,270
Contract - Non-Dedicated Service	\$97,100	\$158,311
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$2,430,000	\$2,658,352

OPERATING FUNDING SOURCES

Passenger Revenue	\$266,000	\$273,958
Other Operating Revenue	\$20,900	\$20,394
Total Operating Revenues	\$286,900	\$294,352
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,796,500	\$2,364,000
Donations / Other		
TOTAL OPERATING FUNDING	\$2,083,400	\$2,658,352

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

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

FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$1.65	
Child	\$2.25	\$1.65	
Student	\$2.25	\$1.65	
Senior	\$2.25	\$1.65	
Attendant	\$2.25	\$1.65	
Companion	\$2.25	\$1.65	
Other			

EMPLOYEE DATA (2003) \*

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

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

Top Operator Wage Rate:  
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2002	2003
R/C Ratio	12%	11%
Net Operating Cost / Capita	\$6.04	\$6.66
Total Exp. / Passenger	\$15.22	\$16.21
Total Exp. / Eligible Passenger	\$16.60	\$17.90
Transp. Exp. / Passenger		
Dedicated Service	\$12.52	\$14.06
Non-Dedicated Service (e.g. Taxis)	\$10.56	\$10.98
Transp. Exp. / Hour (Dedicated Service)	\$29.52	\$32.93

OPERATING

Registrants / Capita	0.0053	0.0051
Passengers / Capita	0.4499	0.4619
Passengers / Registrant	84.19	89.81
Passengers / Hour (Dedicated Service)	2.36	2.34
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA

(2003)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	3	3	N/A	2
Accessible Vans/Minivans	20	20	4	4
Small Buses	1	1		10
Other				
TOTAL DED. VEHICLES	24	24	N/A	N/A
Accessible taxis	N/A			

PASSENGER STATISTICS

(2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	46,491	13,963
Wheelchair/Scooter Users	88,054	
Attendants/Companions	15,024	453
Other		
TOTAL PASSENGER (%Total)	149,569 ( 91%)	14,416 ( 9%)

# MEAFORD

## GEORGIAN HANDI VAN

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

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

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

## NUMBER OF REGISTRANTS

248  
Wheelchair/Scooter Users: 20 (8%)  
Ambulatory: 228 (92%)  
Attendants/Companions:  
Other:

Note: \*Service is contracted out so no employee information is available.

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	40,000	40,000
Tot. Veh. Km. - Dedicated Service	40,000	40,000
Rev. Veh. Hr. - Dedicated Service	1,200	1,200
Tot. Veh. Hr. - Dedicated Service	1,200	1,200
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	5,725	5,720
Non-Dedicated Service	1	
TOTAL PASSENGERS	5,726	5,720
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	\$650	\$758
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$39,591	\$39,348
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,274	\$6,686
Fuel	\$5,071	\$5,023
TOTAL OPERATING EXPENSES	\$53,586	\$51,815

## OPERATING FUNDING SOURCES

Passenger Revenue	\$8,858	\$9,020
Other Operating Revenue	\$17,507	\$17,910
Total Operating Revenues	\$26,365	\$26,930
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$15,300	\$19,885
Donations / Other	\$11,921	\$5,000
TOTAL OPERATING FUNDING	\$53,586	\$51,815

## 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 (2003)

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

## EMPLOYEE DATA (2003) \*

	(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	2002	2003
R/C Ratio	49%	52%
Net Operating Cost / Capita	\$2.72	\$2.49
Total Exp. / Passenger	\$9.36	\$9.06
Total Exp. / Eligible Passenger	\$9.94	\$9.73
Transp. Exp. / Passenger		
Dedicated Service	\$9.25	\$8.93
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$44.11	\$42.55
OPERATING		
Registrants / Capita	0.0326	0.0248
Passengers / Capita	0.5726	0.5720
Passengers / Registrant	17.56	23.06
Passengers / Hour (Dedicated Service)	4.77	4.77
Km. / Passenger (Dedicated Service)	6.99	6.99
Average Speed (Dedicated Service)	33.33	33.33

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	4,024	
Wheelchair/Scooter Users	1,301	
Attendants/Companions	395	
Other		
TOTAL PASSENGER (%Total)	5,720 ( 100%)	( 0%)

**DISABLED TRANSIT SERVICE**

Contact: Ms. Karen McKinnon  
 Title: C.S.R.  
 Telephone: (905) 878-7252 x2506  
 FAX: (905) 876-5029  
 e-mail: heide.schlegl@milton.ca

Population served: 43,000  
 Service area (km²): 366.5  
 Communities served: 1  
 Service began: 1980  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS**

354

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

Note: \*Contractors retained passenger revenue.

**ELIGIBILITY CRITERIA**

Dedicated Service operated by: N/A

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**

2002

2003

Rev. Veh. Km. - Dedicated Service

Tot. Veh. Km. - Dedicated Service

Rev. Veh. Hr. - Dedicated Service

Tot. Veh. Hr. - Dedicated Service

Non-Dedicated Service - Veh. Km.

Non-Dedicated Service - Veh. Hr.

**PASSENGER DATA**

Dedicated Service

Non-Dedicated Service

11,278

10,627

TOTAL PASSENGERS

11,278

10,627

Subscription/Pre-booked

Reservation

On-Demand/Day of trip

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

**OPERATING EXPENSES**

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

\$54,000

\$54,000

Contract - Taxi Scrip

Maintenance (Vehicles &amp; Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$54,000

\$54,000

**OPERATING FUNDING SOURCES**

Passenger Revenue \*

Other Operating Revenue

Total Operating Revenues

Federal Contributions

Provincial Contributions

Municipal Contributions

\$54,000

\$54,000

Donations / Other

TOTAL OPERATING FUNDING

\$54,000

\$54,000

**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 1700

Holiday:

Advanced booking notice:

7 days

Minimum notice for reservation:

Reservations/Scheduling: Manual

**FARE STRUCTURE (2003)**

Cash

**Tickets/Cards**

(unit price)

Monthly Pass

Adult

Child

Student

Senior

Attendant

Companion

Other \$2.00 &lt; 5 km, \$5.00 &gt; 5 km, \$20.00 each way out-of-town trip

**EMPLOYEE DATA (2003)**

(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**

2002

2003

R/C Ratio

Net Operating Cost / Capita

\$1.29

\$1.26

Total Exp. / Passenger

\$4.79

\$5.08

Total Exp. / Eligible Passenger

\$4.79

\$5.08

Transp. Exp. / Passenger

Dedicated Service

Non-Dedicated Service (e.g. Taxis)

\$4.79

\$5.08

Transp. Exp. / Hour (Dedicated Service)

**OPERATING**

Registrants / Capita

0.0074

0.0082

Passengers / Capita

0.2685

0.2471

Passengers / Registrant

36.15

30.02

Passengers / Hour (Dedicated Service)

Km. / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

**VEHICLE DATA  
(2003)**

Number

Veh.  
PeakAvg. Capacity per Veh.  
Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans/Minivans

Small Buses

Other

TOTAL DED. VEHICLES

N/A

N/A

Accessible taxis

N/A

**PASSENGER STATISTICS  
(2003)**Dedicated  
ServiceNon-Dedicated  
Service

Ambulatory

Wheelchair/Scooter Users

Attendants/Companions

Other

TOTAL PASSENGER (%Total)

( 0%)

10,627(100%)

\* Total for all categories

# NIAGARA FALLS

## NIAGARA CHAIR-A-VAN

Contact: Mr. Terry Librock  
Title: General Manager/Secretary-Treasurer  
Telephone: (905) 356-1179  
FAX: (905) 356-5576  
e-mail: 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

675  
Wheelchair/Scooter Users: 352 (52%)  
Ambulatory: 323 (48%)  
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

	2002	2003
Rev. Veh. Km. - Dedicated Service	118,540	112,073
Tot. Veh. Km. - Dedicated Service	118,540	112,073
Rev. Veh. Hr. - Dedicated Service	5,974	6,128
Tot. Veh. Hr. - Dedicated Service	5,974	6,128
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	15,665	14,547
Non-Dedicated Service		
TOTAL PASSENGERS	15,665	14,547
Subscription/Pre-booked	15%	15%
Reservation	82%	82%
On-Demand/Day of trip	3%	3%
UNACCOMMODATED TRIPS	492	292
NO-SHOWS/CANCELLED AT DOOR	113	115
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration	\$13,155	\$13,966
Operations:		
Internal - Dedicated Service	\$166,040	\$203,246
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$45,548	\$46,363
Fuel	\$18,404	\$20,973
TOTAL OPERATING EXPENSES	\$243,147	\$284,548

## OPERATING FUNDING SOURCES

Passenger Revenue	\$30,559	\$34,143
Other Operating Revenue	\$4,023	\$80
Total Operating Revenues	\$34,582	\$34,223
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$208,565	\$250,325
Donations / Other		
TOTAL OPERATING FUNDING	\$243,147	\$284,548

## CAPITAL EXPENSES

Vehicles Purchased	\$71,357	\$73,595
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$71,357	\$73,595

## CAPITAL FUNDING SOURCES

Transit System	\$37,595	
Federal Contributions		
Provincial Contributions	\$23,762	\$24,286
Municipal Contributions		\$39,309
Donations / Other	\$10,000	\$10,000
TOTAL CAPITAL FUNDING	\$71,357	\$73,595

## SERVICE HOURS/SCHEDULING

Weekday: 0730 to 2000 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 (2003)

	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 (2003)

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

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

Top Operator Wage Rate: \$17.57  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	14%	12%
Net Operating Cost / Capita	\$2.64	\$3.13
Total Exp. / Passenger	\$15.52	\$19.56
Total Exp. / Eligible Passenger	\$15.52	\$19.56
Transp. Exp. / Passenger		
Dedicated Service	\$14.68	\$18.60
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$38.50	\$44.16
<b>OPERATING</b>		
Registrants / Capita	0.0089	0.0084
Passengers / Capita	0.1983	0.1818
Passengers / Registrant	22.35	21.55
Passengers / Hour (Dedicated Service)	2.62	2.37
Km. / Passenger (Dedicated Service)	7.57	7.70
Average Speed (Dedicated Service)	19.84	18.29

## VEHICLE DATA (2003)

	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	N/A			

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	14,547*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	14,547 ( 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: 1  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

1,193  
Wheelchair/Scooter Users: 433 (36%)  
Ambulatory: 737 (62%)  
Attendants/Companions: 23 (2%)  
Other:

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

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	188,765	176,245
Tot. Veh. Km. - Dedicated Service	188,765	176,245
Rev. Veh. Hr. - Dedicated Service	11,208	9,838
Tot. Veh. Hr. - Dedicated Service	11,208	9,838
Non-Dedicated Service - Veh. Km.		26,954
Non-Dedicated Service - Veh. Hr.		1,364

## PASSENGER DATA

Dedicated Service	34,763	34,763
Non-Dedicated Service	9,875	10,050
<b>TOTAL PASSENGERS</b>	<b>44,638</b>	<b>44,813</b>
Subscription/Pre-booked	67%	61%
Reservation	33%	
On-Demand/Day of trip		39%
UNACCOMMODATED TRIPS		24
NO-SHOWS/CANCELLED AT DOOR	229	233
NUMBER OF COMPLAINTS	3	4

## OPERATING EXPENSES

Administration	\$18,582	\$18,582
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$262,108	\$296,108
Contract - Non-Dedicated Service	\$55,310	\$70,200
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$95,569	\$128,872
Fuel	\$26,865	\$32,677
<b>TOTAL OPERATING EXPENSES</b>	<b>\$458,434</b>	<b>\$546,439</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$110,637	\$99,430
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$110,637</b>	<b>\$99,430</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$347,797	\$447,009
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$458,434</b>	<b>\$546,439</b>

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>		

## 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 (2003)

	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 (2003)

	(Full-Time)	(Part-Time)
Operators	3	4
Other Operations (e.g. dispatchers)	2	2
Maintenance		
General Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>5</b>	<b>6</b>

**Union Affiliations:** Operators: Teamsters Local 230  
Maintenance: N/A

Top Operator Wage Rate: \$14.39  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	24%	18%
Net Operating Cost / Capita	\$6.21	\$7.98
Total Exp. / Passenger	\$10.27	\$12.19
Total Exp. / Eligible Passenger	\$11.58	\$13.81
Transp. Exp. / Passenger		
Dedicated Service	\$11.06	\$13.17
Non-Dedicated Service (e.g. Taxis)	\$5.60	\$6.99
Transp. Exp. / Hour (Dedicated Service)	\$34.31	\$46.52
<b>OPERATING</b>		
Registrants / Capita	0.0209	0.0213
Passengers / Capita	0.7971	0.8002
Passengers / Registrant	38.05	37.56
Passengers / Hour (Dedicated Service)	3.10	3.53
Km. / Passenger (Dedicated Service)	5.43	5.07
Average Speed (Dedicated Service)	16.84	17.91

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	13,150	6,786
Wheelchair/Scooter Users	17,264	2,375
Attendants/Companions	4,349	714
Other		175
<b>TOTAL PASSENGER (%Total)</b>	<b>34,763 ( 78%)</b>	<b>10,050 ( 22%)</b>

# 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: 12  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

600

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

Note: \*Hours of service could be extended with special arrangement.  
\*Additional \$1.50 gas surcharge per trip (fluctuates with gas prices).

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	2002	2003	SERVICE HOURS/SCHEDULING *		
Rev. Veh. Km. - Dedicated Service			Weekday: 0700 to 2300	Sunday: 0700 to 2300	
Tot. Veh. Km. - Dedicated Service			Saturday: 0700 to 2300	Holiday: 0700 to 2300	
Rev. Veh. Hr. - Dedicated Service	2,262	2,626	Advanced booking notice:	7 days	
Tot. Veh. Hr. - Dedicated Service	2,262	2,626	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2003) *	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	4,143	4,026	Cash		
Non-Dedicated Service			Adult		
TOTAL PASSENGERS	4,143	4,026	Child		
Subscription/Pre-booked	98%	98%	Student		
Reservation			Senior		
On-Demand/Day of trip	2%	2%	Attendant		
UNACCOMMODATED TRIPS	52	20	Companion		
NO-SHOWS/CANCELLED AT DOOR	76	118	Other	\$4 for first 8 km, \$0.50 for each additional 4km	
NUMBER OF COMPLAINTS	1	2			
OPERATING EXPENSES			EMPLOYEE DATA (2003)	(Full-Time)	(Part-Time)
Administration	\$33,089	\$31,195	Operators		4
Operations:			Other Operations (e.g. dispatchers)		
Internal - Dedicated Service	\$27,272	\$32,871	Maintenance		
Contract - Dedicated Service			General Administration		1
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		5
Maintenance (Vehicles & Facilities)	\$11,331	\$11,428	Union Affiliations: Operators:	N/A	
Fuel	\$10,439	\$15,638	Maintenance:	N/A	
TOTAL OPERATING EXPENSES	\$82,131	\$91,132	Top Operator Wage Rate:	\$10.50	
			Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES			PERFORMANCE INDICATORS		
Passenger Revenue	\$19,461	\$45,733	FINANCIAL	2002	2003
Other Operating Revenue	\$17,048	\$25,023	R/C Ratio	44%	78%
Total Operating Revenues	\$36,509	\$70,756	Net Operating Cost / Capita	\$2.35	\$1.05
Federal Contributions			Total Exp. / Passenger	\$19.82	\$22.64
Provincial Contributions		\$54,573	Total Exp. / Eligible Passenger	\$20.31	\$23.79
Municipal Contributions	\$4,919	\$10,074	Transp. Exp. / Passenger		
Donations / Other	\$8,907	\$38,395	Dedicated Service	\$11.84	\$14.89
TOTAL OPERATING FUNDING	\$50,335	\$173,798	Non-Dedicated Service (e.g. Taxis)		
			Transp. Exp. / Hour (Dedicated Service)	\$21.68	\$22.82
CAPITAL EXPENSES			OPERATING		
Vehicles Purchased			Registrants / Capita	0.0335	0.0309
Debt Servicing			Passengers / Capita	0.2136	0.2076
Other Capital Expenses			Passengers / Registrant	6.37	6.71
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service)	1.83	1.53
			Km. / Passenger (Dedicated Service)		
CAPITAL FUNDING SOURCES			Average Speed (Dedicated Service)		
Transit System					
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Donations / Other					
TOTAL CAPITAL FUNDING					

VEHICLE DATA (2003)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	3
Accessible Vans/Minivans	1	1	3	5
Small Buses				
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis	N/A			

PASSENGER STATISTICS (2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	917	
Wheelchair/Scooter Users	2,914	
Attendants/Companions	110	
Other	85	
TOTAL PASSENGER (%Total)	4,026 ( 100%)	( 0%)

# NW SIMCOE COUNTY

## COLLINGWOOD RED CROSS TRANSPORTATION

Contact: Ms. Tara Smith  
 Title: Service Coordinator, Volunteers  
 Telephone: (705) 721-3313 x266  
 FAX: (705) 721-6897  
 e-mail: tara.smith@chsrcross.org

Population served: 46,000  
 Service area (km²): 657.2  
 Communities served: 3  
 Service began: 1999  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

515

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

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

## 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

	2002	2003
Rev. Veh. Km. - Dedicated Service	345,483	356,259
Tot. Veh. Km. - Dedicated Service	345,483	356,259
Rev. Veh. Hr. - Dedicated Service	15,160	15,525
Tot. Veh. Hr. - Dedicated Service	15,160	15,525
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	25,679	25,139
Non-Dedicated Service		
TOTAL PASSENGERS	25,679	25,139
Subscription/Pre-booked	49%	50%
Reservation	49%	50%
On-Demand/Day of trip	2%	
UNACCOMMODATED TRIPS	1,284	
NO-SHOWS/CANCELLED AT DOOR	257	
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 FUNDING SOURCES

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

## CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses  
 TOTAL CAPITAL EXPENSES

## CAPITAL FUNDING SOURCES

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

## SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1630 Sunday:  
 Saturday: 0800 to 1630 Holiday:  
 Advanced booking notice: 5 days  
 Minimum notice for reservation:  
 Reservations/Scheduling: Fully Computerized

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.20		
Child			
Student			
Senior	\$2.20		
Attendant	free		
Companion	free		
Other	Out-of-town drives have specific fares.		

## EMPLOYEE DATA (2003)

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

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

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
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)		
<b>OPERATING</b>		
Registrants / Capita		0.0112
Passengers / Capita	0.5706	0.5465
Passengers / Registrant		48.81
Passengers / Hour (Dedicated Service)	1.69	1.62
Km. / Passenger (Dedicated Service)	13.45	14.17
Average Speed (Dedicated Service)	22.79	22.95

## VEHICLE DATA (2003)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	56	40	N/A	
Accessible Vans/Minivans	2	2	2	6
Small Buses	1	1	4	6
Other				
TOTAL DED. VEHICLES	59	43	N/A	N/A
Accessible taxis	N/A			

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	25,139*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	25,139 ( 100%)	( 0%)
* Total for all categories		

# OAKVILLE

## OAKVILLE CARE-A-VAN

Contact: Ms. Joanne Phoenix  
 Title: Planner/Project Coordinator  
 Telephone: (905) 845-6601 x3504  
 FAX: (905) 338-4166  
 e-mail: jphoenix@oakville.ca

Population served: 144,738  
 Service area (km²): 76.5  
 Communities served: 1  
 Service began: 1980  
 Advisory Committee members: 7  
 Eligibility Committee members: 3

## NUMBER OF REGISTRANTS

1,082  
 Wheelchair/Scooter Users: 269 (25%)  
 Ambulatory: 813 (75%)  
 Attendants/Companions:  
 Other:

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

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	160,840	173,548
Tot. Veh. Km. - Dedicated Service	160,840	173,548
Rev. Veh. Hr. - Dedicated Service	7,943	8,136
Tot. Veh. Hr. - Dedicated Service	7,943	8,136
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	19,931	20,045
Non-Dedicated Service	8,023	9,270
TOTAL PASSENGERS	27,954	29,315
Subscription/Pre-booked	40%	40%
Reservation	60%	60%

On-Demand/Day of trip

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	2,374	2,803
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## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$58,908	\$62,443
Operations:		
Internal - Dedicated Service	\$146,222	\$182,100
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$87,884	\$96,310
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$29,546	\$54,431
Fuel	\$23,106	\$19,014
TOTAL OPERATING EXPENSES	\$345,666	\$414,298

## OPERATING FUNDING SOURCES

Passenger Revenue	\$45,045	\$49,109
Other Operating Revenue		
Total Operating Revenues	\$45,045	\$49,109
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$300,601	\$365,189
Donations / Other	\$20	
TOTAL OPERATING FUNDING	\$345,666	\$414,298

## CAPITAL EXPENSES

Vehicles Purchased	\$77,000
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$77,000

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$77,000
Donations / Other	
TOTAL CAPITAL FUNDING	\$77,000

## SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2400 Sunday:  
 Saturday: 0700 to 2400 Holiday:  
 Advanced booking notice: 2 days  
 Minimum notice for reservation:  
 Reservations/Scheduling: Fully Computerized

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.60	\$58.00
Child	\$2.00		
Student	\$2.00	\$1.35	\$48.00
Senior	\$2.00	\$1.10	\$40.00
Attendant	\$2.00		
Companion	\$2.00		
Other			

## EMPLOYEE DATA (2003)

	(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: \$19.58  
 Top Mechanic Wage Rate: \$24.62

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	13%	12%
Net Operating Cost / Capita	\$2.08	\$2.52
Total Exp. / Passenger	\$12.37	\$14.13
Total Exp. / Eligible Passenger	\$12.84	\$14.51
Transp. Exp. / Passenger		
Dedicated Service	\$9.98	\$12.75
Non-Dedicated Service (e.g. Taxis)	\$10.95	\$10.39
Transp. Exp. / Hour (Dedicated Service)	\$25.04	\$31.41
<b>OPERATING</b>		
Registrants / Capita	0.0045	0.0075
Passengers / Capita	0.1931	0.2025
Passengers / Registrant	43.07	27.09
Passengers / Hour (Dedicated Service)	2.51	2.46
Km. / Passenger (Dedicated Service)	8.07	8.66
Average Speed (Dedicated Service)	20.25	21.33

## VEHICLE DATA (2003)

	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 (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	11,774	9,148
Wheelchair/Scooter Users	7,638	
Attendants/Companions	633	122
Other		
TOTAL PASSENGER (%Total)	20,045 ( 68%)	9,270 ( 32%)



**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: 27,000  
 Service area (km²): 26.6  
 Communities served: 1  
 Service began: 1987  
 Advisory Committee members: N/A  
 Eligibility Committee members: 3

**NUMBER OF REGISTRANTS**

225  
 Wheelchair/Scooter Users: 200 (89%)  
 Ambulatory: 25 (11%)  
 Attendants/Companions:  
 Other:

Note: \* Contractor provides operators and mechanics for Orillia Wheelchair Limousine Service.

**ELIGIBILITY CRITERIA**

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

**VEHICLE KILOMETRES & HOURS**

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

**2002****2003****SERVICE HOURS/SCHEDULING**

Weekday: 0800 to 1700 Sunday:  
 Saturday: 1200 to 1600 Holiday:  
 Advanced booking notice:  
 Minimum notice for reservation:  
 Reservations/Scheduling:

**PASSENGER DATA**

Dedicated Service 6,311 6,700  
 Non-Dedicated Service  
 TOTAL PASSENGERS 6,311 6,700  
 Subscription/Pre-booked  
 Reservation  
 On-Demand/Day of trip

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

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

TOTAL OPERATING EXPENSES \$92,803 \$96,275

**OPERATING FUNDING SOURCES**

Passenger Revenue \$14,200 \$14,800  
 Other Operating Revenue  
 Total Operating Revenues \$14,200 \$14,800  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions \$68,603 \$77,475  
 Donations / Other \$10,000 \$4,000  
 TOTAL OPERATING FUNDING \$92,803 \$96,275

**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 (2003)**

	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 (2003) \***

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**

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	15%	15%
Net Operating Cost / Capita	\$2.91	\$3.02
Total Exp. / Passenger	\$14.70	\$14.37
Total Exp. / Eligible Passenger	\$14.70	\$14.37

Transp. Exp. / Passenger  
 Dedicated Service  
 Non-Dedicated Service (e.g. Taxis)  
 Transp. Exp. / Hour (Dedicated Service)

**OPERATING**

Registrants / Capita	0.0074	0.0083
Passengers / Capita	0.2337	0.2481
Passengers / Registrant	31.56	29.78
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

**VEHICLE DATA  
(2003)**

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

**PASSENGER STATISTICS  
(2003)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	6,700*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	6,700 ( 100%)	( 0%)

\* Total for all categories

## HANDI TRANSIT - OSHAWA

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

Population served: 150,000  
Service area (km²): 200.0  
Communities served: 1  
Service began: 1974  
Advisory Committee members: 10  
Eligibility Committee members: 10

## NUMBER OF REGISTRANTS

1,409  
Wheelchair/Scooter Users: 669 (47%)  
Ambulatory: 740 (53%)  
Attendants/Companions:  
Other:

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

## ELIGIBILITY CRITERIA

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

Note: \* Administrative expenses/ resources shared with Whitby, Clarington, Scugog-Uxbridge. Expenses allocated proportionate to population.

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	247,000	249,000
Tot. Veh. Km. - Dedicated Service	247,000	249,000
Rev. Veh. Hr. - Dedicated Service	17,700	17,700
Tot. Veh. Hr. - Dedicated Service	17,700	17,700
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	46,043	46,055
Non-Dedicated Service	3,013	2,968
TOTAL PASSENGERS	49,056	49,023
Subscription/Pre-booked	35%	35%
Reservation	60%	60%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	1,073	1,231
NO-SHOWS/CANCELLED AT DOOR	624	571
NUMBER OF COMPLAINTS		1

## OPERATING EXPENSES

Administration *	\$105,042	\$104,045
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$342,382	\$346,742
Contract - Non-Dedicated Service	\$21,682	\$25,048
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$74,889	\$95,903
Fuel	\$52,455	\$57,076
TOTAL OPERATING EXPENSES	\$596,450	\$628,814

## OPERATING FUNDING SOURCES

Passenger Revenue	\$146,933	\$158,873
Other Operating Revenue		
Total Operating Revenues	\$146,933	\$158,873
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$443,056	\$462,547
Donations / Other	\$6,461	\$7,394
TOTAL OPERATING FUNDING	\$596,450	\$628,814

## CAPITAL EXPENSES

Vehicles Purchased	\$78,000
Debt Servicing	
Other Capital Expenses	\$800
TOTAL CAPITAL EXPENSES	\$78,800

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$78,800
Donations / Other	
TOTAL CAPITAL FUNDING	\$78,800

## SERVICE HOURS/SCHEDULING

Weekday: 0630 to 2300	Sunday: 0900 to 2300
Saturday: 0630 to 2300	Holiday: 0900 to 2300
Advanced booking notice:	14 days
Minimum notice for reservation:	2.0 hours
Reservations/Scheduling:	Partially Computerized

## FARE STRUCTURE (2003)

	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 (2003)

	(Full-Time)	(Part-Time)
Operators	6	4
Other Operations (e.g. dispatchers)	1	2
Maintenance		
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	8	6

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

Top Operator Wage Rate: \$16.05  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	25%	25%
Net Operating Cost / Capita	\$3.04	\$3.13
Total Exp. / Passenger	\$12.16	\$12.83
Total Exp. / Eligible Passenger	\$12.87	\$13.59
Transp. Exp. / Passenger		
Dedicated Service	\$10.20	\$10.85
Non-Dedicated Service (e.g. Taxis)	\$7.20	\$8.44
Transp. Exp. / Hour (Dedicated Service)	\$26.54	\$28.23
<b>OPERATING</b>		
Registrants / Capita	0.0063	0.0094
Passengers / Capita	0.3315	0.3268
Passengers / Registrant	52.24	34.79
Passengers / Hour (Dedicated Service)	2.60	2.60
Km. / Passenger (Dedicated Service)	5.36	5.41
Average Speed (Dedicated Service)	13.95	14.07

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	12,934	2,913
Wheelchair/Scooter Users	30,375	55
Attendants/Companions	2,746	
Other		
TOTAL PASSENGER (%Total)	46,055 ( 94%)	2,968 ( 6%)

## PARA TRANSPORTE

Contact: Mr. Patrick Larkin  
 Title: Program Manager  
 Telephone: (613) 842-3636 x2675  
 FAX: (613) 244-4329  
 e-mail: pat.larkin@ottawa.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: 737,000  
 Service area (km²): 397.0  
 Communities served: 1  
 Service began: 1974  
 Advisory Committee members: 14  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

12,486  
 Wheelchair/Scooter Users: 4,096 (33%)  
 Ambulatory: 8,390 (67%)  
 Attendants/Companions:  
 Other:

Note: \* started to provide Non-Ded. Service in July 2002.  
 \* Operating Expense for Contract - Ded. Serv. included capital costs for vehicles, garage facilities. \* Labour action by the drivers of our private contractor occurred from Sept. 29 - Nov. 3, 2003 resulted in loss revenues and reduced number of trips provided.

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	7,083,732	6,752,892
Tot. Veh. Km. - Dedicated Service	8,327,350	7,809,492
Rev. Veh. Hr. - Dedicated Service	332,043	309,621
Tot. Veh. Hr. - Dedicated Service	376,247	349,795
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service *	693,777	645,437
Non-Dedicated Service *	30,440	75,564
<b>TOTAL PASSENGERS</b>	<b>724,217</b>	<b>721,001</b>
Subscription/Pre-booked	50%	47%
Reservation	48%	50%
On-Demand/Day of trip	2%	3%
<b>UNACCOMMODATED TRIPS</b>	<b>38,534</b>	<b>30,998</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>23,327</b>	<b>24,872</b>
<b>NUMBER OF COMPLAINTS</b>		

## OPERATING EXPENSES

Administration	\$1,522,681	\$1,825,887
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service *	\$15,824,175	\$16,466,407
Contract - Non-Dedicated Service *	\$630,093	\$1,632,093
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$17,976,949</b>	<b>\$19,924,387</b>

## OPERATING FUNDING SOURCES

Passenger Revenue *	\$1,392,419	\$1,310,439
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$1,392,419</b>	<b>\$1,310,439</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$16,584,530	\$18,613,948
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$17,976,949</b>	<b>\$19,924,387</b>

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$849,413	\$39,511
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$849,413</b>	<b>\$39,511</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$849,413	\$39,511
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$849,413</b>	<b>\$39,511</b>

## 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 (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50	\$1.70	\$61.75
Child	\$2.50	\$1.70	\$50.25
Student	\$2.50	\$1.70	\$50.25
Senior	\$2.50	\$1.70	\$25.50
Attendant	\$2.50	\$1.70	
Companion	\$2.50	\$1.70	
Other	Peak: Cash - \$3.50, Ticket - \$2.55 (Mon-Fri 0630-0850 hrs.)		

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators	210	49
Other Operations (e.g. dispatchers)	27	8
Maintenance	14	
General Administration	15	1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>266</b>	<b>58</b>

**Union Affiliations:** Operators: ATU Local 279  
 Maintenance: N/A

Top Operator Wage Rate: \$18.68  
 Top Mechanic Wage Rate: \$20.89

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$22.91	\$25.26
Total Exp. / Passenger	\$24.82	\$27.63
Total Exp. / Eligible Passenger	\$26.84	\$30.34
Transp. Exp. / Passenger		
Dedicated Service	\$22.81	\$25.51
Non-Dedicated Service (e.g. Taxis)	\$20.70	\$21.60
Transp. Exp. / Hour (Dedicated Service)	\$42.06	\$47.07
<b>OPERATING</b>		
Registrants / Capita	0.0181	0.0169
Passengers / Capita	1.0006	0.9783
Passengers / Registrant	55.21	57.74
Passengers / Hour (Dedicated Service)	2.09	2.08
Km. / Passenger (Dedicated Service)	10.21	10.46
Average Speed (Dedicated Service)	21.33	21.81

## VEHICLE DATA

(2003)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	37	32	N/A	4
Accessible Vans/Minivans	91	77	4	6
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	<b>128</b>	<b>109</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A			

## PASSENGER STATISTICS

(2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	373,563	70,956
Wheelchair/Scooter Users	212,272	
Attendants/Companions	59,602	4,608
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>645,437 ( 90%)</b>	<b>75,564 ( 10%)</b>

# OWEN SOUND

## OWEN SOUND SPECIALIZED TRANSIT

Contact: Ms. Lois O'Neill  
 Title: Operations Administrative Assistant  
 Telephone: (519) 376-1440  
 FAX: (519) 371-0511  
 e-mail: loneill@e-owensound.com

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

258  
 Wheelchair/Scooter Users: 109 (42%)  
 Ambulatory: 74 (29%)  
 Attendants/Companions: 75 (29%)  
 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

	2002	2003
Rev. Veh. Km. - Dedicated Service	26,220	24,120
Tot. Veh. Km. - Dedicated Service	29,600	25,500
Rev. Veh. Hr. - Dedicated Service	2,340	2,340
Tot. Veh. Hr. - Dedicated Service	2,457	2,457
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	5,338	4,578
Non-Dedicated Service		
TOTAL PASSENGERS	5,338	4,578
Subscription/Pre-booked	10%	10%
Reservation	85%	85%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	106	140
NO-SHOWS/CANCELLED AT DOOR	106	70
NUMBER OF COMPLAINTS	3	4

## OPERATING EXPENSES

Administration	\$11,600	\$11,600
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$83,717	\$85,715
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$6,709	\$5,839
TOTAL OPERATING EXPENSES	\$102,026	\$103,154

## OPERATING FUNDING SOURCES

Passenger Revenue	\$15,429	\$14,282
Other Operating Revenue		
Total Operating Revenues	\$15,429	\$14,282
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$86,597	\$88,872
Donations / Other		
TOTAL OPERATING FUNDING	\$102,026	\$103,154

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$10,400	\$10,400
TOTAL CAPITAL EXPENSES	\$10,400	\$10,400

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$10,400	\$10,400
Donations / Other		
TOTAL CAPITAL FUNDING	\$10,400	\$10,400

## SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:  
 Saturday: 0900 to 1300 Holiday:  
 Advanced booking notice: 14 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Manual

## FARE STRUCTURE (2003)

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

## EMPLOYEE DATA (2003)

	(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

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	15%	14%
Net Operating Cost / Capita	\$4.12	\$4.23
Total Exp. / Passenger	\$19.11	\$22.53
Total Exp. / Eligible Passenger	\$21.28	\$24.28
Transp. Exp. / Passenger		
Dedicated Service	\$16.94	\$20.00
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$36.80	\$37.26
<b>OPERATING</b>		
Registrants / Capita	0.0078	0.0123
Passengers / Capita	0.2542	0.2180
Passengers / Registrant	32.75	17.74
Passengers / Hour (Dedicated Service)	2.28	1.96
Km. / Passenger (Dedicated Service)	4.91	5.27
Average Speed (Dedicated Service)	11.21	10.31

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	2,996	
Wheelchair/Scooter Users	1,252	
Attendants/Companions	330	
Other		
TOTAL PASSENGER (%Total)	4,578 ( 100%)	( 0%)

**PEEL****TRANSHELP**

Contact: Ms. Corrina Demelo  
 Title: Acting Supervisor, Admin./Support Serv.  
 Telephone: (905) 791-1015 x6472  
 FAX: (905) 277-5864  
 e-mail: corrina.demelo@peelregion.ca

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

**NUMBER OF REGISTRANTS**

1,547

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

Dedicated Service operated by: 2 Private Contractors

Non-Ded. Service (e.g. Taxis) operated by: 4 taxi companies

Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA**

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

**VEHICLE KILOMETRES & HOURS**

	2002	2003
Rev. Veh. Km. - Dedicated Service	1,007,909	1,084,110
Tot. Veh. Km. - Dedicated Service	1,007,909	1,084,110
Rev. Veh. Hr. - Dedicated Service	50,376	55,623
Tot. Veh. Hr. - Dedicated Service	50,376	55,623
Non-Dedicated Service - Veh. Km.	805,496	859,143
Non-Dedicated Service - Veh. Hr.	49,421	49,974

**PASSENGER DATA**

Dedicated Service	103,107	112,313
Non-Dedicated Service	89,063	91,397
<b>TOTAL PASSENGERS</b>	<b>192,170</b>	<b>203,710</b>
Subscription/Pre-booked	68%	66%
Reservation	32%	34%
On-Demand/Day of trip		
<b>UNACCOMMODATED TRIPS</b>	<b>1,497</b>	<b>1,006</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>8,536</b>	<b>7,400</b>
<b>NUMBER OF COMPLAINTS</b>		<b>388</b>

**OPERATING EXPENSES**

Administration	\$675,680	\$680,738
Operations:		
Internal - Dedicated Service	\$2,027,343	\$2,483,094
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,827,674	\$1,858,934
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$858,635	\$773,863
Fuel	\$173,525	\$201,092
<b>TOTAL OPERATING EXPENSES</b>	<b>\$5,562,857</b>	<b>\$5,997,721</b>

**OPERATING FUNDING SOURCES**

Passenger Revenue	\$414,875	\$472,181
Other Operating Revenue	\$18,060	\$18,060
<b>Total Operating Revenues</b>	<b>\$432,935</b>	<b>\$490,241</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$5,129,922	\$5,507,480
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$5,562,857</b>	<b>\$5,997,721</b>

**CAPITAL EXPENSES**

Vehicles Purchased	\$693,000	\$533,324
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$693,000</b>	<b>\$533,324</b>

**CAPITAL FUNDING SOURCES**

Transit System		
Federal Contributions		
Provincial Contributions	\$120,800	\$173,622
Municipal Contributions	\$572,200	\$359,702
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$693,000</b>	<b>\$533,324</b>

**SERVICE HOURS/SCHEDULING**

Weekday: 0730 to 2330	Sunday: 0900 to 2200
Saturday: 0900 to 2330	Holiday: 0900 to 2200
Advanced booking notice:	1 days
Minimum notice for reservation:	1.0 hours
Reservations/Scheduling:	Fully Computerized

**FARE STRUCTURE (2003)**

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

**EMPLOYEE DATA (2003)**

	(Full-Time)	(Part-Time)
Operators	27	19
Other Operations (e.g. dispatchers)	6	2
Maintenance	5	2
General Administration	7	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>45</b>	<b>23</b>

**Union Affiliations:** Operators: CUPE Local 966  
 Maintenance: CUPE Local 966

Top Operator Wage Rate: \$21.40  
 Top Mechanic Wage Rate: \$23.32

**PERFORMANCE INDICATORS**

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$5.13	\$5.51
Total Exp. / Passenger	\$28.95	\$29.44
Total Exp. / Eligible Passenger	\$28.95	\$29.44
Transp. Exp. / Passenger		
Dedicated Service	\$29.67	\$30.79
Non-Dedicated Service (e.g. Taxis)	\$20.52	\$20.34
Transp. Exp. / Hour (Dedicated Service)	\$60.73	\$62.17
<b>OPERATING</b>		
Registrants / Capita	0.0012	0.0015
Passengers / Capita	0.1922	0.2037
Passengers / Registrant	163.41	131.68
Passengers / Hour (Dedicated Service)	2.05	2.02
Km. / Passenger (Dedicated Service)	9.78	9.65
Average Speed (Dedicated Service)	20.01	19.49

**VEHICLE DATA  
(2003)**

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	163	10	N/A	4
Accessible Vans/Minivans	13	9	2	2
Small Buses	37	37	4	6
Other				
<b>TOTAL DED. VEHICLES</b>	<b>213</b>	<b>56</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	4			

**PASSENGER STATISTICS  
(2003)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	112,313*	91,397*
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>112,313 ( 55%)</b>	<b>91,397 ( 45%)</b>
* Total for all categories		

# PEMBROKE

## PEMBROKE HANDI-BUS

Contact: Mr. Art Gallagher  
Title: Manager  
Telephone: (613) 735-6998  
FAX: (613) 735-8632  
e-mail:

Population served: 20,800  
Service area (km²): 91.5  
Communities served: 2  
Service began: 1989  
Advisory Committee members: 7  
Eligibility Committee members: 2

## NUMBER OF REGISTRANTS

451  
Wheelchair/Scooter Users: 233 (52%)  
Ambulatory: 218 (48%)  
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: Intellectually challenged.  
\*Usually able to accommodate special occasion trips outside regular hours.  
\*2003 passenger revenue included revenue collected from a number of long distance trips to Renfrew and Ottawa.

## 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.

2002 2003

## 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 13,152 12,857  
Non-Dedicated Service  
TOTAL PASSENGERS 13,152 12,857  
Subscription/Pre-booked 52%  
Reservation 40%  
On-Demand/Day of trip 8%  
UNACCOMMODATED TRIPS 4 5  
NO-SHOWS/CANCELLED AT DOOR 83 330  
NUMBER OF COMPLAINTS 5 3

## FARE STRUCTURE (2003)

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

## OPERATING EXPENSES

Administration \$61,940 \$74,667  
Operations:  
Internal - Dedicated Service \$62,691 \$59,757  
Contract - Dedicated Service  
Contract - Non-Dedicated Service  
Contract - Taxi Scrip  
Maintenance (Vehicles & Facilities) \$34,878 \$24,162  
Fuel \$12,657 \$14,191  
TOTAL OPERATING EXPENSES \$172,166 \$172,777

## EMPLOYEE DATA (2003)

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

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

Top Operator Wage Rate: \$13.50  
Top Mechanic Wage Rate:

## OPERATING FUNDING SOURCES

Passenger Revenue \$49,151 \$64,837  
Other Operating Revenue  
Total Operating Revenues \$49,151 \$64,837  
Federal Contributions  
Provincial Contributions  
Municipal Contributions \$25,000 \$37,500  
Donations / Other \$98,015 \$70,440  
TOTAL OPERATING FUNDING \$172,166 \$172,777

## 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

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	29%	38%
Net Operating Cost / Capita	\$5.91	\$5.19
Total Exp. / Passenger	\$13.09	\$13.44
Total Exp. / Eligible Passenger	\$15.36	\$15.59
Transp. Exp. / Passenger		
Dedicated Service	\$8.38	\$7.63
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0237	0.0217
Passengers / Capita	0.6323	0.6181
Passengers / Registrant	26.73	28.51
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

## VEHICLE DATA

(2003)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	5
Accessible Vans/Minivans	1	1	1	4
Small Buses	2	2	4	8
Other				
TOTAL DED. VEHICLES	4	4	N/A	N/A
Accessible taxis	N/A			

## PASSENGER STATISTICS

(2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	6,938	
Wheelchair/Scooter Users	4,145	
Attendants/Companions	1,774	
Other		
TOTAL PASSENGER (%Total)	12,857 ( 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

Population served: 75,500  
Service area (km²): 62.5  
Communities served: 1  
Service began: 1976  
Advisory Committee members: 12  
Eligibility Committee members: 3

## NUMBER OF REGISTRANTS

1,576  
Wheelchair/Scooter Users: 514 (33%)  
Ambulatory: 1,062 (67%)  
Attendants/Companions:  
Other:

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

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	283,300	270,700
Tot. Veh. Km. - Dedicated Service	298,200	284,900
Rev. Veh. Hr. - Dedicated Service	16,100	16,700
Tot. Veh. Hr. - Dedicated Service	16,900	17,600
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	42,380	42,450
Non-Dedicated Service	320	250
TOTAL PASSENGERS	42,700	42,700
Subscription/Pre-booked	71%	72%
Reservation	28%	27%
On-Demand/Day of trip	1%	1%

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	210	600
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## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$74,100	\$79,600
Operations:		
Internal - Dedicated Service	\$524,400	\$507,300
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$10,500	\$2,200
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$145,000	\$180,800
Fuel	\$48,100	\$54,200
TOTAL OPERATING EXPENSES	\$802,100	\$824,100

## OPERATING FUNDING SOURCES

Passenger Revenue	\$57,500	\$56,100
Other Operating Revenue	\$35,000	\$35,000
Total Operating Revenues	\$92,500	\$91,100
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$709,600	\$733,000
Donations / Other		
TOTAL OPERATING FUNDING	\$802,100	\$824,100

## CAPITAL EXPENSES

Vehicles Purchased	\$1,088,800
Debt Servicing	
Other Capital Expenses	\$46,000
TOTAL CAPITAL EXPENSES	\$1,134,800

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$281,100
Municipal Contributions	\$853,700
Donations / Other	
TOTAL CAPITAL FUNDING	\$1,134,800

## SERVICE HOURS/SCHEDULING

Weekday: 0715 to 2245	Sunday: 0930 to 2000
Saturday: 0715 to 2215	Holiday:
Advanced booking notice:	7 days
Minimum notice for reservation:	24.0 hours
Reservations/Scheduling:	Fully Computerized

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.75		\$64.00
Child	\$1.75		\$30.00
Student	\$1.75		\$45.00
Senior	\$1.75		\$30.00
Attendant	\$1.75		\$64.00
Companion	\$1.75		\$64.00
Other	Senior: Semi-annual \$110, Annual \$180		

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators	8	4
Other Operations (e.g. dispatchers)		
Maintenance		3
General Administration	1	
Other		2
TOTAL NUMBER OF EMPLOYEES	9	9

Union Affiliations: Operators: ATU Local 1320  
Maintenance: ATU Local 1320

Top Operator Wage Rate: \$18.59  
Top Mechanic Wage Rate: \$23.32

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	12%	11%
Net Operating Cost / Capita	\$9.59	\$9.71
Total Exp. / Passenger	\$18.78	\$19.30
Total Exp. / Eligible Passenger	\$19.71	\$20.18
Transp. Exp. / Passenger		
Dedicated Service	\$16.93	\$17.49
Non-Dedicated Service (e.g. Taxis)	\$32.81	\$8.80
Transp. Exp. / Hour (Dedicated Service)	\$42.46	\$42.18

## OPERATING

Registrants / Capita	0.0209	0.0209
Passengers / Capita	0.5770	0.5656
Passengers / Registrant	27.58	27.09
Passengers / Hour (Dedicated Service)	2.63	2.54
Km. / Passenger (Dedicated Service)	6.68	6.38
Average Speed (Dedicated Service)	17.60	16.21

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	21,100	140
Wheelchair/Scooter Users	19,500	90
Attendants/Companions	1,850	20
Other		
TOTAL PASSENGER (%Total)	42,450 ( 99%)	250 ( 1%)

# PETERBOROUGH COUNTY

## CAREMOBILE

Contact: Ms. Jane Pickard  
Title: Driver/ Co-ordinator  
Telephone: (705) 749-0036  
FAX: (705) 742-7608  
e-mail: jane@commcareptbo.org

Population served: 53,913  
Service area (km²): 3,877.2  
Communities served: 8  
Service began: 1992  
Advisory Committee members: 5  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

278  
Wheelchair/Scooter Users: 154 (55%)  
Ambulatory: 124 (45%)  
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

	2002	2003
Rev. Veh. Km. - Dedicated Service	22,948	21,005
Tot. Veh. Km. - Dedicated Service	45,895	42,010
Rev. Veh. Hr. - Dedicated Service	900	900
Tot. Veh. Hr. - Dedicated Service	1,800	1,800
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	1,982	1,939
Non-Dedicated Service		
TOTAL PASSENGERS	1,982	1,939
Subscription/Pre-booked	75%	75%
Reservation	24%	24%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	25	30
NO-SHOWS/CANCELLED AT DOOR	3	5
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration	\$7,303	\$11,873
Operations:		
Internal - Dedicated Service	\$37,564	\$44,800
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$13,346	\$12,901
Fuel	\$6,223	\$6,215
TOTAL OPERATING EXPENSES	\$64,436	\$75,789

## OPERATING FUNDING SOURCES

Passenger Revenue	\$9,768	\$8,704
Other Operating Revenue	\$16	\$94
Total Operating Revenues	\$9,784	\$8,798
Federal Contributions		
Provincial Contributions	\$24,999	\$25,000
Municipal Contributions	\$2,750	\$5,250
Donations / Other	\$26,903	\$36,741
TOTAL OPERATING FUNDING	\$64,436	\$75,789

## CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

## CAPITAL FUNDING SOURCES

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

## SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:  
Saturday: Holiday:  
Advanced booking notice: 60 days  
Minimum notice for reservation: 24.0 hours  
Reservations/Scheduling: Manual

## FARE STRUCTURE (2003)

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

## EMPLOYEE DATA (2003)

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

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

Top Operator Wage Rate: \$20.03  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	15%	12%
Net Operating Cost / Capita	\$1.01	\$1.24
Total Exp. / Passenger	\$32.51	\$39.09
Total Exp. / Eligible Passenger	\$37.01	\$42.63
Transp. Exp. / Passenger		
Dedicated Service	\$28.83	\$32.96
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$31.74	\$35.51
<b>OPERATING</b>		
Registrants / Capita	0.0043	0.0052
Passengers / Capita	0.0368	0.0360
Passengers / Registrant	8.47	6.97
Passengers / Hour (Dedicated Service)	2.20	2.15
Km. / Passenger (Dedicated Service)	11.58	10.83
Average Speed (Dedicated Service)	25.50	23.34

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	961	
Wheelchair/Scooter Users	817	
Attendants/Companions	161	
Other		
TOTAL PASSENGER (%Total)	1,939 ( 100%)	( 0%)



**PORT HOPE****PORT HOPE MOBILTRANS**

Contact: Ms. Barbara Spry  
 Title: Treasurer  
 Telephone: (905) 885-4544  
 FAX: (905) 885-1807  
 e-mail: bsp@town.porthope.on.ca

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

**NUMBER OF REGISTRANTS**

200

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: \*There was a significant increase in passenger trips and passenger revenue in 2003 since the service area was expanded.

<b>VEHICLE KILOMETRES &amp; HOURS</b>	<b>2002</b>	<b>2003</b>	<b>SERVICE HOURS/SCHEDULING</b>		
Rev. Veh. Km. - Dedicated Service			Weekday: 0815 to 1700	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.					
<b>PASSENGER DATA</b>			<b>FARE STRUCTURE (2003)</b>	<b>Tickets/Cards</b>	<b>Monthly Pass</b>
Dedicated Service *	3,204	11,975	Cash	(unit price)	
Non-Dedicated Service			Adult	\$1.50	
TOTAL PASSENGERS	3,204	11,975	Child	\$1.50	
Subscription/Pre-booked			Student	\$1.50	
Reservation	100%	100%	Senior	\$1.50	
On-Demand/Day of trip			Attendant	\$1.50	
UNACCOMMODATED TRIPS			Companion	\$1.50	
NO-SHOWS/CANCELLED AT DOOR			Other		
NUMBER OF COMPLAINTS					
<b>OPERATING EXPENSES</b>			<b>EMPLOYEE DATA (2003)</b>	<b>(Full-Time)</b>	<b>(Part-Time)</b>
Administration	\$7,000	\$7,000	Operators		
Operations:			Other Operations (e.g. dispatchers)		
Internal - Dedicated Service			Maintenance		
Contract - Dedicated Service	\$57,678	\$75,008	General Administration		
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)	\$10,142	\$12,454	Union Affiliations: Operators:	N/A	
Fuel			Maintenance:	N/A	
TOTAL OPERATING EXPENSES	\$74,820	\$94,462	Top Operator Wage Rate:		
OPERATING FUNDING SOURCES			Top Mechanic Wage Rate:		
Passenger Revenue *	\$4,806	\$17,962			
Other Operating Revenue					
Total Operating Revenues	\$4,806	\$17,962			
Federal Contributions					
Provincial Contributions					
Municipal Contributions	\$70,014	\$76,500			
Donations / Other					
TOTAL OPERATING FUNDING	\$74,820	\$94,462			
<b>CAPITAL EXPENSES</b>					
Vehicles Purchased		\$73,860			
Debt Servicing					
Other Capital Expenses	\$7,500				
TOTAL CAPITAL EXPENSES	\$7,500	\$73,860			
<b>CAPITAL FUNDING SOURCES</b>					
Transit System					
Federal Contributions					
Provincial Contributions		\$24,678			
Municipal Contributions	\$7,500	\$49,182			
Donations / Other					
TOTAL CAPITAL FUNDING	\$7,500	\$73,860			

**PERFORMANCE INDICATORS**

<b>FINANCIAL</b>	<b>2002</b>	<b>2003</b>
R/C Ratio*	6%	19%
Net Operating Cost / Capita	\$5.60	\$6.12
Total Exp. / Passenger *	\$23.35	\$7.89
Total Exp. / Eligible Passenger*	\$23.35	\$7.89
Transp. Exp. / Passenger		
Dedicated Service *	\$21.17	\$7.30
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0160	0.0160
Passengers / Capita *	0.2563	0.9580
Passengers / Registrant *	16.02	59.88
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

**VEHICLE DATA (2003)**

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

**PASSENGER STATISTICS (2003)**

	<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
Ambulatory	11,975*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	11,975 ( 100%)	( 0%)
* Total for all categories		

# QUINTE WEST

## QUINTE ACCESS TRANSPORTATION

Contact: Ms. Patricia Sutherland  
Title: Co-ordinator  
Telephone: (613) 392-9640  
FAX: (613) 392-8400  
e-mail: quinteaccess@bellnet.ca

Population served: 52,000  
Service area (km²): 453.7  
Communities served: 2  
Service began: 1994  
Advisory Committee members: 9  
Eligibility Committee members: 3

## NUMBER OF REGISTRANTS

314  
Wheelchair/Scooter Users: 155 (49%)  
Ambulatory: 117 (37%)  
Attendants/Companions: 42 (13%)  
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: Mentally or physically disabled.  
\*Fare zone pricing in effect.  
\*Service hours vary depending on need.  
\*The full-time co-ordinator also does the manual dispatching.

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	159,091	155,851
Tot. Veh. Km. - Dedicated Service	159,091	155,851
Rev. Veh. Hr. - Dedicated Service	5,733	5,495
Tot. Veh. Hr. - Dedicated Service	5,733	5,495
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	14,793	13,614
Non-Dedicated Service		
TOTAL PASSENGERS	14,793	13,614
Subscription/Pre-booked	55%	55%
Reservation	40%	40%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	25	20
NO-SHOWS/CANCELLED AT DOOR	100	80
NUMBER OF COMPLAINTS	1	2

## OPERATING EXPENSES

Administration	\$69,336	\$69,517
Operations:		
Internal - Dedicated Service	\$26,586	\$20,887
Contract - Dedicated Service	\$92,739	\$105,762
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$24,103	\$23,349
Fuel	\$17,683	\$20,179
TOTAL OPERATING EXPENSES	\$230,447	\$239,694

## OPERATING FUNDING SOURCES

Passenger Revenue	\$65,775	\$66,264
Other Operating Revenue	\$29,800	\$32,565
Total Operating Revenues	\$95,575	\$98,829
Federal Contributions		
Provincial Contributions	\$8,000	
Municipal Contributions	\$72,329	\$84,060
Donations / Other	\$55,563	\$56,651
TOTAL OPERATING FUNDING	\$231,467	\$239,540

## CAPITAL EXPENSES

Vehicles Purchased		\$84,325
Debt Servicing		
Other Capital Expenses	\$38,442	
TOTAL CAPITAL EXPENSES	\$38,442	\$84,325

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$26,667
Municipal Contributions	\$38,442	\$39,329
Donations / Other		\$18,329
TOTAL CAPITAL FUNDING	\$38,442	\$84,325

## SERVICE HOURS/SCHEDULING \*

Weekday:	0730 to 2200	Sunday:	0800 to 2200
Saturday:	0800 to 2200	Holiday:	0800 to 2200
Advanced booking notice:	1 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Manual		

## FARE STRUCTURE (2003) \*

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

## EMPLOYEE DATA (2003) \*

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

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

Top Operator Wage Rate: \$12.83  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2002	2003
R/C Ratio	41%	41%
Net Operating Cost / Capita	\$2.59	\$2.71
Total Exp. / Passenger	\$15.58	\$17.61
Total Exp. / Eligible Passenger	\$19.00	\$18.65
Transp. Exp. / Passenger		
Dedicated Service	\$10.89	\$12.50
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$28.10	\$30.97
OPERATING		
Registrants / Capita	0.0074	0.0060
Passengers / Capita	0.2845	0.2618
Passengers / Registrant	38.42	43.36
Passengers / Hour (Dedicated Service)	2.58	2.48
Km. / Passenger (Dedicated Service)	10.75	11.45
Average Speed (Dedicated Service)	27.75	28.36

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	9,543	
Wheelchair/Scooter Users	3,308	
Attendants/Companions	763	
Other		
TOTAL PASSENGER (%Total)	13,614 ( 100%)	( 0%)

## SUNSHINE COACH SERVICE

Contact: Mr. Allan Guest  
 Title: Manager  
 Telephone: (613) 432-2134  
 FAX: (613) 432-8645  
 e-mail:

Population served: 20,000  
 Service area (km²):  
 Communities served: 7  
 Service began: 1985  
 Advisory Committee members: 12  
 Eligibility Committee members: 12

## NUMBER OF REGISTRANTS

750  
 Wheelchair/Scooter Users: 300 (40%)  
 Ambulatory: 450 (60%)  
 Attendants/Companions:  
 Other:

Note: \* One full-time employee shared general administration and operator duties.

## 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

	2002	2003
Rev. Veh. Km. - Dedicated Service	130,650	160,000
Tot. Veh. Km. - Dedicated Service	201,000	244,000
Rev. Veh. Hr. - Dedicated Service	7,150	7,300
Tot. Veh. Hr. - Dedicated Service	11,000	11,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	19,902	20,060
Non-Dedicated Service		
TOTAL PASSENGERS	19,902	20,060
Subscription/Pre-booked	65%	55%
Reservation	25%	35%
On-Demand/Day of trip	10%	10%
UNACCOMMODATED TRIPS	40	40
NO-SHOWS/CANCELLED AT DOOR	60	60
NUMBER OF COMPLAINTS	5	5

## OPERATING EXPENSES

Administration	\$30,000	\$30,000
Operations:		
Internal - Dedicated Service	\$166,214	\$182,480
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$15,751	\$25,200
Fuel	\$23,849	\$28,910
TOTAL OPERATING EXPENSES	\$235,814	\$266,590

## OPERATING FUNDING SOURCES

Passenger Revenue	\$160,432	\$187,560
Other Operating Revenue	\$2,998	\$3,134
Total Operating Revenues	\$163,430	\$190,694
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$37,272	\$35,000
Donations / Other	\$45,000	\$45,000
TOTAL OPERATING FUNDING	\$245,702	\$270,694

## CAPITAL EXPENSES

Vehicles Purchased		\$116,000
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$116,000

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Donations / Other		\$116,000
TOTAL CAPITAL FUNDING		\$116,000

## SERVICE HOURS/SCHEDULING

Weekday: 0730 to 1630	Sunday: 0900 to 1300
Saturday:	Holiday:
Advanced booking notice:	90 days
Minimum notice for reservation:	12.0 hours
Reservations/Scheduling:	Manual

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.75		
Child	\$4.75		
Student	\$4.75		
Senior	\$4.75		
Attendant	free		
Companion	free		
Other	Out of town service requires separate rates		

## EMPLOYEE DATA (2003) \*

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

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

Top Operator Wage Rate: \$14.12  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	69%	72%
Net Operating Cost / Capita	\$3.62	\$3.79
Total Exp. / Passenger	\$11.85	\$13.29
Total Exp. / Eligible Passenger	\$12.18	\$13.29
Transp. Exp. / Passenger		
Dedicated Service	\$10.34	\$11.79
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$18.71	\$21.51
<b>OPERATING</b>		
Registrants / Capita	0.0375	0.0375
Passengers / Capita	0.9951	1.0030
Passengers / Registrant	26.54	26.75
Passengers / Hour (Dedicated Service)	2.78	2.75
Km. / Passenger (Dedicated Service)	6.56	7.98
Average Speed (Dedicated Service)	18.27	21.92

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	11,103	
Wheelchair/Scooter Users	8,957	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	20,060 ( 100%)	( 0%)
* Total for all categories		

**SARNIA CARE-A-VAN**

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

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

Population served: 69,850  
 Service area (km²): 167.3  
 Communities served: 2  
 Service began: 1981  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**ELIGIBILITY CRITERIA**

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

**NUMBER OF REGISTRANTS**

1,285  
 Wheelchair/Scooter Users: 607 (47%)  
 Ambulatory: 678 (53%)  
 Attendants/Companions:  
 Other:  
 Registration Fee: \$ 2.00

Note: \* Blind persons might register to use the care-a-van service from November 1 to March 31 every year.

\* Semester pass for Elementary/Secondary students: \$115, for College students: \$130. \* Effective May 3, 2003 Saturday evening service extended and Sunday service added.

**VEHICLE KILOMETRES & HOURS**

	2002	2003
Rev. Veh. Km. - Dedicated Service	166,160	196,866
Tot. Veh. Km. - Dedicated Service	166,160	196,866
Rev. Veh. Hr. - Dedicated Service	9,957	11,788
Tot. Veh. Hr. - Dedicated Service	9,957	11,788
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

**PASSENGER DATA**

Dedicated Service	27,733	32,166
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>27,733</b>	<b>32,166</b>
Subscription/Pre-booked	52%	70%
Reservation	45%	27%
On-Demand/Day of trip	3%	3%
<b>UNACCOMMODATED TRIPS</b>	<b>237</b>	<b>316</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>2,739</b>	<b>3,103</b>
<b>NUMBER OF COMPLAINTS</b>	<b>3</b>	

**OPERATING EXPENSES**

Administration	\$30,568	\$30,723
Operations:		
Internal - Dedicated Service	\$335,495	\$398,134
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$58,107	\$64,945
Fuel	\$26,400	\$27,553
<b>TOTAL OPERATING EXPENSES</b>	<b>\$450,570</b>	<b>\$521,355</b>

**OPERATING FUNDING SOURCES**

Passenger Revenue	\$54,736	\$63,780
Other Operating Revenue	\$440	\$1,060
<b>Total Operating Revenues</b>	<b>\$55,176</b>	<b>\$64,840</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$395,394	\$456,515
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$450,570</b>	<b>\$521,355</b>

**CAPITAL EXPENSES**

Vehicles Purchased	\$85,220	
Debt Servicing	\$8,006	\$10,872
Other Capital Expenses	\$9,050	\$6,000
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$102,276</b>	<b>\$16,872</b>

**CAPITAL FUNDING SOURCES**

Transit System		\$35,105
Federal Contributions		
Provincial Contributions		\$33,400
Municipal Contributions	\$47,776	\$31,795
Donations / Other	\$54,500	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$102,276</b>	<b>\$100,300</b>

**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 (2003) \***

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.50	\$55.00
Child	free		
Student	\$1.50	\$1.00	\$45.00
Senior	\$2.00	\$1.50	\$45.00
Attendant			
Companion			
Other	Children <5 - free; attendants/companions pay regular fares		

**EMPLOYEE DATA (2003)**

	(Full-Time)	(Part-Time)
Operators	5	
Other Operations (e.g. dispatchers)	1	
Maintenance		1
General Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>6</b>	<b>2</b>

**Union Affiliations:** Operators: CAW Local 4184  
 Maintenance: CAW Local 4184

Top Operator Wage Rate: \$18.63  
 Top Mechanic Wage Rate: \$21.71

**PERFORMANCE INDICATORS**

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$5.66	\$6.54
Total Exp. / Passenger	\$16.25	\$16.21
Total Exp. / Eligible Passenger	\$17.46	\$17.39
Transp. Exp. / Passenger		
Dedicated Service	\$15.14	\$15.25
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$42.18	\$41.62
<b>OPERATING</b>		
Registrants / Capita	0.0150	0.0184
Passengers / Capita	0.3970	0.4605
Passengers / Registrant	26.41	25.03
Passengers / Hour (Dedicated Service)	2.79	2.73
Km. / Passenger (Dedicated Service)	5.99	6.12
Average Speed (Dedicated Service)	16.69	16.70

**VEHICLE DATA  
(2003)**

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

**PASSENGER STATISTICS  
(2003)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	18,242	
Wheelchair/Scooter Users	11,741	
Attendants/Companions	2,183	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>32,166 ( 100%)</b>	<b>( 0%)</b>

# SAULT STE MARIE

## SAULT STE MARIE TRANSIT PARABUS

Contact: Mr. Sam Piraino  
 Title: Chief Inspector / Scheduler  
 Telephone: (705) 759-5438  
 FAX: (705) 759-5834  
 e-mail: s.piraino@cityssm.on.ca

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

Population served: 69,900  
 Service area (km²): 223.5  
 Communities served: 1  
 Service began: 1975  
 Advisory Committee members: 12  
 Eligibility Committee members: 3

### ELIGIBILITY CRITERIA

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

### NUMBER OF REGISTRANTS

1,931  
 Wheelchair/Scooter Users: 1,317 (68%)  
 Ambulatory: 614 (32%)  
 Attendants/Companions:  
 Other:

Note: \* Effective Sept. 2003, persons who cannot walk the distance of 175 metres and are unable to board a regular transit bus by climbing three steps, who are confined to a wheelchair, or who receive hemo-dialysis treatments are eligible to ride the Para Bus.

### VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	164,836	143,762
Tot. Veh. Km. - Dedicated Service	164,836	143,762
Rev. Veh. Hr. - Dedicated Service	12,744	11,219
Tot. Veh. Hr. - Dedicated Service	12,744	11,219
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

### PASSENGER DATA

Dedicated Service	29,811	26,032
Non-Dedicated Service	7,237	8,498
TOTAL PASSENGERS	37,048	34,530
Subscription/Pre-booked Reservation		
On-Demand/Day of trip		
UNACCOMMODATED TRIPS	370	352
NO-SHOWS/CANCELLED AT DOOR	370	352
NUMBER OF COMPLAINTS	20	18

### OPERATING EXPENSES

Administration	\$33,293	\$33,312
Operations:		
Internal - Dedicated Service	\$359,688	\$348,212
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$67,616	\$77,141
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$51,118	\$67,079
Fuel	\$29,264	\$28,431
TOTAL OPERATING EXPENSES	\$540,979	\$554,175

### OPERATING FUNDING SOURCES

Passenger Revenue	\$73,041	\$61,566
Other Operating Revenue	\$4,767	\$3,924
Total Operating Revenues	\$77,808	\$65,490
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$463,171	\$488,685
Donations / Other		
TOTAL OPERATING FUNDING	\$540,979	\$554,175

### 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 2400	Sunday:	0800 to 1100
Saturday:	0830 to 2400	Holiday:	
Advanced booking notice:	7 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Fully Computerized		

### FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.75	\$1.50	
Child			
Student			
Senior			
Attendant	\$1.75		
Companion			
Other			

### EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators	2	6
Other Operations (e.g. dispatchers)	1	
Maintenance	1	
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	5	6

Union Affiliations: Operators: UTU Local 104  
 Maintenance: USWA Local 2251

Top Operator Wage Rate: \$17.77  
 Top Mechanic Wage Rate: \$21.03

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	14%	12%
Net Operating Cost / Capita	\$6.63	\$6.99
Total Exp. / Passenger	\$14.60	\$16.05
Total Exp. / Eligible Passenger	\$17.35	\$18.75
Transp. Exp. / Passenger		
Dedicated Service	\$14.76	\$17.05
Non-Dedicated Service (e.g. Taxis)	\$9.34	\$9.08
Transp. Exp. / Hour (Dedicated Service)	\$34.53	\$39.55
<b>OPERATING</b>		
Registrants / Capita	0.0263	0.0276
Passengers / Capita	0.5300	0.4940
Passengers / Registrant	20.18	17.88
Passengers / Hour (Dedicated Service)	2.34	2.32
Km. / Passenger (Dedicated Service)	5.53	5.52
Average Speed (Dedicated Service)	12.93	12.81

### VEHICLE DATA (2003)

	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	N/A			

### PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory		8,498
Wheelchair/Scooter Users	21,061	
Attendants/Companions	4,971	
Other		
TOTAL PASSENGER (%Total)	26,032 ( 75%)	8,498 ( 25%)

# SCUGOG-UXBRIDGE

## HANDI TRANSIT - SCUGOG/UXBRIDGE

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

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

Population served: 36,000  
 Service area (km²): 870.0  
 Communities served: 2  
 Service began: 1987  
 Advisory Committee members: 10  
 Eligibility Committee members: 10

## NUMBER OF REGISTRANTS

92  
 Wheelchair/Scooter Users: 70 (76%)  
 Ambulatory: 22 (24%)  
 Attendants/Companions:  
 Other:

Note: \* Service available on weekends and holidays upon request.  
 \* Administration expenses/ resources shared with Whitby, Oshawa and Clarington. Expenses allocated approximate to population.

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	39,850	40,200
Tot. Veh. Km. - Dedicated Service	39,850	40,200
Rev. Veh. Hr. - Dedicated Service	2,200	2,200
Tot. Veh. Hr. - Dedicated Service	2,200	2,200
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	1,508	1,333
Non-Dedicated Service		
TOTAL PASSENGERS	1,508	1,333
Subscription/Pre-booked	25%	25%
Reservation	70%	70%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	36	16
NO-SHOWS/CANCELLED AT DOOR	21	14
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration *	\$16,414	\$22,646
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$33,356	\$37,687
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,872	\$4,528
Fuel	\$4,215	\$5,453
TOTAL OPERATING EXPENSES	\$61,857	\$70,314

## OPERATING FUNDING SOURCES

Passenger Revenue	\$8,976	\$8,735
Other Operating Revenue		
Total Operating Revenues	\$8,976	\$8,735
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$52,881	\$61,579
Donations / Other		
TOTAL OPERATING FUNDING	\$61,857	\$70,314

## CAPITAL EXPENSES

Vehicles Purchased	\$72,000
Debt Servicing	
Other Capital Expenses	\$800
TOTAL CAPITAL EXPENSES	\$72,800

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$72,800
Donations / Other	
TOTAL CAPITAL FUNDING	\$72,800

## 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 (2003)

	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 (2003)

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

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

Top Operator Wage Rate: \$16.05  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	15%	12%
Net Operating Cost / Capita	\$1.51	\$1.71
Total Exp. / Passenger	\$41.02	\$52.75
Total Exp. / Eligible Passenger	\$44.22	\$55.41
Transp. Exp. / Passenger		
Dedicated Service	\$30.13	\$35.76
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$20.66	\$21.67
<b>OPERATING</b>		
Registrants / Capita	0.0019	0.0026
Passengers / Capita	0.0431	0.0370
Passengers / Registrant	23.20	14.49
Passengers / Hour (Dedicated Service)	0.69	0.61
Km. / Passenger (Dedicated Service)	26.43	30.16
Average Speed (Dedicated Service)	18.11	18.27

## VEHICLE DATA (2003)

	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	N/A			

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	79	
Wheelchair/Scooter Users	1,190	
Attendants/Companions	64	
Other		
TOTAL PASSENGER (%Total)	1,333 ( 100%)	( 0%)

# ST. CATHARINES

## PARATRANSIT SYSTEM OF ST. CATHARINES

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

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

1,652  
Wheelchair/Scooter Users: 873 (53%)  
Ambulatory: 779 (47%)  
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

	2002	2003
Rev. Veh. Km. - Dedicated Service	336,439	326,391
Tot. Veh. Km. - Dedicated Service	336,439	326,391
Rev. Veh. Hr. - Dedicated Service	15,678	15,639
Tot. Veh. Hr. - Dedicated Service	15,678	15,639
Non-Dedicated Service - Veh. Km.	27,809	24,340
Non-Dedicated Service - Veh. Hr.	2,032	1,754

## PASSENGER DATA

Dedicated Service	37,845	36,863
Non-Dedicated Service	4,207	3,775
<b>TOTAL PASSENGERS</b>	<b>42,052</b>	<b>40,638</b>
Subscription/Pre-booked	20%	20%
Reservation	75%	75%
On-Demand/Day of trip	5%	5%
<b>UNACCOMMODATED TRIPS</b>	<b>563</b>	<b>1,000</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>263</b>	<b>229</b>
<b>NUMBER OF COMPLAINTS</b>	<b>6</b>	<b>9</b>

## OPERATING EXPENSES

Administration	\$28,213	\$33,762
Operations:		
Internal - Dedicated Service	\$488,657	\$532,424
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$101,836	\$96,502
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$177,111	\$180,572
Fuel	\$38,553	\$45,189
<b>TOTAL OPERATING EXPENSES</b>	<b>\$834,370</b>	<b>\$888,449</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$84,164	\$80,447
Other Operating Revenue	\$50,741	\$49,961
<b>Total Operating Revenues</b>	<b>\$134,905</b>	<b>\$130,408</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$698,755	\$758,041
Donations / Other	\$710	
<b>TOTAL OPERATING FUNDING</b>	<b>\$834,370</b>	<b>\$888,449</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$96,761	\$77,264
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$96,761</b>	<b>\$77,264</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$31,931	\$25,497
Municipal Contributions	\$64,830	\$21,767
Donations / Other		\$30,000
<b>TOTAL CAPITAL FUNDING</b>	<b>\$96,761</b>	<b>\$77,264</b>

## SERVICE HOURS/SCHEDULING

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

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$2.10	\$75.00
Child	\$1.50	\$1.50	
Student	\$2.25	\$2.00	\$50.00
Senior	\$2.25	\$1.50	\$50.00
Attendant	\$2.25		
Companion	\$2.25		
Other			

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators	8	
Other Operations (e.g. dispatchers)		
Maintenance	2	
General Administration	1	3
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>11</b>	<b>3</b>

**Union Affiliations:** Operators: ATU Local 846  
Maintenance: ATU Local 846

Top Operator Wage Rate: \$19.69  
Top Mechanic Wage Rate: \$22.64

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	16%	15%
Net Operating Cost / Capita	\$5.38	\$5.83
Total Exp. / Passenger	\$19.84	\$21.86
Total Exp. / Eligible Passenger	\$21.79	\$23.64
Transp. Exp. / Passenger		
Dedicated Service	\$18.61	\$20.57
Non-Dedicated Service (e.g. Taxis)	\$24.21	\$25.56
Transp. Exp. / Hour (Dedicated Service)	\$44.92	\$48.48
<b>OPERATING</b>		
Registrants / Capita	0.0114	0.0127
Passengers / Capita	0.3235	0.3126
Passengers / Registrant	28.32	24.60
Passengers / Hour (Dedicated Service)	2.41	2.36
Km. / Passenger (Dedicated Service)	8.89	8.85
Average Speed (Dedicated Service)	21.46	20.87

## VEHICLE DATA (2003)

	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	2	2	3
Small Buses	8	6	7
Other			
<b>TOTAL DED. VEHICLES</b>	<b>10</b>	<b>8</b>	<b>N/A</b>
Accessible taxis	1		

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	18,076	1,631
Wheelchair/Scooter Users	15,945	1,926
Attendants/Companions	2,842	218
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>36,863 ( 91%)</b>	<b>3,775 ( 9%)</b>

# 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:

Population served: 6,000  
Service area (km²): 12.5  
Communities served: 1  
Service began: 1989  
Advisory Committee members: 8  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

460  
Wheelchair/Scooter Users: 100 (22%)  
Ambulatory: 340 (74%)  
Attendants/Companions: 20 (4%)  
Other:

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

## ELIGIBILITY CRITERIA

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

Note: \* Administration Expense included \$8,479 and \$16,302 depreciation in 2002 and 2003 respectively.  
\* Administration also included \$3,929 loss on bus disposal and \$5,000 transfer to Capital Reserves in 2003.  
\* Other part-time employees: volunteer drivers. \* St. Mary's received \$60,000 provincial grant from M.L.T.C. in 2003.

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	24,093	27,294
Tot. Veh. Km. - Dedicated Service	24,093	27,294
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	8,379	8,479
Non-Dedicated Service		
TOTAL PASSENGERS	8,379	8,479
Subscription/Pre-booked	80%	80%
Reservation	15%	15%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	10	7
NO-SHOWS/CANCELLED AT DOOR	20	
NUMBER OF COMPLAINTS	2	2

## OPERATING EXPENSES

Administration *	\$35,061	\$49,336
Operations:		
Internal - Dedicated Service	\$42,700	\$46,878
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,522	\$1,665
Fuel	\$3,909	\$4,693
TOTAL OPERATING EXPENSES	\$85,192	\$102,572

## OPERATING FUNDING SOURCES

Passenger Revenue	\$31,356	\$24,801
Other Operating Revenue	\$1,281	\$2,286
Total Operating Revenues	\$32,637	\$27,087
Federal Contributions		
Provincial Contributions	\$11,220	\$11,570
Municipal Contributions	\$11,450	\$10,775
Donations / Other	\$21,732	\$53,039
TOTAL OPERATING FUNDING	\$77,039	\$102,471

## CAPITAL EXPENSES

Vehicles Purchased	\$92,000
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$92,000

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$60,000
Municipal Contributions	\$32,000
Donations / Other	
TOTAL CAPITAL FUNDING	\$92,000

## SERVICE HOURS/SCHEDULING

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

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$3.00	
Child	\$3.00	\$3.00	
Student	\$3.00	\$3.00	
Senior	\$3.00	\$3.00	
Attendant	free		
Companion	\$3.00	\$3.00	
Other	\$40/hr - private bus rental rate		

## EMPLOYEE DATA (2003) \*

	(Full-Time)	(Part-Time)
Operators	1	4
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		16
TOTAL NUMBER OF EMPLOYEES	1	20

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

Top Operator Wage Rate: \$12.75  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	38%	26%
Net Operating Cost / Capita	\$8.76	\$12.58
Total Exp. / Passenger	\$10.17	\$12.10
Total Exp. / Eligible Passenger	\$11.47	\$13.96
Transp. Exp. / Passenger		
Dedicated Service	\$5.98	\$6.28
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0767	0.0767
Passengers / Capita	1.3965	1.4132
Passengers / Registrant	18.22	18.43
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	2.88	3.22
Average Speed (Dedicated Service)		

## VEHICLE DATA

(2003)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars	16	16	N/A
Accessible Vans/Minivans			
Small Buses	1	1	4 14
Other			
TOTAL DED. VEHICLES	17	17	N/A N/A
Accessible taxis	N/A		

## PASSENGER STATISTICS

(2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	6,003	
Wheelchair/Scooter Users	1,346	
Attendants/Companions	50	
Other	1,080	
TOTAL PASSENGER (%Total)	8,479 ( 100%)	( 0%)



## ST. THOMAS PARA TRANSIT SERVICE

Contact: Mr. Mark Sture  
 Title: Supervisor Roads and Transportation  
 Telephone: (519) 631-0368 x3  
 FAX: (519) 631-5542  
 e-mail: msture@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

465  
 Wheelchair/Scooter Users: 103 (22%)  
 Ambulatory: 362 (78%)  
 Attendants/Companions:  
 Other:  
 Registration Fee: \$12.50

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES &amp; HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service		65,554
Tot. Veh. Km. - Dedicated Service		65,554
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	16,200	17,031
Non-Dedicated Service		
TOTAL PASSENGERS	16,200	17,031
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		
UNACCOMMODATED TRIPS		1
NO-SHOWS/CANCELLED AT DOOR		918
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration	\$6,790	\$6,790
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$181,500	\$187,847
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$17,240	\$14,307
Fuel		
TOTAL OPERATING EXPENSES	\$205,530	\$208,944

## OPERATING FUNDING SOURCES

Passenger Revenue	\$39,960	\$37,342
Other Operating Revenue	\$5,645	\$5,337
Total Operating Revenues	\$45,605	\$42,679
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$159,925	\$166,265
Donations / Other		
TOTAL OPERATING FUNDING	\$205,530	\$208,944

## 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 (2003)

	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 (2003)

	(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

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	22%	20%
Net Operating Cost / Capita	\$4.55	\$5.01
Total Exp. / Passenger	\$12.69	\$12.27
Total Exp. / Eligible Passenger	\$12.69	\$12.99
Transp. Exp. / Passenger		
Dedicated Service	\$12.27	\$11.87
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		\$32.14
<b>OPERATING</b>		
Registrants / Capita	0.0123	0.0140
Passengers / Capita	0.4609	0.5130
Passengers / Registrant	37.41	36.63
Passengers / Hour (Dedicated Service)		2.71
Km. / Passenger (Dedicated Service)		3.85
Average Speed (Dedicated Service)		10.42

VEHICLE DATA  
(2003)

	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	N/A			

PASSENGER STATISTICS  
(2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	8,991	
Wheelchair/Scooter Users	7,090	
Attendants/Companions	950	
Other		
TOTAL PASSENGER (%Total)	17,031 ( 100%)	( 0%)

# STRATFORD

## STRATFORD PARALLEL TRANSIT

Contact: Mr. Harry Eaton  
Title: General Manager  
Telephone: (519) 273-0511  
FAX: (519) 273-3760  
e-mail:

Population served: 29,000  
Service area (km²): 21.9  
Communities served: 1  
Service began: 1975  
Advisory Committee members: 10  
Eligibility Committee members: 2

**NUMBER OF REGISTRANTS** 650  
Wheelchair/Scooter Users: 350 (54%)  
Ambulatory: 300 (46%)  
Attendants/Companions:  
Other:

Note: \* Additional service available on Friday nights until 22:40 hrs.

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		2002	2003	SERVICE HOURS/SCHEDULING *	
Rev. Veh. Km. - Dedicated Service				Weekday: 0820 to 1640	Sunday: 0920 to 1640
Tot. Veh. Km. - Dedicated Service				Saturday: 0920 to 1640	Holiday:
Rev. Veh. Hr. - Dedicated Service		6,113	6,240	Advanced booking notice: 2 days	
Tot. Veh. Hr. - Dedicated Service		6,113	6,240	Minimum notice for reservation: 1.0 hours	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling: Manual	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2003)	
Dedicated Service		17,662	17,971	<b>Cash</b>	<b>Tickets/Cards (unit price) Monthly Pass</b>
Non-Dedicated Service		1,402	1,338	Adult \$2.50	\$2.50
TOTAL PASSENGERS		19,064	19,309	Child \$2.50	\$2.50
Subscription/Pre-booked		55%	50%	Student \$2.50	\$2.50
Reservation		40%	45%	Senior \$2.50	\$2.50
On-Demand/Day of trip		5%	5%	Attendant free	
UNACCOMMODATED TRIPS		110	165	Companion free	
NO-SHOWS/CANCELLED AT DOOR		95	142	Other	
NUMBER OF COMPLAINTS			3		
OPERATING EXPENSES				EMPLOYEE DATA (2003)	
Administration		\$63,932	\$62,693		<b>(Full-Time) (Part-Time)</b>
Operations:				Operators	2 4
Internal - Dedicated Service		\$172,858	\$175,425	Other Operations (e.g. dispatchers)	1
Contract - Dedicated Service				Maintenance	
Contract - Non-Dedicated Service		\$6,038	\$5,368	General Administration	1
Contract - Taxi Scrip				Other	
Maintenance (Vehicles & Facilities)		\$48,720	\$42,846	TOTAL NUMBER OF EMPLOYEES	4 4
Fuel		\$15,485	\$20,066	Union Affiliations: Operators: IBEW Local 636	
TOTAL OPERATING EXPENSES		\$307,033	\$306,398	Maintenance: N/A	
OPERATING FUNDING SOURCES				Top Operator Wage Rate: \$14.81	
Passenger Revenue		\$52,873	\$50,776	Top Mechanic Wage Rate:	
Other Operating Revenue		\$988	\$1,534		
Total Operating Revenues		\$53,861	\$52,310		
Federal Contributions					
Provincial Contributions					
Municipal Contributions		\$242,407	\$263,606		
Donations / Other					
TOTAL OPERATING FUNDING		\$296,268	\$315,916		
CAPITAL EXPENSES				PERFORMANCE INDICATORS	
Vehicles Purchased			\$65,844	FINANCIAL	
Debt Servicing					2002 2003
Other Capital Expenses				R/C Ratio	18% 17%
TOTAL CAPITAL EXPENSES			\$65,844	Net Operating Cost / Capita	\$8.73 \$8.76
CAPITAL FUNDING SOURCES				Total Exp. / Passenger	\$16.11 \$15.87
Transit System				Total Exp. / Eligible Passenger	\$16.11 \$15.87
Federal Contributions				Transp. Exp. / Passenger	
Provincial Contributions			\$21,946	Dedicated Service	\$13.42 \$13.26
Municipal Contributions		\$20,000	\$43,898	Non-Dedicated Service (e.g. Taxis)	\$4.31 \$4.01
Donations / Other		\$2,639		Transp. Exp. / Hour (Dedicated Service)	\$38.78 \$38.20
TOTAL CAPITAL FUNDING		\$22,639	\$65,844	OPERATING	

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	18%	17%
Net Operating Cost / Capita	\$8.73	\$8.76
Total Exp. / Passenger	\$16.11	\$15.87
Total Exp. / Eligible Passenger	\$16.11	\$15.87
Transp. Exp. / Passenger		
Dedicated Service	\$13.42	\$13.26
Non-Dedicated Service (e.g. Taxis)	\$4.31	\$4.01
Transp. Exp. / Hour (Dedicated Service)	\$38.78	\$38.20
<b>OPERATING</b>		
Registrants / Capita	0.0212	0.0224
Passengers / Capita	0.6574	0.6658
Passengers / Registrant	31.00	29.71
Passengers / Hour (Dedicated Service)	2.89	2.88
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2003)		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	3	3	5
Other				
TOTAL DED. VEHICLES	5	3	N/A	N/A
Accessible taxis	N/A			

PASSENGER STATISTICS (2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	7,788	1,338
Wheelchair/Scooter Users	10,183	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	17,971 ( 93%)	1,338 ( 7%)

# SUDBURY

## SUDBURY HANDI-TRANSIT

Contact: Mr. Robert Gauthier  
 Title: Supervisor of Operations  
 Telephone: (705) 675-3333  
 FAX: (705) 560-4571  
 e-mail: robert.gauthier@city.greatersudbury.on.ca

Population served: 155,601  
 Service area (km²): 3,627.0  
 Communities served: 7  
 Service began: 2001  
 Advisory Committee members: 1  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

4,095  
 Wheelchair/Scooter Users: 1,966 (48%)  
 Ambulatory: 2,088 (51%)  
 Attendants/Companions: 41 (1%)  
 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

	2002	2003
Rev. Veh. Km. - Dedicated Service	294,000	491,000
Tot. Veh. Km. - Dedicated Service	300,000	517,000
Rev. Veh. Hr. - Dedicated Service	16,200	20,781
Tot. Veh. Hr. - Dedicated Service	16,360	23,081
Non-Dedicated Service - Veh. Km.	20,000	16,000
Non-Dedicated Service - Veh. Hr.	1,300	1,000

## PASSENGER DATA

Dedicated Service	50,045	62,209
Non-Dedicated Service	15,925	13,422
<b>TOTAL PASSENGERS</b>	<b>65,970</b>	<b>75,631</b>
Subscription/Pre-booked	75%	75%
Reservation	24%	24%
On-Demand/Day of trip	1%	1%

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 924 1,198

## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$199	\$340
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$1,117,589	\$1,375,348
Contract - Non-Dedicated Service	\$262,123	\$201,676
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,379,911</b>	<b>\$1,577,364</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$126,735	\$149,782
Other Operating Revenue	\$12,180	\$1,081
<b>Total Operating Revenues</b>	<b>\$138,915</b>	<b>\$150,863</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,240,996	\$1,426,501
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$1,379,911</b>	<b>\$1,577,364</b>

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

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

## SERVICE HOURS/SCHEDULING

Weekday: 0715 to 0015 Sunday: 0845 to 2145  
 Saturday: 0715 to 0015 Holiday: 0715 to 0015  
 Advanced booking notice: 2 days  
 Minimum notice for reservation:  
 Reservations/Scheduling: Fully Computerized

## FARE STRUCTURE (2003)

	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 (2003)

	(Full-Time)	(Part-Time)
Operators	10	5
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	2	1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>12</b>	<b>6</b>

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

Top Operator Wage Rate: \$14.88  
 Top Mechanic Wage Rate: \$23.40

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$7.98	\$9.17
Total Exp. / Passenger	\$20.92	\$20.86
Total Exp. / Eligible Passenger	\$22.44	\$22.19
Transp. Exp. / Passenger		
Dedicated Service	\$22.33	\$22.11
Non-Dedicated Service (e.g. Taxis)	\$16.46	\$15.03
Transp. Exp. / Hour (Dedicated Service)	\$68.31	\$59.59
<b>OPERATING</b>		
Registrants / Capita	0.0264	0.0263
Passengers / Capita	0.4240	0.4861
Passengers / Registrant	16.09	18.47
Passengers / Hour (Dedicated Service)	3.09	2.99
Km. / Passenger (Dedicated Service)	5.87	7.89
Average Speed (Dedicated Service)	18.15	23.63

## VEHICLE DATA

(2003)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	13	13	6	4
Other				
<b>TOTAL DED. VEHICLES</b>	<b>13</b>	<b>13</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A			

## PASSENGER STATISTICS

(2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	28,705	11,844
Wheelchair/Scooter Users	28,960	1,578
Attendants/Companions	4,544	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>62,209 ( 82%)</b>	<b>13,422 ( 18%)</b>

# THUNDER BAY

## HAGI TRANSIT INC.

Contact: Ms. Brenda Deck  
Title: Operations Coordinator  
Telephone: (807) 343-9320  
FAX: (807) 344-3521  
e-mail: brenda\_hagi@hotmail.com

Population served: 120,000  
Service area (km²): 325.0  
Communities served: 1  
Service began: 1975  
Advisory Committee members: 12  
Eligibility Committee members: 12

## NUMBER OF REGISTRANTS

3,300  
Wheelchair/Scooter Users: 1,320 (40%)  
Ambulatory: 1,980 (60%)  
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

	2002	2003
Rev. Veh. Km. - Dedicated Service	601,267	630,631
Tot. Veh. Km. - Dedicated Service	601,267	630,631
Rev. Veh. Hr. - Dedicated Service	27,356	29,879
Tot. Veh. Hr. - Dedicated Service	27,356	29,879
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	78,857	71,564
Non-Dedicated Service	5,342	8,211
<b>TOTAL PASSENGERS</b>	<b>84,199</b>	<b>79,775</b>
Subscription/Pre-booked	50%	51%
Reservation	40%	44%
On-Demand/Day of trip	10%	5%
UNACCOMMODATED TRIPS	1,331	2,080
NO-SHOWS/CANCELLED AT DOOR	1,000	1,331
NUMBER OF COMPLAINTS	12	24

## OPERATING EXPENSES

Administration	\$218,504	\$223,790
Operations:		
Internal - Dedicated Service	\$856,358	\$897,264
Contract - Dedicated Service		
Contract - Non-Dedicated Service		\$8,592
Contract - Taxi Scrip	\$57,851	\$52,777
Maintenance (Vehicles & Facilities)	\$158,365	\$189,698
Fuel	\$106,827	\$118,708
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,397,905</b>	<b>\$1,490,829</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$246,284	\$241,789
Other Operating Revenue	\$57,732	\$85,232
<b>Total Operating Revenues</b>	<b>\$304,016</b>	<b>\$327,021</b>
Federal Contributions		
Provincial Contributions	\$71,182	\$66,298
Municipal Contributions	\$1,057,129	\$1,076,500
Donations / Other		\$1,430
<b>TOTAL OPERATING FUNDING</b>	<b>\$1,432,327</b>	<b>\$1,471,249</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$144,946	\$232,088
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$144,946</b>	<b>\$232,088</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$47,832	
Municipal Contributions	\$97,114	\$177,088
Donations / Other		\$55,000
<b>TOTAL CAPITAL FUNDING</b>	<b>\$144,946</b>	<b>\$232,088</b>

## SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2300 Sunday:  
Saturday: Holiday:  
Advanced booking notice: 14 days  
Minimum notice for reservation: 48.0 hours  
Reservations/Scheduling: Fully Computerized

## FARE STRUCTURE (2003)

	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 account: \$4.40 / trip		

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators	9	14
Other Operations (e.g. dispatchers)	3	2
Maintenance		
General Administration	1	1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>13</b>	<b>17</b>

**Union Affiliations:** Operators: ATU Local 966  
Maintenance: N/A

Top Operator Wage Rate: \$15.01  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	22%	22%
Net Operating Cost / Capita	\$9.12	\$9.70
Total Exp. / Passenger	\$16.60	\$18.69
Total Exp. / Eligible Passenger	\$17.50	\$19.57
Transp. Exp. / Passenger		
Dedicated Service	\$14.22	\$16.85
Non-Dedicated Service (e.g. Taxis)	\$10.83	\$7.47
Transp. Exp. / Hour (Dedicated Service)	\$41.00	\$40.35
<b>OPERATING</b>		
Registrants / Capita	0.0219	0.0275
Passengers / Capita	0.7017	0.6648
Passengers / Registrant	32.01	24.17
Passengers / Hour (Dedicated Service)	2.88	2.40
Km. / Passenger (Dedicated Service)	7.62	8.81
Average Speed (Dedicated Service)	21.98	21.11

## VEHICLE DATA (2003)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	1	1	4
Small Buses	14	14	4	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>16</b>	<b>15</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	3			

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	42,201	8,211
Wheelchair/Scooter Users	25,763	
Attendants/Companions	3,600	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>71,564 ( 90%)</b>	<b>8,211 ( 10%)</b>

## TIMMINS HANDI-TRANS

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

Population served: 38,000  
 Service area (km²): 24.0  
 Communities served: 1  
 Service began: 1985  
 Advisory Committee members: 6  
 Eligibility Committee members: 3

## NUMBER OF REGISTRANTS 1,039

Wheelchair/Scooter Users: 603 (58%)  
 Ambulatory: 436 (42%)  
 Attendants/Companions:  
 Other:

Note: \* Thursday Service Hours: 0700-2300 hrs.

\* Maintenance is part of Conventional Transit Service.

\* Employment Statistics do not include part-time staff shared with Conventional Transit.

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES &amp; HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	134,376	129,899
Tot. Veh. Km. - Dedicated Service	134,376	129,899
Rev. Veh. Hr. - Dedicated Service	8,452	7,218
Tot. Veh. Hr. - Dedicated Service	8,452	7,218
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	14,245	13,286
Non-Dedicated Service		
TOTAL PASSENGERS	14,245	13,286
Subscription/Pre-booked	76%	
Reservation	23%	
On-Demand/Day of trip	1%	

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$35,049	\$35,000
Operations:		
Internal - Dedicated Service	\$276,282	\$243,073
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities) *	\$39,341	\$20,542
Fuel	\$17,706	\$22,989
TOTAL OPERATING EXPENSES	\$368,378	\$321,604

## OPERATING FUNDING SOURCES

Passenger Revenue	\$31,905	\$31,591
Other Operating Revenue		
Total Operating Revenues	\$31,905	\$31,591
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$336,473	\$290,013
Donations / Other		
TOTAL OPERATING FUNDING	\$368,378	\$321,604

## CAPITAL EXPENSES

Vehicles Purchased	\$89,120
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$89,120

## CAPITAL FUNDING SOURCES

Transit System	\$59,414
Federal Contributions	
Provincial Contributions	\$29,706
Municipal Contributions	
Donations / Other	
TOTAL CAPITAL FUNDING	\$89,120

## SERVICE HOURS/SCHEDULING \*

Weekday: 0700 to 1800 Sunday:  
 Saturday: 1000 to 1800 Holiday:  
 Advanced booking notice: 14 days  
 Minimum notice for reservation: 2.0 hours  
 Reservations/Scheduling: Fully Computerized

## FARE STRUCTURE (2003)

	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		
Companion	\$2.50		
Other Student: College fare			

## EMPLOYEE DATA (2003) \*

	(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: CUPE Local 1140/1544  
 Maintenance: N/A

Top Operator Wage Rate: \$18.78

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	9%	10%
Net Operating Cost / Capita	\$8.41	\$7.63
Total Exp. / Passenger	\$25.86	\$24.21
Total Exp. / Eligible Passenger	\$25.86	\$24.21
Transp. Exp. / Passenger		
Dedicated Service	\$23.40	\$21.57
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$39.44	\$39.71
<b>OPERATING</b>		
Registrants / Capita	0.0239	0.0273
Passengers / Capita	0.3561	0.3496
Passengers / Registrant	14.90	12.79
Passengers / Hour (Dedicated Service)	1.69	1.84
Km. / Passenger (Dedicated Service)	9.43	9.78
Average Speed (Dedicated Service)	15.90	18.00

VEHICLE DATA  
(2003)

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

PASSENGER STATISTICS  
(2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	13,286*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	13,286 ( 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**

31,126  
 Wheelchair/Scooter Users: 16,883 (54%)  
 Ambulatory: 14,243 (46%)  
 Attendants/Companions:  
 Other:

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

**ELIGIBILITY CRITERIA \***

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

Note: \* Eligibility Criteria: users who have restricted physical functional mobility.  
 \* Registration fee of \$15.00 per registrant ceased in May 2002.

**VEHICLE KILOMETRES & HOURS**

	2002	2003
Rev. Veh. Km. - Dedicated Service	9,318,159	9,377,716
Tot. Veh. Km. - Dedicated Service	10,098,089	9,988,104
Rev. Veh. Hr. - Dedicated Service	431,012	441,929
Tot. Veh. Hr. - Dedicated Service	469,049	468,452
Non-Dedicated Service - Veh. Km.	1,993,502	1,755,717
Non-Dedicated Service - Veh. Hr.	66,697	58,364

**PASSENGER DATA**

Dedicated Service	1,351,601	1,358,763
Non-Dedicated Service	293,657	247,564
<b>TOTAL PASSENGERS</b>	<b>1,645,258</b>	<b>1,606,327</b>
Subscription/Pre-booked	52%	48%
Reservation	47%	51%
On-Demand/Day of trip	1%	1%
<b>UNACCOMMODATED TRIPS</b>	<b>48,700</b>	<b>49,711</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>46,400</b>	<b>53,692</b>
<b>NUMBER OF COMPLAINTS</b>	<b>2,128</b>	<b>2,110</b>

**OPERATING EXPENSES**

Administration	\$7,926,700	\$8,924,600
Operations:		
Internal - Dedicated Service	\$15,480,700	\$16,232,800
Contract - Dedicated Service	\$8,219,300	\$8,929,000
Contract - Non-Dedicated Service	\$3,663,000	\$3,459,200
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,804,900	\$9,357,200
Fuel	\$1,216,400	\$1,262,600
<b>TOTAL OPERATING EXPENSES</b>	<b>\$45,311,000</b>	<b>\$48,165,400</b>

**OPERATING FUNDING SOURCES**

Passenger Revenue	\$2,332,700	\$2,366,400
Other Operating Revenue *	\$55,000	
<b>Total Operating Revenues</b>	<b>\$2,387,700</b>	<b>\$2,366,400</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$42,923,300	\$45,799,000
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$45,311,000</b>	<b>\$48,165,400</b>

**CAPITAL EXPENSES**

Vehicles Purchased	\$4,740,300	\$1,591,200
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$4,740,300</b>	<b>\$1,591,200</b>

**CAPITAL FUNDING SOURCES**

Transit System	\$1,632,300	
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$3,108,000	\$1,591,200
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$4,740,300</b>	<b>\$1,591,200</b>

**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 (2003)**

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$1.90	\$98.75
Child	\$0.50	\$0.43	
Student	\$1.50	\$1.25	\$83.25
Senior	\$1.50	\$1.25	\$83.25
Attendant			
Companion			
Other	Attendants/Companions: pay regular fare		

**EMPLOYEE DATA (2003)**

	(Full-Time)	(Part-Time)
Operators	230	
Other Operations (e.g. dispatchers)	60	
Maintenance	73	
General Administration	15	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>378</b>	

**Union Affiliations:** Operators: ATU Local 113  
 Maintenance: ATU Local 113

Top Operator Wage Rate: \$23.60  
 Top Mechanic Wage Rate: \$28.70

**PERFORMANCE INDICATORS**

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$17.17	\$18.32
Total Exp. / Passenger	\$27.54	\$29.98
Total Exp. / Eligible Passenger	\$27.54	\$29.98
Transp. Exp. / Passenger		
Dedicated Service	\$24.95	\$26.33
Non-Dedicated Service (e.g. Taxis)	\$12.47	\$13.97
Transp. Exp. / Hour (Dedicated Service)	\$71.89	\$76.38
<b>OPERATING</b>		
Registrants / Capita	0.0110	0.0125
Passengers / Capita	0.6581	0.6425
Passengers / Registrant	59.70	51.61
Passengers / Hour (Dedicated Service)	3.14	3.07
Km. / Passenger (Dedicated Service)	6.89	6.90
Average Speed (Dedicated Service)	21.62	21.22

**VEHICLE DATA  
(2003)**

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	32	32	N/A	3
Accessible Vans/Minivans	73	73	2	3
Small Buses	144	120	5	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>249</b>	<b>225</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A			

**PASSENGER STATISTICS  
(2003)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	827,536	239,496
Wheelchair/Scooter Users	531,227	8,068
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>1,358,763 ( 85%)</b>	<b>247,564 ( 15%)</b>

# TRENT HILLS

## CAMPBELLFORD DISTRICT RURAL TRANS.

Contact: Mr. Ed Dunk  
 Title: Operations Manager  
 Telephone: (705) 653-1900 x248  
 FAX: (705) 653-5203  
 e-mail: shirley.preston@trenthills.ca

Population served: 12,500  
 Service area (km²): 509.5  
 Communities served: 1  
 Service began: 1992  
 Advisory Committee members: 10  
 Eligibility Committee members: 2

## NUMBER OF REGISTRANTS

434  
 Wheelchair/Scooter Users: 104 (24%)  
 Ambulatory: 280 (65%)  
 Attendants/Companions: 50 (12%)  
 Other:

Note: \* Upon request, appointments are available on Saturday, Sunday and holidays.

## ELIGIBILITY CRITERIA

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

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	67,117	46,752
Tot. Veh. Km. - Dedicated Service	67,117	46,752
Rev. Veh. Hr. - Dedicated Service	2,563	2,045
Tot. Veh. Hr. - Dedicated Service	2,563	2,045
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	5,375	4,341
Non-Dedicated Service		
TOTAL PASSENGERS	5,375	4,341
Subscription/Pre-booked	100%	100%
Reservation		
On-Demand/Day of trip		
UNACCOMMODATED TRIPS	200	103
NO-SHOWS/CANCELLED AT DOOR	50	22
NUMBER OF COMPLAINTS	1	

## OPERATING EXPENSES

Administration	\$25,931	\$30,944
Operations:		
Internal - Dedicated Service	\$46,682	\$47,461
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,450	\$14,948
Fuel	\$8,640	\$7,582
TOTAL OPERATING EXPENSES	\$89,703	\$100,935

## OPERATING FUNDING SOURCES

Passenger Revenue	\$21,896	\$17,960
Other Operating Revenue		
Total Operating Revenues	\$21,896	\$17,960
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$30,350	\$30,350
Donations / Other	\$32,645	\$65,985
TOTAL OPERATING FUNDING	\$84,891	\$114,295

## 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:	1 days	
Minimum notice for reservation:	24.0 hours	
Reservations/Scheduling:	Manual	

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.50	\$4.00	
Child			
Student			
Senior			
Attendant	free		
Companion	\$4.50		
Other			

## EMPLOYEE DATA (2003)

	(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

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	24%	18%
Net Operating Cost / Capita	\$5.42	\$6.64
Total Exp. / Passenger	\$16.69	\$23.25
Total Exp. / Eligible Passenger	\$17.33	\$24.37
Transp. Exp. / Passenger		
Dedicated Service	\$11.86	\$16.12
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$24.88	\$34.23
<b>OPERATING</b>		
Registrants / Capita	0.0350	0.0347
Passengers / Capita	0.4300	0.3473
Passengers / Registrant	12.30	10.00
Passengers / Hour (Dedicated Service)	2.10	2.12
Km. / Passenger (Dedicated Service)	12.49	10.77
Average Speed (Dedicated Service)	26.19	22.86

## VEHICLE DATA (2003)

	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair   Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	1	1	5   9
Small Buses			
Other			
TOTAL DED. VEHICLES	1	1	N/A   N/A
Accessible taxis	N/A		

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,113	
Wheelchair/Scooter Users	1,028	
Attendants/Companions	200	
Other		
TOTAL PASSENGER (%Total)	4,341 ( 100%)	( 0%)

# WALLACEBURG

## WALLACEBURG SPECIALIZED TRANSIT SERVICE

Contact: Mr. Stephen Jahns  
 Title: Project Manager, Traffic & Infrastructure  
 Telephone: (519) 360-1998 x3342  
 FAX: (519) 436-3283  
 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** 320  
 Wheelchair/Scooter Users: 120 (38%)  
 Ambulatory: 200 (63%)  
 Attendants/Companions:  
 Other:

Note: \* Other eligibility criteria: doctor recommendation of disability.  
 \* Contractor provides operators and mechanics for Wallaceburg Specialized Transit Service.

### ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS		2002	2003	SERVICE HOURS/SCHEDULING			
Rev. Veh. Km. - Dedicated Service				Weekday: 0800 to 1700	Sunday:		
Tot. Veh. Km. - Dedicated Service				Saturday:	Holiday:		
Rev. Veh. Hr. - Dedicated Service		2,500	2,500	Advanced booking notice:	1 days		
Tot. Veh. Hr. - Dedicated Service		2,500	2,500	Minimum notice for reservation:	2.0 hours		
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual		
Non-Dedicated Service - Veh. Hr.							
PASSENGER DATA				FARE STRUCTURE (2003)	Tickets/Cards	Monthly Pass	
Dedicated Service		6,476	6,600	Cash	(unit price)		
Non-Dedicated Service				Adult	\$3.00		
TOTAL PASSENGERS		6,476	6,600	Child	\$3.00		
Subscription/Pre-booked				Student	\$3.00		
Reservation				Senior	\$3.00		
On-Demand/Day of trip				Attendant	free		
UNACCOMMODATED TRIPS				Companion	free		
NO-SHOWS/CANCELLED AT DOOR				Other 44 rides for \$132			
NUMBER OF COMPLAINTS							
OPERATING EXPENSES				EMPLOYEE DATA (2003) *	(Full-Time)	(Part-Time)	
Administration		\$13,500	\$11,000	Operators			
Operations:				Other Operations (e.g. dispatchers)			
Internal - Dedicated Service				Maintenance			
Contract - Dedicated Service		\$79,500	\$83,000	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		\$93,000	\$94,000	Top Operator Wage Rate:			
OPERATING FUNDING SOURCES				Top Mechanic Wage Rate:			
Passenger Revenue		\$22,000	\$19,000				
Other Operating Revenue							
Total Operating Revenues		\$22,000	\$19,000				
Federal Contributions							
Provincial Contributions							
Municipal Contributions		\$68,000	\$71,700				
Donations / Other		\$3,000	\$3,300				
TOTAL OPERATING FUNDING		\$93,000	\$94,000				
CAPITAL EXPENSES				PERFORMANCE INDICATORS			
Vehicles Purchased				FINANCIAL		2002	2003
Debt Servicing				R/C Ratio		24%	20%
Other Capital Expenses				Net Operating Cost / Capita		\$6.02	\$6.36
TOTAL CAPITAL EXPENSES				Total Exp. / Passenger		\$14.36	\$14.24
CAPITAL FUNDING SOURCES				Total Exp. / Eligible Passenger		\$15.60	\$15.41
Transit System				Transp. Exp. / Passenger			
Federal Contributions				Dedicated Service		\$12.28	\$12.58
Provincial Contributions				Non-Dedicated Service (e.g. Taxis)			
Municipal Contributions				Transp. Exp. / Hour (Dedicated Service)		\$31.80	\$33.20
Donations / Other							
TOTAL CAPITAL FUNDING				OPERATING			
				Registrants / Capita		0.0281	0.0271
				Passengers / Capita		0.5488	0.5593
				Passengers / Registrant		19.56	20.63
				Passengers / Hour (Dedicated Service)		2.59	2.64
				Km. / Passenger (Dedicated Service)			
				Average Speed (Dedicated Service)			

VEHICLE DATA (2003)		Veh. Peak	Avg. Capacity per Veh.	
Number			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		N/A		

PASSENGER STATISTICS (2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,100	
Wheelchair/Scooter Users	2,000	
Attendants/Companions	500	
Other		
TOTAL PASSENGER (%Total)	6,600 ( 100%)	( 0%)



# WELLAND

## WELLAND HANDI-TRANS

Contact: Ms. Margaret Fortin  
 Title: Office Coordinator  
 Telephone: (905) 732-6844  
 FAX: (905) 732-9422  
 e-mail: margaret.fortin@city.welland.on.ca

Population served: 46,965  
 Service area (km²): 86.0  
 Communities served: 1  
 Service began: 1981  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

976  
 Wheelchair/Scooter Users: 310 (32%)  
 Ambulatory: 635 (65%)  
 Attendants/Companions: 31 (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

Note: \* IRD maximizes client bookings to same destination locations.  
 \* Inter-municipal specialized transportation for medical trips only are not included in survey.  
 \* June 22 - Sept. 1, 2003 (10-week summer schedule).

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	91,205	81,165
Tot. Veh. Km. - Dedicated Service	95,756	85,845
Rev. Veh. Hr. - Dedicated Service	4,859	4,445
Tot. Veh. Hr. - Dedicated Service	4,934	4,653
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	18,667	16,702
Non-Dedicated Service		
TOTAL PASSENGERS	18,667	16,702
Subscription/Pre-booked	68%	67%
Reservation	29%	30%
On-Demand/Day of trip	3%	3%
UNACCOMMODATED TRIPS	120	192
NO-SHOWS/CANCELLED AT DOOR	180	76
NUMBER OF COMPLAINTS	15	48

## OPERATING EXPENSES

Administration	\$55,200	\$67,440
Operations:		
Internal - Dedicated Service	\$151,015	\$151,881
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$49,564	\$40,388
Fuel	\$15,736	\$15,588
TOTAL OPERATING EXPENSES	\$271,515	\$275,297

## OPERATING FUNDING SOURCES

Passenger Revenue	\$30,428	\$27,673
Other Operating Revenue	\$5,451	\$6,554
Total Operating Revenues	\$35,879	\$34,227
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$235,636	\$239,070
Donations / Other		\$2,000
TOTAL OPERATING FUNDING	\$271,515	\$275,297

## CAPITAL EXPENSES

Vehicles Purchased	\$83,170	\$87,173
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$83,170	\$87,173

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$24,975	\$28,767
Municipal Contributions	\$58,195	\$58,406
Donations / Other		
TOTAL CAPITAL FUNDING	\$83,170	\$87,173

## SERVICE HOURS/SCHEDULING

Weekday: 0715 to 1900 Sunday:  
 Saturday: 1000 to 1800 Holiday:  
 Advanced booking notice: 14 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Fully Computerized

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.20	\$1.59	
Child	\$2.20	\$1.59	
Student	\$2.20	\$1.59	
Senior	\$2.20	\$1.41	
Attendant	\$2.20	\$1.59	
Companion	\$2.20	\$1.59	
Other CNIB - free			

## EMPLOYEE DATA (2003)

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

Union Affiliations: Operators: ATU Local 1633  
 Maintenance: ATU Local 1633

Top Operator Wage Rate: \$19.16  
 Top Mechanic Wage Rate: \$21.66

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	13%	12%
Net Operating Cost / Capita	\$5.02	\$5.13
Total Exp. / Passenger	\$14.55	\$16.48
Total Exp. / Eligible Passenger	\$14.98	\$17.43
Transp. Exp. / Passenger		
Dedicated Service	\$11.59	\$12.45
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$43.84	\$44.67
<b>OPERATING</b>		
Registrants / Capita	0.0205	0.0208
Passengers / Capita	0.3975	0.3556
Passengers / Registrant	19.40	17.11
Passengers / Hour (Dedicated Service)	3.84	3.76
Km. / Passenger (Dedicated Service)	4.89	4.86
Average Speed (Dedicated Service)	18.77	18.26

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	10,432	
Wheelchair/Scooter Users	5,365	
Attendants/Companions	518	
Other	387	
TOTAL PASSENGER (%Total)	16,702 ( 100%)	( 0%)

# WEST ELGIN

## FOUR COUNTIES TRANSPORTATION

Contact: Ms. Joanne Groch  
Title: Administrator/Treasurer  
Telephone: (519) 785-0560  
FAX: (519) 785-0644  
e-mail:

Population served: 22,000  
Service area (km²): 323.0  
Communities served: 6  
Service began: 1994  
Advisory Committee members: 9  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

58  
Wheelchair/Scooter Users: 16 (28%)  
Ambulatory: 42 (72%)  
Attendants/Companions:  
Other:

Note: \* Other Eligibility Criteria: Application to be signed by health care professional or physician.

\* Service available at other times upon request.

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

	2002	2003
Rev. Veh. Km. - Dedicated Service	51,424	37,354
Tot. Veh. Km. - Dedicated Service	51,424	37,354
Rev. Veh. Hr. - Dedicated Service	1,418	1,045
Tot. Veh. Hr. - Dedicated Service	1,418	1,045
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	1,169	946
Non-Dedicated Service		
TOTAL PASSENGERS	1,169	946
Subscription/Pre-booked	100%	100%
Reservation		
On-Demand/Day of trip		
UNACCOMMODATED TRIPS		
NO-SHOWS/CANCELLED AT DOOR	5	3
NUMBER OF COMPLAINTS	3	1

## OPERATING EXPENSES

Administration	\$1,360	\$1,354
Operations:		
Internal - Dedicated Service	\$20,105	\$21,182
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,521	\$4,122
Fuel	\$6,035	\$5,007
TOTAL OPERATING EXPENSES	\$32,021	\$31,665

## OPERATING FUNDING SOURCES

Passenger Revenue	\$11,148	\$12,327
Other Operating Revenue		
Total Operating Revenues	\$11,148	\$12,327
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$19,973	\$17,838
Donations / Other	\$900	\$1,500
TOTAL OPERATING FUNDING	\$32,021	\$31,665

## CAPITAL EXPENSES

Vehicles Purchased		\$59,578
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$59,578

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$19,839
Municipal Contributions		
Donations / Other		\$39,739
TOTAL CAPITAL FUNDING		\$59,578

## SERVICE HOURS/SCHEDULING \*

Weekday: 0900 to 1600 Sunday:  
Saturday: Holiday:  
Advanced booking notice:  
Minimum notice for reservation:  
Reservations/Scheduling: Manual

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$8.00		
Child	\$8.00		
Student	\$8.00		
Senior	\$8.00		
Attendant	\$8.00		
Companion	\$8.00		
Other	* round trip fare		

## EMPLOYEE DATA (2003)

	(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: \$16.10  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	35%	39%
Net Operating Cost / Capita	\$0.95	\$0.88
Total Exp. / Passenger	\$27.39	\$33.47
Total Exp. / Eligible Passenger	\$27.39	\$33.47
Transp. Exp. / Passenger		
Dedicated Service	\$26.23	\$32.04
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$21.62	\$29.01
<b>OPERATING</b>		
Registrants / Capita	0.0033	0.0026
Passengers / Capita	0.0531	0.0430
Passengers / Registrant	16.01	16.31
Passengers / Hour (Dedicated Service)	0.82	0.91
Km. / Passenger (Dedicated Service)	43.99	39.49
Average Speed (Dedicated Service)	36.27	35.75

## VEHICLE DATA (2003)

	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	N/A			

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	836	
Wheelchair/Scooter Users	110	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	946 ( 100%)	( 0%)

# WEST PERTH

## MITCHELL & AREA MOBILITY BUS

Contact: Ms. Vicky WolfeHinz  
 Title: Bus Manager  
 Telephone: (519) 348-9765  
 FAX: (519) 348-4420  
 e-mail: maco@ritzlutheranvilla.com

Population served: 9,129  
 Service area (km²): 579.4  
 Communities served: 1  
 Service began: 1989  
 Advisory Committee members: 12  
 Eligibility Committee members: 2

## NUMBER OF REGISTRANTS

366  
 Wheelchair/Scooter Users: 153 (42%)  
 Ambulatory: 192 (52%)  
 Attendants/Companions: 21 (6%)  
 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: \* Fares: \$5 for trips more than 2km beyond town boundary within municipality.  
 \* Service hours are: Tuesday 1000-1500, Wednesday 0900-1300, Thursday/Friday 0900-1700. Service also available outside of these hours through charter bookings.

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	20,667	24,791
Tot. Veh. Km. - Dedicated Service	21,652	25,806
Rev. Veh. Hr. - Dedicated Service	2,942	2,245
Tot. Veh. Hr. - Dedicated Service	3,242	2,555
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	5,470	6,063
Non-Dedicated Service		
TOTAL PASSENGERS	5,470	6,063
Subscription/Pre-booked	85%	75%
Reservation	10%	20%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	5	7
NO-SHOWS/CANCELLED AT DOOR	5	8
NUMBER OF COMPLAINTS	3	2

## OPERATING EXPENSES

Administration	\$10,060	\$9,586
Operations:		
Internal - Dedicated Service	\$35,045	\$33,675
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,598	\$6,746
Fuel	\$4,100	\$4,890
TOTAL OPERATING EXPENSES	\$55,803	\$54,897

## OPERATING FUNDING SOURCES

Passenger Revenue	\$11,684	\$12,733
Other Operating Revenue	\$7,962	\$10,243
Total Operating Revenues	\$19,646	\$22,976
Federal Contributions		
Provincial Contributions	\$11,640	\$11,640
Municipal Contributions	\$12,000	\$12,000
Donations / Other	\$12,517	\$12,860
TOTAL OPERATING FUNDING	\$55,803	\$59,476

## CAPITAL EXPENSES

Vehicles Purchased	\$93,767
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$93,767

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$6,000
Donations / Other	\$87,767
TOTAL CAPITAL FUNDING	\$93,767

## SERVICE HOURS/SCHEDULING \*

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

## FARE STRUCTURE (2003) \*

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50		
Child	\$2.50		
Student	\$2.50		
Senior	\$2.50		
Attendant	free		
Companion	free		
Other	Charter rates: \$35 driving \$25 waiting/standing		

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators		7
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES		8

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

Top Operator Wage Rate: \$15.62  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	35%	42%
Net Operating Cost / Capita	\$3.96	\$3.50
Total Exp. / Passenger	\$10.20	\$9.05
Total Exp. / Eligible Passenger	\$10.20	\$9.05
Transp. Exp. / Passenger		
Dedicated Service	\$8.36	\$7.47
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$14.11	\$17.73
<b>OPERATING</b>		
Registrants / Capita	0.0342	0.0401
Passengers / Capita	0.5992	0.6641
Passengers / Registrant	17.53	16.57
Passengers / Hour (Dedicated Service)	1.86	2.70
Km. / Passenger (Dedicated Service)	3.78	4.09
Average Speed (Dedicated Service)	7.02	11.04

## VEHICLE DATA (2003)

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

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	6,063*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	6,063 ( 100%)	( 0%)
* Total for all categories		

## HANDI TRANSIT - WHITBY

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

Population served: 100,000  
 Service area (km²): 200.0  
 Communities served: 1  
 Service began: 1979  
 Advisory Committee members: 10  
 Eligibility Committee members: 10

## NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 333 (61%)  
 Ambulatory: 210 (39%)  
 Attendants/Companions:  
 Other:

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

## ELIGIBILITY CRITERIA

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

Note: \* Administration expenses/ resources shared with Oshawa, Clarington, and Scugog-Uxbridge. Expenses allocated appropriate to population.

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	92,000	12,600
Tot. Veh. Km. - Dedicated Service	92,000	12,600
Rev. Veh. Hr. - Dedicated Service	4,970	7,200
Tot. Veh. Hr. - Dedicated Service	4,970	7,200
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## SERVICE HOURS/SCHEDULING

Weekday: 0630 to 2300 Sunday: 0900 to 2200  
 Saturday: 0630 to 2300 Holiday: 0900 to 2200  
 Advanced booking notice: 14 days  
 Minimum notice for reservation: 2.0 hours  
 Reservations/Scheduling: Partially Computerized

## PASSENGER DATA

Dedicated Service	10,913	13,547
Non-Dedicated Service	1,052	1,090
TOTAL PASSENGERS	11,965	14,637
Subscription/Pre-booked	35%	35%
Reservation	60%	60%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	215	86
NO-SHOWS/CANCELLED AT DOOR	207	68
NUMBER OF COMPLAINTS		

## FARE STRUCTURE (2003)

	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 (2003)

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

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

Top Operator Wage Rate: \$16.05  
 Top Mechanic Wage Rate:

## OPERATING EXPENSES

Administration *	\$57,027	\$63,761
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$119,216	\$163,407
Contract - Non-Dedicated Service	\$7,946	\$7,594
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$35,832	\$36,930
Fuel	\$13,252	\$21,618
TOTAL OPERATING EXPENSES	\$233,273	\$293,310

## OPERATING FUNDING SOURCES

Passenger Revenue	\$36,107	\$47,027
Other Operating Revenue		
Total Operating Revenues	\$36,107	\$47,027
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$197,166	\$246,283
Donations / Other		
TOTAL OPERATING FUNDING	\$233,273	\$293,310

## CAPITAL EXPENSES

Vehicles Purchased	\$78,000
Debt Servicing	
Other Capital Expenses	\$800
TOTAL CAPITAL EXPENSES	\$78,800

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$78,800
Donations / Other	
TOTAL CAPITAL FUNDING	\$78,800

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	15%	16%
Net Operating Cost / Capita	\$2.05	\$2.46
Total Exp. / Passenger	\$19.50	\$20.04
Total Exp. / Eligible Passenger	\$20.96	\$21.39
Transp. Exp. / Passenger		
Dedicated Service	\$15.42	\$16.38
Non-Dedicated Service (e.g. Taxis)	\$7.55	\$6.97
Transp. Exp. / Hour (Dedicated Service)	\$33.86	\$30.83
<b>OPERATING</b>		
Registrants / Capita	0.0035	0.0054
Passengers / Capita	0.1246	0.1464
Passengers / Registrant	35.19	26.96
Passengers / Hour (Dedicated Service)	2.20	1.88
Km. / Passenger (Dedicated Service)	8.43	0.93
Average Speed (Dedicated Service)	18.51	1.75

## VEHICLE DATA

(2003)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	4	3	7 4
Other			
TOTAL DED. VEHICLES	4	3	N/A N/A
Accessible taxis	N/A		

## PASSENGER STATISTICS

(2003)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,840	1,090
Wheelchair/Scooter Users	9,785	
Attendants/Companions	922	
Other		
TOTAL PASSENGER (%Total)	13,547 ( 93%)	1,090 ( 7%)

# WINDSOR

## HANDI-TRANSIT WINDSOR

Contact: Ms. Lori Colenutt  
Title: General Manager  
Telephone: (519) 966-0930  
FAX: (519) 966-1249  
e-mail: handtrn@mnsi.net

Population served: 208,402  
Service area (km²): 120.6  
Communities served: 2  
Service began: 1978  
Advisory Committee members: 11  
Eligibility Committee members: 2

## NUMBER OF REGISTRANTS

2,190  
Wheelchair/Scooter Users: 1,301 (59%)  
Ambulatory: 871 (40%)  
Attendants/Companions:  
Other: 18 (1%)

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

	2002	2003
Rev. Veh. Km. - Dedicated Service	207,676	195,457
Tot. Veh. Km. - Dedicated Service	327,807	306,820
Rev. Veh. Hr. - Dedicated Service	15,280	14,913
Tot. Veh. Hr. - Dedicated Service	15,280	14,913
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	41,459	39,017
Non-Dedicated Service		
TOTAL PASSENGERS	41,459	39,017
Subscription/Pre-booked	63%	57%
Reservation	30%	34%
On-Demand/Day of trip	7%	9%
UNACCOMMODATED TRIPS	8	5
NO-SHOWS/CANCELLED AT DOOR	564	505
NUMBER OF COMPLAINTS	3	4

## OPERATING EXPENSES

Administration	\$209,136	\$209,862
Operations:		
Internal - Dedicated Service	\$510,073	\$530,827
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$53,351	\$56,703
Fuel	\$54,097	\$54,033
TOTAL OPERATING EXPENSES	\$826,657	\$851,425

## OPERATING FUNDING SOURCES

Passenger Revenue	\$133,800	\$121,858
Other Operating Revenue	\$22,132	\$13,480
Total Operating Revenues	\$155,932	\$135,338
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$668,951	\$702,897
Donations / Other		
TOTAL OPERATING FUNDING	\$824,883	\$838,235

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing	\$34,591	\$38,136
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$34,591	\$38,136

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$34,591	\$38,136
Donations / Other		
TOTAL CAPITAL FUNDING	\$34,591	\$38,136

## 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 (2003)

	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 (2003)

	(Full-Time)	(Part-Time)
Operators	5	11
Other Operations (e.g. dispatchers)	2	3
Maintenance		
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	8	14

Union Affiliations: Operators: Teamsters Local 880  
Maintenance: N/A

Top Operator Wage Rate: \$16.18  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	19%	16%
Net Operating Cost / Capita	\$3.22	\$3.44
Total Exp. / Passenger	\$19.94	\$21.82
Total Exp. / Eligible Passenger	\$21.51	\$23.24
Transp. Exp. / Passenger		
Dedicated Service	\$14.89	\$16.44
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$40.41	\$43.02
<b>OPERATING</b>		
Registrants / Capita	0.0112	0.0105
Passengers / Capita	0.1989	0.1872
Passengers / Registrant	17.73	17.82
Passengers / Hour (Dedicated Service)	2.71	2.62
Km. / Passenger (Dedicated Service)	5.01	5.01
Average Speed (Dedicated Service)	13.59	13.11

## VEHICLE DATA (2003)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	12	10	5	6
Other				
TOTAL DED. VEHICLES	12	10	N/A	N/A
Accessible taxis	N/A			

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	20,030	
Wheelchair/Scooter Users	16,601	
Attendants/Companions	2,386	
Other		
TOTAL PASSENGER (%Total)	39,017 ( 100%)	( 0%)

# WOODSTOCK

## WOODSTOCK PARATRANSIT

Contact: Mr. Rick D'Entremont  
 Title: Transit Superintendent  
 Telephone: (519) 539-2382 x818  
 FAX: (519) 421-3250  
 e-mail: rdentremont@city.woodstock.on.ca

Population served: 34,000  
 Service area (km²): 30.0  
 Communities served: 1  
 Service began: 1979  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 84 (56%)  
 Ambulatory: 66 (44%)  
 Attendants/Companions:  
 Other:  
 Registration Fee: \$20.00

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

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	23,780	23,501
Tot. Veh. Km. - Dedicated Service	23,780	23,501
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	4,546	5,070
Non-Dedicated Service	2,147	1,874
<b>TOTAL PASSENGERS</b>	<b>6,693</b>	<b>6,944</b>
Subscription/Pre-booked	50%	95%
Reservation	48%	5%
On-Demand/Day of trip	2%	
<b>UNACCOMMODATED TRIPS</b>	<b>34</b>	<b>69</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>31</b>	<b>77</b>
<b>NUMBER OF COMPLAINTS</b>	<b>2</b>	<b>8</b>

## OPERATING EXPENSES

Administration	\$23,349	\$23,708
Operations:		
Internal - Dedicated Service	\$35,851	\$38,476
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$5,082	\$4,530
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$15,132	\$18,827
Fuel	\$4,054	\$4,806
<b>TOTAL OPERATING EXPENSES</b>	<b>\$83,467</b>	<b>\$90,347</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$11,725	\$18,272
Other Operating Revenue	\$2,750	\$3,000
<b>Total Operating Revenues</b>	<b>\$14,475</b>	<b>\$21,272</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$68,992	\$69,075
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$83,467</b>	<b>\$90,347</b>

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		\$20,000
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$20,000</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$20,000
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$20,000</b>

## SERVICE HOURS/SCHEDULING

Weekday: 0830 to 1630 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 1 days  
 Minimum notice for reservation:  
 Reservations/Scheduling: Partially Computerized

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$2.73	
Child	\$3.00	\$2.73	
Student	\$3.00	\$2.73	
Senior	\$3.00	\$2.73	
Attendant	\$3.00	\$2.73	
Companion	\$3.00	\$2.73	
Other			

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators		5
Other Operations (e.g. dispatchers)		1
Maintenance		
General Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>		<b>7</b>

**Union Affiliations:** Operators: CUPE Local 1146  
 Maintenance: N/A

Top Operator Wage Rate: \$18.99  
 Top Mechanic Wage Rate: \$21.36

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	17%	24%
Net Operating Cost / Capita	\$2.03	\$2.03
Total Exp. / Passenger	\$12.47	\$13.01
Total Exp. / Eligible Passenger	\$12.47	\$13.50
Transp. Exp. / Passenger		
Dedicated Service	\$12.11	\$12.25
Non-Dedicated Service (e.g. Taxis)	\$2.37	\$2.42
Transp. Exp. / Hour (Dedicated Service)	\$35.28	\$39.81
<b>OPERATING</b>		
Registrants / Capita	0.0038	0.0044
Passengers / Capita	0.1969	0.2042
Passengers / Registrant	51.88	46.29
Passengers / Hour (Dedicated Service)	2.91	3.25
Km. / Passenger (Dedicated Service)	5.23	4.64
Average Speed (Dedicated Service)	15.24	15.06

## VEHICLE DATA (2003)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	1	4	6
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	3			

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	4,818	1,874
Wheelchair/Scooter Users		
Attendants/Companions	252	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>5,070 ( 73%)</b>	<b>1,874 ( 27%)</b>

# WOOLWICH, WELLESLEY, & WILMOT

## WOOLWICH TRANSIT INC.

Contact: Ms. Cheryl Fisher  
Title: Transit Manager  
Telephone: (519) 669-4533  
FAX: (519) 669-3124  
e-mail: kiwanistransit@sympatico.ca

Population served: 46,360  
Service area (km²): 843.0  
Communities served: 3  
Service began: 1992  
Advisory Committee members: 12  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

906  
Wheelchair/Scooter Users: 217 (24%)  
Ambulatory: 689 (76%)  
Attendants/Companions:  
Other:

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

## ELIGIBILITY CRITERIA \*

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

Note: \* Eligibility Criteria: persons with mentally or physical challenges or minimum 65 years are eligible to use the service.  
\* Upon request, Woolwich Transit Inc. might arrange Saturday, Sunday, and Holiday service.

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	216,640	224,993
Tot. Veh. Km. - Dedicated Service	216,640	225,351
Rev. Veh. Hr. - Dedicated Service	7,124	7,984
Tot. Veh. Hr. - Dedicated Service	7,124	7,984
Non-Dedicated Service - Veh. Km.	9,183	22,257
Non-Dedicated Service - Veh. Hr.	294	572

## PASSENGER DATA

Dedicated Service	20,507	19,574
Non-Dedicated Service	832	1,306
TOTAL PASSENGERS	21,339	20,880
Subscription/Pre-booked	76%	81%
Reservation	22%	17%
On-Demand/Day of trip	2%	2%
UNACCOMMODATED TRIPS	487	333
NO-SHOWS/CANCELLED AT DOOR	53	38
NUMBER OF COMPLAINTS	12	7

## OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service	\$273,000	\$308,098
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$9,450	\$16,516
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$25,100	\$34,627
Fuel	\$30,200	\$33,634
TOTAL OPERATING EXPENSES	\$337,750	\$392,875

## OPERATING FUNDING SOURCES

Passenger Revenue	\$63,136	\$63,444
Other Operating Revenue		
Total Operating Revenues	\$63,136	\$63,444
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$267,000	\$306,150
Donations / Other	\$7,700	\$7,700
TOTAL OPERATING FUNDING	\$337,836	\$377,294

## 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 1800 Sunday:  
Saturday: Holiday:  
Advanced booking notice: 2 days  
Minimum notice for reservation: 48.0 hours  
Reservations/Scheduling: Partially Computerized

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00		
Child	\$2.00		
Student	\$2.00		
Senior	\$2.00		
Attendant	free		
Companion			
Other to Kitchener/Waterloo	\$6		

## EMPLOYEE DATA (2003)

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

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

Top Operator Wage Rate: \$16.20  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	19%	16%
Net Operating Cost / Capita	\$6.10	\$7.11
Total Exp. / Passenger	\$15.83	\$18.82
Total Exp. / Eligible Passenger	\$16.51	\$19.79
Transp. Exp. / Passenger		
Dedicated Service	\$16.01	\$19.23
Non-Dedicated Service (e.g. Taxis)	\$11.36	\$12.65
Transp. Exp. / Hour (Dedicated Service)	\$46.08	\$47.14

## OPERATING

Registrants / Capita	0.0186	0.0195
Passengers / Capita	0.4742	0.4504
Passengers / Registrant	25.53	23.05
Passengers / Hour (Dedicated Service)	2.88	2.45
Km. / Passenger (Dedicated Service)	10.56	11.49
Average Speed (Dedicated Service)	30.41	28.18

## VEHICLE DATA (2003)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	3	3	4	12
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Accessible taxis	N/A			

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	15,109	1,306
Wheelchair/Scooter Users	3,439	
Attendants/Companions	1,026	
Other		
TOTAL PASSENGER (%Total)	19,574 ( 94%)	1,306 ( 6%)

# YORK REGION

## YRT MOBILITY PLUS

Contact: Ms. Cherrie-Marie Chiu  
Title: Policy Analyst  
Telephone: (905) 762-1282 x5649  
FAX: (905) 762-2113  
e-mail: cherrie-marie.chiu@region.york.on.ca

Population served: 842,416  
Service area (km²): 1,775.0  
Communities served: 9  
Service began: 2001  
Advisory Committee members: 11  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

5,267  
Wheelchair/Scooter Users: 1,424 (27%)  
Ambulatory: 3,843 (73%)  
Attendants/Companions:  
Other:

Dedicated Service operated by: Transit System + 3 contractor  
Non-Ded. Service (e.g. Taxis) operated by: 8 taxi companies  
Taxi Scrip Program available: YES

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2002	2003
Rev. Veh. Km. - Dedicated Service	300,200	292,637
Tot. Veh. Km. - Dedicated Service	300,200	292,637
Rev. Veh. Hr. - Dedicated Service	23,211	22,383
Tot. Veh. Hr. - Dedicated Service	23,211	22,383
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	49,765	41,742
Non-Dedicated Service	141,637	169,124
<b>TOTAL PASSENGERS</b>	<b>191,402</b>	<b>210,866</b>
Subscription/Pre-booked	65%	54%
Reservation	33%	45%
On-Demand/Day of trip	2%	1%
UNACCOMMODATED TRIPS	5	
NO-SHOWS/CANCELLED AT DOOR	9,336	3,270
NUMBER OF COMPLAINTS	75	97

## OPERATING EXPENSES

Administration	\$333,600	\$282,403
Operations:		
Internal - Dedicated Service	\$749,309	\$852,026
Contract - Dedicated Service	\$148,065	\$275,119
Contract - Non-Dedicated Service	\$2,593,119	\$3,468,163
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$278,126	\$397,317
Fuel	\$33,000	\$95,480
<b>TOTAL OPERATING EXPENSES</b>	<b>\$4,135,219</b>	<b>\$5,370,508</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$387,750	\$457,306
Other Operating Revenue	\$40,431	\$53,923
<b>Total Operating Revenues</b>	<b>\$428,181</b>	<b>\$511,229</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$3,640,460	\$4,849,279
Donations / Other	\$66,578	\$10,000
<b>TOTAL OPERATING FUNDING</b>	<b>\$4,135,219</b>	<b>\$5,370,508</b>

## CAPITAL EXPENSES

Vehicles Purchased		\$1,559,190
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$1,559,190</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$219,026
Municipal Contributions		\$511,950
Donations / Other		\$828,214
<b>TOTAL CAPITAL FUNDING</b>		<b>\$1,559,190</b>

## SERVICE HOURS/SCHEDULING

Weekday: 0600 to 2400 Sunday: 0830 to 2200  
Saturday: 0600 to 2400 Holiday: 0830 to 2200  
Advanced booking notice: 2 days  
Minimum notice for reservation:  
Reservations/Scheduling: Partially Computerized

## FARE STRUCTURE (2003)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$1.90	\$72.00
Child	\$2.25	\$1.90	\$72.00
Student	\$2.25	\$1.90	\$72.00
Senior	\$2.25	\$1.90	\$72.00
Attendant	\$2.25	\$1.90	\$72.00
Companion	\$2.25	\$1.90	\$72.00
Other	GTA Weekly pass \$41.25		

## EMPLOYEE DATA (2003)

	(Full-Time)	(Part-Time)
Operators	11	2
Other Operations (e.g. dispatchers)	9	2
Maintenance		
General Administration	4	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>24</b>	<b>4</b>

**Union Affiliations:** Operators: CUPE Local 905  
Maintenance: N/A

Top Operator Wage Rate: \$20.83  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2002	2003
<b>FINANCIAL</b>		
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$4.49	\$5.77
Total Exp. / Passenger	\$21.60	\$25.47
Total Exp. / Eligible Passenger	\$22.39	\$26.61
Transp. Exp. / Passenger		
Dedicated Service	\$24.28	\$38.81
Non-Dedicated Service (e.g. Taxis)	\$18.31	\$20.51
Transp. Exp. / Hour (Dedicated Service)	\$52.07	\$72.37
<b>OPERATING</b>		
Registrants / Capita	0.0077	0.0063
Passengers / Capita	0.2318	0.2503
Passengers / Registrant	30.26	40.04
Passengers / Hour (Dedicated Service)	2.14	1.86
Km. / Passenger (Dedicated Service)	6.03	7.01
Average Speed (Dedicated Service)	12.93	13.07

## VEHICLE DATA (2003)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	13	10	2	3
Small Buses	12	10	5	11
Other				
<b>TOTAL DED. VEHICLES</b>	<b>25</b>	<b>20</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	23			

## PASSENGER STATISTICS (2003)

	Dedicated Service	Non-Dedicated Service
Ambulatory	26,683	131,546
Wheelchair/Scooter Users	12,103	31,474
Attendants/Companions	2,956	6,104
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>41,742 ( 20%)</b>	<b>169,124 ( 80%)</b>