

Ontario Specialized Transit Services Fact Book

2016 Operating Data

prepared for
The Ontario Ministry of Transportation

by
The Canadian Urban Transit Association

Abstract

The Ontario Urban Transit Fact Book is a summary of operating and financial statistics voluntarily submitted by Ontario transit systems, through the Urban Transit Statistics (UTS) questionnaire administered by the Canadian Urban Transit Association (CUTA). The report was prepared through a cooperative agreement between CUTA and the Ontario Ministry of Transportation (MTO).

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<p>Abstract</p> <p>The Ontario Specialized Transit Services Fact Book – 2016 Operating Data contains operating statistics collected from 80 Ontario specialized transit systems which provide transit services for persons with disabilities.</p> <p>The Fact Book provides detailed data for 2015 and 2016, along with key performance indicators, for each of the specialized transit systems. The report also provides summary information for the province and population groups.</p>		
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Notes on 2016 Data

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

The completion and submission of the annual questionnaire is required from all Ontario municipalities wishing to receive Ontario gas tax funding as part of the 2017 Dedicated Gas Tax allocation.

I. ONTARIO SUMMARY

Number of Systems Reporting:	80	Systems with Dedicated Service:	78	98%	REGISTRANTS	Active	Total
Population served:	12,213,510	Operated by:			Wheelchair/Scooter Users:	60,187	87,295
Service area (km²):	616,303.9	Transit System/Municipality:	40	50%	Ambulatory:	92,696	119,587
Communities served:	164	Private Contractor:	25	31%	Attendants:	3,231	4,071
Eligibility Criteria:	Unable to Board: 68% Unable to Use: 75% Other Criteria: 45%	Private Non-Profit Organization: Systems with Non-Dedicated Service: Systems with a Taxi Scrip Program:	30 35 10	38% 44% 13%	Companions: Other: Total:	270 2,323 166,642	246 3,422 223,584

OPERATING DATA		2015	2016	SCHEDULING		
Number of transit systems reporting		79	80	Advanced booking notice:	31 day(s)	
Rev. Veh. Km. - Dedicated Service	46,433,384	44,910,921		Minimum notice for reservation:	20.9 hour(s)	
Tot. Veh. Km. - Dedicated Service	54,238,169	53,263,052				
Rev. Veh. Hrs. - Dedicated Service	2,415,108	2,397,571				
Tot. Veh. Hrs. - Dedicated Service	2,671,067	2,562,174				
Non-Dedicated Service - Veh. Km.	7,103,417	11,652,542				
Non-Dedicated Service - Veh. Hrs.	278,414	446,907				
PASSENGER DATA				FARE STRUCTURE (Average)		
Dedicated Service	6,363,036	6,554,865		Cash	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service	2,087,927	2,453,195		Adult	\$3.88	\$78.59
TOTAL PASSENGERS	8,450,963	9,008,060		Child	\$3.17	\$56.24
Subscription / Pre-booked	45%	49%		Student	\$3.47	\$64.48
Reservation	45%	43%		Senior	\$3.51	\$54.78
On-Demand / Day of trip	10%	10%		Attendant	\$3.47	\$64.00
Cancelled in advance	1,745,684	1,814,867		Companion	\$3.07	\$73.28
No-shows / Cancelled at door	172,260	210,167				
Unaccommodated trips	143,974	121,501				
Number of complaints	12,463	13,686				
OPERATING EXPENSES				EMPLOYEE DATA	Full-time	Part-time
Administration	\$31,046,290	\$32,107,443		Operators	883	390
Operations:				Other Operations	228	68
Internal - Dedicated Service	\$97,082,531	\$97,787,803		Vehicle Mechanics	131	11
Contract - Dedicated Service	\$59,232,957	\$68,502,593		General and Administration	141	38
Contract - Non-Dedicated Service	\$40,263,823	\$44,243,332		Other	23	27
Contract - Taxi Scrip	\$2,439,235	\$2,687,990				
Maintenance (Vehicles & Facilities)	\$28,696,545	\$27,572,612		TOTAL NUMBER OF EMPLOYEES	1,406	534
Fuel	\$8,619,430	\$7,603,940				
TOTAL OPERATING EXPENSES	\$267,380,811	\$280,505,713				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS						
Passenger Revenue	\$19,389,063	\$20,651,622				
Other Operating Revenue	\$909,325	\$808,946				
Total Operating Revenue	\$20,298,388	\$21,478,087				
Federal Contributions		\$68,942				
Provincial Contributions	\$9,563,956	\$10,381,244				
Municipal Contributions	\$237,387,542	\$248,073,016				
Other / Donations	\$530,561	\$626,558				
TOTAL	\$267,780,446	\$280,627,847				
CAPITAL EXPENSES						
Vehicles Purchased	\$10,681,444	\$16,350,847				
Debt Servicing		\$50,686				
Other Capital Expenses	\$1,949,433	\$3,357,685				
TOTAL CAPITAL EXPENSES	\$12,630,876	\$19,759,219				
CAPITAL FUNDING SOURCES						
Transit System	\$687,725	\$139,537				
Federal Contributions	\$4,801,639	\$7,867,680				
Provincial Contributions	\$2,938,891	\$2,600,494				
Municipal Contributions	\$3,355,230	\$8,799,280				
Other / Donations	\$922,892	\$809,747				
TOTAL CAPITAL FUNDING	\$12,706,378	\$20,216,738				
* Note that all transit systems do not always report all data items.						
PASSENGER DATA		Ded. Service	Non-Ded. Service			
Ambulatory		4,010,925	1,975,135			
Wheelchair/Scooter Users		2,063,406	232,106			
Attendants		276,559	61,401			
Companions		129,721	31,841			
Other (specified)		70,014	152,709			
TOTAL		6,550,625	2,453,192			
VEHICLE DATA		Number	Veh. Peak	Avg. Capacity per Veh.		
Non-Accessible Cars	418	332	N/A			
Accessible Vans / Minivans	552	474	1	2		
Small Buses	652	532	2	6		
Other	67	65		1		
TOTAL DED. VEHICLES	1,689	1,403				
Accessible taxis:	193		N/A			

II. Population Group Summaries

Municipality	Page #	Municipality	Page #
Population Group 1 (population > 150,000)			
Burlington	8	Chapleau	10
Durham Region	18	Chatham	11
Hamilton.....	28	Cobourg	12
London	38	Cochrane.....	13
Niagara Region.....	44	Collingwood	14
Oakville.....	47	Cornwall.....	15
Ottawa	49	Cramahe.....	16
Peel Region	52	Dryden	17
Toronto	71	Dysart et Al	19
Waterloo Region - Urban	75	Elliot Lake.....	20
Windsor.....	79	Espanola	21
York Region	81	Fort Erie	22
Population Group 2 (50,000 - 150,000)			
Barrie.....	3	Fort Frances	23
Brantford.....	6	Greenstone	25
Caledon	9	Hearst	30
Greater Sudbury.....	24	Ingersoll	31
Guelph.....	26	Kapuskasing	32
Halton Hills.....	27	Kawartha Lakes.....	33
Hanover.....	29	Kenora	34
Kingston	35	Machin	39
Lanark County	36	Meaford	40
Leamington	37	Midland.....	41
Milton.....	42	North Perth.....	46
Niagara Falls	43	Orillia.....	48
North Bay	45	Owen Sound	50
Peterborough	55	Parry Sound	51
Peterborough County.....	56	Pembroke.....	53
Quinte West	59	Perth East.....	54
Sarnia	61	Port Hope.....	57
Sault Ste Marie	62	Prince Edward County	58
St. Catharines	65	Renfrew	60
Thunder Bay	69	Schreiber.....	63
Waterloo Region - Rural.....	74	Sioux Lookout	64
Welland	76	St. Marys	66
Population Group 3 (population <50,000)			
Belleville	4	St. Thomas	67
Blind River	5	Stratford.....	68
Brockville.....	7	Timmins	70
		Trent Hills.....	72
		Wallaceburg.....	73
		West Elgin	77
		West Perth	78
		Woodstock.....	80

Number of Systems Reporting:	12	Systems with Dedicated Service:	12	100%	REGISTRANTS	Active	Total
Population served:	9,441,783	Operated by:			Wheelchair/Scooter Users:	37,904	50,846
Service area (km²):	12,911.6	Transit System/Municipality:	8	67%	Ambulatory:	58,596	81,074
Communities served:	44	Private Contractor:	6	50%	Attendants:	336	732
Eligibility Criteria:	Unable to Board: 67%	Private Non-Profit Organization:	3	25%	Companions:	95	118
	Unable to Use: 75%	Systems with Non-Dedicated Service:	9	75%	Other:	1,698	2,794
	Other Criteria: 67%	Systems with a Taxi Scrip Program:	5	42%	Total:	102,790	139,726

OPERATING DATA		2015	2016	SCHEDULING		
Number of transit systems reporting		12	12	Advanced booking notice:	24 day(s)	
Rev. Veh. Km. - Dedicated Service	36,905,197	36,391,085		Minimum notice for reservation:	16.8 hour(s)	
Tot. Veh. Km. - Dedicated Service	43,597,017	42,470,733				
Rev. Veh. Hrs. - Dedicated Service	1,952,110	1,971,540				
Tot. Veh. Hrs. - Dedicated Service	2,174,956	2,057,419				
Non-Dedicated Service - Veh. Km.	6,883,087	11,342,868				
Non-Dedicated Service - Veh. Hrs.	271,707	435,391				
PASSENGER DATA				FARE STRUCTURE (Average)		
Dedicated Service	5,129,642	5,294,820		Cash	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service	1,931,646	2,299,742		Adult	\$3.38	\$109.65
TOTAL PASSENGERS	7,061,288	7,594,562		Child	\$2.88	\$78.00
Subscription / Pre-booked	45%	51%		Student	\$3.26	\$89.71
Reservation	49%	44%		Senior	\$3.07	\$64.05
On-Demand / Day of trip	5%	5%		Attendant		
Cancelled in advance	1,602,523	1,645,035		Companion	\$3.34	\$120.60
No-shows / Cancelled at door	148,589	185,022				
Unaccommodated trips	129,899	105,750				
Number of complaints	12,097	13,501				
OPERATING EXPENSES				EMPLOYEE DATA	Full-time	Part-time
Administration	\$27,545,830	\$28,223,522		Operators	724	155
Operations:				Other Operations	189	46
Internal - Dedicated Service	\$82,044,869	\$83,439,247		Vehicle Mechanics	119	2
Contract - Dedicated Service	\$50,577,192	\$58,294,738		General and Administration	108	4
Contract - Non-Dedicated Service	\$38,744,640	\$42,796,572		Other	19	10
Contract - Taxi Scrip	\$2,129,564	\$2,265,895				
Maintenance (Vehicles & Facilities)	\$24,967,006	\$23,616,277		TOTAL NUMBER OF EMPLOYEES	1,159	217
Fuel	\$6,940,495	\$5,820,803				
TOTAL OPERATING EXPENSES	\$232,949,596	\$244,457,054				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS						
Passenger Revenue	\$14,726,515	\$16,001,441				
Other Operating Revenue	\$576,714	\$468,788				
Total Operating Revenue	\$15,303,229	\$16,470,229				
Federal Contributions						
Provincial Contributions	\$4,434,158	\$5,268,287				
Municipal Contributions	\$213,228,267	\$222,769,619				
Other / Donations	\$3,465	\$7,364				
TOTAL	\$232,969,119	\$244,515,499				
CAPITAL EXPENSES						
Vehicles Purchased	\$7,054,018	\$13,469,874				
Debt Servicing						
Other Capital Expenses	\$1,747,969	\$3,184,865				
TOTAL CAPITAL EXPENSES	\$8,801,986	\$16,654,739				
CAPITAL FUNDING SOURCES						
Transit System	\$687,725	\$139,537				
Federal Contributions	\$4,323,867	\$7,693,082				
Provincial Contributions	\$1,654,831	\$943,945				
Municipal Contributions	\$1,463,114	\$7,503,252				
Other / Donations	\$738,326	\$709,387				
TOTAL CAPITAL FUNDING	\$8,867,863	\$16,989,203				
* Note that all transit systems do not always report all data items.						
				PASSENGER DATA		
				Ded. Service	Non-Ded. Service	
				Ambulatory	3,313,644	1,884,414
				Wheelchair/Scooter Users	1,651,619	221,137
				Attendants	185,447	57,377
				Companions	98,832	31,363
				Other (specified)	45,275	105,448
				TOTAL	5,294,817	2,299,739
				VEHICLE DATA		
				Number	Veh. Peak	Avg. Capacity per Veh.
					Wheelchair	Ambulatory
				Non-Accessible Cars	405	320
				Accessible Vans / Minivans	444	383
				Small Buses	426	352
				Other	48	48
				TOTAL DED. VEHICLES	1,323	1,103
				Accessible taxis:	159	N/A

Number of Systems Reporting:	22	Systems with Dedicated Service:	22	100%	REGISTRANTS	Active	Total
Population served:	1,963,738	Operated by:			Wheelchair/Scooter Users:	16,361	30,471
Service area (km ²):	17,101.6	Transit System/Municipality:	11	50%	Ambulatory:	21,657	25,803
Communities served:	52	Private Contractor:	3	14%	Attendants:	721	962
Eligibility Criteria:	Unable to Board: 68% Unable to Use: 73% Other Criteria: 36%	Private Non-Profit Organization: Systems with Non-Dedicated Service: Systems with a Taxi Scrip Program:	9 13 3	41% 59% 14%	Companions: Other: Total:	36 36 39,690	58,541

OPERATING DATA		2015	2016	SCHEDULING		
Number of transit systems reporting		22	22	Advanced booking notice:	26 day(s)	
Rev. Veh. Km. - Dedicated Service	7,253,586	6,417,183		Minimum notice for reservation:	25.5 hour(s)	
Tot. Veh. Km. - Dedicated Service	7,995,606	8,208,485				
Rev. Veh. Hrs. - Dedicated Service	328,618	297,803				
Tot. Veh. Hrs. - Dedicated Service	340,652	352,194				
Non-Dedicated Service - Veh. Km.	146,438	227,773				
Non-Dedicated Service - Veh. Hrs.	3,898	8,498				
PASSENGER DATA				FARE STRUCTURE (Average)		
Dedicated Service	805,498	817,084		Cash	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service	122,602	121,504		Adult	\$4.34	\$75.41
TOTAL PASSENGERS		928,100	938,588	Child	\$3.67	\$54.00
Subscription / Pre-booked	33%	42%		Student	\$3.59	\$63.23
Reservation	61%	62%		Senior	\$3.50	\$56.05
On-Demand / Day of trip	5%	2%		Attendant	\$2.88	\$64.00
Cancelled in advance	111,136	127,659		Companion	\$2.87	\$73.42
No-shows / Cancelled at door	18,159	18,829				
Unaccommodated trips	11,592	12,871				
Number of complaints	160	126				
OPERATING EXPENSES				EMPLOYEE DATA		
Administration	\$2,337,294	\$2,654,635		Full-time		Part-time
Operations:				Operators	131	104
Internal - Dedicated Service	\$11,895,200	\$11,186,009		Other Operations	28	15
Contract - Dedicated Service	\$4,525,562	\$5,579,249		Vehicle Mechanics	2	6
Contract - Non-Dedicated Service	\$1,240,992	\$1,223,907		General and Administration	19	16
Contract - Taxi Scrip	\$296,169	\$401,321		Other	2	16
Maintenance (Vehicles & Facilities)	\$2,910,758	\$3,040,193		TOTAL NUMBER OF EMPLOYEES		
Fuel	\$1,245,820	\$1,400,124		182		
TOTAL OPERATING EXPENSES		\$24,451,795	\$25,485,438	* Contract employees are not necessarily included in the Employee Statistics		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS						
Passenger Revenue	\$2,897,645	\$2,841,934		AVERAGE TOP OPERATOR WAGE RATE: \$22.88		
Other Operating Revenue	\$106,459	\$118,210		AVERAGE TOP MECHANIC WAGE RATE: \$31.86		
Total Operating Revenue	\$3,004,104	\$2,960,144		PERFORMANCE INDICATORS		
Federal Contributions			FINANCIAL			
Provincial Contributions	\$3,212,810	\$3,472,231		R/C Ratio	12%	12%
Municipal Contributions	\$18,176,516	\$18,970,759		Net Operating Cost / Capita	\$11.13	\$11.47
Other / Donations	\$242,871	\$178,946		Total Exp. / Passenger	\$26.35	\$27.15
TOTAL		\$24,636,301	\$25,582,081	Total Exp. / Eligible Passenger	\$29.75	\$30.83
CAPITAL EXPENSES						
Vehicles Purchased	\$2,897,481	\$1,864,109		TRANSPORTATION EXP. / PASSENGER		
Debt Servicing				Dedicated Service	\$25.55	\$25.95
Other Capital Expenses	\$201,464	\$108,150		Non-Dedicated Service	\$14.04	\$15.01
TOTAL CAPITAL EXPENSES		\$3,098,944	\$1,972,259	Transportation Exp. / Hour (Dedicated Service)	\$56.74	\$56.50
CAPITAL FUNDING SOURCES						
Transit System			OPERATING			
Federal Contributions	\$477,772	\$174,598		Registrants / Capita	0.0264	0.0298
Provincial Contributions	\$736,353	\$515,795		Passengers / Capita	0.4817	0.4780
Municipal Contributions	\$1,867,116	\$1,206,250		Passengers / Registrant	18.26	16.03
Other / Donations	\$27,327	\$100,360		Passengers / Hour (Dedicated Service)	2.33	2.32
TOTAL CAPITAL FUNDING		\$3,108,568	\$1,997,003	Kms / Passenger (Dedicated Service)	9.01	8.84
PASSENGER DATA			Average Speed (Dedicated Service)	20.48	20.18	
DED. SERVICE			PERFOMANCE INDICATORS			
Ambulatory	473,713		FINANCIAL	2015	2016	
Wheelchair/Scooter Users	268,534		R/C Ratio	12%	12%	
Attendants	58,804		Net Operating Cost / Capita	\$11.13	\$11.47	
Companions	12,800		Total Exp. / Passenger	\$26.35	\$27.15	
Other (specified)	3,233		Total Exp. / Eligible Passenger	\$29.75	\$30.83	
TOTAL			TRANSPORTATION EXP. / PASSENGER			
			Dedicated Service	\$25.55	\$25.95	
			Non-Dedicated Service	\$14.04	\$15.01	
VEHICLE DATA			Transportation Exp. / Hour (Dedicated Service)	\$56.74	\$56.50	
NUMBER			OPERATING			
Non-Accessible Cars	3	2	Registrants / Capita	0.0264	0.0298	
Accessible Vans / Minivans	67	56	Passengers / Capita	0.4817	0.4780	
Small Buses	149	118	Passengers / Registrant	18.26	16.03	
Other	14	14	Passengers / Hour (Dedicated Service)	2.33	2.32	
TOTAL DED. VEHICLES			Kms / Passenger (Dedicated Service)	9.01	8.84	
			Average Speed (Dedicated Service)	20.48	20.18	
Accessible taxis:	32		PASSENGER DATA			
			DED. SERVICE			
			NON-DED. SERVICE			
			Ambulatory	76,233		
			Wheelchair/Scooter Users	8,227		
			Attendants	2,039		
			Companions	372		
			Other (specified)	34,633		
TOTAL			TOTAL	817,084	121,504	

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

Number of Systems Reporting:	46	Systems with Dedicated Service:	44	96%	REGISTRANTS	Active	Total
Population served:	807,989	Operated by:			Wheelchair/Scooter Users:	5,922	5,978
Service area (km²):	586,290.8	Transit System/Municipality:	21	46%	Ambulatory:	12,443	12,710
Communities served:	68	Private Contractor:	16	35%	Attendants:	2,174	2,377
Eligibility Criteria:	Unable to Board: 67% Unable to Use: 76% Other Criteria: 43%	Private Non-Profit Organization: Systems with Non-Dedicated Service: Systems with a Taxi Scrip Program:	18 13 2	39% 28% 4%	Companions: Other: Total:	175 589 24,162	128 592 25,317

OPERATING DATA		2015	2016	SCHEDULING			
Number of transit systems reporting		45	46	Advanced booking notice:	36 day(s)		
Rev. Veh. Km. - Dedicated Service	2,274,601	2,102,653		Minimum notice for reservation:	19.2 hour(s)		
Tot. Veh. Km. - Dedicated Service	2,645,546	2,583,834					
Rev. Veh. Hrs. - Dedicated Service	134,380	128,228					
Tot. Veh. Hrs. - Dedicated Service	155,459	152,561					
Non-Dedicated Service - Veh. Km.	73,892	81,901					
Non-Dedicated Service - Veh. Hrs.	2,809	3,018					
PASSENGER DATA				FARE STRUCTURE (Average)			
Dedicated Service	427,896	442,961		Cash	Tickets/Cards (unit price)	Monthly Pass	
Non-Dedicated Service	33,679	31,949		Adult	\$3.78	\$55.64	
TOTAL PASSENGERS		461,575	474,910	Child	\$3.05	\$45.09	
Subscription / Pre-booked	50%	52%		Student	\$3.47	\$46.72	
Reservation	36%	32%		Senior	\$3.63	\$45.89	
On-Demand / Day of trip	14%	16%		Attendant	\$4.06	\$2.96	
Cancelled in advance	32,025	42,173		Companion	\$3.10	\$2.54	
No-shows / Cancelled at door	5,512	6,316				\$49.42	
Unaccommodated trips	2,483	2,880					
Number of complaints	206	59					
OPERATING EXPENSES				EMPLOYEE DATA			
Administration	\$1,163,167	\$1,229,286		Full-time		Part-time	
Operations:				Operators	28	131	
Internal - Dedicated Service	\$3,142,462	\$3,162,547		Other Operations	11	7	
Contract - Dedicated Service	\$4,130,203	\$4,628,606		Vehicle Mechanics	10	3	
Contract - Non-Dedicated Service	\$278,191	\$222,853		General and Administration	14	18	
Contract - Taxi Scrip	\$13,502	\$20,774		Other	2	1	
Maintenance (Vehicles & Facilities)	\$818,781	\$916,142		TOTAL NUMBER OF EMPLOYEES			
Fuel	\$433,115	\$383,013		65			
TOTAL OPERATING EXPENSES		\$9,979,420	\$10,563,221	* Contract employees are not necessarily included in the Employee Statistics			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Average Top Operator Wage Rate: \$19.13			
Passenger Revenue	\$1,764,903	\$1,808,247		Average Top Mechanic Wage Rate: \$27.90			
Other Operating Revenue	\$226,152	\$221,949		PERFORMANCE INDICATORS			
Total Operating Revenue	\$1,991,055	\$2,047,714	FINANCIAL			2015	2016
Federal Contributions		\$68,942	R/C Ratio	20%	19%		
Provincial Contributions	\$1,916,988	\$1,640,726	Net Operating Cost / Capita	\$10.04	\$10.60		
Municipal Contributions	\$5,982,760	\$6,332,638	Total Exp. / Passenger	\$22.22	\$22.79		
Other / Donations	\$284,225	\$440,248	Total Exp. / Eligible Passenger	\$25.34	\$26.62		
TOTAL		\$10,175,027	Transportation Exp. / Passenger				
CAPITAL EXPENSES			Dedicated Service	\$20.55	\$21.18		
Vehicles Purchased		\$729,945	Non-Dedicated Service	\$8.53	\$7.37		
Debt Servicing			Transportation Exp. / Hour (Dedicated Service)	\$48.23	\$49.45		
Other Capital Expenses			OPERATING				
TOTAL CAPITAL EXPENSES		\$729,945	Registrants / Capita	0.0261	0.0311		
CAPITAL FUNDING SOURCES		\$1,132,221	Passengers / Capita	0.5655	0.5762		
Transit System			Passengers / Registrant	21.59	20.54		
Federal Contributions			Passengers / Hour (Dedicated Service)	2.47	2.46		
Provincial Contributions	\$547,707	\$1,140,754	Kms / Passenger (Dedicated Service)	6.34	6.25		
Municipal Contributions	\$25,000	\$89,778	Average Speed (Dedicated Service)	16.40	16.71		
TOTAL CAPITAL FUNDING		\$729,946	PASSENGER DATA	Ded. Service	Non-Ded. Service		
			Ambulatory	223,568	14,488		
			Wheelchair/Scooter Users	143,253	2,742		
			Attendants	32,308	1,985		
			Companions	18,089	106		
			Other (specified)	21,506	12,628		
TOTAL CAPITAL FUNDING		\$1,230,532	TOTAL	438,724	31,949		
VEHICLE DATA			VEHICLE DATA				
			Veh. Peak		Avg. Capacity per Veh.		
			Number		Wheelchair	Ambulatory	
			Non-Accessible Cars	10	10	N/A	
			Accessible Vans / Minivans	41	35		1
			Small Buses	77	62	2	6
			Other	5	3		
TOTAL DED. VEHICLES		133	110			N/A	N/A
			Accessible taxis:	2			

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

III. INDIVIDUAL TRANSIT SYSTEM DATA

Bancroft

Community Care North Hastings - TROUT

Contact: Gwen Coish
 Title: Director of Operations
 Telephone: 613-332-8291
 Fax: 613-332-2760
 Email: gwenc@bancroftcommunitytransit.com

	Population served:	10,243	REGISTRANTS	Active	Total
Service area (km²):	2,025.0	Wheelchair/Scooter Users:	12	12	
Communities served:	6	Ambulatory:	194	194	
Service began:	05/03/2010	Attendants:	4	4	
Advisory Committee members:	N/A	Companions:			
Eligibility Committee members:	N/A	Other:			
		Total:	210	210	

Dedicated Serv. Operated by:	<input type="checkbox"/> Transit System/Municipality	Non-Dedicated Service:	<input type="checkbox"/> Contractors:	Eligibility Criteria:	<input type="checkbox"/> Unable to Board
	<input type="checkbox"/> Private Contractor(s), number:	Taxi Scrip Program Available:	<input type="checkbox"/>		<input type="checkbox"/> Unable to Use
	<input checked="" type="checkbox"/> Private Non-Profit Org.				<input checked="" type="checkbox"/> Other Criteria

VEHICLE KILOMETRES & HOURS		2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service		29,021	24,618	Weekday:	7:30 to 16:30	Sunday: 9:00 to 13:00
Tot. Veh. Km. - Dedicated Service		29,205	24,798	Saturday:	to	Holiday: to
Rev. Veh. Hrs. - Dedicated Service		1,145	1,731	Advanced booking notice:	1 day(s)	
Tot. Veh. Hrs. - Dedicated Service		1,163	1,751	Minimum notice for reservation:	24.0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Manually	
Non-Dedicated Service - Veh. Hrs.						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		7,023	5,092	Effective Date:	03/05/2010	Tickets/Cards (unit price)
Non-Dedicated Service				Cash	\$10.00	Monthly Pass
TOTAL PASSENGERS		7,023	5,092	Adult	\$5.50	Free
Subscription / Pre-booked		86%	0%	Child		
Reservation		0%	0%	Student	\$9.00	
On-Demand / Day of trip		14%	0%	Senior	\$9.00	
Cancelled in advance		62	58	Attendant		
No-shows / Cancelled at door		18	26	Companion		
Unaccommodated trips		8	6	Other		
Number of complaints		3	2			
OPERATING EXPENSES				EMPLOYEE DATA		
Administration		\$14,004	\$48,745	Operators	Full-time	Part-time
Operations:				Other Operations		4
Internal - Dedicated Service		\$23,322		Vehicle Mechanics		
Contract - Dedicated Service		\$66,522	\$67,336	General and Administration		2
Contract - Non-Dedicated Service				Other		
Contract - Taxi Scrip						
Maintenance (Vehicles & Facilities)				TOTAL NUMBER OF EMPLOYEES		
Fuel				Union Affiliations:	Operators:	6
TOTAL OPERATING EXPENSES		\$103,848	\$116,081	Mechanics:		
				Other (specify):		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate:		
Passenger Revenue		\$5,208	\$19,388	Top Mechanic Wage Rate:		
Other Operating Revenue		\$325	\$13,554			
Total Operating Revenue		\$5,533	\$32,942			
Federal Contributions				PERFORMANCE INDICATORS		
Provincial Contributions		\$52,732	\$44,887	FINANCIAL	2015	2016
Municipal Contributions		\$26,480	\$21,100	R/C Ratio	5%	28%
Other / Donations		\$19,103	\$48,504	Net Operating Cost / Capita	\$6.42	\$8.12
TOTAL		\$103,848	\$147,433	Total Exp. / Passenger	\$14.79	\$22.80
CAPITAL EXPENSES			Total Exp. / Eligible Passenger	\$14.82	\$22.85	
Vehicles Purchased			Transportation Exp. / Passenger			
Debt Servicing			Dedicated Service	\$12.79	\$13.22	
Other Capital Expenses			Non-Dedicated Service			
TOTAL CAPITAL EXPENSES			Transportation Exp. / Hour (Dedicated Service)	\$77.25	\$38.46	
CAPITAL FUNDING SOURCES				OPERATING		
Transit System				Registrants / Capita	0.0174	0.0205
Federal Contributions				Passengers / Capita	0.4589	0.4971
Provincial Contributions				Passengers / Registrant	26.40	24.25
Municipal Contributions				Passengers / Hour (Dedicated Service)	6.13	2.94
Other / Donations				Kms / Passenger (Dedicated Service)	4.13	4.83
TOTAL CAPITAL FUNDING				Average Speed (Dedicated Service)	25.35	14.22
New CEO as of May 2016. CCNH/TROUT operates on a fiscal year thus expenditures exceed revenues at end of fiscal year.				PASSENGER DATA		
				Ded. Service	Non-Ded. Service	
				Ambulatory	4,808	
				Wheelchair/Scooter Users	272	
				Attendants	12	
				Companions		
				Other (specified)		
				TOTAL	5,092	
VEHICLE DATA		Number	Veh. Peak	Avg. Capacity per Veh.		
Non-Accessible Cars				Wheelchair	N/A	
Accessible Vans / Minivans		4		Ambulatory		
Small Buses		3	1			16
Other						
TOTAL DED. VEHICLES		7	1	N/A		
Vehicle ownership:					Contracted Operator & BCT	
Vehicle maintenance responsibility:					Contracted Operator & BCT	
Accessible taxis:						

Barrie, ON**Barrie Transit Specialized Transit**

Contact: Brent Forsyth
 Title: Supervisor of Transit Business Services
 Telephone: 705-739-4220 x4521
 Fax: 705-730-0377
 Email: brent.forsyth@barrie.ca

		REGISTRANTS	Active	Total
Population served:	142,000	Wheelchair/Scooter Users:	2,510	4,116
Service area (km²):	100.0	Ambulatory:	3,087	4,098
Communities served:	1	Attendants:		
Service began:	02/01/1980	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	5,597	8,214

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

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

2015	2016	SERVICE HOURS / SCHEDULING		
288,681	294,744	Weekday: 4:15 to 12:30	Sunday:	8:30 to 22:30
318,311	336,372	Saturday: 6:45 to 12:30	Holiday:	to
22,940	20,642	Advanced booking notice: 7 day(s)		
26,076	25,378	Minimum notice for reservation: 24.0 hour(s)		
		Reservations / Scheduling:		

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription / Pre-booked
 Reservation
 On-Demand / Day of trip
 Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

	2015	2016	FARE STRUCTURE		
Rev. Veh. Km. - Dedicated Service	288,681	294,744	Effective Date: 01/03/2017		
Tot. Veh. Km. - Dedicated Service	318,311	336,372	Cash		
Rev. Veh. Hrs. - Dedicated Service	22,940	20,642	Adult \$3.00	\$2.60	\$86.00
Tot. Veh. Hrs. - Dedicated Service	26,076	25,378	Child \$3.00	\$2.10	\$56.00
Non-Dedicated Service - Veh. Km.			Student \$3.00	\$2.30	\$66.00
Non-Dedicated Service - Veh. Hrs.			Senior \$3.00	\$2.10	\$56.00
			Attendant		
			Companion \$3.00	\$2.60	\$86.00
			Other Free with CNIB card		

OPERATING EXPENSES

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

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$81,136	\$49,759	Operators 13		
Operations:			Other Operations 3		
Internal - Dedicated Service	\$1,233,719		Vehicle Mechanics		
Contract - Dedicated Service		\$1,025,862	General and Administration		
Contract - Non-Dedicated Service	\$16,670		Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	16	
Maintenance (Vehicles & Facilities)	\$7,731		Union Affiliations: Operators: ATU 1775		
Fuel			Mechanics: ATU 1775		
TOTAL OPERATING EXPENSES	\$1,339,256	\$1,075,621	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

	2015	2016	PERFORMANCE INDICATORS
R/C Ratio	5%	4%	FINANCIAL
Net Operating Cost / Capita	\$9.00	\$7.30	
Total Exp. / Passenger	\$27.57	\$23.76	
Total Exp. / Eligible Passenger	\$31.89	\$26.01	
Transportation Exp. / Passenger			OPERATING
Dedicated Service	\$25.90	\$22.66	
Non-Dedicated Service	\$25.53		
Transportation Exp. / Hour (Dedicated Service)	\$47.61	\$40.42	

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

	2015	2016	
Total Operating Revenue	\$60,576	\$39,326	FINANCIAL
Federal Contributions			R/C Ratio 5%
Provincial Contributions	\$275,000	\$275,000	Net Operating Cost / Capita \$9.00
Municipal Contributions	\$1,003,680	\$761,295	Total Exp. / Passenger \$27.57
Other / Donations			Total Exp. / Eligible Passenger \$31.89
TOTAL	\$1,339,256	\$1,075,621	Transportation Exp. / Passenger

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

	2015	2016	
Total Operating Revenue	\$60,576	\$39,326	OPERATING
Federal Contributions			Registrants / Capita 0.0385
Provincial Contributions	\$275,000	\$275,000	Passengers / Capita 0.3421
Municipal Contributions	\$1,003,680	\$761,295	Passengers / Registrant 8.89
Other / Donations			Passengers / Hour (Dedicated Service) 2.09
TOTAL	\$1,339,256	\$1,075,621	Kms / Passenger (Dedicated Service) 6.02

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions

	2015	2016	
CAPITAL EXPENSES			PASSENGER DATA
Vehicles Purchased	\$542,539	\$164,570	Ded. Service
Debt Servicing			Non-Ded. Service
Other Capital Expenses			
TOTAL CAPITAL EXPENSES	\$542,539	\$164,570	

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions

	2015	2016	
CAPITAL EXPENSES			
Vehicles Purchased	\$542,539	\$164,570	Ambulatory 30,508
Debt Servicing			Wheelchair/Scooter Users 10,851
Other Capital Expenses			Attendants 2,604
TOTAL CAPITAL EXPENSES	\$542,539	\$164,570	Companions 1,314

	Number	Veh. Peak	Avg. Capacity per Veh.
VEHICLE DATA			Wheelchair N/A
Non-Accessible Cars			Ambulatory 6
Accessible Vans / Minivans	9	9	
Small Buses	5	5	
Other			
TOTAL DED. VEHICLES	14	14	N/A

Vehicle ownership:	City of Barrie
Vehicle maintenance responsibility:	Contracted Operator
Accessible taxis:	

Blind River

Liberty Express Liberte

Contact: Denise St. Pierre
 Title: Accounting Clerk
 Telephone: 705-356-2251 x202
 Fax: 705-356-7343
 Email: denisest@blindriver.ca

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

		REGISTRANTS	Active	Total
Population served:	3,651	Wheelchair/Scooter Users:	50	50
Service area (km ²):	330.0	Ambulatory:	73	73
Communities served:	1	Attendants:	59	59
Service began:	01/01/1995	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	182	182

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	17,582
Tot. Veh. Km. - Dedicated Service	17,582
Rev. Veh. Hrs. - Dedicated Service	1,825
Tot. Veh. Hrs. - Dedicated Service	1,825
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hrs.	

2015

17,582

2016

16,965

SERVICE HOURS / SCHEDULING

Weekday:	8:30 to 15:30
Saturday:	to
Advanced booking notice:	1 day(s)
Minimum notice for reservation:	0.0 hour(s)
Reservations / Scheduling:	Manually

Sunday:

to

Holiday:

to

PASSENGER DATA

Dedicated Service	1,385
Non-Dedicated Service	

2015

1,385

2016

1,302

FARE STRUCTURE

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

EMPLOYEE DATA
Full-time
Part-time

Operators	1
Other Operations	1
Vehicle Mechanics	1
General and Administration	
Other	

TOTAL NUMBER OF EMPLOYEES

3

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate: \$19.22
 Top Mechanic Wage Rate: \$26.11

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	25%	30%
Net Operating Cost / Capita	\$8.09	\$5.81
Total Exp. / Passenger	\$28.47	\$23.17
Total Exp. / Eligible Passenger	\$29.92	\$25.20
Transportation Exp. / Passenger		
Dedicated Service	\$18.86	\$20.84
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$14.32	\$14.26
OPERATING		
Registrants / Capita	0.0315	0.0499
Passengers / Capita	0.3794	0.3566
Passengers / Registrant	12.04	7.15
Passengers / Hour (Dedicated Service)	0.76	0.68
Kms / Passenger (Dedicated Service)	12.69	13.03
Average Speed (Dedicated Service)	9.63	8.92

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	758	
Wheelchair/Scooter Users	439	
Attendants	105	
Companions		
Other (specified)		
TOTAL	1,302	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			
Accessible Vans / Minivans			
Small Buses	1	1	5
Other			
TOTAL DED. VEHICLES	1	1	N/A
Vehicle ownership:	Municipality		
Vehicle maintenance responsibility:	Municipality		
Accessible taxis:			

Brantford, ON**Brantford Lift**

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

Population served:	97,496	REGISTRANTS	Active	Total
Service area (km²):	75.1	Wheelchair/Scooter Users:	1,030	1,030
Communities served:	1	Ambulatory:	1,260	1,260
Service began:	11/04/2013	Attendants:		
Advisory Committee members:	N/A	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	2,290	2,290

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

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	403,392	370,594	Weekday:	6:00 to 1:00	Sunday:	8:00 to 20:00
Tot. Veh. Km. - Dedicated Service	403,392	370,594	Saturday:	6:00 to 1:00	Holiday:	8:00 to 20:00
Rev. Veh. Hrs. - Dedicated Service	27,133	25,454	Advanced booking notice:	60 day(s)		
Tot. Veh. Hrs. - Dedicated Service	27,133	25,454	Minimum notice for reservation:	24.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized		
Non-Dedicated Service - Veh. Hrs.						

PASSENGER DATA

	2015	2016	FARE STRUCTURE		
Dedicated Service	66,694	61,490	Effective Date: 01/01/2015	Tickets/Cards (unit price)	
Non-Dedicated Service			Cash	Monthly Pass	
TOTAL PASSENGERS	66,694	61,490	Adult \$3.00	\$73.50	Free
Subscription / Pre-booked	54%	53%	Child \$1.75		
Reservation	46%	47%	Student \$3.00	\$55.50	
On-Demand / Day of trip	0%	0%	Senior \$3.00	\$55.50	
Cancelled in advance	14,994	15,280	Attendant		
No-shows / Cancelled at door	2,025	1,480	Companion \$3.00	\$73.50	
Unaccommodated trips	213	303	Other \$39.00/3 months CNIB Pass		
Number of complaints					

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$21,555	\$23,892	Operators 10	10	7
Operations:			Other Operations 2	2	2
Internal - Dedicated Service	\$1,198,279	\$1,256,933	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration 1	1	
Contract - Non-Dedicated Service			Other 1	1	
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES 14	14	9
Maintenance (Vehicles & Facilities)	\$478,772	\$389,176	Union Affiliations: Operators: ATU Local 685		
Fuel	\$112,458	\$97,809	Mechanics: ATU Local 685		
TOTAL OPERATING EXPENSES	\$1,811,064	\$1,767,810	Other (specify): Administration ATU Local 685		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$121,442
 Other Operating Revenue \$119,769

	2015	2016	PERFORMANCE INDICATORS
Federal Contributions			FINANCIAL
Provincial Contributions	\$71,920	\$71,920	R/C Ratio 7% 7%
Municipal Contributions	\$1,617,702	\$1,576,121	Net Operating Cost / Capita \$17.27 \$16.90
Other / Donations			Total Exp. / Passenger \$27.15 \$28.75
TOTAL	\$1,811,064	\$1,767,810	Total Exp. / Eligible Passenger \$28.82 \$30.72

CAPITAL EXPENSES

	2015	2016	OPERATING
Vehicles Purchased	\$390,010	\$73,918	Registrants / Capita 0.0210 0.0235
Debt Servicing			Passengers / Capita 0.6815 0.6307
Other Capital Expenses			Passengers / Registrant 32.45 26.85
TOTAL CAPITAL EXPENSES	\$390,010	\$85,725	Passengers / Hour (Dedicated Service) 2.46 2.42

CAPITAL FUNDING SOURCES

	2015	2016	PASSENGER DATA
Transit System			Ded. Service
Federal Contributions	\$390,010	\$11,807	Ambulatory 31,844
Provincial Contributions		\$73,918	Wheelchair/Scooter Users 25,705
Municipal Contributions			Attendants 2,544
Other / Donations			Companions 1,397
TOTAL CAPITAL FUNDING	\$390,010	\$85,725	TOTAL 61,490

	2015	2016	VEHICLE DATA	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A		
Accessible Vans / Minivans	1	1	4		
Small Buses	16	12			
Other					
TOTAL DED. VEHICLES	17	13	N/A	N/A	N/A
Vehicle ownership:			Municipality		
Vehicle maintenance responsibility:			Municipality		
Accessible taxis:					

Brockville

Brockville Para Transit

Contact: Matthew Locke
 Title: Supervisor of Transportation Services
 Telephone: 613-342-8772 x3225
 Fax: 613-342-5035
 Email: mlocke@brockville.com

Population served:	21,870	REGISTRANTS	Active	Total
Service area (km ²):	20.3	Wheelchair/Scooter Users:	442	442
Communities served:	1	Ambulatory:	379	379
Service began:	08/02/1988	Attendants:	440	440
Advisory Committee members:	7	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	1,261	1,261

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 1 Taxi Scrip Program Available: Unable to Use
 Private Non-Profit Org. Other Criteria

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	53,619	62,874	Weekday:	6:45 to 21:00	Sunday:
Tot. Veh. Km. - Dedicated Service	53,926	62,874	Saturday:	8:45 to 18:15	Holiday:
Rev. Veh. Hrs. - Dedicated Service	5,293				
Tot. Veh. Hrs. - Dedicated Service	5,323				
Non-Dedicated Service - Veh. Km.			Advanced booking notice:	day(s)	
Non-Dedicated Service - Veh. Hrs.			Minimum notice for reservation:	24.0 hour(s)	
			Reservations / Scheduling:	Partially Computerized	

PASSENGER DATA

	2015	2016	FARE STRUCTURE		
Dedicated Service	11,043	13,398	Effective Date: 01/04/2014		
Non-Dedicated Service			Cash	Tickets/Cards (unit price)	
TOTAL PASSENGERS	11,043	13,398	Adult	\$2.25	\$64.00
Subscription / Pre-booked	52%	0%	Child	\$1.80	\$64.00
Reservation	45%	0%	Student	\$1.80	\$64.00
On-Demand / Day of trip	3%	0%	Senior	\$1.80	\$64.00
Cancelled in advance	1,910	1,833	Attendant		
No-shows / Cancelled at door	50	71	Companion	\$2.25	\$64.00
Unaccommodated trips	1		Other	40-Ride Pass for \$64	
Number of complaints	11				

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$13,720	\$11,143	Operators		
Operations:			Other Operations		
Internal - Dedicated Service			Vehicle Mechanics		
Contract - Dedicated Service	\$329,680	\$364,806	General and Administration		
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)	\$26,403		TOTAL NUMBER OF EMPLOYEES		
Fuel	\$30,479		Union Affiliations: Operators:		
TOTAL OPERATING EXPENSES	\$400,282	\$375,949	Mechanics:		
			Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016	PERFORMANCE INDICATORS		
Passenger Revenue	\$18,253	\$20,664	FINANCIAL	2015	2016
Other Operating Revenue	\$34,000	\$37,767	R/C Ratio	13%	16%
Total Operating Revenue	\$52,253	\$58,431	Net Operating Cost / Capita	\$15.91	\$14.52
Federal Contributions			Total Exp. / Passenger	\$36.25	\$28.06
Provincial Contributions	\$22,025	\$42,495	Total Exp. / Eligible Passenger	\$41.31	\$32.02
Municipal Contributions	\$326,004	\$275,023	Transportation Exp. / Passenger		
Other / Donations			Dedicated Service	\$35.01	\$27.23
TOTAL	\$400,282	\$375,949	Non-Dedicated Service		
			Transportation Exp. / Hour (Dedicated Service)	\$72.62	

CAPITAL EXPENSES

	2015	2016	OPERATING		
Vehicles Purchased			Registrants / Capita	0.0482	0.0577
Debt Servicing			Passengers / Capita	0.5049	0.6126
Other Capital Expenses			Passengers / Registrant	10.47	10.62
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service)	2.09	
			Kms / Passenger (Dedicated Service)	4.86	4.69

CAPITAL FUNDING SOURCES

	2015	2016
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

NOTE that all driving, route planning, maintenance, etc. for the Brockville Para Transit is contracted out to Voyageur Transportation, which is why no employment statistics are given

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	6,797	
Wheelchair/Scooter Users	4,944	
Attendants	1,657	
Companions		
Other (specified)		
TOTAL	13,398	

VEHICLE DATA	Number	Veh.	Avg. Capacity per Veh.	
		Peak	Wheelchair	Ambulatory
Non-Accessible Cars				
Accessible Vans / Minivans				
Small Buses	2	2	4	10
Other	1		4	10
TOTAL DED. VEHICLES	3	2	N/A	N/A
Vehicle ownership:			Voyageur Transportation	
Vehicle maintenance responsibility:			Voyageur Transportation	
Accessible taxis:				

Burlington, ON**Burlington Transit**

Contact: Colm Lynn
 Title: Manager of Transit Business Administration
 Telephone: 905-335-7869 x7526
 Fax: 905-335-7878
 Email: colm.lynn@burlington.ca

		REGISTRANTS	Active	Total
Population served:	183,314	Wheelchair/Scooter Users:		
Service area (km²):	185.7	Ambulatory:		
Communities served:	1	Attendants:		
Service began:	09/05/1975	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	4,160	4,160

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available: Unable to Use
 Private Non-Profit Org. Other Criteria

VEHICLE KILOMETRES & HOURS		2015	2016	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service		194,715	212,248	Weekday:	5:00 to 1:00	Sunday:	7:00 to 21:00
Tot. Veh. Km. - Dedicated Service		295,264	357,282	Saturday:	7:00 to 1:00	Holiday:	7:00 to 21:00
Rev. Veh. Hrs. - Dedicated Service		16,558	13,830	Advanced booking notice:	14 day(s)		
Tot. Veh. Hrs. - Dedicated Service		24,192	25,742	Minimum notice for reservation:	48.0 hour(s)		
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Fully Computerized		
Non-Dedicated Service - Veh. Hrs.							
PASSENGER DATA		FARE STRUCTURE					
Dedicated Service	45,549	51,530	Effective Date: 01/05/2015			Tickets/Cards	
Non-Dedicated Service	1,094	515	Cash	(unit price)	\$2.70	Monthly Pass	
TOTAL PASSENGERS	46,643	52,045	Adult	\$3.50	\$97.00	Free	
Subscription / Pre-booked	54%	54%	Child	\$3.50		<input type="checkbox"/>	
Reservation	45%	45%	Student	\$3.50	\$71.00	<input type="checkbox"/>	
On-Demand / Day of trip	1%	1%	Senior	\$3.50	\$59.25	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cancelled in advance		6,965	Attendant				
No-shows / Cancelled at door	1,206	1,570	Companion				
Unaccommodated trips		504	Other	Blind free with CNIB card			
Number of complaints							
OPERATING EXPENSES		EMPLOYEE DATA				Full-time	Part-time
Administration	\$203,046	\$223,928	Operators		10		3
Operations:			Other Operations		2		
Internal - Dedicated Service	\$897,624	\$1,000,525	Vehicle Mechanics		1		
Contract - Dedicated Service			General and Administration		1		1
Contract - Non-Dedicated Service	\$14,433		Other				
Contract - Taxi Scrip							
TOTAL OPERATING EXPENSES		TOTAL NUMBER OF EMPLOYEES				14	4
Maintenance (Vehicles & Facilities)	\$260,440	\$269,539	Union Affiliations:	Operators:	CUPE 2723		
Fuel	\$81,017	\$88,681		Mechanics:	CUPE 2723		
				Other (specify):			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS							
Passenger Revenue	\$73,208	\$68,029	Top Operator Wage Rate:	\$26.56			
Other Operating Revenue			Top Mechanic Wage Rate:	\$32.99			
Total Operating Revenue	\$73,208	\$68,029					
Federal Contributions			PERFORMANCE INDICATORS				
Provincial Contributions			FINANCIAL				
Municipal Contributions	\$1,355,420	\$1,514,645	2015				
Other / Donations			2016				
TOTAL	\$1,428,628	\$1,582,674	R/C Ratio		5%		
CAPITAL EXPENSES							
Vehicles Purchased			Net Operating Cost / Capita		\$7.87		
Debt Servicing	\$200,888		Total Exp. / Passenger		\$31.23		
Other Capital Expenses			Total Exp. / Eligible Passenger		\$33.56		
TOTAL CAPITAL EXPENSES	\$325,718		Transportation Exp. / Passenger		\$33.21		
CAPITAL FUNDING SOURCES							
Transit System			Dedicated Service		\$27.20		
Federal Contributions	\$148,835		Non-Dedicated Service		\$13.19		
Provincial Contributions	\$176,883		Transportation Exp. / Hour (Dedicated Service)		\$51.22		
Municipal Contributions							
Other / Donations							
TOTAL CAPITAL FUNDING	\$325,718						
PASSENGER DATA				Ded. Service	Non-Ded. Service		
Ambulatory				32,227	465		
Wheelchair/Scooter Users				14,944	20		
Attendants				3,126	15		
Companions				1,233	15		
Other (specified)							
TOTAL				51,530	515		
VEHICLE DATA				Veh. Peak	Avg. Capacity per Veh.		
Non-Accessible Cars					Wheelchair N/A		
Accessible Vans / Minivans	11	10			5		7
Small Buses							
Other							
TOTAL DED. VEHICLES	11	10					
Vehicle ownership:							
Vehicle maintenance responsibility:							
Accessible taxis:							

Caledon

Caledon Community Services

Contact: Fay Davy
 Title: Manager of Transportation
 Telephone: 905-951-2300 Ext 20
 Fax: 905-951-7911
 Email: fdavy@CCS4U.org

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

			REGISTRANTS	Active	Total
Population served:	66,502	Wheelchair/Scooter Users:			
Service area (km ²):	647.0	Ambulatory:	314	314	314
Communities served:	1	Attendants:			
Service began:	01/01/1989	Companions:			
Advisory Committee members:	11	Other:			
Eligibility Committee members:	N/A	Total:	314	314	314

VEHICLE KILOMETRES & HOURS

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

2015

343,476
 343,476
 15,212
 15,212

2016

346,869
 346,869
 18,083
 18,083

SERVICE HOURS / SCHEDULING

Weekday: 6:00 to 18:00 Sunday: 6:00 to 14:00
 Saturday: 6:00 to 18:00 Holiday: 6:00 to 18:00
 Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 48.0 hour(s)
 Reservations / Scheduling: Fully Computerized

FARE STRUCTURE

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

EMPLOYEE DATA
Full-time
Part-time

Operators	16
Other Operations	3
Vehicle Mechanics	
General and Administration	3
Other	

TOTAL NUMBER OF EMPLOYEES
22
Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate: \$20.34

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	15%	13%
Net Operating Cost / Capita	\$9.91	\$9.31
Total Exp. / Passenger	\$29.45	\$30.36
Total Exp. / Eligible Passenger	\$32.31	\$33.41
Transportation Exp. / Passenger		
Dedicated Service	\$26.16	\$27.69
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$40.37	\$36.07
OPERATING		
Registrants / Capita	0.0048	0.0047
Passengers / Capita	0.3952	0.3542
Passengers / Registrant	82.09	75.02
Passengers / Hour (Dedicated Service)	1.54	1.30
Kms / Passenger (Dedicated Service)	14.63	14.73
Average Speed (Dedicated Service)	22.58	19.18

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	21,403	
Wheelchair/Scooter Users		
Attendants	2,153	
Companions		
Other (specified)		
TOTAL	23,556	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars	1	N/A	
Accessible Vans / Minivans			
Small Buses	7	6	3
Other			10
TOTAL DED. VEHICLES	8	6	N/A
Vehicle ownership:		Agency CCS	
Vehicle maintenance responsibility:		Agency CCS	
Accessible taxis:			

Other Eligibility Criteria: Caledon residents 60 years of age and older, unable to drive due to a long or short term disability, with cognitive impairments attending community programs and medical appointments . * Fare Structure: One way fare is \$4.00 anywhere within the Town of Caledon, \$10.00 to Brampton, \$20.00 to Mississauga, Georgetown, Woodbridge and Newmarket, \$30.00 to Oakville and Toronto. * We have 7 buses with ramps; six Ford 450 and one Ford 350 6 buses out daily on weekdays , 1 bus out daily on weekends and holidays

Chapleau

Chapleau Handi Transit

Contact: Les Jones
 Title: Treasurer
 Telephone: 705-864-1330
 Fax: 705-864-1824
 Email: jonesl@chapleau.ca

Population served:	1,964	REGISTRANTS	Active	Total
Service area (km ²):	13.5	Wheelchair/Scooter Users:		
Communities served:	1	Ambulatory:		
Service began:	01/01/1993	Attendants:		
Advisory Committee members:	N/A	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:		

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

VEHICLE KILOMETRES & HOURS

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

2015	2016	SERVICE HOURS / SCHEDULING
		Weekday: 8:45 to 14:45
1,313	1,500	Saturday: to
		Advanced booking notice: day(s)
		Minimum notice for reservation: 0.0 hour(s)
		Reservations / Scheduling: Manually

PASSENGER DATA

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

3,303	4,236	Effective Date: 01/01/2016	Tickets/Cards (unit price)	Monthly Pass	Free
			Cash		
0%	0%	Adult \$3.75			
0%	0%	Child \$1.25			
0%	0%	Student \$3.75			
		Senior \$2.75			
		Attendant \$3.75			
		Companion \$3.75			
		Other			

OPERATING EXPENSES

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

\$48,157	\$42,077
\$24,379	\$25,780
\$72,536	\$67,857

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

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

\$8,697	\$10,662
\$8,697	\$10,662
\$17,188	\$17,558
\$46,652	\$39,637
\$72,536	\$67,857

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES
CAPITAL FUNDING SOURCES
 Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations
TOTAL CAPITAL FUNDING

EMPLOYEE DATA
Full-time
Part-time

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: CUPE LOCAL 887
 Mechanics:
 Other (specify):

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$32.25

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	12%	16%
Net Operating Cost / Capita	\$30.81	\$29.12
Total Exp. / Passenger	\$21.96	\$16.02
Total Exp. / Eligible Passenger		
Transportation Exp. / Passenger		
Dedicated Service \$21.96		\$16.02
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$55.24	\$45.24
OPERATING		
Registrants / Capita		
Passengers / Capita	1.5941	2.1568
Passengers / Registrant		
Passengers / Hour (Dedicated Service) 2.52		2.82
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

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

VEHICLE DATA	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
Vehicle ownership:		Municipality	
Vehicle maintenance responsibility:		Municipality	
Accessible taxis:			

Chatham

CKTransit Chatham Accessible Service

Contact: Jan Metcalfe
Title: Engineering Technologist
Telephone: 519-360-1998 ext 330
Fax: 519-436-3240
Email: jann@chatham-kent.ca

		REGISTRANTS	Active	Total
Population served:	45,000	Wheelchair/Scooter Users:	500	500
Service area (km ²):	30.9	Ambulatory:	627	627
Communities served:	1	Attendants:	460	460
Service began:	01/04/1973	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	1,587	1,587

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), numb.
 Private Non-Profit Org.

Non-Dedicated Service: Contract
r. 1 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS		2015	2016	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service		153,730	142,006	Weekday:	6:15 to 19:15	Sunday:	9:00 to 17:00
Tot. Veh. Km. - Dedicated Service		153,730	142,006	Saturday:	6:15 to 19:15	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service		3,668	3,983	Advanced booking notice:	1 day(s)		
Tot. Veh. Hrs. - Dedicated Service		3,668	3,983	Minimum notice for reservation:	24.0 hour(s)		
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Partially Computerized		
Non-Dedicated Service - Veh. Hrs.							
PASSENGER DATA		FARE STRUCTURE		Fare Structure			
Dedicated Service	28,324	29,510	Effective Date: 01/01/2007	Tickets/Cards		Monthly Pass	
Non-Dedicated Service			Cash	(unit price)			Free
TOTAL PASSENGERS		28,324	29,510	Adult	\$3.00	\$3.00	
Subscription / Pre-booked	0%		Child	\$3.00	\$3.00		<input type="checkbox"/>
Reservation	100%		Student	\$3.00	\$3.00		<input type="checkbox"/>
On-Demand / Day of trip	0%		Senior	\$3.00	\$3.00		<input checked="" type="checkbox"/>
Cancelled in advance	567		Attendant				
No-shows / Cancelled at door	1,143		Companion	\$3.00	\$3.00		
Unaccommodated trips			Other				
Number of complaints							
OPERATING EXPENSES		EMPLOYEE DATA		Full-time		Part-time	
Administration	\$11,072	\$11,604	Operators				
Operations:			Other Operations				
Internal - Dedicated Service			Vehicle Mechanics				
Contract - Dedicated Service	\$526,091	\$681,473	General and Administration				
Contract - Non-Dedicated Service			Other				
Contract - Taxi Script							
Maintenance (Vehicles & Facilities)							
Fuel							
TOTAL OPERATING EXPENSES		\$537,163	\$693,077	Total Number of Employees			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Union Affiliations:			
Passenger Revenue	\$86,756	\$82,867	Operators:				
Other Operating Revenue			Mechanics:				
Total Operating Revenue		\$86,756	\$82,867	Other (specify):			
Federal Contributions							
Provincial Contributions	\$119,958	\$115,620					
Municipal Contributions	\$330,449	\$494,590					
Other / Donations							
TOTAL		\$537,163	\$693,077	Top Operator Wage Rate:			
				Top Mechanic Wage Rate:			
PERFORMANCE INDICATORS							
FINANCIAL				2015	2016		
			R/C Ratio	16%	12%		
			Net Operating Cost / Capita	\$10.01	\$13.56		
			Total Exp. / Passenger	\$18.96	\$23.49		
			Total Exp. / Eligible Passenger	\$22.72	\$27.18		
			Transportation Exp. / Passenger				
			Dedicated Service	\$18.57	\$23.09		
			Non-Dedicated Service				
			Transportation Exp. / Hour (Dedicated Service)	\$143.43	\$171.10		
OPERATING							
			Registrants / Capita	0.0349	0.0353		
			Passengers / Capita	0.6294	0.6558		
			Passengers / Registrant	18.03	18.59		
			Passengers / Hour (Dedicated Service)	7.72	7.41		
			Kms / Passenger (Dedicated Service)	5.43	4.81		
			Average Speed (Dedicated Service)	41.91	35.65		
PASSENGER DATA		Ded. Service	Non-Ded. Service				
Ambulatory		8,128					
Wheelchair/Scooter Users		17,367					
Attendants		4,015					
Companions							
Other (specified)							
TOTAL		29,510					
VEHICLE DATA		Number	Veh. Peak	Avg. Capacity per Veh.			
Non-Accessible Cars				Wheelchair	N/A		
Accessible Vans / Minivans				Ambulatory			
Small Buses	6	4	5				
Other							
TOTAL DED. VEHICLES		6	4	N/A			
Vehicle ownership:				Contracted Operator			
Vehicle maintenance responsibility:				Contracted Operator			
Accessible taxis:							

Cobourg, ON**WHEELS**

Contact: Renee Champagne
 Title: Administrative Assistant
 Telephone: 905-372-4555
 Fax: 905-372-0009
 Email: rchampagne@cobourg.ca

		REGISTRANTS	Active	Total
Population served:	18,519	Wheelchair/Scooter Users:	201	201
Service area (km²):	13.0	Ambulatory:	85	85
Communities served:	1	Attendants:		140
Service began:	01/01/1984	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	162	162
			448	588

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	30,036	30,287	Weekday: 6:15 to 19:45	Sunday:	8:45 to 15:45
Tot. Veh. Km. - Dedicated Service	30,036	30,287	Saturday: 8:15 to 18:45	Holiday:	11:15 to 17:15
Rev. Veh. Hrs. - Dedicated Service	4,357	4,282	Advanced booking notice: 7 day(s)		
Tot. Veh. Hrs. - Dedicated Service	4,357	4,282	Minimum notice for reservation: 3.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Manually		
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

	2015	2016	FARE STRUCTURE		
Dedicated Service	4,103	8,759	Effective Date:	Tickets/Cards (unit price)	
Non-Dedicated Service	3,742		Cash	Monthly Pass	Free
TOTAL PASSENGERS	7,845	8,759	Adult \$2.00	\$60.00	
Subscription / Pre-booked	0%	0%	Child \$2.00	\$25.00	
Reservation	0%	0%	Student \$2.00	\$50.00	
On-Demand / Day of trip	0%	0%	Senior \$2.00	\$30.00	
Cancelled in advance	1,263	1,793	Attendant \$1.60		
No-shows / Cancelled at door	300	888	Companion \$2.00		
Unaccommodated trips	218	150	Other Children under 5 ride free		
Number of complaints	154	25			

OPERATING EXPENSES

Administration			
Operations:			
Internal - Dedicated Service			
Contract - Dedicated Service	\$92,192	\$170,888	
Contract - Non-Dedicated Service	\$71,050		
Contract - Taxi Scrip			
Maintenance (Vehicles & Facilities)			
Fuel			
TOTAL OPERATING EXPENSES	\$163,242	\$170,888	

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,690	
Other Operating Revenue		
Total Operating Revenue	\$15,690	\$17,518
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$147,552	\$153,370
Other / Donations		
TOTAL	\$163,242	\$170,888

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$7.97	\$8.28
Total Exp. / Passenger	\$20.81	\$19.51
Total Exp. / Eligible Passenger		\$19.51
Transportation Exp. / Passenger		
Dedicated Service	\$22.47	\$19.51
Non-Dedicated Service	\$18.99	
Transportation Exp. / Hour (Dedicated Service)	\$21.16	\$39.91
OPERATING		
Registrants / Capita	0.0354	0.0318
Passengers / Capita	0.4236	0.4730
Passengers / Registrant	11.98	14.90
Passengers / Hour (Dedicated Service)	0.94	2.05
Kms / Passenger (Dedicated Service)	7.32	3.46
Average Speed (Dedicated Service)	6.89	7.07

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	8,759	
Attendants		
Companions		
Other (specified)		
TOTAL	8,759	

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

Cochrane**Accessibility Advisory Committee**

Contact: Vanessa Vachon
 Title: Deputy Treasurer
 Telephone: 705-272-4361 x227
 Fax: 705-272-6068
 Email: vanessa.vachon@cochraneontario.com

Population served:	5,340	REGISTRANTS	Active	Total
Service area (km ²):	539.0	Wheelchair/Scooter Users:	27	27
Communities served:	1	Ambulatory:	97	97
Service began:	01/01/1993	Attendants:		
Advisory Committee members:	10	Companions:		
Eligibility Committee members:	10	Other:		
		Total:	124	124

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org. Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

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

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

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

Cancelled in advance
 No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

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

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenue

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

2015**2016****SERVICE HOURS / SCHEDULING**

Weekday:	00:00 to 00:00	Sunday:	00:00 to 00:00
Saturday:	00:00 to 00:00	Holiday:	00:00 to 00:00

Advanced booking notice: day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling:

FARE STRUCTURE

Effective Date: 01/01/2016

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$5.50	\$5.50		
Child	\$5.50	\$5.50		
Student	\$5.50	\$5.50		
Senior	\$5.50	\$5.50		

Attendant
 Companion
 Other

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS**FINANCIAL**

	2015	2016
R/C Ratio	59%	53%
Net Operating Cost / Capita	\$4.54	\$6.58
Total Exp. / Passenger	\$9.03	\$10.64
Total Exp. / Eligible Passenger	\$9.03	\$10.64
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$7.33	\$8.48
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0219	0.0232
Passengers / Capita	1.2163	1.3154
Passengers / Registrant	55.51	56.65
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		5,369
Wheelchair/Scooter Users		1,655
Attendants		
Companions		
Other (specified)		
TOTAL		7,024

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

Collingwood

Canadian Red Cross

Contact: Dianne Tripp-Akeson
 Title: Transportation Supervisor
 Telephone: 705-721-3313 x5275
 Fax: 705-739-9916
 Email: dianne.tripps@redcross.ca

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

	Population served:	21,000	REGISTRANTS	Active	Total
	Service area (km²):	33.0	Wheelchair/Scooter Users:	89	89
	Communities served:	1	Ambulatory:	234	234
	Service began:	01/01/1999	Attendants:		
	Advisory Committee members:	N/A	Companions:		
	Eligibility Committee members:	N/A	Other:		
			Total:	323	323

VEHICLE KILOMETRES & HOURS

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

2015

34,171
 35,747
 3,373
 3,556

2016

38,560
 42,308
 3,240
 3,474

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

6,299

6,944

TOTAL PASSENGERS

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

6,299

6,944

OPERATING EXPENSES

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

\$15,251

\$15,776

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$32,331

\$11,170

TOTAL OPERATING EXPENSES

\$14,922

\$11,365

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

\$16,285

\$10,782

PERFORMANCE INDICATORS

FINANCIAL

	2015	2016
R/C Ratio	11%	9%
Net Operating Cost / Capita	\$6.13	\$5.13
Total Exp. / Passenger	\$23.01	\$17.07
Total Exp. / Eligible Passenger	\$23.01	\$17.07
Transportation Exp. / Passenger		
Dedicated Service	\$20.59	\$14.79
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$36.47	\$29.57
OPERATING		
Registrants / Capita	0.0151	0.0154
Passengers / Capita	0.3000	0.3307
Passengers / Registrant	19.81	21.50
Passengers / Hour (Dedicated Service)	1.87	2.14
Kms / Passenger (Dedicated Service)	5.42	5.55
Average Speed (Dedicated Service)	10.13	11.90

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	4,166	
Wheelchair/Scooter Users	2,778	
Attendants		
Companions		
Other (specified)		
TOTAL	6,944	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars		N/A	
Accessible Vans / Minivans	1	1	2
Small Buses	1	1	5
Other			8
TOTAL DED. VEHICLES	2	2	N/A
Vehicle ownership:	Town of Collingwood		
Vehicle maintenance responsibility:	Canadian Red Cross		
Accessible taxis:			

Cornwall

Cornwall Transit

Contact: Len Tapp
Title: Division Manager
Telephone: 613-930-2787 x2252
Fax: 613-932-9906
Email: ltapp@corwall.ca

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), numb
 Private Non-Profit Org.

		REGISTRANTS	Active	Total
Population served:	46,000	Wheelchair/Scooter Users:	550	550
Service area (km ²):	61.5	Ambulatory:	1,012	1,012
Communities served:	1	Attendants:	461	461
Service began:	07/07/1981	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	2,023	2,023
Non-Dedicated Service: <input checked="" type="checkbox"/>	Contractors: 1	Eligibility Criteria:	<input checked="" type="checkbox"/> Unable to Board	

VEHICLE KILOMETRES & HOURS		2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service		203,000	222,385	Weekday:	6:00 to 23:30	Sunday:
Tot. Veh. Km. - Dedicated Service		203,000	222,385	Saturday:	6:15 to 23:30	Holiday:
Rev. Veh. Hrs. - Dedicated Service		13,370	13,370	Advanced booking notice:	14 day(s)	to
Tot. Veh. Hrs. - Dedicated Service		13,370	13,370	Minimum notice for reservation:	24.0 hour(s)	to
Non-Dedicated Service - Veh. Km.		13,344	14,000	Reservations / Scheduling:	Fully Computerized	
Non-Dedicated Service - Veh. Hrs.		1,214	1,272			
PASSENGER DATA		FARE STRUCTURE				
Dedicated Service	34,869	37,994	Effective Date: 01/01/2016		Tickets/Cards	
Non-Dedicated Service	5,934	3,758		Cash	(unit price)	
TOTAL PASSENGERS	40,803	41,752	Adult	\$2.90	\$2.40	
Subscription / Pre-booked	40%	40%	Child	\$2.75		
Reservation	0%	0%	Student	\$2.90	\$2.20	
On-Demand / Day of trip	60%	60%	Senior	\$2.90	\$2.20	
Cancelled in advance	391	8,358	Attendant			
No-shows / Cancelled at door	87	511	Companion	\$2.90	\$2.40	
Unaccommodated trips			Other	Low Income 25 rides for \$44.00		
Number of complaints						
OPERATING EXPENSES		EMPLOYEE DATA			Full-time	Part-time
Administration	\$289,979	\$295,539	Operators	6		
Operations:			Other Operations	2		
Internal - Dedicated Service	\$662,764	\$686,263	Vehicle Mechanics	1		
Contract - Dedicated Service			General and Administration	2		
Contract - Non-Dedicated Service	\$42,262	\$36,821	Other	1		
Contract - Taxi Script						
Maintenance (Vehicles & Facilities)	\$233,409	\$295,368	TOTAL NUMBER OF EMPLOYEES	12		
Fuel	\$51,332	\$65,766				
TOTAL OPERATING EXPENSES	\$1,279,746	\$1,379,757				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		Union Affiliations:				
Passenger Revenue	\$100,345	\$103,117	Operators:	ATU 946		
Other Operating Revenue	\$8,800	\$64,308	Mechanics:	CUPE 234		
Total Operating Revenue	\$109,145	\$167,425	Other (specify):	CUPE 3251		
Federal Contributions						
Provincial Contributions	\$200,400	\$161,103				
Municipal Contributions	\$970,201	\$1,051,229				
Other / Donations						
TOTAL	\$1,279,746	\$1,379,757				
CAPITAL EXPENSES		PERFORMANCE INDICATORS				
Vehicles Purchased			FINANCIAL		2015	2016
Debt Servicing			R/C Ratio		9%	12%
Other Capital Expenses			Net Operating Cost / Capita		\$25.45	\$26.36
TOTAL CAPITAL EXPENSES	\$115,356	\$50,686	Total Exp. / Passenger		\$31.36	\$33.05
			Total Exp. / Eligible Passenger		\$35.51	\$38.20
			Transportation Exp. / Passenger			
			Dedicated Service		\$27.17	\$27.57
			Non-Dedicated Service		\$7.12	\$9.80
			Transportation Exp. / Hour (Dedicated Service)		\$70.87	\$78.34
CAPITAL FUNDING SOURCES		OPERATING				
Transit System			Registrants / Capita		0.0429	0.0440
Federal Contributions			Passengers / Capita		0.8870	0.9077
Provincial Contributions			Passengers / Registrant		20.69	20.64
Municipal Contributions			Passengers / Hour (Dedicated Service)		2.61	2.84
Other / Donations			Kms / Passenger (Dedicated Service)		5.82	5.85
TOTAL CAPITAL FUNDING	\$115,356	\$64,670	Average Speed (Dedicated Service)		15.18	16.63

Other Eligibility: Persons with cognitive disabilities

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	18,198	3,536
Wheelchair/Scooter Users	14,385	
Attendants	5,411	222
Companions		
Other (specified)		
TOTAL	37,994	3,758

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	8	6	4	15
Other				
TOTAL DED. VEHICLES	8	6	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Cramahe

Community Care Northumberland Specialized Transport

Contact: Jessica Hoskin
 Title: Transportation Coordinator
 Telephone: 905-355-2989
 Fax: 905-355-1805
 Email: j.hoskin@commcare.ca

Population served:	35,052	REGISTRANTS	Active	Total
Service area (km ²):	1,286.6	Wheelchair/Scooter Users:	5	5
Communities served:	3	Ambulatory:	402	402
Service began:	08/11/2008	Attendants:		
Advisory Committee members:	9	Companions:	1	1
Eligibility Committee members:	N/A	Other:	1	1
		Total:	409	409

Dedicated Serv. Operated by:	<input type="checkbox"/> Transit System/Municipality	Non-Dedicated Service:	<input type="checkbox"/> Contractors:	Eligibility Criteria:	<input type="checkbox"/> Unable to Board
	<input type="checkbox"/> Private Contractor(s), number:	Taxi Scrip Program Available:	<input type="checkbox"/>		<input checked="" type="checkbox"/> Unable to Use
	<input checked="" type="checkbox"/> Private Non-Profit Org.				<input type="checkbox"/> Other Criteria

VEHICLE KILOMETRES & HOURS

2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	46,363	78,709	Weekday: 8:00 to 17:30	Sunday: to
Tot. Veh. Km. - Dedicated Service	76,152	106,931	Saturday: to	Holiday: to
Rev. Veh. Hrs. - Dedicated Service	1,193	1,782	Advanced booking notice: 7 day(s)	
Tot. Veh. Hrs. - Dedicated Service	1,738	2,345	Minimum notice for reservation: 24.0 hour(s)	
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Partially Computerized
Non-Dedicated Service - Veh. Hrs.				

PASSENGER DATA

Dedicated Service	2,904	3,186	FARE STRUCTURE		
Non-Dedicated Service			Effective Date:		
Subscription / Pre-booked	2,904	3,186	Cash	Tickets/Cards (unit price)	Monthly Pass Free
Reservation	70%	70%	Adult \$5.00		
On-Demand / Day of trip	20%	20%	Child \$2.50		
Cancelled in advance	10%	10%	Student \$5.00		
No-shows / Cancelled at door	1,544	1,284	Senior \$5.00		
Unaccommodated trips	172	143	Attendant		
Number of complaints	22	10	Companion		
		3	Other		

OPERATING EXPENSES

Administration	\$23,317	\$31,222	EMPLOYEE DATA	Full-time	Part-time
Operations:			Operators		4
Internal - Dedicated Service	\$86,443	\$128,563	Other Operations	1	
Contract - Dedicated Service			Vehicle Mechanics		
Contract - Non-Dedicated Service			General and Administration	1	1
Contract - Taxi Scrip			Other	1	
Maintenance (Vehicles & Facilities)	\$4,643	\$11,659	TOTAL NUMBER OF EMPLOYEES	3	5
Fuel	\$11,663	\$13,781	Union Affiliations:	Operators:	
TOTAL OPERATING EXPENSES	\$126,066	\$185,226	Mechanics:		
			Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,711	\$15,442	PERFORMANCE INDICATORS	2015	2016
Other Operating Revenue	\$41,525	\$772	FINANCIAL		
Total Operating Revenue	\$57,236	\$16,214	R/C Ratio	45%	9%
Federal Contributions			Net Operating Cost / Capita	\$1.96	\$4.82
Provincial Contributions	\$31,188	\$44,830	Total Exp. / Passenger	\$43.41	\$58.14
Municipal Contributions	\$16,000	\$18,500	Total Exp. / Eligible Passenger	\$43.41	\$58.14
Other / Donations			Transportation Exp. / Passenger		
TOTAL	\$104,424	\$124,952	Dedicated Service	\$35.38	\$48.34
			Non-Dedicated Service		
			Transportation Exp. / Hour (Dedicated Service)	\$59.12	\$65.67

CAPITAL EXPENSES

Vehicles Purchased		Ded. Service	Non-Ded. Service
Debt Servicing			
Other Capital Expenses			
TOTAL CAPITAL EXPENSES			

CAPITAL FUNDING SOURCES

Transit System		2015	2016
Federal Contributions			
Provincial Contributions			
Municipal Contributions			
Other / Donations			
TOTAL CAPITAL FUNDING			

Our rural transportation service offers service in Cramahe, Alnwick/Haldimand and Hamilton Townships. We also operate in the Municipality of Trent Hills, which is reported with Trent Hills.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		2,663
Wheelchair/Scooter Users		523
Attendants		
Companions		
Other (specified)		
TOTAL		3,186

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars			N/A
Accessible Vans / Minivans	1	1	2
Small Buses	1	1	10
Other			
TOTAL DED. VEHICLES	2	2	N/A
Vehicle ownership:		Community Care Northumberland	
Vehicle maintenance responsibility:		Community Care Northumberland	
Accessible taxis:			

Dryden

My Lift (Formerly Dryden Handi Transit)

Contact: Michelle Deschene
 Title: Payroll & Benefits Administrator
 Telephone: 807-223-1117
 Fax: 807-223-6141
 Email: mdeschene@dryden.ca

		REGISTRANTS	Active	Total
Population served:	7,749	Wheelchair/Scooter Users:	14	14
Service area (km²):	65.8	Ambulatory:	87	87
Communities served:	1	Attendants:	8	8
Service began:	06/01/1976	Companions:		
Advisory Committee members:	2	Other:		
Eligibility Committee members:	2	Total:	109	109

Dedicated Serv. Operated by:	<input checked="" type="checkbox"/> Transit System/Municipality	Non-Dedicated Service:	<input type="checkbox"/> Contractors:	Eligibility Criteria:	<input checked="" type="checkbox"/> Unable to Board
	<input type="checkbox"/> Private Contractor(s), number:	Taxi Scrip Program Available:	<input type="checkbox"/>		<input checked="" type="checkbox"/> Unable to Use
	<input type="checkbox"/> Private Non-Profit Org.				<input type="checkbox"/> Other Criteria

VEHICLE KILOMETRES & HOURS		2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service		13,403	16,069	Weekday:	8:00 to 16:00	Sunday:
Tot. Veh. Km. - Dedicated Service		13,497	16,163	Saturday:	to	Holiday:
Rev. Veh. Hrs. - Dedicated Service		1,314	1,482	Advanced booking notice:	day(s)	
Tot. Veh. Hrs. - Dedicated Service		2,491	2,271	Minimum notice for reservation:	0.0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Manually	
Non-Dedicated Service - Veh. Hrs.						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		4,471	3,493	Effective Date:	01/01/2015	Tickets/Cards
Non-Dedicated Service						(unit price)
TOTAL PASSENGERS		4,471	3,493	Cash		Monthly Pass
Subscription / Pre-booked		80%	80%	\$2.50		<input type="checkbox"/>
Reservation		15%	15%			<input type="checkbox"/>
On-Demand / Day of trip		5%	5%			<input checked="" type="checkbox"/>
Cancelled in advance		43	92			
No-shows / Cancelled at door		16	32			
Unaccommodated trips						
Number of complaints						
OPERATING EXPENSES				EMPLOYEE DATA		
Administration		\$10,137	\$12,611	Operators	Full-time	Part-time
Operations:				Other Operations		2
Internal - Dedicated Service		\$54,319	\$70,480	Vehicle Mechanics		
Contract - Dedicated Service				General and Administration		
Contract - Non-Dedicated Service				Other		
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES		2
Maintenance (Vehicles & Facilities)		\$5,434	\$5,922	Union Affiliations:	Operators:	
Fuel		\$6,868	\$7,565		Mechanics:	
TOTAL OPERATING EXPENSES		\$76,758	\$96,578		Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate:	\$19.00	
Passenger Revenue		\$651	\$431	Top Mechanic Wage Rate:		
Other Operating Revenue		\$187	\$343			
Total Operating Revenue		\$838	\$774			
Federal Contributions				PERFORMANCE INDICATORS		
Provincial Contributions		\$17,000	\$17,000	FINANCIAL	2015	2016
Municipal Contributions		\$57,412	\$33,870	R/C Ratio	1%	1%
Other / Donations		\$1,507	\$25,371	Net Operating Cost / Capita	\$9.97	\$12.36
TOTAL		\$76,757	\$77,015	Total Exp. / Passenger	\$17.17	\$27.65
CAPITAL EXPENSES			Total Exp. / Eligible Passenger	\$17.64	\$28.79	
Vehicles Purchased			Transportation Exp. / Passenger			
Debt Servicing			Dedicated Service	\$14.90	\$24.04	
Other Capital Expenses			Non-Dedicated Service			
TOTAL CAPITAL EXPENSES			Transportation Exp. / Hour (Dedicated Service)	\$26.74	\$36.97	
CAPITAL FUNDING SOURCES				OPERATING		
Transit System			Registrants / Capita	0.0348	0.0141	
Federal Contributions			Passengers / Capita	0.5870	0.4508	
Provincial Contributions			Passengers / Registrant	16.87	32.05	
Municipal Contributions			Passengers / Hour (Dedicated Service)	3.40	2.36	
Other / Donations			Kms / Passenger (Dedicated Service)	3.00	4.60	
TOTAL CAPITAL FUNDING			Average Speed (Dedicated Service)	10.20	10.84	
				PASSENGER DATA		
				Ded. Service	Non-Ded. Service	
				Ambulatory	2,854	
				Wheelchair/Scooter Users	500	
				Attendants	139	
				Companions		
				Other (specified)		
				TOTAL	3,493	
				VEHICLE DATA		
				Number	Veh. Peak	Avg. Capacity per Veh.
				Non-Accessible Cars	N/A	
				Accessible Vans / Minivans		
				Small Buses	1	2
				Other		8
				TOTAL DED. VEHICLES	1	N/A
				Vehicle ownership:	Municipality	
				Vehicle maintenance responsibility:	Municipality	
				Accessible taxis:		

Durham Region, ON

Durham Region Transit

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

		REGISTRANTS	Active	Total
Population served:	660,765	Wheelchair/Scooter Users:	1,084	2,717
Service area (km²):	2,537.0	Ambulatory:	1,616	5,091
Communities served:	8	Attendants:		
Service began:	01/01/2006	Companions:		
Advisory Committee members:	8	Other:		
Eligibility Committee members:	N/A	Total:	2,700	7,808

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Non-Dedicated Service: Contractors: 4
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	1,191,191	1,210,297	Weekday: 5:00 to 1:00
Tot. Veh. Km. - Dedicated Service	1,191,191	1,210,297	Saturday: 5:00 to 1:00
Rev. Veh. Hrs. - Dedicated Service	45,634	42,145	Advanced booking notice: 7 day(s)
Tot. Veh. Hrs. - Dedicated Service	45,634	50,972	Minimum notice for reservation: 0.0 hour(s)
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Fully Computerized
Non-Dedicated Service - Veh. Hrs.	29,178	26,624	

PASSENGER DATA

	2015	2016	FARE STRUCTURE
Dedicated Service	117,976	113,665	Effective Date: 01/01/2016
Non-Dedicated Service	64,571	66,817	Tickets/Cards (unit price)
TOTAL PASSENGERS	182,547	180,482	Cash
Subscription / Pre-booked	62%	62%	Adult \$3.75
Reservation	35%	37%	Child \$2.50
On-Demand / Day of trip	3%	1%	Student \$3.75
Cancelled in advance	34,461	33,255	Senior \$2.50
No-shows / Cancelled at door	2,786	3,128	Attendant \$2.05
Unaccommodated trips	3,649	2,204	Companion \$65.00
Number of complaints	32	70	Other ODSP \$46.00

OPERATING EXPENSES

Administration	\$689,657	\$826,875
Operations:		
Internal - Dedicated Service	\$3,464,422	\$3,690,719
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,383,514	\$1,551,980
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$819,571	\$748,163
Fuel	\$270,218	\$240,004
TOTAL OPERATING EXPENSES	\$6,627,382	\$7,057,741

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$239,551	\$273,464
Other Operating Revenue		
Total Operating Revenue	\$239,551	\$273,464
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$6,387,832	\$6,784,277
Other / Donations		
TOTAL	\$6,627,382	\$7,057,741

CAPITAL EXPENSES

Vehicles Purchased	\$609,780	\$463,917
Debt Servicing		
Other Capital Expenses	\$52,729	\$2,114
TOTAL CAPITAL EXPENSES	\$662,509	\$466,031

CAPITAL FUNDING SOURCES

Transit System	\$215,254	
Federal Contributions		
Provincial Contributions	\$447,255	\$463,917
Municipal Contributions		\$2,114
Other / Donations		
TOTAL CAPITAL FUNDING	\$662,509	\$466,031

Eligibility criteria: An applicant may be eligible for Specialized Services if the person has a disability that prevents him/her from using conventional transit service for all or part of a trip. This could be due to a visual, sensory, cognitive or physical disability, and could be either short-term or long-term. The eligibility decision is based on the applicant's functional ability to use conventional transit. Registrant database updated in 2016 resulting in reduction in ACTIVE registrants.

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	4%	4%
Net Operating Cost / Capita	\$9.67	\$10.27
Total Exp. / Passenger	\$36.31	\$39.10
Total Exp. / Eligible Passenger	\$37.35	\$40.83
Transportation Exp. / Passenger		
Dedicated Service	\$38.60	\$41.16
Non-Dedicated Service	\$21.43	\$23.23
Transportation Exp. / Hour (Dedicated Service)	\$99.80	\$91.79
OPERATING		
Registrants / Capita	0.0101	0.0118
Passengers / Capita	0.2763	0.2731
Passengers / Registrant	27.38	23.12
Passengers / Hour (Dedicated Service)	2.59	2.70
Kms / Passenger (Dedicated Service)	10.10	10.65
Average Speed (Dedicated Service)	26.10	28.72

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	71,162	41,832
Wheelchair/Scooter Users	37,700	22,162
Attendants	4,801	2,822
Companions		
Other (specified)		
TOTAL	113,663	66,816

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	30	26	4	8
Small Buses				
Other				
TOTAL DED. VEHICLES	30	26	N/A	N/A
Vehicle ownership:			Region of Durham	
Vehicle maintenance responsibility:			Region of Durham	
Accessible taxis:				

Dysart et Al

Dysart Special Transit Service

Contact: Barbara Swannell
 Title: Treasurer
 Telephone: 705-457-1740 x23
 Fax: 705-457-1964
 Email: bswannell@dysartetal.ca

Population served:	6,500	REGISTRANTS	Active	Total
Service area (km ²):	1,506.0	Wheelchair/Scooter Users:	56	56
Communities served:	1	Ambulatory:	71	71
Service began:	12/01/1989	Attendants:	16	16
Advisory Committee members:	3	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	143	143

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	4,251
Tot. Veh. Km. - Dedicated Service	5,668
Rev. Veh. Hrs. - Dedicated Service	404
Tot. Veh. Hrs. - Dedicated Service	538
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hrs.	

2015
2016
SERVICE HOURS / SCHEDULING

Weekday:	9:00 to 15:00	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	3 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manually		

PASSENGER DATA

Dedicated Service	1,510	1,460	Effective Date:	Tickets/Cards (unit price)	Monthly Pass	Free
Non-Dedicated Service			Cash			
TOTAL PASSENGERS	1,510	1,460	Adult			
Subscription / Pre-booked	75%	75%	Child			
Reservation	23%	23%	Student			
On-Demand / Day of trip	2%	2%	Senior			
Cancelled in advance			Attendant			
No-shows / Cancelled at door			Companion			
Unaccommodated trips			Other	Charges for zone areas. Refer to Fee Schedule A Bylaw 2015-43.		
Number of complaints						

OPERATING EXPENSES

Administration	\$6,842	\$5,717	EMPLOYEE DATA	Full-time	Part-time
Operations:			Operators	2	
Internal - Dedicated Service			Other Operations	1	
Contract - Dedicated Service	\$9,433	\$9,415	Vehicle Mechanics	1	
Contract - Non-Dedicated Service			General and Administration	1	
Contract - Taxi Scrip			Other		
Maintenance (Vehicles & Facilities)	\$813	\$2,338	TOTAL NUMBER OF EMPLOYEES	5	
Fuel	\$2,163	\$1,601	Union Affiliations: Operators:		
TOTAL OPERATING EXPENSES	\$19,251	\$19,071	Mechanics: CUPE 2142		
			Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,542	\$8,434	Top Operator Wage Rate: \$18.00
Other Operating Revenue			Top Mechanic Wage Rate: \$26.81
Total Operating Revenue	\$8,542	\$8,434	PERFORMANCE INDICATORS

Federal Contributions
Provincial Contributions
Municipal Contributions
Other / Donations

TOTAL	\$19,251	\$19,071	FINANCIAL	2015	2016
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CAPITAL EXPENSES
Vehicles Purchased
Debt Servicing
Other Capital Expenses
TOTAL CAPITAL EXPENSES
CAPITAL FUNDING SOURCES
Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Other / Donations
TOTAL CAPITAL FUNDING

* Service hours exceptions: Weekend and holiday service upon request; Out of area medical appointments that exceed normal operating hours. * Fare Structure: Area 1 - \$7/person or \$5/person (Wednesdays only). Area 2 - \$20/person between A1 and A2. Area 3 - \$25/person between A1 and A3. Area 4 - \$35/person between A1 and A4. Area 5 - \$45/person each direction + \$1/km beyond boundaries of A1 and A5. Haliburton to Lindsay, Peterborough or Bracebridge \$250 or \$40 each (min 6 people). Haliburton to Barrie, Oshawa, Toronto or Kingston - \$150 plus \$50/hour. Long-term Care Facilities - \$130 up to 3 hrs, \$45/hour thereafter.

	PERFORMANCE INDICATORS	2015	2016
R/C Ratio	44%	44%	
Net Operating Cost / Capita	\$1.65	\$1.64	
Total Exp. / Passenger	\$12.75	\$13.06	
Total Exp. / Eligible Passenger	\$14.88	\$14.60	
Transportation Exp. / Passenger			
Dedicated Service	\$8.22	\$9.15	
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)	\$23.07	\$24.68	
OPERATING			
Registrants / Capita	0.0220	0.0220	
Passengers / Capita	0.2323	0.2246	
Passengers / Registrant	10.56	10.21	
Passengers / Hour (Dedicated Service)	3.74	3.17	
Kms / Passenger (Dedicated Service)	2.82	2.46	
Average Speed (Dedicated Service)	10.52	7.80	

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	862	
Wheelchair/Scooter Users	444	
Attendants	154	
Companions		
Other (specified)		
TOTAL	1,460	

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

Elliot Lake**Elliot Lake Handi Lift**

Contact: Norman Mann
 Title: CEO
 Telephone: 705-848-2019 x233
 Fax: 705-848-1306
 Email: norm@huronlodge.ca

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Population served:	10,498	REGISTRANTS	Active	Total
Service area (km ²):	16.0	Wheelchair/Scooter Users:		
Communities served:	1	Ambulatory:		
Service began:	01/01/1988	Attendants:		
Advisory Committee members:	N/A	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:		

Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Taxi Scrip Program Available: Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	35,912
Tot. Veh. Km. - Dedicated Service	37,784
Rev. Veh. Hrs. - Dedicated Service	3,801
Tot. Veh. Hrs. - Dedicated Service	3,861
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hrs.	

PASSENGER DATA

Dedicated Service	9,283
Non-Dedicated Service	
TOTAL PASSENGERS	9,283
Subscription / Pre-booked	70%
Reservation	30%
On-Demand / Day of trip	0%
Cancelled in advance	400
No-shows / Cancelled at door	250
Unaccommodated trips	250
Number of complaints	

OPERATING EXPENSES

Administration	
Operations:	\$14,046
Internal - Dedicated Service	
Contract - Dedicated Service	\$124,518
Contract - Non-Dedicated Service	
Contract - Taxi Scrip	
Maintenance (Vehicles & Facilities)	\$28,663
Fuel	\$9,814
TOTAL OPERATING EXPENSES	\$162,995

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$18,778
Other Operating Revenue	
Total Operating Revenue	\$18,778
Federal Contributions	
Provincial Contributions	\$60,000
Municipal Contributions	\$84,217
Other / Donations	
TOTAL	\$162,995

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	
CAPITAL FUNDING SOURCES	
Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
TOTAL CAPITAL FUNDING	

SERVICE HOURS / SCHEDULING

Weekday:	7:00 to 18:30	Sunday:	to
Saturday:	7:00 to 18:30	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:		Tickets/Cards (unit price)		
		Cash		
Adult	\$2.50	\$2.00	\$62.00	
Child	\$2.25	\$2.00	\$52.00	
Student	\$2.25	\$2.00	\$52.00	
Senior	\$2.25	\$2.00	\$52.00	
Attendant				
Companion				
Other				

EMPLOYEE DATA

Operators	1	Full-time	
Other Operations			2
Vehicle Mechanics			
General and Administration			3
Other			

TOTAL NUMBER OF EMPLOYEES

Union Affiliations:	Operators:	CUPE 1880
	Mechanics:	CUPE 170
	Other (specify):	

Top Operator Wage Rate: \$16.99
 Top Mechanic Wage Rate: \$28.48

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	12%	1%
Net Operating Cost / Capita	\$12.71	\$16.48
Total Exp. / Passenger	\$17.56	\$18.93
Total Exp. / Eligible Passenger	\$19.53	\$21.12
Transportation Exp. / Passenger		
Dedicated Service	\$17.56	\$17.41
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$42.22	
OPERATING		
Registrants / Capita	0.0185	
Passengers / Capita	0.8180	0.8805
Passengers / Registrant	44.20	
Passengers / Hour (Dedicated Service)	2.44	
Kms / Passenger (Dedicated Service)	3.87	
Average Speed (Dedicated Service)	9.45	

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	6,872	
Wheelchair/Scooter Users	1,412	
Attendants		
Companions	959	
Other (specified)		
TOTAL	9,243	

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

Espanola

Espanola Care Van

Contact: Cathy Tessier
 Title: Manager of Financial Services
 Telephone: 705-869-1540 x2108
 Fax: 705-869-0083
 Email: ctessier@espanola.ca

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Population served:	4,996	REGISTRANTS	Active	Total
Service area (km ²):	17.8	Wheelchair/Scooter Users:	12	12
Communities served:	1	Ambulatory:	184	184
Service began:	01/01/1986	Attendants:		
Advisory Committee members:	6	Companions:	3	3
Eligibility Committee members:	6	Other:		
		Total:	199	199

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:

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. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

PASSENGER DATA

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

Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

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

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenue

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

Other Eligibility - Residents age 55 and over and residents with disabilities.

2015
2016
SERVICE HOURS / SCHEDULING

Weekday: 8:00 to 16:00 Sunday: to to
 Saturday: to Holiday: to

Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Manually

FARE STRUCTURE

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

EMPLOYEE DATA

Operators	Full-time	Part-time
Other Operations		2
Vehicle Mechanics		
General and Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:		
Mechanics:	CUPE 534	
Other (specify):		

Top Operator Wage Rate: \$17.30
 Top Mechanic Wage Rate: \$32.74

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	24%	22%

Net Operating Cost / Capita	\$7.36	\$9.54
Total Exp. / Passenger	\$10.21	\$11.58

Total Exp. / Eligible Passenger	\$10.31	\$11.81
Transportation Exp. / Passenger		

Dedicated Service	\$9.29	\$10.49
Non-Dedicated Service		

Transportation Exp. / Hour (Dedicated Service)

OPERATING		
Registrants / Capita	0.0293	0.0398
Passengers / Capita	0.9557	1.0508

Passengers / Registrant	32.67	26.38
Passengers / Hour (Dedicated Service)		

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	4,830	
Wheelchair/Scooter Users	315	
Attendants		
Companions	105	
Other (specified)		
TOTAL	5,250	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans / Minivans	1	1	2
Small Buses			6
Other			
TOTAL DED. VEHICLES	1	1	N/A
Vehicle ownership:			Municipality
Vehicle maintenance responsibility:			Municipality
Accessible taxis:			

Fort Erie

Fort Erie Accessible Specialized Transit (FAST)

Contact: Carla Stout, DPA
 Title: Transit Program Manager
 Telephone: 905-871-1600 x2401
 Fax: 905-871-6411
 Email: cstout@forerie.ca

		REGISTRANTS	Active	Total
Population served:	30,710	Wheelchair/Scooter Users:	65	
Service area (km ²):	168.0	Ambulatory:	185	
Communities served:	1	Attendants:		
Service began:	03/07/2007	Companions:	49	
Advisory Committee members:	4	Other:		
Eligibility Committee members:	1	Total:	299	652

Dedicated Serv. Operated by:	<input checked="" type="checkbox"/> Transit System/Municipality	Non-Dedicated Service:	<input type="checkbox"/> Contractors:	Eligibility Criteria:	<input checked="" type="checkbox"/> Unable to Board
	<input type="checkbox"/> Private Contractor(s), number:	Taxi Scrip Program Available:	<input type="checkbox"/>		<input checked="" type="checkbox"/> Unable to Use
	<input checked="" type="checkbox"/> Private Non-Profit Org.				<input type="checkbox"/> Other Criteria

VEHICLE KILOMETRES & HOURS		2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service		67,000	54,085	Weekday:	6:30 to 19:30	Sunday:
Tot. Veh. Km. - Dedicated Service		67,000	69,813	Saturday:	6:30 to 19:30	Holiday:
Rev. Veh. Hrs. - Dedicated Service		6,000	6,000	Advanced booking notice:	2 day(s)	
Tot. Veh. Hrs. - Dedicated Service		6,000	6,000	Minimum notice for reservation:	48.0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Fully Computerized	
Non-Dedicated Service - Veh. Hrs.						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		10,363	10,139	Effective Date:	01/01/2013	Tickets/Cards
Non-Dedicated Service						(unit price)
TOTAL PASSENGERS		10,363	10,139	Cash		
Subscription / Pre-booked		47%	62%	\$2.50	\$2.00	
Reservation		53%	38%	\$2.50	\$2.00	
On-Demand / Day of trip		0%	0%	\$2.50	\$2.00	
Cancelled in advance		1,506	3,246	Attendant		
No-shows / Cancelled at door		869	30	Companion		
Unaccommodated trips		96	156	Other		
Number of complaints		4				
OPERATING EXPENSES				EMPLOYEE DATA		
Administration		\$13,248	\$14,721	Operators	2	Part-time
Operations:				Other Operations	1	
Internal - Dedicated Service				Vehicle Mechanics		
Contract - Dedicated Service		\$222,946	\$222,946	General and Administration	1	
Contract - Non-Dedicated Service				Other		1
Contract - Taxi Scrip						2
Maintenance (Vehicles & Facilities)		\$22,059	\$23,008	TOTAL NUMBER OF EMPLOYEES		
Fuel				4		
TOTAL OPERATING EXPENSES		\$258,253	\$260,675	Union Affiliations: Operators: Mechanics: Other (specify):		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate:	\$17.48	
Passenger Revenue		\$12,236	\$12,078	Top Mechanic Wage Rate:		
Other Operating Revenue						
Total Operating Revenue		\$12,236	\$12,078	PERFORMANCE INDICATORS		
Federal Contributions				FINANCIAL		
Provincial Contributions		\$150,000	\$150,000	2015		
Municipal Contributions		\$96,017	\$98,597	R/C Ratio	5%	5%
Other / Donations				Net Operating Cost / Capita	\$8.21	\$8.09
TOTAL		\$258,253	\$260,675	Total Exp. / Passenger	\$24.92	\$25.71
CAPITAL EXPENSES				Total Exp. / Eligible Passenger	\$26.33	\$26.79
Vehicles Purchased				Transportation Exp. / Passenger		
Debt Servicing				Dedicated Service	\$23.64	\$24.26
Other Capital Expenses				Non-Dedicated Service		
TOTAL CAPITAL EXPENSES				Transportation Exp. / Hour (Dedicated Service)	\$40.83	\$40.99
CAPITAL FUNDING SOURCES				OPERATING		
Transit System				Registrants / Capita	0.0171	0.0212
Federal Contributions				Passengers / Capita	0.3459	0.3302
Provincial Contributions				Passengers / Registrant	20.24	15.55
Municipal Contributions				Passengers / Hour (Dedicated Service)	1.73	1.69
Other / Donations				Kms / Passenger (Dedicated Service)	6.47	5.33
TOTAL CAPITAL FUNDING				Average Speed (Dedicated Service)	11.17	9.01
				PASSENGER DATA		
				Ded. Service		Non-Ded. Service
				Ambulatory	8,026	
				Wheelchair/Scooter Users	1,704	
				Attendants		
				Companions	409	
				Other (specified)		
				TOTAL		10,139
				VEHICLE DATA		
				Number		Veh. Peak
				Avg. Capacity per Veh.		
				Wheelchair		Ambulatory
				N/A		
				3		3
				Other		
TOTAL DED. VEHICLES				3		N/A
				2		N/A
				Vehicle ownership:		Municipality=2/ CRC=1
				Vehicle maintenance responsibility:		Municipality=2/ CRC=1
				Accessible taxis:		

Fort Frances

Fort Frances Handi-van

Contact: Jason Kabel
 Title: Community Services Division Manager
 Telephone: 807-274-4561 x1719
 Fax: 807-274-3799
 Email: jkabel@fortfrances.ca

		REGISTRANTS	Active	Total
Population served:	7,420	Wheelchair/Scooter Users:	325	325
Service area (km²):	7.3	Ambulatory:		
Communities served:	1	Attendants:		
Service began:	12/01/1986	Companions:		
Advisory Committee members:	3	Other:		
Eligibility Committee members:	2	Total:	325	325

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

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

2015

39,754
 39,754

2016

35,447
 35,447

SERVICE HOURS / SCHEDULING

Weekday: 8:00 to 16:00 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 16.0 hour(s)
 Reservations / Scheduling: Manually

FARE STRUCTURE

	Effective Date: 01/01/2016	Tickets/Cards (unit price)	Monthly Pass	Free
		Cash		
Subscription / Pre-booked	Adult \$1.25	\$1.25		
Reservation	Child \$1.25			
On-Demand / Day of trip	Student \$1.25			
Cancelled in advance	Senior \$1.00			
No-shows / Cancelled at door	Attendant			
Unaccommodated trips	Companion			
Number of complaints	Other			

OPERATING EXPENSES

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

2016

10,571
 12,637

2015

9,990
 22,627

EMPLOYEE DATA

	Full-time	Part-time
Operators	2	2
Other Operations		1
Vehicle Mechanics		
General and Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	2	4

Union Affiliations: Operators: CUPE Local 65
 Mechanics: Other (specify):

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$28.62

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

2016

\$21,436

2015

\$15,917

PERFORMANCE INDICATORS

Total Operating Revenue

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

2016

\$68,942

	2015	2016
R/C Ratio	11%	8%
Net Operating Cost / Capita	\$21.89	\$24.63
Total Exp. / Passenger	\$9.13	\$8.78
Total Exp. / Eligible Passenger	\$18.69	\$20.79
Transportation Exp. / Passenger		
Dedicated Service	\$14.95	\$15.92
Non-Dedicated Service	\$2.42	\$2.07
Transportation Exp. / Hour (Dedicated Service)		

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

2016

\$195,517

2015

\$198,677

OPERATING

Registrants / Capita	0.0411	0.0438
Passengers / Capita	2.6917	3.0495
Passengers / Registrant	65.46	69.62
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	3.76	3.55
Average Speed (Dedicated Service)		

In order for a person to be granted rider eligibility they must have a physician complete a registered users application and be approved by the two members of the eligibility committee.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	9,546	9
Attendants	444	
Companions		
Other (specified)		12,628
TOTAL	9,990	12,637

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	N/A	Ambulatory
Non-Accessible Cars				
Accessible Vans / Minivans				
Small Buses	2	2	4	
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:		Municipality		
Vehicle maintenance responsibility:		Municipality		
Accessible taxis:	1			

Greater Sudbury, ON

Sudbury Handi Transit

Contact: Andrew Poeta
Title: Transit Planner
Telephone: 705-674-4455 x3039
Fax: 705-560-4571
Email: andrew.poeta@greatersudbury.ca

		REGISTRANTS	Active	Total
Population served:	138,000	Wheelchair/Scooter Users:	1,412	4,097
Service area (km²):	152.6	Ambulatory:	1,626	3,713
Communities served:	1	Attendants:		
Service began:	01/01/2001	Companions:		
Advisory Committee members:	5	Other:		
Eligibility Committee members:	N/A	Total:	3,038	7,810

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	1,360,000	1,086,149	Weekday:	6:30 to 00:00	Sunday:
Tot. Veh. Km. - Dedicated Service	1,360,000	1,086,149	Saturday:	7:00 to 00:00	Holiday:
Rev. Veh. Hrs. - Dedicated Service	50,503	50,502	Advanced booking notice:	day(s)	
Tot. Veh. Hrs. - Dedicated Service	50,503	50,502	Minimum notice for reservation:	48.0 hour(s)	
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized	
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

	2015	2016	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	115,655	112,107	Effective Date: 01/01/2016			
Non-Dedicated Service	14,894	18,205	Cash			
TOTAL PASSENGERS	130,549	130,312	Adult	\$3.10	\$2.45	\$84.00
Subscription / Pre-booked	58%	60%	Child	\$2.25	\$1.85	\$50.00
Reservation	42%	40%	Student	\$3.10	\$2.45	\$78.00
On-Demand / Day of trip	0%	0%	Senior	\$2.25	\$1.85	\$50.00
Cancelled in advance	12,049	11,764	Attendant			
No-shows / Cancelled at door	3,666	3,390	Companion	\$3.10	\$2.45	\$84.00
Unaccommodated trips	2,152	1,315	Other	Pilot program from March 2016 to December 2016 - Seniors ride free all		
Number of complaints						

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$5,556	\$16,607	Operators		
Operations:			Other Operations		
Internal - Dedicated Service			Vehicle Mechanics		
Contract - Dedicated Service	\$2,780,214	\$2,658,091	General and Administration		
Contract - Non-Dedicated Service	\$253,618	\$308,657	Other		
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)			TOTAL NUMBER OF EMPLOYEES		
Fuel					
TOTAL OPERATING EXPENSES	\$3,039,389	\$2,983,355	Union Affiliations:	Operators:	
Passenger Revenue	\$262,743	\$184,358		Mechanics:	
Other Operating Revenue				Other (specify):	
Total Operating Revenue	\$262,743	\$184,358			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016	PERFORMANCE INDICATORS	2015	2016
Federal Contributions			FINANCIAL		
Provincial Contributions	\$141,334	\$141,334	R/C Ratio	9%	6%
Municipal Contributions	\$2,635,312	\$2,654,455	Net Operating Cost / Capita	\$20.12	\$20.28
Other / Donations		\$3,208	Total Exp. / Passenger	\$23.28	\$22.89
TOTAL	\$3,039,389	\$2,983,355	Total Exp. / Eligible Passenger	\$25.82	\$25.28

CAPITAL EXPENSES

	2015	2016	PERFORMANCE INDICATORS	2015	2016
Vehicles Purchased			FINANCIAL		
Debt Servicing			R/C Ratio	9%	6%
Other Capital Expenses			Net Operating Cost / Capita	\$20.12	\$20.28
TOTAL CAPITAL EXPENSES	\$184,358	\$184,358	Total Exp. / Passenger	\$23.28	\$22.89
CAPITAL FUNDING SOURCES			Total Exp. / Eligible Passenger	\$25.82	\$25.28
Transit System			Transportation Exp. / Passenger		
Federal Contributions			Dedicated Service	\$24.04	\$23.71
Provincial Contributions			Non-Dedicated Service	\$17.03	\$16.95
Municipal Contributions			Transportation Exp. / Hour (Dedicated Service)	\$55.05	\$52.63
Other / Donations					
TOTAL CAPITAL FUNDING	\$184,358	\$184,358			

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PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	56,928	18,205
Wheelchair/Scooter Users	42,902	
Attendants	7,637	
Companions	4,640	
Other (specified)		
TOTAL	112,107	18,205

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair
			Ambulatory
Non-Accessible Cars			
Accessible Vans / Minivans			
Small Buses	17	15	4
Other			10
TOTAL DED. VEHICLES	17	15	N/A
Vehicle ownership:			Contracted Operator
Vehicle maintenance responsibility:			Contracted Operator
Accessible taxis:			

Greenstone

Seniors Transportation and Aging at Home Medical Transportation

Contact: Sue Benwell
 Title: Community Services Bookkeeper/Secretary
 Telephone: 807-854-1100 x2010
 Fax: 807-854-1947
 Email: sue.benwell@greenstone.ca

	Population served:	4,726	REGISTRANTS	Active	Total
Service area (km²):	3,000.0	Wheelchair/Scooter Users:	6	6	
Communities served:	1	Ambulatory:	30	30	
Service began:	01/01/2001	Attendants:			
Advisory Committee members:	N/A	Companions:	22	22	
Eligibility Committee members:	N/A	Other:	210	210	
		Total:	268	268	

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

VEHICLE KILOMETRES & HOURS
2015 **2016** **SERVICE HOURS / SCHEDULING**

Rev. Veh. Km. - Dedicated Service			Weekday: 9:00 to 17:00	Sunday:	to
Tot. Veh. Km. - Dedicated Service			Saturday: to	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service	5,881	6,796	Advanced booking notice:	day(s)	
Tot. Veh. Hrs. - Dedicated Service	5,881	6,796	Minimum notice for reservation:	24.0 hour(s)	
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

	2015	2016	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	2,017	2,698	Effective Date: 01/01/2006			
Non-Dedicated Service			Cash			
TOTAL PASSENGERS	2,017	2,698	Adult			
Subscription / Pre-booked	85%	85%	Child			
Reservation	0%	0%	Student			
On-Demand / Day of trip	15%	15%	Senior	\$1.50	\$1.50	
Cancelled in advance	65	122	Attendant			
No-shows / Cancelled at door			Companion			
Unaccommodated trips			Other			
Number of complaints						

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$18,580	\$18,807	Operators		2
Operations:			Other Operations		
Internal - Dedicated Service	\$29,452	\$30,783	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration	1	
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	1	2
Maintenance (Vehicles & Facilities)	\$12,768	\$15,579	Union Affiliations: Operators:	CUPE Local 3045	
Fuel	\$7,902	\$6,967	Mechanics:		
TOTAL OPERATING EXPENSES	\$68,702	\$72,136	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$403	\$733	Top Operator Wage Rate: \$26.92
Other Operating Revenue			Top Mechanic Wage Rate:
Total Operating Revenue	\$403	\$733	
Federal Contributions			
Provincial Contributions	\$55,712	\$57,300	
Municipal Contributions	\$12,587	\$14,103	
Other / Donations			
TOTAL	\$68,702	\$72,136	

CAPITAL EXPENSES

	2015	2016	PERFORMANCE INDICATORS
R/C Ratio	1%	1%	FINANCIAL
Net Operating Cost / Capita	\$14.45	\$15.11	
Total Exp. / Passenger	\$34.06	\$26.74	
Total Exp. / Eligible Passenger	\$34,351.00	\$12,022.67	
Transportation Exp. / Passenger			
Dedicated Service	\$24.85	\$19.77	
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)	\$8.52	\$7.85	

TOTAL CAPITAL EXPENSES

	2015	2016	OPERATING
Registrants / Capita	0.0449	0.0567	
Passengers / Capita	0.4268	0.5709	
Passengers / Registrant	9.51	10.07	
Passengers / Hour (Dedicated Service)	0.34	0.40	
Kms / Passenger (Dedicated Service)			
Average Speed (Dedicated Service)			

TOTAL CAPITAL FUNDING

	Ded. Service	Non-Ded. Service	PASSENGER DATA
Ambulatory			
Wheelchair/Scooter Users	6		
Attendants			
Companions	44		
Other (specified)	2,648		
TOTAL	2,698		

Eligibility Criteria: Under Other Criteria - Our vehicles are used for Seniors 55 years and older.

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

Guelph**Guelph Transit Mobility Service**

Contact: Courtney McDonald
 Title: Transit Services Business Specialist
 Telephone: 519-822-1811 x2708
 Fax: 519-822-1322
 Email: courtney.mcdonald@guelph.ca

		REGISTRANTS	Active	Total
Population served:	131,794	Wheelchair/Scooter Users:	377	377
Service area (km²):	87.0	Ambulatory:	921	921
Communities served:	1	Attendants:		
Service began:	01/03/1992	Companions:		
Advisory Committee members:	15	Other:		
Eligibility Committee members:	N/A	Total:	1,298	1,298

Dedicated Serv. Operated by:	<input checked="" type="checkbox"/> Transit System/Municipality	Non-Dedicated Service:	<input checked="" type="checkbox"/>	Contractors:	2	Eligibility Criteria:	<input checked="" type="checkbox"/> Unable to Board
	<input type="checkbox"/> Private Contractor(s), number:	Taxi Scrip Program Available:	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/> Unable to Use
	<input type="checkbox"/> Private Non-Profit Org.						<input type="checkbox"/> Other Criteria

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	200,283	340,647	Weekday:	5:45 to 00:15	Sunday:	9:15 to 18:45
Tot. Veh. Km. - Dedicated Service	201,273	340,647	Saturday:	5:45 to 00:15	Holiday:	9:15 to 18:45
Rev. Veh. Hrs. - Dedicated Service	10,876	11,135	Advanced booking notice:	7 day(s)		
Tot. Veh. Hrs. - Dedicated Service	10,922	11,135	Minimum notice for reservation:	3.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized		
Non-Dedicated Service - Veh. Hrs.						

PASSENGER DATA

	2015	2016	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	35,236	37,095	Effective Date:			
Non-Dedicated Service	11,993	5,322	Cash	\$2.80	\$80.00	<input checked="" type="checkbox"/>
TOTAL PASSENGERS	47,229	42,417	Adult	\$3.00		
Subscription / Pre-booked	0%	0%	Child			
Reservation	0%	0%	Student	\$2.25	\$68.00	<input type="checkbox"/>
On-Demand / Day of trip	0%	0%	Senior	\$2.25	\$68.00	<input type="checkbox"/>
Cancelled in advance	7,332	7,095	Attendant	\$2.25	\$68.00	<input type="checkbox"/>
No-shows / Cancelled at door	498	583	Companion	\$2.25	\$68.00	<input type="checkbox"/>
Unaccommodated trips			Other			
Number of complaints						

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$96,660	\$91,992	Operators	6	3
Operations:			Other Operations	2	
Internal - Dedicated Service	\$885,253	\$1,000,507	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration		
Contract - Non-Dedicated Service	\$118,878		Other		
Contract - Taxi Scrip		\$85,177	TOTAL NUMBER OF EMPLOYEES	8	3
Maintenance (Vehicles & Facilities)	\$390,641	\$560,031	Union Affiliations: Operators:	ATU 1189	
Fuel	\$177,248	\$169,352	Mechanics:	ATU 1189	
TOTAL OPERATING EXPENSES	\$1,668,680	\$1,907,059	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016	PERFORMANCE INDICATORS	2015	2016
Passenger Revenue	\$64,519	\$61,091	FINANCIAL		
Other Operating Revenue			R/C Ratio	4%	3%
Total Operating Revenue	\$64,519	\$61,091	Net Operating Cost / Capita	\$11.37	\$14.01
Federal Contributions			Total Exp. / Passenger	\$35.33	\$44.96
Provincial Contributions	\$12,000	\$12,000	Total Exp. / Eligible Passenger	\$36.79	\$46.18
Municipal Contributions	\$1,592,161	\$1,833,968	Transportation Exp. / Passenger		
Other / Donations			Dedicated Service	\$41.24	\$46.63
TOTAL	\$1,668,680	\$1,907,059	Non-Dedicated Service	\$9.91	\$16.00

CAPITAL EXPENSES

	2015	2016	OPERATING	2015	2016
Vehicles Purchased	\$20,797		Registrants / Capita	0.0095	0.0099
Debt Servicing			Passengers / Capita	0.3347	0.3218
Other Capital Expenses			Passengers / Registrant	35.32	32.68
TOTAL CAPITAL EXPENSES	\$20,797		Passengers / Hour (Dedicated Service)	3.24	3.33

CAPITAL FUNDING SOURCES

	2015	2016	PASSENGER DATA	Ded. Service	Non-Ded. Service
Transit System			Ambulatory	26,234	3,746
Federal Contributions			Wheelchair/Scooter Users	9,893	1,419
Provincial Contributions			Attendants		
Municipal Contributions	\$11,439		Companions	968	157
Other / Donations	\$9,358		Other (specified)		
TOTAL CAPITAL FUNDING	\$20,797		TOTAL	37,095	5,322

Vehicle kilometres and hours for community bus service were not reported in 2015.

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars				
Accessible Vans / Minivans				
Small Buses	10	8	5	4
Other				
TOTAL DED. VEHICLES	10	8	N/A	N/A

Vehicle ownership: Municipal Transit System
 Vehicle maintenance responsibility: Municipal Transit System
 Accessible taxis: 6

ActiVan
 Contact: Deanna Loey
 Title: ActiVan Transit Coordinator
 Telephone: 905-873-2601 x2617
 Fax: 905-873-8192
 Email: DeannaL@HaltonHills.ca

		REGISTRANTS	Active	Total
Population served:	59,008	Wheelchair/Scooter Users:	400	400
Service area (km²):	280.0	Ambulatory:	2,249	2,249
Communities served:	1	Attendants:		
Service began:	01/05/1981	Companions:		
Advisory Committee members:	10	Other:		
Eligibility Committee members:	3	Total:	2,649	2,649

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 3 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	182,596
Tot. Veh. Km. - Dedicated Service	182,596
Rev. Veh. Hrs. - Dedicated Service	7,901
Tot. Veh. Hrs. - Dedicated Service	7,901
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hrs.	

2015 **2016**

Weekday: 7:00 to 23:00 Sunday: 7:00 to 23:00

Saturday: 7:00 to 23:00 Holiday: to

Advanced booking notice: 7 day(s)

Minimum notice for reservation: 48.0 hour(s)

Reservations / Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service	27,403
Non-Dedicated Service	35,345
TOTAL PASSENGERS	62,748
Subscription / Pre-booked	26%
Reservation	69%
On-Demand / Day of trip	5%
Cancelled in advance	752
No-shows / Cancelled at door	43
Unaccommodated trips	
Number of complaints	4

FARE STRUCTURE

Administration	\$140,983
Operations:	
Internal - Dedicated Service	\$2,138
Contract - Dedicated Service	\$322,916
Contract - Non-Dedicated Service	\$82,941
Contract - Taxi Scrip	\$234,752
Maintenance (Vehicles & Facilities)	\$67,100
Fuel	\$17,793
TOTAL OPERATING EXPENSES	\$868,623

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$183,720
Other Operating Revenue	
Total Operating Revenue	\$183,720
Federal Contributions	
Provincial Contributions	\$308,874
Municipal Contributions	\$375,129
Other / Donations	\$900
TOTAL	\$868,623

CAPITAL EXPENSES

Vehicles Purchased	\$58,290
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$58,290

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$58,290
Other / Donations	
TOTAL CAPITAL FUNDING	\$58,290

ActiVan is a specialized transportation service provided by the Town of Halton Hills for both persons of disabilities and seniors. Any persons with physical, medical or cognitive disabilities may apply, as well as seniors over the age of 65 years residing within Halton Hills. Halton Hills does not provide conventional transit service.

EMPLOYEE DATA

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio

Net Operating Cost / Capita

Total Exp. / Passenger

Total Exp. / Eligible Passenger

Transportation Exp. / Passenger

Dedicated Service

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

Passengers / Capita

Passengers / Registrant

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service Non-Ded. Service

Ambulatory 27,953 7,952

Wheelchair/Scooter Users 2,861

Attendants

Companions

Other (specified) 34,633

TOTAL **30,814** **42,585**

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	4	3	1	3
Small Buses	1	1	3	12
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A
Vehicle ownership:			Municipality	
Vehicle maintenance responsibility:			Municipality	
Accessible taxis:	2			

Hamilton, ON**Accessible Transportation Services**

Contact: Owen Quinn
 Title: Supervisor, Accessible Transportation Services
 Telephone: 905-546-2424 x5323
 Fax: 905-679-7305
 Email: Owen.Quinn@hamilton.ca

Population served:	540,000	REGISTRANTS	Active	Total
Service area (km²):	1,117.0	Wheelchair/Scooter Users:	5,267	8,997
Communities served:	1	Ambulatory:	1,866	3,189
Service began:	01/01/1976	Attendants:		
Advisory Committee members:	15	Companions:		
Eligibility Committee members:	3	Other:		1,096
		Total:	7,133	13,282

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number: 1
 Private Non-Profit Org.

Non-Dedicated Service: Contractors: 2
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

2015	2016	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	5,068,250	5,543,754	Weekday:	5:00 to 2:00	Sunday:
Tot. Veh. Km. - Dedicated Service	5,068,250	5,543,754	Saturday:	6:00 to 2:00	Holiday:
Rev. Veh. Hrs. - Dedicated Service	249,662	283,140	Advanced booking notice:	7 day(s)	6:30 to 00:30
Tot. Veh. Hrs. - Dedicated Service	249,662	283,140	Minimum notice for reservation:	1.0 hour(s)	6:30 to 00:30
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized	
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

Dedicated Service		2015	2016	FARE STRUCTURE		
Subscription / Pre-booked	579,124	650,494	Effective Date: 01/09/2016	Cash	Tickets/Cards (unit price)	Monthly Pass Free
Reservation	100,842	86,414	Adult	\$3.00	\$2.30	\$101.20
On-Demand / Day of trip	49%	50%	Child			
Cancelled in advance	31%	31%	Student	\$3.00	\$1.90	\$83.60
No-shows / Cancelled at door	20%	19%	Senior	\$3.00	\$1.90	\$26.50
Unaccommodated trips	192,758	206,392	Attendant			
Number of complaints	24,193	27,310	Companion	\$3.00	\$2.30	\$101.20
	20,206	15,983	Other			

OPERATING EXPENSES

Administration		2015	2016	EMPLOYEE DATA	Full-time	Part-time
Operations:		\$2,414,840	\$1,509,663	Operators	62	83
Internal - Dedicated Service	\$10,344,793	\$10,587,244	Other Operations	12	12	
Contract - Dedicated Service	\$3,727,981	\$4,563,608	Vehicle Mechanics	6		
Contract - Non-Dedicated Service		\$1,167	General and Administration	28		
Contract - Taxi Scrip	\$1,029,387	\$961,626	Other	4	4	
Maintenance (Vehicles & Facilities)	\$691,733	\$709,640	TOTAL NUMBER OF EMPLOYEES	112	99	
Fuel	\$800,707	\$763,771	Union Affiliations:	Operators: CUPE Local 5167		
TOTAL OPERATING EXPENSES	\$19,009,441	\$19,096,719	Mechanics:	Mechanics: CUPE Local 5167		
			Other (specify):	Other (specify): ATS Administration - ATU Local 107		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,530,650	\$1,638,525	Top Operator Wage Rate:	\$24.65
Other Operating Revenue	\$1,400	\$5,129	Top Mechanic Wage Rate:	\$29.41
Total Operating Revenue	\$1,532,050	\$1,643,654	PERFORMANCE INDICATORS	
Federal Contributions			FINANCIAL	2015
Provincial Contributions	\$1,812,412	\$1,810,520	R/C Ratio	8% 9%
Municipal Contributions	\$15,664,627	\$15,641,796	Net Operating Cost / Capita	\$32.37 \$32.32
Other / Donations	\$352	\$749	Total Exp. / Passenger	\$27.96 \$25.91
TOTAL	\$19,009,441	\$19,096,719	Total Exp. / Eligible Passenger	\$30.52 \$28.39

CAPITAL EXPENSES

Vehicles Purchased			Dedicated Service	\$26.88 \$25.56
Debt Servicing			Non-Dedicated Service	\$10.21 \$11.14
Other Capital Expenses	\$750,709	\$153,833	Transportation Exp. / Hour (Dedicated Service)	\$62.35 \$58.71
TOTAL CAPITAL EXPENSES	\$750,709	\$153,833	OPERATING	
CAPITAL FUNDING SOURCES			Registrants / Capita	0.0239 0.0246
Transit System	\$323,636	\$139,537	Passengers / Capita	1.2592 1.3646
Federal Contributions			Passengers / Registrant	52.66 55.48
Provincial Contributions	\$427,073	\$14,296	Passengers / Hour (Dedicated Service)	2.32 2.30
Municipal Contributions			Kms / Passenger (Dedicated Service)	8.75 8.52
Other / Donations			Average Speed (Dedicated Service)	20.30 19.58
TOTAL CAPITAL FUNDING	\$750,709	\$153,833		

* Other Eligibility Criteria: Accessible Transportation Services (ATS) are available to persons with disabilities who are unable to access conventional transit service. Other Fare: Taxi Scrip - User co-payment 60%; Child < 5 yrs; Student 5-19 yrs; Golden Age (80+) free to Hamilton residents

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	255,777	80,953
Wheelchair/Scooter Users	330,414	5,461
Attendants	48,845	
Companions	15,458	
Other (specified)		
TOTAL	650,494	86,414

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars	81	70	N/A 6
Accessible Vans / Minivans	11	10	1 3
Small Buses	40	30	4 6
Other	7	7	2 2
TOTAL DED. VEHICLES	139	117	N/A N/A
Vehicle ownership:			Buses: Transit System, Cars: Contractor
Vehicle maintenance responsibility:			Buses: Transit System, Cars: Contractor
Accessible taxis:	11		

Hanover, ON

Saugeen Mobility and Regional Transit
 Contact: Roger Cook
 Title: Manager
 Telephone: 519-881-2589
 Fax: 519-881-2508
 Email: roger@saugeenmobility.ca

		Population served:	78,918	REGISTRANTS	Active	Total
Service area (km²):		4,300.8		Wheelchair/Scooter Users:		
Communities served:		9		Ambulatory:		
Service began:	01/01/1979			Attendants:		
Advisory Committee members:	9			Companions:		
Eligibility Committee members:	N/A			Other:		
				Total:	915	1,269

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

VEHICLE KILOMETRES & HOURS		2015	2016	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service		396,222	408,366	Weekday:	7:00 to 18:00	Sunday:	7:00 to 18:00
Tot. Veh. Km. - Dedicated Service		850,679	1,015,714	Saturday:	7:00 to 18:00	Holiday:	7:00 to 18:00
Rev. Veh. Hrs. - Dedicated Service				Advanced booking notice:	day(s)		
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation:	72.0 hour(s)		
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Manually		
Non-Dedicated Service - Veh. Hrs.							
PASSENGER DATA		FARE STRUCTURE					
Dedicated Service	33,941	33,556	Effective Date: 01/01/2015			Tickets/Cards (unit price)	
Non-Dedicated Service			Cash			Monthly Pass	
TOTAL PASSENGERS	33,941	33,556	Adult	\$7.50		Free	
Subscription / Pre-booked	22%	22%	Child	\$7.50		<input type="checkbox"/>	
Reservation	72%	73%	Student	\$7.50		<input type="checkbox"/>	
On-Demand / Day of trip	6%	5%	Senior	\$7.50		<input checked="" type="checkbox"/>	
Cancelled in advance			Attendant			<input checked="" type="checkbox"/>	
No-shows / Cancelled at door	293	271	Companion			<input checked="" type="checkbox"/>	
Unaccommodated trips			Other	rides out of area are billed time and mileage			
Number of complaints	9	11	EMPLOYEE DATA				Part-time
			Operators	16			5
OPERATING EXPENSES			Other Operations	2			
Administration	\$299,734	\$314,721	Vehicle Mechanics				
Operations:			General and Administration	1			
Internal - Dedicated Service	\$754,470	\$827,024	Other				
Contract - Dedicated Service			TOTAL NUMBER OF EMPLOYEES	19	5		
Contract - Non-Dedicated Service			Union Affiliations:	Operators:			
Contract - Taxi Scrip				Mechanics:			
Maintenance (Vehicles & Facilities)	\$67,708	\$79,741		Other (specify):			
Fuel	\$137,763	\$140,911					
TOTAL OPERATING EXPENSES	\$1,259,675	\$1,362,397					
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS							
Passenger Revenue	\$283,728	\$274,574	PERFORMANCE INDICATORS				
Other Operating Revenue	\$87,380	\$111,727	FINANCIAL				
Total Operating Revenue	\$371,108	\$386,301	R/C Ratio	29%	28%		
Federal Contributions			Net Operating Cost / Capita	\$11.43	\$12.37		
Provincial Contributions	\$330,089	\$391,575	Total Exp. / Passenger	\$37.11	\$40.60		
Municipal Contributions	\$552,000	\$580,000	Total Exp. / Eligible Passenger	\$43.08	\$46.64		
Other / Donations	\$6,478	\$4,521	Transportation Exp. / Passenger				
TOTAL	\$1,259,675	\$1,362,397	Dedicated Service	\$28.28	\$31.22		
CAPITAL EXPENSES							
Vehicles Purchased			Non-Dedicated Service				
Debt Servicing	\$112,781		Transportation Exp. / Hour (Dedicated Service)				
Other Capital Expenses			OPERATING				
TOTAL CAPITAL EXPENSES	\$119,582	\$3,255	Registrants / Capita	0.0189	0.0161		
CAPITAL FUNDING SOURCES							
Transit System			Passengers / Capita	0.4367	0.4252		
Federal Contributions			Passengers / Registrant	23.14	26.44		
Provincial Contributions			Passengers / Hour (Dedicated Service)				
Municipal Contributions			Kms / Passenger (Dedicated Service)	11.67	12.17		
Other / Donations			Average Speed (Dedicated Service)				
TOTAL CAPITAL FUNDING	\$119,582	\$3,255	PASSENGER DATA				
			Ded. Service	Non-Ded. Service			
			Ambulatory	13,205			
			Wheelchair/Scooter Users	16,005			
			Attendants	4,346			
			Companions				
			Other (specified)				
			TOTAL	33,556			
VEHICLE DATA				Veh. Peak	Avg. Capacity per Veh.		
Non-Accessible Cars	1	1	Wheelchair	N/A	5		
Accessible Vans / Minivans	13	11	Ambulatory				
Small Buses	9	7					
Other	1	1					
TOTAL DED. VEHICLES	24	20	N/A				
Vehicle ownership:							
Vehicle maintenance responsibility:							
Accessible taxis:							

Hearst**Hearst Community Transportation Association**

Contact: Manon Higgins
 Title: Treasurer
 Telephone: 705-372-2816
 Fax: 705-362-5902
 Email: mhiggins@hearst.ca

		REGISTRANTS	Active	Total
Population served:	5,090	Wheelchair/Scooter Users:	77	77
Service area (km²):	841.0	Ambulatory:	343	343
Communities served:	1	Attendants:	4	4
Service began:	08/09/1998	Companions:		
Advisory Committee members:	7	Other:		
Eligibility Committee members:	7	Total:	424	424

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors:
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

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. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

PASSENGER DATA

Dedicated Service 11,508
 Non-Dedicated Service

TOTAL PASSENGERS

Subscription / Pre-booked	11,508	11,713
Reservation	5%	5%
On-Demand / Day of trip	0%	95%

Cancelled in advance
 No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration	\$12,303	\$12,514
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$123,029	\$125,144
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$135,332	\$137,658

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$28,770	\$29,283
Other Operating Revenue		
Total Operating Revenue	\$28,770	\$29,283
Federal Contributions		
Provincial Contributions	\$44,960	\$44,609
Municipal Contributions	\$56,102	\$43,266
Other / Donations	\$5,500	\$20,500
TOTAL	\$135,332	\$137,658

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

Weekday: 8:00 to 17:00 Sunday: to
 Saturday: 9:00 to 15:00 Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling: Manually

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.27		
Child	\$2.50	\$2.27		
Student	\$2.50	\$2.27		
Senior	\$2.50	\$2.27		
Attendant	\$2.50	\$2.27		
Companion	\$2.50	\$2.27		
Other				

EMPLOYEE DATA

Operators	1	Full-time
Other Operations		Part-time
Vehicle Mechanics	1	
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$14.50
 Top Mechanic Wage Rate: \$29.00

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	21%	21%
Net Operating Cost / Capita	\$20.94	\$21.29
Total Exp. / Passenger	\$11.76	\$11.75
Total Exp. / Eligible Passenger	\$11.88	\$11.87
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$10.69	\$10.68
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0794	0.0833
Passengers / Capita	2.2609	2.3012
Passengers / Registrant	28.49	27.63
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	9,488	
Wheelchair/Scooter Users	2,108	
Attendants	117	
Companions		
Other (specified)		
TOTAL	11,713	

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

Ingersoll

Ingersoll Paratransit

Contact: Michael Graves
 Title: Clerk
 Telephone: 519-485-0120
 Fax: 519-485-3543
 Email: mgraves@ingersoll.ca

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number: 1
 Private Non-Profit Org.

Population served:	12,757	REGISTRANTS	Active	Total
Service area (km ²):	12.8	Wheelchair/Scooter Users:	29	59
Communities served:	1	Ambulatory:	42	126
Service began:	04/01/1992	Attendants:	22	36
Advisory Committee members:	N/A	Companions:		
Eligibility Committee members:	N/A	Other:		1
		Total:	72	222

Non-Dedicated Service: Contractors: 1
 Taxi Scrip Program Available:

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. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

PASSENGER DATA

Dedicated Service	672	614	Effective Date: 14/04/2009	Tickets/Cards (unit price)	Monthly Pass	Free
Non-Dedicated Service	3,297	5,521	Cash			
TOTAL PASSENGERS	3,969	6,135	Adult	\$3.00		
Subscription / Pre-booked	3%	19%	Child	\$3.00		
Reservation	92%	80%	Student	\$3.00		
On-Demand / Day of trip	5%	1%	Senior	\$3.00		
Cancelled in advance	1,852	2,347	Attendant			
No-shows / Cancelled at door	10		Companion	\$3.00		
Unaccommodated trips			Other			

OPERATING EXPENSES

Administration	\$35,308	\$16,273	EMPLOYEE DATA	Full-time	Part-time
Operations:			Operators		
Internal - Dedicated Service			Other Operations		
Contract - Dedicated Service			Vehicle Mechanics		
Contract - Non-Dedicated Service	\$40,762	\$39,237	General and Administration	2	
Contract - Taxi Scrip			Other		
Maintenance (Vehicles & Facilities)			TOTAL NUMBER OF EMPLOYEES	2	
Fuel			Union Affiliations:	Operators:	
TOTAL OPERATING EXPENSES	\$76,070	\$55,510		Mechanics:	
				Other (specify):	

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue		\$11,415	PERFORMANCE INDICATORS		
Other Operating Revenue	\$11,559		FINANCIAL	2015	2016
Total Operating Revenue	\$11,559	\$11,415	R/C Ratio	15%	21%
Federal Contributions			Net Operating Cost / Capita	\$5.31	\$3.46
Provincial Contributions			Total Exp. / Passenger	\$19.17	\$9.05
Municipal Contributions	\$64,511	\$44,095	Total Exp. / Eligible Passenger	\$19.17	\$12.70
Other / Donations			Transportation Exp. / Passenger		
TOTAL	\$76,070	\$55,510	Dedicated Service		
			Non-Dedicated Service	\$12.36	\$7.11

CAPITAL EXPENSES

Vehicles Purchased			Transportation Exp. / Hour (Dedicated Service)		
Debt Servicing			OPERATING		
Other Capital Expenses			Registrants / Capita	0.0263	0.0174
TOTAL CAPITAL EXPENSES	\$11,415	\$11,415	Passengers / Capita	0.3268	0.4809
CAPITAL FUNDING SOURCES			Passengers / Registrant	12.44	27.64
Transit System			Passengers / Hour (Dedicated Service)		
Federal Contributions			Kms / Passenger (Dedicated Service)		
Provincial Contributions			Average Speed (Dedicated Service)		
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING					

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		3,758
Wheelchair/Scooter Users	614	
Attendants		1,763
Companions		
Other (specified)		
TOTAL	614	5,521

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	8	8	N/A	3
Accessible Vans / Minivans	1	1	1	4
Small Buses				
Other				
TOTAL DED. VEHICLES	9	9	N/A	N/A
Vehicle ownership:			Contracted Operator	
Vehicle maintenance responsibility:			Contracted Operator	
Accessible taxis:			1	

Kapuskasing

KAP ACCESSIBLE BUS SERVICE

Contact: Jennifer Marchand
 Title:
 Telephone: 705-337-4260
 Fax: 705-337-1741
 Email: melanie.fortier@kapuskasing.ca

		REGISTRANTS	Active	Total
Population served:	8,292	Wheelchair/Scooter Users:		
Service area (km²):	85.5	Ambulatory:		
Communities served:	1	Attendants:		
Service began:	01/01/1990	Companions:		
Advisory Committee members:	6	Other:		
Eligibility Committee members:	6	Total:	776	776

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors:
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

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. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription / Pre-booked
 Reservation
 On-Demand / Day of trip
 Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

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

TOTAL OPERATING EXPENSES
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenue

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL
CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES
CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

Kap Accessible Bus Service utilizes 2 small buses - one owned by the Municipality and the other by a private contractor. The contractor provides the service utilizing the Municipal Bus for a daily fee which includes the expenses for driver, fuel and labour for maintenance. The municipality is responsible for all parts costs and external labour if any. The second bus provided by the contractor is paid at a set rate inclusive of all expenses. Employment statistics for the service are not available from the contractor.

2015
2016
SERVICE HOURS / SCHEDULING

Weekday: 8:00 to 16:00 Sunday: to
 Saturday: 10:00 to 16:00 Holiday: to

Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Partially Computerized

FARE STRUCTURE

Effective Date: 01/01/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash	\$2.00	\$16.66	
Adult	\$2.00	\$16.66	
Child	\$2.00	\$16.66	
Student	\$2.00	\$16.66	
Senior	\$2.00	\$16.66	
Attendant			
Companion	\$2.00	\$16.66	
Other			

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS
FINANCIAL

	2015	2016
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$19.02	\$16.44
Total Exp. / Passenger	\$9.01	\$10.16
Total Exp. / Eligible Passenger	\$9.39	\$10.56
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$8.63	\$9.72
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.1061	0.0936
Passengers / Capita	2.4331	1.8601
Passengers / Registrant	22.94	19.88
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,832	
Wheelchair/Scooter Users	2,012	
Attendants	580	
Companions		
Other (specified)		
TOTAL	15,424	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans			
Small Buses	2	2	3
Other			9
TOTAL DED. VEHICLES	2	2	N/A

Vehicle ownership: Municipality

Vehicle maintenance responsibility: Municipality

Accessible taxis:

Kawartha Lakes

LIMO

Contact: Enzo Ingribelli
 Title: Public Works - Transit Supervisor
 Telephone: 705-324-9411 x1102
 Fax: 705-324-1155
 Email: eingribelli@city.kawarthalakes.on.ca

		REGISTRANTS	Active	Total
Population served:	20,713	Wheelchair/Scooter Users:	39	90
Service area (km ²):	17.1	Ambulatory:	85	223
Communities served:	1	Attendants:	20	65
Service began:	01/01/2001	Companions:		
Advisory Committee members:	6	Other:		
Eligibility Committee members:	1	Total:	144	378

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:

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. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

PASSENGER DATA

	2015	2016	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	12,385	13,623	Weekday: 7:00 to 19:00
Tot. Veh. Km. - Dedicated Service			Saturday: 7:00 to 19:00
Rev. Veh. Hrs. - Dedicated Service			Advanced booking notice: 60 day(s)
Tot. Veh. Hrs. - Dedicated Service			Minimum notice for reservation: 2.0 hour(s)
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Manually
Non-Dedicated Service - Veh. Hrs.			

OPERATING EXPENSES

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

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

Passenger Revenue
 Other Operating Revenue

Total Operating Revenue

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL**CAPITAL EXPENSES**

Vehicles Purchased
 Debt Servicing

Other Capital Expenses**TOTAL CAPITAL EXPENSES****CAPITAL FUNDING SOURCES**

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Specialized Transit Financial Data (Revenue and Expense) is consolidated in the conventional financial statistics.

PASSENGER DATA	Ded. Service	Non-Ded. Service		
			Veh. Peak	Avg. Capacity per Veh.
Ambulatory		4,768		
Wheelchair/Scooter Users		5,857		
Attendants		2,998		
Companions				
Other (specified)				
TOTAL		13,623		

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	2	2	5	12
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A

Vehicle ownership:	Municipality
Vehicle maintenance responsibility:	Municipality
Accessible taxis:	

Kenora**Handi Transit**

Contact: Diana Jardine
 Title: Administrator
 Telephone: 807-468-3295
 Fax: 807-468-3295
 Email: newhorizon@kmts.ca

		REGISTRANTS	Active	Total
Population served:	16,300	Wheelchair/Scooter Users:	107	107
Service area (km²):	75.1	Ambulatory:	170	170
Communities served:	1	Attendants:		
Service began:	16/06/1980	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	277	277

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

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	57,471	48,271	Weekday:	7:00 to 17:00	Sunday:
Tot. Veh. Km. - Dedicated Service	58,695	49,033	Saturday:	7:00 to 17:00	Holiday:
Rev. Veh. Hrs. - Dedicated Service	4,109	3,250	Advanced booking notice:	60 day(s)	to
Tot. Veh. Hrs. - Dedicated Service	4,263	3,351	Minimum notice for reservation:	24.0 hour(s)	to
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized	
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

	2015	2016	FARE STRUCTURE		
Dedicated Service	9,128	7,297	Effective Date: 01/03/2008	Tickets/Cards	
Non-Dedicated Service			Cash	(unit price)	
TOTAL PASSENGERS	9,128	7,297	Adult	\$5.00	
Subscription / Pre-booked	37%	42%	Child	\$5.00	<input type="checkbox"/>
Reservation	58%	44%	Student	\$5.00	<input type="checkbox"/>
On-Demand / Day of trip	5%	14%	Senior	\$5.00	<input type="checkbox"/>
Cancelled in advance	36	12	Attendant	\$5.00	<input type="checkbox"/>
No-shows / Cancelled at door	6	6	Companion	\$5.00	<input type="checkbox"/>
Unaccommodated trips	4	4	Other		<input type="checkbox"/>
Number of complaints	3	2			

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$26,650	\$26,167	Operators		5
Operations:			Other Operations	1	
Internal - Dedicated Service	\$75,202	\$70,458	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration	1	
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	2	5
Maintenance (Vehicles & Facilities)	\$13,393	\$21,266	Union Affiliations: Operators:		
Fuel	\$12,387	\$9,858	Mechanics:		
TOTAL OPERATING EXPENSES	\$127,632	\$127,749	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016	PERFORMANCE INDICATORS	2015	2016
Passenger Revenue	\$45,410	\$36,575	FINANCIAL		
Other Operating Revenue			R/C Ratio	36%	29%
Total Operating Revenue	\$45,410	\$36,575	Net Operating Cost / Capita	\$5.04	\$5.59
Federal Contributions			Total Exp. / Passenger	\$13.98	\$17.51
Provincial Contributions			Total Exp. / Eligible Passenger	\$14.78	\$18.63
Municipal Contributions	\$81,800	\$81,800	Transportation Exp. / Passenger		
Other / Donations	\$11,432	\$19,479	Dedicated Service	\$11.06	\$13.92
TOTAL	\$138,642	\$137,854	Non-Dedicated Service		

CAPITAL EXPENSES

	2015	2016	OPERATING	2015	2016
Vehicles Purchased			Registrants / Capita	0.0147	0.0170
Debt Servicing			Passengers / Capita	0.5600	0.4477
Other Capital Expenses			Passengers / Registrant	38.03	26.34
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service)	2.22	2.25

CAPITAL FUNDING SOURCES

	2015	2016	TRANSPORTATION	2015	2016
Transit System			Passenger Miles / Capita	1,000.00	1,000.00
Federal Contributions			Passenger Miles / Vehicle	1,000.00	1,000.00
Provincial Contributions			Passenger Miles / Bus	1,000.00	1,000.00
Municipal Contributions			Passenger Miles / Van	1,000.00	1,000.00
Other / Donations			Passenger Miles / Ambulance	1,000.00	1,000.00
TOTAL CAPITAL FUNDING			Passenger Miles / Other	1,000.00	1,000.00

Other Eligibility - Visually impaired

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,748	
Wheelchair/Scooter Users	4,111	
Attendants	438	
Companions		
Other (specified)		
TOTAL	7,297	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair
			Ambulatory
Non-Accessible Cars			N/A
Accessible Vans / Minivans	2	2	5
Small Buses			6
Other			
TOTAL DED. VEHICLES	2	2	N/A
Vehicle ownership:			Non-Profit Organization
Vehicle maintenance responsibility:			Municipal Transit System
Accessible taxis:			

Kingston

Kingston Access Services

Contact: Trevor Fray
 Title: Director
 Telephone: 613-542-2512
 Fax: 613-549-6318
 Email: trevor@kingstonaccessbus.com

Population served:	123,363	REGISTRANTS	Active	Total
Service area (km ²):	451.2	Wheelchair/Scooter Users:	1,570	1,570
Communities served:	1	Ambulatory:	1,530	1,530
Service began:	01/09/1967	Attendants:		
Advisory Committee members:	9	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	3,100	3,100

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available: Unable to Use
 Private Non-Profit Org. Other Criteria

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	620,135		Weekday:	7:00 to 23:00	Sunday:
Tot. Veh. Km. - Dedicated Service	620,135	663,763	Saturday:	9:00 to 23:00	Holiday:
Rev. Veh. Hrs. - Dedicated Service	34,302		Advanced booking notice:	14 day(s)	
Tot. Veh. Hrs. - Dedicated Service	34,302	36,145	Minimum notice for reservation:	1.0 hour(s)	
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

	2015	2016	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	78,912	85,692	Effective Date: 31/12/2016			
Non-Dedicated Service	1,205	1,173	Cash	\$2.75		
TOTAL PASSENGERS	80,117	86,865	Adult			
Subscription / Pre-booked	49%	52%	Child	\$2.75		
Reservation	51%	48%	Student	\$2.75		
On-Demand / Day of trip	0%	0%	Senior	\$2.75		
Cancelled in advance	19,164	20,625	Attendant			
No-shows / Cancelled at door	1,795	1,670	Companion			
Unaccommodated trips	1,799	1,722	Other			
Number of complaints						

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$346,786	\$734,111	Operators	15	10
Operations:			Other Operations	5	1
Internal - Dedicated Service	\$1,471,628	\$1,219,101	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration	4	
Contract - Non-Dedicated Service	\$11,414		Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	24	11
Maintenance (Vehicles & Facilities)	\$256,062	\$230,762	Union Affiliations: Operators:	Unifor 4266	
Fuel	\$184,298	\$190,581	Mechanics:		
TOTAL OPERATING EXPENSES	\$2,270,188	\$2,374,555	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016	PERFORMANCE INDICATORS	2015	2016
Passenger Revenue	\$196,193	\$204,105	R/C Ratio	9%	9%
Other Operating Revenue	\$4,828	\$4,052	Net Operating Cost / Capita	\$16.77	\$17.56
Total Operating Revenue	\$201,021	\$208,157	Total Exp. / Passenger	\$28.34	\$27.34
Federal Contributions			Total Exp. / Eligible Passenger	\$33.54	\$33.12
Provincial Contributions	\$65,007	\$69,476	Transportation Exp. / Passenger		
Municipal Contributions	\$2,016,560	\$2,039,985	Dedicated Service	\$24.23	\$19.14
Other / Donations	\$18,851	\$300	Non-Dedicated Service	\$9.47	
TOTAL	\$2,301,439	\$2,317,918	Transportation Exp. / Hour (Dedicated Service)	\$55.74	\$45.39

CAPITAL EXPENSES

	2015	2016	OPERATING	2015	2016
Vehicles Purchased	\$170,579	\$282,648	Registrants / Capita	0.0234	0.0251
Debt Servicing			Passengers / Capita	0.6494	0.7041
Other Capital Expenses			Passengers / Registrant	27.82	28.02
TOTAL CAPITAL EXPENSES	\$170,579	\$282,648	Passengers / Hour (Dedicated Service)	2.30	
Federal Contributions			Kms / Passenger (Dedicated Service)	7.86	
Provincial Contributions			Average Speed (Dedicated Service)	18.08	
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING	\$170,579	\$282,648			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	34,228	1,173
Wheelchair/Scooter Users	36,295	
Attendants	14,460	
Companions	709	
Other (specified)		
TOTAL	85,692	1,173

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars				
Accessible Vans / Minivans	1	1		6
Small Buses	20	17	4	6
Other				
TOTAL DED. VEHICLES	21	18	N/A	N/A
Vehicle ownership:			Transit System	
Vehicle maintenance responsibility:			Transit System	
Accessible taxis:				

Lanark County

Lanark Transportation Association

Contact: Marilyn Bird & Kevin Wills
 Title: ED / Senior Financial Analyst
 Telephone: 613-264-8256
 Fax: 613-264-8220
 Email: ed@lanarktransport.com

		REGISTRANTS	Active	Total
Population served:	77,585	Wheelchair/Scooter Users:	162	8,422
Service area (km²):	3,043.0	Ambulatory:	782	517
Communities served:	9	Attendants:		
Service began:	01/01/1991	Companions:		
Advisory Committee members:	4	Other:		
Eligibility Committee members:	N/A	Total:	944	8,939

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

VEHICLE KILOMETRES & HOURS

	2015	2016
Rev. Veh. Km. - Dedicated Service	523,589	591,497
Tot. Veh. Km. - Dedicated Service	528,074	594,617
Rev. Veh. Hrs. - Dedicated Service	13,502	15,498
Tot. Veh. Hrs. - Dedicated Service	13,577	15,602
Non-Dedicated Service - Veh. Km.	1,194	
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	16,900	23,472
Non-Dedicated Service		
TOTAL PASSENGERS	16,900	23,472
Subscription / Pre-booked	5%	0%
Reservation	90%	95%
On-Demand / Day of trip	5%	5%

Cancelled in advance	1,376	1,695
No-shows / Cancelled at door	112	142
Unaccommodated trips	151	144
Number of complaints	12	12

OPERATING EXPENSES

	2015	2016
Administration	\$129,626	\$54,000
Operations:		
Internal - Dedicated Service	\$513,564	\$698,733
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$776	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$48,852	\$66,000
Fuel	\$48,757	\$55,000
TOTAL OPERATING EXPENSES	\$741,575	\$873,733

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$370,466	\$422,948
Other Operating Revenue	\$2,664	\$1,599
Total Operating Revenue	\$373,130	\$424,547
Federal Contributions		
Provincial Contributions	\$323,585	\$423,452
Municipal Contributions	\$79,916	\$81,500
Other / Donations		
TOTAL	\$776,631	\$937,901

CAPITAL EXPENSES

	2015	2016
Vehicles Purchased	\$106,760	\$81,965
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$106,760	\$113,147

CAPITAL FUNDING SOURCES

	2015	2016
Transit System		
Federal Contributions		
Provincial Contributions	\$98,415	\$109,486
Municipal Contributions		
Other / Donations	\$8,345	\$3,661
TOTAL CAPITAL FUNDING	\$106,760	\$113,147

SERVICE HOURS / SCHEDULING

Weekday:	6:00 to 22:00	Sunday:	to
Saturday:	8:00 to 8:00	Holiday:	to
Advanced booking notice:	180 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

	Effective Date:	Tickets/Cards (unit price)	Monthly Pass	Free
		Cash		
Adult				
Child				
Student				
Senior				
Attendant				
Companion				
Other	\$16 in town and maximum \$80 for a longer trip, for example Perth to Ki			

EMPLOYEE DATA

	Full-time	Part-time
Operators	14	
Other Operations	2	
Vehicle Mechanics		
General and Administration		
Other	1	
TOTAL NUMBER OF EMPLOYEES	17	1

Union Affiliations:

Operators:	
Mechanics:	
Other (specify):	

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	50%	49%
Net Operating Cost / Capita	\$4.94	\$5.79
Total Exp. / Passenger	\$43.88	\$37.22
Total Exp. / Eligible Passenger	\$45.38	\$39.10
Transportation Exp. / Passenger		
Dedicated Service	\$36.16	\$34.92
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$45.02	\$52.54
OPERATING		
Registrants / Capita	0.0998	0.1152
Passengers / Capita	0.2264	0.3025
Passengers / Registrant	2.27	2.63
Passengers / Hour (Dedicated Service)	1.25	1.51
Kms / Passenger (Dedicated Service)	30.98	25.20
Average Speed (Dedicated Service)	38.78	38.17

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	18,599	
Wheelchair/Scooter Users	3,748	
Attendants	1,125	
Companions		
Other (specified)		
TOTAL	23,472	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	1	1	N/A
Accessible Vans / Minivans	4	4	1
Small Buses			
Other	11	11	6
TOTAL DED. VEHICLES	16	16	N/A
Vehicle ownership:			Lanark Transportation
Vehicle maintenance responsibility:			Lanark Transportation
Accessible taxis:			

Leamington

South Essex Community Council - Transportation Service
 Contact: Mark Wybenga
 Title: Department Coordinator, Community Services
 Telephone: 519-326-8629 x344
 Fax: 519-326-8697
 Email: mwybenga@secc.on.ca

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Population served:	52,072	REGISTRANTS	Active	Total
Service area (km ²):	759.5	Wheelchair/Scooter Users:	198	198
Communities served:	3	Ambulatory:	422	422
Service began:	01/10/1991	Attendants:		
Advisory Committee members:	8	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	620	620

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	128,856
Tot. Veh. Km. - Dedicated Service	128,856
Rev. Veh. Hrs. - Dedicated Service	
Tot. Veh. Hrs. - Dedicated Service	
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hrs.	

2015

2016

SERVICE HOURS / SCHEDULING

Weekday:	7:30 to 16:30	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

PASSENGER DATA

Dedicated Service	6,292	5,697
Non-Dedicated Service		
TOTAL PASSENGERS	6,292	5,697
Subscription / Pre-booked	29%	29%
Reservation	70%	70%
On-Demand / Day of trip	1%	1%

FARE STRUCTURE

Effective Date:	01/04/2016	Tickets/Cards (unit price)	Monthly Pass	Free
		Cash		
Adult	\$12.00			
Child	\$12.00			
Student	\$12.00			
Senior	\$12.00			
Attendant				
Companion				
Other		Fare for non-local travel elsewhere in Essex County: \$17.00, City of W		

OPERATING EXPENSES

Administration	\$14,076	\$14,076
Operations:		
Internal - Dedicated Service	\$237,126	\$199,900
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$29,948	\$39,312
Fuel	\$20,601	\$21,450
TOTAL OPERATING EXPENSES	\$301,751	\$274,738

EMPLOYEE DATA

Operators		Full-time	Part-time
Other Operations	1		
Vehicle Mechanics			
General and Administration	2		
Other			
TOTAL NUMBER OF EMPLOYEES	3	6	

Union Affiliations: Operators: CUPE Local 4523
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$18.67
 Top Mechanic Wage Rate:

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$78,997	\$85,562
Other Operating Revenue		\$560
Total Operating Revenue	\$78,997	\$86,122
Federal Contributions		
Provincial Contributions	\$201,742	\$167,604
Municipal Contributions	\$21,012	\$21,012
Other / Donations		
TOTAL	\$301,751	\$274,738

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	26%	31%
Net Operating Cost / Capita	\$4.01	\$3.62
Total Exp. / Passenger	\$47.96	\$48.23
Total Exp. / Eligible Passenger	\$49.84	\$50.67
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$45.72	\$45.75
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0096	0.0119
Passengers / Capita	0.1133	0.1094
Passengers / Registrant	11.80	9.19
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		20.48
Average Speed (Dedicated Service)		

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$0
CAPITAL FUNDING SOURCES	\$0
Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	\$9,624
TOTAL CAPITAL FUNDING	\$9,624
	\$24,744

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	3,696	
Wheelchair/Scooter Users	1,726	
Attendants	275	
Companions		
Other (specified)		
TOTAL	5,697	

Other eligibility criteria: other disabilities and/or health conditions that do not permit the user to access other transportation services or requires the use of an accessible service.

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	1	5
Small Buses	2	2	4	14
Other	1	1		14
TOTAL DED. VEHICLES	4	4	N/A	N/A

Vehicle ownership: Non-Profit Organization; LHIN
 Vehicle maintenance responsibility: Non-Profit Organization
 Accessible taxis:

London, ON**London Community Transportation Brokerage**

Contact: Kelly Paleczny
 Title: General Manager
 Telephone: 519-451-1340 x337
 Fax:
 Email: kpaleczn@londontransit.ca

		REGISTRANTS	Active	Total
Population served:	377,500	Wheelchair/Scooter Users:	2,672	2,672
Service area (km²):	166.0	Ambulatory:	5,187	5,187
Communities served:	1	Attendants:		
Service began:	10/01/1997	Companions:		
Advisory Committee members:	9	Other:		
Eligibility Committee members:	N/A	Total:	7,859	7,859

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

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

2015**2016****SERVICE HOURS / SCHEDULING**

116,224

122,650

Weekday: 6:00 to 00:00

Sunday:

8:30 to

23:00

Saturday: 6:00 to 00:00

Holiday:

8:30 to

23:00

Advanced booking notice:

3 day(s)

Minimum notice for reservation:

1.0 hour(s)

Reservations / Scheduling:

Partially Computerized

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

272,331

286,658

FARE STRUCTURE

Effective Date: 01/12/2008

Tickets/Cards**(unit price)****Monthly Pass****Free****Cash**

\$1.90

\$81.00

Adult

\$2.75

Child

\$1.35

Student

\$1.54

Senior

\$2.75

Attendant

\$1.43

\$57.00

Companion

Other

OPERATING EXPENSES

Administration

\$121,340

\$114,281

EMPLOYEE DATA**Full-time****Part-time**

Operations:

Operators

8

Other Operations

Vehicle Mechanics

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

2

10

Machin**Home Support Program**

Contact: Tammy Rob
 Title: Clerk Treasurer
 Telephone: 807-227-2633
 Fax:
 Email: clerktreasurer@visitmachin.com

Population served:
 Service area (km²):
 Communities served:
 Service began:
 Advisory Committee members:
 Eligibility Committee members:

REGISTRANTS	Active	Total
Wheelchair/Scooter Users: .0	1	1
Ambulatory: 1		
Attendants: 6	20	20
Companions: 6		
Other: 6		
Total: 21		21

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:

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. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

PASSENGER DATA

Dedicated Service 968
 Non-Dedicated Service
TOTAL PASSENGERS 968
 Subscription / Pre-booked 100%
 Reservation 0%
 On-Demand / Day of trip 0%

Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

Administration \$16,593
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities) \$5,678
 Fuel \$5,000
TOTAL OPERATING EXPENSES \$27,271

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$9,226
 Other Operating Revenue \$17,823
Total Operating Revenue \$27,049
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations
TOTAL \$27,049

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES
CAPITAL FUNDING SOURCES
 Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations
TOTAL CAPITAL FUNDING

2015

2016

SERVICE HOURS / SCHEDULING

Weekday: 9:00 to 14:00 Sunday: to
 Saturday: to Holiday: to

Advanced booking notice: day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling:

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$10.00			
Child				
Student				
Senior	\$10.00			
Attendant				
Companion				
Other				

EMPLOYEE DATA

Full-time	Part-time
Operators	1
Other Operations	
Vehicle Mechanics	
General and Administration	1
Other	

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$17.90
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	99%	29%
Net Operating Cost / Capita	\$0.25	
Total Exp. / Passenger	\$28.17	\$17.61
Total Exp. / Eligible Passenger	\$401.04	\$2,996.40
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$11.03	\$8.25
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0364	
Passengers / Capita	1.0684	
Passengers / Registrant	29.33	81.05
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		10
Wheelchair/Scooter Users		
Attendants		1,692
Companions		
Other (specified)		
TOTAL	1,702	

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

Meaford

Meaford Specialized Transit Service (formerly Handivan)
 Contact: Brady Carbert
 Title: Manager, Purchasing & Asset Management
 Telephone: 519-538-1060 x1112
 Fax: 519-538-1556
 Email: bcarbert@meaford.ca

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number: 1
 Private Non-Profit Org.

Population served:	11,000	REGISTRANTS	Active	Total
Service area (km ²):	588.6	Wheelchair/Scooter Users:	14	30
Communities served:	1	Ambulatory:	112	293
Service began:	06/01/1990	Attendants:	4	4
Advisory Committee members:	6	Companions:		
Eligibility Committee members:	2	Other:	11	11
		Total:	141	338

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:
 Other Criteria

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	30,261	25,369	Weekday:	8:00 to 17:00	Sunday:
Tot. Veh. Km. - Dedicated Service	30,261	25,369	Saturday:	to	Holiday:
Rev. Veh. Hrs. - Dedicated Service	1,508	1,155	Advanced booking notice:	14 day(s)	to
Tot. Veh. Hrs. - Dedicated Service	2,003	1,601	Minimum notice for reservation:	8.0 hour(s)	to
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Manually	
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

	2015	2016	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	4,449	3,588	Effective Date: 01/01/2016	Cash		
Non-Dedicated Service			Adult	\$4.00		
TOTAL PASSENGERS	4,449	3,588	Child	\$4.00		
Subscription / Pre-booked	50%	50%	Student	\$4.00		
Reservation	40%	40%	Senior	\$4.00		
On-Demand / Day of trip	10%	10%	Attendant			
Cancelled in advance			Companion	\$4.00		
No-shows / Cancelled at door			Other	Collingwood/Owen Sound/Thornbury - \$8.00		
Unaccommodated trips						
Number of complaints						

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration		\$4,600	Operators		
Operations:			Other Operations		
Internal - Dedicated Service			Vehicle Mechanics		
Contract - Dedicated Service	\$69,000		General and Administration		
Contract - Non-Dedicated Service		\$54,666	Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)	\$11,000	\$8,800	Union Affiliations: Operators:		
Fuel	\$10,000	\$8,000	Mechanics:		
TOTAL OPERATING EXPENSES	\$90,000	\$76,066	Other (specify):		
			Top Operator Wage Rate:		
			Top Mechanic Wage Rate:		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016	PERFORMANCE INDICATORS		
Passenger Revenue	\$5,892	\$5,327	FINANCIAL		
Other Operating Revenue	\$15,809	\$13,187	R/C Ratio	24%	24%
Total Operating Revenue	\$21,701	\$18,514	Net Operating Cost / Capita	\$6.15	\$5.23
Federal Contributions			Total Exp. / Passenger	\$20.23	\$21.20
Provincial Contributions	\$10,000	\$6,000	Total Exp. / Eligible Passenger	\$34.10	\$34.37
Municipal Contributions	\$77,226	\$54,464	Transportation Exp. / Passenger		
Other / Donations			Dedicated Service	\$20.23	\$19.92
TOTAL	\$108,927	\$78,978	Non-Dedicated Service		
			Transportation Exp. / Hour (Dedicated Service)	\$44.93	\$44.64

CAPITAL EXPENSES

	2015	2016	OPERATING		
Vehicles Purchased			Registrants / Capita	0.0315	0.0307
Debt Servicing			Passengers / Capita	0.4008	0.3262
Other Capital Expenses			Passengers / Registrant	12.71	10.62
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service)	2.95	3.11
			Kms / Passenger (Dedicated Service)	6.80	7.07

CAPITAL FUNDING SOURCES

	2015	2016
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,849	
Wheelchair/Scooter Users	364	
Attendants	10	
Companions		
Other (specified)	1,365	
TOTAL	3,588	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars		N/A	
Accessible Vans / Minivans			
Small Buses	1	1	2
Other			12
TOTAL DED. VEHICLES	1	1	N/A
Vehicle ownership:		Municipality	
Vehicle maintenance responsibility:		Contract Operator	
Accessible taxis:			

Midland

Midland AccessibleTransit

Contact: Rick Ignas
Title: Transportation Manager
Telephone: 705-526-4321
Fax: 705-528-6990
Email: transportation@communi

		REGISTRANTS	Active	Total
Population served:	17,000	Wheelchair/Scooter Users:	96	120
Service area (km ²):	100.0	Ambulatory:	196	245
Communities served:	1	Attendants:	16	20
Service began:	15/12/2005	Companions:	6	8
Advisory Committee members:	N/A	Other:	6	8
Eligibility Committee members:	N/A	Total:	320	401

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), numb
 Private Non-Profit Org.

Non-Dedicated Service: Contractors:
Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS		2015	2016	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service		44,286	54,120	Weekday:	8:00 to 17:00	Sunday:	to
Tot. Veh. Km. - Dedicated Service		46,486	56,969	Saturday:	to	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service		4,430	4,850	Advanced booking notice:	30 day(s)		
Tot. Veh. Hrs. - Dedicated Service		4,680	5,100	Minimum notice for reservation:	1.0 hour(s)		
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Manually		
Non-Dedicated Service - Veh. Hrs.							
PASSENGER DATA		FARE STRUCTURE				TICKETS/CARDS	
Dedicated Service	5,583	6,225	Effective Date: 15/12/2005	Cash	(unit price)	Monthly Pass	Free
Non-Dedicated Service				\$2.50	\$2.50		
TOTAL PASSENGERS	5,583	6,225	Adult	\$2.50	\$2.50		
Subscription / Pre-booked	35%	35%	Child	\$2.50	\$2.50		
Reservation	50%	45%	Student	\$2.50	\$2.50		
On-Demand / Day of trip	15%	20%	Senior	\$2.50	\$2.50		
Cancelled in advance	263	267	Attendant				
No-shows / Cancelled at door	20	6	Companion	\$2.50	\$2.50		
Unaccommodated trips	4		Other				
Number of complaints							
OPERATING EXPENSES		EMPLOYEE DATA				Full-time	Part-time
Administration	\$3,539	\$4,536	Operators			1	
Operations:			Other Operations				4
Internal - Dedicated Service	\$4,278	\$4,465	Vehicle Mechanics				3
Contract - Dedicated Service	\$116,287	\$140,196	General and Administration				2
Contract - Non-Dedicated Service			Other				
Contract - Taxi Script							
Maintenance (Vehicles & Facilities)	\$1,599	\$5,162	TOTAL NUMBER OF EMPLOYEES			1	9
Fuel	\$7,926	\$9,236	Union Affiliations:				
TOTAL OPERATING EXPENSES	\$133,630	\$163,595	Operators:				
Passenger Revenue	\$10,978	\$14,467	Mechanics:				
Other Operating Revenue			Other (specify):				
Total Operating Revenue	\$10,978	\$14,467					
Federal Contributions			Top Operator Wage Rate:	\$16.21			
Provincial Contributions	\$31,000	\$40,000	Top Mechanic Wage Rate:				
Municipal Contributions	\$91,653	\$109,128					
Other / Donations			PERFORMANCE INDICATORS				
TOTAL	\$133,630	\$163,595	FINANCIAL	2015	2016		
CAPITAL EXPENSES			R/C Ratio	8%	9%		
Vehicles Purchased	\$157,078	\$61,056	Net Operating Cost / Capita	\$7.21	\$8.77		
Debt Servicing			Total Exp. / Passenger	\$23.94	\$26.28		
Other Capital Expenses			Total Exp. / Eligible Passenger	\$26.05	\$27.43		
TOTAL CAPITAL EXPENSES	\$157,078	\$61,056	Transportation Exp. / Passenger				
CAPITAL FUNDING SOURCES			Dedicated Service	\$23.30	\$25.55		
Transit System			Non-Dedicated Service				
Federal Contributions			Transportation Exp. / Hour (Dedicated Service)	\$27.80	\$31.19		
Provincial Contributions	\$154,026	\$61,056	OPERATING				
Municipal Contributions			Registrants / Capita	0.0242	0.0236		
Other / Donations	\$3,053		Passengers / Capita	0.3284	0.3662		
TOTAL CAPITAL FUNDING	\$157,079	\$61,056	Passengers / Registrant	13.58	15.52		
			Passengers / Hour (Dedicated Service)	1.26	1.28		
			Kms / Passenger (Dedicated Service)	7.93	8.69		
			Average Speed (Dedicated Service)	10.00	11.16		
PASSENGER DATA	Ded. Service	Non-Ded. Service					

Other Eligibility: Medical declaration

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	3,878	
Wheelchair/Scooter Users	2,087	
Attendants	122	
Companions	100	
Other (specified)	38	
TOTAL	6,225	

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

Milton access+

Contact: Krista Short
 Title: Transit Administrator
 Telephone: 905-878-7252, x2182
 Fax: 905-876-5029
 Email: krista.short@milton.ca

		REGISTRANTS	Active	Total
Population served:	110,128	Wheelchair/Scooter Users:	49	67
Service area (km²):	380.0	Ambulatory:	154	195
Communities served:	1	Attendants:	50	50
Service began:		Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	1	Total:	253	312

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

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

2015**2016****SERVICE HOURS / SCHEDULING**

Weekday:	5:20 to 20:30	Sunday:	to
Saturday:	7:10 to 20:10	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

PASSENGER DATA

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

15,227

15,227

17,289

17,289

15%

0%

25%

0%

60%

0%

FARE STRUCTURE

Effective Date: 01/01/2016	Tickets/Cards (unit price)	Monthly Pass	Free	
Adult	\$3.50	\$2.80	\$77.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$3.50	\$2.10	\$57.00	<input type="checkbox"/>
Senior	\$3.50	\$2.00	\$50.00	<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other	Companions pay fare			<input type="checkbox"/>

Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

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

\$261,188

\$302,437

EMPLOYEE DATA

Operators	Full-time
Other Operations	Part-time

Vehicle Mechanics

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$35,664

\$44,708

PERFORMANCE INDICATORS**FINANCIAL**

R/C Ratio	14%	15%
Net Operating Cost / Capita	\$2.17	\$2.34
Total Exp. / Passenger	\$17.15	\$17.49
Total Exp. / Eligible Passenger	\$17.15	\$17.49

Transportation Exp. / Passenger

Dedicated Service	\$17.15	\$17.49
Non-Dedicated Service		

Transportation Exp. / Hour (Dedicated Service)

Registrants / Capita	0.0044	0.0028
Passengers / Capita	0.1468	0.1570

Passengers / Registrant

Passengers / Hour (Dedicated Service)	33.17	55.41
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Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

\$459,127

PASSENGER DATA

Ambulatory	Ded. Service	Non-Ded. Service
------------	---------------------	-------------------------

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

TOTAL	17,289
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VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars		N/A	Wheelchair
Accessible Vans / Minivans			Ambulatory
Small Buses			
Other			

TOTAL DED. VEHICLES	N/A	N/A
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Vehicle ownership:	
Vehicle maintenance responsibility:	
Accessible taxis:	1

Reservationist / dispatch function provided by service contractor for full year of operations.

Niagara Falls, ON

Niagara Chair-A-Van

Contact: Beth Paul
 Title: Branch Manager
 Telephone: 905-356-7461
 Fax: 905-356-1647
 Email: beth.paul@on.sja.ca

		REGISTRANTS	Active	Total
Population served:	88,071	Wheelchair/Scooter Users:	937	937
Service area (km²):	212.0	Ambulatory:	928	928
Communities served:	1	Attendants:	195	195
Service began:	01/07/1977	Companions:		
Advisory Committee members:	11	Other:		
Eligibility Committee members:	4	Total:	2,060	2,060

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Non-Dedicated Service: Contractors: 2
 Taxi Scrip Program Available:
 Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	230,159	258,170	Weekday:	6:30 to 23:00	Sunday:	9:00 to 19:00
Tot. Veh. Km. - Dedicated Service	230,159	258,170	Saturday:	9:00 to 23:00	Holiday:	9:00 to 19:00
Rev. Veh. Hrs. - Dedicated Service	11,634	11,790	Advanced booking notice:	30 day(s)		
Tot. Veh. Hrs. - Dedicated Service	11,634	11,790	Minimum notice for reservation:	1.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized		
Non-Dedicated Service - Veh. Hrs.						

PASSENGER DATA

	2015	2016	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	29,967	30,065	Effective Date: 01/07/2016			
Non-Dedicated Service	1,118	1,356	Cash	\$2.75		
TOTAL PASSENGERS	31,085	31,421	Adult	\$2.75		
Subscription / Pre-booked	16%	37%	Child	\$2.75		
Reservation	82%	61%	Student	\$2.75		
On-Demand / Day of trip	2%	2%	Senior	\$2.50		
Cancelled in advance	3,515	3,577	Attendant			
No-shows / Cancelled at door	230	249	Companion	\$2.75		
Unaccommodated trips	593	554	Other			
Number of complaints	1	5				

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$38,425	\$25,591	Operators		
Operations:			Other Operations	2	2
Internal - Dedicated Service	\$464,726	\$461,995	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration	1	1
Contract - Non-Dedicated Service	\$14,577	\$19,568	Other		13
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	3	16
Maintenance (Vehicles & Facilities)			Union Affiliations:	Operators:	
Fuel	\$2,323	\$15,738		Mechanics:	
TOTAL OPERATING EXPENSES	\$520,051	\$522,891		Other (specify):	

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016	PERFORMANCE INDICATORS	2015	2016
Passenger Revenue	\$51,982	\$49,753	FINANCIAL		
Other Operating Revenue			R/C Ratio	10%	10%
Total Operating Revenue	\$51,982	\$49,753	Net Operating Cost / Capita	\$5.64	\$5.37
Federal Contributions			Total Exp. / Passenger	\$16.73	\$16.64
Provincial Contributions			Total Exp. / Eligible Passenger	\$17.31	\$17.24
Municipal Contributions	\$468,201	\$473,138	Transportation Exp. / Passenger		
Other / Donations			Dedicated Service	\$15.59	\$15.89
TOTAL	\$520,183	\$522,891	Non-Dedicated Service	\$13.04	\$14.43

CAPITAL EXPENSES

	2015	2016	OPERATING	2015	2016
Vehicles Purchased			Registrants / Capita	0.0220	0.0234
Debt Servicing	\$88,777		Passengers / Capita	0.3745	0.3568
Other Capital Expenses			Passengers / Registrant	17.00	15.25
TOTAL CAPITAL EXPENSES	\$88,777		Passengers / Hour (Dedicated Service)	2.58	2.55

CAPITAL FUNDING SOURCES

	2015	2016	PASSENGER DATA	Ded. Service	Non-Ded. Service
Transit System			Ambulatory	16,995	1,040
Federal Contributions			Wheelchair/Scooter Users	11,975	316
Provincial Contributions			Attendants	1,040	
Municipal Contributions	\$88,777		Companions	55	
Other / Donations			Other (specified)		
TOTAL CAPITAL FUNDING	\$88,777		TOTAL	30,065	1,356

--

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars		N/A	
Accessible Vans / Minivans			
Small Buses	7	6	4
Other			5
TOTAL DED. VEHICLES	7	6	N/A
Vehicle ownership:		Transit System	
Vehicle maintenance responsibility:		Transit System	
Accessible taxis:			

Niagara Region, ON

Niagara Specialized Transit

Contact: Sarah Holmes
 Title: Niagara Region Transit Coordinator
 Telephone: 905-980-6000 x3488
 Fax: 905-685-0013
 Email: sarah.holmes@niagararegion.ca

	REGISTRANTS	Active	Total
Population served:	447,888	Wheelchair/Scooter Users:	341 672
Service area (km²):	1,854.0	Ambulatory:	226 532
Communities served:	12	Attendants:	185 463
Service began:	06/11/2006	Companions:	65 65
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Total:	817 1,732

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	422,852
Tot. Veh. Km. - Dedicated Service	422,852
Rev. Veh. Hrs. - Dedicated Service	13,585
Tot. Veh. Hrs. - Dedicated Service	13,585
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hrs.	

2015

422,852

2016

759,000

SERVICE HOURS / SCHEDULING

Weekday:	7:00 to 22:00	Sunday:	to
Saturday:	8:00 to 16:00	Holiday:	to
Advanced booking notice:	180 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

PASSENGER DATA

Dedicated Service	14,523
Non-Dedicated Service	
TOTAL PASSENGERS	14,523
Subscription / Pre-booked	25%
Reservation	70%
On-Demand / Day of trip	5%
Cancelled in advance	3,059
No-shows / Cancelled at door	81
Unaccommodated trips	697
Number of complaints	34

FARE STRUCTURE

Effective Date:	Tickets/Cards (unit price)	Monthly Pass	Free
Cash	\$7.50		
Adult	\$7.50		
Child	\$7.50		
Student	\$7.50		
Senior	\$7.50		
Attendant			
Companion	\$7.50		
Other			

OPERATING EXPENSES

Administration	
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	\$652,402
Contract - Non-Dedicated Service	
Contract - Taxi Scrip	
Maintenance (Vehicles & Facilities)	\$216,232
Fuel	\$86,052
TOTAL OPERATING EXPENSES	\$954,686

EMPLOYEE DATA

	Full-time	Part-time
Operators	17	3
Other Operations	3	3
Vehicle Mechanics	1	2
General and Administration	2	1
Other	1	1
TOTAL NUMBER OF EMPLOYEES	24	10

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$18.00
 Top Mechanic Wage Rate: \$30.00

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$92,720
Other Operating Revenue	\$35,398
Total Operating Revenue	\$128,118
Federal Contributions	
Provincial Contributions	\$364,686
Municipal Contributions	\$461,882
Other / Donations	
TOTAL	\$954,686

	2015	2016
R/C Ratio	13%	15%
Net Operating Cost / Capita	\$1.84	\$2.67
Total Exp. / Passenger	\$65.74	\$70.91
Total Exp. / Eligible Passenger	\$78.23	\$81.99
Transportation Exp. / Passenger		
Dedicated Service	\$65.74	\$70.91
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$70.28	\$55.25

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	
CAPITAL FUNDING SOURCES	
Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
TOTAL CAPITAL FUNDING	

	OPERATING
Registrants / Capita	0.0101
Passengers / Capita	0.0323
Passengers / Registrant	3.20
Passengers / Hour (Dedicated Service)	1.07
Kms / Passenger (Dedicated Service)	29.12
Average Speed (Dedicated Service)	31.13
	33.00

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	8,720	
Wheelchair/Scooter Users	8,463	
Attendants	2,024	
Companions	660	
Other (specified)		
TOTAL	19,867	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	Ambulatory	
Non-Accessible Cars	1	1	N/A	4
Accessible Vans / Minivans	14	14	1	3
Small Buses				
Other	1	1	2	2
TOTAL DED. VEHICLES	16	16	N/A	N/A
Vehicle ownership:	BTS Network Inc.			
Vehicle maintenance responsibility:	BTS Network Inc.			
Accessible taxis:				

North Bay, ON**North Bay Para Bus**

Contact: Alice Radley
 Title: Executive Director
 Telephone: 705 476-0733
 Fax: 705 476-9287
 Email: aradley@phara.org

		REGISTRANTS	Active	Total
Population served:	53,651	Wheelchair/Scooter Users:	1,474	1,474
Service area (km²):	314.9	Ambulatory:	1,097	1,097
Communities served:	1	Attendants:		
Service began:	01/01/1982	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	2,571	2,571

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

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

	2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	162,669	155,457	Weekday: 7:30 to 23:00	Sunday:	9:00 to 18:00
Tot. Veh. Km. - Dedicated Service	162,669	155,457	Saturday: 8:30 to 23:00	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service	10,161	10,014	Advanced booking notice: 2 day(s)		
Tot. Veh. Hrs. - Dedicated Service	10,161	10,014	Minimum notice for reservation: 48.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Fully Computerized		
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription / Pre-booked
 Reservation
 On-Demand / Day of trip
 Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

	2015	2016	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	24,914	23,430	Effective Date: 01/06/2015			
Non-Dedicated Service	7,123	6,296	Cash			
TOTAL PASSENGERS	32,037	29,726	Adult	\$3.00	\$2.70	
Subscription / Pre-booked	0%	0%	Child	\$3.00	\$2.70	
Reservation	0%	0%	Student	\$3.00	\$2.70	
On-Demand / Day of trip	0%	0%	Senior	\$3.00	\$2.70	
Cancelled in advance	4,316	7,659	Attendant	\$3.00	\$2.70	
No-shows / Cancelled at door	3,681	4,980	Companion	\$3.00	\$2.70	
Unaccommodated trips	145	164	Other			

OPERATING EXPENSES

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

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$21,331	\$21,165	Operators	4	4
Operations:			Other Operations	1	2
Internal - Dedicated Service	\$411,893	\$400,561	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration		
Contract - Non-Dedicated Service	\$79,520	\$74,392	Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	5	6
Maintenance (Vehicles & Facilities)	\$208,073	\$154,050	Union Affiliations: Operators: Teamsters		
Fuel	\$56,633	\$44,940	Mechanics: Other (specify):		
TOTAL OPERATING EXPENSES	\$777,450	\$695,108	Top Operator Wage Rate: \$20.54		
Top Mechanic Wage Rate:					

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue
Total Operating Revenue

	2015	2016	PERFORMANCE INDICATORS	2015	2016
Passenger Revenue	\$110,015	\$99,616	FINANCIAL		
Other Operating Revenue			R/C Ratio	14%	14%
Total Operating Revenue	\$110,015	\$99,616	Net Operating Cost / Capita	\$12.44	\$11.10
Federal Contributions			Total Exp. / Passenger	\$24.27	\$23.38
Provincial Contributions			Total Exp. / Eligible Passenger	\$27.43	\$26.15
Municipal Contributions	\$667,435	\$595,492	Transportation Exp. / Passenger		
Other / Donations			Dedicated Service	\$27.16	
TOTAL	\$777,450	\$695,108	Non-Dedicated Service	\$11.16	\$11.82
Vehicles Purchased			Transportation Exp. / Hour (Dedicated Service)	\$66.59	
Debt Servicing	\$103,407				
Other Capital Expenses		\$11			
TOTAL CAPITAL EXPENSES	\$103,418				
CAPITAL FUNDING SOURCES					
Transit System					
Federal Contributions					
Provincial Contributions	\$6,619				
Municipal Contributions	\$96,799				
Other / Donations					
TOTAL CAPITAL FUNDING	\$103,418				

	2015	2016
Registrants / Capita	0.0432	0.0479
Passengers / Capita	0.5971	0.5541
Passengers / Registrant	13.81	11.56
Passengers / Hour (Dedicated Service)	2.45	2.34
Kms / Passenger (Dedicated Service)	6.53	6.63
Average Speed (Dedicated Service)	16.01	15.52

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	10,795	4,578
Wheelchair/Scooter Users	9,926	1,283
Attendants	2,709	435
Companions		
Other (specified)		
TOTAL	23,430	6,296

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair
			Ambulatory
Non-Accessible Cars			N/A
Accessible Vans / Minivans			
Small Buses	5	5	4
Other			8
TOTAL DED. VEHICLES	5	5	N/A
Vehicle ownership:			Transit System
Vehicle maintenance responsibility:			Transit System
Accessible taxis:	1		

North Perth

Victorian Order of Nurses, Ontario Branch (VON)

Contact: Jennifer O'Grady
 Title: Coordinator of Client Services
 Telephone: 519-291-5898
 Fax: 519-291-3141
 Email: Jennifer.Ogrady@von.ca

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Population served:	12,631	REGISTRANTS	Active	Total
Service area (km ²):	493.2	Wheelchair/Scooter Users:	64	64
Communities served:	1	Ambulatory:	235	235
Service began:	01/06/1998	Attendants:		
Advisory Committee members:	N/A	Companions:	84	84
Eligibility Committee members:	N/A	Other:		
		Total:	383	383

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	32,923
Tot. Veh. Km. - Dedicated Service	32,923
Rev. Veh. Hrs. - Dedicated Service	2,296
Tot. Veh. Hrs. - Dedicated Service	2,296
Non-Dedicated Service - Veh. Km.	60,548
Non-Dedicated Service - Veh. Hrs.	1,595

PASSENGER DATA

Dedicated Service	7,084
Non-Dedicated Service	1,292
TOTAL PASSENGERS	8,376
Subscription / Pre-booked	62%
Reservation	36%
On-Demand / Day of trip	2%
Cancelled in advance	1,207
No-shows / Cancelled at door	347
Unaccommodated trips	79
Number of complaints	

OPERATING EXPENSES

Administration	\$28,128
Operations:	
Internal - Dedicated Service	\$66,909
Contract - Dedicated Service	\$2,253
Contract - Non-Dedicated Service	\$23,033
Contract - Taxi Scrip	
Maintenance (Vehicles & Facilities)	\$4,757
Fuel	\$7,393
TOTAL OPERATING EXPENSES	\$132,473

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$88,395
Other Operating Revenue	
Total Operating Revenue	\$88,395
Federal Contributions	
Provincial Contributions	\$33,705
Municipal Contributions	\$6,623
Other / Donations	\$3,750
TOTAL	\$132,473

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	

TOTAL CAPITAL FUNDING

*Other Eligibility - Seniors and persons with disabilities. *Non-dedicated service provided by VON Volunteers based upon a mileage rate of \$.40/km or \$5.00 for in-town trips. *Fare Structure - in-town one-way fares shown above - other fares as follows: within North Perth \$10.00 one-way; \$.80/km for out-of-town travel plus wait time of \$15.00/hour; Adult Day Program Transportation rate of \$10.00/day regardless of distance (within 35 kms) or mode of transport; charter rates of \$40.00/hour driving time and \$25.00/hour waiting time.

*Cancellation trip data is high due to the large volume of subscription trip bookings. *VON Perth Huron is part of EasyRide, an integrated transportation system for Perth and Huron Counties, all bookings are taken by the centralized EasyRide office in Stratford and web-based scheduling software from Trapeze Novus is utilized by all of the agencies involved.

SERVICE HOURS / SCHEDULING

Weekday:	8:00 to 17:00	Sunday:	9:00 to 12:00
Saturday:	to	Holiday:	to
Advanced booking notice:		day(s)	
Minimum notice for reservation:		24.0 hour(s)	
Reservations / Scheduling:		Fully Computerized	

FARE STRUCTURE

Effective Date: 01/08/2014	Tickets/Cards (unit price)	Monthly Pass	Free
	Cash		
Adult	\$5.00		
Child			
Student			
Senior	\$5.00		
Attendant			
Companion			
Other			

EMPLOYEE DATA

Operators	Full-time	Part-time
		6
Other Operations		
Vehicle Mechanics		
General and Administration		2
Other		

TOTAL NUMBER OF EMPLOYEES

2	6
----------	----------

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$13.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	67%	67%
Net Operating Cost / Capita	\$3.49	\$3.76
Total Exp. / Passenger	\$15.82	\$16.95
Total Exp. / Eligible Passenger	\$17.55	\$18.77
Transportation Exp. / Passenger		
Dedicated Service	\$11.48	\$11.66
Non-Dedicated Service	\$17.83	\$19.78
Transportation Exp. / Hour (Dedicated Service)	\$35.41	\$33.07

OPERATING

Registrants / Capita	0.0293	0.0303
Passengers / Capita	0.6631	0.6704
Passengers / Registrant		22.11
Passengers / Hour (Dedicated Service)	3.09	
Kms / Passenger (Dedicated Service)	4.65	
Average Speed (Dedicated Service)	14.34	

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,210	1,109
Wheelchair/Scooter Users	1,222	109
Attendants		
Companions	712	106
Other (specified)		
TOTAL	7,144	1,324

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

Oakville, ON

Oakville Transit

Contact: Ragini Govender
 Title: Analyst
 Telephone: 905-845-6601 x3937
 Fax: 905-338-4703
 Email: ragini.govender@oakville.ca

		REGISTRANTS	Active	Total
Population served:	190,100	Wheelchair/Scooter Users:	342	611
Service area (km ²):	103.5	Ambulatory:	1,713	3,053
Communities served:	1	Attendants:	151	269
Service began:	04/01/1980	Companions:	30	53
Advisory Committee members:	7	Other:		
Eligibility Committee members:	N/A	Total:	2,237	3,988

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 2 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available: Unable to Use
 Private Non-Profit Org. Other Criteria

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	363,546	469,432	Weekday: 6:00 to 2:00
Tot. Veh. Km. - Dedicated Service	363,546	469,432	Saturday: 7:00 to 2:00
Rev. Veh. Hrs. - Dedicated Service	19,404	24,645	Sunday: 8:00 to 20:00
Tot. Veh. Hrs. - Dedicated Service	19,404	24,645	Holiday: 8:00 to 20:00
Non-Dedicated Service - Veh. Km.			Advanced booking notice: day(s)
Non-Dedicated Service - Veh. Hrs.			Minimum notice for reservation: 0.0 hour(s)
			Reservations / Scheduling: Partially Computerized

PASSENGER DATA

	2015	2016	FARE STRUCTURE
Dedicated Service	42,145	51,792	Effective Date: 01/01/2016
Non-Dedicated Service	55,308	69,346	Tickets/Cards (unit price)
TOTAL PASSENGERS	97,453	121,138	Adult \$3.50
Subscription / Pre-booked	33%	33%	Cash \$2.85
Reservation	53%	52%	Monthly Pass \$115.00
On-Demand / Day of trip	14%	15%	Student \$3.50
Cancelled in advance	6,458	7,559	Senior \$3.50
No-shows / Cancelled at door	907	1,259	Attendant \$3.50
Unaccommodated trips			Companion \$3.50
Number of complaints			Other GO Riders cash co fare \$0.75

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$198,325	\$287,590	Operators 13		
Operations:			Other Operations 4	3	
Internal - Dedicated Service	\$1,009,345	\$1,252,177	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration		
Contract - Non-Dedicated Service	\$839,845	\$1,075,243	Other 1		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES 18	3	
Maintenance (Vehicles & Facilities)	\$115,211	\$124,045	Union Affiliations: Operators: Unifor 1256		
Fuel	\$79,817	\$164,595	Mechanics: Unifor 1256		
TOTAL OPERATING EXPENSES	\$2,242,543	\$2,903,650	Other (specify): CUPE 1329		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016	PERFORMANCE INDICATORS	2015	2016
Passenger Revenue	\$200,170	\$243,322	FINANCIAL		
Other Operating Revenue			R/C Ratio 9%	8%	
Total Operating Revenue	\$200,170	\$243,322	Net Operating Cost / Capita \$10.86	\$13.99	
Federal Contributions			Total Exp. / Passenger \$23.01	\$23.97	
Provincial Contributions			Total Exp. / Eligible Passenger \$24.89	\$26.08	
Municipal Contributions	\$2,042,373	\$2,660,328	Transportation Exp. / Passenger Dedicated Service \$28.58	\$29.75	
Other / Donations			Non-Dedicated Service \$15.18	\$15.51	
TOTAL	\$2,242,543	\$2,903,650	Transportation Exp. / Hour (Dedicated Service) \$62.07	\$62.52	

CAPITAL EXPENSES

	2015	2016	OPERATING	2015	2016
Vehicles Purchased	\$1,471,953	\$874,517	Registrants / Capita 0.0167	0.0210	
Debt Servicing			Passengers / Capita 0.5184	0.6372	
Other Capital Expenses	\$1,000	\$16,138	Passengers / Registrant 31.01	30.37	
TOTAL CAPITAL EXPENSES	\$1,472,953	\$890,655	Passengers / Hour (Dedicated Service) 2.17	2.10	

CAPITAL FUNDING SOURCES

	2015	2016	PASSENGER DATA	Ded. Service	Non-Ded. Service
Transit System			Ambulatory 34,343		58,415
Federal Contributions			Wheelchair/Scooter Users 13,134		5,428
Provincial Contributions	\$780,503	\$465,732	Attendants 3,659		4,527
Municipal Contributions	\$20,000	\$50,000	Companions 656		975
Other / Donations	\$738,326	\$709,387	Other (specified) 51,792		69,345
TOTAL CAPITAL FUNDING	\$1,538,829	\$1,225,119	TOTAL		

Seniors ride for free on Mondays. Mandatory attendants ride for free. Accessibility Advisory Committee for the Town of Oakville - not a specific committee for Para Transit. Specialized Transit revenue is an estimation based on the % of Specialized ridership to total of Specialized & Conventional Ridership. Attendants and companions are not registered users. Non-dedicated companion trips is an estimate based on actual companions for dedicated service.

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair
			Ambulatory
Non-Accessible Cars			
Accessible Vans / Minivans			
Small Buses	17	8	5
Other			10
TOTAL DED. VEHICLES	17	8	N/A
Vehicle ownership:			Municipal Transit System
Vehicle maintenance responsibility:			Municipal Transit System
Accessible taxis:	4		

Orillia

Orillia Wheelchair Limousine Service

Contact: Orillia Wheelchair Limousine Service
 Title: George Bowa
 Telephone: 705-329-7246
 Fax:
 Email: gbow@orillia.ca

		REGISTRANTS	Active	Total
Population served:	31,166	Wheelchair/Scooter Users:		
Service area (km²):	28.8	Ambulatory:		
Communities served:	1	Attendants:		
Service began:	01/01/1987	Companions:		
Advisory Committee members:	11	Other:		
Eligibility Committee members:	N/A	Total:	621	621

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors:
 Private Contractor(s), number: 1 Taxi Scrip Program Available:

Private Non-Profit Org.

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	48,111		Weekday: 6:15 to 22:45	Sunday:	8:45 to	16:45
Tot. Veh. Km. - Dedicated Service	48,111		Saturday: 8:45 to 18:15	Holiday:	to	
Rev. Veh. Hrs. - Dedicated Service	6,013	6,314	Advanced booking notice: 2 day(s)			
Tot. Veh. Hrs. - Dedicated Service	6,013	6,314	Minimum notice for reservation: 24.0 hour(s)			
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Manually			
Non-Dedicated Service - Veh. Hrs.						

PASSENGER DATA

	2015	2016	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	8,405	7,512	Effective Date:			
Non-Dedicated Service			Cash			
TOTAL PASSENGERS	8,405	7,512	Adult	\$2.00	\$47.00	
Subscription / Pre-booked	0%	0%	Child	\$1.84	\$47.00	
Reservation	0%	0%	Student	\$2.00	\$47.00	
On-Demand / Day of trip	0%	0%	Senior	\$2.00	\$47.00	
Cancelled in advance	507	145	Attendant			
No-shows / Cancelled at door	150	97	Companion	\$2.00	\$47.00	
Unaccommodated trips	222	392	Other	\$1.84		
Number of complaints						

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$237,607	\$232,046
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$237,607	\$232,046

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,682	\$12,295
Other Operating Revenue		
Total Operating Revenue	\$14,682	\$12,295
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$222,425	\$219,290
Other / Donations	\$500	\$500
TOTAL	\$237,607	\$232,085

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	
CAPITAL FUNDING SOURCES	
Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
TOTAL CAPITAL FUNDING	

EMPLOYEE DATA

Operators Full-time Part-time

Other Operations Operators

Vehicle Mechanics Other Operations

General and Administration Vehicle Mechanics

Other General and Administration

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

 Mechanics:

 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	6%	5%
Net Operating Cost / Capita	\$6.77	\$7.05
Total Exp. / Passenger	\$28.27	\$30.89
Total Exp. / Eligible Passenger	\$29.19	\$32.35
Transportation Exp. / Passenger		
Dedicated Service	\$28.27	\$30.89
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$39.52	\$36.75
OPERATING		
Registrants / Capita	0.0189	0.0199
Passengers / Capita	0.2551	0.2410
Passengers / Registrant	13.53	12.10
Passengers / Hour (Dedicated Service)	1.40	1.19
Kms / Passenger (Dedicated Service)	5.72	
Average Speed (Dedicated Service)	8.00	

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	7,172	
Attendants	340	
Companions		
Other (specified)		
TOTAL	7,512	

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

Para Transpo

Contact: Derek Washnuk
 Title: Program Manager, Service Strategy
 Telephone: 613-580-2424 x52392
 Fax: 613-230-6543
 Email:

		REGISTRANTS	Active	Total
Population served:	968,580	Wheelchair/Scooter Users:		4,906
Service area (km²):	2,778.0	Ambulatory:		11,805
Communities served:	1	Attendants:		
Service began:	01/01/1974	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:		16,711

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

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING				
Rev. Veh. Km. - Dedicated Service	4,245,398	4,327,517	Weekday:	6:00 to 1:00	Sunday:	6:30 to 1:00	
Tot. Veh. Km. - Dedicated Service	4,750,600	4,893,447	Saturday:	6:30 to 1:00	Holiday:	6:30 to 1:00	
Rev. Veh. Hrs. - Dedicated Service	192,535	201,477	Advanced booking notice:	1 day(s)			
Tot. Veh. Hrs. - Dedicated Service	216,575	222,613	Minimum notice for reservation:	0.0 hour(s)			
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized			
Non-Dedicated Service - Veh. Hrs.							

PASSENGER DATA

	2015	2016	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	449,909	437,800	Effective Date: 01/07/2016			
Non-Dedicated Service	459,346	468,700	Cash	\$3.00	\$105.75	
TOTAL PASSENGERS	909,255	906,500	Adult	\$3.65		
Subscription / Pre-booked	60%	61%	Child	\$1.90	\$1.61	
Reservation	36%	35%	Student	\$3.65	\$3.00	\$84.25
On-Demand / Day of trip	5%	5%	Senior	\$2.75	\$2.19	\$42.75
Cancelled in advance	49,730	59,158	Attendant			
No-shows / Cancelled at door	25,184	25,607	Companion	\$3.65	\$3.00	
Unaccommodated trips	56,528	47,978	Other			
Number of complaints	766					

OPERATING EXPENSES

Administration	\$2,443,903	\$3,254,767
Operations:		
Internal - Dedicated Service	\$13,035,689	\$12,210,474
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$12,005,822	\$11,839,809
Contract - Taxi Scrip	\$131,296	\$295,302
Maintenance (Vehicles & Facilities)	\$3,190,616	\$2,500,105
Fuel	\$1,460,060	\$1,138,183
TOTAL OPERATING EXPENSES	\$32,267,386	\$31,238,640

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,242,039	\$2,394,484
Other Operating Revenue	\$27,883	\$15,088
Total Operating Revenue	\$2,269,922	\$2,409,572

FEDERAL CONTRIBUTIONS

Provincial Contributions	
Municipal Contributions	\$29,997,464
Other / Donations	
TOTAL	\$32,267,386

CAPITAL EXPENSES

Vehicles Purchased	\$2,846,526	\$10,092,725
Debt Servicing		
Other Capital Expenses	\$4,511	\$468,319

TOTAL CAPITAL EXPENSES	\$2,851,037	\$10,561,044
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CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	\$2,846,500
Provincial Contributions	
Municipal Contributions	\$4,537

Other / Donations	
TOTAL CAPITAL FUNDING	\$2,851,037

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$31.80	\$29.76
Total Exp. / Passenger	\$35.49	\$34.46
Total Exp. / Eligible Passenger	\$40.51	\$38.98
Transportation Exp. / Passenger		
Dedicated Service	\$39.31	\$36.20
Non-Dedicated Service	\$26.42	\$25.89
Transportation Exp. / Hour (Dedicated Service)	\$81.66	\$71.19

OPERATING

Registrants / Capita	0.0148	0.0173
Passengers / Capita	0.9640	0.9359
Passengers / Registrant	65.09	54.25
Passengers / Hour (Dedicated Service)	2.34	2.17
Kms / Passenger (Dedicated Service)	9.44	9.88
Average Speed (Dedicated Service)	22.05	21.48

	Ded. Service	Non-Ded. Service
Ambulatory	264,043	326,915
Wheelchair/Scooter Users	123,809	86,544
Attendants	22,506	20,745
Companions	27,442	19,722
Other (specified)		14,774
TOTAL	437,800	468,700

	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	Ambulatory
VEHICLE DATA	Number		
Non-Accessible Cars			
Accessible Vans / Minivans			
Small Buses	78	78	3
Other	5	5	5
TOTAL DED. VEHICLES	83	83	N/A
Vehicle ownership:			Municipal Transit System
Vehicle maintenance responsibility:			Municipal Transit System
Accessible taxis:	120		

Owen Sound

Owen Sound Mobility Transit

Contact: Chris Hughes
 Title: Manager of Contract Services
 Telephone: 519-376-4440 x3223
 Fax: 519-372-1209
 Email: chughes@owensound.ca

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number: 1
 Private Non-Profit Org.

	Population served:	21,341	REGISTRANTS	Active	Total
	Service area (km²):	23.7	Wheelchair/Scooter Users:	137	137
	Communities served:	1	Ambulatory:	171	171
	Service began:	06/01/1989	Attendants:	146	146
	Advisory Committee members:	N/A	Companions:		
	Eligibility Committee members:	N/A	Other:		
			Total:	454	454

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:
 Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	40,775
Tot. Veh. Km. - Dedicated Service	42,920
Rev. Veh. Hrs. - Dedicated Service	3,407
Tot. Veh. Hrs. - Dedicated Service	3,558
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hrs.	

2015
2016

	2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	40,775	36,730	Weekday: 6:30 to 18:30	Sunday:	to
Tot. Veh. Km. - Dedicated Service	42,920	38,565	Saturday: 9:00 to 16:30	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service	3,407	3,414	Advanced booking notice: 30 day(s)		
Tot. Veh. Hrs. - Dedicated Service	3,558	3,566	Minimum notice for reservation: 3.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Manually		
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

Dedicated Service	7,905
Non-Dedicated Service	

2015
2016

	2015	2016	FARE STRUCTURE		
Rev. Veh. Km. - Dedicated Service	40,775	36,730	Effective Date:		
Tot. Veh. Km. - Dedicated Service	42,920	38,565	Cash		
Rev. Veh. Hrs. - Dedicated Service	3,407	3,414	(unit price)		
Tot. Veh. Hrs. - Dedicated Service	3,558	3,566	Adult	\$3.00	\$70.00
Non-Dedicated Service - Veh. Km.			Child		
Non-Dedicated Service - Veh. Hrs.			Student	\$2.50	\$45.00

Subscription / Pre-booked	0%
Reservation	0%
On-Demand / Day of trip	0%

Cancelled in advance	504
No-shows / Cancelled at door	78
Unaccommodated trips	51
Number of complaints	5

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Parry Sound

Parry Sound Specialized Transit

Contact: Martha Vincent
 Title: Public Works Administrative Assistant
 Telephone: 705-746-2101 x236
 Fax: 705-746-2506
 Email: mvincent@townofparrysound.com

		REGISTRANTS	Active	Total
Population served:	6,191	Wheelchair/Scooter Users:	43	43
Service area (km ²):	13.3	Ambulatory:	19	19
Communities served:	1	Attendants:	50	50
Service began:	06/01/2008	Companions:		
Advisory Committee members:	N/A	Other:	18	18
Eligibility Committee members:	N/A	Total:	130	130

Dedicated Serv. Operated by:	<input type="checkbox"/> Transit System/Municipality	Non-Dedicated Service:	<input type="checkbox"/> Contractors:	Eligibility Criteria:	<input checked="" type="checkbox"/> Unable to Board
	<input checked="" type="checkbox"/> Private Contractor(s), number: 1	Taxi Scrip Program Available:	<input type="checkbox"/>		<input checked="" type="checkbox"/> Unable to Use
					<input type="checkbox"/> Other Criteria

VEHICLE KILOMETRES & HOURS

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

2015

2016

SERVICE HOURS / SCHEDULING

Rev. Veh. Km. - Dedicated Service	763	20,837	Weekday:	to	Sunday:	to
Tot. Veh. Km. - Dedicated Service	763	20,837	Saturday:	to	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service	87	1,248	Advanced booking notice:	42 day(s)		
Tot. Veh. Hrs. - Dedicated Service	87	1,248	Minimum notice for reservation:	4.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized		
Non-Dedicated Service - Veh. Hrs.						

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

228

130

Effective Date: 01/01/2016

Tickets/Cards
(unit price)

Monthly Pass



TOTAL PASSENGERS

228

130

Cash

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

Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips

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

\$8,839

\$5,054

EMPLOYEE DATA

Full-time

Part-time

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$788

\$5,776

Top Operator Wage Rate:

Top Mechanic Wage Rate:

Total Operating Revenue

\$788

\$5,776

PERFORMANCE INDICATORS

CAPITAL EXPENSES

Vehicles Purchased

\$74,667

FINANCIAL

2015

2016

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

\$74,667

R/C Ratio

9%

114%

Other / Donations

\$8,839

Net Operating Cost / Capita

\$1.30

-\$0.12

TOTAL

\$21,274

Total Exp. / Passenger

\$38.77

\$38.88

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

\$7,263

\$10,444

Transportation Exp. / Passenger

\$38.77

\$81.52

Provincial Contributions

\$788

\$5,054

Dedicated Service

\$38.77

\$38.88

Municipal Contributions

\$788

Non-Dedicated Service

\$101.60

\$4.05

Other / Donations

\$8,839

Transportation Exp. / Hour (Dedicated Service)

16.29

1.00

TOTAL CAPITAL FUNDING

\$74,667

Average Speed (Dedicated Service)

2.62

0.10

Kms / Passenger (Dedicated Service)

3.35

160.28

Average Speed (Dedicated Service)

8.77

16.70

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

0.0023

0.0210

Wheelchair/Scooter Users

0.0368

0.0210

Attendants

16.29

1.00

Companions

2.62

0.10

Other (specified)

3.35

160.28

TOTAL

130

VEHICLE DATA

Number

Veh.

Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

N/A

2

7

Non-Accessible Cars

1

1

Accessible Vans / Minivans

1

Small Buses

0

Other

0

TOTAL DED. VEHICLES

1

1

N/A

N/A

Vehicle ownership:

Municipality

Vehicle maintenance responsibility:

Parry Sound West Home for the Aged

Accessible taxis:

Transhelp	Population served:	1,381,739	REGISTRANTS	Active	Total
Contact: Richard Riofrio	Service area (km²):	1,253.0	Wheelchair/Scooter Users:	6,819	6,819
Title: Analyst	Communities served:	3	Ambulatory:	10,228	10,228
Telephone: 905-791-1015 x8550	Service began:	01/06/1981	Attendants:		
Fax:	Advisory Committee members:	9	Companions:		
Email: richard.riofrio@peelregion.ca	Eligibility Committee members:	3	Other:	1,698	1,698
			Total:	18,745	18,745

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 8 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 9 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	5,904,593	2,860,745	Weekday: 6:00 to 1:00	Sunday: 6:00 to 1:00	
Tot. Veh. Km. - Dedicated Service	6,613,501	3,334,313	Saturday: 6:00 to 1:00	Holiday: 6:00 to 1:00	
Rev. Veh. Hrs. - Dedicated Service	243,286	141,514	Advanced booking notice: 7 day(s)		
Tot. Veh. Hrs. - Dedicated Service	265,928	156,613	Minimum notice for reservation: 6.0 hour(s)		
Non-Dedicated Service - Veh. Km.	48,196	3,270,396	Reservations / Scheduling: Fully Computerized		
Non-Dedicated Service - Veh. Hrs.	11,659	138,655			

PASSENGER DATA

	2015	2016	FARE STRUCTURE		
Dedicated Service	527,777	325,426	Effective Date:	Tickets/Cards (unit price)	
Non-Dedicated Service	67,254	264,982	Adult \$3.50	Monthly Pass	Free
TOTAL PASSENGERS	595,031	590,408	Child \$3.50		
Subscription / Pre-booked	40%	40%	Student \$3.50		
Reservation	55%	55%	Senior \$3.50		
On-Demand / Day of trip	5%	5%	Attendant		
Cancelled in advance	53,276	59,261	Companion \$3.50		
No-shows / Cancelled at door	9,707	10,233	Other Taxi Scrip		
Unaccommodated trips	756	977			
Number of complaints	1,977	2,314			

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$1,937,491	\$2,296,690	Operators 49		31
Operations:			Other Operations 9		
Internal - Dedicated Service	\$7,078,852	\$7,598,730	Vehicle Mechanics 3		
Contract - Dedicated Service	\$4,137,122	\$4,361,787	General and Administration 23		
Contract - Non-Dedicated Service	\$4,495,265	\$5,206,299	Other 5	5	36
Contract - Taxi Scrip	\$230,374	\$238,314	TOTAL NUMBER OF EMPLOYEES 89		
Maintenance (Vehicles & Facilities)	\$1,620,256	\$1,745,841	Union Affiliations: Operators: CUPE 966		
Fuel	\$337,938	\$368,153	Mechanics: CUPE 966		
TOTAL OPERATING EXPENSES	\$19,837,298	\$21,815,813	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016	PERFORMANCE INDICATORS	2015	2016
Passenger Revenue	\$1,804,400	\$1,951,093	FINANCIAL		
Other Operating Revenue	\$114,808	\$30,419	R/C Ratio 10% 9%		
Total Operating Revenue	\$1,919,208	\$1,981,512	Net Operating Cost / Capita \$13.82 \$14.35		
Federal Contributions			Total Exp. / Passenger \$33.34 \$36.95		
Provincial Contributions	\$165,009	\$698,411	Total Exp. / Eligible Passenger \$44.94 \$50.29		
Municipal Contributions	\$17,753,186	\$19,135,925	Transportation Exp. / Passenger Dedicated Service \$24.96 \$43.25		
Other / Donations	\$105	-\$35	Non-Dedicated Service \$70.27 \$20.55		
TOTAL	\$19,837,508	\$21,815,813	Transportation Exp. / Hour (Dedicated Service) \$49.54 \$89.87		

CAPITAL EXPENSES

	2015	2016	OPERATING	2015	2016
Vehicles Purchased	\$752,622	\$1,369,694	Registrants / Capita 0.0135 0.0136		
Debt Servicing			Passengers / Capita 0.4588 0.4273		
Other Capital Expenses	\$814,190	\$2,544,461	Passengers / Registrant 34.06 31.50		
TOTAL CAPITAL EXPENSES	\$1,566,812	\$3,914,155	Passengers / Hour (Dedicated Service) 2.17 2.30		
CAPITAL FUNDING SOURCES			Kms / Passenger (Dedicated Service) 11.19 8.79		
Transit System			Average Speed (Dedicated Service) 24.27 20.22		
Federal Contributions	\$1,300,484	\$3,324,582			
Provincial Contributions					
Municipal Contributions	\$266,329	\$589,573			
Other / Donations					
TOTAL CAPITAL FUNDING	\$1,566,813	\$3,914,155			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	137,139	123,152
Wheelchair/Scooter Users	91,426	82,101
Attendants	40,908	29,075
Companions	10,677	10,437
Other (specified)	45,275	20,216
TOTAL	325,425	264,981

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars	75	33	N/A
Accessible Vans / Minivans	40	38	1
Small Buses	63	52	4
Other	29	29	4
TOTAL DED. VEHICLES	207	152	N/A
Vehicle ownership:			Peel Region/Taxis/Non Profits
Vehicle maintenance responsibility:			Peel Region/Taxis/Non Profits
Accessible taxis:	3		

Pembroke**Pembroke Handi-Bus**

Contact: Dan Callaghan
 Title: Manager
 Telephone: 613-735-6998
 Fax:
 Email: pembrokehandibus@bellnet.ca

		REGISTRANTS	Active	Total
Population served:	24,800	Wheelchair/Scooter Users:	158	158
Service area (km ²):	91.2	Ambulatory:	316	316
Communities served:	4	Attendants:		
Service began:	08/01/1989	Companions:		
Advisory Committee members:	6	Other:		
Eligibility Committee members:	2	Total:	474	474

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

VEHICLE KILOMETRES & HOURS

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

201586,294
86,294**2016**79,669
79,669**SERVICE HOURS / SCHEDULING**

Weekday: 7:00 to 17:00 Sunday: to to
 Saturday: to Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 2.0 hour(s)
 Reservations / Scheduling: Manually

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription / Pre-booked
 Reservation
 On-Demand / Day of trip
 Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

14,479

12,652

Effective Date: 08/09/2014

Tickets/Cards (unit price)

Monthly Pass	Free
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cash

Adult \$6.00	\$6.00
Child \$6.00	\$6.00
Student \$6.00	\$6.00
Senior \$6.00	\$6.00
Attendant	
Companion	
Other	

OPERATING EXPENSES

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

\$93,007

\$93,792

Perth East

Perth East Transportation

Contact: Darlene Raycraft
 Title: Finance and Business Manager
 Telephone: 519-595-8755
 Fax: 519-595-7755
 Email:

Population served:	12,000	REGISTRANTS	Active	Total
Service area (km ²):	171.0	Wheelchair/Scooter Users:	104	104
Communities served:	1	Ambulatory:	767	767
Service began:	01/07/1999	Attendants:	38	38
Advisory Committee members:	14	Companions:		
Eligibility Committee members:	14	Other:		
		Total:	909	909

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number: 2
 Private Non-Profit Org.

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	113,103
Tot. Veh. Km. - Dedicated Service	114,853
Rev. Veh. Hrs. - Dedicated Service	
Tot. Veh. Hrs. - Dedicated Service	
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hrs.	

PASSENGER DATA

Dedicated Service	11,797
Non-Dedicated Service	
TOTAL PASSENGERS	11,797
Subscription / Pre-booked	12%
Reservation	59%
On-Demand / Day of trip	29%
Cancelled in advance	1,223
No-shows / Cancelled at door	12
Unaccommodated trips	107
Number of complaints	3
	1
OPERATING EXPENSES	
Administration	\$5,500
Operations:	
Internal - Dedicated Service	\$115,039
Contract - Dedicated Service	\$1,509
Contract - Non-Dedicated Service	\$6,665
Contract - Taxi Scrip	
Maintenance (Vehicles & Facilities)	\$22,829
Fuel	\$28,467
TOTAL OPERATING EXPENSES	\$180,009

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$76,614
Other Operating Revenue	
Total Operating Revenue	\$76,614
Federal Contributions	
Provincial Contributions	\$76,680
Municipal Contributions	\$7,500
Other / Donations	\$19,215
TOTAL	\$180,009

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$104,017
CAPITAL FUNDING SOURCES	
Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
TOTAL CAPITAL FUNDING	\$104,017

2015
2016
SERVICE HOURS / SCHEDULING

Weekday:	8:30 to 16:00	Sunday:	to
Saturday:	to	Holiday:	to

Advanced booking notice:	1 day(s)
Minimum notice for reservation:	24.0 hour(s)
Reservations / Scheduling:	Partially Computerized

FARE STRUCTURE

Effective Date: 01/01/2016		Tickets/Cards (unit price)	Monthly Pass	Free
		Cash		
Adult	\$5.50			
Child	\$0.50			
Student	\$5.50			
Senior	\$5.50			
Attendant				
Companion	\$5.50			
Other				

EMPLOYEE DATA

Operators	1	Full-time	Part-time
Other Operations			
Vehicle Mechanics			
General and Administration			
Other			

TOTAL NUMBER OF EMPLOYEES

1	4
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Union Affiliations: Operators:

Mechanics:	
Other (specify):	

Top Operator Wage Rate: \$16.91

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	43%	44%
Net Operating Cost / Capita	\$8.62	\$8.23
Total Exp. / Passenger	\$15.26	\$15.87
Total Exp. / Eligible Passenger	\$16.20	\$16.84
Transportation Exp. / Passenger		
Dedicated Service	\$14.23	\$14.56
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0778	0.0758
Passengers / Capita	0.9831	0.9244
Passengers / Registrant	12.63	12.20
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	9.59	9.63
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	9,416	
Wheelchair/Scooter Users	1,038	
Attendants	639	
Companions		
Other (specified)		
TOTAL	11,093	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	3	3	2	10
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Vehicle ownership:			Knollcrest Lodge - Community Outreach Service	
Vehicle maintenance responsibility:			Knollcrest Lodge - Community Outreach Service	
Accessible taxis:				

Peterborough County

Caremobile

Contact: Jane Pickard
 Title: Coordinator
 Telephone: 705-749-0036
 Fax: 705-745-6011
 Email: jane@commcareptbo.org

Population served:	81,032	REGISTRANTS	Active	Total
Service area (km ²):	3,769.3	Wheelchair/Scooter Users:	41	172
Communities served:	8	Ambulatory:	42	107
Service began:	18/01/1992	Attendants:		
Advisory Committee members:	4	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	83	279

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	40,172
Tot. Veh. Km. - Dedicated Service	80,344
Rev. Veh. Hrs. - Dedicated Service	2,000
Tot. Veh. Hrs. - Dedicated Service	4,000
Non-Dedicated Service - Veh. Km.	81,428
Non-Dedicated Service - Veh. Hrs.	4,000

PASSENGER DATA

Dedicated Service	2,649
Non-Dedicated Service	
TOTAL PASSENGERS	2,649
Subscription / Pre-booked	0%
Reservation	0%
On-Demand / Day of trip	0%
Cancelled in advance	144
No-shows / Cancelled at door	2
Unaccommodated trips	46
Number of complaints	

OPERATING EXPENSES

Administration	\$15,258
Operations:	
Internal - Dedicated Service	\$89,794
Contract - Dedicated Service	
Contract - Non-Dedicated Service	
Contract - Taxi Scrip	
Maintenance (Vehicles & Facilities)	\$18,636
Fuel	\$21,070
TOTAL OPERATING EXPENSES	\$144,758

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,551
Other Operating Revenue	\$110
Total Operating Revenue	\$19,661
Federal Contributions	
Provincial Contributions	\$84,438
Municipal Contributions	\$30,319
Other / Donations	\$10,340
TOTAL	\$144,758

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	
CAPITAL FUNDING SOURCES	
Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
TOTAL CAPITAL FUNDING	

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SERVICE HOURS / SCHEDULING

Weekday:	7:00 to 6:00
Saturday:	to
Advanced booking notice:	60 day(s)
Minimum notice for reservation:	24.0 hour(s)
Reservations / Scheduling:	Manually

FARE STRUCTURE

Effective Date: 01/04/2016		Tickets/Cards (unit price)		
		\$20.00	\$18.00	
Cash				
Adult				
Child				
Student				
Senior				
Attendant				
Companion				
Other				

EMPLOYEE DATA

Operators		Full-time		Part-time
Other Operations		1		2
Vehicle Mechanics				
General and Administration				1
Other				1
TOTAL NUMBER OF EMPLOYEES	1			4

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$23.92

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	14%	16%
Net Operating Cost / Capita	\$2.21	\$1.61
Total Exp. / Passenger	\$54.65	\$56.10
Total Exp. / Eligible Passenger	\$69.86	\$69.36
Transportation Exp. / Passenger		
Dedicated Service	\$48.89	\$54.01
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$32.38	\$37.56
OPERATING		
Registrants / Capita	0.0046	0.0034
Passengers / Capita	0.0467	0.0343
Passengers / Registrant	10.11	9.97
Passengers / Hour (Dedicated Service)	1.32	1.39
Kms / Passenger (Dedicated Service)	15.16	14.63
Average Speed (Dedicated Service)	20.09	20.36

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,587	
Wheelchair/Scooter Users	663	
Attendants	532	
Companions		
Other (specified)		
TOTAL	2,782	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars				
Accessible Vans / Minivans				
Small Buses	2	2	3	8
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:			Municipality	
Vehicle maintenance responsibility:			Community Care Peterborough	
Accessible taxis:				

Peterborough, ON

Peterborough Transit

Contact: Andrew Burdett
 Title: Operations Supervisor
 Telephone: 705-742-7777 x2889
 Fax: 705-742-3741
 Email: aburdett@peterborough.ca

		REGISTRANTS	Active	Total
Population served:	81,000	Wheelchair/Scooter Users:	477	477
Service area (km²):	67.4	Ambulatory:	712	712
Communities served:	1	Attendants:	118	118
Service began:	01/09/1976	Companions:		
Advisory Committee members:	11	Other:		
Eligibility Committee members:	3	Total:	1,307	1,307

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Non-Dedicated Service: Contractors: 2
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	287,529	284,226	Weekday: 6:00 to 23:10
Tot. Veh. Km. - Dedicated Service	287,529	284,226	Saturday: 6:40 to 23:10
Rev. Veh. Hrs. - Dedicated Service	18,135	18,444	Advanced booking notice: 14 day(s)
Tot. Veh. Hrs. - Dedicated Service	18,135	18,444	Minimum notice for reservation: 1.0 hour(s)
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Fully Computerized
Non-Dedicated Service - Veh. Hrs.			

PASSENGER DATA

Dedicated Service	40,787	40,220	Effective Date: 01/01/2013
Non-Dedicated Service			CASH
TOTAL PASSENGERS	40,787	40,220	Tickets/Cards (unit price)
Subscription / Pre-booked	31%	30%	Adult \$2.50
Reservation	68%	69%	Child \$2.50
On-Demand / Day of trip	1%	1%	Student \$2.50
Cancelled in advance	2,613	3,361	Senior \$2.50
No-shows / Cancelled at door	820	1,043	Attendant \$2.50
Unaccommodated trips			Companion \$2.50
Number of complaints	5	4	Other \$2.50

OPERATING EXPENSES

Administration	\$153,549	\$153,003	Operators 8
Operations:			5
Internal - Dedicated Service	\$548,057	\$669,660	Other Operations 1
Contract - Dedicated Service			Vehicle Mechanics 1
Contract - Non-Dedicated Service	\$271	\$858	General and Administration 1
Contract - Taxi Scrip			Other 2
Maintenance (Vehicles & Facilities)	\$232,462	\$275,681	TOTAL NUMBER OF EMPLOYEES 10
Fuel	\$96,875	\$91,944	
TOTAL OPERATING EXPENSES	\$1,031,214	\$1,191,146	9

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$105,317	\$103,673	Union Affiliations: Operators: ATU 1320
Other Operating Revenue			Mechanics: CUPE 504
Total Operating Revenue	\$105,317	\$103,673	Other (specify): Admin CUPE 126
Federal Contributions			Top Operator Wage Rate: \$27.32
Provincial Contributions	\$169,400	\$169,400	Top Mechanic Wage Rate: \$31.13
Municipal Contributions	\$756,497	\$918,073	
Other / Donations			
TOTAL	\$1,031,214	\$1,191,146	

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$11.57	\$13.43
Total Exp. / Passenger	\$25.28	\$29.62
Total Exp. / Eligible Passenger	\$25.28	\$34.55
Transportation Exp. / Passenger		
Dedicated Service	\$21.51	\$25.79
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$48.38	\$56.24
OPERATING		
Registrants / Capita	0.0096	0.0161
Passengers / Capita	0.5098	0.4965
Passengers / Registrant	52.90	30.77
Passengers / Hour (Dedicated Service)	2.25	2.18
Kms / Passenger (Dedicated Service)	7.05	7.07
Average Speed (Dedicated Service)	15.85	15.41

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	20,744	
Wheelchair/Scooter Users	13,734	
Attendants	3,539	
Companions		
Other (specified)	2,203	
TOTAL	40,220	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	10	8	4	4
Small Buses				
Other				
TOTAL DED. VEHICLES	10	8	N/A	N/A
Vehicle ownership:			Municipality	
Vehicle maintenance responsibility:			Municipality	
Accessible taxis:	6			

Port Hope

Rolls Service	Population served:	12,350	REGISTRANTS	Active	Total
Contact: Warren Nicholshen	Service area (km ²):	.0	Wheelchair/Scooter Users:	172	172
Title: Transportation Operations Manager	Communities served:	1	Ambulatory:	246	246
Telephone: 905-885-2414	Service began:		Attendants:		
Fax:	Advisory Committee members:	N/A	Companions:		
Email: wnicholshen@porthope.ca	Eligibility Committee members:	N/A	Other:		
Dedicated Serv. Operated by:	<input checked="" type="checkbox"/> Transit System/Municipality		Total:	418	418
	<input checked="" type="checkbox"/> Private Contractor(s), number: 1				
	<input type="checkbox"/> Private Non-Profit Org.				
Non-Dedicated Service:	<input type="checkbox"/>	Contractors:	Eligibility Criteria:	<input checked="" type="checkbox"/> Unable to Board	
Taxi Scrip Program Available:	<input type="checkbox"/>			<input checked="" type="checkbox"/> Unable to Use	
				<input type="checkbox"/> Other Criteria	

VEHICLE KILOMETRES & HOURS		2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service		25,974	25,974	Weekday:	7:00 to 20:00	Sunday:
Tot. Veh. Km. - Dedicated Service		43,097	43,097	Saturday:	9:00 to 16:00	Holiday:
Rev. Veh. Hrs. - Dedicated Service		3,744	3,744	Advanced booking notice:	30 day(s)	
Tot. Veh. Hrs. - Dedicated Service		3,744	3,744	Minimum notice for reservation:	24.0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hrs.						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		5,772	5,772	Effective Date: 01/01/2014		
Non-Dedicated Service				Cash	Tickets/Cards (unit price)	
TOTAL PASSENGERS		5,772	5,772	Adult	\$2.00	Monthly Pass
Subscription / Pre-booked		40%	40%	Child	\$2.00	\$50.00
Reservation		58%	58%	Student	\$1.50	\$30.00
On-Demand / Day of trip		2%	2%	Senior	\$1.50	\$30.00
Cancelled in advance		758	758	Attendant		
No-shows / Cancelled at door		510	510	Companion		
Unaccommodated trips		58	58	Other		
Number of complaints		3	3			
OPERATING EXPENSES				EMPLOYEE DATA		
Administration		\$7,000	\$7,000	Operators	2	Part-time
Operations:				Other Operations	4	
Internal - Dedicated Service				Vehicle Mechanics		
Contract - Dedicated Service		\$106,654	\$105,548	General and Administration		
Contract - Non-Dedicated Service				Other		
Contract - Taxi Scrip						
TOTAL OPERATING EXPENSES		\$113,654	\$117,245	TOTAL NUMBER OF EMPLOYEES	6	3
Passenger Revenue		\$4,098	\$3,059	Union Affiliations:	Operators:	
Other Operating Revenue					Mechanics:	
TOTAL OPERATING REVENUE		\$4,098	\$3,059		Other (specify):	
Federal Contributions				Top Operator Wage Rate:	\$15.00	
Provincial Contributions				Top Mechanic Wage Rate:		
Municipal Contributions		\$109,723	\$109,723			
Other / Donations						
TOTAL		\$113,821	\$112,782			
CAPITAL EXPENSES				PERFORMANCE INDICATORS		
Vehicles Purchased				FINANCIAL	2015	2016
Debt Servicing				R/C Ratio	4%	3%
Other Capital Expenses				Net Operating Cost / Capita	\$8.87	\$9.25
TOTAL CAPITAL EXPENSES				Total Exp. / Passenger	\$19.69	\$20.31
CAPITAL FUNDING SOURCES			Total Exp. / Eligible Passenger	\$64.83	\$66.88	
Transit System			Transportation Exp. / Passenger	\$18.48	\$19.10	
Federal Contributions			Dedicated Service			
Provincial Contributions			Non-Dedicated Service			
Municipal Contributions			Transportation Exp. / Hour (Dedicated Service)	\$28.49	\$29.45	
Other / Donations						
TOTAL CAPITAL FUNDING						
				OPERATING		
				Registrants / Capita	0.0151	0.0339
				Passengers / Capita	0.4674	0.4674
				Passengers / Registrant	30.87	13.81
				Passengers / Hour (Dedicated Service)	1.54	
				Kms / Passenger (Dedicated Service)	4.50	4.50
				Average Speed (Dedicated Service)	6.94	
				PASSENGER DATA		
				Ded. Service	Non-Ded. Service	
				Ambulatory	950	
				Wheelchair/Scooter Users	803	
				Attendants	347	
				Companions		
				Other (specified)	3,672	
				TOTAL	5,772	
				VEHICLE DATA		
				Number	Veh. Peak	Avg. Capacity per Veh.
				Non-Accessible Cars	N/A	
				Accessible Vans / Minivans	1	2
				Small Buses		4
				Other	1	
TOTAL DED. VEHICLES		2	1		N/A	N/A
				Vehicle ownership:	Contracted Operator	
				Vehicle maintenance responsibility:	Contracted Operator	
				Accessible taxis:		

Prince Edward County

Prince Edward County

Contact: Shelly Ackers
 Title: Administrator Internal Operations
 Telephone: 613-392-9640
 Fax: 613-392-3872
 Email: sackers@bellnet.ca

		REGISTRANTS	Active	Total
Population served:	25,490	Wheelchair/Scooter Users:	434	434
Service area (km²):	1,048.3	Ambulatory:	454	454
Communities served:	1	Attendants:	94	94
Service began:	06/05/2007	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	2	Total:	982	982

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2015	2016
Rev. Veh. Km. - Dedicated Service	96,692	83,923
Tot. Veh. Km. - Dedicated Service	100,473	127,588
Rev. Veh. Hrs. - Dedicated Service	2,270	1,969
Tot. Veh. Hrs. - Dedicated Service	2,656	4,396
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	7,945	9,784
Non-Dedicated Service		
TOTAL PASSENGERS	7,945	9,784
Subscription / Pre-booked	30%	76%
Reservation	68%	22%
On-Demand / Day of trip	2%	2%
Cancelled in advance	911	660
No-shows / Cancelled at door	38	58
Unaccommodated trips	35	10
Number of complaints		

OPERATING EXPENSES

	\$16,990	\$17,322
Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$126,058	\$198,370
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$143,047	\$215,692

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	\$50,716	\$70,391
Passenger Revenue	\$50,716	\$70,391
Other Operating Revenue		
Total Operating Revenue	\$50,716	\$70,391
Federal Contributions		
Provincial Contributions	\$54,922	\$85,052
Municipal Contributions	\$32,409	\$55,249
Other / Donations	\$5,000	\$5,000
TOTAL	\$143,047	\$215,692

CAPITAL EXPENSES

	\$50,716	\$70,391
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$50,716	\$70,391
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$50,716	\$70,391

Vehicle ownership:	City of Quinte West
Vehicle maintenance responsibility:	Quinte Access Transportation
Accessible taxis:	

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,274	
Wheelchair/Scooter Users	1,986	
Attendants	524	
Companions		
Other (specified)		
TOTAL	9,784	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans	1	1	1
Small Buses	1	1	4
Other			12
TOTAL DED. VEHICLES	2	2	N/A
Vehicle ownership:	City of Quinte West		
Vehicle maintenance responsibility:	Quinte Access Transportation		
Accessible taxis:			

Quinte West**Quinte Access Transportation**

Contact: Shelly Ackers
 Title: Administrator
 Telephone: 613-392-9640
 Fax: 613-392-3872
 Email: sackers@bellnet.ca

Population served:	54,014	REGISTRANTS	Active	Total
Service area (km ²):	722.0	Wheelchair/Scooter Users:	985	985
Communities served:	2	Ambulatory:	1,721	1,721
Service began:	17/01/1994	Attendants:	298	298
Advisory Committee members:	8	Companions:		
Eligibility Committee members:	2	Other:		
		Total:	3,004	3,004

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	378,438
Tot. Veh. Km. - Dedicated Service	393,565
Rev. Veh. Hrs. - Dedicated Service	12,054
Tot. Veh. Hrs. - Dedicated Service	14,042
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hrs.	

PASSENGER DATA

Dedicated Service	35,135
Non-Dedicated Service	
TOTAL PASSENGERS	35,135
Subscription / Pre-booked	35%
Reservation	63%
On-Demand / Day of trip	2%
Cancelled in advance	4,450
No-shows / Cancelled at door	213
Unaccommodated trips	53
Number of complaints	

OPERATING EXPENSES

Administration	\$191,154
Operations:	
Internal - Dedicated Service	\$323,109
Contract - Dedicated Service	
Contract - Non-Dedicated Service	
Contract - Taxi Scrip	
Maintenance (Vehicles & Facilities)	\$65,016
Fuel	\$72,567
TOTAL OPERATING EXPENSES	\$651,847

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$175,937
Other Operating Revenue	
Total Operating Revenue	\$175,937
Federal Contributions	
Provincial Contributions	\$195,449
Municipal Contributions	\$206,975
Other / Donations	\$73,486
TOTAL	\$651,847

CAPITAL EXPENSES

Vehicles Purchased	\$44,701
Debt Servicing	
Other Capital Expenses	\$58,191
TOTAL CAPITAL EXPENSES	\$102,891

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$102,891
Other / Donations	\$25,000
TOTAL CAPITAL FUNDING	\$102,891

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SERVICE HOURS / SCHEDULING

Weekday:	5:15 to 20:00
Saturday:	9:00 to 17:00
Advanced booking notice:	day(s)
Minimum notice for reservation:	24.0 hour(s)
Reservations / Scheduling:	Fully Computerized

FARE STRUCTURE

Effective Date: 01/01/2013		Tickets/Cards (unit price)	Monthly Pass	Free
		Cash		
Adult	\$2.00			
Child	\$2.00			
Student	\$2.00			
Senior	\$2.00			
Attendant				
Companion				
Other		Rates are Zone Based: \$2 = OWO trip within Trenton Ward		

EMPLOYEE DATA

Operators	3	Full-time	Part-time
Other Operations			
Vehicle Mechanics			
General and Administration	3		2
Other			
TOTAL NUMBER OF EMPLOYEES	6		13

Union Affiliations: Operators:

Mechanics:	
Other (specify):	

Top Operator Wage Rate: \$17.06

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	27%	23%
Net Operating Cost / Capita	\$8.81	\$10.01
Total Exp. / Passenger	\$18.55	\$21.10
Total Exp. / Eligible Passenger	\$20.81	\$22.26
Transportation Exp. / Passenger		
Dedicated Service	\$13.11	\$15.11
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$32.81	\$35.36
OPERATING		
Registrants / Capita	0.0446	0.0556
Passengers / Capita	0.6505	0.6190
Passengers / Registrant	14.57	11.13
Passengers / Hour (Dedicated Service)	2.91	4.49
Kms / Passenger (Dedicated Service)	10.77	8.48
Average Speed (Dedicated Service)	31.40	38.09

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	25,004	
Wheelchair/Scooter Users	6,683	
Attendants	1,745	
Companions		
Other (specified)		
TOTAL	33,432	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	4	3	1	3
Small Buses	6	4	4	16
Other				
TOTAL DED. VEHICLES	10	7	N/A	N/A
Vehicle ownership:	City of Quinte West			
Vehicle maintenance responsibility:	Quinte Access Transportation			
Accessible taxis:				

Sunshine Coach Service

Contact: Neil Virgin
 Title: Operations Manager
 Telephone: 613-432-2134
 Fax: 613-432-0957
 Email: sunshinecoach@sunshinecoach.ca

Population served:	26,950	REGISTRANTS	Active	Total
Service area (km²):	2,861.4	Wheelchair/Scooter Users:	300	300
Communities served:	6	Ambulatory:	450	450
Service began:	03/01/1985	Attendants:		
Advisory Committee members:	8	Companions:		
Eligibility Committee members:	8	Other:		
		Total:	750	750

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

VEHICLE KILOMETRES & HOURS

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

2015	2016	SERVICE HOURS / SCHEDULING			
371,168	329,454	Weekday:	7:00 to 16:30	Sunday:	9:00 to 22:00
571,027	506,852	Saturday:	7:00 to 22:00	Holiday:	
13,480	13,661	Advanced booking notice:	90 day(s)		
20,739	21,017	Minimum notice for reservation:	0.0 hour(s)		
		Reservations / Scheduling:	Partially Computerized		

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

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

2015	2016	Effective Date: 01/04/2014	Tickets/Cards (unit price)	Monthly Pass	Free
38,901	38,184	Cash			
		Adult \$6.00	\$6.00		
		Child \$6.00	\$6.00		
		Student \$6.00	\$6.00		
		Senior \$6.00	\$6.00		
		Attendant			
		Companion			
		Other			

OPERATING EXPENSES

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

2015	2016	Full-time	Part-time
\$124,400	\$143,617	2	14
		Operators	
		Other Operations	
		Vehicle Mechanics	1
		General and Administration	2
		Other	2
		TOTAL NUMBER OF EMPLOYEES	16
		Union Affiliations:	
		Operators:	
		Mechanics:	
		Other (specify):	

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

2015	2016	2015	2016
\$554,163	\$546,668	R/C Ratio	66% 65%
\$36,863	\$38,580	Net Operating Cost / Capita	\$11.39 \$11.57
\$591,026	\$585,248	Total Exp. / Passenger	\$23.08 \$23.50
		Total Exp. / Eligible Passenger	\$26.68 \$26.45
		Transportation Exp. / Passenger	
		Dedicated Service	\$19.88 \$19.74
		Non-Dedicated Service	
		Transportation Exp. / Hour (Dedicated Service)	\$37.30 \$35.86

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing

2015	2016
\$55,815	\$51,567
	Operators
	Other Operations
	Vehicle Mechanics
	General and Administration
	Other
	TOTAL NUMBER OF EMPLOYEES
	5

TOTAL CAPITAL EXPENSES

2015	2016
\$55,815	\$51,567
	Top Operator Wage Rate: \$21.36
	Top Mechanic Wage Rate: \$19.13

CAPITAL FUNDING SOURCES

Transit System

2015	2016
Federal Contributions	
Provincial Contributions	\$151,248
Municipal Contributions	\$17,050
Other / Donations	\$138,573
TOTAL	\$897,897

CAPITAL EXPENSES

Other Capital Expenses

2015	2016
\$55,815	\$51,567
	Operators
	Other Operations
	Vehicle Mechanics
	General and Administration
	Other
	TOTAL NUMBER OF EMPLOYEES
	5

TOTAL CAPITAL EXPENSES

2015	2016
\$55,815	\$51,567
	Top Operator Wage Rate: \$21.36
	Top Mechanic Wage Rate: \$19.13

CAPITAL FUNDING SOURCES

Transit System

2015	2016
Federal Contributions	
Provincial Contributions	\$151,248
Municipal Contributions	\$17,050
Other / Donations	\$138,573
TOTAL	\$897,897

TOTAL CAPITAL FUNDING

2015	2016
\$55,815	\$51,567
	Operators
	Other Operations
	Vehicle Mechanics
	General and Administration
	Other
	TOTAL NUMBER OF EMPLOYEES
	5

TOTAL CAPITAL FUNDING

2015	2016
\$55,815	\$51,567
	Operators
	Other Operations
	Vehicle Mechanics
	General and Administration
	Other
	TOTAL NUMBER OF EMPLOYEES
	5

TOTAL CAPITAL FUNDING

2015	2016
\$55,815	\$51,567
	Operators
	Other Operations
	Vehicle Mechanics
	General and Administration
	Other
	TOTAL NUMBER OF EMPLOYEES
	5

TOTAL CAPITAL FUNDING

2015	2016
\$55,815	\$51,567
	Operators
	Other Operations
	Vehicle Mechanics
	General and Administration
	Other
	TOTAL NUMBER OF EMPLOYEES
	5

TOTAL CAPITAL FUNDING

2015	2016
\$55,815	\$51,567
	Operators
	Other Operations
	Vehicle Mechanics
	General and Administration
	Other
	TOTAL NUMBER OF EMPLOYEES
	5

TOTAL CAPITAL FUNDING

2015	2016
\$55,815	\$51,567
	Operators
	Other Operations
	Vehicle Mechanics
	General and Administration
	Other
	TOTAL NUMBER OF EMPLOYEES
	5

TOTAL CAPITAL FUNDING

2015	2016
\$55,815	\$51,567
	Operators
	Other Operations
	Vehicle Mechanics
	General and Administration
	Other
	TOTAL NUMBER OF EMPLOYEES
	5

TOTAL CAPITAL FUNDING

2015	2016
\$55,815	\$51,567
	Operators
	Other Operations
	Vehicle Mechanics
	General and Administration
	Other
	TOTAL NUMBER OF EMPLOYEES
	5

TOTAL CAPITAL FUNDING

2015	2016
\$55,815	\$51,567
	Operators
	Other Operations
	Vehicle Mechanics
	General and Administration
	Other
	TOTAL NUMBER OF EMPLOYEES
	5

TOTAL CAPITAL FUNDING

2015	2016
\$55,815	\$51,567
	Operators
	Other Operations
	Vehicle Mechanics
	General and Administration
	Other
	TOTAL NUMBER OF EMPLOYEES
	5

TOTAL CAPITAL FUNDING

2015	2016

Sarnia, ON

CUTAMTO Ontario Specialized Transit Services Fact Book - 2016 Operating Data

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Sarnia Care A Van

Contact: Lee Patterson
Title: Deputy Director of Transit
Telephone: 519-336-3271
Fax: 519-336-3361
Email: lee.patterson@sarnia.ca

		REGISTRANTS	Active	Total
Population served:	72,125	Wheelchair/Scooter Users:	1,239	1,239
Service area (km ²):	167.3	Ambulatory:	1,179	1,179
Communities served:	2	Attendants:		
Service began:	01/04/1981	Companions:		
Advisory Committee members:	12	Other:	36	36
Eligibility Committee members:	N/A	Total:	2,454	2,454

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Non-Dedicated Service: Contractors:
Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS		2015	2016	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service		208,650	207,869	Weekday:	6:30 to 22:30	Sunday:	9:00 to 18:30
Tot. Veh. Km. - Dedicated Service		208,650	207,869	Saturday:	8:00 to 22:30	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service		12,962	13,117	Advanced booking notice:	7 day(s)		
Tot. Veh. Hrs. - Dedicated Service		12,962	13,117	Minimum notice for reservation:	24.0 hour(s)		
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Partially Computerized		
Non-Dedicated Service - Veh. Hrs.							
PASSENGER DATA							
Dedicated Service		34,374	31,988	FARE STRUCTURE			
Non-Dedicated Service				Effective Date:		Tickets/Cards (unit price)	
TOTAL PASSENGERS	34,374	31,988		Cash	\$2.75	\$2.30	\$69.00
Subscription / Pre-booked		50%	50%	Adult	\$2.75	\$2.30	\$69.00
Reservation		48%	48%	Child	\$2.75	\$2.30	\$69.00
On-Demand / Day of trip		2%	2%	Student	\$2.75	\$2.30	\$69.00
Cancelled in advance		4,406	4,183	Senior	\$2.75	\$2.30	\$69.00
No-shows / Cancelled at door		491	327	Attendant	\$2.75	\$2.30	\$69.00
Unaccommodated trips		746	732	Companion	\$2.75	\$2.30	\$69.00
Number of complaints				Other	Blind \$29.00/yr, College Sem Pass \$170/4 mnth and Elem/HS Sem Pass \$15		
OPERATING EXPENSES							
Administration		\$113,197	\$90,207	EMPLOYEE DATA			
Operations:				Full-time		Part-time	
Internal - Dedicated Service		\$540,175	\$587,923	Operators	6		
Contract - Dedicated Service				Other Operations	1		
Contract - Non-Dedicated Service				Vehicle Mechanics		1	
Contract - Taxi Scrip				General and Administration		1	
Maintenance (Vehicles & Facilities)		\$124,976	\$119,423	Other			
Fuel		\$56,229	\$51,671	TOTAL NUMBER OF EMPLOYEES	7		2
TOTAL OPERATING EXPENSES	\$834,577	\$849,224					
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS							
Passenger Revenue		\$78,107	\$77,961	Union Affiliations:	Operators:	Unifor L127	
Other Operating Revenue				Mechanics:	Unifor L127		
Total Operating Revenue	\$78,107	\$77,961		Other (specify):	CUPE 3690		
Federal Contributions							
Provincial Contributions		\$80,262		Top Operator Wage Rate:	\$26.46		
Municipal Contributions		\$676,208		Top Mechanic Wage Rate:	\$30.84		
Other / Donations							
TOTAL	\$834,577	\$849,224		PERFORMANCE INDICATORS			
CAPITAL EXPENSES							
Vehicles Purchased		\$23,779	\$11,094	FINANCIAL		2015	2016
Debt Servicing				R/C Ratio		9%	9%
Other Capital Expenses		\$2,026	\$4,601	Net Operating Cost / Capita		\$10.59	\$10.69
TOTAL CAPITAL EXPENSES	\$25,805	\$15,695		Total Exp. / Passenger		\$24.28	\$26.55
CAPITAL FUNDING SOURCES							
Transit System				Total Exp. / Eligible Passenger		\$25.75	\$27.92
Federal Contributions				Transportation Exp. / Passenger			
Provincial Contributions				Dedicated Service		\$20.99	\$23.73
Municipal Contributions				Non-Dedicated Service			
Other / Donations				Transportation Exp. / Hour (Dedicated Service)		\$55.65	\$57.87
TOTAL CAPITAL FUNDING	\$25,805	\$15,695		OPERATING			
				Registrants / Capita		0.0333	0.0340
				Passengers / Capita		0.4813	0.4435
				Passengers / Registrant		14.47	13.04
				Passengers / Hour (Dedicated Service)		2.65	2.44
				Kms / Passenger (Dedicated Service)		6.07	6.50
				Average Speed (Dedicated Service)		16.10	15.85
PASSENGER DATA				Ded. Service	Non-Ded. Service		

Pt. Edward passenger revenue \$1,298.00, Pt. Edward contract revenue \$24,026.00,
Pt. Edward ridership 749, Pt. Edward registrants for 2016 = 43

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	18,180	
Wheelchair/Scooter Users	12,231	
Attendants	1,466	
Companions	111	
Other (specified)		
TOTAL	31,988	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	6	6	3	8
Small Buses				
Other	1	1	1	3
TOTAL DED. VEHICLES	7	7	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:				

Sault Ste Marie, ON**Sault Ste Marie Transit Parabus Services**

Contact: Sam Piraino
 Title: Area Coordinator Transit and Parking
 Telephone: 705-759-5434
 Fax: 705-759-5834
 Email: s.piraino@citysm.on.ca

Population served:	69,900	REGISTRANTS	Active	Total
Service area (km²):	223.5	Wheelchair/Scooter Users:	1,765	1,765
Communities served:	1	Ambulatory:	1,133	1,133
Service began:	01/01/1975	Attendants:		
Advisory Committee members:	12	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	2,898	2,898

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Non-Dedicated Service: Contractors: 1
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	250,469	257,681	Weekday:	6:00 to 23:30	Sunday:	7:30 to 19:00
Tot. Veh. Km. - Dedicated Service	250,469	257,681	Saturday:	6:00 to 23:30	Holiday:	6:00 to 23:30
Rev. Veh. Hrs. - Dedicated Service	17,074	17,434	Advanced booking notice:	14 day(s)		
Tot. Veh. Hrs. - Dedicated Service	17,074	17,434	Minimum notice for reservation:	24.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized		
Non-Dedicated Service - Veh. Hrs.						

PASSENGER DATA

	2015	2016	FARE STRUCTURE		
Dedicated Service	33,593	33,457	Effective Date: 01/02/2014	Tickets/Cards	
Non-Dedicated Service	13,197	12,118	Cash	(unit price)	
TOTAL PASSENGERS	46,790	45,575	Adult	\$1.75	\$60.00
Subscription / Pre-booked	30%	30%	Child	\$1.75	
Reservation	69%	69%	Student	\$1.75	\$60.00
On-Demand / Day of trip	1%	1%	Senior	\$1.30	\$46.00
Cancelled in advance	3,875	4,273	Attendant		
No-shows / Cancelled at door	719	639	Companion	\$2.50	
Unaccommodated trips	677	685	Other		
Number of complaints	16	15			

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$1,803	\$949	Operators	6	6
Operations:			Other Operations	2	1
Internal - Dedicated Service	\$705,494	\$727,289	Vehicle Mechanics	1	
Contract - Dedicated Service	\$222,705	\$215,828	General and Administration	1	
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)	\$91,435	\$100,465	TOTAL NUMBER OF EMPLOYEES	10	7
Fuel	\$108,963	\$101,071			
TOTAL OPERATING EXPENSES	\$1,130,400	\$1,145,602			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016	PERFORMANCE INDICATORS	2015	2016
Passenger Revenue	\$78,039	\$63,739	FINANCIAL		
Other Operating Revenue			R/C Ratio	7%	6%
Total Operating Revenue	\$78,039	\$63,739	Net Operating Cost / Capita	\$15.06	\$15.48
Federal Contributions			Total Exp. / Passenger	\$24.16	\$25.14
Provincial Contributions	\$349,130	\$329,130	Total Exp. / Eligible Passenger	\$26.65	\$27.71
Municipal Contributions	\$703,231	\$752,733	Transportation Exp. / Passenger		
Other / Donations			Dedicated Service	\$33.60	\$34.21
TOTAL	\$1,130,400	\$1,145,602	Non-Dedicated Service		

CAPITAL EXPENSES

	2015	2016	OPERATING	2015	2016
Vehicles Purchased			Registrants / Capita	0.0405	0.0415
Debt Servicing	\$260,177	\$169,976	Passengers / Capita	0.6694	0.6520
Other Capital Expenses			Passengers / Registrant	16.53	15.73
TOTAL CAPITAL EXPENSES	\$260,177	\$169,976	Passengers / Hour (Dedicated Service)	1.97	1.92

CAPITAL FUNDING SOURCES

	2015	2016	PASSENGER DATA	Ded. Service	Non-Ded. Service
Transit System			Ambulatory	17,347	12,118
Federal Contributions			Wheelchair/Scooter Users	11,873	
Provincial Contributions			Attendants	4,237	
Municipal Contributions			Companions		
Other / Donations	\$260,177	\$169,976	Other (specified)		
TOTAL CAPITAL FUNDING	\$260,177	\$169,976	TOTAL	33,457	12,118

	2015	2016	VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair	N/A		
Accessible Vans / Minivans	11	7	Ambulatory	5	5	5
Small Buses						
Other						
TOTAL DED. VEHICLES	11	7				
Vehicle ownership:						
Vehicle maintenance responsibility:						
Accessible taxis:						

	2015	2016	VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair	N/A		
Accessible Vans / Minivans	11	7	Ambulatory	5	5	5
Small Buses						
Other						
TOTAL DED. VEHICLES	11	7				
Vehicle ownership:						
Vehicle maintenance responsibility:						
Accessible taxis:						

Schreiber

Schreiber Terrace Bay Handitransit

Contact: Don McArthur
 Title: CAO/Clerk
 Telephone: 807-824-2711 x225
 Fax: 807-824-3231
 Email: cao@schreiber.ca

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Population served:	2,690	REGISTRANTS	Active	Total
Service area (km ²):	187.8	Wheelchair/Scooter Users:	17	17
Communities served:	2	Ambulatory:	111	111
Service began:	01/01/1986	Attendants:		
Advisory Committee members:	7	Companions:	8	8
Eligibility Committee members:	3	Other:		
		Total:	136	136

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:

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. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

2015

13,069
 23,044
 380
 575

2016

11,267
 18,414
 347
 494

SERVICE HOURS / SCHEDULING

Weekday: 8:00 to 00:00
 Saturday: 10:00 to 00:00
 Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Manually

FARE STRUCTURE

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

EMPLOYEE DATA

Full-time

Part-time

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES 1 2

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$24.27

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$18.17	\$15.71
Total Exp. / Passenger	\$28.41	\$25.87
Total Exp. / Eligible Passenger	\$28.56	\$27.61
Transportation Exp. / Passenger		
Dedicated Service	\$2.95	\$25.19
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$9.54	\$95.83
OPERATING		
Registrants / Capita	0.0471	0.0506
Passengers / Capita	0.7367	0.6985
Passengers / Registrant	15.64	13.82
Passengers / Hour (Dedicated Service)	4.90	5.41
Kms / Passenger (Dedicated Service)	7.02	6.00
Average Speed (Dedicated Service)	34.39	32.47

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,042	
Wheelchair/Scooter Users	719	
Attendants	118	
Companions		
Other (specified)		
TOTAL	1,879	

VEHICLE DATA	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
Vehicle ownership:			Municipality	
Vehicle maintenance responsibility:			Municipality	
Accessible taxis:				

Sioux Lookout

Sioux Lookout Handi Transit Inc.

Contact: Randi Doggett
 Title: Program Coordinator
 Telephone: 807-737-3142
 Fax:
 Email:

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

		REGISTRANTS	Active	Total
Population served:	5,272	Wheelchair/Scooter Users:	2	2
Service area (km²):	537.0	Ambulatory:	2,853	2,853
Communities served:	1	Attendants:		
Service began:	01/05/2002	Companions:	2	2
Advisory Committee members:	5	Other:		
Eligibility Committee members:	5	Total:	2,857	2,857

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:
 Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

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

2015
SERVICE HOURS / SCHEDULING

10	Weekday:	8:00 to 16:00	Sunday:	to
12	Saturday:	to	Holiday:	to

Advanced booking notice: day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling:

FARE STRUCTURE

Effective Date: 31/12/2016

Cash

Tickets/Cards
(unit price)

Monthly Pass
Free

Adult
 Child
 Student
 Senior
 Attendant
 Companion
 Other

Rural Cost is 10 for \$80.00

PASSENGER DATA

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

Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

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

TOTAL OPERATING EXPENSES
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenue

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL
CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES
CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

Trips were not tracked in 2016

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time
Part-time

1

TOTAL NUMBER OF EMPLOYEES

1

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$22.32

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS
FINANCIAL

	2015	2016
R/C Ratio		24%
Net Operating Cost / Capita		\$7.61
Total Exp. / Passenger		
Total Exp. / Eligible Passenger		
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita
 Passengers / Capita
 Passengers / Registrant
 Passengers / Hour (Dedicated Service)
 Kms / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

0.5419

PASSENGER DATA

Ambulatory
 Wheelchair/Scooter Users
 Attendants
 Companions
 Other (specified)
TOTAL

Ded. Service
Non-Ded. Service

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

St. Catharines, ON

Paratransit System of St. Catharines

Contact: Debbie Grandbois
 Title: Paratransit Supervisor
 Telephone: 905-685-4228 x250
 Fax: 905-685-4050
 Email: dgrandbois@yourbus.com

	Population served:	131,400	REGISTRANTS	Active	Total
Service area (km²):	97.0	Wheelchair/Scooter Users:	379	1,000	
Communities served:	2	Ambulatory:	500	849	
Service began:	01/06/1979	Attendants:			
Advisory Committee members:	6	Companions:			
Eligibility Committee members:	2	Other:			
		Total:	879	1,849	

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Non-Dedicated Service: Contractors: 1
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	265,129
Tot. Veh. Km. - Dedicated Service	265,129
Rev. Veh. Hrs. - Dedicated Service	14,675
Tot. Veh. Hrs. - Dedicated Service	14,675
Non-Dedicated Service - Veh. Km.	21,595
Non-Dedicated Service - Veh. Hrs.	1,540

2015

2015

2016

2016

SERVICE HOURS / SCHEDULING

Weekday:	7:30 to 23:00	Sunday:	9:00 to 20:00
Saturday:	9:00 to 23:00	Holiday:	10:30 to 18:00
Advanced booking notice:	14 day(s)	Minimum notice for reservation:	24.0 hour(s)
Reservations / Scheduling:	Fully Computerized		

PASSENGER DATA

Dedicated Service	29,362	31,829	Effective Date:	Tickets/Cards (unit price)	Monthly Pass	Free
Non-Dedicated Service	5,861	4,127	Cash	\$2.60	\$92.00	
TOTAL PASSENGERS	35,223	35,956	Adult	\$3.00		
Subscription / Pre-booked	5%	5%	Child	\$2.50		
Reservation	90%	90%	Student	\$2.50	\$62.00	
On-Demand / Day of trip	5%	5%	Senior	\$3.00	\$57.00	
Cancelled in advance	1,070	2,879	Attendant	\$3.00		
No-shows / Cancelled at door	372	378	Companion	\$3.00		
Unaccommodated trips	1,308	2,392	Other	Child 5 and under / registered attendants ride free		
Number of complaints	12	12				

OPERATING EXPENSES

Administration	\$201,155	\$204,421
Operations:		
Internal - Dedicated Service	\$767,541	\$820,656
Contract - Dedicated Service	\$93,332	\$113,112
Contract - Non-Dedicated Service	\$67,227	\$87,150
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$217,237	\$217,411
Fuel	\$54,636	\$54,694
TOTAL OPERATING EXPENSES	\$1,401,128	\$1,497,444

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$93,783	\$92,635
Other Operating Revenue	\$11,337	
Total Operating Revenue	\$105,120	\$92,635
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,296,008	\$1,399,507
Other / Donations		\$5,302
TOTAL	\$1,401,128	\$1,497,444

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$61,109	
TOTAL CAPITAL EXPENSES	\$61,109	\$151,955

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$61,109	\$90,000
Other / Donations		\$61,955
TOTAL CAPITAL FUNDING	\$61,109	\$151,955

2016 THOROLD STATS: Contract revenue \$87,150, Passenger revenue \$3,942
 Thorold Passengers 2,881 Number of Thorold Registrants 61

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	8%	6%
Net Operating Cost / Capita	\$9.86	\$10.69
Total Exp. / Passenger	\$39.78	\$41.65
Total Exp. / Eligible Passenger	\$43.65	\$45.86
Transportation Exp. / Passenger		
Dedicated Service	\$38.58	\$37.89
Non-Dedicated Service	\$11.47	\$21.12
Transportation Exp. / Hour (Dedicated Service)	\$77.19	\$83.34
OPERATING		
Registrants / Capita	0.0144	0.0141
Passengers / Capita	0.2681	0.2736
Passengers / Registrant	18.67	19.45
Passengers / Hour (Dedicated Service)	2.00	2.20
Kms / Passenger (Dedicated Service)	9.03	8.03
Average Speed (Dedicated Service)	18.07	17.67

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	17,124	2,113
Wheelchair/Scooter Users	11,907	1,506
Attendants	1,400	417
Companions	1,398	91
Other (specified)		
TOTAL	31,829	4,127

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

St. Marys

St Marys and Area Mobility Service

Contact: Lauren Beer
 Title: Manager
 Telephone: 519-284-4010
 Fax: 519-284-0261
 Email: mobility@town.stmarys.on.ca

	Population served:	REGISTRANTS	Active	Total
	Service area (km²):	530.2	Wheelchair/Scooter Users:	110 110
	Communities served:	4	Ambulatory:	426 426
	Service began:	01/01/1991	Attendants:	
	Advisory Committee members:	8	Companions:	
	Eligibility Committee members:	N/A	Other:	
			Total:	536 536
Dedicated Serv. Operated by:	<input type="checkbox"/> Transit System/Municipality	Non-Dedicated Service: <input checked="" type="checkbox"/>	Contractors: 2	Eligibility Criteria: <input checked="" type="checkbox"/> Unable to Board
	<input type="checkbox"/> Private Contractor(s), number: 20	Taxi Scrip Program Available: <input type="checkbox"/>		<input checked="" type="checkbox"/> Unable to Use
	<input checked="" type="checkbox"/> Private Non-Profit Org.			<input checked="" type="checkbox"/> Other Criteria

VEHICLE KILOMETRES & HOURS

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

2015

55,008

2016

47,882

SERVICE HOURS / SCHEDULING

Weekday: 00:00 to 23:59 Sunday: 00:00 to 23:59
 Saturday: 00:00 to 23:59 Holiday: 00:00 to 23:59
 Advanced booking notice: 30 day(s)
 Minimum notice for reservation: 1.0 hour(s)
 Reservations / Scheduling: Fully Computerized

FARE STRUCTURE

	Effective Date: 01/01/2015	Tickets/Cards (unit price)	Monthly Pass	Free
		Cash \$5.00		
Subscription / Pre-booked	28%	Child \$5.00		
Reservation	68%	Student \$5.00		
On-Demand / Day of trip	4%	Senior \$5.00		
Cancelled in advance	1,921	Attendant		
No-shows / Cancelled at door	103	Companion		
Unaccommodated trips		Other	Per kilometre rates apply out of town.	

EMPLOYEE DATA

Full-time

Part-time

	Full-time	Part-time
Operators	1	6
Other Operations		
Vehicle Mechanics		
General and Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	2	7

Union Affiliations:

Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$15.71

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	44%	46%
Net Operating Cost / Capita	\$13.39	
Total Exp. / Passenger	\$21.95	\$25.67
Total Exp. / Eligible Passenger	\$21.95	\$25.67
Transportation Exp. / Passenger		
Dedicated Service	\$17.29	\$16.35
Non-Dedicated Service	\$18.69	\$43.94
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0480
Passengers / Capita	1.0823
Passengers / Registrant	22.55
Passengers / Hour (Dedicated Service)	
Kms / Passenger (Dedicated Service)	5.22
Average Speed (Dedicated Service)	

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	8,335	590
Wheelchair/Scooter Users	1,731	
Attendants		
Companions		
Other (specified)		
TOTAL	10,066	590

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars		N/A	
Accessible Vans / Minivans	2	2	2
Small Buses	1	1	5
Other			12
TOTAL DED. VEHICLES	3	3	N/A
Vehicle ownership:	St Marys and Area Mobility Service		
Vehicle maintenance responsibility:	St Marys and Area Mobility Service		
Accessible taxis:			

St. Thomas

City of St. Thomas Transit

Contact: Ross Patrick
 Title: Transportation Technician
 Telephone: 519 631-0368 x5133
 Fax: 519 631-5542
 Email: rpatrick@stthomas.ca

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

		REGISTRANTS	Active	Total
Population served:	39,909	Wheelchair/Scooter Users:	547	547
Service area (km ²):	35.6	Ambulatory:	238	238
Communities served:	1	Attendants:		
Service began:		Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	785	785

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:

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. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription / Pre-booked
 Reservation
 On-Demand / Day of trip
 Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

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

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue
Total Operating Revenue

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

2015

2016

	2015	2016	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service			Weekday: 7:15 to 18:45	Sunday:	to	
Tot. Veh. Km. - Dedicated Service			Saturday: 9:15 to 18:45	Holiday:	to	
Rev. Veh. Hrs. - Dedicated Service	6,400	6,400	Advanced booking notice:	day(s)		
Tot. Veh. Hrs. - Dedicated Service	6,400	6,400	Minimum notice for reservation:	0.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized		
Non-Dedicated Service - Veh. Hrs.						
			FARE STRUCTURE			
Dedicated Service	15,426	17,509	Effective Date: 01/07/2007			
Non-Dedicated Service			Cash	Tickets/Cards (unit price)	Monthly Pass	Free
TOTAL PASSENGERS	15,426	17,509	Adult	\$2.50	\$60.00	
Subscription / Pre-booked	0%	0%	Child	\$2.50	\$50.00	
Reservation	0%	0%	Student	\$2.50	\$50.00	
On-Demand / Day of trip	0%	0%	Senior	\$2.50	\$50.00	
Cancelled in advance	1,210	5,254	Attendant			
No-shows / Cancelled at door	47	75	Companion			
Unaccommodated trips	257	397	Other			
Number of complaints						

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	9%	15%
Net Operating Cost / Capita	\$9.86	\$7.49
Total Exp. / Passenger	\$25.20	\$20.18
Total Exp. / Eligible Passenger	\$26.74	\$21.06
Transportation Exp. / Passenger		
Dedicated Service	\$25.20	\$20.18
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$60.73	\$55.20
OPERATING		
Registrants / Capita	0.0217	0.0197
Passengers / Capita	0.4285	0.4387
Passengers / Registrant	19.78	22.30
Passengers / Hour (Dedicated Service)	2.41	2.74
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,160	
Wheelchair/Scooter Users	4,615	
Attendants	734	
Companions		
Other (specified)		
TOTAL	17,509	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	Ambulatory	
Non-Accessible Cars				
Accessible Vans / Minivans				
Small Buses	2	2	4	
Other	1	1	2	
TOTAL DED. VEHICLES	3	3	N/A	N/A
Vehicle ownership:		Municipality		
Vehicle maintenance responsibility:		Contracted Operator		
Accessible taxis:				

Stratford, ON**Parallel Transit**

Contact: Michael Mousley
 Title: Manager of Transit
 Telephone: 519-271-0250 x347
 Fax:
 Email: mmousley@stratfordcanada.ca

		REGISTRANTS	Active	Total
Population served:	32,000	Wheelchair/Scooter Users:	155	155
Service area (km²):	27.6	Ambulatory:	162	162
Communities served:	1	Attendants:	72	72
Service began:	06/01/2005	Companions:		
Advisory Committee members:	8	Other:	101	101
Eligibility Committee members:	N/A	Total:	490	490

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

VEHICLE KILOMETRES & HOURS

2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	91,055	Weekday: 6:00 to 22:00	Sunday:	8:30 to 16:30
Tot. Veh. Km. - Dedicated Service	91,055	Saturday: 6:00 to 20:00	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service	7,198	Advanced booking notice: 15 day(s)		
Tot. Veh. Hrs. - Dedicated Service	7,198	Minimum notice for reservation: 2.0 hour(s)		
Non-Dedicated Service - Veh. Km.		Reservations / Scheduling: Manually		
Non-Dedicated Service - Veh. Hrs.				

PASSENGER DATA

	2015	2016	FARE STRUCTURE		
Dedicated Service	20,585	19,817	Effective Date: 08/01/2013	Tickets/Cards	
Non-Dedicated Service			Cash	(unit price)	
TOTAL PASSENGERS	20,585	19,817	Adult	\$2.75	\$61.00
Subscription / Pre-booked	70%	65%	Child	\$2.75	\$61.00
Reservation	28%	26%	Student	\$2.75	\$51.00
On-Demand / Day of trip	2%	9%	Senior	\$2.75	\$51.00
Cancelled in advance			Attendant		
No-shows / Cancelled at door			Companion		
Unaccommodated trips			Other		
Number of complaints					

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$32,500		Operators	2	7
Operations:			Other Operations		
Internal - Dedicated Service	\$385,114	\$416,948	Vehicle Mechanics	2	
Contract - Dedicated Service			General and Administration	1	
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	5	7
Maintenance (Vehicles & Facilities)	\$14,628	\$22,507	Union Affiliations: Operators: IBEW 636		
Fuel	\$16,377	\$6,875	Mechanics: IBEW 636		
TOTAL OPERATING EXPENSES	\$448,619	\$446,330	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016	PERFORMANCE INDICATORS	
Passenger Revenue	\$48,606	\$46,139	FINANCIAL	
Other Operating Revenue			R/C Ratio	11% 10%
Total Operating Revenue	\$48,606	\$46,139	Net Operating Cost / Capita	\$12.50 \$12.51
Federal Contributions			Total Exp. / Passenger	\$21.79 \$22.52
Provincial Contributions			Total Exp. / Eligible Passenger	\$24.45 \$24.98
Municipal Contributions	\$398,013	\$400,198	Transportation Exp. / Passenger	
Other / Donations	\$2,000		Dedicated Service	\$20.21 \$22.52
TOTAL	\$448,619	\$446,337	Non-Dedicated Service	
			Transportation Exp. / Hour (Dedicated Service)	\$57.81 \$59.87

CAPITAL EXPENSES

	2015	2016	OPERATING	
Vehicles Purchased			Registrants / Capita	0.0126 0.0153
Debt Servicing			Passengers / Capita	0.6433 0.6193
Other Capital Expenses			Passengers / Registrant	50.95 40.44
TOTAL CAPITAL EXPENSES	\$89,778	\$89,778	Passengers / Hour (Dedicated Service)	2.86 2.66
			Kms / Passenger (Dedicated Service)	4.42 4.75
			Average Speed (Dedicated Service)	12.65 12.64

CAPITAL FUNDING SOURCES

	2015	2016	PASSENGER DATA	Ded. Service	Non-Ded. Service
Transit System			Ambulatory	8,752	
Federal Contributions			Wheelchair/Scooter Users	9,112	
Provincial Contributions			Attendants	1,654	
Municipal Contributions			Companions		
Other / Donations			Other (specified)	299	
TOTAL CAPITAL FUNDING	\$89,778	\$89,778	TOTAL	19,817	

	VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars				Wheelchair N/A
Accessible Vans / Minivans				Ambulatory N/A
Small Buses	5	3	4	6
Other				
TOTAL DED. VEHICLES	5	3	N/A	N/A
Vehicle ownership:				Transit Division
Vehicle maintenance responsibility:				Transit Division
Accessible taxis:				

Thunder Bay, ON

Lift Plus Specialized Transit Service

Contact: Dana Earle
 Title: Supervisor - Customer Care & Administrative S
 Telephone: 807-684-3191
 Fax: 807-345-5744
 Email: dearle@thunderbay.ca

		REGISTRANTS	Active	Total
Population served:	146,048	Wheelchair/Scooter Users:	396	396
Service area (km²):	323.0	Ambulatory:	551	594
Communities served:	1	Attendants:		
Service began:	01/01/2014	Companions:		
Advisory Committee members:	13	Other:		
Eligibility Committee members:	3	Total:	947	990

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Non-Dedicated Service: Contractors: 2
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	352,615	372,975	Weekday: 6:00 to 00:30
Tot. Veh. Km. - Dedicated Service	543,349	582,756	Saturday: 6:00 to 00:30
Rev. Veh. Hrs. - Dedicated Service	27,382	30,339	Advanced booking notice: 7 day(s)
Tot. Veh. Hrs. - Dedicated Service	31,489	34,493	Minimum notice for reservation: 0.0 hour(s)
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Fully Computerized
Non-Dedicated Service - Veh. Hrs.			

PASSENGER DATA

Dedicated Service	68,944	78,226	FARE STRUCTURE
Non-Dedicated Service	6,623	4,438	Effective Date:
TOTAL PASSENGERS	75,567	82,664	Cash
Subscription / Pre-booked	38%	32%	Tickets/Cards (unit price)
Reservation	61%	67%	Adult \$2.75
On-Demand / Day of trip	1%	1%	Child \$2.20
Cancelled in advance	11,469	14,792	Student \$2.75
No-shows / Cancelled at door	995	1,113	Senior \$2.20
Unaccommodated trips	346	1,066	Attendant \$2.75
Number of complaints	54	55	Companion \$2.75
			Other annual senior pass - \$495

OPERATING EXPENSES

Administration	\$295,284	\$299,293	EMPLOYEE DATA
Operations:			Full-time
Internal - Dedicated Service	\$996,453	\$1,146,954	Operators 10
Contract - Dedicated Service			Other Operations 3
Contract - Non-Dedicated Service	\$59,911	\$79,385	Vehicle Mechanics
Contract - Taxi Scrip	\$61,417	\$66,522	General and Administration 1
Maintenance (Vehicles & Facilities)	\$517,119	\$460,902	Other
Fuel		\$152,651	TOTAL NUMBER OF EMPLOYEES
TOTAL OPERATING EXPENSES	\$1,930,184	\$2,205,707	14 15

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$294,776	\$288,835	PERFORMANCE INDICATORS
Other Operating Revenue			FINANCIAL
Total Operating Revenue	\$294,776	\$288,835	2015 2016
Federal Contributions			R/C Ratio 15% 13%
Provincial Contributions	\$153,896	\$150,993	Net Operating Cost / Capita \$11.20 \$13.12
Municipal Contributions	\$1,481,512	\$1,765,879	Total Exp. / Passenger \$25.54 \$26.68
Other / Donations			Total Exp. / Eligible Passenger \$28.21 \$29.05
TOTAL	\$1,930,184	\$2,205,707	Transportation Exp. / Passenger Dedicated Service \$21.95 \$22.51

CAPITAL EXPENSES

Vehicles Purchased	\$345,500	\$327,436	Transportation Exp. / Hour (Dedicated Service) \$48.07 \$51.04
Debt Servicing			
Other Capital Expenses	\$73,326	\$57,305	

TOTAL CAPITAL EXPENSES

TOTAL CAPITAL EXPENSES	\$418,826	\$384,741	OPERATING
Capital Funding Sources			Registrants / Capita 0.0065 0.0068
Transit System			Passengers / Capita 0.5176 0.5660
Federal Contributions			Passengers / Registrant 79.80 83.50
Provincial Contributions	\$345,500	\$237,436	Passengers / Hour (Dedicated Service) 2.52 2.58
Municipal Contributions	\$73,326	\$147,305	Kms / Passenger (Dedicated Service) 5.11 4.77
Other / Donations			Average Speed (Dedicated Service) 12.88 12.29
TOTAL CAPITAL FUNDING	\$418,826	\$384,741	

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	48,759	2,402
Wheelchair/Scooter Users	23,082	1,686
Attendants	3,198	226
Companions	2,157	124
Other (specified)	1,030	
TOTAL	78,226	4,438

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	N/A	N/A
Non-Accessible Cars				
Accessible Vans / Minivans				
Small Buses	23	13	4	8
Other				
TOTAL DED. VEHICLES	23	13	N/A	N/A
Vehicle ownership:			Municipality	
Vehicle maintenance responsibility:			Contract	
Accessible taxis:	15			

Timmins, ON

Timmins Handy Transit

Contact: Catherine Verreault
 Title: Manager of Timmins Transit
 Telephone: 705-360-2600 x3501
 Fax: 705-360-2698
 Email: catherine.verrault@timmins.ca

		REGISTRANTS	Active	Total
Population served:	36,622	Wheelchair/Scooter Users:	304	304
Service area (km²):	24.0	Ambulatory:	198	198
Communities served:	1	Attendants:		
Service began:	01/01/1985	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	502	502

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

VEHICLE KILOMETRES & HOURS

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

2015	2016	SERVICE HOURS / SCHEDULING		
98,561	97,340	Weekday: 6:00 to 23:30	Sunday:	8:30 to 18:30
98,561	97,340	Saturday: 6:30 to 23:30	Holiday:	to
5,264	5,352	Advanced booking notice: 28 day(s)		
5,264	5,352	Minimum notice for reservation: 1.0 hour(s)		
		Reservations / Scheduling: Partially Computerized		

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS	2015	2016	FARE STRUCTURE			
Subscription / Pre-booked	76%	73%	Effective Date:			
Reservation	23%	26%	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
On-Demand / Day of trip	1%	1%	Adult \$3.00	\$3.00		
Cancelled in advance	3,341	2,027	Child			
No-shows / Cancelled at door	64	27	Student \$2.50	\$2.50		
Unaccommodated trips	330	347	Senior \$2.50	\$2.50		
Number of complaints			Attendant			
			Companion	\$2.50		
			Other			

OPERATING EXPENSES

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

2015	2016	EMPLOYEE DATA	Full-time	Part-time
\$58,519	\$59,414	Operators 2		8
		Other Operations		
		Vehicle Mechanics		
		General and Administration		
		Other		
		TOTAL NUMBER OF EMPLOYEES	2	8
		Union Affiliations:		
		Operators: CUPE Local 1544		
		Mechanics: CUPE Local 1544		
		Other (specify): CUPE Local 434		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue
Total Operating Revenue

2015	2016	PERFORMANCE INDICATORS	
R/C Ratio 5%	5%		
Net Operating Cost / Capita \$11.82	\$12.96		
Total Exp. / Passenger \$38.79	\$36.93		
Total Exp. / Eligible Passenger \$39.07			
Transportation Exp. / Passenger Dedicated Service \$34.08	\$32.54		
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service) \$80.44	\$82.40		

CAPITAL EXPENSES

Vehicles Purchased

FINANCIAL	2015	2016
R/C Ratio 5%	5%	5%
Net Operating Cost / Capita \$11.82	\$12.96	
Total Exp. / Passenger \$38.79	\$36.93	
Total Exp. / Eligible Passenger \$39.07		
Transportation Exp. / Passenger Dedicated Service \$34.08	\$32.54	
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service) \$80.44	\$82.40	

Debt Servicing

OPERATING	
Registrants / Capita 0.0142	0.0137
Passengers / Capita 0.3218	0.3700
Passengers / Registrant 22.72	26.99
Passengers / Hour (Dedicated Service) 2.36	2.53
Kms / Passenger (Dedicated Service) 7.93	7.18
Average Speed (Dedicated Service) 18.72	18.19

Other Capital Expenses

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

TOTAL CAPITAL EXPENSES

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

Dispatchers, mechanics, administration and maintenance employees are shared with the conventional bus service

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users		
Attendants	105	
Companions		
Other (specified)	13,446	
TOTAL	13,551	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars			
Accessible Vans / Minivans			
Small Buses	6	4	5
Other			5
TOTAL DED. VEHICLES	6	4	N/A
Vehicle ownership:			Municipal Transit System
Vehicle maintenance responsibility:			Municipal Transit System
Accessible taxis:			

Toronto, ON**TTC Wheel-Trans**

Contact: Daniel Mruck
 Title: Budget Coordinator
 Telephone: 416-393-4963
 Fax: 416-338-0139
 Email: daniel.mruck@ttc.ca

	REGISTRANTS	Active	Total
Population served:	2,876,095	14,273	14,273
Service area (km²):	630.0	27,055	27,055
Communities served:	1		
Service began:	03/04/1975		
Advisory Committee members:	N/A		
Eligibility Committee members:	N/A		
	Total:	41,328	41,328

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 2 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 4 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	14,909,500	16,302,595	Weekday: 0:00 to 23:59
Tot. Veh. Km. - Dedicated Service	17,891,400	18,502,026	Saturday: 0:00 to 23:59
Rev. Veh. Hrs. - Dedicated Service	781,001	838,971	Advanced booking notice: 7 day(s)
Tot. Veh. Hrs. - Dedicated Service	921,581	838,971	Minimum notice for reservation: 3.0 hour(s)
Non-Dedicated Service - Veh. Km.	6,826,602	8,066,197	Reservations / Scheduling: Fully Computerized
Non-Dedicated Service - Veh. Hrs.	228,517	268,226	

PASSENGER DATA

Dedicated Service	2,492,944	2,736,824	FARE STRUCTURE
Non-Dedicated Service	1,042,389	1,192,086	Effective Date: 01/01/2016
TOTAL PASSENGERS	3,535,333	3,928,910	Tickets/Cards (unit price)
Subscription / Pre-booked	44%	34%	Cash
Reservation	55%	66%	Adult \$3.25
On-Demand / Day of trip	1%	0%	Child \$2.90
Cancelled in advance	1,128,286	1,152,251	Student \$2.00
No-shows / Cancelled at door	66,538	99,287	Senior \$1.95
Unaccommodated trips	28,691	16,546	Attendant \$1.95
Number of complaints	6,587	7,764	Companion \$112.00
			Other \$112.00

OPERATING EXPENSES

Administration	\$16,887,918	\$16,800,267	EMPLOYEE DATA
Operations:			Full-time
Internal - Dedicated Service	\$36,605,697	\$36,508,485	Operators 350
Contract - Dedicated Service	\$27,887,244	\$32,955,182	Other Operations 103
Contract - Non-Dedicated Service	\$18,576,801	\$21,494,739	Vehicle Mechanics 92
Contract - Taxi Scrip			General and Administration 7
Maintenance (Vehicles & Facilities)	\$17,313,574	\$16,823,179	Other
Fuel	\$3,386,265	\$2,691,754	TOTAL NUMBER OF EMPLOYEES 552
TOTAL OPERATING EXPENSES	\$120,657,499	\$127,273,606	

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$6,508,869	\$7,119,371	UNION AFFILIATIONS
Other Operating Revenue			Operators: ATU Local 113
Total Operating Revenue	\$6,508,869	\$7,119,371	Mechanics: ATU Local 113
Federal Contributions			Other (specify): Divisional Clerks ATU Local 113
Provincial Contributions			
Municipal Contributions	\$114,148,630	\$120,154,234	
Other / Donations			
TOTAL	\$120,657,499	\$127,273,605	

CAPITAL EXPENSES

Vehicles Purchased			PERFORMANCE INDICATORS
Debt Servicing			FINANCIAL
Other Capital Expenses			2015
TOTAL CAPITAL EXPENSES	\$120,657,499	\$127,273,605	2016
Federal Contributions			R/C Ratio 5% 6%
Provincial Contributions			Net Operating Cost / Capita \$40.64 \$41.78
Municipal Contributions			Total Exp. / Passenger \$34.13 \$32.39
Other / Donations			Total Exp. / Eligible Passenger \$34.13 \$32.39
TOTAL	\$120,657,499	\$127,273,605	Transportation Exp. / Passenger
Dedicated Service			Dedicated Service \$34.17 \$32.51
Non-Dedicated Service			Non-Dedicated Service \$17.82 \$18.03
Transportation Exp. / Hour (Dedicated Service)			Transportation Exp. / Hour (Dedicated Service) \$92.44 \$106.06
OPERATING			
Registrants / Capita			Registrants / Capita 0.0161 0.0144
Passengers / Capita			Passengers / Capita 1.2588 1.3661
Passengers / Registrant			Passengers / Registrant 78.34 95.07
Passengers / Hour (Dedicated Service)			Passengers / Hour (Dedicated Service) 3.19 3.26
Kms / Passenger (Dedicated Service)			Kms / Passenger (Dedicated Service) 5.98 5.96
Average Speed (Dedicated Service)			Average Speed (Dedicated Service) 19.09 19.43

This service operates 24 hours a day. Eligibility are users who have restricted physical functional mobility.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,946,926	1,185,164
Wheelchair/Scooter Users	789,898	6,922
Attendants		
Companions		
Other (specified)		
TOTAL	2,736,824	1,192,086

VEHICLE DATA	Number	Veh.	Avg. Capacity per Veh.	
		Peak	Wheelchair	Ambulatory
Non-Accessible Cars	200	180	N/A	3
Accessible Vans / Minivans	235	230	1	2
Small Buses	205	166	4	8
Other				
TOTAL DED. VEHICLES	640	576	N/A	N/A
Vehicle ownership:			Transit Commission	
Vehicle maintenance responsibility:			Transit Commission	
Accessible taxis:				

Trent Hills

Community Care Northumberland Specialized Transportation		Population served:	12,604	REGISTRANTS	Active	Total
Contact:	Jessica Hoskin	Service area (km ²):	511.9	Wheelchair/Scooter Users:	202	202
Title:	Transportation Coordinator	Communities served:	1	Ambulatory:	261	261
Telephone:	905-355-2989	Service began:	05/06/1992	Attendants:	30	30
Fax:	905-355-1805	Advisory Committee members:	9	Companions:		
Email:	j.hoskin@commcare.ca	Eligibility Committee members:	N/A	Other:		
Dedicated Serv. Operated by:		<input type="checkbox"/> Transit System/Municipality	Non-Dedicated Service:	<input type="checkbox"/> Contractors:	Eligibility Criteria:	<input checked="" type="checkbox"/> Unable to Board
		<input type="checkbox"/> Private Contractor(s), number:	Taxi Scrip Program Available:	<input type="checkbox"/>		<input checked="" type="checkbox"/> Unable to Use
		<input checked="" type="checkbox"/> Private Non-Profit Org.				<input type="checkbox"/> Other Criteria

VEHICLE KILOMETRES & HOURS		2015	2016	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service		106,533	110,985	Weekday:	8:00 to 17:30	Sunday:	to
Tot. Veh. Km. - Dedicated Service		143,863	154,848	Saturday:	to	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service		3,290	3,169	Advanced booking notice:	7 day(s)		
Tot. Veh. Hrs. - Dedicated Service		3,908	3,812	Minimum notice for reservation:	48.0 hour(s)		
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Partially Computerized		
Non-Dedicated Service - Veh. Hrs.							
PASSENGER DATA		FARE STRUCTURE					
Dedicated Service	4,017	4,010	Effective Date: 01/01/2016		Cash	Tickets/Cards (unit price)	
Non-Dedicated Service			Adult	\$5.00		Monthly Pass	Free
TOTAL PASSENGERS	4,017	4,010	Subscription / Pre-booked		Child	\$2.50	
Subscription / Pre-booked	50%		35%	\$5.00			
Reservation	50%		0%	\$5.00			
On-Demand / Day of trip	0%		Attendant				
Cancelled in advance	1,403	860	Companion				
No-shows / Cancelled at door	50	96	Other	out of town accessible service is based on \$0.37 per kms. Wait time is			
Unaccommodated trips	30	25					
Number of complaints	8	4					
OPERATING EXPENSES			EMPLOYEE DATA				
Administration	\$47,448	\$39,595	Operators		Full-time	Part-time	
Operations:			Other Operations	1			3
Internal - Dedicated Service			Vehicle Mechanics				
Contract - Dedicated Service	\$124,575	\$112,970	General and Administration	1			1
Contract - Non-Dedicated Service			Other				
Contract - Taxi Scrip							
Maintenance (Vehicles & Facilities)	\$9,703	\$11,281	TOTAL NUMBER OF EMPLOYEES				2
Fuel	\$13,729	\$16,125	Union Affiliations:				4
TOTAL OPERATING EXPENSES	\$195,455	\$179,970	Operators:				
Passenger Revenue	\$23,811	\$24,300	Mechanics:				
Other Operating Revenue	\$44,065	\$2,533	Other (specify):				
Total Operating Revenue	\$67,876	\$26,833	Top Operator Wage Rate:	\$15.39			
Federal Contributions			Top Mechanic Wage Rate:				
Provincial Contributions	\$82,079	\$87,542	PERFORMANCE INDICATORS				
Municipal Contributions	\$45,500	\$45,500	FINANCIAL				2015
Other / Donations		\$20,095	R/C Ratio	35%			2016
TOTAL	\$195,455	\$179,970	Net Operating Cost / Capita	\$10.12			
CAPITAL EXPENSES			Total Exp. / Passenger	\$48.66			
Vehicles Purchased			Total Exp. / Eligible Passenger	\$48.90			
Debt Servicing	\$60,000		Transportation Exp. / Passenger				
Other Capital Expenses			Dedicated Service	\$36.85			
TOTAL CAPITAL EXPENSES	\$60,000		Non-Dedicated Service				
CAPITAL FUNDING SOURCES			Transportation Exp. / Hour (Dedicated Service)	\$37.87			
Transit System			Registrants / Capita	0.0413			
Federal Contributions			Passengers / Capita	0.3187			
Provincial Contributions			Passengers / Registrant	7.73			
Municipal Contributions			Passengers / Hour (Dedicated Service)	1.22			
Other / Donations	\$60,000		Kms / Passenger (Dedicated Service)	26.52			
TOTAL CAPITAL FUNDING	\$60,000		Average Speed (Dedicated Service)	32.38			
				35.02			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,125	
Wheelchair/Scooter Users	1,644	
Attendants	240	
Companions		
Other (specified)		
TOTAL	4,009	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	2	3	4
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Vehicle ownership:	Community Care Northumberland			
Vehicle maintenance responsibility:	Community Care Northumberland			
Accessible taxis:				

Wallaceburg

CKTransit Wallaceburg Accessible Service
 Contact: Jan Metcalfe
 Title: Engineering Technologist
 Telephone: 519-360-1998 ext 330
 Fax: 519-436-3240
 Email: jamm@chatham-kent.ca

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number: 1
 Private Non-Profit Org.

		REGISTRANTS	Active	Total
Population served:	11,000	Wheelchair/Scooter Users:	142	142
Service area (km ²):	10.7	Ambulatory:	352	352
Communities served:	1	Attendants:	142	142
Service began:	01/09/1991	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	636	636

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	28,850	36,100	Weekday: 6:15 to 19:15	Sunday:	8:00 to 17:00
Tot. Veh. Km. - Dedicated Service	35,350	42,600	Saturday: 6:15 to 19:15	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service	3,314	3,783	Advanced booking notice: 1 day(s)		
Tot. Veh. Hrs. - Dedicated Service	3,314	3,783	Minimum notice for reservation: 24.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

	2015	2016	FARE STRUCTURE		
Dedicated Service	6,678	8,666	Effective Date: 01/01/2017	Tickets/Cards (unit price)	
Non-Dedicated Service			Cash	Monthly Pass	Free
TOTAL PASSENGERS	6,678	8,666	Adult \$3.00		
Subscription / Pre-booked	0%	0%	Child \$3.00		
Reservation	100%	100%	Student \$3.00		
On-Demand / Day of trip	0%	0%	Senior \$3.00		
Cancelled in advance	134	89	Attendant		
No-shows / Cancelled at door	21	32	Companion	\$3.00	
Unaccommodated trips			Other		
Number of complaints					

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA	Full-time	Part-time
Administration	\$10,857	\$10,954	Operators		
Operations:			Other Operations		
Internal - Dedicated Service			Vehicle Mechanics		
Contract - Dedicated Service	\$183,578	\$227,705	General and Administration		
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)			Union Affiliations: Operators:		
Fuel			Mechanics:		
TOTAL OPERATING EXPENSES	\$194,435	\$238,659	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016	PERFORMANCE INDICATORS	
Passenger Revenue	\$20,981	\$29,020	FINANCIAL	
Other Operating Revenue			R/C Ratio 11% 12%	
Total Operating Revenue	\$20,981	\$29,020	Net Operating Cost / Capita \$15.77 \$19.06	
Federal Contributions			Total Exp. / Passenger \$29.12 \$27.54	
Provincial Contributions			Total Exp. / Eligible Passenger \$31.08 \$31.38	
Municipal Contributions	\$173,454	\$209,639	Transportation Exp. / Passenger Dedicated Service \$27.49 \$26.28	
Other / Donations			Non-Dedicated Service	
TOTAL	\$194,435	\$238,659	Transportation Exp. / Hour (Dedicated Service) \$55.39 \$60.19	

CAPITAL EXPENSES

	2015	2016	OPERATING	
Vehicles Purchased			Registrants / Capita 0.0600 0.0578	
Debt Servicing			Passengers / Capita 0.6071 0.7878	
Other Capital Expenses			Passengers / Registrant 10.12 13.63	
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service) 2.02 2.29	

CAPITAL FUNDING SOURCES

	2015	2016	
Transit System			Kms / Passenger (Dedicated Service) 4.32 4.17
Federal Contributions			Average Speed (Dedicated Service) 8.71 9.54
Provincial Contributions			
Municipal Contributions			
Other / Donations			
TOTAL CAPITAL FUNDING			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	6,971	
Wheelchair/Scooter Users	634	
Attendants	1,061	
Companions		
Other (specified)		
TOTAL	8,666	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans			Ambulatory N/A
Small Buses	2	1	3 4
Other			
TOTAL DED. VEHICLES	2	1	N/A
Vehicle ownership:			Contracted Operators
Vehicle maintenance responsibility:			Contracted Operators
Accessible taxis:			

Waterloo Region - Rural, ON

Woolwich Transit Inc. o/a Kiwanis Transit

Contact: Cheryl Fisher
Title: KT Transit Manager
Telephone: 519-669-4533 x223
Fax: 519-669-3124
Email: cheryl@k-transit.com

		REGISTRANTS	Active	Total
Population served:	59,000	Wheelchair/Scooter Users:	782	782
Service area (km²):	843.0	Ambulatory:	1,224	1,224
Communities served:	3	Attendants:		
Service began:	02/07/1992	Companions:		
Advisory Committee members:	12	Other:		
Eligibility Committee members:	N/A	Total:	2,006	2,006

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 4 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	550,124	564,788	Weekday: 6:00 to 18:00
Tot. Veh. Km. - Dedicated Service	550,124	564,788	Saturday: 7:00 to 17:00
Rev. Veh. Hrs. - Dedicated Service	14,509	15,638	Advanced booking notice: 30 day(s)
Tot. Veh. Hrs. - Dedicated Service	14,509	15,638	Minimum notice for reservation: 48.0 hour(s)
Non-Dedicated Service - Veh. Km.	123,649	121,012	Reservations / Scheduling: Fully Computerized
Non-Dedicated Service - Veh. Hrs.	2,358	2,688	

PASSENGER DATA

	2015	2016	FARE STRUCTURE
Dedicated Service	37,547	38,626	Effective Date:
Non-Dedicated Service	9,363	8,595	Cash
TOTAL PASSENGERS	46,910	47,221	Adult \$3.25
Subscription / Pre-booked	68%	57%	Child \$3.25
Reservation	31%	42%	Student \$3.25
On-Demand / Day of trip	1%	1%	Senior \$3.25
Cancelled in advance	7,564	7,965	Attendant
No-shows / Cancelled at door	360	395	Companion \$3.25
Unaccommodated trips	1,040	402	Other
Number of complaints			

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA
Administration			Operators 8
Operations:			Other Operations 1
Internal - Dedicated Service			Vehicle Mechanics
Contract - Dedicated Service	\$1,106,395	\$1,207,758	General and Administration 1
Contract - Non-Dedicated Service	\$274,000	\$262,400	Other 2
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES 10
Maintenance (Vehicles & Facilities)			
Fuel			
TOTAL OPERATING EXPENSES	\$1,380,395	\$1,470,158	

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016	PERFORMANCE INDICATORS
Passenger Revenue	\$92,794	\$101,239	FINANCIAL
Other Operating Revenue			R/C Ratio 7% 7%
Total Operating Revenue	\$92,794	\$101,239	Net Operating Cost / Capita \$22.20 \$23.20
Federal Contributions			Total Exp. / Passenger \$29.43 \$31.13
Provincial Contributions			Total Exp. / Eligible Passenger \$32.24 \$33.54
Municipal Contributions	\$1,324,981	\$1,458,031	Transportation Exp. / Passenger Dedicated Service \$29.47 \$31.27
Other / Donations			Non-Dedicated Service \$29.26 \$30.53
TOTAL	\$1,417,775	\$1,559,270	Transportation Exp. / Hour (Dedicated Service) \$76.26 \$77.23

CAPITAL EXPENSES

	2015	2016	OPERATING
Vehicles Purchased	\$82,495	\$271,702	Registrants / Capita 0.0331 0.0340
Debt Servicing			Passengers / Capita 0.8088 0.8004
Other Capital Expenses			Passengers / Registrant 24.41 23.54
TOTAL CAPITAL EXPENSES	\$82,495	\$271,702	Passengers / Hour (Dedicated Service) 2.59 2.47

CAPITAL FUNDING SOURCES

	2015	2016	PASSENGER DATA
Transit System			Ded. Service 25,919 5,617
Federal Contributions			Wheelchair/Scooter Users 10,279 2,017
Provincial Contributions			Attendants 2,377 961
Municipal Contributions	\$82,495	\$271,702	Companions 51
Other / Donations			Other (specified) 38,626 8,595
TOTAL CAPITAL FUNDING	\$82,495	\$271,702	

	2015	2016
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$22.20	\$23.20
Total Exp. / Passenger	\$29.43	\$31.13
Total Exp. / Eligible Passenger	\$32.24	\$33.54
Transportation Exp. / Passenger		
Dedicated Service	\$29.47	\$31.27
Non-Dedicated Service	\$29.26	\$30.53
Transportation Exp. / Hour (Dedicated Service)	\$76.26	\$77.23

	VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars				Wheelchair N/A
Accessible Vans / Minivans				Ambulatory N/A
Small Buses	6	6	6	12
Other				
TOTAL DED. VEHICLES	6	6	N/A	N/A
Vehicle ownership:				Regional Municipality
Vehicle maintenance responsibility:				non profit organization
Accessible taxis:				

Waterloo Region - Urban, ON

Grand River Transit MobilityPLUS (Urban Area)
 Contact: Bonnie Liesemer
 Title: Manager, Finance & Administration (GRT)
 Telephone: 519-585-7597 x7218
 Fax: 519-585-1060
 Email: Bliesemer@regionofwaterloo.ca

Population served:	515,200	REGISTRANTS	Active	Total
Service area (km²):	315.8	Wheelchair/Scooter Users:	1,154	2,708
Communities served:	4	Ambulatory:	1,732	5,125
Service began:	01/01/1973	Attendants:		
Advisory Committee members:	12	Companions:		
Eligibility Committee members:	5	Other:		
		Total:	2,886	7,833

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 4 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

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

2015

1,400,685
 1,429,270
 57,290
 58,459

2016

1,404,840
 1,433,510
 57,473
 58,646

SERVICE HOURS / SCHEDULING

Weekday: 5:15 to 1:15 Sunday: 7:15 to 1:15
 Saturday: 5:30 to 1:15 Holiday: 7:15 to 1:15
 Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Fully Computerized

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

154,401
 138,640

TOTAL PASSENGERS

293,041

Effective Date: 01/01/2016	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.25	\$2.66	\$82.00
Child	\$3.25	\$2.31	\$70.00
Student	\$3.25	\$2.31	\$70.00
Senior	\$3.25	\$2.31	\$70.00

Attendant
 Companion
 Other Companions pay as per fare category they fit into, Adult, Senior, Stud

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

55%
 45%
 0%

Cancelled in advance

45,904

No-shows / Cancelled at door

4,847

Unaccommodated trips

2,523

Number of complaints

675

596

OPERATING EXPENSES

Administration

\$975,798

\$1,277,517

Operations:

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

\$4,613,164
 \$1,428,960
 \$714,890
 \$593,223

\$4,662,954

Maintenance (Vehicles & Facilities)

\$322,868

\$266,255

Fuel

\$8,648,903

\$9,155,453

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$384,254

\$371,515

Other Operating Revenue

\$396,910

\$417,868

Total Operating Revenue

\$781,164

\$789,383

Federal Contributions

\$979,215

\$1,007,856

Provincial Contributions

\$6,888,524

\$7,358,214

Municipal Contributions

\$1,172,248

\$669,021

Other / Donations

\$8,648,903

\$9,155,453

CAPITAL EXPENSES

Vehicles Purchased

\$1,172,248

\$669,021

Debt Servicing

\$669,021

\$669,021

Other Capital Expenses

\$1,172,248

\$669,021

TOTAL CAPITAL EXPENSES

\$1,172,248

\$669,021

CAPITAL FUNDING SOURCES

Transit System

\$1,172,248

\$669,021

Federal Contributions

\$669,021

\$669,021

Provincial Contributions

\$1,172,248

\$669,021

Municipal Contributions

\$669,021

\$669,021

Other / Donations

\$1,172,248

\$669,021

TOTAL CAPITAL FUNDING

\$1,172,248

\$669,021

In June 2008 MobilityPLUS started a Commuter Service for persons with cognitive disabilities, in 2016 13,659 were carried. All MobilityPLUS registrants had access to Taxiscrip as well as complimentary rides on conventional GRT routes. In 2016, there were approximately 127,777 rides provided. Other eligibility: CNIB passengers.

PERFORMANCE INDICATORS

FINANCIAL

	2015	2016
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$15.47	\$16.24
Total Exp. / Passenger	\$29.51	\$29.90
Total Exp. / Eligible Passenger	\$41.30	\$41.43
Transportation Exp. / Passenger		
Dedicated Service	\$35.81	\$35.01
Non-Dedicated Service	\$15.46	\$15.96
Transportation Exp. / Hour (Dedicated Service)	\$94.58	\$93.75

OPERATING

Registrants / Capita	0.0141	0.0152
Passengers / Capita	0.5763	0.5943
Passengers / Registrant	41.02	39.09
Passengers / Hour (Dedicated Service)	2.70	2.73
Kms / Passenger (Dedicated Service)	9.07	8.95
Average Speed (Dedicated Service)	24.45	24.44

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	79,982	66,173
Wheelchair/Scooter Users	62,344	12,499
Attendants	14,708	
Companions		
Other (specified)		70,458
TOTAL	157,034	149,130

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	31	25	6	7
Small Buses				
Other				
TOTAL DED. VEHICLES	31	25	N/A	N/A
Vehicle ownership:			Regional Transit Service	
Vehicle maintenance responsibility:			Regional Transit Service	
Accessible taxis:	21			

WellTrans

Contact: Lorraine Denis
 Title: WellTrans Coordinator
 Telephone: 905-735-1700 x3102
 Fax: 905-732-9422
 Email: lorraine.denis@welland.ca

		REGISTRANTS	Active	Total
Population served:	50,631	Wheelchair/Scooter Users:	178	967
Service area (km²):	86.0	Ambulatory:	225	1,040
Communities served:	1	Attendants:	60	301
Service began:	01/08/1981	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	463	2,308

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

VEHICLE KILOMETRES & HOURS**2015****2016****SERVICE HOURS / SCHEDULING**

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

80,402
 86,827
 5,663
 6,345
 5,410
 5,822

76,254
 82,304
 Advanced booking notice:
 Minimum notice for reservation:
 Reservations / Scheduling:

7:15 to 18:45
 9:30 to 18:15
 14 day(s)
 24.0 hour(s)
 Fully Computerized

to
to

PASSENGER DATA**FARE STRUCTURE**

Dedicated Service
 Non-Dedicated Service

15,787

14,273

Effective Date: 01/07/2015

Tickets/Cards
(unit price)

Monthly Pass

TOTAL PASSENGERS

15,787

14,273

Adult

\$2.75

\$2.40

Child

\$2.75

\$2.40

Student

\$2.75

\$2.40

Senior

\$2.75

\$2.40

Attendant

\$2.75

\$2.40

Companion

\$2.75

\$2.40

Other

free with CNIB card/attendant free with support person pass

OPERATING EXPENSES**EMPLOYEE DATA****Full-time****Part-time**

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

\$92,719
 \$124,489
 \$201,423
 \$412,815

Operators

2

3

Other Operations

1

Vehicle Mechanics

1

General and Administration

1

Other

2

TOTAL NUMBER OF EMPLOYEES

3

7

Union Affiliations: Operators: ATU Local 1633
 Mechanics: ATU Local 1633
 Other (specify):

Top Operator Wage Rate: \$27.95

Top Mechanic Wage Rate: \$33.83

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS**PERFORMANCE INDICATORS**

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

FINANCIAL**2015****2016**

R/C Ratio

9%

8%

Net Operating Cost / Capita

\$7.16

\$7.48

Total Exp. / Passenger

\$25.15

\$28.92

Total Exp. / Eligible Passenger

\$28.73

\$32.11

Transportation Exp. / Passenger

\$19.27

\$20.20

Dedicated Service

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

\$47.95

\$49.52

CAPITAL EXPENSES**OPERATING**

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

Registrants / Capita

0.0373

0.0456

TOTAL CAPITAL EXPENSES

Passengers / Capita

0.3137

0.2819

CAPITAL FUNDING SOURCES

Passengers / Registrant

8.41

6.18

Transit System

Passengers / Hour (Dedicated Service)

2.79

2.64

Federal Contributions

Kms / Passenger (Dedicated Service)

5.09

5.34

Provincial Contributions

Average Speed (Dedicated Service)

14.20

14.10

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

PASSENGER DATA**Ded. Service****Non-Ded. Service**

Ambulatory

6,661

Wheelchair/Scooter Users

6,195

Attendants

1,417

Companions

Other (specified)

TOTAL

14,273

VEHICLE DATA**Number****Veh. Peak****Avg. Capacity per Veh.**

Non-Accessible Cars

N/A

Accessible Vans / Minivans

Small Buses

5

Other

3

TOTAL DED. VEHICLES

5

3

N/A

N/A

Vehicle ownership:

Municipal Transit System

Vehicle maintenance responsibility:

Municipal Transit System

Accessible taxis:

West Elgin

Four Counties Transportation

Contact: Magda Badura
 Title: Treasurer
 Telephone: 519-785-0560
 Fax: 519-785-0644
 Email: mbadura@westelgin.net

	Population served:	23,000	REGISTRANTS	Active	Total
Service area (km²):	1,555.0	Wheelchair/Scooter Users:	20	20	
Communities served:	4	Ambulatory:	5	5	
Service began:	04/01/1994	Attendants:			
Advisory Committee members:	N/A	Companions:			
Eligibility Committee members:	6	Other:	80	80	
		Total:	105	105	

Dedicated Serv. Operated by:	<input checked="" type="checkbox"/> Transit System/Municipality	Non-Dedicated Service:	<input type="checkbox"/>	Contractors:	Eligibility Criteria:	<input type="checkbox"/> Unable to Board
	<input type="checkbox"/> Private Contractor(s), number:	Taxi Scrip Program Available:	<input type="checkbox"/>			<input checked="" type="checkbox"/> Unable to Use
	<input type="checkbox"/> Private Non-Profit Org.					<input checked="" type="checkbox"/> Other Criteria

VEHICLE KILOMETRES & HOURS		2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service		62,059	65,292	Weekday:	9:00 to 17:00	Sunday:
Tot. Veh. Km. - Dedicated Service		62,059	65,292	Saturday:	to	Holiday:
Rev. Veh. Hrs. - Dedicated Service		1,949	2,040	Advanced booking notice:	1 day(s)	
Tot. Veh. Hrs. - Dedicated Service		1,949	2,040	Minimum notice for reservation:	24.0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Manually	
Non-Dedicated Service - Veh. Hrs.						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		2,724	3,562	Effective Date:	01/03/2013	Tickets/Cards (unit price)
Non-Dedicated Service				Cash		Monthly Pass
TOTAL PASSENGERS		2,724	3,562	Adult	\$5.00	Free
Subscription / Pre-booked		100%	100%	Child	\$5.00	
Reservation		0%	0%	Student	\$5.00	
On-Demand / Day of trip		0%	0%	Senior	\$5.00	
Cancelled in advance		85	175	Attendant	\$5.00	
No-shows / Cancelled at door		6	10	Companion	\$5.00	
Unaccommodated trips				Other		
Number of complaints						
OPERATING EXPENSES				EMPLOYEE DATA		
Administration		\$1,236	\$1,388	Operators		Full-time
Operations:				Other Operations		Part-time
Internal - Dedicated Service		\$47,242	\$48,242	Vehicle Mechanics		
Contract - Dedicated Service				General and Administration		
Contract - Non-Dedicated Service				Other		
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)		\$9,893	\$5,879	Union Affiliations:	Operators:	2
Fuel		\$9,533	\$12,873		Mechanics:	
TOTAL OPERATING EXPENSES		\$67,904	\$68,382		Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate:	\$20.62	
Passenger Revenue		\$17,749	\$20,550	Top Mechanic Wage Rate:		
Other Operating Revenue				PERFORMANCE INDICATORS		
Total Operating Revenue		\$17,749	\$20,550	FINANCIAL		
Federal Contributions				R/C Ratio	26%	30%
Provincial Contributions		\$35,189	\$6,943	Net Operating Cost / Capita	\$2.18	\$2.08
Municipal Contributions		\$28,740	\$27,057	Total Exp. / Passenger	\$24.93	\$19.20
Other / Donations				Total Exp. / Eligible Passenger	\$28.83	\$21.54
TOTAL		\$81,679	\$54,549	Transportation Exp. / Passenger		
Vehicles Purchased				Dedicated Service	\$24.47	\$18.81
Debt Servicing		\$72,972		Non-Dedicated Service		
Other Capital Expenses				Transportation Exp. / Hour (Dedicated Service)	\$34.20	\$32.84
TOTAL CAPITAL EXPENSES		\$72,972		OPERATING		
CAPITAL FUNDING SOURCES				Registrants / Capita	0.0042	0.0046
Transit System				Passengers / Capita	0.1187	0.1549
Federal Contributions				Passengers / Registrant	28.08	33.92
Provincial Contributions				Passengers / Hour (Dedicated Service)	1.40	1.75
Municipal Contributions		\$72,972		Kms / Passenger (Dedicated Service)	22.78	18.33
Other / Donations				Average Speed (Dedicated Service)	31.83	32.01
TOTAL CAPITAL FUNDING		\$72,972		PASSENGER DATA		
*Other Eligibility Criteria includes persons with an application signed by a Health Care Professional or Doctor. *Contributions by the Municipality of Chatham-Kent \$4,542.13, Village of Newbury \$357.92, Municipality of Southwest Middlesex \$13,754.22 and the Municipality of West Elgin \$8,402.52. *Dedicated Gas Tax Funds for New Initiatives Program on Mondays and Tuesdays-Fridays. This program has been in place since 2007 and reported on yearly on the Dedicated Gas Tax Forms for Public Transportation.				Ded. Service	Non-Ded. Service	
				Ambulatory	2,498	
				Wheelchair/Scooter Users	677	
				Attendants	387	
				Companions		
				Other (specified)		
				TOTAL	3,562	
VEHICLE DATA		Number		Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars					Wheelchair	Ambulatory
Accessible Vans / Minivans					N/A	
Small Buses		1		1	4	8
Other						
TOTAL DED. VEHICLES		1		1	N/A	N/A
Vehicle ownership:					Municipality	
Vehicle maintenance responsibility:					Municipality	
Accessible taxis:						

West Perth

Mitchell and Area Mobility Bus

Contact: Vicky Wolfe Hinz
 Title: Manager of Outreach Services
 Telephone: 519-348-8612 x226
 Fax: 519-348-4420
 Email: maco@ritzlutheranvilla.com

	Population served:	9,129	REGISTRANTS	Active	Total
Service area (km ²):	567,000.0		Wheelchair/Scooter Users:	132	132
Communities served:	1		Ambulatory:	175	175
Service began:	01/09/1985		Attendants:	68	68
Advisory Committee members:	12		Companions:		
Eligibility Committee members:	1		Other:		
			Total:	375	375

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number:
 Private Non-Profit Org.

Non-Dedicated Service: Contractors: 2
 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2015	2016
Rev. Veh. Km. - Dedicated Service	23,346	29,699
Tot. Veh. Km. - Dedicated Service	24,125	30,499
Rev. Veh. Hrs. - Dedicated Service	2,194	2,059
Tot. Veh. Hrs. - Dedicated Service	2,314	2,165
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	3,609	3,894
Non-Dedicated Service	266	126
TOTAL PASSENGERS	3,875	4,020
Subscription / Pre-booked	25%	70%
Reservation	70%	25%
On-Demand / Day of trip	5%	5%
Cancelled in advance	294	273
No-shows / Cancelled at door	17	13
Unaccommodated trips	3	
Number of complaints	2	2
OPERATING EXPENSES		
Administration	\$36,969	\$31,962
Operations:		
Internal - Dedicated Service	\$73,563	\$59,980
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,434	\$7,221
Fuel	\$4,748	\$4,804
TOTAL OPERATING EXPENSES	\$124,714	\$103,967

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,689	\$14,013
Other Operating Revenue	\$14,890	\$15,621
Total Operating Revenue	\$36,579	\$29,634
Federal Contributions		
Provincial Contributions	\$77,884	\$93,681
Municipal Contributions	\$12,000	\$12,000
Other / Donations	\$15,440	\$14,235
TOTAL	\$141,903	\$149,550
CAPITAL EXPENSES		
Vehicles Purchased	\$163,371	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$163,371	
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions	\$100,000	
Municipal Contributions	\$25,000	
Other / Donations	\$38,371	
TOTAL CAPITAL FUNDING	\$163,371	

note: all statistical and financial information is based on a fiscal year. Fare Structure shown above is for intown; rural is \$8.00 one way; out of service area during service hours within Huron/Perth is \$.80/km & \$12/hr waiting; if beyond these counties is \$.65/km, \$12/hr waiting. Outside of service hours & group charters \$44/hr driving; \$34/hr standby/loading/waiting. **Service hours: Mondays/Wednesdays 0900-1300hrs; Tuesdays 1000-1500; Thursdays/Fridays 0900-1700hrs. General admin staff are spare drivers when required. Non-dedicated taxi services hours/kms unable to access as taxi doesn't keep this data separate for our service/clients.

SERVICE HOURS / SCHEDULING

Weekday:	to	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)	Minimum notice for reservation:	24.0 hour(s)
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:		Tickets/Cards (unit price)	Monthly Pass	Free
	Cash			
Adult	\$4.00			
Child	\$4.00			
Student	\$4.00			
Senior	\$4.00			
Attendant				
Companion				
Other	see remarks for other rates			

EMPLOYEE DATA

	Full-time	Part-time
Operators		7
Other Operations		
Vehicle Mechanics		
General and Administration		1
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$19.23

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	29%	29%
Net Operating Cost / Capita	\$9.65	\$8.14
Total Exp. / Passenger	\$32.18	\$25.86
Total Exp. / Eligible Passenger	\$32.18	\$25.86
Transportation Exp. / Passenger		
Dedicated Service	\$24.31	\$18.49
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.92	\$33.26
OPERATING		
Registrants / Capita	0.0452	0.0411
Passengers / Capita	0.4245	0.4404
Passengers / Registrant	9.38	10.72
Passengers / Hour (Dedicated Service)	1.64	1.89
Kms / Passenger (Dedicated Service)	6.47	7.63
Average Speed (Dedicated Service)	10.64	14.42

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	3,894	126
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	3,894	126

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	4
Small Buses	1	1	5	16
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:			Municipality	
Vehicle maintenance responsibility:			Mitchell & Area Mobility Bus	
Accessible taxis:				

Windsor, ON**Handi-Transit Windsor**

Contact: Lori Colenutt
 Title: General Manager
 Telephone: 519-966-0930
 Fax: 519-966-1249
 Email: handitransitwindsor@gmail.com

	Population served:	233,687	REGISTRANTS	Active	Total
Service area (km²):	195.6	Wheelchair/Scooter Users:	1,653	1,653	2,524
Communities served:	2	Ambulatory:	2,524		
Service began:	01/09/1978	Attendants:			
Advisory Committee members:	11	Companions:			
Eligibility Committee members:	2	Other:			
		Total:	4,177	4,177	

Dedicated Serv. Operated by:	<input type="checkbox"/> Transit System/Municipality	Non-Dedicated Service:	<input type="checkbox"/> Contractors:	Eligibility Criteria:	<input type="checkbox"/> Unable to Board
	<input type="checkbox"/> Private Contractor(s), number:	Taxi Scrip Program Available:	<input type="checkbox"/>	<input checked="" type="checkbox"/> Unable to Use	
	<input checked="" type="checkbox"/> Private Non-Profit Org.			<input type="checkbox"/> Other Criteria	

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING				
Rev. Veh. Km. - Dedicated Service	309,655	326,006	Weekday:	6:30 to 00:30	Sunday:	8:00 to 22:00	
Tot. Veh. Km. - Dedicated Service	445,781	463,426	Saturday:	8:00 to 00:30	Holiday:	8:00 to 22:00	
Rev. Veh. Hrs. - Dedicated Service	20,540	21,146	Advanced booking notice:	28 day(s)			
Tot. Veh. Hrs. - Dedicated Service	20,540	21,146	Minimum notice for reservation:	2.0 hour(s)			
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Partially Computerized			
Non-Dedicated Service - Veh. Hrs.							

PASSENGER DATA

Dedicated Service	54,077	55,898	Effective Date: 01/01/2016	Tickets/Cards (unit price)	Monthly Pass	Free
Non-Dedicated Service			Cash			
TOTAL PASSENGERS	54,077	55,898	Adult	\$3.00	\$3.00	
Subscription / Pre-booked	38%	38%	Child	\$3.00	\$3.00	
Reservation	60%	60%	Student	\$3.00	\$3.00	
On-Demand / Day of trip	2%	2%	Senior	\$3.00	\$3.00	
Cancelled in advance	21,037	20,992	Attendant			
No-shows / Cancelled at door	779	786	Companion	\$3.00	\$3.00	
Unaccommodated trips	2	3	Other	LaSalle \$5.25/trip		
Number of complaints	3	4				

OPERATING EXPENSES

Administration	\$362,041	\$388,356	EMPLOYEE DATA	Full-time	Part-time
Operations:			Operators	5	11
Internal - Dedicated Service	\$662,194	\$684,031	Other Operations	3	2
Contract - Dedicated Service			Vehicle Mechanics		
Contract - Non-Dedicated Service			General and Administration	2	
Contract - Taxi Scrip			Other		
Maintenance (Vehicles & Facilities)	\$144,729	\$111,188	TOTAL NUMBER OF EMPLOYEES	10	13
Fuel	\$115,553	\$99,223	Union Affiliations:	Operators: Teamsters Local 879	
TOTAL OPERATING EXPENSES	\$1,284,517	\$1,282,798	Mechanics:		
			Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$259,847	\$269,357	PERFORMANCE INDICATORS	2015	2016
Other Operating Revenue	\$315	\$284	FINANCIAL		
Total Operating Revenue	\$260,162	\$269,641	R/C Ratio	20%	21%
Federal Contributions			Net Operating Cost / Capita	\$4.38	\$4.34
Provincial Contributions			Total Exp. / Passenger	\$23.75	\$22.95
Municipal Contributions	\$1,071,600	\$1,071,600	Total Exp. / Eligible Passenger	\$24.94	\$24.00
Other / Donations			Transportation Exp. / Passenger		
TOTAL	\$1,331,762	\$1,341,241	Dedicated Service	\$17.06	\$16.00
			Non-Dedicated Service		
			Transportation Exp. / Hour (Dedicated Service)	\$44.91	\$42.30

CAPITAL EXPENSES

Vehicles Purchased			Registrants / Capita	0.0172	0.0179
Debt Servicing			Passengers / Capita	0.2314	0.2392
Other Capital Expenses			Passengers / Registrant	13.50	13.38
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service)	2.63	2.64
CAPITAL FUNDING SOURCES			Kms / Passenger (Dedicated Service)	5.73	5.83
Transit System			Average Speed (Dedicated Service)	15.08	15.42
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING					

The data for Windsor also includes the specialized transit service for the Town of LaSalle. In 2016, 117 registered clients took 3,090 trips. LaSalle service contact revenue for 2016 was \$57,783 and the passenger revenue was \$16,222.50.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	31,298	
Wheelchair/Scooter Users	22,156	
Attendants	2,444	
Companions		
Other (specified)		
TOTAL	55,898	

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

Woodstock

City of Woodstock

Contact: Alex Piggott
 Title: Works Superintendent
 Telephone: 519-539-2382 ext 314
 Fax: 519-537-6984
 Email: apiggott@cityofwoodstock.ca

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number: 1
 Private Non-Profit Org.

	Population served:	41,000	REGISTRANTS	Active	Total
	Service area (km²):	39.0	Wheelchair/Scooter Users:	162	162
	Communities served:	1	Ambulatory:	396	396
	Service began:	01/01/1979	Attendants:		
	Advisory Committee members:	9	Companions:		
	Eligibility Committee members:	4	Other:		
			Total:	558	558

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:
 Other Criteria

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. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription / Pre-booked
 Reservation
 On-Demand / Day of trip
 Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

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

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

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

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES
CAPITAL FUNDING SOURCES
 Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations
TOTAL CAPITAL FUNDING

2015
2016
SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Subscription / Pre-booked	\$2.50	\$2.08	\$60.00	<input checked="" type="checkbox"/>
Reservation	\$2.50	\$2.08	\$48.00	<input type="checkbox"/>
On-Demand / Day of trip	\$2.50	\$2.08	\$48.00	<input checked="" type="checkbox"/>
Cancelled in advance	\$2.50	\$2.08		
No-shows / Cancelled at door	\$2.50	\$2.08		
Unaccommodated trips	\$2.50	\$2.08		
Number of complaints	\$2.50	\$2.08		

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: CUPE 1146
 Mechanics: CUPE 1146
 Other (specify):
 Top Operator Wage Rate: \$30.07
 Top Mechanic Wage Rate: \$30.25

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	7%	12%
Net Operating Cost / Capita	\$15.25	\$15.22
Total Exp. / Passenger	\$22.84	\$21.72
Total Exp. / Eligible Passenger	\$27.84	\$44.64
Transportation Exp. / Passenger	\$21.72	\$20.89
Dedicated Service		
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$52.13	\$66.05
OPERATING		
Registrants / Capita	0.0126	0.0136
Passengers / Capita	0.7174	0.7986
Passengers / Registrant	56.80	58.68
Passengers / Hour (Dedicated Service)	13.26	5.85
Kms / Passenger (Dedicated Service)	2.39	1.83
Average Speed (Dedicated Service)	31.67	10.69

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	14,884	
Wheelchair/Scooter Users	1,050	
Attendants	1,050	
Companions	15,760	
Other (specified)		
TOTAL	32,744	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars		N/A	
Accessible Vans / Minivans			
Small Buses	6	6	4
Other			14
TOTAL DED. VEHICLES	6	6	N/A

Vehicle ownership: Municipality owns 2, contractor owns 4
 Vehicle maintenance responsibility: The owner of the bus
 Accessible taxis:

York Region, ON

YRT - Mobility Plus

Contact: Steven Baldo
 Title: Supervisor, Contract Administration
 Telephone: 905-762-1282 x75629
 Fax: 905-762-2110
 Email: steven.baldo@york.ca

		REGISTRANTS	Active	Total
Population served:	1,066,915	Wheelchair/Scooter Users:	4,299	4,818
Service area (km²):	1,776.0	Ambulatory:	6,449	7,285
Communities served:	9	Attendants:		
Service began:	01/01/2001	Companions:		
Advisory Committee members:	13	Other:		
Eligibility Committee members:	3	Total:	10,748	12,103

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 3 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2015	2016	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	2,894,812	2,974,651	Weekday: 5:00 to 3:00
Tot. Veh. Km. - Dedicated Service	5,125,362	5,318,246	Saturday: 5:00 to 3:00
Rev. Veh. Hrs. - Dedicated Service	196,391	201,549	Advanced booking notice: 7 day(s)
Tot. Veh. Hrs. - Dedicated Service	223,172	226,781	Minimum notice for reservation: 18.0 hour(s)
Non-Dedicated Service - Veh. Km.	8,289	6,275	Reservations / Scheduling: Fully Computerized
Non-Dedicated Service - Veh. Hrs.	2,353	1,886	

PASSENGER DATA

	2015	2016	FARE STRUCTURE
Dedicated Service	378,886	407,832	Effective Date: 01/07/2016
Non-Dedicated Service	2,202	1,752	Tickets/Cards (unit price)
TOTAL PASSENGERS	381,088	409,584	Cash
Subscription / Pre-booked	55%	64%	Adult \$4.00
Reservation	44%	35%	Child \$4.00
On-Demand / Day of trip	1%	1%	Student \$4.00
Cancelled in advance	20,966	439	Senior \$4.00
No-shows / Cancelled at door	6,883	5,164	Attendant \$2.20
Unaccommodated trips	64		Companion \$4.00
Number of complaints	469	731	Other \$3.50

OPERATING EXPENSES

	2015	2016	EMPLOYEE DATA
Administration	\$1,311,471	\$1,243,588	Operators
Operations:			Other Operations
Internal - Dedicated Service	\$3,512,846	\$4,339,127	12
Contract - Dedicated Service	\$9,346,988	\$9,868,773	7
Contract - Non-Dedicated Service			Vehicle Mechanics
Contract - Taxi Scrip	\$23,617	\$18,047	General and Administration
Maintenance (Vehicles & Facilities)	\$1,421	\$3,966	13
Fuel		\$184	Other
TOTAL OPERATING EXPENSES	\$14,196,343	\$15,473,685	TOTAL NUMBER OF EMPLOYEES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016	PERFORMANCE INDICATORS
Passenger Revenue	\$897,406	\$952,558	FINANCIAL
Other Operating Revenue			R/C Ratio 6% 6%
Total Operating Revenue	\$897,406	\$952,558	Net Operating Cost / Capita \$11.40 \$13.61
Federal Contributions			Total Exp. / Passenger \$37.25 \$37.78
Provincial Contributions			Total Exp. / Eligible Passenger \$43.93 \$44.02
Municipal Contributions	\$13,295,929	\$14,514,479	Transportation Exp. / Passenger
Other / Donations	\$3,008	\$6,650	Dedicated Service \$33.94 \$34.85
TOTAL	\$14,196,343	\$15,473,687	Non-Dedicated Service \$10.73 \$10.30
Transportation Exp. / Hour (Dedicated Service)			Transportation Exp. / Hour (Dedicated Service) \$57.63 \$62.67

CAPITAL EXPENSES

	2015	2016	OPERATING
Vehicles Purchased			Registrants / Capita 0.0080 0.0113
Debt Servicing			Passengers / Capita 0.3268 0.3839
Other Capital Expenses			Passengers / Registrant 40.82 33.84
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service) 1.93 2.02
CAPITAL FUNDING SOURCES			Kms / Passenger (Dedicated Service) 7.64 7.29
Transit System			Average Speed (Dedicated Service) 14.74 14.76
Federal Contributions			
Provincial Contributions			
Municipal Contributions			
Other / Donations			
TOTAL CAPITAL FUNDING			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	280,966	1,345
Wheelchair/Scooter Users	69,208	
Attendants	42,426	193
Companions	15,232	214
Other (specified)		
TOTAL	407,832	1,752

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars	48	36	N/A 3
Accessible Vans / Minivans	36	30	2 2
Small Buses	8	6	5 10
Other	6	6	3 9
TOTAL DED. VEHICLES	98	78	N/A N/A
Vehicle ownership:			Transit System, Private Operation
Vehicle maintenance responsibility:			Private operation
Accessible taxis:			

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IV. SPECIALIZED TRANSIT STATISTICS 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

Service Area Population: Population served.

Advisory Committee

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

Eligibility Committee

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

Eligibility Criteria:

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

Registrants

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

FARE STRUCTURE

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

SERVICE

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

Dedicated Service

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

Non-Dedicated Service (e.g. Taxis)

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

Taxi Scrip/User Subsidy Program

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

SERVICE HOURS / SCHEDULING

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

Reservations/Scheduling

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

OPERATING STATISTICS

Revenue Vehicles

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

Non-Accessible Cars

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

Accessible Vans/Minivans

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

Small Buses

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

Other

Excludes taxis.

Total Revenue Vehicles

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

Revenue Vehicle Kilometres and Hours (for dedicated service only)

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

PASSENGER STATISTICS

Annual Passengers

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

Subscription/Pre-booked

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

Reservations

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

On-Demand/Day of Trip

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

Total Trips Requested

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

Cancelled in Advance

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

Unaccommodated Trip Requests

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

No-Shows/Trips Cancelled at Door

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

FINANCIAL STATISTICS

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

Operating Expenses**Administration**

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

Operations – Internal – Dedicated Service

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

Contract - Dedicated Service

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

Contract - Non-Dedicated Service

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

Contract - Taxi Scrip

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

Maintenance

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

Fuel

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

Total Operating Expenses

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

Operating Revenues and Other Funding Contributions**Passenger Revenue**

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

Other Operating Revenue

Charters, bank interest, tax rebates, etc.

Total Operating Revenues

Passenger Revenue + Other Operating Revenue

Donations/Other

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

Total Operating Revenues and Other Funding Contributions

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

Capital Expenses**Vehicles Purchased**

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

Debt Service Payments

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

Other Capital Expenses

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

Capital Funding Sources

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

EMPLOYMENT STATISTICS**Full-time Employee**

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

Part-time Employee

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

Wage Rates

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

PERFORMANCE INDICATORS

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

FINANCIAL PERFORMANCE INDICATORS

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

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

OPERATING PERFORMANCE INDICATORS

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