



Date: September 9, 2015

Memo To: Ontario Specialized Transit Systems

Subject: **Ontario Specialized Transit Services - 2014 Fact Book**

We would like to thank you for your assistance in helping us to complete the enclosed **Ontario Specialized Transit Services Fact Book – 2014 Operating Data**.

This report, containing operating statistics from **79** transit systems providing specialized transit services in Ontario, was prepared by the Canadian Urban Transit Association (CUTA), and funded by the Ontario Ministry of Transportation (MTO). The Fact Book provides detailed data for 2013 and 2014 and key performance indicators for each system. It also contains summary information for the province and population groups.

We hope you will find this information of use.

Thank you again for your contribution to this project.

Wendy Reuter
Vice President, Member Value

encl.

Fort Frances

Fort Frances Handi-van

Contact: Jason Kabel
 Title: Manager of Community Services
 Telephone: 807-274-4561 x11
 Fax: 807-274-3799
 Email: jkabel@fort-frances.com

Population served: 7,952
 Service area (km²): 25.9
 Communities served: 1
 Service began: 01/12/1986
 Advisory Committee members: 3
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 325
 Ambulatory: 325
 Attendants: 325
 Companions: 325
 Other: 325
Total: 325

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	37,428	42,972
Tot. Veh. Km. - Dedicated Service	37,428	42,972
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	9,109	11,375
Non-Dedicated Service	11,637	7,655
TOTAL PASSENGERS	20,746	19,030
Subscription / Pre-booked	44%	0%
Reservation	56%	60%
On-Demand / Day of trip	0%	40%

Cancelled in advance	2,250	1,954
No-shows / Cancelled at door	6	14
Unaccommodated trips		
Number of complaints	1	2

OPERATING EXPENSES

Administration	\$10,538	\$10,699
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$135,117	\$132,246
Contract - Non-Dedicated Service	\$25,852	\$32,260
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,580	\$16,913
Fuel	\$11,786	\$13,287
TOTAL OPERATING EXPENSES	\$193,873	\$205,406

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$24,651	\$23,345
Other Operating Revenue		
Total Operating Revenue	\$24,651	\$23,345
Federal Contributions		
Provincial Contributions	\$73,763	\$67,301
Municipal Contributions	\$77,336	\$97,012
Other / Donations	\$18,123	\$17,749
TOTAL	\$193,873	\$205,406

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:	0800 to 1600	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date:	01/01/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$1.25			<input type="checkbox"/>
Child	\$1.25			<input type="checkbox"/>
Student	\$1.25			<input type="checkbox"/>
Senior	\$1.00			<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				<input type="checkbox"/>

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

	2	5
--	---	---

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$27.64

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	13%	11%
Net Operating Cost / Capita	\$21.28	\$22.90
Total Exp. / Passenger	\$9.35	\$10.79
Total Exp. / Eligible Passenger	\$21.25	\$18.13
Transportation Exp. / Passenger		
Dedicated Service	\$17.29	\$14.28
Non-Dedicated Service	\$2.22	\$4.21
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0409	0.0409
Passengers / Capita	2.6089	2.3931
Passengers / Registrant	63.83	58.55
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	4.11	3.78
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	11,326	6
Attendants	49	
Companions		
Other (specified)		7,649
TOTAL	11,375	7,655

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
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