

# Fort Frances, ON

## Fort Frances Handi-van

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Population Served: 7,420  
 Service Area (km<sup>2</sup>): 7.3  
 Main Community Served: Fort Frances  
 Other Communities Served:

## ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
<b>Total</b>	<b>340</b>	<b>Total</b>	<b>0</b>

## ADVISORY COMMITTEE

### Organization

☒ Internal  
☐ External

### Mandate

☒ Policy  
☒ Recommendation  
☒ Decision Making  
☐ Other

## ELIGIBILITY CRITERIA

### Description

☐ Cognitive  
☐ Age  
☐ Physical

☐ Sensory  
☐ Environmental  
☒ Other

### Method of Determination

☐ Internal Assessment  
☐ External Contract  
☐ Committee

☐ Paper Application  
☒ Healthcare Professional  
☐ Other

## DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality  
☒ Private Non-Profit Organization  
☐ Private Contractor(s): 0

## NON-DEDICATED SERVICE

Operated By: ☒ Taxi  
☐ Rideshare Service  
☐ Other

### Delivery Model:

Dial-a-ride for pickup by the taxi service going from one end of town to the other every half hour.

## FARE STRUCTURE

Effective Date: 2018-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	\$1.25	-	-	-	
Child	<input type="checkbox"/>	-	-	-	-	-	
Student	<input type="checkbox"/>	-	-	-	-	-	
Senior	<input type="checkbox"/>	-	-	-	-	-	
Attendant	<input checked="" type="checkbox"/>	-	-	-	-	-	
Companion	<input checked="" type="checkbox"/>	-	-	-	-	-	

Other:

## SERVICE HOURS / SCHEDULING

Monday	08:00 to 16:00	Friday	08:00 to 16:00
Tuesday	08:00 to 16:00	Saturday	
Wednesday	08:00 to 16:00	Sunday	
Thursday	08:00 to 16:00	Holiday	

Other:

Advanced Booking Notice (days): 5

Minimum Notice for Reservation (hours): 2

Booking Method: Call at least 24 hours ahead of time if possible

## REMARKS

**PASSENGER DATA**

Dedicated Service	2016	2017
Ambulatory	-	-
Non-Ambulatory	9,546	9,985
<b>Total</b>	<b>9,546</b>	<b>9,985</b>
Attendants	444	6
Companions	-	-
Other	-	-
<b>Total</b>	<b>444</b>	<b>6</b>

**Non-Dedicated Service**

Ambulatory	-	-
Non-Ambulatory	9	10,130
<b>Total</b>	<b>9</b>	<b>10,130</b>
Attendants	-	-
Companions	-	-
Other	12,628	-
<b>Total</b>	<b>12,628</b>	<b>-</b>

**Total Eligible Passenger Trips** 9,555 20,115

**Total Support Person Trips** 13,072 6

**Total Trips** 22,627 20,121

**Total Eligible Passenger Trips by Booking Type**

Subscription/Pre-Booked	-	-
Reservation	-	9,985
On-Demand/Day-of	-	10,130
Total Trips Requested	22,249	22,053
Cancelled in Advance	1,389	1,938
Cancelled Late	-	-
No-Shows	4	-
Cancelled at Door	-	-

**OPERATING EXPENSES**

	2016	2017
Administration	\$13,458	\$16,654
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$135,947	\$132,218
Contract Non-Dedicated Service	\$26,147	\$31,874
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$15,460	\$10,305
Fuel and Energy Consumption	\$7,666	\$10,075
<b>Total Operating Expenses</b>	<b>\$198,678</b>	<b>\$201,126</b>

**OPERATING REVENUES AND FUNDING CONTRIBUTIONS**

Passenger Revenue	\$15,917	\$27,342
Other Revenue	-	-
<b>Total Revenue</b>	<b>\$15,917</b>	<b>\$27,342</b>

Federal Operating Contributions	\$68,942	\$70,709
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$98,917	\$99,177
Other Operating Contributions	\$14,901	\$16,215
<b>Total Operating Revenues and Funding</b>	<b>\$198,677</b>	<b>\$213,443</b>

**CAPITAL EXPENSES**

Vehicle Purchase	-	\$173,969
Debt Servicing	-	-
Other	-	-
<b>Total Capital Expenses</b>	<b>-</b>	<b>\$173,969</b>

**CAPITAL FUNDING CONTRIBUTIONS**

Transit System Contributions	-	-
Federal Capital Contributions	-	\$43,833
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$130,136
Other Capital Contributions	-	-
<b>Total Capital Funding</b>	<b>-</b>	<b>\$173,969</b>

**OPERATING STATISTICS**

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	35,447	35,478
Total Vehicle Kilometres	35,447	35,478
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-

**Non-Dedicated Service**

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

**EMPLOYEE DATA**

	Full-Time	Part-Time
Operators	1	2
Reservation Clerks	-	1
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	1
General Administration	-	1
Other	-	-
<b>Total</b>	<b>1</b>	<b>5</b>

**UNION AFFILIATION & TOP WAGES**

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$32.36	2017-01-01	

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$23.67	2017-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

**VEHICLE DATA**

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	2	-	8	-
Low-floor	-	-	-	-
Other	-	-	-	-
<b>Total</b>	<b>2</b>	<b>-</b>		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

**INDICATORS**

Financial	2016	2017
R/C Ratio	8.0 %	13.6 %
Net Operating Cost / Capita	\$24.63	\$23.42
Total Expense / Passenger	\$8.78	\$10.00
Total Expense / Eligible Passenger	\$20.79	\$10.00
Transportation Expense / Passenger		
Dedicated Service	\$15.92	\$15.27
Non-Dedicated Service	\$2.07	\$3.15
Transportation Expense / Hour (Dedicated Service)	-	-
<b>Operating</b>		
Registrants / Capita	0.0438	0.0458
Passengers / Capita	3.0495	2.7117
Passengers / Registrants	69.62	59.18
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.55	3.55
Average Speed (Dedicated Service)	-	-