



YRT Contractor Report Card

January to December 2008

				Division 1 (Miller)		Division 2 (First Student)		Division 4 (Tokmakjian)		Division 7 (Veolia)		Average ¹
Performance Standards				Per.	Req.	Data	Score	Data	Score	Data	Score	
1A	On-Time Departures (% of on-time vehicle observations; departing no later than 5:00 minutes after the scheduled departure time)	Q	90% - 95%	98.29%	1	98.94%	1	98.36%	1	98.38%	1	98.49%
1B	Operating Ahead of Schedule (% of not early vehicle observations; no vehicle shall depart before its scheduled departure time for any reason)	Q	100%	96.29%	3	98.41%	3	93.97%	3	99.19%	3	97.16%
1C	Missed Trips (% of not missed trip observations; vehicles departing more than 20:00 minutes late shall be considered a missed trip)	Q	95% - 98%	99.43%	1	99.73%	1	99.73%	1	100.00%	1	99.75%
2A	Kilometres Between Road Calls (average # of km per vehicle per in-service Road Call)	Q	8,000 - 10,000 km	13,242	1	5,014	3	10,583	1	19,618	1	10,889
2B	In-Service Wheelchair Lift / Ramp Failures (% of vehicle observations with functioning wheelchair lifts/ramps)	Q	95% - 98%	98.28%	1	98.14%	1	95.12%	2	98.40%	1	97.45%
2C	In-Service Air Conditioning / Heating (% of vehicle observations with functioning HVAC systems)	Q	95% - 98%	99.69%	1	98.95%	1	99.72%	1	100.00%	1	99.57%
2D	Preventative Maintenance Inspections (% of incidences within 5,000 km PMI interval)	Q	90% - 95%	96.00%	1	93.36%	2	98.30%	1	98.96%	1	96.99%
2E	Accident Damage Repairs (# of days beyond repair allowance for all vehicles)	Q	Repair allowance of 20 days	0	1	0	1	0	1	0	1	0
2F	In-Service Vehicle Damage Observations (% of vehicle observations without body damage)	Q	95% - 98%	95.69%	2	98.67%	1	91.52%	3	89.10%	3	93.69%
2G	Exterior Bus Clean (% of vehicle observations with properly cleaned exteriors)	Q	95% - 98%	95.34%	2	98.90%	1	94.57%	3	97.26%	2	96.54%
2H	Interior Bus Clean (% of vehicle observations with properly cleaned interiors)	Q	95% - 98%	86.01%	3	89.59%	3	74.00%	3	81.76%	3	82.91%
3A	CVOR (Commercial Vehicle Operator's Registration; status of carrier safety rating)	A	satisfactory - unaudited	satisfactory - unaudited	2	satisfactory - unaudited	2	satisfactory - audited	1	satisfactory - unaudited	2	satisfactory - unaudited
3B	Accidents (avg. kilometres per vehicle per preventable accident)	Q	150,000 - 200,000 km	181,897	2	125,160	3	161,808	2	413,207	1	191,937



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Performance Standards				Data	Score	Data	Score	Data	Score	Data	Score	
4A	Customer Complaints² (# of complaints per 100,000 passenger boardings)	Q	10 - 15 complaints	4.46	1	12.62	2	4.92	1	2.24	1	4.34
4B	Customer Satisfaction Survey (biennial survey)	BA	70% - 90%	85%	2	84%	2	83%	2	91%	1	86%
4C	Marketing Materials (% of vehicle observations with properly displayed Marketing information)	Q	95%-98%	98.54%	1	96.71%	2	98.57%	1	97.26%	2	98.42%
5A	Customer Service Training (1/3rd of bus operators to receive 24 hours of CUTA Ambassador Training per year; pass / fail)	A	33%	Pass	1	Pass	1	Pass	1	Pass	1	Pass
5B	Ongoing Bus Operator Training (% of bus operators to receive 16 hours of ongoing training and 1 hour wheelchair lift / ramp training; pass / fail)	A	90% - 95%	Pass	1	Pass	1	Pass	1	Pass	1	Pass
5C	Ongoing Diesel Technician Training (% of diesel technicians to receive 12 hours of ongoing training; pass / fail)	A	80% - 100%	Pass	1	Pass	1	Pass	1	Pass	1	Pass
5D	Destination Signs (% of vehicle observations with accurate / operational destination signs)	Q	95% - 98%	99.71%	1	97.61%	2	92.03%	3	99.73%	1	97.18%
5E	Bus Operator Appearance (% of vehicle observations with drivers in proper attire)	Q	95% - 98%	100.00%	1	99.73%	1	100.00%	1	100.00%	1	99.93%
6A	Management Reports and TW CARES Tickets (# of days late for all reports)	Q	95% - 98% See Note 4	99.74%	1	93.60%	3	97.88%	2	81.64%	3	93.22%
6B	Accident / Incident Reports³ (# days beyond reporting allowance for all accidents)	Q	See Note 3	12	N/A	6	N/A	25	N/A	46	N/A	22.25
Total Score				31		38		36		33		
OVERALL RANK				1		3		2		N/A		

Notes

- 1) Average calculated using either three or four divisions, based on available data
- 2) Customer complaints for Veolia do not include issues regarding schedule adherence or fare dispute
- 3) Accident / Incident Reports to be submitted within 2 days of event; methodology for ranking under development
- 4) Veolia is scored only on TW CARES Tickets