

YRT Contractor Report Card

January to September 2006

				Division 1 (Miller)		Division 2 (Laidlaw)		Division 4 (Can-Ar)		Division 7 (Veolia)		Average ¹
Performance Standards				Per.	Req.	Data	Score	Data	Score	Data	Score	
1A	On-Time Departures² (% of on-time vehicle observations; departing no later than 5:00 minutes after the scheduled departure time)	Q	90% - 95%			88.89%	3	93.63%	2	96.92%	1	89.37%
1B	Operating Ahead of Schedule² (% of not early vehicle observations; no vehicle shall depart before its scheduled departure time for any reason)	Q	100%			87.78%	3	98.09%	3	91.44%	3	91.86%
1C	Missed Trips² (% of not missed trip observations; vehicles departing more than 20:00 minutes late shall be considered a missed trip)	Q	95% - 98%			99.78%	1	99.68%	1	99.66%	1	99.72%
2A	Kilometres Between Road Calls (average # of km per vehicle per in-service Road Call)	Q	8,000 - 10,000 km			15,114	1	7,406	3	13,813	1	13,588
2B	In-Service Wheelchair Lift / Ramp Failures (% of vehicle observations with functioning wheelchair lifts/ramps)	Q	95% - 98%			96.43%	2	98.47%	1	94.66%	3	97.12%
2C	In-Service Air Conditioning / Heating³ (% of vehicle observations with functioning HVAC systems)	Q	95% - 98%			96.00%	2	100.00%	1	97.14%	2	98.17%
2D	Preventative Maintenance Inspections⁴ (% of incidences within 5,000 km PMI interval)	Q	90% - 95%			57.14%	3	98.40%	1	91.83%	2	90.48%
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
2F	In-Service Vehicle Damage Observations (% of vehicle observations without body damage)	Q	95% - 98%			99.74%	1	97.33%	2	92.88%	3	96.70%
2G	Exterior Bus Clean (% of vehicle observations with properly cleaned exteriors)	Q	95% - 98%			97.65%	2	100.00%	1	94.47%	3	97.46%
2H	Interior Bus Clean (% of vehicle observations with properly cleaned interiors)	Q	95% - 98%			86.16%	3	96.15%	2	80.43%	3	88.95%
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
3B	Accidents (avg. kilometres per vehicle per preventable accident)	Q	150,000 - 200,000 km			136,844	3	178,743	2	212,216	1	172,385



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Performance Standards				Data	Score	Data	Score	Data	Score	Data	Score	
4A	Customer Complaints ⁴ (# of complaints per 100,000 passenger boardings)	Q	10 - 15 complaints	5.70	1	9.36	1	7.15	1	4.64	1	5.97
4B	Customer Satisfaction Survey ⁵ (biennial survey)	BA	70% - 90%	66%	3	64%	3	65%	3	N/A	N/A	65%
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	Fail	2	Pass	1	Pass	1	Pass
5D	Destination Signs (% of vehicle observations with accurate / operational destination signs)	Q	95% - 98%	96.94%	2	100.00%	1	96.80%	2	99.59%	1	98.14%
5E	Bus Operator Appearance (% of vehicle observations with drivers in proper attire)	Q	95% - 98%	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%
6A	Management Reports and TW CARES Tickets (# of days late for all reports)	Q	See Note 5	0	N/A	0	N/A	0	N/A	0	N/A	0.00
6B	Accident / Incident Reports (# days beyond reporting allowance for all accidents)	Q	See Note 6	27	N/A	0	N/A	21	N/A	21	N/A	17.25
Total Score				37		32		35		N/A		
OVERALL RANK				3		1		2		N/A		

Notes

- 1) Average calculated using either three or four divisions, based on available data
- 2) Schedule adherence observations not available for Veolia; methodology for measurement still under development
- 3) Customer complaints for Veolia do not include issues regarding schedule adherence or fare dispute
- 4) Customer Satisfaction Survey not yet conducted for Veolia
- 5) Daily reports to be delivered by noon the next day and monthly reports due on the 15th of the following month; methodology for ranking under development
- 6) Accident / Incident Reports to be submitted within 2 days of event; methodology for ranking under development