



YRT Contractor Report Card

January to December 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 Departures (% of on-time vehicle observations; departing no later than 5:00 minutes after the scheduled departure time)	Q	90% - 95%			88.48%	3	93.32%	2	95.96%	1	89.37%
1B	Operating Ahead of Schedule (% of not early vehicle observations; no vehicle shall depart before its scheduled departure time for any reason)	Q	100%			89.21%	3	96.90%	3	92.42%	3	91.86%
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%			99.82%	1	99.76%	1	99.75%	1	99.72%
2A	Kilometres Between Road Calls (average # of km per vehicle per in-service Road Call)	Q	8,000 - 10,000 km			16,095	1	7,427	3	13,980	1	13,588
2B	In-Service Wheelchair Lift / Ramp Failures (% of vehicle observations with functioning wheelchair lifts/ramps)	Q	95% - 98%			97.15%	2	98.09%	1	96.06%	2	97.12%
2C	In-Service Air Conditioning / Heating (% of vehicle observations with functioning HVAC systems)	Q	95% - 98%			98.96%	1	100.00%	1	98.54%	1	98.17%
2D	Preventative Maintenance Inspections (% of incidences within 5,000 km PMI interval)	Q	90% - 95%			62.90%	3	98.40%	1	90.87%	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%			99.59%	1	97.00%	2	90.03%	3	96.70%
2G	Exterior Bus Clean (% of vehicle observations with properly cleaned exteriors)	Q	95% - 98%			97.26%	2	100.00%	1	95.72%	2	97.46%
2H	Interior Bus Clean (% of vehicle observations with properly cleaned interiors)	Q	95% - 98%			86.50%	3	97.23%	2	81.04%	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			174,080	2	178,989	2	164,172	2	152,898



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Performance Standards				Data	Score	Data	Score	Data	Score	Data	Score	
4A	Customer Complaints³ (# of complaints per 100,000 passenger boardings)	Q	10 - 15 complaints	5.48	1	9.67	1	7.23	1	4.27	1	5.97
4B	Customer Satisfaction Survey⁴ (biennial survey)	BA	70% - 90%	85%	2	84%	2	83%	2	91%	1	86%
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%	Fail	2	Fail	2	Pass	1	Pass	1	Pass
5D	Destination Signs (% of vehicle observations with accurate / operational destination signs)	Q	95% - 98%	97.36%	2	99.73%	1	97.64%	2	99.71%	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	95% - 98%	100.00%	1	98.11%	1	98.11%	1	N/A	N/A	98.74%
6B	Accident / Incident Reports⁵ (# days beyond reporting allowance for all accidents)	Q	See Note 5	27	N/A	222	N/A	26	N/A	21	N/A	74.00
Total Score				36		32		33		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) Accident / Incident Reports to be submitted within 2 days of event; methodology for ranking under development