



YRT Contractor Report Card

January to December 2007

				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	Data	
1A	On-Time Departures (% of on-time vehicle observations; departing no later than 5:00 minutes after the scheduled departure time)	Q	90% - 95%	93.4%	2	95.3%	1	92.6%	2	97.6%	1	95.0%
1B	Operating Ahead of Schedule (% of not early vehicle observations; no vehicle shall depart before its scheduled departure time for any reason)	Q	100%	91.4%	3	95.8%	3	88.6%	3	95.6%	3	93.1%
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%	99.2%	1	99.3%	1	100.0%	1	100.0%	1	99.7%
2A	Kilometres Between Road Calls (average # of km per vehicle per in-service Road Call)	Q	8,000 - 10,000 km	16,912	1	6,950	3	9,860	2	25,121	1	12,751
2B	In-Service Wheelchair Lift / Ramp Failures (% of vehicle observations with functioning wheelchair lifts/ramps)	Q	95% - 98%	95.3%	2	95.6%	2	92.7%	3	98.5%	1	95.4%
2C	In-Service Air Conditioning / Heating (% of vehicle observations with functioning HVAC systems)	Q	95% - 98%	98.5%	1	98.9%	1	96.4%	2	99.3%	1	98.2%
2D	Preventative Maintenance Inspections (% of incidences within 5,000 km PMI interval)	Q	90% - 95%	84.6%	3	94.2%	2	89.0%	3	98.4%	1	91.1%
2E	Accident Damage Repairs (# of days beyond repair allowance for all vehicles)	Q	Repair allowance of 20 days	2 vehicles not complete	2	2 vehicles not complete	2	0	1	3 vehicles not complete	2	0
2F	In-Service Vehicle Damage Observations (% of vehicle observations without body damage)	Q	95% - 98%	93.8%	3	77.7%	3	92.9%	3	74.9%	3	85.0%
2G	Exterior Bus Clean (% of vehicle observations with properly cleaned exteriors)	Q	95% - 98%	97.8%	2	99.4%	1	99.2%	1	97.5%	2	98.5%
2H	Interior Bus Clean (% of vehicle observations with properly cleaned interiors)	Q	95% - 98%	78.2%	3	92.3%	3	87.4%	3	80.3%	3	84.5%
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	187,529	2	185,815	2	243,785	1	389,381	1	239,851



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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	5.44	1	10.72	2	7.67	1	3.37	1	5.66
4B	Customer Satisfaction Survey (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	Fail	2	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	Fail	2	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%	97.3%	2	98.8%	1	96.8%	2	100.0%	1	98.2%
5E	Bus Operator Appearance (% of vehicle observations with drivers in proper attire)	Q	95% - 98%	99.8%	1	100.0%	1	100.0%	1	100.0%	1	99.9%
6A	Management Reports and TW CARES Tickets (# of days late for all reports)	Q	95% - 98% See Note 6	98.2%	1	96.4%	2	95.9%	2	75.3%	3	96.9%
6B	Accident / Incident Reports³ (# days beyond reporting allowance for all accidents)	Q	See Note 5	8	N/A	12	N/A	1	N/A	7	N/A	7
Total Score⁵				38		40		37		32		
OVERALL RANK				2		3		1		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
- 5) Lowest score represents the best overall result. Above Standard = 20 points, Meets Standard = 21-37 points, and Below Standard = >37.