



YRT Contractor Report Card

January to June 2007

Performance Standards		Per.	Req.	Division 1 (Miller)		Division 2 (Laidlaw)		Division 4 (Can-Ar)		Division 7 (Veolia)		Average ¹
				Data	Score	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%	92.15%	2	95.22%	1	93.58%	2	98.50%	1	89.57%
1B	Operating Ahead of Schedule (% of not early vehicle observations; no vehicle shall depart before its scheduled departure time for any reason)	Q	100%	90.58%	3	95.69%	3	86.63%	3	94.36%	3	92.15%
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%	100.00%	1	99.04%	1	100.00%	1	100.00%	1	99.77%
2A	Kilometres Between Road Calls (average # of km per vehicle per in-service Road Call)	Q	8,000 - 10,000 km	15,114	1	5,771	3	8,975	2	17,772	1	10,873
2B	In-Service Wheelchair Lift / Ramp Failures (% of vehicle observations with functioning wheelchair lifts/ramps)	Q	95% - 98%	95.67%	2	95.05%	2	91.38%	3	97.58%	2	94.82%
2C	In-Service Air Conditioning / Heating (% of vehicle observations with functioning HVAC systems)	Q	95% - 98%	97.53%	2	98.00%	1	96.04%	2	99.35%	1	97.60%
2D	Preventative Maintenance Inspections (% of incidences within 5,000 km PMI interval)	Q	90% - 95%	85.06%	3	97.63%	1	88.46%	3	99.72%	1	91.86%
2E	Accident Damage Repairs (# of days beyond repair allowance for all vehicles)	Q	Repair allowance of 20 days	2 vehicles not complete	2	0	1	0	1	3 vehicles not complete	2	0
2F	In-Service Vehicle Damage Observations (% of vehicle observations without body damage)	Q	95% - 98%	91.35%	3	79.70%	3	96.55%	2	79.23%	3	87.04%
2G	Exterior Bus Clean (% of vehicle observations with properly cleaned exteriors)	Q	95% - 98%	97.25%	2	98.90%	1	99.45%	1	100.00%	1	98.90%
2H	Interior Bus Clean (% of vehicle observations with properly cleaned interiors)	Q	95% - 98%	73.63%	3	99.45%	1	87.36%	3	93.99%	3	88.61%
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	176,334	2	290,470	1	393,893	1	450,956	1	294,379



YRT Contractor Report Card

January to June 2007

Performance Standards		Per.	Req.	Division 1 (Miller)		Division 2 (Laidlaw)		Division 4 (Can-ar)		Division 7 (Veolia)		Average ¹
				Data	Score	Data	Score	Data	Score	Data	Score	
4A	Customer Complaints ³ (# of complaints per 100,000 passenger boardings)	Q	10 - 15 complaints	3.91	1	10.47	2	8.47	1	4.14	1	5.88
4B	Customer Satisfaction Survey ⁴ (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%	97.60%	2	99.50%	1	96.12%	2	100.00%	1	98.23%
5E	Bus Operator Appearance (% of vehicle observations with drivers in proper attire)	Q	95% - 98%	99.52%	1	100.00%	1	100.00%	1	100.00%	1	99.88%
6A	Management Reports and TW CARES Tickets (# of days late for all reports)	Q	95% - 98% See Note 6	98.73%	1	97.25%	2	94.19%	3	77.75%	3	96.72%
6B	Accident / Incident Reports ⁵ (# days beyond reporting allowance for all accidents)	Q	See Note 5	3	N/A	5	N/A	0	N/A	0	N/A	2
Total Score				39		33		37		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
- 6) Veolia is scored only on TW CARES Tickets