



YRT Contractor Report Card

January to June 2008

				Division 1 (Miller)		Division 2 (First Student)		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%	97.92%	1	100.00%	1	97.49%	1	97.82%	1	98.27%
1B	Operating Ahead of Schedule (% of not early vehicle observations; no vehicle shall depart before its scheduled departure time for any reason)	Q	100%	94.27%	3	99.51%	3	90.95%	3	99.27%	3	96.32%
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%	98.96%	1	100.00%	1	99.50%	1	100.00%	1	99.65%
2A	Kilometres Between Road Calls (average # of km per vehicle per in-service Road Call)	Q	8,000 - 10,000 km	14,074	1	7,586	3	10,329	1	25,836	1	12,684
2B	In-Service Wheelchair Lift / Ramp Failures (% of vehicle observations with functioning wheelchair lifts/ramps)	Q	95% - 98%	98.22%	1	97.28%	2	92.82%	3	98.96%	1	96.76%
2C	In-Service Air Conditioning / Heating (% of vehicle observations with functioning HVAC systems)	Q	95% - 98%	99.32%	1	98.94%	1	100.00%	1	100.00%	1	99.55%
2D	Preventative Maintenance Inspections (% of incidences within 5,000 km PMI interval)	Q	90% - 95%	91.34%	2	92.05%	2	97.65%	1	99.38%	1	95.42%
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%	97.04%	2	98.91%	1	94.87%	3	91.67%	3	95.54%
2G	Exterior Bus Clean (% of vehicle observations with properly cleaned exteriors)	Q	95% - 98%	94.29%	3	98.42%	1	94.29%	3	97.25%	2	96.12%
2H	Interior Bus Clean (% of vehicle observations with properly cleaned interiors)	Q	95% - 98%	85.14%	3	92.63%	3	65.71%	3	86.81%	3	82.83%
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	205,833	1	144,764	3	137,451	3	406,924	1	191,284



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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	4.70	1	11.63	2	4.60	1	2.72	1	4.39
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%	Pass	1	Fail	2	Pass	1	Pass	1	Pass
5D	Destination Signs (% of vehicle observations with accurate / operational destination signs)	Q	95% - 98%	99.41%	1	98.91%	1	95.90%	2	100.00%	1	98.51%
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 Tickets² (# of days late for all reports)	Q	95% - 98%	99.62%	1	89.53%	3	97.48%	2	80.32%	3	95.54%
6B	Accident / Incident Reports³ (# days beyond reporting allowance for all accidents)	Q		0	N/A	0	N/A	15	N/A	46	N/A	15.25
Total Score				31		39		36		31		
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