



Program: Oakville Transit

Program Based Budget

2013 – 2015

Program: Oakville Transit

Vision Statement:

To provide a viable and sustainable transportation option through innovative, responsive and customer focused service delivery.

Mission Statement:

To provide a safe, reliable, convenient and efficient public transit service within the urban area.

Program Description

The Oakville Transit program is responsible for designing and delivering a range of transit services within the urban boundaries of the Town of Oakville. The program is delivered via four core service areas within the department: Administration; Operations; Fleet and Maintenance; and Planning and Accessible Services.

Oakville Transit is able to report on several major accomplishments through 2012 including continued growth in ridership, improvements in accessibility, the application of technology, infrastructure growth, and fleet renewal. Oakville Transit launched its Google Transit Trip Planner and issued a Request for Proposals for an Intelligent Transportation System. The Transit fleet became 100% fully accessible with the delivery of six more new low floor ramp equipped buses and began work on a five year plan to make all routes accessible by 2017. Oakville Transit also implemented a new Transit Inventory Management System through the Metrolinx sponsored Joint Procurement Program. This system has result in significant savings on the purchase of bus parts.

The focus of Oakville Transit's strategic objectives will be continuous improvement of our programs and services; to have programs and services that are environmentally sustainable; to have programs and services that are accessible; and to have programs and services that are fiscally sustainable.

Program Services

The Transit Services program provides activities through the following services:

- Transit Administration
- Transit Operations
- Transit Fleet and Maintenance
- Transit Planning and Accessible Services

Staffing Overview

Program: Oakville Transit	2011 Approved FTE	2012 Approved FTE	2013 Capital Impact	2013 Base FTE Change	2013 Reallocation of Staff	2013 Total FTE	Net Change 2013 vs 2012
Services/Activities:							
Transit Administration	3.6	3.6		0.1	1.7	5.4	1.8
Transit Operations	161.6	161.1		0.2	1.0	162.2	1.1
Transit Fleet & Maintenance	32.0	31.0	1.0		(1.7)	30.4	(0.6)
Transit Planning & Accessible Services	8.0	8.0			(1.0)	7.0	(1.0)
Total Oakville Transit	205.2	203.7	1.0	0.2	0.0	204.9	1.2

* Note: Schedule may not add due to rounding of PT hours when converted to FTE's

Oakville Transit FTE's has increased by a net figure of 1.2 primarily as a result of the additional driver required for the new care-A-van vehicle purchased in 2012. In addition, part-time utility cleaner hours were reallocated to administration and transit operations which created an overall savings in part-time dollars of \$56,100. However, due to the change in annual hours for the different position types (1820 vs. 2080 hrs. per year) a slight FTE increase has resulted. Lastly, the Farecard Application Support position was reallocated from Transit Planning to Administration.

Program Services Budget Overview

Program: Oakville Transit	2012 Restated		2013 Requested		Net Change 2013 vs 2012	Net Change 2013 vs 2012 (%)
	Gross Budget	Net Budget	Gross Budget	Net Budget		
Services/Activities:						
Transit Administration	743,700	680,100	515,600	395,700	(284,400)	(41.8%)
Transit Operations	10,724,700	3,082,400	11,233,600	3,325,000	242,600	7.9%
Transit Fleet & Maintenance	12,156,800	12,102,000	12,961,000	12,914,700	812,700	6.7%
Transit Planning & Accessible Services	1,385,700	1,385,700	1,628,900	1,628,900	243,200	17.6%
Total Oakville Transit	25,010,900	17,250,200	26,339,100	18,264,300	1,014,100	5.9%

Note: 2013 economic increases for all employee groups with the exception of Fire and Transit unionized employees have been included in the Corporate Revenue and Expenses budget pending contract negotiations.

The increase in Oakville Transit is \$1,014,100 or 5.9%. This is mainly a result of increases associated with inflationary and contractual obligations in the Operations and Fleet Maintenance areas. The Transit Facilities area increased due to additional amounts, reflective of the life cycle costs for the new larger facility, being transferred to Building Maintenance Reserves. The increase in Accessible Services is primarily due to operating costs associated with an additional care-A-van bus. Transit fares have increased approximately 3% resulting in an overall cost recovery ratio of 28%.

Level of Services Offered

- Oakville Transit provides approximately 228,402 hours of service through a system of 25 routes. Additional or supplementary service is provided by seven School Specials, three Senior Specials, and a Late Night Zone Drop Off Service.
- The route system is designed to ensure reasonable access to transit services through application of the Transit Service Design Standards including provision for a maximum walking distance of 400 metres to any bus stop for 90% of the town's residents.
- Oakville Transit's only "value-added" level of service is the operation of three Senior Specials operating one day each per week. This service is not common among transit service providers but is less expensive than the more common Community Bus that was previously offered by Oakville Transit.
- All other Services provided by Oakville Transit are at or below the standard set by municipal practice as Oakville Transit service starts later, finishes earlier and operates less frequently than comparator service municipalities.
- The effectiveness and efficiency of these services is reviewed through the town's performance-based, program based budgeting process.

Key Objectives (Initiatives) for 2013 – 2015

- Transit will continue efforts at introducing a Sheridan U-Pass agreement in partnership with Mississauga Transit and Brampton Transit. This initiative is tied to Environmental and Fiscal Sustainability as it would significantly increase system ridership and annual revenue.
- Improved use of technology in the delivery and management of service through introduction of an Intelligent Transit System (ITS) is a focus for the next three years. This is closely tied to continuous improvement but also addresses fiscal sustainability as the management reporting capability would allow for more efficient use of resources as well as more efficient scheduling of service.
- Complete an update to the five year operating plan for Oakville Transit.
- Review and assess the appropriate balance between internal care-A-van operations and contracted taxi services for delivery of para-transit services to address increasing demands for service due to demographic and AODA changes. This review will include an assessment of the impact on Oakville Transit's financial resources.
- Assessment of funding options and service delivery models to reduce reliance on local property tax revenue to support operations, and to ensure local transit service is in a position to be expanded and attract new customers in accordance with the goals and objectives contained with the town's strategic plan, the Oakville and Halton transportation master plans, the five year transit operations plan, the Metrolinx "Big Move" regional transportation plan, and the North Oakville secondary plan.

2013 Program Budget Drivers

	2012 Restated Budget	2013 Base Budget	2013 Capital Impact	2013 Budget Efficiencies	2013 Requested Budget	\$ Change From 2012	% Change From 2012
EXPENSES:							
Personnel Services & Benefits	14,099,400	14,904,000	103,500	(56,800)	14,950,700	851,300	6.0%
Materials & Supplies	4,976,200	5,100,500	12,400	(25,700)	5,087,200	111,000	2.2%
Capital Out Of Operations	2,500	2,500	(2,500)	0	0	(2,500)	(100.0%)
Purchased Services	1,802,700	2,054,800	7,100	(5,700)	2,056,200	253,500	14.1%
Payments & Grants	679,100	625,700	400	0	626,100	(53,000)	(7.8%)
Internal Expenses & Transfers	3,451,000	3,450,100	168,800	0	3,618,900	167,900	4.9%
Total EXPENSES	25,010,900	26,137,600	289,700	(88,200)	26,339,100	1,328,200	5.3%
REVENUES:							
External Revenues	7,158,400	7,472,600	0	0	7,472,600	314,200	4.4%
Internal Recovery & Fund Transfers	602,300	602,200	0	0	602,200	(100)	(0.0%)
Total REVENUES	7,760,700	8,074,800	0	0	8,074,800	314,100	4.0%
TAX LEVY	17,250,200	18,062,800	289,700	(88,200)	18,264,300	1,014,100	5.9%

Note: 2013 economic increases for all employee groups with the exception of Fire and Transit unionized employees have been included in the Corporate Revenue and Expenses budget pending contract negotiations.

In 2013, the Oakville Transit program has increased by \$1,014,100 or 5.9%. The main drivers for this increase are the following:

- Personnel Services & Benefits increased \$851,300 or 6.0% as a result of inflation and contractual obligations for wages and benefits including a substantial rate increase for Long-term Disability.
- Materials & Supplies have increased \$111,000 or 2.2% primarily due to fuel costs for both conventional and care-A-van operations. Fuel has been budgeted at \$1.10/litre.
- Purchased Services has increased \$253,500 or 14.1%. This is driven mostly by an increase in contracted taxi services for care-A-van customers, an increase in the contracted maintenance costs for the new facility and additional expenses associated with contracted fleet maintenance.
- Payments & Grants have decreased by \$53,000 or 7.8% mainly as a result of reducing property taxes for the new Transit facility and a reallocation to purchased services.
- Internal Expenses and Transfers have increased by 167,900 or 4.9%; driven almost entirely by an increase in the transfer to the Building Maintenance reserve fund of \$142,500 (the total required transfer for the new Transit facility is being phased in over five years to mitigate the annual operating impacts).
- External Revenues have increased by \$314,200 or 4.4%. Transit fares have been increased by approximately 3% resulting in an overall cost recovery ratio of 28%. Transit ridership has also increased by 2.7%.

2014 - 2015 Expenditure Summary

	2013 Requested Budget	2014 Forecast Base Budget	2013-2014 Change (%)	2015 Forecast Base Budget	2014-2015 Change (%)
GROSS EXPENDITURES					
Oakville Transit:					
Transit Administration	515,600	532,000	3.2%	548,600	3.1%
Transit Operations	11,233,600	11,539,600	2.7%	11,722,800	1.6%
Transit Fleet & Maintenance	12,961,000	13,440,400	3.7%	13,799,000	2.7%
Transit Planning & Accessible Services	1,628,900	1,884,700	15.7%	2,116,000	12.3%
Total GROSS EXPENDITURES	26,339,100	27,396,700	4.0%	28,186,400	2.9%
TAX LEVY					
Oakville Transit:					
Transit Administration	395,700	411,600	4.0%	427,700	3.9%
Transit Operations	3,325,000	3,260,300	(1.9%)	3,060,000	(6.1%)
Transit Fleet & Maintenance	12,914,700	13,394,100	3.7%	13,752,700	2.7%
Transit Planning & Accessible Services	1,628,900	1,884,700	15.7%	2,116,000	12.3%
Total TAX LEVY	18,264,300	18,950,700	3.8%	19,356,400	2.1%
GROSS EXPENDITURES by Type					
Personnel Services & Benefits	14,950,700	15,589,600	4.3%	16,047,600	2.9%
Materials & Supplies	5,087,200	5,226,200	2.7%	5,270,900	0.9%
Purchased Services	2,056,200	2,137,600	4.0%	2,229,000	4.3%
Internal Charges	86,300	88,600	2.7%	90,900	2.6%
Other Expenditures	626,100	628,400	0.4%	627,900	(0.1%)
Minor Capital & Transfer to Reserves	3,532,600	3,726,300	5.5%	3,920,100	5.2%
Total EXPENDITURES	26,339,100	27,396,700	4.0%	28,186,400	2.9%
REVENUES by Type					
Activity Revenue	7,472,600	7,843,300	5.0%	8,226,800	4.9%
Internal Recoveries	57,000	57,500	0.9%	58,000	0.9%
Grants	0	0	0.0%	0	0.0%
Other Revenue	545,200	545,200	0.0%	545,200	0.0%
Total REVENUES	8,074,800	8,446,000	4.6%	8,830,000	4.5%
TAX LEVY	18,264,300	18,950,700	3.8%	19,356,400	2.1%

Note: 2014 and 2015 economic increases for all employee groups with the exception of Fire and Transit unionized employees have been included in the Corporate Revenue and Expenses budget pending contract negotiations.

2013 Recommended Capital Budget

The capital budget for Oakville Transit is similar to that included in the 2012-21 Capital forecast. The 2013 budget provides for the purchase of two new care-A-van buses, as well as the replacement of six standard buses. Funds have also been requested for the final stage of implementation of the Transit Information & Communications system that will provide improvements to overall customer service, system performance management and accessibility while also ensuring legislative compliance related to both the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).

	TOTAL Gross Cost	PROGRAM SPECIFIC FINANCING					CORPORATE FINANCING				TOTAL Proposed Financing
		Development Charges	Equipment Reserves	Gas Tax Funding	Other Reserves	Funding Grants and Other Revenues	Local Infrastructure Reserve	Capital Reserve	Operating Contribution	Long Term Financing	
Oakville Transit											
54201301 Transit Facility Capital Repairs and Replacement	25,000				25,000						25,000
54201302 Accessibility Improvements	30,000			30,000							30,000
54201303 New Shelters	14,000	12,600		1,400							14,000
54411301 Supervisory Vehicle Replacement	42,000		42,000								42,000
54411302 Care-A-van Vehicle Expansion	420,000	143,600		66,200					210,200		420,000
54411303 Replacement Buses	2,850,000		2,850,000								2,850,000
54411304 Major Vehicle Refurbishment	806,000			425,000					381,000		806,000
54411305 Maintenance Vehicle Replacement	63,000		63,000								63,000
54421104 Transit Information and Communications	500,000			500,000							500,000
54421301 Map Frames (Shelters)	5,000			5,000							5,000
Total Oakville Transit	4,755,000	156,200	2,955,000	1,027,600	25,000				591,200		4,755,000

Service: Transit Administration

Mission

To provide strategic direction, leadership, management and administration to Oakville Transit.

Major Responsibilities

- Providing leadership in the administration and management of all transit staff, services and functions.

Strategic Priorities (Initiatives)

- Transit will continue its efforts at introducing a Sheridan U-Pass agreement in partnership with Mississauga Transit and Brampton Transit. This initiative is tied to Environmental and Fiscal Sustainability as it would significantly increase system ridership and annual revenue.
- Improved use of technology in the delivery and management of service through introduction of an Intelligent Transit System (ITS) is a focus for the next three years. This is closely tied to continuous improvement but also addresses fiscal sustainability as the management report capability would allow for more efficient use of resources as well as more efficient scheduling of service.

Key Outcomes

- Increased uptake on use of transit services. This is measured by the passengers per capita. The 2012 target was 16.75 and this is projected to be substantially met by achieving 16.39. The 2013 target has been set at 16.95
- Revenue Reconciliation Reliability Rate. This is measured by the variance between GFI (farebox electronic counting device) reported revenue and actual. The 2012 target was 98% and this will be exceeded by achieving a projected rate of 99.6%. The 2013 target has been set at 98%.

2013 – 2015 Operating Budget Summary

	2012 Restated Budget	2013 Base Budget	2013 Capital Impact	2013 Budget Efficiencies	2013 Requested Budget	\$ Change From 2012	% Change From 2012	2014 Forecast Budget	2015 Forecast Budget
EXPENSES:									
Personnel Services & Benefits	321,000	436,800	2,900	0	439,700	118,700	37.0%	455,800	472,300
Materials & Supplies	9,200	9,200	0	0	9,200	0	0.0%	9,400	9,400
Purchased Services	50,200	66,700	0	0	66,700	16,500	32.9%	66,800	66,900
Internal Charges	0	0	0	0	0	0	0.0%	0	0
Other Expenditures	0	0	0	0	0	0	0.0%	0	0
Minor Capital & Transfer to Reserves	363,300	0	0	0	0	(363,300)	(100.0%)	0	0
Total EXPENSES	743,700	512,700	2,900	0	515,600	(228,100)	(30.7%)	532,000	548,600
REVENUES:									
Activity Revenue	0	0	0	0	0	0	0.0%	0	0
Internal Recoveries	23,600	23,600	0	0	23,600	0	0.0%	24,100	24,600
Grants	0	0	0	0	0	0	0.0%	0	0
Other Revenue	40,000	96,300	0	0	96,300	56,300	140.8%	96,300	96,300
Total REVENUES	63,600	119,900	0	0	119,900	56,300	88.5%	120,400	120,900
TAX LEVY	680,100	392,800	2,900	0	395,700	(284,400)	(41.8%)	411,600	427,700
TAX LEVY By Activity:									
Transit Administration	680,100	392,800	2,900	0	395,700	(284,400)	(41.8%)	411,600	427,700
TAX LEVY	680,100	392,800	2,900	0	395,700	(284,400)	(41.8%)	411,600	427,700

2013 Key Budget Drivers

- Transit Administration has decreased by \$284,400 or 41.8% as a result of the reallocation of the transfer to Building Maintenance reserve fund amount to the facility business unit to realign costs within the appropriate program.

2014 - 2015 Budget Forecast Highlights

- The 2013 and 2014 forecast has increased as a result on inflation.

Service: Transit Operations

Mission

To provide users of our transit system with safe, courteous and on-time service in order to retain and grow our customer base while contributing to improved quality of life in Oakville.

Major Responsibilities

- Delivery of scheduled fixed route conventional transit services relative to service schedules developed by Planning as well as Late Night Zone service, Seniors Specials and special event service

Strategic Priorities (Initiatives)

- Implementation of 2012 updated Operating Regulations and Procedures to facilitate continuous improvement in the delivery of service.
- Introduce revised driver training program, including use of bus simulator technology, to assist with continuous improvement of defensive driving and customer service skills

Key Outcomes

- Trained driver and supervisory workforce. This is measured by the rate of training hours delivered relative to workforce (Hr/EE). The 2012 target was 30 and this was exceeded by achieving 32. The 2013 target has been set at 32.
- Improved CVOR (Charter Vehicle Operator Registration) Rating. This is measured by the MTO assigned CVOR (Charter Vehicle Operator Registration) overall safety violation rate (inverted). The 2012 target was set at 35% and this was exceeded by achieving 22.5%. The 2013 target has been set at 30%.
- Improved safe vehicle operation. This is measured by the preventable accidents safety rating. The 2012 target was 0.7 and this will be exceeded with a projected rate of 0.2. The 2013 target has been set at 0.2.

2013 – 2015 Operating Budget Summary

	2012 Restated Budget	2013 Base Budget	2013 Capital Impact	2013 Budget Efficiencies	2013 Requested Budget	\$ Change From 2012	% Change From 2012	2014 Forecast Budget	2015 Forecast Budget
EXPENSES:									
Personnel Services & Benefits	10,296,300	10,835,300	0	(4,000)	10,831,300	535,000	5.2%	11,142,500	11,321,600
Materials & Supplies	32,400	46,600	0	0	46,600	14,200	43.8%	45,800	47,100
Purchased Services	296,200	302,700	(8,300)	0	294,400	(1,800)	(0.6%)	287,300	290,200
Internal Charges	39,600	29,800	700	0	30,500	(9,100)	(23.0%)	31,700	32,900
Other Expenditures	57,700	30,800	0	0	30,800	(26,900)	(46.6%)	32,300	31,000
Minor Capital & Transfer to Reserves	2,500	2,500	(2,500)	0	0	(2,500)	(100.0%)	0	0
Total EXPENSES	10,724,700	11,247,700	(10,100)	(4,000)	11,233,600	508,900	4.7%	11,539,600	11,722,800
REVENUES:									
Activity Revenue	7,147,000	7,459,700	0	0	7,459,700	312,700	4.4%	7,830,400	8,213,900
Internal Recoveries	0	0	0	0	0	0	0.0%	0	0
Grants	0	0	0	0	0	0	0.0%	0	0
Other Revenue	495,300	448,900	0	0	448,900	(46,400)	(9.4%)	448,900	448,900
Total REVENUES	7,642,300	7,908,600	0	0	7,908,600	266,300	3.5%	8,279,300	8,662,800
TAX LEVY	3,082,400	3,339,100	(10,100)	(4,000)	3,325,000	242,600	7.9%	3,260,300	3,060,000
TAX LEVY By Activity:									
Transit Operations	3,082,400	3,339,100	(10,100)	(4,000)	3,325,000	242,600	7.9%	3,260,300	3,060,000
TAX LEVY	3,082,400	3,339,100	(10,100)	(4,000)	3,325,000	242,600	7.9%	3,260,300	3,060,000

2013 Key Budget Drivers

- Personnel Services & Benefits have increased \$535,000 or 5.2% as a result of inflation and contractual obligations including a substantial increase in the rate for Long Term Disability.
- Materials and Supplies increased \$14,200 primarily through a reallocation of \$10,000 from contracted services to better reflect to use of the intended use of funds.
- Internal Charges, Other Expenditures and Transfers to Reserve all decreased slightly as a result of reallocations.
- Activity Revenue has been increased \$312,700 or 4.4% as a result of increased ticket and pass sales as well as a projected increase of 2.7% in ridership.
- Other Revenue has decreased by \$46,400 or 9.4% as a result a reallocation to Administration.
- Net capital impacts result in a reduction of \$10,100 due to expenses related to redundant cell phone accounts and communication expenses from the implementation of the new wireless radio system.

2014- 2015 Budget Forecast Highlights

- The 2014 and 2015 forecast has increased mainly as a result of inflation and contractual obligations. This will be partially offset with an increase in revenue from fares as well as ridership growth.

Service: Transit Fleet and Maintenance

Mission

To purchase, repair and perform preventative maintenance on vehicles and equipment while maintaining transit facilities in a state of good repair in order to meet the operating needs of staff.

Major Responsibilities

- Maintenance of transit vehicle assets through provision of scheduled and unscheduled servicing of all transit revenue and non-revenue vehicles.
- Acquisition of revenue and non-revenue vehicle assets including the development of specifications for all new vehicle purchases; preproduction meetings; and pre-delivery inspections.
- Maintenance of transit facility assets ensuring repairs are completed on a timely basis and within budget thereby providing a safe and well-maintained facility for effective operations

Strategic Priorities (Initiatives)

- Acquisition of replacement conventional and care-A-van buses,
- Implement Vehicle Inventory Management Program as a partner in the Metrolinx Joint Parts Procurement Initiative.

Key Outcomes

- Increased sustainability of the preventative maintenance program. This is measured by the percentage of scheduled preventative maintenance completed on time. The 2012 target was 100% and this is projected to be substantially met by achieving 91%. The 2013 target has been set at 95%.
- Program infrastructure maintenance practices align to the best-practice benchmark. This is measured by the ratio of planned maintenance hours to unplanned maintenance hours. The 2012 target was 60% and will be exceeded with a projected year end of 74%; the 2013 target has been set at 75%.

2013 – 2015 Operating Budget Summary

	2012 Restated Budget	2013 Base Budget	2013 Capital Impact	2013 Budget Efficiencies	2013 Requested Budget	\$ Change From 2012	% Change From 2012	2014 Forecast Budget	2015 Forecast Budget
EXPENSES:									
Personnel Services & Benefits	2,382,800	2,481,900	6,600	(52,800)	2,435,700	52,900	2.2%	2,511,800	2,563,200
Materials & Supplies	4,933,600	5,043,700	12,400	(25,700)	5,030,400	96,800	2.0%	5,170,000	5,213,400
Purchased Services	1,170,900	1,317,500	15,400	(5,700)	1,327,200	156,300	13.3%	1,395,600	1,464,000
Internal Charges	39,900	39,800	0	0	39,800	(100)	(0.3%)	40,600	41,400
Other Expenditures	621,400	594,900	400	0	595,300	(26,100)	(4.2%)	596,100	596,900
Minor Capital & Transfer to Reserves	3,008,200	3,364,500	168,100	0	3,532,600	524,400	17.4%	3,726,300	3,920,100
Total EXPENSES	12,156,800	12,842,300	202,900	(84,200)	12,961,000	804,200	6.6%	13,440,400	13,799,000
REVENUES:									
Activity Revenue	11,400	12,900	0	0	12,900	1,500	13.2%	12,900	12,900
Internal Recoveries	43,400	33,400	0	0	33,400	(10,000)	(23.0%)	33,400	33,400
Grants	0	0	0	0	0	0	0.0%	0	0
Other Revenue	0	0	0	0	0	0	0.0%	0	0
Total REVENUES	54,800	46,300	0	0	46,300	(8,500)	(15.5%)	46,300	46,300
TAX LEVY	12,102,000	12,796,000	202,900	(84,200)	12,914,700	812,700	6.7%	13,394,100	13,752,700
TAX LEVY By Activity:									
Transit Fleet & Maintenance:									
Transit Vehicle Management	10,559,200	10,859,200	60,400	(82,600)	10,837,000	277,800	2.6%	11,152,300	11,346,700
Transit Facility Management	1,542,800	1,936,800	142,500	(1,600)	2,077,700	534,900	34.7%	2,241,800	2,406,000
TAX LEVY	12,102,000	12,796,000	202,900	(84,200)	12,914,700	812,700	6.7%	13,394,100	13,752,700

2013 Key Budget Drivers

- Personnel Services & Benefits have increased \$52,900 or 2.2% as a result of inflation and contractual obligations. A net budget efficiency amount of \$52,800 was realized from PT hours being moved to other Transit Programs.
- Materials & Supplies have increased \$96,800 or 2.0% mainly as a result of projected increases in diesel fuel at a cost of \$1.10/litre. Budget efficiencies of \$25,700 are from 2012 route changes approved by Council.
- Purchased Services has increased \$156,300 or 13.3%. This is mainly due to increased contracted maintenance costs for the new facility and additional expenses associated with contracted fleet maintenance. Budget efficiencies of \$5,700 are from savings in insurance as a result of the new contract renegotiations.
- Minor Capital & Transfer to Reserves have increased \$524,400 or 17.4% which is as a result of consolidation and reallocation of transfers to reserve funds for both building maintenance and fleet.
- Internal Recoveries have decreased by \$10,000 to better align the budget with actuals, which is partially offset by a 13.2% increase in Activity Revenue.

2014 - 2015 Budget Forecast Highlights

- The 2014 and 2015 forecast has increased as a result of inflationary and contractual obligations, as well as impacts from capital for continued phasing of the transfer to building replacement reserve as well as impacts related to maintenance of new care-A-van vehicles.

Service: Transit Planning and Accessible Services

Mission

To plan, schedule and communicate efficient, convenient and accessible conventional fixed route and para-transit services, and to provide accessible passenger amenities in order to retain and grow our customer base and to improve the quality of life in Oakville.

Major Responsibilities

- Planning of all transit services (fixed route conventional; care-A-van service; and special services).
- Coordination of Office Services support functions; administration and clerical support; revenue room control and supervision.
- Includes responsibility for the accessibility component of conventional fixed route service as well as para-transit operations

Strategic Priorities (Initiatives)

- Development of procedures and practices consistent with the new Accessibility for Ontarians with Disabilities Act (AODA) regulations will be the focus for the next three years. This is directly related to the strategic priority of delivering programs and services that are accessible.
- We will also be focusing on improvement in the quality of service being delivered by our contracted taxi services. This is consistent with the strategic priority to continuously improve programs and services.
- Both of these strategic priorities will also be addressed with improvements to transit infrastructure; more landing pads, walkways, shelters and accessible amenities.

Key Outcomes

- AODA legislative compliance. This is measured by the implementation of required programs. The 2012 target was 100% and this will be met by achieving 100%. The 2013 target has been set at 100%.
- Improved overall system accessibility. This is measured by percentage of annual Accessibility Plan objectives achieved. The 2012 target was 85% and this will be met by achieving 85%. The 2013 target has been set at 90%.

2013 – 2015 Operating Budget Summary

	2012 Restated Budget	2013 Base Budget	2013 Capital Impact	2013 Budget Efficiencies	2013 Requested Budget	\$ Change From 2012	% Change From 2012	2014 Forecast Budget	2015 Forecast Budget
EXPENSES:									
Personnel Services & Benefits	1,099,300	1,150,000	94,000	0	1,244,000	144,700	13.2%	1,479,500	1,690,500
Materials & Supplies	1,000	1,000	0	0	1,000	0	0.0%	1,000	1,000
Purchased Services	285,400	367,900	0	0	367,900	82,500	28.9%	387,900	407,900
Internal Charges	0	16,000	0	0	16,000	16,000	0.0%	16,300	16,600
Other Expenditures	0	0	0	0	0	0	0.0%	0	0
Minor Capital & Transfer to Reserves	0	0	0	0	0	0	0.0%	0	0
Total EXPENSES	1,385,700	1,534,900	94,000	0	1,628,900	243,200	17.6%	1,884,700	2,116,000
REVENUES:									
Activity Revenue	0	0	0	0	0	0	0.0%	0	0
Internal Recoveries	0	0	0	0	0	0	0.0%	0	0
Grants	0	0	0	0	0	0	0.0%	0	0
Other Revenue	0	0	0	0	0	0	0.0%	0	0
Total REVENUES	0	0	0	0	0	0	0.0%	0	0
TAX LEVY	1,385,700	1,534,900	94,000	0	1,628,900	243,200	17.6%	1,884,700	2,116,000
TAX LEVY By Activity:									
Transit Planning & Accessible Services:									
Planning	418,500	467,900	0	0	467,900	49,400	11.8%	473,200	478,800
Accessible Services	967,200	1,067,000	94,000	0	1,161,000	193,800	20.0%	1,411,500	1,637,200
TAX LEVY	1,385,700	1,534,900	94,000	0	1,628,900	243,200	17.6%	1,884,700	2,116,000

2013 Key Budget Drivers

- Personnel Services & Benefits have increased \$114,700 or 13.2% as a result of the operating costs associated with an additional care-A-van as well as inflation and contractual obligations.
- Purchased Services has increased \$82,500 or 28.9% as a result of increases in contracted taxi services (hired equipment) for care-A-van customers and for additional advertising expenses to enhance marketing efforts.
- Internal Charges have increased by \$16,000 as a result of realigning budget with actuals.

2014 - 2015 Budget Forecast Highlights

- The 2014 and 2015 forecast has increased as a result of inflationary and contractual obligations as well as impacts from capital related to the operation of new care-A-van vehicles.

