

## **Memorandum**

TO: Committee of the Whole

FROM: Stephen Collins, P.Eng.  
Acting Commissioner, Transportation Services

DATE: August 29, 2016

RE: **2016 York Region Transit (YRT/Viva) Ridership Statistics –  
2016 Second Quarter**

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This memorandum provides an overview of YRT/Viva ridership statistics for the second quarter (Q2) of 2016, representing the months from April to June 2016, inclusive.

YRT/Viva's 2016 Q2 revenue ridership was 5.67 million, representing an increase of approximately 1,700 revenue riders or an increase of 0.03 per cent compared to Q2 2015.

There were 64 weekdays, 13 Saturdays and 14 Sundays/Holidays in Q2 2016, compared to 63 weekdays, 13 Saturdays and 15 Sundays/Holidays in Q2 2015. This represents one additional weekday and one less Sunday/Holiday in Q2 2016.

### **Weather**

Total precipitation in Q2 of 2015<sup>[1]</sup> was 315.8 millimetres, compared to 138.5 millimetres in Q2 of 2016<sup>[1]</sup>. The average temperature was 13.8 degrees Celsius in Q2 of 2015<sup>[1]</sup> and 12.6 degrees Celsius in Q2 of 2016<sup>[1]</sup>.

### **Employment**

The national unemployment rate in Q2 2016 saw an increase compared to Q2 2015. The national unemployment rate in April 2016<sup>[2]</sup> was 7.1 per cent, up 0.3 per cent from 6.8 per cent in April 2015<sup>[2]</sup>. In May 2016<sup>[2]</sup>, the national unemployment rate was 6.9 per cent, an increase of 0.1 per cent from 6.8 per cent in May 2015<sup>[2]</sup>. In June 2016<sup>[2]</sup>, the national unemployment rate was 6.8 per cent, which is the same as in June 2015<sup>[2]</sup>.

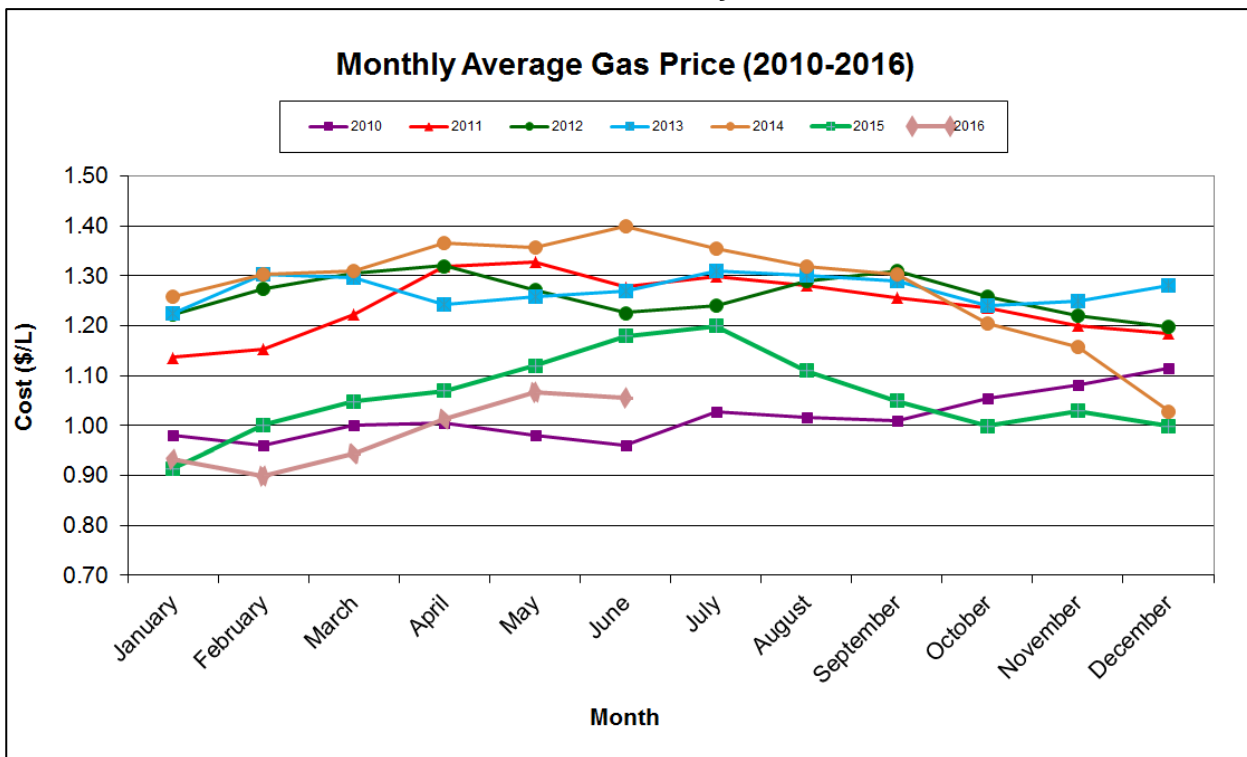
York Region is located within the Employment Insurance Economic Region of Toronto (Economic Region of Toronto) which saw an increase in unemployment rates in Q2 2016 compared to Q2 2015. In April 2016<sup>[3]</sup>, the Economic Region of Toronto recorded an unemployment rate of 7.3 per cent, an increase 0.1 per cent as compared to 7.2 per cent in April 2015<sup>[3]</sup>. In May 2016<sup>[3]</sup>, the Economic Region of Toronto recorded an unemployment rate of 7.5 per cent, an increase of 0.4 per cent as compared to 7.1 per

cent in May 2015<sup>[3]</sup>. In June 2016<sup>[3]</sup>, the Economic Region of Toronto recorded an unemployment rate of 7.3 per cent, an increase of 0.3 per cent compared to 7.0 per cent in June 2015<sup>[3]</sup>.

**Gas Prices**

Average gasoline prices decreased from \$1.12 per litre in Q2 2015<sup>[4]</sup> to \$1.04 per litre in Q2 2016<sup>[5]</sup>, a decrease of \$0.08 per litre. This information is reflected in **Figure 1** which depicts historical gasoline prices since 2010.

**Figure 1  
 Gas Prices between January 2010 and June 2016**



**Mobility Plus**

Mobility Plus ridership increased 11.7 per cent from 96,079 riders in Q2 2015 to 107,315 in Q2 2016, resulting in 11,236 additional rides. This was due to additional ridership during the midday and evening hours, additional Family of Service trips, day program trips, and a drier spring in Q2 2016.

## **Conclusion**

YRT/Viva will continue assessing ridership trends while making schedule adjustments to address customer concerns.

Construction projects such as Viva rapidway and Spadina subway continue to cause delays on YRT/Viva services. YRT/Viva staff track ridership to monitor and mitigate anticipated delays with additional bus coverage.

Customer feedback regarding transit services is monitored through on-street operations, social media and the Contact Centre.

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Stephen Collins, P.Eng.  
Acting Commissioner, Transportation Services

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### Notes:

- [1] Historical Climate Data, Toronto Buttonville Airport, Ontario. Retrieved from <http://climate.weather.gc.ca/>. Retrieved date: July 06, 2016.
- [2] Labour Force Survey. Apr 2016, May 2016, Jun 2016, Statistics Canada. Retrieved from <http://www.statcan.gc.ca/subjects-sujets/labour-travail/lfs-epa/lfs-epa-eng.htm>. Retrieved date: July 11, 2016
- [3] EI Economic Region of Toronto – Unemployment Rates for the EI Economic Regions. Human Resources and Skills Development Canada. Retrieved from <http://srv129.services.gc.ca/rbin/eng/rates.aspx?id=2016#data>. Retrieved date: July 11, 2016
- [4] Fuel Price Data. (2015). Ministry of Energy. Retrieved from <http://www.energy.gov.on.ca/en/fuel-prices/?fuel=REG&yr=2015>. Retrieved date: July 06, 2016
- [5] Fuel Price Data. (2016). Ministry of Energy. Retrieved from <http://www.energy.gov.on.ca/en/fuel-prices/?fuel=REG&yr=2016>. Retrieved date: July 06, 2016











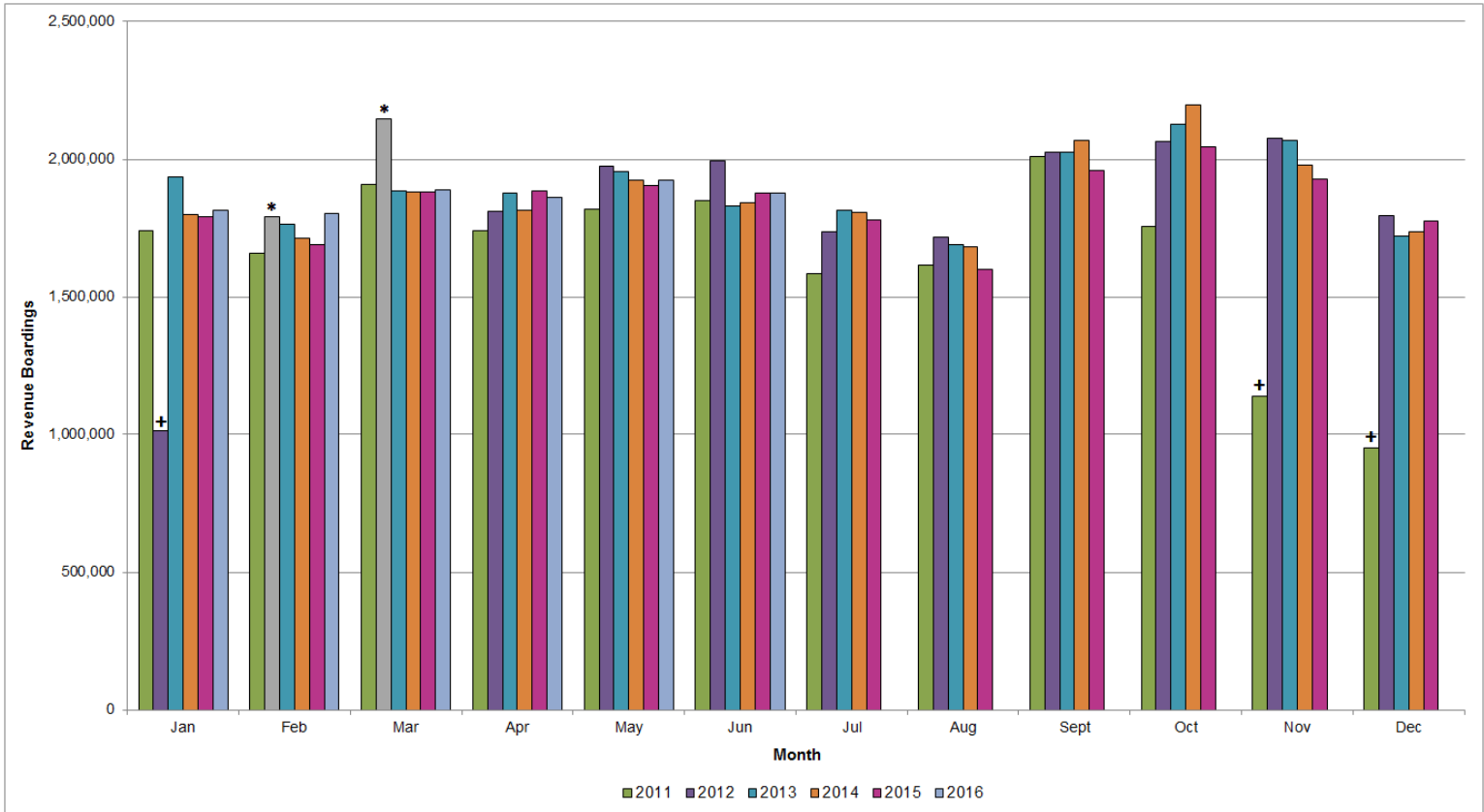




# YRT/Viva

## 2016 Revenue Ridership Summary

Conventional and BRT services including contracted TTC services north of Steeles Avenue



\* February & March 2012 estimated revenue ridership due to free transit service.

+ Monthly ridership numbers from November 2011 to January 2012 are based on Veolia Transportation, TTC, and Dial-a-Ride services, due to operator strike from October 24, 2011 to February 3, 2012.

Month	2015 Ridership	2016 Ridership	Monthly Change ['16 vs '15]	Year to Date (YTD) Change	Average Weekday Revenue Ridership 2016
January	1,792,864	1,815,667	1.3%	1.3%	76,932
February	1,689,800	1,805,665	6.9%	4.0%	78,579
March	1,881,136	1,889,481	0.4%	2.7%	75,308
April	1,885,935	1,863,478	-1.2%	1.7%	76,057
May	1,905,222	1,926,081	1.1%	1.6%	78,444
June	1,876,360	1,879,627	0.2%	1.3%	75,941
July	1,781,847				
August	1,601,681				
September	1,960,243				
October	2,043,959				
November	1,928,675				
December	1,776,243				
<b>YTD Total</b>	<b>22,123,965</b>	<b>11,179,999</b>			



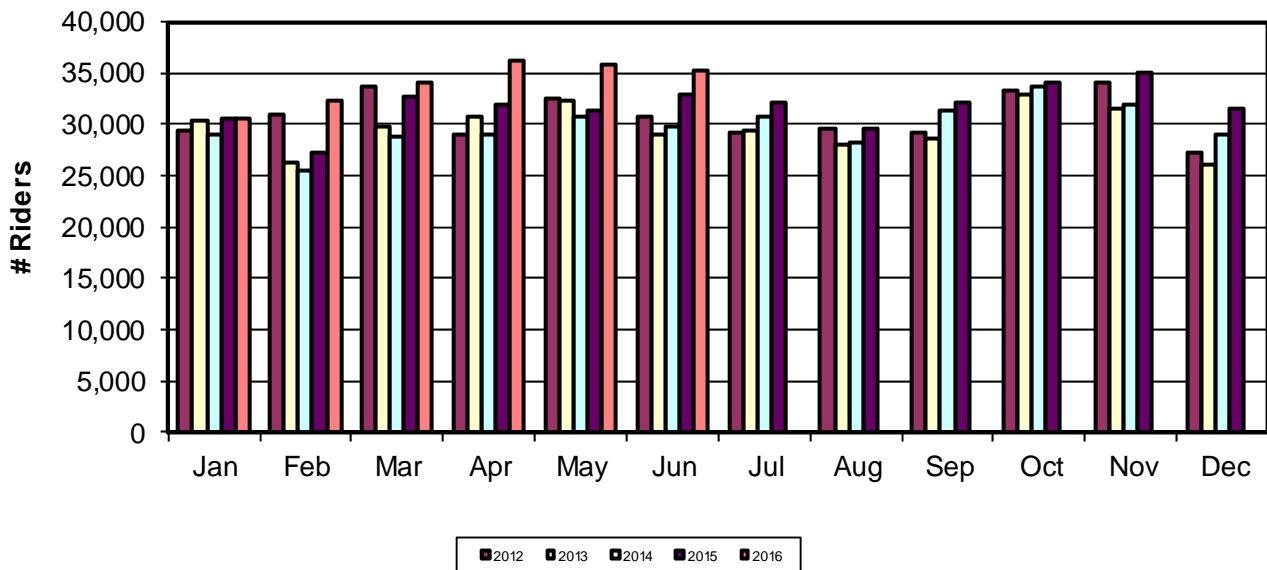
YORK  
REGION  
TRANSIT



# YRT/Viva 2016 Ridership Summary

Specialized Services – Mobility Plus

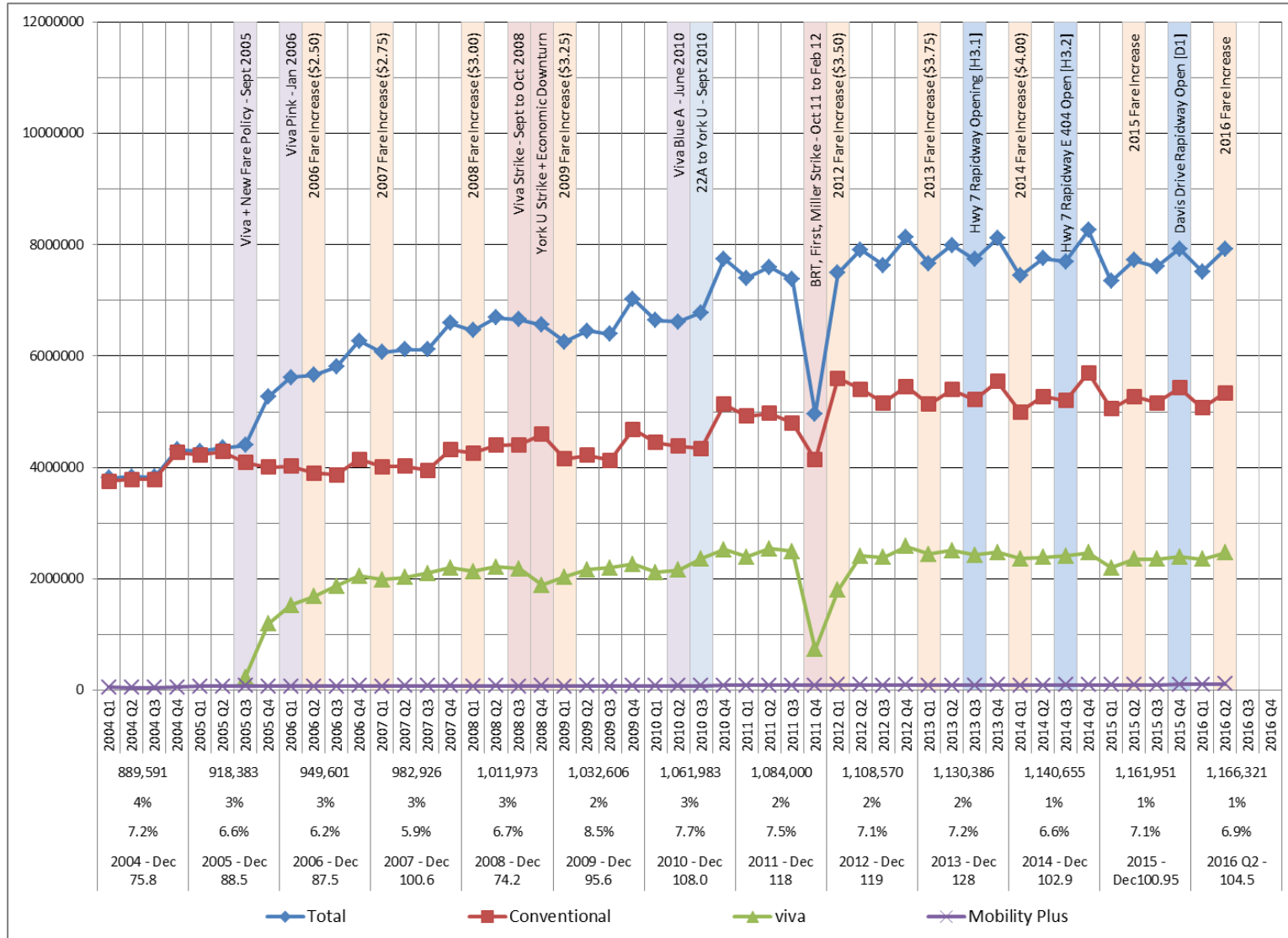
Five-Year Ridership by Month



Month	2015 Ridership	2016 Ridership	Monthly Change ('16 vs. '15)	Year to Date (YTD) Change	Average Weekday Revenue Ridership 2016
January	30,516	32,861	7.7%	7.7%	1,354
February	27,332	32,228	17.9%	12.5%	1,424
March	32,803	34,099	4.0%	9.4%	1,361
April	31,862	36,136	13.4%	10.5%	1,525
May	31,263	35,912	14.9%	11.4%	1,506
June	32,954	35,267	7.0%	10.6%	1,440
July	32,034				
August	29,563				
September	32,187				
October	34,122				
November	34,970				
December	31,482				
<b>YTD</b>	<b>381,088</b>	<b>206,503</b>			

# Total Boardings by Quarter 2004 – Present

Q2 2016



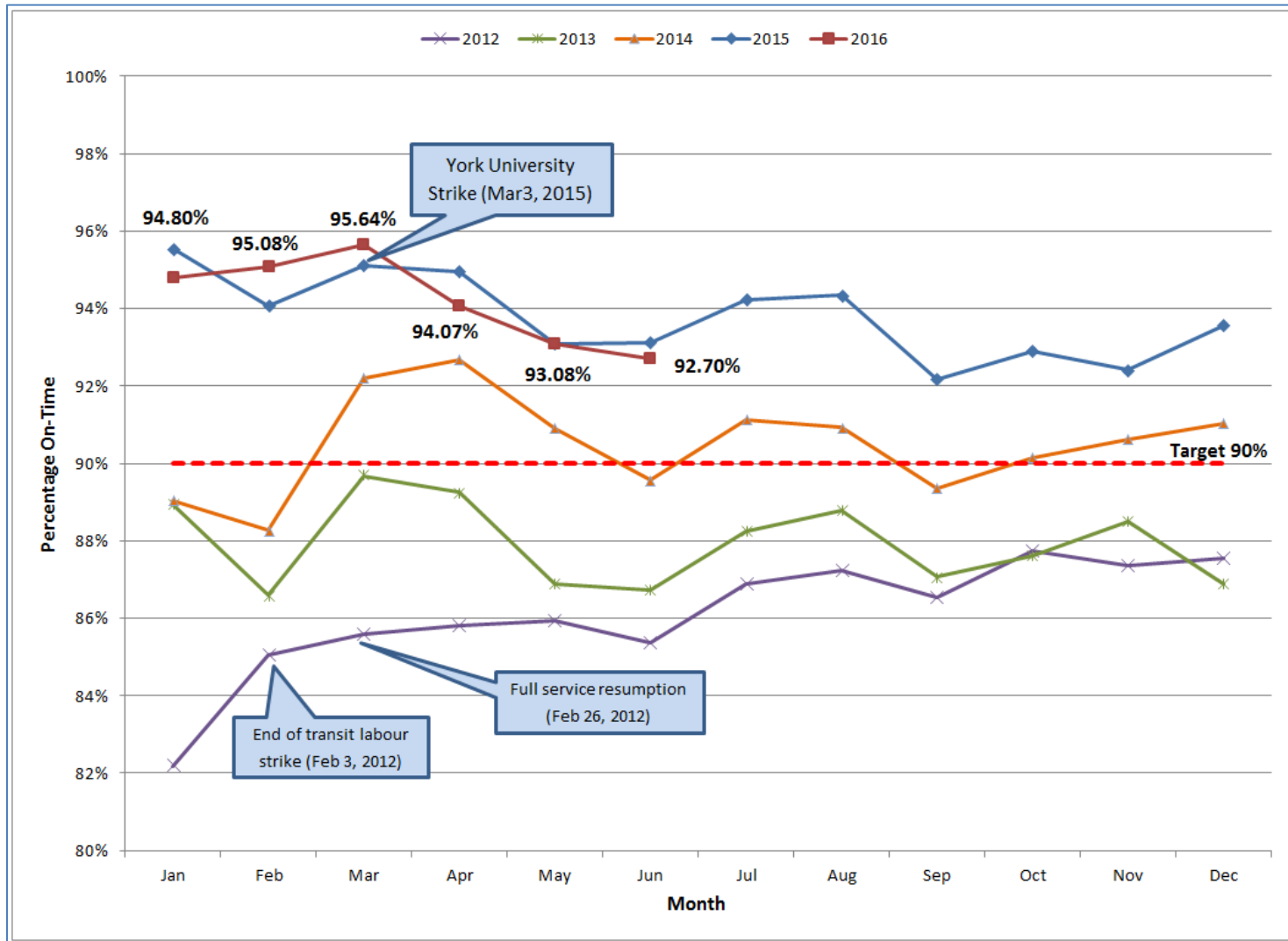
## Notes:

- Population figures are for year-end. Source: York Region Long Range Planning, based on Statistics Canada and CMHC Housing Completion Data
- Fuel price source: Ministry of Energy and Infrastructure (<http://www.energy.gov.on.ca/en/fuel-prices/>)
- Unemployment rate source: Statistics Canada (<http://www.statcan.gc.ca/start-debut-eng.html>)

System-Wide Percentage Missed Trips by Month  
2012 to 2016



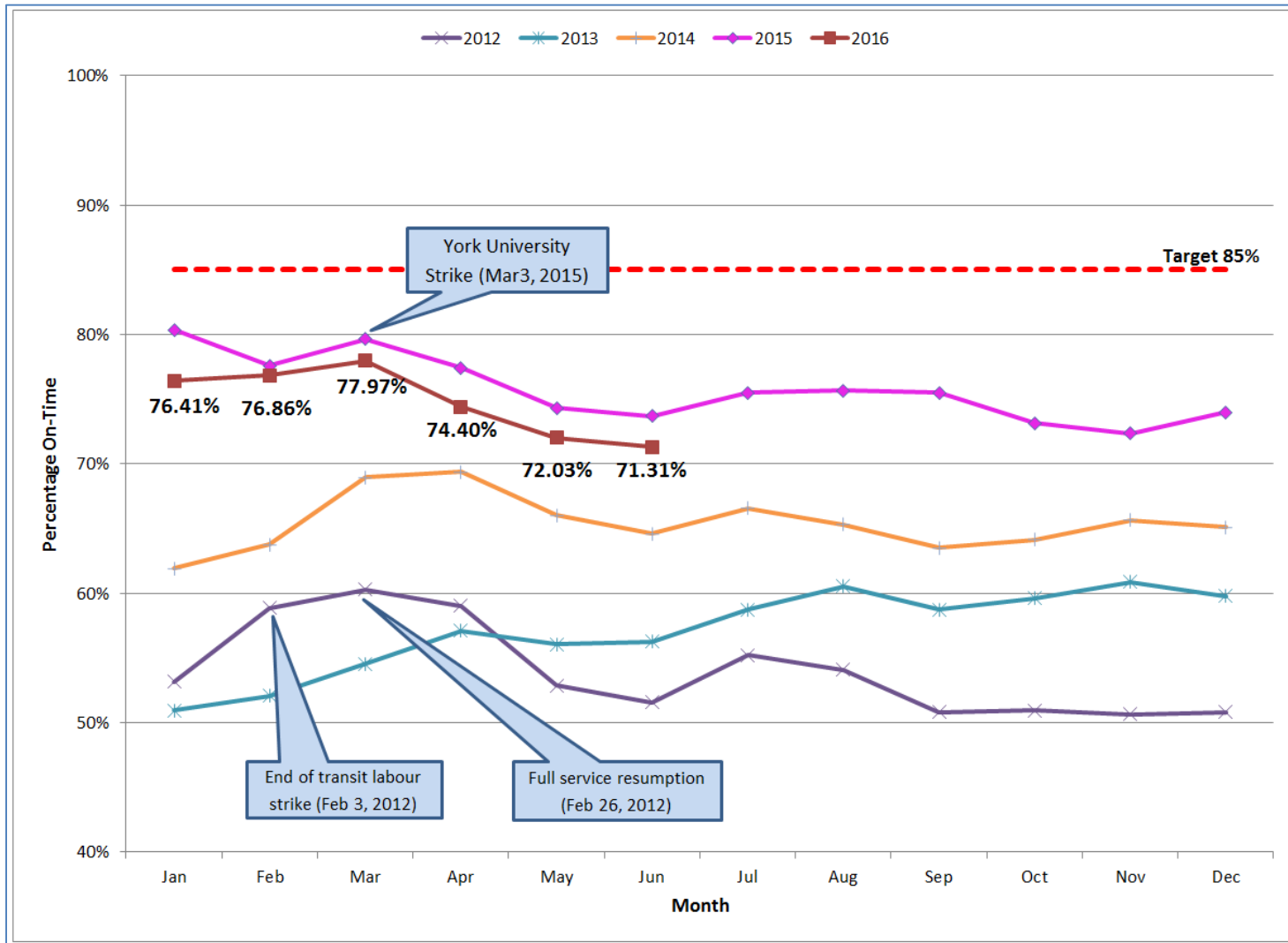
On-Time Performance Conventional – Trip Start  
 Conventional Transit 2012-2016



Notes:

- On-Time Performance (OTP) from January 1, 2012 to February 3, 2012 only includes Veolia Transportation Services (SW Division) due to operator strike
- New OTP measuring criteria to include data from the first and last five stops
- OTP measurement criteria: trip arrival later than five minutes or trip departure earlier than one minute

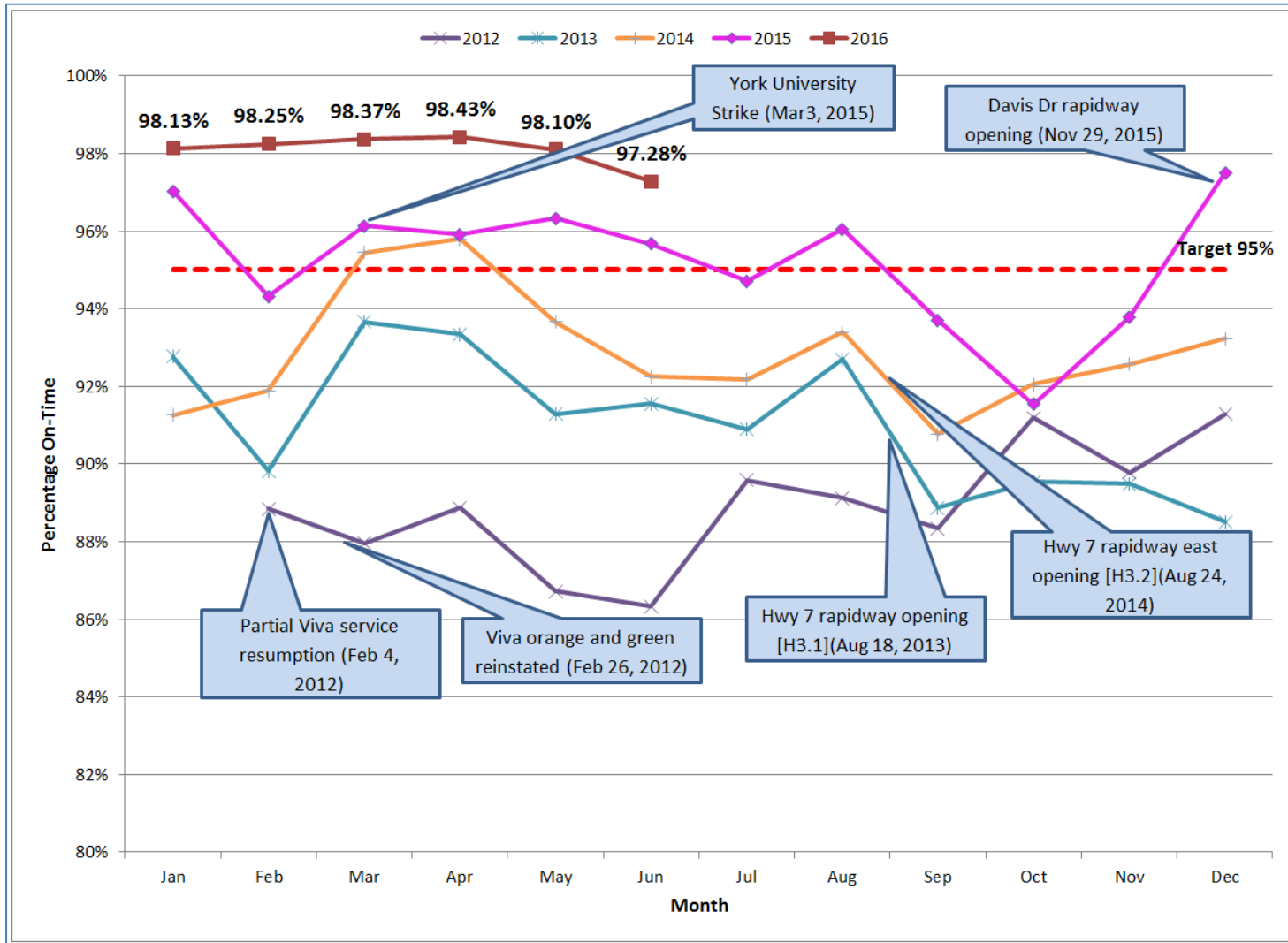
On-Time Performance Conventional – Trip Arrival  
 Conventional Transit Routes - 2012 to 2016



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- On-Time Performance (OTP) from January 1, 2012 to February 3, 2012 only includes Veolia Transportation Services (SW Division) due to operator strike
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On-Time Performance York BRT (Viva) – Trip Start  
Rapid Transit Routes - 2012 to 2016

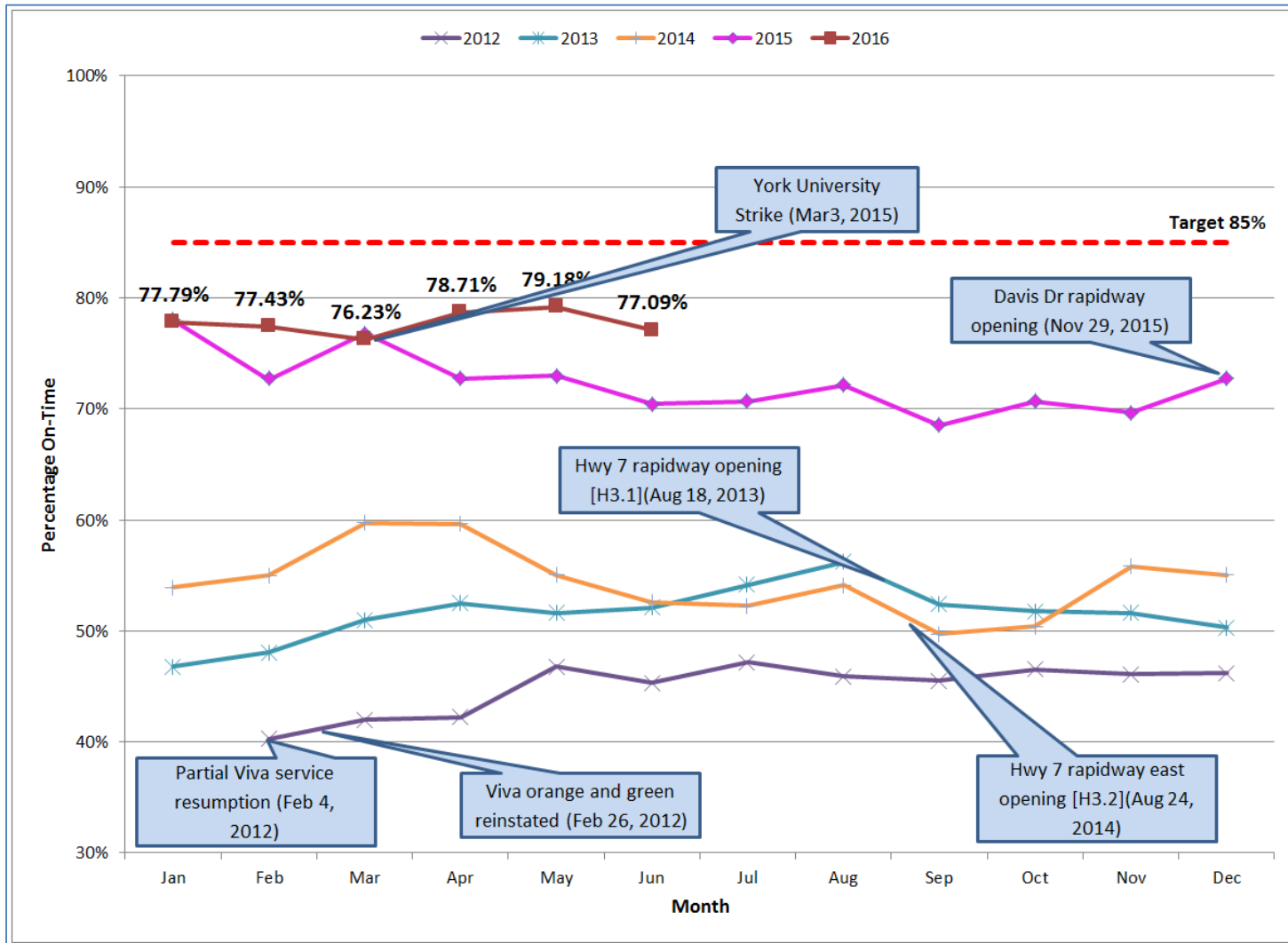


Notes:

- On-Time Performance from January 1, 2012 to February 3, 2012 not available for York BRT Services LP due to operator strike
- All York BRT Services LP resumed on February 26, 2012
- New OTP measuring criteria to include data from the first and last five stops
- OTP measurement criteria: trip arrival later than five minutes or trip departure earlier than one minute



On-Time Performance York BRT (Viva) – Trip Arrival  
Rapid Transit Routes - 2012 to 2016



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