



Memorandum

TO: Committee of the Whole

FROM: Daniel Kostopoulos, P.Eng.
Commissioner of Transportation Services

DATE: April 21, 2016

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

This memorandum provides an overview of YRT/Viva ridership statistics for the first quarter (Q1) of 2016, representing the months from January to March 2016.

YRT/Viva's 2016 Q1 revenue ridership was 5.51 million, representing an increase of approximately 147,000 revenue riders or an increase of 2.7 per cent compared to Q1 2015.

There were 62 weekdays, 13 Saturdays and 16 Sundays/Holidays in Q1 2016, compared to 62 weekdays, 13 Saturdays and 15 Sundays/Holidays in Q1 2015. This represents one extra Sunday/Holiday in Q1 2016.

Davis Drive, Newmarket Update

The Davis Drive rapidway opened Sunday, November 29, 2015. Viva yellow operates on Davis Drive from the Newmarket GO Bus Terminal to the Highway 404/Davis Drive carpool lot. On average in Q1 2016, the ridership along the Davis Drive corridor has increased 30 per cent during the weekdays, 59 per cent during Saturdays, and 66 per cent during Sunday/holidays compared to Q1 2015. The corridor ridership takes into consideration the new Viva yellow service as well as conventional services that operate in the corridor.

Weather

Total precipitation in Q1 of 2015^[2] was 83.1 millimetres, compared to 206.4 millimetres in Q1 of 2016^[2]. The average temperature was -7.7 degrees Celsius in Q1 of 2015^[2] and -1.9 degrees Celsius in Q1 of 2016^[2].

Employment

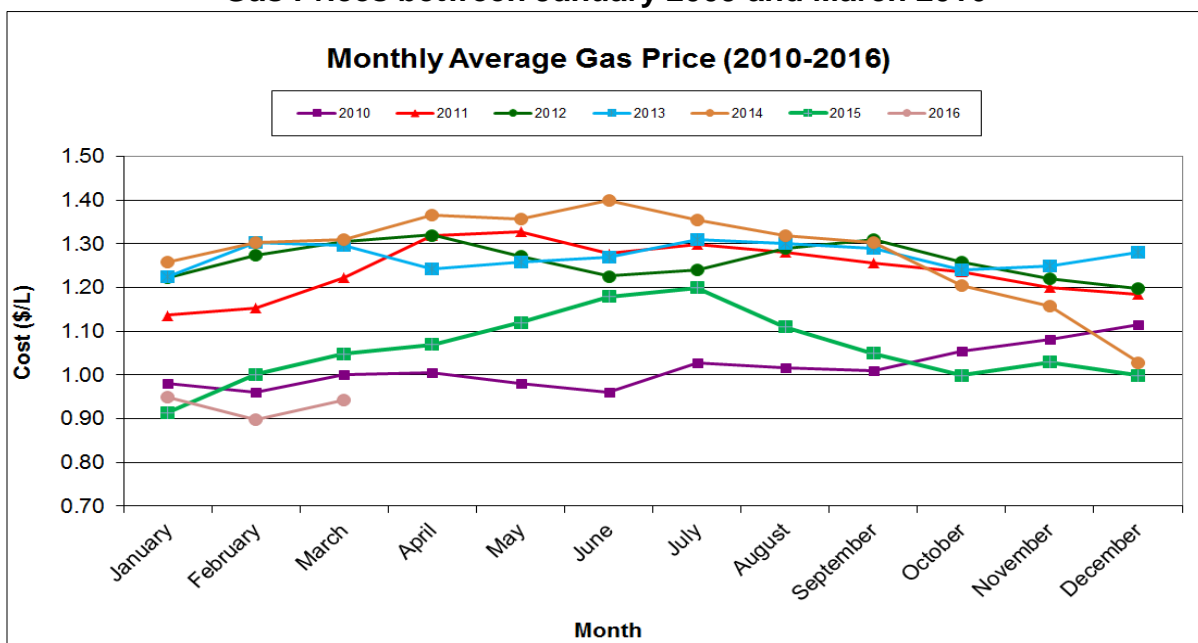
The national unemployment rate in Q1 2016 saw an increase compared to Q1 2015. The national unemployment rate in January 2016^[3] was 7.2 per cent, up 0.5 per cent from 6.6 per cent in January 2015. In February 2016^[3], the national unemployment rate was 7.1 per cent, an increase of 0.3 per cent from 6.8 per cent in February 2015. While in March 2016^[3], the national unemployment rate was 7.1 per cent, up 0.3 per cent from 6.8 per cent in March 2015.

York Region is located within the Employment Insurance Economic Region of Toronto (Economic Region of Toronto) which saw a decrease in unemployment rates in Q1 2016 compared to Q1 2015. In January 2016, the Economic Region of Toronto recorded an unemployment rate of 7.0 per cent^[4], a decrease of 0.8 per cent as compared to 7.8 per cent in January 2015. In February 2016^[4], the Economic Region of Toronto recorded an unemployment rate of 7.1 per cent, a decrease of 0.7 per cent as compared to 7.8 per cent in February 2015. Finally, in March 2016^[4], the Economic Region of Toronto recorded an unemployment rate of 7.2 per cent, a decrease of 1.1 per cent compared to 8.3 per cent in March 2015.

Gas Prices

Average gasoline prices decreased from \$0.99 per litre in Q1 2015^[5] to \$0.93 per litre in Q1 2016^[6], a decrease of \$0.06 per litre. This information is reflected in Figure 1 which depicts historical gasoline prices since 2009.

Figure 1
Gas Prices between January 2009 and March 2016



Mobility Plus

Mobility Plus ridership increased 9.4 per cent from 90,651 riders in Q1 2015 to 99,188 in Q1 2016, resulting in 8,537 additional rides. Ridership growth on the Mobility Plus service is attributed to more registered customers, additional day program trips, the leap year, and warmer winter in Q1 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 the delay with additional bus coverage.

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

Daniel Kostopoulos, P.Eng.

Attachment (1)

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Notes:

^[1] Historical Climate Data, Toronto Buttonville Airport, Ontario. Retrieved from <http://climate.weather.gc.ca/>. Retrieved date: April 14, 2016.

^[2] Labour Force Survey. Jan 2016, Feb 2016, Mar 2016, Statistics Canada. Retrieved from <http://www.statcan.gc.ca/subjects-sujets/labour-travail/lfs-epa/lfs-epa-eng.htm>. Retrieved date: April 8, 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: April 11, 2016

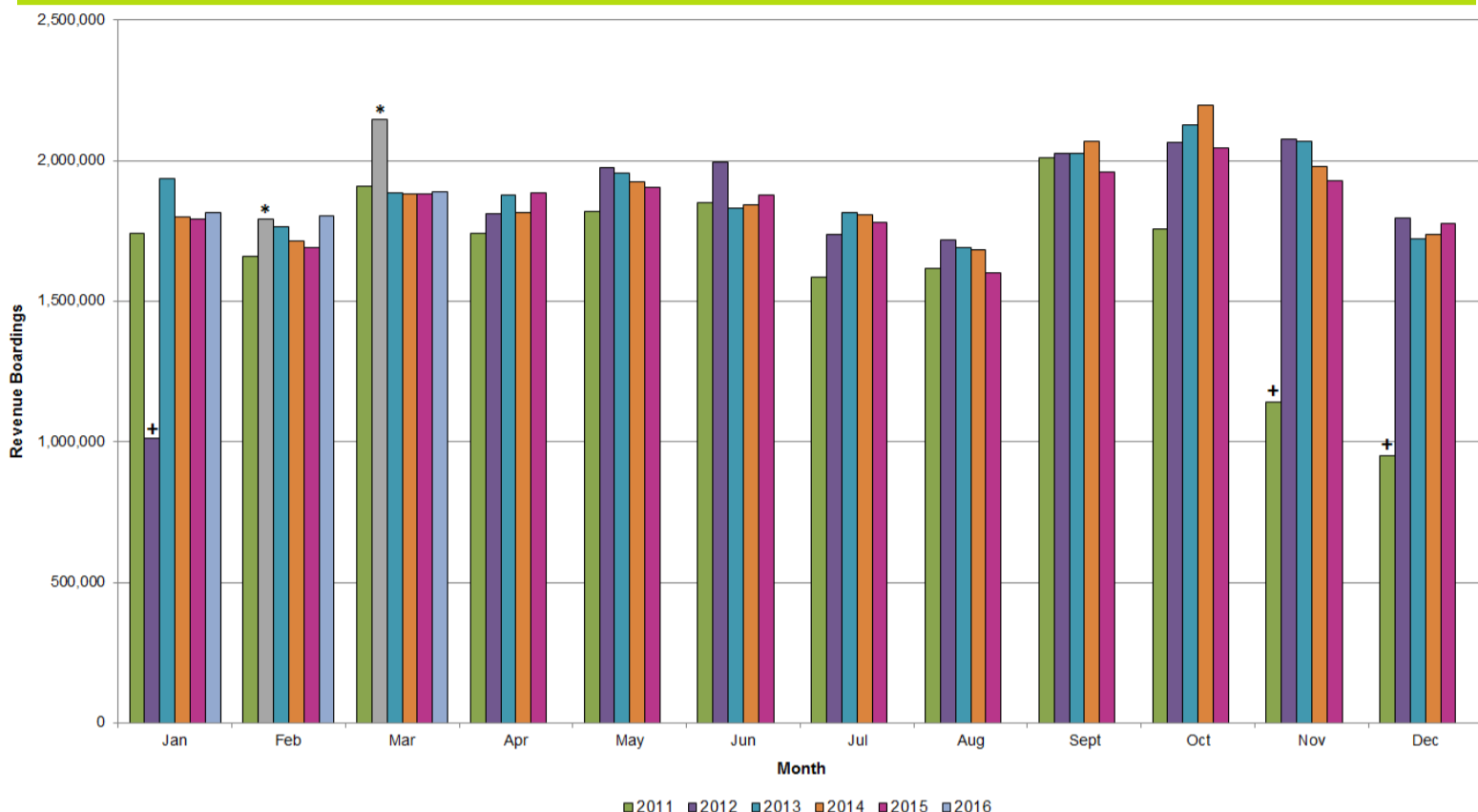
^[4] Fuel Price Data. (2015). *Ministry of Energy*. Retrieved from <http://www.energy.gov.on.ca/en/fuel-prices/?fuel=REG&yr=2015>. Retrieved date: April 11, 2016

^[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: April 11, 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				
May	1,905,222				
June	1,876,360				
July	1,781,847				
August	1,601,681				
September	1,960,243				
October	2,043,959				
November	1,928,675				
December	1,776,243				
YTD Total	22,123,965	5,510,813			



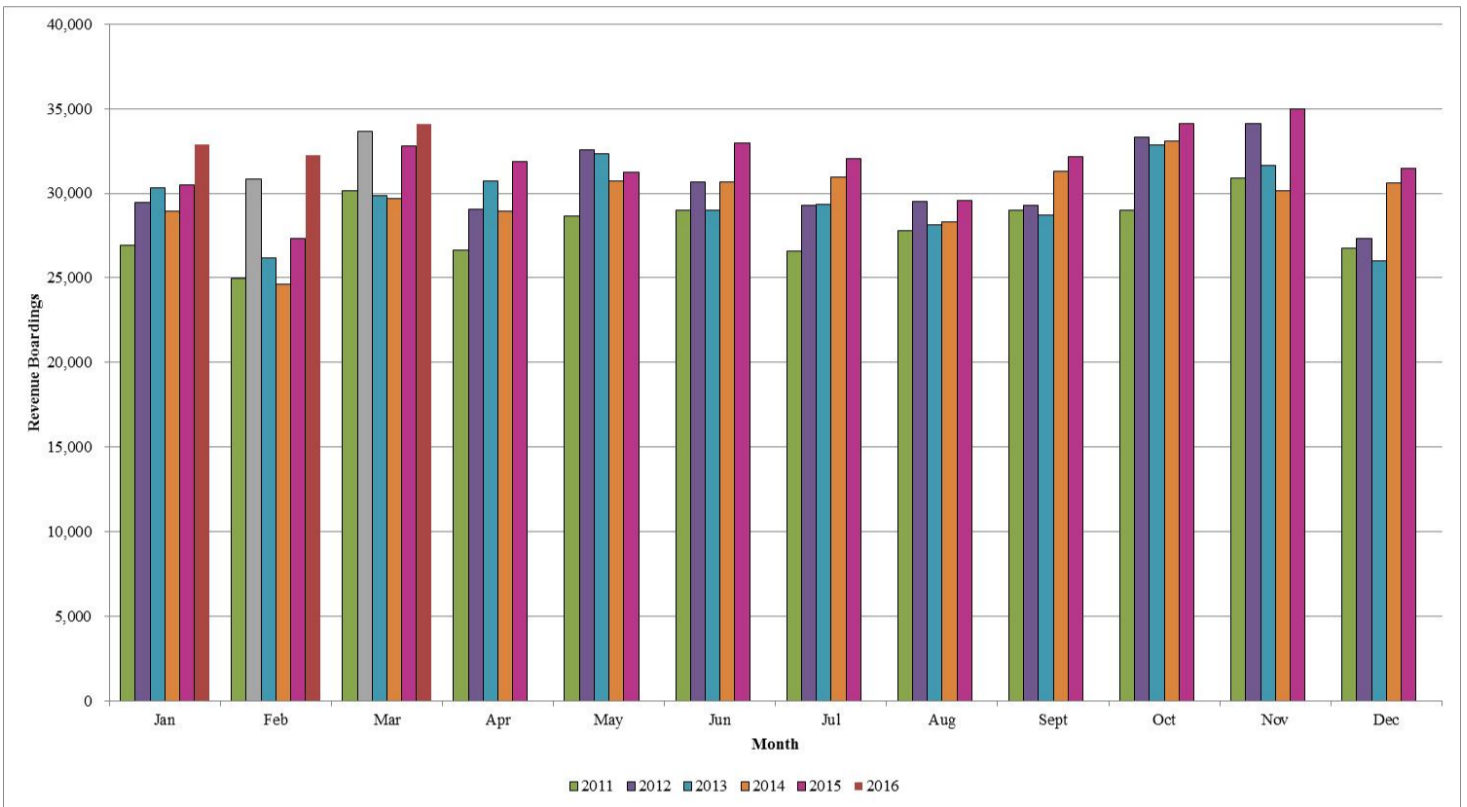
YORK
REGION
TRANSIT

VIVA

YRT/Viva

2016 Ridership Summary

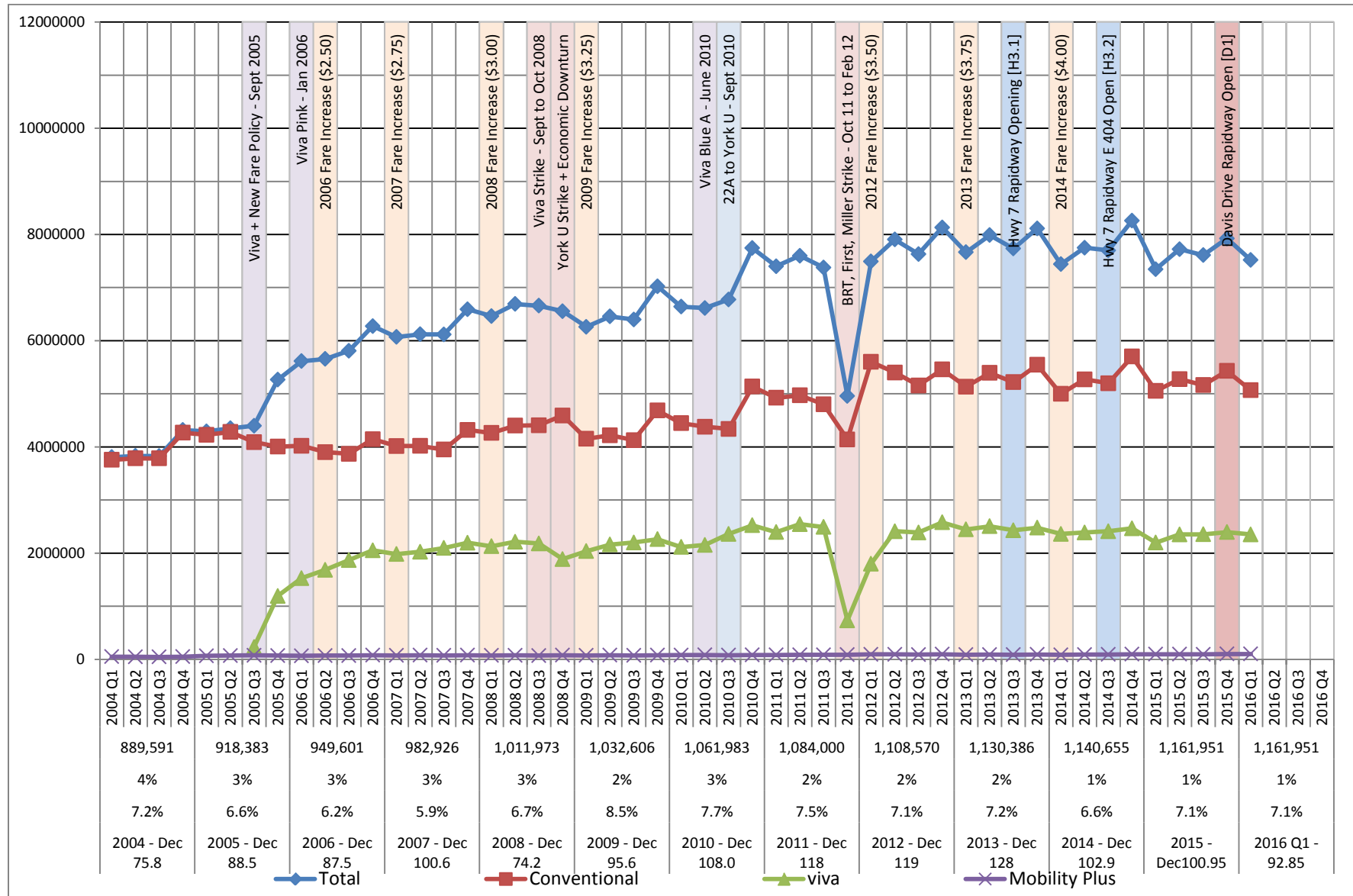
Specialized Services – Mobility Plus



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				
May	31,263				
June	32,954				
July	32,034				
August	29,563				
September	32,187				
October	34,122				
November	34,970				
December	31,482				
YTD Total	381,088	99,188			

Total Boardings by Quarter

2004 - Present

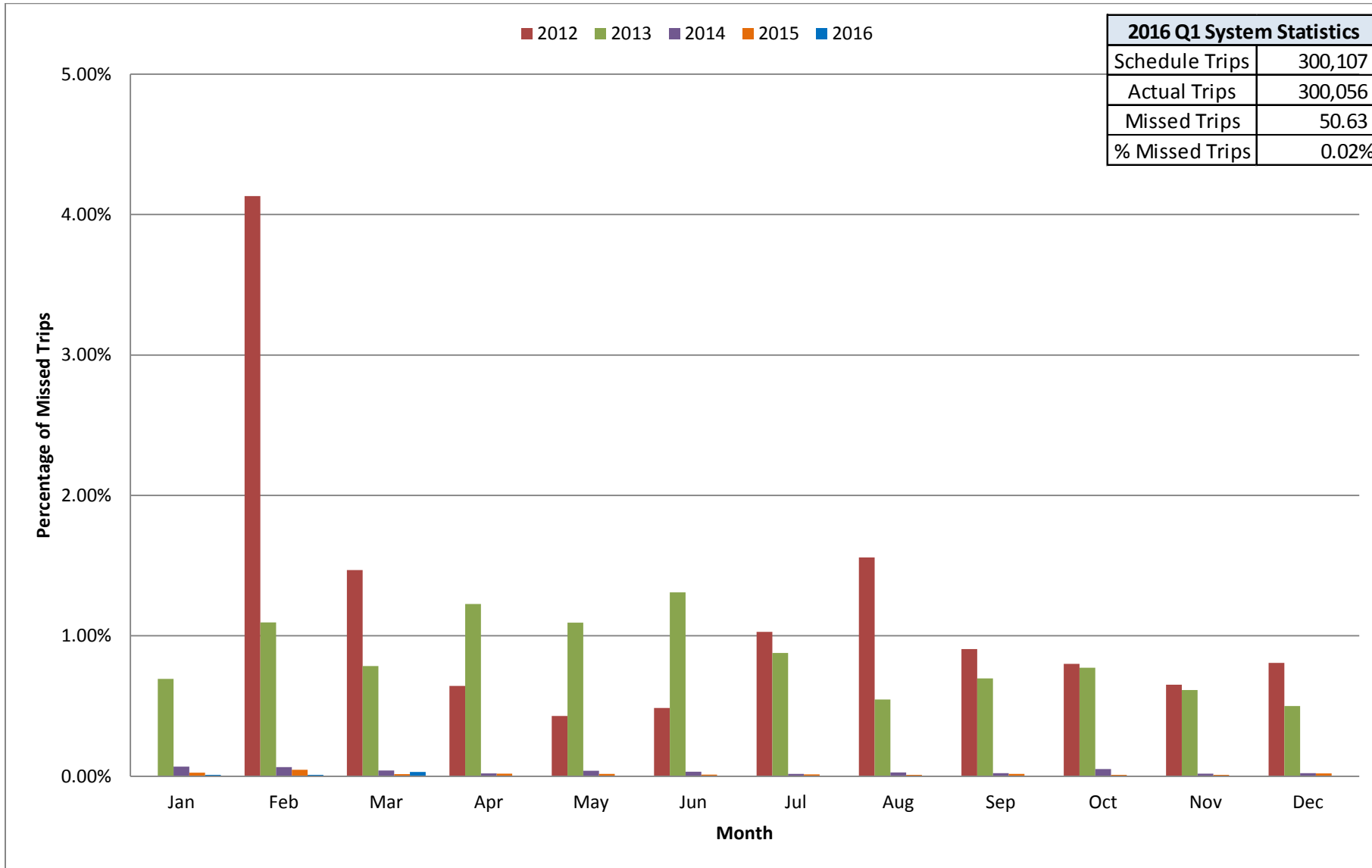


Notes:

- 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 - 2016

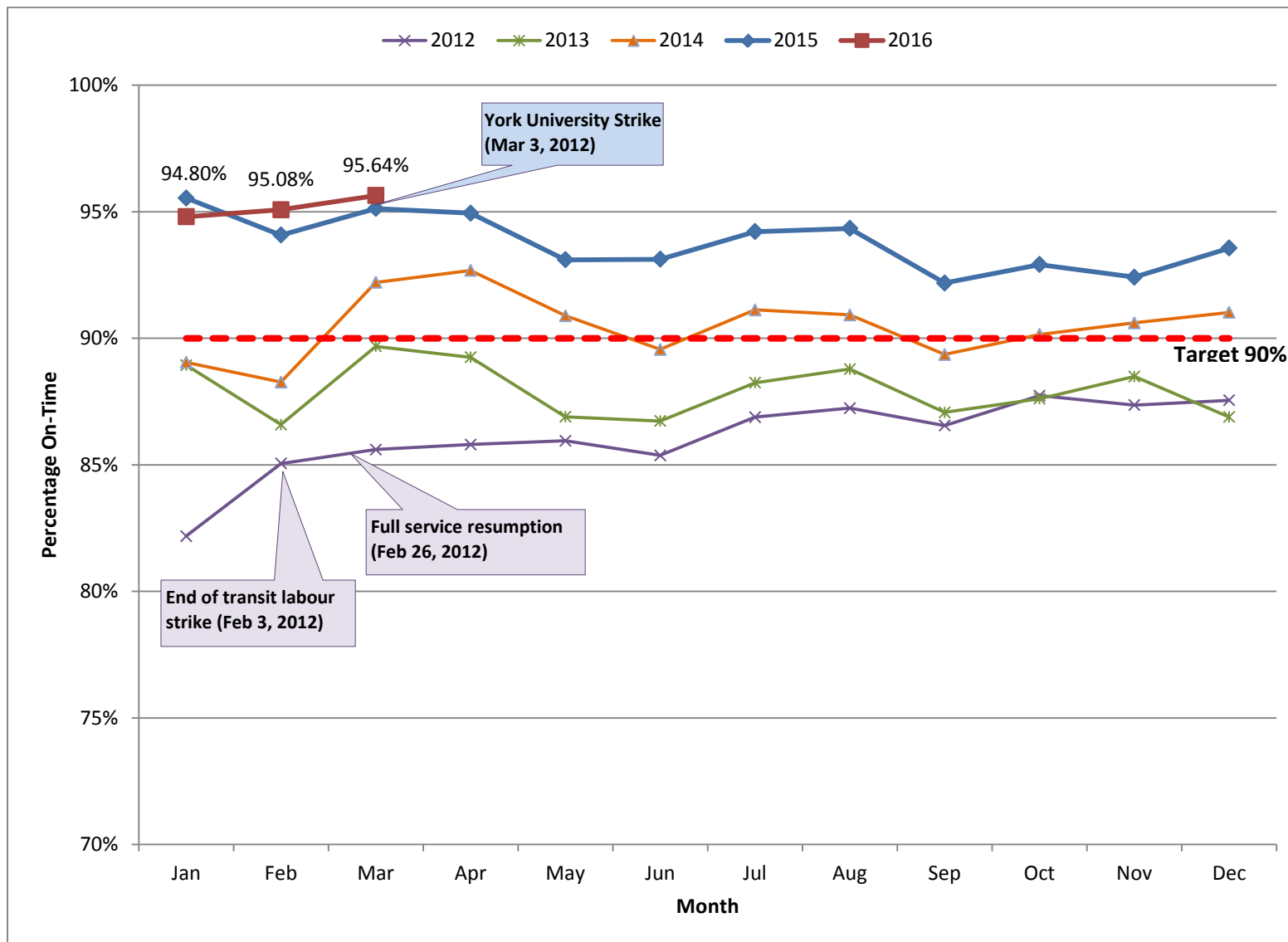


Notes:

- 2014, 2015 miss trip logic updated to missed service to reflect more accurate statistics

On-Time Performance Conventional – Trip Start

Conventional Transit Routes - 2012 to 2016

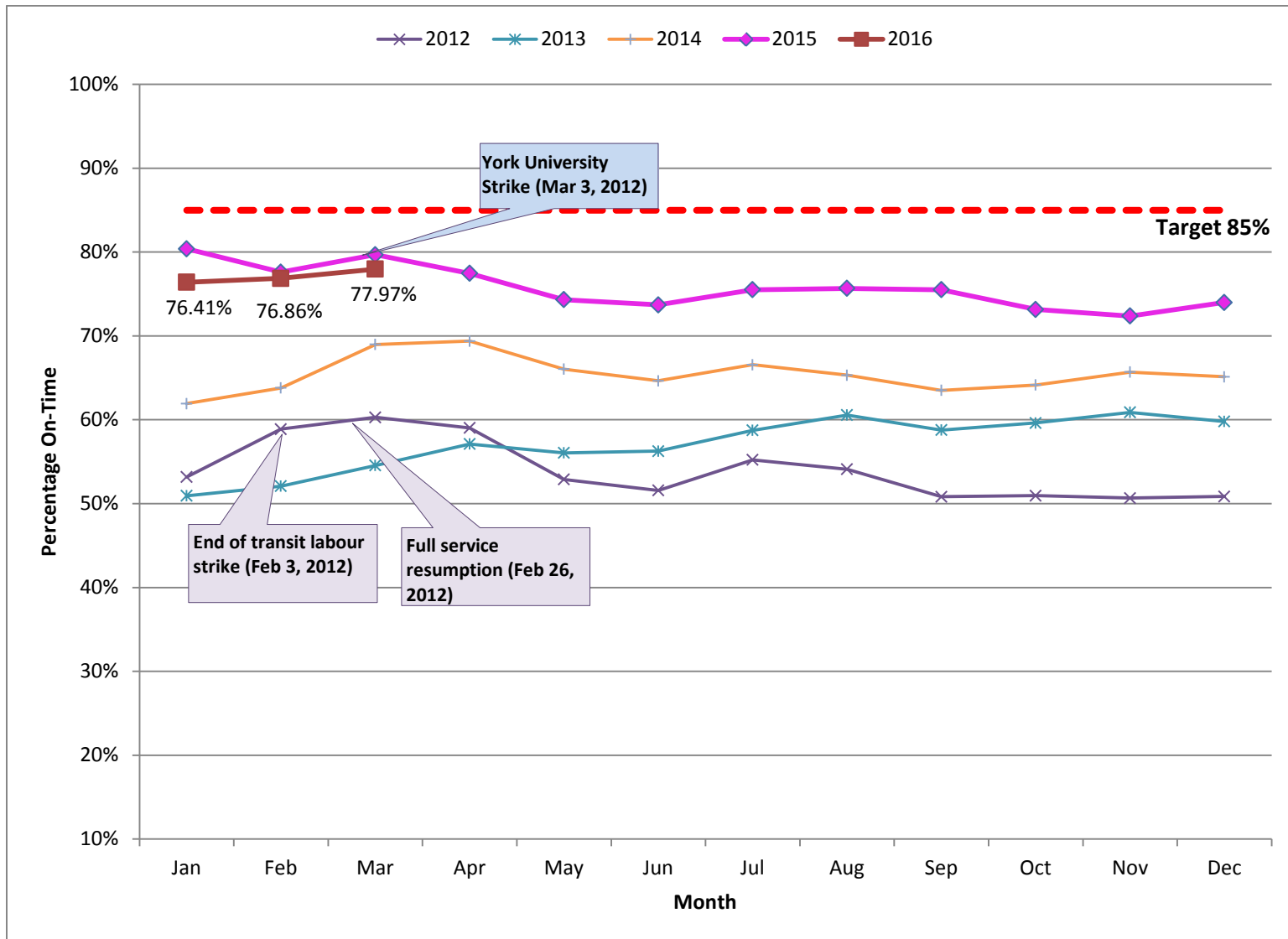


Notes:

- 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

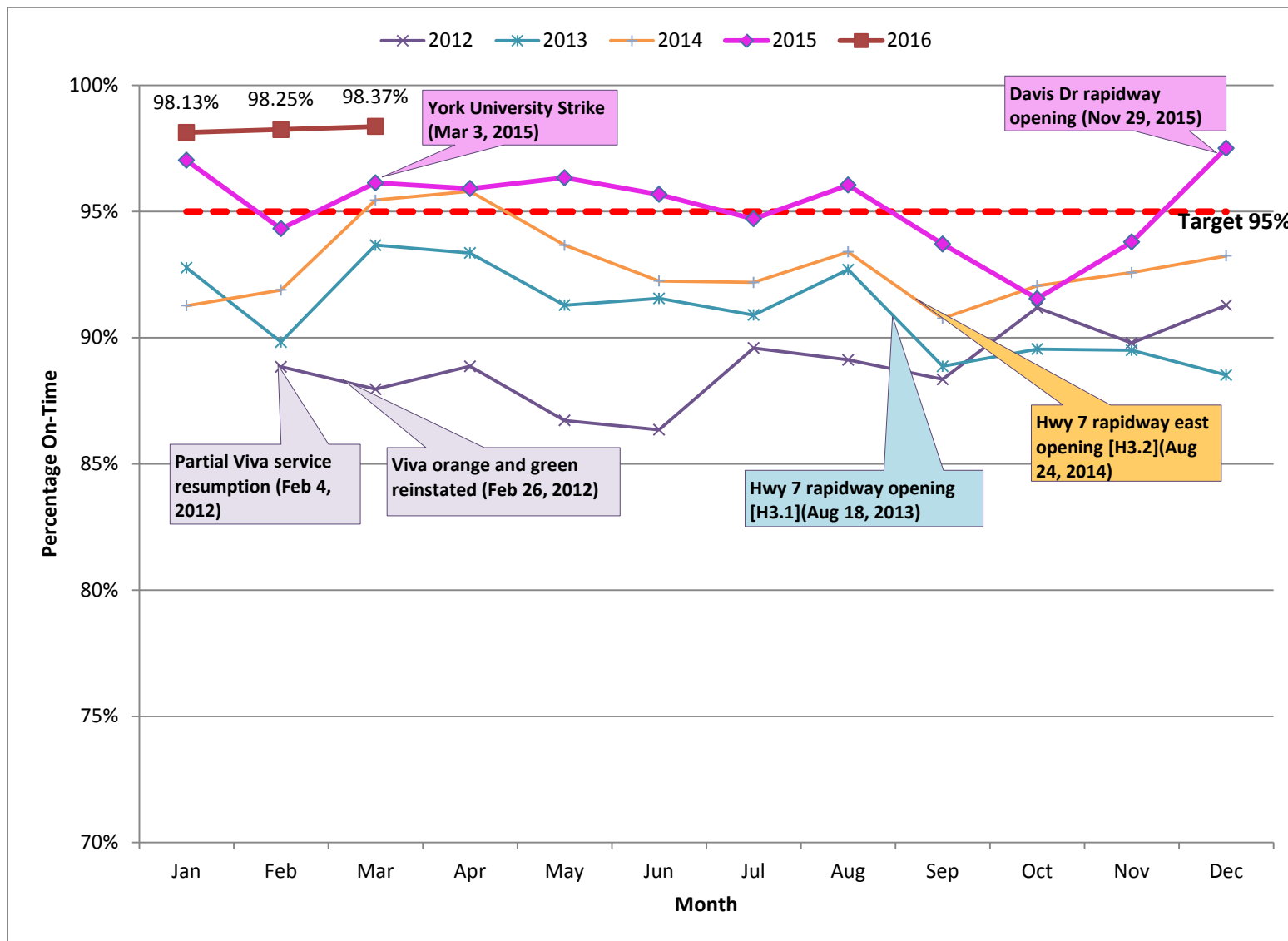


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On-Time Performance York BRT (Viva) – Trip Start

Rapid Transit Routes - 2012 to 2016

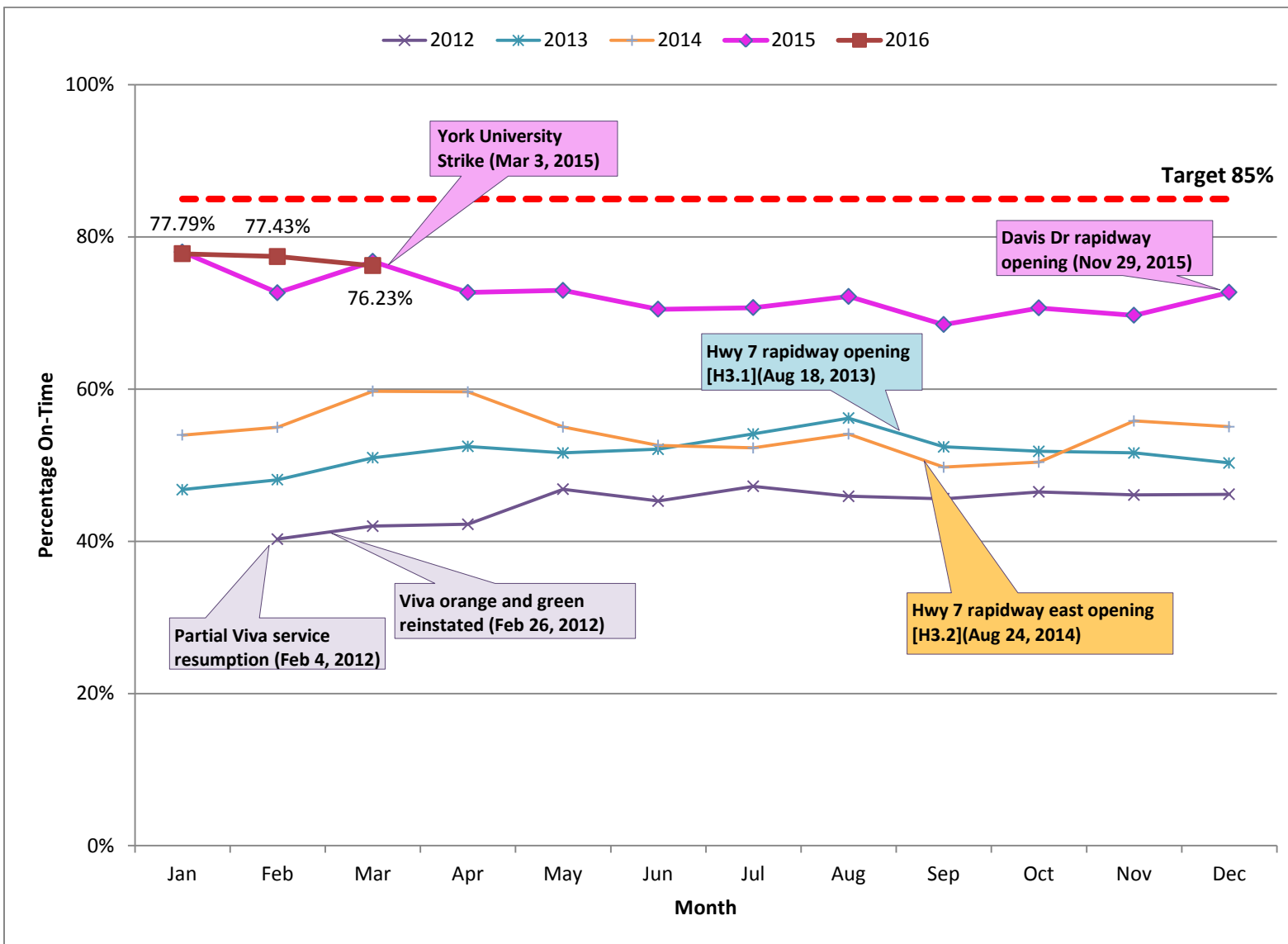


Notes:

- 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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