

## **Memorandum**

TO: Committee of the Whole  
FROM: Daniel Kostopoulos, Commissioner of Transportation Services  
DATE: May 7, 2015  
RE: **York Region Transit (YRT/Viva) Ridership Statistics – 2015 First Quarter**

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This memorandum provides an overview of YRT/Viva ridership statistics for the first quarter (Q1) of 2015, representing the months of January to March 2015.

YRT/Viva's Q1 2015 revenue ridership was 5.36 million, representing a decrease of approximately 37,600 revenue riders, or a decrease of 0.7 per cent compared to Q1 2014.

There were 62 weekdays, 13 Saturdays and 15 Sundays/Holidays in both Q1 2015 and Q1 2014.

During Q1 2015, the average price of gasoline decreased from \$1.29 per litre to \$0.99 per litre compared to Q1 2014, representing a decrease of \$0.30 per litre, or a decrease of 23.3 per cent.

York University teaching assistants and graduate assistants were on strike from March 3, 2015 to March 31, 2015. Classes at York University were cancelled at the onset of the strike, with select courses resuming on March 11, 17, and 23, 2015, and the remaining classes resuming April 1, 2015.

### **Weather**

Total precipitation in Q1 2014<sup>[2]</sup> was 146.6 millimetres, compared to 83.1 millimetres in Q1 2015<sup>[2]</sup>. The average temperature was -7.7 degrees Celsius in Q1 2014<sup>[1]</sup> and -7.78 degrees Celsius in Q1 2015<sup>[1]</sup>.

### **Employment**

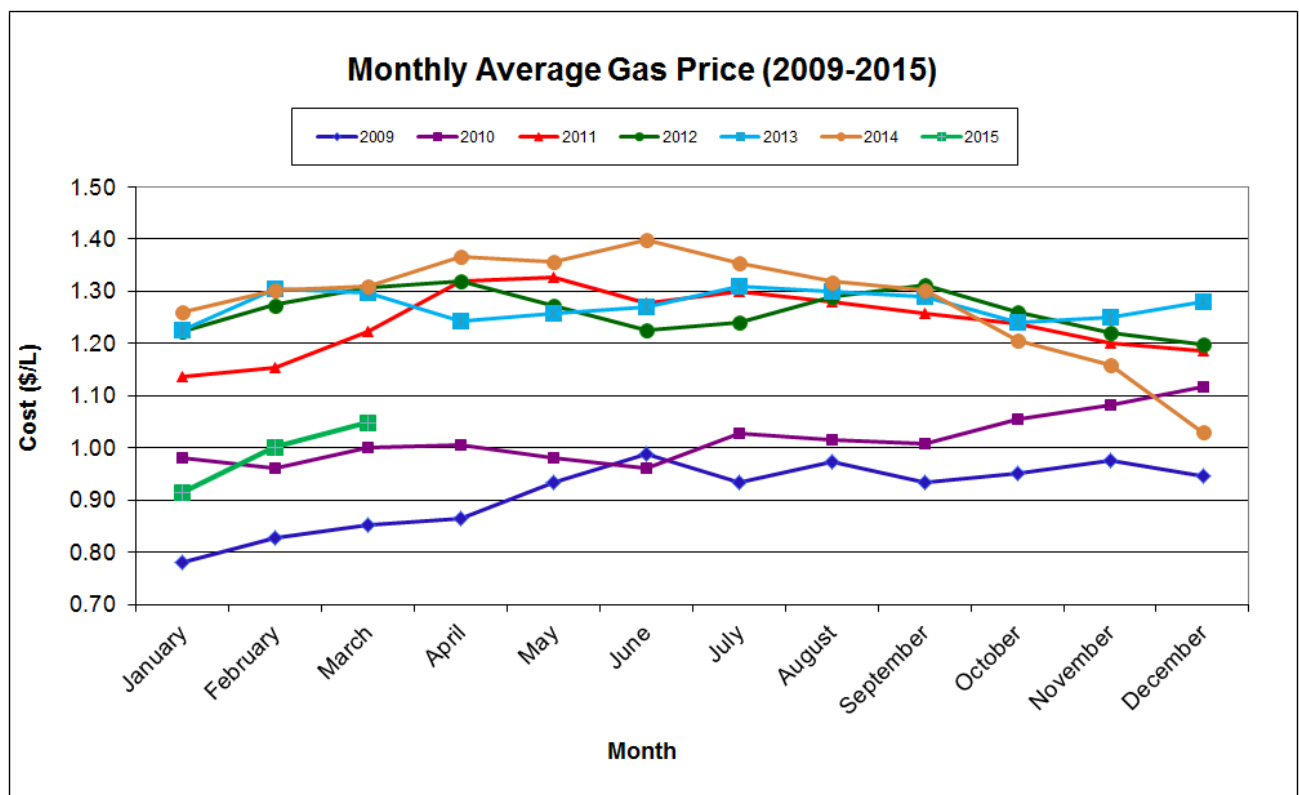
The national unemployment rate in Q1 2015 saw a decrease compared to Q1 2014. The national unemployment rate in January 2015<sup>[2]</sup> was 6.6 per cent, down 0.4 per cent from 7.0 per cent in January 2014. In February 2015<sup>[2]</sup>, the national unemployment rate was 6.8 per cent, down 0.2 per cent from 7.0 per cent in 2014. In March 2015<sup>[2]</sup>, the national unemployment rate was 6.6 per cent, down 0.3 per cent from 6.9 per cent in March 2014.

York Region is located within the Employment Insurance Economic Region of Toronto (Economic Region of Toronto), which recorded an unemployment rate of 7.8 per cent in January 2015<sup>[3]</sup>, a decrease of 0.6 per cent as compared to 8.4 per cent in January 2014. In February 2015<sup>[3]</sup>, the Economic Region of Toronto recorded an unemployment rate of 7.8 per cent, a decrease of 0.5 per cent as compared to 8.3 per cent in February 2014. Finally, in March 2015<sup>[3]</sup>, the Economic Region of Toronto recorded an unemployment rate of 7.5 per cent, a decrease of 0.8 per cent compared to 8.3 per cent in March 2014.

**Gas Prices**

Average gasoline prices decreased from \$1.29 per litre in Q1 2014<sup>[4]</sup> to \$0.99 per litre in Q1 2015<sup>[5]</sup>, a decrease of \$0.30 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 2015**



**Mobility Plus**

Mobility Plus ridership increased 8.9 per cent from 83,254 riders in Q1 2014 to 90,651 in Q1 2015, resulting in 7,397 additional rides. The increase in rides was due to additional ridership being accommodated in the midday and evening hours, additional day program trips, and fewer adverse weather days in Q1 2015.

## **Conclusion**

YRT/Viva will continue assessing ridership trends while making schedule adjustments to address customer concerns. Ridership statistics will continue to be reported to Committee and Council on a quarterly basis.

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Daniel Kostopoulos, P.Eng  
Commissioner of Transportation Services

Notes:

<sup>[1]</sup> Historical Climate Data, Toronto Buttonville Airport, Ontario. Retrieved from <http://climate.weather.gc.ca/>. Retrieved date April 13, 2015.

<sup>[2]</sup> Labour Force Survey. January 2015, February 2015, March 2015, Statistics Canada. Retrieved from <http://www.statcan.gc.ca/subjects-sujets/labour-travail/lfs-epa/lfs-epa-eng.htm>. Retrieved date: April 10, 2015

<sup>[3]</sup> 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=2014#data>. Retrieved date: April 10, 2015

<sup>[4]</sup> Fuel Price Data. (2013). *Ministry of Energy*. Retrieved from <http://www.energy.gov.on.ca/en/fuel-prices/fuel-price-data/?fuel=req&yr=2013>. Retrieved date: April 10, 2015

<sup>[5]</sup> Fuel Price Data. (2014). *Ministry of Energy*. Retrieved from <http://www.energy.gov.on.ca/en/fuel-prices/fuel-price-data/?fuel=req&yr=2014>. Retrieved date: April 10, 2015

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YORK REGION TRANSIT / VIVA - MONTHLY RIDERSHIP SUMMARY (Actual)

March 2015

rev. 13Apr2015

Mar-15	22 weekdays, 4 Saturdays, 5 Sunday/Holidays
Mar-14	21 weekdays, 5 Saturdays, 5 Sunday/Holidays

	YRT Route #	Route Name	2014			TOTAL BOARDINGS (MONTH)			TOTAL BOARDINGS (YEAR TO DATE)			2015			Notes
			Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	2014	2015	Percentage ('15 vs '14)	2014	2015	Percentage ('15 vs '14)	Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	
Markham, Stouffville	1 <sup>[1]</sup>	Highway 7	1,747	613	333	41,556	39,792	-4.2%	112,348	106,031	-5.6%	1,559	864	384	Rapidway opening (Bayview to Cedarland); Ridership migration to Viva purple/pink
	2 <sup>[1]</sup>	Milliken	1,854	802	422	45,286	49,001	8.2%	134,723	137,763	2.3%	1,947	908	470	General corridor growth
	3 <sup>[1]</sup>	Thornhill	1,943	372	538	45,850	33,419	-27.1%	115,996	103,937	-10.4%	1,338	450	406	York University strike; Weekday frequency reduction January 2015
	8	Kennedy	1,354	593	368	33,379	34,870	4.5%	94,512	95,549	1.1%	1,366	630	439	Stable ridership
	9 <sup>[1]</sup>	Ninth Line	310	-	-	6,557	6,140	-6.4%	17,597	17,302	-1.7%	278	-	-	Decreased employment travel
	14	14th Avenue	637	-	-	13,419	15,017	11.9%	36,446	40,517	11.2%	681	-	-	Route restructured June 30, 2013; Increased student travel
	15	Stouffville	8	2	4	199	708	255.8%	234	2,056	778.6%	29	7	8	New route implemented February 23, 2014
	16	16th Ave	1,304	839	484	34,117	39,038	14.4%	96,466	103,985	7.8%	1,460	949	604	Route implemented June 30, 2013; General corridor growth
	18	Bur Oak	755	92	-	16,369	19,474	19.0%	50,841	58,990	16.0%	865	102	-	Increased demand to/from Bur Oak Secondary School
	25	Major Mackenzie	541	-	-	11,403	13,328	16.9%	35,032	36,681	4.7%	604	-	-	Route implemented June 30, 2013; General corridor growth
	40	Unionville Local	496	127	85	11,548	12,136	5.1%	34,714	34,705	0.0%	508	126	82	Stable ridership
	41	Markham Local	243	72	41	5,714	6,144	7.5%	17,435	17,043	-2.2%	256	68	44	Stable ridership
	42	Berczy	122	-	-	2,569	1,676	-34.8%	8,415	5,174	-38.5%	76	-	-	Ridership migration to Route 204
	45	Mingay	75	-	-	1,582	1,941	22.7%	4,717	5,761	22.1%	88	-	-	General growth
	201	Markham GO Shuttle	87	-	-	1,828	2,291	25.3%	5,557	6,121	10.1%	104	-	-	General growth
	202	Unionville GO Shuttle	139	-	-	2,923	3,126	6.9%	8,864	8,649	-2.4%	142	-	-	Stable ridership
	203	Milliken GO Shuttle	64	-	-	1,353	1,236	-8.6%	3,866	3,402	-12.0%	56	-	-	Decreased travel to GO train station
	204	Berczy GO Shuttle	-	-	-	-	838	-	-	2,453	-	38	-	-	New route implemented August 30, 2014; Ridership migration from Route 42
	300 <sup>[1]</sup>	Business Express	385	-	-	8,135	8,393	3.2%	23,791	22,848	-4.0%	380	-	-	Stable ridership
	301 <sup>[1]</sup>	Markham Express	187	-	-	3,945	3,823	-3.1%	11,646	10,751	-7.7%	173	-	-	Decreased employment travel
	302 <sup>[1]</sup>	Unionville Express	212	-	-	4,476	4,648	3.8%	13,537	12,801	-5.4%	211	-	-	Stable ridership
	303 <sup>[1]</sup>	Bur Oak Express	451	-	-	9,508	10,077	6.0%	28,401	27,967	-1.5%	457	-	-	Stable ridership
	304 <sup>[1]</sup>	Mount Joy Express	290	-	-	6,106	7,109	16.4%	17,880	19,235	7.6%	322	-	-	General growth
	522	Markham Community Bus	80	84	-	2,109	1,966	-6.8%	5,328	5,652	6.1%	79	55	-	Stable ridership
	TTC	Markham Total	13,284	3,596	2,275	309,931	316,191	2.0%	878,346	885,373	0.8%	13,017	4,159	2,437	
	TTC 17A <sup>[1]</sup>	Birchmount	175	-	-	3,675	3,608	-1.8%	10,850	10,168	-6.3%	164	-	-	Stable ridership
TTC 24D, 224B/C/D <sup>[1]</sup>	Vic Park North (Woodbine)	1,123	86	49	24,265	25,828	6.4%	71,643	72,722	1.5%	1,140	104	66	Stable ridership	
TTC 68B <sup>[1]</sup>	Warden North	1,018	347	253	24,378	24,718	1.4%	71,422	70,659	-1.1%	981	429	284	Stable ridership	
TTC 102D <sup>[1]</sup>	Markham Rd	1,156	408	362	28,126	29,371	4.4%	82,406	83,976	1.9%	1,173	555	269	Stable ridership	
TTC 129A <sup>[1]</sup>	McCowan North	2,733	1,396	1,012	69,433	68,613	-1.2%	202,774	196,748	-3.0%	2,634	1,445	977	Stable ridership	
	TTC (Markham) Total	6,205	2,237	1,676	149,877	152,138	1.5%	439,095	434,273	-1.1%	6,092	2,533	1,596		
	Markham & TTC Total	19,489	5,833	3,951	459,808	468,329	1.9%	1,317,441	1,319,646	0.2%	19,109	6,692	4,033		
Vaughan, King	4/4A <sup>[1]</sup>	Major Mackenzie	3,218	1,618	1,081	82,126	85,569	4.2%	220,397	227,763	3.3%	3,240	1,890	1,286	Stable ridership
	5 <sup>[1]</sup>	Clark	1,510	347	-	33,918	36,878	8.7%	100,945	105,195	4.2%	1,582	493	-	Stable ridership
	7 <sup>[1]</sup>	Martin Grove	998	200	-	22,632	21,975	-2.9%	63,100	58,554	-7.2%	969	125	-	Frequency widened during the AM and PM weekday rush hour and midday periods in November 2014; decreased travel to Humber College
	10 <sup>[1]</sup>	Woodbridge	450	96	73	10,403	6,894	-33.7%	26,600	22,720	-14.6%	308	6	11	York University strike; Saturday and Sunday ridership migration to TTC 165-Weston Road North
	12	Pine Valley	472	159	-	11,093	12,218	10.1%	28,841	29,981	4.0%	520	169	-	Increased travel to Vaughan Mills Mall
	13	Islington	473	121	-	10,948	11,003	0.5%	29,526	30,770	4.2%	475	118	-	Stable ridership
	20/20A <sup>[1]</sup>	Jane	3,260	1,395	1,164	82,882	83,439	0.7%	222,164	226,567	2.0%	3,123	1,674	1,488	Route 20A implemented September 2014; frequency reduction January 2015; York University strike
	21	Vellore Local	156	-	-	3,323	4,648	39.9%	10,425	13,481	29.3%	210	-	-	Tommy Douglas Secondary School opened February 3, 2015
	22/22A <sup>[1]</sup>	King City	1,851	79	-	39,458	34,010	-13.8%	110,441	113,123	2.4%	1,525	75	-	York University strike
	23 <sup>[1]</sup>	Thornhill Woods	797	-	-	17,011	14,525	-14.6%	47,341	40,094	-15.3%	658	-	-	Midday and evening service discontinued between Promenade Mall and Finch GO Bus Terminal April 20, 2014; Ridership migration to Route 88
	26	Maple Local	505	92	73	11,643	12,294	5.6%	31,359	34,213	9.1%	518	111	82	Stable ridership
	28	Huntington	34	-	-	721	1,108	53.7%	2,940	3,140	6.8%	50	-	-	Route restructured July 2014; service extended to Huntington Road area
	61	King Local	13	-	-	283	177	-37.5%	798	639	-19.9%	8	-	-	Decreased travel to GO train station
	77/77A <sup>[1]</sup>	Highway 7	4,282	1,756	885	104,671	122,432	17.0%	297,360	332,044	11.7%	4,913	1,983	1,172	Route travels through vivaNext construction zone; Route 77A branch service introduced on July 14, 2014
	99 (incl. 98E, 98/99) <sup>[1]</sup>	Yonge	2,325	812	1,514	61,055	53,274	-12.7%	166,299	145,586	-12.5%	1,886	1,238	1,331	Weekday frequency reduction January 2015
	360 <sup>[1]</sup>	Vaughan Express	271	-	-	5,854	6,197	5.9%	16,157	16,283	0.8%	278	-	-	Stable ridership
	760 <sup>[1]</sup>	Vaughan Mills/Wonderland	-	-	-	-	-	-	1,053	1,042	-1.0%	-	-	-	Seasonal service suspended January 4, 2015 and will resume in May, 2015
	TTC	Vaughan Total	20,615	6,675	4,790	498,021	506,641	1.7%	1,375,746	1,401,195	1.8%	20,263	7,882	5,370	
	TTC 35D <sup>[1]</sup>	Jane	1,019	-	-	21,399	21,626	1.1%	63,178	60,946	-3.5%	983	-	-	Ridership migration to Route 20
TTC 105/105-B <sup>[1]</sup>	Dufferin North	2,209	738	767	53,914	52,079	-3.4%	158,057	148,733	-5.9%	2,075	796	649	General decrease; York University strike	
TTC 107B/C/D <sup>[1]</sup>	Keele North	2,955	710	399	67,600	63,650	-5.8%	198,425	181,327	-8.6%	2,619	853	524	Ridership migration to Route 22/22A; York University strike	
TTC 160 <sup>[1]</sup>	Bathurst North	729	340	273	18,374	18,091	-1.5%	53,713	51,889	-3.4%	694	392	251	Stable ridership	
TTC 165D/F <sup>[1]</sup>	Weston Road North	1,989	1,012	683	50,244	47,125	-6.2%	146,719	135,235	-7.8%	1,815	1,120	543	York University strike	
	TTC (Vaughan) Total	8,901	2,800	2,122	211,531	202,571	-4.2%	620,092	578,130	-6.8%	8,186	3,161	1,967		
	Vaughan & TTC Total	29,516	9,475	6,912	709,552	709,212	0.0%	1,995,838	1,979,325	-0.8%	28,449	11,043	7,337		

\* Route crosses municipal boundaries.

	YRT Route #	Route Name	2014			TOTAL BOARDINGS (MONTH)			TOTAL BOARDINGS (YEAR TO DATE)			2015			
			Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	2014	2015	Percentage ('15 vs '14)	2014	2015	Percentage ('15 vs '14)	Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	
Richmond Hill	80	Elgin Mills	555	179	138	13,283	12,767	-3.9%	36,406	35,957	-1.2%	517	192	117	Implemented June 30, 2013 due to Route 90-Leslie restructuring; Stable ridership
	81	Inspiration	190	-	-	3,996	4,543	13.7%	12,785	13,327	4.2%	206	-	-	General growth
	82	Valleymede	329	-	-	6,923	7,687	11.0%	20,756	23,012	10.9%	349	-	-	General growth
	83/83A	Trench	876	-	-	18,424	20,281	10.1%	58,147	63,505	9.2%	920	-	-	General growth: late evening service discontinued April 2014
	84	Oak Ridges	178	19	-	3,843	3,433	-10.7%	12,192	11,180	-8.3%	155	5	-	Rush hour frequency reduction implemented April 2014; Dial-a-Ride service converted to 60-minute on-request bookings effective Feb. 2, 2015
	85/85C <sup>[1]</sup>	Rutherford	3,272	1,793	1,004	83,916	85,380	1.7%	217,703	229,758	5.5%	3,327	1,746	956	Stable ridership
	86	Newkirk-Red Maple	937	258	0	21,019	22,277	6.0%	59,857	63,922	6.8%	961	276	-	General growth
	87 <sup>[1]</sup>	Autumn Hill	426	-	-	9,020	9,540	5.8%	26,032	30,910	18.7%	432	-	-	Stable ridership
	88/88A <sup>[1]</sup>	Bathurst	4,336	2,487	1,561	113,517	114,692	1.0%	305,473	327,850	7.3%	4,411	2,368	1,536	Stable ridership
	589/590	RH Community Bus	134	131	127	4,159	3,027	-27.2%	11,669	10,249	-12.2%	104	98	68	General decrease
	90/90B <sup>[1]</sup>	Leslie	2,936	799	470	68,211	74,736	9.6%	200,325	210,422	5.0%	3,102	908	521	General growth
	91/91A/91B/91E <sup>[1]</sup>	Bayview/Express	3,344	1,559	1,118	83,936	92,878	10.7%	259,156	261,693	1.0%	3,690	1,569	1,031	Frequency reduction January 2015
	240	Mill Pond GO Shuttle	113	-	-	2,376	2,115	-11.0%	7,341	6,655	-9.3%	96	-	-	Decreased travel to GO train station
	241	Bev. Acres GO Shuttle	63	-	-	1,325	1,232	-7.0%	4,201	3,917	-6.8%	56	-	-	Decreased travel to GO train station
	242	N. Richvale GO Shuttle	32	-	-	672	704	4.8%	2,024	1,989	-1.7%	32	-	-	Stable ridership
	243	Redstone GO Shuttle	181	-	-	3,810	3,500	-8.1%	11,615	10,318	-11.2%	159	-	-	Decreased travel to GO train station
244	Beaver Creek Shuttle	53	-	-	1,115	1,169	4.8%	3,013	3,257	8.1%	53	-	-	Stable ridership	
		<b>Richmond Hill Total</b>	<b>17,955</b>	<b>7,225</b>	<b>4,418</b>	<b>439,545</b>	<b>459,961</b>	<b>4.6%</b>	<b>1,248,695</b>	<b>1,307,921</b>	<b>4.7%</b>	<b>18,570</b>	<b>7,162</b>	<b>4,229</b>	
Aurora	31 <sup>[1]</sup>	Aurora North	90	-	-	1,892	1,942	2.6%	5,752	5,723	-0.5%	88	-	-	Stable ridership
	32	Aurora South	445	18	-	9,472	9,854	4.0%	28,780	30,225	5.0%	444	16	-	Stable ridership; Dial-a-Ride service converted to 60-minute on-request bookings effective Feb. 2, 2015
	33/33A	Wellington	483	119	-	10,774	11,370	5.5%	31,066	32,741	5.4%	489	146	-	33 branch restructured to operate via Don Hillock Dr. in June 2014; improved connections to St. Maximilian Kolbe H.S. implemented Nov 2014
		<b>Aurora Total</b>	<b>1,018</b>	<b>137</b>	<b>-</b>	<b>22,138</b>	<b>23,166</b>	<b>4.6%</b>	<b>65,598</b>	<b>68,689</b>	<b>4.7%</b>	<b>1,021</b>	<b>162</b>	<b>-</b>	
Newmarket, East Gwill., Georgina	44	Bristol	255	67	-	5,721	5,996	4.8%	17,074	17,962	5.2%	255	88	-	Stable ridership
	50/50B	Queensway	1,038	482	431	26,694	26,197	-1.9%	75,858	75,834	0.0%	970	608	413	Stable ridership; vivaNext construction occurring along Davis Drive
	51	Keswick Local	171	39	-	3,805	3,954	3.9%	11,757	12,040	2.4%	173	31	-	Stable ridership; route restructured Jan 2015
	52 <sup>[1]</sup>	Holland Landing	215	94	-	5,019	4,883	-2.7%	14,407	14,341	-0.5%	201	110	-	Stable ridership; construction on 2nd Concession between Green Lane and Mount Albert Road and related detour
	54 <sup>[1]</sup>	Bayview	389	104	-	8,753	7,701	-12.0%	24,753	22,645	-8.5%	327	121	-	Schedule adjustments and reduced midday frequency implemented Nov 2014
	55/55B	Davis Drive	972	511	330	24,760	23,936	-3.3%	70,157	69,927	-0.3%	945	461	240	Stable ridership; vivaNext construction occurring along Davis Drive; route travels through construction zone
	56	Gorham-Eagle	469	225	155	11,791	11,203	-5.0%	33,606	32,068	-4.6%	446	187	120	Stable ridership
	57/57A	Mulock	907	272	206	21,555	22,669	5.2%	60,176	64,413	7.0%	907	399	198	Stable ridership
	58 <sup>[1]</sup>	Mount Albert	112	-	-	2,383	2,466	3.5%	6,839	7,083	3.6%	110	8	-	Stable ridership; Saturday Dial-a-Ride service added April 2014
	98 <sup>[1]</sup>	Yonge	619	345	273	16,157	18,316	13.4%	49,855	51,305	2.9%	678	392	355	Stable ridership
	222 <sup>[1]</sup>	Aurora-Nwmkt GO Shuttle	56	-	-	1,179	1,257	6.6%	3,574	3,621	1.3%	57	-	-	Stable ridership
223	Newmarket GO Shuttle	18	-	-	379	397	4.7%	1,158	1,140	-1.6%	18	-	-	Stable ridership	
520/521	Newmarket Community Bus	83	23	16	1,947	1,989	2.2%	5,502	5,494	-0.1%	81	24	21	Stable ridership	
		<b>Newmarket Total</b>	<b>5,305</b>	<b>2,162</b>	<b>1,411</b>	<b>130,144</b>	<b>130,964</b>	<b>0.6%</b>	<b>374,717</b>	<b>377,873</b>	<b>0.8%</b>	<b>5,169</b>	<b>2,429</b>	<b>1,347</b>	
		<b>YRT SUB-TOTAL</b>	<b>73,283</b>	<b>24,832</b>	<b>16,692</b>	<b>1,761,187</b>	<b>1,791,632</b>	<b>1.7%</b>	<b>5,002,289</b>	<b>5,053,454</b>	<b>1.0%</b>	<b>72,317</b>	<b>27,488</b>	<b>16,946</b>	
Viva <sup>[2]</sup>	blue/blue 'A' <sup>[1]</sup>	Yonge Corridor	17,888	11,751	8,612	492,783	484,523	-1.7%	1,380,088	1,289,947	-6.5%	17,208	11,830	10,048	Frequency reduction January 2015
	purple <sup>[1]</sup>	Highway 7 Corridor	8,315	4,739	3,359	220,146	200,814	-8.8%	624,899	583,086	-6.7%	7,398	4,472	3,882	Construction Highway 7 West; York University strike
	pink <sup>[1]</sup>	Finch - Unionville	2,358	-	-	51,238	52,516	2.5%	150,712	148,667	-1.4%	2,383	-	-	Stable ridership
	orange (incl. Züm) <sup>[1]</sup>	Vaughan North-South Link	2,314	686	476	55,557	47,228	-15.0%	160,742	136,369	-15.2%	1,961	396	479	Service between Pine Valley Dr and Islington Ave discontinued during weekday evenings and on weekends effective April 2014
	green <sup>[1]</sup>	Markham North-South Link	673	-	-	14,839	13,607	-8.3%	43,391	38,251	-11.8%	618	-	-	General corridor decrease
		<b>Viva SUB-TOTAL</b>	<b>31,548</b>	<b>17,176</b>	<b>12,447</b>	<b>834,563</b>	<b>798,688</b>	<b>-4.3%</b>	<b>2,359,832</b>	<b>2,196,320</b>	<b>-6.9%</b>	<b>29,568</b>	<b>16,698</b>	<b>14,409</b>	

[1] Route crosses municipal boundaries.

[2] Viva ridership data adjustment is derived on a monthly basis, and compensates for temporary malfunctions of on-board automatic passenger counter (APC) equipment, and/or for drivers not logging onto Init APC system.

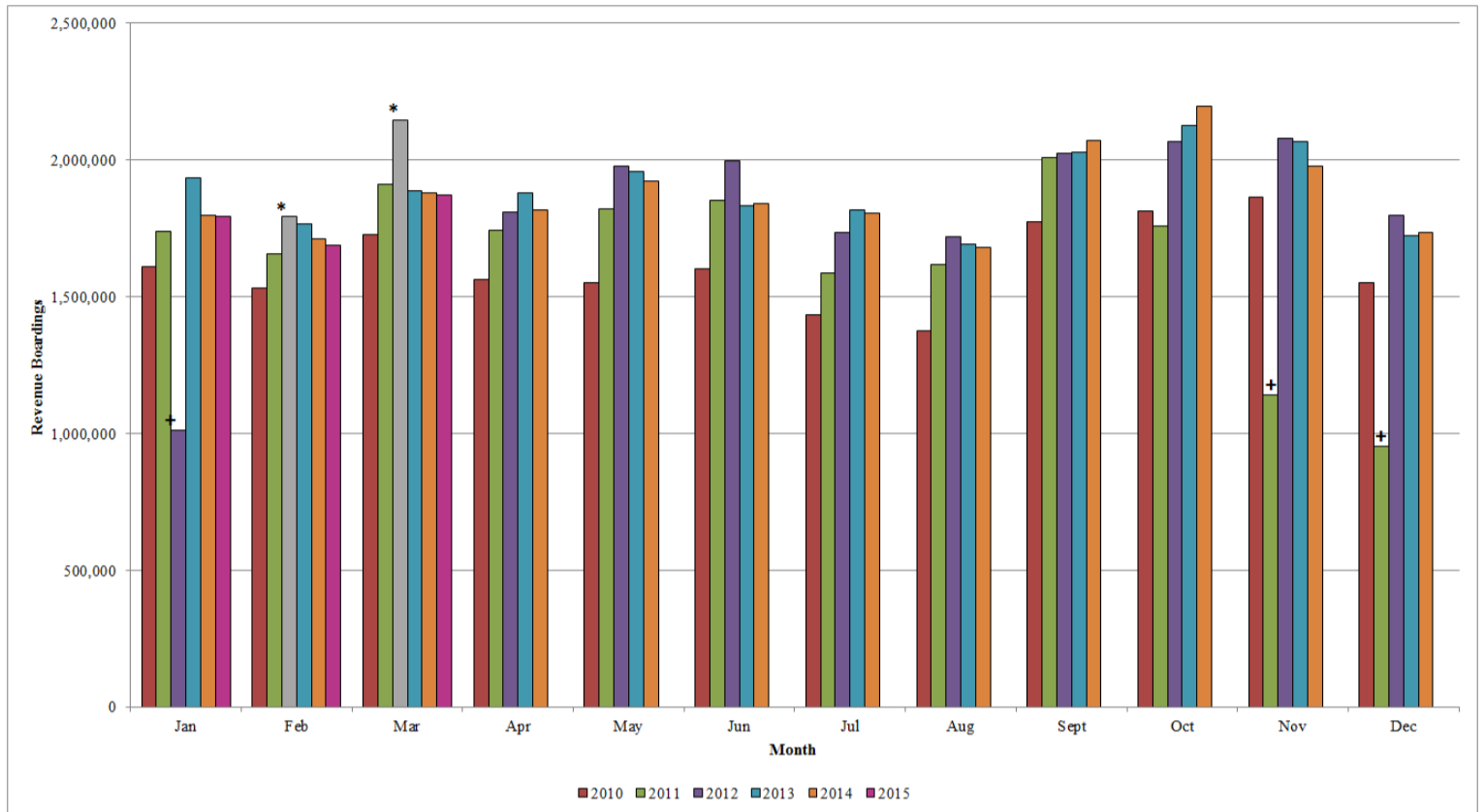
Tot. Boardings	YRT/VIVA SYSTEM TOTAL	104,831	42,008	29,139	2,595,750	2,590,320	-0.2%	7,362,121	7,249,774	-1.5%	101,885	44,186	31,355
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Rev. Boardings	YRT/VIVA SYSTEM TOTAL				1,880,873	1,872,652	-0.4%	5,392,941	5,355,316	-0.7%	73,657		
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# YRT/Viva

## 2015 Revenue Ridership Summary (Actual)

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



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

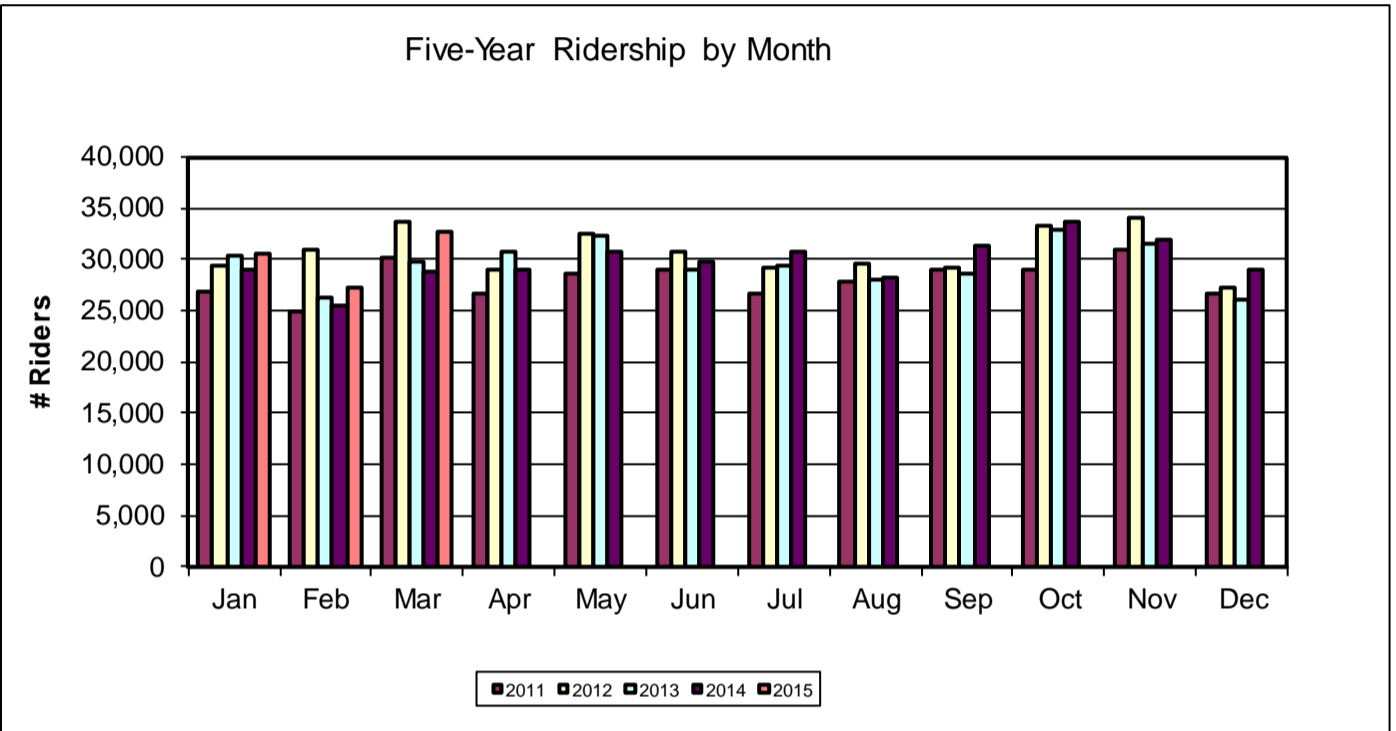
+ Monthly ridership numbers from November 2011 to January 2012 are based on Veolia Transportation, TTC, and Dial-a-Ride services, due to operator strike from October 24, 2011 to February 3, 2012.

Month	2014	2015	Monthly Change ['15 vs '14]	Year to Date (YTD) Change	Average Weekday Revenue Ridership 2015
January	1,799,396	1,792,864	- 0.4%	- 0.4%	73,700
February	1,712,672	1,689,800	-1.3%	-0.8%	77,211
March	1,880,873	1,872,652	-0.4%	-0.7%	73,657
April	1,815,289				
May	1,924,280				
June	1,842,496				
July	1,806,567				
August	1,681,947				
September	2,069,584				
October	2,198,013				
November	1,977,952				
December	1,736,428				
<b>YTD Total</b>	<b>22,445,497</b>	<b>5,355,316</b>			

# YRT/Viva

## 2015 Ridership Summary (Actual)

Specialized Services – Mobility Plus

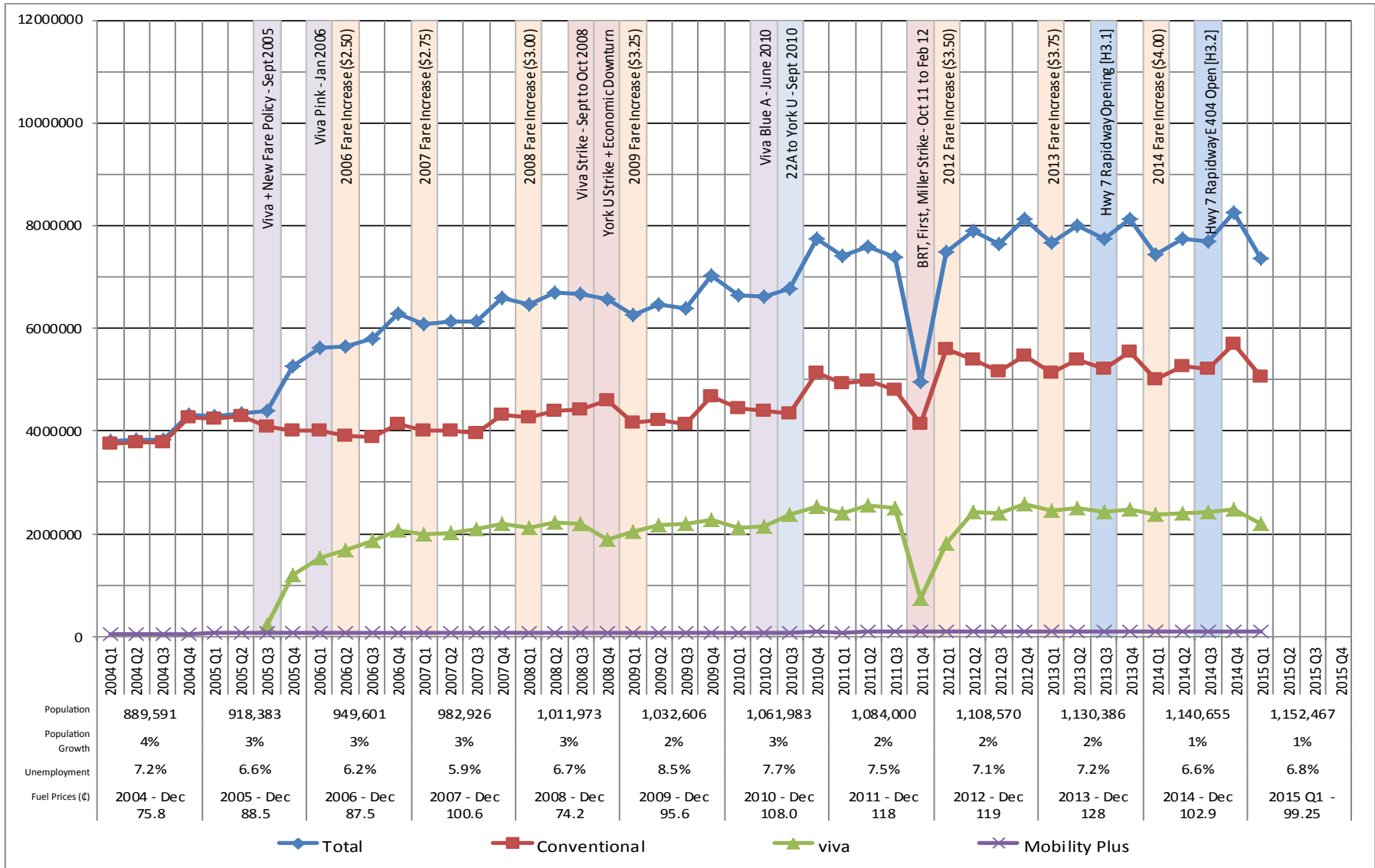


Month	2014 Ridership	2015 Ridership	Monthly Change ('15 vs. '14)	Year to Date (YTD) Change	Average Weekday Revenue Ridership 2015
January	28,972	30,516	5.3%	5.3%	1,278
February	25,419	27,332	7.5%	6.4%	1,300
March	28,863	32,803	13.7%	8.9%	1,345
April	28,915				
May	30,811				
June	29,859				
July	30,749				
August	28,316				
September	31,318				
October	33,679				
November	31,972				
December	29,036				

YTD	357,909	90,651			
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# Total Boardings by Quarter

2004 to Present



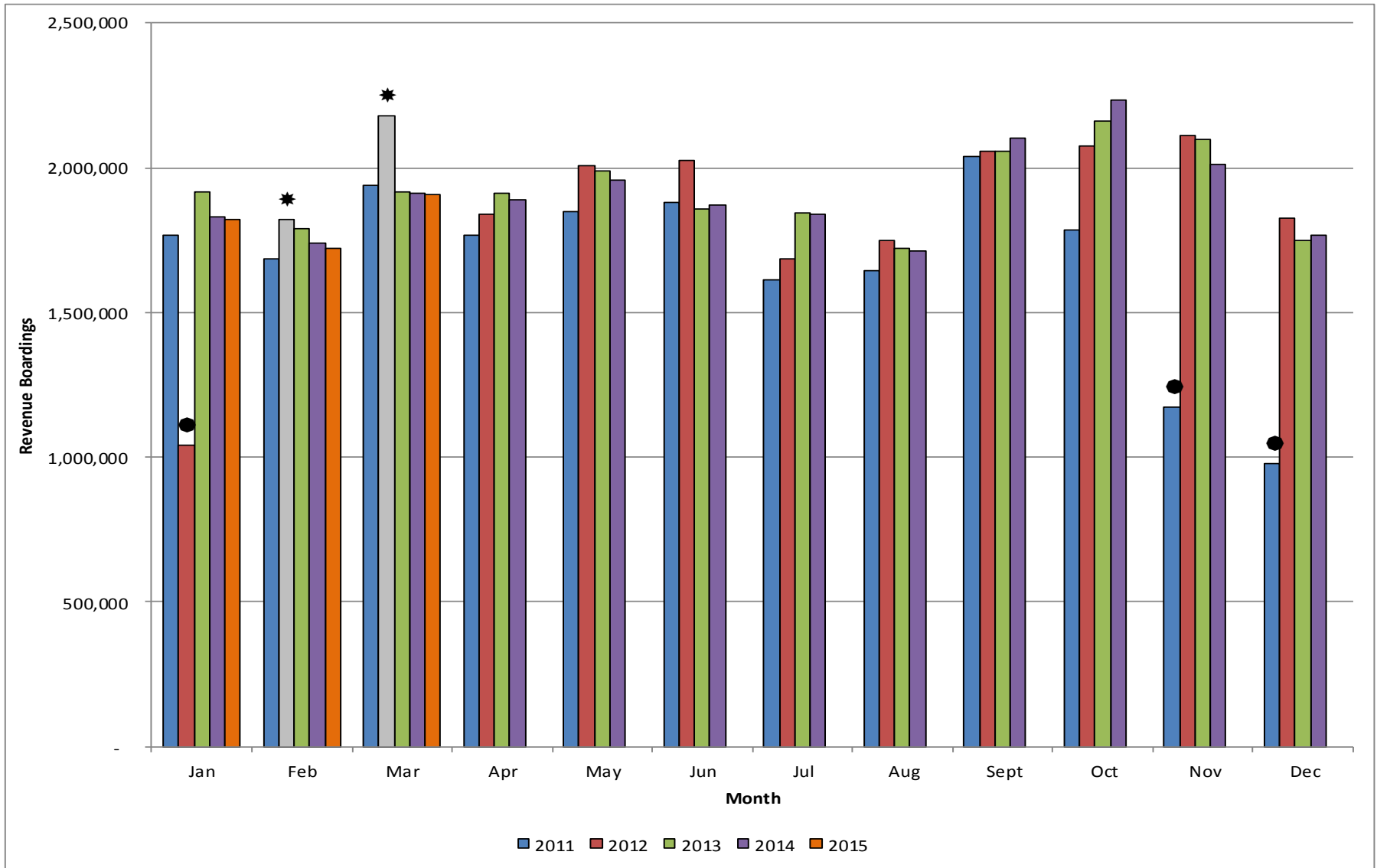
**Notes:**

- 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>)



# Revenue Boardings by Month

Rolling Five Year Count—2010 to 2015

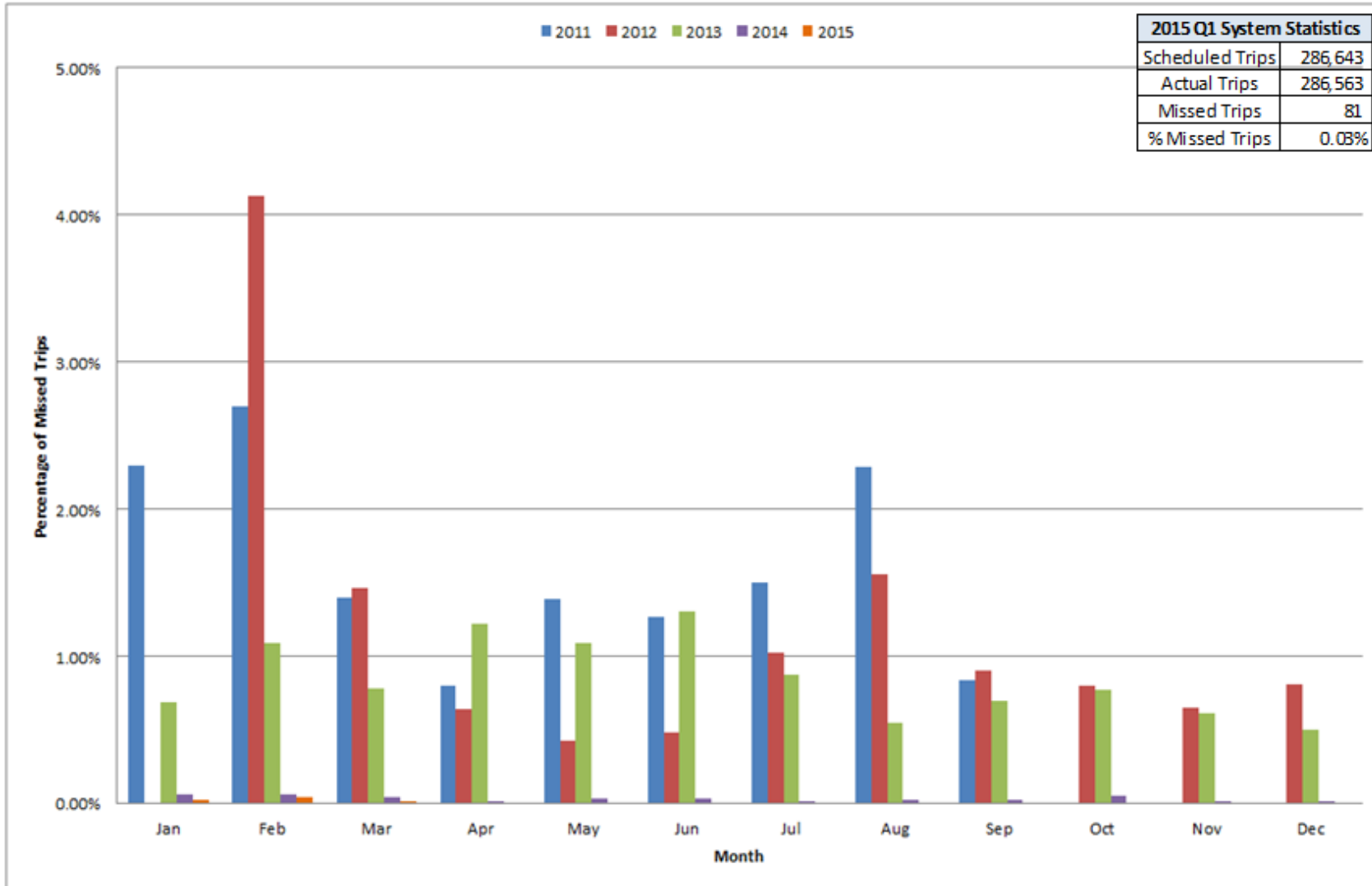


**Notes:**

- Due to operator strike from Oct 24, 2011 to Feb 3, 2012, monthly ridership numbers from Nov 2011 to Jan 2012 are based on Veolia Transportation (SW Division), TTC, and Dial-a-Ride services
- \* Forecasted revenue ridership due to free transit service, offered February and March 2012

# System-Wide Percentage Missed Trips by Month

2011 to 2015

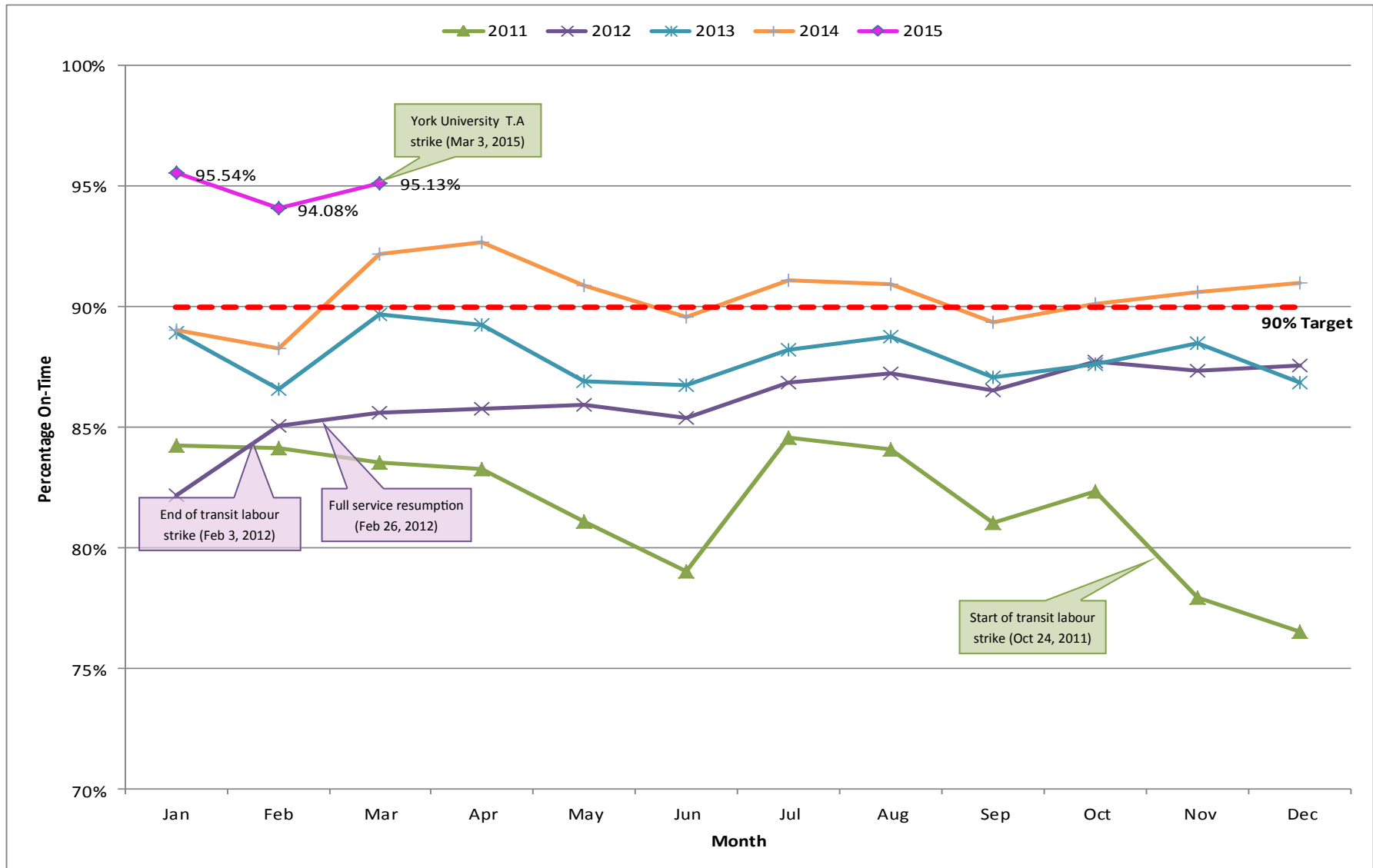


**Notes:**

- Missed trips from October 2011 to January 2012 are excluded due to the bus operator strike
- 2014, 2015 miss trip logic updated to missed service to reflect more accurate statistics

# On-Time Performance Based on Trip Start Time

## Conventional Transit Routes—2010 to 2015

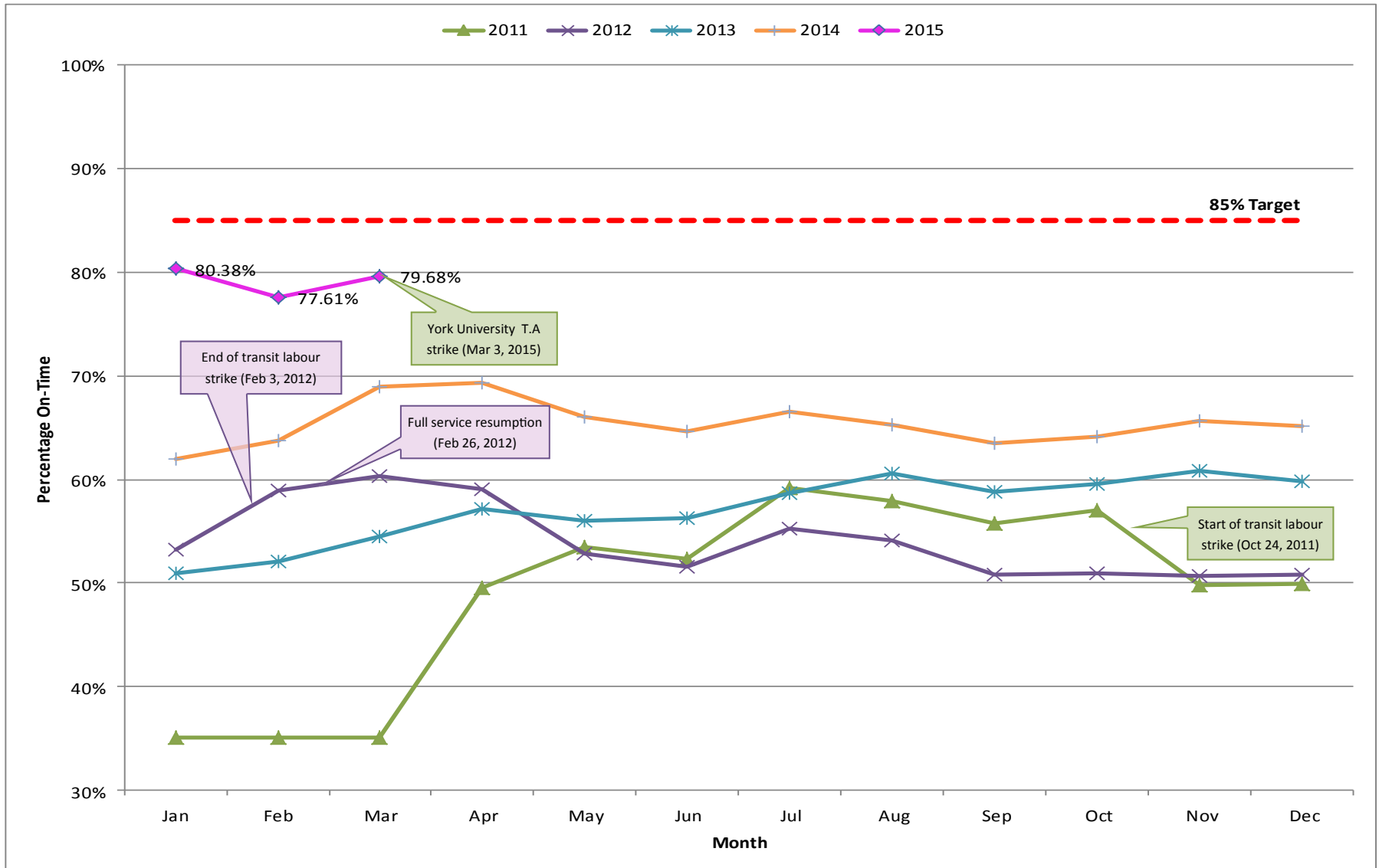


**Notes:**

- On-Time Performance from October 24, 2011 to February 3, 2012 only includes Veolia Transportation Services (SW Division) due to operator strike
- Jan 2015 start using Five Stop Logic data

# On-Time Performance Based on Arrival Time at Last Stop

## Conventional Transit Routes—2010 to 2015

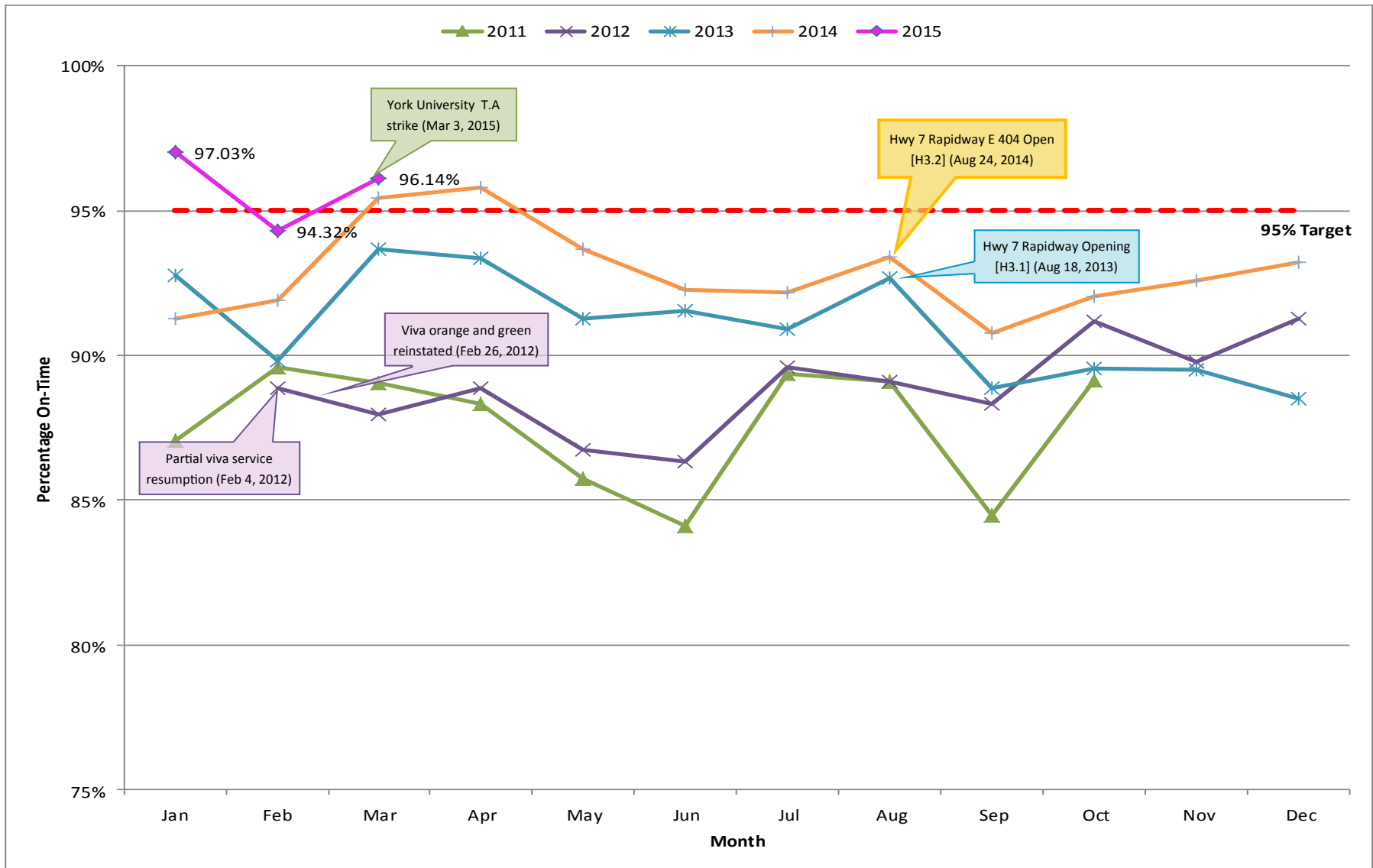


**Notes:**

- On-Time Performance from October 24, 2011 to February 3, 2012 only includes Veolia Transportation Services (SW Division) due to operator strike
- Jan 2015 start using Five Stop Logic data

# On-Time Performance Based on Trip Start Time

## Rapid Transit Routes—2010 to 2015

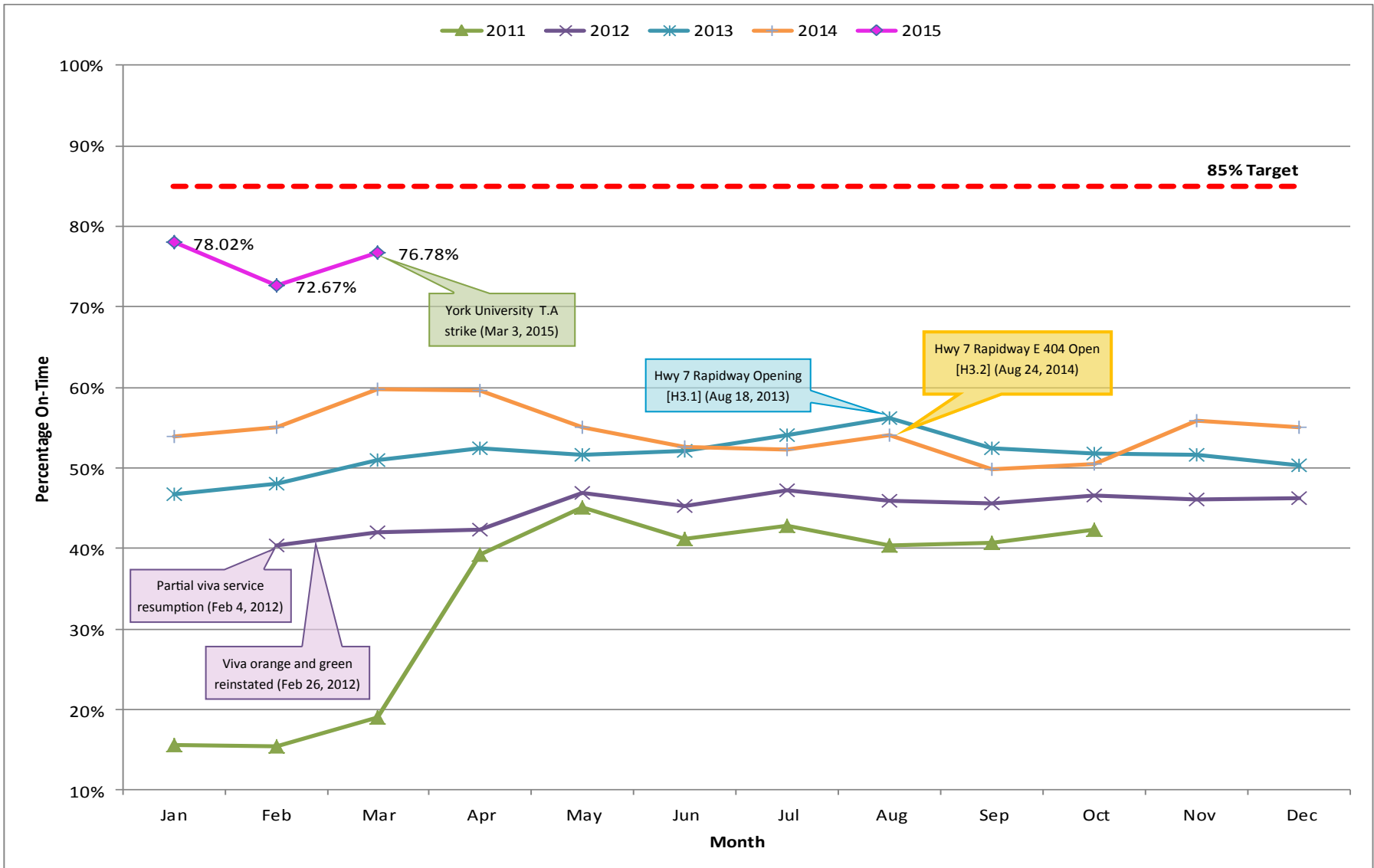


**Notes:**

- On-Time Performance from October 24, 2011 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
- Jan 2015 start using Five Stop Logic data

# On-Time Performance Based on Arrival Time at Last Stop

## Rapid Transit Routes—2010 to 2015



**Notes:**

- On-Time Performance from October 24, 2011 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
- Jan 2015 start using Five Stop Logic data