



Memorandum

TO: Committee of the Whole
FROM: Daniel Kostopoulos, Commissioner of Transportation Services
DATE: March 5, 2015
RE: **December 2014 York Region Transit Ridership Statistics**

This memorandum provides an overview of York Region Transit (YRT/Viva) ridership statistics for December 2014.

YRT/Viva's December revenue ridership was approximately 1.74 million, representing an increase of 12,400 revenue riders, or an increase of 0.7 per cent compared to December 2013. YRT/Viva 2014 year-end ridership decreased by approximately 264,000 revenue riders, or a decrease of 1.2 per cent compared to 2013. Decreased ridership in 2014 can be attributed to the extreme cold weather experienced in January and February of 2014.

There were 21 weekdays, five Saturdays and five Sundays/Holidays in December 2014 compared to 20 weekdays, five Saturdays and six Sundays/Holidays in December 2013 (The number of days represents the service type i.e. Friday, December 26, 2014 was considered a Saturday due to Saturday service being operated on Boxing Day).

Weather

Total precipitation in December 2013^[1] was 71.6 millimetres, compared to 37.8 millimetres in December 2014^[1]. The average temperature was -5.0 degrees Celsius in December 2013^[1] and -0.6 degrees Celsius in December 2014^[1].

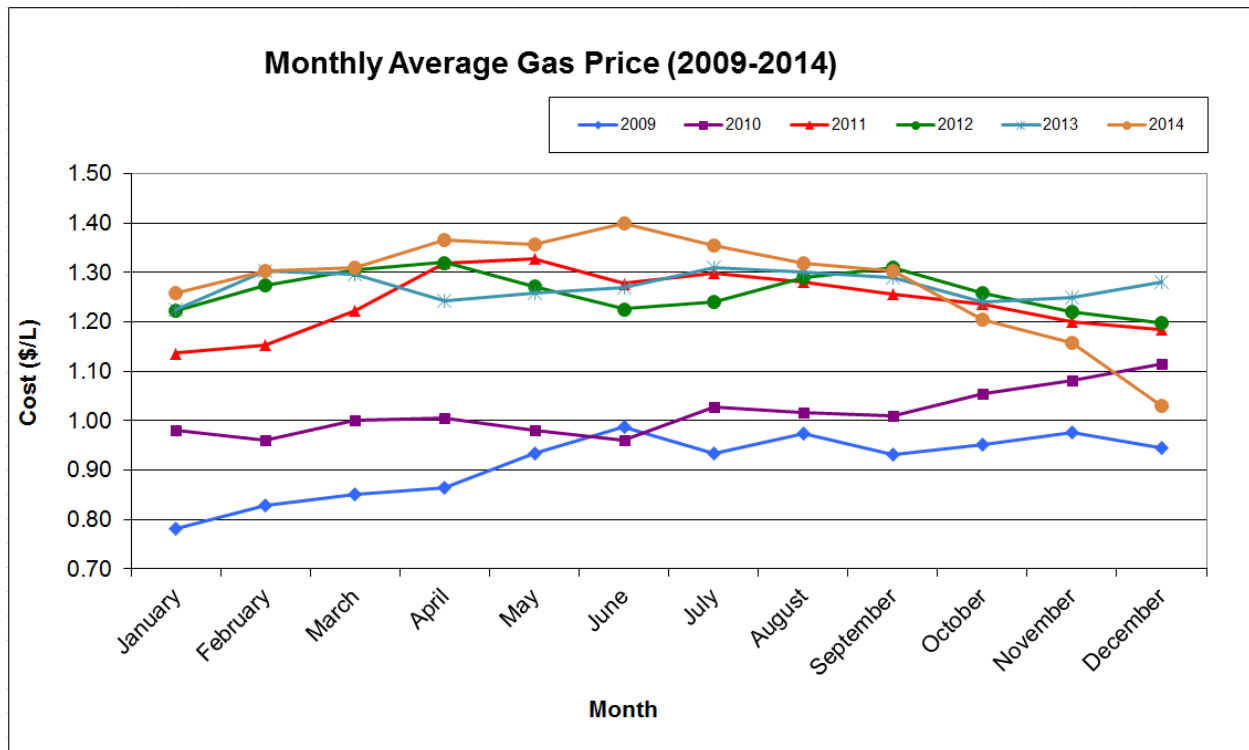
Employment

The national unemployment rate in December 2014^[2] was 6.6 per cent, down 0.6 per cent from 7.2 per cent in December 2013^[2]. York Region is located within the Employment Insurance Economic Region of Toronto which recorded an unemployment rate of 7.8 per cent in December 2014^[3], a decrease of 0.4 per cent as compared to 8.2 per cent in December 2013^[3].

Gas Prices

Average gasoline prices decreased from \$1.28 per litre in December 2013^[4] to \$1.03 per litre in December 2014^[5], a decrease of \$0.25 per litre. This information is reflected in Figure 1 which depicts historical gasoline prices since 2009.

Figure 1
Gas Prices between January 2009 and December 2014



Mobility Plus

Mobility Plus ridership increased 11.7 per cent compared to the same month last year. There were 3,038 additional rides or approximately 145 additional trips per weekday compared with December 2014. This was due to additional ridership being accommodated in the evening hours as some dialysis clients had their hours and location changed from Oak Ridges Medical to Mackenzie-Richmond Hill Hospital. Also day programs remained open longer during this month compared to last year resulting in more daily trips.

Conclusion

YRT/Viva will continue assessing ridership trends while making schedule adjustments to address customer concerns. In 2015, ridership statistics will be reported to Committee and Council on a quarterly basis. The first 2015 ridership memorandum will be reported in May.

Daniel Kostopoulos, P.Eng.
Commissioner of Transportation Services

DK

Notes:

[1] Historical Climate Data, Toronto Buttonville Airport, Ontario. Retrieved from <http://climate.weather.gc.ca/>. Retrieved date: January 7, 2015

[2] Labour Force Survey. December 2014, *Statistics Canada*. Retrieved from <http://www.statcan.gc.ca/daily-quotidien/141205/t141205a003-eng.htm>. Retrieved date: January 9, 2015

[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=2014#data>. Retrieved date: January 9, 2015

[4] Fuel Price Data. (2013). *Ministry of Energy*. Retrieved from <http://www.energy.gov.on.ca/en/fuel-prices/fuel-price-data/?fuel=reg&yr=2013>. Retrieved date: January 7, 2015

[5] Fuel Price Data. (2014). *Ministry of Energy*. Retrieved from <http://www.energy.gov.on.ca/en/fuel-prices/fuel-price-data/?fuel=reg&yr=2014>. Retrieved date: January 7, 2015

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

December 2014

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Dec-14	21 weekdays, 5 Saturdays, 5 Sunday/Holidays
Dec-13	20 weekdays, 5 Saturdays, 6 Sunday/Holidays

YRT Route #	Route Name	2013			TOTAL BOARDINGS (MONTH)			TOTAL BOARDINGS (YEAR TO DATE)			2014			Notes
		Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	2013	2014	Percentage ('14 vs '13)	2013	2014	Percentage ('14 vs '13)	Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	
1 ^[1]	Highway 7	1,530	553	346	35,603	35,643	0.1%	543,251	503,712	-7.3%	1,450	713	299	Rapidway opening (Bayview to Hwy 404) August 18, 2013; Ridership migration to Viva purple/pink
2 ^[1]	Milliken	1,765	673	345	40,939	43,531	6.3%	552,724	563,411	1.9%	1,798	760	351	Stable ridership
3 ^[1]	Thornhill	1,615	339	429	36,800	35,879	-2.5%	490,012	476,705	-2.7%	1,416	675	520	General corridor decrease
8	Kennedy	1,258	437	303	29,374	31,974	8.9%	416,591	429,469	3.1%	1,282	611	374	Stable ridership
9 ^[1]	Ninth Line	275	-	-	5,539	5,435	-1.9%	73,632	72,541	-1.5%	257	-	-	Stable ridership
14	14th Avenue	624	-	-	12,519	11,741	-6.2%	166,774	148,471	-11.0%	557	-	-	Route restructured June 30, 2013; Services to Markham Stouffville Hospital discontinued
15	Stouffville	-	-	-	-	575	-	-	6,051	-	23	10	7	New route implemented February 23, 2014
16	16th Ave	1,303	718	464	32,607	32,801	0.6%	242,707	452,121	86.3%	1,242	755	566	Route implemented June 30, 2013; Stable ridership
18	Bur Oak	809	90	-	16,708	17,169	2.8%	209,007	214,583	2.7%	787	121	-	Stable ridership
25	Major Mackenzie	539	-	-	10,826	12,147	12.2%	79,949	159,799	99.9%	577	-	-	Route implemented June 30, 2013; General corridor growth
40	Unionville Local	503	127	79	11,235	11,531	2.6%	142,361	135,926	-4.5%	496	132	80	Stable ridership
41	Markham Local	290	66	33	6,385	5,967	-6.5%	78,028	71,687	-8.1%	250	81	55	Decreased employment travel
42	Berczy	124	-	-	2,490	1,955	-21.5%	32,417	27,957	-13.8%	93	-	-	Ridership migration to Route 204
45	Mingay	86	-	-	1,736	1,752	0.9%	18,788	20,351	8.3%	83	-	-	Stable ridership
201	Markham GO Shuttle	77	-	-	1,548	1,703	10.0%	20,332	21,344	5.0%	81	-	-	Stable ridership
202	Unionville GO Shuttle	113	-	-	2,267	2,483	9.5%	33,131	32,802	-1.0%	118	-	-	Stable ridership
203	Milliken GO Shuttle	50	-	-	1,009	864	-14.4%	18,741	14,245	-24.0%	41	-	-	Decreased travel to GO Train station
204	Berczy GO Shuttle	-	-	-	-	609	-	-	2,820	-	29	-	-	New route implemented August 30, 2014; Ridership migration from Route 42
300 ^[1]	Business Express	335	-	-	6,752	6,607	-2.1%	97,059	95,957	-1.1%	313	-	-	Stable ridership
301 ^[1]	Markham Express	159	-	-	3,197	2,971	-7.1%	46,596	44,872	-3.7%	141	-	-	Decreased employment travel
302 ^[1]	Unionville Express	165	-	-	3,319	3,397	2.4%	52,165	52,121	-0.1%	161	-	-	Stable ridership
303 ^[1]	Bur Oak Express	366	-	-	7,359	8,114	10.3%	97,509	109,942	12.8%	385	-	-	Stable ridership
304 ^[1]	Mount Joy Express	221	-	-	4,442	5,190	16.8%	73,679	72,384	-1.8%	246	-	-	Stable ridership
522	Markham Community Bus	68	48	-	1,615	2,033	25.9%	21,429	22,864	6.7%	79	74	-	Increased ridership as a result of increased number of trips to/from 2 Raymerville Drive effective September 2013
TTC	Markham Total	12,275	3,051	1,999	274,269	282,071	2.8%	3,506,882	3,752,135	7.0%	11,905	3,932	2,252	
TTC 17A ^[1]	Birchmount	175	-	-	3,500	3,444	-1.6%	47,908	47,894	0.0%	164	-	-	Decreased employment travel
TTC 24D, 224B/C/D	Vic Park North (Woodbine)	1,123	70	69	23,229	24,716	6.4%	280,694	277,014	-1.3%	1,140	91	63	Stable ridership
TTC 68B ^[1]	Warden North	1,018	347	253	23,613	24,166	2.3%	265,611	268,209	1.0%	981	429	284	Stable ridership
TTC 102D ^[1]	Markham Rd	1,156	408	362	27,332	28,753	5.2%	288,497	307,581	6.6%	1,173	555	269	Stable ridership
TTC 129A ^[1]	McCowan North	2,733	1,396	1,012	67,712	67,424	-0.4%	776,096	746,359	-3.8%	2,634	1,445	977	Stable ridership
	TTC (Markham) Total	6,205	2,221	1,696	145,386	148,503	2.1%	1,658,806	1,647,057	-0.7%	6,092	2,520	1,593	
	Markham & TTC Total	18,480	5,272	3,695	419,655	430,574	2.6%	5,165,688	5,399,192	4.5%	17,997	6,452	3,845	
4/4A ^[1]	Major Mackenzie	3,013	1,310	1,206	74,550	76,216	2.2%	1,137,740	1,018,318	-10.5%	2,856	1,816	1,365	Stable ridership
5 ^[1]	Clark	1,393	420	-	30,180	32,376	7.3%	408,981	389,272	-4.8%	1,403	567	-	Stable ridership
7 ^[1]	Martin Grove	915	103	-	19,057	17,107	-10.2%	267,135	255,103	-4.5%	762	197	-	Decreased employment travel
10 ^[1]	Woodbridge	258	83	82	6,166	6,769	9.8%	102,627	91,597	-10.7%	296	31	67	Increased ridership; Saturday and Sunday ridership migrate to TTC 165 - Weston Road North
12	Pine Valley	413	196	-	9,429	10,876	15.3%	131,820	129,065	-2.1%	464	205	-	Increased travel to Vaughan Mills Mall
13	Islington	436	79	-	9,237	8,862	-4.1%	129,673	125,103	-3.5%	383	148	-	General corridor decrease
20/20A ^[1]	Jane	2,774	1,716	1,166	72,073	73,833	2.4%	981,771	1,045,871	6.5%	2,770	1,702	1,271	Stable ridership; Route 20A implemented September 2014
21	Vellore Local	152	-	-	3,051	3,665	20.1%	16,814	45,913	173.1%	173	-	-	General growth; Route implemented June 30, 2013
22/22A ^[1]	King City	1,237	51	-	24,995	30,857	23.5%	329,087	447,445	36.0%	1,445	74	-	Ridership migration from TTC Route 107F; improved weekday frequency in September 2013; Increased travel to York University
23 ^[1]	Thornhill Woods	665	-	-	13,393	13,067	-2.4%	197,212	178,170	-9.7%	620	-	-	Midday and evening service discontinued between Promenade Mall and Finch GO Bus Terminal April 20, 2014; Ridership migrate to Route 88
26	Maple Local	390	97	72	8,785	10,369	18.0%	53,589	131,967	146.3%	416	177	142	Route implemented June 30, 2013; Ridership migration from Route 4/4A and Route 360; One additional AM trip in September 2013
28	Huntington	41	-	-	823	827	0.5%	14,075	11,303	-19.7%	39	-	-	Route restructured July 2014; Service extended to Huntington Road area
61	King Local	17	-	-	340	191	-43.8%	4,972	3,106	-37.5%	9	-	-	Decreased employment travel
77/77A ^[1]	Highway 7	4,078	1,705	895	96,407	106,048	10.0%	1,290,188	1,348,110	4.5%	4,210	2,172	1,241	Route travels through VivaNext construction zone; Route 77A branch service introduced on July 14, 2014
99 (incl. 98E, 98/99)	Yonge	2,322	885	943	56,939	52,627	-7.6%	795,242	713,296	-10.3%	1,944	1,444	871	General corridor decrease
360 ^[1]	Vaughan Express	225	-	-	4,651	4,423	-4.9%	72,963	61,978	-15.1%	207	-	-	Route restructured June 30, 2013; Ridership migration to Route 26
760	Vaughan Mills/Wonderland	118	498	323	6,876	9,628	40.0%	31,439	48,126	53.1%	184	774	365	Increased travel to Vaughan Mills Mall
TTC	Vaughan Total	18,447	7,143	4,687	436,952	457,741	4.8%	5,965,328	6,043,743	1.3%	18,181	9,307	5,322	
TTC 35D ^[1]	Jane	1,019	-	-	20,380	20,643	1.3%	308,566	235,945	-23.5%	983	-	-	Non-rush hour and Saturday service discontinued June 23, 2013; Ridership migration to Route 20
TTC 37D ^[1]	Islington	-	-	-	-	-	-	18,704	-	-100.0%	-	-	-	Route discontinued June 23, 2013
TTC 105/105-B ^[1]	Dufferin North	2,209	738	767	52,472	50,800	-3.2%	608,346	601,597	-1.1%	2,075	796	649	General corridor decrease
TTC 107C/D/B/F ^[1]	Keele North	2,955	710	399	65,044	61,884	-4.9%	781,713	700,719	-10.4%	2,619	853	524	Route 107F branch discontinued June 23, 2013; Ridership migration to Route 22/22A
TTC 160 ^[1]	Bathurst North	729	340	273	17,918	17,789	-0.7%	233,252	216,133	-7.3%	694	392	251	Stable ridership
TTC 165D/F ^[1]	Weston Road North	1,989	1,012	683	48,938	46,430	-5.1%	529,481	517,177	-2.3%	1,815	1,120	543	General corridor decrease
	TTC (Vaughan) Total	8,901	2,800	2,122	204,752	197,546	-3.5%	2,480,062	2,271,571	-8.4%	8,186	3,161	1,967	
	Vaughan & TTC Total	27,348	9,943	6,809	641,704	655,287	2.1%	8,445,390	8,315,314	-1.5%	26,367	12,468	7,289	

* Route crosses municipal boundaries.

	YRT Route #	Route Name	2013			TOTAL BOARDINGS (MONTH)			TOTAL BOARDINGS (YEAR TO DATE)			2014			
			Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	2013	2014	Percentage ('14 vs '13)	2013	2014	Percentage ('14 vs '13)	Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	
Richmond Hill	80	Elgin Mills	462	167	104	10,744	11,181	4.1%	78,204	159,831	104.4%	454	202	121	Implemented June 30, 2013 due to Route 90 - Leslie restructuring; Stable ridership
	81	Inspiration	224	-	-	4,490	4,269	-4.9%	50,209	50,222	0.0%	203	-	-	Stable ridership
	82	Valleymede	371	-	-	7,432	7,346	-1.2%	94,454	84,327	-10.7%	349	-	-	Route restructured June 2013 and converted to rush hour service only; Stable ridership
	83/83A	Trench	1,033	-	-	20,709	19,944	-3.7%	237,334	238,161	0.3%	948	-	-	Stable ridership; Late evening service discontinued April 2014
	84	Oak Ridges	190	15	-	3,886	3,458	-11.0%	42,448	43,270	1.9%	162	11	-	Rush hour frequency reduction implemented April 2014
	85/85C ^[1]	Rutherford	2,857	1,646	915	71,349	79,524	11.5%	1,185,692	994,883	-16.1%	3,067	1,846	1,110	Route restructured June 30, 2013; General growth
	86	Newkirk-Red Maple	821	207	-	17,494	17,807	1.8%	223,979	234,802	4.8%	787	249	-	Stable ridership
	87 ^[1]	Autumn Hill	491	-	-	9,855	9,539	-3.2%	168,742	112,993	-33.0%	453	-	-	Route restructured June 30, 2013; General corridor decrease
	88/88A ^[1]	Bathurst	3,793	2,010	1,887	98,196	105,985	7.9%	1,272,506	1,332,739	4.7%	3,927	2,839	1,755	Ridership migration from Route 23; General growth
	589/590	RH Community Bus	142	135	95	4,095	3,082	-24.7%	52,373	46,551	-11.1%	115	66	65	Decreased holiday travel utilizing Community Bus
	90/90B ^[1]	Leslie	2,863	696	437	63,631	65,344	2.7%	991,588	879,080	-11.3%	2,781	817	512	Route restructured June 30, 2013; Stable ridership
	91/91A/91B/91E	Bayview/Express	3,563	1,367	881	83,740	84,166	0.5%	1,172,587	1,128,083	-3.8%	3,402	1,500	985	Stable ridership
	240	Mill Pond GO Shuttle	96	-	-	1,924	1,956	1.7%	27,598	26,799	-2.9%	93	-	-	Stable ridership
	241	Bev. Acres GO Shuttle	58	-	-	1,160	1,114	-4.0%	18,957	15,640	-17.5%	53	-	-	Decreased travel to GO train station
	242	N. Richvale GO Shuttle	25	-	-	500	441	-11.8%	8,608	7,407	-14.0%	21	-	-	Decreased travel to GO train station
243	Redstone GO Shuttle	148	-	-	2,966	2,627	-11.4%	45,281	42,622	-5.9%	125	-	-	Decreased travel to GO train station	
244	Beaver Creek Shuttle	36	-	-	722	885	22.6%	5,546	12,971	133.9%	42	-	-	General growth	
		Richmond Hill Total	17,173	6,243	4,319	402,893	418,668	3.9%	5,676,106	5,410,381	-4.7%	16,982	7,530	4,548	
Aurora	31 ^[1]	Aurora North	94	-	-	1,886	1,854	-1.7%	24,480	22,784	-6.9%	88	-	-	Stable ridership
	32	Aurora South	476	16	-	9,621	9,101	-5.4%	120,057	113,482	-5.5%	428	17	-	Last southbound trip discontinued in Feb 2014 due to low ridership; Stable ridership
	33/33A	Wellington	524	98	-	11,001	10,680	-2.9%	127,547	126,950	-0.5%	488	80	-	Stable ridership
		Aurora Total	1,094	114	0	22,508	21,635	-3.9%	272,084	263,216	-3.3%	1,004	97	0	
Newmarket, East Gwill., Georgina	44	Bristol	250	61	-	5,329	5,322	-0.1%	70,351	69,180	-1.7%	238	62	-	Stable ridership
	50/50B	Queensway	1,048	581	450	27,285	28,215	3.4%	344,419	334,326	-2.9%	1,036	745	473	Stable ridership; vivaNext construction occurring along Davis Drive
	51	Keswick Local	206	35	-	4,316	4,297	-0.4%	46,609	48,304	3.6%	196	33	-	Stable ridership
	52 ^[1]	Holland Landing	254	80	-	5,510	4,810	-12.7%	70,484	62,846	-10.8%	203	102	-	Impact due to construction on 2nd Concession between Green Lane and Mount Albert Road and related detour
	54 ^[1]	Bayview	398	107	-	8,520	7,261	-14.8%	113,650	107,870	-5.1%	315	123	-	Schedule adjustments and reduced midday frequency implemented Nov 2014
	55/55B	Davis Drive	1,048	509	301	25,415	22,171	-12.8%	315,433	294,481	-6.6%	865	482	295	vivaNext construction occurring along Davis Drive; Route travels through construction zone
	56	Gorham-Eagle	483	195	159	11,633	10,719	-7.9%	138,230	135,563	-1.9%	425	196	155	Stable ridership
	57/57A	Mulock	940	306	181	21,509	20,696	-3.8%	259,153	261,132	0.8%	859	321	191	Stable ridership
	58	Mount Albert	118	-	-	2,368	2,576	8.8%	30,558	32,186	5.3%	120	10	-	Saturday DAR service added April 2014
	59	The ROC	-	-	-	-	-	-	646	-	-	-	-	-	Route discontinued March 2013
	98 ^[1]	Yonge	714	292	357	17,968	15,998	-11.0%	246,121	207,682	-15.6%	589	383	330	General corridor decrease
	222	Aurora-Nwmkt GO Shuttle	44	-	-	881	1,159	31.6%	12,665	13,204	4.3%	55	-	-	Increased travel to GO train station
	223	Newmarket GO Shuttle	18	-	-	360	357	-0.8%	4,361	4,619	5.9%	17	-	-	Stable ridership
520/521	Newmarket Community Bus	75	25	22	1,757	1,787	1.7%	23,170	23,398	1.0%	73	27	19	Stable ridership	
		Newmarket Total	5,596	2,191	1,470	132,851	125,369	-5.6%	1,675,850	1,594,791	-4.8%	4,990	2,484	1,463	
		YRT SUB-TOTAL	69,691	23,763	16,293	1,619,611	1,651,533	2.0%	21,235,118	20,982,894	-1.2%	67,340	29,031	17,145	
Viva ^[2]	blue (incl. blue'A) ^[1]	Yonge Corridor	16,626	10,425	9,224	446,768	455,018	1.8%	6,029,305	5,855,052	-2.9%	16,803	11,607	8,040	Stable ridership
	purple ^[1]	Highway 7 Corridor	6,812	3,667	3,352	178,208	183,718	3.1%	2,373,745	2,421,261	2.0%	6,818	4,655	3,229	Stable ridership; rapidway opening (Bayview to Hwy 404) August 18, 2013, rapidway opening (Hwy 404 to Warden) August 24, 2014
	green ^[1]	Markham North-South Link	646	-	-	12,993	12,221	-5.9%	178,462	162,728	-8.8%	581	-	-	General corridor decrease
	orange (incl. Zum) ^[1]	Vaughan North-South Link	1,889	586	562	44,616	40,724	-8.7%	743,940	607,206	-18.4%	1,750	459	318	Route restructured June 30, 2013; service to Downsview subway station during non-rush hours discontinued
	pink ^[1]	Finch - Unionville	2,256	-	-	45,498	44,086	-3.1%	548,593	579,963	5.7%	2,092	-	-	Rapidway opening (Bayview to Hwy 404) August 18, 2013, rapidway opening (Hwy 404 to Warden) August 24, 2014
		Viva SUB-TOTAL	28,229	14,678	13,138	728,083	735,767	1.1%	9,874,045	9,626,210	-2.5%	28,044	16,721	11,587	

[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	97,920	38,441	29,431	2,347,694	2,387,300	1.7%	31,109,163	30,609,104	-1.6%	95,384	45,752	28,732
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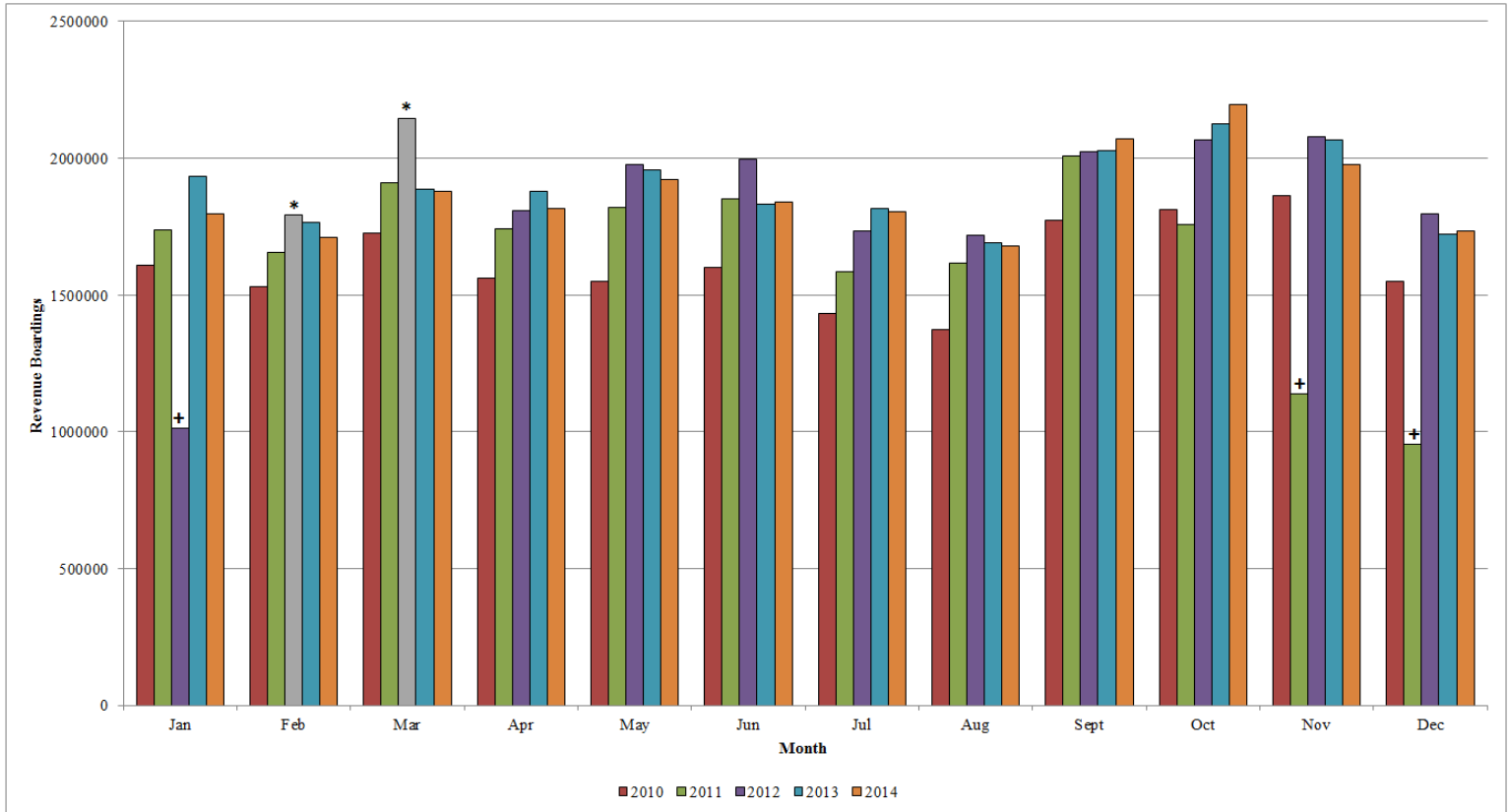
Rev. Boardings	YRT/VIVA SYSTEM TOTAL				1,724,030	1,736,428	0.7%	22,709,612	22,445,497	-1.2%	69,379		
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Notes: 1. System-wide transfer rate = Revenue Boardings / Total Box 27.3%

YRT/Viva

2014 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	2013	2014	Monthly Change ['14 vs '13]	Year to Date (YTD) Change	Average Weekday Revenue Ridership 2014
January	1,934,722	1,799,396	- 7.0%	- 7.0%	71,683
February	1,765,195	1,712,672	- 3.0%	- 5.1%	77,499
March	1,886,106	1,880,873	- 0.3%	- 3.5%	75,947
April	1,879,088	1,815,289	- 3.4%	- 3.4%	74,549
May	1,957,405	1,924,280	- 1.7%	- 3.1%	76,647
June	1,832,425	1,842,496	0.5%	- 2.5%	75,045
July	1,816,294	1,806,567	-0.5%	-2.2%	70,599
August	1,692,340	1,681,947	-0.6%	-2.0%	68,575
September	2,027,509	2,069,584	2.1%	-1.5%	85,592
October	2,126,852	2,198,013	3.3%	-1.0%	87,394
November	2,067,646	1,977,952	-4.3%	-1.3%	84,268
December	1,724,030	1,736,428	0.7%	-1.2%	69,379
YTD Total	22,709,612	22,445,497			



YORK
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TRANSIT

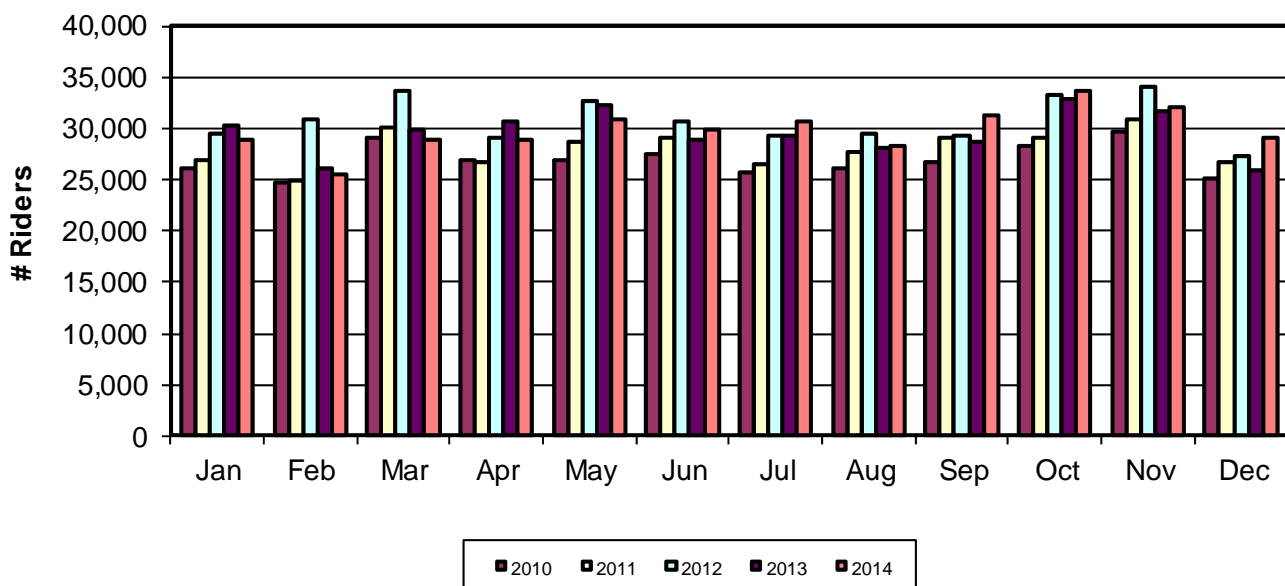


YRT/Viva

2014 Ridership Summary (Actual)

Specialized Services – Mobility Plus

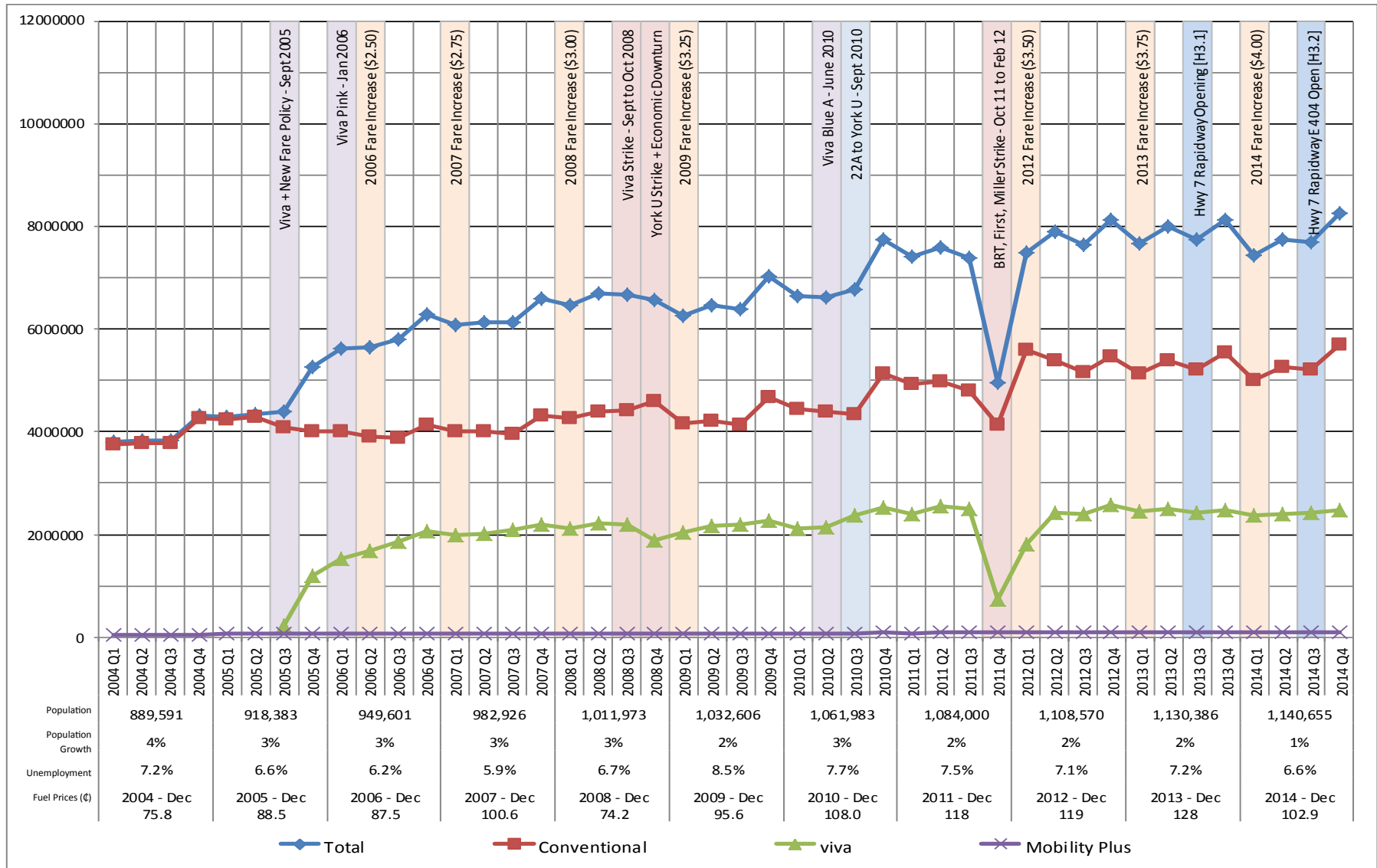
Five-Year Ridership by Month



Month	2013 Ridership	2014 Ridership	Monthly Change ('14 vs. '13)	Year to Date (YTD) Change	Average Weekday Revenue Ridership 2014
January	30,327	28,972	- 4.5%	- 4.5%	1,182
February	26,199	25,419	- 3.0%	- 3.8%	1,147
March	29,858	28,863	- 3.3%	- 3.6%	1,198
April	30,708	28,915	- 5.8%	- 4.2%	1,219
May	32,308	30,811	- 4.6%	- 4.3%	1,285
June	28,984	29,859	- 3.1%	- 3.1%	1,246
July	29,357	30,749	4.7%	-2.0%	1,234
August	28,111	28,316	0.7%	-1.7%	1,189
September	28,689	31,318	9.2%	- 0.5%	1,313
October	32,847	33,679	2.5%	-0.2%	1,356
November	31,636	31,972	1.1%	-0.1%	1,388
December	25,998	29,036	11.7%	0.8%	1,344
YTD	355,022	357,909			

Total Boardings by Quarter

2004 to Present

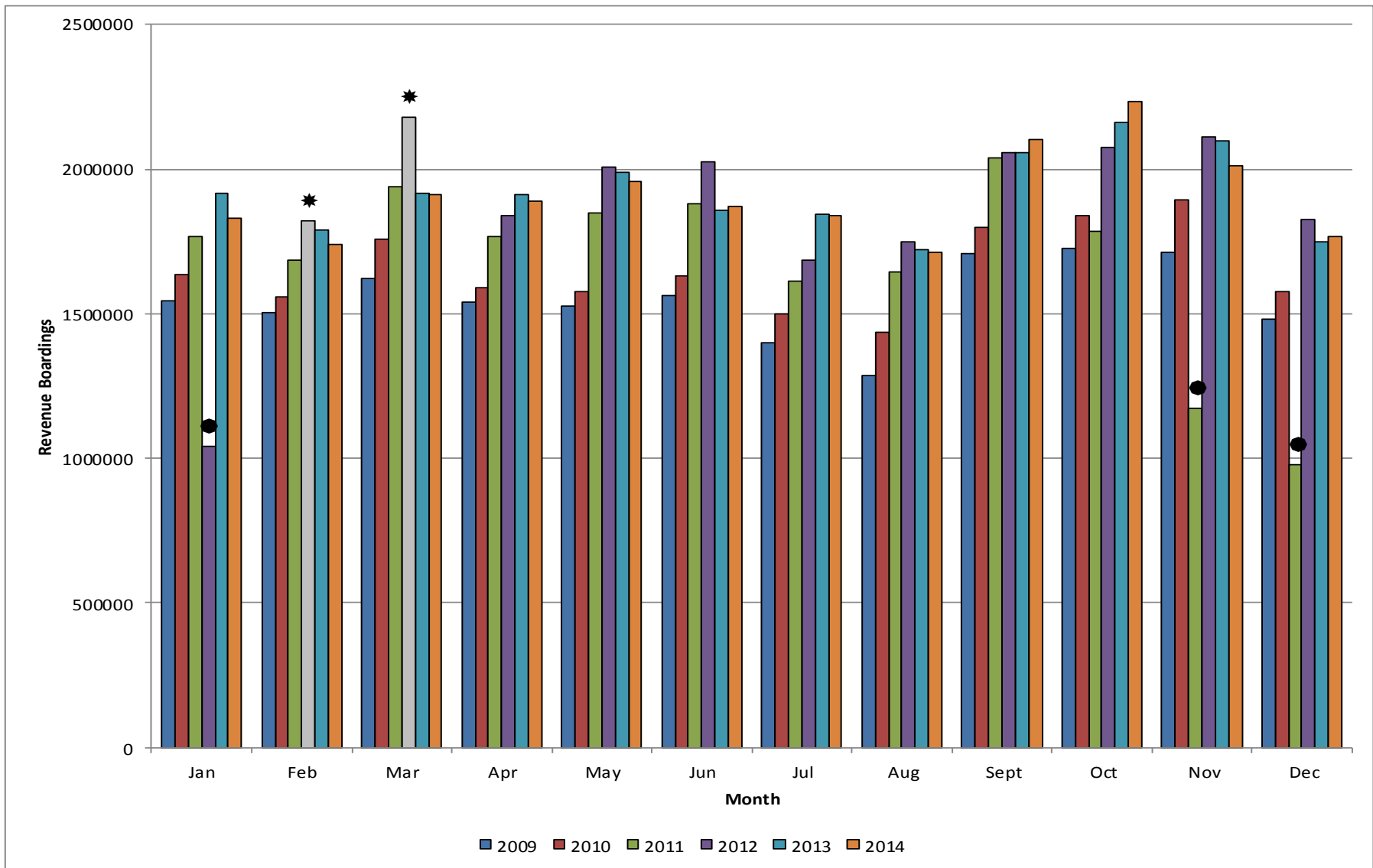


Notes:

- 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—2009 to 2014

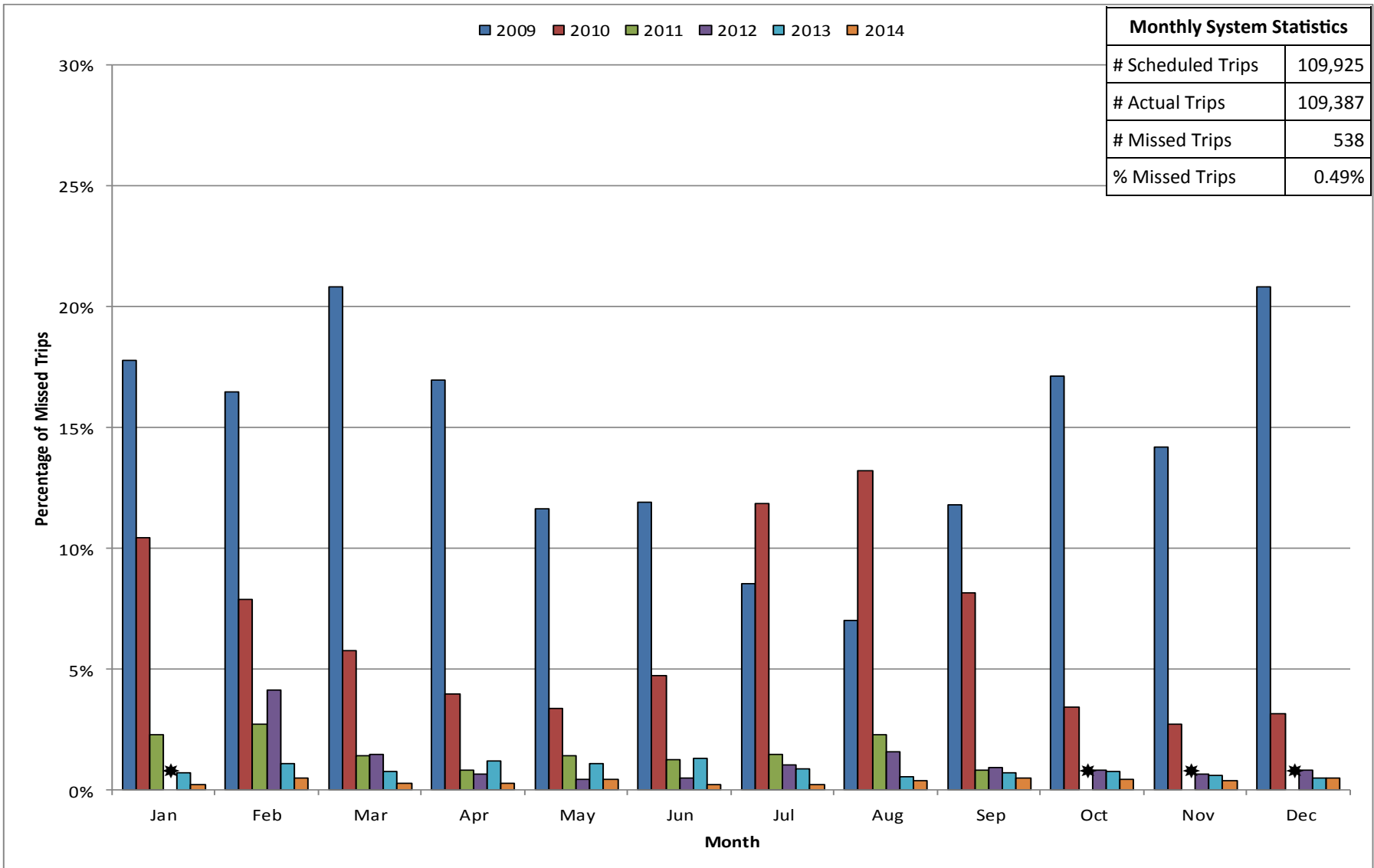


Notes:

- 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

2009 to 2014

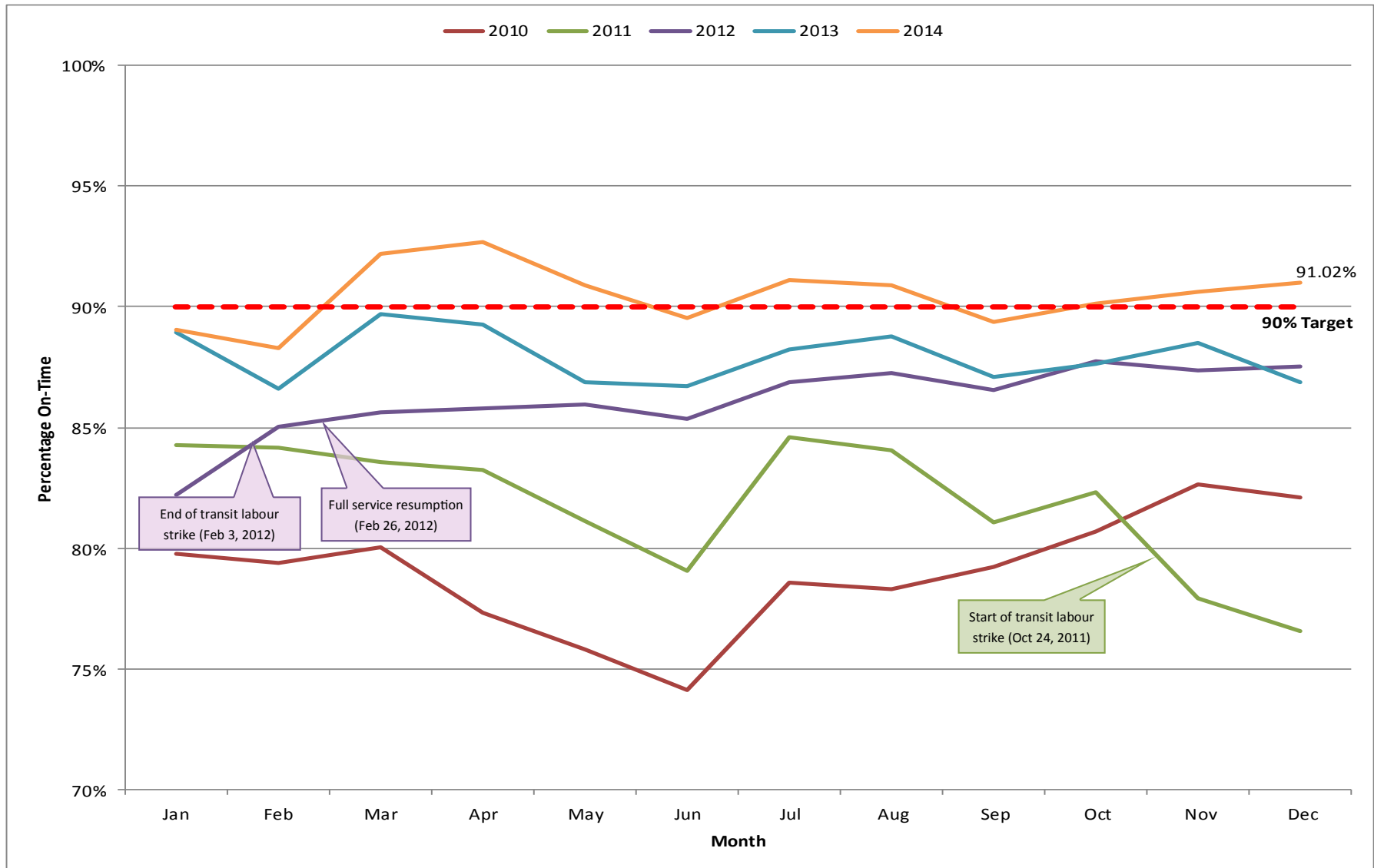


Notes:

* Missed trips from October 2011 to January 2012 are excluded from this chart due to bus operator strike

On-Time Performance Based on Trip Start Time

Conventional Transit Routes—2010 to 2014

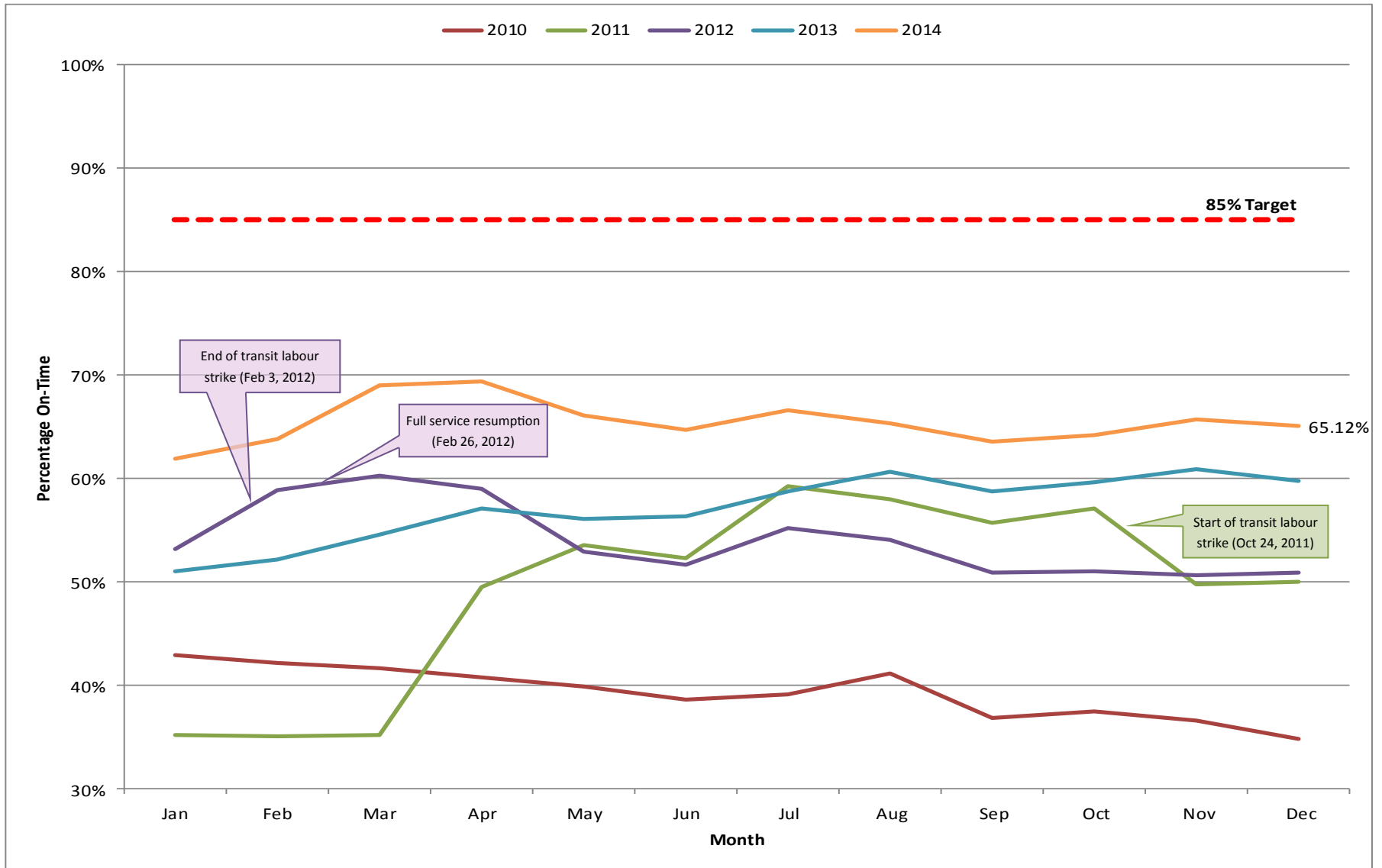


Notes:

- On-Time Performance from October 24, 2011 to February 3, 2012 only includes Veolia Transportation Services (SW Division) due to operator strike

On-Time Performance Based on Arrival Time at Last Stop

Conventional Transit Routes—2010 to 2014

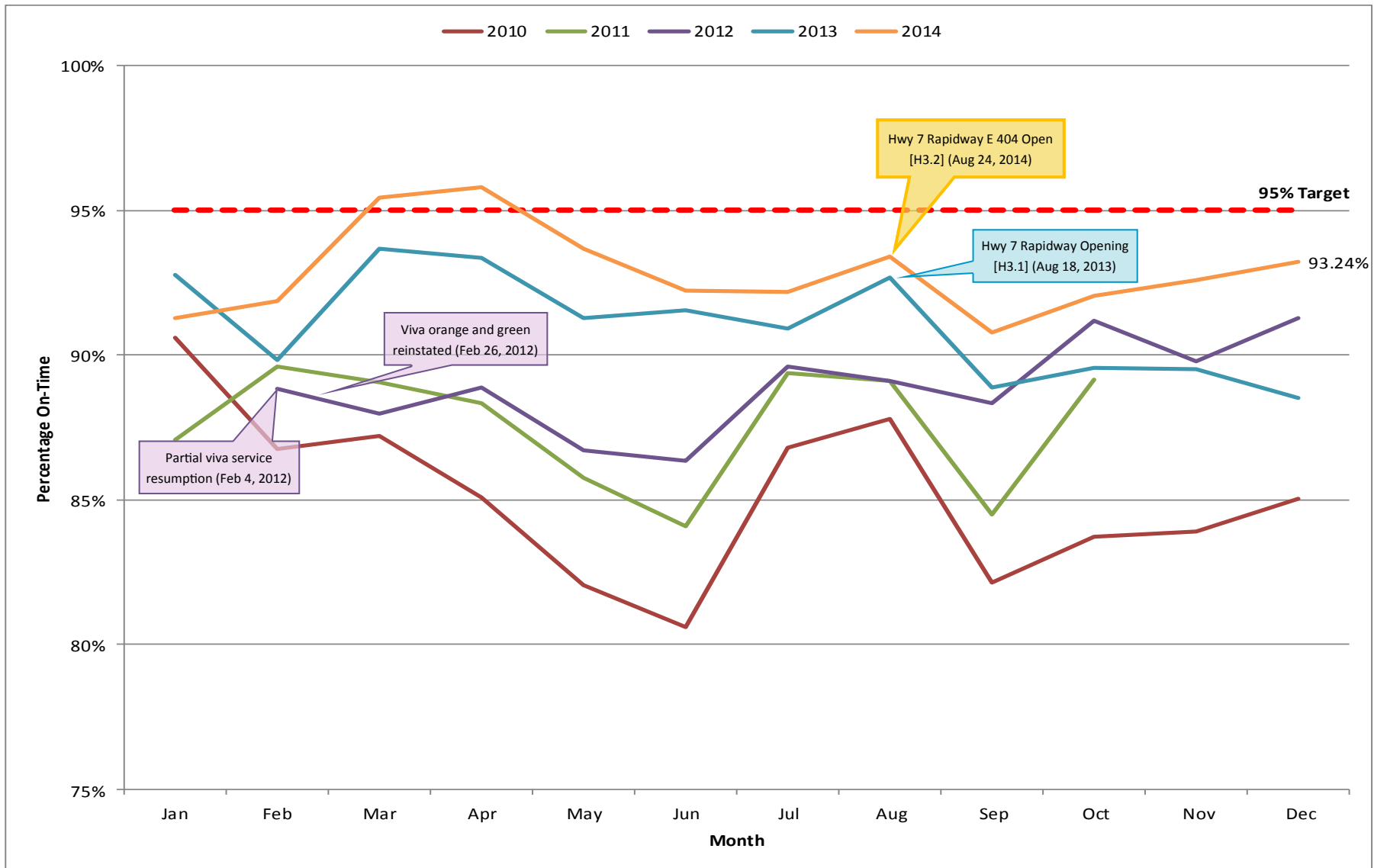


Notes:

- On-Time Performance from October 24, 2011 to February 3, 2012 only includes Veolia Transportation Services (SW Division) due to operator strike

On-Time Performance Based on Trip Start Time

Rapid Transit Routes—2010 to 2014

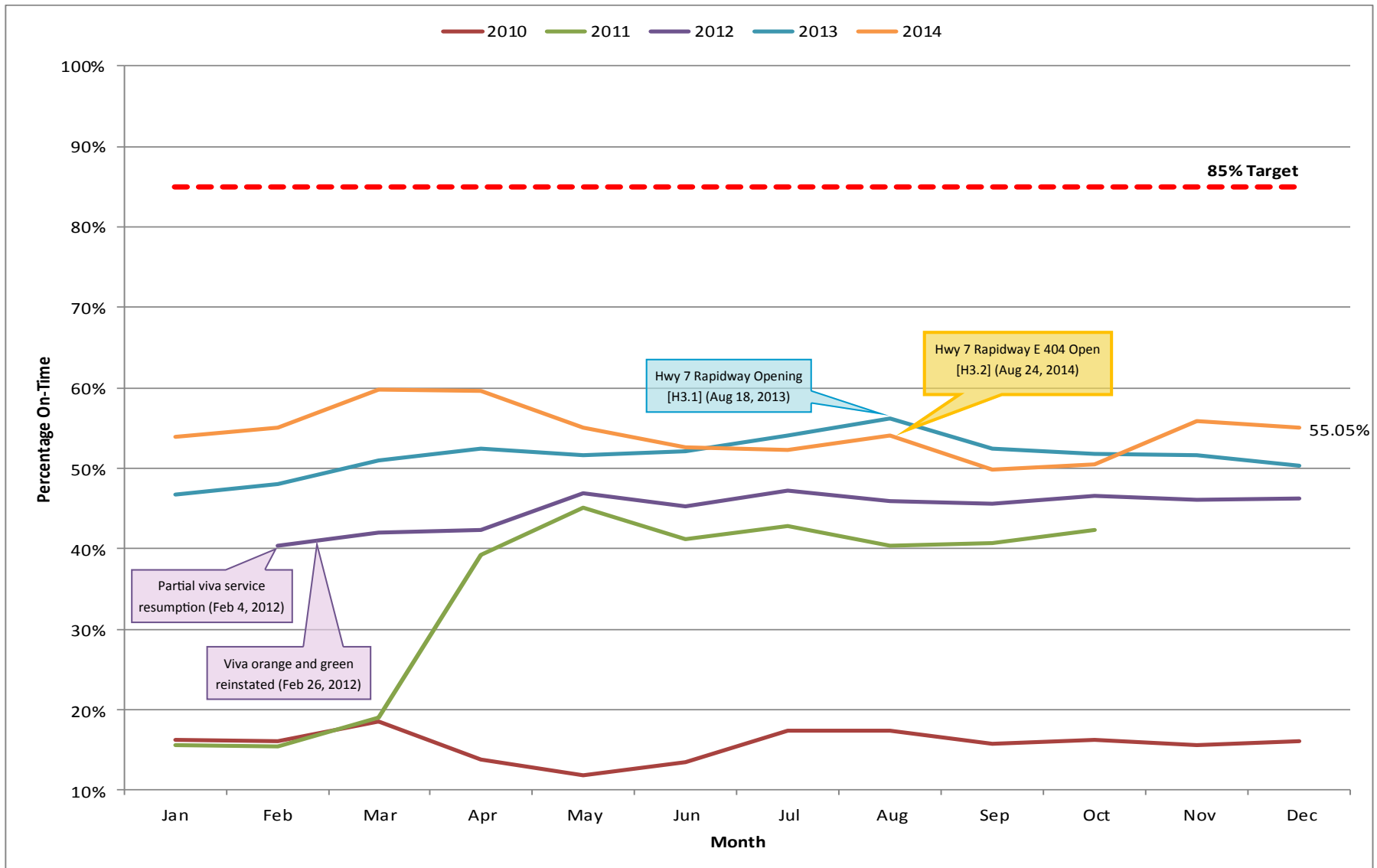


Notes:

- 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

On-Time Performance Based on Arrival Time at Last Stop

Rapid Transit Routes—2010 to 2014



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