

## MEMORANDUM

**TO:** Committee of the Whole

**FROM:** Daniel Kostopoulos, P.Eng.  
Commissioner of Transportation and Community Planning

**DATE:** January 22, 2014

**RE:** December 2013 York Region Transit (YRT/Viva) Ridership Statistics

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This memorandum provides an overview of YRT/Viva ridership statistics for December 2013. YRT/Viva's December revenue ridership was 1.7 million, representing a decrease of approximately 119,000 revenue riders, or a change of 6.5 per cent compared to December 2012. YRT/Viva 2013 year-end ridership has increased by approximately 527,000 revenue riders, or 2.4 per cent compared to 2012.

### **Weather**

There was a total snowfall of 45.4 cm in December 2013<sup>[1]</sup>, an increase of 22.4 cm compared to December 2012<sup>[1]</sup>.

There were 18 days in December 2013 that required winter bus stop maintenance compared with nine days in 2012. A severe ice storm on December 21 and 22 caused widespread power outages until December 31.

### **Employment**

The national unemployment rate in December 2013 was 7.2 per cent, an increase of 0.1 per cent from 7.1 per cent in December 2012<sup>[2]</sup>. York Region is located within the Employment Insurance Economic Region of Toronto which recorded an unemployment rate of 8.2 per cent in December 2013, a decrease of 0.2 per cent as compared to 8.4 per cent in December 2012<sup>[3]</sup>.

### **Gas Prices**

Average gasoline prices increased from \$1.20 per litre in December 2012<sup>[4]</sup> to \$1.28 per litre in December 2013<sup>[5]</sup>, an increase of \$0.08 per litre.

## **Mobility Plus**

Mobility Plus ridership decreased from 27,097 in December 2012 to 25,998 in December 2013, a decrease of 4.1 per cent. This can be attributed to colder average (-5.0°C)<sup>[1]</sup> monthly temperatures in December 2013 compared to average (-0.1°C)<sup>[1]</sup> monthly temperatures in December 2012.

Mobility Plus experienced a 29.1 per cent cancellation rate in December 2013 due to the ice storm and colder temperatures. There were 6,576 cancellations in December 2013 compared to 5,731 in December 2012, an increase of 14.7 per cent over the previous year. A total of 66,863 cancellations occurred in 2013 compared to 60,779 in 2012, an increase of 10 percent over the previous year.

Mobility Plus ridership for 2013 decreased by 3.8 per cent over 2012. This was partly due to weather issues and a comparison to increased ridership in February and March of 2012 related to free fares. Year-to-date ridership for TTC Wheel-Trans also decreased by 1.7 per cent in 2013.

Family of Services trips increased from 3,293 in 2012 to 4,148 in 2013. An additional 355 Mobility Plus riders were travel-trained in 2013 compared to 164 in 2012.

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Daniel Kostopoulos, P.Eng.  
Commissioner of Transportation and Community Planning

Notes:

[1] Historical Climate Data, Toronto Buttonville Airport, Ontario. Retrieved from <http://climate.weather.gc.ca/>. Retrieved date January 14, 2014.

[2] Labour Force Survey. December 2013, Statistics Canada. Retrieved from <http://www.statcan.gc.ca/subjects-sujets/labour-travail/lfs-epa/lfs-epa-eng.htm>. Retrieved date: January 13, 2014

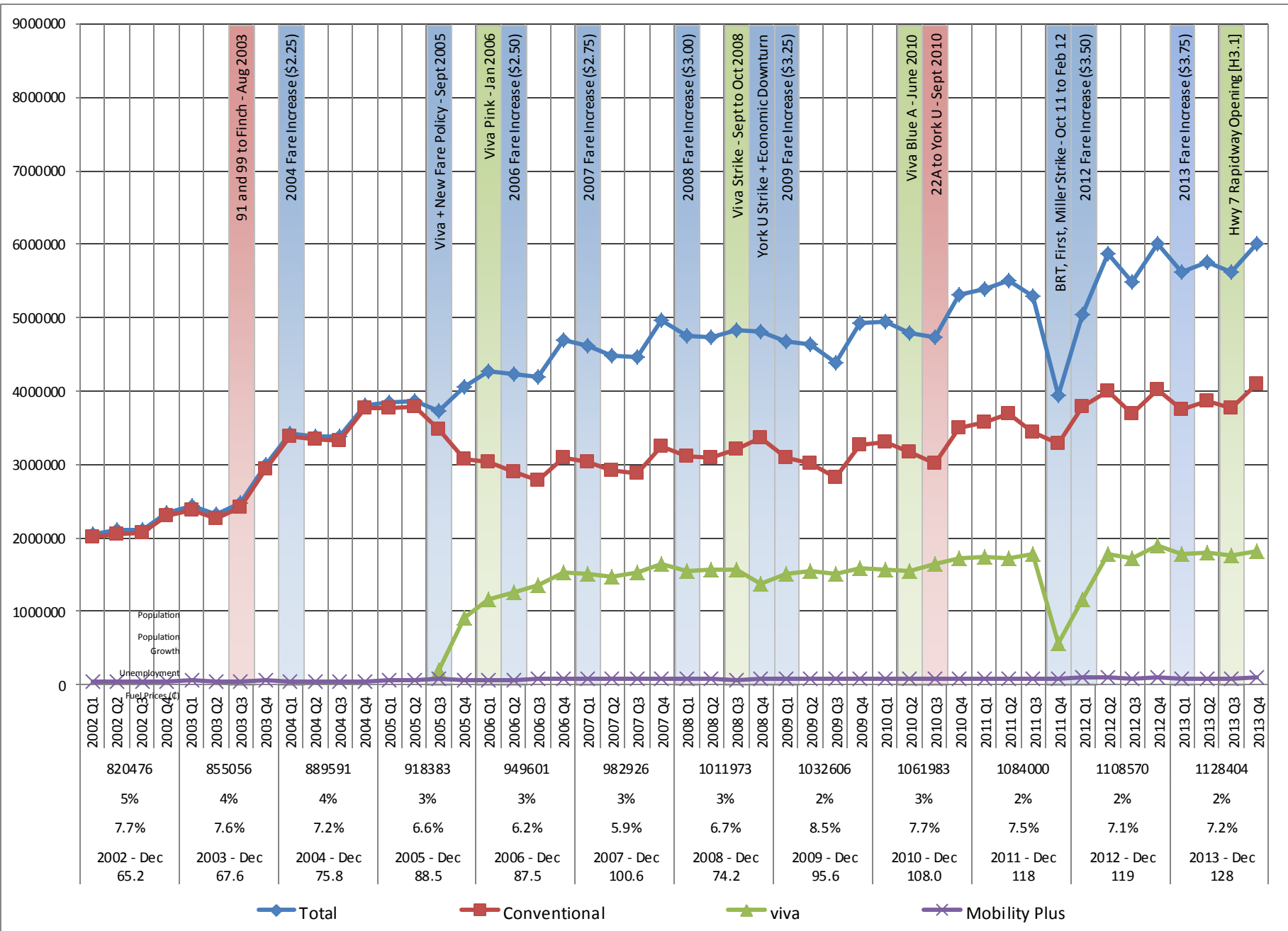
[3] EI Economic Region of Toronto – Unemployment Rates for the EI Economic Regions. *Human Resources and Skills Development Canada*. Retrieved from <http://srv129.services.gc.ca/rbin/eng/rates.aspx?id=2013#data>. Retrieved date: January 9, 2014

[4] Fuel Price Data. (2012). *Ministry of Energy*. Retrieved from <http://www.energy.gov.on.ca/en/fuel-prices/fuel-price-data/?fuel=reg&yr=2012>. Retrieved date: January 9, 2014

[5] 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 9, 2014

# Revenue Boardings by Quarter

Amalgamation (2002) to Present



**YORK REGION TRANSIT / VIVA - MONTHLY RIDERSHIP SUMMARY**  
**DECEMBER 2013**

rev. 16Jan2014

Dec-13	20 weekdays, 5 Saturdays, 6 Sunday/Holidays
Dec-12	19 weekdays, 6 Saturdays, 6 Sunday/Holidays

YRT Route #	Route Name	2012			TOTAL BOARDINGS (MONTH)			TOTAL BOARDINGS (YEAR TO DATE)			2013			Notes
		Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	2012	2013	Percentage ('13 vs '12)	2012	2013	Percentage ('13 vs '12)	Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	
1 <sup>[1]</sup>	Highway 7	1,897	713	419	44,196	35,603	-19.4%	559,612	542,983	-3.0%	1,530	553	346	Route restructured June 30, 2013; Rapidway opening (Bayview to Hwy 404) August 18, 2013; ridership migration to Viva services
2 <sup>[1]</sup>	Milliken	1,882	713	317	43,340	40,939	-5.5%	543,032	552,276	1.7%	1,765	673	345	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Impact due to colder temperatures and ice storm
3 <sup>[1]</sup>	Thornhill	1,609	422	181	35,608	36,800	3.3%	564,310	490,009	-13.2%	1,615	339	429	Stable ridership; ridership migration to Viva purple
8	Kennedy	1,405	537	416	33,405	29,374	-12.1%	429,197	416,386	-3.0%	1,258	437	303	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Impact due to colder temperatures and ice storm
9 <sup>[1]</sup>	Ninth Line	315	-	-	6,349	5,539	-12.8%	52,240	74,472	42.6%	275	-	-	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Impact due to colder temperatures and ice storm
14	14th Ave	747	-	-	15,011	12,519	-16.6%	184,066	167,402	-9.1%	624	-	-	Decreased employment travel: Route restructured June 30, 2013
15	Stouffville Local	-	-	-	-	-	-	13,919	-	-	-	-	-	Route discontinued July 2012; Ridership migration to Route 9
16	16th Ave	-	-	-	-	32,607	-	-	243,477	-	1,303	718	464	Route implemented June 30, 2013; Ridership migration from Route 85
18	Bur Oak	856	95	-	17,645	16,708	-5.3%	216,645	208,903	-3.6%	809	90	-	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Impact due to colder temperatures and ice storm
25	Major Mackenzie	-	-	-	-	10,826	-	-	79,949	-	539	-	-	Route implemented June 30, 2013; Ridership migration from Route 4/4A
40	Unionville Local	502	111	71	11,102	11,235	1.2%	142,259	142,233	0.0%	503	127	79	Stable ridership
41	Markham Local	357	51	40	7,701	6,385	-17.1%	80,612	77,916	-3.3%	290	66	33	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Colder temperatures & ice storm
42	Berczy	143	-	-	2,872	2,490	-13.3%	31,742	32,402	2.1%	124	-	-	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Impact due to colder temperatures and ice storm
45	Minqay	76	-	-	1,530	1,736	13.5%	19,363	18,773	-3.0%	86	-	-	Potential ridership migration from Route 18
201	Markham GO Shuttle	78	-	-	1,567	1,548	-1.2%	18,319	20,326	11.0%	77	-	-	Stable ridership
202	Unionville GO Shuttle	113	-	-	2,270	2,267	-0.1%	27,542	33,117	20.2%	113	-	-	Stable ridership
203	Milliken GO Shuttle	62	-	-	1,244	1,009	-18.9%	16,110	18,734	16.3%	50	-	-	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Impact due to colder temperatures and ice storm
300 <sup>[1]</sup>	Business Express	338	-	-	6,806	6,752	-0.8%	82,993	97,000	16.9%	335	-	-	Stable ridership
301 <sup>[1]</sup>	Markham Express	157	-	-	3,154	3,197	1.4%	60,992	46,954	-23.0%	159	-	-	Stable ridership
302 <sup>[1]</sup>	Unionville Express	165	-	-	3,308	3,319	0.3%	50,713	52,149	2.8%	165	-	-	Stable ridership
303 <sup>[1]</sup>	Bur Oak Express	280	-	-	5,624	7,359	30.8%	81,113	97,486	20.2%	366	-	-	Increased employment travel: Two additional morning trips and one afternoon trip added in September 2013
304	Mount Joy Express	253	-	-	5,080	4,442	-12.6%	35,346	73,679	108.5%	221	-	-	Decreased employment travel: 2013 holidays occurred mid-week; Impact due to colder temperatures and ice storm
522	Markham Community Bus	66	56	-	1,614	1,615	0.1%	24,634	21,429	-13.0%	68	48	-	Stable ridership: Free transit attributed to high ridership in 2012; Increased service to 2 Raymerville Drive September 1, 2013
TTC	Markham Total	11,301	2,698	1,444	249,426	274,269	10.0%	3,234,759	3,508,055	8.4%	12,275	3,051	1,999	
TTC 17A <sup>[1]</sup>	Birchmount	197	-	-	3,940	3,500	-11.2%	51,531	47,886	-7.1%	175	-	-	Decreased employment travel
TTC 24D, 224B/C/D <sup>[1]</sup>	Vic Park North (Woodbine)	1,141	89	57	23,607	23,229	-1.6%	283,195	302,999	7.0%	1,123	70	69	TTC 24D restructured June 23, 2013; 224B restructured June 30, 2013
TTC 68B <sup>[1]</sup>	Warden North	975	554	276	23,926	23,613	-1.3%	292,262	269,663	-7.7%	1,018	347	253	Stable ridership
TTC 102D <sup>[1]</sup>	Markham Rd	1,037	383	352	24,767	27,332	10.4%	310,619	292,597	-5.8%	1,156	408	362	Increased employment travel
TTC 129A <sup>[1]</sup>	McCowan North	2,781	1,429	985	68,675	67,712	-1.4%	796,476	785,608	-1.4%	2,733	1,396	1,012	Stable ridership
	TTC (Markham) Total	6,131	2,455	1,670	144,915	145,386	0.3%	1,734,084	1,698,753	-2.0%	6,205	2,221	1,696	
	Markham & TTC Total	17,432	5,153	3,114	394,341	419,655	6.4%	4,968,843	5,206,808	4.8%	18,480	5,272	3,695	
4/4A <sup>[1]</sup>	Major Mackenzie	3,810	1,497	1,047	92,596	74,550	-19.5%	1,291,794	1,137,730	-11.9%	3,013	1,310	1,206	Ridership migration to Routes 25 & 26; One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Colder temperatures & ice storm
5 <sup>[1]</sup>	Clark	1,562	428	-	33,520	30,180	-10.0%	461,720	408,981	-11.4%	1,393	420	-	Decreased student and employment travel: One less school day compared to Dec 2012; 2013 holidays occurred mid-week
7 <sup>[1]</sup>	Martin Grove	934	122	-	19,553	19,057	-2.5%	264,420	267,135	1.0%	915	103	-	Stable ridership
10 <sup>[1]</sup>	Woodbridge	308	79	52	6,949	6,166	-11.3%	107,494	102,627	-4.5%	258	83	82	Route restructured July 2012; Ridership migration from Route 11
11	Woodbridge	-	-	-	-	-	-	9,269	0	-	-	-	-	Route discontinued July 2012; Ridership migration to Route 10
12	Pine Valley	442	177	-	9,882	9,429	-4.6%	121,056	131,820	8.9%	413	196	-	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Colder temperatures and ice storm
13	Islington Ave	453	113	-	9,780	9,237	-5.6%	134,916	129,673	-3.9%	436	79	-	Reduced student travel to Emily Carr Secondary School; One less school day compared to Dec 2012; 2013 holidays occurred mid-week
20 <sup>[1]</sup>	Jane	2,499	1,385	868	63,129	72,073	14.2%	991,562	981,771	-1.0%	2,774	1,716	1,166	Increased travel to Vaughan Mills Mall; Ridership migration from TTC Route 35D; Improved midday frequency in September 2013
21	Vellore Local	-	-	-	-	3,051	-	-	16,814	-	152	-	-	Route implemented June 30, 2013
22/22A <sup>[1]</sup>	King City	890	55	-	18,146	24,995	37.7%	189,491	329,087	73.7%	1,237	51	-	Ridership migration from TTC Route 107F; Improved weekday frequency in September 2013; Increased travel to York University
23 <sup>[1]</sup>	Thornhill Woods	765	-	-	15,430	13,393	-13.2%	227,530	197,212	-13.3%	665	-	-	Decreased employment travel: Ridership migration to Route 88
26	Maple Local	-	-	-	-	8,785	-	0	53,233	-	390	97	72	Route implemented June 30, 2013; Ridership migration from Route 4/4A and Route 360; One additional AM trip in September 2013
28	Zenway	44	-	-	886	823	-7.1%	15,873	14,075	-11.3%	41	-	-	Decreased employment travel
61	King Local	-	-	-	-	340	-	0	4,972	-	17	-	-	Route implemented January 2013
77 <sup>[1]</sup>	Highway 7	4,143	1,716	1,052	98,494	96,407	-2.1%	1,392,269	1,290,188	-7.3%	4,078	1,705	895	Route travels through vivaNext construction zone
99 (incl. 98E, 98/99) <sup>[1]</sup>	Yonge	2,478	938	2,150	67,521	56,939	-15.7%	1,174,681	795,242	-32.3%	2,322	885	943	Saturday service reduced April 2013; Sunday service reduced February 2013
360 <sup>[1]</sup>	Vaughan Express	282	-	-	5,845	4,651	-20.4%	86,064	72,963	-15.2%	225	-	-	Route restructured June 30, 2013; Ridership migration to Route 26
760	Vaughan Mills/Wonderland	-	371	372	4,303	5,106	18.7%	25,488	28,573	12.1%	118	498	323	Increased travel to Vaughan Mills Mall; Additional weekday service provided during the December holiday period
TTC	Vaughan Total	18,610	6,881	5,541	446,034	435,182	-2.4%	6,493,626	5,962,096	-8.2%	18,447	7,143	4,687	
TTC 35-D <sup>[1]</sup>	Jane	1,426	356	-	30,300	20,380	-32.7%	384,053	312,985	-18.5%	1,019	-	-	Non-rush hour and Saturday service discontinued June 23, 2013; Ridership migration to Route 20
TTC 37-D <sup>[1]</sup>	Islington	144	-	-	2,880	-	-	32,532	17,687	-45.6%	-	-	-	Route discontinued June 23, 2013; Ridership migration to Route 12
TTC 105/105-B <sup>[1]</sup>	Dufferin North	2,208	780	612	51,732	52,472	1.4%	563,680	612,294	8.6%	2,209	738	767	Increased employment travel
TTC 107-C/D/B/F <sup>[1]</sup>	Keele North	3,065	708	528	68,008	65,044	-4.4%	819,267	789,135	-3.7%	2,955	710	399	Route 107F branch discontinued June 23, 2013; Ridership migration to Route 22/22A
TTC 160 <sup>[1]</sup>	Bathurst North	762	413	325	19,255	17,918	-6.9%	260,359	232,110	-10.8%	729	340	273	Ridership migration to Route 88
TTC 165-D/F <sup>[1]</sup>	Weston Road North	1,738	1,132	846	45,496	48,938	7.6%	576,352	535,155	-7.1%	1,989	1,012	683	Increased employment travel
	TTC (Vaughan) Total	9,343	3,389	2,311	217,671	204,752	-5.9%	2,636,243	2,499,366	-5.2%	8,901	2,800	2,122	
	Vaughan & TTC Total	27,953	10,270	7,852	663,705	639,934	-3.6%	9,129,869	8,461,462	-7.3%	27,348	9,943	6,809	

\* Route crosses municipal boundaries.

	YRT Route #	Route Name	2012			TOTAL BOARDINGS (MONTH)			TOTAL BOARDINGS (YEAR TO DATE)			2013			
			Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	2012	2013	Percentage ('13 vs '12)	2012	2013	Percentage ('13 vs '12)	Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	
Richmond Hill	80	Elgin Mills	-	-	-	-	10,744	-	-	77,672	-	462	167	104	Implemented June 30, 2013 due to Route 90 restructuring
	81	Inspiration	254	-	-	5,089	4,490	-11.8%	44,558	50,209	12.7%	224	-	-	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Impact due to colder temperatures and ice storm
	82	Valleymede	409	-	-	8,192	7,432	-9.3%	94,377	94,454	0.1%	371	-	-	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Impact due to colder temperatures and ice storm
	83	Trench	956	86	-	19,592	20,709	5.7%	236,532	237,334	0.3%	1,033	-	-	General growth; Saturday services discontinued June 30, 2013 due to low ridership
	84	Oak Ridges	166	17	-	3,412	3,886	13.9%	37,960	42,448	11.8%	190	15	-	Route restructured Feb 24, 2013; Route 84A branch discontinued
	85 <sup>[1]</sup>	Rutherford	4,533	2,302	1,238	110,085	71,349	-35.2%	1,357,123	1,185,692	-12.6%	2,857	1,646	915	Route restructured June 30, 2013; Ridership migration to Route 16 and Route 244
	86	Newkirk-Red Maple	738	171	-	15,652	17,494	11.8%	183,720	223,979	21.9%	821	207	-	General growth in the Red Maple area as a result of route restructuring in July 2012; ridership migration from Route 87
	87 <sup>[1]</sup>	Autumn Hill	764	89	-	15,758	9,855	-37.5%	202,350	168,742	-16.6%	491	-	-	Route restructured June 30, 2013; Ridership migration to Route 26, Route 85 and Route 86
	88/88A/88E <sup>[1]</sup>	Bathurst/Bathurst Express	4,078	2,176	1,687	103,290	98,196	-4.9%	1,335,437	1,272,506	-4.7%	3,793	2,010	1,887	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Impact due to colder temperatures and ice storm
	589/590	RH Community Bus	155	105	62	4,000	4,095	2.4%	39,437	52,381	32.8%	142	135	95	Stable ridership
	90/90B <sup>[1]</sup>	Leslie	3,536	943	500	78,805	63,631	-19.3%	952,575	991,588	4.1%	2,863	696	437	Route restructured June 30, 2013; Ridership migration to Route 80
	91/91A/91B/91E <sup>[1]</sup>	Bayview/Express	3,805	1,458	961	89,711	83,740	-6.7%	1,309,983	1,173,362	-10.4%	3,563	1,367	881	Decreased employment travel to/from Finch GO Bus Terminal
	240	Mill Pond GO Shuttle	112	-	-	2,244	1,924	-14.3%	26,943	27,598	2.4%	96	-	-	Available parking increased from 1,540 to 1,998 since 2012, ridership migration to later SB and earlier homebound trains; Impact due to severe weather
	241	Bev Acres GO Shuttle	73	-	-	1,461	1,160	-20.6%	17,051	18,957	11.2%	58	-	-	Available parking increased from 1,540 to 1,998 since 2012, ridership migration to later SB and earlier homebound trains; Impact due to severe weather
242	N Richvale GO Shuttle	32	-	-	643	500	-22.2%	8,459	8,608	1.8%	25	-	-	Available parking increased from 1,540 to 1,998 since 2012, ridership migration to later SB and earlier homebound trains; Impact due to severe weather	
243	Redstone GO Shuttle	168	-	-	3,367	2,966	-11.9%	40,412	45,281	12.0%	148	-	-	Available parking increased from 1,540 to 1,998 since 2012, ridership migration to later SB and earlier homebound trains; Impact due to severe weather	
244	Beaver Creek Shuttle	-	-	-	-	722	-	-	5,546	-	36	-	-	Implemented June 30, 2013 as a result of Route 85 restructuring	
	<b>Richmond Hill Total</b>	<b>19,779</b>	<b>7,347</b>	<b>4,448</b>	<b>461,301</b>	<b>402,893</b>	<b>-12.7%</b>	<b>5,886,917</b>	<b>5,676,357</b>	<b>-3.6%</b>	<b>17,173</b>	<b>6,243</b>	<b>4,319</b>		
Aurora	31 <sup>[1]</sup>	Aurora North	94	-	-	1,885	1,886	0.1%	16,923	24,480	44.7%	94	-	-	General growth; Route restructured July 2012
	32	Aurora South	550	21	-	11,140	9,621	-13.6%	106,686	120,057	12.5%	476	16	-	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Impact due to colder temperatures and ice storm
	33/33A	Wellington	527	105	-	11,112	11,001	-1.0%	123,657	127,547	3.1%	524	98	-	Route restructured June 30, 2013; Ridership migration to Route 54
	34	Industrial Parkway	-	-	-	-	-	-	2,653	-	-	-	-	-	Route discontinued July 2012 due to low ridership
	<b>Aurora Total</b>	<b>1,171</b>	<b>126</b>	<b>-</b>	<b>24,137</b>	<b>22,508</b>	<b>-6.7%</b>	<b>249,919</b>	<b>272,084</b>	<b>8.9%</b>	<b>1,094</b>	<b>114</b>	<b>-</b>		
Newmarket, East Gwill., Georgina	44	Bristol	285	48	-	5,958	5,329	-10.6%	53,497	70,351	31.5%	250	61	-	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Impact due to colder temperatures and ice storm
	50	Queensway	1,062	528	438	26,875	27,285	1.5%	105,373	344,419	226.9%	1,048	581	450	Weekday rush hour service implemented July 2012; All day and weekend service introduced September 2012 to replace GO Route 69
	51	Keswick Local	202	28	-	4,213	4,316	2.4%	48,867	46,609	-4.6%	206	35	-	Stable ridership
	52 <sup>[1]</sup>	Holland Landing Local	241	136	-	5,546	5,510	-0.6%	71,464	70,484	-1.4%	254	80	-	Stable ridership; Services converted to Dial-a-Ride after 7 p.m. Monday to Saturday effective April 21, 2013
	53	Woodspring-Clearmeadow	-	-	-	-	-	-	31,185	-	-	-	-	-	Route merged with Route 44 north of Davis Drive and with 57/57A south of Davis Drive effective July 2012
	54 <sup>[1]</sup>	Bayview	431	84	-	9,095	8,520	-6.3%	92,266	113,735	23.3%	398	107	-	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Impact due to colder temperatures and ice storm
	55/55B	Davis Dr.	1,133	543	274	27,193	25,415	-6.5%	326,575	315,513	-3.4%	1,048	509	301	Stable ridership; vivaNext construction occurring along Davis Drive
	56	Gorham-Eagle	449	151	115	10,478	11,633	11.0%	114,018	138,147	21.2%	483	195	159	Ridership migration from Route 55/55B due to vivaNext construction along Davis Dr.
	57/57A	Mulock	921	283	177	20,993	21,509	2.5%	194,697	259,141	33.1%	940	306	181	General growth as a result of route restructuring in July 2012
	58	Mount Albert	122	-	-	2,454	2,368	-3.5%	27,264	30,558	12.1%	118	-	-	Stable ridership; Route restructured April 21, 2013; Sharon branch discontinued
	59	The ROC	5	-	12	172	-	-	665	-	-	-	-	-	Route discontinued March 2013
	GO Rte 69 <sup>[1]</sup>	Sutton GO Bus	-	-	-	-	-	-	40,662	-	-	-	-	-	Ridership migration to Route 50; Route discontinued in September 2012
	98 <sup>[1]</sup>	Yonge	766	505	451	20,661	17,968	-13.0%	247,622	246,121	-0.6%	714	292	357	Ridership migration to other Yonge Street services such as Route 22A and Viva blue/blue A
	220	Keswick GO	-	-	-	-	-	-	942	-	-	-	-	-	Route discontinued July 2012
222	Aurora-Nmkt GO Shuttle	58	-	-	1,167	881	-24.5%	10,322	12,665	22.7%	44	-	-	One less school day compared to Dec 2012; 2013 holidays occurred mid-week; Impact due to colder temperatures and ice storm	
223	Newmarket GO Shuttle	16	-	-	321	360	12.1%	3,831	4,361	13.8%	18	-	-	Stable ridership	
520/521	Newmarket Community Bus	84	24	15	1,905	1,757	-7.8%	23,328	23,170	-0.7%	75	25	22	Ridership migration from conventional services; Increased ridership in 2012 due to labour disruption	
	<b>Newmarket Total</b>	<b>5,775</b>	<b>2,330</b>	<b>1,482</b>	<b>137,031</b>	<b>132,851</b>	<b>-3.1%</b>	<b>1,392,578</b>	<b>1,675,274</b>	<b>20.3%</b>	<b>5,596</b>	<b>2,191</b>	<b>1,470</b>		
	<b>YRT SUB-TOTAL</b>	<b>72,110</b>	<b>25,226</b>	<b>16,896</b>	<b>1,680,515</b>	<b>1,617,841</b>	<b>-3.7%</b>	<b>21,628,126</b>	<b>21,291,985</b>	<b>-1.6%</b>	<b>69,691</b>	<b>23,763</b>	<b>16,293</b>		
Viva	blue (incl. blue'A) <sup>[1]</sup>	Yonge Corridor	17,924	10,695	7,047	469,296	446,768	-4.8%	5,723,624	6,029,305	5.3%	16,626	10,425	9,224	Stable Ridership
	purple <sup>[1]</sup>	Highway 7 Corridor	6,381	4,053	2,878	167,607	178,208	6.3%	2,072,341	2,373,745	14.5%	6,812	3,667	3,352	Stable ridership; rapidway opening (Bayview to Hwy 404) August 18, 2013
	green <sup>[1]</sup>	Markham North-South Link	643	-	-	12,956	12,993	0.3%	153,270	178,462	16.4%	646	-	-	Stable Ridership
	orange (incl. Züm) <sup>[1]</sup>	Vaughan North-South Link	2,194	1,227	762	54,838	44,616	-18.6%	737,257	743,940	0.9%	1,889	586	562	Route restructured June 30, 2013; Service to Downsview Subway Station during non-rush hours discontinued
	pink <sup>[1]</sup>	Finch - Unionville	1,862	-	-	37,539	45,498	21.2%	450,737	548,593	21.7%	2,256	-	-	Rapidway opening (Bayview to Hwy 404) August 18, 2013
	<b>Viva SUB-TOTAL</b>	<b>29,004</b>	<b>15,975</b>	<b>10,687</b>	<b>742,236</b>	<b>728,083</b>	<b>-1.9%</b>	<b>9,137,228</b>	<b>9,874,045</b>	<b>8.1%</b>	<b>28,229</b>	<b>14,678</b>	<b>13,138</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

<b>Total Boardings</b>	<b>YRT/VIVA SYSTEM TOTAL</b>	<b>101,114</b>	<b>41,201</b>	<b>27,583</b>	<b>2,422,751</b>	<b>2,345,924</b>	<b>-3.2%</b>	<b>30,765,354</b>	<b>31,166,030</b>	<b>1.3%</b>	<b>97,920</b>	<b>38,441</b>	<b>29,431</b>
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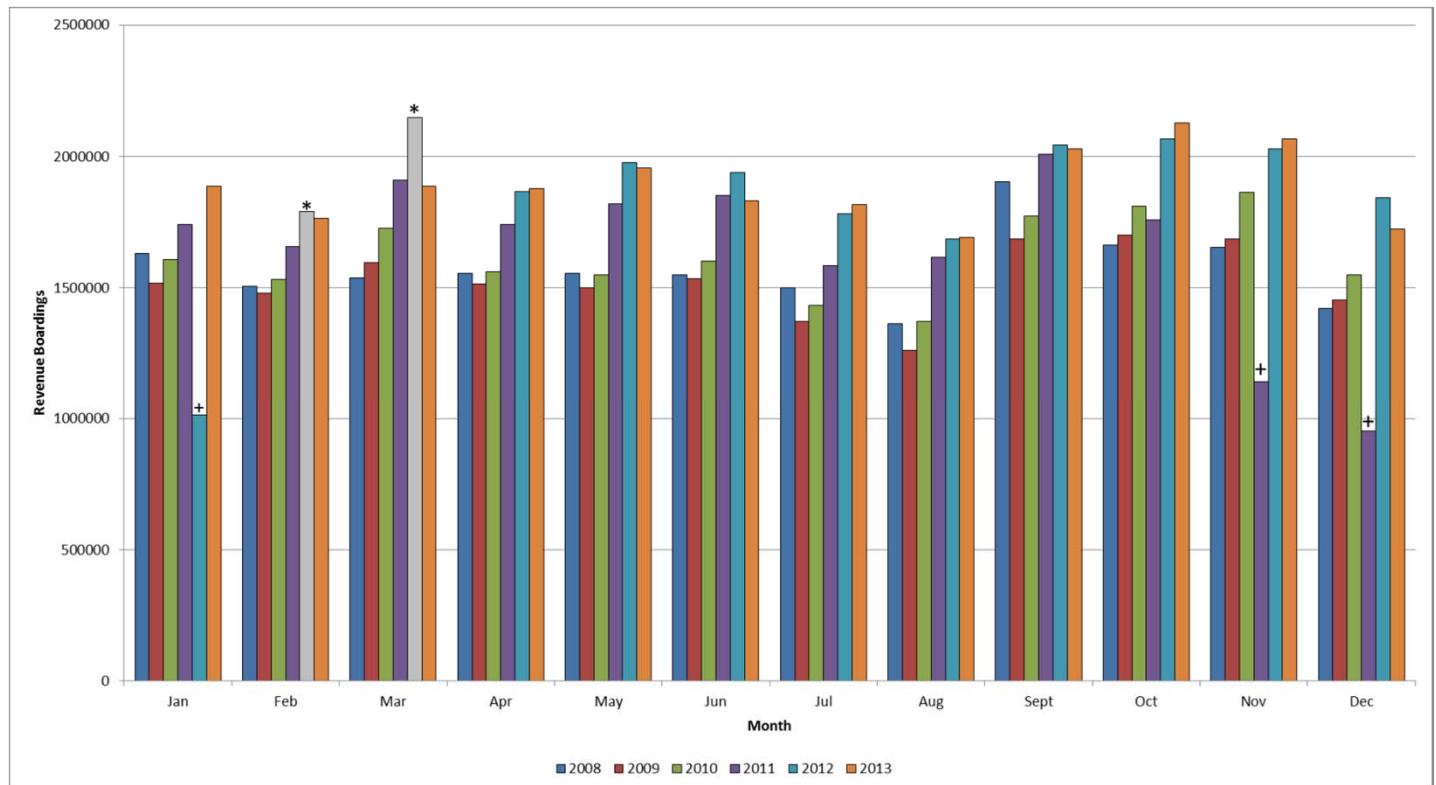
<b>Rev. Boardings</b>	<b>YRT/VIVA SYSTEM TOTAL</b>	<b>1,843,017</b>	<b>1,724,030</b>	<b>-6.5%</b>	<b>22,182,544</b>	<b>22,709,612</b>	<b>2.4%</b>	<b>71,962</b>
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Notes: 1. System-wide transfer rate = Revenue Boardings / Total Boardings = **26.5%**

# YRT/Viva

## 2013 Revenue Ridership Summary

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



\* February & March 2012 forecasted 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	2012 <sup>[4]</sup>	2013	Monthly Change ['13 vs '12]	Year to Date (YTD) Change	Average Weekday Revenue Ridership 2013
January	1,012,247 <sup>[1]</sup>	1,934,722	91.1%	91.1%	76,949
February	1,792,375 <sup>[2]*</sup>	1,765,195	- 1.5%	31.9%	79,367
March	2,147,532 <sup>[3]*</sup>	1,886,106	- 12.2%	12.8 %	78,841
April	1,865,679	1,879,088	0.7%	9.5%	74,829
May	1,975,926	1,957,405	-0.9%	7.2%	77,039
June	1,938,015	1,832,425	-5.4%	4.9%	76,740
July	1,783,399	1,816,294	1.8%	4.4%	70,807
August	1,685,170	1,692,340	0.4%	4.0%	67,323
September	2,042,801	2,027,509	-0.7%	3.4%	86,218
October	2,066,781	2,126,852	2.9%	3.3%	84,384
November	2,029,603	2,067,646	1.9%	3.2%	84,786
December	1,843,017	1,724,030	-6.5%	2.4%	71,962
<b>YTD Total</b>	<b>22,182,544</b>	<b>22,709,612</b>			

<sup>[1]</sup> Transit labour strike October 24, 2011 to February 3, 2012.

<sup>[2]</sup> Free transit service begins February 4, 2012. Projected weekday revenue ridership based on historic transfer rate of 28.1 per cent.

<sup>[3]</sup> Free transit service begins February 4, 2012. Projected weekday revenue ridership based on 40 per cent transfer rate.

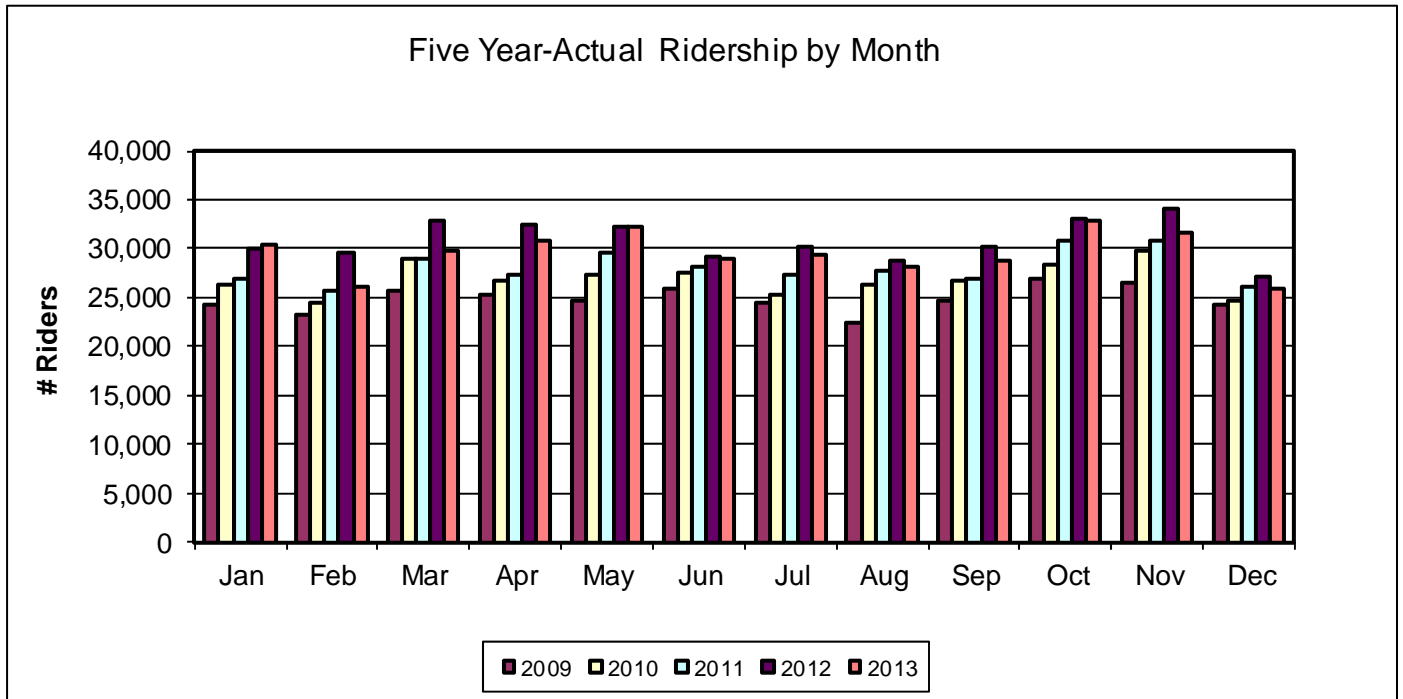
<sup>[4]</sup> 2012 revenue ridership adjusted for 2013 comparison.

\* Projections based on total boardings and transfer rate.

# YRT/Viva

## 2013 Ridership Summary

### Specialized Services – Mobility Plus

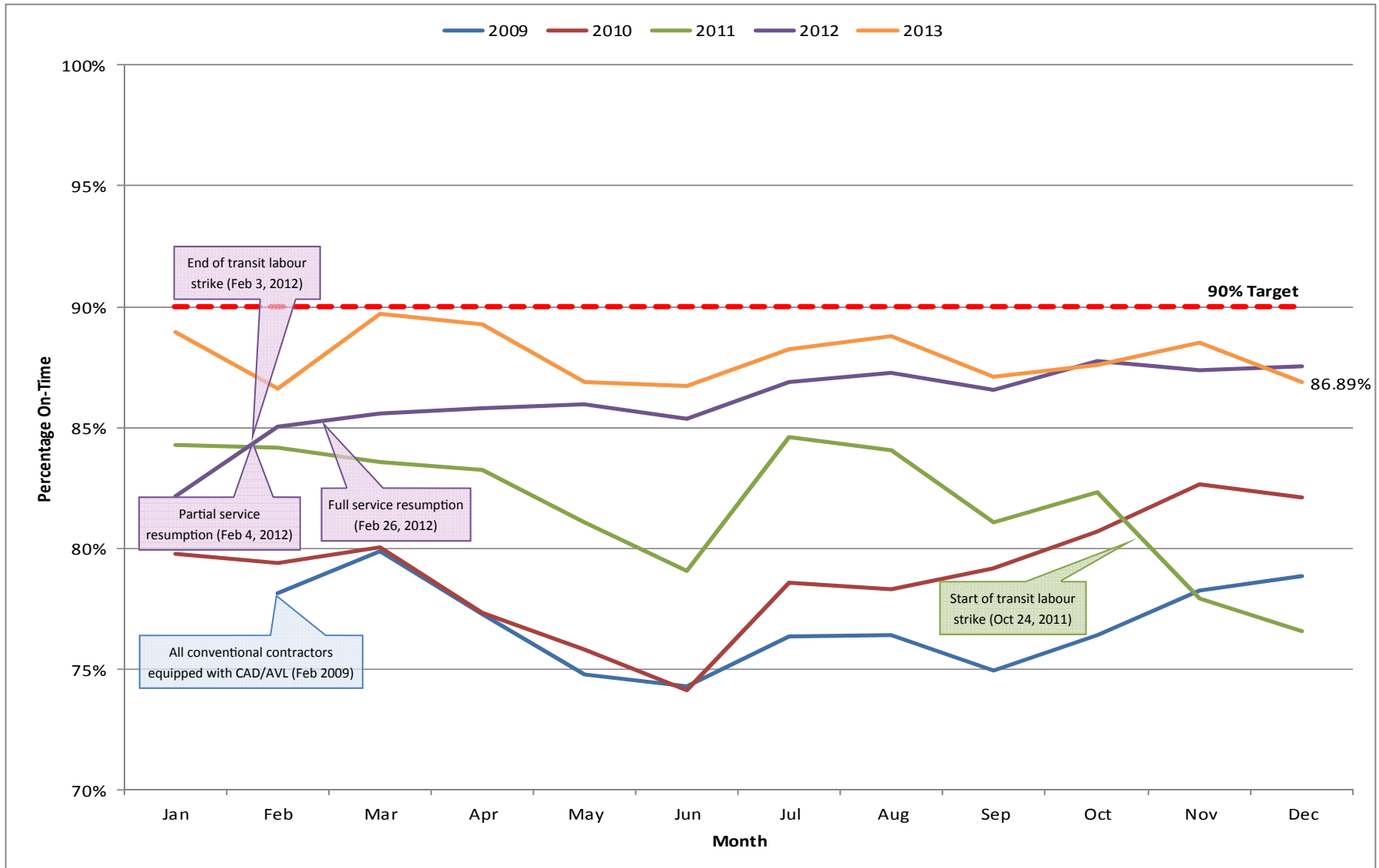


Month	2012 Ridership	2013 Ridership	Monthly Change ('13 vs. '12)	Year to Date (YTD) Change	Average Weekday Revenue Ridership 2013
January	29,958	30,327	1.2%	1.2%	1,235
February	29,497 <sup>[1]</sup>	26,199	-11.2%	-4.9%	1,103
March	32,767 <sup>[1]</sup>	29,858	-8.9%	-6.3%	1,282
April	32,372	30,708	-5.1%	-6.0%	1,291
May	32,219	32,308	0.3%	-4.7%	1,311
June	29,103	28,984	-0.4%	-4.1%	1,268
July	30,195	29,357	-2.8%	-3.9%	1,189
August	28,694	28,111	-2.0%	-3.7%	1,165
September	30,155	28,689	-4.9%	-3.8%	1,262
October	33,105	32,847	-0.8%	-3.5%	1,346
November	33,985	31,636	-6.9%	-3.8%	1,347
December	27,097	25,998	-4.1%	-3.8%	1,112
<b>YTD</b>	<b>369,147</b>	<b>355,022</b>			

<sup>[1]</sup> Free transit attributed to high increase in ridership.

# On-Time Performance Based on Trip Start Time

## Conventional Transit Routes—2009 to 2013



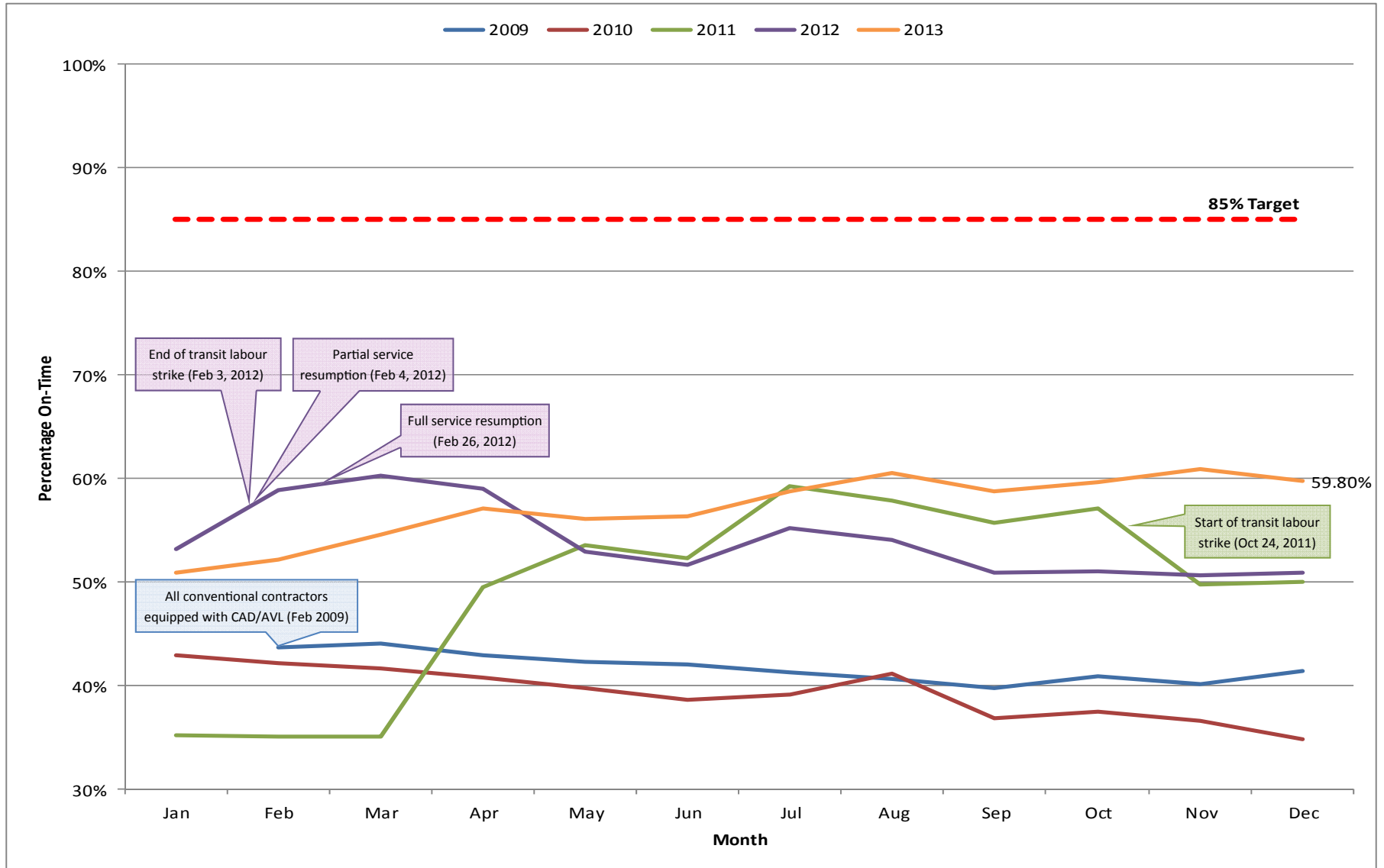
**Notes:**

- 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—2009 to 2013

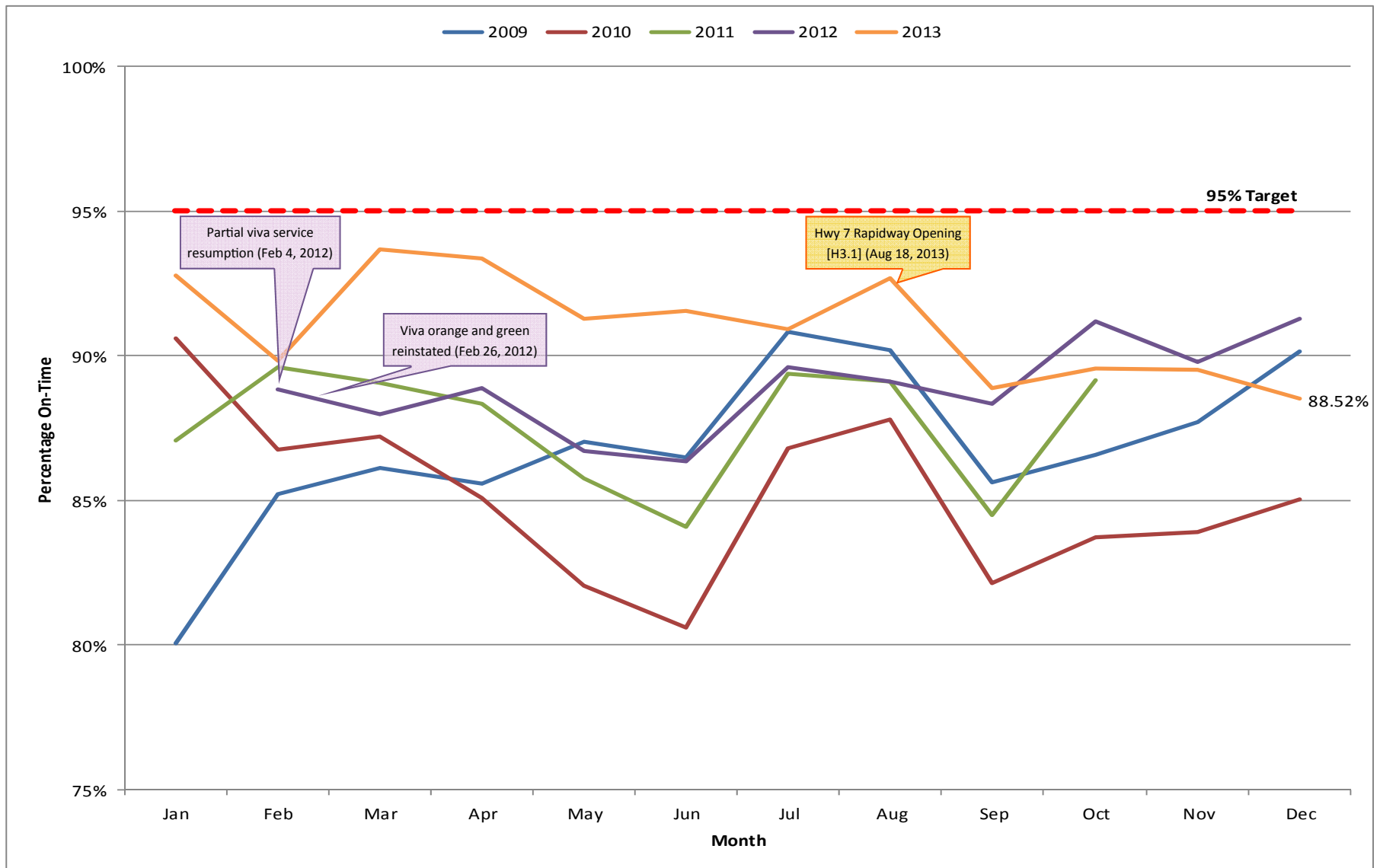


**Notes:**

- 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—2009 to 2013

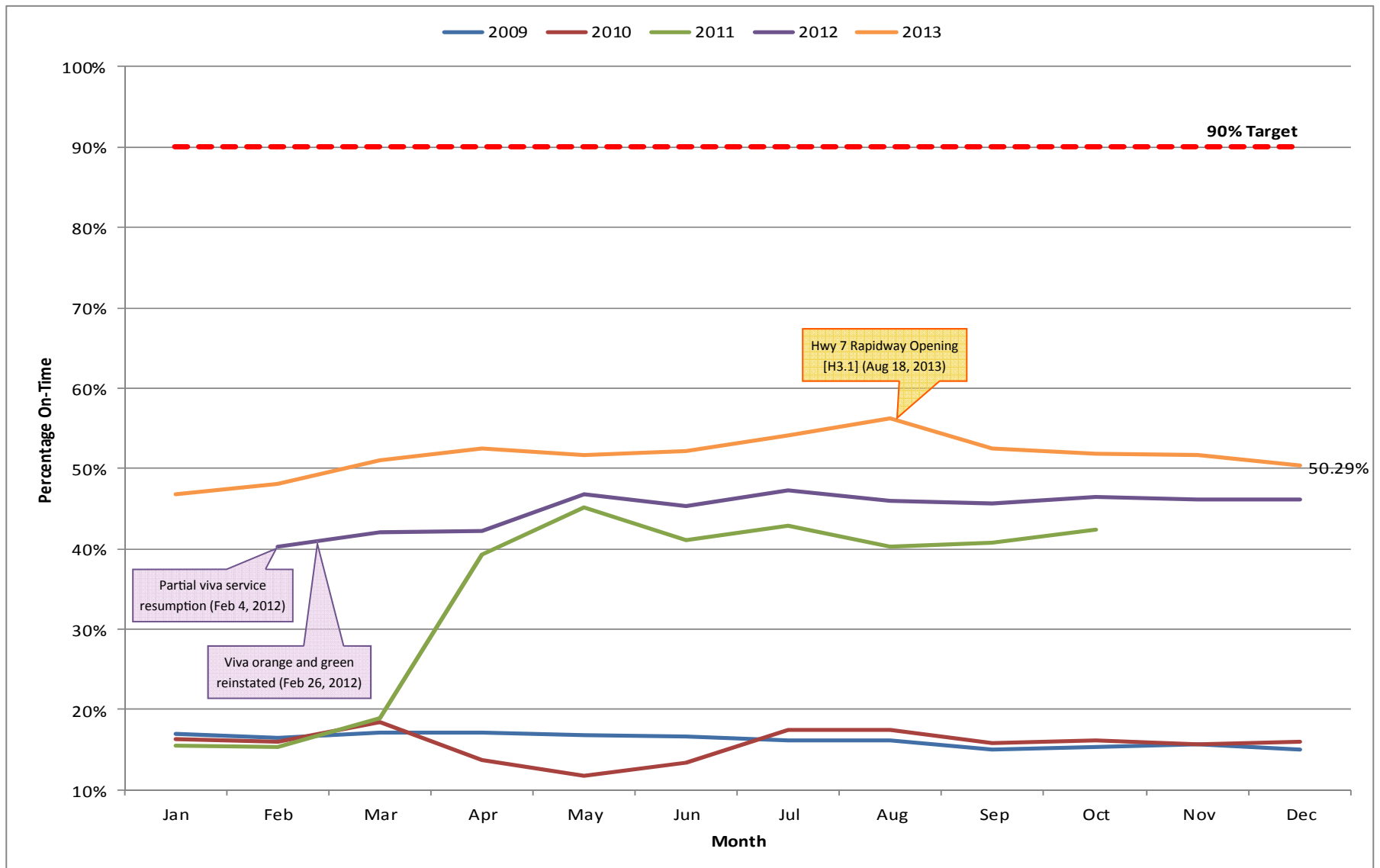


**Notes:**

- 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—2009 to 2013

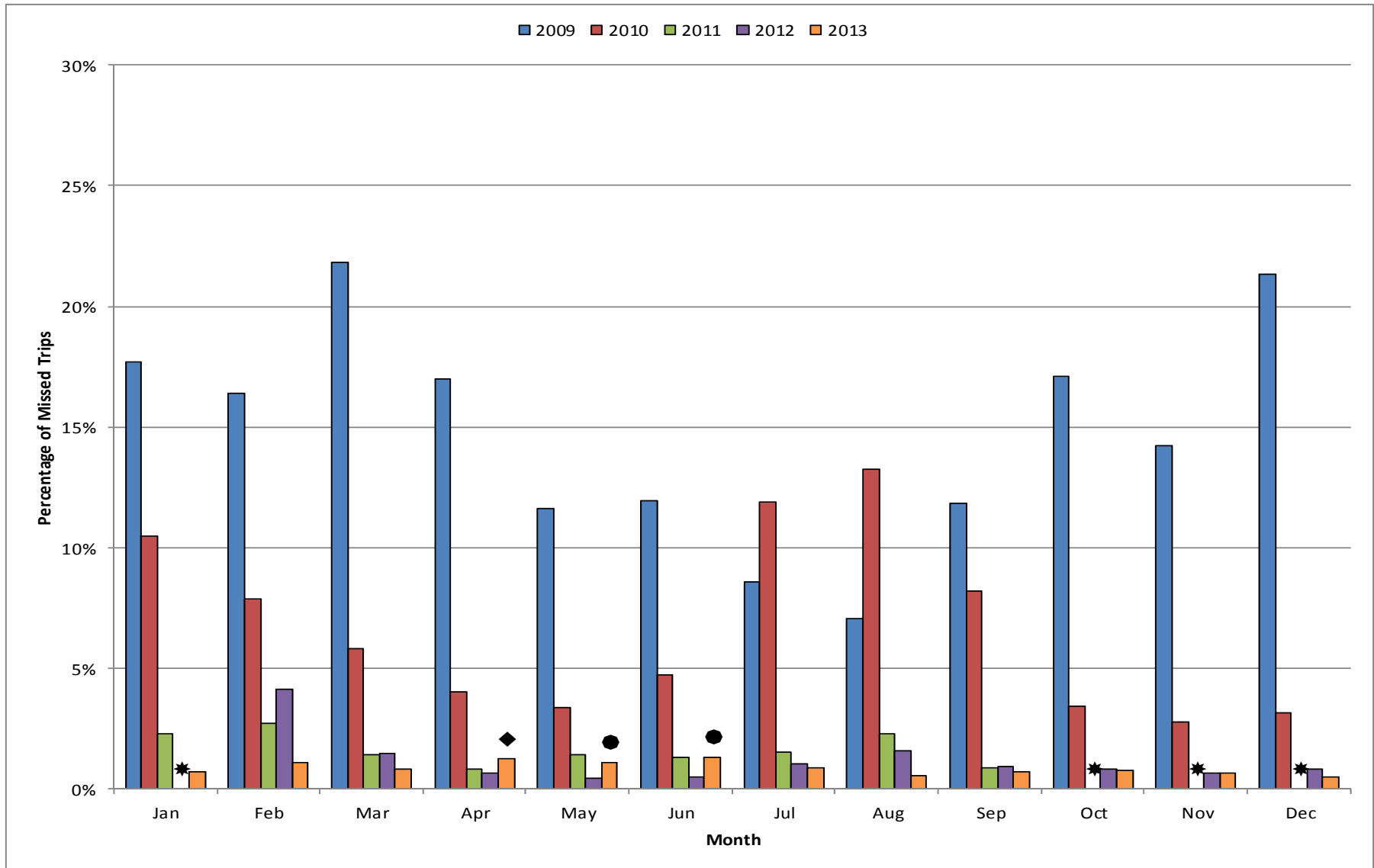


**Notes:**

- 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

# System-Wide Percentage Missed Trips by Month

2009 to 2013



**Notes:**

- \* Missed trips from October 2011 to January 2012 are excluded from this chart due to bus operator strike
- ◆ Higher than average missed trips as a result of Route 51 operational changes
- Missed trips increased due to a combination of construction, mechanical breakdowns, and on-street schedule adjustments