

MEMORANDUM

TO: Transportation Services Committee
FROM: Kathleen Llewellyn-Thomas, Commissioner of Transportation Services
DATE: January 25, 2012
RE: December 2011 York Region Transit/Viva Ridership Statistics

This memo provides an overview of York Region Transit/Viva (YRT/Viva) ridership statistics for December 2011. YRT/Viva revenue ridership in December reached 951,950, representing a decrease of approximately 598,800 revenue riders, or 38.6 per cent less, compared with December 2010. The total revenue ridership for 2011 reached approximately 19.8 million, an increase of 1.9 per cent over 2010.

The decrease in ridership can be attributed to the continuation of labour disruption throughout the month of November and December involving Miller Transit, First Canada, York BRT (Veolia) and their operators and maintenance staff. **Table 1** provides insight to the routes currently not operating in York Region. The routes have been sorted by Municipality for reference.

Veolia Southwest, contracted TTC services and Dial-a-Ride services continue providing conventional services in the Region. Veolia Southwest provides services in the southwest portion of York Region (Vaughan) with a few exceptions in Richmond Hill, Markham, and Newmarket. All TTC routes operating north of Steeles Avenue in Markham and Vaughan continue to operate. Dial-a-Ride services are available in Richmond Hill, Markham, Aurora and Newmarket during midday (Route 84 A/C – Oak Ridges), evenings and Saturdays (Route 32 – Aurora South, 40 – Unionville Local, 41 – Markham Local, 44 – Bristol-London and 84 A/C – Oak Ridges).

As a result of the labour disruption, some routes currently operating (such as Routes 99 – Yonge Street, 91A/B/E – Bayview, Route 4/4A Major Mackenzie, Route 77 – Hwy 7/Centre, and 3 – Thornhill-York University) are experiencing higher than normal ridership.

Picket activity of striking workers frequently disrupted service during the weekday morning and evening rush hours. Striking workers delayed buses entering service and picketed at locations such as Richmond Hill Centre Terminal, Finch GO Bus Terminal, Bernard Terminal and Promenade Terminal. In some instances striking workers boarded buses reducing capacity for YRT/Viva customers. On Thursday December 22, 2011, York Region applied for and received a court injunction that limited the amount of time striking works could delay buses.

On New Year's Eve, YRT/Viva again offered free rides to passengers after 7:00 p.m. until end of service.

Employment

The national unemployment rate decreased from 7.6 per cent to 7.5 per cent ^[1] in December 2011 compared to December 2010. At a local level, York Region is located within the Employment Insurance Economic Region of Toronto, and recorded an unemployment rate of 8.5 per cent, down from 8.8 per cent from December 2010 ^[2].

Gas Prices

Gas prices in December 2011 averaged \$1.18 per litre ^[3], including Harmonized Sales Tax (HST). In December 2010, gas prices averaged \$1.11 per litre ^[4], including HST.

Mobility Plus

In December 2011, Mobility Plus carried approximately 1,200 additional passengers, an increase of 8.3 per cent over December 2010. During the labour disruption, Mobility Plus temporarily suspended the Family of Service program which connects Mobility Plus trips to Viva (BRT) service. Customers who were using Family of Services are now being taken directly to their destination.

Table 1 - Routes affected by labour dispute by municipality:

Markham		Richmond Hill		Vaughan	
Viva	blue/blue 'A'	Viva	blue/blue 'A'	Viva	blue/blue 'A'
Viva	purple	Viva	purple	Viva	purple
Viva	pink	Viva	pink	Viva	pink
Viva	green	1	Highway 7	Viva	orange
1	Highway 7	81	Inspiration	22/22A	King City
2	Milliken	82	Valleymede-Spadina	85/85A/85B	Rutherford/16th Ave.
2A	14th Avenue	83/83A	Trench	87	Langstaff-Maple
8	Kennedy	84A/84C	Oak Ridges		
9	9 th Line	85/85A/85B	Rutherford/16th Ave.		
18	Bur Oak	86	Weldrick-Newkirk		
40	Unionville Local	87	Langstaff-Maple		
41	Markham Local	90/90B	Leslie		
42	Berczy South Unionville	98	Yonge		
45	Mingay	240	Mill Pond GO Shuttle		
85/85A/85B	Rutherford/16th Ave.	241	Beverley Acres GO Shuttle		
90/90B	Leslie	242	North Richvale GO Shuttle		
201	Markham GO Shuttle	243	Redstone GO Shuttle		
202	Unionville GO Shuttle	300	Business Express		
203	Milliken GO Shuttle	400s	11 School Specials		
224B	Woodbine Ave.				
300	Business Express				
301	Markham Express				
302	Unionville Express				
303	Bur Oak Express				
400s	9 School Specials				

Newmarket		Aurora		East Gwillimbury	
Viva	blue/blue 'A'	Viva	blue/blue 'A'	52	Holland Landing
44	Bristol-London	31	Aurora North	58/58A	Leslie North/Leslie North via Mt. Albert
52	Holland Landing	32	Aurora South	220	Keswick GO Shuttle
53	Woodspring-Clearmeadow	33/33A	Wellington	400s	1 School Special
54	Bayview	34	Industrial Parkway		
55/55B	Davis Dr.	98	Yonge		
56	Gorham-Eagle	222	Aurora-Newmarket GO Shuttle		
57/57A	Mulock Dr.	400s	3 School Specials		
58/58A	Leslie North/Leslie North via Mt. Albert				
98	Yonge				
222	Aurora-Newmarket GO Shuttle				
223	Newmarket GO Shuttle				
400s	6 School Specials				

Georgina		King		Whitchurch-Stouffville	
51	Keswick Local	22/22A	King City	9	9th Line
220	Keswick GO Shuttle	32	Aurora South	15	Stouffville Local
400s	1 School Special			400s	2 School Specials

Kathleen Llewellyn-Thomas, P.Eng.
Commissioner of Transportation Services

Notes:

[1] December 2, 2011. Latest Release from the Labour Force Survey. *Statistics Canada*. Retrieved from <http://www.statcan.gc.ca/subjects-sujets/labour-travail/lfs-epa/lfs-epa-eng.htm>. Retrieved date January 13, 2012.

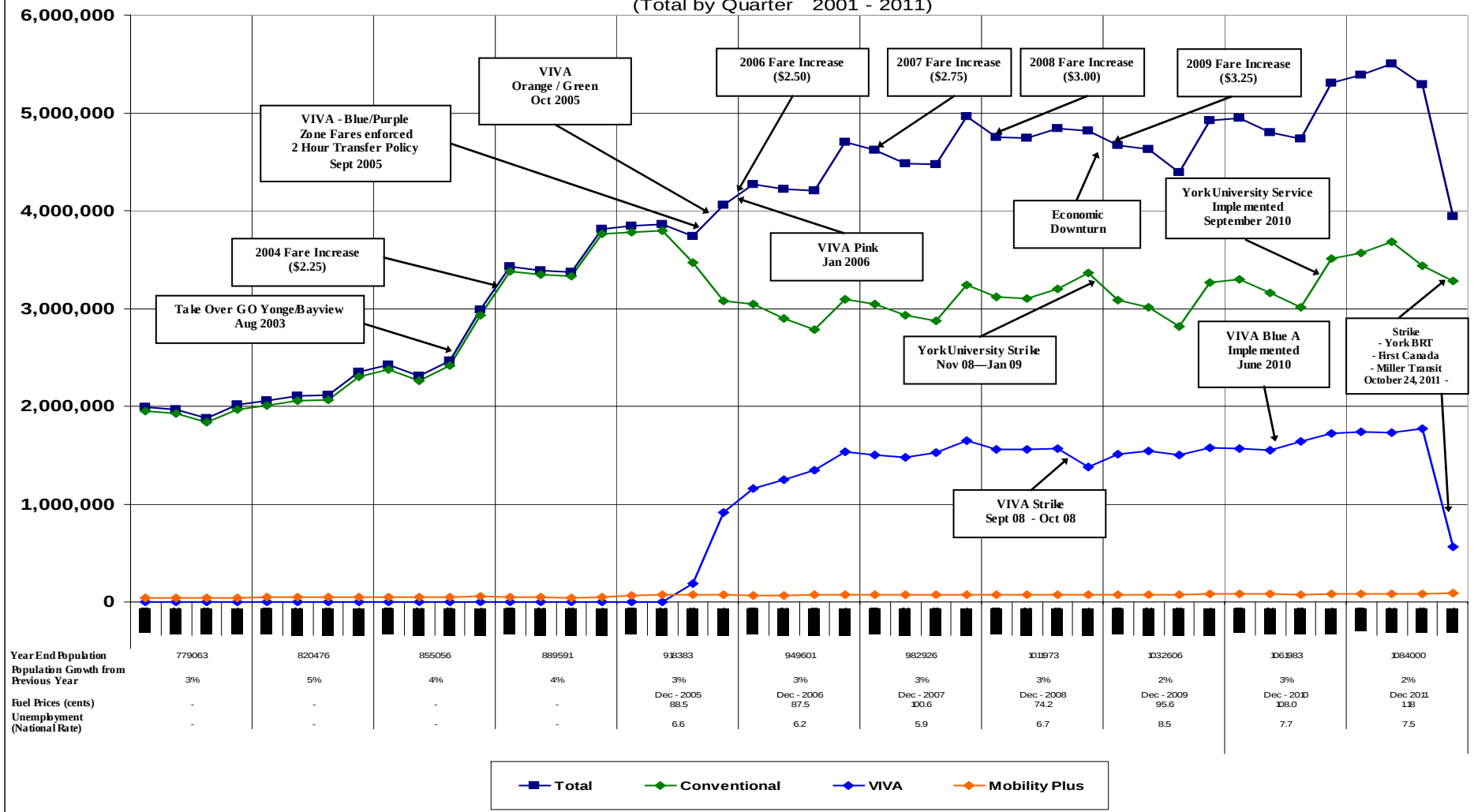
[2] EI Economic Region of Toronto – Unemployment Rates for the EI Economic Regions . *Human Resources and Skills Development Canada*. Retrieved from <http://srv129.services.gc.ca/rbin/eng/rates.aspx?id=2011#data>. Retrieved date January 13, 2012.

[3] Fuel Price Data. (2011). *Ministry of Energy*. Retrieved from <http://www.energy.gov.on.ca/en/gasoline-and-fuel-prices/>. Retrieved date January 13, 2012.

[4] Fuel Price Data. (2010). *Ministry of Energy*. <http://www.energy.gov.on.ca/en/gasoline-and-fuel-prices/>. Retrieved date January 13, 2012.

Revenue Boardings

(Total by Quarter 2001 - 2011)



Note:

- All population figures are year-end: Source: York Region Planning Department based on Statistics Canada and CMHC Housing Completion data
- Quarterly fuel price source: Minister of Energy (<http://www.mei.gov.on.ca/en/energy/oilandgas/?page=fuel-prices>)
- Unemployment Rates : (<http://www.statscan.gc.ca/subjects-sujets/labour-travail/lfs-epa/lfs-epa-eng.htm>)

YORK REGION TRANSIT / VIVA - MONTHLY RIDERSHIP SUMMARY
Dec-11

rev. 13jan2012

YORK REGION TRANSIT / VIVA - MONTHLY RIDERSHIP SUMMARY											Dec-11		20 weekdays, 7 Saturdays, 4 Sunday/Holidays		
Dec-11											Dec-10		22 weekdays, 5 Saturdays, 4 Sunday/Holidays		
rev. 13jan2012		2010 ^[3]			TOTAL BOARDINGS (MONTH)			TOTAL BOARDINGS (YEAR TO DATE)			2011 ^{[3][4]}				
	YRT Route #	Route Name	Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	2010	2011	Percentage ('11 vs '10)	2010	2011	Percentage ('11 vs '10)	Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	Notes
Markham, Stouffville	1 ^[1]	Highway 7	1,530	831	312	38,020	0	-100.0%	453,893	388,336	-14.4%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	2 ^[1]	Milliken	2,151	836	342	50,965	0	-100.0%	598,331	476,816	-20.3%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	2A	14th Ave	904	0	0	18,241	0	-100.0%	205,541	170,624	-17.0%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	3 ^[1]	Thornhill - York U.	1,608	138	504	35,571	49,400	38.9%	401,560	503,529	25.4%	2,105	587	675	Increased boardings due to contractor labour disruption, alternative to Viva purple
	8	Kennedy Rd	1,308	457	252	30,817	0	-100.0%	347,492	321,526	-7.5%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	9 ^[1]	Ninth Line	168	0	0	3,418	0	-100.0%	40,227	34,640	-13.9%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	15	Stouffville Local	119	0	0	2,422	0	-100.0%	21,818	19,279	-11.6%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	18	Bur Oak	929	113	0	19,533	0	-100.0%	230,660	188,546	-18.3%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	40	Unionville Local	602	161	83	13,631	74	-99.5%	155,273	115,558	-25.6%	3	2	0	Dial-A-Ride service after 8:15 p.m. (Monday to Saturday); Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	41	Markham Local	439	79	68	9,752	87	-99.1%	95,218	76,766	-19.4%	4	1	0	Dial-A-Ride service after 7:40 p.m. (Monday to Saturday); Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	42	Berczy South Unionville	156	0	0	3,146	0	-100.0%	34,130	34,366	0.7%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	45	Mingay	59	0	0	1,194	0	-100.0%	12,376	14,322	15.7%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	201	Markham GO Shuttle	96	0	0	1,932	0	-100.0%	24,749	19,161	-22.6%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	202	Unionville GO Shuttle	141	0	0	2,862	0	-100.0%	35,711	29,284	-18.0%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	203	Milliken GO Shuttle	53	0	0	1,082	0	-100.0%	15,302	14,906	-2.6%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	300 ^[1]	Business Express	211	0	0	4,341	0	-100.0%	57,796	52,611	-9.0%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	301 ^[1]	Markham Express	387	0	0	7,919	0	-100.0%	91,406	71,254	-22.0%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	302 ^[1]	Unionville Express	161	0	0	3,312	0	-100.0%	43,038	37,689	-12.4%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	303 ^[1]	Bur Oak Express	253	0	0	5,182	0	-100.0%	56,097	55,056	-1.9%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	522	Markham Community Bus	87	76	0	2,272	3,783	66.5%	20,225	26,494	31.0%	145	119	0	Rider migration from conventional service to community bus service
	TTC	Markham Total	11,362	2,691	1,561	255,612	53,344	-79.1%	2,940,843	2,650,763	-9.9%	2,257	709	675	
	TTC 17A ^[1]	Birchmount	232	0	0	4,640	3,950	-14.9%	54,264	54,678	0.8%	198	0	0	Decreased in employment travel
	TTC 24D, 224B/C/D ^[1]	Vic Park North (Woodbine)	949	87	43	19,779	21,180	7.1%	239,959	236,940	-1.3%	1,059	0	0	Rush hour service level reduction (Oct 2011)
	TTC 68B ^[1]	Warden North	864	463	250	21,521	23,230	7.9%	253,162	266,707	5.4%	952	454	253	Rush hour service level reduction (Oct 2011)
	TTC 102D ^[1]	Markham Rd	967	358	242	22,814	23,307	2.2%	238,724	264,416	10.8%	995	345	248	Stable ridership
	TTC 129A ^[1]	McCowan North	2,813	1,314	931	69,172	64,911	-6.2%	757,635	764,699	0.9%	2,543	1,465	949	Decreased in employment travel
		TTC (Markham) Total	5,824	2,222	1,466	137,926	136,578	-1.0%	1,543,743	1,587,439	2.8%	5,747	2,264	1,450	
		Markham & TTC Total	17,186	4,913	3,027	393,538	189,922	-51.7%	4,484,586	4,238,202	-5.5%	8,004	2,973	2,125	
Vaughan, King	4/4A ^[1]	Major Mackenzie	3,122	1,426	789	76,687	92,040	20.0%	857,354	1,036,776	20.9%	3,797	1,572	1,064	Increased boardings due to contractor labour disruption; alternative east-west route in Markham area
	5 ^[1]	Clark	1,609	612	0	36,903	34,872	-5.5%	389,712	391,517	0.5%	1,530	567	0	Stable ridership
	7 ^[1]	Martin Grove	779	99	0	16,882	15,450	-8.5%	206,185	216,175	4.8%	716	122	0	Stable ridership
	10 ^[1]	York U. (Woodbridge)	424	48	63	9,246	7,508	-18.8%	86,898	101,227	16.5%	334	58	82	Decreased transfers due to contractor labour disruption
	11	Woodbridge	68	0	0	1,397	1,566	12.1%	20,660	18,235	-11.7%	77	0	0	Increased boardings due to contractor labour disruption
	12	Pine Valley	345	92	0	7,784	7,423	-4.6%	91,217	98,262	7.7%	314	132	0	Decreased transfers due to contractor labour disruption
	13	Islington Ave	359	108	0	8,200	8,335	1.6%	96,291	99,598	3.4%	341	184	0	Increased boardings due to contractor labour disruption (effective Oct 24, 2011)
	20 ^[1]	Jane	2,266	1,445	912	61,094	63,469	3.9%	701,999	840,420	19.7%	2,325	1,596	1,122	Increased boardings due to contractor labour disruption; ridership migration from Viva orange
	22/22A ^[1]	King City	587	46	0	12,157	0	-100.0%	99,697	123,766	24.1%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	23 ^[1]	Thornhill Woods	872	0	0	17,703	17,361	-1.9%	228,479	223,883	-2.0%	859	0	0	Decreased transfer activity
	27	Highway 27	48	12	23	1,154	0	-100.0%	16,124	12,678	-21.4%	0	0	0	Route discontinued (Sept 2011); Route 28 service available
	28	Zenway-Hwy.27	24	0	0	513	769	49.9%	8,426	8,173	-3.0%	38	0	0	Ridership migration from Route 27
	77 ^[1]	Hwy 7 - Centre St	3,691	1,676	907	91,220	116,615	27.8%	887,732	1,157,040	30.3%	4,744	2,126	1,391	Increased boardings due to contractor labour disruption; ridership migration from Viva orange
	99 (incl. 98E, 98/99) ^[1]	Yonge South	3,658	1,942	1,387	93,343	201,029	115.4%	916,764	1,339,981	46.2%	7,473	4,739	4,075	Increased boardings due to contractor labour disruption; only service available on Yonge corridor
	360 ^[1]	Maple Express	355	0	0	7,525	6,794	-9.7%	84,437	90,826	7.6%	323	0	0	Decreased transfers due to contractor labour disruption; rush hour frequency reduction (Sept 2011)
	TTC	Vaughan Total	18,207	7,506	4,081	441,808	573,231	29.7%	4,691,975	5,758,557	22.7%	22,871	11,096	7,734	
	TTC 35-D ^[1]	Jane	1,234	252	0	26,434	31,602	19.6%	336,539	333,599	-0.9%	1,480	286	0	Increase in employment travel; general corridor growth
	TTC 37-D ^[1]	Islington	99	0	0	1,980	2,470	24.7%	27,764	29,219	5.2%	124	0	0	Increase in employment travel; general corridor growth
	TTC 105/105-B ^[1]	Dufferin North	1,810	802	556	44,038	45,061	2.3%	467,396	523,494	12.0%	1,848	829	577	Increase in employment travel; general corridor growth
	TTC 107-C/D/B/F ^[1]	Keele North	2,844	786	476	64,286	66,722	3.8%	711,329	776,502	9.2%	2,986	760	423	Increase in employment travel; general corridor growth
	TTC 160 ^[1]	Bathurst North	719	594	493	20,510	21,894	6.7%	235,170	257,041	9.3%	745	700	526	Increase in employment travel; general corridor growth
	TTC 165-D/F ^[1]	Weston Road North	1,576	1,105	732	42,183	48,321	14.6%	466,974	493,912	5.8%	1,825	1,199	857	Increase in employment travel; general corridor growth
		TTC (Vaughan) Total	8,282	3,539	2,257	199,431	216,070	8.3%	2,245,172	2,413,766	7.5%	9,006	3,774	2,383	
		Vaughan & TTC Total	26,489	11,045	6,338	641,239	789,301	23.1%	6,937,147	8,172,323	17.8%	31,877	14,870	10,117	

* Route crosses municipal boundaries.

			2010 [3]			TOTAL BOARDINGS (MONTH)			TOTAL BOARDINGS (YEAR TO DATE)			2011 [3][4]			
	YRT Route #	Route Name	Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	2010	2011	Percentage ('11 vs '10)	2010	2011	Percentage ('11 vs '10)	Avg Wkdy Boardings	Avg Sat Boardings	Avg Sn/Hol Boardings	
Richmond Hill	81	Inspiration	146	0	0	2,942	0	-100.0%	31,662	35,797	13.1%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	82	Valleymede-Spadina	600	47	0	12,391	0	-100.0%	131,058	104,770	-20.1%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	83	Trench	1,169	103	0	24,245	0	-100.0%	248,251	220,472	-11.2%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	84A/84C	Oak Ridges	222	22	0	4,594	423	-90.8%	51,024	45,969	-9.9%	18	9	0	Dial-A-Ride service available during weekday mid-day (between 9 a.m. to 2:30 p.m.) and evening (after 7 p.m.) and all day on Saturday; Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	85/85A/85B ^[1]	16th Ave/Rutherford	4,354	2,333	980	108,910	4,053	-96.3%	1,302,938	1,107,331	-15.0%	201	0	0	Ridership attributed to Route 463 - Vellore School Special; Ridership impact due to contractor labour disruption (effective Oct 24, 2011);
	86	Weldrick-Newkirk	759	134	0	16,241	0	-100.0%	173,871	150,580	-13.4%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	87 ^[1]	Langstaff Local	1,186	103	0	24,658	0	-100.0%	263,357	204,532	-22.3%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	88/88A/88E ^[1]	Bathurst/Bathurst Express	3,802	2,336	1,313	99,220	89,216	-10.1%	984,440	1,118,585	13.6%	3,448	1,834	1,550	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	589/590	RH Community Bus	141	136	87	4,120	3,505	-14.9%	40,931	44,801	9.5%	115	133	64	Route restructured to provide new service locations (effective Nov 14, 2011)
	90/90B ^[1]	Leslie	3,156	726	328	70,460	0	-100.0%	827,756	737,207	-10.9%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	91/91A/91B/91E ^[1]	Bayview South/Express	3,409	1,371	1,003	83,002	107,612	29.6%	994,039	1,137,138	14.4%	4,086	2,876	1,203	Increased boardings due to contractor labour disruption
	240	Mill Pond GO Shuttle	170	0	0	3,432	0	-100.0%	32,942	29,656	-10.0%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	241	Bev Acres GO Shuttle	75	0	0	1,517	0	-100.0%	18,678	19,765	5.8%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	242	N Richvale GO Shuttle	69	0	0	1,390	0	-100.0%	11,374	10,089	-11.3%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	243	Redstone GO Shuttle	90	0	0	1,874	0	-100.0%	36,274	33,927	-6.5%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	Richmond Hill Total	19,348	7,311	3,711	458,996	204,809	-55.4%	5,148,595	5,000,619	-2.9%	7,868	4,852	2,817		
Aurora	31 ^[1]	Aurora North	95	0	0	1,906	0	-100.0%	17,657	15,449	-12.5%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	32	Aurora South	535	23	0	10,930	129	-98.8%	112,793	92,936	-17.6%	4	7	0	Dial-A-Ride service available after 7 p.m. on weekdays and all day on Saturday; Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	33/33A	Wellington	529	143	0	11,650	0	-100.0%	125,864	104,662	-16.8%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	34	Industrial Parkway	24	0	0	484	0	-100.0%	8,178	6,563	-19.7%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	Aurora Total	1,183	166	0	24,970	129	-99.5%	264,492	219,610	-17.0%	4	7	0		
Newmarket, East Gwill., Georgina	44	Bristol - London	210	72	0	4,739	67	-98.6%	49,334	44,293	-10.2%	3	1	0	Dial-A-Ride service available after 7 p.m. (Monday to Saturday); Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	51	Keswick Local	267	45	0	5,713	0	-100.0%	63,643	46,108	-27.6%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	52 ^[1]	Holland Landing Local	289	106	0	6,622	0	-100.0%	76,620	64,014	-16.5%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	53	Woodspring-Clearmeadow	318	104	82	7,491	0	-100.0%	81,663	70,484	-13.7%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	54 ^[1]	Bayview North	321	127	0	7,391	0	-100.0%	69,544	77,813	11.9%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	55/55B	Davis Dr.	1,339	477	406	32,173	0	-100.0%	374,769	309,548	-17.4%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	56	Gorham-Eagle	485	195	74	11,433	0	-100.0%	130,627	109,050	-16.5%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	57/57A	Mulock Dr.	719	187	124	16,296	0	-100.0%	188,835	147,613	-21.8%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	58/58A	Leslie North	72	0	0	1,489	0	-100.0%	18,789	16,366	-12.9%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	GO Rte 69 ^[1]	Sutton GO Bus	200	87	75	4,909	4,199	-14.5%	61,629	65,296	6.0%	165	105	41	Decreased transfers due to contractor labour disruption
	98 ^[1]	Yonge North	1,037	586	384	26,579	0	-100.0%	281,949	227,086	-19.5%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	220	Keswick GO	7	0	0	141	0	-100.0%	2,273	2,835	24.7%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	222	Aurora-Nmkt GO Shuttle	64	0	0	1,297	0	-100.0%	16,913	13,083	-22.6%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	223	Newmarket GO Shuttle	18	0	0	364	0	-100.0%	4,512	4,293	-4.9%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	520/521	Newmarket Community Bus	69	21	13	1,579	2,454	55.4%	18,258	19,335	5.9%	103	43	15	Rider migration from conventional service to community bus service
	Newmarket Total	5,415	2,007	1,158	128,216	6,720	-94.8%	1,439,358	1,217,217	-15.4%	271	149	56		
	YRT SUB-TOTAL	69,621	25,442	14,234	1,646,959	1,190,881	-27.7%	18,274,178	18,847,971	3.1%	48,024	22,851	15,115		
Viva	blue (incl. blue'A') ^[1]	Yonge Corridor	13,544	8,650	6,113	415,681	0	-100.0%	5,152,435	4,608,443	-10.6%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	purple ^[1]	Highway 7 Corridor	6,723	4,059	2,904	185,198	0	-100.0%	2,337,723	2,064,502	-11.7%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	green ^[1]	Markham North-South Link	625	0	0	12,873	0	-100.0%	171,723	160,518	-6.5%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	orange (incl. Züm) ^[1]	Vaughan North-South Link	2,466	1,437	868	65,643	17,296	-73.7%	817,306	789,375	-3.4%	724	284	207	Daily average values for this month reflect Brampton Transit Züm only; Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	pink ^[1]	Finch - Unionville	2,185	0	0	45,685	0	-100.0%	554,845	539,102	-2.8%	0	0	0	Ridership impact due to contractor labour disruption (effective Oct 24, 2011)
	Viva SUB-TOTAL	25,543	14,146	9,885	725,080	17,296	-97.6%	9,034,032	8,161,940	-9.7%	724	284	207		

[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.

[3] A "0" ridership value indicates that service is not operated by the route on the day type shown.

[4] Average boardings only reflect prior to October 24th transit labour dispute

"Total Boardings" do not include PRESTO values.

Total Boardings	YRT/VIVA SYSTEM TOTAL	95,164	39,588	24,119	2,372,039	1,208,177	-49.1%	27,308,210	27,009,911	-1.1%	48,748	23,135	15,322
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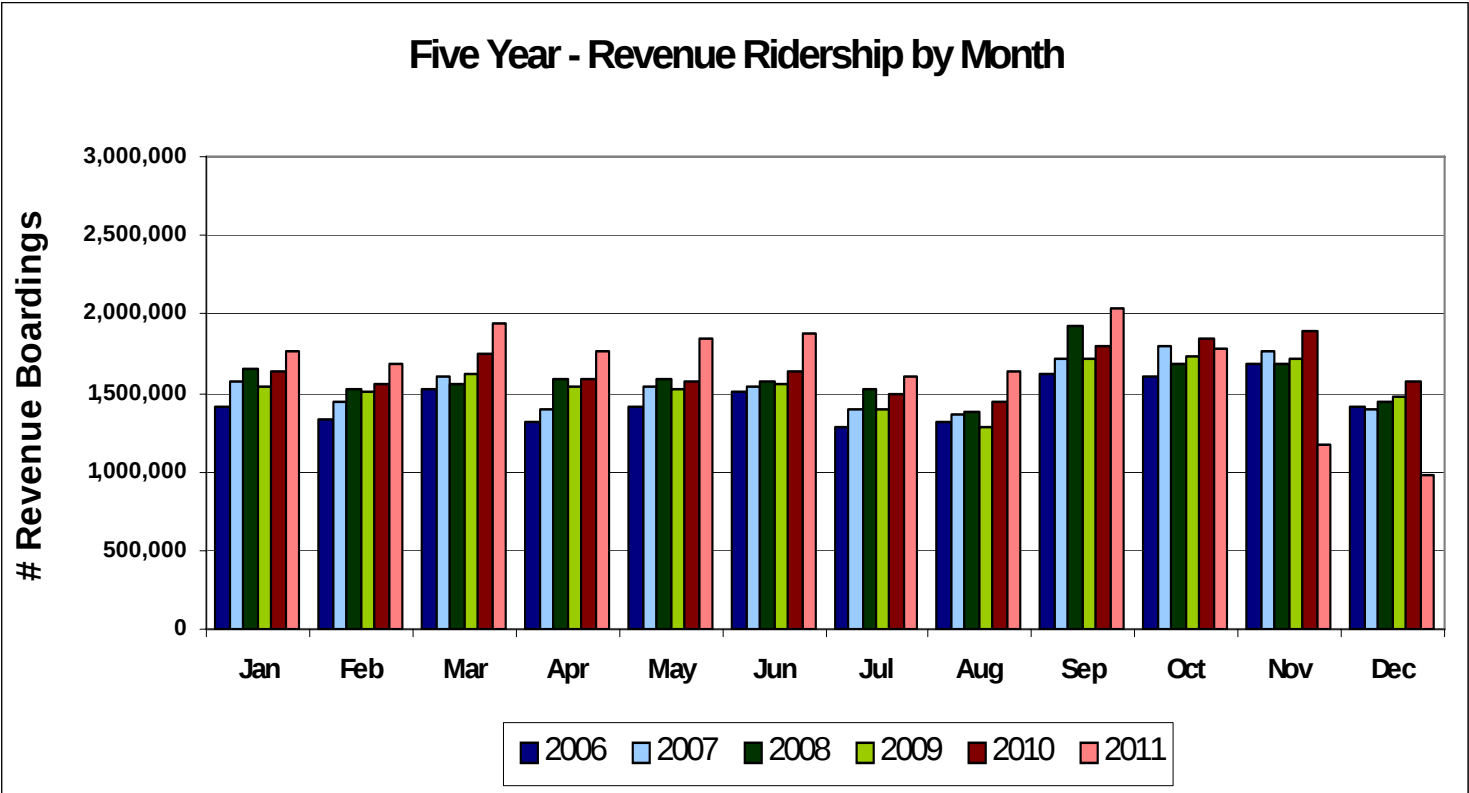
Rev. Boardings	YRT/VIVA SYSTEM TOTAL		1,550,744	951,948	-38.6%	19,423,178	19,784,179	1.9%	38,409
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Notes: 1. System-wide transfer rate = Revenue Boardings / Total Boardings = 21.2 %

YRT/Viva

2011 Revenue Ridership Summary

Conventional Services including Contracted TTC Services North of Steeles



Month	2010	2011	Month Change ['11 vs '10]	YTD Change	Avg Wkday Rev. Ridership 2011
January	1,599,353	1,740,807	8.8%	8.8%	70,078
February	1,532,249	1,658,141	8.2%	8.5%	73,187
March	1,726,714	1,909,452	10.6%	9.3%	71,362
April	1,524,252	1,740,968	14.2%	10.4%	73,359
May	1,588,080	1,821,296	14.7%	11.3%	72,880
June	1,603,156	1,850,961	15.5%	12.0%	72,801
July	1,432,934	1,584,877	10.6%	11.8%	64,180
August	1,411,172	1,616,538	14.6%	12.1%	59,570
September	1,776,754	2,008,877	13.1%	12.2%	80,201
October	1,814,785	1,757,737	-3.1%	10.5%	86,265 ^[1]
November	1,862,985	1,142,577	-38.7%	5.4%	45,472 ^[2]
December	1,550,744	951,948	-38.6	1.9%	38,409 ^[2]
YTD	19,423,178	19,784,179			

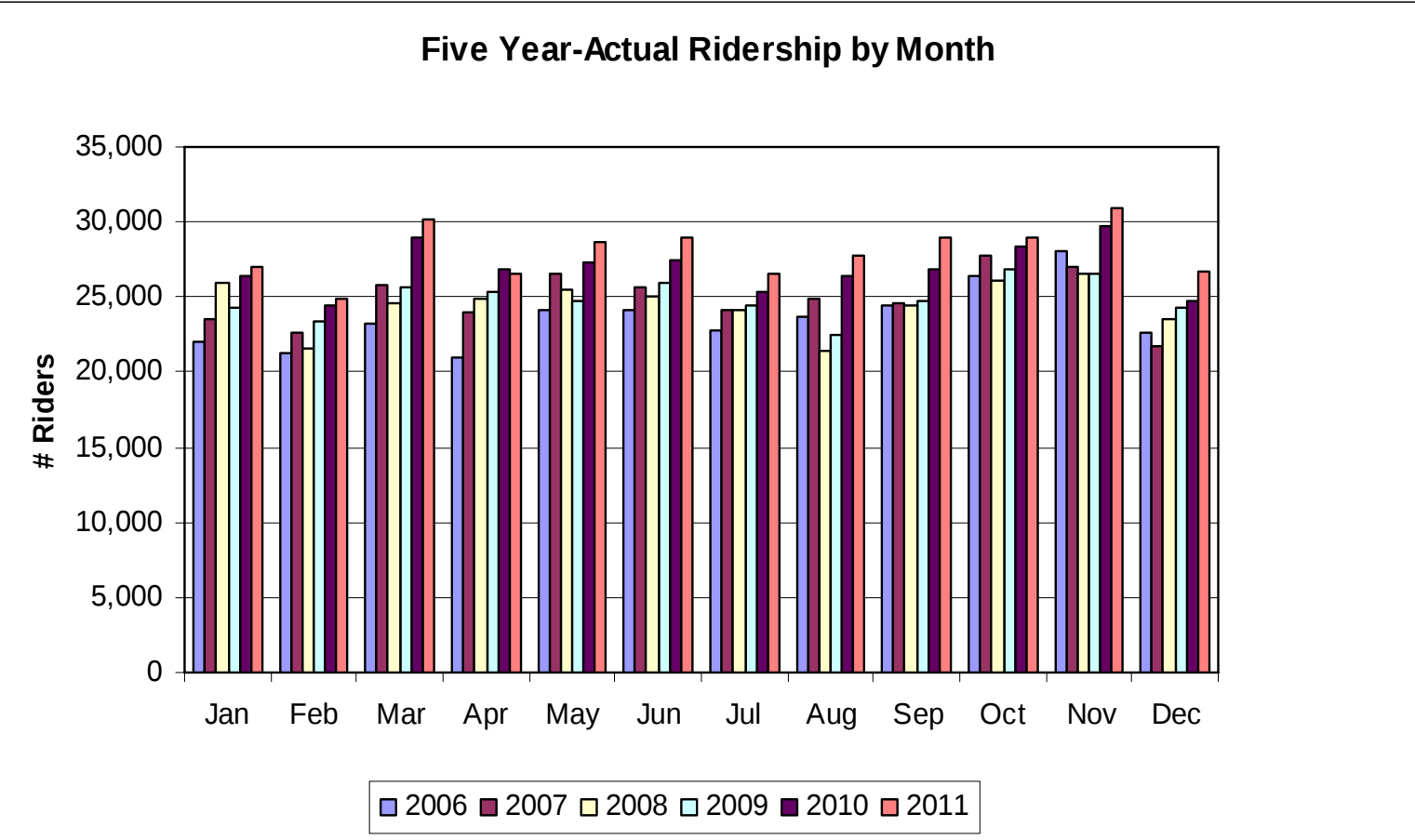
^[1] Average weekday revenue ridership only reflect prior to October 24th transit labour dispute

^[2] Average weekday revenue ridership only reflects routes that are in service during the transit strike

YRT/Viva

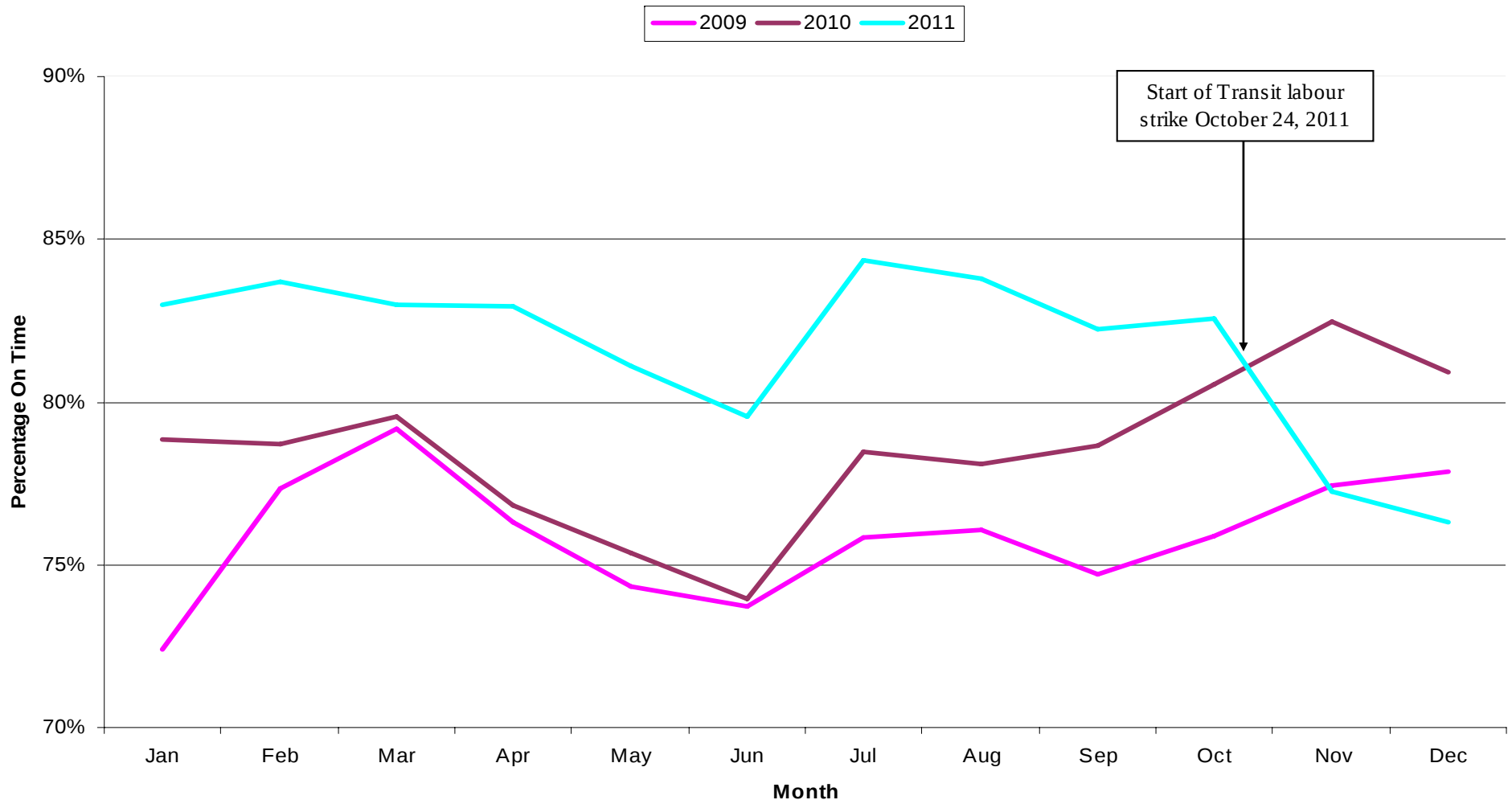
2011 Ridership Summary

Specialized Services – Mobility Plus



Month	2010 Ridership	2011 Ridership	Month Change (’11 vs. ’10)	Year to Date Change	Avg Wkday Rev Ridership 2011
January	26,407	26,948	2.0%	2.0%	1,142
February	24,400	24,957	2.3%	2.2%	1,155
March	29,035	30,169	3.9%	2.8%	1,193
April	26,810	26,614	-0.7%	1.9%	1,184
May	27,365	28,663	4.7%	2.5%	1,203
June	27,521	29,002	5.4%	3.0%	1,188
July	25,381	26,580	4.7%	3.2%	1,134
August	26,391	27,784	5.3%	3.5%	1,117
September	26,788	29,024	8.3%	4.0%	1,228
October	28,301	28,996	2.5%	3.9%	1,246
November	29,692	30,874	4.0%	3.9%	1,274
December	24,697	26,749	8.3%	4.2%	1,127
YTD	322,788	336,360			

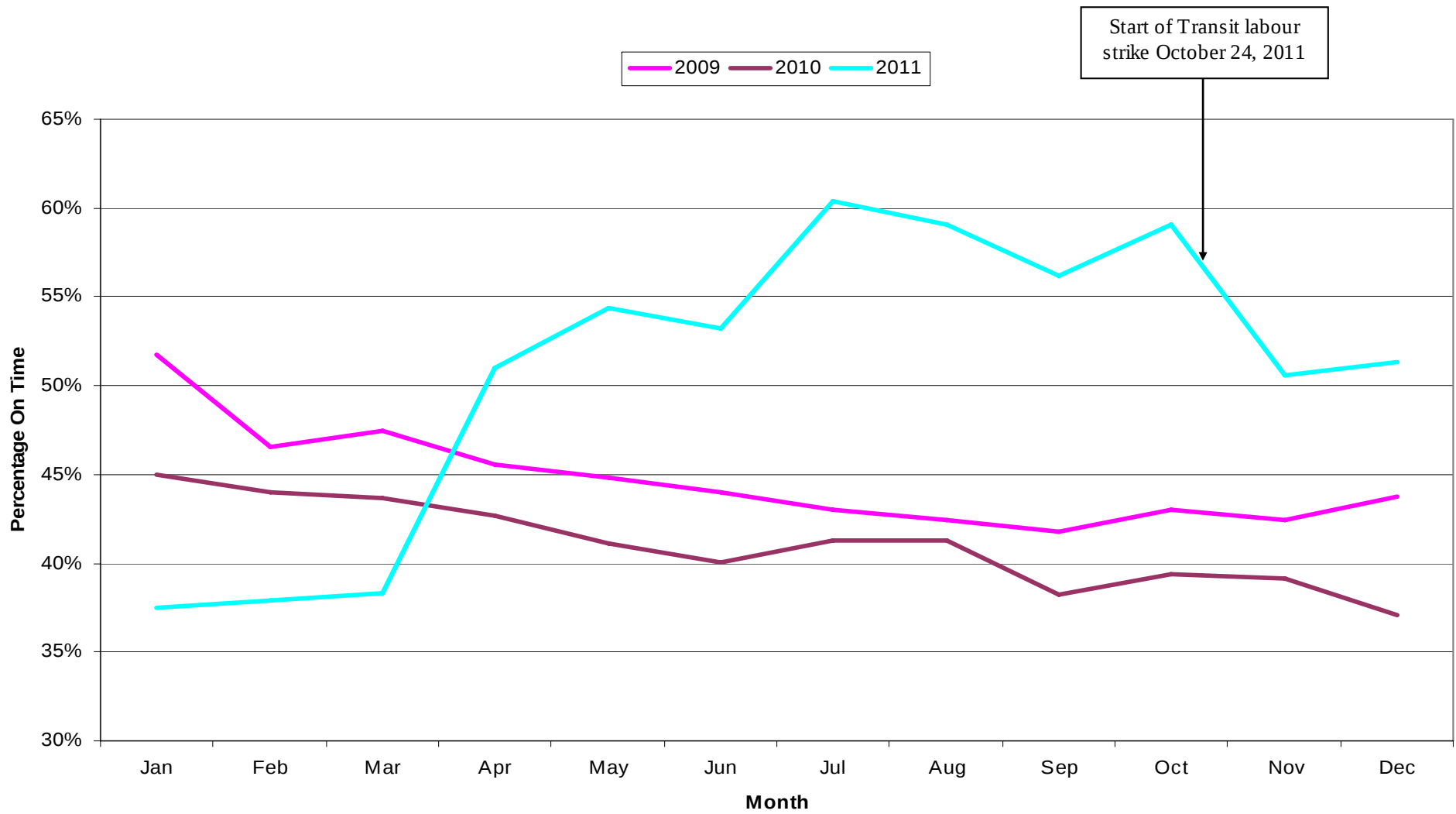
On Time Performance Conventional Bus Routes, Trip Start



ON-TIME Performance Criteria: On-Time = 59 seconds before scheduled time and less than or equal to 5 minutes after scheduled time

Note: Strike October 24, 2011 to December 31, 2011

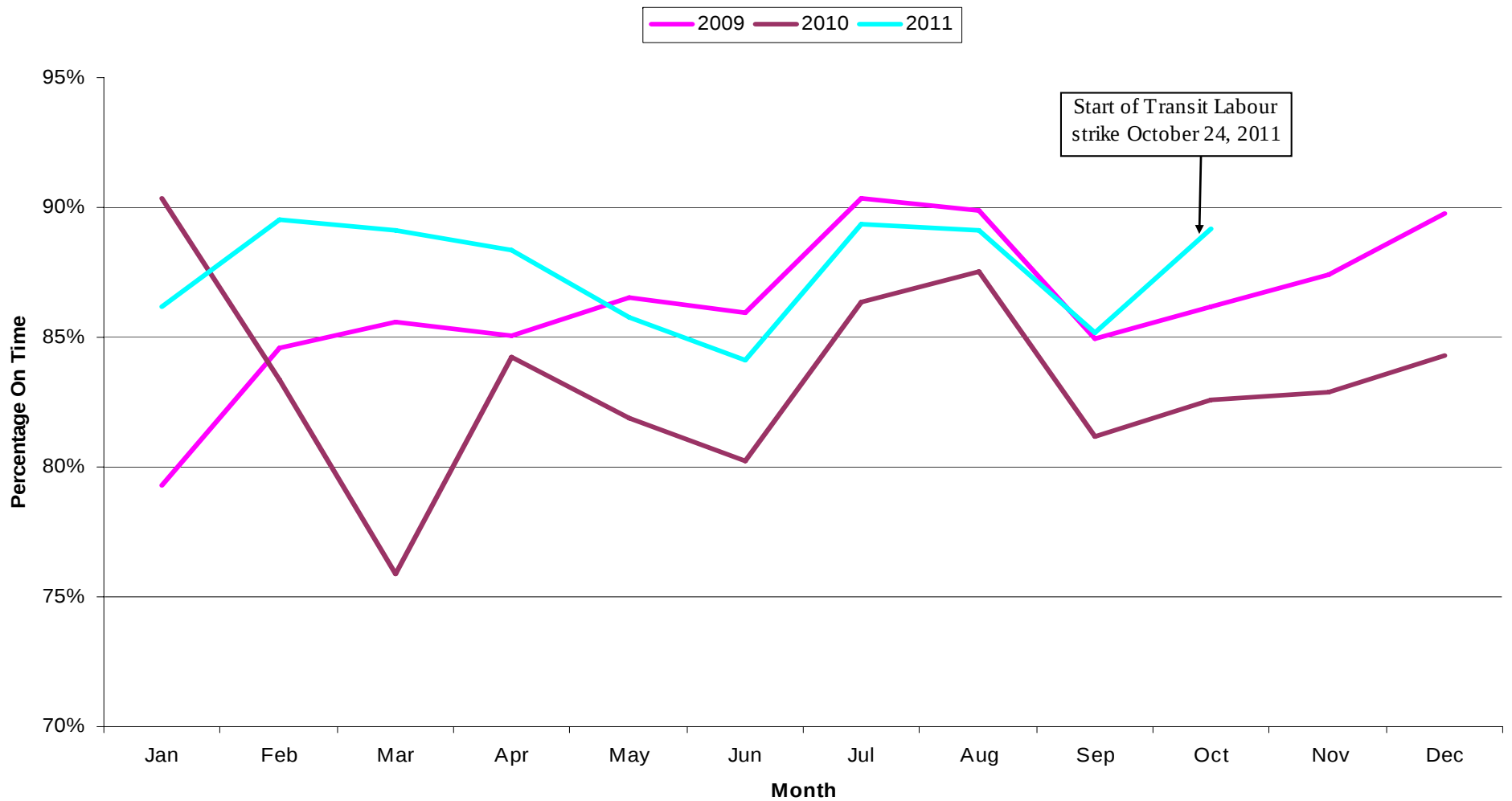
On Time Performance Conventional Bus Routes, Trip Arrival



ON-TIME Performance Criteria: On-Time = 59 seconds before scheduled time and less than or equal to 5 minutes after scheduled time

Note: Strike October 24, 2011 to December 31, 2011

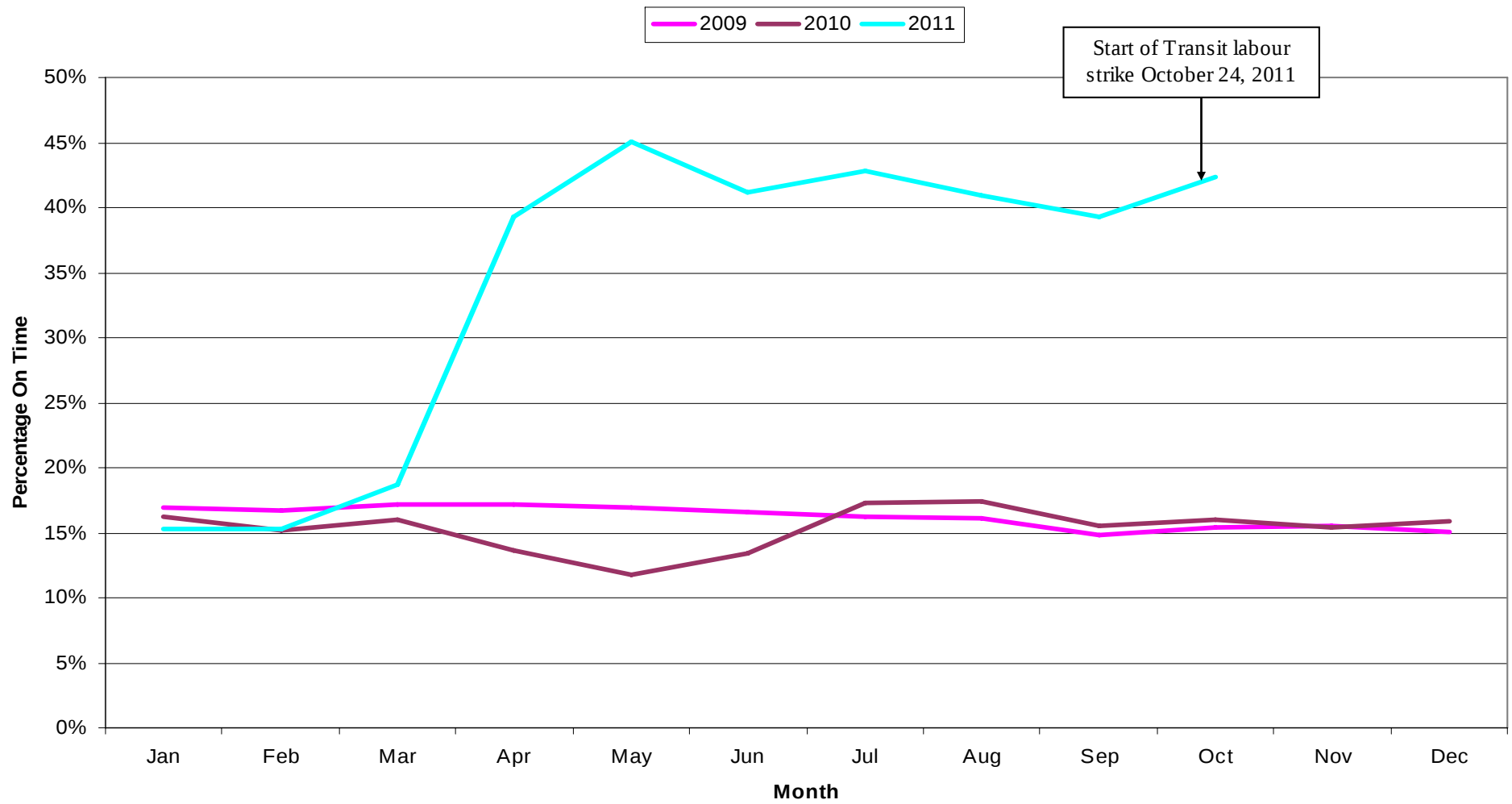
On Time Performance VIVA BRT Routes, Trip Start



ON-TIME Performance Criteria: On-Time = 59 seconds before scheduled time and less than or equal to 5 minutes after scheduled time

Note: Strike October 24, 2011 to December 31, 2011

On Time Performance VIVA BRT Routes, Trip Arrival

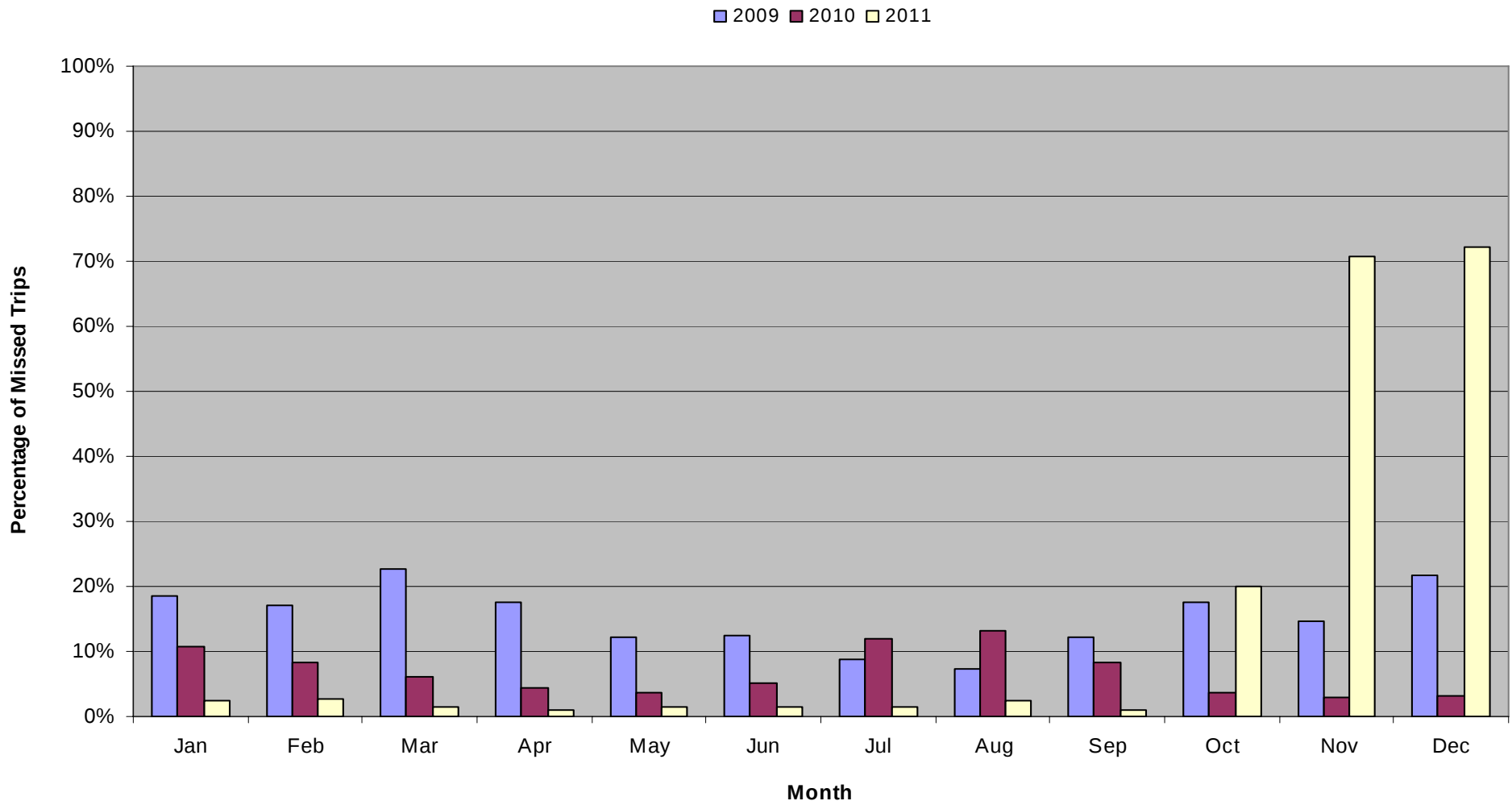


ON-TIME Performance Criteria: On-Time = 59 seconds before scheduled time and less than or equal to 5 minutes after scheduled time

Note: Strike October 24, 2011 to December 31, 2011

VIVA/YRT Percentage Missed Trips by Month 2009 to 2011

Conventional Bus Routes and BRT Routes



Note

- Dropped trips increased in the months of October, November and December due to transit labour disruption
- Trips operated by GO, TTC and Dial-A-Ride are not accounted for in this analysis