



YORK REGION TRANSIT / VIVA / 2008 STATISTICAL REPORT

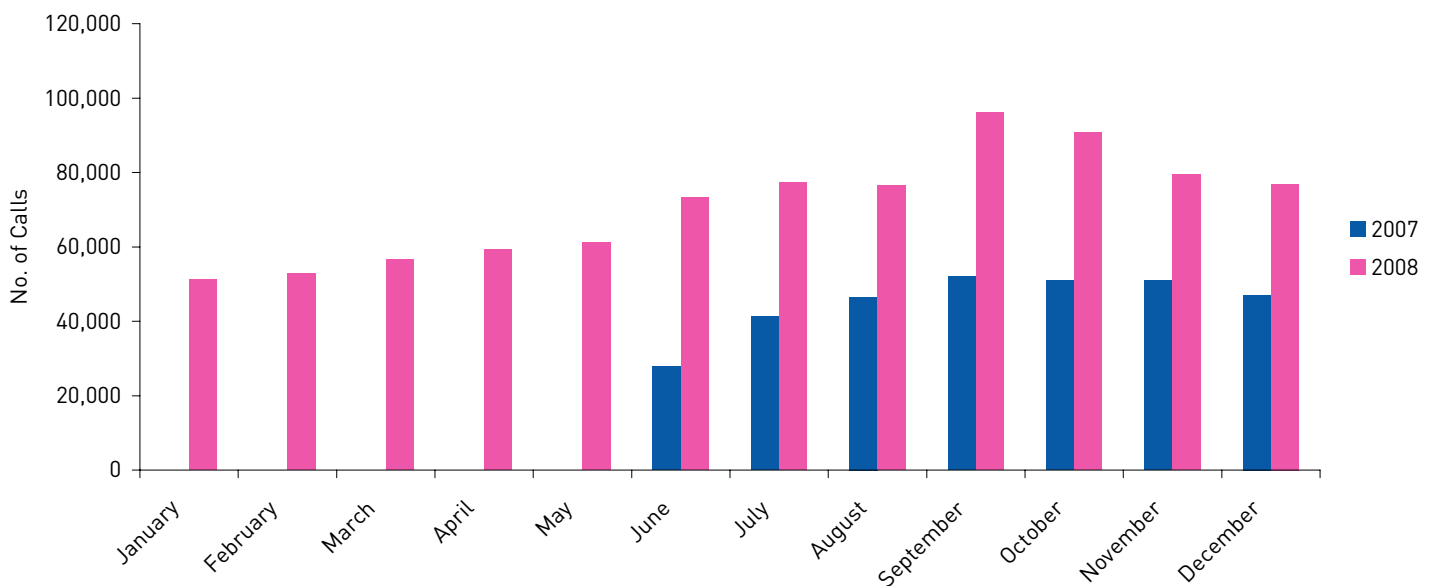
Conventional Call Centre

CONVENTIONAL CALL CENTRE / 2008 STATISTICAL REPORT

Total Calls

YRT/ Viva

Total Calls Offered to Main Transit Line - Conventional



Month	2007	2008	Month Change 07 vs. 08
January	n/a	51,211	n/a
February	n/a	52,719	n/a
March	n/a	56,557	n/a
April	n/a	59,190	n/a
May	n/a	61,103	n/a
June	27,850	73,350	163%
July	41,386	77,285	87%
August	46,563	76,495	64%
September	51,955	96,101	85%
October	50,889	90,782	78%
November	50,977	79,418	56%
December	47,016	76,878	64%

Notes:

1. Interactive Voice Response (Ridequest Call) launched in June 6, 2007.

Total Calls Offered to Main Transit Line includes all calls received through the following telephone menu options:

1. Automated Schedule Information
2. Fare Information
3. Service Updates
4. Request for Mailed Transit Information
5. Telephone Numbers of Other Transit Services
6. Speak to a Customer Service Representative

CONVENTIONAL CALL CENTRE / 2008 STATISTICAL REPORT

Live Agent Statistics

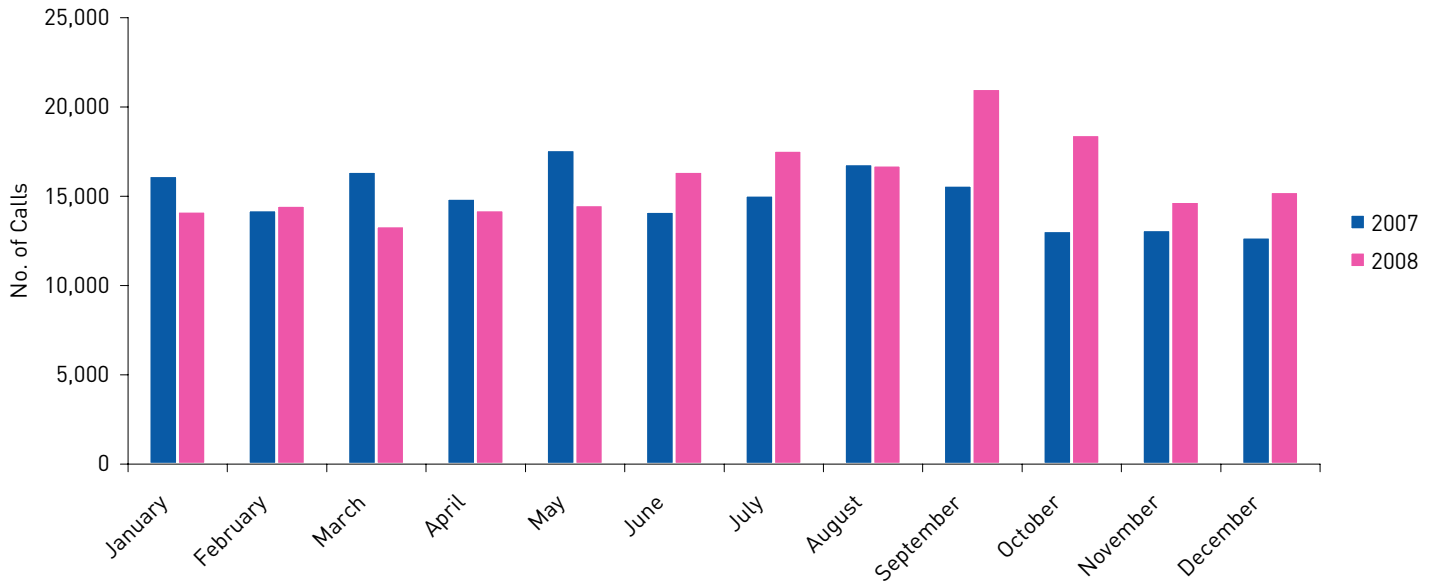


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VIVA

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Total Calls Offered to Live Agent - Conventional



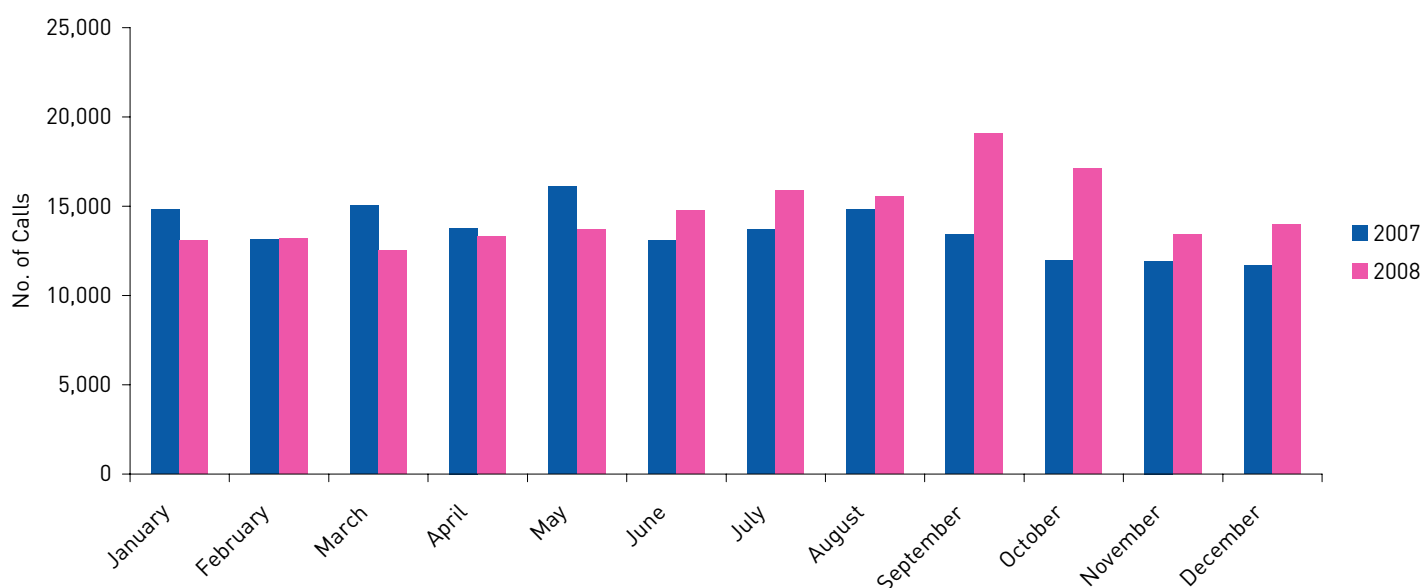
Month	2007	2008	Month Change 07 vs. 08	YTD Change
January	16,143	14,161	-12%	-12%
February	14,236	14,480	2%	-6%
March	16,388	13,333	-19%	-10%
April	14,876	14,221	-4%	-9%
May	17,606	14,513	-18%	-11%
June	14,138	16,378	16%	-7%
July	15,049	17,554	17%	-4%
August	16,809	16,744	0%	-3%
September	15,618	21,016	35%	1%
October	13,065	18,439	41%	4%
November	13,117	14,697	12%	5%
December	12,703	15,258	20%	6%
YTD	179,748	190,794		

NOTES:

1. Interactive Voice Response (Ridequest Call) launched in June 2007.
2. Web trip planner (Ridequest Click) launched in August 2007.
3. Viva labour dispute (Sept.25, 2008 to Oct. 10, 2008)

YRT/ Viva

Total Calls Answered by Live Agent - Conventional



Month	2007	2008	Month Change 07 vs. 08	YTD Change
January	14,839	13,103	-12%	-12%
February	13,112	13,171	0%	-6%
March	15,030	12,549	-17%	-10%
April	13,774	13,311	-3%	-8%
May	16,095	13,681	-15%	-10%
June	13,101	14,742	13%	-6%
July	13,668	15,900	16%	-3%
August	14,801	15,561	5%	-2%
September	13,440	19,074	42%	3%
October	11,953	17,100	43%	6%
November	11,931	13,426	13%	7%
December	11,692	13,972	20%	7%
YTD	163,436	175,590		

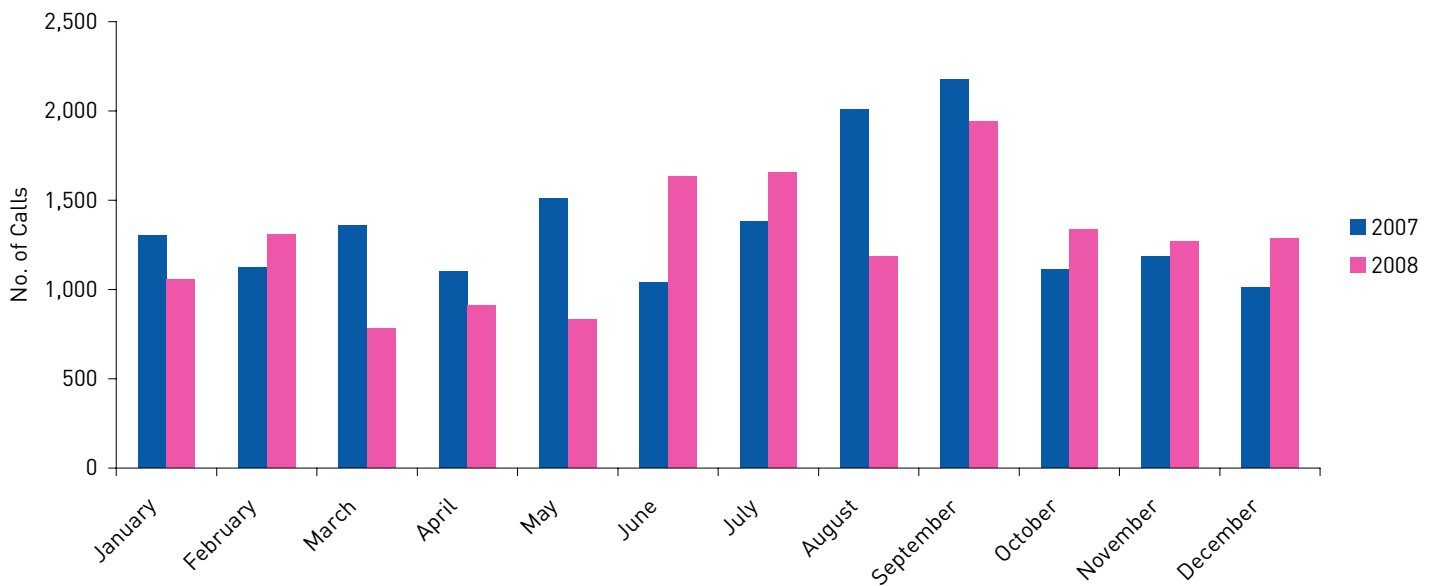


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YRT/ Viva

Total Calls Abandoned - Conventional



Month	2007	2008	Month Change 07 vs. 08	YTD Change
January	1,302	1,058	-19%	-19%
February	1,124	1,309	16%	-2%
March	1,358	784	-42%	-17%
April	1,100	908	-17%	-17%
May	1,509	832	-45%	-23%
June	1,037	1,635	58%	-12%
July	1,381	1,654	20%	-7%
August	2,007	1,183	-41%	-13%
September	2,177	1,941	-11%	-13%
October	1,112	1,338	20%	-10%
November	1,186	1,271	7%	-9%
December	1,011	1,286	27%	-7%
YTD	16,304	15,199		

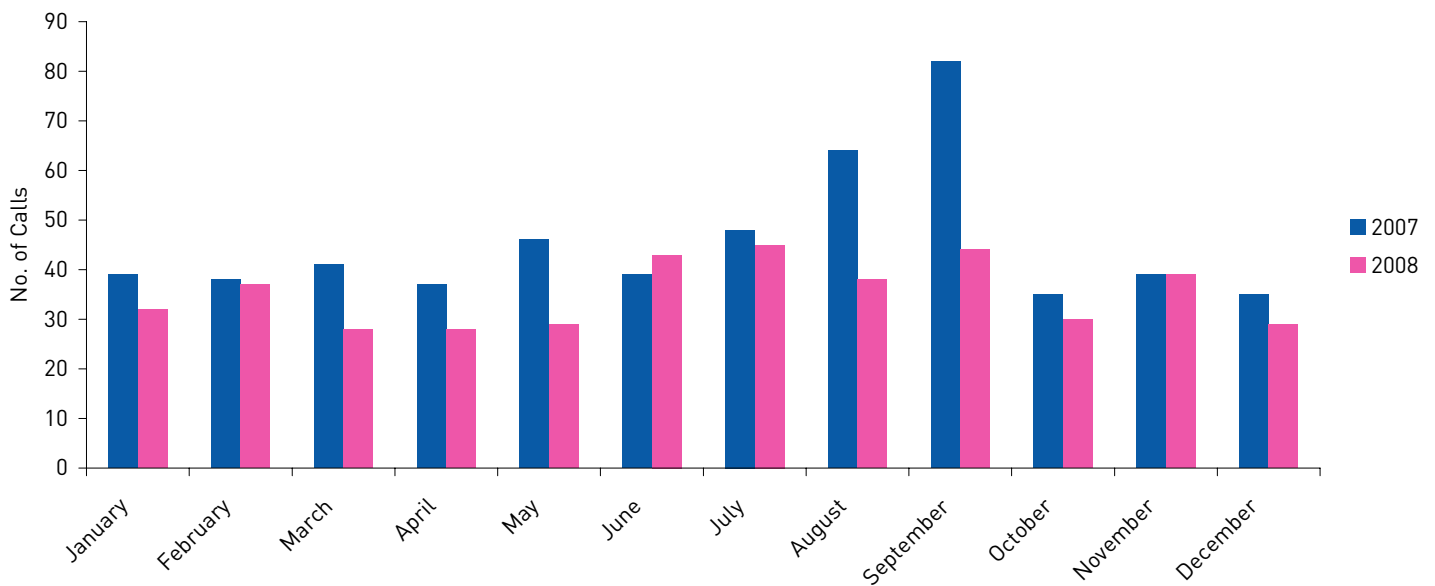


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YRT/ Viva

Average Wait Time (s) - Conventional



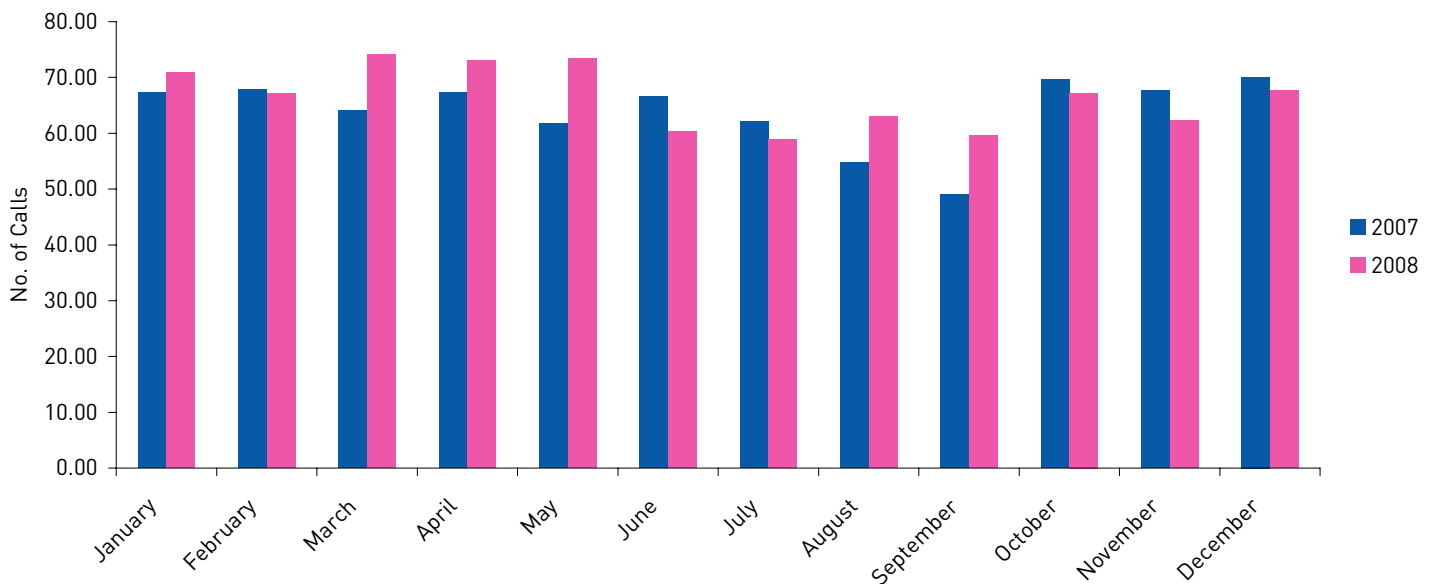
Month	2007	2008	Month Change 07 vs. 08	YTD Change	Wait time shown in seconds
January	39	32	-18%	-18%	
February	38	37	-3%	-10%	
March	41	28	-32%	-18%	
April	37	28	-24%	-19%	
May	46	29	-37%	-23%	
June	39	43	10%	-18%	
July	48	45	-6%	-16%	
August	64	38	-41%	-20%	
September	82	44	-46%	-25%	
October	35	30	-14%	-25%	
November	39	39	0%	-23%	
December	35	29	-17%	-22%	



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YRT/ Viva Service Level (%) - Conventional



Month	2007	2008	Month Change 07 vs. 08	YTD Change
January	67.35	70.95	5%	5%
February	67.86	67.18	-1%	2%
March	64.10	74.13	16%	6%
April	67.30	73.06	9%	7%
May	61.79	73.42	19%	9%
June	66.59	60.28	-9%	6%
July	62.14	58.89	-5%	5%
August	54.84	63.03	15%	6%
September	48.98	59.51	21%	7%
October	69.60	67.24	-3%	6%
November	67.74	62.28	-8%	5%
December	70.07	67.65	-3%	4%

Service Standard:

80% of calls answered within 20 seconds

CONVENTIONAL CALL CENTRE / 2008 STATISTICAL REPORT

RideQuest Call Statistics

Automated Schedule Information

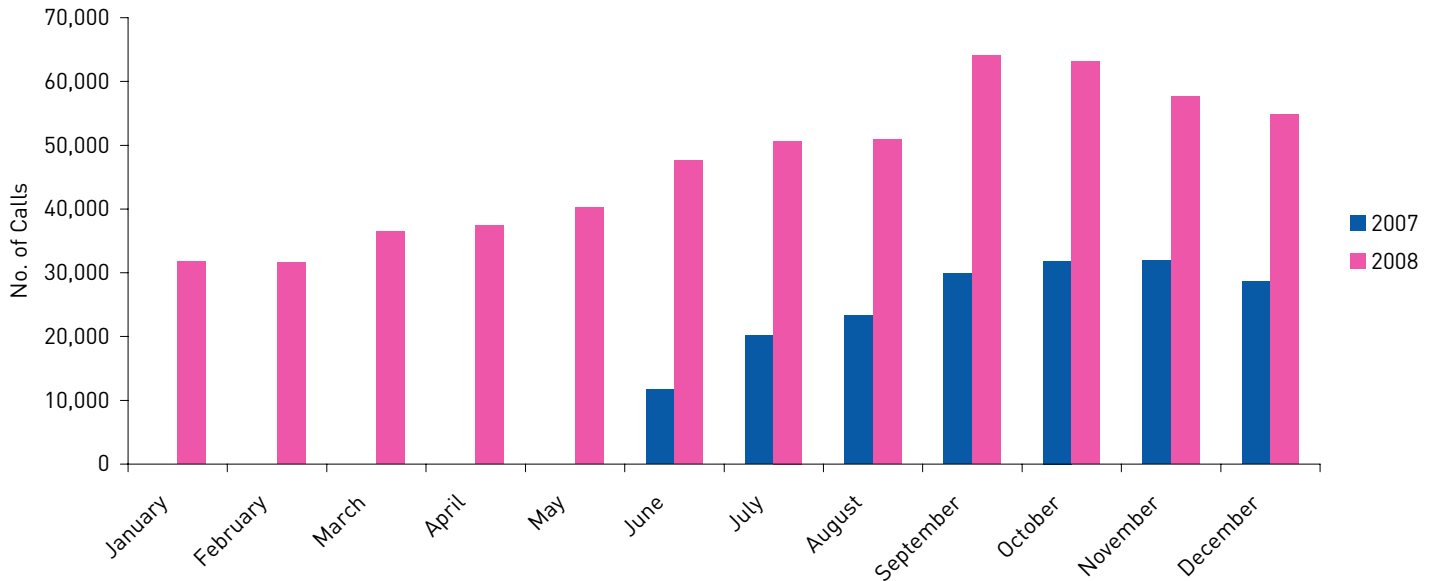


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RideQuest Call - Automated Schedule Information - Conventional



Month	2007	2008	Month Change 07 vs. 08
January	n/a	31,803	n/a
February	n/a	31,654	n/a
March	n/a	36,468	n/a
April	n/a	37,433	n/a
May	n/a	40,199	n/a
June	11,632	47,667	310%
July	20,103	50,657	152%
August	23,265	50,909	119%
September	29,862	64,016	114%
October	31,888	63,113	98%
November	31,935	57,615	80%
December	28,633	54,827	91%
YTD	177,318	566,361	

NOTES:

1. Interactive Voice Response (Ridequest Call) launched in June 2007.
2. Web trip planner (Ridequest Click) launched in August 2007.