

MOBILITY PLUS / 2008 STATISTICAL REPORT

Specialized Call Centre

SPECIALIZED CALL CENTRE / 2008 STATISTICAL REPORT

Total Calls

Live Agent

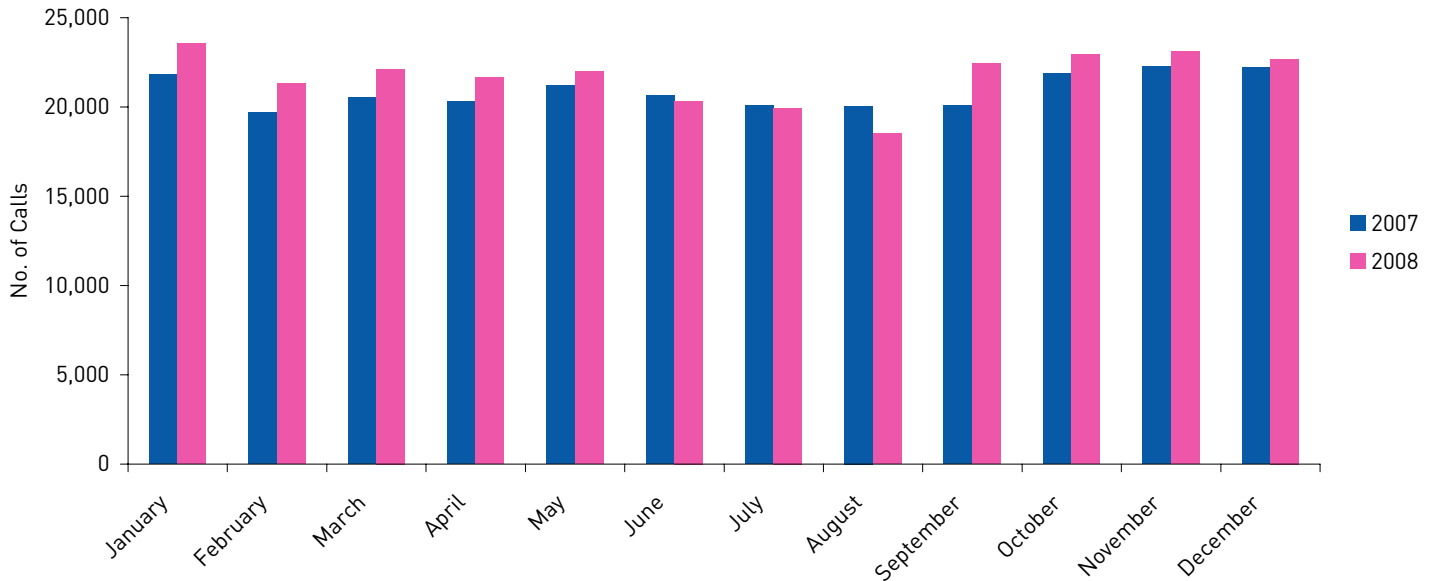


YORK
REGION
TRANSIT

VIVA

YRT/ Viva

Total Calls Offered - Specialized



Month	2007	2008	Month Change 07 vs. 08	YTD Change	Notes:
January	21,812	23,569	8%	8%	Increase of active clients from 6157 in 2007 to 7685 in 2008
February	19,689	21,317	8%	8%	
March	20,538	22,139	8%	8%	
April	20,307	21,638	7%	8%	
May	21,176	21,993	4%	7%	
June	20,623	20,334	-1%	6%	
July	20,093	19,946	-1%	5%	
August	20,045	18,525	-8%	3%	
September	20,097	22,414	12%	4%	
October	21,890	22,925	5%	4%	
November	22,278	23,097	4%	4%	
December	22,207	22,681	2%	4%	
YTD	250,755	260,578			

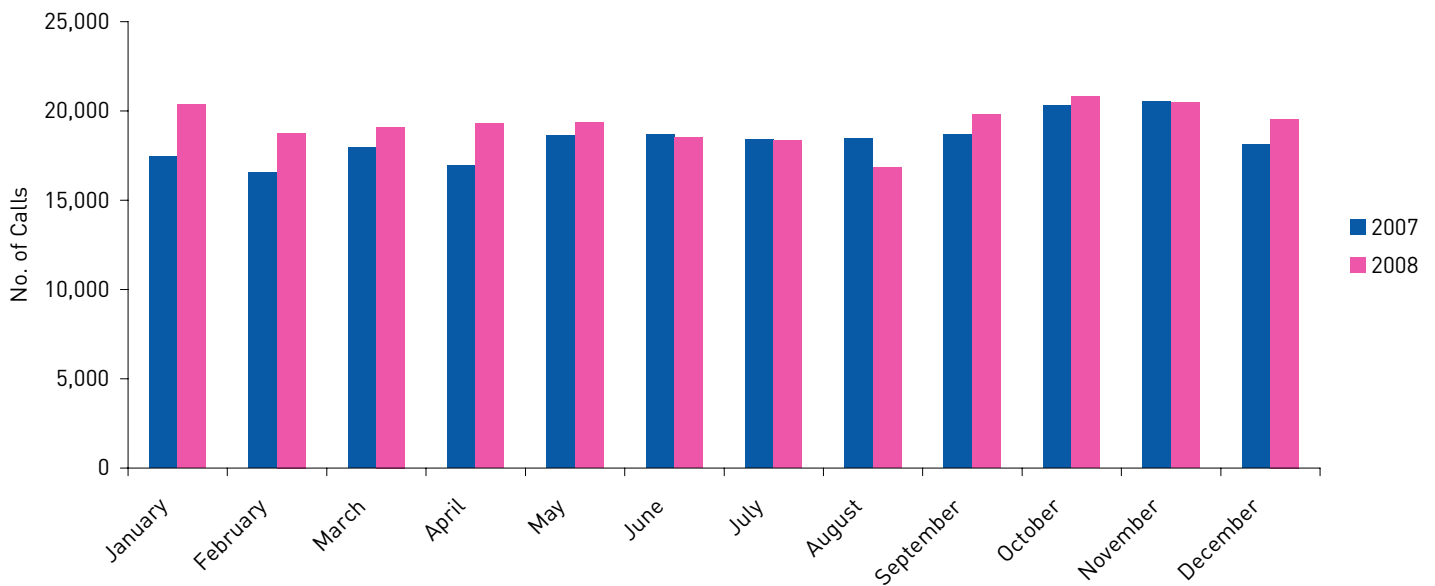


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YRT/ Viva

Total Calls Answered - Specialized



Month	2007	2008	Month Change 07 vs. 08	YTD Change	Notes:
January	17,473	20,350	16%	16%	Increase in registrants
February	16,571	18,769	13%	15%	
March	17,951	19,103	6%	12%	
April	16,962	19,293	14%	12%	
May	18,646	19,346	4%	11%	
June	18,683	18,493	-1%	9%	
July	18,415	18,358	0%	7%	
August	18,454	16,811	-9%	5%	
September	18,673	19,821	6%	5%	
October	20,318	20,810	2%	5%	
November	20,520	20,470	0%	4%	
December	18,138	19,550	8%	5%	
YTD	220,804	231,174			

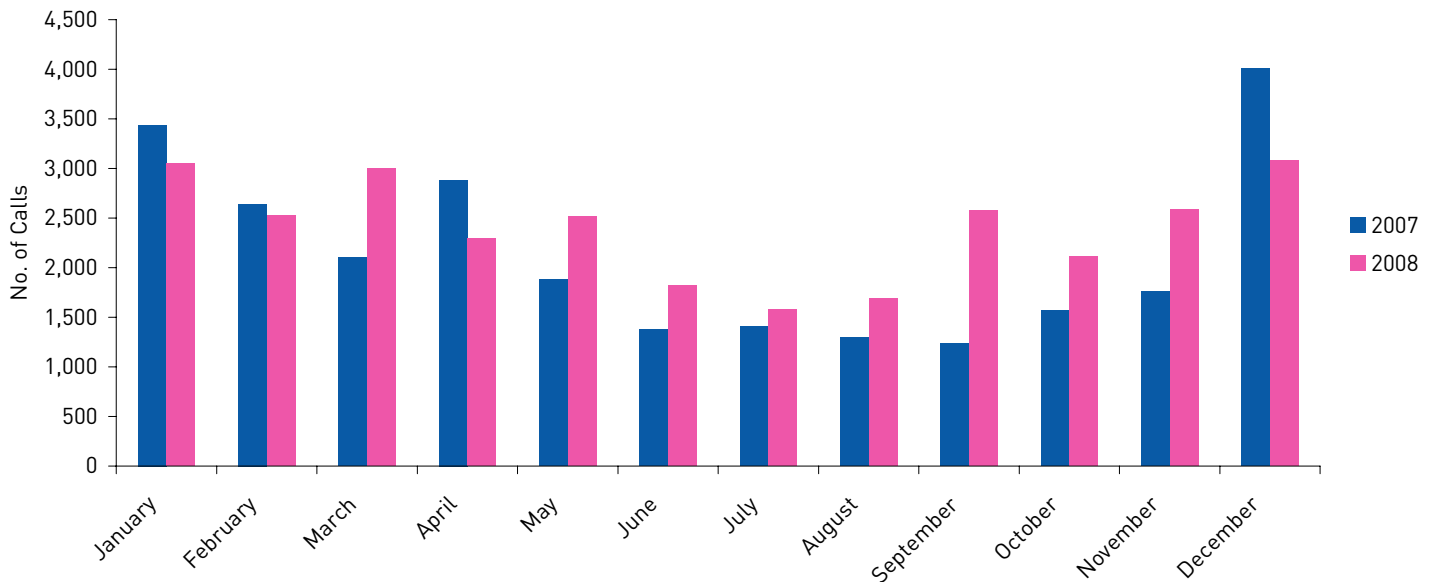


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YRT/ Viva

Total Calls Abandoned - Specialized



Month	2007	2008	Month Change 07 vs. 08	YTD Change	Notes:
January	3,438	3,053	-11%	-11%	Increase in registered clients
February	2,643	2,528	-4%	-8%	No increase in staffing
March	2,101	3,000	43%	5%	IVR Scheduled for January 2009
April	2,885	2,291	-21%	-2%	
May	1,880	2,516	34%	3%	
June	1,382	1,822	32%	6%	
July	1,404	1,582	13%	7%	
August	1,300	1,693	30%	9%	
September	1,231	2,576	109%	15%	
October	1,569	2,115	35%	17%	
November	1,757	2,589	47%	19%	
December	4,005	3,084	-23%	13%	
YTD	25,595	28,849			

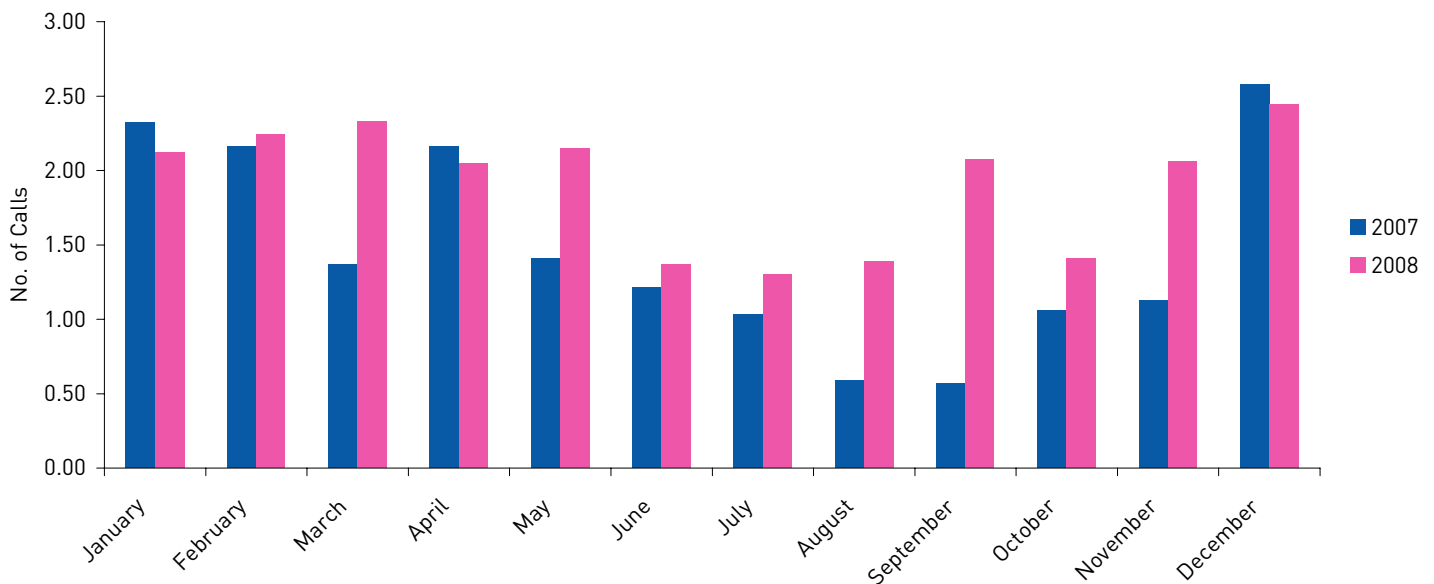


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YRT/ Viva

Average Wait Time (s) - Specialized



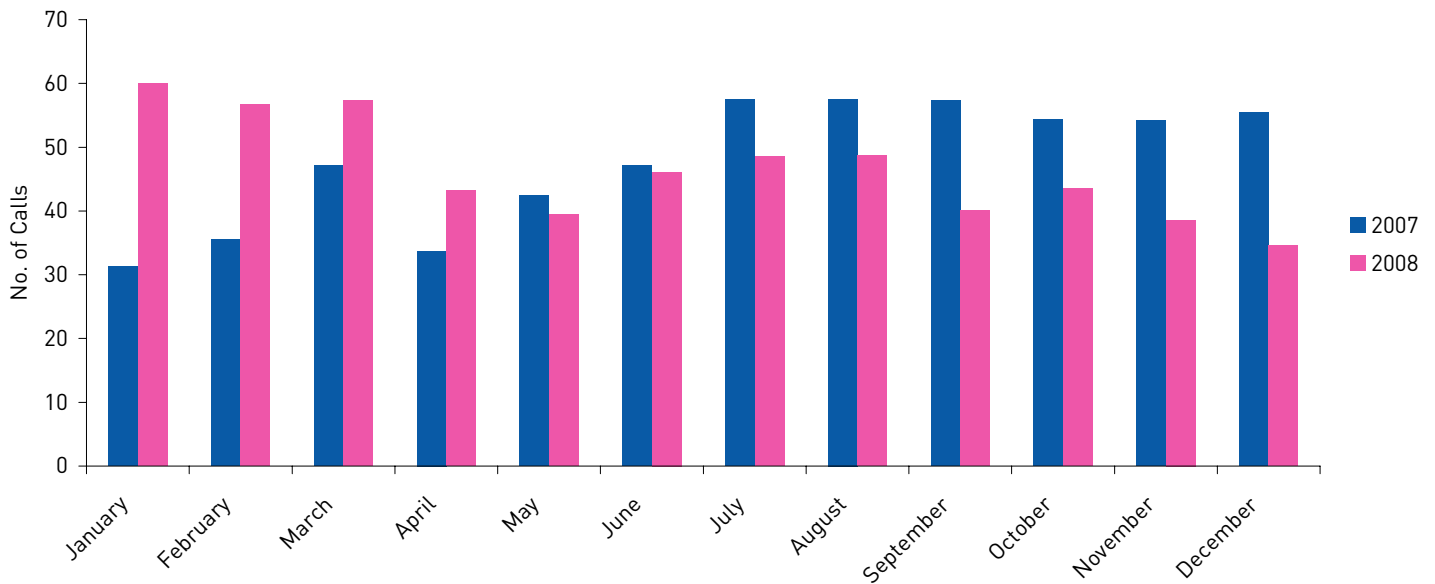
Month	2007	2008	Month Change 07 vs. 08	YTD Change	Notes:
January	2.32	2.12	-9%	-9%	Increase in ridership at peak hours in August 2008.
February	2.16	2.24	4%	-3%	
March	1.37	2.33	70%	14%	Clients would call daily to enquire if a ride was available.
April	2.16	2.05	-5%	9%	
May	1.41	2.15	52%	16%	Additional vehicles added in October 2008 to accommodate service
June	1.21	1.37	13%	15%	
July	1.03	1.3	26%	16%	
August	0.59	1.39	136%	22%	
September	0.57	2.07	263%	33%	
October	1.06	1.41	33%	33%	
November	1.13	2.06	82%	37%	
December	2.58	2.44	-5%	30%	



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YRT/ Viva Service Level (%) - Specialized



Month	2007	2008	Month Change 07 vs. 08	YTD Change	Notes:
January	31.31	60.01	92%	92%	Increase in registrants
February	35.46	56.73	60%	75%	No increase in staffing
March	47.1	57.31	22%	53%	IVR scheduled in January 2009
April	33.71	43.18	28%	47%	
May	42.39	39.37	-7%	35%	
June	47.11	46.13	-2%	28%	
July	57.52	48.57	-16%	19%	
August	57.55	48.72	-15%	14%	
September	57.31	40.02	-30%	7%	
October	54.39	43.57	-20%	4%	
November	54.14	38.59	-29%	1%	
December	55.52	34.59	-38%	-3%	