



YORK
REGION
TRANSIT

VIVA



YORK REGION TRANSIT/Viva Conventional Call Centre Statistics

2006 - 2007

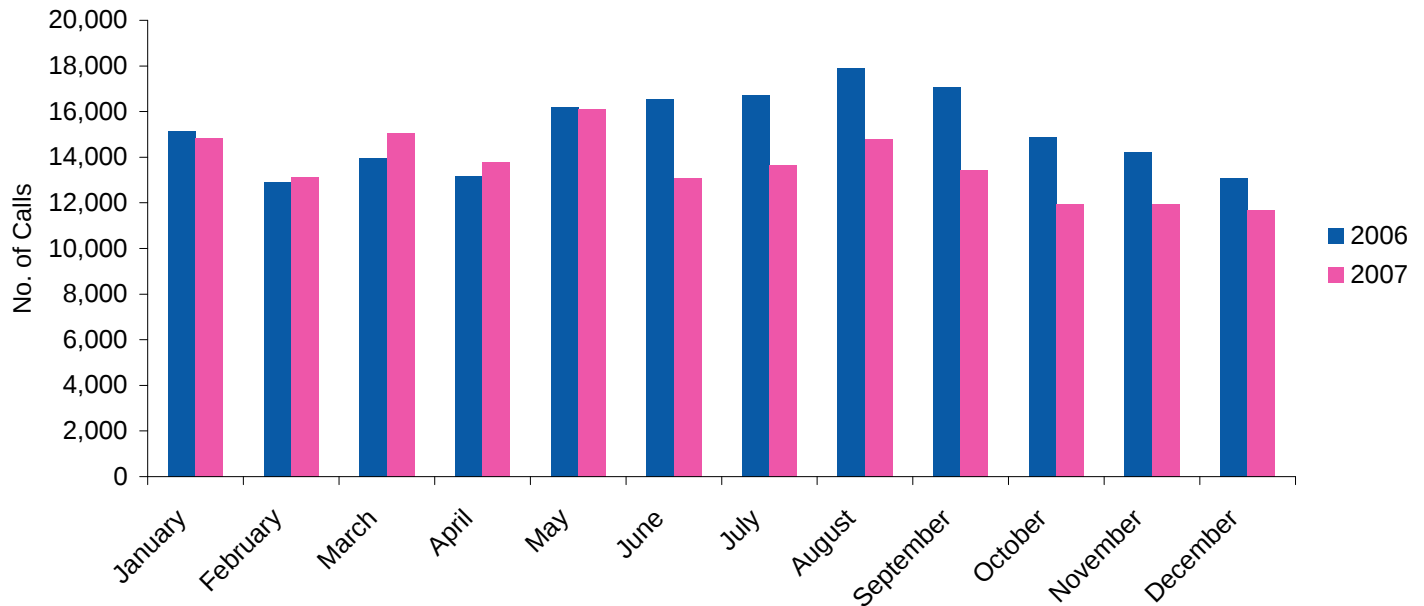


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Total Calls Answered - Conventional



Month	2006	2007	Month Change 06 vs. 07	YTD Change
January	15,147	14,839	-2%	-2%
February	12,911	13,112	2%	0%
March	13,960	15,030	8%	2%
April	13,166	13,774	5%	3%
May	16,194	16,095	-1%	2%
June	16,548	13,101	-21%	-2%
July	16,713	13,668	-18%	-5%
August	17,896	14,801	-17%	-7%
September	17,058	13,440	-21%	-8%
October	14,872	11,953	-20%	-9%
November	14,211	11,931	-16%	-10%
December	13,082	11,692	-11%	-10%
YTD	181,758	163,436		

NOTES:

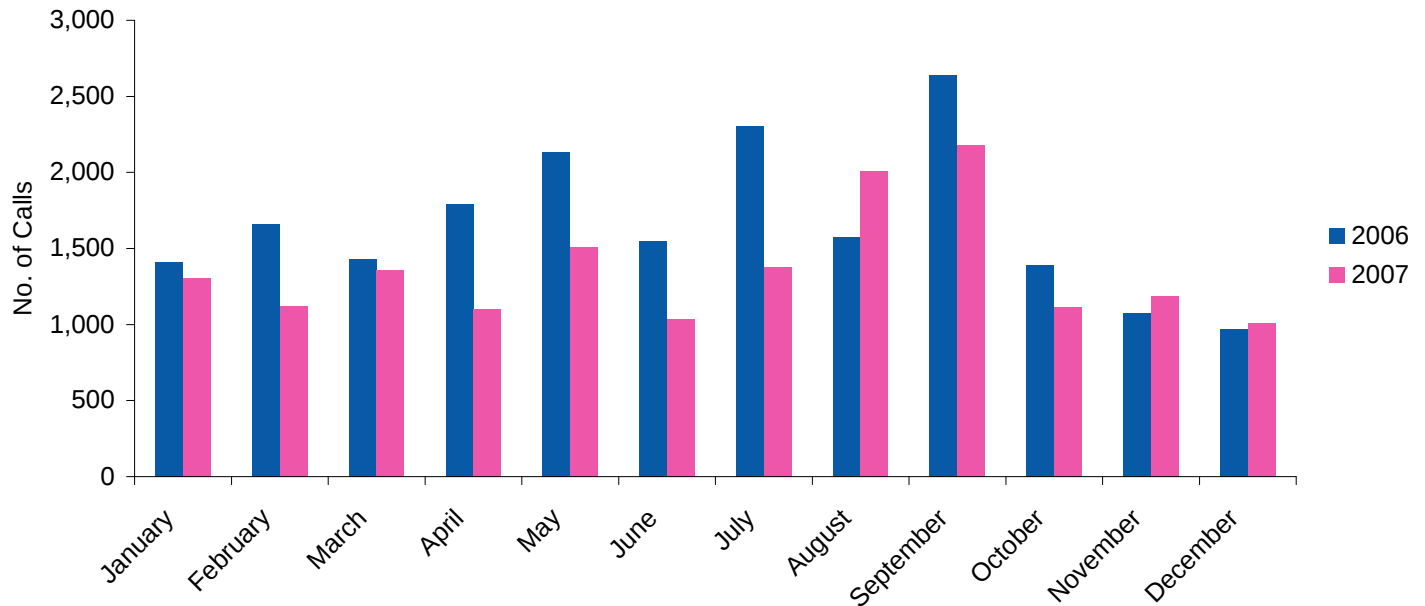


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Total Calls Abandoned - Conventional



Month	2006	2007	Month Change 06 vs. 07	YTD Change
January	1,408	1,302	-8%	-8%
February	1,663	1,124	-32%	-21%
March	1,428	1,358	-5%	-16%
April	1,790	1,100	-39%	-22%
May	2,132	1,509	-29%	-24%
June	1,549	1,037	-33%	-25%
July	2,301	1,381	-40%	-28%
August	1,578	2,007	27%	-22%
September	2,638	2,177	-17%	-21%
October	1,392	1,112	-20%	-21%
November	1,072	1,186	11%	-19%
December	971	1,011	4%	-18%
YTD	19,922	16,304		

NOTES:

1. Increased abandoned calls in August 2007 due to INFO Agent (agent trip planner) and Ridequest Call (IVR) issues.

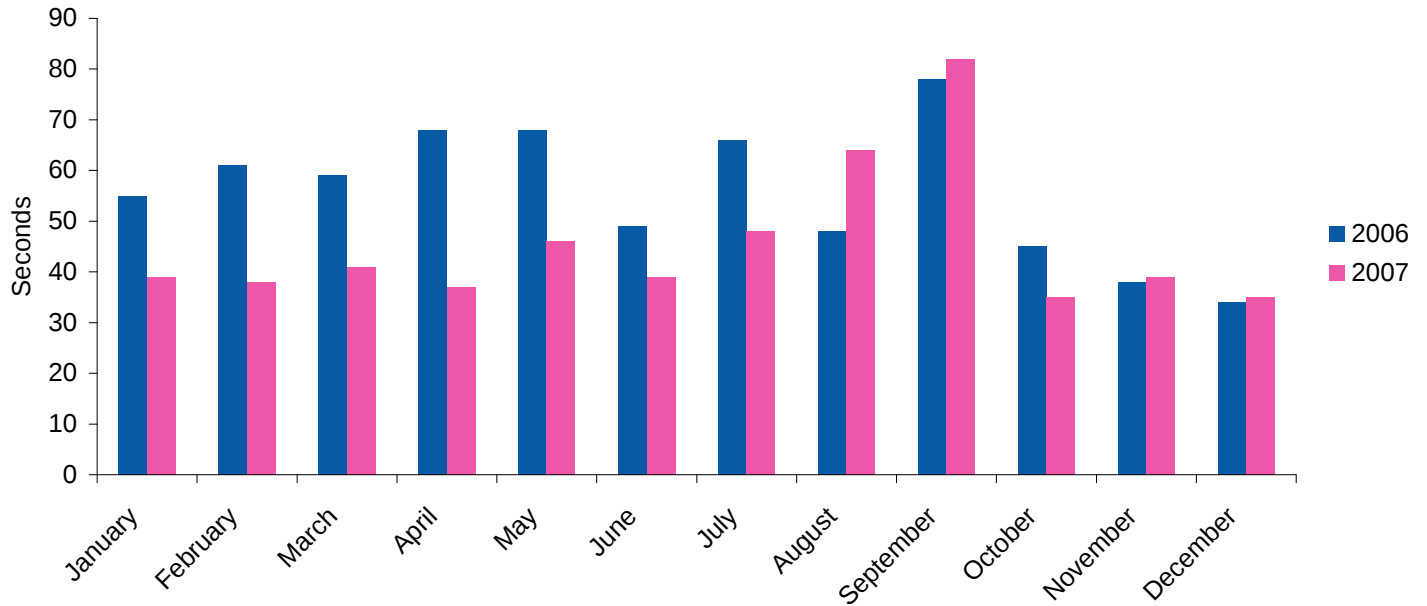


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YRT/ Viva

Average Wait Times (s) - Conventional



Month	2006	2007	Month Change 06 vs. 07	YTD Change
January	55	39	-29%	-29%
February	61	38	-38%	-34%
March	59	41	-31%	-33%
April	68	37	-46%	-36%
May	68	46	-32%	-35%
June	49	39	-20%	-33%
July	66	48	-27%	-32%
August	48	64	33%	-26%
September	78	82	5%	-21%
October	45	35	-22%	-21%
November	38	39	3%	-20%
December	34	35	3%	-19%

Wait times shown in seconds

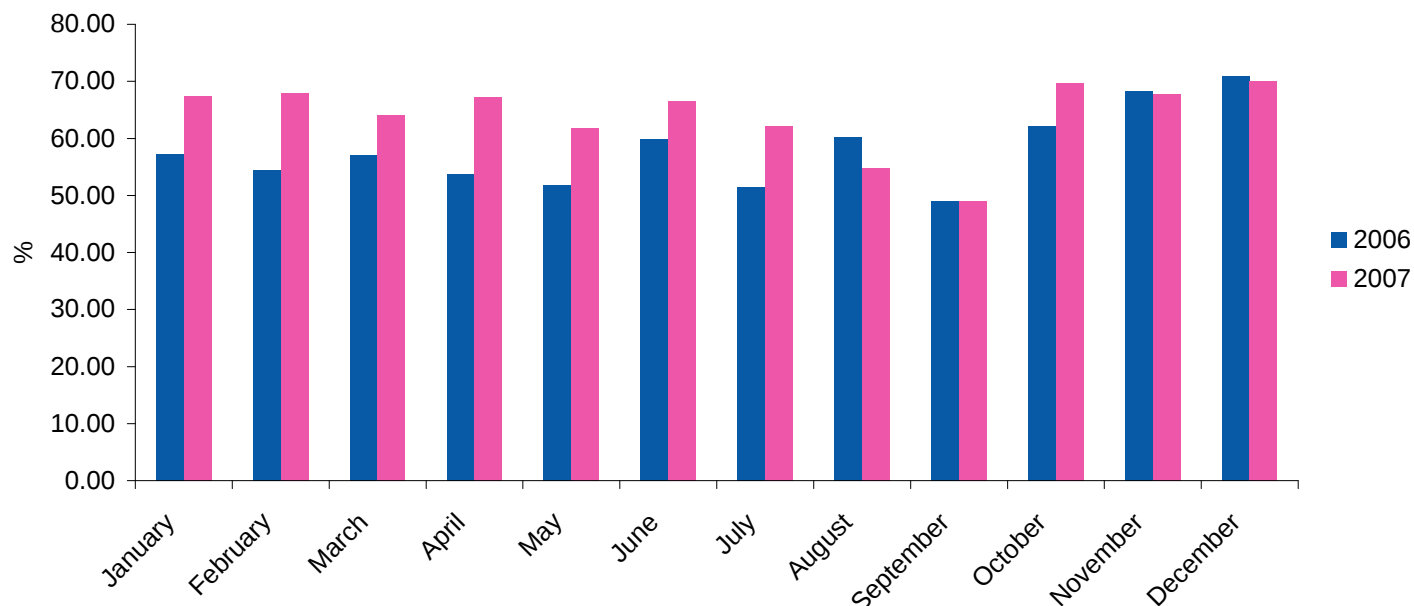
NOTES:



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YRT/ Viva Service Level (%) - Conventional



Month	2006	2007	Month Change 06 vs. 07	YTD Change
January	57.17	67.35	18%	18%
February	54.36	67.86	25%	21%
March	57.00	64.10	12%	18%
April	53.77	67.30	25%	20%
May	51.80	61.79	19%	20%
June	59.85	66.59	11%	18%
July	51.43	62.14	21%	19%
August	60.30	54.84	-9%	15%
September	49.03	48.98	0%	13%
October	62.14	69.60	12%	13%
November	68.21	67.74	-1%	12%
December	70.90	70.07	-1%	10%

**Service Standard: 80% of calls
answered within 20 seconds**

NOTES:

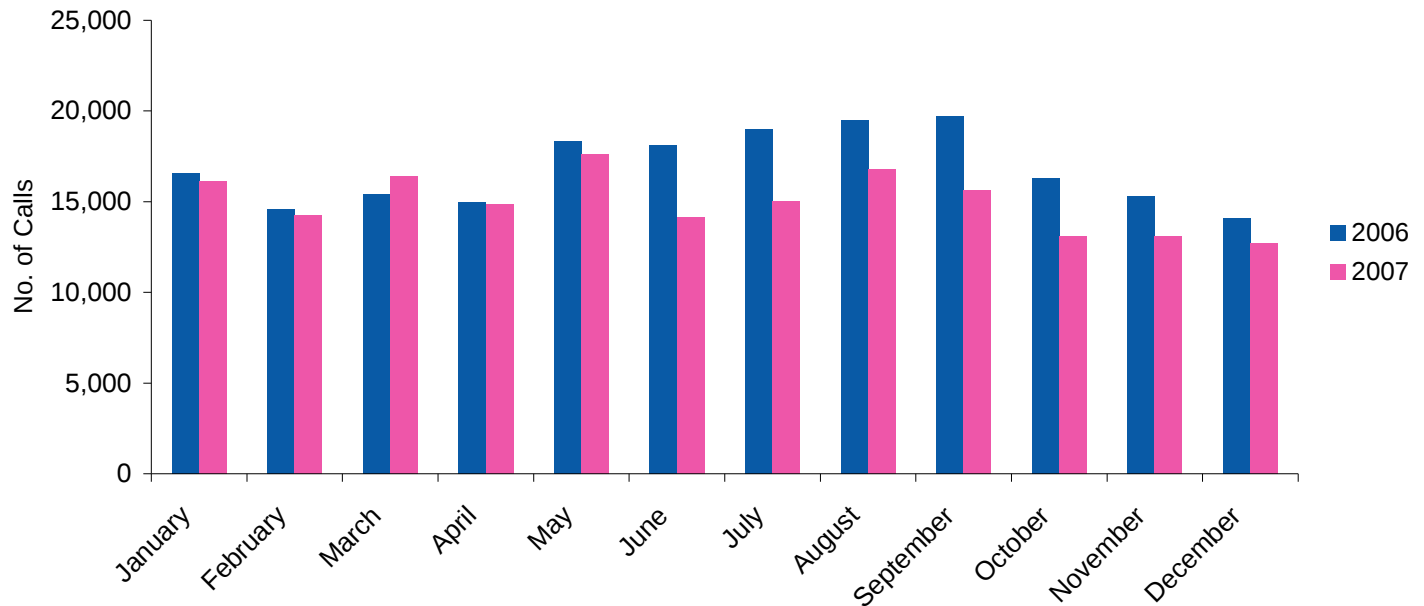


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Total Calls Offered - Conventional



Month	2006	2007	Month Change 06 vs. 07	YTD Change
January	16,571	16,143	-3%	-3%
February	14,575	14,236	-2%	-2%
March	15,388	16,388	6%	1%
April	14,956	14,876	-1%	0%
May	18,326	17,606	-4%	-1%
June	18,097	14,138	-22%	-5%
July	19,014	15,049	-21%	-7%
August	19,474	16,809	-14%	-8%
September	19,697	15,618	-21%	-10%
October	16,264	13,065	-20%	-11%
November	15,284	13,117	-14%	-11%
December	14,053	12,703	-10%	-11%
YTD	201,699	179,748		

NOTES:

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