

MEMORANDUM

TO: Transportation Services Committee
FROM: Kathleen Llewellyn-Thomas, Commissioner of Transportation Services
DATE: October 25, 2011
RE: September 2011 York Region Transit Ridership Statistics

This memo provides an overview of monthly York Region Transit/Viva (YRT/Viva) ridership statistics for September 2011. YRT/Viva revenue ridership for September was over 2.0 million, which represents an increase of approximately 232,000 revenue riders, or 13.1 per cent, over September 2010. This is the highest ridership for any month since amalgamation in 2001.

Employment

The national unemployment rate in September 2011 decreased from 7.3 percent to 7.1 percent^[1]. However, at a local level, York Region is located within the Employment Insurance Economic Region of Toronto, and for September 2011, recorded an unemployment rate of 8.1 per cent, down from 8.3 per cent the previous month^[2]. It is anticipated that the continuing decrease in local unemployment will contribute to ridership growth.

Gas Prices

Gas prices in September 2011 ranged from \$1.21 to \$1.30 per litre^[3], including Harmonized Sales Tax (HST). In September 2010, gas prices ranged from \$1.00 to \$1.02 per litre^[4], including HST. Higher gas prices tend to increase transit ridership as customers try to mitigate commuting costs.

Service Improvements

Service is continually monitored and evaluated. Improvements are implemented, as required, to better serve YRT/Viva customers. Effective September 4, 2011, the following changes were made to better service passengers:

- To reflect actual travel times and to meet on-time performance objectives, schedules for 23 routes were adjusted. The adjustments were to improve reliability and improve customer service and convenience.
- To accommodate the new GO train schedule along the Barrie corridor, all conventional routes including GO shuttles providing services to GO Train Stations were assessed. Based on demand on the affected route, schedules were modified to meet select GO trains.

- To address passenger demand and ridership growth on Viva blue/blue A during weekday midday, the following improvements were implemented:
 - Viva blue from Bernard Terminal to Finch GO Bus Terminal operates during the midday period, to provide 15 minute service frequency.
 - Viva blue service between Newmarket GO Bus Terminal and Finch GO Bus Terminal was adjusted to operate during the midday period, to provide 15 minute service frequency.
 - Combined, both branches provide 7¹/₂ minute average service frequency between Bernard Terminal and Finch GO Bus Terminal.
- To address weekday passenger demand and ridership growth on Viva purple, the following improvements were implemented:
 - During rush hours, a new short branch of Viva purple began operating between Richmond Hill Centre Terminal and York University, providing 15 minute service.
 - The existing Viva purple branch operating between Markham-Stouffville Hospital and York University was adjusted to provide 15 minute service.
 - Combined, both branches provide 7¹/₂ minute average service frequency between Richmond Hill Centre Terminal and York University during rush hours.

Construction Mitigation (Rapidways, Spadina Subway Extension)

To mitigate service delays caused by construction on Highway 7 and the Spadina Subway extension and to maintain service frequency, four additional buses continue to be used for the following services:

- Two buses on Route 1 – Highway 7 during rush hour periods
- Two buses on Viva purple during rush hour periods

As construction increases, additional measures will be implemented to address delays.

Viva Ridership

Viva service continued to experience growth. Viva carried approximately 923,000 passengers in September 2011, which is an increase of 5.1 per cent over September 2010. Increased ridership was partially due to the Seneca College Support Staff strike. Many students chose to take Viva to the Allstate Campus to avoid crossing picket lines.

Mobility Plus Ridership

In September 2011, Mobility Plus carried approximately 2,200 additional passengers, an increase of 8.3 per cent over September 2010. The increase is attributed to the good weather, increased day program activity, and the additional booking times created by the Family of Services trips.

PRESTO Implementation

PRESTO was implemented on Monday, July 18, 2011. Since then approximately 4,028 PRESTO cards were issued by YRT/Viva during the fee-waived promotion, and 2,567 transactions were recorded, per average weekday, for the month of September.

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

Notes:

[1] October 7, 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 October 13, 2011.

[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 October 13, 2011.

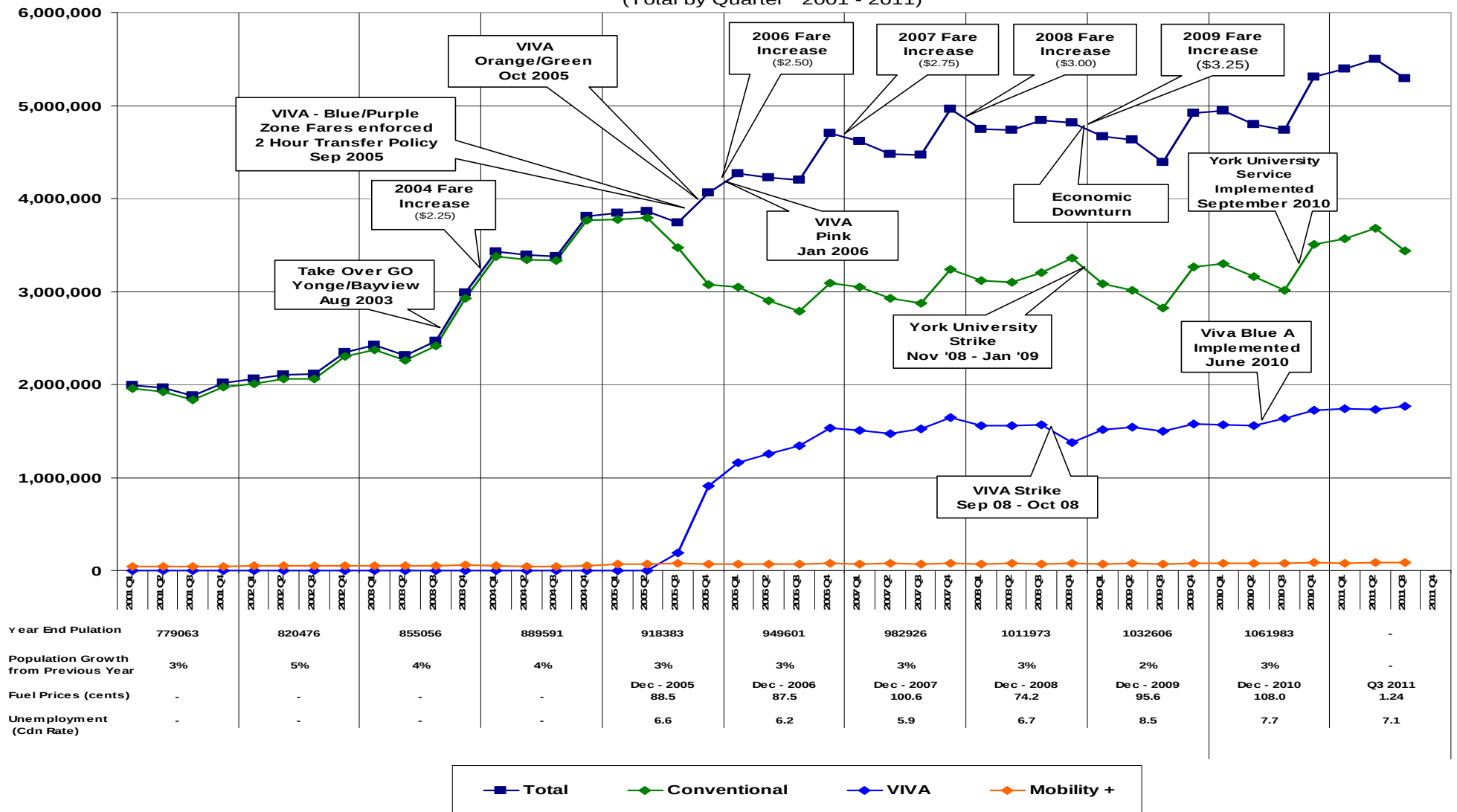
[3] Fuel Price Data. (2011). *Ministry of Energy*. Retrieved from <http://www.mei.gov.on.ca/en/energy/oilandgas/?page=fuel-price-data&fuel=reg&year=2011>. Retrieved date October 13, 2011.

[4] Fuel Price Data. (2010). *Ministry of Energy*. Retrieved from <http://www.mei.gov.on.ca/en/energy/oilandgas/?page=fuel-price-data-historical>. Retrieved date October 13, 2011.

e-docs #3743465

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
 Annual Service Hours includes Revenue Hours, Garage deadhead, Interline deadhead, Recovery hours and 3 hour recovery hours Source: YRT Planning
 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>)

Unemployment Rates: Fedec Anna & Sousa Antonio. 2011. This site has free indicators, Historical Data, Charts, News and Forecasts for 231 countries. <http://www.tradingeconomics.com>. (accessed 2011/04/19)

YORK REGION TRANSIT / VIVA - MONTHLY RIDERSHIP SUMMARY
SEPTEMBER 2011

rev. 20oct2011		2010 ^[3]			TOTAL BOARDINGS (MONTH)			TOTAL BOARDINGS (YEAR TO DATE)			2011 ^[3]			
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
1 ^[1]	Highway 7	1,591	803	370	38,795	47,833	23.3%	333,238	353,683	6.1%	2,027	667	465	General corridor growth; Saturday service level reductions; Sunday/Holiday service level improvements (April 2011)
2 ^[1]	Milliken	2,131	799	459	51,027	50,794	-0.5%	441,927	440,025	-0.4%	2,114	767	565	Weekend service level reductions (April 2011); Stable ridership
2A	14th Ave	858	0	0	18,243	19,479	6.8%	142,498	156,515	9.8%	922	0	0	General corridor growth
3 ^[1]	Thornhill - York U.	1,473	348	249	34,088	44,229	29.7%	288,917	323,558	12.0%	1,918	463	352	General corridor growth
8	Kennedy Rd	1,303	493	366	31,538	37,571	19.1%	252,376	293,896	16.5%	1,550	518	529	General corridor growth
9 ^[1]	Ninth Line	151	0	0	3,223	4,094	27.0%	28,643	32,363	13.0%	193	0	0	Connections to Viva; General corridor growth; Peak period service level reduction (Sept 2011)
15	Stouffville Local	97	0	0	2,081	2,478	19.1%	15,153	17,307	14.2%	116	0	0	General growth; Peak period service level reduction (Sept 2011)
18	Bur Oak	938	113	0	20,350	20,751	2.0%	167,590	173,180	3.3%	960	123	0	Stable ridership
40	Unionville Local	538	167	87	12,549	13,253	5.6%	112,539	105,806	-6.0%	575	147	100	Stable ridership
41	Markham Local	398	104	107	9,437	7,792	-17.4%	65,580	71,053	8.3%	332	81	85	Rush hour period service level reductions (Feb 2011)
42	Berczy South Unionville	152	0	0	3,219	3,465	7.6%	24,310	32,222	32.5%	164	0	0	General growth due to new riders; Peak period service level reduction (Sept 2011)
45	Mingay	55	0	0	1,175	1,624	38.2%	8,981	13,099	45.9%	77	0	0	General growth due to new riders
201	Markham GO Shuttle	96	0	0	2,034	2,009	-1.2%	18,382	17,910	-2.6%	95	0	0	Stable ridership
202	Unionville GO Shuttle	127	0	0	2,794	2,745	-1.8%	26,850	27,640	2.9%	130	0	0	Stable ridership
203	Milliken GO Shuttle	65	0	0	1,385	1,638	18.3%	11,452	13,861	21.0%	77	0	0	General growth
300 ^[1]	Business Express	246	0	0	5,286	6,000	13.5%	43,395	48,772	12.4%	280	0	0	General growth
301 ^[1]	Markham Express	346	0	0	7,400	7,255	-2.0%	68,258	66,623	-2.4%	341	0	0	Stable ridership
302 ^[1]	Unionville Express	194	0	0	4,150	4,171	0.5%	31,846	35,500	11.5%	196	0	0	General growth
303 ^[1]	Bur Oak Express	241	0	0	5,151	5,459	6.0%	40,778	51,542	26.4%	257	0	0	1 additional AM trip implemented (March 2011); Route extension to Kennedy Road (April 2011)
522	Markham Community Bus	56	69	0	1,452	1,997	37.5%	14,607	17,247	18.1%	84	51	0	Rider migration from Mobility Plus to conventional services
TTC	Markham Total	11,056	2,896	1,638	255,377	284,637	11.5%	2,137,320	2,291,802	7.2%	12,408	2,817	2,096	
TTC 17A ^[1]	Birchmount	180	0	0	3,770	4,673	24.0%	39,880	42,433	6.4%	223	0	0	Stable ridership
TTC 24D, 224B/C/D ^[1]	Vic Park North (Woodbine)	954	84	58	20,677	18,488	-10.6%	178,748	170,385	-4.7%	847	98	57	Decrease in employment travel
TTC 68B ^[1]	Warden North	899	308	236	21,291	21,891	2.8%	188,686	196,877	4.3%	918	377	223	Stable ridership
TTC 102D ^[1]	Markham Rd	788	265	248	18,848	21,016	11.5%	169,654	193,734	14.2%	898	312	184	General corridor growth
TTC 129A ^[1]	McCowan North	2,642	1,440	835	65,417	61,378	-6.2%	549,202	570,307	3.8%	2,491	1,203	851	Stable ridership
	TTC (Markham) Total	5,462	2,097	1,377	130,002	127,445	-2.0%	1,126,169	1,173,735	4.2%	5,376	1,990	1,315	
	Markham & TTC Total	16,518	4,993	3,015	385,379	412,082	6.9%	3,263,489	3,465,537	6.2%	17,784	4,807	3,411	
4/4A ^[1]	Major Mackenzie	3,106	1,570	1,179	78,847	90,730	15.1%	620,977	741,539	19.4%	3,808	1,893	409	Increase in employment travel; general corridor growth
5 ^[1]	Clark	1,484	510	0	33,736	32,444	-3.8%	283,656	289,073	1.9%	1,441	457	0	Possible ridership migration to other routes; frequency improvement (Sept 2011)
7 ^[1]	Martin Grove	905	57	0	19,904	24,228	21.7%	146,873	159,323	8.5%	1,091	178	0	PM rush hour frequency reduction (Feb 2011)
10 ^[1]	York U. (Woodbridge)	353	49	49	8,088	10,935	35.2%	58,165	72,266	24.2%	483	52	81	Rush hour frequency reduction (April 2011)
11	Woodbridge	70	0	0	1,505	1,509	0.3%	16,182	12,808	-20.9%	70	0	0	Rush hour frequency reduction (Feb 2011)
12	Pine Valley	347	114	0	8,041	10,361	28.9%	66,753	74,940	12.3%	447	189	0	PM rush hour frequency reduction (Feb 2011)
13	Islington Ave	378	101	0	8,681	9,934	14.4%	70,829	71,770	1.3%	435	132	0	Rush hour frequency reduction (Feb 2011)
20 ^[1]	Jane	2,526	1,911	1,046	68,007	80,233	18.0%	521,882	625,020	19.8%	2,982	2,031	1,514	General corridor growth
22/22A ^[1]	King City	591	41	0	12,668	16,831	32.9%	58,893	112,005	90.2%	780	76	0	Increase ridership to/from York U
23 ^[1]	Thornhill Woods	927	0	0	19,892	17,905	-10.0%	169,674	170,131	0.3%	841	0	0	Non rush hour frequency reduction (Sept 2011)
27	Highway 27	75	7	4	1,643	0	-100.0%	11,595	12,678	9.3%	0	0	0	Route discontinued (Sept 2011); Route 28 service available
28	Zenway-Hwy.27	31	0	0	694	842	21.3%	6,713	5,893	-12.2%	39	0	0	Ridership migration from Route 27
77 ^[1]	Hwy 7 - Centre St	3,651	1,587	735	89,324	102,273	14.5%	613,990	810,695	32.0%	4,222	1,688	1,115	General corridor growth
99 ^[1]	Yonge South	3,066	1,439	1,225	77,270	83,164	7.6%	661,058	784,583	18.7%	3,218	1,704	1,614	General corridor growth
360 ^[1]	Maple Express	400	0	0	8,902	6,777	-23.9%	59,590	68,655	15.2%	306	0	0	Peak frequency reduction (Sept 2011)
TTC	Vaughan Total	17,910	7,386	4,238	437,202	488,166	11.7%	3,366,830	4,011,379	19.1%	20,163	8,400	4,733	
TTC 35-D ^[1]	Jane	1,226	365	0	27,206	26,778	-1.6%	256,030	241,838	-5.5%	1,218	300	0	Possible rider migration to alternate north-south routes (e.g. Route 20)
TTC 37-D ^[1]	Islington	106	0	0	2,226	2,478	11.3%	21,626	21,542	-0.4%	118	0	0	Stable ridership.
TTC 105/105-B ^[1]	Dufferin North	1,536	580	528	37,216	42,760	14.9%	334,560	389,096	16.3%	1,807	617	471	Increase in employment travel; general corridor growth
TTC 107-C/D/B/F ^[1]	Keele North	2,379	613	314	53,981	64,365	19.2%	515,761	582,985	13.0%	2,844	729	345	Increase in employment travel; general corridor growth
TTC 160 ^[1]	Bathurst North	690	460	435	18,505	21,557	16.5%	174,186	192,470	10.5%	821	499	466	Increase in employment travel; general corridor growth
TTC 165-D/F ^[1]	Weston Road North	1,454	1,034	889	39,115	38,175	-2.4%	341,334	351,681	3.0%	1,561	701	518	Stable ridership
	TTC (Vaughan) Total	7,391	3,052	2,166	178,249	196,112	10.0%	1,643,497	1,779,611	8.3%	8,368	2,846	1,800	
	Vaughan & TTC Total	25,301	10,438	6,404	615,451	684,278	11.2%	5,010,327	5,790,990	15.6%	28,531	11,246	6,533	

* Route crosses municipal boundaries.

			2010 [3]			TOTAL BOARDINGS (MONTH)			TOTAL BOARDINGS (YEAR TO DATE)			2011 [3]			
			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	YRT Route #	Route Name													
	81	Inspiration	124	0	0	2,617	4,063	55.3%	21,176	33,119	56.4%	193	0	0	New development in the area; general corridor growth
	82	Valleymede-Spadina	583	54	0	12,531	11,822	-5.7%	90,604	96,973	7.0%	560	36	0	Saturday services discontinued due to low ridership (Sept 2011). Weekday schedule adjusted and routing restructured to improve on-time performance (Sept 2011).
	83	Trench	1,159	107	0	24,933	24,381	-2.2%	171,790	202,180	17.7%	1,121	179	0	Stable ridership; weekday schedule adjusted to improve on-time performance (Sept 2011)
	84A/84C	Oak Ridges	232	23	0	4,964	4,714	-5.0%	34,973	41,611	19.0%	220	19	0	Stable ridership
	85/85A/85B ^[1]	16th Ave/Rutherford	4,726	2,388	1,249	116,825	123,622	5.8%	953,852	1,010,923	6.0%	4,910	2,691	1,705	General growth
	86	Weldrick-Newkirk	720	148	0	15,844	17,702	11.7%	124,159	139,001	12.0%	814	132	0	General corridor growth; schedule adjusted to accommodate new GO Train times at Rutherford GO Train Station (Sept 2011)
	87 ^[1]	Langstaff Local	1,127	133	0	24,417	22,081	-9.6%	188,555	188,312	-0.1%	1,019	130	0	Stable ridership
	88/88A/88E ^[1]	Bathurst/Bathurst Express	3,890	1,893	1,226	97,287	107,376	10.4%	690,239	819,027	18.7%	4,302	1,824	1,644	General corridor growth
	589	RH Community Bus	109	127	82	3,207	4,800	49.7%	30,045	33,827	12.6%	164	170	132	Rider migration from Mobility Plus to conventional services
	90/90B ^[1]	Leslie	3,588	780	429	81,659	87,280	6.9%	588,041	675,227	14.8%	3,817	970	510	General corridor growth; rush hour frequency improved on Route 90 from 28 minutes to 20 minutes to match demand (Sept 2011)
	91/91A/91B/91E ^[1]	Bayview South/Express	3,478	1,580	1,073	86,116	100,255	16.4%	728,998	807,209	10.7%	4,120	1,665	1,195	General corridor growth
	240	Mill Pond GO Shuttle	119	0	0	2,527	2,942	16.4%	24,014	27,946	16.4%	139	0	0	General corridor growth
	241	Bev Acres GO Shuttle	78	0	0	1,653	1,715	3.8%	13,042	18,514	42.0%	81	0	0	General corridor growth
Aurora	242	N Richvale GO Shuttle	63	0	0	1,336	1,098	-17.8%	8,358	9,608	15.0%	52	0	0	Stable ridership
	243	Redstone GO Shuttle	140	0	0	2,953	3,280	11.1%	29,951	31,693	5.8%	155	0	0	General corridor growth
		Richmond Hill Total	20,136	7,233	4,059	478,869	517,131	8.0%	3,697,797	4,135,170	11.8%	21,667	7,816	5,186	
	31 ^[1]	Aurora North	74	0	0	1,562	1,799	15.2%	12,096	14,177	17.2%	85	0	0	General corridor growth; schedule adjusted to meet select GO Train schedule at Aurora GO Train Station (Sept 2011)
	32	Aurora South	528	16	0	11,194	10,905	-2.6%	77,603	85,044	9.6%	512	23	0	Stable ridership; schedule adjusted to meet new GO Train schedule at Aurora GO Train Station (Sept 2011)
Newmarket, East Gwill, Georgina	33/33A	Wellington	506	122	0	11,201	12,648	12.9%	89,899	95,722	6.5%	575	117	0	General corridor growth; schedule adjusted to meet new GO Train schedule at Aurora GO Train Station (Sept 2011)
	34	Industrial Parkway	27	0	0	572	677	18.4%	6,345	6,057	-4.5%	32	0	0	Stable ridership
		Aurora Total	1,135	138	0	24,529	26,029	6.1%	185,943	201,000	8.1%	1,204	140	0	
	44	Bristol - London	209	57	0	4,643	5,322	14.6%	34,328	40,301	17.4%	237	77	0	General corridor growth
	51	Keswick Local	238	105	0	5,474	5,123	-6.4%	46,348	42,214	-8.9%	236	31	0	Route extended to include Learning Centre of Georgina; frequency adjusted (Sept 2011)
	52 ^[1]	Holland Landing Local	305	131	0	7,010	7,011	0.0%	56,679	59,087	4.2%	306	122	0	Stable ridership; schedule adjusted to accommodate new GO Train schedule at East Gwillimbury GO Train Station (Sept 2011)
	53	Woodspring-Clearmeadow	279	98	70	6,647	7,147	7.5%	58,730	64,890	10.5%	299	95	86	General corridor growth; schedule adjusted to accommodate new GO Train schedule at East Gwillimbury GO Train Station (Sept 2011)
	54 ^[1]	Bayview North	304	99	0	6,887	8,601	24.9%	45,410	71,909	58.4%	376	129	0	General corridor growth; rush hour and non rush hour frequency reduced to match demand (Sept 2011)
	55/55B	Davis Dr.	1,241	908	379	32,853	31,442	-4.3%	276,027	287,057	4.0%	1,267	616	422	Impact to ridership due to closing and/or relocation of businesses along Davis Drive.
	56	Gorham-Eagle	485	185	122	11,619	11,432	-1.6%	94,562	100,933	6.7%	470	197	134	Stable ridership
	57/57A	Mulock Dr.	803	342	68	18,699	17,520	-6.3%	135,777	135,457	-0.2%	767	221	80	Stable ridership
	58/58A	Leslie North	67	0	0	1,421	1,855	30.5%	14,160	15,137	6.9%	87	0	0	Stable ridership; schedule adjusted to accommodate new GO Train schedule at East Gwillimbury GO Train Station (Sept 2011)
	GO Rte 69 ^[1]	Sutton GO Bus	208	69	88	5,084	5,918	16.4%	45,720	49,970	9.3%	236	118	98	General corridor growth
	98 (incl. 98E & 98/99)	Yonge North	809	803	460	22,717	20,754	-8.6%	205,030	210,951	2.9%	747	695	422	Weekday frequency reductions (February 2011)
Viva	220	Keswick GO	8	0	0	168	338	101.2%	1,711	2,609	52.5%	16	0	0	Stable ridership; schedule adjusted to meet new GO Train schedule at East Gwillimbury GO Train Station (Sept 2011)
	222	Aurora-Nmkt GO Shuttle	65	0	0	1,379	1,188	-13.9%	12,644	12,389	-2.0%	56	0	0	Schedule adjusted to meet new GO Train schedule. However, the route is meeting only 4 of the 5 trains in the A.M. (Sept 2011)
	223	Newmarket GO Shuttle	19	0	0	405	447	10.4%	3,367	3,925	16.6%	21	0	0	Stable ridership; schedule adjusted to meet new GO Train schedule at East Gwillimbury GO Train Station (Sept 2011)
	520/521	Newmarket Community Bus	67	19	10	1,533	1,402	-8.5%	13,716	13,220	-3.6%	58	14	22	Rider migration from Mobility Plus to conventional services
		Newmarket Total	5,107	2,816	1,197	126,539	125,500	-0.8%	1,044,209	1,110,049	6.3%	5,179	2,315	1,264	
		YRT SUB-TOTAL	68,197	25,618	14,675	1,630,767	1,765,020	8.2%	13,201,765	14,702,746	11.4%	74,365	26,324	16,394	
	blue (incl. blue'A') ^[1]	Yonge Corridor	16,918	9,385	7,290	480,524	504,714	5.0%	3,759,054	4,201,328	11.8%	16,493	10,317	6,981	Weekdav middav frequencv improvements between Finch & Bernard (Sept 2011): adjustment applied to Sept 2011 to offset APC issues ^[2]
	purple ^[1]	Highway 7 Corridor	8,908	4,610	2,991	238,953	251,118	5.1%	1,670,136	1,898,944	13.7%	9,467	5,507	3,651	New branch between Richmond Hill Centre & York U (Sept 2011): adjustment applied to September 2011 to offset APC issues ^[2]
	green ^[1]	Markham North-South Link	749	0	0	17,068	18,023	5.6%	124,917	148,838	19.1%	816	0	0	General corridor growth: adjustment applied to September 2011 data to offset APC issues ^[2]
	orange (incl. Züm) ^[1]	Vaughan North-South Link	3,407	1,636	1,312	88,431	93,612	5.9%	575,567	676,663	17.6%	3,583	1,935	1,528	Includes Züm ridership credits: TTC/Orange fare agreement (Aug2010): APC adjustment to September 2011 data ^[2]
	pink ^[1]	Finch - Unionville	2,383	0	0	53,283	55,846	4.8%	402,762	504,305	25.2%	2,604	0	0	General corridor growth: adjustment applied to September 2011 data to offset APC issues ^[2]
		Viva SUB-TOTAL	32,365	15,631	11,593	878,259	923,313	5.1%	6,532,436	7,430,078	13.7%	32,963	17,759	12,160	

[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

"Total Boardings" do not include PRESTO values.

Total Boardings	YRT/VIVA SYSTEM TOTAL	100,562	41,249	26,268	2,509,026	2,688,333	7.1%	19,734,201	22,132,824	12.2%	107,328	44,083	28,554
-----------------	-----------------------	---------	--------	--------	-----------	-----------	------	------------	------------	-------	---------	--------	--------

Rev. Boardings	YRT/VIVA SYSTEM TOTAL				1,776,754	2,008,877	13.1%	14,194,664	15,931,917	12.2%	80,201
----------------	-----------------------	--	--	--	-----------	-----------	-------	------------	------------	-------	--------

Notes: 1. System-wide transfer rate = Revenue Boardings / Total Boardings = **25.3 %**

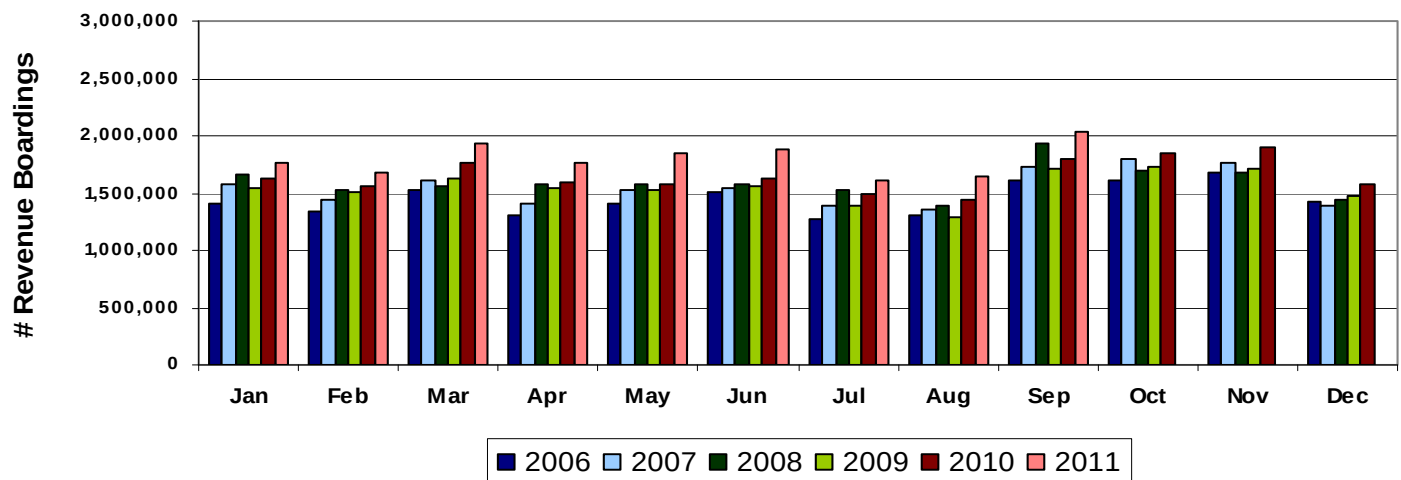
By Route Class	Base Routes (incl. Viva)	84,025	38,977	25,488	2,143,454	2,298,847	7.2%	16,860,578	18,968,737	12.5%	89,696	41,498	27,562
	Local Routes	14,098	2,057	688	311,857	334,225	7.2%	2,421,617	2,662,606	10.0%	15,124	2,350	838
	Express Routes	1,427	0	0	30,889	29,662	-4.0%	243,867	271,092	11.2%	1,380	0	0
	Community Bus Routes	232	215	92	6,192	8,199	32.4%	58,368	64,294	10.2%	306	235	154
	GO Shuttle Routes	780	0	0	16,634	17,400	4.6%	149,771	166,095	10.9%	822	0	0
	TOTAL, by Route Class	100,562	41,249	26,268	2,509,026	2,688,333	7.1%	19,734,201	22,132,824	12.2%	107,328	44,083	28,554

YRT/Viva

2011 Revenue Ridership Summary

Conventional Services including Contracted TTC Services North of Steeles

Five Year - Revenue Ridership by Month



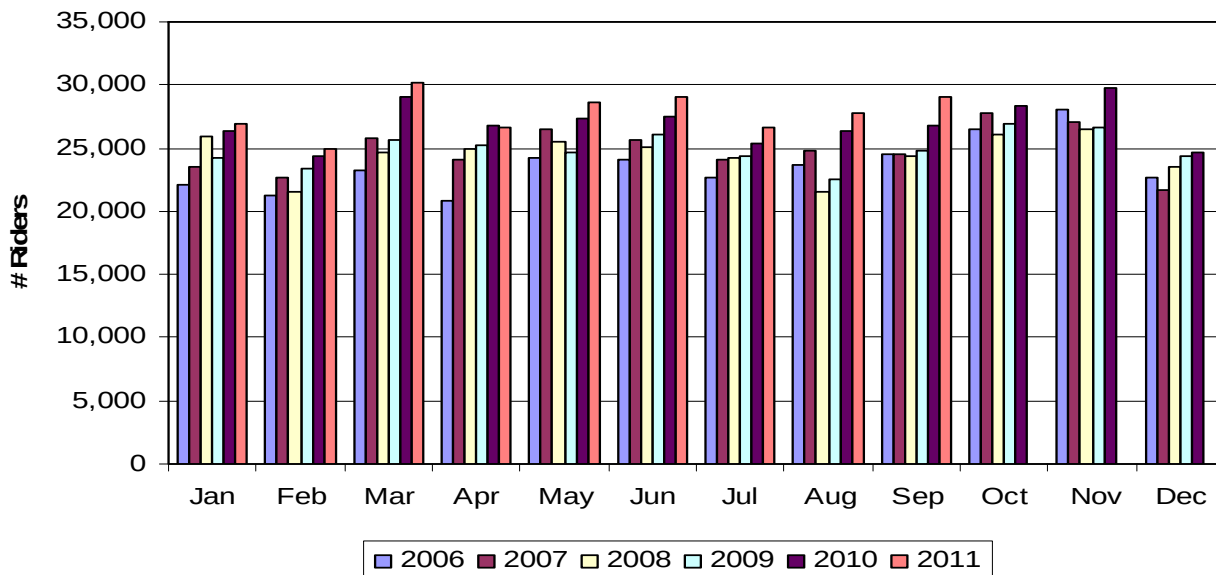
Month	2010	2011	Month Change [11 vs '10]	YTD Change	Avg Wkday Rev. Ridership 2011
January	1,599,353	1,740,807	8.8%	8.8%	70,078
February	1,532,249	1,658,141	8.2%	8.5%	73,187
March	1,726,714	1,909,452	10.6%	9.3%	71,362
April	1,524,252	1,740,968	14.2%	10.4%	73,359
May	1,588,080	1,821,296	14.7%	11.3%	72,880
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				
November	1,862,985				
December	1,550,744				
YTD	19,423,178	15,931,917			

YRT/Viva

2011 Ridership Summary

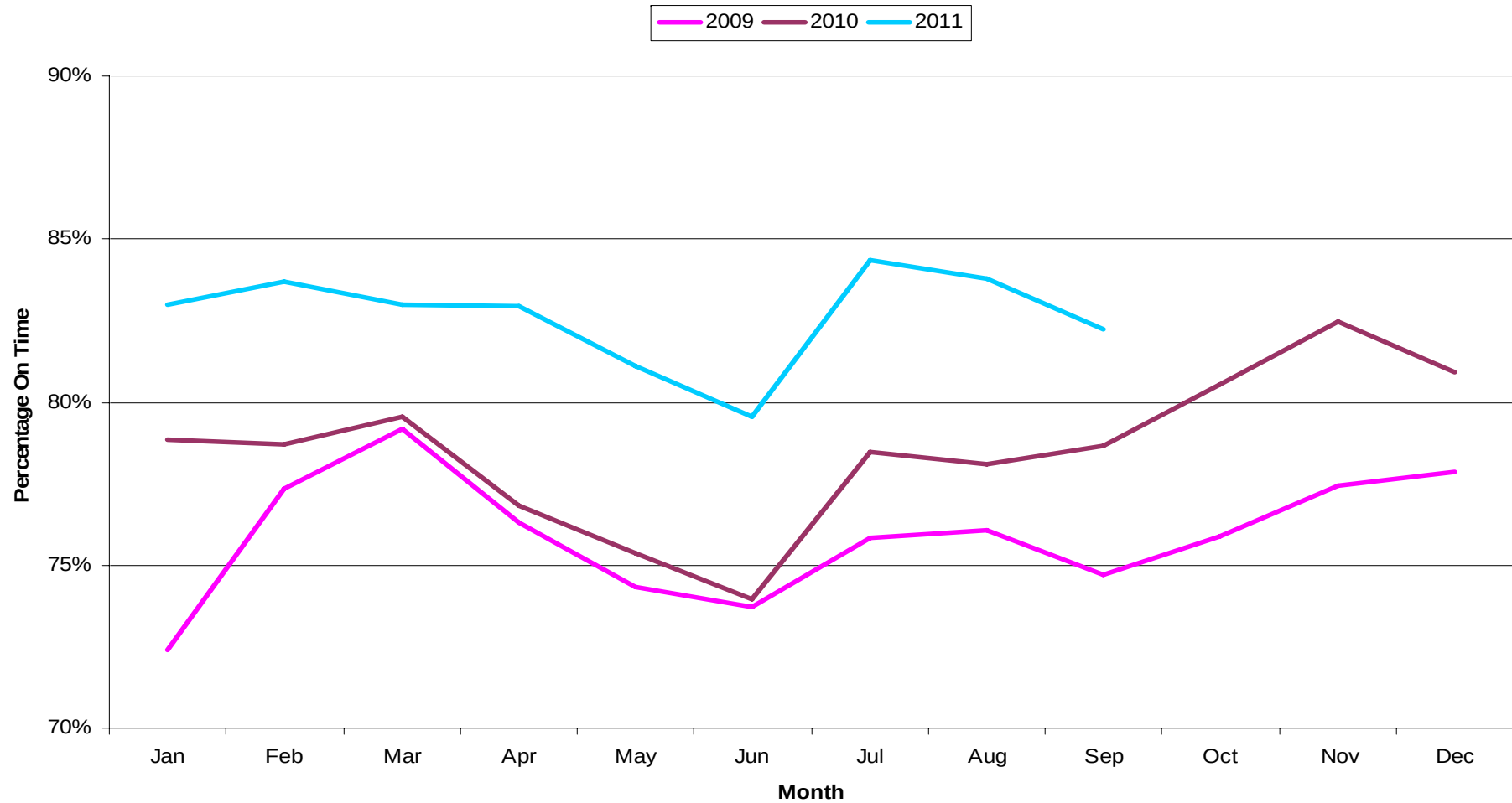
Specialized Services – Mobility Plus

Five Year-Actual Ridership by Month



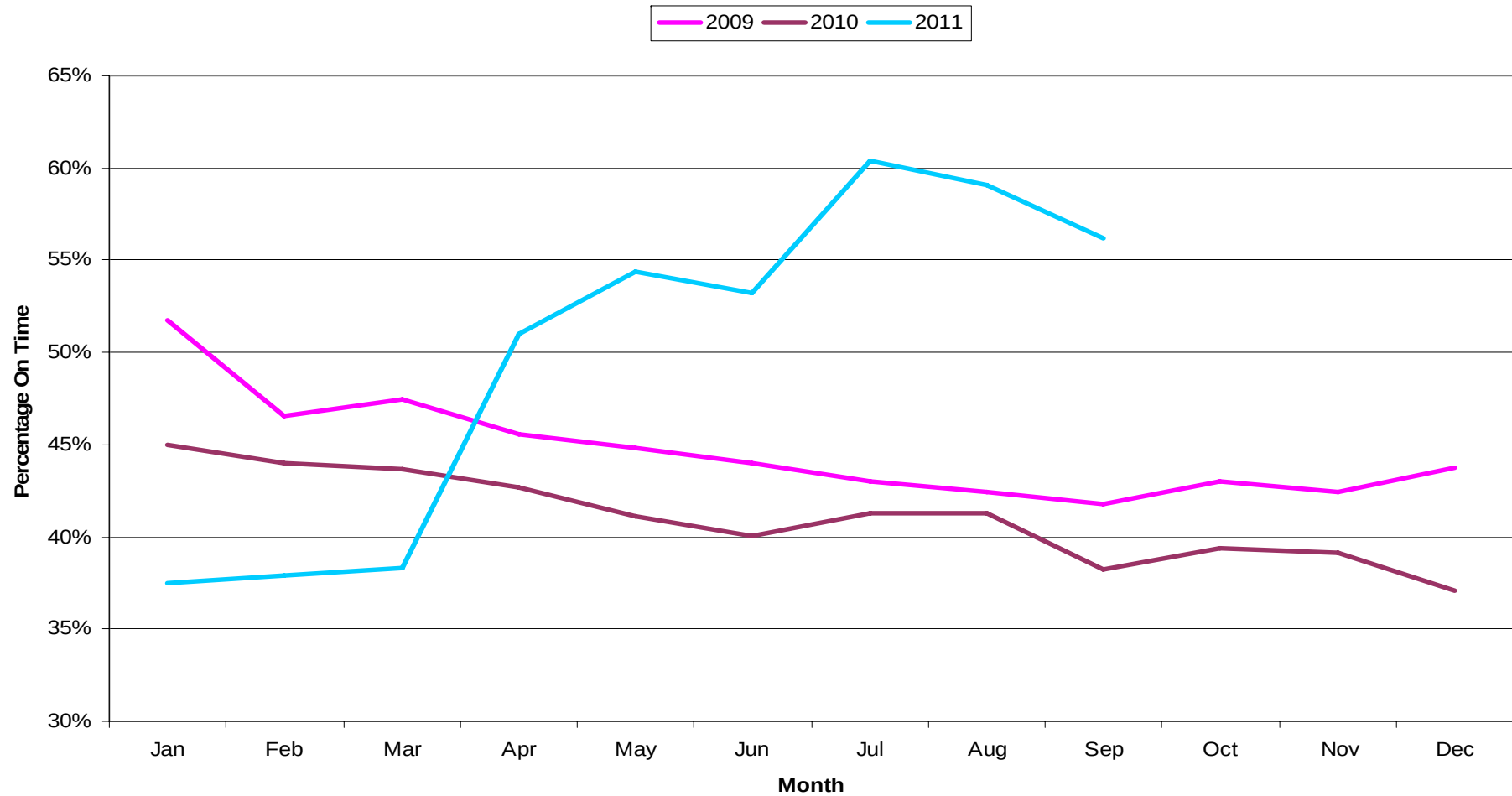
Month	2010 Ridership	2011 Ridership	Month Change ('11 vs. '10)	Year to Date Change	Avg Wkday Rev Ridership 2011
January	26,407	26,948	2.0%	2.0%	1,142
February	24,400	24,957	2.3%	2.2%	1,155
March	29,035	30,169	3.9%	2.8%	1,193
April	26,810	26,614	-0.7%	1.9%	1,184
May	27,365	28,663	4.7%	2.5%	1,203
June	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				
November	29,692				
December	24,697				
YTD	322,788	249,741			

On Time Performance Conventional Bus Routes, Trip Start



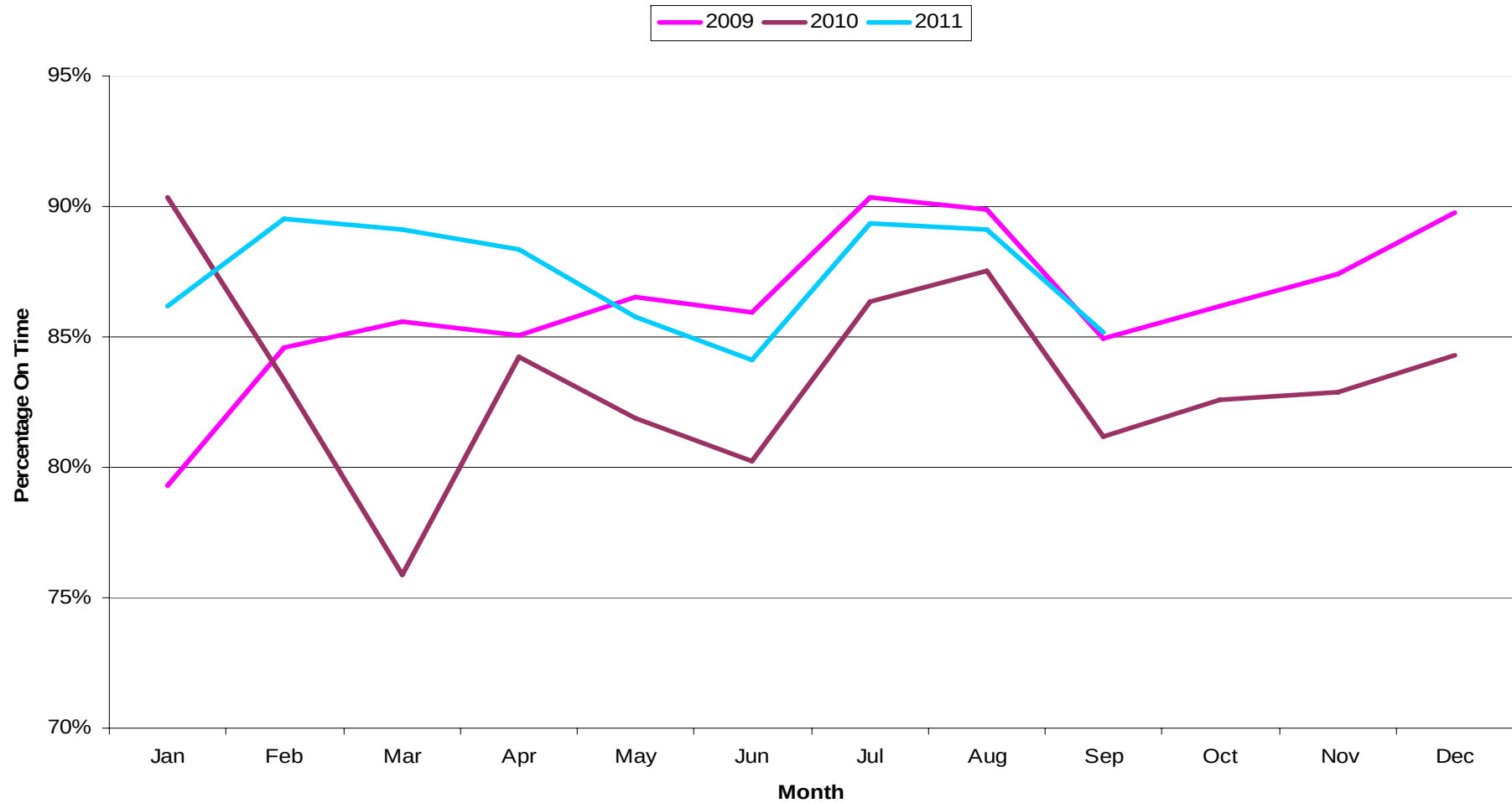
ON-TIME Performance Criteria: On-Time = 0.59 seconds before scheduled time and less then or equal 5 minutes after scheduled time

On Time Performance Conventional Bus Routes, Trip Arrival



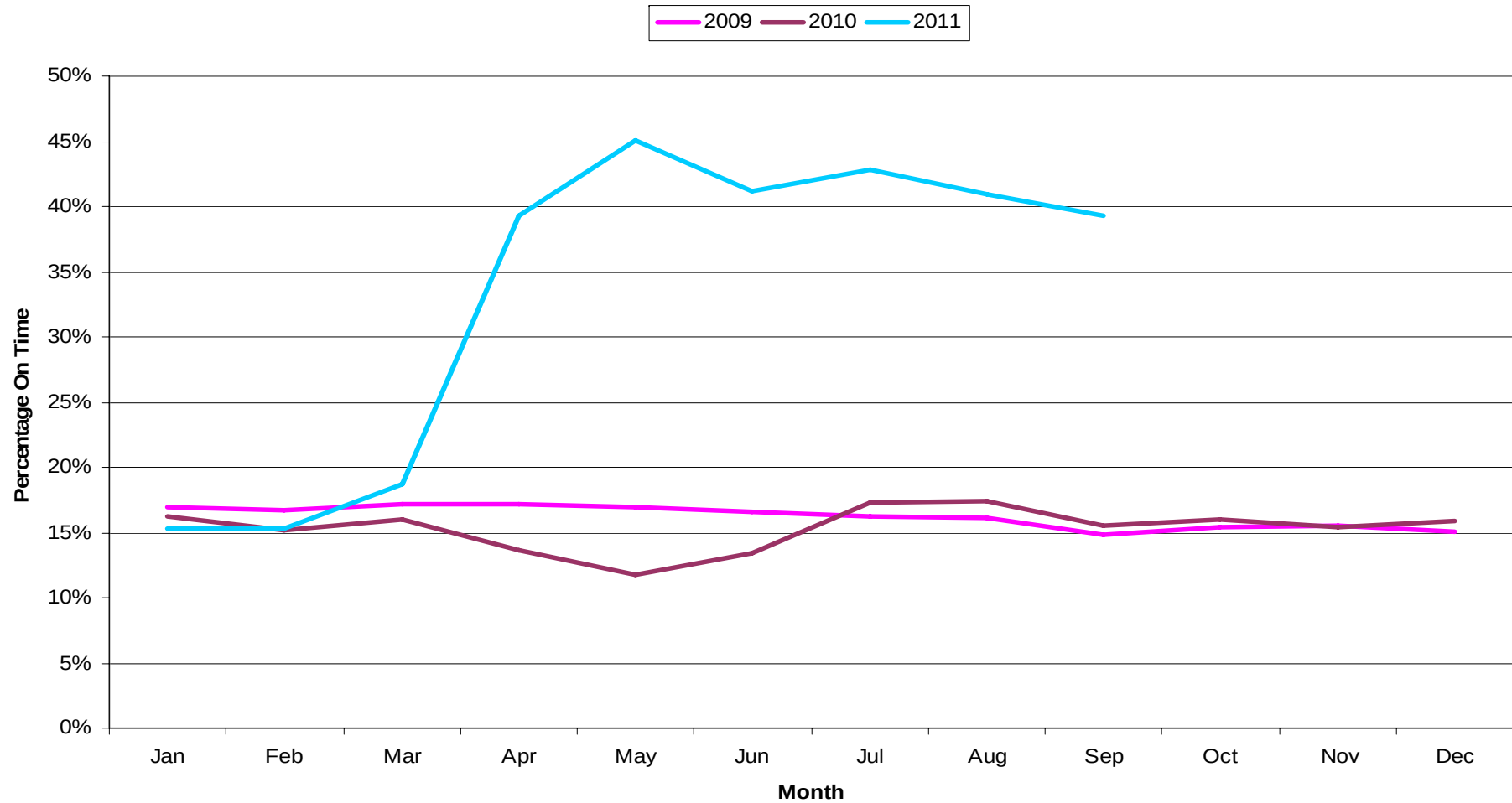
ON-TIME Performance Criteria: On-Time = 0.59 seconds before scheduled time and less then or equal 5 minutes after scheduled time

On Time Performance VIVA BRT Routes, Trip Start



ON-TIME Performance Criteria: On-Time = 0.59 seconds before scheduled time and less then or equal 5 minutes after scheduled time

On Time Performance VIVA BRT Routes, Trip Arrival



ON-TIME Performance Criteria: On-Time = 0.59 seconds before scheduled time and less then or equal 5 minutes after scheduled time

VIVA/YRT Percentage Missed Trips by Month 2009 to 2011
Conventional Bus Routes and BRT Routes

