



York Region Transit Mobility Plus

2007 System Performance Review

Transit Committee

May 8, 2008

Reference Agenda Item D3



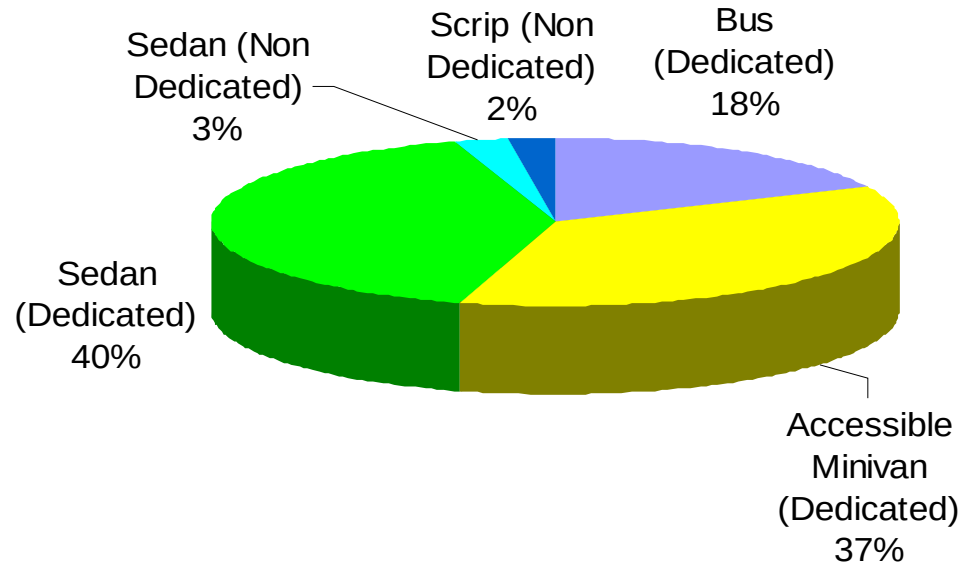
Performance monitoring is critical for system management



- ❑ Performance for Mobility Plus is monitored in terms of total operating data (dedicated and non-dedicated service) as compared to YRT's peer group
- ❑ Financial indicators include: R/C Ratio; Total Cost/Passenger (Non-Dedicated & Dedicated)
- ❑ Operating KPIs include: Registrants/Capita; Trips/Capita; Trips/Hr; Km/Trip

Mobility Plus trips are distributed amongst the various vehicle contracts

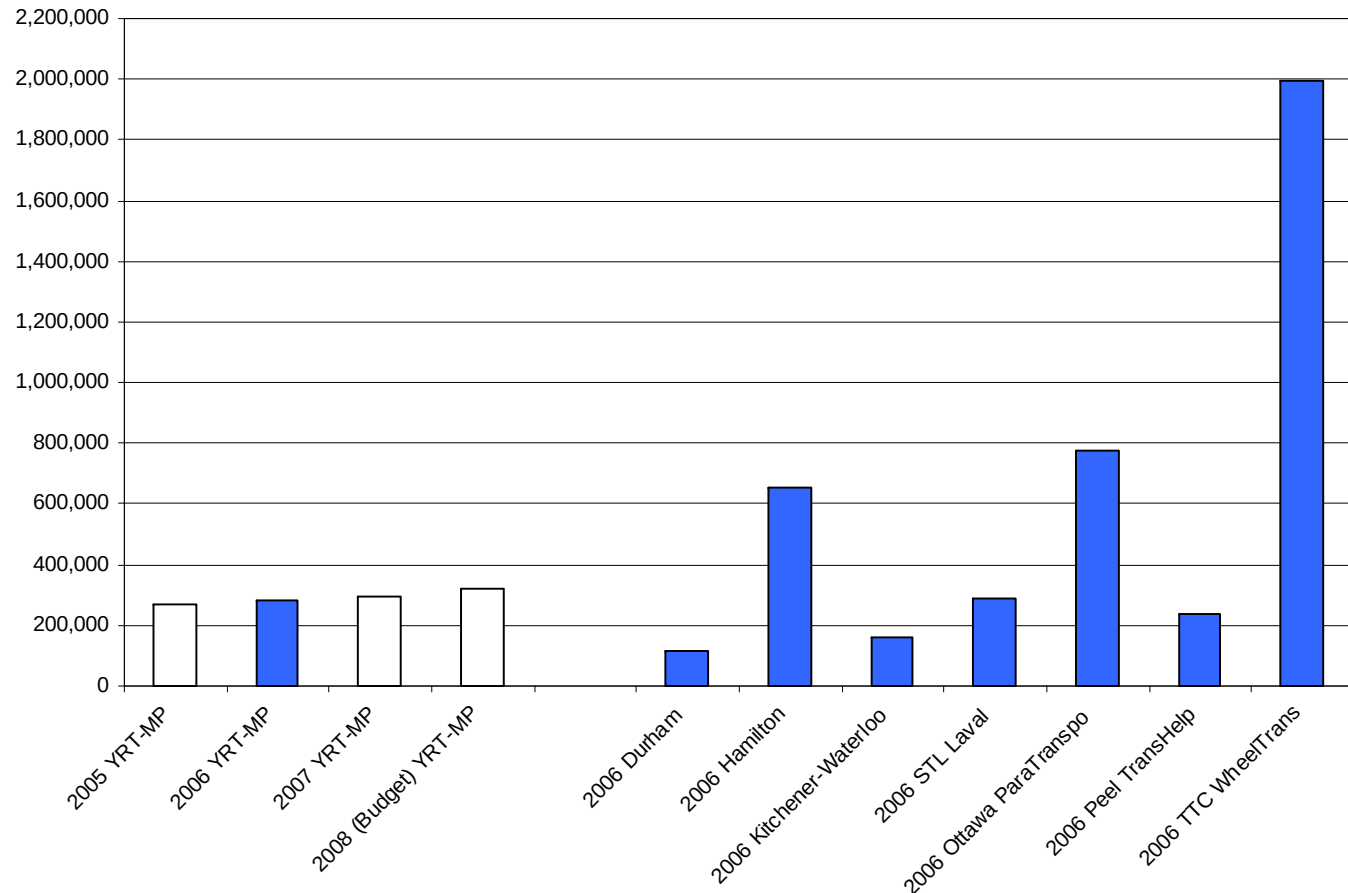
Mobility Plus Service Distribution (2007)



Ridership growth has averaged 5.5% per year



Ridership



Mobility Plus approves approximately 190 applications per month



- ❑ 6,674 registered users



- ❑ 85% of all applications submitted in 2007 were approved



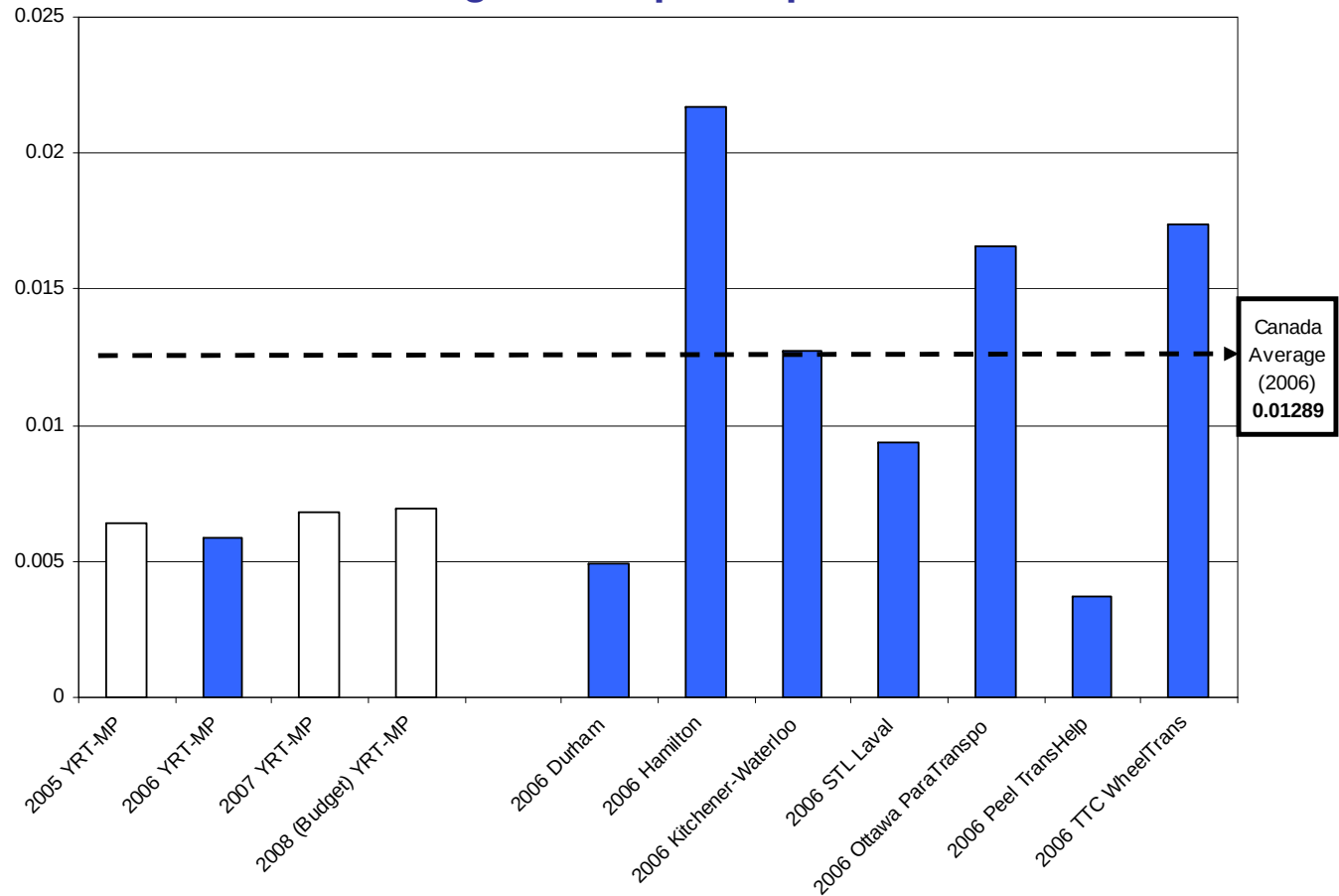
- ❑ Increase in registrants directly related to increase in availability of Regional medical (eg. dialysis), long term care services and facilities, and social programming (eg. DAY centres)



Registrants per capita has increased but still well below the Canadian average



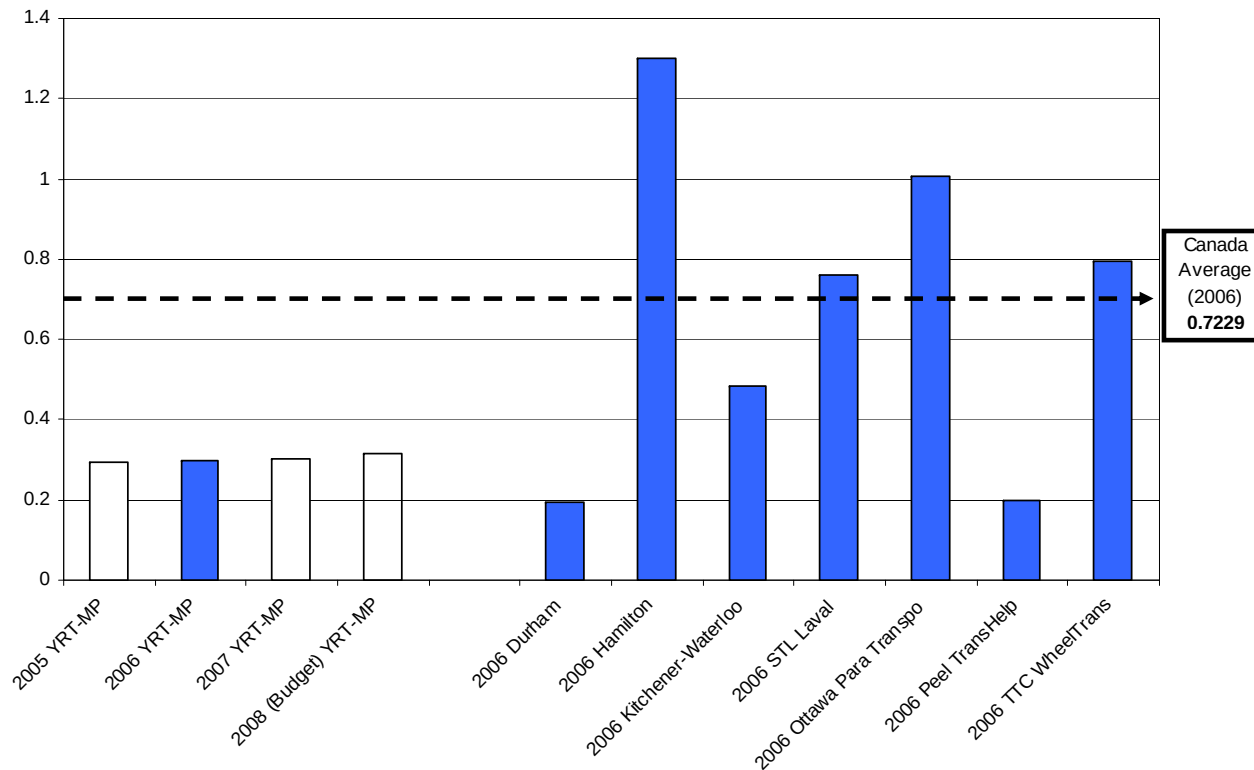
Registrants per Capita



Passengers per capita well below Canadian average

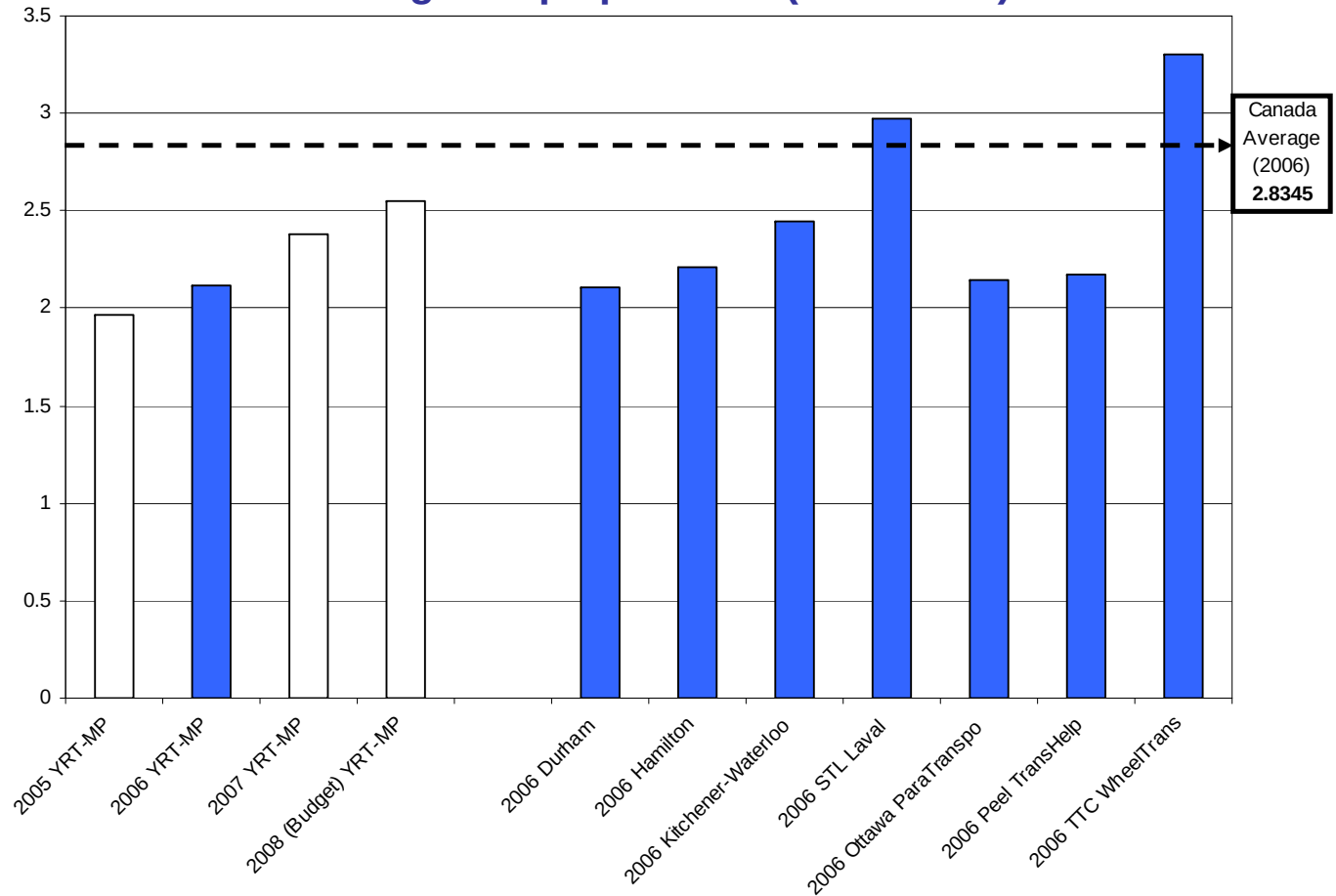


Passengers per Capita



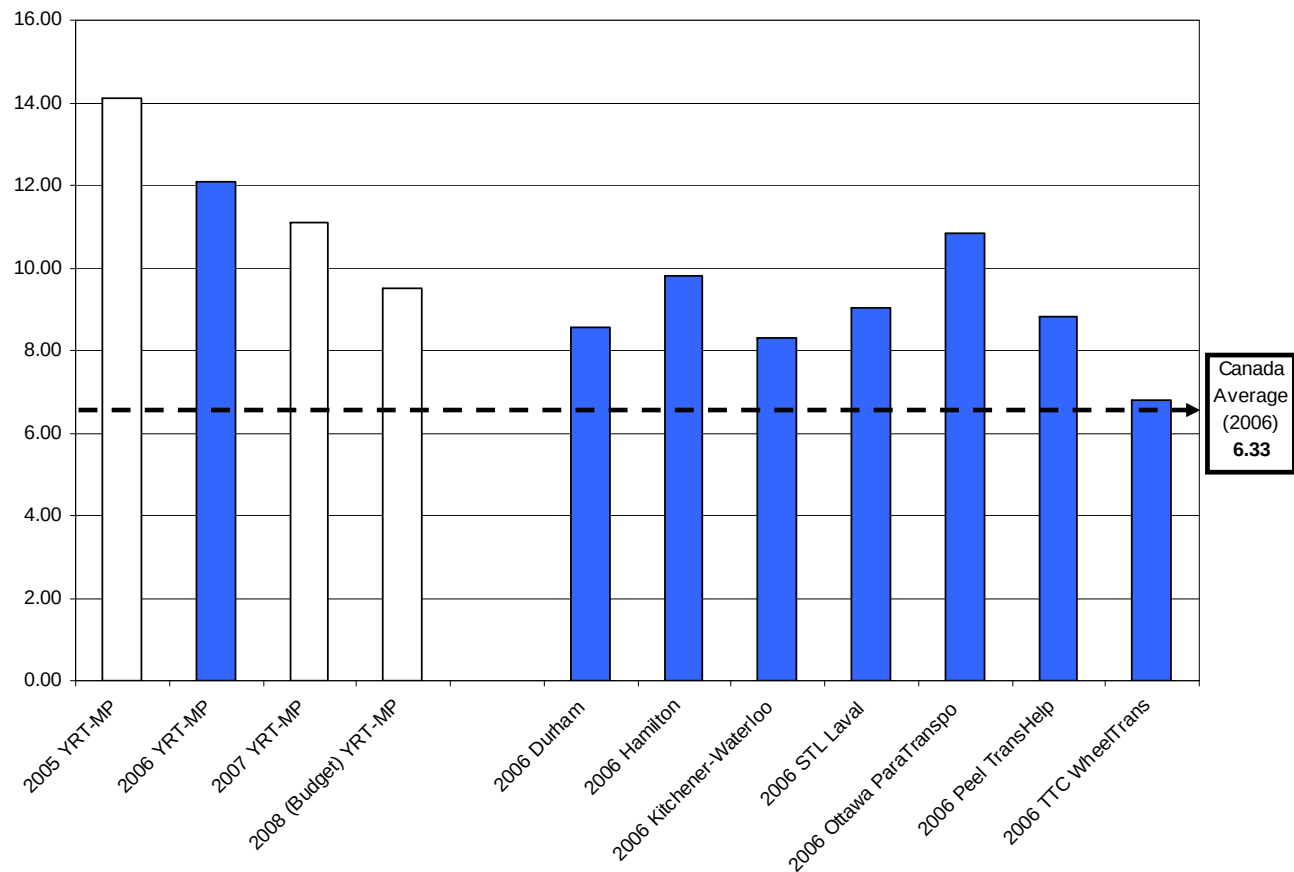
Efficiency measures have produced increases in productivity

Passenger Trips per Hour (Dedicated)

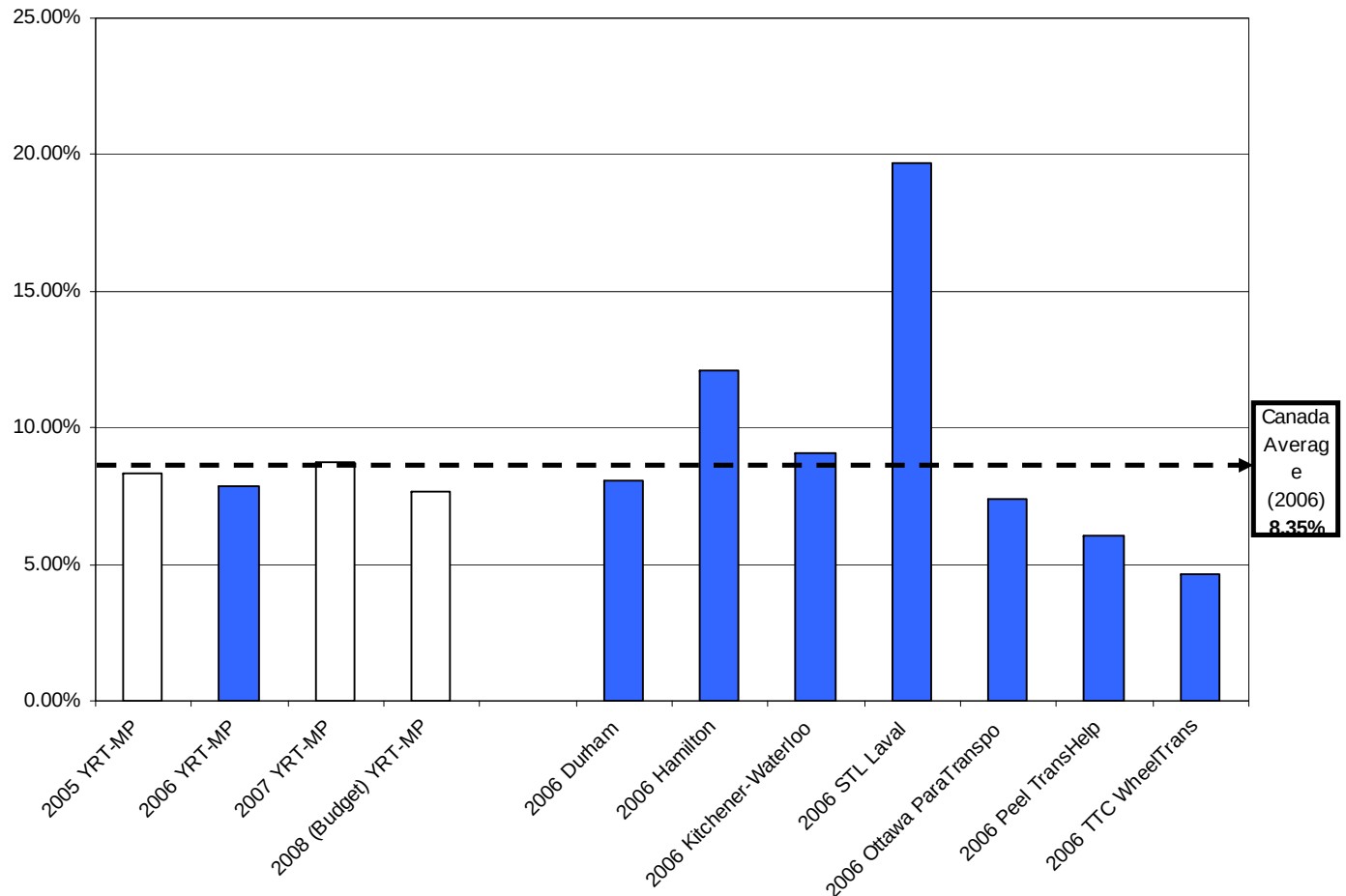


Trip distances on downward trend

Dedicated Kilometres per Passenger Trip



R/C ratio for Mobility Plus is slightly higher than the Canadian average



Summary



- ❑ Ridership continues to grow at an average of 5.5% per year
- ❑ Efficiency Initiatives include:
 - ❑ Share Ride Opportunities; Performance Based Contracts;
 - ❑ Travel Training
- ❑ Challenges ahead...
 - ❑ Best Service Delivery model (# contractors, vehicle types, etc.)
 - ❑ Future impact of AODA legislation