



MEMORANDUM

TO: Transportation Services Committee

FROM: Kathleen Llewellyn-Thomas, Commissioner of Transportation Services

DATE: September 7, 2011

RE: July 2011 Transit Ridership Statistics

This memo provides an overview of monthly YRT/Viva ridership statistics for July 2011. YRT/Viva revenue ridership for July was over 1.58 million, which represents an increase of approximately 151,500 revenue riders, or 10.6%, over July 2010. This is the highest July ridership since amalgamation in 2001.

Employment

The unemployment rate in July 2011 declined from 7.4% to 7.2%^[1]. Over the past 12 months, employment has grown by 252,000 (+1.5%). It is anticipated that the continuing decrease in unemployment will contribute to ridership growth.

Gas Prices

Gas prices in July 2011 ranged from \$1.25 to \$1.31 per litre^[2], including Harmonized Sales Tax. In July 2010, gas prices ranged from \$1.00 to \$1.04 per litre^[2]. Higher gas prices tend to increase transit ridership as customers try to mitigate commuting costs.

Service Improvements

Service is continually monitored and evaluated with improvements implemented to better serve YRT/Viva customers. For example:

- To service Canada's Wonderland, YRT/Viva is providing seasonal service on Routes 20 (Jane-Concord) and TTC 165A (Weston Road North). These routes will operate directly into the Park for customer convenience until October 2011 when the park closes.
- One bus was added on Viva Blue during the weekday midday due to ridership growth. This change will now be included in the September board.
- Effective July 3, 2011, to better reflect actual travel times and to meet on-time performance objectives, schedules on over 20 routes have been adjusted. The adjustments were meant to improve schedule reliability and, in turn, improve customer service and convenience.

Construction Mitigation (Rapidways, Spadina Subway Extension)

To mitigate service delays caused by construction on Highway 7 and the Spadina subway extension and maintain service frequency, four additional buses continue to be used as follows:

- Two buses on Route 1 – Highway 7 during peak periods
- Two buses on Viva Purple during peak periods

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

Viva Ridership

Viva service continues to perform well with all five Viva routes experiencing double-digit growth. Viva carried over 791,000 passengers in July 2011, which is an increase of 16.0% over July 2010. The ridership on Viva Blue and Viva Pink increased by approximately 14.7% and 25.9% respectively, representing an additional 60,000 and 9,890 boardings, respectively.

Mobility Plus Ridership

In July 2011, Mobility Plus carried approximately 1,200 additional passengers, an increase of 4.7% over July 2010. The increase is attributed to the good weather and the additional booking times created by the Family of Services trips.

PRESTO Implementation

PRESTO was implemented on Monday, July 18, 2011. In July approximately 1,250 PRESTO cards were issued by YRT/Viva during the fee waived promotion. Approximately 900 transactions per day occurred in the last part of July.

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

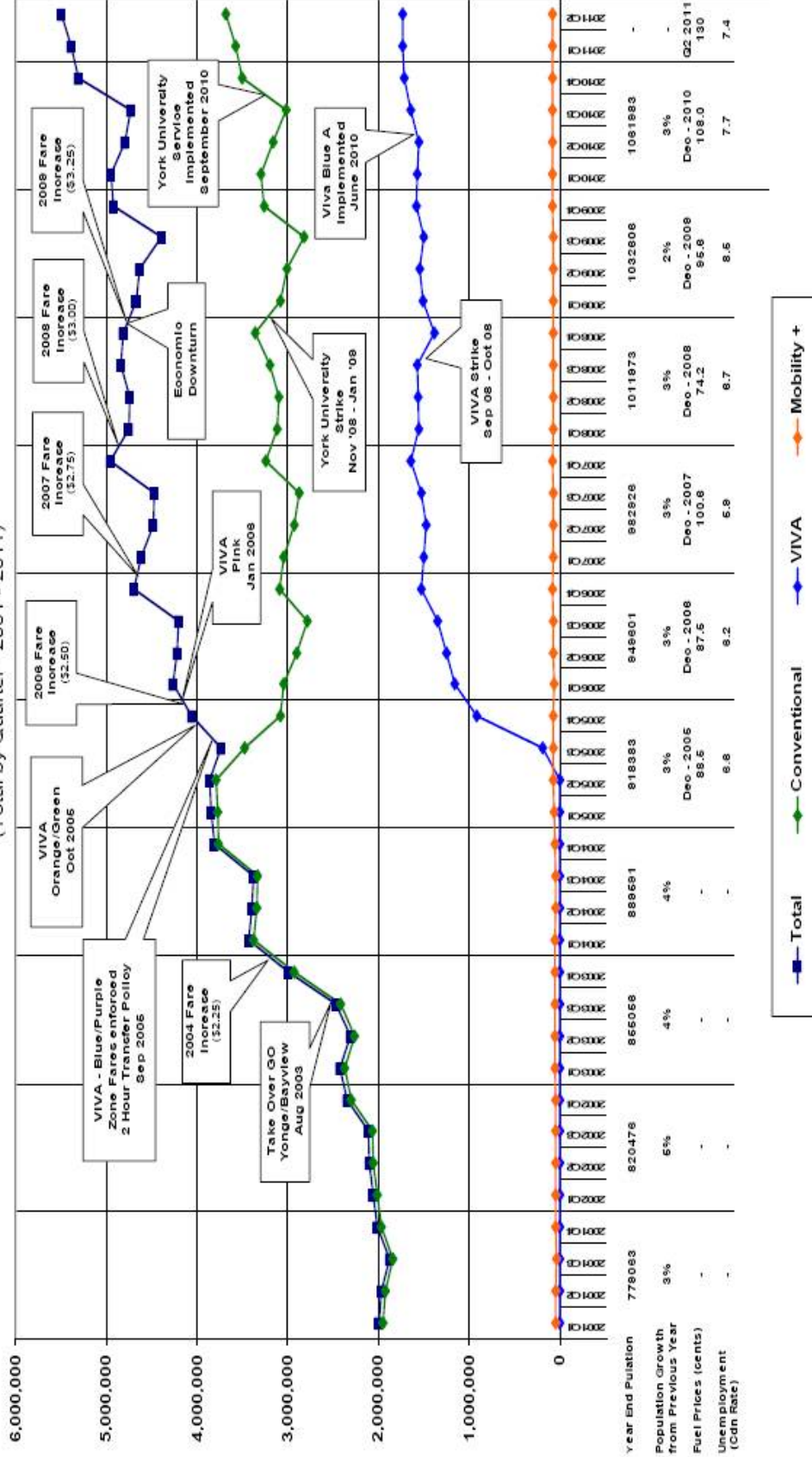
Notes:

[1] August 5, 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 August 18, 2011.

[2] Fuel Price Data. (2011). *Ministry of Energy*. Retrieved from <http://www.energy.gov.on.ca>. Retrieved date August 18, 2011.

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
- Quarterly fuel price source: Coupal Dustin, Toews Jason. 2011. GasBuddy.com - Find Low Gas Prices in the USA and Canada. <http://www.GasBuddy.com/>. (accessed April 19, 2011).
- 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

July 2011

rev. 09aug2011

		Jul-11		20 weekdays, 5 Saturdays, 6 Sunday/Holidays		21 weekdays, 5 Saturdays, 5 Sunday/Holidays	
		Jul-11					

rev. 09aug2011			Vaughan, King												Markham, Stouffville												Vaughan, King											
VRT	Route #	Route Name	2010			TOTAL BOARDINGS (MONTH)			TOTAL BOARDINGS (YEAR TO DATE)			2011			Notes																							
			Avg Wkly Boardings	Avg Sat Boardings	Avg S/Hol Boardings	2010	2011	Percentage (11 vs '10)	2010	2011	Percentage (11 vs '10)	Avg Wkly Boardings	Avg Sat Boardings	Avg S/Hol Boardings																								
Markham, Stouffville	1 ⁽¹⁾	Highway 7	1,598	817	419	38,952	43,947	-11.8%	258,344	262,955	1.8%	1,827	809	431	General corridor growth, Saturday service level reductions, Sunday/Holiday service level improvements (April 2011);																							
	2 ⁽¹⁾	Milken	1,970	745	402	46,261	44,508	-3.8%	346,177	346,406	0.1%	1,883	747	401	Weekend service level reductions (April 2011); Stable ridership;																							
	2A	14th Ave	522	0	0	10,600	12,605	18.9%	113,501	125,455	10.5%	621	0	0	General corridor growth																							
	3 ⁽¹⁾	Thornhill - York U.	933	288	346	22,668	27,457	21.1%	232,353	253,143	8.9%	1,167	378	306	General corridor growth																							
	8	Kennedy Rd	1,237	390	236	28,583	33,910	18.6%	193,025	224,455	16.3%	1,417	567	380	General corridor growth																							
	9 ⁽¹⁾	Ninth Line	137	0	0	2,807	2,834	1.0%	22,864	24,964	9.2%	139	0	0	Connections to Viva; General corridor growth																							
	15	Stouffville Local	36	0	0	749	872	16.4%	11,805	13,591	15.1%	42	0	0	General growth																							
	18	Bur Oak	573	109	0	12,127	12,241	0.9%	134,043	139,962	4.4%	571	128	0	Stable ridership																							
	309	Unionville Local	309	134	87	7,590	7,117	-6.2%	92,845	85,707	-7.7%	283	155	94	Peak period service level reductions (February 2011)																							
	41	Markham Local	240	81	54	5,724	5,477	-4.3%	50,369	58,113	15.4%	237	63	58	Connection to Viva; Peak period service level reductions (February 2011);																							
Markham	42	Berzcy South Unionville	100	0	0	2,017	2,845	41.1%	19,146	25,497	33.2%	141	0	0	General growth due to new riders																							
	45	Mingay	47	0	0	984	992	2.0%	6,665	10,377	55.7%	49	0	0	Stable ridership																							
	201	Markham GO Shuttle	95	0	0	1,911	1,797	-6.0%	14,378	14,129	-1.7%	89	0	0	Stable ridership																							
	202	Unionville GO Shuttle	156	0	0	3,133	3,006	-4.1%	20,628	21,386	3.7%	149	0	0	Stable ridership																							
	203	Milken GO Shuttle	56	0	0	1,184	1,382	16.7%	8,959	10,960	22.3%	68	0	0	General growth																							
	300 ⁽¹⁾	Business Express	232	0	0	4,753	5,689	19.7%	32,990	37,019	12.2%	279	0	0	General growth																							
	301 ⁽¹⁾	Markham Express	368	0	0	7,518	7,368	-2.0%	53,181	52,377	-1.5%	362	0	0	Stable ridership																							
	302 ⁽¹⁾	Unionville Express	164	0	0	3,341	3,804	13.9%	24,230	27,910	15.1%	186	0	0	General growth																							
	303 ⁽¹⁾	Bur Oak Express	193	0	0	3,943	5,932	50.4%	30,902	40,185	30.0%	291	0	0	1 additional AM trip implemented (March 2011); Route extension to Kennedy Road (April 2011)																							
	522	Markham Community Bus	79	69	0	1,925	1,963	2.0%	11,401	13,199	15.6%	83	58	0	Stable ridership																							
Markham	TTC	Markham Total	9,047	2,633	1,544	206,750	225,346	9.0%	1,677,826	1,787,802	6.6%	9,884	2,905	1,670	Stable ridership																							
	TTC 17A ⁽¹⁾	Brimmont	180	0	0	3,590	4,450	24.0%	32,150	32,885	2.2%	223	0	0	Stable ridership																							
	TTC 24D, 224B/C/D ⁽¹⁾	Vic Park North (Woodbine)	954	90	51	19,852	17,757	-10.6%	136,394	132,633	-2.8%	847	95	57	Decrease in employment travel																							
	TTC 68B ⁽¹⁾	Warden North	899	308	236	20,936	21,573	3.0%	145,205	152,178	4.8%	918	377	223	Stable ridership																							
	TTC 102D ⁽¹⁾	Markham Rd	788	265	248	18,573	20,614	11.0%	131,170	150,805	15.0%	898	312	184	General corridor growth																							
	TTC 128A ⁽¹⁾	McCowan North	2,642	1,440	835	65,050	60,941	-6.3%	415,726	445,060	7.1%	2,491	1,203	851	Stable ridership																							
	TTC Markham Total		5,462	2,103	1,370	128,001	125,335	-2.1%	860,645	913,541	6.1%	5,376	1,987	1,315	Stable ridership																							
	Markham & TTC Total		14,509	4,736	2,914	334,751	350,681	4.8%	2,538,471	2,701,343	6.4%	15,260	4,892	2,985	Increase in employment travel, general corridor growth																							
	44A ⁽¹⁾	Major Mackenzie	2,911	1,502	1,135	74,314	88,630	19.3%	464,316	580,451	20.7%	3,451	1,883	1,410	Increase in employment travel																							
	5 ⁽¹⁾	Clark	1,064	309	0	23,394	27,156	16.1%	223,438	229,373	2.7%	1,217	473	0	PM peak period frequency reduction (Feb 2011)																							
Vaughan, King	7 ⁽¹⁾	Marlin Grove	482	91	0	10,641	15,103	41.9%	114,465	120,688	5.4%	678	205	0	PM peak period frequency reduction (Apr 2011)																							
	10 ⁽¹⁾	York U. (Woodbridge)	229	33	58	5,308	5,738	8.1%	44,953	56,466	25.6%	224	96	92	Peak frequency reduction (Apr 2011)																							
	11	Woodbridge	42	0	0	918	919	0.1%	13,585	10,418	-23.3%	44	0	0	Peak period frequency reduction (Feb 2011)																							
	12	Pine Valley	328	143	0	7,602	8,403	10.5%	50,216	54,978	9.3%	366	153	0	PM peak period frequency reduction (Feb 2011)																							
	13	Islington Ave	285	122	0	6,624	6,491	-2.0%	55,899	54,907	-1.8%	280	111	0	Peak period frequency reduction (Feb 2011)																							
	20 ⁽¹⁾	Jane	2,097	1,682	1,040	59,188	78,726	33.0%	382,534	462,624	20.9%	2,935	1,866	1,381	Seasonal Canada's Wonderland routing implemented (Apr 2011). One additional bus used on weekends to address demand																							
	202A ⁽¹⁾	King City	174	20	0	3,616	7,770	114.9%	42,422	87,210	105.6%	370	56	0	New YRT Route 22A implemented Sept. 2010 after cancellation of previous GO Route 64. General corridor growth																							
	23 ⁽¹⁾	Thornhill Woods	797	0	0	16,302	18,366	12.8%	130,078	134,310	3.3%	903	0	0	Peak period frequency reduction (Feb 2011). Peak period route extension to Teston Road (Fall 2010)																							
	27	Highway 27	63	36	14	1,554	1,752	12.7%	8,309	11,313	36.2%	78	24	9	Stable ridership																							
	28	Zenway/Hwy 27	35	0	0	720	641	-11.0%	5,421	4,476	-17.4%	31	0	0	Ridership migration to Route 77. PM peak span of service reduction (Apr 2011).																							
Vaughan, King	77 ⁽¹⁾	Hwy 7 - Centre St	3,018	1,457	0	70,667	89,828	27.1%	450,297	614,566	36.5%	3,764	1,639	752	Restructured routing in association with introduction of Zim; assumption of this previously operated by Brampton Transit (September 2010).																							
	98 ⁽¹⁾	Yonge South	2,717	1,681	1,284	71,411	87,580	22.6%	510,946	616,361	20.5%	3,296	1,877	1,367	General corridor growth																							
	360 ⁽¹⁾	Maple Express	262	0	0	5,651	6,318	11.8%	44,255	54,446	23.0%	292	0	0	Schedules updated to reflect actual travel time (Sept 2010)																							
	TTC	Vaughan Total	14,504	7,076	3,511	357,910	443,441	23.9%	2,541,134	3,072,467	20.9%	17,929	8,383	5,511	General corridor growth																							
	TTC 35D ⁽¹⁾	Jane	1,226	365	0	26,345	25,860	-1.8%	200,392	187,064	-6.7%	1,218	300	0	Possible rider migration to alternate north-south routes (e.g. Routes 20)																							
	TTC 37-D ⁽¹⁾	Islington	106	0	0	2,120	2,360	11.3%	17,068	16,468	-3.5%	118	0	0	Stable ridership.																							
	TTC 105/105-B ⁽¹⁾	Dufferin North	1,536	580	528	36,788	42,041	14.3%	258,592	301,770	16.7%	1,807	617	471	Increase in employment travel, general corridor growth																							
	TTC 107-C/D/B/F ⁽¹⁾	Keele North	2,379	613	314	52,519	62,595	19.2%	405,420	451,411	11.3%	2,844	729	345	Increase in employment travel, general corridor growth																							
	TTC 160 ⁽¹⁾	Bathurst North	690	460	435	18,700	21,701	16.0%	136,486	148,536	8.8%	821	499	466	Increase in employment travel, general corridor growth																							
	TTC 165-D/F ⁽¹⁾	Weston Road North	1,454	1,034	889	39,594	37,833	-4.4%	261,650	273,770	4.6%	1,561	701	518	Stable ridership																							
Vaughan, King	TTC Vaughan Total	7,390	3,052	2,166	176,056	192,390	9.3%	1,279,608	1,379,019	7.8%	8,368	2,846	1,800	Stable ridership																								
	Vaughan & TTC Total	21,894	10,128	5,677	533,966	635,831	19.1%	3,820,742	4,451,486	16.5%	26,297	11,229	7,311	Increase in employment travel, general corridor growth																								

Route crosses municipal boundaries.

* Route crosses municipal boundaries.

YRT Route #	Route Name	2010				TOTAL BOARDINGS (MONTH)				TOTAL BOARDINGS (YEAR TO DATE)				2011			
		Avg Wkly Boardings	Avg Sat Boardings	Avg Sh/Hol Boardings	Percentage (11 vs 10)	2010	2011	2011	Percentage (11 vs 10)	2010	2011	2011	Percentage (11 vs 10)	Avg Wkly Boardings	Avg Sat Boardings	Avg Sh/Hol Boardings	Notes
Richmond Hill	81 Inspiration	66	0	0	1.325	2,280	70.6%	26,589	58.8%	16,958	26,589	112	0	0	0	0	New development in the area, general corridor growth
	82 Valle-mede-Sadina	280	35	0	5.829	6,675	14.5%	72,996	9.3%	72,996	79,756	321	42	0	0	0	General corridor growth
	83 Trench	425	81	0	9.027	12,569	38.2%	138,134	20.8%	138,134	168,135	589	132	0	0	0	General corridor growth
	84A/84C Oak Ridge	53	20	0	1.547	1,828	18.2%	28,486	35.187	28,486	35,187	86	17	0	0	0	General corridor growth
	85/85A/85B ⁽¹⁾ 16th Ave/Rutherford	4,277	2,127	1,237	105,546	113,228	7.3%	729,406	774,046	729,406	774,046	4,530	2,369	1,476	0	0	General corridor growth. Weekend service level improvements, connections between 85/85A at Vaughan Mills Mall (April 2011).
	86 Wedrick-Newirk	398	91	0	8,530	9,854	15.5%	98,957	111,050	98,957	111,050	456	117	0	0	0	General corridor growth
	87 ⁽¹⁾ Leppstaff Local	561	120	0	12,037	13,682	13.7%	153,002	153,975	153,002	153,975	640	141	0	0	0	Stable ridership
	88/88A/89E ⁽¹⁾ Bathurst/Bathurst Express	2,424	1,272	1,412	64,952	85,398	31.5%	523,433	628,343	523,433	628,343	3,320	1,838	1,373	0	0	General growth; wkday service (before Elgin Mills Community Ctr extended to Seneca - Kim Campus (Nov 15, 2010))
	89 RH Community Bus	119	129	67	3,427	3,364	-1.8%	23,685	24,925	23,685	24,925	128	94	52	0	0	Stable ridership
	90/90B ⁽¹⁾ Leslie	2,743	609	367	61,121	71,391	16.8%	445,902	519,851	445,902	519,851	3,176	755	528	0	0	General corridor growth
Richmond Hill	91/91A/91B/91E ⁽¹⁾ Bayview South/Express	2,751	1,222	720	66,815	81,612	22.1%	573,276	624,815	573,276	624,815	3,299	1,469	1,156	0	0	General corridor growth. Weekday service level improvements
	240 Mill Pond GO Shuttle	94	0	0	1,908	2,596	36.1%	19,320	22,673	19,320	22,673	128	0	0	0	0	General corridor growth
	241 Bay Acres GO Shuttle	70	0	0	1,410	1,970	39.7%	9,729	14,984	9,729	14,984	98	0	0	0	0	General corridor growth
	242 N Richvale GO Shuttle	51	0	0	1,027	1,281	24.7%	5,983	7,409	5,983	7,409	63	0	0	0	0	General corridor growth
	243 Redstone GO Shuttle	181	0	0	3,638	3,642	0.1%	24,158	24,865	24,158	24,865	180	0	0	0	0	Stable ridership
Aurora	Richmond Hill Total	14,483	5,706	3,803	348,139	411,390	18.2%	2,864,425	3,216,613	2,864,425	3,216,613	17,126	6,974	4,585	0	0	General corridor growth. Route extended to Sacred Heart HS in Sept 2010
	31 ⁽¹⁾ Aurora North	33	0	0	667	524	-21.4%	9,887	11,778	9,887	11,778	26	0	0	0	0	General corridor growth
	32 Aurora South	139	35	0	3,832	4,089	7.0%	62,640	70,303	62,640	70,303	196	27	0	0	0	General corridor growth
	33/33A Wellington	295	130	0	6,697	6,680	-1.1%	71,730	76,053	6,697	76,053	297	137	0	0	0	Stable ridership
Georgina	34 Industrial Parkway	22	0	0	446	506	13.5%	5,462	4,975	5,462	4,975	25	0	0	0	0	Stable ridership
	Aurora Total	489	165	0	11,552	11,809	2.2%	149,919	163,109	149,919	163,109	544	164	0	0	0	General corridor growth. Route extended to Sacred Heart HS in Sept 2010
	44 Bristol - London	113	60	0	2,632	3,463	31.6%	27,002	32,030	27,002	32,030	154	71	0	0	0	Routing re-structured Sept 2010 to include Keswick Market place and frequency was reduced to accommodate this routing change
	51 Keswick Local	91	33	0	2,007	1,715	-14.5%	38,555	35,054	38,555	35,054	76	31	0	0	0	General corridor growth
Newmarket, East Gwilliv, Georgina	52 Holland Landing Local	211	114	0	4,887	5,920	8.9%	43,846	48,242	43,846	48,242	238	117	0	0	0	General corridor growth
	53 Woodbine-Clearview	192	83	99	4,932	5,934	19.3%	47,255	52,017	47,255	52,017	223	109	126	0	0	Route re-structured at the end of June 2010, to provide direct connection to Yonge Street
	54 ⁽¹⁾ Bayview North	204	82	0	4,361	7,163	57.0%	32,684	55,422	32,684	55,422	317	141	0	0	0	General corridor growth
	55/55B Davis Dr.	1,099	583	331	27,145	28,746	5.9%	212,669	226,902	212,669	226,902	1,134	557	493	0	0	Stable ridership
	56 Gorman-Eagle	153	109	9,245	9,330	9,330	0.0%	73,935	79,457	73,935	79,457	379	191	114	0	0	General corridor growth
	57/57A Mulock Dr.	455	179	56	10,427	9,540	-8.5%	107,923	107,328	107,923	107,328	404	189	72	0	0	Stable ridership
	58/58A Leslie North	74	0	0	1,491	1,519	1.9%	10,976	11,501	10,976	11,501	4.8%	75	0	0	0	General corridor growth
	GO Rte 69 ⁽¹⁾ Sutton GO Bus	88	76	4,656	5,844	25.5%	35,288	37,888	35,288	37,888	229	122	109	0	0	0	Weekday frequency reductions (February 2011)
	98 (incl. 98E & 9899) Yonge North	788	591	551	22,259	22,820	2.5%	159,717	171,235	159,717	171,235	809	748	458	0	0	Awareness of this service increased
	220 Keswick GO	6	0	0	121	285	135.5%	1,411	1,931	1,411	1,931	36	9	0	0	0	Stable ridership
Newmarket	Aurora-Nimki GO Shuttle	47	0	0	949	804	-15.3%	10,048	9,507	10,048	9,507	39	0	0	0	0	Stable ridership
	223 Newmarket Community Bus	15	0	0	309	404	30.7%	2,582	3,050	2,582	3,050	20	0	0	0	0	Stable ridership
	520/521 Newmarket	67	26	13	1,548	1,479	-4.5%	10,561	10,261	10,561	10,261	64	22	12	0	0	Stable ridership
	YRT SUB-TOTAL	3,937	1,992	1,235	97,169	104,266	7.3%	814,912	879,835	814,912	879,835	4,170	2,398	1,384	0	0	General corridor growth; adjustment applied to July 2011 data to offset APC issues ⁽⁴⁾
Viva	Blue (incl. blue/Y) ⁽¹⁾	15,877	8,881	7,760	407,625	467,446	14.7%	2,878,849	3,269,272	2,878,849	3,269,272	17,099	11,453	8,842	0	0	General corridor growth; adjustment applied to July 2011 data to offset APC issues ⁽⁴⁾
	Purple Highway 7 Corridor	6,493	3,996	2,787	168,562	191,634	15.1%	1,256,473	1,449,348	1,256,473	1,449,348	7,135	4,520	3,308	0	0	General corridor growth; adjustment applied to July 2011 data to offset APC issues ⁽⁴⁾
	Green Markham North-South Link	613	0	0	12,260	14,041	14.5%	93,819	113,162	93,819	113,162	616	0	0	0	0	General corridor growth; adjustment applied to July 2011 data to offset APC issues ⁽⁴⁾
	Orange (incl. Zim) ⁽¹⁾ Vaughan North-South Link	2,178	1,503	1,076	57,531	70,435	22.4%	426,953	506,367	426,953	506,367	2,682	1,560	1,294	0	0	Includes Zim ridership credits. TTC/Orange are agreement (Aug2010); APC adjustment to July 2011 data ⁽²⁾
Viva	Finch - Unionville	4,911	0	0	38,220	48,106	25.9%	380,713	392,608	380,713	392,608	2,976	0	0	0	0	General corridor growth; adjustment applied to July 2011 data to offset APC issues ⁽⁴⁾
	Via SUB-TOTAL	27,072	14,380	11,643	682,198	791,682	15.0%	4,964,207	5,790,777	4,964,207	5,790,777	29,970	17,533	13,404	0	0	General corridor growth; adjustment applied to July 2011 data to offset APC issues ⁽⁴⁾

[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 the APC system

Route boardings do not include PRESTO values

[3] YRT Ridership Reports: Ridership\2011\YRT 2011 Current Ridership Status WORKING FILE with adj. unclassified rev.xlsx\Adj. Boardings_Adjusted

Notes: 1. System-wide transfer rate = Revenue Boardings / Total Board

31.3%

Rev. Boardings YRT/VIVA SYSTEM TOTAL 82,394 36,907 25,272 2,007,775 2,305,619 14.8% 15,152,676 17,143,163 13.1% 93,367 43,090 29,669

14,324,334 1,584,877 106% 11,006,738 12,306,502 11.8% 64,180

By Route

Base Routes 72,005 34,923 24,425 1,778,943 2,042,105 14.8% 12,881,555 14,627,449 13.6% 81,263 40,663 28,806

Local Routes 8,132 1,760 767 181,136 210,430 16.2% 1,922,700 2,124,486 10.5% 9,541 2,253 799

Express Routes 1,219 0 0 25,206 29,111 15.5% 185,578 211,937 14.2% 1,410 0 0

Community Bus Routes 265 224 80 6,900 6,906 -1.4% 45,647 48,395 6.0% 275 174 64

GO Shuttle Routes 773 0 0 45,590 47,467 10.1% 117,196 130,906 11.7% 848 0 0

TOTAL by Route Class 82,394 36,907 25,272 2,007,775 2,305,619 14.8% 15,152,676 17,143,163 13.1% 93,367 43,090 29,669



YORK
REGION
TRANSIT

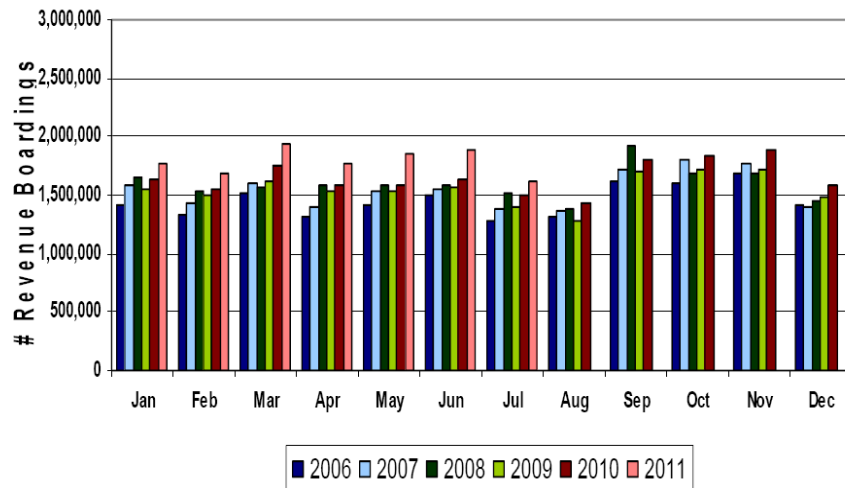
VIVA

YRT/Viva

2011 Revenue Ridership Summary

Conventional Services including Contracted TTC Services North of Steeles

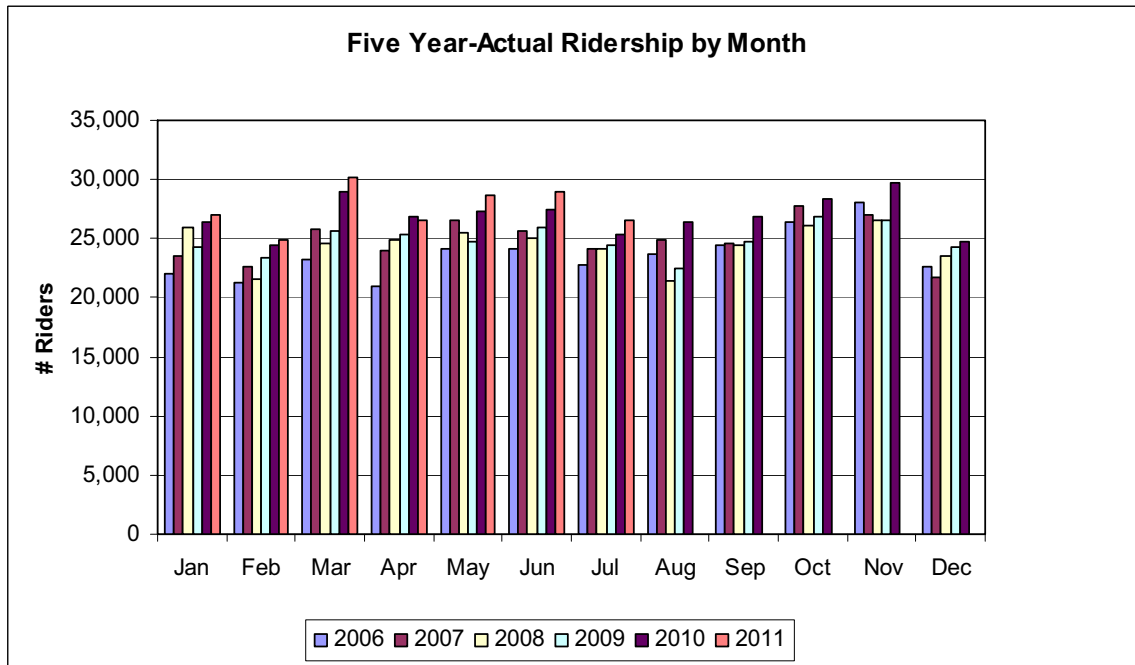
Five Year - Revenue Ridership by Month



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	1,373,565				
September	1,776,754				
October	1,814,785				
November	1,862,985				
December	1,550,744				
YTD	19,385,571	12,306,502			

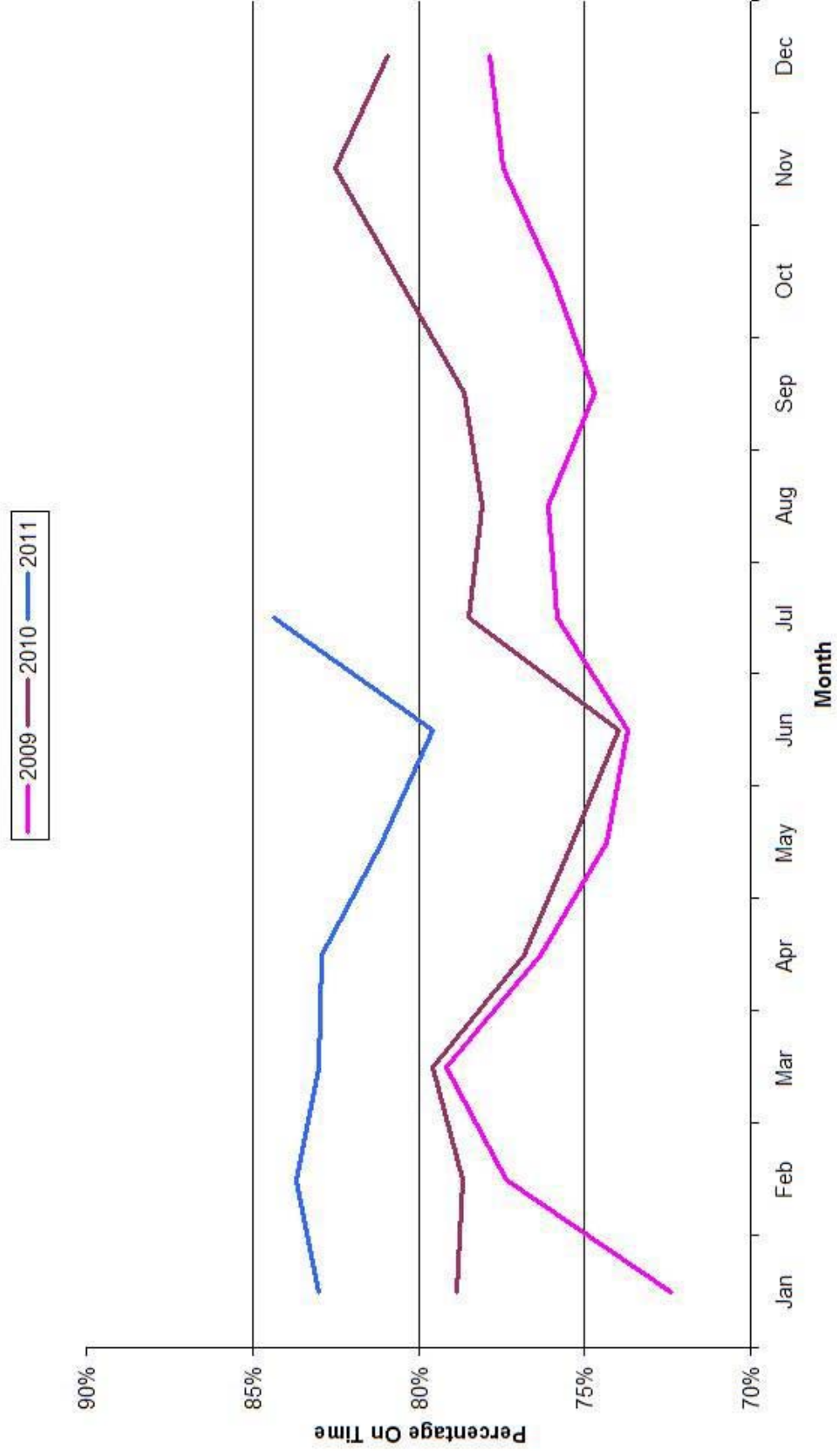
YRT/Viva 2011 Ridership Summary

Specialized Services – Mobility Plus

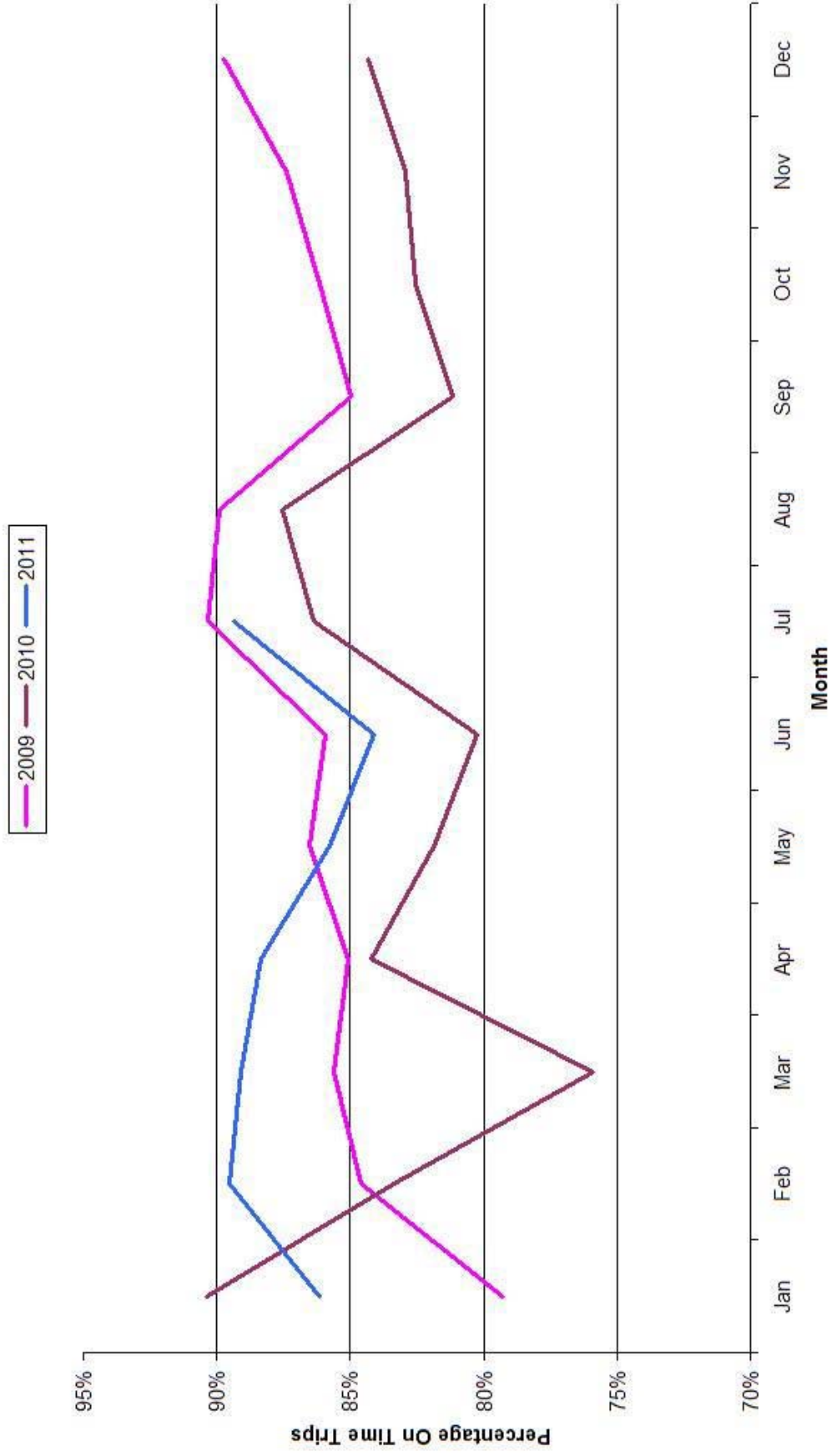


Month	2010 Ridership	2011 Ridership	Month Change (‘11 vs. ‘10)	Year to Date Change	Avg Wkday Rev Ridership 2011
January	26,407	26,948	2.0%	2.0%	1,142
February	24,400	24,957	2.3%	2.2%	1,155
March	29,035	30,169	3.9%	2.8%	1,193
April	26,810	26,614	-0.7%	1.9%	1,184
May	27,365	28,663	4.7%	2.5%	1,203
June	27,521	29,002	5.4%	3.0%	1,188
July	25,381	26,580	4.7%	3.2%	1,134
August	26,391				
September	26,788				
October	28,301				
November	29,692				
December	24,697				
YTD	322,788	192,933			

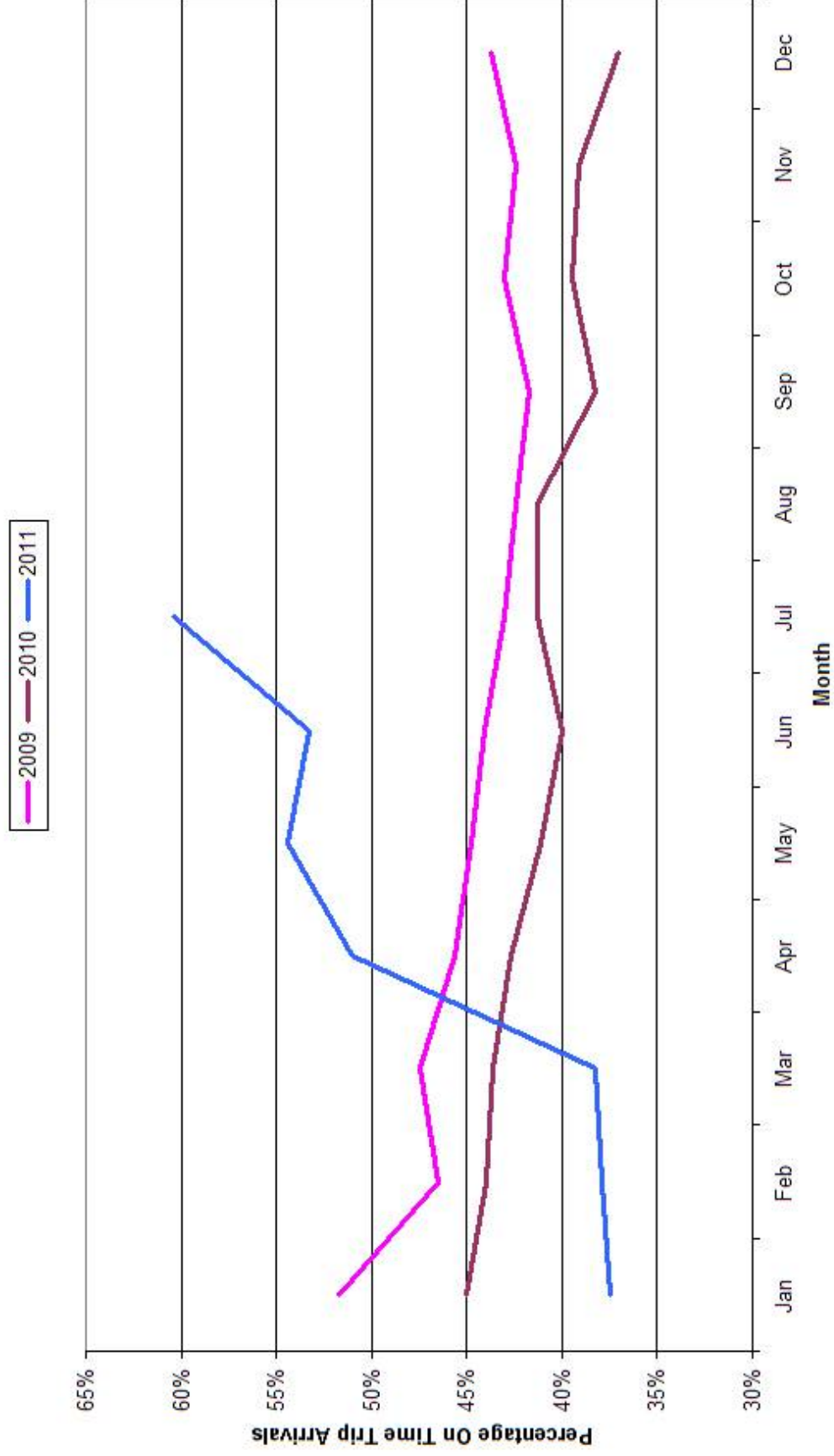
On Time Performance Conventional Routes Trip Start



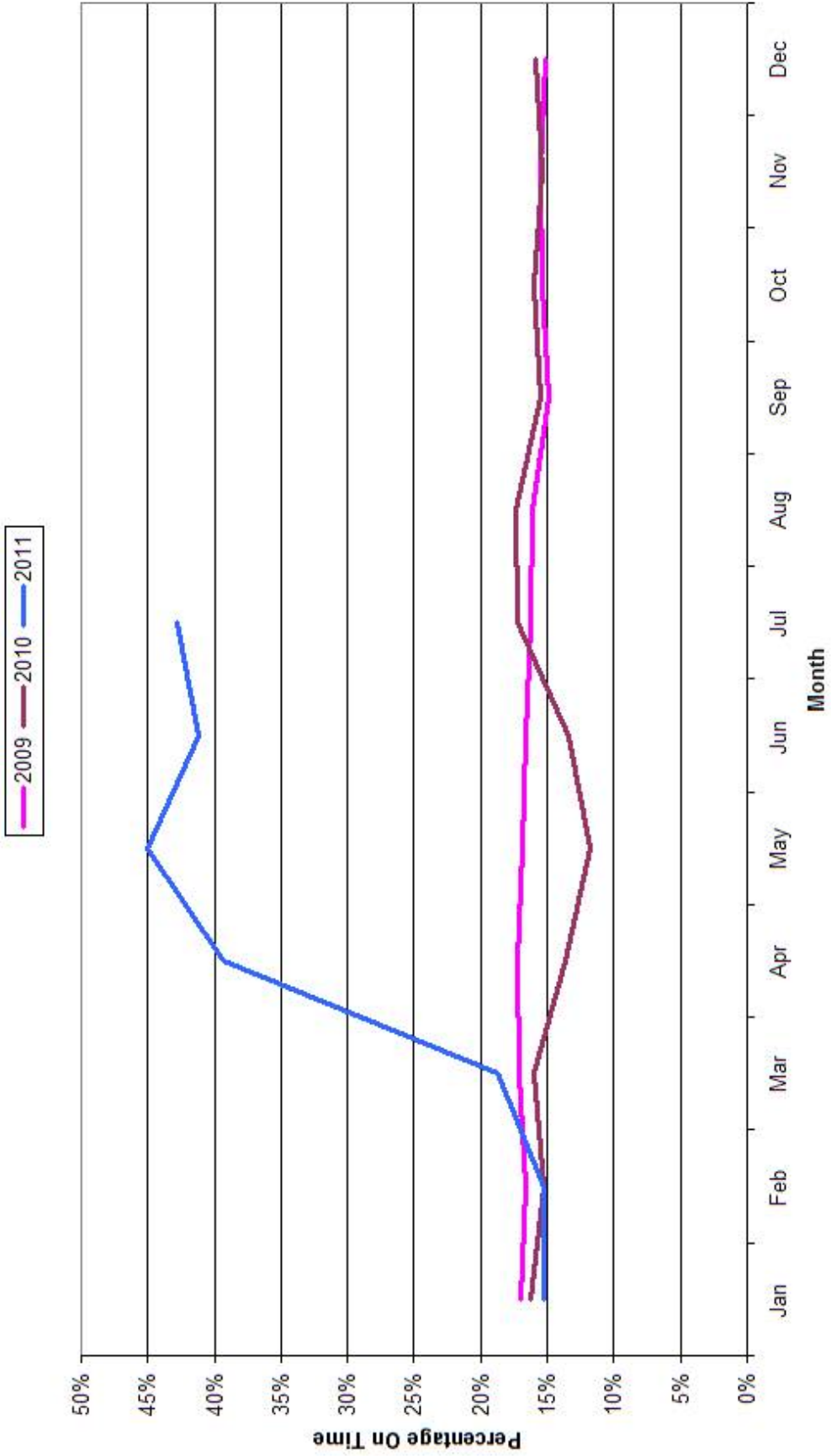
On Time Performance BRT VIVA Routes Trip Start



On Time Performance Conventional Routes Trip Arrival



**On Time Performance BRT VIVA Routes
Trip Arrival**



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

