

Clause 4 in Report No. 6 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on April 20, 2017.

# 4 2016 Transit System Performance Update

Committee of the Whole recommends adoption of the following recommendation contained in the report dated March 23, 2017 from the Commissioner of Transportation Services:

1. Council receive this report for information.

Report dated March 23, 2017 from the Commissioner of Transportation Services now follows:

#### 1. Recommendation

It is recommended this report be received for information.

## 2. Purpose

This report provides Council with the 2016 York Region Transit (YRT/Viva) ridership and overall system performance information.

# 3. Background

Annual operating statistics are used for internal and external reporting to measure system-wide performance

YRT/Viva collects real-time information that is transformed into statistical data and then reports system performance, both operational and financial based. Common transit measurements of performance include:

- Ridership number of travellers using the system, by route, time of day and day of week - Table 1
- Net cost per capita cost to operate transit services compared to the population - Table 2
- On-time performance reliability of the service provided to the traveller Figure 1
- Revenue-to-cost ratio cost recovered through revenues collected on the system – Figure 2

In 2016, YRT/Viva traveller boardings and revenue ridership increased, and ontime performance remained high. Revenue ridership is tracked monthly, and influencing factors are analyzed to track trends and provide insight for ridership patterns. On-time performance measures service reliability, and are key indicators for Transit on the overall success of the Operation and Maintenance Contracts.

### 4. Analysis and Implications

# YRT/Viva revenue ridership increased from 22.5 million in 2015, to 22.8 million in 2016; a 1.4 per cent increase

In 2016, 137 YRT/Viva routes and 548 Region-owned buses provided service across York Region's large geographic landscape.

YRT/Viva revenue ridership growth is consistent with other Greater Toronto and Hamilton Area transit agencies, as represented in Table 1. Agencies seeing higher than average ridership, such as Brampton Transit and The City of Mississauga's MiWay, have recently introduced new bus rapid transit services.

To compare, York Region saw similar ridership increases with the launch of Viva in 2005/2006.

Table 1
Greater Toronto and Hamilton Area 2016 Revenue Ridership

Transit Agency	Change	Revenue Ridership					
	(+/- %)	2015	2016				
Burlington Transit	- 2.7	1,949,813	1,898,105				
Hamilton Street Railway	- 1.7	21,859,266	21,480,017				
Durham Region Transit	-1.2	10,315,877	10,189,642				
Oakville Transit	+ 0.6	2,833,827	2,851,369				
Toronto Transit Commission	+ 0.7	534,005,000	537,595,000				
YRT/Viva	+ 1.4	22,505,053	22,822,806				
GO Transit	+ 1.6	65,784,470	66,838,152				
MiWay (City of Mississauga)	+ 4.1	37,460,924	39,014,497				
Brampton Transit	+ 9.2	21,178,343	23,129,596				

### Viva service saw an overall increase of five per cent in 2016

In 2016, Viva services experienced the highest overall ridership increase with 470,000 additional boardings.

Viva yellow on Davis Drive in Newmarket completed its first full year of service and carried over 1,300 travellers per weekday. This represents 69 per cent of all boardings on the corridor in 2016, while conventional YRT services carried the other 31 per cent.

Overall, Viva carried an average of 35,000 travellers per weekday in 2016. This is an increase of 1,500 travellers per weekday over 2015.

# Conventional services experienced an overall ridership increase of 0.5 per cent

Express Services, High School Specials and routes operating on major corridors carried the most travellers on conventional transit services. Key destinations in 2016 included: TTC subway stations, Vaughan Mills Mall, York University and Canada's Wonderland.

In 2016, the YRT conventional system carried an average of 80,000 travellers per weekday. Boardings on YRT services totalled 20.9 million in 2016, representing an increase of 103,000 boardings over 2015.

# Mobility Plus services experienced an overall ridership increase of seven per cent

In 2016, Mobility Plus carried on average of 1,475 travellers per weekday or 407,832 travellers in total, representing an increase of seven per cent over 2015.

# New rapidways and the Toronto-York Spadina Subway Extension are expected to increase the number of travellers on the YRT/Viva system

In southern York Region, ridership levels were affected on routes operating along roads under construction. A decrease in ridership ranging from eight to 12 per cent was reported on some routes due to traffic delays from construction.

With the completion of new roads, rapidways and the Toronto-York Spadina Subway Extension, ridership growth is anticipated to increase as transit travel times are expected to decrease making transit use more appealing.

This trend was seen when service began operating on the Highway 7 east rapidway in the Town of Richmond Hill and City of Markham, ridership grew by 11 per cent; and the Davis Drive rapidway in the Town of Newmarket, ridership grew by 68 per cent.

Attachment 1 provides a 2016 ridership summary by route.

# Transit ridership across Canada is being reported as stable while in the United States it has declined

Annually, transit statistics are collected by the Canadian Urban Transit Association to identify trends throughout the transit industry. In recent years ridership across Canada has remained stable with no obvious indication as to why it is not increasing. As a result, in 2017 the Canadian Urban Transit Association will work on identifying what may be causing the current ridership trends, and will be updating members with the findings.

The American Public Transit Association has recently reported significant ridership declines across the United States. Trends and possible factors affecting ridership have been identified, such as decreased gas prices, unemployment rates, and population demographics. These trends have not yet been substantiated. Like the Canadian Urban Transit Association, the American Public Transit Association intends to study and analyze the issues further and present their findings.

# YRT/Viva services align with other transit systems operating in the Greater Toronto and Hamilton Area

The Canadian Urban Transit Association provides data related to net cost per capita for Canadian transit agencies, which are used to identify trends across systems.

Net cost per capita is driven by population, geography and the cost to deliver transit services. YRT/Viva's net cost per capita is slightly below the Greater Toronto and Hamilton Area average of \$97.18, as outlined in Table 2.

Table 2
Greater Toronto and Hamilton Area 2015 Net Cost per Capita\*

Transit Agency	Net Cost per Capita	Net Cost per Passenger	Net Operating Cost	Population
Burlington Transit	\$51.69	\$4.65	\$9,086,073	175,779
Durham Region Transit	\$59.53	\$3.74	\$39,334,131	660,765
Oakville Transit	\$79.70	\$5.30	\$14,984,253	188,000
Hamilton Street Railway	\$84.86	\$1.90	\$46,319,241	545,850
YRT/Viva	\$94.28	\$4.56	\$109,954,188	1,166,300
Brampton Transit	\$112.18	\$3.08	\$65,133,648	580,600
MiWay (City of Mississauga)	\$113.48	\$2.30	\$86,406,861	761,400
Toronto Transit Commission	\$181.70	\$0.91	\$513,587,395	2,826,498

<sup>\*</sup> Based on 2015 Canadian Urban Transit Association date

# On-time performance is a key indicator of success

On-time performance is the percentage of time a transit vehicle starts and ends a scheduled trip, on-time, and is a common industry key performance indicator.

The level of on-time performance for any transit agency is an important measure on the effectiveness of the overall system. If a bus does not depart or arrive at the scheduled time, travellers cannot rely on the system.

To measure on-time performance, staff monitor all routes, both on-street and through the Centralized Control Centre, and a sophisticated business intelligence system provides operating data for every trip, on every bus, system-wide.

Monitoring and data collection allows staff to determine the overall reliability of every timing point on every route, make system adjustments, and measure each contractor's on-time performance commitment.

Overall on-time performance targets for conventional transit are 90 per cent; for Mobility Plus 92 per cent; and for Viva 95 per cent, as shown in Figure 1.

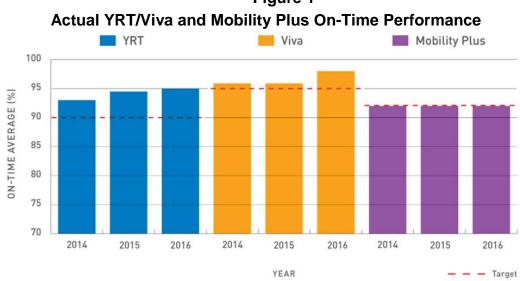


Figure 1

# YRT/Viva emphasizes the importance of high-quality traveller information and a clean, safe and well-maintained transit system

YRT/Viva strives to offer more than a basic transit service with the aim to grow and diversify the traveller base. By providing an easy to navigate, convenient, and comfortable experience, the discretionary traveller base has the potential to grow.

Transit staff continues to implement elements into the system that are important to travellers, including:

- Real-time bus arrival information on-street, online, through dedicated and third-party apps, and through transit social media channels
- Solar powered bus shelters, charging stations, heated terminals and vivastations, Wi-Fi on select routes and terminals, bathroom facilities, bike-rack amenities and bike repair stations, waste and recycling containers

- Advanced on-bus technology to improve traveller and bus driver safety, and optimize operational performance
- Advanced fare payment options with PRESTO and mobile fare payment
- Well-trained, friendly, courteous bus operators and staff
- Advanced Family of Services and on-demand programs
- Travel-training programs and dedicated Customer Service staff
- Traveller safety, comfort, security and revenue protection
- Extensive community outreach programs

### In 2016, YRT/Viva's revenue-to-cost ratio was 40.2 per cent

The YRT/Viva revenue-to-cost ratio measures how much of Transit's operating budget is collected through fares. It is calculated by dividing total revenues/subsidies collected through fares, charters and advertising, and is divided by the total, direct operating expense of the system. This is consistent with the Canadian Urban Transit Association calculation formula.

In 2016, the revenue-to-cost ratio averaged 40.2 per cent, an increase of 0.2 per cent over 2015 as shown in Figure 2.

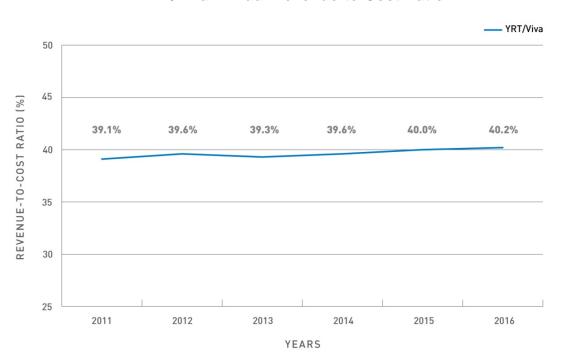


Figure 2
YRT/Viva Annual Revenue-to-Cost Ratio

In November 2016, Council approved the 2017-2020 YRT/Viva Fare Strategy. The strategy included maintaining the revenue-to-cost ratio at 40 per cent over the next three years. It outlined that revenues generated by fare adjustments, new programs and transit expansion projects would help maintain this target.

### 5. Financial Considerations

# YRT/Viva 2016 fare revenue totalled \$68.5 million; revenue specifically from increased ridership totalled \$2.2 million

To support service improvements identified in Annual Service Plans and annual service adjustments, revenues collected through fares are reinvested into the transit system.

# Conventional bus advertising resulted in an additional \$1.2 million in non-fare revenue

In 2016, Pattison Outdoor Advertising successfully completed the first full-year of their five-year contract selling advertising on conventional YRT buses.

The first year of the contract brought in over \$1.2 million in non-fare revenue for the system. In 2017, Transit staff will look at expanding non-fare revenue opportunities though increased advertising at vivastations, terminals and on vehicles.

### 6. Local Municipal Impact

Well-planned transit helps to shape and connect communities. The Region's investment in public transit provides citizens with an enhanced, efficient and reliable transportation choice.

Reliable, safe, traveller-friendly transportation options attract new citizens, businesses and investors to York Region and provide an economic benefit.

#### 7. Conclusion

Transit staff will continue collecting and monitoring ridership data, and analyzing trends and patterns to determine the best way to improve the overall traveller experience.

A ridership increase of 0.5 per cent is being forecasted for 2017 as services are realigned to support the opening of the Toronto-York Spadina Subway Extension, at the end of this year.

### Ridership Growth Strategy will be presented to Council in 2017

The Ridership Growth Strategy will be presented to Council by the end of 2017, and identifies four themes to support transit ridership, including:

- Partnerships
- Marketing and Communications
- Planning and Economic Development
- Destinations

The strategy will include information on future transit options for York Region, expanded marketing and communications, evaluation of costs, risks and probability of success involved in achieving increased transit ridership.

For more information on this report, please contact Ann-Marie Carroll, General Manager, York Region Transit at 1-877-464-9675 ext. 75677.

The Senior Management Group has reviewed this report.

March 23, 2017

Attachments (1)

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Accessible formats or communication supports are available upon request

	TRANSIT / VIVA - MONTHLY RIDERSHIP SUMMARY (Actual)										c-16	20 weekdays, 7 Saturdays, 4 Sunday/Holidays				
ecember 2016	2015 TOTAL BOARDINGS (MONTH) TOTAL BOARDINGS (YEAR TO DATE)										c-15	21 weekdays, 5 Saturdays, 5 Sunday/Holidays				
January 12, 2017 YRT		Aug U.S.A.	2015 Avg Sat	Avg Sn/Hol	TOTAL	BOARDINGS	(MONTH)	TOTAL BOA	RDINGS (YE	AR TO DATE)	Avg Wkdy	2016	Aut College			
Route #	Route Name	Avg Wkdy Boardings	Boardings	Boardings	2015	2016	(16 vs. 15)	2015	2016	(*16 vs. *15)	Boardings	Avg Sat Boardings	Avg Sn/Ho Boardings	Notes		
110	Highway 7	1,372	598	399	33,887	34,919	3.0%	460,914	460,957	0.0%	1,466	585	355	Stable ridership		
2 (1)	Miliken	1,737	783	395	42,539	44,844	5.4%	569,496	582,384	2.3%	1,914	693	384	Stable ridership		
9 111	Kennedy Ninth Line	1,328 209	543	434	32,899 4,414	32,999 4,808	0.3% 8.9%	444,345 61,649	456,764 70,250	2.8%	1,372 239	525	444	Stable ridership General corridor growth		
14	14th Avenue	378		1	7,974	8,192	2.7%	112.851	120,443	6.7%	408		-	Stable ridership		
15	Stouffville	23	13	8	594	480	-19.2%	9,608	7,809	-18.7%	22	3	3	Decreased weekend ridership; Weekend service converted to Dial-a-Ride effective June 26, 2016		
16	16th Ave	1,286	802	572	33,988	32,477	-4.4%	472,814	458,137	-3.1%	1,278	674	531	Stable ridership		
18	Bur Oak	583	96		12,754	13,428	5.3%	204,331	181,281	-11.3%	641	81		Stable ridership		
24	Woodbine Major Mackenzie	536	- 2		11,293	22,414 12,738	12.8%	161,674	164,361 170,176	5.3%	1,023 635	179	155	TTC Operated Routes 24D and 224D - Victoria Park North services converted to YRT/Viva operated service effective June 19, General growth		
25 40	Unionville Local	336	118	91	8,128	8,423	3.6%	102.523	106,653	4.0%	369	101	77	Stable idenship		
41	Markham Local	198	73	65	4,861	4.515	-7.1%	62 482	61.423	-1.7%	188	76	52	Stable ridership; Decrease due to one less weekday in 2016 compared to 2015		
42	Berczy	73			1,536	1,683	9.6%	19,517	20,467	4.9%	84		-	General growth		
45	Mingay Markham GO Shuttle	75	*		1,580	1,562	-1.1%	21,467	21,682	1.0%	78			Stable ridership		
201	Markham GO Shuttle	68			1,429	1,281	-10.4%	21,948	19,982	-9.0%	64	-65		Stable ridership; Decrease due to one less weekday in 2016 compared to 2015		
202	Unionville GO Shuttle Miliken GO Shuttle	97 44			2,039	2,041 1,003	0.1% 7.7%	32,435 13,612	30,391 12,493	-6.3% -8.2%	102 50	929	- 5	Stable ridership Stable ridership		
203	Berczy GO Shuttle	22		- 1	462	641	38.7%	8.359	8.220	-1.7%	32		- 1	General growth		
300 [1]	Business Express	279	-		5,892	5,942	0.8%	94,508	93,990	-0.5%	296			General growth		
301 <sup>[1]</sup>	Markham Express	158	22	74	3,324	3,604	8.4%	45,303	48,557	7.2%	180	0.40	- 21	General growth		
302[1]	Unionville Express	149			3,137	3,105	-1.0%	49,195	49,642	0.9%	155		-	General growth		
303 [1]	Bur Oak Express	465 300	-		9,788 6,319	11,299	15.4%	124,353 81,515	152,463	22.6%	564 311	100		Increased travel to Finch Station Stable ridership		
304 <sup>(1)</sup> 400	Mount Joy Express Brother Andre School Special via Raymerville	9			126	6,228	-1.4%	1,762	1,199	9.2%	311	0.00		Stable indership. Ridership migration to Route 41 - Markham Local		
401	Brother Andre School Special via Box Grove	72	- 8		1,009	1,078	6.8%	12,593	12,975	3.0%	63			Stable idenship		
402	Bur Oak/Pierre Elliott Trudeau School Special	320		- 1	4,485	5,166	15.2%	22595	56,027	148.0%	303	-100	- 2	Stable ridership; Increase due to three additional school days in 2016 compared to 2015		
405	St. novustine Catholic High School Special	51		(+	716	631	-11.9%	9,998	7,522	-24.8%	37	100		Decreased student travel to St. Augustine Catholic High School		
406	Markham District High School	24			337	817	142.4%	1450	7,029	384.8%	48	(+)	- 4	Increased student travel to Markham District High School		
410	Markham District High School via Hollingham	60		,	844	1,056	25.1%	9,587	8,947	-6.7%	62			Stable ridership; Increase due to three additional school days in 2016 compared to 2015		
411 412	Markham District via Box Grove Thornlea Secondary School Special	175 34		- 3	2,453 477	2,690 1,003	9.7%	29,125 4,665	30,413 7,128	4.4% 52.8%	158 59	833	- 6	Stable ridership; Increase due to three additional school days in 2016 compared to 2015 Increased student travel to Thorniea Secondary School		
412	St. Robert/Thornlea School Special	100	-		1.401	1,991	42.1%	16,974	16.878	-0.6%	117			General growth		
415	Stouffville High School Special	39			546	867	58.8%	8.203	8,591	4.7%	51			General growth		
418	Pierre Elliott Trudeau School Special	111		-	1,555	2,128	36.8%	20,985	21,798	3.9%	125	100	- 2	General growth		
522	Markham Community Bus	76	74		1,971	2,467	25.2%	24,603	25,260	2.7%	103	57	0.00	General growth		
	Markham Total	10,787	3,100	1,964	245,689	278,589	13.4%	3,337,440	3,591,325	7.6%	12,601	2,974				
TTC 17A <sup>[1]</sup> TC 24D, 224B/C/D <sup>[1]</sup>	Birchmount Victoria Park North (Woodbine)	1,090	86	64	2,898 23,640	2,440	-15.8%	40,282 279,004	32,394 125,184	-19.6% -55.1%	122	100		Decreased employment travel TTC Operated Routes 24D and 224D services converted to YRT/Viva service effective June 19, 2016		
TTC 68B [1]	Warden North	934	470	308	23,504	22.846	-2.8%	261.894	266.383	1.7%	925	426	341	Stable ridership		
TTC 102D [1]	Markham Rd	1,094	365	287	26,234	28,975	10.4%	289,111	293,003	1.3%	1,208	473	376	General growth		
TTC 129A [1]	McCowan North	2,744	1,270	980	68,874	62,596	-9.1%	728,630	724,053	-0.6%	2,634	992	743	Decreased travel along McCowan Corridor		
	TTC (Markham) Total Markham & TTC Total	6,000 16,787	2,191 5,291	1,639	145,150 390,839	116,857 395,446	-19.5% 1.2%	1,598,921 4,936,361	1,441,017 5,032,342	-9.9% 1.9%	4,889 17,490	1,891	1,460 3,461			
a III	Thombil	1.167	366	315	28,013	25,014	-10.7%	381,300	365,934	4.0%	1,077	314	296	Decreased travel to York University		
4/4A [1]	Major Mackenzie	3,029	1,633	1,316	78,693	62,666	-20.4%	1,014,693	1,055,994	4.1%	2,400	1,340	1,258	Decreased holiday travel to Vaughan Mills Mall		
5 (1)	Clark	1,306	441	1,010	29,820	30.592	2.6%	403.041	391,754	-2.8%	1,394	369	1,600	Stable idership		
7 [1]	Martin Grove	752	108		16,454	15,736	-4,4%	228,827	215,156	-6.0%	741	114		Stable ridership		
10 (1)	Woodbridge	252	8	9	5,432	5,160	-5.0%	82,302	82,183	-0.1%	252	7	7	Stable ridership; Decrease due to one less weekday in 2016 compared to 2015		
12	Pine Valley	435	181		10,143	10,458	3.1%	134,147	132,930	-0.9%	466	150		Stable ridership		
13	Islington	358 2,865	108 2,147	1.406	8,145	7,562 85,322	-7.2% 7.00	112,902	111,673	-1.1%	339 3,194	1,929	1.005	Migration of student trips to Emity Carr SS moved to Route 461  Consistent growth trend following route restructure along Jane Street only effective June 26, 2016		
20/20A <sup>FII</sup> 21	Jane Vellore Local	2,860	2,147	1,495	79,116 5,059	4,527	7.8% -10.5%	59,913	64,356	3.0% 7.4%	225	1,829	1,825	Decreased travel to Vaughan Mills Mall		
22/22A III	King City	1,480	49	12	31,440	33.576	6.8%	458.872	480,728	4.8%	1,654	47		Steady growth consistent with previous months		
23 [1]	Thornhill Woods	593			12,521	12,394	-1.0%	164,610	169,864	3.2%	618			Stable ridership		
26	Maple Local	423	117	100	10,014	10,972	9.6%	132,283	133,685	1.1%	493	105	85	General growth		
28 [1]	Huntington	51	- 4	- 14	1,099	1,071	-2.5%	12,342	14,051	13.8%	53	(144)	- 1	Stable Ridership; Route restructured to service east Brampton and service reduced to rush hours only effective June 27, 2016		
61	King Local	8	4.000	4.000	169	119	-29.6%	2,608	2,025	-22.4%	6	1.505	1.047	Decreased travel to King City GO station; Dial-a-Ride effective June 27, 2016		
77/77A (1) 85/85C (1)	Highway 7 Rutherford	4,292 2,812	1,696	1,022	104,293 73,718	92,133 72,130	-11.7% -2.2%	1,382,986 981,163	1,368,747 978,420	-1.0% -0.3%	3,837 2,887	1,535 1,355	1,047	Decreased travel on Highway 7 - Centre Street corridor Stable ridership		
85/85C	Autumo Hill	389	1,101	1,123	8.187	9.383	14.6%	110.608	122,963	11.2%	468	1,300	1,104	General growth; increased travel between Richmond Hill Centre and Vaughan Mills Mall		
88/88A [1]	Bathurst	4,003	2,093	1,761	103,857	100,544	-3.2%	1,348,605	1,360,194	0.9%	3,924	1,979	1,910	Stable ridership: Route 88 extended to Seneca King Campus on Sundays/holidays effective June 25, 2016		
360 [1]	Vaughan Express	232			4,968	4,860	-2.2%	66,270	65,445	-1.2%	241			Stable ridership		
460	Holy Cross Academy School Special	33			464	510	9.9%	3,797	3,695	-2.7%	30			Increased student travel to Holy Cross Catholic Academy		
461 462	Emily Carr Secondary School Special Maple High School Special	45 66	20	- (4	635 927	1,111	75.0% 35.9%	8,815 11,720	11,805	33.9% -5.5%	65 74	0.45		Increased student travel to Emily Carr Secondary School		
462 463	Vellore School Special	49			688	1,260 357	-48.1%	15,150	11,079 6,077	-59.9%	21	170		Growth inconsistent with year long trends Student migration to Tommy Douglas Secondary School and Route 85 - Rutherford		
464	St. Joan of Arc School Special	47	- 0	100	662	545	-17.7%	8,926	7,447	-16.6%	32	928	- 8	Decreased student travel to St. Joan of Arc Catholic High School		
465	St. Joan of Arc School Special	48			673	547	-18.7%	6,676	6,315	-5.4%	32			Decreased student travel to St. Joan of Arc Catholic High School		
466	Tommy Douglas Secondary School Special					699			4,452		41			New school special service introduced effective January 4, 2016		
560	Maple Community Blus	- 2				28		- 1	530	*	7	14.		Introduced new service effective April 21, 2016; Operates one day per week		
561	Woodbridge Community Bus		1	36		12		-	311		3	- 63		Introduced new service effective April 21, 2016; Operates one day per week		
760 <sup>[1]</sup>	Vaughan Mills/Wonderland	274	814	515	8,693	11,679	34.3%	70,253	129,246	84.0%	337	682	1,024	Weekend service extended to operate year round effective January 3, 2016; Weekday service on Black Friday only		
	Vaughan Total	25,249 821	11,498	7,656	623,883	600,967 18,520	-3.7% 7.4%	8,309,074 213,847	8,436,625 215,864	0.9%	24,911	10,029	8,616	Route restructured to provide service along Interchange Way effective June 19, 2016		
		2,077	806	607	50,682	50.348	-0.7%	577,832	616,065	6.6%	2,119	780	627	Stable ridership		
TTC 35D [1]	Dufferin North							675,238	679,939	0.7%	2,598		453			
TTC 105A/B/D [1]	Dufferin North Keele North	2,606	737	459	60,706	58,777	-3.2%		013.333		2,096	715		Stable ridership		
TTC 105A/B/D [1] TTC 107B/C/D [1] TTC 160 [1]		2,606 750	411	459 213	18,870	17,488	-3.2%	202,455	208,485	3.0%	670	456	224	Decreased employment travel		
TTC 105A/B/D [1] TTC 107B/C/D [1]	Keele North	2,606														

YORK REGION TRANSIT / VIVA	MONTHLY RIDERSHIP	SUMMARY	(Actual)
December 2016	The state of the s		

SHIP SUMMARY (Actual)	Dec-16	20 weekdays, 7 Saturdays, 4 Sunday/Holidays
	Dec-15	21 weekdays, 5 Saturdays, 5 Sunday/Holidays

Rev January 12, 2017			2015		TOTAL BOARDINGS (MONTH) TOTAL BOARDINGS (YEAR TO DATE) 2016									
YRT	On the same	Avg Wkdy	Avg Sat	Avg Sn/Hol	anue.	****	Percentage	nove	0010	Percentage	Avg Wkdy	Avg Sat		
Route #	Route Name Elgin Mills	Boardings 466	Boardings	Boardings	2015	2016	(16 vs. 15) -6.4%	2015 160,646	2016 157,539	(*16 vs. *15) -1.9%	Boardings 458	Boardings		Notes Stable ridership; Decrease due to one less weekday in 2016 compared to 2015
81	Inspiration	141	162	136	2.966	3,568	20.3%	41,537	41,891	0.9%	178	139	103	Stable indership; Decrease due to one less weekbay in 2016 compared to 2015  General growth
82	Valleymede	199			4,186	4,571	9.2%	60,705	61,414	1.2%	228			General growth
83/83A	Trench	768	- 2	- 6	16,162	17,928	10.9%	214,701	228,520	6.4%	895		- 8	General growth
84	Oak Ridges	93	8		2,009	1,585	-21.1%	27,606	26,732	-3.2%	77	7		Zone based Dial-a-Ride service during off-peak hours effective December 2, 2015
86	Newkirk-Red Maple	723	197	****	16,336	18,327	12.2%	223,286	235,388	5.4%	833	234	505	General growth
90/908 [1]	Leslie Bayview/Express	2,743	795 1,365	598 1,030	64,774 81,555	64,138 77,665	-1.0% -4.8%	878,021 1,091,695	884,742 1.083,300	-0.8%	2,865 3,264	650 1,247	525 854	Stable ridership Stable ridership
91/91A/91B/91E <sup>[1]</sup> 99 (incl. 98E, 98/99) <sup>[1]</sup>	Yonge/Express	1,637	915	1,186	45,009	44,485	-1.2%	605,072	569,624	-5.9%	1,628	1,013	1,175	Stable ridership
240	Mill Pond GO Shuttle	87	313	1,100	1.828	1,581	-13.5%	25,271	23,150	-8.4%	79	1,010	1,110	Decreased travel to Richmond Hill GO station
241	Beverly Acres GO Shuttle	48		- 12	1,008	980	-2.8%	12,697	14,329	12.9%	49		-	Stable ridership; one less passenger per day
242	North Richvale GO Shuttle	24			506	500	-1.2%	7,920	7,687	-2.9%	25		+	Stable ridership; one less passenger per day
243	Redstone GO Shuttle	123	- 2		2,584	2,140	-17.2%	39,561	38,116	-3.7%	107	- 4		Decreased travel toRichmond Hill GO station
244	Beaver Creek Shuttle	46			966	1,103	14.2%	13,418	14,066	4.8%	55	100	- 1	Increased travel to Richmond Hill GO station
429 440	Cardinal Carter/Aurora High School Special St. Theresa School Special via Mill	64 55	-		898 775	1,037 547	15.5%	10,975 7,906	10,484 8,576	-4.5% 8.5%	61 32		-	Decreased student travel to Cardinal Carter Catholic High School Decreased student travel to St. Theresa
440	Richmond Hill High School Special via Subrisco	26	-	-	364	256	-29.7%	4,948	4,158	-16.0%	15	-		Decreased student travel to St. Theresa  Decreased student travel to Richmond Hill High School
442	Richmond Hill High School Special via Gamble	42	- 6		588	783	33.2%	8,282	7,540	-9.0%	46	283	9	Increased student travel to St. Theresa
443	Langstaff High School Special via Shaftsbury	150	- 2	- 2	2,103	2,313	10.0%	26,485	24,206	-8.6%	136	160		Stable ridership; Increase due to three additional school days in 2016 compared to 2015
444	Langstaff High School Special via Valleymede	101			1,414	2,045	44.6%	17,606	18,999	7.9%	120			Increased student travel to Langstaff High School
445	St. Robert via Valleymede/Spadina	91	47	- 1	1,276	1,652	29.5%	15,556	15,671	0.7%	97		-	Stable ridership; Increase due to three additional school days in 2016 compared to 2015; 6 more passengers travel per day
446 447	St. Theresa School Special via McCallum	95 67		14	1,334 938	1,532 971	14.8%	11,407	15,607	36.8%	90 57			Stable ridership; Increase due to three additional school days in 2016 compared to 2015
447	St. Theresa School Special via Jefferson Forest Richmond Hill High School Special via Valleymede	65			910	1,003	3.5%	12,324 10,588	11,510	-6.6% 4.1%	59	1	-	Stable ridership Stable ridership
449	Richmond Green High School Special via Valleymeda	62	-		868	767	-11.6%	10,566	9.092	-12.6%	45		-	Stable ridership; Decrease due to one less weekday in 2016 compared to 2015
450	St. Theresa School Special via Tower Hill	75			1,051	1,224	16.5%	13,025	13,628	4.6%	72	100	- 45	Stable ridership; three fewer passengers per day
451	Langstaff High School Special via Hwy 7	13	- 2	12	187	359	92.0%	2,226	2,510	12.8%	21	720		Increased student travel to Langstaff Secondary School
452	Richmond Green High School Special via Hazelton	53	• • • •		743	697	-6.2%	9,557	8,612	-9.9%	41	184		Decreased student travel to Richmond Green High School
589/590	Richmond Hilt Community Bus	134	62	40	3,327	4,394	32.1%	39,143	56,925	45.4%	148	148	98	Increased senior travel
- 4	Richmond Hill Total	11,494	3,504	2,990	267,975	268,742	0.3%	3,602,567	3,605,036	0.1%	11,781	3,438	2,755	
31 [1]	Aurora North	69	-	1,0	1,456	1,508	3.6%	21,666	22,499	3.8%	75	-	141	Stable ridership
32	Aurora South	393	15	12	8,346	8,563	2.6%	110,922	113,096	2.0%	424	7		Stable ridership; Zone based Dial-a-Ride service during weekday evenings and Saturdays effective December 2, 2015
33/33A	Wellington	354	123	- 4	8,088	9,445	16.8%	106,085	114,148	7.6%	433	107	- 2	General growth
426 428	Dr. G. W. Williams School Special via Hollidge Dr. G. W. Williams School Special via Henderson	94		-	1,977	1,983	0.3%	20,333	18,517 2,650	-8.9%	99 13	-		Stable identitip
420	Aurora Total	923	138	1	182	21,720	21.4% 8.3%	261,717	270,910	-2.3% 3.5%	1,044	114	-	Stable ridership; Increase due to three additional school days in 2016 compared to 2015
44	Bristol	212	73		4.835	2,460	-49.1%	66,936	47,910	-28.4%	104	52	_	Route restructured June 27, 2016; Zone based Dial-a-Ride evening service implemented; Ridership migration onto Viva yellow
50/50A (ind, DAR N.) PJ	Queensway	896	532	478	24,173	28,881	19.5%	318.882	337.824	5.9%	1,053	528	941	General growth; Discontinued select Route 50 trips between Sutton and Pefferlaw, introduced Route 50A branch effective June 26, 2016
51	Keswick Local	98	36	100	2,256	2,404	6.6%	30,102	30,442	1.1%	110	26	-	Stable idenship
52(1)	Holland Landing	178	86		4,206	4,388	4.4%	54,499	57,554	5.6%	185	94		Stable ridership
54 111	Bayview	277	100	(*	6,342	6,497	2.4%	92,069	92,260	0.2%	287	101		Stable ridership; Route extended along Main Street to East Gwillimbury GO Station effective June 27, 2016
55/558	Davis Drive	597	314	165	15,030	6,758	-55.0%	263,029	84,586	-67.8%	279	102	109	Ridership migration onto Viva yellow
56	Gorham-Eagle	360	165	117	9,032	9,097	0.7%	123,190	109,954	-10.7%	309	116	518	Stable ridership; Weekday evening service converted to Dial-a-Ride effective November 6, 2016.
57/57A	Mulock	670	320	176	16,645	12,576	-24.4%	238,378	217,280	-8.9%	552	176	42	Weekday off-peak and Saturday frequency reduction in alignment with the Newmarket Pulse network effective June 27, 2016
58 <sup>(1)</sup> 98 <sup>(1)</sup>	Mount Albert Yonge	99 645	391	425	2,120 17,693	1,478	-30.3% 9.4%	30,725 219,870	19,376 235,567	-36.9% 7.1%	70 714	10 390	566	Discontinued midday service along Davis Drive effective January 4, 2016; Ridership migration onto Viva yellow General growth
	Aurora-Newmarket GO Shuttle	54	001	420	1,135	1,144	0.8%	14,787	15,196	2.8%	57	380	300	Stable ridership
223/223A	Newmarket GO Shurttle	15	- 2		316	482	52.5%	4,162	5,894	41.6%	24	7.00		Discontinued select Route 223 trips and introduced Route 223A branch effective June 27, 2016
320[1]	Newmarket-Beaver Creek Express		- 2		1000	540		- 6 - 1	540		27	-	-	New express service introduced effective September 6, 2016
420	Newmarket High School Special via Savage	50	-		704	1,073	52.4%	9,260	11,115	20.0%	63	1.0	-	Increased student travel to Newmarket High School
421	Newmarket High School School wia Stonehaven	26	-	(4	366			3,570	1,801	-49.6%		100	+	Discontinued school special service effective September 6, 2016; Service to Newmarket High School merged with Route 427
423	Newmarket High School Special via Bristol	61 63	-		855	1,670	95.3%	10,896	13,681	25.6%	98	No.	-	Increased student travel to Newmarket High School
424 425	Keswick High School Special via Church Huron Heights School via Holland Landing	26	- : -		884 365	1,074	21.5%	11,848 4,926	12,356 5,528	4.3%	63 30			Stable ridership; increase due to three additional school days in 2016 compared to 2015 Stable ridership; increase due to three additional school days in 2016 compared to 2015
427	Sacred Heart School Special via Newmarket High	52			730	1,228	68.2%	6,995	10,894	55.7%	72			General growth; Route restructured to service Newmarket High School in addition to Sacred Heart Catholic High School
430	Sacred Heart School Special via Main	-				425		0,000	425		25	14	-	New school special service introduced effective September 6, 2016
520/521	Newmarket Community Bus	77	23	16	1,816	2,383	31.2%	21,751	23,820	9.5%	90	44	65	Increased senior travel
DRT 960 [1]	Newmarket - Uxbridge	- 3		- 19 <sup>-1</sup>	0	86	100		86		0	0	0	
	Newmarket Total	4,456	2,047	1,377	109,502	104,517	-4.6%	1,525,875	1,334,089	-12.6%	4,212	1,638	2,241	
	YRT SUB-TOTAL	66,924	25,462	17,659	1,605,648	1,583,760	-1.4%	20,799,061	20,901,953	0.5%	67,463	23,332	19,356	
blue/blue 'A' [1]	Verse Street Confee	40.000	40.000	7.440	400 DEC	444.000	r.w	E 540 700	F 000 000	1.10	40.702	1 11 100	7.000	MAN STANE
purple [1]	Yonge Street Corridor	15,806	10,938	7,443	423,850	444,969	5.0%	5,549,736	5,628,682	1.4%	16,793	11,433	7,258	Stable ridership
	Highway 7 Corridor	7,295	4,513	3,171	191,626	190,192	-0.7%	2,433,660	2,447,631	0.6%	7,434	4,154	3,094	Stable ridership
pink <sup>[1]</sup>	Finch - Unionville	2,172		i i	45,613	46,202	1.3%	592,920	603,059	1.7%	2,310		-	Stable ridership
orange (incl. Zům) [1]	Vaughan North-South Link	1,652	398	291	38,139	33,325	-12.6%	547,450	525,621	-4.0%	1,515	305	213	General decrease; VivaNext construction occurring along Highway 7
green [1]	Markham North-South Link	533	*		11,196	11,625	3.8%	150,671	153,150	1.6%	581		-	Stable ridership
yellow	Davis Drive Corridor	695	520	426	19,332	36,745	90.1%	19,332	405,608	1998.1%	1,401	884	631	Viva yellow service introduced November 29, 2015
	Viva SUB-TOTAL	28,153	16,369	11,331	729,756	763,058	4.6%	9,293,769	9,763,751	5.1%	30,034	16,776	11,196	
7	Harris De-	1.004	400	404	24.400	20.502	0.00/	204.000	407.000	7.00	1.005	1 400	070	
10	Mobility Plus	1,284	420	404	31,482		-29%		407,832		1,265	428	378	
(Page	Mobility Plus SUB-TOTAL	1,284	420	404	31,482	30,583	*Z.9%	301,088	407,832	7.0%	1,265	428	378	b.

[1] Route crosses municipal boundaries.
[2] Viva ridership data adjustment is derived on a monthly basis, and compensates for temporary maifunctions of on-board automatic passenger counter (APC) equipment, and/or for drivers not logging onto Init APC system.

Tot. Boardings	YRT/VIVA SYSTEM SUB-TOTAL	95,077	41,831	28,990	2,335,404	2,346,818	0.5%	30,092,830	30,665,704	1.9%	97,497	40,108	30,552
Tot. Boardings	YRT/VIVA/Mobility Plus SYSTE M SUB-TOTAL	96,361	42,251	29,394	2,366,886	2,377,401	0.4%	30,473,918	31,073,536	2.0%	98,762	40,536	30,930
Rev. Boardings	YRT/VIVA SYSTEM TOTAL				1,776,243	1,722,776	-3.0%	22,123,965	22,414,974	1.3%	71,571		
Rev. Boardings	YRT/VIVA/Mobility Plus SYSTEM TOTAL				1,807,725	1,753,359	-3.0%	22,505,053	22,822,806	1.4%	72,836		