Transit in York Region provides a family of safe, accessible, mobility options to meet the distinct needs of each community.

Urban, suburban and rural landscapes mean that staff must identify unique service options to ensure affordable public transit is available across all nine municipalities.

Alternative options, such as on-demand services, will continue to provide the 1.2 million residents of the Region with convenient, cost-effective travel choices, while also providing a vital service to those who rely on public transit as their only means of transportation.

A pilot program launching in 2020, will see the introduction of electric buses into the fleet to support the Region’s vision of being greenhouse gas emissions free by 2051. Enhanced cycling amenities, new technologies and providing traveller information in a way people want to receive it, all help to improve the overall experience for those who rely on public transit daily.

Commuters, post-secondary and high school students, and seniors use the system to travel throughout their communities, but also to connect to higher-order transit options such as the Toronto Transit Commission (TTC) and the Line 1 Subway extension in the City of Vaughan, and Region-wide GO Transit rail services. Our own dedicated rapidways for Viva service contribute to the overall success of moving travellers, and once complete will provide significant travel-time benefits during our busiest times of the day.

Over the next four years of Council, staff will continue to work with Metrolinx, the TTC and the City of Toronto to advance the planning and design of the Yonge Subway Extension to the Richmond Hill Centre Terminal, and will also complete construction on three new transit terminals including: Cornell, SmartCentres Place and Major Mackenzie West. These locations will provide connections with neighbouring transit agencies and communities, at identified mobility-hubs.

Staff will also work with Metrolinx to deliver the GO Transit Expansion Program that includes service improvements on the Barrie, Richmond Hill and Stouffville rail corridors, and will continue to speak with the Province and transit peers about providing the best payment options to those who need it, while continuing to be accountable for the service options provided.

Focusing on the future and moving travellers seamlessly to their destinations, York Region Transit will always consider offering choice and flexibility to satisfy a customer-base with varying mobility needs that change every year. This is our commitment to you.
YRT serves a region of 1,776 square kilometres, with a population of 1.2 million and 0.6 million jobs. YRT provides a variety of accessible transit services across the Region’s nine municipalities, including the Cities of Markham and Vaughan, the Towns of Aurora, East Gwillimbury, Georgina, Newmarket, Richmond Hill, Whitchurch-Stouffville, and the Township of King.

**2018 Annual Revenue Riders by Service Type**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Routes</th>
<th>Riders</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BASE</strong></td>
<td>30</td>
<td>10,914,511</td>
</tr>
<tr>
<td><strong>EXPRESS</strong></td>
<td>6</td>
<td>348,782</td>
</tr>
<tr>
<td><strong>VIVA</strong></td>
<td>6</td>
<td>6,870,822</td>
</tr>
<tr>
<td><strong>SCHOOL SPECIALS</strong></td>
<td>39</td>
<td>318,363</td>
</tr>
<tr>
<td><strong>LOCAL</strong></td>
<td>28</td>
<td>2,045,081</td>
</tr>
<tr>
<td><strong>GO SHUTTLES</strong></td>
<td>10</td>
<td>125,762</td>
</tr>
<tr>
<td><strong>TTC</strong></td>
<td>5</td>
<td>1,052,562</td>
</tr>
<tr>
<td><strong>COMMUNITY BUS</strong></td>
<td>5</td>
<td>75,706</td>
</tr>
<tr>
<td><strong>MOBILITY PLUS</strong></td>
<td>14</td>
<td>406,504</td>
</tr>
<tr>
<td><strong>ON-DEMAND</strong></td>
<td>14</td>
<td>20,046</td>
</tr>
</tbody>
</table>

YRT at a Glance in 2018

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus routes</td>
<td>129</td>
</tr>
<tr>
<td>Bus stops</td>
<td>5,398</td>
</tr>
<tr>
<td>Conventional buses</td>
<td>437</td>
</tr>
<tr>
<td>Mobility Plus vehicles</td>
<td>125</td>
</tr>
<tr>
<td>Curbside vivastations</td>
<td>118</td>
</tr>
<tr>
<td>Viva buses</td>
<td>103</td>
</tr>
<tr>
<td>Rapidway vivastations</td>
<td>36</td>
</tr>
</tbody>
</table>

22.2 million passenger trips annually

3.4 million passenger trips on the Line 1 Subway extension
# Greater Toronto Area Transit Agency Comparison

<table>
<thead>
<tr>
<th>Transit Agency</th>
<th>Year End Ridership* (2017)</th>
<th>Revenue-to-Cost Ratio* (2017)</th>
<th>Service Area (km²)</th>
<th>Land Area (km²)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toronto Transit Commission</td>
<td>533,216,000</td>
<td>73%</td>
<td>662</td>
<td>662</td>
</tr>
<tr>
<td>Brampton Transit</td>
<td>27,391,889</td>
<td>50%</td>
<td>266.8</td>
<td>266.4</td>
</tr>
<tr>
<td>MiWay Transit</td>
<td>39,400,995</td>
<td>48%</td>
<td>178.6</td>
<td>292.4</td>
</tr>
<tr>
<td>York Region Transit</td>
<td>22,683,423</td>
<td>40%</td>
<td>1,776.00</td>
<td>1,776.00</td>
</tr>
<tr>
<td>Durham Region Transit</td>
<td>10,230,396</td>
<td>38%</td>
<td>405.9</td>
<td>2,523.80</td>
</tr>
<tr>
<td>Burlington Transit</td>
<td>1,952,624</td>
<td>35%</td>
<td>98</td>
<td>185.7</td>
</tr>
<tr>
<td>Oakville Transit</td>
<td>2,945,877</td>
<td>32%</td>
<td>103.5</td>
<td>138.9</td>
</tr>
<tr>
<td>Milton Transit</td>
<td>503,608</td>
<td>31%</td>
<td>38.5</td>
<td>363.2</td>
</tr>
</tbody>
</table>

Source: Service area size from 2017 CUTA Factbook and geographical area size from 2016 Census

*2018 year-end statistics are not available at this time
### TRAVELLER DEMOGRAPHICS

#### Gender
- **Female**: 52%
- **Male**: 47%
- **Other**: 1%

#### Age
- **<18**: 8%
- **18-34**: 58%
- **35-44**: 13%
- **45-64**: 15%
- **65+**: 2%

#### Languages
- **English**: 95%
- **Italian**: 3%
- **French**: 3%
- **Chinese**: 11%
- **Russian**: 3%
- **Tamil**: 5%
- **Other**: 24%

#### Annual Income
- **52% less than $25,000**
- **29% $25,000 - $50,000**
- **12% $50,000 - $75,000**
- **7% $75,000+**

#### Employment Status
- **Employed**: 66%
- **Students**: 41%
- **Retired**: 4%
- **Unemployed**: 3%
- **Other**: 2%

#### Primary Reason for Travel
- **Work**: 47%
- **Education**: 33%
- **Personal**: 20%

#### Time of Day Travellers Typically Ride YRT
- **Before 7:30 a.m.**: 24%
- **7:30 a.m. to 9:30 a.m.**: 44%
- **9:31 a.m. to 2:30 p.m.**: 42%
- **2:31 p.m. to 3:30 p.m.**: 31%
- **3:31 p.m. to 6:30 p.m.**: 48%
- **6:31 p.m. to 9:30 p.m.**: 34%
- **After 9:30 p.m.**: 13%

Source: October 2018 YRT Customer Satisfaction Survey
TRAVELLER INNOVATION PROMOTES SAFETY AND CONVENIENCE

Easier ways to pay your fare! Beginning July 1, 2017, YRT / Viva will no longer sell paper tickets and passes. Customers can pay using a PRESTO card or with the YRT / Viva Pay app. Exact cash fare will still be available. For more details, please visit yrt.ca.

Online Translation Tool
Live Chat
Solar Power Real-time Information
YRT Fare Payment App

Mobility Plus Online Booking Tool
PRESTO Fare Card System
Collision Avoidance System

Try the new Mobility Plus online booking tool. The new online booking tool is a bright, easy-to-navigate online system for Mobility Plus riders to plan their trip using YRT services. Mobility Plus riders will need to register and create an account for the new online booking tool. On your first visit, select “Create Account”. Once an account is created, simply sign in with your email address and password for all future visits.

New features of the new booking tool include:
- New Contact and Information pages for Mobility Plus
- Individual customized trip planning
- New Detailed Travel Itinerary
- New Trip History and Future Trip Information
- Next Trip Information with map and ETA updates

On the go? The new online booking tool will also be available on your mobile device! The Ride On-Demand app is available for free on iOS and Android mobile devices in the App Store or Google Play. Visit yrt.ca/mponlinebooking to book your next trip!

1-866-MOVE-YRT (668-3978) | yrt.ca
RIDERSHIP AND ACTUAL SERVICE HOURS REMAINS STABLE

![Graph showing ridership and actual service hours over the years.](image_url)

- **Actual Service Hours**
- **YRT Ridership**
- **TTC Line 1 Ridership in York Region**


**Ridership (Millions):**
- 2005: 15.2 million
- 2006: 17.1 million
- 2007: 18.2 million
- 2008: 18.3 million
- 2009: 19.4 million
- 2010: 19.8 million
- 2011: 22.2 million
- 2012: 22.7 million
- 2013: 22.6 million
- 2014: 22.1 million
- 2015: 22.4 million
- 2016: 23.1 million
- 2017: 22.2 million
- 2018: 25.6 million

**Actual Service Hours (in Millions):**
- 2005: 0.75
- 2006: 1.06
- 2007: 1.10
- 2008: 1.12
- 2009: 1.18
- 2010: 1.24
- 2011: 1.30
- 2012: 1.30
- 2013: 1.29
- 2014: 1.32
- 2015: 1.36
- 2016: 1.30
- 2017: 1.35
- 2018: 1.36

**KEY EVENTS:**
- Viva Launch
- Bus Operator Strike
- Free Transit
- Rapidway Launch
- Subway Extension Launch

**Ridership and Actual Service Hours Remains Stable**
MOBILITY PLUS RIDERSHIP

<table>
<thead>
<tr>
<th></th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subtotal</td>
<td>99,188</td>
<td>107,316</td>
<td>90,383</td>
<td>101,612</td>
<td>99,435</td>
<td>106,065</td>
<td>90,383</td>
<td>102,144</td>
<td>99,312</td>
<td>102,535</td>
<td>98,264</td>
<td>106,076</td>
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<tr>
<td>TOTAL</td>
<td>407,760</td>
<td>398,027</td>
<td>406,504</td>
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</tbody>
</table>
### ON-DEMAND BOARDINGS

<table>
<thead>
<tr>
<th></th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Q1</th>
<th>Q2</th>
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<th>Q4</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016 Subtotal</td>
<td>1,545</td>
<td>1,975</td>
<td>3,505</td>
<td>3,618</td>
<td>10,643</td>
<td></td>
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<tr>
<td>2017 Subtotal</td>
<td>3,747</td>
<td>3,979</td>
<td>5,350</td>
<td>6,479</td>
<td>19,555</td>
<td></td>
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<tr>
<td>2018 Subtotal</td>
<td>6,564</td>
<td>6,608</td>
<td>6,917</td>
<td>7,031</td>
<td>27,120</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>10,643</td>
<td>19,555</td>
<td>27,120</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>
GO Transit Rail Ridership in York Region

Note: Ridership estimated using a proportion of annual corridor ridership.
ON-TIME PERFORMANCE REMAINS HIGH DESPITE OPERATIONAL CHALLENGES

The graph shows the on-time performance (in %) for YRT, Viva, and Mobility Plus from 2015 to 2018. The performance remains high and consistent across all years. The target line is also depicted for comparison.
THE AVERAGE REVENUE TO COST RATIO REMAINS AT 40 PER CENT
York Region Transit won a Canadian Urban Transit Association (CUTA), Corporate Leadership Award for hosting the first ever Transit Special Constable Women’s Symposium.

York Region Transit, in partnership with the Toronto Transit Commission and GO Transit, received a Corporate Leadership Innovation Award from CUTA for their work on the first ever Special Constable Women’s Symposium, which was held August 25, 2018.

The sold-out symposium was held to encourage more women to join the field of transit enforcement and security, and featured educational information, inspiring speakers, mentorship and networking opportunities. Women currently make up between nine and 15 per cent of Special Constables across transit agencies.

The symposium demonstrated the values each transit agency holds in providing opportunities for women in the workplace.
PARTNERSHIPS

**Municipalities**
- Aurora
- King
- Newmarket
- Georgina
- East Gwillimbury
- Richmond Hill
- Vaughan
- Town of Whitchurch-Stouffville
- Markham

**Government and Associations**
- Canada
- Ontario Ministry of Transportation
- CUTA Actu
- Ontario Good Roads Association
- Metrolinx
- CUTRIC
- CRITUC
- OPTA

**Transit Agencies**
- Brampton Transit
- Durham Region Transit
- Burlington Transit
- Oakville Transit
- GO
York Region Transit System Information
Contractors
Transdev (Southwest Division)
Miller Transit (Southeast Division)
Tok Transit (North and BRT Divisions)
Toronto Transit Commission (TTC)

Services
High School Specials ........................................................39
Local routes .......................................................................28
Base routes ........................................................................30
GO Shuttles ......................................................................10
Community Bus routes .......................................................5
Express routes ....................................................................6
TTC routes .........................................................................5
Viva routes ........................................................................6
On-Demand services .........................................................14

Viva Rapidway
Rapidway kilometres proposed to be built .....................22.3
Rapidway kilometres in-service .........................................12.3

Ridership and On-Time Performance
2018 Revenue ridership ..................................................21.8 million
Average daily revenue ridership .................................74,589
Average daily boardings ..............................................104,574
Average on-time performance, conventional ..........92%
Average on-time performance, BRT .............................92%

Conventional Contact Centre
Hours of operation: 7 a.m. to 7 p.m. (Monday to Friday)
8:30 a.m. to 4:30 p.m. (weekends/holidays)

Total 2018 Contact Centre Statistics
Interactions, IVR
(all calls received through main transit line) ........846,710
Automated scheduled information, IVR ...............646,064
CSR Assisted Calls ..........................................................144,450
Calls offered .................................................................141,866
Calls answered .............................................................135,827
Calls abandoned ............................................................6,018
Calls abandoned (%) .....................................................4.24

On-street assisted customers ........................................59,199
Online feedback form/emails ..............................................6,406
In person (front reception) ...............................................4,232
Live chat ......................................................................2,983

CRM cases created ....................................................157,568
**Contractors**
Tok Transit
Cares Accessible
Wheelchair Accessible Transportation
Mobility Transportations Specialists (MTS)

**Services**
Door-to-door shared-ride accessible
Community bus routes
On-Demand services

**Total 2018 Mobility Plus Statistics**
Mobility Plus ridership .............................................406,504
On-Demand ridership ............................................. 27,120
Family of Services trips ............................................... 10,269
Family of Services km travelled ...................................119,215
Average on-time performance ........................................91%
Registered clients ...................................................... 15,060
Day Programs serviced ................................................. 55

**Mobility Plus Contact Centre**
Hours of operation: 7 a.m. to 7 p.m., 7 days/week

**Total 2018 Contact Centre Statistics**
Calls offered ...................................................................528,321
Calls answered by a live agent .......................................147,471
Calls answered, IVR .................................................. 310,616
Calls for On-Demand .................................................. 28,356
Calls abandoned ......................................................... 28,671
Web based bookings ................................................... 23,192
Applications received .................................................... 2,742
Applications approved .................................................. 2,552
Applications withdrawn ................................................... 6
Client assessments with nurse ..........................................73
Support Person cards issued ......................................... 401

**CAPITAL ASSETS – FACILITIES**
Terminals serviced by YRT .............................................10
Operations and Maintenance facilities .......................... 4
Vivastations .................................................................118
Rapidway stations ...................................................... 36
Bus stops in York Region ............................................... 5,398
Concrete pads at bus stops .......................................... 4,482
Shelters with benches .................................................. 1,073
Waste/recycling receptacles ........................................ 1,220
LED shelter lighting .................................................... 438
Solar bench with device charger ................................... 2
Accessible stops ......................................................... 68%
Bike racks ................................................................. 280
Bike repair stations ..................................................... 2
Bike shelters ............................................................... 1
Cost of a rapidway vivastation ......................................$1.2 million
Cost of a curbside vivastation ......................................$550,000
100,000 litre rainwater tanks ....................................... 5
### CAPITAL ASSETS – FACILITIES CONTINUED...

**55 Orlando Bus Garage (LEED® Silver Certified)**
- Square footage: 481,679
- Square metres of reflective white roof: 42,480
- Trees planted on the property: 201
- Vehicle storage capacity: 197
- Garage doors: 53
- Repair bus bays: 26
- Acres of land: 24.8
- Bus lanes in the storage area: 24
- Skylights: 19

**8300 Keele St. (LEED® Silver Certified)**
- Square footage: 223,684
- Trees planted on the property: 33
- Vehicle storage capacity: 170
- Garage doors: 27
- Repair bus bays: 16
- Acres of land: 11.4
- Bus lanes in the storage area: 24
- Skylights: 8
- Rainwater tanks capacity (litres): 300,000

**18106-18110 Yonge St. (LEED® Silver Certified)**
- Square footage: *120,000*
- Square metres of reflective white roof: *8,123*
- Trees planted on the property: *162*
- Vehicle storage capacity: *110*
- Garage doors: *38*
- Repair bus bays: *10*
- Acres of land: *12*
- Bus lanes in the storage area: *18*

* Subsequent to 2019 renovation

### CAPITAL ASSETS – FLEET

**YRT Fleet**
- Conventional vehicles: 437
- Viva BRT vehicles: 103
- Average bus life: 8.65 years

**Mobility Plus Fleet**
- Sedans: 56
- Mini vans: 37
- Arboc buses: 30
- MVI Van: 4
- ProMaster vans: 7
- Sprinter vans: 3
- School bus (used for training only): 1

**2018 Total Fuel Consumption by Contractor**
- Transdev (Southwest Division): 5.4 million litres
- Miller Transit (Southeast Division): 4.4 million litres
- Tok Transit (BRT): 4.4 million litres
- Tok Transit (North Division): 2.5 million litres

### TECHNOLOGY

**Fare Equipment**
- Ticket Vending Machines (TTVM) (cash, credit or debit): 13
- Ticket Vending Machines (TVM) (cash and debit only): 167
- Ticker Validators (TV): 171

**PRESTO**
- BRT Fare Transaction Processor (FTP): 206
- Sales Processing Operating System (SPOS): 13
- Transaction Processing Terminal (TPT): 10
- On-board equipment: 455
- Paratransit mobile devices: 140

**Closed Circuit Televisions (CCTV)**
- Terminals, facilities, vivastations: 403
- On-bus cameras: 3,685

**Vehicle Systems**
- CAD/AVL: 539
- Variable Messaging Signs (VMS): 223
- On-Board screens: 112
- Vehicle on-board security camera recorders: 656
- Vehicle on-board cameras: 3,872
- Mobility Plus tablets: 135
- Inspector tablets: 15
- LCD Passenger Displays: 7
- Bus Simulator: 2
- Video Wall: 1
CUSTOMER DEMOGRAPHIC PROFILE *

Age Profile
Under age 17 ........................................................................8%
18 to 24 ................................................................................34%
25 to 34 ................................................................................24%
35 to 44 ................................................................................13%
45+ .......................................................................................17%

Gender
Female ...............................................................................52%
Male .....................................................................................47%
Other .....................................................................................1%

Language(s) Spoken
English ...............................................................................98%
Chinese ................................................................................11%
French ...................................................................................9%
Russian ...............................................................................3%
Italian ....................................................................................3%
Persian (Farsi) ......................................................................5%

Reason for Travel
Work ....................................................................................47%
Education ...........................................................................33%
Personal ...............................................................................20%

Customer Satisfaction (% of customers satisfied)
Frequency ...............................................................................70%
Operating hours ...................................................................83%
Connections to other routes .................................................85%
Walking distance to YRT stop ...............................................89%
Area your route covers .......................................................91%

Customer service (bus operators) ...........................................96%
Safety/security ......................................................................97%
Overall satisfaction with YRT services ................................89%
YRT promoters .....................................................................36%

* Source: October 2018 Customer Satisfaction Survey

ENFORCEMENT

Total 2018 Enforcement Statistics
Fares inspected, proof of payment .........................................421,488
Fare evasions, proof of payment ............................................7,626
Evasion rate, proof of payment .............................................1.83%
Fares inspected, conventional ...............................................7,283
Fare evasions, conventional ...................................................121
Evasion rate, conventional ....................................................1.55%

COMMUNICATIONS

Total 2018 Communications Statistics
yrt.ca unique page views ..................................................4.15 million
Social media posts ..............................................................6,529
Facebook likes .................................................................5,923
Twitter followers ..............................................................7,744
Instagram followers .........................................................1,380
YouTube video views .......................................................182,700
YRT Official App active downloads ....................................31,425
YRT Pay App active downloads ..........................................26,738