

York Region Transit 2018 System Performance





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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 green-house 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 AT A GLANCE IN 2018

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.



22.2 million passenger trips annually

3.4 million passenger trips on the Line 1 Subway extension

129 BUS ROUTES



5,398 bus stops

437 conventional buses











125 Mobility Plus vehicles

118 curbside vivastations

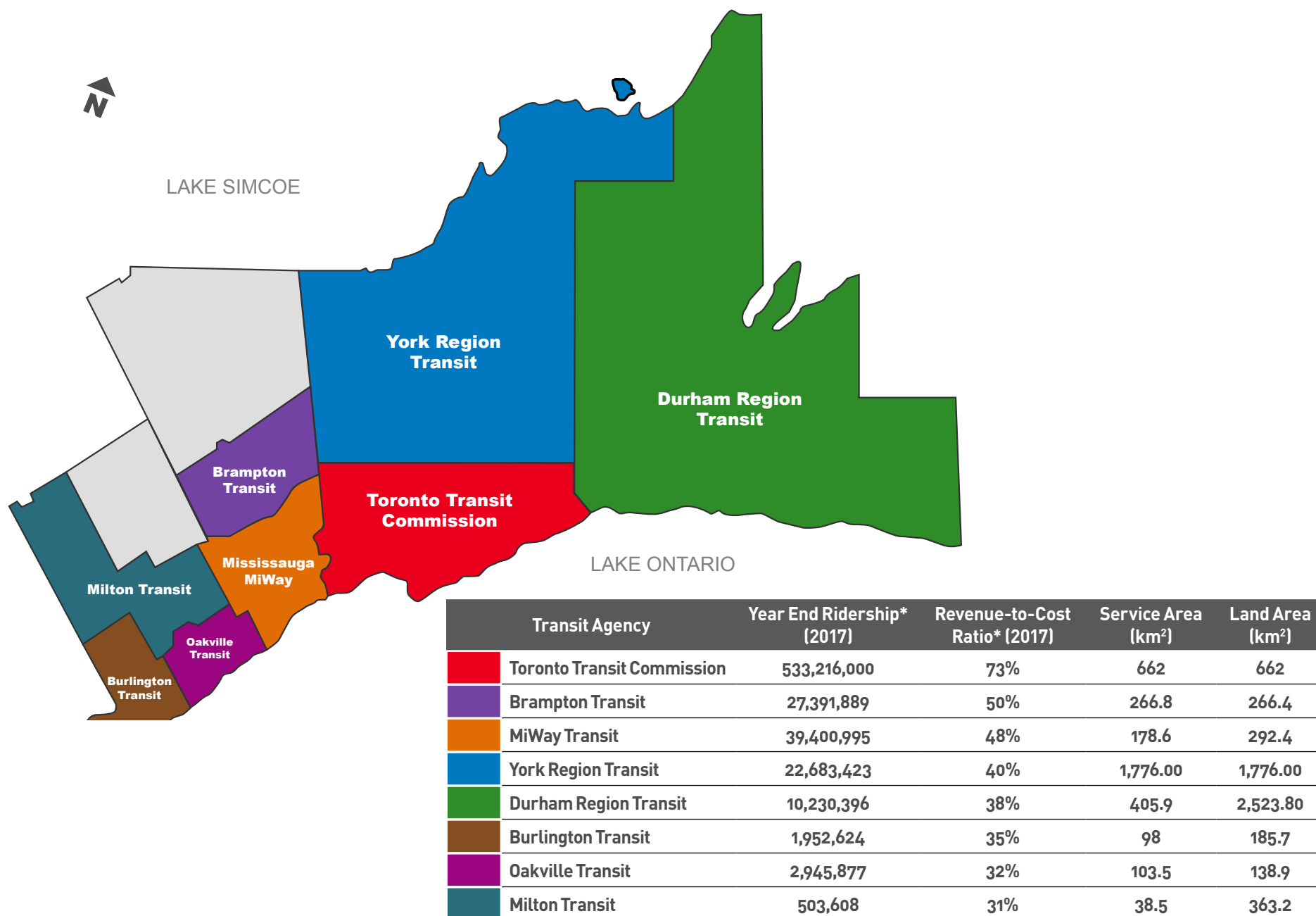
103 Viva buses

36 rapidway vivastations

2018 ANNUAL REVENUE RIDERS BY SERVICE TYPE

 BASE 30 routes	10,914,511	 EXPRESS 6 routes	348,782
 VIVA 6 routes	6,870,822	 SCHOOL SPECIALS 39 routes	318,363
 LOCAL 28 routes	2,045,081	 GO SHUTTLES 10 routes	125,762
 TTC 5 routes	1,052,562	 COMMUNITY BUS 5 routes	75,706
 MOBILITY PLUS	406,504	 ON-DEMAND 14 services	20,046

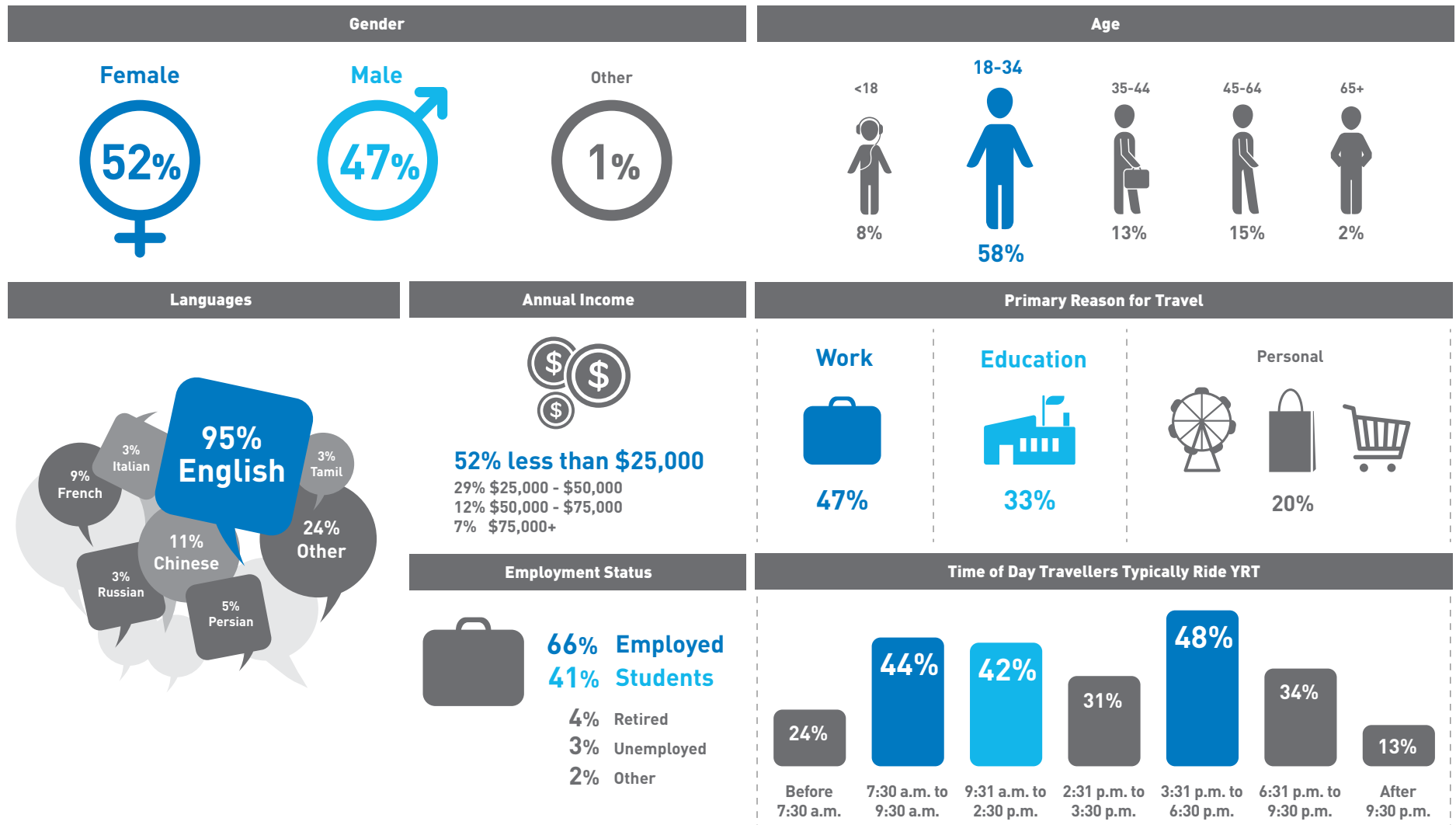
GREATER TORONTO AREA TRANSIT AGENCY COMPARISON



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

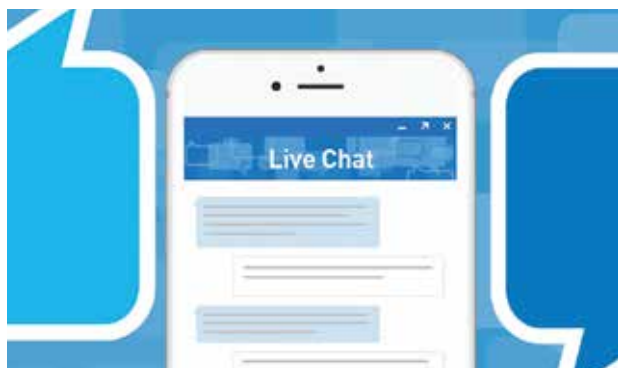
TRAVELLER DEMOGRAPHICS



Source: October 2018 YRT Customer Satisfaction Survey



Online Translation Tool



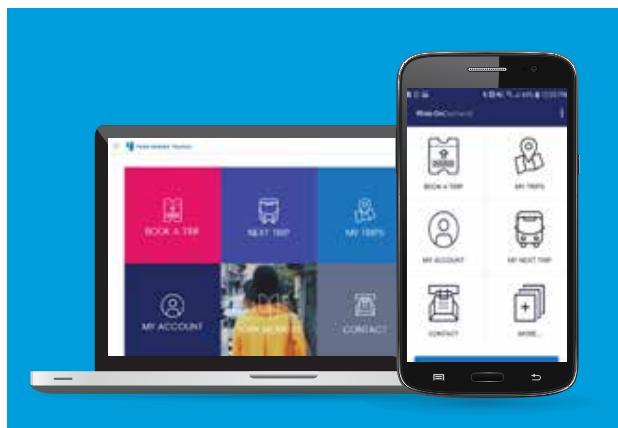
Live Chat



Solar Power Real-time Information



YRT Fare Payment App



Mobility Plus Online Booking Tool

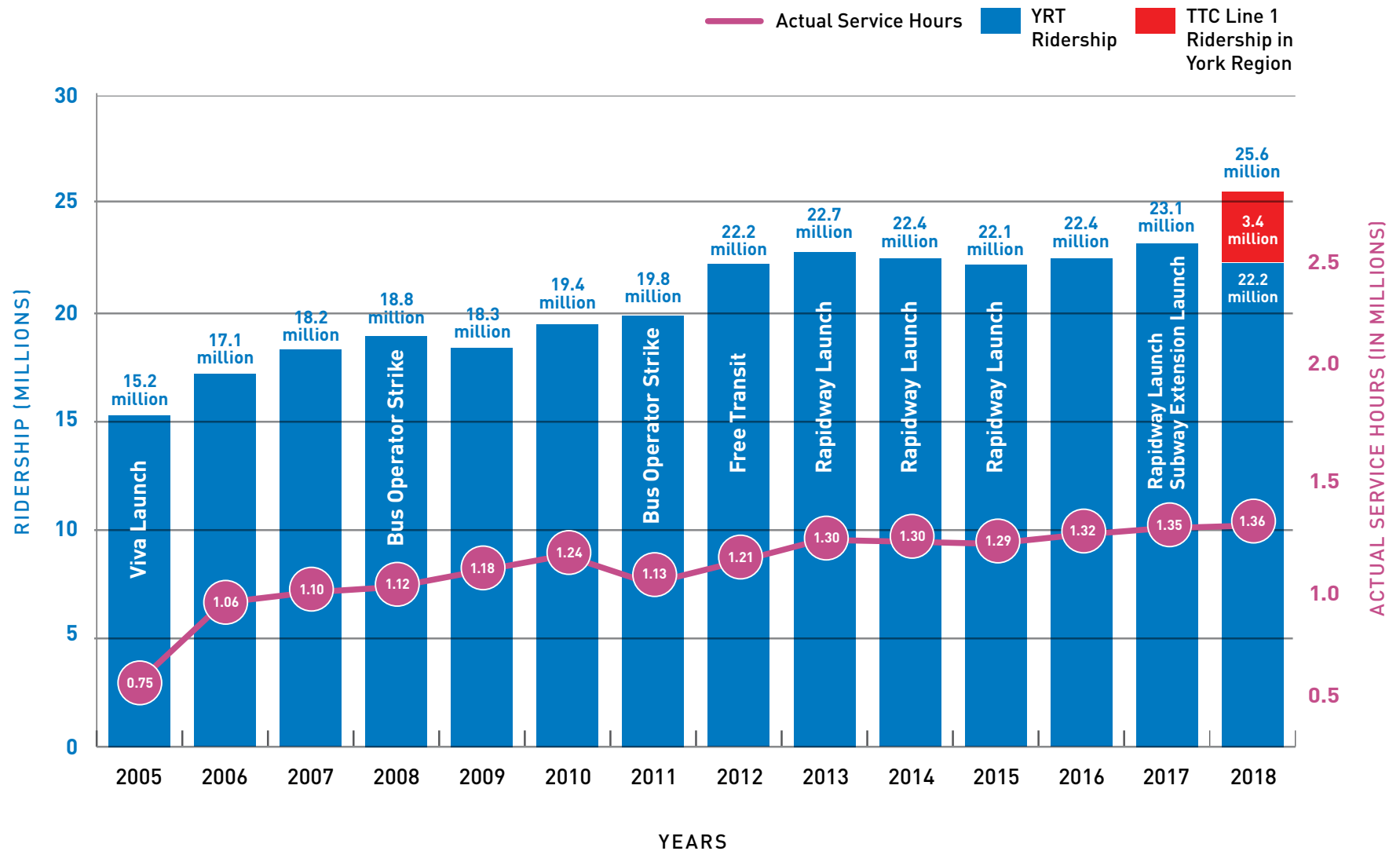


PRESTO Fare Card System

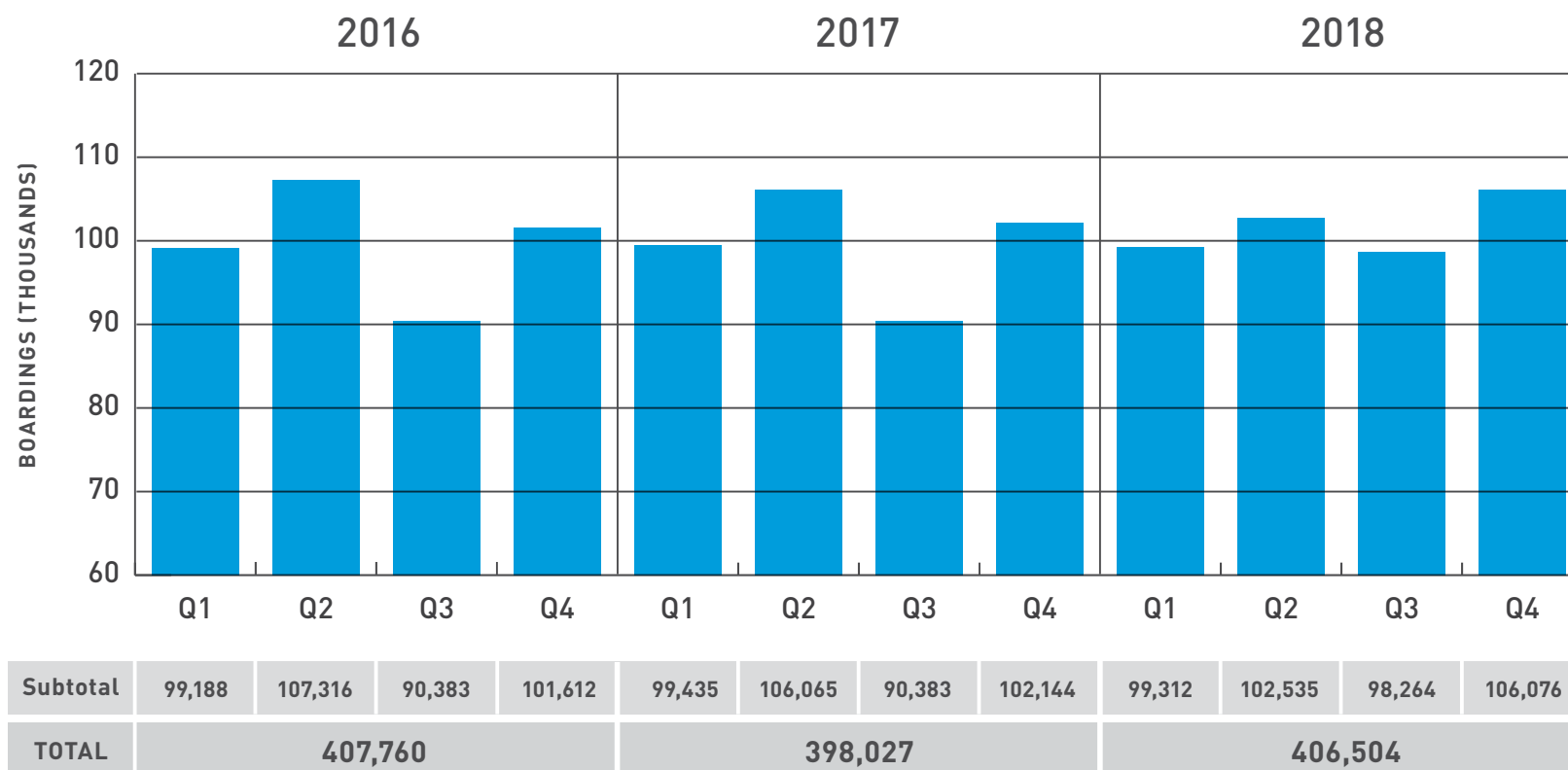


Collision Avoidance System

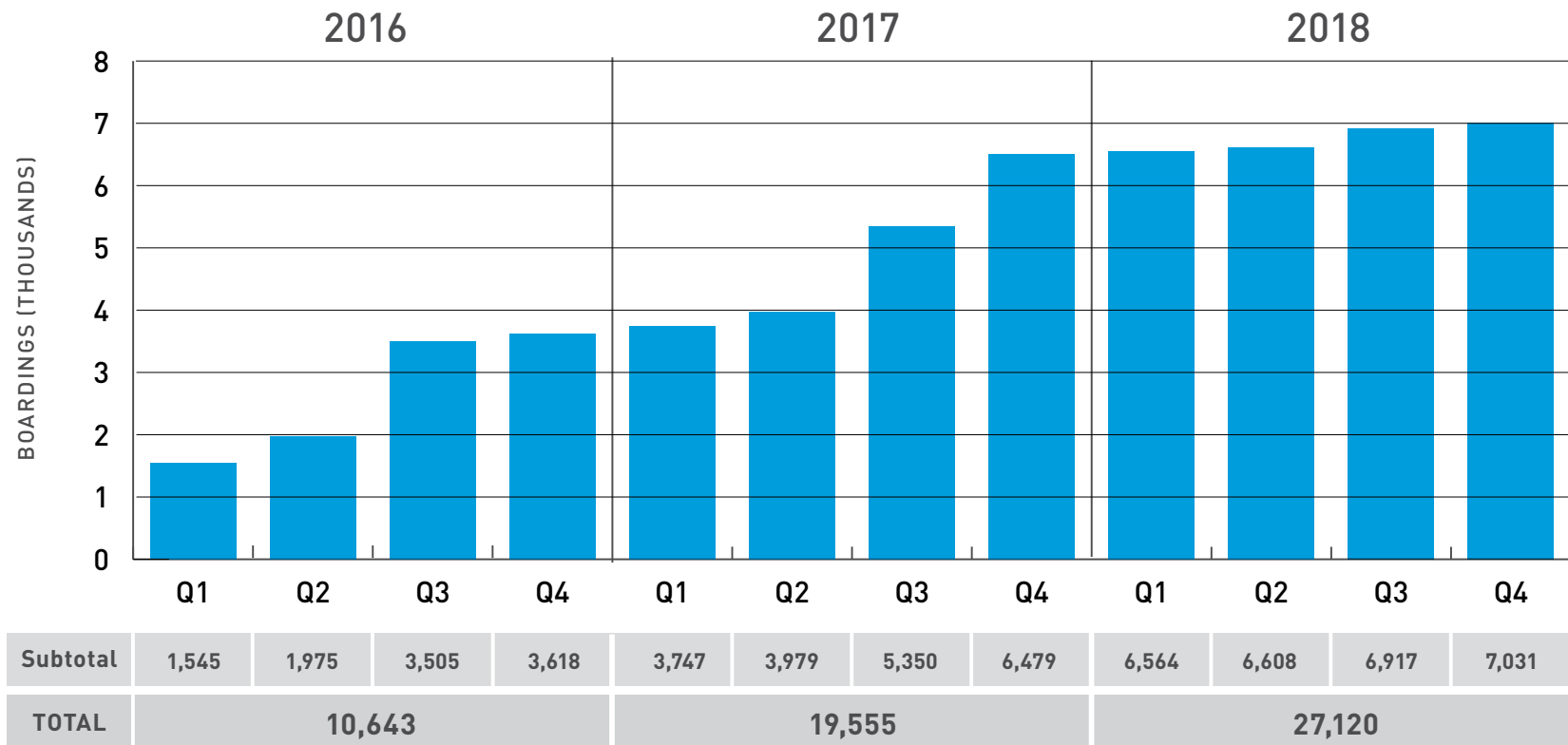
RIDERSHIP AND ACTUAL SERVICE HOURS REMAINS STABLE



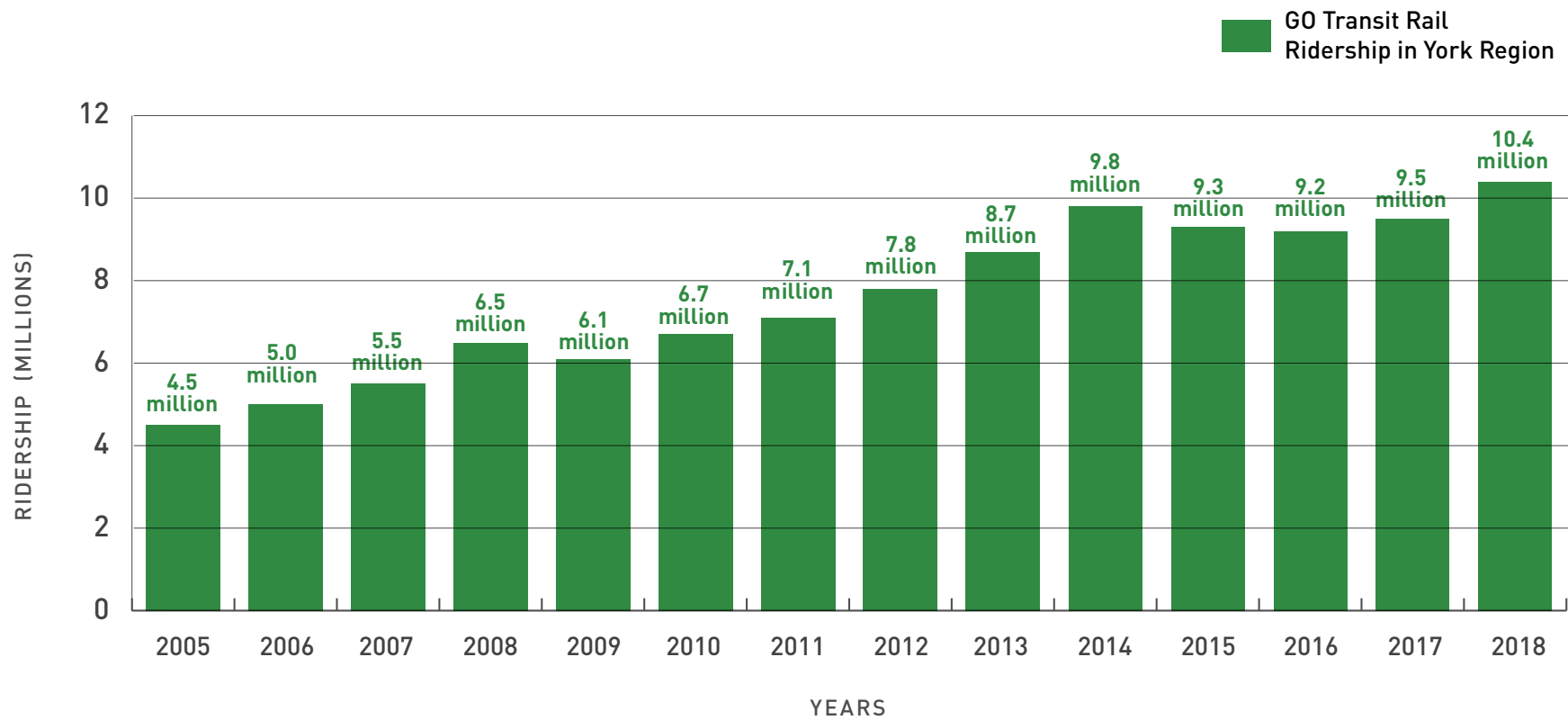
MOBILITY PLUS RIDERSHIP



ON-DEMAND BOARDINGS

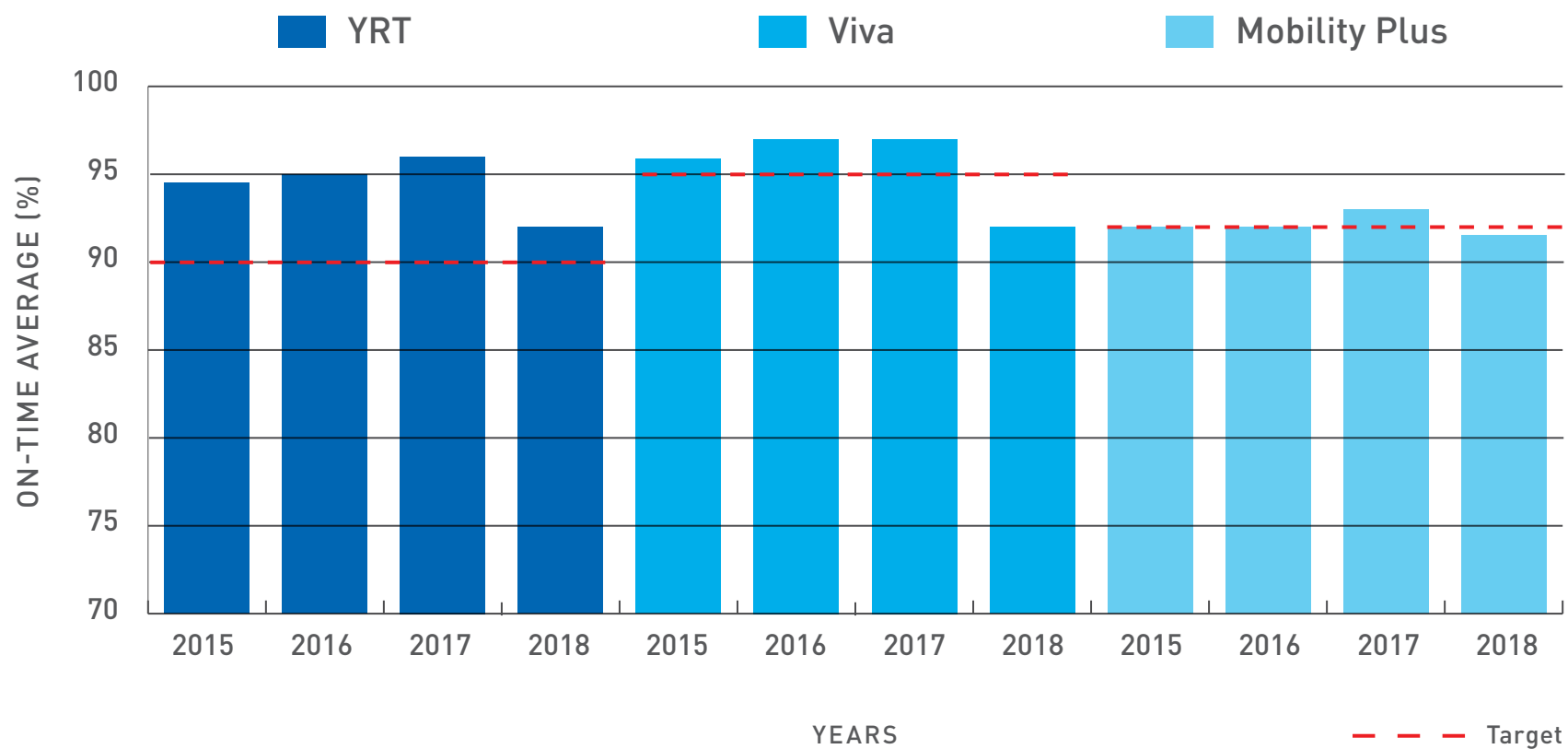


GO TRANSIT RAIL RIDERSHIP IN YORK REGION

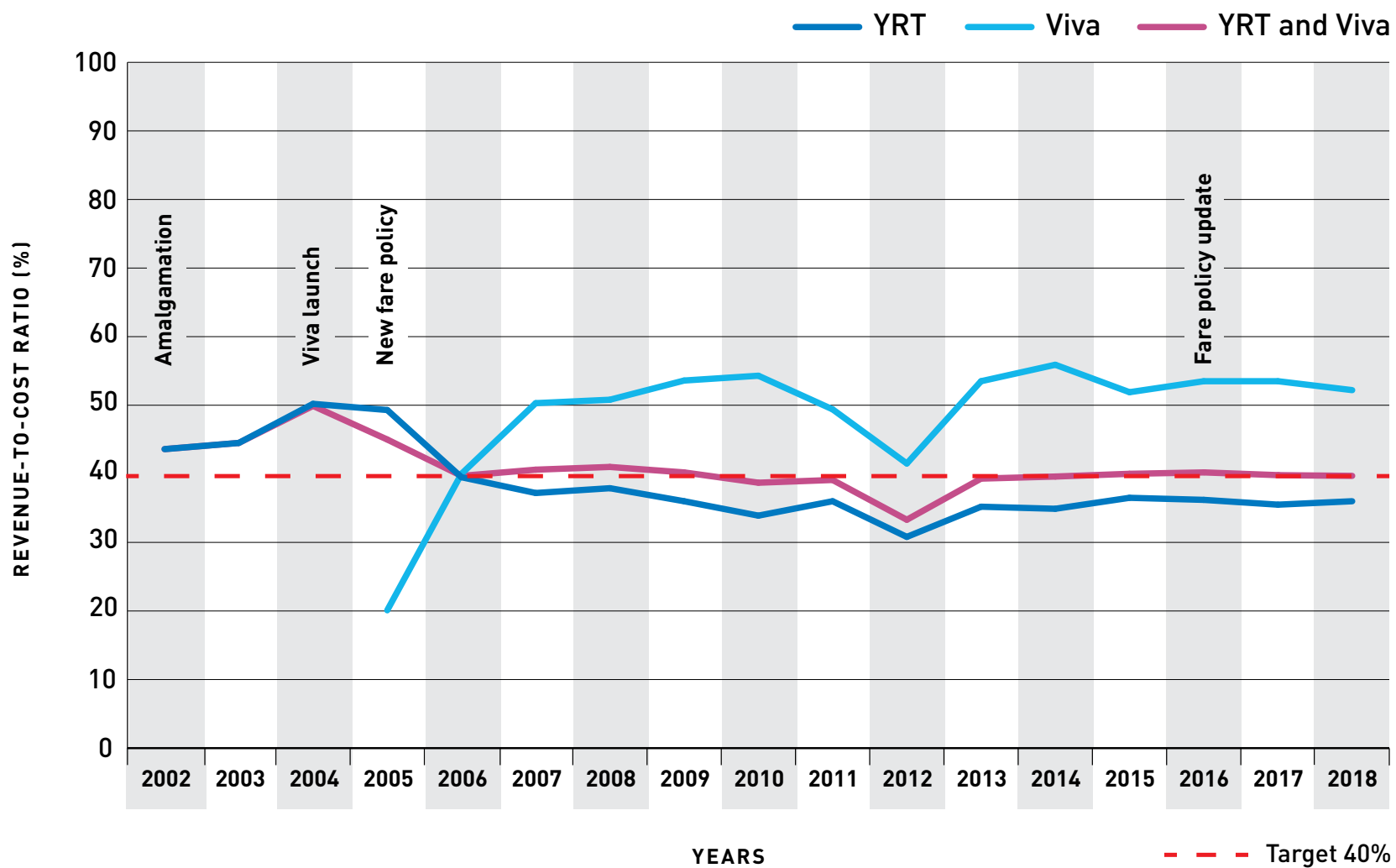


Note: Ridership estimated using a proportion of annual corridor ridership

ON-TIME PERFORMANCE REMAINS HIGH DESPITE OPERATIONAL CHALLENGES



THE 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.



Susan Wonch, Supervisor, Transit Enforcement and Security on the right with her colleagues from the Toronto Transit Commission and GO Transit, receive their CUTA Corporate Leadership Award



PARTNERSHIPS

Municipalities



Town of
East Gwillimbury



Government and Associations



Transit Agencies





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

MOBILITY PLUS



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
MV1 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).....	13
(cash, credit or debit)	
Ticket Vending Machines (TVM)	167
(cash and debit only)	
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

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

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%
Other	24%
Chinese	11%
French.....	9%
Russian	3%
Tamil	3%
Persian (Farsi).....	5%
Italian	3%



Reason for Travel

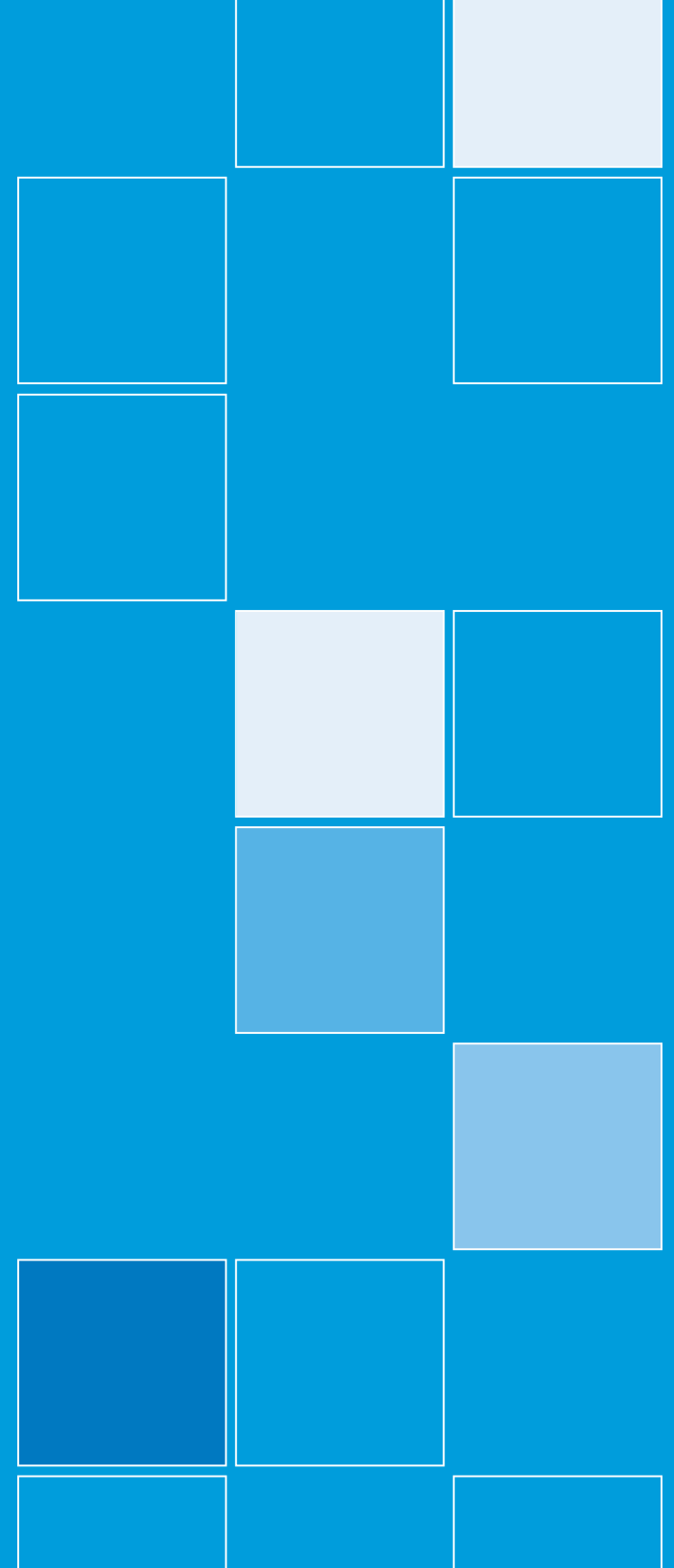
Work.....	47%
Education.....	33%
Personal	20%

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





Please keep our environment green and recycle after use.

