

Clause 5 in Report No. 4 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on March 29, 2018.

5

2017 Transit System Performance Update

Committee of the Whole recommends:

1. Receipt of the presentation by Ann-Marie Carroll, General Manager, Transit, Transportation Services.
2. Adoption of the following recommendation contained in the report dated February 16, 2018 from the Commissioner of Transportation Services:
 1. This report be received for information.

Report dated February 16, 2018 from the Commissioner of Transportation now follows:

1. Recommendations

It is recommended this report be received for information.

2. Purpose

This report provides Council with 2017 York Region Transit (YRT) ridership and overall system performance information.

3. Background

Transit measures service performance in a number of ways. Revenue and operating data is generated through a variety of software that is gathered into a business intelligence system. Reports are generated and used by staff to monitor system-wide performance, as well as making operational and financial decisions. Staff also monitors service in real-time to manage the day-to-day operation. The most common service performance measures used by the transit industry include:

- Revenue ridership - the number of paying travellers using the service.
- Net cost per passenger – net cost to operate a route divided by the number of travellers
- On-time performance – the reliability of the service provided to the traveller. This is a key indicator for the overall success of the Operation and Maintenance contracts
- Revenue-to-cost ratio – revenue collected through transit fares compared to the cost to operate service

4. Analysis and Implications

YRT’s revenue ridership increased by 1.2 per cent from approximately 22.8 million in 2016 to 23.1 million in 2017

In 2017, 131 routes and 519 Region-owned buses provided service across York Region’s large geographic area.

Revenue ridership across the Greater Toronto and Hamilton Area continues to grow, as shown in Table 1. Agencies seeing healthy ridership growth, such as Brampton Transit, have recently introduced new or expanded rapid transit services and improved frequencies along core route feeding their rapid transit network.

Table 1
Greater Toronto and Hamilton Area 2016/2017 Revenue Ridership

Transit Agency	Change (+/- %)	Revenue Ridership	
		2016	2017
Brampton Transit	18.4	23,129,596	27,391,889
Oakville Transit	3.3	2,851,369	2,945,877
Burlington Transit	3.1	1,898,105	1,956,884
GO Transit	2.4	66,838,152	68,464,543
York Region Transit	1.2	22,822,806	23,091,613
MiWay (City of Mississauga)	1.0	39,014,497	39,400,996
Toronto Transit Commission	-0.8	537,595,000	533,200,000
Hamilton Street Railway	-0.3	21,480,017	21,406,608
Durham Region Transit	n/a*	10,189,642	n/a*

*Ridership not yet reported for 2017

The college faculty member strike from October 16, 2017 to November 20, 2017, had a negative impact on transit ridership across the Greater Toronto and Hamilton Area. In York Region, the estimated total revenue ridership loss is estimated at 49,500, or 0.2 per cent.

Viva service experienced an overall ridership increase of 2.6 per cent in 2017

In 2017, Viva services experienced the highest overall ridership increase with an average of 24,134 travellers per weekday. Ridership increased the most on completed sections of rapidway in the Towns of Richmond Hill and Newmarket, and the City of Markham:

- Viva Purple ridership in the City of Markham and Town of Richmond Hill increased 5.3 per cent over 2016
- Viva Pink ridership in the City of Markham and Town of Richmond Hill increased 5.3 per cent over 2016
- Viva Yellow ridership in the Town of Newmarket increased 12.7 per cent over 2016

Conventional service experienced an overall ridership increase of 0.1 per cent in 2017

Conventional service carried 53,951 travellers per weekday with Express Services, High School Specials and routes operating on major corridors carrying the most travellers.

Key destinations in 2017 included Toronto Transit Commission (TTC) Subway Stations, Vaughan Mills Mall, York University, Canada's Wonderland, Markham Stouffville Hospital, Markham City Centre, Markville Mall and Upper Canada Mall.

Mobility Plus service experienced an overall ridership increase of 0.1 per cent and on-demand of 84 per cent

In 2017, Mobility Plus carried an average of 1,416 travellers per weekday, or 408,190 overall.

In 2017, Mobility Plus launched the Council-approved On-Demand Transit Strategy, to reduce conventional service operating costs. The strategy provides service delivery options for low-demand areas and expanded Family of Service options, and helps to improve service efficiency for the entire system.

2017 Transit System Performance Update

On-demand service delivered an additional 8,913 trips in 2017. Additional on-demand services will be implemented in 2018, and subsequent years, to improve the efficiency of operating transit services in low-demand areas of the Region.

Net-cost-per-passenger improved system-wide in 2017

Net-cost-per-passenger is calculated in February and September each year. In 2017, 64 routes operated rush hour services within the one-time and two-time average fare categories. Routes within these categories carry significantly more travellers per trip, reducing the cost to operate the service.

Routes operating at a higher subsidy per traveller operate less frequent service in suburban and rural areas. Attachment 1 shows the September 2017 net-cost-per-passenger for the YRT system.

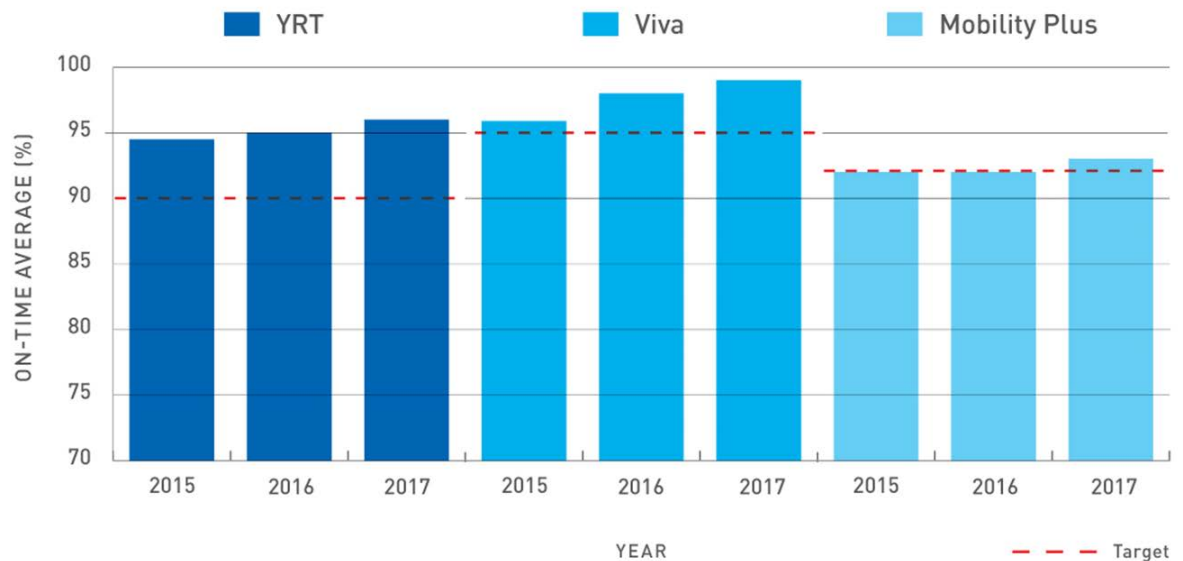
On-time performance continued to improve in 2017

On-time performance is a measure of the quality of service scheduled by YRT and delivered by its operating contractors. Staff monitor on-time performance both on-street and through the centralized control centre.

Using data processed through a business intelligence system, staff determines the on-time performance at every timing point on every route, makes system adjustments and measures the delivery of service by the each contractor.

The on-time performance target for conventional service is 90 per cent, Viva service is 95 per cent and Mobility Plus service is 92 per cent. These targets continued to be met in 2017, as shown in Figure 1.

**Figure 1
2017 On-Time Performance**

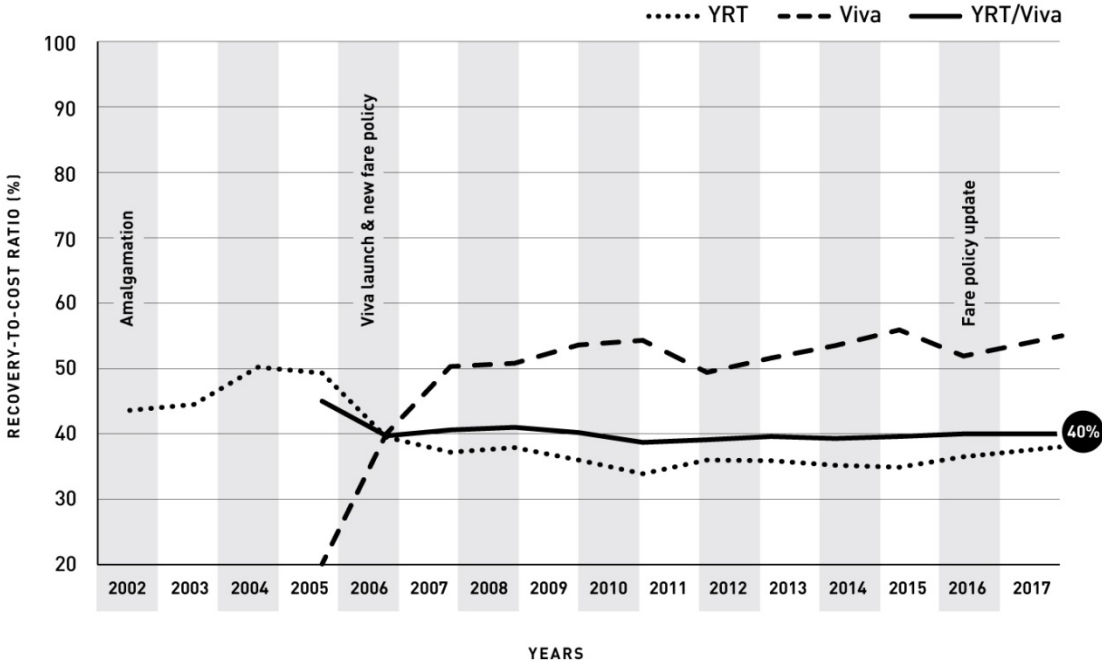


YRT maintained a revenue-to-cost ratio of 40 per cent in 2017

Total revenue collected in 2017 was approximately \$72.0 million and total direct operating expenditures were \$178.8 million. This allowed YRT to remain at a 40 per cent revenue-to-cost ratio.

2018 transit initiatives are intended to be cost-neutral and funded by identified operating efficiencies. A revenue-to-cost ratio of 40 per cent is expected to be maintained in 2018. Figure 2 shows revenue-to-cost ratio trends on an annual basis and Table 2 identifies the revenue-to-cost ratios for transit agencies operating in the Greater Toronto and Hamilton area.

**Figure 2
Revenue-to-Cost Ratio Trends**



Annual trends show the revenue-to-cost ratio for the entire system averaging at 40 per cent. Viva maintained a 50 per cent or higher revenue-to-cost ratio and this can be attributed to the frequency of service to major destinations and running on high-demand corridors. Some YRT conventional services operate below the 40 per cent average because they are community-based and less frequent.

**Table 2
Greater Toronto and Hamilton Area 2016 Revenue-to-Cost Ratio**

Transit Agency*	Revenue-to-Cost Ratio (2016)
GO Transit	70%
Toronto Transit Commission	70%
Hamilton Street Railway	50%
MiWay (City of Mississauga)	48%
Brampton Transit	46%
York Region Transit	40%
Durham Region Transit	39%
Burlington Transit	35%
Oakville Transit	30%

*Transit agencies have not yet reported revenue-to-cost ratio for 2017

2017 Transit System Performance Update

YRT's revenue-to-cost ratio aligns with other transit agencies operating services in similar geographic areas to York Region.

In 2017, YRT implemented new projects and programs to enhance the overall traveller experience

2017 Transit initiatives included:

- Realigned transit services to the TTC Line 1 Subway Extension and began operating service to two new bus terminals, with the third to open in 2018
- Launched a new Viva Purple branch in the City of Markham
- Restructured Viva Orange to service the Richmond Hill Centre Terminal
- Converted four TTC contracted services over to YRT service
- Made service improvements on select base routes
- Launched the YRT Pay App, removed all fare zones and began the process of becoming a paperless transit system
- Began construction of a vendor space at Richmond Hill Centre Terminal
- Implemented Wi-Fi at all YRT transit terminals
- Built and opened the YRT Travel Training Centre
- Hosted the 2017 Canadian Urban Transit Association Fall Forum
- Designed and launched YRT Live Chat

Additional measures were implemented to operate services more effectively

In 2017, Council approved the new On-Demand strategy. Staff began to convert routes operating in the three and four-times the average fare categories to On-Demand service. As part of the 2018/2019 Annual Service Plan process, additional poor performing conventional routes will be identified for conversion to On-Demand service.

In December 2017, with the opening of the Line 1 Subway, YRT began operating 60-foot articulated buses on Jane Street. This reduced the need to add extra buses to accommodate passengers travelling in this high-demand corridor.

Articulated vehicles provide additional capacity for travellers at no additional cost to operate the service.

Council approved the Ridership Growth Strategy in November 2017

Staff will continue implementing the YRT Ridership Growth Strategy, specifically focusing on the following primary initiatives:

- Raising community awareness
- Continuing to find fare and service integration opportunities with other transit agencies
- Increasing communication within York Region
- Reviewing and implementing opportunities to invest in new service initiatives
- Focusing service in areas of concentrated urban form
- Continuing to implement special pass programs
- Monitoring changing demographics to identify opportunities to tailor specific transit services

5. Financial Considerations

YRT'S 2017 revenue was approximately \$72.0 million

Fare revenue specifically from increased ridership totalled \$0.8 million. In addition to fare revenue, conventional bus and shelter advertising resulted in an additional \$1.7 million in non-fare revenue.

In 2017, Pattison Outdoor Advertising successfully completed the second year of their five-year contract selling advertising on conventional YRT buses. In the second year of the contract, they brought in \$1.3 million in non-fare revenue for the system. Conventional bus shelter advertising, sold by Outfront Media, brought in \$0.4 million.

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 economic benefits.

7. Conclusion

Transit met its primary service objectives in 2017

Transit ridership in York Region exceeded staff's forecast for 2017. A 1.7 per cent ridership increase is being forecasted for 2018. Staff will monitor development along the more densely developed corridors and continue to align service strategies, such as the Frequent Transit Network identified in the Region's Transportation Master Plan, to take advantage of ridership potential.

Revenue-to-cost ratio of 40 per cent was achieved in 2017 and is forecasted to be maintained into 2018.

Service quality remains high with on-time performance exceeding the expected standard.

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

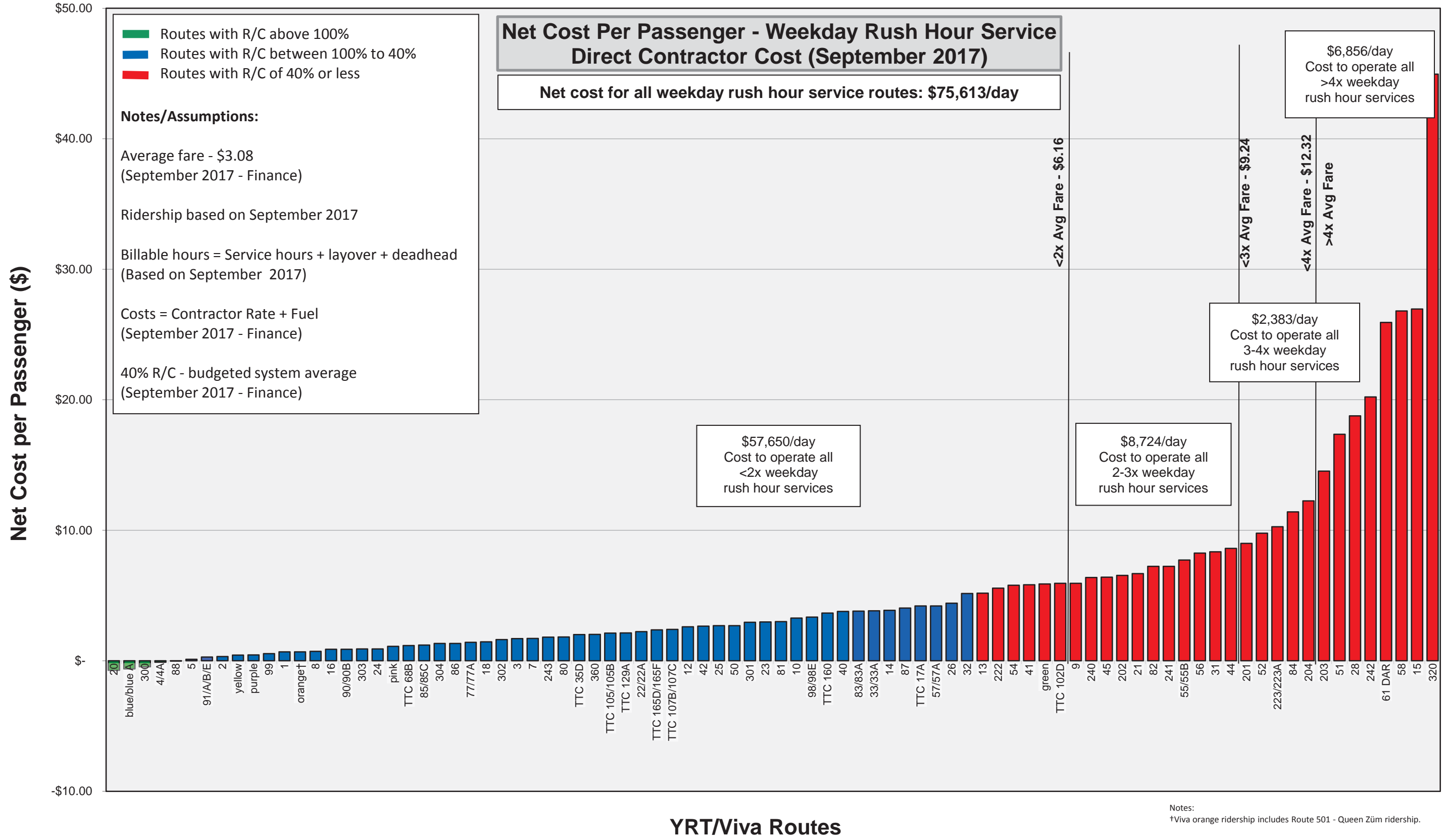
The Senior Management Group has reviewed this report.

February 16, 2018

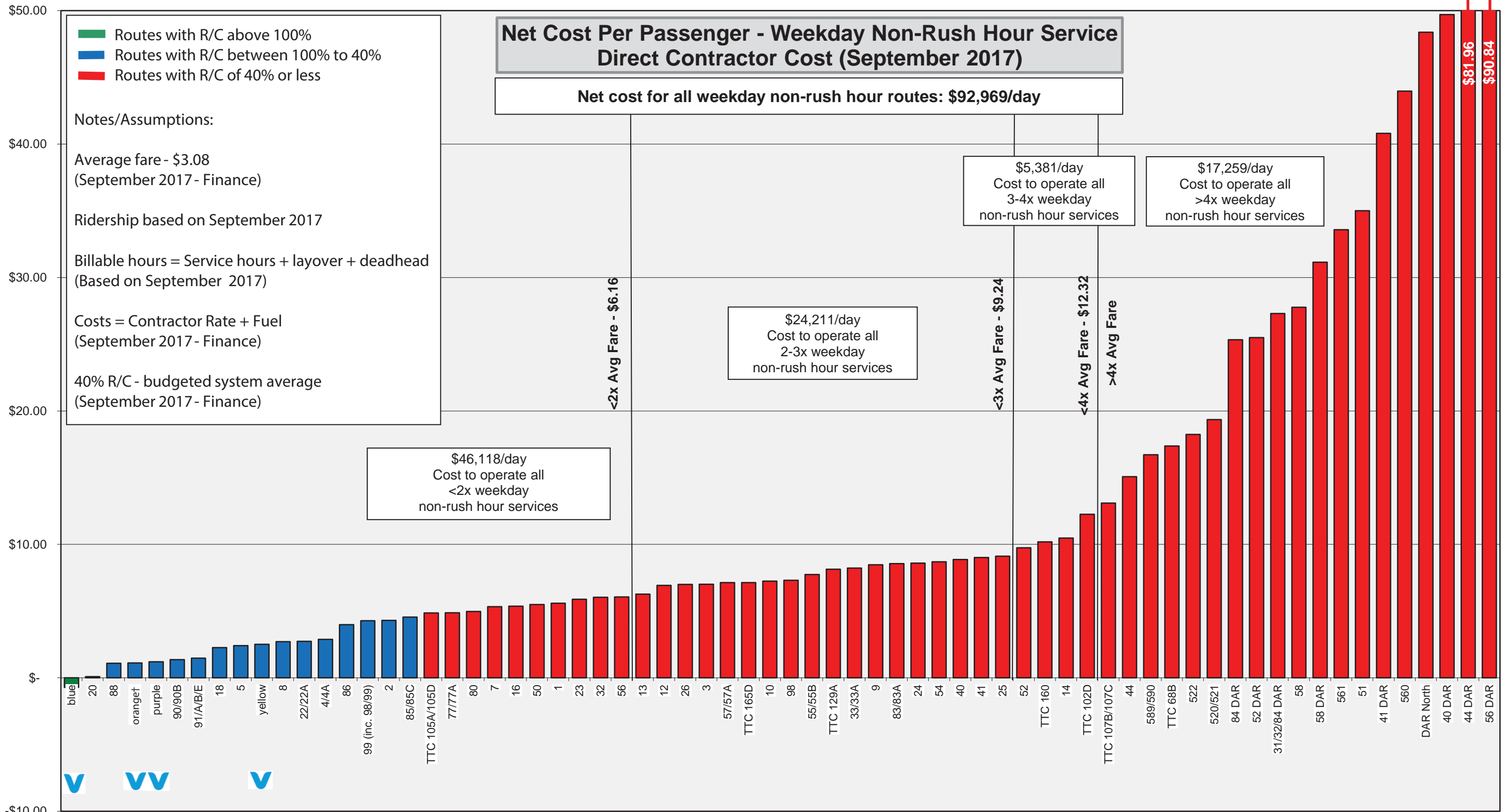
Attachments (1)

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Accessible formats or communication supports are available upon request

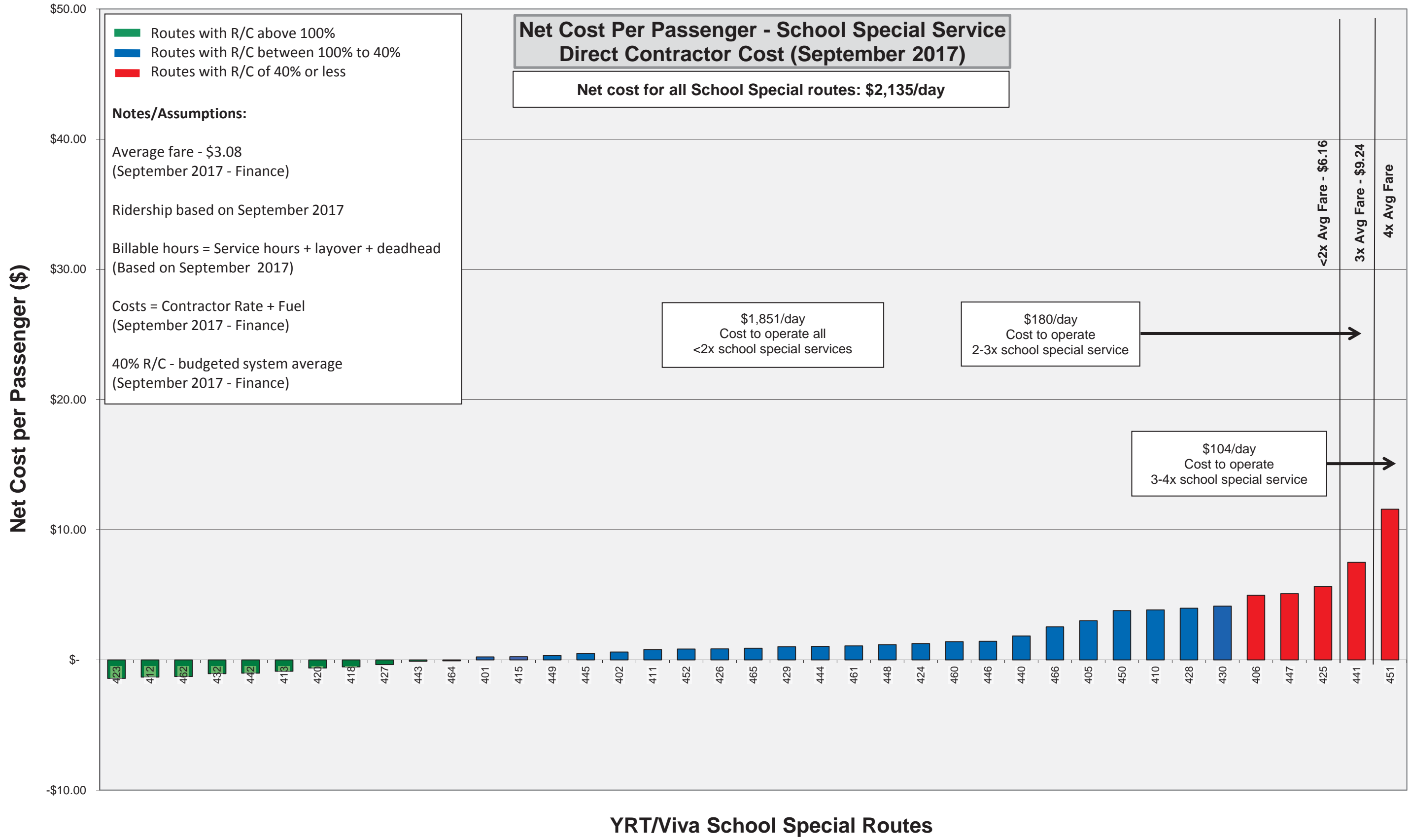


Net Cost per Passenger (\$)

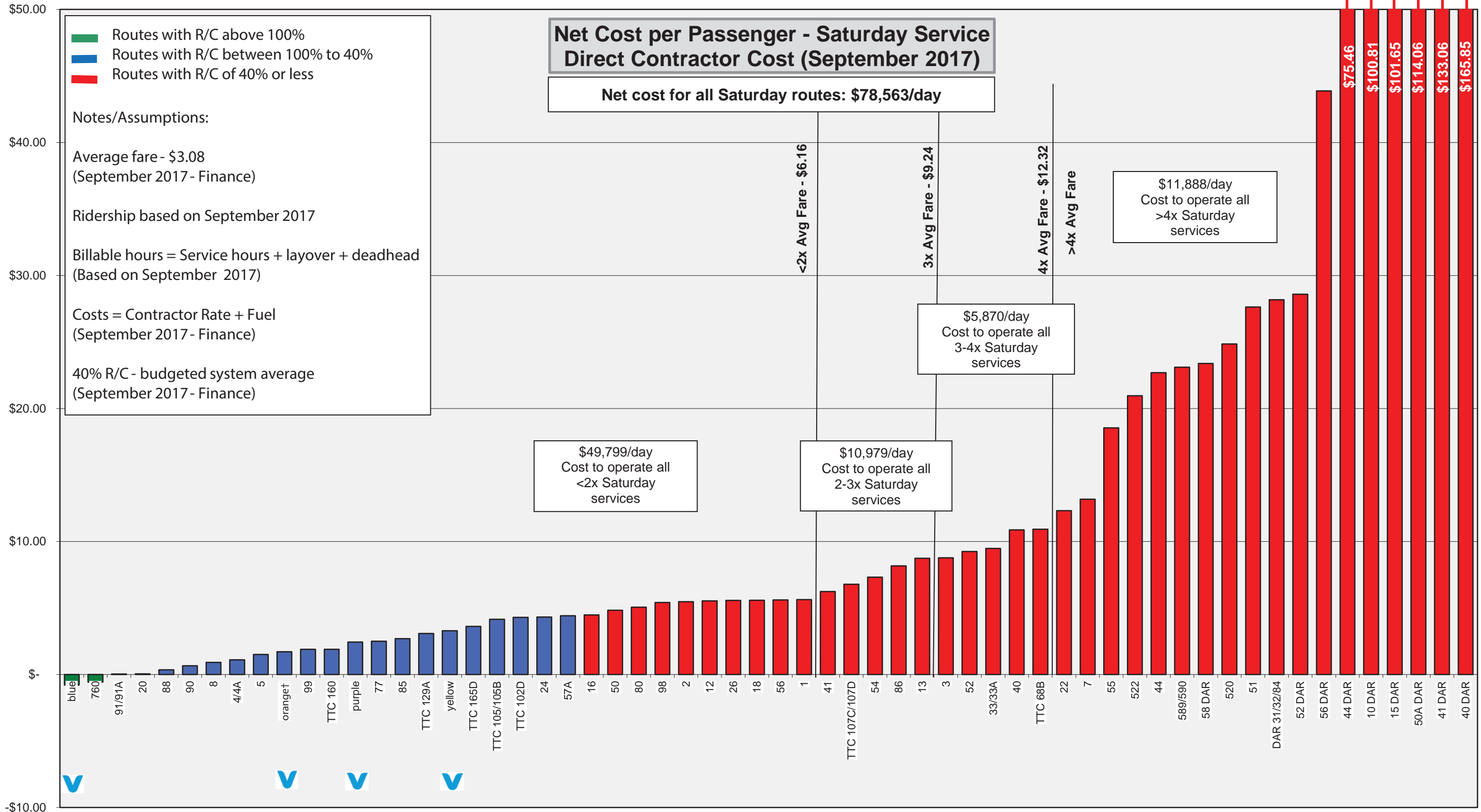


YRT/Viva Routes

Notes:
 †Viva orange ridership includes Route 501 - Queen Züm ridership
 *Zone 1 DAR is weekday midday zonebased Dial-a-ride in the Oak Ridges area (Route 84 - Oak Ridges)
 *Zone 2 DAR is weekday evening and Saturday zonebased Dial-a-ride in the Aurora and Oak Ridges area

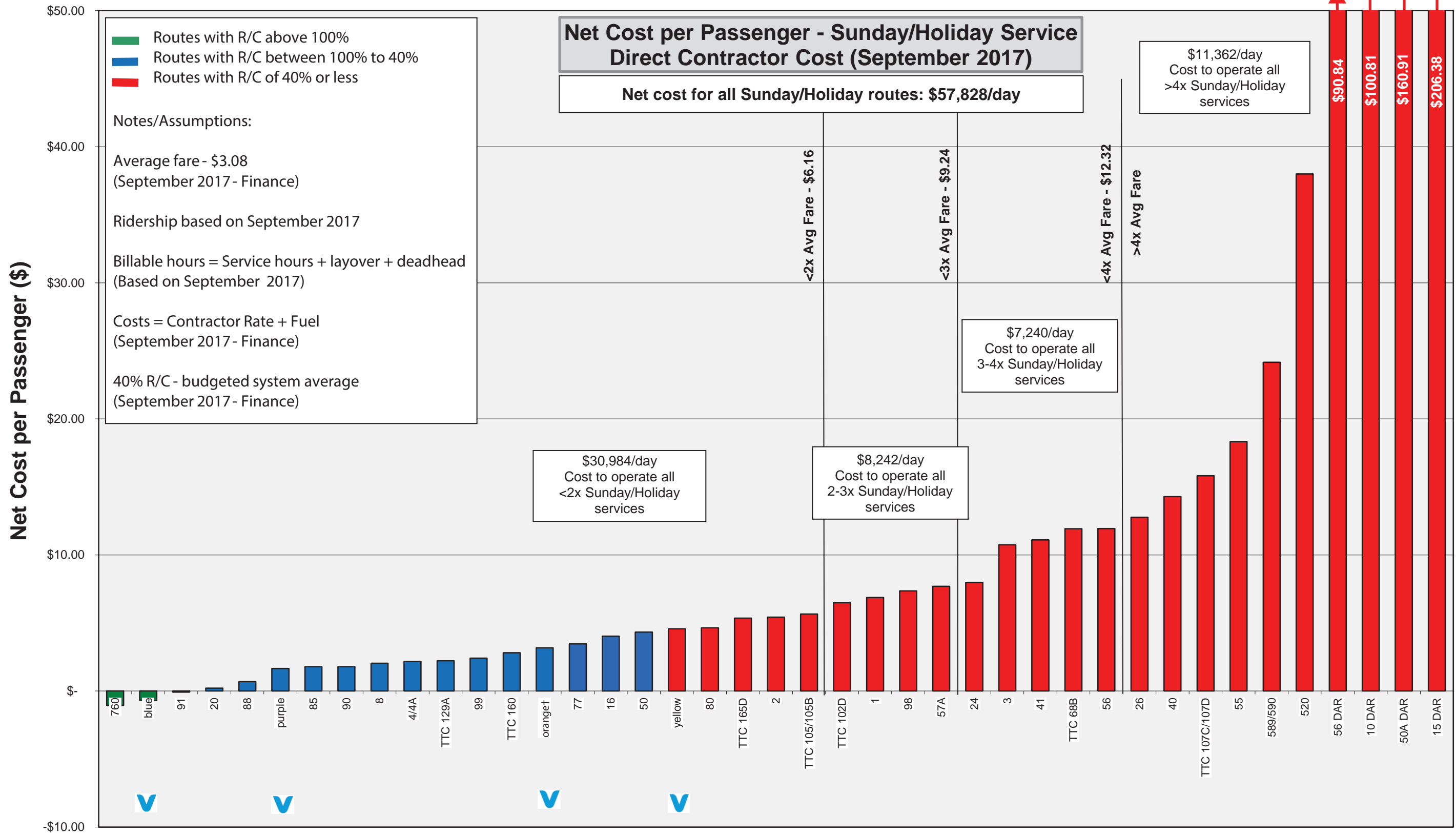


Net Cost per Passenger (\$)



YRT/Viva Routes

Note:
 †Viva orange ridership includes Route 501- Queen Züm ridership.
 *Zone 2 DAR is weekday evening and Saturday zone-based Dial-a-ride in the Aurora and Oak Ridges area (Route 32 - Aurora South / Routes 84 - Oak Ridges)



YRT/Viva Routes

Note:
†Viva orange ridership includes Route 501- Queen Züm ridership.

York Region Transit 2017 System Performance

Presentation to
Committee of the Whole

Ann-Marie Carroll

March 1, 2018



Agenda

1. 2017 System Performance
2. 2017 Traveller Enhancements



Increasing
Business Effectiveness



Enhancing
Traveller Experience



Building
System Improvements

System Performance Measurements

Metric	Definition
Revenue Ridership	Number of paying travellers using the service. Does not include transfers.
Net cost per passenger	Net cost to operate a route divided by the number of travellers.
On-time performance	Reliability of the service provided to the traveller. This is a key indicator for the overall success of the Operation and Maintenance Contracts.
Revenue-to-cost ratio	Revenue collected through transit fares compared to the cost to operate service.

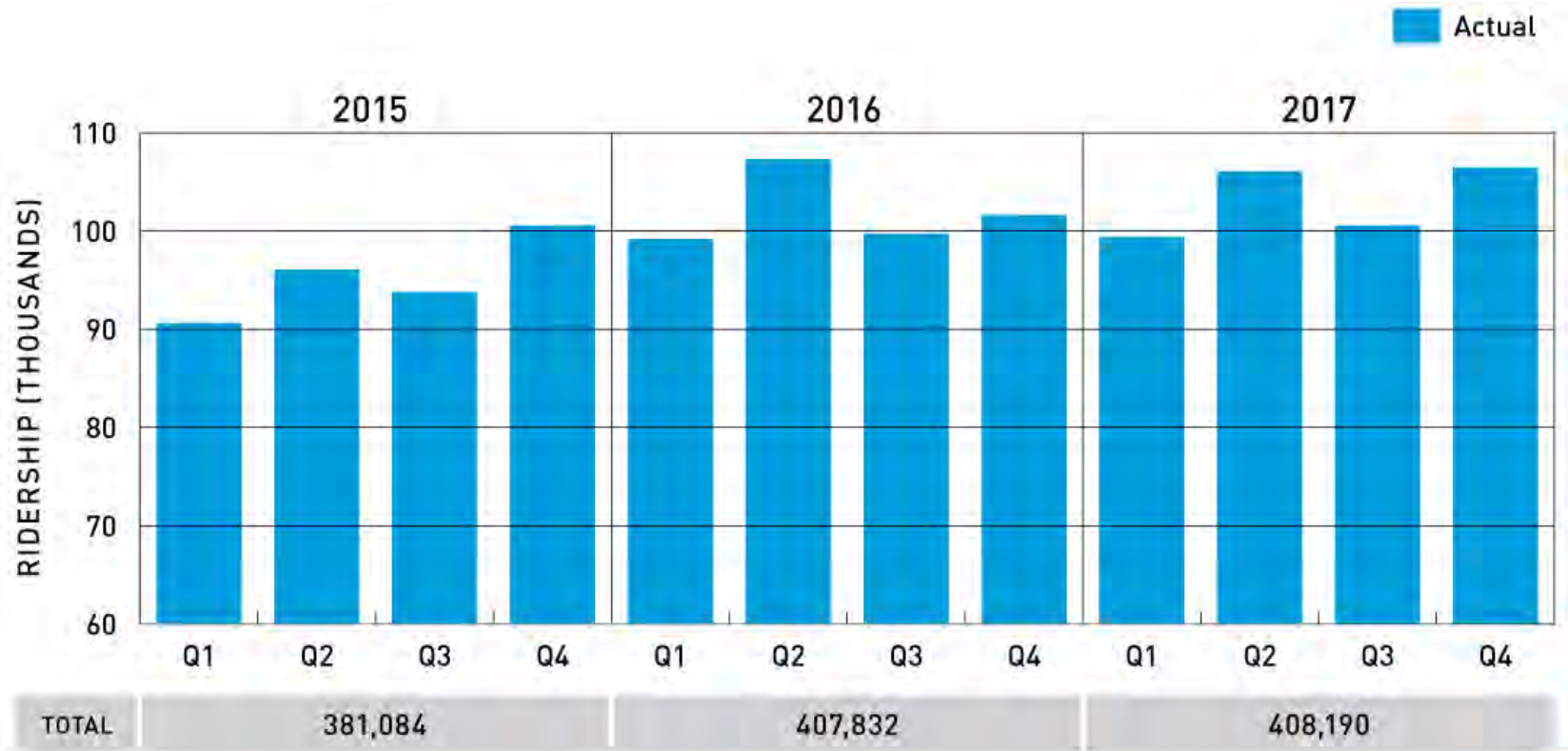
Customer feedback is also used to adjust and plan service

Revenue Ridership



39 per cent of YRT travellers are age 25 to 44

Mobility Plus Ridership



Mobility Plus ridership remained stable

On-Demand Ridership



On-Demand ridership grew by approximately 84 per cent in 2017

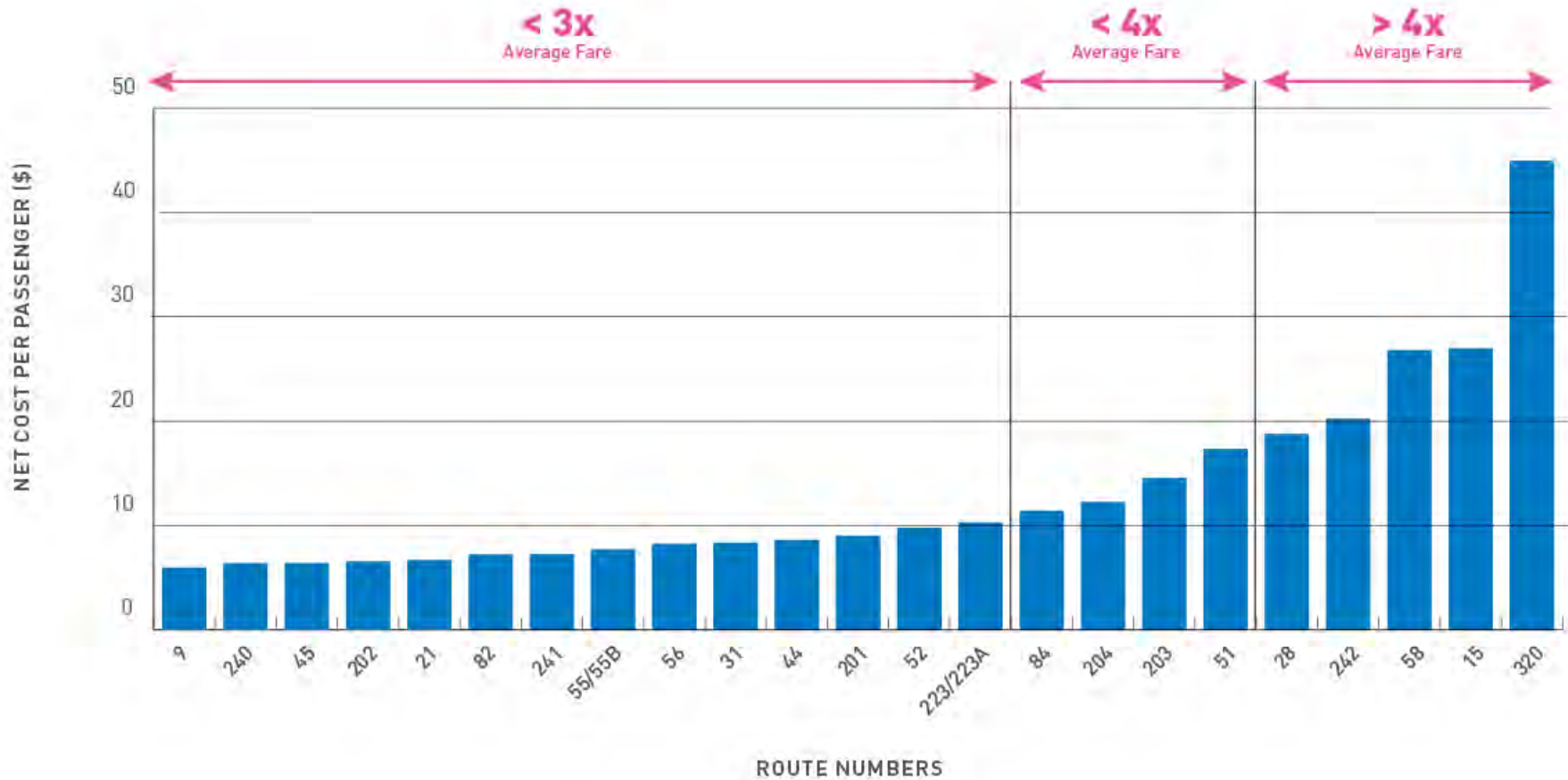
Revenue Ridership

Transit Agency	Change %	2016	2017 (preliminary results)
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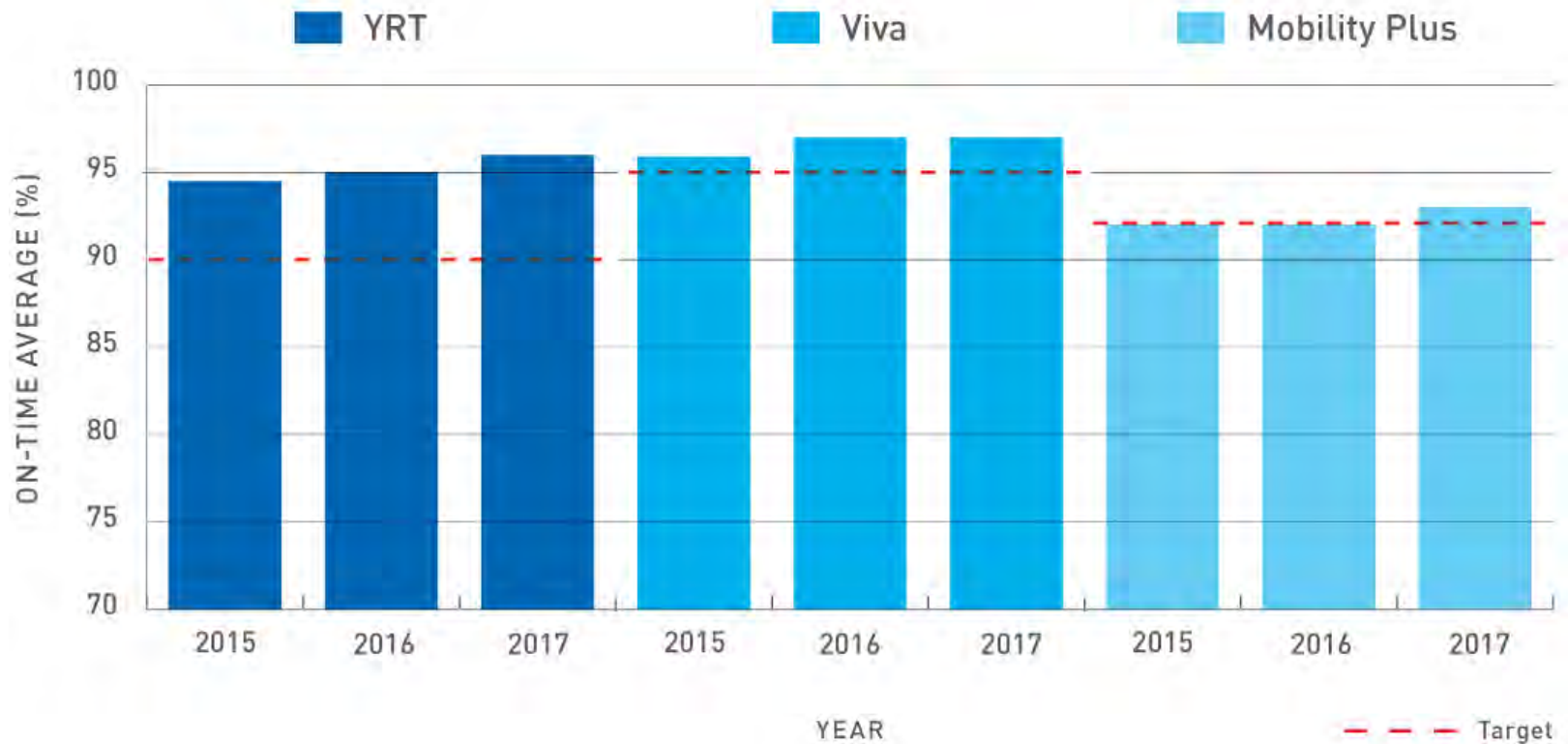
Ridership across the GTHA continues to grow at a moderate rate

Net Cost Per Passenger

Weekday rush-hour

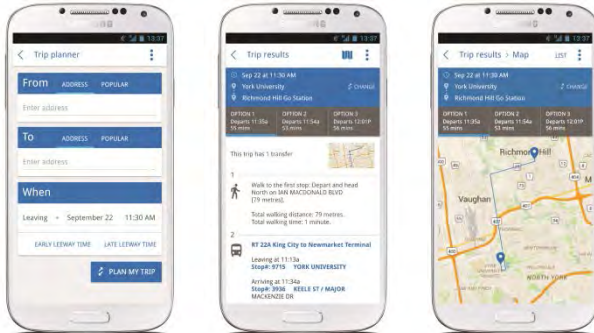


On-Time Performance



On-time performance targets are 90 per cent for YRT; 95 per cent for Viva and 92 per cent for Mobility Plus

Next Bus Information



BUS STOP	PLATFORM #	BUS STOP	PLATFORM #	BUS STOP	PLATFORM #
5883 INSPIRATION	04	4199 TRENCH		4195 HAMILTON - Road Signale	03
ROUTE 81 INSPIRATION		ROUTE 83 TRENCH		ROUTE 84 HAMILTON - Road Signale	
WESTBOUND to Richmond Street & Jefferson St/Edmond		SOUTHBOUND to Richmond Hill Centre Terminal		SOUTHBOUND to Richmond Hill Centre Terminal	
WEADEST		WEADEST		WEADEST	
SCHEDULE		SCHEDULE		SCHEDULE	
STATIONS		STATIONS		STATIONS	
MAP		MAP		MAP	



Looking towards the future! RideNow is here!

Get the time of your next scheduled bus with just a bus stop number and your email.

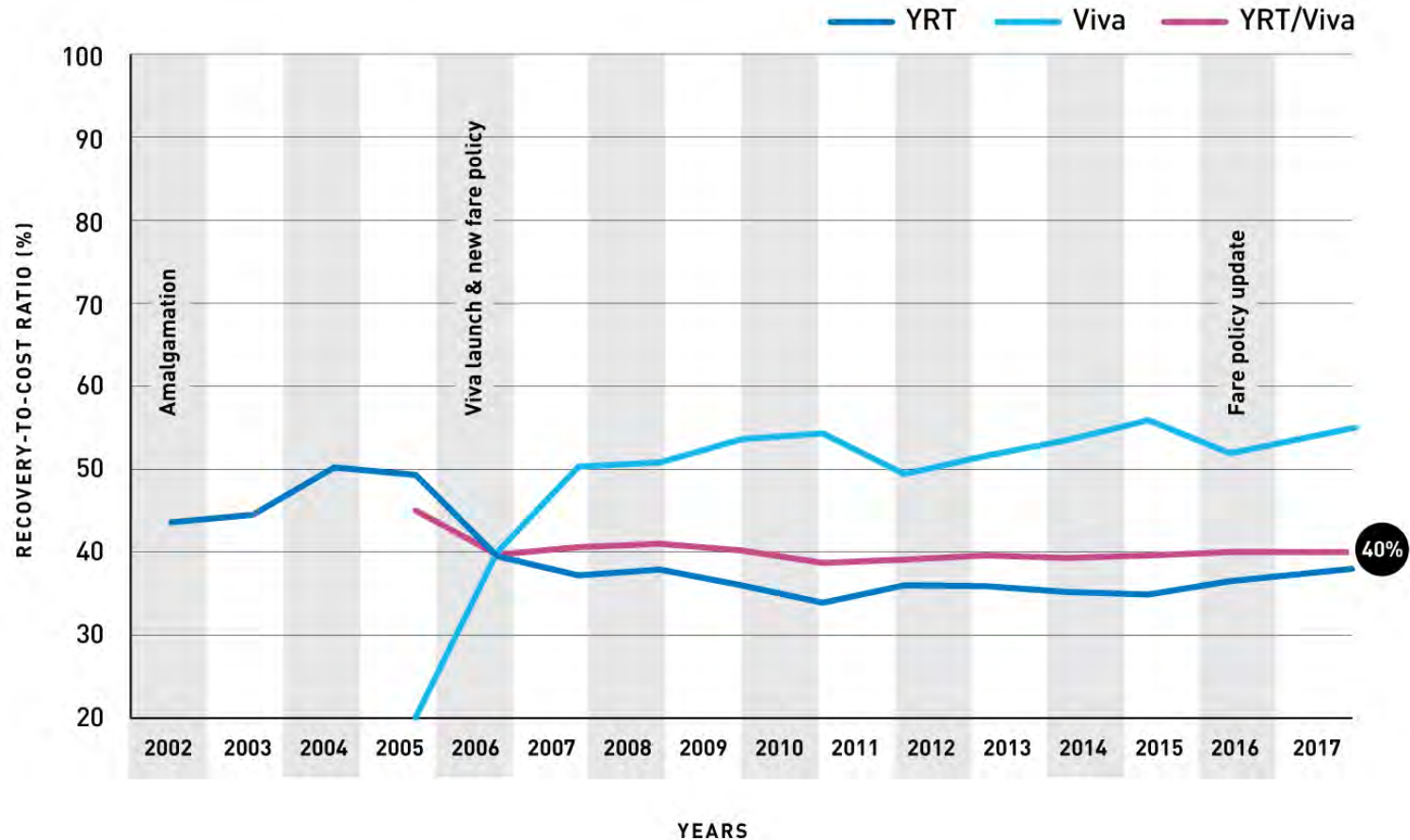
Get more out of your bus stop number!

Learn more about the new features and how to use them.



YRT offers travellers many options to view their route information

Revenue-to-Cost Ratio



In 2017, YRT/Viva met its revenue-to-cost ratio target of 40 per cent

Revenue-to-Cost Ratio

Transit Agency	Revenue-to-Cost Ratio 2016	Service Area Square Kilometres
GO Transit	70%	Inter-Regional
Toronto Transit Commission	70%	632
Hamilton Street Railway	50%	235
MiWay (City of Mississauga)	48%	179
Brampton Transit	46%	267
York Region Transit	40%	1,776
Durham Region Transit	39%	406
Burlington Transit	35%	98
Oakville Transit	30%	104

YRT's revenue-to-cost ratio aligns with other GTHA transit systems

2017 Traveller Enhancements

Pay App and Zone Removal



YRT / Viva is going paperless!

Beginning July 1, 2017, YRT/Viva will no longer sell paper tickets and passes. Customers will have the option to purchase fares using a PRESTO card or through their smartphones with the new YRT/Viva Pay app coming soon. Exact cash fare will still be available. For more details, visit yrt.ca/paperless

  1-866-MOVE-YRT (648-3778) TTY: 1-866-276-3278
25 High Tech Road, 5th floor, Richmond Hill, ON L4B 2M7
transinfo@yrt.ca | yrt.ca 



Pay by phone

A MOBILE FARE PAYMENT OPTION IS JUST AROUND THE CORNER





2018

Transit Initiatives

On-Demand Transit Strategy



Travellers can request transit services when and where they need it

Travel Training Centre



Hosted the CUTA Fall Forum



Ridership Growth Strategy

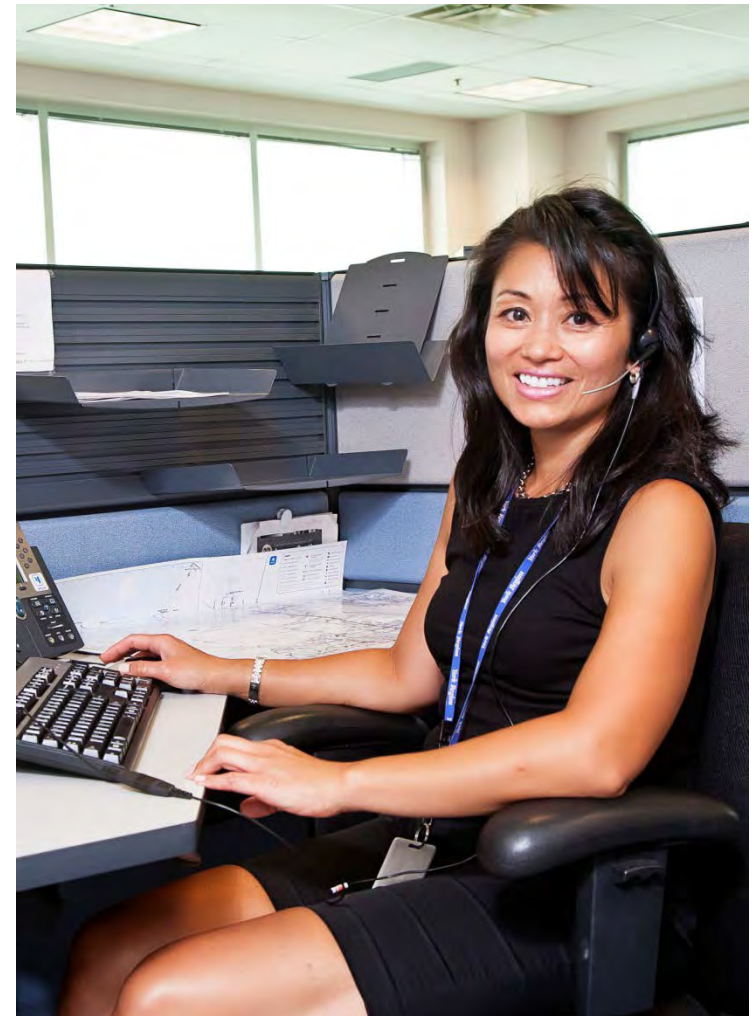
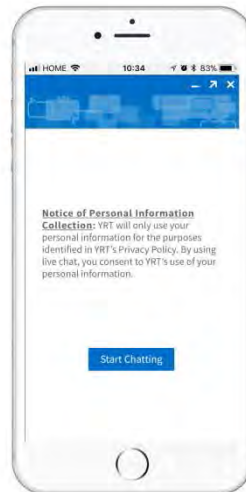
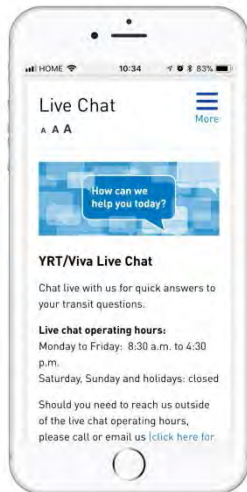


Special Pass Programs



YRT is implementing fare programs to offer even more convenient payment options for travellers

Live Chat Pilot



Wi-Fi at Terminals

Legend

 **Public Wi-Fi**



Line 1 Subway Extension



Vaughan Metropolitan Centre



Pioneer Village









Highway 407



York University

Subway now open! Get on board. Let's move!
The TTC Line 1 Subway Extension is now open! Visit yrt.ca/subway for details.

 yrt.ca     



Increased Traveller Capacity



YRT now operates articulated buses on high-demand corridors

Richmond Hill Centre Terminal



