

ANNUAL SERVICE PLAN

2012

THE FUTURE OF PUBLIC TRANSIT



YORK
REGION
TRANSIT

VIVA

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Appendix A

2012 Annual Service Plan

Public Consultation:
Municipal Meetings,
Public Information Centres
& Stakeholder Workshops



Table A-1: Municipal Meetings

Municipality	Date
Town of Georgina	Thursday, July 21, 2011
Town of East Gwillimbury	Monday, July 18, 2011
Town of Newmarket	Thursday, July 14, 2011
Town of Aurora	Thursday, July 21, 2011
Town of Richmond Hill	Tuesday, July 19, 2011
Town of Whitchurch-Stouffville	Wednesday, July 27, 2011
Town of Markham	Friday, July 15, 2011
City of Vaughan	Monday, July 18, 2011
Township of King	Tuesday, July 12, 2011

Table A-2: Public Information Centres (PICs)

Municipality	PICs Locations and Dates
Town of Georgina	Location: Georgina Public Library Date: August 31, 2011
Town of East Gwillimbury	Location: Mount Albert Community Centre Date: August 18, 2011
Town of Newmarket	Newmarket GO Bus Terminal August 10, 2011
Town of Aurora	Location: Aurora GO Train Station Date: August 30, 2011
Town of Richmond Hill	Location: Hillcrest Mall Date: August 11, 2011
Town of Whitchurch-Stouffville	Location: Lebovic Community Centre Date: August 22, 2011
Town of Markham	Location: Markville Mall Date: August 24, 2011
City of Vaughan	Location: Al Palladini Community Centre Date: August 23, 2011 Location: Promenade Mall Date: September 14, 2011
Township of King	Location: King Township Public Library Date: August 16, 2011

Table A-3: Public Information Centre (PIC) Comments

PIC	Attendance	Comments
Town of Georgina	Six residents	> Request for more service from Keswick to Newmarket > Support for change on Route 86 – Weldrick-Newkirk > Support for Route 83A – Trench Option 1 (operate rush hour only) > Extend TTC Route 35D – Jane to Vaughan Mills Mall > Request for service to/from Schomberg
Town of East Gwillimbury	17 residents, including Mayor Virginia Hackson, Councillor Cathy Morton and Councillor Tara Roy-DiClemente	> Residents did not like that Route 58/58A may no longer service the East Gwillimbury GO Station and the proposed diversion through Leslie Valley. YRT/Viva reviewed the routing and will only change the Mount Albert trips. > The seniors that attended the PIC supported the proposed Route 58/58A routing change because of the connections to the 404 Town Centre, Southlake Regional Health Centre, Upper Canada Mall and Newmarket GO Bus Terminal. > Seniors would like to have transit service on Saturdays to go shopping in Newmarket. A petition was presented with 17 signatures. YRT/Viva will look at the viability of providing this service. > Councillor Morton would like to have a direct connection from Mount Albert to Sutton. > In September 2011, GO Transit increased daily service from four to five trains in both the morning and afternoon. A review of YRT/Viva ridership indicated that 15 passengers (or less than 8 people per direction) use Route 58/58A to get to the East Gwillimbury GO Station. To contain costs, it was proposed that Route 58 would meet the 5:45 p.m. and 6:40 p.m. trains, while Route 58A would meet the 5:15 p.m., 6:10 p.m. and 7:10 p.m. trains. > GO customers would like the Route 58A to meet the 5:45 p.m. > A petition was presented with 50 signatures and YRT/Viva committed to keeping the connection until the February 2012 board period. > Ridership will continue to be monitor to make an assessment on its viability. > Residents were generally in support of the proposed changes – Viva frequency improvements and the restructuring plan for Routes 44, 53 and 57.
Town of Newmarket	50 residents	> Residents were generally in support of the proposed changes – Viva frequency improvements and the restructuring plan for Routes 44, 53 and 57
Town of Aurora	12 residents	> GO train commuters from Barrie getting off/on at the Aurora GO Station would like a better connection to/from State Farm on Route 33 – Wellington. > Request for Sunday service on Route 32 – Aurora South. > Request not to combine Route 31– Aurora North and Route 34 – Industrial Parkway. > Request to use a smaller bus/shuttle for Route 31 – Aurora North to/from the Aurora GO Station (customer thought that a smaller bus would help cut costs and keep the route as is).

Table A-3: Public Information Centre (PIC) Comments

PIC	Attendance	Comments
Town of Richmond Hill	125 residents	> Support for the proposed route changes to Route 83A – Trench and Route 86 – Weldrick-Newkirk. > Request for all day service on Route 81 – Inspiration and frequency improvements on Route 8 – Kennedy. > Inquiries about a university pass or special fare for post secondary students. > Town of Richmond Hill staff expressed concerns with changing Route 83A – Trench to rush hour only service. They would like to see the route extended to include some employment areas currently being developed.
Town of Whitchurch-Stouffville	35 residents including Mayor Wayne Emmerson	> Seniors were concerned about the removal of Route 15 from the Eastern Gate area. YRT/Viva will continue to provide limited service to meet their needs. > Seniors were concerned about the proposed Routes 9 and 15 restructuring, and limiting their ability to travel within Whitchurch-Stouffville. > Requests for more frequent mid-day service, and late evening and weekend service on Route 9. > GO train passengers were concerned about the longer travel time on the proposed Route 9 > Requests for new service or to extend Route 9 to Musselman's Lake and Ballantrae. > Request for fare integration with GO Transit Route 71, to provide services on weekends > Request to extend Route 9 to Steeles Avenue and connect with TTC

Table A-3: Public Information Centre (PIC) Comments

PIC	Attendance	Comments
Town of Markham	80 residents	> Residents liked the changes proposed for the Express Routes in Markham > Request for service in the Donald Cousen Parkway and Copper Creek Drive area > Requests for weekend service for Route 2A – 14th Avenue > Request for earlier afternoon rush hour trips for the Route 301 – Markham Express > Request for a bus stop, northbound at McCowan Road and Highway 7 for Express > Requests for more frequent service on Route 4 – Major MacKenzie > Questions about the 2012 fare increase and high subsidy costs > Questions about vivaNext and Highway 7 construction > Residents would like to see more service connecting to Toronto > Customers liked the changes proposed for the Whitchurch - Stouffville area.
City of Vaughan (Al Palladini Community Centre)	30 residents including Councillor Marilyn lafrate	> Residents in the Major Mackenzie/Weston area would like improved Sunday service. > Residents liked the proposed changes for the Route 20 Saturday/Sunday service. > Concerns with the September 2011 frequency reduction on Route 360. Operations will monitor the route and adjust as required if over crowding occurs. > Seniors would like a community bus and one customer suggested that from 10 a.m. to 4 p.m. seniors should ride for free. > Customer would like bike racks on Viva vehicles. > Customer service has improved. > Request for later Sunday service on Route 4.
City of Vaughan (Promenade Mall)	50 residents	> There were no negative comments received about the proposed 2012 Vaughan changes. Customers were interested in the research behind the fare subsidy maps. > Requests for more transit service on Dufferin Street > Request for more bike lanes on York Region roads > Feedback on the new website/trip planner > Questions about the current fare structure and how it works with the TTC > General questions about vivaNext construction and PRESTO > One resident gave up his car when Viva launched in 2005 and told many how easy the system is to use. He was very happy to hear about the enclosure at the Richmond Hill Centre Terminal and future washrooms.

Table A-4: Transit and Stakeholders Workshops

Workshop	Minutes
Transit Partners	> New subway trains with eight to nine per cent more capacity > Barrie and Stouffville GO train lines will have platform extension in the next five years to accommodate 12 car trains > Extra train trips will be added on the Stouffville and Richmond Hill GO train lines within next few years. > Richmond Hill line extension to Stouffville Road and Highway 404 (Gormley), bus loop will be included in the design
Stakeholders	> Sidewalks needed along Bloomington Sideroad > Connections from GO Transit to YRT/Viva during morning rush hour periods > Recruiting companies have challenges with hiring because of transit options > Extend Route 91 - Bayview to Aurora > Humber College bus loop will be completed next year > Fare structure issues • Two fares is expensive (YRT/Viva and TTC) • York University concerns about fare agreement with the subway extension > Seneca College • TTC Route 224D – Victoria Park needs assessing to meet Seneca College Markham Campus requirements. • Newham campus to Markham campus service • GTA monthly pass request > Markham Stouffville- Hospital construction will be finished in 2013

Table A-5: Website Comments

Municipality	Comments
East Gwillimbury	➤ Customer needs Route 31 Aurora North to maintain its current route and continue to meet all GO train times. ➤ Customer recommends Viva purple A service that would bypass the construction zone on Highway 7 and operate directly to Markham-Stouffville Hospital. ➤ Customer would like to see a modification to the structure of Viva blue A; have the route run express (no stops) between Finch GO Bus Terminal and Richmond Hill Centre Terminal (reverse during morning rush hour), then make all stops after the Richmond Hill Centre Terminal. ➤ If Route 86 service west of Yonge Street is eliminated, modify Route 23 to have two branches: Route 23 to Major Mackenzie and Route 23A to Teston. Route 23 would follow current routing on Rutherford, then north on Thomas Cook, east on Lebovic Campus, east on Weldrick, north on Kersey, northwest on Don Head Village, west on Major Mackenzie, and south on Bathurst along regular routing. Route 23A would be the current Route 23 rush hour routing. ➤ Customer does not support restructuring Route 83. The customer suggests keeping Route 83 the way it is, especially since Shaftsbury gets decent service at most times. For Route 83A, customer recommends operating it between Richmond Green and Bernard Terminal, and eliminating service to Richmond Heights Plaza.
Newmarket	➤ Customer suggest a Viva or YRT bus which would go from Newmarket and Northern Aurora directly to Seneca College's King Campus modeled after the high school bus system
Aurora	➤ Do not discontinue Route 31 – Aurora North or introduce a GO Shuttle and High School Special for northern Aurora residents ➤ Need more transit services to St. Maximilian Kolbe Catholic High School
Vaughan	➤ Replace TTC Route 107 with Route 22A so Route 22A can operate all day service seven days a week ➤ Route 7 should provide service to Vaughan Mills Mall at all times and be extended to Rutherford GO Station for train connections. ➤ Route 87 should have the proposed routing at all times, not just rush hours. Extend Route 83 east of Richmond Hill Centre Terminal, going via the current Route 87 routing. ➤ Direct link from Finch GO Bus Terminal to Vaughan Mills Mall

Table A-5: Website Comments

Municipality	Comments
Richmond Hill	➤ Customer needs Route 31 Aurora North to maintain its current route and continue to meet all GO train times. ➤ Customer recommends Viva purple A service that would bypass the construction zone on Highway 7 and operate directly to Markham-Stouffville Hospital. ➤ Customer would like to see a modification to the structure of Viva blue A; have the route run express (no stops) between Finch GO Bus Terminal and Richmond Hill Centre (reverse during morning rush hour), then make all stops after the Richmond Hill Centre Terminal. ➤ If Route 86 service west of Yonge Street is eliminated, modify Route 23 to have two branches: Route 23 to Major Mackenzie and Route 23A to Teston. Route 23 would follow current routing on Rutherford, then north on Thomas Cook, east on Lebovic Campus, east on Weldrick, north on Kersey, northwest on Don Head Village, west on Major Mackenzie, and south on Bathurst along regular routing. Route 23A would be the current Route 23 rush hour routing. ➤ Customer does not support restructuring Route 83. The customer suggests keeping Route 83 the way it is, especially since Shaftsbury gets decent service at most times. For Route 83A, customer recommends operating it between Richmond Green and Bernard Terminal, and eliminating service to Richmond Heights Plaza.
Markham	➤ The proposed re-routing of Route 301 would provide closer access to/from customer's house and a faster trip to/from Finch GO Bus Terminal compared to the current routing. The proposed routing changes would also introduce express service to new Markham neighbourhoods which would give commuters in these areas access to this convenient service. ➤ Several Route 301 customers park their cars in the Markville Mall parking lot immediately north-east of Highway 7/Bullock. To provide these customers with the option of using any bus on Route 301 or 304, it would be appreciated if YRT/Viva would install a northbound farside stop on McCowan at Hwy 7. This new stop would also facilitate transfers from Viva to Routes 40, 41 and 45 which currently involve lengthy walking transfers. A bus bay should also be installed. ➤ Customer doesn't see how a combined Route 9 and 15 would work; the one-way looping is confusing. Customer's suggestion is to extend the TTC 102D branch (or create a 102F branch) north to the Walmart Supercenter, then follow the west half of Route 15 to Parkview Village. The Route 9 would serve Parkview Village, Millard Street, and the east half of Route 15. ➤ The Express Routes should be modified: • Route 301 to exit at Kennedy, follow current routing to Raymerville, then proposed routing. • Route 303 (to have service past the Mount Joy GO Station) should follow the north end of Route 45 to Bur Oak, east on Bur Oak and end at Mount Joy GO Station. • Add a Route 305 Box Grove Express on Highway 407 to Markham Road, south on Markham Road, east on 14th Avenue, and follow Route 2A midday routing to Riverwalk/Box Grove Bypass.