

ANNUAL SERVICE PLAN

2012

THE FUTURE OF PUBLIC TRANSIT



YORK
REGION
TRANSIT

VIVA

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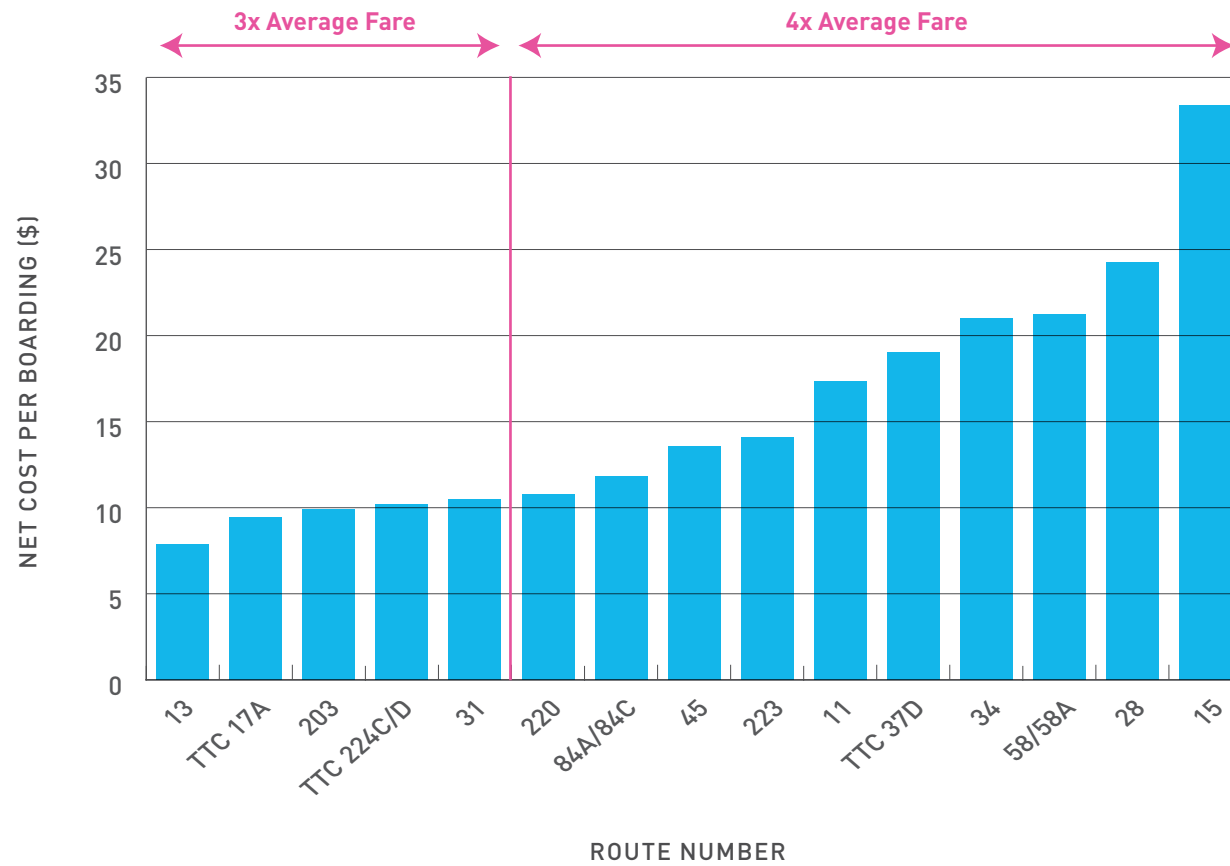
Appendix C

2012 Annual Service Plan

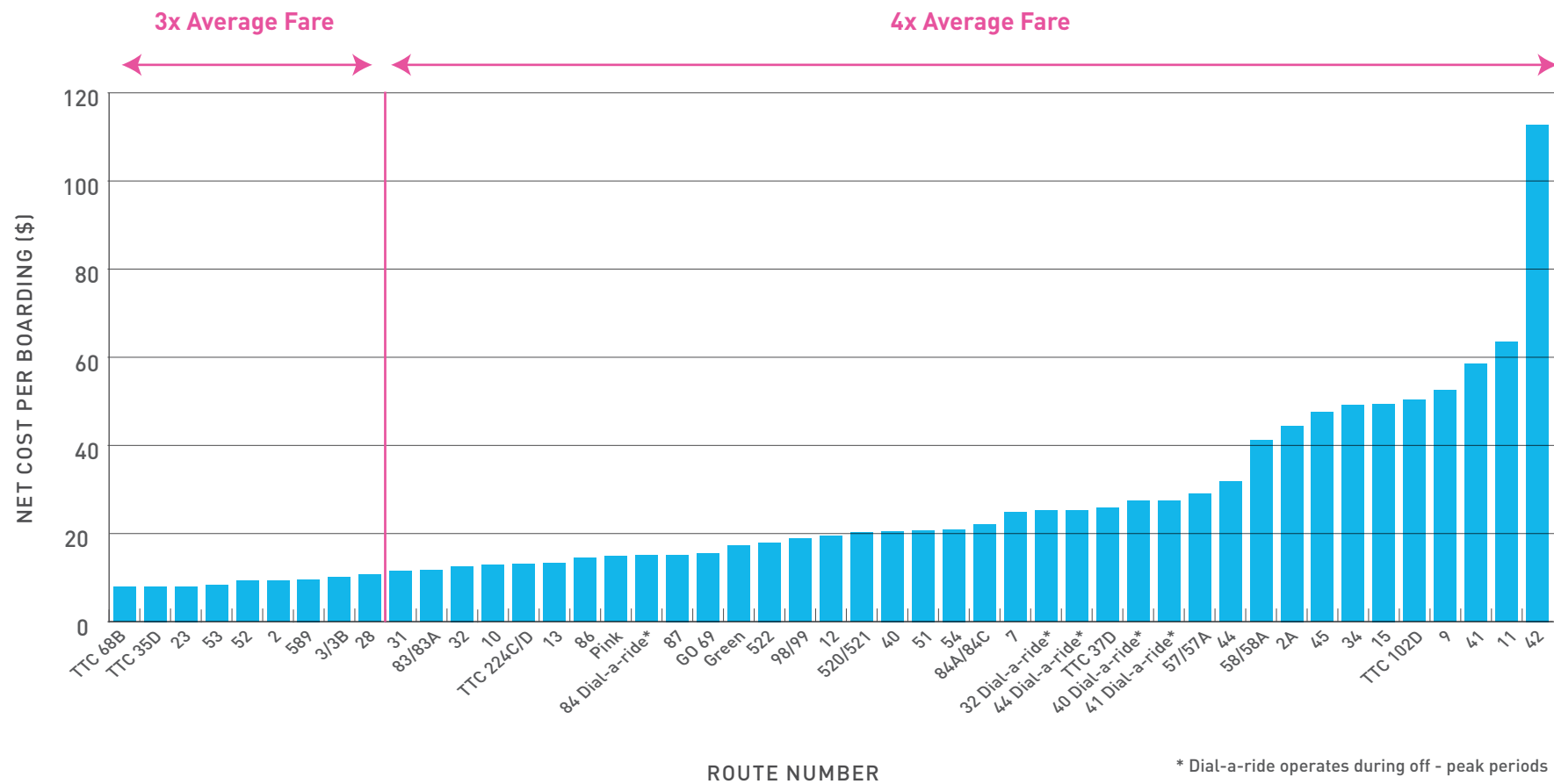
Route Performance Assessment



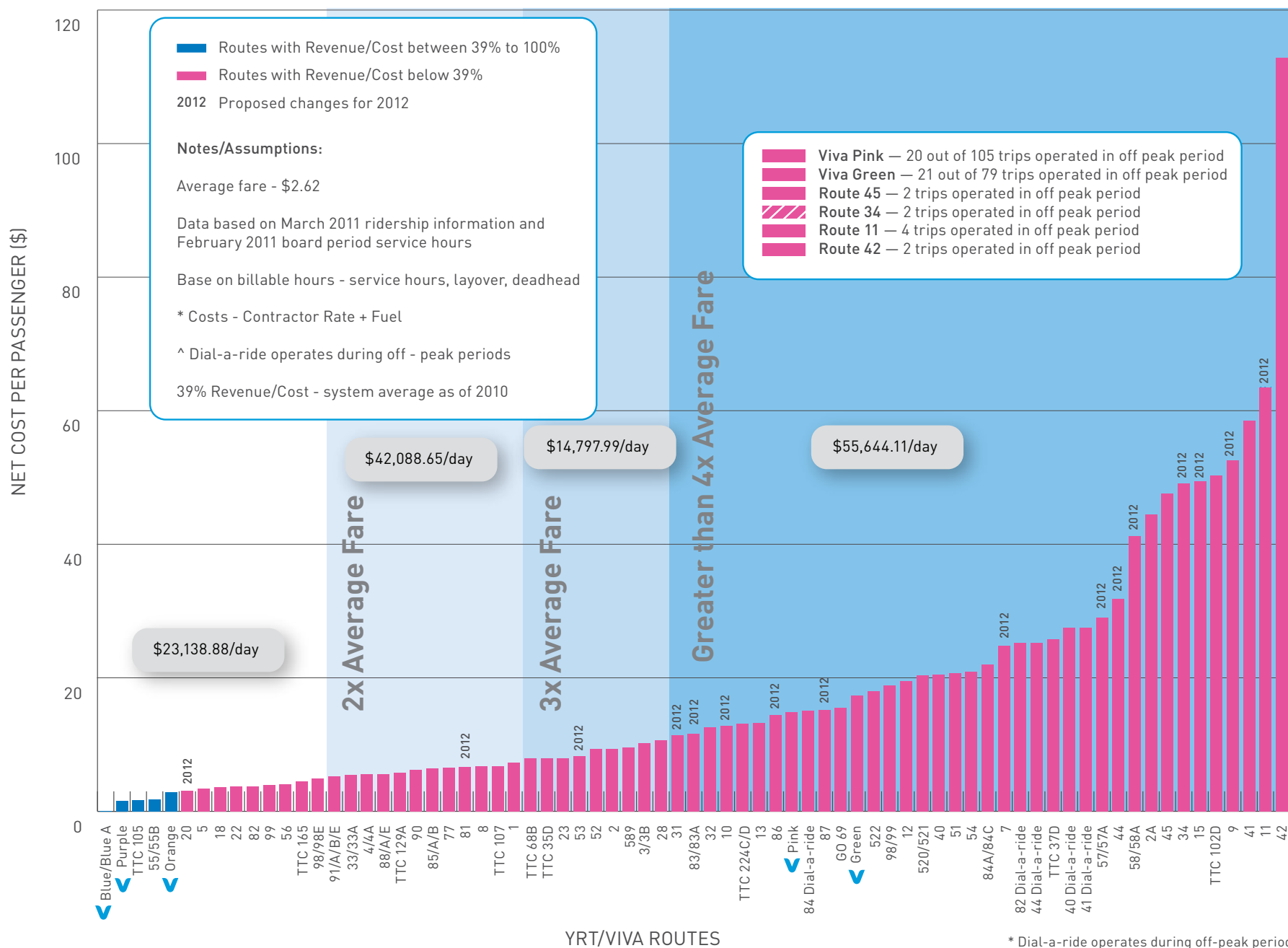
Net Cost Per Passenger — Peak Period



Net Cost Per Passenger — Off Peak Period







* Dial-a-ride operates during off-peak periods

Appendix D

2012 Annual Service Plan

Glossary



Glossary:

Bus Rapid Transit (BRT): Buses on grade-separated roadways or dedicated lanes to transport passengers without interference from other traffic. Such systems usually include dedicated bus lanes, signal priority at intersections, off-bus fare collection to speed up boarding, level boarding (low-floor buses or high-level platforms) to enhance accessibility and enclosed stations.

VivaNext: Next phase of Viva Bus Rapid Transit System, includes rapidways along Yonge Street, Highway 7 and Davis Drive; and the Spadina subway extension.

Rush Hour: The period with the highest ridership during the entire service day, generally referred to as peak hours or peak service hours (peak period).

Non-Rush Hour: Non-rush periods of the day when travel activity is generally lower and less transit service is scheduled.

Frequency: The amount of time scheduled between consecutive buses on a given route.

Span of Service: The span of hours over which service is operated, e.g., 6 a.m. to 10 p.m. Service span often varies by weekday, Saturday or Sunday.

Operating Periods:

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening
Start of Service to 6 a.m.	6 a.m. to 9 a.m.	9 a.m. to 3 p.m.	3 p.m. to 7 p.m.	7 p.m. to 10 p.m.	10 p.m. to end of service

Ridership: The number of rides taken by people using a public transportation system in a given time period.

Average Daily Ridership: The total number of passengers travelling on an average weekday.

Passenger Trips: Defined as a linked trip, riding one-way from origin to final destination; passengers whose trips involve transferring from one vehicle to another are counted only once.

One-Way Trip: Any travel between an origin and destination, which may or may not involve transferring between busses.

Net Cost per Passenger: Net direct operating cost divided by regular service passenger trips.

Revenue to Cost Ratio (R/C Ratio): Total operating revenues divided by total direct operating expenses.

Travel or Running Time: the amount of time required to complete a given trip or portion of a trip between timing points. Running times are likely to vary by time of day.

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