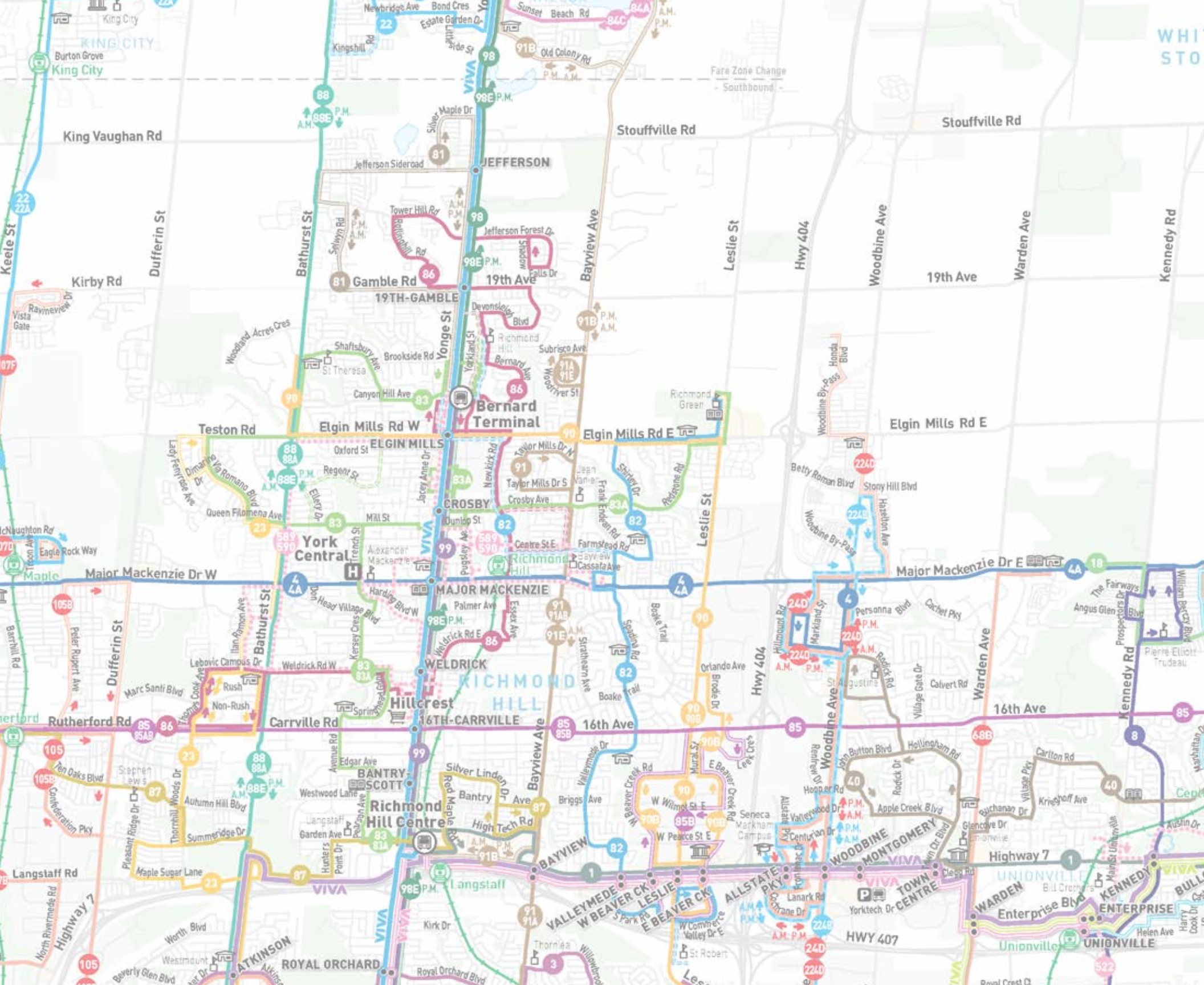




York Region Transit **Annual Service Plan**



ANNUAL SERVICE PLAN

2012

THE FUTURE OF PUBLIC TRANSIT



YORK
REGION
TRANSIT

VIVA

Table of Contents

2012 Annual Service Plan

1 Executive Summary	4
2 Annual Service Plans	6
2.1 2011 Overview	6
2.2 2012 Annual Service Plan	8
2.3 2013 Annual Service Plan	10
3 YRT/Viva Planning Process	12
3.1 Annual Planning Process	12
4 Service Guidelines	16
4.1 YRT/Viva's Family of Services	16
4.2 Performance Indicator Guidelines	18
4.3 Route Coverage	18
4.4 Service Levels and Span of Service	19
4.5 Vehicle Capacity	20
4.6 Target Performance	21
4.7 Establishing New Transit Service	22
4.8 Design Guidelines	22
4.9 Route Performance Assessment	25
5 Public and Stakeholder Consultation Process	28
5.1 Consultation Process	28

6 Proposed 2012 Initiatives	32
6.1 New Service Initiative	32
Town of Georgina/Town of East Gwillimbury	33
North-South Link	33
6.2 Proposed Route Modifications	35
Town of East Gwillimbury	35
Route 58/58A – Leslie North/Leslie North via. Mt. Albert	35
Town of Newmarket	37
Route 55/55B – Davis Drive	38
Route 44 – London-Bristol	40
Route 53 – Woodspring- Clearmeadow	40
Route 57/57A – Mulock	40
Town of Aurora	44
Route 31 – Aurora North	44
Route 34 – Industrial Parkway	44
Town of Richmond Hill	46
Route 81 – Inspiration	46
Route 86 – Weldrick-Newkirk	46
Route 83/83A – Trench	50
Town of Whitchurch-Stouffville	52
Route 9 – Ninth Line	52
Route 15 – Stouffville Local	52
Town of Markham	55
Route 301 – Markham Express	55
Route 303 – Bur Oak Express	55
Route 304 – Berczy Express	56
City of Vaughan	58
Route 7 – Martin Grove	58
Route 10 – York University-Woodbridge	58
Route 11 – Woodbridge	58
Route 20 – Jane-Concord	62
Route 87 – Langstaff-Maple	64
Township of King	66
Route 22/22A – King City	66

6.3 vivaNext Construction Mitigation Plan	68
6.4 2012 Resources	68

7 Conclusion	70
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Appendix A – Public Consultation	A1
Appendix B – Service Plan Slides	B1
Appendix C – Route Performance Assessment	C1
Appendix D – Glossary	D1

List of Figures

Figure 1: Transit Life Cycle	4
Figure 2: Annual Service Plan Process	12

List of Tables

Table 1: On-Time Performance Goals	7
Table 2: Public and Stakeholder Consultation Meeting Chronology	9
Table 3: Proposed Route Changes	10
Table 4: Performance Indicator Guidelines	18
Table 5: Walking Distance Guidelines	18
Table 6: Service Frequency Guidelines	19
Table 7: Vehicle Capacity Guideline	20
Table 8: Performance Targets by Service Type	21
Table 9: Route Directness Guidelines	23
Table 10: Public and Stakeholder Consultation Process	29
Table 11: 2012 Estimated Annualized Hours and Fleet Requirements	68

1 | Executive Summary



1 | Executive Summary

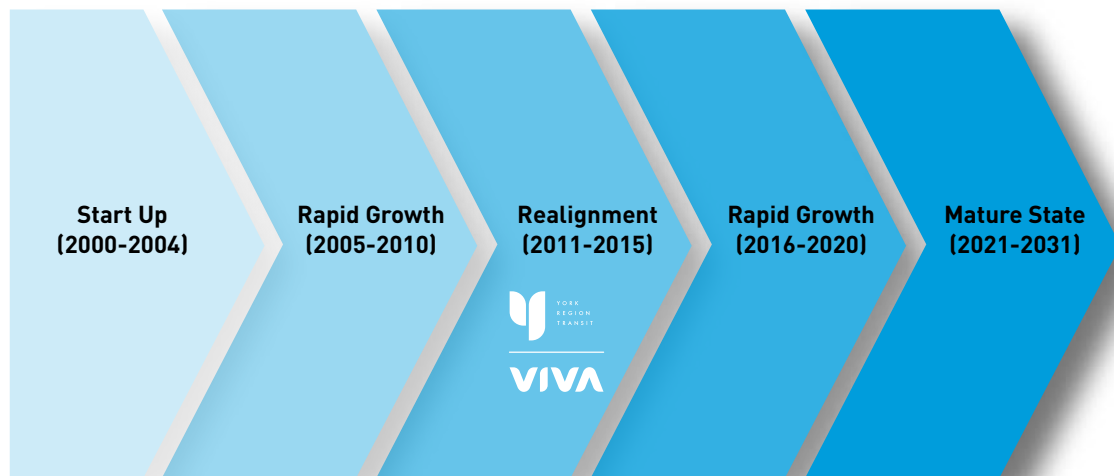
On January 1, 2001, The Regional Municipality of York assumed responsibility for the funding and operation of public conventional and specialized transit services throughout York Region. Between January 2001 and January 2011 annual service hours increased from 353,000 to 1,120,000 hours or by three times. During the same period, the revenue boardings grew from 7.7 to 19.4 million, or two and half times.

The 2012–2016 Five-Year Service Plan guides YRT/Viva through the transit system's Realignment phase shown in **Figure 1**. It focuses on effective ridership management, matching levels of service to meet demand and improving on-time performance.

The 2012–2016 Five-Year Service Plan also focuses on a plan to mitigate the impacts of vivaNext construction (rapidways and Spadina Subway extension) on residents, businesses and communities, in an effort to maintain existing YRT/Viva service levels and ridership. Another key component of the Plan is to ensure rapid transit-readiness upon completion of the rapidways and the Spadina Subway extension.

The 2012 Annual Service Plan was developed to support the goals and objectives of the 2012–2016 Five-Year Service Plan and builds on the successes of 2011.

Figure 1: Transit Life Cycle



Objectives of the 2012 Annual Service Plan include:

1. Restructuring routes (i.e. simplifying routing by travelling on arterial roads or mid-block collector roads)
2. Strengthening the grid network (i.e. reduce one-way loops, connect key destinations)
3. Matching service levels to meet demand (i.e. adjusting service along underutilized areas of the route, or improving frequency for high performing routes)
4. Improving service reliability (i.e. continuing to monitor on-time performance and updating schedules to reflect actual travel times)

5. Mitigating impacts due to vivaNext construction (rapidways, Spadina subway extension)

6. Managing ridership (i.e. implementing additional service along corridors where there is high demand)

To develop the 2012 Annual Service Plan, extensive stakeholder consultation was conducted with the public, municipalities, key stakeholders and other transit agencies to obtain valuable feedback and to refine recommendations.

In 2012, cost containment will continue to be a priority. The service adjustments will be implemented within the 2012 operating budget. YRT/Viva will continue service rationalization and reallocating resources in corridors experiencing high passenger demand.

2 | Annual Service Plans





2 | ANNUAL SERVICE PLANS

2.1 | 2011 Overview

In 2011, the YRT/Viva system consisted of:

- Five Viva bus rapid transit (BRT) services, supplemented by Brampton Transit Züm
- 19 Base Services operating along major arterial corridors
- 31 Local Services operating in local neighbourhoods
- 37 High School Specials providing direct service to high schools
- 10 GO Shuttle Services providing direct service to GO Stations
- Five Express Services providing direct service to subway stations or employment areas
- Four Community Bus Services (Richmond Hill, Markham and Newmarket)
- Five Dial-A-Ride Services

- 11 TTC contracted routes operating north of Steeles Avenue

Each category of route serves a particular transit market and each plays an important role in the success of the overall system network. Although each route is reviewed individually, YRT/Viva considers the overall system goals when evaluating changes or improvements to service.

Ridership Growth

2011 revenue ridership was expected to reach or exceed 21 million, prior to the October bus operator labour strike. To improve service reliability and grow revenue ridership, YRT/Viva focused on improving on-time performance by adjusting service frequency for Viva and select conventional routes to meet customer demand. YRT/Viva also focused on mitigating impacts due to vivaNext construction to maintain and grow ridership.

As of September 2011, ridership increased year-to-date for all services:

- Viva 13.7%
- Conventional 11.4%
- Mobility Plus 4%

YRT/Viva ridership was expected to reach its highest level since amalgamation due in part to improvements in service reliability, increased service and improved service frequencies. Other factors influencing ridership include the price of fuel, population growth and the dropping unemployment rate in Ontario.

Mobility Plus ridership has grown due to the availability of vehicles for shorter trips, new day programs, expanding medical treatment facilities and ideal travelling weather.



New Key Performance Indicators

Key performance indicators help to track the success of the service provided by YRT/Viva. The key performance indicator “trips not accounted for” allows YRT/Viva to better manage contractors and address and resolve issues with service reliability. Most importantly, the tracking of trips not accounted for reduces the number of passengers potentially left behind at bus stops.

The YRT/Viva’s Customer Service team identified the top customer concerns as schedule adherence/reliability and driver behaviour. To improve service reliability, YRT/Viva has been updating schedules to reflect actual travel times.

The 2011 on-time performance goals were:

- > On-time performance is 90 per cent for conventional bus service, and 95 per cent for Viva BRT service (based on the departure time from start locations)
- > A new goal for 2011 was set for conventional and Viva BRT services of 85 to 90 per cent arrival time at end locations

To achieve these goals, a working group consisting of members from Operations, Customer Service, Service Planning, and contractor staff was formed in February 2011. The purpose of the group was to:

- > Identify areas requiring improvements
- > Analyze routes departing less than 90 per cent on-time
- > Analyze routes arriving less than 85 per cent on-time
- > Identify corrective measures
- > Identify schedule changes
- > Develop interim operational measures
- > Recommend technology changes and upgrades
- > Recommend bus operator training
- > Develop contingency bus requirements

Table 1: On-Time Performance Goals

Service		Target	2009	2010	July 2011
Conventional	Start of Trip	90%	74%	83%	86%
	Arrival Last Stop	85%	49%	50%	63%
Viva BRT	Start of Trip	95%	86%	87%	90%
	Arrival Last Stop	90%	16%	18%	45%

The group analyzed on-time performance data for each YRT/Viva route. This analysis provided data which allowed staff to make informed decisions to improve schedules. The on-time performance goals for Conventional and Viva BRT services are summarized in **Table 1**.

In 2011, system performance has improved, and contractors are more accountable for the services provided. YRT/Viva’s ability to track on-time performance, and the number of trips operated, helps YRT/Viva to better understand the reliability of the overall system.

Service Adjustments

In 2011, YRT/Viva identified and analyzed under-utilized routes. Schedules and frequencies for routes, with a subsidy equal to, or greater than, three times the average fare were adjusted, and service hours and resources were allocated to meet demand.

York University Customer Survey

There have been a number of concerns regarding the integration of bus schedules and lecture times at York University. To address these concerns, YRT/Viva developed a web-based survey to examine the travel patterns of students/employees. The purpose of the survey was to evaluate existing service and potential changes that could be made to better serve the University and surrounding areas.

The survey was conducted from October 12 to November 4, 2011 and included questions on arrival/departure times, time required to get to/from campus destinations, routes used and current transit schedule needs. The results of the survey initiated proposed changes to Route 22/22A – King City.

2.2 | 2012 Annual Service Plan

To develop the 2012 Annual Service Plan, YRT/Viva analyzed the net cost per passenger for all routes and identified routes or variations of routes that York Region is subsidizing at a rate of three to four times the average fare per passenger. Based on route assessments, YRT/Viva has recommended a series of 2012 service adjustments across York Region. The specific recommendations within the 2012 Annual Service Plan are intended to strengthen the grid network, match service to demand and simplify route structure. The modified route structure proposals strive to reduce one-way loops and connect customers to key destinations such as malls, schools, community centers, transit terminals, hospitals and senior facilities. To provide additional capacity and meet growing ridership demand on YRT/Viva service, frequency and schedule improvements are recommended throughout the year. Service will be continuously monitored to ensure efficient use of resources.



Public and Stakeholder Consultation

In July 2011, YRT/Viva presented the 2012 proposed route restructuring / rationalization to planning and/or engineering staff from all of York Region's municipalities. Comments were evaluated and considered in the development of the 2012 Annual Service Plan.

In August and September of 2011, YRT/Viva held Public Information Centres (PICs) in all nine York Region municipalities as outlined in **Table 2**. The PICs provided an opportunity for residents and customers to give feedback on proposed route restructuring.

YRT/Viva also hosted workshops with local transit agencies and key stakeholders including Smart Commute agencies, large employers, and post-secondary institutions. The people who attended the PICs were generally in support of the 2012 proposed initiatives.

These outreach activities provided interested residents and customers a better understanding of YRT/Viva's operations and the strategies that will be implemented in 2012. Residents and customers were given the opportunity to provide feedback during all PICs.

Approximately 440 people attended the PICs. Some of the comments received include:

- Requests for improved weekday midday, weekend and evening service
- Support for Viva frequency improvements
- Support for restructuring proposals
- Request for additional service to GO Stations
- Request for specific timed trips for communities
- Request not to eliminate service

Table 2: Public and Stakeholder Consultation Meeting Chronology

Stakeholder Consultation/ Public Information Centre	Consultation Date
1. Municipal Engineering/Planning Staff	
i. Township of King	July 12, 2011
ii. Town of Newmarket	July 14, 2011
iii. Town of Markham	July 15, 2011
iv. City of Vaughan	July 18, 2011
v. Town of East Gwillimbury	July 18, 2011
vi. Town of Richmond Hill	July 19, 2011
vii. Town of Aurora	July 21, 2011
viii. Town of Georgina	July 21, 2011
ix. Town of Whitchurch-Stouffville	July 27, 2011
2. Neighbouring Transit Agencies	August 23, 2011
3. Community Stakeholders (large employers, transportation demand management groups, post-secondary institutions, Chamber's of Commerce)	August 23, 2011
4. Public Information Centres	
i. Town of Newmarket	August 10, 2011
ii. Town of Richmond Hill	August 11, 2011
iii. Township of King	August 16, 2011
iv. Town of East Gwillimbury	August 18, 2011
v. Town of Whitchurch-Stouffville	August 22, 2011
vi. City of Vaughan	August 23, 2011
vii. Town of Markham	August 24, 2011
viii. Town of Aurora	August 30, 2011
ix. Town of Georgina	August 31, 2011
x. City of Vaughan	September 14, 2011
5. York University Customer Survey	October 12, 2011 to November 4, 2011



Based on staff's analysis of route performance and feedback received through public and stakeholder consultation, a number of route service adjustments have been identified. **Table 3** lists the identified routes in the 2012 Annual Service Plan to be restructured or undergo frequency adjustments.

VivaNext construction and the Spadina Subway extension impacts will require ongoing service adjustments to affected transit services to maintain existing service levels. VivaNext and Spadina Subway extension construction mitigation plans include updating schedules to reflect actual travel times through construction zones, and improving service quality and reliability while maintaining existing service levels. YRT/Viva will implement route changes, bus stop relocations and add operating hours and fleet as required.

No service changes are being proposed for school specials, GO Shuttles and contracted TTC routes operating north of Steeles Avenue.

2.3 | 2013 Annual Service Plan

In 2013, YRT/Viva will continue to focus on modifying routes which have a high subsidy rate. The modifications will include route realignments to strengthening the grid network, matching service to meet demand and support vivaNext initiatives.

In preparation for 2013, YRT/Viva will conduct assessments of GO Shuttles, Dial-A-Ride Services and TTC routes operating in York Region. YRT/Viva staff will develop recommendations regarding restructuring and/or improvements to these services.

Table 3: Proposed Route Changes

Town of Georgina

- > North - South Link

Town of East Gwillimbury

- > 58/58A – Leslie-Mt. Albert

Town of Newmarket

- > 44 – Bristol-London
- > 53 – Woodspring-Clearmeadow
- > 55/55B – Davis Drive
- > 57/57A – Mulock Drive

Town of Aurora

- > 31 – Aurora North
- > 34 – Industrial Parkway

Town of Richmond Hill

- > 81 – Inspiration
- > 83/83A – Trench
- > 86 – Newkirk-Weldrick
- > 87 – Langstaff-Maple

Town of Whitchurch - Stouffville

- > 9 – 9th Line
- > 15 – Stouffville Local

Town of Markham

- > 301 – Markham Express
- > 303 – Bur Oak Express
- > 304 – Berczy Express

City of Vaughan

- > 7 – Martin Grove
- > 10 – Woodbridge-York University
- > 11 – Woodbridge
- > 20 – Jane-Concord

Township of King City

- > 22/22A – King City

3 | YRT/Viva Planning Process





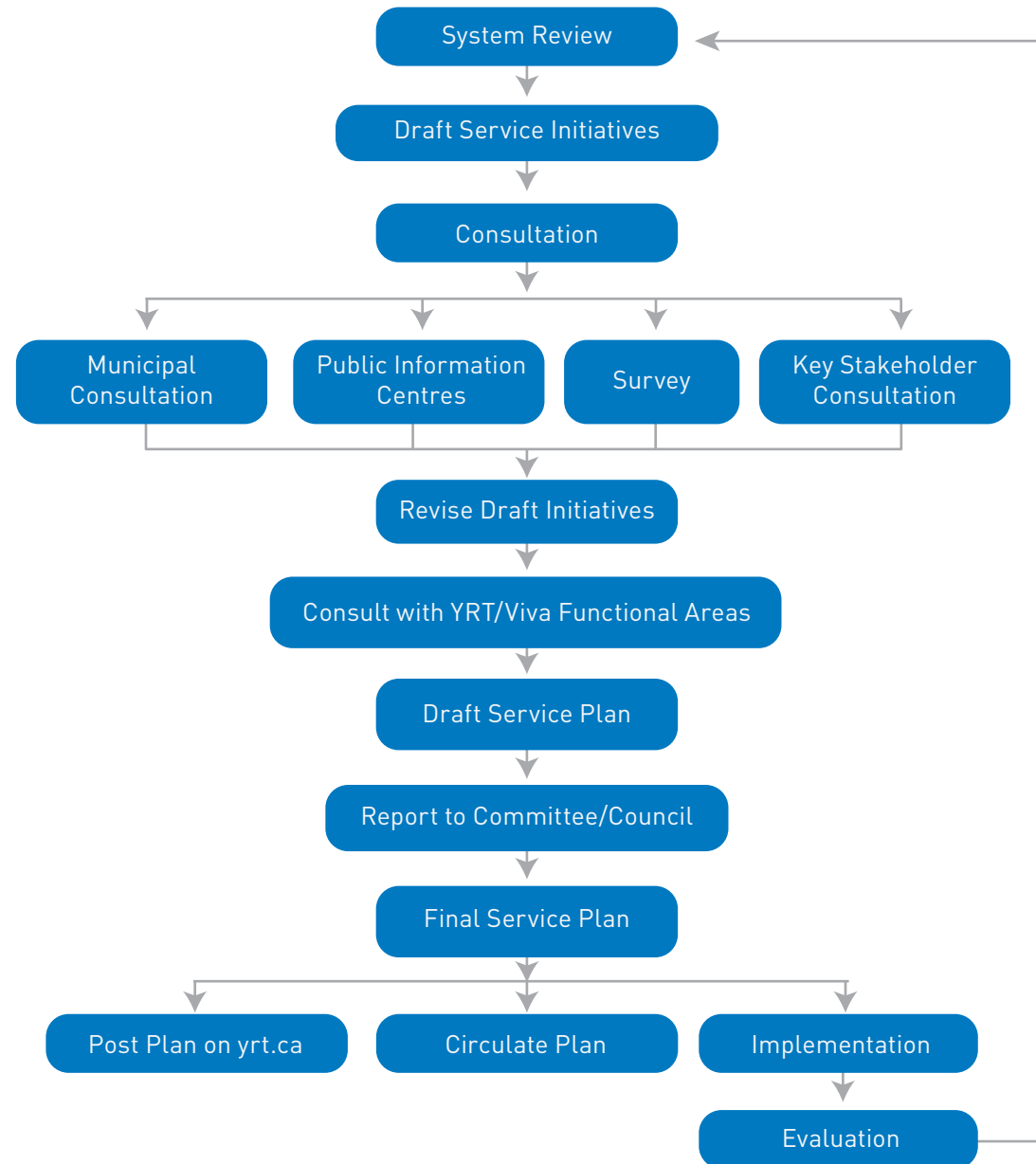
3 | YRT/Viva Planning Process

3.1 | Annual Planning Process

YRT/Viva's Five-Year Service Plan forms the basis to develop Annual Service Plans responding to population growth, demands for additional service and on-going improvements. Annual Service Plans build upon the successes of the previous year. The Annual Service Plan process is summarized in **Figure 2**.

Before any work can be done to create an Annual Service Plan, a system review is conducted based on existing Transit Service Guidelines, key performance indicators (KPIs) and service requests. This information is used to create the first draft plan and corresponding set of proposed initiatives for municipal, public and stakeholder consultation.

Figure 2: Annual Service Plan Process





During the consultation process, YRT/Viva staff host workshops and PICs with municipal representatives, residents and transit customers from all nine York Region municipalities to gather feedback on the draft Annual Plan. Customer surveys may be administered to supplement feedback where necessary.

YRT/Viva also hosts workshops with local transit agencies and other key stakeholders including Smart Commute agencies, large employers and post-secondary institutions, to receive stakeholder comments. Once all public and stakeholder feedback is collected, reviewed and analyzed, modifications are made to the proposed initiatives for the upcoming year.



Following the consultation phase with the public and stakeholders, a follow-up internal consultation occurs between YRT/Viva functional areas. The recommended initiatives are then identified based on a review of demand, route performance, potential for cost recovery and fleet availability. Once prioritized, an implementation strategy and updated Draft Service Plan is developed.

A committee report summarizing the Annual Service Plan is created. The Annual Service Plan and Committee report are then presented to Transportation Services Committee for endorsement. Once approved by Transportation Services Committee and Council, the Annual Service Plan is circulated to municipalities, key stakeholders and posted on yrt.ca prior to implementation. The approved initiatives are implemented and monitored during the upcoming year to be evaluated for the next Annual Service Planning cycle.

4 | Transit Service Guidelines





4 | Transit Service Guidelines

YRT/Viva's Transit Service Guidelines are intended to make transit services convenient and easy to use for customers, and to ensure that services are efficient, safe and reliable.

The Guidelines are applied to the conventional and Viva BRT services. They bring clarity and consistency to the process of continually adjusting and improving Regional transit services. The Guidelines allow flexibility to respond to customer needs and community expectations in an accountable, equitable and efficient manner.

4.1 | YRT/Viva's Family of Services

YRT/Viva presently provides seven different types of conventional transit, Viva BRT and Mobility Plus services in York Region.

Bus Rapid Transit — Viva Service

Viva bus rapid transit (BRT) service operates along the Highway 7 and Yonge Street corridors with connections to Don Mills and Downsview subway stations and Finch GO Bus Terminal. The service is designed to provide frequent, limited-stop service using distinct vehicles, intelligent technology systems, off-board payment, upgraded stations and queue-jump lanes. This service is integrated with YRT's conventional service to create a base grid feeder network. This is the second phase of a longer-term implementation strategy that will include dedicated bus-only rapidways providing significantly faster travel times.

Base Service

Throughout the YRT/Viva system, certain routes are designated as Base Services. In urban areas, these services form a grid network of fixed routes, connecting major destinations. Base Services should operate seven days a week, in all operating periods. Base Services are designated in the major east-west and north-south travel corridors on York Region's main arterial roads.

Local Service

Local Services are feeders to the Base Services. They operate within the various communities connecting major local activity centres or corridors to the arterial grid network for transfers between routes.

Local Services operate mostly on minor arterial and collector roads to serve local transit destinations (e.g. Bernard Terminal) or a main activity centre (e.g. Beaver Creek employment area). Local Services only operate on local roads when required for operational needs (such as a turn-around), or to serve major passenger destinations.

Express Service

Express Services carry significant numbers of passengers between two distinct points, such as subway stations and major employers. Express Services use the shortest route (in terms of overall travel time) between two points, which may vary from time to time.

Where ridership in a corridor warrants, Overlay Express Services may be established to enhance customer service. For example, where buses are routinely filled to capacity at a certain point on a route, and most passengers are destined to a common point such as a subway station, consideration will be given to operating a bus in “express mode” from that point.

Overlay Express Services should be designed to ensure 75 per cent of passengers within the corridor can take advantage of the express service, and that the express service can be scheduled to save at least 15 per cent of the regular route travel time (minimum five minutes). Limited stop service may be used to meet the passenger access requirements.

GO Shuttle Service

GO Shuttle Services provide local service to GO Stations and are designed to be short and direct to maximize customer convenience. They are designed to connect with GO train times.

High School Specials

High School Specials are operated to provide easier access to secondary schools when there is limited availability of existing transit routes or capacity. They focus on servicing schools only for the morning and/or afternoon bell times.

Community Bus Service

Community Bus Services are accessible transit services typically designed for seniors and people with disabilities who can use accessible, conventional transit. Rather than follow conventional routing patterns, they are designed to provide better access to facilities oriented to this customer market such as senior’s residences, medical facilities, community centres and shopping areas.

Dial-A-Ride

Dial-A-Ride is a demand-response transit service. It is designed to provide immediate local travel within a specific travel zone, or neighbourhood, where demand for transit service is limited. Customers call and request a pick-up from their nearest conventional bus stop. An accessible vehicle is then dispatched to pick up customers and take them to a key bus stop along the route. This type of service is better suited to low-demand areas where limited ridership does not warrant the operation of regular local service.

4.2 | Performance Indicator Guidelines

Performance of the YRT/Viva system is measured differently for system-wide performance and the performance of individual routes. At the system-wide level, system performance is measured based on the following indicators:

- On-time performance
- Trips not accounted for
- Regional subsidy per route and passenger boarding per vehicle-hour
- Vehicle capacity
- Cost recovery ratio (R/C ratio)

These indicators identify how reliable and cost-effective the service is. They must be considered together, not individually, with the goal to strike a balance between them.

Performance of individual routes is assessed by evaluating the Regional subsidy per route and passenger boardings per vehicle-hour. The evaluation of boardings (including transfers) gives additional importance to a route that may carry an above average number of transferring passengers, which plays a vital role in the performance of an effective transit network.

Transit services are assessed based on the key performance indicator guidelines as shown in **Table 4**. Targets are reviewed as part of a continuous quality improvement framework, and will be adjusted upward when consistently met.

Table 4: Performance Indicator Guidelines

Indicator	Guideline
Service Effectiveness	To maximize the transportation, environmental and mobility benefits of transit, YRT/Viva will strive to achieve an effectiveness target of 15 revenue passengers per capita.
Economic Performance	To balance customer service, community benefits and affordability to users and non-users, YRT/Viva will strive to achieve an overall cost recovery ratio in the range of 30 to 40 per cent during system expansion and vivaNext implementation phases.
Amount of Service	To ensure effective services with a growing population, YRT/Viva will strive to achieve and maintain a level of 1.0 hours of service per capita.
Service Design	Individual routes are assessed on the basis of passenger boardings per vehicle-hour and Regional subsidy per route.

Note: As per reporting standards of the Canadian Urban Transit Association (CUTA).

4.3 | Route Coverage

YRT/Viva will consider operating routes in urban areas that are beyond the maximum walking distance guidelines, as shown in **Table 5**. The objective of this guideline is to provide service to approximately 90 per cent of the urban area.

Urban Area

According to Statistics Canada, an urban area is defined as an area with a population of at least 1,000 and no fewer than 400 persons per square kilometre.

Suburban Areas

A suburban area is generally a residential area, either existing as part of a city or as a separate residential community within commuting distance of a city.

Rural Areas

Rural areas have a low population density, and typically much of the land is devoted to agriculture.

Table 5: Walking Distance Guidelines

Service Period	Maximum Walking Distance
Monday to Saturday 6:00 a.m. to 7:00 p.m	500 metres of a bus stop
All other periods as defined in Span of Service Guideline (Weekdays and Saturday evenings and all day Sundays and holidays)	1,000 metres of a bus stop

4.4 | Service Levels and Span of Service

Minimum span of service and service levels are defined for Viva BRT Service, Base Service, Local Service and Community Bus Service, but not for Express or GO Shuttle Services.

Minimum service levels are defined for each operating period and are based on ridership levels. Express and GO Shuttles Services are designed to service target locations such as GO Stations and subway stations. Express Services are provided as demand warrants based on vehicle capacity whereas GO Shuttle Services are scheduled to meet GO train trip times.

As part of the development of the 2012–2016 Five-Year Service Plan, the current transit service guidelines were updated to match existing operating and budget conditions. New minimum frequencies have been established as shown in **Table 6**.

Table 6: Service Frequency Guidelines

Service Span	Service Frequency (minutes)			
	Viva BRT Services	Base Services	Local Services	Community Bus
Weekdays				
6:00 a.m. to 9:00 a.m. 3:00 p.m. to 7:00 p.m.	15*	30	60	120
9:00 a.m. to 3:00 p.m. 7:00 p.m. to 11:00 p.m.	15*	45	80/90	120
Saturdays				
6:00 a.m. to 11:00 p.m.	15*	45	80/90	120
Sundays/Holidays				
9:00 a.m. to 11:00 p.m.	15*	60	80/90	120

Span of Service is based on demand

* Service frequencies are based on demand. The current range of frequencies for Viva BRT is three minutes to 19 minutes during rush hour. Viva pink and green operate during rush hour only.

4.5 | Vehicle Capacity

YRT/Viva designs its services to keep the number of passengers on its vehicles at a reasonable level, and within the limits of safety. This could result in some passengers left standing on buses at times throughout the service day.

Passenger guidelines are calculated (on average) over one hour, in the rush hours, and at the busiest point on the route.

For instance, if a service operates at 15-minute frequency, then four buses would pass the busiest point in an hour. The average number of passengers for these four buses must fall within the service guidelines, even though any one bus may be more crowded than the average. **Table 7** shows the average maximum vehicle capacity. If the guideline is exceeded for the average calculation, YRT/Viva will adjust service to manage capacity.

Table 7: Vehicle Capacity Guideline

Route Type	Seating Capacity	Average Maximum Vehicle Capacity
Base, Local and Express Services		
60-foot Bus (Viva)	52-54	72 passengers per vehicle
40-foot Bus	39, 43	55 passengers per vehicle
40-foot Bus (Viva)	36	48 passengers per vehicle
30-foot Bus	26	40 passengers per vehicle
Express Services		
(High-speed or Highway)	43	100 per cent of seating capacity per vehicle
Shuttle Services		
	26, 39, 43	100 per cent of seating capacity per vehicle
Community Bus Services		
	26	100 per cent of seating capacity per vehicle

Note: Base, Local and most Express capacities are based on average maximum passengers per vehicle during non rush hour and measured over a 60 minute period during rush hour. Seating capacities depend on vehicle year and/or model.

4.6 | Target Performance

Target performance is established for average and minimum passengers per service hour. The target boardings per service hour are defined for each YRT/Viva service type, based on rush hour periods and non rush hour periods. The performance targets are shown in **Table 8**.

Table 8: Performance Targets by Service Type

Route Type	Weekday Rush Hour	Other Times
Base Services		
	All routes averaging 30 passengers per service hour, with a minimum of 10 boardings per hour	All routes averaging 22 passengers per service hour, with a minimum of seven boardings per hour
Local Services		
	All routes averaging 25 passengers per service hour, with a minimum of eight boardings per hour	All routes averaging 22 passengers per service hour, with a minimum of seven boardings per hour
Express Services		
Fixed Route Express	All routes averaging 30 passengers per service hour, with a minimum of 10 boardings per hour	
Business Express	All routes averaging 35 passengers per service hour, with a minimum of 30 boardings per hour	
Shuttle Services		
	All routes averaging 25 passengers per service hour, with a minimum of 20 boardings per hour	
Community Bus Services		
Fixed Route	All routes averaging 15 passengers per service hour, with a minimum of five boardings per hour	All routes averaging 12 passengers per service hour, with a minimum of four boardings per hour
Demand Responsive	All routes averaging 10 passengers per hour, with a minimum of five boardings per hour	All routes averaging 8 passengers per hour, with a minimum of four boardings per hour

Introduction of an Overlay Express Services must maintain the performance levels of the remaining route at current levels; and projected performance of the new Overlay Express Service must be better than that of the current route.



4.7 | Establishing New Transit Service

Determining if service is warranted

Investigating whether a route should be provided or not (Base or Local Services, Express Services and GO Shuttles) is determined by forecasted performance levels. Designating a route as a Base Service will depend on the network coverage and if the new designation is meeting the targets set for base routes.

The introduction of a High School Special is similar to that of a GO Shuttle. It depends if the secondary school can be easily served by an existing service within the route network, and the limits of the route directness guideline (as described in the next section) for those routes.

Community Bus Services are considered for small urban communities or areas consisting of a concentration of senior residents, medical buildings and shopping locations. A population of 15,000 residents is an appropriate guideline for considering service, and should be used to identify communities where these guidelines will apply.

Service expansion into new areas

Services introduced in areas not previously served should be guaranteed for a minimum 12 months of operation. This ensures enough time for customer travel patterns to develop and for recording of seasonal ridership patterns. At the end of the 12 months, the service must meet the minimum route performance thresholds required for its type of service.

Within this trial period, interim targets are set to ensure a new service is capable of meeting the ultimate targets. Targets for these interim periods are set at 25, 50 and 75 per cent of the ultimate target. If the targets are not met, YRT/Viva will be able to identify and analyze potential issues as early as possible, and make changes to improve performance. Monitoring at three, six and nine months is completed to ensure new service is moving towards the appropriate standard. Should the performance not reach at least 75 per cent of the target value within the end of each period, the route is re-examined to identify potential changes to improve its performance. If the same guideline is not met in the next period, changes will be recommended.

Service in new operating periods

Providing service in new operating periods or modification to existing routes, is subject to similar evaluation as service expansion, but over a shorter six-month period. If service changes are substantial, YRT/Viva may recommend longer trial periods at the service introduction stage. Interim targets are reviewed at two and four months, with target levels of 33 per cent and 66 per cent of the ultimate target.

4.8 | Design Guidelines

YRT/Viva uses Design Guidelines to create the most effective services and ensure performance measures of each route are met. If a particular route does not meet these guidelines, remedial action is not necessarily required; however, the route is carefully monitored to ensure its effectiveness. The Design Guidelines are:

- Route Directness
- Route Deviation
- Locating Bus Stops
- Locating vivastations
- Locating Bus Stations/Terminals

Route Directness — How direct should the route be?

Base and Viva Services are designed to provide direct service, with minor deviations to serve major destinations only. Shuttle Services can incorporate slightly more indirect routings to increase the service area. Community Bus Services are also expected to be more circuitous in order to serve more area residences and community destinations.

Route Deviations — When should a route deviate?

Combined with the route directness, route deviation guidelines provide assistance in determining the route structure for services to schools, GO Train Stations, or major employers. This measure considers the benefit of varying from a direct route to serve a major area versus the inconvenience to those passengers already on-board.

Route deviations must attract enough new passengers to the route (not merely reduce the walking distance for existing passengers) to make the change worthwhile. For example, additional travel time requires more service hours, therefore change should only be made if it improves the overall performance of the route.

If the deviation can be achieved with the existing resources (typically less than a one or two minute increase in traveling time), the new ridership gained should be no less than 25 per cent of the passengers affected by the detour. However, to support the Viva BRT and grid network, deviation of Viva or Base Services is not recommended.



Locating Bus Stops — Where should bus stops be located?

Bus stops should be placed at most intersections, passenger generators and transfer points subject to minimum spacing criteria. Stop spacing should not normally be less than 200 metres in developed areas and, where demand exists, 500 metres in undeveloped areas (specific major trip generators may require variances in stop spacing).

Development around major stops should be encouraged at greater density and should follow transit supportive design principles. Development should be built closer to the street, favour pedestrian connections and provide customer friendly uses and other passenger amenities.

Bus stops at intersections should be located in the safest position, considering traffic and street conditions. Where possible, stops should be located close to signalized intersections. At Viva transfer points, YRT/Viva stops on the intersecting routes should be located at the near side of the intersection, wherever possible, to facilitate transfers.

Priority factors in selecting bus stops as candidates for transit shelters include:

- All terminals and vivastations
- High ridership locations (more than 20 boardings per weekday)

Where possible, stops and the area around them should be made accessible to people with disabilities, including wheelchairs and other mobility aids. Sidewalks should be available along both sides of the street where transit operates.

Locating vivastations

The introduction of additional vivastations along established Viva Services will add travel time and the potential for delay. Therefore, new vivastations should be added only when warranted by high anticipated demand and location relative to the other vivastations on the route.

Spacing between vivastations should normally average at least one kilometre, however, an additional vivastation on an existing Viva Service should only be considered if:

- It is located at least 750 metres from the nearest adjacent vivastation on any Viva Service serving the proposed station
- It will not reduce the average route-wide distance between vivastations on any route it serves to less than 1,000 metres

A new 'infill' vivastation on an existing route should attract more new riders than it discourages as a result of additional travel time, and shall be expected to attract at least 300 new boardings per weekday (i.e. not including shifts from adjacent vivastations).

New vivastations should be placed to maximize potential ridership. They should be located at least 750 metres apart and should not have an average spacing of less than 1,000 metres over the entire extension or revised section length.

Recommendations for additional vivastations are subject to budget approval and vivastation location criteria may be modified with the implementation of vivaNext rapidways.

Locating Bus Stations/Terminals

Bus terminals and minor turnaround facilities will be located at transit nodes identified in the 2009 Transportation Master Plan, or at the end of a line and convergence of two or more corridors, where local services connect.

Development around stations and terminals should incorporate York Region's Transit-Oriented Development (TOD) design principles.

TOD guidelines include locating employment uses around transit hubs and discouraging low density, auto-oriented land use around transit stations.





4.9 | Route Performance Assessment

YRT/Viva utilizes CAD/AVL (INIT) technology as a tool to help measure route performance. The INIT system was installed as part of the start-up for Viva and has since been added to the conventional fleet. MobileStatistics, an element of the INIT system, provides supporting operational data including travel time, passenger boarding and alighting activity, and tracks trips not accounted for.

On-time Performance

YRT/Viva has established a start-of-trip, on-time performance goal of 95 per cent for Viva BRT and 90 per cent for conventional base services. An arrival at last stop goal of 85 to 90 per cent has been established for conventional base and Viva services.

To improve on-time performance for the trip start times, YRT/Viva has and will continue to update schedules to reflect actual travel times.

Monthly Average Trips Not Accounted For

For unaccounted trips, a target of one to one and a half per cent of all scheduled trips has been set. YRT/Viva has implemented a new process to track trips not accounted for by category, including:

- > Mechanical breakdowns
- > Operators sick/late
- > Twenty plus minute delay due to traffic
- > Accidents
- > Police, Fire, EMS Emergencies

New key performance indicators hold YRT/Viva operations and maintenance contractors directly accountable for the number of unaccounted trips. The indicators provide an incentive/disincentive to ensure contractor accountability to provide all scheduled trips and operate a reliable service.

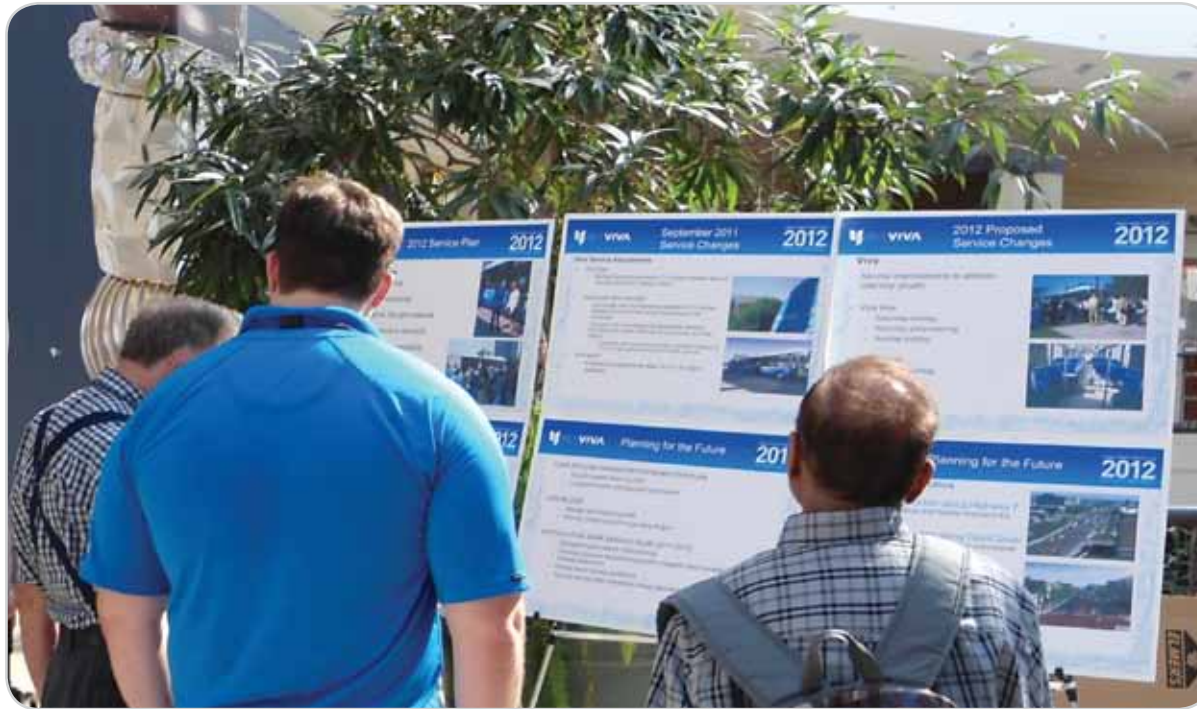
System performance has increased, and contractors are more accountable. YRT/Viva's ability to track on-time performance and the number of trips operated helps YRT/Viva to better understand the reliability of the transit services.

Net Cost per Passenger

Route performance of YRT/Viva services is measured at a system and individual route level. Each category of route serves a particular transit market, and each plays an important role in the success of the overall system network. Although each route is reviewed individually, YRT/Viva must consider the overall system goals when evaluating changes or improvements to service. YRT/Viva introduced a new process in 2011, focusing on net cost per passenger at the individual route level and by time period. The net cost per passenger measure helps the Region identify how much it is subsidizing individual routes. YRT/Viva uses this information to effectively utilize resources and match service with demand.

5 | Public and Stakeholder Consultation Process





5 | Public and Stakeholder Consultation Process

This section provides information on the consultation process, consultation chronology and feedback from the public and various stakeholders.

5.1 | Consultation Process

The purpose of the consultation plan is to formalize a process ensuring Annual Service Plan initiatives are communicated to the public and stakeholders.

- > **Area Municipalities:** To obtain input for their preferences for service improvements and new services in their municipalities, on an annual basis.
- > **Public Information Centres:** Public consultation forums (one per municipality) are suggested for York Region stakeholders and members of the public that would not have had an opportunity to provide input through other venues.

- > **Areas Experiencing Change:** Consultation with local area residents, businesses, and the elected representatives to develop specific proposals for change to services, or the introduction of new services into their community, for areas of significant growth.
- > **External Stakeholders:** Consultation with community agencies, business groups, transportation management associations, resident or ratepayer groups.
- > **Neighbouring Municipalities and Transit Providers:** Consultation with the neighbouring municipalities and transit providers to ensure seamless services for those customers travelling beyond York Region.
- > **YRT/Viva website:** Communicates planning updates, proposed annual service plan initiatives, dates for upcoming meetings, list of initiatives, surveys and specific ways that customers and residents can get involved.
- > **E-alerts and social media:** Informs the public of planned service changes and upcoming events.

A defined consultation plan with timeframes, topics, locations and issues identified, gives YRT/Viva staff a broad cross-section of public and stakeholder input. Regular and ongoing communication with the public, municipal representatives, members of council, local transit agencies and key stakeholders including Smart Commute agencies, large employers and post-secondary institutions, are held throughout the consultation process.

At each point of consultation and communication, it is important to present the objectives of the Annual Service Plan, and benefits of YRT/Viva to the broader community.

The components of a successful consultation plan are:

- > Knowing your audience
- > Defining the purpose of the consultation
- > Reporting to the community on accomplishments

Consultation can be tailored to the needs or characteristics of the individual group and include:

- > Issue-specific meetings with one or more stakeholders
- > Public meetings, forums or open houses
- > Written submissions
- > Workshops
- > Regular newsletters and notices

At each of the meetings, YRT/Viva will receive or present:

- > Specific proposals for the short- and long-term strategies
- > Options of the transit service guidelines
- > A comprehensive ranking of service alternatives
- > Key performance indicators

The 2012 Annual Service Plan public and stakeholder consultation process is shown in **Table 10**.

Table 10: Public and Stakeholder Consultation Process

Step	Action Items
1	Gather feedback from YRT/Viva staff (emails, CARES requests, on-street observations, etc.), customers and contractors
2	Undertake a system performance review and input findings into the Draft Annual Service Plan
3	Host meetings to gather formal feedback from YRT/Viva staff and from customer requests, then input feedback into the Draft Annual Service Plan
4	Prepare a list of stakeholders
5	Prepare a general consultation plan and meeting/outreach activities
6	Prepare Draft Annual Service Plan (including budget and fleet requirements)
7	Prepare storyboards and materials for public presentation
8	Schedule meetings with planning/engineering staff from each area municipality
9	Prepare and implement a public and stakeholder consultation strategy
10	Update Draft Annual Service Plan as per comments received/evaluated
11	Present Draft Annual Service Plan initiatives to Transportation Services Committee
12	Present Final Annual Service Plan to Transportation Services Committee for endorsement
13	Circulate Final Annual Service Plan and post on yrt.ca
14	Present to local Councils (if requested)



6 | Proposed 2012 Initiatives





6 | Proposed 2012 Initiatives

To develop the 2012 Annual Service Plan, YRT/Viva analyzed the net cost per passenger for all routes and identified those York Region is subsidizing three to four times the average fare per passenger. Based on the assessments, YRT/Viva has recommended a series of service adjustments. The specific recommendations within the 2012 Annual Service Plan are intended to strengthen the grid network, match service to demand and simplify route structure.

In addition to route analysis, YRT/Viva held Public Information Centres and stakeholder workshops to gather input into the 2012 Annual Service Plan. Comments received from the outreach activities were evaluated and incorporated into the proposed 2012 initiatives.

Based on analysis and feedback received, a number of initiatives across York Region were identified. These initiatives include:

- Implementing new north-south link from the Town of Georgina and the Town of East Gwillimbury to the Town of Newmarket
- Proposing route modifications for routes in East Gwillimbury, Newmarket, Aurora, Richmond Hill, Whitchurch-Stouffville, Markham, and Vaughan

6.1 | New Service Initiative

The following provides a detailed description of all 2012 service initiatives.

Towns of Georgina and East Gwillimbury

New Route: North-South Route

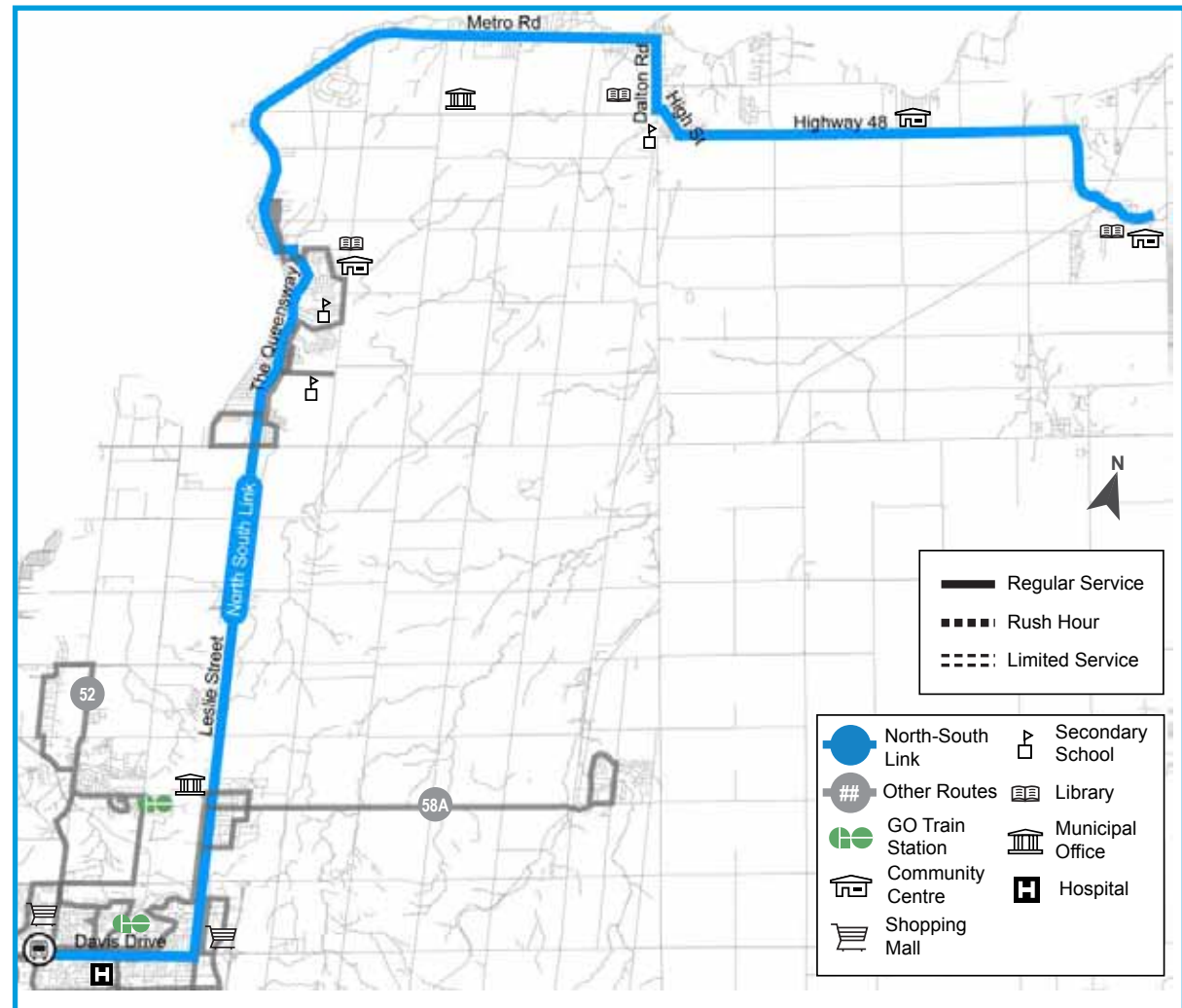
A new YRT North-South Route will connect the Towns of Georgina and East Gwillimbury to the Newmarket GO Bus Terminal. This route will supplement the GO Route 69 – Sutton GO Bus service.

Current Route Description:

- Base Service operated by GO Transit

Proposed Routing:

North-South Route (Weekdays and Weekends/Holidays)





Wal-Mart, Keswick



Vince County Market, East Gwillimbury



Newmarket GO Bus Terminal



Upper Canada Mall, Newmarket


Metro at 404 Town Centre,
Newmarket

Current Operating Period and Frequency: (GO Route 69 – Sutton GO Bus)

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/ Holiday
✓	✓	✓	✓	✓		✓	✓
30-35 min	30-35 min	60 min	30-45 min	30-115 min	N/A	60 min	120 min

Rush hour – 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m. Non rush hour – beginning of service until 6:00 a.m., 9:00 a.m. to 3:00 p.m. and 7:00 p.m. until end of service

Analysis – Current Route Profile: (GO Route 69 – Sutton GO Bus)

Average Daily Ridership	165
Average Ridership (Rush hour)	115
Average Ridership (Non rush hour)	50
Net Cost per Passengers (Rush hour)	\$1.57
Net Cost per Passengers (Non rush hour)	\$15.55
Revenue / Cost Ratio (Rush hour)	63%
Revenue / Cost Ratio (Non rush hour)	14%

> YRT/Viva currently pays GO Transit \$24,720 per month for the operating costs and a subsidy of \$4.74 per passenger who utilize the GO Route 69 service, totalling to approximately \$18,000 per month.

Proposed Service:

- > Provide a North-South route to connect the Towns of Georgina, East Gwillimbury and Newmarket
- > YRT/Viva to work with the Town of Georgina to design the service and routing (operate via Leslie Street or Woodbine Avenue)

Passenger Impacts:

- > The North-South link will not provide service to Beaverton or Toronto

Improvements:

- > Provide direct connections to Vince's Country Market, 404 Town Centre, Southlake Regional Health Centre, Newmarket GO Bus Terminal
- > Bring people to jobs (where they want to travel)
- > Match service to demand by providing limited service between Sutton and Pefferlaw

- > Improve accessibility of bus stops to connect to/from Mobility Plus service (Family of Services)

Feedback from public and stakeholders:

- > Public Information Centre held on August 31, 2011 at Georgina Keswick Library
- > Six people attended and the main comment received was for more service from Keswick to Newmarket

6.2 | Proposed Route Modifications

The 2012 Annual Service Plan recommends select conventional routes be restructured and/or have frequency adjusted. Route restructuring strives to reduce one-way loops and connect key destinations such as malls, schools, community centres, transit terminals, hospitals and senior facilities. The following section provides details of routes to be modified in 2012 by municipality.

Town of East Gwillimbury

Route Implementation Date:

- > Route 58: September 2004
- > Route 58A: January 2008

Current Route Description:

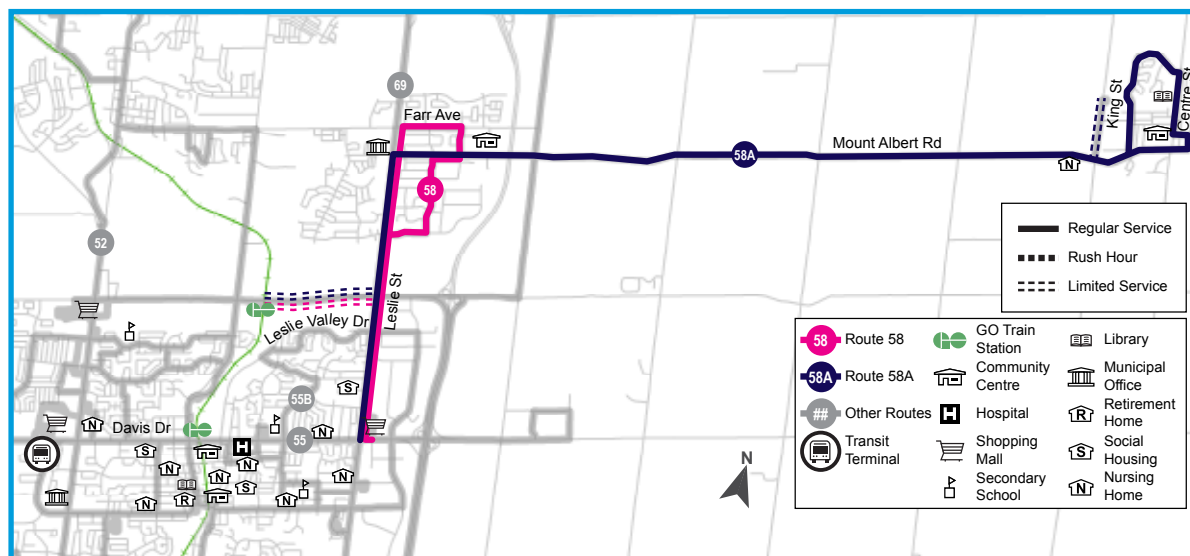
- > Local Service
- > North-south route operating between Davis Drive and the communities of Sharon and Mt. Albert

Major Trip Generators:

- > 404 Town Centre
- > East Gwillimbury GO Station

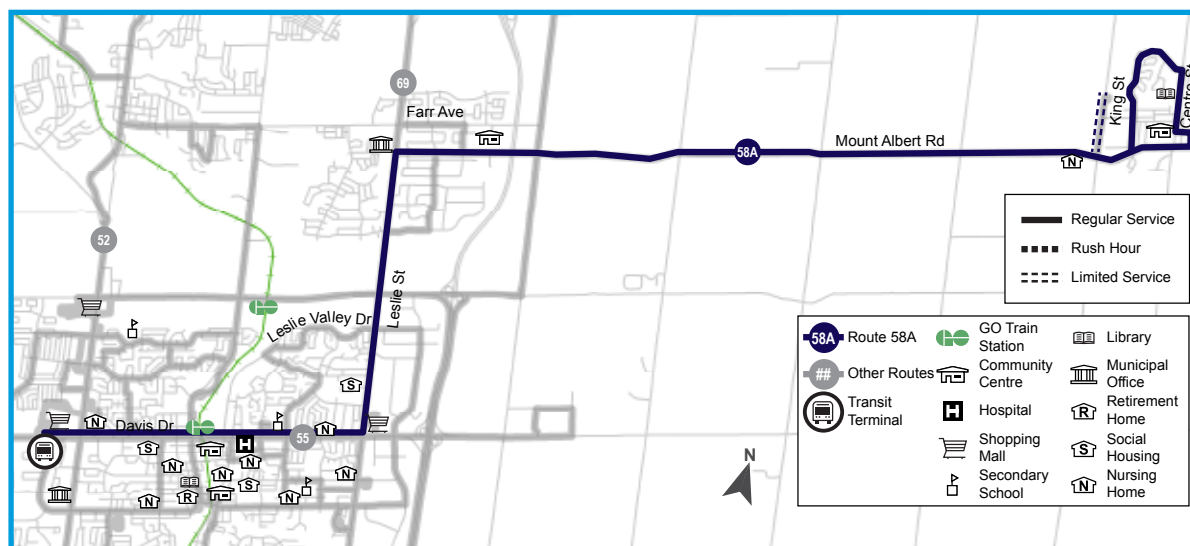
Current Routing:

Route 58/58A – Leslie North/Leslie North via Mt. Albert (Weekdays)



Proposed Routing:

Route 58/58A –Leslie North/Leslie North via Mt. Albert (Weekdays)



Current Operating Period and Frequency:

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening*	Saturday	Sunday/ Holiday
✓	✓	✓	✓				
30 min	30 min	60 min	30 min	30 min	N/A	N/A	N/A

Rush hour – 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.

Non rush hour – beginning of service until 6:00 a.m., 9:00 a.m. to 3:00 p.m. and 7:00 p.m. until end of service

Proposed Service:

- Maintain existing rush hour service
- Continue to provide service to East Gwillimbury GO Station to meet select GO trains (The service will be assessed again in 2012 for possible modification to the schedules)
- Restructure Route 58A to provide direct connections to the 404 Town Centre, Southlake Regional Health Centre, Newmarket GO Station, Newmarket GO Bus Terminal, the Tannery and Upper Canada Mall during weekday non rush hour periods

Passenger Impacts:

- Midday frequency decreased to accommodate service extension to Newmarket GO Bus Terminal

Improvements:

- Provide direct connections
- Provide consistent service frequency to/from Sharon and Mt. Albert

Feedback from public and stakeholders:

- Public information centre held August 18, 2011 at Mt. Albert Community Centre.
- Approximately 17 people attended and provided comments
- Comments received include:
 - Maintain service to/from East Gwillimbury GO Station
 - In favour of having direct connection to/from Newmarket GO Bus Terminal
 - Introduce weekend service

Analysis – Route Performance (2011):

Route 58/58A

Leslie North/Leslie North via Mt. Albert

Average Daily Ridership	55
Route 58 Average Ridership (Rush hour)	11
Route 58 Average Ridership (Non rush hour)*	4
Route 58A Average Ridership (Rush hour)	28
Route 58A Average Ridership (Non rush hour)	12
Route 58 Net Cost per Passenger (Rush hour)	\$33.59
Route 58 Net Cost per Passenger (Non rush hour)*	\$25.41
Route 58A Net Cost per Passenger (Rush hour)	\$13.50
Route 58A Net Cost per Passenger (Non rush hour)	\$40.73
Revenue / Cost Ratio (Rush hour)	11%
Revenue / Cost Ratio (Non rush hour)	6%
➤ Ridership at the East Gwillimbury GO Station indicates approximately 12 passengers utilize the service	

* One northbound and one southbound Route 58A trip operate between 10:20 p.m. and 11:15 p.m.

Town of Newmarket

Route Implementation Date:

- > Route 55: Pre-amalgamation, restructured in 2005 and 2008
- > Route 55B: January 2008

Current Route Description:

- > Base Service
- > East-west route along Davis Drive providing service between Newmarket GO Bus Terminal and the 404 Town Centre

Major Trip Generators:

- > Newmarket GO Bus Terminal
- > Newmarket GO Station Southlake Regional Health Centre
- > Huron Heights Secondary School
- > 404 Town Centre
- > Upper Canada Mall

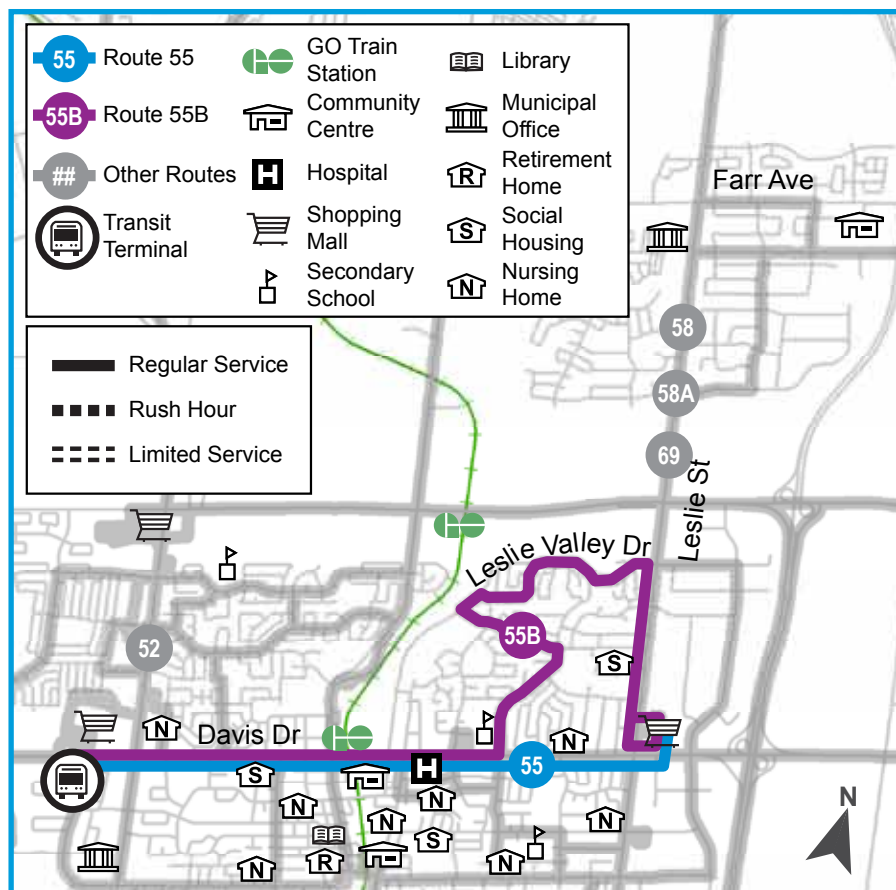
Proposed Service:

- > Operate Route 55B branch in the Leslie Valley area during the weekday rush hour period only

Current Routing:

Route 55 – Davis Drive (Weekdays and Weekends/Holidays)

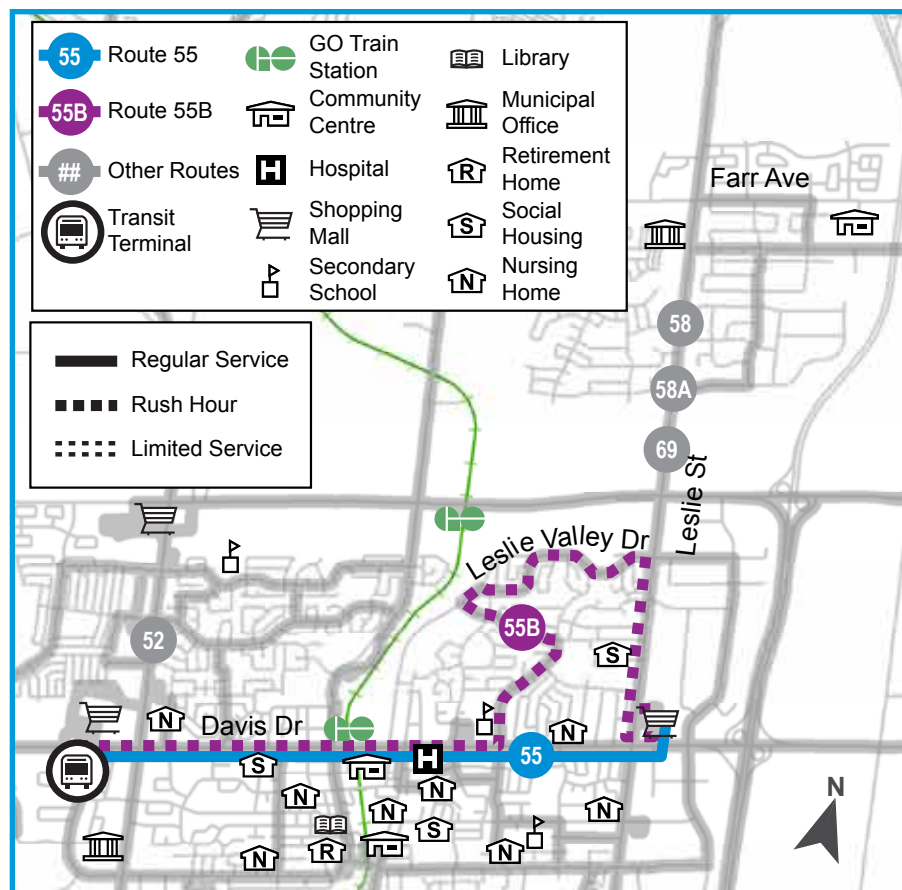
Route 55B – Davis Drive (Weekdays and Saturday)



Proposed Routing:

Route 55 – Davis Drive (Weekdays and Weekends/Holidays)

Route 55B – Davis Drive (Weekdays)

**Analysis – Route Performance (2011):****Route 55/55B – Davis Drive**

Route 55/55B Average Daily Ridership	949
Route 55 Average Ridership (Rush hour)	289
Route 55 Average Ridership (Non rush hour)	206
Route 55B Average Ridership (Rush hour)	265
Route 55B Average Ridership (Non rush hour)	189
Route 55 Net Cost per Passenger (Rush hour)	\$0.77
Route 55 Net Cost per Passenger (Non rush hour)	\$1.69
Route 55B Net Cost per Passenger (Rush hour)	\$0.34
Route 55B Net Cost per Passenger (Non rush hour)	\$0.51
Net Cost per Passengers (Leslie Valley Drive during Non rush hour)	\$15.68
Revenue / Cost Ratio (Rush hour)	79%
Revenue / Cost Ratio (Non rush hour)	60%

- > Approximately two passengers per hour in Leslie Valley area during weekday non rush hour periods
- > Approximately one passenger per hour in Leslie Valley area on Saturdays

Current Operating Period and Frequency:

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday / Holiday
✓	✓	✓	✓	✓	✓	✓	✓
15-30 min	15 min	30 min	15-30 min	35 min	35 min	15-35 min	35 min

Rush hour – 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.

Non rush hour – beginning of service until 6:00 a.m., 9:00 a.m. to 3:00 p.m. and 7:00 p.m. until end of service

Passenger Impacts:

- Elimination of service in the Leslie Valley area during weekday, non rush hour periods, and Saturdays
- Increased walking distance of up to 1,500 metres from the current boarding location, to the nearest bus stop, during weekday non rush hour periods and Saturdays

Improvements:

- Strengthen the grid network and simplify routing by providing more direct service during weekday non rush hour periods and Saturdays
- Match service with demand by removing service along underutilized portions of the route

- Provide consistent frequency during weekday non rush hour periods and Saturdays, along Davis Drive, by reallocating resources currently used in the Leslie Valley area

Feedback from stakeholders and public:

- Public information session held on August 10, 2011 at the Newmarket GO Bus Terminal
- Approximately 50 people attended and provided comments
- No concerns were received regarding Route 55/55B restructuring plans

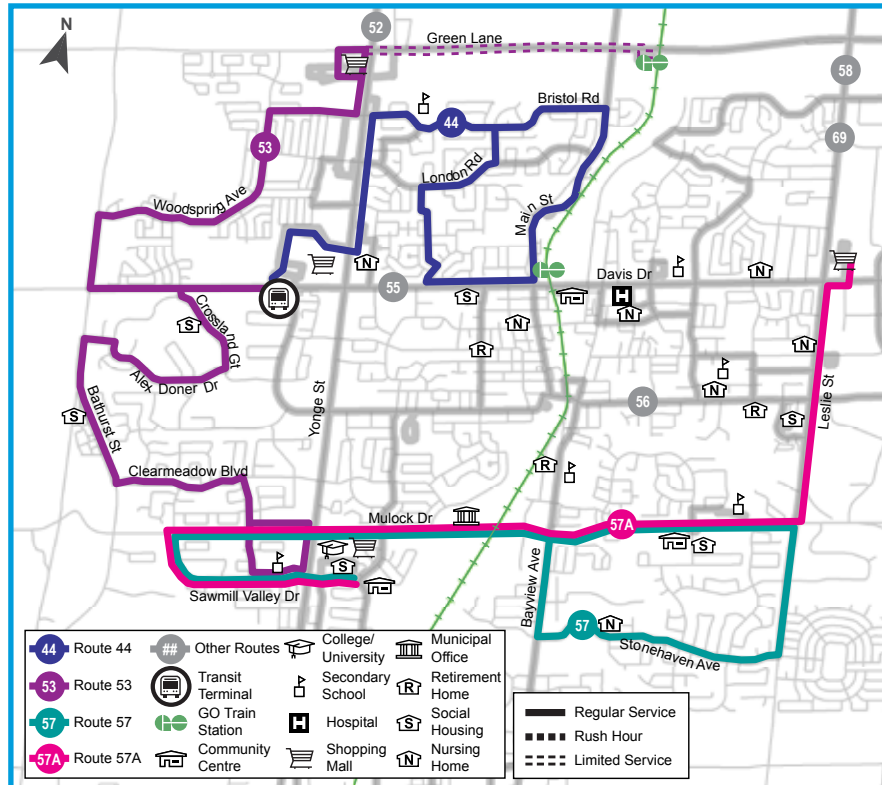
Current Routing:

Route 44 – London-Bristol (Weekdays and Saturday)

Route 53 – Woodspring-Clearmeadow (Weekdays and Saturday)

Route 57 – Mulock (Weekdays and Saturday)

Route 57A – Mulock (Weekdays and Weekends/Holidays)

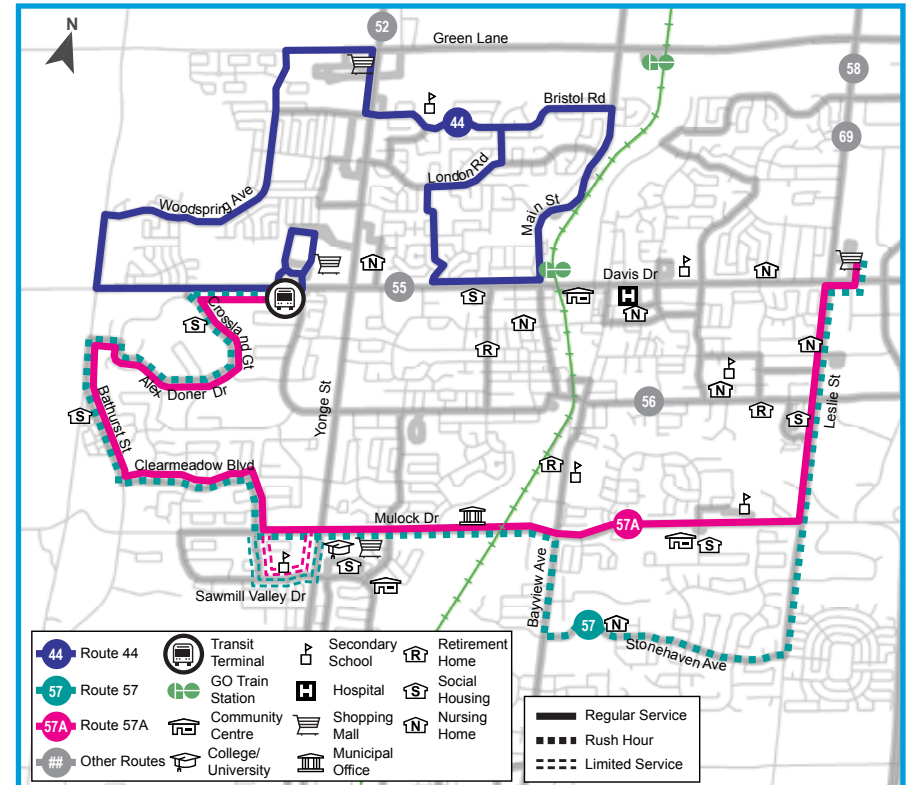


Proposed Routing:

Route 44 – London-Bristol (Weekdays and Saturday)

Route 57 – Mulock (Weekdays)

Route 57A – Mulock (Weekdays and Weekends/Holidays)



Route Implementation Date:

- > Route 44: Pre-amalgamation
- > Route 53: January 2008
- > Route 57: January 2002, restructured in January 2008
- > Route 57A: January 2008

Current Route Description:

Route 44 – London-Bristol

- > Local Service
- > Operates east-west between the Newmarket GO Bus Terminal and the Newmarket GO Station via Upper Canada Mall

Route 53 – Woodspring-Clearmeadow

- > Local Service
- > Services Woodspring Avenue and Clearmeadow Boulevard, west of Yonge Street, between Green Lane and Mulock Drive

Route 57/57A – Mulock Drive

- > Base Service
- > Route 57 operates east-west along Mulock Drive servicing Sawmill Valley Drive and Stonehaven Road
- > Route 57A operating along Sawmill Valley Drive, Mulock Drive and Leslie Street to the 404 Town Centre

Major Trip Generators:

Route 44 – London-Bristol

- > Newmarket GO Bus Terminal
- > Upper Canada Mall
- > Dr. John Denison Secondary School
- > Newmarket GO Station

Route 53 – Woodspring-Clearmeadow

- > Newmarket GO Bus Terminal
- > Upper Canada Mall
- > Green Lane Centre
- > East Gwillimbury GO Station
- > Sir William Mulock Secondary School

Route 57/57A – Mulock Drive

- > 404 Town Centre
- > Natures Emporium
- > Sir William Mulock Secondary School
- > Newmarket High School

Current Operating Period and Frequency:

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/ Holiday
Route 44 – London-Bristol							
✓	✓	✓	✓	✓	✓	✓	
30 min	30 min	40 min	30 – 35 min	30 min	30 min	40 min	N/A
Route 53 – Woodspring-Clearmeadow							
✓	✓	✓	✓	✓			
30 min	20-30 min	64 min	20-30 min	30-60 min	N/A	65 min	60 min
Route 57/57A – Mulock Drive							
	✓	✓	✓	✓			
N/A	14 min	20 min	14 min	25-40 min	40 min	40 min	60 min

Rush hour – 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Non rush hour – beginning of service until 6 a.m., 9 a.m. to 3 p.m. and 7 p.m. until end of service

Analysis – Route Performance (2011):
Route 53 – Woodspring-Clearmeadow

Average Daily Ridership	247
Average Ridership (Rush hour)	154
Average Ridership (Non rush hour)	93
Net Cost per Passenger (Rush hour)	\$7.27
Net Cost per Passenger (Non rush hour)	\$8.29
Revenue / Cost Ratio (Rush hour)	26%
Revenue / Cost Ratio (Non rush hour)	24%

- Additional resources (fleet and hours) required to provide services to/from East Gwillimbury GO Station
- Ridership analysis at the East Gwillimbury GO Station indicates approximately 25 passenger trips

Analysis – Route Performance (2011):
Route 44 – London-Bristol

Average Daily Ridership	117
Average Ridership (Rush hour)	73
Average Ridership (Non rush hour)	44
Net Cost per Passenger (Rush hour)	\$7.46
Net Cost per Passenger (Non rush hour)	\$31.82
Revenue / Cost Ratio (Rush hour)	26%
Revenue / Cost Ratio (Non rush hour)	8%

- Duplication of service on Yonge Street between Bristol Road and Davis Drive with Route 44 – Bristol-London, Route 52 – Holland Landing and Route 98 – Yonge Street

Analysis – Route Performance (2011):
Route 57/57A – Mulock Drive

Average Daily Ridership	351
Route 57 Average ridership (Rush hour)	105
Route 57 Average Ridership (Non rush hour)	21
Route 57A Average Ridership (Rush hour)	187
Route 57A Average Ridership (Non rush hour)	38
Route 57 Net Cost per Passenger (Rush hour)	\$5.30
Route 57 Net Cost per Passenger (Non rush hour)	\$21.75
Route 57A Net Cost per Passenger (Rush hour)	\$2.42
Route 57A Net Cost per Passenger (Non rush hour)	\$22.20
Net Cost per Passenger in Sawmill Valley area between Double Tree Lane and Columbus Way (Rush hour)	\$20.01
Net Cost per Passenger in Sawmill Valley area between Double Tree Lane and Columbus Way (Non rush hour)	\$21.67
Net Cost per Passenger in Stonehaven Ave (Non rush hour)	\$9.01
Revenue / Cost Ratio (Rush hour)	47%
Revenue / Cost Ratio (Non rush hour)	8%

- One-way service on Stonehaven Avenue with no direct connection to 404 Town Centre
- Approximately two passengers per hour along Sawmill Valley Drive between Doubletree Lane and Columbus Way during weekdays and one passenger per hour on Saturdays
- Approximately one passenger per hour utilizes Route 57 branch on Stonehaven Avenue, during weekday non rush hour period

Proposed Service:

Route 44 – London-Bristol

- Merge portion of Route 53 – Woodspring-Clearmeadow with Route 44 – Bristol-London on the north side of Davis Drive

Route 53 – Woodspring-Clearmeadow

- Merge portion of Route 53 – Woodspring-Clearmeadow with Route 44 – Bristol-London on the north side of Davis Drive
- Merge portion of Route 53 – Woodspring-Clearmeadow with Route 57/57A – Mulock on the south side of Davis Drive
- Discontinue service to East Gwillimbury GO Station and provide train connections at the Newmarket GO Station in the morning and evening

Route 57/57A – Mulock Drive

- Merge portion of Route 53 – Woodspring-Clearmeadow with Route 57/57A – Mulock on the south side of Davis Drive
- Provide two-way service on Stonehaven Avenue and operate service during rush hour only
- Discontinue Route 57/57A service in the Sawmill Valley area
- Provide two trips to meet the morning and evening bell times at Sir William Mulock Secondary School

Passenger Impacts:

Route 44 – London-Bristol

- Increased travel time of approximately 10 minutes to/from Newmarket GO Bus Terminal

Route 53 – Woodspring-Clearmeadow

- Students from Woodspring Avenue travelling to/from Sir William Mulock Secondary School would be required to connect at Newmarket GO Bus Terminal to Route 57/57A – Mulock, 98 – Yonge Street or Viva blue/blue A
- GO train connections will be provided at Newmarket GO Station instead of East Gwillimbury GO Station resulting in longer travel time of approximately 12 minutes
- Dial-A-Ride service will be expanded to include Woodspring Avenue after 7 p.m. on weekdays and Saturdays

Route 57/57A – Mulock Drive

- Route 57/57A services discontinued in the Sawmill Valley Drive area
- Increased walking distance of up to 1,000 metres from the current boarding location to the nearest bus stop for passengers in Sawmill Valley Drive area
- Route 57 service discontinued on Stonehaven Avenue during weekday non rush hour periods and Saturdays
- Increased walking distance of up to 1,600 metres from the current boarding location to the nearest bus stop for passengers in Stonehaven Avenue

Improvements:

Route 44 – London-Bristol

- Provide direct connections to Newmarket GO Bus Terminal, Newmarket GO Station, Yonge Street, Green Lane Centre and Upper Canada Mall
- Improve connections at the Newmarket GO Station
- Remove service along areas where there is duplication of service

Route 53 – Woodspring-Clearmeadow

- Provide direct connection for students in Woodspring Avenue to/from Dr. John Denison Secondary School
- Improve connections to/from the Newmarket GO Station

Route 57/57A – Mulock Drive

- Provide direct connection to the Newmarket GO Bus Terminal, Yonge Street, 404 Town Centre and Upper Canada Mall
- Provide two-way service on Stonehaven Avenue during weekday rush hour
- Strengthen the grid network by eliminating looping on the Sawmill Valley Drive and Stonehaven Avenue

Feedback from public and stakeholders:

- Public information centre held on August 10, 2011 at the Newmarket GO Bus Terminal
- Approximately 50 people attended and provided comments
- All comments received were in support of restructuring
- YRT/Viva received two emails in support of restructuring

Town of Aurora

Route Implementation Date:

- Route 31: Pre-amalgamation
- Route 34: September 2004

Current Route Description:

- Route 31 – Aurora Local
- Local Service

- Provides rush hour service between St. John's Sideroad and Wellington Street connecting to the Aurora GO Station

Route 34 – Industrial Parkway

- Local Service
- A north-south route provides rush hour service on Industrial Parkway between St. John's Sideroad and Allaura Boulevard

Major Trip Generators:

Route 31 – Aurora Local

- Aurora High School
- St. Maximillian Kolbe Catholic High School
- Aurora Public Library
- Aurora GO Station

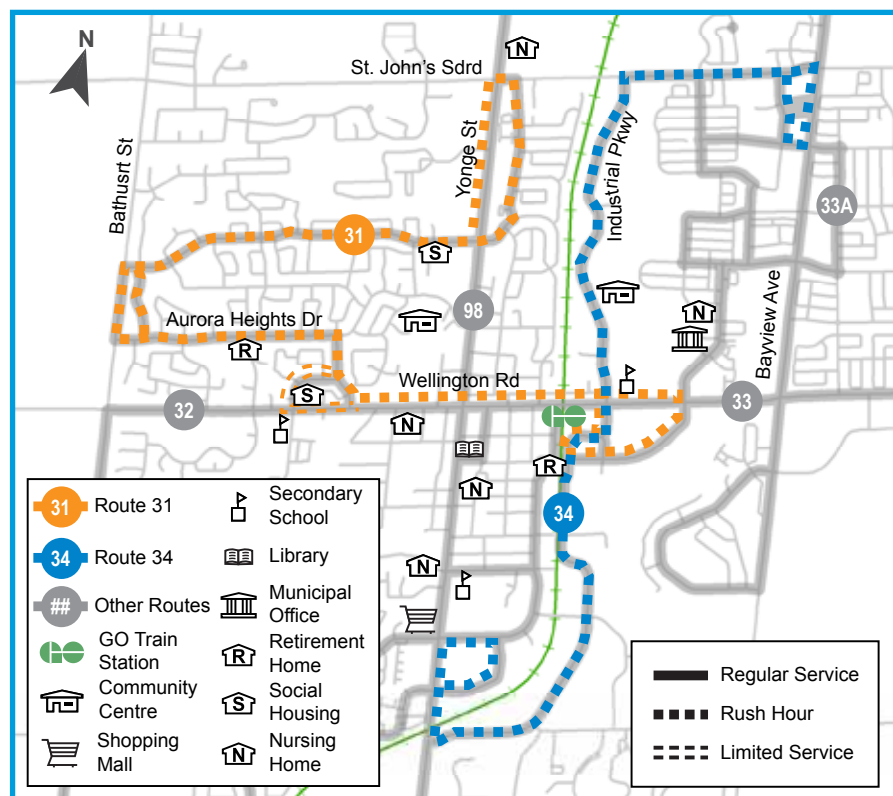
Route 34 – Industrial Parkway

- Aurora Shopping Centre
- Aurora Village Plaza
- Industrial Parkway Business Park
- Aurora Leisure Complex
- St. Maximillian Kolbe Catholic High School
- Aurora GO Station

Current Routing:

Route 31 – Aurora North (Weekdays)

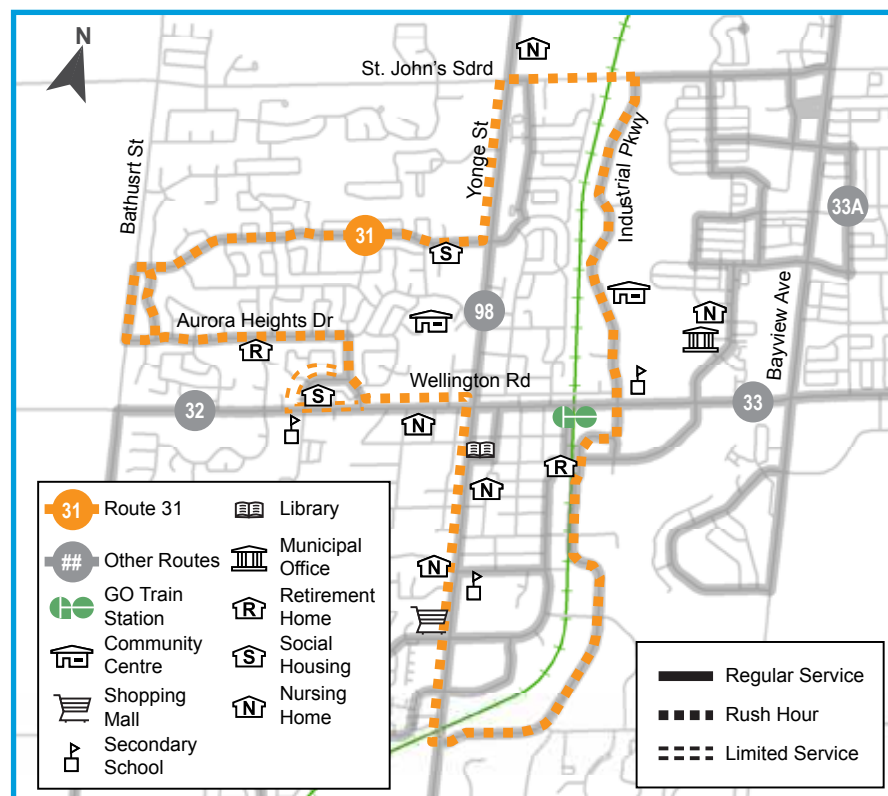
Route 34 – Industrial Parkway (Weekdays)



Proposed Routing:

Route 31 – Aurora North (Weekdays)

Route 34 – Industrial Parkway (Weekdays)



Current Operating Period and Frequency:

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/ Holiday
Route 31 – Aurora North							
✓	✓		✓				
40 min	40 min	N/A	40 min	N/A	N/A	N/A	N/A
Route 34 – Industrial Parkway							
	✓		✓				
N/A	30 min	N/A	30 min	N/A	N/A	N/A	N/A

Rush hour – 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Non rush hour – beginning of service until 6 a.m., 9 a.m. to 3 p.m. and 7 p.m. until end of service

Proposed Service:

Route 31 – Aurora Local and 34 – Industrial Parkway

- Reduce span of service
- Merge Route 31 and Route 34

Passenger Impacts:

Route 31 – Aurora Local

- One-way service
- Only select GO train trips will be met
- Longer travelling time to the Aurora GO Station and St. Maximillian Kolbe Catholic High School
- Service eliminated on Old Yonge Street
- Reduced span of service

Route 34 – Industrial Parkway

- One-way service
- Only select GO train trips will be met
- Reduced span of service
- Frequency reduced from 30 to 40 minutes

Improvements:

Route 31 – Aurora Local

- Match service with demand by removing service along underutilized areas of the route

Route 34 – Industrial Parkway

- Strengthen the grid network and simplify the routing by eliminating looping and duplication of service in Allaura Boulevard and Stewart Drive

Feedback from public and stakeholders:

- Public information centre held on August 30, 2011 at Aurora GO Station
- Approximately 12 people attended. Comments received include:
 - Do not discontinue Routes 31 and 34
 - Improve connection for reverse GO train passengers
 - Multiple CARES tickets were also received requesting better connections at the Aurora GO Station and not to discontinue Route 31

Analysis – Route Performance (2011):**Route 31 – Aurora North**

Average Daily Ridership	64
Average Ridership (Rush hour)	54
Average Ridership (Non rush hour)*	10^
Net Cost per Passenger (Rush hour)	\$10.22
Net Cost per Passenger (Non rush hour)*	\$11.43
Revenue / Cost Ratio (Rush hour)	20%

➤ Ridership comprised mainly of students travelling to/from Aurora High School and St. Maximillian Kolbe Catholic High School, and passengers destined to the Aurora GO Station

*Few trips operate outside of rush hour periods

Analysis – Route Performance (2011):**Route 34 – Industrial Parkway**

Average Daily Ridership	28
Average Ridership (Rush hour)	24
Average Ridership (Non rush hour)*	4
Net Cost per Passenger (Rush hour)	\$19.03
Net Cost per Passenger (Non rush hour)*	\$49.10
Revenue / Cost Ratio (Rush hour)	12%
Revenue / Cost Ratio (Non rush hour)	5%

➤ Approximately four passengers per hour during weekday rush hour periods

*Few trips operate outside of rush hour periods

Town of Richmond Hill

Route Implementation Date:

- Route 81: April 2008
- Route 86: Pre-amalgamation

Current Route Description:

Route 81 – Inspiration

- Local Service
- Provides services in the Inspiration subdivision on Yonge Street from Jefferson Sideroad to the Bernard Terminal

Route 86 – Weldrick-Newkirk

- Local Service
- Provides services between Jefferson Forest Drive and Bathurst Street via Weldrick Road and Newkirk Road
- Rush hour service extends to Rutherford GO Station

Major Trip Generators:

Route 81 – Inspiration

- Bernard Terminal
- Richmond Hill High School

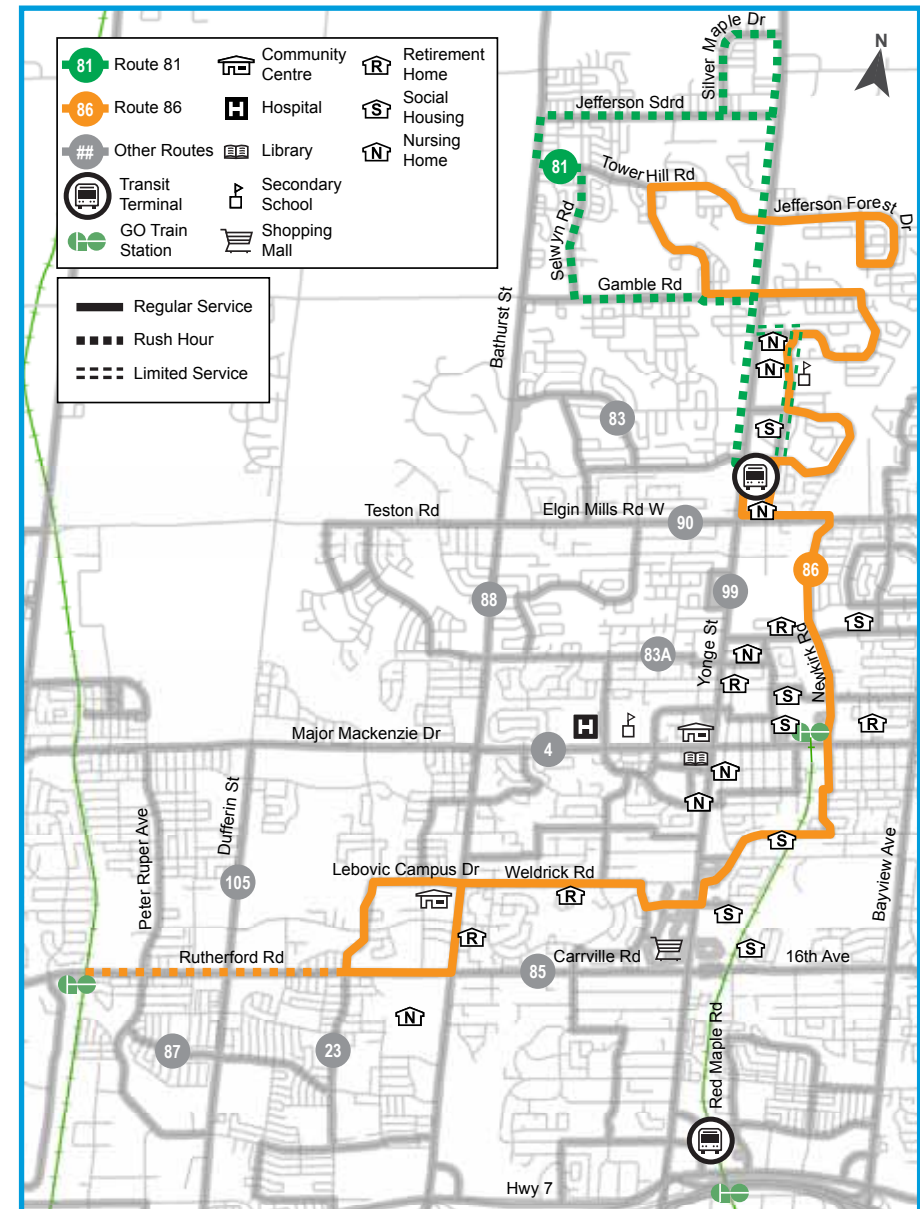
Route 86 – Weldrick-Newkirk

- Richmond Hill GO Station
- Richmond Hill High School
- Jean Vanier Catholic High School
- Hillcrest Mall
- Rutherford GO Station
- Bernard Terminal

Current Routing:

Route 81 – Inspiration (Weekdays)

Route 86 – Weldrick-Newkirk (Weekdays and Saturday)



Proposed Service:

Route 81 – Inspiration

- Restructure Route 81 to service Tower Hill Road and Rollinghill Road
- Eliminate Route 81 service along Silver Maple Drive

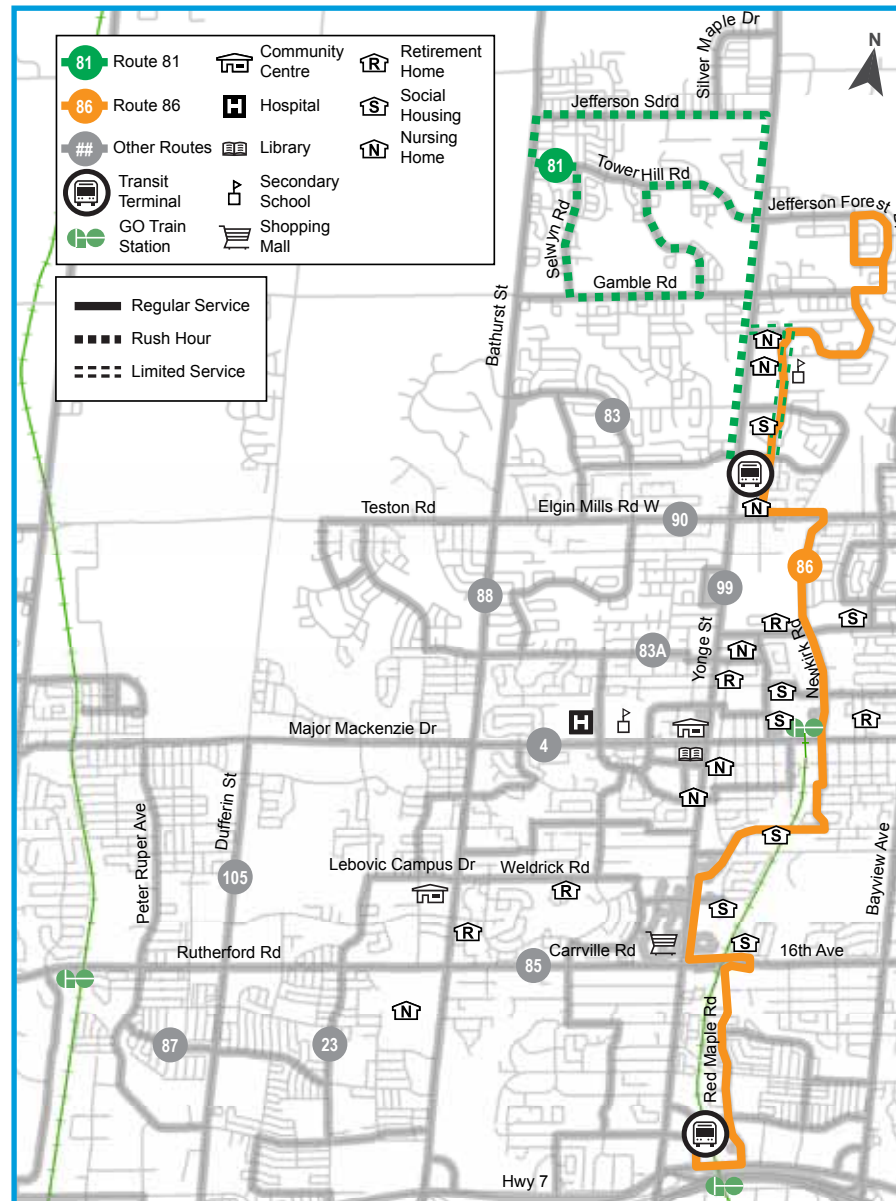
Route 86 – Weldrick-Newkirk

- Extend Route 86 to Richmond Hill Centre Terminal (more connections with other transit routes)
- Restructure Route 86 to become more of a mid-block north-south route from Jefferson Forest and Richmond Hill Centre Terminal
- Eliminate Route 86 service west of Yonge Street

Proposed Routing:

Route 81 – Inspiration (Weekdays)

Route 86 – Weldrick-Newkirk (Weekdays and Saturday)



Analysis – Route Performance (2011):
Route 81 - Inspiration

Average Daily Ridership	160
Average Ridership (Rush hour)	132
Average Ridership (Non rush hour)	28
Net Cost per Passenger (Rush hour)	\$3.55
Net Cost per Passenger (Non rush hour)	\$6.63
Net Cost per Passenger along Silver Maple Drive (Rush hour)	\$14.55
Revenue / Cost Ratio (Rush hour)	42%
Revenue / Cost Ratio (Non rush hour)	28%

- Approximately one passenger per hour along Silver Maple Drive during weekday rush hour period

Analysis – Route Performance (2011):
Route 86 – Weldrick-Newkirk

Average Daily Ridership	468
Average Ridership (Rush hour)	333
Average Ridership (Non rush hour)	135
Net Cost per Passenger (Rush hour)	\$5.34
Net Cost per Passenger (Non rush hour)	\$14.43
Net Cost per Passenger along Tower Hill Road and Rolling Hill Road (Non rush hour)	\$11.41
Net Cost per Passenger along Weldrick Road West between Hillcrest Mall and Bathurst Street (Rush hour and non rush hour)	\$17.76
Net Cost per Passenger along Bernard Avenue west of Yorkland Street (Rush hour and non rush hour)	\$9.49
Revenue / Cost Ratio (Rush hour)	33%
Revenue / Cost Ratio (Non rush hour)	15%

- Duplication of service between Bathurst Street and Rutherford GO Station along Rutherford Road with Route 85/A/B – Rutherford/16th Avenue during rush hour period
- Duplication of service along Bathurst Street, Carrville Road, Thomas Cook Avenue, and Lebovic Campus Drive with Route 23 – Thornhill Woods, 88 - Bathurst
- Service delays due to long routing
- Approximately four passengers per hour in the Tower Hill and Rolling Hill area during weekday non rush hour periods
- Approximately two passengers per hour along Bernard Avenue, east of Yorkland Street, during weekday rush and non rush hour periods

Current Operating Period and Frequency

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/ Holiday
Route 81 – Inspiration							
✓	✓		✓	✓			
30 min	30 min	N/A	30 min	30 min	N/A	N/A	N/A
Route 86 – Weldrick-Newkirk							
✓	✓	✓	✓	✓		✓	
15-35 min	15-35 min	50 min	25-30 min	40-60 min	N/A	60 min	N/A

Rush hour – 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m. Non rush hour – beginning of service until 6 a.m., 9 a.m. to 3 p.m. and 7 p.m. until end of service

Passenger Impacts:

Route 81 – Inspiration

- Services discontinued on Silver Maple Drive
- Increased walking distance of up to 500 metres from the current boarding location to the nearest bus stop for passengers along Silver Maple Drive

Route 86 – Weldrick-Newkirk

- No Route 86 service west side of Yonge Street
- Alternate travel options and key connection opportunities maintained for passengers west of Yonge Street (Route 589/590 Richmond Hill Community Bus, Route 23 – Thornhill Woods, Route 83 – Trench, Route 85/85A/85B – Rutherford-16th Avenue, Route 88 – Bathurst)
- Elimination of service from Tower Hill Road and Rollinghill Road during weekday non rush hour periods, and Saturdays
- Alternate travel options and key connections maintained for passengers in the Tower Hill Road and Rollinghill Road during weekday non rush hour periods, and Saturdays (Viva blue, Route 98 – Yonge)

- Increased walking distance of up to 1,400 metres from the current boarding location to the nearest bus stop, for passengers in Tower Hill Road and Rolling Hill Road during weekday non rush hour periods, and Saturdays
- Passenger from Tower Hill Road and Rolling Hill Road destined to/from Richmond Hill GO Station will be required to connect at Bernard Terminal
- Increased walking distance of up to 1,200 metres from the current boarding location, to the nearest bus stop, for passengers along Bernard Avenue (east of Yorkland Street) during weekdays and Saturdays

Improvements:

Route 81 – Inspiration

- Alternate travel options and key connection opportunities still maintained for passengers along Silver Maple Drive (Route 81 – Inspiration, Route 98 – Yonge, and Viva blue)
- Simplify routing by removing looping along Silver Maple Drive

Route 86 – Weldrick-Newkirk

- Strengthen the grid network and simplify the routing by providing a mid-block collector between Yonge Street and Bayview Avenue
- Match service with demand by removing service along the portion of the route where duplication of service exists
- Service expanded to include Red Maple Road, Langstaff GO Station, and Richmond Hill Centre Terminal

Feedback from public and stakeholders:

- Public information centre session held on August 11, 2011 at Hillcrest Mall
- Approximately 85 people attended and provided comments

Route Implementation Date:

Route 83: Pre-amalgamation, restructured in January 2008

Route 83A: January 2008

Current Route Description:

- Local Service
- Route 83 is a north-south mid-block route operating between Bernard Terminal and Richmond Hill Centre Terminal

- Route 83A is a mid-block route operating between Richmond Green Secondary School/Community Centre and Richmond Hill Centre Terminal

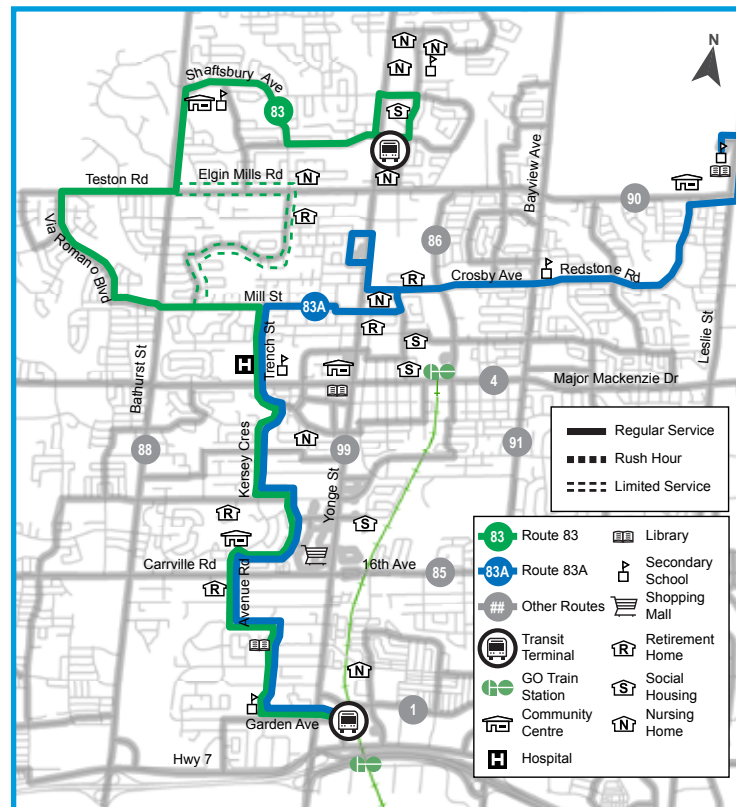
Major Trip Generators:

- Langstaff Secondary School
- Langstaff GO Station
- Hillcrest Mall
- York Central Hospital
- Alexander Mackenzie High School
- Dunlop Seniors Residences

- St Theresa of Lisieux Catholic High School
- Richmond Green Secondary School/Community Centre
- Richmond Hill High School
- Jean Vanier Catholic High School
- Bernard Terminal
- Richmond Hill Centre Terminal

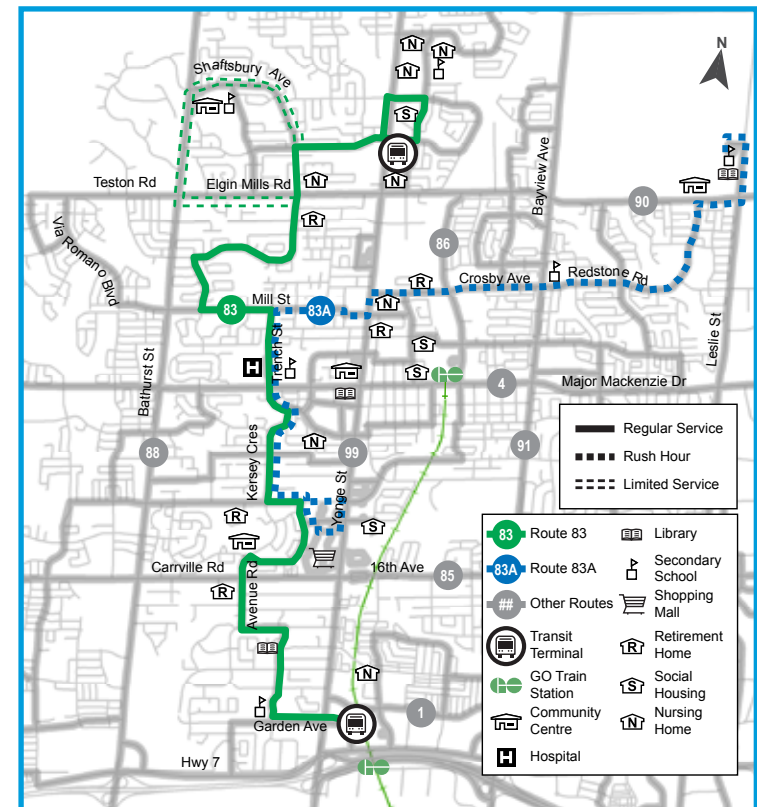
Current Routing:

Route 83/83A – Trench (Weekdays and Saturday)



Proposed Routing:

Route 83/83A – Trench (Weekdays and Saturday)



Analysis – Route Performance (2011):

Route 83/83A - Trench

Average Daily Ridership	918
Route 83 Average Ridership (Rush hour)	423
Route 83 Average Ridership (Non rush hour)	155
Route 83A Average Ridership (Rush hour)	249
Route 83A Average Ridership (Non rush hour)	91
Route 83 Net Cost per Passenger (Rush hour)	\$0.85
Route 83 Net Cost per Passenger (Non rush hour)	\$8.44
Route 83A Net Cost per Passenger (Rush hour)	\$2.16
Route 83A Net Cost per Passenger (Non rush hour)	\$14.38
Net Cost per Passengers along Via Romano area (Non rush hour)	\$16.45
Revenue / Cost Ratio (Rush hour)	71%
Revenue / Cost Ratio (Non rush hour)	18%
> Duplication of service along Via Romano Boulevard during rush hour period with Route 23 – Thornhill Woods > Approximately one passenger per hour along Via Romano Boulevard during weekday non rush hour periods > Existing transit routes in the Crosby Avenue area within walking distance	

Current Operating Period and Frequency:

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/ Holiday
Route 83/83A – Trench							
	✓	✓	✓	✓		✓	✓
N/A	20 min	60 min	25-30 min	60 min	N/A	85 min	N/A

Rush hour – 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m. Non rush hour – beginning of service until 6 a.m., 9 a.m. to 3 p.m. and 7 p.m. until end of service

Proposed Service:

- > Restructure Route 83 to become a mid-block north-south route between Yonge Street and Bathurst Street
- > Eliminate service along Via Romano Boulevard
- > Provide all day service along Regent Street and Ellery Drive
- > Operate Route 83A branch during rush hour only
- > Eliminate Route 83A service south of Hillcrest Mall and to Richmond Heights Plaza
- > Evaluate a new east-west route servicing Crosby Avenue, Redstone Road, Mill Street and Elgin Mills Road. Evaluation to be conducted in 2012

Passenger Impacts:

- > No Route 83 service along Via Romano Boulevard
- > No Route 83A service during weekday non rush periods and Saturdays
- > Alternate travel options for Route 83 passengers maintained on Via Romano Boulevard (Route 23 – Thornhill Woods during rush hour, Route 88 – Bathurst during weekday non rush hour periods and Saturdays)
- > Increased walking distance of up to 2,000 metres from the current boarding location to the nearest bus stop for passengers along Via Romano area during weekday non rush hour periods and Saturdays

> Alternate travel options for Route 83A

passengers maintained south of Hillcrest Mall (Route 83 – Trench), Richmond Heights Plaza (Route 99 – Yonge), and Crosby Avenue (Viva blue, Route 99 – Yonge, Route 86 Weldrick-Newkirk, Route 91/91A/91B-Bayview, Route 82 – Valleymede-Spadina, and Route 90 – Leslie)

Improvements:

- > Strengthen the grid network and simplify the routing by providing a mid-block collector service between Yonge Street and Bathurst Street
- > Match service with demand by removing service where its underutilized and areas where there is duplication of service
- > All-day service extension to Regent Street and Ellery Drive on weekdays and Saturdays

Feedback from public and stakeholders:

- > Public information centre held on August 11, 2011 at Hillcrest Mall
- > Approximately 85 people attended
- > One comment received was not to discontinue Route 86 service during weekday midday period
- > One comment received from a representative from the Town of Richmond Hill, not to discontinue Route 83A services during weekday non rush hour periods and Saturdays

Town of Whitchurch-Stouffville

Route Implementation Date:

Route 9: September 2004, restructured in September 2007

Route 15: September 2007

Current Route Description:

Route 9 – 9th Line

- > Local Service
- > North-south route operating along 9th Line and connecting the Towns of Markham and Whitchurch-Stouffville

Route 15 – Stouffville Local

- > Local Service
- > Operating within the community of Stouffville along Main Street and Hoover Park Drive between Highway 48 and Tenth Line

Major Trip Generators:

Route 9 – 9th Line

- > Markham-Stouffville Hospital
- > Parkview Village
- > Stouffville District High School

Route 15 – Stouffville Local

- > Main Street
- > Stouffville GO Station
- > Lebovic Leisure Centre
- > Eastern Gate
- > Parkview Village
- > Elm Wood Seniors Residence
- > Stouffville District High School
- > Walmart

Proposed Service:

Route 9 – 9th Line and Route 15 – Stouffville Local

- > Merge Route 9 – 9th Line and Route 15 – Stouffville Local
- > Provide limited service to Eastern Gate (YRT/Viva will work with Eastern Gate residents to develop a schedule which meets their needs)

Passenger Impacts:

Route 9 – 9th Line

- > Increase travel time for local travel (up to 20 minutes)

Route 15 – Stouffville Local

- > One-way service
- > Increase travel time for local travel (up to 20 minutes)
- > Limited service to Eastern Gate

Current Operating Period and Frequency:

	Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/ Holiday
Route 9 – 9th Line								
		✓	✓	✓	✓			
N/A		35 min	80 min	35 min	35 min	N/A	N/A	N/A
Route 15 – Stouffville Local								
		✓	✓	✓	✓			
N/A		40 min	80 min	50 min	55 min	N/A	N/A	N/A

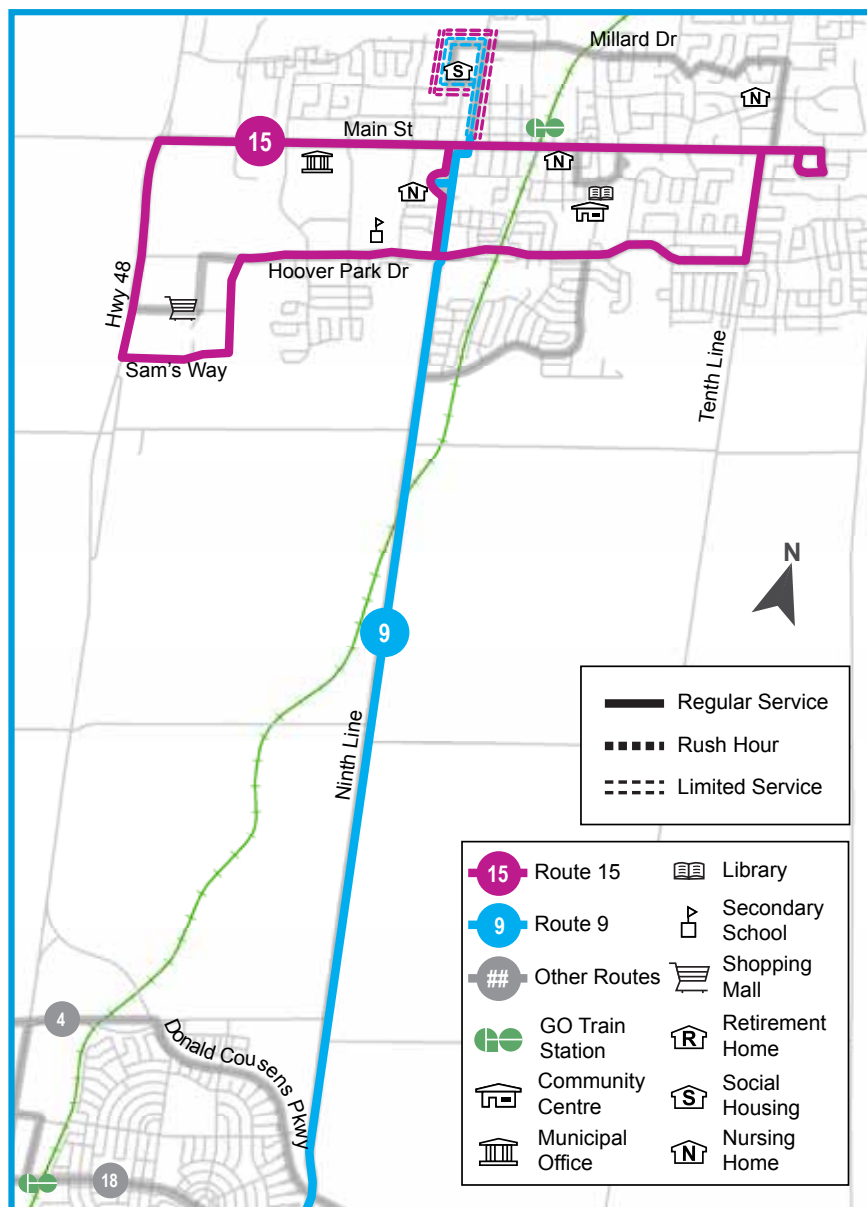
Rush hour – 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Non rush hour – beginning of service until 6 a.m., 9 a.m. to 3 p.m. and 7 p.m. until end of service

Current Routing:

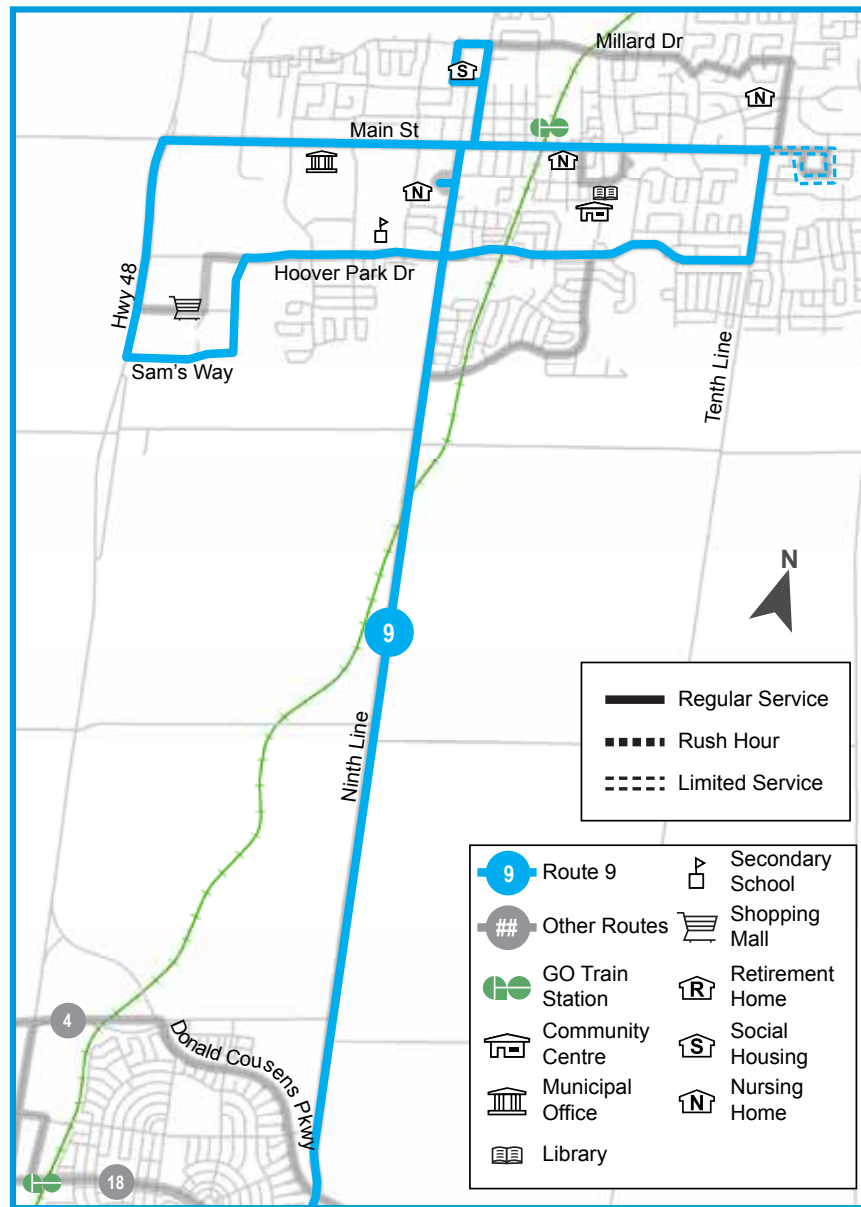
Route 9 – Ninth Line (Weekdays)

Route 15 – Stouffville Local (Weekdays)



Proposed Routing:

Route 9 – Ninth Line (Weekdays)



Improvements:

Route 9 – 9th Line and Route 15 – Stouffville Local

- Match service with demand by adjusting frequency
- Eliminates the need to transfer between Route 9 and Route 15
- Provide consistent frequency
- Schedule will meet the transit needs of the Eastern Gate residents

Feedback from public and stakeholders:

- Public information centre held on August 22, 2011 at Lebovic Community Centre
- Approximately 35 people attended
- Comments received include:
 - Maintain limited service to Eastern Gate
 - More frequent service during midday and late evening service
 - Passengers destined to the GO Station concerned about the longer travel time on the proposed Route 9
 - Extend new service to Musselman Lake and Ballantrae

Analysis – Route Performance (2011):**Route 9 – 9th Line**

Average Daily Ridership	146
Average Ridership (Rush hour)	133
Average Ridership (Non rush hour)	13
Net Cost per passengers (Rush hour)	\$6.06
Net Cost per passengers (Non rush hour)	\$52.51
Revenue / Cost (Rush hour)	30%
Revenue / Cost (Non rush hour)	5%

- Approximately eight passenger per trip during rush hour periods, and two passengers per trip during non rush hour periods
- Poor connection between Route 9 and Route 15 due to difference of frequency levels

Analysis – Route Performance (2011):**Route 15 – Stouffville Local**

Average Daily Ridership	40
Average Ridership (Rush hour)	24
Average Ridership (Non rush hour)	16
Net Cost per Passenger (Rush hour)	\$33.40
Net Cost per Passenger (Non rush hour)	\$49.41
Revenue / Cost Ratio (Rush hour)	7%
Revenue / Cost Ratio (Non rush hour)	5%

- Approximately two passenger per trip during rush hour periods, and one passenger per trip during non rush hour periods
- Poor connection between Route 9 and Route 15 due to difference of frequency levels

Town of Markham

Route Implementation Date:

Route 301: Pre-amalgamation

Route 303: Pre-amalgamation

Current Route Description:

Route 301 – Markham Express

- Express Service
- Highway 407 Express Service operating between Finch GO Bus Terminal and east Markham

Route 303 – Bur Oak Express

- Express Service
- Highway 407 Express Service operating between Finch GO Bus Terminal and east Markham

Major Trip Generators:

Route 301 – Markham Express

- Finch GO Bus Terminal
- Residential area of Markham

Route 303 – Bur Oak Express

- Finch GO Bus Terminal
- Residential areas of Markham and Cornell

Proposed Service:

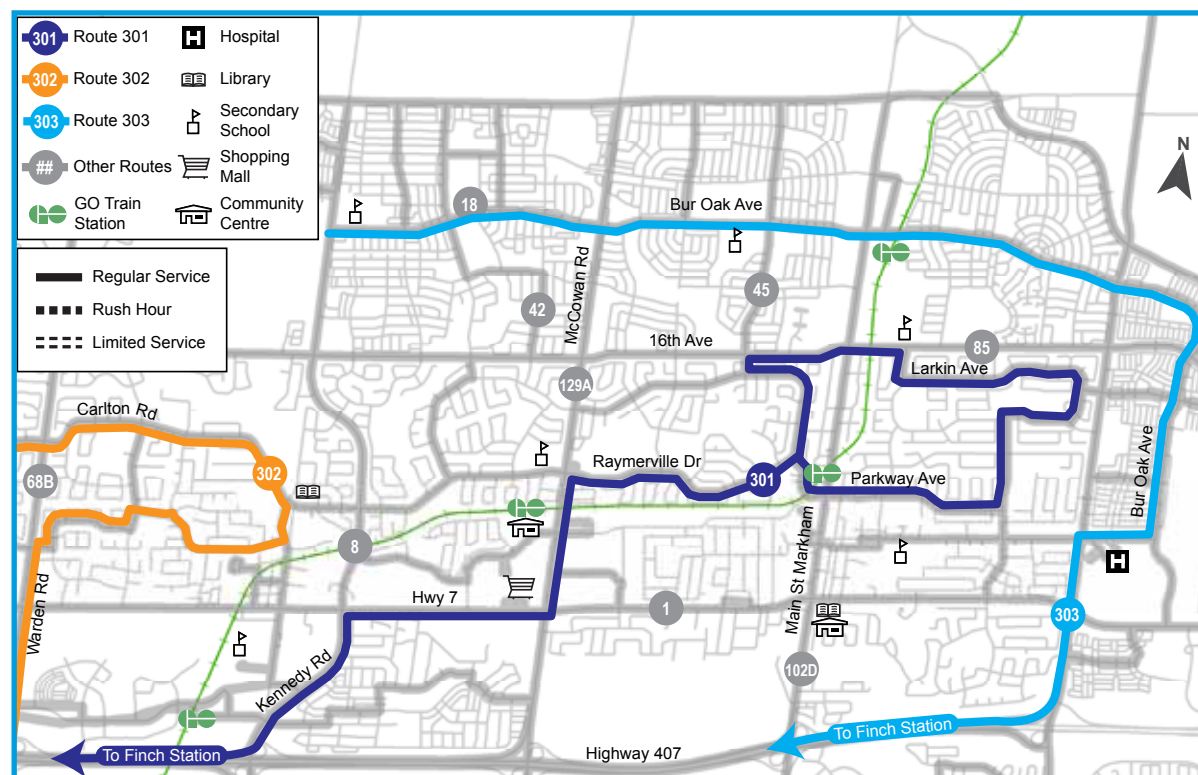
Route 301 – Markham Express

- Adjust routing to start from Mount Joy GO Station
- Reduce the number of trips from eight morning and seven afternoon trips to three morning and three afternoon trips
- Relocate resources to new Route 304 – Berczy Express

Current Routing:

Route 301 – Markham Express (Weekdays)

Route 303 – Bur Oak Express (Weekdays)



Route 303 – Bur Oak Express

- Adjust routing to start from Mount Joy GO Station
- Maintain existing five morning and five afternoon trips

New Route 304 – Berczy Express

- New express service to operate via Highway 407 connecting Finch GO Bus Terminal and Wismer and Berczy Village community
- Start trips from Mount Joy GO Station to operate to Finch GO Bus Terminal via McCowan Road, Highway 7, Kennedy Road, and Highway 407
- Allocate approximately 48 minutes of travel time to/from Finch GO Bus Terminal
- Provide five morning trips and four afternoon trips to/from Finch GO Bus Terminal

Passenger Impacts:

Route 301 – Markham Express

- Increased walking distance of up to 800 metres from the current location to the nearest bus stop for passengers on Raymerville Drive
- Approximately five passengers will be impacted

Route 303 – Bur Oak Express

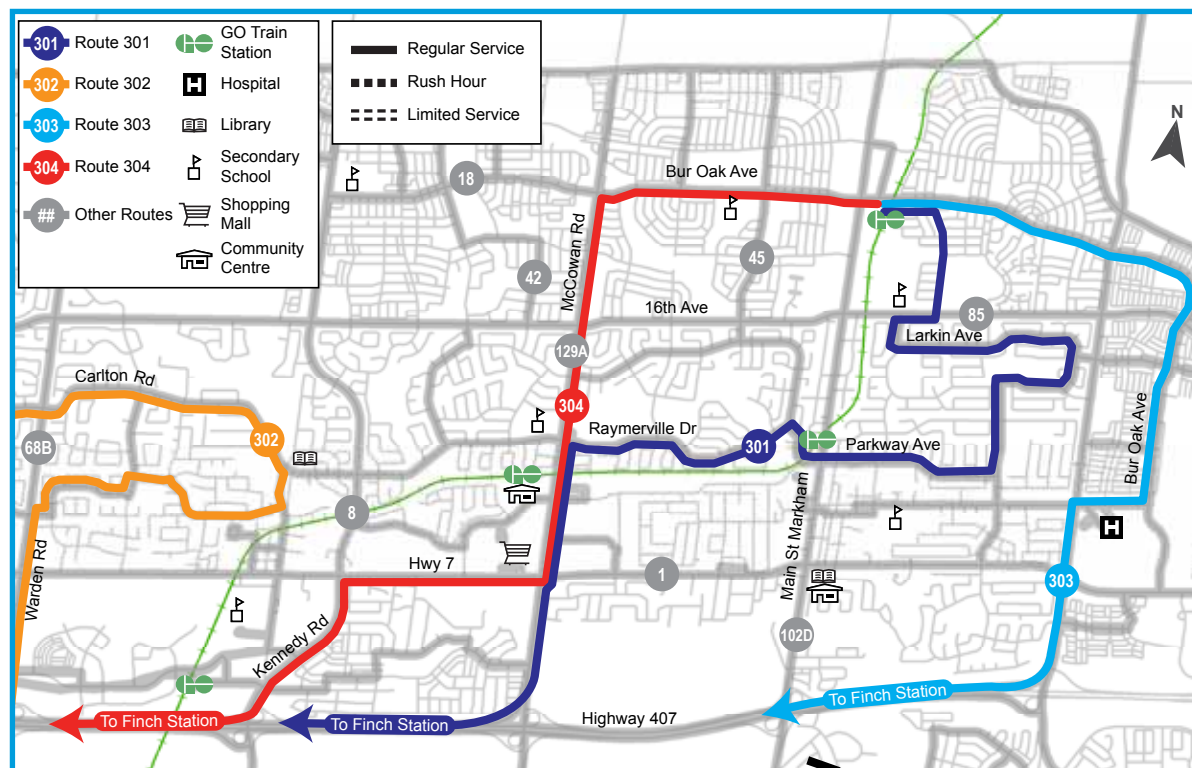
- Existing passengers who currently travel on Bur Oak Avenue between McCowan Road and Markham Road may utilize the new Route 304 – Berczy Express
- Existing passengers who currently travel on Bur Oak Avenue between Kennedy Road and McCowan Road may utilize Route 18 – Bur Oak to connect with new Route 304 – Berczy Express

Proposed Routing:

Route 301 – Markham Express (Weekdays)

Route 303 – Bur Oak Express (Weekdays)

Route 304 – Berczy Express (Weekdays)



Improvements:

Route 301 – Markham Express

- Direct service by eliminating looping
- Match service with demand by relocating resources to new Route 304 – Berczy Express
- Frequent Express Service will be available at McCowan Road and Highway 7
- Reduced travel time by approximately five minutes

Route 303 – Bur Oak Express

- Direct service by eliminating service on Bur Oak between Kennedy Road and Markham Road
- Match service with demand

New Route 304 – Berczy Express

- Direct service to Finch GO Bus Terminal
- Reduced travel time for passengers on Bur Oak Avenue between McCowan Road and Markham Road by up to five minutes
- Frequent Express Service will be available at McCowan Road and Highway 7

Feedback from public and stakeholders:

- Public information centre held on August 24, 2011 at Markville Mall
- Approximately 80 people attended and provided comments including support for the restructuring plan and earlier express trips in the morning
- Three CARES tickets requesting Route 304 – Berczy Express to start from Kennedy Road

Current Operating Period and Frequency:

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/ Holiday
301 – Markham Express							
	✓		✓				
N/A	15 min	N/A	15-30 min	N/A	N/A	N/A	N/A
303 – Bur Oak Express							
	✓		✓				
N/A	5-20 min	N/A	15-35 min	N/A	N/A	N/A	N/A

Rush hour – 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Non rush hour – beginning of service until 6 a.m., 9 a.m. to 3 p.m. and 7 p.m. until end of service

Analysis – Route Performance (2011):**Route 301 – Markham Express**

Average Daily Ridership	285
Net Cost per Passenger (Rush Hour)	\$4.03
Net Cost per Passenger (Non rush hour)	N/A
Revenue / Cost Ratio (Rush hour)	39%
Revenue / Cost Ratio (Non rush hour)	N/A

- Approximately 23 passenger per trip during rush hour periods
- Travel time to/from Finch GO Bus Terminal is between 53 to 63 minutes

Analysis – Route Performance (2011):**Route 303 – Bur Oak Express**

Average Daily Ridership	178
Net Cost per Passenger (Rush hour)	\$2.92
Net Cost per Passenger (Non rush hour)	N/A
Revenue / Cost Ratio (Rush hour)	47%
Revenue / Cost Ratio (Non rush hour)	N/A

- Approximately 24 passenger per trip during rush hour periods
- Travel time to/from Finch GO Bus Terminal is between 53 to 58 minutes

City of Vaughan

Route Implementation Date:

Route 7: Pre-amalgamation

Route 10: Pre-amalgamation

Route 11: Pre-amalgamation

Current Route Description:

Route 7 – Martin Grove

- > Local Service
- > North-south route operating primarily along Martin Grove Road between Rexdale Boulevard and Highway 27

Route 10 – York University-Woodbridge

- > Local Service
- > Connecting the Woodbridge community to York University

Route 11 – Woodbridge

- > Local Service
- > Providing rush hour service between Woodbridge and the Steeles Avenue/Islington Avenue bus loop

Major Trip Generators:

Route 7 – Martin Grove

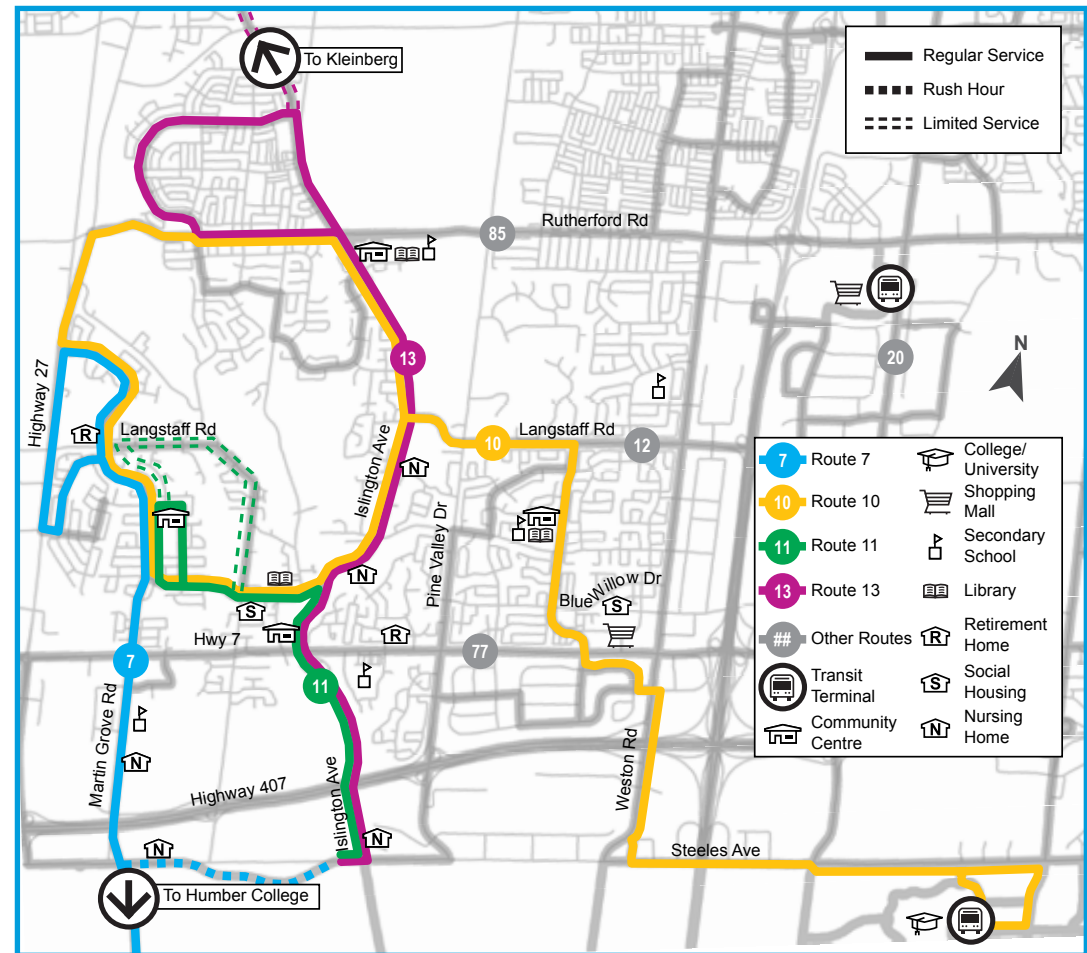
- > Steeles Avenue corridor
- > Holy Cross Catholic Academy
- > Humber College
- > Woodbine Centre
- > Walmart

Current Routing:

Route 7 – Martin Grove (Weekdays and Saturday)

Route 10 – York University-Woodbridge (Weekdays and Weekends/Holidays)

Route 11 – Woodbridge (Weekdays)



Route 10 – York University-Woodbridge

- Father Bressani Catholic High School
- York University
- Emily Carr Secondary School

Route 11 – Woodbridge

- Steeles Avenue Corridor
- Woodbridge College

Proposed Service:

Route 7 – Martin Grove

- Extend service north along Highway 27 and east along Rutherford Road to the Al Palladini Community Centre (Islington Avenue/Rutherford Road)
- Eliminate service along Martin Grove Road between Morning Star Drive and Highway 27
- Evaluate the need for a school special to/from Holy Cross Christian Academy for the area of Martin Grove, north of Morning Star Drive

Route 10 – York University-Woodbridge

- Combine and restructure Route 10 and Route 11
- Eliminate one-way loop on Islington Avenue, Woodbridge Avenue, Martin Grove Road, Highway 27 and Rutherford Road
- Discontinue Sunday service along a portion of Route 10
- Adjust service frequency
- Modify route to travel along Fieldstone Dr. and provide service to existing seniors activity centre

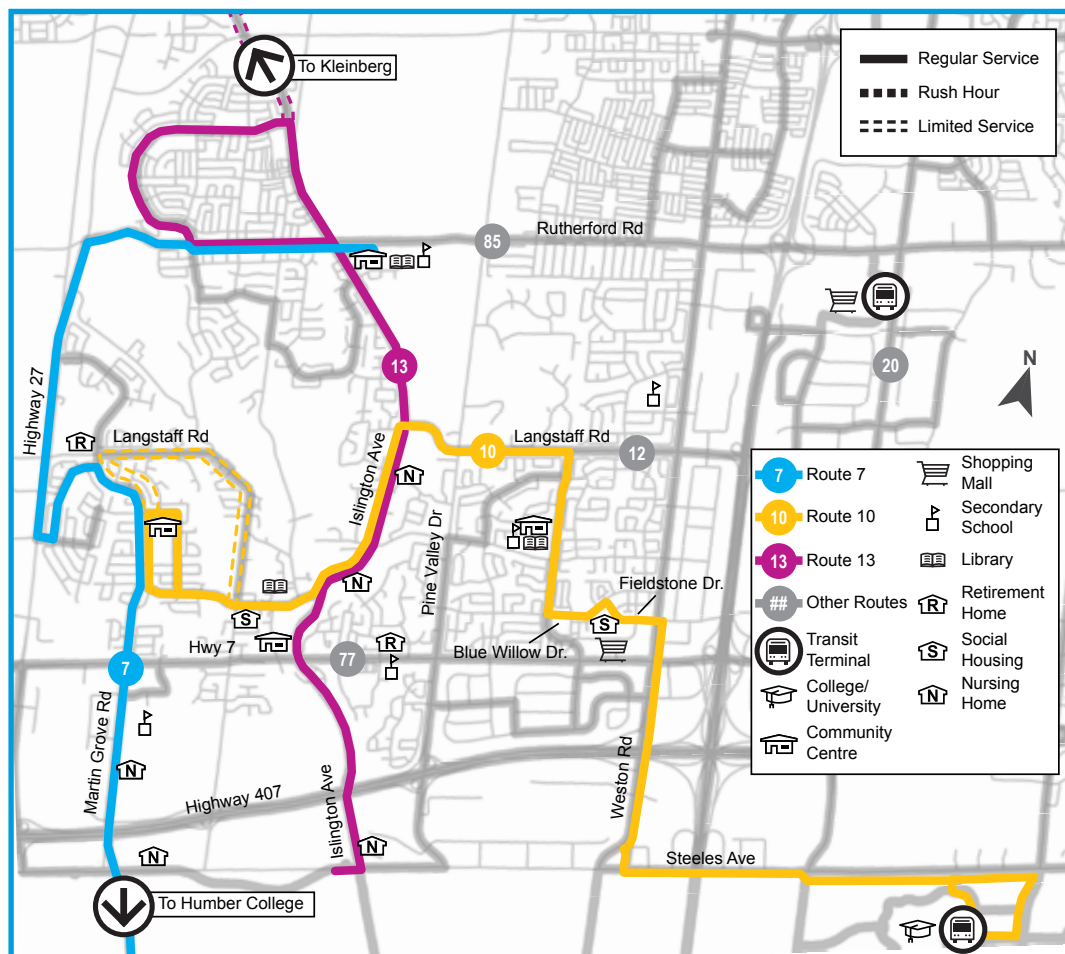
Route 11 – Woodbridge

- Combine and restructure Route 10 and Route 11
- Eliminate duplication of service on Islington Avenue between Woodbridge Avenue and Steeles Avenue

Proposed Routing:

Route 7 – Martin Grove (Weekdays and Saturday)

Route 10 – York University-Woodbridge (Weekdays and Weekends/Holidays)



Current Operating Period and Frequency:

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/ Holiday
Route 7 – Martin Grove							
	✓	✓	✓	✓		✓	
N/A	25-30 min	30 min	25 min	30 min	N/A	45 min	N/A
Route 10 – York University-Woodbridge							
	✓	✓	✓	✓		✓	✓
N/A	42 min	43 min	48 min	39 min	N/A	45 min	45 min
Route 11 – Woodbridge							
	✓		✓				
N/A	35-40 min	N/A	40 min	N/A	N/A	N/A	N/A

Rush hour – 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m. Non rush hour – beginning of service until 6 a.m., 9 a.m. to 3 p.m. and 7 p.m. until end of service

Passenger Impacts:

Route 7 – Martin Grove

- Increased walking distance of up to 500 meters from current boarding location, to the nearest bus stop for passengers on Martin Grove Road between Highway 27 and Morning Star Drive

Route 10 – York University-Woodbridge

- Increased walking distance of up to 500 meters from current boarding location, to the nearest bus stop for passengers on Martin Grove Road between Highway 27 and Morning Star Drive
- Passengers along Rutherford Road and Islington Avenue (north of Langstaff Road) will be required take an alternate route to connect with York University / Highway 7

- Connection to Highway 7 will occur at Weston Road, instead of Ansley Grove Road

Route 11 – Woodbridge

- Passengers travelling to Islington Avenue/Steeles Avenue will be required to connect with Route 13 – Islington

Improvements:

Route 7 – Martin Grove

- Two-way service along Highway 27, Medallion Boulevard and Morning Star Drive
- Extend service to the Al Palladini Community Centre and Emily Carr Secondary School via Rutherford Road

Route 10 – York University-Woodbridge

- Two-way service along Woodbridge Avenue during weekday midday
- Eliminate large one-way loop

Route 11 – Woodbridge

- Provide two-way service along Woodbridge Avenue during weekday midday
- Increase service span
- Eliminate duplication of service on Islington Avenue between Woodbridge Avenue and Steeles Avenue

Analysis – Route Performance (2011):**Route 7 – Martin Grove**

Average Daily Ridership	444
Average Ridership (Rush hour)	366
Average Ridership (Non rush hour)	78
Net Cost per Passenger (Rush hour)	\$2.65
Net Cost per Passenger (Non rush hour)*	\$24.80
Revenue / Cost Ratio (Rush hour)	50%
Revenue / Cost Ratio (Non rush hour)	10%

Lack of destination at the northern end of route

- Approximately three passengers per hour along Martin Grove Road between Morning Star Drive and Highway 27
- Majority of passengers along Morning Star Drive and Highway 27 are within 200 metres of the proposed routing

*Few trips operate outside of rush hour periods

Feedback from public and stakeholders:

- Public information centres were held August 23, 2011 at the Al Palladini Community Centre and September 14, 2011 at Promenade Mall
- Approximately 30 people attended the session at the Al Palladini Community Centre and 50 people at the Promenade Mall
- Feedback was in favour of the restructuring plan

Analysis – Route Performance (2011)**Route 10 – York University-Woodbridge**

Average Daily Ridership	321
Average Ridership (Rush hour)	193
Average Ridership (Non rush hour)	128
Net Cost per Passenger (Rush hour)	\$7.26
Net Cost per Passenger (Non rush hour)*	\$12.84
Revenue / Cost Ratio (Rush hour)	27%
Revenue / Cost Ratio (Non rush hour)	17%

- Inefficient ten kilometre one-way loop along Islington Avenue, Woodbridge Avenue, Martin Grove Road, Highway 27 and Rutherford Road
- Duplication of service along Islington Avenue (Route 13 – Islington)
- One-way service along Woodbridge Avenue during weekday midday

*Few trips operate outside of rush hour periods

Analysis – Route Performance (2011):**Route 11 – Woodbridge**

Average Daily Ridership	58
Average Ridership (Rush hour)	54
Average Ridership (Non rush hour)	4
Net Cost per Passenger (Rush hour)	\$17.32
Net Cost per Passenger (Non rush hour)*	\$63.51
Revenue / Cost Ratio (Rush hour)	13%
Revenue / Cost Ratio (Non rush hour)	4%

- Duplication of service along Islington Avenue (Route 13 – Islington)
- Low ridership, approximately seven passengers per hour

*Few trips operate outside of rush hour periods

Route 20 – Jane-Concord

Route Implementation Date: October 2004

Current Route Description:

- Base Service
- North-south route operating primarily along Jane Street between York University and Teston Road

Major Trip Generators:

- York University
- Jane Street / Langstaff Road industrial area
- Vaughan Mills Mall
- Canada's Wonderland
- Vaughan Metropolitan Centre

Proposed Service:

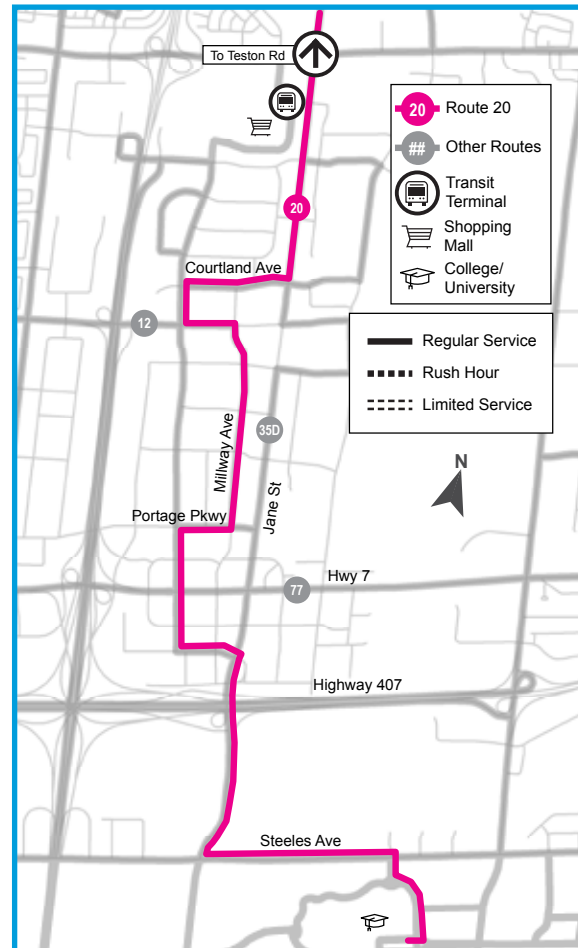
- Straighten route along Jane Street on Saturdays and Sunday/Holidays
- Eliminate service within the Langstaff Road industrial area

Passenger Impacts:

- Increased walking distance of up to 800 meters, from the current boarding location, to the nearest Route 20 bus stop for passengers in the Langstaff Road industrial area on weekends
- Improved travel time along Jane Street on weekends
- Strengthen the grid network by maintaining service on arterial road network

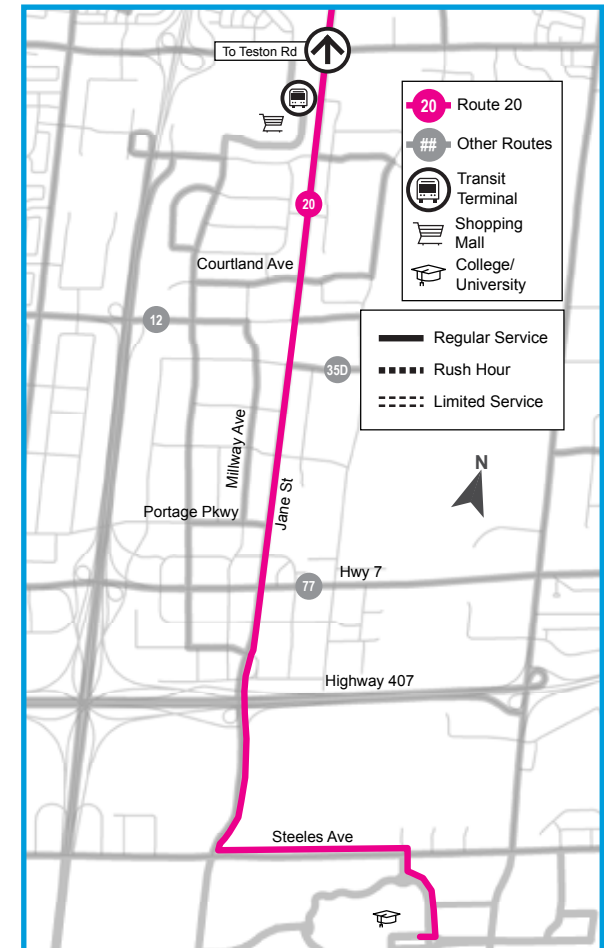
Current Routing:

Route 20 – Jane-Concord
(Weekdays and Weekends/Holidays)



Proposed Routing:

Route 20 – Jane-Concord
(Weekdays and Weekends/Holidays)



Current Operating Period and Frequency:

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/ Holiday
Route 20 - Jane-Concord							
	✓	✓	✓	✓	✓	✓	✓
N/A	19 min	32 min	20 min	20 min	30 min	30 min	45 min

Rush hour – 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Non rush hour – beginning of service until 6 a.m., 9 a.m. to 3 p.m. and 7 p.m. until end of service

Improvements:

- Direct service along Jane Street with reduced travel time and the potential to improve weekend service frequency
- More seasonal weekend service to Canada's Wonderland

Feedback from stakeholders and public:

- Public information centres held August 23, 2011 at Promenade Mall and September 14, 2011 at the Al Palladini Community Centre
- Approximately 50 people attended the session at Promenade Mall and 30 people at the Al Palladini Community Centre
- Comments received were in support of straightening the route

Analysis – Route Performance (2011):**Route 20 - Jane-Concord**

Average Daily Ridership	1,872
Average Ridership (Rush hour)	1,180
Average Ridership (Non rush hour)	692
Net Cost per Passenger (Rush hour)	\$0.50
Net Cost per Passenger (Non rush hour)	\$3.13
Revenue / Cost Ratio (Rush hour)	84%
Revenue / Cost Ratio (Non rush hour)	46%
Net Cost per Passenger (Saturday)	-\$0.16
Net Cost per Passenger (Saturday in Langstaff Industrial area)	\$5.49
Revenue / Cost Ratio (Saturday)	107%
Revenue / Cost Ratio (Saturday in Langstaff Industrial area)	32%
Net Cost per Passenger (Sunday)	\$0.22
Net Cost per Passenger (Sunday in Langstaff Industrial area)	\$11.14
Revenue / Cost Ratio (Sunday)	92%
Revenue / Cost Ratio (Sunday in Langstaff Industrial area)	19%

- Approximately ten passengers, per hour, on Saturdays and four passengers, per hour, on Sunday/Holidays in the Langstaff Road industrial area
- Summer 2011, experienced increase in passenger demand to/from Canada's Wonderland

Route 87 – Langstaff-Maple

Route Implementation Date:

Pre-amalgamation

Current Route Description:

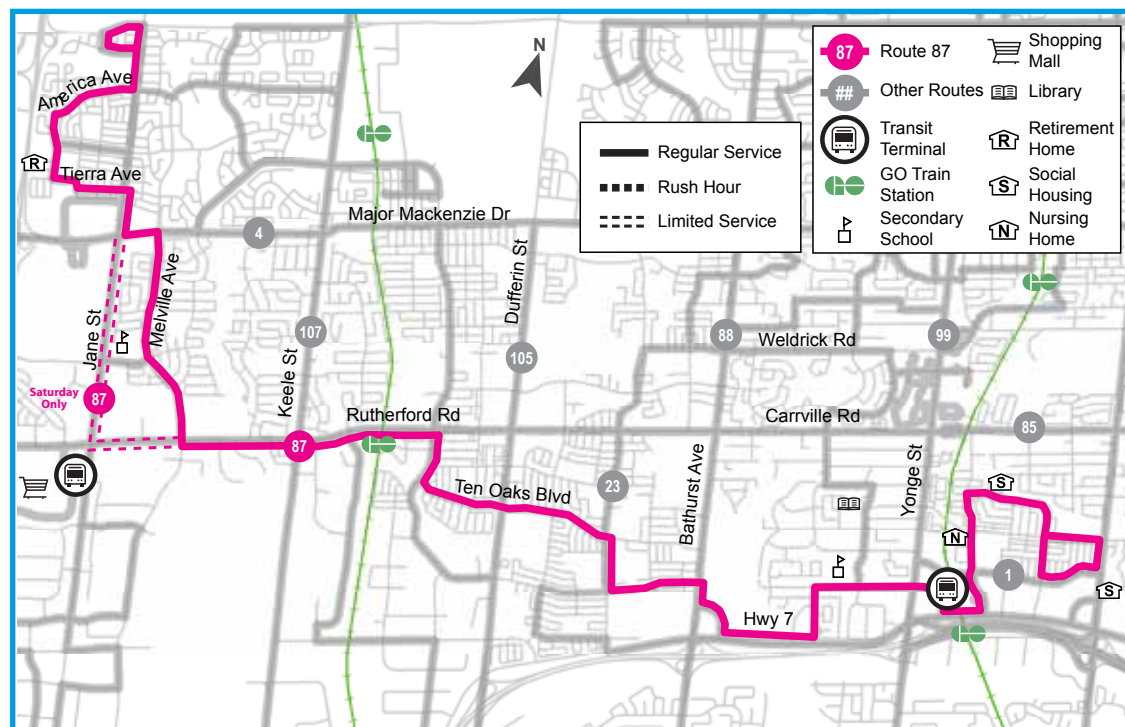
- > Local Service
- > East-west mid-block route operating between the communities of Maple, Thornhill Woods and southern Richmond Hill

Major Trip Generators:

- > Canada's Wonderland
- > Maple High School
- > Rutherford GO Station
- > Langstaff Secondary School
- > Langstaff GO Station
- > Stephen Lewis Secondary School

Current Routing:

Route 87 – Langstaff-Maple (Weekdays and Saturday)



Current Operating Period and Frequency:

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/ Holiday
Route 87 - Langstaff-Maple							
	✓	✓	✓			✓	
N/A	30 min	25-60 min	30 min	N/A	N/A	60 min	N/A

Rush hour – 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Non rush hour – beginning of service until 6 a.m., 9 a.m. to 3 p.m. and 7 p.m. until end of service

Analysis – Route Performance (2011):**Route 87 - Langstaff-Maple**

Average Daily Ridership	726
Average Ridership (Rush hour)	577
Average Ridership (Non rush hour)	149
Net Cost per Passenger (Rush hour)	\$2.69
Net Cost per Passenger (Non rush hour)	\$15.17
Revenue / Cost Ratio (Rush hour)	49%
Revenue / Cost Ratio (Non rush hour)	15%

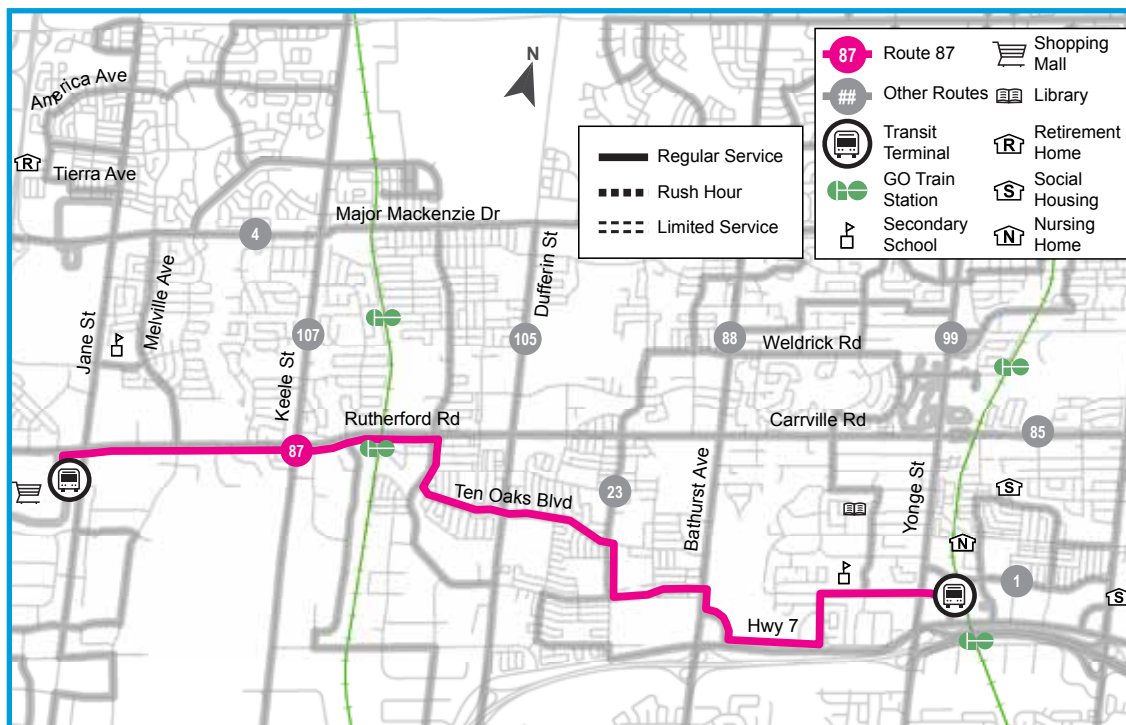
- Low ridership on the portions north of Vaughan Mills Mall and east of the Richmond Hill Centre Terminal
- Duplication of service along Jane Street, Melville Avenue and High Tech Road with Route 20-Jane-Concord and Route 1 – Highway 7

Proposed Service:

- Restructure to provide weekday rush hour service only along Silver Linden Drive and Melville Avenue
- During weekday non rush hour periods and Saturdays, route to travel between Vaughan Mills Mall Terminal and Richmond Hill Centre Terminal

Passenger Impacts:

- Increased walking distance of up to 800 meters from the current boarding location, to the nearest bus stop, for passengers north of Vaughan Mills Mall Terminal and east of the Richmond Hill Centre Terminal
- Alternative routes include Route 20 – Jane-Concord for the portion north of Vaughan Mills Mall, and Route 1 – Highway 7 for the portion east of the Richmond Hill Centre Terminal

Proposed Routing:**Route 87 – Langstaff-Maple (Weekdays and Saturday)****Improvements:**

- Strengthen the grid network by maintaining service on arterial and mid-block collector road network
- Eliminate duplication of service north of Vaughan Mills Mall Terminal and east of the Richmond Hill Centre Terminal
- Provide destinations at both ends of the route

Feedback from stakeholders and public:

- Public information centres held August 23, 2011 at Promenade Mall and September 14, 2011 at the Al Palladini Community Centre

- Approximately 50 people attended the session at Promenade Mall and 30 people at the Al Palladini Community Centre
- No concerns were received regarding the restructuring plan

Township of King

Route Implementation Date:

Route 22: September 2005

Route 22A: September 2010

Current Route Description:

- > Local Service
- > Route 22 services Maple, Oak Ridges, and King City communities. This north-south route operates between Maple GO Station and Seneca College King Campus
- > Route 22A connects Newmarket and York University via the Yonge Street, King Road and Keele Street

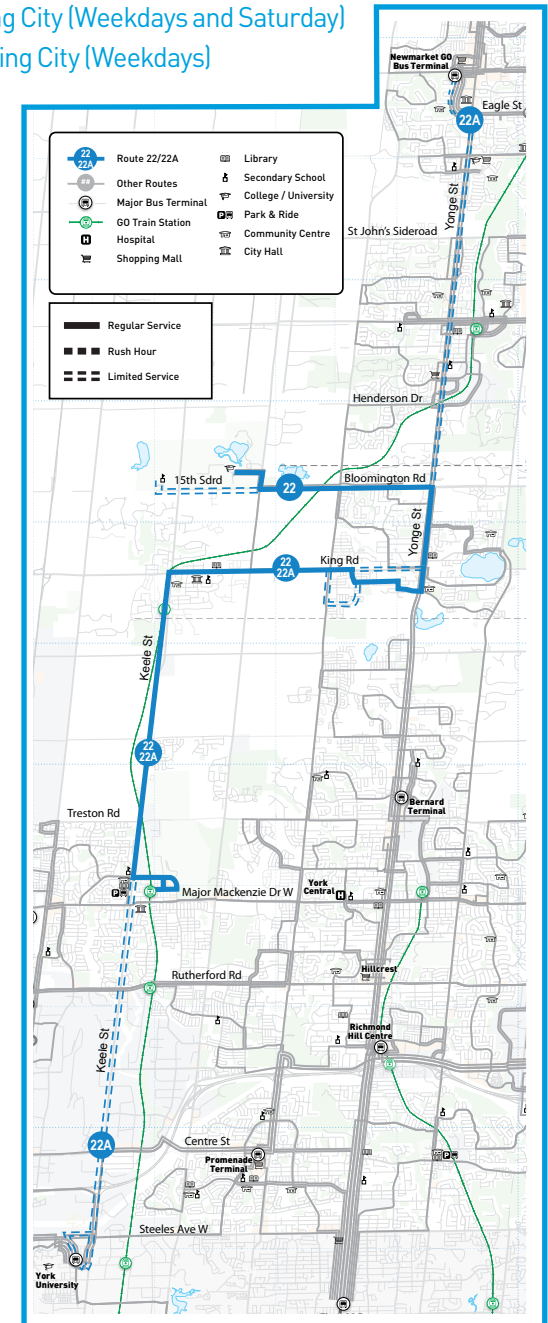
Major Trip Generators:

- > Seneca College King Campus
- > York University
- > Cardinal Carter Catholic High School
- > King City Secondary School
- > St. Thomas of Villanova College
- > Maple GO Station
- > King GO Station

Current Routing:

Route 22 – King City (Weekdays and Saturday)

Route 22A – King City (Weekdays)



Current Operating Period and Frequency:

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
Route 22/22A – King City							
	✓	✓	✓	✓		✓	
N/A	30 mins	30-150 min	20 – 75 min	20-75 min	N/A	90 min	N/A

Rush hour – 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Non rush hour – beginning of service until 6 a.m., 9 a.m. to 3 p.m. and 7 p.m. until end of service

Analysis – Route Performance (2011):

Route 22/22A – King City

Average Daily Ridership	705
Route 22 Average Ridership (Rush hour)	188
Route 22 Average Ridership (Non rush hour)	215
Route 22A Average Ridership (Rush hour)	141
Route 22A Average Ridership (Non rush hour)	161
Route 22 Net Cost per Passenger (Rush hour)	\$7.74
Route 22 Net Cost per Passenger (Non rush hour)	\$1.95
Route 22 Revenue / Cost Ratio (Rush hour)	25%
Route 22 Revenue / Cost Ratio (Non rush hour)	57%
Route 22A Net Cost per Passenger (Rush hour)	-\$0.69
Route 22A Net Cost per Passenger (Non rush hour)	\$5.67
Route 22A Revenue / Cost Ratio (Rush hour)	136%
Route 22A Revenue / Cost Ratio (Non rush hour)	32%

- Route 22 provides some duplication of Route 22A service
- In Fall 2011, a survey was conducted to seek input regarding travel patterns of students and staff from the York University community

Proposed Service:

- Combine select Route 22 and 22A trips to/from York University
- Provide rush hour service only on Route 22
- Adjust schedules for Route 22 and 22A based on results of the York University survey

Passenger Impacts:

- Passengers currently using Route 22 to/from Seneca King campus would now have to utilize Route 88 – Bathurst, and connect with Route 22A at Bathurst Street and King Road, during non rush hour periods

Improvements:

- Route 22A schedules will reflect York University needs
- More service between York University, King City and Newmarket
- Match service to demand

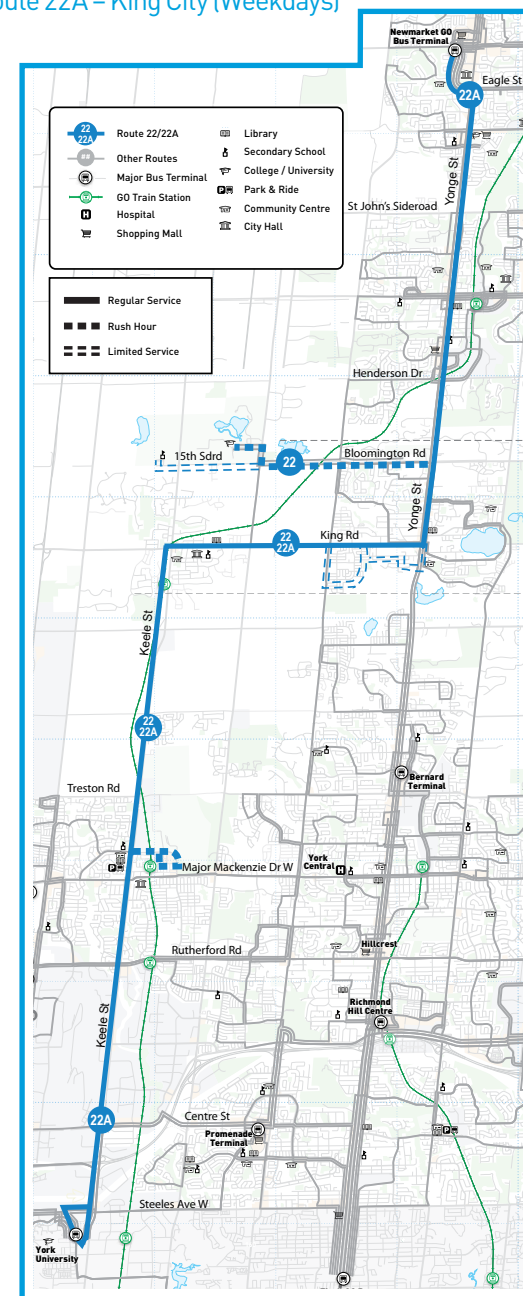
Feedback from stakeholders and public:

- Public information centres held August 16, 2011 at King Township Public Library
- Approximately six people attended the session
- 75 responses received from the York University survey asking to increase the number of trips

Proposed Routing:

Route 22 – King City (Weekdays and Saturday)

Route 22A – King City (Weekdays)





6.3 | vivaNext Construction Mitigation Plan

The vivaNext construction and the Spadina Subway extension will require ongoing service adjustments to maintain existing service levels. The mitigation plan includes updating schedules to reflect actual travel times through construction zones and improving service quality and reliability. In addition, YRT/Viva will implement route deviations and bus stop relocations as required to maintain service levels. Additional operating hours and fleet will be required.

6.4 | 2012 Resources

To implement the 2012 initiatives, mitigate vivaNext construction impacts, and address growth, additional fleet and service hours are required as summarized in **Table 11**.

Table 11: 2012 Estimated Annualized Hours and Fleet Requirements

Route/Project	2012 Estimated Annualized Hours	2012 Estimated Fleet Requirements	
		YRT	Viva
vivaNext construction mitigation plan	45,000	+3	+6
North-South Link (New)	12,000	+3	
Route 58/58A – Leslie	-750	-1 (during p.m. rush hour)	
Route 55/55B – Davis Drive	0	n/a	
Route 44 – Bristol-London	-3,500	-1	
Route 53 – Woodspring-Clearmeadow			
Route 57/57A – Mulock Drive			
Route 31 – Aurora North	-1,500	-1	
Route 34 – Industrial Parkway			
Route 81 – Inspiration	0	n/a	
Route 86 – Weldrick-Newkirk	-1,750	n/a	
Route 83/83A – Trench	-1,500	n/a	
Route 9 – 9 th Line	3,206	+1	
Route 15 – Stouffville Local	-3,206	-1	
Route 301 – Markham Express	-1,869	n/a	
Route 303 – Bur Oak Express	-462	n/a	
Route 304 – Berczy Express	1,764	n/a	
Route 7 – Martin Grove	2,470	+1	
Route 10 – Woodbridge-York U	0	n/a	
Route 11 – Woodbridge	-2,470	-1	
Route 20 – Jane-Concord	0	n/a	
Route 87 – Langstaff-Maple	-1,377	n/a	
Route 22/22A – King City	0	n/a	
Ridership management/On-time performance		+6	+4
Total	+1,056*	+9	+10

* Total estimated annualized hours does not include hours from vivaNext construction mitigation plan (45,000 hrs)

7 | Conclusion



7 | Conclusion

The 2012 Annual Service Plan supports the 2012–2016 Five-Year Service Plan and builds on the successes of 2011.

Vision 2026 includes a goal statement relating to the development of infrastructure for a growing Region. In 2026, York Region will have effective, efficient and environmentally sensitive transportation, waste management and water systems.

Combined, both the 2012 Annual Service Plan and 2012–2016 Five-Year Service Plan have identified specific action areas including:

- > Making transit accessible
- > Continuing to improve service and infrastructure for successfully integrated transit service
- > Developing an optimal mix of transit service types
- > Promoting transit usage as a practical and wise alternative to private vehicle use

Service changes and route restructuring planned for 2012 will impact all York Region municipalities. YRT/Viva is committed to building an innovative, reliable and customer-based transit system. Service rationalization and reallocation of resources will continue in corridors experiencing high passenger demand.

The 2012 Annual Service Plan has been prepared with extensive consultation and feedback from the public, municipalities and transit stakeholders. In early 2012, YRT/Viva will present the 2012 Annual Service Plan initiatives to all local municipal Councils.

In preparation for the 2013 Annual Service Plan, YRT/Viva will implement a communications plan that will seek public feedback, opinions and support for upcoming service changes in early 2012.

Communication activities will include:

- > Meetings with representatives from all York Region municipalities
- > Public Information Centres
- > Workshops with various transit stakeholders

The 2013 Annual Service Plan will focus on:

- > On-time performance
- > Route realignment to strengthen the grid network and support the future rapidways and Spadina Subway extension
- > VivaNext and Spadina Subway construction mitigation
- > Matching service to meet demand
- > GO Shuttle assessments
- > Dial-A-Ride assessments
- > TTC route assessments