

York Region Transit Mobility Plus Amalgamation to 2013

Presented by

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June 26, 2013

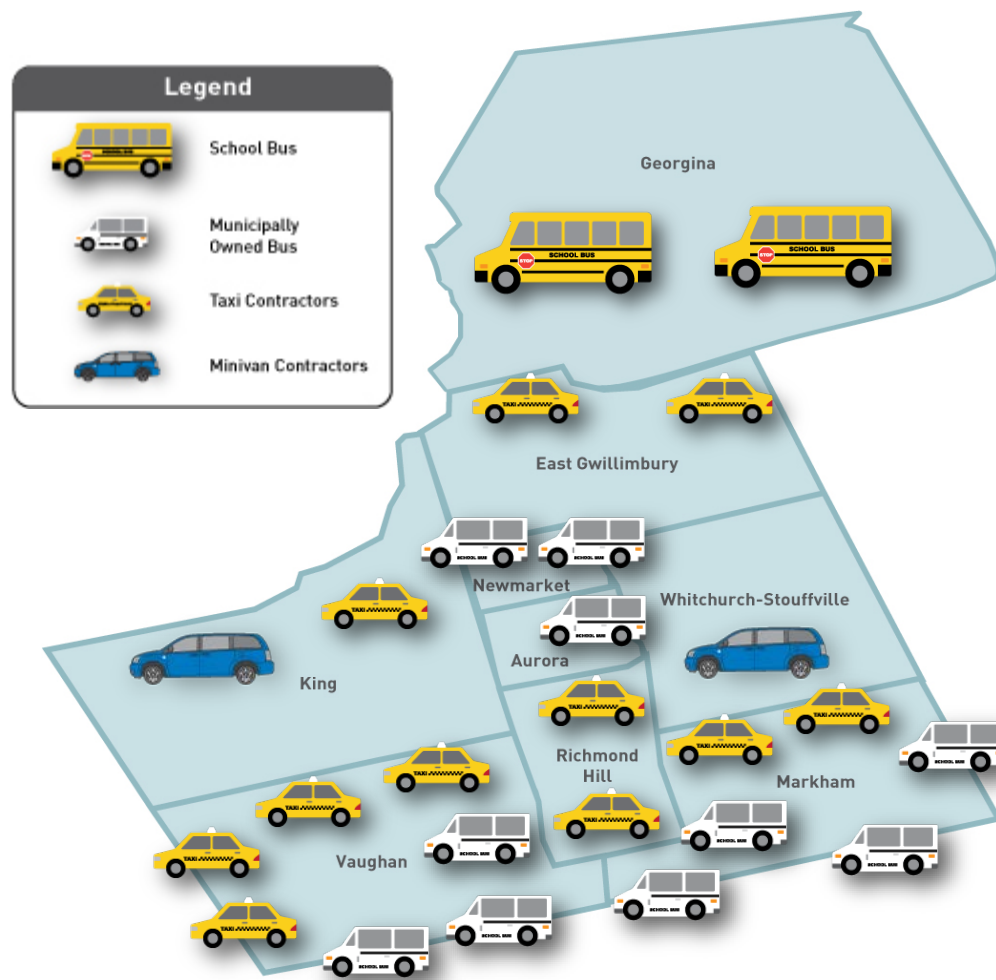
Background

For 20 years, the municipalities of Markham, Vaughan, Richmond Hill, Newmarket and Aurora operated specialized transit services as part of their municipal transit operations.

On January 1, 2001, the Regional Municipality of York assumed responsibility for the delivery of public transit services.

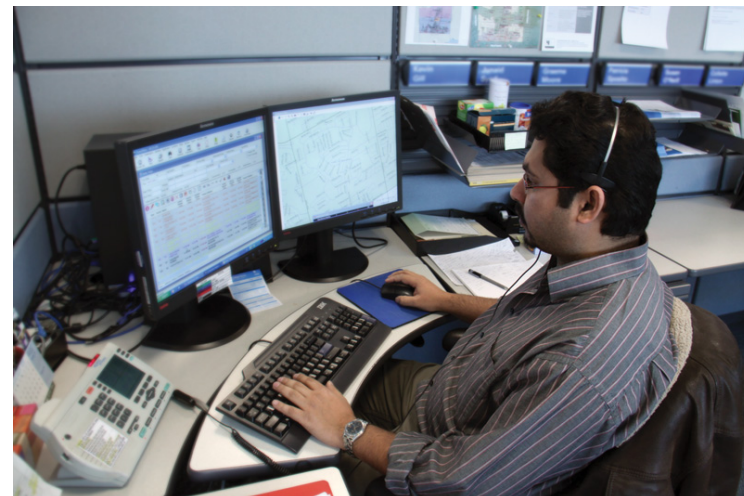
Service Delivery 2001-2003

- ❑ Buses were owned, operated and maintained by the Region
- ❑ Municipal drivers became Regional employees
- ❑ Service hours
- ❑ Local taxi companies
- ❑ Additional services
- ❑ Toronto locations



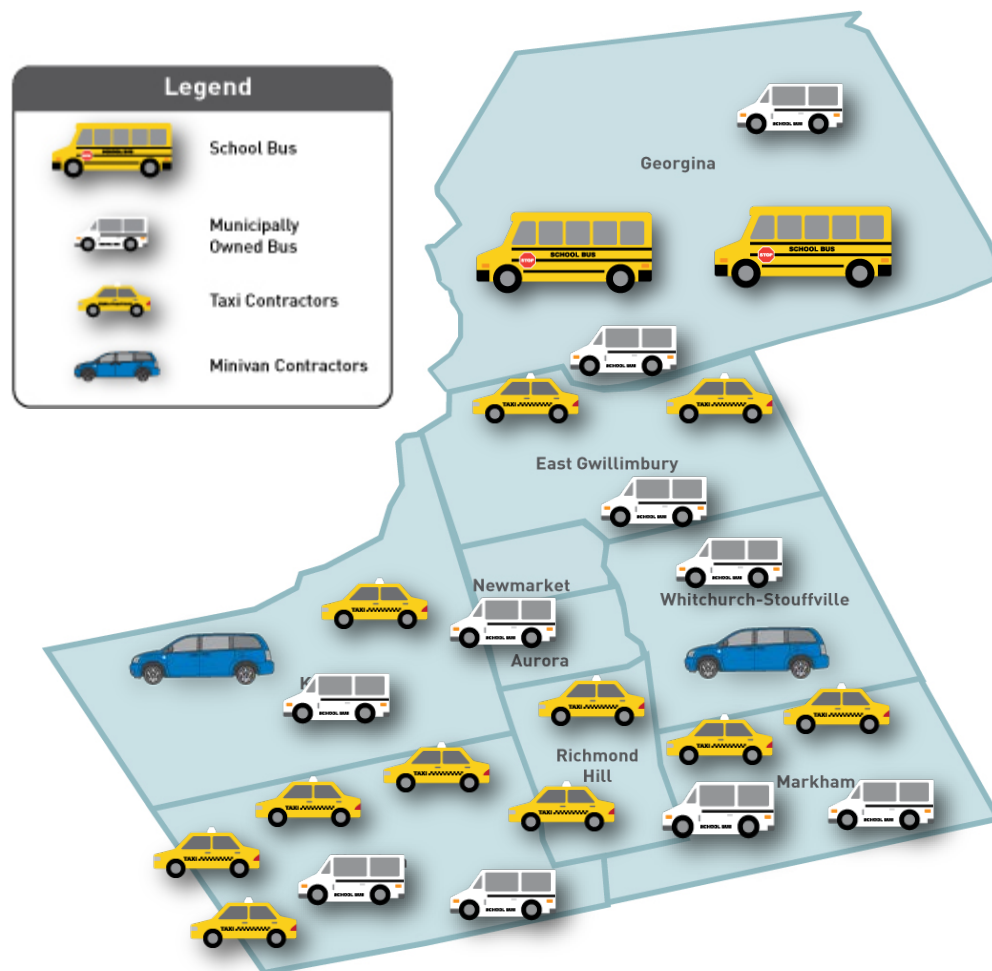
Service Delivery Concerns

- ❑ Customer Service
- ❑ Scheduling software capabilities
- ❑ Sedan and mini-van maintenance
- ❑ Driver training
- ❑ Taxi chit verification process
- ❑ Driver refusal of short trips
- ❑ No Show/Late Cancellation levels
- ❑ Contract administration of thirteen contractors



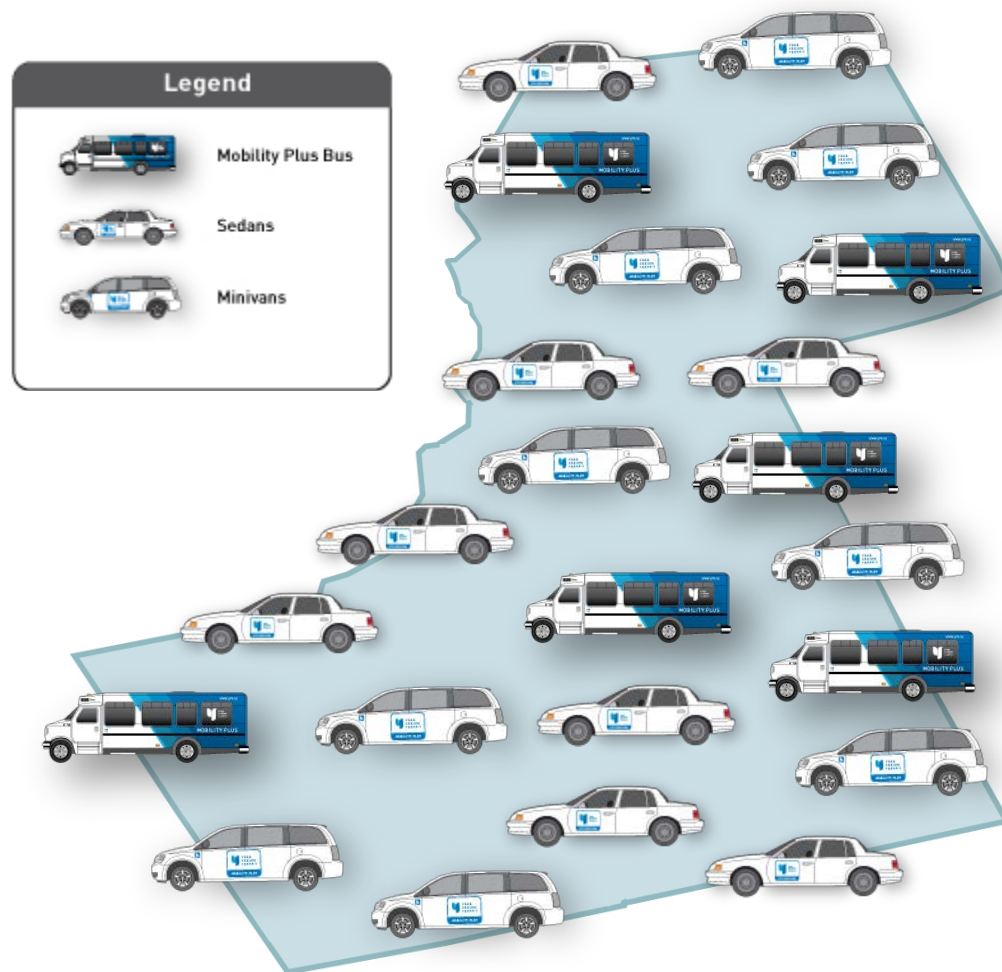
Service Delivery 2004-2006

- ❑ Scheduling software
- ❑ Taxi contracts extended
- ❑ Award of Sedan and Mini-van Operating and Maintenance Performance Based Contract (2006)
- ❑ Award of first Bus Operating and Maintenance Performance Based Contract (2006)
- ❑ Service hours
- ❑ Additional services



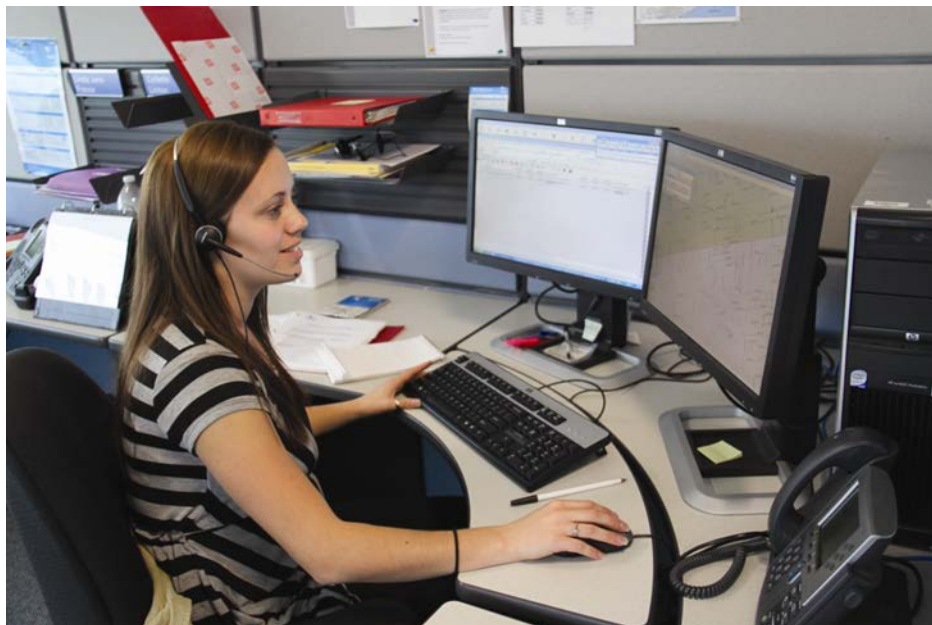
Service Delivery 2007-2011

- ❑ Municipal borders
- ❑ Service hours
- ❑ Service monitoring
- ❑ IT technology
- ❑ Status change
- ❑ Additional services



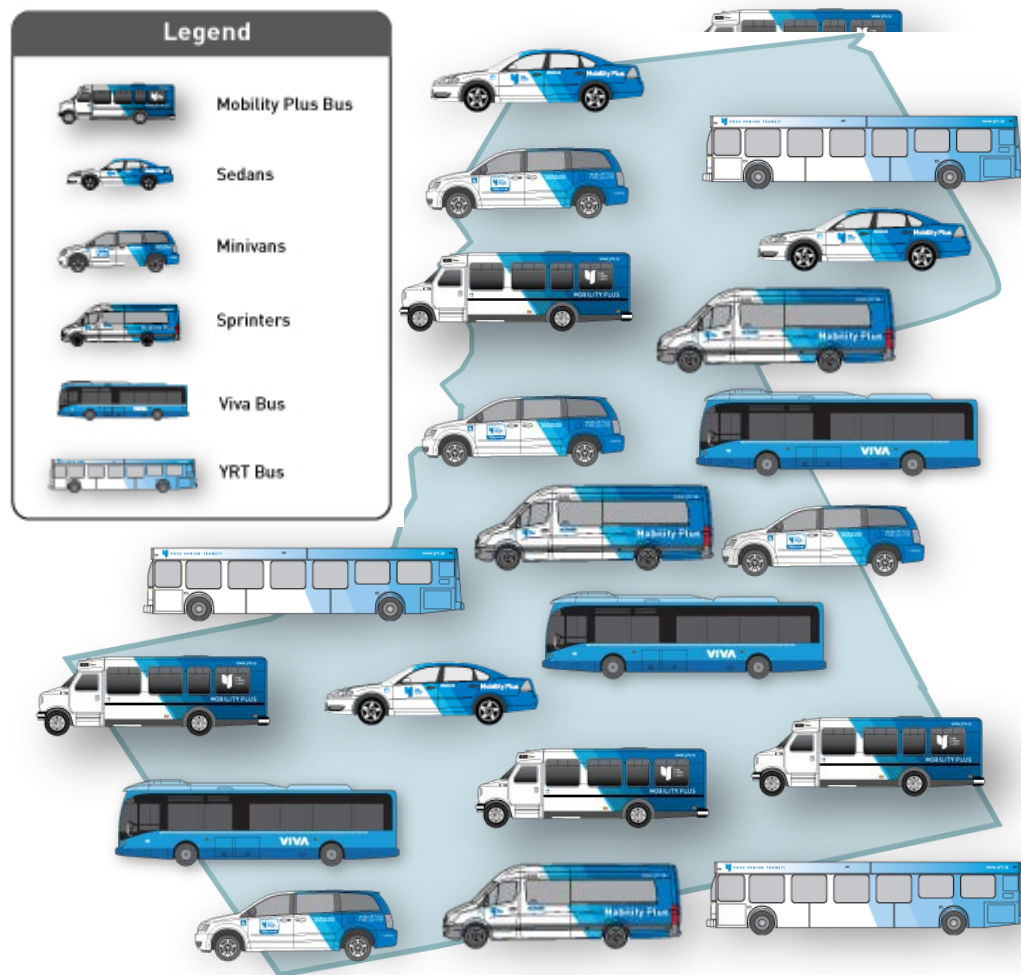
Ridership Demand and Challenges

- ❑ Growing ridership (5% annually)
- ❑ Legislation (AODA)
- ❑ Relaxed eligibility criteria
- ❑ Budget pressures
- ❑ Increased contractor costs

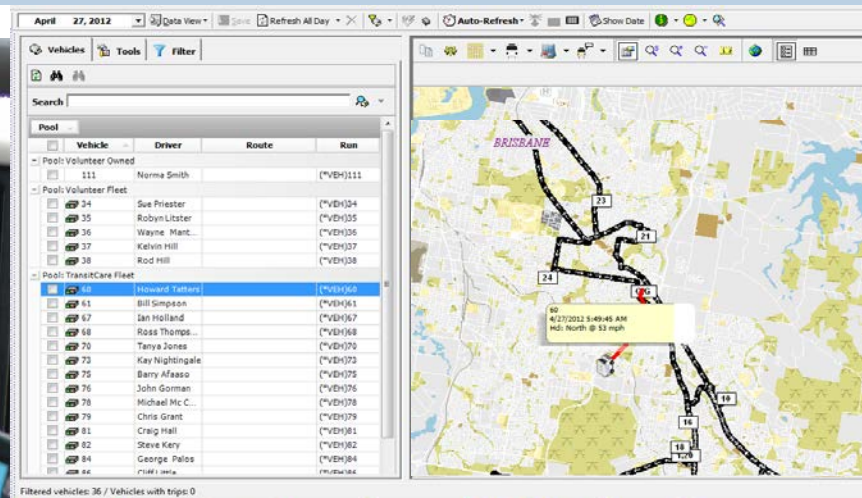


One passenger at a time

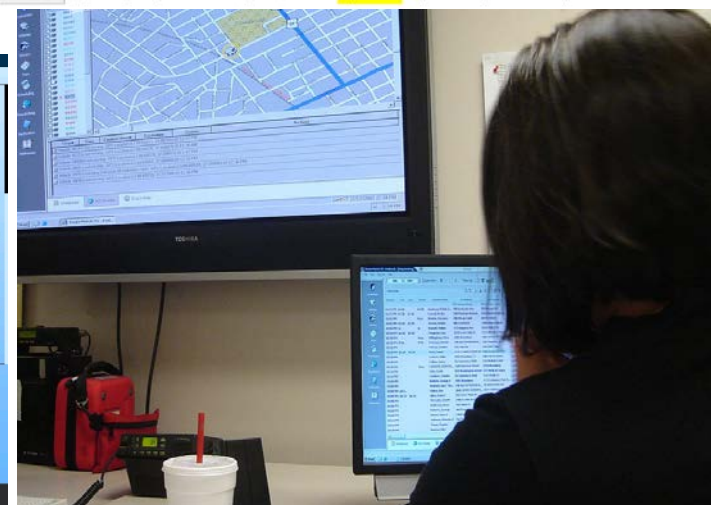
- ❑ New Performance-based Contract for Sedans and Mini-vans
- ❑ Reduce barriers
- ❑ Trip by trip eligibility determination
- ❑ AODA compliance
- ❑ Review application, appeal and travel training process



Scheduling Software



MANIFEST	Send MSG	Mail Box	History	INFO	MAP
Depart	09:04 D	2004 US HWY 23	Joe Brown	555-249-3100	
	09:19 D	1161 ROCKBRIDGE RD	Sebastian Lefleure	555-746-6611	
Up	11:24 P	1967 STATE HWY 6	Doug Borse	555-249-3100	
Down	12:01 P	6073 US HWY 23	Sharon Jandorf	555-726-7578	
Detail	12:22 D	3745 US HWY 278	Doug Borse	555-249-3100	
Jump	12:53 P	1967 STATE HWY 6	Jacob Knowles	555-419-5869	
11:44	13:31 D	6368 STATE HWY 205	Sharon Jandorf	555-726-7578	



Mobility Plus 2012 Quick Facts

- ❑ Registered clients: 5,476
- ❑ Ridership: 369,147
- ❑ Family of Services trips: 3,293
- ❑ Kilometres transferred to YRT: 47,940
- ❑ Customers travel trained: 164
- ❑ Applications received: 2,283



Building confidence ...

[video]

Thank you

