



YRT / VIVA SERVICE PLAN09

Final Report - April 2009



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1.0 Executive Summary

Building on the success of the 2008 Annual Service Plan, York Region Transit/Viva (YRT/Viva) has prepared an Annual Service Plan for 2009 (PLAN09). PLAN09 provides directions and outlines initiatives that can be undertaken in 2009 to continue to increase YRT/Viva ridership and ensures continued improvement to routes and services.

Since amalgamation of transit services in 2001, ridership in York Region has grown by almost 11 million riders or an average of 10% per year. YRT/Viva has experienced one of the highest growth rates in the Greater Toronto and Hamilton (GTAH) area and also one of the highest in Canada (as per Canadian Urban Transit Association Statistics). It is important to note that growth in ridership has consistently exceeded population growth since the amalgamation of YRT in 2001.



The higher rate of transit ridership growth can be attributed to increased population and employment growth, a heightened awareness of environmental stewardship, rising fuel costs and extensive marketing activities. Since 2001, YRT/Viva revenue hours have increased significantly from 350,000 to almost 1.2 million by the end of 2008, an average increase of almost 20% per year. This unprecedented investment in public transit reflects York Region's commitment to the transit system expansion and the development of a more balanced and transit supportive transportation network.

By the end of 2008, the YRT/Viva system consisted of 126 routes (including 34 special routes designated for high school trips). The YRT/Viva system consisted of:

- › Viva rapid transit routes
- › Base routes (operating along major arterial corridors)
- › Feeder or local routes (operating in local neighbourhoods)
- › High school specials (which focus on specific student demand)
- › GO Train shuttles

- › Express services
- › Community Bus routes (Richmond Hill, Markham and Newmarket)
- › TTC and Brampton routes (extensions into York Region)

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 as outlined in the YRT/Viva Service Guidelines and Standards.

PLAN09 includes extensive stakeholder consultation with various focus groups and transit partners/agencies to obtain valuable feedback to improve transit services.

A few key recommendations of the plan are:

- › A 4.4% increase in annual service hours (Priority 1 service initiatives represent 2.1% in annual service hours).
- › Increased transit frequency for Viva on Yonge Street and Highway 7.
- › Improved transit services to existing and new developing areas in all nine municipalities.
- › Increased high-school special services in consultation with School Boards.
- › Increased Dial-a-Ride services in Richmond Hill, Markham, Aurora, Newmarket and Georgina.
- › Increased travel options for persons with disabilities by implementing YRT/Viva's Travel Training Program.

During the budget review process, PLAN09 was reviewed and final recommendations approved for implementation in 2009. As part of the approved 2009 Operating Budget process, only Priority 1 initiatives were approved for implementation in 2009. The gross cost for Priority 1 service improvements is approximately \$1.9 million (\$1.1 million net cost) for 24,660 revenue hours of service. In terms of service hours, Priority 1 service initiatives represent an increase of 2.1%.

The initiatives that did not receive budget approval will be incorporated into next year's service planning initiatives.

As noted previously, although transit ridership and associated revenue gains have been impressive, in the short term the increase in service levels has been even greater. However, with the significant increase in service, the 2009 YRT/Viva system revenue cost recovery ratio is expected to be just over 38%.

2.0 Overview – PLAN09

2.1 Introduction

The YRT PLAN09 provides a framework for the next year's expansion of the transit network (coverage area and service frequency) in order to attract new customers and increase overall transit market share.



The last YRT/Viva Five-Year Service Plan (2006-2010) was completed in 2006 which responded to the challenges of the subsequent five years by refining the service standards into more effective planning tools. It also developed a comprehensive communication plan, outlined service initiatives and growth requirements, and explored new ways YRT/Viva can continue its innovative development. The PLAN09 continues to implement the recommendations that were originally identified in the Five-Year Service Plan.

The primary goal of an annual service plan is to ensure the transit system's goals and objectives are aligned with the predetermined longer-range strategic plan. YRT/Viva's mandate also includes a major role in contributing to an increase in the Region's morning peak hour modal share from 8 to 12 percent during the same period.

York Region - Vision 2026 includes a goal statement relating to the development of 'Infrastructure for a Growing Region', which states: "In 2026, York Region will have effective, efficient and environmentally sensitive transportation, waste management and water systems."

To support this goal, the Region has identified specific action areas. The following action areas have been considered for this report:

- › Continuing to improve service and infrastructure for a 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.

2.2 Organization of the Document

The PLAN09 document has been organized into the following sections:

Section 1 - Executive summary

Section 2 - Overview of PLAN09

Section 3 - Detailed service guidelines

Section 4 - Planning process

Section 5 - Stakeholder consultations

Section 6 - Route performance assessments

Section 7 – Service initiatives by municipalities

Section 8 – Conclusion

Appendices I to VIII – Individual route information by route type, including YRT & Viva routes, Shuttles, express, community bus services, school specials, TTC routes and Dial-a-Ride routes

Appendix IX – System Maps (North and South)

Appendix X – PLAN09 Consultations Feedback

3.0 Service Guidelines

YRT/Viva's Transit Service Standards and Guidelines are intended to make the services that YRT/Viva provides comfortable, convenient and easy to use for customers, and to ensure that services are designed to be reliable, timely, safe and efficient.

These Standards and Guidelines have been developed as part of York Region Transit's last Five-Year Service Plan and:

- › Apply to the entire YRT/Viva family of services
- › Bring clarity and consistency to the process of continually adjusting and improving transit services to meet varied and changing customer needs
- › Define the conditions that require action when standards are not met
- › Allow flexibility to respond to varied customer needs and community expectations in an accountable, equitable and efficient manner.

This section is intended as an overview of the detailed service standards and guidelines maintained by YRT/Viva. For details of specific applications, please consult the YRT/Viva Technical Service Standards and Guidelines document.

3.1 YRT/Viva Family of Services

YRT/Viva presently provides five different service types as part of the conventional transit service network. YRT/Viva's Mobility Plus also provides specialized door-to-door services for individuals in York Region with mobility related disabilities.



Viva Service

Viva is YRT/Viva's bus rapid transit (BRT) system, operating in the Highway 7 and Yonge Street corridors and also connections to Don Mills and Downsview subway stations. The service is designed to provide frequent, limited stop service using distinct vehicles, intelligent technology systems, off-board fare payment, upgraded stations, and queue-jump lanes, all integrated with YRT's regular route service.

The service is the first phase of a longer-term initiative that will include dedicated transitways to provide significantly faster travel times.

Base Services throughout the Region

Throughout the YRT/Viva system, certain routes and services are designated as Base Services, to ensure a basic level of access throughout the service area. In the larger urban areas, Base Services form a basic grid route network of fixed routes, connecting major trip origins and destinations. Base Services operate 7 days per week, in all operating periods. Base Services are designated in the major east-west and north-south travel corridors on the main arterial roads to ensure that 90 per cent of all major residential and employment areas are within 500 metres during the weekday and 1000 meters during the weekend of transit service.

In the smaller urban areas, designated base services will operate in all service periods, but in addition to a conventional fixed route service, may take the form of one of the other YRT/Viva services, to ensure the balance of service effectiveness and cost-efficiency.

Local Routes

In addition to the Base Grid, a support network of local routes serve a feeder or neighbourhood circulation function in the transit system. They operate within the various communities connecting these communities to the major local activity centres or corridors and to the arterial grid network for transfers between routes.

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

Local routes connect communities with major activity centres or corridors and to the arterial grid network

Express Routes

Express routes carry significant numbers of passengers between two distinct points, such as the subway and a major employer, and do not depend on activity along the route for their passengers. The Express Routes use the fastest routes (in terms of overall travel time) between two points, which may vary from time to time.

Where ridership in a corridor warrants, Overlay Express Routes may also 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 the subway, consideration will be given to operating a bus in “express mode” from that point.

Fixed Route Express: provide access to 75% of passengers in corridor with a minimum savings of 15% of travel time

Overlay Express routes should be designed to ensure that 75 percent of the passengers within the corridor can take advantage of the express service, and that the express service can be scheduled to save at least 15 percent of the regular route travel time (minimum 5 minutes). Limited stop service may be used to meet the passenger access requirements.

Shuttles

Shuttles provide local service to GO Train stations, Viva stations and other major destinations. Shuttles are designed with consideration for the specific schedule of train, Viva service or employment shifts. Shuttle routings are designed to be short and as direct as possible to maximize customer convenience. For the design for shuttles to GO Stations should include meeting every train departure or arrival.

Shuttles to GO Train or Viva stations are shorter and more direct

The introduction of a Shuttle will depend on whether or not the station or destination is or can be easily served by a Local or Base Route.

Community Bus Services

Community Bus services¹ are fully accessible transit services typically designed for seniors and people with disabilities who can use fully 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.

Community Bus Services are designed to provide fully accessible transit services to seniors and people with disabilities

¹ For the purpose of these Transit Service Standards and Guidelines, local transit services in smaller communities outside of the urban areas in the 5 major municipalities are included in this category. This is because their smaller population levels may make it difficult for bus routes to meet the performance standards of Base or Local Routes within the urban areas.

Demand Responsive (Dial-a-Ride) and Small Bus Services

Where population and transit demand is sufficient for fixed-route service, these routes should operate on arterial and collector roads, focused on a transit centre or main activity centre. Where the population served does not meet requirements for fixed-routes service but does justify an alternative service, demand-responsive service will be provided, possibly as part of specialized service. This demand-responsive service could be marketed to both low demand areas and the specialized service market with the same service.

Where demand is limited and fleet availability allows, service may be provided by using smaller vehicles (30' or less) or by demand responsive type services such as Dial-a-Ride. Small bus services are not a distinct service in the YRT/Viva family of services, as they are fixed route services simply using smaller buses. However, these standards and guidelines include measures to help identify when a small bus can and should be used on a particular route.

Dial-a-Ride services would provide transit services to low demand areas

GO Fare Arrangements

In some locales, where transit connections between the communities of York Region are desired and necessary, YRT/Viva may enter into special fare arrangements with GO Transit to provide access to existing GO Bus services at the current YRT/Viva transit fare. This is an effective way of introducing transit connections in areas of lower demand, with lower cost and financial risk.

YRT/Viva has special fare arrangements with GO Transit to provide improved transit service connections

3.2 Performance Measures

Performance of the YRT/Viva system is measured differently for system-wide performance versus the performance of individual routes. At the system-wide level, the ridership per capita, revenue-cost ratio and hours of service per capita are the three key indicators. These measures show how effective the service is at attracting riders to the system, how cost-effectively they are being run, and how much service is provided. The three measures must be considered together, not individually, with the goal to strike a balance between them, since improvements in one measure can often come at the expense of performance in the other.

The performance of individual routes is assessed on the basis of passenger boardings per vehicle-hour, meaning the total number of fare paying passengers, plus transfers, divided by the total number of vehicle-hours in service. Using boardings (including transfers) gives credit to a route that may carry an above average number of transferring passengers, which is generally a vital role in the performance of an effective transit network.

The transit services are scheduled and operated according to key performance indicators (see Table 1). Performance targets are assessed as part of a continuous quality improvement framework, and will be adjusted upward when consistently met.

TABLE 1: SYSTEM WIDE PERFORMANCE STANDARDS

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 40 to 45 percent during system expansion and Viva 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 (details in next section)

3.3 Service Standards

YRT/Viva Service Standards dealing with route coverage, service levels (frequencies), vehicle loading and route performance used for evaluating transit routes and are the basis for making decisions about introducing new services.

Route Coverage

YRT/Viva considers new or revised routes to serve residents, places of work, secondary and post-secondary schools, major shopping centres and public facilities in the urban area that are beyond the maximum walking distance (Please refer to Table 2).

TABLE 2: DISTANCE TO A BUS STOP

Service Period	Maximum Walking Distance to Conventional Bus Stop
Daytime, Monday through Saturday	500 metres of a bus stop
All other periods (Weekday and Saturday evenings and all day Sundays and holidays)	1,000 metres of a bus stop

The objective of this standard is to provide service to approximately 90 percent of the urban area.

Service Levels and Span of Service

Minimum span of service and service levels are defined for all Base services. For other services, minimum service levels are defined for each operating period, but whether or not these services operate in any given period is subject to the ridership performance levels, measured in terms of boardings per hour.

Minimum service frequencies and spans of service do not apply to Express or Shuttle routes, which are designed to meet specific schedules at the destinations. Express Route service will be determined by Vehicle Loading and Route Performance standards. Frequency of Shuttle Routes will be determined by train/ employment schedules, or contracts (Please refer to Table 3).

TABLE 3: ROUTE SERVICE FREQUENCIES

Service Span	Service Frequency (minutes)				
	VIVA Routes	Base Grid	Local Routes	Community Bus (Base)	Community Bus (Other)
Weekdays					
6:00 to 9:00 am / 3:00 to 7:00 pm	15	20	30	60	60
9:00 am to 3:00 pm / 7:00 to 11:00 pm	15	30	60	120	120
Saturdays					
6:00 am to 11:00 pm	15	30	60	120	120
Sundays/Holidays					
9:00 am to 11:00 pm	15	60	60	120	120

Note: Span of service standard applies only to Base Services

The decision to operate a service other than a Base Route in any period is subject to achieving minimum performance requirements.

Clock-face headways are included as a service guideline for any route operating with frequency wider than 10 minutes.

Vehicle Loading

YRT/Viva designs its services to keep the number of passengers on its vehicles at a comfortable level, always within the limits of safety. In peak periods, this means that some passengers will be expected to stand for part of the trip. In off-peak periods, services will be designed to try to provide a seat to all off-peak customers, given the less frequent service. Where services operate on a 400 series highway, services are planned for all riders to be seated (Please refer to Table 4).

Consideration is given to matching the capacity of the vehicles to the ridership levels on the route to avoid unnecessary increases in service levels.

Passenger standards are calculated on the basis of an average over one hour in the peak period, at the busiest point on the route. For instance, if a service operates at 15-minute intervals, then 4 buses would pass the busiest point in an hour. The average number of passengers for these 4 buses must fall within the service standards, even though any one bus may be more crowded than the average. If the standard is exceeded for the average calculation, YRT/Viva considers larger vehicles, or more frequent service to improve the situation.

TABLE 4: VEHICLE LOADING STANDARDS

Route Type	Average Maximum Vehicle Load
Base, Local and Express Routes	
60-foot Bus (Viva)	72 passengers per vehicle
40-foot Bus	55 passengers per vehicle
40-foot Bus (Viva)	48 passengers per vehicle
35-foot Bus	48 passengers per vehicle
30-foot Bus	40 passengers per vehicle
Express Route	
(High-speed or Highway)	100% of seating capacity per vehicle
Shuttle	100% of seating capacity per vehicle
Community Bus	
Peak Period	100% of seating capacity over maximum 60 minutes
Off-peak Period	100% of seating capacity over a 60-minute period

Note: Base, Local and most Express loads are based on average maximum passengers per vehicle at the peak point of the route, measured over the peak 60-minute period.

Route Performance

To meet system objectives, top-performing routes must be allowed to support other lower performing routes, ensuring that:

- › Overall performance meets system objectives
- › Minimum performance level is established and met for each route

Base Services

Base Services are not required to meet minimum ridership levels, since their operation is mandated by the network service requirements. However, YRT/Viva shall always assess the Base Routes against the ridership measures to identify good and poor performing routes and examine ways to continuously improve performance.

Viva Routes

As part of the Base Route network, Viva Routes is monitored in the same way as Base Routes, but are generally expected to perform about 50 percent better than regular Base Routes in terms of boardings per hour.

Local Routes

Local routes should average 25 boardings per hour, with a minimum threshold of 8 boardings per hour, on average, for all operating periods.

Express Routes

Business Express routes, by definition, serve specific connections, and are not available to everyone in the areas they serve. Therefore, these routes need to perform at a high standard to justify the service.

Fixed Route Expresses that operate as portion of a regular fixed route can be designed to be more widely available to everyone, and therefore can incorporate a wider range of performance.

Shuttles

Shuttle performance will vary depending on the purpose of the route design. If the route is introduced instead of a fixed route, then fixed route standards apply. If the Shuttle is started to provide enhanced service for a specific neighbourhood, a higher standard applies, similar to a Business Express route, but adjusted to account for the more local nature of the route.

Target Performance

The peak and off-peak target boardings per hour for routes provided by YRT/ Viva follow.

TABLE 5: PEAK AND OFF-PEAK PERFORMANCE TARGETS

Route Type	Weekday Peak	Other Times
Base and Local Routes	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 7 boardings per hour
Express Route		
Fixed Route Express	All routes averaging 30 passengers per service hour, with a minimum of 10 boardings per hour	
Business Express	All route averaging 35 passengers per service hour, with a minimum of 30 boardings per hour	
Shuttle	All routes averaging 25 passengers per service hour, with a minimum of 20 boardings per hour	
Community Bus	N/A	N/A
Fixed-Route	All routes averaging 15 passengers per service hour, with a minimum of 5 boardings per hour	All routes averaging 12 passengers per service hour, with a minimum of 4 boardings per hour
Demand-responsive	All routes averaging 10 passengers per hour, with a minimum of 5 boardings per hour	All routes averaging 8 passengers per hour, with a minimum of 3 boardings per hour

Overlay Express routes are subject to the following conditions: introduction of an Overlay Express Route must maintain the performance levels of the remaining routes at current levels; and projected performance of the new Overlay Express Route must be better than that of the current route.

Establishing New Transit Service

Determining Whether Service is Warranted

Service warrants (i.e. investigating whether a route should be provided or not) for Base or Local Routes, Express Routes and GO Shuttles are determined by performance levels. Designating a route as Base Service will depend on the network coverage, and whether or not new designation is required to maintain the standard.

The introduction of a School Special is similar to that of a Shuttle. It depends on whether or not the school is or can be easily served by a regular service within the route network and the limits of the Route Directness guidelines for those routes.

Population targets for considering Community Bus services within small urban communities such as King City and Mount Albert are included as guidelines since a service in any community should be operated if it meets Route Performance standards. However, the designation of 15,000 populations is an appropriate guideline for considering service, and should be used to identify communities where these standards will apply.

Service Expansion into New Areas

Services introduced in new areas not previously served should be guaranteed for a minimum 12 months of operation to ensure enough time for travel patterns to adjust and for recording of 4-season 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 that a service that is clearly not capable of meeting the ultimate targets is identified as early as possible. Monitoring at 3, 6 and 9 months is completed to ensure that the new service is moving towards the appropriate standard. Targets for these interim periods are set at 25 percent, 50 percent and 75 percent of the ultimate target, respectively. If the performance at the end of each period has not reached at least 75 percent of the target value, the route should be re-examined to identify potential changes to improve its performance. If the same standard is not met in the next period, the changes should be recommended.

Service in New Operating Periods

Service introduced in new operating periods where routes already exist, or modify the existing route are subject to similar evaluation, but over a shorter 6-month period. If the service change is substantial, staff may recommend a longer trial period at the service introduction stage. Interim targets are established at 2 months and 4 months, with target levels of 33 percent and 66 percent of the ultimate target.

3.4 Design Guidelines

YRT/Viva uses these guidelines to help design the most effective services, and ensure that the performance measures of each route and the system overall are met. If a particular route does not adhere to these guidelines, remedial action is not necessarily required, but the situation is carefully monitored to ensure its effectiveness.

Route Directness – How direct should the route be?

Route Directness is a measure of how much a route deviates from the most direct path between the start and end points of the route (Please refer to Table 6).

Each route type has a range in this standard, reflecting the objective of the service. Base Grid and Viva routes should have the lowest ratio, (i.e. more direct service) while Local routes and Community Bus ratios can be higher, reflecting the less direct nature of these types of services. The Route Directness measure should be minimized for all services.

For instance, Base Grid and Viva routes should be designed to provide direct service, with deviations to serve major destinations only. Shuttle services can incorporate slightly more circuitous routings to increase the service area. For Community Bus services in larger urban communities, routes are also expected to be more circuitous to serve more area residences and community destinations.

TABLE 6: ROUTE DIRECTNESS MEASURE

Route Type	Ratio
Base Grid Route and Viva	1.0 to 1.1
All Local Rtes	1.0 to 1.2
Fixed Route Express	Equal to or less than that of the underlying Rte. 1.0 within the express or limited stop portion of the Rte
Business Express Route	1.0 Outside of any local service area. Local service areas should be limited to 5 stops or less
Shuttle	1.25 to 1.75
Community Bus	Less than 2.5. Less than 2.0 for Local Rtes in small communities

Notes: Branches of a Base Route designed to serve specific destinations during peak periods should be considered Local routes, with those standards applied.

Route Deviations – When should a route deviate?

Combined with the Route Directness guideline, an additional design guideline provides assistance in determining the route structure for services to schools, GO stations, 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, if the additional travel time means more service hours need to be added, the change should only be made if it improves the overall performance of the route.

If the detour can be achieved with the existing resources (typically less than a one- or two-minute increase in running time), the new ridership gained should be no less than 25 percent of the passengers affected by the detour.

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. The spacing of stops should not normally be less than 250 metres in developed areas and 500 metres in undeveloped areas (specific major trip generators may require variances in stop spacing).

Development around the major stops should be encouraged at greater density and follow transit supportive design principles – closer to the street, favour pedestrian connections, and customer friendly uses in commercial areas such as coffee shops, or passenger amenities.

Viva stations are, on average, located 1 kilometre apart, and are positioned at the far side of an intersection.

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.

Bus bays should be considered for stops located near major trip generators, transfer points, timing points or anywhere else where a bus is likely to have an extended stop time.

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

- › All terminals and transfer points
- › High boarding locations (more than 35 passengers in peak periods)
- › Unique exposure to inclement weather
- › In front of senior residences and other institutional facilities
- › Stops and the area around them should be made accessible to people with disabilities, including wheelchairs and other mobility aids. The long-term objective of YRT/Viva is to accommodate accessible features at all of its stops. Stops and the area around them should also have a high priority for snow clearing.

Locating Viva stations

Because the introduction of additional Viva stations on established routes will add travel time delays for vehicles passing through them, Viva stations should be added only when warranted by high expected ridership and location relative to the other Viva stations on the route.

It is therefore recommended that an additional Viva station on an existing Viva route should only be considered if:

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

A new Viva station on an existing route should also attract more new riders than it discourages by delaying through travel. It is therefore recommended that a new 'infill' station only be considered if it is expected to add new boardings of at least 300 per weekday (not including shifts from adjacent viva stations).

New Viva stations on extensions or revisions to the Viva system should be located with a view to maximizing potential ridership. They should also 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.

It should be noted that recommendations for additional Viva stations are subject to budget approval.



Locating Bus Stations/Terminals

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

Development around the stations and terminals should incorporate transit-oriented development uses and design principles.

4.0 YRT/Viva Planning Process

YRT/Viva's Five-Year Plan forms the basis of annual service plans that respond to population growth, demands for additional service, and on-going improvements.

Each Annual Service Plan is developed within a consultation process to ensure that YRT/Viva plans are communicated and that stakeholder and public input is considered during the planning phases for improvements.

4.1 Annual Planning Process

The development of YRT/Viva's Annual Service Plan is one of the Branch's key annual processes. Before any work can be done to create the document, all routes in the entire system are reviewed based on our set Transit Service Guidelines. Upon reviewing each route, the entire system is addressed as a whole based on established Key Performance Indicators (KPIs). After which, the first draft plan is developed based on route reviews and other various inputs. This first draft is then circulated for commenting throughout the initial stakeholder consultations.

Consulting sessions are held amongst YRT/Viva and other stakeholders such as: area municipalities, neighbouring municipalities, developing areas, transit providers, external stakeholders, and the general public.

The draft initiatives are then prioritized according to a pre-set criterion that looks at latent demand, new coverage area, potential for cost recovery, fleet availability etc. New service is dependant upon budget target and is tied to the system's cost recovery target. Once prioritized, an implementation strategy is developed.

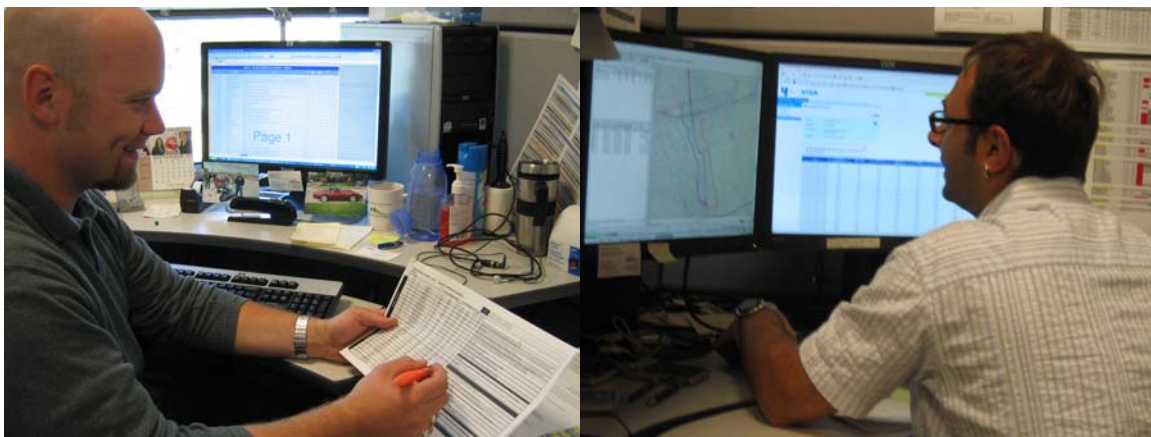
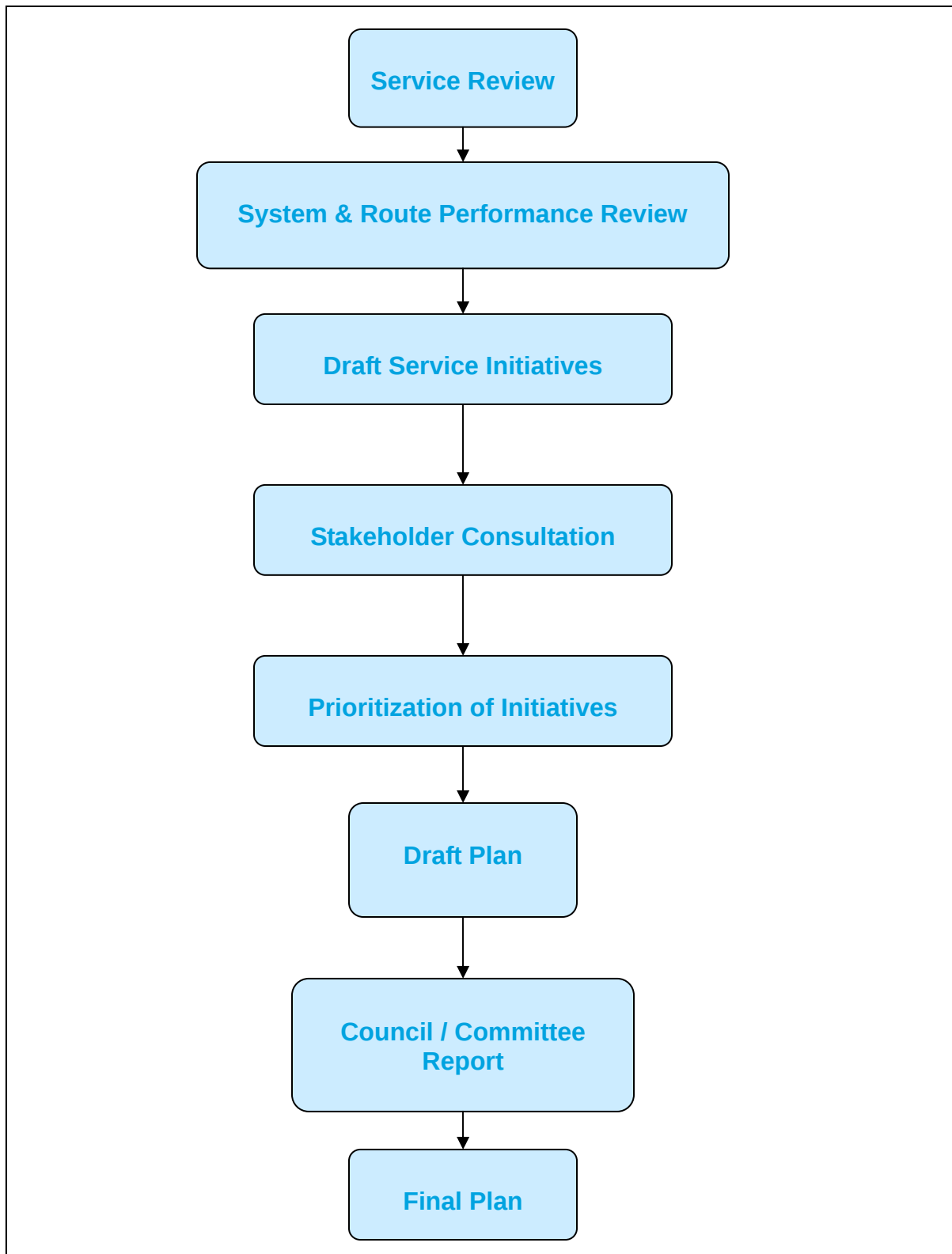


FIGURE 1: ANNUAL SERVICE PLAN PROCESS



Upon the successful completion of prioritization of initiatives and collection of stakeholder comments, the draft is revised as necessary using the same pre-set criteria as above. A report to Council summarizing the Service Plan is created and presented to Transit Committee for commenting. Once approved by Council/ Transit Committee, the draft plan is ready to be sent off to the print shop for mass printing and is then distributed.

4.2 Stakeholder Consultation Process

Regular and ongoing communications with the general public, key community groups and agencies, individual businesses and business groups, school boards, area municipalities, elected representatives and general public customers is vital both to hear about issues and areas of concern and to provide valuable information and education.

Consultation is designed for:

- › Area Municipalities - to obtain input for their preferences for service improvements and new services in their municipalities on an annual basis;
- › Areas Experiencing Change - to consult with the local area residents and 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 - comprising community agencies, business groups, transportation management associations, residents' or ratepayers groups;
- › Neighbouring Municipalities and transit providers - to consult with the neighbouring municipalities and transit providers to ensure seamless services for those customers travelling beyond York Region; and
- › General Public Consultation - two annual public consultation forums (north and south) are suggested for those stakeholders and members of the public that would not have had an opportunity to provide input through the other venues.
- › Terminal Public Information Centre Consultation – three consultation session at Newmarket GO Bus Station, Richmond Hill Centre and Promenade Bus Terminal for transit users to provide their input.
- › YRT/Viva customer service and our web site provided public with information on planning issues, dates for upcoming meetings, list of initiatives and survey and specific ways that you can get involved.

Table 7 shows the stakeholder consultation process followed for PLAN09:

TABLE 7: STAKEHOLDER CONSULTATION PROCESS

Step	Action Step Required
1	Gather ongoing feedback from contractors, Customer Service/Marketing and customers
2	Undertake system performance review, and input findings into PLAN09.
3	Arrange meetings to gather formal feedback from Customer Service/Operations staff and from customer requests, then input feedback into PLAN09.
4	Prepare general consultation plan and meeting schedule (based on experience from previous year)
5	Prepare budget and preliminary PLAN09
6	Prepare consultation strategy:
	One-on-one half-day workshops (i.e. with STS, municipalities, and neighbouring transit service providers)
	PICs/ public meetings
	External customers & elected officials
7	Newsletter/website updates & notices
	Prepare list of stakeholders
	Prepare draft maps (by Geomatics or outside supplier), SDPs, & schedules, as necessary
	Contact municipal clerks offices for meeting dates to present Annual Service Plan to local Councils
10	Prepare storyboards & materials for public presentation:
	Short- and long-term strategies
	Options
	Ranking of alternatives
	Maps
11	Support materials
	Update Draft Service Plan Report as per comments received/evaluated
	Present Draft Service Plan Report to Transit Committee
	Present to local Councils if requested
14	Post-consultation review (for consideration for subsequent consultations)

5.0 Stakeholder Consultations

This section provides information on chronology and feedback from various stakeholder consultations that YRT/Viva conducted to obtain feedback from general public, customers, agencies and transit providers.

5.1 Stakeholder Consultation Chronology

Extensive stakeholder consultations were conducted to obtain feedback from various stakeholders, customers, public and agencies. Table 8 shows list of all the consultation meetings held with various stakeholders and other transit agencies during the PLAN09 process.

TABLE 8: STAKEHOLDER CONSULTATION MEETING CHRONOLOGY

Stakeholder Consultation/PIC		Consultation date
1.	Large Employers Group – York Region	May 20, 2008
2.	Municipal Partners – Neighbouring Municipalities	May 21, 2008
3.	YO! Focus Group – High School Transit Ambassador Meeting	May 26, 2008
4.	Transit Partners – Other Transit Agencies	May 27, 2008
5.	Newmarket Senior Consultation Meeting	June 7, 2008
6.	Southern Public Information Centre	June 10, 2008
7.	Newmarket GO Bus Terminal Information Centre	June 12, 2008
8.	Northern Public Information Centre	June 16, 2008
9.	Oak Ridges Community Workshop	June 17, 2008
10.	Richmond Hill Centre Terminal Information Centre	June 18, 2008
11.	Promenade Terminal Information Centre	June 26, 2008
12.	Web Survey	June 2008
13.	Markham Senior Consultation Meeting	July 2, 2008
Local Municipal Surveys		
14.	Click with Markham – Town of Markham	November 2007
15.	People Plan Consultation – Town of Richmond Hill	October 2007
16.	Newmarket Municipal Survey	September 2005

Apart from above consultation session, PLAN09 Web Survey was conducted for receiving feedback from customers and members of public who were unable to attend public information centres or sessions conducted by YRT/Viva Staff.

Feedback received pertaining to transit from various local municipal surveys such as Click with Markham, Town of Richmond Hill – People Plan Consultation and Newmarket Municipal survey has been considered for PLAN09 and further details are provided in Appendix X.

In addition to above, customer feedback received through YRT/Viva CARES (Customer Action and Response System) from July 2007 to June 2008 was also taken into consideration while preparing this Annual Service Plan and discussions is provided in Appendix X.

5.2 PLAN09 Customer Survey

The section provides information on consolidated results of all stakeholder consultations that was conducted as a part of PLAN09 Customer Survey.

The PLAN09 Customer Survey questionnaire is shown in Figure 2.



FIGURE 2: YRT / VIVA PLAN09 SURVEY

PLAN09



Customer Survey

YRT/VIVA is drafting the 2009 Annual Service Plan, called PLAN09, to improve transit services in York Region. A key element of PLAN09 involves consultation with transit users and the general public to obtain feedback regarding our existing transit services and proposed recommendations.

Please fill out the PLAN09 survey to help YRT/VIVA plan potential service improvements:

1. What is the origin and destination of your trip? (list major intersections)

2. What specific YRT/Viva route(s) do you use?

3. Where do you think YRT should focus its service improvements?
(CHECK ANY APPLICABLE)

☐ Rush hour	☐ Weekday midday
☐ Weekday evening	☐ Weekends
4. What would encourage you to use public transit more frequently?
RATE 1 (HIGH) TO 5 (LOW)

☐ More frequent service	☐ Longer hours of service
☐ Reliability and schedule adherence	☐ Improved pedestrian barriers
	☐ Better area coverage/more destinations
5. What destinations and corridors do you think should receive the highest priority for new or improved services?

6. Additional comments on YRT/VIVA

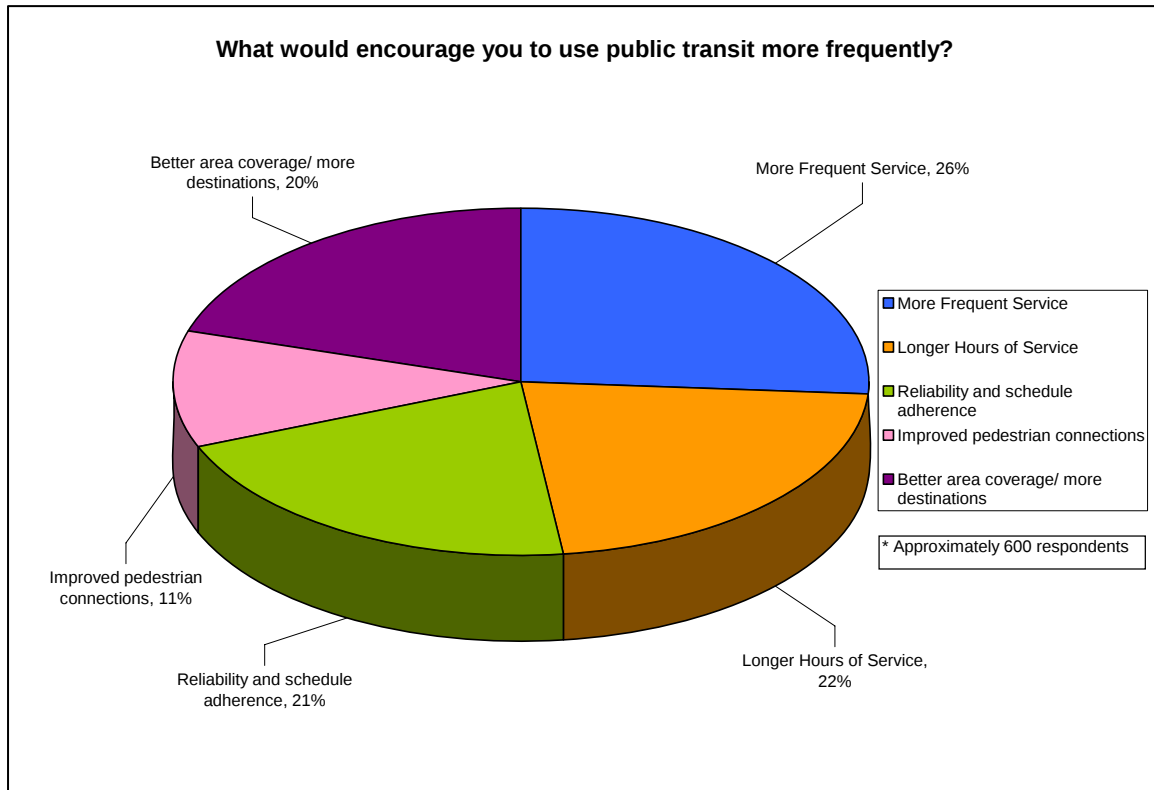
Thank you for taking the time to fill out the PLAN09 Survey!

Submit this survey and your comments to a YRT representative at this event...

OR by mail: YRT/Viva PLAN09
York Region Transit
50 High Tech Road, 5th floor
Richmond Hill, Ontario
L4B 4N7

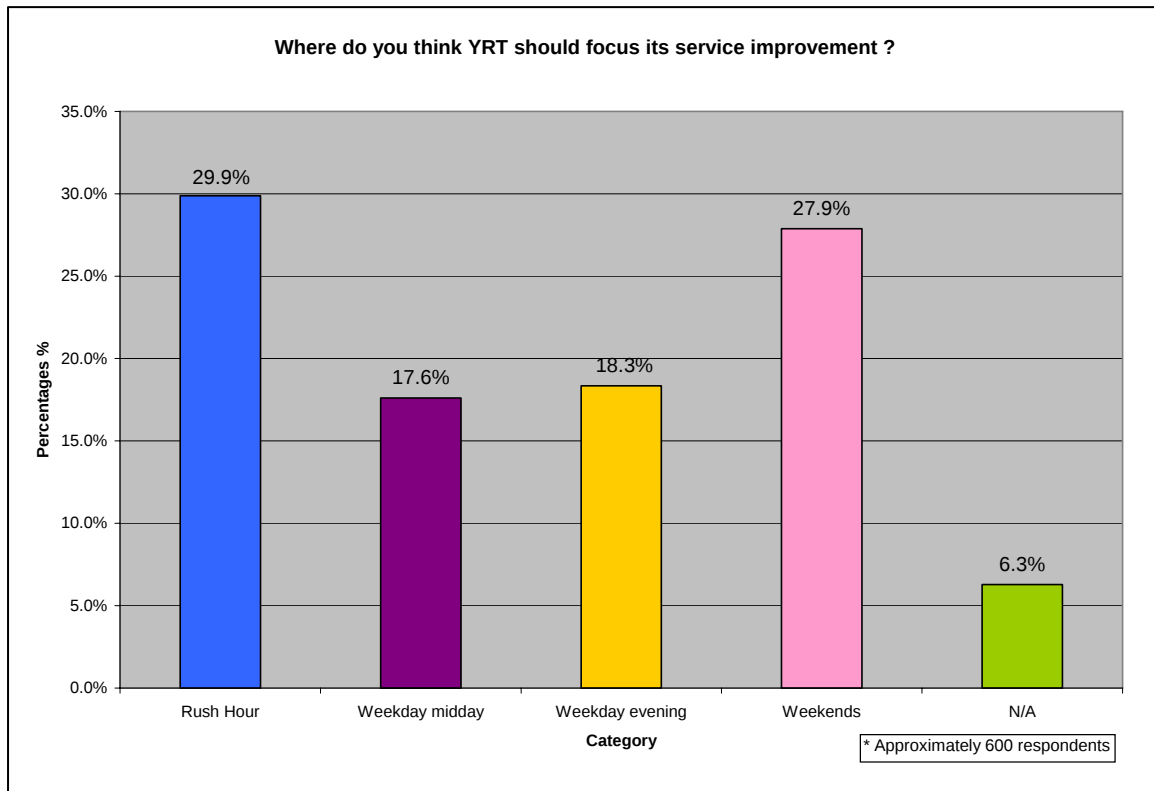
By fax: (905) 762-2113
or online: yrt.ca

FIGURE 3: PLAN09 CUSTOMER SURVEY RESULTS



The above figure shows preferences for transit riders based on responses to PLAN09 Customer Survey. 26% transit riders that were surveyed showed preference for more frequent services. 22% riders indicated preference for longer hours of service and 21% opted for reliability and schedule adherence. 20% transit riders suggested better area coverage and trips to more destinations and 11% voted for improved pedestrian barriers.

FIGURE 4: PLAN09 CUSTOMER SURVEY RESULTS



The above graph shows that 48% riders in PLAN09 Customer Survey suggested that YRT/Viva should focus its service improvements for rush hours and 44% wanted service improvements for weekends.

Figures 3 and 4 shows transit patterns and needs for various York Region Transit riders are quite different. The transit riders have opted for more frequent services and longer hours of service with emphasis on rush hours and weekends. This will provide more choices and options to riders to take transit and thus increasing transit market share.

For addition details and feedback from each individual stakeholder consultations, please see Appendix X.

6.0 YRT/Viva Route Performance Assessments

The section also provides information on YRT/Viva route assessments, frequency and span of service.

6.1 Route Performance Assessment

Performance of YRT/Viva services is measured at a system level as well as at the individual route level. It should be recognized that 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 Service Planners must consider the overall system goals when evaluating changes or improvements to service. The following chart on page 29 provides information regarding various performance indicators mainly revenue/cost, net cost per boarding and boarding per revenue hours.

6.2 Current Frequency and Span of Service

The table on page 30 provides an assessment of YRT/Viva routes in terms of service frequency and span of service, and compares these values against YRT's minimum standards as identified in the last 5-Year Service Plan. In general, the table indicates that frequency levels remain within minimum standards for most routes. However, when considering the span of service, the table indicates that a significant number of routes are operating below minimum standards.

Route Name	YRT Route #	Route Class	Municipality	Operator	Division	Boardings	Revenue Hours	Avg. Monthly Revenue Hours	Total Operating Revenues	Total Direct Oper. Expenses	Avg Wkday Boardings	Rev/Cost	Net Cost per Boarding	Boardings per Revenue Hour	Route Performance Standards - Boardings per Hour
Yonge Corridor	blue	B A S E	RH	Veolia	7	441,403	7,310	609	723,901	864,419	16,289	83.7%	\$0.32	60.4	Peak: Average of 30 boardings per revenue hour, with a minimum of 10.
McCowan North	TTC 129A		M	TTC	8	55,528	1,525	127	91,066	217,157	2,503	41.9%	\$2.27	36.4	
Bayview	91/91A		RH	Can-Ar	4	101,298	2,944	245	166,129	308,099	4,087	53.9%	\$1.40	34.4	
Yonge South	99		RH	Can-Ar	4	100,178	3,138	261	164,292	328,349	4,065	50.0%	\$1.64	31.9	
Davis Dr.	55/55B		NEGG	Laidlaw	2	32,622	1,065	89	53,500	98,748	1,287	54.2%	\$1.39	30.6	
Clark	5		V	Can-Ar	4	38,202	1,326	111	62,651	138,773	1,694	45.1%	\$1.99	28.8	
Major Mackenzie	4/4A		V	Can-Ar	4	65,698	2,299	192	107,745	240,555	2,351	44.8%	\$2.02	28.6	
Jane	20		V	Can-Ar	4	52,490	1,841	153	86,084	192,688	1,676	44.7%	\$2.03	28.5	
Dufferin N.	TTC 105		V	TTC	8	37,389	1,332	111	61,318	189,625	1,412	32.3%	\$3.43	28.1	
Finch-Unionville	pink		M	Veolia	7	50,175	1,834	153	82,287	216,902	2,377	37.9%	\$2.68	27.4	
Highway 7 Corridor	purple		M	Veolia	7	166,447	6,145	512	272,973	726,704	6,245	37.6%	\$2.73	27.1	
Bathurst	88		RH	Can-Ar	4	56,782	2,173	181	93,122	227,410	2,176	40.9%	\$2.36	26.1	
Milliken	2		M	Miller	1	53,905	2,461	205	88,404	260,805	2,204	33.9%	\$3.20	21.9	
Kennedy Rd	8		M	Miller	1	27,936	1,277	106	45,815	135,326	1,056	33.9%	\$3.20	21.9	
16th Ave/Rutherford	85/85A/B		RH	Miller	3	81,198	3,886	324	133,165	412,296	3,305	32.3%	\$3.44	20.9	
Keele N.	TTC 107C/D/B/F		V	TTC	8	64,260	3,182	265	105,386	453,046	3,057	23.3%	\$5.41	20.2	
Highway 7	1		M	Miller	1	47,557	2,457	205	77,993	260,375	1,898	30.0%	\$3.84	19.4	
Vaughan North-South Link	orange		V	Veolia	7	63,936	3,365	280	104,855	397,965	2,547	26.3%	\$4.58	19.0	
Leslie	90		RH	Miller	3	27,697	1,594	133	45,423	169,151	1,172	26.9%	\$4.47	17.4	
Hwy 7 - Centre St	77(excl.BT)		V	Can-Ar	4	68,640	4,222	352	112,570	441,832	2,702	25.5%	\$4.80	16.3	
Mulock Dr.	57/57A		NEGG	Laidlaw	2	12,345	844	70	20,246	78,274	753	25.9%	\$4.70	14.6	
Wellington	33/33A		A	Laidlaw	2	8,644	605	50	14,176	56,077	247	25.3%	\$4.85	14.3	
Islington Ave	13		V	Can-Ar	4	9,109	656	55	14,939	68,695	395	21.7%	\$5.90	13.9	
Markham North-South Link	green		M	Veolia	7	16,328	1,318	110	26,778	155,919	769	17.2%	\$7.91	12.4	
Bathurst N.	TTC 160		V	TTC	8	18,680	1,529	127	30,635	217,716	815	14.1%	\$10.02	12.2	
Yonge North	98		NEGG	Laidlaw	2	23,360	2,008	167	38,310	186,188	768	20.6%	\$6.33	11.6	
Jane	TTC 35D		V	TTC	8	30,052	2,599	217	49,285	370,024	1,526	13.3%	\$10.67	11.6	
Markham Rd	TTC 102D		M	TTC	8	12,059	1,099	92	19,777	156,468	575	12.6%	\$11.34	11.0	
Weston Road N.	TTC 165D		V	TTC	8	26,419	2,692	224	43,327	383,259	1,174	11.3%	\$12.87	9.8	
Vic Park North (Woodbine)	TTC 24D/224B/C/D		M	TTC	8	14,877	1,913	159	24,398	272,411	754	9.0%	\$16.67	7.8	
Don Mills	TTC 25D		M	TTC	8	19,342	2,557	213	31,721	364,064	1,016	8.7%	\$17.18	7.6	
Inspiration	81		RH	Miller	3	1,575	229	19	2,583	32,576	124	7.9%	\$19.04	6.9	
Bayview North	54		NEGG	Laidlaw	2	4,213	613	51	6,909	56,822	179	12.2%	\$11.85	6.9	
Sutton GO Bus	69		NEGG	GO		5,482	844	70	12,444	24,121	215	51.6%	\$2.13	6.5	
Birchmount	TTC 17A		M	TTC	8	5,054	873	73	8,289	124,288	264	6.7%	\$22.95	5.8	
Warden North	TTC 68		M	TTC	8	17,837	3,701	308	29,253	526,910	833	5.6%	\$27.90	4.8	
Business Express	300	EXPRESS	M	Miller	1	5,825	179	15	9,553	18,976	257	50.3%	\$1.62	32.5	Business Express: Average of 35 boardings per revenue hour, with a minimum of 30.
Cornell Express	303		M	Miller	1	2,465	110	9	4,043	11,656	119	34.7%	\$3.09	22.4	
Unionville Express	302		M	Miller	1	3,956	191	16	6,488	20,212	187	32.1%	\$3.47	20.7	
Markham Express	301		M	Miller	1	7,501	433	36	12,302	45,855	394	26.8%	\$4.47	17.3	Fixed-Route Express: Average of 30 boardings per hour, with a minimum of 10.
Bayview Express	340		RH	Can-Ar	4	1,095	76	6	1,796	7,942	46	22.6%	\$5.61	14.4	
Maple Express	360		RH	Can-Ar	4	6,528	739	62	10,706	77,351	246	13.8%	\$10.21	8.8	
Bur Oak	18	L O C A L	M	Miller	1	16,457	670	56	26,989	71,018	736	38.0%	\$2.68	24.6	Peak: Average of 30 boardings per revenue hour, with a minimum of 10.
Highway 27	27		V	Can-Ar	4	6,083	300	25	9,976	31,344	164	31.8%	\$3.51	20.3	
Thornhill Woods	23		V	Can-Ar	4	14,360	800	67	23,550	83,681	681	28.1%	\$4.19	18.0	
Gorham-Eagle	56		NEGG	Laidlaw	2	11,374	664	55	18,653	61,553	440	30.3%	\$3.77	17.1	
Newkirk	82		V	Miller	3	11,862	765	64	19,454	81,186	475	24.0%	\$5.20	15.5	
Langstaff Local	87		RH	Miller	3	19,907	1,306	109	32,647	138,516	971	23.6%	\$5.32	15.2	
Thornhill - York U.	3/3B		M	Can-Ar	4	30,689	2,066	172	50,330	216,163	1,296	23.3%	\$5.40	14.9	
Trench	83/83A		V	Miller	3	20,028	1,416	118	32,846	150,248	932	21.9%	\$5.86	14.1	
Unionville/Markham Loc	40/41		M	Miller	1	21,168	1,517	126	34,716	160,727	871	21.6%	\$5.95	14.0	
Martin Grove	7		V	Can-Ar	4	13,714	1,007	84	22,491	105,401	734	21.3%	\$6.05	13.6	
Pine Valley	12		V	Can-Ar	4	7,339	577	48	12,036	60,397	312	19.9%	\$6.59	12.7	
Weldrick	86		RH	Miller	3	17,543	1,425	119	28,771	151,201	777	19.0%	\$6.98	12.3	
14th Ave	2A		M	Miller	1	14,305	1,184	99	23,460	125,513	671	18.7%	\$7.13	12.1	
Holland Landing Loc	52		NEGG	Laidlaw	2	6,036	529	44	9,899	49,054	265	20.2%	\$6.49	11.4	
9th Line	9		M	Miller	1	2,255	215	18	3,698	22,730	82	16.3%	\$8.44	10.5	
Keswick Local	51		NEGG	Laidlaw	2	5,969	640	53	9,789	59,380	260	16.5%	\$8.31	9.3	
Bristol - London	44		NEGG	Laidlaw	2	4,197	456	38	6,883	42,287	167	16.3%	\$9.44	9.2	
King City	22		V	Can-Ar	4	5,569	637	53	9,133	66,623	276	13.7%	\$10.32	8.7	
Oak Ridges	84A/C		RH	Laidlaw	2	5,292	642	54	8,679	59,562	71	14.6%	\$9.62	8.2	
Aurora South	32		A	Laidlaw	2	6,895	848	71	11,308	78,607	310	14.4%	\$9.76	8.1	Off-Peak: Average of 22 boardings per hour, with a minimum of 7.
Woodspring - Clearmedow	53		NEGG	Laidlaw	2	5,620	708	59	9,217	75,094	254	12.3%	\$11.72	7.9	
York U. (Woodbridge)	10		V	Can-Ar	4	6,282	792	66	10,302	82,834	269	12.4%	\$11.55	7.9	
Stouffville Local	15		M	Miller	1	1,682	233	19	2,758	24,734	63	11.2%	\$13.07	7.2	
Aurora North	31		A	Laidlaw	2	1,384	195	16	2,270	18,077	68	12.6%	\$11.42	7.1	
Leslie North	58/58A		NEGG	Laidlaw	2	2,227	367	31	3,652	33,991	535	10.7%	\$13.62	6.1	
Woodbridge	11		V	Can-Ar	4	2,153	383	32	3,531	40,090	111	8.8%	\$16.98	5.6	
Islington	TTC 37D		V	TTC	8	4,313	979	82	7,073	139,386	129	5.1%	\$30.68	4.4	
Industrial Parkway	34		A	Laidlaw	2	746	226	19	1,223	20,954	32	5.8%	\$26.45	3.3	
Zenway - Highway 27	28		V	Can-Ar	4	196	159	13	321	16,876	9	1.9%	\$84.46	1.2	
RH Community Bus	89	COMMUNITY BUS	RH	Can-Ar	11	3,122	532	44	5,120	55,621	136	9.2%	\$16.18	5.9	Peak: Average of 15 boardings per revenue hour, with a

Legend

Meets or exceeds the average within the route class

Between the average and half the average within the route class

Less than half the average within the route class

Route Assessment - Service Frequency and Span of Service



Route Class	Frequency (min)				Span of Service		
	Weekday Peak	Weekday Off-Peak	Saturday	Sunday / Holiday	M-F	Sat	Sun/Hol
Base Routes	20	30	30	60	6am - 11pm	6am - 11pm	9am - 11pm
Local Routes	30	60	60	60	6am - 11pm	6am - 11pm	9am - 11pm
Community Bus Routes	60	120	120	120	6am - 11pm	6am - 11pm	9am - 11pm
Viva Routes	15	15	15	15	6am - 12am	6am - 12am	9am - 11pm

Rev. as per Aug 31 board period

Route Assesment									
Route #	Route Name	Route Class	Frequency (min)				Span of Service		
			Weekday Peak	Weekday Off-Peak	Saturday	Sunday / Holiday	M-F	Sat	Sun/Hol
1	Highway 7	Base	15 - 20	30 - 40	30	60	5:10am - 1:15am	7:00am - 1:30am	8:30am - 11:30pm
2 / 2A	Milliken	Base	15 - 30	30 - 60	30	60	5:25am - 12:15am	8:00am - 12:15am	9:00am - 11:00pm
8	Kennedy Rd	Base	10 - 30	30 - 60	60	60	5:41am - 10:30pm	8:00am - 10:30pm	8:00am - 8:30pm
9	Ninth Line	Local (small community)	30	120	-	-	6:00am - 7:30pm	-	-
15	Stouffville Local	Local (small community)	15 - 45	35 - 75	-	-	6:10am - 8:10pm	-	-
18	Bur Oak	Local	20 - 40	30 - 60	60	-	5:52am - 9:10pm	8:32am - 6:32pm	-
40	Unionville Local	Local	20 - 40	30 - 60	30 - 60	30 - 60	5:45am - 1:45am	8:10am - 1:40am	9:10am - 8:50pm
41	Markham Local	Local	20	20 - 60	40 - 60	40 - 60	5:40am - 1:55am	8:00am - 1:55am	8:40am - 7:55pm
224B	Woodbine Ave	Base	12 - 25	30	-	-	5:57am - 7:27pm	-	-
17A	Birchmount	Local	17 - 26	-	-	-	5:14am - 7:08pm	-	-
24D	Victoria Park/Woodbine	Base	18	30	-	-	9:00am - 11:01pm	-	-
25 D	Don Mills	Base	14 - 16	27 - 36	-	-	5:20am - 10:57pm	-	-
35-D	Jane	Local	10 - 15	20 - 25	26 - 28	-	5:30am - 10:40pm	6:15am - 7:38pm	-
37-D	Islington	Local	30 - 35	30	-	-	5:49am - 7:13pm	-	-
68 B	Warden	Base	13 - 24	35 - 45	33 - 44	36 - 45	5:07am - 10:55pm	5:58am - 10:47pm	8:34am - 10:45pm
102 D	Markham Rd	Base	20 - 60	48 - 55	30	30	5:43am - 11:50pm	7:22am - 9:00pm	8:00am - 9:00pm
105	Dufferin N.	Base	15	30	30	60	5:22am - 11:31pm	5:27am - 10:31pm	8:30am - 10:31pm
107-C/D/B/F	Keele N.	Base	15 - 30	30 - 40	30 - 40	40	4:45am - 12:43am	5:57am - 11:24pm	7:56am - 11:23pm
129A	McCowan	Base	13 - 26	25 - 40	26 - 40	40	5:36am - 11:30pm	6:00am - 11:00pm	9:00am - 11:00pm
160	Bathurst N.	Base	20	25	25	25	5:23am - 10:06pm	5:15am - 6:42pm	8:00am - 7:40pm
165-D/F	Weston Road N.	Base	20 - 30	30	25 - 30	30 - 40	5:25am - 10:55pm	5:31am - 10:51pm	8:19am - 9:14pm
224C/D	Victoria Park N.	Base	12 - 26	40	-	-	5:39am - 7:27am	-	-
3 / 3B	Thornhill - York U.	Local	20	20 - 45	40	40	6:08am - 11:40pm	7:50am - 9:50pm	9:10am - 9:50pm
4 / 4A	Major Mackenzie	Base	30	30	30	30	5:28am - 11:44pm	6:04am - 11:58pm	7:34am - 11:58pm
5	Clark	Base	12 - 30	30	30	-	5:30am - 10:45pm	7:04am - 7:45pm	-
7	Martin Grove	Local	15 - 20	20 - 30	30	-	5:20am - 11:06pm	8:00am - 10:20pm	-
10	York U. (Woodbridge)	Local	45	45	45	45	5:54am - 10:05pm	9:53am - 6:19pm	9:53am - 6:53pm
11	Woodbridge	Local	35	40 - 45	45	40	5:30am - 9:35pm	8:00am - 9:55pm	10:00am - 7:00pm
12	Pine Valley	Local	30	45 - 60	45	-	5:41am - 10:25pm	7:45am - 10:15pm	-
13	Islington Ave	Base	30	40	45	-	6:25am - 10:10pm	7:15am - 10:20pm	-
20	Jane	Base	20	30	30	45	5:56am - 10:42pm	6:57am - 10:56pm	7:56am - 7:11pm
23	Thornhill Woods	Local	30	40	-	-	5:45am - 10:15pm	-	-
27	Highway 27	Local	30	30	30	30	6:30am - 7:18pm	6:30am - 7:18pm	6:30am - 12:48am
28	Zenway - Hwy 27	Local	30	30	-	-	6:15am - 6:00pm	-	-
77 (excl. BT)	Hwy 7 - Centre St	Base	15 - 25	15 - 30	30	45	4:35am - 12:05am	5:30am - 11:45pm	8:05am - 10:40pm
88	Bathurst	Base	20	30 - 45	35	45 - 55	6:05am - 10:15pm	6:00am - 10:30pm	8:10am - 9:05pm
91 / 91A	Bayview South	Base	10 - 20	30 - 60	30 - 60	40 - 60	5:20am - 11:30pm	7:00am - 12:00am	7:00am - 12:00am
98 / 99	Yonge St N/S	Base	30	30	30	30	11:49pm - 1:16am	10:20pm - 2:25am	10:30pm - 1:30am
99	Yonge	Base	9	30	30	30	4:45am - 11:48pm	5:30am - 11:45pm	5:30am - 11:45pm
81	Inspiration	Local	30	-	-	-	5:45am - 7:33pm	-	-
82	Valleymede - Spadina	Local	30	25 - 60	60	-	5:55am - 8:50pm	8:30am - 8:00pm	-
83 / 83A	Trench	Local	25 - 60	60	60 - 120	-	6:00am - 9:10pm	7:05am - 9:05pm	-
85 / 85 A/B	16th Ave/Rutherford	Base	10 - 30	30 - 60	30 - 60	30 - 60	5:55am - 11:01pm	5:46am - 11:01pm	8:30am - 8:30pm
86	Weldrick - Newkirk	Local	30	30 - 60	60	-	5:40am - 8:58pm	7:32am - 7:40pm	-
87	Langstaff - Maple	Local	15 - 60	60	60	-	5:58am - 7:25pm	7:15am - 7:15pm	-
90	Leslie South	Base	30	30	60	60	5:56am - 8:10pm	6:40am - 8:10pm	8:40am - 8:40pm
244	Beaver Creek - Commerce Valley	Local	20	20	20	-	6:03am - 6:55pm	6:00am - 5:55pm	-
22	King City	Local (small community)	30 - 40	90	90	-	6:57am - 7:20pm	9:00am - 6:45pm	-
31	Aurora North	Local	30 - 40	30 - 45	-	-	5:55am - 7:40pm	-	-
32	Aurora South	Local	15 - 35	30 - 60	60	-	5:50am - 10:15pm	6:22am - 8:48pm	-
33 / 33A	Wellington	Base	30	30	-	-	5:32am - 6:57pm	-	-
34	Industrial Parkway	Local	20 - 30	-	-	-	6:20am - 7:35pm	-	-
44	Bristol - London	Local	30 - 45	40	40	-	5:50am - 11:05pm	7:20am - 11:05pm	-
51	Keswick Local	Local	25 - 40	60	60	-	5:30am - 9:25pm	8:10am - 9:25pm	-
52	Holland Landing Local	Local	20 - 40	60	60	-	5:35am - 10:42pm	8:15am - 10:42pm	-
53	Woodspring - Clearmeadow	Local	30	60	60	60	5:55am - 10:48pm	6:42am - 10:42pm	9:10am - 10:25pm
54	Bayview North	Base	20 - 22	45	40	-	5:47am - 11:13pm	8:29am - 10:39pm	-
55 / 55B	Davis Dr.	Base	30	45 - 50	30 - 45	60	5:45am - 11:45pm	6:00am - 11:45pm	8:30am - 11:45pm
56	Gorham-Eagle	Local	30	60	60	60	6:00am - 11:35pm	6:30am - 11:35pm	8:30am - 11:30pm
57	Mulock Dr.	Base	30	60	60	-	6:25am - 7:55pm	9:05am - 7:25pm	-
58 / 58A	Leslie North	Local (small community)	30	40 - 65	-	-	5:40am - 7:50pm	-	-
84 / 84 A/C	Oak Ridges	Local	30	30 - 40	-	-	5:29am - 8:25pm	-	-
98	Yonge North	Base	30	30	30	30	5:00am - 11:05pm	5:30am - 11:05am	7:00am - 11:05am
520	Newmarket Community Bus	Community	90	90	90	90	9:05am - 4:05pm	9:10am - 4:00pm	9:10am - 4:00pm
521	Newmarket Community Bus	Community	90	90	-	-	9:00am - 4:30pm	-	-
522	Markham Community Bus	Community	90	-	90	-	9:00am - 4:25pm	9:00am - 4:25pm	-
589	RH Community Bus	Community	60	60	60	60	9:31am - 5:31pm	9:31am - 5:31pm	9:30am - 5:30pm
601	Viva - Purple	Base	10 - 12	15	12 - 15	15	4:55am - 2:18am	5:55am - 2:18am	7:55am - 2:18am
603	Viva - Blue	Base	10	15 - 18	15	15	5:23am - 12:06am	6:17am - 11:50pm	7:59am - 11:54pm
604	Viva - Green	Base	10	10	-	-	5:45am - 7:15pm	-	-
605	Viva - Orange	Base	10	15	15	15	5:20am - 12:00am	6:20am - 11:44pm	8:10am - 12:05am
606	Viva - Pink	Base	15	-	-	-	5:55am - 6:50pm	-	-

Meets or Exceeds Minimum Standards
Below Minimum Standards

Notes:

1. Weekday Peak Periods are from 6:00am to 9:00am and 3:00pm to 7:00pm
2. Weekday Off-Peak Periods are from 9:00am to 3:00pm and 7:00am to 11:00pm
3. Service Span is measured from the start time of the first trip to the end time of the last trip
4. GO Shuttle & Express Services: standards are not measured based on service levels and are therefore not included in the above listing
5. Routes are assesed with a 15 minute tolerance

7.0 Priorities and Recommendations

YRT received extensive feedback from various stakeholders. Based on this extensive feedback, performance standards and guidelines, staffs have developed priorities and also fleet availability for next year's annual plan. The priorities are shown by municipalities for ease. It should be noted that there are several routes which traverse through different municipalities and therefore these routes have been shown on more than one occasion.

During the budget review process, the PLAN09 initiatives were further categorized into 3 priorities:

Priority 1 – service initiatives must be implemented to provide service to new developing areas, address overcrowding, and/or immediate schedule adherence issues

Priority 2 – service initiatives which are important but could be handled through contingency and/or temporary operational mitigation

Priority 3 – service initiatives to maintain or reach service standards

7.1 YRT/Viva PLAN09 Service Initiatives by Municipalities

In the coming year, the major YRT/Viva proposed service initiatives include:

- › Improvements intended to maintain schedule reliability on existing routes
- › Frequency/coverage improvements designed to bring services closer to standard where warranted, including route extensions into new developments
- › Expansion of Dial-a-Ride with new implementation on selected routes
- › New GO train connections in anticipation of GO Transit's proposed new off-peak service expansion for the Barrie train line
- › Introduction of new limited-stop/express services on existing key corridors such as Bathurst Street, Bayview Avenue and Jane Street

	Total 2009 Hours	Annualized Revenue Hours	Fleet	Number of Growth Initiatives	Number of Enhancement Initiatives
PLAN09	53,224	95,907	29	31	44
Priority 1	24,660	47,450	17	19	13
Priority 2	22,043	35,512	12	10	18
Priority 3	6,521	12,945	0	2	13

Additional details regarding service initiatives by municipality are provided in Tables 11 to 17.

Table 11: YRT/Viva PLAN09 Service Initiatives - Markham										
Route	Priority	Municipality	Details	Date	2009 Rev. Hours	Annualized Rev. Hours	Peak Fleet			
							60'	40'	30'	
Viva purple	1	Toronto, Vaughan, Richmond Hill, Markham	Additional running time required to maintain schedule adherence and address over crowding issue	Feb	3536	4032				
2A - 14th Ave	1	Markham	Introduce all day service in the Box Grove and Grand Cornell	Sept	567	1,764				
2A - 14th Ave	1	Markham	Introduce additional service to MDHS & Brother Andre High School	Sept	122	378				
3 - Thornhill-YorkU	1	Vaughan, Markham	Request by Operations: Additional running time required to maintain schedule adherence	Feb??	1,768	2,024		1		
4/4A - Major Mac	1	Vaughan, Richmond Hill, Markham	Route extension further west of Weston Rd	April	n/a	n/a				
40 - Unionville Local	1	Markham	Discontinue weekday evening and Sat evening conventional service in replace with Dial a Ride	April	-902	-1320				
40 - Unionville Local	1	Markham	Introduce Dial a Ride weekday evening and Sat evening at the new contract rate	April	902	1320				
41 - Markham Local	1	Markham	Discontinue weekday evening and Sat evening conventional service in replace with Dial a Ride	April	-902	-1,320				
41 - Markham Local	1	Markham	Introduce Dial a Ride weekday evening and Sat evening at the new contract rate	April	902	1,320				
90 - Leslie South	1	Richmond Hill, Markham	Restructuring route to end at Elgin Mills	Sept	-1,134	-3,528				
90 - Leslie South NEW RTE	1	Richmond Hill, Markham	New route to service the Elgin Mills corridor from Leslie to the Bathurst area	Sept	2,268	7,056		2		
203 - Milliken GO Shuttle	1	Markham	Introduce a new Milliken GO Shuttle to service the Box Grove and Milliken areas	April	1,514	2,205		2		
224D - Victoria Park	1	Markham	Extend service further north to Elgin Mills Rd during weekday peak periods	Sept	648	2,016				
303 - Cornell Express	1	Markham	Introduce 1 additional AM trip; 1 additional PM trip	Feb	442	504		1		
Route 522 - Markham Community Bus	1	Markham	Expand service	Sept	701	2,180			1	
Viva blue	1	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Additional running time required to maintain schedule adherence	Feb	1768	2016				
2 - Milliken	1	Markham	Introduce 2 eastbound trips departing the GO Finch Terminal at 3:45pm and 7:45pm	April	346	506				
4/4A - Major Mac	1	Vaughan, Richmond Hill, Markham	Possible service to accommodate additional new midday GO trains at Rutherford GO Station	Nov	344	2,024				
85, 85A & 85B - Rutherford / 16th Ave	1	Richmond Hill, Vaughan, Markham	Possible service to accommodate additional new midday GO trains at Rutherford GO Station	Nov	172	1,008		1		
2 - Milliken	1	Markham	School special trips	Sept	41	126				
Viva blue	2	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Weekday off peak frequency increase from 12 to 10 minutes Finch-Newmarket; 10:30 am - 12:00 pm	Jan	729	832				
Viva blue	2	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Saturday frequency increase from 15 to 10 minutes Finch-Newmarket; 10:00 am - 12:00 pm and increase from 12 to 10 minutes Finch-Newmarket 4:00 pm - 6:30pm	Jan	817	944				
2 - Milliken	2	Markham	Route extension to Steeles/Staines bus loop	Sept	1,053	3,276		2		
2A - 14th Ave	2	Markham	Realign service into Grand Cornell via Kenilworth Gate, Michelina Terrace and Bur Oak Avenue	Sept	567	1,764		1		
2A - 14th Ave	2	Markham	Operate service along Copper Creek Dr and Donald Cousens Pkwy	April	1,211	1,764		1		
8 - Kennedy Rd	2	Markham	Introduce earlier AM weekday service	April	173	252				

Table 11: YRT/Viva PLAN09 Service Initiatives - Markham									
Route	Priority	Municipality	Details	Date	2009 Rev. Hours	Annualized Rev. Hours	Peak Fleet		
							60'	40'	30'
18 - Bur Oak	2	Markham	Introduce later evening service until 11:00pm	Sept	162	504			
91/91A - Bayview South	2	Richmond Hill, Markham	Convert some pm peak period trips, Saturday morning and late evening trips to Route 91A branch trips	April	295	430		1	
91B - Bayview South	2	Richmond Hill, Markham	Introduce a new branch (91B) to service Oak Ridges (peak periods), express (limited stops)	April	2,768	4,032		2	
1 - Hwy 7	3	Richmond Hill, Markham	Introduce weekday late evening service from Monday to Thursday to reflect the Friday schedule (one extra trip in both directions)	Sept	107	336			
8 - Kennedy Rd	3	Markham	Introduce 30 minute frequency during weekday evenings	April	433	630			
8 - Kennedy Rd	3	Markham	Improve Saturday service to 30min (between 9:30am to 9pm)	April	420	624			
9 - 9th Line	3	Markham, Stouffville	Introduce earlier and later weekday service	April	433	630			
9 - 9th Line	3	Markham, Stouffville	Introduce 60 minute frequency during weekday midday period	April	952	1,386			
21 - Brimley	3	Markham	Extend TTC route along Brimley Rd to 14th Avenue (peak periods)	Sept	567	1,764			
40 - Unionville Local	3	Markham	Introduce weekday later service from Monday to Thursday to reflect the Friday schedule	Sept	128	402			
41 - Markham Local	3	Markham	Introduce weekday later service from Monday to Thursday to reflect the Friday schedule	Sept	128	402			
91/91A - Bayview South	3	Richmond Hill, Markham	Introduce Sunday/Holiday service on Route 91A branch	April	210	305			
130 - Middlefield Rd	3	Markham	Extend TTC route along Middlefield Rd to 14th Avenue (peak periods)	Sept	567	1764			

Table 12: YRT/Viva PLAN09 Service Initiatives - Richmond Hill									
Route	Priority	Municipality	Details	Date	2009 Rev. Hours	Annualized Rev. Hours	Peak Fleet		
							60'	40'	30'
Viva purple	1	Toronto, Vaughan, Richmond Hill, Markham	Additional running time required to maintain schedule adherence and address over crowding issue	Feb	3536	4032			
4/4A - Major Mac	1	Vaughan, Richmond Hill, Markham	Route extension further west of Weston Rd	April	n/a	n/a			
83 & 83A - Trench	1	Richmond Hill	Route extension into Queen Filomena, plus additional trips to accommodate to accommodate additional demand	Feb	884	1,008		1	
84A & 84C - Oak Ridges	1	Richmond Hill	Discontinue midday, evening and Sat conventional service in replace with Dial a Ride	April	-2,150	-3,144			
84A & 84C - Oak Ridges	1	Richmond Hill	Introduce Dial a Ride midday, evening and Sat at the new contract rate	April	2,150	3,144			
86 - Weldrick / Newkirk	1	Richmond Hill, Vaughan	Route extension West through the Upper Thornhill Village subdivision connecting to the Rutherford GO Station	Sept	1,132	3,544		1	
88 - Bathurst	1	Vaughan, Richmond Hill, King	Short turning to create new Branch, 88A	April	n/a	n/a			
90 - Leslie South	1	Richmond Hill, Markham	Restructuring route to end at Elgin Mills	Sept	-1,134	-3,528			
90 - Leslie South NEW RTE	1	Richmond Hill, Markham	New route to service the Elgin Mills corridor from Leslie to the Bathurst area	Sept	2,268	7,056		2	
242 - North Richvale GO Shuttle	1	Richmond Hill	Restructure route to operate within Upper Thornhill Village (can be accommodated with existing budget)	Feb	n/a	n/a			
Viva blue	1	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Additional running time required to maintain schedule adherence	Feb	1768	2016			
4/4A - Major Mac	1	Vaughan, Richmond Hill, Markham	Possible service to accommodate additional new midday GO trains at Rutherford GO Station	Nov	344	2,024			
85, 85A & 85B - Rutherford / 16th Ave	1	Richmond Hill, Vaughan, Markham	Possible service to accommodate additional new midday GO trains at Rutherford GO Station	Nov	172	1,008		1	
87 - Langstaff Local	1	Richmond Hill, Vaughan	Possible service to accommodate additional new midday GO trains at Rutherford GO Station	Nov	172	1,008			
88 - Bathurst	1	Vaughan, Richmond Hill, King	Introduce new weekday 'limited-stop' branch during peak periods	Sept	1,701	5,313		3	
Viva blue	2	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Weekday off peak frequency increase from 12 to 10 minutes Finch-Newmarket; 10:30 am - 12:00 pm	Jan	729	832			
Viva blue	2	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Saturday frequency increase from 15 to 10 minutes Finch-Newmarket; 10:00 am - 12:00 pm and increase from 12 to 10 minutes Finch-Newmarket 4:00 pm - 6:30pm	Jan	817	944			
88 - Bathurst	2	Vaughan, Richmond Hill, King	Provide later service on weekday evenings until approx. 12:00 midnight (weekday service currently ends at approx 10pm)	Jan	884	1,012			
91/91A - Bayview South	2	Richmond Hill, Markham	Convert some pm peak period trips, Saturday morning and late evening trips to Route 91A branch trips	April	295	430		1	
91B - Bayview South	2	Richmond Hill, Markham	Introduce a new branch (91B) to service Oak Ridges (peak periods), express (limited stops)	April	2,768	4,032		2	
2XX - King City GO Shuttle	2	King City, Richmond Hill	Introduce new weekday GO shuttle between the Humberland Drive/Parker Avenue area in Oak Ridges and the King City GO Stn	April	260	378			1
1 - Hwy 7	3	Richmond Hill, Markham	Introduce weekday late evening service from Monday to Thursday to reflect the Friday schedule (one extra trip in both directions)	Sept	107	336			
91/91A - Bayview South	3	Richmond Hill, Markham	Introduce Sunday/Holiday service on Route 91A branch	April	210	305			

Table 13: YRT /Viva PLAN09 Service Initiatives - Vaughan										
Route	Priority	Municipality	Details	Date	2009 Rev. Hours	Annualized Rev. Hours	Peak Fleet			
							60'	40'	30'	
Viva purple	1	Toronto, Vaughan, Richmond Hill, Markham	Additional running time required to maintain schedule adherence and address over crowding issue	Feb	3536	4032				
3 - Thornhill-YorkU	1	Vaughan, Markham	Request by Operations: Additional running time required to maintain schedule adherence	Feb??	1,768	2,024		1		
4/4A - Major Mac	1	Vaughan, Richmond Hill, Markham	Route extension further west of Weston Rd	April	n/a	n/a				
10 - YorkU-Woodbridge	1	Vaughan	Sunday/holiday service levels to be cancelled/adjusted to better match demand if targeted marking campaign does not result in improved financial and ridership performance	June	-472	-900				
11 - Woodbridge	1	Vaughan	Sunday/holiday service levels to be cancelled/adjusted to better match demand if targeted marking campaign does not result in improved financial and ridership performance	April	-294	-427				
22 - King City	1	King, Vaughan	Further to feedback from YRT Operations: implement a routing deviation via Littleaside Street and Estate Garden Drive to allow safer operations by using the traffic signals at the intersection of Yonge Street/Old Colony Road (no additional cost)	Feb	n/a	n/a				
23 - Thornhill Woods	1	Vaughan	Extend weekday peak period service north of Major Mackenzie Dr to Teston Rd	April	1,384	2,024		1		
86 - Weldrick / Newkirk	1	Richmond Hill, Vaughan	Route extension West through the Upper Thornhill Village subdivision connecting to the Rutherford GO Station	Sept	1,132	3,544		1		
88 - Bathurst	1	Vaughan, Richmond Hill, King	Short turning to create new Branch, 88A	April	n/a	n/a				
Viva blue	1	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Additional running time required to maintain schedule adherence	Feb	1768	2016				
4/4A - Major Mac	1	Vaughan, Richmond Hill, Markham	Possible service to accommodate additional new midday GO trains at Rutherford GO Station	Nov	344	2,024				
77 - Hwy 7/Centre	1	Vaughan, Brampton	Improve weekday service during the midday period by implementing 20-minute frequency (assumes 50/50 cost share arrangement with Brampton Transit)	April	1,168	1,708				
77 - Hwy 7/Centre	1	Vaughan, Brampton	Improve weekday service during the evening period by implementing 20-minute frequency (assumes 50/50 cost share arrangement with Brampton Transit)	April	519	759				
77 - Hwy 7/Centre	1	Vaughan, Brampton	Improve Saturday service by implementing 20-minute frequency from approximately 8am to 8pm, and implementing 30-minute service from 9pm to midnight (assumes 50/50 cost share arrangement with Brampton Transit)	April	788	1,170				
85, 85A & 85B - Rutherford / 16th Ave	1	Richmond Hill, Vaughan, Markham	Possible service to accommodate additional new midday GO trains at Rutherford GO Station	Nov	172	1,008		1		
87 - Langstaff Local	1	Richmond Hill, Vaughan	Possible service to accommodate additional new midday GO trains at Rutherford GO Station	Nov	172	1,008				
Viva orange	1	Toronto, Vaughan	Additional running time required to maintain schedule adherence. Anticipate additional rider upon the approval of U-Pass	Sept	648	2016				
88 - Bathurst	1	Vaughan, Richmond Hill, King	Introduce new weekday 'limited-stop' branch during peak periods	Sept	1,701	5,313		3		
Viva blue	2	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Weekday off peak frequency increase from 12 to 10 minutes Finch-Newmarket; 10:30 am - 12:00 pm	Jan	729	832				
Viva blue	2	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Saturday frequency increase from 15 to 10 minutes Finch-Newmarket; 10:00 am - 12:00 pm and increase from 12 to 10 minutes Finch-Newmarket 4:00 pm - 6:30pm	Jan	817	944				
7 - Martin Grove	2	Vaughan	Introduce Sunday service to provide transit access to new Rio-Can/Wal-Mart commercial development at Hwy.27/Medallion Blvd.	April	420	610				
7 - Martin Grove	2	Vaughan	Extend weekday peak period limited service to Nobleton via Hwy 27, Rutherford and Islington	April	1,211	1,771		1		
8 - Kennedy Rd	2	Markham	Introduce earlier AM weekday service	April	173	252				
20 - Jane-Concord	2	Vaughan	Provide one earlier southbound trip on weekday mornings	Jan	221	253				
20 - Jane-Concord	2	Vaughan	Provide new limited-stop/express service between major trip generators (e.g. York University, Vaughan Mills Mall, Canada's Wonderland) during weekday peak periods, operating at 40-min frequency.	April	2,768	4,048		2		
20 - Jane-Concord	2	Vaughan	Provide new limited-stop/express service between major trip generators (e.g. York University, Vaughan Mills Mall, Canada's Wonderland) on weekends and holidays, operating at 40-min frequency.	April	2,002	2,938				

Table 13: YRT/Viva PLAN09 Service Initiatives - Vaughan									
Route	Priority	Municipality	Details	Date	2009 Rev. Hours	Annualized Rev. Hours	Peak Fleet		
							60'	40'	30'
20 - Jane-Concord	2	Vaughan	Provide later service on weekday evenings until approximately 12:00 midnight (weekday service currently ends at approximately 10:30pm)	Jan	995	1,139			
20 - Jane-Concord	2	Vaughan	Provide later service on Saturday evenings until approximately 12:00 midnight (northbound Saturday service currently ends at approximately 10:15pm)	Jan	203	234			
22 - King City	2	King, Vaughan	Improve weekday midday service by implementing 45-minute frequency.	Sept	486	1,512			
23 - Thornhill Woods	2	Vaughan	Introduce Saturday service, approximately 9am to 6pm	Jan	810	936			
35 D - Jane	2	Vaughan	Provide later weeknight service to midnight	Sept	122	378			
88 - Bathurst	2	Vaughan, Richmond Hill, King	Provide later service on weekday evenings until approx. 12:00 midnight (weekday service currently ends at approx 10pm)	Jan	884	1,012			
105 - Dufferin North	2	Vaughan	Provide later Saturday service (from 10:00pm to 12:00 midnight)	Jan	180	208			
105 - Dufferin North	2	Vaughan	Provide later Sunday service (from 10:00pm to 12:00 midnight)	Jan	212	244			
105 - Dufferin North	2	Vaughan	Provide later weeknight service (from 11:00pm to 12:00 midnight)	Jan	442	504			
360 - Maple Express	2	Vaughan	Provide weekday midday service between Vaughan Mills Mall Terminal and Yorkdale Subway Station (i.e. with no local service in the Maple area)	Jan	1,326	1,518			
5 - Clark	3	Vaughan	Extend Saturday evening service to approximately 11pm	April	245	364			
5 - Clark	3	Vaughan	Introduce Sunday service, approximately 9am to 6pm	April	756	1,098			
20 - Jane-Concord	3	Vaughan	Provide later service until approx. 11pm on Sunday evenings (Sunday service currently ends at approx 8pm)	April	252	366			
New Route 5XX - Vaughan Community Bus	3	Vaughan	New community bus (midday service)	Sept	689	2,142			

Table 14: YRT/Viva PLAN09 Service Initiatives - Newmarket									
Route	Priority	Municipality	Details	Date	2009 Rev. Hours	Annualized Rev. Hours	Peak Fleet		
							60'	40'	30'
57 - Mulock Drive	1	Newmarket	Restructuring to service Harry Walker	April	2,150	3,144			
57 - Mulock Drive	1	Newmarket	Replace midday, evening and Sat in the Stonehaven area with Dial a Ride at the new contract rate	April	-2,150	-3,144			
Viva blue	1	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Additional running time required to maintain schedule adherence	Feb	1768	2016			
55 - Davis Dr	1	Newmarket	Improve midday frequency from 25 to every 20 minutes	Sept	774	1,512			
Viva blue	2	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Weekday off peak frequency increase from 12 to 10 minutes Finch-Newmarket; 10:30 am - 12:00 pm	Jan	729	832			
Viva blue	2	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Saturday frequency increase from 15 to 10 minutes Finch-Newmarket; 10:00 am - 12:00 pm and increase from 12 to 10 minutes Finch-Newmarket 4:00 pm - 6:30pm	Jan	817	944			
222 - Aurora / Newmarket GO Shuttle	2	Aurora, Newmarket	Additional trips to service new midday GO trains services on the Barrie line (4 additional trips)	Nov	172	1,008			
223 - Newmarket GO Shuttle	2	Newmarket	Additional trips to service new midday GO trains services on the Barrie line (4 additional trips)	Nov	172	1,008			
53 - Woodspring / Clearmeadow	3	Newmarket	Improving frequency and span of service on Sundays	Jan	636	732			

Table 15: YRT/Viva PLAN09 Service Initiatives - Aurora									
Route	Priority	Municipality	Details	Date	2009 Rev. Hours	Annualized Rev. Hours	Peak Fleet		
							60'	40'	30'
31 - Aurora North	1	Aurora	Dial-a-Ride midday, evgs & all-day Saturday at the new contract rate	Sept	2,750	3,144			
31 - Aurora North	1	Aurora	Extra AM & PM trip for new HS on Wellington	Sept	162	504		1	
32 - Aurora South	1	Aurora	Extra AM & PM trip to Cardinal Carter HS	Sept	162	504		1	
32 - Aurora South	1	Aurora	Additional service to new Catholic HS on Wellington	Sept	81	252		1	
32 - Aurora South	1	Aurora	Discontinue midday, evening and Sat conventional service in replace with Dial a Ride	April	-2,150	-3,144			
32 - Aurora South	1	Aurora	Introduce Dial a Ride midday, evening and Sat at the new contract rate	April	2,150	3,144			
34 - Industrial Parkway	1	Aurora	Discontinue peak hour conventional service in replace with Dial a Ride	April	-1,730	-2,520			
34 - Industrial Parkway	1	Aurora	Introduce Dial a Ride peak hour service at the new contract rate	April	1,730	2,520			
Viva blue	1	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Additional running time required to maintain schedule adherence	Feb	1768	2016			
Viva blue	2	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Weekday off peak frequency increase from 12 to 10 minutes Finch-Newmarket; 10:30 am - 12:00 pm	Jan	729	832			
Viva blue	2	Newmarket, Aurora, Richmond Hill, Vaughan, Markham, Toronto	Saturday frequency increase from 15 to 10 minutes Finch-Newmarket; 10:00 am - 12:00 pm and increase from 12 to 10 minutes Finch-Newmarket 4:00 pm - 6:30pm	Jan	817	944			
222 - Aurora / Newmarket GO Shuttle	2	Aurora, Newmarket	Additional trips to service new midday GO trains services on the Barrie line (4 additional trips)	Nov	172	1,008			

Table 16: YRT/Viva PLAN09 Service Initiatives - King									
Route	Priority	Municipality	Details	Date	2009 Rev. Hours	Annualized Rev. Hours	Peak Fleet		
							60'	40'	30'
22 - King City	1	King, Vaughan	Further to feedback from YRT Operations: implement a routing deviation via Littleaside Street and Estate Garden Drive to allow safer operations by using the traffic signals at the intersection of Yonge Street/Old Colony Road (no additional cost)	Feb	n/a	n/a			
88 - Bathurst	1	Vaughan, Richmond Hill, King	Short turning to create new Branch, 88A	April	n/a	n/a			
88 - Bathurst	1	Vaughan, Richmond Hill, King	Introduce new weekday 'limited-stop' branch during peak periods	Sept	1,701	5,313		3	
22 - King City	2	King, Vaughan	Improve weekday midday service by implementing 45-minute frequency.	Sept	486	1,512			
88 - Bathurst	2	Vaughan, Richmond Hill, King	Provide later service on weekday evenings until approx. 12:00 midnight (weekday service currently ends at approx 10pm)	Jan	884	1,012			
2XX - King City GO Shuttle	2	King City, Richmond Hill	Introduce new weekday GO shuttle between the Humberland Drive/Parker Avenue area in Oak Ridges and the King City GO Stn	April	260	378			1

Table 17: YRT/Viva PLAN09 Service Initiatives - Stouffville									
Route	Priority	Municipality	Details	Date	2009 Rev. Hours	Annualized Rev. Hours	Peak Fleet		
							60'	40'	30'
15/15A - Stouffville Local	2	Stouffville	Introduce new branch to service Hwy 48, Millard St, Greenwood Rd, Forsyth Farm Dr, 10th Line and Main St (peak periods)	April	1,384	2,016			1
9 - 9th Line	3	Markham, Stouffville	Introduce earlier and later weekday service	April	433	630			
9 - 9th Line	3	Markham, Stouffville	Introduce 60 minute frequency during weekday midday period	April	952	1,386			

7.2 New Fleet Procurement

In order to implement the proposed 2009 initiatives, new fleet is required. The new fleet is required to provide peak period service.

TABLE 18: FLEET PROCUREMENT

	Additional Peak Fleet Requirements			Estimated cost per fleet type			Service Implementation		
	60'	40'	30'	60'	40'	30'	60'	40'	30'
PLAN09	-	26	3	-	\$506,000	\$469,000	-	Jan/April/ Sept	Jan/April / Sept
Total		29			\$ 14.6 million				
Priority 1	-	16	1	-	\$506,000	\$469,000	-	Jan/April/ Sept	Sept
Total		17			\$ 8.6 million				



8.0 Conclusion

As part of the approved 2009 Operating Budget process, only Priority 1 initiatives were approved for implementation in 2009. The gross cost for Priority 1 service improvements is approximately \$1.9 million (\$1.1 million net cost) for 24,660 revenue hours of service. In terms of service hours, Priority 1 service initiatives represent an increase of 2.1%.

The initiatives that did not receive budget approval will be incorporated into next year's service planning initiatives.

The Priority 1 initiatives are based on the following criteria:

- › Current schedule adherence and overcrowding.
- › Residential subdivision currently without service.
- › Existing latent demand (based on outstanding service requests/petitions).
- › Major trip generators currently without service or minimal service.

PLAN09 has been prepared with extensive consultation and feedback from various stakeholders, public and transit riders.

The recommendations contained in the plan provide a basis for budget development and fleet procurement and ensure the delivery of transit services is consistent with the longer range strategic direction adopted in the latest Five-Year Service Plan (2006-2010). These recommendations were based on adopted service and performance standards and the following year's budget envelope.

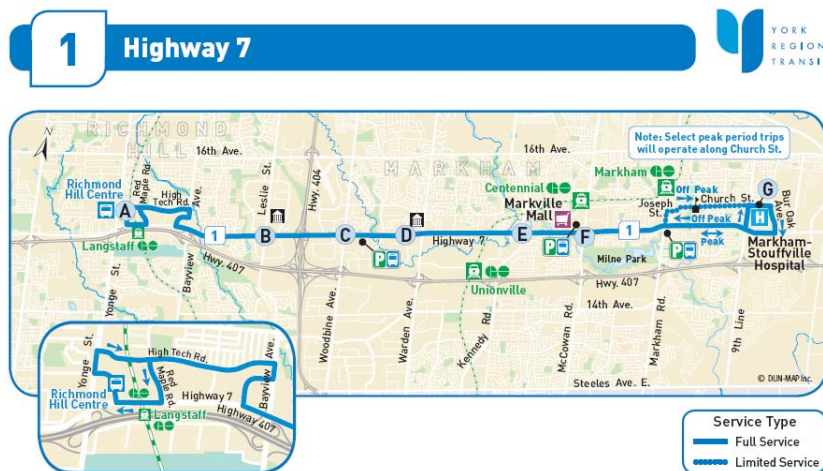
Appendix I – YRT Routes

Route: 1 Highway 7 (Markham)

Type: Base

Description: Main east-west line operating from Markham-Stouffville Hospital to Richmond Hill Centre Terminal.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
15 - 20 min	30 min	15 – 20 min	30 min	30 min	60 min

Major Trip Generators: Markham-Stouffville Hospital, Markham District High School, Markham Main Street, Markville Mall, Markham Civic Centre, Markham Theatre, Unionville High School, Allstate Parkway employment area, Seneca Markham Campus, Beaver Creek and Commerce Valley business parks.

Boardings (2007):

Annual	637,842
Avg. Weekday	2,384
Rev. /Cost (%)	38.8
Boardings/Hr	22.2

Service Requests:

- › Operate Route 1 along Hwy 7 between Yonge St to 9th Line without operating along High Tech Rd and along Church St. Implement a Route 1A to operate along High Tech Rd and Church St.
- › More frequent service during weekdays and weekends
- › Service to Bill Crothers Secondary School in Markham Centre (August 2008).

Discussion/Issues:

- › New passenger counting system will be installed on the YRT buses. The service request regarding the routing along High Tech Rd and Church St will be further evaluated based on the results from the passenger counting system.
- › Viva operates along the Highway 7 corridor, no plans to improve Route 1 frequency levels.
- › Bill Crothers students can take Route 1 – Hwy 7 and use the bus stops on Hwy 7 at Main Street Unionville.
- › New bus terminal/loop will be constructed on Highway 7 at Donald Cousens Parkway (2010). In 2010, realign Route 1 – Highway 7 to service both the Markham-Stouffville Hospital and the future terminal/loop.
- › Later service from Monday to Thursday to reflect the Friday schedule (one extra trip in both directions)

Recommendations:

- › September 2009, provide service from Monday to Thursday to reflect the Friday schedule (one extra trip in both directions)
- › 2010, divert select trips via Enterprise Blvd to service Markham Centre
- › 2010, realign Route 1 – Highway 7 to service both the Markham-Stouffville Hospital and the future bus terminal/loop at Hwy 7 and Donald Cousens Parkway.

Estimated Additional Costs:

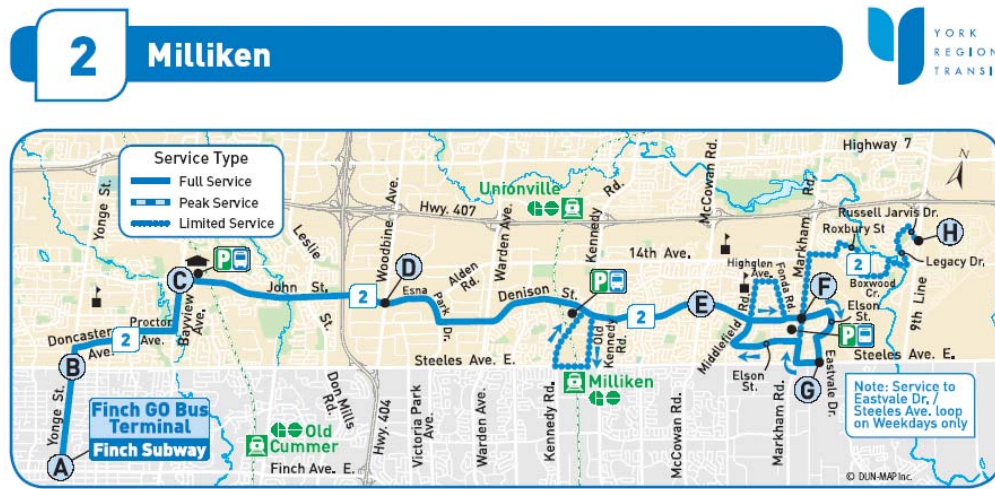
- › \$33,600 annual operating cost to operate the later pm trips

Route: 2 Milliken

Type: Base

Description: East-west line operates in Markham from Highway 48 during weekdays and 9th Line during weekends, to the GO Finch Bus Terminal at Yonge Subway. This route operates mainly along Denison Street and John Street via Yonge Street.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
15 – 30 min	30 min	15 - 30 min	60 min	30 min	60 min

Major Trip Generators: Finch Subway Station, Thornhill Community Centre, employment areas along John Street / Denison Street, Fortinos Super Mall, Milliken GO Station.

Boardings (2007):

Annual	619,302
Avg Weekday	2,317
Rev/Cost (%)	41.9
Boardings/Hr	24.1

Service Requests:

- › Improve frequency from GO Finch Terminal during the PM peak period
- › Improve frequency after 7:00pm on weekdays
- › Extend TTC Route 21 – Brimley service further north to 14th Avenue
- › Extend TTC Route 130 – Middlefield service further north to 14th Avenue (providing transit services to the Middlefield High School)
- › Provide service from the Milliken and Box Grove areas to the Milliken GO Station
- › Divert trips into the Milliken GO Station to eliminate the walk to/from Old Kennedy Road and Steeles Avenue
- › Operational feedback to discontinue the limited service to Middlefield Rd and Highglen Rd due to the additional travel time required.

Discussion/Issues:

- › To improve frequency during PM peak period and early evening, additional service to be implemented (3:45pm and 7:45pm trip departing GO Finch terminal)
- › Extend TTC routes along Brimley Road and along Middlefield Road to 14th Avenue to provide transit along mid-block corridors
- › Implement a new Milliken GO Shuttle; use the bus loop at the Milliken GO Shuttle. The Route 2 diversion via Old Kennedy Road and Steeles Avenue to be discontinued. The new GO Shuttle will eliminate passengers having to walk to Old Kennedy Rd and Steeles Ave to transfer onto YRT services.
- › To improve the operation of Route 2 trips that divert to Middlefield Rd and Highglen Rd, implement a school special.
- › Current span of service provided during Saturdays does not meet the minimum standards for the early mornings. Service should start operating at 6:00am; service currently starts operating at 8:00am.
- › Later service from Monday to Thursday to reflect the Friday schedule (one extra trip in both directions)
- › TTC is constructing a bus loop at Steeles Ave and Staines Rd (north side). To eliminate the on-street looping at Hwy 48, extend route to bus loop.

Recommendation:

- › April 2009, implement new eastbound service departing the GO Finch Terminal at 3:45pm and 7:45pm.
- › April 2009, implement a new Milliken GO Shuttle using the bus loop at the Milliken GO Station. The Route 2 diversion via Old Kennedy Road and Steeles Avenue to be discontinued.
- › September 2009, eliminate the Middlefield Rd and Highglen Rd diversion and implement a school special.
- › September 2009, extend TTC Route 21 – Brimley service further north to 14th Avenue
- › September 2009, extend TTC Route 130 – Middlefield service further north to 14th Avenue
- › September 2009, extend to the Steeles and Staines bus loop and eliminate routing along Elson St between Middlefield Rd and Hwy 48.
- › Implementation of earlier am service on Saturdays and improving the frequency from 60 minute frequency to 30 minute frequency, starting at 6:00am to be evaluated as part of the 2010 Service Plan.
- › In 2009, conduct a route assessment for Route 2 - Milliken and Route 2A – 14th Ave.

Estimated Additional Costs:

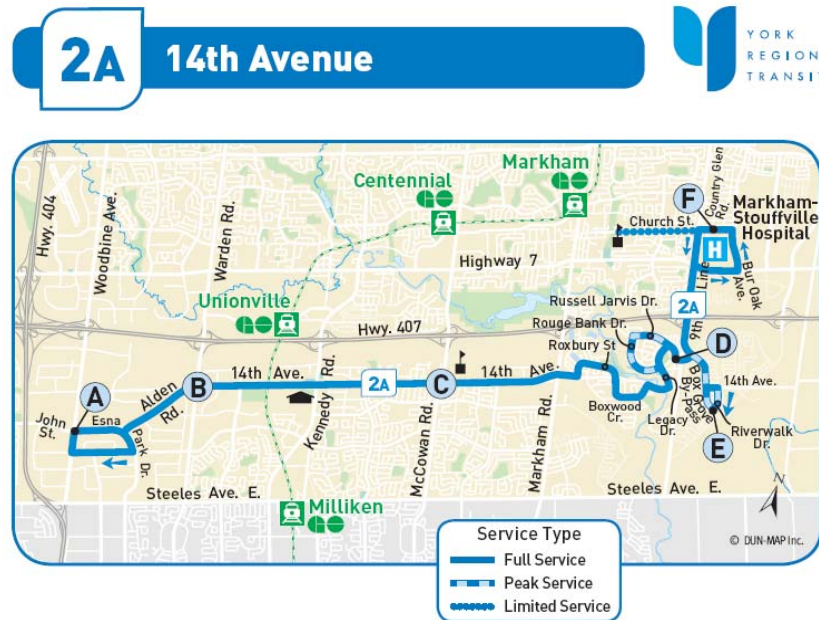
- › \$50,600 annual operating cost for the new 3:45pm and 7:45pm eastbound trips
- › \$220,500 annual operating cost for the new GO Shuttle
- › \$12,600 annual operating cost for new school special
- › \$328,900 annual operating cost for route extension to Steeles/Staines bus loop
- › \$177,100 annual operating cost for Route 21 – Brimley extension
- › \$177,100 annual operating cost for Route 130 – Middlefield extension

Route: 2A 14th Avenue

Type: Local

Description: East-west line operating in Markham from Markham-Stouffville Hospital to Woodbine Avenue. This route operates mainly along 14th Avenue.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓		
30 min	30 min	30 min	30 min	N/A	N/A

Major Trip Generators: Employment areas east of Woodbine Avenue, Milliken Mills H.S., Father McGivney H.S., Markham District High School, Markham-Stouffville Hospital

Boardings (2007):

Annual	147,599
Avg Weekday	680
Rev/Cost (%)	21.2
Boardings/Hr	12.2

Service Requests:

- › Extend service to Finch Terminal or Sheppard subway station
- › Implement express service, takes too long to travel to/from Finch Terminal
- › Introduce a Milliken GO Shuttle from Riverwalk Drive and 14th Avenue
- › The Rouge Bank Drive and Russell Jarvis Drive peak period routing should operate during the evenings (only 1 request)
- › Operate east of 9th Line/Box Grove By-Pass during all periods of the day.
- › Provide service to Brother Andre instead of having to transfer to/from Route 85 – 16th Ave.
- › Extend service to Markham-Stouffville Hospital on weekends
- › Extend west end of service to Steeles Ave

Discussion/Issues:

- › Current frequency level provided during weekday periods does meet the service frequency standards
- › Current span of service provided during weekday periods does not meet the span of service standard for the evening. Service should operate until 11:00pm, currently operates until 9:00pm
- › Route extension to Finch Terminal or Sheppard subway station and implementation of express services will be further evaluated as part of a route assessment. This route assessment will be conducted in 2009.
- › Implement a Milliken GO Shuttle that would service Box Grove and Milliken areas that would connect with the GO Trains at the Milliken GO Station. The shuttle would use the bus loop at the station which GO Transit designed to accommodate YRT services.
- › Due to previous concerns from residents along Rouge Bank Drive and Russell Jarvis Drive (residents did not want transit along those streets), transit service along those streets will be maintained as peak period only service
- › Implement all day service, east of 9th Line/Box Grove By-Pass
- › To accommodate future loads to MDHS and Brother Andre, implementation additional trips (school special trips).

- › When Bur Oak Avenue connects to Grand Cornell (south of Highway 7), restructure easterly section of Route 2A - 14th Avenue. From 9th Line and Kenilworth Gate, the route to operate along Kenilworth Gate, Michelina Terrace and Bur Oak Avenue to Church Street.
- › New bus terminal/loop will be constructed on Highway 7 at Donald Cousens Parkway (2010). In 2010, Route 2A will be removed from Markham-Stouffville Hospital and re-directed to the new terminal. Passengers destined for the hospital will be able to transfer to/from Route 1 – Highway 7 or Route 9 – 9th Line or Route 18 – Bur Oak.
- › Routing at the west end of route to be evaluated as part of the 2010 Service Plan. Routing options to be evaluated are extending service to Yonge St and extending service to Steeles Ave and Victoria Park Ave.
- › Implementation of weekend service to be evaluated as part of the 2010 Service Plan.

Recommendation:

- › April 2009, implement a Milliken GO Shuttle
- › April 2009, operate service along Copper Creek Dr and Donald Cousens Pkwy
- › September 2009, implement all day service in the Box Grove development.
- › September 2009, implement additional trips to service MDHS and Brother Andre.
- › September 2009, realign service into Grand Cornell via Kenilworth Gate, Michelina Terrace and Bur Oak Avenue

Estimated Additional Costs:

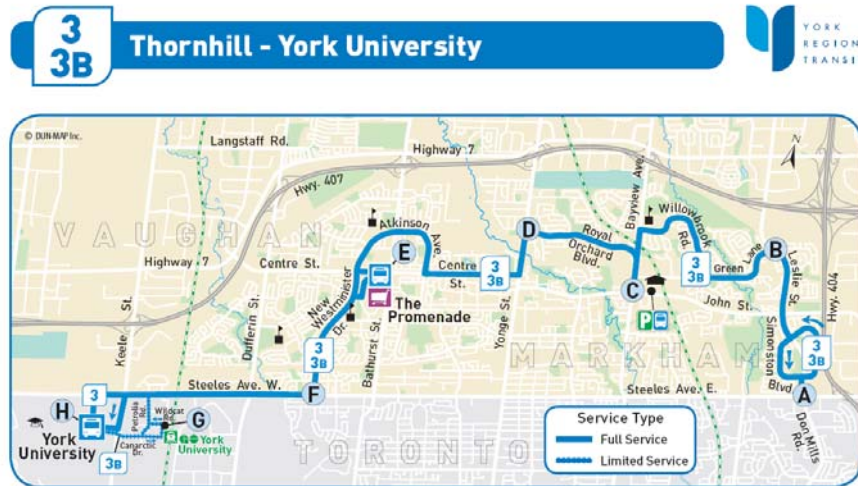
- › \$220,500 annual operating cost for the new GO Shuttle
- › \$176,400 annual operating cost for the route extension via Copper Creek Dr and Donald Cousens Pkwy
- › \$176,400 annual operating cost for the route extension into Grand Cornell
- › \$176,400 annual operating cost for all day service in Box Grove and Grand Cornell
- › \$37,800 annual operating cost for additional trips to service the high schools

Route: 3 / 3B Thornhill – York U

Type: Local

Description: East-west line operating within the Thornhill community between York University and Don Mills Road.

Current Routing:



OPERATING HOURS AND FREQUENCY:

Rte 3/3B

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
20 min	20- 40 min	20 min	30 - 45 min	40 min	40 min

Major Trip Generators: York University, Promenade Mall, Thornlea S.S., Westmount S.S., Thornhill Community Centre, Shoppes on Steeles, St. Elizabeth C.H.S.

Boardings (2007):

Annual	369,300
Avg Weekday	1,722
Rev/Cost (%)	30.0
Boardings/Hr	15.9

Service Requests:

› N/A

Discussion/Issues:

- › This route has been identified for possible review, as additional running time may be required for weekdays in the future.
- › Temporary congestion related issues at York University remain due to ongoing construction (Ontario Archives, etc.); will require ongoing monitoring and evaluation by Operations staff, i.e. for feedback into the route review process

Recommendation:

- › February 2009, allocate another vehicle to this route to improve schedule adherence

Estimated Cost:

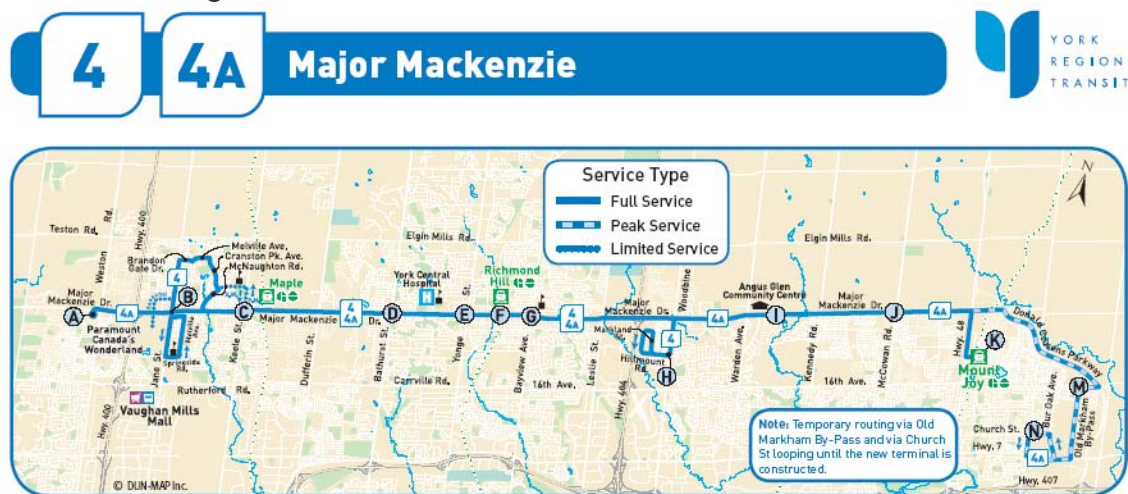
- › \$203,000 annual operating cost to allocate one additional vehicle to this route to improve schedule adherence

Route: 4 / 4A Major Mackenzie

Type: Base

Description: Main east-west line operating from Highway 48 in Markham to Jane Street in Vaughan. This route operates mainly along Major Mackenzie Drive with service to Woodbine/Hillmount industrial area. Route 4A is a branch of Route 4 which operates along Major Mackenzie Drive between Weston Road and Mount Joy GO Station in Markham during weekdays only.

Current Routing:



OPERATING HOURS AND FREQUENCY:

Rte 4/4A

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
15 min	30 min	15 min	30 min	30 min	30 min

Major Trip Generators: Mt Joy GO Station, Woodbine/Hillmount industrial area (e.g. Scholastic Canada, Phillips Electronics), Bayview S. S., Alexander Mackenzie S. S., York Central Hospital, Vaughan Mills Mall, Jane/Langstaff Industrial Area, Canada's Wonderland (Seasonal).

Boardings (2007):

Annual	608,059
Avg Weekday	2,095
Rev/Cost (%)	41.3
Boardings/Hr	21.9

Service Requests:

- › Divert Route 4A branch into the Hillmount area to travel to/from the Angus Glen C.C. without having to transfer (1 request)
- › Extend the Route 4A branch to Cornell
- › Provide 15 minute service on the Route 4A branch during peak periods
- › Provide 7-day service on Route 4A branch
- › Simplify routing and operations during the Wonderland season service the facility from the Jane Street main entrance instead of the employee entrance
- › Extend route to Vaughan Mills Mall. Remove routing via Springside Road and Melville Avenue. This is an operational and contractor request
- › Provide improved transit access to Maple GO Station

Discussion/Issues:

- › To provide service to the new development east of Highway 48, Route 4A was extended along Major Mackenzie Drive and Donald Cousens Parkway (on-street looping). This extension was introduced in November 2008. In the future, the service will terminate at the Cornell bus terminal/loop (2010) on Highway 7 at Donald Cousens Parkway and would connect with viva and YRT routes. Route 4A would continue to service the Mt Joy GO Station.
- › Current span of service provided for Route 4A in Markham during peak period does not meet the service frequency standard
- › To address customer and operational concerns at Wonderland, consideration was made toward simplifying routing and operations by servicing the facility from the Jane Street main entrance instead of the employee entrance
- › To address operational concerns, consideration was made to extend route to Vaughan Mills Mall
- › Additional trips to accommodate all day servicing to Rutherford GO Station
- › New development in the NW corner of Major Mackenzie Dr and Weston Rd. Extend Route 4A (peak period service) into this area.

Recommendation:

- › The Route 4A extension to Donald Cousens Parkway and Hwy 7 was approved to be implemented in 2008. This improvement was implemented in November 2008
- › September 2009, implement a limited service deviation of some existing trips via McNaughton Road (e.g. east of Keele Street), to provide improved access to/from GO trains operating at the Maple GO Station
- › An operational assessment was conducted in early 2009 to determine feasibility of simplifying routing and operations by servicing the facility from the Jane Street main entrance instead of the employee entrance. Routing to Vaughan Mills was also be evaluated. The assessment concluded that Route 4 will service Wonderland from Jane St and routing will be extended to Vaughan Mills Mall. The routing improvements will be implemented in April 2009.
- › November 2009, new service to meet new GO Train service at Rutherford GO Station
- › 2010, provide later weekday evening service in the Hillmount Road area after 11:00pm
- › 2010, extend Route 4A (peak period service) into the development at Major Mackenzie Dr and Weston Rd

Estimated Additional Costs:

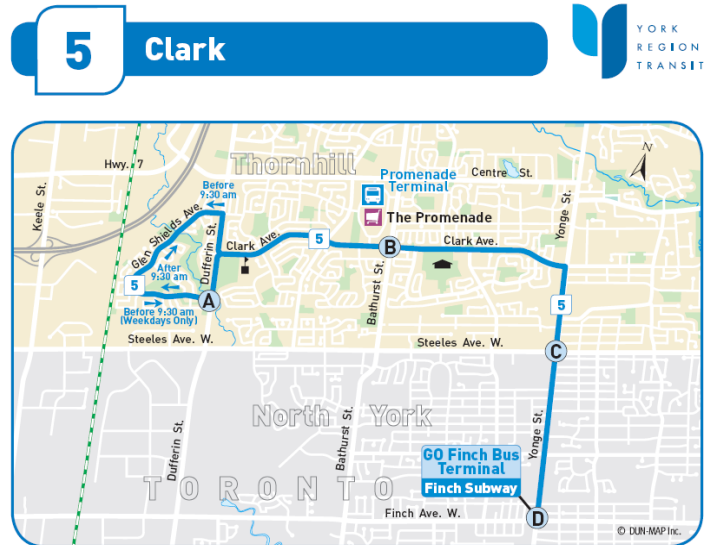
- › \$202,400, annual gross costing to meet new GO Train service

Route: 5 Clark

Type: Base

Description: East-west line operating primarily along Clark Avenue and Yonge Street, connecting Thornhill area of Vaughan to the GO Finch Bus Terminal and the adjacent TTC Finch Subway Station.

Current Routing:



AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
15 min	30 min	15 min	30 min	30 min	N/A

Major Trip Generators: Finch Subway Station, GO Finch Bus Terminal, Promenade Mall, St. Elizabeth H.S., Vaughan S.S.

Boardings (2007):

Annual	437,633
Avg Weekday	1,794
Rev/Cost (%)	54.6
Boardings/Hr	29.0

Service Requests:

- › Introduce later Saturday evening service

- › Introduce Sunday service
- › Consider deviating service via Promenade Terminal
- › Consider extending service down to Dufferin/Steeles area

Discussion/Issues:

- › Current Saturday service ends in the early evening – below standard
- › No Sunday service – below standard

Recommendation:

- › April 2009, extend Saturday evening service to approximately 11pm
- › April 2009, introduce Sunday service, approximately 9am to 6pm

Estimated Additional Costs:

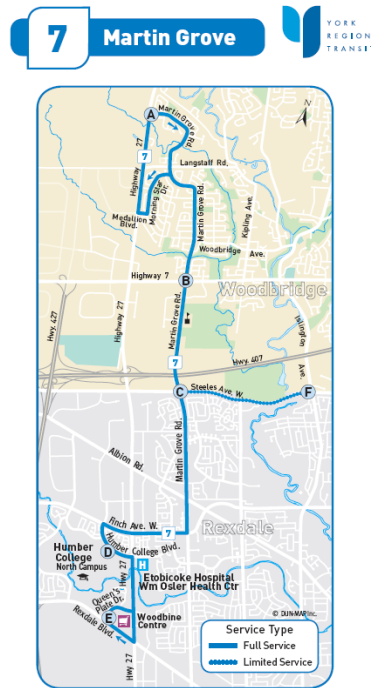
- › \$37,000 annual operating cost to extend Saturday evening service to approximately 11pm
- › \$110,000 annual operating cost to introduce Sunday service, approximately 9am to 6pm

Route: 7 Martin Grove

Type: Local

Description: North-South line operates primarily along Martin Grove road between Rexdale Blvd and Highway 27.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
15 - 20 min	20 - 30 min	20 min	30 min	45 min	N/A

Major Trip Generators: Steeles Ave Corridor, Holy Cross Academy, Humber College, Woodbine Centre, (2009) Rio-Can/Wal-Mart at Highway 27/Medallion Blvd..

Boardings (2007):

Annual	196,357
Avg Weekday	929
Rev/Cost (%)	29.8
Boardings/Hr	15.8

Service Requests:

- › Introduce Sunday service
- › Extend routing north to Rutherford/Islington area during weekday peak periods

Discussion/Issues:

- › Only partial route is operated on Saturdays – below standard
- › Does not operate on Sundays – below standard
- › Requests for additional service to be reviewed as part of the 2010 budget cycle
- › New Rio-Can/Wal-Mart commercial development (on the west side of Highway 27 at Medallion Blvd in Woodbridge) is planned to open in 2009
- › GO Transit has requested YRT to consider assuming part of the GO Bolton bus service that operates through the Highway 27 corridor connecting Nobleton, Kleinburg and Woodbridge. Further discussions to occur with GO Transit

Recommendation:

- › April 2009, introduce Sunday service to provide transit access to new Rio-Can/Wal-Mart commercial development at Hwy.27/Medallion Blvd.
- › April 2009, extend weekday peak period limited service to Nobleton via Hwy 27, Rutherford Road and Islington Avenue

Estimated Additional Costs:

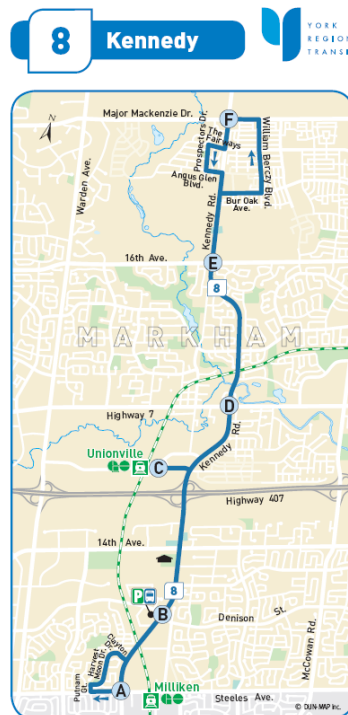
- › \$61,000 annual operating cost for implementation of new Sunday service.
- › \$178,000 annual operating cost to extend weekday peak period limited service to Nobleton via Hwy 27, Rutherford Road and Islington Avenue.

Route: 8 Kennedy Rd.

Type: Base

Description: North-South line operates in Markham primarily along Kennedy Road between Steeles Avenue and Major Mackenzie Drive.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
10 - 25 min	30 min	10 – 30 min	60 min	60 min	60 min

Major Trip Generators: Pacific Mall, Milliken H.S. & Community Centre, Fortinos Super Mall, Unionville GO Station, YMCA, Shopping malls at Hwy 7, Pierre Trudeau High School

Boardings (2007):

Annual	305,613
Avg Weekday	1,135
Rev/Cost (%)	39.2
Boardings/Hr	22.5

Service Requests:

- › Connect to the first am train at Unionville GO Station
- › Improve late pm frequency to every 30 minutes
- › Improve the weekend service frequency

Discussion/Issues:

- › To meet the first am GO Train, implement 2 early am trips
- › Current span of service provided during weekday evenings does not meet the span of service standards. Service should operate until 11:00pm; service currently operates until 10:30pm
- › Current frequency level provided during weekday evening service and Saturdays does not meet the service frequency standards. Improvements to the frequency levels should be implemented during weekday evening service and Saturdays.
- › Current span of service provided during Saturdays and Sundays does not meet the span of service standards.

Recommendation:

- › April 2009, implement early am service
- › April 2009, improve the late pm frequency to every 30minutes during the weekday evenings and implement one northbound pm weekday trip departing at 10:30pm.
- › April 2009, improve Saturday service to every 30minutes
- › For 2010, improve the span of service and service frequency during Saturdays.

Estimated Additional Costs:

- › \$25,200 annual operating cost for early am service
- › \$63,300 annual operating cost to improve weekday evening services
- › \$62,400 annual operating cost to improve Saturday service

Route: 9 9th Line

Type: Local

Description: North-South line joins Markham with the community of Stouffville operating along Ninth Line.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓			
30 min	120 min	30 min	30 min	N/A	N/A

Major Trip Generators: Markham-Stouffville Hospital, Parkview Village, Stouffville District High School.

Boardings (2007):

Annual	20,211
Avg Weekday	72
Rev/Cost (%)	8.4
Boardings/Hr	4.8

Service Requests:

- › Introduce more frequent service
- › Bill Crothers high school students living in Stouffville requesting connections to/from Route 9 and viva purple.
- › Implement a new 6:00am southbound trip
- › Operate along Highway 48 from Markham to service Wal-Mart
- › Provide later evening service departing Markham-Stouffville Hospital
- › Provide service along Hoover Park Drive, west of 9th Line
- › Need service along 9th Line from Steeles Avenue and 9th Line to/from Markham-Stouffville Hospital and also to/from Stouffville

Discussion/Issues:

- › Improve the span of service until 11pm and weekday midday frequency. To be evaluated as part of the 2010 budget cycle.
- › Introduction of Saturday service to be evaluated as part of the 2010 budget cycle.
- › Service operating well below performance standards. However, this route has been experiencing significant growth and operates along a major corridor. Consideration to be made with respect to review (e.g. marketing, operational assessment) in 2009
- › To implement a 9th Line corridor route, extend Route 9 – 9th Line further south of Highway 7 into the Box Grove development via Copper Creek Drive and Donald Cousens Parkway. (to be evaluated as part of the 2010 Service Plan)
- › As demand develops, extend route to Steeles Avenue and service the future TTC bus loop (connect with Steeles TTC service) (to be evaluated as part of the 2010 Service Plan)

Recommendation:

- › Despite this route's current performance, ridership growth supports implementation of the following improvements.
- › April 2009, implement AM service at 6:00am.
- › April 2009, implement later PM service until 10:00pm.
- › April 2009, implement 60 minute frequency during weekday midday period.

- › For 2010, implement Saturday service.

Estimated Additional Costs:

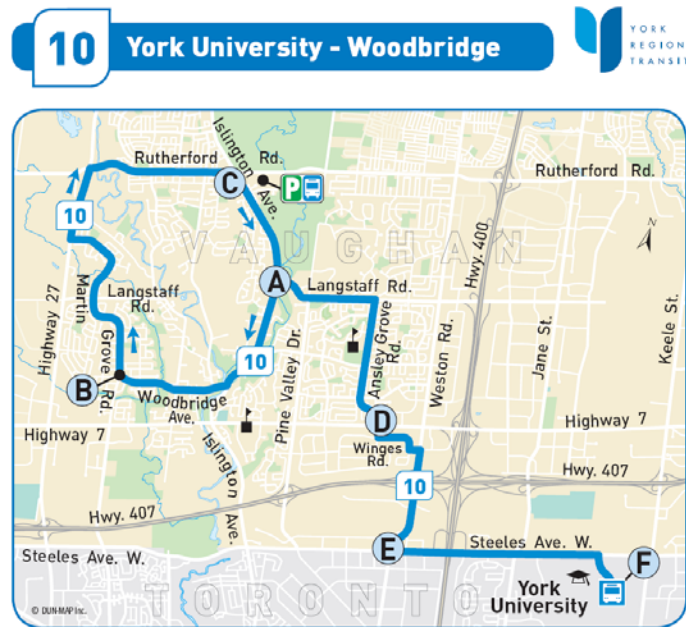
- › \$63,300 annual operating costs for earlier and later weekday service
- › \$138,600 annual operating costs for improved weekday midday service

Route: 10 York U - Woodbridge

Type: Local

Description: Local route connecting the Woodbridge community to York University.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
45 min	45 min	45 min	45 min	45 min	45 min

Major Trip Generators: Father Bressani S.S., York University.

Boardings (2007):

Annual	79,795
Avg Weekday	393
Rev/Cost (%)	13.4
Boardings/Hr	7.1

Service Requests:

- › Introduce late evening service to midnight (2 requests)

Discussion/Issues:

- › Sunday/holiday service is operating well below financial performance standards and warrants cancellation to meet the objective of improving overall system performance and efficiency. However, the option of cancellation due to poor performance should be considered for September 2009 after the results of a target marketing campaign are evaluated. The marketing campaign should be conducted late 2008 or early 2009 in order to provide a minimum 6 months evaluation period. (Smart Commute North Toronto-Vaughan has expressed caution over cancelling this route and encourages YRT's efforts to increase ridership through marketing, and has indicated a willingness to assist with YRT in this regard.)
- › Temporary congestion related issues at York University remain due to ongoing construction (Ontario Archives, etc.); will require ongoing monitoring and evaluation by Operations staff

Recommendation:

- › June 2009, Sunday/holiday service levels to be adjusted to better match demand if targeted marketing campaign does not result in improved financial and ridership performance

Estimated Cost Savings:

- › \$90,000 annual savings for removal of Sunday/holiday service

Route: 11 Woodbridge

Type: Local

Description: Local route connecting the Woodbridge community to the Steeles/Islington Bus Loop.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
35 min	45 min	35 min	40 min	45 min	40 min

Major Trip Generators: Steeles Ave Corridor, Woodbridge College, new/future high-density residential developments near Market Lane/Old Woodbridge Village.

Boardings (2007):

Annual	24,549
Avg Weekday	85
Rev/Cost (%)	9.8
Boardings/Hr	5.2

Service Requests:

- › Request from a resident (via City of Vaughan councillor's office) to review ridership along Forest Drive due to low usage

Discussion/Issues:

- › Service currently terminates at Steeles Ave, where passengers must transfer to TTC services. Low ridership due to lack of major trip generators, although it is anticipated that intensification and redevelopment initiatives in the Woodbridge village core will generate new ridership opportunities
- › Sunday/holiday service is operating well below financial performance standards and warrants cancellation to meet the objective of improving overall system performance and efficiency. However, the option of cancellation due to poor performance should be considered for September 2009 after the results of a target marketing campaign are evaluated. The marketing campaign should be conducted late 2008 or early 2009 in order to provide a minimum 6 months evaluation period. (Smart Commute North Toronto-Vaughan has expressed caution over cancelling this route and encourages YRT's efforts to increase ridership through marketing, and has indicated a willingness to assist with YRT in this regard.)
- › Increased marketing to high school students and to residents of new/future higher-density area in Woodbridge village core (e.g. adjacent to Market Lane and at Kipling Ave)

Recommendation:

- › April 2009, Sunday/holiday service levels to be adjusted to better match demand if targeted marketing campaign does not result in improved financial and ridership performance

Estimated Cost Savings:

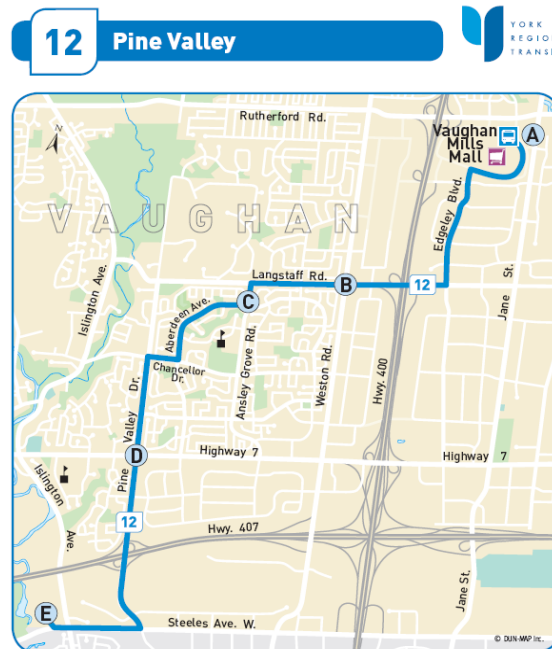
- › \$43,000 annual savings for removal of Sunday/holiday service

Route: 12 Pine Valley

Type: Local

Description: Local route taking passengers between Vaughan Mills Mall Terminal and the Steeles/Islington Bus Loop.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
30 min	45 min	30 min	60 min	45 min	N/A

Major Trip Generators: Steeles Ave Corridor, Pine Valley Industrial Area, Father Bressani S.S, Vaughan Mills Mall.

Boardings (2007):

Annual	71,472
Avg Weekday	302
Rev/Cost (%)	18.2
Boardings/Hr	9.6

Service Requests:

- › No significant service requests

Discussion/Issues:

- › Effective February 2009, Route 12 to deviate via Four Valley Drive in Concord in response to requests from local employers
- › No Sunday service – below standard

Recommendation:

- › Current route performance does not warrant implementation of new Sunday service

Estimated Additional Costs:

- › N/A

Route: 13 Islington

Type: Base

Description: North-South line connecting the Woodbridge community to the Steeles/Islington Bus Loop.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
30 min	40 min	30 min	40 min	45 min	N/A

Major Trip Generators: Emily Carr Secondary School, Woodbridge College, Steeles Ave Corridor.

Boardings (2007):

Annual	94,691
Avg Weekday	366
Rev/Cost (%)	25.9
Boardings/Hr	13.7

Service Requests:

- › Provide improved peak period service to Kleinburg to increase student and commuter ridership
- › Provide new weekday midday service to Kleinburg to allow more convenient access to the McMichael Canadian Art Collection by transit
- › Provide weekday evening service until midnight
- › Extend regular service north of Kleinburg, i.e. to the estate-type residential community at Hedgerow Lane

Discussion/Issues:

- › Current frequency on weekdays & Saturdays is below standard
- › No Sunday service – below standard
- › GO Transit has requested YRT to consider assuming part of the GO Bolton bus service that operates through the Highway 27 corridor. Further discussions to occur with GO Transit (see separate entry under Route 7 – Martin Grove)
- › Service operating below performance standards. Consideration to be made with respect to review (e.g. marketing, operational assessment) in 2009

Recommendation:

- › Current route performance does not warrant implementation of additional or improved services

Estimated Additional Costs:

- › N/A

Route: 15 Stouffville Local

Type: Local (Small Community)

Description: Local service within the community of Stouffville operating along Main Street Stouffville and Hoover Park Drive.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓		
45 min	45 min	75 min	50 min	N/A	N/A

Major Trip Generators: Main Street Stouffville, Stouffville GO Station, Lebovic Leisure Centre, Eastern Gate, Parkview Village, Elm Wood Seniors Residence, Stouffville District High School and Wal-Mart.

Boardings (2007):

Annual	5,092
Avg Weekday	70
Rev/Cost (%)	12.6
Rev Pass/Hr	7.2

Service Requests:

- › Introduce more frequent service
- › Provide earlier service

- › Provide service to connection with the GO Trains from the south section of Stouffville, i.e. Reeves Way Blvd
- › Operate a peak period service along Reeves Way Blvd
- › Introduce Saturday and Sunday service

Discussion/Issues:

- › New residential area will need to be serviced, this subdivision will be located along Millard St, along Forsyth Farm Dr and 10th Line
- › New business parks and commercial parks in the west of the Stouffville, at Highway 48 will need to be serviced
- › Service operating well below performance standards. However, this route has been experiencing significant ridership growth and operating within an area which is experiencing development growth. Consideration to be made with respect to review (e.g. marketing, operational assessment) in 2009
- › Introduce a new Route 15A branch to service Hwy 48, Millard St, Greenwood Rd, Forsyth Farm Dr, 10th Line and Main St. The service would operate during peak periods with 30 minute frequency and providing GO Train connections & connections to/from Route 9 – 9th Line.
- › Route 415 – Stouffville High School Special to be extended further west of 9th Line to service the new development
- › Longer term plans to implement a GO Shuttle along Reeves Way Blvd (to be evaluated as part of the 2010 Service Plan).

Recommendation:

- › Despite this route's current performance, ridership growth and development growth supports the implementation of the following improvements.
- › April 2009, introduce a new Route 15A branch to service Hwy 48, Millard St, Greenwood Rd, Forsyth Farm Dr, 10th Line and Main St (peak period only)
- › April 2009, extend Route 415 – Stouffville School Special to Hwy 48 and Millard St (use layover time)
- › For 2010, introduce Saturday service

Estimated Additional Costs:

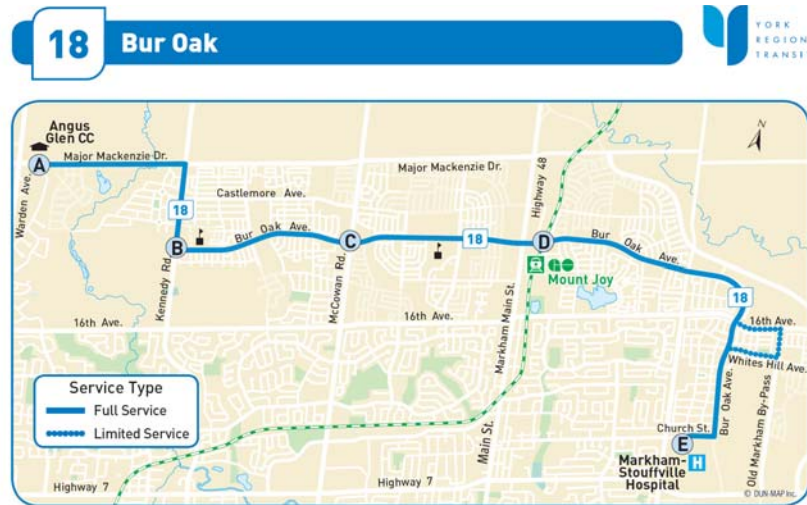
- › \$201,600 annual operating cost for new Route 15A branch

Route: 18 Bur Oak

Type: Local

Description: Local Markham route along Bur Oak Avenue between Angus Glen Community Centre (Major Mackenzie Drive and Warden Avenue) and 9th Line, connecting the neighbourhood to the Mount Joy GO Station and Markham-Stouffville Hospital.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
20-60 min	60 min	30-35 min	60 min	60 min	N/A

Major Trip Generators: Angus Glen Community Centre, Pierre Trudeau H.S., Bur Oak Secondary, Mount Joy GO Station and Markham-Stouffville Hospital

Boardings (2007):

Annual	159,717
Avg Weekday	774
Rev/Cost (%)	39.9
Boardings/Hr	22.9

Service Requests:

- › Operate service earlier (connect with first AM GO Train at Mt Joy GO Stn)
- › Introduce Sunday/Holiday service
- › Implement later weekday evening service

- › Staff from Markham-Stouffville Hospital requesting that Route 18 terminate at the hospital site.

Discussion/Issues:

- › The ridership on Saturday does not support the introduction of Sunday/Holiday service.
- › Current span of service provided during weekday evenings does not meet the span of service standards; service should operate until 11:00pm
- › Current span of service provided during Saturdays does not meet the span of service standards
- › 2010, Local routes are recommended to operate on Sundays/Holidays, providing 60 minute service from 9:00am to 11:00pm. There is no service along Bur Oak Avenue on Sundays/Holidays
- › 2010, Route 18 services will be removed from the Markham-Stouffville site and operate an on-street looping. Implement this improvement when the new Bur Oak viva station is constructed

Recommendation:

- › September 2009, implement later PM weekday service until 11:00pm.
- › 2010, implement later PM Saturday service until 10:00pm.

Estimated Additional Costs:

- › \$50,600 annual operating cost for later weekday evening service

Route: 20 Jane - Concord

Type: Base

Description: A main north-south route operating primarily along Jane Street between York University and Teston Road.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
20 min	30 min	20 min	30 min	30 min	45 min

Major Trip Generators: York University, Jane/Langstaff Industrial Area, Vaughan Mills Mall, Canada's Wonderland.

Boardings (2007):

Annual	583,172
Avg Weekday	1,884
Rev/Cost (%)	49.1
Boardings/Hr	26.1

Service Requests:

- › Earlier morning southbound service on weekdays, i.e. to meet earlier service currently provided on other connecting routes, e.g. Route 77 and Viva. (The first southbound trip from Maple departs at approximately 6:00am)
- › More direct and faster service between major trip generators (i.e. York University, Vaughan Mills Mall, Canada's Wonderland)
- › Provide later service until approximately 11pm on Sunday evenings (Sunday service currently ends at approximately 8pm)
- › Provide later service until approximately 12:00 midnight on weekday evenings (weekday service currently ends at approximately 10:30pm)
- › Provide later service on Saturday evenings until approximately 12:00 midnight (northbound Saturday service currently ends at approximately 10:15pm)

Discussion/Issues:

- › Temporary congestion related issues at York University remain due to ongoing construction (Ontario Archives, etc.); will require ongoing monitoring and evaluation by Operations staff

Recommendation:

- › January 2009, to provide one earlier southbound trip on weekday mornings
- › April 2009, to provide new limited-stop/express service between major trip generators (e.g. York University, Vaughan Mills Mall, Canada's Wonderland) during weekday peak periods and on weekends/holidays, operating at approximately 40-minute frequency
- › April 2009, to provide later service until approximately 11:00pm on Sunday evenings
- › January 2009, to provide later service on weekday evenings until approximately 12:00 midnight
- › January 2009, to provide later service on Saturday evenings until approximately 12:00 midnight

Estimated Additional Costs:

- › \$2,600 annual operating cost for implementation of one earlier southbound trip on weekday mornings
- › \$405,000 annual operating cost for implementation of new limited-stop/express service between major trip generators during weekday peak periods, operating at 40-min frequency
- › \$295,000 annual operating cost for implementation of new limited-stop/express service between major trip generators on weekends and holidays, operating at 40-min frequency
- › \$3,700 annual operating cost for implementation of later service until approximately 11:00pm on Sunday evenings
- › \$114,000 annual operating cost for implementation of later service on weekday evenings until approximately 12:00 midnight
- › \$24,000 annual operating cost for implementation of later service on Saturday evenings until approximately 12:00 midnight

Route: 22 King City

Type: Local (Small Community)

Description: Local route servicing Maple, Oak Ridges, and King City communities. This north – south line operates between Maple Community Centre and Seneca College King Campus.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓		✓	
30 min	90 min	30 – 40 min	N/A	90 min	N/A

Major Trip Generators: Seneca College King Campus.

Boardings (2007):

Annual	58,148
Avg Weekday	332
Rev/Cost (%)	15.9
Boardings/Hr	8.1

Service Requests:

- › Improve weekday midday frequency. (Further supported by the Township of King.)
- › Provide later weekday evening service

- › Improve Saturday frequency
- › Provide wider span of service on Saturdays. (Limited Saturday service currently operates between approximately 9:00am and 7:00pm)
- › Introduce Sunday service
- › Provide new service/connection to St. Thomas of Villanova College in King City. (Further supported by the Township of King, including the option of exploring future service/routing along Keele Street north of King Road to service St. Thomas and the intervening area to potentially assist the municipality in considering some additional redevelopment, infilling and intensification opportunities in this area.)
- › Student Transportation Services is considering removing school bus service to King City Secondary School from the Humberland Drive/Parker Avenue area in Oak Ridges in September 2009 and requests possible service adjustment to accommodate existing demand

Discussion/Issues:

- › Service operating below financial performance standards. Consideration to be made with respect to a service review (e.g. marketing, operational assessment) in 2009
- › Off-peak services need to be brought closer to standard
- › At the request of the School Boards' Student Transportation Services division, this route has been operating a limited service deviation via Bathurst St and Kingshill Road to provide safer and improved access for local students of Cardinal Carter S.S. since September 2007
- › For September 2008, Route 22 will operate limited weekday service to St. Thomas of Villanova College in King City to meet student demand
- › For September 2008, should the school board proceed with the bussing change, current Route 22 limited service operating along the south end of Kingshill Road may need to be expanded to service King City H.S. As well, depending on available capacity, an additional YRT school special route may be required in September 2008
- › The school board has identified a new school opening in January 2008, at the intersection of Bathurst Street and Bloomington Road. This school would be serviced by existing Route 22 services.
- › Due to the absence of traffic signals at the intersection of Yonge Street/Bond Crescent, YRT Operations staff has recommended implementing a routing deviation via Littleton Street and Estate Garden Drive to allow safer operations by using the traffic signals at the intersection of Yonge Street/Old Colony Road

- › Stakeholder consultation has confirmed a need to improve access to GO train service from the Humberland Drive/Parker Avenue area in Oak Ridges to King City GO Station. (Further supported by the Township of King.)
- › With the eventual development of the McNaughton Road industrial area east of Keele Street and associated access improvements for transit services, this route may be better suited to terminating at the Maple GO Station once infrastructure is completed within the next 2-3 years

Recommendation:

- › February 2009, to implement a routing deviation via Littleton Street and Estate Garden Drive to allow safer operations by using the traffic signals at the intersection of Yonge Street/Old Colony Road (no additional operating cost)
- › September 2009, to improve weekday midday service to 45-minute frequency
- › September 2009, to provide new weekday school special service between the Humberland Drive/Parker Avenue area in Oak Ridges and King City Secondary School
- › January 2009, to introduce new weekday GO shuttle between the Humberland Drive/Parker Avenue area in Oak Ridges and the King City GO Station

Estimated Additional Costs:

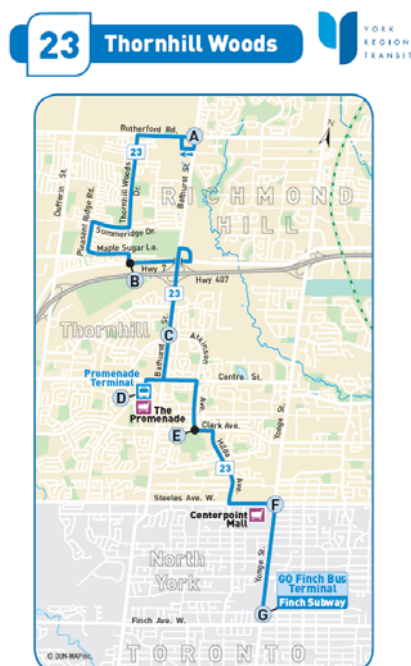
- › \$155,000 annual operating cost to improve weekday midday service to 45-minute frequency
- › \$80,000 annual operating cost to provide new weekday school special service between the Humberland Drive/Parker Avenue area in Oak Ridges and King City Secondary School
- › \$40,000 annual operating cost to provide new weekday GO Shuttle service between the Humberland Drive/Parker Avenue area in Oak Ridges and the King City GO Station

Route: 23 Thornhill Woods

Type: Local

Description: A local north – south route operating between Finch Terminal and Rutherford Road servicing Thornhill and Richmond Hill.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓		
30 min	40 min	30 min	40 min	N/A	N/A

Major Trip Generators: GO Finch Terminal, Centre point Mall, Promenade Mall, Stephen Lewis Secondary School, Vaughan Secondary School.

Boardings (2007):

Annual	175,896
Avg Weekday	759
Rev/Cost (%)	33.6
Boardings/Hr	17.8

Service Requests:

- › Introduction of Saturday service

- › Introduction of Sunday service
- › Provide later service on weekday evenings
- › Extend service north of Rutherford Road, and north of Major Mackenzie Drive to Teston Road
- › Provide routing via Disera Drive, i.e. to service the high-density Liberty community, and Smart Centre commercial development, north of Promenade Mall (1 request)

Discussion/Issues:

- › Requests for Sunday service are very limited
- › Requests for later service on weekday evenings are very limited
- › Route 23 currently operating on private property at the Rutherford Village Centre plaza at the southwest corner of Rutherford Road and Bathurst Street
- › Longer term plan for route to continue north of Rutherford Road during base operating periods
- › A weekday peak period route extension for Route 23 north of Rutherford Road to Major Mackenzie Drive was approved to be implemented in 2008. Due to limited vehicle resources implementation of this initiative was deferred pending vehicle availability

Recommendation:

- › January 2009, to introduce Saturday service, approximately 9am to 6pm
- › April 2009, to extend weekday peak period service north of Major Mackenzie Drive to Teston Road

Estimated Additional Costs:

- › \$94,000 annual operating cost to introduce Saturday service, approximately 9am to 6pm
- › \$205,000 annual operating cost to extend weekday peak period service north of Major Mackenzie Drive to Teston Road

Route: 27 Highway 27

Type: Local

Description: Local route connecting the Martin Grove / Steeles bus loop to Royal Group Technologies Limited (RGTL).

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓		✓	✓
30 min	N/A	30 min	N/A	30	30 min

Major Trip Generators: Steeles Ave Corridor, Highway 7/27 Royal Group Industrial Area.

Boardings (2007):

Annual	46,746
Avg Weekday	205
Rev/Cost (%)	100.0 *
Boardings/Hr	13.2

* Operating cost for Route 27 is subsidized entirely by Royal Group Technologies Inc.

Service Requests:

- › Extend service into area of Vaughan Enterprise Zone (i.e. north of Highway 7 and west of Highway 27)

Discussion/Issues:

- › Full operating costs are currently subsidized by Royal Group Technologies Ltd. (RGTL) through an existing operating agreement
- › Ongoing expansion of new industrial development area in the Vaughan Enterprise Zone
- › New Route 28 (Zenway-Highway 27) was introduced in Spring 2008 to provide service in the Vaughan Enterprise Zone (see Route 28 description)
- › There is a possibility of RGTL discontinuing its operating agreement with YRT, or decreasing its funding for Route 27, in which case YRT may consolidate Route 27 service with Route 28.
- › Service operating below performance standards. Consideration to be made with respect to review (e.g. marketing, operational assessment) in 2009

Recommendation:

- › N/A

Estimated Additional Costs:

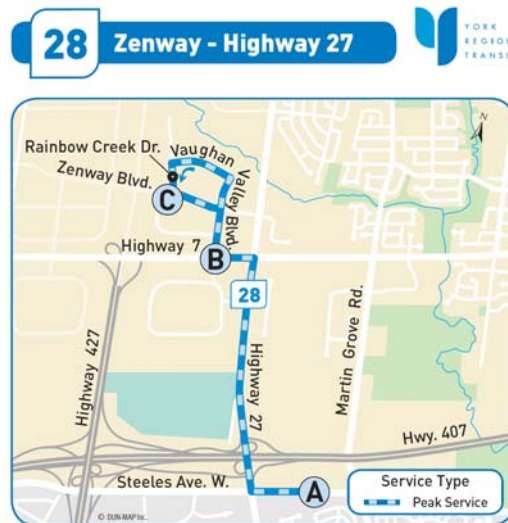
- › N/A

Route: 28 Zenway – Highway 27

Type: Local

Description: Local route connecting the Martin Grove/Steeles bus loop to the industrial area located in the southern portion of the Vaughan Enterprise Zone, i.e. north of Highway 7 and west of Highway 27

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓			
30 min	N/A	30 min	N/A	N/A	N/A

Major Trip Generators: Steeles Ave Corridor, Highway 7/27 Royal Group Industrial Area.

Boardings (2008):

Annual	722 *
Avg Weekday	12 *
Rev/Cost (%)	4.0 *
Boardings/Hr	1.2 *

* Data is based on only 3 months of operation since implementation of this new service in Spring 2008

Service Requests:

- › None – service recently introduced in Spring 2008

Discussion/Issues:

- › None – service recently introduced in Spring 2008

Recommendation:

- › N/A

Estimated Additional Costs:

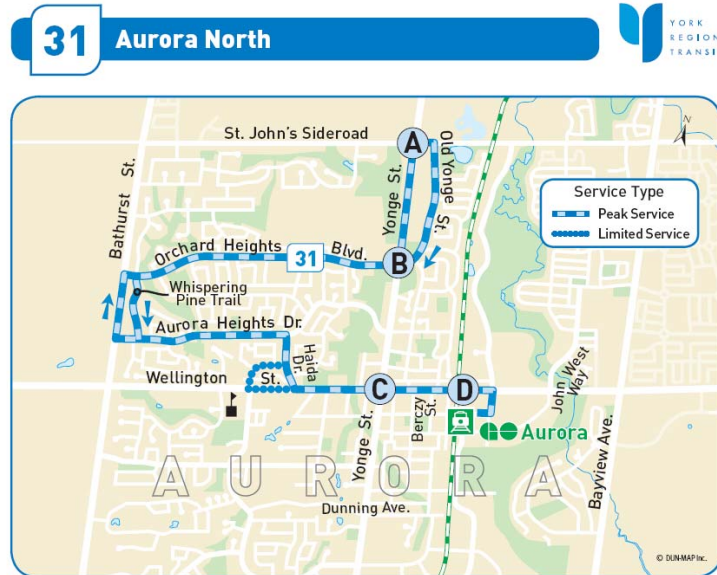
- › N/A

Route: 31 Aurora North

Type: Local

Description: Local route operating mainly in northern Aurora between St. John's Sideroad and Wellington Street connecting to neighbouring Aurora GO Station.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓	✓		
40 min	N/A	35-45 min	30 min	N/A	N/A

Major Trip Generators: Aurora Village Plaza, Aurora H.S., Aurora Public Library, Aurora GO Station.

Boardings (2007):

Annual	64,588
Avg Weekday	266
Rev/Cost (%)	17.5
Boardings/Hr	8.9

Service Requests:

- › New Catholic H.S. to be located at Industrial Parkway and Wellington scheduled, to open in 2008-2009. Introduce School Special for fall 2009.

- › Possible relocation of G.W. Williams to the corner of Bayview Avenue and Borealis in 2010

Discussion/Issues:

- › Routing to the new Catholic high school will be modified to service this school if warranted after further consultation with the school board. School likely to open in 2009
- › Currently the Gateway/Hollidge service to G.W. Williams is included as part of the regular Route 31 schedules. As part of the Route 31 restructuring, the school special trips will be replaced with the new Route 426 G. W. Williams School Special.

Recommendation:

- › September 2009, additional trips will be adjusted to accommodate the new Catholic H.S. at Industrial Parkway and Wellington Street

Estimated Additional Costs:

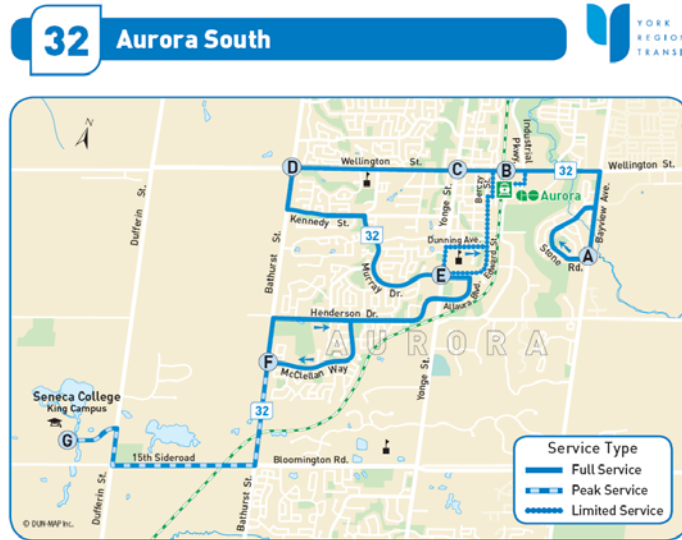
- › \$50,600 annual operating costs to accommodate the new high school

Route: 32 Aurora South

Type: Local

Description: A local route operating between McClellan Way and Aurora Centre Plaza with peak service to Seneca College King Campus.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
15-20 min	60 min	20-35 min	30 min	60 min	N/A

Major Trip Generators: Seneca College King Campus, Dr. G.W. Williams H.S., Aurora H.S., Aurora Public Library, Aurora Town Hall, Aurora GO Station, Aurora Centre Plaza.

Boardings (2007):

Annual	69,635
Avg Weekday	316
Rev/Cost (%)	14.0
Boardings/Hr	8.6

Service Requests:

- › Re-instate midday and Saturday Service to Seneca College
- › New Catholic H.S. to be located at Industrial Parkway and Wellington scheduled for opening in 2008
- › Possible relocation of G.W. Williams to the corner of Bayview and Borealis in 2010

- › Student Transportation Services is currently reviewing the possibility of removing bussing from the Bathurst and McClellan Way area to Cardinal Carter H.S in September 2009.

Discussion/Issues:

- › Current Aurora route structure allows for off-peak and Saturday Seneca College bound customers to travel south on Yonge Street on viva blue or Route 98 to Bloomington Avenue and then transfer to Route 22 for service to the campus
- › Routing to the new Catholic school will be modified to service this school if warranted after further consultation with the school board. School likely to open in 2009.
- › Current route and schedule has capacity to allow for the transfer of "Pay for Use" bussing students.
- › The school board has identified a new school to be opened in January 2008 at the intersection of Bathurst Street and Bloomington Road. This school would be serviced by existing Route 32 services.

Recommendation:

- › No longer servicing to Seneca College
- › Discontinue midday, evening and Saturday service and replace with Dial A Ride (see Dial A Ride section)
- › September 2009, adjust service to meet requirements for a new Catholic H.S. on Wellington
- › Extra AM and PM trip to service Cardinal Carter H.S.

Estimated Additional Costs:

- › \$315,400, would be the annual gross savings of discontinuing Route 32, Dial A Ride costing to be determined.
- › \$50,600, annual operating costs to accommodate extra AM and PM trips to Cardinal Carter H.S.

Route: 33 Wellington

Type: Base

Description: A base east-west line operating mainly along Wellington Street between State Farm Plaza and Murray Drive, connecting to neighbouring Aurora GO Station and Aurora High School.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
30 min	60 min	30 min	60 min	60 min	N/A

Major Trip Generators: Aurora High School, Aurora GO Station, local businesses along Wellington St, Aurora Recreation Centre, State Farm Plaza.

Boardings (2007):

Annual	12,768
Avg Weekday	47
Rev/Cost (%)	11.0
Boardings/Hr	5.6

Service Requests:

- › Outstanding request to introduce Sunday Service to the new Wal-Mart in the area
- › New Catholic high school to be located at Industrial Parkway and Wellington scheduled for opening in 2008/2009

- › Possible relocation of G.W. Williams to the corner of Bayview and Borealis in 2010
- › Route should enter the Stronach Aurora Recreation Complex as per requested by the Town of Aurora
- › Possible new routing; eastbound on Wellington Street, northbound on First Commerce Drive and continue southbound on Leslie Street as per requested by the Town of Aurora
- › Possible extension of route to Bathurst Street to the west and the 404 parking lot to the east as per requested by the Town of Aurora

Discussion/Issues:

- › Base routes are recommended to operate on Sundays, providing 60 minute service from 9:00 am to 11:00 pm. There is currently no Sunday Service in Aurora with the exception of Yonge Street
- › In late 2008 as Marinac Street is completed, this new Route 33A branch will be re-routed off Conover Road to Marinac Street. Route 33A will be running along Route 32 using Murray Street to get to Kennedy Road and Bathurst Street.
- › In order to provide full service along the Wellington Street corridor, service should be extended to Bathurst Street
- › Routing to the New Catholic School and G.W. Williams will be modified to service these schools if warranted after further consultation with the school boards. School likely to open in 2009

Recommendation:

- › September 2009, adjust service to meet the time of the new high school
- › September 2009, YRT will work with the School Boards to help market routes to students and families.
- › Service is operating well below financial performance standards and although there are outstanding requests for Sunday service, demand does not warrant the increased service. This route will continue to be closely monitored.

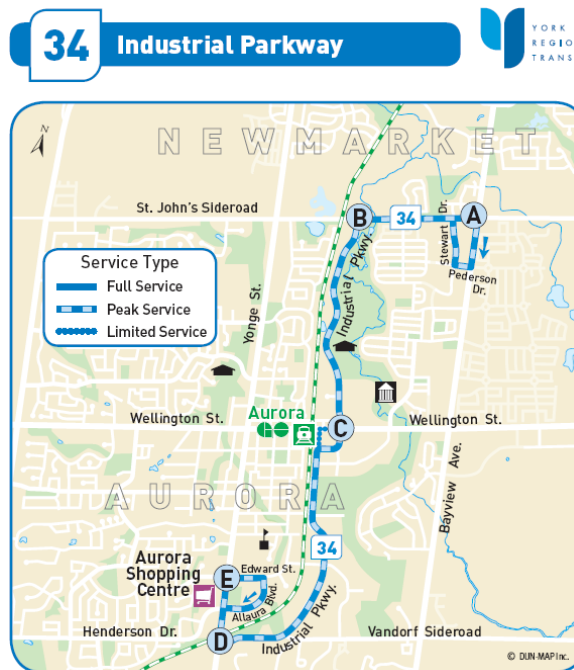
Estimated Additional Costs:

Route: 34 Industrial Parkway

Type: Local

Description: A local north-south route operating peak hour service between St John's Sideroad and Allaura Blvd connecting neighbouring Aurora Shopping Centre and Aurora GO Station.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
20 min	30 min	30 min	N/A	N/A	N/A

Major Trip Generators: Future Rapid Transit stops at Yonge & Allaura Streets, Industrial Parkway Business Park, Aurora Leisure Complex and the Aurora GO Station.

Boardings (2007):

Annual	12,647
Avg Weekday	47
Rev/Cost (%)	9.8
Boardings/Hr	5.0

Service Requests:

› N/A

Discussion/Issues:

- › New Catholic High School to be located at Industrial Parkway and Wellington Street scheduled for opening in late 2009
- › This route has been in operation for 3.5 years and has been not achieving minimum financial and ridership performance standards. It ranks lowest in performance in its peer group of routes. The option of cancellation due to poor performance should be considered for 2009. A demand responsive service may be considered in its place.

Recommendation:

- › Dial A Ride may be introduced in 2009 (see Dial A Ride section)

Estimated Additional Costs:

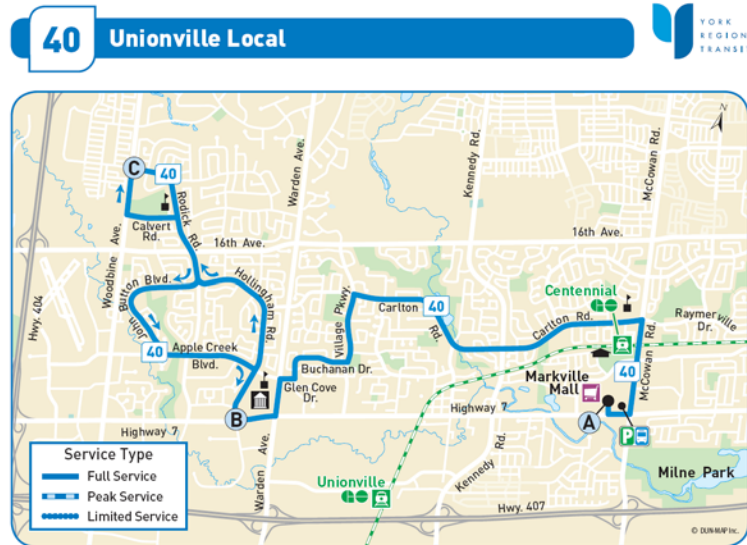
- › \$253,000 would be the annual gross savings of discontinuation of Route 34 Industrial Parkway; Dial A Ride costing to be determined.

Route: 40 Unionville Local

Type: Local

Description: An east-west local route operating between McCowan Road and Woodbine Avenue connecting to Markville Mall, Highway 7 and Centennial GO Station.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
20-40 min	60 min	20-40 min	30-35 min	45-60 min	60 min

Major Trip Generators: Markville Mall, Centennial GO Station, Markville S.S., Markham Civic Centre, Markham Theatre, Unionville H.S., St Augustine H.S.

Boardings* (2007):

Annual	223,490
Avg Weekday	941
Rev/Cost (%)	19.5
Boardings/Hr	11.2

* FOR ROUTES 40 AND 41 COMBINED.

Service Requests:

- › Later service from Monday to Thursday in order to reflect the Friday schedule (two extra trips)

- › Provide earlier morning service
- › Improve the service frequency during weekday peak periods and weekends.
- › Extend route along South Unionville Avenue
- › Expand the Rodick Road loop to Village Gate Drive and Calvert Road since TTC Route 68B – Warden has been removed from this area
- › Residences along The Bridle Walk, south of Bur Oak Ave, have concerns regarding Route 42 – The Bridle Walk operating along that section of The Bridle Walk. The residences have requested that YRT adjust the routing to operate along The Bridle Walk to Wilfred Murison Ave; along Wilfred Murison Ave; along Stonebridge Dr and along 16th Ave to Shorthill Dr/The Bridle Walk.

Discussion/Issues:

- › Later service from Monday to Thursday in order to reflect the Friday schedule to be implemented. This improvement would reflect the Friday only service.'
- › Earlier AM service to be further evaluated as part of our 2010 initiatives.
- › New Route 42 –The Bridle Walk was approved to be implemented in 2008. This new route will operate during peak periods, providing 30 minute frequency and connecting with the GO Trains at the Centennial GO Station and/or Unionville GO Station. Due to limited vehicle resources implementation of this initiative was deferred pending vehicle availability. Due to The Bridle Walk concerns, YRT evaluated the routing to either operate via The Bridle Walk or make a diversion to service Wilfred Murison Ave and Stonebridge Dr. Routing via Wilfred Murison Ave and Stonebridge Dr would be beneficial since there is more development along Stonebridge Dr. Also Stonebridge Dr is a wider street than The Bridle Walk. However, the intersection at Stonebridge and 16th Ave is not signalized. There are safety concerns about making left turns onto Stonebridge Dr. This intersection is currently not scheduled for the installation of traffic control signals until 2011. A traffic count was conducted in October 2008 for the purpose of applying the Region's traffic signal policy to determine if the intersection warrants traffic control signals. Based on the October 2008 traffic counts, traffic signals were not warranted. In spring 2009, traffic counts will be conducted again. In fall 2008, YRT conducted a route review of 3 different routing options and hosted a public meeting. Routing will either be via Bridle Walk or via Stonebridge Dr. Route 42 – The Bridle Walk will be implemented in September 2009.
- › The new Route 42 – The Bridle Walk will service the South Unionville area.
- › Dial A Ride may be introduced in 2009 (see Dial A Ride section)

Recommendation:

- › September 2009, implement later service from Monday to Thursday in order to reflect the Friday schedule.
- › Dial A Ride will be introduced in 2009 (see Dial A Ride section)

Estimated Additional Costs:

- › \$40,200 annual operating costs for the late weekday evening service

Route: 41 Markham Local

Type: Local

Description: An east-west local route linking the north-eastern communities of Markham to Markville Mall, Highway 7, Centennial GO and Markham GO Stations.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
20 min	40 min	20 min	20-35 min	40-60 min	40-60 min

Major Trip Generators: Markville Mall, Centennial GO Station, Markville S.S., Brother Andre C.H.S., Markham GO Station

Boardings* (2007):

Annual	223,490
Avg Weekday	941
Rev/Cost (%)	19.5
Rev Pass/Hr	11.2

* FOR RTES 40 AND 41 COMBINED.

Service Requests:

- › Extend Route 41 to Cornell; provide service to Markham-Stouffville Hospital
- › Provide service along Mingay Avenue and connect with GO Trains

- › Provide earlier morning service

Discussion/Issues:

- › New bus terminal/loop will be constructed on Highway 7 and Donald Cousens Parkway (2010). Restructure Route 41 to service Cornell, operating on Whites' Hill Avenue, Bur Oak Avenue and along Highway 7 to service viva stations at Bur Oak. This restructuring to the new terminal/loop to be evaluated as part of the 2010 Service Plan.
- › New Route 45 – Mingay was approved to be implemented in 2008. This new route to operate during peak periods, providing 30 minute frequency and connecting with the GO Trains at the Centennial GO Station and/or Unionville GO Station. Due to limited vehicle resources implementation of this initiative was deferred pending vehicle availability.
- › Later service from Monday to Thursday in order to reflect the Friday schedule to be implemented. This improvement would reflect the Friday only service.
- › Earlier AM service to be further evaluated as part of our 2010 initiatives.
- › Dial A Ride may be introduced in 2009 (see Dial A Ride section)

Recommendation:

- › September 2009, implement later service from Monday to Thursday in order to reflect the Friday schedule.
- › 2010, restructure route to the new Cornell bus loop/terminal.
- › Dial A Ride will be introduced in 2009 (see Dial A Ride section)

Estimated Additional Costs:

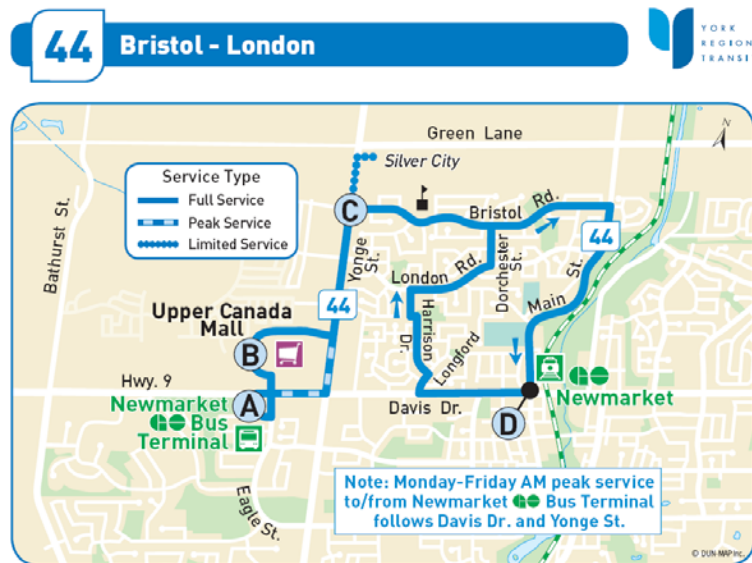
- › \$40,200 annual operating costs for the late weekday evening service

Route: 44 Bristol - London

Type: Local

Description: A local east-west route operating between Newmarket GO Bus Terminal to Newmarket GO Station that connects to neighbouring Upper Canada Mall.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
30 min	40 min	33-45 min	40 min	40 min	N/A

Major Trip Generators: Newmarket GO Bus Terminal, Upper Canada Mall, Dr. Denison H.S., Newmarket GO Station, Sir William Mulock H.S.

Boardings (2007):

Annual	53,075
Avg Weekday	197
Rev/Cost (%)	20.0
Boardings/Hr	9.6

Service Requests:

- › Continue Dial-a-Ride for evening service
- › Introduce service to Sacred Heart Catholic H.S.

- › Student Transportation Services removing “Pay For Use” bussing from the Bristol Road and London Rd area to Sacred Hearts Catholic H.S in September 2009 and requests service adjustment to accommodate.
- › Introduce Sunday Service

Discussion/Issues:

- › Current route operating on Bristol Road and London does not operate to Sacred Heart H.S. The addition of a new school special on Route 427 will be required in September 2008.
- › Local routes are recommended to operate on Sundays, providing 60 minute service from 9:00 am to 11:00 pm and must achieve an average minimum 7 passengers per service hour. Current Saturday average passenger per hour is 10 and we would expect Sunday Service will not be considerably less

Recommendation:

- › Current Dial-a-Ride service be maintained and evaluated for inclusion in PLAN09
- › September 2008, implementation of a new school special Route 427 trips to service Sacred Heart Catholic High School

Estimated Additional Costs:

- › Dedicated funding for a new school Route 427 trips initiative has been allocated. Implementation will be undertaken in September 2008.

Route: 51 Keswick Local

Type: Local

Description: A local Keswick route operating mainly on The Queensway South between Ravenshoe Road and Church Street.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
25-40 min	60 min	25-40 min	60 min	60 min	N/A

Major Trip Generators: Glenwoods Plaza, Keswick H.S., Our Lady of the Lake C.H.S., Georgina Library, GEM Movie Theatre, Ice Palace.

Boardings (2007):

Annual	45,631
Avg Weekday	200
Rev/Cost (%)	18.4
Boardings/Hr	9.4

Service Requests:

- › Introduce Sunday Service
- › The Keswick Business Park Secondary Plan has identified the lands east of Woodbine Ave between Riverglen Drive. to the north and Ravenshoe Road to the south as employment lands. This is a 642 acre parcel of land and will employ when fully built out an estimate 7500 to 9000 jobs. This area will likely get approval by mid 2009. Transit service will need to be designed to accommodate this area
- › A shuttle service from a Commuter Parking Lot (Glenwoods Ave & Woodbine Ave) to the East Gwillimbury GO Station has been included as a condition of the TDM Plans for the Metrus Developments and as a request from the Town of Georgina.

Discussion/Issues:

- › Sunday service not warranted at this time but will be reviewed at as part of the 2009 budget cycle
- › It is anticipated that the Keswick Business Park Secondary Plan will be adopted in the Town of Georgina. At that time consideration will need to be given on increasing the Sutton GO Bus Service and restructuring this route or introducing a new route to service this employment area
- › The need for a base route to operate on along the Woodbine Ave corridor connecting to Newmarket (Green Lane & Yonge St or Woodbine Ave & Yonge St) will be reviewed in conjunction with GO Transit's plans for a Hwy 404 Express service.

Recommendation:

- › N/A

Estimated Additional Costs:

- › N/A

Route: 52 Holland Landing

Type: Local

Description: This local route connects the Holland Landing community with Newmarket.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
20-60 min	60 min	30-40 min	60 min	60 min	N/A

Major Trip Generators: Newmarket GO Bus Terminal, Upper Canada Mall, Dr. Denison H.S., Silvercity Theatre

Boardings (2007):

Annual	68,143
Avg Weekday	218
Rev/Cost (%)	21.1
Boardings/Hr	10.7

Service Requests:

- › Introduce Sunday service

Discussion/Issues:

- › Sunday service is not warranted at this time but will be reviewed as part of the 2009 budget cycle
- › The Dial-a-Ride pilot was a success and received approval to proceed. Route review for 2009.

Recommendation:

- › N/A

Estimated Additional Costs:

- › N/A

Route: 53 Woodspring - Clearmeadow

Type: Local

Description: To accommodate the new Woodspring development and the existing Clearmeadow subdivision between Yonge Street & Green Lane to the north and Yonge Street and Mulock Drive to the south.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
30 min	60 min	15-60 min	60 min	60 min	60 min

Major Trip Generators: Newmarket GO Bus Terminal, Upper Canada Mall, Green Lane Centre, East Gwillimbury GO, Mulock High School

Boardings (2008):

Annual	10,564
Avg Weekday	206
Rev/Cost (%)	
Boardings/Hr	7.9

Service Requests:

- › Increased connections
- › Improve the span of service

Discussion/Issues:

- › Improve Sunday service with better connections

Recommendation:

- › June 2009, improving frequency on Sunday due to poor schedule adherence

Estimated Additional Costs:

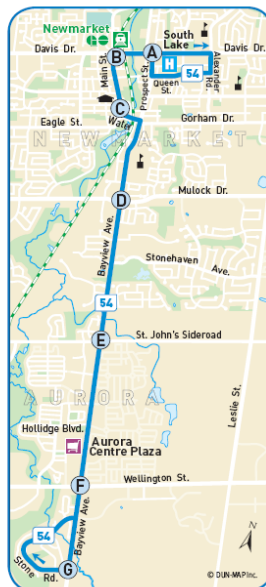
- › \$73,200 annual operating costs to improve frequency on Sundays

Route: 54 Bayview North

Type: Base

Description: Main north-south route along Bayview Ave servicing South Lake Regional Hospital, Newmarket Main Street and Aurora.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
20 min	45 min	22 min	40 min	40 min	N/A

Major Trip Generators: Newmarket GO Bus Terminal, Newmarket GO Train Station, South Lake Regional Hospital, Huron Heights H.S., 404 Town Centre, Aurora Centre Plaza.

Boardings (2007):

Annual	45,207
Avg Weekday	169
Rev/Cost (%)	12.4
Boardings/Hr	6.3

Service Requests:

- › Introduce Sunday service

Discussion/Issues:

- › This route was introduced September 5, 2004 as per the approved 2004 Service Plan and modified in September '06 to include two way service on the entire length of historic downtown Main Street. Base routes are recommended to operate on Saturday and Sundays, providing 60 minute service from 6:00 am to 11:00 pm and must achieve an average minimum 10 passengers per service hour. Current Saturday average passenger per hour is 6 and we would expect Sunday Service will not be considerably less
- › Route 54 has been in service for two and a half years and ranks next to last among all base routes in terms of achieving minimum standards for financial and ridership performance as indicated in the 2007 Route Performance Assessment (see Table 9)
- › Additional late evening Saturday and new Sunday service is not warranted at this time but will be reviewed as part of the 2009 budget cycle
- › Route 54 is a base route that operates on the Bayview corridor and is a required north south link as identified in the approved 2006-2010 Five Year Service Plan

Recommendation:

- › N/A

Estimated Additional Costs:

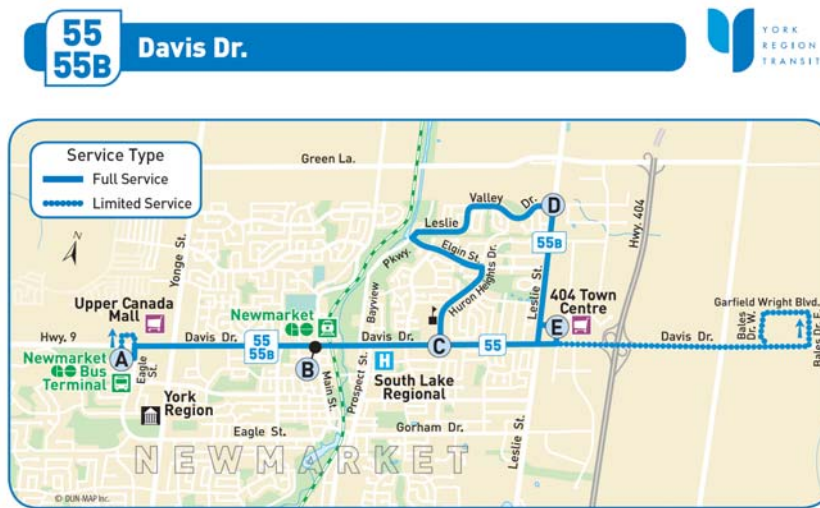
- › N/A

Route: 55/ 55B Davis Drive

Type: Base

Description: Main east-west route along Davis Drive

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
15-30 min	25-60 min	10-45 min	30 min	20-30 min	15 min

Major Trip Generators: Newmarket GO Bus Terminal, Newmarket GO Train Station, South Lake Regional Hospital, Huron Heights H.S., 404 Town Centre.

Boardings (2007):

Annual	376,773
Avg Weekday	1,221
Rev/Cost (%)	56.9
Boardings/Hr	29.0

Service Requests:

- › Improve Monday to Friday midday and evening rush hour service frequency to every 15 minutes

Discussion/Issues:

- › Current 20 minute service meets midday and rush hour service standards for base routes

Recommendation:

- › June 2009, improve midday frequency from 25 to 20 minutes

Estimated Additional Costs:

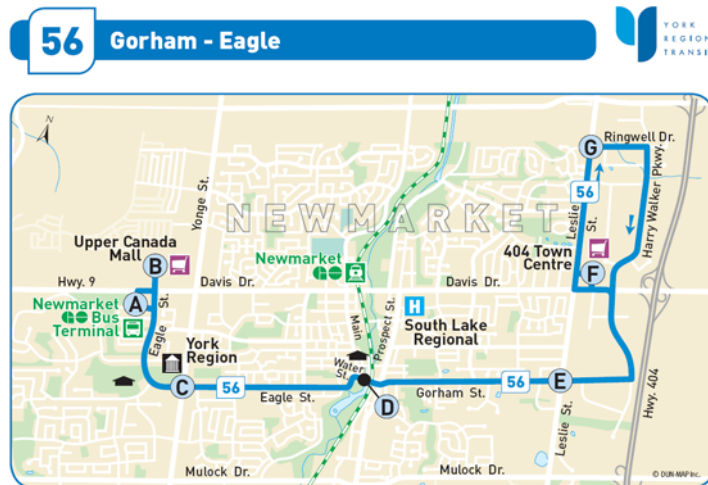
- › \$151,800 annual operating cost to improve midday frequency

Route: 56 Gorham-Eagle

Type: Local

Description: A mid-block local Newmarket route servicing the Harry Walker Parkway Industrial area.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
30 min	60 min	30 min	60 min	60 min	60 min

Major Trip Generators: Newmarket GO Bus Terminal, Upper Canada Mall, Harry Walker Parkway Industrial Area, 404 Town Centre.

Boardings (2007):

Annual	124,338
Avg Weekday	494
Rev/Cost (%)	29.7
Boardings/Hr	15.2

Service Requests:

- › Increase midday service to 30 minute frequency from current 60 minutes
- › Service requested along entire length of Harry Walker Parkway

Discussion/Issues:

- › Local routes are recommended to operate on six to seven days a week and must achieve an average minimum 10 passengers per service hour. Current all day average passenger per hour on Route 56 is 15 and meets minimum standards. Ridership growth on this route has levelled off to less than 5% in the last 12 months and therefore any increase in midday service at this time is not warranted
- › Restructure Route 56 to service Harry Walker when Route 58 is extended south to Wellington and when Route 57 extended to Harry Walker
- › The continuation of Sunday/holiday service on this route will be re-evaluated in 2009 with the objective of improving overall system performance and efficiency.

Recommendation:

- › Restructure Route 56 to service Harry Walker when Route 58 is extended south to Wellington and when Route 57 extended to Harry Walker (Please refer to Northern System Map in Appendix IX)
- › September 2008, divert one AM and PM trip to service Sacred Heart H.S

Estimated Additional Costs:

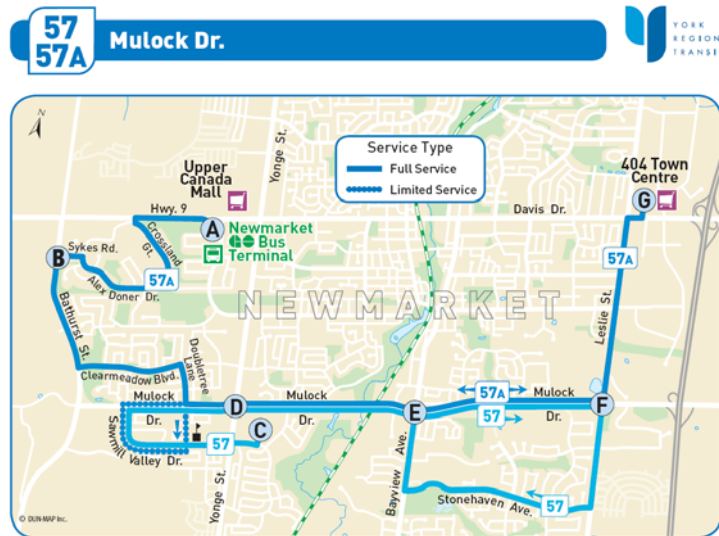
- › N/A

Route: 57 / 57A Mulock Drive

Type: Base

Description: Main east-west route along Mulock Drive servicing the Sawmill Valley Dr and Stonehaven Road subdivisions. The 57A branch operates north along Bathurst and Leslie Streets between Upper Canada Mall and 404 Town Centre.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
40-50 min	40-60 min	40 min	30 min	60 min	60 min

Major Trip Generators: Newmarket GO Bus Terminal, Upper Canada Mall, Newmarket H. S., 404 Town Centre.

Boardings (2007):

Annual	166,608
Avg Weekday	641
Rev/Cost (%)	22.9
Boardings/Hr	11.7

Service Requests:

- › Extend service to Harry Walker

- › Provide better two way service on Mulock Dr to service the new Newmarket Recreational Centre (Magna Centre) at Mulock Dr and College Manor and improved frequency on Saturdays and Sundays.

Discussion/Issues:

- › Restructure Route 57 to service Harry Walker when Route 56 is restructured to service Harry Walker, and when Route 58 is extended south to Wellington
- › This route along Stonehaven Ave has been in operation for two and a half years and has not been achieving minimum financial and ridership performance standards during the off-peak, evenings and weekends. This route segment contributes significantly to the overall route ranking of less than half the average passenger per revenue hour performance in its peer group of routes. A Dial A Ride service of Route 58 Leslie, combined with the existing Route 223 Aurora Newmarket GO Shuttle and Route 421 Newmarket H.S. School Special and Route 427 Sacred heart H.S may be considered in its place
- › Restructuring of Route 57 and Stonehaven Dial A Ride will be completed at the same time

Recommendation:

- › Restructure Route 57 to service Harry Walker when Route 56 is restructured to service Harry Walker, and when Route 58 is extended south to Wellington (Please refer to Northern System Map in Appendix IX)
- › June 2009, Route 57 Stonehaven service to be discontinued in conjunction with the Route 57 restructuring plan due to poor performance. Dial A Ride service may be considered in its place combined with the existing Route 223 Aurora Newmarket GO Shuttle and Route 421 Newmarket H.S. and Sacred Heart H.S. School Special. Introduction of Dial A Ride to the Stonehaven area service operation during peak hours
- › Annual operating cost savings to be used to offset the cost of new Stonehaven Demand Responsive Service or a Route 58A mid-day branch

Estimated Additional Costs:

- › Annual operating cost of a Dial A Ride service determined by new contract rate

Route: 58/58A Leslie North/ Leslie North via Mt. Albert

Type: Local (Small Community)

Description: Main north-south core route operating between Davis Drive and the Mt. Albert and Sharon communities.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓	✓		
30-120 min	30-40 min	30-60 min	30-40 min	N/A	N/A

Major Trip Generators: East Gwillimbury GO Station, 404 Town Centre

Boardings (2007):

Annual	20,446
Avg Weekday	100
Rev/Cost (%)	9.8
Boardings/Hr	5.0

Service Requests:

- › Deferral from 2008 Service Plan – extension of service south to State Farm and new commercial development in Aurora at Leslie and Wellington Streets

Discussion/Issues:

- › At present, there is no Saturday service provided to the communities of Sharon and Mt. Albert on this local route and therefore does not meet minimum service span standards. Currently Saturday service is only offered on Leslie Street by Route 57A south of Davis Drive and Route 56 north of Davis Drive to Green Lane. If routes 56 and 57A branches are restructured, then Route 58 Saturday service should be considered.
- › The provision of a Dial A Ride service for Saturday and Sunday service should be considered pending as a future option

Recommendation:

- › Route 58 Leslie North to be extended south to State Farm as per the 2008 service plan, however, it should be noted that, due to pending budget constraints, the implementation of this service initiative has been identified for deferral. (Please refer to Northern System Map in Appendix IX)
- › Introduce Saturday and Sunday Dial A Ride Service.

Estimated Additional Costs:

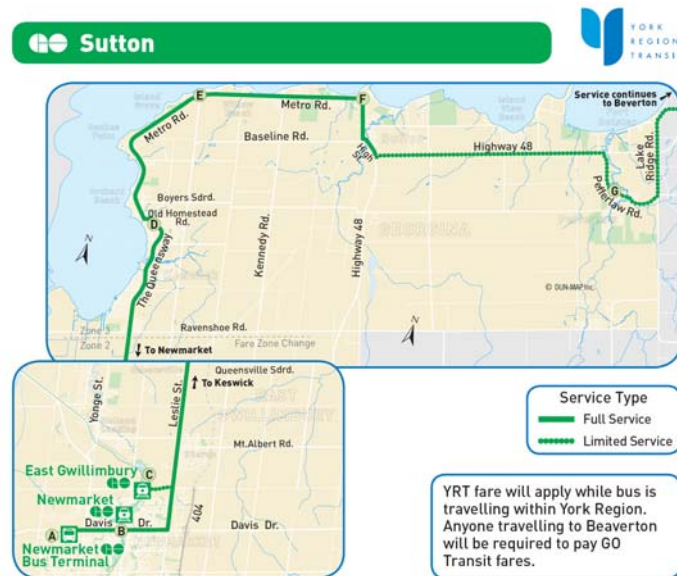
- › While this route is operating well below the standard, to complete the grid network connecting the route to State Farm as an outstanding request, this route will need to be closely monitored to improve service.
- › Dial A Ride will be reviewed as a possible option for servicing, due to the routes poor performance.

Route: 69 Sutton GO Bus

Type: Base

Description: Provides local service to the Town of Georgina as well as a direct connection to the southern YRT/Viva services in Newmarket.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
15 - 20 min	30 min	15 - 20 min	30 - 40 min	30 min	60 min

Major Trip Generators: East Gwillimbury GO Train Station, Newmarket GO Train Station, Newmarket GO Bus Terminal

Boardings (2007):

Annual	10,541
Avg. Weekday	137
Rev./Cost (%)	34.8
Boardings/Hr	3.4

Service Requests:

- › Restructuring of arrival times to the Newmarket Bus Terminal to allow for better connections

- › Adjusting times to arrive 15 minutes before the hour to allow employees at the Mall to utilize the service to get to work on time

Discussion/Issues:

- › GO Transit possible train service improvements
- › In 2010, YRT will be considering taking responsibility of this route at such a time when GO Transit introduces a 404 Express service.

Recommendations:

- › January 2009, additional trips will be added to schedules

Estimated Additional Costs:

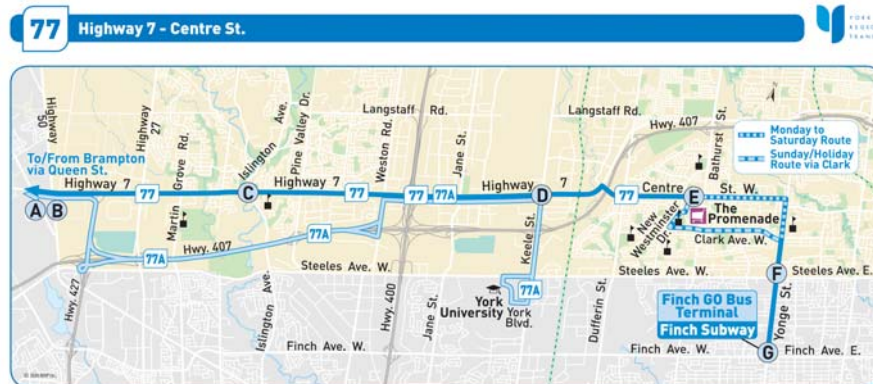
- › \$151,803 total annual operating cost to improve weekday service by providing 3 additional weekday round trips.
- › \$62,400 total annual operating cost to improve service on Saturday's by providing 6 additional round trips.

Route: 77 Highway 7 - Centre

Type: Base

Description: Main east-west route operating along Highway 7 from Finch Station via Yonge westward to Brampton. Operations shared with Brampton Transit.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
15 min	15-30 min	15 min	15-30 min	30 min	45 min

Major Trip Generators: Finch Subway Station, Thornhill S.S., Promenade Mall, Woodbridge College, Bramalea City Centre.

Boardings (2007), not including Brampton Transit operations:

Annual	749,715
Avg Weekday	2,862
Rev/Cost (%)	57.8
Boardings/Hr	30.7

Service Requests:

- › Improved schedule adherence
- › More frequent service, particularly during peak periods, to avoid intermittent overload conditions

Discussion/Issues:

- › YRT and Brampton Transit share operating responsibility, costs and revenues for this service
- › Intermittent overload and schedule adherence issues have been confirmed and are being dealt with on an operational basis as needed
- › A strategic service review of the Highway 7 transit corridor in Vaughan and Brampton is ongoing. YRT is continuing to work closely with Brampton Transit to determine how to best meet the needs of customers travelling along this key corridor, particularly during weekday morning and afternoon peak periods. The scope of the review is considering different services (i.e. local vs. limited-stop/express trips) that could be warranted for these separate markets. Results of a 2006 origin-destination survey for Route 77 will be considered as part of this review, with implementation of any potential service improvements or restructuring in Fall 2009, if necessary. If additional service is warranted, implementation may be considered, pending availability of funding within the approved 2009 budget envelope.
- › Brampton Transit implemented a new weekday peak period branch of Route 77 (77-A) between Bramalea City Centre and York University in September 2008
- › Planning for Brampton Transit's AcceleRide BRT initiative is underway. Implementation along the Queen Street-Highway 7 corridor is tentatively scheduled for 2010. YRT/Viva is working with Brampton Transit staff to identify and assess impacts on local YRT services

Recommendation:

- › April 2009, to improve weekday service during the midday period by implementing 20-minute frequency, with related costs planned to be shared with Brampton Transit
- › April 2009, to improve weekday service during the evening period by implementing 20-minute frequency, with related costs planned to be shared with Brampton Transit
- › April 2009, to improve Saturday service by implementing 20-minute frequency from approximately 8am to 8pm, and implementing 30-minute service from 9pm to midnight, with related costs planned to be shared with Brampton Transit

Estimated Additional Cost:

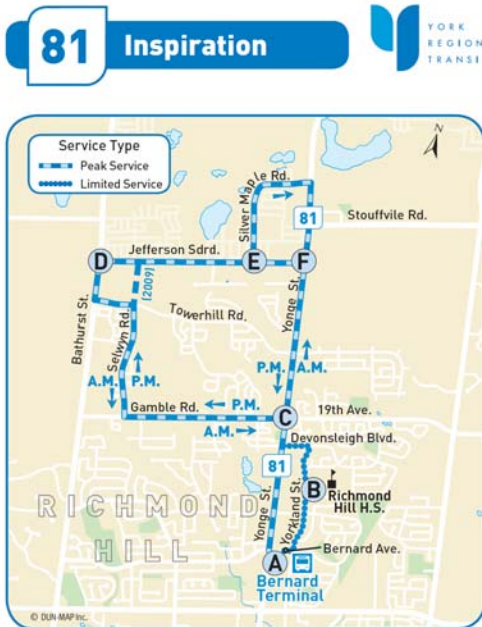
- › \$342,000 total annual operating cost to improve weekday service during the midday period by implementing 20-minute frequency. Based on anticipated 50/50 cost share arrangement with Brampton Transit, the total cost to YRT is estimated to be \$171,000
- › \$152,000 total annual operating cost to improve weekday service during the evening period by implementing 20-minute frequency. Based on anticipated 50/50 cost share arrangement with Brampton Transit, the total cost to YRT is estimated to be \$76,000
- › \$234,000 total annual operating cost to improve Saturday service by implementing 20-minute frequency from approximately 8am to 8pm, and implementing 30-minute service from 9pm to midnight. Based on anticipated 50/50 cost share arrangement with Brampton Transit, the total cost to YRT is estimated to be \$117,000

Route: 81 Inspiration

Type: Base

Description: To accommodate the Inspiration subdivision between Yonge Street and Jefferson Sideroad and the Bernard Terminal

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
30 min	N/A	30 min	N/A	N/A	N/A

Major Trip Generators: Bernard Terminal, Richmond Hill High School, Inspiration Subdivision

Boardings (2008):

Annual	3,268
Avg Weekday	92
Rev/Cost (%)	
Boardings/Hr	6.9

Service Requests:

- › N/A

Discussion/Issues:

- › Service on Selwyn Rd

Recommendation:

- › Service to be relocated on to the completed length of Selwyn Rd once street construction is completed

Estimated Additional Cost:

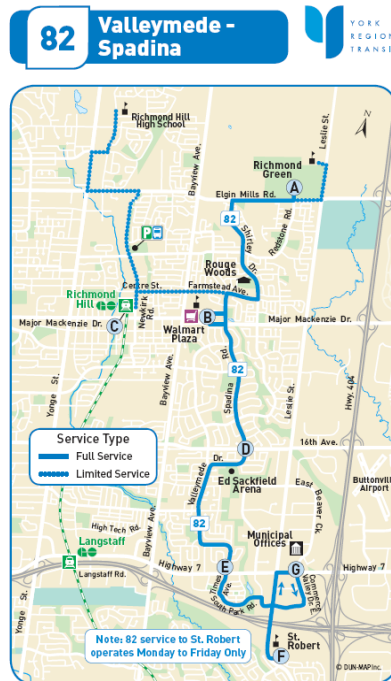
- › N/A

Route: 82 Valleysmede - Spadina

Type: Local

Description: A mid-block north-south local route in Richmond Hill operating between Elgin Mills Road and south into the Beaver Creek Business Park.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
30 min	60 min	30 min	25-35 min	60 min	N/A

Major Trip Generators: Beaver Creek Business Park, St. Robert C.H.S., Richmond Hill GO Station.

Boardings (2007):

Annual	104,518
Avg Weekday	518
Rev/Cost (%)	22.3
Boardings/Hr	13.3

Service Requests:

- › Discontinue off-peak service to St. Robert High School

Discussion/Issues:

- › Due to low student passenger activity during the mid-day, off-peak service should be removed from St. Robert and operate as per the exiting Saturday routing
- › No changes to current service levels are required for 2009

Recommendation:

- › June 2009, discontinue Monday to Friday off-peak service to St. Robert High School

Estimated Additional Costs:

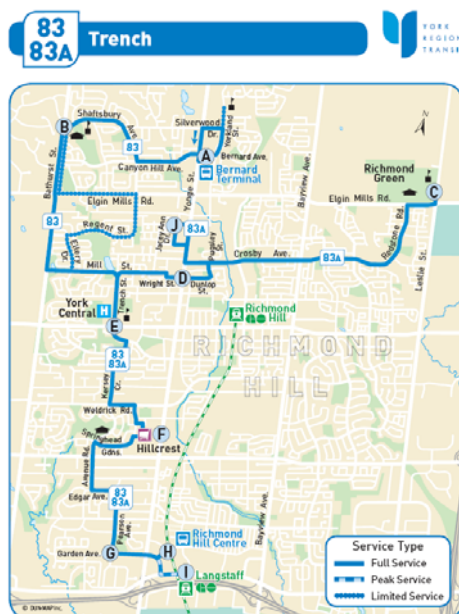
- › No additional operating cost saving is anticipated for the off-peak discontinuation of service to St. Robert

Route: 83 / 83A Trench

Type: Local

Description: A local mid-block north-south route operating between Yonge/Bernard Terminal and Richmond Hill Centre Terminal. The 83A branch is a local mid-block route operating between Richmond Green and Richmond Hill Centre Terminal.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
30-60 min	60 min	30-60 min	60 min	120 min	N/A

Major Trip Generators: Westmount C.I., Langstaff S.S., Langstaff GO Station, Hillcrest Mall, York Central Hospital, Alex Mackenzie H.S., Dunlop Seniors Residences, St Theresa C.H.S., Richmond Hill S.S., Yonge/Bernard Terminal, Richmond Hill Centre Terminal.

Boardings (2007):

Annual	200,969
Avg Weekday	956
Rev/Cost (%)	20.5
Boardings/Hr	12.3

Service Requests:

- › Increase frequency on Shaftsbury Avenue and Route 83A branch to Yonge Street

- › Introduce Sunday Service
- › Maintain service to Dunlop Senior's Residences

Discussion/Issues:

- › Local routes are recommended to operate on Sundays, providing 60 minute service from 9:00 am to 11:00 pm. Although this local route would service Hillcrest Mall, Sunday Service will not be considered until demand increases sufficiently on Saturday
- › As part of the 2008 Annual Service Plan, Route 83 Trench extension was approved into the Inspiration and McLeod Landing subdivisions in order to connect the community to the existing Viva Station at Yonge and 19th Avenue and to the new Yonge and Stouffville Road Viva Station. Service extension onto the Queen Filomena and Via Romano Drive area. These two new communities will consist of over 1700 new units and a population of 5000.
- › School board has requests for Route 83 Trench service for students attending Alexander Mackenzie and Langstaff H.S.
- › Remove duplication of service on Bathurst Street

Recommendation:

- › Spring 2009, service extension into the Queen Filomena and Via Romano Drive community and off of Bathurst Street

Estimated Additional Costs:

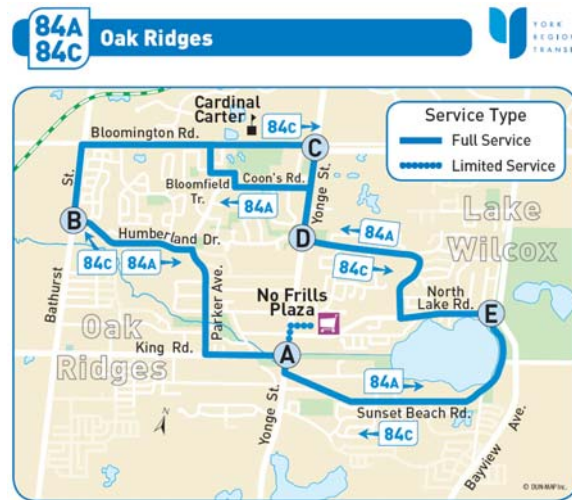
- › \$101,200 total annual operating cost to extend service into new Queen Filomena Community.

Route: 84A / 84C Oak Ridges

Type: Local

Description: A local route linking the Oak Ridges and the Lake Wilcox community operating between Bloomington Road and Sunset Beach Road.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓		✓	
30 min	40 min	30-40 min	N/A	40 min	N/A

Major Trip Generators: No Frills Plaza, Cardinal Carter H.S.

Boardings (2007):

Annual	54,349
Avg Weekday	258
Rev/Cost (%)	15.0
Boardings/Hr	7.6

Service Requests:

- › Introduce service on Old Colony Road from Yonge to Bayview to service new Casa subdivision
- › Extend route to service Stouffville Sdrd and Bayview community
- › Introduce service to new Bloomington Heights subdivision

- › Remove/reduce service off of Bloomfield Trail and Worthington
- › Introduce service on entire length of Worthington Road from Yonge Street to Bloomington Road to service new development
- › Increased service frequency on route
- › GO Shuttle from Humberland Dr / Parker Ave to King GO Station (peak periods)

Discussion/Issues:

- › The Casa Subdivision received approval in 2005 and construction began in 2006. When fully built out, this development will comprise of 1796 units and an expected population of about 5000. As of May 2008, over 50% of the development has been completed including the completion of the east west Old Colony collector road. Consideration will be made to splitting the route in two separate routes where 84A service would operate west of Yonge Street and 84C would operate east of Yonge Street
- › Any restructuring needs to take into account connections to areas west of Yonge Street
- › This area may be a candidate for Dial A Ride service during the off-peak periods

Recommendation:

- › January 2009, reducing Route 84A/C to M-F peak hour service with a minor route restructuring
- › January 2009, introduce Dial A Ride midday, evening and Saturday services

Estimated Additional Costs:

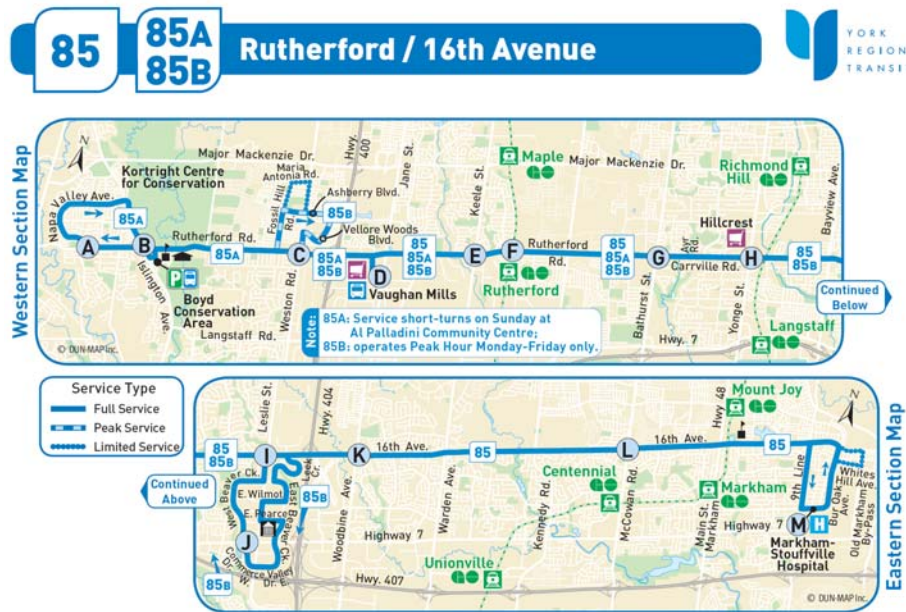
- › \$315,400, annual cost savings for reducing peak servicing for Route 84A/C
- › Dial A Ride costing will be determined by new contract rate

Route: 85 / 85A / 85B Rutherford - 16th Ave

Type: Base

Description: Main east-west line operating from Markham-Stouffville Hospital to Islington Ave. Operates along 16th Ave/Rutherford Road. Route 85A is a branch of Route 85 which runs east-west along 16th Ave between Leslie and Bathurst Streets in Richmond Hill and also services the Beaver Creek Business Park. Route 85B is a branch of 85 which runs east-west along Rutherford Road between Leslie Street and Weston Road in Woodbridge and also services the Beaver Creek Business Park.

Current Routing:



OPERATING HOURS AND FREQUENCY:

Rte 085

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
30 min	30 min	30 min	30 min	30 min	30-60 min

Rte 085A

✓	✓	✓		✓	
30-45 min	60 min	30 min	N/A	60 min	N/A

Rte 085B

✓		✓			
10-30 min	N/A	30 min	N/A	N/A	N/A

Major Trip Generators: Markham-Stouffville Hospital, Brother Andre C.H.S., Beaver Creek Business Park, Hillcrest Mall, Rutherford GO Station, Canada's Wonderland, Al Palladini C.C., Emily Carr S.S., Beaver Creek Business Park, Vaughan Mills Mall

Boardings* (2007):

Annual	907,762
Avg Weekday	3,269
Rev/Cost (%)	35.4
Boardings/Hr	21.1

* STATS FOR ALL BRANCHES COMBINED

Service Requests:

- › Improve the frequency of weekdays from 20 to 15 minutes
- › Improve weekend frequency to 30 minutes

Discussion/Issues:

- › Service has been improved in late 2008; awaiting results of changes
- › GO Transit possible train service improvements at Rutherford GO Station
- › There is potential for a GO shuttle to be implemented to the Napa Valley and Fossil Hill area

Recommendation:

- › Fall 2009, improvements to service to meet new GO Train servicing at Rutherford GO Station.

Estimated Additional Costs:

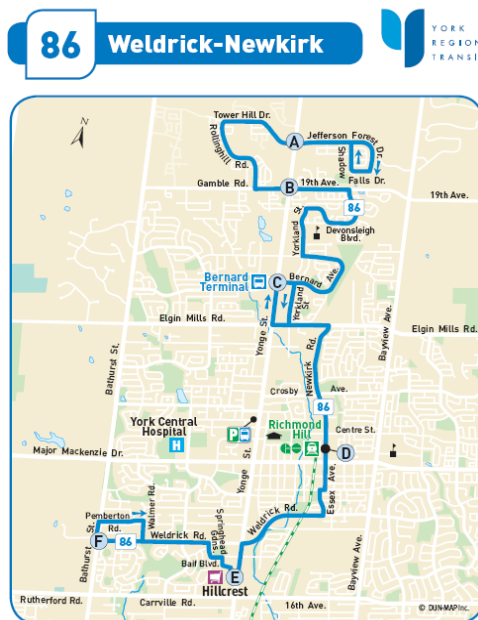
- › \$101,200 total annual operating cost to improve service to meet new GO Train servicing at Rutherford GO Station.

Route: 86 Weldrick - Newkirk

Type: Local

Description: A local east-west and north-south mid-block route in Richmond Hill operating between Jefferson Forest Drive and Bathurst Street.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
30 min	60 min	30 min	30 min	60 min	N/A

Major Trip Generators: Richmond Hill GO Station, Richmond Hill S.S., Hillcrest Mall, Bernard Terminal.

Boardings (2007):

Annual	161,626
Avg Weekday	805
Rev/Cost (%)	19.8
Boardings/Hr	11.80

Service Requests:

- › Introduce service into the Upper Thornhill Village Subdivision west of Bathurst Street
- › Service request from Upper Thornhill Village to the Richmond Hill GO Station

Discussion/Issues:

- › Upper Thornhill Village received approval in 2004 and construction began in 2006. When fully built out, this development will comprise of 3000 units and an expected population of about 5000. As of May 2007, just over 25% of the development has been completed including the completion of the east west collector road. Consideration in 2009 will be made to extend Route 86 west as a mid-block local service connecting Rutherford GO Station and the new communities to Hillcrest Mall, Viva Weldrick Station and the Richmond Hill GO Station.
- › Currently there is a minor duplication of service between Route 86 and the Route 242 North Richvale GO Shuttle along Weldrick Drive. Consideration in spring 2008 to restructure Route 242 to operate within Upper Thornhill Village (see Route 242)

Recommendation:

- › September 2009, Route 86 Weldrick/Newkirk to remain unchanged until 2009 when it will be extended west to service the Upper Thornhill Village Subdivision
- › September 2009, Restructure Route 242 North Richvale GO Shuttle to operate within Upper Thornhill Village

Estimated Additional Costs:

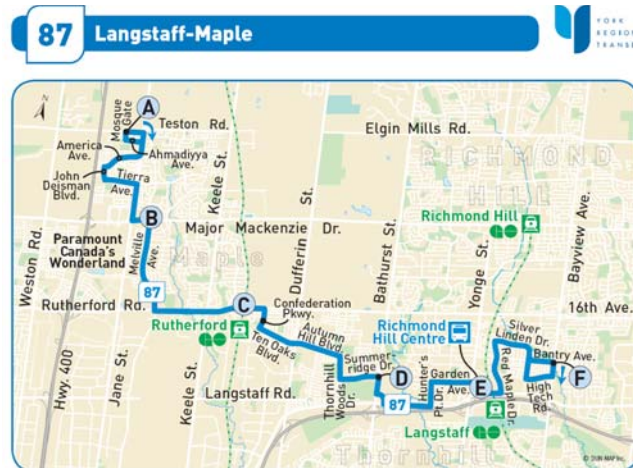
- › \$355,600, additional annual gross operating cost for route extension west through the Upper Thornhill Village subdivision connecting to the Rutherford GO Station

Route: 87 Langstaff Maple

Type: Local

Description: An east-west mid-block local route operating between the Maple community, the Thornhill community and southern Richmond Hill.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓		✓	
30-35 min	60 min	25-40 min	N/A	60 min	N/A

Major Trip Generators: Canada's Wonderland, Maple Creek S.S., Rutherford GO Station, Langstaff S.S., Langstaff GO Station.

Boardings (2007):

Annual	198,881
Avg Weekday	986
Rev/Cost (%)	23.8
Boardings/Hr	14.2

Service Requests:

- › Increased Frequency
- › Improved Connections

Discussion/Issues:

- › Additional trips to accommodate all day servicing to Rutherford GO Station

Recommendation:

- › April 2009, service new Rutherford GO Station trips

Estimated Additional Costs:

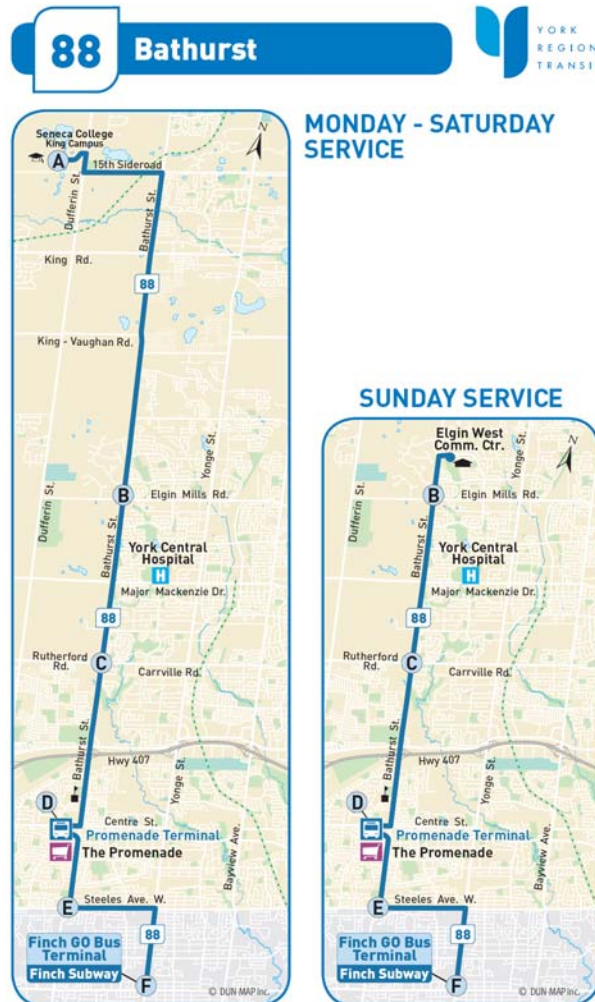
- › \$101,200, annual gross costing to meet new GO Train servicing at Rutherford GO Station

Route: 88/88E Bathurst

Type: Base

Description: A main north-south route operating between Seneca College King Campus and Finch Subway Station via Bathurst Street.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
20 min	30 min	20 min	45 min	30-35 min	45-55 min

Major Trip Generators: Seneca College King Campus, St Theresa C.H.S., Promenade Mall, Finch Subway Station.

Boardings (2007):

Annual	612,321
Avg Weekday	2,431
Rev/Cost (%)	52.6
Boardings/Hr	27.9

Service Requests:

- › Improve weekday peak period frequency
- › Extend weekend service north to Oak Ridges/King area
- › Provide later service until midnight on weekday evenings (weekday service currently ends at approx 10pm)
- › Provide express service to the Seneca College King Campus to reduce travel times e.g. from Finch Subway Station

Discussion/Issues:

- › Significant new residential communities being developed on the west side of Bathurst Street between Rutherford Road and Teston Road representing considerable additional demand for ridership
- › Funding for improved weekday peak period service frequency was approved for 2008. However, since levels of demand now appear to be higher at the bottom portion of the route, consideration is being made to restructure the route by implementing a separate branch (e.g. 88-A) that would provide service north of Elgin West C.C. to Seneca College King Campus to reflect local demand.
- › This route is experiencing significant growth due to the presence of key demand generators and significant development of new residential neighbourhoods within its catchment area
- › Two new northbound “limited express” trips to Seneca College King Campus were implemented on weekday mornings in September 2008 to address overcrowding from Finch Subway Station

Recommendation:

- › April 2009, to implement a restructured service involving creation of a new branch (e.g. 88-A) that will provide service north of Elgin West C.C. to Seneca College King Campus to reflect local demand, using existing fleet and financial resources as approved under the 2008 Service Plan

- › January 2009, to provide later service on weekday evenings until approximately 12:00 midnight
- › September 2009, to provide additional 'limited express' trips during weekday peak periods

Estimated Additional Costs:

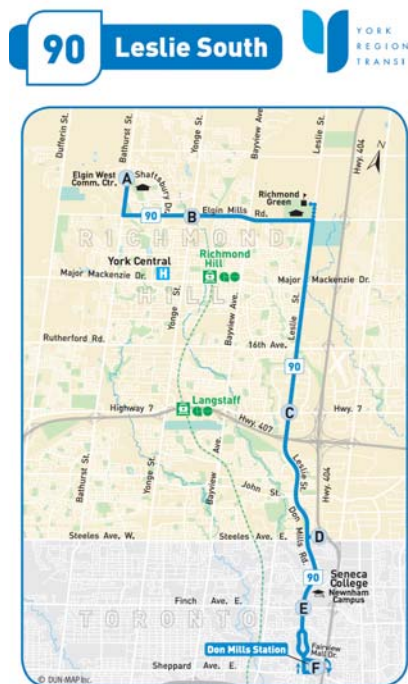
- › \$102,000 annual operating cost to provide later service on weekday evenings until approximately 12:00 midnight
- › \$532,000 annual operating cost to provide additional 'limited express' trips during weekday peak periods

Route: 90 Leslie South

Type: Base

Description: A main north-south route operating between Elgin West Community Centre and the Don Mills Subway Station.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
30 min	30 min	30 min	60 min	60 min	60 min

Major Trip Generators: Beaver Creek Business Park, Seneca College Newnham, Don Mills Subway Station

Boardings (2007):

Annual	238,555
Avg Weekday	1,069
Rev/Cost (%)	30.8
Boardings/Hr	18.4

Service Requests:

- › Improved service frequency to support the new commercial area located at the northeast corner of Leslie Street and Elgin Mills Road

- › Extend service along Elgin Mills Rd to Woodbine Ave.

Discussion/Issues:

- › Restructuring of route to accommodate growth on Elgin Mills Rd.

Recommendation:

- › Fall 2009, restructuring of route into another new Route 80 Elgin Mills
- › Fall 2009, increased frequency on Route 90

Estimated Additional Costs:

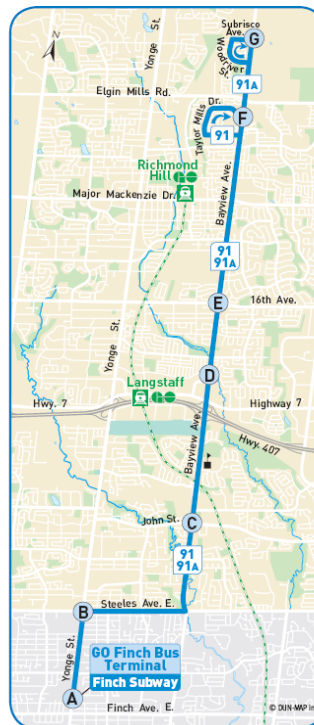
- › \$708,400 total annual operating cost for restructuring of route into another new Route 80 Elgin Mills
- › \$354,200 total annual operating cost savings to Route 90 to end at Elgin Mills and Leslie St

Route: 91 / 91A Bayview South

Type: Base

Description: A main north-south route operating between Bayview Plaza and the Finch Subway Station and 91A alternating branch is extended further north into the Subrisco Subdivision.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
10-30 min	60 min	10-20 min	60 min	30-60 min	40-60 min

Major Trip Generators: Richmond Hill High School, Thornlea Secondary School, Finch Subway Station.

Boardings (2007):

Annual	1,077,427
Avg Weekday	3,994
Rev/Cost (%)	68.1
Boardings/Hr	36.1

Service Requests:

- › Extend late evening service until 1:00am (both directions)
- › Extend route further north to Old Colony Road, Oak Ridges
- › Improve the frequency on the Route 91A branch
- › Extend service to the Richmond Hill Centre terminal
- › Provide Route 91A service on Sunday/Holidays
- › Provide Viva services along Bayview

Discussion/Issues:

- › To provide more service along Route 91A branch during the pm peak periods, convert some Route 91 branch trips to 91A branch trips.
- › To provide more service along Route 91A branch during the Saturday morning and late evening, convert some Route 91 branch trips to 91A branch trips.
- › Sunday/Holiday service should be implemented on Route 91A branch. This would improve the frequency to every 30minute south of Taylor Mills Drive.
- › To provide service to Oak Ridges, implement a new branch (Rt 91B). Route to operate along Old Colony Rd and along Bayview Ave. For Route 91B branch, route could become semi express between Subrisco Ave and GO Finch Terminal. Select trips could divert to Richmond Hill Centre Terminal to make connections with viva and the GO Trains.

Recommendation:

- › April 2009, convert some pm peak period trips, Saturday morning and late evening trips to Route 91A branch trips.
- › April 2009, implement Sunday/Holiday service on Route 91A branch.
- › April 2009, implement a new branch (91B) to service Oak Ridges (peak period only).

Estimated Additional Costs:

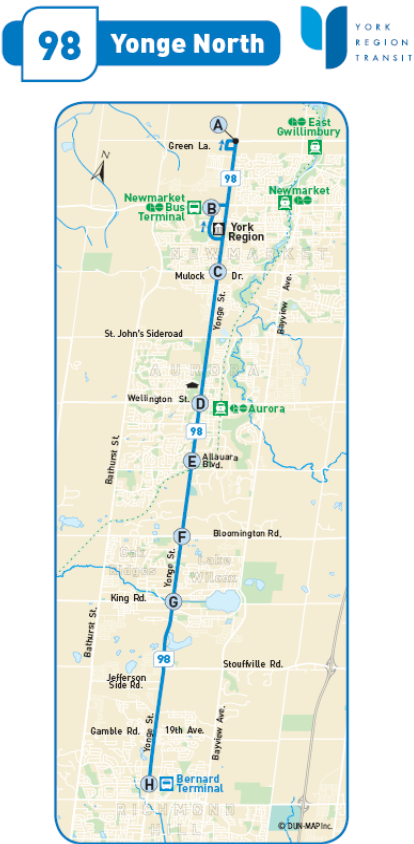
- › \$43,000 annual operating costs for convert some pm peak period trips, Saturday morning and late evening trips to Route 91A branch trips.
- › \$30,500 annual operating costs for Route 91A trips on Sundays
- › \$403,200 annual operating costs for the new 91B branch to Oak Ridges (peak period only).

Route: 98 Yonge North

Type: Base

Description: A main north-south route operating between Yonge / Bernard Terminal and Green Lane, connecting to the Newmarket GO Terminal.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
30 min	30 min	30 min	30 min	30 min	30 min

Major Trip Generators: Yonge / Bernard Terminal, Yonge / Green Lane, Newmarket GO Terminal.

Boardings (2007):

Annual	233,674
Avg Weekday	873
Rev/Cost (%)	18.1
Boardings/Hr	9.3

Service Requests:

- › Route 98 should be replaced as a branch of 99 (99A Finch Station - Newmarket). Perhaps every third trip of Route 99 could be a Route 99A trip to Newmarket.

Discussion/Issues:

- › Although there is growth along the corridor, increasing service levels are not financially feasible given the route's performance.
- › As part of PLAN09, off-peak period service levels will be reviewed as current ridership levels may only warrant 45 or 60 minute service (from the current 30)
- › YRT plans to review transit service along the Yonge Street transit corridor between Finch Subway Station and Green Lane. The scope of this review would include YRT Routes 98, 99, Viva blue, and the GO Transit Newmarket 'B' bus service with the objective of matching service levels to capacity and avoiding duplication. As Phase 2 of the Viva Rapid Transit Network is underway, service along Yonge St. to Green Lane will be reviewed to determine if current service levels provided by routes 98 and 99 are warranted. YRT will work closely with GO Transit to determine how to best meet the needs of customers travelling along this key corridor. If additional service is warranted, implementation may be considered, pending availability of funding within the approved 2009 budget envelope.

Recommendation:

- › N/A

Estimated Additional Costs:

- › N/A

Route: 99 Yonge South

Type: Base

Description: A main north-south route operating between Bernard Terminal and GO Finch Bus Terminal.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
12 min	30 min	12 min	30 min	30 min	30 min

Major Trip Generators: Bernard Terminal, Hillcrest Mall, Richmond Hill Centre Terminal, Finch Subway Station.

Boardings (2007):

Annual	1,032,176
Avg Weekday	3,818
Rev/Cost (%)	52.9
Boardings/Hr	28.1

Service Requests:

- › Route 98 should be replaced as a branch of 99 (99A Finch Station - Newmarket) Perhaps every third trip of Route 99 could be a Route 99A trip to Newmarket.

Discussion/Issues:

- › Weekday off-peak / Saturday / Sunday service will be reviewed carefully as current ridership levels may warrant lower service frequency (from the current 30-minute service)
- › YRT plans to review transit service along the Yonge Street transit corridor between Finch Subway Station and Green Lane. The scope of this review would include YRT Routes 98, 99, Viva blue, and the GO Transit Newmarket 'B' bus service with the objective of matching service levels to capacity and avoiding duplication. As Phase 2 of the Viva Rapid Transit Network is underway, service along Yonge St. to Green Lane will be reviewed to determine if current service levels provided by routes 98 and 99 are warranted. YRT will work closely with GO Transit to determine how to best meet the needs of customers travelling along this key corridor. If additional service is warranted, implementation may be considered, pending availability of funding within the approved 2009 budget envelope.

Recommendation:

- › Review the reduction of peak period service that currently operates a 12 minute frequency. The route will be monitored to ensure the proper level of service is provided for customers travelling in the Yonge St. corridor south of Bernard Terminal. Additional service will be reinstated if the service is warranted, and implementation of service will be considered in April of 2009.

Estimated Additional Costs:

- › N/A

Appendix II – Viva Routes

Viva Service

Viva is York Region's bus rapid transit (BRT) system, operating in the Highway 7 and Yonge Street corridors with connections to Don Mills and Downsview subway stations. Viva is designed to provide frequent, limited stop service using distinct vehicles, intelligent transportation systems, off-board fare payment, upgraded stations, and queue-jump lanes, all integrated with YRT's regular route service.

The current Viva service, which launched in September 2005, has realized increased boardings annually, carrying 8.3 million riders in 2007, up from 7.1 million in 2006. It is the first phase of a longer-term rapid transit initiative – VivaNext – that includes subway extensions and bus rapid transit in dedicated rapidways to provide significantly faster travel times.

VivaNext consists of approximately 71 kilometres of surface rapid transit in dedicated rapidways, integrated with the northerly extensions of the Yonge subway line to Richmond Hill Centre and Spadina subway line to Vaughan Corporate Centre. Figure 5 illustrates the various rapidway segments to be constructed. Preliminary engineering work on the H3 corridor is nearing completion, while work on the H2 segment was recently begun. Submission of the Environmental Assessment for the Y3, D1 and G1 segments on Yonge Street, Davis Drive and Green Lane east of Yonge Street have been completed and submitted for comments.

As YRT/Viva moves forward into the next year, all service frequencies and route variations will be reviewed as part of the PLAN09. Service frequencies in the morning and afternoon rush hours will be reviewed to provide adequate levels of service for each route in accordance with YRT's service standards. Along with service frequencies, the span of service Viva operates will be reviewed to find efficiencies during all periods of the day. Variations in route configurations will be addressed as requests for changes to Viva service are received.

FIGURE 5: YRT/ VIVA RAPID TRANSIT NETWORK – VIVA NEXT

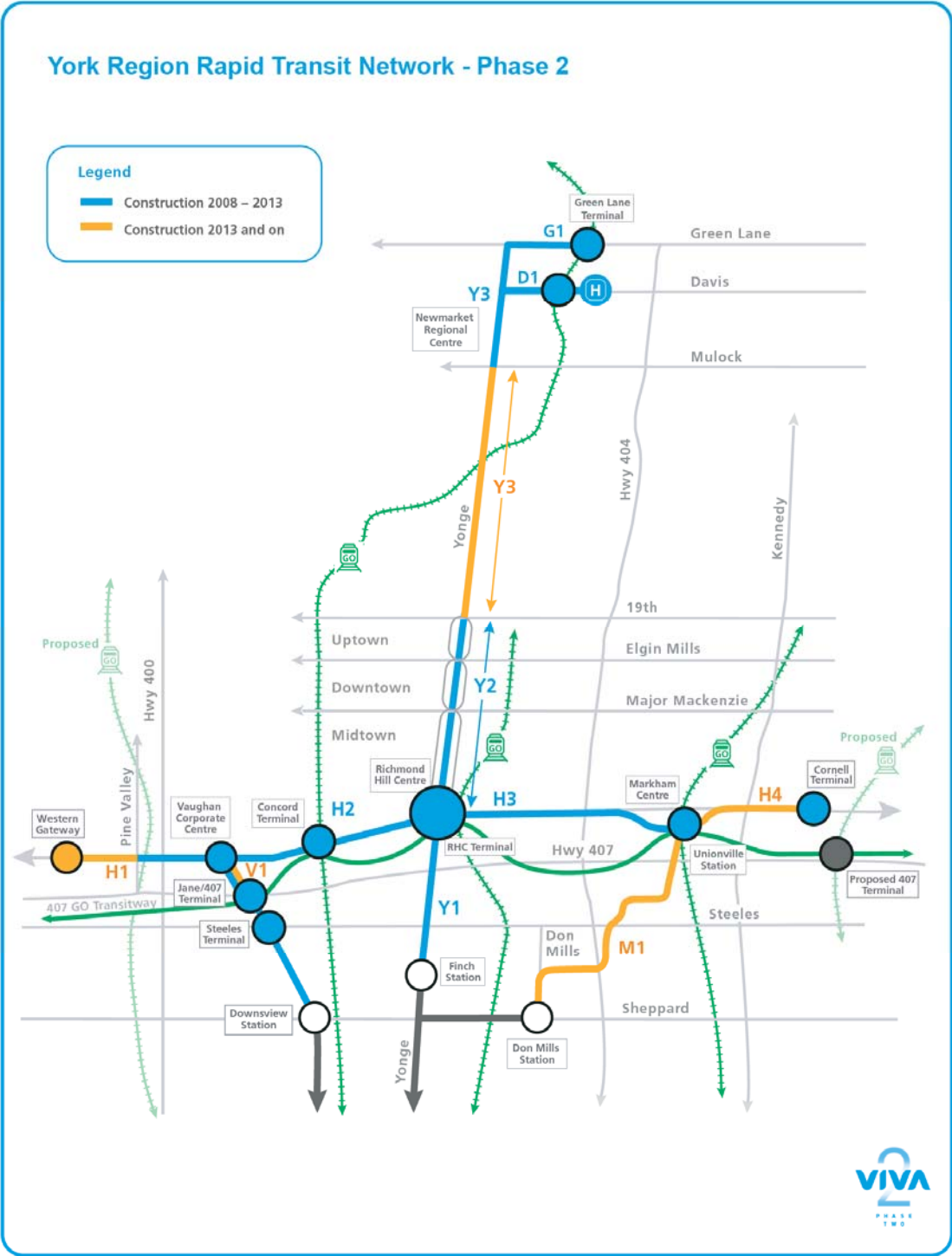
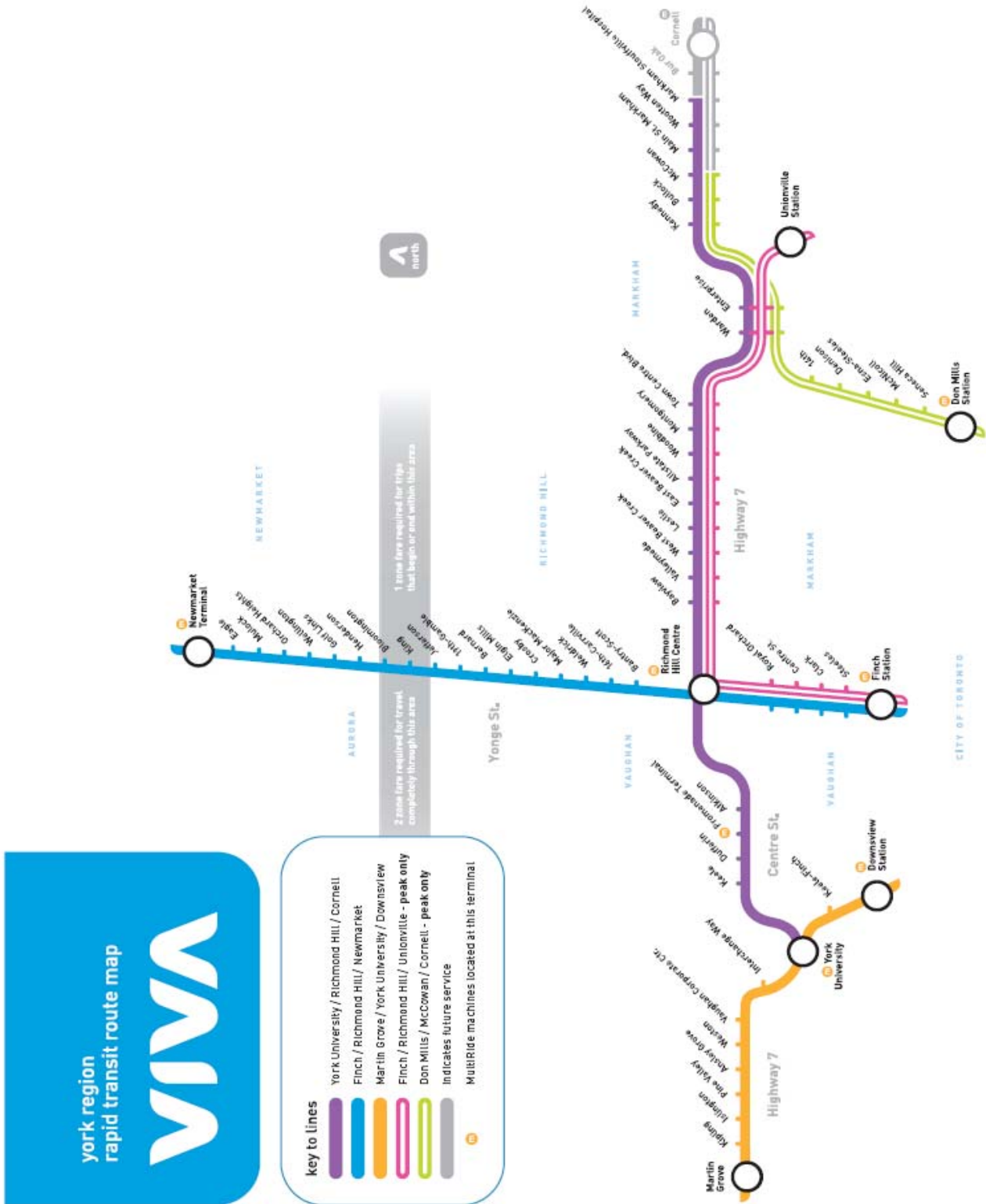


FIGURE 6: VIVA SYSTEM MAP



Route: Viva Blue

Type: Base

Description: A main north-south route operating along Yonge St between Finch GO Terminal and Newmarket GO Bus Terminal.

OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
5-10 min	12 min	5-10 min	12-15 min	12-15 min	15 min

Major Trip Generators: Finch Terminal, Richmond Hill Centre Terminal, Newmarket Terminal

Boardings (2007):

Annual	4,832,047
Avg Weekday	16,678
Rev/Cost (%)	78.0
Boardings/Hr	56.5

Service Requests:

- › Additional service frequency during peak and off-peak periods (weekday midday & evening, midday Saturday and midday Sunday)
- › Later weekday evening service (past midnight)
- › Earlier Sunday service
- › Express service north of Bernard Terminal to decrease travel time for passengers travelling between Bernard Terminal and the Newmarket GO station
- › Provide express Viva services northbound and southbound via Yonge Street
- › Extension of route further north to Green Lane / East Gwillimbury GO Station

Discussion/Issues:

- › The Environmental Assessment for the VivaNext rapidways as well as the extension of the TTC Yonge subway line to Richmond Hill Centre was submitted and is awaiting comments.

- › An efficiency may be realized by reducing the span of service for Viva blue to end at 12:00am for all service periods (weekdays, Saturdays and Sunday / Holidays). Customers may utilize transit services provided by the route 98/99 all-stop base service along Yonge Street to Green Lane. There will be little to no impact to customers as average boardings after 12:00 am on Viva blue are low.
- › Express service north of Bernard Terminal to decrease travel time for passengers travelling between Bernard Terminal and the Newmarket GO station will be reviewed as part of the 2009 planning cycle and service will be introduced if the service is warranted. Implementation of service will be considered in 2009, pending budget approval.
- › The possibility of a route extension further north (from the Newmarket Terminal) to Green Lane and the East Gwillimbury GO Station will be reviewed as part of the 2010 service planning cycle and as part of VivaNext.
- › In January 2009, to accommodate increasing demand and overcrowding, service frequency will be improved to 8.5-minute frequency (from the current 12 to 15 minutes) during the weekday early evening period.
- › August 2008, Viva blue extended to meet the last TTC train arriving at Finch Station. The route will be monitored in 2009 to see if service levels are warranted during this time.
- › YRT plans to review transit service along the Yonge Street transit corridor between Finch Subway Station and Green Lane. The scope of this review would include YRT Routes 98, 99, Viva blue, and the GO Transit Newmarket 'B' bus service with the objective of matching service levels to capacity and avoiding duplication. As Phase 2 of the Viva Rapid Transit Network is underway, service along Yonge St. to Green Lane will be reviewed to determine if current service levels provided by routes 98 and 99 are warranted. YRT/VIVA will work closely with GO Transit to determine how to best meet the needs of customers travelling along this key corridor. If additional service is warranted, implementation may be considered, pending availability of funding within the approved 2009 budget envelope.

Recommendation:

- › January 2009, as a 2008 deferral due to fleet, additional weekday peak period frequency from current 10 minutes (Newmarket-Finch) and 10 minutes (Bernard-Finch) to 8.5 minutes (Newmarket-Finch) and 8.5 minutes (Bernard-Finch), for a combined frequency of 4 minutes (from current 5 minutes) will be implemented.
- › January 2009, increase weekday off peak service from 15 min to 12 min to reduce overcrowding along the Yonge St corridor.
- › January 2009, increase Saturday midday service from the current 12 minute frequency to 10 minutes from 10 am to 12 pm and 4pm to 6 pm.

Estimated Additional Costs:

- › \$85,000 annual operating cost to improve weekday off peak service due to growth.
- › \$460,000 annual operating cost to improve Saturday midday service due to growth.
- › \$405,000 annual operating cost to maintain schedule adherence due to growth.

Route: Viva Purple

Type: Base

Description: An east – west base route operating along Highway 7 corridor between Markham Stouffville Hospital and York University.

OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
10 min	15 min	10 min	15 min	15 min	15 min

Major Trip Generators: Finch Terminal, Richmond Hill Centre Terminal, York University, Seneca Markham campus, Markham Stouffville Hospital, Highway 7 corridor, Markville Mall, Promenade Mall.

Boardings (2007):

Annual	1,851,209
Avg Weekday	7,353
Rev/Cost (%)	37.5
Boardings/Hr	27.2

Service Requests:

- › Extension of Viva purple west to Martin Grove
- › Additional service frequency during weekday off-peak periods to address overcrowding along Highway 7 east of Yonge Street.
- › Construct a Viva station at the corner of Highway 7 and Ninth Line.
- › Construct a Viva station at Highway 7 and Chalmers
- › Later weekday evening service (past midnight)

Discussion/Issues:

- › Viva purple has been extended to Markham Stouffville Hospital in anticipation of extending the service to a new Cornell bus terminal loop (January 2010).
- › An additional short-turn Viva purple service was implemented in September 2007 to address overcrowding to/from York University. This service operates between the Richmond Hill Centre Terminal and York University on an as needed basis.

- › Consideration of service increase will be determined in the fall of 2009 as a York U referendum will be held in regards to a University transit pass.
- › The need for later weekday evening service will be reviewed as part of the 2009 planning cycle.
- › Extending service to Martin Grove will not be reviewed as part of the 2009 planning cycle as Viva orange currently has capacity to accommodate new passengers.
- › Additional vivastations along the Highway 7 corridor will be reviewed and analysed in regards to YRT/Viva's spacing standards to see if the vivastations warranted in requested locations. This analysis will take place as part of the 2009 planning cycle.
- › Integration options with Brampton Transit's future AcceleRide Rapid Transit (fall 2010) will be explored in the next year.

Recommendation:

- › Peak period frequency will be reviewed as a result of customer requests during this time. A review to operate at an 8.5 minute frequency during the morning and afternoon periods will be undertaken to see if this service increase is warranted.

Estimated Additional Costs:

- › \$405,000 annual operating cost to maintain schedule adherence due to growth.

Route: Viva Pink

Type: Base

Description: A peak only service servicing Markham and Richmond Hill, operating between Finch and Unionville Stations.

OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
10 min	N/A	10 min	N/A	N/A	N/A

Major Trip Generators: Finch Terminal, Richmond Hill Centre Terminal, Unionville GO Station, Seneca Markham campus, Yonge and Highway 7 corridors.

Boardings (2007):

Annual	582,274
Avg Weekday	2,451
Rev/Cost (%)	45.6
Boardings/Hr	33.0

Service Requests:

- › Increase service span for current peak operating periods.

Discussion/Issues:

- › The need for additional peak period service frequency and span of service will be reviewed as part of the 2009 planning cycle.

Recommendation:

- › N/A

Estimated Additional Costs:

- › N/A

Route: Viva Orange

Type: Base

Description: A north – south service moving passengers between Downsview Station and western Vaughan.

OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
10 min	15 min	10 min	15 min	15 min	15 min

Major Trip Generators: Downsview Station, York University, Steeles Ave corridor, Highway 7 corridor.

Boardings (2007):

Annual	717,303
Avg Weekday	3,025
Rev/Cost (%)	25.9
Boardings/Hr	18.8

Service Requests:

- › An additional vivastation at Sheppard and Chestwood between Downsview stop and Keele / Finch stop
- › A new Viva route - Jane Street from Downsview Station to Vaughan Mills / Wonderland. Viva Orange to be realigned to bypass York University, and go to Finch via the Promenade.

Discussion/Issues:

- › Due to the available capacity on the Viva Orange line between York U and Downsview station, it is recommended that discussions continue with TTC to develop a new service model for this corridor. (Further supported by Smart Commute North Toronto-Vaughan.)
- › In 2009, York University will hold a referendum regarding a transit pass for all university students. YRT/Viva will be monitoring the events to follow as a result of the outcome of the referendum. If the university pass is accepted by the students of York University, YRT/Viva will implement service changes accordingly.
- › Discussions regarding integration options with Brampton Transit's future AcceleRide Rapid Transit (Fall 2010) are underway.

- › To provide rapid transit service along Highway 7, options include removing Viva orange from the corridor to allow AccelleRide to operate at a 5 minute frequency or co-branding Viva orange and AccelleRide as one service that operates together as currently seen with Brampton Transit and York Region Transit with Route 77.
- › The TTC Downsview Bus rapid transit busway is planned to open in fall 2009. As a result Viva orange will utilize the busway in the same manner as the TTC express routes travelling to and from York University. Using the busway will have a travel time savings in each direction on Viva orange that will result in an estimated annualized savings of \$250,000.

Recommendation:

- › N/A

Estimated Additional Costs:

- › \$203,000 annual operating cost to maintain schedule adherence due to growth.

Route: Viva Green

Type: Base

Description: North – South link between Markham and Toronto, this route operates peak periods only between Don Mills station and Highway 7 and McCowan Road.

OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
15 min	N/A	15 min	N/A	N/A	N/A

Major Trip Generators: Don Mills Station, Seneca College (Newnham Campus), Unionville GO Station, Markville Mall.

Boardings (2007):

Annual	313,564
Avg Weekday	917
Rev/Cost (%)	17.5
Boardings/Hr	12.7

Service Requests:

- › Extension east to Cornell Terminal
- › Re-instate off peak service
- › Increase service during peak periods
- › Extend evening off peak service
- › Increase peak hour service to 10 minutes from the current 15 minutes

Discussion/Issues:

- › The priority is to first extend full viva purple service to Cornell; the extension of Viva green weekday peak period service east to Cornell Terminal loop will be reviewed as part of the 2009 planning cycle.
- › Ridership on this route will continue to be monitored with the expectation that off-peak service will gradually return as the area around Markham Centre begins to develop (2009+).

- › Despite the cancellation of midday and evening service in September 2007, the route is still operating well below standard and will be monitored for future service changes.

Recommendation:

- › N/A

Estimated Additional Costs:

- › N/A

Appendix III – GO Shuttle Services

Route: 201 Markham GO Shuttle

Type: Shuttle

Description: Peak hour shuttle linking the east Markham community and Cornell to the Markham GO Station.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
30-38 min	N/A	30-38 min	N/A	N/A	N/A

Major Trip Generators: Markham GO Station, Viva services

Boardings (2007):

Annual	25,792
Avg Weekday	104
Rev/Cost (%)	25.3
Boardings/Hr	14.5

Service Requests:

- › Connect to the first AM trip at Markham GO Station

Discussion/Issues:

- › No plans in 2009 to provide connections with the first AM GO Train. Implement a new trip to connect to the first AM trip to be evaluated as part of 2009 contingency funds.
- › GO Transit has proposed plans to implement all day GO Train service during the weekdays. This GO implement could occur as early as late Fall 2009. YRT to monitor demand and requests prior to implement midday GO Shuttles. Any new midday GO Shuttles in 2009 would be financially supported using 2009 contingency funds.

Recommendation:

- › 2009 contingency funds may be used to accommodate requests.

Estimated Additional Costs:

- › N/A

Route: 202 Unionville GO Shuttle

Type: Shuttle

Description: A peak hour shuttle linking the Unionville community in Markham to the Unionville GO Station.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
30-38 min	N/A	30-40 min	N/A	N/A	N/A

Major Trip Generators: Unionville GO Station, Viva services

Boardings (2007):

Annual	31,114
Avg Weekday	111
Rev/Cost (%)	39.0
Boardings/Hr	22.4

Service Requests:

- › Connect to the first AM trip at Unionville GO Station
- › Provide GO shuttles during weekday midday in order to connect with the GO Train-Bus services.

Discussion/Issues:

- › No plans in 2009 to provide connections with the first AM GO Train. Implement a new trip to connect to the first AM trip to be evaluated as part of 2009 contingency funds.
- › GO Transit has proposed plans to implement all day GO Train service during the weekdays. This GO implement could occur as early as late Fall 2009. YRT to monitor demand and requests prior to implement midday GO Shuttles. Any new midday GO Shuttles in 2009 would be financially supported using contingency funds.

Recommendation:

- › 2009 contingency funds may be used to accommodate requests.

Estimated Additional Costs:

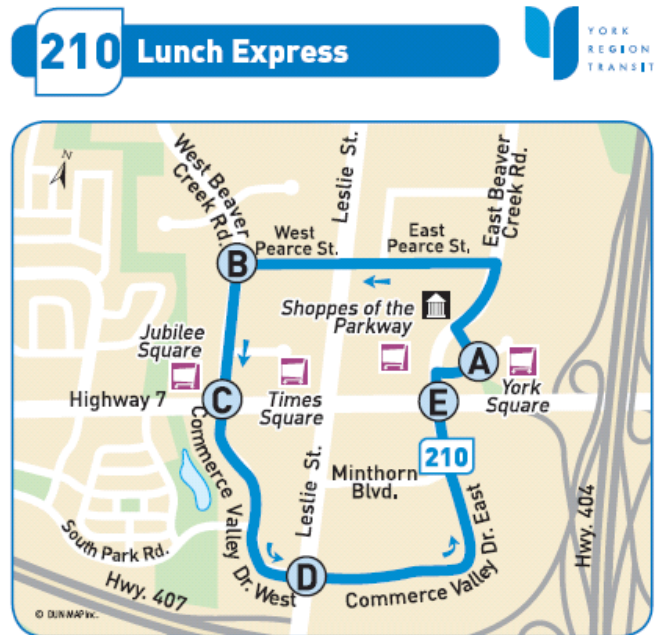
- › N/A

Route: 210 Lunch Express

Type: Shuttle – Charter service supported by Smart Commute

Description: A lunch time shuttle on Fridays only, operating in the Beaver Creek and Commerce Valley business parks.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
	✓				
N/A	15 min	N/A	N/A	N/A	N/A

Major Trip Generators: Restaurant area, Beaver Creek Business Park, Commerce Valley Business Park

Boardings (July 2008):

Annual	711 (in 2007)
Avg Weekday	6
Rev/Cost (%)	4
Rev Pass/Hr	1.8

Service Requests:

- › Have the bus operate in both directions

- › Operate on more days
- › More frequent service, i.e. 5 minute frequency
- › Pick up/Drop off at front door of large employer's offices
- › Drop off between stops, especially during inclement weather
- › Expand route to Woodbine Ave/Hwy 7
- › Expand route north to 16th Ave

Discussion/Issues:

- › The Lunch Express sponsored by Smart Commute until the end of June 2008. Starting in July 2008, the Lunch Express began an YRT/ VIVA route with a partnership with Smart Commute.
- › Since this route did not meet our shuttle standards (lack of ridership), this route was discontinued after December 19, 2009. Smart Commute 404/7 supported YRT's decision to discontinue this route.

Recommendation:

- › After December 19, 2009, Route 210 – Lunch Express was discontinued.
- › YRT and Smart Commute 404/7 to continue to work together to promote the use of public transit.

Estimated Additional Costs:

- › N/A

Route: 222 Aurora – Newmarket GO Shuttle

Type: Shuttle

Description: A peak hour shuttle linking Newmarket and Aurora that operates between the 404 Town Centre and Aurora GO Train Station.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
30-35 min	N/A	30-35 min	N/A	N/A	N/A

Major Trip Generators: 404 Town Centre, Aurora GO Train Station.

Boardings (2007):

Annual	10,462
Avg Weekday	60
Rev/Cost (%)	20.1
Boardings/Hr	10.2

Service Requests:

- › N/A

Discussion/Issues:

- › GO Transit possible service improvements

Recommendation:

- › April 2009, additional trips to service new train service on the Bradford line (4 additional trips)

Estimated Additional Costs:

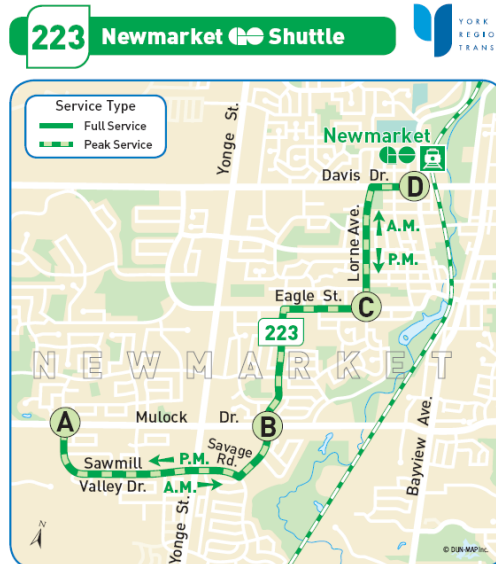
- › \$101,200 annual gross costing for additional trips

Route: 223 Newmarket GO Shuttle

Type: Shuttle

Description: A peak hour shuttle linking South-western Newmarket to the Newmarket GO Train Station.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
30-35 min	N/A	30-35 min	N/A	N/A	N/A

Major Trip Generators: Newmarket GO Train Station

Boardings (2007):

Annual	6,265
Avg Weekday	30
Rev/Cost (%)	17.4
Boardings/Hr	8.9

Service Requests:

- › N/A

Discussion/Issues:

- › This route has been in operation for two and a half years and has been not achieving minimum financial and ridership performance standards. It ranks lowest in performance in its peer group of routes. The option of cancellation due to poor performance should be considered for September 2009 after the results of a target marketing campaign are evaluated. The marketing campaign should be conducted late 2008 or early 2009 in order to provide a minimum 6 months evaluation period
- › GO service improvements, schedules would require adjusting

Recommendation:

- › April 2009, additional trips to service new train service on the Bradford line (4 additional trips)
- › September 2009, Route 223 to be discontinued if targeted marketing campaign does not result in improved financial and ridership performance

Estimated Additional Costs:

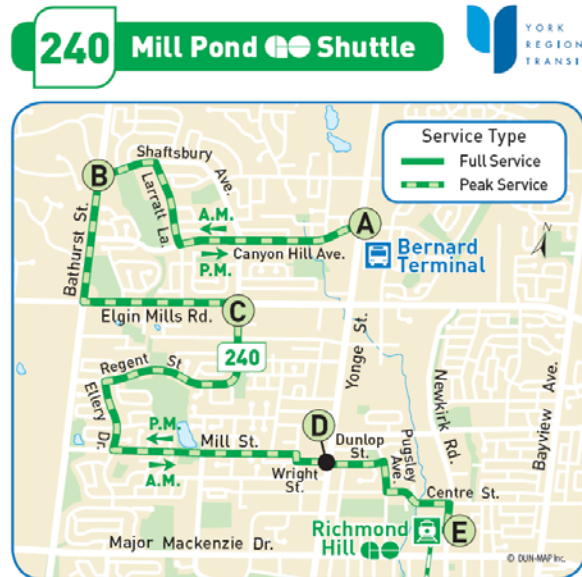
- › \$101, 200 annual gross costing for additional trips

Route: 240 Mill Pond GO Shuttle

Type: Shuttle

Description: A peak hour GO shuttle serving the Mill Pond, Heritage Estates and Shaftsbury subdivision

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
30 min	N/A	30 min	N/A	N/A	N/A

Major Trip Generators: Bernard Terminal, Westbrook, Richmond Hill GO Station, Heritage Estates and Mill Pond subdivisions

Boardings (2007):

Annual	30,983
Avg Weekday	138
Rev/Cost (%)	32.3
Boardings/Hr	19.3

Service Requests:

- › No service requests at this time

Discussion/Issues:

- › No changes to current service levels are required for 2009

Recommendation:

- › N/A

Estimated Additional Costs:

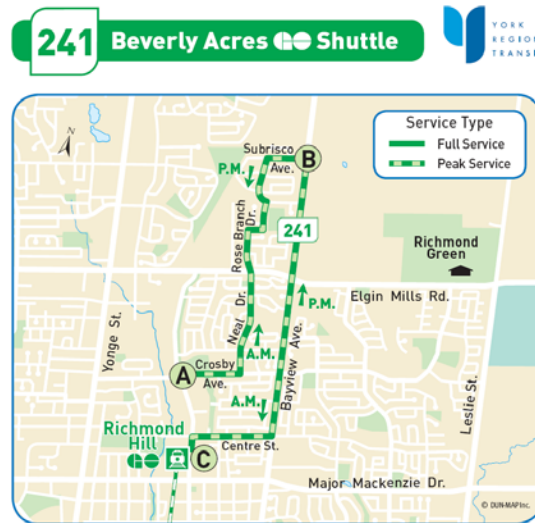
- › N/A

Route: 241 Beverley Acres GO Shuttle

Type: Shuttle

Description: A peak hour shuttle serving the Subrisco and Beverly Acres subdivisions.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
30 min	N/A	30 min	N/A	N/A	N/A

Major Trip Generators: Subrisco and Beverly Acres Subdivisions

Boardings (2007):

Annual	18,300
Avg Weekday	84
Rev/Cost (%)	26.6
Boardings/Hr	15.9

Service Requests:

- › No service requests at this time

Discussion/Issues:

- › No changes to current service levels are required for 2009

Recommendation:

- › N/A

Estimated Additional Costs:

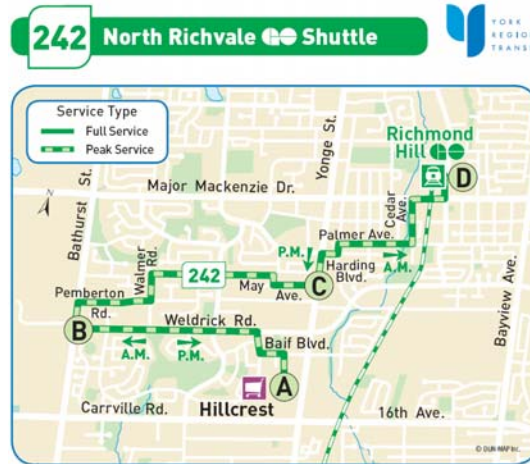
- › N/A

Route: 242 North Richvale GO Shuttle

Type: GO Shuttle

Description: A peak hour GO shuttle serving the North Richvale Community of Richmond Hill.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
30 min	N/A	30 min	N/A	N/A	N/A

Major Trip Generators: Richvale subdivision, Hillcrest Mall, Richmond Hill GO Station

Boardings (2007):

Annual	9,108
Avg Weekday	49
Rev/Cost (%)	14.5
Boardings/Hr	49

Service Requests:

- › No service requests at this time

Discussion/Issues:

- › Currently there is a minor duplication of service between Route 86 and Route 242 North Richvale GO Shuttle along Weldrick Drive. Consideration in spring 2008 to restructure Route 242 to operate within Upper Thornhill Village (see Route 86) Otherwise no changes to current service levels are required for 2009

Recommendation:

- › January 2009, restructure Route 242 to operate within Upper Thornhill Village

Estimated Additional Costs:

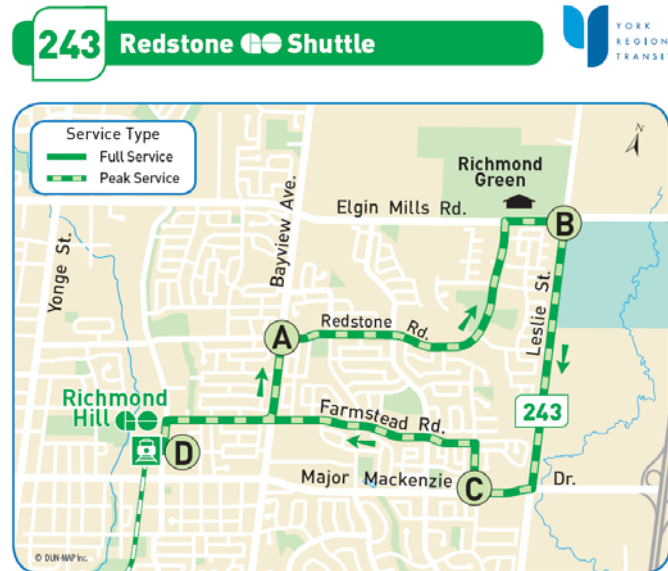
- › Additional annual operating cost for restructuring Route 242 to service the Upper Thornhill Village subdivision can be accommodated within the current Route 242 operating budget

Route: 243 Redstone GO Shuttle

Type: GO Shuttle

Description: A peak hour GO shuttle serving the Bayview North community.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
30 min	N/A	30 min	N/A	N/A	N/A

Major Trip Generators: Bayview North Subdivision

Boardings (2007):

Annual	38,932
Avg Weekday	211
Rev/Cost (%)	51.1
Boardings/Hr	30.5

Service Requests:

- › Will be monitoring this route for capacity issues.

Discussion/Issues:

- › No changes to current service levels are required for 2009

Recommendation:

- › N/A

Estimated Additional Costs:

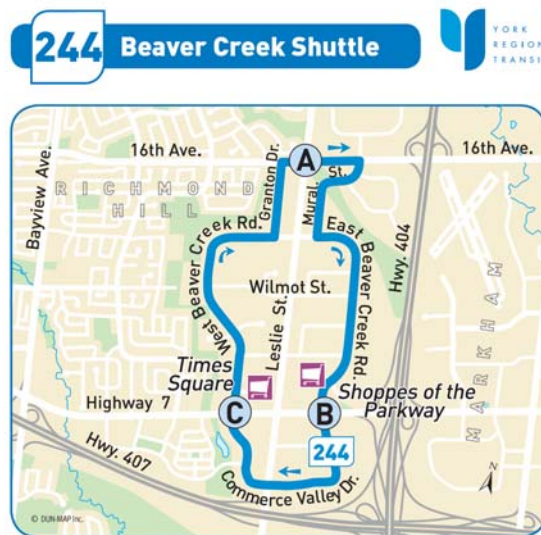
- › N/A

Route: 244 Beaver Creek-Commerce Valley Local

Type: Shuttle

Description: A local route accommodating the residents and employees of the Beaver Creek and Commerce Valley Business Parks

Current Routing:



AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
30 min	20 min	30 min	30 min	30 min	N/A

Major Trip Generators: Bayview North Subdivision, Beaver Creek & Commerce Valley Business Parks, Shoppes of the Parkway, Times Square

Boardings (2007): N/A (New Route)

Annual	N/A
Avg Weekday	N/A
Rev/Cost (%)	N/A
Boardings/Hr	N/A

Service Requests:

- › N/A – new route introduced in June 2008

Discussion/Issues:

- › N/A – new route introduced in June 2008

- › This was formally a branch of the Route 85, a desire to provide frequent shuttle service to the business area connecting both Hwy 7 and 16th Ave was explained in the 2008 Service Plan. Peak hour 10 minute frequency within the business parks was recommended.

Recommendation:

- › N/A – new route introduced in June 2008

Estimated Additional Costs:

- › N/A – new route introduced in June 2008

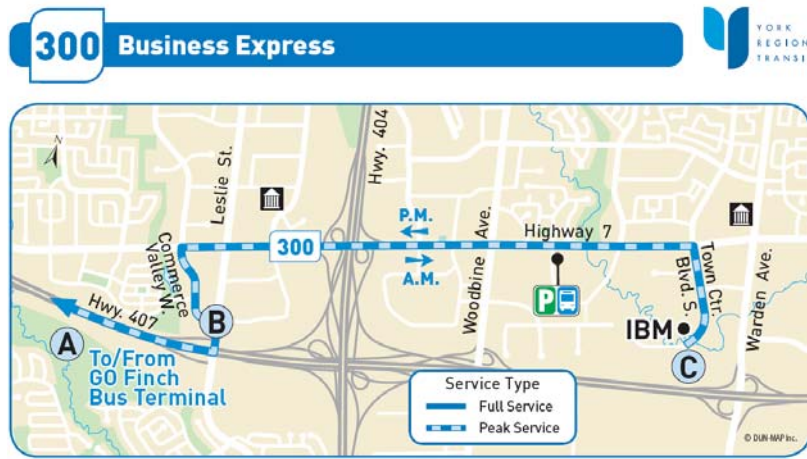
Appendix IV – YRT Express Services

Route: 300 Business Express

Type: Express

Description: Hwy 407 express service between Finch Subway Station, Beaver Creek business park, CGI, Allstate Parkway employment area, employment area at Town Centre Blvd (IBM).

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
20 min	N/A	25/30 min	N/A	N/A	N/A

Major Trip Generators: Finch Subway Station, Beaver Creek business park, CGI, Allstate Parkway employment area, IBM office

Boardings (2007):

Annual	73,090
Avg Weekday	306
Rev/Cost (%)	49.8
Boardings/Hr	23.8

Service Requests:

- › Implement or reinstate more frequent service.

Discussion/Issues:

- › Business Express riders have migrated to the viva services (ridership decreases). In January 2008, the frequency was reduced.

Recommendation:

- › N/A

Estimated Additional Costs:

- › N/A

Route: 301 Markham Express

Type: Express

Description: Highway 407 express service between Finch Subway Station and east Markham local community.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
15 min	N/A	15-25 min	N/A	N/A	N/A

Major Trip Generators: Finch Subway Station

Boardings (2007):

Annual	99,930
Avg Weekday	423
Rev/Cost (%)	53.0
Boardings/Hr	25.3

Service Requests:

- › Implement midday express service
- › Implement later AM service
- › Implement early PM service, i.e. 3:30pm or 3:45pm
- › Implement late pm service after 6:00pm (petition received November 2, 2007)

- › Town of Markham requested later AM service and early PM service, i.e. 3:30pm or 3:45pm.

Discussion/Issues:

- › Implement more service (1 am trip and 1 pm trip) to be evaluated as part of the 2010 Service Plan

Recommendation:

- › N/A

Estimated Additional Costs:

- › N/A

Route: 302 Unionville Express

Type: Express

Description: Highway 407 express service between Finch Subway Station and the Unionville community in Markham.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
30 min	N/A	30-35 min	N/A	N/A	N/A

Major Trip Generators: Finch Subway Station

Boardings (2007):

Annual	49,826
Avg Weekday	197
Rev/Cost (%)	54.2
Boardings/Hr	25.9

Service Requests:

- › Implement a 4:15pm trip from GO Finch terminal in order to provide 15 minute frequency
- › Implement a 6:00pm trip from GO Finch terminal

Discussion/Issues:

- › Implement more service (1 pm trip) to be evaluated as part of the 2010 Service Plan

Recommendation:

- › N/A

Estimated Additional Costs:

- › N/A

Route: 303 Cornell Express

Type: Express

Description: Highway 407 express service between Finch Subway Station and east Markham local community and Cornell community.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓			✓		
15 min	N/A	N/A	25 min	N/A	N/A

Major Trip Generators: Finch Subway Station

Boardings (2007):

Annual	28,219
Avg Weekday	119
Rev/Cost (%)	72.8
Boardings/Hr	34.8

Service Requests:

- › Excellent, fast, efficient service
- › Implement an early trip from Cornell at 6:45am

- › Implement later evening service from GO Finch terminal, i.e. 4:30pm, 5:45pm, 6:00pm, 6:15pm
- › Service the Grand Cornell, south of Highway 7

Discussion/Issues:

- › Implement more service (1am trip and 1 pm trip)

Recommendation:

- › February 2009, implement more service (1am trip and 1 pm trip)

Estimated Additional Costs:

- › \$50,400 annual operating cost for the new trips

Route: 340 Bayview Express (limited stop service)

Type: Express

Description: Express service to Finch GO Bus terminal operating primarily along Bayview Ave during the AM peak period only.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓					
30 min	N/A	N/A	N/A	N/A	N/A

Major Trip Generators: Richmond Hill residential areas, Finch Subway Station

Boardings (2007):

Annual	11,513
Avg Weekday	94
Rev/Cost (%)	14.0
Boardings/Hr	6.2

Service Requests:

- › Change the 4:45pm trip to depart at 5:00pm from the Finch Terminal
- › Travel time is too long to be considered an express service

Discussion/Issues:

- › Service operating below performance standards.
- › Due to the low ridership on Route 340 – Bayview Express, some improvements were implemented in November 2008. The improvements were changing the fare category from express fare to regular fare; renumbering the service from Route 340 to 91E.

Recommendation:

- › November 2008, changed fare category and renumbered to 91E.

Estimated Additional Costs:

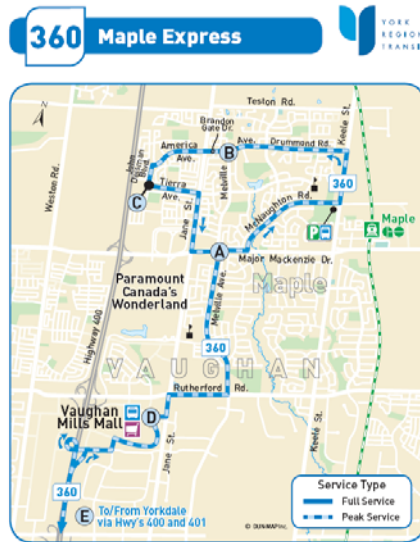
- › N/A

Route: 360 Maple Express

Type: Express

Description: Hwy 400/401 express service between Maple, Vaughan Mills Mall and Yorkdale Subway Station.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
30-45 min	N/A	30-45 min	N/A	N/A	N/A

Major Trip Generators: Vaughan Mills Mall, Yorkdale Subway Station

Boardings (2007):

Annual	79,141
Avg Weekday	442
Rev/Cost (%)	41.1
Boardings/Hr	18.2

Service Requests:

- › Provide weekday midday service to facilitate transit access to Yorkdale Shopping Centre, Yorkdale Subway Station, Vaughan Mills Mall and Canada's Wonderland. (Further supported by Smart Commute North Toronto-Vaughan.)
- › Provide Saturday and Sunday/holiday service to facilitate transit access to Yorkdale Shopping Centre, Yorkdale Subway Station, Vaughan Mills Mall and Canada's Wonderland. (Further supported by Smart Commute North Toronto-Vaughan.)

Discussion/Issues:

- › Since this route connects Vaughan Mills Mall, Yorkdale Shopping Centre and Yorkdale Subway Station, the latent customer base is somewhat more diversified in comparison to other express routes that typically cater to a traditional commuter market. As such, this route can potentially service midday-oriented customers such as shoppers, tourists, university/college students

Recommendation:

- › To provide weekday midday service between Vaughan Mills Mall Terminal and Yorkdale Subway Station (i.e. with no local service in the Maple area)

Estimated Additional Costs:

- › \$155,000, annual operating cost for weekday midday service between Vaughan Mills Mall Terminal and Yorkdale Subway station

Appendix V – Community Bus Services

Alternative Services Strategies

Strategy	Service Delivery
Charter	Riders book a YRT vehicle to take them from point A to point B (Minimum 3 hours service required)
Dial-A-Bus / Zone Bus	Riders call to reserve a vehicle that will pick-up and drop-off at closest bus stop (operation can be in-house or contracted out)
Community Bus	Accessible service on fixed routes
Flex Route	Fixed route service with off-route deviations (for drop-offs or pick-ups)
Demand Responsive Connector	Vehicles operate in demand-responsive mode within a zone, with one or more scheduled transfer points that connect with a fixed-route network.
Fixed Route	Vehicles travel on a fixed route and schedule
Express Service	Vehicles travel on fixed routes and schedules using limited stops



Community Bus

Community bus routes are fully accessible transit services typically designed for seniors and people with disabilities who can use fully accessible conventional transit. Rather than follow conventional routing patterns, these routes are specifically designed to provide better access to facilities oriented to this market group (door-to-door service), such as senior's residences, medical facilities, community centres, libraries, and shopping areas.



Currently, only three Community bus routes operate in York Region - Route 589 in Richmond Hill, Route 520 and Route 521 in Newmarket, and Route 522 in Markham. These routes have proven to be very popular with residents and provide an efficient alternative to the single use trips made using the more expensive Mobility Plus service.

Consideration will also be given to the socio-economic characteristics of the community and other factors such as travel demand management programs that may affect potential transit ridership. Due to the nature of a Community bus route, operating and performance standards are somewhat less than for core or feeder routes.

Service Levels for Fixed Route Service - minimum service frequencies and spans of service as per the following, when operating:

Weekdays	60 minutes (Peak)	6:00 am to 9:00 am / 3:00 pm to 7:00 pm
	120 minutes (Off Peak)	9:00 am to 3:00 pm / 7:00 pm to 11:00 pm
Saturdays	120 minutes	6:00 am to 11:00 pm
Sundays/Holidays	120 minutes	9:00 am to 11:00 pm

Performance Targets Fixed Route Services – Community bus routes should equal or exceed the following performance levels; if they cannot meet these targets, possible remedies could include route changes, lower service levels or replacement by a demand responsive service:

Weekday Peak Hours	15 passengers per service hour, with a minimum performance of 5 boardings per hour
Other times	12 passengers per service hour, with a minimum performance of 4 boardings per hour

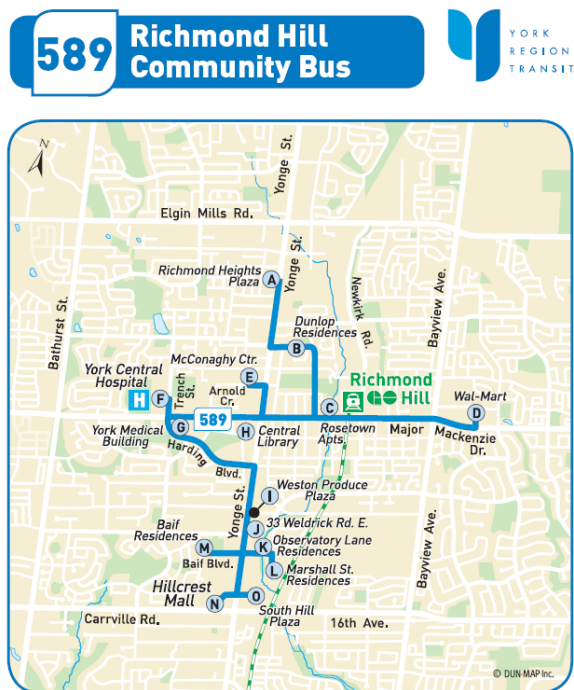
Service Warrants – Small community routes are dependent on the demand in residential or industrial areas. They can operate during weekday peak periods only, or can be extended to other periods and days depending on their ability to maintain the minimum performance targets after a one year trial period.

Route: 589 Richmond Hill Community Bus

Type: Community

Description: A Community bus route providing door to door service to various destinations in central Richmond Hill.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓		✓	✓
60 min	60 min	60 min	N/A	60 min	60 min

Major Trip Generators: Senior residences along the route, York Central Hospital, Hillcrest Mall, Upper Yonge Plaza, Wal-Mart

Boardings (2007):

Annual	39,066
Avg Weekday	136
Rev/Cost (%)	10.2
Boardings/Hr	6.5

Service Requests:

- › Remove or reduce service to Baif Residences

- › Extend service to Crosby Park
- › Extend service to Price Chopper at Major Mackenzie Dr and Elgin Mills Rd

Discussion/Issues:

- › Due to the increasing number of destinations along the route, consideration will be given to restructuring this route and possibly developing two separate branches. This will minimize travel time by providing more direct service.

Recommendation:

- › Review route structure and schedules for possible route re-configuration

Estimated Additional Costs:

- › N/A

Route: 520/521 Newmarket Community Bus

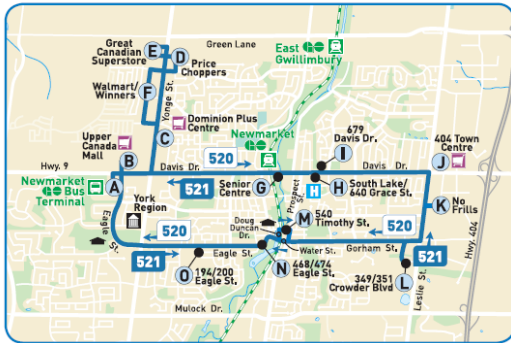
Type: Community

Description: A community bus route providing door to door service to various destinations in Newmarket.

Current Routing:



MONDAY - FRIDAY ROUTING



SATURDAY - SUNDAY ROUTING



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
	✓			✓	
N/A	90 min	N/A	N/A	90 min	N/A

Major Trip Generators: Senior residences along the route, Upper Canada Mall, Shopping Centres along the route

Boardings (2007):

Annual	14,858
Avg Weekday	55
Rev/Cost (%)	4.9
Boardings/Hr	3.1

Service Requests:

- › Extend service to Giant Tiger Store

Discussion/Issues:

- › Due to the existing route length, no other service requests can be accommodated without exceeding the two hour maximum frequency service standard for community bus

Recommendation:

- › N/A

Estimated Additional Costs:

- › N/A

Route: 522 Markham Community Bus

Type: Community

Description: A community bus route providing door to door service to various destinations in central Markham.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
	✓			✓	
N/A	90 min	N/A	N/A	90 min	N/A

Major Trip Generators: Senior residences along the route, Markville Mall, Markham-Stouffville Hospital.

Boardings (2007):

Annual	8,025
Avg Weekday	35
Rev/Cost (%)	6.4
Boardings/Hr	3.4

Service Requests:

- › Provide a community bus to/from St Luke's Lodge for shopping and medical
- › Extend service to 2780 Bur Oak Ave
- › Extend service to 380 Church St
- › Extend service to 54 Parkway Ave
- › As per feedback from public consultation meeting:

- › Extend service to the new medical building at 122 Cornell Avenue
- › Extend service to Markham Medical Centre (Hwy 7 / Ninth Line)
- › Extend service to medical building at south east corner on Mc Cowan Rd & Hwy 7
- › Extend service to 17 Anna Russell Way in Unionville
- › Extend service to 100 Anna Russell Way in Unionville

Discussion/Issues:

- › When the Markham Connector was converted to the Markham Community Bus, YRT/ Viva provided St Luke's shuttle service to/from Markville Mall and to/from Participation House (4 days per week). Due to low ridership, St Luke's shuttle service was discontinued
- › In order to expand service and maintain the 90 minute frequency an additional bus is required.

Recommendation:

- › Review route structure and schedules for possible route re-configuration
- › St Luke's shuttle to be reinstated to a conventional service or charter service and open the service to all St Luke's residence (not just Mobility Plus users). Work with St Luke's Lodge to determine if this facility would charter YRT/ Viva services

Estimated Additional Costs:

- › \$74,400 annual operating cost for addition of one bus to expand the services

Proposed New Community Bus Routes

Vaughan

Given the socio-economic mix of the community, a review will be completed in Vaughan for the suitability of a Community Bus, and YRT/ Viva will consider operating a limited, fully accessible, fixed route service. Routing is to be determined however, various key medical and retail/commercial facilities will be the focus of the route.

Estimated Additional Costs:

- › Community bus proposals for Vaughan could amount to \$79,000

Travel Training

YRT/ Viva recognized the need for a systematic approach to helping people use transit. The travel training program is designed to help potential customers gain the knowledge, skills and confidence they require to use the transit system to get to and from medical, employment, leisure, shopping, or social destinations.



Travel training can empower people to use regular transit, where they can travel spontaneously, become more independent and improve their quality of life. It should also reduce demand for the specialized service, Mobility Plus, making it more available to people who have no other alternative. Generating new trips on regular transit also helps the municipality attract more gas tax revenue.

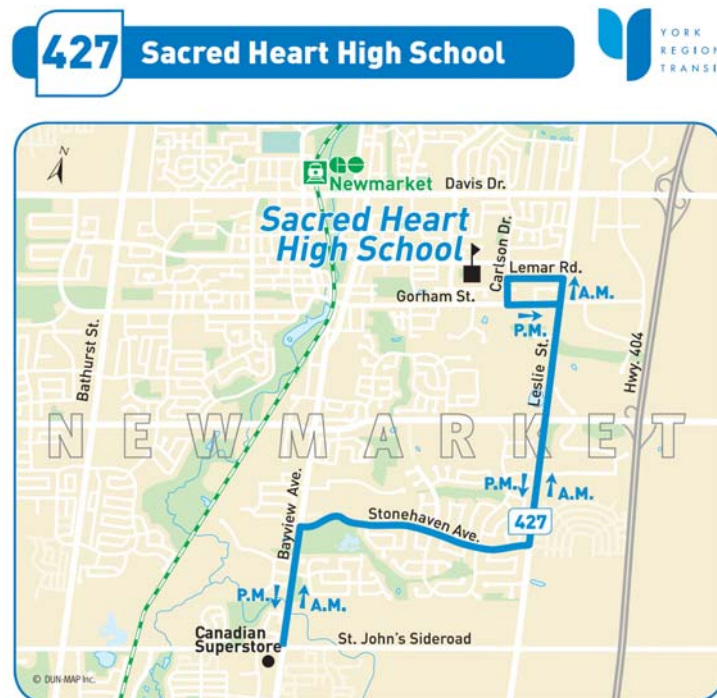
Appendix VI – School Specials

School Specials

Secondary school students are an important market for YRT/ Viva services. In fact, in some areas of the Region, high school students comprise over 35% of the local market. As such, many YRT/ Viva services are scheduled to meet school bell times and routes are configured to provide direct access to the schools. Due to the large volumes of student riders carried on specific runs during the day, it is sometimes necessary to add extra runs to regularly scheduled services in order to avoid overcrowding. These extra runs are referred to as 'School Specials'. Normally, School Specials operate along existing transit routes, however, occasionally parts of the route are diverted to provide additional service coverage.

As part of the annual service planning exercise, discussions are held with the York Region School Boards (Student Transportation Services) in order to determine the following year's needs. Discussions focus on the construction of new schools, scheduling of bell times and changes in walking distance criteria.

An example of a School Special routing is shown below. As of September 2008, YRT/ Viva will be operating 34 school special routes. These runs are included on the YRT/ Viva website and are marketed to York Region high schools.





THINGS TO DO, PLACES TO GO.

Join the student freedom movement.



COOL HANGOUTS

FAIRVIEW MALL Routes 90; TTC 25D; Viva Green
 MARKVILLE MALL Routes 1, 40, 41; TTC 129A; Viva Purple, Green
 PROMENADE MALL Routes 3, 5, 23, 77, 88; TTC 160; Viva Purple
 UPPER CANADA MALL Routes 52, 55, 56, 57A, 98; Viva Blue
 VAUGHAN MILLS MALL Routes 12, 20, 85, 360
 WOODBINE CENTRE Route 7
 YORKDALE MALL Route 360

FUN UNLIMITED

IN PLAY INC. Routes 98, 57/57A; Viva Blue
 LASER QUEST Routes 86, 99; Viva Blue
 LUCKY STRIKE LANES Routes 12, 20, 85, 360
 NASCAR SPEED PARK Routes 12, 20, 85, 360
 PIONEER VILLAGE Route 20
 REPTILIA INC. Route 85
 THE HELICOPTER COMPANY Route 85
 THE WAVE POOL Routes 4, 99; Viva Blue

IT'S SHOWTIME

AMC INTERCHANGE Routes 20, 77; TTC 35D; Viva Orange, Purple
 AURORA CINEMAS Routes 31, 32, 33, 54
 COLOSSUS Routes 10, 77; TTC 165; Viva Orange, Purple
 ELGIN MILLS Routes 83, 86, 90, 98, 99; Viva Blue
 FIRST MARKHAM PLACE Routes 1; Viva Pink, Purple
 GEM THEATRE Route 51
 SILVERCITY NEWMARKET Routes 52, 98
 SILVERCITY RICHMOND HILL Routes 1, 83, 87, 99; Viva Blue, Pink, Purple

ROUTES///HIGH SCHOOL

AURORA

Aurora High School
 Cardinal Carter CHS
 Dr. G.W. Williams Secondary School

ROUTE NUMBER

31, 32, 33
 22, 84A, 84C, 98, 443*; Viva Blue
 32, 98; Viva Blue

GEORGINA

Keswick High School
 Our Lady of the Lake CHS

50, 51, 424*
 50, 51

KING

King City Secondary School

22

MARKHAM

Brother André CHS
 Father McGivney Catholic Academy
 Markham District High School
 Markville Secondary School
 Middlefield Collegiate Institute
 Milliken Mills High School
 Pierre Elliott Trudeau High School
 St. Augustine CHS
 St. Robert CHS
 Thornhill Secondary School
 Thornlea Secondary School

41, 85, 400*, 401*; TTC 102D
 2A, 404*; TTC 129A
 1, 2A, 409*
 40, 41; TTC 129A
 2, 2A
 2A, 8
 8, 18
 40, 85; TTC 224D
 3, 3B, 82, 90, 413*, 445*; TTC 25D
 5, 77, 99; Viva Blue, Pink
 3, 91, 91A

NEWMARKET

Dr. J.M. Denison Secondary School
 Huron Heights Secondary School
 Newmarket High School
 Sacred Heart CHS
 Sir William Mulock Secondary School

44, 52, 98
 55, 55B, 422*
 57, 57A, 58, 420*, 421*
 56
 57, 98

RICHMOND HILL

Alexander Mackenzie High School
 Bayview Secondary School
 Langstaff Secondary School
 Richmond Green Secondary School
 Richmond Hill High School
 St. Theresa of Lisieux CHS

4, 4A, 83, 83A, 89
 4, 4A, 82, 91, 91A, 442*
 83, 83A, 87, 99, 444*; Viva Blue, Purple
 82, 83A, 90, 449*
 83, 86, 440*, 441*, 448*; Viva Blue
 83, 88, 90, 440*, 446*

VAUGHAN

Emily Carr Secondary School
 Father Bressani CHS
 Holy Cross Catholic Academy
 Maple High School
 St. Elizabeth CHS
 St. Jean de Brebeuf CHS
 St. Joan of Arc CHS
 Stephen Lewis Secondary School
 Vaughan Secondary School
 Westmount Collegiate Institute
 Woodbridge College

10, 13, 85, 461*
 10, 12
 7, 460*
 4, 20, 87, 360, 462*
 3, 3B, 5, 23, 77, 83, 88; TTC 160; Viva Purple
 85B; TTC 165D/F
 4, 360; TTC 107C/F
 23, 87; TTC 105
 5; TTC 105
 3, 3B, 23, 88; TTC 160; Viva Purple
 11, 13, 77; Viva Orange, Purple

WHITCHURCH-STOUFFVILLE

Stouffville District Secondary School

9, 9A

*High school specials run on school days only.

FARES [1 ZONE]†

	CASH	10 TICKETS	MONTHLY PASS
Student*	\$2.50	\$17.00	\$60.00

*Full-time secondary school: students must present a valid student I.D. card with tickets and monthly passes.

†For 2 zone fare information refer to the route map or visit our website

HOW TO REACH US

Call 1 866 MOVE YRT [1 866 668 3978] or
 visit yrt.ca for schedules and ticket agent locations.



Appendix VII – TTC Routes

Route: **TTC 17A Birchmount**

Type: Local

Description: A main north-south route operating along Birchmount Road in Markham southward to Warden Subway Station with peak service to Royal Crest Ct.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓		✓			
21 min	N/A	17 min	N/A	N/A	N/A

Major Trip Generators: Warden Subway Station, Birchmount Rd employment area

*Boardings (2007):

Annual	314,802
Avg Weekday	1,079
Rev/Cost (%)	37.5
Boardings/Hr	30.1

*Combined stats for 17A and 68B

Service Requests:

- › Extend north to Highway 7 and service Enterprise Blvd and the Unionville GO Station.

Discussion/Issues:

- › Birchmount Rd will be extended further north to connect with Highway 7
- › Extend route north to Highway 7 in order to service Markham Centre (Unionville GO Stn) and connect with transit service along Highway 7 (to be evaluated as part of the 2010 Service Plan)
- › Town of Markham recommended that YRT work collaboratively with Smart Commute TDMs to promote transit services in employment areas that are operating below performance standards, i.e. Route 17A.

Recommendation:

- › Service operating below performance standards. Consideration to be made with respect to review (e.g. marketing to new companies near Birchmount Rd) in 2009. Future route extension to Hwy 7 will improve performance on this route.
- › 2010, extend route to Hwy 7 and to the Unionville GO Station.

Estimated Additional Costs:

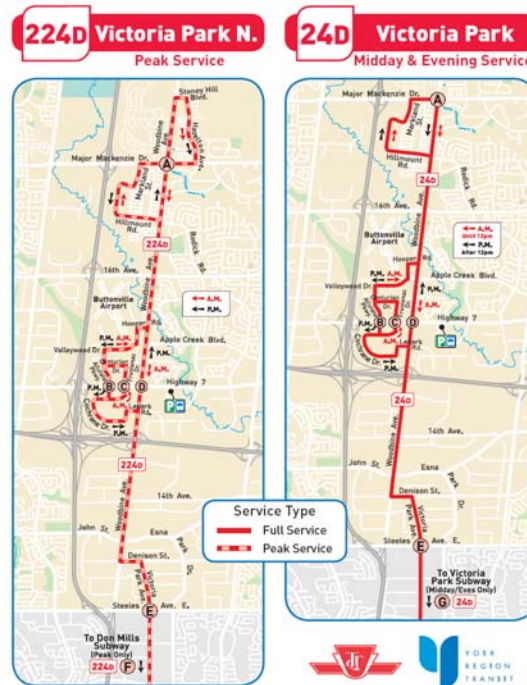
- › N/A

Route: TTC 24D, 224 C/D Victoria Park N & YRT 224B Woodbine

Type: Base

Description: Main north-south route operating mainly along Woodbine Avenue between Major Mackenzie Drive and the Don Mills Subway Station (peak periods) and Victoria Park Subway Station (off peak periods). On weekends, YRT 224B Woodbine only operates north of Steeles Ave.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
20 min	30 min	20 min	18-19 min	60 min	60 min

Major Trip Generators: Scholastics/Phillips offices, Allstate Parkway employment area, Seneca Markham Campus, Denison employment area, Don Mills Subway Station & Victoria Park Subway Station.

Boardings (2007):

Annual	200,422
Avg Weekday	717
Rev/Cost (%)	24.9
Boardings/Hr	19.1

Service Requests:

- › Improve the frequency during peak periods
- › Improve frequency during weekends
- › Provide service along Shields Court
- › Extend service further north of Vine Cliff Boulevard, as far north as Elgin Mills Road
- › Combine Route 224C with the Allstate section of Route 224D in order to provide more frequent service between Steeles Avenue and Allstate area.
- › New Honda building to open late 2009. New site will be in the Elgin Mills Rd and Woodbine Ave area.
- › Need Viva services along this corridor
- › Extend service to Leslie St and Elgin Mills

Discussion/Issues:

- › September 2008, the peak period frequency was improved to every 20 minutes.
- › The existing ridership on the weekend does not support improvement frequency levels.
- › During weekday peak periods, extend north of Elgin Mills Road
- › The transit services along Elgin Mills Rd to be further as part of our next 5-Year Service Plan.
- › Town of Markham recommended express service (non stop between the subway station and Steeles Ave) for TTC routes servicing York Region.

Recommendation:

- › September 2009, extend service further north of Elgin Mills Road during weekdays
- › There are no plans for Express TTC service (expressing between subway stations and Steeles Ave) since YRT would be required to pay for the service south of Steeles Ave.

Estimated Additional Costs:

- › \$201,600 operating cost for route extension to Elgin Mills Rd

Route: TTC 25D Don Mills

Type: Base

Description: Main north-south route operating along Leslie Street and Don Mills Road linking the Beaver Creek Business Park and Thornhill community to both Don Mills and Pape Subway Stations.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓		
14 min	36 min	16 min	27-28 min	N/A	N/A

Major Trip Generators: Beaver Creek business park, St Robert C.H.S., Shoppes on Steeles, Don Mills Subway Station, Pape Subway Station.

Boardings (2007):

Annual	284,381
Avg Weekday	1,187
Rev/Cost (%)	40.2
Boardings/Hr	32.2

Service Requests:

- › Operate the southbound routing via Commerce Valley Drive West

Discussion/Issues:

- › Commerce Valley Drive West is currently serviced by Route 85A/B and Rt 244 Beaver Ck/Commerce Valley shuttle.

Recommendation:

- › N/A

Estimated Additional Costs:

- › N/A

Route: TTC 35D Jane

Type: Base

Description: A local north-south route operating mainly along Jane Street connecting Jane subway station with the Jane/Langstaff industrial area.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
11-42 min	28-30 min	17-45 min	26-36 min	25-30 min	N/A

Major Trip Generators: Jane Subway Station, Steeles Ave Corridor, Jane/Langstaff industrial area, Jane Street corridor in Toronto.

Boardings (2007):

Annual	425,342
Avg Weekday	1,939
Rev/Cost (%)	61.7%
Boardings/Hr	49.5

Service Requests:

- › To provide later weeknight service to at least 12:00 midnight

Discussion/Issues:

- › No significant issues

Recommendation:

- › September 2009, to provide later weeknight service until 12:00 midnight

Estimated Additional Costs:

- › \$38,000 annual operating cost to provide later weeknight service until 12:00 midnight

Route: TTC 37D Islington

Type: Local

Description: Main route connecting the Pine Valley industrial area to Steeles Ave and Islington subway station.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓			
28 min	30 min	36 min	N/A	N/A	N/A

Major Trip Generators: Islington subway station, Pine Valley industrial area.

Boardings (2007):

Annual	38,214
Avg Weekday	177
Rev/Cost (%)	15.1
Boardings/Hr	12.1

Service Requests:

- › No significant service requests

Discussion/Issues:

- › Service operating below performance standards. Consideration to be made with respect to review (e.g. marketing, operational assessment) in 2009

Recommendation:

- › N/A

Estimated Additional Costs:

- › N/A

Route: TTC 68B Warden North

Type: Base

Description: Main north-south route operating along Warden Ave between Major Mackenzie Drive and the Warden Subway Station.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
19 min	35 min	19/24 min	40 min	33/44 min	36-45 min

Major Trip Generators: Don Mills Subway Station, American Express, IBM, Motorola, Markham Civic Centre, Markham Theatre, Unionville H.S., Angus Glen Community Centre

Boardings (2007):

Annual	275,293
Avg Weekday	1,055
Rev/Cost (%)	38.2
Boardings/Hr	26.5

Service Requests:

- › Provide service along Village Gate Drive and Calvert Road (previous routing)
- › Extend a branch along Enterprise Blvd to Unionville GO Station.

Discussion/Issues:

- › Due to the speed humps along Village Gate Drive, routing will not be reinstated along Village Gate Drive and Calvert Road
- › Providing service to Markham Centre (Unionville GO Station) will be evaluated as part of our next 5-Year Service

Recommendation:

- › N/A

Estimated Additional Costs:

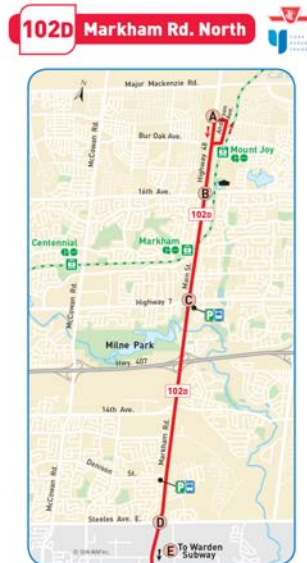
- › N/A

Route: TTC 102D Markham Rd

Type: Base

Description: Main north-south route operating along Highway 48/Markham Road between Major Mackenzie Drive and Warden Subway Station.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
20 min	30 min	20 min	48 min	60 min	60 min

Major Trip Generators: Warden Subway Station, commercial strip at 14th Ave, Main Street Markham, Markham/Mt Joy GO Stations, Anderson Ave business area

Boardings (2007):

Annual	144,635
Avg Weekday	607
Rev/Cost (%)	23.3
Boardings/Hr	16.1

Service Requests:

- › Extend service to Wal-Mart at Highway 48 and Millard Street in Stouffville (3 service requests)
- › Extend service north to Major Mackenzie Dr, along the Donald Cousens Parkway to 16th Ave.

Discussion/Issues:

- › Service operating below performance standards. Consideration to be made with respect to review (e.g. marketing, operational assessment) in 2009.
- › Route extension to Stouffville to be evaluated as part of the 2010 Service Plan.
- › TTC has concerns regarding the proposed extension to Stouffville. This extension would result in a very long route that may be difficult to operate and schedule reliable.
- › Since Major Mackenzie Dr and Donald Cousens Parkway will be services by Route 4A – Major Mackenzie, Route 102D will not be extend to operate along those streets.

Recommendation:

- › 2010, extend this route or implement a new route to Stouffville in order to service the new business/commercial areas.

Estimated Additional Costs:

- › N/A

Route: TTC 105 Dufferin North

Type: Base

Description: Main north-south route operating along Dufferin Street between Downsview subway station and Rutherford Road.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
17 min	30 min	13 min	30 min	30 min	60 min

Major Trip Generators: Downsview subway station, Confederation Parkway (Tudor East) employment area.

Boardings (2007):

Annual	476,698
Avg Weekday	1,690
Rev/Cost (%)	46.5%
Boardings/Hr	37.3

Service Requests:

- › To extend service to Kirby Road (2 requests)
- › To deviate limited service via the Rutherford and/or Maple GO train stations, to provide a direct connection to GO trains
- › To provide later service on weekdays from 11:00pm to midnight
- › To provide later service on Saturdays from 10:00pm to midnight
- › To provide later service on Sundays from 10:00pm to midnight

Discussion/Issues:

- › The new Dufferin Woods community has been developed north of Rutherford Road on the west side of Dufferin Street, representing considerable additional demand for ridership
- › In Spring 2008, weekday peak period service was extended to operate north of Rutherford Road to Major Mackenzie Drive, in response to customer demand
- › Although an extension of the service north of Rutherford Road was implemented in Spring 2008, consideration will need to be made regarding future growth of transit service in the Dufferin Street corridor. The existing loop at the north end of the route should not be extended beyond Major Mackenzie due to impact on customer convenience
- › With the planned District Centre node planned for the intersection of Rutherford Road and Dufferin Street, this route may need to focus on operating into this node; while having the surrounding community serviced by a more locally oriented route that can be tailored to supply appropriate levels of service
- › Requests to extend Route 105 service to the small residential community at Dufferin Street and Kirby Road cannot be warranted at this time due to limited requests and the remaining stretch of undeveloped land between Major Mackenzie Drive and Kirby Road. However, consideration may be made toward extending TTC 107-F peak service to the Dufferin/Kirby area in 2010 if additional demand materializes over 2009
- › Last departures from Downsview Station on Saturday evenings and Sunday evenings ends at 10:00pm. Service should be extended to operate at least until 11:00pm to remain within minimum standard for this route

Recommendation:

- › March 2009, to provide later weeknight service (from 11:00pm to 12:00 midnight)
- › March 2009, to provide later Saturday service (from 10:00pm to 12:00 midnight)

- › March 2009, to provide later Sunday service (from 10:00pm to 12:00 midnight)

Estimated Additional Costs:

- › \$56,000 annual operating cost to provide later weeknight service (from 11:00pm to 12:00 midnight)
- › \$23,000 annual operating cost to provide later Saturday service (from 10:00pm to 12:00 midnight)
- › \$23,000 annual operating cost to provide later Sunday service (from 10:00pm to 12:00 midnight)

Route: TTC 107B/C/D/F Keele North

Type: Base

Description: Main north-south route operating mainly along Keele Street between Downsview subway station and Teston Road in Maple.

Current Routing:



OPERATING HOURS AND FREQUENCY *:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
16/33 min	30/40 min	13/35 min	30 min	60 min	80 min

* Note: Frequencies indicated are for all branches combined.

Major Trip Generators: Downsview Subway Station, York University, Keele/Langstaff industrial area, Rutherford GO Station, St. Joan of Arc S.S.

Boardings (2007):

Annual	898,003
Avg Weekday	3,636
Rev/Cost (%)	45.0%
Boardings/Hr	36.1

Service Requests:

- › To extend peak service to the area of Dufferin Street/Kirby Road (2 requests)

Discussion/Issues:

- › Requests for increased service to the Keele/Kirby area have been very limited in number.
- › The Dufferin/Kirby area is proposed to be serviced by the TTC Route 105 within the next few years. However, extending Route 105 to Kirby Road cannot be warranted at this time due to limited requests and the remaining stretch of undeveloped land between Major Mackenzie Drive and Kirby Road. As such, consideration may be made toward extending TTC 107-F peak service to the Dufferin/Kirby area in 2010 on an interim basis, if additional demand materializes over 2009

Recommendation:

- › N/A

Estimated Additional Costs:

- › N/A

Route: TTC 129A McCowan North

Type: Base

Description: Main north-south route operating along McCowan Road between Major Mackenzie Drive and Scarborough Town Centre.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
15 min	28 min	15 min	40 min	27-40 min	40 min

Major Trip Generators: Scarborough Town Centre, Father McGivney C.H.S., Markville Mall, Centennial GO Station, Markville S.S

Boardings (2007):

Annual	743,935
Avg Weekday	2,861
Rev/Cost (%)	63.6
Boardings/Hr	51.0

Service Requests:

- › Operate along Bur Oak Ave (since Route 18 is not operating early)

- › Extend route to Mt Joy GO Station
- › Implement viva services (limited express) along McCowan.

Discussion/Issues:

- › As development occurs north of Major Mackenzie Drive, TTC Route 129A – McCowan will be extended further north of Major Mackenzie Drive therefore; do not include the looping to service Bur Oak Avenue
- › Since this route connects to the Centennial GO Station, will not extend route to the Mt Joy GO Station.
- › Express services will be evaluated as part of the 2010 Service Plan.

Recommendation:

- › N/A

Estimated Additional Costs:

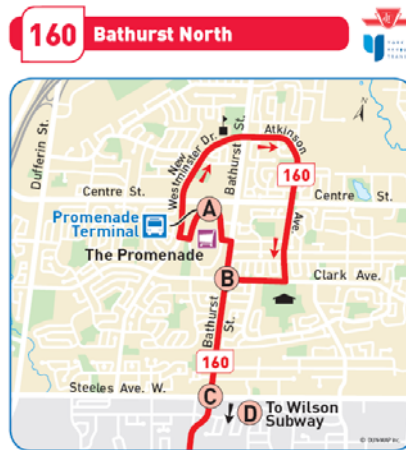
- › N/A

Route: TTC 160 Bathurst North

Type: Base

Description: This route originates from Wilson subway station and serves the Thornhill community surrounding the Promenade Mall.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
20 min	25 min	21 min	24 min	24 min	24 min

Major Trip Generators: Wilson Subway Station, Promenade Mall, St. Elizabeth S.S., Westmount Collegiate.

Boardings (2007):

Annual	250,483
Avg Weekday	876
Rev/Cost (%)	57.9%
Boardings/Hr	46.4

Service Requests:

- › No significant service requests

Discussion/Issues:

- › No significant issues

Recommendation:

- › N/A

Estimated Additional Costs:

- › N/A

Route: TTC 165 D / F Weston Road North

Type: Base

Description: A main north – south route operating mainly along Weston Road between Wilson Subway Station and Major Mackenzie Road with seasonal service to Canada's Wonderland. The 165F branch offers peak service along Vellore Woods Blvd and Ashberry Blvd.

Current Routing:



OPERATING HOURS AND FREQUENCY:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
42 min	30 min	54 min	30 min	24/30 min	32/40

Major Trip Generators: Wilson Subway station, Steeles Avenue corridor, Canada's Wonderland (seasonal).

Boardings (2007):

Annual	430,505
Avg Weekday	1,697
Rev/Cost (%)	48.9%
Boardings/Hr	39.2

Service Requests:

- › To extend service north of Major Mackenzie Drive to address needs of new residents in the Vellore Park community and the new PowerStream head office on Cityview Blvd.
- › To provide later weekday evening service on the new 165-F branch that operates via Canada Drive and Cityview Blvd.

Discussion/Issues:

- › The new Vellore Park community has been developed north of Major Mackenzie Drive between Weston Road and Hwy 400, representing considerable additional demand for ridership
- › In Spring 2008, weekday peak period service was extended to operate north of Major Mackenzie Drive to Canada Drive and Cityview Blvd., in response to customer demand
- › Although an extension of the service north of Major Mackenzie Drive is warranted, consideration will need to be made regarding future growth of transit service in the Weston Road corridor. The existing loop at the north end of the 165-F branch should not be extended beyond Weston Road due to impact on customer convenience

Recommendation:

- › N/A

Estimated Additional Costs:

- › N/A

Appendix VIII – Dial-A-Ride

Demand Responsive Services

Demand Responsive refers to the provision of transportation services on a per person demand basis. The service is usually provided with an advance call process, whereby detailed information is taken with respect to the origin and destination of the trip. Demand Responsive services are currently operated by YRT/ Viva, but only for specialized para-transit services for persons with disabilities (Mobility Plus). In Canada, this type of service provision is normally used for specialized para-transit services only, when door-to-door driver assistance is required.

Demand Responsive services have also been used in the transit industry for areas where conventional fixed services are not warranted, but where there is a desire to provide some form of publicly subsidized transit service. For example, in areas where demand does not justify full fixed conventional transit routes, a Dial-A-Ride service.

Dial-A-Ride

Dial-a-Ride is one of a number of transit initiatives that fall into the category of demand-responsive transit service. Dial-a-Ride in North America has primarily been used for transporting seniors, persons with disabilities, and for specific target markets (e.g. employees in business parks). These services are designed to provide immediate local travel within a specific travel zone/neighbourhood in a community. Customers call a central number and request a pick-up from their nearest conventional bus stop. Dispatchers then send out an accessible vehicle, within a specified time frame, to pick up the customer and take them to a key common destination or bus stop where regular, conventional, fixed-route transit services are offered. This type of service delivery model has traditionally been applied in areas where demand for transit is less than 6 passengers per hour and when destinations are common, such as a GO Station or a shopping mall.

Dial-A-Ride Expansion

Based on the positive and encouraging results from the six-month pilot conducted on Route 44 between Sept 07 and March 08, additional routes have been identified for Dial-a-Ride. The table below lists additional routes that have similar ridership and financial characteristics to the Route 44 study area and are included in the Dial-a-Ride expansion plan.

TABLE 19: LIST OF PROPOSED ROUTES FOR DIAL-A-RIDE EXPANSION

Route Name/ Service Area	Convention al Service Hrs	Proposed Dial-a- Ride Service Hrs (Sept 08 start)	Current Average Pass/Hr	Current Average Cost/Pass within Dial- a-Ride Service Area	Expected Average Cost/Pass within Dial- a-Ride Service Area	Current Average Cost/Pass (\$)
Rte 44 Expansion to 18838 Yonge Street	As demand requires	6:00 am to 11:30 pm Mon to Fri & 7:30 am to 11:30 pm Saturday	N/A	N/A	\$19.00	N/A
Rte 57 - Mulock Stonehaven Rd Area Only	Peak hours only – Mon to Fri	9:00 am to 10:00 pm Mon to Sat	1	\$25.38	\$22.75	\$25.38
Rte 58A – Leslie North Mount Albert Area Only	Saturday and Sunday Only	TBD	TBD	TBD	TBD	TBD
Rte 84 – Oak Ridges	Peak hours only – Mon to Fri No Sat	9:00 am to 2:30 pm & 7:00 pm to 10:00 pm Mon to Fri & new Saturday service	5.00 3.00 5 Sat	\$13.29	\$6.85	\$14.67
Rte 32 – Aurora South (S of Wellington)	Peak hours only – Mon to Fri No Sat	9:00 am to 2:30 pm & 7:00 pm to 10:00 pm Mon to Fri & new Saturday service	4 6 5 Sat	\$17.76	\$8.29	\$17.76
Rte 34 Industrial Parkway	No Service	Weekday peaks only 6:00 am to 9:00 am &	6 5	\$16.20	\$8.51	\$16.20

		3:00 pm to 7:30 pm			
		Mon to Fri			
Rte 40 – Unionville Local	Evening service – Mon to Sat	8:15 pm to 11:15 pm	2		
		Mon to Thurs;		\$11.29	\$13.35
		8:15 pm to 1:15 am			\$13.35
		Fri to Sat	2 Sat		
Rte 41 – Markham Local	Evening service – Mon to Sat	8:40 pm to 11:40 pm	3		
		Mon to Thurs;		\$7.14	\$8.57
		8:40 pm to 1:40 am	2 Sat		\$8.57
		Fri to Sat			

Marketing

An effective communication and marketing campaign will contribute to the successful implementation of a Dial-a-Ride program. Along with marketing efforts, it will be important that the service be supported by a customer information system that will ensure that all potential riders are fully aware of service operation, including its specific attributes and advantages. This plan recommends that a special effort be taken to promote this new service delivery model and develop Dial-a-Ride as a unique brand as part of the YRT/Viva family of services.

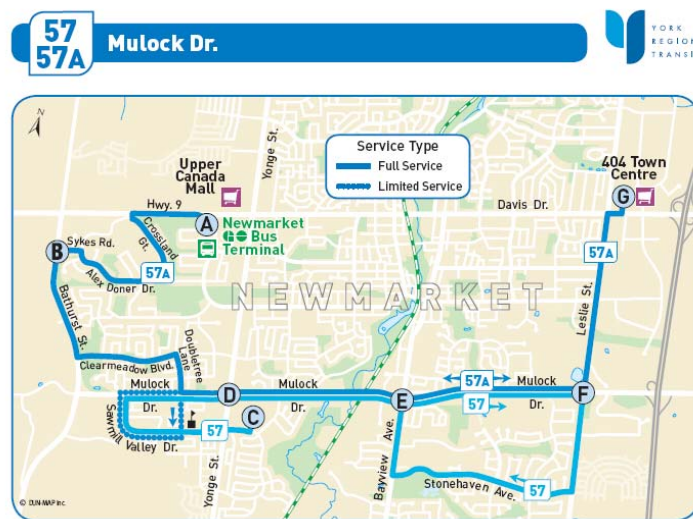
Route 44 Dial-a-Ride Expansion

YRT/Viva has received requests from York Region Community Services and Housing for service to the Transitional and Supportive Housing facilities at 18838 Yonge Street. This isolated site is located on Yonge Street, just north of Old Yonge in the Town of East Gwillimbury. YRT/Viva has reviewed the merits of re-routing the existing Route 52 Holland Landing to service this location. However, due to its remote location, the operational issues associated with the access onto Yonge Street and the added cost to extend an YRT/Viva regular route versus the anticipated limited demand, it is felt that this site would be best served by an extension of the existing Route 44 Dial-a-Ride.

With the limited two to three trip requests per day, a variation of Dial-a-Ride, whereby the service is offered on a call-in basis only, is recommended. The connecting trip would be to either Upper Canada Mall or the GO Terminal on Eagle Street.

Newmarket Dial-a-Ride Expansion

The Stonehaven community in Newmarket is identified as an ideal area for Dial-a-Ride service. Route 57 - Mulock operates within the Town of Newmarket and services the Mulock Drive corridor and the Stonehaven community. The portion of the route bounded by Mulock Drive to the north, Leslie Street to the east, Stonehaven to the South, and Bayview to the west would be converted to Dial-a-Ride service (Please refer to Route map below). The Dial-a-Ride service would have a dedicated vehicle stationed at the Magna Centre and at the German Canadian Housing residence located at 735 Stonehaven Avenue between the hours of 9:00 am and 10:00 pm, Monday to Saturday to accommodate trip requests. The regular Route 57/57A would be restructured to operate along Mulock Drive and Leslie Street during the Dial-a-Ride service period.

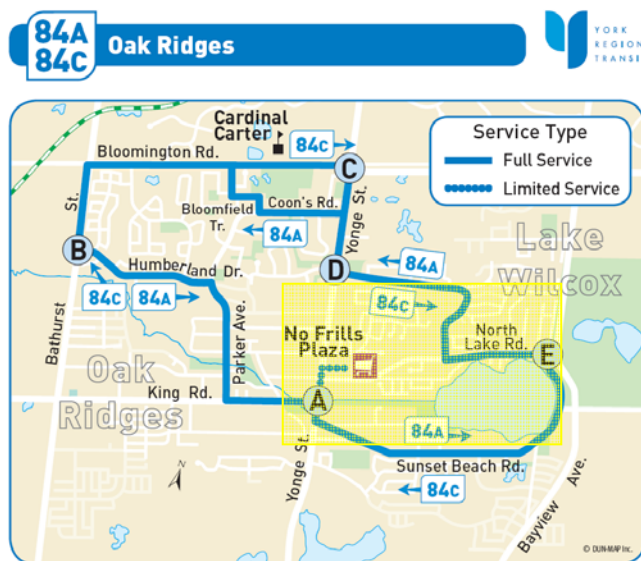


Route 58A is another ideal candidate for Dial-A-Ride service. Route 58/58A operates as the main north-south service between Davis Drive and the Mt. Albert/Sharon communities in East Gwillimbury and Newmarket. Currently the route is servicing Monday to Friday from 30-120 minute frequency. Saturday and Sunday service has been an outstanding request from residents in these communities and Dial-A-Ride would be a great option for these patrons. The 58A option for Dial-A-Ride would service the Mt. Albert and Sharon communities on Saturdays and Sundays to the 58 branch which runs south into Newmarket. Route 58 conventional services will continue in the AM and PM peak/midday/evening periods Monday to Friday as exiting ridership is above the Dial-A-Ride threshold.



Richmond Hill Dial-a-Ride

Route 84A/C - Oak Ridges operates within the Town of Richmond Hill and services the local community of Oak Ridges. The route is bounded by Bloomington Road to the north, Bayview Ave to the east, Old Colony to the South, and Bathurst Street to the west (Please refer to Route map below). The Dial-a-Ride service would have a dedicated vehicle stationed at the No Frills Plaza between the off-peak hours of 9:00 am and 2:30 pm, and 7:00 pm to 10:00 pm Monday to Fridays and from 6:30 am to 10:00 pm on Saturdays to accommodate demand. The regular Route 84A/C would be discontinued during these periods and the operational cost savings realized will be used to offset the cost of the new Dial-a-Ride service. Route 84A/C conventional service will continue to operate in the am and pm peak periods Monday to Friday as the existing ridership is above the Dial-a-Ride threshold.

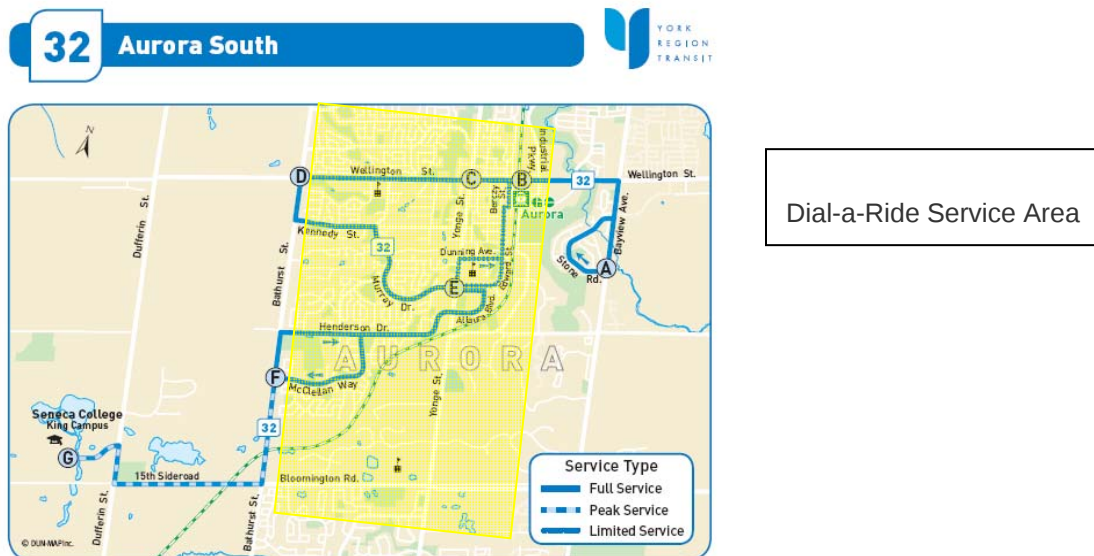


Dial-a-Ride Service Area

Aurora Dial-a-Ride

Aurora, west of Yonge Street, is another ideal area for Dial-a-Ride service. Route 32- Aurora South operates within the Town of Aurora and services the local community south of Wellington Street. The area bounded by Wellington Street to the north, Yonge Street to the east, Bloomington Road to the South, and Bathurst Street to the west would be converted to Dial-a-Ride service (Please refer to Route map below). The Dial-a-Ride service will have a dedicated vehicle stationed at the Yonge and Murray No Frills between the hours of off-peak hours of 9:00 am and 2:30 pm, and 7:00 pm to 10:00 pm Monday to Fridays to accommodate demand. The local Route 32 conventional, fixed route service will be discontinued during these periods and the operational cost savings realized will be used to offset the cost of the new Dial-a-Ride service. Route 32 conventional service will continue to operate in the am and pm peak periods Monday to Friday as the existing ridership is above the Dial-a-Ride threshold.

Route 32 Dial-a-Ride Service Area



Industrial Parkway Dial-a-Ride

Dial-a-Ride is an effective alternative to complete cancellation of service in the limited-use Industrial Parkway corridor. In January 2008, Regional Council approved the 2008 YRT/ Viva Service plan. Included in the Plan was a recommendation to cancel Route 34 Industrial Parkway due to low ridership and below standard financial performance. During the consultation phase of the Plan, the Town of Aurora and the Aurora Chamber of Commerce expressed concern with the loss of transit service to the employment area and requested YRT/ Viva survey the Industrial Parkway employers to determine the potential transit market for services prior to any cancellation. The subsequent employer survey results indicated general support for public transit in the area. The survey indicated that there are 56 employees using the service. In light of the survey results, the Town of Aurora and Chamber of Commerce comments, and the results of the Dial-a-Ride pilot, Route 34 can also be considered an additional candidate for Dial-a-Ride.

Route 34 – Industrial Parkway is bounded by St. John's Sideroad to the north, Industrial Parkway to the east, Vandorf Road to the South, and Yonge Street to the west (Please refer to Route map below). The Dial-a-Ride service would have a dedicated vehicle stationed at the Aurora GO Station between 6:00 am and 9:00 am, and from 3:00 pm to 7:00 pm Monday to Friday to accommodate requests. The regular Route 34 would be discontinued and replaced entirely and the operational cost savings realized would be used to offset the cost of the new Dial-a-Ride service.

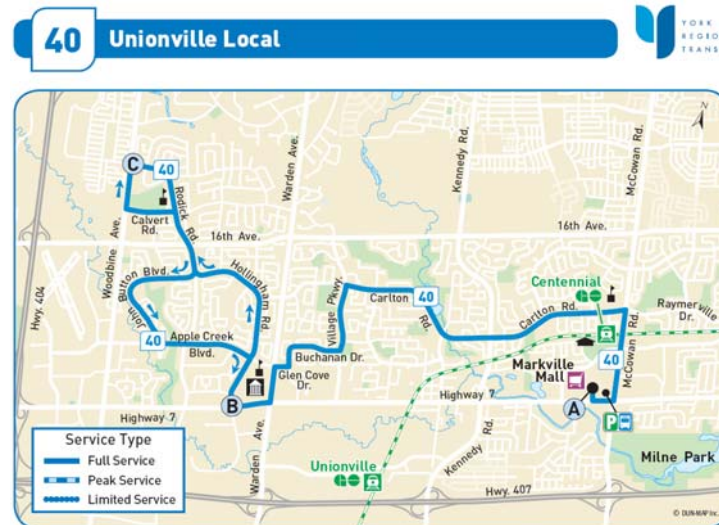
Route 34 Dial-a-Ride Service Area



Markham Dial-A-Ride

During weekday and Saturday evenings, Route 40 - Unionville Local and Route 41 – Markham Local are operated by yellow school buses. The hourly rate for the yellow school bus services is comparable to the hourly rate for the Dial-a-Ride service. Due to the success of the Dial-a-Ride pilot, it is recommended that Dial-a-Ride be expanded to Route 40 - Unionville Local and Route 41 – Markham Local (evening service).

Route 40 – Unionville Local route operates within the Town of Markham and services the local community of north of Hwy. 7. The route is bounded by Hwy. 7 to the south, McCowan Road to the east, Woodbine Avenue to the west and 16th Avenue to the north (Please refer to Route map below). The Dial-a-Ride service would have a dedicated vehicle stationed at Markville Mall between the hours of 8:15 pm and 11:15 pm Monday to Thursday; 8:15 pm and 1:15 am on Fridays, and 8:15 pm and 1:15 am on Saturdays. The local Route 40, currently operated by yellow school buses, would be discontinued during these periods and the operational costs will be used to offset the cost of the new Dial-a-Ride service.

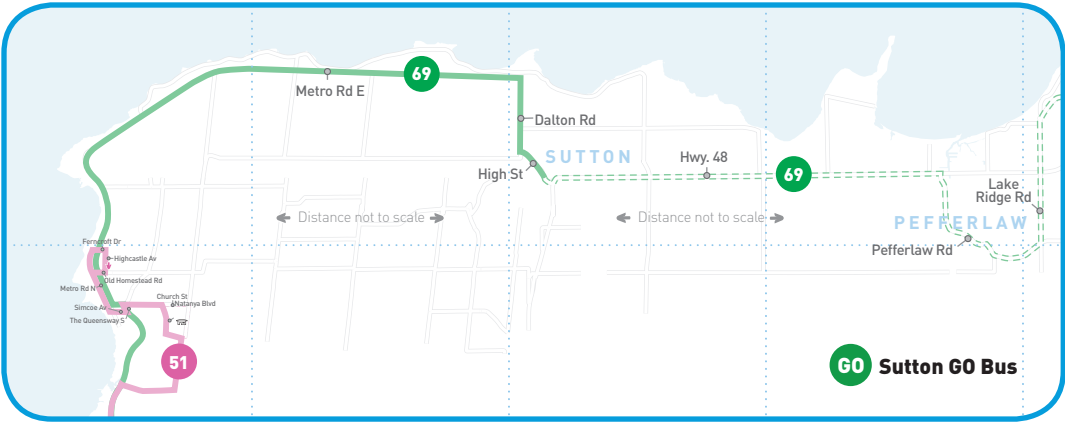


Route 41 – Markham Local is a regularly-scheduled, local, fixed route operating within the Town of Markham and services the local community of north of Hwy. 7. The route, bounded by Hwy. 7 to the south, McCowan Road to the west, Larkin Avenue to the east and 16th Avenue to the north, would be converted to Dial-a-Ride service (Please refer to Route map below). The Dial-a-Ride service will have a dedicated vehicle stationed at Markville Mall between the hours of 8:40 pm and 11:40 pm Monday to Thursday; 8:40 pm and 1:40 am on Fridays and Saturdays to accommodate demand. The local Route 41 conventional, fixed route service operated by yellow school buses will be discontinued during these periods and the operational costs will be used to offset the cost of the new Dial-a-Ride service. Since the current 7:40 pm trip carries more than six passengers, this trip will be operated by a conventional service provider.

Route 41 Dial-a-Ride Service Area



Appendix IX – System Maps



Northern York Region Draft Proposed 2009 Service

Regular Bus Routes

- 1 YRT Full Service Route
- 2 YRT Peak Service Route
- 3B YRT Limited Service Route

Rapid Transit Routes

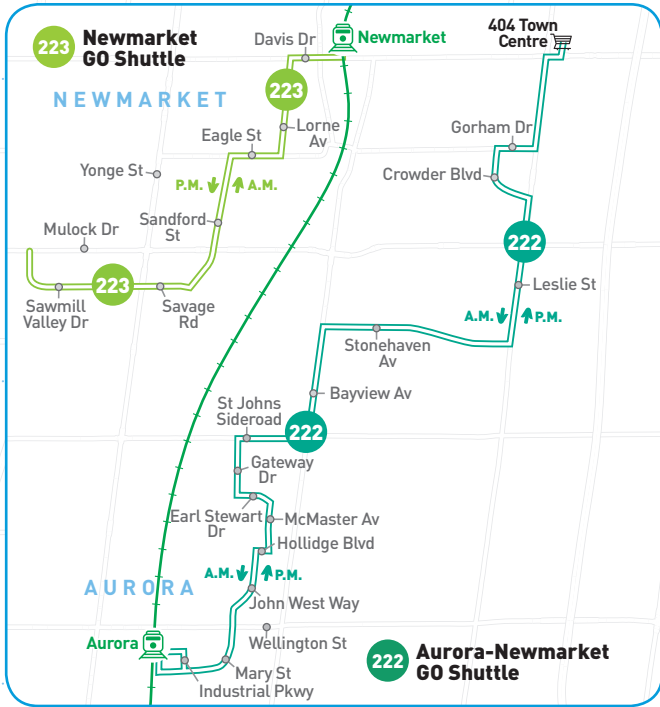
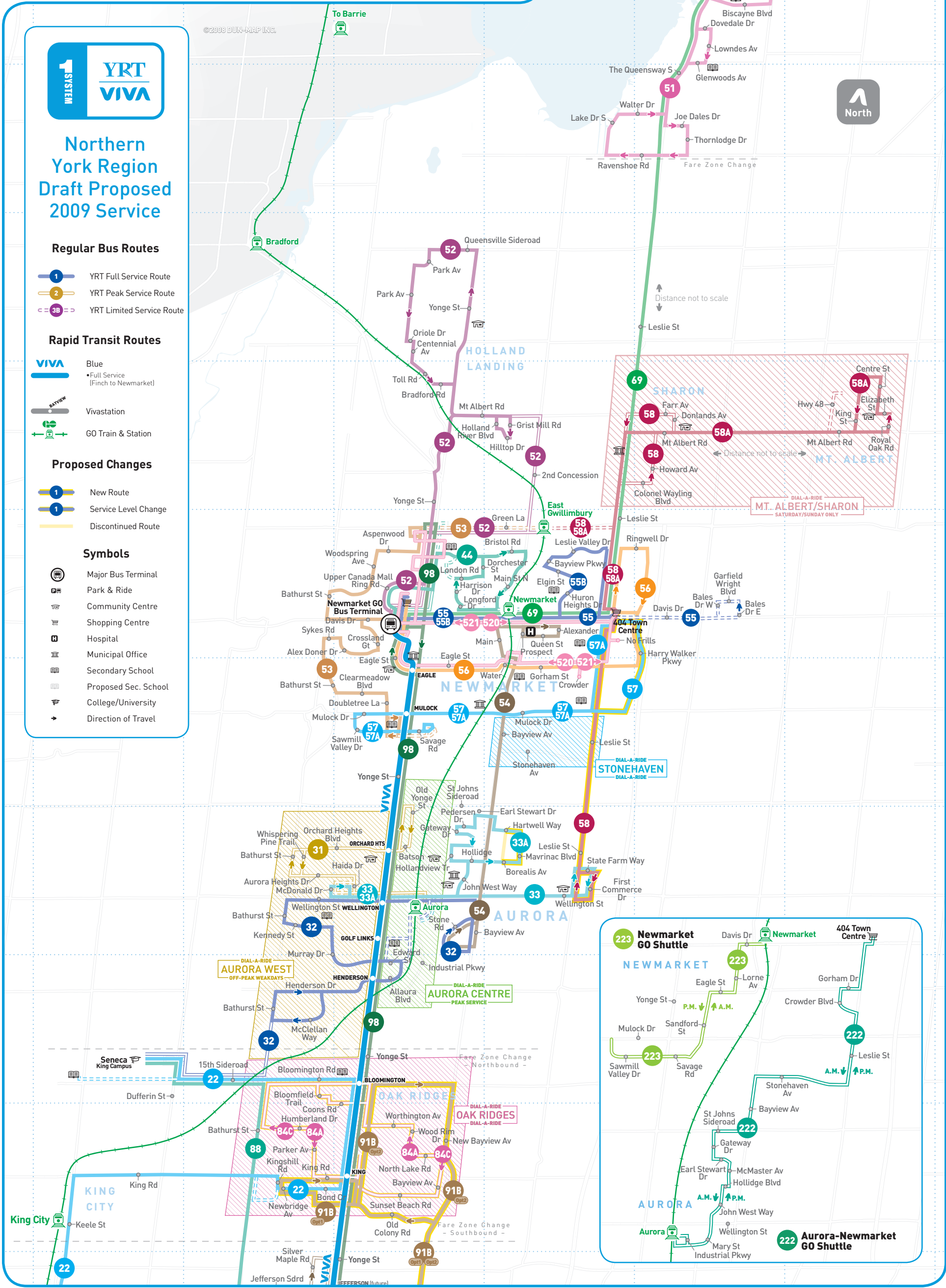
- VIVA Blue Full Service (Finnch to Newmarket)
- BAYVIEW Vivastation
- GO Train & Station

Proposed Changes

- 1 New Route
- 1 Service Level Change
- Discontinued Route

Symbols

- Major Bus Terminal
- Park & Ride
- Community Centre
- Shopping Centre
- Hospital
- Municipal Office
- Secondary School
- Proposed Sec. School
- College/University
- Direction of Travel





Southern York Region Draft Proposed 2009 Service

Regular Bus Routes

- YRT Full Service Route
- YRT Peak Service Route
- YRT Limited Service Route
- TTC Bus Route serving York Region
 - Free transfer to/from YRT
 - Extra fare required for travel south of Steeles Av

Symbols

- Major Bus Terminal
- Park & Ride
- Community Centre
- Shopping Centre
- Hospital
- Municipal Office
- Secondary School
- Proposed Sec. School
- College/University
- Direction of Travel

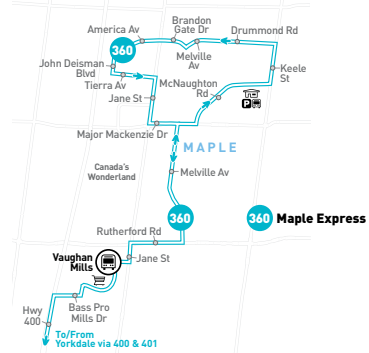
Rapid Transit Routes

- Purple
 - Full Service (York U to Markham Rd)
- Pink
 - Peak Service (Finch to Unionville)
- Green
 - Peak Service (Don Mills to McCowan)
- Blue
 - Full Service (Finch to Newmarket)
- Orange
 - Full Service (Martin Grove to Downsview)
- Vivastation
- GO Train & Station

Proposed Changes

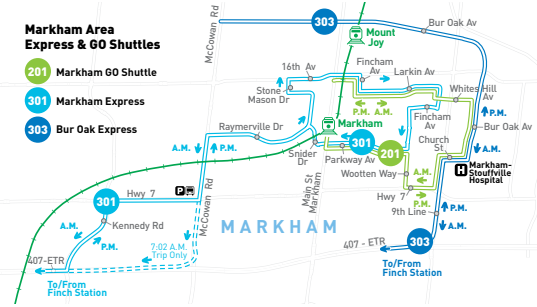
- New Route
- Service Level Change
- Discontinued Route
- Future VIVA - To be determined (Markham Rd to Cornell)

YRT Express & GO Shuttle Services



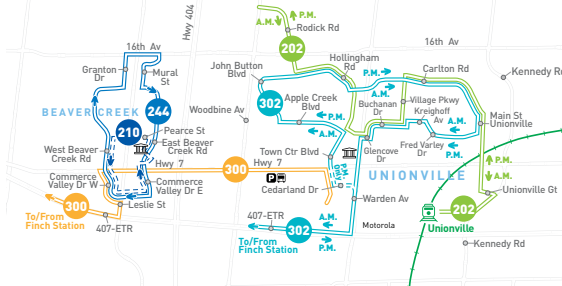
Markham Area Express & GO Shuttles

- 201 Markham GO Shuttle
- 301 Markham Express
- 303 Bur Oak Express



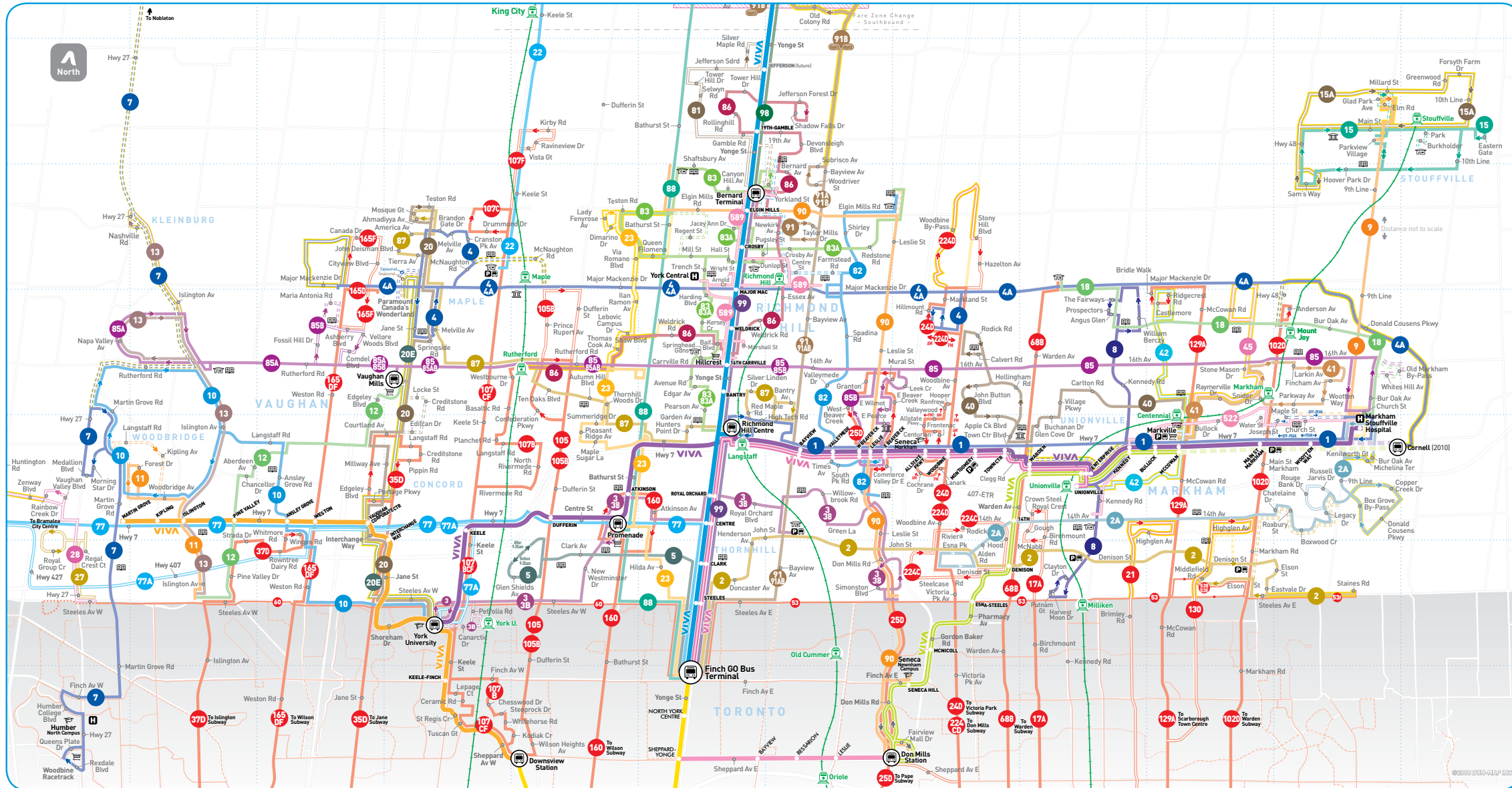
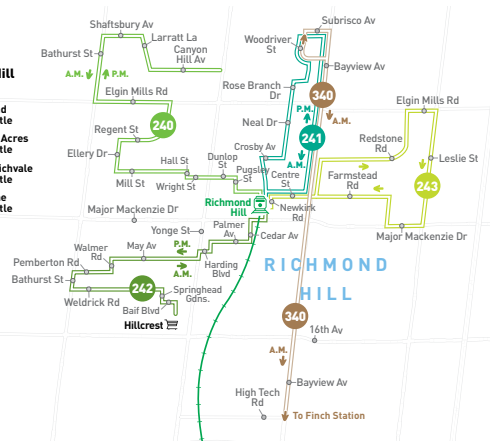
Unionville Area Express & GO Shuttles

- 202 Unionville GO Shuttle
- 210 Lunch Express
- 244 Beaver Creek / Commerce Valley Local
- 300 Business Express
- 302 Unionville Express



Richmond Hill GO Shuttles

- 240 Mill Pond GO Shuttle
- 241 Beverly Acres GO Shuttle
- 242 North Richvale GO Shuttle
- 243 Redstone GO Shuttle





Appendix X – Feedback from Stakeholder Consultations

This Appendix provides information on feedback from various stakeholder consultations that YRT/Viva conducted to obtain feedback from general public, customers, agencies and transit providers. The section also provides information on YRT/Viva route assessments, frequency and span of service.

1.0 Feedback from Stakeholder Consultations

Extensive stakeholder consultations were conducted to obtain feedback from various stakeholders, customers, public and agencies. The feedback received from the stakeholder consultations are summarized by various stakeholder groups as under:

1.1 Large Employers

Several large employers were invited to provide input to PLAN09. Some of the comments are as follows:

- › Viva green is used primarily by residents at the Newnham Seneca campus; decreased span of service levels are an issue.
- › A suggestion was made to implement a shuttle between the Newnham and Markham campuses for Seneca College. (Comment received in 2007)
- › Seneca students would like more Sunday service out of campus.
- › Would like to participate in Employer Info Kit distribution.
- › Increased frequency on routes operating out of and going into the Seneca campus during Saturdays and off peak periods.
- › York University students have shown a high interest in the U-pass.
- › York students and staff would like increased service levels (frequency) in and out of the York campus.
- › Increase span of service to include trips later at night.
- › Enhance communication (marketing) to students / staff about 50 cents to GO program.
- › Would like to see more bike racks at stops and on buses.
- › Continuous outreach at campus events / orientation.
- › Suggestion was made to display PLAN09 at major stops.
- › Mall patrons and staff are lacking knowledge on how to use transit around York Region.

- › Encourage use of trip-planner / ridequest through improved communication between YRT/ Viva and stakeholders.
- › Possibly look into creating an Employer's Info Kit (newsletters, internal publications etc.)
- › Suggestion made to also cater transit communication media towards the more affluent members in the area.
- › Requests received for running Viva purple on increased frequency on Highway 7.
- › Continuous outreach at business events (Earth week etc) to inform employees about YRT/ Viva services.
- › Free parking offered to employees; there is not much attracting employees to use transit.
- › Would like to see all local routes to Markham-Stouffville Hospital terminate at the bus loop instead of Church St.
- › Upper Canada Mall requested a meeting to discuss YRT/Viva's solutions for the area over the next five years.

1.2 Municipalities and Transportation Management Associations

York Region municipalities and local Transportation Management Associations were invited to provide feedback on PLAN09. Some of their comments are as follows:

- › 80% of Canadian business employs fewer than 25 people; needs for YRT/Viva services to reach these small businesses; strong support for the ongoing rollout of the RideSaver program.
- › Encourages YRT/Viva to reach out to municipality when dealing with issues on a particular route.
- › Suggested implementing more express services will entice people to use transit more often.
- › Communication between YRT/Viva and businesses about transit information is lacking, or needs to be improved.
- › Employees have an interest in using transit but are discouraged by having to pay the double fare to cross municipal zones.
- › New high school scheduled to open in Aurora for September '09 requires transit services.
- › Town of Georgina: Supports the proposed shuttle service between the proposed Metrus Commuter parking lot and the East Gwillibury GO Station; consider operating Sutton GO bus service in 2010; continue GO Transit bus fare subsidy; supports the 3 additional weekday round trips and 6 additional Saturday round trip on Route 69 – Sutton GO Bus.

- › City of Vaughan: PLAN09 represents real progress in delivering transit services; supports the strategic increase of service levels and servicing new subdivisions.
- › Town of Richmond Hill: PLAN09 will improve transit services for Richmond Hill.
- › Town of Aurora: Route 33 – Wellington should operate via a new routing (eastbound on Wellington Street, northbound on First Commerce Drive and continue southbound on Leslie Street) Route 33 should enter the Stronach Aurora Recreation Complex; Route 33 should be extend to Bathurst Street to the west and the 404 parking lot to the east YRT to provide the Town with revenue and cost information of the transit service in the Town for the last 4-5 years to increase awareness of the program/further promote to help increase ridership; review the services to/from Aurora GO Station with a goal of more convenient service for users.
- › Town of Markham: Consider changing the fare policy for TTC routes servicing York Region; consider Express services (non stop between subway stations and Steeles Ave) for TTC Routes servicing York Region; Implement additional services on Route 301 – Markham Express; work collaboratively with Smart Commute to promote transit services in employment areas that are operating below performance standards.
- › Smart Commute - North Toronto, Vaughan: Supports service expansion into developing industrial areas (such as the Vaughan Enterprise Zone); many NTV partners in North Toronto expressed interest in the RideSaver program are not eligible since they are located just south of Steeles Ave; NTV recommends that the RideSaver program be extended to businesses located outside of York Region; supports extending services during the evenings and on weekends; supports the new weekday midday service for Route 360 – Maple Express; recommends weekend express service between Yorkdale Mall and Vaughan Mills; concerns about the cancellation of Route 10 – York U-Woodbridge and Route 11 – Woodbridge; supports the continued efforts of YRT to integrate with other transit services (i.e. GO Transit); supports expansion and addition of YRT services that connect the Maple and Rutherford GO Stations to businesses located in Vaughan; YRT should work closely with other transit agencies (such as TTC) regarding transit integration; recommends Open Door policy for York University students travelling to Downsview Station.
- › Smart Commute – 404/7: Supports the cancellation of Route 210 – Lunch Express by the end of 2008; SC – 404/7 will continue to work with YRT on other initiatives that will help promote and increase future transit ridership.

1.3 Transit Partners

Transit partners – Brampton Transit, Toronto Transit Commission, GO Transit, Durham Transit, and Metrolinx were invited to provide feedback on PLAN09. Some of their comments are as follows:

- › GO is providing increasing service levels on Barrie line (rail) in late '09 during off peak and midday periods.

- › GO is looking for possible frequency improvement to 30 minutes on the Airport Service from RHCT to Pearson to Square One.
- › GO is currently undertaking review of services in Georgina corridor.
- › GO is planning for all-day train service on the Stouffville GO Train line.
- › York Region Student Transportation Services (STS): Several high schools were identified as candidates for a decrease in yellow school bussing next year. YRT and STS staff are working closely to identify potential capacity issues and need for YRT services to the high schools.
- › Brampton Transit have incorporated the Route 77 – Hwy 7 proposals into their 2009 Service Plan. The cost for those proposed changes will be shared between YRT and the City of Brampton, any service changes will be subject to budget approval and allocation of resources. They are anticipating that the Brampton Transit 2009 Service Plan will be finalized in Spring 2009.
- › Brampton is reviewing services in Highway 7 Corridor.
- › TTC is currently increasing all peak services by 10% in fall '08.
- › TTC will be adding 8000 weekly hours to subways in fall '08.
- › TTC will be providing all routes will have only 30 minutes headway, later 2008.
- › TTC supports the overall emphasis on increasing transit services and ridership in York Region; excepting any unforeseen budget or resource crisis; TTC expects to be applying to supply the increase services on TTC contracted routes.
- › Metrolinx will be moving ahead with trip planner project.



1.4 Youth Focus Group

Youth Ambassadors for YRT were invited to provide feedback on PLAN09. Some of their comments are as follows:

- › Fast, reliable, and frequent service.
- › For Whitchurch-Stouffville:
 - More services into and out of town
 - Earlier trips on Route 9
 - Higher frequency on existing routes
 - Rte 9 & 98 weekends
 - More Saturday trips and late evening trips
 - Better connections into Markham will be beneficial for the youth of Whitchurch – Stouffville
- › A second north-south route (Highway 48)
- › Better service into the Box Grove and Cornell areas.
- › Encouraging TTC drivers to accept YRT/Viva fare media.
- › Students suggest implementing YRT/Viva routes in existing GO corridors, to avoid higher GO fares.
- › Route 2A drops students off four blocks away from MDHS; walk becomes an issue in extreme weather.

- › A school special is required to better service students in the St. James and Keele & Rutherford areas who are losing yellow school bussing as of PLAN09 (St. Joan of Arc).
- › Students would like to see school specials operating on higher frequency and dropping them off closer to their schools.
- › Routes 40 and 85 have 15 to 30 minute transfers; higher frequency is required.
- › More southbound trips on Route 82.
- › Stops on Route 85 are too far apart.
- › Routes 4A, 22, and 85 do not arrive at school early enough; improve frequency.
- › Southbound buses (Route 40) from Unionville HS require more frequency.
- › Routes 40 and TTC 107 are always late arriving to school. Students have to show late slips in class.
- › First bus on Route 4A arrives later on than indicated on schedule.
- › Route 2A also arrives later than indicated on schedule; not an issue for students as it allows them time to gather belongings from lockers etc.
- › Students would like to see buses off of Church St; buses on narrow lanes cause traffic delays.
- › Suggestion made to divert Route 107 into McNaughton loop.
- › Frequent displays at school to raise awareness about YRT/Viva services to and from school and other places of interest (malls, theatres etc.)
- › Make comment cards available in homeroom classes.
- › Hold focus groups at schools.



1.5 Seniors Group Meeting

Seniors Group Meetings were conducted at Newmarket Senior Centres and Markham Senior Centre.

Most seniors indicated that they would like to see more hard copies of the route navigators and schedules available to them. Seniors indicated that they are not internet savvy and they hardly use internet. Therefore, to serve their needs it is important that YRT/Viva focus on paper copies. Also seniors indicated that they would not like to see frequent service changes to routes and schedules, as it is difficult for them to keep themselves updated on these changes.

The feedbacks received at these Centres are as under:

Newmarket Seniors Group meeting:

- › More connections need to Wal-Mart.
- › Articulated buses are a concern.
- › Detailed information is required regarding integration with YRT/Viva services.
- › Required more frequent services on route 53 and 55.
- › Morning buses should be able to handle more customers.

FIGURE 9: NEWMARKET SENIORS GROUP SURVEY RESULTS

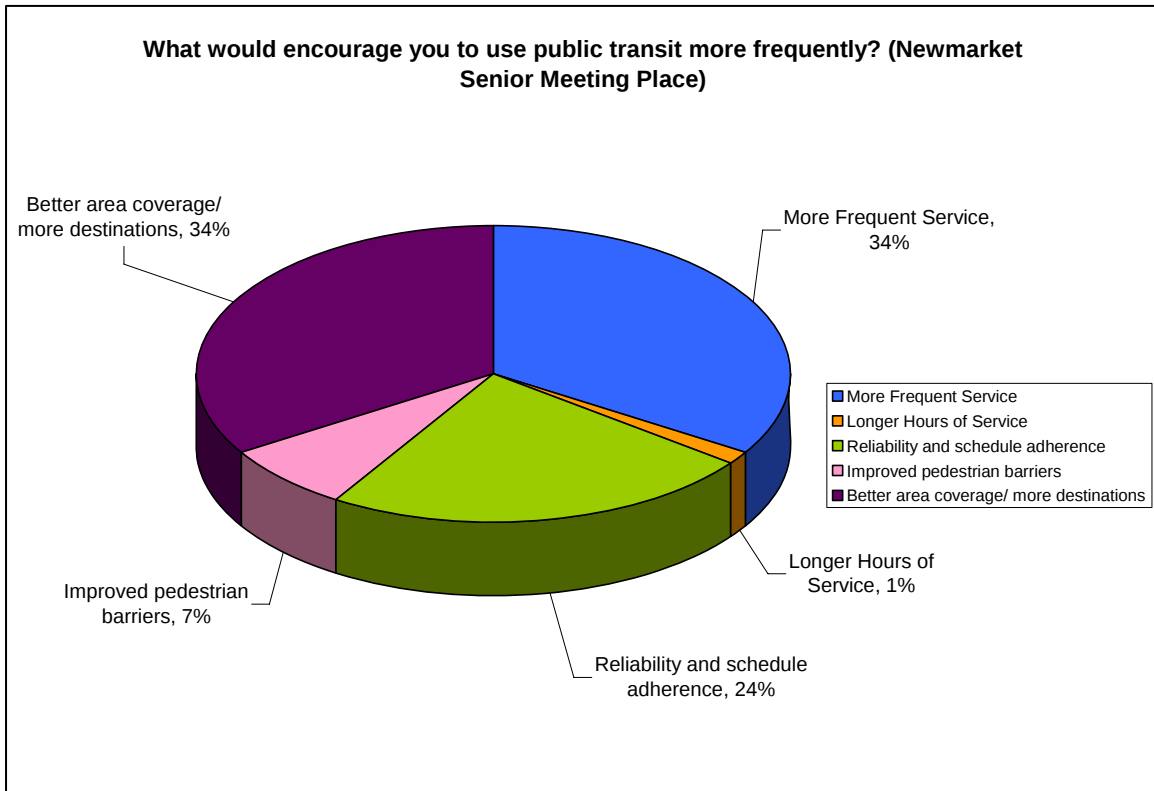
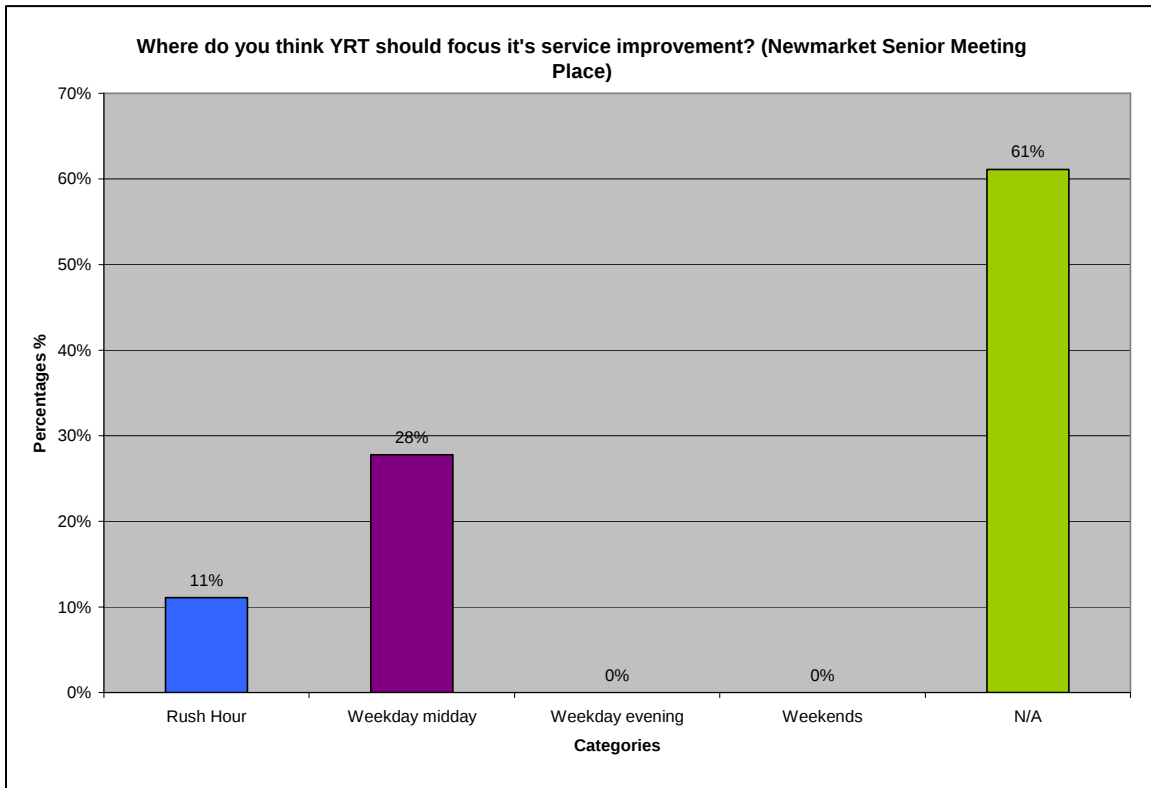


Figure 9 above shows that 34% of seniors would like YRT/Viva to provide more frequent services, better area coverage and services to more destinations. 24% of seniors opted for reliability and schedule adherences and 7% voted for improved pedestrian connections. Only 1% of seniors showed preference for longer hours of service.

FIGURE 10: NEWMARKET SENIORS GROUP SURVEY RESULTS



28% seniors suggested that YRT/Viva should focus on improving services during mid-day and 11% suggested service improvements during rush hours as shown in Figure 10. However, seniors did not suggest weekday evenings or weekend service improvements. This demonstrates that transit and travel patterns of seniors are quite different.

Markham Seniors Group meeting:

The Markham Senior Group meeting was held at 20 Water Street, Markham. Over 30 seniors attended the meeting. YRT staff received extremely good response and feedback at the meeting. Some of comments from attendees are as follows:

- › 522 Community Bus - Service is exceptional, simply awesome.
- › More direct routes to doctor's office and hospitals.
- › Extend Community Bus Route 522 to 122 Cornell Park Avenue (New Medical Centre).
- › Extend Community Bus Route 522 to Unionville Gate.
- › Extend 522 Community Bus to the intersection of McCowan and Highway 7 – Medical Building at SE Corner.
- › Service to 16th Avenue and Main Street Markham.

- › Meeting at 22 Water Street, Senior Recreation Centre to provide information to senior about schedules and routings.
- › Improve Markham Community Bus Stop location – Too far apart.
- › More Routes and frequent service for the community bus.
- › Route 522 Community Bus should extend to Markham Medical Centre (Highway 7 & 9th line).
- › Excellent service on the Route 522 Community Bus and the Mobility Plus vans. Drivers are very kind and well trained.
- › Cost per person for the Thursday morning bus is too expensive for most seniors.
- › The stop at Markham Stouffville Hospital is too far away from the entrance of the medical building and hospital.
- › It is inconvenient that Route 1 does not go to Finch Subway Station.

FIGURE 11: MARKHAM SENIORS GROUP SURVEY RESULTS

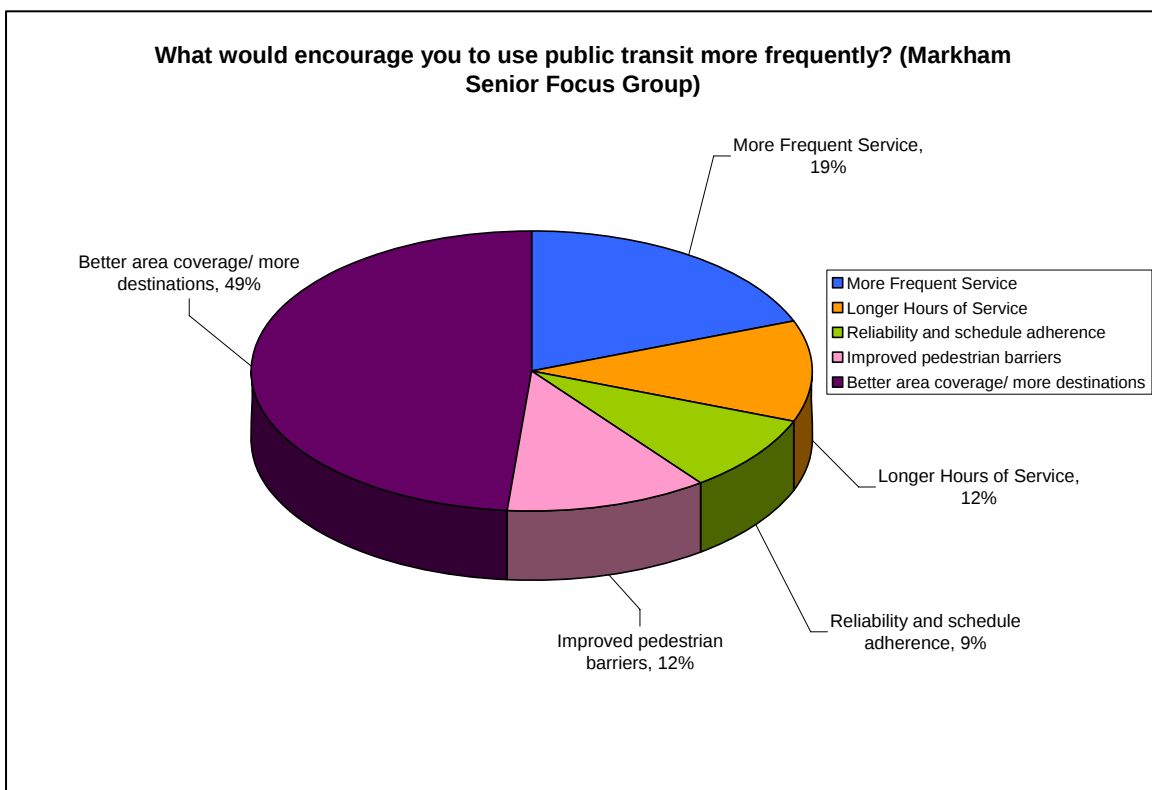
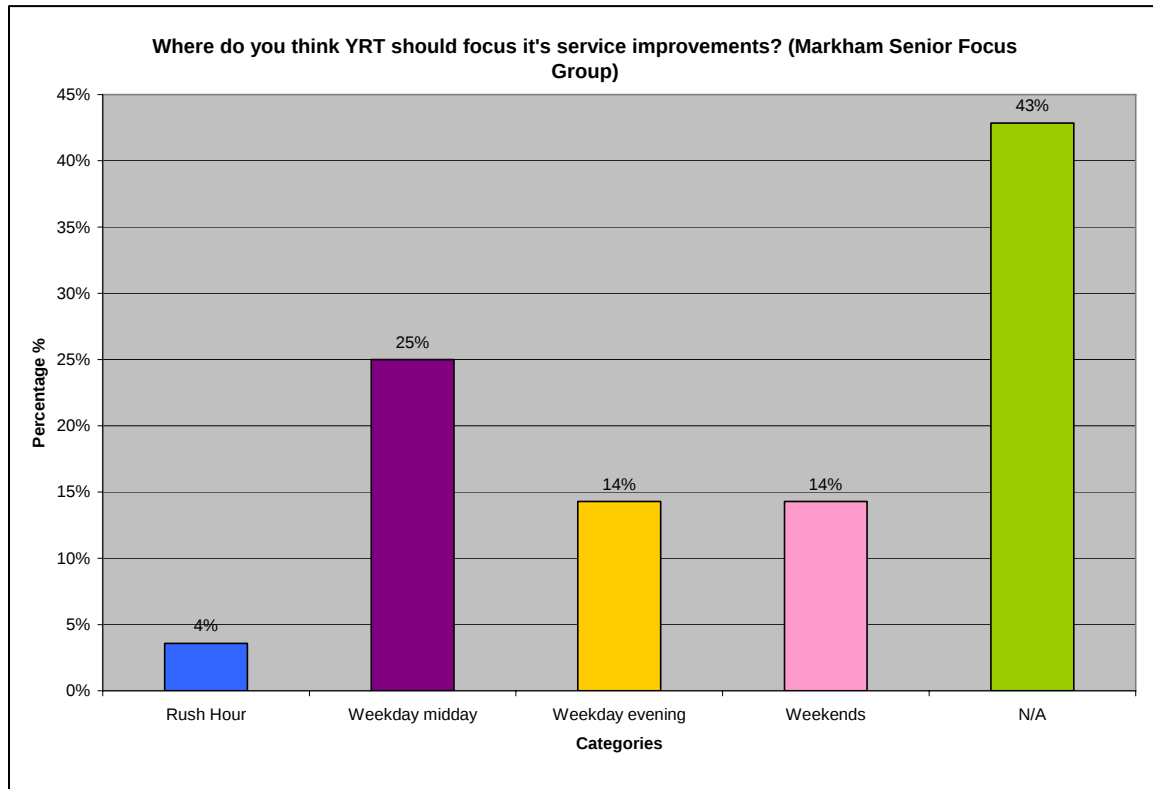


Figure 11 shows that 49% seniors would like YRT/Viva to provide better area coverage and services to more destinations. 19% seniors opted for more frequent services and 12% for longer hours of service. 12% seniors wanted improved pedestrian connections and 9% voted for reliability and schedule adherence. Thus at Markham better area coverage and services to more destinations was a key issue for seniors.

FIGURE 12: MARKHAM SENIORS GROUP SURVEY RESULTS



25% seniors suggested that YRT/Viva should focus on improving services during mid-day and 14% suggested service improvements for weekday evenings and weekends as shown in Figure 12. However, seniors did not suggest rush hour service improvements. This demonstrates that transit and travel patterns of seniors are quite different.

Thus it could be concluded that for seniors, frequency, better area coverage and services to more destinations are important, also seniors prefer to travel during mid-day on weekdays. Therefore, while designing services for seniors, the above parameters are important and will be taken into consideration for service planning.

1.6 Public Information Centres

Public Information Centers were conducted in Richmond Hill and Newmarket to received feedback from the public. The meeting at Richmond Hill was well-attended where as meeting at Newmarket was lightly attended.

Some of the comments that we received at these meetings are as follows:

- › Use GO station at East Gwillimbury as a connection point outside GO train hours.
- › Consolidate route 53 and 57A as one route.
- › Local Newmarket routes showing steady improvements over past 5 years.
- › We are extremely concerned about transit route on Bridle Walk. Safety, the narrow street makes this a dangerous route.
- › More frequent services on 16th Avenue.
- › Gas prices will bring more folks to transit – be ready.
- › Key solution to the traffic problem is to build subway now.
- › Need more north-south routes and terminals in Markham.
- › Eliminate double fares at Steeles. It's one way to get people out of their cars.
- › Service reliability is a key issue; buses need to be on time.

FIGURE 13: NORTH AND SOUTH PIC SURVEY RESULTS

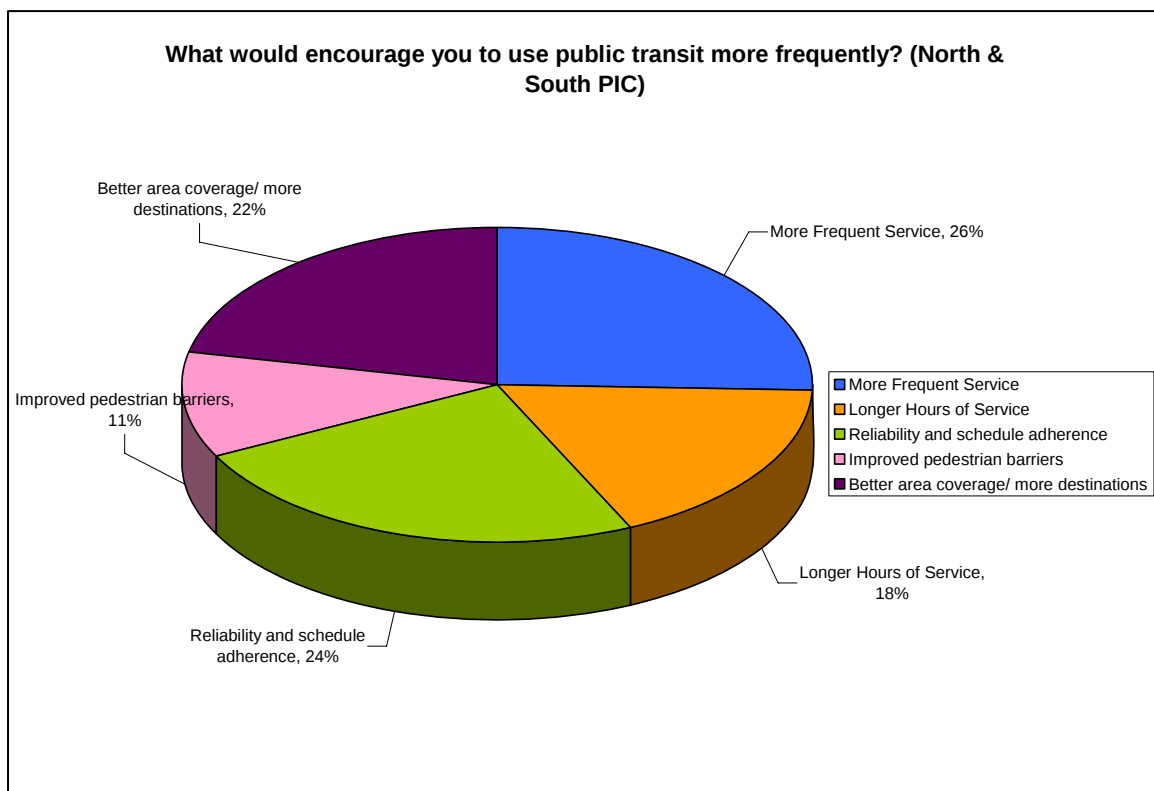


Figure 13 shows that 26% of attendees preferred more frequent services where as 24% of attendees indicated that reliability and schedule adherence is important. 22% of attendees voted for better area coverage and 18% for longer hours of service.

Therefore unlike senior residents, this graph represents a balanced preference for service improvements with service frequency as the main driver that would encourage more people to take transit on regular basis.

1.7 Terminal – Public Information Centres

Terminal Information Centres were conducted at the following terminals:

- › Newmarket Terminal
- › Richmond Hill Centre Terminal
- › Promenade Terminal

The survey questionnaires were handed out to riders at the terminals to get their feedback on routes they are using on regular basis. YRT/Viva staff received extremely good responses at the terminals with over 500 riders providing feedback.

Newmarket Terminal:

The Terminal Information Centre was conducted at Newmarket Terminal to get feedback from transit riders. YRT/Viva staff received good response at the Newmarket Terminal.

Some of the comments that were received are as under:

- › There should be more than one Holland Landing Bus and prefers a frequent bus service.
- › Improve Saturday service to reach mall by 8 a.m.
- › Would like improved Sunday service to local areas.
- › Improve evening service on Blue. Many times get on crowded bus to Finch and every 15-minute service is not frequent.
- › Sunday service on Route 53 Woodspring.
- › There should be more buses 24/7 to Georgina area.
- › More connections with GO and TTC transit would be helpful.
- › More Sunday service on route 52.

FIGURE 14: NEWMARKET TERMINAL PIC SURVEY RESULTS

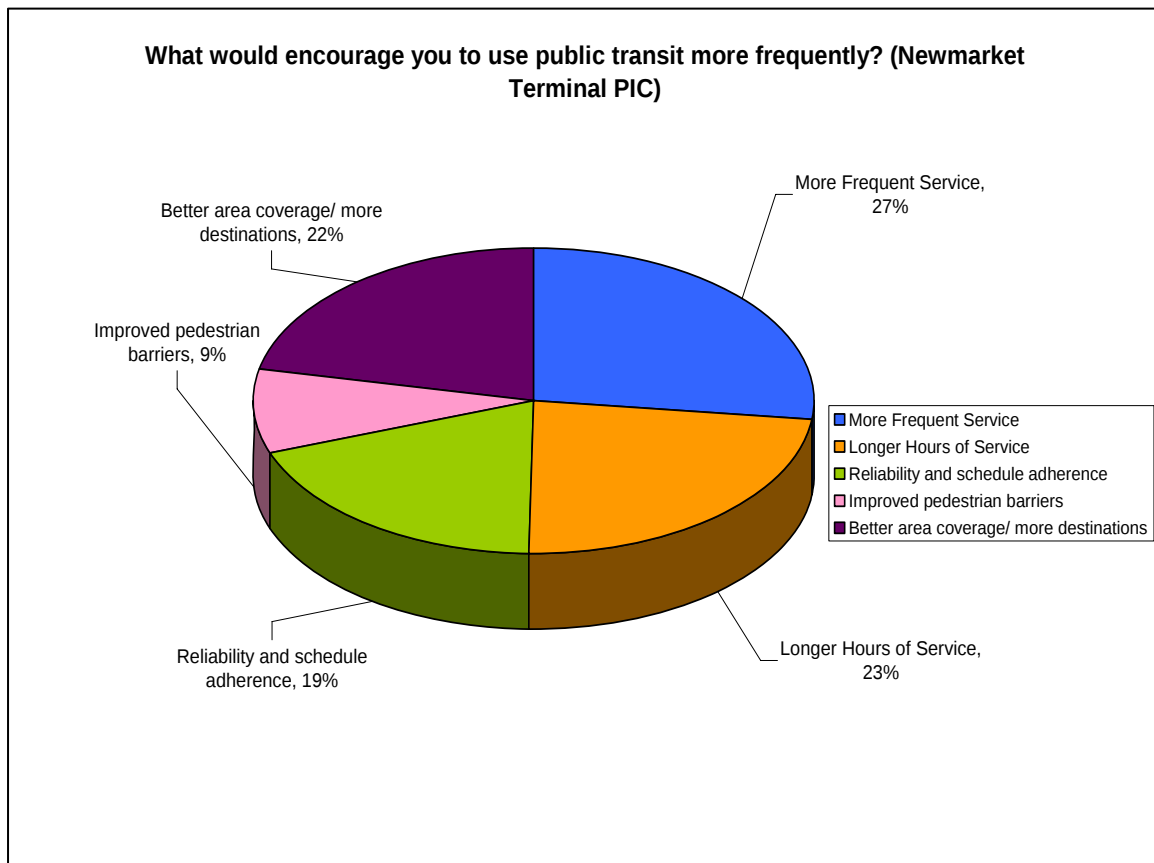


Figure 14 shows preferences for transit riders at the Newmarket Terminal. 27% of transit riders surveyed showed preference for more frequent services. 23% of the riders indicated preference for longer hours of service and 22% opted for better area coverage and more destinations. 19% of transit riders voted for reliability and schedule adherence and 9% voted for improved pedestrian barriers.

The above graphs show transit patterns for northern municipalities such as Newmarket and Georgina. It indicates that more frequent services, longer hours of service and better area coverage are important. This will provide more choices and options to riders to take transit.

FIGURE 15: NEWMARKET TERMINAL PIC SURVEY RESULTS

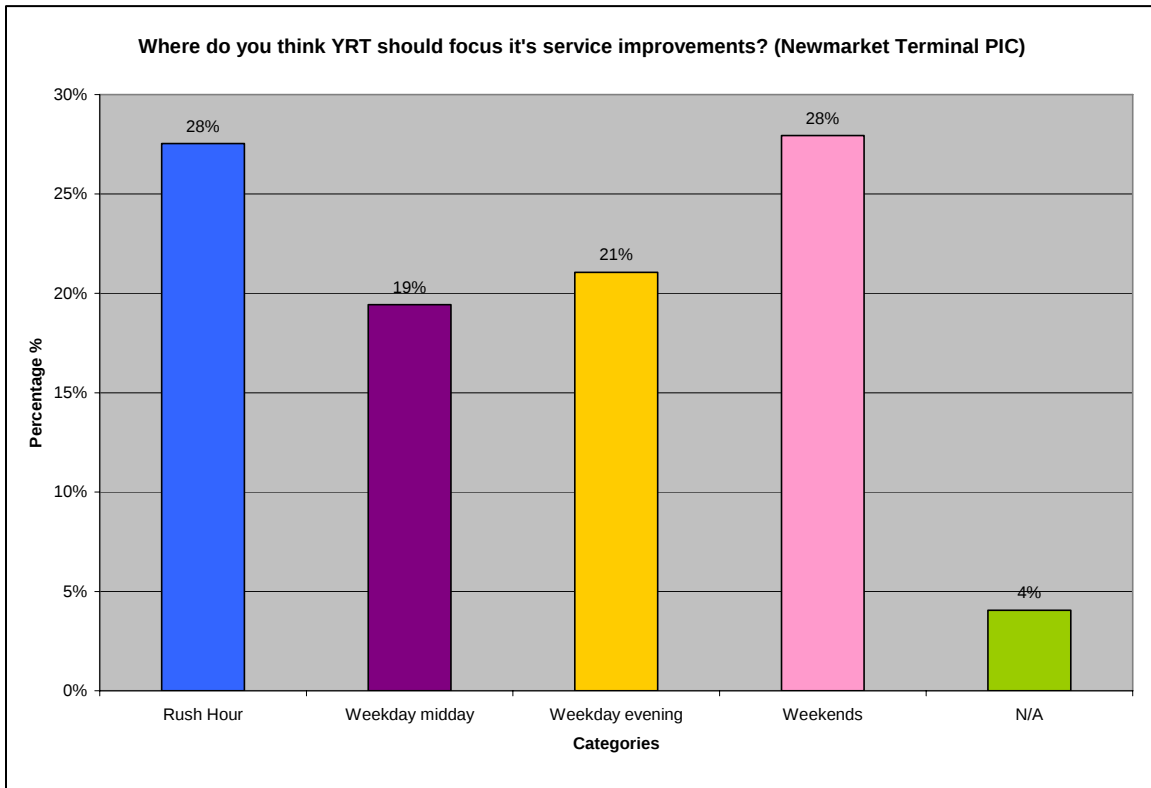


Figure 15 shows that 28% of transit riders have shown preference for improved rush hour services and weekend services. 21% of transit riders would like to have weekday evening services and 19% opted for weekday mid-day services.

Richmond Hill Centre Terminal:

A Terminal Information Centre was conducted at Richmond Hill Centre Terminal to get feedback from transit riders. YRT/Viva staff received good response at the Richmond Hill Centre (RHC) Terminal.

Some of the comments received are as follows:

- › Increase services for 87 between 5 p.m. and 8 p.m. to Teston Road.
- › Stagger YRT/Viva route schedules; similar routes run at the same time.
- › Better connections between Viva purple and orange to Martin Grove and York University will significantly improve ridership, especially rush hours.
- › More frequent services for route 1 on Highway 7.
- › Due to hourly service to Pine Valley/Hwy. 7, it's hard to get to school on time.

- › Add more buses on Bayview – needs Viva for Bayview.
- › Digital displays and GPS tracking are excellent – excellent method of relaying wait times.
- › Needs to have quicker, longer hours of service and lower price.
- › Longer hours of service would be great as well as more frequent service to reduce overcrowding.
- › Highway 7 needs another service. Route 77 is not reliable and always full.
- › Needs more buses during rush hours.

FIGURE 16: RICHMOND HILL CENTRE TERMINAL PIC SURVEY RESULTS

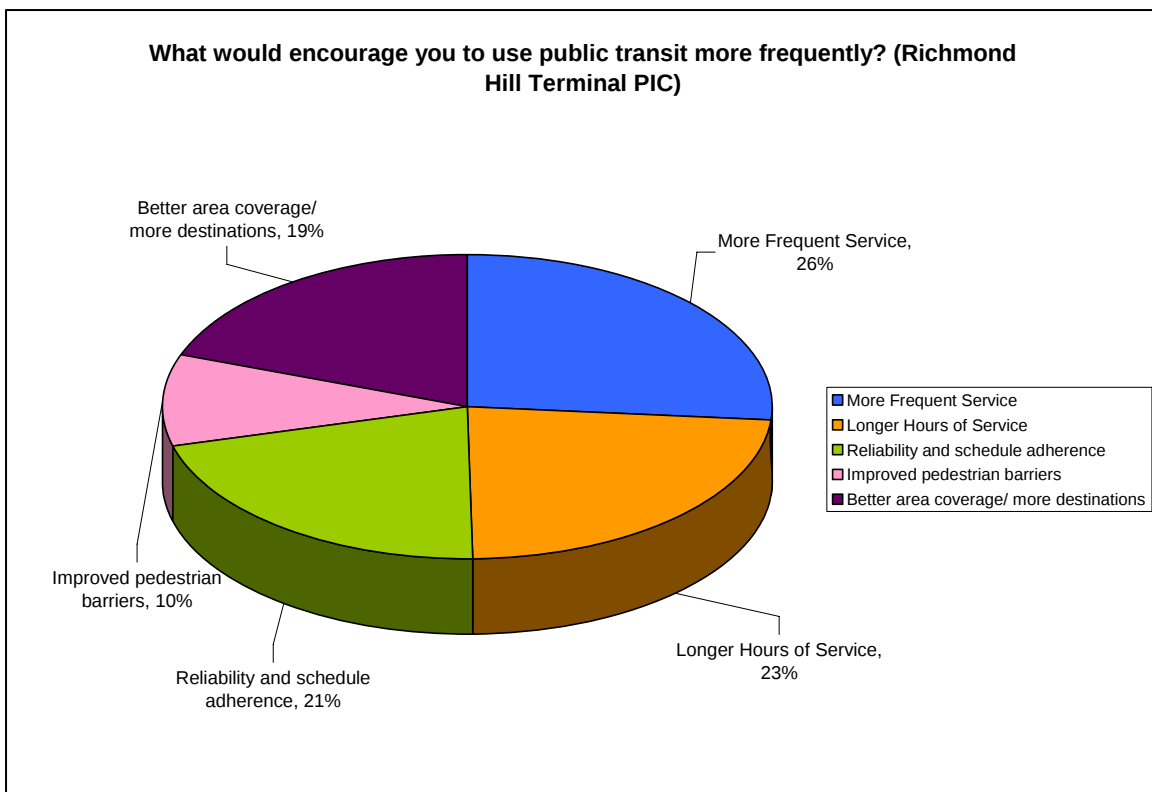


Figure 16 shows that 26% of riders at RHC Terminal showed preference for more frequent service and 23% of riders wanted longer hours of service. Schedule Adherence and reliability was important to 21% of riders and 19% suggested better area coverage and provide services to more destinations. 10% of riders suggested improved pedestrian connections.

FIGURE 17: RICHMOND HILL CENTRE TERMINAL PIC SURVEY RESULTS

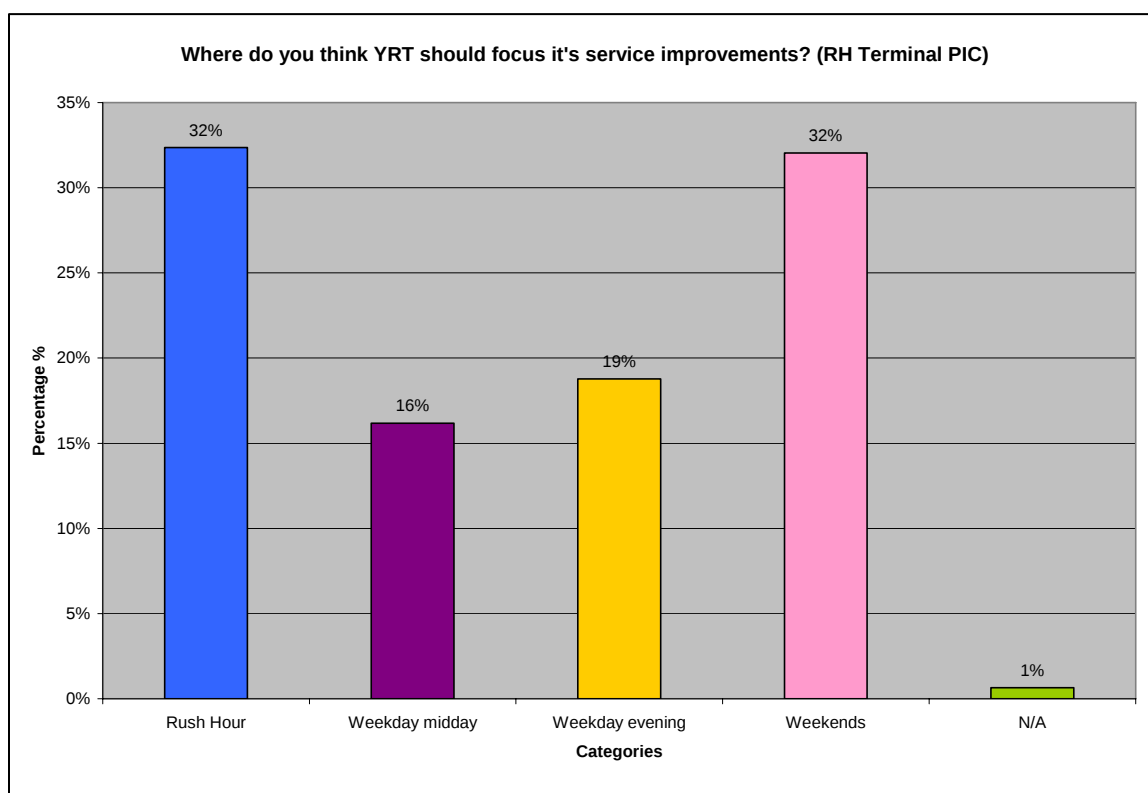


Figure 17 shows that 32% of transit riders at the RHC Terminal suggested that YRT/Viva should focus on service improvements during rush hours and weekends. 19% suggested service improves for weekday evenings and 16% opted for improved weekday mid-day services.

The above survey results at the RHC Terminal indicate that more frequent services and services for rush hours and weekends are important to transit riders.

Promenade Terminal:

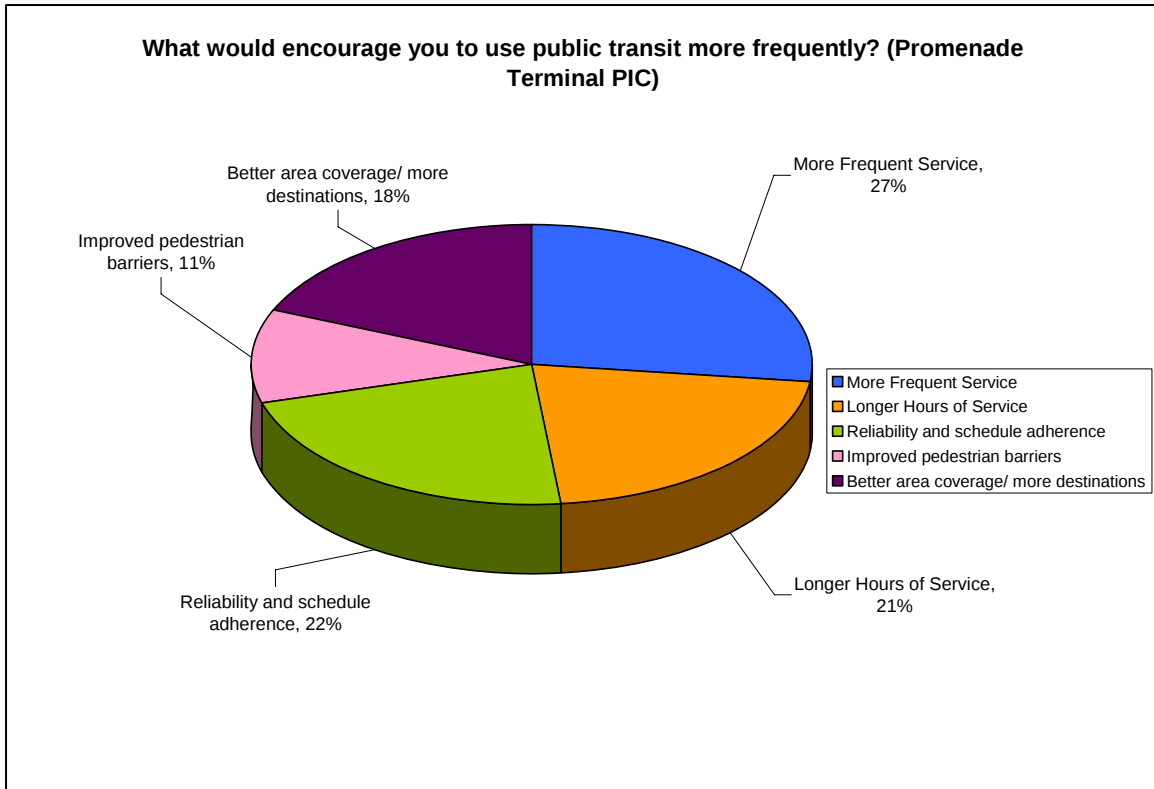
Terminal Information Centre was conducted at Promenade Terminal to get feedback from transit riders in City of Vaughan. YRT/Viva staff received 145 responses at the Promenade Terminal.

Some of the comments that were received are as under:

- › Route 77 going eastbound from Brampton during a.m. rush hour is always packed.
- › Better connections at terminals.
- › More Service on weekend.
- › More Bus shelters along Bathurst.
- › Route 5 / Route 23 not connecting.

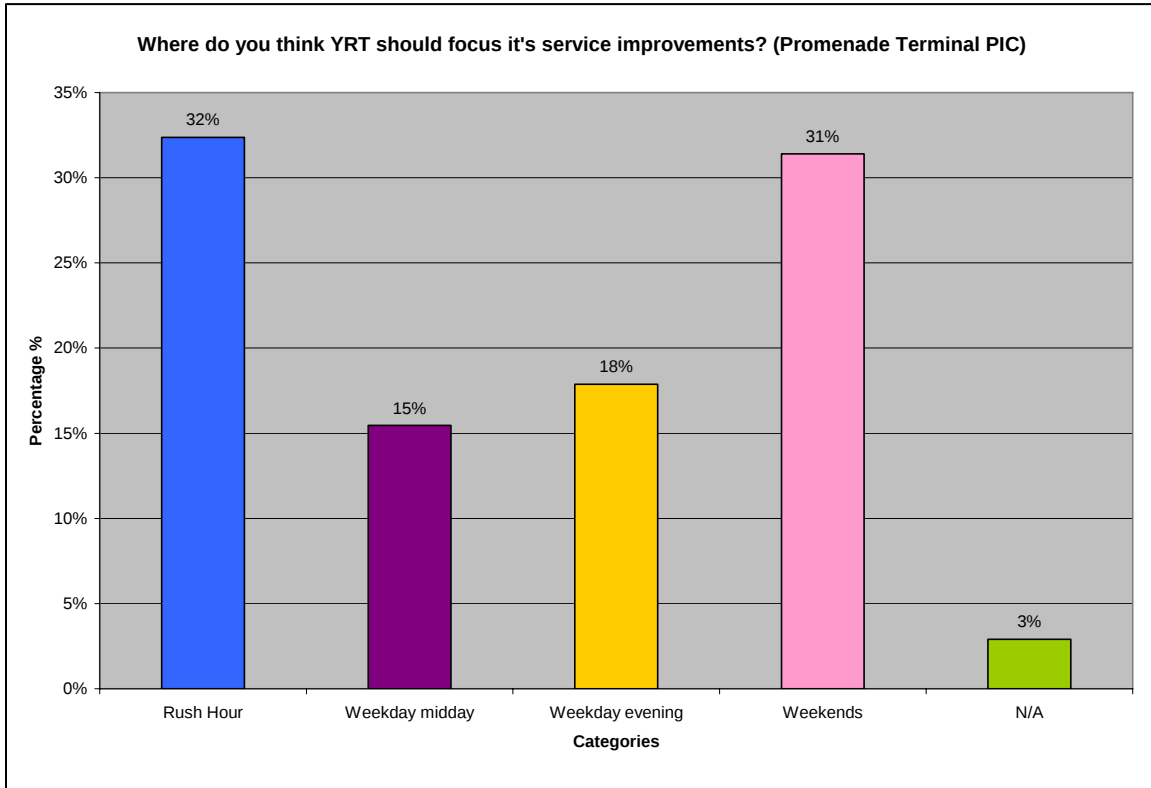
- › Route 23 should run on weekend and for longer hours.
- › Route 88 should run a bit later on weekend.
- › YRT/Viva should learn from other best practice transit system in the world. (i.e. Germany)
- › Route 88 Bathurst should go to Seneca King until 11:30pm everyday.
- › YRT /Viva are a great way for transportation. I will continue to use it.
- › Viva purple should end at Martin Grove instead of York University
- › Larger buses on Viva Purple.
- › More buses on Route 77, 88, and 91 routes.
- › Next stop announcement on YRT buses.
- › Easy to use SMS service to get next bus info.
- › New Trip Schedule at all bus stops.
- › Install Vending Machine at Terminals.

FIGURE 18: PROMENADE TERMINAL PIC SURVEY RESULTS



The above figure shows preferences for transit riders at the Promenade Terminal. 27% transit riders that were surveyed showed preference for more frequent services. 22% riders indicated preference for reliability and schedule adherence and 21% opted for longer hours of service. 18% transit riders suggested better area coverage and trips to more destinations and 11% voted for improved pedestrian barriers.

FIGURE 19: PROMENADE TERMINAL PIC SURVEY RESULTS



The above graph shows that 32% riders at Promenade Terminal suggested that YRT/Viva should focus its service improvements for rush hours and 31% wanted service improvements for weekends.

The above graphs shows transit patterns and needs for City of Vaughan are quite different than the municipalities. It indicates that more frequent services, longer hours of service and emphasis on rush hours and weekends. This will provide more choices and options to riders to take transit.

1.8 Web Survey

PLAN09 Web Survey was conducted for receiving feedback from customers and members of public who were unable to attend public information centres or sessions conducted by YRT/Viva Staff. The PLAN09 Web Survey questionnaire is shown in Figure 2.

The web survey was posted on YRT/Viva's website from June 2nd to June 27th. A link to the web survey was provided on the homepage of the YRT/Viva website and it was also given a wider publicity at the Public Information Centres and individual focus group meetings. The web survey was anonymous and therefore provided a good medium of communication and a tool to provide meaningful feedback to YRT/Viva staff. Approximately 40 web surveys were received.

Some of the comments received are as follows:

- › Increased frequency on routes 85, 83 and 91.
- › Improvements on providing more frequent service, longer hours of service, shorten the travel time and provide more service along major corridors could greatly improve present services.
- › Improve service on Route 85 as well as service the residential area between Highway 7 and Major Mackenzie Road in the Markham area.
- › Remove Steeles Ave. imaginary barrier will help to increase ridership. Double-fare should be removed.
- › Better detailed design on the signage on buses and education to riders will shorten the travel time.
- › Improve conventional YRT service.
- › Dedicated bus lanes from RHC to Green Lane.
- › Need bus stop shelters along 16th Avenue.
- › Ensuring that every route connects up to at least two transit hubs, so riders will have maximum connectivity.
- › A master electronic display board at Finch Terminal to display routes and departure time for the next 10 bus to leave the terminal.
- › Relocate the Promenade Terminal and have it connected to the mall.
- › Clearer route numbers on destination displays – Branch numbers are confusing
- › Removed the proposed bus route on Bridal Walk in Markham.
- › Separate long distance routes into 2 different routes. i.e. Route 85 and Route 4.
- › Route 58A to Mount Albert, we need weekend service.
- › Increase parking at YRT/Viva stations.
- › Ensure high level of service after the removal of some of the school bus services in September 2008.
- › Better connections between Viva Orange and Viva Purple at York University.

FIGURE 20: WEB SURVEY RESULTS

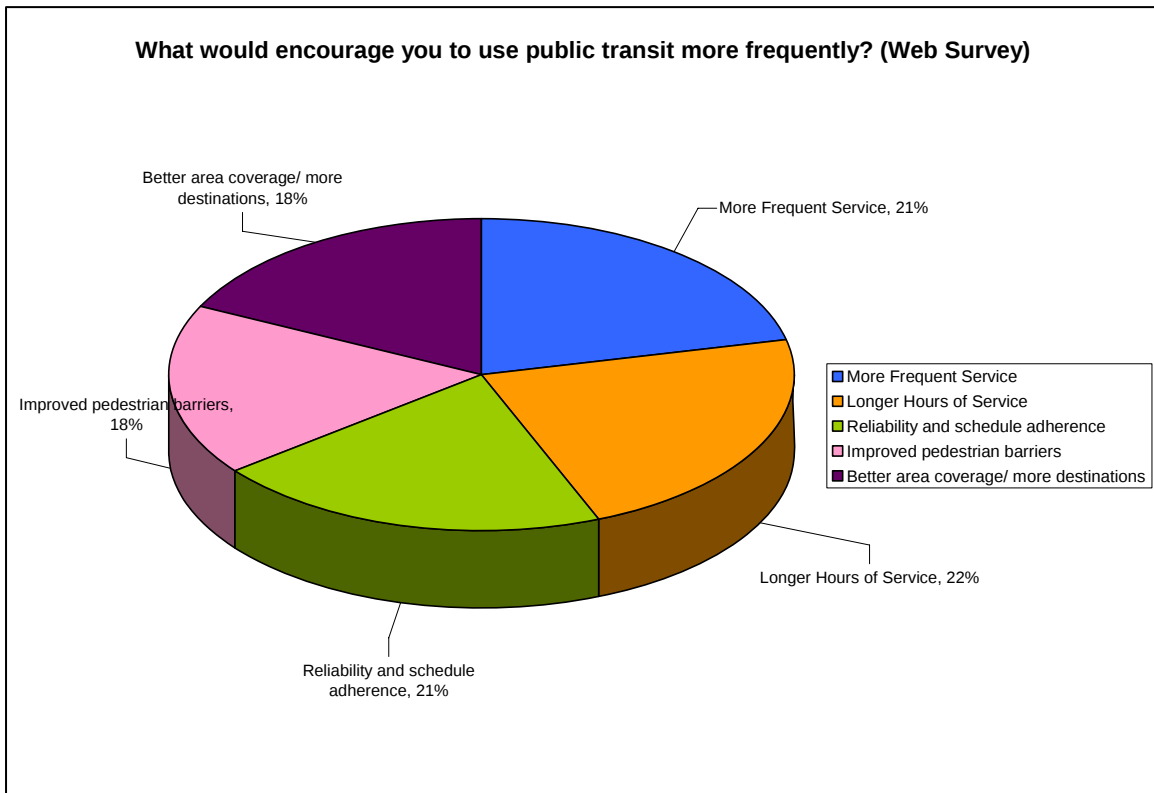


Figure 20 shows that 21% of riders who completed the web survey showed preference for more frequent service and 22% of riders wanted longer hours of service. Schedule and reliability was important to 21% of the riders and 18% suggested better area coverage and provide services to more destinations. 18% of riders suggested improved pedestrian connections.

FIGURE 21: WEB SURVEY RESULTS

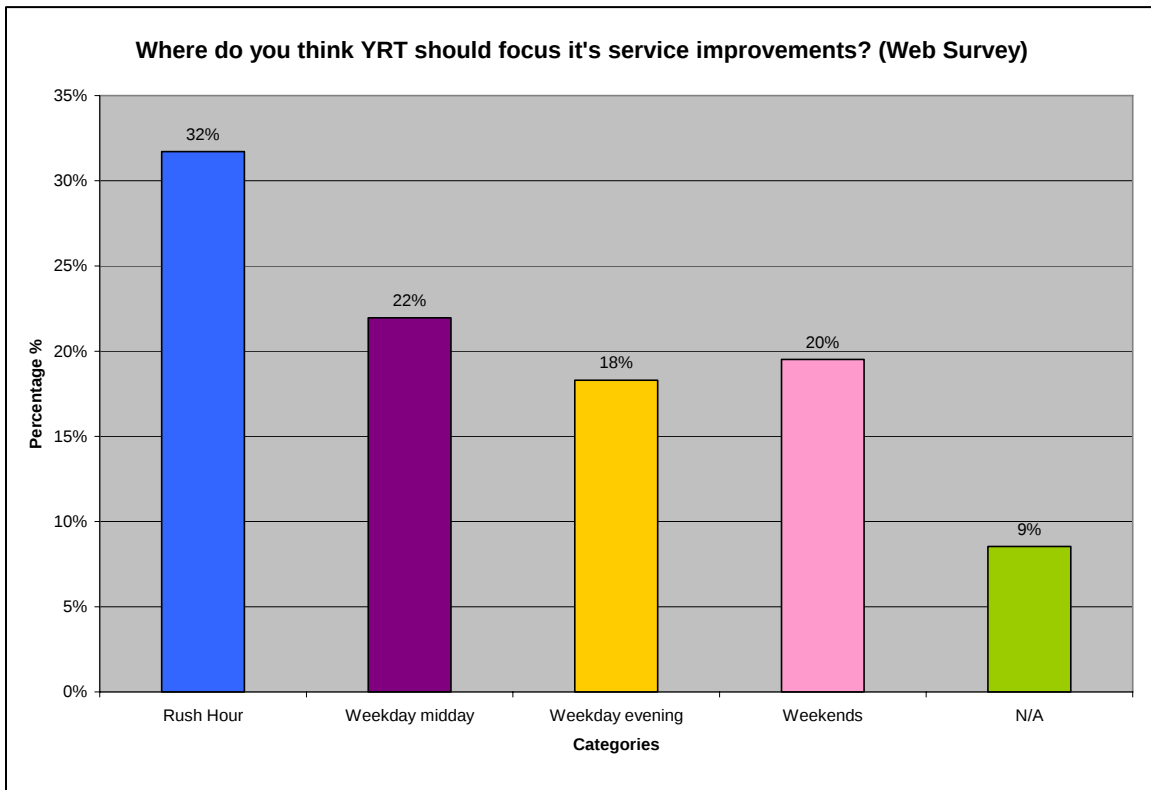


Figure 21 shows that 32% of web respondents have shown a preference for improving services during rush hours; whereas 22% of respondents have shown preference for improving weekday mid-day and 20% for weekend services. 18% of respondents would like YRT/Viva to improve weekday evening services. 9% of respondents did not show any preference.

Thus, most of the web survey respondents would like to see improvement of services during rush hours.

1.9 Oak Ridges Workshop

YRT staff conducted a transit workshop for Oak Ridges to improve transit services to the community. The main objective of the workshop was to balance the transit needs of the community and to provide improved services, where needed.

The comments received were:

- › Services along Old Colony Roads.
- › Improving connections and frequency – maintain off-peak service and add service to Route 22.
- › Viva Stations – adds verbal announcements – off-board and on-board.

- › Shuttle from terminal to neighbourhoods and GO Stations i.e. Richmond Hill and King City.
- › Connect Bayview and Yonge via Old Colony Road.
- › Bus terminal at Stouffville/ Yonge area.
- › Viva Blue – express branch - Bernard overlay service.
- › Need consistent transit service 7 days a week.
- › Dial-a-Ride won't work for school trips.
- › Richmond Green High School and Community Centre is an important destination.
- › Old Route 84 – better community connections – may be Dial-a-Ride would work to connect community.
- › Route 22 – does not start early enough and services from King GO – train bus connections absent.
- › Transit services to west side of 84 – extend to RH GO, loop via Seneca.
- › Transit services to east side of 84 – connect to Aurora GO.
- › Route 88 first trips – need extra trip.
- › More, better service, especially after 7pm.
- › Dial-a-Ride from proposed terminal in off-peaks.
- › Add 340 express extensions.

FIGURE 22: OAK RIDGES WORKSHOP SURVEY RESULTS

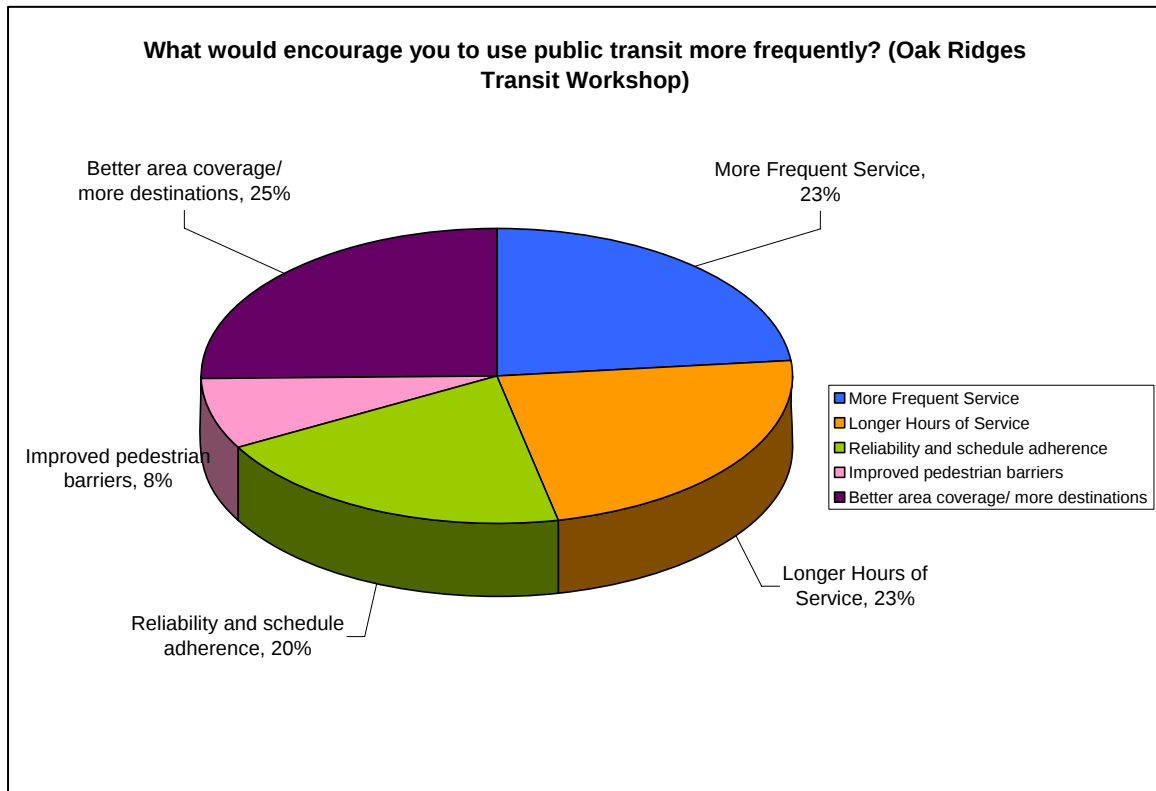


Figure 22 shows that 25% of Oak Ridges residents who responded to the survey showed preference for better area coverage and service to more destinations. 23% of respondents showed preference for more frequent services and longer hours of service.

FIGURE 23: OAK RIDGES WORKSHOP SURVEY RESULTS

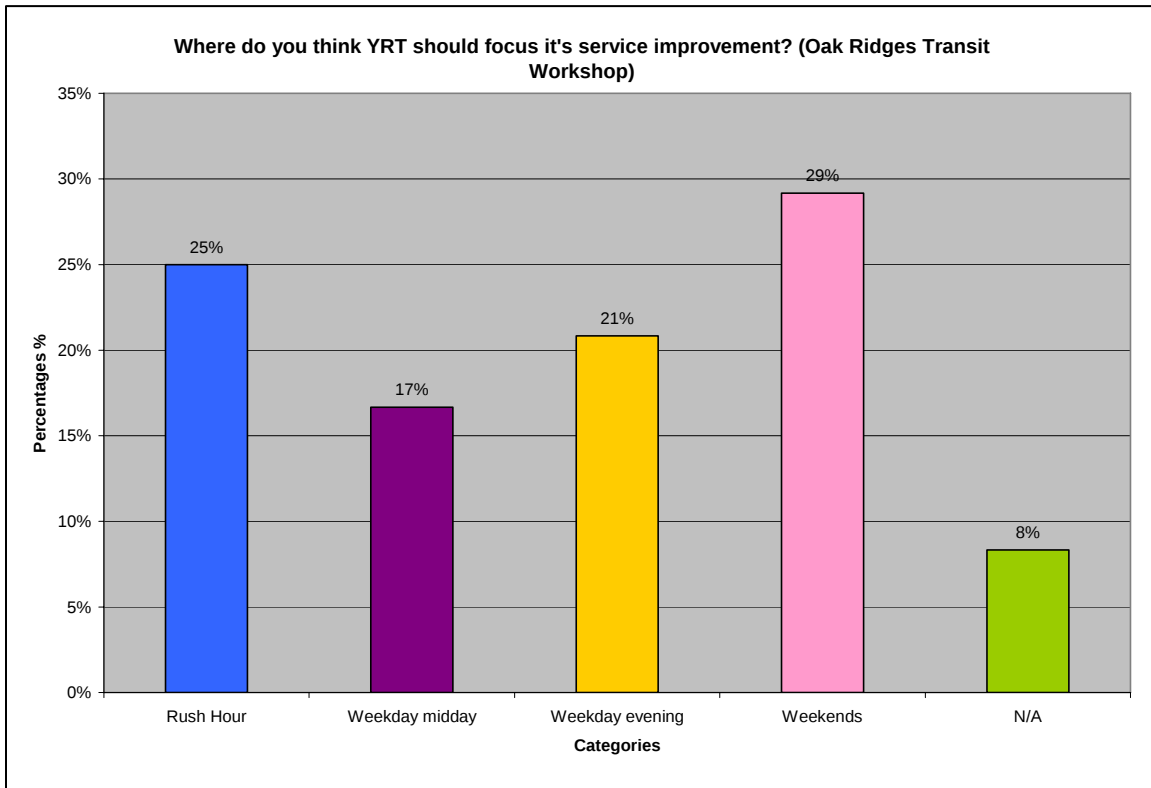


Figure 23 shows that 29% of Oak Ridges residents who responded to the survey would like to have improved transit services for weekends and 25% opted for service improvements for rush hours. 21% of residents indicated improvements to weekday evening services and 17% opted for weekday mid-day service.

1.10 Local Municipal Surveys

York Region local municipalities have conducted resident surveys to obtain feedback on regular basis. This section provides information related to transit that was collected as a part of local municipal surveys. These surveys have utilized different methods such as telephone, internet or mail surveys to obtain information.

1.10.1 Click with Markham

Town of Markham conducted innovative online municipal public consultation survey during November 2007 to obtain community feedback on six areas of strategic focus. More than 3600 people who lived and worked in Markham responded to the survey. The survey was available in 7 different languages.

Transportation and Transit was an important strategic area that received the highest rating of 89% followed by growth management with just 54%. The majority of respondents recognized that rapid transit is the solution of traffic congestion challenges and most thought the current level of service is just not good enough. A number of people commented on alternate transportation approaches such as Travel Demand Management and integration with cycling mode.

FIGURE 24: CLICK WITH MARKHAM SURVEY RESULTS

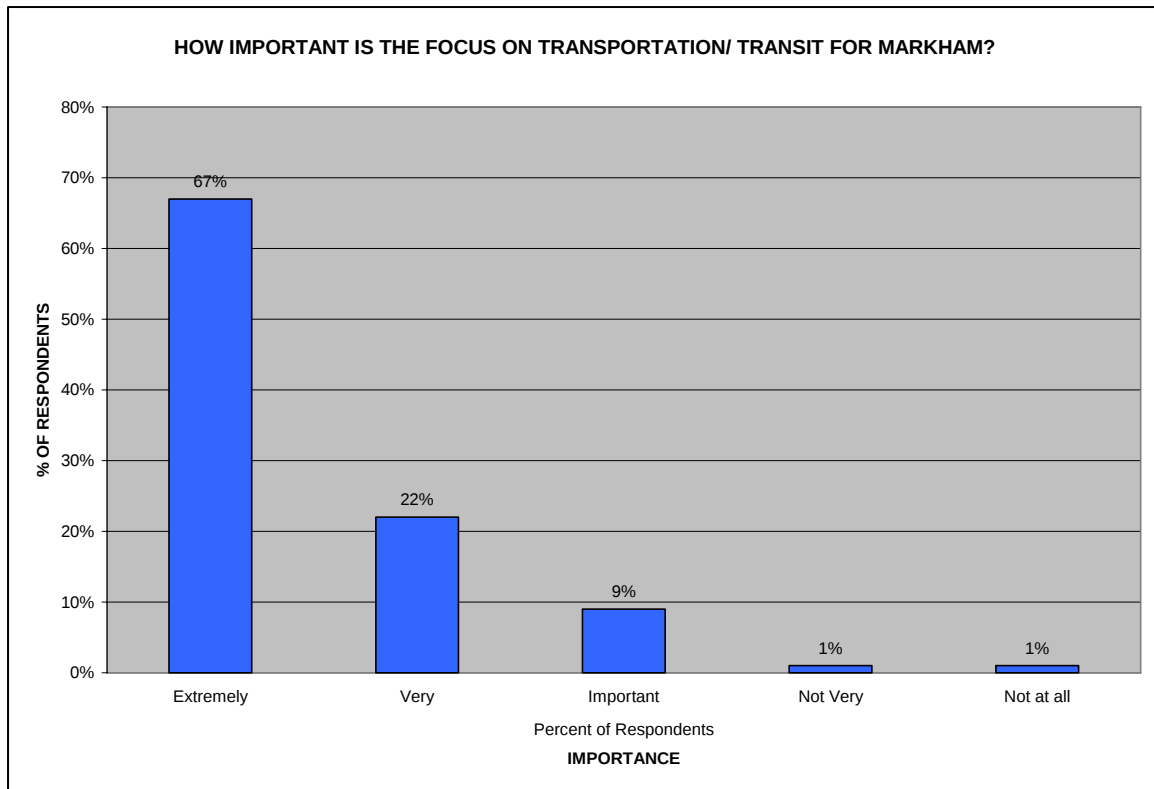


Figure 24 shows that 67% of respondents mentioned that transportation and transit is important to them and they would like Town of Markham and the Region to provide better transportation services. Majority of respondents supported Region's initiatives for transit and would like to see improved services to and from Markham. Most residents wanted better services within York Region and especially into City of Toronto.

Some of the highlights of comments relating to transit are as follows:

- › Transit should be more available north and south of Major Mackenzie to Steeles. Right now the service is limited to the TTC buses with far in between schedules, so if you miss the bus you could be waiting for almost an hour for the next one.
- › Provide local bus transportation to all new developments as soon as people begin to occupy the homes. Box Grove area east of 9th line has no bus service at all.
- › The extension of the Viva system to Ninth Line to serve the far-east end of Markham.

- › The frequency of buses would make a huge difference in their use. I live in the Leslie-Green Lane area. Though Viva is available along Hwy 7, local buses at various times of the day can be hard to find. A bus every 10 to 15 minutes could make a big difference in making it a viable form of transportation to the many who right now depend upon cars as their primary mode of transportation
- › Develop local transit system in new developed communities. Not just limited to Yonge lines.
- › More focus and top priority should be given to improve the current poor Transit service on Woodbine, Warden and Kennedy. Increase in frequencies during peak hour to every 10 minutes on those streets. Council should also look into building a transit system on Warden/Woodbine from Major MacKenzie all the way to Downtown Markham or if possible to Steeles.
- › Most of the transit development is West & South of Markham. The traffic congestion from the North & East is not being addressed. For instance, there is no bus service to Stouffville. Why not add a Viva line north of the Town.
- › We should really consider having the bus lines be given the right to drop and pick up passengers at the larger malls. This would make it easier for the people to shop and not worry about parking the car. Plus not having the cars in traffic.
- › Greater integration of Viva with TTC
- › Review YRT and Viva schedules to meet GO Trains/ Buses from downtown at Unionville GO stations. Increase feeder system to Unionville GO by extending YRT/Viva buses across more residential areas.
- › Consider using smaller vehicles during off peak hours but at higher frequency so that waiting time along the routes will be reduced.
- › As long as public transit remains inconvenient and takes twice the time as private transportation, we will continue to have difficulties convincing people to use it. Increase Go and Viva service is fine, but you still need to get people from home to where these services operate. Perhaps look at more numerous/ frequent, but smaller, more efficient local buses that move people to the main transit lines - short distance routes.
- › Generally, a more robust transit system is required, with more buses, routes & better hours of operation. Working to bring the Yonge subway line to Hwy. 7 is a must. More GO routes & better hours of operation are also a must.
- › Would like more frequent routes especially for school children.
- › Would use it more if reliable and faster

1.10.2 Newmarket Municipal Survey

Town of Newmarket conducted a Community Satisfaction Survey in 2005. The main objectives of the survey were to:

- › Obtain community feedback to evaluate the current services offered by the Town and to assess resident satisfaction
- › Provide direction for the future of Newmarket and to plan for services to meet present and future needs

A total of 860 surveys were completed by telephone, mail and internet. These 860 surveys were representative of the population by age cohort, gender and resident location in the ward.

The results of the survey showed that majority of the residents in Newmarket were satisfied with the Town as a place to live (95%). Similarly, 75% of the respondents were either satisfied or very satisfied with the local municipal government while 18% were dissatisfied or very dissatisfied.

In the survey, respondents were asked to identify the three most important issues that they would like to Newmarket Council to address in future. Public Transit provided by York Region Transit was included as one of the issues to be addressed by the Town Council. Only 5.1% of residents identified transit as one of the issues to be addressed by the Council and Public Transit was rated at 11th position on the issue list. This showed that town residents in general are satisfied with the transit services in the Town of Newmarket.

1.10.3 Richmond Hill – People Plan Consultation

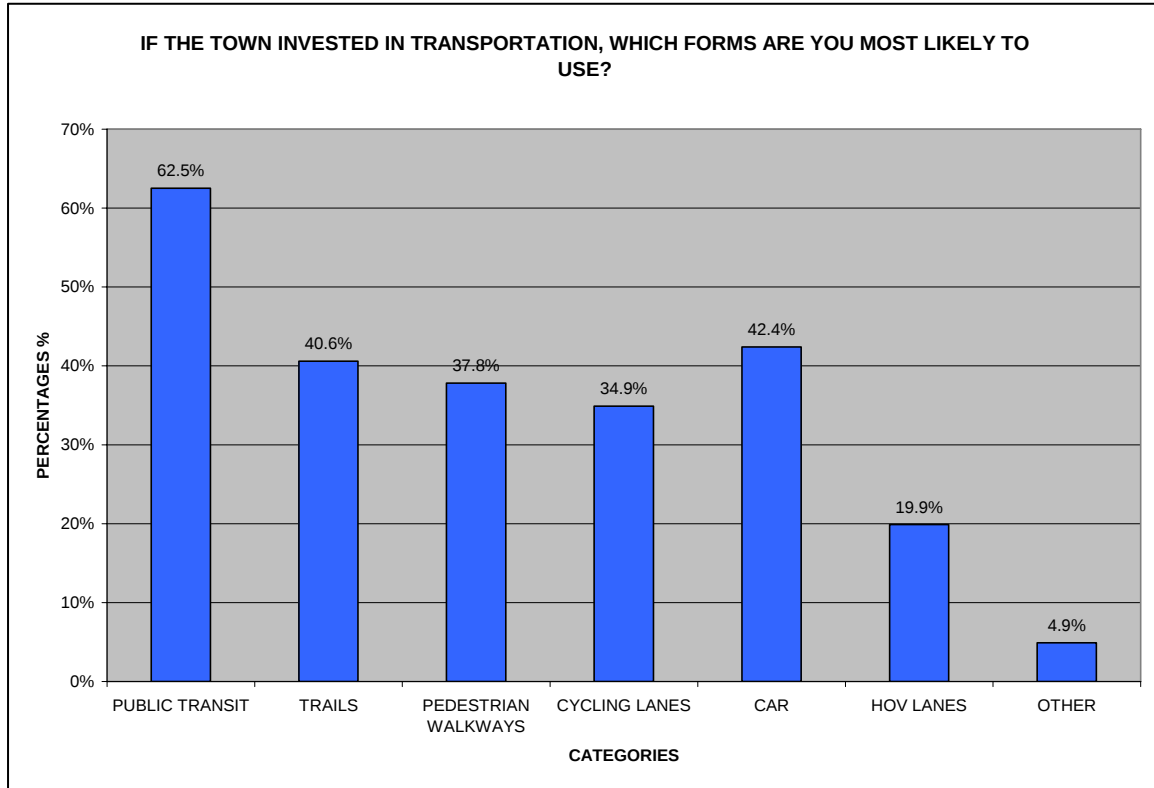
Town of Richmond Hill has undertaken an extensive people plan consultation process to see input from the community in a variety of different ways on their hopes and expectations for the future of Richmond Hill. The information gathered as a result of this plan, background research and trend analysis will help the Town to create a vision for its future. The results of the consultation will be compiled in two documents that will help shape the future vision of the Town – a new Strategic Plan and a new Official Plan.

The official launch of People Plan Richmond Hill was held on October 23, 2007 and since then Town has conducted extensive consultation through variety of meetings such as:

- › People Plan Summit – Open House
- › Seniors Group Meetings
- › Community Group Meetings
- › Accessibility Advisory Committee
- › Hillcrest Mall Information Session
- › Business Community Survey

- › Cultural Forum Meetings
- › Online Survey

FIGURE 25: RICHMOND HILL SURVEY RESULTS



Some of the comments received are as follows:

- › Improved public transit
- › Ensure improvements are meaningful – if you provide more wheel-chair supportive transit or other services; make sure it is frequent to make use of it feasible.
- › Needs frequent buses
- › More frequent transit service on specific routes
- › Better public transit with the GTA would make Richmond Hill a better business in the future. A great plan is the proposed extension of the Yonge Subway up to Hwy 7. From talking with other business owners in Richmond Hill, we believe that the impact of this project would be much greater if it would be planned up to Major Mackenzie Drive. This would also benefit the York Central Hospital in attracting talents across the GTA to work there.

- › Some of the Public transportation needs to have quicker routes to major work areas, such as downtown Richmond Hill, East/West Beaver Creek areas. There could be express routes to these areas and other routes to go around subdivisions/residential areas. Costs must be kept down to be much cheaper than the gas costs for car transportation and just as quick in order to make people get out of their cars.
- › The buses that go along the side road to connect to the arterials are big and empty. Total waste of resources. Create some kind of an on call shuttle system instead - could use the community centres as pick up and drop off points and have shuttles go to points of interest and importance as well as connecting with the main transit system.
- › A more integrated transit system that incorporates some new technologies so that awareness of the schedule/times and routes is available to all that take transit.
- › Transit should be intense on well used routes only. There are too many buses running around empty. Possibly an YRT run taxi service like the one in Newmarket would be appropriate. People can and will walk a ways to catch a bus.
- › More bus route covering larger area, i.e. Bayview through Oak Ridges
- › It is very difficult to get around Richmond Hill using public transit unless you live near Yonge Street. People may have to take many buses to get to where they are going. It is difficult for families to travel to other communities for shopping, visiting, participation in local events and activities.
- › More frequent transit means more opportunities to move about. It also leads to reduced congestion within the transit it self, so more people might want to use it.
- › Increase public transit into neighbourhoods and frequency so kids can take the YRT/Viva to school instead of parents driving or partner with the YRDSB for more school buses... Yonge Street and Bathurst require additional lanes.... as traffic backs up and this could have been avoided when the new homes were being built 2-3 years ago.

2.0 YRT/Viva CARES System - Feedback

CARES (Customer Action and Response System) enables YRT to manage customer compliments and concerns. Customer feedback is entered in the system under the applicable Service Area (i.e. Service Planning) and then further sorted by category (i.e. Requests for improved frequency or new routes). The customer feedback recorded in CARES is continuously evaluated to identify emerging trends, assess required service changes and to monitor overall customer satisfaction.

CARES – Service Planning

Service Planning received a total of 595 tickets from July 2007 to June 2008. The Service Planning tickets from July 2006 to June 2007 were addressed in 2008 Service Plan.

FIGURE 26: CARES – TOTAL MONTHLY TICKETS FOR SERVICE PLANNING

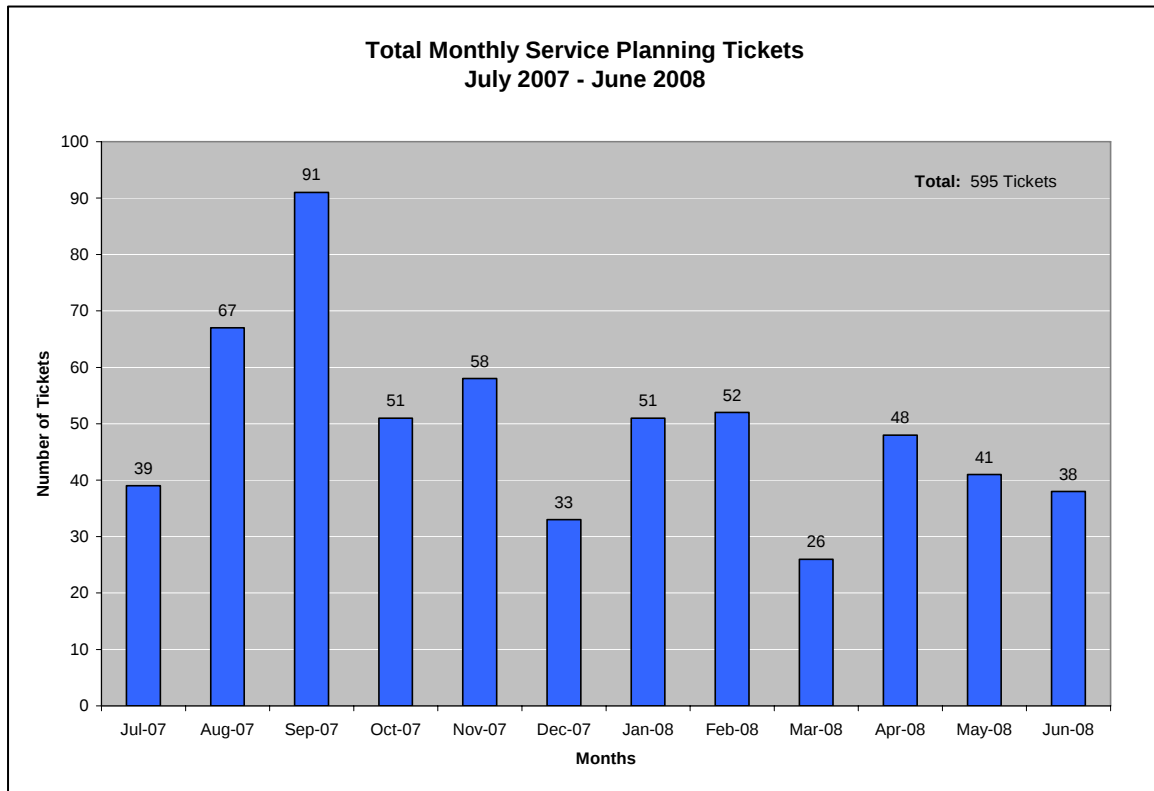


Figure 26 shows that, for the months of August and September 2007, Service Planning received 67 and 91 tickets, respectively. August and September received more tickets due to requests from parents, students and general public inquiring about transit services and schedule changes for school reopening.

FIGURE 27: CARES – DISTRIBUTION OF TICKETS BY MUNICIPALITY

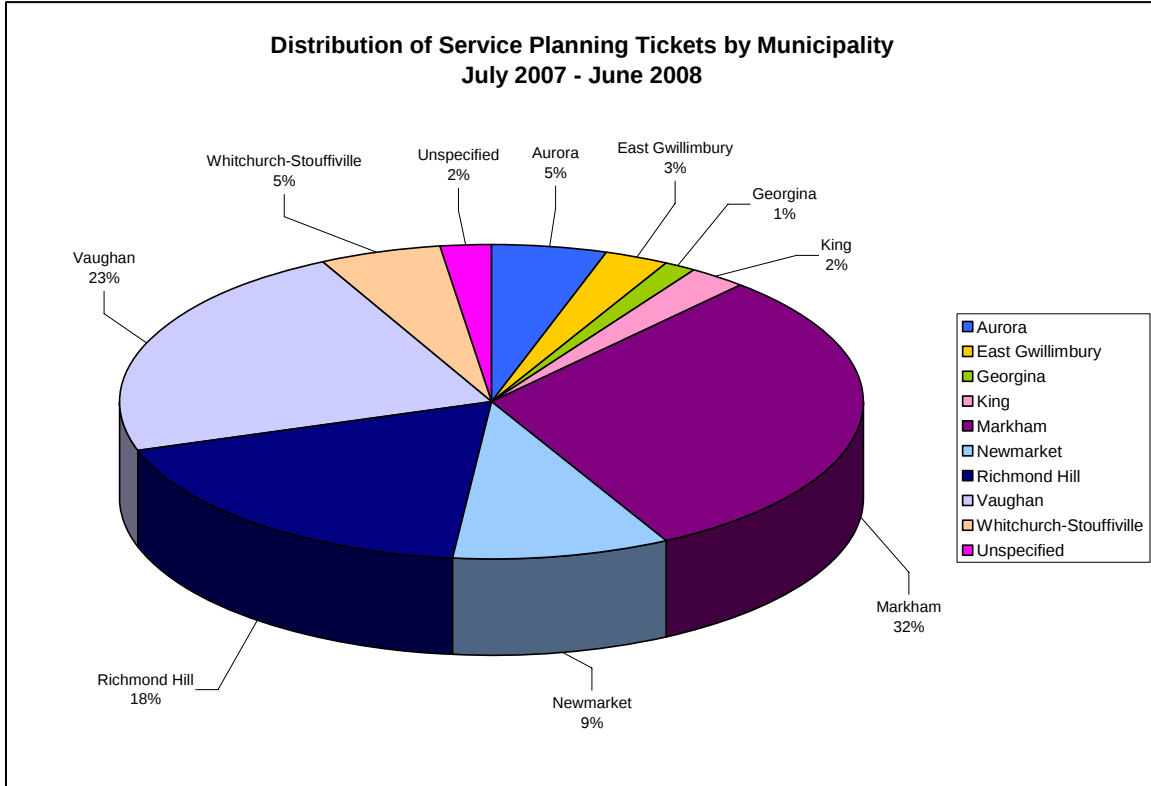
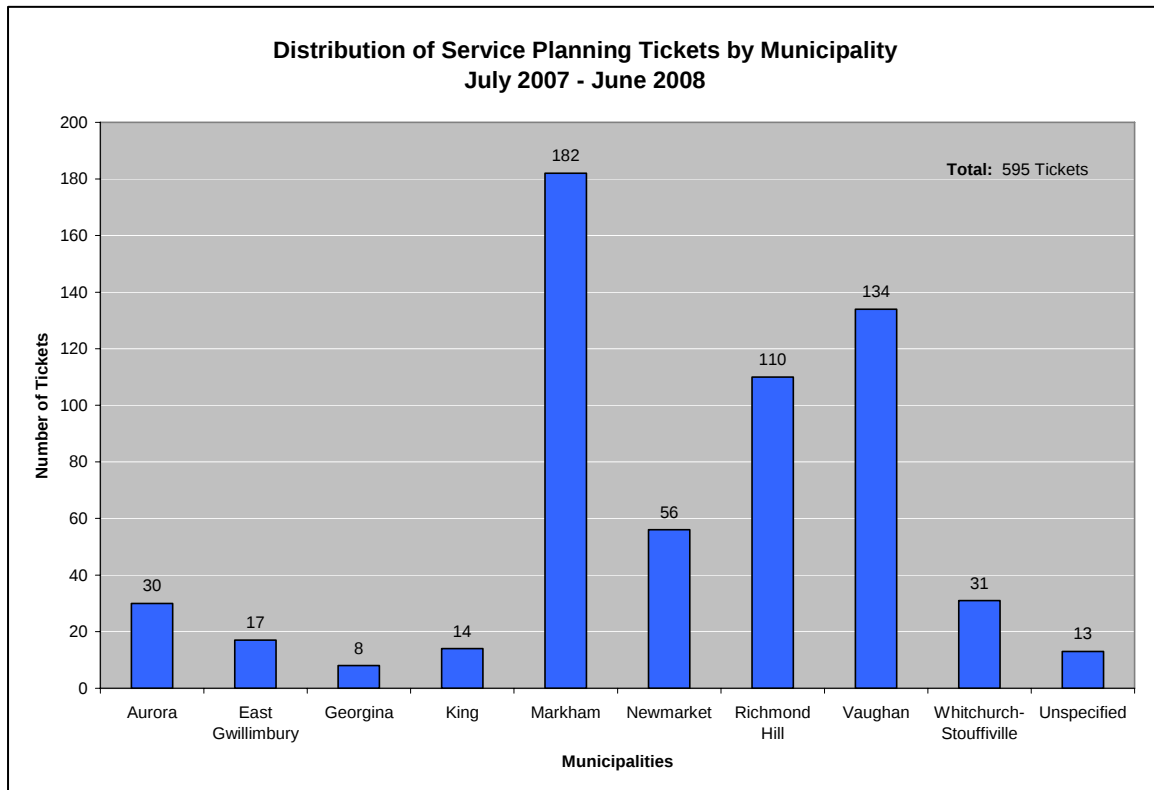


Figure 27 shows distribution of Service Planning tickets by local municipality. Service Planning received 32% of tickets from Town of Markham, 23% from City of Vaughan and 18% from Town of Richmond Hill. This shows that 73% tickets were received from three Southern municipalities. 27% tickets were received for northern municipalities with King and Georgina with 2% and 1% respectively.

FIGURE 28: CARES – DISTRIBUTION OF TICKETS BY MUNICIPALITY



In terms of number of tickets, Markham received the highest with 182 tickets, followed by Vaughan with 134 and Richmond Hill with 110 tickets. The lowest numbers of tickets were received from King with 14 tickets and 8 tickets from Georgina.

FIGURE 29: CARES – DISTRIBUTION OF SERVICE PLANNING TICKETS BY CATEGORY

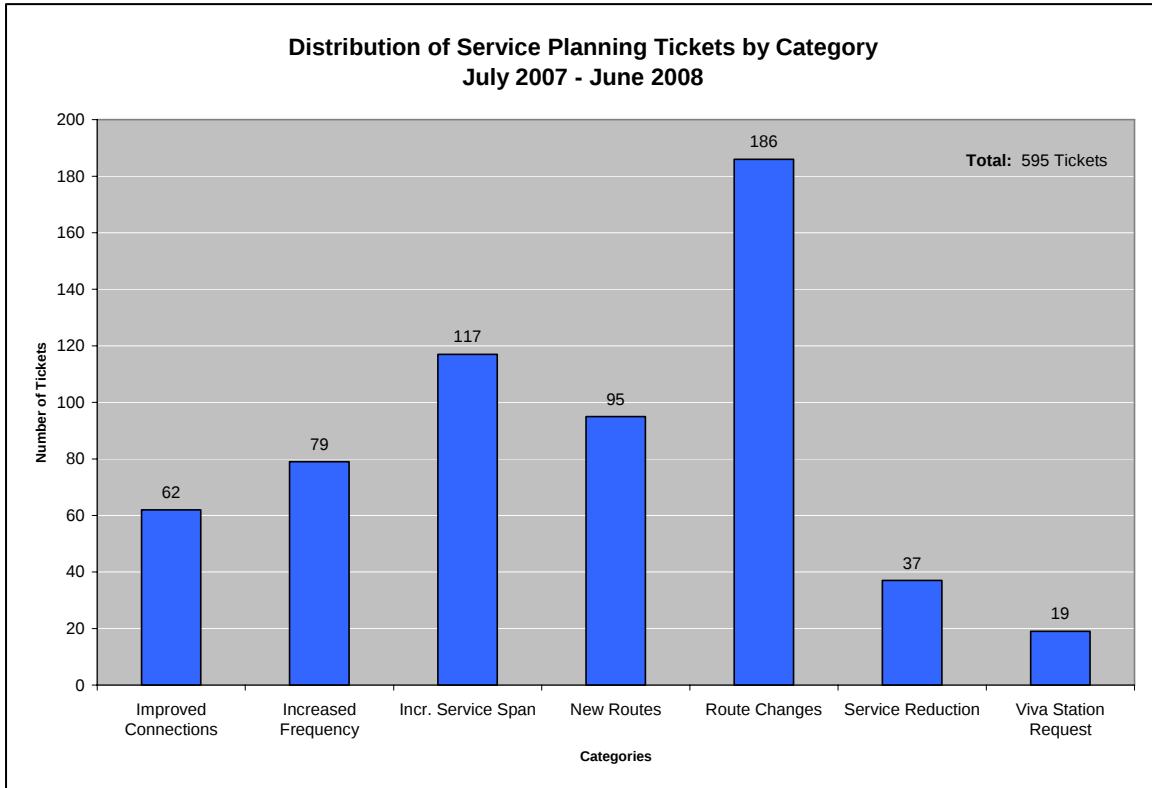


Figure 29 shows distribution of Service Planning tickets by category. Out of 595 tickets, 186 tickets were received for route changes, followed by 117 tickets for increased frequency. 95 tickets were for new routes and 63 tickets requested improved connections. 19 tickets requested a new station for Viva.

It is interesting to note that 37 tickets were received for service reduction. These tickets normally came from residents requesting removed of transit services from their streets.

Service Planners consider all requests and address them in the context of approved service standards, budget and fleet availability.