

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	9:00 am to 3:00 pm / 7:00 pm to 11:00 pm
	(Off Peak)	
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

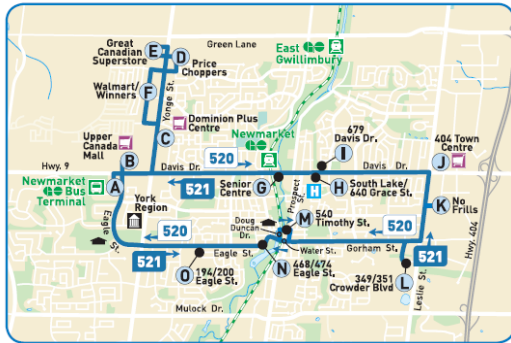
Type: Community

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

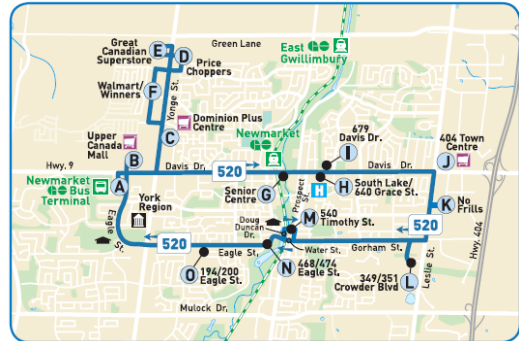
Current Routing:



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 Russel Way in Unionville
- › Extend service to 100 Anna Russel 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.