

Transportation Services Overview and Outlook

Presentation to
Transportation Services Committee

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Commissioner of Transportation Services
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Roads, Traffic, Transit, Forestry

Overview

1. What We Do
2. How We Do It
3. Council & Committee Outlook



What we do

- ❑ Responsibility for moving people in cars, on transit, on foot, on bikes and for businesses moving goods and services – *Regional mobility for all modes of travel*
- ❑ Stewardship for Regional road rights-of-way and forests – responsibility for significant amount of Region's *public realm and infrastructure assets*



Customer service ethic

What we do

- ➔ Grow, operate and maintain York Region's Transit System
- ➔ Optimize, operate and maintain York Region's Transportation Corridors
- ➔ Partner to manage and grow Regional Forest and tree canopy



Transit System

- 3rd largest transit agency in Ontario
 - by fleet size
 - 5th largest by Ridership
 - family of services – conventional, rapid, mobility
- Current ridership: 19.2 million
- Current Mobility Plus ridership: 298 thousand
- YRT service coverage in York Region is nearly 80% but only 9% of trips across Region are made on transit



Transit System

Unique service delivery model in Canada – 100% contracted out through 3 District contracts and 1 Rapid Transit contract and Mobility Plus contracts:

- Regional ownership of fleet, contracted operations and maintenance
- Fleet Composition: 545 Buses / Vehicles
- Facilities: 4 Major Terminals / 4700 Bus Stops / 800 Bus Shelters, new O&M Garage under construction



Transportation Corridors

- ❑ Service 16M veh/kms of car/bus/truck traffic every day
- ❑ Pedestrian & bicycling account for 6.5% of trips (only 0.25% are cycling)
- ❑ All Regional roads south of Major Mackenzie Dr. and all Yonge St. experience a LOS of “F” in AM/PM peak periods
- ❑ Average 8,500 collisions per year; 1500 are personal injury, 30 are fatal
- ❑ Corridors are regulated:
 - 450 Development Approvals Applications processed last year
 - 300 Utility Installations were processed last year



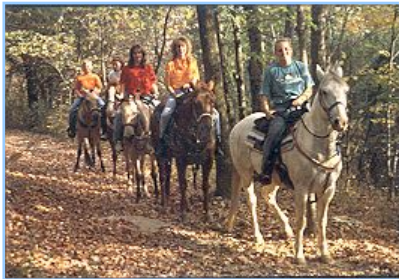
Transportation Corridors

- ❑ Service is delivered through:
 - Operate & Maintain nearly 3400 lane-km's
 - Fleet Services: 265 Vehicles
 - Over 700 Traffic Signals
 - 144 Bridges and 112 Culverts
 - Over 23,000 Road Signs
 - Over 500 km's of sidewalk in partnership with local municipalities



Regional Forest & Street Trees

- ❑ York Regional Forest Properties: 22 (22 sq. km)
- ❑ Tree By-Law: Protects 400 sq. km on private property
- ❑ Over 2,500 people educated annually through environmental programs
- ❑ Over 75,000 trees and shrubs planted annually as part of the Greening Strategy
- ❑ Over 8.8 sq. km of land secured for conservation since 2001
- ❑ Help maintain over 38,000 Street Trees



Approved 2009 Budget

Roads program

- ❑ \$110M Capital
 - \$36M tax levy
 - \$91M system growth and expansion
 - \$19M asset management
- ❑ \$90M Operating
 - \$75M tax levy

Transit program

- ❑ \$63M Capital
 - \$7.2M tax levy
 - \$28M O&M Facility
 - \$30M on buses
- ❑ \$157M Operating
 - \$88M tax levy

How We Do It

1. A Strong Focus on Customer Service

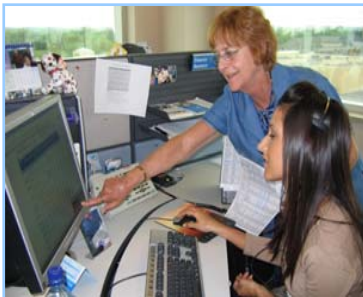
- Customer Satisfaction Surveys
- Dedicated “Customer Service” Team at YRT
- 5-Year Service Plan for Transit
- Education/Marketing Programs
- Context Sensitive Design



How We Do It

1. A Strong Focus on Customer Service Cont'd

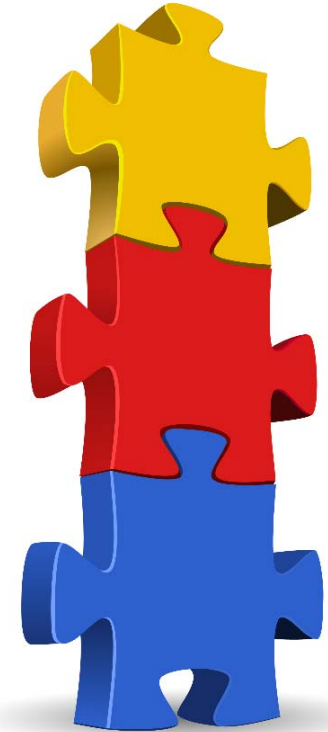
- Transit Signal Priority
- Traveller Information Systems
- Responsive Traffic Control
- “Great Regional Streets” Standards
- Streetscaping
- Graffiti management



How We Do It

2. Working Partnerships

- Rapidco
- Local and Boundary Municipalities
- Ontario Provincial Government
- Environment Canada
- York Regional Police Service
- Conservation Authorities
- Nature Conservancy of Canada
- York Environmental Stewardship
- Rouge Park Alliance
- Oak Ridges Moraine
- Trees Ontario
- LEAF (Local Enhancement and Appreciation)



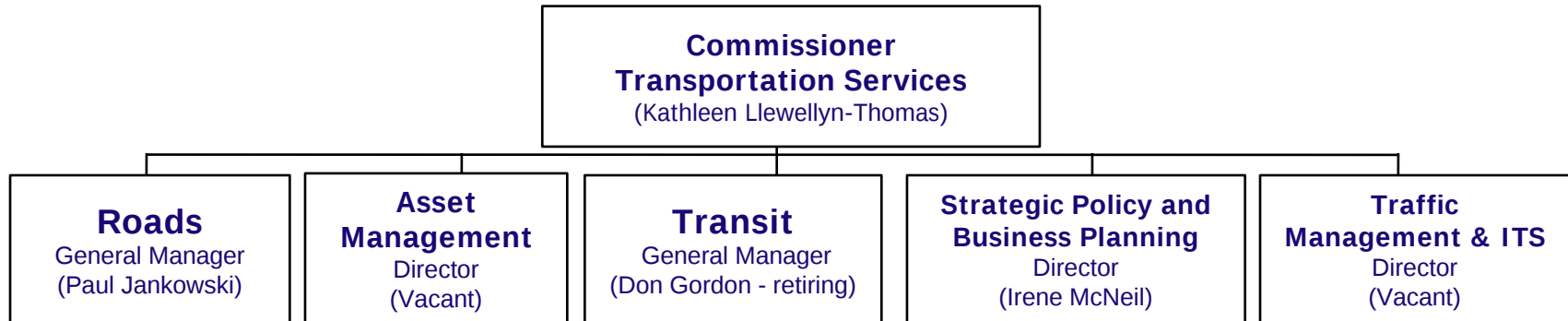
How We Do It

3. Successful Private Sector Partnerships:

- 100% conventional, mobility and rapid transit contracted to O&M contractors
- 100% construction contracted out
- 99% engineering design contracted to consultants
- 80% winter maintenance to contractors
- 25% line painting to contractors



Department Organization



A functional, strategic organization focused on customer service.

Recent Regional Committee & Council Successes

❑ 2008 Successes:

- Street Tree Maintenance Program
- Highest Ever Year for Securement Achievements at 301 hectares
- Anti-Whistling Policy at Rail Level Crossings
- Development Approval and Administrative Fees raised to Recover Costs
- Security Cameras Installed on YRT/Viva buses and facilities
- Transit Travel Training Program
- Bike Rack and Bike Storage Program
- Approved Dial-a-Ride Program

Recent Regional Committee & Council Successes

❑ 2009 Successes:

- Infrastructure Stimulus Funding
- Introduced Integrated Bicycle and High Occupancy Vehicle Lanes
- In Cooperation with Planning – Transportation Master Plan and Pedestrian and Cycling Master Plan
- Mid-Block Collector Agreement in Principle
- Sustainable Travel Choices
- Coordinated Transit Street Furniture Program

Regional Council & Committee Outlook

- ❑ Context sensitive design innovations – Yonge Street streetscape standards
- ❑ Traffic control improvements through state of the art traffic management systems – implemented in conjunction with VivaNext
- ❑ Customer Satisfaction Survey expanded from transit only to motorists, cyclists and pedestrians



Regional Council & Committee Outlook

- ❑ Regular system data – transit ridership, traffic and safety data
- ❑ Fare Policy
 - Special needs customers
 - Fare integration
 - Presto card roll-out
- ❑ Traveller information expanded to roads with ITS systems
- ❑ Congestion management approach to handle planned and unplanned road disruptions



Regional Council & Committee Outlook

- ❑ Speed limit policy finalized
- ❑ Engineering safety innovations to design for speed control
- ❑ Asset management approach to infrastructure investments
- ❑ Departmental Business planning to consider consolidated roads and transit budgets



Regional Committee & Council Outlook

❑ Report Outlook to June 2010:

- Asset Management Evaluation
- Service Level Agreement with TRCA
- Speed Limit Policy
- Mid-Block Collectors Crossings (400 series highways)
- South Yonge Street Corridor
- Snow Management Strategy – urbanizing areas
- Southeast Patrol Yard Property Acquisition
- Steeles Avenue Boundary Road issues with Toronto
- Forest Strategic Plan and Operations Management Report

Regional Council & Committee Outlook

❑ Report Outlook to June 2010 cont'd:

- Purchase of Viva Next bus fleet
- On-going Updates on Presto Card implementation
- Transit Secure Final Report
- Transit Fare Policy matters:
 - Community-Based Social Services Discount Pilot Update
 - Subsidies for Intellectually-Challenged Individuals
 - Customer Incentive Fare Program (Ridesaver)
- Procurement of Bus Simulator
- WiFi and SMS Project Update



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