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YORK REGION TRANSIT/VIVA 2013 ANNUAL SERVICE PLAN

The Transportation Services Committee recommends:

- 1. Receipt of the presentation by Adrian Kawun, Manager, Service Planning, Transit; and**
- 2. Adoption of the recommendation contained in the following report dated August 15, 2012, from the Commissioner of Transportation and Community Planning.**

1. RECOMMENDATION

It is recommended that:

1. The York Region Transit/Viva (YRT/Viva) conventional, Viva bus rapid transit (BRT) and Mobility Plus 2013 Annual Service Plan be approved and the service changes be used as the basis for the 2013 Business Plan and Budget to achieve efficiencies.

2. PURPOSE

This report seeks Council approval of the YRT/Viva 2013 Annual Service Plan, (*Attachment 1*), which provides direction and guidance to Regional staff for planning and implementing transit service in 2013.

3. BACKGROUND

The 2013 Annual Service Plan is the second annual plan since Council's approval of the 2012-2016 Five-Year Service Plan

The 2012-2016 Five-Year Service Plan was approved by Council in January 2012 and guides the direction of conventional, Viva and Mobility Plus services in York Region. The 2012-2016 Five-Year Service Plan covers the realignment phase (Figure 1) of YRT/Viva's transit system lifecycle.

Figure 1
Transit Life Cycle



The 2012-2016 Five-Year Service Plan focuses on:

- Ridership growth/management (service delivery)
- Rapid transit-readiness (operating along rapidways and connecting YRT/Viva services to the future Spadina Subway in York Region)
- Managing the implementation of *Accessibility for Ontarians with Disabilities Act* (AODA) requirements (developing a strategic framework to meet the demand on Mobility Plus services)
- Rapidway and Spadina Subway extension mitigation
- Transit Service Guidelines (review and update)

Proposed service initiatives in the 2013 Annual Service Plan consider the effectiveness of individual routes and the entire transit system

The 2013 Annual Service Plan supports the Five-Year Service Plan's goals of growing ridership, mitigating vivaNext construction impacts and being rapid transit-ready. The plan focuses on:

- Customer Service
- Improving on-time performance (service reliability)
- Viva service frequency improvements and adjustments
- Mitigating vivaNext and Spadina Subway extension construction impacts
- Ridership management (service delivery)
- Route restructuring
- Strengthening the grid network
- Matching service levels to demand
- Rapid transit readiness (operating along rapidways and connecting YRT/Viva services to the future Spadina Subway extension in York Region)
- Communication strategies
- Fleet requirements
- Mobility Plus initiatives and efficiencies

In 2012, the YRT/Viva system will operate more than 120 routes and is expected to carry 21.1 million revenue passenger trips

Route categories consist of:

- Viva Bus Rapid Transit (BRT) routes
- YRT core/base routes (major arterial corridors including TTC routes)
- Local routes (local neighbourhoods)
- Express routes (Hwys. 407 & 400)
- High school specials
- GO shuttles
- Dial-a-Ride routes
- Community Bus routes
- Two seasonal routes

YRT/Viva and Mobility Plus ridership is expected to reach its highest level since amalgamation in 2001

Factors such as improvements in service reliability, route restructuring, improved service frequencies, the price of fuel, population growth and the Ontario employment rate all influence conventional and Viva ridership.

Mobility Plus' ridership growth is a direct reflection of the population growth within the Region, the aging population profile, the addition of new day programs, expanding medical treatment facilities, ideal travelling weather and the post-strike free transit service incentive plan.

4. ANALYSIS AND OPTIONS

2013 ANNUAL SERVICE PLAN

YRT/Viva analyzed the net cost per passenger for all routes and identified those which are being subsidized more than three times the average fare per passenger

Based on route assessments, 2013 service adjustments are intended to strengthen the grid network, match service to demand and simplify route structure. The modified route structure proposals strive to reduce one-way loops and connect key destinations such as malls, seniors' facilities, etc.

The 2013 Annual Service Plan route change recommendations were presented to planning/engineering staff from all nine municipalities

2013 Annual Service Plan initiatives were communicated in March and April 2012 to the following stakeholders:

- **Municipalities:** (nine municipal meetings) - Consultation with municipal planning and engineering staff to obtain input for service improvements and new services in their municipalities.
- **Public:** (nine Public Information Centres) - Consultation forums (one per municipality) are held for York Region stakeholders and members of the public. All who attend these forums have an opportunity to provide input to recommended service changes for the upcoming year.
- **Transit Stakeholders:** (three Stakeholder meetings) - Consultation with community agencies, business groups, transportation management associations, resident, ratepayer groups, local area residents, businesses, to develop service changes, or to introduce new services into their community.
- **Transit Providers:** Consultation with neighbouring transit providers to ensure seamless services for those customers travelling beyond York Region.

The 2013 recommendations have been circulated to a variety of stakeholders including local municipalities, adjacent transit systems, business groups and school boards. Stakeholder comments have been considered and incorporated into the 2013 Annual Service Plan.

To provide local municipalities updates of all service changes in 2013, YRT/Viva staff will hold additional meetings and present the approved Plan in the fall of 2012.

Stakeholders who attended the Public Information Centres (PICs) were generally in support of the 2013 proposed initiatives

Approximately 300 people attended the PICs. Some of the common/general inputs received included:

- Request for improved weekday midday, weekend and evening service
- Support for restructuring proposals
- Request for additional service to GO train stations
- Request for specific time trips for communities

The PICs provided a good opportunity for YRT/Viva staff to share information and ideas with stakeholders and customers.

The 2013 Annual Service Plan proposes select conventional routes be restructured and/or have frequency adjustments

To provide additional capacity and meet growing ridership demand on YRT/Viva service, frequency, schedule improvements, and route cancellations are recommended throughout

the year. Service will be continuously monitored to ensure efficient use of resources. Table 1 below lists the identified routes in the 2013 Annual Service Plan to be restructured or have frequency adjustments.

The 2013 Service Plan also recommends service changes including restructuring, schedule adjustments and elimination of duplicating/overlapping service to School Specials, GO Shuttles and contracted TTC routes operating north of Steeles Avenue and YRT routes with the subsidy of three to four times the average fare.

Details of the proposed changes are contained in the 2013 Annual Plan (*Attachment 1*).

Table 1
Routes identified for restructuring, schedule adjustments, and elimination of duplicate/overlapping service

Aurora • 32 – Aurora South • 33/33A – Wellington • 222 – Newmarket – Aurora GO Shuttle	Newmarket • 44 - Bristol – London • 223 – Newmarket GO Shuttle • 422 – Huron Heights High School Special
Markham • 1 – Highway 7 • 2A – 14th Avenue • 18 – Bur Oak • 40 – Unionville Local • 41 – Markham Local • 201 – Markham GO Shuttle • 203 – Milliken GO Shuttle • 224C/D – Victoria Park North • 404 – Father McGivney High School Special • 409 – Markham District High School Special • Viva green	Richmond Hill • 80 – Elgin Mills (Restructured Route 90/90B) • 82 – Valleymede – Spadina • 83/83A – Trench • 84A/C – Oak Ridges • 85/A/B – Rutherford/16th Avenue • 90/90B – Leslie • 241 – Beverley Acres GO Shuttle • 242 – North Richvale GO Shuttle • 244 – Beaver Creek Shuttle
King City • 98/99 – Yonge (Late Evening) • 99 – Yonge • 22/22A – King City	Vaughan • 4/4A – Major Mackenzie • 7 - Martin Grove • 21 – Vellore Local (Restructured Route 4/4A) • 35D – Jane • 37 D – Islington • 107F – Keele North • Viva orange

East Gwillimbury • 58/58A - Leslie - Mount Albert • 52 – Holland Landing	Whitchurch - Stouffville • 414 – Unionville/Bill Crothers/Markham District High School Special
Georgina • 59 – The ROC • 51 – Keswick Local	

The impacts due to rapidway construction and Spadina Subway extension will require a comprehensive plan to maintain existing service levels

The vivaNext and Spadina Subway extension 2013 construction mitigation plans include:

- Updating schedules to reflect the actual travel times through the construction zones
- Improving service quality and reliability while maintaining existing service levels
- Implementing routing changes and bus stop relocations
- Operating Viva services along sections of completed rapidways
- Adding operating hours and fleet

In 2013, Mobility Plus will implement specific strategies to assist the Region in achieving a more balanced specialized transportation service

The integration of conventional and specialized transit services allows Mobility Plus vehicles to be available for people who have no other transit options. This improves cost efficiencies, promotes independence, inclusion, integration and self-sufficiency.

Mobility Plus staff will continue to identify and expand Family of Services transfer locations (i.e. Bernard terminal, major shopping malls), allowing passengers to utilize more of the YRT/Viva conventional system.

Opportunities to look at an optimum mix of vehicle types to deliver the specialized service will be reviewed in 2013:

- Transferring of approved 2013 service hours from the more costly bus contract to the less costly sedan and mini-van contract
- Transferring of a number of buses from a contractor in the south to a contractor in the north to alleviate deadheading time and cost. ‘Deadheading’ is the term used to describe the movement of vehicles without passengers on a route to and from a garage or from the end of a revenue trip to the beginning of another
- Substituting one type of mini-van for another larger vehicle which will increase the number of passengers carried per hour

Mobility Plus will also continue to participate in the Metrolinx working group to identify critical issues in the provision of regional and cross-boundary solutions. Issues currently identified for resolution include:

- Eligibility reciprocity
- Service reciprocity
- Improved transfer points
- Integration with GO Transit

To advertise service changes, the YRT/Viva Marketing and Communications group develops and delivers a communication strategy before every board period

Communication material is created four to six weeks in advance of a board period to outline all service changes to customers. 'Board period' is the term used to describe specific times during a year when changes to transit schedules are implemented. Standard communication initiatives prior to every board period include but are not limited to:

- **YRT.ca** - primary online presence where customers go for up-to-date schedules, customized trip plans, alerts and detours, real-time information and transit news.
- **Social Media** - updates are provided before/during/after any service change takes effect, and all online customer inquiries are answered by transit staff within 24 hours of being posted (as per York Region standards).
- **My Transit customer newsletter** - distributed three weeks prior to the changes on all YRT/Viva vehicles, at municipal displays, community events, transit shelters and terminals.
- **Councillor memos** - sent to the CAO, Mayor, Regional and local councillors of each York Region municipality five times per year, prior to each board period, outlining upcoming transit service changes occurring in their communities.
- **Route Navigators** - individualized schedules/maps produced for all YRT/Viva routes available at municipal displays, events and various key destinations around York Region.
- **System map updates** - the system map is updated three times per year - in the spring, fall and winter.
- **On-street updates and notices** - on-street communication pieces are created and installed two or three weeks prior and include bus stop notices, Infopost schedules, terminal information centres and shelter displays.
- **Advertisements in local community newspapers** - Community page and paid advertisements are placed in local newspapers throughout the nine municipalities prior to service changes taking effect.

Link to Key Council-approved Plans

Vision 2051 includes a statement relating to the development of infrastructure for a growing Region, which states that:

“York Region is committed to providing state-of-the-art infrastructure for both residents and businesses, which are vital to maintaining and improving quality of life and economic competitiveness. These include transit, streets, water, wastewater, waste management.”

To support this goal, the Five-Year Service Plan has identified specific action areas that have been considered for this report:

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

5. FINANCIAL IMPLICATIONS

The 2013 conventional service adjustments will be implemented within the 2013 operating budget. Cost containment continues to be a priority

The 2013 initiatives, including on-time performance, ridership management and vivaNext construction mitigation, are expected to be achieved within the 2013 operating budget. Cost containment continues to be a priority. YRT/Viva will continue service rationalization and reallocation of resources in corridors experiencing high passenger demand. YRT/Viva is estimating an approximate savings of \$2 million in 2013 as a result of implementing the recommendations outlined in the 2013 Annual Service Plan.

6. LOCAL MUNICIPAL IMPACT

YRT/Viva provides transit services to the nine municipalities in York Region. The restructuring and service rationalization planned for 2013 will impact all municipalities. YRT/Viva is committed to its on-going efforts to build an innovative, reliable and customer-based transit system.

7. CONCLUSION

The YRT/Viva 2013 Annual Service Plan will serve as the guiding document for the direction of transit in York Region over the next year. It will support the direction as outlined in the 2012-2016 Five-Year Service Plan and build on the successes of previous years. This report seeks Council approval of the YRT/Viva 2013 Annual Service Plan as it will provide direction and guidance to Regional staff for planning and implementing transit service in 2013.

For more information on this report, please contact Adrian Kawun, Manager, Service Planning, at Ext. 5693, of the Transportation and Community Planning Department.

The Senior Management Group has reviewed this report.

(The attachment referred to in this clause was included in the agenda for the September 5, 2012 Committee meeting.)

2013 Annual Service Plan

Presentation to
Transportation Services Committee
(Refer to Agenda Item 2)

Adrian Kawun
September 5, 2012

YRT/Viva Today



122 YRT/Viva routes

- 5 Viva BRT routes
- 20 YRT base routes
- 31 YRT local routes
- 11 TTC routes
- 37 High School Specials
- 10 GO Shuttles
- 6 Express routes
- 3 Community Bus routes

Fleet

- 475 YRT/Viva buses
- 27 Mobility Plus buses
- 63 Mobility Plus contracted sedans and mini-vans

Contracted staff

- 800+ contracted bus operators and mechanics

2012 projected year-end ridership

- 21+ million

Realignment Phase



2013 Annual Service Plan

- ❑ Restructuring
- ❑ Gridding
- ❑ Service Reliability
- ❑ Realigning
- ❑ Reducing Duplication
- ❑ Managing Ridership
- ❑ Complying with *Accessibility for Ontarians with Disabilities Act* (AODA) legislation



Performance Indicators

Performance indicators guide the planning process

- ❑ Revenue ridership
- ❑ On-time performance
- ❑ System performance (net cost per passenger)
- ❑ Percentage of missed trips



Municipal Consultation

- ❑ YRT/Viva staff met with municipal planning and engineering staff

2012 Date	Municipality
February 29	City of Markham
March 2	City of Vaughan
March 5	Town of Aurora
March 6	Town of Georgina
March 8	Township of King
March 12	Town of Whitchurch-Stouffville
March 14	Town of Richmond Hill
March 16	Town of Newmarket
April 16	Town of East Gwillimbury

Public Consultation

- ❑ 300 people attended nine Public Information Centres
- ❑ A survey was administered and information was available on yrt.ca
- ❑ Three stakeholder workshops were conducted

Public Information Centres

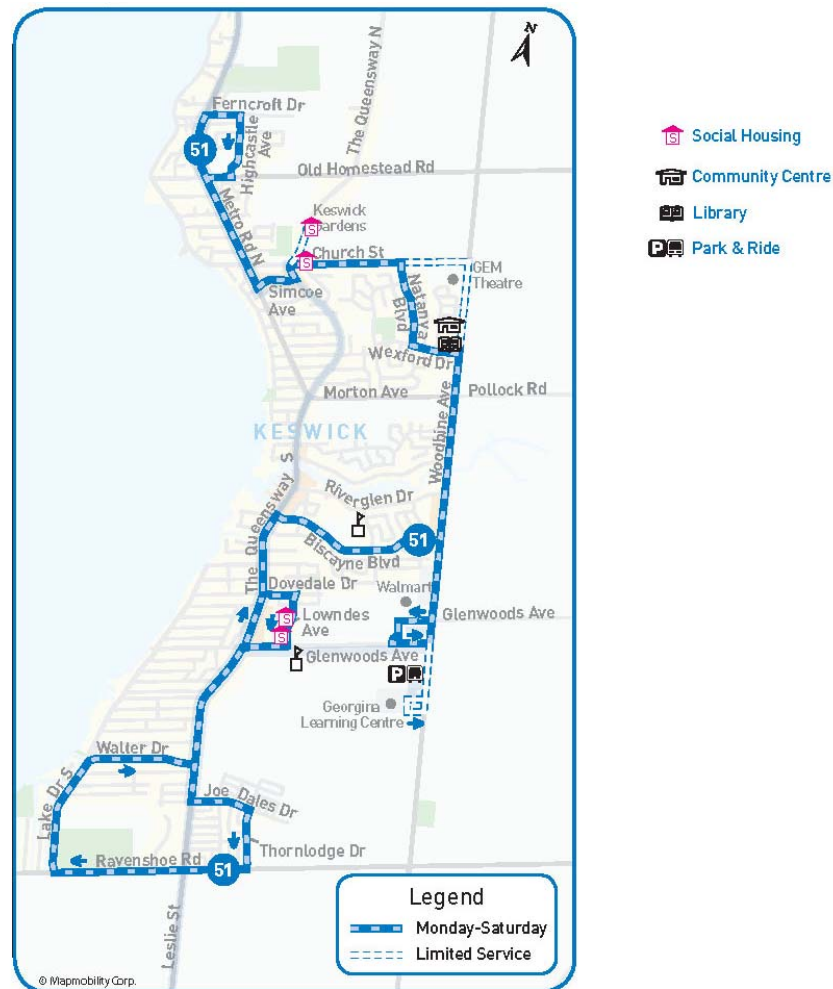
2012 Date	Location	Municipality
March 28	Aurora Public Library	Town of Aurora
March 29	Markville Mall	City of Markham
April 3	Newmarket GO Bus Terminal	Town of Newmarket
April 4	Vaughan Mills Mall	City of Vaughan
April 11	King Public Library	Township of King
April 17	East Gwillimbury Sports Complex	Town of East Gwillimbury
April 23	Lebovic Leisure Community Centre	Town of Whitchurch-Stouffville
April 25	Richmond Hill Centre Terminal	Town of Richmond Hill
April 26	Georgina Keswick Public Library	Town of Georgina

2013 Service Recommendations

Municipality	Route	Municipality	Route
Aurora		King	
	32 Aurora South		22/22A King City
	33/33A Wellington		98/99 Yonge (late evening)
	222 Newmarket/Aurora GO Shuttle		99 Yonge
Newmarket		Georgina	
	44 Woodspring-Bristol		51 Keswick Local
	223 Newmarket GO shuttle		59 The ROC
	422 Huron Heights High School Special		220 Keswick GO Shuttle
Richmond Hill		East Gwillimbury	
	80 Elgin Mills		58A Leslie/Mount Albert
	82 Valleymede/Spadina		52 Holland Landing
	83/83A Trench	Markham	
	84A/C Oak Ridges		1 Highway 7
	85A/B Rutherford/16 th Avenue		2A 14 th Avenue
	90/90B Leslie		18 Bur Oak
	241 Beverly Acres GO Shuttle		40 Unionville Local
	242 North Richvale GO Shuttle		41 Markham Local
	244 Beaver Creek Shuttle		201 Markham GO Shuttle
Vaughan			203 Milliken GO Shuttle
	4/4A Major Mackenzie		224C/D Victoria Park North
	7 Martin Grove		404 Father McGivney High School Special
	21 Vellore Local		409 Markham District High School Special
	35D Jane (TTC)		606 Viva green
	37D Islington (TTC)	Whitchurch-Stouffville	
	107F Keele North (TTC)		414 Unionville/Bill Crothers/Markham District High School Special
	605 Viva orange		

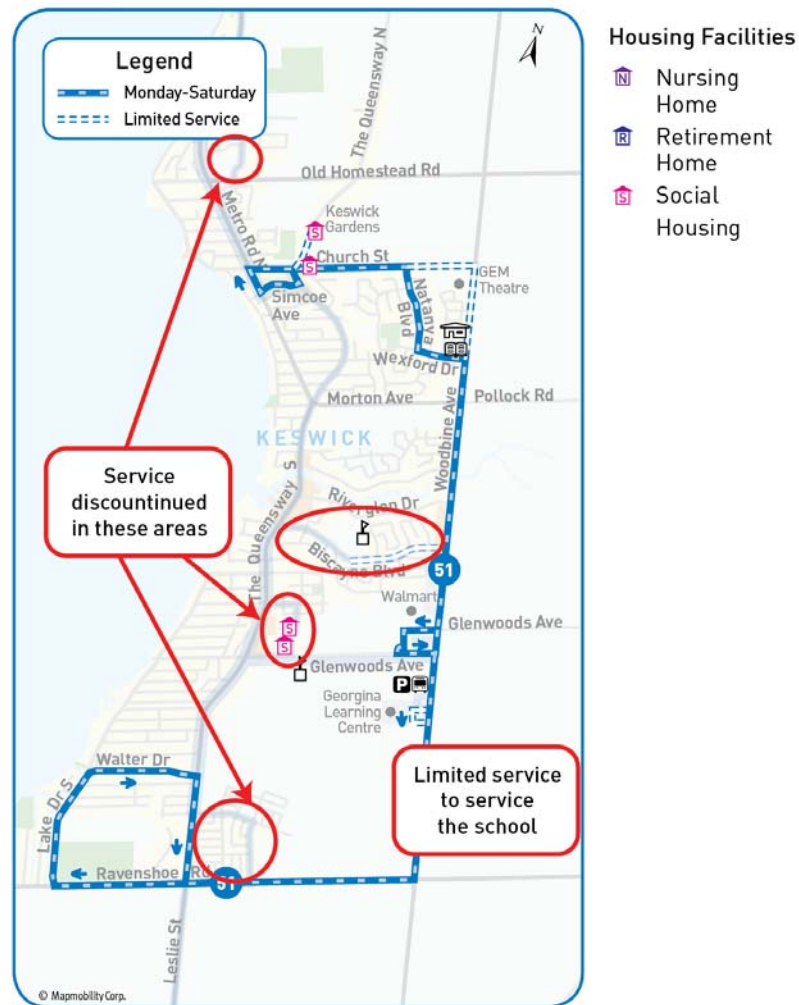
Restructuring

Route 51 – Keswick Local Current



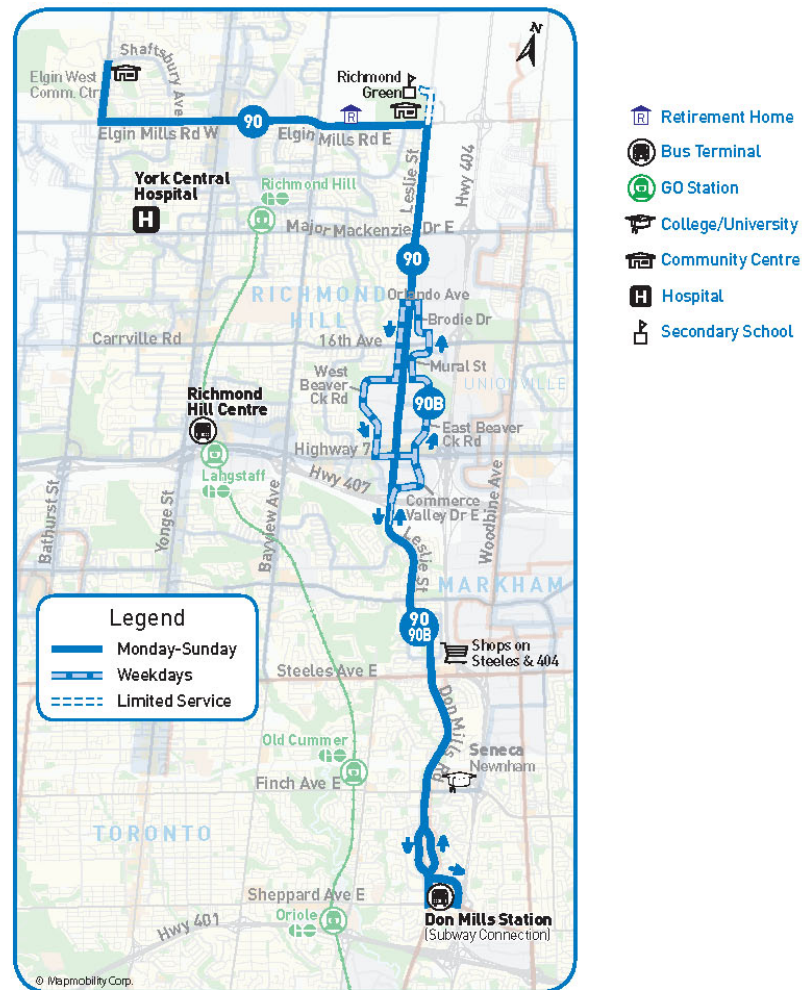
Restructuring

Route 51 – Keswick Local Proposed



Gridding

Route 90/90B – Leslie Current



Gridding

Route 90/90B – Leslie Proposed

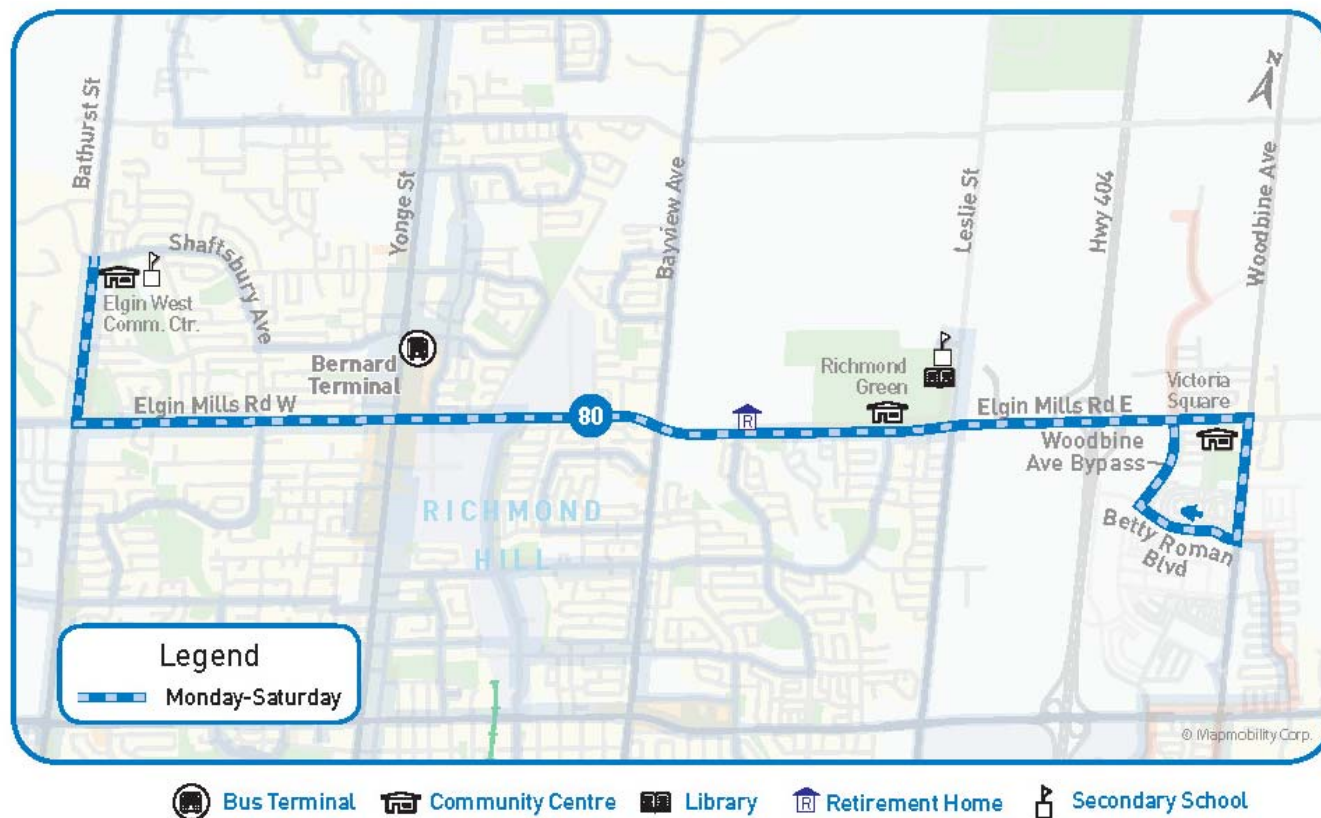


Housing Facilities

- Nursing Home
- Retirement Home
- Social Housing

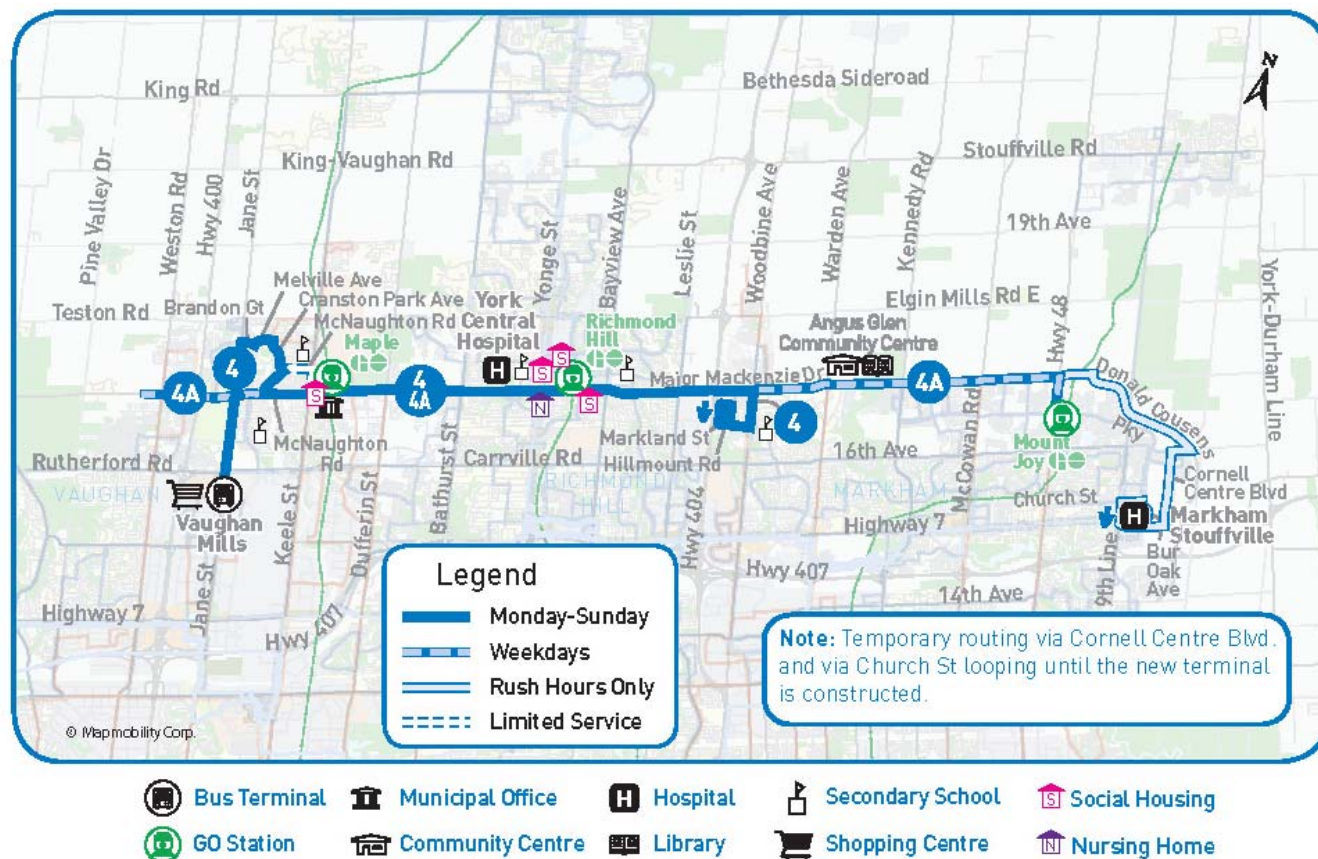
Gridding

Route 80 – Elgin Mills New



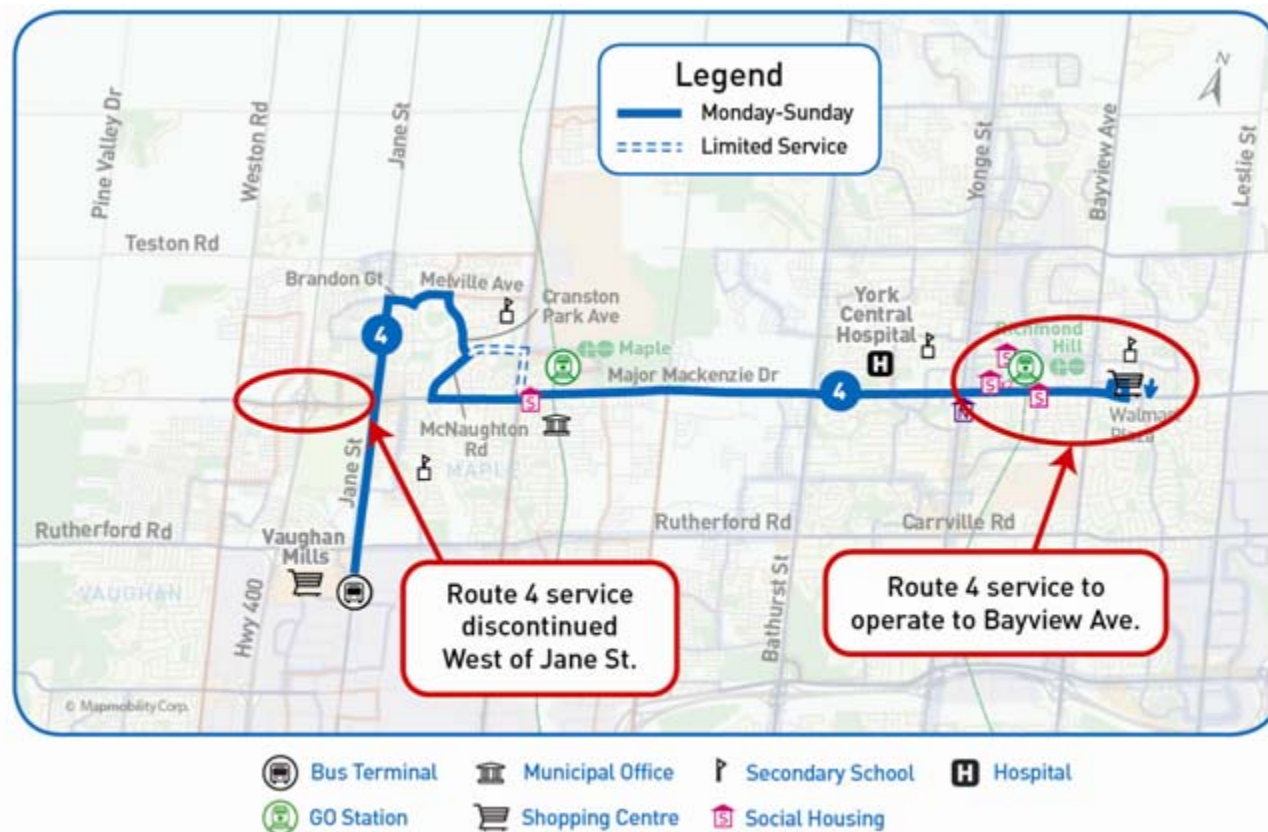
Service Reliability

Route 4/4A – Major Mackenzie Current



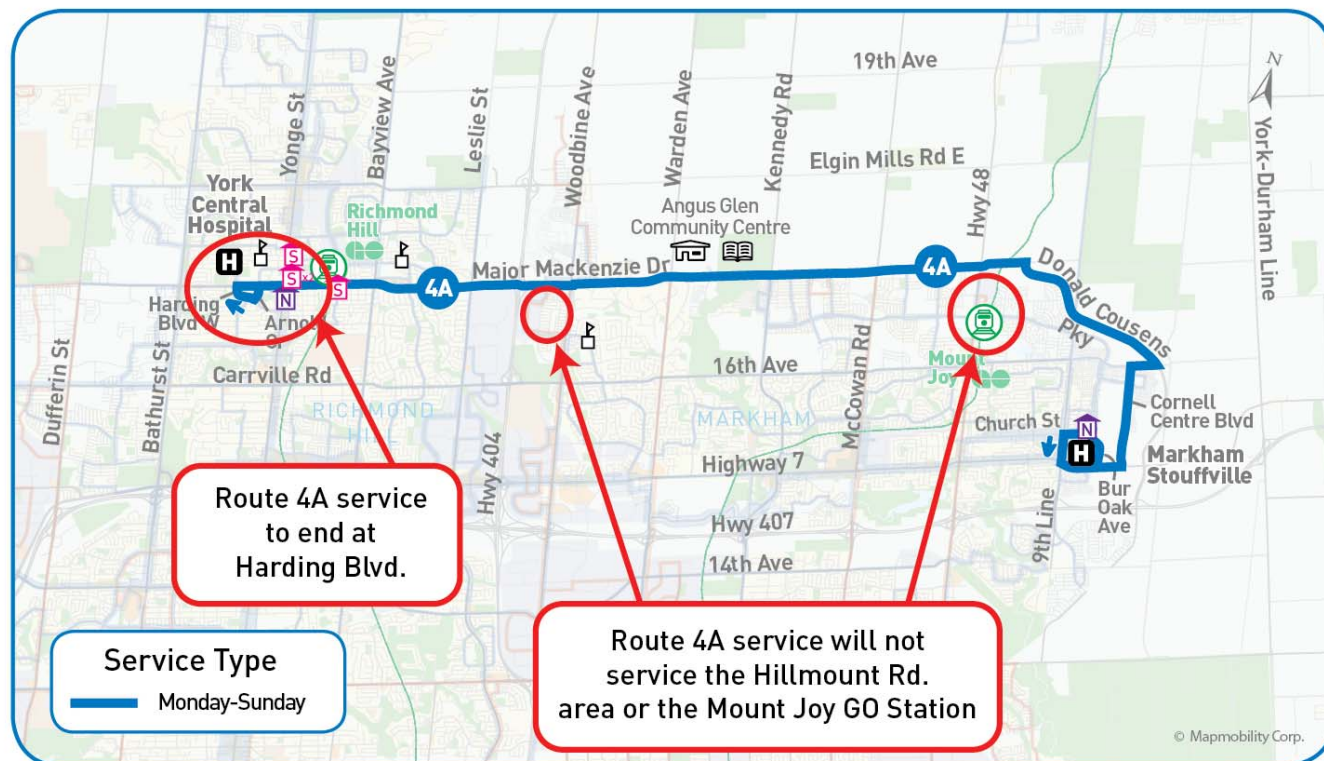
Service Reliability

Route 4/4A – Major Mackenzie
Proposed (west of Bayview Avenue)



Service Reliability

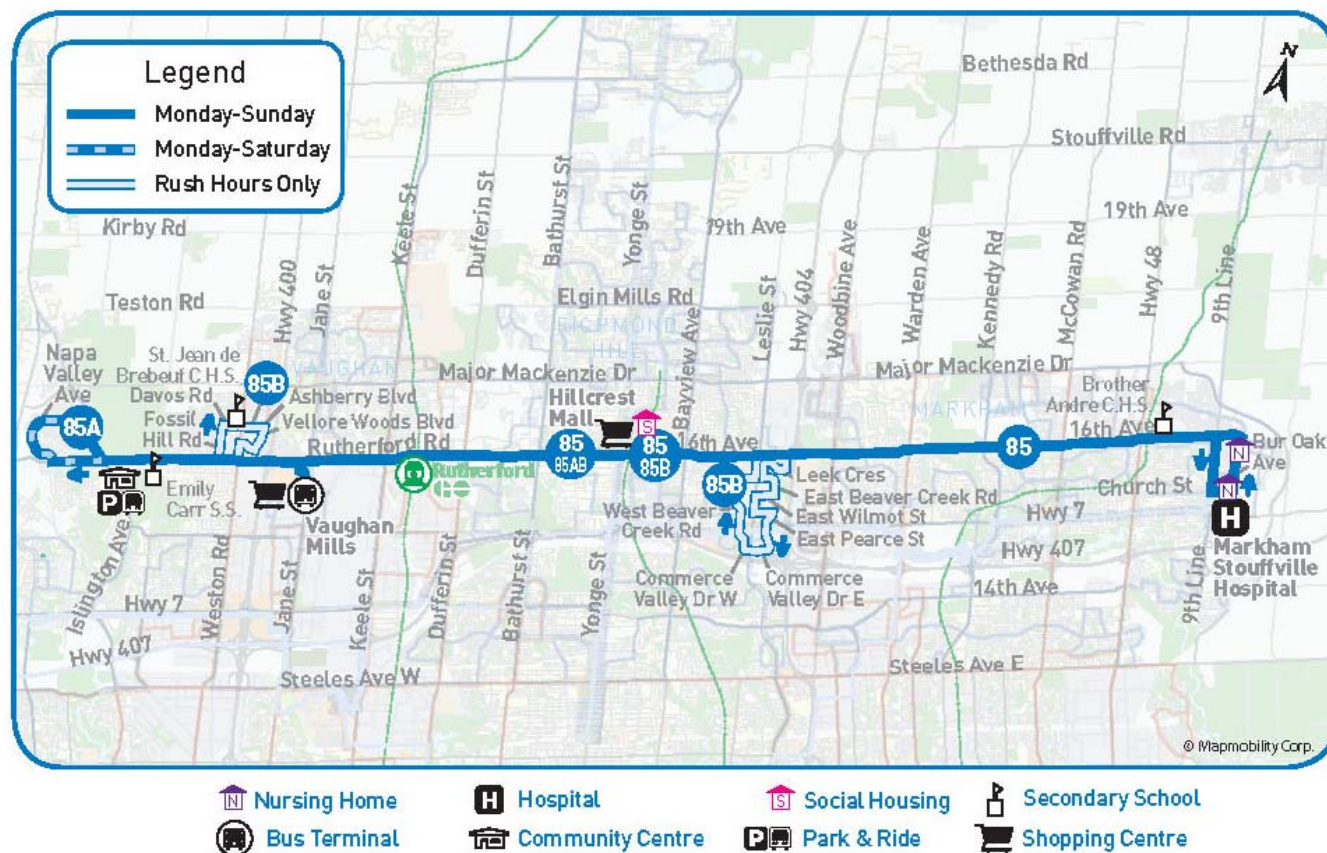
Route 4/4A – Major Mackenzie Proposed (east of Yonge Street)



Realigning

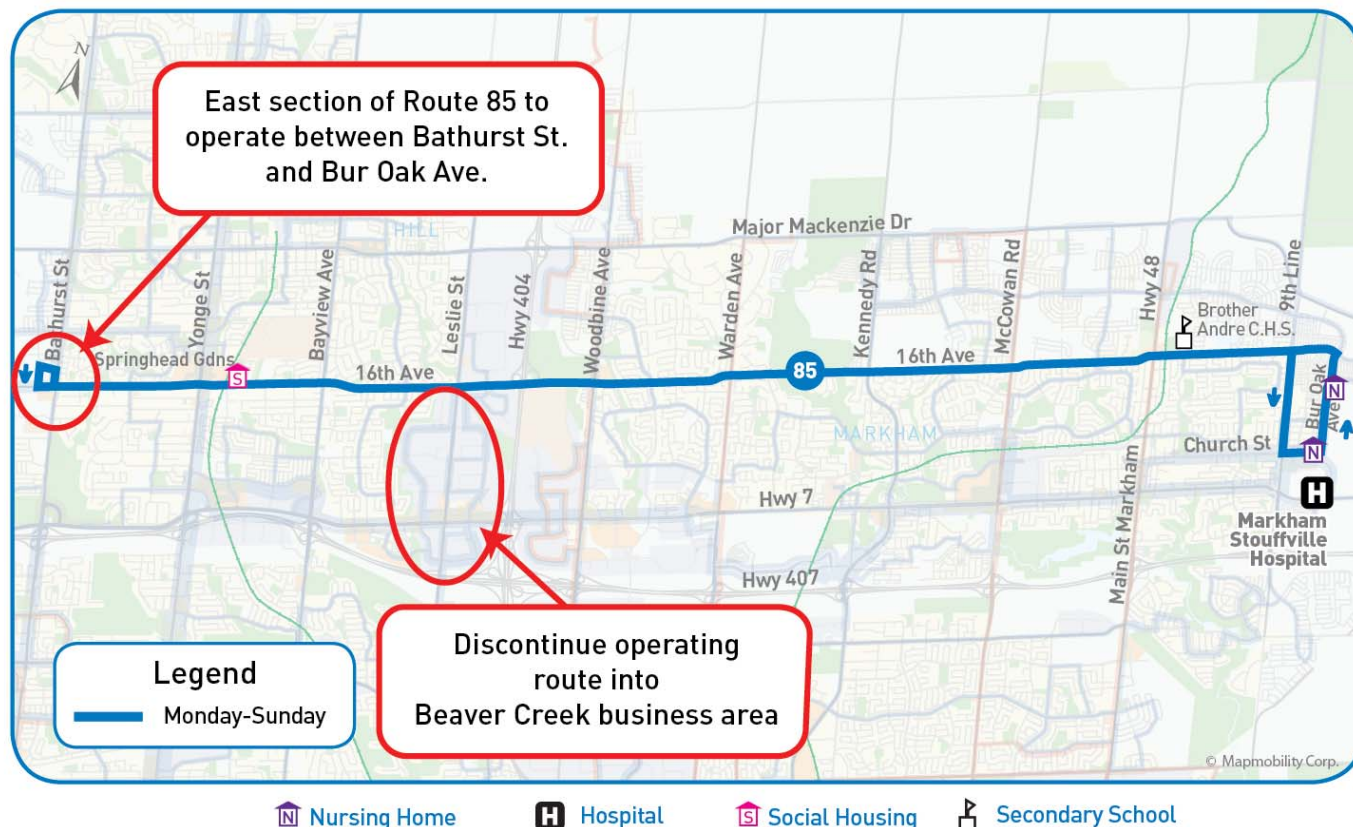
Route 85/A/B – Rutherford/16th Avenue

Current



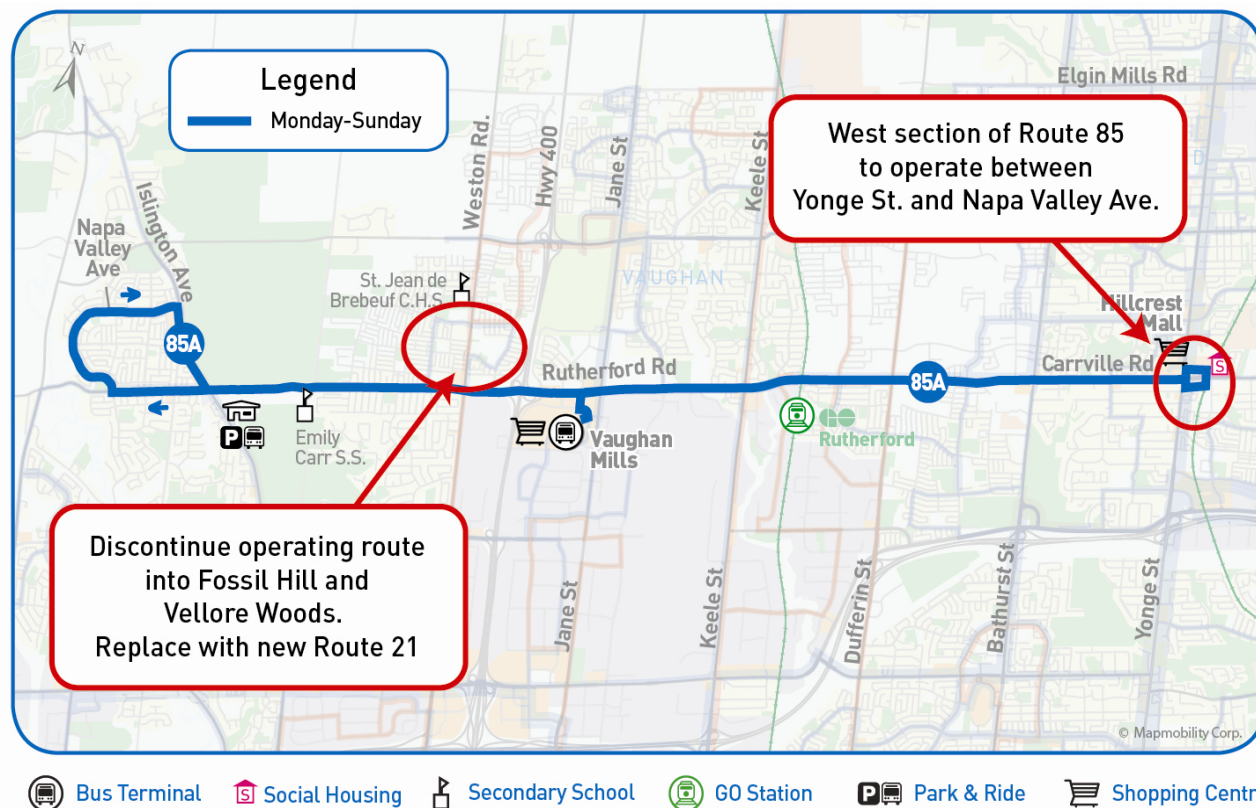
Realigning

Route 85/A/B – Rutherford/16th Avenue Proposed (east of Bathurst Street)



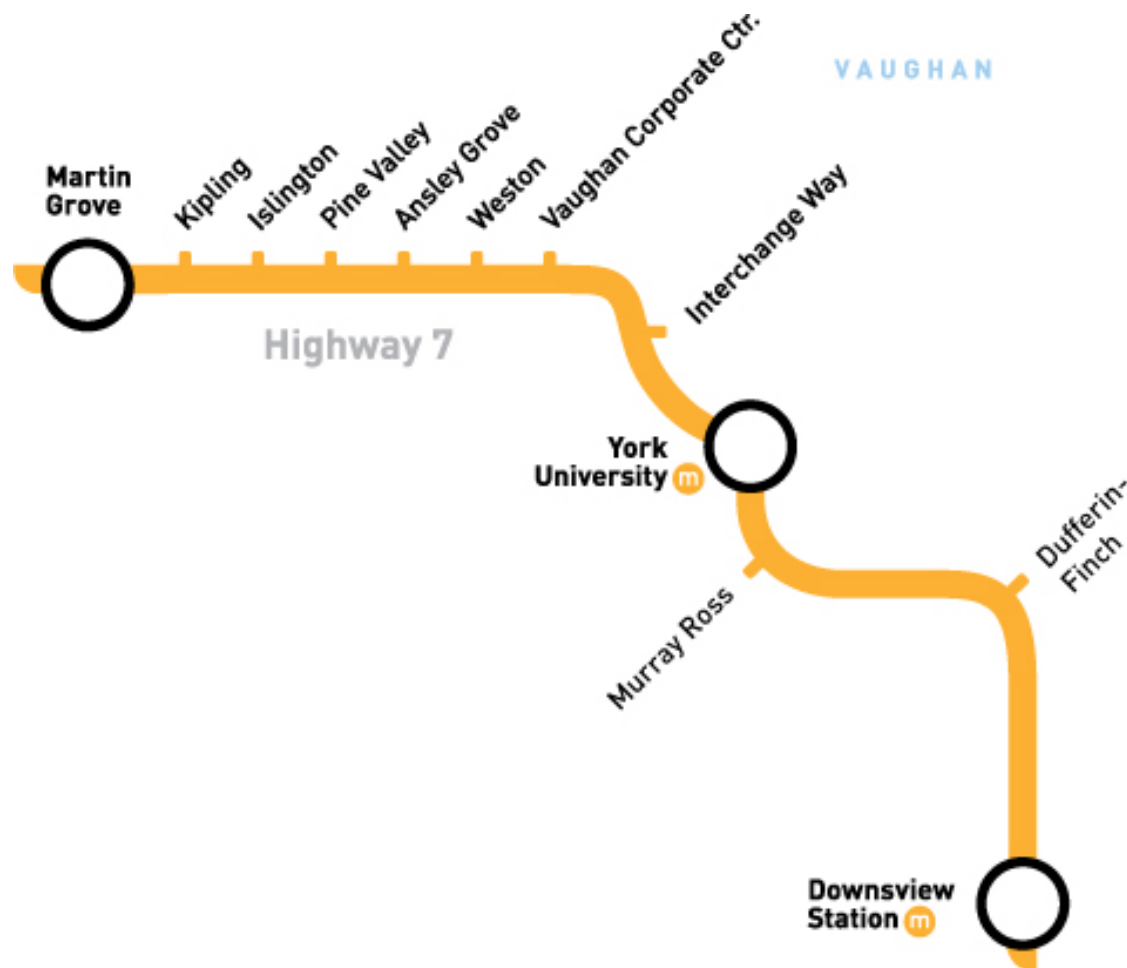
Realigning

Route 85/A/B – Rutherford/16th Avenue Proposed (west of Yonge Street)



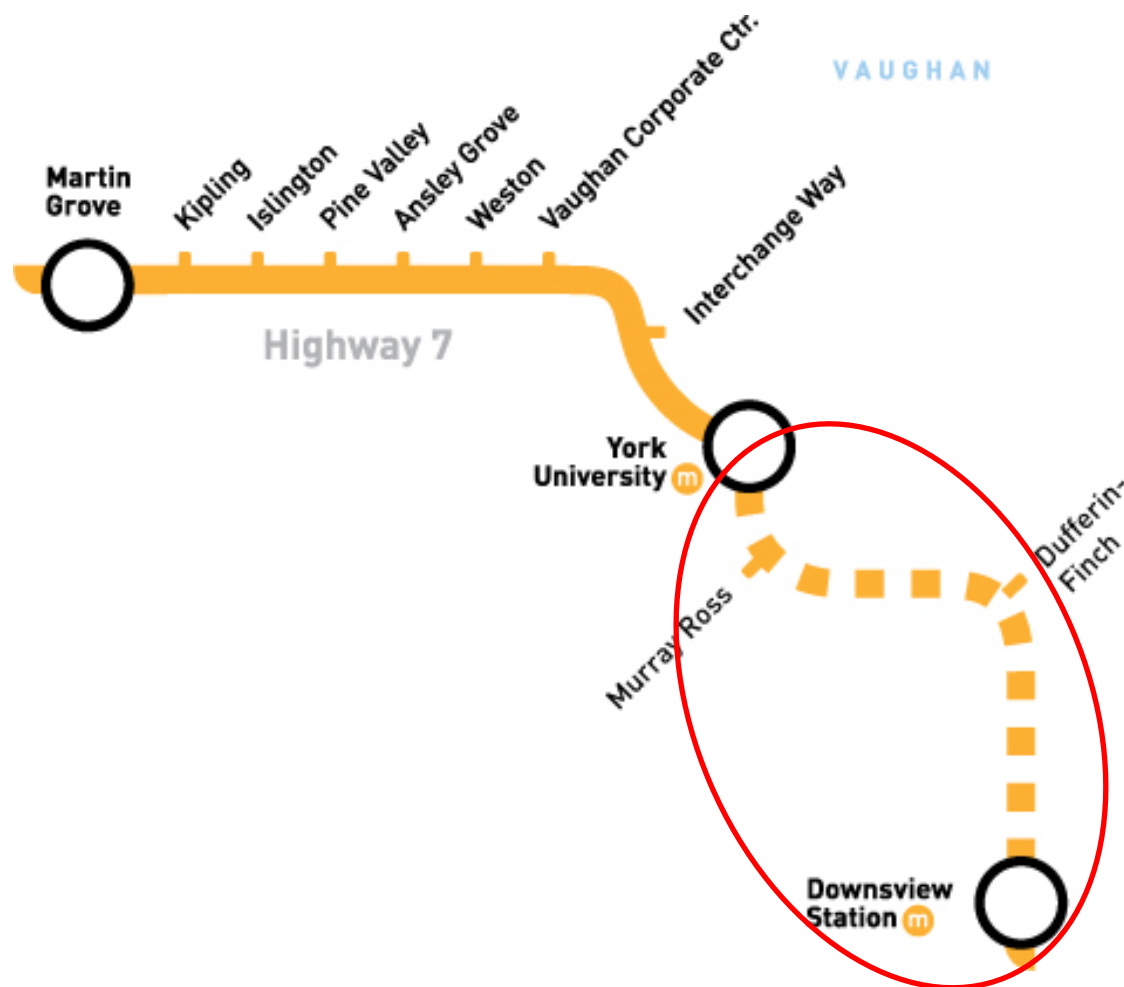
Reducing Duplication

Viva orange
Current



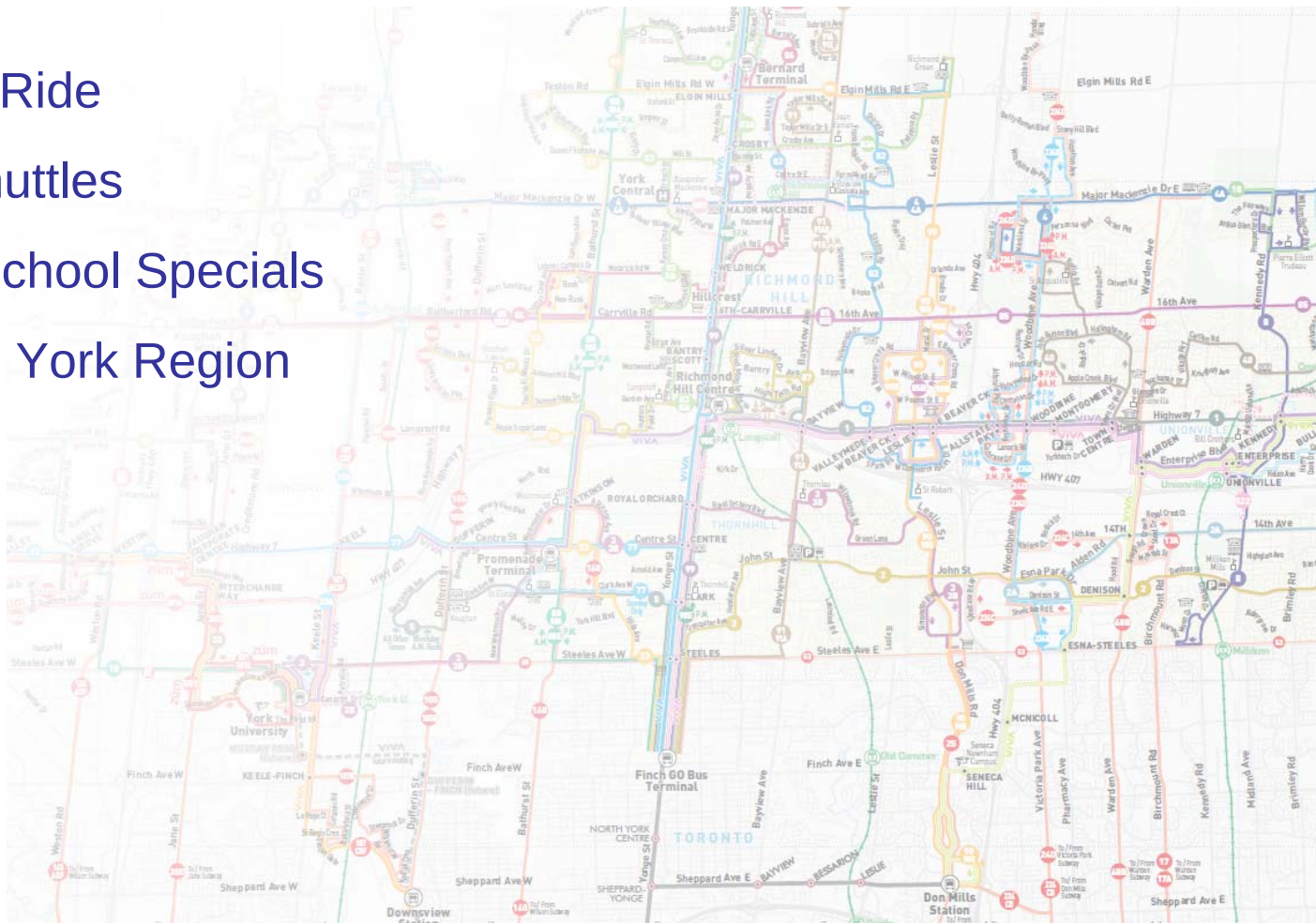
Reducing Duplication

Viva orange
Proposed



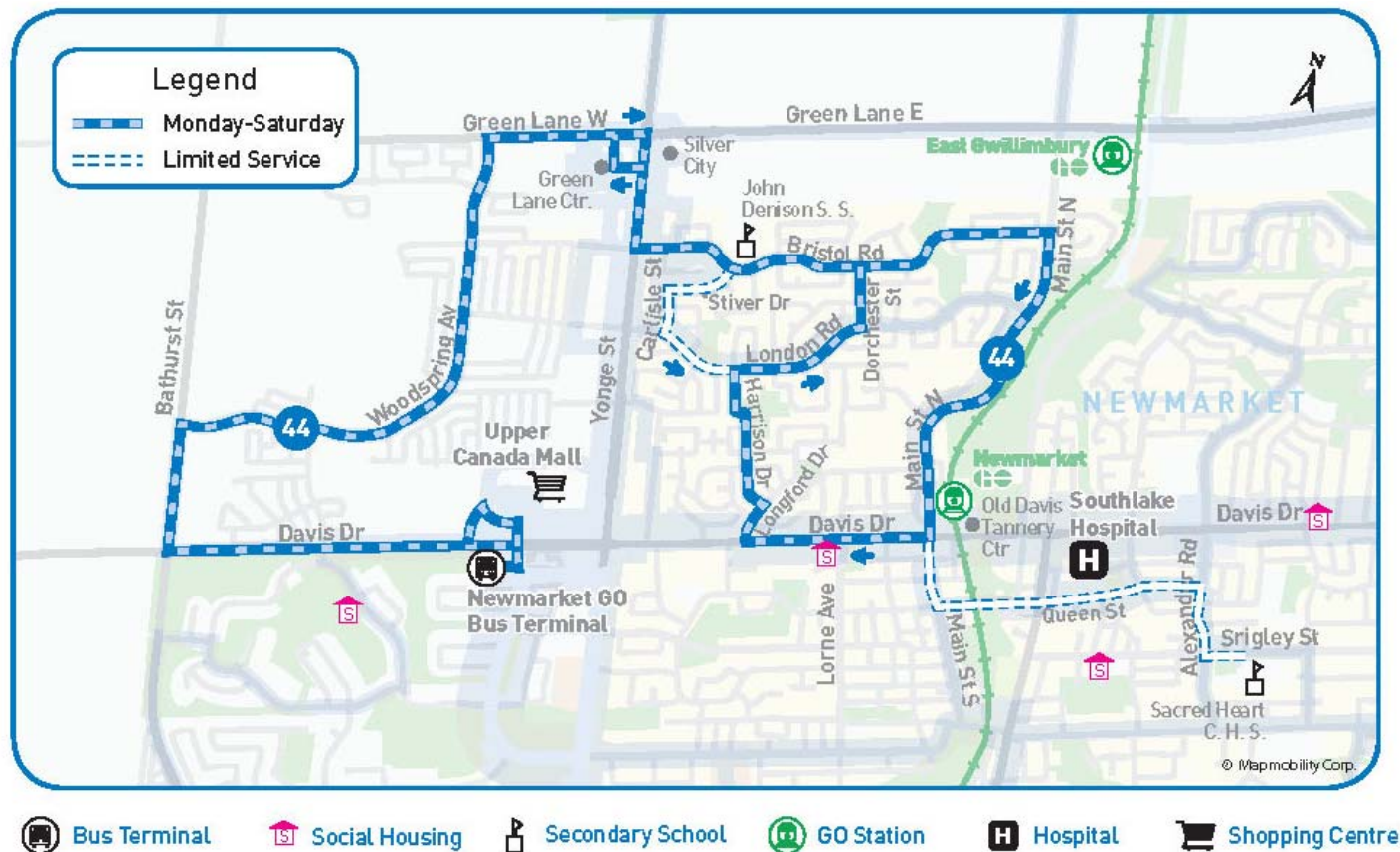
Managing Ridership

- ❑ Dial-a-Ride
- ❑ GO Shuttles
- ❑ High School Specials
- ❑ TTC in York Region



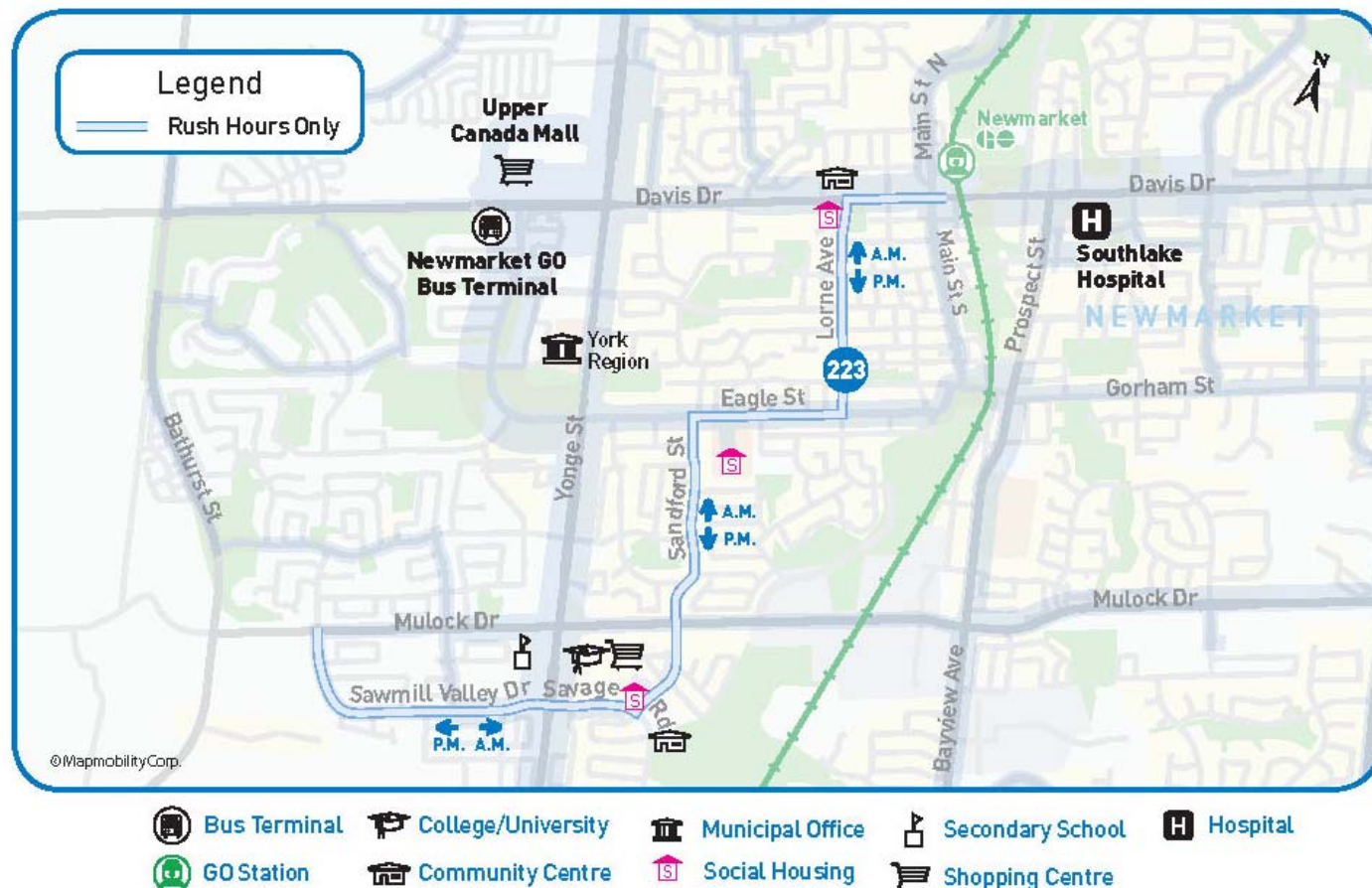
Managing Ridership (Dial-a-Ride)

Route 44 – Woodspring-Bristol/Dial-a-Ride



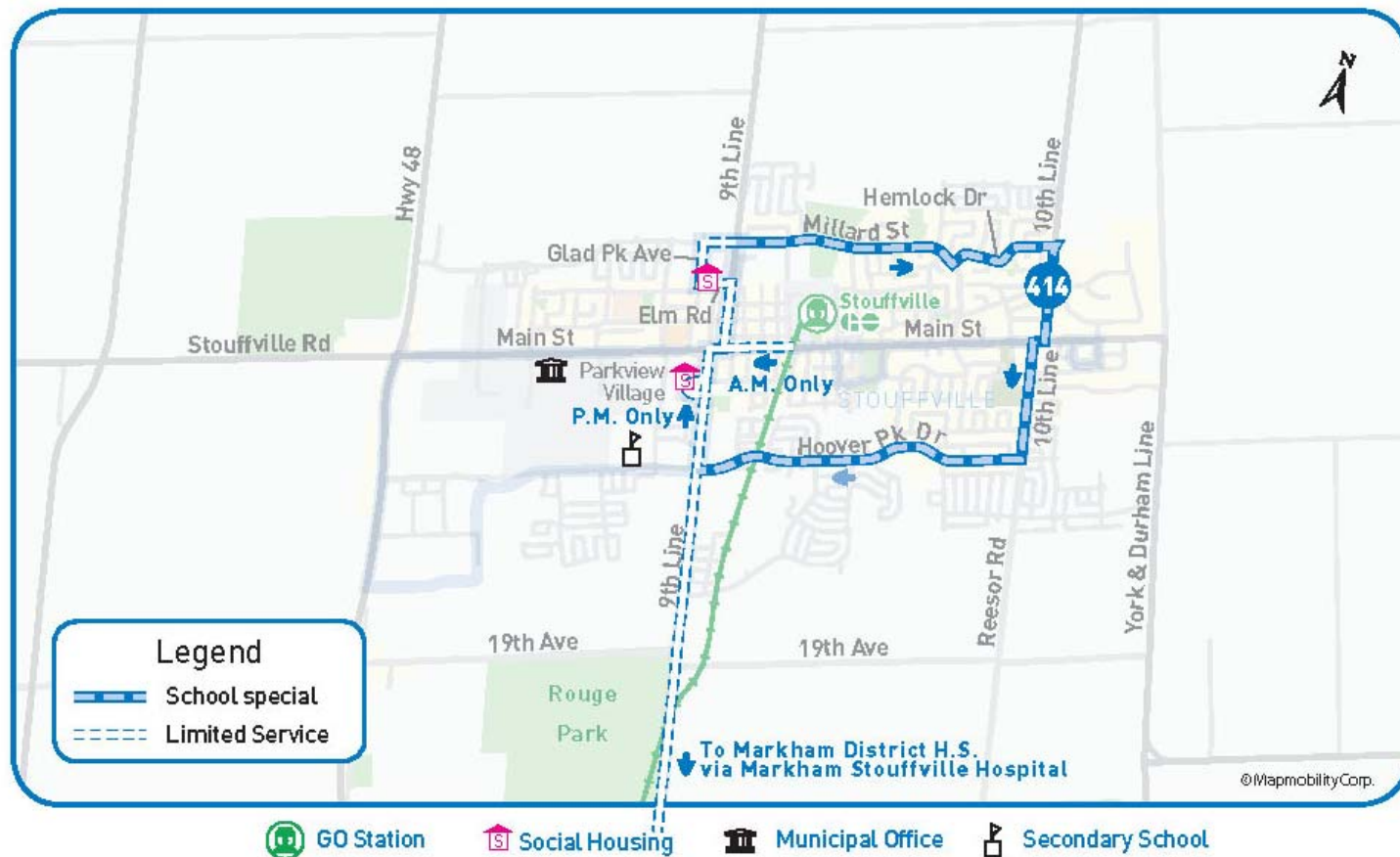
Managing Ridership (GO Shuttle)

Route 223 – Newmarket GO Shuttle



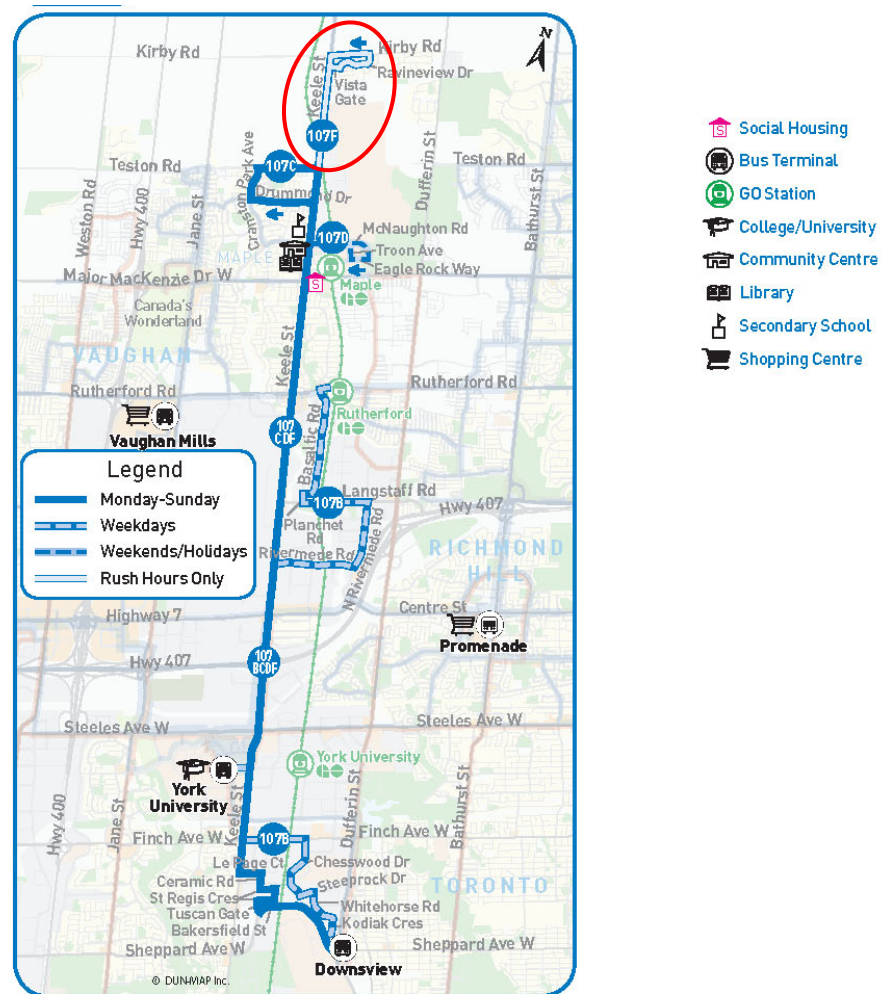
Managing Ridership (High School Special)

Route 414 – Unionville/Bill Crothers/Markham District High School Special



Managing Ridership (TTC in York Region)

TTC Route 107B/C/F – Keele North



Next Steps

- ❑ Cost savings
- ❑ Meet with local Councils on the approved 2013 service changes (pending Council approval)
- ❑ Market and communicate the 2013 service changes to customers and residents
- ❑ Begin implementing the 2013 service changes in April
- ❑ Begin the 2014 Annual Service Plan process





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