



YRT / VIVA ANNUAL SERVICE PLAN 2008

DRAFT SUMMARY REPORT

SEPTEMBER 2007

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1.0 Executive Summary

1.0 Executive Summary

As part of the latest YRT/Viva Five-Year Service Plan, adopted by Regional Council in 2006, an annual planning cycle and consultation process was approved. The annual planning cycle is based on well-defined service standards and objectives. The approved process includes a needs identification stage, a ridership and financial performance review, a process for the development of draft proposals and comprehensive stakeholder consultation. YRT staff has followed the adopted process, with the Annual Service Plan 2008 being the basis for next year's planning activities and budget.

Since the amalgamation of transit services in 2001, ridership in York Region has grown by over 10 million riders, or an average of 12% per year. By the end of 2007, YRT will have carried over 18.6 million passenger trips annually, a 9% increase over the previous year. This figure equates to approximately 64,000 passenger trips on an average weekday and amounts to more than 1.5 million new trips in just one year. **YRT experienced one of the highest growth rates in the GTA and also one of the highest in Canada** (as per Canadian Urban Transit Association statistics). Moreover, it is important to note that growth in transit ridership has consistently exceeded population growth each year since the formation of YRT in 2001.

This increase can be attributed to the tremendous rate of population and employment growth, a heightened awareness of environmental stewardship, rising fuel prices and extensive marketing activities. Since amalgamation in 2001, the hours of revenue service have increased from approximately 350,000 to over 1,000,000 at the end of 2007. **This unprecedented investment in public transit reflects York Region's commitment to the system's expansion and the development of a more balanced and transit supportive transportation network.**

By the end of 2007, the YRT system will consist of over 80 routes plus special routes designated for high school trips. The YRT/Viva system consists 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)

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 (Refer to Appendix A for details).

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

- Realignment of local feeder routes in the Newmarket, Aurora, Oak Ridges and Stouffville areas. The intent is to simplify the routing configurations, balance service provision with demand and improve service area coverage. All of these improvements are aimed at increasing ridership and financial performance.
- Service extension and or service frequency improvements to newly developed areas such as Inspiration/McLeod Landing developments in Richmond Hill, Bathurst Street corridor north to King City, areas in the north and east of Markham, Rutherford/16th Ave corridor, etc.
- Extension of Viva Purple service east to the Cornell Community of Markham. The first phase of the extension will be via Church Street., and will eventually include a restructuring of services (to coincide with the development of a new bus terminal in Cornell)
- Monitoring of the Dial-a-Ride service pilot in Newmarket to assess the merits or expanding demand responsive services in other low demand areas of the Region

During the budget review process, the 2008 Draft Plan will be reviewed and final recommendations approved for implementation in 2008. The total estimated gross cost of all service improvements in the Draft 2008 Annual Service Plan is approximately \$6.1 million. However, as part of the preliminary 2008 budget submission, a number of initiatives (see section 10 – Priority Items 1A) have been deferred to 2009. The remaining proposed 2008 initiatives will cost approximately \$4.3 million with associated revenues estimated to be \$1.35 million for a net cost of \$2.97 million. The proposed services represent about 5% of total 2008 direct operating costs.

As noted previously, although ridership (and associated revenue) gains have been impressive, in the short term the increase in service levels has been even greater. However, with these significant increases in service, the YRT/Viva system cost recovery ratio now stands at only 38%. As a result, the 2008 Service Plan has a renewed emphasis on system efficiency while, at the same time, careful consideration is being given to strategically grow the system to maximize ridership gains.

2.0 Service Guidelines

2.1 About this Document

2.2 The YRT Family of Services

2.3 Performance Measures

2.4 Service Standards

2.5 Design Guidelines

2.6 YRT Planning Process

2.1 About This Document

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

These Transit Service Standards and Guidelines have been developed as part of York Region Transit's Five-Year Service Plan. The Five-Year Service Plan is the operational plan that will continue to move York Region towards accomplishing the transportation objectives as set out in the 2002 Transportation Master Plan.

The Service Standards and Guidelines will be applied to the entire family of services provided by YRT and are intended to bring clarity and consistency to the process of continually adjusting and improving Regional transit services to meet varied and changing customer needs.

These Service Standards and Guidelines define the conditions that require action when standards are not met, but allow flexibility to respond to varied customer needs and community expectations in an accountable, equitable and efficient manner.

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

2.2 The YRT Family of Services

The Transit Service Guidelines will be applied to the entire family of transit services being provided by YRT.

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

Viva Service

Viva is YRT's new bus rapid transit (BRT) system, operating in the Highway 7 and Yonge Street corridors and 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 intended to be 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 system, certain routes and services will be designated as Base Services, to ensure a basic level of access throughout the service area. In the larger urban areas, Base Services will form a basic grid route network of fixed routes, connecting major trip origins and destinations. Base Services will 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 1000 metres 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 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 will serve a feeder or neighbourhood circulation function in the transit system. They will 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 will 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.

Express Routes

Express routes will 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. These 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 portions 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 will 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 shuttles to GO Stations, design should include meeting every train departure or arrival.

Shuttles to GO Train or Viva stations are short and 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 services will be 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 will be designed to provide better access to facilities oriented to this customer market, such as senior's residences, medical facilities, community centres and shopping areas.

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.

GO Fare Arrangements

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

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

Where demand is limited, 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 really a distinct service in the YRT 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.

* 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.

2.3 Performance Measures

Performance of the YRT system is measured differently for system-wide performance and the performance of individual routes. At the system-wide level, the ridership per capita, cost-recovery 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 the following key performance indicators. Performance targets are assessed as part of a continuous quality improvement framework, and will be adjusted upward when consistently met.

Performance Standards

Indicator	Guideline
Service Effectiveness	To maximize the transportation, environmental and mobility benefits of transit, YRT 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 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 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)

2.4 Service Standards

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

Route Coverage

YRT will consider 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.

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 GO 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 or employment schedules, or contracts.

Route Service Frequencies

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

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 will design 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 will be planned for all riders to be seated.

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 will consider larger vehicles, or more frequent service to improve the situation.

Vehicle Loading Standards

Route Type	Average Maximum Vehicle Load
<i>Base, Local and Express Routes</i>	
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
<i>Express Route</i>	
(high-speed or highway)	100% of seating capacity per vehicle
<i>Shuttle</i>	
	100% of seating capacity per vehicle
<i>Community Bus</i>	
Peak Period	100% of seating capacity over maximum 60 minutes
Off-peak Period	100% of seating capacity over a 60-minute period

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 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 will be 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 follow.

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		
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 population 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

Routes that introduce service 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.

2.5 Design Guidelines

YRT 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.

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, while Local routes and Community Bus ratios can be higher. 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.

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 Rotue	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

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 stops should normally average at least every one kilometre, and not normally be less than one kilometre at the far side of the 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 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 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 Vivastations

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

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

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

A new vivastation 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 vivastations).

New vivastations 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 vivastations 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.

2.6 YRT Planning Process

YRT's Five-Year Plans form 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 plans are communicated and that stakeholder and public input is considered during the planning phases for improvements.

How to get involved

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 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 additional 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.

YRT customer service and our web site will provide you with information on planning issues, dates for upcoming meetings, and specific ways that you can get involved.

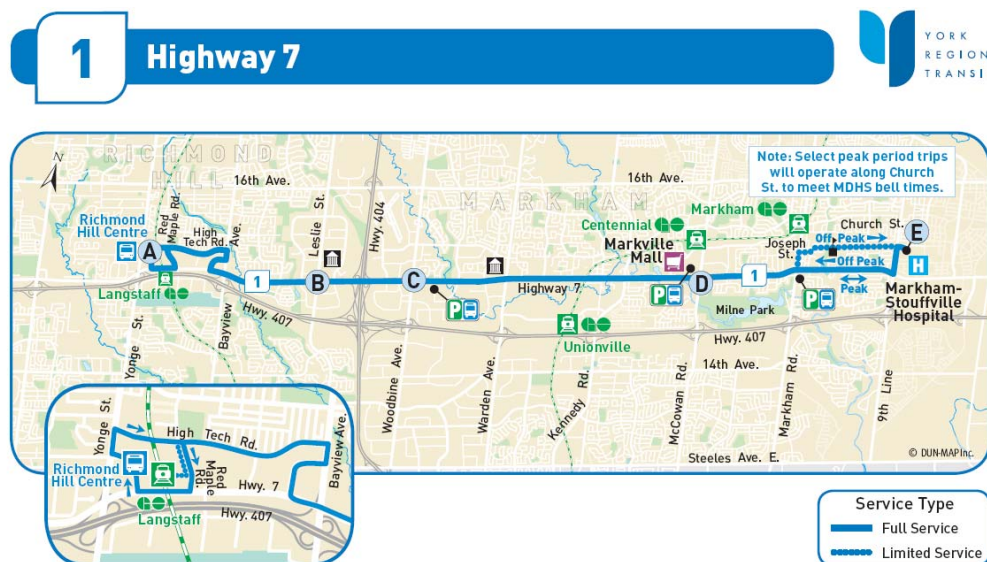
3.0 Conventional Routes

Route: 001 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 min	30 min	15 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 business park.

Boardings (2006):

Annual	732,949
Avg. Weekday	2,294
Rev./Cost (%)	41.1
Boardings/Hr	23.7

Service Requests:

- Provide service to GO Finch Terminal
- Introduce early morning from Markham-Stouffville Hospital on Sundays

- Improve the frequency on Sunday/Holiday
- More running time required on Saturdays (after 12 noon, running 5-10 minutes late)
- In fall 2008, there will be a new high school opening in Markham Centre. Divert service into Markham Centre

Discussion/Issues:

- Not warranted to provide Route 1 – Highway 7 along Yonge Street due to Viva and other YRT routes on Yonge Street.
- Route 1 – Highway 7 meets the Sunday/Holiday service standards, not warranted to improve the service frequency; future viva extension to Cornell will assist with these requests
- Realign Route 1 – Highway 7 to operate along Enterprise Blvd in both directions between Warden Avenue and Kennedy Road during peak periods (limited service), to provide service to the new high school; this service will be within walking distance of the new high school
- Viva purple is proposed to be extended to Cornell as early as April 2008. To make connections with viva purple, extend Route 1 to Bur Oak Avenue and Highway 7
- New terminal will be constructed on Highway 7 at the Markham By-Pass. Realign Route 1 – Highway 7 to service both the Markham-Stouffville Hospital and the future terminal
- Later service from Monday to Thursday to reflect the Friday schedule (one extra trip in both directions)
- The pedestrian bridge is scheduled to be completed by end of 2007. This pedestrian bridge will connect the Richmond Hill Centre terminal and the Langstaff GO Station

Recommendations:

- Due to the pedestrian bridge (January 2008), Route 1 – Highway 7 will not divert to the Langstaff GO Station for the select PM trips
- Realign Route 1 – Highway 7 to service both the Markham-Stouffville Hospital and to the bus terminal/loop or to Bur Oak Ave/Hwy 7. Due to pending budget constraints, the implementation of this service initiative has been identified for deferral to 2009 (Please refer to Southern System Map on page 127)
- January 2008, improve Saturday schedule to better reflect actual running times
- September 2008, realign Route 1 – Highway 7 to operate along Enterprise Blvd in both directions between Warden Ave and Kennedy during peak periods (select trips for new high school)

Estimated Additional Costs:

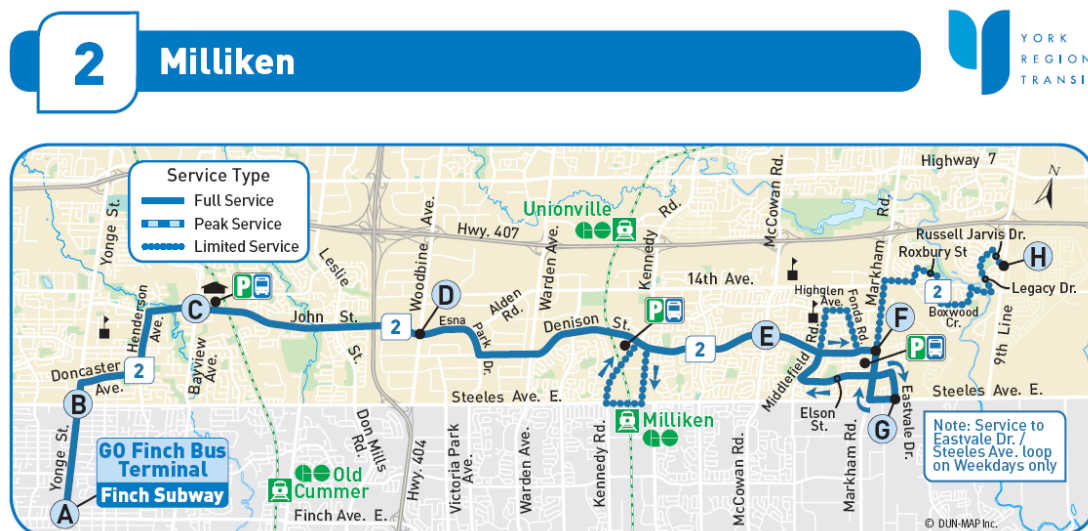
N/A

Route: 002 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 min	30 min	15 min	30/60 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 (2006):

Annual	639,600
Avg Weekday	2,373
Rev/Cost (%)	44.3
Boardings/Hr	25.6

Service Requests:

- Improve frequency from GO Finch Terminal during the early pm peak period (i.e. 3:15pm trip)
- Improve frequency after 7:00pm on weekdays

- Extend service to 14th Avenue to service both Father McGivney Catholic Academy and the commercial area at Highglen Avenue and Markham Road
- 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)
- Divert trips into the Milliken GO Station to eliminate the walk to/from Old Kennedy Road and Steeles Avenue

Discussion/Issues:

- Current frequency level provided during the early PM peak period and weekday evening service does not meet the service frequency standards
- Father McGivney Catholic Academy and the commercial area at Highglen Ave and Markham Rd are serviced by connecting routes (TTC 129A McCowan North; TTC 102D Markham Rd) therefore; not required to extend Route 2 into those areas
- Extend TTC routes along Brimley Road and along Middlefield Road to 14th Avenue to provide transit along mid-block corridors (to be evaluated as part of the 2009 Service Plan)
- Extend service via Denison Street, Eastvale Drive, Steeles Avenue to service the new development east of Eastvale Drive
- Integrate Route 2 - Milliken and Route 2A – 14th Ave, such that 14th Avenue and Denison Street routing east of Esna Park Drive become branches of Route 2 to achieve higher levels of service west of Esna Park Drive and a no-transfer to Yonge Street for the 14th Avenue corridor (to be evaluated as part of the 2009 Service Plan)
- Later service from Monday to Thursday to reflect the Friday schedule (one extra trip in both directions)
- Implement a new Milliken GO Shuttle (use the bus loop at the Milliken GO Shuttle (to be evaluated as part of the 2009 Service Plan)

Recommendation:

- April 2008, implement new eastbound service departing Finch Terminal at 3:15pm. (For 2009, implement new eastbound service departing Finch Terminal at 3:45pm and 7:45pm.)
- April 2008, further extend routing east of Eastvale Drive (via Denison Street, Elson Street and Eastvale Drive) (Please refer to Southern System Map on page 127)

Estimated Additional Costs:

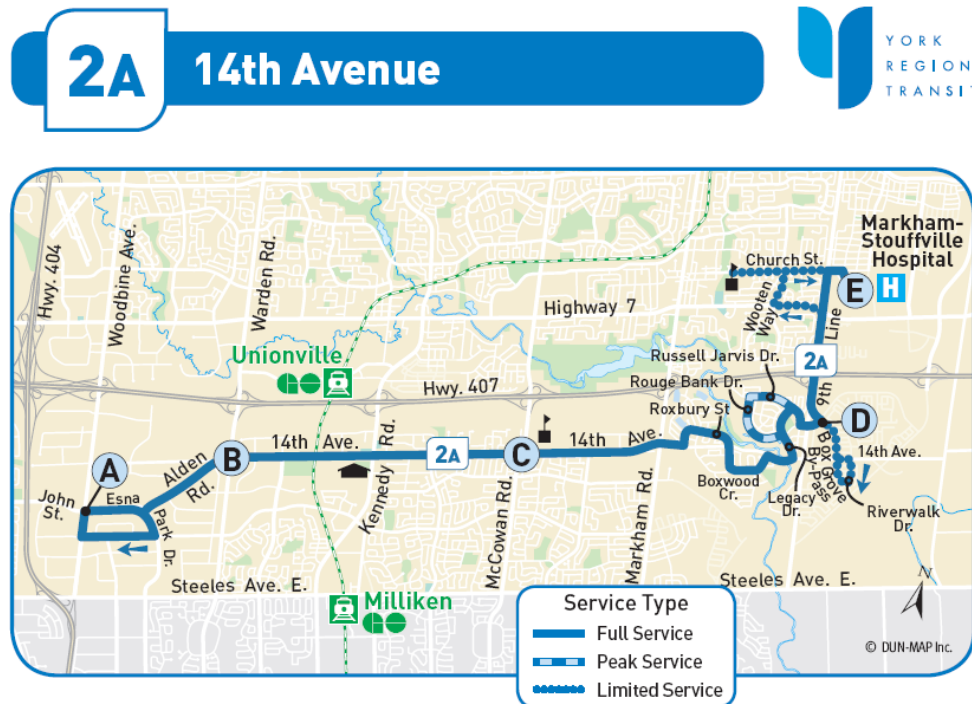
\$202,400 annual operating cost for the new 3:15pm eastbound trip and the route extension via Denison Street and Elson Street

Route: 002A 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	Not Applicable	Not Applicable

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

Boardings (2006):

Annual	141,549
Avg Weekday	719
Rev/Cost (%)	24.4
Boardings/Hr	14.1

Service Requests:

- Extend service into the new Boxgrove subdivision

- Improve the frequency of the weekday service to better connect with viva green
- Introduce later weekday evening service
- The Rouge Bank Drive and Russell Jarvis Drive peak period routing should operate all-day (only 1 request)
- Implement Express service, takes too long to travel to/from Finch Terminal
- Extend service to Finch Terminal or Sheppard subway station
- Provide service to the following high school: MDHS, Brother Andre and Father McGivney
- Extend service into the Grand Cornell subdivision
- Introduce a Milliken GO Shuttle from Riverwalk Drive and 14th Avenue
- Introduce Saturday and Sunday/Holiday service

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
- Due to previous concerns from residents along Rouge Bank Drive and Russell Jarvis Drive, transit service along those streets will be maintained as peak period only service
- Integrate Route 2 - Milliken and Route 2A – 14th Ave, such that 14th Avenue and Denison Street routing east of Esna Park Drive become branches of Route 2. There would be higher levels of service west of Esna Park Drive and a no-transfer to Yonge Street for the 14th Avenue corridor. This will improve travel time between 14th Avenue and Finch Terminal (to be evaluated as part of the 2009 Service Plan)
- If Route 2A – 14th Ave extension to Finch Terminal is not implemented, add express services from the Boxgrove area and use the ETR 407 to/from Finch Terminal
- Extend peak period service east of 9th Line and operate via Copper Creek Drive, Donald Cousens Parkway and Box Grove By-Pass to service the Boxgrove development. Extend one am and one pm trip to MDHS
- When Bur Oak Avenue connects to Grand Cornell (south of Hwy 7), restructure easterly section of Route 2A - 14th Avenue. From 9th Line and Kenilworth Gate, the route operates along Kenilworth Gate, Michelina Terrace and Bur Oak Avenue to Church Street and service Markham-Stouffville Hospital. Services will be removed

from 9th Line between Kenilworth Gate and Church Street which will be serviced by the 9th Line service

- New terminal will be constructed on Highway 7 at the old Markham By-Pass. 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 transfer onto the 9th Line service
- Implement a Milliken GO Shuttle that would service Boxgrove 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 (to be evaluated as part of the 2009 Service Plan)

Recommendation:

- April 2008, extend peak period service east of 9th Line and operate via Copper Creek Drive, Donald Cousens Parkway and Box Grove By-Pass (peak periods only) (Please refer to Southern System Map on page 127)
- September 2008, realign service to the Bur Oak viva station via Grand Cornell (or future terminal if constructed & discontinue service to the Markham-Stouffville Hospital). Depending on the opening of Bur Oak Avenue to the south of Highway 7, operating Route 2A via Kenilworth Gate, Michelina Terrace and Bur Oak Avenue (Please refer to Southern System Map on page 127) - Due to pending budget constraints, the implementation of this service initiative has been identified for deferral to 2009

Estimated Additional Costs:

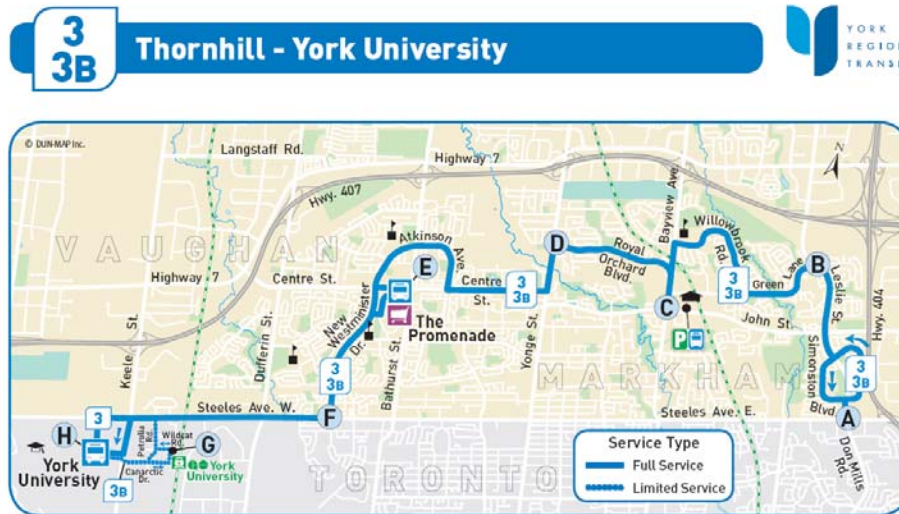
- \$202,400 annual operating cost for route extension, east of 9th Line

Route: 003 / 003B 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 3/3A/3B

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
20 min	20/40 min	20 min	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 (2006):

Annual	393,628
Avg Weekday	1,808
Rev/Cost (%)	35.4
Boardings/Hr	16.9

Service Requests:

- No significant service requests

Discussion/Issues:

- Additional running time may be requested for weekdays in the future, as there is a standby bus operating in the non-summer months, between approximately 10:00am

and 6:00pm. Need for additional running time is being reviewed further by Operations staff

- Emerging congestion related issues at York University due to ongoing construction (Ontario Archives, etc.); will require ongoing monitoring

Recommendation:

- N/A

Estimated Cost:

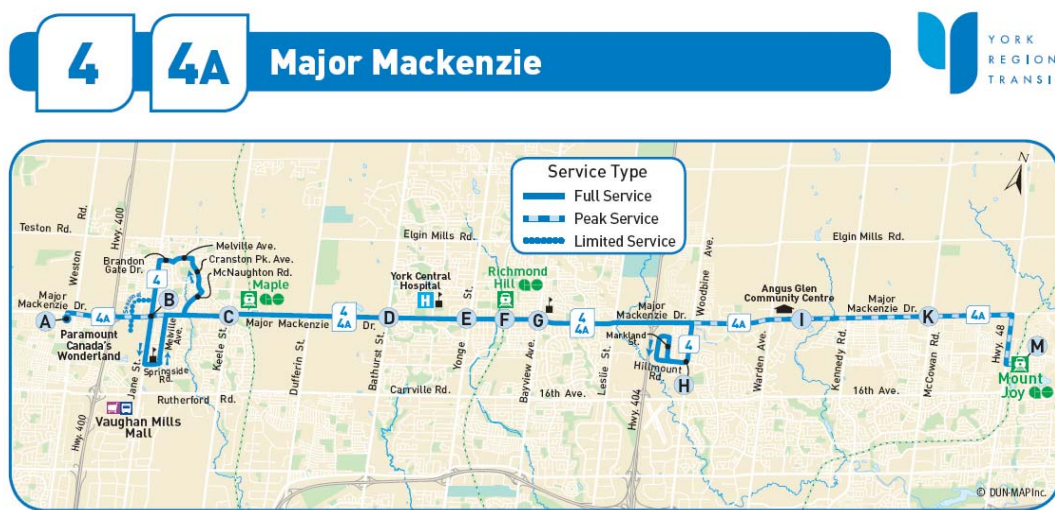
- N/A

Route: 004 / 004A Major Mackenzie

Type: Base

Description: Main east-west line operating from Woodbine Ave 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 weekday peak hours only.

Current Routing:



Operating Hours and Frequency:

Rte 4/4A

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
15/30 min	30 min	15/30 min	40 min	30/40 min	30/40 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 (2006):

Annual	572,571
Avg Weekday	2,174
Rev/Cost (%)	45.6
Boardings/Hr	21.7

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 later evening service to accommodate employees of Canada's Wonderland

Discussion/Issues:

- To provide service to new developments east of Highway 48, extend Route 4A along Major Mackenzie Drive, Donald Cousens Parkway and Old Markham By-Pass. The service to terminate at the Cornell Terminal (if constructed) on Highway 7 at the old Markham By-Pass and would connect with viva and YRT routes. Route 4A would continue to service the Mt Joy GO Station. If the Cornell Terminal is not constructed, extend Route 4A to Bur Oak Avenue and Highway 7 (on street looping) (Please refer to Southern System Map on page 127.)
- Current frequency level provided for Route 4A in Markham during peak period does not meet the service frequency standard
- Current span of service provided for Route 4A in Markham during peak period does not meet the service frequency standard
- In July 2007, a later eastbound trip was implemented on weeknights to address increasing need/demand from employees of Canada's Wonderland

Recommendation:

- September 2008, extend peak period service along Major Mackenzie Drive, Donald Cousens Parkway and Old Markham By-Pass and service the Cornell Terminal (pending construction completion) on Highway 7 at Markham By-Pass, continuing with limited service to Mt. Joy GO Station. Otherwise service would be extended to Bur Oak Ave/Highway 7 area via on-St loop (Please refer to Southern System Map on page 127)
- September 2008, expand the span of service for Route 4A in Markham to operate during weekday midday and evenings

Estimated Additional Costs:

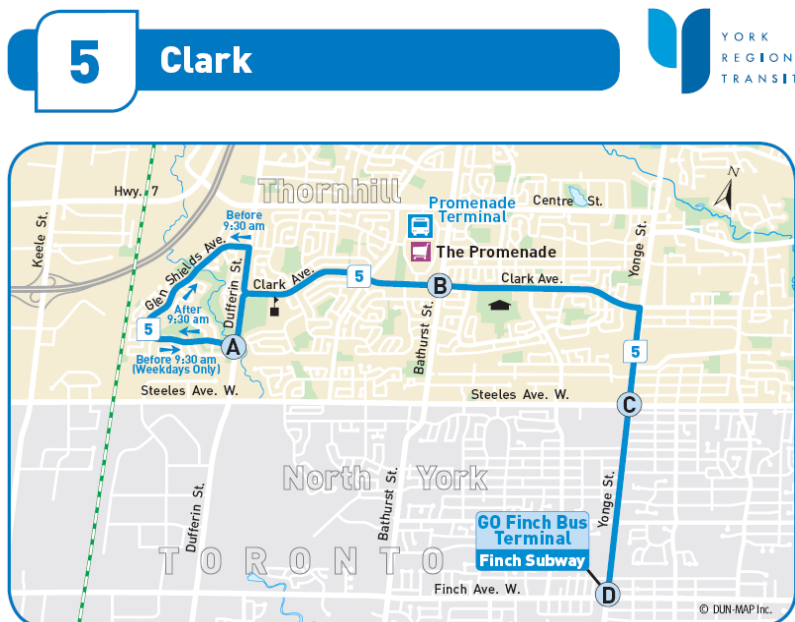
- \$658,000 annualized

Route: 005 Clark

Type: Base

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

Current Routing:



Operating Hours and Frequency:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	
12 min	12 min	12 min	30 min	30 min	Not Applicable

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

Boardings (2006):

Annual	473,707
Avg Weekday	1,906
Rev/Cost (%)	65.1
Boardings/Hr	31.0

Service Requests:

- Introduce later Saturday evening service
- Introduce Sunday service

Discussion/Issues:

- Current Saturday service ends in the early evening – below standard
- No Sunday service – below standard
- Requests for additional service (i.e. Saturday evening and all-day Sunday) to be reviewed as part of the 2009 budget cycle

Recommendation:

- N/A

Estimated Additional Costs:

- N/A

Route: 007 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
✓	✓	✓	✓	✓	
20/30 min	20/30 min	20/30 min	30 min	45 min	Not Applicable

Major Trip Generators: Steeles Ave Corridor, Holy Cross Academy, Humber College, Woodbine Centre.

Boardings (2006):

Annual	165,694	Target
Avg Weekday	824	
Rev/Cost (%)	28.0	
Boardings/Hr	13.4	

Service Requests:

- Extend service north to Rutherford/Napa Valley area
- Introduce Sunday service

Discussion/Issues:

- Does not operate full route on Saturdays – below standard
- Does not operate on Sundays – below standard
- Requests for additional service to be reviewed as part of the 2009 budget cycle

Recommendation:

- N/A

Estimated Additional Costs:

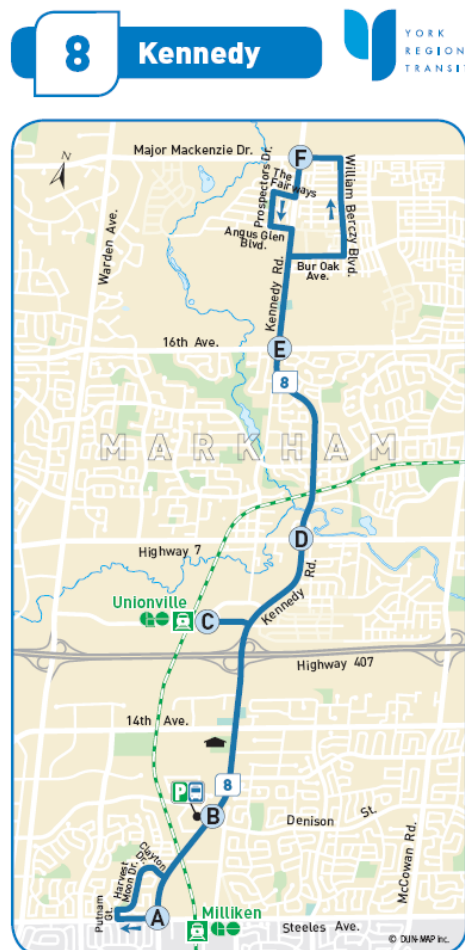
- N/A

Route: 008 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
✓	✓	✓	✓	✓	✓
15 min	30 min	15 min	30 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 (2006):

Annual	270,199
Avg Weekday	1,068
Rev/Cost (%)	35.1
Boardings/Hr	20.3

Service Requests:

- Connect to the first AM trip at Unionville GO Station

Discussion/Issues:

- Current span of service provided during weekdays, Saturdays and Sundays does not meet the span of service standards for the evenings. Service should operate until 11:00pm; service currently operates until 10:30pm (To be evaluated as part of the 2009 Service Plan)
- Current frequency level provided during weekday evening service and Saturdays does not meet the service frequency standards (To be evaluated as part of the 2009 Service Plan)

Recommendation:

- N/A

Estimated Additional Costs:

- N/A

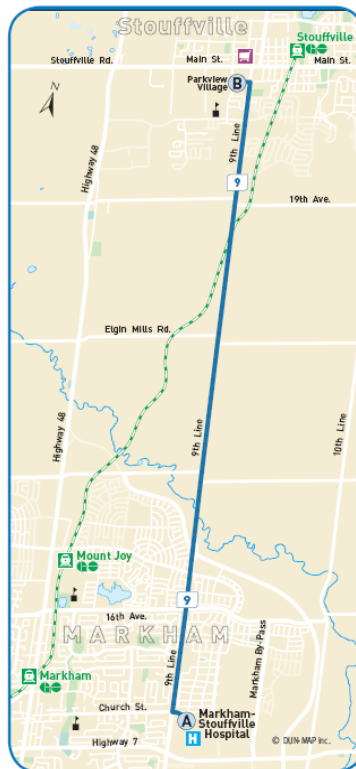
Route: Restructured 009 9th Line
New 015 Stouffville Local

Type: Local (Small Community)

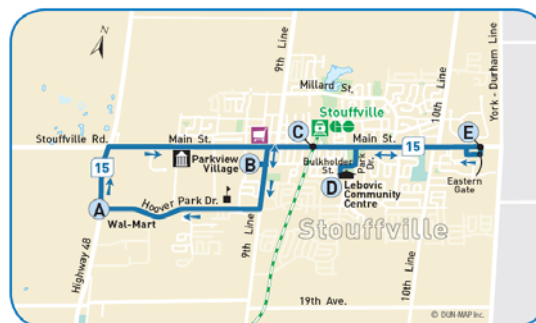
Description: North-South line joins Markham with the community of Stouffville operating along Ninth Line and Main Street Stouffville.

Restructured Routing (effective Sept 2, 2007):

9 Stouffville



15 Stouffville Local



Operating Hours and Frequency:

9 - 9th Line

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓			
30/60 min	60/120 min	25/30 min	Not Applicable	Not Applicable	Not Applicable

15 - Stouffville Local

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓			
45 min	45 min	30 min	50 min	Not Applicable	Not Applicable

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

Ridership (2006):

Annual	16,473
Avg Weekday	80
Rev/Cost (%)	5.2
Rev Pass/Hr	3.0

Service Requests:

- Introduce more frequent service
- Provide earlier service and improve frequency to Wal-Mart
- Operate along Highway 48 from Markham to service Wal-Mart
- Provide more service to/more Stouffville
- Provide later evening service departing Markham-Stouffville Hospital
- Extend service to MDHS and Brother Andre School
- Extend service to Dixon Hill Montessori (Highway 48, south of Hoover Park Drive)
- Provide service to the new Stouffville High School (on Hoover Park Drive, west of 9th Line)
- Provide service along Hoover Park Drive, west of 9th Line
- Improve the travel time from Stouffville GO Station to Hoover Park Drive and 9th Line
- Need service along 9th Line from Steeles Avenue and 9th Line to/from Markham-Stouffville Hospital and also to/from Stouffville

- Introduce early weekday morning service (to arrive at Markham-Stouffville Hospital at 6:15am or 6:30am in order to connect with Route 1 – Highway 7)
- Introduce later weekday evening service
- Introduce Saturday service (to service Wal-Mart)
- Introduce Sunday/Holiday service (to service Wal-Mart)
- Introduce service along Stouffville Road to Yonge Street

Discussion/Issues:

- New residential area along Millard Street; north of Millard Street and 9th Line; along Hoover Park Drive between Standiford Drive and York-Durham Line; Forsyth Farm Drive and 10th Line
- New business parks and commercial parks in the west of the Stouffville, at Highway 48
- September 2007, Stouffville District High School relocated at Hoover Park Drive and Weldon Road (265 metres west of 9th Line)
- For September 2007, Route 9 / 9A will be restructured to simplify service. Route 9 will become the 9th Line service provide transit between Parkview Village and Markham-Stouffville Hospital
- For September 2007, a new Route 15 – Stouffville Local will be introduced, providing service along Main Street Stouffville between Highway 48 and Eastern Gate; along Hoover Park Drive between Highway 48 and 9th Line. There will be timed transfers at Parkview Village with Route 9 – 9th Line
- For September 2007, a new Route 215 – Stouffville GO Shuttle will be introduced, provide service along the current peak period routing for Route 9A. Route 215 will make connections with the GO Trains at the Stouffville GO Station



- For September 2007, a new Route 415 – Stouffville High School Special will be introduced to accommodate the high school students at the new school location. Route 415 will service Millard Street, Hemlock Drive, 10th Line, Hoover Park Drive and Reeves Way Blvd



- Expand Route 9 – 9th Line to operate along 9th Line between Westlawn Cr and Highway 7. At the top end of the route, it would operate along Millard Street between Westlawn Cr and 9th Line and along Westlawn Cr to 9th Line (one-way loop). At the bottom end of the route, it would operate along Church Street to service Markham-Stouffville Hospital. From Markham-Stouffville Hospital, loop via Bur Oak Avenue and Highway 7 in order to connect with Viva. Route 9 would continue to service Parkview Village and make timed connections with the Stouffville local service (Please refer to Southern System Map on page 127)
- Extend Route 15 - Stouffville Local service via Millard Street, Main Street, Hoover Park Drive to provide 30 minute frequency, GO Train connections & connections to/from Route 9 – 9th Line. New service along Greenwood Road and Forsyth Farm Drive (Please refer to Southern System Map on page 127)
- Route 215 and Route 415 service could be removed from Hemlock Drive and operate along Greenwood Road and Forsyth Farm Drive
- Longer term plans for Route 9 – 9th Line is to extend the route further south of Hwy 7 into the Boxgrove development via Copper Creek Drive and Donald Cousens Parkway. 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 2009 Service Plan)
- 2009 initiative - Provide more frequency service during midday and service till 11pm on Route 9 – 9th Line (to be evaluated as part of the 2009 Service Plan)

Recommendation:

- April 2008, extend Route 9 – 9th Line to Westlawn Cr and to Bur Oak Avenue/Hwy 7
- April 2008, Route 15 – Stouffville Local to service Hoover Park Drive (east of 9th Line), Highway 48, Millard Street

Estimated Additional Costs:

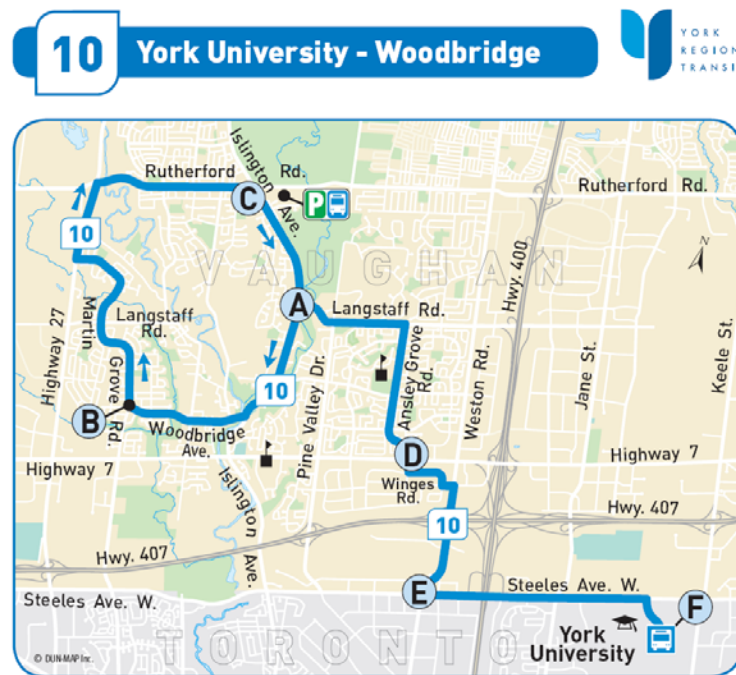
- \$253,000 annual operating costs to operate Route 9 and Route 15 route extensions

Rte: 010 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
✓	✓	✓	✓	✓	✓
30 min	45 min	30 min	45 min	45 min	45 min

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

Boardings (2006):

Annual	79,653
Avg Weekday	434
Rev/Cost (%)	14.6
Boardings/Hr	6.9

Service Requests:

- N/A

Discussion/Issues:

- Service operating below performance standards. Consideration to be made with respect to review (e.g. marketing, operational assessment) in 2008
- Emerging congestion related issues at York University due to ongoing construction (Ontario Archives, etc.); will require ongoing monitoring

Recommendation:

- N/A

Estimated Additional Costs:

- N/A

Route: 011 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
✓	✓	✓	✓	✓	✓
45 min	45 min	45 min	45 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 (2006):

Annual	27,149
Avg Weekday	95
Rev/Cost (%)	11.9
Boardings/Hr	5.6

Service Requests:

- No significant service requests

Discussion/Issues:

- Service currently terminates at Steeles Ave, where passengers must transfer to TTC services. Low ridership due to lack of major trip generators
- Service operating below financial performance standards. Consideration to be made with respect to review (e.g. marketing, operational assessment) in 2008
- Increased marketing to high school students and to residents of new/future high-density area in Woodbridge village (e.g. adjacent to Market Lane and at Kipling Ave)

Recommendation:

- N/A

Estimated Additional Costs:

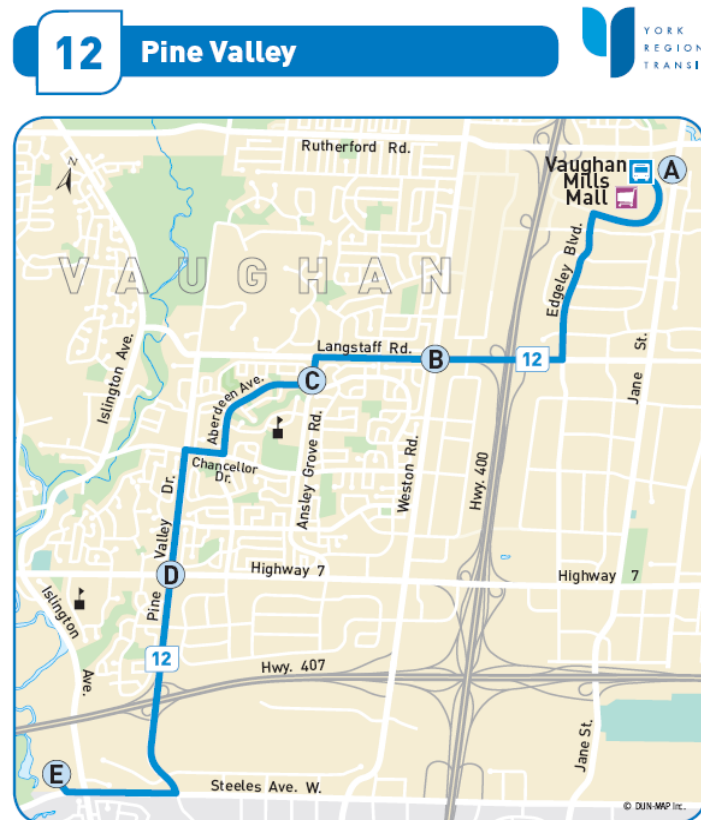
- N/A

Route: 012 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	Not Applicable

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

Boardings (2006):

Annual	70,728
Avg Weekday	388
Rev/Cost (%)	28.7
Boardings/Hr	9.6

Service Requests:

- No significant service requests

Discussion/Issues:

- No Sunday service – below standard

Recommendation:

- N/A

Estimated Additional Costs:

- N/A

Route: 013 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	30/40 min	30 min	40 min	45 min	Not Applicable

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

Boardings (2006):

Annual	95,307
Avg Weekday	388
Rev/Cost (%)	13.7
Boardings/Hr	28.7

Service Requests:

- Improved peak period service to Kleinburg
- More convenient weekday service between Rutherford Road and the Kleinburg community, due to the cancellation of School Board-operated yellow school buses to Emily Carr Secondary School in Fall 2007
- Provide weekday evening service until midnight

Discussion/Issues:

- Current frequency on weekdays & Saturdays is below standard
- No Sunday service – below standard
- Requests for additional service to be reviewed as part of the 2009 budget cycle

Recommendation:

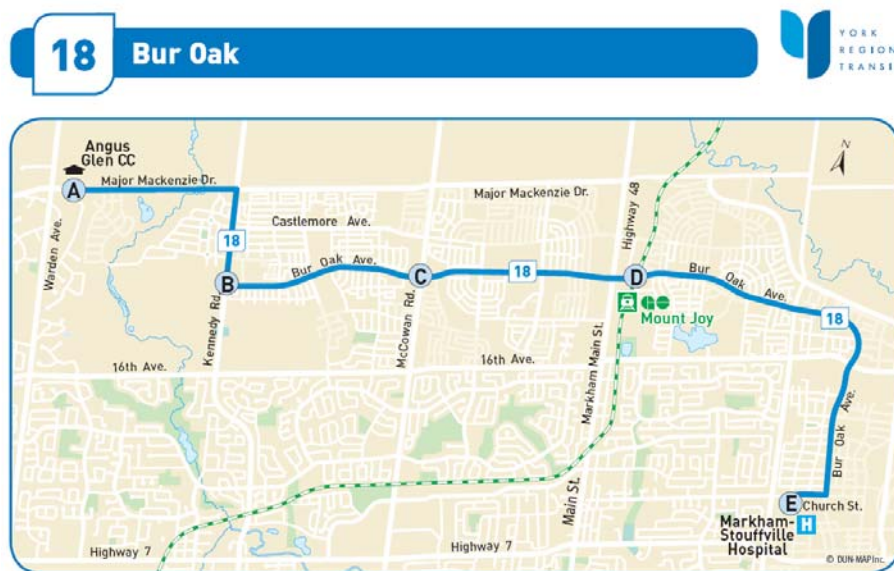
- N/A

Route: 018 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
✓	✓	✓	✓	✓	
30 min	60 min	30min	60 min	60 min	Not Applicable

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

Boardings (2006):

Annual	130,278
Avg Weekday	615
Rev/Cost (%)	34.0
Boardings/Hr	19.6

Service Requests:

- Operate service earlier
- Connect to the first AM GO Train at the Mt Joy GO Station

- Introduce a new branch to operate along Castlemore Avenue
- Introduce Sunday/Holiday service

Discussion/Issues:

- Current span of service provided during weekday evenings does not meet the span of service standards; service should operate until 11:00pm (to be evaluated as part of the 2009 Service Plan)
- Current frequency level provided during weekday midday does meet the service frequency standard. Due to the positive ridership growth, weekday midday service should be improved from 60 minute service to 30 minute service (to be evaluated as part of the 2009 Service Plan)
- 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 initiative)

Recommendation:

- N/A

Estimated Additional Costs:

- N/A

Route: 020 Jane Street

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 (2006):

Annual	531,499
Avg Weekday	1,803
Rev/Cost (%)	49.8
Boardings/Hr	23.7

Service Requests:

- Earlier morning southbound service on weekdays (i.e. to meet earlier service currently provided on other connecting routes, e.g. Rte 77)

Discussion/Issues:

- Requests for additional service to be reviewed as part of the 2009 budget cycle
- Emerging congestion related issues at York University due to ongoing construction (Ontario Archives, etc.); will require ongoing monitoring

Recommendation:

- N/A

Estimated Additional Costs:

- N/A

Route: 022 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	Not Applicable	90 min	Not Applicable

Major Trip Generators: Seneca College King Campus.

Boardings (2006):

Annual	42,649
Avg Weekday	259
Rev/Cost (%)	13.0
Boardings/Hr	5.8

Service Requests:

- Improve midday & Saturday frequency
- Provide wider span of service on Saturdays. (Limited Saturday service currently operates between approximately 9:00am and 7:00pm)
- Add evening service on weekdays and Saturdays
- Add Sunday service

Discussion/Issues:

- Service operating below financial performance standards. Consideration to be made with respect to review (e.g. marketing, operational assessment) in 2008
- Off-peak services need to be brought to standard
- Other requests for service improvements to be reviewed as part of the 2009 budget cycle
- At the request of the School Boards' Student Transportation Services division, beginning September 2007, this route will operate a limited service deviation via Bathurst St and Kingshill Road to provide safer and improved access for local students of Cardinal Carter S.S.

Recommendation:

- N/A

Estimated Additional Costs:

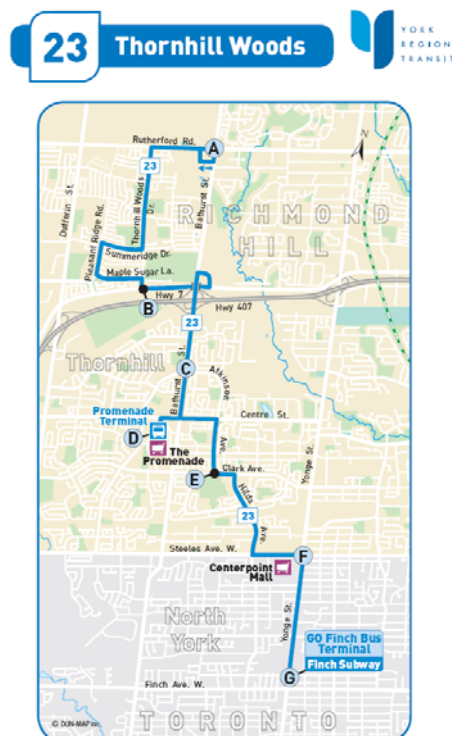
- N/A

Route: 023 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	Not Applicable	Not Applicable

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

Boardings (2006):

Annual	148,601
Avg Weekday	693
Rev/Cost (%)	31.2
Boardings/Hr	14.9

Service Requests:

- Introduction of Saturday service
- Introduction of Sunday service
- Extend service north of Rutherford

Discussion/Issues:

- Route 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
- Requests for weekend service improvements to be reviewed as part of the 2009 budget cycle

Recommendation:

- For April 2008, to extend weekday peak service north of Rutherford Road into 'Upper Thornhill Village'. (Please refer to Southern System Map on page 127)

Estimated Additional Costs:

- \$180,000 annualized

Route: 027 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	30 min	30 min	180 min	Not Applicable	30 min

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

Boardings (2006):

Annual	64,265
Avg Weekday	150
Rev/Cost (%)	46.1
Boardings/Hr	18.2

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)

- Ongoing expansion of new industrial development area in the Vaughan Enterprise Zone
- Possibility of RGTL discontinuing or decreasing its funding for Route 27

Recommendation:

- For April 2008, to extend service into Vaughan Enterprise Zone on weekday peak periods (Please refer to Southern System Map on page 127)

Estimated Additional Costs:

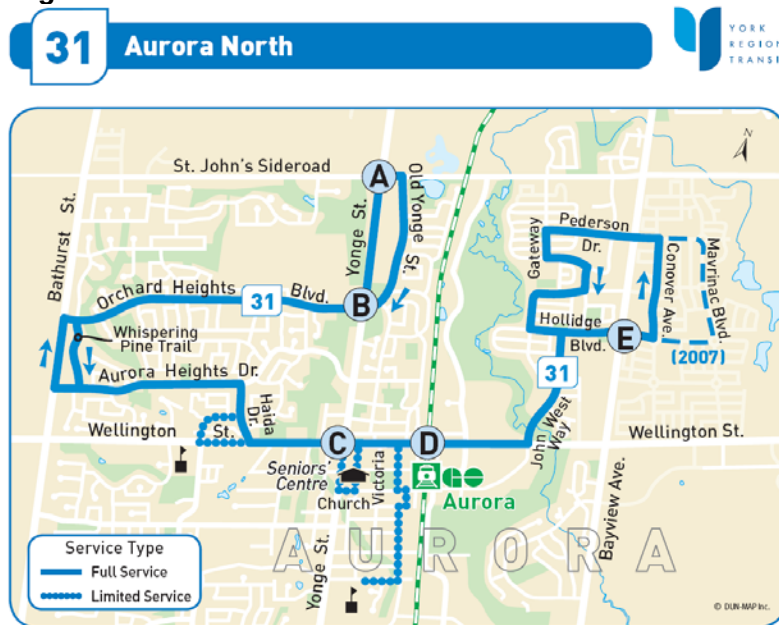
- \$120,000 annualized

Route: 031 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
✓	✓	✓	✓	✓	✓
30 min	20/45 min	20/45 min	35 min	60 min	Not Applicable

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

Boardings (2006):

Annual	55,413
Avg Weekday	310
Rev/Cost (%)	17.1
Boardings/Hr	7.7

Service Requests:

- Increase late evening service for people working and going to evening movies
- Expand service to Marinac Blvd

- Reduce the amount of service on Whispering Pine and Aurora Heights
- Introduce Sunday Service
- New Catholic High School 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

Discussion/Issues:

- Current span of service provided during the evening currently ends at 9:00 pm. Insufficient demand to warrant increase in service hours
- Current routing operating on Conover Ave is temporary until the completion of Marinac Blvd. Once completed in late 2008, route will be change to operate along Marinac
- Currently services The Orchard Heights/Aurora Heights area and Spring Farm and Berkshire subdivisions. Major new commercial activity located along Bayview corridor requires route restructuring to service growth area. Route 31 will be reduced to a peak hour Monday to Friday only service and will service only the Orchard Heights and Aurora Heights areas. A new Route 33A Wellington branch will be established to operate in the Spring Farm/Berkshire Subdivisions Monday to Saturday (Please refer to Northern System Map on page 128)
- Local routes are recommended to operate on Sundays, providing 60 minute service from 9:00 am to 11:00 pm. Sunday Service will not be considered until demand increase sufficiently
- 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

Recommendation:

- Reduce to peak hour Monday to Friday service in January 2008. Annual operating cost savings to be used to offset the cost of new Route 33A branch
- Route 33A Wellington to be introduced to replace Route 31 service in the Spring Farm and Berkshire Subdivisions Monday to Saturday in January 2008
- Extend Route 33A service to Marinac Blvd in late 2008

Estimated Additional Costs:

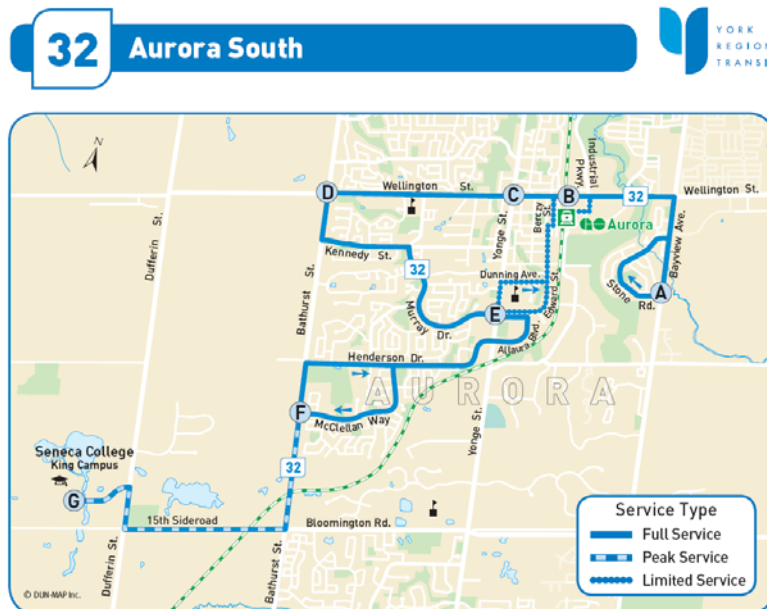
- Gross operating cost savings of \$403,000 is anticipated for the Route 31 Monday to Friday restructuring which will be used to offset the additional operating cost for the introduction of the new Monday to Friday Route 33A Wellington Branch
- Gross operating cost savings of \$73,000 is anticipated for the Route 31 Saturday restructuring which will be used to offset the additional operating cost for the introduction of the new Saturday Route 33A Wellington Branch

Route: 032 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
✓	✓	✓	✓	✓	✓
20 min	30 min	30 min	30 min	60 min	Not Applicable

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 (2006):

Annual	51,009
Avg Weekday	256
Rev/Cost (%)	11.5
Boardings/Hr	5.1

Service Requests:

- Re-instate midday and Saturday Service to Seneca College

- New Catholic High School 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

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 Ave 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

Recommendation:

- N/A

Estimated Additional Costs:

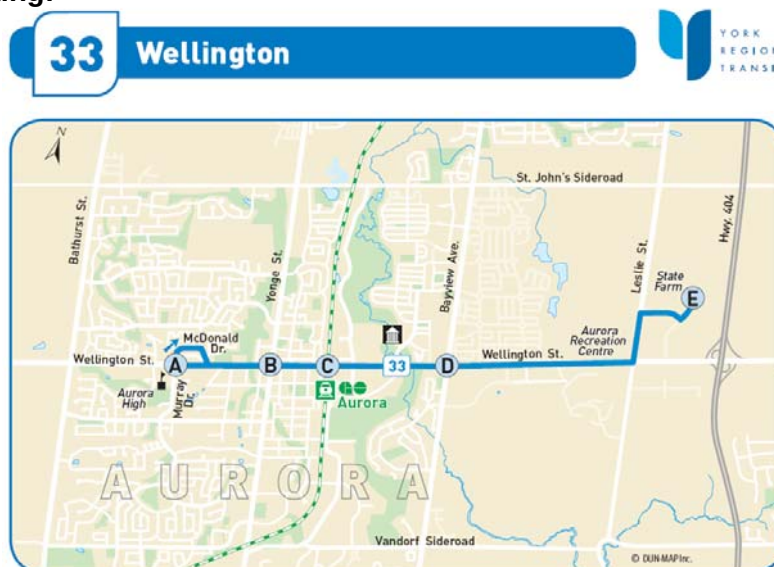
- N/A

Route: 033 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
✓	✓	✓	✓		
15/30 min	30 min	30 min	60 min	Not Applicable	Not Applicable

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

Boardings (2006):

Annual	4,732
Avg Weekday	38
Rev/Cost (%)	12.2
Boardings/Hr	3.8

Service Requests:

- Introduce Sunday Service

- Improved service to New Aurora Leisure Centre at Wellington and Leslie Street
- New Catholic High School 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

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
- As part of the Route 31 restructuring, a new Route 33A branch will be introduced into the Spring Farm and Berkshire Subdivision. Route 33 will operate east to Leslie Street and provide service to the New Leisure Centre, State Farm, and the First Pro Commercial development. (Please refer to Northern System Map on page 128)
- In late 2008 as Marinac is completed, this new Route 33A branch will be re-routed off Conover Road to Marinac
- 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:

- Route 33 and 33A Wellington to be introduced to replace Route 31 service in the Spring Farm and Berkshire subdivisions Monday to Saturday in January 2008
- Extend service west to Bathurst St starting January 2008 however, it should be noted that, due to pending budget constraints, the implementation of this service initiative has been identified for deferral to 2009

Estimated Additional Costs:

- Additional gross operating cost for the introduction of the new Route 33A Monday to Friday Wellington branch is \$403,000 and will be offset by the restructuring savings from Route 31 Monday to Friday service
- Additional gross operating cost for the introduction of the new Route 33A Saturday Wellington branch is \$73,000 and will be offset by the restructuring savings from Route 31 Saturday service
- Additional gross operating cost for the introduction of the new Route 33 midday Monday to Friday service and extension to Bathurst is \$252,000

Route: 034 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	Not Applicable	Not Applicable	Not Applicable

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

Boardings (2006):

Annual	13,115
Avg Weekday	28
Rev/Cost (%)	8.5
Boardings/Hr	3.8

Service Requests:

- Operate Route 34 on Engelhard Drive and Vandorf Road

Discussion/Issues:

- Engelhard Drive east of Industrial Parkway is within walking distance standard to the current Route 34 routing
- New Catholic High School to be located at Industrial Parkway and Wellington scheduled for opening in late 2008
- This route was developed and introduced in September 2004 in consultation with the Town of Aurora and the Aurora Chamber of Commerce and later restructured in 2006
- 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 2008. A demand responsive service may be considered in its place

Recommendation:

- Route 34 to be discontinued in January 2008 due to poor performance

Estimated Additional Costs:

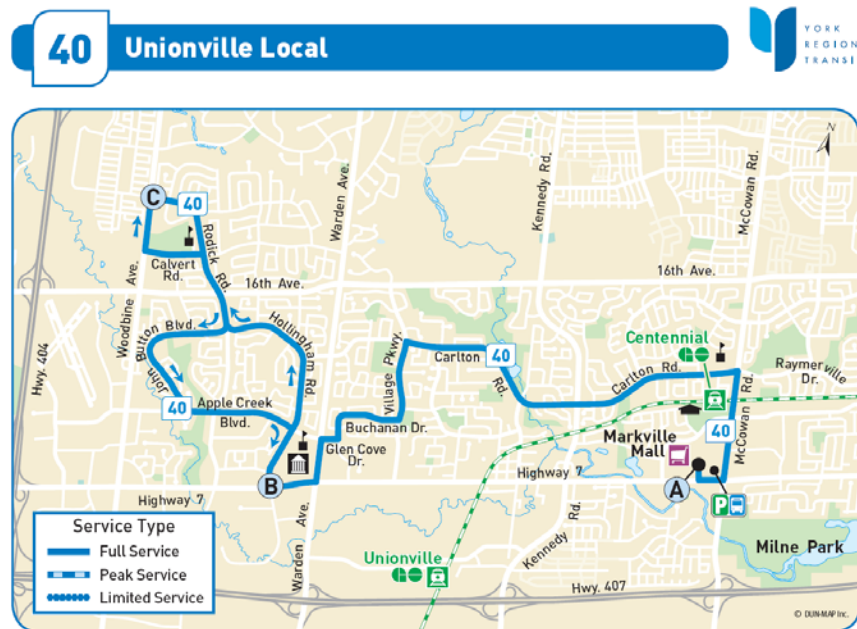
- Discontinuation of Route 34 Industrial Parkway results in an annual gross savings of \$239,000

Route: 040 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:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
20 min	60 min	30 min	30/60 min	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* (2006):

Annual	218,071
Avg Weekday	849
Rev/Cost (%)	21.8
Boardings/Hr	11.7

* For Routes 40 and 41 combined.

Service Requests:

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

Discussion/Issues:

- Implement a new route (Route 42 - Bridle Walk) from the Unionville GO Station to operate along Helen Avenue, South Unionville Avenue, McCowan Road, Carlton Road, via Manhattan Drive, The Bridle Walk, Major Mackenzie Drive, Ridgecrest Road and Bur Oak Avenue. This new route would operate during peak periods, providing 30 minute frequency and connecting with the GO Trains at the Centennial GO Station and/or Unionville GO Station
- Later service from Monday to Thursday in order to reflect the Friday schedule (to be evaluated as part of the 2009 Service Plan)

Recommendation:

- September 2008, implement new Route 42 - Bridle Walk (during peak periods) (Please refer to Southern System Map on page 127)

Estimated Additional Costs:

- \$404,800 operating cost for Route 42 – Bridle Walk

Route: 041 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:

AM Peak	Midday	PM Peak	Evening	Saturday	Sunday/Holiday
✓	✓	✓	✓	✓	✓
20 min	35 min	20 min	60 min	60 min	50 min

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

Boardings* (2003):

Annual	160,760
Avg Weekday	633
Rev/Cost (%)	19.6
Rev Pass/Hr	8

* 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 terminal will be constructed on Highway 7 at the old Markham By-Pass. 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 should occur when the new terminal at Highway 7 and the old Markham By-Pass opens
- Implement a new route (Route 45 - Mingay) from Markville Mall to operate along McCowan Road, Raymerville Drive, Stone Mason Drive, Mingay Avenue, Bur Oak Avenue, Roy Rainey Avenue and Major Mackenzie Drive. This new route would operate during peak periods, providing 30 minute frequency and connecting with the GO Trains at the Centennial GO Station
- Later service from Monday to Thursday in order to reflect the Friday schedule (to be evaluated as part of the 2009 Service Plan)

Recommendation:

- Implement new Route 45 - Mingay (during peak periods). Due to pending budget constraints, the implementation of this service initiative has been identified for deferral to 2009.
- 2008+, restructure Route 41 to service Cornell, operating on Whites' Hill Avenue, Bur Oak Avenue and along Highway 7. Service will be discontinued from Stone Mason Drive, 16th Avenue, Larkin Avenue. To accommodate the Brother Andre students, implement a school special to operate along the previous Route 41 routing

Estimated Additional Costs:

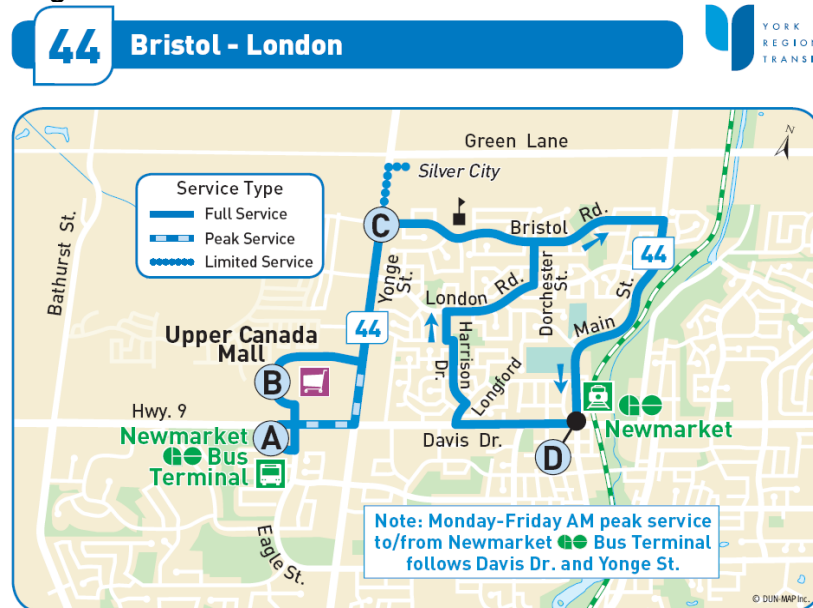
- N/A

Route: 044 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	40/45 min	35 min	40 min	Not Applicable

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

Boardings (2006):

Annual	50,281
Avg Weekday	168
Rev/Cost (%)	22.0
Boardings/Hr	9.9

Service Requests:

- Continue Dial-a-Ride Pilot for evening service
- Introduce direct routing to Newmarket GO Station and to South Lake Regional Hospital
- Introduce service to Newmarket H.S. and Huron Heights H.S.
- Introduce Sunday Service

Discussion/Issues:

- The current Dial-a-Ride pilot service will continue in 2008 and will be further evaluated in the fall 2008. If successful, the program will be extended for the remainder of the year
- The current Route 55B will be combined with the current Route 44 routing to form a new local Route 59. This restructured local route will provide two way travels to local destinations such as Southlake Regional Hospital, Newmarket GO Station, Huron Heights H.S. and Upper Canada Mall. This service would start in spring 2008
- Maintain newly introduce School Special 423 to Newmarket H.S. until end of current 2007/2008 school special year and then evaluate and justify need for 2008/2009 school year
- 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 the Draft 2009 Annual Service Plan
- Combine the current routing of Route 55B with the current Route 44 to form a new local Route 59 Bristol – Leslie Valley in spring 2008 (Please refer to Northern System Map on page 128)

Estimated Additional Costs:

- Current gross operating cost of \$970,000 and fleet from the routes 44 and 55B to be transferred to the new combined Route 59 Bristol – Leslie Valley local route. No additional cost is anticipated