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Glossary



AODA: The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), is a law passed by the Ontario legislature that allows the government to develop specific standards of accessibility and to enforce them. The standards are made into laws called regulations, and they provide the details to help meet the goal of the AODA. The AODA is the foundation on which the standards are built.

Average Daily Ridership: The average number of passengers travelling during a given weekday.

Base Routes: Routes designated in major east/west and north/south travel corridors on York Region's main arterial roads. They form a grid network of fixed routes, connecting major destinations.

Board Period: Specific times within a year when changes to transit schedules are implemented. These changes usually occur as a result of seasonal variations in customer travel patterns.

Bus Rapid Transit (BRT): Buses that operate on grade-separated roadways or dedicated lanes to transport passengers without interference from other traffic. Systems usually include signal priority at intersections, off-bus fare collection to speed up boardings, level boarding (low-floor buses or high-level platforms) to enhance accessibility and enclosed stations.

CAD/AVL: CAD (Computer Aided Dispatch) is a method of dispatching vehicles assisted by computer. AVL (Automatic Vehicle Locator) is a means for automatically determining the geographic location of a vehicle and transmitting the information to a requester.

Community Bus Routes: Fully accessible transit services typically designed for seniors and people with disabilities who can use accessible conventional transit. Rather than follow conventional routing patterns, they are designed to provide better access to facilities oriented to this customer market, such as senior's residences, medical facilities, community centres and shopping areas.

Dial-a-Ride: A demand-response transit service designed to provide immediate local travel within a specific travel zone, or neighbourhood, where demand for transit service is limited.

Express Routes: Express routes carry passengers between two distinct points, such as subway stations and major employers. Express routes use the shortest route (in terms of overall travel time) between two points, which may vary from time to time.

Frequency: The amount of time scheduled between consecutive buses on a given segment of a route; how often the bus comes (also known as headway).

GO Shuttles: Routes providing local service to GO Stations and are designed to be short and direct to maximize customer convenience. They are designed to connect with GO train schedules.

High School Specials: Routes providing access to secondary schools when there is limited availability of existing transit routes and capacity. They are designed to service schools only for the morning and/or afternoon bell times.

Key Performance Indicators (KPI): Quantifiable measurements used to track the success of an organization. Indicators, if implemented and monitored correctly, help define and measure progress toward both short-term and long-term organizational goals.

Mean Distance between Failure (MDBF): A measurement of bus reliability that is an equal comparator regardless of fleet size. $\text{Total kilometres travelled} / \text{total road calls} = \text{MDBF}$.

Mobility Plus: York Region's door-to-door, shared ride, accessible public transit service for people with disabilities, who are unable to use regular public transit due to a physical or functional disability.

Net Cost per Passenger: Net direct operating cost divided by actual passenger trips.

Non-Rush Hour: Periods of the day when travel activity is generally lower and less transit service is scheduled.

One-Way Trip: Travel between an origin and destination which may or may not involve transferring between buses.

Operating Periods: Times of the day identified with different travel time periods/patterns (i.e. rush hours at 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.).

Overlay Express Route: A route that follows a conventional route, but only stops at major intersections when the bus is filled to capacity, it will operate in express mode to its final destination.

Passenger Trips: Customers travelling one-way from origin to final destination; passengers whose with trips involve transferring from one vehicle to another are counted only once (i.e. transfers are not included).

Public Information Centre (PIC): an information event held for the general public to allow people to look at future transit service recommendations, and provide feedback.

Regional Subsidy per route: The Regional subsidy paid per person, per transit route.

Revenue to Cost Ratio (R/C Ratio): Total operating revenues divided by total direct operating expenses.

Ridership: The number of rides taken using public transit system in a given time period.

Road Call: The requirement for a replacement vehicle as a result of an in-service bus failure.

Rural Area: Areas with low population density, and typically much of the land is devoted to agriculture.

Rush Hour: Periods with the highest ridership during the entire service day generally referred to as peak hours or peak service hours (peak period).

Seasonal Routes: Routes providing direct service to key destinations such as recreational facilities, malls and/or amusement parks. These routes are designed to accommodate travel during peak operating periods and seasonal times in a year (i.e. Canada's Wonderland).

Service Span: The span of hours over which service is operated, i.e., 6:00 a.m. to 10:00 p.m. Service span often varies by weekday, Saturday, or Sunday.

Social Media: Web sites and other online means of communication used to share and communicate information to the public.

Stakeholder: A person or a group that has investment or interest in YRT/Viva.

Suburban Areas: A residential area, either existing as part of a city or as a separate residential community, within commuting distance of a city.

Travel or Running Time: The amount of time required to complete a one-way trip or portion of a trip between timing points.

Urban Area: An area with a population of at least 1,000 and no fewer than 400 persons per square kilometre.

Viva: York Region's bus rapid transit service.

VivaNext: Phase 2 of Viva. Includes independent rapidways along Yonge Street, Highway 7 and Davis Drive; and the Spadina Subway extension.

Sources:

American Public Transit Association. (1994).

Glossary of Transit Terminology:

http://www.apta.com/resources/reportsandpublications/Documents/TransitGlossary_1994.pdf

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1 | Executive Summary



1.1 | Executive Summary

On January 1, 2001, The Regional Municipality of York assumed responsibility for the funding and operation of public conventional and specialized transit services throughout York Region. Between January 2001 and the end of 2012 annual service hours increased from 353,000 hours to 1,120,000 hours, or by over three times. During the same period, revenue boardings grew from 7.7 million to a forecasted 21.1 million, or over two and half times.

The 2012–2016 Five-Year Service Plan guides York Region Transit (YRT/Viva) through the transit system's Realignment phase shown in **Figure 1**. It focuses on effective ridership management, matching levels of service to meet demand and improving on-time performance.

The 2012–2016 Five-Year Service Plan also focuses on a plan to mitigate the impacts of vivaNext construction (rapidways and Spadina Subway extension) on residents, businesses and communities, in an effort to maintain existing YRT/Viva service levels and ridership. A key component of the Plan is to ensure rapid transit-readiness upon completion of the rapidways and the Spadina Subway extension in 2015.

The 2013 Annual Service Plan was developed to support the goals and objectives of the 2012–2016 Five-Year Service Plan and builds on the successes of the 2012 Annual Service Plan.

Figure 1: Transit Life Cycle



Objectives of the 2013 Annual Service Plan include:

1. Restructuring routes (i.e. simplifying routes by travelling on arterial roads or mid-block collector roads)
2. Strengthening the grid network (i.e. reduce one-way loops, connect key destinations)
3. Matching service levels to meet demand (i.e. adjusting service along under utilized areas of the route, or improving frequency for high performing routes)
4. Improving service reliability (i.e. continuing to monitor on-time performance and updating schedules to reflect actual travel times)
5. Mitigating vivaNext construction impacts (rapidways, Spadina Subway extension)

6. Managing ridership (i.e. implementing additional service along high demand corridors)

To obtain valuable feedback and refine recommendations to be incorporated in the 2013 Annual Service Plan, extensive stakeholder consultation was conducted. This included meetings with local municipalities, the public, businesses, major employers, community agencies, other transit agencies and interested departments within York Region.

In addition to the 2013 objectives, cost containment will continue to be a priority and all initiatives will be implemented within YRT/Viva's 2013 operating budget. YRT/Viva will continue to rationalize and reallocate resources in corridors experiencing high passenger demand.

1.2 | 2012 YRT/System Overview

In 2012, the YRT/Viva system consisted of:

- Five Viva bus rapid transit (BRT) routes (Viva orange integrated with Brampton Transit's Züm)
- 19 base routes operating along major arterial corridors
- 31 local routes operating in local neighbourhoods
- 37 High School Specials providing direct service to high schools
- 10 GO Shuttle routes providing direct service to GO Stations
- Five Express routes providing direct service to subway stations or employment areas
- Three Community Bus routes
- Five Dial-a-Ride routes
- 11 TTC contracted routes operating north of Steeles Avenue
- Two seasonal routes providing direct service to recreational centres
- One GO Transit contracted route

Each category of route serves a particular transit market and each plays an important role in the success of the overall system network. Although each route is reviewed individually, YRT/Viva considers the overall system goals when evaluating changes or improvements to service.



1.3 | Ridership Growth

2012 revenue ridership is expected to reach approximately 21.1 million. To improve service reliability and grow revenue ridership, YRT/Viva focused on improving on-time performance by adjusting service frequency for Viva and select conventional routes. YRT/Viva also focused on mitigating impacts due to vivaNext construction to maintain and grow ridership.

July 2012 year-to-date revenue ridership:

- Viva routes decreased 13.9 per cent versus 2011
- Conventional routes increased 7.3 per cent versus 2011
- Mobility Plus service increased 11.1 per cent versus 2011



YRT/Viva ridership is expected to reach its highest level since amalgamation. Factors such as improvements in service reliability, route restructuring, improved service frequencies, 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 in York 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.