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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: 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 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 operating on grade-separated roadways or dedicated lanes to transport passengers without interference from other traffic. Systems usually include signal priority, off-bus fare collection, level boarding (low-floor buses or high-level platforms), enhanced accessibility, and enclosed stations.

CAD/AVL: Computer Aided Dispatch (CAD) 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 seniors' residences, medical facilities, community centres and shopping areas.

Dial-a-Ride: 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: A route operating between two distinct points, such as subway stations and major employment areas. Express routes use the shortest route (in terms of overall travel time) between two points, which may vary from time to time.

Frequency: 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: Shuttle service providing local service to GO Stations and are designed to be short and direct to maximize customer convenience. They are scheduled 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 high 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 Failures (MDBF): Measurement of bus mechanical reliability that is an equal comparator regardless of fleet size. Total kilometres travelled/total road calls = MDBF.

Mobility Plus: York Region's door-to-door, shared ride, accessible public transit service for people with disabilities, who are unable to use conventional 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 (e.g. rush hours from 6:00 a.m. to 9:00 a.m. and from 3:00 p.m. to 7:00 p.m.)

Overlay Express Route: Routes that follow a conventional route, however only stop 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 trips involve transferring from one vehicle to another are counted only once (e.g. transfers are not included).

Public Information Centre (PIC): Information event held for the general public to allow people a review of future transit service recommendations, and provide their ideas and feedback.

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

Revenue Ridership: Total number of linked passenger trips. A linked passenger trip is a one-way trip from origin to final destination on a public transit system. Passengers whose trips involve transferring from one vehicle to another are counted only once (e.g. transfers are not included).

Ridership (also known as Boardings): Total number of unlinked passenger trips. An unlinked passenger trip is counted each time a passenger boards a vehicle on a public transit system even though the boarding may be the result of a transfer from one vehicle to another (e.g. transfers are included).

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

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

Rush Hour: Periods of the day when travel activity is generally higher and greater transit service is scheduled. Rush hour is also referred to as peak hours, peak service hours, or peak period.

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

Service Span: The period of time over which service is operated (e.g. 6:00 a.m. to 10:00 p.m.). Service span often varies by weekday, Saturday, or Sunday/holiday service.

Social Media: Web sites (www.yrt.ca) and other online means of communication used to share and communicate information to the public.

Stakeholder: Person or a group that has an investment or interest in YRT/Viva.

Suburban Areas: 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: Amount of time required to complete a one-way trip or portion of a trip between timing points.

Urban Area: 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. It includes building independent rapidways along Yonge Street, Highway 7, Davis Drive, and the Spadina Subway extension into York Region.

Sources:

American Public Transit Association. (1994)

Canadian Urban Transit Association. (1993)

Canadian Transit Handbook Third Edition.

Canadian Urban Transit Association. Glossary of Terms.

Department of Transportation Services, City and County of Honolulu. (2011)



1 | Executive Summary

1 | Executive Summary

1.1 | Introduction

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 2001 and 2013 annual service hours are estimated to increase from 354,000 hours to 1,109,000 hours, or by over three times.

During the same period, revenue boardings are estimated to grow from 7.7 million to 23 million.

York Region Transit (YRT/Viva) is in the midst of a realignment phase and approaching another phase of rapid growth as seen in **Figure 1**. The 2012–2016 Five-Year Service Plan is guiding YRT/Viva through the realignment phase. 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 2016.

The 2014 Annual Service Plan was developed to advance the goals and objectives of the 2012–2016 Five-Year Service Plan and builds on the successes of the 2013 Annual Service Plan.

Figure 1: Transit Life Cycle



The objectives of the 2014 Annual Service Plan include:

1. **Strengthening the Grid Network:** Simplifying routes travelling on arterial roads or mid-block collector roads
2. **Restructuring Routes:** Reducing one-way loops, connecting key destinations.
3. **Matching Service Levels to Meet Demand:** Adjusting service along underutilized areas of a route, or improving frequency for high performing routes.
4. **Improving Service Reliability:** Continuing to monitor on-time performance and updating schedules to reflect actual travel times.
5. **Mitigating vivaNext Construction Impacts:** Making schedule and operational adjustments in construction corridors.
6. **Managing Ridership:** Implementing additional service along high demand corridors.
7. **Preparing the 2017 Rapid Transit Network Plan:** Enhancing the existing rapid transit service by optimizing existing Viva service for operation on vivaNext rapidways and implementing new Viva services to expand and integrate the rapid transit network.

YRT/Viva conducted extensive stakeholder consultation to obtain valuable feedback for the 2014 Annual Service Plan. Stakeholder consultation included meetings with local municipalities, the public, businesses, major employers, community agencies, post-secondary institutions, other transit agencies, and departments within York Region.

1.2 | System Overview

In 2013, the YRT/Viva system consists of:

- > Five Viva bus rapid transit (BRT) routes
- > 24 Base routes operating along major arterial corridors
- > 29 Local routes operating in local neighbourhoods
- > 33 High School Specials providing direct service to high schools
- > Nine GO Shuttle routes providing direct service to GO Stations
- > Six Express routes providing direct service to subway stations or employment areas
- > Three Community Bus routes providing service to local neighbourhoods
- > 10 TTC contracted routes operating in York Region
- > Two Seasonal routes providing direct service to key destinations such as recreational facilities, shopping malls, and/or amusement parks

Each route category 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

YRT/Viva's 2014 revenue ridership is projected to reach approximately 23.5 million. The 2014 service initiatives, including on-time performance, ridership management and vivaNext construction mitigation, are expected to be achieved within the 2014 operating budget. YRT/Viva will continue service rationalization and reallocation of resources in corridors experiencing high passenger demand. YRT/Viva is estimating an approximate savings of \$1.1 million in 2014 as a result of implementing the recommendations outlined in the 2014 Annual Service Plan.



YRT/Viva ridership is expected to reach its highest level since amalgamation in 2014. Factors such as improvements in service reliability, route restructuring, improved service frequencies, the price of fuel, population growth, and the Ontario employment rate all influence transit ridership.

Mobility Plus ridership will be influenced by things such as:

- > The aging population
- > The addition of new day programs
- > Expanding medical treatment facilities within York Region

