

4 | Addendum to the 2013 Annual Service Plan

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Throughout the year, YRT/Viva may implement service initiatives not identified within the Annual Service Plan to ensure the transit system operates efficiently and is responsive to customer requests. Service initiatives may include:

- > Implementing new routes
- > Modifying existing routes
- > Modifying proposed service initiatives
- > Cancelling proposed service initiatives

During the implementation of Annual Service Plan initiatives, changes within the system are required to address unexpected events and requests for transit services throughout the Region. In such unexpected situations the General Manager will make decisions to move forward with a service change or implementation of a new route not identified as part of the Annual Service Plan. Prior to deciding on any changes, the General Manager will review the effects and outcomes to all changes to ensure they can be accommodated within the current budget.

Any changes occurring outside the 2013 Annual Service Plan were communicated to municipalities and the public prior to implementation.

This chapter identifies all service initiatives not identified in the 2013 Annual Service Plan implemented as a result of unexpected changes within the Region in 2013.

