

5.5 | Town of Richmond Hill

Municipal Meeting:

- > March 4, 2013

Public Information Centre:

- > March 26, 2013 – Richmond Hill Centre Terminal

Public and Stakeholder Requests:

> Attendance:

- > 401 people

> Service Requests:

- > Route 56 - Gorham-Eagle – improve frequency
- > Route 83A - Trench – review capacity during early morning and increase frequency during rush hours
- > Route 86 - Newkirk-Red Maple – improve frequency to Shadow Falls
- > Route 87 - Autumn Hill – assess run time
- > Route 91B - Bayview – increase span of service
- > Routes 301 - Markham Express and Route 304 - Mount Joy Express – add additional express trips
- > Viva purple and Route 8 - Kennedy – improve connections during non-rush hours
- > Provide service to new subdivision at Teston Road and Bathurst Street
- > Provide express bus service between York University and Richmond Hill Centre Terminal once the Spadina Subway opens
- > Provide late night service on Highway 7

- > Connect routes with the last subway arrival at Finch GO Bus Terminal
- > Provide weekend service along Weldrick Road between Bathurst Street and Kersey Crescent

> Facility Requests:

- > Construct paved pedestrian sidewalk from pedestrian bridge to parking lot on south side of Richmond Hill Centre Terminal

> System Information Requests:

- > Place real time information at Bayview Avenue/Major Mackenzie Drive bus stops

> Fare Requests:

- > Introduce day pass
- > Introduce customer reward loyalty program for monthly travel exceeding 30 trips
- > Accept credit or debit cards as forms of payment for tickets
- > Discount fares for cross-boundary trips



Route 83/83A - Trench**Route Implementation Date:**

- > Route 83 - Trench implemented Pre-Amalgamation
- > Route 83A - Trench implemented in January 2008, restructured in July 2012

Route Type/Routing:

- > Local
- > Route 83 - Trench operates weekday service between Yonge Street, Bernard Terminal, and Richmond Hill Centre Terminal along Kersey Crescent, Trench Street, Regent Street, and Canyon Hill Avenue
- > Route 83A - Trench operates weekday rush hour service between Richmond Green Secondary School and Hillcrest Mall along Redstone Road, Crosby Avenue, and Trench Street

Major Trip Generators:

- > Langstaff Secondary School
- > Hillcrest Mall
- > Mackenzie Richmond Hill Hospital
- > Alexander Mackenzie High School
- > Dunlop Seniors Residences
- > St. Theresa of Lisieux Catholic High School
- > Richmond Hill Secondary School
- > Bernard Terminal
- > Richmond Hill Centre Terminal
- > Richmond Green Secondary School and Library
- > Jean Vanier Catholic High School
- > Silver City Theatre

Current Operating Period and Frequency (in Minutes):

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
29	17-23	35	14-18	27	65	N/A	N/A

Rush hour – 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.

Non-rush hour – beginning of service until 6:00 a.m., 9:00 a.m. to 3:00 p.m. and 7:00 p.m. until end of service

Current Route Performance (2012): Route 83 - Trench

Performance Indicator	Value
Average route ridership (weekday daily)	489
Average route ridership (weekday rush hour)	263
Average route ridership per hour (weekday rush hour)	11
Average route ridership (weekday non-rush hour)	226
Average route ridership per hour (weekday non-rush hour)	11
Net cost per passenger (weekday rush hour)	\$5.48
Net cost per passenger (weekday non-rush hour)	\$5.22
Revenue/Cost (weekday rush hour)	32%
Revenue/Cost (weekday non-rush hour)	33%

Current Route Performance (2012): Route 83A - Trench

Performance Indicator	Value
Average route ridership (weekday daily)	189
Average route ridership (weekday rush hour)	158
Average route ridership per hour (weekday rush hour)	9
Average route ridership (weekday non-rush hour)	31
Average route ridership per hour (weekday non-rush hour)	8
Net cost per passenger (weekday rush hour)	\$7.20
Net cost per passenger (weekday non-rush hour)	\$8.05
Revenue/Cost (weekday rush hour)	27%
Revenue/Cost (weekday non-rush hour)	24%

Proposed Service Changes:

- > Discontinue last weekday southbound 10:05 p.m. trip

Passenger Impacts/Options:

- > One to two passengers will be impacted as a result of discontinued 10:05 p.m. trip (last trip of the day)
- > Options for service at 10:05 p.m. include Route 99 - Yonge, Viva blue, Route 88 - Bathurst, Route 85 - Rutherford, Route 25 - Major Mackenzie, Route 80 - Elgin Mills, Route 4 - Major Mackenzie and Route 16 - 16th Avenue
- > Walking distance may be increased to a maximum of 1 km when utilizing alternate transit service

Proposed Route Map:

- > Same as Current Route Map – service initiative does not affect routing

Current Route Map