

Clause 4 in Report No. 8 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on May 17, 2018.

4

2014-2018 Council Accomplishments and Highlights Transportation Services

Committee of the Whole recommends adoption of the following recommendation contained in the report dated April 19, 2018 from the Commissioner of Transportation Services:

1. This report be received for information.
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Report dated April 19, 2018 from the Commissioner of Transportation Services now follows:

2014-2018 Council Accomplishments and Highlights Transportation Services

1. Recommendation

It is recommended that this report be received for information.

2. Purpose

This report highlights some of the major accomplishments, events and successes of Council during the 2014–2018 term through the Transportation Services section of Committee of the Whole.

3. Background

Council investment supports a growing Regional transportation network that moves people, goods and services

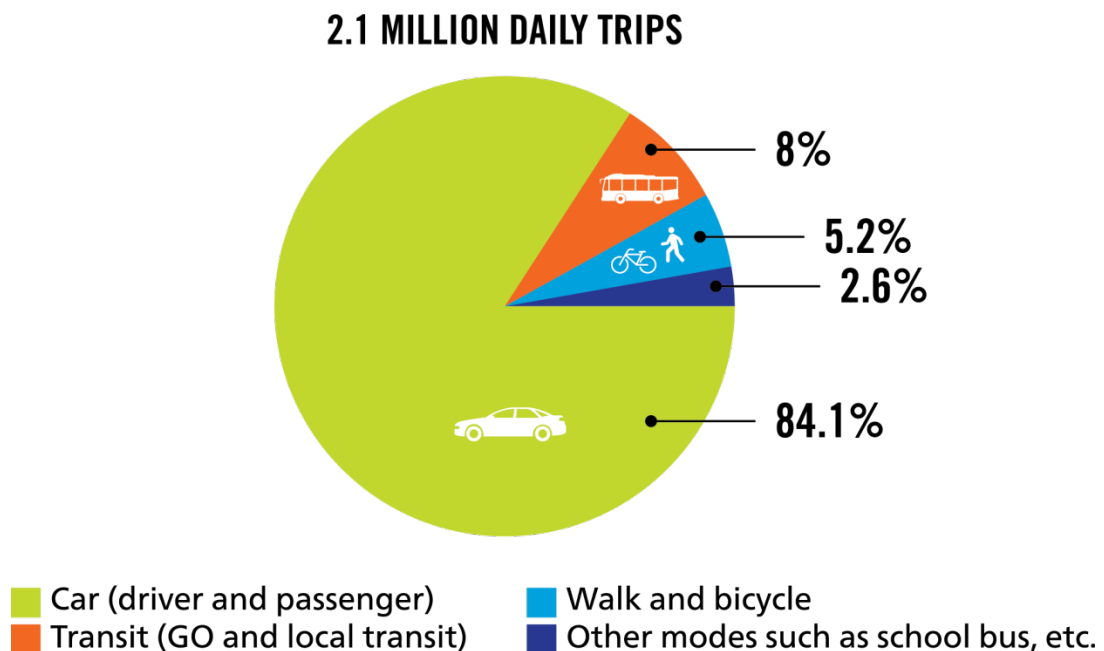
The Regional transportation network carries more than six billion vehicle kilometres of travel annually and moves more than 23 million passengers per

year on York Region Transit, requiring 1.2 million transit hours annually from more than 500 buses. Council has overseen transit ridership increase throughout this term. Each day, 2.1 million trips originate from York Region and use the transportation network (Figure 1).

Council has invested more during 2014-2018 in road and transit infrastructure than in any previous Council term

This reflects Council's support of growing a Regional transit system, building road and transit system improvements and maintaining transportation assets to provide an efficient network and enhance the traveller experience. The Region continues to invest in the improvement, expansion and maintenance of Regional road and transit system with a number of large projects delivered during the 2014-2018 Council term.

Figure 1
Daily Trips on the Transportation Network by Mode



Council-approved activities and services support priorities in the 2015-2019 Corporate Strategic Plan

The 2015-2019 Corporate Strategic Plan was endorsed by Council in 2015. The plan highlights the Region's focus on the following strategic priority areas:

- Strengthen the Region's Economy
- Support Community Health and Well-being
- Manage Environmentally Sustainable Growth
- Provide Responsive and Efficient Public Service

In addition to the priorities listed above, York Region aligns strategic planning and operations with the objectives of the Regional Official Plan and Vision 2051.

Transportation Services also provides updates and seeks Council approval to implement the policies and projects identified in the 2016 Transportation Master Plan. This plan provides a framework for the transportation infrastructure and policy initiatives required to support the Region's future growth objectives.

4. Analysis and Implications

STRENGTHENING THE REGION'S ECONOMY

Council supports the operations, maintenance and improvement of networks and systems that connect the Region's communities

The Region is responsible for managing, maintaining and improving approximately 4,200 lane kilometres of urban and rural roads, 2,000 Regional road intersections, bus rapid transit corridors, bridges, sidewalks, cycling lanes and related infrastructure.

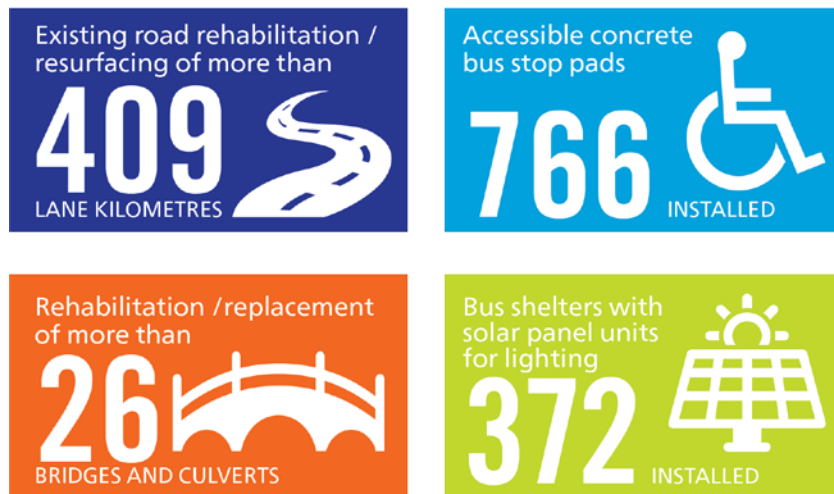
Each year, the Region works on more than 20,000 road and traffic-related service requests, issues 3,500 road permits and monitors 875 signalized intersections. Staff responds to traffic concerns and receives and shares information through various channels, including social media.

Throughout this term of Council, the Region has focused on capital growth in addition to operations and maintenance activities.

Council's support of ongoing rehabilitation and resurfacing of roads and bridges, refreshing of pavement markings and intersection improvements contributes to the efficiency and reliability of the Region's transportation network

Rehabilitation and maintenance includes replacing existing infrastructure with more accessible and efficient options in addition to routine repair and resurfacing of bridges and roads. Figure 2 shows highlights over this Council's term.

Figure 2
Continuous Maintenance and Operations



Council's focus on building system improvements makes the transportation network more reliable

The Region implemented programs focusing on safe, accessible and easy to use travel options. These programs improve travellers' experiences and manage the flow of the transportation network.

To keep the road network operating at optimal levels, a range of technologies are used to monitor and report on weather and road conditions. This allows for proactive planning and response to severe weather events or other issues impacting flow of traffic.

The Travel Smart Program aims to provide enhanced travel options and improve travel reliability. The program includes initiatives to inform travellers of mobility options and real-time traffic conditions. A comprehensive program of public notifications and portable variable message signs also inform travellers of planning, design and construction projects.

The Region, in partnership with York Regional Police, has implemented safety measures including red light cameras, speed limit reviews and campaigns to educate pedestrians about safety.

Projects related to streetscaping, cycling and pedestrian facility improvements also enhance the traveller experience and contribute to more active transportation, livable neighbourhoods and communities encouraging social interaction, promote healthy lifestyles and support the local economy.

SUPPORT COMMUNITY HEALTH AND WELL-BEING

Council supports the delivery of an integrated transportation network to communities to enhance the traveller experience

The Municipal Streetscape Partnership Program and Pedestrian and Cycling Municipal Partnership Program provide funding to local municipalities on a cost-share basis for projects supporting streetscape design enhancements and walking and cycling in the Region. Building networks and options for walking, cycling and other modes of active transportation contributes to healthy communities.

York Region works to provide affordable transportation options for eligible residents living with low-income. The Transit Assistance Program (TAP) provides more affordable transit for up to 450 eligible residents.

Transportation Services also co-leads the York Region Seniors Strategy Steering Committee, endorsed by Council in November 2016. One priority of this initiative is to identify enhanced coordination of transit services for seniors.

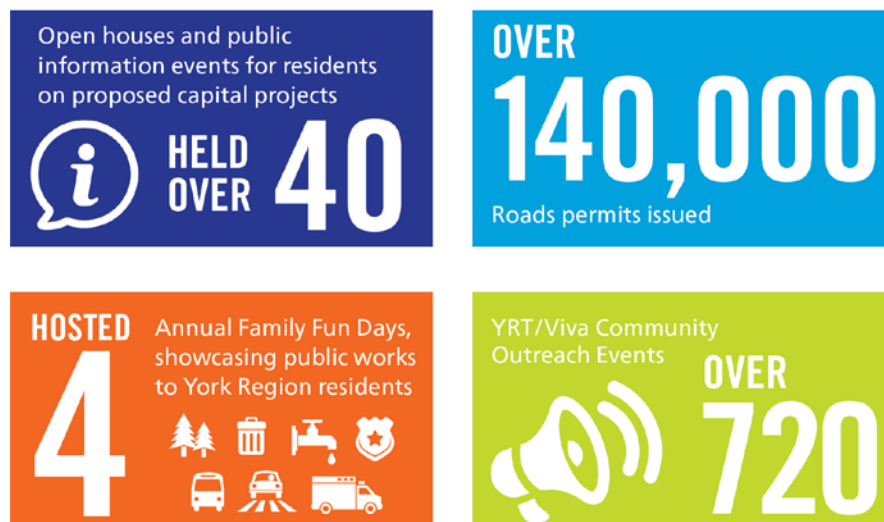
York Region solicits feedback on ongoing transportation programs from residents at over 200 community outreach events annually

Transportation Services extensively consults with travellers, local municipalities and other stakeholders to obtain feedback on proposed services and existing levels of services.

YRT/Viva participated in over 180 community outreach events annually at transit terminals, local festivals and parades, high schools and post-secondary institutions, and at senior, community and welcome centres. At these, staff provides information to travellers on transit options and helps build overall transit awareness in each community. Other transportation outreach events solicit resident opinions on capital projects and operational changes. Approximately 40 community events are held annually where travellers give feedback and offer suggestions on proposed capital projects and changes to the road network.

In addition to special outreach events, residents and travellers contacted York Region to make specific traffic-related requests and reports. Staff responded to customer enquiries and addressed feedback on a timely basis. A summary of the total number of community outreach initiatives for this term of Council is shown in Figure 3.

Figure 3
2014 – 2017 Community Outreach Initiatives



In 2017, York Region hosted the first online open house to solicit feedback on capital programs. This format ensured a wider array of residents were able to access information and conveniently provide feedback.

Each year, including this Council's term, Transportation Services holds a Family Fun Day event as part of National Public Works Week. This event provides an opportunity for the Region to host the public and seek feedback about public works services in their communities and raise further awareness of transportation services.

Council continued to focus on enhancing the traveller experience by supporting accessible transportation options

New cross-boundary service enhancements will simplify travel for Mobility Plus clients while making more vehicles available for unplanned, spontaneous travel. In 2017, the Region implemented the para-transit Memorandum of Understanding (MOU), which harmonized policies and operating practices, significantly improving traveller experience when travelling to other Regions in the Greater Toronto and Hamilton Area.

Mobility Plus now offers a one-call solution for clients booking interjurisdictional trips. Previously, clients would have to plan these trips by manually calling each transit agency to arrange separate trips.

Over the last four years, the Region completed over 100 intersection improvements, including reconstruction of traffic control signals and upgrades to meet Accessibility for Ontarians with Disabilities Act (AODA) requirements.

MANAGE ENVIRONMENTALLY SUSTAINABLE GROWTH

Council continued to invest in building system improvements

York Region manages approximately \$4.1 billion worth of transportation and related infrastructure, including roads, bridges, transit terminals, fleet vehicles and maintenance facilities.

Throughout this term of Council, the Region invested in capital improvements as part of a Growth Program that focuses on building system improvements to expand and improve the transportation network. Improvements included adding 117 lane kilometres of road through widenings and the transfer of approximately 52 lane kilometres from local municipalities, which allow for continued delivery of quality services throughout Regional communities. The Growth Program also addresses urbanization of existing rural roads, reflecting the Region's growing urban population.

Major capital construction projects, such as Warden Avenue in the City of Markham, 2nd Concession and Bathurst Street in the Town of East Gwillimbury and the first section of Major Mackenzie Drive project in the City of Vaughan were completed and increased the capacity of the transportation network.

The Region has many programs aimed at reducing congestion and improving safety on the transportation network including, optimized signalized intersections, speed limit reviews and expansion of the red light camera program. In 2016,

Council approved an additional 20 new red light cameras, bringing the total to 40. This program aims to reduce right-angle collisions at intersections.

Council approves programs that increase traveller capacity

Transportation Services increased traveller capacity by expanding on-demand transit services on select transit routes throughout the Region.

The new on-demand model offers all York Region communities with expanded transit options while optimizing the use of vehicles during low-demand times. The model intends to reduce operating costs and fuel usage. Zone-based, on-demand service will continue to be implemented in more zones.

Council supports collaborations and partnerships used to create a sustainable asset management program

Transportation Services, together with Environmental Services, co-chairs the Corporate Asset Management Steering Committee, which is made up of members from each Regional department. This Committee leads the strategic direction of the Corporate Asset Management Policy and Framework to ensure responsible stewardship while continuing to provide services to our communities in a sustainable way.

Transportation Services works with corporate partners to share asset management best practices and data. Each year, the Region hosts pavement management workshops with our local municipal partners during which, Regional staff, local municipal staff, academic experts, consulting and construction experts share knowledge and data on asset management best practices.

PROVIDE RESPONSIVE AND EFFICIENT PUBLIC SERVICE

Council's commitment to use technology provides residents with easier access to Regional services and information

Over the last four years, technology enabled travellers to have increased access to Regional information and services. In Transportation Services, customer interactions increased within the last two years largely due to social media platforms such as Facebook and Twitter. These platforms provide travellers with a means to communicate directly with Regional staff and receive timely responses to their issues or concerns. In 2016, Roads and Traffic Operations staff directly responded to nearly 380 Facebook and Twitter inquiries, underlining the value of these channels for quick, two-way communication.

In addition to social media, travellers have the option to use Regional websites and York Region third party applications to access information and services to help facilitate better travel choices and also to provide feedback. An example is the York Region partnership with the WAZE application to provide data that feeds into the traffic map and outputs real-time travel directions. The launch of YRT/Viva pay application is another method travellers can use to make their commute more efficient and convenient.

Travellers also have other ways to contact York Region Transit to get information or provide feedback and have done so regularly over the last four years (Figure 4).

Figure 4
2014-2017 YRT Traveller Contact by Communication Channel



Council supports partnerships with local municipalities that ensure policies and programs are effectively implemented throughout the Region

The Region builds relationships and partnerships with its nine local municipalities, York Regional Police and other Regional departments and levels of government. These relationships are used to identify and address emerging transportation priorities and pressures within and beyond the Region.

Leveraging these relationships, the Region is better positioned to adapt to changes in provincial legislation such as bylaws, regulations and plans. The Region worked with local municipalities to amend bylaws for transit and parking

to deliver more integrated processes. This consistent approach results in an enhanced traveller experience.

York Region advocates for better mobility through long range plans, including the Metrolinx 2041 Regional Transportation Plan and the Ministry of Transportation Greater Golden Horseshoe Transportation Plan.

To maximize public investments, the Region leveraged available and potential sources of funding

The Region works with local municipalities and other Greater Toronto Hamilton Area agencies to ensure the most efficient use of public funds. For example, working with the local municipalities to apply for Transport Canada funding provided the means to enable safety improvements at road-rail crossings across the Region.

York Region is actively involved with many other projects and studies led by other agencies to ensure benefits to residents and businesses. These include York Region's advocacy for the Regional Express Rail program being implemented by Metrolinx/GO Transit, new highways and highway expansion planned by the Ministry of Transportation of Ontario (MTO), including the Highway 427 extension from Highway 7 to Major Mackenzie Drive and widening of various sections of Highways 400 and 404. The Region is also working with Metrolinx to deliver Regional Express Rail-related projects, including new GO Stations (Kirby, Mulock, Gormley and Bloomington) and rail grade separations and electrification of the Barrie Corridor.

The Region worked with Metrolinx and York Region Rapid Transit Commission to commission and extend operations to over 10 km of key sections of the Viva bus rapidway system throughout the Region. In 2016, Viva services experienced the highest overall ridership increase with 470,000 additional boardings; an average of 35,000 travellers per weekday in 2016.

With the support of Council, York Region received approval for the purchase and pilot of six electric buses as part of Canadian Urban Transit Research and Innovation Consortium's Pan-Ontario Electric Bus Demonstration and Integration Trial. MTO has confirmed funding for this project and YRT staff will work with the MTO to finalize the Transfer Payment Agreement in 2018.

The Region continues to work with Provincial partners on aligning YRT/Viva services with Toronto Transit Commission's Line 1 Subway Extension into York Region.

ACHIEVEMENTS

Council's support has resulted in many achievements throughout the last four years. Achievements are listed by transportation activity in Table 1.

Table 1
Council Achievements by Activity, 2014-2018

Activity	Achievement
Planning / Asset Management	<ul style="list-style-type: none"> • Completed update for 2016 Transportation Master Plan • Built 20 kilometres of active transportation infrastructure through the Pedestrian and Cycling Municipal Partnership Program • Worked with corporate partners to deliver the Development Charge Bylaw Update in 2017 • Completed asset management plans for four asset categories including pavement, bridges and structures, transit and stormwater, as outlined by the new provincial legislation • Developed mobile data collection and inspection applications for transportation field inspection staff • Developed and implemented the updated pavement management and bridge management systems, which have improved the ability to prioritize state of good repair projects
Capital Delivery / Completed Construction	<ul style="list-style-type: none"> • Commissioned subway and bus terminal – aligning transit services to integrate with new subway stations as part of the Toronto-York Spadina Subway Extension (TYSSE) • Received approval and funding for the purchase and pilot of six electric buses as part of Canadian Urban Transit Research and Innovation Consortium's Pan-Ontario Electric Bus Demonstration and Integration Trial • Added 117 lane kilometres of road through road widenings and the assumption of approximately 52 lane kilometres from the City of Vaughan • Completed over 100 intersection improvements, including the reconstruction of traffic control signals and upgrades to meet Accessibility for Ontario with Disabilities Act (AODA) requirements • Rehabilitated/resurfaced more than 409 lane kilometres of existing road • Expanded and improved transit facilities by installing 766 accessible concrete bus stop pads as well as 372 bus shelters with solar panel units for lighting • Commissioned and operationalized the state-of-the-art bus operations, maintenance and storage facility in Richmond Hill

2014-2018 Council Accomplishments and Highlights
Transportation Services

Activity	Achievement
	<p>(OMSF Facility, 55 Orlando Boulevard)</p> <ul style="list-style-type: none"> • Completed construction on the following major capital projects: <ul style="list-style-type: none"> ○ Warden Ave – 16th Avenue and Major Mackenzie Drive (Spring 2015) ○ Bathurst Street, Green Lane to north of Graham Sideroad (Fall 2016) ○ 2nd Concession, Green Lane to Queensville Sideroad (Summer 2017) ○ Highway 7, Town Centre Boulevard to Sciberras Road (Fall 2017) ○ Completed York/Durham line and Lloydtown-Aurora Road roundabouts ○ Completed Ninth Line roundabout
Operations and Maintenance	<ul style="list-style-type: none"> • Maintained about 4,200 lane kilometres annually • Completed 400 traffic signal controller conversions to the Region's new traffic control system • Installed Red Light Cameras to 40 signalized intersections between 2016-2017 • Responded to an average of 61 winter weather events annually • Implemented snow-plow pre-emption at signalized intersections along Hwy 7 rapidways • Implemented new bus garage operations and maintenance contract • YRT hosted CUTA in Fall of 2017 • Implemented new operations and maintenance contracts for both rapid and conventional transit services • Averaged on-time performance (2014-2018) of 94 per cent for YRT conventional and 96 per cent for Viva services
Technology and Innovation	<ul style="list-style-type: none"> • Instituted YRT/Viva Pay App • Installed Wi-Fi at YRT/Viva and Toronto-York Spadina Subway Extension terminals • YRT eliminated fare zones across the Region • Employed two-way digital radios for communication on Transportation Services Fleet
Corporate Asset Management	<ul style="list-style-type: none"> • Bi-annual 2015 Corporate State of Infrastructure report completed and approved • Corporate Asset Management Policy completed and approved to ensure sustainable infrastructure for the residents of York Region

Activity	Achievement
	<ul style="list-style-type: none"> Corporate Asset Management Plan to be approved as part of the same agenda before Committee

5. Financial Considerations

There are no direct financial implications associated with this report. Funding of programs and initiatives outlined in this report have been managed by Council in its approval of annual budgets between 2014 and 2018 and longer-term financial planning. The budget reflects Council's largest investment in transportation services and support to meet the needs of travellers and an expanding transportation network.

Tables 2 and 3 provide a summary of the Transportation Services operating and capital investments during this term of Council, showing investments split by net growth and asset management by service.

Table 2
Total Transportation Operating Investment

Category	2015 Actual (millions)	2016 Actual (millions)	2017 Actual (millions)	2018 Budget (millions)	Total (millions)
Transit	\$208	\$219	\$222	\$230	\$879
Roads	\$105	\$111	\$119	\$129	\$464
Business Management Support	\$14	\$15	\$15	\$20	\$64
Total Operating	\$327	\$345	\$356	\$379	\$1407

Table 3
Total Transportation Capital Investment

Category	2015 Actual (millions)	2016 Actual (millions)	2017 Actual (millions)	2018 Budget (millions)	Total (millions)
Transit					
Net Growth	\$10	\$25	\$21	\$49	\$105
Asset Management	\$20	\$12	\$13	\$58	\$103
Total Transit	\$30	\$37	\$34	\$107	\$208
Roads					
Net Growth	\$112	\$187	\$131	\$185	\$615
Asset Management	\$31	\$30	\$23	\$37	\$121
Total Roads	\$143	\$217	\$154	\$222	\$736
Capital – Other*	\$449	\$330	\$402	\$365	\$1546
Total Capital	\$622	\$584	\$590	\$694	\$2490
Total Investment (Operating and Capital)	\$949	\$929	\$946	\$1073	\$3897

*York Region Rapid Transit Corporation funding for subway and rapid transit from all levels of government investment (Regional, Provincial, Federal)

6. Local Municipal Impact

Over the past four years, York Region has worked closely with local municipal partners to ensure coordinated infrastructure delivery and successful adoption of a number of local official plans and amendments.

Ongoing transit growth and rehabilitation programs support the continued delivery of safe and reliable transit service and amenities to municipal travellers in the Region.

7. Conclusion

During this term of Council, York Region will have successfully delivered more than \$1.12 billion in capital infrastructure.

Council has signaled the importance of the transportation services the Region provides by investing more in transportation and transit-related infrastructure than in any previous Council term. This investment significantly supports and fosters the growing communities within the Region.

For more information on this report, please contact Maria Kavanagh, Director, Transportation Strategic Initiatives and Programs, at 1-877-464-9675, ext. 75594.

The Senior Management Group has reviewed this report.

April 19, 2018

Attachments (2)

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Accessible formats or communication supports are available upon request

Transportation Services ACCOMPLISHMENTS

2014 to 2018

STRENGTHEN THE REGION'S ECONOMY

YRT/Viva serves more than **23 MILLION PASSENGERS** a year, requiring **1.2 MILLION** transit service hours from more than **500 BUSES** ANNUALLY






875

Signalized Intersections Monitored

Transportation Network carries more than **6 BILLION** vehicle-kilometres of travel annually



Manage and Maintain

4200

LANE KILOMETRES

OVER

140,000

Issued Road Permits

PROVIDE RESPONSIVE AND EFFICIENT PUBLIC SERVICE

OPERATE

10

KILOMETRE sections of Rapidway

1,338

Annual Traffic Service requests responses to travellers

OVER

23.6 MILLION

YRT Digital Customer Interactions

Average on-time **PERFORMANCE** (2014 to 2018)

94%

CONVENTIONAL

96%

VIVA SERVICES

SERVES

13,220

Mobility Plus clients

SUPPORT COMMUNITY HEALTH AND WELL-BEING

OVER **850**

Community Outreach Events



Transportation Master Plan Update endorsed by Council



NOVEMBER 2016

100

Intersection Improvements

ACCESSIBLE



Transportation Options

MANAGE ENVIRONMENTALLY SUSTAINABLE GROWTH

Installed

40

Red Light Cameras



Manages

4.1 BILLION

worth of Transportation Assets

ROADS TRANSIT
CULVERTS BRIDGES
CYCLING SIGNALS BUSES
FACILITIES TRAFFIC SIGNS

117 Lane Kilometres added through widenings



2018 ✓

Approval of Corporate Asset Management Policy

KEY ACCOMPLISHMENTS IN THIS TERM OF COUNCIL INCLUDE:

ROADS



Completed widening and construction of 2nd Concession

- Construction on the enhancement project began in 2014 and was completed in 2017 with the addition of a cycling/pedestrian bridge over the Holland River
- Many Regional departments and external partners, including the towns of East Gwillimbury and Newmarket and the Lake Simcoe Region Conservation Authority, contributed to the success of this complex project

TRAFFIC



Implemented snow-plow traffic signal pre-emption

- Implemented snow-plow pre-emption at signalized intersections along rapid transit ways allowing lanes to be cleared simultaneously
- This system, a first in Canada, has increased efficiency and safety and reduced costs

TRANSIT



Commissioned and operationalized key sections of the Viva bus rapidway system

- In partnership with YRRTC, York Region has commissioned and put into service the Viva bus rapidways
- Rapidways, which are bus-only lanes in the centre of the road, are drawing increased ridership and provide travellers with more options
- Viva buses provide rapid transit service using rapidways on major corridors, such as Highway 7, Yonge Street and Davis Drive



Aligned YRT/Viva Services with the extended subway Line 1

- The Toronto Transit Commission's Line 1 extension into York Region opened in 2017. The extension includes three subway stations in York Region: Pioneer Village Station, Highway 407 Station and Vaughan Metropolitan Centre Station
- Each of the stations in York Region will have a bus terminal and the existing bus network was restructured to connect with the subway stations



Utilized new technologies to improve the traveller experience

- Implemented a Mobile Fare Payment system, YRT/Viva Pay, that allows customers to pay transit fares using an App on smartphones
- The payment app joins an earlier innovation, the official YRT/Viva app, that makes it easy to get real-time YRT/Viva service information on a mobile device

AWARDS AND DISTINCTIONS

Through Council's support, York Region has delivered safe, reliable, innovative and award winning projects. Throughout the last term of council the following awards were received by Transportation Services.

2014 Awards and Distinctions

- International Association of Business Communicators (IABC), 2014 Award of Merit Marketing Communications 51K to 100K for A Congestion Management Strategy: York Region's Travel Alert App
- International Association of Business Communicators (IABC), Award of Excellence, Personal Space Campaign
- Redgee Canadian Regional Design Award, Best in Category in Web Design Real-Time Map

2015 Awards and Distinctions

- Precast/Prestressed Concrete Institute (PCI) – 2015 Design Award Winner: Best Bridge with a Main Span of 75 feet – Warden Avenue Road Improvements
- Canadian Urban Transit Association (CUTA), Corporate Leadership Award for York Region Man Campaign
- Canadian Urban Transit Association (CUTA) Corporate Leadership Award (Innovation Category) for Family of Services
- International Association of Business Communicators (IABC), Ovation Award for York Region Man Campaign
- International Association of Business Communicators (IABC) Ovation Award for #MeTime Campaign

2016 Awards and Distinctions

- Ontario Public Works Association (OPWA) - 2016 Public Works Project of the Year, Transportation, \$10 Million to \$50 Million Category, Warden Avenue Road Improvements
- Institute of Transportation Engineers – Toronto Chapter, 2016 Project of the Year, York Region Transportation Mobility Plan Guidelines for Development Applications

- Hermes Platinum Award for talk2yrt.ca
- International Association of Business Communicators (IABC), Ovation Award for Personal Safety Campaign
- Redgee Canadian Regional Design Award, 2016 Bus Roadeo Material
- Redgee Canadian Regional Design Award, 2016 Transit Print Publications

2017 Awards and Distinctions

- Ontario Public Works Association (OPWA) - 2017 Project of the Year, Transportation, greater than \$50 Million Category, 2nd Concession Project
- Professional Engineers Ontario (PEO) York Chapter – 2017 Engineering Project of the Year, Large Sized Company Category, 2nd Concession Project
- Ontario Good Roads Association (OGRA) - The John Niedra Better Practices Award, Innovative Service Delivery Maintenance Category, Snow Plow Signal Pre-emption
- Ontario Goods Roads Association (OGRA), John Niedra Better Practices Award, Good Management Practices for SPAR and SPAR Lite
- Intelligent Transportation Systems (ITS Canada) - Award of Excellence (Municipal, Provincial and Federal Project and Program category), Snow Plow Signal Pre-emption
- Canadian Institute of Planners, Award for Planning Excellence Merit - Sustainable Mobility Transportation and Infrastructure, Transportation Master Plan
- International Association of Business Communicators (IABC) Toronto Ovation Awards, Award of Excellence – Community Relations, Transportation Master Plan
- Centre for Dreams, Award of Excellence for Good Spirit presented to Jason Shulist, Transit Enforcement and Security
- Canadian Urban Transit Association (CUTA) Individual Leadership – Distinguished Service Award presented to Sharon Doyle, YRT Mobility Plus
- RouteMatch Software Urban Transit System – Outstanding Performance Award

2018 Awards and Distinctions

- Smart Commute Workplace Designation Award (Platinum Level) from Metrolinx in 2018.

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