

Clause 4 in Report No. 12 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on September 21, 2017.

12
2018 Transit Initiatives

Committee of the Whole recommends:

1. Receipt of the presentation by Ann-Marie Carroll, General Manager, York Region Transit.
2. Adoption of the following recommendation contained in the report dated August 24, 2017 from the Commissioner of Transportation Services:
 1. This report be received for information.

Report dated August 9, 2017 from the Commissioner of Transportation Services now follows:

1. Recommendation

It is recommended that this report be received for information.

2. Purpose

This report provides Council with information regarding five key initiatives planned for 2018 (Attachment 1). These five initiatives focus on enhancing access to York Region transit services, while achieving greater efficiencies.

3. Background

The 2018 Transit Initiatives support the Council-approved YRT/Viva 2016 to 2020 Strategic Plan

The 2016 to 2020 Strategic Plan was approved by Council in September 2015. It was developed to guide YRT/Viva staff in the planning and delivery of transit

services to the residents of York Region, over the five-year term of the Plan. It focuses on seven key objectives, including:

1. Service Delivery
2. Customer Satisfaction
3. Innovation
4. Environmental Sustainability
5. Asset Management
6. Financial Sustainability
7. Performance Measurement

Under each of the seven key objectives, goals are outlined and measured annually to ensure they are being achieved. YRT/Viva is currently in year two of the Greater Toronto Area (GTA) rapid transit integration phase of the 2016-2020 Strategic Plan, as shown in Figure 1.

Figure 1
Transit Lifecycle



To help define the 2018 Transit Initiatives, YRT/Viva staff engaged with travellers, stakeholders and citizens to understand their transportation needs

YRT/Viva conducts extensive consultation with travellers, local municipalities, schools and school boards, other Regional departments, other transit agencies and York Region citizens to obtain feedback on the proposed transit services for the following year. To obtain feedback for the 2018 Initiatives, YRT/Viva staff conducted:

- Sixteen consultation meetings with other transit agencies
- Nine meetings with municipal staff; one per municipality

2018 Transit Initiatives

- Nine public information centres; one per municipality
- Eight route specific surveys
- Five stakeholder workshops
- MetroQuest and yrt.ca surveys; available online for six weeks

In addition, YRT/Viva participates in approximately 200 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 events, staff educates travellers on their transit options, provides PRESTO card registration and support, and helps to build overall transit awareness in each community.

Customer feedback through the YRT/Viva customer contact centre is captured in the Customer Relationship Management system and is also used as input during the development/definition of the annual Transit Initiatives.

4. Analysis and Implications

The 2018 Transit Initiatives will enhance the traveller experience while achieving greater efficiencies

In 2018, the Region's transit services will focus on five new initiatives:

1. Aligning transit services with the Toronto-York Spadina Subway Extension.
2. Increasing traveller capacity on select, high-ridership routes (i.e. Jane Street and Leslie Street), with 60-foot articulated buses.
3. Aligning transit services at the Cornell Terminal.
4. Expanding on-demand services.
5. Implementing the Greater Toronto and Hamilton Area (GTHA) para-transit Memorandum of Understanding (MOU). The MOU harmonizes policies and operating practices, significantly improving Mobility Plus client transfers between jurisdictions.

The Toronto-York Spadina Subway Extension is scheduled to open in December 2017

The extension includes three subway stations in York Region: Pioneer Village Station, Highway 407 Station and Vaughan Metropolitan Centre Station. Just south of Steeles Avenue is York University Station.

Each of the stations in York Region will have a bus terminal, and the existing bus network will be restructured to connect with the subway stations. Vaughan Metropolitan Centre Station also has a direct connection with the Highway 7 rapidway.

YRT/Viva service requirements for the Toronto-York Spadina Subway Extension will be finalized by October 2017 prior to the opening

Eight transit routes will be realigned to get travellers to and from the subway in York Region more efficiently. In addition, YRT/Viva will assume the operations of four routes currently operated by the Toronto Transit Commission in York Region. These four routes will also service the new subway and applicable bus terminals.

Four conventional routes will continue to service York University, located just south of Steeles Avenue, even after the subway opens; there are existing YRT/Viva bus stops already located on the campus for this use.

Articulated buses will begin operating on select high-ridership conventional routes

In 2018, approximately twenty, 60-foot articulated Viva buses will be converted to operate on conventional, York Region Transit service.

The 60-foot buses will operate on high-ridership routes that require additional capacity. For example, Route 20 - Jane Street provides travellers with direct connections to popular destinations such as the new subway, Vaughan Mills Mall, Canada's Wonderland and the future Mackenzie Vaughan Health Centre.

Having 60-foot buses on these corridors will increase traveller capacity to these popular destinations while reducing the overall number of buses and operators required to operate service.

The opening of the new Cornell Terminal will optimize service connections between York Region Transit, Durham Region Transit and GO Transit

Cornell Terminal is being constructed near Highway 7 and 9th Line in the City of Markham, across from the Markham-Stouffville Hospital. The terminal would serve as the primary eastern terminus point for all routes in the area.

The terminal is expected to open in November 2018. Staff is currently working on the network plan to realign the system to connect with the new terminal.

On-demand service will allow residents to request transit when and where they need it

The current Dial-a-Ride model has been operating since 2008 on select routes, during select times, using dedicated vehicles. In 2016, Dial-a-Ride North successfully launched in the Towns of East Gwillimbury and Georgina as a zone-based, on-demand service. Building on this model, the new 2018 on-demand service will divide the entire Region into zones, and would operate during set-times when conventional ridership is low, using a combination of transit options and available vehicles. Customers simply call in, or use the booking app, currently in development, to book their ride for the same fare as conventional service.

The new on-demand model offers all York Region communities expanded transit options while minimizing the occurrence of empty buses running during low-demand times. As well, it is intended to reduce operating costs and fuel usage. Zone-based, on-demand service will start to be implemented in more zones covering the Region in 2018.

New cross-boundary service enhancements will simplify travel for Mobility Plus clients while making more vehicles available for spontaneous travel

In 2017, an MOU was signed by all GTHA transit agencies that operate para-transit services. The goal of the MOU was to harmonize the policies and practices for all GTHA systems, and improve the traveller experience for persons with disabilities. In addition, all agencies agreed to accept each other's clients with no additional interview or assessment.

In addition to the MOU, Mobility Plus began providing a one-call solution for all participating agencies where a client currently just calls Mobility Plus to book their entire GTHA travel plan.

In 2018, Mobility Plus will no longer provide trips south of Steeles Avenue; however, will directly transfer passengers to and from Toronto Transit Commission's Wheel Trans at one of four dedicated transfer locations along the Toronto and York Region border.

All identified transfer locations have set criteria. They are barrier free, open during Mobility Plus operating hours, have a telephone and seating area for traveller use and are sheltered.

All passengers will be transferred in a timely manner, as Mobility Plus already oversees the cross-boundary booking for the entire GTHA. In addition, this recommendation would allow Mobility Plus to better service its increasing York Region ridership by having more vehicles available for spontaneous travel.

YRT/Viva services are continuously monitored to identify required service changes that are not outlined in the 2018 Transit Initiatives

In addition to the recommendations identified in the 2018 Transit Initiatives, service adjustments required to improve reliability, provide necessary capacity, and to meet traveller requests, will be made throughout the year at the discretion of the General Manager.

5. Financial Considerations

The 2018 Transit Initiatives are designed to enhance the traveller experience at no additional cost

The 2018 Transit Initiatives were designed to enhance the traveller experience, meet the needs of York Region residents, and support the goal of the 40 per cent revenue to cost ratio. Staff anticipates that the 2018 Transit Initiatives will remain cost-neutral to implement and maintain due to operating efficiencies.

However, Transit will experience a number of cost pressures in 2018. These include the need to manage on-time performance for routes operating through the Toronto-York Spadina Subway Extension and rapidway construction zones, and the increasing cost of PRESTO (see [Council Report April 20, 2017](#)).

In 2018, staff will pursue additional non-fare revenue opportunities such as advertising at terminals, on Viva buses and at vivastations.

6. Local Municipal Impact

Transit services are operated in all nine municipalities, and the identified changes and initiatives outlined in the 2018 Transit Initiatives will benefit each municipality.

Staff will continue consulting with municipal staff and York Region citizens on the changes happening in their communities.

7. Conclusion

The 2018 Transit Initiatives guide service and support the direction outlined in the 2016-2020 Strategic Plan.

In 2018, YRT/Viva services will be adjusted to connect with the Toronto-York Spadina Subway Extension, the new transit terminals associated with the subway and the Cornell Terminal. On-demand options will be realigned to offer more service for travellers, Region-wide, during off-peak times, using a consistent zone-based model, and Mobility Plus staff will continue to look for options to provide efficient service to an increasing traveller base. Staff will evaluate the options to reassign vehicles and offer more capacity on high-demand routes.

Transit staff will continue to monitor and adjust services to suit the needs of each York Region community, while continuing to implement new revenue generating opportunities.

For more information on this report, please contact Ann-Marie Carroll, General Manager, York Region Transit at 1-877-464-9675 ext. 75677.

The Senior Management Group has reviewed this report.

August 9, 2017

Attachment (1)

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Accessible formats or communication supports are available upon request



2018

Transit Initiatives



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Executive Summary

York Region Transit (YRT) operates a diverse, reliable Family of Services consisting of Bus Rapid Transit on dedicated rapidways, a Frequent Transit Network operating in mixed traffic through Region corridors and local, community based services consisting of Express Services, Community Bus, GO Shuttles and High School Specials. YRT also offers shared ride specialized transit services and On-Demand. The YRT network covers York Region's large geographic area consisting of urban, suburban and rural communities.

YRT's 2016 to 2020 Strategic Plan was approved by Council in September 2015. It was developed to guide staff in the planning and delivery of transit services to the residents of York Region. The Plan identified seven key objectives:

1. Service Delivery
2. Customer Satisfaction
3. Innovation
4. Environmental Sustainability
5. Asset Management
6. Financial Sustainability
7. Performance Management

Under each of the seven objectives, goals are outlined and measured annually to ensure they are being achieved. YRT is currently in the third year of the Greater Toronto Area (GTA) rapid transit integration phase of the Plan.

The 2018 Transit Initiatives document is one of a sequence of plans that describes how YRT intends to translate the strategic direction of the York Region Transportation Master Plan, and the Moving to 2020, YRT/Viva 2016-2020 Strategic Plan, into specific actions and service initiatives. The 2018 initiatives supports the growth of public transit in the Region through the GTA Rapid Transit Integration phase of the Transit Life Cycle.

The full 2018 Transit Initiatives report is available at <http://yrt.ca/2018TransitInitiatives>



YRT AT A GLANCE IN 2017 *

YRT serves a region of 1,776 square kilometres, with a population of 1.2 million and 0.6 million jobs. YRT provides conventional and specialized transit services across nine municipalities, including the Cities of Markham and Vaughan, the Towns of Aurora, East Gwillimbury, Georgina, Newmarket, Richmond Hill, Whitchurch-Stouffville, and the Township of King.

22.8 million passenger trips annually



1.4 million hours of service annually



31 million kilometres of service annually



76,690 passengers on an average weekday



137 bus routes




5,313 bus stops

106 curbside vivastations

30 rapidway vivastations

406 conventional buses

123 Viva buses

97 Mobility Plus vehicles

408 thousand trips

MOBILITY PLUS



12 thousand registrants



8 Dial-a-Ride services



*Based on 2016 year-end data

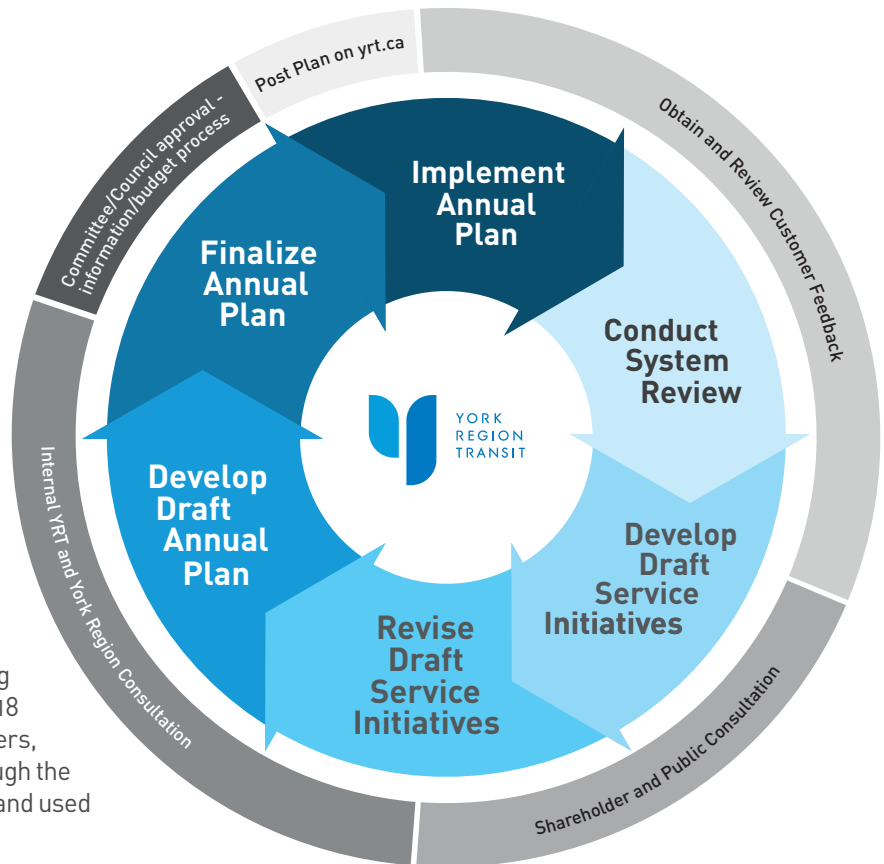


Transit Initiatives Planning Process

The process for identifying and developing the 2018 Transit Initiatives is shown in the figure on the right. The Initiatives are developed with the input from extensive stakeholder consultation, customer feedback, and route and service reviews.

The route and service changes required to support implementation of major regional infrastructure projects are also included. As well, as the administrative and organizational changes required to improve YRT business operations.

Following the consultation phase the 2018 Transit Initiatives are presented to York Region Committee of the Whole and Council for information. As well, the document provides direction to staff when preparing the 2018 Operating and Capital Budget. Before implementation, the 2018 Transit Initiatives is made available to all stakeholders, and posted on yrt.ca. Residents can comment through the Customer Contact Centre. Comments are tracked and used in the planning process.



Consultation Events in 2017

- > Sixteen consultation meetings with other transit agencies
- > Eight route surveys
- > Five stakeholder workshops
- > Nine meetings with municipal staff; one per municipality
- > MetroQuest and yrt.ca surveys; available online for six weeks
- > Nine public information centres; one per municipality



2018 Transit Initiatives

The 2018 Transit Initiatives focus on five new key initiatives, including: the opening of the Toronto-York Spadina Subway Extension (TYSSE); the Cornell Terminal; the expansion of on-demand service in the northern six municipalities;

additional traveller capacity on select conventional routes using 60-foot buses; and cross-boundary transfers for Mobility Plus customers. Additional changes include improving service efficiency and expansion.

There are 34 service changes proposed for 2018. Routes to be changed include:

2018 Transit Initiatives

Spadina Subway Transit Strategy

- Route 3 – Thornhill
- Route 10 – Woodbridge
- Route 20 – Jane
- Route 22/22A/B/C – Keele-King City
- Route 26 – Maple Local
- TTC Route 35D – Jane
- TTC Route 105 – Dufferin North
- TTC Route 107 – Keele North
- TTC Route 165 – Weston North
- Route 360 – Vaughan Express
- Viva orange
- Viva purple

Frequent Transit Network

- Route 2 – Milliken
- Route 16 – 16th Avenue
- Route 24 – Woodbine
- Route 25 – Major Mackenzie

Cornell Terminal

- Route 1 – Highway 7
- Route 9 – 9th Line
- Route 18 – Bur Oak
- Route 522 – Markham Community Bus

On-Demand Transit Services

- Dial-a-Ride North
- Aurora GO Station On-Demand Service
- Sutton Pefferlaw On-Demand Service
- Nashville On-Demand Service

Service Changes / Improvements

- Route 28 – Huntington
- Route 88 – Bathurst
- Route 242 – North Richvale GO Shuttle
- Route 320 – Newmarket-Beaver Creek Express
- Route 400 – Brother André High School Special
- Route 432 – Aurora High School Special
- Route 463 – Vellore School Special
- Route 760 – Vaughan Mills/Wonderland
- Service to University of Toronto Scarborough
- Mobility Plus boundary changes

Toronto-York Spadina Subway Extension

The Toronto-York Spadina Subway Extension (TYSSE) from Downsview Station to Vaughan Metropolitan Centre Station is planned to be operational by the end of 2017. YRT's Spadina Subway Transit Strategy identifies the restructure of ten routes to integrate connections to the three new stations within York Region (Pioneer Village Station, Highway 407 Station and Vaughan Metropolitan Centre Station) as well as the York University Station.

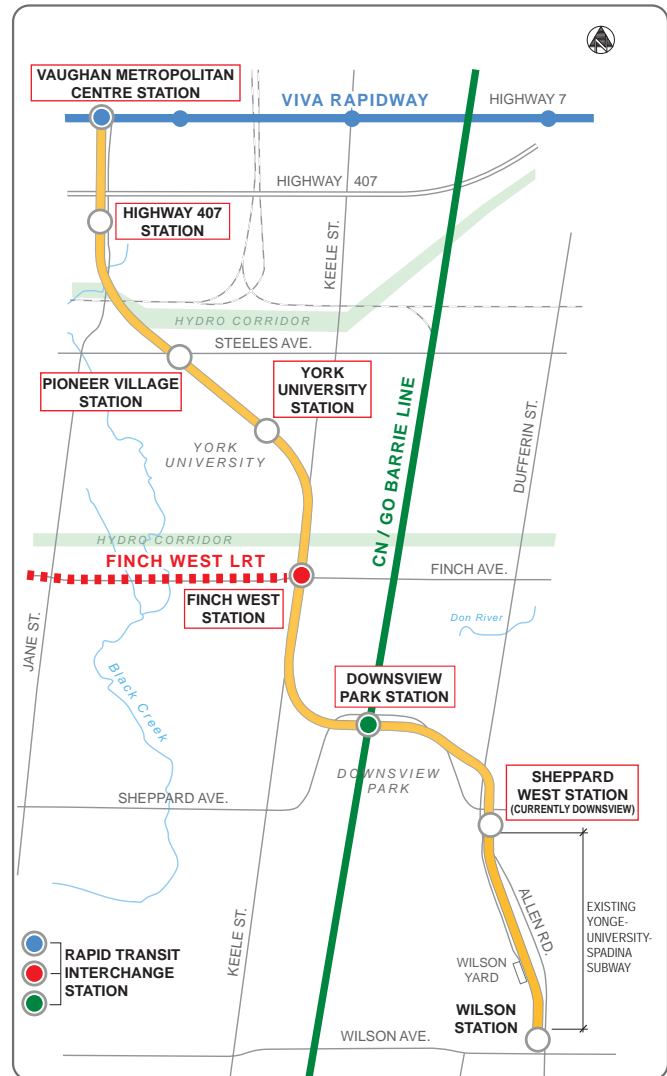
Articulated Buses on Conventional Service

In 2018, staff will convert approximately 20, 60-foot Van Hool articulated Viva buses, which have reached their 12-year retirement-cycle, to the conventional York Region Transit configuration and branding.

The buses would then operate on high-ridership conventional routes that require the additional traveller capacity. For example, routes on Jane Street provide travellers with direct connections to popular destinations such as the new subway, Vaughan Mills Mall, Canada's Wonderland and the future Mackenzie Vaughan Hospital. Having 60-foot buses on these corridors would reduce the overall number of buses and operators required to operate service.

Before each bus is put into service it would go through a mechanical refresh program to extend its life up to three years.

Toronto-York Spadina Subway Extension





Cornell Terminal

The Cornell Terminal, which is expected to open in the fall of 2018, will facilitate connections between YRT routes, Durham Region Transit and GO Transit bus service. The facility will act as the eastern terminus for YRT routes. With the opening of the terminal Routes 1, 2, 9, 14, 16, 18, 25, 522 and Viva purple will be adjusted.

On-Demand Strategy

The current Dial-a-Ride (DAR) service delivery models (fixed route, address to curb, conventional stop to stop and boundary zone-based) were evaluated based on operational efficiency, customer value, cost effectiveness, and global best practices. As well, advances in mobile platform technology have provided opportunities for more effective system management.

The analysis concluded that a zone-based service delivery model out-performed all other models from a customer, cost and operational perspective.

An implementation strategy has been established based on the creation of defined service boundaries, whereby service is provided by a combination of Bus Rapid Transit, conventional, DAR and Mobility Plus services. A number of short, medium, and long-term initiatives have been noted.

As mobile technology becomes available, the migration to one platform for all DAR routes will commence. Medium and long term goals will be implemented as technology permits. In 2018 new on-demand services will be implemented Region-wide, in areas where transit is under utilized, and also in areas where the time-of-day may impact the required service levels.

Mobility Plus Boundary Changes

In 2017, Mobility Plus began providing a one-call solution for all participating agencies in the Greater Toronto and Hamilton Area (GTHA), where a client can call Mobility Plus to book their entire GTHA travel plan.

In 2018, Mobility Plus will no longer provide trips south of Steeles Avenue; however, will directly transfer passengers to/from TTC's Wheel Trans at one of four dedicated transfer locations on the Toronto and York Region border. All passengers would be transferred in a timely manner, as Mobility Plus already oversees cross-boundary booking.

This recommendation would allow Mobility Plus to better service its increasing York Region ridership by having more vehicles available for spontaneous travel.

YRT Goals and Initiatives

As York Region grows, YRT service continues to change how and where transit services are provided. The annual initiatives follow the direction of the YRT 2016-2020 Strategic Plan's seven key objectives.

1. Service Delivery
2. Customer Satisfaction
3. Innovation
4. Environmental Sustainability
5. Asset Management
6. Financial Sustainability
7. Performance Management





Service Delivery

Rapidway Launch

Transit Management Systems is working with York Region Rapid Transit Corporation (YRRTC) on the opening of rapidways, the Toronto-York Spadina Subway Extension (TYSSE) and the Cornell Terminal. This includes commissioning of Intelligent Transportation Systems (ITS), supporting ITS systems and managing hardware maintenance contracts. As well, Viva Quick Start Terminal Ticket Vending Machines will be replaced with next generation ticket vending machines. In addition, ticket validators will be removed from all vivastations.

Fare Strategy Pass Programs

Staff are working to implement three pass programs as identified in the YRT Fare Structure and Funding Strategy.

The three passes identified are a U-Pass for post-secondary students; the Transit Assistance Pass (TAP) for travellers living on a low income; and the YRT@Work Pass for commuting employees of participating organizations. The YRT@Work Pass and TAP programs will be implemented in Q4 2017 and Q1 2018. Staff are working towards implementing the U-Pass in 2018.

Customer Satisfaction

Community Outreach and Customer Satisfaction

Marketing campaigns, customer communications and outreach will promote the benefits of YRT with a goal of increasing transit awareness and ridership. Customer Satisfaction Surveys will be conducted twice a year, and the results from the surveys will be used to help identify areas for improvements.

Chat Solution in YRT Contact Centre

The new Chat solution will allow YRT customers to better communicate with the increasingly mobile and technology-driven travellers at York Region. In 2018, Customer Service staff will evaluate the effectiveness of the Chat solution; monitor the quality of information and response time; and make sure customers are highly satisfied with this service.

Transit Travel Training Centre

The YRT Transit Travel Training Centre (TTTC) is designed to help residents familiarize themselves with public transit. The TTTC's learning environment will give individuals the necessary tools they need to access public transportation. The TTTC will provide free, one-on-one or group training on trip planning, vehicle boarding and fare payment. It will help persons with disabilities, senior citizens, new Canadians and children learn to use YRT service safely, by developing the skills and confidence they need to travel independently.

Community Partnerships

YRT continues to develop partnerships through its outreach initiatives. This includes internal and external partners such as school boards, police, Smart Commute, and community groups such as Community Living York South, Elspeth Heyworth Centre for women, Linking Georgina, Chippewas of Georgina Island, Centre for Dreams, 360 Kids and Able Network. Staff will continue to build strong community partnerships by broadening the outreach to more organizations in 2018.



Innovation

On-Demand Scheduling Software

Mobility Plus has piloted the first phase of a mobile application which allows customers to book on-demand trips from their mobile device. In 2018, Mobility Plus will work with RouteMatch, to develop and implement a new mobile app, which will enable customers to book Mobility Plus and on-demand trips. These software upgrades will allow customers to book trips more freely while still maintaining or improving expected service levels.

Driver Assistance System

The Driver Assistance System provides the bus operator with visual or audible alerts when acceleration, throttle position, braking and turning dynamics are outside the preferred range. It also monitors compliance with anti-idling policies. The system encourages improved driver behavior, supports vehicle health, reduced fuel consumption and emission reduction goals.

Environmental Sustainability

Hybrid Propulsion System Evaluation

As part of the York Region goal of being zero greenhouse gas emissions by 2051, YRT is evaluating vehicle emission reduction opportunities. This includes evaluating the advanced hybrid-electric propulsion systems such as the Series-E technology offered by BAE Systems.

Electric Bus Pilot Program and Evaluation

York Region Council approved the purchase of six battery electric buses (four New Flyer and two Nova Bus) conditional on additional funding from the Ministry of Transportation (MTO).

YRT has partnered with the Canadian Urban Transit Research and Innovation Consortium (CUTRIC), other public transit agencies, the private sector and utility companies to participate in the Electric Bus Trial. The buses will operate in Newmarket, with an overhead fast charging system installed at the Newmarket GO Bus Terminal. The consortium will evaluate the performance, reliability and maintenance of both the buses and charging system.

Hydrogen electric vehicle update

Hydrogen electric buses use a hydrogen fuel cell to power an electric motor, as an alternative propulsion system. The technology provides zero-emissions, fast refueling (8-15 minutes), extended range (up to 450 kilometres), route flexibility, improved performance, fuel economy and reduced noise, when compared to diesel buses.

In 2018, YRT will be preparing to pilot hydrogen fuel cell buses. Similar to the battery electric bus project, this trial will have detailed specifications developed with the CUTRIC consortium. Requirements from an infrastructure and supply chain (procurement and delivery) perspective are currently being considered to handle hydrogen as a fuel source.

Idling technology through New Flyer Connect

New Flyer Connect is an on-board bus monitoring system installed on 34 - 2014 New Flyer buses. It collects data pertaining to idling and bus operation. The system provides immediate notifications, summary reports and a feedback system (lights) on the dashboard. The objectives include reduced idling, improved fuel economy and encouraging economic and safe driving practices.

Monthly summary reports on bus idling are generated. During 2018, data captured will be summarized on a monthly basis to plot trends related to idling and fuel savings.

Asset Management

Purchase and Commissioning Viva and Conventional Buses for Expansion and Replacement

YRT will purchase and commission 35 conventional and 25 Viva buses in 2018. Of the 35 conventional buses, 30 buses will be used for replacement and five buses will support fleet expansion.

M5 Asset Management update to version 16.2

M5 is an Asset Management system that tracks the condition and maintenance of the YRT fleet and equipment. The system consolidates data, and provides reports and dashboards to improve efficiency and decision making, for contractors and YRT.

The current objective is to upgrade the current version of M5 (3.0.0-N) to version 16.0.2 to add system features and improve functionality. The implementation will be guided by a steering committee and working group, and will include system testing, system design and documentation, installing new environments (QA, PROD), user training and final production upgrade as major milestones.





Financial Sustainability

Award and Implement New Combined Mobility Plus and On-Demand Operating Contracts

Mobility Plus staff will seek Council approval for the award of three individual service contracts for the delivery of Mobility Plus and On-Demand services. Contracts are awarded based on achieving good business value. Staff will be engaged in the start-up and transitioning from the current service providers to the new contractors. Comprehensive Standard Operating Procedures will put in place to ensure a high-level of customer satisfaction and reliable service delivery.

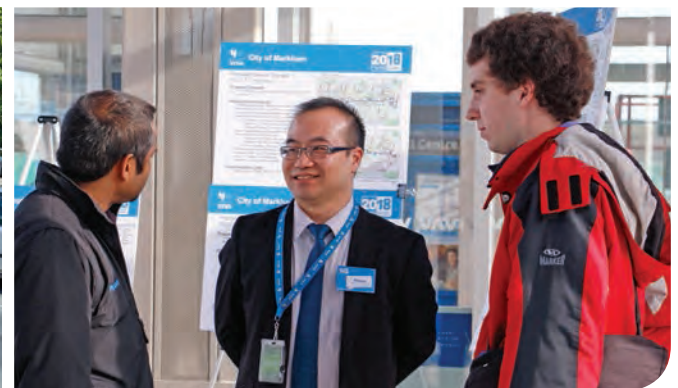
Performance Measurement

Contractor Performance

To provide safe, reliable, and comfortable transit services, YRT staff regularly monitor Contractor performance based on four categories. These are operations (which includes on-time performance), maintenance and cleanliness of vehicles, customer service, and contract performance.

Contact Centre Key Performance Indicators (KPIs)

Customer Service staff will continue to monitor, measure and evaluate Contact Centre performance by ensuring key metrics such as service level, First Call Resolution, abandoned rate and average wait time targets are consistently met.





For more information, visit yrt.ca

Accessible formats or communication supports for this document are available upon request.

Please email transitinfo@york.ca or call 1-866-668-3978 or TTY (for the hearing impaired) at 1-866-276-7478.



System Performance Update and 2018 Transit Initiatives

Presentation to
Committee of the Whole

Ann-Marie Carroll
September 7, 2017



Agenda

1. System Performance
2. 2018 Transit Initiatives
3. Questions



Increasing
Business Effectiveness



Enhancing
Traveller Experience



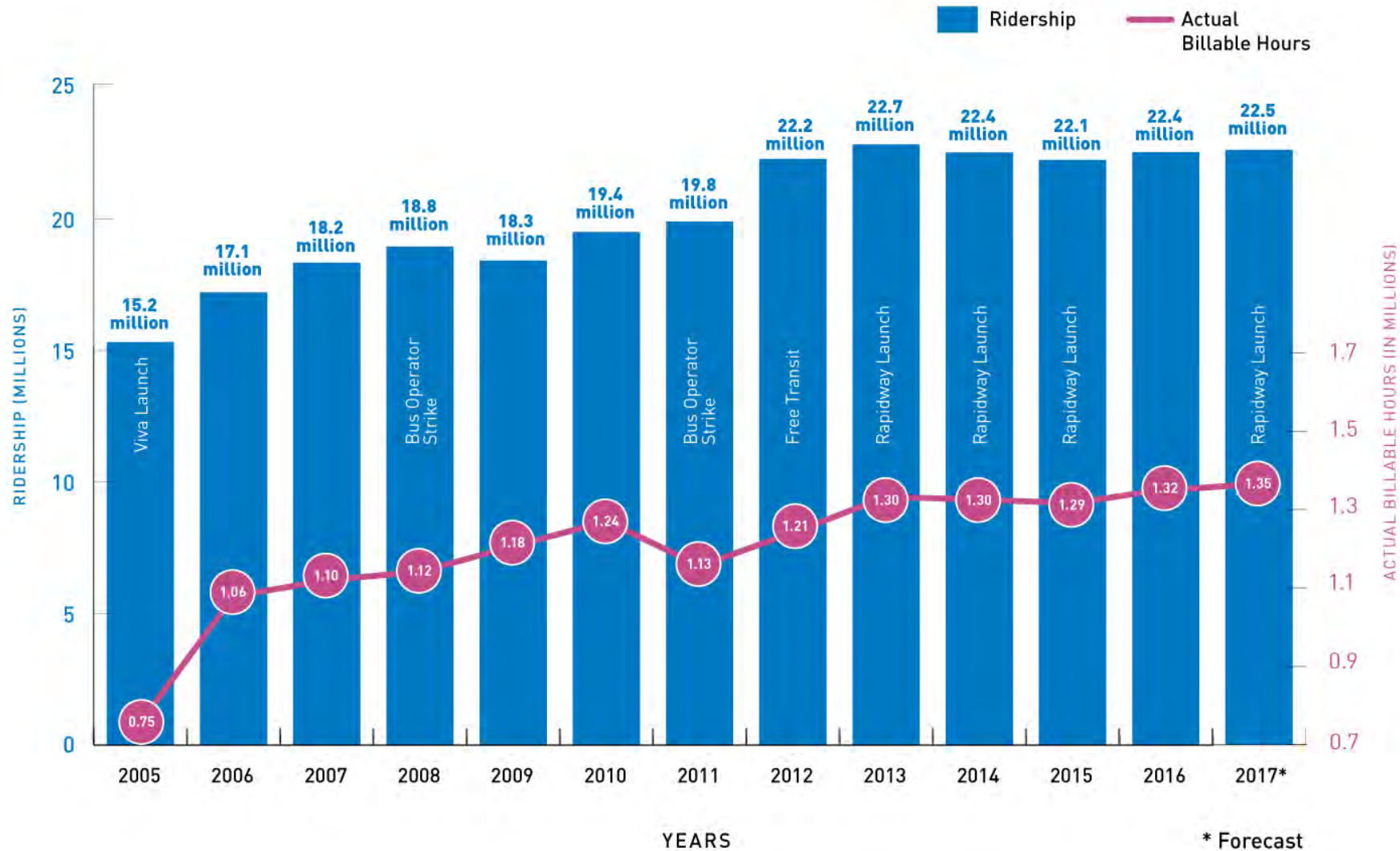
Building
System Improvements

MOVING TO 2020

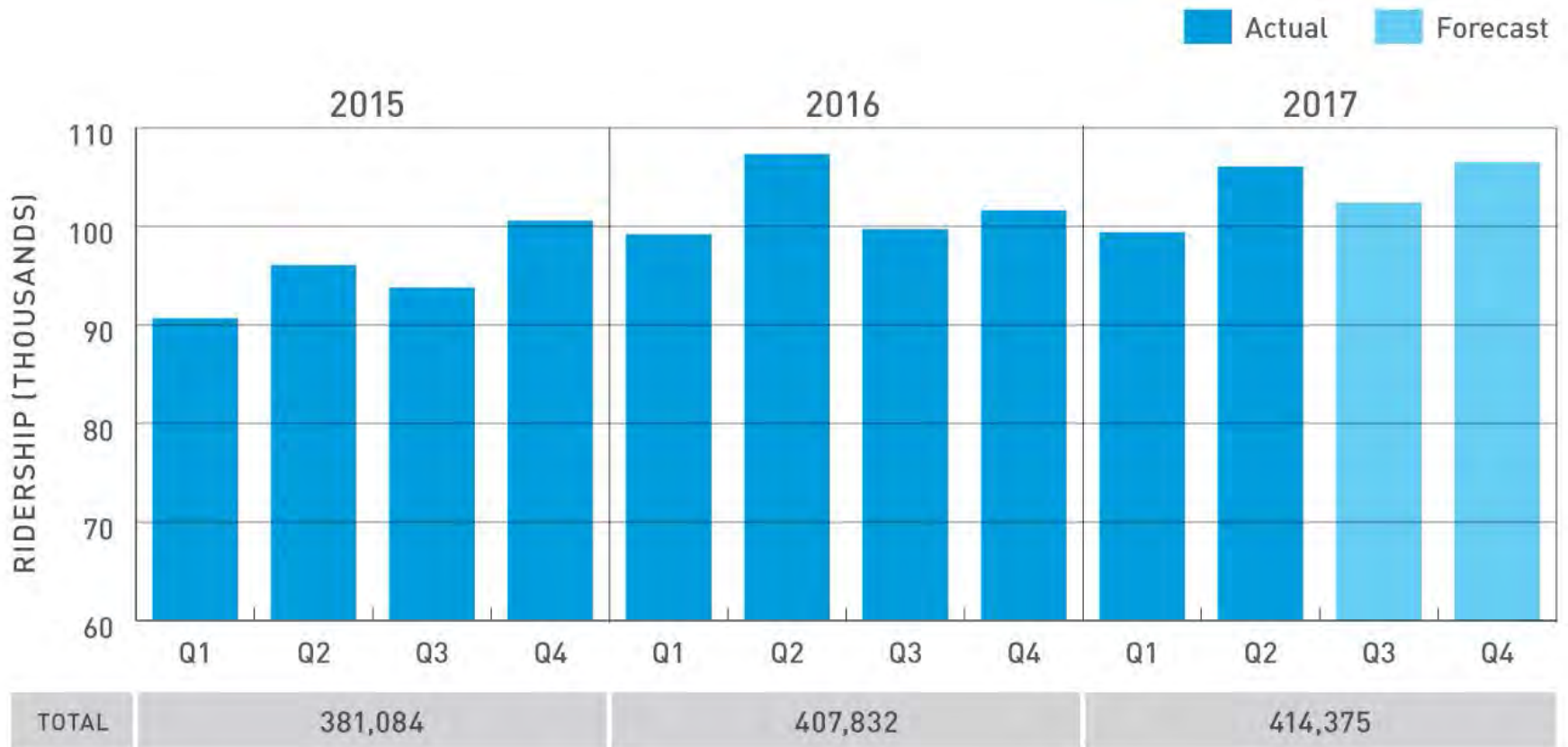
YRT/VIVA 2016-2020
STRATEGIC PLAN



Revenue Ridership

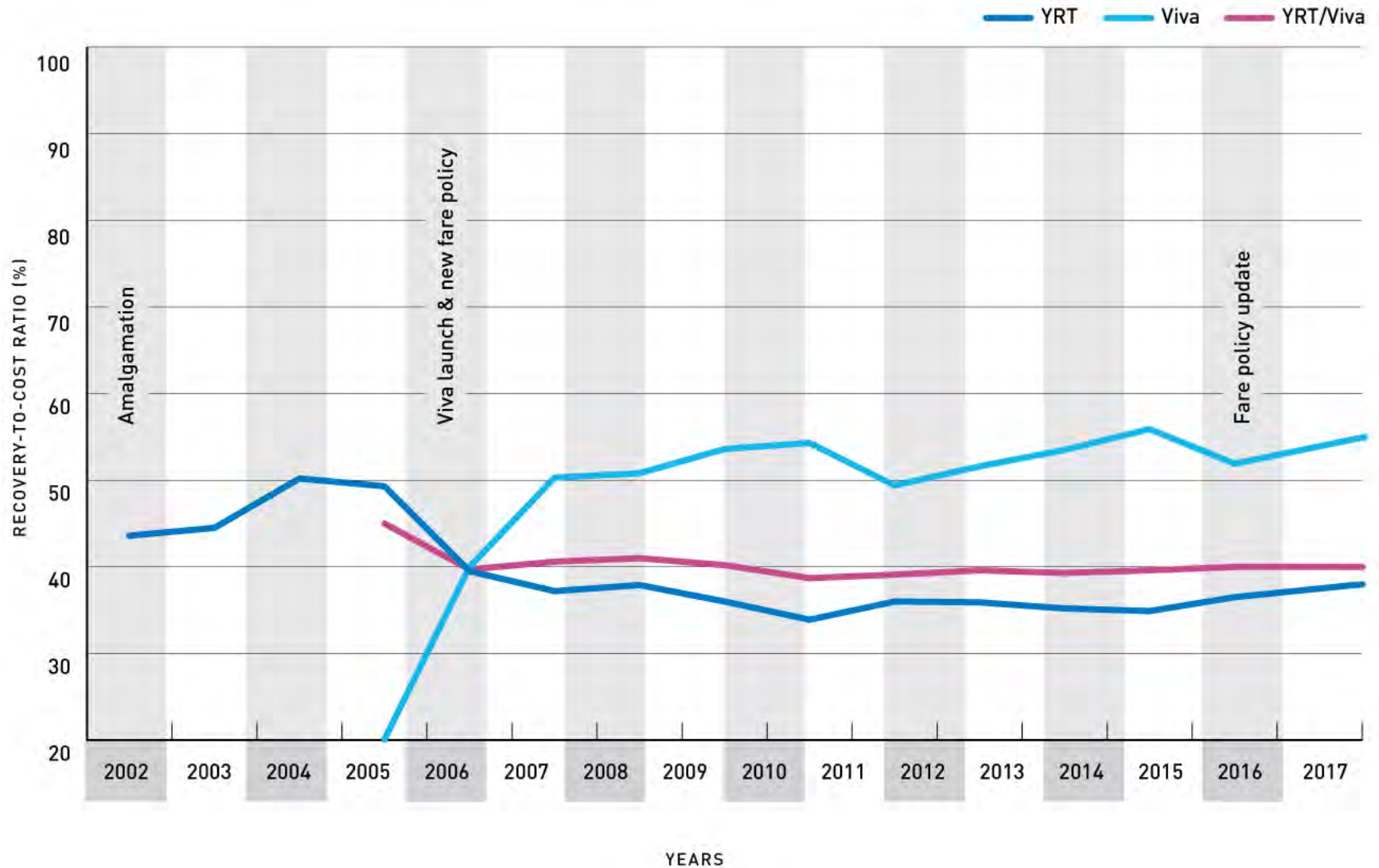


Mobility Plus Ridership

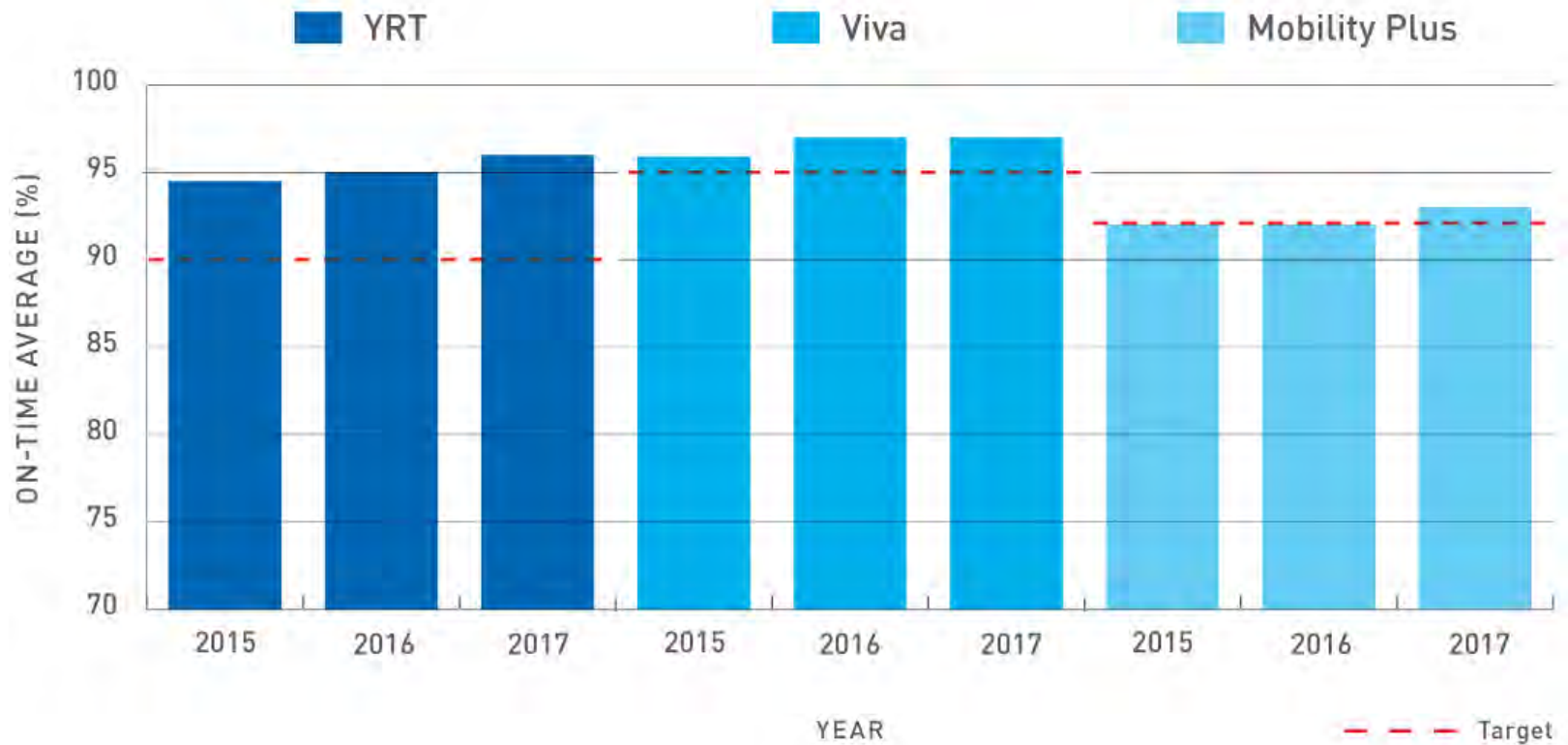


Mobility Plus ridership is expected to increase by two per cent in 2017

Revenue to Cost Ratio



On-Time Performance

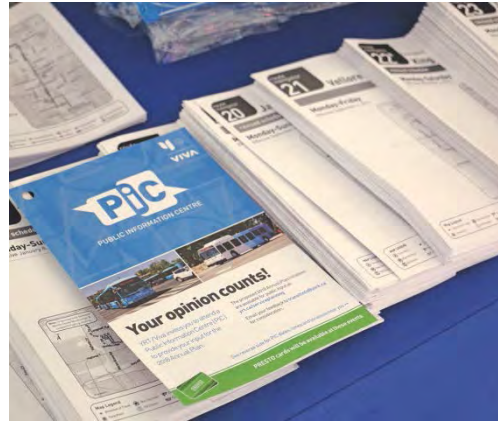


Continued reliability and quality service is YRT/Viva's focus



2018

Transit Initiatives



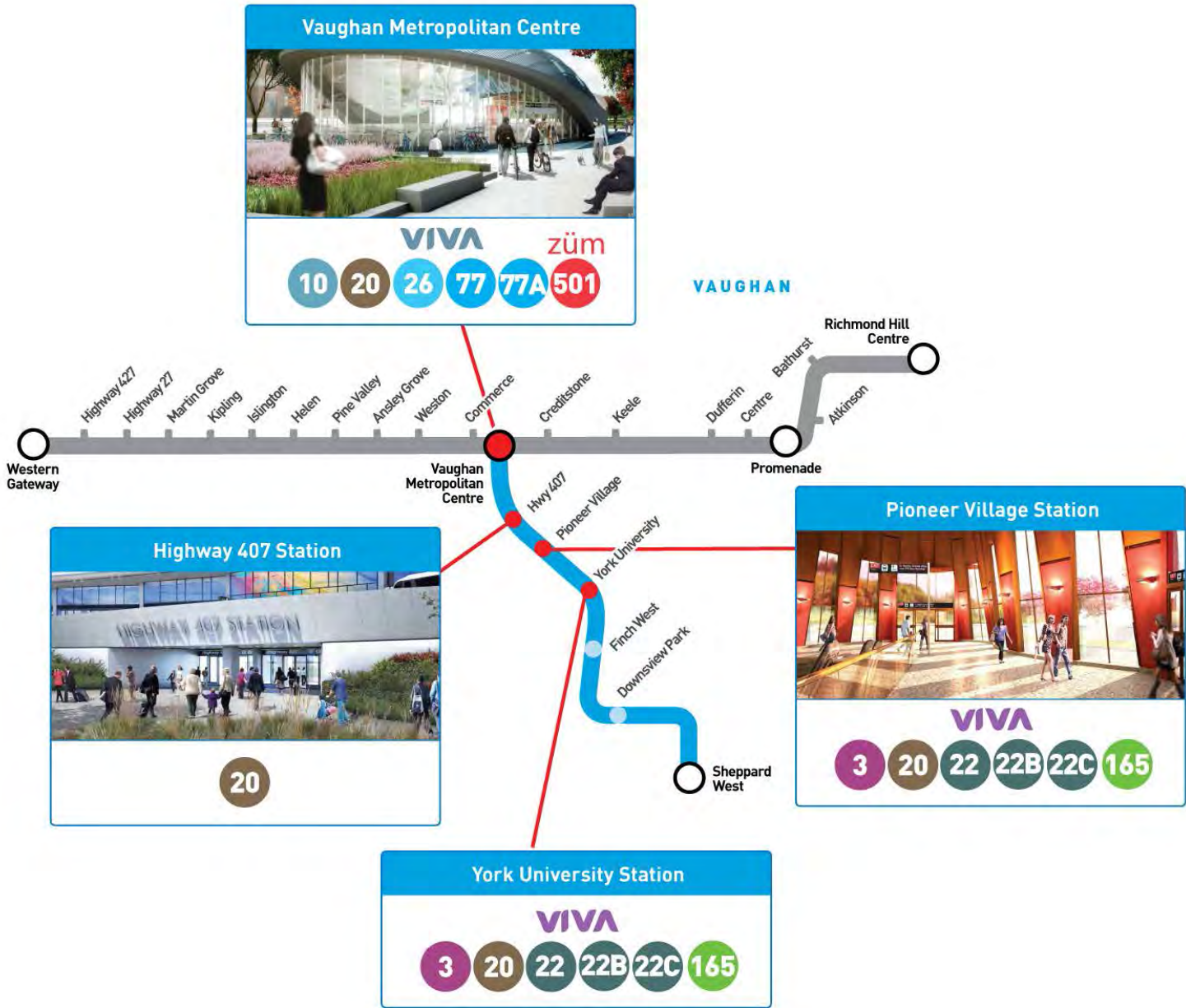
2018 Transit Initiatives

1. Toronto-York Spadina Subway Extension
2. Increased Traveller Capacity
3. Cornell Terminal
4. On-Demand Transit Strategy
5. Mobility Plus Cross-Boundary Service Enhancements

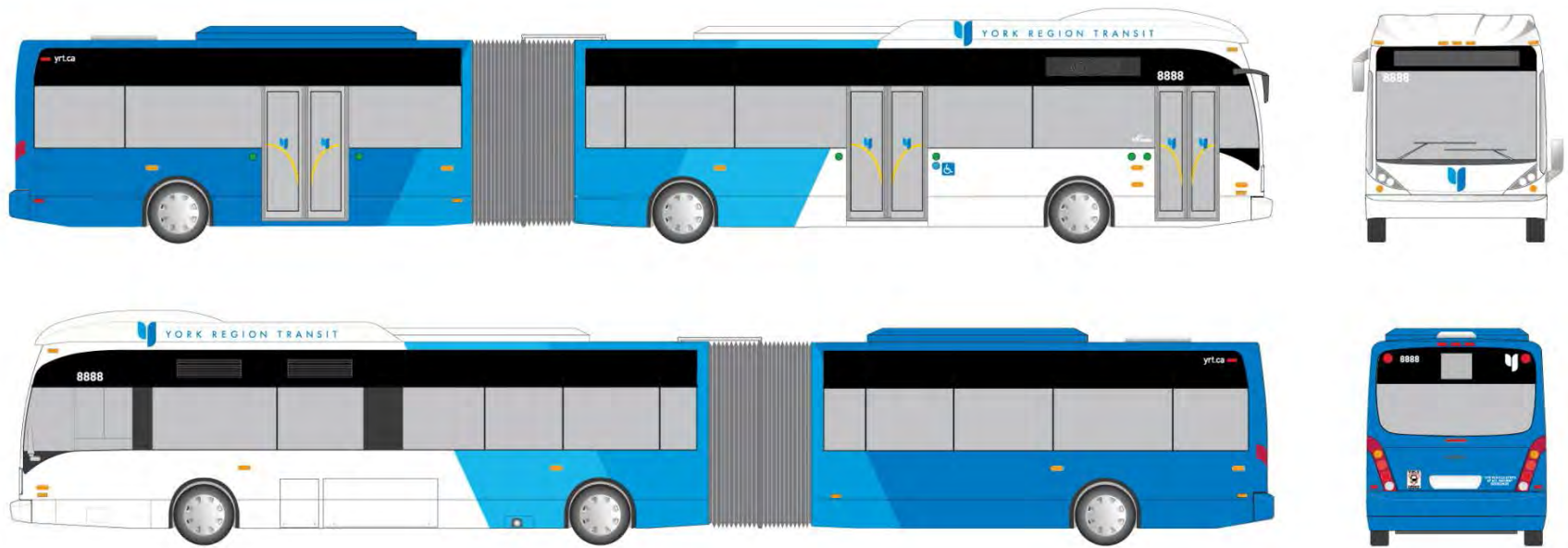


**Thirty-four service changes are proposed in 2018;
each one supports the five key initiatives**

Toronto-York Spadina Subway Extension



Increased Traveller Capacity



Operating 60-foot buses on high demand corridors is an efficient measure that also reduces the overall number of buses required

Cornell Terminal



Cornell Terminal will open in 2018 and would facilitate connections between GO Transit, Durham Region Transit and York Region Transit

On-Demand Transit Strategy



Travellers can request transit services when and where they need it

Mobility Plus Cross-Boundary Service Enhancements



Simplifies travel for clients while making more vehicles available for spontaneous travel

Questions

