

1 | Introduction

On January 1, 2001 the Regional Municipality of York assumed responsibility for funding and operating public conventional and specialized transit services throughout York Region. Since 2001, YRT/Viva has grown to become a vital transportation network in the Region and has progressed through three phases of the Transit Life Cycle. Between 2001 and 2016, annual service hours increased 270 per cent from 354,000 to 1,309,023 budgeted hours, and ridership is estimated to grow from 7.7 million to 22.5 million passengers in 2016.

1.1 | York Region Transportation Master Plan

In June 2016, Regional Council approved the update to the York Region Transportation Master Plan (TMP). The TMP addresses transportation and mobility needs over the next 25 years and highlights the objective to create a world class transit system in York Region. This document guides how decisions surrounding transportation will be made in the future, and outlines policies to support transit which include:

- > Implement the Frequent Transit Network
- > Extend the Yonge subway
- > Improve service and fare integration with partner and neighbouring transit systems

1.2 | YRT/Viva 2016-2020 Strategic Plan

Moving to 2020, YRT/Viva 2016-2020 Strategic Plan, sets the direction to implement policies outlined in the TMP that support the creation of a world class transit system. The 2016-2020 Strategic Plan will continue to guide YRT/Viva through the current GTA Rapid Transit Integration phase of the Transit Life Cycle with a focus on improving productivity, system expansion, and integrating service and efficiency with the inter-regional transit network.

1.3 | YRT/Viva 2017 Annual Service Plan

This document is YRT/Viva's 2017 Annual Service Plan. The plan translates the strategic direction presented in Moving to 2020, YRT/Viva 2016-2020 Strategic Plan and the TMP into the specific actions and service initiatives that will be implemented in the second year of the GTA Rapid Transit Integration phase.

Figure 1: York Region Transportation Master Plan Goals



YRT/Viva conducted extensive stakeholder consultation and obtained valuable feedback during the development of the 2017 Annual Service Plan. The process included numerous meetings and workshops with:

- > Departments within York Region
- > Local municipalities
- > GTHA transit agencies
- > Post-secondary institutions
- > Community agencies
- > Transit riders
- > The general public

Service reliability and delivering quality transit service continues to be a priority. Additionally in 2017, YRT/Viva will focus on:

- > Preparing the Viva Network Expansion Plan (VNEP)
- > Integration with the Spadina Subway extension into York Region
- > Improved connections with GO Transit
- > Improve access to transit in low demand service areas
- > Match service levels to meet demand
- > Mitigate impacts of vivaNext construction projects
- > Service expansion
- > Regional integration

A total of 14 service initiatives are proposed for 2017, as shown in **Chapter 4**. The implementation of the proposed service initiatives will be dependent on approval of the 2017 operating and capital budgets.



1.4 | System Overview

YRT/Viva at a Glance

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

22.1 million passenger trips annually



1.3 Million hours of service annually



30.2 Million kilometres of service annually

131 bus routes



5,226 bus stops **30** rapidway vivastations **119** curbside vivastations

123 Viva buses **394** conventional buses **94** Mobility Plus vehicles

MOBILITY PLUS



381 thousand trips **10** thousand registrants



8 Dial-a-Ride Services











**Based on 2015 year-end data*

75,876

passengers on an average weekday

AVERAGE WEEKDAY RIDERSHIP ON THE BUSIEST ROUTES:

VIVA 	VIVA 
VIVA BLUE	VIVA PURPLE
17,410	7,874
77 	88 
HIGHWAY 7	BATHURST
4,787	4,467
20 	91 
JANE	BAYVIEW
3,470	3,712
4 	85 
MAJOR MACKENZIE	RUTHERFORD
3,411	3,297

1.5 | Annual Service Planning Process

Each Annual Service Plan provides a detailed blueprint for advancing the strategic direction and initiatives presented in **Moving to 2020**, the **YRT/Viva 2016-2020 Strategic Plan**. The planning process for each Annual Service Plan is shown in **Figure 2**.

The process starts with a system review based on YRT/Viva Transit Service Guidelines and Performance Indicators, and customer feedback. YRT/Viva then develops a set of draft service initiatives for implementation in the following year. The draft service initiatives are prioritized by considering ridership demand, route performance, potential cost recovery, and fleet availability.

Through a multi-faceted stakeholder consultation phase, the draft proposed service initiatives are presented to stakeholders and the public for review and comment. Following consultation, the service initiatives are then revised and incorporated into a Draft Annual Service Plan and an implementation strategy.

The Annual Service Plan and corresponding committee report and presentation are presented to York Region’s Committee of the Whole and Council for approval. Once approved, and before implementation, the Annual Service Plan is made available to all stakeholders, and posted on yrt.ca.

The implementation of all service initiatives is subject to budget approval. Once the YRT/Viva operating budget is approved, service initiatives are implemented. Services are then monitored and evaluated for the next annual service planning cycle.

Figure 2: Annual Service Planning Process

