

6 | 2017 Annual Service Plan Goals and Initiatives

York Region Transit's (YRT/Viva) 2016-2020 Strategic Plan was approved by Regional Council in September 2015. The Plan focuses on seven strategic objectives which are:

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

The 2017 Annual Service Plan aligns its goals with the 2016-2020 Strategic Plan and other Regional planning documents.

Figure 7: YRT/Viva's Seven Strategic Objectives





1. Implement 2017 Service Plan Initiatives and Develop the 2018 Annual Service Plan

YRT/Viva staff will implement the 2017 Annual Service Plan initiatives while beginning the process of planning service initiatives for 2018. During development of each annual service plan YRT/Viva staff members consult with various stakeholder groups including: local municipal staff, YRT/Viva operating and maintenance contractors, the public, the private sector and adjacent Transit Agencies. Staff members engage stakeholders using a variety of methods such as public information sessions, focus groups, workshops and surveys. Stakeholder engagement will take place from January 2017 to May 2017 for the 2018 Annual Service Plan, which will be presented to Regional Council in September 2017.

Related YRT/Viva's 2016-2020 Strategic Plan Objectives: Encompasses each strategic objective

Related Strategies and Reports: YRT/Viva 2016-2020 Strategic Plan | York Region Official Plan | York Region Transportation Master Plan

2. Prepare for the Launch of the Spadina Subway Extension into York Region

In 2017, YRT/Viva staff will be preparing to implement the Spadina Subway Transit Strategy as identified in the 2016 Annual Service Plan. Staff will continue to meet with stakeholders to gather feedback and provide information regarding YRT/Viva and the Toronto Transit Commission (TTC) service changes associated with the opening of the subway. Fare integration agreements will be finalized between YRT/Viva, the TTC and Metrolinx.

Facilities staff will continue to provide support with the ongoing construction and commissioning of new assets, and operations and maintenance training.

A communications plan will be developed to inform and educate the public, bus operators and other YRT/Viva staff pertaining to services being offered associated with the subway opening.

Related YRT/Viva's 2016-2020 Strategic Plan Objectives: Service Delivery, Customer Satisfaction, Innovation

Related Strategies and Reports: YRT/Viva 2016-2020 Strategic Plan | York Region Official Plan | York Region Transportation Master Plan | York Region Vision 2051

3. Purchase and Commissioning of New Conventional and Viva Buses for Service Expansion

YRT/Viva continues to update and improve its level of service. As of June 2016, the purchase and commissioning of 22 conventional and 13 Viva buses is expected in 2017. Of the 35 newly purchased buses, 15 conventional buses will be replaced in 2017. These buses will be built to YRT/Viva's specifications with environmental awareness in mind. This includes technology for reduced production of greenhouse gases.

Related YRT/Viva's 2016-2020 Strategic Plan Objectives: Encompasses each strategic objective

Related Strategies and Reports: YRT/Viva 2016-2020 Strategic Plan | York Region Sustainability Strategy 2007

4. Expansion of Mobility Plus Service to Include On-Demand Service Delivery known as Dial-a-Ride

Mobility Plus staff will seek Council approval for a one-year contract extension of the existing operating and maintenance contracts for Mobility Plus service. In addition, staff will facilitate a Request for Information (RFI) process to collaborate with the private sector and determine the full integration of the on-demand (Dial-a-Ride) service into the current Mobility Plus service model. Following this comprehensive process, a Request for Proposal (RFP) will be released in accordance with the Region's Purchasing By-law.

Related YRT/Viva's 2016-2020 Strategic Plan Objectives: Service Delivery, Performance Managements

Related Strategies and Reports: YRT/Viva 2016-2020 Strategic Plan, York Region Transportation Master Plan

5. On-Demand Scheduling Software

Mobility Plus staff will integrate the new Dial-a-Ride service into its existing scheduling software. In 2016, Mobility Plus began a one year pilot of TapRide, a mobile app which allows customers to book on-demand trips from their smart phones. In 2017, Mobility Plus will continue to work with RouteMatch, the current software provider, to develop and implement a new mobile app which will enable customers to book Mobility Plus and Dial-a-Ride trips. These innovative software upgrades will allow customers to book trips more freely while still maintaining or improving expected service levels.

Related YRT/Viva's 2016-2020 Strategic Plan Objectives: Innovation, Customer Satisfaction, Service Delivery

Related Strategies and Reports: YRT/Viva 2016-2020 Strategic Plan, York Region Transportation Master Plan

6. Capital Construction Projects

YRT/Viva will be involved in a number of construction projects throughout 2017 including:

Richmond Hill Centre Terminal Concessions Building

2017 will see the construction and opening of a concession building that will provide an enhanced customer service experience. The building will provide YRT/Viva's first retail space and an accessible-interactive information centre.

Cornell Bus Terminal

YRT/Viva staff will support the York Region Rapid Transit Consortium with the design, construction and commissioning of the new YRT/Viva bus terminal in the community of Cornell. The new Cornell Bus Terminal is planned to open in early 2018.

North Division Bus Garage Site Amalgamation

The bus garage sites at 18106 Yonge Street and 18110 Yonge Street will be redesigned to amalgamate the two properties in 2017. The garages' interior bus storage area will be expanded from its current capacity of 60 buses to 110 buses. Other enhancements include additional YRT/Viva and contractor office and parking facilities.

Southeast Division Bus Garage

YRT/Viva staff continue to search for land to purchase in the southeast portion of the Region in order to construct a new bus garage. This garage will provide indoor bus storage for transit vehicles that will primarily serve the City of Markham and the Town of Whitchurch-Stouffville. It is anticipated that staff will begin the planning and design stage of this project in 2017, with construction starting in 2019.



Bus Stop Concrete Pad and Shelter Program

In 2017, YRT/Viva will update 120 bus stop concrete pads throughout the Region to better meet the needs of YRT/Viva customers and the requirements of hard surface boarding as required by the Accessibility for Ontarians with Disabilities Act (AODA). Installing and updating various bus stops will align with York Region’s Greening Strategy by allowing for the installation of waste receptacles and bike racks at conventional stops. In addition, 80 bus shelters will be replaced and installed along existing routes where shelters have met their expected life cycle or ridership boardings warrant the introduction of new shelters.

Related YRT/Viva’s 2016-2020 Strategic Plan Objectives: *Asset Management, Service Delivery, Customer Satisfaction, Innovation*

Related Strategies and Reports: *YRT/Viva 2016-2020 Strategic Plan | York Region Official Plan | York Region Transportation Master Plan | Accessibility for Ontarians with Disabilities Act, Design of Public Spaces | York Region Sustainability Strategy 2007 | Greening Strategy*

7. Host CUTA’s Fall Conference

In November 2017, YRT/Viva will host the Canadian Urban Transit Association (CUTA) Fall Conference. Transportation representatives from across Canada will attend the York Region hosted event which will showcase York Region’s innovative solutions to common transit problems. Innovation and technological advancements will be key themes throughout the conference.

Related YRT/Viva’s 2016-2020 Strategic Plan Objectives: *Innovation*

8. York Region’s Greening Strategy

YRT/Viva continues to strive for innovative alternatives as it further develops its Greening Strategy. Through this process, partnerships will be fostered with various stakeholders to assist with YRT/Viva’s goal of becoming emissions free by 2051. Several pilot programs are in the early stages of implementation including electric fan technology, creating a small bus strategy and purchasing electric buses.

YRT/Viva is part of the Canadian Urban Transit Research and Innovation Consortium’s Pan-Ontario Electric Bus Demonstration and Integration Trial, beginning in 2017. YRT/Viva is one of eight Canadian public transit agencies participating in a zero-emissions bus trial which will receive funding from the Provincial, and potentially the Federal Government. Four electric buses will be purchased and placed into revenue service on Route 55 – Davis Drive in the Town of Newmarket and will remain in the fleet post-trial from 2018 to 2020.

Research will be conducted on other projects such as autonomous vehicles and hydrogen-electric buses. To align with the planned implementation of the bus stop concrete pad and shelter program, free standing, self-sufficient bus shelters with solar panels and solar film are currently being considered for 2017 as a way to make our efforts more sustainable.

YRT/Viva is undertaking a number of eco-innovation initiatives that will be ongoing throughout 2017:

1. An Alternative Fuel Study that identifies and analyses conventional and bus rapid transit propulsion systems

2. Modify the Voith transmission to lower the engine speed reducing fuel consumption
3. Replace hydraulic fan pumps to electric fan technology reducing fuel consumption by up to five per cent
4. Continue to implement bus operator training to change driving behaviours and reduce fuel consumption

Related YRT/Viva’s 2016-2020 Strategic Plan Objectives: *Innovation, Environmental Sustainability, Asset Management*

Related Strategies and Reports: *YRT/Viva 2016-2020 Strategic Plan | York Region Official Plan | York Region Transportation Master Plan | York Region Sustainability Strategy 2007 | Greening Strategy | The Region’s Corporate Energy Conversation and Demand Management Plan with the Goal to Eliminate Greenhouse Gases by 2051*



9. PRESTO Agreement and Governance

In partnership with Metrolinx and other transit providers in the Greater Toronto-Hamilton Area (GTHA), YRT/Viva will be negotiating a new operations and maintenance agreement, and governing structure with regards to the PRESTO system. GTHA transit agencies are looking to Metrolinx to provide a fully managed fare card system. A new agreement will be executed by October 2017.

Related YRT/Viva's 2016-2020 Strategic Plan Objectives: Service Delivery, Innovation, Asset Management

Related Strategies and Reports: YRT/Viva's 2016-2020 Strategic Plan

10. Implementation of Fare/Funding Strategy and Ridership Growth Strategy

YRT/Viva has been directed by Regional Council to achieve an operational cost recovery ratio of 45 per cent by the year 2020. In order to achieve this objective, YRT/Viva staff worked with external consultants, as well as community and Regional stakeholders. To achieve this goal, an effective strategy to achieve ridership growth and implement appropriate changes to YRT/Viva's fare structure is needed. In addition to fare revenue, non-fare revenue sources such as advertising, renting of terminal retail space and parking options are being considered. In 2017, York Region will adopt a fare structure that will be simple to understand and reflects the cost of service.

Related YRT/Viva's 2016-2020 Strategic Plan Objectives: Financial Sustainability, Service Delivery, Customer Satisfaction, Innovation

Related Strategies and Reports: YRT/Viva's 2016-2020 Strategic Plan | York Region Transportation Master Plan



