

# Appendix A: Glossary

**Accessibility for Ontarians with Disabilities Act (AODA):** The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), was passed into law by the Ontario legislature and allows the government to develop and enforce specific standards of accessibility. The standards, which are laws known as regulations, provide the details needed to help meet the goals of the AODA. The AODA is the foundation on which the accessibility standards are built.

**Average Daily Ridership:** Average number of passengers travelling during a given weekday.

**Base Routes:** Routes designated in major east/west and north/south corridors on York Region main arterial roads. They form a grid network of fixed routes connecting major destinations.

**Board Period:** Specific times within a year when changes to transit schedules are implemented. These changes usually occur as a result of seasonal variations in customer travel patterns.

**Bus Rapid Transit (BRT):** Buses operating on grade-separated roadways or dedicated lanes to transport passengers without interference from other traffic systems usually include signal priority, off-bus fare collection, level boarding (low-floor buses or high-level platforms), enhanced accessibility, and enclosed stations.

**CAD/AVL:** CAD (Computer Aided Dispatch) is a method of dispatching vehicles assisted by computer. AVL (Automatic Vehicle Locator) is a means of automatically determining the geographic location of a vehicle and transmitting the information to a requester.

**Committee of the Whole:** A Regional Committee of York Regional Council members who meet twice a month.

**Community Bus Routes:** Fully accessible transit services typically designed for seniors and people with disabilities who can use accessible conventional transit. Rather than follow conventional routing patterns, Community Bus Routes are specially designed to provide better access to facilities oriented to seniors and people with disabilities, for example, seniors' residences, medical facilities, community centres and shopping areas.

**Dial-a-Ride (DAR):** Demand-response transit service designed to provide immediate local travel within a specific travel zone, or neighbourhood where demand for transit service is limited.

**Express Route:** A route serving trips between two distinct points, such as subway stations and major employment areas. Express routes use the shortest route (in terms of overall travel time) between the two points. Depending on the route, intermediate stops on an overlapping base route may or may not be served.

**Family of Services:** The classifications of transit services that comprise the entire YRT/Viva network, including Viva, Base, Local, Express, Shuttle, Community Bus, Dial-a-Ride, and Mobility Plus services.

**Frequent Transit Network (FTN):** A network of corridors in urban areas where transit service typically operates at frequencies of 15 minutes or less.

**Frequency:** The number of buses passing a given point on a route during one hour.

**GO Shuttles:** Shuttle service providing local travel to GO Stations. The services are scheduled to connect with GO train schedules, and are designed to be short and direct to maximize customer convenience.

**Headway:** Amount of time scheduled between consecutive buses on a given route segment; how often a bus comes.

**High School Specials:** Routes providing access to secondary schools when there is limited availability of existing transit routes and capacity. They are designed to service high schools only for the morning and/or afternoon bell times.

**Infopost:** Information and communications posted at bus stops. Infoposts may include schedules, route maps, service changes, and other information.

**Intelligent Transportation Systems (ITS):** Advanced technologies that improve the operations, information, and communication of transit services.

**Key Performance Indicators (KPI):**

Quantifiable measurements used to track the success of an organization. Indicators, if implemented and monitored correctly, help define and measure progress toward both short-term and long-term organizational goals.

**Mean Distance Between Failures (MDBF):**

Measurement of bus mechanical reliability. MDBF provides an equal comparator regardless of fleet size. Total kilometres travelled/total road calls = MDBF.

**Mobility Plus:** York Region’s door-to-door, shared ride, accessible public transit service for people with disabilities who are unable to use conventional public transit due to a physical or functional disability.

**Net Cost per Passenger:** Net direct operating cost divided by total passenger trips.

**Non-Rush Hour:** Periods of the day when travel activity is generally lower and less transit service is scheduled. Non-rush hour is also referred to as off-peak hours, off-peak service hours, or off-peak period.

**One-Way Trip:** Travel between an origin and destination which may or may not involve transferring between buses.

**Operating Periods:** Time periods when different travel patterns can be identified. Unless otherwise noted, YRT/Viva operating periods and times are as follows:

- > Early AM: beginning of service until 6 a.m.
- > AM Rush Hour: 6 a.m. to 9 a.m.
- > Midday: 9 a.m. to 3 p.m.
- > PM Rush Hour: 3 p.m. to 7 p.m.
- > Early/Late Evening: 7 p.m. until end of service

**Overlay Express Route:** Routes that follow a conventional route, but stop only at major intersections.

**Passenger Trips:** A trip made by a customer travelling one-way from origin to final destination on a public transit system. As transfers are not taken into account, the trip may involve transferring from one vehicle to another.

**Pre-amalgamation:** The time period up to 2001 when transit services were provided by four different municipal transit agencies in York Region. In 2001, the four municipal transit systems amalgamated to form York Region Transit.

**Public Information Centre (PIC):** An information event for the general public to give the public an opportunity to review future transit service recommendations, and provide ideas and feedback.

**Rapidway:** Dedicated transit lane that enables transit vehicles to avoid traffic congestion and operate faster.

**Regional Express Rail (RER):** GO Transit train service that will provide two-way, all-day service in the GTA.

**Revenue to Cost Ratio (R/C Ratio):** Total operating revenues divided by total direct operating expenses.

**Ridership:** Number of rides taken using a public transit system in a given time period.

**Road Call:** Requirement for a replacement vehicle as a result of an in-service bus failure.

**Rural Area:** Area with a low population density, typically where much of the land is devoted to agriculture.

**Rush Hour:** Periods of the day when travel activity is generally higher and additional transit service is scheduled. Rush hour is also referred to as peak hours, peak service hours, or peak period.

**Seasonal Routes:** Route providing direct service to key destinations such as recreational facilities, shopping malls, and/or amusement parks. These routes are designed to accommodate travel to key destinations during peak operating periods and/or during seasonal periods of demand (e.g., summer trips to Canada’s Wonderland).

**Service Span:** The period of time over which service is operated (e.g., 6:00 a.m. to 10:00 p.m.). Service span often varies by weekday, Saturday, or Sunday/Holiday service.

**Smart Commute:** A program run by Metrolinx and the municipalities of the Greater Toronto and Hamilton Area which is focused on promoting commute choices such as carpooling, cycling and transit.

**Social Media:** Websites (e.g., yrt.ca) and other online means of communication (such as YouTube, Facebook and Twitter) used to share and communicate information to the public.

**Stakeholder:** Person or group that has an investment or interest in YRT/Viva.

**Suburban Area:** Residential area within commuting distance of a city. May be part of city or a separate residential community.

**Travel or Running Time:** Amount of time required to complete a one-way trip or portion of a trip between timing points.

**Trips Not Accounted For:** A performance indicator for scheduled bus trips that are missed or not accounted for. These trips are categorized as mechanical breakdowns, operators being sick or late, a delay of 20 minutes or greater due to traffic, accidents, police/fire/EMS emergencies, and inclement weather.

**Urban Area:** Area with a total population of at least 1,000 and at least 400 persons per square kilometre.

**Variable Message System (VMS):** Electronic signs at terminals and vivastations that display real-time arrival information and other valuable information such as service changes and rider alerts.

**Viva:** York Region's bus rapid transit service.

**VivaNext:** Phase two of Viva. The phase includes building independent rapidways (along Yonge Street, Highway 7, and Davis Drive) and the Spadina Subway extension into York Region.

**Vivastation:** Bus stop located on a Viva route.

**References:**

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