1 | Introduction

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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 2015, annual service hours increased 300 per cent from 354,000 to 1,285,000 budgeted hours, and ridership is estimated to grow from 7.7 million to 23.5 million passengers in 2015.

During the next five years, YRT/Viva will progress through the GTA Rapid Transit Integration phase of the Transit Life Cycle (as shown in **Figure 1**). The strategic direction for this phase focuses on improving productivity, system expansion, and integrating service with the inter-regional transit network.

This document is YRT/Viva's **2016 Annual Service Plan.** The plan translates the strategic direction presented in **Moving to 2020, YRT/Viva 2016-2020 Strategic Plan** into the specific actions and service initiatives that will be implemented in the first year of the GTA Rapid Transit Integration phase.
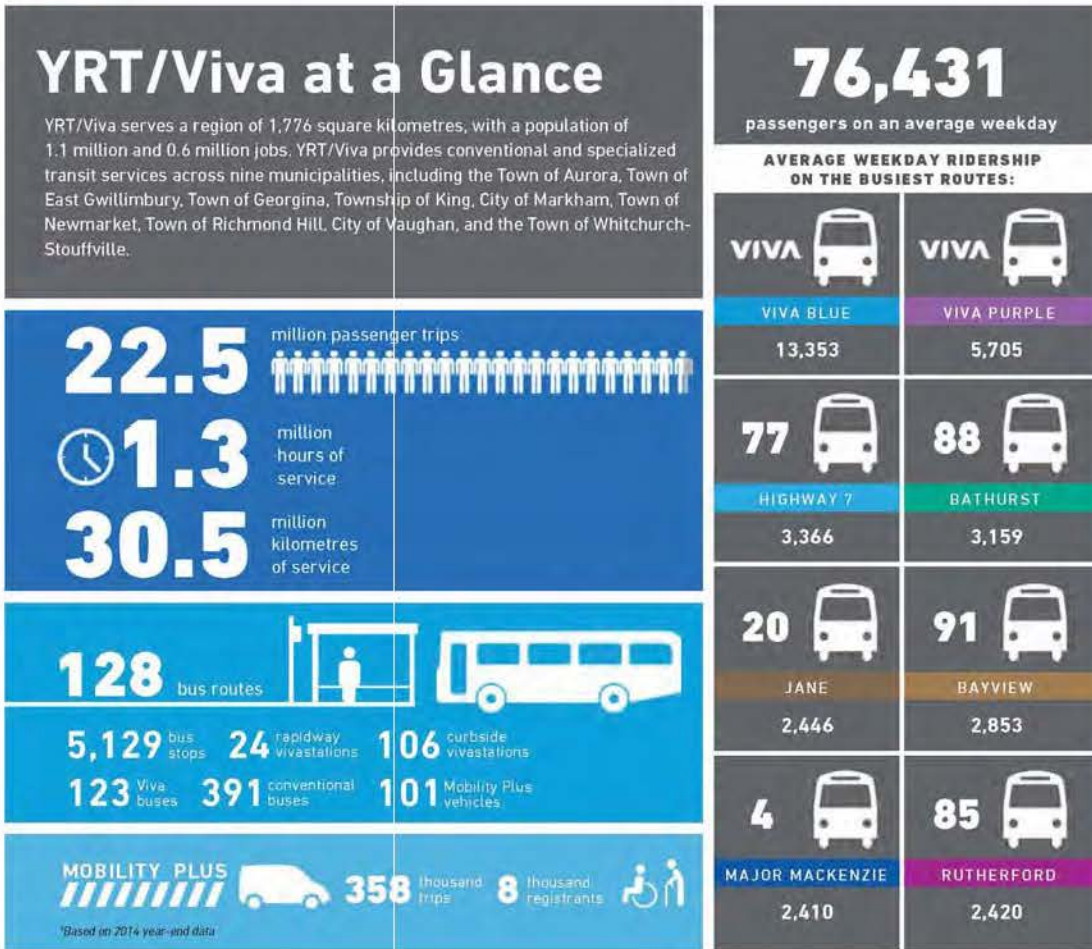
Service reliability and delivering quality transit service continues to be a priority. In 2016, YRT/Viva will focus on:
> Increasing ridership
> Expanding service
> Strengthening the grid network
> Restructuring routes
> Mitigating construction impacts from vivaNext rapidways and the Spadina Subway Extension
> Preparing to implement the Viva Network Expansion Plan (VNEP)
> Preparing to implement a Frequent Transit Network

Figure 1: Transit Life Cycle

| Start Up (2000-2004) | Rapid Growth (2005-2010) | Realignment (2011-2015) | GTA Rapid Transit Integration (2016-2020) | Continued Growth and Sustainability (2021-2031) |

VIVA

1.1 | System Overview

YRT/Viva at a Glance

YRT/Viva serves a region of 1,776 square kilometres, with a population of 1.1 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 the Town of Whitchurch-Stouffville.

22.5 million passenger trips

1.3 million hours of service

30.5 million kilometres of service

128 bus routes

5,129 bus stops   **24** rapidway vivastations   **106** curbside vivastations

123 Viva buses   **391** conventional buses   **101** Mobility Plus vehicles

MOBILITY PLUS

358 thousand trips   **8** thousand registrants

¹Based on 2014 year-end data

76,431
passengers on an average weekday

AVERAGE WEEKDAY RIDERSHIP ON THE BUSIEST ROUTES:

VIVA BLUE	VIVA PURPLE
13,353	5,705

77 HIGHWAY 7	**88** BATHURST
3,366	3,159

20 JANE	**91** BAYVIEW
2,446	2,853

4 MAJOR MACKENZIE	**85** RUTHERFORD
2,410	2,420

1.2 | 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 internal YRT/Viva 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 for approval. Once approved by the Committee and Council, 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