

2 | Consultation

Consultation with stakeholders and the public is an important component of YRT/Viva's annual service planning process.

During the consultation process for the 2016 Annual Service Plan, various stakeholder groups from all municipalities in York Region participated in a number of meetings, workshops, outreach sessions, route surveys, and/or Public Information Centres (PICs).

The key objective of all stakeholder and public consultation was to obtain feedback on the proposed service initiatives. Comments were evaluated and considered in the development of the 2016 Annual Service Plan. A summary of the consultation feedback is provided in **Appendix C**.

2.1 | Consultation Events

In 2015, YRT/Viva consulted with stakeholders and the public through the following events:

- > Nine municipal meetings
- > Five stakeholder workshops
- > Nine Public Information Centres (PICs)
- > 12 route surveys
- > 77 Mobility Plus outreach events
- > 130 Marketing outreach events

A summary of the different consultation events and dates is provided in the following sections:

Municipal Representatives Meetings

YRT/Viva presented the draft service initiatives to Planning and/or Engineering staff in all nine York Region municipalities. The dates are listed in **Table 1**.

Table 1: Municipal Meeting Schedule

Date (2015)	Municipality
Tuesday, January 27	Town of Aurora
Tuesday, January 27	Town of Newmarket
Wednesday, January 28	Town of Richmond Hill
Thursday, January 29	City of Markham
Friday, January 30	City of Vaughan
Monday, February 2	Town of East Gwillimbury
Wednesday, February 4	Township of King
Friday, February 6	Town of Georgina
Thursday, February 12	Town of Whitchurch-Stouffville

Key Stakeholder Workshops

YRT/Viva hosted five workshops with key stakeholder groups to discuss the draft service initiatives. The dates and stakeholder groups are listed in **Table 2**.

Table 2: Stakeholder Workshop Schedule

Date (2015)	Stakeholder Group
Monday, March 23	Neighbouring transit partners
Thursday, March 26	Various key stakeholders
Tuesday, March 31	York Region department representatives/regional stakeholders
Wednesday, April 1	Contractors
Thursday, April 2	Student transportation services

Public Information Centres

In March and April of 2015, YRT/Viva held PICs in all nine York Region municipalities. The dates, municipalities and locations are listed in **Table 3**.

Table 3: Public Information Centres Schedule

Date (2015) 4 p.m. to 7 p.m.	Municipality	Location
Monday, March 23	East Gwillimbury	E.G. Sports Complex
Tuesday, March 24	Whitchurch-Stouffville	Town of Whitchurch-Stouffville Office
Wednesday, March 25	Vaughan	Vaughan Mills Mall
Thursday, March 26	Georgina	Georgina Ice Palace
Monday, March 30	King	Township of King Municipal Offices
Tuesday, March 31	Aurora	Aurora Public Library
Wednesday, April 1	Newmarket	Newmarket GO Bus Terminal
Tuesday, April 7	Markham	Markham Civic Centre
Wednesday, April 8	Richmond Hill	Richmond Hill Centre Terminal

Route Surveys

YRT/Viva staff conducted surveys for 12 of the routes affected by service changes proposed for 2016. Passengers were asked to fill out a passenger survey, either on-board the bus or at the impacted bus stops. The dates, routes and type of survey are listed in **Table 4**. Four routes were surveyed on more than one day.



Table 4: Route Surveys

Date (2015)	Route	Survey Type
Tuesday, April 21	223 – Newmarket GO Shuttle	On-board
Wednesday, April 22	400 – Brother Andre High School Special	On-board
	28 – Huntington	On-board
Thursday, April 23	28 – Huntington	On-board
Saturday, April 25	224B – Woodbine Avenue	On-board
	44 – Bristol	On-board
Sunday, April 26	224B – Woodbine Avenue	On-board
Tuesday, April 28	42/204 – Berczy/Berczy GO Shuttle	Bus stops
	TTC 35D – Jane	Bus stops
Wednesday, April 29	20/20A – Jane	On-board
Thursday, April 30	TTC 24D/224C/224D – Victoria Park North	On-board
Saturday, May 2	54 – Bayview	On-board
Tuesday, May 5	222 – Aurora-Newmarket GO Shuttle	On-board
Wednesday, May 6	44 – Bristol	On-board
Thursday, May 7	58 – Mount Albert	On-board
Tuesday, May 12	54 – Bayview	On-board

