4 | 2016 Service Initiatives

4 | 2016 Service Initiatives

To develop the 2016 Annual Service Plan, YRT/Viva assessed the net cost per passenger and the capacity demand for all services (Appendix B), and identified routes that York Region is subsidizing three to four times the average fare per passenger. The assessment included TTC routes operating in York Region, Dial-a-Ride services, High School Specials, and GO Shuttles.

The following sub-sections outline the 25 service initiatives proposed for 2016. The initiatives are listed and summarized in **Table 6**.



2016 Annual Service Plan

Table 6: Summa	ry of 2016 Service Initiatives		
Municipality	Route	Proposed Service Change	Page
Viva	Viva purple	Additional early morning Sunday/Holiday service	23
	Viva orange	Implement branch on Highway 7 from Martin Grove Road to Promenade Terminal	24
Vaughan	4/4A – Major Mackenzie	Extend service from Weston Road to Pine Valley Drive	28
	7 – Martin Grove	Additional early morning weekday service	30
	20/20A - Jane	Consolidate route branches and discontinue service on Millway Avenue	32
	TTC 35D - Jane	Restructure route to service the Concord industrial area via Interchange Way	34
	28 - Huntington	Reduce service to weekday rush hour only, and extend service to Ebenezer neighbourhood in East Brampton	36
	85/85C - Rutherford	Extend Sunday/Holiday service to Napa Valley Avenue	38
	88 - Bathurst	Extend Sunday service to the Seneca King Campus	40
Markham	24 – Woodbine	Assume TTC routes 24D, 224C, 224D and consolidate route branches	43
	42 – Berczy 204 – Berczy GO Shuttle	Restructure route along William Berczy Boulevard	46
	400 - Brother Andre High School Special	Discontinue service	48
Richmond Hill	84 – Oak Ridges	Extend service to Gormley GO Station	50
	390 - Leslie Express	Implement new rush hour service along future Viva green route	52
Newmarket	Newmarket 'Pulse Transfer'	Implement coordinated transfers at Newmarket GO Bus Terminal	54
	Newmarket 'Zone Bus'	Implement a zone Dial-a-Ride service on weekday evenings	55
	44 - Bristol	Restructure route to a one-way loop	56
	54 – Bayview	Extend service to East Gwillimbury GO Station via Main Street	58
	223 – Newmarket GO Shuttle	Discontinue service	60
	320 – Newmarket-Beaver Creek Express	Implement new rush hour service between Beaver Creek Business Park and Highway 404 Park & Ride lots in Newmarket and Aurora	61
Aurora	222 – Aurora-Newmarket GO Shuttle	Discontinue service north of Stonehaven Avenue	64

2016 Service Initiatives

Table 6: Summary	of 2016 Service Initiatives		
Georgina	Low Demand Dial-a-Ride Pilot Program	Implement a Low Demand Dial-a-Ride Pilot Program	66
East Gwillimbury	Low Demand Dial-a-Ride Pilot Program	Implement a Low Demand Dial-a-Ride Pilot Program	66
	58 - Mount Albert	Review service to East Gwillimbury GO Station	68
Whitchurch- Stouffville	15 – Stouffville	Convert Saturday and Sunday/Holiday fixed route service to Dial-a-Ride	72
King	61 - King Local	Convert service to Dial-a-Ride	76

Construction of rapidways and implementation of the Viva Network Expansion Plan (VNEP) will continue in 2016. The construction schedule includes:

- Completion and opening of the rapidways on Highway 7 between Commerce Street and Bowes Road
- Continued construction of the rapidways on Highway 7 and Yonge Street
- Continued construction of curbside vivastations along Highway 7 and on Clark Avenue

The proposed service initiatives for Viva routes include:

- > Additional early morning Sunday/Holiday service on Viva purple
- Implementation of a new Viva orange branch along Highway 7 from Martin Grove Road to Promenade Terminal

The in-service Viva bus requirements for all 2016 Viva services are shown in **Table 7**.

Viva service	2016 Fleet Requirement
blue/blue 'A'	30
yellow	5
purple	20
pink	9
orange	14
green	5
Total	83



Viva purple

Route Implementation Date:

> September 2005

Route Type/Routing:

- > Base
- Monday to Sunday/Holiday service between Markham Stouffville Hospital and York University
- A short branch operates between Richmond Hill Centre Terminal and York University during the school year

Major Trip Generators:

- > Markham Stouffville Hospital
- Seneca College (Markham Campus and York Campus)
- > Markville Mall
- > Promenade Mall
- > Richmond Hill Centre Terminal
- > York University

Proposed Changes:

> New early morning Sunday/Holiday trip

Passenger Impacts/Options:

 Provides an earlier trip option for approximately 47 passengers on first Sunday/Holiday westbound trip

Current and Proposed Route Map



Current Operating Period and Frequency (in minutes):								
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday	
15	15	15	15	15	19	15	15	

2014 Route Performance:		
Performance Indicator		Value
Average route ridership	Sunday/Holiday	2,572
Average route ridership per hour	Sunday/Holiday	16
Net cost per passenger	Sunday/Holiday	\$2.82
Revenue to cost ratio	Sunday/Holiday	50%

Viva orange

Route Implementation Date:

- > October 2005
- > Restructured June 2013
- > Restructured April 2014

Route Type/Routing:

- > Base
- Monday to Sunday/Holiday service between Highway 7/Pine Valley Road in Vaughan and York University in Toronto
- Weekday rush hour service between Highway 7/Martin Grove Road in Vaughan and TTC Downsview Subway Station in Toronto
- Weekday midday service between Highway 7/Martin Grove Road in Vaughan and York University in Toronto

Major Trip Generators:

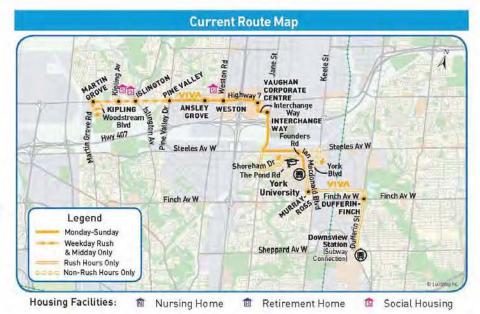
- > York University
- > Downsview Subway Station

Proposed Changes:

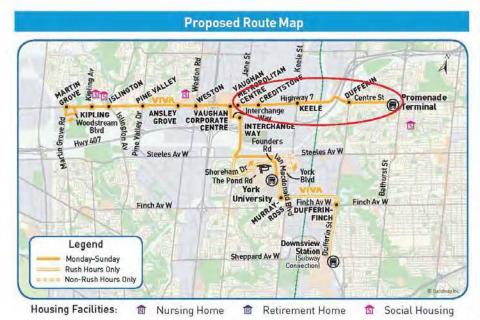
Introduce new branch along Highway 7 between Martin Grove and Promenade Terminal via the Highway 7 west rapidway

Passenger Impacts/Options:

New service will be provided along Highway 7



Current Opi	Current Operating Period and Frequency (in minutes):							
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday	
15	15	18	15	23	23	45	45	



Performance In	dicator	Value
	Weekday daily	1,125
	Weekday rush hour	737
idership	Weekday non- rush hour	388
	Saturday	284
verage route dership er hour	Sunday/ Holiday	193
Average route ridership per hour	Weekday rush hour	12
	Weekday non- rush hour	9
	Saturday	15
	Sunday/ Holiday	11
	Weekday rush hour	\$4.83
Net cost per	Weekday non- rush hour	\$7.95
passenger	Saturday	\$3.21
	Sunday/ Holiday	\$5.36
	Weekday rush hour	37%
Revenue to	Weekday non- rush hour	26%
cost ratio	Saturday	47%
	Sunday/ Holiday	35%

4.2 | City of Vaughan

Municipal Meeting:

Friday, January 30, 2015

Public Information Centre:

Wednesday, March 25, 2015 Vaughan Mills Mall

Proposed Service Initiatives:

- Route 4/4A Major Mackenzie Route 7 Martin Grove
- Route 20/20A Jane
- Route 28 Huntington
- TTC Route 35D Jane Route 85/85C Rutherford
- Route 88 Bathurst



Route 4/4A - Major Mackenzie

Route Implementation Date:

- > Pre-amalgamation
- > Restructured June 2013

Route Type/Routing:

- > Base
- Operates from Woodbine Avenue to Weston Road and Vaughan Mills Mall

Major Trip Generators:

- > Richmond Hill GO Station
- > Maple GO Station
- > Woodbine/Hillmount industrial area
- Bayview Secondary School
- > Alexander Mackenzie Secondary School
- > Mackenzie Richmond Hill Hospital
- > Vaughan Mills Mall
- > Jane/Langstaff industrial area
- > Canada's Wonderland

Proposed Service Changes:

Extend service from Weston Road to Pine Valley Drive

Passenger Impacts/Options:

- Extends service to new areas west of Weston Road
- Frequency adjusted from 18 to 20 minutes on the common portion east of Jane Street

Current Route Map King-Vaughan Rd Hwy 400 Mackenzie Richmond Hill Hospital Teston Rd Major Mackenzie Dr Major Mackenzie Dr Markland St /C Walmart 16th Ave Rutherford Rd Carrville/Rd 707 HMAY Service Type Highway 7 Hwy SOT Monday-Sunday Housing Facilities: Nursing Home Retirement Home Social Housing

Current Operating Period and Frequency (in minutes)*:							
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday
38	38	38	38	38	38	48	48

^{*} Frequency applies to 4A branch only



Performance In	dicator	Value
	Weekday daily	2,495
	Weekday rush hour	1,457
Average route ridership	Weekday non- rush hour	1,038
	Saturday	1,635
idership	Sunday/ Holiday	1,010
Average route ridership per hour	Weekday rush hour	32
	Weekday non- rush hour	15
	Saturday	22
	Sunday/ Holiday	14
	Weekday rush hour	-\$0.06
Net cost per	Weekday non- rush hour	\$2.96
passenger	Saturday	\$1,15
	Sunday/ Holiday	\$3.63
	Weekday rush hour	102%
Revenue to	Weekday non- rush hour	49%
cost ratio	Saturday	71%
	Sunday/ Holiday	44%

Route Performance applies to both Route 4 and 4A

Route Implementation Date:

- Pre-amalgamation
- Restructured July 2012

Route Type/Routing:

- 5 Local
- Weekday service between Rexdale Boulevard and Rutherford Road/Islington Avenue, primarily along Martin Grove Road
- Saturday service between Steeles Avenue/ Martin Grove Road and Rutherford Road/ Islington Avenue

Major Trip Generators:

- Steeles Avenue corridor
- Holy Cross Catholic High School
- Emily Carr Secondary School
- Humber College
- Woodbine Centre
- Smart Centre
- Al Palladini Community Centre

Service Changes:

Extend early morning weekday service between Woodbine Centre and Highway 7 by half an hour by starting at 5:30 a.m. rather than 6:00 a.m.

Passenger Impacts/Options:

Provides an earlier trip option for customers south of Highway 7

Current Route Map

Housing Facilities

- Nursing Home
- Retirement Home
- Social Housing



Current Operating Period and Frequency (in minutes):							
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday
20-30	30	28-56	26-38	49	49	60	N/A

Performance Indicator		Value
	Weekday daily	864
verage route ridership	Weekday rush hour	523
Average route ridership	Weekday non-rush hour	341
	Saturday	132
Average route ridership per hour	Weekday rush hour	19
	Weekday non-rush hour	12
oci nodi	Saturday	9
	Weekday rush hour	\$1.84
Net cost per passenger	Weekday non-rush hour	\$4.42
	Saturday	\$7.29
	Weekday rush hour	61%
Revenue to cost ratio	Weekday non-rush hour	39%
	Saturday	28%

- Route 20, October 2004
- Route 20A, September 2014

Route Type/Routing:

- Base >
- Weekday service operates primarily along Jane Street between York University and Teston Road with service into the Concord industrial area
- Route 20A service operates during weekday peak periods and weekends on Jane Street between Courtland Avenue and Interchange Way

Major Trip Generators:

- York University
- Concord industrial area
- Vaughan Mills Mall
- Canada's Wonderland
- Maple High School

Proposed Service Changes:

Consolidate Route 20 service onto Jane Street by removing Route 20 branch on Millway Avenue

Passenger Impacts/Options:

- Approximately nine minutes travel time savings between York University and Jane Street/Teston Road
- Approximately 400 passengers impacted on weekdays due to removal of service in the Concord industrial area
- Alternative service to the Concord industrial area available on TTC Route 35D
- No change to service frequency

- On-board surveys were conducted on
- A summary of survey findings is provided in Appendix C

Current Operating Period and Frequency (in minutes):							
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday
N/A	28	14-18	34	21	21-32	22-27	27

erformance Indicator		Value
	Weekday daily	2,730
	Weekday rush hour	1,532
verage route ridership	Weekday non-rush hour	1,198
	Saturday	1.767
	Sunday/Holiday	1,176
	Weekday rush hour	26
verage route ridership	Weekday non-rush hour	18
er hour	Saturday	29
	Sunday/Holiday	29
	Weekday rush hour	\$0.54
	Weekday non-rush hour	\$2,00
et cost per passenger	Saturday	\$0.23
	Sunday/Holiday	\$0.16
	Weekday rush hour	84%
evenue to cost ratio	Weekday non-rush hour	59%
evenue to cost ratio	Saturday	93%
	Sunday/Holiday	95%





- Nursing Home
- Retirement Home
- Social Housing

TTC Route 35D - Jane

Route Implementation Date:

> Pre-amalgamation

Route Type/Routing:

- > Local
- Operates weekday morning and afternoon rush hour periods along Jane Street between the Concord industrial area and Jane Subway Station

Major Trip Generators:

- > Jane Subway Station
- > Steeles Avenue corridor
- > Concord industrial area

Proposed Service Changes:

> Restructure service to travel to the Concord industrial area via Interchange Way

Passenger Impacts/Options:

- Provides service to Interchange Way following Route 20/20A restructure
- > Approximately 50 customers impacted

- Surveys at impacted bus stops were conducted on April 28
- A summary of survey findings is provided in Appendix C

Current Operating Period and Frequency (in minutes):								
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday	
10-13	10	10	20	20	N/A	N/A	N/A	

2014 Route Performance:					
Performance Indicator		Value			
Average route ridership	Weekday rush hour	716			
Average route ridership per hour	Weekday rush hour	54			
Net cost per passenger	Weekday rush hour	\$0.28			
Revenue to cost ratio	Weekday rush hour	91%			



Housing Facilities

- Nursing Home
- Retirement Home
- Social Housing

Proposed Route Map Legend

Housing Facilities

- Nursing Home
- Retirement Home
- Social Housing



Route Implementation Date:

- > April 2008
- > Restructured September 2011
- > Restructured June 2014

Route Type/Routing:

- > Local
- > Operates between Huntington Road/ Rutherford Road and Steeles Avenue at Highway 27

Major Trip Generators:

- > Steeles Avenue corridor
- > Vaughan West Business Park

Proposed Service Changes:

- Expand service to the Ebenezer neighbourhood in East Brampton by operating along Castlemore Road, Clarkway Drive, Castle Oaks Crossing, The Gore Road, and Cottrelle Boulevard
- > Provide weekday rush hour service only

Passenger Impacts/Options:

- Improved connections for commuters in East Brampton
- > 25 customers impacted
- No changes to service frequency during rush hour periods

- On-board surveys were conducted on April 22 and 23
- A summary of survey findings is provided in Appendix C

Current Operating Period and Frequency (in minutes):								
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday	
60	60	60	60	60	60	N/A	N/A	

2014 Route Performance:		
Performance Indicator		Value
	Weekday daily	32
Average route ridership	Weekday rush hour	19
	Weekday non-rush hour	13
Average route ridership	Weekday rush hour	2
per hour	Weekday non-rush hour	1
Net cost per passenger	Weekday rush hour	\$35.95
Revenue to cost ratio	Weekday rush hour	7%





Route 85/85C - Rutherford

Route Implementation Date:

- Pre-amalgamation
- Restructured November 2013

Route Type/Routing:

- Base >
- Operates from Leslie Street to Napa Valley Avenue and Vaughan Mills Mall

Major Trip Generators:

- Rutherford GO Station Emily Carr Secondary School
- Vaughan Mills Mall
- Al Palladini Community Centre
- Yonge Street corridor

Proposed Service Changes:

Add Sunday/Holiday service to Napa Valley Avenue

Passenger Impacts/Options:

- Improved Sunday/Holiday service for Napa Valley residents
- Frequency adjusted from 33 to 37 minutes



Current Operating Period and Frequency (in minutes):								
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday	
28-30	30	27-33	17-39	29-30	29-31	23-26	33	



Performance In	dicator	Value
	Weekday daily	2,665
	Weekday rush hour	1,627
Average route ridership	Weekday non- rush hour	1,038
	Saturday	1,432
	Sunday/ Holiday	822
	Weekday rush hour	26
Average route	Weekday non- rush hour	14
per hour	Saturday	17
	Sunday/ Holiday	21
	Weekday rush hour	\$0.54
Net cost per	Weekday non- rush hour	\$3.41
passenger	Saturday	\$2.31
	Sunday/ Holiday	\$1.42
	Weekday rush hour	84%
Revenue to	Weekday non- rush hour	46%
cost ratio	Saturday	55%
	Sunday/ Holiday	67%

Route 88 - Bathurst

Route Implementation Date:

> Pre-amalgamation

Route Type/Routing:

- > Base
- > Weekday and Saturday service along Bathurst Street between Seneca College King Campus and Finch GO Bus Terminal
- Sunday service between the Elgin West Community Centre and the Finch GO Bus Terminal

Major Trip Generators:

- > Finch GO Bus Terminal
- > Seneca College King Campus
- > Promenade Mall
- > Lebovic Community Centre
- > Elgin West Community Centre
- > Westmount Secondary School
- St. Theresa Catholic High School

Proposed Service Changes:

 Extend Sunday/Holiday service to Seneca King Campus

Passenger Impacts:

- New Sunday/Holiday services for passengers north of Elgin West Community Centre
- > No change to frequency

Current Operating Period and Frequency (in minutes):								
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday	
33	13	22	13	29	38	29-36	24	

Performance Indicator		Value
	Weekday daily	3,818
	Weekday rush hour	2,257
Average route ridership	Weekday non-rush hour	1,561
	Saturday	2,037
	Sunday/Holiday	1,212
	Weekday rush hour	26
Average route ridership	Weekday non-rush hour	21
per hour	Saturday	28
	Sunday/Holiday	25
	Weekday rush hour	\$0.53
Net cost per passenger	Weekday non-rush hour	\$1.30
iver cost her hassender	Saturday	\$0.28
	Sunday/Holiday	\$0.71
	Weekday rush hour	84%
Revenue to cost ratio	Weekday non-rush hour	69%
revenue to cost ratio	Saturday	91%
	Sunday/Holiday	80%





4.3 | City of Markham

Municipal Meeting: > Thursday, January 29, 2015

Public Information Centre: > Tuesday, April 7, 2015 Markham Civic Centre

- Proposed Initiatives:

 > Route 24 Woodbine

 > Route 42 Berczy and
 Route 204 Berczy GO Shuttle

 > Route 400 Brother Andre High School Special



Route 24 - Woodbine (Route 24D/224C/224D - Victoria Park North)

Route Implementation Date:

> Pre-amalgamation

Route Type/Routing:

- > Base
- TTC Route 24D: Operates Monday to Friday during weekday non-rush hour period along Victoria Park Avenue and Woodbine Avenue between Victoria Park Subway Station and Major Mackenzie Drive
- > TTC Route 224C: Operates Monday to Friday during weekday rush hour period along Victoria Park Avenue, Woodbine Avenue, 14th Avenue, Hood Road, Denison Street and Steelcase Road
- > TTC Route 224D: Operates Monday to Friday during weekday rush hour period along Victoria Park Avenue and Woodbine Avenue between Don Mills Subway Station and Elgin Mills Road
- Route 224B: Operates Saturday and Sunday/Holiday along Woodbine Avenue between Steeles Avenue and Major Mackenzie Drive

Major Trip Generators:

- > Markland Business Park
- > Esna Park employment area
- > Victoria Park Subway Station
- > Valleywood Business Park
- > Don Mills Subway Station
- > Seneca College Markham Campus

Proposed Changes:

- Assume TTC operated service and consolidate all branches (TTC Routes 24D/224C/224D and YRT/Viva Route 224B) into one route (renamed Route 24 – Woodbine)
- Restructure route along Woodbine Avenue, from Don Mills Subway Station to north of Elgin Mills Road, and provide a morning and afternoon rush hour diversion along Allstate Parkway to service Seneca Markham Campus and Valleywood Business Park
- Provide all day service on weekdays and weekends, with the following adjusted frequency:
 - Morning and afternoon rush hour: from 5-25 to -26 minutes
 - > Midday: from ~60 to ~45 minutes
 - > Evening: from ~60 to ~45 minutes

Passenger Impacts/Options:

- TTC Route 224C: Approximately 30 passengers impacted along 14th Avenue, Hood Road, Denison Street and Steelcase Road
- > TTC Route 24D/224D: Approximately 63 passengers impacted along Hillmount Road and Markland Street
- Alternatively, passengers can use Route 14 – 14th Avenue, Route 2 – Milliken, Route 4/4A – Major Mackenzie Drive, and TTC Route 68B – Warden North
- Walking distance may be increased to a maximum of one kilometre when using alternative transit services
- > All day service available along Hazelton Avenue
- New transit services along Betty Roman Boulevard
- Services available to Don Mills Station all day, including weekends

- On-board surveys were conducted on April 25, 26, and 30
- A summary of survey findings is provided in Appendix C

Current Operating Period and Frequency (in minutes):								
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday	
24	5-25	60	5-25	60	60	60	60	

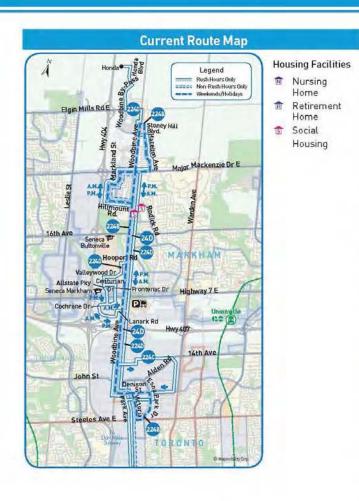
Performance Indicator		Value
	Weekday daily	823
	Weekday rush hour	582
Average route ridership	Weekday non-rush hour	241
	Saturday	100
	Sunday/Holiday	60
	Weekday rush hour	27
Average route ridership	Weekday non-rush hour	11
per hour	Saturday	9
	Sunday/Holiday	5
	Weekday rush hour	\$3.25
Not seek and a seek and	Weekday non-rush hour	\$12.03
Net cost per passenger	Saturday	\$7.16
	Sunday/Holiday	\$13.83
	Weekday rush hour	47%
Revenue to cost ratio	Weekday non-rush hour	19%
nevenue to cost ratio	Saturday	28%
	Sunday/Holiday	17%

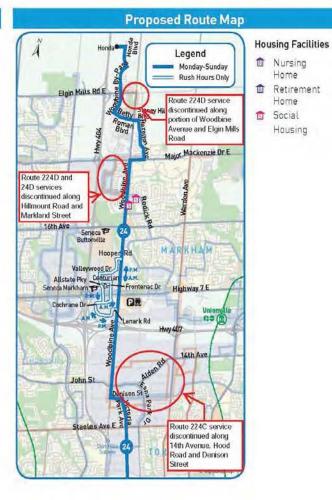
Home

Home

Housing

Retirement





Route 204 - Berczy GO Shuttle

Route Implementation Date:

- > Route 42, September 2009
- > Route 204, August 2014

Route Type/Routing:

Route 42

- > Local
- > Weekday rush hour service operates between Major Mackenzie Drive/Ridgecrest Road and Unionville GO Station

Route 204

- > GO Shuttle
- Weekday afternoon rush hour service operates between Major Mackenzie Drive/ Ridgecrest Road and Unionville GO Station

Major Trip Generators:

- > Markville Mall
- > Unionville GO Station
- > Bill Crothers Secondary School
- > Markville Secondary School
- > Centennial GO Station

Proposed Changes:

Restructure routes to provide service to the newly developed Upper Unionville instead of Stonebridge Drive

Passenger Impacts/Options:

- New transit service in the Upper Unionville area (along William Berczy Boulevard)
- No service along Stonebridge Drive and along Wilfred Murison Avenue (east of The Bridle Walk)
- Appproximately 11 passengers impacted on weekday rush hour (includes both Route 42 and 204)

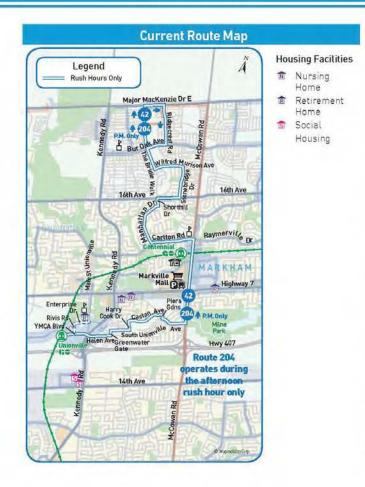
Current Operating Period and Frequency (in minutes):								
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday	
N/A	56-63	N/A	30-59	N/A	N/A	N/A	N/A	

2014 Route Performance: Route 42 - Berczy				
Performance Indicator		Value		
Average route ridership	Weekday rush hour	74		
Average route ridership per hour	Weekday rush hour	.11		
Net cost per passenger	Weekday rush hour	\$5.49		
Revenue to cost ratio	Weekday rush hour	34%		

Performance Indicator	oute 204 – Berczy GO Shuttle	Value
Average route ridership	Weekday rush hour	35
Average route ridership per hour	Weekday rush hour	7
Net cost per passenger	Weekday rush hour	\$9.24
Revenue to cost ratio	Weekday rush hour	24%

- > Available alternative transit options include Route 16 – 16th Avenue, Route 18 – Bur Oak, TTC Route 129A – McCowan North
- Walking distance may be increased to a maximum of 400 metres to McCowan Road and 700 metres to 16th Avenue when using alternative transit services

- Surveys at impacted bus stops were conducted on April 28
- > A summary of survey findings is provided in **Appendix C**





Route Implementation Date:

> September 2010

Route Type/Routing:

- > School Special
- Operates Monday to Friday afternoon from Brother Andre Catholic High School to a subdivision in northeast Markham and to Markville Mall

Major Trip Generators:

- > St. Brother Andre Catholic High School
- > Markville Mall

Proposed Changes:

> Discontinue service due to low ridership

Passenger Impacts/Options:

- > Approximately nine passengers impacted
- Alternatively, passengers can use Route 16 – 16th Avenue, TTC Route 102D – Markham North, TTC Route 129A – McCowan North, Route 45 – Mingay and Route 41 – Markham Local on weekday afternoons
- Walking distance may be increased to a maximum of one kilometre when using alternative transit services

- On-board surveys were conducted on April 22
- A summary of survey findings is provided in Appendix C



Current Operating Period and Number of Trips:							
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday
N/A	N/A	N/A	1 trip	N/A	N/A	N/A	N/A

2014 Route Performance:				
Performance Indicator		Value		
Average route ridership	Weekday rush hour	9		
Average route ridership per hour	Weekday rush hour	6		
Net cost per passenger	Weekday rush hour	\$11.41		
Revenue to cost ratio	Weekday rush hour	20%		

4.4 | Town of Richmond Hill

Municipal Meeting: > Wednesday, January 28, 2015

Public Information Centre: > Wednesday, April 8, 2015 Richmond Hill Centre Terminal

- Proposed Service Initiatives
 > Route 84 Oak Ridges
 > Route 390 Leslie Express



Route 84 - Oak Ridges

Route Implementation Date:

> Pre-amalgamation

Route Type/Routing:

- > Local
- Links the Oak Ridges and the Lake
 Wilcox community, operating between
 Bloomington Road and Sunset Beach Road

Major Trip Generators:

- > No Frills Plaza
- > Cardinal Carter Catholic High School
- > Oak Ridges Community Centre

Proposed Changes:

Extend conventional service to the planned Gormley GO Station near the intersection of Leslie Street and Stouffville Road, pending confirmation of opening date by GO Transit

Passenger Impacts/Options:

- New service to the planned Gormley GO Station
- > Proposed frequency improvement from 34 to 30 minute service, to be aligned with the anticipated GO train schedule



Current Ope	urrent Operating Period and Frequency (in minutes/number of trips):						
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday
2 trips	34	DAR	34	DAR	N/A	DAR	N/A



Weekday rush hour Average route ridership Weekday non-rush hour Weekday non-rush hour DAR Saturday Average route weekday rush hour Weekday rush hour Weekday rush hour Weekday non-rush hour Weekday non-rush hour DAR Saturday 1 Weekday non-rush hour DAR Saturday 1 Weekday rush hour Weekday rush hour Weekday rush hour Saturday Weekday non-rush hour Weekday non-rush hour Weekday non-rush hour Weekday non-rush hour Weekday rush hour	2014 Route Per		
Average route ridership Average route ridership Average route rush hour Weekday non-rush hour DAR Saturday Average route ridership per hour Average route ridership per hour Weekday non-rush hour Weekday non-rush hour DAR Saturday 1 Weekday non-rush hour Weekday rush hour Weekday rush hour Weekday non-rush hour Weekday non-rush hour Weekday non-rush hour Weekday non-rush hour DAR Saturday Weekday rush hour Weekday non-rush hour Weekday rush hour Weekday rush hour Weekday non-rush hour DAR Saturday Weekday non-rush hour Weekday non-rush hour Weekday non-rush hour Average route Weekday non-rush hour Neekday non-rush hour Weekday non-rush hour Neekday non-rush hour Weekday non-rush hour Neekday non-rush hour Neekday non-rush hour Neekday non-rush hour Neekday non-rush hour	Performance In	dicator	Value
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Weekday non- rush hour DAR			41%
Saturday 6%			10%
		Saturday	6%

Route Type/Routing:

- Express
- Will operate between Don Mills Subway Station and the future Harding vivastation, via Don Mills Road, Leslie Street and Major Mackenzie Drive during weekday rush hours

Major Trip Generators:

- Beaver Creek Employment Area
- Seneca College Newnham Campus
- Don Mills Subway Station
- Shoppes on Steeles
- Mackenzie Richmond Hill Hospital

Proposed Changes:

- Provide a new rush hour only route as a precursor to future restructured Viva green service
- Provide 20 minute service during weekday rush hours

Passenger Impacts/Options:

- Provides additional capacity along the Route 90/90B corridor
 - May eliminate the need to provide existing extra Route 90 trips to/from St. Robert Secondary School
- Provides direct connection between Don Mills Subway Station, Beaver Creek employment area and existing Viva corridors at Highway 7 (purple/pink) and Yonge Street (blue/blue 'A')
- Will help to develop the future Viva green corridor (to be restructured by 2020) by
 - Attracting new riders
 - Confirming customer travel patterns and allowing improved pre-planning opportunities

Proposed Route Map

Nursing

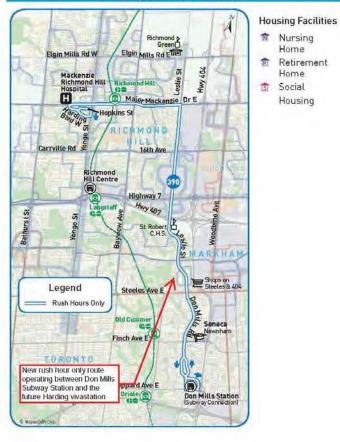
Retirement

Home

Home

Social

Housing



FORK REGION TRANSIT 2010 ANNUAL SESVICE PLAN

4.5 | Town of Newmarket

Municipal Meeting:

Tuesday, January 27, 2015

Public Information Centre:

Wednesday, April 1, 2015 Newmarket GO Bus Terminal

Proposed Service Initiatives

- Newmarket 'Pulse Transfer'
- Newmarket 'Zone Bus'
- Route 44 Bristol
- Route 54 Bayview
- Route 223 Newmarket GO Shuttle
- Route 320 Newmarket-Beaver Creek Express



Newmarket 'Pulse Transfer'

Implementation Date:

> June 2016 (proposed)

Purpose:

To address long transfer wait times at the Newmarket GO Bus Terminal by implementing synchronized schedules

Objective:

Implement coordinated schedules for routes servicing Newmarket GO Bus Terminal, so that most buses depart from this location at common times, allowing customers to transfer to routes in a shorter time frame

Routes Affected:

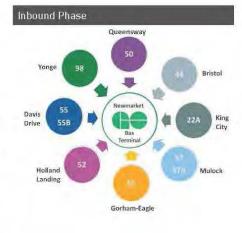
- > 22A King City
- > 44 Bristol
- > 50 Queensway
- > 52 Holland Landing
- > 55/55B Davis Drive
- > 56 Gorham-Eagle
- > 57/57A Mulock
- > 98 Yonge

Proposed Changes:

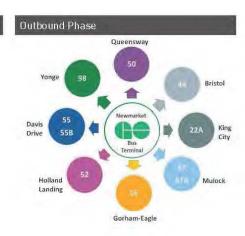
- Weekday rush hours all schedules adjusted to 35 minute frequency (except Viva)
- Weekday non-rush hours all schedules adjusted to 60 minute frequency (except Viva and Route 22A; Route 22A not included due to demand to/from York University)
- Saturday all schedules adjusted to 60 minute frequency (except Viva)
- Sunday/Holiday most schedules adjusted to 60 minute frequency (except Viva, and Routes 55 and 98)

Passenger Impacts/Options:

Will reduce long transfer wait times at the Newmarket GO Bus Terminal by implementing synchronized schedules and more common trip departure times







54

Newmarket 'Zone Bus'

Implementation Date:

> June 2016 (proposed)

Purpose:

> To address perceived issue of underutilized buses operating on select local routes during evening periods

Objective:

> To improve service cost-efficiency by implementing a Dial-a-Ride variant that uses smaller vehicles and allows customers to pre-book, board at any local bus stop, and travel to any other bus stop within a prescribed service area

Routes Affected:

- > 44 Bristol
- > 56 Gorham-Eagle
- > 57A Mulock

Proposed Changes:

Depending on operating conditions, a 'Zone Bus' trip may be accomplished as a direct trip in either a single vehicle, or by a series of vehicles (i.e., by means of a transfer)

Passenger Impacts/Options:

- Reduced need for customers to transfer between routes
 - 'Zone Bus' trips may be accomplished through a single vehicle as a direct trip, or sometimes by a series of vehicles
- > Customers will be required to book trips on an 'on-demand' basis through a central dispatch office
- Customer demand during evening periods will continue to be met



> Pre-amalgamation

Route Type/Routing:

- > Local
- Links passengers from the Woodspring Avenue, Bristol Road and London Road areas to Davis Drive, Yonge Street, Green Lane Centre, Upper Canada Mall, Newmarket GO Bus Terminal and Newmarket GO Station

Major Trip Generators:

- > Newmarket GO Bus Terminal
- > Upper Canada Mall
- > Dr. J.M. Denison Secondary School
- > Newmarket GO Station
- > Sacred Heart Catholic High School
- > SilverCity Theatre
- > Green Lane Centre

Proposed Changes:

- Restructure route to provide weekday services to the Woodspring area, Bristol Road, Harrison Drive and London Road
- > One-way service only
- Maintain existing Dial-a-Ride during weekday and Saturday evenings

Passenger Impacts/Options:

- No service along Bristol Road between Dorchester Street and Main Street
- Route 44 service along Main Street would be replaced by proposed extension of Route 54 – Bayview
- Approximately 96 passengers affected on weekdays, and 25 passengers affected on Saturdays

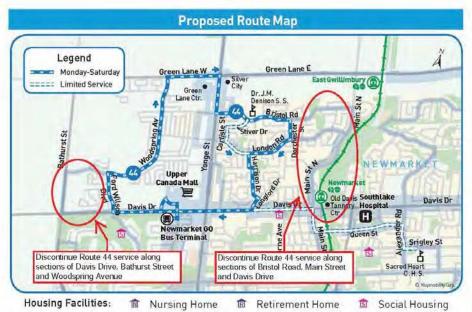


- > Frequency adjusted as follows:
 - > Weekday midday: from 57 to ~30 minutes
 - > Saturday: from 55 to ~30 minutes
- Walking distance may be increased to a maximum of 500 metres when using alternative transit services

Survey Summary:

- > On-board surveys were conducted on April 25 and May 6
- > A summary of survey findings is provided in Appendix C

YORK REGION TRANSIT JODS ANNUAL SERVICE PLAN



Current Operating Period and Frequency (in minutes):							
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday
32	27-34	57	27-32	DAR	DAR	55/DAR	N/A

Performance In	ndicator	Value
	Weekday daily	193
	Weekday rush hour	131
Average route	Weekday non- rush hour	52
ridership	Weekday non- rush hour DAR	10
	Saturday	39
	Saturday DAR	7
	Weekday rush hour	9
Average route	Weekday non- rush hour	6
ridership per hour	Weekday non- rush hour DAR	2
	Saturday	3
	Saturday DAR	2
	Weekday rush hour	\$7.38
Net cost per	Weekday non- rush hour	\$13.48
passenger	Weekday non- rush hour DAR	\$14.62
	Saturday	\$23.86
	Saturday DAR	\$23.69
	Weekday rush hour	28%
Revenue to	Weekday non- rush hour	17%
cost ratio	Weekday non- rush hour DAR	16%
	Saturday	14%
	Saturday DAR	11%

Route 54 - Bayview

Route Implementation Date:

> Pre-amalgamation

Route Type/Routing:

- > Base
- Operates along Bayview Avenue with service between Newmarket and Aurora. Service provides connections to Yonge Street, Southlake Regional Health Centre, Aurora GO Station, the Tannery and local high schools

Major Trip Generators:

- > Newmarket GO Station
- > Newmarket Public Library
- > Southlake Regional Health Centre
- > Huron Heights High School
- > St. Maximilian Kolbe Catholic High School
- > Aurora GO Station
- > Aurora Centre Plaza
- > Aurora Public Library

Proposed Changes:

 Restructure route to extend service to East Gwillimbury GO Station, via Main Street

Passenger Impacts/Options:

- New two-way service provided along Main Street north of Davis Drive, replacing Route 44 – Bristol service
- Service removed from Davis Drive, Queen Street, and Prospect Street, and will no longer service Huron Heights High School or Southlake Regional Health Centre
- Approximately 75 passengers affected on weekdays, and 19 passengers affected on Saturdays
- > Frequency adjusted as follows:
 - > Weekday rush hour: from 30 to ~31 minutes
 - > Weekday midday: from 60 to ~62 minutes
 - > Weekday evening: from 30 to ~31 minutes
 - > Saturday from 8:30 a.m. to 7:00 p.m.; from 56 to ~58 minutes
 - > Saturday from 7:00 p.m. to 10:00 p.m.: from 52 to ~54 minutes
- Alternative transit options include Viva yellow, and Route 55/55B – Davis Drive
- Walking distance may be increased to a maximum of 500 metres to Davis Drive, 700 metres to Southlake Regional Health Centre, and 1,500 metres to Huron Heights High School when using alternative transit services

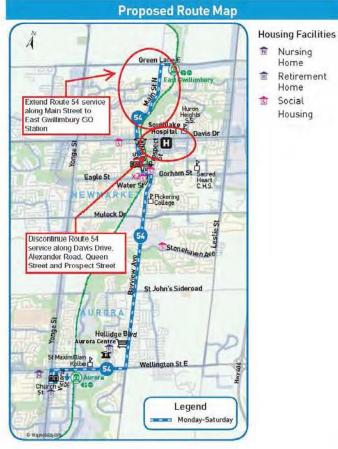
Survey Summary:

- On-board surveys were conducted on May 2 and 12
- A summary of survey findings is provided in Appendix C

Performance In	dicator	Value
	Weekday daily	371
Average route	Weekday rush hour	218
ridership	Weekday non- rush hour	153
	Saturday	39
Average route ridership per hour	Weekday rush hour	15
	Weekday non- rush hour	12
	Saturday	3
2014	Weekday rush hour	\$3.34
Net cost per passenger	Weekday non- rush hour	\$4.58
	Saturday	\$23.86
Revenue to cost ratio	Weekday rush hour	46%
	Weekday non- rush hour	38%
	Saturday	14%

Current Operating Period and Frequency (in minutes/number of trips):							
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday
1 trip	30	60	30	30	63	52-56	N/A





> September 2005

Route Type/Routing:

- > Shuttle
- Operates between Sawmill Valley Drive area and Newmarket GO Station via Sandford Street

Major Trip Generators:

> Newmarket GO Station

Proposed Changes:

> Discontinue service due to low ridership

Passenger Impacts/Options:

- Approximately 17 passengers affected on weekdays
- Alternative transit options include Viva blue and Routes 57/57A – Mulock, 98 – Yonge, 54 – Bayview, 56 – Gorham-Eagle, 55/55B – Davis Drive, and 55 – Queensway
- Walking distance may be increased to a maximum of 500 metres when using alternative transit services

Survey Summary:

- On-board surveys were conducted on April 24
- A summary of survey findings is provided in Appendix C



Current Operating Period and Frequency (in minutes/number of trips):							
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday Holiday
N/A	30	N/A	30	1 trip	N/A	N/A	N/A

2014 Route Performance:						
Performance Indicator		Value				
Average route ridership	Weekday rush hour	17				
Average route ridership per hour	Weekday rush hour	3				
Net cost per passenger	Weekday rush hour	\$24.97				
Revenue to cost ratio	Weekday rush hour	10%				

Route 320 - Newmarket-Beaver Creek Express

Route Implementation Date:

September 2016 (proposed)

Route Type/Routing:

- Express
- Proposed to operate along Highway 404 and Woodbine Avenue, between Newmarket and Aurora and the Beaver Creek employment area in Richmond Hill

Major Trip Generators:

Beaver Creek employment area

Proposed Changes:

- Implement a new express route between the Park & Ride lots at Highway 404/Davis Drive and at Highway 404/Aurora Road and the Beaver Creek employment area
- Provide weekday rush hour service at a 50 minute frequency
- Implement phase one service on Woodbine Avenue and transition to phase two service on Highway 404
- Use of bus terminal facilities at the Park & Ride lots is pending GO Transit approval

Passenger Impacts/Options:

- Provides express rush hour service between Newmarket, Aurora, and Richmond Hill, with direct connection to the Beaver Creek employment area
- May provide relief to Viva blue and purple corridors
- Faster travel times and express service attracts new riders

Proposed Route Map

Phase 1



Phase 2



4.6 | Town of Aurora

Municipal Meeting: > Tuesday, January 27, 2015

Public Information Centre: > Tuesday, March 31, 2015 Aurora Public Library

Proposed Service Initiatives
> Route 222 – Aurora-Newmarket GO Shuttle



> September 2006

Route Type/Routing:

- > Shuttle
- > Provides services between Newmarket and the Aurora GO Station

Major Trip Generators:

- > 404 Town Centre
- > Aurora GO Station

Proposed Changes:

 Discontinue service north of Stonehaven Avenue due to low ridership

Passenger Impacts/Options:

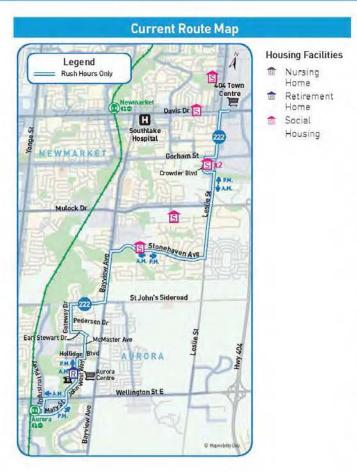
- Approximately 18 passengers affected on weekdays (10 in the morning and 8 in the afternoon)
- Alternative transit options include Viva yellow and Routes 57/57A – Mulock, 54 – Bayview, and 55/55B – Davis Drive
- Walking distance may be increased to a maximum of 700 metres from lysbridge Boulevard when using alternative transit services

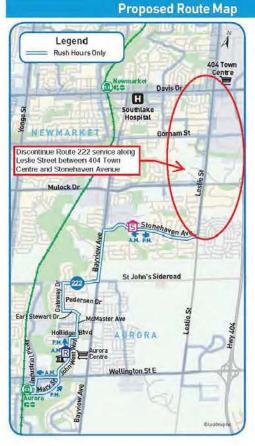
Survey Summary

- On-board surveys were conducted on May 5
- A summary of survey findings is provided in Appendix C

Current Ope	erating Perio	d and Frequ	iency (in min	utes/numbe	r of trips):		
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday
1 trip	30	N/A	30	1 trip	N/A	N/A	N/A

2014 Route Performance: Performance Indicator		Value
Average route ridership	Weekday rush hour	61
Average route ridership per hour	Weekday rush hour	8
Net cost per passenger	Weekday rush hour	\$8.86
Revenue to cost ratio	Weekday rush hour	24%





Nursing Home Retirement Home Social Housing

Housing Facilities

4.7 | Town of Georgina

Municipal Meeting:

> Friday, February 6, 2015

Public Information Centre:

Thursday, March 26, 2015 Georgina Ice Palace

Proposed Service Initiatives:

> Low Demand Dial-a-Ride Pilot Program

4.8 | Town of East Gwillimbury

Municipal Meeting:

> Thursday, February 12, 2015

Public Information Centre:

Monday, March 23, 2015 East Gwillimbury Sports Complex

Proposed Service Initiatives

- > Low Demand Dial-a-Ride Pilot Program
- > Route 58 Mount Albert

Low Demand Dial-a-Ride Pilot Program

YRT/Viva, in partnership with Community and Home Assistance to Seniors (CHATS), has been approved for \$100,000 of funding from the Ontario Ministry of Transportation (MTO), to launch a one-year Low Demand Dial-a-Ride Pilot Program.

In 2016, YRT/Viva and CHATS will collaborate together to deliver a coordinated Dial-a-Ride transit service designed to enhance mobility for residents in the low demand transit areas of northeast York Region.

Service will be eligible to all residents of East Gwillimbury, Georgina and other YRT/ Viva customers that fall under either of the following criteria:

- Residents who do not live within walking distance of YRT/Viva conventional service; or
- Residents and transit customers who are destined to a location in the low demand service area that is not serviced by conventional YRT/Viva service.

Objectives of the program include:

- Improving mobility options for individuals who do not have access to their own transportation, including seniors and people with disabilities;
- Building capacity to better meet local transportation demand, particularly where it is challenging or not feasible to provide conventional or specialized transit service due to population size or density; and
- > Creating a network of coordinated community transportation service that leverages existing services and pools resources to provide more rides, to more people, and to more destinations.





> September 2004

Route Type/Routing:

- > Base
- Operates between Davis Drive and the community of Mount Albert

Major Trip Generators:

- > East Gwillimbury GO Station
- > 404 Town Centre
- > East Gwillimbury Town Hall
- > East Gwillimbury Library Mount Albert Branch
- > Newmarket GO Bus Terminal
- > Southlake Regional Health Centre
- > The Tannery

Proposed Changes:

- Conduct a review of transit usage to East Gwillimbury GO Station by undertaking:
 - > a route survey
 - > a license plate trace survey
 - > a GO train connection review
 - > monitoring service and demand
 - > outreach to residents

Passenger Impacts/Options:

- > Obtain direct, service-related feedback from customers and residents
- Use interaction with customers residents to inform customers and residents of future service changes
- Make the most appropriate improvements to YRT/Viva connections at East Gwillimbury GO Station



Survey Summary:

- On-board surveys were conducted on May 7
- > A summary of survey findings is provided in **Appendix C**

Current Operating Period and Frequency (in minutes/number of trips):							
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday
3 trips	60-64	100	57-68	84-88	1 trip/ DAR	DAR	N/A

Performance Indicator		Value
	Weekday daily	85
	Weekday rush hour	41
Average route ridership	Weekday non-rush hour	43
	Weekday non-rush hour DAR	1
	Saturday	11
	Weekday rush hour	6
Average route ridership	Weekday non-rush hour	5
per hour	Weekday non-rush hour DAR	1
	Saturday	1
	Weekday rush hour	\$11.83
N. C.	Weekday non-rush hour	\$15.56
Net cost per passenger	Weekday non-rush hour DAR	\$34.94
	Saturday	\$45.75
	Weekday rush hour	19%
Revenue to cost ratio	Weekday non-rush hour	15%
Revenue to cost ratio	Weekday non-rush hour DAR	8%
	Saturday	6%



4.9 | Town of Whitchurch-Stouffville

Municipal Meeting: > Thursday, February, 12, 2015

Public Information Centre:

Tuesday, March 24, 2015 Town of Whitchurch-Stouffville Office

Proposed Service Initiatives > Route 15 - Stouffville



February 2014

Route Type/Routing:

- Operates along Millard Street, Main Street and Stouffville Road to Yonge Street

Major Trip Generators:

- Main Street Stouffville
- Yonge Street and Jefferson Sideroad
- Viva blue

Proposed Changes:

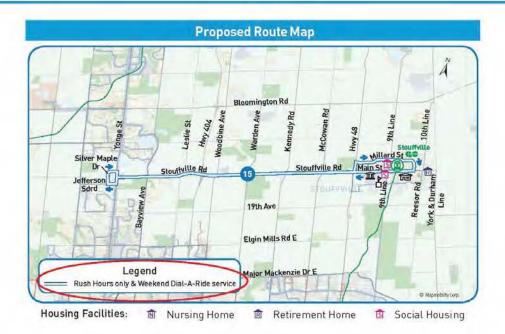
Convert Saturday and Sunday/Holiday service to Dial-a-Ride service due to low ridership

Passenger Impacts/Options:

- Passengers are required to call and request transit service on weekends
- Alternative transit options include GO Transit Route 71



Current Operating Period and Frequency (in minutes/number of trips):							
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday
N/A	70	N/A	70	N/A	N/A	Select trips	Select trips



2014 Route Performance:		
Performance Indicator		Value
Annual and annual and an about	Saturday	10
Average route ridership	Sunday/Holiday	5
Average route ridership	Saturday	1
per hour	Sunday/Holiday	1
Mar and a second	Saturday	\$64,75
Net cost per passenger	Sunday/Holiday	\$131.82
Revenue to cost ratio	Saturday	4%
	Sunday/Holiday	2%

2016 Annual Service Plan



4.10 | Township of King

Municipal Meeting: > Wednesday, February 4, 2015

Public Information Centre: > Monday, March 30, 2015 Township of King Municipal Offices

Proposed Service Initiative: > Route 61 - King Local



January 2013

Route Type/Routing:

- Local
- Operates weekday a.m. and p.m. rush hour periods through the communities of Kettleby, Pottageville, Schomberg, Nobleton and King City; provides connections to the King City GO Station

Major Trip Generators:

King City GO Station

Proposed Service Changes:

- Convert to a 60-minute on-request Dial-a-Ride service
- Service would continue to operate during weekday rush hour periods
- Customers would be picked up at the bus and dropped off at any bus stop serviced by the route. Customers would be picked up in a YRT/Viva accessible vehicle

Passenger Impacts/Options:

Customers who want to book a trip must do so at least 60 minutes in advance of their trip



Current Operating Period and Frequency (in minutes):							
Early AM	AM rush hour	Midday	PM rush hour	Early evening	Late evening	Saturday	Sunday/ Holiday
N/A	64	N/A	64	N/A	N/A	N/A	N/A

2014 Route Performance:					
Performance Indicator	Value				
Average route ridership	Weekday rush hour	12			
Average route ridership per hour	Weekday rush hour	2			
Net cost per passenger	Weekday rush hour	\$42.27			
Revenue to cost ratio	Weekday rush hour	6%			

4.11 | 2016 Initiatives **Implementation**

Implementing the 2016 service initiatives will require an additional 50,550 service hours, and 14 additional buses. The implementation schedule, change in service hours, and change in fleet requirements are summarized in Table 8.

