

Appendix A Glossary

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.

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.

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 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.

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:

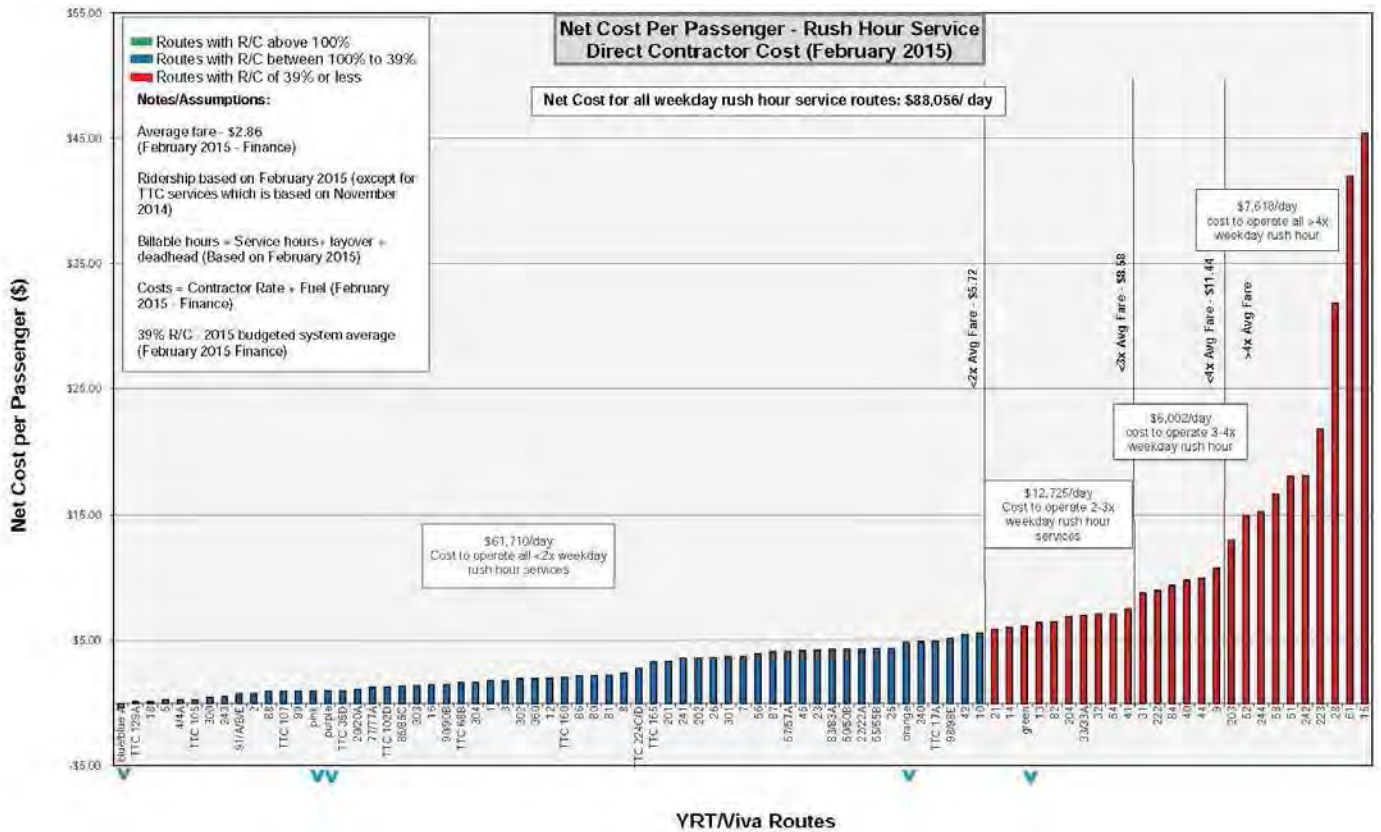
American Public Transit Association. (1994).
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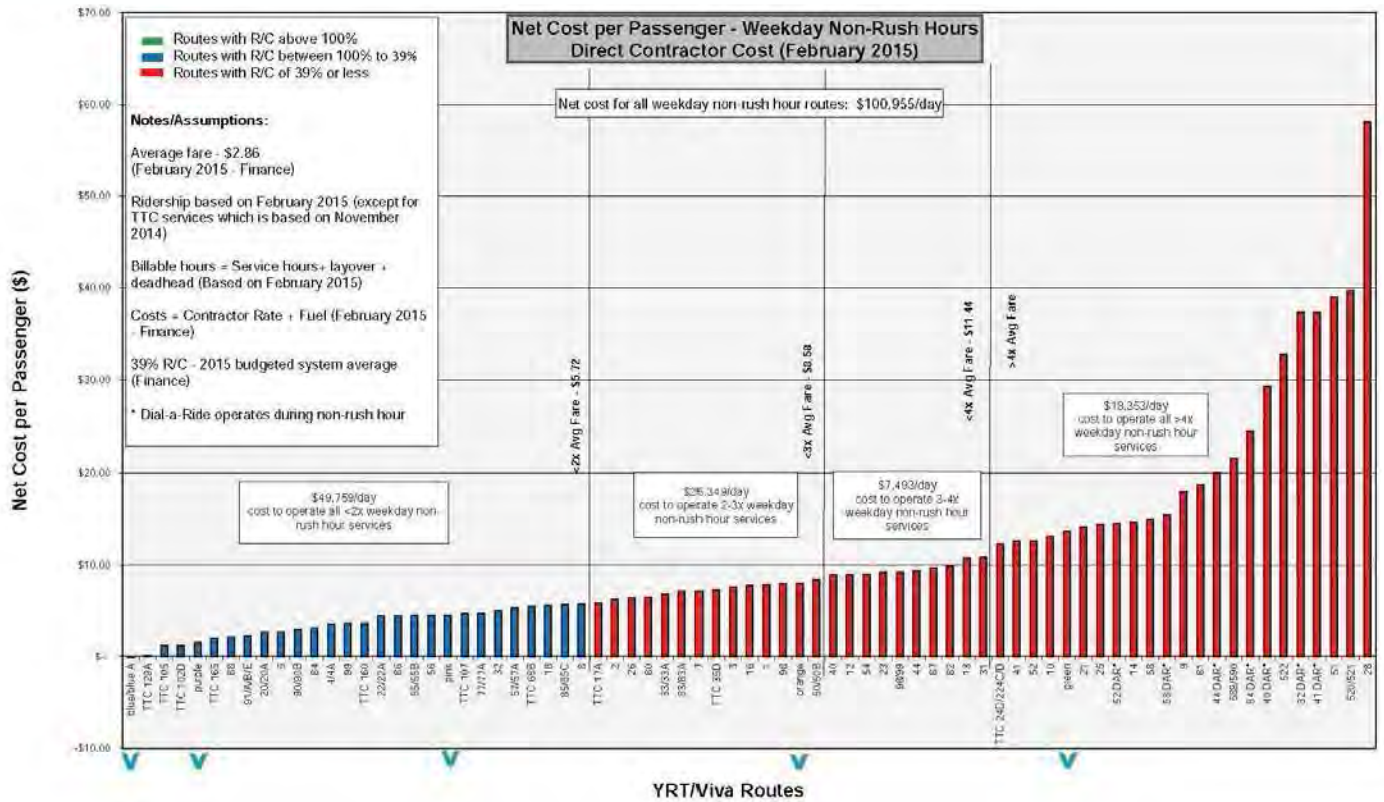
Appendix B Route Performance Assessment

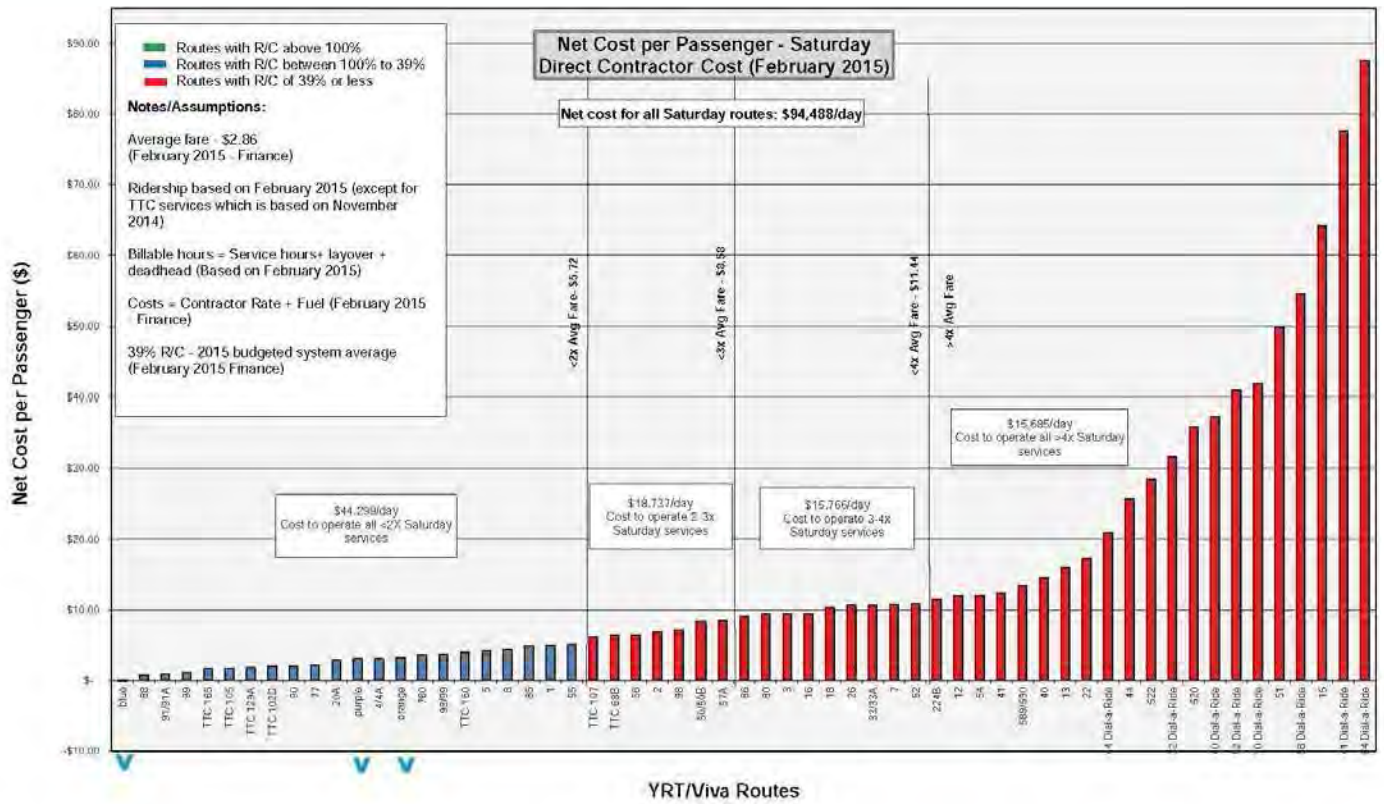
Appendix B: Route Performance Assessment

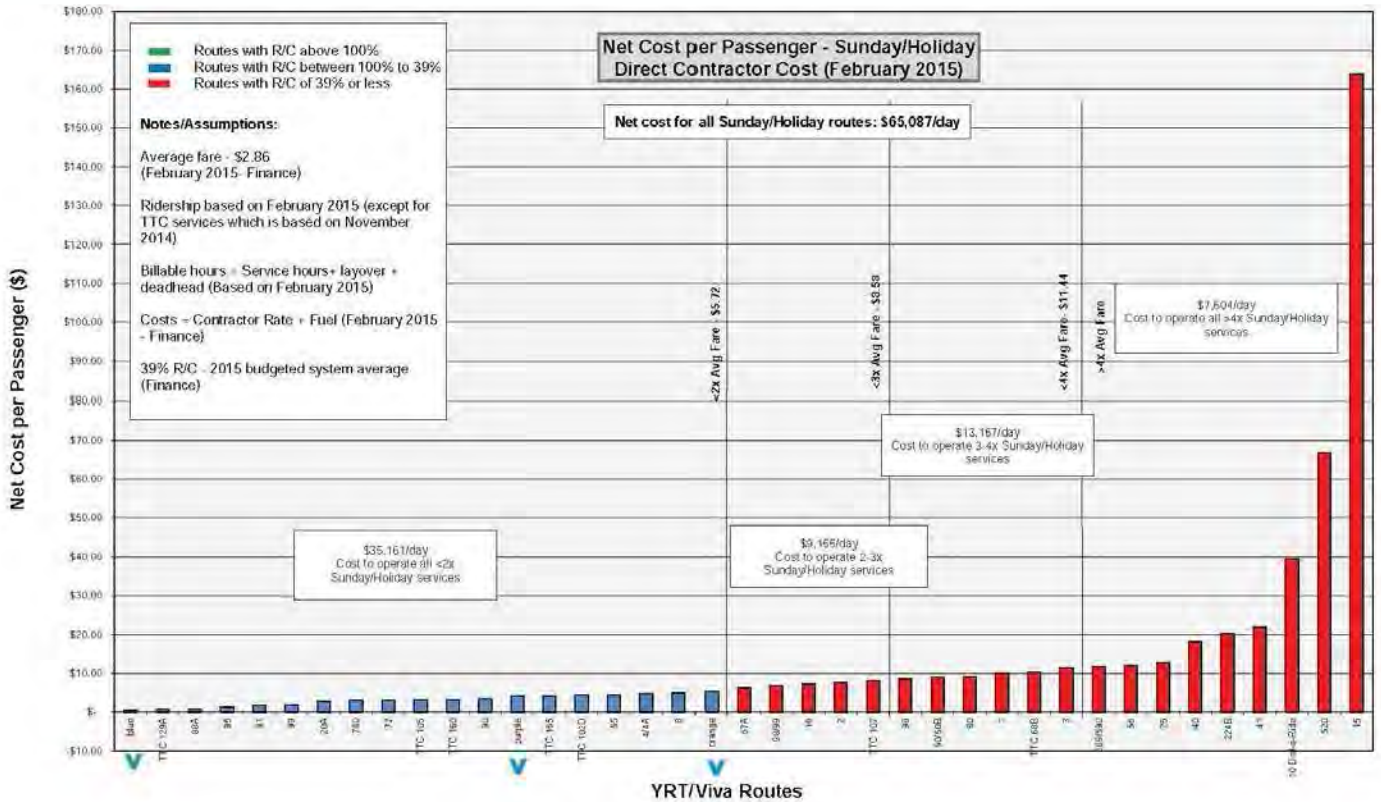
Route Performance Assessment

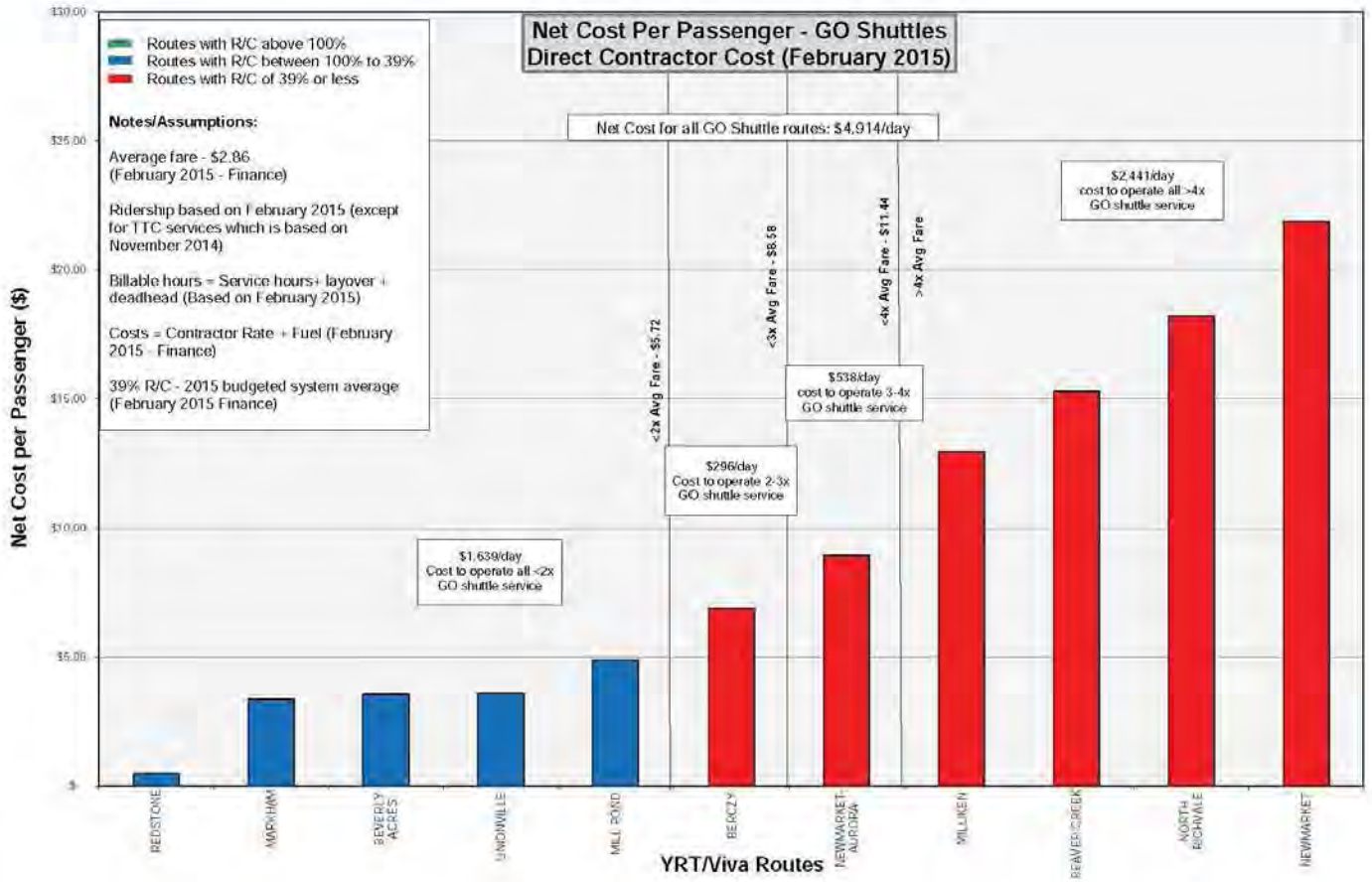
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Consultation Summary

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Municipal Meetings

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

Town of Aurora

Overview and General Discussion Items

- > YRT/Viva staff provided an overview of transit services operating in York Region. This included a discussion of the different types of service currently operating under the 'Family of Services' model (e.g. distinction between BRT, base and local routes, high school shuttles, express routes, community bus routes and Mobility Plus).
- > YRT/Viva staff explained that the recommended initiatives which have been identified thus far are pending funding availability through budget approval.
- > An overview of the planning context for the 2016 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva 2016-2020 Strategic Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2016 Annual Service Plan, and elaborated on VNEP and the Spadina Subway Transit Strategy (SSTS).
- > In addition to explaining the 2016-2020 Strategic Plan, YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's service planning efforts.

2016 Annual Service Plan Initiatives

- > YRT/Viva staff provided a summary of draft proposed initiatives for the 2016 Annual Service Plan, and received the following feedback:
 - > Route 222 – Aurora-Newmarket GO Shuttle (regarding proposal to restructure the route): No concerns
 - > Route 320 – Newmarket-Beaver Creek Express (regarding proposal for new route): No concerns
- > With respect to existing transit service, Aurora staff presented a memo dated March 3, 2013, outlining transit-related concerns which were relayed to the Town by the local business community. YRT/Viva staff received a copy of the memo for review and follow-up response.
- > Town of Aurora staff further advised that construction of the residential development at the southwest corner of Leslie Street and St. John's Sideroad is ongoing.

Going Forward Next Steps

- > YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan and 2016-2020 Strategic Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils.

Town of Newmarket

Overview and General Discussion Items

- > YRT/Viva staff provided an overview of transit services operating in York Region. This included a discussion of the different types of service currently operating under the 'Family of Services' model (e.g. distinction between BRT, base and local routes, high school shuttles, express routes, community bus routes and Mobility Plus).
- > YRT/Viva staff explained that the recommended initiatives which have been identified thus far are pending funding availability through budget approval.
- > An overview of the planning context for the 2016 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva 2016-2020 Strategic Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2016 Annual Service Plan, and elaborated on VNEP and the Spadina Subway Transit Strategy (SSTS).
- > In addition to explaining the 2016-2020 Strategic Plan, YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's service planning efforts

2016 Annual Service Plan Initiatives

- > YRT/Viva staff provided a summary of draft proposed initiatives for the 2016 Annual Service Plan, and received the following feedback:
 - > Route 44 – Bristol (regarding proposal to restructure the route): No concerns
 - > Route 54 – Bayview (regarding proposal to restructure the route): No concerns
 - > Route 56 – Gorham-Eagle (regarding proposal to discontinue all non-rush hour service north of Davis Drive, i.e. via Leslie St, Ringwell Dr and Harry Walker Pkwy): No significant concerns. However Town staff advised that York Region Property Services and/or Environmental Services will be relocating some staff to an existing building located on Harry Walker Pkwy, north of Pony Drive, with ultimately 300 employees.
 - > Route 57 – Mulock (regarding proposal to extend rush-hour service to Copper Creek subdivision): No concerns
 - > Route 222 – Aurora-Newmarket GO Shuttle (regarding proposal to restructure the route): No significant concerns; YRT/Viva staff advised of alternative options to access GO Train service at Newmarket GO Station, as well as the implications on the cost of GO train fares
 - > Route 223 – Newmarket GO Shuttle (regarding proposal to discontinue service): No concerns
 - > Route 320 – Newmarket-Beaver Creek Express (regarding proposal for new route): No concerns. Town staff advised that Southlake Hospital may be operating a staff shuttle which may find the Route 320 service useful.
 - > Newmarket Restructuring Plan:
 - > 'Pulse' daytime service concept (i.e. to improve transfer waiting times at Newmarket GO Bus Terminal): No concerns
 - > 'Zone Bus' evening service concept (i.e. to provide a more efficient off-peak local service delivery model): No concerns
- > Other comments from Town staff included the following:
 - > Due to feedback received from local residents regarding traffic noise and congestion, Town staff would discourage YRT/Viva from operating additional bus service along Eagle Street West. For example, once vivaNext construction commences along Yonge Street (south of Davis Drive), residents would not welcome southbound buses operating along Eagle Street to avoid Yonge Street congestion. The Town foresees that such additional bus activity would likely generate complaints. YRT/Viva staff advised that this comment would be relayed to YRT/Viva Operations staff for consideration.

Going Forward Next Steps

- > YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan and 2016-2020 Strategic Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils.

Town of Richmond Hill

Overview and General Discussion Items

- > YRT/Viva staff provided an overview of transit services operating in York Region. This included a discussion of the different types of service currently operating under the 'Family of Services' model (e.g. distinction between BRT, conventional and Mobility Plus).
- > YRT/Viva staff explained that the recommended initiatives which have been identified thus far are pending funding availability through budget approval.
- > An overview of the planning context for the 2016 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva 2016-2020 Strategic Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2016 Annual Service Plan, and elaborated on VNEP and the Spadina Subway Transit Strategy (SSTS).
- > In addition to explaining the 2016-2020 Strategic Plan, YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's service planning efforts.

2016 Annual Service Plan Initiatives

- > YRT/Viva staff provided a summary of draft proposed initiatives for the 2016 Annual Service Plan, and received the following feedback:
 - > Route 84 – Oak Ridges (restructuring to service the potential Gormley GO Station): No concerns
 - > Route 90E – Leslie Limited Express (new overlay service): No concerns
 - > Route 320 – Newmarket-Beaver Creek Express (regarding proposal for new route): No concerns, expressed that it was a good idea and SmartCommute would really like it

Going Forward Next Steps

- > YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan and 2016-2020 Strategic Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to regional and local municipal councils.
- > Richmond Hill staff asked whether it was possible to obtain numbers to quantify how the bike racks on buses are being utilized.

City of Markham

Overview and General Discussion Items

- > YRT/Viva staff provided an overview of transit services operating in York Region. This included a discussion of the different types of service currently operating under the 'Family of Services' model (e.g. distinction between BRT, base and local routes, high school shuttles, express routes, community bus routes and Mobility Plus).
- > YRT/Viva staff explained that the recommended initiatives which have been identified thus far are pending funding availability through budget approval.
- > An overview of the planning context for the 2016 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva 2016-2020 Strategic Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2016 Annual Service Plan, and elaborated on VNEP and the Spadina Subway Transit Strategy (SSTS).
- > In addition to explaining the 2016-2020 Strategic Plan, YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's service planning efforts.

2016 Annual Service Plan Initiatives

- > YRT/Viva staff provided a summary of draft proposed initiatives for the 2016 Annual Service Plan, and received the following feedback:
 - > Route 603 – Viva purple: (regarding proposal to implement one additional eastbound morning trip on Sundays/Holidays): No concerns
 - > Route 41 – Markham Local (regarding proposal to discontinue services on Sundays/Holidays due to low ridership): City of Markham staff inquired whether DAR can be considered before discontinuing the service altogether.
 - > Route 400 – Brother Andre School Special (regarding proposal to discontinue services due to low ridership): No concerns.
 - > Route 42/204 – Berczy/Berczy GO Shuttle (Regarding proposal to restructure route to provide services along William Berczy Boulevard instead of Stonebridge Drive): No concerns.
 - > Route 90E – Leslie Ltd Express (regarding proposal to implement express services along Leslie Street and along Major Mackenzie Drive as a precursor to the Viva green services): No concerns.
 - > Route 98E – Yonge Limited Express (regarding proposal to convert express trip into a Viva blue A trip): No concerns.
 - > TTC Route 224C/D and 24D – Woodbine (regarding proposal to convert TTC operated services to YRT/Viva operated services and to extend services to Don Mills Subway Station): No concerns.
- > In addition to aforementioned initiatives, staff also discussed the following:
 - > Route 40 – Unionville Local and 41 – Markham Local (regarding proposal to merge the two routes into one to strengthen the grid network and to add additional destinations as proposed in the 2014 Annual Service Plan):
 - > YRT/Viva staff briefly discussed the concerns encountered at the intersection of Snider Drive and Bullock Drive thus the initiative was not implemented as planned in 2014.
 - > YRT/Viva inquired whether City can propose any changes to the intersection that would allow YRT/Viva to revisit the initiative.
 - > City of Markham to investigate further.
 - > YRT/Viva Marketing staff provided brief description of all marketing initiatives.

Going Forward Next Steps

- > YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan and 2016-2020 Strategic Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils.
- > City of Markham Staff requested an electronic version of the presentation so it can be circulated among city staff for review and comments

City of Vaughan

Overview and General Discussion Items

- > YRT/Viva staff provided an overview of YRT/Viva services operating in York Region. This included a discussion of the different types of service currently operating under the 'Family of Services' model (e.g. distinction between BRT, base and local routes, high school shuttles, express routes, community bus routes and Mobility Plus).
- > YRT/Viva staff explained that the recommended initiatives which have been identified thus far are pending funding availability through budget approval.
- > An overview of the planning context for the 2016 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva 2016-2020 Strategic Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2016 Annual Service Plan, and elaborated on VNEP and the Spadina Subway Transit Strategy (SSTS).
- > In addition to explaining the 2016-2020 Strategic Plan, YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's service planning efforts.

2016 Annual Service Plan Initiatives

- > YRT/Viva staff provided a summary of draft proposed initiatives for the 2016 Annual Service Plan, and received the following feedback:
 - > Viva orange (regarding proposal to restructure the route pending subway and VNEP construction): No significant concerns; however, City of Vaughan staff questioned how customers would travel to York University following route realignment. YRT/Viva staff advised that passengers would be able to transfer to the Spadina subway at the Vaughan Metropolitan Centre station for service to the University, or could transfer to additional YRT routes that will continue to travel to the University, such as Route 20 service at Jane Street.
 - > Route 4 – Major Mackenzie (regarding proposal to extend the route to Pine Valley Drive): No concerns. YRT/Viva staff noted that Route 4 is a potential candidate for service expansion further west across Major Mackenzie Drive to new development coming online in the Huntington Road area; however, road conditions pose a potential problem. City staff advised that reconstruction and widening of Major Mackenzie Drive is being planned for 2017 which could improve conditions to Huntington Road. However, it was noted that reconstruction of Highway 427 which is also planned in 2017 which may impact construction timing for Major Mackenzie Drive. Construction on both corridors during this period would limit access points into the community. City staff highlighted that timing of road construction projects could impact timing for the introduction of transit service into the Huntington Road area.
 - > Route 7 – Martin Grove (regarding proposal to implement an additional trip in the early morning): No concerns. YRT/Viva staff noted that Route 7 would provide service to the new soccer stadium scheduled to open summer 2015, and that ridership at the stadium would be monitored.
 - > Route 20/20A – Jane (regarding proposal to restructure the route): No concerns.
 - > TTC Route 35D – Jane (regarding proposal to restructure the route): No concerns.
 - > Route 28 – Huntington (regarding proposal to restructure the route): No concerns. City staff noted that an EA for Huntington Road between Langstaff Road and Rutherford Road is currently underway for road reconstruction and widening. City staff further commented that large parcels of employment land are still available in this area.
 - > Route 85 – Rutherford (regarding proposal to introduce Sunday/Holiday service to Napa Valley): No concerns.
 - > Route 88 – Bathurst (regarding proposal to extend Sunday/Holiday service to Seneca College King campus): No concerns.

City of Vaughan

Additional Discussions

- > City staff noted Councillors have expressed concern regarding high density development and increased traffic congestion, and questioned if increased transit ridership has been observed surrounding new condominium developments. It was discussed that with new developments a balance is sought between personal vehicles and transit. The Promenade terminal was mentioned as an example of a high density development where people can be seen walking to the YRT/Viva terminal, and where transit activity has increased by approximately 20 per cent over the past two years. It was advised that YRT/Viva staff work with developers to deliver information on YRT/Viva services and PRESTO, and that staff are able to attend events upon request. It was further noted that residents receive PRESTO cards in their welcome packages at new condominiums.
- > City staff questioned what the level of activity is around the Promenade terminal, and questioned what the destinations for YRT/Viva customers at Promenade are. YRT/Viva staff advised that results of an OD survey from the Promenade terminal can be distributed at their request.
- > City staff questioned what the transit mode share is among the municipalities, and how Vaughan's transit mode split compares to the other cities in the Region. YRT/Viva staff to report back on this.

2016-2020 Strategic Plan

- > YRT/Viva staff provided an overview of the five year transit strategy which includes:
 - > Documenting where YRT/Viva stands as a transit system and how the system is growing.
 - > Conducting a review of system performance, and current system guidelines.
 - > Describes changes to the existing system, including the Low Demand Dial-a-Ride Transit Strategy, Park 'n' Ride Strategy, and Fare Strategy.
- > Additional discussion included:
 - > City staff commented that fare integration with TTC should remain a top priority. YRT/Viva staff advised that Metrolinx is currently overseeing policy for fare integration. YRT/Viva staff are currently waiting on next steps from Metrolinx in order to move forward on this initiative.
 - > City staff questioned ownership of land at proposed park 'n' ride lots. YRT/Viva staff explained that this would be further investigated through the five-year strategy.

Going Forward - Next Steps

- > YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils.

Township of King

Overview and General Discussion Items

- > YRT/Viva staff provided an overview of YRT/Viva services operating in York Region. This included a discussion of the different types of service currently operating under the 'Family of Services' model (e.g. distinction between BRT, base and local routes, high school shuttles, express routes, community bus routes and Mobility Plus).
- > YRT/Viva staff explained that the recommended initiatives which have been identified thus far are pending funding availability through budget approval.
- > An overview of the planning context for the 2016 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva 2016-2020 Strategic Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2016 Annual Service Plan, and elaborated on VNEP and the Spadina Subway Transit Strategy (SSTS).
- > In addition to explaining the 2016-2020 Strategic Plan, YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's service planning efforts.

2016 Annual Service Plan Initiatives

- > YRT/Viva staff provided a summary of draft proposed initiatives for the 2016 Annual Service Plan, and received the following feedback:
 - > Route 61 – King Local (regarding potential restructure of the route):
 - > No significant concerns. YRT/Viva staff noted that, although alternative route designs have not been developed, restructuring of the route is being proposed due to declining ridership. The route was initially introduced primarily to ease parking congestion at the King City GO Station. However, a recent 'license plate trace' exercise has demonstrated that a number of vehicles at King City GO Station are originating from Aurora and Richmond Hill. It was further noted that changes to the Route 61 schedule would need to be cost-neutral, otherwise additional resources would need to be reallocated from other YRT/Viva services, or deferred to a later year due to the 'net-zero' based 2016 service plan.
 - > Township staff advised that communication of any service changes to the route would be key, and suggested that potential target areas should include Kiss 'n' Ride facilities, future employment lands at Jane Street and King Road, and the Oak Ridges area. Further, Township staff advised that the King City GO Station parking lot is operating beyond capacity, and that the station attracts customers off of the Highway 400 corridor.
 - > YRT/Viva staff was requested to schedule working group meetings consisting of Regional and Township staff to investigate options for the proposed restructuring of Route 61. YRT/Viva staff will present various alternative delivery models that could be considered for the route (such as Dial-a-Ride service) and will present findings of the King City GO Station license plate trace. YRT/Viva staff noted it would be beneficial to present service options for Route 61 at the Public Information Centre (PIC) planned in King Township on March 30th, and that any presented options could be further developed following the PIC.
 - > Route 88 – Bathurst (regarding proposal to extend Sunday/Holiday service to Seneca College King Campus): No concerns. YRT/Viva staff advised that the extension may be initially implemented as Dial-a-Ride service, with the potential to introduce a standard 40-foot bus based on demand.
- > Additional discussions included the following:
 - > Township staff inquired about ridership on Route 22/22A and asked whether any changes to the route were planned. YRT/Viva staff advised that, although route changes are not currently planned, any changes to service frequencies are not typically included in annual service plans as these are adjusted as needed, according to demand. It was noted year-end ridership on Route 22/22A has grown by 36 per cent in 2014 compared to 2013. Township staff further inquired whether the Route 22 extension to St. Thomas of Villanova College could operate via Keele Street rather than operating via an extension along 15th Sideroad, as this would provide additional service coverage to residents in the area. YRT/Viva staff agreed to examine this possibility and report back to Township staff.

Township of King

2016-2020 Strategic Plan

- > YRT/Viva staff provided an overview of the 2016-2020 Strategic Plan, and explained that the document would place a strategic focus on guidelines and policies, rather than provide a year-by-year breakdown of specific, planned service changes. Key elements of the strategy include:
 - > Documenting where YRT/Viva stands as a transit system and how the system is growing
 - > Conducting a review of system performance, and current system guidelines
 - > Describing changes to the existing system, including the Low Demand Dial-a-Ride Transit Strategy, Park 'n' Ride Strategy, and Fare Strategy
- > In addition to the above initiatives staff also discussed the King City GO Station parking expansion. YRT/Viva staff advised that there is interest to construct on-street bus bays on Keele Street as part of the design if Township staff have an opportunity to comment on the development application. Township staff commented that they would like the design of the parking structure to contribute to the revitalization of the downtown and incorporate retail use, but further advised that studies must still confirm that the parking structure could be accommodated within the parcel footprint. Township staff have advised Metrolinx they would like to be able to comment on the proposed design of the parking expansion at the King City GO Station.
- > Further discussion included:
 - > Township staff inquired whether a flat standard fee, or 'U-Pass', for post-secondary students existed, and noted the benefit that this would provide to YRT/Viva and to students. YRT/Viva staff commented that post-secondary schools in York Region are served by various agencies including YRT/Viva, GO Transit, and TTC; as such, a U-Pass would require coordination between the agencies. At this time, the York University is not interested in pursuing introduction of a U-Pass.
 - > Township staff noted they may request YRT/Viva staff to present information on the 2016 Annual Service Plan and 2016-2020 Strategic Plan to the Residences of Spring Hill (active adult living), or advise residents of the March PIC. YRT/Viva staff advised that they will attend events/meetings on request to present information.

Going Forward - Next Steps

- > YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils.
- > Township staff advised they would advertise the upcoming PIC on their website and notify additional Township Staff.
- > It was further advised that the Township has acquired the lands and building at the former site of Holy Name Elementary School (on the south side of King Road west of Keele Street), and is expecting to move their offices to this location within the next two to three years. Additional developments coming online along King Road at Jane Street include the recent purchase of lands by an employer seeking to occupy the land by 2017. It is expected that the lands will host 600 employees.

Town of Georgina

Overview and General Discussion Items

- > YRT/Viva staff provided an overview of transit services operating in York Region. This included a discussion of the different types of service currently operating under the 'Family of Services' model (e.g. distinction between BRT, base and local routes, high school shuttles, express routes, community bus routes and Mobility Plus).
- > YRT/Viva staff explained that the recommended initiatives which have been identified thus far are pending funding availability through budget approval.
- > An overview of the planning context for the 2016 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva 2016-2020 Strategic Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2016 Annual Service Plan, and elaborated on VNEP and the Spadina Subway Transit Strategy (SSTS).
 - > As part of this discussion, YRT/Viva staff also provided an overview of the Low Demand Transit Strategy, including related grant funding which will be earmarked toward a planned upcoming pilot project to improve rural mobility within the Town of Georgina.
- > In addition to explaining the 2016-2020 Strategic Plan, YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's service planning efforts
- > YRT/Viva staff explained the process of shelter allocation, including warrants and prioritization of locations based on usage.
 - > Given the scope of this matter, it was agreed that a separate, dedicated meeting would be best in order to determine next steps.
 - > Contact will be forwarded to YRT/Viva staff to begin the discussion of potential bus shelter installation locations.

2016 Annual Service Plan Initiatives

- > YRT/Viva staff provided a summary of draft proposed initiatives for the 2016 Annual Service Plan, and received the following feedback:
 - > Route 50-B – Pefferlaw-Beaverton (regarding proposal to discontinue the route): No concerns. However, it was further discussed how the planned Low Demand Dial-a-Ride pilot project could benefit Georgina residents who may be affected the discontinuation of Route 50-B.
- > Other comments from Town staff included the following:
 - > Georgina staff expressed concern about a local PRESTO sales outlet being discontinued. YRT/Viva Marketing staff advised that they are aware of the situation, and were able to confirm that the PRESTO outlet will be maintained.
 - > With respect to promoting the services and programs of YRT/Viva to the Town's residents, Town staff advised that she can share a list of events in Georgina which YRT/Viva might consider attending. Town agreed to send the list to YRT/Viva Marketing staff.
 - > Town staff inquired about passenger activity at the ROC. YRT/Viva staff advised that the implementation of the Route 50-Queensway weekend deviation to the ROC began on Saturday, January 17th, and that only two customers have since boarded the Route 50 bus at the ROC (on Sunday, January 25th).
 - > Town staff asked whether there are any shelters currently existing at bus stops within Sutton. YRT/Viva staff advised they would follow-up with its Facilities staff, and relay the response back to the Town staff. Counts of boardings and alightings at stops in Sutton itself would also be provided through Service Planning.
 - > Town staff requested an electronic copy of the presentation made by YRT/Viva staff. Service Planning will forward the electronic copy.

Going Forward - Next Steps

- > YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan and 2016-2020 Strategic Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils.

Town of East Gwillimbury

Overview and General Discussion Items

- > Town staff opened the discussion by inquiring about the status of rapidway construction on Davis Drive:
 - > YRT/Viva staff provided an update and explained that the expected opening date of the rapidway on Davis Drive is late this year, i.e. sometime in December 2015.
- > YRT/Viva staff provided an overview of transit services operating in York Region. This included a discussion of the different types of service currently operating under the 'Family of Services' model (e.g. distinction between BRT, base and local routes, high school shuttles, express routes, community bus routes and Mobility Plus).
- > YRT/Viva staff explained that the recommended initiatives which have been identified thus far are pending funding availability through budget approval.
- > An overview of the planning context for the 2016 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva 2016-2020 Strategic Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2016 Annual Service Plan, and elaborated on VNEP and the Spadina Subway Transit Strategy (SSTS).
 - > As part of this discussion, YRT/Viva staff also provided an overview of the Low Demand Transit Strategy which will be implemented as a pilot project in rural York Region in 2016.
- > In addition to explaining the 2016-2020 Strategic Plan, YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's service planning efforts.

2016 Annual Service Plan Initiatives

- > YRT/Viva staff provided a summary of draft proposed initiatives for the 2016 Annual Service Plan, and received the following feedback:
 - > Route 58 – Mount Albert (regarding a review of transit usage to East Gwillimbury GO Station): No concerns.
 - > Route 54 – Bayview (regarding proposal to restructure the route by extending to East Gwillimbury GO Station): No concerns
 - > Newmarket Restructuring Plan:
 - > 'Pulse' daytime service concept (i.e. to improve transfer waiting times at Newmarket GO Bus Terminal): No concerns
 - > 'Zone Bus' evening service concept (i.e. to provide a more efficient off-peak local service delivery model): No concerns
- > Other comments from Town staff included the following:
 - > Town staff asked whether YRT/Viva staff is aware of a proposed new high school to be located in East Gwillimbury within the next 10 years. Due to the long time horizon associated with this proposal, YRT/Viva staff indicated that they would be in contact with York Region Student Transportation Services in the coming years.

Going Forward - Next Steps

- > YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan and 2016-2020 Strategic Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils.
- > No other comments or questions were raised during the meeting. YRT/Viva staff offered to forward an electronic copy of its presentation, which was declined; however Town staff indicated they would circulate their hardcopies for internal review.

Town of Whitchurch-Stouffville

Overview and General Discussion Items

- > YRT/Viva staff provided an overview of YRT/Viva services operating in York Region. This included a discussion of the different types of service currently operating under the 'Family of Services' model (e.g. distinction between BRT, base and local routes, high school shuttles, express routes, community bus routes and Mobility Plus).
- > YRT/Viva staff explained that the recommended initiatives which have been identified thus far are pending funding availability through budget approval.
- > An overview of the planning context for the 2016 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. YRT/Viva 2016-2020 Strategic Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2016 Annual Service Plan, and elaborated on VNEP and the Spadina Subway Transit Strategy (SSTS).
- > In addition to explaining the 2016-2020 Strategic Plan' YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's service planning efforts.

2016 Annual Service Plan Initiatives

- > YRT/Viva staff provided a summary of draft proposed initiatives for the 2016 Annual Service Plan, and received the following feedback:
 - > Route 15 – Stouffville: (regarding proposal to extend services to York Durham Line and discontinue weekend services):
 - > Town staff did not favor widening frequency from the current 70 minutes to 90 minutes to accommodate the route expansion to York Durham Line
 - > Staff requested YRT/Viva to explore Dial-a-Ride services on Route 15 on the weekend before discontinuing the services altogether.
- > In addition to aforementioned initiatives, staff also discussed the following:
 - > Route 9 – 9th Line (regarding bus shelters) Town staff requested:
 - > YRT/Viva to install bus shelters so passengers can still use transit service during inclement weather
 - > Have snow removed from bus stop and pads within a day of snowfall to be more convenient for transit riders.
 - > Town Staff inquired whether YRT/Viva would explore implementing previous Route 15 – Stouffville Local to make local travel more convenient. This request was based on the anticipated growth in population over the next five years.
 - > Town staff inquired why the current Route 9 – 9th Line is predominantly servicing south of Main Street and Route 15 – Stouffville is servicing north of Main Street. Staff requested both routes should service all four quadrant of stouffville to provide passengers with additional options.
 - > YRT/Viva staff provided additional information concerning PRESTO.
 - > YRT/Viva and Town staff discussed upcoming developments in Stouffville including Catholic High School and high/low density developments proposed in the area over the next five years.

Going Forward - Next Steps

- > YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils.
- > Requests received from Town of Whitchurch-Stouffville:
 - > An electronic version of the presentation so it can be circulated among Town staff for review and comments
 - > Staff wanted percentage split of fare media (Adult/Student/Seniors/Child) used on Route 9 and 15
 - > Staff requested number of passengers in Stouffville currently registered as a YRT/Viva Mobility Plus client

Stakeholder Meetings

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

Transit Partners

- > Staff received the following comments regarding the 2016 Annual Service Plan:
 - > How frequent will the frequent network be?
 - > How far in advance do you need to call for Dial-A-Ride services, could this be used for under-performing GO shuttles?
 - > TTC requires four months notice to change routes
- > Other comments received included:
 - > Service to York U will still be required when the subway is operational, how will this be done between all transit agencies?
 - > GO Transit may still service the York U campus
 - > TTC will still service the York U campus along the ring road
 - > TTC is building a 10-minute network, seven days a week until at least midnight
 - > GO has created a 10-minute network map for the GTA
 - > Will we advertise on Viva buses?
 - > What can be done to improved connections with GO for customers with mobility devices
- > Staff from other agencies gave an update on their system and upcoming plans.
 - > Brampton
 - > They are currently going through the budget process
 - > They are committed to launching a new Züm service next year (Steeles West)
 - > Their focus is on the west side of Brampton with minor changes in the east side
 - > GO Transit
 - > They are looking at reducing duplication of service with local agencies, this may affect service in Holland Landing, Nobleton and Kleinburg
 - > They are looking at areas to grow, such as employment areas like East Beaver Creek
 - > Route 40 (Pearson Express) they are going to re-establish the square-one connection
 - > They have conducted a Service Integration Report, they would like to circulate for comments
 - > They are working on a Fare Integration Report, they would also like to circulate for comments
 - > If we are proposing a fare increase they would like to know right away so they can assess the impacts to the co-fare agreement
 - > Improvement work at the Richmond Hill GO Station (including extending of the train platform to accommodate 10-car trains, and new pedestrian bridge spanning Major Mackenzie Drive) likely to occur within the next two years, pending confirmation
 - > Improvement work at the King City GO Station (e.g. new parking structure) likely to occur within the next two years, pending confirmation
 - > GO Transit expressed concern regarding the location of the Cornell Terminal, and the possibility of diverting 407 service
 - > Durham Region Transit
 - > In the process of restructuring routes to create more of a grid system
 - > Moving away from having different routing at night, make it more consistent and intuitive for their customers
 - > Potentially increasing Pulse service during the non-rush hours
 - > TTC
 - > Focusing on their 10-minute network
 - > Improving their crowding standard on certain key routes
 - > A request was made to have further discussion about the Route 24 proposal
 - > Looking at expanding their overnight network

Key Stakeholders

- > YRT/Viva staff presented an overview of the planning context for the 2016 Annual Service Plan and the 2016-2020 Strategic Plan, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva 2016-2020 Strategic Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2016 Annual Service Plan and the 2016-2020 Strategic Plan, and elaborated on VNEP and the Spadina Subway Transit Strategy (SSTS). A summary of the relevant draft proposed initiatives for 2016 were presented.
- > During the presentation, the following questions/comments were discussed:
 - > Why doesn't Viva service extend north to Green Lane in Newmarket?
 - > Are there plans to improve connections between YRT/Viva and GO Train service? Particularly at the Rutherford station for reverse commuters travelling to/from Barrie, and in Aurora.
 - > The 101 York U Shuttle proposed as part of the STSS should be renamed as it shares the same name as the shuttle service that York University operates
 - > What is considered "rural" for the purposes of the Low Demand Transit Strategy? How would the DAR concept operate? How can we get the message out to customers, particularly York University students living in more rural areas?
 - > Hillcrest Mall staff shared that 89 per cent of Mall employees drive to work, though they're interested in increasing the transit mode share. Upper Canada Mall stated that they have partnered with Smart Commute and have found it helpful.
 - > When will Viva silver start to operate?
 - > Public perception of the Davis Drive construction is that it has been dragging on for a long time. What is the reason for the duration of the project? Will Yonge Street look similar to Davis Drive when it is under construction? How could YRT/Viva better explain the length of projects to the public so that there is greater understanding of the construction process?
 - > For the proposed Route 390 – Leslie Express, was an option to use the HOV lanes on Highway 404 considered rather than travelling via Don Mills Road?
- > In addition, attendees at the meeting discussed the following:
 - > York University and Seneca College would like to work with Mobility Plus to promote Mobility Plus service to students (in September 2015)
 - > Extension of the subway north along Yonge Street
 - > Congestion on roads in York Region has begun to impact productivity, transit must be part of the solution. What can be done to better promote transit?
 - > The Key Stakeholder meetings are a good venue for businesses to connect with the Smart Commute team
 - > Seneca College would like to discuss campus shuttle operation with YRT/Viva in the near future

Regional Stakeholders

- > The following are comments received regarding the plan:
 - > How will we service new communities?
 - > If the Zone Bus proposal is implemented using a curb-to-curb model, will there be any conflict with taxi services?
 - > Will we create an App similar to Milton to service Newmarket zone bus?
 - > What if the new "Zone Bus" model becomes "too successful"? How will we respond?
 - > Why isn't the Regional Official Plan listed as a key background policy in the "Planning for the Future" slide?

- > Additional comments included:
 - > Has the walking distance standard changed?
 - > Consider marketing with Public Health as a lifestyle
 - > Will YRT/Viva operate service to the airport from VMC?
 - > Will we use the Highway 404 proposed midblock crossings between Highway 7, 16th and Major Mackenzie?
 - > Do people use bike racks (i.e. at bus stops, and on buses)? If so, how many?
 - > Will we operate any type of premium service?
 - > Are two zone fares necessary? Isn't the fare zone supplement a disincentive for increasing ridership?
 - > Do we foresee significant improvements toward complete fare integration?

Contractors

- > YRT/Viva staff presented an overview of the planning context for the 2016 Annual Service Plan and the 2016-2020 Strategic Plan, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva 2016-2020 Strategic Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2016 Annual Service Plan, and elaborated on VNEP and the Spadina Subway Transit Strategy (SSTS). A summary of the relevant draft proposed initiatives for 2016 were presented.
- > During the presentation, the following questions were discussed:
 - > Is YRT/Viva planning 24 hour service along Yonge Street?
 - > Will Route 390 reduce Route 90 hours?
- > In addition, attendees at the meeting discussed the following to varying degrees of detail:
 - > Will the new Route 224 – Victoria Park North utilize Highway 404 when it reaches Steeles?
 - > Will YRT/Viva takeover TTC service in the east end, such as along McCowan Road?
 - > Mobility Plus service south of Steeles Avenue. There is a temple on Middlefield, approximately 200 metres south of Steeles, requiring riders to transfer to Toronto Wheel-Trans. Could an exception be made at this location which would allow Mobility Plus operators to take customers directly to the temple?
 - > Request for an update regarding replacement buses
 - > Overview of the four year budget, including the budget for 2016 service initiatives
 - > The proposed 320 Newmarket-Beaver Creek Express duplicates Route 244 – Beaver Creek Shuttle service in the south, are there any planned changes to Route 244?
 - > Are there plans to implement the "pulse" concept at additional terminals aside from Newmarket?
 - > There are currently bay conflicts at the Newmarket Terminal, will there be any changes to the terminal prior to implementing the pulse concept? The pulse also provides the opportunity to interline routes where customers may want to travel through
 - > Consider having the proposed Route 320 go as far west as Leslie Street/Davis Drive and loop around at Forhan Avenue or at the 404 Town Centre

Student Transportation Services

- > YRT/Viva staff presented a an overview of the planning context for the 2016 Annual Service Plan, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva 2016-2020 Strategic Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2016 Annual Service Plan, and elaborated on VNEP and the Spadina Subway Transit Strategy (SSTS). A summary of the relevant draft proposed initiatives for 2016 were presented.
- > No concerns received regarding the 2016 annual plan initiatives.
- > In addition, attendees at the meeting discussed the following to varying degrees of detail:
 - > High level discussion on how YRT/Viva services are planned for new developments
 - > Planned boundary changes for gifted and French Immersion programs for students from Stouffville travelling to east Markham in the 2017 (public board) and 2019 (Catholic board) time frame
 - > Planned French Immersion program at Woodbridge College SS in September 2015 which will redirect students from Vaughan SS
 - > Proposed new school at Major Mackenzie, west of Thomas Cook (2019/2020 timeframe)

Public Information Centres

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

Town of East Gwillimbury

Attendance

- > 17 residents, including Mayor Virginia Hackson and Councillors Tara Roy-DiClemente and Joe Persechini

Requests

- > Received the following comments:
 - > Support for the proposed Newmarket 'Pulse' and 'Zone Bus' concepts
 - > Request for more real-time information signs, such as at the 404 Town Centre in Newmarket, and more heated shelters
 - > Request from Mayor Hackson to have the PICs run later into the evening
 - > Comment of concern from Councillor Roy-DiClemente regarding the proposed cancellation of Route 50B – Beaverton-Pefferlaw

Town of Whitchurch-Stouffville

Attendance

- > 46 residents, including Mayor Justin Altmann and Councillors Ken Ferdinands, Maurice Smith, and Rick Upton

Requests

- > Received the following comments:
 - > Support for the proposed Dial-a-Ride service on Route 15 – Stouffville on weekends
 - > Request for a new shelter on the northeast corner of Sandiford Drive and Main Street
 - > Request for bicycle stands at all or some bus stops along Main Street
 - > Councillor Ken Ferdinands expressed interest in the Low Demand Transit Strategy and wanted a report identifying specifics of the strategy
 - > Request for transit services in Ballantrae connecting passengers with Musselman Lake, Stouffville and Markham
 - > Request for a new express route from Mount Joy GO Station along Highway 48 and Main Street to Finch Subway Station
 - > Request for local transit service that would make it easier for seniors and students to travel locally within Stouffville
 - > Request received for a transit information kiosk to be at the Stouffville Home & Lifestyle show which is scheduled to occur on May 1 and 2

Town of Georgina

Attendance

- > 85 residents, including Mayor Margaret Quirk and Councillor Naomi Davidson

Requests

- > Received the following comments:
 - > Route 50B – Queensway: No concerns received
 - > Request for bus shelters at every stop
 - > Councillor Naomi Davidson requests for bus shelters at Queensway/Hollywood Drive

City of Vaughan

Attendance

- > 599 residents

Requests

- > Received the following comments:
 - > Request for additional weekday service and introduction of weekend service on Route 21 – Vellore Local
 - > Compliment regarding YRT/Viva service and professionalism of operators
 - > Support for consolidation of Route 20/20A – Jane onto Jane Street
 - > Support for extending Route 85 – Rutherford service to the Napa Valley area on Sundays
 - > Request for YRT/Viva service to Bolton
 - > Request for earlier morning service on Route 77 – Highway 7
 - > Support for YRT/Viva and TTC fare integration

Township of King

Attendance

- > 4 residents, including Mayor Steve Pellegrini, Councillor Debbie Schaefer, and Township CAO Susan Plamondon

Requests

- > Received the following comments:
 - > Request for service to the Kingbridge Conference Centre & Institute located at King Road and Jane Street in King City. A representative from Kingbridge stated that they have difficulty finding employees due to the lack of transit service in the area.
 - > Request for Route 61 service to extend along the length of King Road between Yonge Street in Richmond Hill and the community of Bolton.
 - > Councillor Schaefer requested to be informed when the proposal for the Route 61 realignment was made public so that the information could be posted on her blog

Town of Aurora

Attendance

- > 72 residents, including Mayor Geoffrey Dawe

Requests

- > Received the following comments:
 - > Support for proposed Route 320 – Newmarket-Beaver Creek Express
 - > Route 98 – Yonge: Comment on the reduction of service
 - > Concern about the northbound vivastation location at Wellington/Yonge
 - > Fares are too high, and a University Student discount should be considered
 - > Customers very pleased with drivers and happy with service
 - > Customers would like better access to the Pantry on Industrial Pkwy

Town of Newmarket

Attendance

- > 156 residents, including Mayor Tony Van Bynen and Ward 7 Councilor Christina Bisanz

Requests

- > Received the following comments:
 - > Concern about the stop location at York University when the subway is built
 - > Support for the Route 320 Express - Newmarket-Beaver Creek Express
 - > Request for additional Route 50 – Queensway service to Pefferlaw during the rush hours
 - > Support for the Route 44 – Bristol and 54 – Bayview restructuring
 - > Request for Sunday service along Wellington Street in Aurora
 - > Request received for more frequent service on Route 56 – Eagle-Gorham and Route 57/57A – Mulock
 - > Concern about Route 55/55B – Davis Drive on-time performance and request for additional Route 55B – Davis Drive trips during midday and evening
 - > Request for 55B Davis Drive service to extend as far west as Warden Avenue
 - > Support received for Pulse and Zone Bus concepts
 - > Dissatisfaction with Zone Bus concept – seen as a degradation of service
 - > Request to split Route 44 – Bristol service into two routes that would serve east and west of Yonge Street separately, and provide a more direct connection to Newmarket GO Terminal
 - > Request for later evening service in Newmarket
 - > More direct service from Woodspring Avenue to Newmarket GO or to Finch Terminal, such as north-south service on Bathurst Street connecting Newmarket to Toronto

City of Markham

Attendance

- > 35 residents, including Deputy Mayor Jack Heath

Requests

- > Received the following comments:
 - > Customer does not support alternating Viva purple trips on Highway 7 and Enterprise Boulevard between Kennedy Road and Town Centre Boulevard
 - > Support for Route 24 – Woodbine and Route 390 – Leslie Limited Express initiatives
 - > Customers expressed support for the Route 26 – Maple Local restructuring as part of the Spadina Subway Transit Strategy
 - > Concern received regarding TTC 107 – Keele North buses running early
 - > Passenger raised concern about fare increase and service cuts
 - > Request received for Viva services on McCowan Road to Scarborough Town Centre
 - > Request received for TTC Route 17A – Birchmount extension to 16th Avenue
 - > Customer would like cross boundary travel on Mobility Plus services without having to transfer from one agency to other (particularly if the destination is just south or north of Steeles Avenue)
 - > Customer would like PRESTO devices to add money to his card at vivastations
 - > Request received for a vivastation at Kennedy Road and South Unionville
 - > Concern raised regarding on-time performance of Route 304 – Mount Joy Express
 - > Customer expressed interest in transit services along Donald Cousens Parkway and connecting to Steeles and with TTC services in Toronto
 - > Deputy Mayor Jack Heath noted congestion along Kennedy Road during the rush hours causes additional travel time for Viva customers, and he would like to see Viva service along Highway 7 between Kennedy Road and Town Centre Boulevard

Town of Richmond Hill

Attendance

- > 295 residents

Requests

- > Received the following comments:
 - > Support for proposed Route 320 – Newmarket – Beaver Creek Express
 - > Support for proposed Route 390 – Leslie Express
 - > Concerns regarding connections to York University following the extension of the Spadina Subway, and the potential for double fares between YRT/Viva and TTC service
 - > Route 84 – Oak Ridges: opposition to the proposed extension to the Gormley GO station which would add travel time onto the customers trip to Yonge Street. Request for additional service during off peak periods and opposition to the recent Dial-A-Ride changes as wait times have increased to up to an hour
 - > Support for the Route 85 – Rutherford Sunday extension to Napa Valley
 - > Support for the proposed Viva orange station at Centre Street
 - > Request for service to Silver Linden Drive
 - > Request for infopost or VMS signs at all bus stop locations
 - > Request for increased frequency on Route 99 – Yonge
 - > Request for a vivastation at Yonge Street/Old Colony Road
 - > Customer would like website to be available in other languages
 - > Customers would like "top-up" Presto machines at vivastations
 - > Better service integration with the buses on Major Mackenzie
 - > Request received to convert all TTC operated service to YRT/Viva operated service in the City of Markham
 - > Request to extend Route 9 – 9th Line services to Box Grove Walmart Plaza
 - > Request for Route 22A to deviate onto Great Gulf Drive, and additional frequency on Route 22A
 - > Request for student fare pass for York University
 - > Request for increased frequency on Route 86 – Newkirk-Red Maple
 - > Request for reinstated frequency on Route 3 – Thornhill, especially during the rush hour, as service was made highly inconvenient when frequency was reduced
 - > Presto machine at the Food Basics located at Major Mackenzie Drive and Bayview Avenue does not always work when reloading the card
 - > Support for having the monthly pass available on the Presto card
 - > Suggestion to have YRT/Viva numbers on the back of the Presto card and a lost and found number

Survey Summaries

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 2	54 – Bayview	On-board

City of Vaughan

Route 20/20A – Jane

Staff surveyed 404 customers onboard Route 20 – Jane buses and received the following responses:

- > 298 customers, or 74 per cent of passengers surveyed, were in favour of the proposed changes
- > 79 customers, or 20 per cent of the passengers surveyed, were against the proposed changes
- > 27 customers, or 7 per cent of the passengers surveyed, did not have an opinion on the proposed changes
- > 203 survey respondents requested increased frequency and later evening service, particularly on weekends
- > 56 respondents cited concerns regarding increased walking distances for customers travelling to the Concord industrial area, especially during the winter months
- > Additional comments were received regarding requests for earlier southbound service from Teston Road, concerns regarding the lack of PRESTO card readers on TTC contracted service, and requests for post-secondary student fares

TTC Route 35D – Jane

Staff surveyed 12 customers at the impacted bus stops on Jane Street and received the following responses:

- > Five customers were in favour of the proposed change
- > Five customers were against the proposed change
- > Two customers did not have an opinion on the proposed change
- > Seven respondents voiced concern over increased walk distances
- > Four customers stated that buses are often late

Route 28 – Huntington

> Staff spoke with 16 customers onboard Route 28 – Huntington buses, nine passengers filled out a survey. The following comments were received regarding the proposed changes to Route 28 – Huntington:

- > Eight customers were against the proposed reduction in service hours
- > One customer was in favour of the proposed route extension
- > One customer did not provide an answer as to whether they were in support or against the proposed changes
- > Four customers requested later evening service to accommodate shift times
- > Two customers requested increased frequency
- > Four customers expressed concerns regarding the proposal to remove the 2 p.m. trip

City of Markham**Route 24D/224C/224D – Victoria Park North**

Staff surveyed 192 customers onboard Route 24D/224C/224D – Victoria Park North buses and received the following responses:

- > 84 customers, or 44 per cent of passengers surveyed, were in favour of the proposed changes
- > 35 customers, or 18 per cent of the passengers surveyed, were against the proposed changes
- > 71 customers, or 38 per cent of the passengers surveyed, did not have an opinion on the proposed changes
- > 103 survey respondents requested increased frequency primarily during the morning and afternoon rush hours
- > 23 customers requested for later evening services
- > 29 customers requested for additional early morning trips
- > 111 customers requested improve midday frequency
- > 19 passengers expressed concerns over the additional walking distance as a result service discontinuation in select area

Route 42/204 – Berczy/Berczy GO Shuttle

Staff surveyed 3 customers at the impacted bus stops and received the following responses:

- > All three customers were against the proposed change
- > No other concerns were received

Route 400 – Brother Andre High School Special

Staff surveyed 12 customers onboard Route 400 – Brother Andre High School Special bus and received the following responses:

- > Six customers, or 50 per cent of passengers surveyed, were in favour of the proposed changes
- > Six customers, or 50 per cent of the passengers surveyed, were against the proposed changes
- > Three customers requested that if the Route 400 service is discontinued, Route 41 service should be adjusted to better match afternoon bell time at Brother Andre Catholic High School to improve service

Town of Newmarket**Route 44 – Bristol**

Staff surveyed 131 customers onboard Route 44 – Bristol buses and received the following responses:

- > 95 customers, or 73 per cent of passengers surveyed, were in favour of the proposed changes
- > 29 customers, or 22 per cent of the passengers surveyed, were against the proposed changes
- > 7 customers, or 5 per cent of the passengers surveyed, did not have an opinion on the proposed changes
- > 57 survey respondents requested improved service frequencies, particularly during weekday rush hour periods
- > 19 survey respondents (i.e. mostly post-secondary students) requested additional trips which would allow customers to connect from the last northbound GO train which is scheduled to arrive at Newmarket GO train station at 7:44 p.m.
- > 24 survey respondents requested Sunday/holiday service, e.g. to access to places of worship

Route 54 – Bayview

Staff surveyed 150 customers onboard Route 54 – Bayview buses and received the following responses:

- > 110 customers, or 73 per cent of passengers surveyed, were in favour of the proposed changes
- > 21 customers, or 14 per cent of the passengers surveyed, were against the proposed changes
- > 19 customers, or 13 per cent of the passengers surveyed, did not have an opinion on the proposed changes
- > 24 survey respondents requested Sunday/holiday service, in many cases to access to places of worship
- > 81 survey respondents requested improved service frequencies, particularly during weekday midday periods and on Saturdays
- > 21 survey respondents indicated that the proposal would complicate existing easy access to Southlake Hospital (e.g. by requiring transfer)
- > Additional comments were received regarding requests for better connections between this route and Route 33/33A – Wellington; and extending the route south to Richmond Hill (e.g. Major Mackenzie Drive)

Town of Aurora

Route 223 – Newmarket GO Shuttle

Staff surveyed 13 customers onboard Route 223 – Newmarket GO Shuttle buses and received the following responses:

- > 11 customers, or 85 per cent of passengers surveyed, were in favour of the proposed changes
- > 1 customers, or 8 per cent of the passengers surveyed, were against the proposed changes
- > 1 customers, or 8 per cent of the passengers surveyed, did not have an opinion on the proposed changes
- > 5 survey respondents requested improved service frequency during rush hour periods
- > Additional comments regarding the need to consider using smaller buses to service this route (i.e. instead of proposing to cancel the route altogether); to consider publicizing this route more effectively to residents as a way to make more people aware of its existence

Route 222 – Aurora-Newmarket GO Shuttle

Staff surveyed 26 customers onboard Route 222 – Aurora-Newmarket GO Shuttle buses and received the following responses:

- > 16 customers, or 59 per cent of passengers surveyed, were in favour of the proposed changes
- > 4 customers, or 15 per cent of the passengers surveyed, were against the proposed changes
- > 6 customers, or 22 per cent of the passengers surveyed, did not have an opinion on the proposed changes
- > 7 survey respondents requested adding additional trips to enable connections with all GO trains departures in the morning, and all arrivals in the afternoon
- > Additional comments were expressed regarding the walking distance from the Copper Hill community

Town of East Gwillimbury**Route 58 – Mount Albert**

Staff surveyed 67 customers onboard Route 58 – Mount Albert buses and received the following responses:

- > 42 customers, or 63 per cent of passengers surveyed, were in favour of the proposed changes
- > 19 customers, or 28 per cent of the passengers surveyed, were against the proposed changes
- > 6 customers, or 9 per cent of the passengers surveyed, did not have an opinion on the proposed changes
- > 29 survey respondents requested service on weekends (e.g. Sundays/holidays), with better service to a local GO Train station or the Newmarket GO Bus Terminal
- > 13 survey respondents expressed disapproval that there is no conventional service provided after 7:00 p.m.
- > 45 survey respondents requested improved service frequencies for Routes 50 – Queensway and 55 – Davis Drive during evening and late evening periods
- > 9 survey respondents suggested that service to the Foodland store in Mount Albert should be provided later in the day/evening, rather than during the midday period
- > Additional comments were received regarding the need for this route to connect to more (or all) GO Trains at East Gwillimbury GO train station; to expand Dial-a-Ride service during evening periods; to provide more frequent service during rush hours



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