



York Region Transit Annual Service Plan

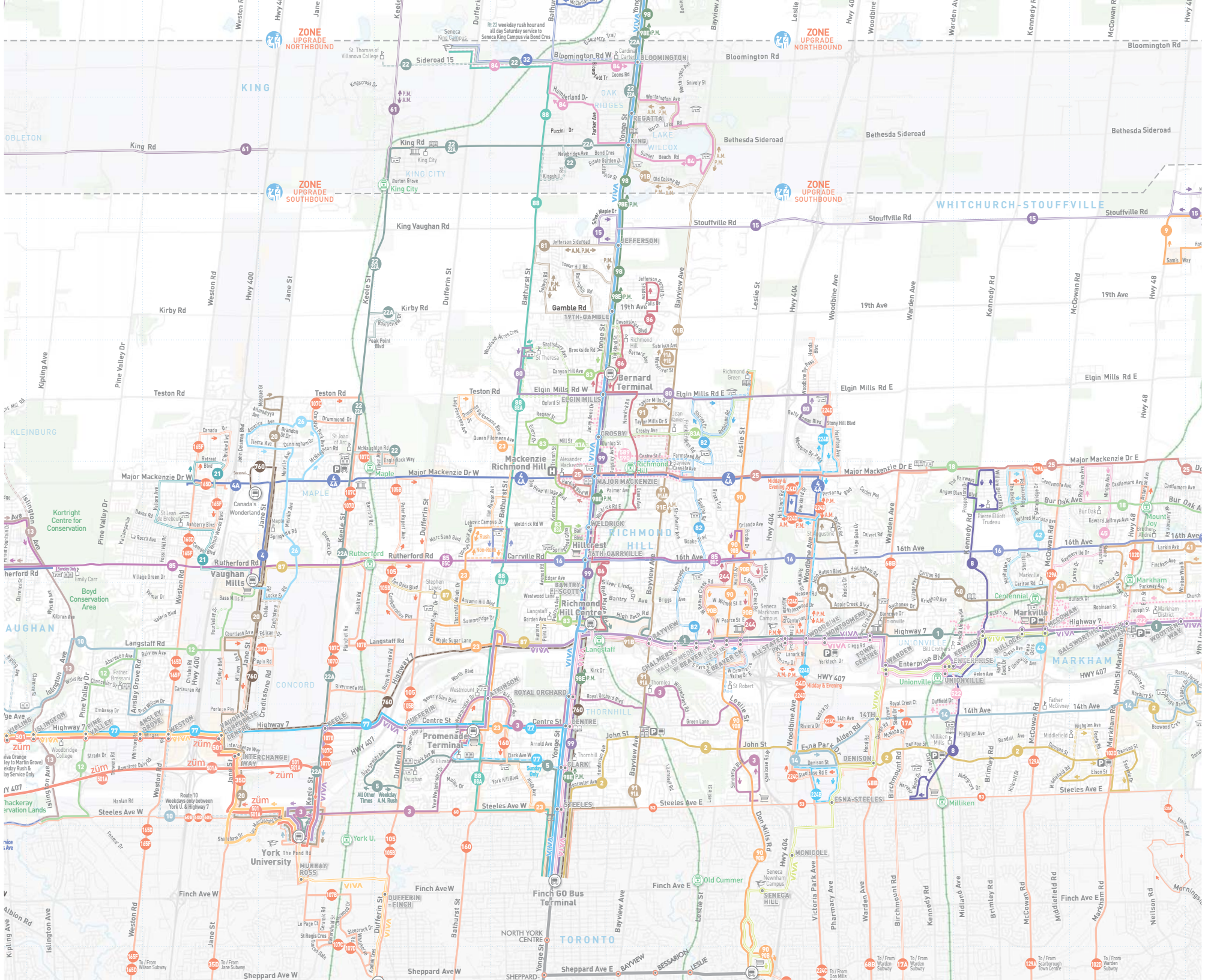


Table of Contents

Glossary

1 | Executive Summary

1 Executive Summary	10
1.1 Introduction	10
1.2 System Overview	11
1.3 Ridership	11
1.4 2015 Budget	12

2 | Consultation Process

2 Consultation Process	16
2.1 Annual Planning Process	16
2.2 Consultation Process	18
2.3 Mobility Plus Communications Process	22
2.4 Marketing and Communications	24

3 | Transit Service Guidelines

3 Transit Service Guidelines	28
3.1 Performance Indicator Guidelines	28
3.2 Establishing New Transit Service	34
3.3 Design Guidelines	34
3.4 Mobility Plus Transit Service Guidelines	37

4 | 2014 Service Initiatives – Addendum to the 2014 Annual Service Plan

4 2014 Service Initiatives - Addendum to 2014 Annual Service Plan	42
4.1 Town of Georgina	44
4.2 Town of Newmarket	50
4.3 City of Markham	52
4.4 City of Vaughan	58
4.5 Viva	70

5 | 2015 Service Initiatives

5 2015 Service Initiatives	74
5.1 Town of Georgina	75
5.2 Town of East Gwillimbury	79
5.3 Town of Newmarket	82
5.4 Town of Aurora	88
5.5 Town of Richmond Hill	89

5.6 City of Markham	91
5.7 Town of Whitchurch-Stouffville	111
5.8 City of Vaughan	114
5.9 Township of King	124
5.10 Dial-a-Ride	125
5.11 2015 Fleet Requirements	126
5.12 Five-Year Fleet Requirements	127

6 | Viva Network Expansion Plan

6 Viva Network Expansion Plan	130
6.1 Objective	130
6.2 York Region Future Transit Network	130
6.3 Viva Network Expansion Plan	131
6.4 Proposed Changes to Viva Routes	133
6.5 YRT/Viva VNEP Fleet Plan	135
6.6 YRT/Viva VNEP Financial Summary	136
6.7 VNEP Implementation Plan	137

7 | Spadina Subway Transit Strategy

7 Spadina Subway Transit Strategy	140
7.1 Objective	140
7.2 Pioneer Village Station	143
7.3 Highway 407 Station	144
7.4 Vaughan Metropolitan Centre Station	145
7.5 Cost and Fleet	146
7.6 Public Information Centres	147
7.7 Next Steps	147

8 | 2015 Pan Am/Parapan Am Games

8 2015 Pan Am/Parapan Am Games	150
8.1 Overview	150
8.2 Transit Planning for the Games	150
8.3 Venues	152

9 | Transit Accessibility Plan

9 Transit Accessibility Plan	156
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10 | YRT/Viva Business Units

10 YRT/Viva Business Units	160
10.1 Capital Assets	160
10.2 Customer Service	163

10.3 | Enforcement.....164
 10.4 | Marketing and Communications165
 10.5 | Operations.....166
 10.6 | Transit Management and ITS.....169
 10.7 | Mobility Plus Family of Services Program171

11 | Conclusion

11 | Conclusion176
 11.1 | Next Steps.....176

Appendices

A. Route Performance Assessment

Net Cost Per Passenger – Weekday Rush Hours.....180
 Net Cost Per Passenger – Weekday Non-Rush Hours.....181
 Net Cost Per Passenger – GO Shuttles.....182
 Net Cost Per Passenger – High School Specials.....183

B. Public Consultation

Table B-1: Public Information Centres Requests.....186
 Table B-2: Survey Summary.....192
 Table B-3: Spadina Subway Transit Strategy – PIC Requests.....196
 Table B-4: Transit and Stakeholders Workshops.....199
 Table B-5: Requests Received via Twitter.....203

Figures

Figure 1: Transit Life Cycle 10
 Figure 2: Annual Service Plan Process 16
 Figure 3: Mean Distance Between Failures 30
 Figure 4: Accident Rate - Conventional vs. Viva 30
 Figure 5: York Region 2031 Transit Network 130
 Figure 6: vivaNext Funded Rapid Transit Infrastructure 131
 Figure 7: Viva Network Expansion Plan Map..... 132
 Figure 8: VNEP Implementation Plan..... 137
 Figure 9: Spadina Subway Extension Station Location..... 140
 Figure 10: Spadina Subway Transit Strategy Restructuring..... 142
 Figure 11: Pioneer Village Bus Terminal Preliminary Layout 143
 Figure 12: Highway 407 Subway Station Preliminary Layout 144
 Figure 13: Vaughan Metropolitan Centre Preliminary Layout..... 145
 Figure 14: 2015 Pan Am/Parapan Am Game Venues..... 151

Tables

Table 1: Budget Pressures 12
 Table 2: Public and Stakeholder Consultation Process..... 18
 Table 3: Municipal Meetings..... 19
 Table 4: Stakeholder Workshops..... 19
 Table 5: Public Information Centres..... 20
 Table 6: Customer Surveys..... 21
 Table 7: Mobility Plus Events 23
 Table 8: On-Time Performance..... 29
 Table 9: Walking Distance Guidelines..... 31
 Table 10: Service Frequency Guidelines 31
 Table 11: Vehicle Capacity Guidelines 32
 Table 12: Performance Target by Service Type 33
 Table 13: Mobility Plus Performance Indicators..... 37
 Table 14: Mobility Plus On-Time Performance 2009 – 2014..... 38
 Table 15: Mobility Plus Fleet and Vehicle Capacity..... 39
 Table 16: Mobility Plus Performance Targets..... 39
 Table 17: Addendum to 2014 Annual Service Plan Initiatives by Municipality 42
 Table 18: 2015 Annual Service Plan Initiatives by Municipality 74
 Table 19: 2015 Fleet and Service Hour Changes 126
 Table 20: 2012-2016 Five-Year Fleet Requirements and Capital Cost (in \$1,000s) 127
 Table 21: Updated Five-Year Fleet Requirements and Capital Cost (in \$1,000s)..... 127
 Table 22: In-Service Viva Bus Requirements 135
 Table 23: Viva Annual Operating Costs (in \$1,000s)..... 136
 Table 24: VNEP Capital Costs (in \$1,000s)..... 136
 Table 25: Proposed Route Restructuring..... 141
 Table 26: Pioneer Village Station - Annual Cost and Hours 146
 Table 27: Vaughan Metropolitan Centre - Annual Cost and Hours 146
 Table 28: Spadina Subway Transit Strategy Proposed Fleet Requirements..... 147
 Table 29: Spadina Subway Transit Strategy Public Information Centres 147
 Table 30: York Region AODA Transportation Initiatives..... 157





Glossary

AODA: The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), is a law passed by the Ontario legislature that allows the government to develop specific standards of accessibility and to enforce them. The standards are made into laws called regulations, and they provide the details to help meet the goal 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), enhance 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 for 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 two times 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, they are designed to provide better access to facilities oriented to this customer market, such as 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 two points. Depending on the route, intermediate stops on an overlapping base route may or may not be served.

Family of Services: A Mobility Plus program utilizing a combination of door-to-door service, Community Bus, YRT Conventional Bus, and Viva routes to ensure that the most appropriate service is available to meet Mobility Plus passengers' needs.

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.

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: Times of the day identified with different travel time periods/patterns (e.g. rush hours from 6:00 a.m. to 9:00 a.m. and from 3:00 p.m. to 7:00 p.m.)

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

Passenger Trips: Customers travelling one-way from origin to final destination on a public transit system; passengers whose trips involve transferring from one vehicle to another are counted only once (i.e. transfers are not included).

Pre-Amalgamation: The time period prior to the year 2001, during which transit services were provided through multiple municipal transit agencies within York Region. In 2001, five municipal transit systems amalgamated to form York Region Transit.

Public Information Centre (PIC): An information event held for the general public to allow people to review future transit service recommendations, and provide their ideas and feedback.

Rapidway: Dedicated transit lanes, enabling transit vehicles to operate faster and avoid traffic congestion.

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: Areas with a low population density, and typically where much of the land is devoted to agriculture.

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

Seasonal Routes: Routes 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 destination during peak operating periods and during seasonal times in a year (e.g. 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 of 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 (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, either existing as part of a city or as a separate residential community, within commuting distance of a city.

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 population of at least 1,000 and no fewer than 400 persons per square kilometre.

Viva: York Region's bus rapid transit service.

VivaNext: Phase two of Viva, which 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.

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1 | Executive Summary

1 | Executive Summary

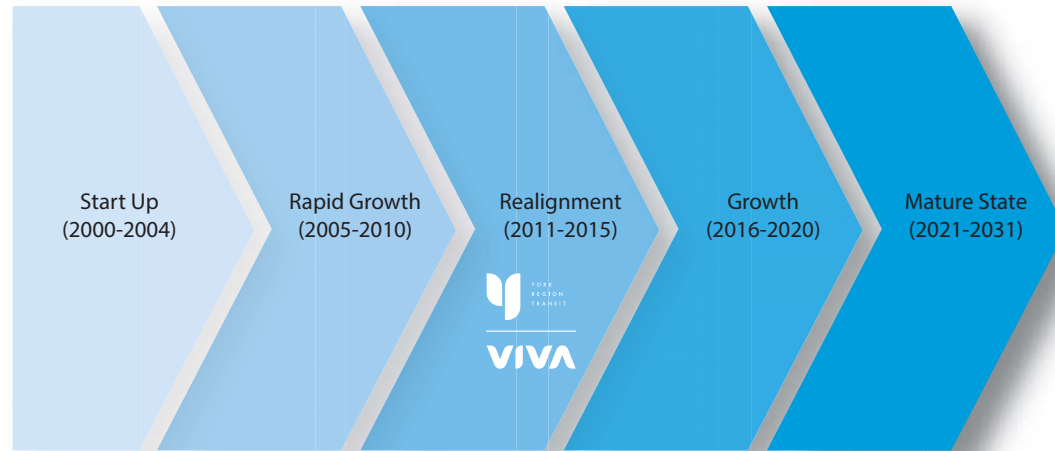
1.1 | Introduction

On January 1, 2001, the Regional Municipality of York assumed responsibility for the funding and operation of public conventional and specialized transit services throughout York Region. Between 2001 and 2014, annual service hours increased 340 per cent: from 354,000 hours to 1,203,000 hours. During the same period, revenue boardings grew from 7.7 million to 23 million.

York Region Transit (YRT/Viva) is in the midst of a realignment phase and approaching a phase of growth as seen in **Figure 1**. The 2012–2016 Five-Year Service Plan is guiding YRT/Viva through the realignment phase of the transit life cycle, which focuses on effective ridership management, matching levels of service to meet demand and improving on-time performance. The 2012–2016 Five-Year Service Plan also focuses on a plan to mitigate the impacts of vivaNext construction (rapidways and Spadina Subway extension) on residents, businesses, and communities in an effort to maintain existing YRT/Viva service levels and ridership. A key component of the Plan is to ensure rapid transit-readiness upon completion of the rapidways and the Spadina Subway extension in 2016.

The 2015 Annual Service Plan was developed to advance the goals and objectives of the 2012–2016 Five-Year Service Plan and builds on the successes of the 2014 Annual Service Plan.

Figure 1: Transit Life Cycle



The objectives of the 2015 Annual Service Plan include:

1. **Strengthening the Grid Network:** Simplifying routes travelling on arterial roads or mid-block collector roads.
2. **Restructuring Routes:** Reducing one-way loops, connecting key destinations.
3. **Matching Service Levels to Meet Demand:** Adjusting service along underutilized areas of a route, or improving frequency for high performing routes.
4. **Improving Service Reliability:** Continuing to monitor on-time performance and updating schedules to reflect actual travel times.
5. **Mitigating vivaNext Construction Impacts:** Making schedule and operational adjustments in construction corridors.
6. **Managing Ridership:** Implementing additional service along high demand corridors.
7. **Preparing the Viva Network Expansion Plan:** Enhancing the existing rapid transit service by optimizing existing Viva service for operation on vivaNext rapidways and implementing new Viva services to expand and integrate the rapid transit network.

YRT/Viva conducted extensive stakeholder consultation and obtained valuable feedback for the 2015 Annual Service Plan. Stakeholder consultation included meetings with local municipalities, the public, businesses, major employers, community agencies, post-secondary institutions, other transit agencies, developers and departments within York Region.

In 2015, service reliability and delivering quality transit service will continue to be a priority and service adjustments will be implemented within the 2015 operating budget.

1.2 | System Overview

YRT/Viva operates in all nine municipalities within York Region:

- > Town of Aurora
- > Town of East Gwillimbury
- > Town of Georgina
- > Township of King
- > City of Markham
- > Town of Newmarket
- > Town of Richmond Hill
- > City of Vaughan
- > Town of Whitchurch-Stouffville

In 2014, the system consisted of 126 routes:

- > Five Viva bus rapid transit (BRT) routes
- > 25 Base routes operating along major arterial corridors
- > 29 Local routes operating in local neighbourhoods
- > 37 High School Specials providing direct service to high schools
- > 10 GO Shuttle routes providing direct service to GO Stations
- > Six Express routes providing direct service to subway stations or employment areas
- > Three Community Bus routes providing service to local neighbourhoods
- > 10 TTC contracted routes operating in York Region
- > One Seasonal route providing direct service to key destinations such as recreational facilities, shopping malls, and/or amusement parks



Each category of route serves a particular transit market and each plays an important role in the success of the overall system network. Although each route is reviewed individually, YRT/Viva considers overall system goals when evaluating changes or improvements to service.

1.3 | Ridership

YRT/Viva's 2015 revenue ridership is projected to reach approximately 23.5 million. The 2015 service initiatives, including on-time performance, ridership management and vivaNext construction mitigation, are expected to be achieved within the 2015 operating budget. YRT/Viva will continue service rationalization and reallocation of resources in corridors experiencing high passenger demand. YRT/Viva is estimating an additional operating cost of

approximately \$2.3 million in 2015 as a result of implementing the recommendations outlined in the 2015 Annual Service Plan.

In 2015, YRT/Viva ridership is expected to reach its highest level since amalgamation. Factors such as improvements in service reliability, route restructuring, improved service frequencies, the price of fuel, population growth, the employment rate, and the opening of vivaNext rapidways, will all influence transit ridership.

Mobility Plus ridership is a direct reflection of the population within the Region. The aging population profile, the addition of new day programs, expanding medical treatment facilities and Family of Services will all play a role in future Mobility Plus ridership.

1.4 | 2015 Budget

In 2015, staff will be starting the year with a new base budget and will be faced with a number of cost pressures. The biggest pressures include new service implementation, the opening of the new Viva bus garage, construction mitigation, rising fuel costs, and additional maintenance costs associated with our growing system, as identified in **Table 1**. Noted as a budget pressure are costs associated with the Pan Am/Parapan Am Games beginning July 2015. Providing services to accommodate additional ridership for the games are planned to be cost neutral as operating costs related to the games will be reimbursed through Municipal Service Agreements (MSA).

Table 1: Budget Pressures	
Item	Millions (\$)
Contractor rate increase	3.8
Construction mitigation	2.9
Facility maintenance costs and utilities	2.0
Service capacity management	1.1
Vehicle maintenance	1.5
Salaries and benefits, including new staff	0.9
Contribution to capital budget	0.9
Viva yellow	0.8
Operating impact from vivaNext (vivastation maintenance)	1.0
Pan Am/Parapan Am Games	1.0
Winter maintenance	0.2
Other	1.0
Total	17.1

As of July 2014



