

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

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To ensure that the transit system operates efficiently and is responsive to customer requests, YRT/Viva may implement service initiatives not identified within the Annual Service Plan. During implementation of the Annual Service Plan, unexpected events and requests for transit services may arise anywhere in the Region. Service initiatives may include:

- > Implementing new routes
- > Modifying existing routes
- > Modifying proposed service initiatives
- > Cancelling proposed service initiatives

When the need for unexpected changes occurs, the General Manager will decide whether to move forward with a service change or new route not identified in the Annual Service Plan. Before making any changes outside the Annual Service Plan, the General Manager will review the effects and outcomes of the changes to ensure they can be accommodated within the current budget. The General Manager will also communicate all changes to municipalities and the public prior to implementation.

The following sub-sections outline the service initiatives not identified in the 2014 Annual Service Plan, but implemented as a result of unexpected changes within the Region in 2014, as shown in **Table 17**.

Table 17: Addendum to 2014 Annual Service Plan Initiatives by Municipality

Section	Municipality	Page
4.1	Town of Georgina	44
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4.5	Viva	70





4.1 | Town of Georgina

Route 50 – Queensway

Route Implementation Date:

- > July 2012

Route Type/Routing:

- > Base
- > Monday to Sunday/holiday service between Newmarket and Sutton with limited services to Pefferlaw

Major Trip Generators:

- > Newmarket GO Bus Terminal
- > Newmarket GO Station
- > Southlake Regional Hospital
- > Huron Heights High School
- > 404 Town Centre
- > Upper Canada Mall
- > Glenwoods Park 'n' Ride facility
- > Keswick Marketplace

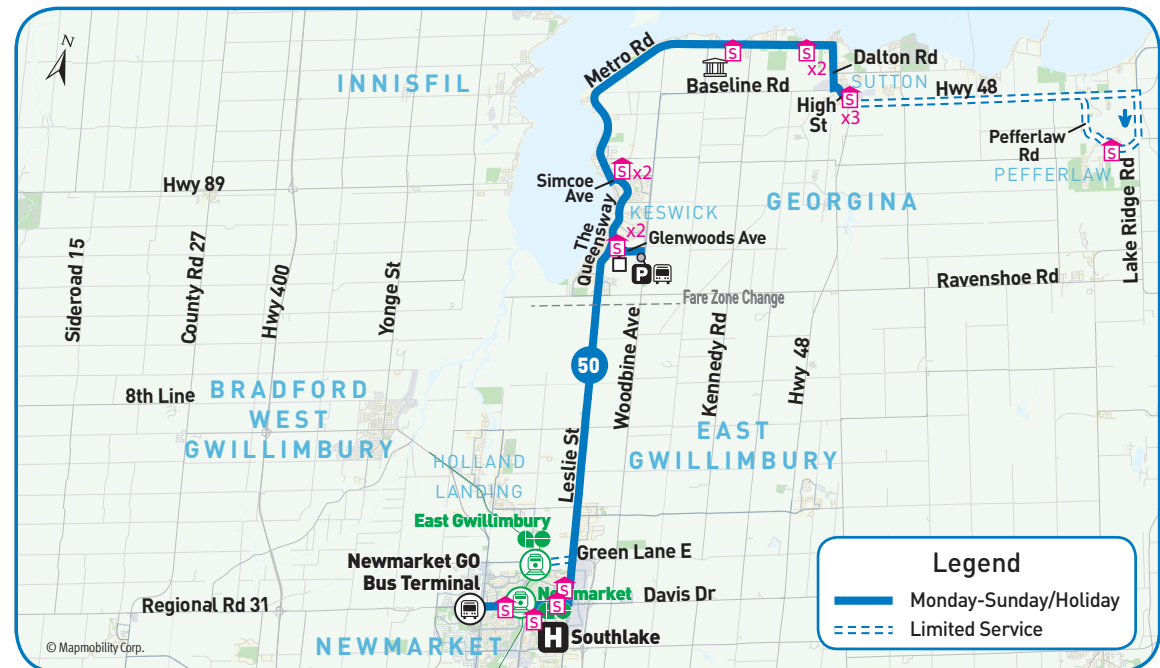
Service Changes:

- > Cancelled the 2014 Annual Service Plan initiative to restructure route and discontinue service between Sutton and Pefferlaw due to increased passenger demand

Passenger Impacts/Options:

- > YRT/Viva will continue operating conventional transit vehicles between Sutton and Pefferlaw

Current Route Map



Housing Facilities: Nursing Home Retirement Home Social Housing

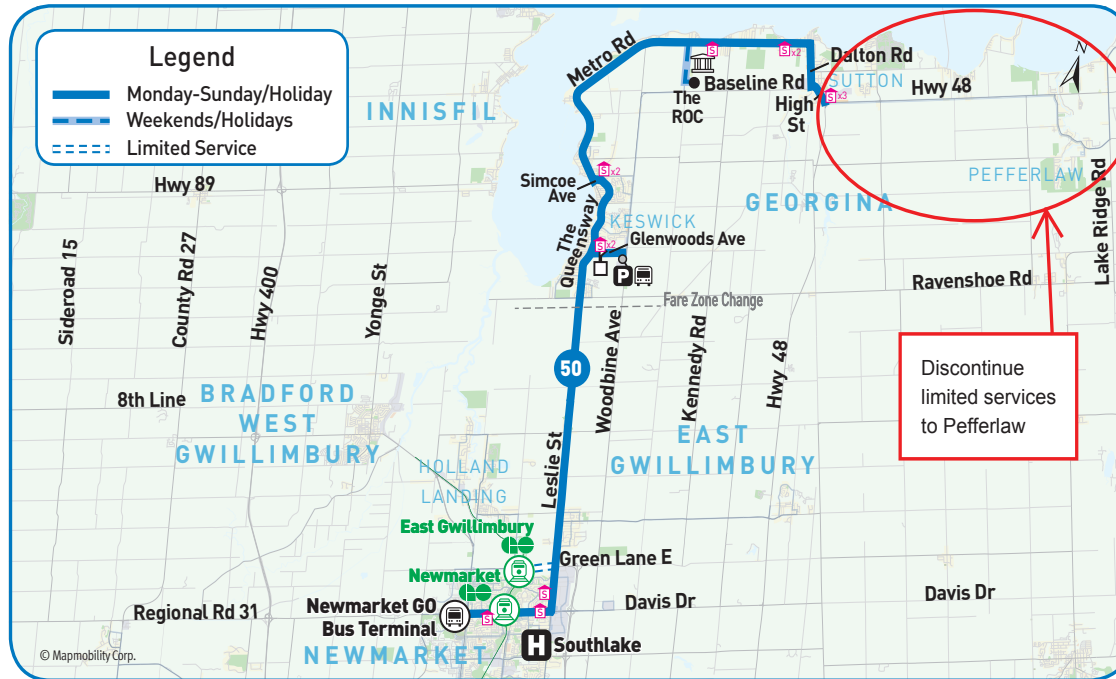
Previous Operating Period and Frequency (in Minutes):

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
43	36-52	57	35-50	61-80	61	57	85

Rush hour – 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.

Non-rush hour – beginning of service until 6:00 a.m., 9:00 a.m. to 3:00 p.m. and 7:00 p.m. until end of service

Cancelled 2014 Annual Service Plan Initiative Map



Housing Facilities: Nursing Home Retirement Home Social Housing

Previous Route Performance (2013)*:

Performance Indicator	Value
Average route ridership (weekday daily)	866
Average route ridership (weekday rush hour)	470
Average route ridership per hour (weekday rush hour)	16
Average route ridership (weekday non-rush hour)	396
Average route ridership per hour (weekday non-rush hour)	9
Average route ridership (Saturday)	509
Average route ridership per hour (Saturday)	9
Average route ridership (Sunday/holiday)	416
Average route ridership per hour (Sunday/holiday)	10
Net cost per passenger (weekday rush hour)	\$2.94
Net cost per passenger (weekday non-rush hour)	\$7.63
Net cost per passenger (Saturday)	\$9.98
Net cost per passenger (Sunday/holiday)	\$8.61
Revenue/Cost (weekday rush hour)	48%
Revenue/Cost (weekday non-rush hour)	26%
Revenue/Cost (Saturday)	21%
Revenue/Cost (Sunday/holiday)	24%

*Includes Route 50B branch

Route 50B - Beaverton – Pefferlaw

Route Implementation Date:

- > June 2013

Route Type/Routing:

- > Local
- > Limited weekday, weekend, and holiday service between Beaverton and Pefferlaw

Major Trip Generators:

- > Beaverton
- > Pefferlaw

Previous Route Performance (2013):

- > Route 50B performance is included with Route 50. Please refer to Route Performance table provided for Route 50

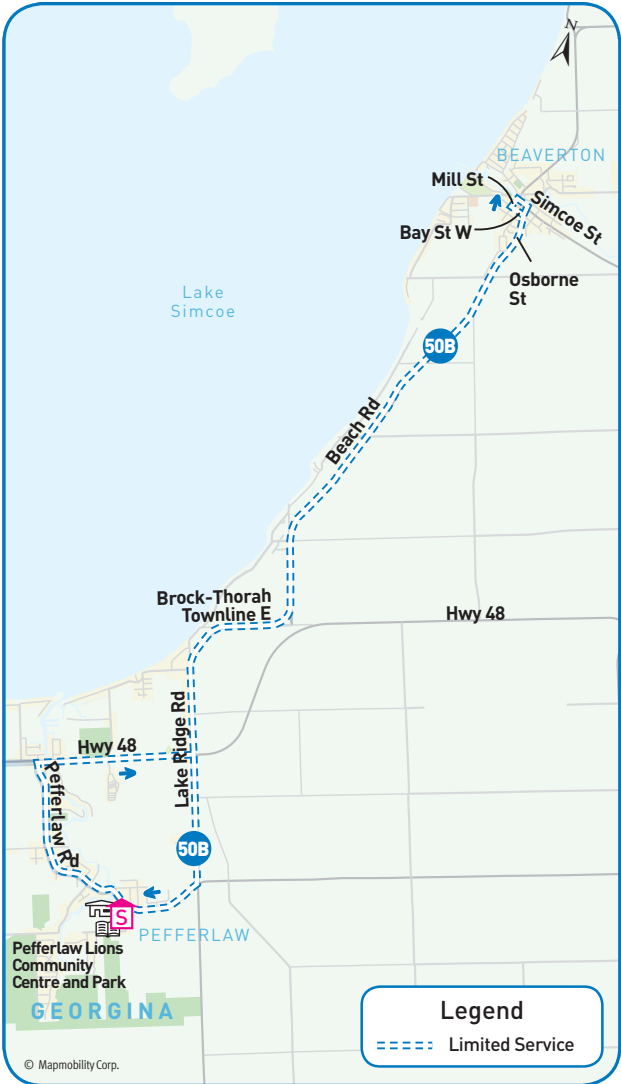
Service Changes:

- > Cancelled the 2014 Annual Service Plan initiative to replace current Route 50 - Queensway service between Sutton and Pefferlaw with Route 50B - Beaverton-Pefferlaw on weekdays, weekends and holidays due to increased passenger demand between Sutton and Pefferlaw

Passenger Impacts/Options:

- > Passengers travelling south of Pefferlaw will continue to require a transfer
- > YRT/Viva will continue operating passenger vans between Sutton and Pefferlaw to accommodate customer demand

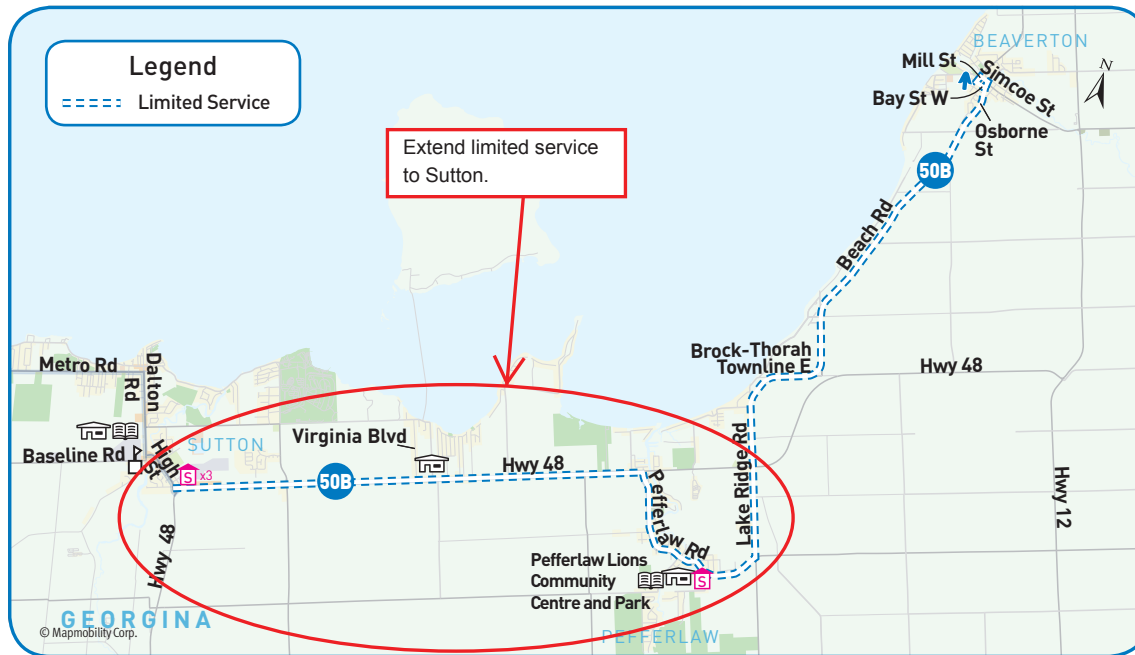
Current Route Map



Housing Facilities

- Nursing Home
- Retirement Home
- Social Housing

Cancelled 2014 Annual Service Plan Initiative Map



Housing Facilities: Nursing Home Retirement Home Social Housing

Previous Operating Period and Frequency:

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
1 trip	1 trip	3 trips	2 trips	2 trips	1 trip	4 trips	4 trips

Rush hour – 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.

Non-rush hour – beginning of service until 6:00 a.m., 9:00 a.m. to 3:00 p.m. and 7:00 p.m. until end of service

Route 51 - Keswick Local

Route Implementation Date:

- > September 2002

Route Type/Routing:

- > Local
- > Monday to Saturday service in Keswick connecting passengers to Route 50 - Queensway and local destinations

Major Trip Generators:

- > Glenwoods Plaza
- > Keswick High School
- > Our Lady of the Lake Catholic High School
- > Georgina Keswick Public Library
- > GEM Movie Theatre
- > Learning Centre of Georgina
- > Keswick Marketplace

Service Changes:

- > Cancelled the 2014 Annual Service Plan initiative to operate weekday midday/ evening, and all day Saturday service with Dial-a-Ride due to increased passenger demand on the route during the above operating times

Passenger Impacts/Options:

- > YRT/Viva will continue operating conventional transit vehicles during weekday midday/evening, and all day Saturday

Previous Operating Period and Frequency (in Minutes):

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
40	37	82	37	37	37	78	N/A

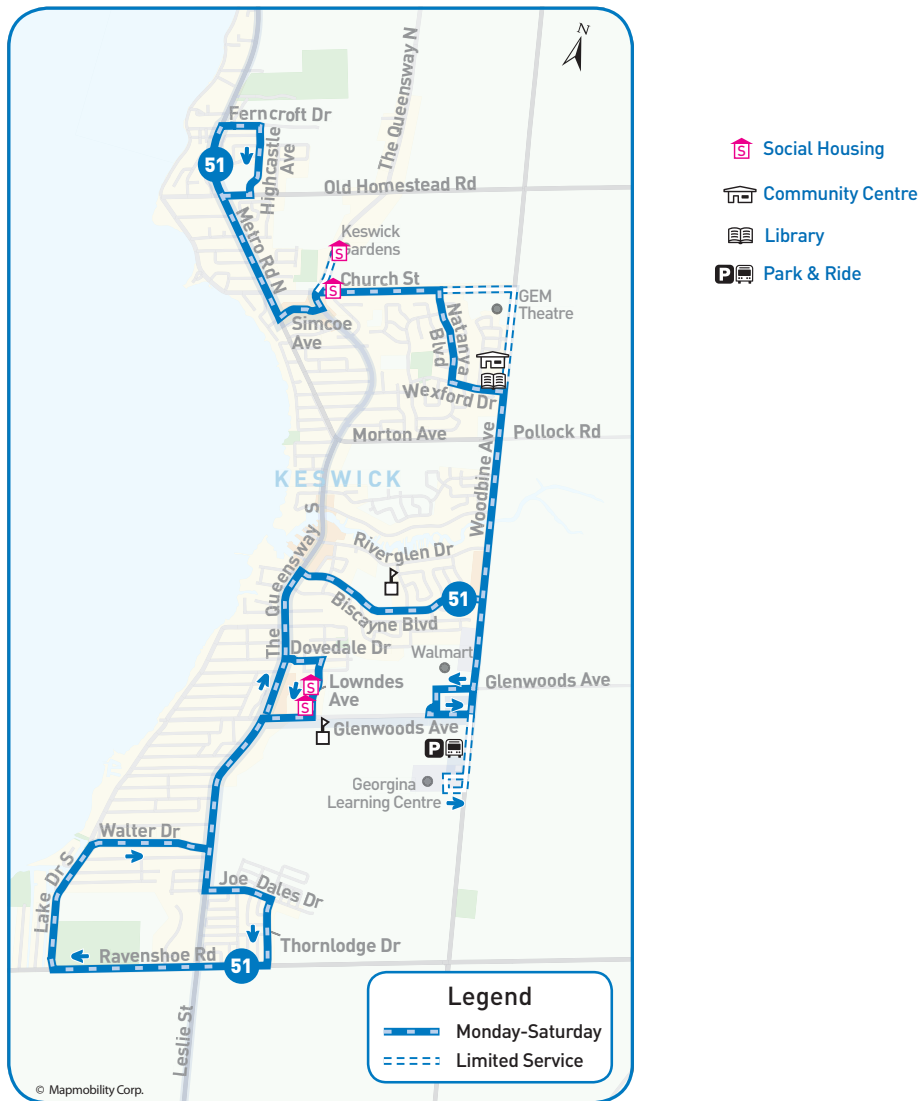
Rush hour – 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.

Non-rush hour – beginning of service until 6:00 a.m., 9:00 a.m. to 3:00 p.m. and 7:00 p.m. until end of service

Previous Route Performance (2013):

Performance Indicator	Value
Average route ridership (weekday daily)	193
Average route ridership (weekday rush hour)	131
Average route ridership per hour (weekday rush hour)	9
Average route ridership (weekday non-rush hour)	62
Average route ridership per hour (weekday non-rush hour)	4
Average route ridership (Saturday)	26
Average route ridership per hour (Saturday)	2
Net cost per passenger (weekday rush hour)	\$7.90
Net cost per passenger (weekday non-rush hour)	\$18.73
Net cost per passenger (Saturday)	\$60.28
Revenue/Cost (weekday rush hour)	25%
Revenue/Cost (weekday non-rush hour)	13%
Revenue/Cost (Saturday)	4%

Current Route Map



Current Route Map:

- > Same as Previous Route Map – service initiative did not affect routing

4.2 | Town of Newmarket

Route 44 - Bristol

Route Implementation Date:

- > Pre-Amalgamation
- > Restructured July 2012

Route Type/Routing:

- > Local
- > Monday to Saturday service between Green Lane and Davis Drive, and between Bathurst Street and Main Street connecting passengers to the Newmarket GO Bus Terminal and Newmarket GO Train Station

Major Trip Generators:

- > Newmarket GO Bus Terminal
- > Upper Canada Mall
- > Dr. Denison High School
- > Newmarket GO Train Station
- > Sacred Heart Catholic High School
- > Silver City Theatre
- > Green Lane Centre

Service Changes:

- > Cancelled the 2014 Annual Service Plan initiative to operate weekday midday and all day Saturday service with Dial-a-Ride due to increased passenger demand on the route during the above time periods
- > Cancelled the 2014 Annual Service Plan initiative to end Saturday service at 9:30 p.m. instead of 11:30 p.m. due to increased passenger demand on the route

Passenger Impacts/Options:

- > YRT/Viva will continue operating conventional transit vehicles during weekday midday and all day Saturday

Previous Operating Period and Frequency (in Minutes):

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
30	27-30	50	25-32	30	30	50	N/A

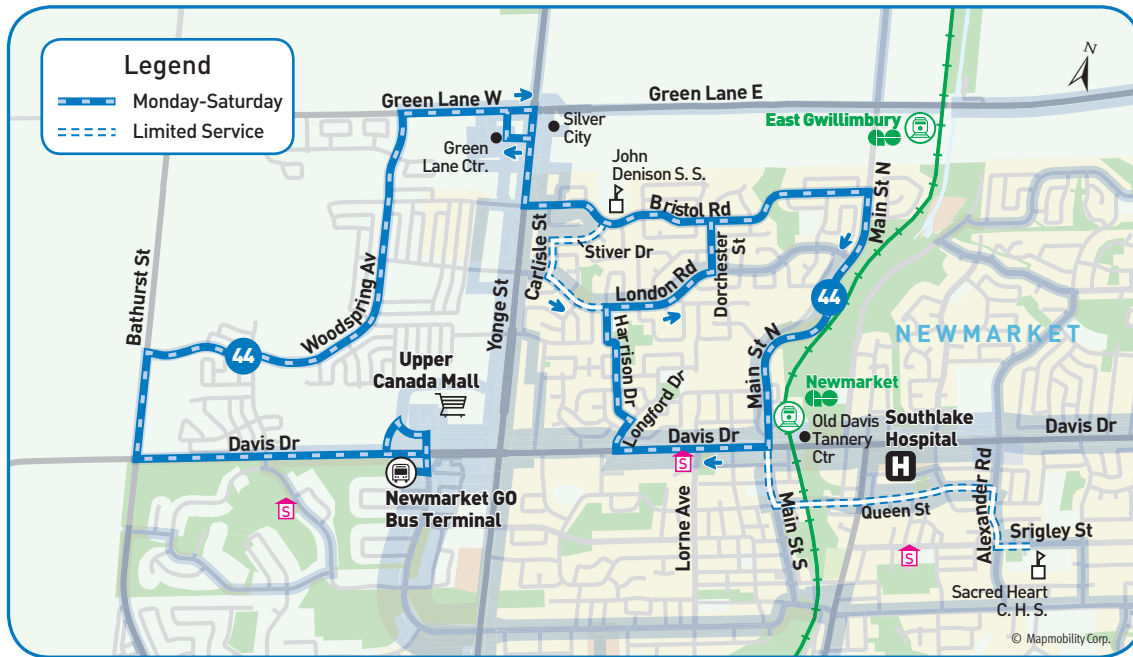
Rush hour – 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.

Non-rush hour – beginning of service until 6:00 a.m., 9:00 a.m. to 3:00 p.m. and 7:00 p.m. until end of service

Previous Route Performance (2013):

Performance Indicator	Value
Average route ridership (weekday daily)	187
Average route ridership (weekday rush hour)	129
Average route ridership per hour (weekday rush hour)	9
Average route ridership (weekday non-rush hour)	58
Average route ridership per hour (weekday non-rush hour)	6
Average route ridership (Saturday)	48
Average route ridership per hour (Saturday)	4
Average route ridership (Saturday Dial-a-Ride)	6
Average route ridership per hour (Saturday Dial-a-Ride)	1
Net cost per passenger (weekday rush hour)	\$7.34
Net cost per passenger (weekday non-rush hour)	\$13.64
Net cost per passenger (Saturday)	\$24.84
Net cost per passenger (Saturday Dial-a-Ride)	\$40.79
Revenue/Cost (weekday rush hour)	27%
Revenue/Cost (weekday non-rush hour)	17%
Revenue/Cost (Saturday)	10%
Revenue/Cost (Saturday Dial-a-Ride)	6%

Current Route Map



Housing Facilities: Nursing Home Retirement Home Social Housing

Current Route Map:

- > Same as Previous Route Map – service initiative did not affect routing

4.3 | City of Markham

Route 203 - Milliken GO Shuttle

Route Implementation Date:

- > September 2009

Route Type/Routing:

- > GO Shuttle
- > Weekday rush hour service from eastern Markham to Milliken GO Station

Major Trip Generators:

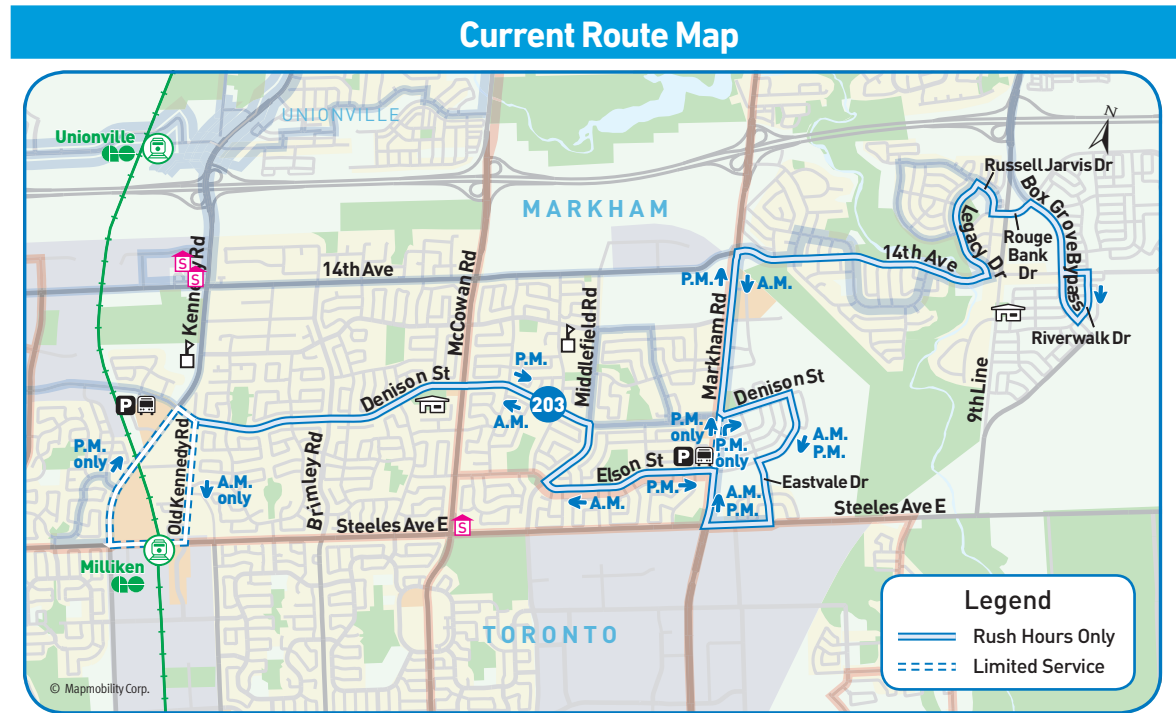
- > Milliken GO Station

Service Changes:

- > Cancelled the 2014 Annual Service Plan initiative to restructure route to travel between Milliken GO Station and Markham Road to allow for more transit options for customers living in the Box Grove area

Passenger Impacts/Options:

- > Customers will be able to continue utilizing Route 203 services currently provided throughout the neighbourhood



Housing Facilities: Nursing Home Retirement Home Social Housing

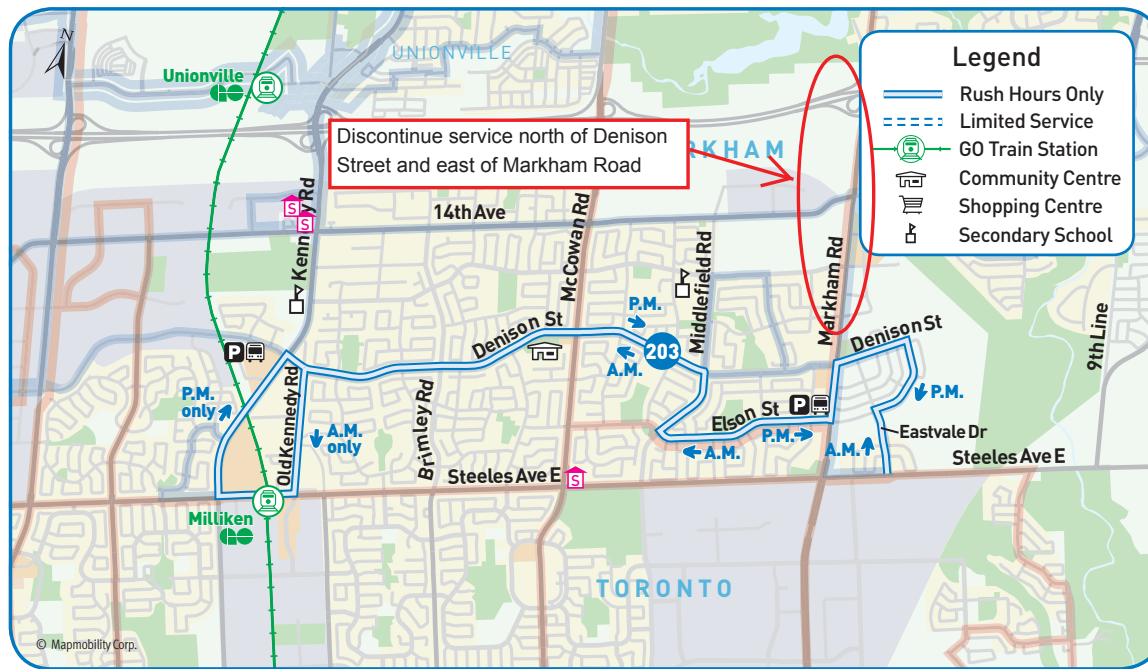
Previous Operating Period and Frequency (in Minutes):

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
N/A	26-41	N/A	30-65	N/A	N/A	N/A	N/A

Rush hour – 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.

Non-rush hour – beginning of service until 6:00 a.m., 9:00 a.m. to 3:00 p.m. and 7:00 p.m. until end of service

Cancelled 2014 Annual Service Plan Initiative Map



Housing Facilities: Nursing Home Retirement Home Social Housing

Previous Route Performance (2013):

Performance Indicator	Value
Average route ridership (weekday rush hour)	90
Average route ridership by hour (weekday rush hour)	9
Net cost per passenger (weekday rush hour)	\$7.37
Revenue/Cost (weekday rush hour)	27%

Route 40 – Unionville Local & Route 41 - Markham Local

Route Implementation Date:

- > Pre-Amalgamation

Route Type/Routing:

- > Local
- > Route 40 - Unionville Local operates Monday to Sunday/holiday service between McCowan Road and Woodbine Avenue connecting to Markville Mall and Centennial GO Station
- > Route 41 - Markham Local operates Monday to Sunday/holiday service in northeast Markham to Markville Mall, Centennial GO Station and Markham GO Station

Major Trip Generators:

- > Centennial GO Station
- > Markville Mall
- > St. Augustine Catholic High School
- > Unionville High School
- > St. Brother Andre Catholic High School
- > Markville Secondary School
- > Markham GO Station

Service Changes:

- > Cancelled the 2014 Annual Service Plan initiative to merge Route 40 - Unionville Local and Route 41 - Markham Local into one route, due to operational concerns identified by Operations, Safety and Training staff
- > Cancelled the 2014 Annual Service Plan initiative to extend service to Markham Stouffville Hospital and Valleywood Business Park

**Previous Operating Period and Frequency (in Minutes):
Route 40 – Unionville Local & Route 41 – Markham Local Route**

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening*	Saturday	Sunday/Holiday
N/A	30	60	30	60	60	60	60

Rush hour – 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.

Non-rush hour – beginning of service until 6:00 a.m., 9:00 a.m. to 3:00 p.m. and 7:00 p.m. until end of service

*Late evening services are provided by Dial-a-Ride

Previous Route Performance (2013): Route 40 - Unionville Local Route

Performance Indicator	Value
Average route ridership (weekday daily)	293
Average route ridership (weekday rush hour)	230
Average route ridership by hour (weekday rush hour)	13
Average route ridership (weekday non-rush hour)	63
Average route ridership by hour (weekday non-rush hour)	5
Average route ridership (Saturday)	98
Average route ridership by hour (Saturday)	6
Average route ridership (Sunday/holiday)	71
Average route ridership by hour (Sunday/holiday)	5
Net cost per passenger (weekday rush hour)	\$3.97
Net cost per passenger (weekday non-rush hour)	\$15.66
Net cost per passenger (Saturday)	\$12.31
Net cost per passenger (Sunday/holiday)	\$16.62
Revenue/Cost (weekday rush hour)	40%
Revenue/Cost (weekday non-rush hour)	15%
Revenue/Cost (Saturday)	18%
Revenue/Cost (Sunday/holiday)	14%

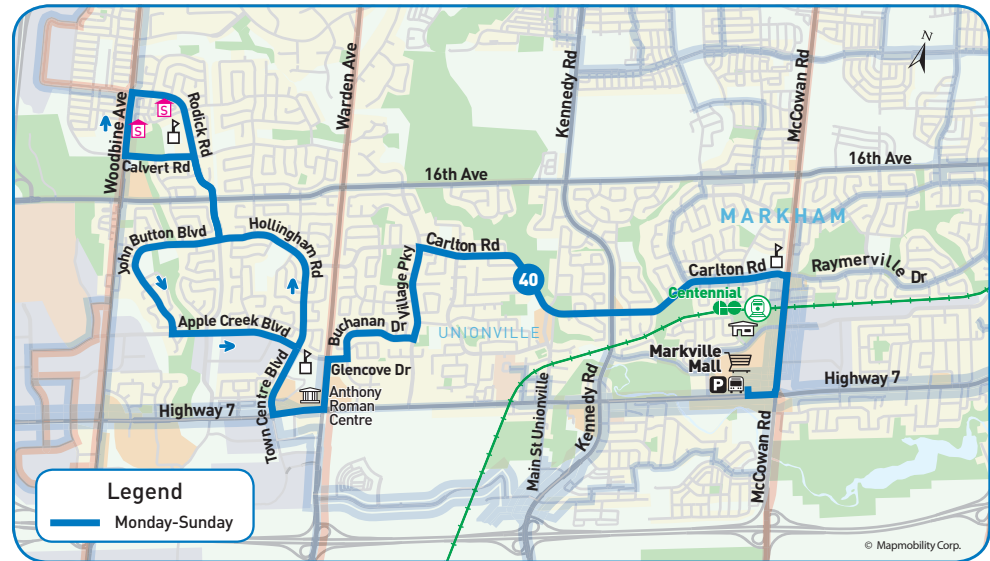
Previous Route Performance (2013): Route 41 - Markham Local

Performance Indicator	Value
Average route ridership (weekday daily)	174
Average route ridership (weekday rush hour)	121
Average route ridership by hour (weekday rush hour)	12
Average route ridership (weekday non-rush hour)	53
Average route ridership by hour (weekday non-rush hour)	6
Average route ridership (Saturday)	69
Average route ridership by hour (Saturday)	7
Average route ridership (Sunday/holiday)	42
Average route ridership by hour (Sunday/holiday)	4
Net cost per passenger (weekday rush hour)	\$4.78
Net cost per passenger (weekday non-rush hour)	\$12.76
Net cost per passenger (Saturday)	\$8.48
Net cost per passenger (Sunday/holiday)	\$17.04
Revenue/Cost (weekday rush hour)	36%
Revenue/Cost (weekday non-rush hour)	17%
Revenue/Cost (Saturday)	30%
Revenue/Cost (Sunday/holiday)	18%

Passenger Impacts/Options:

- > Service on Routes 40 and 41 will remain unchanged with both routes continuing to operate separately – no impact to customers

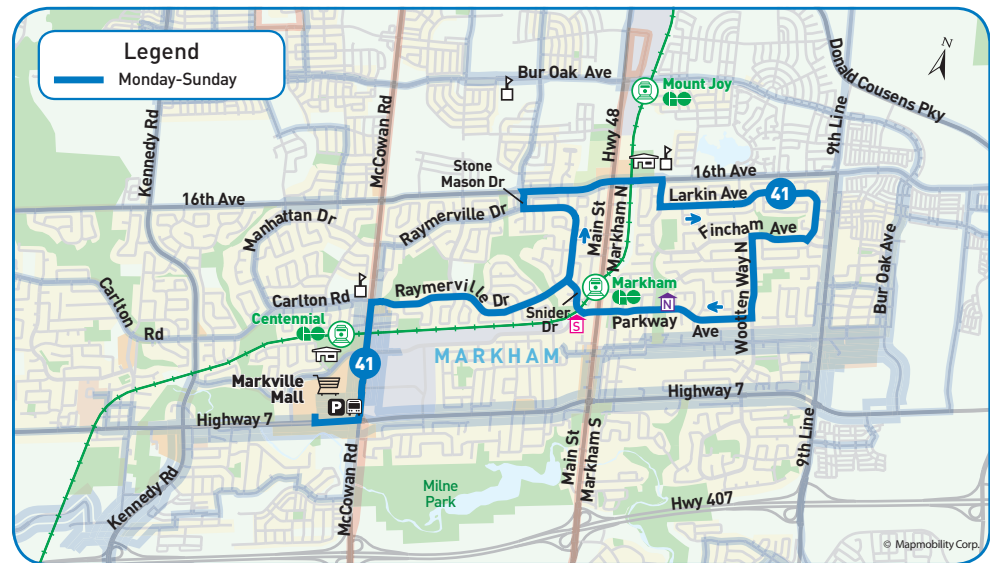
Current Route Map (Route 40)



Legend
 Monday-Sunday

- Community Centre
- Municipal Office
- Secondary School
- Social Housing

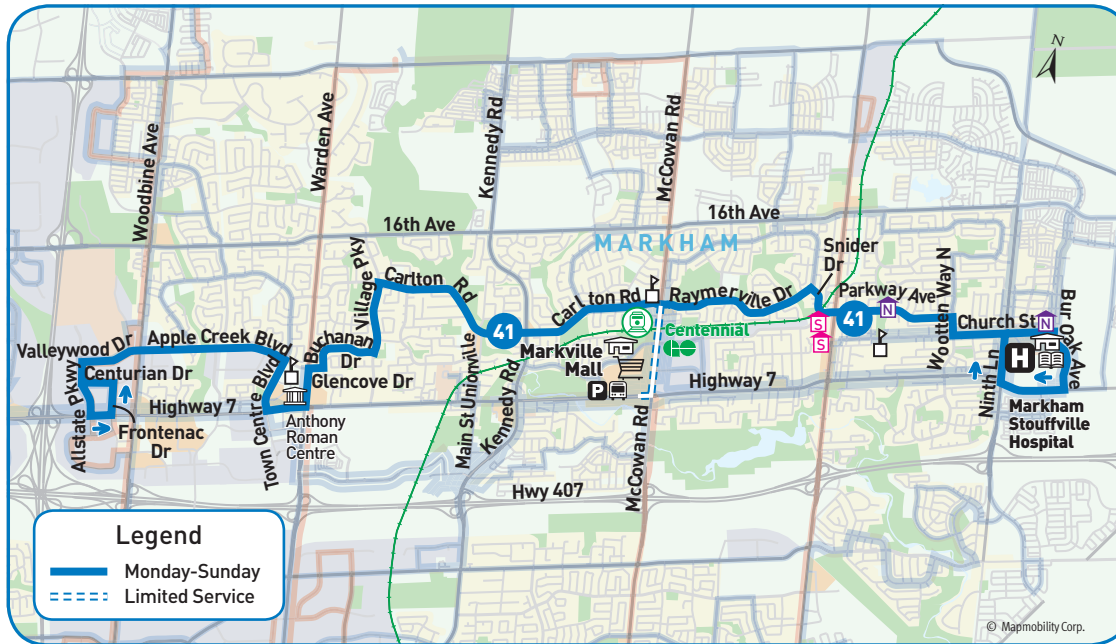
Current Route Map (Route 41)



Legend
 Monday-Sunday

- Community Centre
- Municipal Office
- Secondary School
- Social Housing

Cancelled 2014 Annual Service Plan Initiative Map



Housing Facilities:  Nursing Home  Retirement Home  Social Housing

4.4 | City of Vaughan

Route 7 - Martin Grove

Route Implementation Date:

- > Pre-Amalgamation
- > Restructured July 2012

Route Type/Routing:

- > Local
- > Weekday service along Martin Grove Road between Rexdale Boulevard and Rutherford Road/Islington Avenue
- > Saturday service between Steeles Avenue/ Martin Grove Road to Rutherford Road/ Islington Avenue

Major Trip Generators:

- > Steeles Ave corridor
- > Holy Cross Catholic High School
- > Emily Carr Secondary School
- > Humber College
- > Woodbine Centre
- > RioCan Centre – Walmart (Highway 27 south of Langstaff Road)
- > Al Palladini Community Centre

Service Changes:

- > Cancelled the 2014 Annual Service Plan initiative to reduce weekday service after 7:00 p.m. due to customer feedback and requests to continue transit connections with Humber College after 9:00 p.m.

Passenger Impacts/Options:

- > YRT/Viva will continue operating the existing schedule and monitor service to identify potential future service changes for the route

Current Operating Period and Frequency (in Minutes):

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
N/A	22	38	23	38	N/A	60	N/A

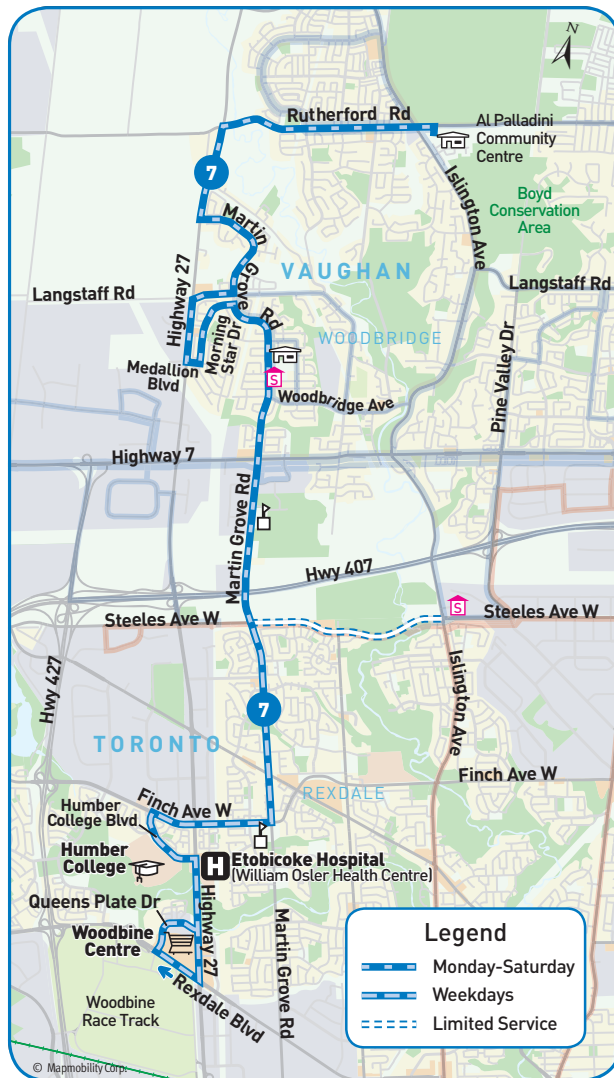
Rush hour – 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.

Non-rush hour – beginning of service until 6:00 a.m., 9:00 a.m. to 3:00 p.m. and 7:00 p.m. until end of service

Previous Route Performance (2013):

Performance Indicator	Value
Average route ridership (weekday daily)	997
Average route ridership (weekday rush-hour)	623
Average Route ridership per hour (weekday rush hour)	22
Average route ridership (weekday non-rush hour)	374
Average Route ridership per hour (weekday non-rush hour)	14
Average route ridership (Saturday)	96
Average route ridership per hour (Saturday)	6
Net cost per passenger (weekday rush hour)	\$1.35
Net cost per passenger (weekday non-rush hour)	\$3.87
Net cost per passenger (Saturday)	\$14.60
Revenue/Cost (weekday rush hour)	67%
Revenue/Cost (weekday non-rush hour)	41%
Revenue/Cost (Saturday)	16%

Current Route Map



Housing Facilities

-  Nursing Home
-  Retirement Home
-  Social Housing

Current Route Map:

- > Same as Previous Route Map – service initiative did not affect routing

Route 10 - Woodbridge

Route Implementation Date:

- > Pre-Amalgamation
- > Restructured July 2012

Route Type/Routing:

- > Local
- > Monday to Sunday/holiday service connecting the Woodbridge community to York University

Major Trip Generators:

- > Steeles Avenue Corridor
- > Father Bressani Catholic High School
- > York University

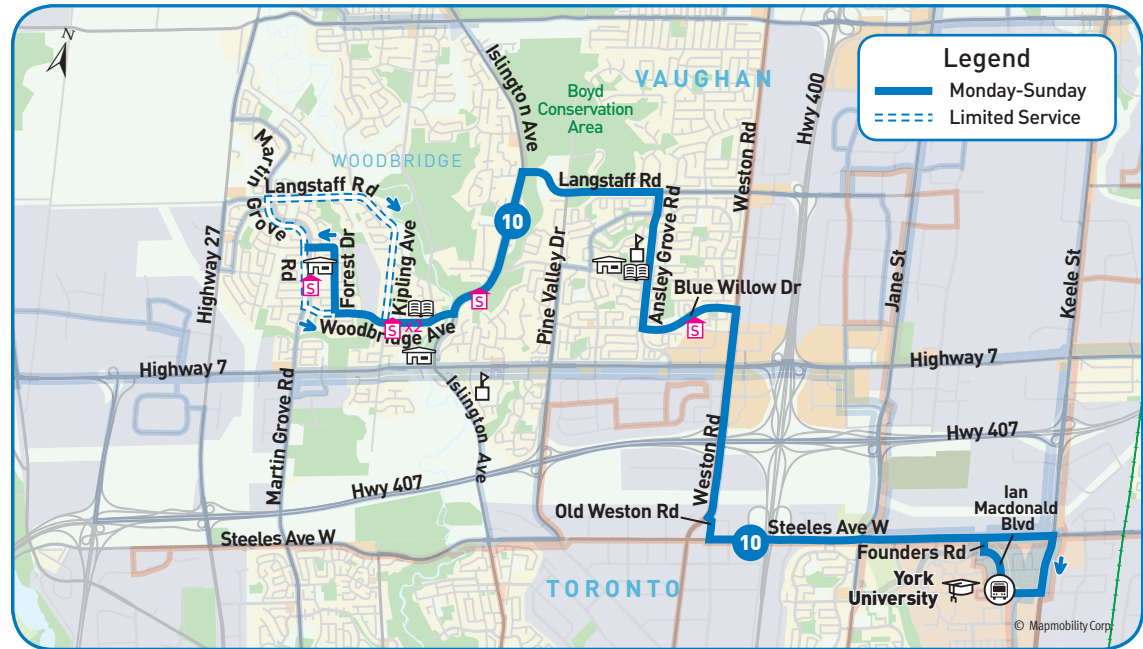
Service Changes:

- > Cancelled the 2014 Annual Service Plan initiative to adjust frequency during weekday evenings from 38 minutes to 75 minutes due to customer feedback

Passenger Impacts/Options:

- > As YRT/Viva did not implement service frequency reductions during weekday evenings, customers will not be affected

Current Route Map



Housing Facilities: Nursing Home Retirement Home Social Housing

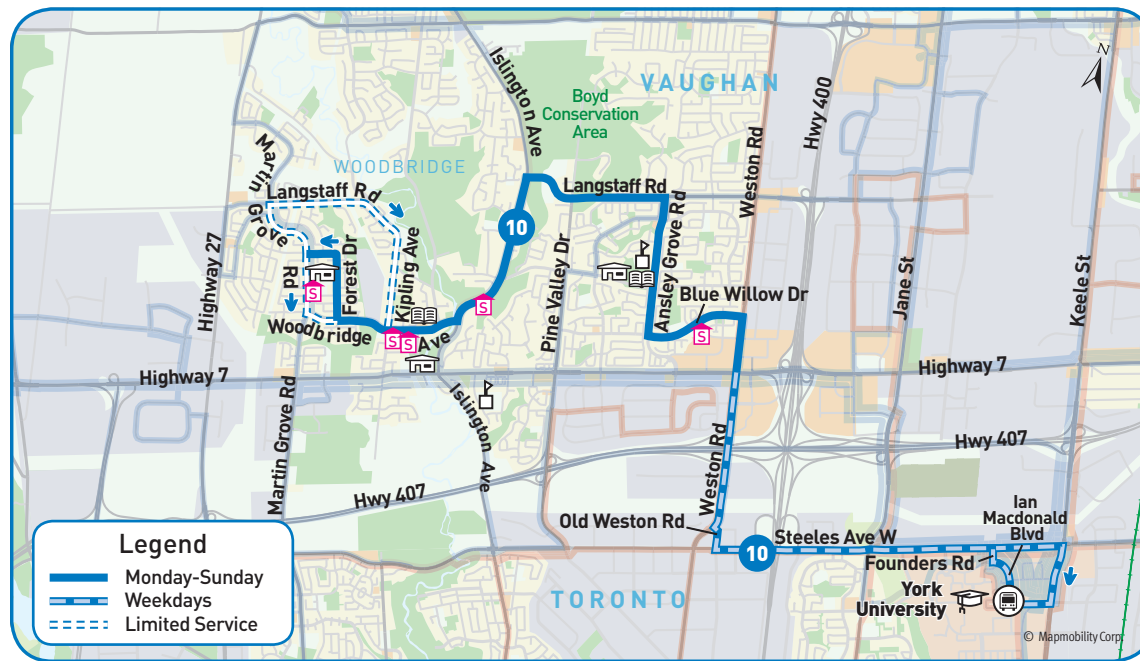
Previous Operating Period and Frequency (in Minutes):

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
N/A	44	42	45	38	N/A	38	38

Rush hour – 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.

Non-rush hour – beginning of service until 6:00 a.m., 9:00 a.m. to 3:00 p.m. and 7:00 p.m. until end of service

Cancelled 2014 Annual Service Plan Initiative Map



Housing Facilities: Nursing Home Retirement Home Social Housing

Previous Route Performance (2013):

Performance Indicator	Value
Average route ridership (weekday daily)	318
Average route ridership (weekday rush-hour)	184
Average route ridership per hour (weekday rush hour)	13
Average route ridership (weekday non-rush hour)	134
Average route ridership per hour (weekday non-rush hour)	7
Average route ridership (Saturday)	85
Average route ridership per hour (Saturday)	4
Average route ridership (Sunday/holiday)	63
Average route ridership per hour (Sunday/holiday)	3
Net cost per passenger (weekday rush hour)	\$4.28
Net cost per passenger (weekday non-rush hour)	\$10.83
Net cost per passenger (Saturday)	\$22.04
Net cost per passenger (Sunday/holiday)	\$30.65
Revenue/Cost (weekday rush hour)	39%
Revenue/Cost (weekday non-rush hour)	20%
Revenue/Cost (Saturday)	11%
Revenue/Cost (Sunday/holiday)	8%

Route 20 – Jane

Route Implementation Date:

- > October 2004
- > Restructured April 2012

Route Type/Routing:

- > Base
- > Monday to Sunday/holiday service provided primarily along Jane Street between Teston Road and York University

Major Trip Generators:

- > York University
- > Canada’s Wonderland
- > Vaughan Mills Mall
- > Jane/Concord industrial area
- > Vaughan Metropolitan Centre

Service Changes:

- > New Route 20A branch service. The new branch will not divert into the industrial area between Courtland Avenue and Interchange Way. The Saturday and Sunday/holiday service will be renamed Route 20A.

Passenger Impacts/Options:

- > Additional weekday service available for passengers

Previous Operating Period and Frequency (in Minutes):

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
19	19	18	20	18	32	21-27	27-38

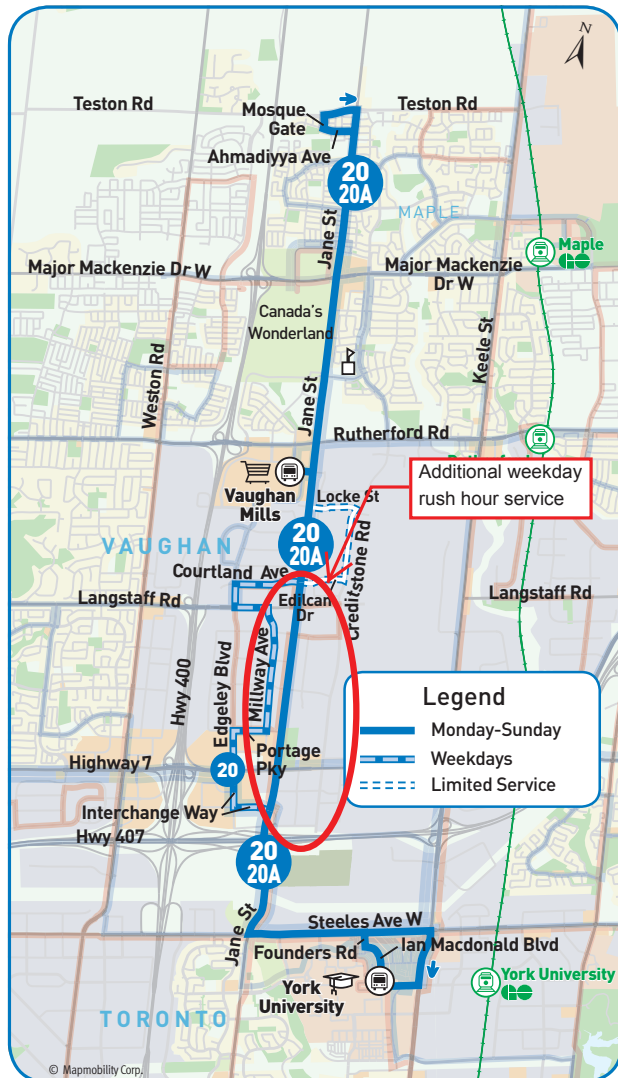
Rush hour – 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.

Non-rush hour – beginning of service until 6:00 a.m., 9:00 a.m. to 3:00 p.m. and 7:00 p.m. until end of service

Current Route Performance 2013

Performance Indicator	Value
Average route ridership (weekday daily)	2,749
Average route ridership (weekday rush hour)	1,641
Average route ridership per hour (weekday rush hour)	38
Average route ridership (weekday non-rush hour)	1,108
Average route ridership per hour (weekday non-rush hour)	19
Net cost per passenger (weekday rush hour)	-\$0.37
Net cost per passenger (weekday non-rush hour)	\$2.02
Revenue/Cost (weekday rush hour)	116%
Revenue/Cost (weekday non-rush hour)	57%

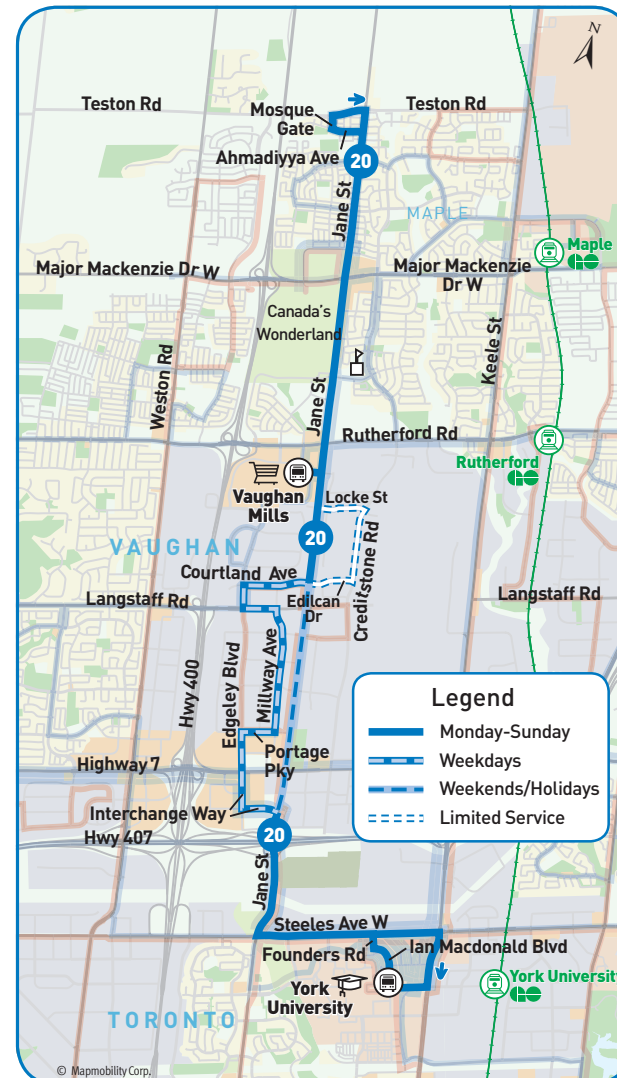
Current Route Map



Housing Facilities

-  Nursing Home
-  Retirement Home
-  Social Housing

Previous Route Map



Housing Facilities

-  Nursing Home
-  Retirement Home
-  Social Housing