

# 5 | 2015 Service Initiatives

**5 | 2015 Service Initiatives**

To develop the 2015 Annual Service Plan, YRT/Viva assessed the net cost per passenger and the capacity demand for all services (**Appendix A**), and identified routes that York Region is subsidizing three to four times the average fare per passenger. The assessment included TTC routes operating in York Region, Dial-a-Ride services, High School Specials, and GO Shuttles.

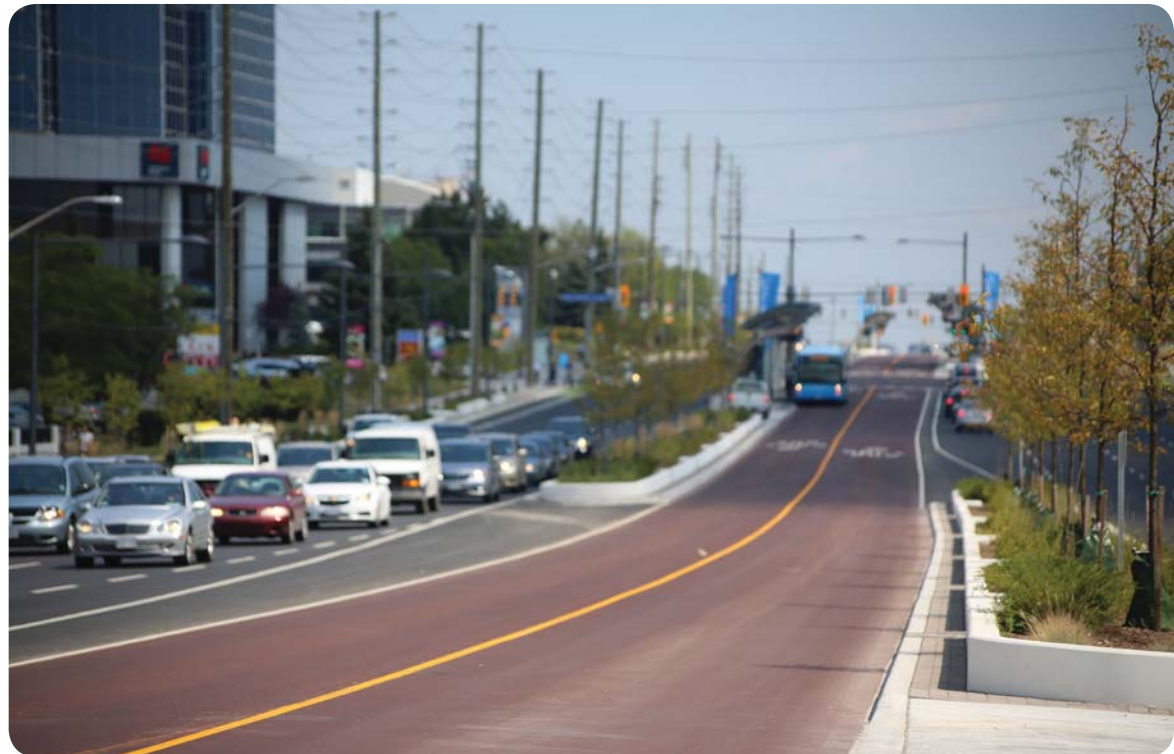
YRT/Viva is recommending a series of service adjustments based on the assessments. Most of the recommended route changes in the Annual Service Plan are to routes that are significantly subsidized, or to routes that duplicate service on an underlying conventional bus route. Other recommendations within the Annual Service Plan are intended to strengthen the grid network, match service to demand, and simplify route structure.

YRT/Viva presented the 2015 service initiatives at Public Information Centres (PICs), Municipal meetings and stakeholder workshops to gather input. Surveys were conducted on routes with routing and span of service proposals. Comments received from the outreach activities were evaluated and incorporated into the proposed 2015 initiatives.

The following sub-sections outline the 2015 Annual Service Plan initiatives by municipality, as identified in **Table 18**.

Table 18: 2015 Annual Service Plan Initiatives by Municipality

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## 5.1 | Town of Georgina

### Municipal Meeting:

- > Monday, March 3, 2014

### Public Information Centre:

- > Thursday, March 27, 2014 – Georgina Ice Palace

### Public and Stakeholder Requests:

- > **Attendance:**
  - > 41 people
- > **Service Requests:**
  - > Route 424 – Keswick High School Special: Customers were glad to see the service extended into the south part of Keswick
  - > General inquiry/comments concerning construction along Davis Drive
  - > General inquiry regarding the planned/future transit services to the Georgina Park n' Ride facility on Ravenshoe Road and Highway 404
  - > Route 51 – Keswick Local: Request received not to cancel the route

### Proposed Service Initiatives:

- > Route 424 - Keswick High School Special



**Route 424 – Keswick High School Special**

**Route Implementation Date:**

- > September 2004
- > Restructured March 2014

**Route Type/Routing:**

- > School Special
- > Operates Monday to Friday to/from Keswick High School servicing the residential neighbourhoods surrounding The Queensway South, Church Street, Natanya Boulevard, Wexford Drive, Woodbine Avenue and Biscayne Boulevard

**Major Trip Generators:**

- > Keswick High School

**Service Changes (March 2014):**

- > In addition to services along Church Street and Metro Road South, adjusted routing to provide service into new subdivision in south Keswick

**Passenger Impacts/Options:**

- > Presented as part of the 2015 Plan initiative
- > Implemented on March 3, 2014 due to overcrowding on Route 51 – Keswick Local
- > Students from Joe Dales Drive, Thornlodge Drive, Lake Drive and Walter Drive area can utilize Route 424 – Keswick High School Special in addition to Route 51 – Keswick Local

**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	N/A	N/A	1 trip	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.

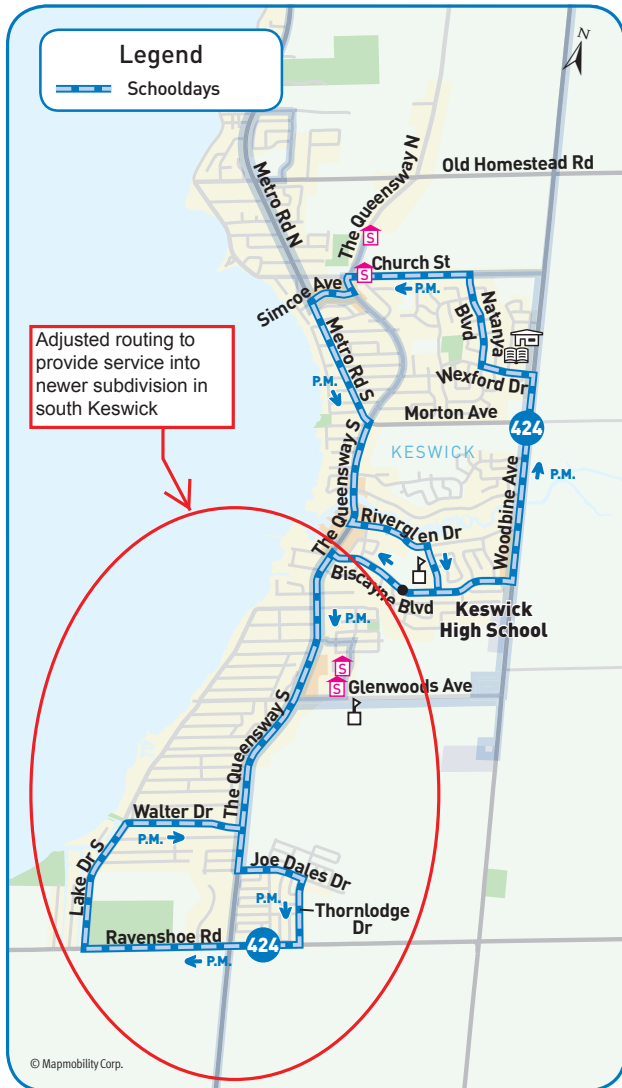
Non-rush hour – beginning of service until 6:00 a.m., 9:00 a.m. to 3:00 p.m. and 7:00 p.m. until end of service

**Current Route Performance (2013):**

Performance Indicator	Value
Average route ridership (weekday daily)	12
Ridership by Trip – PM Trip	12
Net cost per passenger (weekday rush hour)	\$8.32
Revenue/Cost (weekday rush hour)	25%



### Current Route Map



#### Housing Facilities

-  Nursing Home
-  Retirement Home
-  Social Housing



## 5.2 | Town of East Gwillimbury

### Municipal Meeting:

- > Thursday, February 27, 2014

### Public Information Centre:

- > Wednesday, March 19 – East Gwillimbury Sports Complex

### Public and Stakeholder Requests:

- > **Attendance:**
  - > 15 people
- > **Service Requests:**
  - > Many people in East Gwillimbury are not familiar with YRT/Viva and the services it provides. Marketing efforts should be increased in the East Gwillimbury area to better promote YRT/Viva. The local home show could be an effective venue
  - > A request to provide direct service from the Holland Landing area to Sharon bypassing the Town of Newmarket
  - > Some younger residents of East Gwillimbury would benefit from more frequent transit access to employment or recreational destinations in Newmarket (e.g. on Yonge Street between Davis Drive and Green Lane)
  - > Regarding Mobility Plus service to the Blue Door Shelter on Yonge Street in East Gwillimbury, more service is needed during evening and late evening periods

### Proposed Service Initiatives:

- > Route 58 - Mount Albert



**Route 58 – Mount Albert**

**Route Implementation Date:**

- > September 2004

**Route Type/Routing:**

- > Local
- > Weekday service operating between 404 Town Centre and the Mount Albert and Sharon communities, via Leslie Street and Mount Albert Road
- > Midday service also provided to Newmarket GO Bus Terminal via Davis Drive

**Major Trip Generators:**

- > East Gwillimbury GO Station
- > Newmarket GO Bus Terminal
- > 404 Town Centre
- > East Gwillimbury Town Hall
- > East Gwillimbury Library (Mount Albert)
- > Upper Canada Mall

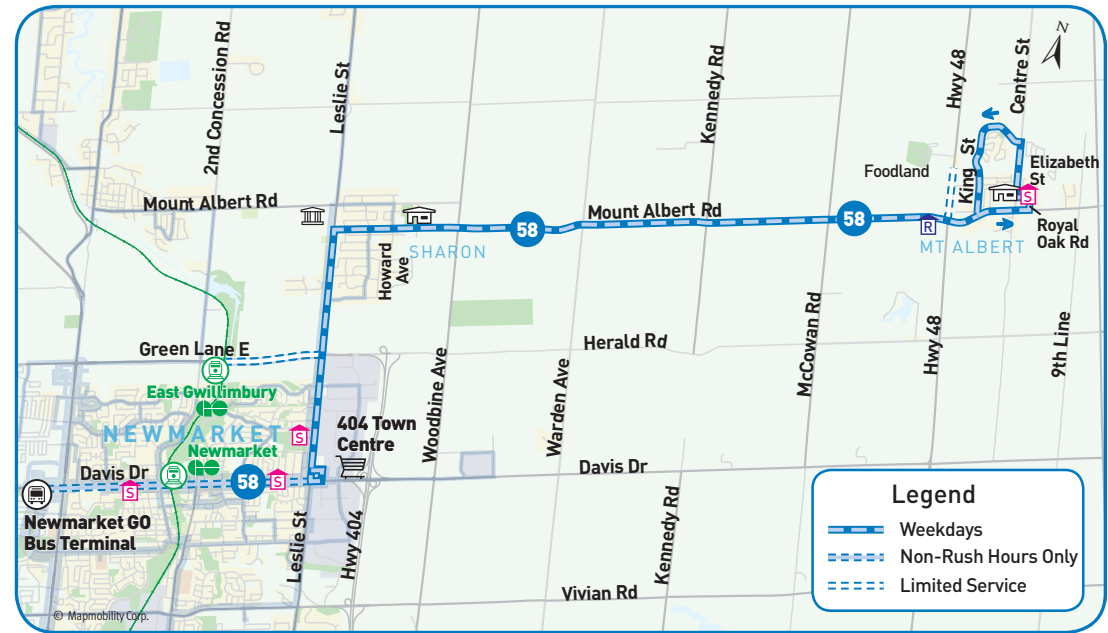
**Proposed Service Changes:**

- > Discontinue midday service along Davis Drive between 404 Town Centre and Newmarket GO Bus Terminal with the Viva yellow implementation

**Passenger Impacts/Options:**

- > Customers would be required to transfer at 404 Town Centre to access the Newmarket GO Bus Terminal, Upper Canada Mall and Southlake Hospital
- > Midday frequency adjusted from 100 to 60 minutes
- > Other service options for customers along Davis Drive include Route 50 - Queensway, Route 55 – Davis and Viva yellow

**Current Route Map**



Housing Facilities: Nursing Home Retirement Home Social Housing

**Current Operating Period and Frequency (in Minutes):**

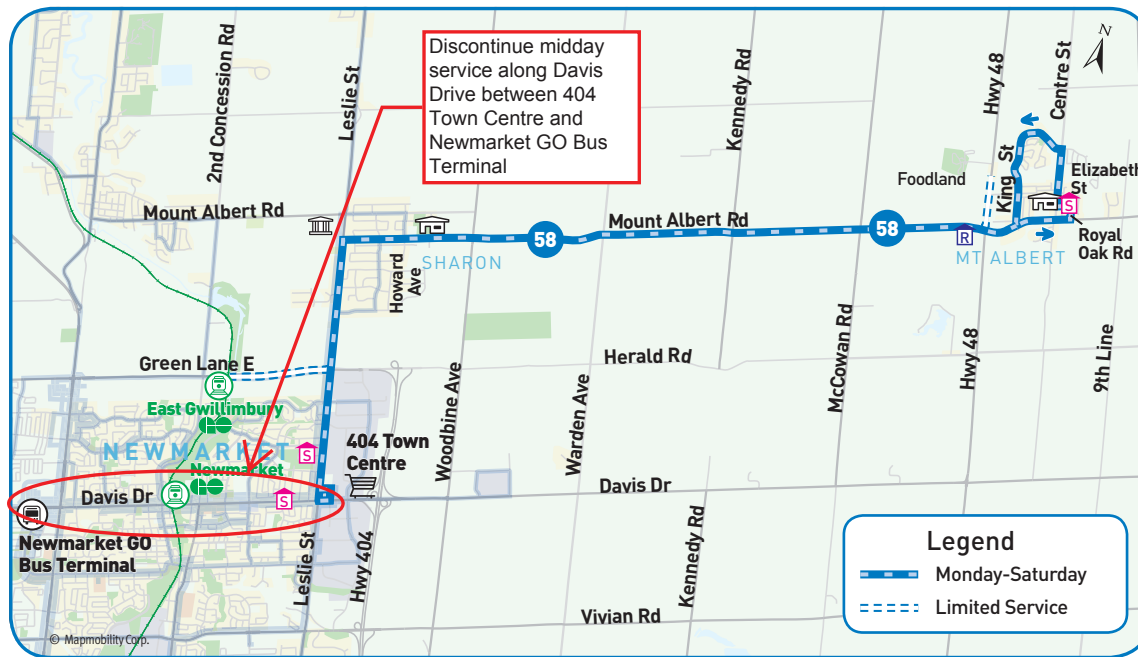
Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
62-64	59-64	100	59-100	85-88	1 trip D-A-R	N/A	N/A

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



### Proposed Route Map



Housing Facilities: Nursing Home Retirement Home Social Housing

### Current Route Performance (2013):

Performance Indicator	Value
Average route ridership (weekday daily)	88
Average route ridership (weekday rush hour)	49
Average route ridership per hour (weekday rush hour)	8
Average route ridership (weekday non-rush hour)	39
Average route ridership per hour (weekday non-rush hour)	4
Net cost per passenger (weekday rush hour)	\$8.99
Net cost per passenger (weekday non-rush hour)	\$11.99
Revenue/Cost (weekday rush hour)	23%
Revenue/Cost (weekday non-rush hour)	18%

### Survey Summary:

A survey was conducted during the midday period on Route 58 on Wednesday March 26, 2014. A summary of the survey findings can be found in **Appendix B**.

### 5.3 | Town of Newmarket

#### Municipal Meeting:

- > Wednesday, February 12, 2014

#### Public Information Centre:

- > Monday, March 24, 2014 - Newmarket GO Bus Terminal

#### Public and Stakeholder Requests:

- > **Attendance:**
  - > 122 people
- > **Service Requests:**
  - > Local routes in Newmarket (e.g. Route 44 – Bristol) generally operate with low frequency
  - > The Ontario SPCA office (on Woodbine Avenue, south of Vivian Road) is not accessible by transit. At least some limited service (i.e. during weekday rush hours) would be appreciated
  - > Direct YRT/Viva service should operate between Newmarket GO Bus Terminal and Vaughan Mills Mall
  - > During the summer period, express YRT service should operate between Newmarket GO Bus Terminal and Canada's Wonderland
  - > Route 50 – Queensway: Should be more frequent, should be more frequent on Sundays/holidays, should include a later 'last trip' departing from Newmarket GO Bus Terminal on weekdays (e.g. departing around 11:15 p.m. or 11:30 p.m.), should have improved connection with the 6:04 p.m. GO train at the Newmarket GO Train Station

- > PRESTO: All TTC subway stations should have PRESTO machines; notices for PRESTO events should be given to bus operators, so they can hand them out to passengers who pay with cash or tickets; member of the public asked how people currently receiving assistance/vouchers through ODSP (Ontario Disability Support Program) will receive their benefit once paper media is fully phased out

#### Proposed Service Initiatives:

- > Route 607 - Viva yellow
- > Route 55/55B - Davis Drive
- > Route 421 - Newmarket High School Special



**Route 607 – Viva yellow**

**Route Implementation Date:**

- > December 2015

**Route Type/Routing:**

- > Base
- > Monday to Sunday service along Davis Drive between the Newmarket GO Bus Terminal and the Highway 404 carpool lot

**Major Trip Generators:**

- > Newmarket GO Bus Terminal
- > Newmarket GO Station
- > Southlake Regional Hospital
- > Huron Heights High School
- > 404 Town Centre
- > Upper Canada Mall

**Proposed Service Changes:**

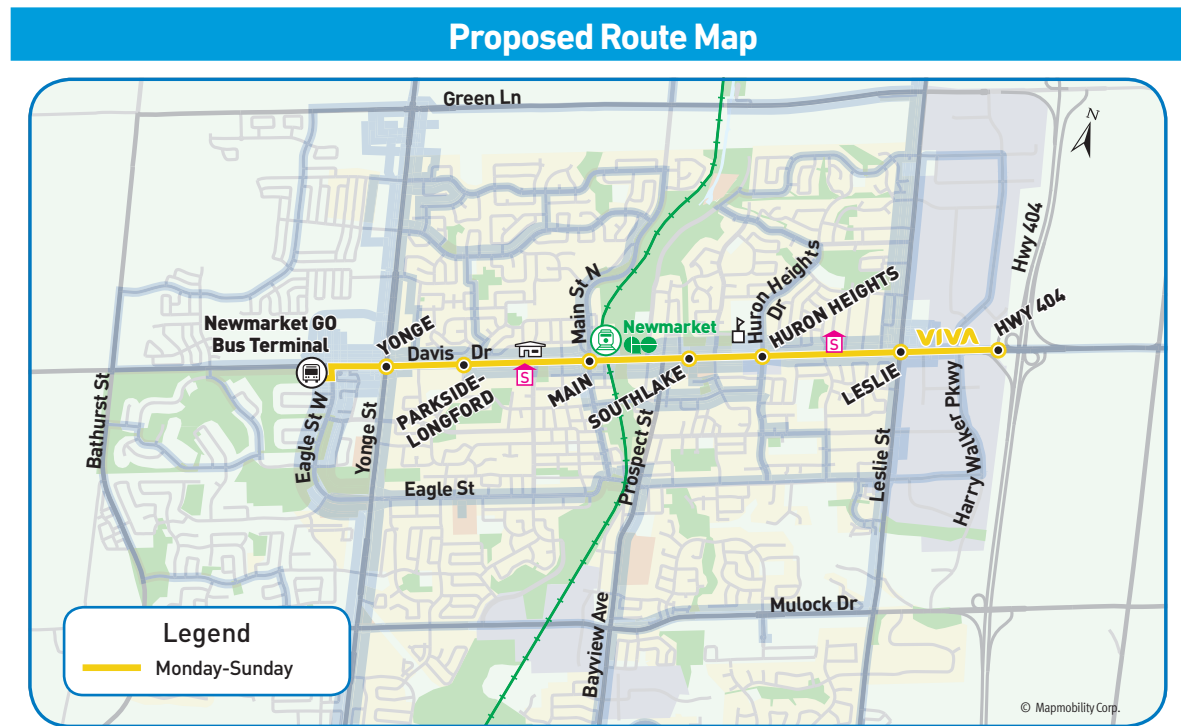
- > New Viva route along Davis Drive after the completion of the Davis Drive rapidway
- > Provide approximately 15 minute service

**Passenger Impacts/Options:**

- > Provide rapid transit service between the Newmarket GO Bus Terminal and the Davis Drive/Highway 404 Carpool lot
- > Frequency for conventional Route 55/55B – Davis Drive will be adjusted

**Current Route Map:**

- > Not applicable



**Housing Facilities:** Nursing Home Retirement Home Social Housing

**Route 55/55B - Davis Drive**

**Route Implementation Date:**

- > Pre-Amalgamation

**Route Type/Routing:**

- > Base
- > An east-west service operating along Davis Drive between Newmarket GO Bus Terminal and 404 Town Centre

**Major Trip Generators:**

- > Newmarket GO Bus Terminal
- > Newmarket GO Station
- > Southlake Regional Hospital
- > Huron Heights High School
- > 404 Town Centre
- > Upper Canada Mall

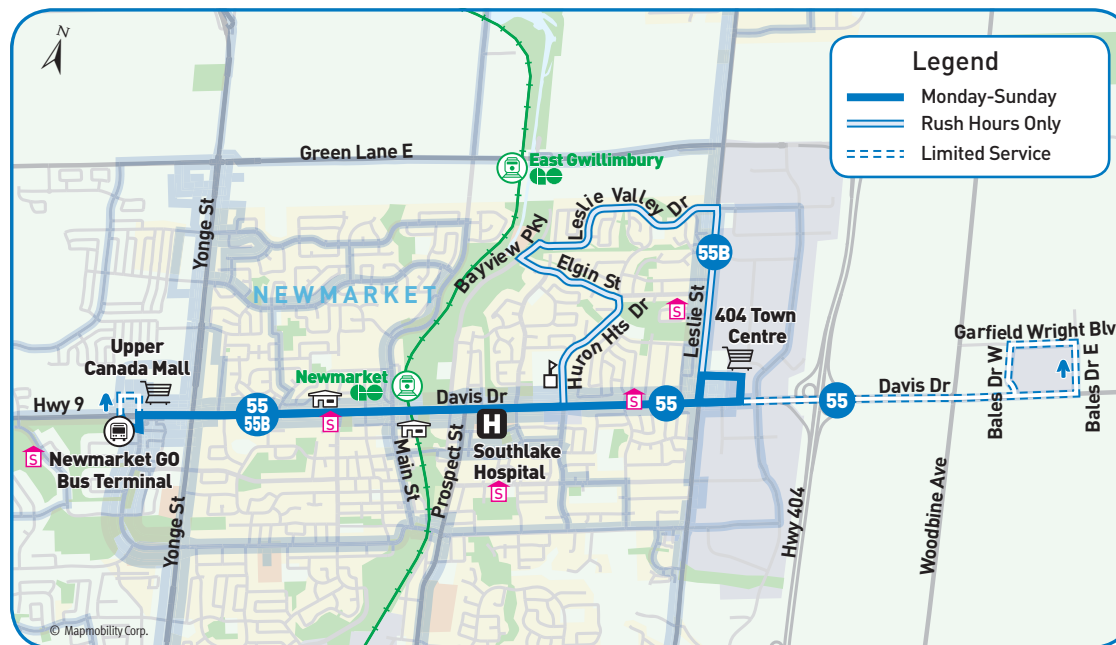
**Proposed Service Changes:**

- > Extend route to the Davis Drive/404 Carpool Lot
- > Frequency adjustments for Route 55 during weekday midday and on Saturdays with the introduction of Viva yellow along Davis Drive
- > Restructure Route 55/55B during weekday rush hour periods to operate along Huron Heights Drive, Leslie Valley Drive, to the Highway 404/Davis Drive carpool lot (Route 50 – Queensway and Viva yellow will remain as alternative routes between Leslie Street and the Newmarket GO Bus Terminal)

**Survey Summary:**

Surveys were conducted on Wednesday April 2nd, Thursday April 3rd, and Thursday April 10th. A summary of the survey findings can be found in **Appendix B**.

**Current Route Map**



**Housing Facilities:** Nursing Home Retirement Home Social Housing

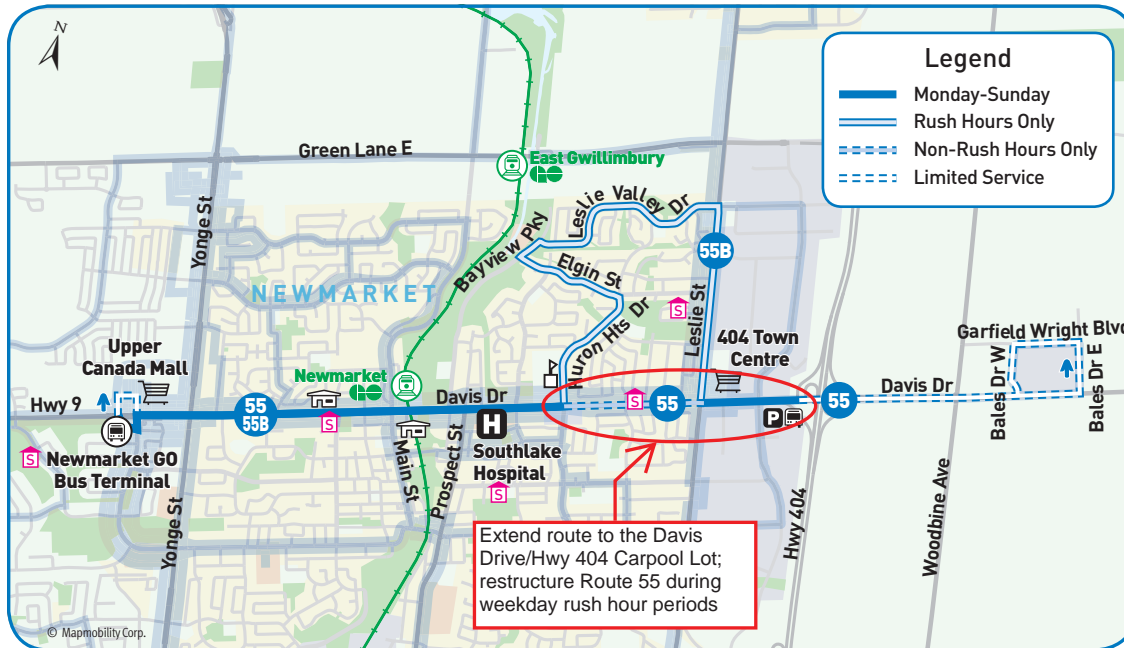
**Current Operating Period and Frequency (in Minutes):**

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
30	15	28	15	40	40	20-40	37-40

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

### Proposed Route Map



Housing Facilities: Nursing Home Retirement Home Social Housing

#### Passenger Impacts/Options:

- > Passengers along Davis Drive between Huron Heights Boulevard and Leslie Street will be impacted during weekday rush hour periods
- > Weekday rush hour restructuring of the Route 55 branch results in five bus stops not serviced by Route 55 on Davis Drive between Huron Heights Boulevard and Leslie Street
- > Affects 13 passengers who use those bus stops. Options for service include using the Route 50 stops, or alternatively use Huron Heights or Leslie vivastations
- > Walking distance may be increased to maximum of approximately 600 metres when utilizing alternative transit service
- > Frequency adjusted as follows:
  - > From 30 to 60 minutes during weekday midday
  - > From 20 to 40 minutes during Saturday morning

#### Current Route Performance (2013):

Performance Indicator	Value
Average route ridership (weekday daily)	794
Average route ridership (weekday rush hour)	474
Average route ridership per hour (weekday rush hour)	17
Average route ridership (weekday non-rush hour)	320
Average route ridership per hour (weekday non-rush hour)	14
Average route ridership (Saturday)	425
Average route ridership per hour (Saturday)	14
Average route ridership (Sunday/holiday)	258
Average route ridership per hour (Sunday/holiday)	17
Net cost per passenger (weekday rush hour)	\$2.89
Net cost per passenger (weekday non-rush hour)	\$4.00
Net cost per passenger (Saturday)	\$3.98
Net cost per passenger (Sunday/holiday)	\$2.83
Revenue/Cost (weekday rush hour)	48%
Revenue/Cost (weekday non-rush hour)	40%
Revenue/Cost (Saturday)	40%
Revenue/Cost (Sunday/holiday)	49%

**Route 421 – Newmarket High School Special**

**Route Implementation Date:**

- > September 2004

**Route Type/Routing:**

- > School Special
- > Operates Monday to Friday to/from Newmarket High School to the residential neighbourhoods surrounding Leslie Street, Stonehaven Avenue, and Bayview Avenue

**Major Trip Generators:**

- > Newmarket High School

**Proposed Service Changes:**

- > Discontinue service due to low ridership

**Passenger Impacts/Options:**

- > Approximately four passengers impacted in the morning and approximately 10 passengers in the afternoon
- > Options for service include:
  - > Students to/from Stonehaven Avenue area could walk to/from Leslie Street (~650 metres) for Route 57 – Mulock
  - > Students to/from Bayview Avenue (south of Stonehaven Avenue) could take Routes 57/57A – Mulock or 54 – Bayview

**Survey Summary:**

A survey was conducted on Route 421 during the afternoon on Tuesday April 8, 2014. A summary of the survey findings can be found in **Appendix B**.

**Current Operating Period and Frequency (in Minutes):**

Early AM	AM Rush Hour	Midday	PM Rush Hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
30	15	28	15	40	40	20-40	37-40

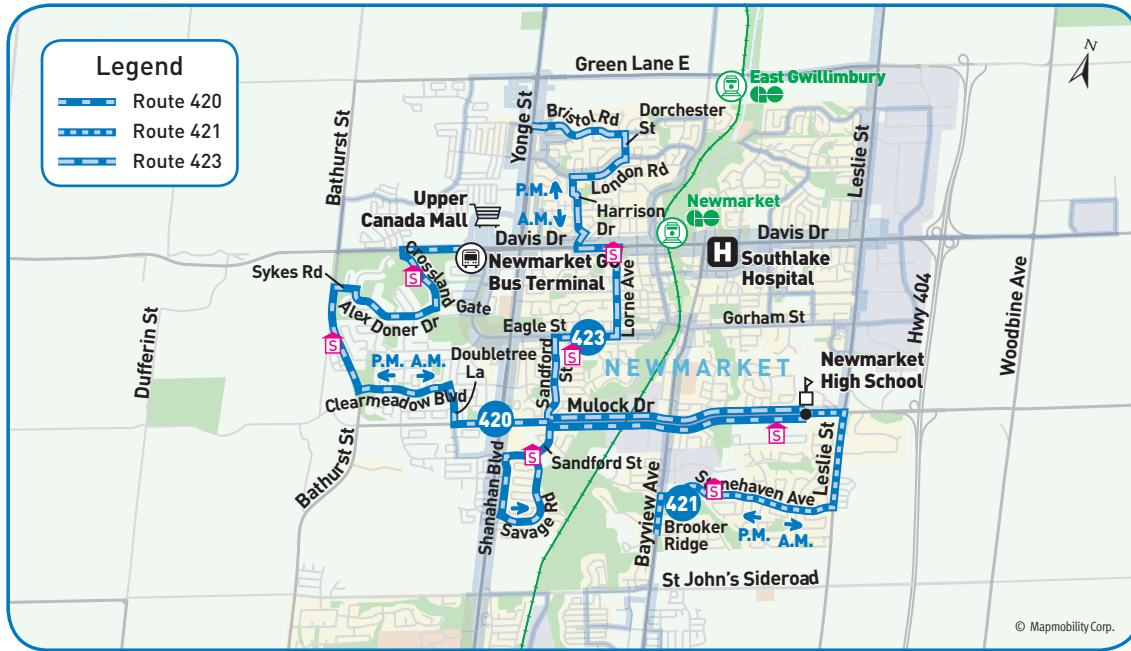
Rush hour – 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.

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)	14
Ridership by Trip – AM Trip	4
Ridership by Trip – PM Trip	10
Net cost per passenger (weekday rush hour)	\$8.32
Revenue/Cost (weekday rush hour)	25%

### Current Route Map



Housing Facilities: Nursing Home Retirement Home Social Housing

### Proposed Route Map:

> Not applicable

### 5.4 | Town of Aurora

#### Municipal Meeting:

- > Wednesday, February 19, 2014

#### Public Information Centre:

- > Tuesday, March 25, 2014 – Aurora Public Library (Front Lobby)

#### Public and Stakeholder Requests:

##### > Attendance:

- > 57 people

##### > Service Requests:

- > Route 98 – Yonge: Comment on the reduction of weekend service
- > Viva blue: request for a vivastation between Henderson Drive and Bloomington Road
- > Request for more services after 9 a.m. on Wellington Street between Yonge Street and Industrial Parkway
- > Better east-west service through Aurora to complement the excellent north-south service along Yonge Street
- > Improved frequency and span of service on Route 31 – Aurora North

#### Proposed Service Initiatives:

- > No proposed service initiatives





## 5.5 | Town of Richmond Hill

### Municipal Meeting:

- > Tuesday, February 25, 2014

### Public Information Centre:

- > Tuesday, April 1, 2014 – Richmond Hill Centre Terminal

### Public and Stakeholder Requests:

- > **Attendance:**
  - > 775 people

### Service Requests:

- > Support the extension of Route 17A – Birchmount to Highway 7
- > Customers using Route 91B – Bayview would like one additional trip in the afternoon rush hour (6:30 p.m. trip)
- > Provide service along Steeles Avenue
- > Request for Route 300 – Business Express to use the rapidway
- > Extend the Highway 7 rapidway to Main Street Markham

### Fare Requests:

- > Customers would like a post-secondary discount (even if a discount of \$10 per month for a pass)

### Proposed Service Initiatives:

- > No proposed service initiatives





## 5.6 | City of Markham

### Municipal Meeting:

- > February 26, 2014

### Public Information Centre:

- > March 20, 2014 - Markham Civic Centre – Great Hall

### Public and Stakeholder Requests:

#### > Attendance:

- > 45 people

#### > Service Requests:

- > TTC Route 102D – Markham North: Instead of looping on the west side of Markham Road, loop on the east side (via Major Mackenzie Drive, Donald Cousens Parkway, Deltray Drive and Castlemore Avenue)
- > TTC Route 24D – Victoria Park North: Replace TTC Route 24D with TTC Route 167 – Pharmacy
- > TTC Route 17A – Birchmount: Maintain services along Gough Road for the northbound direction during the AM and southbound direction in the PM
- > Route 8 – Kennedy: Revise the loop on the north end to travel clockwise direction instead of counter clockwise direction. Revise the loop on the south end to travel along Old Kennedy Road, Steeles Avenue and Kennedy Road
- > Route 2 – Milliken: Extend evening and late evening services to the Box Grove area
- > Viva purple: Provide a drop-off only stop at Church Street and 9th Line for passengers wishing to connect

with Route 9 – 9th Line. Provide one additional trip around 3 p.m. to improve frequency

- > TTC Route 129A – McCowan North: Additional trips to meet the afternoon bell time at Father McGivney Catholic High School
- > Route 402 – Bur Oak/Pierre Elliott Trudeau High School Special: No need to extend services to the Pierre Elliott Trudeau High School
- > Route 411 – Markham District High School Special: Revise the afternoon routing around Markham Stouffville Hospital and Cornell area
- > Route 23 – Thornhill Woods: Restructure route to travel along Summeridge Drive instead of Highway 7. Extend midday services to Teston Road and Via Romano area
- > Route 1 – Highway 7: Adjust the Route 1 westbound trip in the afternoon to better meet the bell time at Markham District High School
- > Route 5 – Clark: Extend Saturday night services later in the evening
- > Route 7 – Martin Grove: Extend services to Westwood Terminal (located at Goreway and Morning Star Drive in Mississauga). Extend weekend service along Steeles Avenue to the Islington bus loop
- > Route 21 – Vellore Local: Rush hour service north of Major Mackenzie Drive should be extended to include the west side of Weston Road

- > Route 85 – Rutherford: Extend weekend services to the Napa Valley area
- > Viva orange: Need vivastations at Jane Street and Steeles Avenue as part of the Viva Network Expansion Plan
- > A question about the timeline for Viva purple to begin service on Highway 7 between Town Centre Boulevard and Kennedy Road
- > A question about YRT/Viva service on Elson Street

#### > Facilities Request

- > Install infoposts at McCowan Road and 14th Avenue (Bus stops 1498, 1611, 3095, 3096 and 3114)

#### > Enforcement Request

- > Have more fare enforcement officers present on Viva purple, especially on the east side of Markham Road

#### Proposed Service Initiatives:

- > Route 2 - Milliken
- > Route 8 - Kennedy
- > Route 14 - 14th Avenue
- > Route TTC 17A - Birchmount
- > Route 18 - Bur Oak
- > Route 402 - Bur Oak Secondary and Pierre Elliott Trudeau High School Special
- > Route TTC 24D - Woodbine
- > Route 25 - Major Mackenzie
- > Route TTC 102D - Markham Road North

**Route 2 – Milliken**

**Route Implementation Date:**

- > Pre-amalgamation

**Route Type/Routing:**

- > Base
- > Operates Monday to Friday between Finch GO Bus Terminal and Markham Road primarily on John Street, Esna Park Drive and Denison Street
- > Operates Saturday and Sunday/Holiday service between Finch GO Bus Terminal and Donald Cousens Parkway/Copper Creek Drive primarily on John Street, Esna Park Drive and Denison Street

**Major Trip Generators:**

- > Finch GO Bus Terminal
- > Thornhill Community Centre
- > Milliken Mills High School
- > Middlefield Collegiate
- > Weekend Only: Smart Centre, Box Grove community

**Proposed Changes:**

- > Frequency adjustments on weekdays between 5 a.m. and 7 a.m. due to low ridership

**Passenger Impacts/Options:**

- > Frequency adjusted from 21 to 24 minutes on weekdays between 5 a.m. and 7 a.m.
- > Approximately 220 passengers impacted

**Current Operating Period and Frequency (in Minutes):**

Early AM	AM Rush hour	Midday	PM Rush hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
21	21	39	23	23-30	30-60	33	67

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

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

**Current Route Performance 2013**

Performance Indicator	Value
Average route ridership (weekday daily)	1,517
Average route ridership (weekday rush hour)	1,144
Average route ridership per hour (weekday rush hour)	26
Average route ridership (weekday non-rush hour)	373
Average route ridership per hour (weekday non-rush hour)	8
Net cost per passenger (weekday rush hour)	\$0.78
Net cost per passenger (weekday non-rush hour)	\$8.54
Revenue/Cost (weekday rush hour)	78%
Revenue/Cost (weekday non-rush hour)	24%

### Current Route Map



Housing Facilities: Nursing Home Retirement Home Social Housing

#### Proposed Route Map:

- > Same as Current Route Map – service initiative does not affect routing

**Route 8 – Kennedy**

**Route Implementation Date:**

- > Pre-amalgamation

**Route Type/Routing:**

- > Base
- > Operates Monday to Sunday/Holiday between Steeles Avenue and Major Mackenzie Drive primarily along Kennedy Road

**Major Trip Generators:**

- > Pacific Mall
- > Milliken Mills High School
- > Bill Crothers Secondary School
- > T & T Supermarket
- > Unionville GO Station
- > New Kennedy Square
- > Pierre Elliott Trudeau High School

**Proposed Changes:**

- > Frequency adjustments on weekdays between 9 a.m. and 10 a.m. due to low ridership
- > Remove service along The Fairways, Prospectors Drive and Angus Glen Boulevard

**Survey Summary:**

Surveys were conducted at the impacted bus stops along Prospectors Drive on Wednesday April 2, 2014 (between 5:30 a.m. and 12 p.m.) and Thursday April 3, 2014 (between 12 p.m. and 7 p.m.). A summary of the survey findings can be found in **Appendix B**.

**Current Operating Period and Frequency (in Minutes):**

Early AM	AM Rush hour	Midday	PM Rush hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
15	15	33	15	15	35	36	35

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

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

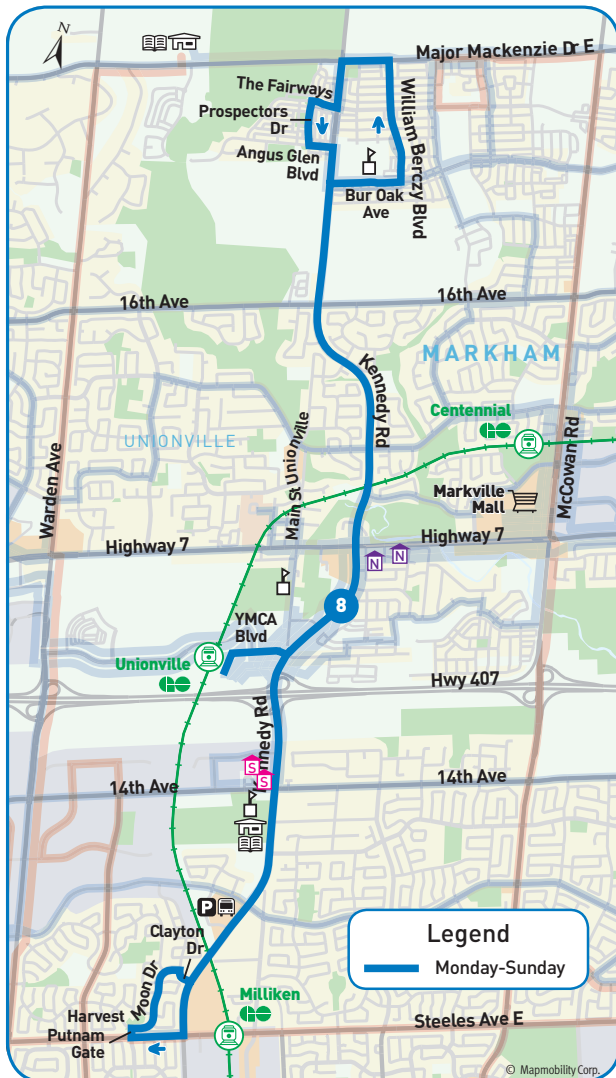
**Current Route Performance 2013:**

Performance Indicator	Value
Average route ridership (weekday daily)	1,270
Average route ridership (weekday rush hour)	873
Average route ridership per hour (weekday rush hour)	23
Average route ridership (weekday non-rush hour)	397
Average route ridership per hour (weekday non-rush hour)	12
Net cost per passenger (weekday rush hour)	\$1.11
Net cost per passenger (weekday non-rush hour)	\$4.73
Revenue/Cost (weekday rush hour)	71%
Revenue/Cost (weekday non-rush hour)	36%

**Passenger Impacts/Options:**

- > Frequency adjusted from 15 to 25 minutes on weekdays between 9 a.m. and 10 a.m.
- > Approximately 100 passengers impacted as a result of the frequency adjustment
- > Due to the discontinuation of Route 8 services along The Fairways, Prospector Drive and Angus Glen Boulevard, maximum walking distance increased by approximately 350 metres for transit services
- > Approximately 14 passengers impacted on weekdays due to the routing adjustment
- > Approximately nine passengers impacted on Saturdays due to the routing adjustment
- > Approximately three passengers impacted on Sundays/Holidays due to the routing adjustment

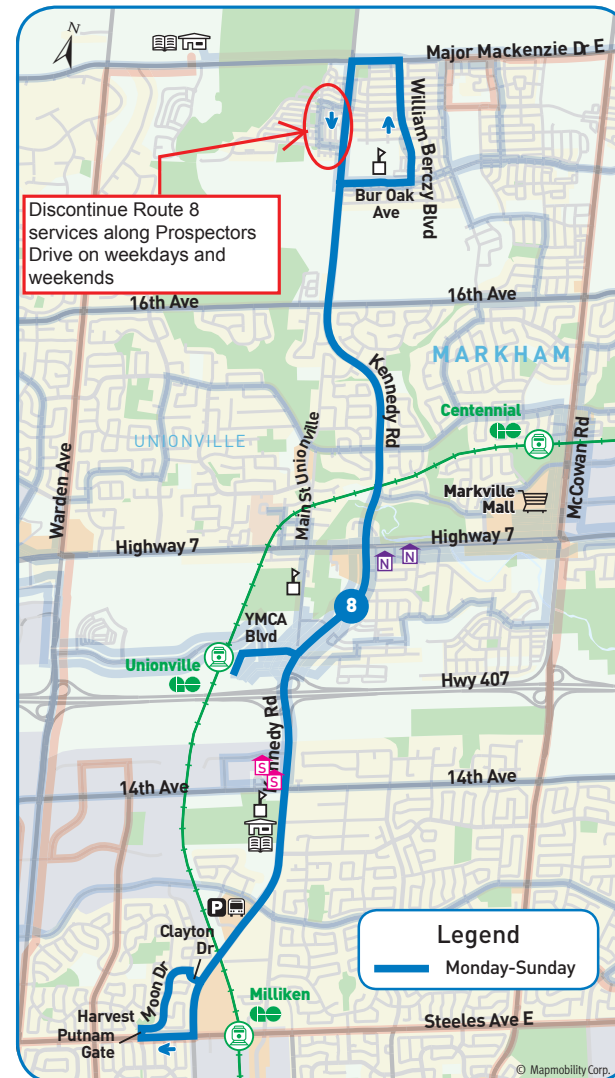
### Current Route Map



#### Housing Facilities

-  Nursing Home
-  Retirement Home
-  Social Housing

### Proposed Route Map



#### Housing Facilities

-  Nursing Home
-  Retirement Home
-  Social Housing

**Route 14 – 14th Avenue**

**Route Implementation Date:**

- > Pre-amalgamation
- > Route restructured and renumbered from Route 2A to Route 14, effective June 30, 2013

**Route Type/Routing:**

- > Base
- > Weekday service between Box Grove plaza and Esna Park Drive/Woodbine Avenue primarily along 14th Avenue

**Major Trip Generators:**

- > Milliken Mills High School
- > Father McGivney Catholic High School
- > Rouge River Community Centre
- > SmartCentre, Box Grove community

**Proposed Changes:**

- > Adjust weekday frequency between 7 p.m. and 8 p.m. due to low ridership

**Passenger Impacts/Options:**

- > Frequency adjusted from 30 to 45 minutes on weekdays between 7 p.m. and 8 p.m.
- > Approximately 18 passengers impacted

**Current Operating Period and Frequency (in Minutes):**

Early AM	AM Rush hour	Midday	PM Rush hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
27	27	35	30	30	N/A	N/A	N/A

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

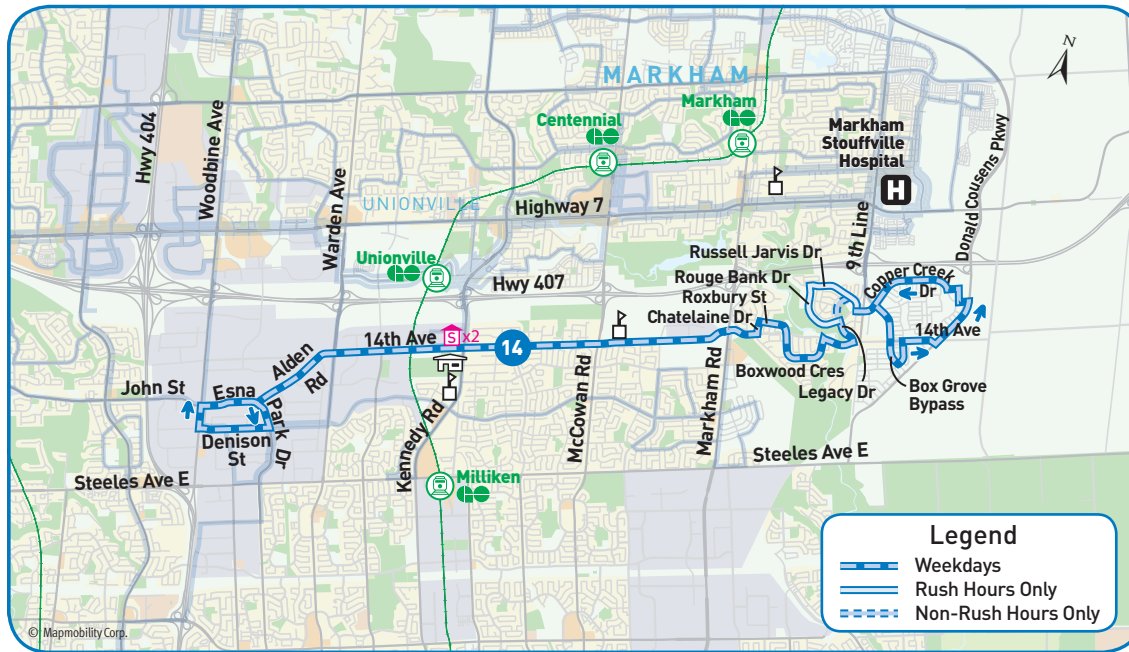
Non-rush hour – beginning of service until 6 a.m., 9 a.m. to 3 p.m. and 7 p.m. until end of service

**Current Route Performance 2013:**

Performance Indicator	Value
Average route ridership (weekday daily)	410
Average route ridership (weekday rush hour)	299
Average route ridership per hour (weekday rush hour)	14
Average route ridership (weekday non-rush hour)	111
Average route ridership per hour (weekday non-rush hour)	6
Net cost per passenger (weekday rush hour)	\$3.80
Net cost per passenger (weekday non-rush hour)	\$12.03
Revenue/Cost (weekday rush hour)	42%
Revenue/Cost (weekday non-rush hour)	18%



### Current Route Map



Housing Facilities: Nursing Home Retirement Home Social Housing

### Proposed Route Map:

- > Same as Current Route Map – service initiative does not affect routing

**Route TTC 17A – Birchmount**

**Route Implementation Date:**

- > Pre-amalgamation

**Route Type/Routing:**

- > Base
- > Operates Monday to Friday during rush hour between TTC Warden Subway Station and Royal Crest Court primarily along Birchmount Road

**Major Trip Generators:**

- > Birchmount/14th Avenue business area
- > TTC Subway Station

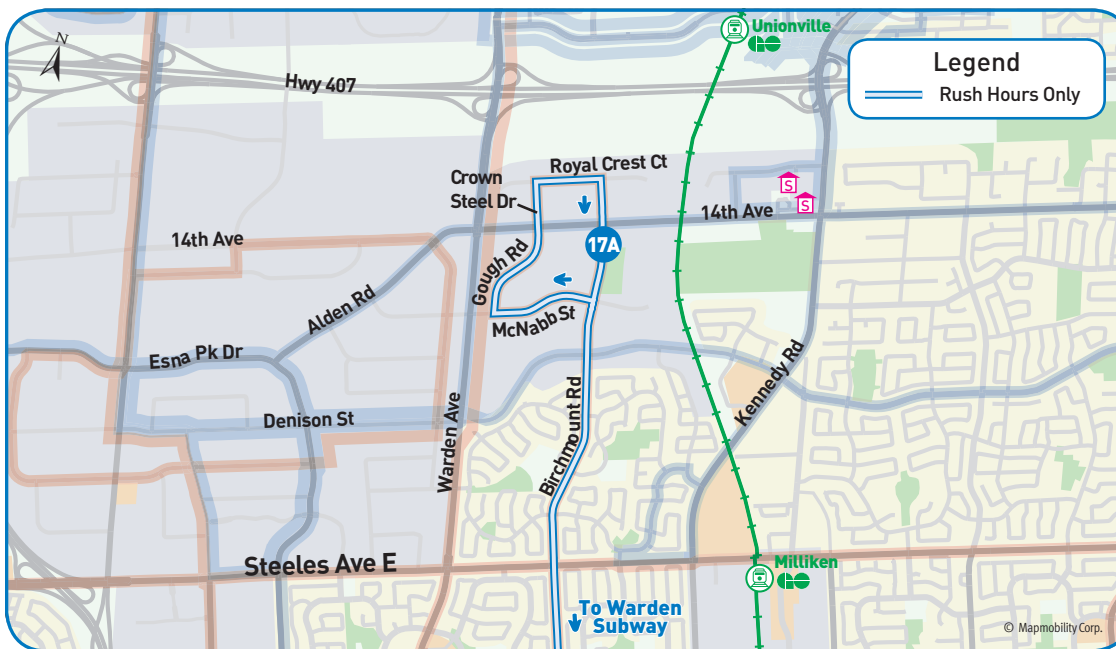
**Proposed Changes:**

- > Extend service to Highway 7 along Birchmount Road, pending opening of Promenade Road
- > Remove service along McNabb Street, Gough Road, Crown Steel Drive and Royal Crest Court
- > Adjust weekday frequency

**Survey Summary:**

An onboard survey was conducted during the morning and afternoon rush hour on Tuesday, April 8, 2014. A summary of the survey findings can be found in **Appendix B**.

**Current Route Map**



Housing Facilities: Nursing Home Retirement Home Social Housing

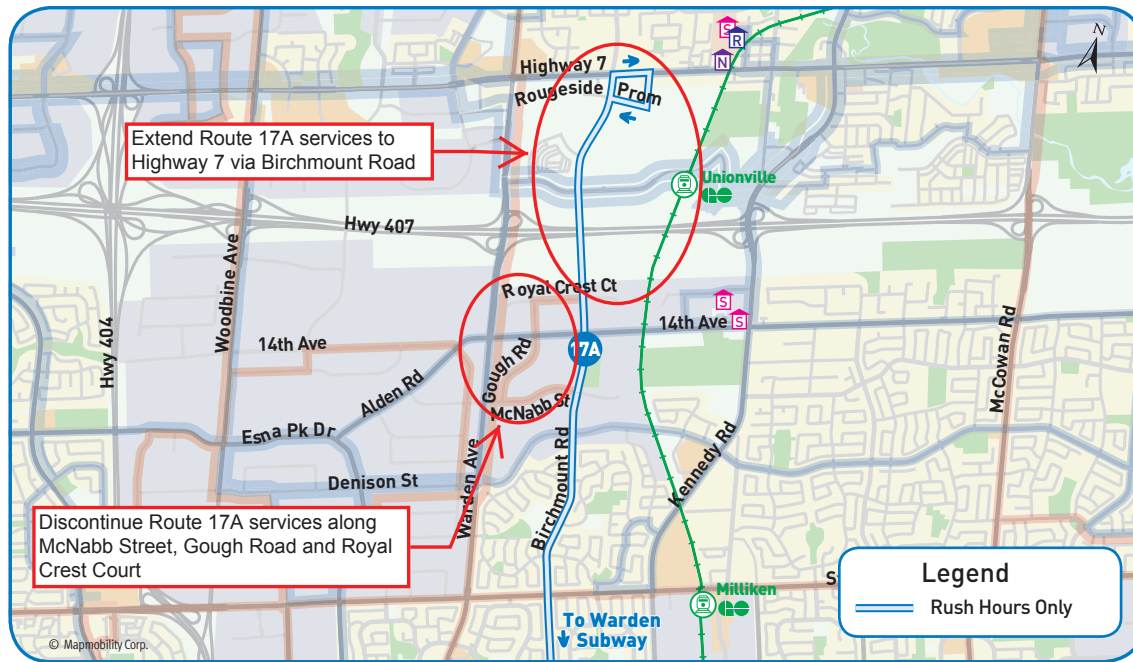
**Current Operating Period and Frequency (in Minutes):**

Early AM	AM Rush hour	Midday	PM Rush hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
17	~20	N/A	24	N/A	N/A	N/A	N/A

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

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

### Proposed Route Map



Housing Facilities: Nursing Home Retirement Home Social Housing

#### Current Route Performance 2013:

Performance Indicator	Value
Average route ridership (weekday daily)	133
Average route ridership (weekday rush hour)	133
Average route ridership per hour (weekday rush hour)	16
Net cost per passenger (weekday rush hour)	\$7.57
Revenue/Cost (weekday rush hour)	26%

#### Passenger Impacts/Options:

- > New transit services available along Birchmount Road to Highway 7
- > Frequency adjusted as follows:
  - > From 20 to 30 minutes during weekday morning rush hour
  - > From 24 to 30 minutes during weekday afternoon rush hour
- > Existing passengers along McNabb Street, Gough Road, Crown Steel Drive and Royal Crest Court may use TTC Route 17A along Birchmount Road, TTC Route 68B - Warden along Warden Avenue and YRT Route 14 - 14th Avenue along 14th Avenue
- > Maximum walking distance increased by approximately 600 metres

**Route 18 – Bur Oak**

**Route Implementation Date:**

- > September 2002

**Route Type/Routing:**

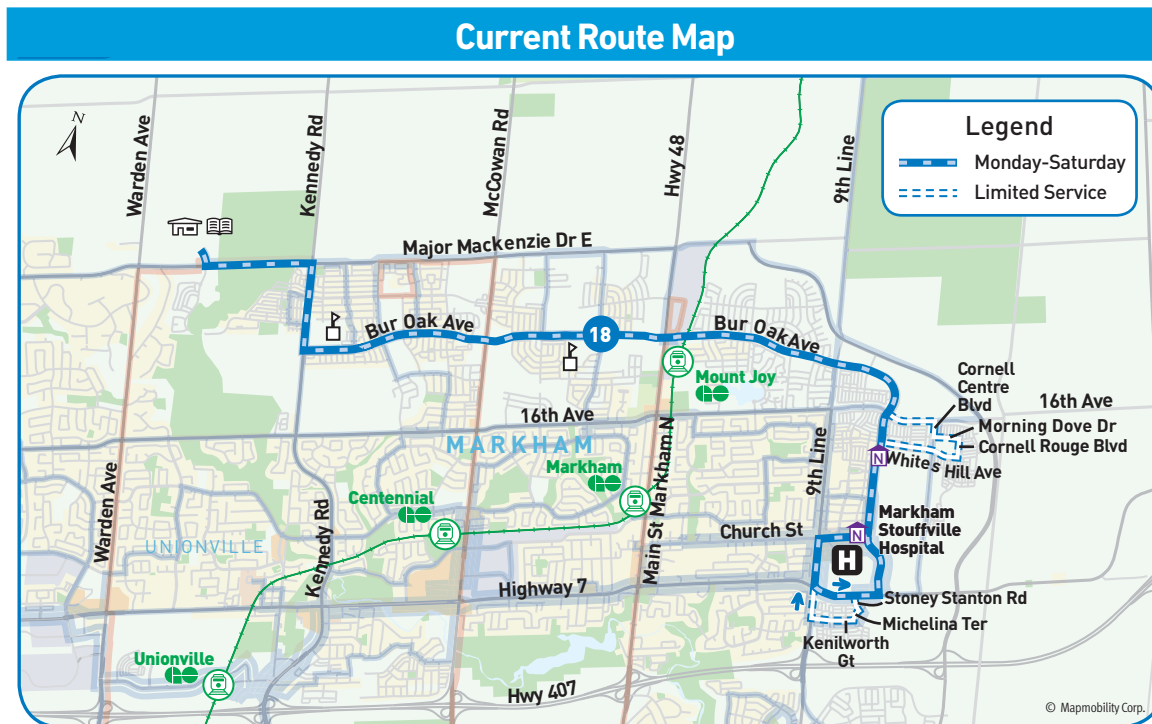
- > Local
- > Operates Monday to Saturday on Bur Oak Avenue between Angus Glen Community Centre and 9th Line, connecting neighbourhoods to the Mount Joy GO Station and Markham Stouffville Hospital

**Major Trip Generators:**

- > Pierre Elliott Trudeau High School
- > Bur Oak Secondary High School
- > Markham Stouffville Hospital
- > Mount Joy GO Station
- > Angus Glen Community Centre

**Proposed Changes:**

- > Adjust routing to provide service into new development via Angus Glen Boulevard, pending completion of bridge along Angus Glen Boulevard
- > Discontinue service along Major Mackenzie Drive and Kennedy Road
- > Discontinue school trips and replace with new school special (Route 402)



**Housing Facilities:** Nursing Home Retirement Home Social Housing

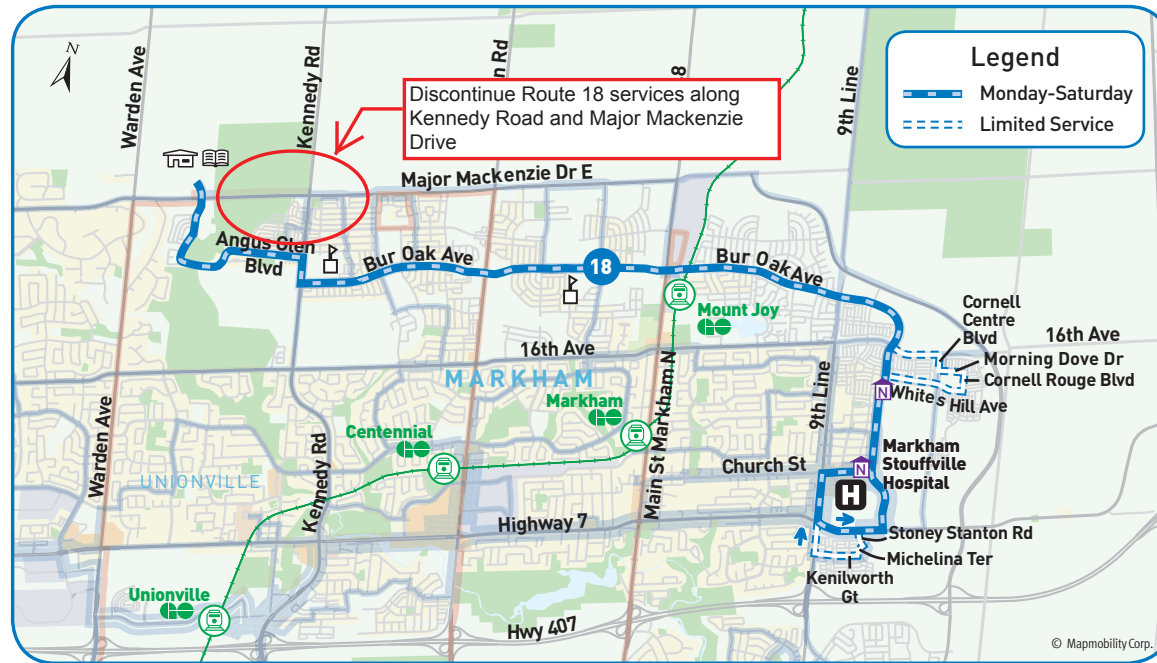
**Current Operating Period and Frequency (in Minutes):**

Early AM	AM Rush hour	Midday	PM Rush hour	Early Evening	Late Evening	Saturday	Sunday/Holiday
N/A	25-36	64-71	25-35	35	N/A	60	N/A

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

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

### Proposed Route Map



Housing Facilities: Nursing Home Retirement Home Social Housing

### Current Route Performance 2013:

Performance Indicator	Value
Average route ridership (weekday daily)	637
Average route ridership (weekday rush hour)	565
Average route ridership per hour (weekday rush hour)	27
Average route ridership (weekday non-rush hour)	72
Average route ridership per hour (weekday non-rush hour)	6
Net cost per passenger (weekday rush hour)	\$0.64
Net cost per passenger (weekday non-rush hour)	\$12.31
Revenue/Cost (weekday rush hour)	81%
Revenue/Cost (weekday non-rush hour)	18%

### Passenger Impacts/Options:

- > New transit services available along Angus Glen Boulevard
- > Reduce duplication of service along Kennedy Road and Major Mackenzie Drive
- > Approximately 21 passengers impacted on weekdays
- > Approximately four passengers impacted on Saturdays
- > Route 18 passengers along Kennedy Road along Major Mackenzie Drive may use Route 8 – Kennedy and Route 25 – Major Mackenzie Drive

**Route 402 – Bur Oak Secondary and Pierre Elliott Trudeau High School Special**

**Route Implementation Date:**

- > New service

**Route Type/Routing:**

- > School Special
- > Operates Monday to Friday providing services to Bur Oak Secondary and Pierre Elliott Trudeau High School in the morning and afternoon

**Major Trip Generators:**

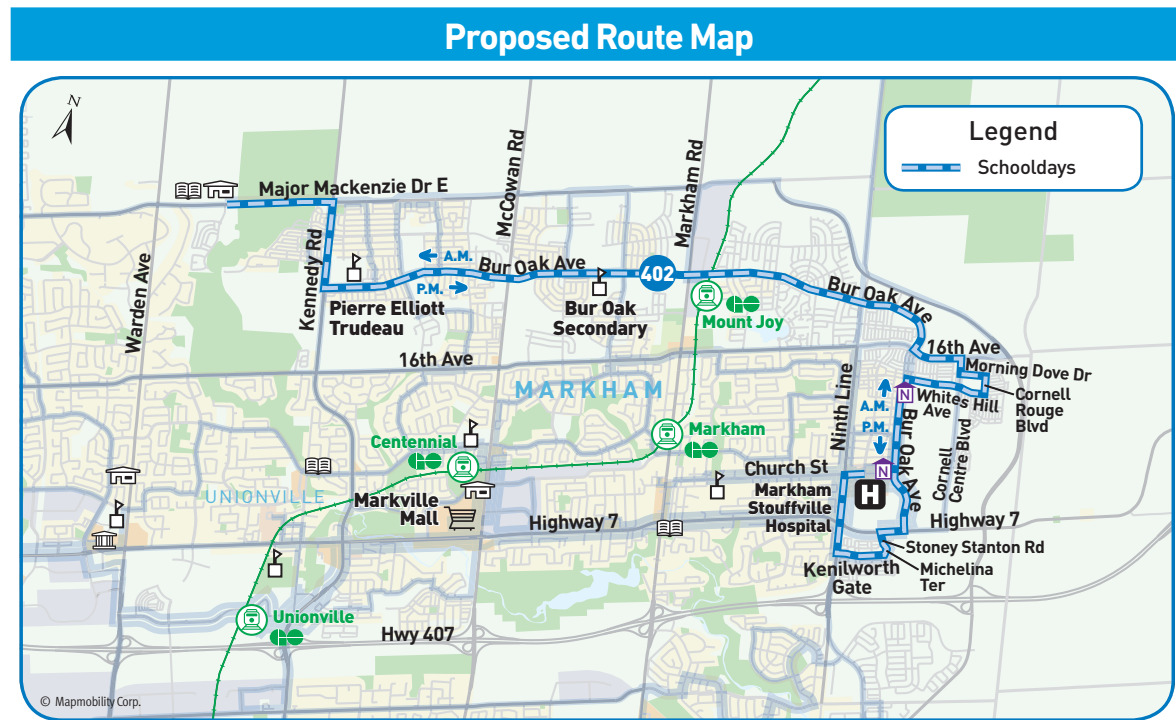
- > Pierre Elliott Trudeau High School
- > Bur Oak Secondary High School
- > Markham Stouffville Hospital

**Proposed Changes:**

- > Implement new school special to replace school trips on Route 18 – Bur Oak

**Passenger Impacts/Options:**

- > New transit service for students and/or Route 18 passengers



**Housing Facilities:** Nursing Home Retirement Home Social Housing