

YRT/Viva Five-Year Strategic Plan

2016 Annual Service Plan

**Presentation to the City of Markham
Development Services Committee**

**November 16, 2015
Adrian Kawun**

Overview

1. System Overview
 - YRT/Viva Services
 - GTHA Service Area Comparison
 - Business Model
 - System Performance
2. 2015 Accomplishments
3. Transit Planning
 - 2016-2020 Transit Strategy
 - 2016 Annual Service Plan
4. Next Steps

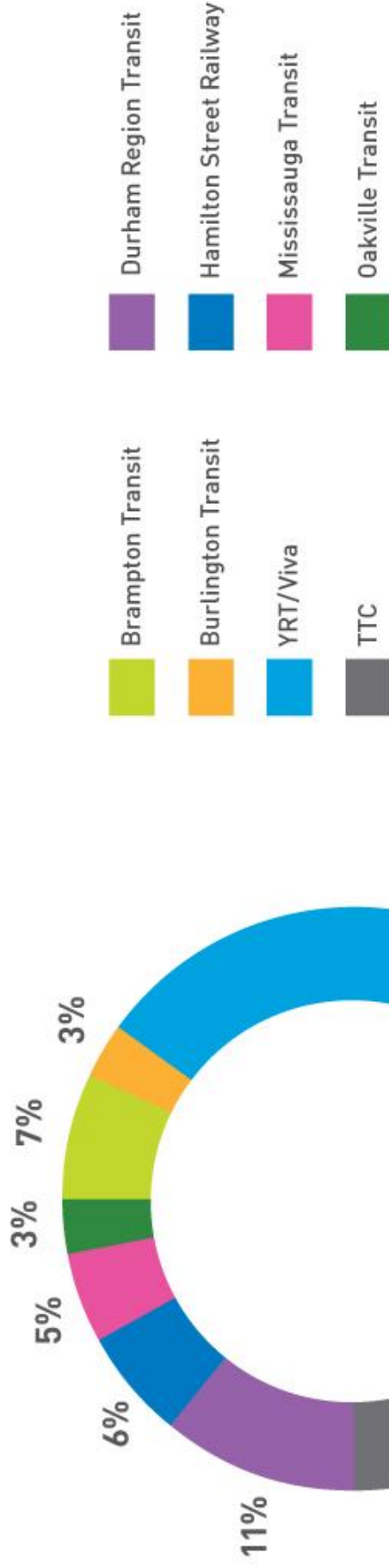


YRT/Viva Services



358 Conventional vehicles		123 Viva BRT vehicles
25 base routes	37 High School Specials	Five Viva BRT routes
29 local routes (includes Dial-a-Ride)	Six Express routes	101 Mobility Plus vehicles Door-to-door shared ride Family of Services Five Community Bus routes
10 TTC routes	One seasonal route	
10 GO Shuttles		

GTHA Transit Service Area



Source: 2014 Canadian Transit Fact Book

Large geographical area and unique communities challenge transit delivery

YRT/Viva Business Model



Contract Strategy

- Endorsed by Council in October 2008
- Maintain four divisions
- Private contractors deliver service



Bus Garage Strategy

- Endorsed by Council in January 2006
- Region-owned facilities
- Competitive procurement process

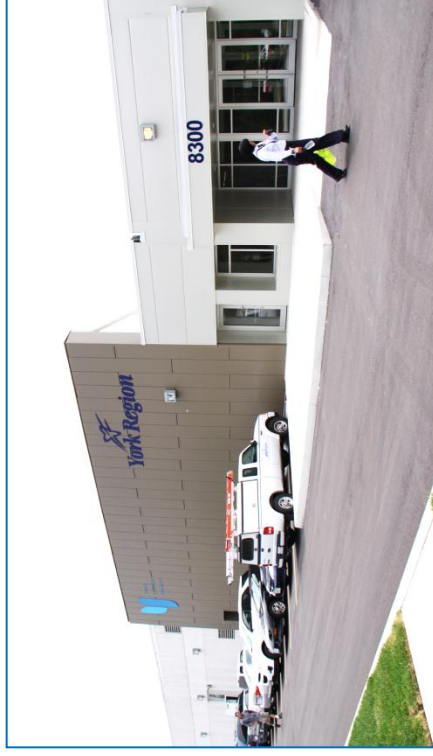
Operating and maintenance contracts in place beyond Council term

Facilities Strategy

North Division-Region owned



Southwest Division-Region owned



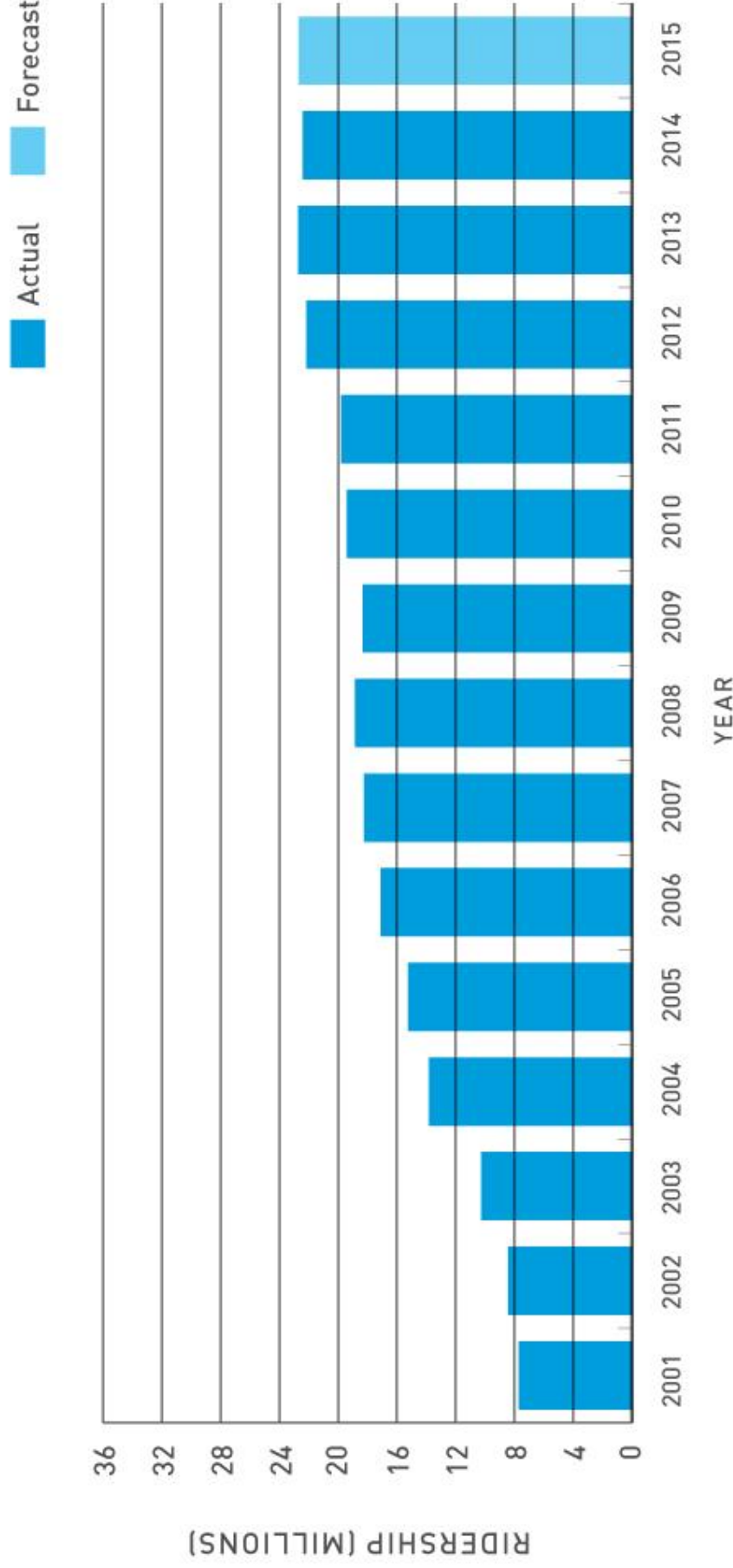
Southeast Division-Leased



Viva Division-Region owned

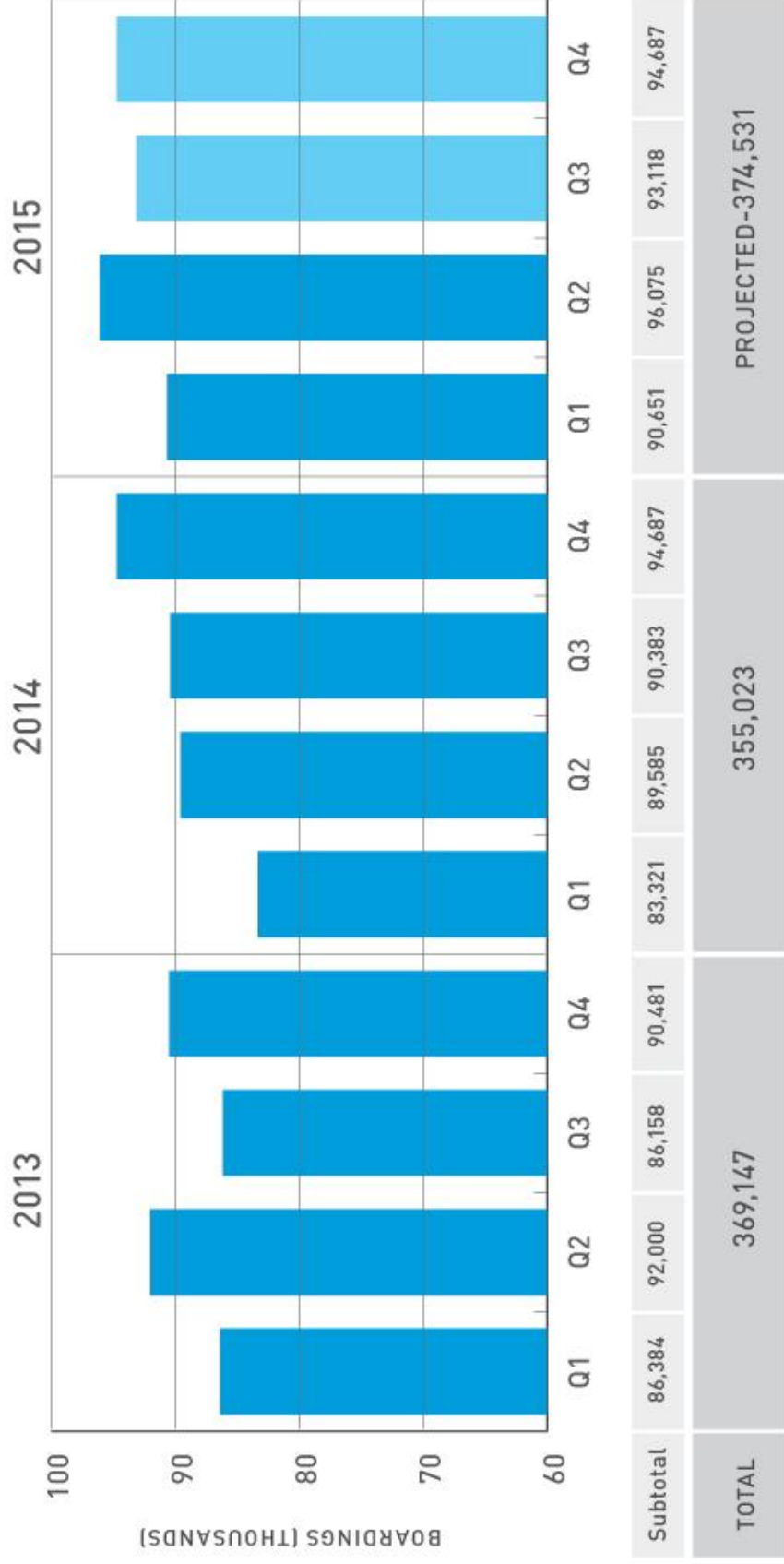


YRT/Viva Revenue Ridership



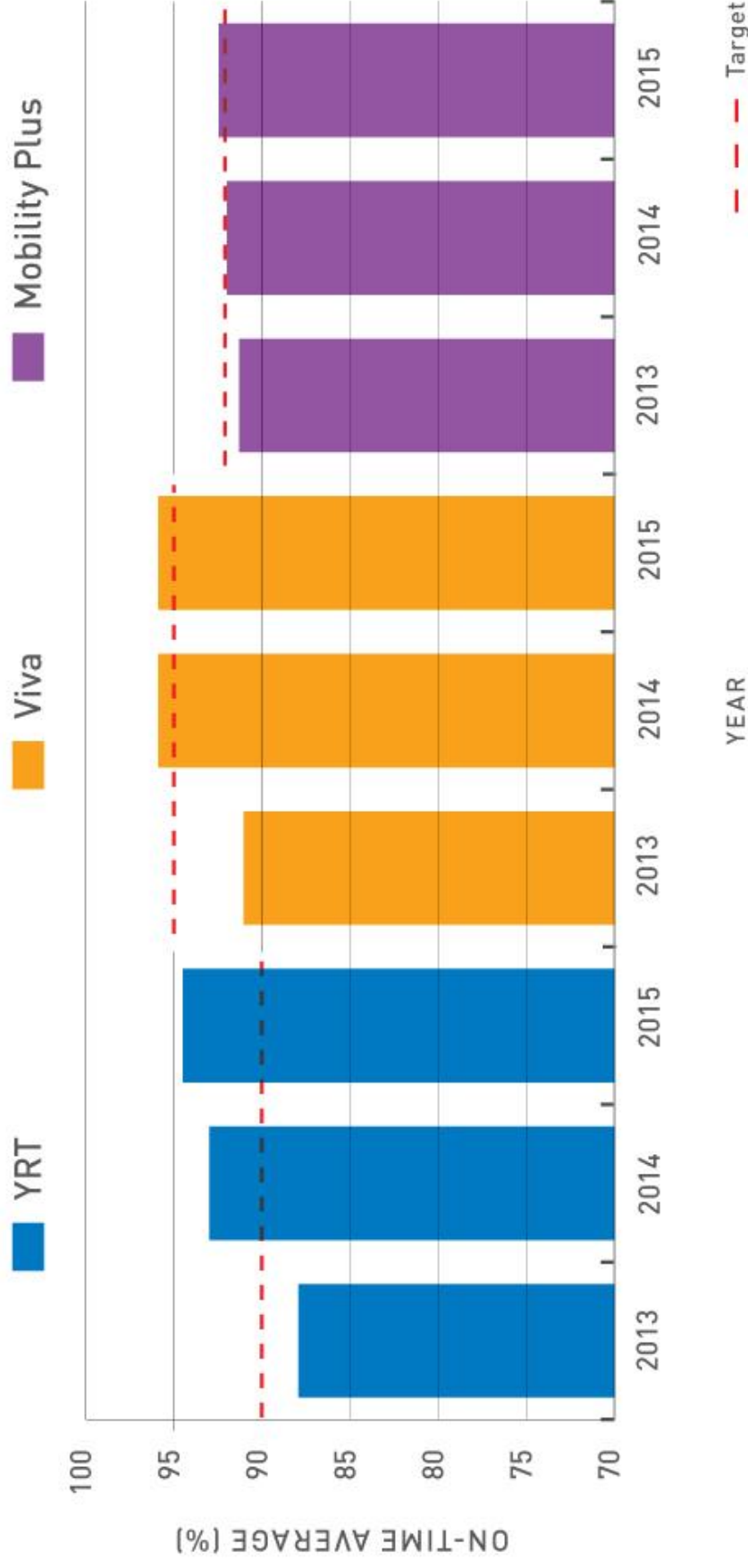
Since amalgamation ridership has grown from 7 million to 22.7 million

Mobility Plus Ridership



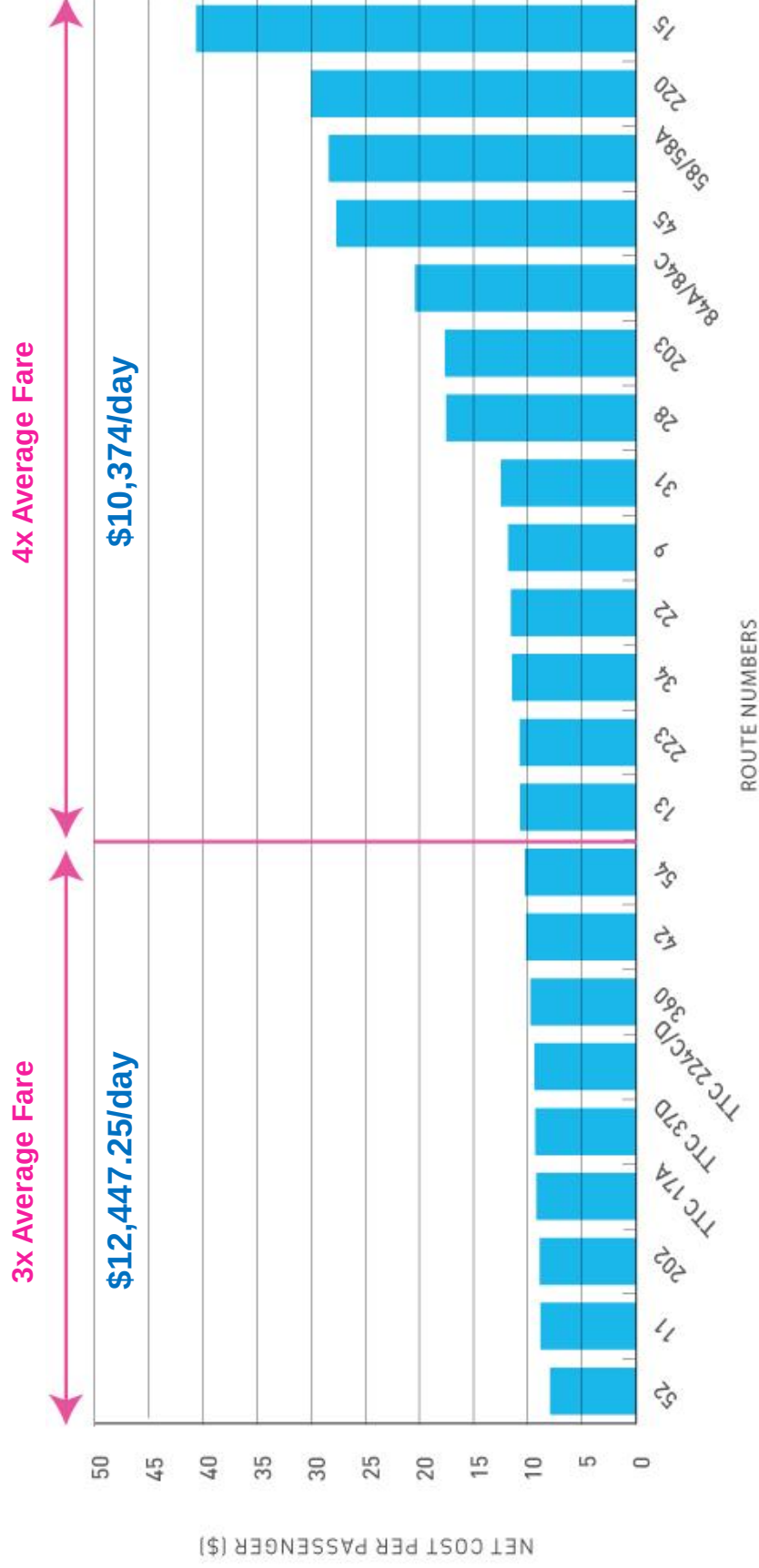
New technologies enable more passenger trips within budget

On-Time Performance



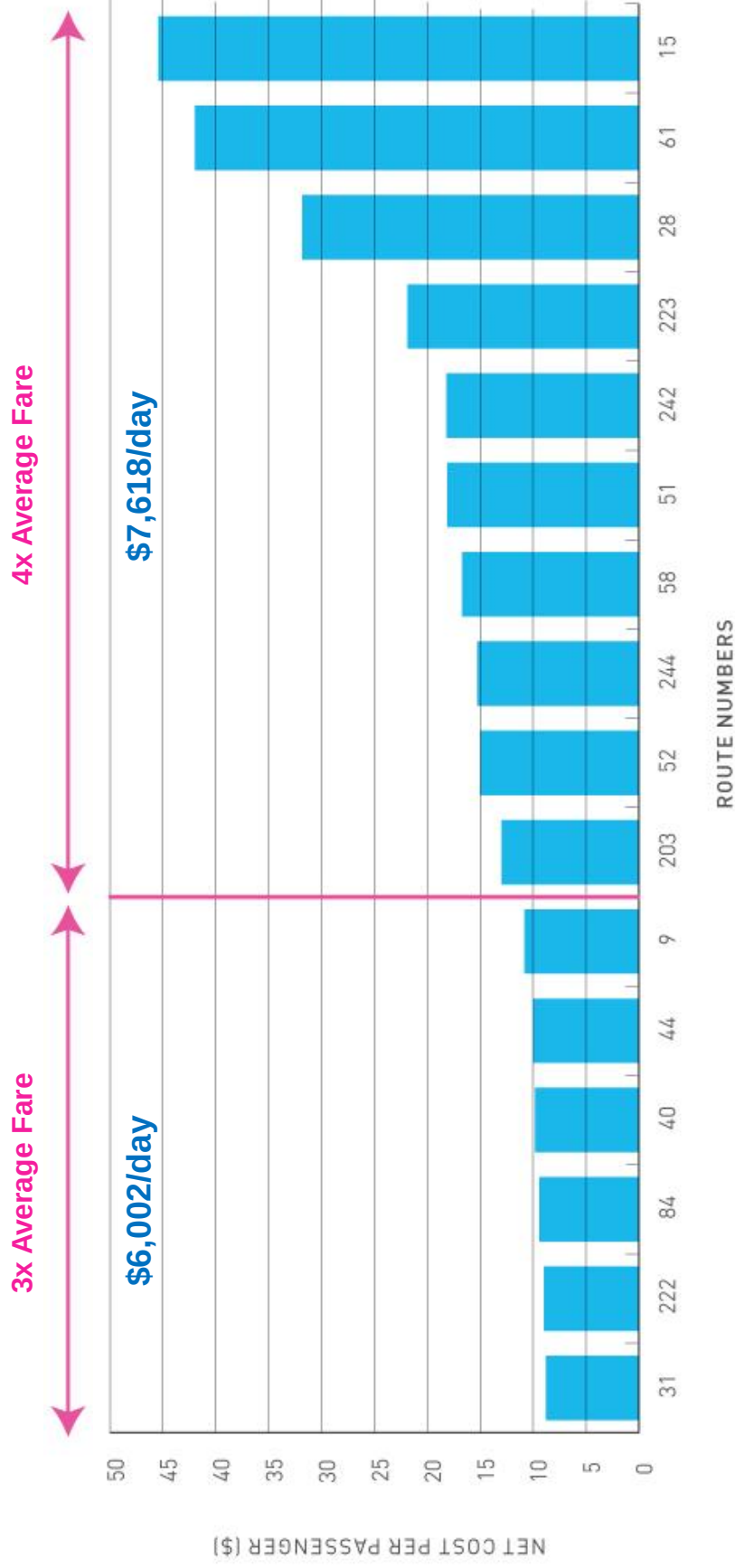
Continued improvement, reliability and quality service is YRT/Viva's focus

Net Cost Per Passenger (February 2010 rush hour)



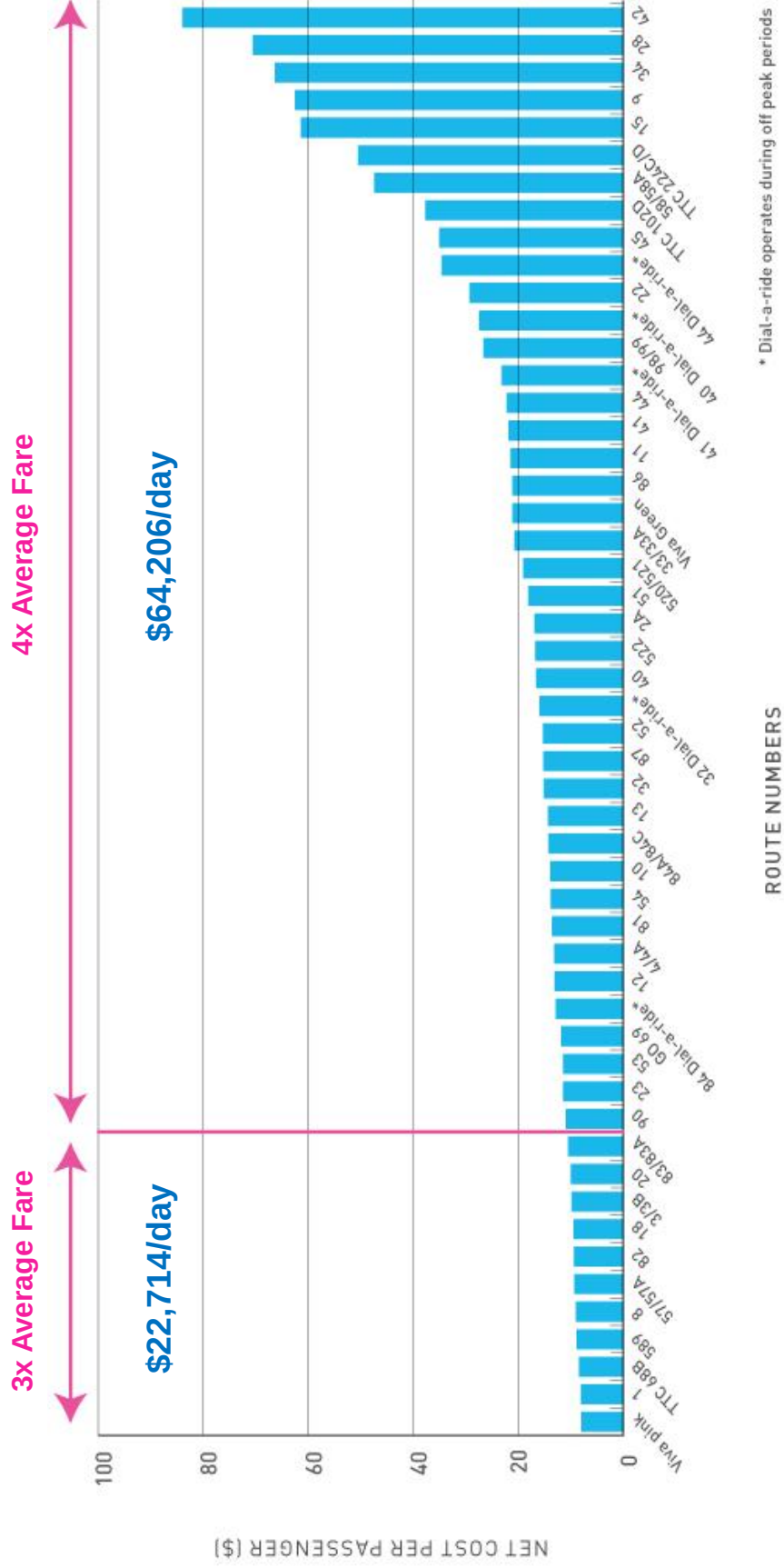
\$22,820 per day to operate the 22 lowest performing routes

Net Cost Per Passenger (February 2015 rush hour)

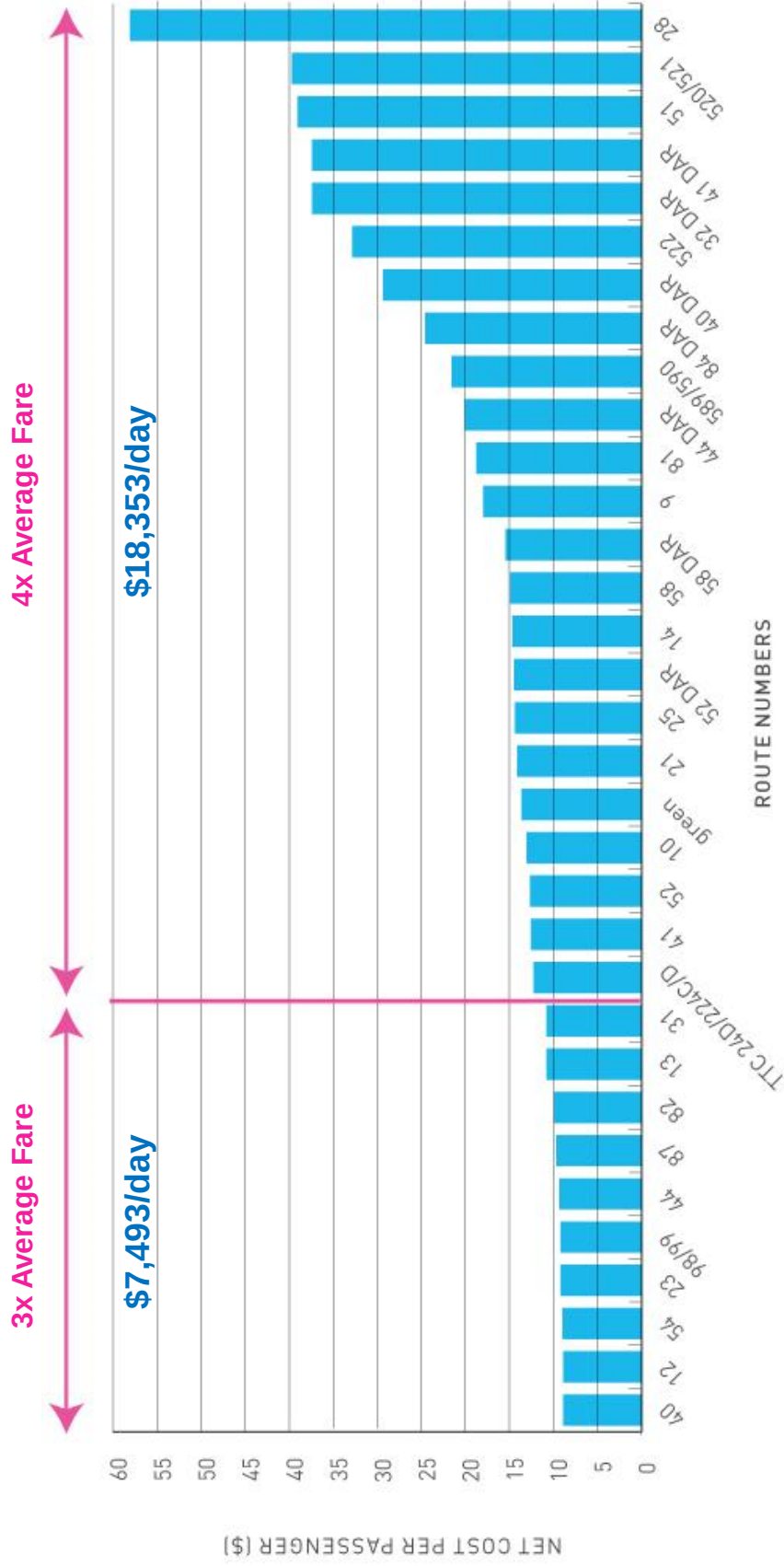


Reduced number of routes to 16 at an operating cost of \$13,620/day

Net Cost Per Passenger (February 2010 non-rush hour)



Net Cost Per Passenger (February 2015 non-rush hour)



Reduced number of routes to 33 at a cost of \$25,846 per day

Transit Agency Comparison

Transit Agency	Revenue Ridership	Revenue to Cost Ratio (%)	Service Area Population	Service Area (square km)	Total Vehicles
Toronto Transit Commission (TTC)	534.8 million	73	2.8 million	632	2,873
Hamilton Street Railway	22.3 million	47	0.5 million	235	221
Mississauga Transit (MiWay)	36.6 million	49	0.8 million	179	463
Brampton Transit	20.4 million	46	0.6 million	267	359
Burlington Transit	2.1 million	46	0.2 million	98	54
York Region Transit (YRT/Viva)	22.4 million	40	1.0 million	1,776	520
Durham Region Transit	10.8 million	35	0.6 million	406	195
Oakville Transit	3.0 million	34	0.2 million	104	89

* 2014 CUTA Data – Ontario Urban Transit Fact Book

2015 Accomplishments

2015 Accomplishments

- Customer Relationship Management System (CRM)
- Town Centre Boulevard rapidway opening
- Davis Drive rapidway opening (Viva yellow)
- Opening of the Viva Operations, Maintenance and Storage Facility
- Viva transition to Tok Transit
- MTO Community Transportation Pilot Grant



2015 Accomplishments

- Pan Am and Parapan Am Games
- Call One Call Centre
- Talk2yrt.ca
- Wi-Fi at Richmond Hill Centre Terminal
- Advertising Policy
- Bus Advertising contract award
- Para-transit PRESTO pilot
- Customer Satisfaction Surveys



Customer focused and financial sustainability

Viva 10 Year Anniversary



VIVA



2005



2013



2014



2015

2015 Awards

Canadian Urban Transit Association
Innovation Award for Family of Services



Crime Stoppers of York Region
Community Partnership



Innovative and good community partners

2015 Awards

Canadian Urban Transit
Association Innovation Award

York Region Man



International Association of
Business Communicators

York Region Man



International Association of
Business Communicators

#TheNewMeTime

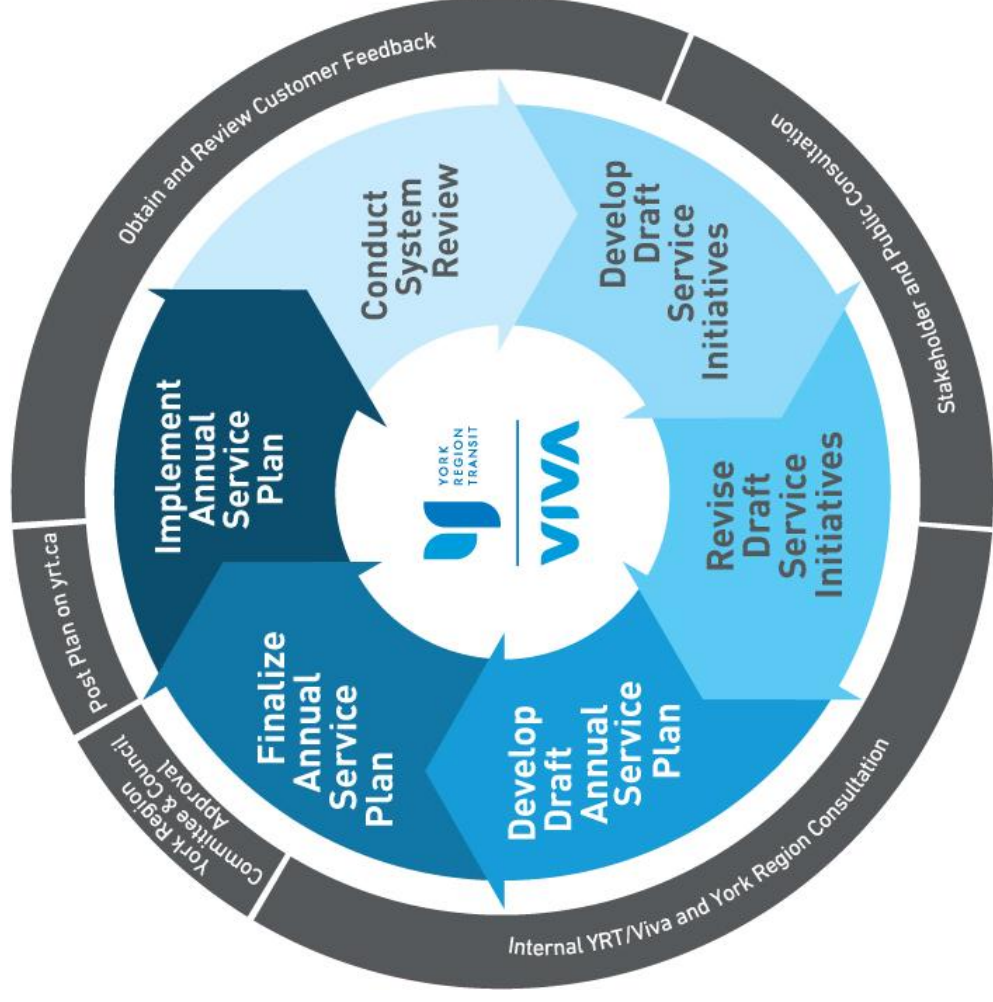


Recognised by industry professionals

Transit Planning



Service Planning Process



Communications

- Public Information Centres
- Stakeholder meetings
- Councillor memos
- Newspaper advertising
- On-bus information and surveys
- Bus stop information
- Yrt.ca and social media
- Newsletters
- Community events



Customers access transit information through various communication channels

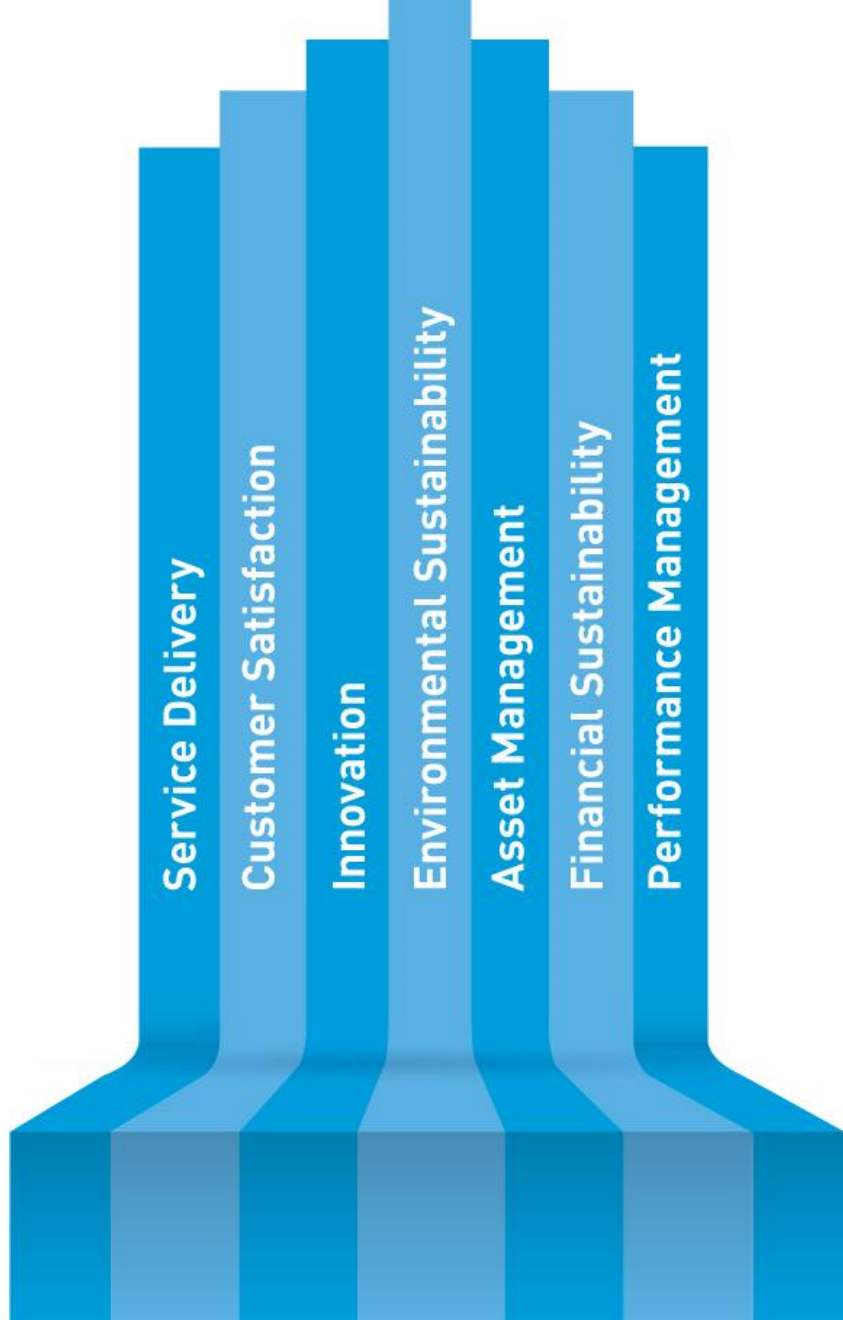


MOVING TO

2020

**YRT/VIVA 2016-2020
STRATEGIC PLAN**

2016–2020 Transit Strategy Objectives



Strategic Plan focuses on seven key objectives

Transit Strategy Initiatives

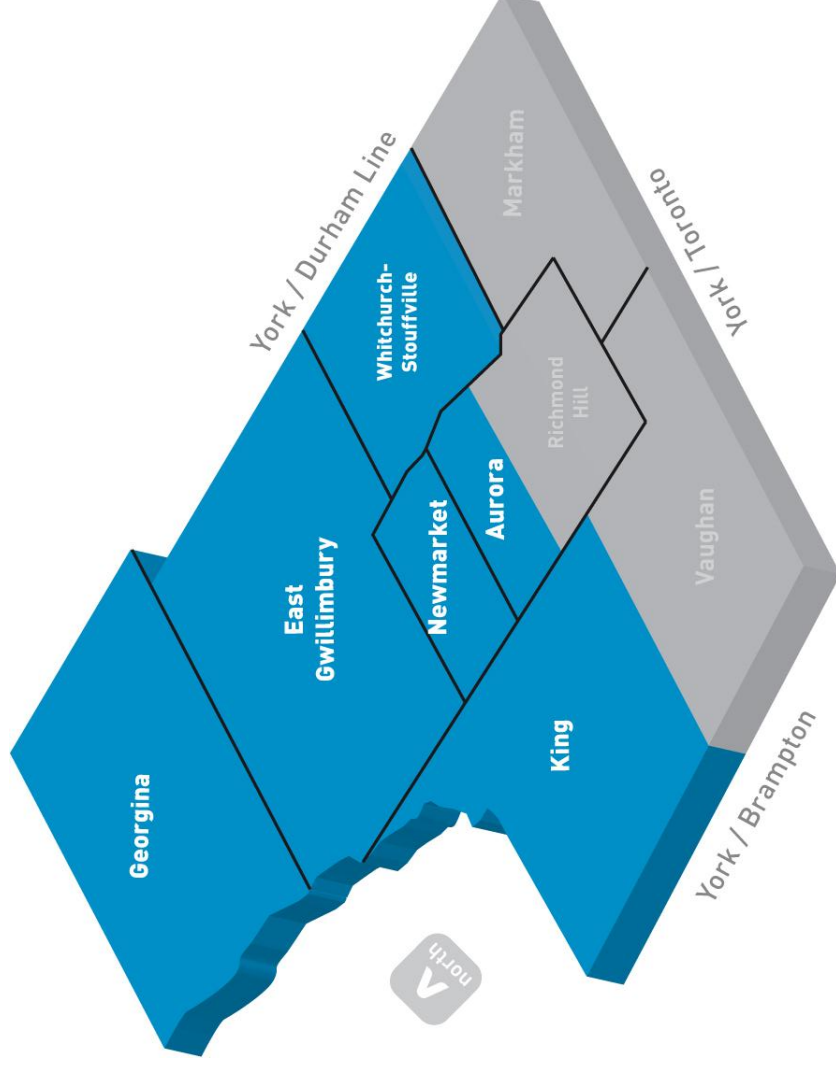
Frequent transit network



YRT/Viva initiatives support GTA rapid transit integration

Low Demand Transit Strategy (Dial-a-Ride)

Municipality	Dates
Georgina	MTO Pilot 2016-2017
East Gwillimbury	MTO Pilot 2016-2017
Newmarket	2016
Aurora	2015
King	2016
Whitchurch-Stouffville	2016
Richmond Hill	Existing Dial-a-Ride
Vaughan	Existing Dial-a-Ride
Markham	Existing Dial-a-Ride



2016

**ANNUAL TRANSIT
SERVICE PLAN**

16

**THE FUTURE OF
PUBLIC TRANSIT**

2016 Annual Plan Highlights

- Service reliability and quality of service
- New services implementation
- Restructure existing routes
- Construction mitigation



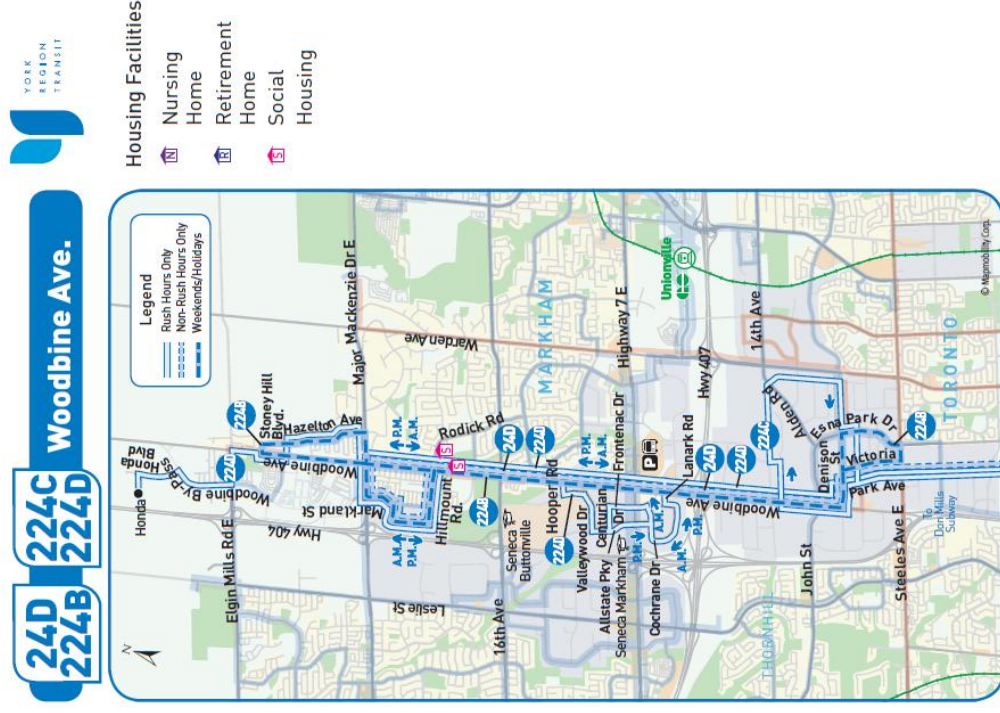
Twenty-five service initiatives planned

2016 Projects

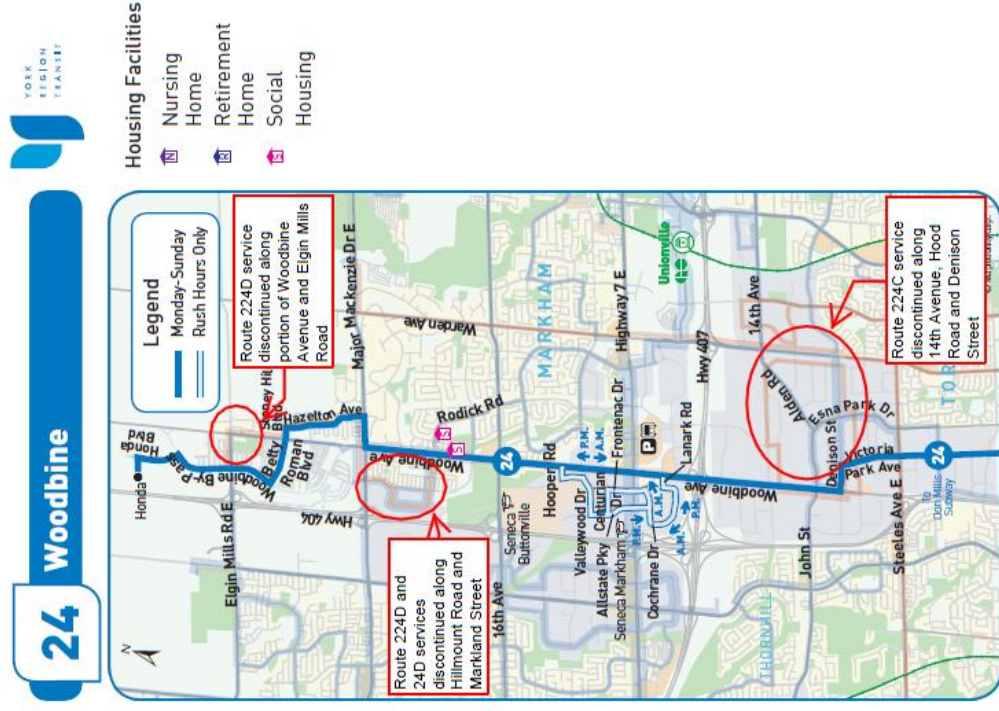
- 2016 Annual Service Plan
- 2017 Annual Service Plan
- Facility Management Strategy implementation
- MTO Rural Strategy pilot program
- Rapidway opening (Highway 7, Bowes Rd. to Jane St.)
- Mobile payment system
- Viva Wi-Fi pilot
- Variable messaging signs
- Southeast garage land purchase
- Alternative Fuel Strategy
- PRESTO para-transit solution (pending Metrolinx acceptance)



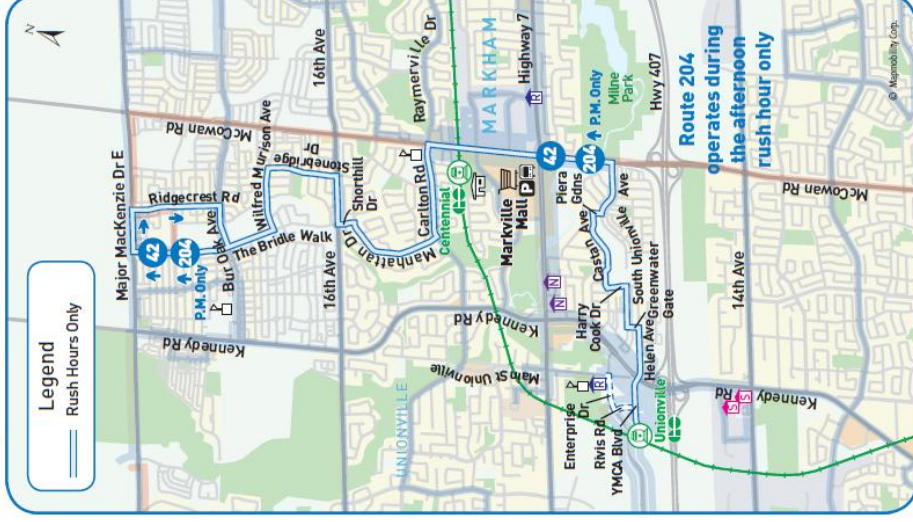
Markham Service Initiatives (existing service)



Markham Service Initiatives (proposed service)

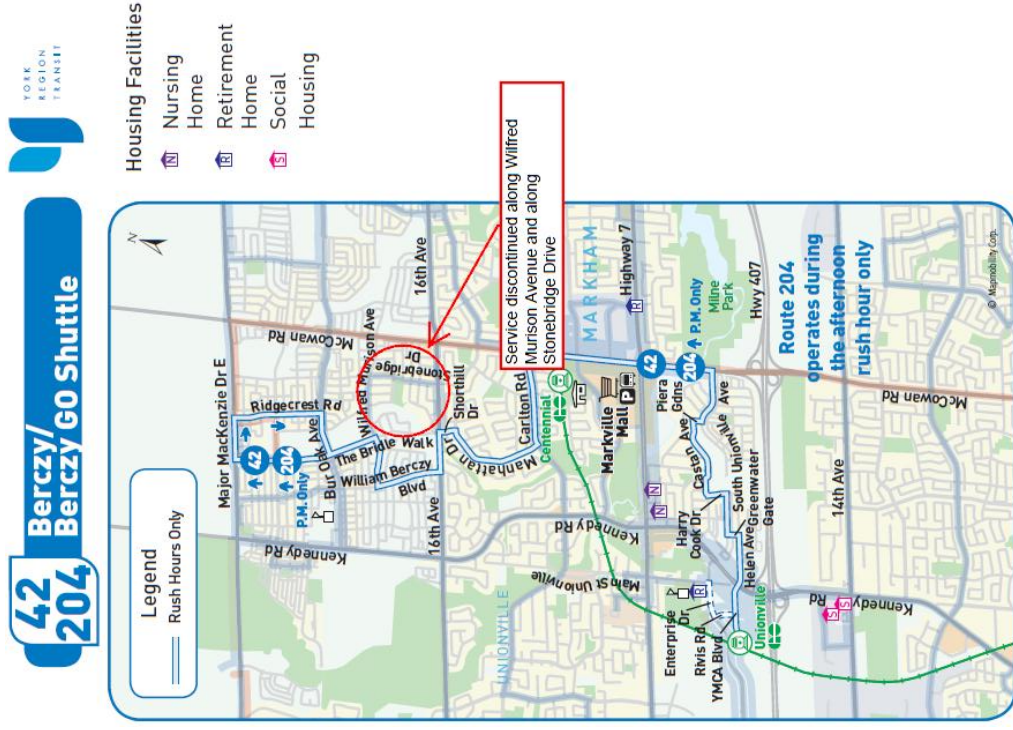


42 Berczy/
Berczy GO Shuttle



- Nursing Home
- Retirement Home
- Social Housing

Markham Service Initiatives (proposed service)



Markham Service Initiatives (discontinue service)

400 401 Brother Andre School Special

YORK
REGION
TRANSIT



Housing Facilities: Nursing Home Retirement Home Social Housing

- Funding for new transit service initiative to be reviewed as part of 2016 budget approval process
- Present the approved Strategy and Plan to local Councils
- Implement 2016 service changes in January, April, June, and September
- Communicate 2016 service changes to customers and residents
- Begin the 2017 Annual Service Plan process
- Implement the Five-Year Transit Strategy

- Funding for new transit service initiative to be reviewed as part of 2016 budget approval process
- Present the approved Strategy and Plan to local Councils
- Implement 2016 service changes in January, April, June, and September
- Communicate 2016 service changes to customers and residents
- Begin the 2017 Annual Service Plan process
- Implement the Five-Year Transit Strategy

