

# York Region Transit (YRT/Viva) 2015 Annual Service Plan

City of Markham  
Development Services Committee

Adrian Kawun  
December 9, 2014

# Overview

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- o Transit System Cycle
- o 2015 Annual Service Plan
- o 2015 Service Initiatives
- o Customer Service
- o 2015 Projects
- o AODA Compliance
- o Next Steps
- o Questions/Comments

## ANNUAL TRANSIT SERVICE PLAN 2015 THE FUTURE OF PUBLIC TRANSIT

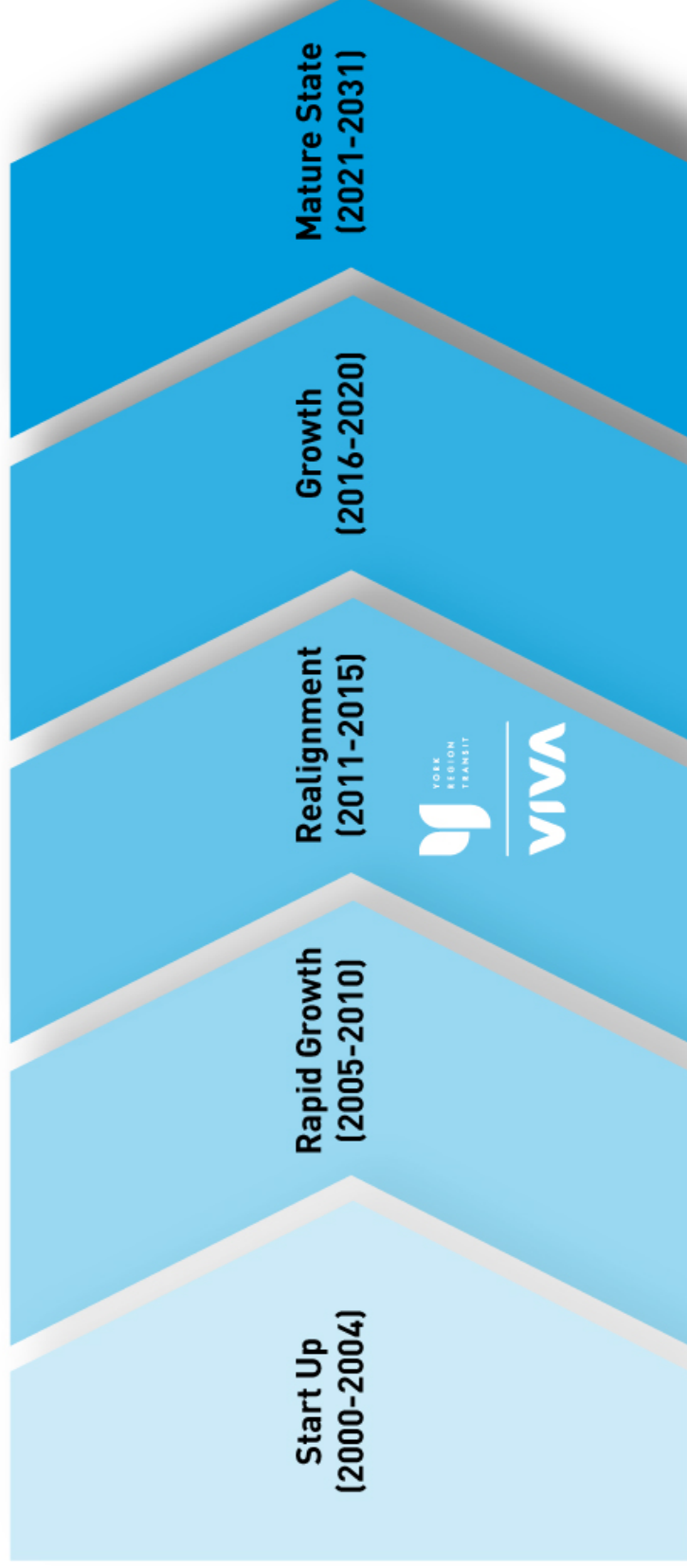
# YRT/Viva Services



| Conventional<br>358 vehicles                                                                                                                                                                                                                                           | Viva BRT<br>123 vehicles                                                 | Mobility Plus<br>101 vehicles                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• 25 base routes</li> <li>• 29 local routes (includes Dial-a-Ride)</li> <li>• 37 High School Specials</li> <li>• 10 TTC routes</li> <li>• 10 GO Shuttles</li> <li>• Six Express routes</li> <li>• One seasonal route</li> </ul> | <ul style="list-style-type: none"> <li>• Five Viva BRT routes</li> </ul> | <ul style="list-style-type: none"> <li>• Door-to-door shared ride accessible</li> <li>• Family of Services</li> <li>• Five Community Bus routes</li> </ul> |

Diverse service meets the transit needs of York Region

# Transit System Cycle



# 2015 Service Plan Goals

- Service improvements
- Route restructuring
- Service frequency adjustments
- Elimination of duplicate services
- Construction mitigation
- New services



**Twenty service initiatives are recommended for 2015**

# 2015 Annual Service Plan

## Planning Process

- System review
- Transit Service Guidelines
- Key Performance Indicators
- Customer service requests
- Route performance and cost recovery
- Fleet Availability

## Consultation Process

- Municipal meetings
- Public Information Centres
- Stakeholders information sessions
- On-bus surveys
- Social media and yrt.ca



Extensive consultation with the public, stakeholders, Regional and municipal staff

# 2015 Service Initiatives

2

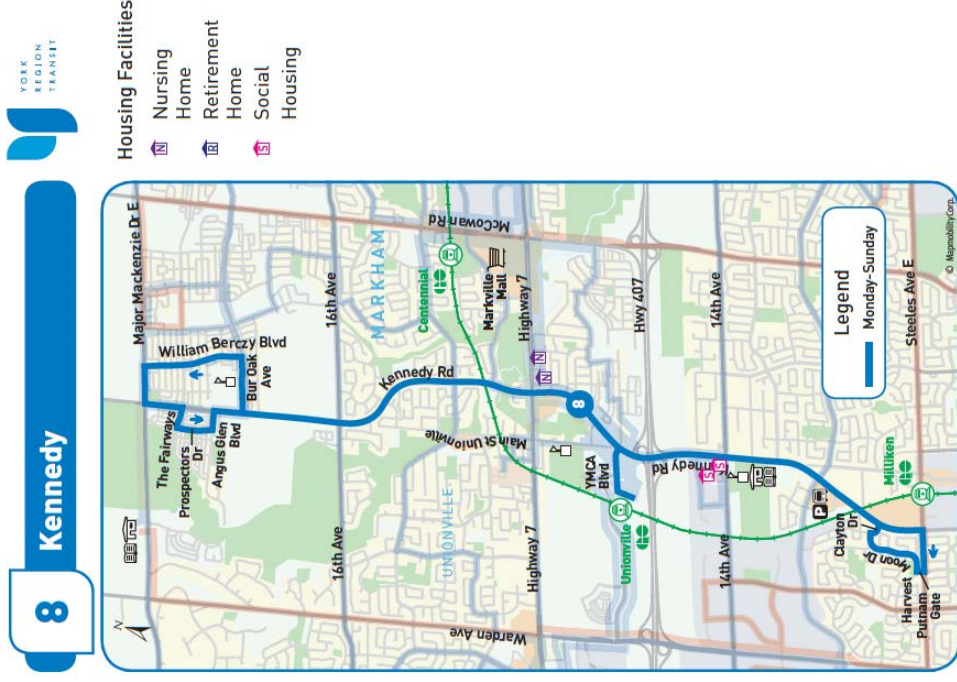
Milliken

YORK  
REGION  
TRANSIT

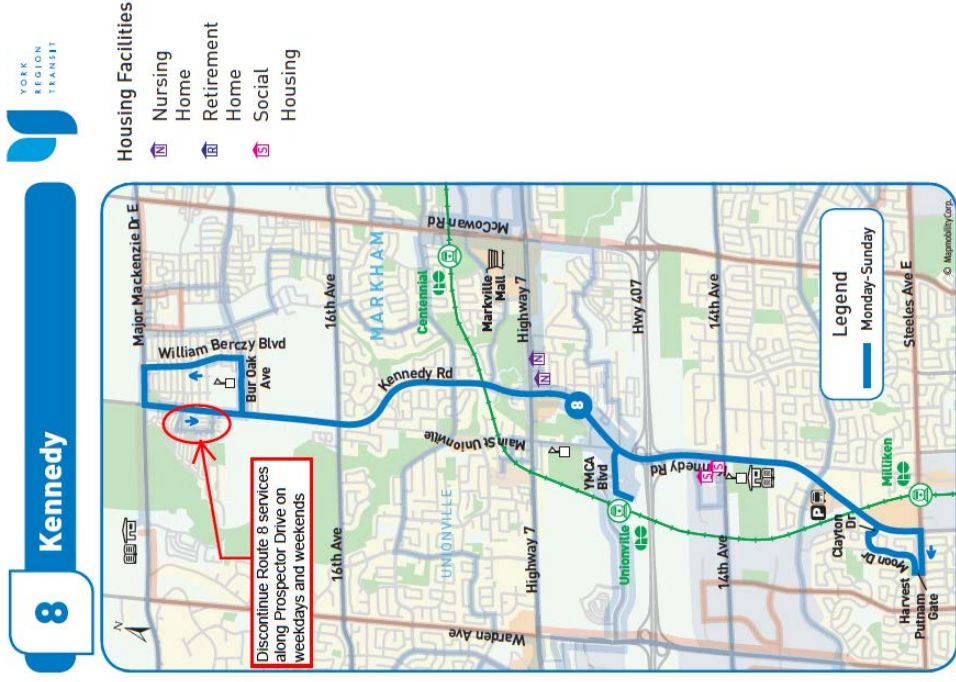


Housing Facilities: Nursing Home Retirement Home Social Housing

# 2015 Service Initiatives - Existing



# 2015 Service Initiatives - Proposed

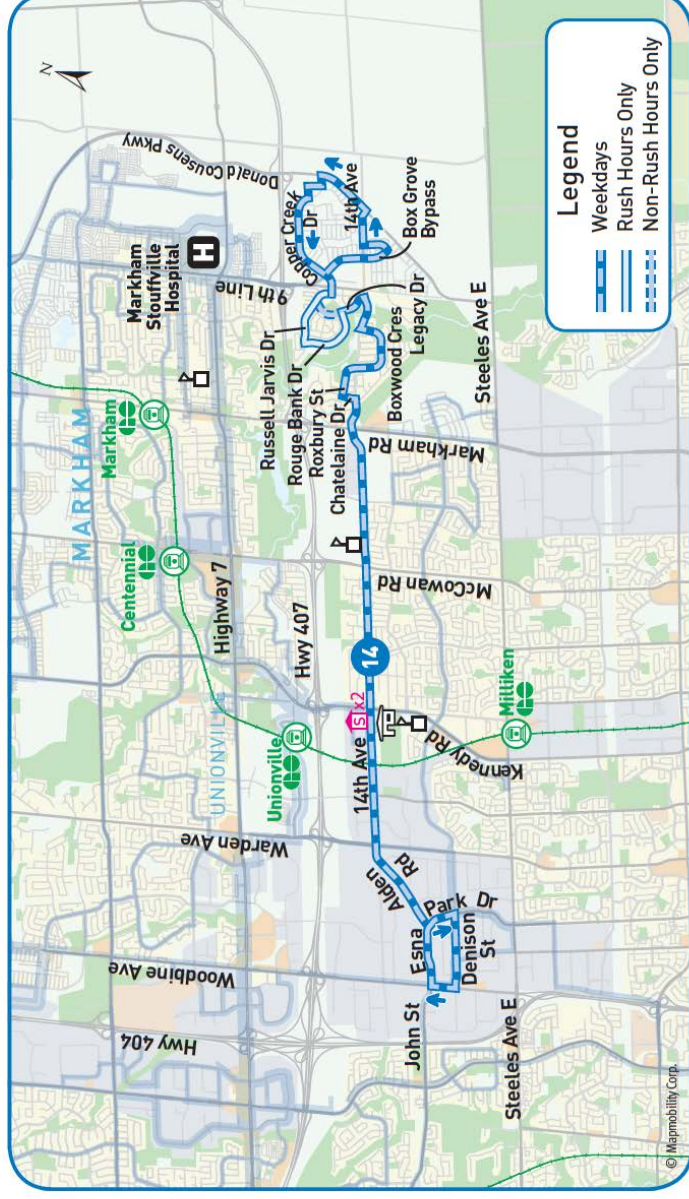


# 2015 Service Initiatives

14

14th Avenue

YORK  
REGION  
TRANSIT

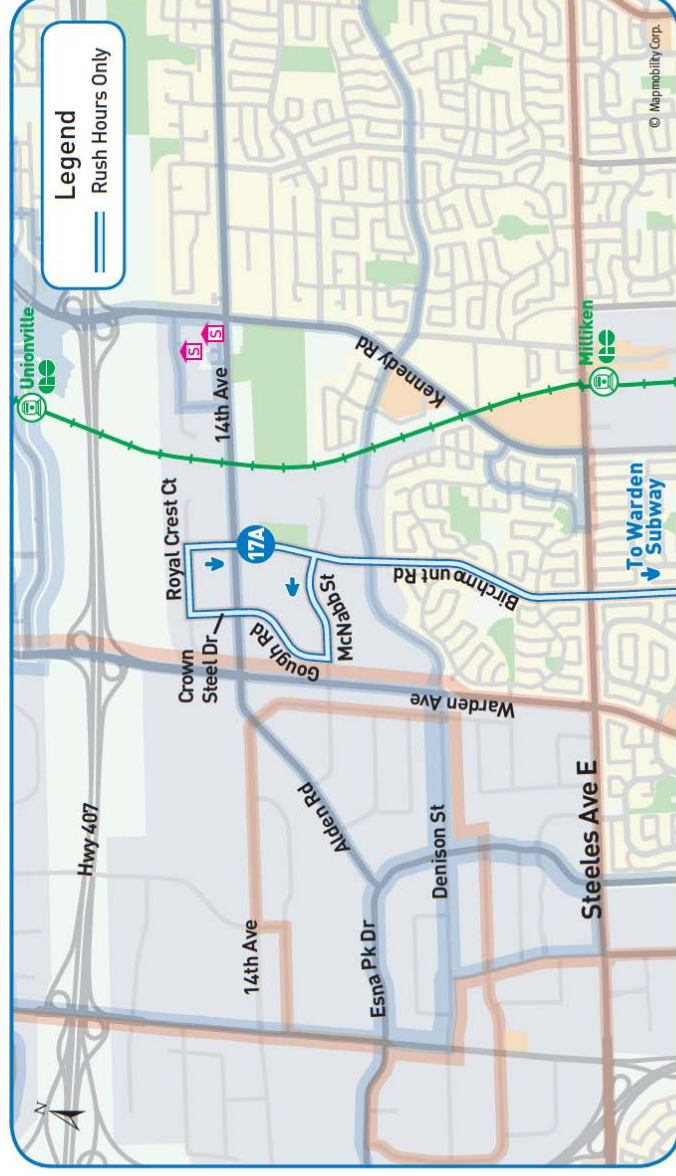


Housing Facilities: Nursing Home Retirement Home Social Housing

# 2015 Service Initiatives - Existing

## 17A Birchmount

YORK  
REGION  
TRANSIT

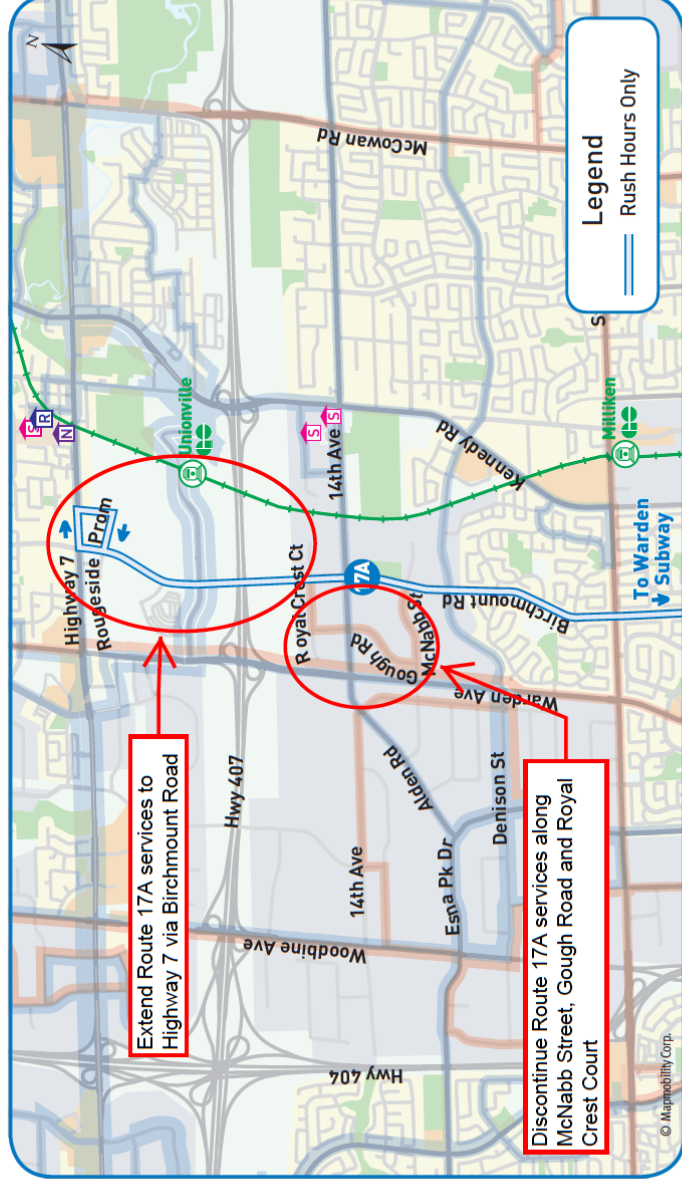


Housing Facilities: Nursing Home Retirement Home Social Housing

# 2015 Service Initiatives - Proposed

## 17A Birchmount

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REGION  
TRANSIT

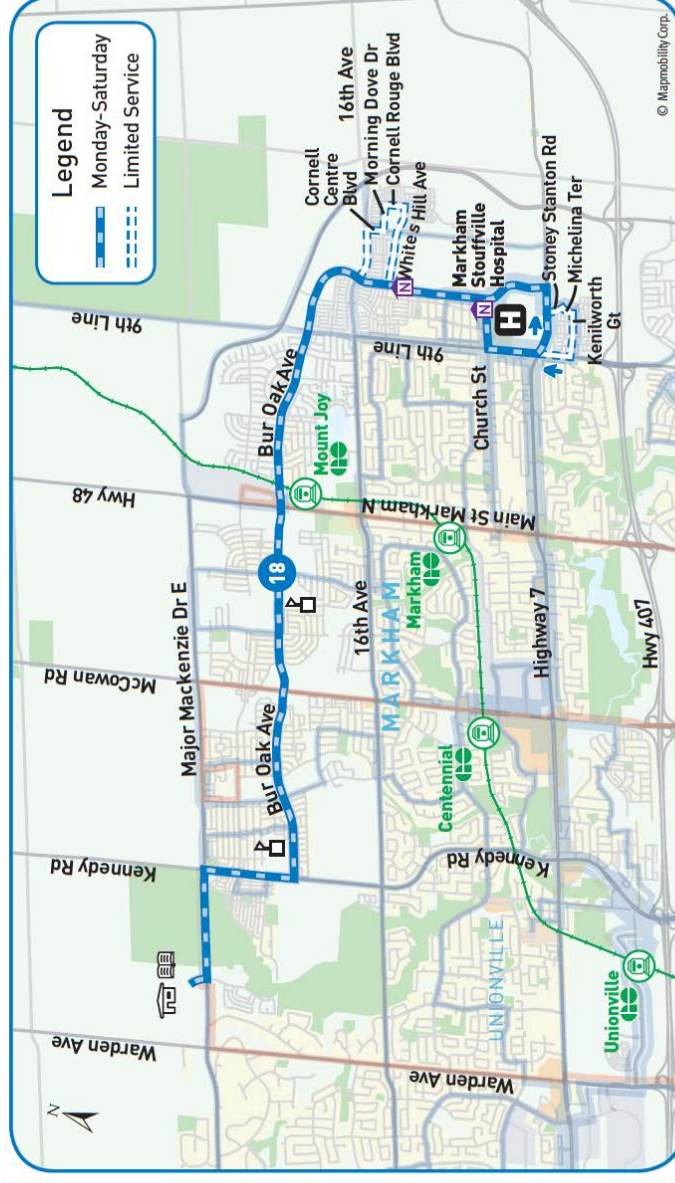


Housing Facilities: Nursing Home Retirement Home Social Housing

# 2015 Service Initiatives - Existing

## 18 Bur Oak Ave.

YORK  
REGION  
TRANSIT

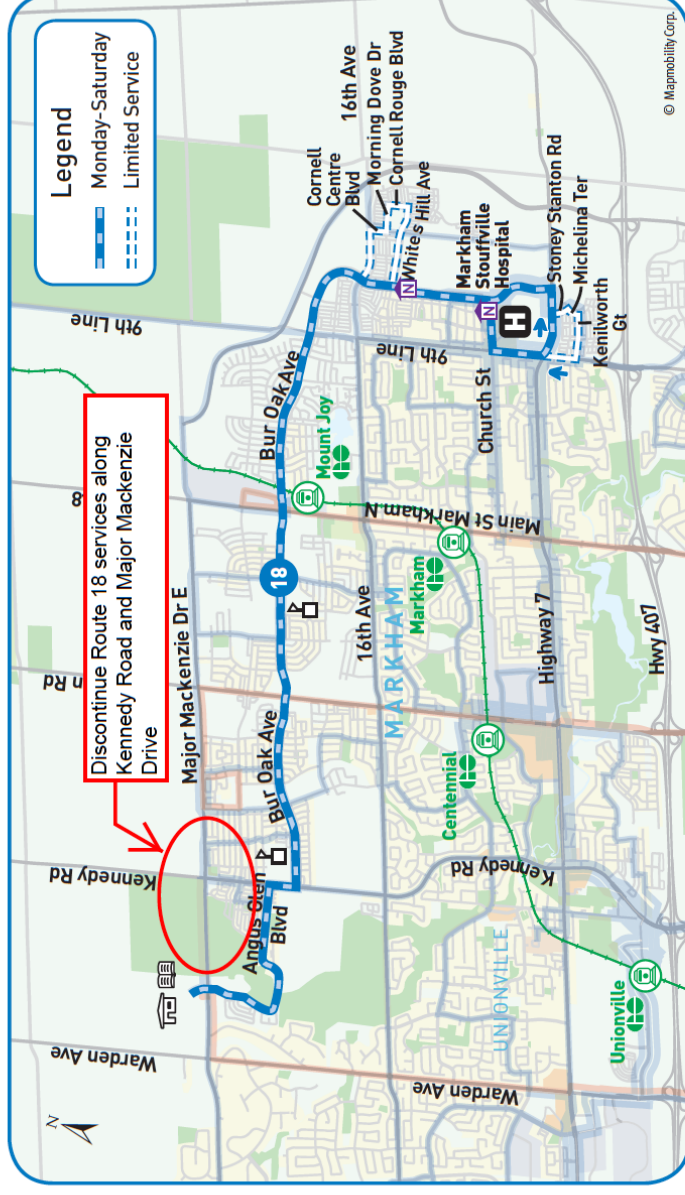


Housing Facilities: Nursing Home Retirement Home Social Housing

# 2015 Service Initiatives - Proposed

## 18 Bur Oak Ave.

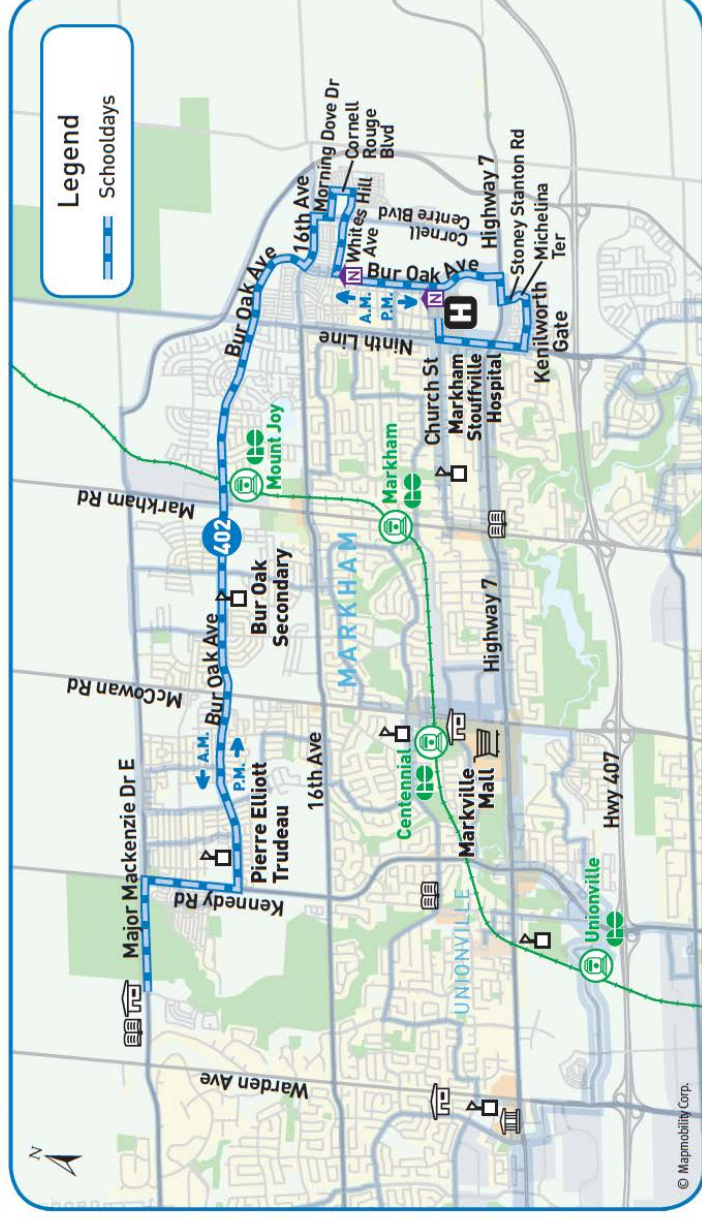
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# 2015 Service Initiatives

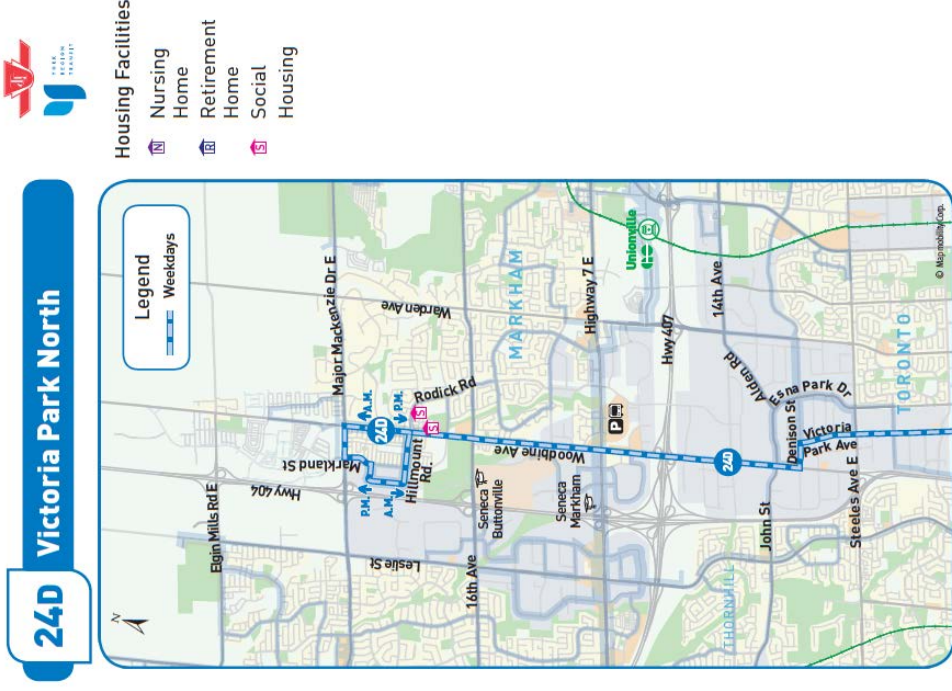
**402**

**Bur Oak Secondary & Pierre Elliott Trudeau High School Special**



Housing Facilities: Nursing Home Retirement Home Social Housing

# 2015 Service Initiatives

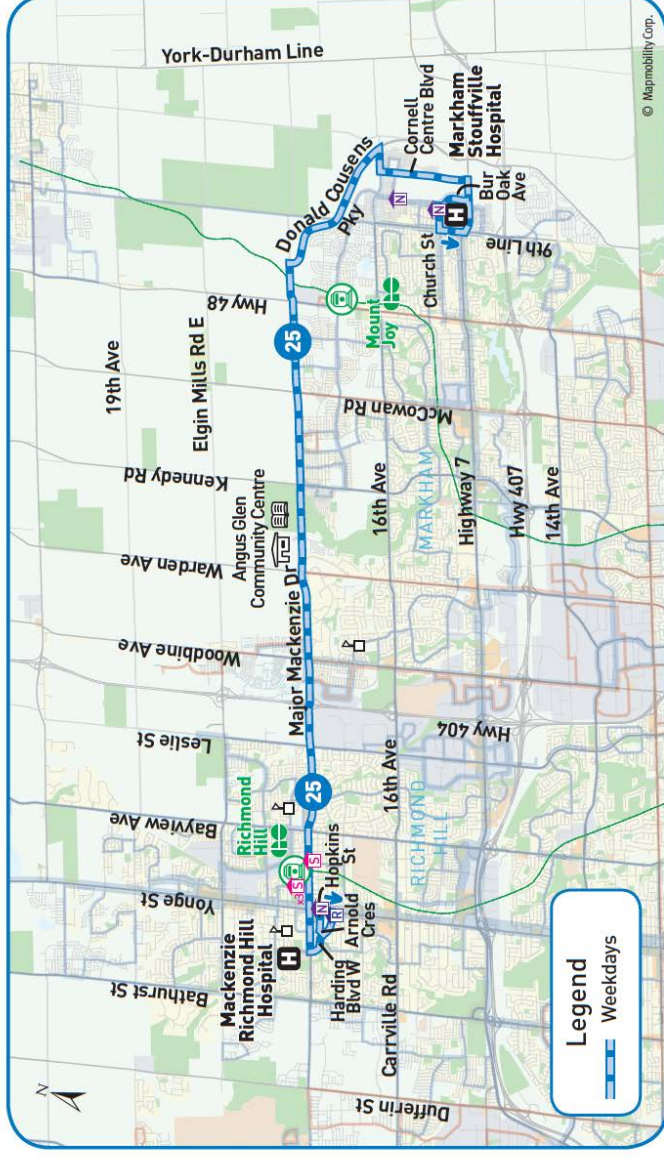


# 2015 Service Initiatives

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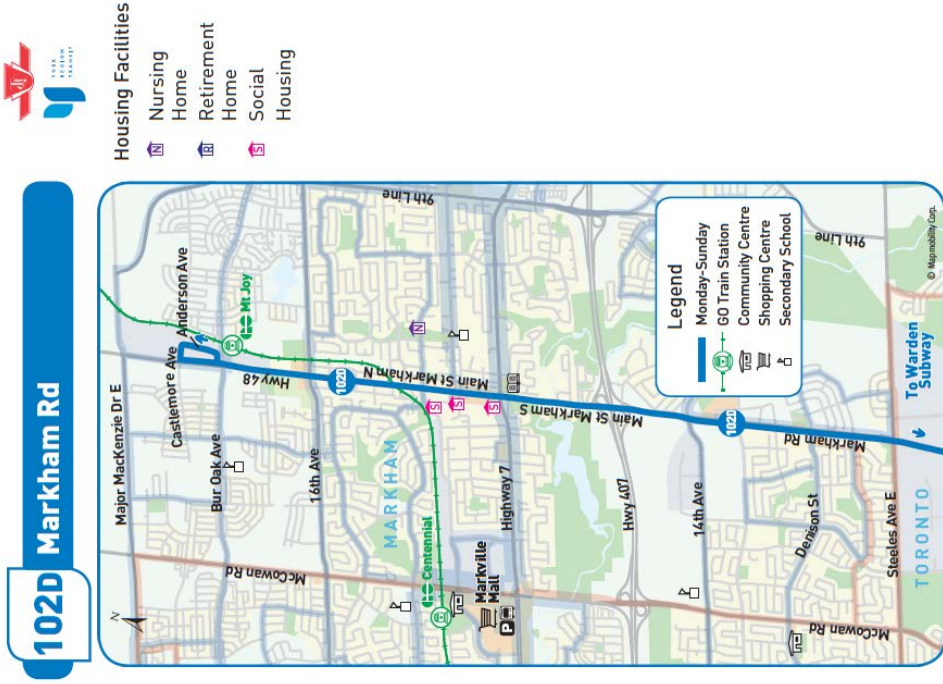
## Major Mackenzie

YORK  
REGION  
TRANSIT

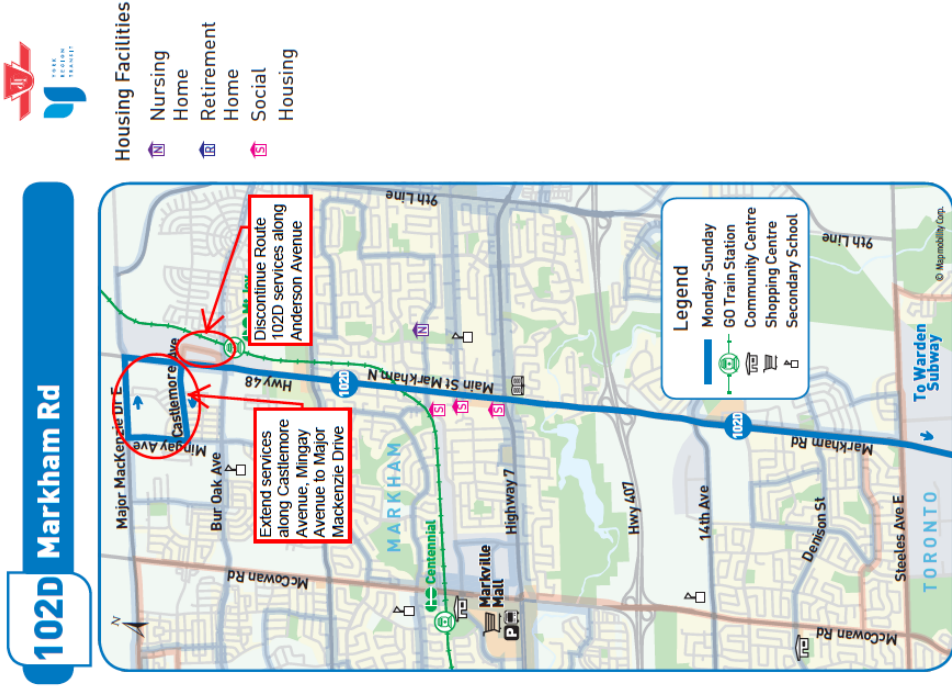


Housing Facilities: Nursing Home Retirement Home Social Housing

# 2015 Service Initiatives - Existing

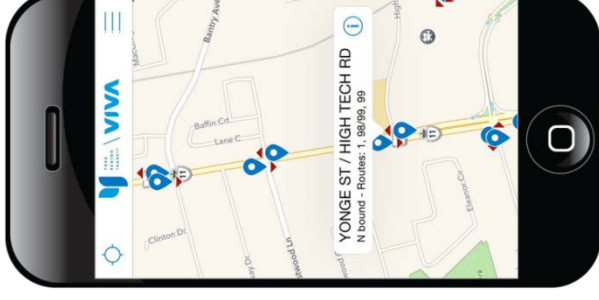


# 2015 Service Initiatives - Proposed



# Customer Service

- Mobile websites
- Social media
- Real-time information at bus stops and terminals
- LCD screens
- Customer Relationship Management System
- Community outreach programs
- YRT/Viva mobile application
- Partnerships (Crime Stoppers/York Regional Police)
- Customer satisfaction surveys



**YRT/Viva offers the tools customers need to access and use the system**

# 2015 Projects

- Spadina Subway Extension Transit Strategy
- Viva Network Expansion Plan
- Commuter parking lot
- Para-transit solution (PRESTO)
- Pan Am and Parapan Am Games
- Viva bus garage (OMSF)
- North Division bus garage
- Rapidway commissioning (Viva yellow, Davis Drive)
- Transportation Master Plan



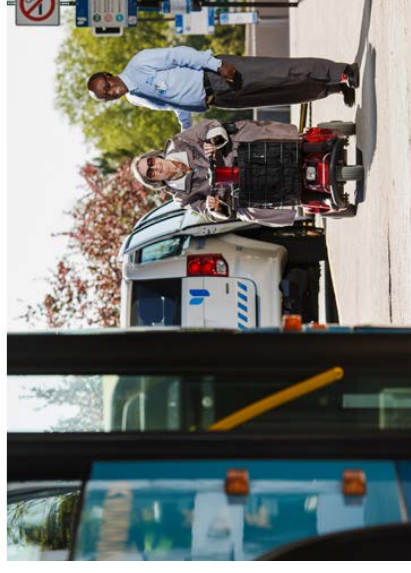
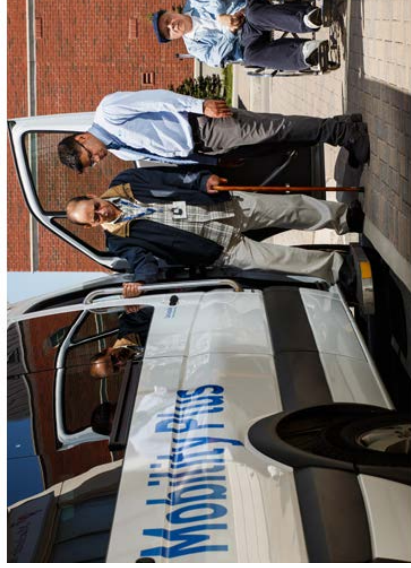
**2015 projects prepare YRT/Viva for system growth and service expansion**

# AODA Compliance

The Transit Accessibility Plan outlines YRT/Viva and Mobility Plus obligations under the AODA:

- 2017 Pre-boarding announcements

Accessibility performance measures are required to be in the York Region 2013-2021 Multi-Year Accessibility Plan.



# Next Steps

- Present the 2015 Annual Service Plan to local Councils
- Communicate 2015 service changes to customers and residents
- Implement 2015 service changes in February, April and June
- Begin the 2016 Annual Service Plan process
- Continue the 2016 to 2020 Five-Year Service Plan process



# Questions/Comments

