

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

Presentation to Council
Town of Newmarket

Adrian Kawun
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Overview

- YRT/Viva Services
- Transit System Cycle
- 2015 Annual Service Plan
- 2015 Projects
- 2015 Service Initiatives
- AODA Compliance
- Next Steps
- Questions/Comments

ANNUAL TRANSIT SERVICE PLAN

2015

THE FUTURE OF PUBLIC TRANSIT

YRT/Viva Services



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

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

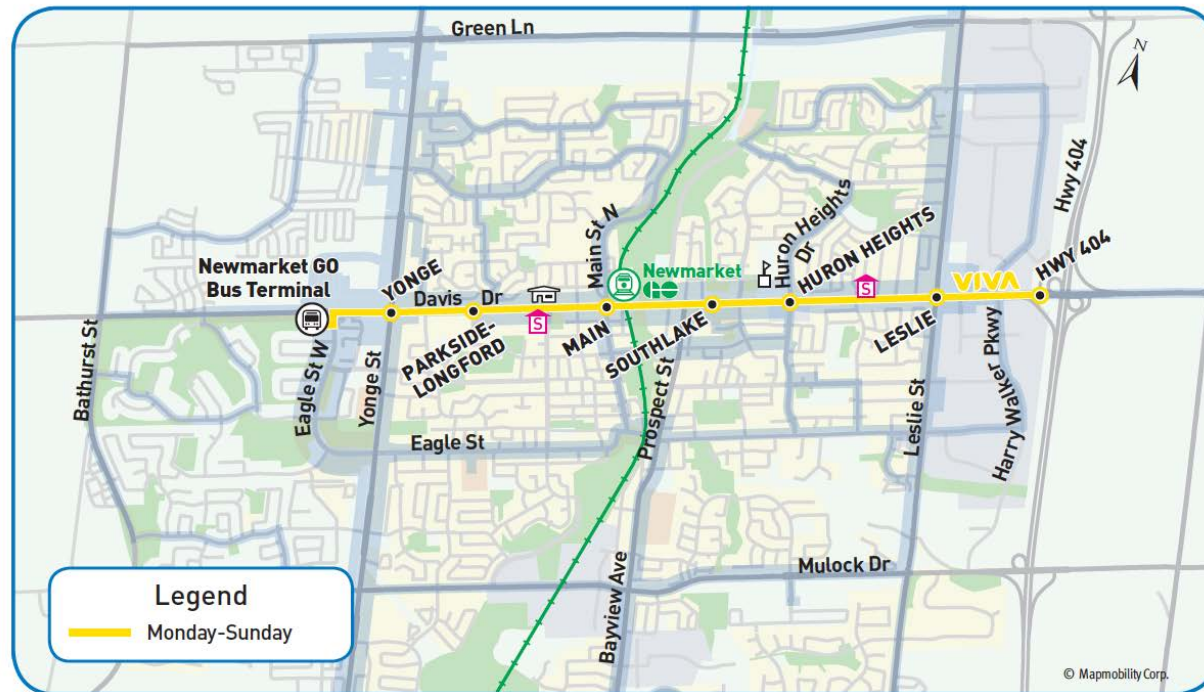
- Municipal meetings
- Public Information Centres
- Stakeholders information sessions
- On-bus surveys
- Social media and yrt.ca



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

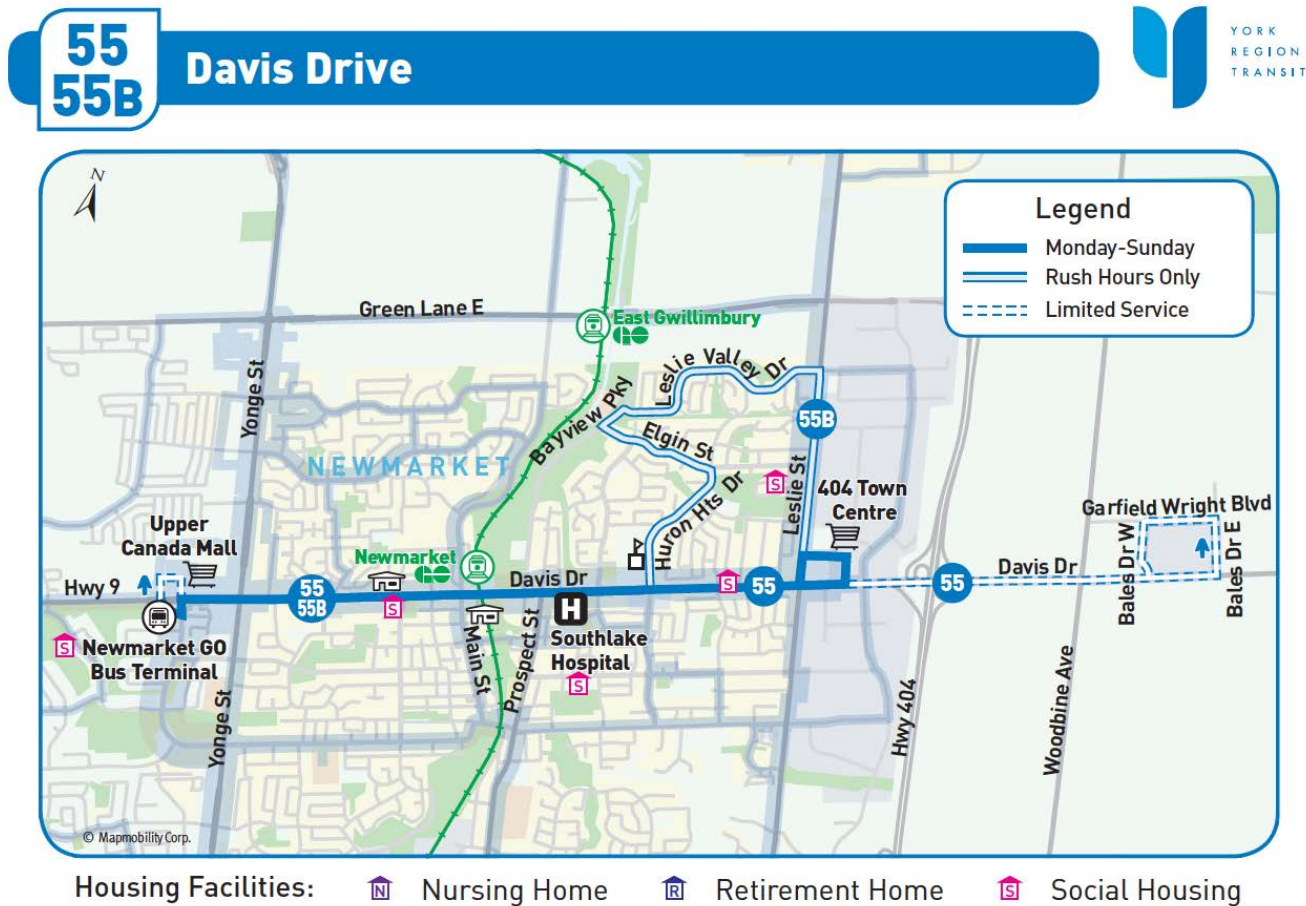
Service Initiatives - Proposed

viva yellow

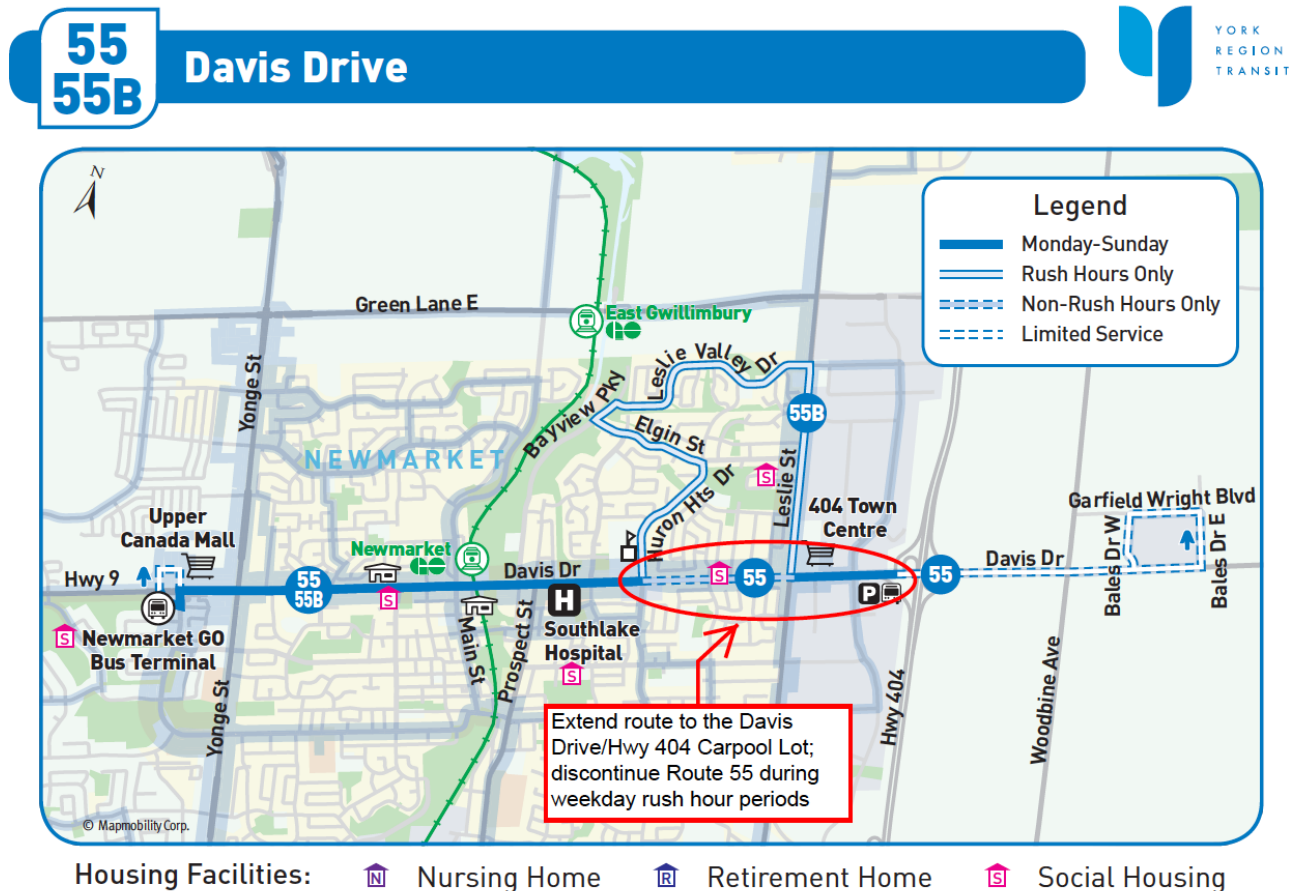


Housing Facilities: Nursing Home Retirement Home Social Housing

Service Initiatives - Existing

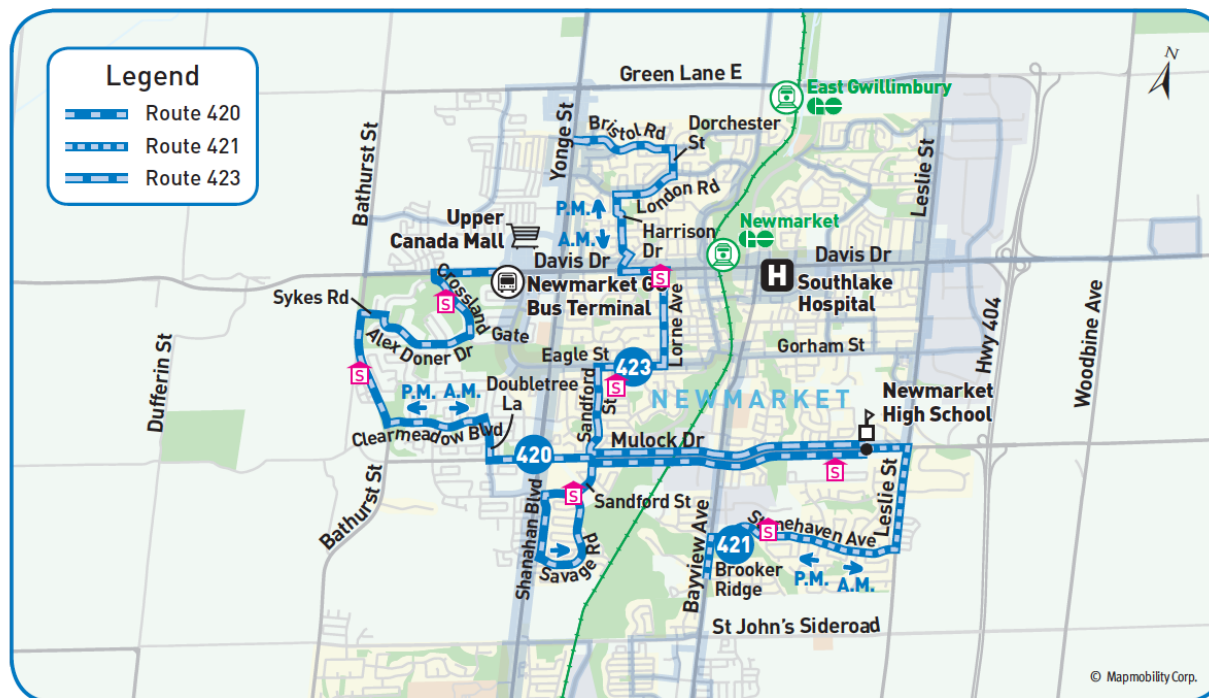


Service Initiatives - Proposed



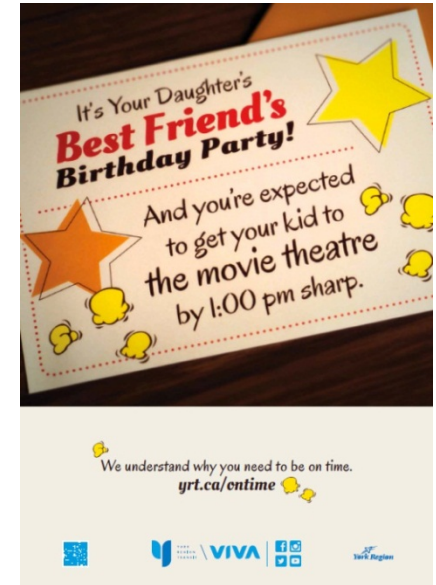
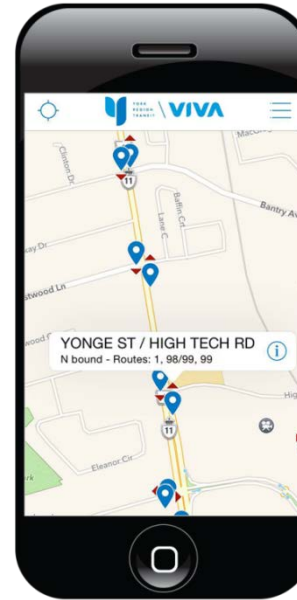
Service Initiatives

420 421 423 Newmarket High School Special



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 have been identified and are required to be in the transportation specific section of 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

