

YRT/Viva System Overview

Presentation to the
Town of Newmarket Council

York Region Transit (YRT/Viva)
September 21, 2015

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

25 base routes	37 High School Specials
29 local routes (includes Dial-a-Ride)	Six Express routes
10 TTC routes	One seasonal route
10 GO Shuttles	

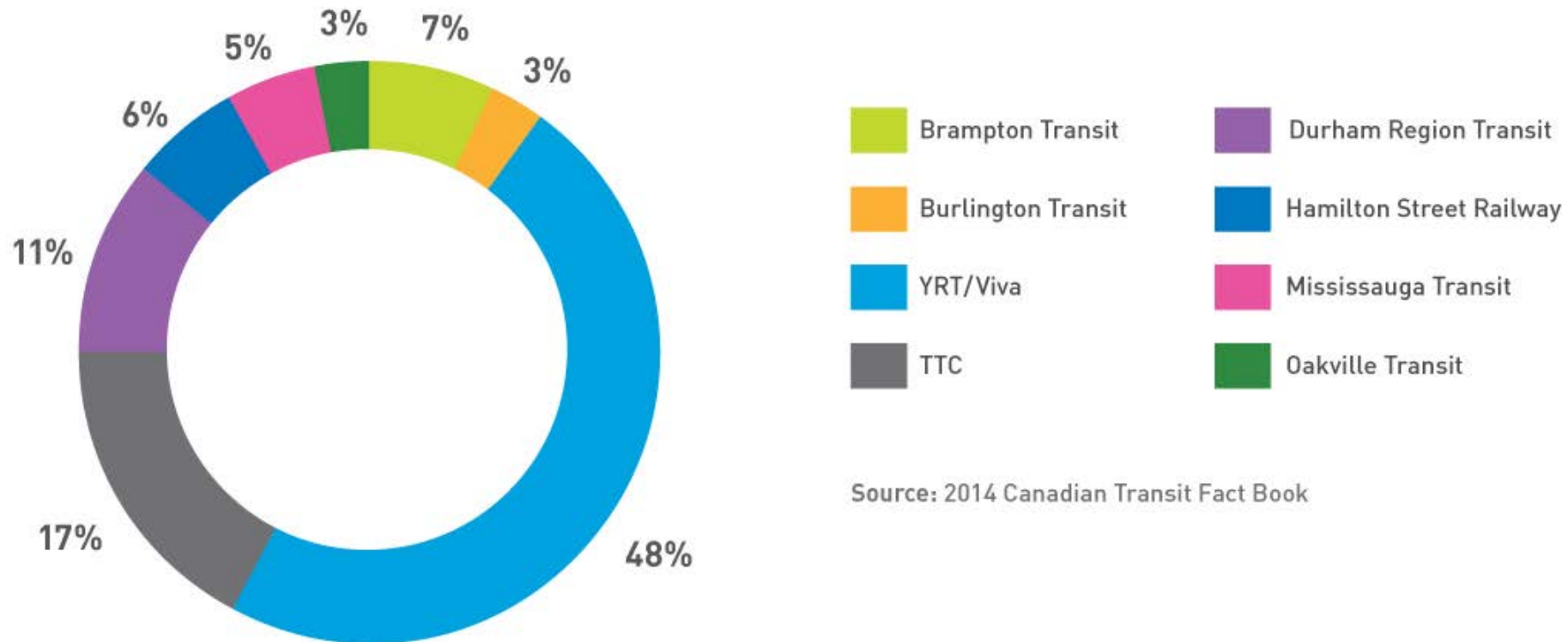
123 Viva BRT vehicles

Five Viva BRT routes

101 Mobility Plus vehicles

Door-to-door shared ride
Family of Services
Five Community Bus routes

GTHA Transit Service Area



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



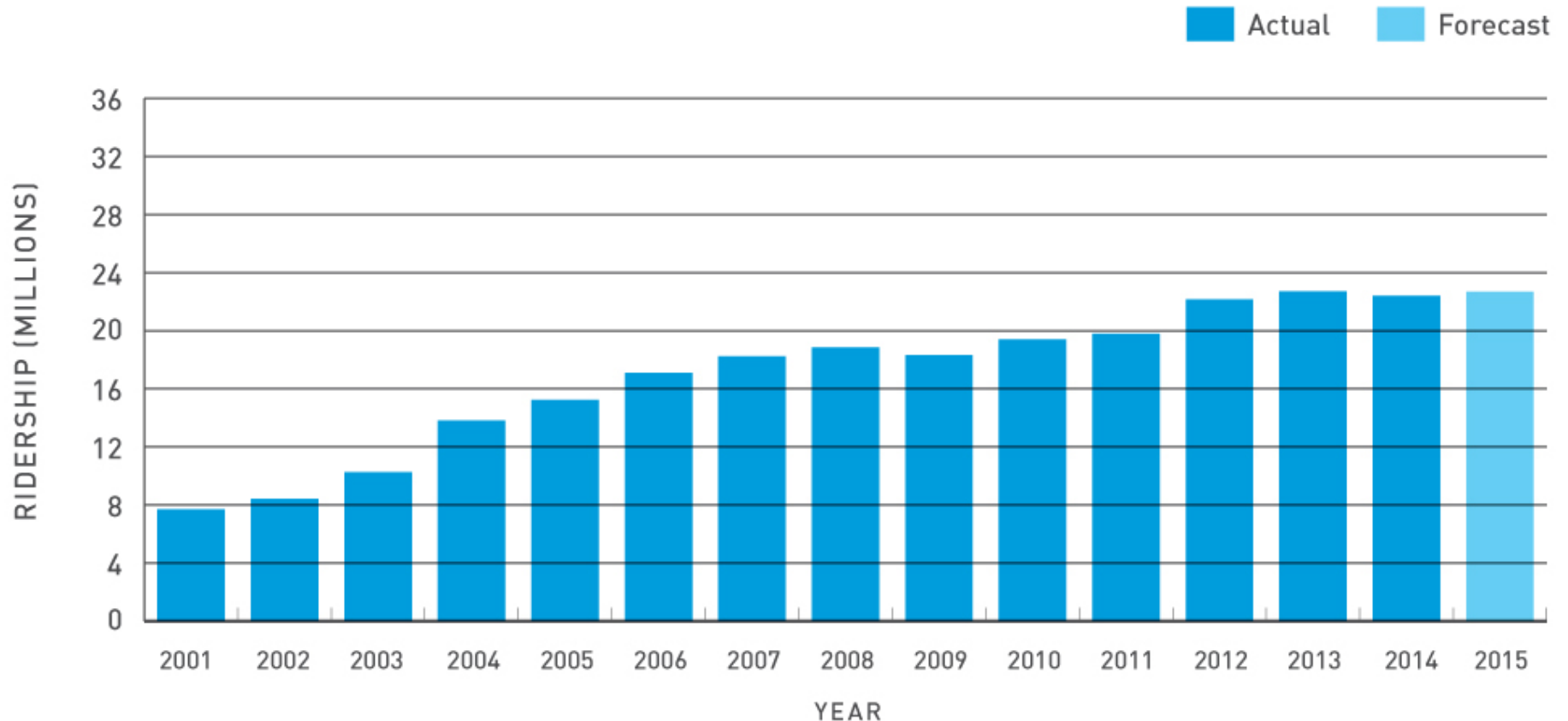
Southeast Division-Leased



Viva Division-Region owned

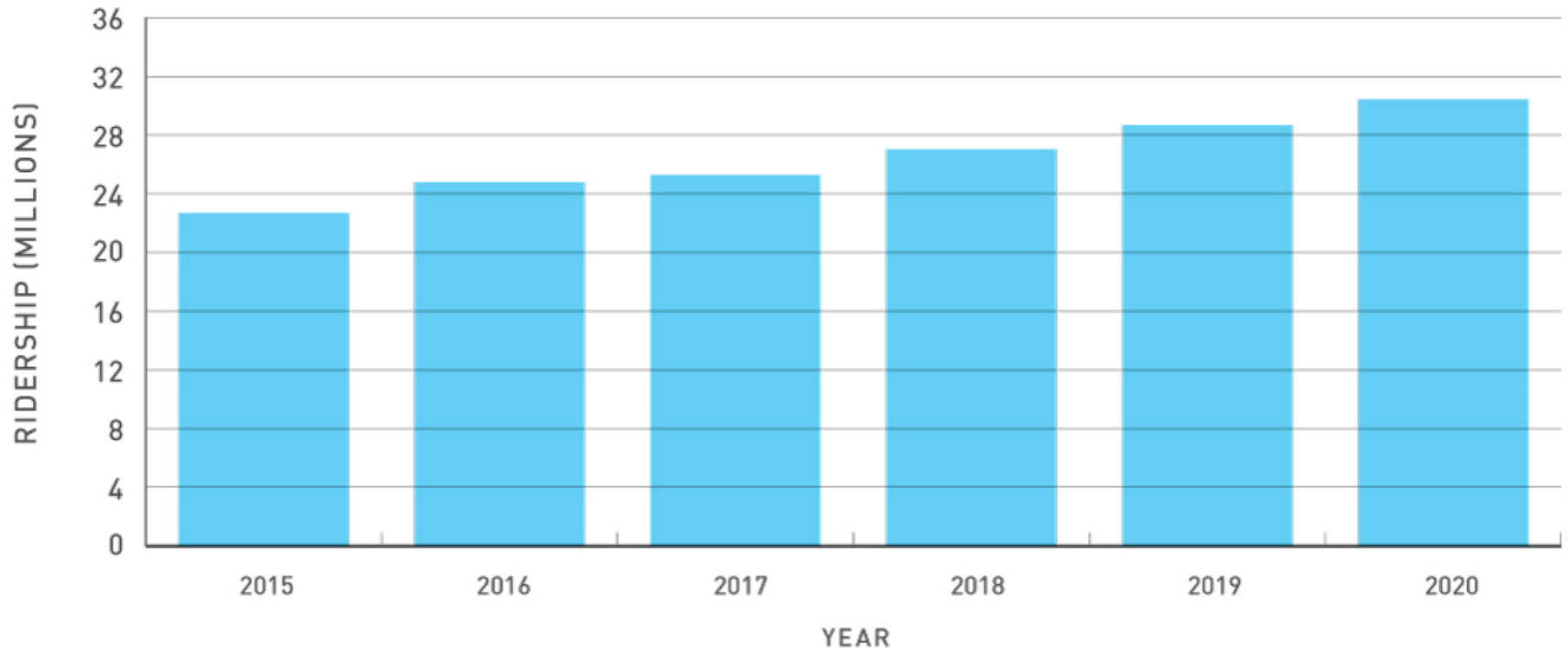


YRT/Viva Revenue Ridership



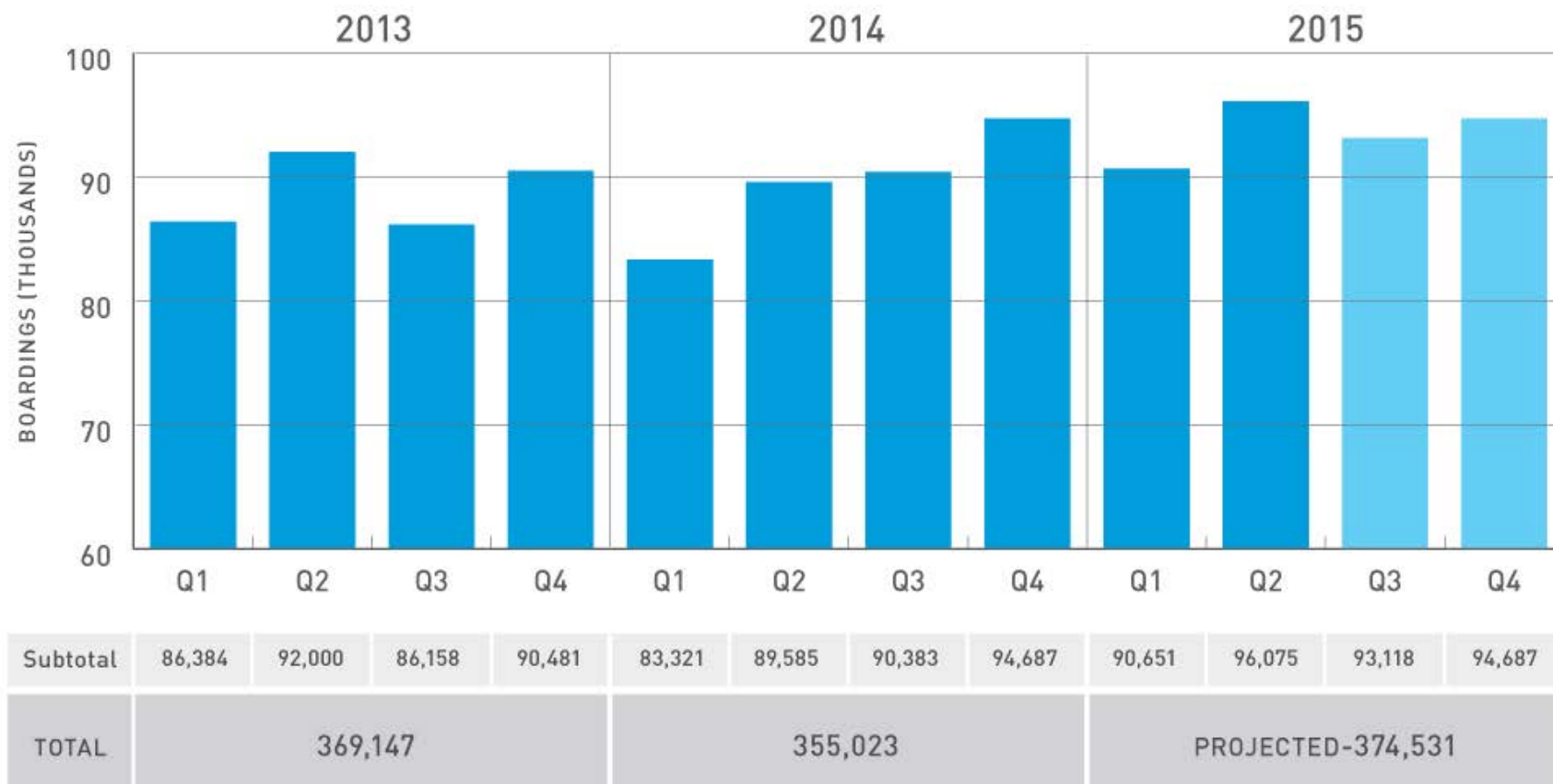
Since amalgamation ridership has grown from 7 million to 22.7 million

YRT/Viva Forecast Revenue Ridership



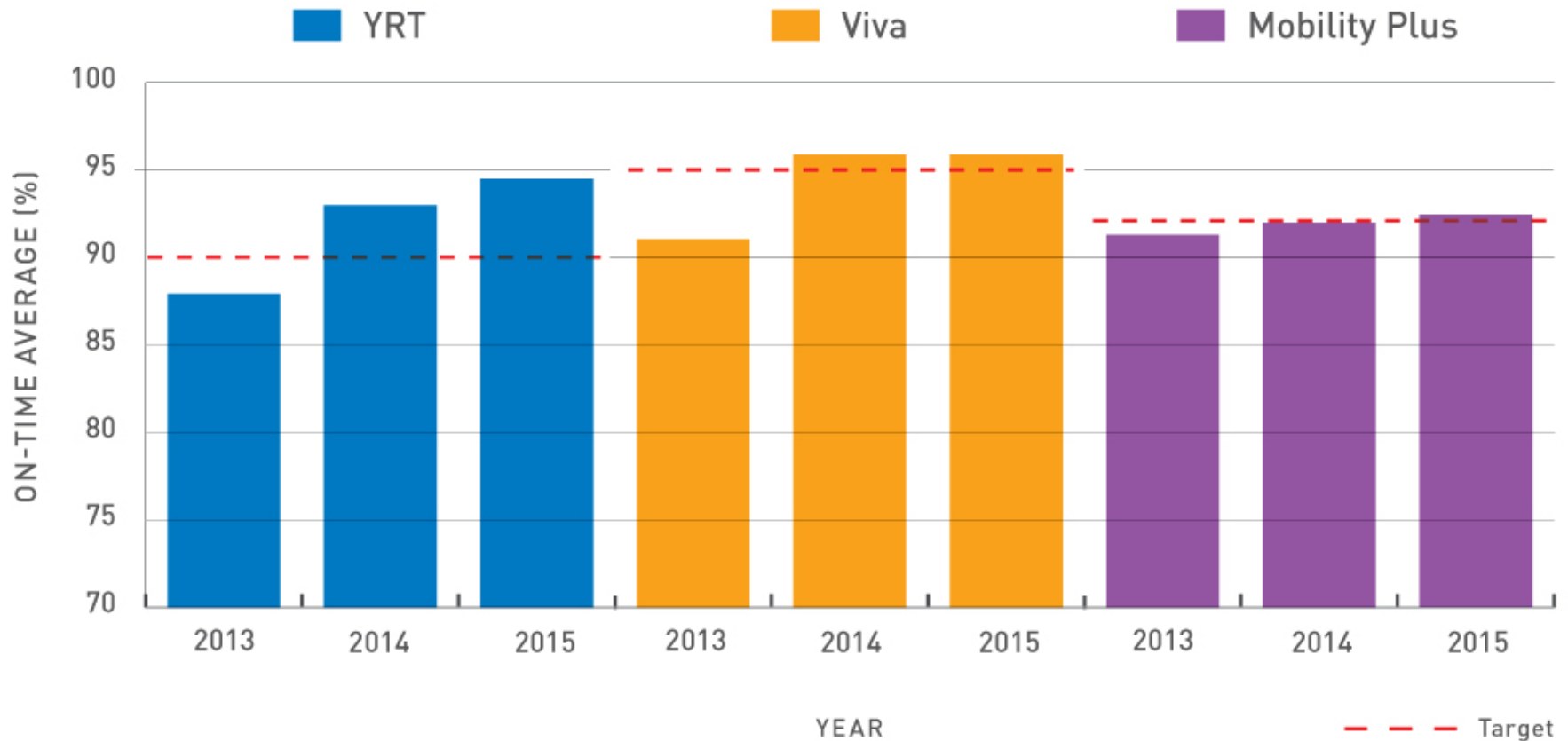
YRT/Viva ridership forecasted to reach 30 million by 2020

Mobility Plus Ridership



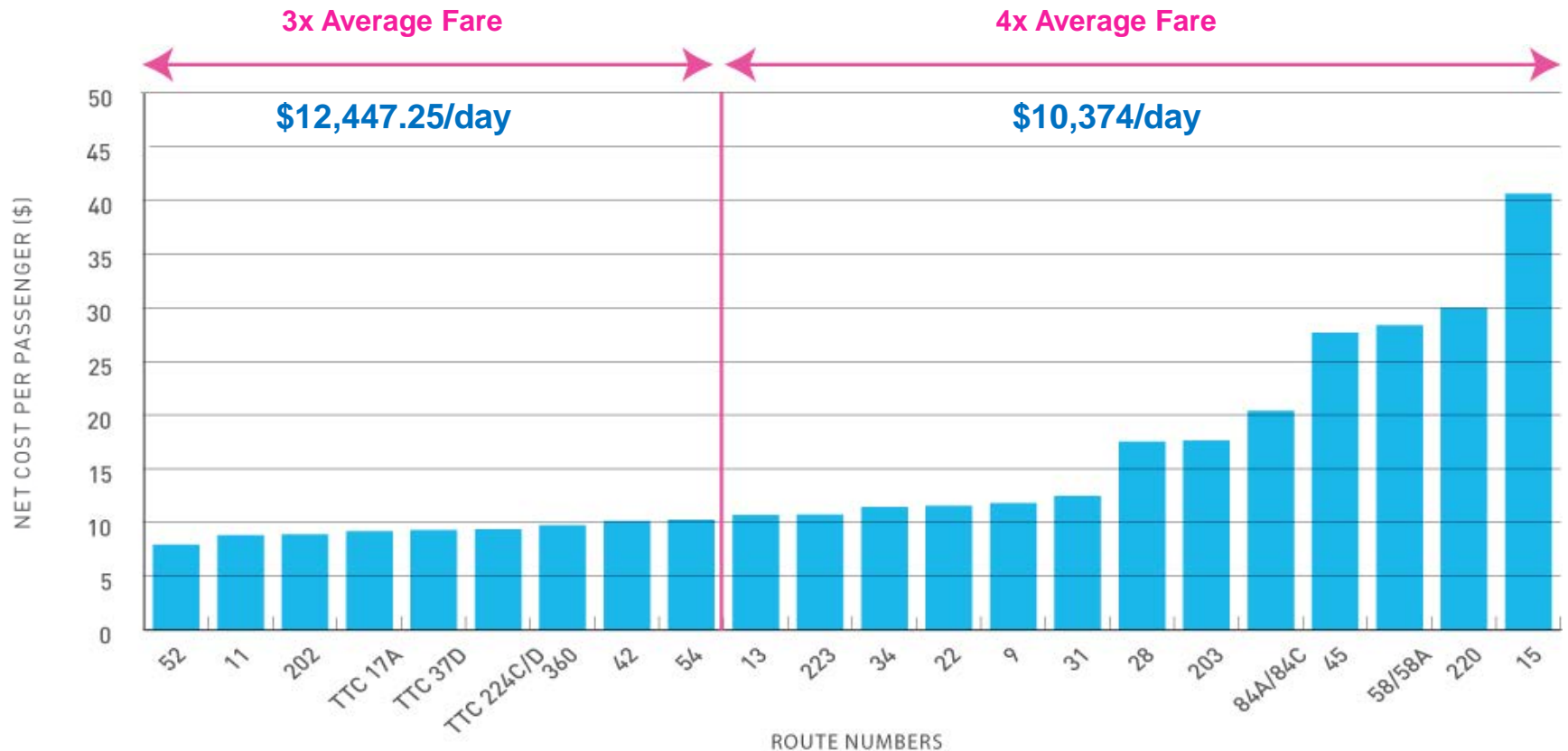
New technologies enable more passenger trips within budget

On-Time Performance



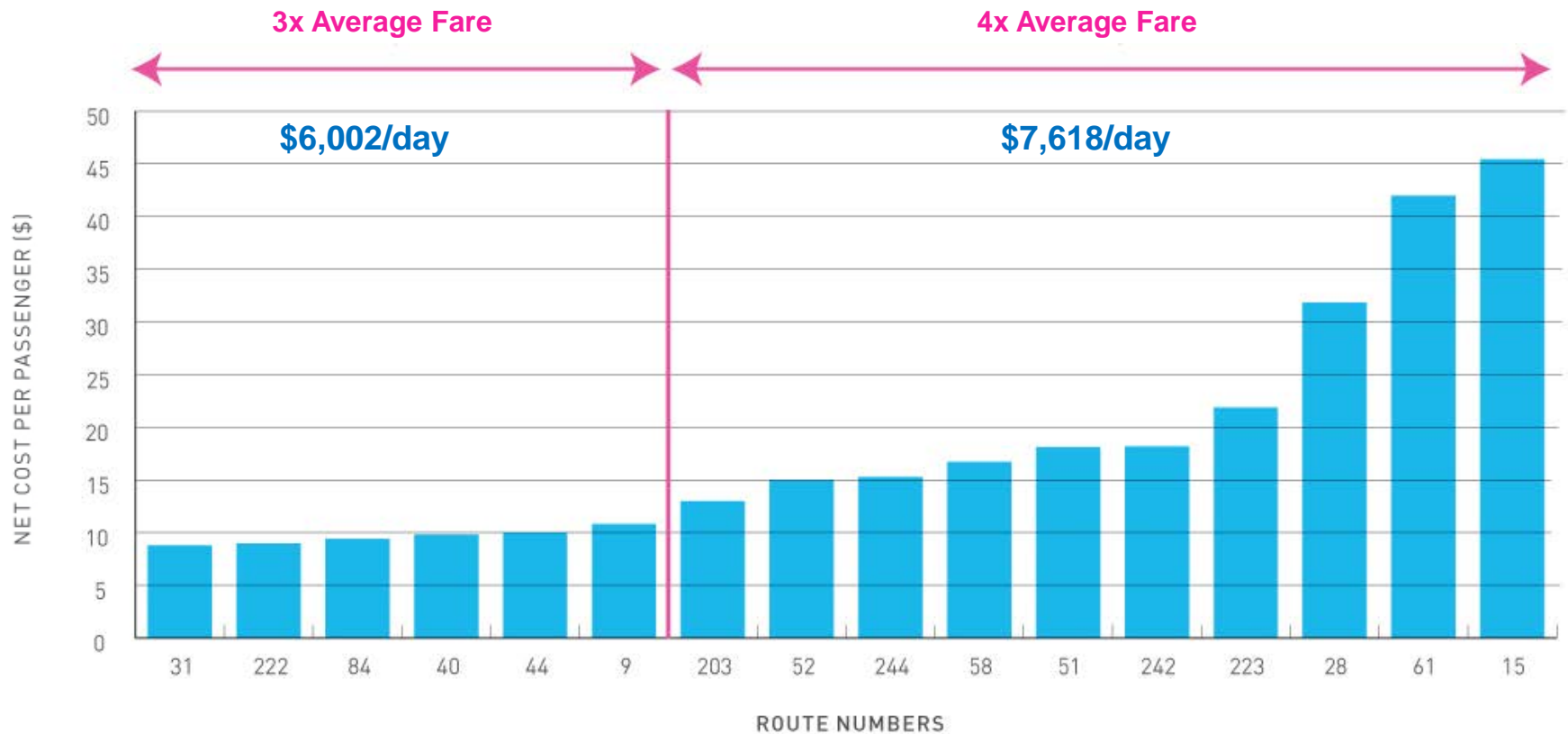
Continued improvement, reliability and quality service is YRT/Viva's focus

Net Cost Per Passenger (February 2010 rush hour)



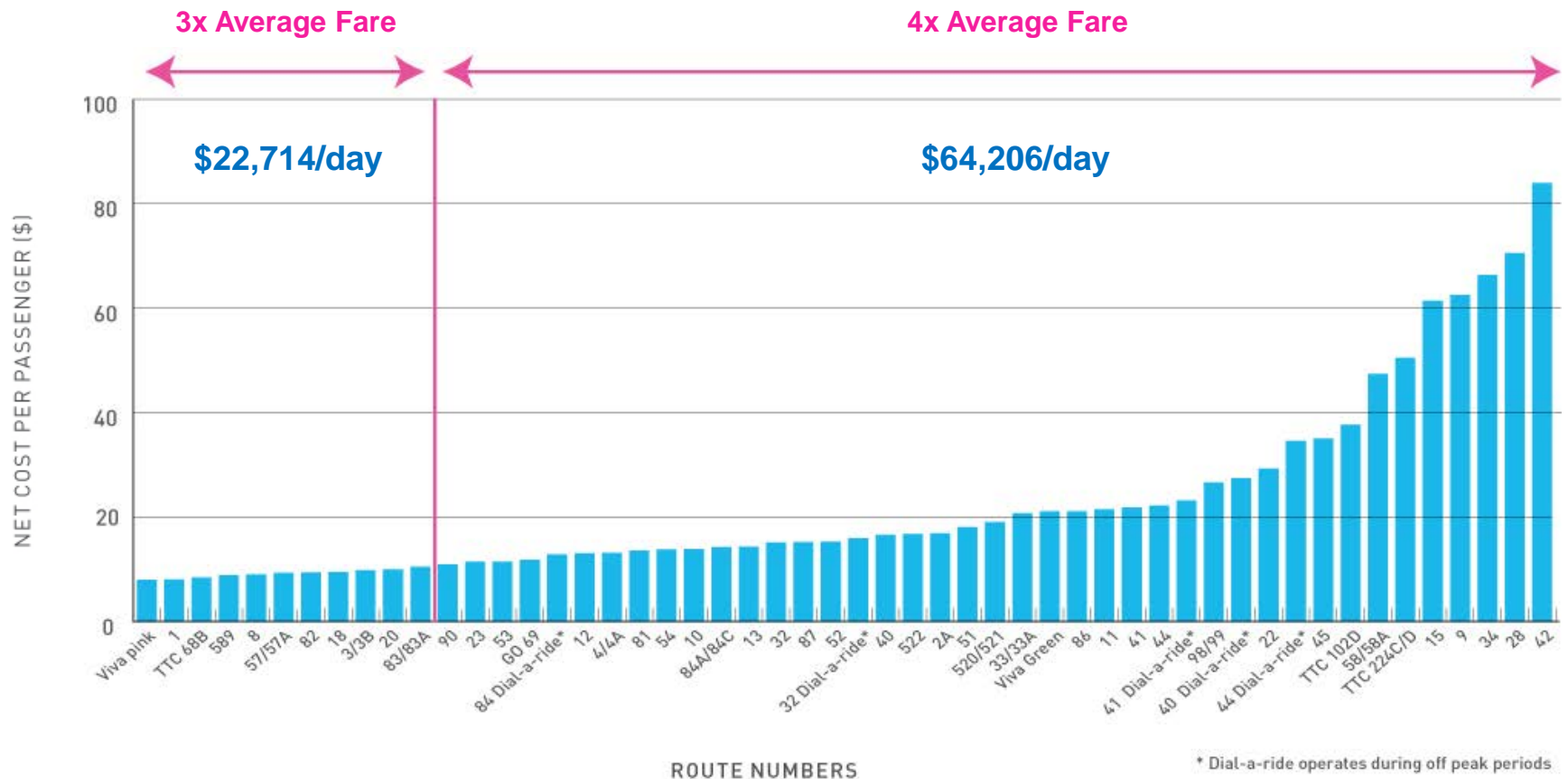
\$22,820 per day to operate the 22 lowest performing routes

Net Cost Per Passenger (February 2015 rush hour)



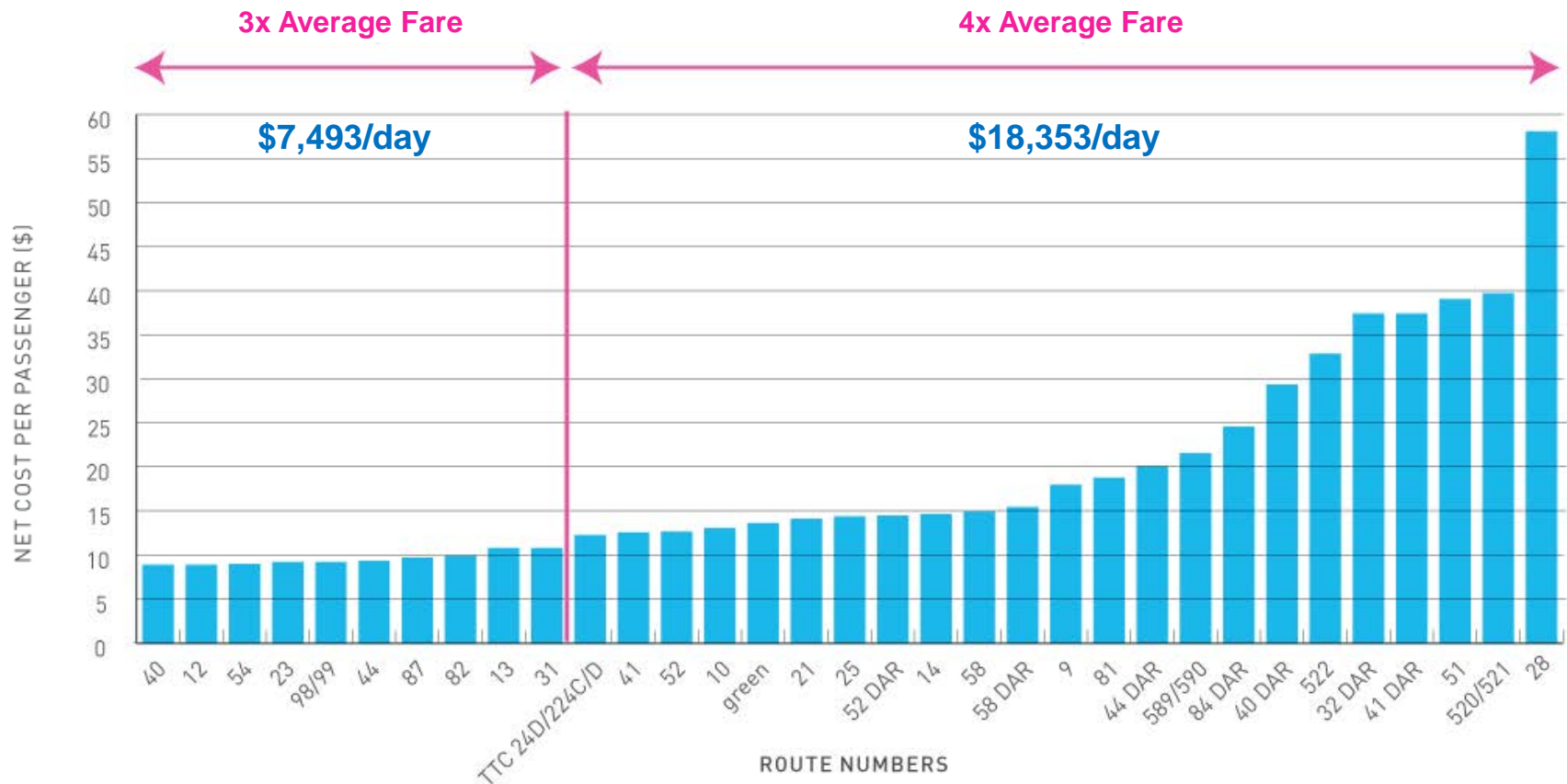
Reduced number of routes to 16 at an operating cost of \$13,620/day

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



\$86,920 per day to operate the 51 lowest performing routes

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

The logo for Call One, featuring the word "Call" in a large, blue, stylized font. The letters are composed of overlapping geometric shapes, giving it a modern, digital feel.

1-844-PARA-ONE (727-2663) | TTY 1-877-244-5002

Call One Call Centre for specialized transit services across the Greater Toronto and Hamilton Area during the 2015 Pan Am/Parapan Am Games.

Provided and operated by York Region Transit (YRT/Viva).



Customer focused and financial sustainability

Viva 10 Year Anniversary



VIVA



2005



2013



2014



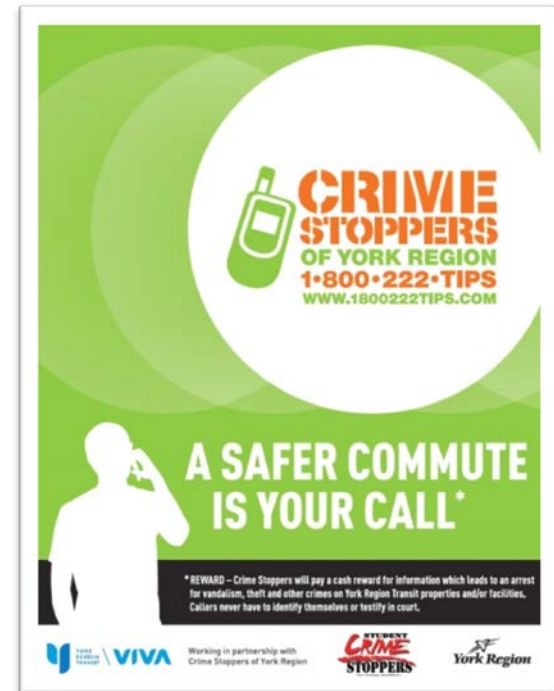
2015

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

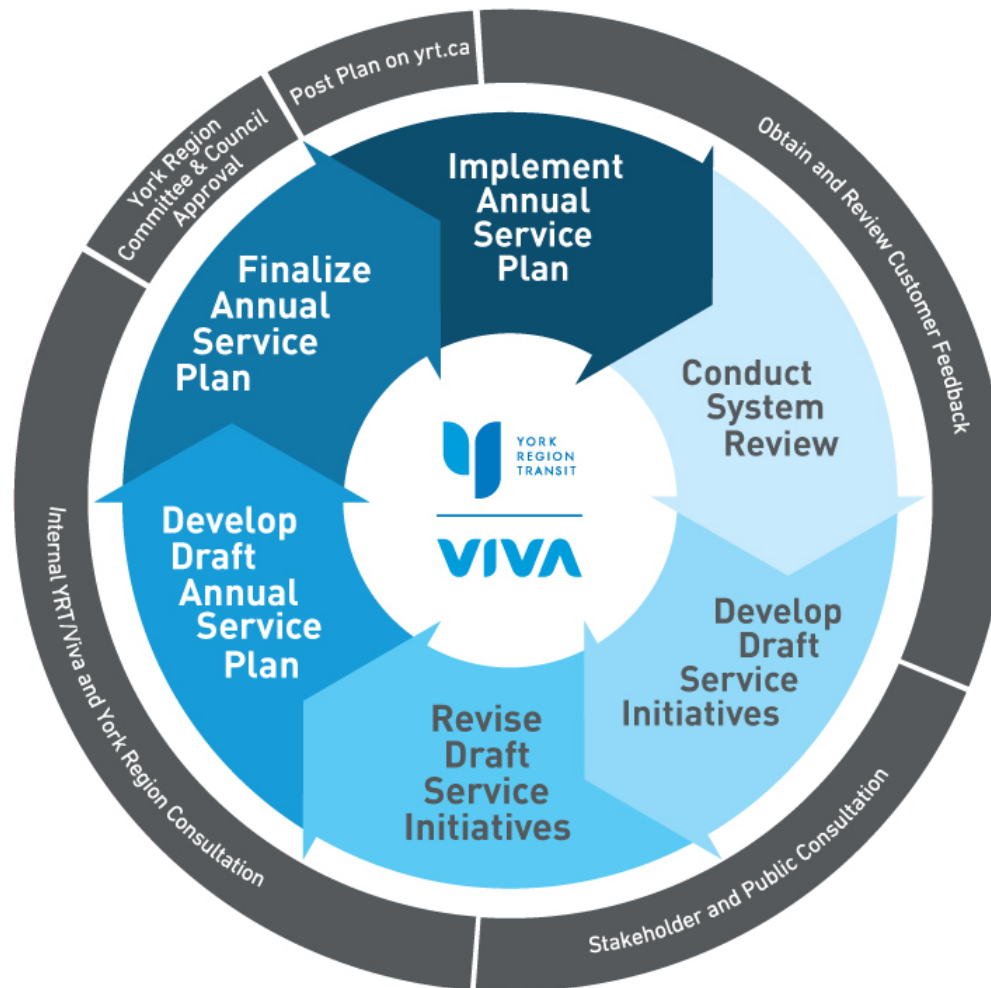


Recognised by industry professionals

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



Service Delivery

Customer Satisfaction

Innovation

Environmental Sustainability

Asset Management

Financial Sustainability

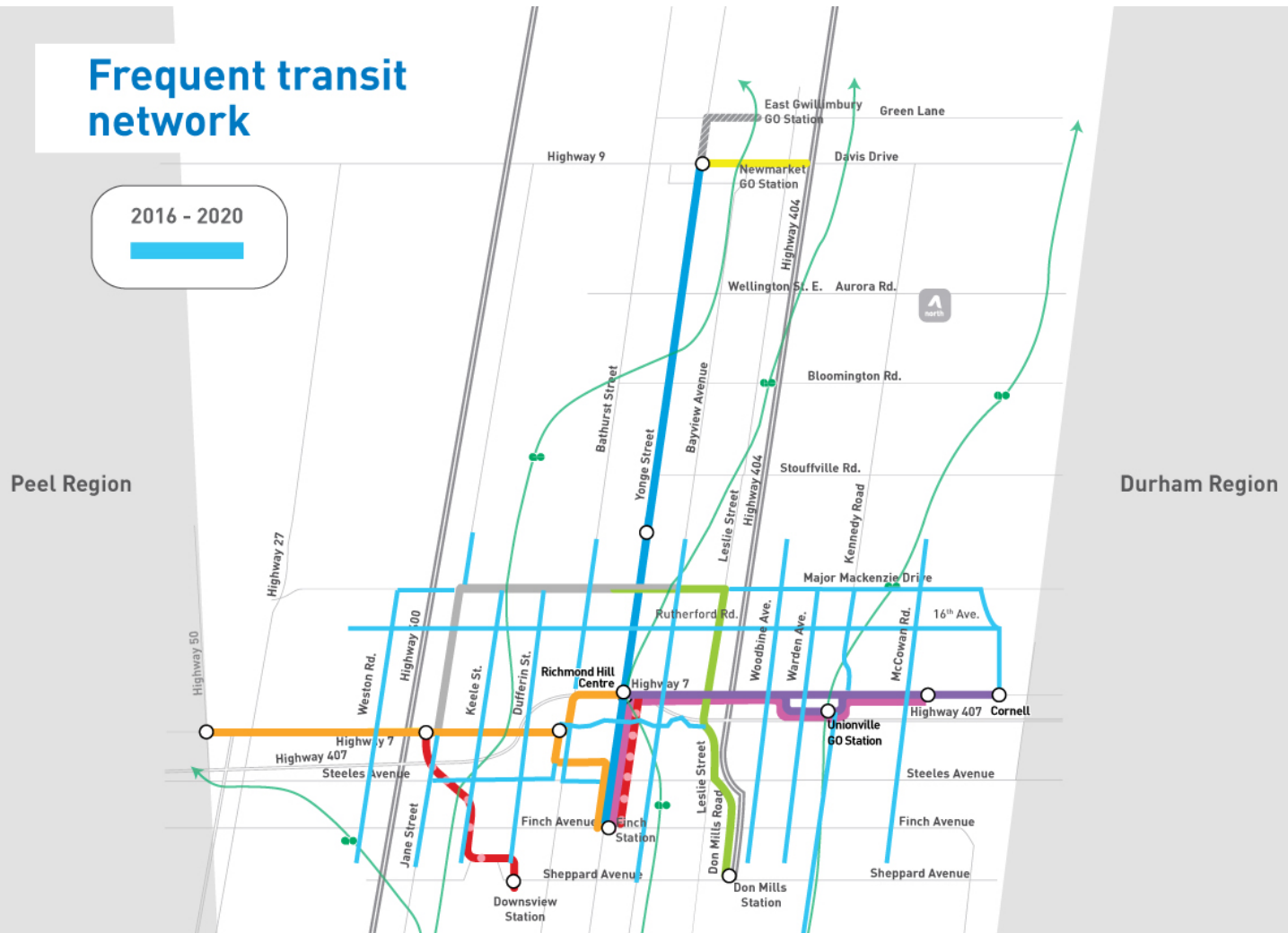
Performance Management

Strategic Plan focuses on seven key objectives

Transit Strategy Initiatives

Frequent transit network

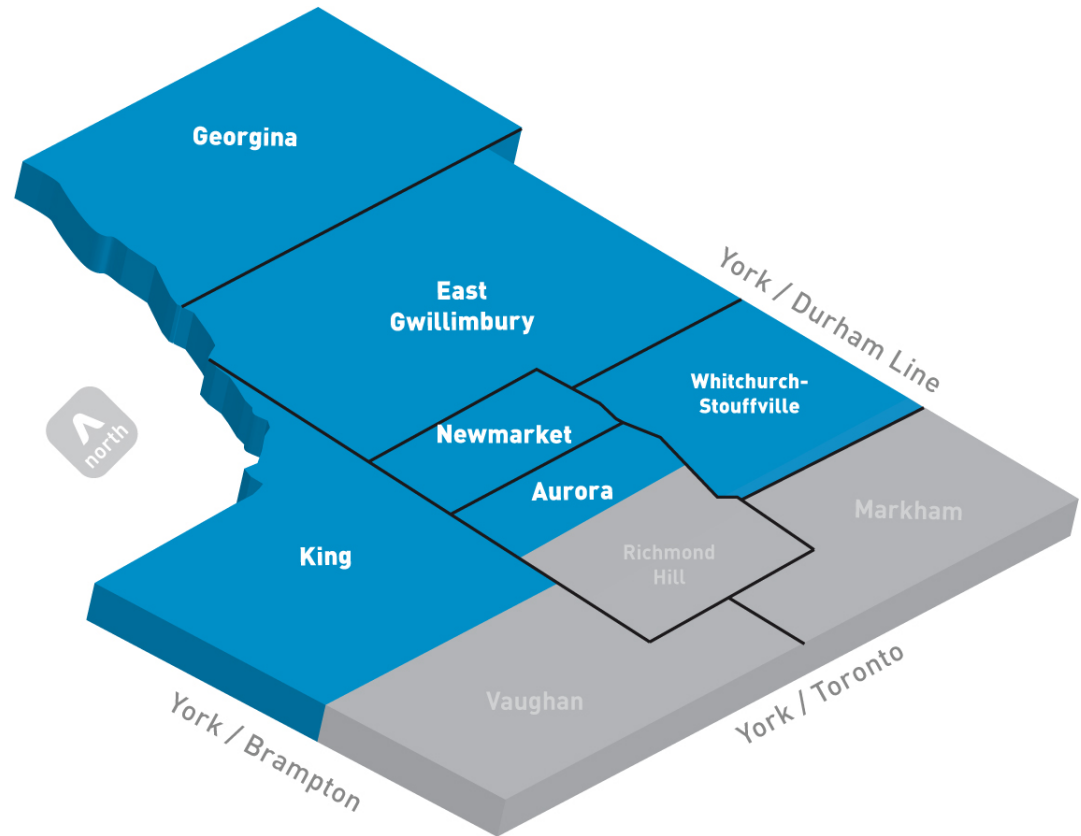
2016 - 2020



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





**ANNUAL TRANSIT
SERVICE PLAN**

**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

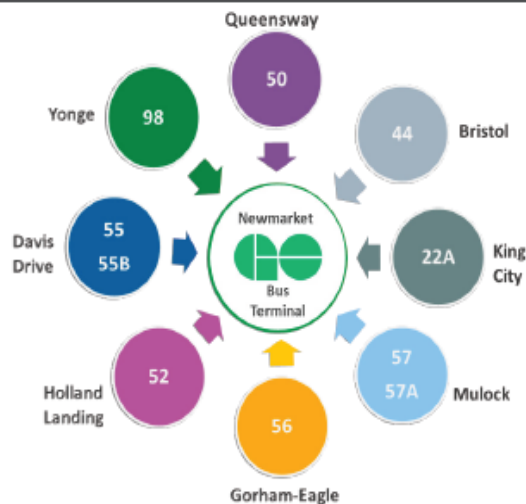
2016 Projects

- 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)

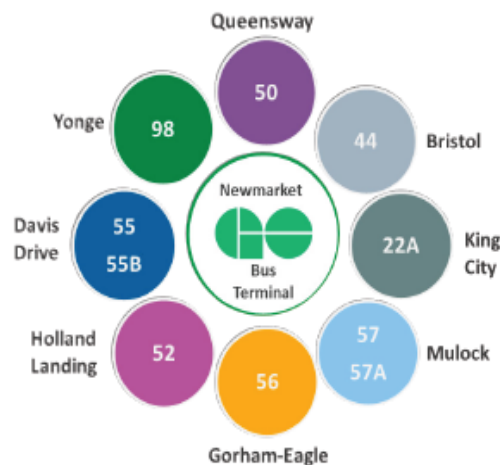


Newmarket Service Initiatives

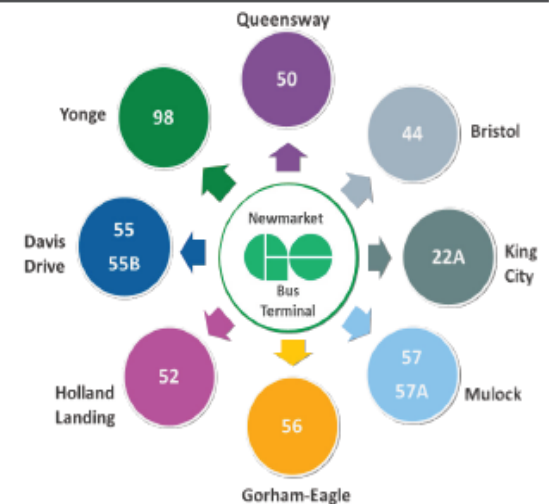
Inbound Phase



Transfer Phase



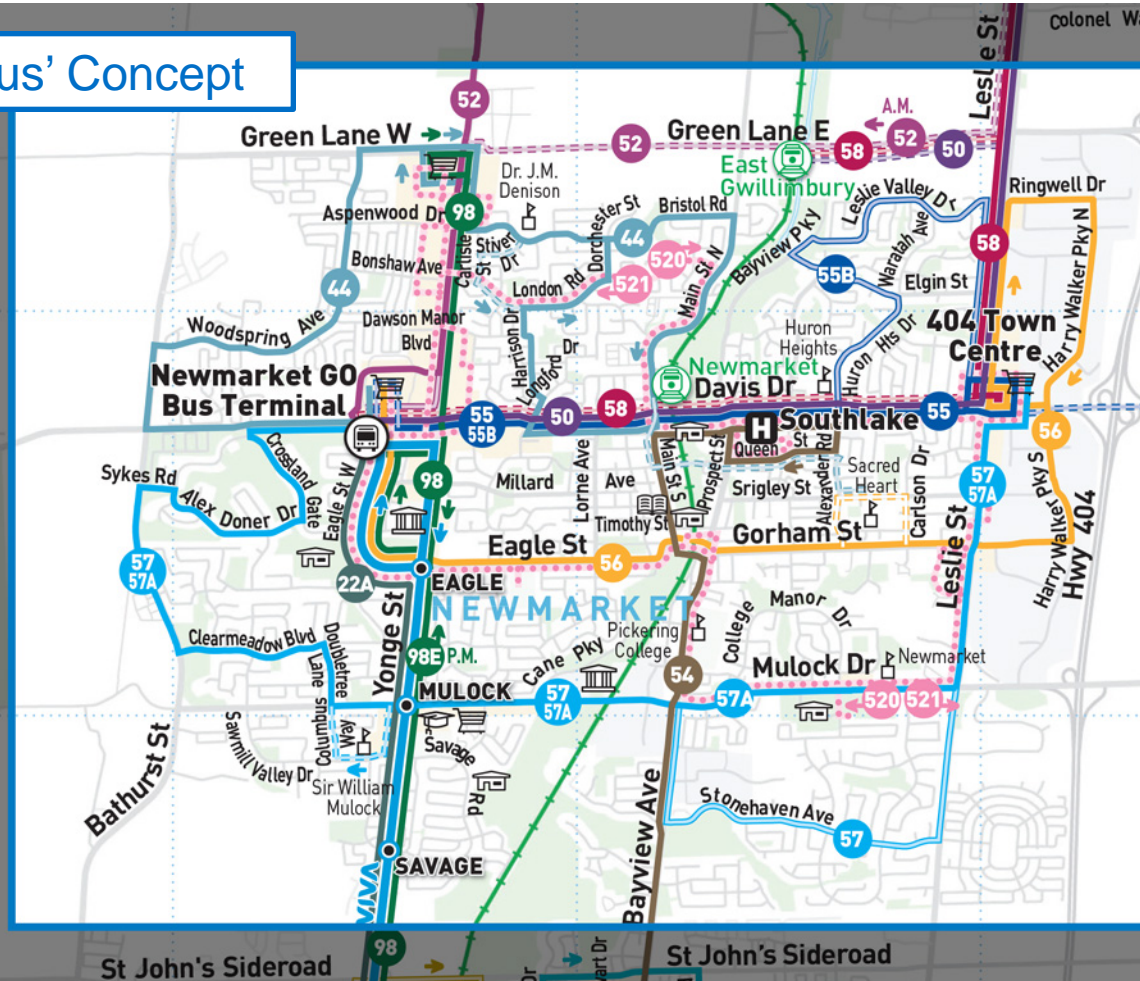
Outbound Phase



Common frequencies will improve customer transfers

Newmarket Service Initiatives

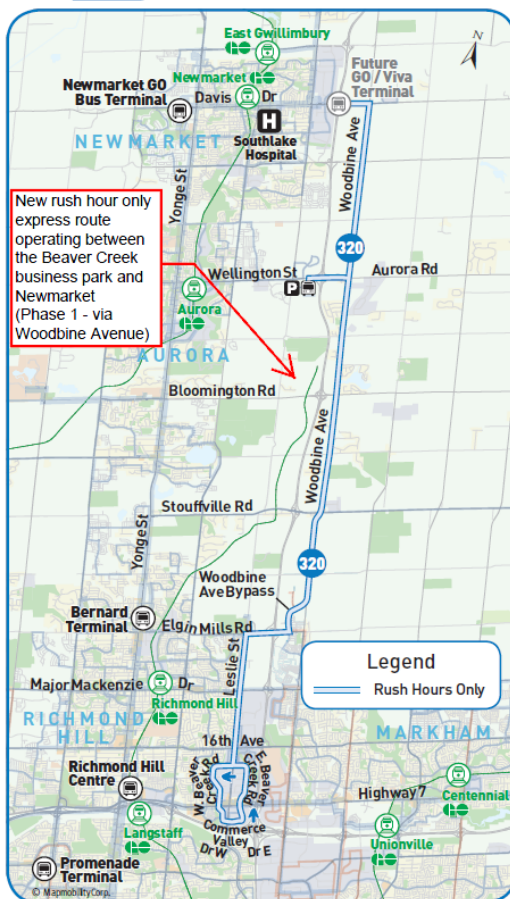
'Zone Bus' Concept



Newmarket Service Initiatives – New Service

Phase 1

320 Newmarket-Beaver Creek Express

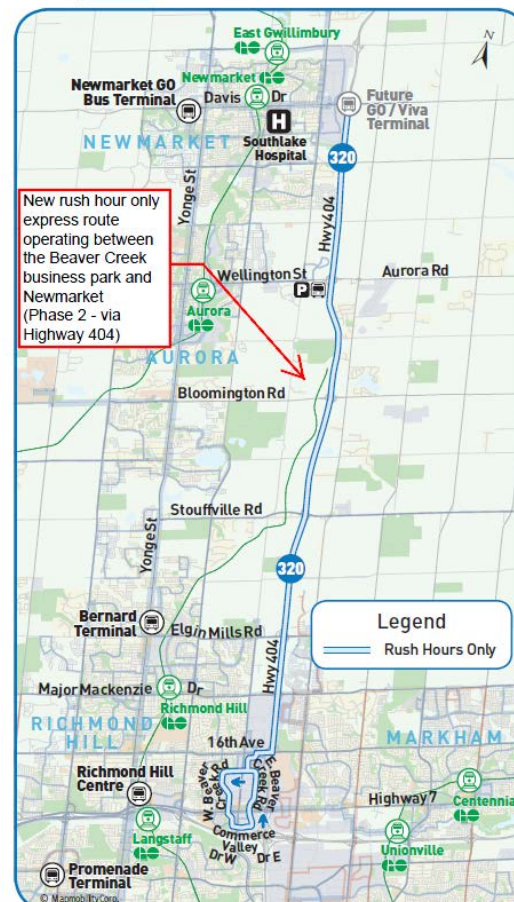


Housing Facilities

- Nursing Home
- Retirement Home
- Social Housing

Phase 2

320 Newmarket-Beaver Creek Express



Housing Facilities

- Nursing Home
- Retirement Home
- Social Housing

Next Steps

- Obtain Regional Council endorsement of the 2016-2020 Strategic Plan
- Obtain Regional Council approval of the 2016 Annual Service Plan
- 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
- Communicate 2016 service changes to customers and residents
- Implement 2016 service changes in January, April, June, and September
- Begin the 2017 Annual Service Plan process
- Implement the 2016-2020 Transit Strategy



