

EXTRACT FROM COUNCIL MEETING MINUTES OF JANUARY 24, 2017

1 2017 YORK REGION TRANSIT (YRT/VIVA) ANNUAL SERVICE PLAN

CITY-WIDE

- 1) That the recommendation contained in the following report of the Deputy City Manager, Planning & Growth Management and the Director of Development Engineering and Infrastructure Planning, dated January 18, 2017, be approved; and
- 2) That the presentation from Mr. Adrian Kawun, York Region Transit, Manager, Service Planning, High Tech Road, Richmond Hill, Ontario and Communication C4, presentation material entitled, *"2017 Annual Service Plan"*, be received.

1. THAT the presentation from York Region Transit staff on the 2017 Annual Transit Service Plan be received.

Accessible and frequent local transit service will support compact urban form and will offer an alternative mode of transportation to the single occupant vehicle.

There is no economic impact resulting from the recommendations of this report.

YRT/Viva conducted extensive stakeholder consultation and obtained valuable feedback in preparing the 2017 Annual Service Plan.

The purpose of this report is to provide Council with an overview of the 2017 York Region Transit Service Plan as background to a more detailed presentation from York Region Transit Staff.

The YRT/Viva 2017 Annual Service Plan supports YRT/Viva's 2016-2020 Strategic Plan and provides direction to YRT/Viva staff in the planning and implementation of transit service in 2017. The goals of the 2017 Annual Service Plan include:

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CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF JANUARY 24, 2017

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5. Asset Management
6. Financial sustainability
7. Performance management

The 2017 Annual Service Plan translates the strategic direction presented in the YRT/Viva 2016-2020 Strategic Plan.

The 2017 Annual Service Plan identifies service delivery changes in two existing local bus routes. The details of these service initiatives are provided in Attachment No.1 to this report and are the subject of the presentation from York Region Transit staff.

Relationship to Vaughan Vision 2020

This report is consistent with the priorities previously set by Council and the necessary resources have been allocated and approved.

Regional Implications

York Region is responsible for the funding and operation of public conventional and specialized transit services throughout York Region.

Conclusion

The presentation from YRT staff will provide an overview of the York Region Transit 2017 Annual Service Plan including the service delivery changes in Vaughan.

Attachment

1. Service Delivery Changes - Excerpt from 2017 YRT Annual Service Plan (Vaughan)

Report prepared by:

Selma Hubjer, Manager, Transportation Planning, Ext. 8674

(A copy of the attachments referred to in the foregoing have been forwarded to each Member of Council and a copy thereof is also on file in the office of the City Clerk.)

2017 Annual Service Plan

Presentation to City of Vaughan
Committee of the Whole

Adrian Kawun
January 18, 2017



Overview

1. System Overview

- Customer Survey
- System Performance
- GTHA Transit Service Area Comparison

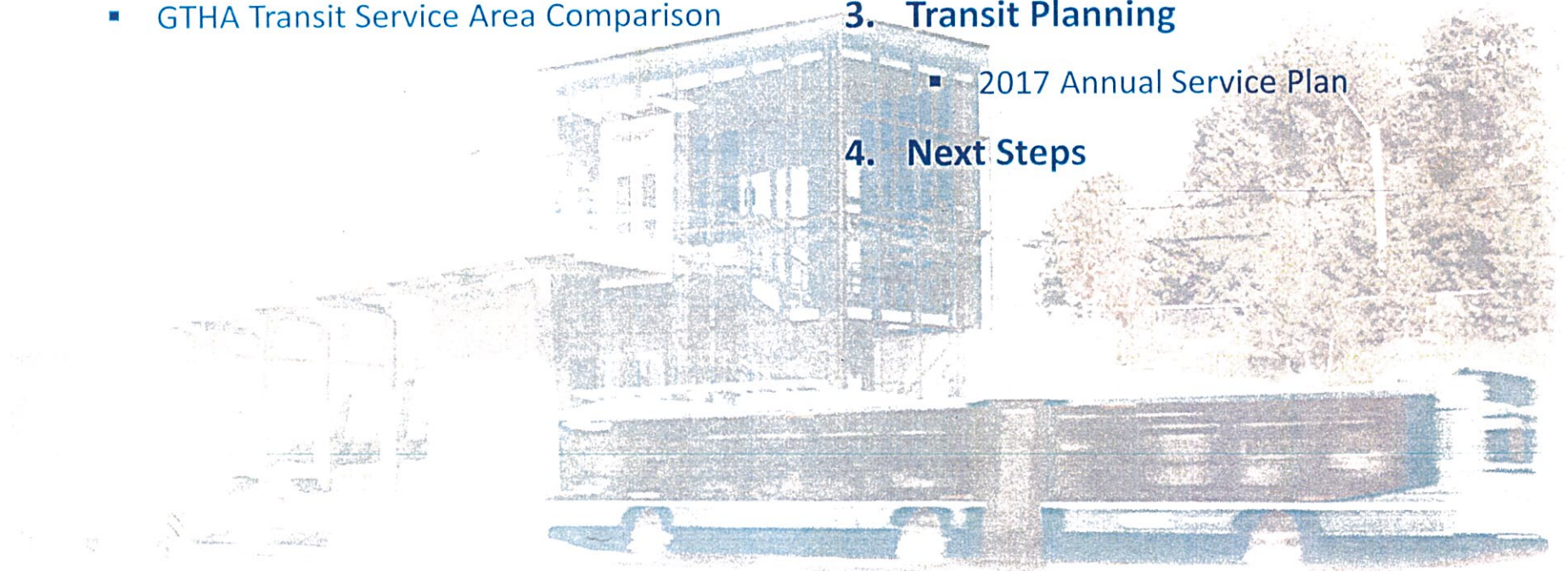
2. YRT/Viva Strategic Direction

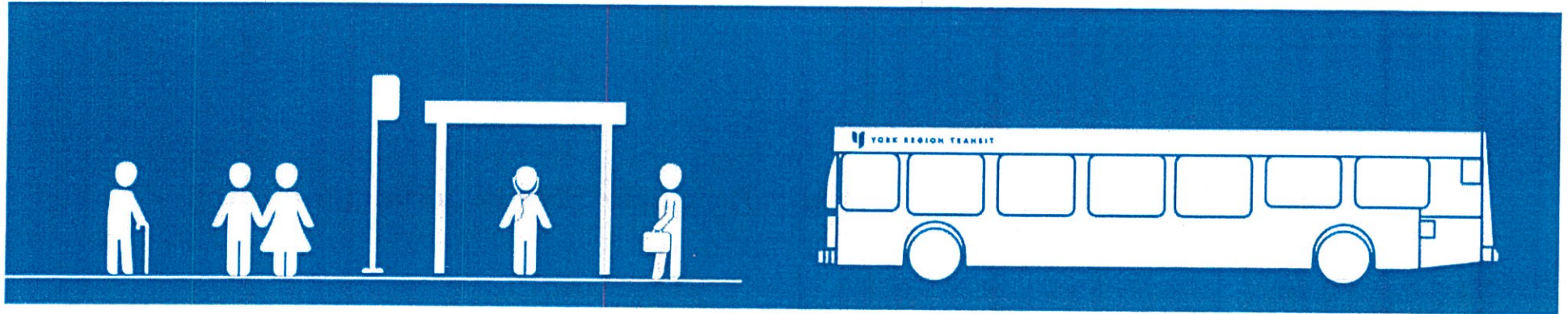
- Fare Strategy
- Ridership Growth Strategy

3. Transit Planning

- 2017 Annual Service Plan

4. Next Steps



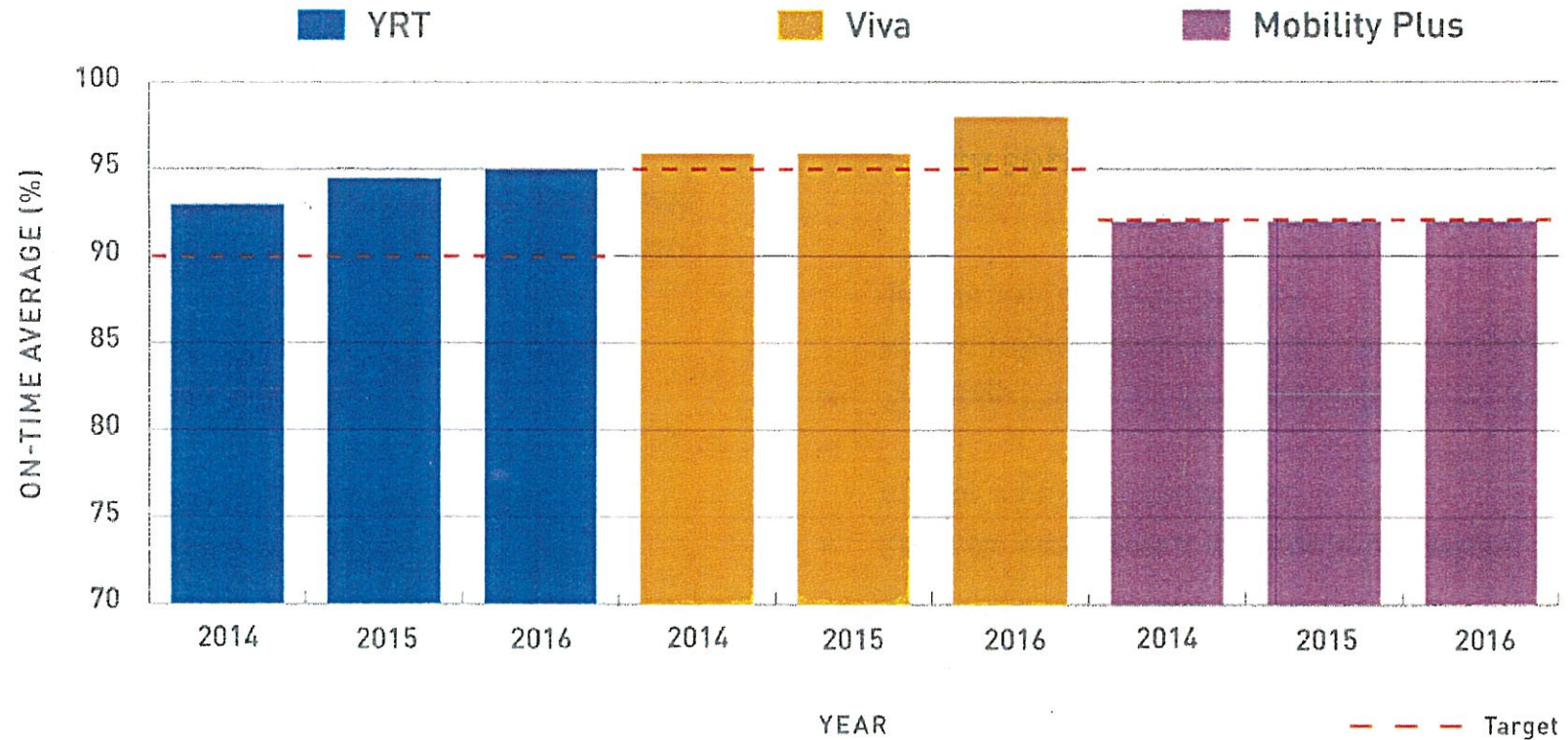


- **86%** are under age 39
- 55% are female and 45% male
- 95% **speak English**
- **65%** make \$25,000 or less annually
- 85% use the service for work or school
- 80% use the service **3+ times per week**
- **65% do not have a choice** in whether to use the service or not
- The **top three** preferred methods to receive route information are: YRT/Viva Mobile App, **yrt.ca** and Google Transit

Note: Survey results and demographics are based on the 2015 customer satisfaction surveys

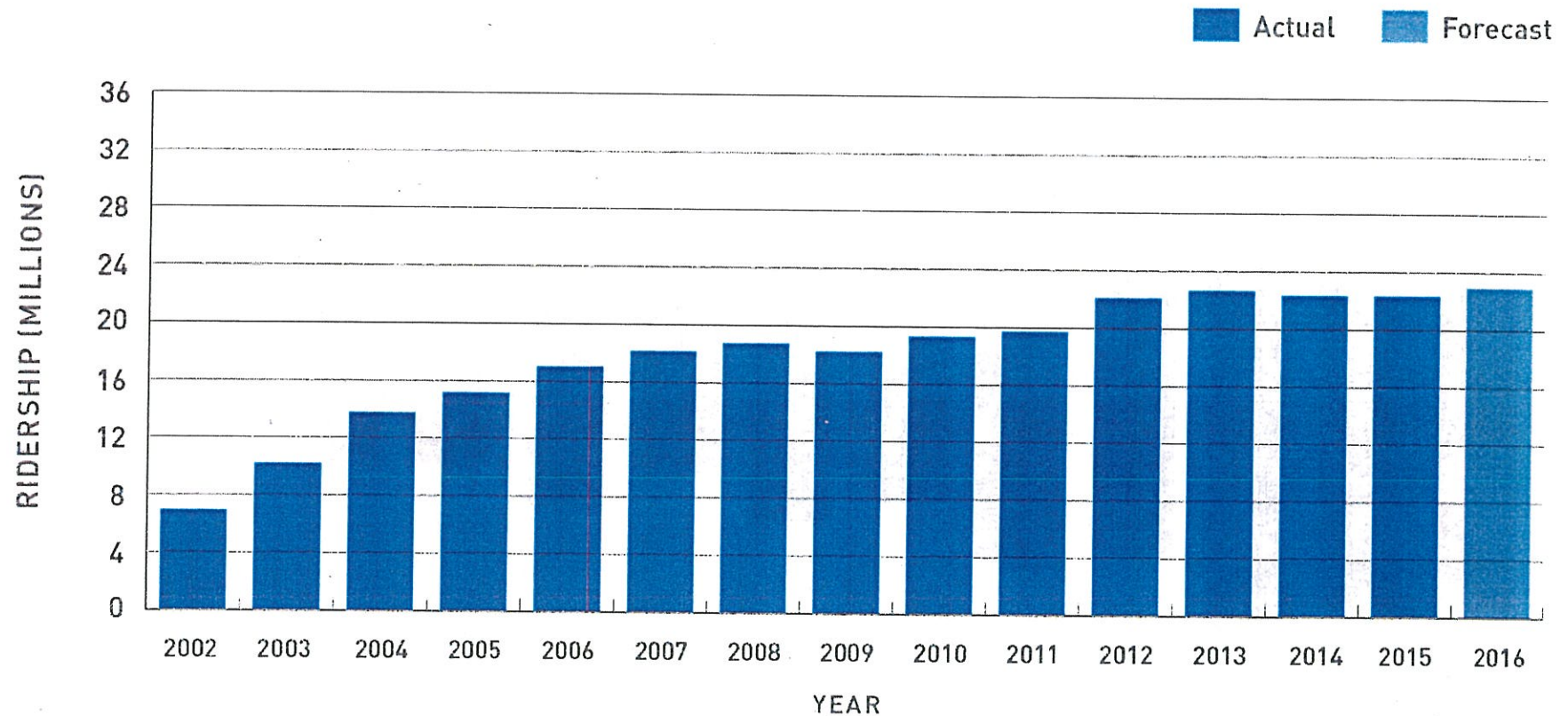
78 per cent of YRT/Viva customers expressed overall satisfaction with the service

On-Time Performance



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

Revenue Ridership



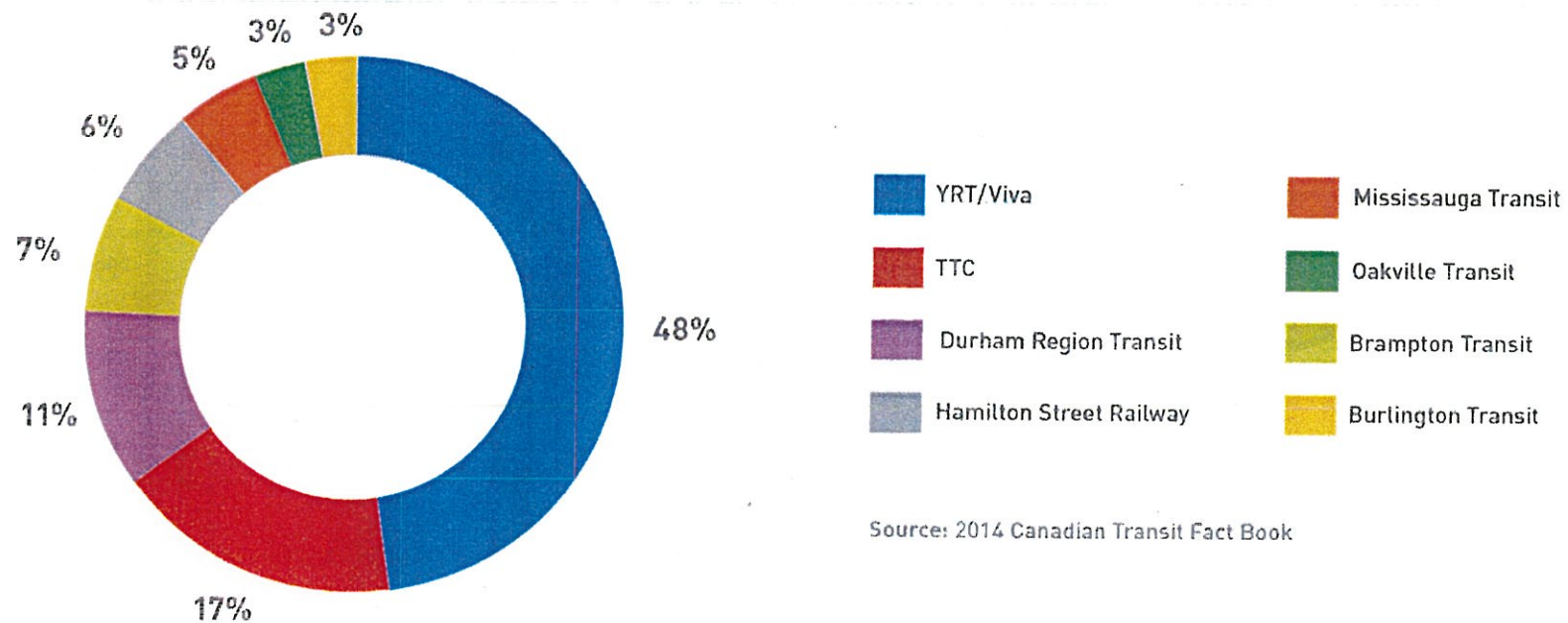
Ridership is expected to increase by two per cent in 2016

Mobility Plus Ridership



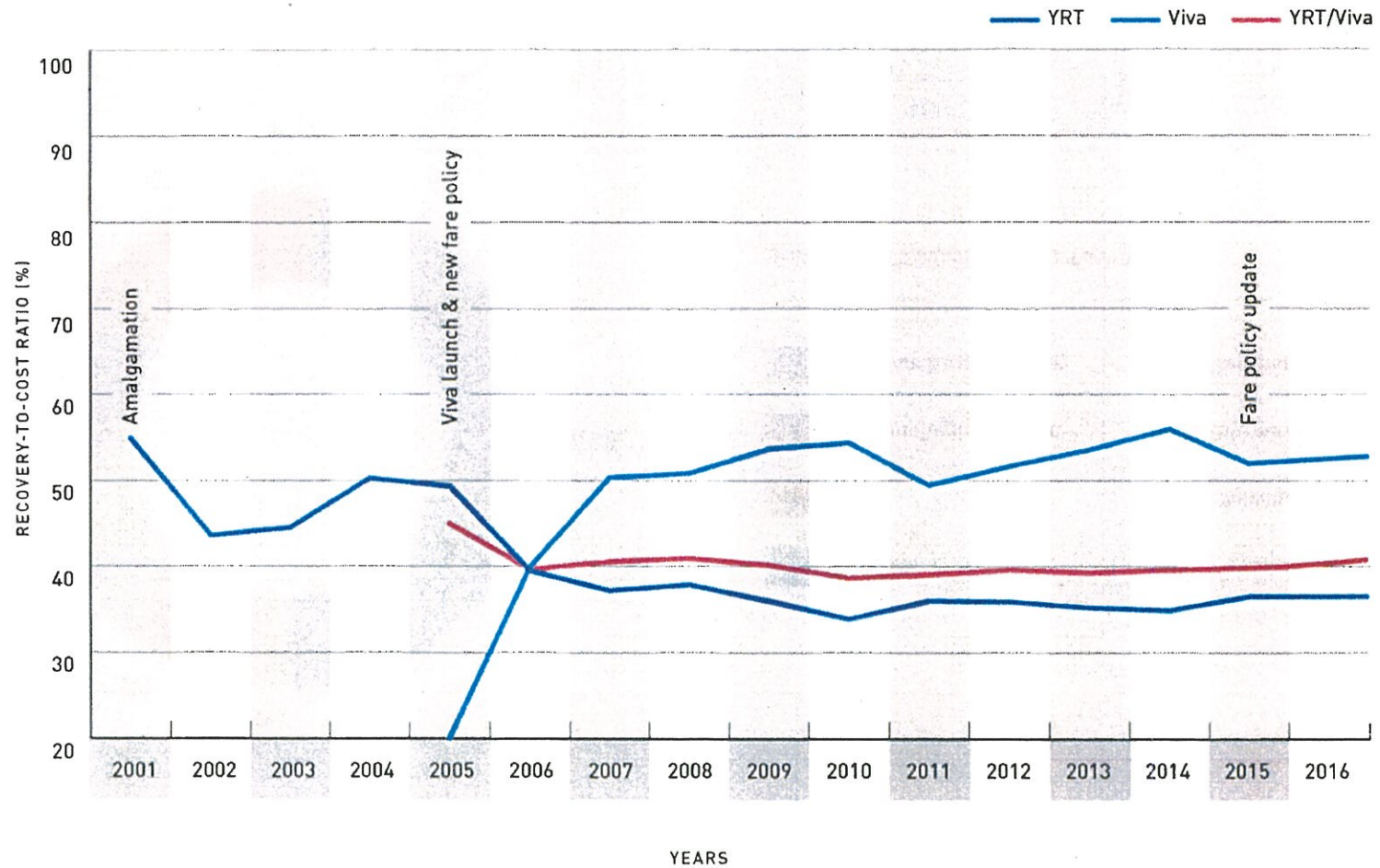
Ridership is expected to increase by nine per cent in 2016

GTHA Transit Service Area Comparison



YRT/Viva services 48 per cent of the geographic area operated by GTHA transit agencies

Revenue-to-Cost Ratio Trends



GTHA Transit System Comparison

Transit Agency*	Revenue Ridership	Revenue-to-Cost Ratio (%)	Service Area Population	Service Area (square km)	Total Vehicles
TTC	534.8 million	73	2.8 million	632	2,873
MiWay	36.6 million	49	0.8 million	179	463
Hamilton Street Railway	22.3 million	47	0.5 million	235	221
Brampton Transit	20.4 million	46	0.6 million	267	359
YRT/Viva	22.4 million	40	1.0 million	1,776	520
Burlington Transit	2.1 million	37	0.2 million	98	54
Durham Region Transit	10.8 million	35	0.6 million	406	195
Oakville Transit	3.0 million	34	0.2 million	104	89

* Data from the 2014 Canadian Urban Transit Association Fact Book

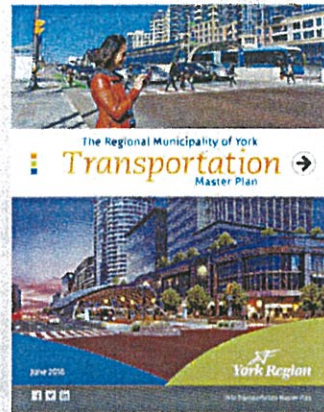
YRT/Viva continues to maintain a 40 per cent revenue-to-cost ratio

YRT/Viva Strategic Direction

Transit System Life Cycle



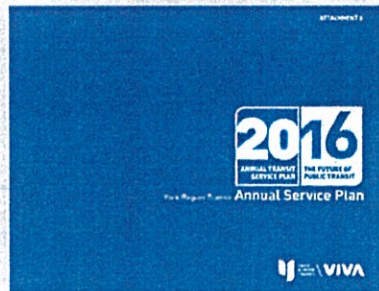
Strategic Documents



Transportation Master Plan



2016-2020 Strategic Plan



2016 Annual Service Plan



2017 Annual Service Plan



2018 Annual Service Plan

Multi-Year Fare Strategy

1. Addresses revenue-to-cost ratio
2. Fare concessions
3. Full PRESTO implementation
4. Special purpose passes and programs
5. Non-fare revenue options
6. Implementation plan



The proposed fare strategy would support ridership growth, customers ability to pay and financial sustainability

Ridership Growth Strategy

Evaluate the impact of York Region's strategic initiatives on YRT/Viva ridership, identified in:

- Region's Official Plan
- Transportation Master Plan
- YRT/Viva's Strategic Plan and Fare Strategy

Identify other strategies that will promote ridership growth:

- Service delivery effectiveness
- Technology options

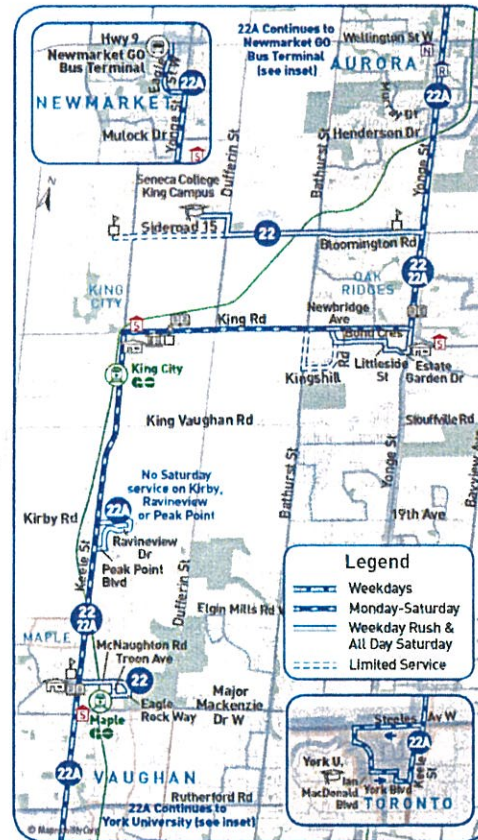


Identify opportunities to grow transit ridership

2017 Annual Service Plan City of Vaughan

Route 22A – King City

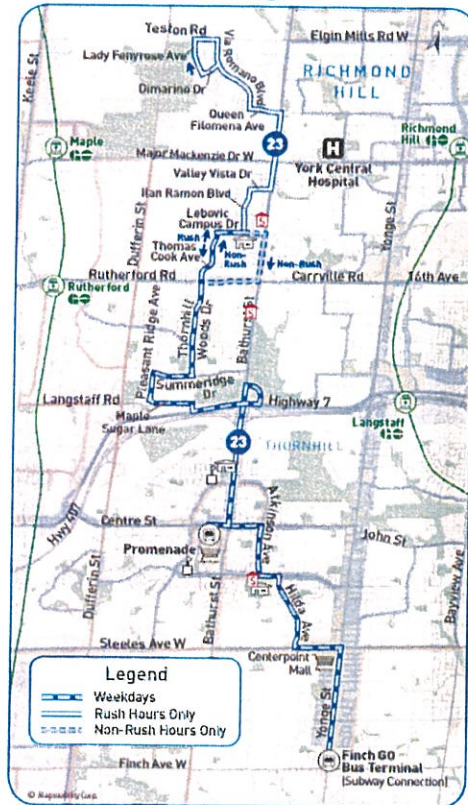
Existing Routing



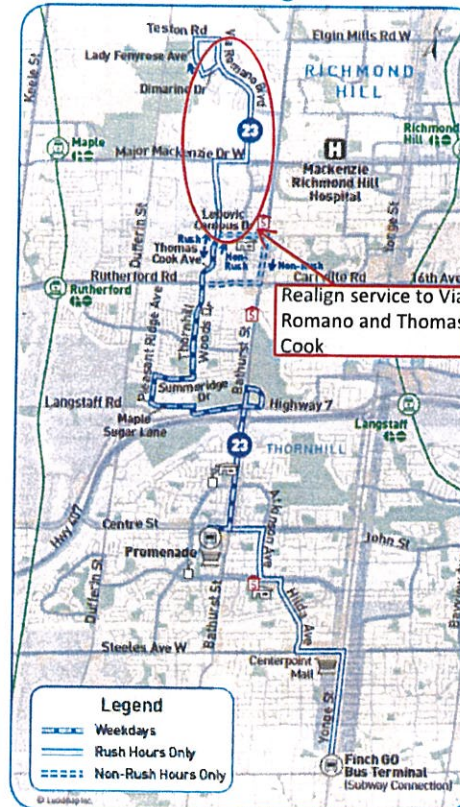
Implement an earlier morning trip on weekdays

Route 23 – Thornhill Woods

Existing Routing



Proposed Routing



Realign rush hour service along the local road network north of Rutherford Road, eliminate service after 10 p.m.

All Routes

Proposed Changes

- Review routes operating below cost effectiveness targets (net cost per passenger)



Next Steps

- Present the approved 2017 Annual Service Plan to local Councils
- Communicate 2017 service changes to customers and residents
- Implement 2017 service changes
- Begin the 2018 Annual Service Plan process
- Seek Council approval of a Fare Strategy
- Complete a Ridership Growth Study



Thank you



**2017 YORK REGION TRANSIT (YRT/VIVA) ANNUAL SERVICE PLAN
CITY-WIDE**

Recommendation

The Deputy City Manager, Planning & Growth Management and the Director of Development Engineering and Infrastructure Planning recommend:

1. THAT the presentation from York Region Transit staff on the 2017 Annual Transit Service Plan be received.

Contribution to Sustainability

Accessible and frequent local transit service will support compact urban form and will offer an alternative mode of transportation to the single occupant vehicle.

Economic Impact

There is no economic impact resulting from the recommendations of this report.

Communications Plan

YRT/Viva conducted extensive stakeholder consultation and obtained valuable feedback in preparing the 2017 Annual Service Plan.

Purpose

The purpose of this report is to provide Council with an overview of the 2017 York Region Transit Service Plan as background to a more detailed presentation from York Region Transit Staff.

Background – Analysis and Options

The YRT/Viva 2017 Annual Service Plan supports YRT/Viva's 2016-2020 Strategic Plan and provides direction to YRT/Viva staff in the planning and implementation of transit service in 2017. The goals of the 2017 Annual Service Plan include:

1. Service delivery
2. Customer satisfaction
3. Innovation
4. Environmental sustainability
5. Asset Management
6. Financial sustainability
7. Performance management

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Respectfully submitted,

JOHN MACKENZIE
Deputy City Manager
Planning & Growth Management

ANDREW PEARCE
Director of Development Engineering
and Infrastructure Planning

Route 22A – King City

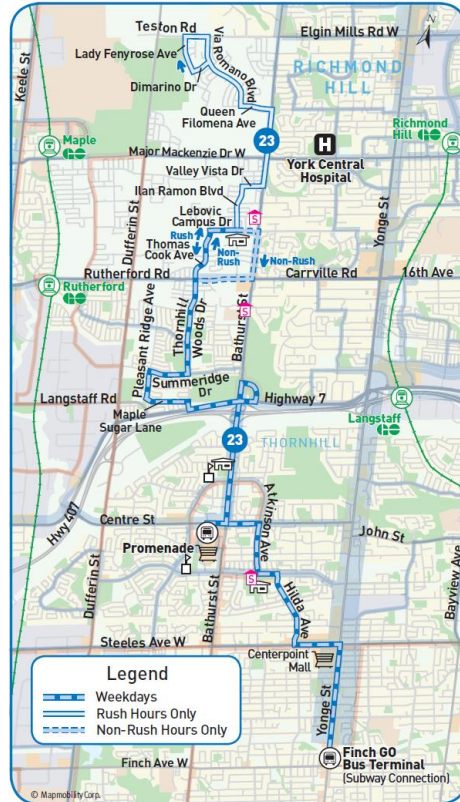
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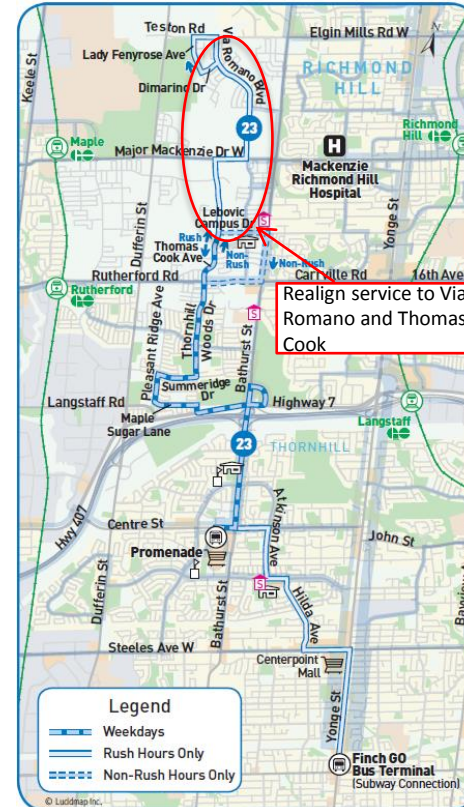
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