



VIVA

Mobility Plus Service Delivery Pre-Amalgamation to 2013

Presentation to
City of Vaughan
Committee of the Whole

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CW(ws)
C3 - June 17/13
Item 2

Background

For 20 years, the municipalities of Markham, Vaughan, Richmond Hill, Newmarket and Aurora operated specialized transit services as part of their municipal transit operations.

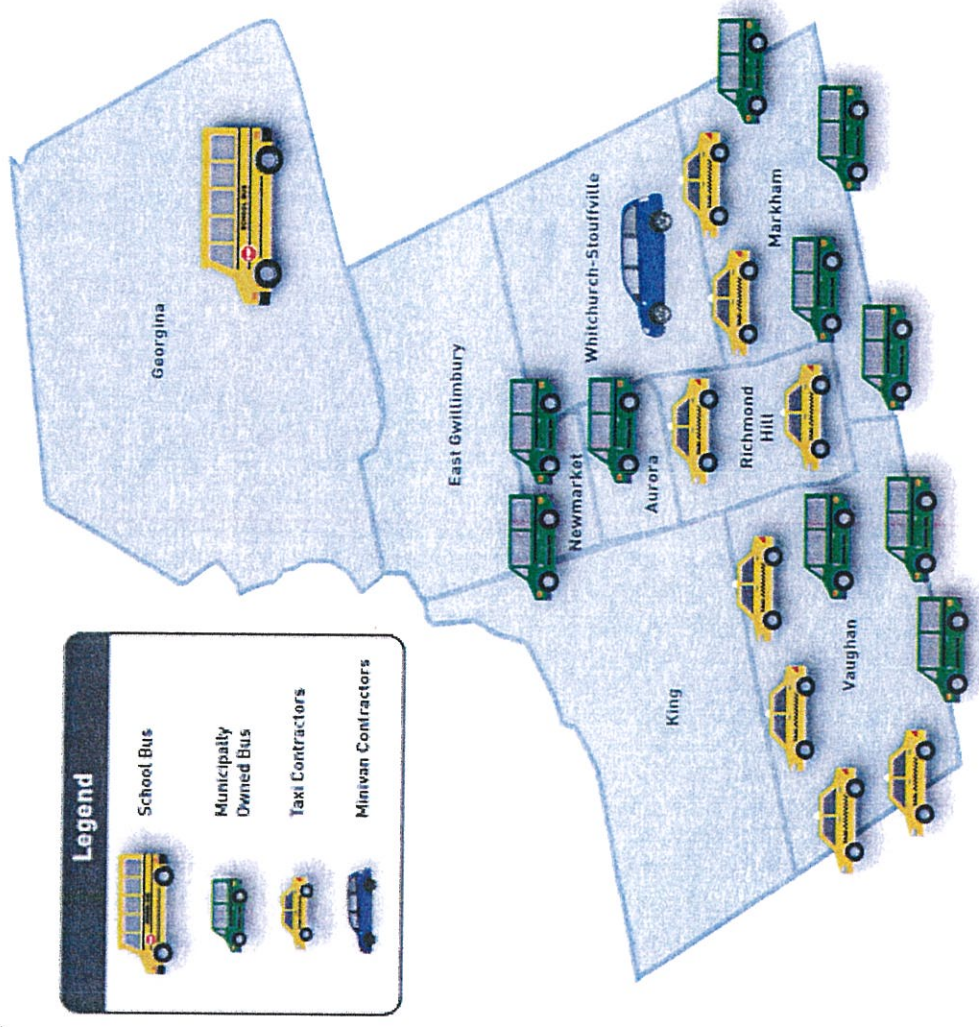
On January 1, 2001, the Regional Municipality of York assumed responsibility for the delivery of public transit services.



Pre-Amalgamation Service Delivery

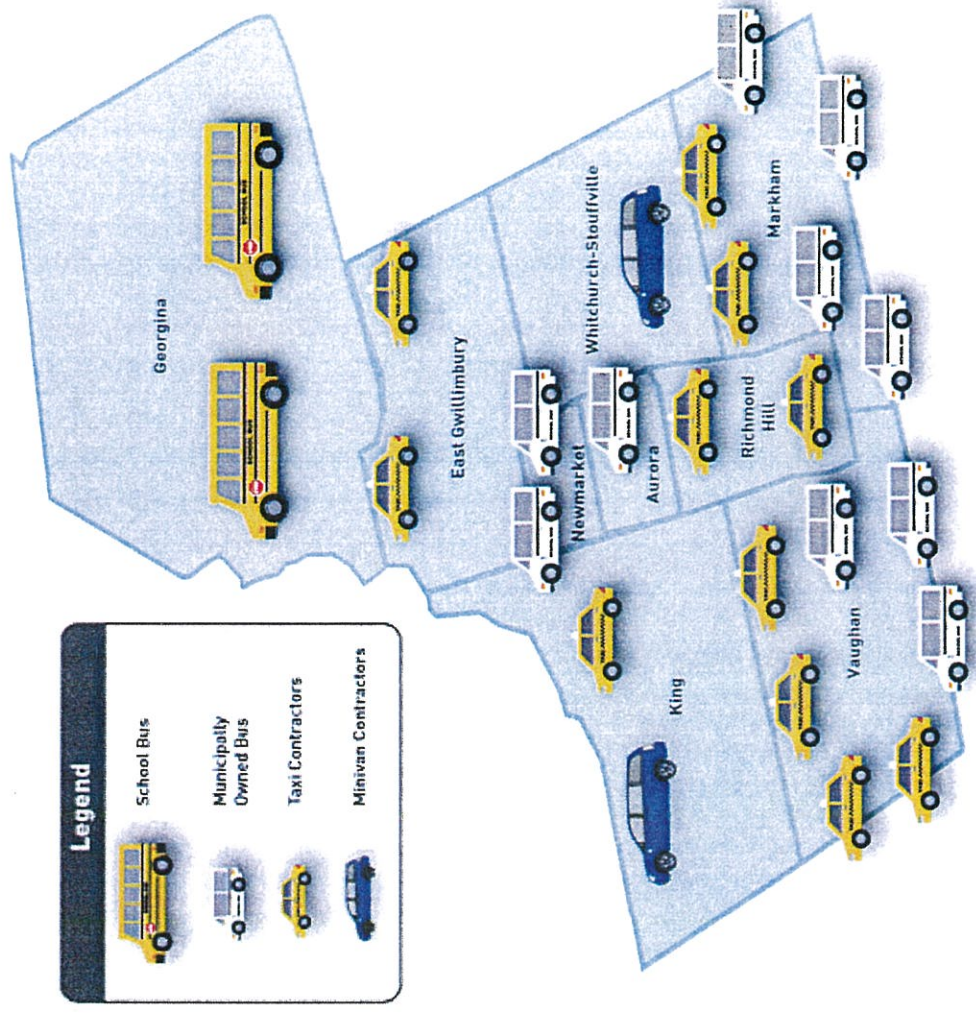


- ☐ Ten buses were owned, operated and maintained by each municipality
- ☐ Local taxi companies
- ☐ Private bus companies
- ☐ Ten contractors
- ☐ Service hours
- ☐ Municipal boundaries and designated transfer points



Service Delivery 2001-2003

- ☐ Buses were owned, operated and maintained by the Region
- ☐ Municipal drivers became Regional employees
- ☐ Service hours
- ☐ Local taxi companies
- ☐ Additional services
- ☐ Toronto locations



Service Delivery Concerns

- ☐ Customer Service
- ☐ Scheduling software capabilities
- ☐ Sedan and mini-van maintenance
- ☐ Driver training
- ☐ Taxi chit verification process
- ☐ Driver refusal of short trips
- ☐ No Show/Late Cancellation levels
- ☐ Contract administration of thirteen contractors



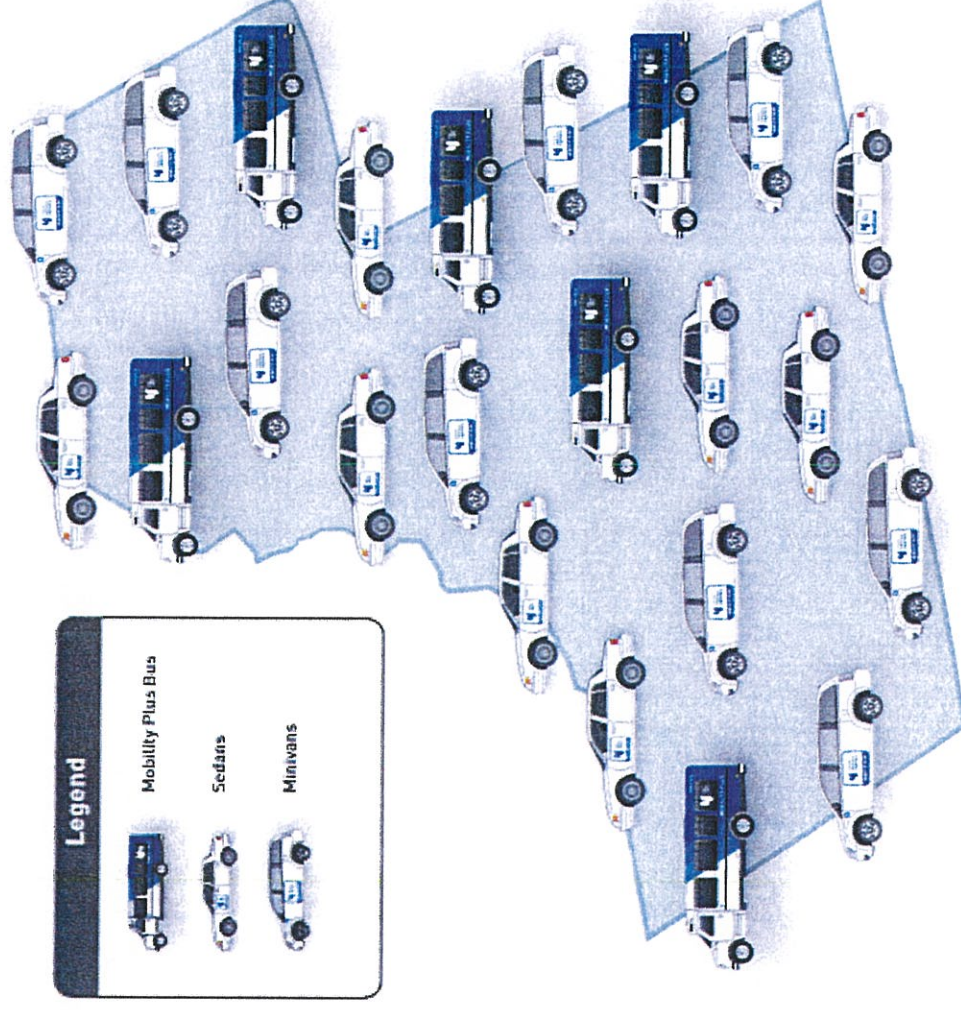
Service Delivery 2004-2006

- ☐ Scheduling software
- ☐ Taxi contracts extended
- ☐ Award of Sedan and Mini-van Operating and Maintenance Performance Based Contract (2006)
- ☐ Award of first Bus Operating and Maintenance Performance Based Contract (2006)
- ☐ Service hours
- ☐ Additional services



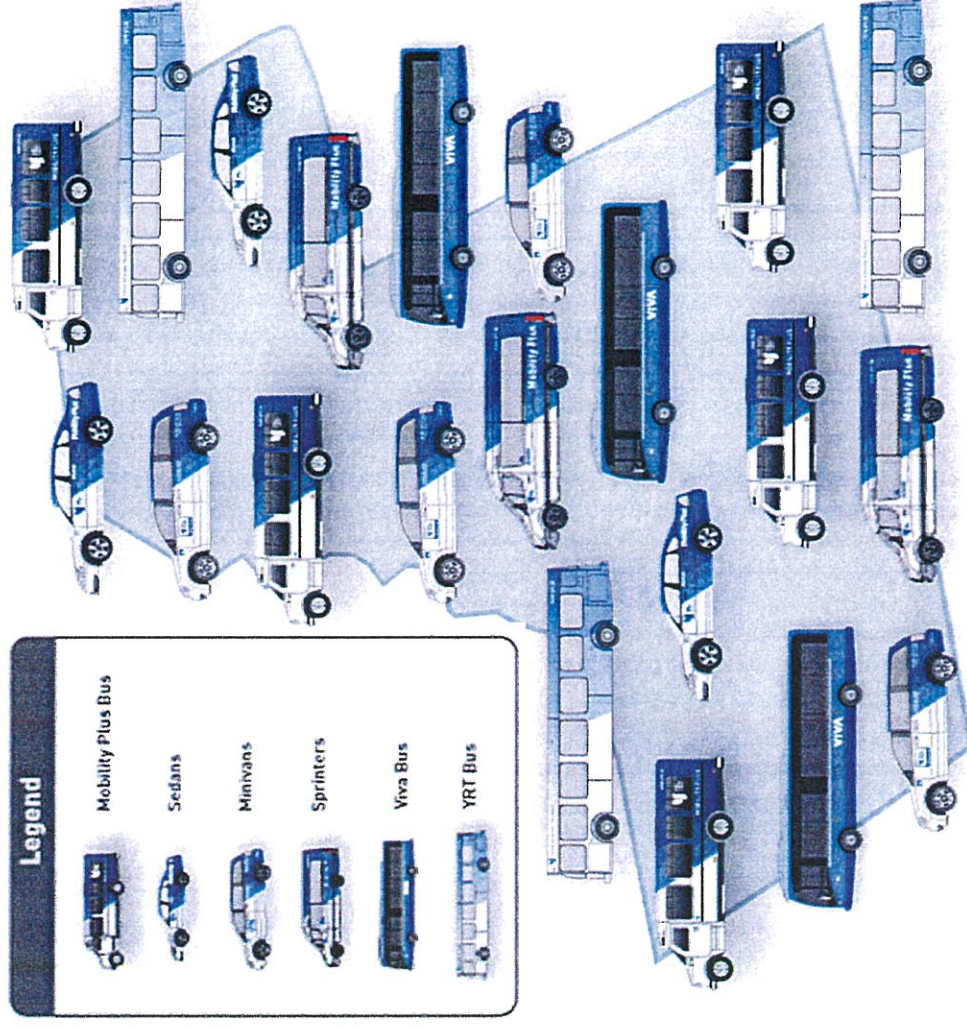
Service Delivery 2007-2011

- ☐ Municipal borders
- ☐ Service hours
- ☐ Service monitoring
- ☐ Reorganization
- ☐ IT technology
- ☐ Status change
- ☐ Additional services



Family of Services... one passenger at a time

- ☐ New Performance-based Contract for Sedans and Mini-vans in 2012
- ☐ Reduce barriers
- ☐ Trip by trip eligibility determination
- ☐ AODA compliance
- ☐ New scheduling software
- ☐ New bus and vehicle fleet



Thank you

