

# 2019 YORK REGION TRANSIT SYSTEM PERFORMANCE

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# AGENDA

- 1) 2016–2020 Strategic Plan and System Overview
- 2) 2019 Accomplishments
- 3) 2020 Program



# 2016 TO 2020 STRATEGIC PLAN

1. Service Delivery

2. Customer Satisfaction

3. Innovation

4. Environmental Sustainability

5. Asset Management

6. Financial Sustainability

7. Performance Management











# YORK REGION TRANSIT AT A GLANCE

York Region Transit serves approximately 38,000 commuters daily

## 126 BUS ROUTES

5,140	bus stops
444	conventional buses
133	Mobility On-Request vehicles
108	Viva buses
96	curbside vivastations
48	rapidway vivastations
11	terminals
3	bus garages

## 2019 ANNUAL PASSENGER TRIPS BY SERVICE TYPE

 <b>BASE</b> 63 routes	<b>13,461,086</b>	 <b>EXPRESS</b> 5 routes	<b>359,645</b>
 <b>VIVA</b> 6 routes	<b>6,779,786</b>	 <b>SCHOOL SPECIALS</b> 39 routes	<b>333,953</b>
 <b>TTC</b> 5 routes	<b>1,135,987</b>	 <b>GO SHUTTLES</b> 8 routes	<b>123,270</b>
 <b>MOBILITY ON-REQUEST PARATRANSIT</b>	<b>427,389</b>	 <b>MOBILITY ON-REQUEST CONVENTIONAL</b>	<b>41,070</b>

# YRT DEMOGRAPHICS

## EMPLOYMENT STATUS



**66% Employed**

**41% Students**

4% Retired

3% Unemployed

2% Other

## GENDER

Female



Male



Other



## PRIMARY REASON FOR TRAVEL

Work



47%

Education



33%

Personal



20%

## ANNUAL INCOME



**52% less than \$25,000**

29% \$25,000 - \$50,000

12% \$50,000 - \$75,000

7% \$75,000+

## AGE

<18



8%

**18-34**



**58%**

35-44



13%

45-64



15%

65+



2%

Unspecified

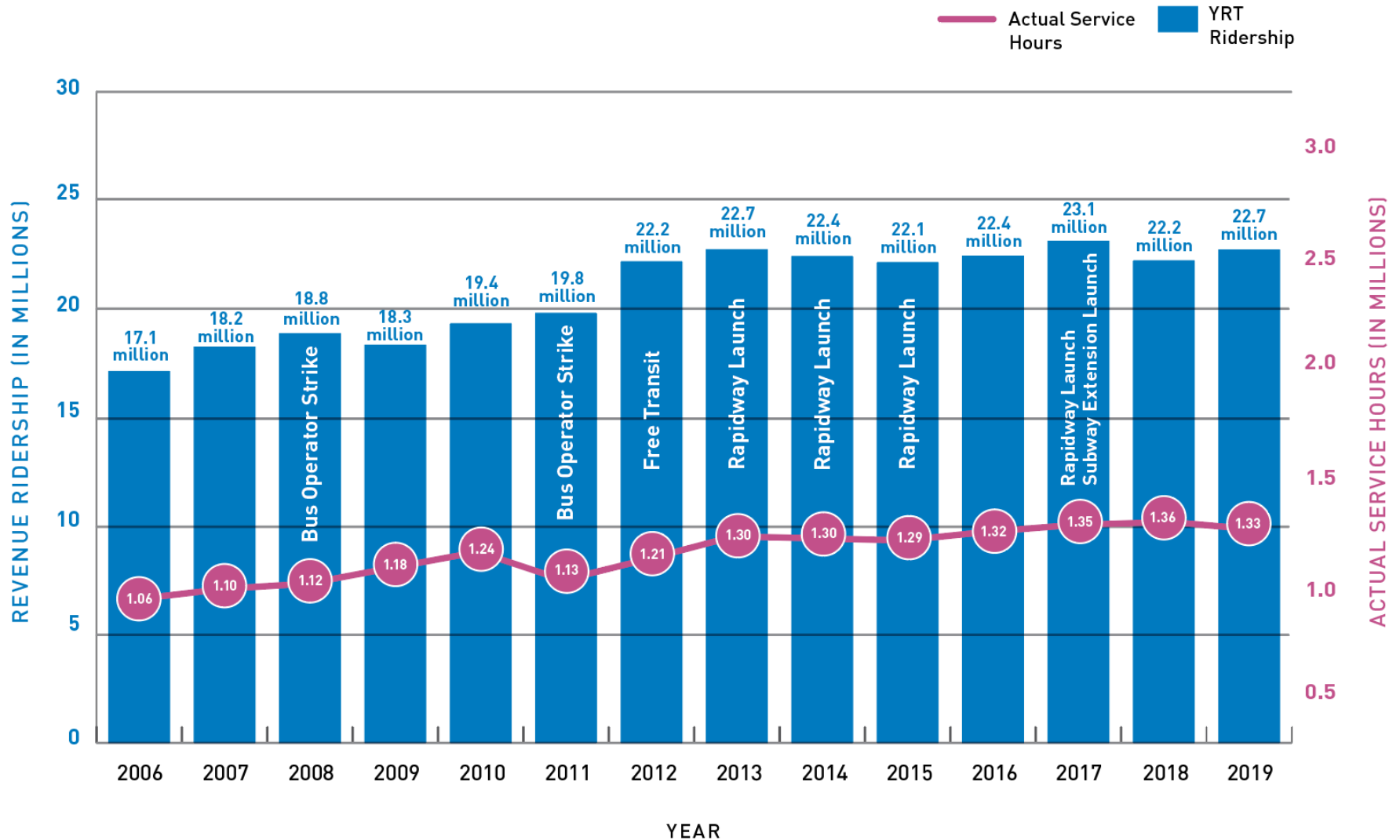


4%

Source: October 2018 YRT Customer Satisfaction Survey

# 2019 SYSTEM PERFORMANCE

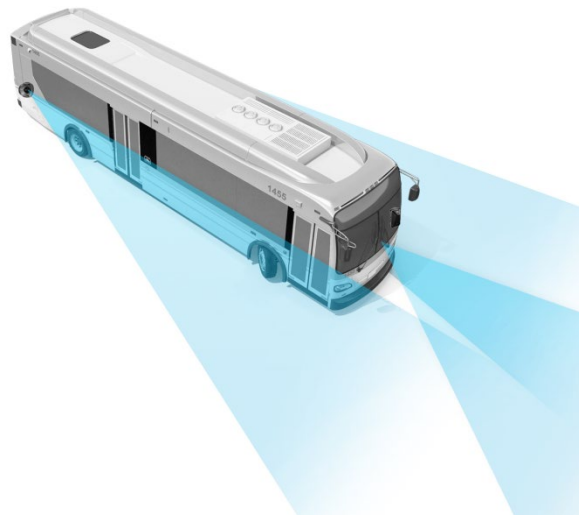
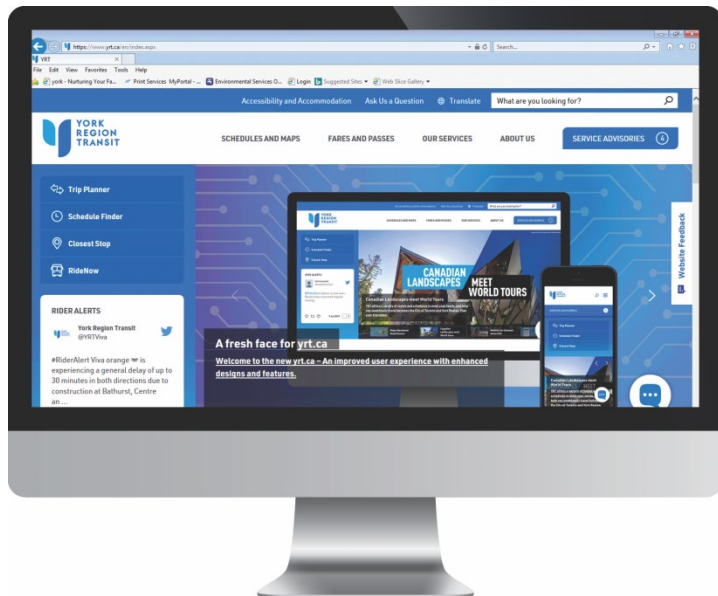
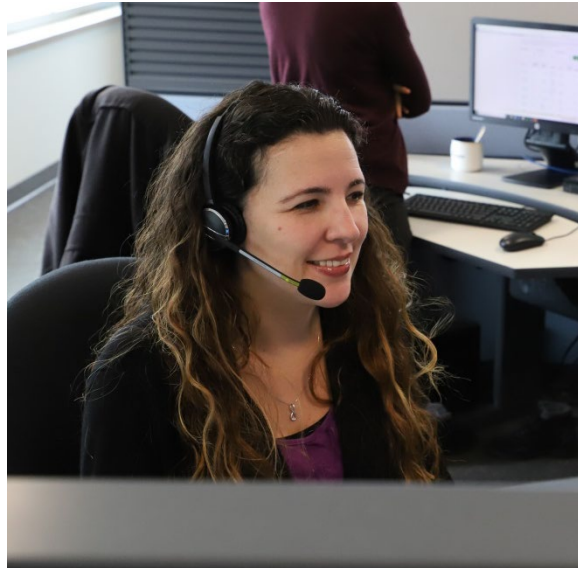
# RIDERSHIP AND SERVICE HOURS



In 2019 ridership increased by 2.3 per cent while actual service hours were reduced



# POSITIVE TRAVELLER EXPERIENCE FOCUS



Safety Technology

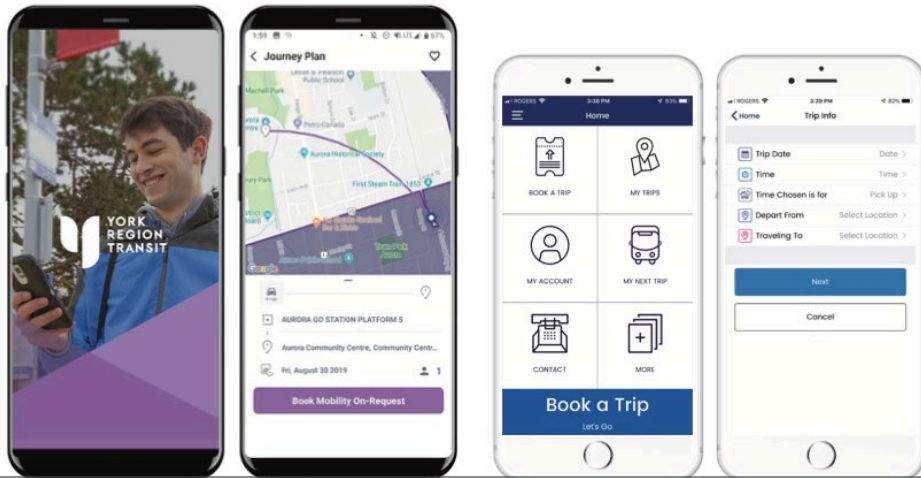




## Need help paying for transit? TAP can help!



# SERVICE INNOVATION



Mobility On-Request App



Business Charter Service



Mobility On-Request Service

# CUTA LEADERSHIP AWARD FOR INNOVATION





# 2<sup>ND</sup> ANNUAL WOMEN'S SYMPOSIUM





# TERMINAL AND RAPIDWAY OPENINGS



SmartVMC Bus Terminal



Highway 7 West in Vaughan



Commuter Access to Subway

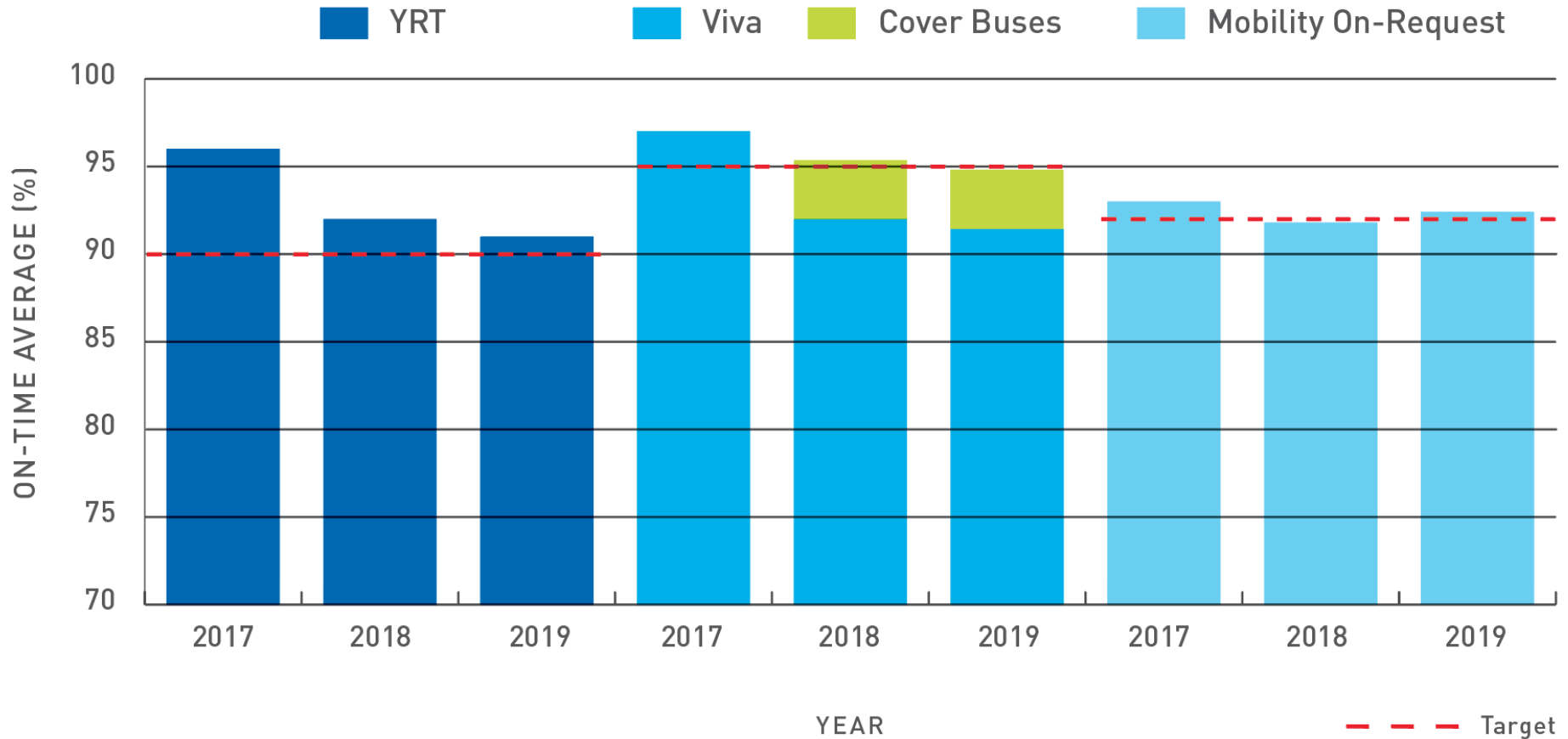


# TRANSIT CAPITAL INVESTMENT

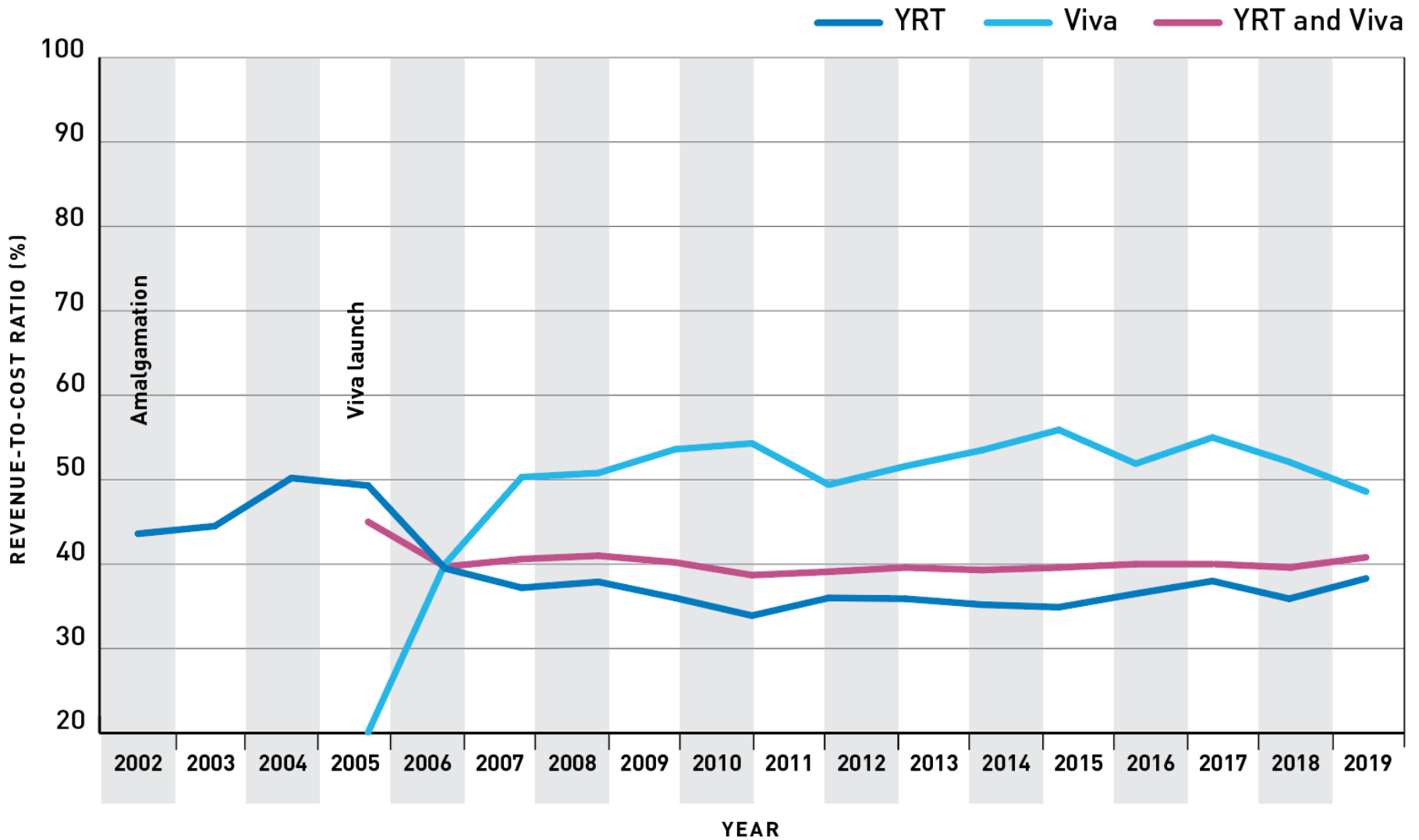
Infrastructure added in 2019	Total
Bus stops (concrete pad)	155
Transit shelters including solar LED lighting	85
Bike racks	48
Waste units	45
Replacement buses	21
Solar variable messaging signs	12
Rapidway stations	10
Expansion buses	5



# ON-TIME PERFORMANCE



# REVENUE-TO-COST RATIO REACHED 40.8 PER CENT



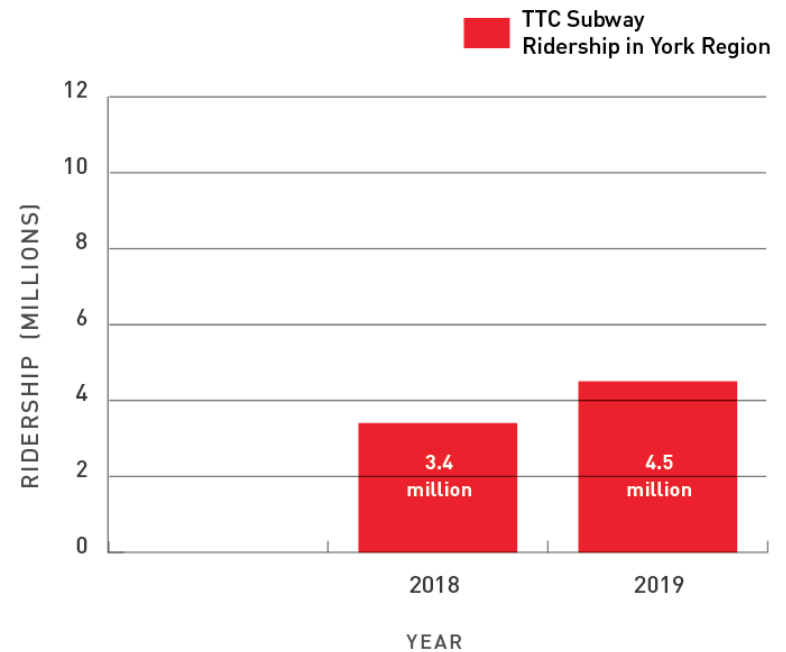
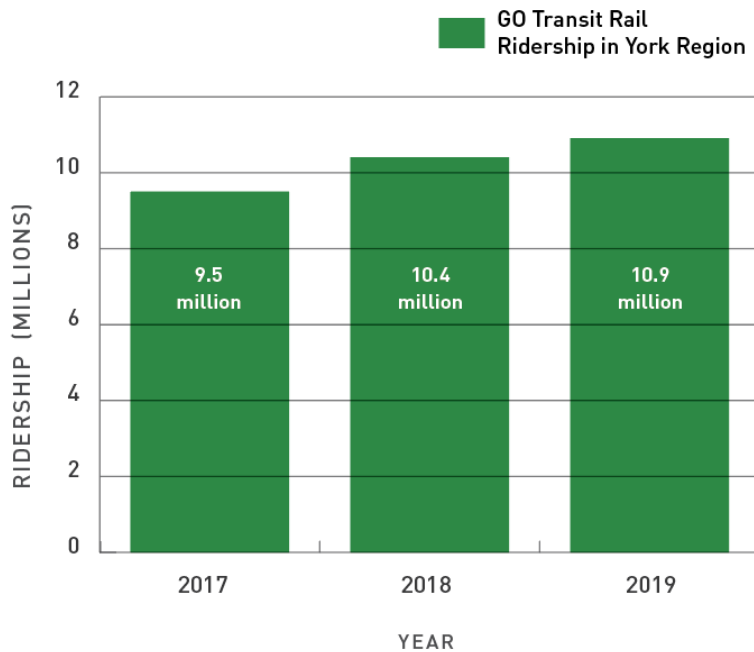
# 2020 PROGRAM

# 2021 TO 2026 BUSINESS PLAN

1. **Connecting travellers to the inter-regional transit network**
2. **Connecting travellers to their destinations within the Region**
3. **Working towards fare integration**
4. **Operational excellence in service delivery including managing resources in an effective and efficient manner**
5. **Continuing to provide a positive traveller experience**
6. **Managing the Region's capital assets**
7. **Greening our transit fleet and facilities**



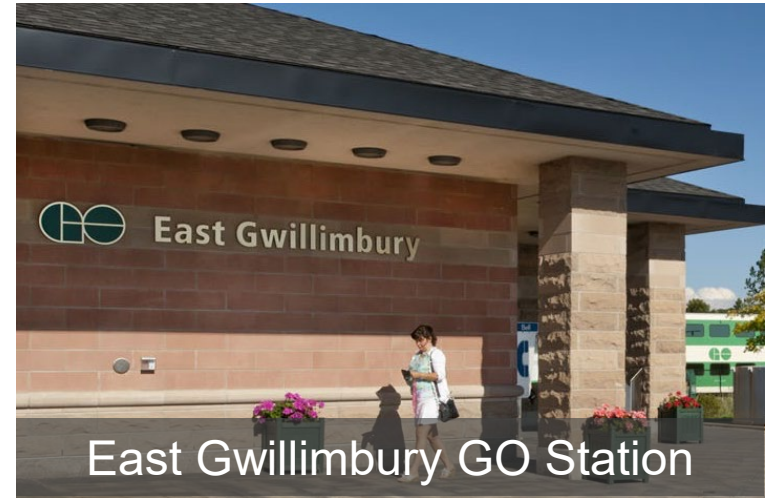
# CONNECTING TRAVELLERS TO THE INTER-REGIONAL NETWORK



# MOBILITY ON-REQUEST



King City GO Station



East Gwillimbury GO Station



Downtown Whitchurch-Stouffville



Rutherford GO Station

# 2020 TRANSIT INITIATIVES — SERVICE REALIGNMENT

Routes/Services	Service Day/Time	Service Change
10 - Woodbridge	Weekday Non-Rush	Discontinue
13 - Islington	Saturday	Discontinue
15 - Stouffville	Rush Hour	Discontinue
MOR Stouffville	Saturday   Sunday	Discontinue
22 - King City	Saturday	Discontinue
28 - Huntington	Rush Hour	Discontinue
40 - Unionville Local	Sunday	Discontinue
41 - Markham Local	Sunday	Discontinue
44 - Bristol	Saturday	Discontinue
MOR Bristol	Saturday	Discontinue
50 - Queensway	Rush Hour	Improve frequency
55 - Davis Drive	Weekday Non-Rush   Saturday   Sunday	Discontinue
56 - Gorham-Eagle	Sunday	Adjust service span
77A - Highway 7	Rush Hour	Discontinue
96 - Keele-Yonge	Saturday	Introduce new service



# NEW YRT WEST/NORTH DIVISION CONTRACT



8300 Keele Street Bus Garage



18106 Yonge Street Bus Garage



18110 Yonge Street Bus Garage

# PRESTO EQUIPMENT REFRESH







# DONATE A RIDE



**United Way**  
Greater Toronto

Raising money through individual and corporate donations to subsidize transit fares for citizens living on a low-income



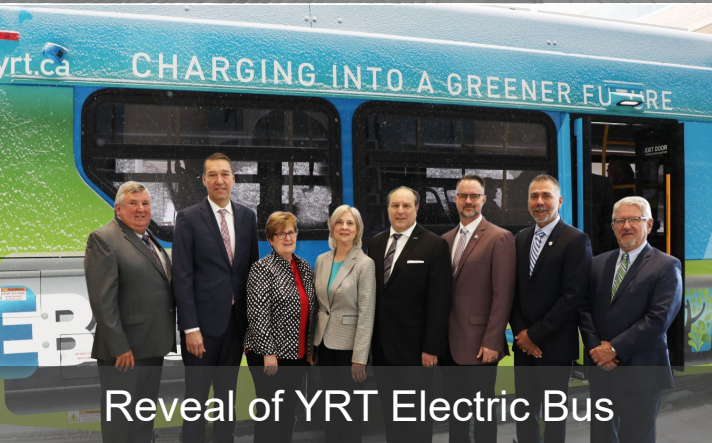
# SIX ELECTRIC BUSES IN SERVICE



YRT Electric Bus



Charger



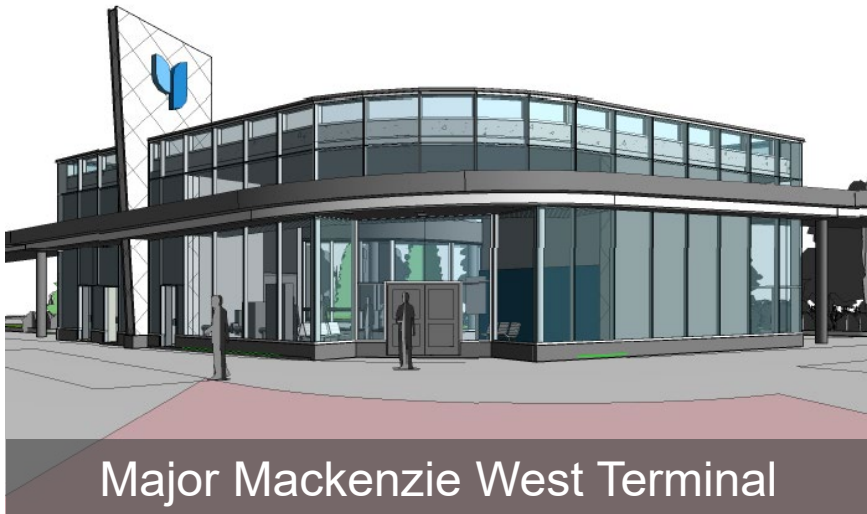
Reveal of YRT Electric Bus



Davis Drive



# EXPANDING TRAVELLER AMENITIES



# YONGE SUBWAY EXTENSION

## YONGE SUBWAY EXTENSION LINE 1





# 2020 SUMMARY

1. Begin electric bus trial
2. Implement service changes approved by Council
3. Report on the electrification of York Region's transit fleet
4. Award of YRT's West and North Division contract
5. Report on YRT fares and fare integration
6. Opening of the Yonge Street Rapidway and Cornell Terminal



# THANK YOU

For more information contact:

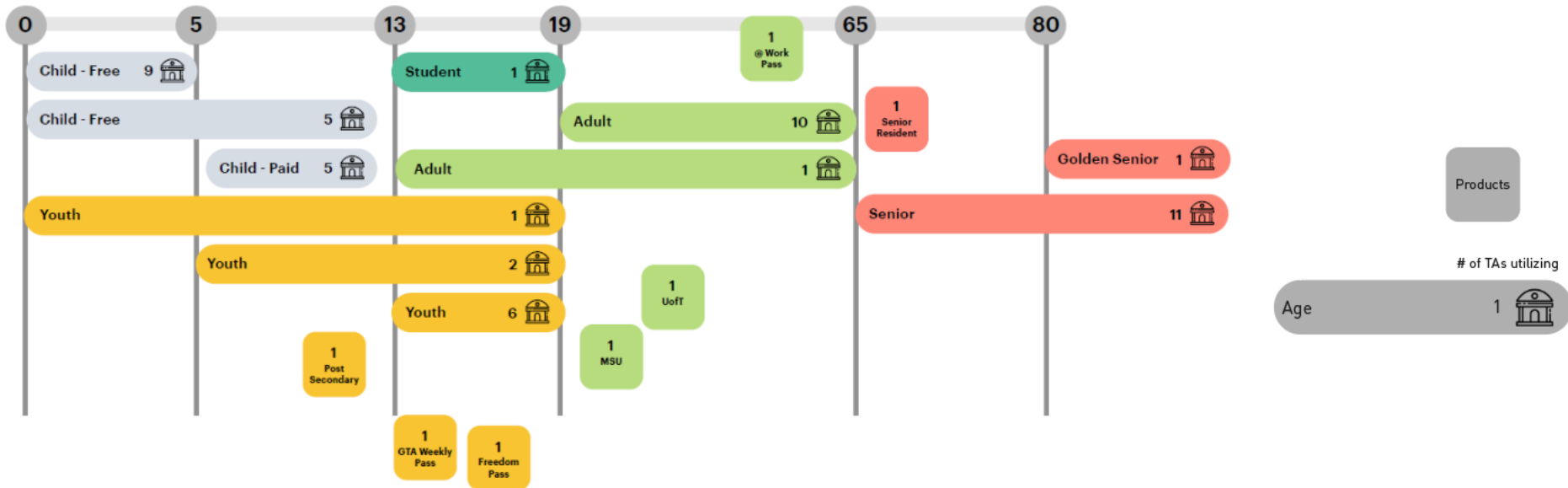
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# CURRENT CONCESSION LANDSCAPE



Data is for illustrative purposes only. Specific items will be validated through the concession harmonization impact assessment process.

# POST CHANGE CONCESSION LANDSCAPE

