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

MOVING TO 2020

YRT/VIVA 2016-2020 STRATEGIC PLAN
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

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Trips</th>
<th>Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>BASE</td>
<td>13,461,086</td>
<td>EXPRESS</td>
</tr>
<tr>
<td>63 routes</td>
<td></td>
<td>359,645</td>
</tr>
<tr>
<td>VIVA</td>
<td>6,779,786</td>
<td>SCHOOL SPECIALS</td>
</tr>
<tr>
<td>6 routes</td>
<td></td>
<td>333,953</td>
</tr>
<tr>
<td>TTC</td>
<td>1,135,987</td>
<td>GO SHUTTLES</td>
</tr>
<tr>
<td>5 routes</td>
<td></td>
<td>123,270</td>
</tr>
<tr>
<td>MOBILITY ON-REQUEST PARATRANSPORT</td>
<td>427,389</td>
<td>MOBILITY ON-REQUEST CONVENTIONAL</td>
</tr>
</tbody>
</table>
# YRT Demographics

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Gender</th>
<th>Primary Reason for Travel</th>
</tr>
</thead>
<tbody>
<tr>
<td>66% Employed</td>
<td>Female 52%</td>
<td>Work 47%</td>
</tr>
<tr>
<td>41% Students</td>
<td>Male 47%</td>
<td>Education 33%</td>
</tr>
<tr>
<td>4% Retired</td>
<td>Other 1%</td>
<td>Personal 20%</td>
</tr>
<tr>
<td>3% Unemployed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2% Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Annual Income

- 52% less than $25,000
  - 29% $25,000 - $50,000
  - 12% $50,000 - $75,000
  - 7% $75,000+

## Age

- 18-34: 58%
- 35-44: 15%
- 45-64: 12%
- 65+: 2%
- Unspecified: 4%

Source: October 2018 YRT Customer Satisfaction Survey
2019 SYSTEM PERFORMANCE
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
2ND ANNUAL WOMEN’S SYMPOSIUM

Annual Women’s Symposium

TRANSIT SPECIAL CONSTABLES

Your career starts here!
TERMINAL AND RAPIDWAY OPENINGS

Highway 7 West in Vaughan

SmartVMC Bus Terminal

Commuter Access to Subway
## Transit Capital Investment

<table>
<thead>
<tr>
<th>Infrastructure added in 2019</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus stops (concrete pad)</td>
<td>155</td>
</tr>
<tr>
<td>Transit shelters including solar LED lighting</td>
<td>85</td>
</tr>
<tr>
<td>Bike racks</td>
<td>48</td>
</tr>
<tr>
<td>Waste units</td>
<td>45</td>
</tr>
<tr>
<td>Replacement buses</td>
<td>21</td>
</tr>
<tr>
<td>Solar variable messaging signs</td>
<td>12</td>
</tr>
<tr>
<td>Rapidway stations</td>
<td>10</td>
</tr>
<tr>
<td>Expansion buses</td>
<td>5</td>
</tr>
</tbody>
</table>
ON-TIME PERFORMANCE

YRT

Viva

Cover Buses

Mobility On-Request

ON-TIME AVERAGE (%)
REVENUE-TO-COST RATIO REACHED 40.8 PER CENT
2020 PROGRAM
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
MOBILITY ON-REQUEST

King City GO Station

East Gwillimbury GO Station

Downtown Whitchurch-Stouffville

Rutherford GO Station
## 2020 Transit Initiatives — Service Realignment

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

8300 Keele Street Bus Garage

18106 Yonge Street Bus Garage

18110 Yonge Street Bus Garage
On-Street PRESTO Machine

On-Bus PRESTO Machine
The first step towards fare integration is the creation of consistent fare concessions across the GTHA.
DONATE A RIDE

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

- Cornell Terminal
- Bus Stop Upgrade Program
- Major Mackenzie West Terminal
- 55 Orlando Bus Garage
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:
Ann-Marie Carroll
(905) 762-1282, extension 75677
annmarie.carroll@york.ca
Data is for illustrative purposes only. Specific items will be validated through the concession harmonization impact assessment process.
POST CHANGE CONCESSION LANDSCAPE