

MEMORANDUM

To: Members of Committee of the Whole

From: Ann-Marie Carroll
Acting Commissioner of Transportation Services

Date: May 25, 2021

Re: York Region Transit/Toronto Transit Commission Service Integration and Fare Collection Pilot

This memo is to inform Council of an upcoming York Region Transit (YRT) /Toronto Transit Commission (TTC) cross-boundary service integration and fare collection pilot. The proposed pilot is a one-bus, one-fare transit service to allow both agencies to work out potential administrative/legislative/technical challenges and determine financial and traveller impacts associated with offering travellers seamless cross-boundary travel.

In fall 2021, York Region Transit and Toronto Transit Commission will launch a one-bus, one-fare cross-boundary pilot along the Dufferin Street corridor

The pilot is intended to demonstrate the ability to provide a one-bus service for travellers crossing the 905/416 boundary from service and fare collection perspectives. The pilot route, YRT Route 105 – Dufferin (see Attachment 1), would allow travellers to board and exit YRT buses between Major Mackenzie Drive in the north and Sheppard West subway station in the City of Toronto. Travellers to/from York Region crossing the Steeles Avenue municipal boundary would not pay a double fare unless transferring to TTC subway service at the Sheppard-West Subway Station or any other connecting TTC bus route. In addition, YRT would operate “open door” (able to pick up and drop off passengers) south of Steeles Avenue. Travellers at bus stops in the City of Toronto would be able to board YRT buses, pay a TTC fare and disembark at any bus stop along the route.

York Region Transit and Toronto Transit Commission developed business cases that identified the best opportunities to improve traveller cross-boundary travel, use bus capacity and improve financial performance

YRT/TTC staff developed business cases to identify preferred transit routes for the service integration pilot. The business cases include four phases:

- Identify – A scan of all possible cross-border transit routes to identify potential integration opportunities
- Develop – Determine the optimal multi-agency service plan and associated savings on routes that could be immediately integrated
- Quantify – Determine the practical multi-agency service plan in conjunction with the various transit authorities and quantify the associated savings/costs
- Summarize – Develop a final report on the integration plan

As part of every phase, a review of traveller improvements and impacts were identified and incorporated into the analysis to ensure changes to services offered a better traveller experience.

In addition, open door operations in the 416 area will demonstrate PRESTO's ability to recognize TTC fare dollar amounts based on a bus location using equipment previously installed on YRT buses. This technology has already been piloted on contracted TTC routes operating in York Region.

Prior to implementation of the pilot, YRT/TTC will enter into an operating agreement. Based on current discussions between YRT/TTC, it is anticipated YRT would not incur additional operating costs and could potentially see revenue increased, resulting in an estimated net financial benefit to YRT annually. Details of the operating agreement are currently under review.

During summer 2021, staff will prepare for pilot implementation and determine final operating and capital requirements

Prior to the start of the pilot over the next few months, the following will be undertaken:

- Finalize a financial model for revenue and operating cost considerations to ensure immediate and long-term success for transit agencies and identify capital investments for required infrastructure to support service integration
- Review and harmonize service guidelines and recommend modifications where differences impact efficient operations or the customer experience
- Develop preliminary schedules to operate the cross-boundary service and calculate final operating requirements
- Review station and terminal designs, including TTC fare-paid zones, to allow for multiple agencies to share platforms and take full advantage of service integration
- Develop a communications plan that informs passengers about the change in service and fare payment along cross-boundary corridors and at terminal/stations
- Ensure consistent messaging between all participating agencies

Additional routes have been identified that can be added starting in 2022, pending success of the pilot

Should the YRT Route 105 – Dufferin pilot be successful, additional cross-boundary service routes will be added between the 905/416 municipal boundary. The additional YRT routes for future cross-boundary service implementation include:

- Route 7 – Martin Grove (City of Vaughan)
- Route 90/90B – Leslie (City of Richmond Hill)
- Route 24 – Victoria Park (City of Markham)
- TTC Route 160 – Bathurst (Contracted by YRT, City of Vaughan)

This initiative supports the Province’s *Safe Restart Agreement* requiring transit agencies in the Greater Toronto and Hamilton Area to work towards fare and service integration

The cross-boundary service integration and fare collection pilot falls within the Terms of Reference established for the Provincial-Municipal Service and Fare Integration Table chaired by the Associate Minister of Transportation (GTA).

Throughout the process of identifying cross-boundary transit service and fare solutions, staff will update the Associate Minister at the Table. Other service opportunities like the YRT/TTC pilot across the Greater Toronto and Hamilton Area and beyond have been presented to the Associate Minister and have been well-received.

The Province has not indicated financial support to cover the cost of eliminating the double fare at the Steeles Avenue municipal border. In developing business cases for cross-boundary pilots, the transit agencies have identified opportunities that have the potential to improve the traveller experience, including eliminating the need for travellers to pay a second fare immediately crossing the Steeles Avenue border, removal of service duplication and improving net operating cost.

Staff will update Council on the results of the pilot approximately six months after start-up.



Ann-Marie Carroll
Acting Commissioner of Transportation



Bruce Macgregor
Chief Administrative Officer
Attachment (1)
1291730