

# 2018 YORK REGION TRANSIT SYSTEM PERFORMANCE REPORT

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# AGENDA

- **System overview**
- **2018 Accomplishments**
- **2018 System Performance**
- **2019 Initiatives**

# PARTNERSHIPS

## Municipalities



Town of East Gwillimbury



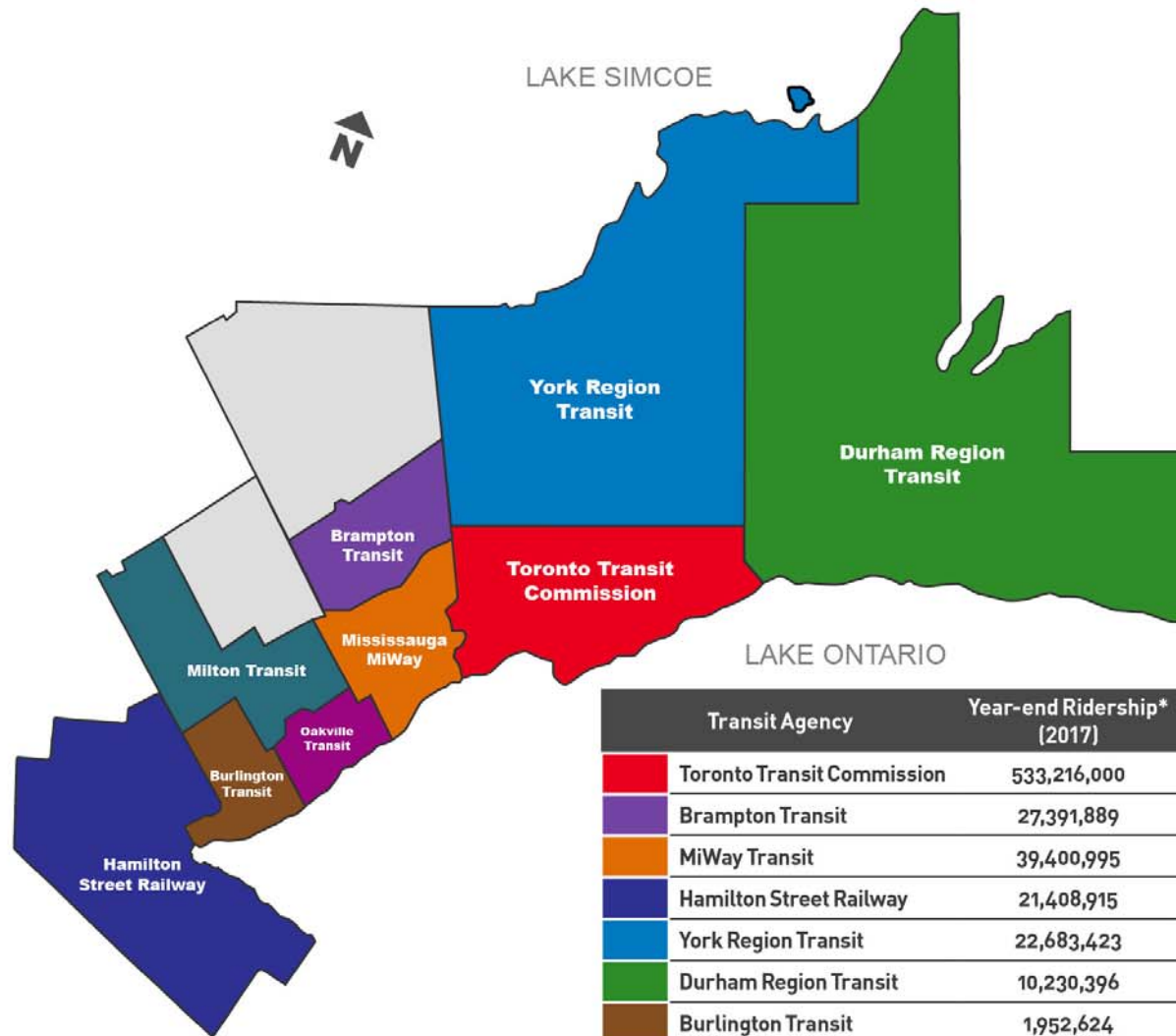
## Government and Associations



## Transit Agencies



# TRANSIT IN THE GREATER TORONTO AND HAMILTON AREA



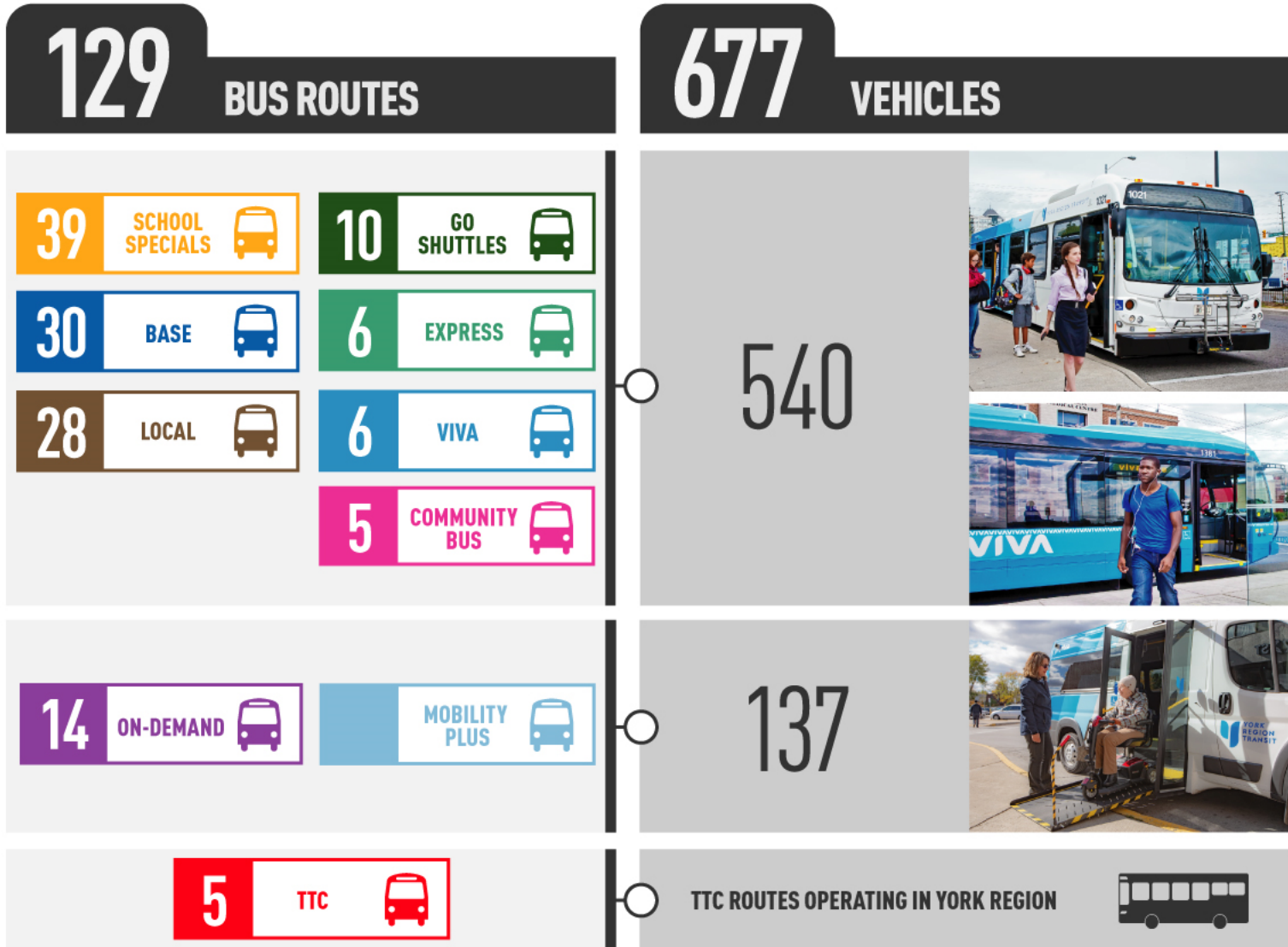
Transit Agency	Year-end Ridership* (2017)	Revenue-to-Cost Ratio* (2017)	Service Area (km <sup>2</sup> )	Land Area (km <sup>2</sup> )
Toronto Transit Commission	533,216,000	73%	662.0	662.0
Brampton Transit	27,391,889	50%	266.8	266.4
MiWay Transit	39,400,995	48%	178.6	292.4
Hamilton Street Railway	21,408,915	47%	243.0	1,117.29
York Region Transit	22,683,423	40%	1,776.0	1,776.0
Durham Region Transit	10,230,396	38%	405.9	2,523.8
Burlington Transit	1,952,624	35%	98.0	185.7
Oakville Transit	2,945,877	32%	103.5	138.9
Milton Transit	503,608	31%	38.5	363.2

Source: Service area size from 2017 CUTA Factbook and geographical area size from 2016 Census

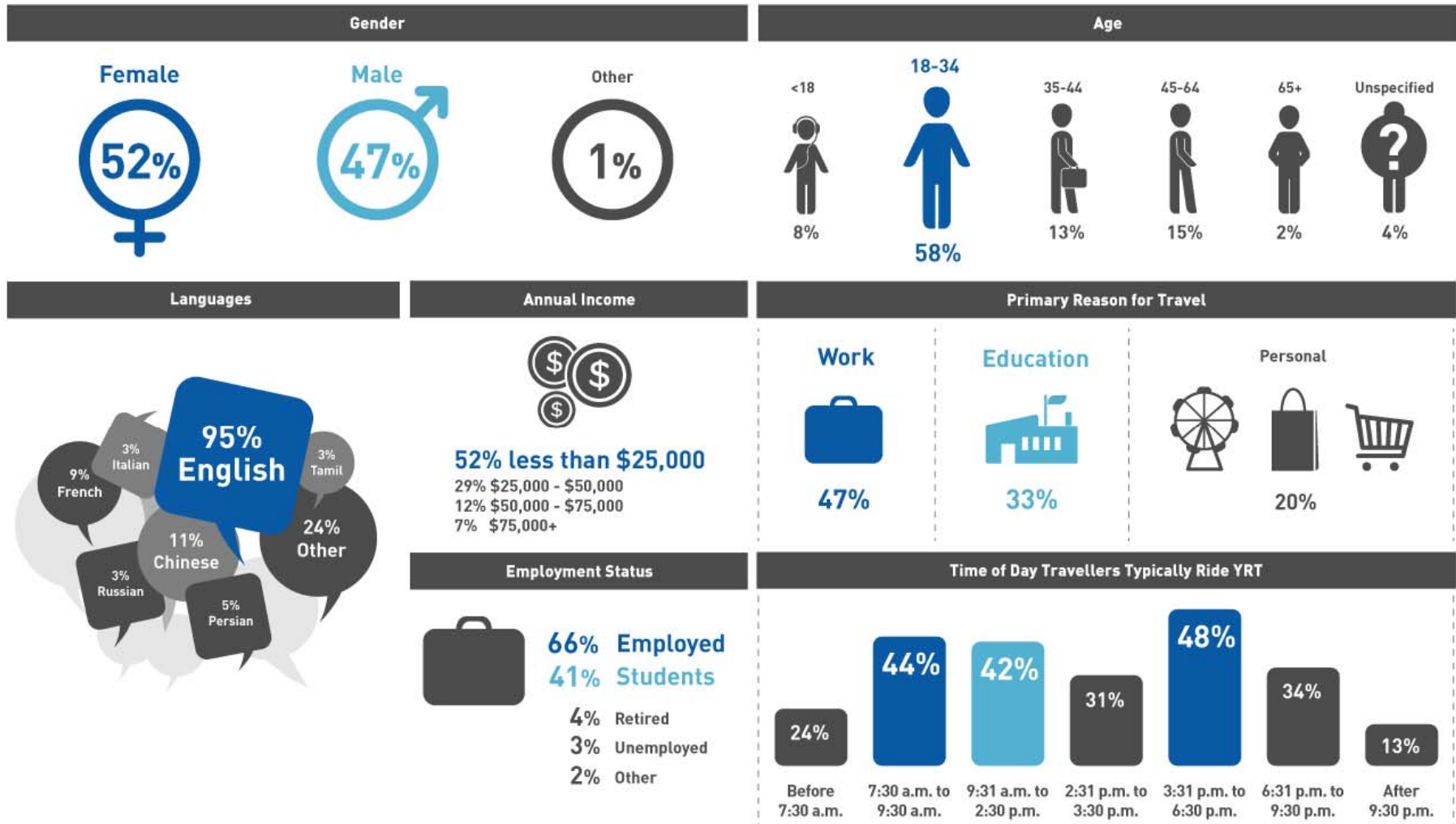
\*2018 year-end statistics are not available at this time



# YORK REGION TRANSIT 2018 SYSTEM OVERVIEW



# 88 PER CENT OF TRAVELLERS ARE SATISFIED WITH YRT SERVICE



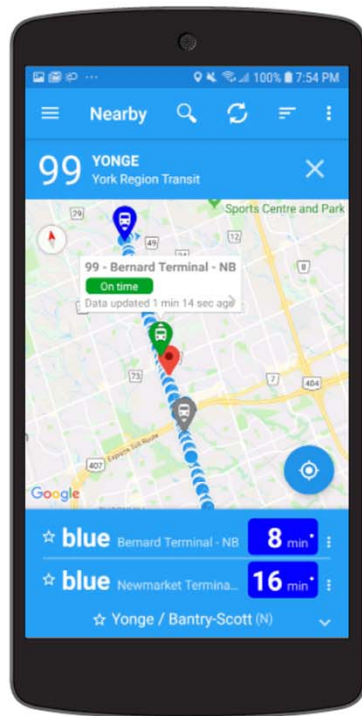
Source: October 2018 YRT Customer Satisfaction Survey

# COMMUNITY ENGAGEMENT IS KEY TO SUCCESS





# EASY PAYMENT AND ACCESS TO SERVICE INFORMATION





## 2018 ACCOMPLISHMENTS

- Introduced capital and operating efficiencies:
  - Deferral of Southeast bus garage construction
  - Operationalized 60-foot articulated buses on conventional service
- Seamless transition to a new Mobility Plus and first-ever On-Demand contract
- Launched a Mobility Plus web-based booking app and introduced same-day service to all travellers
- Purchased and placed into operation five new expansion buses, and replaced 21 conventional buses and 13 Mobility Plus vehicles
- Upgraded 185 bus stops to meet the Region's accessibility standards
- Installed 40 new bus shelters and eight solar-powered variable messaging signs

# AWARD-WINNING WOMEN'S SYMPOSIUM FOR TRANSIT ENFORCEMENT

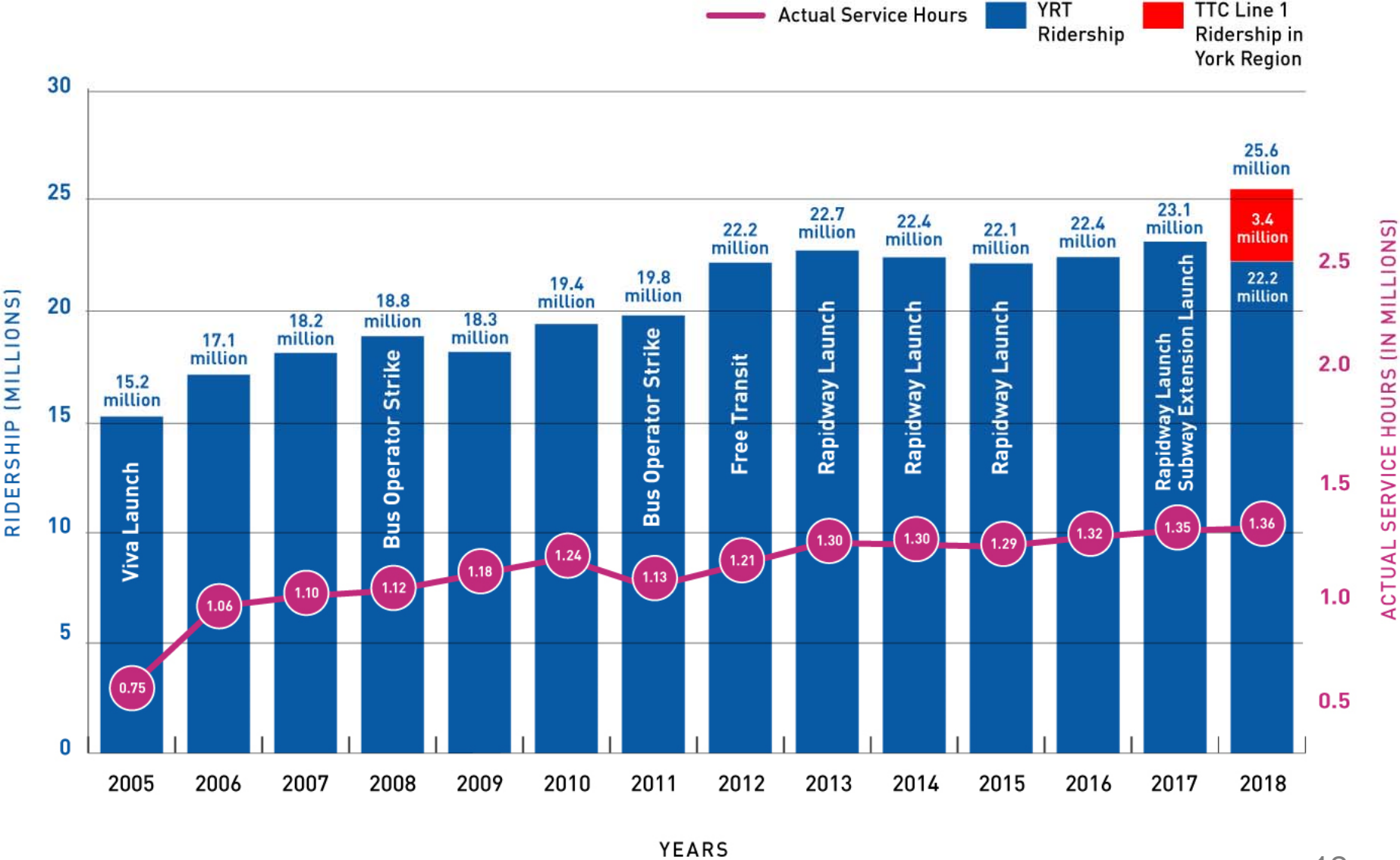




# 2018 System Performance



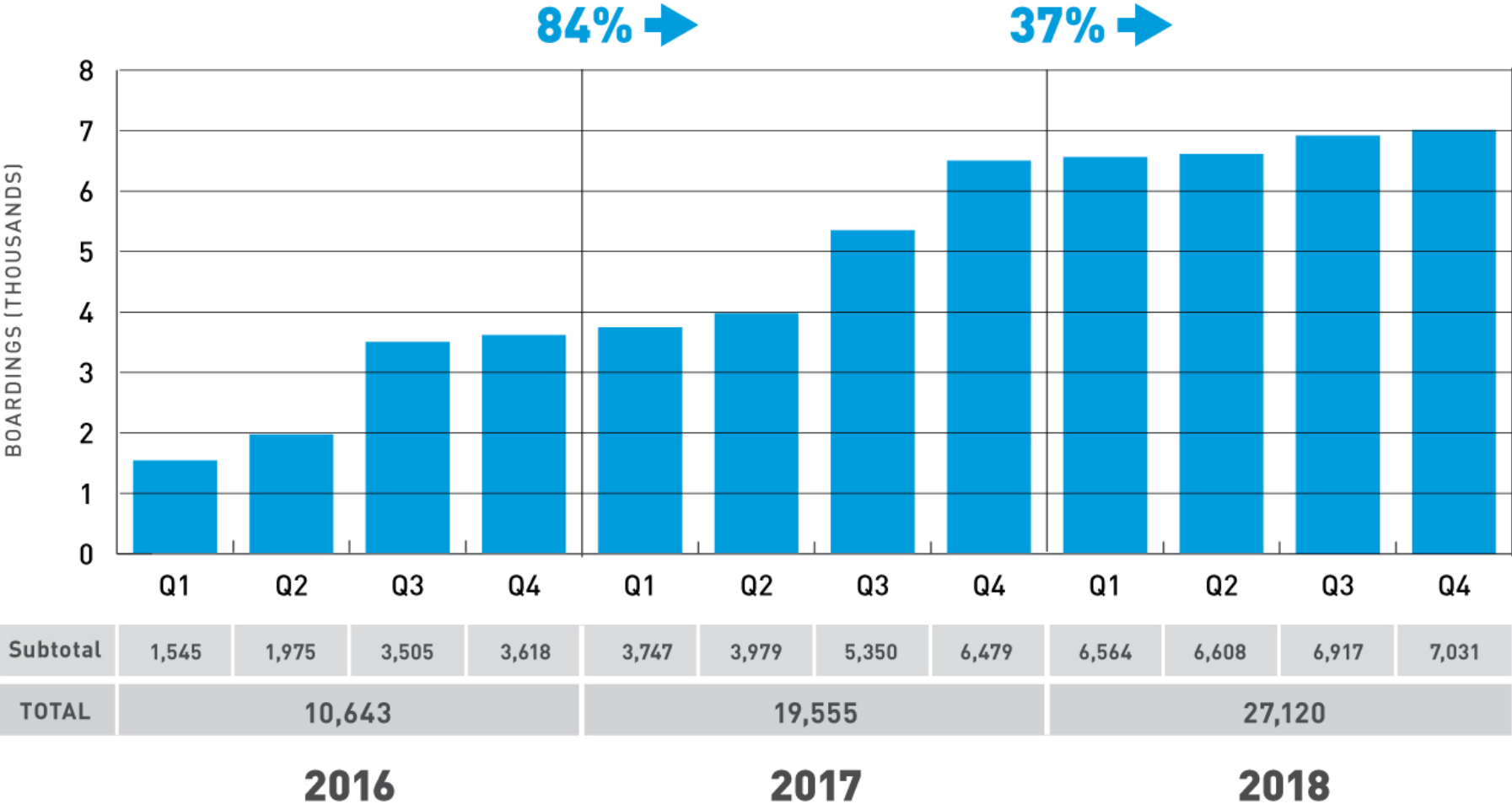
# RIDERSHIP AND SERVICE HOURS REMAIN STABLE



# MOBILITY PLUS RIDERSHIP

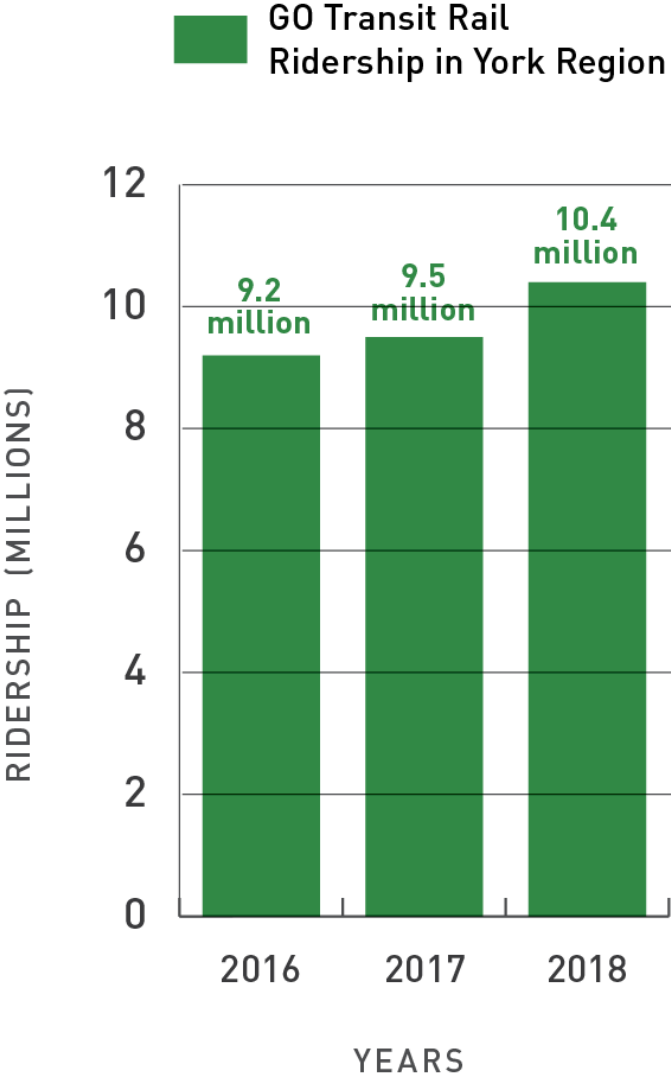


# ON-DEMAND RIDERSHIP

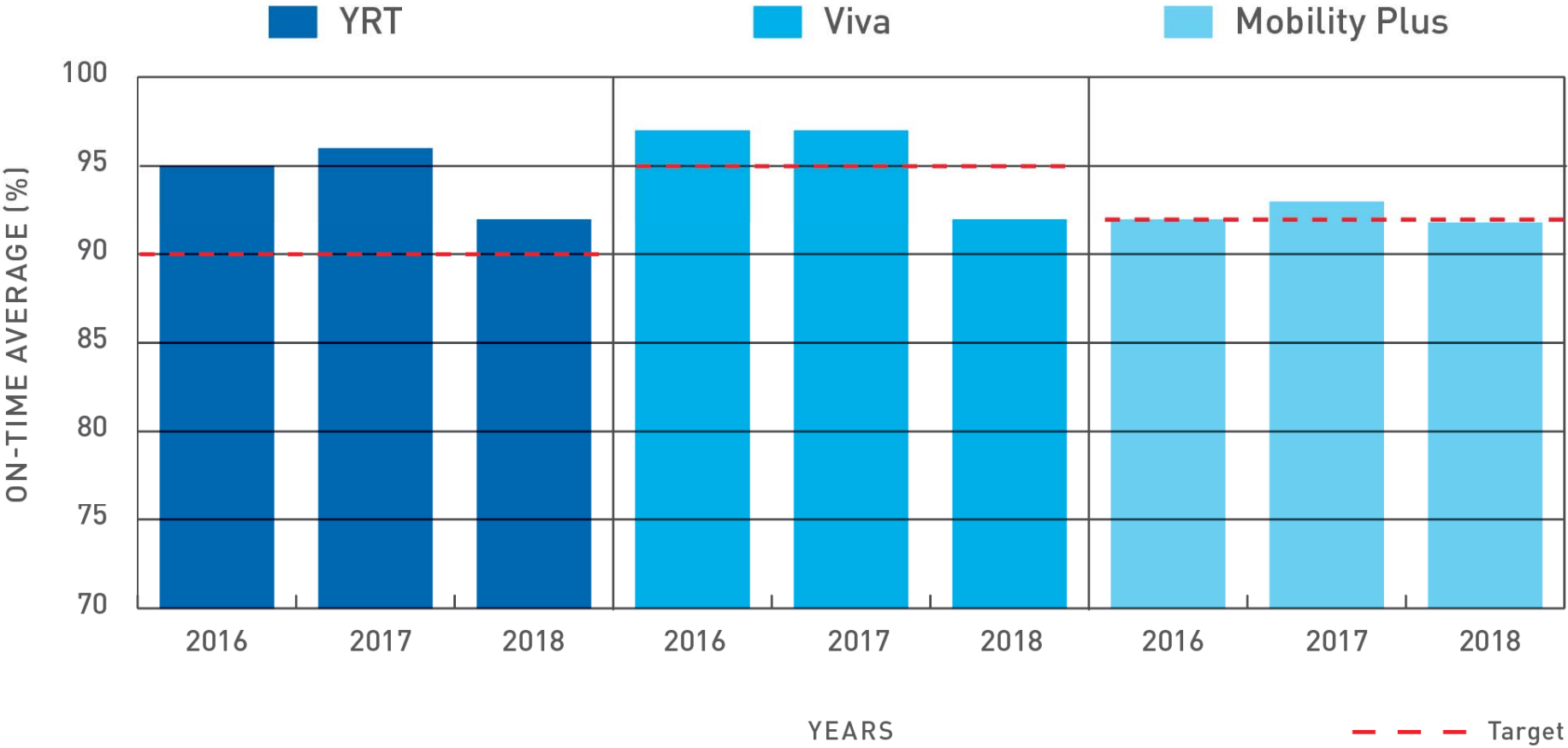




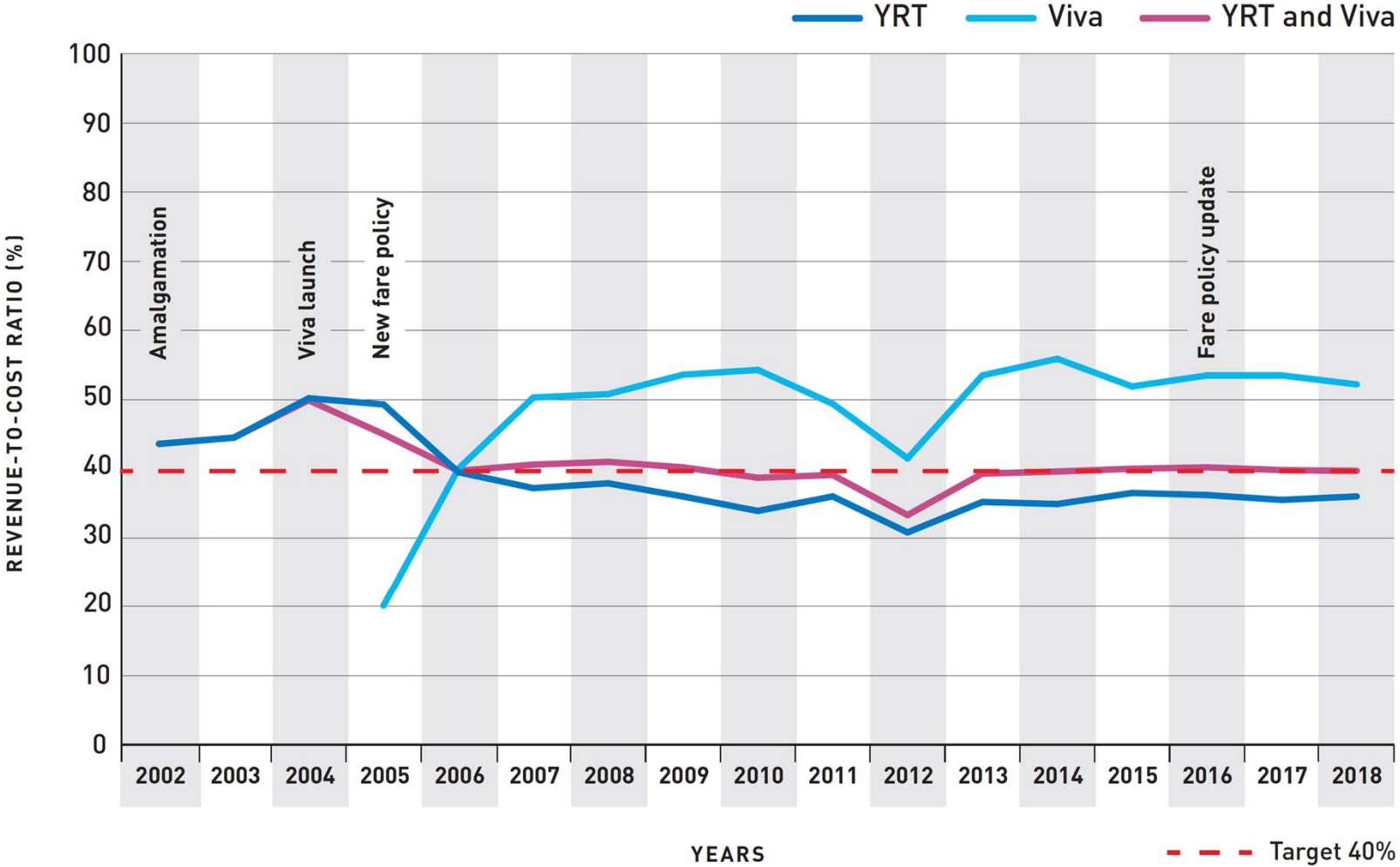
# GO TRANSIT RAIL RIDERSHIP IN YORK REGION



# ON-TIME PERFORMANCE REMAINS HIGH DESPITE OPERATIONAL CHALLENGES



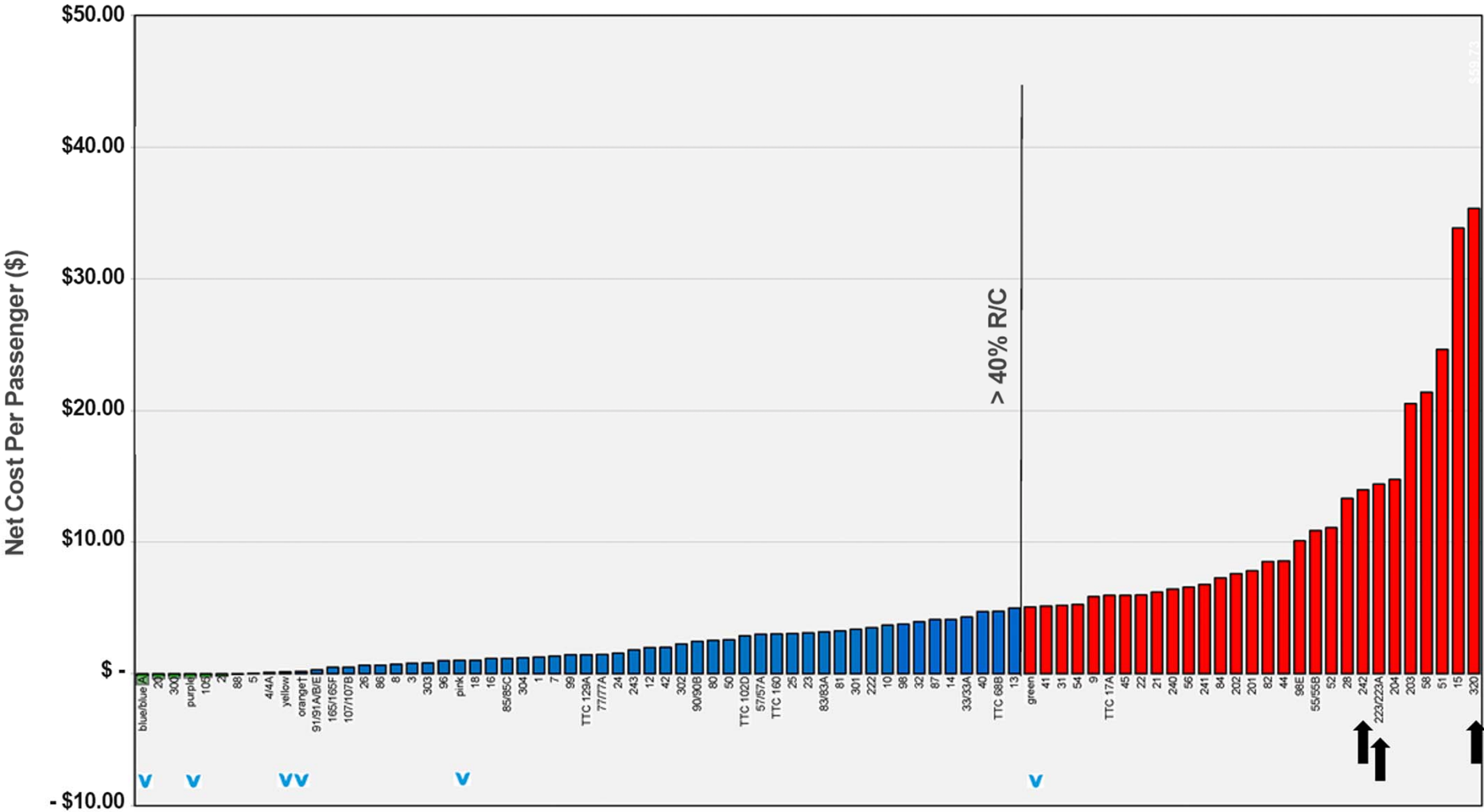
# AVERAGE REVENUE-TO-COST RATIO REMAINS AT 40 PER CENT





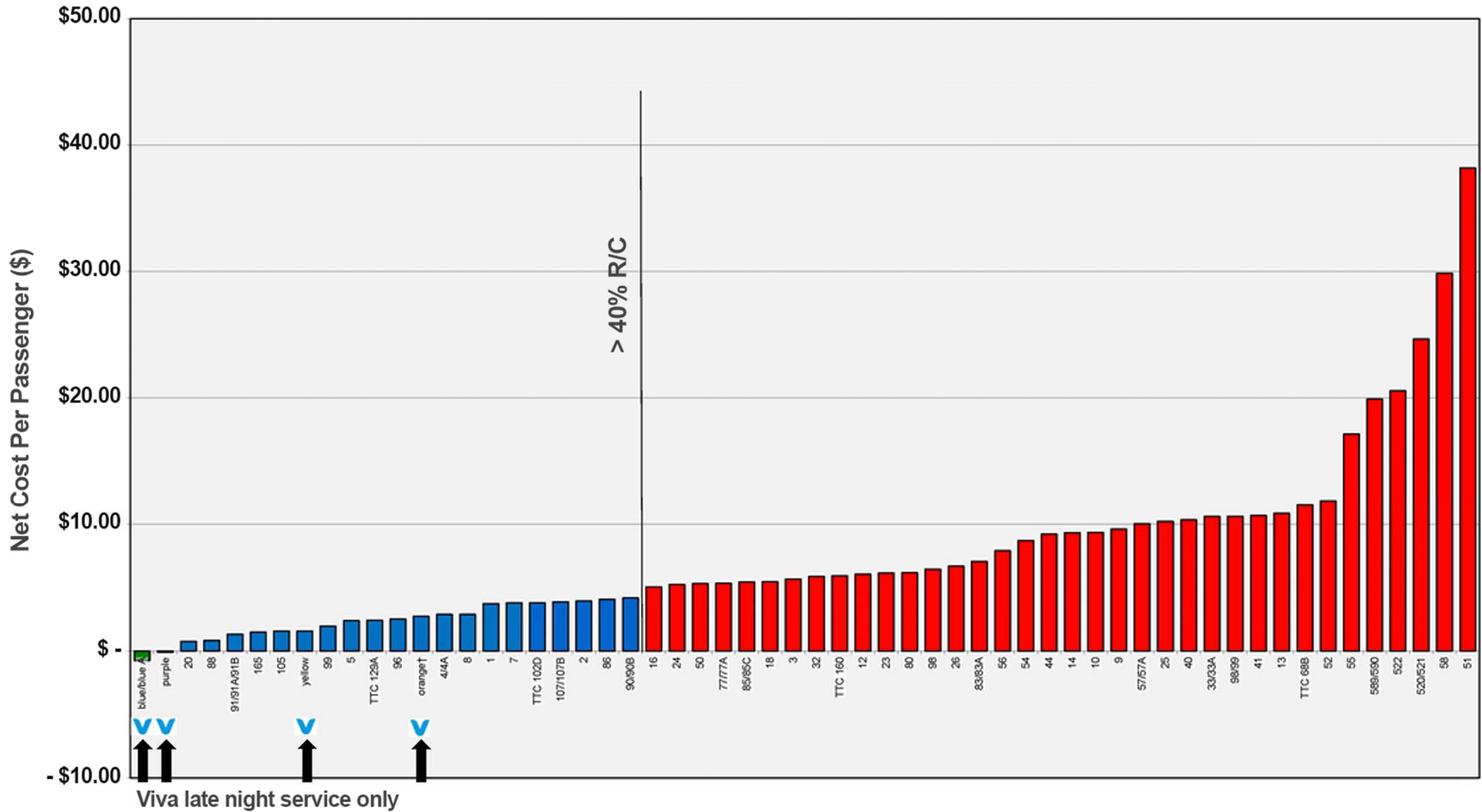
# NET COST PER PASSENGER — WEEKDAY RUSH HOUR SERVICE

## Net Cost Per Passenger - Weekday Rush Hour Service September 2018



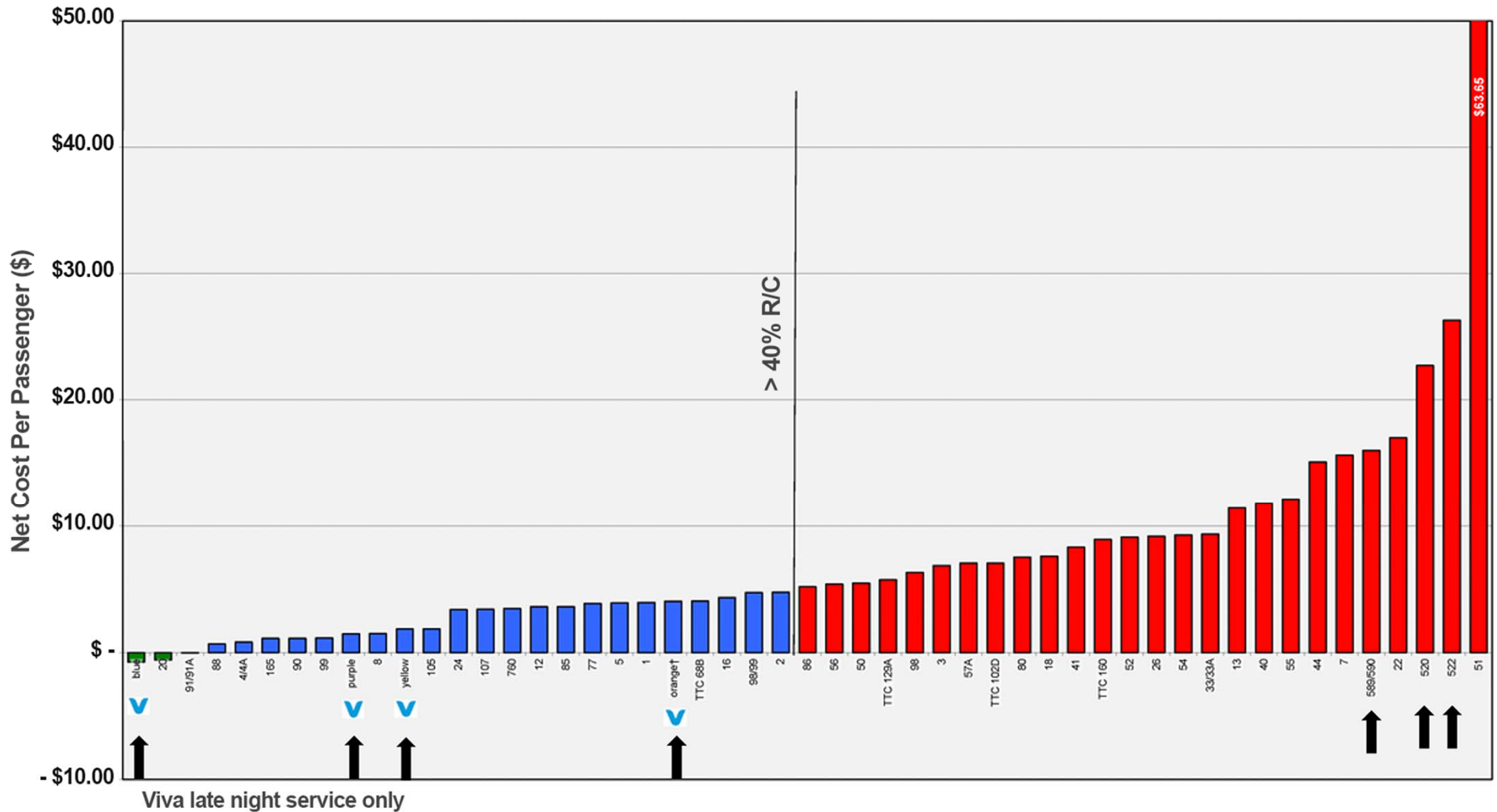
# NET COST PER PASSENGER — WEEKDAY NON-RUSH HOUR SERVICE

## Net Cost Per Passenger - Weekday Non-Rush Hour Service September 2018



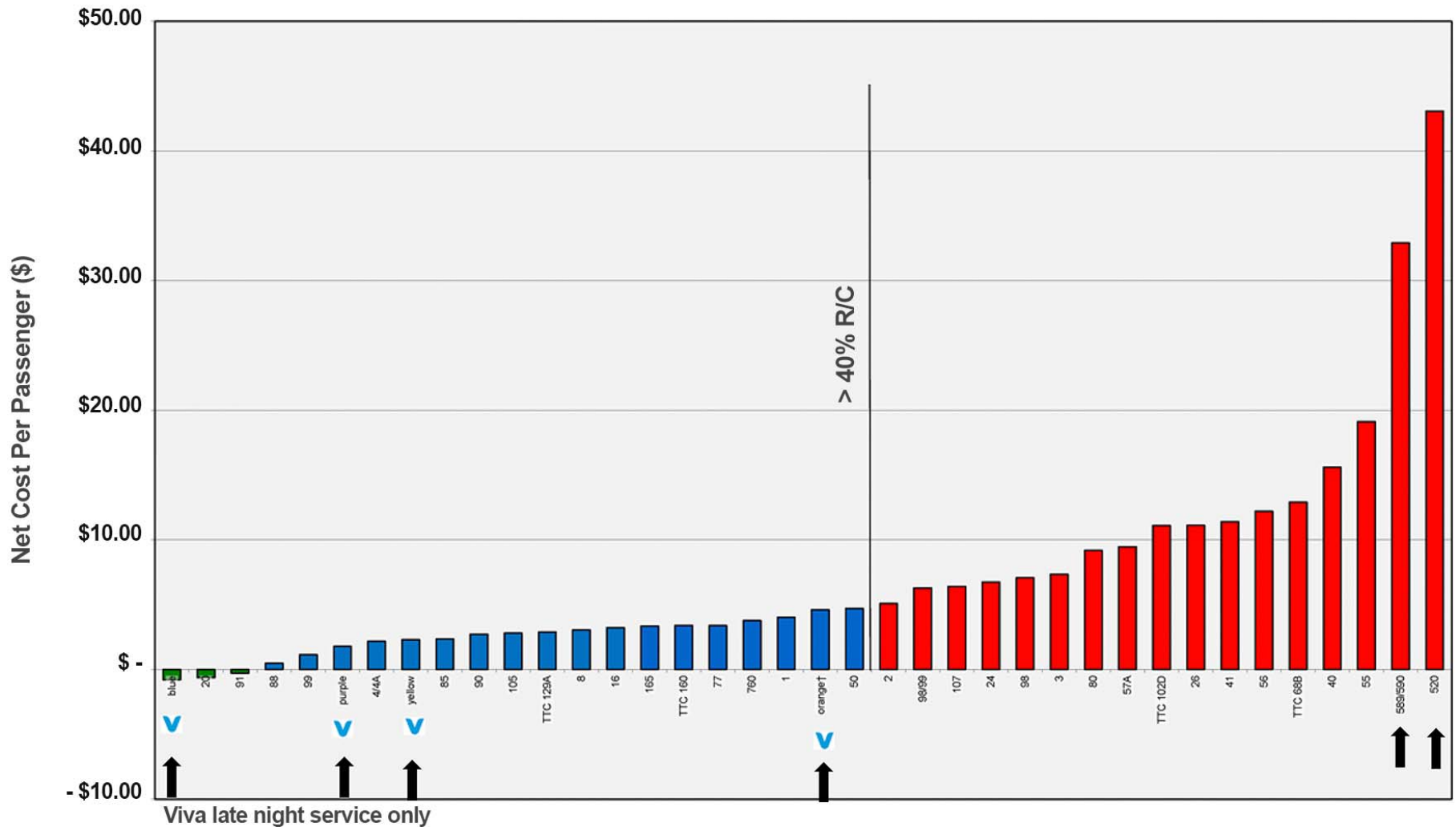
# NET COST PER PASSENGER — SATURDAY SERVICE

## Net Cost Per Passenger - Saturday Service September 2018



# NET COST PER PASSENGER — SUNDAY/HOLIDAY SERVICE

## Net Cost Per Passenger - Sunday/Holiday Service September 2018







## 2019 Initiatives

# 2019 SERVICE EFFICIENCIES

Transit Service Savings – 2019						
Routes	Service Discontinuation	2019 Savings (thousands)	2020 Savings (thousands)	2019-2020 Total Savings (thousands)	Average Riders per Hour	R/C Ratio (%)
Late Night Viva Service <sup>[1]</sup>	Weekday Weekend/Holiday	(807)	(404)	(1,211)	16 <sup>[2]</sup>	40
223/223A – Newmarket GO Shuttle	Rush Hour	(47)	(37)	(111)	5	18
242 – North Richvale GO Shuttle	Rush Hour	(63)	(32)	(95)	6	18
320 – Newmarket-Beaver Creek Express	Rush Hour	(312)	(167)	(479)	3	8
520/521 – Newmarket Community Bus	Saturday Sunday/Holiday	(50)	(24)	(74)	4 2	12 7
522 – Markham Community Bus	Saturday	(49)	(24)	(73)	3	11
589/590 – Richmond Hill Community Bus	Saturday Sunday/Holiday	(102)	(51)	(153)	5 3	17 9
<b>Total</b>		<b>(\$1,430)</b>	<b>(\$739)</b>	<b>(\$2,169)</b>		

<sup>[1]</sup> Conventional and Viva service will operate at an approximate 15-minute frequency

<sup>[2]</sup> Average of all Viva routes


# 2019 SERVICE IMPROVEMENTS

## Transit Service Changes – 2019

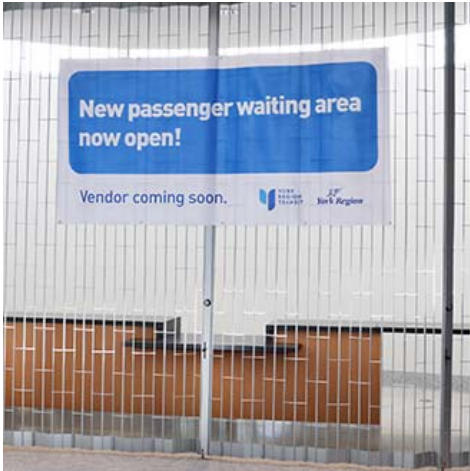

Routes	Service Increase	2019 Costs (thousands)	2020 Costs (thousands)	2019-2020 Total Additions (thousands)	Average Riders per Hour	R/C Ratio (%)
4/4A – Major Mackenzie	Rush Hour	241	112	353	27	97
20 – Jane	Rush Hour	120	56	176	32	113
50 – Queensway	Weekday	327	150	477	16	55
88 – Bathurst	Rush Hour	120	56	176	29	101
90/90B – Leslie	Rush Hour	120	56	176	17	56
91/91A – Bayview <sup>[1]</sup>	Rush Hour	120	56	176	27	91
96 – Keele-Yonge	Weekday	310	142	452	21	76
107 – Keele	Rush Hour	120	56	176	24	86
760 – Vaughan Mills/Wonderland	Weekday Weekend/Holiday	190	27	217	14 13	48
Viva pink	Weekday	120	55	175	22	76
Viva purple	Weekday	533	245	778	32	111
<b>Total</b>		<b>\$639</b>	<b>\$172</b>	<b>\$866</b>		

<sup>[1]</sup> Frequency increase during afternoon rush hour only

# EXPANDING NON-FARE REVENUE OPPORTUNITIES



**RETAIL SPACE FOR LEASE**  
**YORK REGION TRANSIT**  
**TERMINALS**





# NORTH AND SOUTHWEST CONTRACT PROCUREMENT

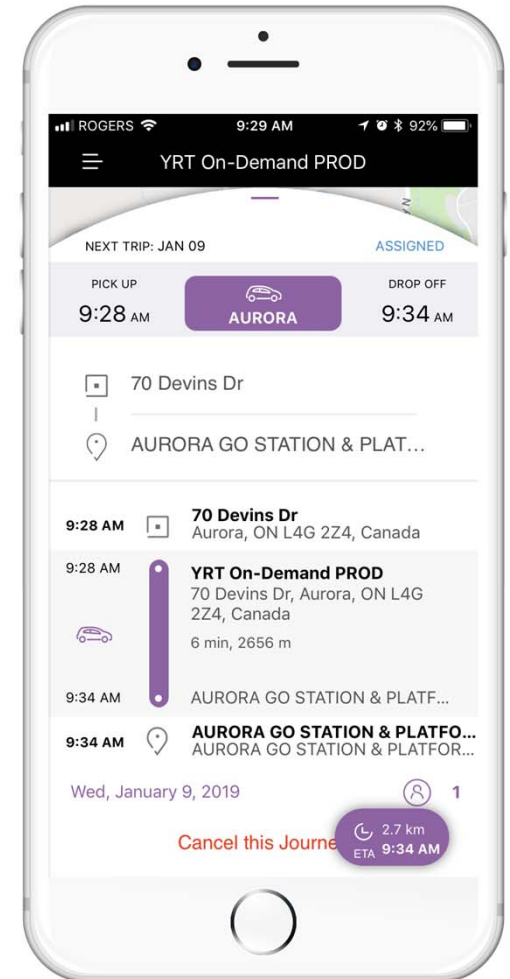
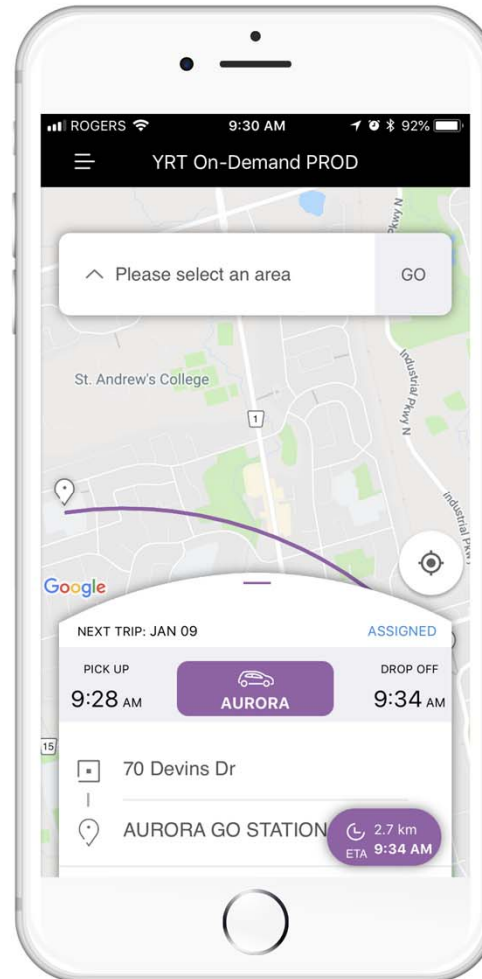
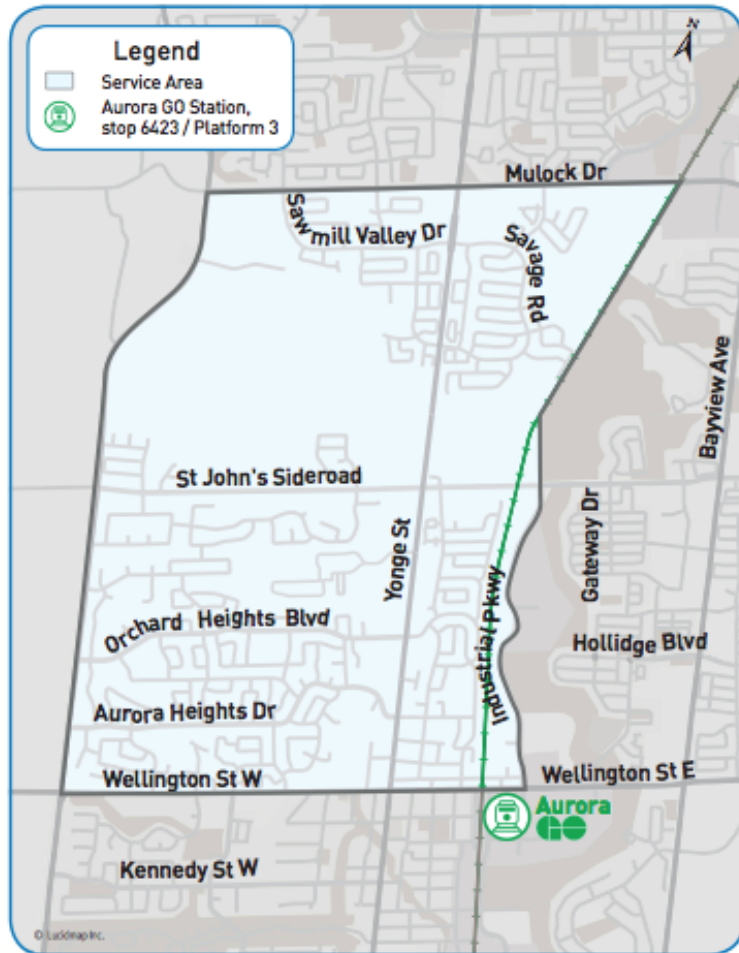


*North division*



*Southwest division*

# AURORA ON-DEMAND PILOT PROGRAM



# SUPPORT YORK REGION RAPID TRANSIT CORPORATION



*SmartCentres Place Bus Terminal*



*Cornell Terminal*



*Viva rapidways*

**YONGE  
SUBWAY  
EXTENSION**  
LINE 1

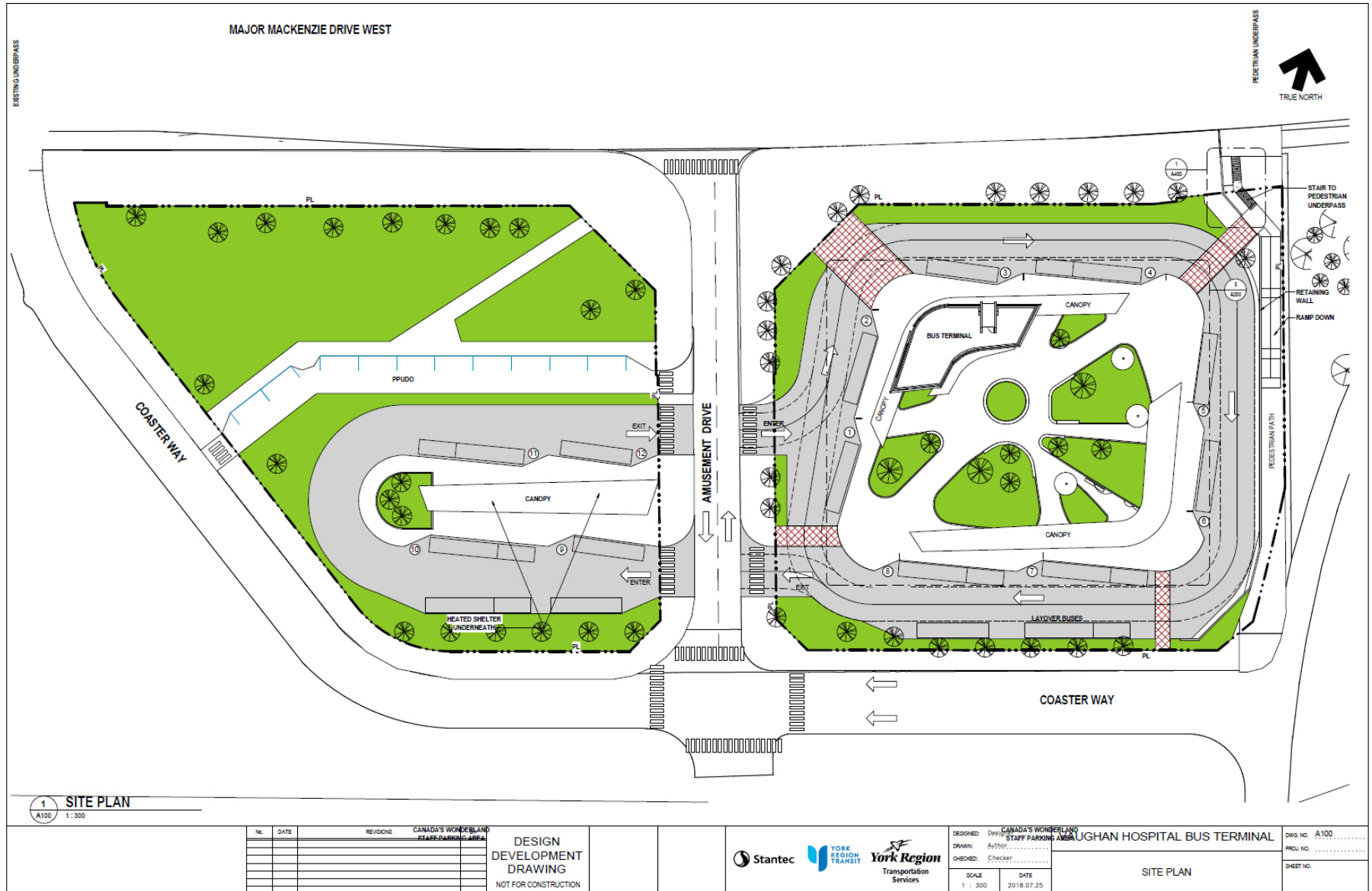


# 55 ORLANDO — DETAIL DESIGN





# VAUGHAN BUS TERMINAL



1 SITE PLAN  
A100 1:300

NO.	DATE	REVISIONS	CANADA'S WONDERLAND STAFF PARKING AREA

DESIGN  
DEVELOPMENT  
DRAWING  
NOT FOR CONSTRUCTION



DESIGNED: Dan CANADA'S WONDERLAND  
DRAWN: Author STAFF PARKING AREA  
CHECKED: Checker  
SCALE: 1 : 300 DATE: 2018.07.25

VAUGHAN HOSPITAL BUS TERMINAL  
SITE PLAN

DWG NO: A100  
PROJ NO:  
SHEET NO:

# BUS STOP UPGRADE AND SHELTER PROGRAM



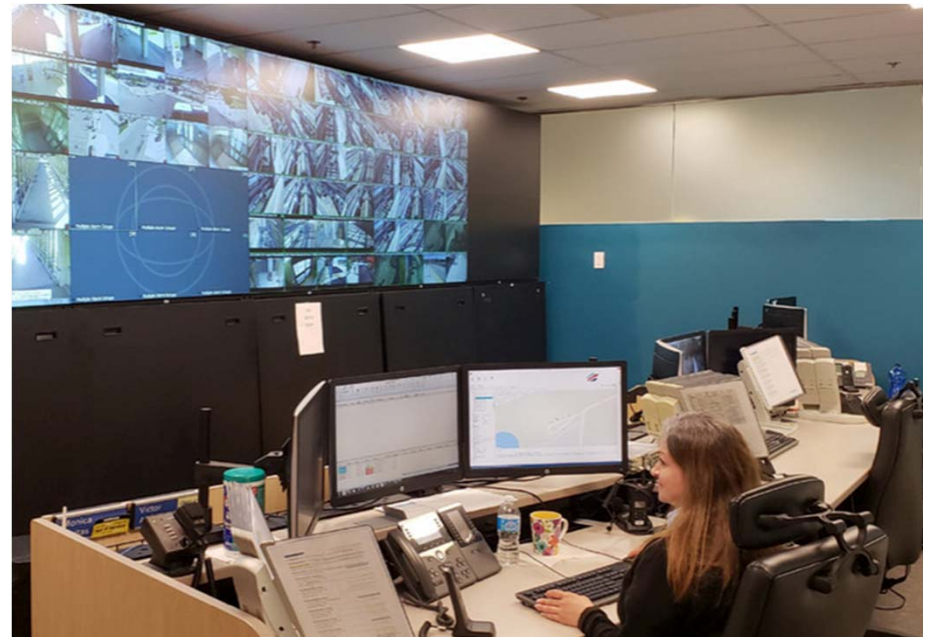
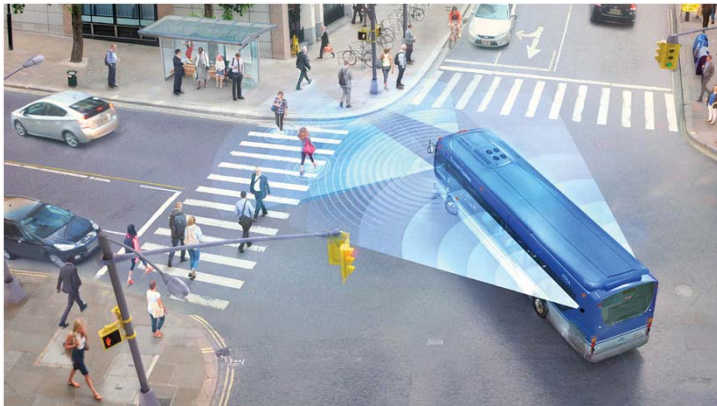


# BUS REPLACEMENT AND EXPANSION





# CITIZEN SAFETY IS YRT'S PRIORITY



**IF YOU OR ANOTHER TRAVELLER NEEDS HELP.** York Region

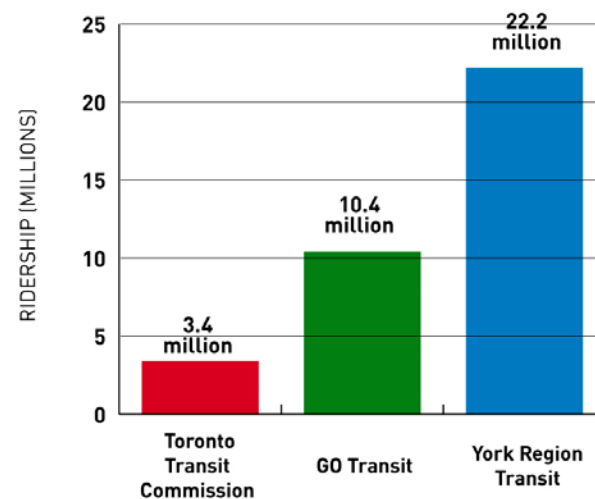
- ▶ **Speak up**  
Tell the driver, YRT/Viva staff or Police
- ▶ **Report online**  
E-mail us at [transitinfo@york.ca](mailto:transitinfo@york.ca)
- ▶ **Call us**  
905-762-2100

**In case of emergency, call 911 immediately**

**WE'RE HERE FOR YOU!**

[f](#)
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[@](#)
[v](#)
[yrt.ca](#)

# TRI-PARTY NETWORK





# TRANSPORTATION SERVICES STORY

- Focus service on Regional corridors to help reduce the number of single occupant vehicles on the road during peak hours
- Work with Metrolinx and other transit partners to address fare and service integration, and support inter-regional transit travel



# TRANSPORTATION SERVICES STORY

- Continue to invest in facilities to support future transit growth
- Operate and maintain infrastructure associated with TTC Line 1 subway extension and the Rapidways
- Re-align resources to provide improved return on investments, and seek non-fare revenue opportunities throughout the YRT network



**THANK YOU**

