

Seniors Strategy Advisory Task Force

Ann-Marie Carroll

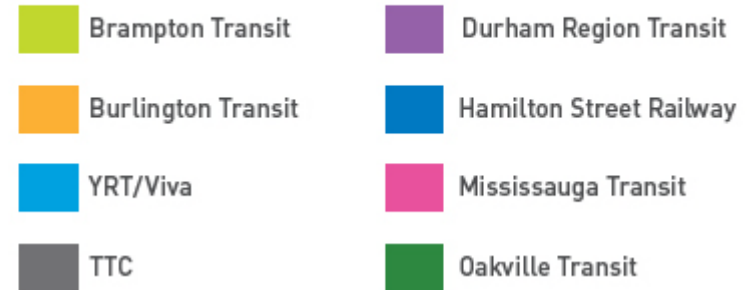
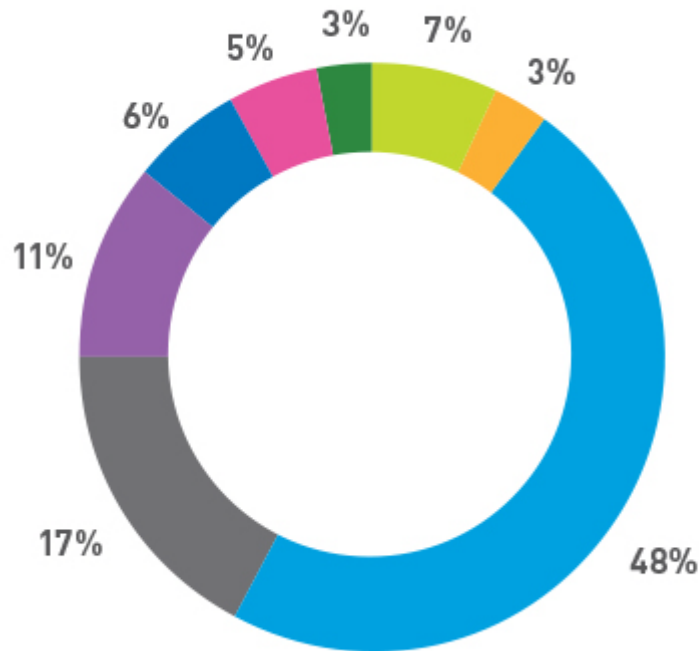
June 17, 2016

York Region

Greater Toronto Area



Service Area Comparison Slide



Source: 2013 Canadian Transit Fact Book

YRT/Viva services a very large geographic area

YRT/Viva Services



358 Conventional vehicles

- 40** High School Specials
- 29** local routes
- 25** base routes
- 10** TTC routes
- 10** GO Shuttles
- Nine** Dial-a-Ride
- Six** Express routes
- One** seasonal route

123 Viva BRT vehicles

Six Viva BRT routes

Contractors

- Miller Transit
- Transdev
- Tok Transit BRT
- Tok Transit North
- Toronto Transit Commission (TTC)

Mobility Plus Services



Mobility Plus Service

Door-to-door shared ride
 Family of Services
Six Community Bus routes

Contractors

Cares Accessible	Mobility Transportations Specialists (MTS)
Royal Taxi	Can-Ar/Tok/Miller

Mobility Plus vehicles

48 Sedans	Six Community Bus routes
32 Mini vans	Six Sprinter vans
Eight Arboc buses	One MV-1 van

Accessibility for Ontarians with Disabilities Act

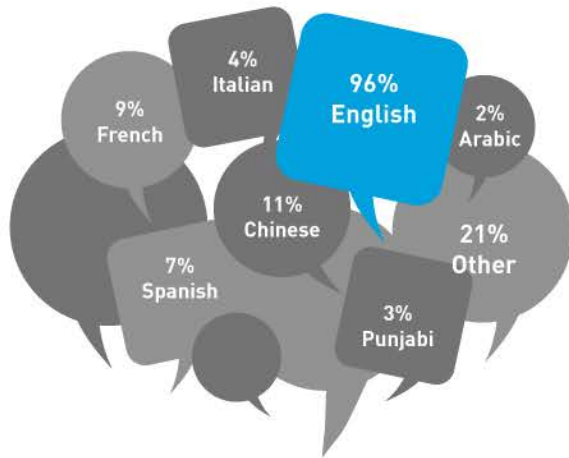


Accessibility for Ontarians with Disabilities Act

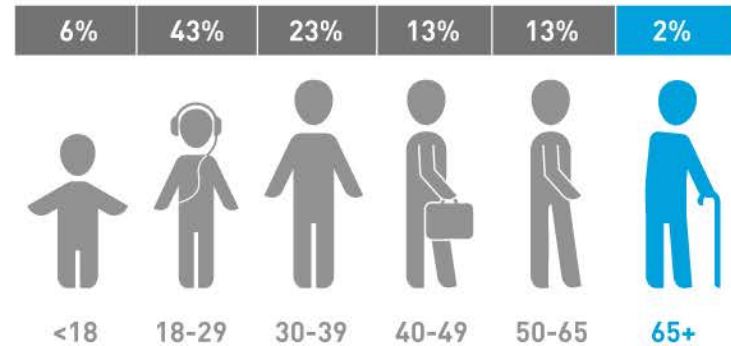


YRT/Viva Customers

Languages



Age



Primarily reason for travel



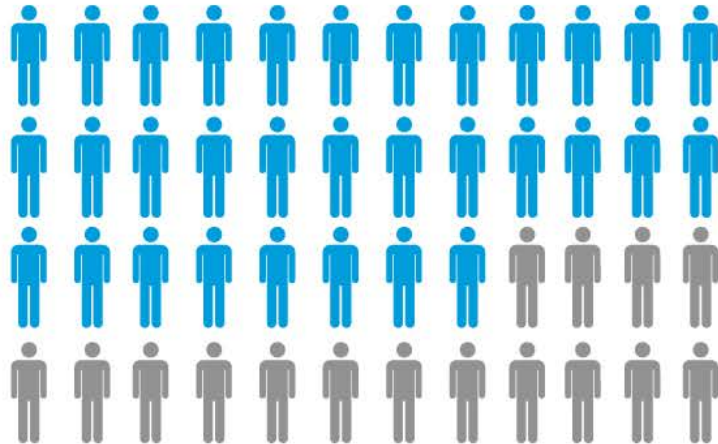
Annual income



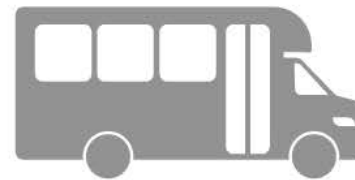
Source: October 2015 YRT/Viva Customer Satisfaction Survey

Mobility Plus Customers

There are 7,966 registered riders 65+

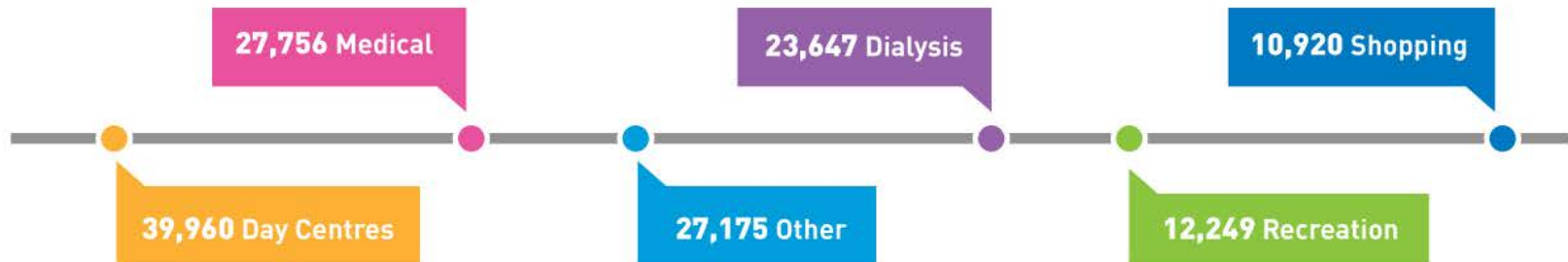


Riders 65+ took 171,497 trips

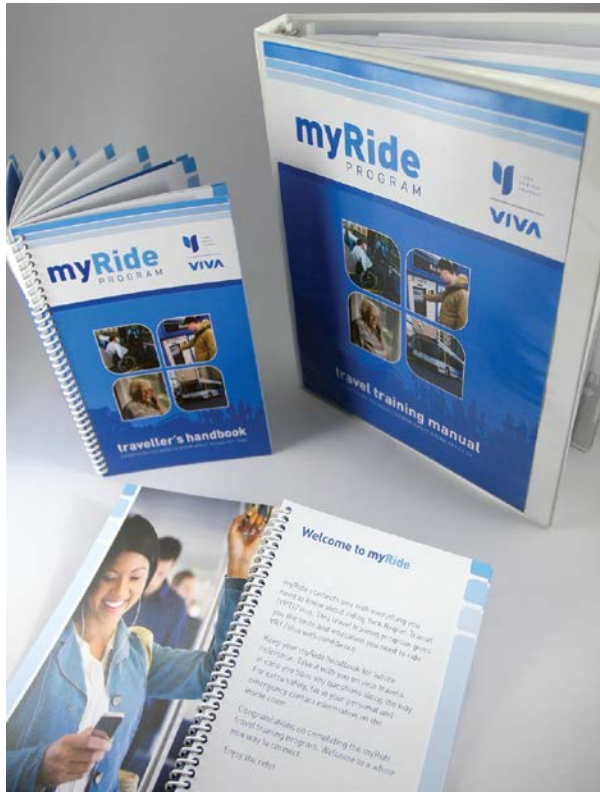


January to December 2015

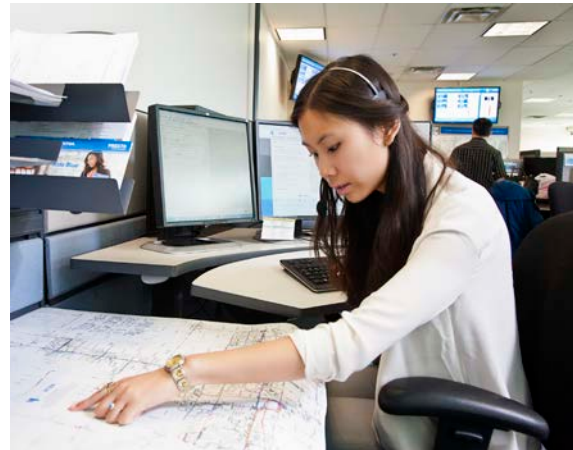
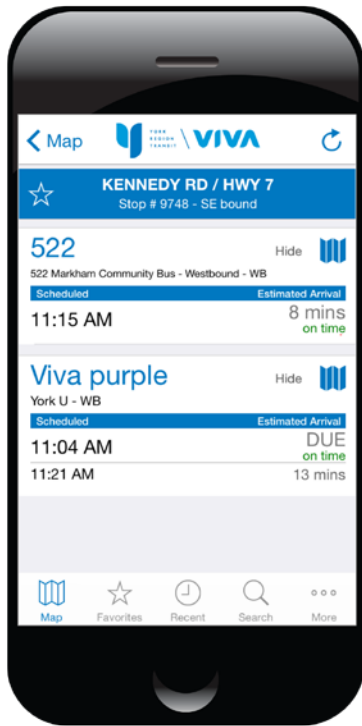
Trip Purpose (top six destinations)



Safety and Training



Trip Planning Options



Fares

Mobile Payment Options

PRESTO



2011

Mobile Payment



2016

Open Payment



2018

Mobile fare payment options increase customer convenience

YRT/Viva Fares (including Mobility Plus)

FARE CATEGORY	ADULT		STUDENT		SENIOR/CHILD		EXPRESS
	1 Zone	2 Zone	1 Zone	2 Zone	1 Zone	2 Zone	Adult Fare
PRESTO	\$3.50	\$4.50	\$2.70	\$3.70	\$2.20	\$3.20	\$4.00
Cash Fare	\$4.00	\$5.00	\$4.00	\$5.00	\$4.00	\$5.00	\$4.50
10 Tickets	\$35.00	\$45.00	\$27.00	\$37.00	\$22.00	\$32.00	\$40.00
Monthly Pass	\$140.00	\$185.00	\$105.00	\$150.00	\$59.00	\$89.00	\$162.00

Fare parity on all transit service types is required by the AODA

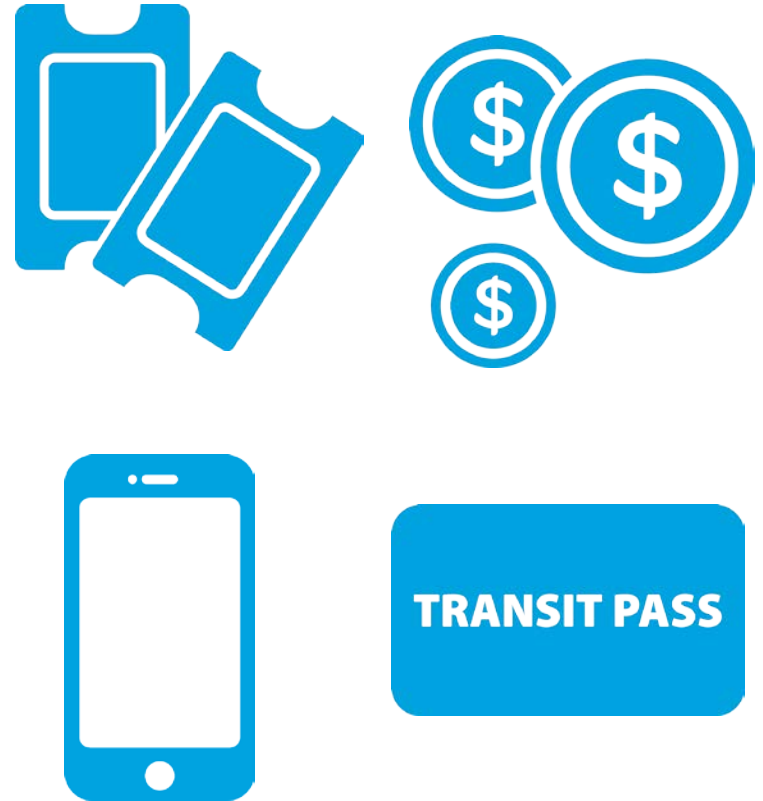
YRT/Viva Revenue by Age Category

Type	2013 (\$)	2014 (\$)	2015 (\$)
Adult	27,614,438	29,454,798	30,706,447
Senior/Child	2,188,260	2,243,937	2,447,639
Student	7,452,617	7,591,709	7,878,981
Express	214,048	141,961	126,049
GTA Weekly	5,100,518	5,334,849	5,454,675
Cash Fare	20,209,691	64,408,410	19,711,150

2015 YRT/Viva revenue through fares was \$66.3 million; 40 per cent R/C ratio

Fare Strategy

- Aligns with service improvements
- Addresses customers ability to pay
- Applied equitably across all ages
- Council directive to achieve a 45 per cent recovery to cost ratio

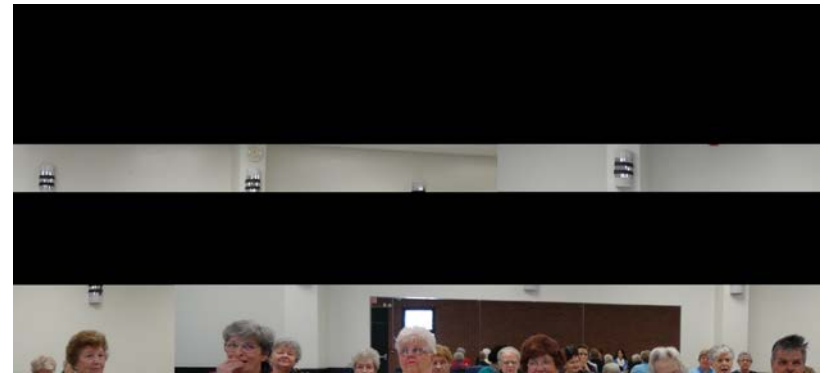


Partnerships

Region's Accessibility Advisory Committee



Community Outreach



Partnerships



CHATS
Community & Home
Assistance to Seniors



Community and Health Services
Public Health

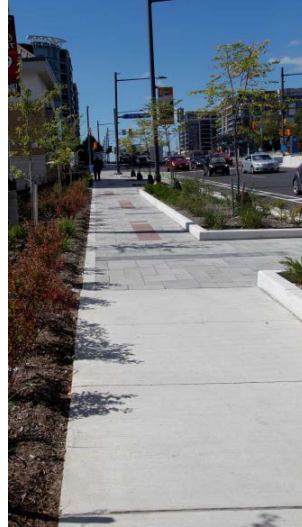


Road Infrastructure and Pedestrian Safety

Accessible Streetscaping



Accessible Intersection and Initiatives



Questions