

## 3 | Addendum to the 2015 Annual Service Plan

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To ensure that the transit system operates efficiently and is responsive to customer requests, YRT/Viva may implement service initiatives not identified within the Annual Service Plan. During implementation of the Annual Service Plan, unexpected events and requests for transit services may arise anywhere in the Region. Service initiatives may include:

- > Implementing new routes
- > Modifying existing routes
- > Modifying proposed service initiatives
- > Cancelling proposed service initiatives

When a change that is not in the Annual Service Plan, the YRT/Viva General Manager reviews the effects and outcomes of the proposed changes, ensures the change can be accommodated within the approved budget, and makes a decision on whether or not to implement the change. If approved, the proposed change is communicated to the affected municipality and the public prior to implementation.

The following chapter outlines the service initiatives implemented in 2015, not identified in the 2015 Annual Service Plan. The initiatives are listed and summarized in **Table 5**.

Table 5: Summary of Addendum to the 2015 Annual Service Plan

| Municipality  | Route                     | Service Change                                                                                     | Page |
|---------------|---------------------------|----------------------------------------------------------------------------------------------------|------|
| Richmond Hill | 84 – Oak Ridges           | Dial-a-Ride service changed to a 60-minute on-request service, effective February 2, 2015          | 10   |
| Aurora        | 32 – Aurora South         | Dial-a-Ride service changed to a 60-minute on-request service, effective February 2, 2015          | 12   |
| Georgina      | 50B – Beaverton-Pefferlaw | Service discontinued due to low ridership, effective April 19, 2015                                | 14   |
|               | 51 – Keswick Local        | Restructured to service the Woodbine Avenue/Highway 404 Park & Ride lot, effective January 4, 2015 | 16   |

### 3.1 | Town of Richmond Hill

#### Route 84 – Oak Ridges

##### Route Implementation Date:

- > Pre-amalgamation

##### Route Type/Routing:

- > Local
- > Connects the Oak Ridges and Lake Wilcox communities, operating between Bloomington Road and Sunset Beach Road to Yonge Street

##### Major Trip Generators:

- > No Frills Plaza
- > Cardinal Carter Catholic High School
- > Oak Ridges Community Centre

##### Service Changes:

- > Effective February 2, 2015, Dial-a-Ride (DAR) service on Route 84 changed to a 60-minute on-request service with a new phone number to book trips: 905-771-2232
- > Route 84 Dial-a-Ride service operates:
  - > Weekdays from 9:30 a.m. to 2:30 p.m. and from 6:30 p.m. to 9 p.m.
  - > Saturdays from 7:30 a.m. to 9 p.m.
- > Customers who want to book a trip during these periods must call 905-771-2232 at least 60 minutes in advance of their trip
- > Dial-a-Ride on Route 84 is operated by Mobility Plus. Customers can request to be picked up and dropped off at any bus stop serviced by the route. Customers are picked up in YRT/Viva accessible vehicle

##### Passenger Impacts/Options:

- > Customers who want to book a trip during Dial-a-Ride hours must do so at least 60 minutes in advance of their trip

#### Current Route Map



Housing Facilities: Nursing Home Retirement Home Social Housing

## Current Operating Period and Frequency (in minutes/number of trips):

| Early AM | AM rush hour | Midday | PM rush hour | Early evening | Late evening | Saturday | Sunday/Holiday |
|----------|--------------|--------|--------------|---------------|--------------|----------|----------------|
| 2 trips  | 34           | DAR    | 34           | DAR           | N/A          | DAR      | N/A            |

## 2014 Route Performance:

| Performance Indicator            |                           | Value   |
|----------------------------------|---------------------------|---------|
| Average route ridership          | Weekday daily             | 103     |
|                                  | Weekday rush hour         | 65      |
|                                  | Weekday non-rush hour     | 27      |
|                                  | Weekday non-rush hour DAR | 11      |
|                                  | Saturday                  | 11      |
| Average route ridership per hour | Weekday rush hour         | 8       |
|                                  | Weekday non-rush hour     | 13      |
|                                  | Weekday non-rush hour DAR | 1       |
|                                  | Saturday                  | 1       |
| Net cost per passenger           | Weekday rush hour         | \$7.94  |
|                                  | Weekday non-rush hour     | \$4.09  |
|                                  | Weekday non-rush hour DAR | \$25.26 |
|                                  | Saturday                  | \$44.93 |
| Revenue to cost ratio            | Weekday rush hour         | 26%     |
|                                  | Weekday non-rush hour     | 41%     |
|                                  | Weekday non-rush hour DAR | 10%     |
|                                  | Saturday                  | 6%      |



### 3.2 | Town of Aurora

#### Route 32 – Aurora South

##### Route Implementation Date:

- > Pre-amalgamation

##### Route Type/Routing:

- > Local
- > Operates between McClellan Way and Stone Road, with rush hour service to Seneca College King Campus. The route connects to Aurora GO Station, Yonge Street and local high schools

##### Major Trip Generators:

- > Seneca College King Campus
- > Dr. G.W. Williams High School
- > Aurora High School
- > St. Maximillian Kolbe Catholic High School
- > Cardinal Carter Catholic High School
- > Aurora Public Library
- > Aurora Town Hall
- > Aurora GO Station
- > Aurora Centre Plaza
- > Smart Centre Aurora

##### Service Changes:

- > Effective February 2, 2015, Dial-a-Ride service on Route 32 changed to a 60-minute on-request service with a new phone number to book trips: 905-771-2232
- > Route 32 Dial-a-Ride service operates:
  - > Weekdays from 7 p.m. to 11 p.m.
  - > Saturdays from 7 a.m. to 7 p.m.
- > Customers who want to book a trip during these periods must call 905-771-2232 at least 60 minutes in advance of their trip
- > Dial-a-Ride on Route 32 is operated by Mobility Plus. Customers can request to be picked up and dropped off at any bus stop serviced by the route. Customers are picked up in YRT/Viva accessible vehicle



##### Passenger Impacts/Options:

- > Customers who want to book a trip during Dial-a-Ride hours must do so at least 60 minutes in advance of their trip

## Current Operating Period and Frequency (in minutes):

| Early AM | AM rush hour | Midday | PM rush hour | Early evening | Late evening | Saturday | Sunday/Holiday |
|----------|--------------|--------|--------------|---------------|--------------|----------|----------------|
| 20       | 30           | 60     | 28           | DAR           | N/A          | DAR      | N/A            |

## 2014 Route Performance:

| Performance Indicator            |                           | Value   |
|----------------------------------|---------------------------|---------|
| Average route ridership          | Weekday daily             | 390     |
|                                  | Weekday rush hour         | 249     |
|                                  | Weekday non-rush hour     | 138     |
|                                  | Weekday non-rush hour DAR | 3       |
|                                  | Saturday DAR              | 19      |
| Average route ridership per hour | Weekday rush hour         | 10      |
|                                  | Weekday non-rush hour     | 11      |
|                                  | Weekday non-rush hour DAR | 1       |
|                                  | Saturday DAR              | 2       |
| Net cost per passenger           | Weekday rush hour         | \$6.61  |
|                                  | Weekday non-rush hour     | \$5.62  |
|                                  | Weekday non-rush hour DAR | \$42.91 |
|                                  | Saturday DAR              | \$21.89 |
| Revenue to cost ratio            | Weekday rush hour         | 30%     |
|                                  | Weekday non-rush hour     | 34%     |
|                                  | Weekday non-rush hour DAR | 6%      |
|                                  | Saturday DAR              | 12%     |

### 3.3 | Town of Georgina

#### Route 50B – Beaverton-Pefferlaw

##### Route Implementation Date:

- > June 2013

##### Route Type/Routing:

- > Base
- > Operates between Pefferlaw and Beaverton, providing select trips on weekdays and weekends connecting with Route 50 – Queensway

##### Major Trip Generators:

- > Community of Pefferlaw
- > Community of Beaverton (Durham Region)

##### Service Changes:

- > Service discontinued due to low ridership, effective April 19, 2015

##### Passenger Impacts/Options:

- > All service discontinued; no service between Pefferlaw and Beaverton

#### Previous Route Map



#### Current Operating Period and Number of Trips:

| Early AM | AM rush hour | Midday  | PM rush hour | Early evening | Late evening | Saturday | Sunday/Holiday |
|----------|--------------|---------|--------------|---------------|--------------|----------|----------------|
| 1 trip   | 1 trip       | 4 trips | 1 trip       | 2 trips       | 1 trip       | 4 trips  | 4 trips        |



## Current Route Map



## 2014 Route Performance\*:

| Performance Indicator            | Value                 |
|----------------------------------|-----------------------|
| Average route ridership          | Weekday daily         |
|                                  | Weekday rush hour     |
|                                  | Weekday non-rush hour |
|                                  | Saturday              |
|                                  | Sunday/Holiday        |
| Average route ridership per hour | Weekday rush hour     |
|                                  | Weekday non-rush hour |
|                                  | Saturday              |
|                                  | Sunday/Holiday        |
| Net cost per passenger           | Weekday               |
|                                  | Saturday              |
|                                  | Sunday/Holiday        |
| Revenue to cost ratio            | Weekday               |
|                                  | Saturday              |
|                                  | Sunday/Holiday        |

\*Route performance applies to Route 50B only



**Route 51 – Keswick Local****Route Implementation Date:**

- > September 2002

**Route Type/Routing:**

- > Local
- > Operates in Keswick connecting local destinations to The Queensway, Route 50 – Queensway, and the Woodbine/Highway 404 Park & Ride lot

**Major Trip Generators:**

- > Keswick High School
- > Our Lady of the Lake Catholic High School,
- > Woodbine/Highway 404 Park & Ride Lot (connection to GO Bus Route 67 – Keswick/ North York)
- > Georgina Library, GEM Movie Theatre
- > Georgina Ice Palace
- > Learning Centre of Georgina
- > Keswick Market Place
- > Retail shops along Woodbine Avenue
- > Glenwoods Plaza

**Service Changes:**

- > Route restructured to service the Woodbine Avenue/Highway 404 Park & Ride lot, effective January 5, 2015

**Passenger Impacts/Options:**

- > Customers can access the new GO Transit Park & Ride lot located at Woodbine Avenue/Highway 404 on weekdays
- > Route no longer services the Glenwoods Park & Ride lot at Woodbine/Glenwood Avenues due to the relocation of GO Bus Route 67 to the Woodbine Avenue/Highway 404 Park & Ride lot

**Current Operating Period and Frequency (in minutes):**

| Early AM | AM rush hour | Midday | PM rush hour | Early evening | Late evening | Saturday | Sunday/Holiday |
|----------|--------------|--------|--------------|---------------|--------------|----------|----------------|
| 43       | 45           | 86     | 45           | 34 - 53       | N/A          | 87       | N/A            |

**2014 Route Performance:**

| Performance Indicator            | Value                 |
|----------------------------------|-----------------------|
| Average route ridership          | Weekday daily         |
|                                  | 88                    |
|                                  | Weekday rush hour     |
|                                  | 57                    |
| Average route ridership per hour | Weekday non-rush hour |
|                                  | 31                    |
|                                  | Saturday              |
|                                  | 19                    |
| Net cost per passenger           | Weekday rush hour     |
|                                  | 4                     |
|                                  | Weekday non-rush hour |
|                                  | 2                     |
| Revenue to cost ratio            | Saturday              |
|                                  | 1                     |
|                                  | Weekday rush hour     |
|                                  | \$21.07               |
|                                  | Weekday non-rush hour |
|                                  | \$41.14               |
|                                  | Saturday              |
|                                  | \$67.22               |
|                                  | Weekday rush hour     |
|                                  | 12%                   |
|                                  | Weekday non-rush hour |
|                                  | 6%                    |
|                                  | Saturday              |
|                                  | 4%                    |

- > Service frequency was adjusted as follows:

- > Weekdays:
  - > Early morning and morning rush hour from 37 to 45 minutes
  - > Midday from 85 to 87 minutes
  - > Afternoon rush hour & evening from 37 to 45 minutes
- > Saturday:
  - > All day from 78 to 87 minutes

Previous Route Map



**Housing Facilities**

- Nursing Home
- Retirement Home
- Social Housing

Current Route Map



**Housing Facilities**

- Nursing Home
- Retirement Home
- Social Housing

