

MyTransit

VIVA

+ 안녕하세요 + 안녕히 가세요 + ciao + arrivederci + வணக்கம் + போய்-வரு
 До свиданья + hello + goodbye + 哈囉 + 拜拜 + Привет + До свидания + 您好 + 再
 + salut + au revoir + こんにちは + さようなら + hola + hasta luego + kumust
 नमस्ते + अलविदा + ciao + arrivederci + वणककम + पोय-वरुक + salut +

YRT/VIVA: BIGGER AND BETTER!

Starting September 6th, YRT/Viva will improve service with new routes, revised routing and schedule adjustments. Our service changes will better reflect your actual travel times and travel patterns, and will improve service overall for our riders.

Improvements include:

- > More frequent Viva service
- > New High School Specials
- > New vivastations and YRT bus stops
- > New routes and extensions to serve communities in the Town of Markham (Box Grove, Berczy, Wismer and South Unionville), the City of Vaughan (Upper Thornhill Estates and Upper Thornhill Village) and the Town of Richmond Hill (Oak Ridges)

See the back page for a list of affected services and visit our website for complete details.

Also this fall, we're making YRT/Viva work for you with new technologies and the introduction of bicycle racks on YRT/Viva vehicles. Be sure to check yrt.ca often to keep up-to-date on the latest transit news and service changes.



THE MOST SERVICE IMPROVEMENTS EVER!
 SEE BACK FOR DETAILS. PLUS: YOU SPOKE. WE HEARD YOU. CUSTOMER SATISFACTION SURVEY RESULTS INSIDE!



HOW TO YRT / VIVA :

TIPS TO KEEP YOU ON THE MOVE

How to find items lost on YRT/Viva

Please be aware of your belongings at all times. Keep all bags and purses closed and take all personal items with you before leaving the vehicle. Items lost most often include iPods, cameras and cell phones—all small in size and easily left behind.



Always make note of the YRT/Viva route you are on, the vehicle number, date and time you are travelling. YRT/Viva is not responsible for lost personal property, but in the event of a lost item, please call the contracted service operator for your route:

Contractor	Routes
Miller 905 475-1367	1, 2, 2A, 8, 9, 15, 18, 40, 41, 42, 45, 81, 82, 83/83A, 85/85A/85B, 86, 87, 90, 201, 202, 203, 224B, 240, 241, 242, 243, 244, 300, 301, 302, 303, 400, 404, 409, 410, 413, 414, 415, 416, 418, 440, 441, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452
First Group 905 895-6681	22, 31, 32, 33/33A, 34, 44, 51, 52, 53, 54, 55/55B, 56, 57/57A, 58/58A, 84A/C, 98, 220, 222, 223, 420, 421, 422, 423, 424, 425, 426, 427, 428
Tokmakjian 905 738-8469	3, 4/4A, 5, 7, 10, 11, 12, 13, 20, 23, 27, 28, 77, 98, 99, 88/88A/88E, 91/91A/91B/91E, 360, 460, 461, 462, 463, 464, 465
Veolia 905 760-2223	Viva blue, purple, pink, green, orange



YRT/Viva Customer Satisfaction Survey 2008 November 20, 2008

CUSTOMERS SPEAK THEIR MINDS

More than 7,000 YRT/Viva riders completed the 2008 Customer Satisfaction Survey last November and December. The results are now in! You provided us with valuable feedback on what matters most to you, so we can continuously improve our services.

Here's a sample of what you think we're doing well (more than 75 per cent of respondents satisfied to very satisfied):

- > Condition and cleanliness of YRT/Viva vehicles
- > Information resources, such as yrt.ca, system maps and newsletters
- > Innovative schedule information products, such as rideQuest Click and Call and Next Bus by email
- > Accessible services, such as accessible vehicles and next stop audio announcements

You also identified areas for improvement (less than 60 per cent of respondents were satisfied or very satisfied):

- > Frequency of service
- > Route hours of service

YRT/Viva staff are already putting your feedback to work:

- > YRT/Viva service hours for 2009 will increase by almost 80,000 hours from last year.
- > PLAN09, YRT/Viva's annual service plan for 2009, recommends several service changes to improve service reliability on existing routes, frequency and coverage improvements, and improved services to new and existing communities.
- > Contracts with YRT/Viva contracted service operators are reviewed quarterly, allowing staff to identify areas of success and those in need of improvement.
- > Real-time schedule signs for YRT buses and new high-tech products like real-time arrival information on yrt.ca keep customers updated on the status of their bus (coming this fall).



CONTRACTOR REPORT CARD RESULTS

Since 2005, YRT has used a Contractor Report Card program to monitor, record and score the performance of the contractors that operate YRT/Viva services. Completed quarterly, the report card scores all contractors on 22 performance standards. Some performance standards include:

- > On-time departures
- > Vehicle cleanliness
- > Ongoing bus operator training
- > Customer Service

Final 2008 scores show that YRT/Viva contractors are meeting York Region's performance expectations. Where standards are not being met, contractors and YRT/Viva staff will work together to improve, ensuring customers will continue to receive quality public transit services.



GET YOUR BIKE ON

Installation of bicycle racks on YRT / Viva vehicles will begin this fall. Once completed, riders can bring their bikes along for the ride at any time.

Installation will begin on Viva, followed by YRT, with completion scheduled for next spring. Each bike rack will hold up to two bicycles and availability is first-come, first-served.

Keep your eyes on yrt.ca for launch announcements and updates.

Bicycle racks are also available at more than 65 locations across York Region. Visit yrt.ca/facilities/bike-racks.asp for a list of bike rack locations.

vivaNext

UPDATES AT YOUR FINGERTIPS

VivaNext, York Region's plan for the next generation of rapid transit, will make it faster and easier for you to travel within York Region. In-line with keeping things rapid, the vivaNext team is making it easy for you to keep on top of the latest vivaNext news:

- > The vivaNext blog at vivanext.com/blog gives you a behind-the-scenes look at what's happening and lets you post your comments.
- > Between blog postings, you can follow all the little things vivaNext is up to with Twitter. Follow vivaNext at twitter.com/vivanext

Of course, vivanext.com is the best place to get more information about vivaNext, including project and construction updates.



SERVICE CHANGES



EFFECTIVE

SEPTEMBER 6th

YRT/Viva services are being adjusted and improved, effective **September 6, 2009**. See below for a list of affected services. Visit our website or call us for details.

REVISED ROUTES/SCHEDULES

Viva	blue, purple, pink & orange
1	Highway 7
2	Milliken
2A	14 th Avenue
3/3B	Thornhill-York U
4	Major Mackenzie
9	9 th Line
10	Woodbridge-York U
15	Stouffville Local
18	Bur Oak
22	King City
23	Thornhill Woods
31	Aurora North
32	Aurora South
34	Industrial Parkway
52	Holland Landing
58A	Leslie North via Mt. Albert
77	Highway 7-Centre
81	Inspiration
82	Valleymede
83	Trench
84A/C	Oak Ridges
86	Weldrick-Newkirk
87	Langstaff-Maple
88/88E	Bathurst/Bathurst Limited Express
90	Leslie South
91/91A	Bayview South
98	Yonge North
220	Keswick GO Shuttle
222	Aurora-Newmarket GO Shuttle
223	Newmarket GO Shuttle
224B	Woodbine
244	Beaver Creek/Commerce Valley Local
300	Business Express
589	Richmond Hill Community Bus

NEW ROUTES

42	Berczy South Unionville
45	Mingay
88A	Bathurst
91B	Bayview South
203	Milliken GO Shuttle
416	Bill Crothers H.S. STARTS AUGUST 6 TH
418	Pierre Elliott Trudeau H.S.

HIGH SCHOOL SPECIALS

High School Specials will be reinstated for the new school year beginning September 8th. The following routes will also have schedule and/or routing adjustments:

400/401	Brother Andre
404	Father McGivney
422	Huron Heights
424	Keswick STARTS AUGUST 31 ST
425	Holland Landing
450	St. Theresa
461/466	Emily Carr
462	Maple

TTC IN YORK REGION

17A	Birchmount
25D	Don Mills
37D	Islington
68B	Warden
102D	Markham Road North
105	Dufferin North
107D	Keele North
129A	McCowan North
165	Weston Road North

PUBLIC HOLIDAYS

Labour Day – Monday, September 7th
Thanksgiving Day – Monday, October 12th

Sunday/Holiday service on YRT/Viva routes, Route 77 and contracted TTC routes operating in York Region.

FOR MORE INFORMATION CALL:

LOCAL 905 762-2100 // TOLL FREE 1 866 MOVE-YRT [668-3978]

TTY TELETYPEWRITERS: LOCAL 905 881-5167 // TOLL FREE 1 866 276-7478

VISIT US ONLINE AT YRT.CA

