

7 | Next Steps

The 2017 Annual Service Plan translates the strategic direction of Moving to 2020, the YRT/Viva 2016-2020 Strategic Plan, into actions. Approval of the 2017 Annual Service Plan will be sought in the fall of 2016. Once approved, the plan will be presented to local Councils and staff, and changes will be communicated to customers and residents. The initiatives outlined in this plan will be implemented throughout 2017.

In 2017, YRT/Viva will begin preparing for the 2018 Annual Service Plan in accordance with the annual service planning and stakeholder consultation process.

The 2018 Annual Service Plan will take YRT/Viva another step closer to achieving the goals and initiatives outlined in the 2016-2020 Strategic Plan.

