

Appendix A: Glossary

Accessibility for Ontarians with Disabilities Act (AODA): The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), was passed into law by the Ontario legislature and allows the government to develop and enforce specific standards of accessibility. The standards, which are laws known as regulations, provide the details needed to help meet the goals of the AODA. The AODA is the foundation on which the accessibility standards are built.

Average Daily Ridership: Average number of passengers travelling during a given weekday.

Base Routes: Routes designated in major east/west and north/south corridors on York Region main arterial roads. They form a grid network of fixed routes connecting major destinations.

Board Period: Specific times within a year when changes to transit schedules are implemented. These changes usually occur as a result of seasonal variations in customer travel patterns.

Bus Rapid Transit (BRT): Buses operating on grade-separated roadways or dedicated lanes to transport passengers without interference from other traffic systems usually include signal priority, off-bus fare collection, level boarding (low-floor buses or high-level platforms), enhanced accessibility, and enclosed stations.

CAD/AVL: CAD (Computer Aided Dispatch) is a method of dispatching vehicles assisted by computer. AVL (Automatic Vehicle Locator) is a means of automatically determining the geographic location of a vehicle and transmitting the information to a requester.

Committee of the Whole: A Regional Committee of York Regional Council members who meet twice a month.

Community Bus Routes: Fully accessible transit services typically designed for seniors and people with disabilities who can use accessible conventional transit. Rather than follow conventional routing patterns, Community Bus Routes are specially designed to provide better access to facilities oriented to seniors and people with disabilities, for example, seniors' residences, medical facilities, community centres and shopping areas.

Dial-a-Ride (DAR): Demand-response transit service designed to provide immediate local travel within a specific travel zone, or neighbourhood where demand for transit service is limited.

Express Route: A route serving trips between two distinct points, such as subway stations and major employment areas. Express routes use the shortest route (in terms of overall travel time) between the two points. Depending on the route, intermediate stops on an overlapping base route may or may not be served.

Family of Services: The classifications of transit services that comprise the entire YRT/Viva network, including Viva, Base, Local, Express, Shuttle, Community Bus, Dial-a-Ride, and Mobility Plus services.

Frequent Transit Network (FTN): A network of corridors in urban areas where transit service typically operates at frequencies of 15 minutes or less.

Frequency: The number of buses passing a given point on a route during one hour.

GO Shuttles: Shuttle service providing local travel to GO Stations. The services are scheduled to connect with GO train schedules, and are designed to be short and direct to maximize customer convenience.

Headway: Amount of time scheduled between consecutive buses on a given route segment; how often a bus comes.

High School Specials: Routes providing access to secondary schools when there is limited availability of existing transit routes and capacity. They are designed to service high schools only for the morning and/or afternoon bell times.

Infopost: Information and communications posted at bus stops. Infoposts may include schedules, route maps, service changes, and other information.

Intelligent Transportation Systems (ITS): Advanced technologies that improve the operations, information, and communication of transit services.

Key Performance Indicators (KPI):

Quantifiable measurements used to track the success of an organization. Indicators, if implemented and monitored correctly, help define and measure progress toward both short-term and long-term organizational goals.

Mean Distance Between Failures (MDBF):

Measurement of bus mechanical reliability. MDBF provides an equal comparator regardless of fleet size. Total kilometres travelled/total road calls = MDBF.

Mobility Plus: York Region’s door-to-door, shared ride, accessible public transit service for people with disabilities who are unable to use conventional public transit due to a physical or functional disability.

Net Cost per Passenger: Net direct operating cost divided by total passenger trips.

Non-Rush Hour: Periods of the day when travel activity is generally lower and less transit service is scheduled. Non-rush hour is also referred to as off-peak hours, off-peak service hours, or off-peak period.

One-Way Trip: Travel between an origin and destination which may or may not involve transferring between buses.

Operating Periods: Time periods when different travel patterns can be identified. Unless otherwise noted, YRT/Viva operating periods and times are as follows:

- > Early AM: beginning of service until 6 a.m.
- > AM Rush Hour: 6 a.m. to 9 a.m.
- > Midday: 9 a.m. to 3 p.m.
- > PM Rush Hour: 3 p.m. to 7 p.m.
- > Early/Late Evening: 7 p.m. until end of service

Overlay Express Route: Routes that follow a conventional route, but stop only at major intersections.

Passenger Trips: A trip made by a customer travelling one-way from origin to final destination on a public transit system. As transfers are not taken into account, the trip may involve transferring from one vehicle to another.

Pre-amalgamation: The time period up to 2001 when transit services were provided by four different municipal transit agencies in York Region. In 2001, the four municipal transit systems amalgamated to form York Region Transit.

Public Information Centre (PIC): An information event for the general public to give the public an opportunity to review future transit service recommendations, and provide ideas and feedback.

Rapidway: Dedicated transit lane that enables transit vehicles to avoid traffic congestion and operate faster.

Regional Express Rail (RER): GO Transit train service that will provide two-way, all-day service in the GTA.

Revenue to Cost Ratio (R/C Ratio): Total operating revenues divided by total direct operating expenses.

Ridership: Number of rides taken using a public transit system in a given time period.

Road Call: Requirement for a replacement vehicle as a result of an in-service bus failure.

Rural Area: Area with a low population density, typically where much of the land is devoted to agriculture.

Rush Hour: Periods of the day when travel activity is generally higher and additional transit service is scheduled. Rush hour is also referred to as peak hours, peak service hours, or peak period.

Seasonal Routes: Route providing direct service to key destinations such as recreational facilities, shopping malls, and/or amusement parks. These routes are designed to accommodate travel to key destinations during peak operating periods and/or during seasonal periods of demand (e.g., summer trips to Canada’s Wonderland).

Service Span: The period of time over which service is operated (e.g., 6:00 a.m. to 10:00 p.m.). Service span often varies by weekday, Saturday, or Sunday/Holiday service.

Smart Commute: A program run by Metrolinx and the municipalities of the Greater Toronto and Hamilton Area which is focused on promoting commute choices such as carpooling, cycling and transit.

Social Media: Websites (e.g., yrt.ca) and other online means of communication (such as YouTube, Facebook and Twitter) used to share and communicate information to the public.

Stakeholder: Person or group that has an investment or interest in YRT/Viva.

Suburban Area: Residential area within commuting distance of a city. May be part of city or a separate residential community.

Travel or Running Time: Amount of time required to complete a one-way trip or portion of a trip between timing points.

Trips Not Accounted For: A performance indicator for scheduled bus trips that are missed or not accounted for. These trips are categorized as mechanical breakdowns, operators being sick or late, a delay of 20 minutes or greater due to traffic, accidents, police/fire/EMS emergencies, and inclement weather.

Urban Area: Area with a total population of at least 1,000 and at least 400 persons per square kilometre.

Variable Message System (VMS): Electronic signs at terminals and vivastations that display real-time arrival information and other valuable information such as service changes and rider alerts.

Viva: York Region's bus rapid transit service.

VivaNext: Phase two of Viva. The phase includes building independent rapidways (along Yonge Street, Highway 7, and Davis Drive) and the Spadina Subway extension into York Region.

Vivastation: Bus stop located on a Viva route.

References:

American Public Transit Association. (1994).

Canadian Urban Transit Association. (1993).
Canadian Transit Handbook Third Edition.

Canadian Urban Transit Association.
Glossary of Terms.

Department of Transportation Services, City and County of Honolulu. (2011).

Appendix B: Route Performance Assessment

Route Performance Assessment

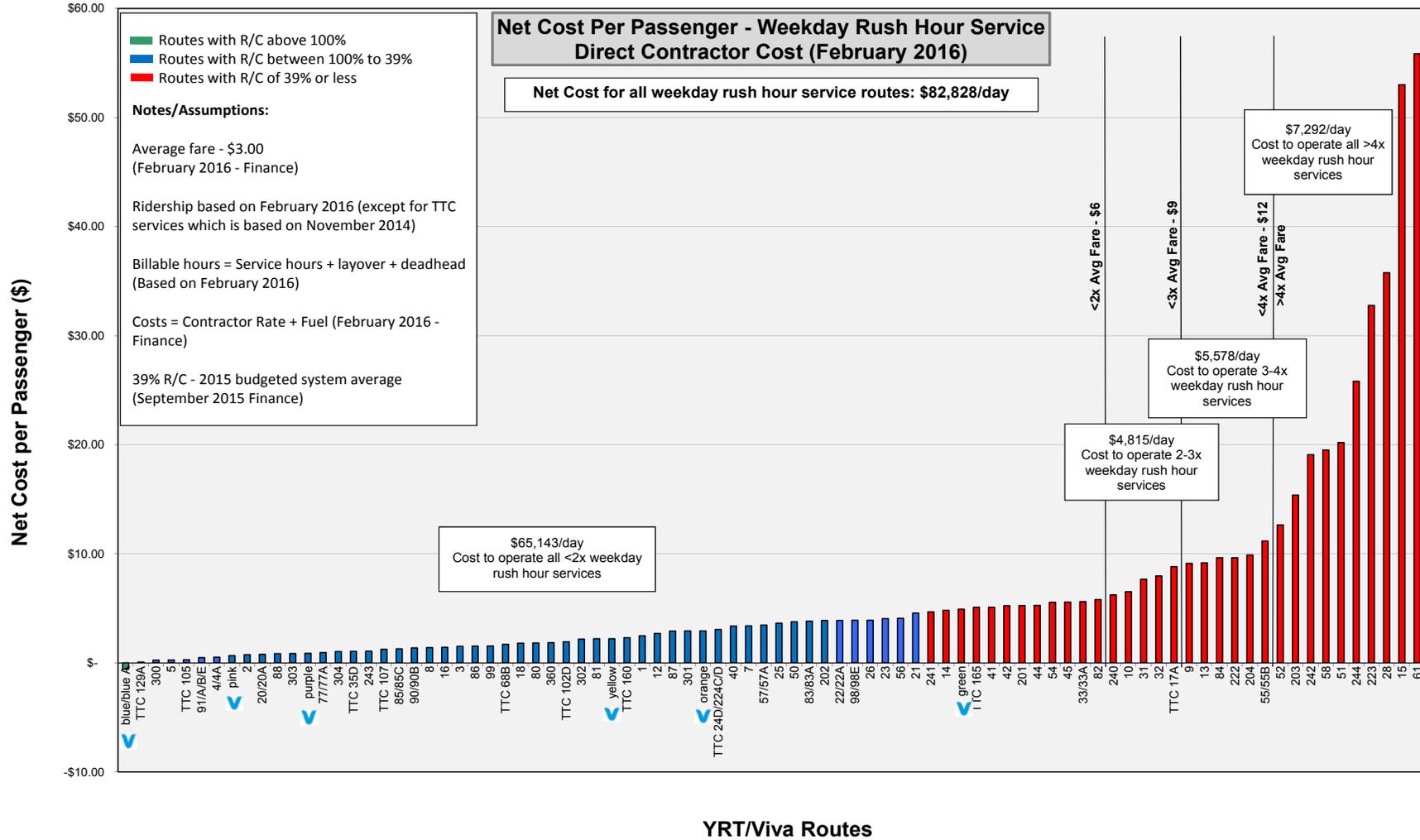
Net Cost Per Passenger – Weekday Rush Hours.....90

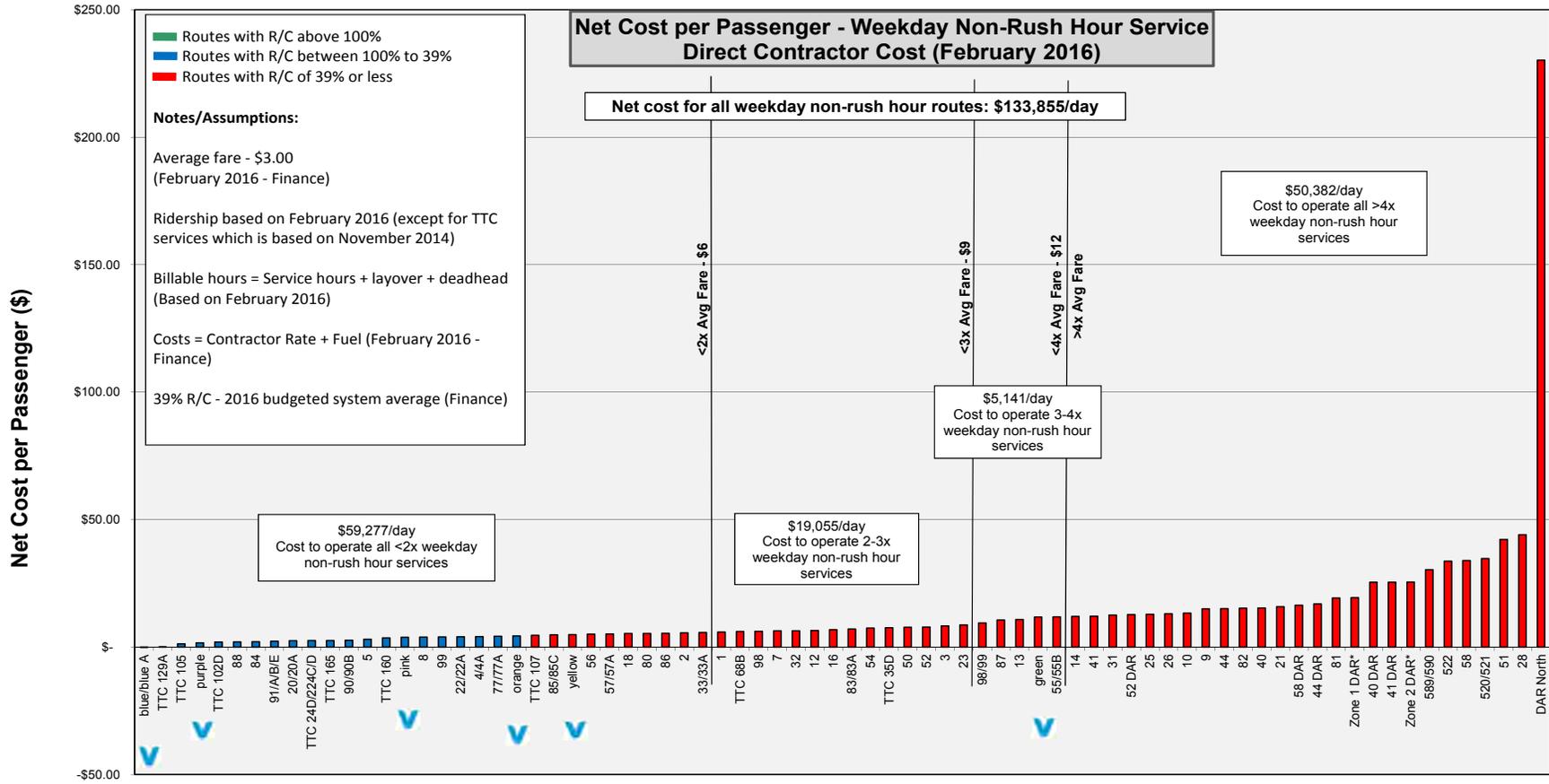
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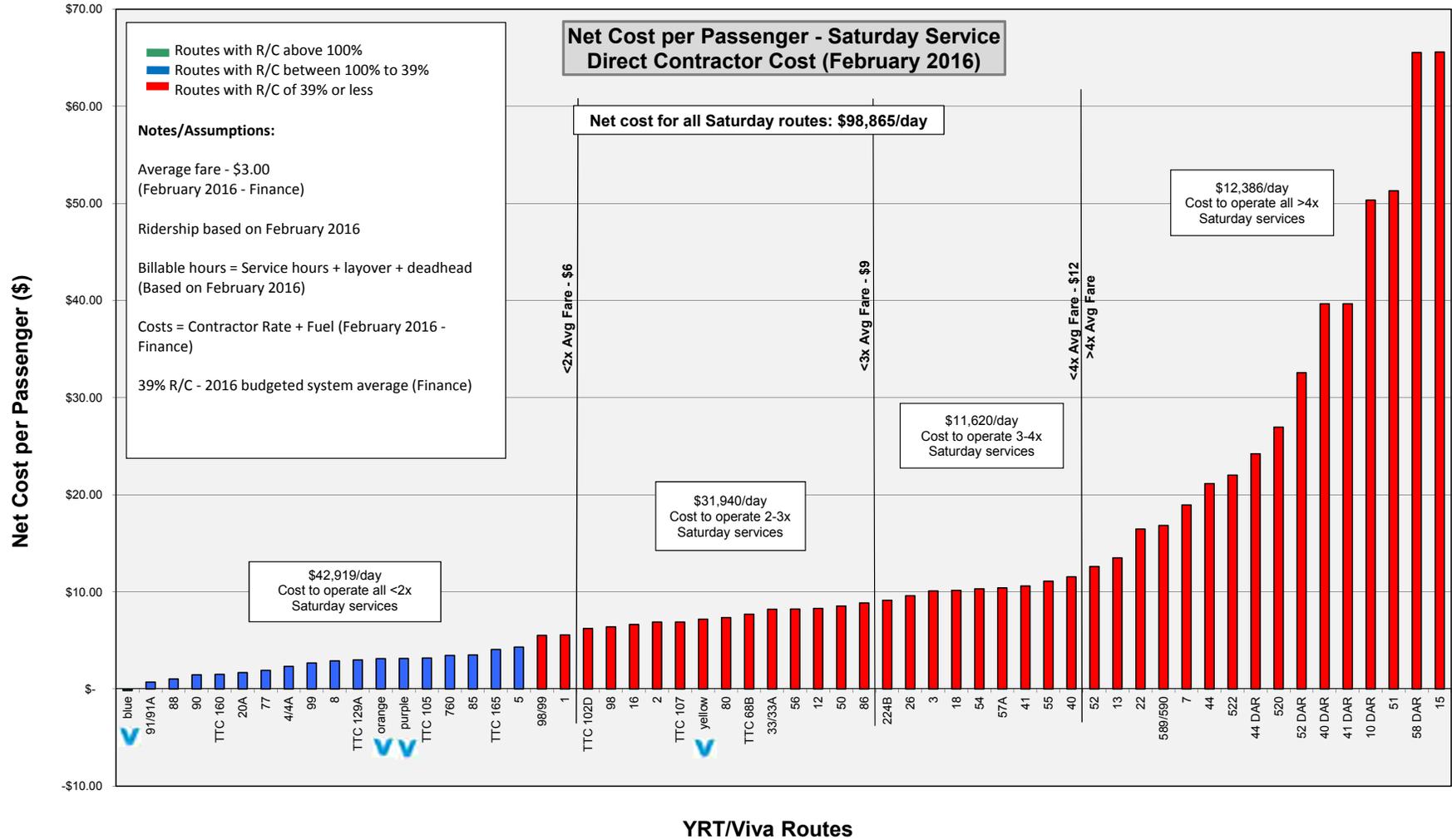
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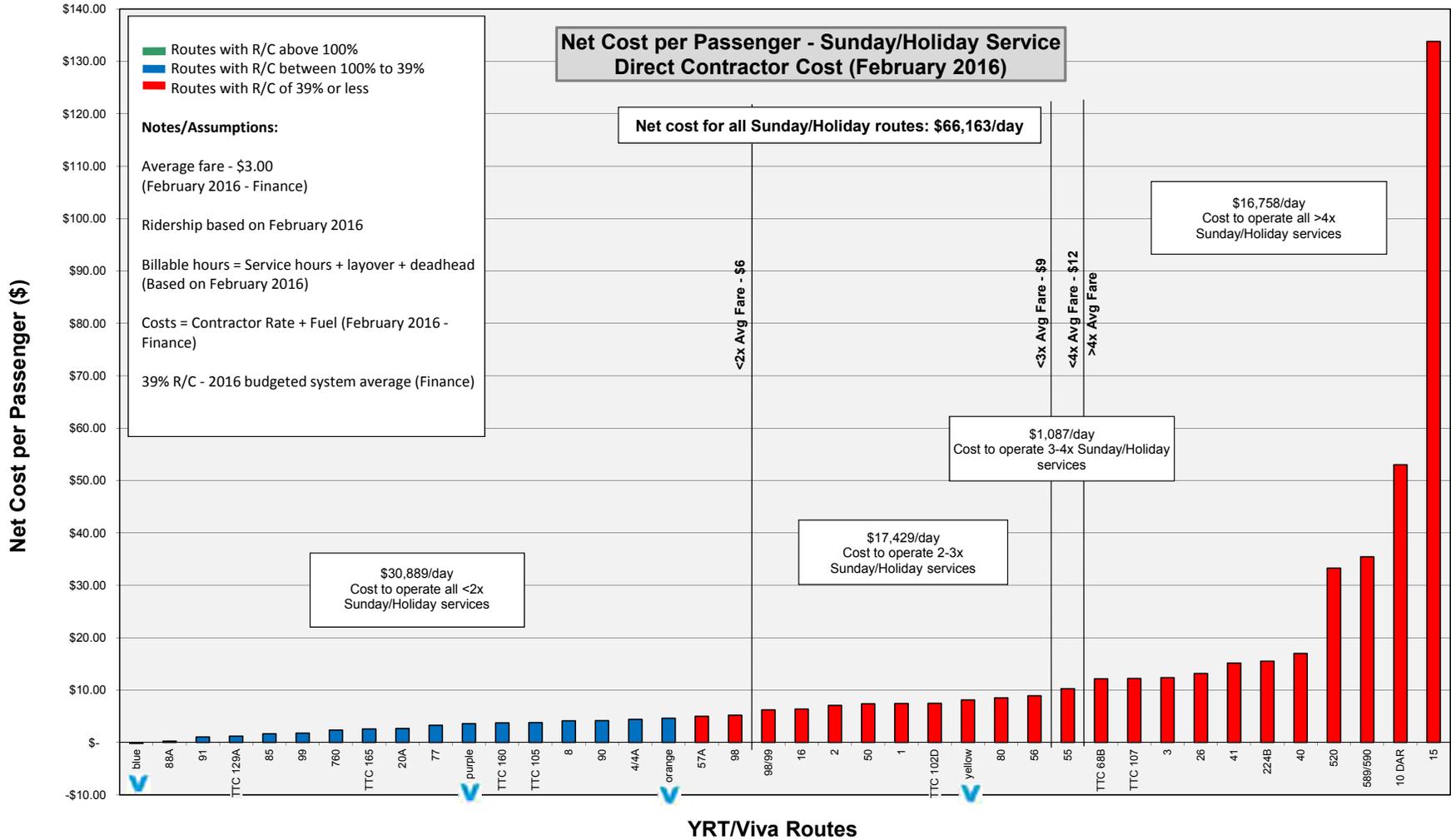


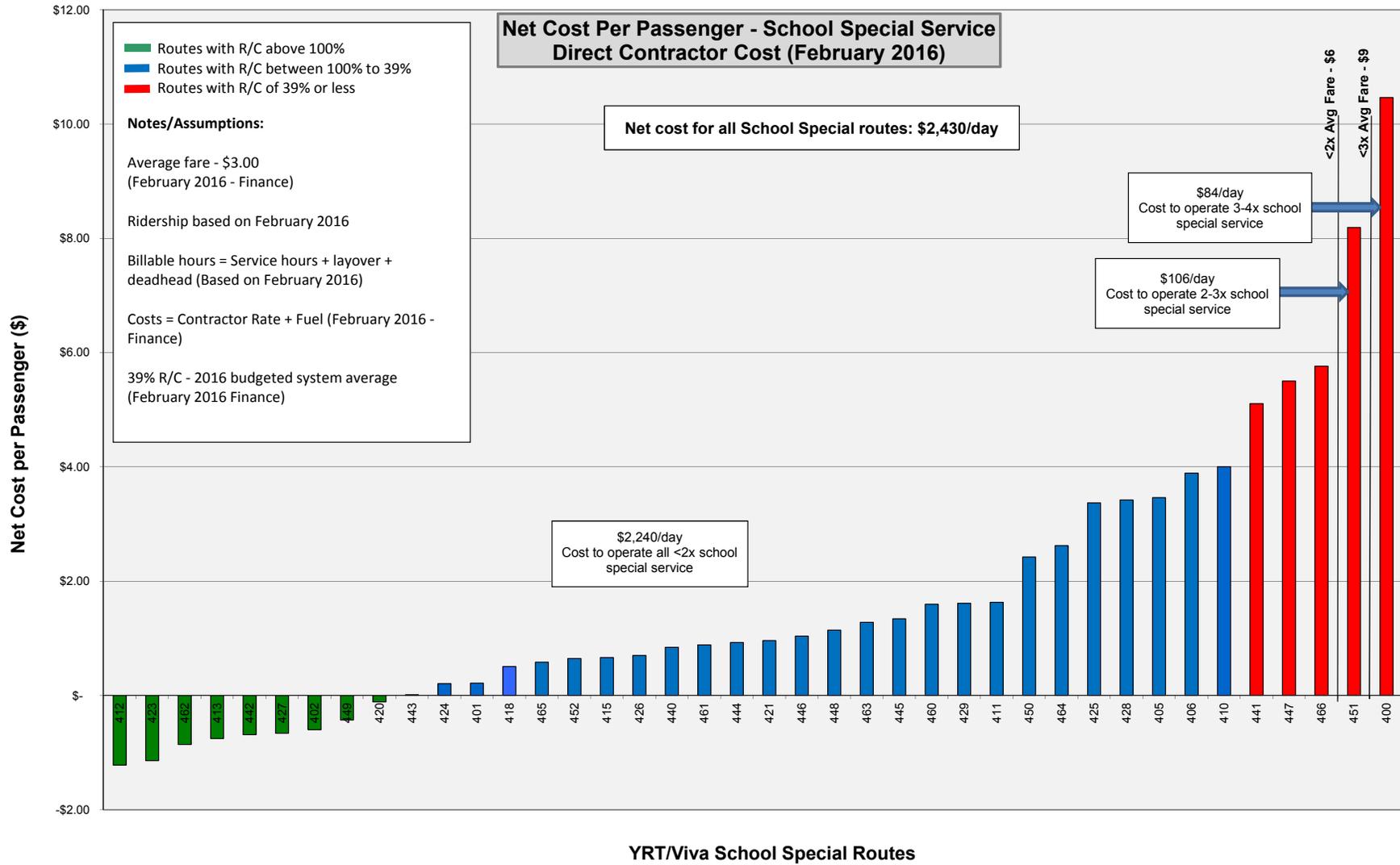


YRT/Viva Routes

*Note:
 -Zone 1 DAR is weekday midday zone-based Dial-a-ride in the Oak Ridges area (Route 84 - Oak Ridges)
 -Zone 2 DAR is weekday evening and Saturday zone-based Dial-a-ride in the Aurora and Oak Ridges area (Route 32 - Aurora South, Routes 84 - Oak Ridges)







Appendix C: Consultation Summary

Consultation Summary

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Municipal Representatives Meetings

YRT/Viva staff met with staff from all nine municipalities to receive input from municipal Planning, Development, Engineering, and Recreation staff regarding YRT/Viva recommended potential service changes identified for the 2017 operating year.

Municipal Representatives Meeting Schedule	
Date (2016)	Municipality
Wednesday, February 17	Town of Aurora
Wednesday, February 17	Town of Richmond Hill
Thursday, February 18	Town of Newmarket
Friday, February 19	City of Markham
Tuesday, February 23	City of Vaughan
Wednesday, February 24	Town of East Gwillimbury
Wednesday, February 24	Town of Georgina
Thursday, February 25	Township of King
Thursday, March 3	Town of Whitchurch-Stouffville
Wednesday, June 9	

Town of Aurora

Overview and General Discussion Items

- > An overview of the planning context for the 2017 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva Five-Year Service Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2017 Annual Service Plan, and elaborated on the Cornell Terminal, VNEP, and the Vaughan Spadina Subway Transit Strategy (SSTS).
- > YRT/Viva staff explained the recommended initiatives which have been identified thus far. Town staff was also informed that YRT/Viva has been aware of the political drive to address overflowing GO commuter parking at Aurora GO Station through improvements in local transit service, which may result in further refinement of initiatives proposed in the 2017 Annual Service Plan. YRT/Viva discussed the results from the customer survey conducted at Aurora GO Station and advised that Service Planning has been reviewing alternative options to provide service in Town of Aurora. YRT/Viva asked Town staff to collaborate with Service Planning to further discuss on how to best meet the needs of customers in the area.
- > YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's Service Planning efforts.

2017 Annual Service Plan Initiatives

YRT/Viva staff provided a summary of draft proposed initiatives for the 2017 Annual Service Plan, and received the following feedback:

- > Route 31 – Aurora North (regarding proposal to convert select trips as part of the Route 32/84 Dial-a-Ride service): No concerns.
- > Route 33 – Wellington (regarding proposal to restructure the route): Revise maps to represent the new road network.
- > Route 22A – King City (regarding proposal to implement an earlier weekday morning trip): No concerns.

Going Forward - Next Steps

YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils.

Town of East Gwillimbury

Overview and General Discussion Items

- > An overview of the planning context for the 2017 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva Five-Year Service Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2017 Annual Service Plan, and elaborated on the Cornell Terminal, Viva Network Expansion Plan, the Spadina Subway Transit Strategy, and the Frequent Transit Network.
- > YRT/Viva staff explained the recommended 2017 initiatives which have been identified thus far.
- > YRT/Viva staff explained the DAR North service design and elaborated on past and future plans for promoting the service.
- > YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's Service Planning efforts.

Town of East Gwillimbury

2017 Annual Service Plan Initiatives

YRT/Viva staff provided a summary of draft proposed initiatives for the 2017 Annual Service Plan, and received the following feedback:

- > DAR North (regarding the proposal to assume operation of service and review adjustment to service span/area): No concerns.
- > Route 50 – Queensway (regarding the proposal to conduct analysis on potential service adjustments between Sutton and Pefferlaw): No concerns.
- > Route 58 – Mount Albert (regarding proposal to restructure route in Mount Albert and Sharon): No concerns.

Town of East Gwillimbury staff advised that YRT/Viva staff contact Nick Pileggi regarding information about the Queensville subdivision

development and the proposed East Gwillimbury secondary school if Service Planning is not already in contact with the school board. Town staff further inquired about YRT/Viva’s involvement in the development approval process. YRT/Viva staff reassured that Service Planning is involved in the development application process and that recommendations are provided when warranted.

Going Forward - Next Steps

YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils.

Town of Georgina

Overview and General Discussion Items

- > An overview of the planning context for the 2017 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva Five-Year Service Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2017 Annual Service Plan, and elaborated on the Cornell Terminal, Viva Network Expansion Plan, the Spadina Subway Transit Strategy, and the Frequent Transit Network.
- > YRT/Viva staff explained the recommended 2017 initiatives which have been identified thus far.
- > YRT/Viva staff explained the DAR North service design and elaborated on past and future plans for promoting the service.
- > YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva’s Service Planning efforts.

2017 Annual Service Plan Initiatives

YRT/Viva staff provided a summary of draft proposed initiatives for the 2017 Annual Service Plan, and received the following feedback:

- > DAR North (regarding the proposal to assume operation of service and review adjustment to service span/area): Town of Georgina staff inquired about existing ridership and marketing efforts. YRT/Viva staff communicated that approximately 12 passengers utilize the service per week and that the service was promoted through travel training programs, local newspapers, and social media prior to implementation. Additional travel training continues to be provided. Furthermore, YRT/Viva staff provided Town of Georgina staff with brochures detailing the DAR North service for public distribution.
- > Route 50 – Queensway (regarding the proposal to conduct analysis on potential service adjustments between Sutton and Pefferlaw): No concerns.
- > Route 51 – Keswick Local (regarding the proposal to discontinue the last weekday southbound trip from Keswick Market Place): No concerns.

Town of Georgina

Town of Georgina staff requested further information regarding DAR North services for inclusion in their seasonal Recreation & Culture Guide. Town staff also advised that travel training should be provided to residents of Sutton-by-the-Lake and at Club 55 (senior's club) in Sutton, Keswick, and Pefferlaw. Additionally, YRT/Viva staff offered travel training for Town staff on a date and time yet to be scheduled.

Town of Georgina staff further inquired about the potential to continue service to the Recreational Outdoor Campus (ROC). YRT/Viva staff advised that they plan to continue operating winter service to the ROC in the upcoming year and that Town staff should contact YRT/Viva's Marketing and Communications team to discuss the details on the potential to continue waiving YRT/Viva fare payment for season pass holders. YRT/Viva staff requested that Town staff provide preliminary winter operating hours for the ROC in August to allow YRT/Viva staff enough time to prepare schedules, and also that the finalized hours be sent once confirmed.

Additionally, Town of Georgina staff raised concerns about the lack of concrete pads at select bus stops. YRT/Viva staff requested that Town staff provide a list of stops requiring a concrete pad and that the list will be forwarded to our Facilities group for review.

Going Forward - Next Steps

YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils.

Township of King

Overview and General Discussion Items

- > An overview of the planning context for the 2017 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva Five-Year Service Plan, YRT/Viva Annual Service Plan).
- > YRT/Viva staff discussed the objectives of the 2017 Annual Service Plan, and elaborated on major upcoming projects including VivaNext, VNEP, SSTS, FTN, and RER.
- > Explanation of Dial-a-Ride service and the DAR North initiative.
- > Description of the draft proposed initiatives for the 2017 Annual Service Plan.

2017 Annual Service Plan Initiatives

YRT/Viva staff provided a summary of the relevant draft proposed initiatives for the 2017 Annual Service Plan, as well as a review of the 2016 Annual Service Plan initiatives. The following feedback was received:

- > Route 61 – King Local (regarding the 2016 ASP initiative to convert conventional service to DAR): No concerns. Township staff stated that they could see the benefit to a more flexible service model.
- > Route 22A – King City (regarding the proposal to implement an earlier trip on weekdays to accommodate demand): No concerns.
- > Route 88 – Bathurst (regarding the proposal to increase Saturday frequency): No concerns.

Township of King

Additional Discussion Items

- > Issues of parking capacity at the King City GO Station as well as the planned parking expansion at the station, connections between GO trains and YRT/Viva service, and opening of the new Gormley GO Station. City staff noted that parking is always a concern at the GO Station, and they'd like to continue to see connections with YRT/Viva routes to provide an alternative option. It was discussed that once the Gormley GO Station opens it may draw residents from Richmond Hill who are currently driving to the King City GO Station. YRT/Viva staff mentioned that Route 22 currently connects with GO train times at King City station.
- > Township staff questioned if there were plans for GTHA transit integration. YRT/Viva staff advised that there is currently integration taking place, such as Züm service in Vaughan, local route connections between York Region, Toronto, and Brampton with planned connections to Durham. It was also noted that Metrolinx is overseeing a study on GTHA fare integration.
- > Township staff advised that they are starting to see increased interest in infill and new development within King City for low and medium density developments, predominately along the Keele Street corridor. New residential developments will also be coming online in the area immediately south of Seneca King Campus, in the Dufferin Street and 15th Sideroad area (~1,000 units).
- > It was further advised that the Township has acquired the lands and building at the former site of Holy Name Elementary School (on the south side of King Road west of Keele Street), and is expecting to move their offices to this location in 2017. Additionally, Magna International has acquired lands at King Road at Jane Street and expect to begin production in late 2017 or slightly later. It is expected that the lands will host 600 employees.

Going Forward - Next Steps

YRT/Viva staff briefly outlined the next steps needed to fulfill the mandate of the Annual Service Plan, including presenting the Annual Service Plan to Committee of the Whole and local municipal councils.

City of Markham

Overview and General Discussion Items

- > An overview of the planning context for the 2017 Annual Service Plan was provided, including discussions on background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva Five-Year Service Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2017 Annual Service Plan, and elaborated on the Cornell Terminal, VNEP, Rapidway construction along Highway 7 and Yonge Street, and Vaughan Spadina Subway Transit Strategy (SSTS).
- > YRT/Viva staff explained the recommended initiatives which have been identified thus far. YRT/Viva asked Town staff to collaborate with Service Planning to further discuss on how to best meet the needs of customers in the area.
- > YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's Service Planning efforts.
- > In addition, the following items were also discussed informally:
 - > Road widening along Highway 7 between Kennedy Road and Warden Avenue and some of the proposed/current developments.
 - > The need for additional transit services along Highway 7.
 - > Marketplace vivastation station.
 - > VivaNext construction mitigation plans along Yonge Street.
 - > Additional discussion on Cornell Terminal location/ construction/access and some of the challenges servicing the terminal if Rose Way is not extended to Bur Oak Avenue.

City of Markham

- > Parking issues at GO Stations.
- > Buttonville redevelopments and operations plans.
- > Possibility of having a bus bay/saw tooth bay at Mount Joy GO Station.

2017 Annual Service Plan Initiatives

YRT/Viva staff provided a summary of draft proposed initiatives for the 2017 Annual Service Plan, and received the following feedback:

- > No concerns were received during the meeting.

Going Forward - Next Steps

YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and

local municipal councils.

City of Markham staff requested:

- > Additional information concerning saw tooth bay at the Mt. Joy GO Station.
- > City of Markham staff requested a separate meeting to discuss some of the high density developments proposed for the future. A meeting to be set up sometime in March/April.
- > City of Markham is interested in setting up electronic information kiosk (similar to the bus departure display at Richmond Hill Centre Terminal) for all routes servicing in the vicinity of City of Markham Municipal office.

City of Vaughan

Overview and General Discussion Items

- > An overview of the planning context for the 2017 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva Five-Year Service Plan, YRT/Viva Annual Service Plan).
- > YRT/Viva staff discussed the objectives of the 2017 Annual Service Plan, and elaborated on major upcoming projects including VivaNext, VNEP, SSTS, FTN, and RER.
- > Explanation of Dial-a-Ride service.
- > Description of the draft proposed initiatives for the 2017 Annual Service Plan.

The following discussions related to the above projects was received:

- > Timing of the Spadina subway extension and the VMC station:
 - > City of Vaughan staff questioned when the subway in Vaughan would be operational and when the VMC station would open. YRT/Viva staff advised that the public information states that the subway will open in Q4 2017. There was some discussion that while the subway is expected to be operational in late

2017, the station building itself may not be functional until a later time frame. It was further explained that YRT/Viva route adjustments to integrate with the subway are planned for Q1 2018, however, this can be adjusted to coordinate with the timing of the subway.

- > Timing of the new station at Major Mackenzie Drive and Jane Street, and service to the new hospital:
 - > City of Vaughan staff questioned when this station would open and questioned if YRT/Viva routes would provide service within the hospital site. YRT/Viva staff will follow up on the current timing of the new station, and advised that service within the hospital will be considered based on factors such as additional operating costs, and noted that the hospital site would be well serviced by routes on-street.

City of Vaughan

- > Service to York University:
 - > City of Vaughan staff questioned how the University will be serviced following the SSTS. YRT/Viva staff explained that service from the east side of Vaughan will be redirected to service the subway stations at York University and Pioneer Village. Service in west Vaughan will largely be realigned to service the VMC station. Viva purple service will be replaced by a new express conventional route operating between York University and Richmond Hill Centre Terminal.
- > Dial-a-Ride service:
 - > City staff asked if P3s (private-public partnerships) have been considered for the provision of DAR service. It was explained that such relationships already exist with some of the Region's Dial-a-Ride contracts.

2017 Annual Service Plan Initiatives

YRT/Viva staff provided a summary of draft proposed initiatives for the 2017 Annual Service Plan, and received the following feedback:

- > Route 4/4A – Major Mackenzie (regarding the proposal to improve midday frequency): No concerns.
- > Route 22A – King City (regarding the proposal to implement an earlier trip on weekdays to accommodate demand): No concerns.
- > Route 23 – Thornhill Woods (regarding the proposal to eliminate weekday service after 10 p.m., and restructure the route to remain on local roads north of Rutherford Road once the road network is built out): It was questioned if DAR service would be implemented if conventional service were eliminated. YRT/Viva staff noted that this would not be likely given the low demand, short time span of eliminated service, and availability of service on adjacent corridors; however, surveys will be conducted to determine needs of the six impacted passengers.
- > Route 85/85C – Rutherford (regarding the proposal to eliminate the 85C branch and extend 15 minute service to Napa Valley Avenue): No concerns.
- > Route 88 – Bathurst (regarding the proposal to increase Saturday frequency): No concerns.

Additional Discussion

- > New development along the Islington Road corridor (and Nashville area):
 - > City staff noted the expansion of development in the area and questioned if there were plans to extend service to the area. YRT/Viva staff mentioned that the existing road conditions posed some challenges to implement service in the near future, and mentioned that shuttle service could be an option.
- > Keele Street intensification (through the Rutherford Road and McNaughton area):
 - > City of Vaughan staff noted that there are many infill projects planned in this area, and questioned when transit improvements would be seen in this corridor. YRT/Viva advised that TTC Route 107 – Keele, and YRT Route 22A – King City currently provide fairly high frequency along Keele Street, and noted that further frequency improvements are planned for 2018 under the FTN.

Going Forward - Next Steps

YRT/Viva staff briefly outlined the next steps needed to fulfill the mandate of the Annual Service Plan, including presenting the Annual Service Plan to Committee of the Whole and local municipal councils.

Overview and General Discussion Items

- > An overview of the planning context for the 2017 Annual Service Plan was provided, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva Five-Year Service Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2017 Annual Service Plan, and elaborated on the Cornell Terminal, VNEP, the Vaughan Spadina Subway Transit Strategy (SSTS).
- > YRT/Viva staff explained the upcoming service changes in Town of Newmarket (i.e. June 2016 board period route restructures, Pulse system, Newmarket Zone Bus).
- > YRT/Viva staff explained the recommended initiatives which have been identified thus far.
- > YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's Service Planning efforts.

2017 Annual Service Plan Initiatives

YRT/Viva staff provided a summary of draft proposed initiatives for the 2017 Annual Service Plan, and received the following feedback:

- > DAR North (regarding proposal to implement all day weekday service): No concerns
- > Route 22A – King City (regarding proposal to implement an earlier weekday morning trip): No concerns
- > Route 50 – Queensway (regarding proposal to discontinue service in Pefferlaw): No concerns
- > Route 58 – Mount Albert (regarding proposal to restructure route in Mount Albert and Sharon): No concerns
- > Route 421 – Newmarket High School and Route 427 – Sacred Heart School Special: Concern for students currently crossing Carlson Drive to access bus stop on Lemar Road. YRT/Viva advised that the concern will be addressed with the proposed route restructure.

Town of Newmarket staff further advised a spring community open house will be held in May 2016, where they are looking to have a bus on-site for the event. YRT/Viva staff agreed to connect the Marketing and Communications group with the Town of Newmarket Staff to promote service on the day of the event. Town staff also advised that they will be meeting with Metrolinx to discuss Mobility hubs and suggests that YRT/Viva look more closely into feeding into the gateway hub at Newmarket GO Station.

Going Forward - Next Steps

YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils. Town of Newmarket staff have been provided an electronic copy of the presentation, and the date and times of the Newmarket PIC. The Town of Newmarket staff requested a copy of the ridership stats along the Davis Drive corridor which will be prepared shortly.

Town of Richmond Hill

Overview and General Discussion Items

- > An overview of the planning context for the 2017 Annual Service Plan was provided, including discussions on background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva Five-Year Service Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2017 Annual Service Plan, and elaborated on the Cornell Terminal, VNEP, Rapidway construction along Highway 7 and Yonge Street, and Vaughan Spadina Subway Transit Strategy (SSTS).
- > YRT/Viva staff explained the recommended initiatives which have been identified thus far. YRT/Viva asked Town staff to collaborate with Service Planning to further discuss on how to best meet the needs of customers in the area.
- > YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's service planning efforts.
- > In addition, the following items were also discussed informally:
 - > Discussions concerning Lake to Lake cycling route and walking trail.
 - > Current Dial-a-Ride services and operating areas.
 - > Where in Richmond Hill if/when Dial-a-Ride services would operate.
 - > Timeline for Viva orange services to the Finch GO Bus Terminal.
 - > York University operations plan once the Spadina Subway extension is completed.
 - > Viva silver routing and major generators.

2017 Annual Service Plan Initiatives

YRT/Viva staff provided a summary of draft proposed initiatives for the 2017 Annual Service Plan, and received the following feedback:

- > Route 22/22A – King City: Customers would like to have options to travel to York University from Newmarket on one bus.
- > Route 84 – Oak Ridges: Town expressed support to the proposal to extend service to the Gormley GO Station and understood the challenges servicing the community. In addition, requested to include the new subdivision east of Bayview Avenue, and north of Old Colony Road.
- > Route 244 – Beaver Creek Shuttle: Town inquired as to why wait until 2017 to discontinue services if the performance of the route is poor.

Going Forward - Next Steps

YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils.

Town of Richmond Hill staff requested:

- > Additional information concerning VNEP (proposed timeline) and timeline for Rapidway construction along Yonge Street and Highway 7
- > Electronic version of the 2016 Annual Service Plan and Moving to 2020.
- > Additional information concerning political request to provide transit services inside the St. Theresa of Lisieux Catholic High School property.
- > Requested contact information and support from YRT/Viva in implementing crosswalk/installing traffic lights at select intersections along Bathurst Street to help passengers cross the street safely.

Overview and General Discussion Items

First Meeting

- > An overview of the planning context for the 2017 Annual Service Plan was provided, including discussions on background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva Five-Year Service Plan, YRT/Viva Annual Service Plan and VNEP).
- > YRT/Viva staff discussed the objectives of the 2017 Annual Service Plan, and elaborated on the Cornell Terminal, VNEP, Rapidway construction along Highway 7 and Yonge Street, and Vaughan Spadina Subway Transit Strategy (SSTS).
- > YRT/Viva staff explained the recommended initiatives which have been identified thus far. YRT/Viva asked Town staff to collaborate with Service Planning to further discuss on how to best meet the needs of customers in the area.
- > YRT/Viva staff provided an overview of the public consultation and outreach campaigns which support YRT/Viva's service planning efforts.
- > In addition, the following items were also discussed:
 - > Availability of GO (both train and bus) services to/from Whitchurch-Stouffville.
 - > Parking issues at GO Stations.
 - > 2016 plan to convert existing conventional Route 15 – Stouffville weekend services to Dial-a-Ride service.
 - > How the DAR services are operated and the responsibility of customers.
 - > Some of the challenges facing YRT/Viva in educating the residents of the availability of transit services and connections it provides.
 - > Additional discussion on the Cornell Terminal location/ construction/access and some of the challenges servicing the terminal if Rose Way is not extended to Bur Oak Avenue.

2017 Annual Service Plan Initiatives

First Meeting

YRT/Viva staff provided a summary of draft proposed initiatives for the 2017 Annual Service Plan, and received the following feedback:

- > Staff requested a fixed conventional route instead of DAR type of service for the town.
- > If DAR is the only option, town staff requested a zone based DAR rather than stop to stop/route based DAR service.
- > In response to FTN initiatives, town staff pointed to the TMP which mentions 9th Line as a frequent transit corridor. YRT/Viva responded by stating the TMP is a long term plan looking to implement services by 2041 whereas the 2016-2020 Strategic Plan is a mid-range plan.

Second Meeting

YRT/Viva staff provided a summary of draft proposed initiatives for the 2017 Annual Service Plan, and received the following feedback:

- > Route 9 – 9th Line (regarding proposals to extend services further south to the Riverwalk area in the City of Markham and implementation of Saturday Dial-a-Ride service)
 - > No comments/concerns received regarding the proposal.
 - > One of the staff inquired about the Route 9 direction of travel within Stouffville.
- > Route 15 – Stouffville (regarding proposal to increase frequency from 70 minutes to 35 minutes to provided select connections with the GO trains at Gormley GO Station)
 - > No comments/concerns received regarding the proposal.
- > Route 509 – Stouffville Community Bus (regarding proposal to implement new community bus within Stouffville)
 - > No comments/concerns received regarding the proposal.

Town of Whitchurch-Stouffville

Additional discussion

Second Meeting

- > Bus stop placement and existing bus stops within Stouffville were discussed.
- > Staff inquired about better communication plan between the Region and municipalities regarding upcoming changes.
- > Discussion about how the trip schedules are provided to customers.
- > Staff inquired about transit service to Musselman Lake.
- > Staff provided additional information on high density development within Stouffville.
- > Additional discussion on the DAR North implementation and future plans.

Going Forward - Next Steps

First Meeting

YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils.

Town of Whitchurch-Stouffville staff requested:

- > Midday local service for seniors to travel within town similar to community bus service provided in Markham, Richmond Hill and Newmarket
 - > Service Planning staff to explore the request further.
 - > Staff to provide possible destinations, routing plan and costing shortly.

Second Meeting

YRT/Viva staff outlined the next steps needed to fulfill the mandate of the Annual Service Plan, including the need for building strong stakeholder partnerships, pursuing effective outreach initiatives, and presenting the Annual Service Plan to Committee of the Whole and local municipal councils.

Stakeholder Meetings

At the stakeholder meetings, YRT/Viva staff presented an overview of the planning context for the 2017 Annual Service Plan, including discussion of background strategic planning documents and studies (e.g. Vision 2051, TMP, YRT/Viva Five-Year Service Plan, YRT/Viva Annual Service Plan and VNEP).

YRT/Viva staff further discussed the objectives of the 2017 Annual Service Plan, and elaborated on the Cornell Terminal, VNEP, Rapidway construction along Highway 7 and Yonge Street, the Vaughan Spadina Subway Transit Strategy (SSTS), and the Frequent Transit Network (FTN), and Dial-a-Ride services. Finally, staff reviewed relevant draft 2017 service plan initiatives.

Stakeholder Workshop Schedule

Date (2016)	Stakeholder Group
Wednesday, March 2	Neighbouring transit partners
Wednesday, March 9	York Region department representatives/Regional stakeholders
Tuesday, March 22	Contractors
Wednesday, March 26	Various key stakeholders
Thursday, April 7	Student transportation services

Transit Partners

Staff received the following comments regarding the 2017 Annual Service Plan:

- > Will Viva silver turn around in the Richmond Hill GO Station?
- > Finch station is exceptionally tight right now with limited bus bays. GO Transit has concern regarding layover of YRT buses and the platform issue at Finch station.
- > Connections with Route 50 – Queensway need to be discussed with Durham Region
- > Platform sizes at VMC will need to be discussed.
- > What will the frequency of SSTS buses be following the opening of the Spadina Subway extension in York Region?
- > With the construction of Cornell Terminal, where are people travelling to the terminal going to park?
- > Will Route 33 layover at the Aurora Park and Ride facility?
- > Metrolinx staff advised that demand is very dispersed in the Beaver Creek employment area.

In addition, attendees at the meeting discussed the following to varying degrees of detail:

- > Brampton Transit plans to terminate Route 501 at the VMC station following the opening of the Spadina Subway extension. Where the 501A terminates depends on the fare integration strategy.
- > GO Transit plans to discontinue Route 66 – Newmarket/Yorkdale and Route 60 – Canada’s Wonderland when the Spadina Subway extension opens. This service will likely be replaced with a new route connecting Barrie to the new 407 subway station which will not service Newmarket.

- > Regarding the Gormley GO Station:
 - > There will be 18 hours of service into Gormley GO Station between trains and buses.
 - > Parking will hold about 800 vehicles.
 - > Richmond Hill to Gormley service will have peak hour only service.
- > Metrolinx staff provided an update on proposed timelines for implementation of Regional Express Rail.
- > Metrolinx advised that when commenting on designs for GO Station expansion, transit agencies should ensure that their requests accommodate needs over the next 25 years. The design of station parking structures often preclude expanding bus loops in the future
- > GO will be conducting a GO Bus Growth Strategy review, with a five-year and 10-year horizon.
 - > The study will focus on interregional service, moving away from intraregional.
- > GO will also be conducting a Bus Bay Management study, focusing on how buses connect at GO Stations.
- > The York University Subway Routing Plan was discussed.

Regional Stakeholders

The following comments were received during the presentation:

- > Will Viva silver turn into the proposed hospital at Jane/Major Mackenzie? For now, it will stop on-street.
- > How does the 407 subway station fit into the system? We will service it, along with GO Transit and Brampton Transit.
- > Is Dial-a-Ride a shuttle?

Staff from other departments gave an update on their projects which included:

- > Integration of transit infrastructure in the EA design of road projects
 - > Going forward the Region will strive to construct complete streets
 - > A part of the TMP update is to assumed boulevard responsibilities, and look to fill in gaps in sidewalks
- > Housing has developed a commuter profile which may be useful
 - > Just opened a building on Yonge, 135 parking spaces for 200 unites, not enough parking
 - > Looking to develop something on Woodbridge Avenue
 - > Partnering with Minto to develop a 490 unit building in Markham by Highway 7 and the Stouffville GO line rail crossing
 - > No housing facilities in King, Stouffville or East Gwillimbury for affordable housing
- > Transportation Asset Management
 - > Create state of infrastructure report, and strategize how to fund renewal plans

> Transportation Planning

- > The Highway 427 extension to Major Mackenzie may affect boundary roads, and routes such as the Route 77/77A
- > Developing a congestion management plan, which replaces the ITS plan
- > Developing a strategy on collecting KPI's on the network

> Traffic Operations

- > New fees for permits for closing lanes. Money will go towards mobile signs, extra buses.
- > Switching over signal control system, going towards GPS based
- > Focusing on corridors in the lower portion of the region

> Road Operations

- > Focus shifting from just roads to transit and roads
- > Starting a snow strategy, where to put the snow

> Accessibility

- > Cornell Terminal should go to the accessibility committee for comment

Contractors

The following comments were received during the presentation of the 2017 Annual Service Plan:

- > Route 88 – Bathurst: Potential need to increase frequency on Sundays/Holidays in 2017

In addition, attendees at the meeting discussed the following to varying degrees of detail:

- > Potential to implement express service from Newmarket to Seneca College/York University

- > Converting the last southbound Route 51 – Keswick Local trip into a southbound Route 50 – Queensway trip before going back to the garage
- > Miller Transit requested a summary of service initiatives/fleet requirements being implemented in 2016 so they can begin driver training

Key Stakeholders

During the presentation, the following questions/comments were discussed:

- > How does YRT/Viva connect with Metrolinx’s services?
- > Why is Metrolinx planning to provide two-way all day service terminating at Aurora rather than Newmarket?
- > How does the Ride-to-GO program work?
- > Will Viva service Humber College bus terminal?
- > Is YRT/Viva planning to connect with the Finch West LRT service?
- > How will fares be integrated with the opening of the Vaughan Spadina Subway extension?
- > How will YRT/Viva be promoting the FTN network?
- > Is Dial-a-Ride service expected to be comparable to services such as Uber?
- > Where can the public find more information about YRT/Viva’s Dial-a-Ride services?
- > Will Sunday/holiday service be provided at Seneca King Campus?

Furthermore, YRT/Viva offered the possibility of providing a shuttle service from employment areas to major hubs accessible to transit service. Additionally, YRT/Viva advised employers to contact YRT/Viva in the event that connection times to employment areas are negatively impacted due to construction activity.

In addition, attendees at the meeting discussed the following to varying degrees of detail:

- > The expansion of the Seneca College King Campus is expected to be complete by 2018.
- > Bus shelter request at a stop servicing Seneca Newnham Campus.
- > The key stakeholders are willing to share available employee or student origin-destination data with YRT/Viva.
- > How YRT/Viva staff determine demand for service and the process of reaching out to employers.

Student Transportation Services

No comments were received during the presentation of the 2017 Annual Service Plan.

Attendees at the meeting discussed the following to varying degrees of detail:

- > Not aware of any new high schools being planned for 2017, a new school is planned in the Cornell area of Markham around

2018

- > Not aware of any changes to bell times
- > Rate of new students is declining, especially in the Catholic Board

Public Information Centres

Staff from York Region Transit held nine Public Information Centres (PICs) from March 22 to April 12, 2016 to receive comments on proposed transit initiatives for 2017. All PICs were held from 4:00 p.m. to 8:00 p.m. 1,117 residents and councillors attended the nine PICs. Residents attending the PIC had an opportunity to obtain and register a fee-waived PRESTO card. A sign language interpreter was present during the events.

Public Information Centres Schedule

Date (2016) 4 p.m. to 8 p.m.	Municipality	Location
Tuesday, March 22	Markham	Markham Civic Centre
Wednesday, March 23	East Gwillimbury	E.G. Sports Complex
Tuesday, March 29	Georgina	Georgina Ice Palace
Wednesday, March 30	Newmarket	Newmarket GO Bus Terminal
Thursday, March 31	Aurora	Aurora Public Library
Tuesday, April 5	Whitchurch-Stouffville	Whitchurch-Stouffville Municipal Office
Wednesday, April 6	Vaughan	Vaughan Mills Mall
Thursday, April 7	Richmond Hill	Richmond Hill Centre Terminal
Tuesday, April 12	King	King City Plaza

City of Markham

Attendance

- > 131 residents, including Mayor Frank Scarpitti, Deputy Mayor Jack Heath, Regional Councillor Nirmala Armstrong and Rose Mittleholzer (Executive Assistant to Councillor Karen Rea)

Feedback Regarding the 2017 Annual Service Plan

- > Customers, along with Deputy Mayor Jack Heath and Rose Mittleholzer, expressed concern regarding the reduction in operating days on Route 522 – Markham Community Bus to operate the service three days per week instead of six days per week. One Customer mentioned she will be starting a petition to maintain the services as is.
- > Received multiple support to increase rush hour frequency on Route 2 – Milliken, Route 16 – 16th Avenue and TTC Route 68B – Warden
- > Received support for proposed Saturday Dial-a-Ride services on Route 9 – 9th Line

General Comments/Requests

- > Discontinue weekend Route 2 – Milliken service to Box Grove Plaza
- > Discontinue Route 4 – Major Mackenzie service to Vaughan Mills Mall
- > Provide Sunday/Holiday service on Route 5 – Clark
- > Provide Sunday/Holiday service on Route 7 – Martin Grove
- > Extend Route 8 – Kennedy service to Scarborough Town Centre
- > Extend Route 9 – Ninth Line service to University of Toronto Scarborough Campus and extend service further north to Bayberry Street. Provide Route 9 services seven days a week
- > Provide Sunday/Holiday service on Route 13 – Islington
- > Restructure Route 14 – 14th Avenue to service Unionville GO Station. Replace current Route 14 service west of Kennedy Road with a new route/branch to Woodbine Avenue
- > Extend Route 14 – 14th Avenue along Rivera Drive, 14th Avenue, Hood Road and Denison Street to compensate for the loss of TTC Route 224C – Victoria Park North

- > Extend Route 15 – Stouffville to Bernard Terminal and further east to York-Durham Line
- > Extend Route 15 – Stouffville to King GO Station via King-Vaughan Road
- > Discontinue Route 16 – 16th Avenue service along 9th Line and Bur Oak Avenue
- > Replace TTC Route 17A – Birchmount with YRT/Viva operated route
- > Provide Sunday/Holiday service on Route 22A– King City
- > Introduce new express services on Route 24 – Woodbine services (scheduled to start on June 19, 2016)
- > Extend TTC Route 24D/224D – Victoria Park North to 14th Avenue but do not charge passengers the double fare
- > Extend Route 33 – Wellington to Bathurst Street and provide Sunday/Holiday service
- > Provide Sunday/Holiday service on Route 54 – Bayview
- > Replace TTC Route 68B – Warden with YRT/Viva route and extend services to Don Mills Station
- > Introduce new Route 77 – Highway 7 branch and extend service to Richmond Hill Centre Terminal
- > Rename/renumber Route 83A – Trench (passenger found the route to be confusing)
- > Extend Route 84 – Oak Ridges to Seneca King Campus and King GO Station during rush hour
- > Provide Sunday/Holiday service to Seneca King on Route 88 – Bathurst
- > Discontinue Route 91 – Bayview services to Taylor Mills Drive and extend all services to Subrisco Avenue. Discontinue Route 91B – Bayview services to Richmond Hill Centre Terminal and extend services to Finch GO Bus Terminal

City of Markham

- > Replace TTC Route 102D – Markham Road North with YRT/Viva route and extend service to Scarborough Town Centre
- > Extend the YRT/Viva Route 75 – Dufferin (replacing TTC Route 105 – Dufferin as part of the Spadina Subway Transit Strategy) to Downsview Station
- > Replace TTC Route 129A – McCowan Road North with YRT/Viva operated service
- > Request for earlier southbound trip on Route 129A – McCowan Road North during weekdays
- > Replace TTC Route 160 – Bathurst with YRT/Viva route and extend service to Finch GO Bus Terminal
- > Discontinue all branches on YRT/Viva Route 65 – Weston Road (replacing TTC Route 165 – Weston Road North as part of the Spadina Subway Transit Strategy) and extend all service to Teston Road
- > Introduce new Viva service along McCowan Road and extend service to Scarborough Town Centre
- > Extend Viva green to Markham Stouffville Hospital
- > Extend Viva blue to Green Lane and along Green Lane to East Gwillimbury GO Station
- > Introduce new local transit service in Stouffville along Millard Avenue, Highway 48, Tenth Line and Main Street
- > Introduce new express service in the Box Grove area and extend services to Scarborough Town Centre via Markham Road
- > Add a new stop on Route 360 – Newmarket-Markham Express to service Gormley GO Station once it is operational
- > Request for additional infopost/VMS signs across the Region

Town of East Gwillimbury

Attendance

- > 25 residents

Feedback Regarding the 2017 Annual Service Plan

- > Support for Durham Region Transit route to Newmarket
- > Support for Dial-a-Ride North

Town of Georgina

Attendance

- > 61 residents, including Mayor Margaret Quirk, Ward 2 Councillor Dan Fellini, and Ward 3 Councillor Dave Neeson

Feedback Regarding the 2017 Annual Service Plan

- > Customer was pleased with the FTN initiative
- > Residents were pleased with the Dial-a-Ride North initiative, and the coverage extension

General Comments/Requests

- > Councillor Fellini inquired about providing transit service to a new employment land on the east side of Woodbine, and if we would service this before the businesses moved in.

- > Customer would like to have more bus shelters, low cost installations for rural areas
- > Customer would like to see double decker buses in the fleet, with potential to have retail on the bus
- > Resident would like to have a PRESTO card vendor in Keswick (to buy a card, not just reload)
- > Resident would like a connection to Beaverton, was pleased with the DRT initiative

Town of Aurora

Attendance

- > 107 Residents

Feedback Regarding the 2017 Annual Service Plan

- > Received support for utilizing Aurora GO Station as a hub for YRT/Viva service

General Comments/Requests

- > Complaint regarding an inaccessible passenger seats on the Route 44 – Bristol Dial-a-Ride vehicle
- > Request for Sunday/holiday service on Route 44 – Bristol
- > Request for service along Bathurst Street north of Bloomington Road to the Town of Aurora
- > Request to extend service span on Route 33A – Wellington on weekdays and Saturdays

- > Request for Sunday/holiday service on Route 33A – Wellington
- > Request for improved all day connections between Route 33 – Wellington and Route 54 – Bayview
- > Request for extended evening Dial-a-Ride service on Saturdays to connect with evening GO bus service at Aurora GO Station
- > Suggestion to partner with Uber to provide Dial-a-Ride service
- > Support for extending TTC subway service north on Yonge Street to Richmond Hill Centre
- > Support for Route 320 – Newmarket-Beaver Creek Express (to be implemented in 2016)

Attendance

- > 191 residents

Feedback Regarding the 2017 Annual Service Plan

- > Received multiple support for proposed extension of service into Copper Hills area on Route 427 – Sacred Heart High School Special via Newmarket High
- > Support for synchronized schedules at Newmarket GO Bus Terminal (scheduled to start on June 26, 2016)

General Comments/Requests

- > Support for Route 54 – Bayview extension along Main Street (scheduled to start on June 27, 2016)
- > Provide Route 50 – Queensway northbound service from Simcoe Avenue to Sutton on the first two weekday morning trips
- > Request for increased frequency on Route 50 – Queensway due to overcrowding and extended wait times at Newmarket GO Bus Terminal
- > Complaint regarding bus drivers on Routes 4/4A – Major Mackenzie and 7 – Martin Grove not knowing how to set up a 2-zone transfer on the PRESTO machine
- > Request for increased rush hour frequency on Viva blue
- > Request for increased frequency on Route 57/57A – Mulock during the evening
- > Request for improved connections between Route 54 – Bayview and Route 57 – Mulock
- > Request for Sunday/Holiday service on Route 52 – Holland Landing
- > Concern regarding the upcoming VivaNext construction along Yonge Street
- > Concern regarding excessive travel time allocated to the Viva yellow schedule
- > Request for extending YRT/Viva service into Barrie, similar to existing connections into Brampton and Toronto
- > Request for extending Route 55B – Davis Drive service span later into the evening for those residing in the Leslie Valley area (at least until 7:30 p.m.)
- > Request for express service from Newmarket GO Bus Terminal to York University
- > Request for direct service from Newmarket GO Bus Terminal to Vaughan Mills Mall
- > Request for oneRide and MultiRide machines to accept bills at all vivastations
- > Request for improved facilities at Bernard Terminal
- > Request for seamless integration between GO transit and TTC (i.e. similar fare structures)
- > Suggestion to introduce an all-day pass fare payment option
- > Suggestion to rename Viva yellow to Viva Davis for the route name to be more intuitive

Town of Whitchurch-Stouffville

Attendance

- > 63 residents, including Mayor Justin Altmann, Councillor Ken Ferdinands, Councillor Hugo Kroon, Councillor Rich Upton, and Councillor Rob Hargrave

Feedback Regarding the 2017 Annual Service Plan

- > Residents liked the proposed DAR option for Route 9 – 9th Line on Saturdays
- > Residents also pleased with the proposed Stouffville community bus

General Comments/Requests

- > Customer suggested that Route 102D – Markham Rd North be extended to Walmart in Stouffville

- > Request for a fare agreement between Markham and Stouffville for weekend GO Transit service
- > Request to extend Route 9 – 9th Line to York-Durham Line
- > Residents liked the DAR option for Route 15 - Stouffville
- > Customer noted that the walk from 9th Line to Markham Stouffville Hospital on Route 9 – 9th Line is too long
- > Preference for building rapidways in curbside lanes as opposed to centre lanes

City of Vaughan

Attendance

- > 207 residents

Feedback Regarding the 2017 Annual Service Plan

- > Support for the introduction of Viva silver
- > Support for assuming TTC Route 165 – Weston Rd North and restructuring service to Pioneer Village Station under the SSTS
- > Support for Route 88 – Bathurst Saturday frequency improvements
- > Support for Route 85/85C – Rutherford restructure to remove the 85C branch and extend all trips to Napa Valley Avenue

General Comments/Requests

- > Numerous comments of support for Route 20/20A restructure consolidating service on Jane Street (under 2016 Annual Service Plan)
- > Support for extension of Route 85 – Rutherford Sunday/Holiday service to the Napa Valley area (under the 2016 Annual Service Plan)
- > Support for extension of Route 88 – Bathurst Sunday/Holiday service to Seneca King Campus (under the 2016 Annual Service Plan)

- > Request for bus shelters at Major Mackenzie Drive and Bathurst Street (NE corner), McNaughton Road and Major Mackenzie Drive (NE corner), and at Melville Avenue and Major Mackenzie Drive (SE and SW corners)
- > Request for increased frequency on Route 4 – Major Mackenzie on Saturdays
- > Request for Sunday/Holiday service on either Route 7 – Martin Grove or Route 13 – Islington
- > Request for later evening service on Route 360 – Vaughan Express to match closing hours at Vaughan Mills Mall (9:30 p.m.), and also additional trips in the midday at 11 a.m. to accommodate shift times at the mall
- > Student fare discount requested for York University students
- > Request for service to the Major Mackenzie Drive and Huntington Road area (Nashville Heights development)
- > Request for YRT/Viva and TTC fare integration
- > Request for improved integration of bus service between York Region and Brampton, notably improved service between Brampton and Vaughan Mills Mall

City of Vaughan

- > Request for improved connections between Route 20/20A – Jane and Route 21 – Vellore Local at Vaughan Mills Mall
- > Request for a new stop on Route 21 – Vellore Local at Davos Road and Fossil Hill Road
- > Request for improved connections between Route 21 – Vellore Local and bell times at Fossil Hill Public School (8:25 a.m. morning bell)
- > Request for YRT/Viva to provide service to the Yonge and Sheppard Subway station

Town of Richmond Hill

Attendance

- > 313 residents

Feedback Regarding the 2017 Annual Service Plan

- > Support for the Frequent Transit Network
- > Support for extending Route 84 – Oak Ridges service to Gormley GO Station
- > Support for feeding YRT/Viva services into the Cornell Terminal
- > Support for Rapidway construction along Yonge Street
- > Support for restructuring Viva purple along Highway 7 and for providing stations at Warden Avenue and Kennedy Road

General Comments/Requests

- > Request to either maintain current Viva green services or introduce a new route directly connecting Markham to Don Mills Subway station
- > Suggestion to decrease the number of VNEP Viva green stations along Leslie Street from Highway 7 to Major Mackenzie Drive
- > Request for weekend service on Route 83 – Trench
- > Request for direct service on Highway 7 from Markham Stouffville Hospital to Highway 7/Weston Road
- > Request for extended service hours in Nobleton
- > Compliment for YRT/Viva inspectors and Mobility Plus drivers being friendly and helpful
- > Compliment for direct service from Richmond Hill Centre Terminal to Vaughan Mills Mall on Route 760 – Wonderland-Vaughan Mills

- > Request for increased frequency for all routes servicing Town of Newmarket
- > Request for extended Saturday evening service on Route 86 – Newkirk-Red Maple
- > Request for extended evening service on Route 20 – Jane
- > Request for extended weekend service on Route 8 – Kennedy
- > Request for increased frequency on Route 22A – King City
- > Request for bus shelters at every bus stop
- > Concern regarding the slanted design of benches at Richmond Hill Centre Terminal
- > Request to provide timed connections in Pefferlaw between Route 50 – Queensway and DRT Route 601 – Brock-Uxbridge
- > Request to extend TTC Route 105 – Dufferin to Teston Road and Via Ramano Boulevard
- > Request to either reinstate Route 87 – Langstaff-Maple or introduce a new route to service the Silver Linden area
- > Suggestion to re-route Viva purple along Enterprise Boulevard to Kennedy Road, rather than diverting onto Rivis Road and YMCA Boulevard
- > Request for extended weekday service into the Box Grove area
- > Request to interline Route 83 – Trench and Route 86 – Newkirk-Red Maple at Richmond Hill Centre Terminal and provide a frequency of 30 minutes during rush hours and 40 minutes during non-rush hours
- > Request to extend Route 14 – 14th Avenue services to Victoria Park Avenue/Steeles Avenue

Town of Richmond Hill

- > Request to introduce a new route along 9th Line and Donald Cousens Parkway from Mount Joy GO Station to Steeles Avenue
- > Request to extend Route 33 – Wellington service between Seneca College King Campus and Aurora Road/404 Carpool lot at a 30 minute frequency
- > Request to extend Route 55 – Davis Drive service north to Green Lane via Leslie Street
- > Request to replace Route 56 – Gorham-Eagle service north of 404 Town Centre with an extension of Route 55B – Davis Drive service along Ringwell Drive and Harry Walker Parkway North
- > Request to extend Route 57 – Mulock service to the Davis Drive/ Highway 404 Park and Ride lot
- > Request to extend Route 91 – Bayview along 19th Avenue to Elgin Mills West Community Centre
- > Request to extend Route 58 – Mount Albert rush hour service to the Davis Drive/Highway 404 Park and Ride facility
- > Request to extend TTC Route 165 – Weston to Teston Road
- > Request to restructure Route 304 – Mount Joy Express along Bullock Drive between Highway 7 and McCowan Road
- > Request to extend Route 85 – Rutherford into Brampton (Gore Meadows Community Centre or Brampton Civic Hospital)
- > Request for infoposts at McCowan and 14th Avenue
- > Request to provide bi-directional service on Route 84 – Oak Ridges between Gormley GO Station and Seneca College King Campus via Sunset Beach Road, Parker Avenue, and Red Cardinal Trail
- > Request to provide conventional service on Route 84 – Oak Ridges during midday
- > Request for increased late evening frequency on Viva purple
- > Request to extend weekday service on Route 91B – Bayview
- > Request for a vivastation at Yonge Street/Old Colony Road
- > Request for increased frequency on Viva orange and green
- > Request to provide Sunday/holiday service on all YRT/Viva routes
- > Concern regarding unsafe and additional walking distance required to access Rapidway stations in center of the road
- > Suggestion for providing 24 hour service on Highway 7
- > Concern regarding poor on-time performance of TTC Routes 68B – Warden and 129 – McCowan
- > Request for YRT/Viva service along Steeles Avenue
- > Suggestion to restructure Route 204 – Berczy GO Shuttle along South Unionville Avenue rather than Castan Avenue
- > Suggestion to convert Route 204 – Berczy GO Shuttle to a Dial-a-Ride service
- > Suggestion to permit pick-up and drop-offs on YRT/Viva routes servicing south of Steeles Avenue
- > Suggestion to provide additional vivastations between Elgin Mills Road and King Street
- > Request for improved weekday, early morning connections between TTC Route 320 – Yonge Northbound and Route 99 – Yonge at Yonge Street/Patricia Avenue
- > Request for Wi-Fi to be provided on all Viva buses
- > Concern regarding uncomfortable seats on the new Viva buses
- > Comment on the vehicular congestion around Richmond Hill Centre Terminal and disappointment that a growth strategy was not considered during the planning stage

Township of King

Attendance

- > Attendees included Mayor Steve Pellegrini, Councillor David Boyd, Councillor Avia Eek, and Councillor Debbie Schaefer

Feedback Regarding the 2017 Annual Service Plan

- > No comments were received regarding the 2017 Annual Service Plan

General Comments/Requests

Councillor Debbie Schaefer provided the following general requests that she received from constituents:

- > Request for an extension on Route 22 – King City to the Hwy 400/ King Road carpool lot

- > Request for later evening service and weekend service on GO Bus Route 66 Newmarket/North York Express

The request regarding GO bus service has been forwarded to Metrolinx staff

Survey Summaries

Route Surveys

Date (2016)	Route	Survey Type
Thursday, February 4	84 – Oak Ridges	On-board
Monday, February 15 - Sunday, February 28	84 – Oak Ridges	Mail-drop
Thursday, February 11	9 – 9th Line	On-board
Thursday, March 3	244 – Beaver Creek Shuttle	On-board
Wednesday, July 13	23 – Thornhill Woods	On-board

Town of Richmond Hill

Route 84 – Oak Ridges

Staff spoke with 68 passengers (during both morning and afternoon rush hour) on board Route 84 – Oak Ridges. The following comments were received regarding the proposed changes:

- > 24 passengers, or 35 per cent of passengers surveyed, indicated that extending service to Gormley GO Station would benefit them
- > 44 passengers, or 65 per cent of passengers surveyed, indicated that extending service to Gormley GO Station would not benefit them
- > Additional comments were received regarding concerns for additional travel time as a result of the proposed route extension

Staff sent out over 12,000 mail-drop surveys to residents in the Oak Ridges area, and 164 residents responded. The following comments were received regarding the proposed changes:

- > 78 respondents, or 48 per cent of respondents, indicated that extending service to Gormley GO Station would benefit them
- > 86 respondents, or 52 per cent of respondents, indicated that extending service to Gormley GO Station would not benefit them
- > 91 respondents, or 56 per cent of respondents, indicated that they do not regularly travel to a GO Station

Town of Whitchurch-Stouffville

Route 9 – 9th Line

Staff spoke with 19 passengers on-board Route 9 – Ninth Line, however only two passengers filled out a survey. The following comments were received regarding the proposed changes:

- > One passenger indicated the proposed change will not impact his/her commute

- > One passenger indicated the proposed change will impact his/her commute
- > One passenger showed support for the proposed Dial-a-Ride option for Route 9 – 9th Line on Saturdays

City of Markham

Route 244 – Beaver Creek Shuttle

Staff spoke with 53 passengers (during both morning and afternoon rush hour) on-board Route 244 – Beaver Creek Shuttle, 24 passengers filled out a survey. The following comments were received regarding the proposed changes:

- > 16 passengers indicated the available alternative services in the area will help with their commute if Route 244 is discontinued
- > Two passengers indicated availability of other transit services will not help with their commute if Route 244 is discontinued
- > Six passengers indicated availability of other transit services may help with their commute if Route 244 is discontinued
- > Nine passengers indicated that discontinuation of Route 244 service will not impact them
- > Two passengers requested Route 244 services be maintained during winter months
- > Nine passengers indicated loss of Route 244 services will result in longer walking distance and travel time
- > Four passengers indicated the direction of travel while utilizing alternative services will be an inconvenience

City of Vaughan

Route 23 – Thornhill Woods

> Staff spoke with three passengers during the last northbound and southbound trip on board Route 23 – Thornhill Woods. The following comments were received regarding the proposed changes:

- > Two passengers indicated that alternative service would not be as convenient