



Office of the Commissioner
Transportation Services

Memorandum

To: Committee of the Whole

From: Paul Jankowski
Commissioner of Transportation Services

Date: September 4, 2018

Re: **York University – Transit Service Changes**

Despite multiple attempts by York Region Transit (YRT), a single fare solution for YRT travellers to the heart of the York University campus is not in place

Staff from YRT and TTC have been working with Metrolinx to find a solution to eliminate the double fare for York Region citizens travelling by bus and subway within the Region, and to and from York University. Approximately 4,600 people made this trip daily during the fall term of 2017.

When TTC initially adopted the PRESTO fare card in November 2014, YRT and TTC began to research a technical solution that would eliminate the double fare for passengers travelling within York Region, and to and from York University, using both bus and subway service.

Two solutions were presented to PRESTO; both required travellers to tap-on /tap-off the PRESTO system as riders do for GO Transit. The PRESTO system would track travellers tapping on and off in York Region and at York University, and would refund a portion of the YRT fare. The first solution would have provided an immediate refund and the second solution would have been managed through PRESTO's central system, providing the traveller with a refund within a set period of time. PRESTO determined that implementing the necessary changes to the system for either solution was cost-prohibitive.

York University Services Changes

In 2017, recognizing a fare integration solution would not be in place to coincide with the subway opening, YRT pursued a Universal Pass (U-Pass) program for York University students

YRT led discussions between TTC, Brampton Transit, York University senior administration and the York Federation of Students on developing a multi-system U-Pass program. In addition, YRT worked with PRESTO staff to develop a technical solution for a U-Pass using the PRESTO fare card.

York University senior administration and the York Federation of Students chose not to proceed with the U-Pass as they felt a student referendum would not be successful, particularly in the absence of GO Transit. GO Transit service is pay-by-distance and they do not participate in any U-Pass programs.

The U-Pass would have provided students with unlimited travel on TTC, YRT and Brampton Transit for under \$400 per semester.

YRT continues to provide service as close as possible to the York University campus while respecting an agreement with TTC and City of Toronto

As of September 2, 2018, five YRT routes were redirected to service Pioneer Village Bus Terminal, located on the north side of Steeles Avenue, east of Jane Street, in the City of Vaughan (see attached). Walking distance from the terminal to the campus is approximately 200 meters.

Viva service operates across Highway 7 to the Vaughan Metropolitan Centre, where passengers can transfer onto the subway for direct service into the campus.

The change in service is based on the Council and Board-approved 2009 Memorandum of Understanding (MOU) between the Region, the TTC and the City of Toronto for the construction of the subway extension. Included in the MOU was a TTC stipulation that the Region discontinue services to the York University Keele Street Campus upon commencement of subway operations. TTC staff was not accepting of any change to this stipulation.

YRT has been actively communicating the changes with travellers and stakeholders at York University

On August 7, 2018, YRT began actively promoting these changes on yrt.ca and through social media. Information is also available on street through the August edition of MyTransit Newsletter, notices at bus stops and terminals, and system announcements. Staff has also been on street, riding affected routes and speaking with travellers, and will be attending university events during orientation week. YRT staff also

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communicated the changes to senior administration of York University, York Federation of Students, and York University Staff Association.

Metrolinx is continuing to work towards fare integration

Transit agencies across the Greater Toronto and Hamilton Area continue to meet with Metrolinx staff to work towards a fare integration solution, including improved fare payment options.

Multiple fare payment options are available - PRESTO products, YRT App, the GTA Weekly Pass and cash. It would be up to the individual traveller to determine which suits their travel needs best.

Paul Jankowski
Commissioner of Transportation
Services

/amc

Attachment (1)

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York University Service Update



As of September 2, 2018, YRT will no longer provide service directly into the York University Keele Campus.

Travellers will be taken to the Pioneer Village Bus Terminal, located at Steeles Avenue and Settlers Road, where they can walk to the campus. This option will only cost a YRT fare. Travellers may also transfer onto the TTC Line 1 Subway for direct service into the campus. This option will cost a YRT and TTC fare.

The following YRT routes will service Pioneer Village Bus Terminal directly:

- > Route 3 – Thornhill
- > Route 20 – Jane
- > Route 96 – Keele-Yonge
- > Route 107/107B – Keele
- > Route 165/165F – Weston

Viva purple will be restructured to provide service between the City of Markham and Richmond Hill Centre Terminal. Travellers wanting to continue to York University will have to transfer to Viva orange at Richmond Hill Centre Terminal.

Viva orange will service Vaughan Metropolitan Centre where customers can board the TTC Line 1 Subway for direct service into the campus. This option will cost a YRT and TTC fare. Travellers may also transfer from Viva orange to a YRT route servicing Pioneer Village Bus Terminal. This option will only cost a YRT fare.

Visit yrt.ca/yorku for full details.

Customer feedback and transportation services






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York University Service Update













LEGENDS

-  TTC Line 1 Subway
-  YRT Transfer point
-  Area not serviced by YRT (York University Keele Campus)

Both YRT and TTC fares will apply when connecting between YRT and the TTC subway.

YRT Routes

-  Viva blue
-  Viva blue A
-  Viva purple
-  Viva pink
-  Viva orange
-  Thornhill
-  Jane
-  Keele-Yonge
-  Keele
-  Weston