



Final Guideline

# City of Vaughan Transportation Demand Management Development Guideline

---

Transportation Demand Management Initiatives



Prepared for City of Vaughan  
by IBI Group  
September 9, 2021

# Table of Contents

---

<b>1</b>	<b>Introduction to Transportation Demand Management .....</b>	<b>1</b>
1.1	Purpose of the TDM Guideline .....	1
<b>2</b>	<b>TDM Requirements .....</b>	<b>3</b>
2.1	Character Areas .....	3
2.2	TDM Toolkit .....	4
2.2.1	Potential Parking Reductions .....	6
2.2.2	Land Use .....	6
2.3	TDM Submission Requirements .....	6
2.3.1	York Region Mobility Plan Guidelines Integration .....	7
2.4	TDM Submission Process .....	7
<b>3</b>	<b>TDM Initiatives .....</b>	<b>9</b>
<b>4</b>	<b>Implementation and Monitoring .....</b>	<b>11</b>
4.1	Implementation Mechanisms .....	11
4.2	Monitoring .....	12
4.3	Follow-Up Report .....	12
	<b>Appendix A: TDM Initiatives Guideline .....</b>	<b>13</b>
<b>1</b>	<b>Promotion .....</b>	<b>14</b>
1.1	Provide Additional Transit Incentives .....	14
1.2	Communication Strategy .....	16
1.3	Provide Financial Incentives for Sustainable Transportation .....	18
1.4	Awards / Recognition Program .....	19
1.5	Cycling Skills Courses .....	20
1.6	Provide Individualized Marketing Programs & Travel Planning Resources .....	21
1.7	Guaranteed Ride Home Program (i.e. Emergency Ride Home) .....	23
<b>2</b>	<b>Active Transportation .....</b>	<b>24</b>
2.1	Pedestrian Network Implementation .....	24

## Table of Contents (continued)

2.2	Cycling Network Implementation .....	26
2.3	Provide Long and Short-Term Bicycle Parking.....	28
2.4	Provide Separated Bicycle Access to Long-Term Bicycle Parking .....	32
2.5	Provide Showers and Change Rooms.....	33
2.6	Install Bike Repair Station.....	35
<b>3</b>	<b>Transit.....</b>	<b>36</b>
3.1	Provide Transit Information Kiosks at Major Destinations .....	36
3.2	Provide Weather-Protected Waiting Areas .....	38
3.3	Provide Real-Time Transit Information .....	40
3.4	Launch Shuttle Services .....	41
<b>4</b>	<b>Parking Management.....</b>	<b>43</b>
4.1	Provide Dedicated Carshare Vehicle Spaces.....	43
4.2	Provide Preferential Carpool Parking Spaces .....	45
4.3	Unbundle Parking from Unit Cost .....	47
4.4	Implement Employee Parking Cash Out Program.....	48
4.5	Implement Paid Parking.....	50
4.6	Implement Pick-up and Drop-off Zones.....	52
<b>5</b>	<b>Other TDM Initiatives.....</b>	<b>54</b>
5.1	Install Wayfinding & Signage .....	54
5.2	Offer Micromobility Services .....	55
5.3	Support the YRT Mobility On-Request Service .....	57
5.4	Provide Ongoing Support for Working Remotely.....	58
5.5	pointA Transportation Management Association Membership.....	59
5.6	Provide a Vanpool Program.....	60
5.7	Implement Innovative TDM Initiative.....	61
	<b>Appendix B: Cost and Implementation Table .....</b>	<b>62</b>
	<b>Appendix C: Sample Monitoring Survey .....</b>	<b>64</b>

# 1 Introduction to Transportation Demand Management

Transportation Demand Management (TDM) is the use of policies, programs, services, and products to influence travel behaviour and manage travel demand by encouraging users to shift to sustainable modes and distributing trips outside of the peak travel period. TDM focuses on encouraging walking, cycling, public transit, or carpooling instead of single occupancy vehicle (SOV) travel.

TDM addresses transportation challenges by implementing infrastructure and programming that encourages active and sustainable travel. TDM-supportive infrastructure such as bike lanes, trails, end-of-trip facilities, and carpool parking can build capacity for daily sustainable travel. TDM programming increases awareness of the various available travel options, educates the community on sustainable travel, and can remove common barriers that individuals face when considering travel by a sustainable mode.

Historically, Vaughan's built form has been auto-centric, building a strong automobile culture among residents. With new investments in transit and active modes throughout the City, coupled with building TDM-supportive developments, there is potential to grow the use of sustainable modes, reducing the reliance on automobiles, especially in areas like the Vaughan Metropolitan Centre.

An effective TDM approach includes improvements to travel options and incentives to encourage behaviour change. The TDM Guideline and Toolkit can help influence residents, workers and visitors' decisions about how they travel. Through the TDM Guideline and Toolkit, the City is working to encourage the use of sustainable travel options for residents. This Guideline describes TDM initiatives that integrate sustainable travel infrastructure and programs into the new developments and is structured as follows:

- **Chapter 1** is an overview of TDM and outlines the benefits of TDM for developers.
- **Chapter 2** describes the reporting requirements based on the type of development and is to be confirmed in consultation with City staff.
- **Chapter 3** summarizes the variety of recommended TDM initiatives based on different character areas and how the TDM Toolkit is to be used. Recommended TDM initiatives depend on the type, location and context of each site.
- **Chapter 4** describes how the City will monitor the success of the TDM initiatives and the implementation mechanisms that may be used to integrate TDM into the development process.
- **Appendix A** provides the specific Guidelines for each TDM initiative.

This Guideline is intended to be used with the TDM Toolkit which is described in **Section 2.2**.

## 1.1 Purpose of the TDM Guideline

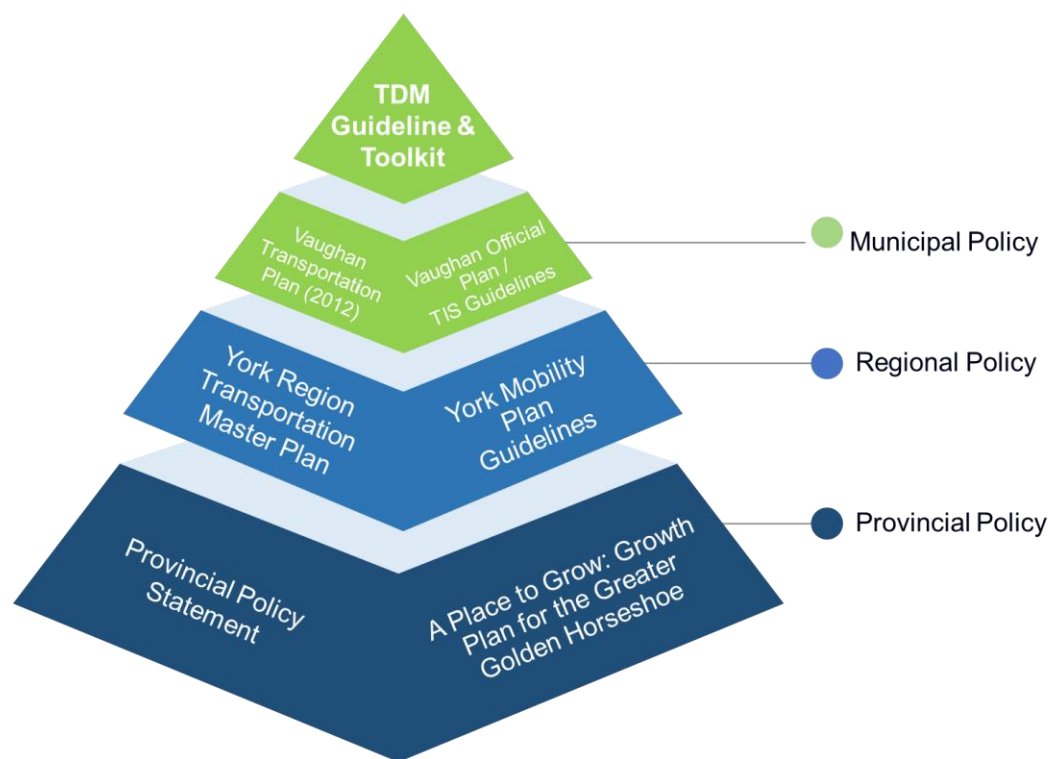
By implementing TDM initiatives into new development, communities can be designed to support active and sustainable travel from the earliest phases of the development process. The use of TDM initiatives during the development approvals process builds integrated mobility options for everyone in the community creating healthier, sustainable, and connected communities. Integrating TDM initiatives into the development approvals process using checklists, scorecards, TDM plans, and other methods are common practice in the City of Vaughan, York Region, and many municipalities in Ontario and North America.

The recommended TDM initiatives are intended to provide on-site amenities that will influence sustainable travel options to reduce dependency on private automobiles. The benefits vary by type of development, location, and context, but generally include:

- Opportunities to build at higher densities, as sustainable modes maximize the use of existing infrastructure;
- Lower construction costs by reducing parking requirements (as applicable);
- Repurposing space that would typically be for parking to create additional units or building amenities;
- Increasing the marketability of the project and reach a customer base that desire a variety of travel options; and
- Earning additional points for LEED accreditation.

Integrating TDM into the development approvals process is rooted in legislation across all levels of government to support mobility and growth objectives. These policy documents support requiring TDM initiatives at the development approvals stage, ensuring non-single occupancy vehicle (SOV) options are temporally and financially competitive travel options. Policy documents that support integrating TDM into the development approvals process is displayed in Exhibit 1-1.

Exhibit 1-1: Policy Documents that Support Integrating TDM and Development



## 2 TDM Requirements

This section describes the TDM requirements and the process to use the TDM Toolkit and Guideline. The TDM Toolkit and TDM Guideline are intended to supplement existing resources by highlighting opportunities for applicants to implement TDM initiatives that are relevant to their project. It is not intended to replace legislative or zoning requirements.

When submitting a development application, applicants are required to attend a pre-application meeting to confirm the submission requirements for the application. The TDM requirements are determined by City staff during the pre-application meeting.

The City of Vaughan supports the integration of TDM initiatives by working with applicants to find appropriate solutions using the TDM Toolkit and TDM Guideline. The TDM Toolkit is an interactive form that is to be completed by the applicant and submitted to the City of Vaughan for evaluation (refer to Section 0). The TDM Guideline provides recommendations to inform applicants on how to integrate TDM initiatives into their developments (refer to **Section 3** and **Appendix A: TDM Initiatives Guideline**).

A list of typical TDM submission requirements is described in **Section 2.3**.

### 2.1 Character Areas

Integrating TDM initiatives into new development is challenging when using a one-size-fits-all approach. To provide a context-sensitive approach, the City is divided into four character areas (Exhibit 2-1) which accounts for the land uses, location, available and planned transportation options, and parking requirements. The character areas are reflective of the groups of zones in the parking space rates section of the Comprehensive Zoning By-Law (CZBL) which specifies different parking requirements for each group. For example, the Vaughan Metropolitan Centre (VMC) has the lowest parking requirements compared to other areas of the city due to the nearby infrastructure. Additionally, each character area has unique attributes that require context-specific guidance. For example, TDM initiatives that are required in the VMC may not be applicable in other areas such as “Other Zones”. A freehold subdivision in an “Other Zones” would be subject to lower TDM requirements.

Exhibit 2-1: Character Areas

Character Area	Comprehensive Zoning By-Law Groups
Vaughan Metropolitan Centre (VMC)	<ul style="list-style-type: none"> <li>Vaughan Metropolitan Centre (VMC)</li> </ul>
Group 1	<ul style="list-style-type: none"> <li>Mid-Rise Mixed-Use Zone (MMU)</li> <li>High-Rise Mixed-Use Zone (HMU)</li> <li>Community Commercial Mixed-Use Zone (CMU)</li> <li>General Mixed-Use Zone (GMU)</li> <li>Employment Commercial Mixed-Use Zone (EMU)</li> </ul>
Group 2	<ul style="list-style-type: none"> <li>Low-Rise Mixed-Use Zone (LMU)</li> <li>Main Street Mixed-Use – Kleinberg Zone (KMS)</li> <li>Main Street Mixed-Use – Maple Zone (MMS)</li> <li>Main Street Mixed-Use – Woodbridge Zone (WMS)</li> </ul>
Other Zones	<ul style="list-style-type: none"> <li>Other Zones</li> </ul>

## 2.2 TDM Toolkit

Following the context-sensitive approach, the TDM Toolkit is split into Level 1 and Level 2 applications. The Level 1 and Level 2 TDM Toolkit have different requirements, based on the character and priority area, and the gross number of peak hour trips generated as seen in Exhibit 2-2.

The TDM trigger thresholds are based on gross peak trip generation of the proposed land use. For land use conversion applications, the gross peak trips generated by the proposed development is to be applied. For example, if a commercial building is being converted into a mixed-use building, then the gross peak trips generated by the mixed-use building will apply to the TDM Toolkit.

A comparison of the Level 1 and Level 2 TDM Toolkit is displayed in Exhibit 2-3.

When filling out the TDM Toolkit, inputting the development characteristics will automatically determine what Level the application is and which TDM initiatives are required. By selecting the TDM Initiatives that will be implemented, the score will automatically update. The score must meet the minimum score requirements depending on the application level.

Exhibit 2-2: City of Vaughan TDM Triggers

	Less than 20 trips		20 to 50 trips		> 50 trips	
	Low Priority Area	High Priority Area	Low Priority Area	High Priority Area	Low Priority Area	High Priority Area
VMC	Level 1		Level 2			
Group 1						
Group 2						
Other	--	Level 1	Level 1	Level 2	Level 2	

Exhibit 2-3: Level 1 and 2 TDM Toolkit Comparison

Category	Level 1	Level 2
Description	<ul style="list-style-type: none"> <li>Comprehensive Zoning By-Law and Official Plan requirements</li> <li>York Region Mobility Plan Guidelines requirements</li> </ul>	<ul style="list-style-type: none"> <li>All Level 1 TDM initiatives</li> <li>Additional requirements depending on the character and priority area and gross number of peak trips generated</li> </ul>
Minimum Score Required	All Level 1 TDM Initiatives must be implemented	Complete Section 1 of the TDM Toolkit. The minimum score required varies depending on the project characteristics.

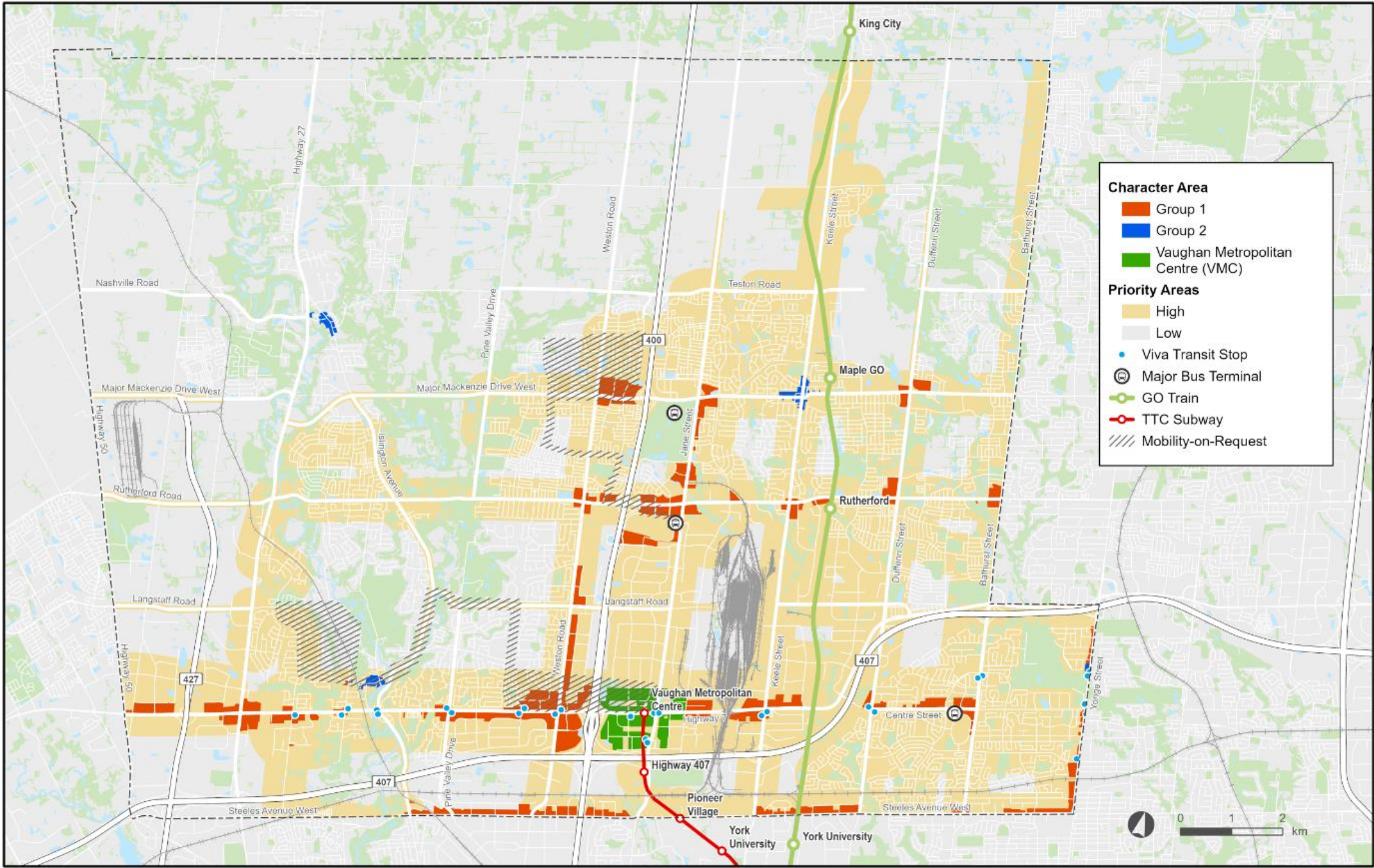
A development is within a high priority area if it meets one or more of the following criteria:

- Within 800m of higher-order transit;
- Within 400m of local transit with a 30-minute or more frequent headway;
- Along bike spine networks; and
- Within a York Region Major Transit Station area.

A development is within a low priority area if located *outside* of a high priority area. A map displaying the character and priority areas is displayed in Exhibit 2-4.



Exhibit 2-4: Character Area and Priority Area Map





### 2.2.1 Potential Parking Reductions

The City of Vaughan's Comprehensive Zoning By-Law (CZBL) introduces new parking rates, including parking maximums in three areas. The CZBL offers a reduction of parking requirement in exchange for the provision of shared parking spaces, carpool parking spaces, carshare parking spaces.

The TDM Toolkit offers additional potential parking reductions for each category of TDM initiatives. The parking reductions listed in the TDM Toolkit are for reference only and are to be used in conjunction with a Parking Justification Report (as applicable and through consultation with Staff). For non-residential uses, the maximum potential parking reduction is 10%.

The parking reductions provided through the CZBL are not eligible for additional parking reductions through the TDM Toolkit (e.g. Carpool/Car Share/Shared Parking).

### 2.2.2 Land Use

The TDM Toolkit accounts for different land uses by adjusting the TDM initiatives displayed and minimum score requirements. Depending on the project characteristics, not all TDM initiatives are relevant (e.g. TDM intended for residential applications are not applicable to office / commercial applications). The land use categories and examples of the uses are included in Exhibit 2-5. The land use category to be selected should be confirmed in consultation with City Staff. Staff may determine the land use to be selected for any given development.

Exhibit 2-5: Land Use Categories and Examples

Land Use	Examples
Residential	All Residential Uses with no other uses on the site
Mixed Use	Residential Uses plus other uses
Office / Commercial	Office, Clinic, Hotel, Business Service, Place of Assembly, etc.
Retail / Service	Retail, Shopping Centre, Supermarket, Restaurant, Health and Fitness, Personal Service, etc.
Employment / Warehouse	Warehousing, Industrial, Manufacturing, etc.

## 2.3 TDM Submission Requirements

After attending the pre-application meeting and confirming TDM requirements with the City of Vaughan, applicants will typically be asked to submit the following items as part of their development application:

- Completed TDM Toolkit (refer to **Section 0**);
- Site and floor plans highlighting all proposed physical TDM initiatives such as but not limited to:
  - Pedestrian facilities (e.g. sidewalks, crosswalks)
  - Proposed locations, quantity, and access to cycling facilities (e.g. bicycle parking, bike repair stations, separated bicycle access to underground parking area);
  - Proposed locations of end-of-trip facilities (e.g. bicycle storage room, shower and locker change rooms);
  - Proposed locations of carpool and/or carshare parking;
  - Proposed parking supply;
  - On-site transit infrastructure (e.g. transit stops, kiosks, real-time screens)

- Pick-up and drop-off zones for passengers, loading, and shuttle services; and
- Wayfinding signage locations.
- Completed **Appendix B: Cost and Implementation Table**

Notwithstanding the requirements outlined in Exhibit 2-2, applicants may be requested to complete the TDM Toolkit at the discretion of City staff (e.g. if the proposed development contributes to existing capacity constrained movements in the area).

The City of Vaughan reserves the right to request additional TDM initiatives for proposed developments that will have a significant impact on the local transportation system. The City will work with the applicant to develop a comprehensive TDM Plan that will address the City's concerns.

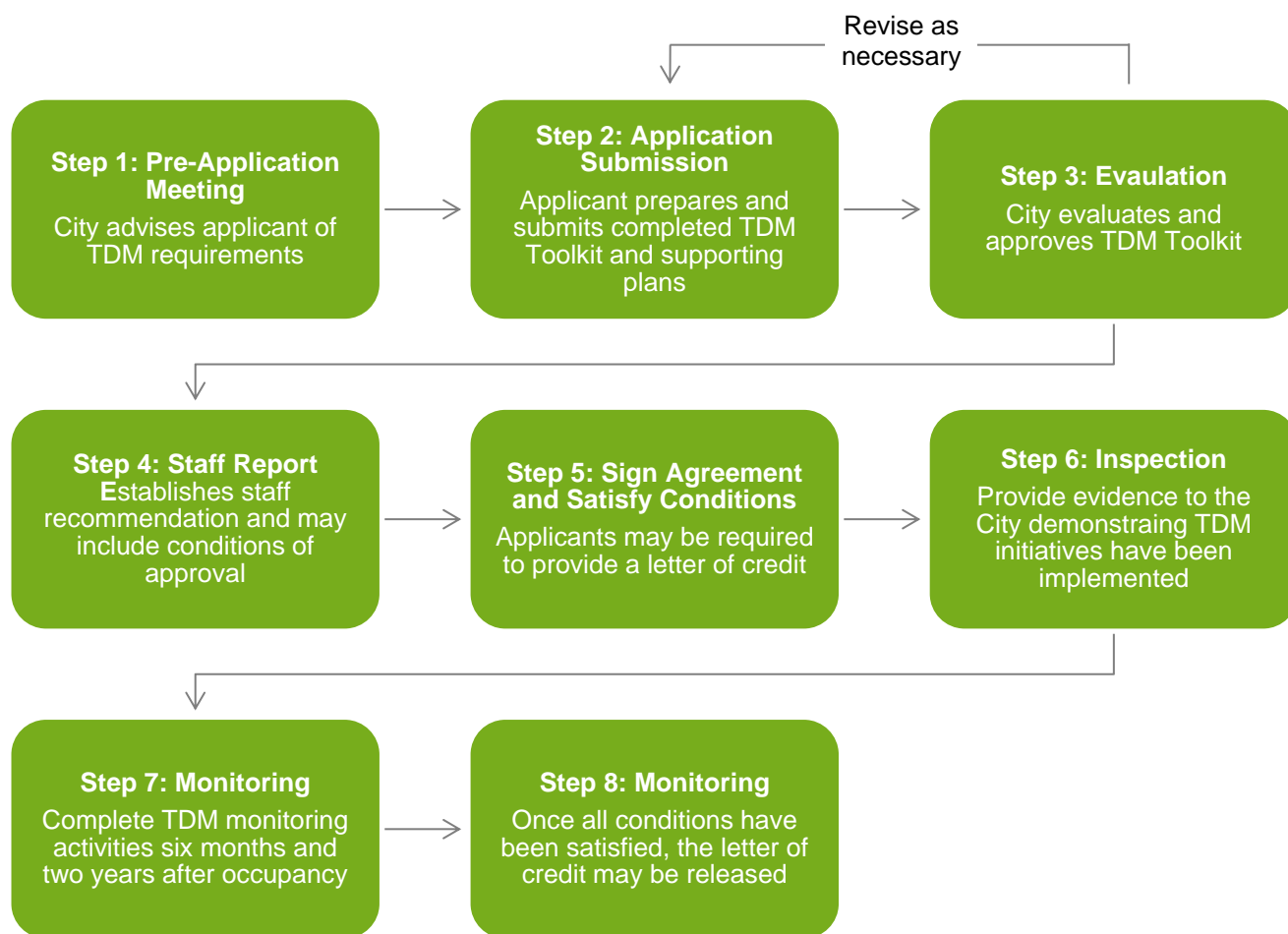
### **2.3.1 York Region Mobility Plan Guidelines Integration**

The City's TDM requirements builds on the York Region Mobility Plan Guidelines, which requires the submission of a TDM Plan and Checklist if the project meets certain criteria. During the pre-application meeting, applicants will be notified if they are required to submit a TDM Plan and Checklist to York Region. Refer to the York Region Mobility Plan Guidelines to determine if the project meets the York Region TDM Plan criteria. The City's TDM requirements are compatible with the Region's requirements and are tailored to the City's local context as specific elements of the application, such as parking, loading, urban design, and internal site circulation, are under the jurisdiction of the City of Vaughan.

## **2.4 TDM Submission Process**

Exhibit 2-6 outlines the typical TDM submission process. Depending on the application, the submission process may vary, and the TDM requirements are subject to change at the discretion of City staff.

Exhibit 2-6: TDM Submission Process



### 3 TDM Initiatives

This chapter summarizes the different TDM initiatives to support TDM within development projects and are based on industry best practices. The City of Vaughan supports the integration of TDM initiatives by working with applicants to find appropriate solutions using the recommendations presented in the summary table in **Exhibit 3-1**.

The TDM initiatives are organized into five different categories:

1. **Promotion:** Programs that promote the use of sustainable travel options and monitors success of all TDM initiatives
2. **Active Transportation:** Implementing infrastructure that supports the use of human-powered transportation (e.g. walking, cycling)
3. **Transit:** Implementing infrastructure and trip planning resources that supports the use of transit
4. **Parking:** Utilizing parking management strategies and programs that discourage driving alone and may reduce minimum parking requirements
5. **Other TDM Initiatives:** Implementing additional TDM-supportive programs and preparing for future infrastructure and programs

Each TDM initiative has specific guidance relating to the character area, typical land use, effectiveness, and cost. Applicants are encouraged to utilize the guidelines presented in **Appendix A: TDM Initiatives Guideline**.

Each sheet contains a description of the TDM initiatives, recommendations on how to implement the TDM initiative, recommendations specific to a character area (if applicable), and additional resources. Each TDM initiative is rated on a scale of effectiveness and typical cost estimates where:

High Effectiveness = ●●●●

Medium Effectiveness = ●●●

Low Effectiveness = ●●

High Cost = \$\$\$\$

Medium Cost = \$\$\$

Low Cost = \$

Exhibit 3-1: Table of TDM Initiatives

TDM Initiative		Recommended Character Areas				Recommended Land Uses				Effectiveness	Typical Costs
		VMC	Group 1	Group 2	Other Zones	Residential	Commercial	Industrial	Institutional		
Category 1: Promotion / Monitoring											
1.1	Provide Transit Incentives	✓	✓	✓	✓	✓	✓	✓	✓	●●●	\$\$
1.2	Communication Strategy	✓	✓	✓	✓	✓	✓	✓	✓	●	\$
1.3	Provide Financial Incentives for Sustainable Transportation	✓	✓	✓	✓	✓	✓	✓	✓	●	\$
1.4	Awards / Recognition Program	✓	✓	✓	✓	✓	✓	✓	✓	●	\$
1.5	Cycling Skills Courses	✓	✓	✓	✓	✓	✓	✓	✓	●●	\$\$
1.6	Provide Individualized Marketing Programs & Travel Plans	✓	✓	✓	✓	✓	✓	✓	✓	●●●	\$\$\$
1.7	Guaranteed Ride Home Program (i.e. Emergency Ride Home)	✓	✓	✓	✓		✓	✓	✓	●●	\$\$
Category 2: Active Transportation											
2.1	Pedestrian Network Implementation	✓	✓	✓	✓	✓	✓	✓	✓	●●	Design cost
2.2	Cycling Network Implementation	✓	✓	✓	✓	✓	✓	✓	✓	●●●	\$\$\$
2.3	Provide Long and Short-Term Bicycle Parking	✓	✓	✓	✓	✓	✓	✓	✓	●●●	\$\$
2.4	Provide Separated Bicycle Access to Long-Term Bicycle Parking	✓	✓	✓	✓	✓	✓	✓	✓	●●	Design Cost
2.5	Provide Shower and Change Room Facilities	✓	✓	✓	✓		✓	✓	✓	●●●	\$\$
2.6	Install Bike Repair Station	✓	✓	✓	✓	✓	✓		✓	●●	\$\$
Category 3: Transit											
3.1	Provide Transit Information Kiosks at Major Destinations	✓	✓			✓			✓	●	\$\$
3.2	Provide Weather-Protected Waiting Areas	✓	✓	✓	✓	✓	✓	✓	✓	●●	\$\$
3.3	Provide Real-Time Transit Information	✓	✓	✓	✓	✓	✓	✓	✓	●●	\$
3.4	Launch Shuttle Services		✓	✓	✓	✓	✓	✓	✓	●●●	\$\$\$
Category 4: Parking											
4.1	Provide Dedicated Carshare Vehicle Spaces	✓	✓	✓	✓	✓			✓	●●●	Design cost
4.2	Provide Preferential Carpool Parking Spaces	✓	✓	✓	✓		✓	✓	✓	●●●	Design cost
4.3	Unbundle Parking From Unit Cost	✓	✓	✓	✓	✓				●●●	Design cost
4.4	Implement Employee Parking Cash Out Program	✓	✓				✓		✓	●●●	\$\$\$
4.5	Implement Paid Parking	✓	✓	✓	✓		✓	✓		●●●	\$\$
4.6	Implement Pick-Up and Drop-Off Zones	✓	✓	✓	✓	✓	✓	✓	✓	●●●	Design cost
Category 5: Other TDM Initiatives											
5.1	Install Wayfinding Signage	✓	✓	✓	✓	✓	✓	✓	✓	●●	\$\$
5.2	Offer Micromobility Services*	✓				✓	✓		✓	●●●	\$\$\$
5.3	Support the YRT Mobility On-Request Service	✓	✓	✓	✓	✓	✓	✓	✓	●●	\$
5.4	Provide Ongoing Support for Working Remotely	✓	✓	✓	✓		✓	✓	✓	●●	\$
5.5	Provide pointA Transportation Management Association Membership	✓	✓	✓	✓	✓	✓	✓	✓	●●●	Varies
5.6	Provide a Vanpool Program	✓	✓	✓	✓		✓	✓	✓	●●●	\$\$\$
5.7	Implement Innovative TDM Initiative	✓	✓	✓	✓	✓	✓	✓	✓	TBD	Varies

\* Coordinate with City Staff

## 4 Implementation and Monitoring

Upon staff approval of the submitted TDM Toolkit and plans, applicants will be required to enter into an agreement with the City as part of the conditional approval stage of the development approvals process. The agreements are meant to ensure the applicant will commit to implementing all the TDM initiatives that were identified in the approved TDM Toolkit prior to receiving their building and occupancy permits. Ongoing monitoring activities will take place starting six months after occupancy for two years.

### 4.1 Implementation Mechanisms

The following implementation mechanisms will be used to ensure that the agreed-to TDM initiatives are delivered, whether they are physical infrastructure or provision of some service:

- **Policy:** Support for incorporating TDM into the development approvals process in documents such as the Provincial Policy Statement, A Place to Grow: Growth Plan for the Greater Golden Horseshoe, York Region TMP and OP, and the City of Vaughan OP and TMP provide the necessary policy framework to require TDM initiatives.
- **Zoning By-laws:** The CZBL integrates TDM initiatives, enabling the City of Vaughan to require, regulate, and control the implementation of some TDM initiatives.
- **Site Plan:** all applicable hard TDM measures (e.g. bicycle parking) will be required to be shown on the approved site plans;
- **Development/Subdivision/Condominium/Site Plan Agreements:** Select TDM initiatives may be included as conditions on the applicable agreement between the City and the applicant. TDM initiatives will be included throughout the development approvals process where applicable. For example, some TDM initiatives may be included on a subdivision agreement, while others may be included on a site plan agreement.
- **Inspections:** The installation of some TDM initiatives that are included in the Zoning By-Law (e.g. shower and change facilities) may be verified. The TDM Coordinator, in coordination with the landowner, may also conduct their own inspection to verify the implementation of TDM initiatives. The applicant will be required to provide photo evidence or other proof to the City.
- **Letter of Credit:** The letter of credit issued will be required at a value that would allow the City to deliver any outstanding TDM initiatives and conduct travel surveys. Applicants must satisfy the conditions of the signed agreement(s) and complete required monitoring activities. To release the letter of credit, the applicant must demonstrate:
  - All hard TDM initiatives on a site plan were installed;
  - Provide a copy of their contract or agreements with a separate delivery agent for “soft” TDM initiatives (e.g. PointA contract for Smart Commute program services); and
  - Demonstrate that a specific deliverable has been met (e.g. statistically significant baseline and follow-up survey results).



## 4.2 Monitoring

The City of Vaughan requires all residential developments producing 50 or more gross peak hour trips (i.e. Level 2 residential and mixed-use developments) to participate in a TDM monitoring program to measure the success and effectiveness of the TDM initiatives implemented. At the discretion of City staff, some developments that produce less than 50 gross peak trips may be requested to participate in the monitoring program.

The applicant may wish to hire a third party (e.g. pointA or a transportation consultant) to complete the monitoring activities on their behalf. It is advantageous to encourage employment facilities to join the Smart Commute program, which already has effective TDM resources and experience, and completes annual monitoring activities. However, under certain circumstances the City may request a non-residential development to participate in the monitoring requirements. Non-residential developments will also still be required to provide evidence of TDM measures.

For all monitoring surveys, applicants must meet a statistically significant response rate. The sample size must have a minimum of a 95% confidence level and 5% margin of error. Applicants can use a [sample size calculator](#) to determine the minimum number of responses required.

The required monitoring activities will take place upon occupancy. The monitoring program consists of the following steps:

- **Step 1:** Completion of a baseline and follow-up travel survey will be required for all Level 2 residential developments generating more than 50 gross peak trips. The decision by staff on surveying other developments that produce less than 50 peak trips will be on a case-by-case basis. Additional monitoring activities such as travel, or parking counts may be requested by City staff to measure success of specific TDM initiatives.
- **Step 2:** Within one year of occupancy, applicants (or a designated third party) distribute the baseline travel survey and confirm that a statistically significant amount of survey responses have been received. A short follow-up report detailing the photo evidence of the installed TDM initiatives, identify any outstanding TDM initiatives, and the completed survey data should be submitted to the City.
- **Step 3:** Two years after occupancy, applicants (or a designated third party) distribute the follow-up travel survey and confirm that a statistically significant amount of survey responses have been received. A follow-up short report detailing the photo evidence of the installed TDM initiatives and the completed survey data should be submitted to the City.
- **Step 4:** Upon completion of the follow-up survey, submission of the follow-up report and other TDM-related conditions have been met, the letter of credit will be released to the applicant.

It is the applicant's responsibility to ensure that monitoring activities are completed and confirmed with the TDM Coordinator. Refer to Appendix B for a sample travel survey.

## 4.3 Follow-Up Report

A Follow-Up Report is required to be submitted in addition to the travel survey results during Step 2 and Step 3. The follow-up report requires the applicant to demonstrate that the agreed-upon TDM initiatives have been implemented and provide photo evidence for documentation.

At a minimum, the Follow-Up Report should include a list of the TDM initiatives implemented and provide photo evidence of physical infrastructure (e.g. secure bike parking) or provide agreements/proof of correspondence with a third party responsible for delivering TDM programs.

# Appendix A: TDM Initiatives Guideline

---

# 1 Promotion

## 1.1 Provide Additional Transit Incentives



CATEGORY		YORK REGION REQUIREMENT	
Promotion		✓	
RECOMMENDED CHARACTER AREAS			
VMC	Group 1	Group 2	Other
✓	✓	✓	✓
TYPICAL LAND USES			
Residential	Commercial	Industrial	Institutional
✓	✓	✓	✓
EFFECTIVENESS	TYPICAL COST		POINTS
● ● ●	\$		2 to 8

Description	<ul style="list-style-type: none"> <li>Builds awareness, understanding, and encourages the use of sustainable modes by removing financial barriers</li> <li>Free or subsidized fares are an attractive incentive for single occupant vehicles, enables sustainable travel options to be more competitive to achieve modal targets.</li> <li>Effective incentives can include discounted transit fares, pre-loaded PRESTO cards, bikeshare and carshare memberships (if available)</li> </ul>
	<p><b>Guidance</b></p> <ul style="list-style-type: none"> <li>For residential or mixed-use applications that meet York Region TDM Plan requirements, work with York Region to provide pre-loaded PRESTO cards through the MyTrip Program, funded by York Region Development Charges.</li> <li>Providing additional transit incentives beyond the York Region requirements is encouraged.</li> <li>Encourage large-scale employers to participate in the YRT@WORK discounted public transit pass subscription program for their employees.</li> <li>Additional incentives beyond YRT@WORK are encouraged, as well as transit subsidies for all workplaces.</li> </ul> <p><b>Option 1</b></p> <ul style="list-style-type: none"> <li>For residential uses, the applicant provides minimum requirements set by York Region</li> </ul> <p><b>Option 2 – 4</b></p> <ul style="list-style-type: none"> <li>For residential uses, the applicant provides 25% - 100% subsidy for monthly transit passes for one year in addition to the incentives offered by the MyTrip program</li> <li>For non-residential uses, the applicant provides 25%-100% subsidy for monthly transit passes for all employees for one year</li> </ul>

<b>Development Review</b>	<ul style="list-style-type: none"> <li>• The applicant shall specify the level of contribution or incentive using the TDM Toolkit</li> <li>• The applicant and City of Vaughan shall include the provision of financial incentives as a condition of the applicable development agreement and/or through a letter of credit</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>• Submit completed monitoring survey results to the City of Vaughan at the required intervals</li> </ul>
<b>ADDITIONAL GUIDANCE</b>	
<b>ADDITIONAL RESOURCES</b>	<a href="#">York Region – MyTrip TDM Program</a> <a href="#">YRT@WORK Program Information</a> <a href="#">York Region – Transportation Demand Management Checklist</a> <a href="#">City of Toronto – VIP Monthly Pass Program</a> <a href="#">TTC Post-Secondary Monthly Pass</a>

## 1.2 Communication Strategy



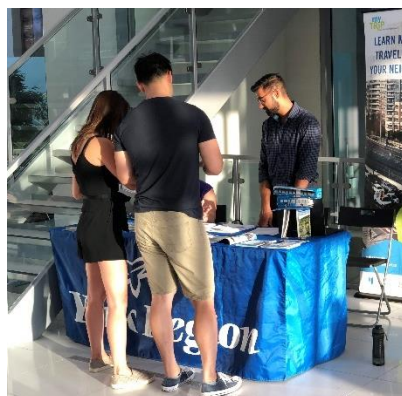
CATEGORY	YORK REGION REQUIREMENT			
Promotion	✓			
RECOMMENDED CHARACTER AREAS				
VMC	Group 1	Group 2	Other	
✓	✓	✓	✓	
TYPICAL LAND USES				
Residential	Commercial	Industrial	Institutional	
✓	✓	✓	✓	
EFFECTIVENESS	TYPICAL COST		POINTS	
●	\$		N/A	

Description	<ul style="list-style-type: none"> <li>Distributing information that promotes all sustainable travel options in print or online</li> <li>Information can include trip planning tools, transit schedules and route information, pedestrian and cycling facilities, carpool parking spaces, and carshare and bikeshare membership and service information (if available)</li> <li>Individualized marketing provides resources such as training, trip planning tools, and incentives customized to individual's needs to promote the use of active and sustainable travel options. Individualized marketing is most effective for new or relocating employees, new residents, and students looking to explore their travel options</li> </ul>
Guidance	<ul style="list-style-type: none"> <li>Distribute information in resident welcome packages (one per unit), on-site in an accessible location such as the front desk, during promotional campaigns, events, and educational programs</li> <li>Make documents accessible to both residents and employees</li> <li>Provide a sustainable travel options information package to new/relocating employees, students, and residents</li> <li>Display maps and schedules of transit routes, and nearby walking/cycling infrastructure and routes to key destinations, near the entrance</li> <li>Post sustainable travel options information on an online platform available to all (e.g. employee intranet portal, online learning platform for students, resident property management platform)</li> <li>Implement an individualized marketing program to work with residents, employees, or students to explore their travel options.</li> <li>The individualized marketing program delivery can be contracted to a third-party, such as pointA, which operates the</li> </ul>

	Smart Commute North Toronto-Vaughan program or by committing to participating in the York Region MyTrip program (if eligible).
<b>Development Review</b>	<ul style="list-style-type: none"> <li>The applicant shall agree to prepare a communications strategy as a condition of the applicable development agreement and/or through a letter of credit</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>Submit completed monitoring survey results to the City of Vaughan at the required intervals</li> <li>Submit photos and documentation/examples of the collateral/products distributed</li> </ul>
<b>ADDITIONAL GUIDANCE</b>	
<b>ADDITIONAL RESOURCES</b>	<a href="#">Ottawa – TDM Measures Checklist</a> <a href="#">Arlington Transportation Partners - Services</a> <a href="#">Arlington County – Transportation Information Display Standards Guide</a> <a href="#">York Region – MyTrip TDM Program (Individualized Marketing Program)</a> <a href="#">Arlington Transportation Partners – Commute Planner (Individualized Marketing Program)</a>



## 1.3 Provide Financial Incentives for Sustainable Transportation



CATEGORY		YORK REGION REQUIREMENT	
Promotion		✓	
RECOMMENDED CHARACTER AREAS			
VMC	Group 1	Group 2	Other
✓	✓	✓	✓
TYPICAL LAND USES			
Residential	Commercial	Industrial	Institutional
✓	✓	✓	✓
EFFECTIVENESS	TYPICAL COST		POINTS
●	\$		1 to 4

<b>Description</b>	<ul style="list-style-type: none"> <li>Builds awareness, understanding, and encourages the use of sustainable modes by removing financial barriers</li> <li>Providing financial incentives such as bikeshare and carshare memberships (if available) enables sustainable travel options to be more competitive to achieve modal targets</li> </ul>
<b>Guidance</b>	<p><b>Option 1</b></p> <ul style="list-style-type: none"> <li>Applicant does not provide a subsidy for other sustainable transportation initiatives</li> </ul> <p><b>Option 2 – 6</b></p> <ul style="list-style-type: none"> <li>Applicant provides a 25% - 100% subsidy for other sustainable transportation initiatives (e.g. carshare or bikeshare memberships)</li> <li>For non-residential uses, offer employees a taxable, commuting allowance which can be used towards choosing a sustainable mode of travel (e.g. transit fare, or bicycle maintenance)</li> </ul>
<b>Development Review</b>	<ul style="list-style-type: none"> <li>The applicant shall specify the level of contribution or incentive using the TDM Toolkit</li> <li>The applicant and City of Vaughan shall include the provision of financial incentives as a condition of the applicable development agreement and/or through a letter of credit</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>Submit completed monitoring survey results to the City of Vaughan at the required intervals</li> </ul>
<b>ADDITIONAL GUIDANCE</b>	

### ADDITIONAL RESOURCES

[San Francisco TDM Program Standards](#)

## 1.4 Awards / Recognition Program



CATEGORY	YORK REGION REQUIREMENT			
Promotion				
RECOMMENDED CHARACTER AREAS	VMC	Group 1	Group 2	Other
	✓	✓	✓	✓
TYPICAL LAND USES	Residential	Commercial	Industrial	Institutional
	✓	✓	✓	✓
EFFECTIVENESS	TYPICAL COST	POINTS		
●	\$	1		

<b>Description</b>	<ul style="list-style-type: none"> <li>Awards are given to organizations, developers, individuals, and businesses that demonstrate outstanding efforts in promoting cycling, walking and/or transit usage by creating a friendly environment for these modes through infrastructure, promotional/education program or other initiatives</li> <li>Recognition for implemented TDM initiatives can be used as a selling feature for proposed developments</li> </ul>
<b>Guidance</b>	<ul style="list-style-type: none"> <li>Upon implementation of a suite of TDM initiatives, apply for the Awards / Recognition program to be publicly recognized by the City of Vaughan for having a sustainable transportation-friendly development</li> <li>Nominate individuals (employees or residents) that actively supports and promote the use of healthy and sustainable travel modes</li> <li>Encourage residents and other members of the public to submit nominations for consideration for the applicable categories</li> </ul>
<b>Development Review</b>	<ul style="list-style-type: none"> <li>The applicant shall indicate participation in an Awards/Recognition Program on the TDM Toolkit</li> <li>The City of Vaughan has full discretion whether applications are eligible based on the development and range of measures proposed</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>Submit completed monitoring survey results to the City of Vaughan at the required intervals to be considered for an award or recognition</li> </ul>
<b>ADDITIONAL GUIDANCE</b>	

### ADDITIONAL RESOURCES

[City of Hamilton – Community in Motion Awards](#)

## 1.5 Cycling Skills Courses



CATEGORY		YORK REGION REQUIREMENT	
Promotion			
RECOMMENDED CHARACTER AREAS			
VMC	Group 1	Group 2	Other
✓	✓	✓	✓
TYPICAL LAND USES			
Residential	Commercial	Industrial	Institutional
✓	✓	✓	✓
EFFECTIVENESS	TYPICAL COST		POINTS
●●	\$		1

Description	<ul style="list-style-type: none"> <li>Educational program that reduces barriers to try cycling as a mode of everyday travel, focusing on cycling fundamentals, safety, and guidelines for cycling individually or in a group</li> <li>Target audience is potential cyclists that may hesitate to ride on streets shared with motor vehicles or other areas</li> <li>On-road cycling skills courses should be taught by CAN-BIKE certified instructors</li> </ul>
Guidance	<ul style="list-style-type: none"> <li>Offer cycling skills courses for new residents, students, and employees interested in trying cycling</li> <li>Offer on-site cycling courses at least once per year for those interested in cycling</li> <li>When new cycling infrastructure is installed near the proposed development, host a cycling skills course for those interested in cycling</li> <li>Courses should include information or demonstrations on how to load a bicycle on the front of a bus</li> </ul>
Development Review	<ul style="list-style-type: none"> <li>The applicant shall indicate if they will offer Cycling Skills Courses on the TDM Toolkit</li> <li>The applicant shall submit proof of correspondence to organize a Cycling Skills Course as a condition of the applicable development agreement and/or through a letter of credit</li> </ul>
Monitoring and Reporting	<ul style="list-style-type: none"> <li>Submit completed monitoring survey results to the City of Vaughan at the required intervals</li> </ul>
ADDITIONAL GUIDANCE	

### ADDITIONAL RESOURCES

[York Region – Cycling Education](#)  
[CanBike – Program](#)

## 1.6 Provide Individualized Marketing Programs & Travel Planning Resources



CATEGORY		YORK REGION REQUIREMENT		
Promotion				
RECOMMENDED CHARACTER AREAS				
VMC	Group 1	Group 2	Other	
✓	✓	✓	✓	
TYPICAL LAND USES				
Residential	Commercial	Industrial	Institutional	
✓	✓	✓	✓	
EFFECTIVENESS		TYPICAL COST	POINTS	
● ● ●		\$\$\$	1 to 4	

Description	<ul style="list-style-type: none"> <li>Individualized marketing provides resources such as training, trip planning tools, and incentives customized to individual's needs to promote the use of active and sustainable travel options</li> <li>Most effective for new or relocating employees, new residents, and students looking to explore their travel options</li> </ul>
	<p><b>Guidance</b></p> <ul style="list-style-type: none"> <li>The property owner shall implement a community-based social marketing campaign for new residents focused on providing information on the transit, cycling, pedestrians, and other travel options available to them.</li> </ul> <p><b>Option 1:</b></p> <ul style="list-style-type: none"> <li>Applicant provides travel information in promotional material and resident welcome packages</li> </ul> <p><b>Option 2:</b></p> <ul style="list-style-type: none"> <li>Provide all of Option 1, and requesting commitment from residents/employees to try a new mode</li> </ul> <p><b>Option 3:</b></p> <ul style="list-style-type: none"> <li>Provide all of Option 2, and conduct at least one outreach event annually and providing additional financial incentives (at least 25% subsidy)</li> </ul> <p><b>Option 4:</b></p> <ul style="list-style-type: none"> <li>Provide all of Option 3, and enroll residents/employees in a trip tracking application (e.g. Smart Commute Tool), provide ongoing financial incentives (at least 25% subsidy), and join the Smart Commute and/or MyTrip program</li> </ul>
Development Review	<ul style="list-style-type: none"> <li>The applicant shall indicate if they will offer an Individualized Marketing Program on the TDM Toolkit</li> </ul>

<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>• The applicant shall submit proof of correspondence to join the MyTrip or Smart Commute program as a condition of the applicable development agreement and/or through a letter of credit</li> <li>• Submit completed monitoring survey results to the City of Vaughan at the required intervals, indicating which individualized marketing activities have been completed</li> </ul>
<b>ADDITIONAL GUIDANCE</b>	
<b>ADDITIONAL RESOURCES</b>	<a href="#">York Region – MyTrip TDM Program</a> <a href="#">Arlington Transportation Partners – Commute Planner</a>

## 1.7 Guaranteed Ride Home Program (i.e. Emergency Ride Home)



CATEGORY		YORK REGION REQUIREMENT	
Promotion		✓	
RECOMMENDED CHARACTER AREAS			
VMC	Group 1	Group 2	Other
✓	✓	✓	✓
TYPICAL LAND USES			
Residential	Commercial	Industrial	Institutional
	✓	✓	✓
EFFECTIVENESS	TYPICAL COST		POINTS
●●	\$\$		1

Description	<ul style="list-style-type: none"> <li>Provides a subsidized trip or reimburses commuters that use a sustainable transportation option to get to work or school and experiences an unplanned emergency and requires a way home quickly</li> <li>GRH programs acts as a safety net for non-driving commuters to be able to get home as quickly as possible during an emergency and conveniently using a preferred mode of transportation. Eligible trips typically include medical emergencies, unexpected overtime, early departure of a carpool driver, or bike damage on the way home from work.</li> </ul>
Guidance	<ul style="list-style-type: none"> <li>For non-residential uses, join the Smart Commute North Toronto-Vaughan program to access to this established program</li> <li>For residential uses, establish a program that subsidizes or reimburses residents who choose a sustainable mode of travel to get to work or school.</li> </ul>
Development Review	<ul style="list-style-type: none"> <li>The applicant shall submit proof of correspondence to join the Smart Commute program as a paying member as a condition of the applicable development agreement and/or through a letter of credit.</li> </ul>
Monitoring and Reporting	<ul style="list-style-type: none"> <li>Submit completed monitoring survey results to the City of Vaughan at the required intervals</li> </ul>
ADDITIONAL GUIDANCE	

### ADDITIONAL RESOURCES

[PointA Smart Commute Services](#)  
[Commute Ontario – Emergency Ride Home \(ERH\)](#)  
[Smart Commute Hamilton Plan Your Trip – Emergency Ride Home](#)



## 2 Active Transportation

### 2.1 Pedestrian Network Implementation



CATEGORY		YORK REGION REQUIRED	
Active Transportation		✓	
RECOMMENDED CHARACTER AREAS			
VMC	Group 1	Group 2	Other
✓	✓	✓	✓
TYPICAL LAND USES			
Residential	Commercial	Industrial	Institutional
✓	✓	✓	✓
EFFECTIVENESS	TYPICAL COST		POINTS
●●	Design Cost		N/A

Description	<ul style="list-style-type: none"> <li>Walking routes between the building entrance(s) and public sidewalks and key destinations generate high pedestrian volumes, and should be pedestrian-friendly, inviting, and convenient</li> <li>Minimizing travel distances and maximizing visibility can encourage pedestrian activity</li> <li>Well-lit pedestrian facilities make walking safer, more comfortable, and accessible</li> </ul>
	<ul style="list-style-type: none"> <li>Implement pedestrian facilities on both sides of all streets (as applicable)</li> <li>Improve the existing public sidewalk or pathway network, as applicable</li> <li>All walkways and passageways should be at least 1.5 meters in width (ideally at least 2.0 meters) and include marked crossings, curb cuts, and tactile pavers at crossings</li> <li>Distribute pedestrian connections evenly throughout blocks and local streets that are open to the public and facilitate active travel</li> <li>Where public sidewalks and multi-use pathways intersect with roads, provide traffic control devices to give priority to pedestrians and cyclists</li> <li>Locate building close to the street, ensure parking is located at the rear of the building or hidden from the street where feasible</li> <li>Locate building entrances strategically to minimize walking distances to sidewalks and transit stops and stations</li> <li>Provide pedestrian facilities linking entrances with public sidewalks and parking areas including adequate lighting,</li> </ul>

	<p>shelter, greenery and pedestrian amenities (e.g. benches) where feasible</p> <ul style="list-style-type: none"> <li>• Provide appropriate pedestrian facilities within parking areas (e.g. sidewalks, landscaped islands, pavement markings, textured surfaces, and other traffic control devices where applicable)</li> <li>• Adhere to the City of Vaughan Pedestrian and Bicycle Master Plan Pedestrian Facilities Implementation Policies</li> </ul>
<p><b>Development Review</b></p>	<ul style="list-style-type: none"> <li>• The applicant shall submit a site plan, site plan drawing, concept plan, engineering submission, or other applicable document that shows the location, design, and dimensions of existing and proposed active transportation infrastructure throughout the site and on the public road network</li> <li>• The applicant shall submit a pedestrian and bicycle circulation plan, and provide enhancements where gaps are identified</li> <li>• City of Vaughan staff shall review the proposed infrastructure and provide a recommendation for either approval or modifications to meet City requirements</li> </ul>
<p><b>Monitoring and Reporting</b></p>	<ul style="list-style-type: none"> <li>• Provide photographic documentation of the provided infrastructure</li> </ul>
<p><b>ADDITIONAL GUIDANCE</b></p>	
<p><b>ADDITIONAL RESOURCES</b></p>	<ul style="list-style-type: none"> <li>• Ensure pedestrian priority corridors and crossings follow desire lines</li> <li>• Design or maintain clear view corridors along sidewalks connecting to important civic buildings and landmarks</li> <li>• Coordinate paving materials and paving patterns with the adjoining public right-of-way</li> <li>• Minimize private driveway crossings over pedestrian circulation routes wherever possible, locating them off rear laneways or side streets whenever feasible</li> </ul> <p><a href="#">City of Vaughan Pedestrian Facilities Implementation Policies (2020)</a></p> <p><a href="#">City of Vaughan Pedestrian and Bicycle Master Plan (2020)</a></p> <p><a href="#">City of Ottawa TDM Infrastructure Design Checklist</a></p> <p><a href="#">Health by Design Guidelines</a></p> <p><a href="#">CITE Site Design Guidelines for Sustainable Transportation</a></p> <p><a href="#">Metrolinx Mobility Hub Guidelines</a></p>

## 2.2 Cycling Network Implementation



CATEGORY		YORK REGION REQUIRED	
Active Transportation		✓	
RECOMMENDED CHARACTER AREAS			
VMC	Group 1	Group 2	Other
✓	✓	✓	✓
TYPICAL LAND USES			
Residential	Commercial	Industrial	Institutional
✓	✓	✓	✓
EFFECTIVENESS	TYPICAL COST	POINTS	
●●●	\$\$\$	N/A	

Description	<ul style="list-style-type: none"> <li>Cycling network connectivity can increase the cycling mode share and supports a seamless transportation network</li> <li>Where applicable, ensuring that the cycling network is connected through and/or around proposed developments facilitates easier access for cyclists between the site and key destinations</li> </ul>
	<ul style="list-style-type: none"> <li>Review the existing and planned local and regional cycling network and provide links to desirable network connections</li> <li>Distribute cycling connections evenly throughout blocks and local streets that are open to the public and facilitate active travel</li> <li>Where public sidewalks and multi-use pathways intersect with roads, provide traffic control devices to give priority to pedestrians and cyclists</li> <li>Explore opportunities to provide additional pedestrian and cycling facilities beyond the minimum requirements</li> <li>Design roads designated as part of the cycling network to have a target operating speed of no more than 40 km/h, or provide a separated cycling facility</li> </ul>
	<ul style="list-style-type: none"> <li>The applicant shall submit a site plan, site plan drawing, concept plan, engineering submission, or other applicable document that shows the location, design, and dimensions of existing and proposed active transportation infrastructure throughout the site and on the public road network</li> <li>The applicant shall submit a pedestrian and bicycle circulation plan, and provide enhancements where gaps are identified</li> <li>City of Vaughan staff shall review the proposed infrastructure and provide a recommendation for either approval or modifications to meet City requirements</li> </ul>

<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>• Provide photographic documentation of the provided infrastructure</li> </ul>
<b>ADDITIONAL GUIDANCE</b>	
<b>VMC</b>	<ul style="list-style-type: none"> <li>• Work with the City to implement the priority cycling network which identifies a network of higher order cycling infrastructure</li> <li>• Evaluate opportunities to implement additional traffic control devices and traffic calming measures</li> </ul>
<b>ADDITIONAL RESOURCES</b>	<a href="#">City of Vaughan Pedestrian and Bicycle Master Plan</a> (2020) <a href="#">York Region Transportation Master Plan</a> <a href="#">CITE Site Design Guidelines for Sustainable Transportation</a> <a href="#">Ottawa TDM Measures Checklist</a> <a href="#">Ottawa TDM-Supportive Development Design and Infrastructure Checklist</a>

## 2.3 Provide Long and Short-Term Bicycle Parking



CATEGORY		YORK REGION REQUIRED	
Active Transportation			
RECOMMENDED CHARACTER AREAS			
VMC	Group 1	Group 2	Other
✓	✓	✓	✓
TYPICAL LAND USES			
Residential	Commercial	Industrial	Institutional
✓	✓	✓	✓
EFFECTIVENESS	TYPICAL COST		POINTS
● ● ●	\$ \$		1

Description	<ul style="list-style-type: none"> <li>Long-term, secure bike parking provides a safe place to store a bicycle</li> <li>Short-term bike parking provides a convenient location for visitors to secure their bicycle typically near building entrances</li> <li>A horizontal bicycle parking space refers to securing a bicycle to the ground, or to the floor of a building or structure. A vertical bicycle parking space refers to securing a bicycle to a vertical surface such as the wall of a building</li> <li>Long-term bicycle parking is located within buildings and can present a challenge for cyclists to access the area. Allocating an entrance that is accessible to cyclists and separated from vehicular traffic increases the safety and convenience of cycling as an everyday mode of travel (see Measure 2.4).</li> </ul>
	<p><a href="#">City of Vaughan Comprehensive Zoning By-Law</a> Section 6.5 outlines Bicycle Parking Space Requirements for all character areas in the City.</p> <p><b>LEVEL 1 GUIDANCE:</b></p> <ul style="list-style-type: none"> <li>Provide the minimum amount of bicycle parking required by the City of Vaughan Comprehensive Zoning By-Law outlined below:</li> </ul> <p><b>6.5.1 General Provisions for Bicycle Parking Spaces</b></p> <ul style="list-style-type: none"> <li>A minimum bicycle parking space requirement shall not apply if the total gross floor area of all non-residential uses on a single lot is less than 500 m<sup>2</sup>.</li> <li>Where a required bicycle parking space is wholly located within a building or structure, it shall be subject to the following requirements: <ul style="list-style-type: none"> <li>A required bicycle parking space shall have direct access from an interior communal area of a building or structure; and</li> </ul> </li> </ul>

- A required bicycle parking space located within the ground floor area of a building or structure shall have direct access to the exterior of that building or structure.
- The minimum width of an aisle providing access to a bicycle parking space shall be 1.75 m.

#### 6.5.2 Bicycle Parking Space Dimensions

Table 6-5: Minimum Horizontal Bicycle Parking Space Dimensions

Dimension	Minimum Requirement (m)
Length	1.8
Width	0.6
Vertical clearance from the floor	1.9

Table 6-6: Minimum Vertical Bicycle Parking Space Dimensions

Dimension	Minimum Requirement (m)
Length or vertical clearance	1.9
Width	0.6
Clearance from the wall	1.2

- For a stacked bicycle parking space, the minimum vertical dimension for each bicycle parking space shall be 1.2 m and the minimum vertical clearance from the floor shall be 2.4 m.

#### 6.5.4 General Provisions for Long-term Bicycle Parking Spaces

- A long-term bicycle parking space shall be located wholly within the building where the principal use is located and for which the bicycle parking space is required.
- A long-term bicycle parking space required for a dwelling unit shall be required to be located within the following areas of a building:
  - Within the ground floor area;
  - On the storey above the ground floor area; or,
  - On the first storey located below grade.
- A required long-term bicycle parking space shall have direct access from the exterior of a building, and that access shall be located on the ground floor

#### 6.5.5 General Provisions for Short-term Bicycle Parking Spaces

- A short-term bicycle parking space shall be required to be located in the following areas:
  - Wholly within a building in which the principal use is located and for which the short-term bicycle parking space is required; or,

- In any yard, provided the short-term bicycle parking space is wholly open and unenclosed.
- Where a short-term bicycle parking space is located in a yard, it shall be permitted to be located in a required yard, subject to the following:
  - A short-term bicycle parking space shall have a minimum setback of 0.6 m from the nearest lot line.
  - A short-term bicycle parking space shall have a minimum setback of 3.0 m from a parking area.
- Where a short-term bicycle parking space is located wholly within a building, the following additional requirements shall apply:
  - A short-term bicycle parking space located wholly within a building shall be located within the ground floor area; and,
  - A short-term bicycle parking space shall have direct access from the exterior of a building.

#### **6.5.7 Gross Floor Area Exemptions for Bicycle Parking Space Calculations**

- For the purpose of calculating a required bicycle parking space for a dwelling unit, the gross floor area of a building shall not include the following:
  - A garage or parking structure;
  - Storage rooms, washrooms, electrical, utility, mechanical, and any ventilation rooms located below grade;
  - Elevator shafts; and
  - Any exterior stairwells that serve as an emergency escape from a building or structure.

#### **LEVEL 2 GUIDANCE:**

##### **Option 2:**

- Provide bicycle parking in excess of the minimum requirements to negotiate a potential reduction in vehicle parking spaces (up to 20% in VMC and MU zones only, as per the Comprehensive Zoning By-Law)

##### **Option 3:**

- Install overhead weather protection for short-term bicycle parking located outside

##### **Option 4:**

- Install e-bicycle charging infrastructure in the long-term bicycle parking area

##### **Option 5:**

- Complete at least two of the following: Option 2, Option 3, Option 4

<p><b>Development Review</b></p>	<ul style="list-style-type: none"> <li>• All bicycle parking spaces are required to be clearly shown on the site plan and depicted with the minimum required dimensions and accompanied by a detail or specifications sheet for the types of spaces proposed. All outdoor bicycle parking spaces should be in the form of inverted U-shape racks secured to the ground.</li> <li>• Indicate access routes on the site plan to reach the underground bicycle parking</li> <li>• City of Vaughan staff shall review the proposed infrastructure and provide a recommendation for either approval or modifications to meet City requirements</li> </ul>
<p><b>Monitoring and Reporting</b></p>	<ul style="list-style-type: none"> <li>• Provide photo evidence of provided bike parking</li> </ul>
<p><b>ADDITIONAL GUIDANCE</b></p>	
<p><b>VMC, GROUP 1 AND GROUP 2</b></p>	<ul style="list-style-type: none"> <li>• Section 6.5.3 – Minimum Bicycle Parking Space Rates of the CBZL outlines minimum bicycle parking rates depending on the land use</li> <li>• The City of Vaughan Comprehensive Zoning By-Law Section 6.5.8 outlines Additional Bicycle Parking In-lieu of a Required Parking Space where in the VMC and MU zones only</li> <li>• A reduction of one minimum required parking space shall be permitted for every five bicycle parking spaces that are provided in excess of the minimum requirement, provided the maximum reduction to the total required parking spaces does not exceed 20%</li> </ul>
<p><b>ADDITIONAL RESOURCES</b></p>	<p><a href="#">City of Vaughan Comprehensive Zoning By-Law</a> <a href="#">ULA-019 – Standard Bike Parking Drawings</a></p>



## 2.4 Provide Separated Bicycle Access to Long-Term Bicycle Parking



### CATEGORY

Active Transportation

### YORK REGION REQUIRED

### RECOMMENDED CHARACTER AREAS

VMC	Group 1	Group 2	Other
✓	✓	✓	✓

### TYPICAL LAND USES

Residential	Commercial	Industrial	Institutional
✓	✓	✓	✓

### EFFECTIVENESS



### TYPICAL COST

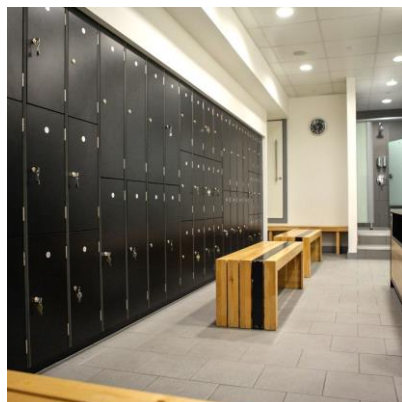
Design Cost

### POINTS

1

<b>Description</b>	<ul style="list-style-type: none"> <li>Long-term bicycle parking is located within buildings and can present a challenge for cyclists to access the area</li> <li>Allocating an entrance that is accessible to cyclists and separated from vehicular traffic increases the safety and convenience of cycling as an everyday mode of travel</li> </ul>
<b>Guidance</b>	<ul style="list-style-type: none"> <li>Examples of separated entryways include a bicycle ramp leading to underground long-term bicycle parking or exterior door to bicycle room on ground floor</li> <li>The ramp must be compliant with the Accessibility for Ontarians with Disabilities Act (AODA) as an exterior path of travel</li> <li>Provide heating for exposed bicycle ramps to prevent accumulation of snow and ice</li> <li>Ramps should be a minimum of 3.0 meters wide to allow for bi-directional travel</li> </ul>
<b>Development Review</b>	<ul style="list-style-type: none"> <li>The separated bicycle access is required to be clearly shown on the site plan and depicted with the minimum required dimensions</li> <li>Include ramp width and grading on site plan</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>Provide photo evidence of the separated bicycle access to long-term bicycle parking</li> </ul>

## 2.5 Provide Showers and Change Rooms



### CATEGORY

Active Transportation

### YORK REGION REQUIRED

### RECOMMENDED CHARACTER AREAS

VMC	Group 1	Group 2	Other
✓	✓	✓	✓

### TYPICAL LAND USES

Residential	Commercial	Industrial	Institutional
	✓	✓	✓

### EFFECTIVENESS



### TYPICAL COST

\$\$

### POINTS

1

### Description

- End-of-trip amenities such as showers and change rooms enable commuters to choose active modes of travel (e.g. cycling) to their destination and prepare for the day.
- The lack of such facilities can be a major barrier to active commuting

### Guidance

- City of Vaughan Comprehensive Zoning By-Law Section 6.5.6 outlines Minimum Change and Shower Facilities: All non-residential uses that are required to provide long-term bicycle parking, shall provide a change and shower facility in accordance with Table 6-9:

Required Number of Long-Term Bicycle Parking Spaces	Required Number of Change and Shower Facilities
Less than 5	None
5 to 60	1
61 to 120	2
121 to 180	3
181 or greater	4

- In addition, developments can design the shower and change facilities to be consistent with LEED requirements.
- Facilities should have direct connections or are located close to long-term bicycle parking areas
- In addition, developments can provide dedicated lockers, grooming stations, drying racks and laundry facilities for the use of active commuters

### Development Review

- The applicant shall submit a site plan, site plan drawing, concept plan, engineering submission, or other applicable document that shows the location, design, and dimensions of proposed shower and change room facilities

<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>• City of Vaughan staff shall review the proposed infrastructure and provide a recommendation for either approval or modifications to meet City requirements</li> <li>• Provide photo evidence of showers and change rooms built for active commuters</li> </ul>
<b>ADDITIONAL GUIDANCE</b>	
<b>ADDITIONAL RESOURCES</b>	<a href="#">City of Vaughan Comprehensive Zoning By-Law</a> <a href="#">City of Ottawa TDM-Supportive Development Design and Infrastructure Checklist (2017)</a>

## 2.6 Install Bike Repair Station



### CATEGORY

Active Transportation

### YORK REGION REQUIRED

### RECOMMENDED CHARACTER AREAS

VMC	Group 1	Group 2	Other
✓	✓	✓	✓

### TYPICAL LAND USES

Residential	Commercial	Industrial	Institutional
✓	✓		✓

### EFFECTIVENESS

●●

### TYPICAL COST

\$\$

### POINTS

2

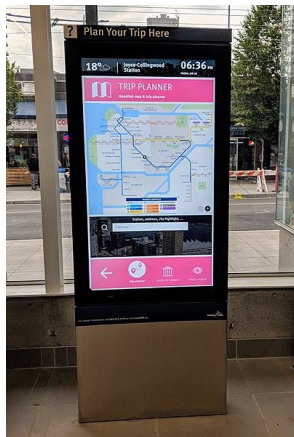
<b>Description</b>	<ul style="list-style-type: none"> <li>Bike repair stations offer cycling commuters the necessary tools (e.g. air pump, allen keys, wrenches) to complete basic maintenance to ensure safe operation of their bicycle</li> <li>Common repair supplies (e.g. inner tube patches, chain cleaners/lubricant) should be made available at the repair station</li> </ul>
<b>Guidance</b>	<ul style="list-style-type: none"> <li>The applicant should install at least one permanent bicycle repair station adjacent to the long-term bicycle parking area with at least 50 long-term bicycle parking spaces</li> <li>The bicycle repair station should have an adequate workspace surrounding the repair station where the minimum width of the aisle providing access to bicycle repair station shall be at least 1.5 m and the workspace should be at least 4 m<sup>2</sup></li> </ul>
<b>Development Review</b>	<ul style="list-style-type: none"> <li>The applicant shall submit a site plan, site plan drawing, concept plan, engineering submission, or other applicable document that shows the location, design, and dimensions of proposed bike repair station</li> <li>A specification or detail sheet should be provided for the proposed repair station</li> <li>City of Vaughan staff shall review the proposed infrastructure and provide a recommendation for either approval or modifications to meet City requirements</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>Provide photo evidence of the bike repair station</li> </ul>
<b>ADDITIONAL GUIDANCE</b>	

### ADDITIONAL RESOURCES

[TDM for Developments in Vancouver \(ACT-05\)](#)

## 3 Transit

### 3.1 Provide Transit Information Kiosks at Major Destinations



#### CATEGORY

Transit

#### YORK REGION REQUIRED

#### RECOMMENDED CHARACTER AREAS

VMC

Group 1

Group 2

Other

✓

✓

#### TYPICAL LAND USES

Residential

Commercial

Industrial

Institutional

✓

✓

#### EFFECTIVENESS

●

#### TYPICAL COST

\$\$

#### POINTS

1

<b>Description</b>	<ul style="list-style-type: none"> <li>Information kiosks or booths distribute transit information to existing and future transit users, especially when located in high traffic areas that connect to major transit stations</li> <li>The kiosks or booths can feature permanent static or digital information boards and can include space for YRT or TTC staff to distribute information in person</li> </ul>
<b>Guidance</b>	<ul style="list-style-type: none"> <li>Provide transit information at major destinations with high pedestrian traffic by incorporating displays or kiosks into design of common areas (e.g. lobby)</li> <li>Work with YRT, TTC, and GO Transit to provide transit information specific to the local context and ensure of the kiosk is in a high traffic area for transit users</li> </ul>
<b>Development Review</b>	<ul style="list-style-type: none"> <li>The applicant shall submit a site plan, site plan drawing, concept plan, engineering submission, or other applicable document that shows the location of proposed transit kiosk</li> <li>City of Vaughan staff shall review the proposed infrastructure and provide a recommendation for either approval or modifications to meet City requirements</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>Provide photo evidence of transit information kiosks</li> </ul>
<b>ADDITIONAL GUIDANCE</b>	
<b>VMC</b>	<ul style="list-style-type: none"> <li>Allocate space for a transit information kiosk in public areas that act as key connections to the VMC subway station (e.g. in an underground connection)</li> </ul>

## ADDITIONAL RESOURCES

[MTO Transit-Supportive Guidelines](#) discuss strategies to enhance the experience for transit users. Relevant guidance for developments is as follows:

- All printed transportation information (system and route maps, along with route schedules) should be available at terminals, in vehicles, at transit-accessible shopping malls, at municipal buildings, and in electronic format on the transit agency's website.
- Transit system information should include information on multimodal access, such as connections to other transit systems and other transportation modes such as ferries, airports, bike routes, and pedestrian paths.

## 3.2 Provide Weather-Protected Waiting Areas



CATEGORY		YORK REGION REQUIRED			
Transit					
RECOMMENDED CHARACTER AREAS					
VMC	Group 1	Group 2	Other		
✓	✓	✓	✓		
TYPICAL LAND USES					
Residential	Commercial	Industrial	Institutional		
✓	✓	✓	✓		
EFFECTIVENESS		TYPICAL COST		POINTS	
●●		\$\$		1	

Description	<ul style="list-style-type: none"> <li>Provides protection against the elements for transit users, enhancing their comfort and safety while waiting to board the transit vehicle</li> </ul>
	<p><b>Guidance</b></p> <ul style="list-style-type: none"> <li>Provide weather-protected waiting areas adjacent to transit stops on private property if a transit shelter in the public right-of-way does not exist</li> <li>Provide weather-protected waiting areas inside of buildings adjacent to transit stops / stations, utilizing building materials that enable transit users to see when the next transit vehicle is coming (e.g. glass)</li> <li>Ensure access routes and waiting area are accessible as per AODA standards</li> <li>Provide real-time transit service information (refer to Section 3.4)</li> </ul>
	<p><b>Development Review</b></p> <ul style="list-style-type: none"> <li>The applicant shall submit a site plan, site plan drawing, concept plan, engineering submission, or other applicable document that shows the location of proposed waiting area</li> <li>City of Vaughan staff shall review the proposed infrastructure and provide a recommendation for either approval or modifications to meet City requirements</li> </ul>
	<p><b>Monitoring and Reporting</b></p> <ul style="list-style-type: none"> <li>Provide photo evidence of weather-protected waiting areas</li> </ul>
<b>ADDITIONAL GUIDANCE</b>	
<b>ADDITIONAL RESOURCES</b>	<p><a href="#">The Metrolinx Mobility Hub Guidelines for the Greater Toronto and Hamilton Area (2011)</a> includes design guidelines around major transit hubs. Weather-protected shelters are discussed as ways to provide a high quality and aesthetically pleasing public realm, with examples provided.</p>

[MTO Transit-Supportive Guidelines](#) discuss strategies to enhance accessibility and user comfort for transit users. Multiple examples of well-designed weather-protected shelters include:

- Design transit shelters to be comfortable and highly visible with transparent sides, seating with armrests to support passengers with mobility issues and lighting, and accommodate a range of users
- Provide all transit shelters with garbage and recycling receptacles for waiting users



### 3.3 Provide Real-Time Transit Information



CATEGORY	YORK REGION REQUIRED			
Transit				
RECOMMENDED CHARACTER AREAS	VMC	Group 1	Group 2	Other
	✓	✓	✓	✓
TYPICAL LAND USES	Residential	Commercial	Industrial	Institutional
	✓	✓	✓	✓
EFFECTIVENESS	TYPICAL COST	POINTS		
●●	\$	1		

Description	<ul style="list-style-type: none"> <li>Real-time transit information enables users to understand departure and waiting times, allowing them to plan their trips accordingly, enhancing the overall transit experience</li> </ul>
Guidance	<ul style="list-style-type: none"> <li>Provide real-time transit information on displays in prominent locations (e.g. entrances, lobbies, elevators) in the proposed development</li> <li>The screens should include real-time information regarding nearby transit arrivals and departures, walking times to the key destinations, availability of carshare or bikeshare vehicles (if available), and weather</li> <li>Applicants can develop their own real-time transit service information screen using GTFS (General Transit Feed Specification) data available to the public or purchase a screen from a vendor</li> </ul>
Development Review	<ul style="list-style-type: none"> <li>The applicant shall submit a site plan, site plan drawing, concept plan, engineering submission, or other applicable document that shows the location of proposed transit information kiosks</li> <li>City of Vaughan staff shall review the proposed infrastructure and provide a recommendation for either approval or modifications to meet City requirements</li> </ul>
Monitoring and Reporting	<ul style="list-style-type: none"> <li>Provide photo evidence of real-time transit information at site</li> </ul>
ADDITIONAL GUIDANCE	

#### ADDITIONAL RESOURCES

[TDM for Developments in Vancouver \(SUP-02\)](#)

### 3.4 Launch Shuttle Services



CATEGORY		YORK REGION REQUIRED	
Transit			
RECOMMENDED CHARACTER AREAS			
VMC	Group 1	Group 2	Other
	✓	✓	✓
TYPICAL LAND USES			
Residential	Commercial	Industrial	Institutional
✓	✓	✓	✓
EFFECTIVENESS	TYPICAL COST		POINTS
●●●	\$\$\$		4 to 14

Description	<ul style="list-style-type: none"> <li>Shuttle services connecting residents and employees to major transit stations or stops enables convenient access to rapid transit options</li> <li>Shuttles service areas are commonly areas that are not easily accessible by transit and are not intended to replicate transit services</li> <li>Shuttle services are typically offered when one of the following conditions is met: <ul style="list-style-type: none"> <li>Proposed development generates significant demand for a shuttle service (e.g. large residential development located outside of walking distance from a major transit station)</li> <li>Walking distances to nearest transit stop/commercial centre are significant (e.g. industrial business park);</li> <li>Travel patterns are not aligned with transit routes; or</li> <li>Employee shift times are outside of transit service hours.</li> </ul> </li> </ul>
Guidance	<ul style="list-style-type: none"> <li>Provide shuttle services free of charge to residents and/or employees where there is significant demand for a shuttle service</li> <li>Post shuttle schedules, frequency, and hours at shuttle stops</li> </ul> <p><b>Option 1:</b></p> <ul style="list-style-type: none"> <li>Offer peak-hour shuttle service to major transit stations</li> </ul> <p><b>Option 2:</b></p> <ul style="list-style-type: none"> <li>Offer 15-minute or better service during peak hours, and 30-minute or better service during off-peak hours to major transit stations</li> </ul> <p><b>Option 3:</b></p>

<p><b>Development Review</b></p>	<ul style="list-style-type: none"> <li>• Offer 7.5-minute or better service during peak hours, and 30-minute or better service during off-peak hours to major transit stations</li> <li>• The applicant shall submit conceptual service plan memorandum describing the hours of operation, stop location(s), routes, headways, marketing activities, and service partners (e.g. pointA) as a condition of the applicable development agreement and/or through a letter of credit.</li> <li>• The applicant shall submit a copy of the operating agreement with the shuttle service provider as part of the monitoring program and follow-up report.</li> <li>• The applicant shall submit a site plan, site plan drawing, concept plan, engineering submission, or other applicable document that shows the location of proposed pick-up and drop-off locations of the shuttle service</li> <li>• City of Vaughan staff shall review the proposed locations and conceptual service plan and provide a recommendation for either approval or modifications to meet City requirements</li> </ul>
<p><b>Monitoring and Reporting</b></p>	<ul style="list-style-type: none"> <li>• Submit completed monitoring survey results to the City of Vaughan at the required intervals, highlighting number of shuttle service users</li> </ul>
<p><b>ADDITIONAL GUIDANCE</b></p>	
<p><b>ADDITIONAL RESOURCES</b></p>	<p><a href="#">pointA</a> operates shuttle programs throughout the City of Vaughan and can assist applicants with determining the feasibility of implementing a shuttle service</p>

## 4 Parking Management

### 4.1 Provide Dedicated Carshare Vehicle Spaces



#### CATEGORY

Parking

#### YORK REGION REQUIRED

#### RECOMMENDED CHARACTER AREAS

VMC

✓

Group 1

✓

Group 2

✓

Other

✓

#### TYPICAL LAND USES

Residential

✓

Commercial

Industrial

Institutional

✓

#### EFFECTIVENESS

● ● ●

#### TYPICAL COST

Design Cost

#### POINTS

2

#### Description

- Developer partners with a carshare provider and subsidizes a carshare operation on-site as needed, including provision of dedicated spaces
- Carshare vehicles are typically self-service, pay-per-use vehicles available only to registered members
- Carshare vehicles reduce the need to store private vehicles for a long period, as a single vehicle can be shared between multiple users, resulting in lower vehicle ownership and reduced parking demand

#### Guidance

##### Option 1

- The Vaughan Comprehensive Zoning By-law identifies carshare parking reductions:
  - For an apartment dwelling in a Residential, Vaughan Metropolitan Centre, or Mixed-Use Zone, the maximum reduction to the total minimum required parking spaces shall be four for each dedicated car-share parking space
  - For an apartment dwelling in a Residential, Vaughan Metropolitan Centre, or Mixed-Use Zone, the maximum number of car-share parking spaces shall be calculated as the total number of dwelling units divided by sixty, rounded to the nearest whole number
- Applicants should enter into an agreement with a carshare provider and the City and financially commit to joining the program prior as a condition of approval

#### Development Review

- The applicant shall submit a site plan, site plan drawing, concept plan, engineering submission, or other applicable

<p><b>Monitoring and Reporting</b></p>	<p>document that shows the location of proposed car share parking spaces</p> <ul style="list-style-type: none"> <li>• The applicant shall submit the agreement with Carshare provider as a condition of the applicable development agreement and/or through a letter of credit.</li> <li>• City of Vaughan staff shall review the proposed locations and service agreement and provide a recommendation for either approval or modifications to meet City requirements</li> </ul>
<p><b>ADDITIONAL GUIDANCE</b></p>	
<p><b>ADDITIONAL RESOURCES</b></p>	<p>Typical agreements between developers and providers are:</p> <ul style="list-style-type: none"> <li>• <b>Private access (less common):</b> Parking space and car dedicated to the building with no public access. The developer must ensure profitability for the first two years by either subsidizing vehicle operations or working with the carshare provider to promote the service.</li> <li>• <b>Public access (revenue guaranteed):</b> Parking space and car provided within the building with public access (usually within commercial parking space). Like the private access agreement, the applicant is typically required to ensure profitability by subsidizing operations.</li> <li>• <b>Public access (not revenue guarantee):</b> Similar to the revenue guaranteed model, however the applicant is not required to subsidize or to ensure profitability (e.g. subsidize operations), but the condominium board or appropriate governing body is required to write into the by-laws that the parking space will remain dedicated to carshare and will be publicly accessible and must be registered on title.</li> </ul> <p>The minimum guaranteed revenue period for utilizing a carshare space varies across jurisdictions, but is typically for between two to three years.</p>

## 4.2 Provide Preferential Carpool Parking Spaces



CATEGORY		YORK REGION REQUIRED		
Parking				
RECOMMENDED CHARACTER AREAS				
VMC	Group 1	Group 2	Other	
✓	✓	✓	✓	
TYPICAL LAND USES				
Residential	Commercial	Industrial	Institutional	
	✓	✓	✓	
EFFECTIVENESS		TYPICAL COST	POINTS	
●●●		Design Cost	1	

Description	<ul style="list-style-type: none"> <li>Provides an incentive to ridesharing by providing reserved spaces to carpool vehicles and reduces parking demand</li> </ul>
	<p><b>Guidance</b></p> <p><b>Option 1:</b></p> <ul style="list-style-type: none"> <li>No preferential carpool parking spaces provided</li> </ul> <p><b>Option 2:</b></p> <ul style="list-style-type: none"> <li>Provide carpool parking spaces in desirable locations such as close to building entrances, in accordance with the Comprehensive Zoning By-Law</li> <li>Use signage and pavement markings to indicate designated carpool parking spaces</li> <li>Carpoolers may be required to register to be eligible for preferential spaces. Unless parking facilities are attended, a transportation or parking coordinator would need to be designated to monitor carpoolers (may be monitored by joining the Smart Commute North Toronto-Vaughan program)</li> </ul>
Development Review	<ul style="list-style-type: none"> <li>The applicant shall submit a site plan, site plan drawing, concept plan, pavement marking &amp; signage plan, or other applicable document that shows the location of proposed carpool parking spaces</li> <li>City of Vaughan staff shall review the proposed locations and provide a recommendation for either approval or modifications to meet City requirements</li> </ul>
Monitoring and Reporting	<ul style="list-style-type: none"> <li>Submit completed monitoring survey results to the City of Vaughan at the required intervals, highlighting number of car pool users where feasible (e.g. parking counts)</li> <li>Provide photo evidence of carpool parking spaces in use</li> </ul>
ADDITIONAL GUIDANCE	

**VMC, GROUP 1, GROUP 2**

- The Vaughan Comprehensive Zoning By-law states:
  - For an employment use in the VMC, MU, and EM1 Zones, a reduction of two minimum required parking spaces for every dedicated car-pool parking space shall be permitted to a maximum of 5 parking spaces or 5% of the total minimum required parking spaces for non-residential uses, whichever is less

## 4.3 Unbundle Parking from Unit Cost



### CATEGORY

Parking

### YORK REGION REQUIRED

### RECOMMENDED CHARACTER AREAS

VMC

✓

Group 1

✓

Group 2

✓

Other

✓

### TYPICAL LAND USES

Residential

✓

Commercial

Industrial

Institutional

### EFFECTIVENESS

●●●

### TYPICAL COST

Design Cost

### POINTS

5

Description	<ul style="list-style-type: none"> <li>Selling or leasing parking spaces separately from the sale of each residential unit can lead to lower rates of vehicle ownership and be used as a selling feature in an area well-served area by transit and/or cycling infrastructure</li> <li>Unbundling parking supports a “shared economy” where vehicles are shared by multiple users such as a carshare service</li> </ul>
Guidance	<p><b>Option 1:</b></p> <ul style="list-style-type: none"> <li>Unbundle the cost of parking from the cost of the unit</li> <li>Review additional parking reductions on a case-by-case basis with City staff by implementing additional TDM initiatives</li> </ul> <p><b>Option 2:</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul>
Development Review	<ul style="list-style-type: none"> <li>The applicant shall submit a letter of undertaking or include unbundled parking in the applicable development agreement</li> <li>City of Vaughan staff shall review the service agreement and provide a recommendation for either approval or modifications to meet City requirements</li> </ul>
Monitoring and Reporting	<ul style="list-style-type: none"> <li>N/A</li> </ul>



## 4.4 Implement Employee Parking Cash Out Program



CATEGORY		YORK REGION REQUIRED		
Parking				
RECOMMENDED CHARACTR AREAS				
VMC	Group 1	Group 2	Other	
✓	✓			
TYPICAL LAND USES				
Residential	Commercial	Industrial	Institutional	
	✓		✓	
EFFECTIVENESS	TYPICAL COST		POINTS	
●●●	\$\$\$		2	

Description	<ul style="list-style-type: none"> <li>Encourages employers to provide employees with a choice to keep a parking space at work, or to accept a cash payment or other reward and in exchange for giving up a designated parking space and committing to choosing a sustainable mode of travel</li> <li>Effective at managing a limited amount of parking supply and does not force employees to stop driving or give up free parking, but those who do are rewarded financially</li> </ul>
	<p><b>Guidance</b></p> <p><b>Option 1:</b></p> <ul style="list-style-type: none"> <li>Working with a local transportation management association (e.g. Smart Commute North Toronto-Vaughan), the applicant can establish an Employee Parking Cash-Out program where options for compensation, funded by employers, can include: <ul style="list-style-type: none"> <li>Transit subsidy of at least \$30 per month</li> <li>Carpool/Vanpool subsidy of at least \$30 per month</li> <li>Cash-in-lieu of free parking worth at least \$30 per month</li> <li>Incentives such as vacation time</li> <li>Shuttles from transit stations, either employer-provided or through a local TMA or similar service provider</li> </ul> </li> </ul> <p><b>Option 2:</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul>
Development Review	<ul style="list-style-type: none"> <li>The applicant shall submit a conceptual cash-out program memorandum describing the program implementation as a condition of the applicable development agreement and/or through a letter of credit.</li> <li>City of Vaughan staff shall review the memorandum and provide a recommendation for either approval or modifications to meet City requirements</li> </ul>

**Monitoring and  
Reporting**

- Submit completed monitoring survey results to the City of Vaughan at the required intervals, highlighting number of cash-out program participants

**ADDITIONAL GUIDANCE**

**ADDITIONAL  
RESOURCES**

[Best Workplaces for Commuters – Parking Cash Out:  
Implementing Commuter Benefits as one of the Nation's Best  
Workplaces for Commuters](#)

## 4.5 Implement Paid Parking



CATEGORY		YORK REGION REQUIRED	
Parking			
RECOMMENDED CHARACTER AREAS			
VMC	Group 1	Group 2	Other
✓	✓	✓	✓
TYPICAL LAND USES			
Residential	Commercial	Industrial	Institutional
	✓	✓	
EFFECTIVENESS	TYPICAL COST		POINTS
●●●	\$\$\$		0 to 2

Description	<ul style="list-style-type: none"> <li>Charging for parking (an amount at least as much as the cost of transit) can encourage and influence people to use sustainable modes of transportation</li> <li>Paid parking can help generate revenue to maintain parking spots while incentivizing travellers to walk, cycle or take transit to get to key destinations</li> <li>Parking pricing should reflect both the value to the end user as well as the cost to provide parking</li> </ul>
	<p><b>Guidance</b></p> <p><b>Option 1:</b></p> <ul style="list-style-type: none"> <li>Parking is free / pre-paid for users</li> </ul> <p><b>Option 2:</b></p> <ul style="list-style-type: none"> <li>Users pay for parking, multiple plans available</li> </ul> <p><b>Option 3:</b></p> <ul style="list-style-type: none"> <li>Longest paid parking pass available is 1 day</li> </ul>
	<p><b>Development Review</b></p> <ul style="list-style-type: none"> <li>The applicant shall submit a site plan, site plan drawing, concept plan, engineering submission, or other applicable document that shows the location of proposed paid parking spaces</li> <li>The applicant shall submit a conceptual paid parking program memorandum describing the program implementation and proposed pricing as a condition of the applicable development agreement and/or through a letter of credit.</li> <li>City of Vaughan staff shall review the memorandum and plans and provide a recommendation for either approval or modifications to meet City requirements</li> </ul>
	<p><b>Monitoring and Reporting</b></p> <ul style="list-style-type: none"> <li>Submit completed monitoring survey results to the City of Vaughan at the required intervals, highlighting number of paid parking users</li> </ul>
ADDITIONAL GUIDANCE	

### ADDITIONAL GUIDANCE

- The applicant should consider implementing a market-based pricing structure to reflect the value of parking based on proxy sites or industry studies
- Working with City staff, reduce the minimum parking requirements for the proposed development on the condition of implementing a paid parking system on a case-by-case basis
- Where the developer becomes the building operator, consider implementing a “parking cash-out” program (see TDM Initiative 4.4)

## 4.6 Implement Pick-up and Drop-off Zones



CATEGORY		YORK REGION REQUIRED	
Parking			
RECOMMENDED CHARACTER AREAS			
VMC	Group 1	Group 2	Other
✓	✓	✓	✓
TYPICAL LAND USES			
Residential	Commercial	Industrial	Institutional
✓	✓	✓	✓
EFFECTIVENESS	TYPICAL COST	POINTS	
●●●	Design cost	1	

Description	<ul style="list-style-type: none"> <li>Designated pick-up and drop-off zones enable convenient locations for passenger loading and requires special consideration to manage potential conflicts between vehicle and pedestrian movements</li> </ul>
Guidance	<ul style="list-style-type: none"> <li>Provide on-site pick-up and drop-off zones that are fully accessible at-grade to facilitate short-term pick-up and drop-off activities</li> <li>Provide adequate space so queueing will not spillback onto driveways or public roads or disrupt traffic flow on site</li> <li>Use design interventions (e.g. curbs, islands), pavement markings and textures to delineate pedestrian facilities and pick-up and drop-off zones</li> <li>Where possible, passenger pick-up and drop-off zones and loading zones should not conflict with pedestrian facilities by locating the zones at an alternate accessible building entrance</li> </ul>
Development Review	<ul style="list-style-type: none"> <li>The applicant shall submit a site plan, site plan drawing, concept plan, pavement marking &amp; signage plan, or other applicable document that shows the location, design, pavement markings, and dimensions of pick-up and drop-off and loading zones</li> <li>The applicant shall submit a swept path diagram to ensure that vehicle circulation is not interrupted</li> <li>City of Vaughan staff shall review the memorandum and plans and provide a recommendation for either approval or modifications to meet City requirements</li> </ul>
Monitoring and Reporting	<ul style="list-style-type: none"> <li>Submit photo evidence of the pick-up and drop-off zones</li> </ul>
ADDITIONAL GUIDANCE	

**ADDITIONAL  
RESOURCES**

[City of Hamilton TDM Guidelines](#)

[Metrolinx Mobility Hub Guidelines \(Section 1.6\)](#)

[BART Multimodal Access Design Guidelines \(Figure 8/9\)](#)

## 5 Other TDM Initiatives

### 5.1 Install Wayfinding & Signage



#### CATEGORY

Other TDM Initiatives

#### YORK REGION REQUIRED

#### RECOMMENDED CHARACTER AREAS

VMC	Group 1	Group 2	Other
✓	✓	✓	✓

#### TYPICAL LAND USES

Residential	Commercial	Industrial	Institutional
✓	✓	✓	✓

#### EFFECTIVENESS



#### TYPICAL COST

\$\$

#### POINTS

1

<b>Description</b>	<ul style="list-style-type: none"> <li>Assists people that are walking or cycling to navigate and locate transportation services, infrastructure, and key destinations in the area</li> </ul>
<b>Guidance</b>	<ul style="list-style-type: none"> <li>The applicant shall provide multi-modal wayfinding signage in key locations so that the residents, employees, and visitors are directed to transportation services and infrastructure such as but not limited to transit, bicycle parking and amenities, taxi stands, shuttle/carpool pick-up/drop-off locations, and key destinations</li> <li>Wayfinding signage shall be implemented in accordance with York Region's Sustainable Mobility Wayfinding Guidelines</li> <li>Wayfinding signage should be located at significant locations, including entrances/exits, identifying the direction, distance, and estimated travel time to key destinations at regular intervals along routes</li> </ul>
<b>Development Review</b>	<ul style="list-style-type: none"> <li>The applicant shall submit a pavement marking &amp; signage plan that identifies locations for the proposed signage, pavement markings</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>Provide photo evidence of wayfinding and signage</li> </ul>
<b>ADDITIONAL GUIDANCE</b>	
<b>ADDITIONAL RESOURCES</b>	<a href="#">York Region Sustainable Mobility Wayfinding Guidelines</a> <a href="#">City of Mississauga's Cycling Master Plan (2010)</a> <a href="#">Hamilton Pedestrian Mobility Plan</a>

## 5.2 Offer Micromobility Services



### CATEGORY

Other TDM Initiative

### YORK REGION REQUIRED

### RECOMMENDED CHARACTER AREAS

VMC

Group 1

Group 2

Other

✓\*

### TYPICAL LAND USES

Residential

Commercial

Industrial

Institutional

✓

✓

✓

### EFFECTIVENESS

●●●

### TYPICAL COST

\$\$\$

### POINTS

1

Description	<ul style="list-style-type: none"> <li>• Provide micromobility options such as bike share or kick-style e-scooters to residents, tenants/employees, students and community members</li> <li>• Bike share and kick-style e-scooters are services where users can rent a bicycle or e-scooter on a short-term basis by subscribing to a membership (e.g. monthly, yearly, or pay-as-you-go)</li> <li>• Micromobility trips are often intended to provide convenient travel options for all types of trips including commuting to work, recreation, errands, or connecting to transit</li> <li>• * While e-scooters are not yet supported in Vaughan, this section is available for reference should the City opt into the e-scooter program</li> </ul>
Guidance	<ul style="list-style-type: none"> <li>• Partner with the City and micromobility service providers to launch a micromobility program in the City of Vaughan</li> <li>• Designate an area for future bike share or e-scooter stations that is near the entrance, in a covered location, and is within walking distance to key destinations</li> <li>• Support the launch of a micromobility service by subsidizing the launch of the service or provide memberships to residents, and employees in the service area</li> </ul>
Development Review	<ul style="list-style-type: none"> <li>• The applicant shall submit the micromobility service agreement or documentation as a condition of the applicable development agreement and/or through a letter of credit.</li> <li>• Show the location of the micromobility station on a plan</li> </ul>
Monitoring and Reporting	<ul style="list-style-type: none"> <li>• Submit any available usage data to the City of Vaughan to determine the success of the micromobility program</li> <li>• Submit completed monitoring survey results to the City of Vaughan, ensuring micromobility is listed as a travel option</li> </ul>



- Provide photo evidence of micromobility stations

#### ADDITIONAL GUIDANCE

##### ADDITIONAL RESOURCES

[Vancouver's TDM Guidelines \(ACT-08\)](#) encourages property owners to provide a fleet of shared bicycles for residents/employees and/or visitors and provide parking beyond the amount required by the Parking By-law. The purpose is to limit car-dependency of building users as the bicycles would only facilitate two-way trips.

### 5.3 Support the YRT Mobility On-Request Service



#### CATEGORY

Other TDM Initiatives

#### YORK REGION REQUIRED

#### RECOMMENDED CHARACTER AREAS

VMC	Group 1	Group 2	Other
✓	✓	✓	✓

#### TYPICAL LAND USES

Residential	Commercial	Industrial	Institutional
✓	✓	✓	✓

#### EFFECTIVENESS

●●

#### TYPICAL COST

\$

#### POINTS

1

Description	<ul style="list-style-type: none"> <li>Mobility On-Request (MOR) is a ride-sharing service managed by York Region Transit (YRT) that enables residents to request on-demand transit at designated bus stops</li> <li>In Vaughan, there are currently three MOR service areas: MOR Vellore Local, MOR Woodbridge, and MOR 65+ Service.</li> <li>MOR 65+ Service is available for all residents in York Region that are 65+ years old. Trips can be booked by calling on the same day of travel at least 60 minutes ahead of the scheduled pick up time and will take residents anywhere within 5 km of their home.</li> </ul>
Guidance	<ul style="list-style-type: none"> <li>Applicants shall include promotional information about the MOR service in addition to the transit information distributed as part of their Communication Strategy (TDM Initiative 1.2)</li> <li>Where applicable, the applicant shall work with YRT to determine if the subject site is located in an area that is a candidate to launch a new MOR service (e.g. site is located in a desirable area for a MOR service)</li> </ul>
Development Review	<ul style="list-style-type: none"> <li>The applicant shall submit proof of correspondence with YRT to determine if a new MOR service is feasible</li> </ul>
Monitoring and Reporting	<ul style="list-style-type: none"> <li>N/A</li> </ul>
ADDITIONAL GUIDANCE	
ADDITIONAL RESOURCES	<a href="#">YRT Mobility-on-Request Website</a>

## 5.4 Provide Ongoing Support for Working Remotely



CATEGORY		YORK REGION REQUIRED	
Other TDM Initiatives			
RECOMMENDED CHARACTER AREAS			
VMC	Group 1	Group 2	Other
✓	✓	✓	✓
TYPICAL LAND USES			
Residential	Commercial	Industrial	Institutional
	✓	✓	✓
EFFECTIVENESS	TYPICAL COST		POINTS
● ●	\$		1 to 4

Description	<ul style="list-style-type: none"> <li>Working remotely (i.e. teleworking or working from home) is a common practice in many workplaces.</li> <li>Working remotely reduces commuting activity and can lead to significant cost savings through workspace sharing, increased productivity, and time savings in addition to many environmental benefits of removing the commute to work altogether</li> </ul>
Guidance	<ul style="list-style-type: none"> <li>Applicants should ensure that the property management companies or employers join the Smart Commute North Toronto-Vaughan program to provide support for employees and organizations that are interested in working remotely</li> <li>Applicants should take increasing rates of remote working into consideration by offering amenities such as coworking spaces in residential developments</li> <li>For non-residential uses, the Smart Commute program provides employees with the remote work resources and support</li> </ul>
Development Review	<ul style="list-style-type: none"> <li>The applicant shall submit proof of correspondence to join the Smart Commute program as a paying member as a condition of the applicable development agreement and/or through a letter of credit</li> <li>Alternatively, the applicant shall submit a letter from a future tenant that will offer remote work options</li> </ul>
Monitoring and Reporting	<ul style="list-style-type: none"> <li>Submit completed monitoring survey results to the City of Vaughan</li> </ul>
ADDITIONAL GUIDANCE	

### ADDITIONAL RESOURCES

[Telework Management and Program Guides \(Arlington, VA\)](#)

## 5.5 pointA Transportation Management Association Membership



### CATEGORY

Other TDM Initiatives

### YORK REGION REQUIRED

✓

### RECOMMENDED CHARACTER AREAS

VMC

✓

Group 1

✓

Group 2

✓

Other

✓

### TYPICAL LAND USES

Residential

Commercial

✓

Industrial

✓

Institutional

✓

### EFFECTIVENESS

●●●

### TYPICAL COST

Varies

### POINTS

2

<b>Description</b>	<ul style="list-style-type: none"> <li>pointA is a Transportation Management Association (TMA) that provides programs and tools to workplaces to help encourage sustainable modes of transportation through the Smart Commute North Toronto-Vaughan program</li> <li>Services include carpool matching and multi-modal trip planner tool, guaranteed ride home programs, annual events and campaigns, clinics and workshops, and professional assistance to develop workplace transportation strategies and plans</li> </ul>
<b>Guidance</b>	<ul style="list-style-type: none"> <li>Non-residential developments with more than 50 employees are required to join the Smart Commute North Toronto-Vaughan program offered by pointA</li> <li>Residential developments should join the York Region MyTrip program that (additional information in TDM Initiatives 1.1, 1.2, 1.6)</li> </ul>
<b>Development Review</b>	<ul style="list-style-type: none"> <li>The applicant shall submit proof of correspondence to join the Smart Commute program as a paying member as a condition of the applicable development agreement and/or through a letter of credit.</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>Submit completed monitoring and annual Smart Commute survey results to the City of Vaughan at the required intervals</li> </ul>
<b>ADDITIONAL GUIDANCE</b>	
<b>ADDITIONAL RESOURCES</b>	<a href="#">pointA Smart Commute Services</a>

## 5.6 Provide a Vanpool Program



CATEGORY		YORK REGION REQUIRED	
Other TDM Initiatives			
RECOMMENDED CHARACTER AREAS			
VMC	Group 1	Group 2	Other
✓	✓	✓	✓
TYPICAL LAND USES			
Residential	Commercial	Industrial	Institutional
	✓	✓	✓
EFFECTIVENESS	TYPICAL COST		POINTS
●●●	\$\$\$		2

<b>Description</b>	<ul style="list-style-type: none"> <li>Vanpooling is a common, long-distance commute option for employees headed to the same work site, typically consisting of at least 5 commuters</li> <li>Vanpools are typically organized by an employer. The employer purchases/leases a vehicle (or utilizes an existing fleet vehicle) for employees to travel to and from work. Routes are organized with employees that live in proximity to one another or on the same route to the worksite. Employees are responsible for the cost of gas.</li> <li>Vanpool members typically pay a fee which covers van costs such as gas, insurance and other monthly costs on the vehicle</li> </ul>
<b>Guidance</b>	<ul style="list-style-type: none"> <li>The applicant shall purchase or lease vans for employee use and pay for mileage and maintenance of the vehicles</li> <li>Work with organizations like pointA to effectively market and launch a vanpool program</li> </ul>
<b>Development Review</b>	<ul style="list-style-type: none"> <li>The applicant shall submit proof of correspondence to join the Smart Commute program as a paying member and launch a vanpool program as a condition of the applicable development agreement and/or through a letter of credit.</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>Submit completed monitoring and annual Smart Commute survey results to the City of Vaughan at the required intervals</li> </ul>
<b>ADDITIONAL GUIDANCE</b>	
<b>ADDITIONAL RESOURCES</b>	<a href="#">Commute With Enterprise - Vanpool</a> <a href="#">Arlington Transportation Partners – Start a Vanpool</a>

## 5.7 Implement Innovative TDM Initiative



CATEGORY		YORK REGION REQUIRED	
Other TDM Initiatives			
RECOMMENDED CHARACTER AREAS			
VMC	Group 1	Group 2	Other
✓	✓	✓	✓
TYPICAL LAND USES			
Residential	Commercial	Industrial	Institutional
✓	✓	✓	✓
EFFECTIVENESS	TYPICAL COST	POINTS	
TBD	Varies	0 to 5	

<b>Description</b>	<ul style="list-style-type: none"> <li>City staff may consider innovative TDM initiatives proposed by the applicant, with acceptable rationale, assessment, and ongoing monitoring of success to implement</li> </ul>
<b>Guidance</b>	<ul style="list-style-type: none"> <li>Examples of acceptable measures may include, but are not limited to: <ul style="list-style-type: none"> <li>Innovative trip planning resources</li> <li>Accommodation of bicycle parking for non-standard or different types of bicycles (cargo, recumbent, trailers, etc.)</li> <li>Subsidies for sustainable transportation use(s) not previously defined</li> <li>Use of electric shared vehicles where shared vehicles are provided</li> <li>Bicycle valet services</li> <li>On-site child-care</li> <li>Delivery services</li> <li>TDM-supportive amenities such as a co-working space</li> <li>Implementing a Mobility-as-a-Service platform</li> </ul> </li> </ul>
<b>Development Review</b>	<ul style="list-style-type: none"> <li>City staff will review the proposed Innovative TDM Initiative</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>Ensure appropriate monitoring activities such as surveys, sensors, or count data is submitted to the City of Vaughan at the required intervals</li> </ul>
<b>ADDITIONAL GUIDANCE</b>	
<b>ADDITIONAL RESOURCES</b>	<a href="#">Vancouver's TDM Guidelines (OTH-01)</a> encourages applicants to propose implementing innovative strategies

## Appendix B: Cost and Implementation Table

---

Exhibit 5-1: Cost and Responsibility Table

TDM Initiative		Typical Cost	Responsibility
Category 1: Promotion / Monitoring			
1.1	Provide Transit Incentives		
1.2	Communication Strategy		
1.3	Provide Financial Incentives for Sustainable Transportation		
1.4	Awards / Recognition Program		
1.5	Cycling Skills Courses		
1.6	Provide Individualized Marketing Programs & Travel Plans		
1.7	Guaranteed Ride Home Program (i.e. Emergency Ride Home)		
Category 2: Active Transportation			
2.1	Pedestrian Network Implementation		
2.2	Cycling Network Implementation		
2.3	Provide Long and Short-Term Bicycle Parking		
2.4	Provide Separated Bicycle Access to Long-Term Bicycle Parking		
2.5	Provide Shower and Change Room Facilities		
2.6	Install Bike Repair Station		
Category 3: Transit			
3.1	Provide Transit Information Kiosks at Major Destinations		
3.2	Provide Weather-Protected Waiting Areas		
3.3	Provide Real-Time Transit Information		
3.4	Launch Shuttle Services		
Category 4: Parking			
4.1	Provide Dedicated Carshare Vehicle Spaces		
4.2	Provide Preferential Carpool Parking Spaces		
4.3	Unbundle Parking from Unit Cost		
4.4	Implement Employee Parking Cash Out Program		
4.5	Implement Paid Parking		
4.6	Implement Pick-Up and Drop-Off Zones		
Category 5: Other TDM Initiatives			
5.1	Install Wayfinding Signage		
5.2	Offer Micromobility Services*		
5.3	Support the YRT Mobility On-Request Service		
5.4	Provide Ongoing Support for Working Remotely		
5.5	Provide pointA Transportation Management Association Membership		
5.6	Provide a Vanpool Program		
5.7	Implement Innovative TDM Initiative		

\* Coordinate with City Staff

Example:

1.1	Provide Transit Incentives	\$5,000	Applicant
-----	----------------------------	---------	-----------



## Appendix C: Sample Monitoring Survey

---

# CITY OF VAUGHAN ANNUAL TRAVEL SURVEY

**1. How do you typically travel daily? Please select the mode(s) you have used over the past year. Check all that apply.**

Drive alone ☐  
Carpool/vanpool/drop off ☐  
Transit ☐  
Bicycle ☐  
Walk ☐  
Telework ☐  
Other \_\_\_\_\_

**2. Of the modes selected above, how do you travel most often? Select one.**

Drive alone ☐  
Carpool/vanpool/drop off ☐  
Transit ☐  
Bicycle ☐  
Walk ☐  
Telework ☐  
Other \_\_\_\_\_

**3. Overall, how satisfied or dissatisfied are you with your travel experience?**

Very Satisfied ☐  
Satisfied ☐  
Neither Satisfied nor Dissatisfied ☐  
Dissatisfied ☐  
Very Dissatisfied ☐

**4. When you take transit, which transit system do you use? Please select the system you use for the greatest distance.**

York Region Transit (YRT) ☐  
GO Transit ☐  
Toronto Transit Commission (TTC) ☐  
N/A, do not use transit ☐  
Other \_\_\_\_\_

**5. If you take transit, please indicate how you travel to your transit stop/station.**

Drive alone ☐  
Carpool/vanpool/drop off ☐  
Transit ☐  
Bicycle ☐  
Walk ☐  
Taxi/Uber ☐  
GO Bus, do not travel to GO Station ☐  
Other \_\_\_\_\_

**6. Which modes of transportation, if any, are you willing to use to travel around?**

Drive alone ☐  
Carpool/vanpool/drop off ☐  
Transit ☐  
Bicycle ☐  
Walk ☐  
Taxi/Uber ☐  
None of the above ☐

**7. If you tried a new mode to get around in the last year, please indicate the reason.**

I did not try a new mode in the last year. ☐  
Received information or an incentive ☐  
Participated in a Smart Commute Campaign (e.g. Bike Month) ☐  
Changed work or home location ☐  
New infrastructure at my workplace ☐  
New infrastructure around my workplace ☐  
Discovered a new commuting option ☐  
Looking to save time ☐  
Looking to save money ☐  
Concern for the environment ☐  
Exercise or health benefits ☐

Other \_\_\_\_\_

**7. What sustainable transportation initiatives or infrastructure have you used since moving to X?**

TDM Initiative #1 ☐  
TDM Initiative #2 ☐  
TDM Initiative #3 ☐  
TDM Initiative #4 ☐  
TDM Initiative #5 ☐

**9. What is your Home and Work/School postal code?**

Home \_\_\_\_\_ Work/School \_\_\_\_\_

**13. Please leave your contact information if you'd like a chance to win a contest prize.**

Name \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

**Your feedback is important to us! Please use the space below to provide any comments you may have about your travel experience.**

---

---

---

---

---

---

---