

**MEETING DATE:** October 31, 2001

**SUBJECT:** Service Improvements For 2002

**RECOMMENDATIONS**

It is recommended that the Commission:

1. Initiate a 10-week consultation process regarding the recommended service changes described in the attached report, entitled *Service Improvements for 2002*, noting that:
  - Thirteen service changes are recommended for implementation in conjunction with the opening of the Sheppard Subway which is planned for September 2002;
  - There are six additional service changes recommended, which are summarised in the attached table. They would improve service for 900,000 current customer-trips annually and attract 150,000 new customer-trips annually to the TTC; and
  - The results of the consultation process will be reported to the Commission;
1. Approve the trial operation of an extension of the 32 Eglinton West route to serve the Airport Corporate Centre beginning on February 18, 2002, as described in the attached report, noting that:
  - This timing allows the service to be in operation when two major buildings in the area are planned to begin occupation. This will help to attract new riders to the service; and
  - This will exempt this service from the normal 10-week consultation process associated with the introduction of new services, but there are no negative effects from this proposal which would make such consultation critical;
3. Forward this report and the attached report to members of City Council with a request that they provide comments on the service change recommendations by January 18, 2002, noting that all recommended service changes are indexed by City ward in Table 2, attached to this report; and
4. Forward this report to the City of Mississauga, York Region, and GO Transit.

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## **FUNDING**

Funding for all of the service changes associated with the opening of the Sheppard Subway are being included in the 2002 Operating Budget.

Of the other recommended service improvements in this report, two can be implemented at no cost, while four would be implemented with no increase in the TTC's annual operating costs by re-allocating resources from service reductions on routes with poor financial performance. The routes with poor financial performance are identified in Appendix B of the report. In total, the changes not related to the opening of the Sheppard Subway are projected to increase TTC revenues by \$230,000 annually.

## **BACKGROUND**

Each year, the TTC produces a report on service improvements which recommends changes to routes to improve service for TTC customers. The *Service Improvements for 2002* report forms part of the TTC's service planning process, and is based on an evaluation of suggestions for improvements made by customers, councillors, and TTC staff. This year, the report also documents the service changes which are planned in conjunction with the opening of the Sheppard Subway in September 2002.

Reductions in the subsidy provided for public transit by the municipal and provincial governments have made large-scale expansion or improvement of the TTC network difficult. With decreasing subsidies for transit, any improvements in service must be funded through increased fare revenue. TTC ridership has been increasing gradually, and service improvements must be made to accommodate this increase and to promote further increases. Because government funding for the TTC continues to be reduced, and because a very high proportion of revenue thus comes from the fares paid by customers, meeting customers' travel needs has become, more than ever, the key to success for public transit in Toronto.

## **DISCUSSION**

### **Service Standards Process**

In the preparation of the annual report on service improvements, proposals are received from councillors, from TTC customers, and from TTC staff. These proposals are evaluated using pre-set, objective standards and criteria. The process and standards are described in Section 1 of the report on *Service Improvements for 2002*.

A public meeting was held at the Toronto Reference Library on March 20, 2001, to receive suggestions for service changes from TTC customers. Of the suggestions that were made at that meeting, all were reviewed, six were evaluated in detail in preparing the report, and two have led to recommendations for service changes.

### **Recommended Service Changes**

The opening of the Sheppard Subway will improve service in the Sheppard Avenue corridor and will provide faster service for many customers travelling from north-east Toronto to Yonge Street and the downtown. It is recommended that modifications be made to most routes in the area to allow customers to take advantage of this new faster service. A detailed review of possible service changes was undertaken to maximise the customer benefits resulting from the new subway. In all, modifications are recommended for twelve routes in the area, as listed in Table 1. Possible changes on four other routes were also considered but are not recommended because they would not provide a net benefit to customers, or because the added cost of the service improvement could not be justified based on TTC's service standards.

Twenty-nine other proposals, which are unrelated to the opening of the Sheppard Subway, have also been evaluated in detail in preparing the *Service Improvements for 2002* report. The six recommended service changes are listed in Table 1, and are described in detail in the main report. The recommended additional service changes include routing changes on three routes, and the introduction of service during new time periods on three routes.

In total, the Sheppard Subway and other recommended changes would improve service for approximately 22 million customer-trips each year by reducing the distance that customers need to walk to or from their nearest bus stop, by reducing the number of transfers they need to make, or by reducing their travel time. It is expected that these service changes would attract approximately 1.2 million new customer-trips to the TTC each year and, thus, increase revenue by approximately \$1.9 million each year.

The TTC's service standards process includes a consultation period between the receipt of this report by the Commission and the introduction of the changes, during which time comments are requested from councillors. If requested, TTC staff will attend public meetings or provide additional information regarding the recommendations.

For this *Service Improvements for 2002* report, the consultation period would begin immediately, and would continue until January 18, 2002. A report would subsequently be presented to the Commission outlining the results of the consultation. Service changes for

the Sheppard Subway would begin on September 1, 2002. The remainder of the approved service changes, with one exception as noted below, would begin on May 12, 2002. Proposals for which changes are suggested during the consultation process would be discussed in detail in the future report to the Commission, and the Commission can then decide whether to proceed with the proposals.

It is recommended that the proposed new service to the Airport Corporate Centre on the 32 Eglinton West route be exempted from this consultation process in order to allow the service to be in place before the initial occupancy of a number of new office buildings in the area. There are currently three buildings under construction that would be served by the new route, two of which are scheduled for occupancy in March and April 2002. Early implementation of this service change will increase the likelihood of the success of the new service by encouraging employees who are new to the area to use transit service from the outset. This service change involves the extension of a route through a commercial area from its current end and, thus, would have no negative effects on current customers or local residents. Therefore, it is recommended that the usual consultation period for this service change be waived, and that the service begin on February 18, 2002.

All of the recommended service changes in the attached report would be introduced for a trial period of at least six months, and would be subject to a post-implementation review, to ensure that they achieve the benefits that are expected. The results of these post-implementation reviews will be presented to the Commission as usual. The report on *Service Improvements for 2002* includes post-implementation reviews of 16 previous service changes. All of these service changes have achieved the expected benefits, ridership levels, and financial standard. The report recommends that they be made a regular part of the TTC route network.

## **JUSTIFICATION**

The service changes recommended in the report *Service Improvements for 2002* include both the adjustments needed to reflect the opening of the Sheppard Subway in September 2002 and improvements in service on five other routes throughout the system. These changes will improve service for approximately 22 million customer-trips each year by making service more convenient, more direct, and faster. The recommended service changes should be introduced, to attract new customers to the TTC. These service changes are projected to meet or exceed the TTC's financial standard.

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October 24, 2001

Attachments: Table 1: Recommended Service Improvements for 2002

Table 2: Index of Service Changes by City Ward

*Service Improvements for 2002 (October, 2001)*

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Commission Report - final.doc

**TABLE 1**

**RECOMMENDED SERVICE IMPROVEMENTS FOR 2002**

**New and revised services for the Sheppard Subway**

4 Sheppard Subway

11 Bayview – Service to Bayview Station

25 Don Mills – Service to Don Mills Station

Don Mills/Scarborough Centre – New limited-stop rocket route

Finch East – Service to Don Mills Station

139 Huntingwood – Service to Don Mills Station

51 Leslie – Service to Leslie Station

67 Pharmacy – Route shortened to end at Ellesmere Road (Penworth Road); new Pharmacy North route from Don Mills Station

85 Sheppard East – Service to Don Mills Station and to Sheppard-Yonge Station

10 Van Horne – Service to Don Mills Station

24 Victoria Park – New service to Don Mills Station via Consumers Road

24 Victoria Park – Route shortened to end at Steeles Avenue; new Victoria Park North route from Don Mills Station<sup>1</sup>

68 Warden – Route shortened to end at Steeles Avenue; new Warden North route from Don Mills Station<sup>1</sup>

**Other new and revised services**

**No additional operating costs**

37A Islington – Operate via Woodbine Racetrack

35 Jane – Revised routing at Jane Street and Steeles Avenue

**Operating costs to be covered through re-allocation**

32 Eglinton West – Extension to Airport Corporate Centre<sup>2,3</sup>

32 Eglinton West – Monday-Friday early evening and Saturday service to Skymark Avenue

131 Nugget – Sunday early evening service

53 Steeles East – Monday-Friday early evening and Saturday service to Markham Road

<sup>1</sup> This service involves some operation in York Region.

<sup>2</sup> This service involves some operation in the City of Mississauga.

<sup>3</sup> This service is recommended for immediate implementation, in advance of the usual 10-week consultation process.

**TABLE 2**

**INDEX OF SERVICE CHANGES BY CITY WARD**

Page numbers refer to the report on *Service Improvements for 2002*

**Ward 1 Etobicoke North**

York University – Direct service from the west 22

**Ward 2 Etobicoke North**

37 Islington – Operate via Woodbine Racetrack 18

York University – Direct service from the west 22

**Ward 3 Etobicoke Centre**

32 Eglinton West – Extension to Airport Corporate Centre 18

32 Eglinton West – Monday-Friday early evening and Saturday service to Skymark Avenue 19

**Ward 4 Etobicoke Centre**

73 Royal York – Service on Richview Road 22

**Ward 7 York West**

York University – Direct service from the west 22

**Ward 8 York West**

35 Jane – Revised routing via Murray Ross Parkway 19

York University – Direct service from the west 22

**Ward 16 Eglinton-Lawrence**

51 Leslie – Service to Leslie Station 12

**Ward 20 Trinity-Spadina**

26 Dupont – New service on St. George Street 21

**Ward 22 St. Paul's**

11 Bayview – Service to Bayview Station 10

51 Leslie – Service to Leslie Station 12

**Ward 23 Willowdale**

Sheppard Subway 10

11 Bayview – Service to Bayview Station 10

85 Sheppard East – Service to Don Mills Station and to Sheppard-Yonge Station 13

24 Victoria Park – New service to Don Mills Station via Consumers Road 14

**Ward 24 Willowdale**

Sheppard Subway 10

11 Bayview – Service to Bayview Station 10

25 Don Mills – Service to Don Mills Station 11

Finch East – Service to Don Mills Station 11

85 Sheppard East – Service to Don Mills Station and to Sheppard-Yonge Station 13

24 Victoria Park – Route shortened to end at Steeles Avenue;

new Victoria Park North route from Don Mills Station 14

24 Victoria Park – New service to Don Mills Station via Consumers Road 14

**Ward 25 Don Valley West**

Sheppard Subway 10

11 Bayview – Service to Bayview Station 10

25 Don Mills – Service to Don Mills Station 11

51 Leslie – Service to Leslie Station 12

**Ward 26 Don Valley West**

Sheppard Subway 10

11 Bayview – Service to Bayview Station 10

25 Don Mills – Service to Don Mills Station 11

51 Leslie – Service to Leslie Station 12

**Ward 29 Broadview-Greenwood**



Sheppard Subway 10

25 Don Mills – Service to Don Mills Station 11

**Ward 31 Beaches-East York**

67 Pharmacy – Route shortened to end at Ellesmere Road;

new Pharmacy North route from Don Mills Station 13

24 Victoria Park – Route shortened to end at Steeles Avenue;

new Victoria Park North route from Don Mills Station 14

24 Victoria Park – New service to Don Mills Station via Consumers Road 14

**Ward 32 Beaches-East York**

143 Downtown/Beach Express – Extension on Kingston Road 21

92 Woodbine South – Revised service south of Queen Street 22

**Ward 33 Don Valley East**

Sheppard Subway 10

25 Don Mills – Service to Don Mills Station 11

Don Mills/Scarborough Centre – New limited-stop rocket route 11

Finch East – Service to Don Mills Station 11

139 Huntingwood – Service to Don Mills Station 12

51 Leslie – Service to Leslie Station 12

67 Pharmacy – Route shortened to end at Ellesmere Road;

new Pharmacy North route from Don Mills Station 13

85 Sheppard East – Service to Don Mills Station and to Sheppard-Yonge Station 13

10 Van Horne – Service to Don Mills Station 13

24 Victoria Park – Route shortened to end at Steeles Avenue;

new Victoria Park North route from Don Mills Station 14

24 Victoria Park – New service to Don Mills Station via Consumers Road 14

68 Warden – Route shortened to end at Steeles Avenue;

new Warden North route from Don Mills Station 15

### **Ward 34 Don Valley East**

Sheppard Subway 10

25 Don Mills – Service to Don Mills Station 11

51 Leslie – Service to Leslie Station 12

24 Victoria Park – Route shortened to end at Steeles Avenue;

new Victoria Park North route from Don Mills Station 14

24 Victoria Park – New service to Don Mills Station via Consumers Road 14

### **Ward 35 Scarborough Southwest**

Sheppard Subway 10

67 Pharmacy – Route shortened to end at Ellesmere Road;

new Pharmacy North route from Don Mills Station 13

24 Victoria Park – Route shortened to end at Steeles Avenue;

new Victoria Park North route from Don Mills Station 14

24 Victoria Park – New service to Don Mills Station via Consumers Road 14

68 Warden – Route shortened to end at Steeles Avenue; new Warden North route from Don Mills Station 15

### **Ward 36 Scarborough Southwest**

143 Downtown/Beach Express – Extension on Kingston Road 21

### **Ward 37 Scarborough Centre**

Sheppard Subway 10

Don Mills/Scarborough Centre – New limited-stop rocket route 11

Finch East – Service to Don Mills Station 11

67 Pharmacy – Route shortened to end at Ellesmere Road;

new Pharmacy North route from Don Mills Station 13

24 Victoria Park – Route shortened to end at Steeles Avenue;

new Victoria Park North route from Don Mills Station 14

24 Victoria Park – New service to Don Mills Station via Consumers Road 14

68 Warden – Route shortened to end at Steeles Avenue; new Warden North route from Don Mills Station 15

### **Ward 38 Scarborough Centre**

Sheppard Subway 10

Don Mills/Scarborough Centre – New limited-stop rocket route 11

Finch East – Service to Don Mills Station 11

139 Huntingwood – Service to Don Mills Station 12

### **Ward 39 Scarborough-Agincourt**

Sheppard Subway 10

Don Mills/Scarborough Centre – New limited-stop rocket route 11

Finch East – Service to Don Mills Station 11

139 Huntingwood – Service to Don Mills Station 12

67 Pharmacy – Route shortened to end at Ellesmere Road;

new Pharmacy North route from Don Mills Station 13

85 Sheppard East – Service to Don Mills Station and to Sheppard-Yonge Station 13

24 Victoria Park – Route shortened to end at Steeles Avenue;

new Victoria Park North route from Don Mills Station 14

68 Warden – Route shortened to end at Steeles Avenue; new Warden North route from Don Mills Station 15

#### **Ward 40 Scarborough-Agincourt**

Sheppard Subway 10

Don Mills/Scarborough Centre – New limited-stop rocket route 11

Finch East – Service to Don Mills Station 11

139 Huntingwood – Service to Don Mills Station 12

67 Pharmacy – Route shortened to end at Ellesmere Road;

new Pharmacy North route from Don Mills Station 13

85 Sheppard East – Service to Don Mills Station and to Sheppard-Yonge Station 13

10 Van Horne – Service to Don Mills Station 13

24 Victoria Park – Route shortened to end at Steeles Avenue;

new Victoria Park North route from Don Mills Station 14

24 Victoria Park – New service to Don Mills Station via Consumers Road 14

68 Warden – Route shortened to end at Steeles Avenue; new Warden North route from Don Mills Station 15

#### **Ward 41 Scarborough-Rouge River**

Sheppard Subway 10

Don Mills/Scarborough Centre – New limited-stop rocket route 11

Finch East – Service to Don Mills Station 11

139 Huntingwood – Service to Don Mills Station 12

85 Sheppard East – Service to Don Mills Station and to Sheppard-Yonge Station 13

**Ward 42 Scarborough-Rouge River**

Sheppard Subway 10

131 Nugget – Sunday early evening service 20

53 Steeles East – Monday-Friday early evening and Saturday service to Markham Road  
20

Finch East – Service to Don Mills Station 11

85 Sheppard East – Service to Don Mills Station and to Sheppard-Yonge Station 13

**Ward 44 Scarborough East**

Sheppard Subway 10

85 Sheppard East – Service to Don Mills Station and to Sheppard-Yonge Station 13