

**Meeting Date:** October 23, 2002

**Subject:** Service Improvements For 2003

### **Recommendations**

It is recommended that the Commission:

1. Initiate a 10-week consultation process regarding the recommended service changes shown in Table 1 and described in the attached report, entitled *Service Improvements for 2003*, noting that:
  - The ten recommended service changes would improve service for 1.4-million current customer-trips annually and attract 100,000 new customer-trips annually to the TTC; and
  - The results of the consultation process will be reported to the Commission;
1. 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 10, 2003, noting that all recommended service changes are indexed by City ward in Table 2, attached to this report; and
3. Forward this report to the City of Mississauga, York Region, and GO Transit.

### **Funding**

The service changes recommended in this report will not increase the TTC's operating costs. Of the ten recommended service improvements in this report, six can be implemented at no cost, while four would be implemented with no net increase in the TTC's operating costs by re-allocating resources from headway widenings on routes with poor financial performance. The routes with poor financial performance are identified in Appendix B of the report. In total, the changes recommended in this report are projected to increase TTC revenues by \$160,000 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 2003* 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.

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. However, modest service improvements and routing changes have been made to accommodate changing travel patterns and the ridership growth which occurred on the TTC between 1997 and 2001. Ridership has levelled off over the past year. Even so, it is still critical to continue to update services to better meet customers' travel needs in order to make public transit more attractive 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 2003*.

A public meeting was held at the Toronto Reference Library on April 9, 2002, to receive suggestions for service changes from TTC customers. Of the suggestions that were made at that meeting, all were reviewed, four were evaluated in detail in preparing the report, and one has led to a recommendation for a service change.

### **Recommended Service Changes**

Twenty-three other route change suggestions were made by customers, City councillors, and TTC staff, and so a total of 33 proposals have also been evaluated in detail in preparing the *Service Improvements for 2003* report. The ten 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 nine routes, and the introduction of service during a new time period of operation on one route.

In total, the recommended changes would improve service for approximately 1.4-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 100,000 new customer-trips to the TTC each year and, thus, increase revenue by approximately \$160,000 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 2003* report, the consultation period would begin immediately, and would continue until January 10, 2003. A report would subsequently be presented to the Commission outlining the results of the consultation. The service changes would begin on May 11, 2003, with one exception (service to the new terminal at Pearson Airport would begin when the new terminal opens, later in 2003). 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 or not to proceed with the proposals.

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 2003* 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 2003* will improve service for approximately 1.4-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.

October 9, 2002

11-84-76

Attachments: Table 1: Recommended Service Improvements for 2003

Table 2: Index of Service Changes by City Ward

*Service Improvements for 2003* (October, 2002)

### **Table 1**

#### **Recommended Service Improvements For 2003**

#### **No additional operating costs**

192 Airport Rocket, 58 Malton, and 307 Eglinton West – Extension to Pearson Airport new terminal

46 Martin Grove – Revised routing at Kipling Station

88 South Leaside – Service on Vanderhoof Avenue

112 West Mall – Revised service

**Additional operating costs to be funding by reallocation from poor-performing existing services**

58 Malton and 307 Eglinton West – Extension to Pearson Airport Terminal 3

133 Neilson – Extension to Morningside Heights

80 Queensway – Monday-Friday late evening service west of Humber Loop

**Table 2**

**Index Of Service Changes By City Ward**

Page numbers refer to the report on *Service Improvements for 2003*

**Ward 1 Etobicoke North**

46 Martin Grove – Revised routing at Kipling Station 11

**Ward 2 Etobicoke North**

46 Martin Grove – Revised routing at Kipling Station 11

112 West Mall – Revised service 13

**Ward 3 Etobicoke Centre**

192 Airport Rocket, 58 Malton, and 307 Eglinton West – Extension to Pearson Airport new terminal 10

58 Malton and 307 Eglinton West – Extension to Pearson Airport Terminal 3 10

46 Martin Grove – Revised routing at Kipling Station 11

112 West Mall – Revised service 13

**Ward 4 Etobicoke Centre**

192 Airport Rocket, 58 Malton, and 307 Eglinton West – Extension to Pearson Airport new terminal 10

58 Malton and 307 Eglinton West – Extension to Pearson Airport Terminal 3 10

46 Martin Grove – Revised routing at Kipling Station 11

**Ward 5 Etobicoke-Lakeshore**

192 Airport Rocket, 58 Malton, and 307 Eglinton West – Extension to Pearson Airport new terminal 10

58 Malton and 307 Eglinton West – Extension to Pearson Airport Terminal 3 10

46 Martin Grove – Revised routing at Kipling Station 11

112 West Mall – Revised service 13

80 Queensway – Monday-Friday late evening service west of Humber Loop 14

### **Ward 11 York South-Weston**

192 Airport Rocket, 58 Malton, and 307 Eglinton West – Extension to Pearson Airport new terminal 10

58 Malton and 307 Eglinton West – Extension to Pearson Airport Terminal 3 10

### **Ward 12 York South-Weston**

192 Airport Rocket, 58 Malton, and 307 Eglinton West – Extension to Pearson Airport new terminal 10

58 Malton and 307 Eglinton West – Extension to Pearson Airport Terminal 3 10

### **Ward 13 Parkdale-High Park**

80 Queensway – Monday-Friday late evening service west of Humber Loop 14

### **Ward 14 Parkdale-High Park**

80 Queensway – Monday-Friday late evening service west of Humber Loop 14

### **Ward 15 Eglinton-Lawrence**

192 Airport Rocket, 58 Malton, and 307 Eglinton West – Extension to Pearson Airport new terminal 10

58 Malton and 307 Eglinton West – Extension to Pearson Airport Terminal 3 10

### **Ward 17 Davenport**

192 Airport Rocket, 58 Malton, and 307 Eglinton West – Extension to Pearson Airport new terminal 10

58 Malton and 307 Eglinton West – Extension to Pearson Airport Terminal 3 10

**Ward 21 St. Paul's**

192 Airport Rocket, 58 Malton, and 307 Eglinton West – Extension to Pearson Airport new terminal 10

58 Malton and 307 Eglinton West – Extension to Pearson Airport Terminal 3 10

**Ward 22 St. Paul's**

88 South Leaside – Service on Vanderhoof Avenue 12

**Ward 26 Don Valley West**

88 South Leaside – Service on Vanderhoof Avenue 12

**Ward 27 Toronto Centre-Rosedale**

88 South Leaside – Service on Vanderhoof Avenue 12

**Ward 38 Scarborough Centre**

133 Neilson – Extension to Morningside Heights 11

**Ward 42 Scarborough-Rouge River**

133 Neilson – Extension to Morningside Heights 11

**Ward 43 Scarborough East**

133 Neilson – Extension to Morningside Heights 11