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TORONTO TRANSIT COMMISSION

TO Commissioners

FROM Gary Webster

MEETING DATE February 27, 2007

SUBJECT Staff Response to Commission Inquiry - 32 EGLINTON WEST additional service on Emmett Avenue

At its meeting on January 31, 2007, the Commission deferred deputations from Councillor Nunziata and local residents, pertaining to the operation of evening and weekend service on the 32D EGLINTON WEST (Eglinton West Stn-Jane & Emmett) branch. The Commission directed staff to report back on this service matter.

The 32D EGLINTON WEST (Eglinton West Stn-Jane & Emmett) branch provides transit service to the Emmett Avenue community (see attached map). Morning and afternoon peak period service, from Monday to Friday, began in September 1980. Service during the midday, from Monday to Friday, was added in January 1986. The operation of evening and weekend service on this branch has been requested and evaluated on a number of occasions over the past two decades. Most recently, in response to a request from Councillor Nunziata, new evening and weekend service was evaluated in 2004, as part of the report on *Service Improvements for 2004*. Additional service was not recommended at that time because it was projected that ridership would not meet the TTC's minimum standard for financial performance.

The TTC uses a consistent, objective set of rules – known as service standards – to determine where to put service, at what levels, and during what hours. The standards were developed because there are always more requests to provide service throughout Toronto than the TTC has money to operate. This situation of competing requests for service required that there be an objective, systematic means of determining where the limited money available for service should be used in order to achieve the greatest benefit for the greatest number of customers. There are different standards used to evaluate the many different requests for service – such as requests for new routes, requests for diversion of an existing route into an area, requests for new periods of operation on an existing route, and requests for more-frequent service or more capacity – but, in every case, the standards are used to assess whether the cost of providing the requested change

can be justified relative to the number of new customers who would be attracted to the TTC by the change. It is regrettable that the limitations on funding for service require that the TTC take a rigid business-like approach to assessing requests for more service, but only through the use of such standards can the Commission and the public be sure that all requests for service from throughout Toronto are treated fairly and equitably, that no one is given special or favourable treatment, and that available funding is used as effectively as possible.

In response to the Commission directive, the proposal for additional off-peak service has been re-evaluated again, using the most-current ridership information. The service would require the addition of at least one bus to the route in any time period that it would operate. New evening and weekend service would increase costs by approximately \$350,000 per year. However, relatively few new passengers are expected to be attracted to the service at these times of the day. The table below shows the number of customer-trips that are projected to be made on the new service, and the resulting financial performance of the service, relative to the minimum financial standard. The projections are based on many years of empirical observation of the pattern of peak versus off-peak ridership, and the pattern of ridership among the various off-peak periods. The projected increase in ridership during each of the additional periods of operation – or, the number of new customers who would be attracted to the TTC by the new service -- is not great enough for the service to meet the TTC's minimum financial standard. For this reason, the additional service cannot be recommended.

Time period	Projected		Financial standard	
	Customer-trips on service	Number of customer-trips new to the TTC	Customers gained/net \$ of additional cost	Required minimum standard
Monday-Friday early evening	110	20	0.05	0.23
Monday-Friday late evening	60	10	0.02	0.23
Saturday daytime	480	60	0.05	0.23
Saturday early evening	110	20	0.05	0.23
Saturday late evening	40	10	0.01	0.23
Sunday/holiday daytime	290	40	0.04	0.23
Sunday/holiday early evening	70	10	0.03	0.23
Sunday/holiday late evening	30	10	0.01	0.23

While evening and weekend service on this branch does not currently meet the required ridership and financial performance standards and, therefore, cannot be recommended at this time, the TTC plans to improve off-peak services in the coming years in the second phase of the TTC's Ridership Growth Strategy which calls for the operation of service during all time periods on all TTC routes. This would provide the requested evening and weekend service on the 32D EGLINTON WEST route. It is anticipated that service improvements such as this could be made in 2008, as funding permits.

Interim Chief General Manager
11-31-57

Attachment: Map

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Commission Inquiry - 32 Eglinton West additional service on Emmett Ave. .doc