
**TORONTO TRANSIT COMMISSION
REPORT NO.**

MEETING DATE: JANUARY 31, 2007

SUBJECT: Results of Consultation – Service Improvements For 2006

RECOMMENDATIONS

It is recommended that the Commission:

1. Approve the introduction of the following service changes for a trial period, effective February 18, 2007, noting that no comments were received in opposition to these changes:
 - 11 BAYVIEW – Revised service north of Sheppard Avenue
 - 108 DOWNSVIEW – Revised service via Grandravine Drive
 - 311 ISLINGTON – Service on Kipling Avenue
 - 124 SUNNYBROOK – Revised service on Lawrence Avenue and Bayview Avenue
 - 96C WILSON – Revised service on Albion Road
2. Forward this report to the City of Toronto, Councillors Filion, Hall, Jenkins, Mammoliti, Parker, Perruzza, Shiner, Walker, and to the Greater Toronto Transportation Authority.

FUNDING

This report has no effect on the TTC's operating or capital budgets.

BACKGROUND

At its meeting on August 30, 2006, the Commission considered the report *Status of Service Improvements for 2006*. The report noted that, because of higher-than-expected ridership this year and resulting shortages in buses and operator workforce, it would not be possible to introduce any significant service changes until late in 2007.

The report identified five warranted service changes that would not require additional operating resources. These changes were recommended for implementation early in 2007 after a period of consultation.

The TTC's service standards process includes a period of consultation after the recommended changes are presented to the Commission and before they are implemented, during which time comments are requested from city councillors. If requested, TTC staff also attend community meetings, or provide additional information regarding the recommendations. At the end of the period of consultation, if no suggestions have been made to change the recommendations, or if no comments are received in opposition, then arrangements are made for the service changes to begin. If changes are suggested, TTC staff review these suggestions or concerns and report to the Commission before changes are made to the service.

The period of consultation for the five service changes began after the presentation of the report to the Commission on August 30, 2006, and continued until November 10, 2006.

DISCUSSION

As no comments in opposition to these changes were received during the consultation period, and the changes will improve service for customers, it is recommended that the Commission approve the implementation of the following service changes:

- 11 BAYVIEW – Revised service north of Sheppard Avenue
- 108 DOWNSVIEW – Revised service via Grandravine Drive
- 311 ISLINGTON – Service on Kipling Avenue
- 124 SUNNYBROOK – Revised service on Lawrence Avenue and Bayview Avenue
- 96C WILSON – Revised service on Albion Road

If approved, these changes will be implemented on February 18, 2007. Further details about these changes can be found in the appendices attached to this report.

Copies of the report *Status of Service Improvements for 2006* were distributed to all City Councillors in advance of the August 30, 2006 Commission meeting. A formal letter in early September passed-on the Commission's request that councillors provide comments on the service changes proposed in the report by November 10, 2006. The report was, and is, also available on the TTC's web site.

The consultation period this year has overlapped with the municipal election, and this may have affected the ability of City Councillors to carry out effective consultation. The February 18, 2007 date for introduction of these service changes is sufficiently flexible that implementation can be delayed, if required, to carry out further consultation.

JUSTIFICATION

The service changes from the report *Status of Service Improvements for 2006* will improve service for customers by making service more convenient, more direct, and faster. The recommended service changes are being introduced to attract new customers to the TTC and thus generate increased fare revenue, and to improve service for customers.

November 23, 2006
11-55-57

Attachments: Appendix A - E

**APPENDIX A
RECOMMENDED SERVICE CHANGES THAT DO NOT INCREASE OPERATING
RESOURCES**

11 BAYVIEW

Revised service north of Sheppard Avenue

Origin of proposal: TTC staff

City wards: Ward 22 St. Paul's, Ward 23 Willowdale, Ward 24 Willowdale, Ward 25 Don Valley West, Ward 26 Don Valley West

Time periods: Monday-Friday afternoon peak period; Saturday early evening

It is recommended that service on the 11 BAYVIEW bus route be changed to increase service north of Sheppard Avenue. The 11A BAYVIEW (Davisville Stn-Sheppard via Sunnybrook) scheduled short-turn branch would be eliminated, and all buses north of Sunnybrook Hospital would operate to Steeles Avenue. This change would be made during the afternoon peak period from Monday to Friday and the early evenings on Saturdays. This change would reduce waiting time for customers north of Sheppard Avenue.

Approximately 525 customer-trips are made each Monday-Friday and approximately 40 customer-trips are made each Saturday at the bus stops on Bayview Avenue north of Sheppard Avenue, at the times when this change would be made. These customers would benefit from a shorter wait for their bus.

With this change, buses would be removed from the on-street loop on Sheppard Avenue, Hawksbury Drive, and Bayview Mews Lane during the afternoon peak period from Monday to Friday and the early evening on Saturdays. Approximately 10 customer-trips begin or end each day

at the bus stops on Hawksbury Drive and Bayview Mews Lane that would no longer be served. These customers would have a longer walk to the nearest bus stops on Bayview Avenue. Approximately 2075 customer-trips are made each Monday-Friday and approximately 640 customer-trips are made each Saturday at other stops on the 11 BAYVIEW and/or the 28 DAVISVILLE routes, at the times that this change would be made. These customers would have a longer wait for the bus.

The change in weighted travel time shows that the benefits of the routing change are greater than the inconveniences. Overall, the change would make service better for customers and for this reason it is recommended.

APPENDIX B
RECOMMENDED SERVICE CHANGES THAT DO NOT INCREASE OPERATING RESOURCES

108 DOWNSVIEW

Revised service via Grandravine Drive

Origin of proposal: Public meeting – December 1, 2005; TTC staff

City ward: Ward 8 York West

Time periods: Monday-Friday peak periods and midday

It is recommended that additional service be operated on Grandravine Drive on the 108A DOWNSVIEW (Downsview Stn-Jane via Grandravine) route. At present, service is operated eastbound during the morning peak period and westbound during the afternoon peak period. With this change, new westbound service in the morning peak period, new eastbound service in the afternoon peak period, and new service in both directions in the midday from Monday to Friday would be operated on Grandravine Drive. This change would reduce the distance that customers need to walk to their nearest bus stop.

It is projected that approximately 110 customer-trips would be made each day on the new service on Grandravine Drive, of which approximately 20 would be new to the TTC. These customers would have a shorter walk.

Service would be reduced on the 108 DOWNSVIEW (Downsview Stn-Jane) branch on Arleta Avenue and on Sheppard Avenue, west of Tuscan Gate. Approximately 1200 customer-trips are made each day on the part of the route that would have a reduced service. These customers would have a longer wait for their bus.

The change in weighted travel time shows that the benefit of a shorter walk is more important than the inconvenience of a longer wait. Overall, the change would make service better for customers and for this reason it is recommended.

APPENDIX C
RECOMMENDED SERVICE CHANGES THAT DO NOT INCREASE OPERATING RESOURCES

311 ISLINGTON

Service on Kipling Avenue

Origin of proposal: TTC staff

City wards: Ward 1 Etobicoke North, Ward 7 York West

Time periods: Seven days a week

It is recommended that the 311 ISLINGTON overnight bus route be changed to provide new overnight service on Kipling Avenue, between Steeles Avenue and Finch Avenue. This change would reduce the distance that customers need to walk to their nearest overnight bus route.

The 311 ISLINGTON route presently operates in both directions on Islington Avenue and Steeles Avenue to and from the off-street bus loop at Steeles Avenue and Kipling Avenue. The route would be changed to operate in a counter-clockwise on-street loop. Buses would operate north on Islington Avenue, west on Steeles Avenue, south on Kipling Avenue, east on Finch Avenue, and south on Islington Avenue. The on-street loop would increase the geographic area served by the north end of the route and would serve more customers.

It is projected that approximately 20 customer-trips would be made each day on the new service.

These customers would have a shorter walk to their nearest overnight bus stop. Approximately 10 of the trips would be new to the TTC, and would be attracted by the new overnight service on Kipling Avenue.

Service would be made worse for existing customers on the route who use the eastbound bus stops on Steeles Avenue or the southbound bus stops on Islington Avenue, north of Finch Avenue. Approximately 15 customer-trips are made each day at these stops and these customers would have a longer travel time.

The change in weighted travel time shows that the benefit of a shorter walk is more important than the inconvenience of a longer travel time. Overall, the change would make service better for customers

and for this reason it is recommended.

APPENDIX D
RECOMMENDED SERVICE CHANGES THAT DO NOT INCREASE OPERATING RESOURCES

124 SUNNYBROOK

Revised service on Lawrence Avenue and Bayview Avenue

Origin of proposal: Councillor Jenkins

City ward: Ward 25 Don Valley West

Time periods: Monday to Friday peak periods

It is recommended that service be improved on the 124 SUNNYBROOK bus route by eliminating the limited service that operates in the peak periods from Monday to Friday on Mildenhall Road and Dawlish Avenue, and instead operating these trips over the main part of the route. This change would reduce waiting time for customers.

Currently, five trips in the morning peak period operate via west on Dawlish Avenue and north on Mildenhall Road, and five trips in the afternoon peak period operate south on Mildenhall Road and east on Dawlish Avenue. With this change, this operation would end, and all buses on the 124 SUNNYBROOK route would operate in both directions over the main part of the route, on Lawrence Avenue and on Bayview Avenue.

The change would make service better for customers travelling westbound in the morning peak period and eastbound in the afternoon peak period on Lawrence Avenue, east of Mildenhall Road and on Bayview Avenue, north of Dawlish Avenue. Approximately 140 customer-trips are made on

this part of the route at the times that the service change would be made. These customers would have a shorter wait for the bus.

The change would make service worse for customers using the bus stops on Mildenhall Road and Dawlish Avenue, as they would have a longer walk to their nearest bus stop. Fewer than 20 customer-trips are made at these stops each day, and these customers would have a longer walk.

The change in weighted travel time shows that the benefit of a shorter wait is more important than the inconvenience of a longer walk. Overall, the change would make service better for customers and for this reason it is recommended.

APPENDIX E
RECOMMENDED SERVICE CHANGES THAT DO NOT INCREASE OPERATING RESOURCES

96C WILSON

Revised service on Albion Road

Origin of proposal: Councillor Hall

City ward: Ward 1 Etobicoke North

Time periods: Monday to Friday peak periods

It is recommended that service be improved on the 96C WILSON bus route by eliminating the part of the route that operates north of Thistle Down Boulevard to Islington Avenue and Albion Road. This change would reduce waiting time and improve reliability for customers.

Currently, buses on the 96C WILSON (York Mills Stn-Islington & Albion) peak period branch operate from York Mills Station and Wilson Station to the Tandridge Crescent neighbourhood, the Thistle Down Boulevard neighbourhood, and end in an on-street loop on Barkwin Drive and Wardlaw Crescent, near Albion Road and Islington Avenue. In the morning peak period, eastbound buses operate via Thistle Down Boulevard and Tandridge Crescent, and westbound buses operate directly to Islington Avenue via Albion Road. In the afternoon peak period, eastbound buses operate directly from Islington Avenue via Albion Road, and westbound buses operate via Thistle Down Boulevard and Tandridge Crescent.

With this change, buses would terminate at Thistle Down Boulevard during both peak periods, and would not travel west of Thistle Down Boulevard to Islington Avenue. Service would be removed from Barkwin Drive and Wardlaw Crescent.

The change would make service better for customers travelling on the 96C WILSON service west of Elmhurst Drive, as they would have a shorter wait for the bus and a more reliable service. Approximately 75 customer-trips each day would be made with a shorter wait.

The change would make service better for customers travelling westbound in the morning peak period to Thistle Down Boulevard and eastbound in the afternoon peak period from Thistle Down

Boulevard, as they would have new direct service at these times. Approximately 10 customer-trips would be made on this service. These customers would have a shorter walk to their nearest bus stop or one fewer transfer. There would be no change to the service provided to Tandridge Crescent.

The change would make service worse for customers using the bus stops on the 96C WILSON route west of Thistle Down Boulevard, as they would have a longer walk to their nearest bus stop or an additional transfer to or from the 73 ROYAL YORK route. Fewer than 25 customer-trips are made at these stops each day, and these customers would have a longer walk or an additional transfer.

The change in weighted travel time shows that the benefit of a shorter wait or fewer transfers is more important than the inconvenience of a longer walk or additional transfer. Overall, the change would make service better for customers and for this reason it is recommended.