

Service Improvements For 2008

Meeting Date: April 23, 2008

Subject: Service Improvements For 2008

Action Item: x

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 2008, noting that:

- The nine recommended service changes would improve service for approximately 3.5-million current customer-trips annually and attract approximately 235,000 new customer-trips annually to the TTC; and
- The results of the consultation process will be reported to the Commission;

2. 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 June 30, 2008, noting that all recommended service changes are indexed by City ward in Table 2, attached to this report;

3. Approve the operation of the following two trial seasonal service changes:

- Summer Saturday service between Davisville Station and the Don Valley Brick Works Park, starting Saturday, June 28, 2008, subject to required operational conditions noted in the report;
- Non-summer service during the peak periods and midday from Monday to Friday and the daytime on Saturdays, Sundays, and holidays, between Downsview Station and Parc Downsview Park on the 101 PARC DOWNSVIEW PARK bus route, starting Tuesday, September 2, 2008; and

4. Forward this report to all City of Toronto Councillors, the City of Mississauga, York Region, Durham Region, GO Transit, and Metrolinx.

Funding

The service changes recommended in this report will result in an increase in operating costs of approximately \$115,000 in 2008, or \$1 million annually thereafter. Sufficient funds have been included in the 2008 TTC Operating Budget to operate the recommended services.

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 2008 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.

The Ridership Growth Strategy (RGS), which was approved by the Commission in March 2003, outlined a longer-term, system-wide approach to improving service in the next ten years. This Service Improvements report addresses more modest, route-specific suggestions for service improvements that complement the recommendations of the RGS and help to tailor service to specific local needs and changing travel patterns.

Discussion

Service Standards Process

In the preparation of the annual report on service improvements, proposals are received from councillors, TTC customers, and 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 2008.

Two public meetings were held at the Toronto Reference Library, in December 2005 and April 2007, to receive suggestions for service changes from TTC customers. Of the suggestions that were made at those meetings, all were reviewed, ten were evaluated in detail in preparing this report, and three have led to a recommendation for service changes.

This report is normally produced every year. Unusually, this is the first report on Service Improvements since 2005. Throughout 2006 and in the first part of 2007, the TTC experienced shortages in both buses and operator workforce. These shortages prevented the operation of additional service, and so the proposals that were evaluated for the 2006 report were not immediately presented to the Commission. By 2007 the shortages were addressed, and five route and service changes were implemented in February 2007, with the remaining 11 service changes being implemented in June 2007. The preparation of a 2007 report was delayed due to a cost containment exercise in the summer of 2007. As a result, this report includes proposals that have been received since the publication of the report on Service Improvements for 2005.

The upcoming new services that will be introduced as part of the Ridership Growth Strategy have changed the nature of the Service Improvements report. By November 2008, substantially all TTC routes will operate all the time, seven days a week, from approximately 6:00 a.m. (9:00 a.m. on Sundays) until 1:00 a.m. In the past, the analysis of additional periods of operation formed a major part of the

recommendations of this report, and this is now no longer required. The annual review of routes with high subsidy requirements has also been part of the Service Improvements report, and the nature of this review may also change in the future.

Recommended Service Changes

A total of 29 route change proposals were made by customers, City councillors, and TTC staff and have been evaluated in detail in preparing the Service Improvements for 2008 report. The nine recommended service changes are listed in Table 1, and are described in detail in the main report.

In total, the recommended changes would improve service for approximately 3.5-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 235,000 new customer-trips to the TTC each year and, thus, increase revenue by approximately \$395,000 each year.

The TTC's approved service standards process calls for a consultation period between the receipt of this report by the Commission and the formal approval of service changes by the Commission. This is to allow time for comments to be received from councillors. If requested, TTC staff will attend public meetings or provide additional information regarding the recommendations during the consultation period.

For this Service Improvements for 2008 report, the consultation period would begin immediately after the April 23, 2008 Commission meeting, and would continue until June 30, 2008. A report would subsequently be presented to the Commission in July 2008 outlining the results of the consultation. Service changes approved in July 2008 would begin on November 23, 2008. Proposals for which changes are suggested during the consultation process would be discussed in detail in the future report to the Commission with recommendations on whether or not to proceed with the proposals.

Two of the recommended service changes listed in Table 1 are for seasonal services. In order to operate these services this summer and fall, and because these changes can make an immediate improvement to service and are unlikely to result in any negative comments, it is recommended that these changes not be subject to the 10-week consultation period and be implemented as soon as possible. For the proposal for summer service to the Don Valley Brick Works, this would be on June 28, 2008, subject to the completion of the necessary traffic signals. The non-summer operation of the 101 PARC DOWNSVIEW PARK would begin on September 2, 2008, in order to continue uninterrupted service after the end of the summer, when the route already operates.

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 2008 includes post-implementation reviews of 19 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 2008 will improve service for approximately 3.5-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.

April 10, 2008

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Attachments: Table 1: Recommended Service Improvements for 2008 Table 2: Index of Service Changes by City Ward Service Improvements for 2008 (April, 2008)

Table 1

Recommended Service Improvements For 2008

No additional operating costs

- 7 BATHURST – Revised service at Wilson Avenue and St Clair West Station
- 316 OSSINGTON – Revised routing at King Street
- 71 RUNNYMEDE – Revised routing at Industry Street and Black Creek Drive

Additional operating costs

- Brick Works – Summer Saturday service
- 39 FINCH EAST – Extension to Valley Centre Drive
- 63 OSSINGTON – Extension to Liberty Village
- 101 PARC DOWNSVIEW PARK – Non-summer service
- 66 PRINCE EDWARD – Extension to Humber Bay Shores
- Torbarrie Road – New service

Table 2

Index Of Service Changes By City Ward

Page numbers refer to the report on Service Improvements for 2008

Ward 6 Etobicoke Lakeshore

- 66 PRINCE EDWARD – Extension to Humber Bay Shores.....14

Ward 7 York West

- Torbarrie Road – New service.....16

Ward 8 York West

- 101 PARC DOWNSVIEW PARK – Non-summer service.....14

- Torbarrie Road – New service.....16

Ward 9 York Centre

- 101 PARC DOWNSVIEW PARK – Non-summer service.....14

Ward 10 York Centre

- 7 BATHURST – Revised service at Wilson Avenue and St Clair West Station.....11

- 101 PARC DOWNSVIEW PARK – Non-summer service.....14

Ward 11 York South-Weston

- 71 RUNNYMEDE – Revised routing at Industry Street and Black Creek Drive.....15

Ward 12 York South-Weston

- 71 RUNNYMEDE – Revised routing at Industry Street and Black Creek Drive.....15

Ward 15 Eglinton-Lawrence

- 7 BATHURST – Revised service at Wilson Avenue and St Clair West Station.....11

Ward 16 Eglinton-Lawrence

- 7 BATHURST – Revised service at Wilson Avenue and St Clair West Station.....11

Ward 19 Trinity-Spadina

- 63 OSSINGTON – Extension to Liberty Village.....13

- 316 OSSINGTON – Revised routing at King Street.....14

Ward 20 Trinity-Spadina

- 7 BATHURST – Revised service at Wilson Avenue and St Clair West Station.....11
Ward 21 St. Paul's
- 7 BATHURST – Revised service at Wilson Avenue and St Clair West Station.....11
Ward 22 St. Paul's
- Brick Works – Summer Saturday service.....11
Ward 23 Willowdale
- 7 BATHURST – Revised service at Wilson Avenue and St Clair West Station.....11
Ward 26 Don Valley West
- Brick Works – Summer Saturday service.....11
Ward 29 Toronto-Danforth
- Brick Works – Summer Saturday service.....11
Ward 42 Scarborough-Rouge River
- 39 FINCH EAST – Extension to Valley Centre Drive.....12