

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: February 27, 2008

SUBJECT: 139 FINCH-DON MILLS – POST-IMPLEMENTATION REVIEW OF
OFF-PEAK SERVICE

RECOMMENDATIONS

It is recommended that the Commission:

1. Approve the elimination of the trial Monday-Friday midday and early evening service on the 139C FINCH-DON MILLS (Don Mills Station–Middlefield) branch, because of low ridership and unacceptable financial performance, effective June 23, 2008; and
2. Forward this report to Councillors Carroll, Del Grande, Kelly, Lee, and Shiner; and
3. Forward this report to Metrolinx for information.

FUNDING

The elimination of this trial service will result in an annual savings of approximately \$230,000 in net direct operating costs.

BACKGROUND

As directed by the Commission at its meeting on October 19, 2005, new Monday-Friday midday and early evening was introduced for a trial period on the 139C FINCH-DON MILLS bus route, between Don Mills Station and Middlefield Road/Scottfield Drive. This new service began in January 2006.

This trial service is the subject of this post-implementation review.

DISCUSSION

Post-Implementation Reviews

The TTC uses a formal process for planning and evaluating service changes based on a set of

Commission-approved service standards. Every new service that the TTC introduces is initially operated on a trial basis. After a minimum six-month trial period, when ridership on the service has approached a mature state, passenger counts are taken, the performance of the route is reviewed, and a recommendation is made regarding its future. All service changes are reviewed to ensure that the original objective of better service for customers has been met. New routes and extensions, which have been introduced at an additional cost, undergo a ridership and financial review to check that the service has met established standards of acceptable ridership and financial performance. The overall review also considers comments that have been received from customers and the community, and the experience that has been gained in operating the service.

A service change, which has met its performance objectives, is recommended to be made a regular part of the TTC system. If a service change has been unsuccessful in some way, then a recommendation is made to either make further changes for another trial period or to remove the service. The compulsory post-implementation review of every trial service change ensures that the success or failure of every service change is assessed consistently and fairly, and that there is full accountability to the Commission on matters which affect the service that is provided to customers.

Most service changes implemented through this process have been successful. Of the 65 trial service changes made and evaluated since 1998, 45 of the changes attracted sufficient ridership that they meet the TTC's ridership and financial performance targets, and are now a regular part of the TTC system.

139C FINCH-DON MILLS (Don Mills Station-Middlefield) Off-Peak Service

The 139 FINCH-DON MILLS bus route previously operated between Don Mills Station and Neilson Road only during the peak periods from Monday to Friday (the route was named 139 FINCH EAST until February 2008, when the route name was changed to 139 FINCH-DON MILLS, to better describe the service). At its meeting of August 31, 2005, the Commission heard a deputation requesting that bus service be provided at off-peak times on Scottfield Drive to the Yee Hong Centre, to reduce the distance that customers would have to walk when travelling to and from this seniors' residence and medical services facility.

In response to this deputation, staff reported to the Commissioner at its meeting of October 19, 2005. TTC staff noted that the area was already well served by transit, because of the close proximity of frequent service on the 39 FINCH EAST bus route. TTC staff examined many options of providing service to the Yee Hong Centre, but could not support any of the options, because they were not projected to attract enough customers to meet the minimum ridership and financial performance requirements, or because they would cause more inconvenience than benefit to customers.

At the October 19, 2005 meeting, the Commission directed that new midday and early evening bus service be operated on Scottfield Drive for a trial period. To provide this service, a new 139C FINCH-DON MILLS (Don Mills Station-Middlefield) branch was introduced in January 2006. The service operates between Don Mills Station and Middlefield Road/Scottfield Drive. Buses operate east on Finch Avenue, south and west on Scottfield Drive, north on Middlefield Road, and west on Finch Avenue (see attached

Drawing No. 11928). The new service operates every 30 minutes. Because two buses are used to provide the service, the new service increased annual net direct operating costs by approximately \$230,000.

Ridership counts show that approximately 670 customer-trips are made each day on the new off-peak service. Approximately 230 of these customer-trips are made between stops on Finch Avenue and Don Mills Station or stops on Don Mills Avenue. Fewer than 25 customer-trips are made each day at the stops on Scottfield Drive, of which 20 are estimated to be new to the TTC. These customers are benefiting from a shorter walk to the nearest bus stop.

The financial performance of the service is 0.08 new customers per net direct dollar of operating cost during the midday, and 0.13 during the early evening, which is below the minimum standard of 0.23.

There is no opportunity to reduce the operating costs or improve the financial performance of the service. One bus could be removed from the route, and the service would operate every 60 minutes instead of every 30 minutes. This reduction in service would cause many customers to stop using the service, especially since the frequent 39 FINCH EAST service is nearby.

Revising the 39 FINCH EAST route to serve Scottfield Drive, either by introducing a new route that terminates at Middlefield Road/Scottfield Drive, or by diverting some 39 FINCH EAST buses via Scottfield Drive, is not recommended, because the benefits to the small number of customers who would use the service would be outweighed by the inconvenience to the much larger number of through customers who would be carried out of their way via the diversion, or would have a longer wait for service east of Scottfield Drive.

Because the new service does not meet the minimum financial standards and there is no prospect of reducing costs or improving the financial performance of the service, it is recommended that Monday-Friday midday and early evening service on the 139C FINCH-DON MILLS (Don Mills Station–Middlefield) branch be eliminated, effective Monday, June 23, 2008. The last day of service would be Friday, June 20, 2008.

SUMMARY

The post-implementation review of service changes is an important part of the TTC's service standards. The routing change on the 139C FINCH-DON MILLS (Don Mills Station–Middlefield) bus route during the midday and early evening does not meet the Commission's minimum economic standard and it should be eliminated.

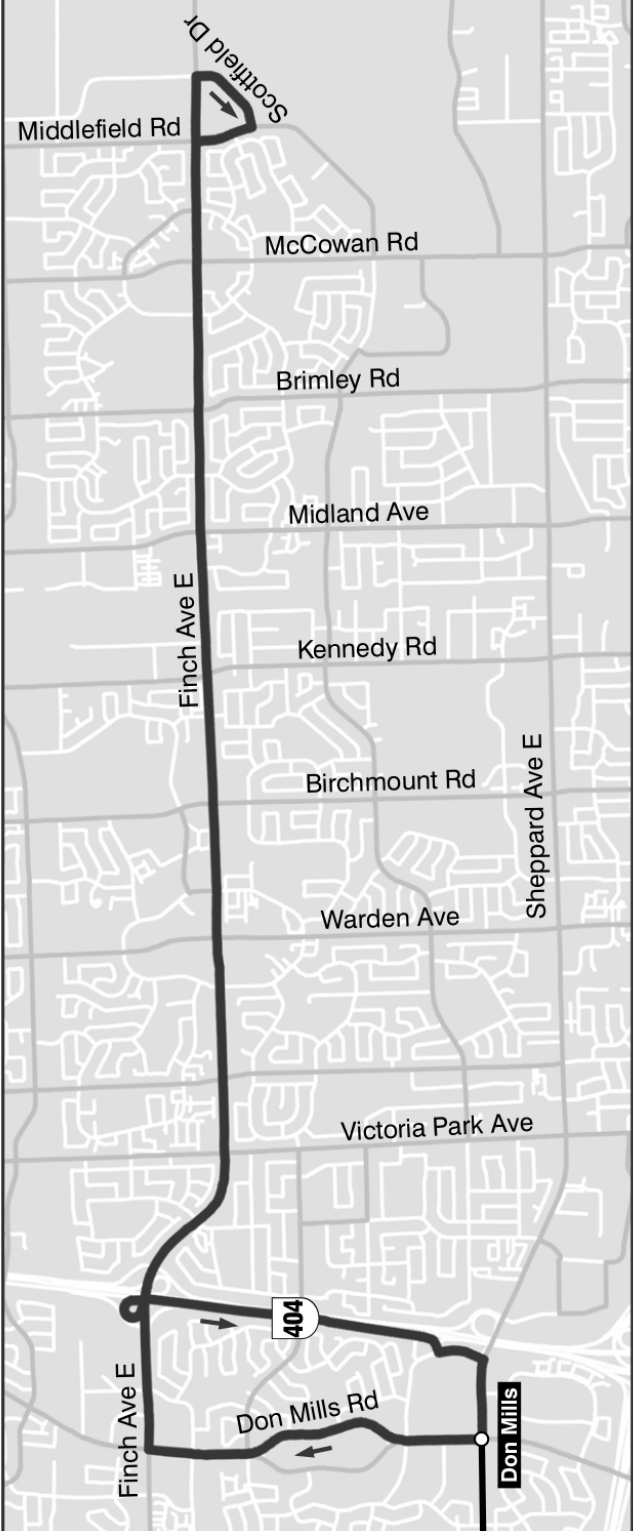
February 13, 2008
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Attachment: Exhibit 1 – 139C FINCH-DON MILLS map

Exhibit 1

139C Finch - Don Mills

midday and evening service, Monday to Friday



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