

# Service Improvements for 2008 - Results Of Consultation

Meeting Date: July 10, 2008

Subject: Service Improvements for 2008 - Results Of Consultation

## Recommendations

It is recommended that the Commission:

1. Approve the introduction of the following service changes for a trial period, effective November 23, 2008, noting that no comments were received in opposition to these changes:

- 7 BATHURST – Revised service at Wilson Avenue and St Clair West Station
- 63 OSSINGTON – Extension to Liberty Village
- 316 OSSINGTON – Revised routing at King Street
- 66 PRINCE EDWARD – Extension to Humber Bay Shores
- 71 RUNNYMEDE – Revised routing at Industry Street and Black Creek Drive
- Torbarrie Road – New service

2. Approve the introduction of an extension of the 39 FINCH EAST route to Valley Centre Drive for a trial period, once the conditions described in the report have been met and it is physically possible to safely operate the service; and

3. 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 \$100,000 in 2008, or \$1 million annually thereafter. Sufficient funds have been included in the TTC's 2008 and proposed 2009 TTC operating budgets to operate the recommended services.

## Background

The TTC's mandate is to move people within the City of Toronto, and customers' expectations of the TTC are continually changing, as their travel needs evolve. In turn, the TTC must continuously adapt its network to best serve its customers. TTC staff use input from customers, as gathered through travel surveys and direct communications, to plan improvements to the TTC's route network.

Recommendations to change the TTC network are based on the best interests of transit customers.

To meet its responsibility to continuously improve transit service, the TTC carries out a range of transit planning activities. One among these is the preparation of an annual service improvements report. The work to prepare the service improvements report begins by asking city councillors for suggestions for service improvements, and by collecting comments from customers and TTC employees. TTC staff evaluate the proposals, to measure the benefits for customers, to compare the proposals to the TTC's financial standards, and to conduct physical route assessments. The service improvements report is presented to the Commission, and consultation with councillors is carried out when the report is released.

The report on Service Improvements for 2008 was presented to the Commission at its meeting of April 23, 2008. Nine service changes were recommended, which would improve service for 3.5-million customer-trips annually by reducing the distance that customers need to walk to or from their nearest bus stop, by reducing the number of transfers that they need to make, or by reducing their travel time. It is projected that these service improvements will attract approximately 235,000 new customer-trips to the TTC each year.

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 report on Service Improvements for 2008 began after the presentation of the report to the Commission on April 23, 2008, and continued until June 30, 2008. Copies of the report on Service Improvements for 2008 were distributed to all City Councillors in advance of the April 23, 2008 Commission meeting. The accompanying letter, dated April 24, 2008, passed-on the Commission's request that councillors provide comments on the service changes proposed in the report by June 30, 2008. The report was, and is, also available on the TTC's web site.

No formal comments have been received from City Councillors about the recommended route and service changes. Several comments have been received from customers and neighbourhood groups, about the 63 OSSINGTON extension to Liberty Village, and about the 66 PRINCE EDWARD extension to Humber Bay Shores. These comments were supportive of the recommended route extensions.

## Discussion

The following six service changes were recommended in the report on Service Improvements for 2008. As no comments in opposition to these changes were received during the period of consultation, arrangements are being made for these service changes to be introduced, beginning on November 23, 2008. It is recommended that the Commission approve the introduction of these changes, because they will improve service for customers. Further details about these changes can be found in the excerpt from the report on Service Improvements for 2008 that is attached to this report.

- 7 BATHURST – Revised service at Wilson Avenue and St Clair West Station
- 63 OSSINGTON – Extension to Liberty Village
- 316 OSSINGTON – Revised routing at King Street
- 66 PRINCE EDWARD – Extension to Humber Bay Shores
- 71 RUNNYMEDE – Revised routing at Industry Street and Black Creek Drive
- Torbarrie Road – New service

Two other recommended seasonal service changes from the report on Service Improvements for 2008 have already been implemented, or are in the process of being implemented. New summer Saturday service to the Don Valley Brick Works, on the 28A DAVISVILLE bus route, was introduced on June 7, 2008 and will continue operating until the end of the summer season. Non-summer service on the 101 PARC DOWNSVIEW PARK bus route will be operated starting on September 2, 2008, so that continuous service is operated after the seasonal service ends on Labour Day. Both of these service changes were approved by the Commission at its meeting of April 23, 2008.

The extension of the 39 FINCH EAST route to Valley Centre Drive requires the reconstruction of a railway overpass (currently in progress), and the reactivation of an unused off-street bus loop. The railway overpass is expected to be complete early in 2009. The bus loop reactivation may take longer. A temporary on-street routing has been identified (see Drawing No. 11955, attached) that would have buses operate on an on-street loop via east on Old Finch Avenue, south on Morningview Trail, west on Sewells Avenue, north on Littles Road, and west on Old Finch Avenue, until the off-street loop is available. It is recommended that this route extension be implemented on January 4, 2009, or whenever the railway overpass is complete and the road is passable.

Also awaiting the completion of the railway overpass reconstruction is the northwards extension of the 116 MORNINGSIDE bus route to the Morningside Heights neighbourhood, which was approved by the Commission at its meeting on July 13, 2005, as part of the report Service Improvements For 2005 - Results Of Consultation.

This route extension requires the completion of the same railway overpass construction, and the provision of a suitable off-street loop near the Finch Avenue/Morningside Avenue intersection. This

route extension will also be made on January 4, 2009, or whenever the railway overpass is complete, the road is passable, and a suitable looping area is available.

### **Justification**

The service changes from the report on Service Improvements for 2008 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.

July 3, 2008

11-31-57

Attachments: Letter from V. Rodo to City Councillors, dated April 24, 2008

Excerpts from report on Service Improvements for 2008 (pages 11-16)

39 FINCH EAST – Extension to Valley Centre Drive – Temporary routing (Drawing No. 11955)

### **Attachment A**

April 24, 2008

All City Councillors  
Toronto City Hall  
100 Queen Street West  
Toronto, Ontario  
M5H 2N2

Dear Councillors:

At its meeting on Wednesday, April 23, 2008, the Commission adopted the Recommendations contained in the attached report entitled, "Service Improvements for 2008."

Attached is your copy of this report along with the appended document entitled, "Service Improvements for 2008." We are asking that you review the service changes proposed in this document, and provide any comments that you may have by June 30, 2008. A list of the changes by city ward can be found on Table 2 of the staff report, and there is also an index of street names and routes on Page 50 of the appended document.

The report on Service Improvements for 2008 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.

As mentioned above, the consultation period for the Service Improvements for 2008 report will end on June 30, 2008. A further report will then be submitted 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.

The foregoing is forwarded to all Toronto City Councillors for their information and appropriate attention.

Sincerely,

Original signed by  
Vincent Rodo

Vincent Rodo  
General Secretary  
1-16

#### **Attachment B**

##### **7 BATHURST**

Revised service at Wilson Avenue and St Clair West Station

Origin of proposal: TTC staff

City wards: Ward 10 York Centre, Ward 15 Eglinton-Lawrence, Ward 16 Eglinton-Lawrence, Ward 20 Trinity-Spadina, Ward 21 St Paul's, Ward 23 Willowdale

Time periods: Monday to Friday peak periods

It is recommended that service be improved on the 7 BATHURST bus route by eliminating the limited service that operates in the peak periods from Monday to Friday on the 7A BATHURST branch between St Clair West Station and Wilson Station, and instead operating these trips over the main part of the route, on the 7 BATHURST branch between Bathurst Station and Steeles Avenue. This change would reduce waiting time for customers.

The 7A BATHURST (St Clair West Stn-Wilson Stn) service operates every 20 minutes in the morning peak period and every 30 minutes in the afternoon peak period. The branch provides a transfer-free connection between Wilson Station/Wilson Avenue and Bathurst Street, and between Bathurst Street

and St Clair West Station. With this change, this branch would be eliminated, and all buses on the 7 BATHURST route would operate in both directions over the main branch of the route, on Bathurst Street between Bathurst Station and Steeles Avenue.

The change would make service better for customers travelling north of Wilson Avenue and south of St Clair Avenue. Approximately 10,200 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 travelling between Wilson Avenue and St Clair Avenue. Approximately 1275 customer-trips begin and end at stops between Wilson Avenue and St Clair Avenue at the times that the service change would be made. These customers would have a slightly longer wait for the bus.

The change would make service worse for customers using the 7A BATHURST service to travel between bus stops on Wilson Avenue and Bathurst Street, or between Bathurst Street and St Clair West Station, as they would have an additional transfer or a longer walk. Approximately 415 customer-trips are made between these points each day, and these customers would have an additional transfer or a longer walk. The 7A BATHURST service operates much less frequently than the alternative services on Bathurst Street, Wilson Avenue, and St Clair Avenue, and St Clair West Station is a relatively short walk from the 7 BATHURST bus stop on Bathurst Street.

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

### **Brick Works**

Summer Saturday service

Origin of proposal: Evergreen Brick Works staff, TTC staff, Councillor Ootes, Councillor Parker

City wards: Ward 22 St Paul's, Ward 26 Don Valley West, Ward 29 Toronto-Danforth

Time periods: Saturday daytime

It is recommended that new summer seasonal transit service be operated to the Don Valley Brick Works Park. For the 2008 summer season, the service would operate from approximately 7:30 a.m. to 3:00 p.m. on Saturdays only. This new service would reduce the distance that customers need to walk to the nearest TTC bus stop.

Buses on the new service would operate from Davisville Station via east on Davisville Avenue, and south

on Bayview Avenue to the Don Valley Brick Works Park, returning over the reverse routing to Davisville Station. A suitable bus looping facility in the park, and a traffic signal at the park driveway and Bayview Avenue, are required to ensure the safe operation of buses.

It is projected that approximately 100 customer-trips would be made each Saturday on the new service, all of which would be new to the TTC. These customers would have a shorter walk to the nearest TTC bus stop.

One additional bus would be required to provide the service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard.

Because this service extension would meet the minimum financial standard, the service change is recommended, subject to the provision of the necessary looping facilities and the traffic signal at the site. If these conditions are met, service would begin on June 28, 2008.

Further development of the Evergreen Brick Works site is planned, and it is expected that when the site is fully revitalised, by the summer of 2009, that Monday-Friday midday and Sunday/holiday daytime service would meet the TTC's minimum financial standards. Ridership projections for 2009 will be reconfirmed after the 2008 trial service has operated.

As part of the evaluation to serve the Brick Works site, an additional option to serve the park and museum at Todmorden Mills, located on Pottery Road, was also investigated. There is not presently an opportunity to directly serve the Todmorden Mills site, due to the preferred routing for the Brick Works service from Davisville Station via Bayview Avenue. There are no suitable locations on Pottery Road near Todmorden Mills to safely locate bus stops, due to the grades, curves, and width of Pottery Road. Furthermore, a suitable bus looping in the Todmorden Mills site is not available. Because of this, service to Todmorden Mills is not recommended.

### **39 FINCH EAST**

Extension to Valley Centre Drive

Origin of proposal: Councillor Cho; customer request

City wards: Ward 42 Scarborough-Rouge River

Time periods: Monday to Friday peak periods

It is recommended that the 39 FINCH EAST bus route be extended east to Morningside Avenue, Old Finch Avenue, and Valley Centre Drive during the peak periods from Monday to Friday. This change

would reduce the distance that customers need to walk to the nearest TTC bus stop, and would reduce the number of transfers for TTC customers.

Every second bus on the 39E FINCH EAST Express service would be changed to operate in both directions via Finch Avenue, Morningside Avenue, and Old Finch Avenue to Valley Centre Drive, instead of looping via south on Neilson Road, west, north, and west on Crow Trail, and north on Baldoon Road.

This routing change requires the construction of an off-street bus loop at Old Finch Avenue and Valley Centre Drive. An off-street bus loop previously existed at this location, but has not been used since February 2000, when the 131 NUGGET route was changed to loop on-street instead of in the bus loop. The routing change also requires the reconstruction of a narrow railway overpass on Morningside Avenue to permit safe bus operations. This reconstruction began in March 2008 and is planned to be complete by the end of 2008.

It is projected that approximately 260 customer-trips each day would be made on the route extension, of which approximately 70 would be new to the TTC. These customers would have a shorter walk to the nearest TTC bus stop, or at least one fewer transfer, because of the new east-west service that would be provided by the 39 FINCH EAST route.

Approximately 860 customer-trips are made each day at the stops on Neilson Road and Crow Trail, at the times that the new service would operate. These customers would have a longer wait for a 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.

One additional bus would be required to provide the extended service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard.

Because this service extension would improve service for customers, and would meet the minimum financial standard, the service change is recommended, subject to the provision of the necessary bus loop.

## **63 OSSINGTON**

Extension to Liberty Village

Origin of proposal: Public meeting, April 2, 2007; Councillor Pantalone

City ward: Ward 19 Trinity-Spadina

Time periods: All times



It is recommended that the 63 OSSINGTON bus route be extended south to the Liberty Village neighbourhood at all times of the day, seven days a week. This change would reduce the distance that customers need to walk to the nearest TTC bus stop.

Buses on the 63 OSSINGTON route would operate south on Strachan Avenue, west on East Liberty Street, north on Atlantic Avenue and east on King Street to Shaw Street, where they would rejoin the regular northbound routing. Parking prohibitions and restrictions are required on East Liberty Street to ensure the safe operation of buses.

It is projected that, based on the current level of development, approximate 1665 customer-trips each day, from Monday to Friday, would be made on the route extension, of which approximately 285 would be new to the TTC. These customers would have a shorter walk to the nearest TTC bus stop. Approximately 1280 customer-trips would be made each Saturday on the new route, of which approximately 220 would be new to the TTC. Approximately 920 customer-trips would be made each Sunday on the new route, of which approximately 160 would be new to the TTC.

Approximately 160 customer-trips each weekday, approximately 80 customer-trips on Saturdays, and approximately 30 customer-trips on Sundays and holidays begin at the bus stops on Strachan Avenue and Canniff Street, and on Douro Street at Strachan Avenue. Customers using these stops to travel northbound would have a longer walk to the bus stop on Shaw Street at King Street.

The change in weighted travel time shows that the benefits of a shorter walk for customers in the Liberty Village neighbourhood outweighs the inconvenience of a longer walk for a smaller number of customers in the King/Strachan area. Overall, the change would make service better for customers.

Depending upon the time of the week, one or two additional buses would be required to provide the extended service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard.

Because this service extension would improve service for customers, and would meet the minimum financial standard, the service change is recommended, subject to the implementation of the necessary parking restrictions on East Liberty Street.

As requested by Councillor Pantalone, a second proposal was examined, which would instead extend buses on the 63 OSSINGTON route to Exhibition Place. This change would provide better service to Exhibition Place, and better connections to TTC streetcars, buses, and GO Trains. The number of customers who would use the new service was significantly less than the proposed extension to Liberty

Village. The change would require one additional bus. Because there would be an increase in operating costs, a financial assessment was carried out. The comparison of operating costs with the projected increase in ridership indicates that the service would not meet the TTC's minimum financial standard. For this reason, the extension to Exhibition Place is not recommended.

### **316 OSSINGTON**

Revised routing at King Street

Origin of proposal: Customer suggestion

City ward: Ward 19 Trinity-Spadina

Time periods: Overnight, seven days a week

It is recommended that the 316 OSSINGTON Blue Night overnight bus route be changed to operate on Strachan Avenue and King Street, in both directions. With this change, buses on the overnight route would no longer operate on Douro Street. The change would make service more direct on Strachan Avenue and King Street, and would remove overnight bus operations from the residential area along Douro Street.

The current pair of stops on Douro Street at Strachan Avenue would be replaced with new stops on Strachan Avenue at Douro Street with no significant inconvenience to the customers using the bus stops.

The change would be made with no change in operating costs, and there would be no change to the scheduled intervals between buses or the scheduled trip times.

Because the service change would remove overnight bus operations from a local residential street, would cause no inconvenience for transit customers, and would not increase operating costs, it is recommended.

### **101 PARC DOWNSVIEW PARK**

Non-summer service

Origin of proposal: Parc Downsview Park staff, TTC staff,

City wards: Ward 8 York West, Ward 9 York Centre, Ward 10 York Centre

Time period: Monday-Friday peak periods and midday, Saturday, Sunday, and holiday daytime

It is recommended that new year-round service be operated on the 101 PARC DOWNSVIEW PARK bus route during the peak periods and midday from Monday to Friday, and during the daytime on weekends. This change would reduce the distance that customers need to walk to the nearest TTC bus stop. Currently, service on this route is operated as a seasonal service during the summer months.

During the peak periods, it is projected that approximately 75 customer-trips would be made each day on the service, all of which would be new to the TTC. During the midday from Monday to Friday and the daytime on Saturdays, Sundays, and holidays, it is projected that approximately 70 customer-trips would be made each day on the service, all of which would be new to the TTC.

One additional bus would be required for each of the periods of additional seasonal or non-seasonal service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the additional service would meet the TTC's financial standard.

Because this service extension would improve service for customers, and would meet the minimum financial standard, the service change is recommended. In order to provide continuous service after the summer seasonal service ends, it is recommended that this service begin on September 2, 2008.

## **66 PRINCE EDWARD**

Extension to Humber Bay Shores

Origin of proposal: Customer requests; Councillor Grimes

City ward: Ward 6 Etobicoke Lakeshore

Time periods: All times

It is recommended that the 66 PRINCE EDWARD bus route be extended to serve the Humber Bay Shores neighbourhood at all times of the day, seven days a week. This change would reduce the number of transfers that customers would need to make to travel north to the 2 BLOOR-DANFORTH subway, and would reduce the distance that customers need to walk to the nearest TTC bus stop.

Buses on the 66D PRINCE EDWARD (Old Mill Stn-Lake Shore) route would operate south on Park Lawn Road, through the Park Lawn/Lake Shore bus loop, east on Lake Shore Boulevard, south and west on Marine Parade Drive, and north on Park Lawn Road.

It is projected that approximately 340 customer-trips each day, from Monday to Friday, would be made on the route extension, of which approximately 170 would be new to the TTC. These customers would have one fewer transfer, or a shorter walk to the nearest TTC bus stop. Approximately 150 customer-trips would be made each Saturday on the new route, of which approximately 90 would be new to the TTC. Approximately 75 customer-trips would be made each Sunday on the new route, of which approximately 50 would be new to the TTC.

One additional bus would be required to provide the extended service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates

that the service would meet the TTC's financial standard.

Because this service extension would improve service for customers, and would meet the minimum financial standard, the service change is recommended.

## **71 RUNNYMEDE**

Revised routing at Industry Street and Black Creek Drive

Origin of proposal: TTC staff; Councillor Nunziata

City wards: Ward 11 York South-Weston, Ward 12 York South-Weston

Time periods: All times

It is recommended that the 71 RUNNYMEDE bus route be revised in the Black Creek industrial area, to provide new service on the western portion of Industry Street, and to provide new service to the Trethewey Drive/Black Creek Drive area. The change would be made at all times of the day, seven days a week. This change would reduce the distance that customers need to walk to the nearest TTC bus stop.

Buses on the 71B RUNNYMEDE (Runnymede Stn-Industry St) route would operate over the existing route via east on Lambton Avenue, north on Weston Road, and east on Ray Avenue, and would then operate west on Industry Street to Mount Dennis Garage, returning east on Industry Street, and then north on Todd Baylis Boulevard, east on Trethewey Drive, and south on Black Creek Drive, where they would rejoin the regular southbound routing. The change would be made with no change in operating costs.

It is projected that approximately 190 customer-trips each day from Monday to Friday, 110 customer-trips on Saturdays, and 70 customer-trips on Sundays would be made on the two new sections of the route. None of these customers would be new to the TTC. These customers would have a shorter walk to the nearest TTC bus stop.

Approximately 110 customer-trips each day would be carried out of their way over the extended route, and would have a longer travel time.

The change in weighted travel time shows that the benefits of a shorter walk outweighs the inconvenience of a longer travel time. Overall, the change would make service better for customers. Because this route extension would improve service for customers, the service change is recommended.

At the request of Councillor Nunziata, a further option was examined that would extend the 71 RUNNYMEDE service to operate south on Black Creek Drive to Eglinton Avenue, as now, and to continue

south on Black Creek Drive to Weston Road. Buses would then operate north on Weston Road and west on Lambton Avenue to the existing route. The change would cause an inconvenience for present customers, as they would have a longer travel time. No new customers would be attracted to the TTC by the extended routing. The change in weighted travel time shows that the inconveniences of the service change would exceed the benefits of the change. The change would cause a net inconvenience for customers, and for this reason it is not recommended.

## **Torbarrie Road**

### **New service**

Origin of proposal: City Council/Etobicoke York Community Council

City ward: Ward 7 York West, Ward 8 York West

Time period: Monday-Friday peak periods

It is recommended that new service be provided to Torbarrie Road during peak periods from Monday to Friday. The service would be provided by extending the 96G WILSON service that operates from York Mills and Wilson stations. This change would reduce the distance that customers need to walk to the nearest TTC bus stop. A new residential neighbourhood is being construction along Torbarrie Road, on a site formerly used for institutional purposes.

In the morning peak period, buses would operate west on Wilson Avenue, north and east on Clayson Road, north on Bartor Road, south on Arrow Road, east on Sheppard Avenue, south on Oakdale Road and Torbarrie Road, east on Kirby Road, south on Jethro Road, and east on Wilson Avenue to York Mills Station. In the afternoon peak period, the looping would be reversed, and buses would operate north on Torbarrie Road, west on Sheppard Avenue, south on Bartor Road, west and south on Clayson Road and east on Wilson Avenue. The routing change would provide direct service into the Clayson Road industrial area in the morning peak period and from the Clayson Road industrial area in the afternoon peak period. From the Torbarrie Road residential area, direct service would operate to the subway in the morning, and from the subway in the afternoon.

The change would introduce new service on Bartor Road, north of Clayson Road, and would reduce the distance that customers would need to walk to the nearest stop. The change would also remove service from a short section of Bartor Road, south of Clayson Road and from Huxley Road.

It is projected that approximately 390 customer-trips would be made on the new service during the peak periods from Monday to Friday, of which 115 would be new to the TTC. The change would make service worse for the customers who use the stops on Bartor Road that would be removed, as they would have a longer walk. Approximately 40 customer-trips are made at these stops each day.

One bus would be added to operate the route extension. Because additional resources would be required for the extension, a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard. For this reason, the change is recommended.