

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: December 15, 2010

SUBJECT: INTERIM REPORT - TRANSIT SERVICE TO VARIETY VILLAGE

INFORMATION ITEM

RECOMMENDATIONS

It is recommended the Commission receive a presentation for information.

BACKGROUND

The TTC has evaluated providing new additional service to Variety Village on several occasions over the last two decades. The most recent formal evaluation of service, in September 2004, is attached.

In September, 2010, then-Councillor Rob Ford requested, on behalf of Variety Village, that the TTC provide new transit service to that facility. In correspondence from Variety Village, dated September 23, it was suggested that this be accomplished, at no additional cost, by diverting one of the TTC's nearby transit routes to operate along Danforth Avenue to serve Variety Village and then return to its regular routing.

In correspondence dated November 21, 2010, the TTC stated that all proposed changes to established routes are first analyzed to determine if the proposed change would be, overall, better or worse for the majority of transit customers. The TTC implements only those routing or service changes which would make transit service, overall, better for customers.

DISCUSSION

Today's presentation provides an update on the request for additional service to Variety Village.

December 7, 2010

11-31-80

Attachments: TRANSIT SERVICE TO VARIETY VILLAGE, Commission Report,
September 22, 2004
September 20, 2010 letter to (then-) Councillor Rob Ford
September 23, 2010 letter from Variety Village
November 21, 2010 letter to Variety Village

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: September 22, 2004

SUBJECT: TRANSIT SERVICE TO VARIETY VILLAGE

RECOMMENDATIONS:

It is recommended that the Commission:

1. Receive this report for information, noting that:
 - Wheel-Trans is operating a trial hourly service between Variety Village and the subway. The service is available to Wheel-Trans registrants and selected Variety Village patrons;
 - the service is initially operating to Victoria Park Station, but will shift to Main Street Station once that station becomes accessible in October 2004;
 - several options for providing conventional TTC bus service closer to Variety Village and Birchmount Park Collegiate Institute have been evaluated, but are not recommended for implementation, because they would inconvenience more customers than they would benefit and/or they would not meet the TTC's minimum financial standard;
 - a further report will be presented to the Commission in early 2005 which will review the trial Wheel-Trans service to Variety Village.
2. Forward this report to Variety Village and Birchmount Park Collegiate Institute.

FUNDING

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

BACKGROUND

At the April 29, 2004 meeting of the Advisory Committee on Accessible Transportation (ACAT), discussion took place about improved service to Variety Village. ACAT passed a motion in support of an assessment of service options in advance of the next annual service review.

At its meeting of June 16, 2004, the Commission received deputations in support of direct service to Variety Village and improved service to Birchmount Park C.I. The Commission directed TTC staff *"To report at the next meeting on the options available to provide service to Variety Village and Birchmount Park Collegiate Institute, with such report to also include the percentage of patrons who use Wheel-Trans to access Variety Village and the anticipated school population that would use this service"*. This report responds to the Commission's direction.

DISCUSSION

Variety Village was built in the early 1980s on a wedge-shaped property, immediately west of the grade-separated interchange of Danforth Avenue and Kingston Road. Birchmount Park C.I. is located just west of Variety Village. The TTC route network in the area has been developed over the past 80 years and provides good service to the established, stable, nearby residential communities. Birchmount Park C.I. is within a reasonable walk of three TTC bus routes, 12 KINGSTON RD, 20 CLIFFSIDE and 69 WARDEN SOUTH, and is considered to be well served by transit.

The geographic location of Variety Village makes it hard to serve by conventional TTC buses. The highway-style flyover that makes up the Kingston Road and Danforth Avenue interchange is very pedestrian-unfriendly. The site that Variety Village occupies slopes down to the south and, as a result, walking access from Kingston Road is poor. Danforth Avenue is approximately level with the main entrance of Variety Village, but is not used for bus service because the majority of transit customers reside to the north of Danforth Avenue, and service on Highview Avenue provides better access for most customers.

Discussions between the TTC staff and Variety Village regarding transit service began prior to the opening of Variety Village in 1981. In 1980, as part of the site-planning process, TTC staff suggested the construction of a gently sloping walkway between Variety Village and Kingston Road, along a less-pronounced portion of the southbound slope. This walkway would provide a good pedestrian connection between Variety Village and existing bus stops on Kingston Road. The walkway was not built.

At the request of Variety Village, the City of Scarborough, and Metro Councillors for the area, improved bus service to Variety Village was examined in the *Service Standards Application Reports/Service Plan* in 1983, 1984, 1986, 1989, and 1994. Ultimately, no routing changes for bus routes in the area were recommended because it was determined that, overall, the inconvenience to current customers of possibly-affected nearby conventional bus routes would outweigh the benefits.

Wheel-Trans Service

Variety Village is one of the ten busiest destinations for trips by Wheel-Trans registrants. However, many of the seniors, ambulatory-disabled and other people who use the Variety Village facilities, are not Wheel-Trans registrants and, therefore, currently cannot travel to and from Variety Village by Wheel-Trans.

The deputations made to the Commission on July 16, 2004 suggest that a significant number of ambulatory disabled people, including blind and sight-impaired people, have difficulty negotiating the distance between conventional bus stops in the area and the entrance to Variety Village.

The full-sized buses used in conventional TTC bus services are not suitable for service in space-restricted locations like the entranceway and parking area at the front of Variety Village. The smaller buses used for Wheel-Trans to-the-door services and Community Bus services are better able to travel over narrow roads or private drives and get close to the accessible entrances of major institutions serving the needs of seniors and people with disabilities.

Subsequent to the June 16, 2004 Commission meeting, representatives from Wheel-Trans met with Variety Village staff and agreed to a trial operation of Wheel-Trans buses between Victoria Park Station and Variety Village, which began operation on September 7, 2004. The expanded Wheel-Trans service to Variety Village was the subject of a September 2, 2004 letter from TTC staff to the Commission (see attached). The service operates hourly, and is available to both Wheel-Trans registrants and to those seniors and disabled people who are Variety Village patrons with mobility and/or other restrictions. Variety Village is responsible for determining which Variety Village patrons will be eligible to use the new service, and for providing appropriate identification. The service is not intended for use by Variety Village staff without disabilities, or by others who can use conventional transit services without difficulty.

In order to ensure that potential users of the new service are aware of the service and are encouraged to use it, agencies and institutions (i.e. CNIB, etc.) have been informed. Notices have been posted on Wheel-Trans buses, at subway stations, and at Variety Village, and the service will be advertised on the TTC web site and in Wheel-Trans newsletters to its registrants.

The service will permit a better utilisation of the Wheel-Trans buses that already serve the busy Variety Village facility, and will generate additional fare revenue from new riders at minimal cost. The new service is consistent with the objective of better integrating the TTC's conventional and specialised accessible services as specified in the TTC's 2003 Accessible Transit Services Plan.

Victoria Park Station is not, currently, fully accessible however, the nearby Main Street Station will be an Easier Access station when the accessibility improvements are complete, expected by October 2004. The improvements to Main Street Station include the addition of an accessible fare gate and two elevators. As a result, the trial Variety Village service will be changed to operate from Main Street Station, when the Easier Access improvements are complete. The use of Main Street Station, after the Easier Access features are operational, will result in better utilisation of the accessibility features of the station.

Other Options Considered

Extending the 404 EAST YORK COMMUNITY Bus to Variety Village

Extending the present 404 EAST YORK COMMUNITY BUS service from Victoria Park Station south to Variety Village would require an additional vehicle, and increase costs, because the additional distance cannot be added to the existing route while still maintaining hourly service with one bus. In addition, the small capacity of the Community Bus vehicles make them unsuitable for providing service to large numbers of high school students. For these reasons this option is not recommended.

Changes to TTC Conventional Routes and Services

The TTC currently operates three bus routes within walking distance of Variety Village and Birchmount Park C.I. (see Drawing No. 11756). These are:

- The 20 CLIFFSIDE route provides service between Main Street Station and Kennedy Station. The route operates in both directions on Highview Avenue, approximately 280 metres to the north of Variety Village and Birchmount Park C.I.
- The 69 WARDEN SOUTH route provides service from Warden Station and operates in both directions on Birchmount Road, west of Birchmount Park C.I. and Variety Village. Customers using the bus stops at Birchmount Road and Danforth Avenue have to walk approximately 495 metres to reach Variety Village and approximately 350 metres to reach Birchmount Park C.I.
- The 12 KINGSTON RD route provides service from Victoria Park Station, and operates in both directions on Kingston Road. Most customers using this route to travel to Birchmount Park C.I. use the stop on Kingston Road at Glen Everest Road and walk the 210 metres to the school up a steep hill on an unpaved path. Because of the lack of a paved walkway, customers with mobility difficulties are unable to use this route.

Five routing options were evaluated to provide regular-route bus service that would more closely serve Variety Village and Birchmount Park C.I.

20 CLIFFSIDE – Service on Pinegrove Avenue

An option was examined that would change the 20 CLIFFSIDE route to operate via Pinegrove Avenue, which parallels Danforth Avenue, one block to the north. Service would be removed from Highview Avenue. This change would reduce the distance that customers would have to walk to reach Variety Village and Birchmount Park C.I. from approximately 280 metres to approximately 70 metres. Customers would have to continue to cross Danforth Avenue at a signalised intersection to reach Variety Village and the school. The route change would be made with no increase in operating costs.

It is projected that approximately 80 customer-trips each weekday would be made with a shorter walk to Variety Village, of which approximately 60 would be new transit customers who would be attracted to the TTC by the new service. Approximately 140 customer-trips each weekday would be made with a shorter walk to Birchmount Park C.I. Approximately 240 customer-trips each weekday, which are now made at bus stops on Highview Avenue, would be made with a longer walk to the nearest bus stop.

The routing via Pinegrove Avenue is not presently operationally feasible, as the turn from northbound Birchmount Road to eastbound Pinegrove Avenue requires that buses cross into the westbound lane of Pinegrove Avenue. Changes would be required to this intersection to permit bus operation, such as a set-back of the westbound stop bar or geometry changes to the south-east curb.

The change in weighted travel time shows that the inconvenience of a longer walk for customers currently using stops on Highview Avenue is more important than the benefit of a shorter walk for customers travelling to Variety Village and Birchmount Park C.I. The change would cause a net inconvenience for customers and, for this reason, the proposal is not recommended.

20 CLIFFSIDE – Service on Danforth Avenue

An option was examined that would change the 20 CLIFFSIDE route to operate via Danforth Avenue and Kingston Road, between Birchmount Road and Midland Avenue. Service would be removed from Highview Avenue, Kennedy Road, and Park Street. This change would reduce the distance that customers would have to walk to reach Variety Village and Birchmount Park C.I. from approximately 280 metres to approximately 10 metres. Eastbound buses would provide direct service to the south side of Danforth Avenue, just outside the main entrance to Variety Village. Customers using westbound buses would have to cross to the north side of Danforth Avenue. The route change would be made with no increase in operating costs.

It is projected that approximately 80 customer-trips would be made each weekday with a shorter walk to Variety Village, of which approximately 60 would be new transit customers who would be attracted to the TTC by the new service.

Approximately 140 customer-trips each weekday would be made with a shorter walk to Birchmount Park C.I. Approximately 1,750 customer-trips each weekday, which are now made at bus stops on Highview Avenue, Kennedy Road, and Park Street, would be made with a longer walk to the nearest bus stop; some of these customers would stop using the TTC because of the inconvenience of a longer walk.

The change in weighted travel time shows that the inconvenience of a longer walk for customers that use stops that would no longer be served is more important than the benefit to customers of a shorter walk to Variety Village and Birchmount Park C.I. The change would cause a net inconvenience for customers and for, this reason, the proposal is not recommended.

12 KINGSTON RD – Service on Danforth Avenue

An option was examined that would change the 12 KINGSTON RD route to operate via Birchmount Road and Danforth Avenue. Service would be removed from Kingston Road, between Birchmount Road and the Danforth Avenue/Kingston Road interchange. This change would considerably reduce the distance that customers would have to walk to reach Variety Village and Birchmount Park C.I. from the present 12 KINGSTON RD route. Eastbound buses would provide direct, convenient service to the south side of Danforth Avenue, just outside the main entrance to Variety Village. Customers using westbound buses would have to cross to the north side of Danforth Avenue. The route change would be made with no increase in operating costs.

It is projected that approximately 80 customer-trips would be made each weekday with a shorter walk to Variety Village, of which approximately 60 would be new transit customers who would be attracted to the TTC by the new service. Approximately 200 customer-trips each weekday would be made with a shorter walk to Birchmount Park C.I. Approximately 490 customer-trips each weekday, which are now made at bus stops on Kingston Road between Birchmount Road and Danforth Avenue, would be made with a longer walk to the nearest bus stop.

The change in weighted travel time shows that the inconvenience of a longer walk for customers currently using the stops that would no longer be served is more important than the benefit to customers of a shorter walk to Variety Village and Birchmount Park C.I. The change would cause a net inconvenience for customers, and for this reason, the proposal is not recommended.

A variation of this option was examined that would alternate trips on the 12 KINGSTON RD route between the current routing on Kingston Road and the revised routing via Birchmount Road and Danforth Avenue. This option would provide less-frequent service to Variety Village and Birchmount Park C.I., compared to the first option described above. All customers using stops on Kingston Road between Birchmount Road and the Danforth Avenue/Kingston Road interchange would have their waiting time for a bus doubled, compared the current waiting time. This option would attract fewer new customers to Variety Village, because of the longer waiting time.

The change in weighted travel time shows that the inconvenience of a longer wait for the bus is more important to customers than the benefit of a shorter walk to Variety Village and Birchmount Park C.I. The change would cause a net inconvenience for customers and, for this reason, the proposal is not recommended.

New route from Kennedy Station to Variety Village

An option was examined which would operate a new bus route between Kennedy Station, Variety Village, and Birchmount Park C.I. The service would operate from Kennedy Station, south on Midland Avenue, west on Kingston Road, north on Birchmount Avenue, east on Danforth Avenue, east on Kingston Road, and north on Midland Avenue to Kennedy Station. Service would operate every 30 minutes, from approximately 6:00 a.m. to 10:00 p.m. from Monday to Saturday, and from approximately 9:00 a.m. to 7:00 p.m. on

Sundays. New eastbound service would be provided on Danforth Avenue, between Birchmount Avenue and Kingston Road, and customers travelling to and from Variety Village would have direct, convenient service to the south side of Danforth Avenue, just outside the main entrance to Variety Village. Between Danforth Avenue and Midland Avenue, the new route would duplicate the more-frequent service provided by the 12 KINGSTON RD route, and on Midland Avenue the new route would duplicate the service provided by the 20 CLIFFSIDE route.

It is projected that approximately 650 customer-trips would be made on the new service each weekday, of which approximately 60 would be new transit customers who would be attracted to the TTC by the new service to Variety Village. Approximately 80 customer-trips each weekday would be made to Variety Village with a shorter walk or fewer transfers, and approximately 80 customer-trips each weekday would be made to Birchmount Park C.I. a shorter walk or fewer transfers. Approximately 2,000 customer-trips each weekday travelling between Kennedy Station and stops on Midland Avenue and on Kingston Road, east of Danforth Avenue, would be made with a shorter wait.

One bus would be used to operate the service, with an annual gross operating cost increase of approximately \$215,000. Since there would be an increase in operating costs, a financial assessment was carried out. The comparison of net operating costs against the projected increase in ridership indicates the service would not meet the TTC’s minimum financial standard of at least 0.23 new customers per net dollar of additional operating cost (see Table 1, below). For this reason, the proposal is not recommended.

Table 1 - Financial assessment of new route to Variety Village

Monday-Friday peak periods	0.11 cust/\$
Monday-Friday midday	0.06 cust/\$
Monday-Friday early evening	0.13 cust/\$
Saturday daytime	0.10 cust/\$
Saturday early evening	0.13 cust/\$
Sunday daytime	0.18 cust/\$

SUMMARY

A new hourly Wheel-Trans service to Variety Village from Victoria Park Station and, soon, Main Street Station, is justified and should be operated for a trial period. The service will use buses already serving Variety Village and will carry both Wheel-Trans registrants and seniors and ambulatory-disabled people who are determined by Variety Village to have mobility and/or other impediments to travel.

Six options for changes to existing bus routes, or new bus routes, to better serve Variety Village have been analysed. The changes to the existing bus routes are not recommended because the inconvenience they would cause to existing customers is judged to outweigh the benefit they would provide to new customers. The operation of a new TTC bus route from Kennedy Station to Variety Village is not recommended because it does not meet the TTC's financial standard for adding a new service.

A review of the new Wheel-Trans service will be presented to the Commission in January 2005. The outstanding questions from the Commission regarding the percentage of Variety Village patrons using Wheel-Trans to access the facility will be addressed at that time.

September 22, 2004
11-55-48/51

Attachment: Drawing No. 11756 – TTC Service near Variety Village
Memo to the Commission – Transit Service between Variety Village and
Victoria Park Station

TTC Service near Variety Village



Copy: Rick Cornacchia
Allen Chocorlan
Mitch Stambler

Vince Rodo
Robert Thacker

November 21, 2010

Mr. John Willson
Chief Executive Officer
Variety Village
3701 Danforth Avenue
Toronto, Ontario
M1N 2G2

Dear Mr. Wilson:

I am replying to your September 23, 2010 letter in which you propose that, in order to bring regularly-scheduled TTC service close to the main entrance of Variety Village, our existing 69 WARDEN SOUTH bus route be altered so that it travels from its regular routing on Birchmount Road, via Danforth Avenue, looping at both Birchmount Park Collegiate and Variety Village, and then returning via Danforth Avenue to its regular routing on Birchmount Road.

The TTC changes established routings only if a proposed new routing would provide a benefit to a larger number of customers than the disbenefit it imposes on other customers. While the route alteration you have proposed would be an advantage to people destined to the high school and your facility, it would impose a detour-type routing and an additional five minutes of travel time on all other customers of the route who travel straight north or south on Birchmount Road to other destinations. In order to determine whether your proposed alternate routing would result, overall, in better or worse service for the majority of customers, we will do an analysis of the number of customers affected by the change – both positively and negatively – and the nature and magnitude of these effects. When we have completed this analysis, we will advise you of our conclusions.

Thank you for your continuing support of public transit.

Sincerely,

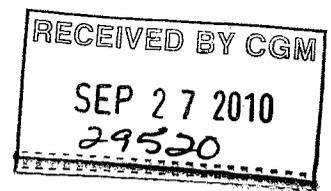
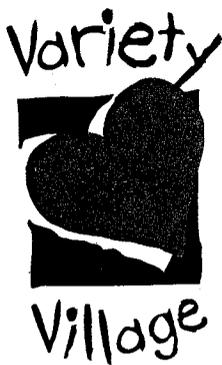
**ORIGINAL SIGNED BY
G.M. WEBSTER**

Gary Webster
Chief General Manager

11-31-80

Copy: Mayor-Elect Rob Ford ^{pl}
TTC Chair Adam Giambrone
TTC Vice-Chair Joe Mihevc

P:\SharedWorkArea\CGM and Regular Replies\CGM - Draft\2010\CGM 29520 - Variety Village - C. Ford Letter - Second Response.doc



September 23, 2010

Mr. Gary Webster
Chief General Manager
Toronto Transit Commission
1900 Yonge Street
Toronto ON
M4S 1Z2

Dear Mr. Webster

Re- Variety Village TTC Service

Thank you for your prompt reply (dated September 20, 2010) to Counsellor Rob Ford with respect to our request for improved TTC service to Variety Village. While I am sure that the four TTC methods of access would generally appear to be representative of a well-served facility by TTC standards, and as a taxpayer I am acutely aware of the financial constraints facing the TTC, Variety Village is not well-served by the TTC. And, this situation could be easily remedied.

The two bus lines (20 and 12) mentioned in the letter are effectively unusable by our members and clients. The walk up from Kingston Road is hazardous even to an able bodied individual and potentially dangerous given that it scales a heavily forested steep slope. As to the Cliffside Route, even some of our better athletes would be challenged to run the distance from the nearest bus stop to our front door in the quoted 5 minutes. Various inconsistencies in the path through the treed area to the north of the Village would make that route a challenge to many of our members who need assisted walking devices or may have developmental issues.

Wheel-Trans service is good, although unavailable to almost all of our members and staff. Our blind members and those with other disabilities are faced with negotiating the sometimes dangerous and lengthy walk from Birchmount and Danforth to our facility. The 69 route, due to the shortcomings of the other two bus routes, is the route of choice serving both our facility and Birchmount Park High School next door. Deboarding at Birchmount and Danforth, our members and staff face a 700 metre walk on sidewalks that can be treacherous in winter and uncomfortable during rainstorms and in the heat of the summer.

I propose that rather than reroute the Cliffside (20) line, a much more logical and effective solution would be to add a short loop to the Warden South (69) line. Buses heading north on Birchmount could turn right on Danforth, pull in to the driveway of Birchmount Park School, discharging or picking up the many students who use the TTC, and then continue to the entrance to Variety Village, turning left on Danforth (at the traffic light when exiting Variety Village) to rejoin the present route at Birchmount. This loop would add no more than 5 minutes to the Warden South route while serving the needs of the students and the many members of Variety Village.

Variety Village, 3701 Danforth Avenue, Scarborough, Ontario, Canada M1N 2G2

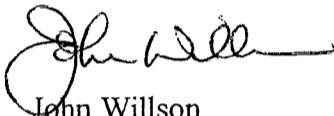
Tel. 416-699-7167 • TTY 416-699-8147 • Toll Free 1-800-387-7686 • Fax 416-699-5752 • www.varietyonario.ca

Variety Village is the flagship project of Variety - The Children's Charity (Ontario) Charitable Registration No. 12362 5618 RR 0001

Variety Village is an important facility in providing recreational opportunities for Ontarians with disabilities. We are always looking for additional service offerings, such as with Toronto Rehab (Lyndhurst). However, we are hamstrung by the absence of usable TTC service. By providing the bus service to Variety Village, the TTC would be enabling a vulnerable sector of our society to enhance their quality of life. I implore you to extend TTC service to Variety Village.

Should you have any comments, please do not hesitate to contact me.

Sincerely yours

A handwritten signature in black ink, appearing to read "John Willson". The signature is fluid and cursive, with a long horizontal stroke at the end.

John Willson
CEO, Variety Village

Cc. Councillor Rob Ford

TORONTO TRANSIT COMMISSION



ADAM GIAMBRONE
CHAIR
JOE MIHEVC
VICE-CHAIR
GARY WEBSTER
CHIEF GENERAL MANAGER
VINCENT RODO
GENERAL SECRETARY



MARIA AUGIMERI
SANDRA BUSSIN
SUZAN HALL
PETER MILCZYN
RON MOESER
ANTHONY PERRUZZA
BILL SAUNDERCOOK



September 20, 2010

Councillor Rob Ford
Ward 2 - Etobicoke North
100 Queen Street West
Suite C40
Toronto, Ontario
M5H 2N2

Dear Councillor Ford:

I am writing in response to your enquiry regarding TTC service to the Variety Village Recreational Complex on Danforth Avenue. I will first recap the services which we currently provide to that complex, and then address the question of introducing new service.

The TTC currently operates four different services to Variety Village:

1. The 12 KINGSTON ROAD bus route provides service to the rear of Variety Village -- that is, on the Kingston Road side -- seven days per week, from about 5:30 am until 1:00 am, with weekday service frequencies ranging from every 7 minutes to every 20 minutes (depending on the time of day), and weekend service ranging from every 17 minutes to every 30 minutes. This service is operated using accessible low-floor buses, to accommodate people with mobility limitations or who use mobility devices.
2. The 20 CLIFFSIDE bus route provides service close to, but not directly to the main entrance of Variety Village, seven days per week, from about 5:30 am until 1:00 am, with weekday service frequencies ranging from every 13 minutes to every 30 minutes, and weekend service ranging from every 18 minutes to every 30 minutes. The walk from the nearest bus stop on Highview Avenue at Anneke Road, to the main entrance, takes five minutes, and has the benefit of traffic signals to allow safe pedestrian crossing of Danforth Avenue. This service is operated using accessible low-floor buses, to accommodate people with mobility limitations or who use mobility devices.
3. Our specialized transit service -- known as Wheel-Trans -- operates a special accessible bus service between Main Street Subway Station -- the closest accessible (elevator-equipped) subway station -- and Variety Village, using specialized paratransit accessible buses. This service operates directly to the main entrance of Variety Village.



RECYCLED PAPER

4. Wheel-Trans also provides to-the-door accessible service for people with severe mobility limitations, who are not able to use regular TTC services, including our accessible low-floor buses. This service is available on a subscription basis and/or advance-reservation basis to all Wheel-Trans registrants.

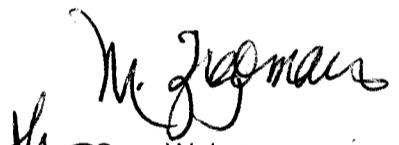
You have enquired about the feasibility of introducing new regular-route service directly to the main entrance of Variety Village. The TTC has examined this service request several times over the years and has, unfortunately, not been able to support or justify the operation of such a service, over and above the four services which we already operate to that complex. The reason for this is that Variety Village is located on a section of Danforth Avenue which has virtually no development aside from Variety Village itself and which, therefore, would generate only limited ridership. All TTC services must meet or surpass specific minimum ridership and financial thresholds, and our projections of the cost of operating such a service to Variety Village and the new ridership (and revenue) which it would attract, do not result in the service meeting the required performance standards.

We have examined the desirability of re-routing the 20 CLIFFSIDE bus route -- the closest existing service to Variety village -- from its current routing just north of Variety Village, on Highview Avenue, Kennedy Road, and Park Street to, instead, operate on the section of Danforth Avenue where Variety Village is located. However, that route currently serves upwards of 900 customer-trips per weekday (upwards of 500 customer-trips per weekend day) in the residential area immediately north of Variety Village. Our projections are that the ridership which would be generated on the corresponding section of Danforth Avenue, between Birchmount Road and Midland Avenue, would be much lower. Therefore, such a re-routing of that bus route to serve Variety Village would result in a much-larger number of established customers being inconvenienced or dis-served in order to provide service to a much-lower potential number of customers on Danforth Avenue. Such a re-routing would be, overall, worse for the community, and the TTC cannot support such a change.

Every year, the TTC undertakes a review of requests for new services, and evaluates these in the context of projected costs, projected ridership, and available budgeted resources. We would be happy to once again review the feasibility of introducing new service to Variety Village in our next such annual review of service proposals.

I trust that this information helps explain our services to Variety Village, and I thank you for your enquiry.

Sincerely,


Gary Webster
Chief General Manager

