

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: FEBRUARY 2, 2011

SUBJECT: 2011 OPERATING BUDGET: SERVICE RE-ALLOCATIONS -
FOLLOW-UP

ACTION ITEM

RECOMMENDATIONS

It is recommended that the Commission:

1. Approve the elimination of the revised list of services as described in this report and detailed in Appendix 1 – to be effective starting May 8, 2011 – noting that:
 - this will allow the re-allocation of these service resources to address overcrowding which is expected to occur this year as a result of projected record-high ridership;
 - the selection of services to be eliminated/re-allocated is based on an assessment of low-ridership services with the objective of minimising the effect the eliminations would have on customers;
 - the list of services recommended for elimination/re-allocation has been revised based on the input received from the public through the Public Open Houses and correspondence, in particular related to minimising the need to walk long distances to alternate service;
 - the criteria for identifying services for such elimination/re-allocation have been revised to be more sensitive to the concerns raised by the public:
 - *revision*: services which have 15 or more boardings per bus service-hour, as measured for individual time periods of operations, are not recommended for elimination/re-allocation;
 - *revision*: services which have between 10 and 15 boardings per bus service-hour, and whose customers would have to walk further than 600 metres to an alternative service, are not recommended for elimination/re-allocation;
 - *not revised*: services which have between 10 and 15 boardings per bus service-hour, and whose customers have access to an alternate service within a 600-metre walk, are recommended for elimination/re-allocation;
 - *not revised*: services with very low utilisation (fewer than 10 boardings per bus service-hour) are recommended for elimination/re-allocation, even if such an elimination/re-allocation results in long walking distances to alternate service;
 - the process used has been objective, consistent, and data-driven – in order to ensure fair and consistent treatment for all parts of Toronto – and reflects the concerns and input expressed by the public at the Open Houses and in correspondence provided to the TTC;

- there are a total of 148 time periods of operation recommended for elimination/re-allocation on 41 routes, as opposed to the original recommendation of 215 time periods on 48 routes;
 - the vast majority of these 148 time periods – over 90 per cent – were added in November, 2008 as part of the TTC’s Ridership Growth Strategy and have generated relatively-low ridership in their two year trial;
 - the revised process has resulted in 67 time periods of service no longer being recommended for elimination/re-allocation. Seven routes, which previously had eliminations/re-allocations recommended at various times of the day, no longer have any recommended service changes;
 - the revised service eliminations/re-allocations are expected to free-up approximately \$4-million in service resources for use on overcrowded routes in 2011 relating to the 10-million more riders who are projected to use the TTC this year;
 - the revised recommendations achieve the best possible balance between saving costs for the purpose of re-allocation to routes in greater need of resources, and retaining services which the public strongly advocated; and
2. Forward this report to all City Councillors, Metrolinx, and the Ontario Ministry of Transportation.

FUNDING

The recommended service eliminations/re-allocations would achieve resource savings in 2011 equivalent to \$4-million which would be re-allocated to routes and services which are, or are expected to, experience overcrowding. This compares to the originally-budgeted \$7-million in service re-allocations. This re-allocation will be incorporated into the TTC’s 2011 Operating Budget.

BACKGROUND

TTC ridership is at record levels and is forecast to continue to grow to a record-high 487 million in 2011, up from 477 million in 2010. At year-end 2010, there was overcrowding on a number of routes, and additional service to address this overcrowding was implemented in January 2011. Twenty-five routes received 43 such service improvements, and this is illustrated in Exhibit 1.

More service will be required in 2011 to accommodate increasing passenger volumes within the Commission-approved standards for crowding. Exhibit 2, below, illustrates the routes forecast to be overcrowded in one or more time periods by the fall of 2011, based on most-recent ridership counts and current service levels.

Exhibit 1

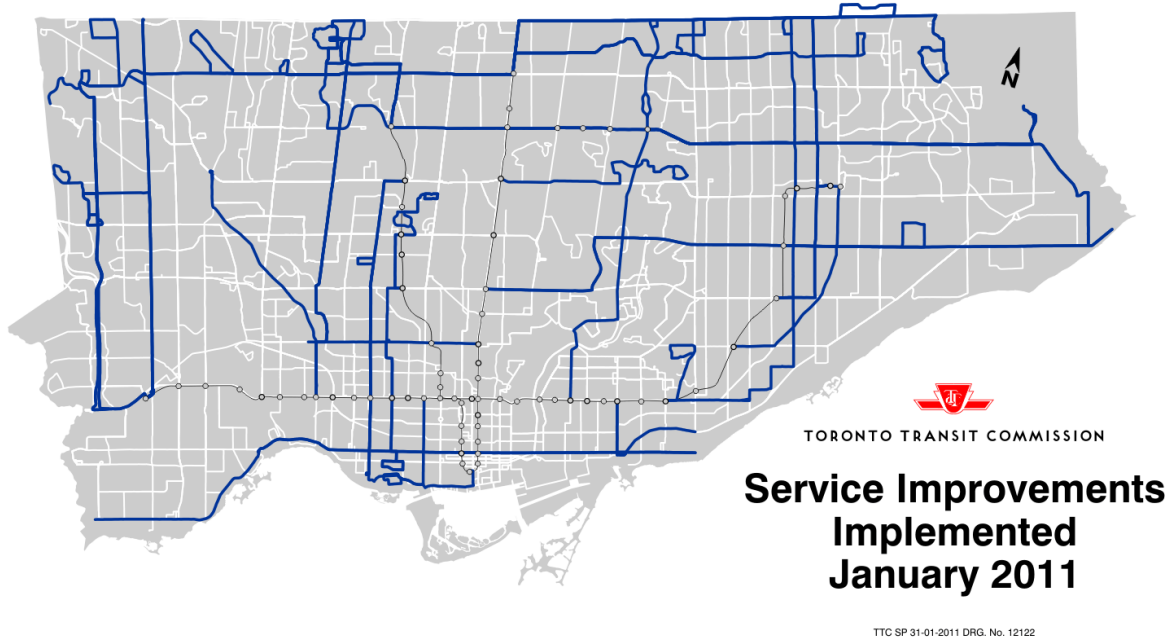
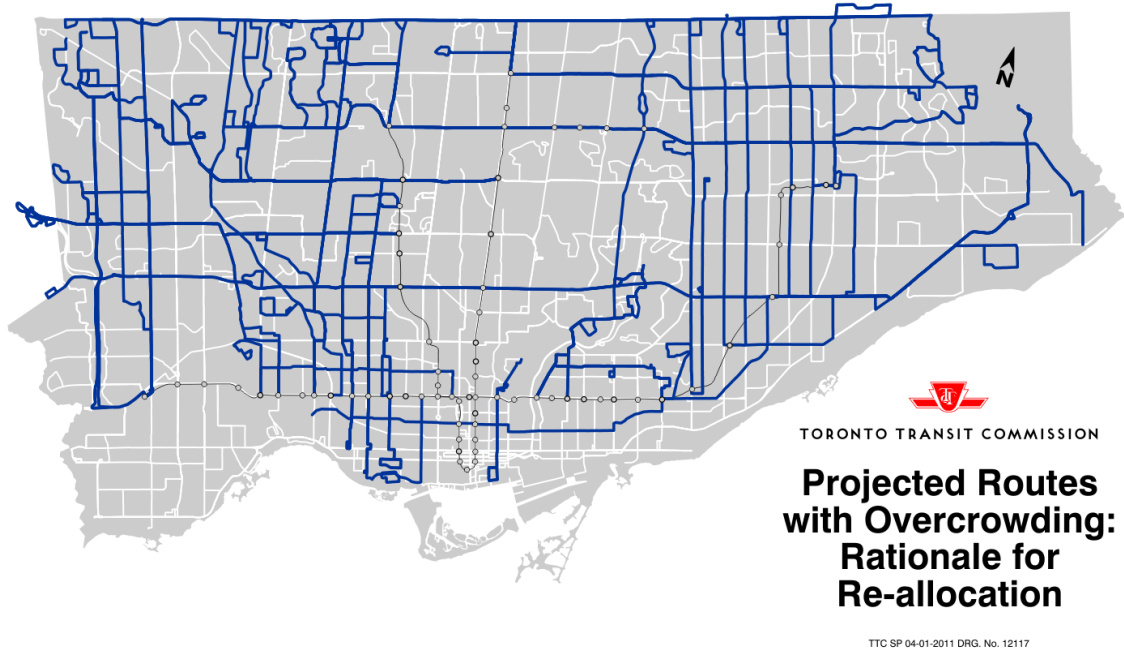


Exhibit 2



Funding is not available to accommodate the additional ridership projected for 2011. Therefore, to fund the service increases needed to address the increasing passenger volumes and maintain, to the greatest extent possible, crowding at acceptable levels, TTC staff have proposed the reallocation of resources from lightly-used service to the more-heavily used

services that are, or will be, experiencing overcrowding. Specifically, in the 2011 Operating Budget presented to the Commission on January 12, 2011, staff proposed the elimination/re-allocation of 215 lightly-used time periods of operation on 48 routes to free-up resources to be used to address overcrowding on the system.

At its meeting of January 12, 2011, the Commission deferred a decision on the service re-allocations and directed staff to hold public open houses to obtain feedback and suggestions about the proposed re-allocations.

This report responds to the Commission's request, summarizes the results of the public consultation process, and presents a revised set of criteria and recommended services for re-allocation, in recognition of the input received from the public.

DISCUSSION

Public Input on Proposed Service Re-allocations

Following the January 12, 2011 Commission meeting, TTC staff arranged four Public Open Houses to provide an opportunity for people to meet with staff to answer any questions they may have, and to provide an opportunity to provide feedback and comments. The Open Houses were held at:

- Monday January 24 – South: Metro Hall
- Tuesday January 25 – North: North York Central Library
- Wednesday January 26 – East: Scarborough Civic Centre
- Thursday January 27 – West: Elmbank Community Centre

Attendees were encouraged to provide feedback directly to staff, or as written comments. Input via email was also encouraged at the open houses, through a press release and on the TTC's web site. A total of approximately 325 people attended the Open Houses. One hundred and twenty people provided written comments at the meetings, and staff recorded a further 111 comments at the meetings. One hundred and sixty-eight other communications were received on the topic via email, letter, or by telephone.

A total of 140 of the attendees at the meetings provided an email contact and requested follow-up information on the results of the meeting. These people will be provided with a copy of this Commission report by email.

All of the comments received from the public have been posted on the TTC's website at:

http://www3.ttc.ca/Public_Meetings/index.jsp

Appendix 2 of this report provides a summary of the comments and suggestions received. A large majority of the comments received were from people who oppose the eliminations/re-allocations. The most-frequent concern expressed related to the increased walking distances that would now be required to reach alternate service. A secondary, but frequent

concern expressed related to having to make additional transfers as a result of the proposed eliminations/re-allocations. Many of the proposed re-allocations pertain to evening services, and many people mentioned concerns related to personal safety when walking in relatively-isolated areas or in inclement weather.

People in support of the eliminations/re-allocations noted the importance of cost savings and the reduction in noise and community impacts if buses are not operated in residential areas in the evenings.

Revised Route-Selection Process

In response to the concerns expressed by the public at the Open Houses and in written comments, the approach used to identify routes for elimination/re-allocation was revised. The revision primarily reflects the public's vocal concerns about the loss of service in areas which would have a longer walk to other available services. The revisions are described here.

Services with very-low utilisation (fewer than 10 boardings per bus service-hour) continue to be recommended for elimination/re-allocation, even if such eliminations result in long walking distances to alternate service. In such cases, there is not a strong-enough business case to recommend otherwise. For services with higher utilisation (between 10 boardings per bus service-hour and 15 boardings per bus service-hour), only services whose customers can access an alternate service within 600-metre/8-minute walk, continue to be recommended for elimination/re-allocation. However, services in this higher-utilisation category which, if eliminated/re-allocated, would require passengers to walk further than 600 metres to alternate service, are no longer recommended for elimination. Additionally, there are no longer any time periods of operation recommended for elimination/re-allocation that have a utilisation of 15 boardings per bus service-hour or greater.

This change in approach has resulted in 67 of the originally-proposed 215 eliminations no longer being recommended for such elimination/re-allocation. Seven routes are no longer recommended for any eliminations/re-allocations, thus reducing down to 41 the number of routes now being recommended for an elimination of service at some time period of operation in order to support re-allocation of resources to other routes in greater need of service. The routes no longer included are:

- 122 GRAYDON HALL
- 110A ISLINGTON SOUTH via Horner and Browns Line
- 130 MIDDLEFIELD
- 78 ST ANDREWS
- 60D STEELES WEST west of Martin Grove
- 55 WARREN PARK
- 48 RATHBURN

The revised approach addresses many of the most-serious concerns expressed by the public about the originally-recommended service elimination/re-allocations, while still achieving \$4-million in savings. These savings – and the re-allocations which they would allow – will

be used to address overcrowding which is expected to occur as a result of the projected 10-million more customers on the TTC this year.

Resources Available for Re-allocation

Staff's original recommendations called for service eliminations/re-allocations to take place in March, 2011. However, as a result of the additional time required for public consultation, and owing to the lead time required to prepare new schedules and Operators' work assignments, the soonest these revised recommendations can now be implemented, if approved, is in May 2011. This delay has reduced the savings that are achievable in 2011. The revised recommendations would free-up resources equivalent to approximately \$4-million in 2011. These resources will be used to address observed overcrowding conditions on services throughout Toronto.

JUSTIFICATION

The Commission should approve the service eliminations/re-allocations, as described in this report and as detailed in Appendix 1, because ridership is continuing to increase on the TTC and is projected to reach an all-time record-high of 487-million this year, an increase of 10-million customers over 2010. There is a need to add service to accommodate these additional customers, but sufficient funding is not available, so some of this funding must be found by re-allocating resources away from more lightly-used services to other services where better use can be made of the resources.

The process which has been followed in order to identify services for elimination/re-allocation has been objective, consistent, and data-driven – in order to ensure fair and consistent treatment of all parts of Toronto – and reflects the concerns and input expressed by the public at the Open Houses held on this matter and in correspondence provided to the TTC.

The revised recommendations achieve the best possible balance between saving costs for the purpose of re-allocation to routes in greater need of resources, and retaining services which the public strongly advocated.

February 2, 2011
11-47

Attachments: Appendix 1: Proposed Service Eliminations/Re-Allocations, May 8, 2011
Appendix 2: Summary of Comments Received From Public Consultation

Appendix 1: Proposed route changes, May 8, 2011

(Routes marked * have time periods that were added in November 2008)

5 AVENUE RD* – Service ending at 10:00 p.m., Monday-Friday. Service ending at 7:00 p.m., Saturdays, Sundays and holidays.

61 AVENUE RD NORTH – Service ending at 10:00 p.m., Sundays and holidays.

6 BAY* – Service ending at 10:00 p.m., Sundays and holidays.

9 BELLAMY* – Service ending at 10:00 p.m., Monday to Saturday. Service ending at 7:00pm Sundays, and holidays.

8 BROADVIEW – Service ending at 10:00 p.m., Saturdays, Sundays and holidays.

120 CALVINGTON* – Service ending at 10:00 p.m., every day.

20 CLIFFSIDE* – Service ending at 10:00 p.m., Saturdays, Sundays, and holidays.

42 CUMMER* – Service east of Kennedy Road ending at 10:00 p.m., Monday-Friday. No service east of Kennedy Road on Saturdays, Sundays, and holidays.

127 DAVENPORT* – Service ending at 10:00 p.m., Sundays and holidays.

105 DUFFERIN NORTH* – Service ending at 10:00 p.m., Sundays and holidays.

26 DUPONT* – Service ending at 10:00 p.m., every day.

32 EGLINTON WEST* – Service on 32D (Eglinton West Stn-Jane & Emmett) ending at 10:00 p.m., Monday-Saturday. Service on 32D (Eglinton West Stn-Jane & Emmett) ending at 7:00 p.m. on Sundays and holidays. No 32A (Eglinton Stn-Renforth & Skymark) service west of Renforth on Saturdays.

15 EVANS* – Service ending at 10:00 p.m., Sundays and holidays.

33 FOREST HILL* – Service ending at 7:00 p.m., Monday-Friday. No service Saturdays, Sundays, and holidays.

135 GERRARD* – Service ending at 10:00 p.m., Monday-Saturday. Service ending at 7:00 p.m., Sundays and holidays.

14 GLENCAIRN* – Service ending at 10:00 p.m., every day.

169 HUNTINGWOOD* – Service ending at 7:00 p.m., Sundays and holidays. Service after 10:00 p.m., Monday-Friday, service after 7:00 p.m. Saturdays, and service 9:00 a.m. to 7:00 p.m. Sundays and holidays replaced west of Victoria Park Avenue by 10 VAN HORNE route.

43 KENNEDY* – Service on 43B (Kennedy Stn-Scarborough Centre Stn via Progress) ending at 10:00 p.m., Monday-Saturday. No 43B (Kennedy Stn-Scarborough Centre Stn via Progress) service on Sundays and holidays.

30 LAMBTON – Service ending at 10:00 p.m., Sundays and holidays.

162 LAWRENCE-DONWAY* – Service ending at 7:00 p.m., Monday-Friday. No service Saturdays, Sundays and holidays.

56 LEASIDE* – Service ending at 10:00 p.m., Monday-Friday. Service ending at 7:00 p.m., Saturdays, Sundays, and holidays. No service west of Laird Drive to Eglinton Station Sunday/holiday daytime.

51 LESLIE* – Service ending at 10:00 p.m., Sundays and holidays.

59 MAPLE LEAF* – Service ending at 10:00 p.m., Sundays and holidays.

132 MILNER* – Service ending at 10:00 p.m., Sundays and holidays.

116 MORNINGSIDE* – Service on 116A/E (Kennedy Stn-UofT Scarborough Express/Conlins) ending at 10:00 p.m., Monday-Friday. No 116A/E (Kennedy Stn-UofT Scarborough Express/Conlins) service on Saturday, Sundays, and holidays.

62 MORTIMER* – Service ending at 10:00 p.m., Saturdays, Sundays, and holidays.

74 MT PLEASANT* – Service ending at 7:00 p.m., every day.

103 MT PLEASANT NORTH* – Service ending at 10:00 p.m., Sundays and holidays.

72 PAPE* – Service on 72A south of Eastern Avenue to Commissioners and Union Station ending at 7:00 p.m., Sundays and holidays, September-May.

101 PARC DOWNSVIEW PARK* – Service provided Saturdays, Sundays, and holidays, all year. No service Monday-Friday, September-May.

167 PHARMACY NORTH* – Service ending at 7:00 p.m., Monday-Saturday. No service Sundays and holidays

80 QUEENSWAY* – Service ending at 10:00 p.m. east of Humber Loop, Monday-Friday. Service ending along entire route at 10:00 p.m., Saturdays, Sundays, and holidays. No service east of Humber Loop on Sundays and holidays.

73 ROYAL YORK* – Service on 73B (Royal York Stn-Eglinton & La Rose) ending at 7:00 p.m., every day.

76 ROYAL YORK SOUTH* – Service on 76B (Royal York Stn-Queensway & Grand Ave) ending at 10:00 p.m., Monday-Friday. No 76B (Royal York Stn-Queensway & Grand Ave) service on Saturdays, Sundays, and holidays.

86 SCARBOROUGH* – Service on 86D (Kennedy Stn-Beechgrove via Lawrence) ending at 7:00 p.m., Monday-Saturday. No 86D (Kennedy Stn-Beechgrove via Lawrence) service on Sundays and holidays.

115 SILVER HILLS* – Service ending at 10:00 p.m., seven days per week.

124 SUNNYBROOK* – Service ending at 10:00 p.m., Sundays and holidays.

94 WELLESLEY – Service west of Wellesley Station ending at 10:00 p.m., Sundays and holidays.

112 WEST MALL* – Service on 112C (Kipling Stn-Disco Rd) north of Eglinton Avenue ends at 10:00 p.m. Saturdays. No 112C (Kipling Stn-Disco Rd) service north of Eglinton Avenue after 7:00 p.m., Sundays and holidays.

98 WILLOWDALE-SENLAC* – Service ending at 10:00 p.m. east of Sheppard-Yonge Station, Saturdays, Sundays, and holidays.

96 WILSON* – Service on 96C/F to Tandridge Crescent ending at 10:00 p.m., Monday-Saturday. Service on 96C/F to Tandridge Crescent and Thistle Down Boulevard ending at 7:00 p.m. on Sundays and holidays.

Appendix 2: Summary of Comments Received From Public Consultation

This appendix provides a summary of the comments received during the consultation process. The specific comments and suggestions which were received are available on the TTC's web site at: http://www3.ttc.ca/Public_Meetings/index.jsp

The following is a tabulation of the input received.

Open Houses:					
Date:	January 24	January 25	January 26	January 27	Total
Location:	South	North	East	West	
	Metro Hall	NY Central Library	Scarborough Civic Centre	Elmbank CC	
Attendance:	130	130	35	30	325
Comments received:					
- written comments	34	53	19	14	120
- recorded by staff	10	67	20	14	111
- total	44	120	39	28	231
Other Written Correspondence:					168
Total					399
- those opposed					370
- those in favour					29

Comments/correspondence Opposed to the Eliminations - Results by Route:

- comments opposing the eliminations were received for 46 of the 48 routes affected

More than 10 comments:

- 101 PARC DOWNSVIEW PARK
- 115 SILVER HILLS
- 98 WILLOWDALE- SENLAC
- 5 AVENUE ROAD
- 162 LAWRENCE DONWAY

Six to ten comments:

- 26 DUPONT
- 116 MORNINGSIDE
- 169 HUNTINGWOOD
- 51 LESLIE
- 80 QUEENSWAY
- 30 LAMBTON
- 124 SUNNYBROOK
- 72 PAPE
- 9 BELLAMY
- 73 ROYAL YORK

Comments/correspondence In Favour of the Eliminations:

- 29 communications were received in support of the eliminations. Five mentioned specific routes which were 115 SILVER HILLS (4), 6 BAY, and 72 PAPE.

Other Comments Received

A wide range of other comments were received at the meeting, including:

- Generally opposed to reducing TTC service.
(environmental, encourage transit etc.) 22
 - Poor consultation process 11
 - Suggestions for improved routings/express 8
 - Overcrowding 6
 - Reliability 6
 - Suggestions for small buses 6
 - Need to improve internal TTC efficiency 6
 - Support Transit City Plan 5
 - Poor TTC customer service 4
-