

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: SEPTEMBER 27, 2012

SUBJECT: 12 KINGSTON ROAD – POST-IMPLEMENTATION REVIEW OF
SERVICE TO VARIETY VILLAGE

ACTION ITEM

RECOMMENDATIONS

It is recommended that the Commission:

- 1) Note that, although the quantitative impacts of the trial routing change of the 12 KINGSTON ROAD bus to serve Variety Village support a return to the previous route, the routing change should be made permanent in light of other factors; and
- 2) Forward this report to Councillors Berardinetti, Crawford, Davis, De Baeremaeker, McMahon, and Thompson, and to Variety Village.

FUNDING

This report has no effect on the TTC's Operating Budget.

BACKGROUND

Since it opened in 1981, Variety Village has been served by the 20 CLIFFSIDE route with a stop that is 280 metres from the front door of the facility, on a walking path that is flat, has appropriate curb cuts, and audible traffic signals designed for people with limited vision. There are also stops 200 metres from the front entrance on Kingston Road, which are served by the 12 KINGSTON ROAD route, but these stops are down a steep grade, are very difficult to access, and do not provide reasonable access to the facility.

Variety Village is also a major destination for many people who have more-severe mobility limitations and who are eligible to use Wheel-Trans service. On a typical day, Wheel-Trans provides around 300 customer-trips to and from Variety Village, and these passengers are provided with service right to the front door of the facility.

In September, 2010, Variety Village requested that the TTC provide new transit service closer to the facility and suggested that this could be accomplished, at no additional cost, by diverting one of the TTC's nearby transit routes to operate along Danforth Avenue. As a follow-up to that request, at its meeting on April 6, 2011, the Commission considered a report "*Transit Service to Variety Village – Interim Update*", and directed that new trial service to Variety Village be provided by altering the routing of the 12 KINGSTON ROAD bus route. This new direct service to Variety Village was started on May 8, 2011

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.

Overall Ridership Changes

Since the change, at the stops affected by the routing, weekday ridership, overall, has declined by 22% from approximately 645 to 505 customer-trips per day. Overall weekday ridership on the entire route has not changed significantly.

Furthermore walk and wait times have increased for people near the old route while decreasing for people near the new route. Overall, because of the respective customer numbers involved, this has led to an increase in customer travel time.

Operating Costs

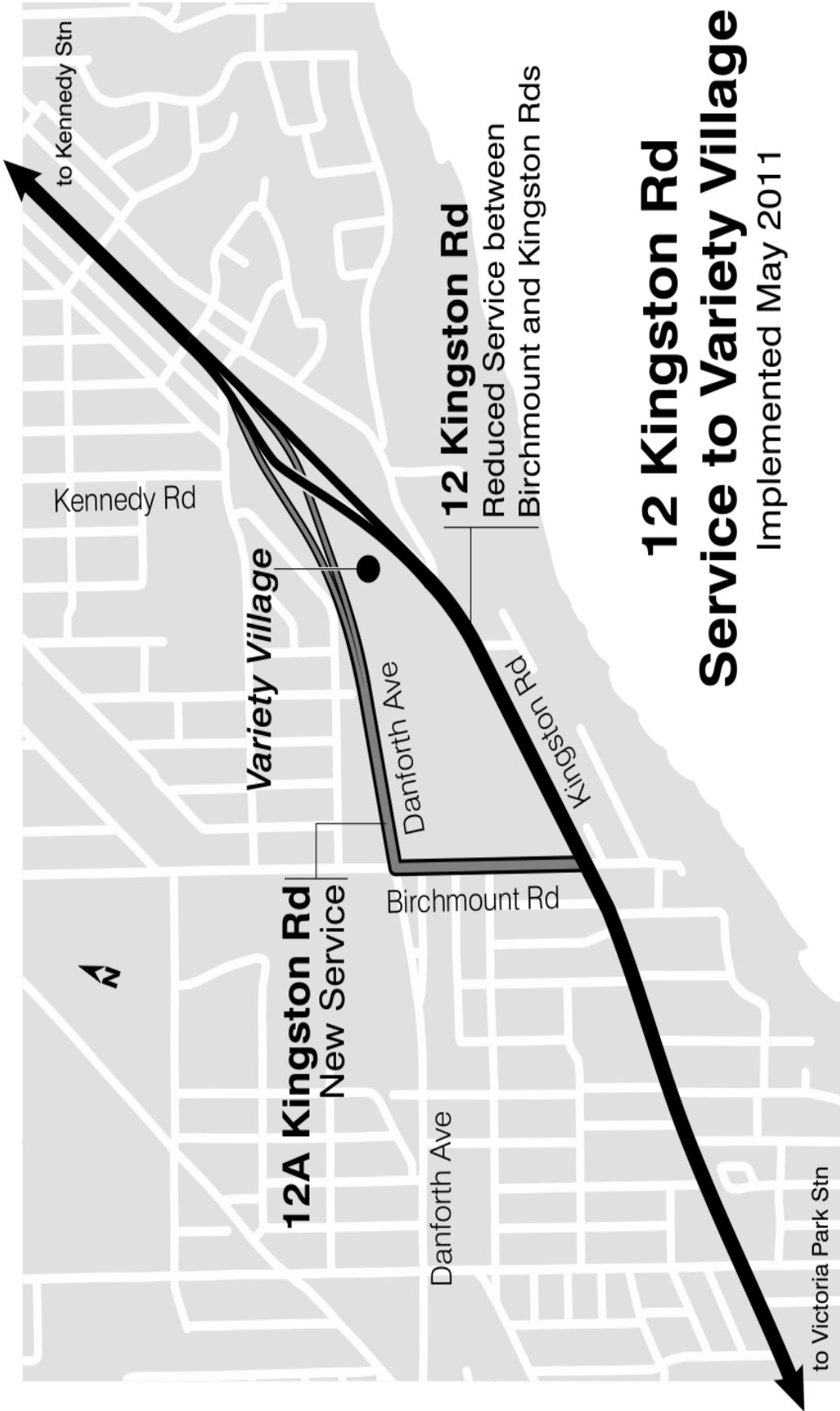
The route modification was made without adding any buses to the route, and there was no change in operating costs as a result of this change.

CONCLUSION

The trial routing change via Variety Village on the 12 KINGSTON RD route has caused overall customer numbers at some stops to decline and an overall increase in the wait time at some stops on the combined route. Despite this conclusion, given the unique circumstances of customers using Variety Village and in line with the TTC's responsibility to those customers, it is recommended that the routing change be made permanent.

September 7, 2012
11-31-57

Attachments: Exhibit 1: Map – New Stop Located on Danforth Avenue



12 Kingston Rd Service to Variety Village

Implemented May 2011