



## STAFF REPORT ACTION REQUIRED

### The Ten-Minute-or-Better Service Network

<b>Date:</b>	June 22, 2015
<b>To:</b>	TTC Board
<b>From:</b>	Chief Executive Officer

#### Summary

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This report is a follow-up to the August 19, 2014 report, *Opportunities to Improve Transit Service in Toronto*, which was approved by the TTC Board, and subsequently funded by City Council as part of the 2015 City Budget.

This report describes the 52 routes which will constitute the TTC's Ten-Minute-or-Better Service Network. This city-wide network of routes will operate every ten minutes or better to ensure that frequent transit service will be available across most of Toronto. This will make transit a more convenient, attractive, and competitive travel option. The Ten-Minute-or-Better Service Network will be available to customers all day, every day -- except overnight -- so customers will be able to use the network for a wide variety of travel needs. Services will operate frequently enough that customers will not need to plan ahead for their travel. Offering a frequent service network is a best practice found in other transit agencies such as Montreal, Boston, and Portland.

Service increases are being made on these routes throughout 2015 so that, by the end of the year, substantially all of the identified routes will be scheduled to operate every ten minutes or better, at all times of the week except overnight. A few of the planned improvements have to be delayed until 2016 because they require peak-period buses which are not currently available.

#### Recommendations

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**It is recommended that the Board** forward this report to the City of Toronto Planning Department.

## **Financial Impact**

This service initiative was included in the 2015 TTC Operating Budget, which was approved by City Council on March 11, 2015.

Funding in the amount of \$3.7 million is included in the TTC's 2015 operating budget to operate this improved service from September to December, 2015. This additional expense would be partially offset by an increase in fare revenue in 2015 of up to \$1.2-million. The improvements will increase operating costs by approximately \$11.3 million annually, in 2016 and beyond, which will be partially offset by an annual increase in fare revenue of \$3.6 million. The full amount of this expense is included in the TTC's forthcoming 2016 Service Budget.

The Chief Financial & Administration Officer has reviewed this report and agrees with the financial impact information.

## **Decision History**

At its August 19, 2014 meeting, the TTC Board adopted the report, *Opportunities to Improve Transit Service in Toronto*. Among the recommendations was to increase service on a grid of key bus and streetcar routes so that they are scheduled to operate every ten minutes or better at all times of the week, providing a network of frequent services across Toronto.

[http://www.ttc.ca/About\\_the\\_TTC/Commission\\_reports\\_and\\_information/Commission\\_meetings/2014/August\\_19/Supplementary\\_Reports/Opportunities\\_to\\_Improve\\_Transit\\_Service\\_in\\_Toronto.pdf](http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2014/August_19/Supplementary_Reports/Opportunities_to_Improve_Transit_Service_in_Toronto.pdf)

On March 11, 2015, Toronto City Council passed the 2015 City Budget, which confirmed funding for this initiative, among others.

[https://www.ttc.ca/About\\_the\\_TTC/Commission\\_reports\\_and\\_information/Commission\\_meetings/2015/February\\_2/Reports/2015\\_TTC\\_AND\\_WHEEL\\_TRANS\\_OPERATING\\_BUDGETS.pdf](https://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2015/February_2/Reports/2015_TTC_AND_WHEEL_TRANS_OPERATING_BUDGETS.pdf)

## **Issue Background**

*The Ten-Minute-or-Better Service Network*

More-frequent service makes transit more attractive and competitive relative to other transportation modes, and encourages people to take transit. It allows spontaneous trip-making without pre-planning or the need to consult a schedule. Other cities such as Montreal, Quebec; Boston, Massachusetts; and Portland, Oregon have already recognized the benefits of having a defined network of frequent transit services.

The Ten-Minute-or-Better Service Network concept does not change any routings or hours of operation. It only changes the frequency of service on existing routes. Its routes would provide service at least every ten minutes, all day, every day, from approximately

6:00 a.m. (9:00 a.m. on Sundays) to 1:00 a.m. This would form a convenient and connected network and facilitate faster travel across Toronto.

The Ten-Minute-or-Better Service Network would be substantially implemented by the end of 2015. Full implementation will require additional peak period buses, which will not be available until 2016.

## Accessibility Issues

All TTC bus services are operated using accessible, low-floor buses, so all of the bus routes in the Ten-Minute-or-Better Service Network will be accessible. Streetcar routes will become accessible as the TTC’s new accessible streetcars are delivered in 2015 – 2019.

This service concept does not change the physical access to transit services, but it encourages and supports more-spontaneous trip-making, which is an important part of making the conventional system attractive to potential new customers such as Wheel-Trans registrants.

## Comments

The following routes, or portions of routes, have been designated to become part of the Ten-Minute-or-Better Service Network. These are also shown on the map on page 6.

Line 1 Yonge-University	Finch Stn-Downsview Stn
Line 2 Bloor-Danforth	Kennedy Stn-Kipling Stn
Line 3 Scarborough	Kennedy Stn-McCowan Stn
Line 4 Sheppard	Sheppard-Yonge Stn–Don Mills Stn
501 Queen	Neville Park-Long Branch
502 Downtowner/503 Kingston Rd	On Kingston Road; together with 22 COXWELL
504 King	Dundas West Stn-Broadview Stn
505 Dundas	Dundas West Stn-Broadview Stn
506 Carlton	Main Street Stn-High Park
509 Harbourfront	Union Stn-Exhibition
510 Spadina	Spadina Stn-Union Stn
511 Bathurst	Bathurst Stn-Exhibition
512 St Clair	St Clair Stn-Keele
7 Bathurst	Bathurst Stn-Steeles
22 Coxwell	Coxwell Stn-Victoria Park
24 Victoria Park	Victoria Park Stn-Steeles
25 Don Mills	Pape Stn-Steeles
29 Dufferin	Wilson Stn-Exhibition (Dufferin Gate)
32 Eglinton West	Eglinton Stn-Renforth & Skymark

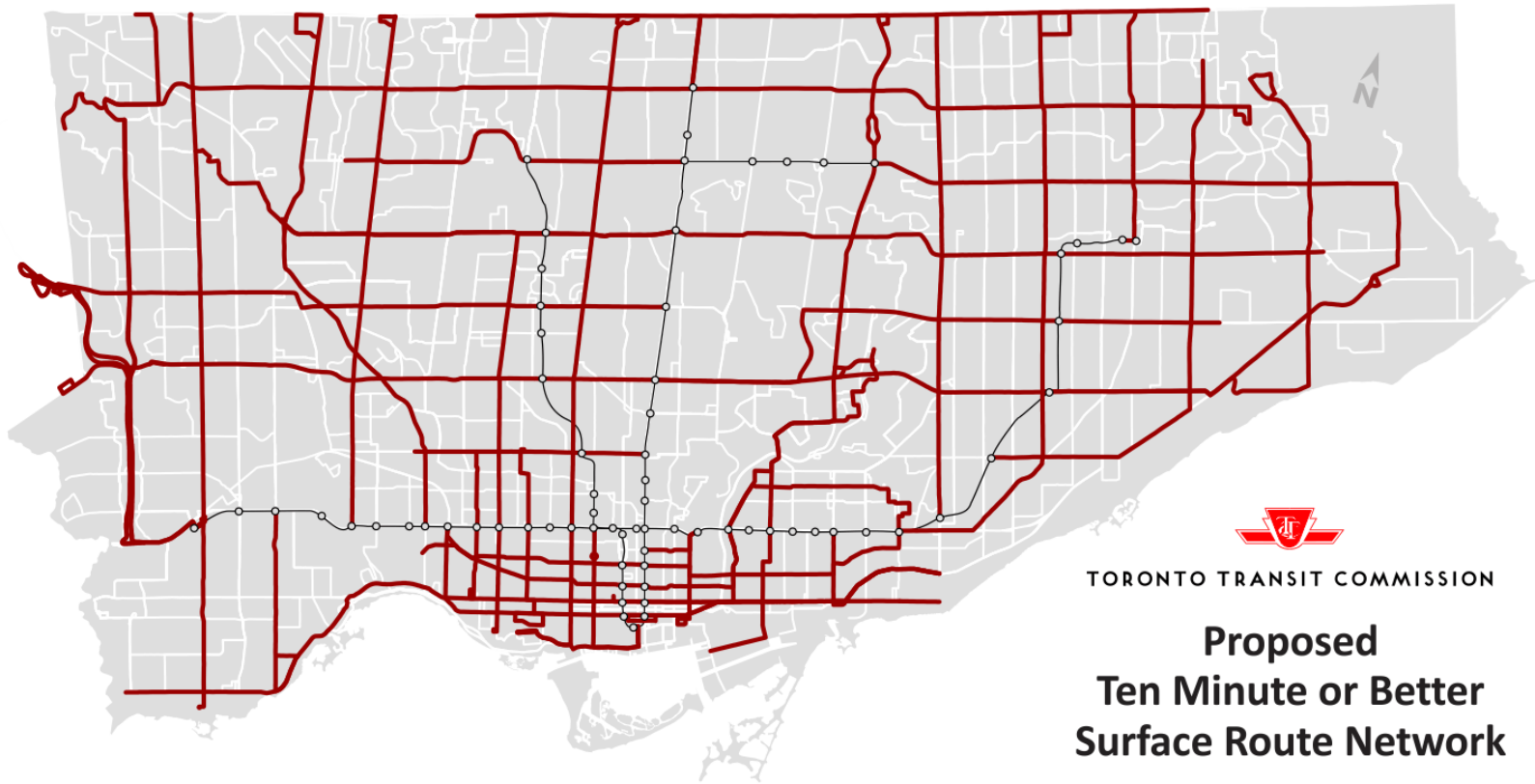
34 Eglinton East	Eglinton Stn-Kennedy Stn
35 Jane	Jane Stn-Steeles
36 Finch West	Finch Stn-Humberwood
39 Finch East	Finch Stn-Neilson
43 Kennedy	Kennedy Stn-Steeles
44 Kipling South	Kipling Stn-Lake Shore
45 Kipling	Kipling Stn-Steeles
47 Lansdowne	Queen-St Clair
52 Lawrence West	Lawrence Stn-Pearson Airport
53 Steeles East	Finch Stn-Markham Rd
54 Lawrence East	Eglinton Stn-Orton Park
60 Steeles West	Finch Stn-Keele
63 Ossington	Liberty Village-St Clair
65 Parliament	Requires peak buses; full implementation 2016
72 Pape	Pape Stn-Commissioners
76 Royal York South	Royal York Stn-Lake Shore
84 Sheppard West	Sheppard-Yonge Stn-Oakdale Rd
85 Sheppard East	Don Mills Stn-Meadowvale
86 Scarborough	Kennedy Stn-Sheppard
87 Cosburn	Broadview Stn-Main Street Stn
89 Weston	Keele Stn-Albion Rd
94 Wellesley	Castle Frank Stn-Wellesley Stn
95 York Mills	York Mills Stn-Military Trail
96 Wilson	York Mills Stn-Kipling
100 Flemingdon Park	Broadview Stn-Wynford & Don Mills
102 Markham Rd	Warden Stn-McNicoll
113 Danforth	Main Street Stn-Kennedy Stn
116 Morningside	Kennedy Stn-Finch
129 McCowan North	Scarborough Centre Stn-Steeles
165 Weston Rd North	York Mills Stn-Steeles
191 Highway 27 Rocket	Kipling Stn-Steeles
192 Airport Rocket	Kipling Stn-Pearson Airport

The Ten-Minute-or-Better Service Network will consist of all four subway routes, ten streetcar routes, and 37 bus routes. A number of routes already provide ten-minute-or-better service at all times. Forty-three streetcar and/or bus routes require some service improvements -- mostly at off-peak times -- to qualify as a ten-minutes-or-better service. Implementation of these service improvements began in May 2015 and will continue until the end of the year, at which point the network will be substantially complete. Full

implementation of ten-minute service on the following routes cannot be achieved until later in 2016 when peak vehicles become available for use on these routes:

- 65 PARLIAMENT
- 96 WILSON
- 501 QUEEN

Any further additions to this network will entail considerable additional expense because the network listed above has incorporated all routes whose existing ridership and service frequencies were at a level that only limited additional service was needed to reach the ten-minute-or-better level.



TORONTO TRANSIT COMMISSION

## Proposed Ten Minute or Better Surface Route Network

TTC SP 15-07-2014 DRG. No. 12304

## *Communications Plan*

In order to promote the new Ten-Minute-or-Better Service Network, and attract riders to the improved services, the TTC will develop communications initiatives, using various tactics and channels as appropriate.

## **Conclusion**

A network of routes with service scheduled every ten minutes or better should be established and maintained, so that key routes form a convenient and connected network serving all of Toronto. This would improve the TTC's provision of frequent, reliable service and would allow for spontaneous trip-making, which would be a big step forward in changing how people make their travel choices.

## **Contact**

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