



STAFF REPORT ACTION REQUIRED

12 Kingston Rd – Service to Variety Village Post-Implementation Review

Date:	September 5, 2017
To:	TTC Board
From:	Chief Service Officer

Summary

This report provides a post-implementation review of the change to the 12 KINGSTON RD bus route to directly serve Variety Village, as directed by the Board at its meeting on April 6, 2011. The new transit service to Variety Village was introduced on May 8, 2011 at all times of the day, seven days of the week to this location.

Variety Village is a fitness, sports, and life-skills facility located at 3701 Danforth Avenue in Scarborough that opened in 1981. Variety Village is a major destination for people with disabilities and those who face developmental barriers because it provides integrated sports and life skills programs. Variety Village is currently open on weekdays from 6 a.m. to 10 p.m., and on weekends from 7 a.m. to 5 p.m..

The review of the 12 KINGSTON RD service shows that observed ridership at Variety Village supports continued operation of the bus route at this location when the facility is open. However, during periods when the facility is closed, such as late evenings, service is recommended to instead operate on the 12B (Victoria Park Stn-Kennedy Stn via Brimley) branch.

This report is before the Board for its approval to change operating periods on the route.

Recommendations

It is recommended that the Board approve the following:

1. Service on 12 KINGSTON RD to Variety Village continues operation during times when the facility is open, from start of TTC service until 10:30 p.m. Monday to Friday and until 5:30 p.m. Saturdays, Sundays, and holidays.
 - a. Service on the 12A (Victoria Park Stn-Kennedy Stn via Variety Village) branch will no longer operate outside the hours of operation of Variety Village (hatched line on Map 1).

- b. Service outside the hours of operation of Variety Village will instead operate on Kingston Road between Birchmount Road and Danforth Avenue (solid line on Map 1).
2. Service on 302 KINGSTON RD-MCCOWAN will operate via Kingston Road instead of via Variety Village, to be consistent with evening service on 12 KINGSTON RD.
3. Forward this report to Variety Village and Councillor Gary Crawford (Ward 36 Scarborough Southwest) for their information.

Financial Summary

There are no financial implications resulting from the adoption of this report.

Accessibility/Equity Matters

The TTC has made significant progress in moving towards providing barrier-free, accessible transit services to all customers. Presently, all TTC bus services are operated using accessible, low-floor buses. Over half of TTC subway stations are now accessible, including Victoria Park Station and Kennedy Station, and the TTC's Easier Access Program will make the remaining subway stations accessible to everyone, regardless of their level of mobility, by 2025.

The 12 KINGSTON RD bus route provides accessible service to Variety Village, from Victoria Park Station and Kennedy Station on Line 2 BLOOR-DANFORTH. The current routing provides regularly scheduled service for customers able to use conventional bus service, enhancing mobility to a vital hub for the community. The 12 KINGSTON RD service complements TTC Wheel-Trans service for which Variety Village is a major destination. Variety Village is an important community and recreation facility in which provides services and programs for persons with disabilities.

The recommendation to return service along Kingston Road between Birchmount Road and Danforth Avenue will benefit a number of seniors, who are residents of the McLean Park Apartments, a 255-unit Toronto Community Housing facility on Glen Everest Road. These residents have in the past expressed strong concerns about the reduction and elimination of service close to their home.

The late evening and overnight service changes recommended in this report will support the City's Poverty Reduction Strategy (2015), which calls for restoring previous service cuts in the inner suburbs, where demand warrants. In the late evening, when Variety Village is closed, service will be reallocated from the less busy parts of this route along Birchmount Road and Danforth Avenue, to busier parts of the route along Kingston Road.

Decision History

At its meeting on September 22, 2004, a report entitled “Transit Service to Variety Village” was presented. Regular bus service was not recommended, as TTC Wheel-Trans was operating a trial hourly bus service to Variety Village.

http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2004/Sept_22_2004/Other/Transit_Service_To_V.pdf

In September, 2010, Variety Village requested that the TTC provide new transit service closer to the facility, 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 RD bus route. The service was to be provided during all periods of operation, including evenings, seven days a week.

https://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2011/April_6_2011/Reports/Transit_Service_to_V.pdf

TTC service to Variety Village began on May 8, 2011.

Issue Background

Variety Village is a fitness, sports, and life-skills facility located at 3701 Danforth Avenue in Scarborough that opened in 1981. Variety Village is a major destination for people with disabilities and those who face developmental barriers because it provides integrated sports and life skills programs. Variety Village is currently open on weekdays from 6 a.m. to 10 p.m., and on weekends from 7 a.m. to 5 p.m.

Approximately 8,000 trips are made to or from the facility on Wheel-Trans, making it the second busiest destination for the service. Service is currently provided as directed by the Board in 2011, with the 12 KINGSTON RD route operating to Variety Village at all times of the day, including in the evenings when the facility is closed. During the daytime and early evening, the route alternates between serving Variety Village and Kingston Road between Birchmount Road and Danforth Avenue.

The service was changed without adding resources; therefore, during the evening, it was not possible to operate two branches of the route to maintain service on Kingston Road. Alternating service between the two branches would result in service levels that do not meet TTC’s Service Standards. Since the change, TTC has received numerous customer complaints about the lack of service in the late evening on Kingston Road.

Other complaints from residents and customers in this section of the route include service reliability issues and missed trips. This is attributed to operational issues that are being monitored and addressed, including:

- Operators occasionally operating the wrong branch of service by mistake
- Delays on route that result in service adjustments, causing missed trips
- Route branch structure that makes it difficult to adjust service

Comments

Ridership

Ridership on the 12 KINGSTON RD route at Variety Village has grown from approximately 220 customer-trips per weekday in 2011 to approximately 390 customer-trips per weekday in 2017. Approximately 75 customer-trips are observed each weekend day. Overall ridership on the route has remained stable between 2011 and 2017.

The majority of the trips to Variety Village are either new to the TTC or are from customers previously using Wheel-Trans. TTC is also expanding its accessible network, with more subway stations becoming barrier-free. As a result, the 12 KINGSTON RD service is an increasingly viable alternative to Wheel-Trans for customers travelling to Variety Village. With the adoption of the family of services concept for accessible transit, the 12 KINGSTON RD service will play a greater role for customers travelling to the facility in the future.

Based on observed ridership, service to Variety Village during operating hours is recommended to be maintained as part of the regular TTC network.

Service when Variety Village is closed

Variety Village is open between 6:00 a.m. and 10:00 p.m. on weekdays and 7:00 a.m. and 5:00 p.m. on Saturdays and Sundays. Almost all observed ridership at the bus stop at Variety Village occurs during the facility's hours of operation. After 10:30 p.m. on weekdays, when the facility is closed, approximately 5 customer-trips are observed.

Prior to the change to the route in 2011, approximately 20 customer-trips were observed in the late evening at stops on Kingston Road between Birchmount Road and Danforth Avenue. These customers are no longer served by 12 KINGSTON RD during this period and are required to walk to the closest stops at Birchmount Road or Danforth Avenue.

To better serve customers on Kingston Road, it is recommended that service to Variety Village be eliminated after 10:30 p.m. on weekdays and after 5:30 p.m. on Saturdays and Sundays. Service after these times will operate on the 12B (Victoria Park Stn-Kennedy Stn via Brimley) branch. 302 KINGSTON RD-DANFORTH service will also change to operate on Kingston Road, instead of via Variety Village, to be consistent with evening service.

Map 1: 12 KINGSTON RD Service to Variety Village



Conclusions

The observed ridership at Variety Village supports continued operation of 12 KINGSTON RD service during operational hours of the facility. When Variety Village is closed, 12 KINGSTON RD will no longer serve the facility, and improve service for residential areas along Kingston Road between Birchmount Road and Danforth Avenue. This change meets the TTC's customer-minute analysis for service changes.

Service Delivery will continue to monitor operations and increased supervision to address operational concerns on the route.

If approved by the Board, this service change will take effect in April 2018.

Contact

Jacqueline Darwood
Head of Strategy and Service Planning
416-393-4499
Jacqueline.Darwood@ttc.ca