

Item 16



For Action

5-Year Service Plan & 10-Year Outlook

Date: December 12, 2019
To: TTC Board
From: Chief Customer Officer

Summary

This report presents the TTC's *5-Year Service Plan & 10-Year Outlook* (the Plan), which identifies service-related improvements to public transit service in the city of Toronto between 2020-2024 and beyond.

The Plan lays out anticipated growth in the coming five years and sets a vision to accommodate it focusing on improvements that enhance the TTC's core-competency: mass transit – moving large volumes of customers safely, reliably and swiftly across Toronto. The vision is supported by five pillars of opportunity. Each pillar addresses a key step in a customer's journey using our transit system. The pillars are designed to:

1. Enhance the transit network;
2. Enhance customer experience at key surface stop areas;
3. Improve service reliability;
4. Prioritize surface transit; and
5. Accelerate integration with regional transit partners and complementary modes of transport.

Each of these five pillars are accompanied with specific actions outlined in a multi-year 20-point action plan. The action plan is a blueprint that identifies major service-related initiatives to be implemented every year and the associated resources required.

The Plan identifies the service needed to accommodate growth in the five year development pipeline, community requests and transit enhancements such as Line 5 - Eglinton. In many ways it is a "business as usual" plan:

- the Plan recommends the addition of 10,100 weekly service hours over five years; in contrast, the past five years have seen a total of 15,800 additional weekly service hours; and
- the Plan depends largely on the investments already outlined in the Capital Investment Plan 2019-2033.

What is not business as usual is this is the TTC's first ever 5-Year Service Plan & 10-Year Outlook; which brings us into alignment with a Canadian transit-industry best practice. It positions staff, Board and Council to more easily link investment decisions to service outcomes.

Actions in the Plan will be reviewed, refined and finalized on an annual basis. Every year, staff will prepare an Annual Service Plan that measures past performance, presents actions for the upcoming year and identifies resource requirements that will serve as the basis for TTC's annual Operating Budget and 10-year Capital Budget submission.

The TTC's 5-Year Service Plan & 10-Year Outlook will benefit hundreds of thousands of local and regional residents who use the TTC daily to access employment, educational and cultural opportunities. The Plan improves our customers' experience when planning a trip, waiting at stops, riding our vehicles and making connections with neighbouring transit services and other mobility options.

The Plan was developed in consultation with customers, stakeholders and partners at City Hall and in the 905. We are confident this Plan meets the needs of our customers. In fact, more than 95% of customers and stakeholders who reviewed the Plan declared their support.

Recommendations

It is recommended that the TTC Board:

1. Approve the 5-Year Service Plan & 10-Year Outlook as the basis for annual service planning for 2020-2024, and:
 - a. approve the 20-point action plan that identifies specific initiatives to improve service for TTC customers between 2020 and 2024;
 - b. direct staff to include the funding requirements outlined in the Financial Summary of this report for consideration in annual TTC Operating and Capital Budget deliberations;
 - c. direct staff to seek Board approval for upcoming annual service plans in Q3 of the year prior to the service year.
2. Approve 2020 services changes in **Attachment 3** including:
 - a. service modifications to the community bus routes outlined in **Attachment 3**. This includes service changes on the 400 Lawrence Manor, 402 Parkdale, 404 East York and 405 Etobicoke.
 - b. service modifications to the overnight network outlined in **Attachment 3**. This includes discontinuing the 365 Parliament and extending service on the 339 Finch East.
 - c. updating the TTC Service Standards to include a new social-equity focused consultation process and productivity standard outlined in **Attachment 3**.

- d. updating the TTC Service Standards comparison of effects on customers' assessment framework used to determine whether routing changes result in an overall benefit or inconvenience to customers as outlined in **Attachment 3**.
3. Direct staff to work in partnership with the General Manager of Transportation Services and the Chief Planner and report back in Q1 2020 on an implementation plan for prioritizing surface transit on the top five priority corridors as identified in Action 4.1.
4. Direct staff to forward the 5-Year Service Plan & 10-Year Outlook to all City Councillors, the General Manager of Transportation Services and the Chief Planner, as well as the General Managers of MiWay, Brampton Transit, York Region Transit, Durham Region Transit and Metrolinx.

Financial Summary

The 5-Year Service Plan & 10-Year Outlook outlines specific action items and initiatives to keep pace with population and employment growth in Toronto that is estimated to increase by 1% on average per annum over the next five years. The implementation of the Plan is estimated to increase the TTC's annual gross operating costs by approximately \$174.0 million per annum by 2024, when the Plan is fully implemented, excluding additional revenue associated with ridership increases. Of this amount, \$3.7 million will be requested through the TTC's 2020 Operating Budget, which will be considered by the Board at its special meeting on December 16, 2019.

Incremental amounts for future years will be incorporated into Operating Budget outlooks for future years. **Table 1** presents a summary of estimated operating costs per annum over the next five years for specific actions related to the provision of service.

Recommended 2020 changes to Wheel-Trans community bus services, which are described in **Attachment 3**, will not have a cost impact on the 2020 Operating Budget.

Recommended 2020 changes to overnight bus services, which are described in **Attachment 3**, will not have a cost impact as resources will be re-allocated from the 365 Parliament route to the 339 Finch East Route.

Table 1: 2020-2024: Incremental gross operating costs (in \$millions)

Action	2020	2021	2022	2023	2024	Total
1.1 Accommodate population and employment growth	\$0.0	\$2.0	\$4.7	\$6.2	\$7.2	\$20.1
1.2 Implement new services to address travel patterns	\$0.0	\$3.5	\$3.5	\$0.9	\$0.1	\$8.0
1.3 Open Line 5 – Eglinton	\$0.0	\$30.1	\$34.0	\$1.5	\$1.6	\$67.2
1.4 Relieve peak crowding on Line 1	\$0.0	\$0.0	\$0.6	\$0.6	\$0.1	\$1.3
1.5 Open Line 6 - Finch West	\$0.0	\$0.0	\$0.0	\$19.3	\$21.3	\$40.6
1.6 Enhance streetcar network	\$0.0	\$0.0	\$2.6	\$5.6	\$3.3	\$11.5
1.7 Apply an equity lens to service planning	\$0.0	\$0.5	\$0.5	\$0.1	\$0.0	\$1.1
3.1 Improve surface transit schedules	\$3.7	\$5.3	\$6.4	\$4.6	\$4.2	\$24.2
Total – Incremental annual	\$3.7	\$41.4	\$52.3	\$38.8	\$37.8	\$174.0
Total – Cumulative	\$3.7	\$45.1	\$97.4	\$136.2	\$174.0	

The 5-Year Service Plan & 10-Year Outlook includes initiatives between 2020 and 2024 to meet the transit needs of our growing City. Consequently, capital funding will be required to buy more vehicles, improve stop areas and implement transit priority measures.

In total, nearly \$779.5 million is required over the next five years. Of this, \$34.1 million will be requested through the TTC’s 2020-2029 Capital Plan, while \$745.4 million is not funded due to funding constraints. These capital costs are captured in the TTC’s 2020-2029 Capital Plan as seen in **Table 2**.

Table 2: 2020-2024 Capital costs (in \$millions, in 2020 dollars)

Item	Actions Supported	2020-2029 Capital Plan	2020	2021	2022	2023	2024	Total
Buses	1.1 Accommodate population and employment growth 1.2 Implement new service to address travel patterns 1.7 Apply an equity lens to service planning 3.1 Improve surface transit schedules	Request	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
		Unfunded	\$0.0	\$0.0	\$100.7	\$62.1	\$1.3	\$164.1
		Sub-total	\$0.0	\$0.0	\$100.7	\$62.1	\$1.3	\$164.1
Streetcars	1.1 Accommodate population and employment growth 1.6 Enhance streetcar network 3.1 Improve surface transit schedules	Request	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
		Unfunded	\$0.6	\$2.4	\$135.3	\$137.5	\$138.6	\$414.5
		Sub-total	\$0.6	\$2.4	\$135.3	\$137.5	\$138.6	\$414.5
Streetcar Maintenance & Storage Facility	1.1 Accommodate population and employment growth 1.6 Enhance streetcar network 3.1 Improve surface transit schedules	Request	\$0.9	\$1.2	\$0.0	\$0.0	\$0.0	\$2.0
		Unfunded	\$4.0	\$8.7	\$38.9	\$31.3	\$0.0	\$83.0
		Sub-total	\$4.9	\$9.9	\$38.9	\$31.3	\$0.0	\$85.0
Key Stop Areas (Operational Improvements)	2.1 Expand customer amenities at stops	Request	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
		Unfunded	\$3.0	\$3.0	\$3.0	\$3.0	\$3.0	\$15.0
		Sub-total	\$3.0	\$3.0	\$3.0	\$3.0	\$3.0	\$15.0
Next Vehicle Arrival Signs	2.2 Improve wayfinding at stops	Request	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
		Unfunded	\$0.2	\$0.2	\$0.2	\$0.2	\$0.2	\$1.1
		Sub-total	\$0.2	\$0.2	\$0.2	\$0.2	\$0.2	\$1.1
Bus Rapid Transit Lanes	4.1 Explore bus transit lanes	Request	\$0.6	\$0.6	\$0.6	\$0.0	\$0.0	\$1.8
		Unfunded	\$0.0	\$10.0	\$10.0	\$10.0	\$10.0	\$40.0
		Sub-total	\$0.6	\$10.6	\$10.6	\$10.0	\$10.0	\$41.8

Item	Actions Supported	2020-2029 Capital Plan	2020	2021	2022	2023	2024	Total
Transit Priority Measures (Queue Jump Lanes & Transit Signal Priority)	4.2 Implement more queue jump lanes 4.3 Implement more transit signal priority	Request	\$6.6	\$6.6	\$6.6	\$5.3	\$5.3	\$30.3
		Unfunded	\$3.0	\$2.2	\$4.4	\$9.4	\$8.8	\$27.8
		Sub-total	\$9.6	\$8.7	\$10.9	\$14.7	\$14.1	\$58.0
Total		Request	\$8.0	\$8.3	\$7.1	\$5.3	\$5.3	\$34.1
		Unfunded	\$10.8	\$26.6	\$292.5	\$253.6	\$161.9	\$745.5
		Total	\$18.8	\$34.9	\$299.6	\$258.9	\$167.2	\$779.5

The Chief Financial Officer has read this report and agrees with the financial impact information.

Equity/Accessibility Matters

The TTC is making Toronto's transit system barrier free by implementing changes that will make all of its services and facilities accessible to all our customers. The TTC strongly believes that all customers should enjoy the freedom, independence and flexibility to travel anywhere on its transit system. The TTC's commitment to providing accessible transit is also at the forefront of its 2018-2022 Corporate Plan.

The 5-Year Service Plan & 10-Year Outlook contains a number of specific initiatives that will help support and advance the Wheel-Trans Family of Services delivery model and the 2019-2023 Multi-Year Accessibility Plan. Initiatives such as changes to the community bus network, expanding customer amenities at stops and applying an equity lens to service planning will help achieve a modern, inclusive and accessible transit system for all.

Having a reliable transit network is critical for equity seeking groups who need to get to work, school, health services, recreational and cultural services, etc. Studies have shown that those who have less access to resources and services typically have worse health outcomes. Ensuring that access is equitable as well as reliable, safe and timely supports population health overall in the city of Toronto.

Decision History

The 5-Year Service Plan & 10-Year Outlook advances the TTC 2018-2022 5-Year Corporate Plan, which was approved by the Board on January 25, 2018.

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2018/January 25/Reports/Decisions/1 TTC Corporate Plan 2018-2022 Decision.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2018/January%2025/Reports/Decisions/1%20TTC%20Corporate%20Plan%202018-2022%20Decision.pdf)

The Plan supersedes the Ridership Growth Strategy 2018-2022 work plan, which was approved by the Board on January 25, 2018.

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2018/January 25/Reports/2 Ridership Growth Strategy 2018-2022.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2018/January%2025/Reports/2%20Ridership%20Growth%20Strategy%202018-2022.pdf)

The Plan supports and advances the Wheel-Trans Family of Services delivery model, which was approved by the Board on May 8, 2019.

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2019/May 8/Reports/7 Wheel-Trans 10 Year Strategy May 2019 Update.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2019/May%208/Reports/7%20Wheel-Trans%2010%20Year%20Strategy%20May%202019%20Update.pdf)

The Plan advances initiatives in the 2019-2023 Multi-Year Accessibility Plan, which was approved by the Board on May 8, 2019.

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2019/May 8/Reports/6 2019-2023 TTC Multiyear Accessibility Plan.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2019/May%208/Reports/6%202019-2023%20TTC%20Multiyear%20Accessibility%20Plan.pdf)

The Plan responds to a number of outstanding TTC Board motions.

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2019/May 8/Reports/9 Outstanding Board Items.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2019/May%208/Reports/9%20Outstanding%20Board%20Items.pdf)

The 5-Year Service Plan & 10-Year Outlook's work plan, emerging vision and opportunities were approved by the Board on June 12, 2019.

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2019/June 12/Reports/16 5 Year Service Plan 10 Year Outlook.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2019/June%2012/Reports/16%205%20Year%20Service%20Plan%2010%20Year%20Outlook.pdf)

Issue Background

The city of Toronto is one of the fastest growing, most diverse and safest cities in the world. Similar to many other global cities, Toronto's success is paired with significant challenges. Inequality is growing, especially between those living in downtown neighbourhoods and in the inner suburban neighbourhoods. Climate change will mean more extreme weather, which will have the greatest impact on Toronto's most vulnerable residents.

To address these challenges, the City is developing a number of strategies, policies and actions plans in an effort to support Toronto's diverse communities as they deal with these challenges:

- In 2017, City Council unanimously approved TransformTO, Toronto's ambitious climate action strategy. The strategy lays out a set of long-term, low-carbon goals and strategies to reduce local greenhouse gas emissions and improve residents' health, grow the economy and improve social equity.
- On June 4, 2019 the City released its first Resilience Strategy, which includes strategies for improving Toronto's resilience to a changing climate.
- On November 1, 2019 the City released its Corporate Strategic Plan – where mobility is a key priority.
- On November 14, 2019 the City's Executive Committee approved the 2019-2022 Poverty Reduction Action Plan.

All of these strategic documents and action plans explicitly recognize the necessity of improvements to transit services in achieving the City's vision and goals for the future.

Given that the TTC plays a critical role in a number of the City's strategic policy documents, the TTC launched the 5-Year Service Plan & 10-Year Outlook earlier this year.

The Plan sets a vision, identifies opportunities and expresses actions to enhance public transit service over the next five years. It is a multi-year plan that communicates to our customers and stakeholders the strategic priority for service improvements and ensures these improvements address immediate needs, such as increasing population and employment, congestion and changing travel patterns, while still being focused on

achieving the City's overall goals with regards to enhancing mobility, climate change, resilience and social equity.

The multi-year plan provides clarity on planned service improvements, the resources required for the proposed service improvements and the benefits of the improvements. It is a five-year business plan that drives corporate resource planning. It also provides a blueprint for future annual service plans. Every year, staff will consult with customers and stakeholders to develop a detailed Annual Service Plan that refines the actions identified in the Plan and updates any changes that may have occurred.

Comments

Introduction

The TTC started the 5-Year Service Plan & 10-Year Outlook in early 2019. The Plan is intended to improve public transit service where it is needed over the next five years considering:

- Population and employment will grow by 1% per annum on average;
- Provincial, municipal and corporate policies, plans and strategies;
- A fairer and more just Toronto that ensures equitable outcomes for all residents;
- Opportunities to improve our existing services; and
- Major enhancements to the rapid transit network will occur over the next five years.

Five pillars of opportunity and 20 specific actions have been identified. Together, the action items establish a Plan that continues to put the needs of our customers first by increasing travel options, reliability and comfort, and by reducing journey and wait times across the network (see **Attachment 1** for detailed plan).

Public and stakeholder consultation

The Plan has been prepared with the public and stakeholders through an extensive engagement program. The Plan included three phases of consultation:

- **Phase 1** focused on sharing early learnings from the Background Review and seeking feedback on affirming/refining the opportunities and gaps emerging from the Background Review, as well as communicating the Study process. We conducted an online survey and had 470 responses.
- **Phase 2** focused on seeking feedback on the vision, opportunities and actions being explored for the Plan to help develop a shortlist of opportunities to recommend for immediate and long-term service improvements. We conducted a city-wide stakeholder meeting, seven pop-up events and had an online survey that received 1,250 responses.

- **Phase 3** focused on obtaining feedback on the draft 20-point action plan and any final refinements before the draft Plan was presented to the TTC Board for consideration. We held two city-wide stakeholder meetings and conducted an online survey that received 1,100 responses.

Based on the consultations, stakeholders and the public want the TTC to:

- Deliver reliable and frequent service;
- Enhance transit priority on the bus and streetcar network;
- Integrate surface transit with new rapid transit lines, neighbouring transit agencies and other transportation modes;
- Identify local service improvement opportunities with community groups; and
- Improve the overall transit rider experience, from beginning to end.

In addition to the three phases of consultation, the TTC also consulted with City of Toronto departments, regional transit partners, institutions and elected officials. The City of Toronto’s Transportation Services and Planning departments are key partners in the development of this Plan. A number of actions focused on stop area improvements and transit priority measures will be delivered through their work programs in co-operation with the TTC.

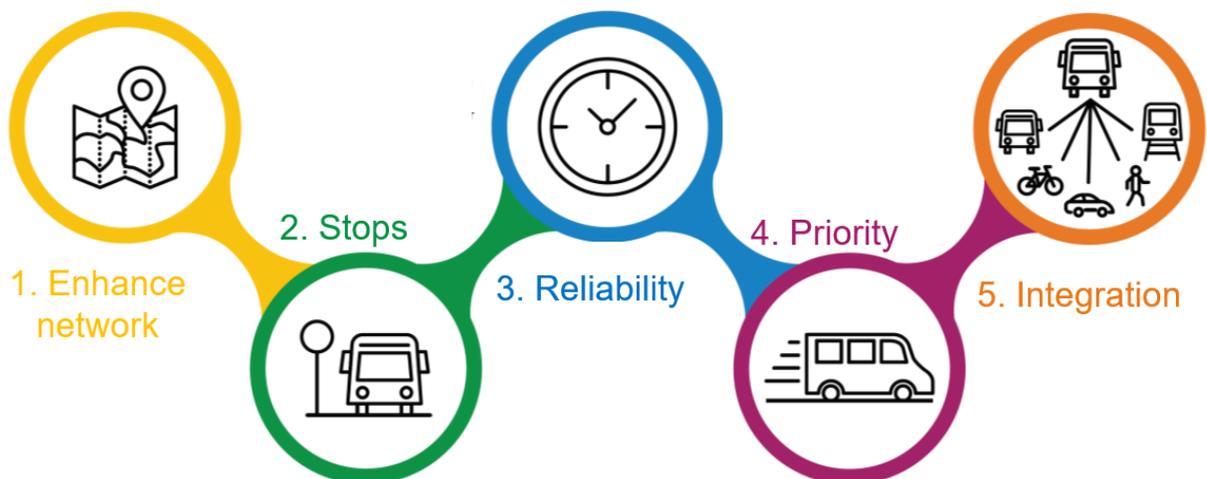
Vision

The 5-Year Service Plan & 10-Year Outlook focuses on making near-term improvements that enhance the TTC’s core-competency: mass transit – moving large volumes of customers safely, reliably and swiftly across Toronto.

5 pillars of opportunity

The Plan identifies five pillars that represent opportunities to improve service over the next five years. Each pillar addresses a key step in a customer’s journey on our transit system (see **Figure 1**).

Figure 1: Pillars of opportunity



20-point action plan

Each of these five pillars are accompanied with specific actions as shown in **Table 3**. Each action has specific initiatives that are presented in a proposed timeline over the next five years. The implementation of each specific initiative is based on a number of interdependent factors, including an assessment of when resources will be available and the assumption that major projects (i.e. opening of Line 5 and Line 6) will be implemented as planned. The Plan also assumes an annual increase of 1% in service hours, which is in line with projected population and employment growth and approximately the same to previous increases in service hours between 2015-2019.

The service-related actions identified in the Plan were developed with input from the public, stakeholders, elected officials and the TTC Board. We received 79 service requests and all were reviewed as part of the development of this Plan. Of the 79 service requests, 18 meet the TTC's warrants for new services and are included in the Plan. **Attachment 2** provides a response to each service request.

2020 annual plan

The 20-point action plan includes a number of initiatives planned for 2020. These initiatives require Board approval for implementation in 2020. Details on the three proposals can be found in **Attachment 3**.

Investment summary

Over the next five years, the city's population and employment will continue to grow, which will increase demand for transit services. Improvements to existing services and construction on major rapid transit services will be complete, including the opening of Line 5 - Eglinton, more frequent service on Line 1, and the opening of Line 6 - Finch West.

By 2024, we expect that ridership will grow by more than 5% with 35 million new customer-trips on the TTC travelling to work, school, shopping, recreational and cultural activities.

The implementation of the Plan is estimated to increase the TTC's Operating Budget by approximately \$174.0 million per annum by 2024, when the Plan is fully implemented.

The Plan also requires capital funding to procure vehicles, improve stop areas and implement transit priority measures. In total, nearly \$779.5 million is required over the next five years.

Table 3: 20-point action plan for 2020-2024

How TTC plans to achieve the action and when

Proposed actions	2020	2021	2022	2023	2024
 Pillar 1: Enhance the transit network – An expansive network that gets customers to where they want to go, when they want to go					
1.1. Accommodate population and employment growth				Relieve peak & off-peak crowding	
1.2. Implement new services to address travel patterns	Implement overnight network changes & start updating community bus network	Update community bus network, expand Express Bus Network, enhance bus service in Scarborough & add new services		New services to be identified through the annual plan process	
1.3. Open Line 5 – Eglinton		Open Line 5 & enhance surrounding bus network			
1.4. Relieve crowding on Line 1			Increase AM peak service		
1.5. Open Line 6 – Finch West				Open Line 6 & enhance surrounding bus network	
1.6. Enhance streetcar network	Deploy new streetcars on 505 Dundas		Enhance streetcar service on 501 Queen & 504 King		Deploy new streetcars on 511 Bathurst
1.7. Apply an equity lens to service planning	Implement new customer consultation process		Pilot new service in Neighbourhood Improvement Areas		
 Pillar 2: Enhance customer experience at key surface transit stop areas – A pleasant experience that begins before our customers get on a vehicle					
2.1. Expand customer amenities at stops			Install more shelters, heated shelters & benches. Continue with accessible stop & access hub programs		
2.2. Improve wayfinding at stops			Install next vehicle arrival screens & wayfinding maps		
2.3. Improve placemaking at key stop areas			Enhance the walkability, comfort & convenience of key stop areas		
 Pillar 3: Improve service reliability – A reliable service that our customers can count on					
3.1. Improve surface transit schedules		Improve remaining weekday & weekend schedules		Improve overnight schedules & ongoing schedule upkeep	
3.2. Mitigate delays & disruptions to service	Add more buses & trains to mitigate delays				
 Pillar 4: Prioritize surface transit – A fast service that values our customers' journey time					
4.1. Explore bus transit lanes			Eglinton East, Steeles West, Jane, Dufferin & Finch East		
4.2. Implement more queue jump lanes		Lake Shore @ Long Branch Loop		Up to 3 locations per year	
4.3. Implement more transit signal priority			Up to 20 locations per year		
 Pillar 5: Accelerate integration with regional transit partners and complementary modes of transport – An integrated network that provides our customers with a seamless connection to and from our services					
5.1. Expand service integration	Develop plan & pilot project		Expand service integration with MiWay, Brampton Transit, York Region Transit, Durham Region Transit & GO Transit		
5.2. Integrate microtransit services	Implement Automated Transit Shuttle Trial & integrate private microtransit services		Explore AV shuttle opportunities & expand integration with private microtransit service providers		
5.3. Enhance integration with cycling	Enhance bike parking & repair stations at TTC Stations Collaborate to expand Bike Share into suburban Toronto & increase Bike Share capacity at TTC stations	Expand bike parking at key stop areas, implement Bike Share stations in suburban Toronto & increase Bike Share capacity at TTC stations	Continue to work with the City to monitor, address & support increased cycling demand		
5.4. Enhance pedestrian pathways to TTC	Establish pedestrian path working group & action plan		Implement pedestrian path program		
5.5. Implement a Mobility as a Service (MaaS) strategy	Establish Mobility as a Service (MaaS) working group & action plan	Implement a pilot partnership with another mode of transport	Expand MaaS working group & action plan to regional & private partners		

Potential risks and contingencies

There are number of potential risks that would effect the implementation and timing of the actions identified in the 5-Year Service Plan & 10-Year Outlook. This includes schedule delays to delivering new and enhanced rapid transit services, failure of existing facilities like Line 3 Scarborough and no additional funding. **Table 4** highlights the risks and contingencies.

Table 4: Risks and contingencies

Risk	Contingency
Line 5 Service does not begin in 2021	All buses remain on Eglinton corridor. Delay service improvements for growth, reliability and enhancements, such as express and in Scarborough.
Line 1 ATC is not completed in 2022	Delay Line 1 service increase.
Line 6 Service does not begin in 2023	All buses remain on Finch West corridor. Delay service improvements for growth and reliability.
Line 3 shutdown Facility is inoperable	Buses required to replace Line 3 service. Forego service improvements for growth and reliability for multiple years.
Buses Funding is not available to procure new buses	Forego service improvements for growth.
Streetcars Funding is not available to procure new streetcars and upgrade a maintenance facility	Buses remain on streetcar routes. Forego service improvements for growth and reliability for multiple years.

If any of the risks occur, the 5-Year Service Plan & 10-Year Outlook would need to be significantly modified through the Annual Service Plan process. If multiple risks occur, the TTC would need to look beyond delaying service improvements as a contingency measure, and assess service cuts to address any significant gaps in the network.

Next steps

Every year, we will consult with customers and stakeholders to develop a detailed Annual Service Plan that refines the 20-point action plan and updates any changes that may have occurred.

In Q1 2020, we will begin consultation on the 2021 Annual Service Plan. The key initiative in 2021 is the opening of Line 5 Eglinton. Customers and stakeholders will have an opportunity to discuss bus network changes across the city, including those connecting to Line 5 in Scarborough East and other neighbourhoods. We will present the TTC Board with the 2021 Annual Service Plan in the fall of 2020 as part of the 2021 budget cycle.

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Signature



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Chief Customer Officer

Attachments

Attachment 1 – 5-Year Service Plan & 10-Year Outlook
Attachment 2 – Service requests
Attachment 3 – 2020 service changes

ATTACHMENT 2: SERVICE REQUESTS

As input into the 5-Year Service Plan & 10-Year Outlook, TTC evaluated service requests submitted by the TTC Board, customers, stakeholders and elected officials through the 5-Year Service Plan & 10-Year Outlook consultation process.

In total, 79 service requests were received. All service requests have been reviewed using TTC's service standards to determine if a service change is warranted. As seen in **Table 1**, 18 service requests are recommended, 53 service requests are not recommended, at this time and 10 have been held for further review as more detailed analysis is required.

Table 1: Service requests

Service Requests			
Recommended	Not Recommended	Held for Further Review	Total
18	53	10	79*

*Includes 2 multipart service requests.

TTC Service Standards

TTC's service standards provide a systematic and objective means of planning, monitoring, adjusting and evaluating conventional transit services throughout the City of Toronto. The service standards that guide the decision making process when evaluating service requests (service levels, route structure and stop placement) are as follows:

- **Service Level**
 - Change in frequency – vehicle crowding standard
 - Adding/removing periods of operation – productivity standard
- **Route Structure (New Routes, or Modifying Existing)**
 - Key principles of system structure and design
 - Coverage and access
 - Comparison of effects on customers assessment
 - Productivity standard
 - Return on investment (change in ridership per net dollar)
 - Express bus service warrant
- **Stop Placement**
 - Coverage and access standard
 - Surface stop placement guideline

The TTC service standards are approved by the TTC Board. Further information on service standards can be found here:

https://www.ttc.ca/PDF/Transit_Planning/TTC_Service_Standards.pdf

Service Requests – TTC Board Motions

The following section provides responses to outstanding TTC Board motions.

Service Request	Review the feasibility of implementing overnight service on Kipling Avenue or Martin Grove Road.
Submitted By	TTC Board Motion (July 29, 2015)
Assessment	Not Recommended
Description New overnight service is considered for review when there is a sufficiently high population along a possible route – a minimum of 2,100 persons per route-kilometre within a 15-minute walk. The population per route-kilometre on both Kipling Avenue and Martin Grove Road meet this threshold: <ul style="list-style-type: none">• Kipling Avenue: approximately 2,200 persons per route-kilometre• Martin Grove Road: approximately 2,510 persons per route- kilometre However, when these potential overnight routes are considered within the context of the rest of the overnight network, very few new customers are projected to benefit from the new service. Approximately 98% of people who would be within a 15-minute walk of overnight service on either the 45 Kipling or the 46 Martin Grove are already within a 15-minute walk of other overnight routes on Finch Avenue West, Islington Avenue, Lawrence Avenue West, Eglinton Avenue West and Bloor Street. Overnight service on Kipling Avenue or Martin Grove Road is not expected to meet the TTC’s productivity standard and, as a result, is not recommended, at this time.	

Service Request	Review the feasibility of permitting Durham Region Transit Access to the Transit Hub at Scarborough Town Centre and other cross-border opportunities for service enhancement, including the Toronto Zoo and Scarborough Town Centre.
Submitted By	TTC Board Motion (January 18, 2017)
Assessment	Recommended
Description	
<p>TTC has no objection to Durham Region Transit operating to Scarborough Centre Station, as long as they abide by City of Toronto Act regulations. At this time there is no space availability in TTC's bus terminal to accommodate Durham Region Transit buses. As part of design work completed for the Line 2 Bloor-Danforth extension, the new design of Scarborough Centre Station has made provisions for a bus bay to be dedicated to Durham Region Transit.</p>	

Service Request	Review the feasibility of the use of buses to address overcapacity, crowding, and safety on Line 1 during rush hour using a dedicated bus lane on Yonge Street.
Submitted By	TTC Board Motion (April 11, 2019) 5-Year Service Plan & 10-Year Outlook Consultations
Assessment	Not Recommended
<p>Description</p> <p>Since January 2018, the TTC has implemented numerous steps to increase service reliability and resiliency on Line 1. These measures include the provision of gap trains that can be dispatched to fill in gaps in service or enhance capacity, additional staff at key bottleneck stations such as Bloor-Yonge and enhanced maintenance activities. As a result, the TTC has increased train passes at Bloor-Yonge by nearly three per hour during peak hours on average since January 2018. This provides additional capacity of up to 3,300 passengers per hour at a relatively low incremental cost.</p> <p>By comparison, an enhanced bus route using articulated buses can only provide up to 1,500 passengers per hour of additional capacity and would draw bus resources that could be deployed elsewhere across the City. This illustrates that the subway is the most cost-effective method for moving a large volume of customers, and therefore enhanced bus service on Yonge Street is not recommended.</p> <p>In 2022, the TTC will complete the Automatic Train Control project and other necessary improvements to increase capacity on Line 1 by 15% which equates to five more trains per hour in the morning rush hour to relieve crowding. Plans are in place to further increase capacity beyond 2025.</p>	

Service Request	Review the feasibility of implementing bus service into Village Green Square.
Submitted By	TTC Board Motion (April 11, 2019)
Assessment	Not Recommended

Description

During the planning process of the Village Green Square development, Village Green Square was designated as an access street to a potential bus terminal in the northeast quadrant of the project site as part of a station on the then proposed Sheppard Subway Extension which is now a longer-term project.

Today, transit service to Village Green is provided on Kennedy Road. The maximum walk distanced to 43 Kennedy is 480 metres, or approximately 6 minutes. Currently, approximately 760 customers-trips board and alight from 43 Kennedy on Kennedy Road



at Village Green Square, daily. A comparison of effects on customers assessment was completed to determine if the diversion of the 43 Kennedy route into Village Green Square would be a net improvement for transit customers. The change would benefit the 760 customer-trips who currently board or alight on Kennedy Road with a shorter walk, resulting in a reduction in travel time by approximately 7,600 minutes. However, customers who are not travelling to Village Green Square would have longer travel times. Approximately 4,690 customer-trips would have longer travel times of approximately 18,770 customer minutes. The benefits of this change are outweighed significantly by the drawbacks. As a result, diverting service into Village Green Square is not recommended as more customers would be inconvenienced.

There is an opportunity to improve the pedestrian environment to enhance connections to transit. Wider sidewalks, weather protection, and snow clearing may be an effective measure.

Note that the 5-Year Service Plan & 10-Year Outlook identifies a new weekday peak period express service on Kennedy Road in 2021, subject to approval of the 2021 Annual Service Plan and 2021 Operating Budget. Based on existing volumes, Village Green Square would be a candidate for a future express stop.

Service Request	Review the feasibility of adding Leslie Street stop to 953 Steeles East Express, including a breakdown of the relevant ridership numbers.
Submitted By	TTC Board Motion (April 11, 2019)
Assessment	Not Recommended
Description	
<p>The 953 Steeles East Express has 12 stops on the express portion of the route, between Finch Station and McCowan Road. These stop locations were selected based on stop spacing as set out by TTC's stop spacing guidelines for express routes (existing local stop utilization, access to major destinations, and connections to other TTC routes and GO Transit stations).</p> <p>Currently, approximately 290 customers board or alight from the 53 Steeles East local service at Leslie Street, daily. Approximately 170 of these boardings and alightings are during peak periods. Stop usage at Steeles Avenue East and Leslie Street is lower compared to the existing express stops on the 953 Steeles East Express, which range from about approximately 590 to 3,330 daily boardings and alightings. During peak periods, the range is from approximately 260 to 1,550 boardings and alightings. If stops with lower levels of ridership were added, then other stops with similar levels of lower ridership would also have justification to be added, and it would slow down the express service for all customers. While some customers may benefit from this stop being added, the overall detriment of adding more stops and slowing down the express service for other customers outweighs those benefits. As a result, adding a stop on the 953 Steeles East Express at Leslie Street is not recommended, at this time.</p>	

Service Request	Review the feasibility of providing bus service in the Stanley Green Neighbourhood.
Submitted By	TTC Board Motion (April 11, 2019)
Assessment	Recommended
Description	
<p>The Stanley Greene neighbourhood is a development in the area of Keele Street and Wilson Avenue. This neighbourhood is located outside the TTC's coverage and access standard. Ridership projections were prepared and it is estimated that approximately 600-800 weekly customer-trips may use the bus service. Based on this projection, a bus service could be justified on a trial-basis during the weekday peak periods as it would meet the productivity and return on investment standards.</p> <p>The 5-Year Service Plan & 10-Year Outlook identifies this service to be implemented in 2021, subject to approval of the 2021 Annual Service Plan and TTC 2021 Operating Budget.</p> <p>Note that an operational assessment was conducted, and depending on the routing of the bus within the neighbourhood, changes to on-street parking regulations may be required in order to facilitate bus operations and transit stops. This will be reviewed in advance of implementation.</p>	

Service Request	Review of the 905 Eglinton East Express Bus. Review the feasibility of improving the existing 905 Eglinton East express bus service. This could include, but not be limited to, increasing frequency, and reducing the number of stops between Kennedy Station and the two post-secondary campuses.
Submitted By	TTC Board Motion (July 12, 2019)
Assessment	Not Recommended
<p>Description</p> <p>The 905 Eglinton East Express has 13 stops on the route between Kennedy Station and U of T Scarborough (UTSC). These stops are, on average, 900 metres apart, which is consistent with express stop routing as set out in TTC's surface stop spacing standard for express routes. The express stop spacing standard balances increased in-vehicle travel time against shorter walking distances for customers of the express route. Stops were also generally chosen based on existing local stop utilization, access to major destinations, and connections to other TTC routes and GO Transit stations.</p> <p>The introduction of the 905 Eglinton East Express (previously the 198 U of T Scarborough Rocket) increased scheduled morning express bus travel times from Kennedy Station to U of T Scarborough from approximately 24 minutes in 2014 to 32 minutes today. Although travel times are longer this is offset by more frequent service, operating every 10 minutes instead of every 16 minutes, as well as the introduction of off-peak express service. Ridership on the express service has increased from approximately 1,800 customer-trips to 9,200 customer-trips each weekday. Specifically, ridership to/from UTSC has increased from 1,450 customer-trips to over 4,600 customer-trips each weekday. The current express service has also improved access to express service for more customers; 6,700 customer-trips on the 905 Eglinton East Express are made at stops that previously did not have express service.</p> <p>Removing stops on 905 Eglinton East Express would worsen service for customers who are travelling at the new intermediate stops between Kennedy Station and UTSC, who would no longer have express service. This may also negatively affect UTSC students, as many transfer from other surface routes at these intermediate stops for an express trip to UTSC along the corridor. For this reason, this proposal is not recommended.</p> <p>However, the 5-Year Service Plan & 10-Year Outlook has identified Eglinton East as a key bus corridor to explore bus priority lanes which could achieve the same result for customers which is faster journey times.</p>	

Service Request	Review the feasibility of providing direct express bus service to Highland Creek residents while maintaining the existing eight-minute loop local service. This could include, but not be limited to, improving transfer alignments at Military Trail and Ellesmere, introducing express service on the 116 Morningside, or considering a route extension of the 905 Eglinton East. Express bus service to Highland Creek from Military Trail and Ellesmere Rd.
Submitted By	TTC Board Motion (July 12, 2019)
Assessment	Recommended
<p>Description</p> <p>Customers in the Highland Creek neighbourhood are currently served by 116A Morningside, which operates every 20 to 30 minutes, Monday to Friday. Approximately 570 customer-trips are made at these stops each day, of which 290 are during the morning and afternoon peak periods.</p> <p>In 2014, the 905 Eglinton East Express replaced the 116E Morningside branch, which previously operated a similar route between Kennedy Station and U of T Scarborough, with a local extension to serve Highland Creek. When 116E service operated in Highland Creek, it served approximately 830 customer-trips per day, of which 550 customer-trips were during the morning and afternoon peak periods. Therefore, the elimination of the peak period express service to Highland Creek likely contributed to the loss of approximately 260 customer-trips per day, despite ridership growth on the rest of the route. Extending the 905 Eglinton East Express 3.6 km to operate local service on Highland Creek will attract a sufficient number of new customers compared to the resources required to deliver the service.</p> <p>The 5-Year Service Plan & 10-Year Outlook proposes to extend the 905 Eglinton East Express to operate local service on Highland Creek and replace 116A Morningside service starting in 2021, subject to approval of the 2021 Annual Service Plan and 2021 Operating Budget.</p>	

Service Request	Review the feasibility of improving bus transit and traffic flow on Keele Street.
Submitted By	TTC Board Motion (September 24, 2019)
Assessment	Recommended (Service Levels) Held for Review (Route Structure) Held for Review (Traffic Operations)
<p>Description</p> <p>On September 24, 2019 the TTC Board passed a motion for staff to review improving bus transit and traffic flow on Keele Street. The motion included six requests that have been categorized into three categories: service level improvements, route structure changes and traffic operations modifications.</p> <p><i>Service Level Improvements</i></p> <p>As outlined in the TTC's vehicle crowding standard, service levels on routes are set based on observed ridership levels. The most recent 41 Keele ridership count data indicates that there is not enough demand during all operating periods to warrant additional capacity. However, it is recognized that the deployment of articulated buses on the 41 Keele has resulted in less frequent service in comparison to other routes that operate articulated buses. For this reason, in 2020, the TTC will redeploy articulated buses to another high-frequency route and deploy standard 12 metre buses on the 41 Keele. This will result in more frequent service throughout the day. Current Monday to Friday daytime service levels range from 12 minutes to 15 minutes, and up to 25 minutes in the evening periods. By reassigning 12-metre buses onto 41 Keele, service levels can be increased to approximately every 10 minutes during the daytime, and 15 to 20 minutes during the evenings.</p> <p><i>Route Structure Changes</i></p> <p>There is currently limited ability to add the 41 Keele bus route to Finch West Station due to bus terminal constraints. There is insufficient platform space to accommodate an additional route for customers to board and alight. In the coming years, with changes expected for the Finch West LRT, there will be a chance to reconsider this option, and will be included as part of the holistic network review when the LRT opens.</p> <p><i>Traffic Operations Modifications</i></p> <p>Improving traffic flow on Keele Street requires a comprehensive assessment of the current conditions. TTC and City Transportation Services will conduct a joint assessment of Keele Street and report back to the Board in the 2021 Annual Service Plan with an implementation plan for improving bus transit and traffic flow.</p>	

Service Requests – Consultations

The following section provides responses to service requests submitted during the 5-Year Service Plan & 10-Year Outlook process.

Service Request	Review the feasibility of a continuous north-south Bathurst route.
Submitted By	Consultations
Assessment	Not Recommended
Description A continuous north-south route would duplicate streetcar service and does not meet our key principles of system structure and design standard. The TTC network is designed to maximize connections to rapid transit for customers. Operating long bus routes also pose operating challenges – the longer the route, the higher the risk for service reliability issues. For these two reasons, creating a continuous route through the subway is not recommended.	

Service Request	Review the feasibility of implementing an express bus route along the regular 17 Birchmount bus route.
Submitted By	Consultations
Assessment	Not Recommended
Description Implementing an express route on Birchmount Road was not identified in the <i>Express Bus Network Study</i> because it did not meet express bus warrants as noted in the service standards. As part of the annual service plan process, we will continue to review the performance of all services including identifying candidates for express services. At this time, this proposal is not recommended.	

Service Request	Review the feasibility of combining the 22 Coxwell and 70 O'Connor buses into one route to reduce transfers (and it will definitely make more sense when Crosstown opens).
Submitted By	Consultations
Assessment	Held for further review
<p>Description</p> <p>The 5-Year Service Plan & 10-Year Outlook recommends bus network changes when Line 5 opens to optimize customer connections to the new rapid transit service. Changes to the 70 O'Connor and 22 Coxwell are not currently identified in that bus network plan. However, the proposed changes are draft and will be subject to public consultation as part of the 2021 Annual Service Plan. This request will be reviewed as part of that process.</p>	

Service Request	Review the feasibility of removing the express bus on Victoria Park and just put more buses on the local route. Maybe even a short turn route in rush hour between Lawrence or Eglinton and the Victoria Park station.
Submitted By	Consultations
Assessment	Not Recommended
<p>Description</p> <p>The Express Bus Network offers customers faster service and more capacity into many areas of the City which may not have good access to rapid transit services. The current express bus services have been consistently found to be popular with TTC customers because they reduce customer journey time. Removing the 924 Victoria Park Express is not recommended as it would require additional resources on local services to deliver the same capacity provided by express bus services. The 5-Year Service Plan & 10-Year Outlook identifies the need to accommodate population and employment growth by adding resources to reduce peak and off-peak crowding. Services like the 24 Victoria Park will be continue to be monitored for service level improvements.</p>	

Service Request	Review the feasibility of extending the 28 Bayview South to Bayview Ave and Front St E (Corktown Commons).
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>Along Bayview Avenue there is little development between Evergreen Brick Works and Queen Street East which means that an extension of 28 Bayview South would have low utilization along this major stretch of road. Extending this route along Bayview Avenue is not expected to attract sufficient customers and is not expected to meet the return on investment standard.</p>	

Service Request	Review the feasibility of the 29C service the 329 stop. Springhurst Avenue doesn't have a local northbound stop during 29C operating hours.
Submitted By	Consultations
Assessment	Recommended
Description	
<p>In 2020, TTC will add the 29C to the existing service marker.</p>	

Service Request	Review the feasibility of creating continuous east-west routes: <ul style="list-style-type: none"> • Don't cut the bus routes at Yonge. Some people want to ride across Yonge and don't want to transfer at Line 1. • Continue the 34 Eglinton East bus eastbound from Kennedy Station.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>The TTC network is designed to maximize connections to rapid transit for customers. Operating long bus routes also pose operating challenges – the longer the route, the higher the risk for service reliability issues. For those two reasons creating continuous east-west routes, including extending the 34 Eglinton East is not recommended.</p>	

Service Request	Review the feasibility of implementing an express bus service on the Finch West corridor. <ul style="list-style-type: none"> • Express bus on Finch that would go straight to Finch Station. • Finch to Humber Express bus. • Express bus from Sentinel Rd to Finch Station. The rerouting of 36 bus resulted in no connected route to Finch Station.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>The Finch West corridor warrants express transit service. This is reflected in the construction of the new rapid transit facility along Finch, between Keele Street and Humber College.</p> <p>However, during construction there will be lane closures and other road works that would prohibit buses from achieving a travel time savings on the corridor relative to a local service. As such, the service would not attract sufficient new customers to warrant a new express service.</p> <p>Note that there is already express bus service between Finch West Station and Finch Station, on the 939B Finch Express. Also note that the 36 Finch West was split at Finch West Station in most periods of the day in order to better isolate the impacts of road construction for Line 6 Finch West.</p>	

Service Request	Review the feasibility of adding 39 Finch East bus stops near schools to make it easier for students and parents. The 39 Finch East not stopping at schools is an issue, especially in the winter.
Submitted By	Consultations
Assessment	Held for further review
<p>Description</p> <p>Placement of new TTC surface stops must comply with the TTC's stop spacing standard and the technical criteria for the placement of stops. Considerations outlined within this standard include local conditions such as the location of protected crossings, stop spacing, and the other pedestrian generators and destinations near schools. In 2020, TTC will assess the existing conditions of each school along 39 Finch East for opportunities to add stops.</p>	

Service Request	Review the feasibility of extending the 39 Finch East and 53 Steeles East routes to loop at Toronto Zoo.
Submitted By	Consultations
Assessment	Not Recommended
<p>Description</p> <p>Extending bus services on Steeles Avenue East and/or Finch Avenue East to the Toronto Zoo is not expected to attract a sufficient number of new customers compared to the resources required to deliver the service. As a result, this proposal is not recommended.</p>	

Service Request	Review the feasibility of implementing a direct bus route from Kipling Station to High Park Station.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>A direct bus service from Kipling Station to High Park Station was recently eliminated in October 2019 as part of the service changes to the Junction Area. The 40 Junction now provides a direct bus service between Kipling Station and Dundas West Station. With the 40 Junction in operation, operating an additional bus service from Kipling Station to High Park Station is not expected to attract a sufficient number of new customers compared to the resources required to deliver the service. As such, this proposal is not expected to meet the return on investment standard and, as a result, is not recommended.</p>	

Service Request	Review the feasibility of 41 Keele operating inside Finch West Station.
Submitted By	Consultations
Assessment	Held for further review
Description	
<p>The bus terminal at Finch West Station is at capacity and cannot accommodate additional bus traffic. When the Finch West LRT opens in 2023, there will be an opportunity to re-evaluate this proposal as part of the bus network changes in the surrounding area.</p>	

Service Request	Review the feasibility of implementing a bus route along McNicoll Avenue.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>The 42 Cummer operates along McNicoll Avenue between Yonge Street and Dynamic Drive. Extending the service further east to the Morningside Heights community is not expected to attract a sufficient number of new customers compared to the resources required to deliver the service. As such, this proposal is not recommended.</p>	

Service Request	Review the feasibility of merging 51 Leslie with the north-south portion of 56 Leaside as Eglinton Station is a poor destination for north-south travel.
Submitted By	Consultations
Assessment	Held for further review
Description	
<p>The 5-Year Service Plan & 10-Year Outlook recommends bus network changes when Line 5 Eglinton opens to optimize customer connections to the new rapid transit service. Merging 51 Leslie and 56 Leaside has been identified to improve north-south travel to Line 5. However, the proposed changes are draft and will be subject to public consultation as part of the 2021 Annual Service Plan.</p>	

Service Request	Review the feasibility of removing the Shermount stop on the 52 Lawrence West westbound bus.
Submitted By	Consultations
Assessment	Recommended
Description	
<p>In 2020, TTC will remove 52 Lawrence West from the Shermount Avenue stops.</p>	

Service Request	Review the feasibility of rerouting the 53 Steeles East due to congestion towards and along Yonge. The route could instead travel westbound along Steeles to Warden, along Warden to Sheppard, and then along Sheppard to Don Mills Station. This could serve more major destinations that people travel to on a daily basis, along the route. This is probably a better route than Viva Green which is going out of service (thus there will be people needing a similar route).
Submitted By	Consultations
Assessment	Not Recommended
Description	
Changing the Steeles East bus routes to operate to Don Mills Station instead of Finch Station would mean significant changes to the routing and would compromise the grid network of bus services that is provided. It would also mean adding a transfer to the majority of customers that currently transfer to Line 1 directly. Being that more customers would be inconvenienced by the routing changes than would benefit, this change is not recommended.	

Service Request	Review the feasibility of implementing an express 54 Lawrence East bus due to length of route and frequency of stops.
Submitted By	Consultations
Assessment	Recommended
Description	
The 5-Year Service Plan & 10-Year Outlook recommends extending the 954 Lawrence East Express west to Don Mills Road to coincide with the opening of Line 5 – Eglinton in 2021. The service will continue to operate during the AM and PM peak periods. Implementation is subject to approval of the 2021 Annual Service Plan and 2021 Operating Budget.	

Service Request	Review the feasibility of providing more service to connect Lawrence and Ellesmere (around the Morningside Ave area) – 54B service is not enough.
Submitted By	Consultations
Assessment	Recommended
Description	
<p>The 5-Year Service Plan & 10-Year Outlook outlines an initial service concept for Scarborough East which includes Lawrence Avenue East and Ellesmere Road around Morningside Avenue. The service concept looks to better tailor service to community needs by proposing routing changes, improving the frequency on Lawrence Avenue East, improving express service and improving service on Kingston Road. The changes are slated for 2021 subject to approval of the 2021 Annual Service Plan and 2021 Operating Budget.</p>	

Service Request	Review the feasibility of consolidating the stop for the 56 Leaside northbound (TTC stop 5753) with the 88B South Leaside stop (TTC stop 8009).
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>These stops are separated because they go to different destinations and only share a very short common area of the route. Consolidating these stops would increase customer confusion as to which bus they should board. Consolidating stop 5753 and stop 8009 is not recommended.</p>	

Service Request	Review the feasibility of implementing another route coming along Steeles that would alleviate the packed 60 Steeles West buses.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>We do not recommend duplicating the service on the 60 Steeles West route. We will continue to monitor ridership demand on the existing 60 Steeles West service and will make any service adjustments that are supported by ridership data and service standards, subject to the availability of resources.</p>	

Service Request	Review the feasibility of providing more bus routes to Exhibition GO Station, ideally on the north side of tracks.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>The 63 Ossington bus route connects with Exhibition GO on the north-side of the tracks. Evaluation of routing changes or additional service in the area north of Exhibition Station must consider that the surrounding road network does not offer many opportunities for new transit corridors. As a result, this proposal is not recommended at this time. In the coming years, as the area grows and new public roads get built, we will evaluate opportunities for changes to transit service in the area.</p>	

Service Request	<p>Review the feasibility of re-routing 63 Ossington:</p> <ul style="list-style-type: none"> • Change the route of the 63 bus to not dump it on King Street. This re-routing would shape travel and help ease traffic on King Street. • Develop some alternative routes for the 63 bus that turn around at King to improve flow along Ossington. There are too many 63 buses getting stuck in the mess of Liberty Village traffic.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>The 63 Ossington provides service to customers in Liberty Village, which is located just off of King Street. The surrounding road network in that area does not offer many alternatives to King Street for the bus to loop around. As a result, this proposal is not recommended at this time. In the coming years, as that area grows and new public roads get built, including the proposed Liberty New Street, we will evaluate different routing alternatives to take customers off of that busy section of King Street.</p>	

Service Request	Review the feasibility of amalgamating the 64 Main and 87 Cosburn to make one route from Broadview Station all the way down to the Beaches where it can loop and return. When the routes were integrated temporarily during work at and around Main Station it worked wonderfully for passengers.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>When two routes operate at a similar service frequency, there is an opportunity to consider combining the two in order to save customers a transfer. In this case, 87 Cosburn and 64 Main operate at very different service frequencies throughout the day, and it would be inefficient to interline the two together. Service on 87 Cosburn is more frequent than 64 Main which means more service would need to be added in order to amalgamate the routes permanently. Additional service on 64 Main is not warranted by the vehicle crowding standard and, as a result, this proposal is not recommended.</p>	

Service Request	Review the feasibility of re-extending the 64 Main north to service the low-income areas along Lumsden and allow better access to the beaches and nature.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>In October 2016, service north of Main Street Station was eliminated because it duplicated service already provided by 87 Cosburn as per the key principles of system structure and design standard. Customers in the Lumsden area have access to the frequent bus service on 87 Cosburn, which operates to Main Street Station where they may transfer to 64 Main. As a result, re-extending 64 Main north of Main Street Station is not recommended.</p>	

Service Request	Review the feasibility of improving service in the Humber Bay Shores area. <ul style="list-style-type: none"> • TTC service on Marine Parade Drive. There are a lot of people who live in the Marine Parade Drive area and they have to walk a long distance to get to 176 Mimico because there is no bus servicing the area. • More routes in Humber bay shores area
Submitted By	Consultations
Assessment	Not Recommended
Description	
In August 2019, the routing of 176 Mimico GO was extended to follow a similar routing of the 66B Prince Edward and now operates along Marine Parade Drive to improve access for the customers. No additional services are recommended, at this time.	

Service Request	Review the feasibility of implementing an express 68 Warden bus route to help alleviate some of the pressure on the Finch train.
Submitted By	Consultations
Assessment	Recommended
Description	
The 5-Year Service Plan & 10-Year Outlook recommends the implementation of an AM and PM peak express bus service on Warden Avenue to complement the local bus service. Implementation is planned for 2021, subject to approval of the 2021 Annual Service Plan and 2021 Operating Budget.	

Service Request	Review the feasibility of implementing a direct route to West Humber Parkland
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>The 73C Royal York and 118 Thistle Down routes provide bus service to West Humber Parkland off of Albion Road. Both services operate along Albion Road connecting customers to Royal York Station and Wilson Station. Operating an additional service would duplicate existing service and is expected not to attract sufficient new customers to meet the return on investment standard. As a result, this proposal is not recommended.</p>	

Service Request	Review the feasibility of preserving 74 Mt Pleasant since 103 Mt Pleasant North was removed.
Submitted By	Consultations
Assessment	Not Applicable
Description	
<p>There are no plans to eliminate the 74 Mt Pleasant service. The 103 Mt Pleasant North service is temporarily combined with 74 Mt Pleasant during Line 5 Eglinton construction. Once construction is complete, the 103 Mt Pleasant North will return.</p>	

Service Request	Review the feasibility of combining 75 Sherbourne and 82 Rosedale into a single route.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>When two routes operate at a similar service frequency, there is an opportunity to consider combining the two in order to save customers a transfer. In this case, 75 Sherbourne and 82 Rosedale operate at very different service frequencies throughout the day, and it would be inefficient to interline the two together. Service on 75 Sherbourne is more frequent than 82 Rosedale which means more service would need to be added in order to amalgamate the routes permanently. Additional service on 82 Rosedale is not warranted by the vehicle crowding standard. As a result, this proposal is not recommended.</p>	

Service Request	Review the feasibility of extending the 77 Swansea during peak hours to provide more capacity on Runnymede due to crowding on 71 Runnymede and 79 Scarlett Rd north of St. Clair.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>In 2019 TTC completed a Junction Area Study which reviewed travel patterns and routes in the area. The recommended route changes were approved by the Board in April 2019 and implemented in October 2019. Service on 71 Runnymede north of St. Clair was increased during all periods. As a result, this request is not recommended at this time, however we will consider this request during the post-implementation review of the Junction area route changes.</p>	

Service Request	Review the feasibility of implementing a direct bus route to Sherway Gardens from Humber Loop.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>The 80 Queensway operates all day, every day service from Humber Loop to Sherway Gardens. Service operates every 24 to 30 minutes, depending on the time of day. Operating an additional route would duplicate existing service and is not expected to attract sufficient new customers to meet the return on investment standard. As a result, this proposal is not recommended.</p>	

Service Request	Review the feasibility of extending the 91 Woodbine to Don Mills Station or Leslie Station
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>The resources required to extend the bus service on 91 Woodbine from York Mills Road to Don Mills Station and/or beyond is not expected to be warranted based on the projected new customers that would use the service compared to the resources required to deliver the service. This proposal does not meet the return on investment standard and, as a result, is not recommended.</p>	

Service Request	Review the feasibility of expanding overnight service to Markham Road.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>The existing overnight network already includes service coverage to Markham Road, and will be improved even more with the proposed extension of the 339 Finch East overnight route. As a result, this request is not recommended at this time.</p>	

Service Request	Review the feasibility of implementing an express 112 bus route to accommodate the amount of people taking this route.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>Implementing an express route on The West Mall is not identified in the <i>Express Bus Network Study</i> because it did not meet the warrants for express service.</p>	

Service Request	Review the feasibility of splitting 112 West Mall in half as it takes too long to reach points north of Renforth Station due to a very indirect route.
Submitted By	Consultations
Assessment	Not Recommended
<p>Description</p> <p>The TTC's network design service standards promote connecting surface routes to rapid transit in order to maximize connections for customers. The Mississauga Transitway provides customers an opportunity to transfer to bus rapid transit that connects with other parts of the Toronto region. As such, we do not expect that splitting 112 West Mall and taking services out of Renforth Station will result in better service for more customers. However, there are longer-term plans to improve the transit connections in the employment and industrial areas near the airport lands, and this opportunity will be considered when the Toronto Pearson International Airport expands its terminal and constructs a new transit hub.</p>	

Service Request	Review the feasibility of extending the 121 Fort York-Esplanade to provide transit service to Bayview Ave and Front St E (Corktown Common).
Submitted By	Consultations
Assessment	Not Recommended
<p>Description</p> <p>The maximum walking distance from the Corktown Commons area to a transit stop is 400 metres, and is within the coverage and access service standards. Therefore, this request is not recommended.</p>	

Service Request	Review the feasibility of providing a year-round bus service to Cherry Beach.
Submitted By	Consultations
Assessment	Not Recommended
<p>Description</p> <p>The TTC operates summer seasonal service to the Cherry Beach area when customer demand is at its highest. This is the case for numerous other seasonal destinations in the City, such as High Park, Ontario Place, and Bluffer's Park. The seasonal service to Cherry Beach currently operates between mid-May and mid-October. Ridership data shows that customer demand is significantly lower after the summer season on the 121D Fort York-Esplanade. All-year round service is expected not to attract a sufficient number of new customers compared to the resources required to deliver the service and, as a result, is not recommended.</p>	

Service Request	Review the feasibility of providing service to Lambton College on weekend evenings.
Submitted By	Consultations
Assessment	Recommended
<p>Description</p> <p>The 5-Year Service Plan & 10-Year Outlook recommends implementing new periods of service on 167A Pharmacy North in 2021 when resources are available. Service will operate Sunday morning, afternoon and early evening, providing service to the Yorkland Boulevard Lambton campus. Implementation is subject to Board approval of the 2021 Annual Service Plan and 2021 Operating Budget.</p>	

Service Request	Review the feasibility of enhancing the Blue Night service, particularly adding service in the factory areas in Malvern.
Submitted By	Consultations
Assessment	Recommended
Description	
<p>The Tapscott Employment District area is growing and projected ridership on extending new overnight service to this area meets the return on investment standard for new service. The 5-Year Service Plan & 10-Year Outlook recommends extending the 339 Finch East to operate via Tapscott Road, McNicoll Avenue, Maybrook Drive, Passmore Avenue, and Dynamic Drive. This route extension will improve coverage to the Tapscott Employment District in north Scarborough and will be implemented in 2020, subject to Board approval of the 2020 Annual Plan.</p>	

Service Request	Review the feasibility of extending the 505 Dundas streetcar further east to Pape, Greenwood, Coxwell or Woodbine to create a mini relief line, particularly if transit priority and exclusive lanes are provided.
Submitted By	Consultations
Assessment	Held for further Review
Description	
<p>This streetcar expansion project has not been identified in the City's Official Plan, however there may be an opportunity to maximize surface connections to the proposed new rapid transit station on the Ontario Line at Carlaw Avenue & Gerrard Street East. TTC will forward this request to the City of Toronto.</p>	

Service Request	Review the feasibility of extending the 506 College streetcar up to Parkside to Keele.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>This streetcar expansion project has not been identified in the City's Official Plan, and as a result this proposal is not recommended.</p>	

Service Request	Review the feasibility of bringing back the 508 streetcar route from Castle Frank down to King terminating somewhere downtown (e.g. York St).
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>This streetcar expansion project has not been identified in the City's Official Plan, and as a result this proposal is not recommended.</p> <p>Starting in September 2019, the 508 Lake Shore streetcar has returned to service. It provides limited peak period trips from Long Branch to Downtown (King Street East and Parliament Street) via Lake Shore Boulevard West, The Queensway, King Street West. and King Street East.</p>	

Service Request	Review the feasibility of implementing a direct route to Billy Bishop Airport.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>The 509 Harbourfront connects customers to Billy Bishop Airport at the bottom of Bathurst Street. From there, customers may travel down Bathurst Street to the terminal and cross the harbour via the ferry or the underground walkway. Operating an additional service to Billy Bishop Airport would duplicate existing service and therefore would not attract sufficient new customers to meet the return on investment standard. As a result, this proposal is not recommended.</p>	

Service Request	Review the feasibility of extending the 512 St Clair streetcar. <ul style="list-style-type: none"> Extend 512 St Clair streetcar east from St Clair Station across Don Valley and along O'Connor/St. Clair to Warden subway. Extend the 512 St Clair streetcar to Jane and consider connecting it to Jane Station via Jane Street.
Submitted By	Consultations
Assessment	Not Recommended (St Clair eastern expansion) Recommended (St Clair western expansion)
Description	
<p>Extending 512 St Clair east from St Clair Station has not been identified in the City's Official Plan, and as a result, this proposal is not recommended.</p> <p>Extending 512 St Clair west to Jane Street is identified in the City's Official and the Province's Regional Transportation Plan 2041. This proposal is recommended, although implementation will occur over the longer-term.</p>	

Service Request	Review the feasibility of implementing an express bus route along the Scarborough RT route.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>The 903 Kennedy-Scarborough Centre Express is a limited-stop express bus service currently operating directly between Kennedy Station and Scarborough Centre Station via Brimley Road. Operating an additional express bus route that serves all stations is expected not to attract sufficient new customers relative to the resources required to deliver the service. Adding stops to the existing service is expected to result in a greater customer inconvenience compared to the benefits.</p>	

Service Request	Review the feasibility of 925 Don Mills Express stopping at Leith Hill Road and 935 Jane Express stopping at Driftwood Avenue.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>Express bus stops are chosen where ridership demand is highest and the most number of customers may benefit. The ridership at Leith Hill Road and Driftwood Avenue are lower, compared to the other express bus stops on the 925 Don Mills Express and 935 Jane Express, respectively. If these stops with lower levels of ridership were added, then other stops with similar levels of lower ridership would also have justification to be added, and it would slow down the express service for customers. While some customers may benefit from this stop being added, the overall detriment of adding more stops and slowing down the express service for other customers outweighs those benefits. Adding the Leith Hill Road Stop to the 925 Don Mills Express and the Driftwood Avenue stop to the 935 Jane Express is not recommended, at this time.</p>	

Service Request	Review the feasibility of making 939B Finch Express its own route that travels exclusively between Finch West and Finch Station.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>The 939B Finch Express offers customers a transfer-free ride from beyond Finch West Station to Scarborough Centre Station. It's the only east-west crosstown route the TTC operates north of Bloor Street. Splitting the route at Finch Station would require customers to transfer which is an inconvenience. We will continue to monitor the reliability of 939 Finch Express and adjust schedules and service levels accordingly.</p> <p>Also, the 5-Year Service Plan & 10-Year Outlook has identified Finch East as a key bus corridor to explore bus priority lanes which could achieve the same result for customers which is faster journey times and more reliable service.</p>	

Service Request	Review the feasibility of terminating the 939 Finch Express at Seneca, Victoria Park or Warden to force people to use the old 139 Finch-Don Mills to go farther east and free up more buses for the Yonge to Seneca stretch.
Submitted By	Consultations
Assessment	Not Recommended
Description	
Terminating the 939 Finch Express at Seneca College or Victoria Park Avenue and forcing customers to transfer onto a route like the former 139 Finch-Don Mills would mean that thousands of customer-trips would have to transfer on-street. This would make travel times significantly longer for many customers and the benefits do not outweigh the detriments as per a comparison of customers effects assessment. As a result, this proposal is not recommended.	

Service Request	Review the feasibility of re-routing 953 Steeles East Express and 939 Finch East Express buses to terminate at Don Mills Station to better use Line 4.
Submitted By	Consultations
Assessment	Not Recommended
Description	
Re-routing 953 Steeles East Express and 939 Finch East Express to terminate at Don Mills Station would compromise the grid network of bus services that is provided. It would also add a transfer to the majority of customers that currently travel to Line 1 directly. As a result, this proposal is not recommended.	

Service Request	Review the feasibility of implementing another category of buses for example an 'Ultra Express' during peak hours for the 939/39 Finch bus route. These buses would skip some express stops for ex. Pharmacy, and would only stop at major intersections since the 939 and 39 buses are overcrowded. From my experience on the route most people are going to Finch Station and the bus is already full by the time it gets to Warden and Finch. So passengers living closer to Finch can take the regular express, those further out should get an 'Ultra express'.
Submitted By	Consultations
Assessment	Not Recommended
<p>Description</p> <p>Establishing an ultra express service on the Finch corridor is not expected to attract sufficient new customers relative to the resources required to deliver the service and, as such, is not recommended.</p> <p>However, the 5-Year Service Plan & 10-Year Outlook has identified Finch East as a key bus corridor to explore bus priority lanes which could achieve the same result for customers which is faster journey times.</p>	

Service Request	Review the feasibility of adding the Milliken GO Station stop to the 953 Steeles East Express.
Submitted By	Consultations
Assessment	Recommended
<p>Description</p> <p>As of July 5, 2019, the bus stops on Steeles Avenue East serving Milliken GO station (stop 10478, 10479) have been removed from service due to construction work on the Steeles Avenue East at Stouffville GO rail line grade separation project. After the grade separation is complete in 2021, there will be a pedestrian bridge across Steeles Avenue East, including stairs and elevators down to sidewalk level with bus stop facilities. Once the bus stops are placed back into service, TTC will add the Milliken GO Station stop to the 953 Steeles East Express.</p>	

Service Request	Review the feasibility of extending 985B Sheppard East Express service to go straight to Rouge Hill which would make trips shorter.
Submitted By	Consultations
Assessment	Not Recommended
Description	
Extending the 958B Sheppard East Express to Rouge Hill GO Station was reviewed in the <i>Express Bus Network Study</i> and it was not recommended because it is not expected to attract sufficient new customers relative to the resources required to deliver the service.	

Service Request	Review the feasibility of removing the 986 Scarborough Express and the 985 Sheppard East Express routes.
Submitted By	Consultations
Assessment	Not Recommended
Description	
The Express Bus Network offers customers faster service and more capacity into many areas of the City which may not have good access to rapid transit services. The current express bus services have been consistently found to be popular with TTC customers because they reduce customer journey time. Removing the 986 Scarborough Express and the 985 Sheppard East Express is not recommended as it would require additional resources on local services to deliver the same capacity provided by express bus services.	

Service Request	Review the feasibility of extending 996 Wilson Express service on weekdays and weekends.
Submitted By	Consultations
Assessment	Not Recommended
Description	
Extending the 996 Wilson hours of operation was reviewed in the <i>Express Bus Network Study</i> and it was not recommended because it would not attract sufficient new customers relative to the resources required to deliver the service.	

Service Request	Review the feasibility of implementing a permanent circular route around Don Mills Station, Steeles, Pacific Mall, Sheppard or Finch.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>Implementing a circular route does not follow the key principles of system structure and design standard of providing a grid network and would duplicate existing services. A permanent circular route connecting Don Mills Station, Steeles Avenue East, Pacific Mall, Sheppard Avenue East, and Finch Avenue East is expected not to attract sufficient new customers to meet the return on investment standard.</p>	

Service Request	Review the feasibility of providing transit connections from Richmond Hill GO line to get to Sheppard Station. TTC service connecting to Oriole GO station as this station is currently underutilized.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>In the peak periods, in the peak direction, Richmond Hill GO train to TTC connections are available at Oriole GO Station. Customers may use Old Leslie Street, Esther Shiner Boulevard, and a dedicated pedestrian walkway to transfer between Leslie TTC station and Oriole GO station. Customers can then travel on Line 4 Sheppard to access Shepard-Yonge station. Alternatively, customers may transfer to TTC bus route 51 Leslie at the entrance to Oriole GO Station on Leslie Street (stop 9161, 5447) or to TTC bus route 115 Silver Hills on Woodsworth Rd (stop 7456) via the pedestrian overpass at the south end of the GO station platform. Providing additional transit connections to Oriole GO Station is not expected to attract a sufficient number of new customers compared to the resources required to deliver the service.</p>	

Service Request	Review the feasibility of implementing a community bus to operate between Alton Towers, Bamburgh, Bridletowne, and Sandhurst Circles in a loop.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>The primary purpose of Community Bus routes is to divert conditionally-eligible Wheel-Trans customers who would otherwise use door-to-door Wheel-Trans service. A community bus study was undertaken by the TTC that reviewed all neighbourhoods across the City of Toronto to determine suitability for future community bus service, based on the ability to divert Wheel-Trans trips. North Scarborough was not identified as an area with a large number of Wheel-Trans customers in the study because it is expected not to attract a sufficient number of new customers compared to the resources required to deliver the service. Also, given that all of the aforementioned areas are in close proximity to and well served by frequent transit routes on Finch Avenue East, Warden Avenue, and/or McCowan Road, the TTC does not recommend implementing a new community bus service in this area.</p>	

Service Request	Review the feasibility of implementing express bus routes from major terminal stations to Union Station and the airport.
Submitted By	Consultations
Assessment	Not Recommended
Description	
<p>The bus, streetcar, and subway routes that serve Union Station, Pearson Airport and Billy Bishop Airport are well utilized. In addition, the Union Pearson Express provides express service between Union Station and Pearson Airport. Implementing additional express services to these destinations is not expected to attract sufficient new customers relative to the resources required to deliver the service.</p>	

Service Request	Review the feasibility of improving bus service to Seneca College Newnham Campus. The College is growing and is located at a tricky site, so it will need improved bus service to safely move students and staff by transit. Express bus from Finch Station to Seneca College.
Submitted By	Consultations
Assessment	Recommended
Description	
TTC is aware of the increase in enrollment at Seneca College – Newnham Campus. In 2020, TTC will review the feasibility of increasing the frequency on the Finch corridor by reallocating resources.	

Service Request	Review the feasibility of implementing a bus route along Kingston Road from Woodbine to Eglinton to reduce the number of transfers required for customers.
Submitted By	Consultations
Assessment	Not Recommended
Description	
Based on existing ridership and projections there is low demand for continuous bus service on Kingston Road between Woodbine Avenue and Eglinton Avenue. Regular weekday daytime transit service on Kingston Road is scheduled for streetcar operations, which prohibits an extension since there are no tracks east of Victoria Park Avenue. The 12D Kingston Rd, which operates in the peak periods from Victoria Park Station to the University of Toronto Scarborough campus via Victoria Park Avenue, Kingston Road, and Morningside Avenue, provides more direct through service along Kingston Road, east of Victoria Park Avenue. No additional routes are recommended at this time as it is expected that the service would not attract sufficient new customers relative to the resources required to implement this service.	

Service Request	Review the feasibility of building an east-west streetcar service along Front from Dufferin to East Harbour.
Submitted By	Consultations
Assessment	Not Recommended
Description	
This streetcar expansion project has not been identified in the City's Official Plan, and as a result this proposal is not recommended.	

Service Request	Review the feasibility of consolidating stop 2979 with stop 4484 (Overlea Boulevard and Millwood Road).
Submitted By	Consultations
Assessment	Not Recommended
Description	
The stops at Overlea Boulevard and Millwood Road (2979 and 4484) are separated due to the high volume of service turning at this intersection, coupled with different destinations for these routes. If stops were to be consolidated to one location, the resulting delay in operations and customer confusion regarding which bus to board would result in unnecessary challenges for customers. Consolidating stops 2979 and 4484 is not recommended.	

Service Request	Review the feasibility of removing the streetcar stop at Broadview Ave at Jack Layton Way.
Submitted By	Consultations
Assessment	Held for further review
Description	
TTC staff will investigate the removal of this stop but must first confer with the local councillor before any changes are enacted. These stops were identified for removal in the May 2014 Streetcar report "Improving Pedestrian Safety and Customer Journey Times."	

Service Request	Review the feasibility of removing the northbound and southbound stops at Broadview Avenue and Mount Stephen Street.
Submitted By	Consultations
Assessment	Held for further review
Description	
TTC staff will investigate the removal of this stop but must first confer with the local councillor before any changes are enacted. These stops were identified for removal in the May 2014 Streetcar report "Improving Pedestrian Safety and Customer Journey Times."	

Service Request	Review the feasibility of routes skipping the Eglinton and Markham stop (like an express) so that passengers not going further east don't add volume to the few buses going to Sheppard, Meadowvale or 116A.
Submitted By	Consultations
Assessment	Not Recommended
Description	
Eglinton Avenue East and Markham Road is a major interchange where frequent bus services meet and there is higher customer demand for transfers. Permitting some bus route to skip the Eglinton Avenue East and Markham Road bus stop is not recommended.	

Service Request	Review the feasibility of creating bus routes that connect local neighbourhood destinations. Communities, especially NIAs, are heavily dependent on buses. Create bus routes that connect local neighbourhood destinations and places where communities gather (e.g. local libraries, community centres, grocery stores, Boys & Girls Club, etc.)
Submitted By	Consultations
Assessment	Recommended
Description	
<p>Frequently used destinations, including libraries and community centres, tend to have higher levels of ridership and therefore already receive more frequent levels of transit service. To promote fairness, access and opportunities for all, TTC will implement two new policies as part of the 5-Year Service Plan & 10-Year Outlook. In 2020, we will implement an equity focused consultation process for major service changes to ensure negative equity impacts are minimized. Between 2021 and 2024, we will pilot new services in Neighbourhood Improvement Areas for customers who need our services the most.</p>	

Service Request	Review the feasibility of implementing more express buses in Scarborough to make up for the lack of rapid transit infrastructure.
Submitted By	Consultations
Assessment	Recommended
Description	
<p>The 5-Year Service Plan & 10-Year Outlook identifies implementing new express bus service. In Scarborough this includes new express service on Warden Avenue, Kennedy Avenue and extending express service hours on Steeles Avenue East, subject to approval of the 2021 Annual Service Plan and 2021 Operating Budget.</p>	

Service Request	Review the feasibility of proving more non-stop routes between transit hubs to connect with local area transit allowing passengers to reach their destinations faster with fewer transfers/waits.
Submitted By	Consultations
Assessment	Recommended
Description	
<p>The 5-Year Service Plan & 10-Year Outlook proposes new periods of service on existing express services, extending express routes and operating three new express routes in 2021, subject to approval of the 2021 Annual Service Plan and 2021 Operating Budget.</p>	

Service Request	Review the feasibility of proving more bus service in Scarborough and Etobicoke, which are huge areas that are underserved by transit.
Submitted By	Consultations
Assessment	Recommended
Description	
<p>This 5-Year Service Plan & 10-Year Outlook will recommend implementing new periods of service on 167A Pharmacy North as well as changes to bus services in the Scarborough area (to improve the frequency on Lawrence Avenue East, improve express service, better tailored service to community needs, and provide better service on Kingston Road). The changes to bus services in the Scarborough East Area Study will undergo public consultation in 2020 and the improvements will be implemented in 2021 (along with the new periods of service on 167A Pharmacy North), subject to approval of the 2021 Annual Service Plan and 2021 Operating Budget.</p> <p>In addition, every year, staff will consult with customers and stakeholders to develop a detailed Annual Service Plan that refines the actions identified in the Plan and updates any changes that may have occurred. There are opportunities each year for service to be improved in Scarborough and Etobicoke.</p>	

Service Request	<p>Review the feasibility of improving TTC service beyond the Toronto boundary.</p> <ul style="list-style-type: none"> • Direct service to nearby municipalities (e.g. Brampton, Mississauga) with fewer transfers. • Create Finch/Steeles/Sheppard connection to Zum/MiWay, specifically Zum bus to Finch Station because a lot of people in the Finch area work in Brampton. • TTC service to Pickering GO station. • Consider expanding the Weston Rd north bus up to HWY 7 for easy access to Cineplex Vaughan.
Submitted By	Consultations
Assessment	Held for further review
<p>Description</p> <p>The 5-Year Service Plan & 10-Year Outlook recommends expanding service integration. TTC in partnership with regional transit partners will be reviewing opportunities and developing a plan and a pilot to improve service integration. The plan will be developed in 2020 and these service requests will be reviewed at that time.</p>	

ATTACHMENT 3: 2020 SERVICE CHANGES

The 5-Year Service Plan & 10-Year Outlook (the Plan) sets a vision, identifies opportunities, and expresses actions to enhance public transit service in the City of Toronto over the next five years. Specific actions have been outlined in a 20-point action plan. The action plan is a blueprint that identifies major service-related initiatives to be implemented every year and the associated resources required. This attachment presents three changes to be implemented in 2020 that require TTC Board approval. They include:

1. Improvements to existing community bus routes
2. Modifications to two overnight routes
3. Enhancements to TTC Service Standards including a new social-equity focused consultation process and productivity standard and updates to comparison of effect on customers (weighted travel time) framework

Improvements to existing community bus routes

In 2020, the TTC will make service changes to several existing community bus routes to provide customers with an attractive travel alternative to door-to-door Wheel-Trans service by providing reliable service that allows for spontaneous and reservation-free trip making.

Attracting customers to community bus routes reduces the pressure on costlier Wheel-Trans service and is a key component of the TTC's Family of Services (FoS) initiative.

Background

The TTC operates five community bus routes for customers who find it difficult to access and/or travel on conventional transit services. These routes provide direct access between seniors residences and destinations including grocery stores, shopping centres, medical facilities, libraries and other cultural opportunities, as a flexible alternative to Wheel-Trans. Customer surveys have found that current riders place a high value on this service and are dependent on it, without other means of getting around, except for door-to-door Wheel-Trans service.

Enhancing the utility of the community bus routes was identified as a key complementary strategy to advance the Wheel-Trans 10-Year Strategy and the Family of Services initiative. FoS is focused on enabling spontaneous trip making for Wheel-Trans customers who are able to make use of conventional transit service for some of their trips. Diverting FoS customers to community bus instead of door-to-door service is intended to allow more efficient use of Wheel-Trans vehicles and reduced wait times for all Wheel-Trans customers by focusing resources on those who rely on door-to-door service as their only travel option.

In September, 2017, the TTC began a pilot project to improve the frequencies of and extend two community bus routes, 400 Lawrence Manor and 404 East York, with the

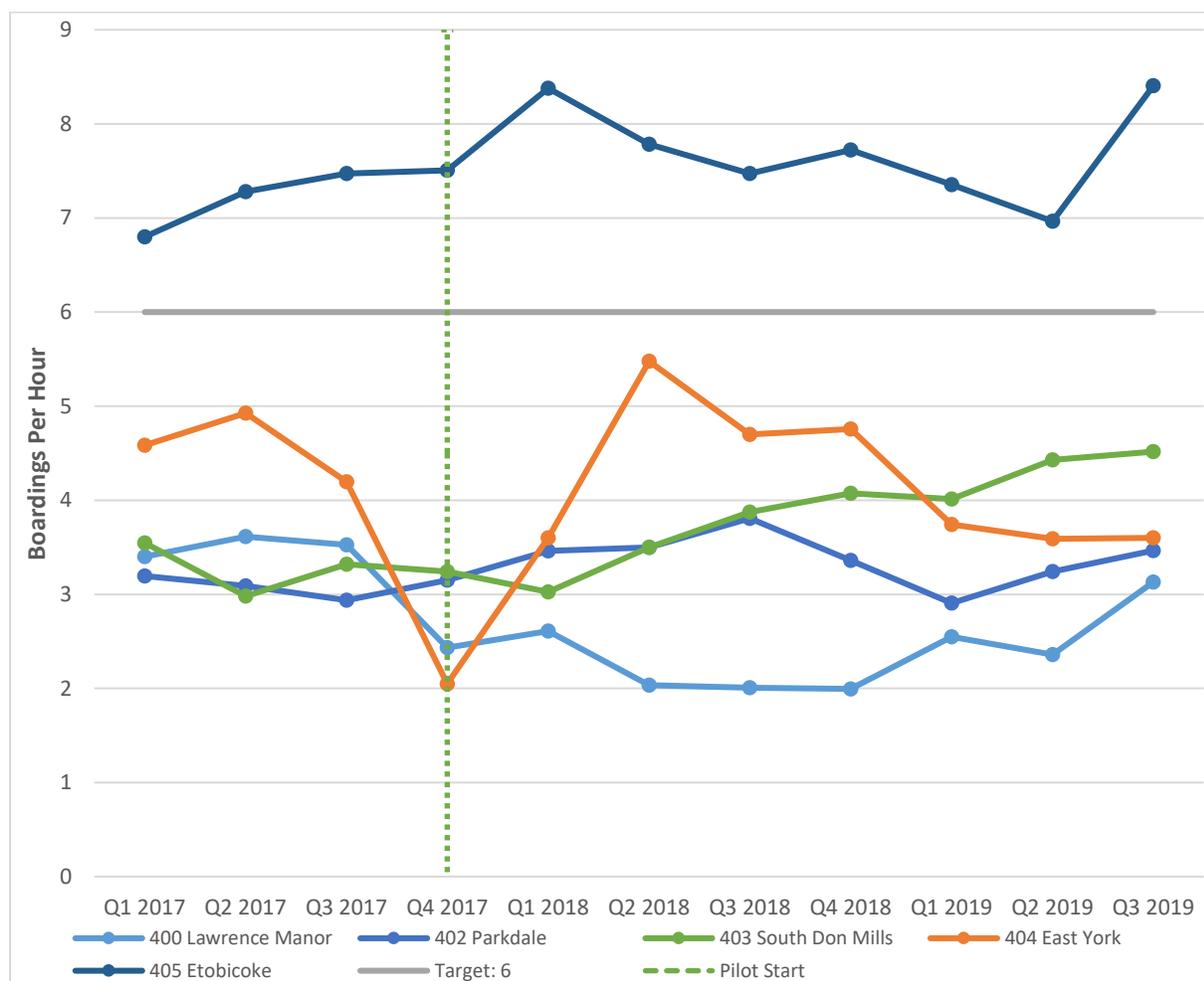
goal of determining if the routes could attract additional ridership by diverting Wheel-Trans trips to less expensive community bus service.

Ridership

Prior to the implementation of the pilot project, community bus routes attracted levels of ridership below those required by TTC Service Standards, with the exception of 405 Etobicoke.

Since implementation of the pilot project began in September 2017, ridership has not met expectations on either 400 Lawrence Manor or 404 East York, as shown in **Figure 1** below. The only community bus route to meet current service standards continues to be 405 Etobicoke. Ridership on 402 Parkdale has remained stable, but below standards, while ridership on 403 South Don Mills has increased over the past two years.

Figure 1: Community bus routes – Boardings per hour, 2017 to 2019



Lessons learned

An objective of the Community Bus Pilot Project was to confirm that the initial assumptions used to plan the service were valid. On review, the following lessons have been learned:

1. Projected diversion of Wheel-Trans customers to community bus cannot be achieved until re-registration and conditional trip matching is implemented.
2. Original community bus route planning assumptions (i.e. maximum walking distance to the route, destinations served, etc.) need refining
3. Schedule and service reliability is more important than more frequent or everyday service.
4. Distinctive vehicle branding can support ridership growth, however, a more suitable vehicle should be considered going forward for community bus routes.

Corrective action / Recommended changes

Recognizing the importance of community bus routes within the Family of Services strategy, the TTC is recommending corrective action to improve the sustainability of these services until Wheel-Trans re-registration and conditional trip matching begins to be implemented. When these key policy changes are implemented, it is expected that community bus ridership will start to increase, given that conditionally-eligible Wheel-Trans customers who are able to take community bus for part or all of a given trip will be expected to use this service if their conditions are not present.

In the interim, TTC has analyzed Wheel-Trans trips from 2018, incorporating lessons learned, in order to plan routing changes for several current community bus routes. In each case, the routes are planned to serve residences and destinations with a high potential to divert conditional Wheel-Trans trips away from door-to-door service. Service will also be removed from low performing route segments where ridership is not expected to grow, even with Wheel-Trans re-registration and conditional trip matching in place.

It is expected that these changes will improve route performance. However, it is expected that not all routes will meet the TTC's productivity standard for community bus service until Wheel-Trans re-registration and conditional trip matching is implemented. In the interim, we are making these improvements to increase performance and sustain service.

The recommended routing and service level changes for 2020 are summarized in the following section. Additional route changes will be proposed in the 2021 Annual Service Plan.

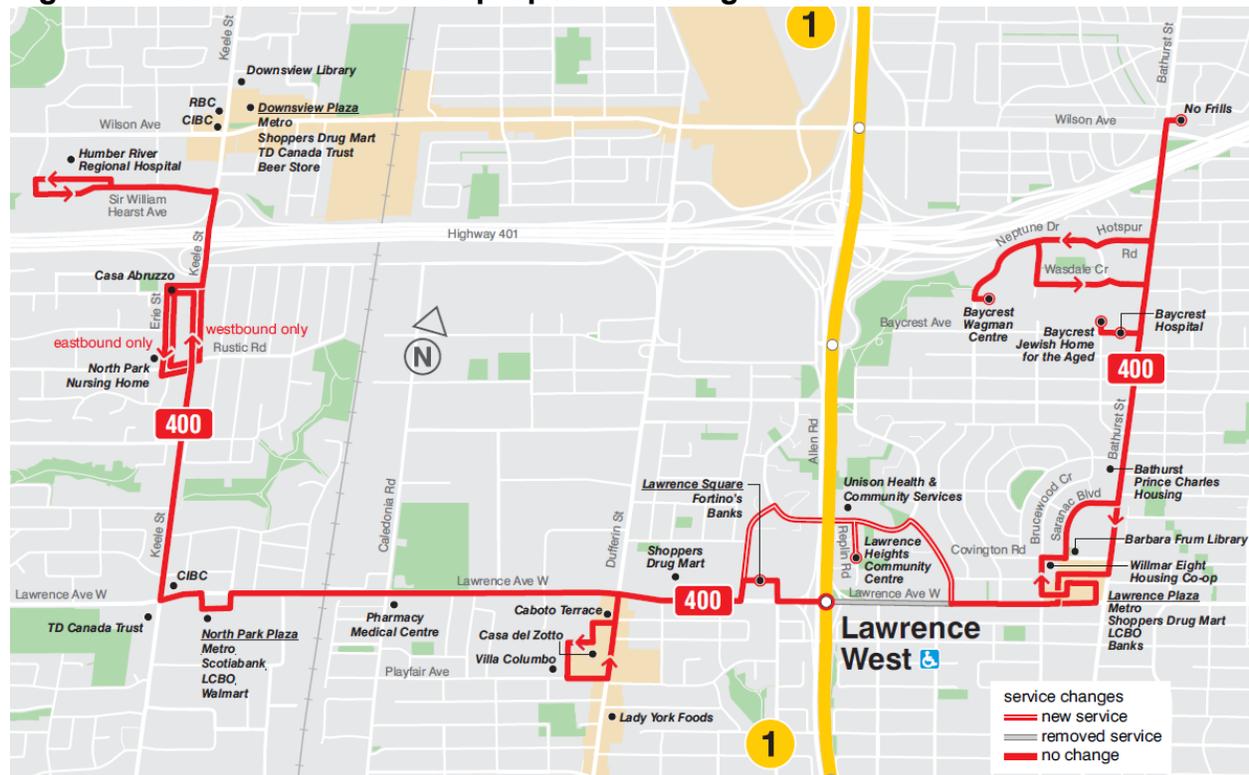
400 Lawrence Manor

The TTC is proposing changes to the route structure and days of operation on 400 Lawrence Manor to increase the performance of the route which is currently achieving 2.7 boardings per service hour.

The route will be modified by adding service to Lawrence Heights as seen in **Figure 2**. Service on this route currently operates every 75 minutes. We are proposing to adjust service to operate every 90 minutes and add additional time for vehicles to stop, hold and wait for customers at key stop locations to improve the reliability of the service.

We are also proposing changes to the days of operation. Currently the route operates every weekday. We are proposing that it operates three days per week. Customer surveys indicate that 86% of customers on this route would not change their travel behaviour and would continue to use community bus service if this change was implemented. In the short term, this proposal is expected to attract between 4 and 5 boardings per hour as productivity of the service will be improved by adding service to new destinations and shifting some trips from the days of the week when the service will no longer operate to the remaining days of service, making more efficient use of the vehicles on this route.

Figure 2: 400 Lawrence Manor proposed routing



402 Parkdale

The TTC is proposing changes to the route structure and days of operation on 402 Parkdale to improve performance which currently is 3.3 boardings per service hour, which is below the TTC's service standard.

The route will be modified by adding service to Dundas West Station and Dundas Street West and removing service on Wallace Avenue as seen in **Figure 3**. Service on this route currently operates every 90 minutes. We are proposing to increase service to operate every 60 minutes and add additional time for vehicles to stop, hold and wait for customers at key stop locations to improve the reliability of the service.

We are also proposing changes to the days of operation. Currently the route operates every weekday. We are proposing that it operates two days per week. Customer surveys indicate that 92% of customers on this route would not change their travel behaviour and would continue to use community bus service if this change was implemented. In the short term, this proposal is expected to attract between 4 and 5 boardings per hour as productivity of the service will be improved by shifting some trips from the days of the week when the service will no longer operate to the remaining days of service, making more efficient use of the vehicles on this route.

Figure 3: 402 Parkdale proposed routing



404 East York

The TTC is proposing changes to the route structure on 404 East York to remove service in areas with minimal ridership, and to serve new destinations as requested by customers. The current performance of the route is 3.6 boardings per service hour.

The route will be modified by adding service to the Victoria Park Avenue and Kingston Road area and removing service west of the Gerrard Street East and Kingston Road intersection through the Beaches neighbourhood to Queen Street East as seen in **Figure 4**. Service on this route currently operates every 65 minutes. We are proposing to maintain service at every 65 minutes while adding time at key stops to improve service reliability, made possible by the shorter route. In the short term, this proposal is expected to attract between 4 and 5 boardings per service hour due to the new destinations served, with further increases to the number of boardings per service hour expected once Wheel-Trans policy changes take effect.

Figure 4: 404 East York proposed routing



Modifications to overnight routes

In 2020, we will make service changes on two overnight routes that operate between approximately 2AM and 5AM. We will extend service on the 339 Finch East overnight route to the Tapscott Employment District in northeast Scarborough where businesses operate, and people work, 24-hours a day. And, we will discontinue service on 365 Parliament which does not meet the TTC's productivity performance standard and is in an area with other overnight coverage on corridors like King, Queen and Carlton/College.

Background

TTC implemented a number of service improvements on the Blue Night Network in 2015 to improve the coverage and accessibility of overnight transit service in the City of Toronto. Seven new overnight services were introduced along with route changes and/or extensions to 11 other overnight services. This expanded the overnight network to 31 bus and streetcar routes. The post-implementation review of these service improvements finds that the goal of maximizing coverage and accessibility of the overnight transit network was met, and that 99% of Toronto residents are now within a 15-minute walk to overnight transit service.

At the request of the TTC Board, new routes to further improve the coverage of the overnight network were considered along the Kipling Avenue and Martin Grove Road corridors. However, since few new customers are projected to be gained on either corridor, and since 98% of projected customers that might use these services are already within the coverage of other existing overnight routes, it is not recommended to add either Kipling Avenue or Martin Grove Road to the overnight network.

New ridership data for the overnight network shows that ridership on almost all the routes meet TTC service standards – in fact, many routes are showing growth since the expanded network. The only service to not meet the TTC's service standards is the 365 Parliament overnight service where the boardings per service hour do not meet the minimum threshold to justify the resources spent to provide the service. **Table 1** shows the average observed boardings per service hour on a typical weeknight on this route.

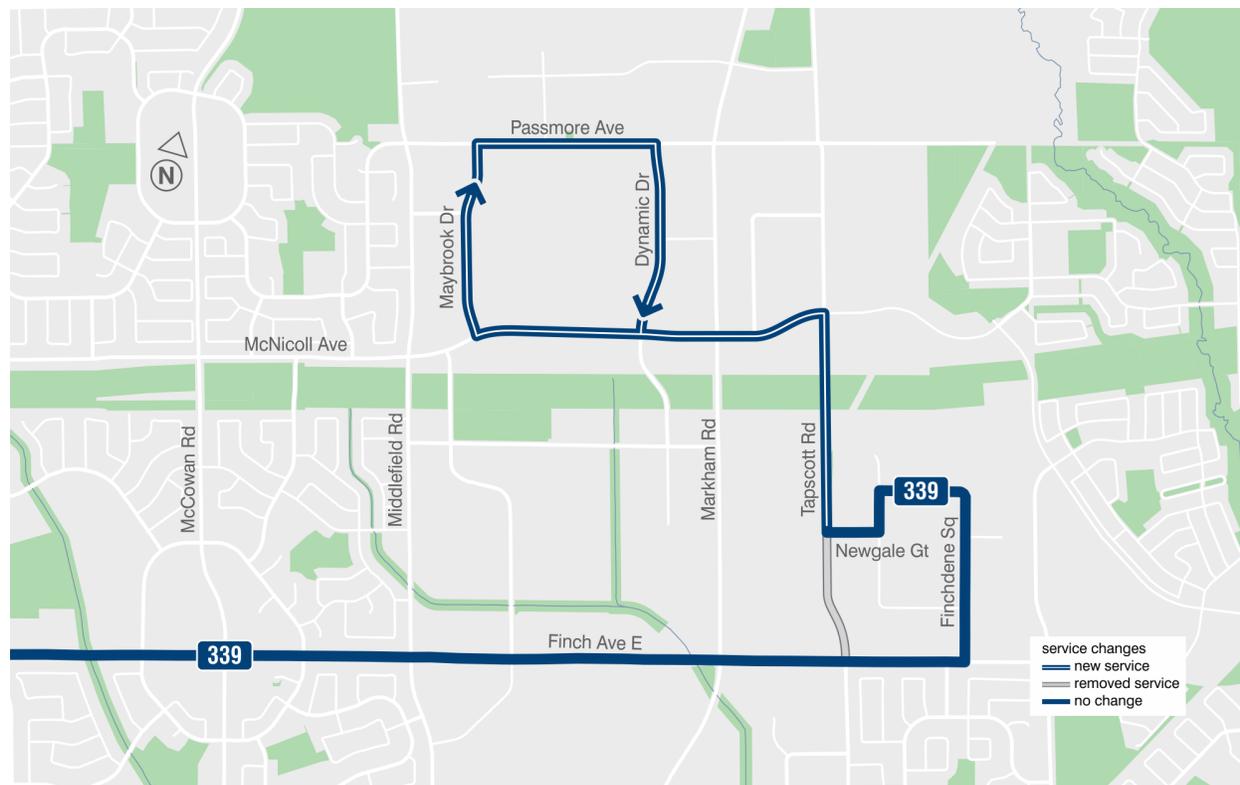
Table 1: 365 Parliament boardings per service hour

Standard	Actual
10	4

Since this route does not meet the ridership service standard, and the coverage of this route is already duplicated by other existing overnight services on the 300 Bloor-Danforth, 320 Yonge, 306 Carlton, 301 Queen, and 304 King overnight routes, it is recommended that the route be eliminated so that resources can be used to improve service in other parts of the network.

Recent growth in employment opportunities in the Tapscott Employment District in north Scarborough has provided an opportunity for the TTC to extend overnight service to accommodate late-night travel in the area. This route extension will improve coverage to an employment area with overnight activities and will also respond to previous service requests for new overnight service by customers accessing shift work in the employment lands. The 339 Finch East would be extended to operate via Tapscott Road, McNicoll Avenue, Maybrook Drive, Passmore Avenue, and Dynamic Drive. A map of the route extension is shown in **Figure 6** below.

Figure 6: Proposed overnight route extension



It is expected that this service change will attract 11 boardings per service hour as seen in **Table 2**.

Table 2: 339 Finch East boardings per service hour

Standard	Estimate
10	11

Enhancements to Service Standards: Applying an equity lens to planning

Introduction

The City of Toronto and the TTC are committed to fairness, access and equity for all. In order to support improved socio-economic vitality and advance favourable outcomes for diverse equity groups, as envisioned in the *Toronto Poverty Reduction Strategy* and *Toronto Strong Neighbourhoods 2020 Strategy*, the TTC will apply an equity lens to service planning when implementing the 5-Year Service Plan & 10-Year Outlook. This will take place through two new policy initiatives which have been developed through internal and external consultation, including with the City of Toronto's Social Development, Finance & Administration (SDFA) staff.

The first policy change will be implemented in 2020 and consists of enhancing TTC's consultation process for major service changes (i.e. change in route structure, add/remove period of operation) to ensure potential negative equity impacts are minimized.

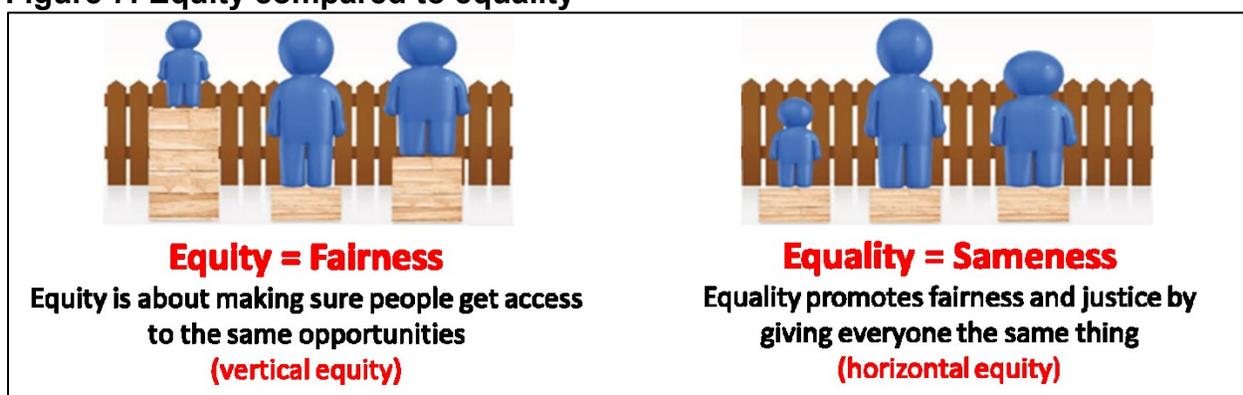
The second policy change will be implemented in 2021 and consists of applying an equity lens to a key service planning performance measure – average boardings per revenue service hour. The measure will be improved by weighting transit usage in Neighbourhood Improvement Areas at a greater rate (1.25) than other neighbourhoods to account for the importance of transit service in these communities to access employment, healthcare, educational and cultural opportunities.

Equity compared to equality

There is a common misconception that equity and equality mean the same thing. The concept of equity ensures that each individual is treated in a fair and just manner, making sure that people get access to the same social and economic opportunities. However, the ways in which specific individuals are treated may need to be adjusted for the sake of leveling the playing field. Additional dedicated resources may be required to address historical inequities so that all equity-seeking groups can reach comparable socio-economic outcomes.

In contrast, equality assumes that each individual starts out on equal footing and receives equal treatment from the beginning. An example of equity compared to equality is shown in Figure 7.

Figure 7: Equity compared to equality



Implement new customer consultation process

All major service changes require public consultation, however, the level and nature of public engagement varies based on the project and is currently inconsistent.

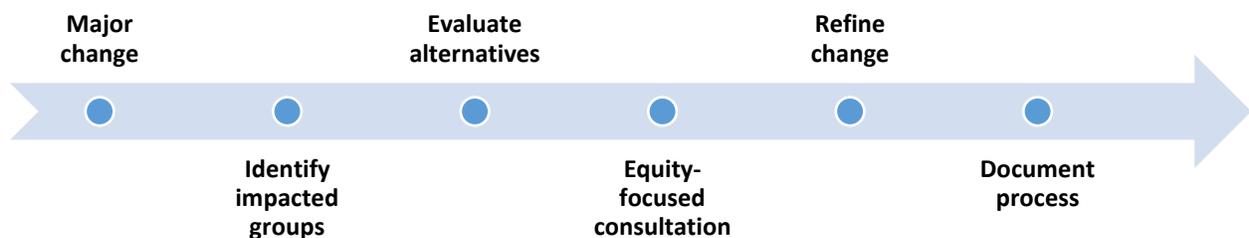
Based on the peer review, TTC intends to implement a modernized, consistent consultation process for major service changes to better align with City equity goals and objectives.

The new consultation process will be an adaptation of the US Title VI process, incorporating aspects of the TTC's [Diversity and Inclusion Lens](#) (D&I Lens) and [Diversity and Inclusion Toolkit](#), which is a tool to be used to consider the potential impacts of projects, actions and initiatives on diverse individuals.

As shown in **Figure 8**, the tool will allow users to:

- Use the City's Open Data and census data to perform an assessment of which D&I Lens groups are disproportionately impacted by a major service change;
- Evaluate the impact and alternatives, if any;
- Consult with the public, including equity-focused consultation to the impacted D&I Lens groups (as described below);
- Refine the change based on feedback from the consultation; and
- Document the process for transparency.

Figure 8: Proposed consultation process



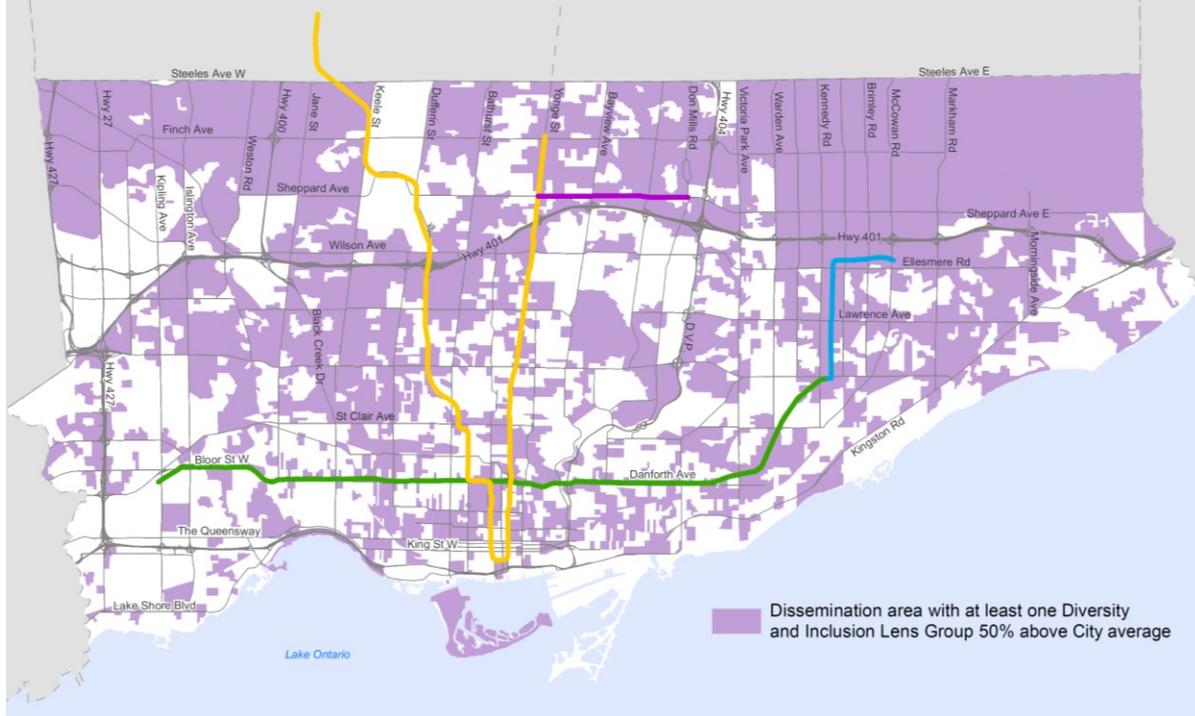
The equity groups included in the consultation process for major transit service changes will be consistent with the TTC's D&I Lens, which includes 15 groups. However, based on advice from City of Toronto's SDFA staff, the D&I Lens groups have been modified, as per **Table 3** below, to ensure suitable data is available and outreach is appropriate.

Table 3: Diversity and inclusion lens group data

Diversity and Inclusion Lens Group	Data used for D&I Lens Group	Data Source(s)
Families	Lone parent families	Statistics Canada Census
New Canadians, newcomers or refugees	Immigrant status and period of immigration for the population in private households 2011-2016	Statistics Canada Census
People from the LGBTQ+ community	<i>Not applicable. When reliable data becomes available we will incorporate the data into this consultation process.</i>	
People with disabilities	<i>Not applicable. When reliable data becomes available we will incorporate the data into this consultation process. TTC consults and will continue to consult with the Advisory Committee on Accessible Transit for major service changes and will make efforts to reach people with disabilities in the general public who are affected by service changes.</i>	
People who are Indigenous (First Nations, Inuit and Metis)	Indigenous identity, indigenous service organizations	Statistics Canada Census, City of Toronto Open Data
People who are racialized (place of origin, ethnic origin, ancestry, colour)	Total visible minority population	Statistics Canada Census
People with different religious/creed beliefs	Places of worship	City of Toronto Open Data
People with different educational backgrounds	<i>Not applicable. As this D&I lens group includes all residents, the overall engagement plans will consult with the general public.</i>	
People with different language or literacy levels	No knowledge of English – no knowledge of the official language – English, English and French)	Statistics Canada Census
People residing in different areas (downtown, outlying districts, NIAs, priority neighbourhoods)	<i>Not applicable. Consultation for a major service change targets customers/residents in the area of change as well as the general public.</i>	
People with low income or socioeconomic status	Total income groups in 2015 for the population aged 15 years and over in private households – Under \$10,000 including loss, \$10,000 to \$19,999 (Aligns with Fair Pass program thresholds and definitions)	Statistics Canada Census
People living on the streets, people who are under-housed	% of tenant households in subsidized housing, not suitable housing, homeless shelter locations	Statistics Canada Census, City of Toronto Open Data
Seniors	Age group – 65 years and older (Aligns with TTC fare policy), long-term care locations, retirement homes,	Statistics Canada Census, City of Toronto Open Data
Youth	Age groups – 15 to 19 years, 20 to 24 years, and 25 to 29 years (Aligns with City definitions), youth services	Statistics Canada Census, City of Toronto Open Data
Women	Total age – Female*, <i>Shelter data includes women's shelters</i> * Please note that there are no census dissemination areas within the city with a population of women 50% higher than the City-wide average	Statistics Canada Census

To identify equity groups which may be disproportionately impacted by a major transit service change, TTC has developed a consultation mapping tool, shown in **Figure 9**, to highlight census dissemination areas along the impacted area where the population of D&I Lens groups is at least 50% greater than the City-wide average.

Figure 9: Census areas with at least one D&I Lens Group 50% above City average



If disproportionately impacted D&I Lens groups are identified along the route alignment, the TTC will make best efforts to reach out to representatives of these groups as part of the overall engagement plan and determine the most appropriate and respectful way to consult with these groups, in addition to consultation with other stakeholders and the general public. For example, this might include holding a proposed route change consultation meeting with Toronto Community Housing residents at their residence. For transparency, the consultation process, including any measures taken to avoid, mitigate, or minimize impacts on equity seeking groups, will be documented in the Annual Service Plan.

Implement new equity-based productivity measure

The productivity of TTC routes is determined according to the measures outlined in the *TTC Service Standards*. Boardings on routes have an immense impact on the viability of a route as part of performance measures including service productivity, economic productivity, and service levels. If the average boardings per revenue service hour on a route are too low then the route is reviewed for potential service changes to improve productivity (e.g., reduced periods of service or frequency, route re-alignment, etc.).

For example, in 2017 the Board approved the *Post-Implementation Review of 2015 Service Improvements* report which reviewed the performance of services that were added as part of improvements to the all day every day network. There were a few routes where the average boardings per revenue service hour did not meet *TTC Service*

Standards during specific periods of service and the Board approved removing periods of service on these routes.

Based on a peer review and the City strategies mentioned above, TTC has explored making changes to the measures within the *TTC Service Standards* for evaluating the productivity of surface transit services to introduce socio-economic equity criteria.

Introducing equity into TTC's route productivity performance measure

As part of the *Strong Neighbourhoods 2020 Strategy*, City of Toronto has developed a Neighbourhood Equity Index to rank neighbourhoods across the City, using the Urban Health Equity Assessment and Response Tool (Urban HEART) as a basis. This tool was developed by international researchers to assess inequality and plan a collaborative response. The lowest-ranked 31 neighbourhoods out of a total of 140 across the City are now designated as Neighbourhood Improvement Areas (NIAs). These areas are shown in **Figure 10** below.

TTC has identified an opportunity to introduce equity into the route productivity measure by weighting customer trips accessing transit stops in or within 400-metres of residential parts of NIAs. For the purposes of this measure, the NIAs were narrowed to exclude non-residential areas such as ravines and industrial lands, as shown in **Figure 11**, to reduce the effect on measuring transit productivity that may occur if the full NIAs were used. Without narrowing the NIAs, a transit route could technically serve transit stops in or within 400-metres of an NIA yet be physically located beyond a reasonable walking distance from NIA residents.

Note that instead of using NIAs, the TTC has considered using the D&I Lens groups that will be included in the new consultation process; however, it was determined in consultation with City SDFa staff that it would not be appropriate to use those as part of an objective productivity measure for transit services. As the 15 D&I Lens groups cover the majority of the population, attempting to use them as part of productivity measures would result in equality and not equity.

TTC's current route productivity measure requires local bus and streetcar service to generate a minimum number of boardings per revenue vehicle hour: 20 in peak periods and 10 during off peak periods. The new policy applies a 125% factor to customer-trips (boardings + alightings / 2) at NIA stops (e.g. 4 boardings = 5 weighted boardings). This new policy has two effects. It potentially sustains low performing routes and, vice versa, it potentially justifies new service which would otherwise not meet standards.

Figure 10: Toronto Neighbourhood Improvement Areas

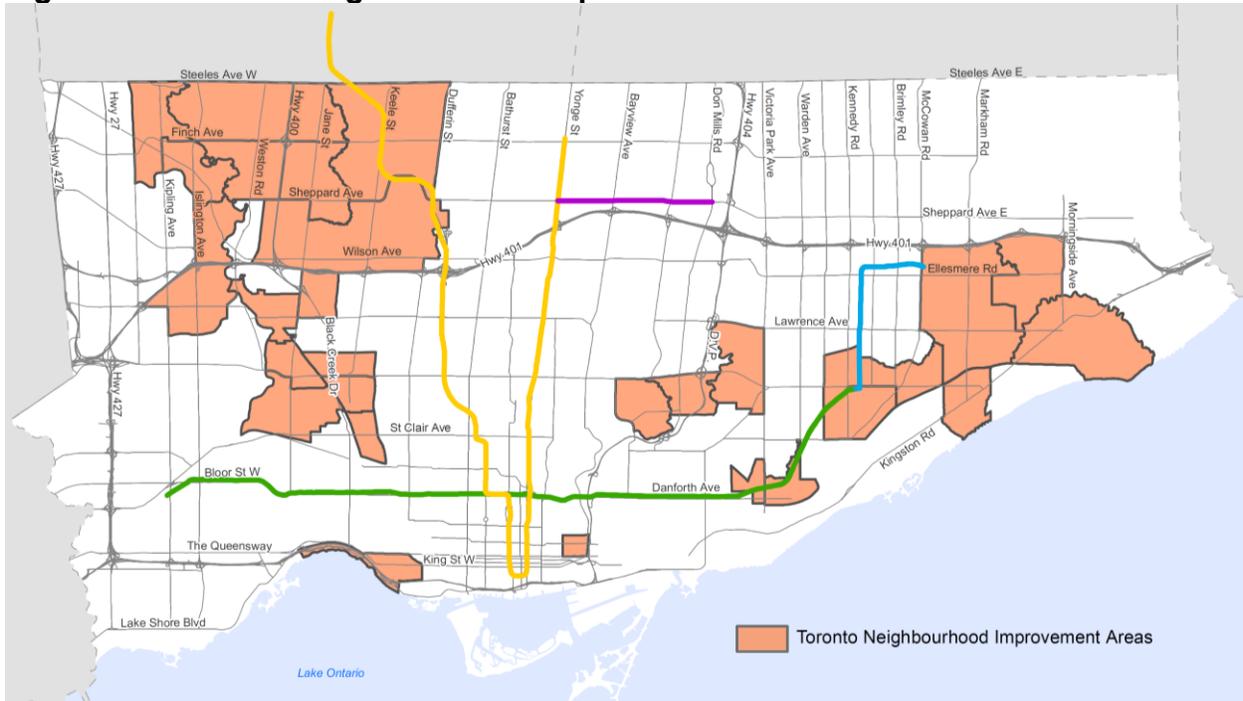
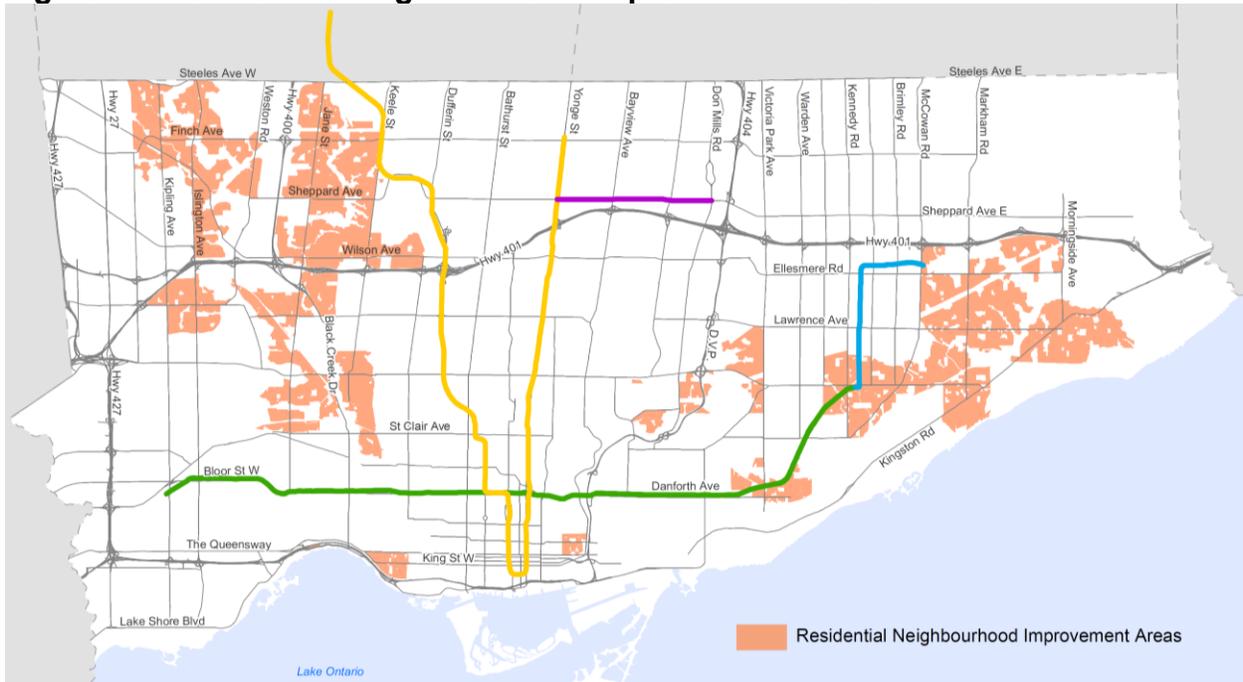


Figure 11: Residential Neighbourhood Improvement Areas



Application of new equity-based productivity measure

While at this time, there are no TTC routes (during current hours of operation) that fall below the 2017 approved *TTC Service Standards*, TTC will use the equity-based productivity measure framework to identify if any equity route adjustments could be made as part of the 2021 Annual Service Plan.

This may include:

- new periods of service on existing routes or branches; and/or
- new routes or branches.

Applying equity criteria to customer trips to/from places of employment

TTC recognizes that applying equity weighting to customer trips accessing residential parts of NIAs may affect a portion of a customers' trip only, and does not necessarily address trips to or from places of employment. As places of employment are not necessarily in the City's designated Employment Areas, TTC will be developing an approach to assess where customers residing in NIAs are travelling to based on PRESTO data.

Enhancements to Service Standards: Comparison of effect on customers (weighted travel time)

In 2017, TTC staff completed a comprehensive review of its service standards and identified the need to review its comparison of effect on customers (weighted travel time) framework. The comparison of effect on customers (weighted travel time) is a key first level review to determine whether routing changes result in an overall benefit or inconvenience to customers.

When proposing routing changes, new transit routes or the re-allocation of service, TTC measures the overall net benefit to customers by estimating the net change in perceived travel time for customers. This methodology is known as the comparison of effect on customers (weighted travel time). To proceed with proposed changes, the change must result in an overall net benefit for customers which equates to a reduction in total travel time when all customers are considered.

Research indicates that customers' perception of trip time is among the essential factors influencing their travel behaviour. It is therefore necessary for customers' perceived travel time to be reflected in the evaluation and decision-making processes regarding service change proposals, and therefore perceived travel time is used in the comparison of effect on customers (weighted travel time).

Perceived travel time is different than actual travel time as it weighs different components of the customer's journey differently to account for the customer's perceptions. In order to measure perceived travel time, each of the four components of a transit trip – walking to or from the station or stop, waiting for the transit vehicle to arrive, riding in the vehicle and transferring from one vehicle to another – is weighted differently, according to how each is experienced by customers and how it affects customers' travel decisions.

The previous weightings behind certain components of a customer's trip – namely walk time, wait time, and transfer penalty – were not aligned with the 2017 Service Standards research, the Customer Satisfaction Survey (CSS) and newer travel demand models used across the industry. Therefore, the current parameters and methodology used by TTC for calculating weighted travel time are in need of re-evaluation. The methodology is also lacking in other decision factors, such as reliability, which are recommended in research literature and widely used in the industry. The resulting update will allow TTC to measure impacts of proposed service changes on customers and demand for its services in a manner that is more reflective of customers' preference and travel behaviour.

Accordingly, the weights that are applied to each component of a trip have been updated using existing research based on stated preference surveys and travel behaviour data. They have been validated through calibration of TTC's transit assignment model. **Table 4** summarizes the recommended updates.

Table 4: Recommended updated trip component weights

Trip Component	Previous Weight	Proposed weight
Each minute of effective in-vehicle travel time	1.0	1.0
Each minute of effective wait time ¹	1.5	1.3
Each minute of walk time	2.0	1.8
Each subway transfer (“Transfer Penalty”)	10	1.0
Each right-of-way surface transfer (“Transfer Penalty”)	10	2.0
Each mixed-traffic surface transfer (“Transfer Penalty”)	10	6.0

The changes, while relatively minor for wait and walk times, indicate that the speed and reliability of the service appear to have greater influence on the customer’s route choice and travel behaviour than what the previous weights implied. In other words, customers are less sensitive to waiting for or walking to a transit service relative to the time spent on the vehicle than previously assumed.

The findings are similar for the transfer penalty, which simulates the inconvenience of transferring to another vehicle. Customers may be less sensitive to the number of transfers than previously assumed. Customers appear to be choosing faster, more direct and more reliable paths to complete their trip even if it may require an additional transfer. The different transfer penalties for different modes (i.e. subway, surface ROW, mixed traffic surface) may be indicative of customers’ preference of the environment when waiting for their vehicle or preference for the particular mode.

The new weightings are more aligned with the research conducted for the 2017 Service Standards and industry practice. In addition to the new trip component weights, TTC’s transit assignment model was updated to include reliability of transit service through adding mode-specific, and in some instances route-specific, in-vehicle travel time and headway variability factors.

¹ In the proposed customer-minutes evaluation framework, in-vehicle travel time and wait time values have route-based reliability factors incorporated.

These variability factors were developed based on operational data which resulted in an improvement in fit compared to observed ridership data. It is recommended that the updated customer-minutes evaluation framework considers these adjustments to account for in-vehicle travel time and headway reliability. The new framework allows TTC to forecast ridership impacts associated with improving reliability of transit service.

To make recommendations on proposed service changes, the change in weighted travel time is calculated for each group of customers who are affected by a change, both those for whom the change will improve their service and those for whom the change will cause an inconvenience.

Proposals which have an overall benefit for customers are those with a net reduction in weighted travel time, or customer-minutes. These beneficial proposals will also, over time, attract an increase in the number of customers to the TTC's transit services.