



5-Year Service Plan & 10-Year Outlook

TTC Board

June 12, 2019

| **Presentation outline**

- 1. Approach**
- 2. Background & technical review**
- 3. Emerging vision & opportunities**





1. Approach

| Approach

Purpose

- Set a vision and identify strategies to enhance mobility in the City of Toronto over the next five years

Objectives

- Foundation for future annual service plans
- Link service-related operating and capital costs
- Bridge the gap between the TTC's near-term planning with long-term plans

Approach

- 6 major tasks
- 3 phases of consultation
- Board report in December 2019

Consultations

Consultation 1- May

- Introduce project, context, purpose and timeline
- Share early interesting results of background review
- Project website and online survey

Consultation 2 – mid June – early July

- Share feedback received in Consultation 1
- Seek feedback to understand preferences and priorities
- Discussion guide, stakeholder meeting, online engagement, 6 pop-up public meetings

Consultation 3 – September - October

- Share feedback received in Consultation 2
- Seek feedback on recommended plan
- Discussion guide, stakeholder meeting and online engagement





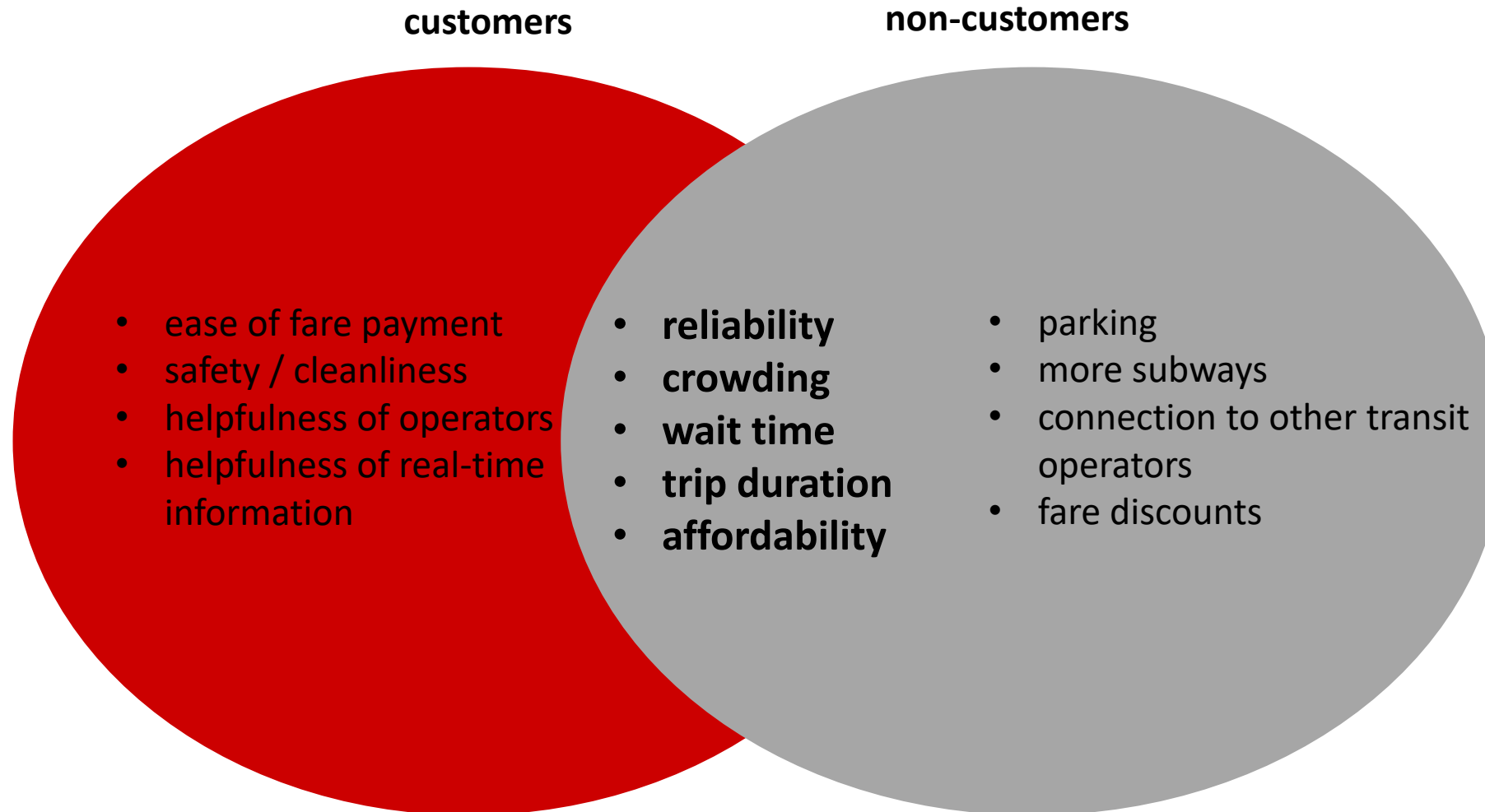
2. Background & technical review

| Background review highlights

- Strong planning framework supporting public transit
- Well utilized transit network providing multiple options for travel
- Population and employment are growing and will continue to grow



Customers and non-customers needs





3. Emerging vision & opportunities

| Emerging vision & opportunities

Emerging vision

- Focus on improvements that enhance the TTC's core-competency, mass transit: moving large volumes of customers safely, reliably and swiftly across the City

Emerging opportunities

- Improve surface transit schedules
- Prioritize transit on key surface transit corridors
- Enhance the customer experience at key surface transit stop areas
- Provide new connections with new higher-order transit services
- Accelerate integration with regional transit agencies and complementary modes of transport

1. Improve surface transit schedules

Service Reliability Programs

Since 2015



Route Management

new practices to deliver reliable service

- 2015 Customer focused metrics
- 2015 Reliable schedules
- 2018 Single transit control centre



Vehicle Reliability

operate reliable vehicles to minimize in-service failures

- 2015-19 204 new low-floor streetcars
- 2015-19 1,180 new buses
- 2015 Optimum spare ratio
- 2015 Preventative maintenance programs
- 2017 Optimum bus life program



Operating Practices

secure additional vehicle and operator resources

- 2016 "Run-as-directed" vehicles
- 2018 Resilient workforce program

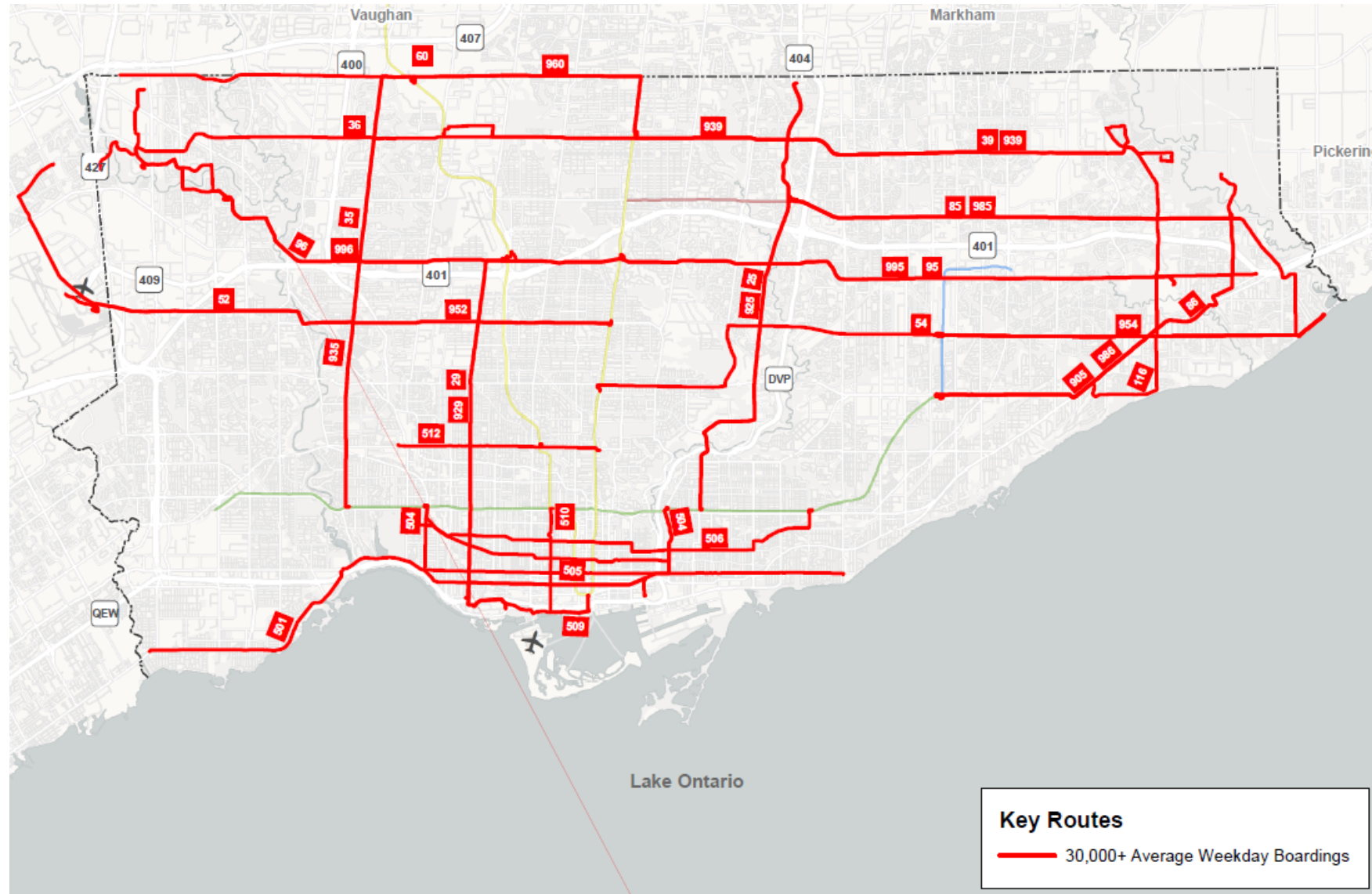


Technology

leverage technology to make better decisions

- 2009 PRESTO
- 2018 Automatic passenger counting (APC technology)
- 2019 New CAD/AVL system (VISION)

2. Prioritize transit on key surface transit corridors



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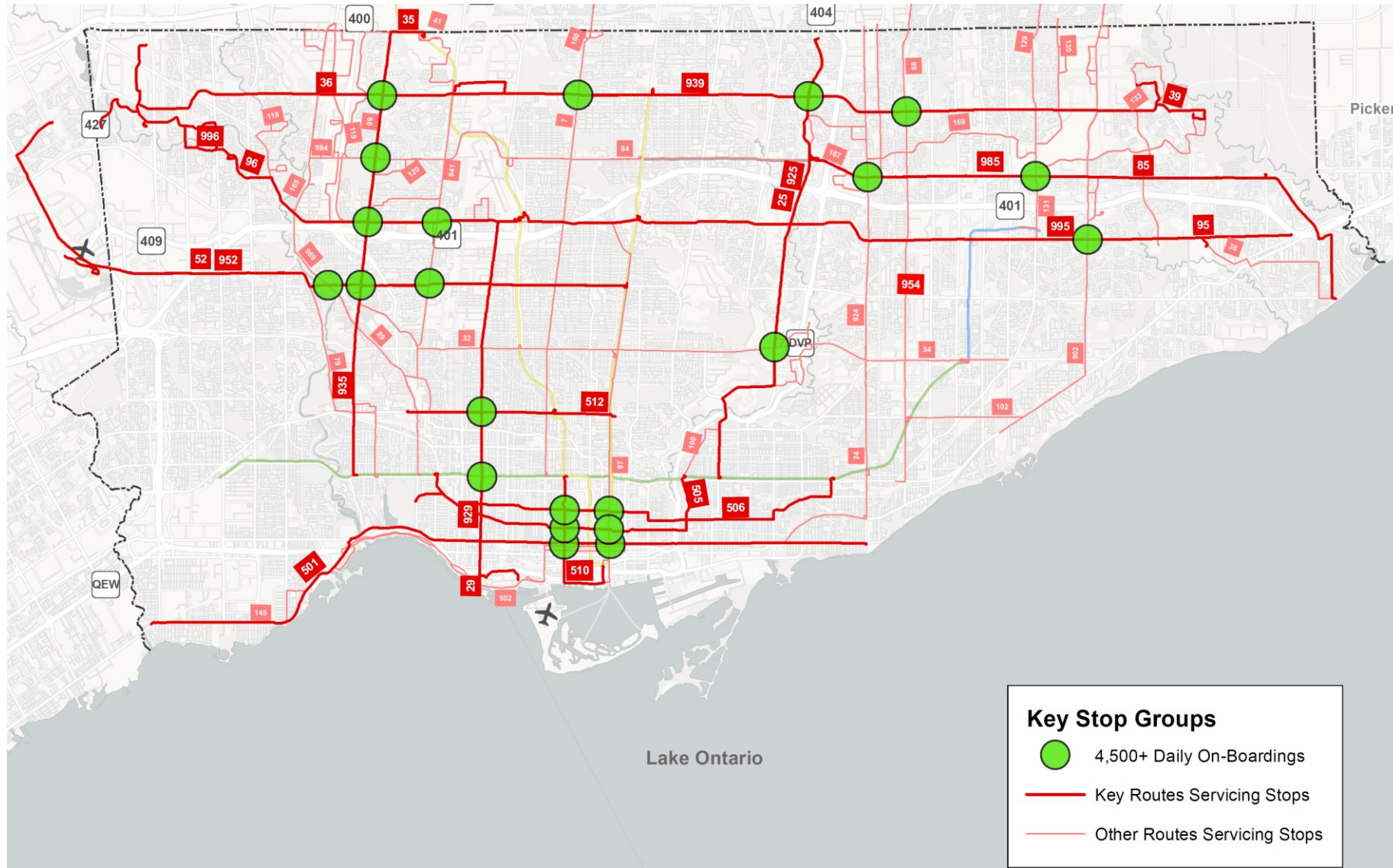
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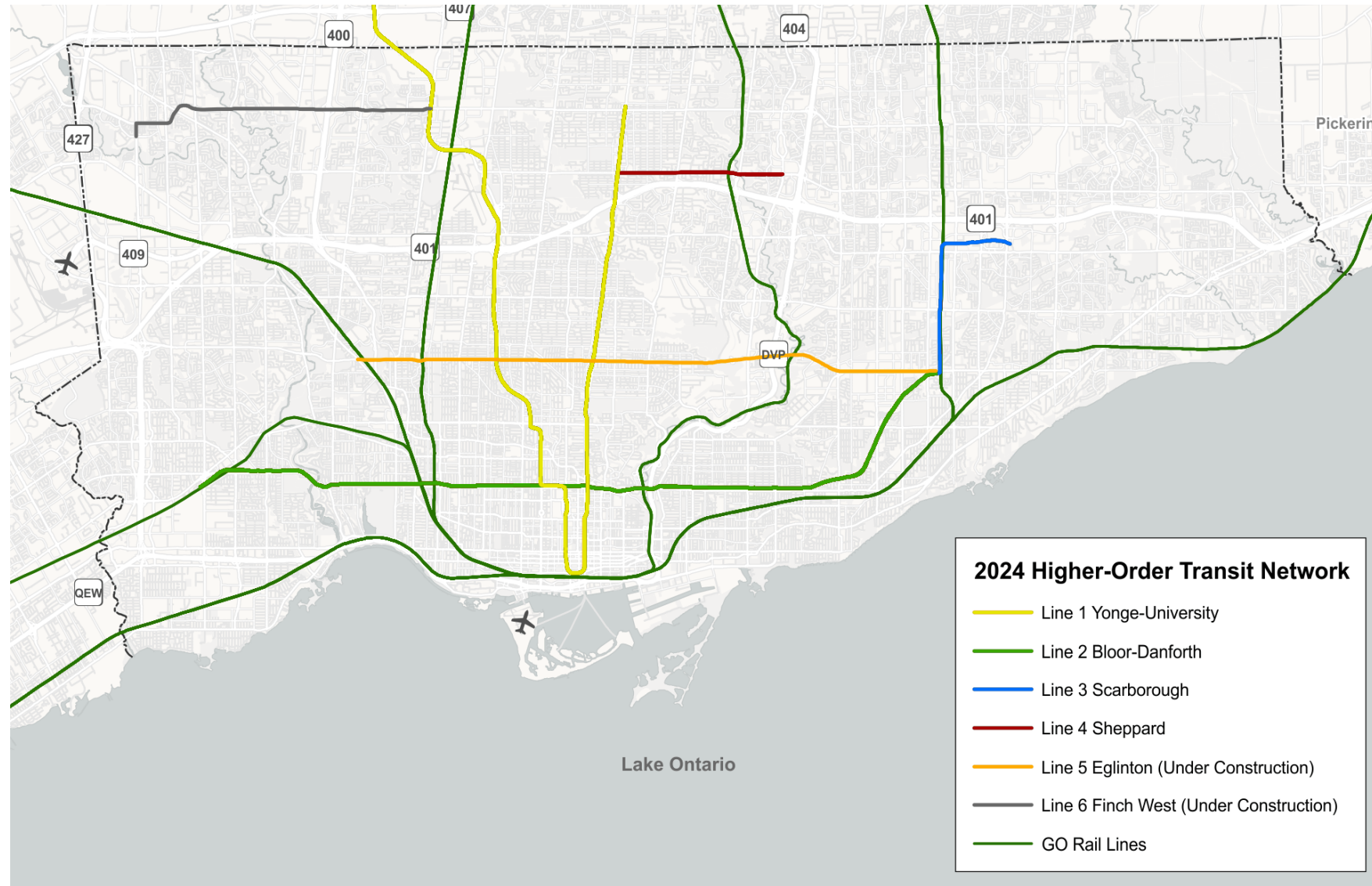
3. Enhance customer experience at key stop areas



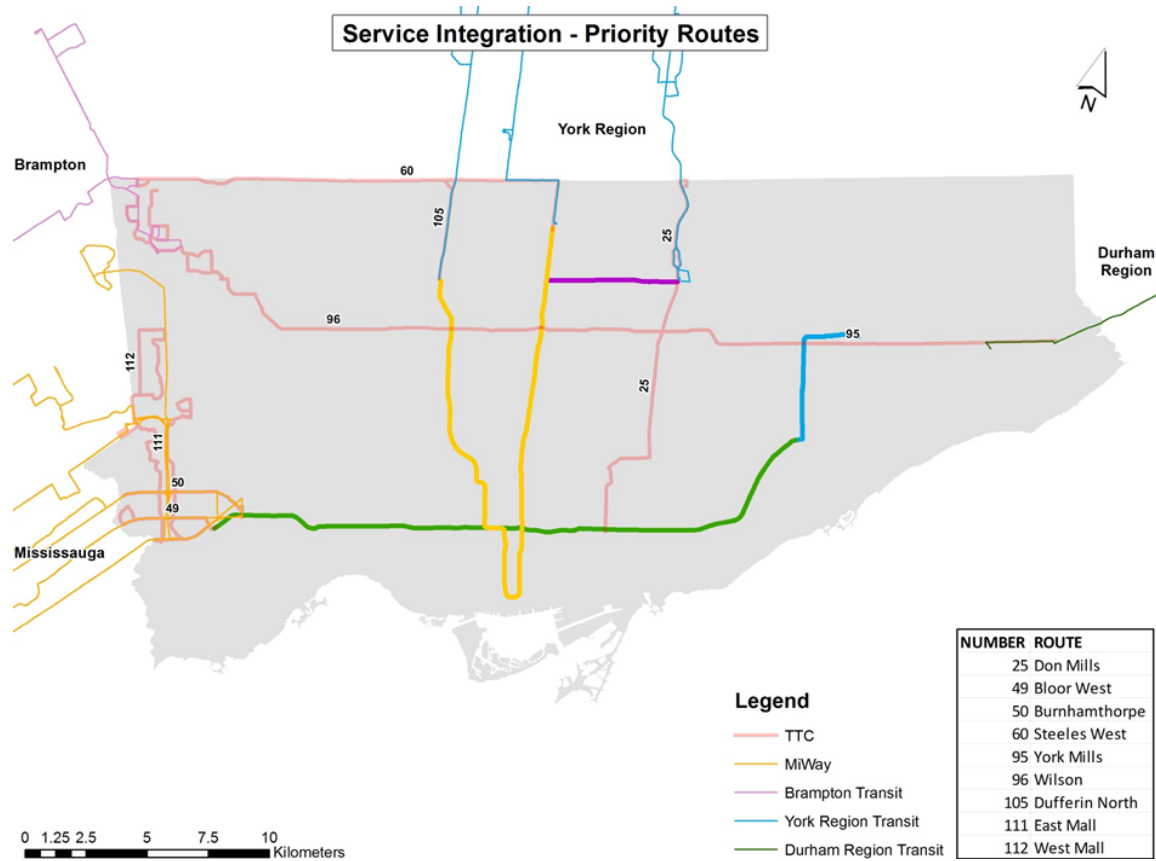
3. Enhance customer experience at key stop areas



4. Provide new connections to higher-order transit



5. Accelerate integration



MaaS

- trip planning
- booking
- payment
- ticketing
- real-time tracking

Mobility Providers

- transit
- microtransit
- taxi / ride sourcing
- rideshare
- carshare
- bikeshare



