

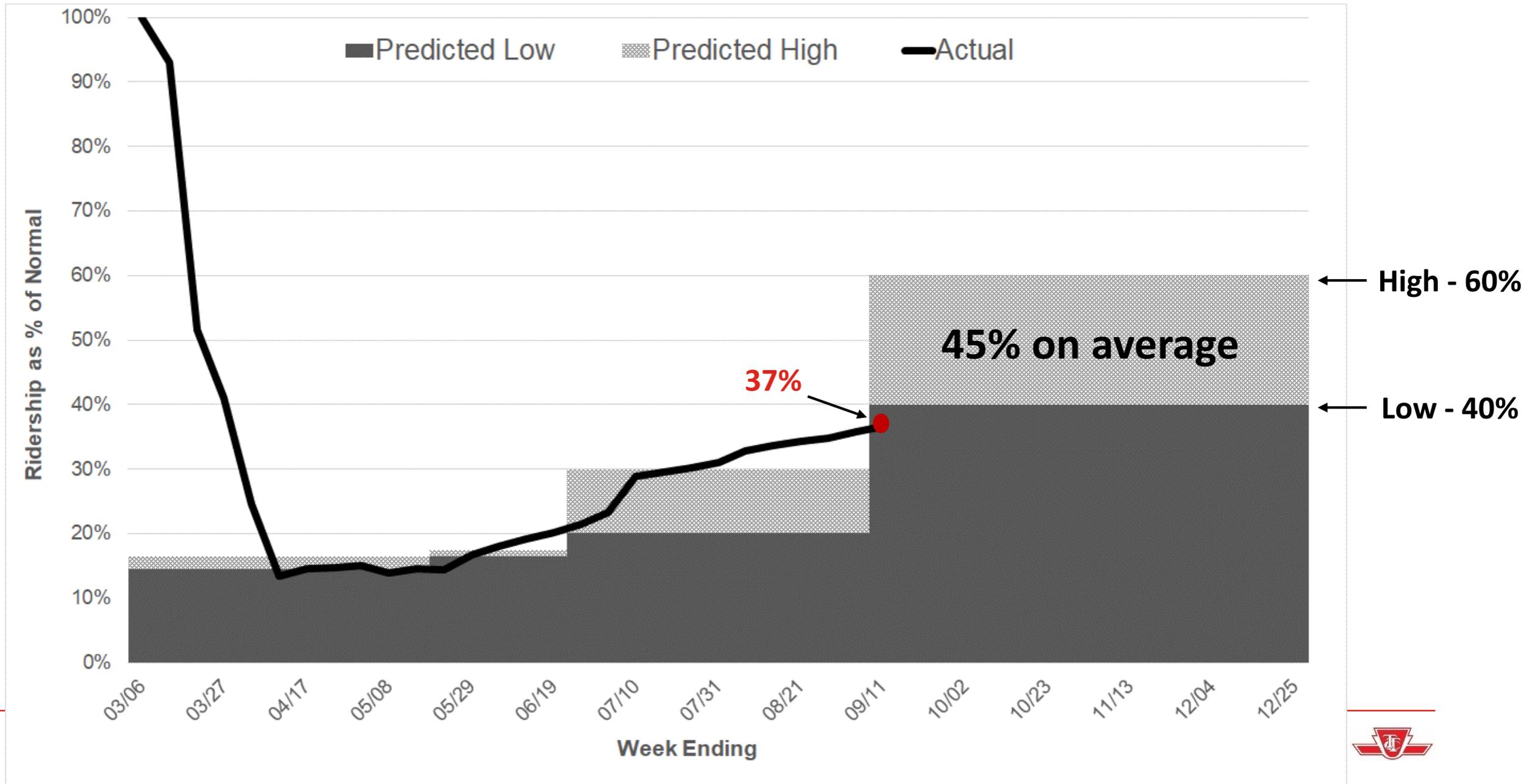


COVID-19: Restart and Recovery Update

Transit Demand & Service Plan

September 24, 2020

System ridership update & forecast

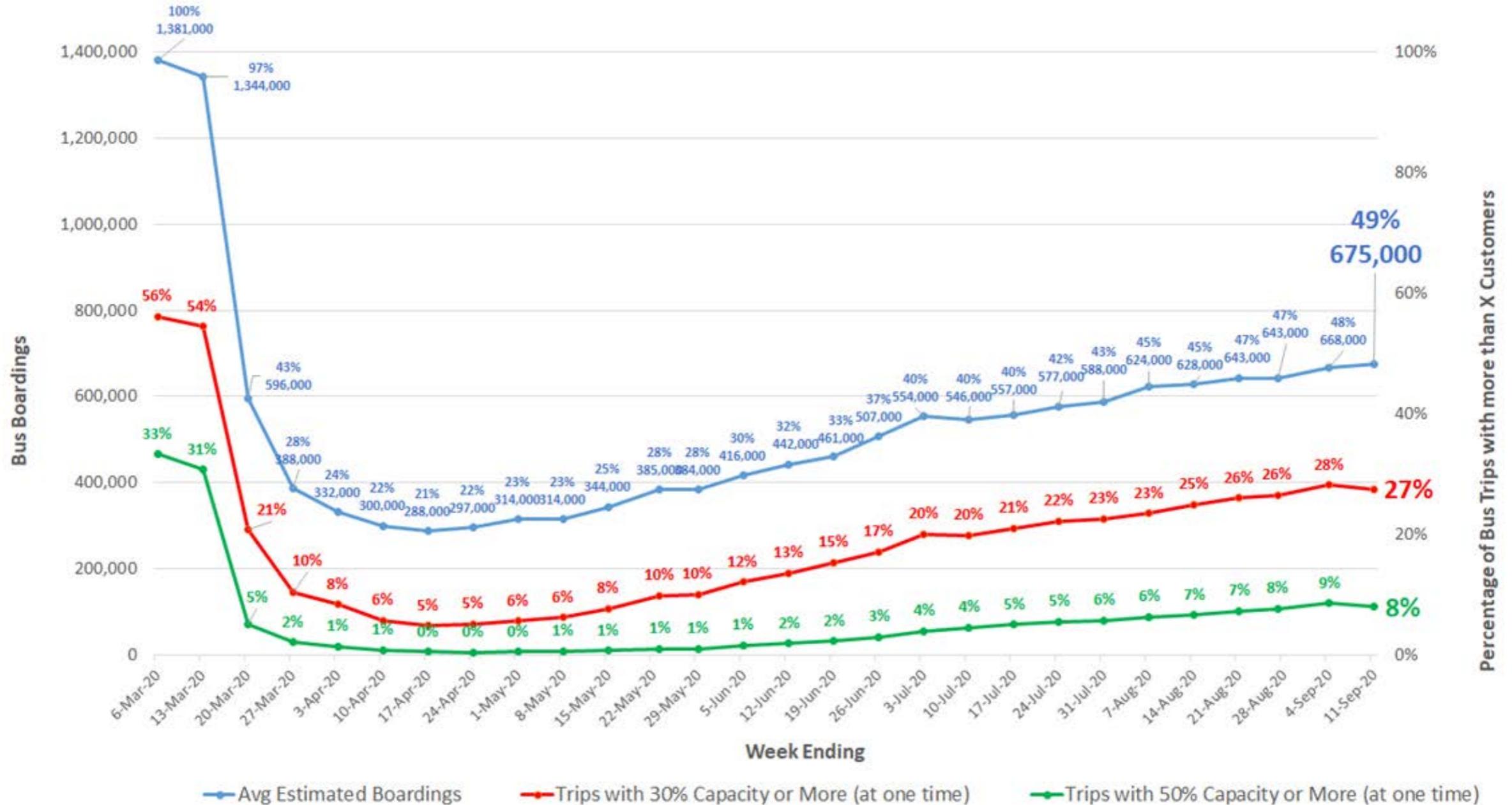


Boardings & service levels

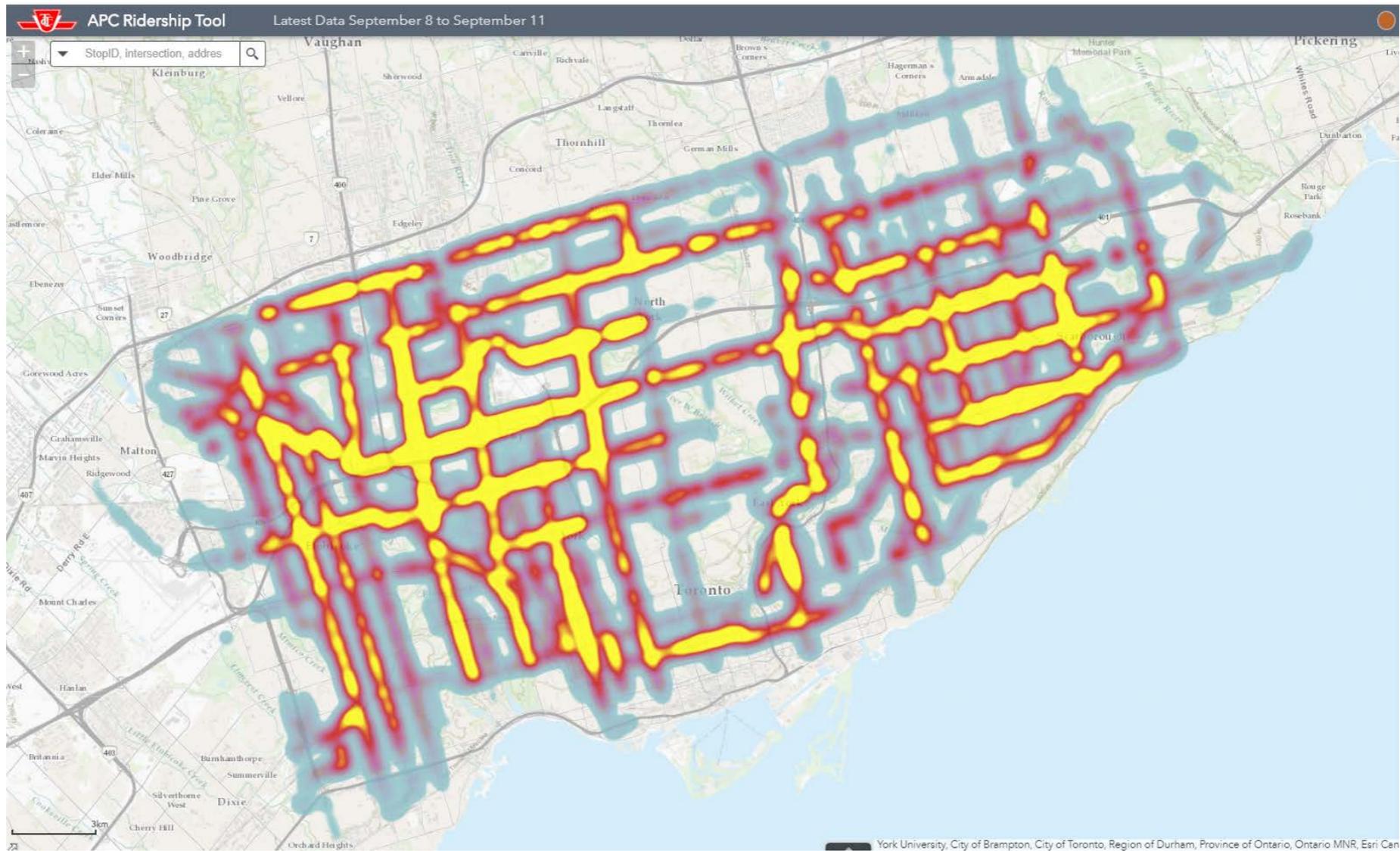
Mode	Pre-COVID (March 2-6)	Current (September 8-11)	% of Pre-COVID Demand	% of Pre-COVID Service Level
Bus	1,381,000	675,000	49%	94%
Streetcar	350,000	135,000	39%	85%
Subway	1,492,000	500,000	34%	85%
Total Boardings	3,223,000	1,310,000	41%	92%



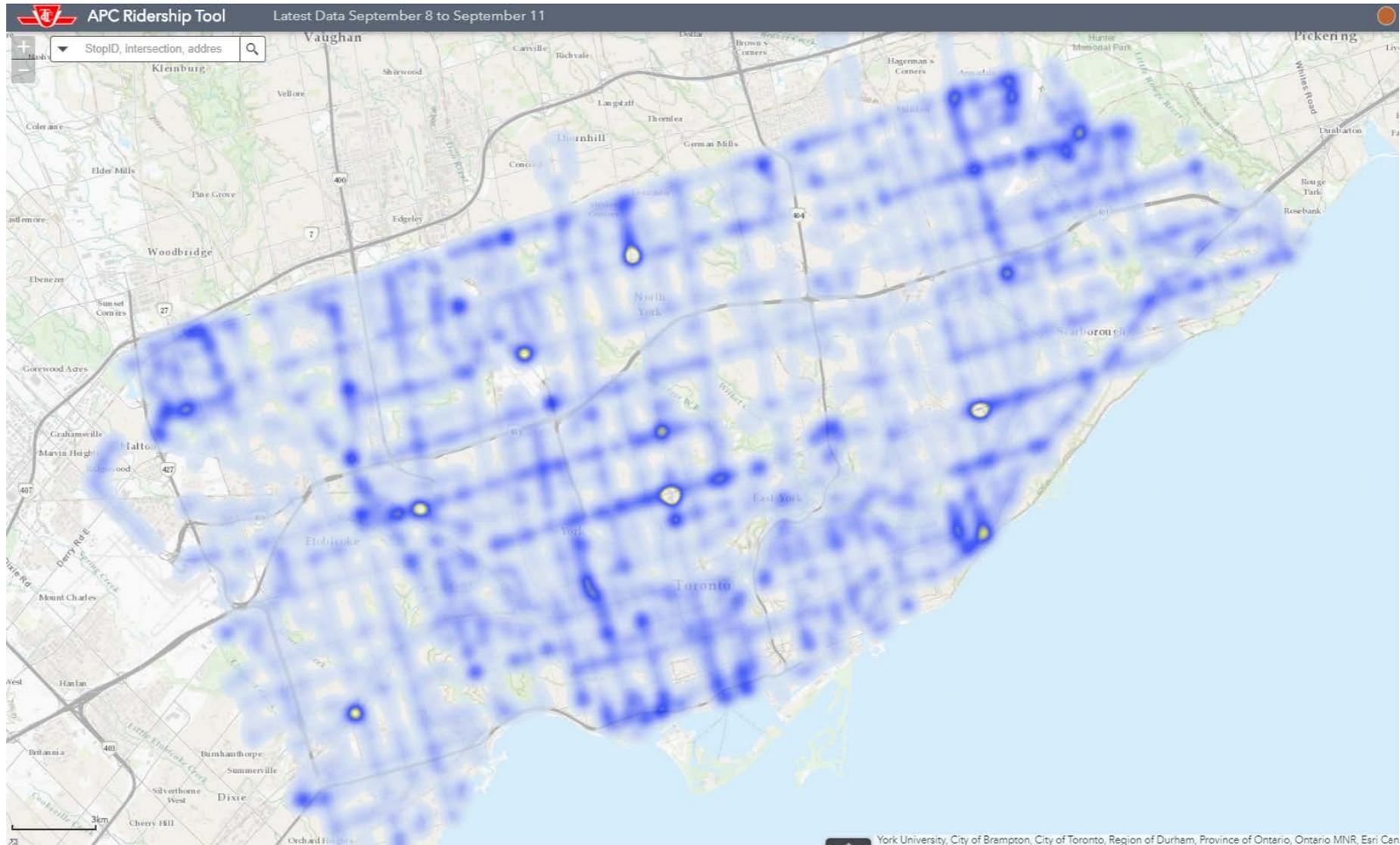
Bus boardings



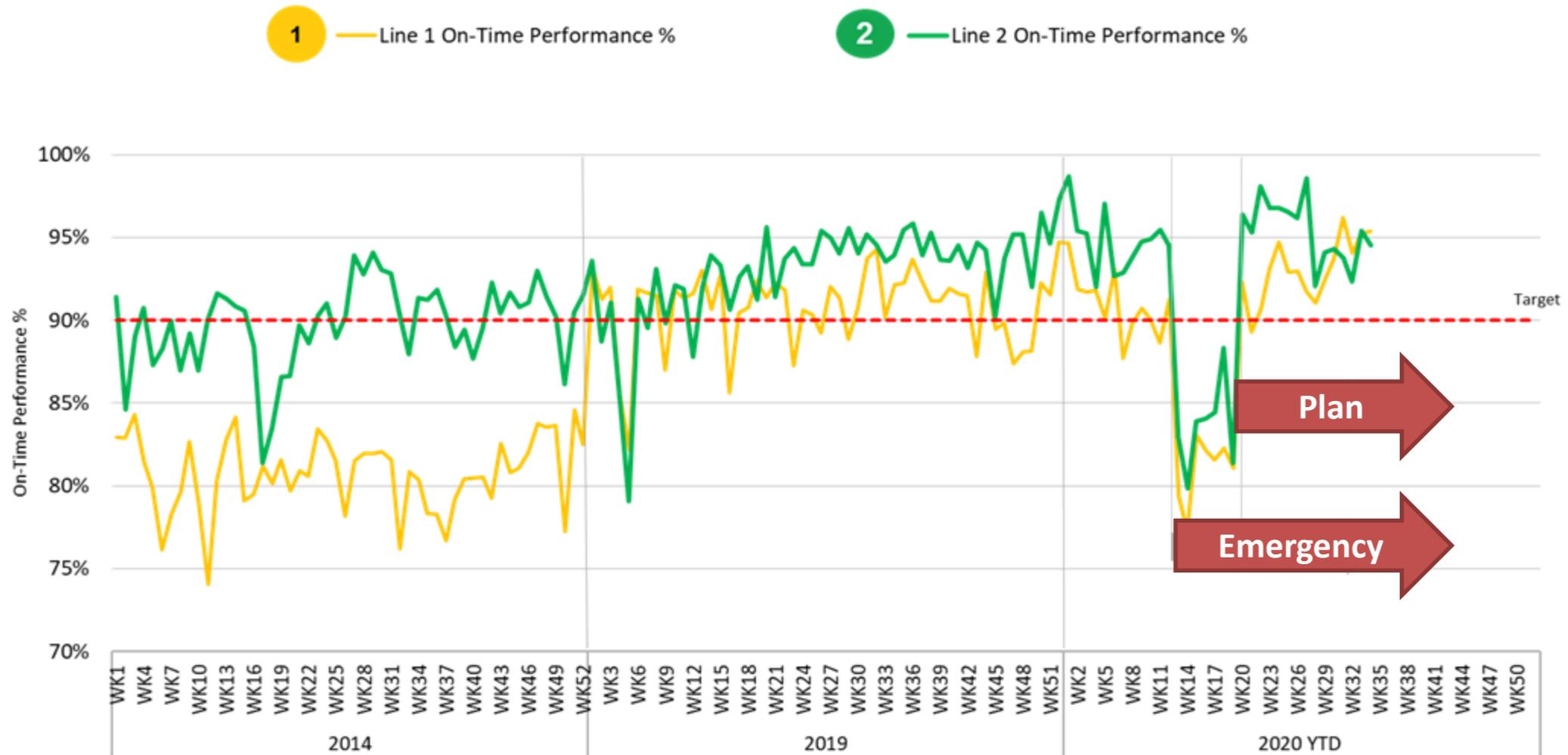
Heat map: locations with more than 25 customers per bus



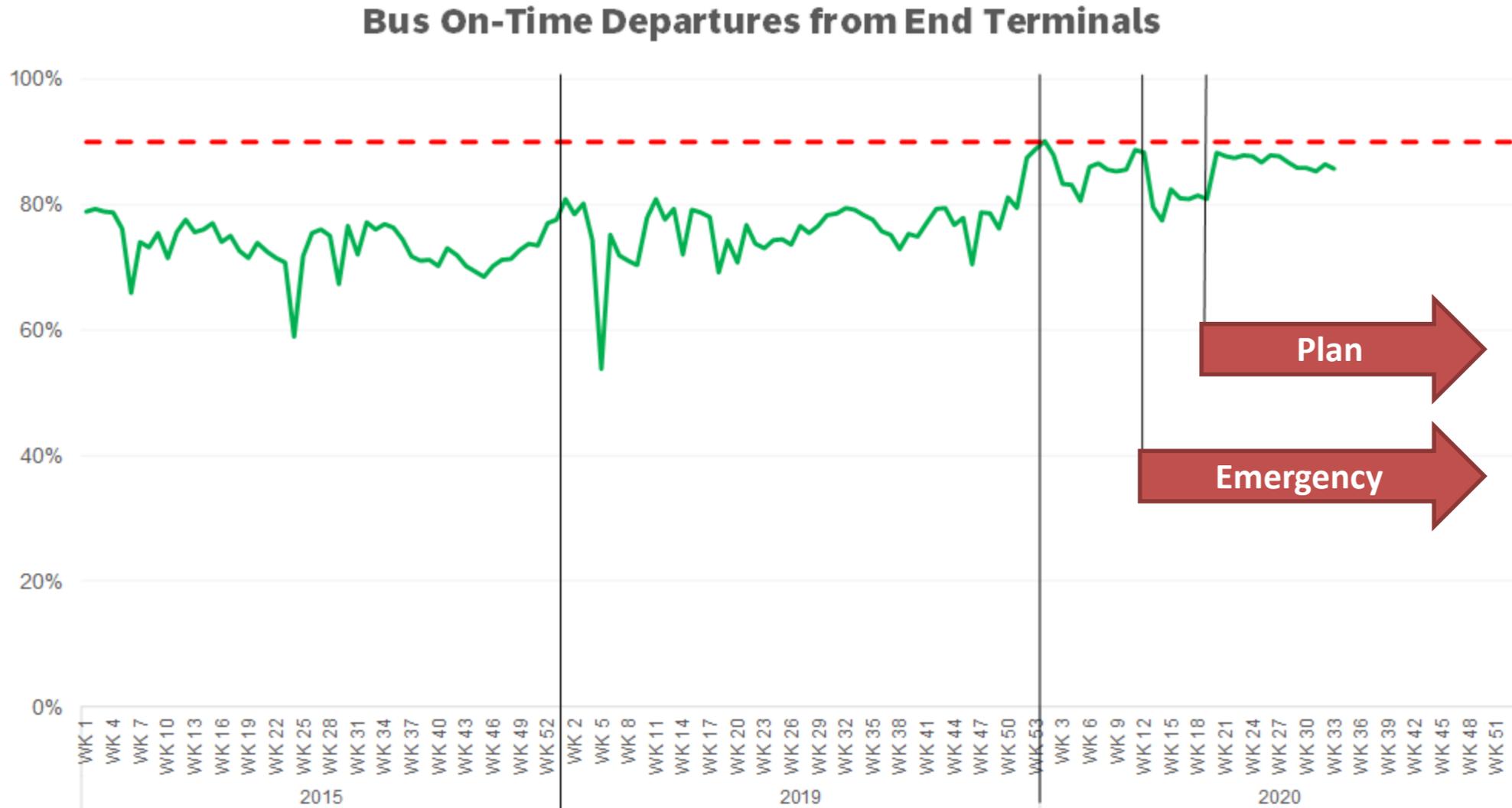
Cool zones: locations with 5 customers per bus or less



Subway on-time performance 2014 vs 2019 & 2020 YTD

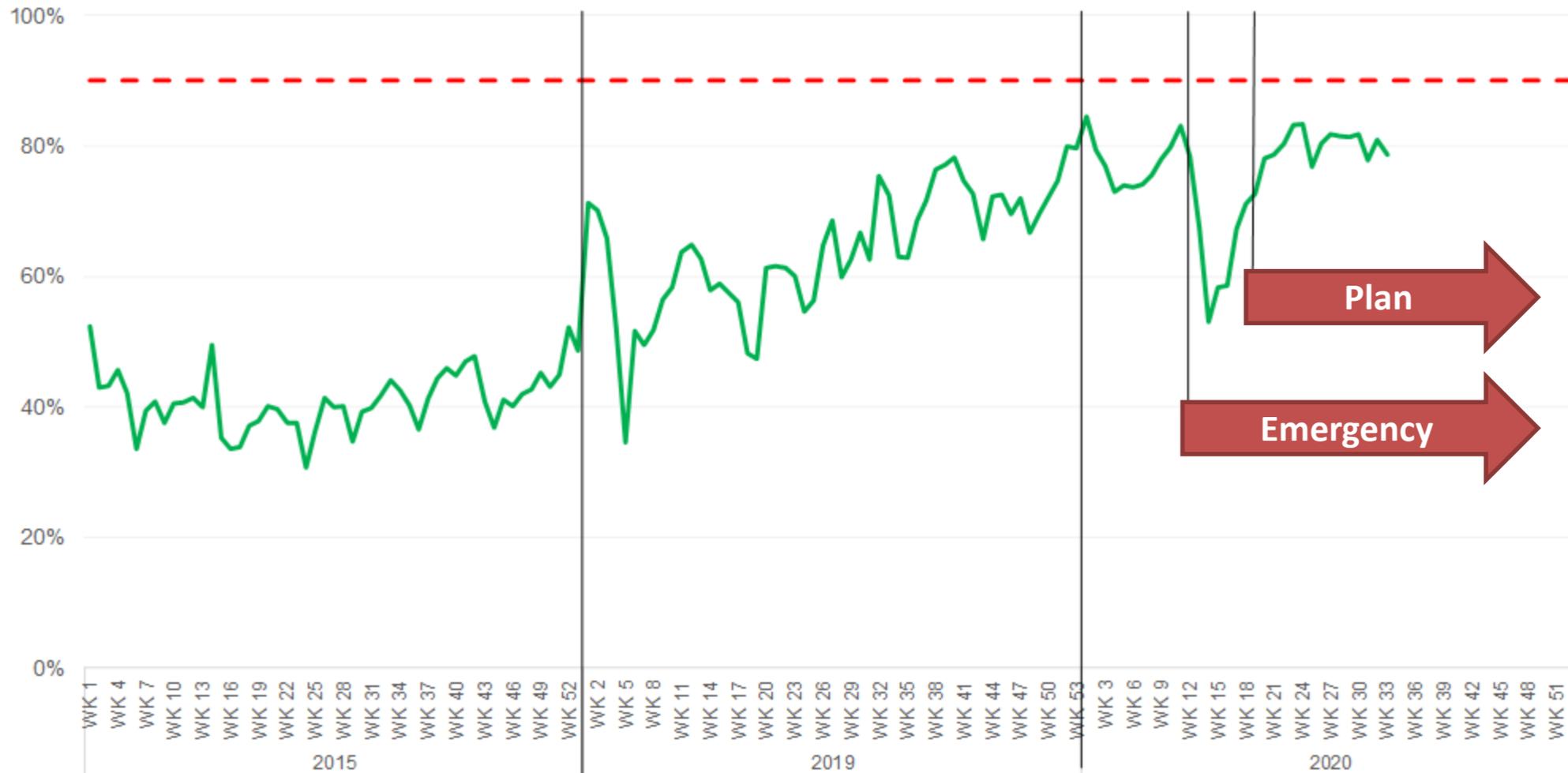


Bus on-time performance 2015 vs 2019 & 2020 YTD

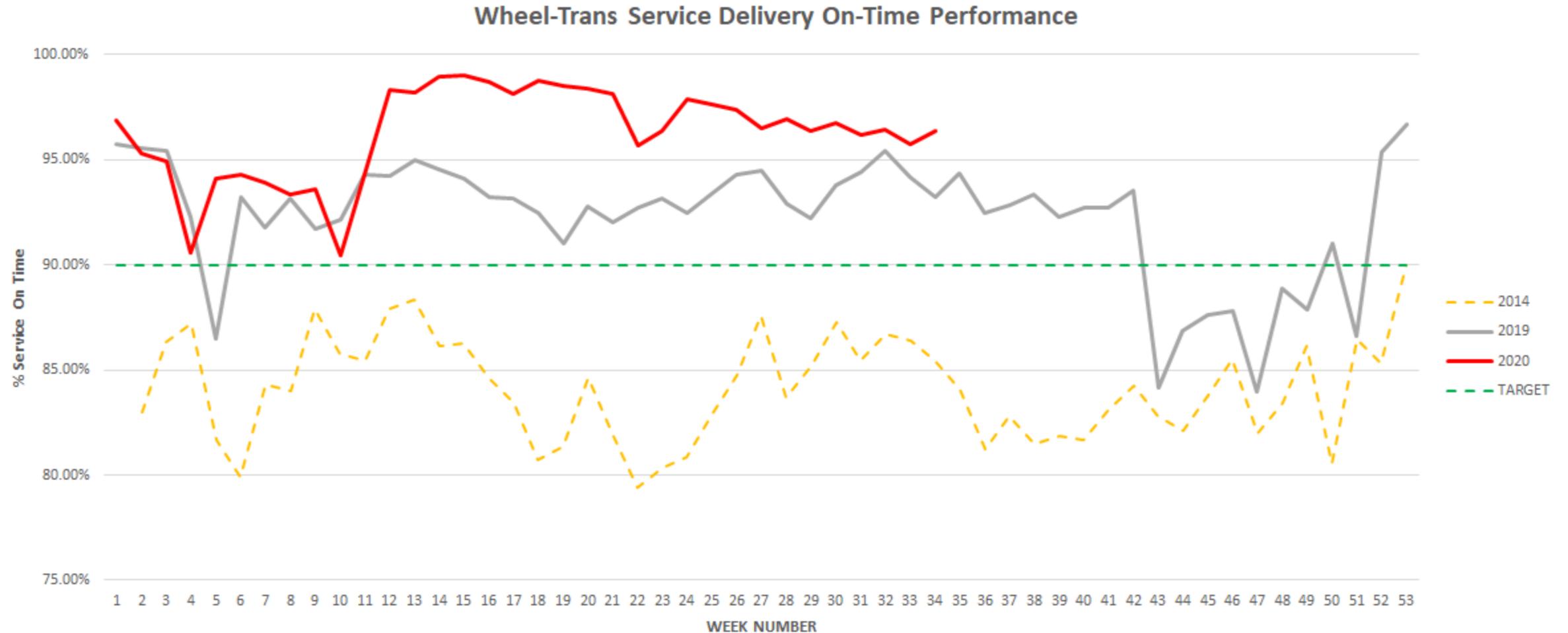


Streetcar on-time performance 2015 vs 2019 & 2020 YTD

Streetcar On-Time Departures from End Terminals



Wheel-Trans on-time performance 2014 vs 2019 & 2020 YTD



September service changes

“Back to School” Service Plan
Primary focus is on secondary schools

Post-Secondary Schools

- ~2% to 30% of students learning “in-class”, majority courses delivered on-line
- Monitor demand at schools served by the bus network (in the outer suburbs)

Secondary Schools (9-12)

- ~80% of students learning “in-class”
- Students split in two cohorts, attending on alternating days
- Morning bell time (8:30 to 8:45), afternoon bell time (11:00 to 12:30)
- Dispatch flexible buses

Elementary/Middle Schools (K-8)

- ~70% of students learning “in-class”
- All-day classes, regular bell times
- School Bus: TDSB (K-6), TCDSB (K-8)
- Monitor demand at schools and dispatch flexible buses, as required



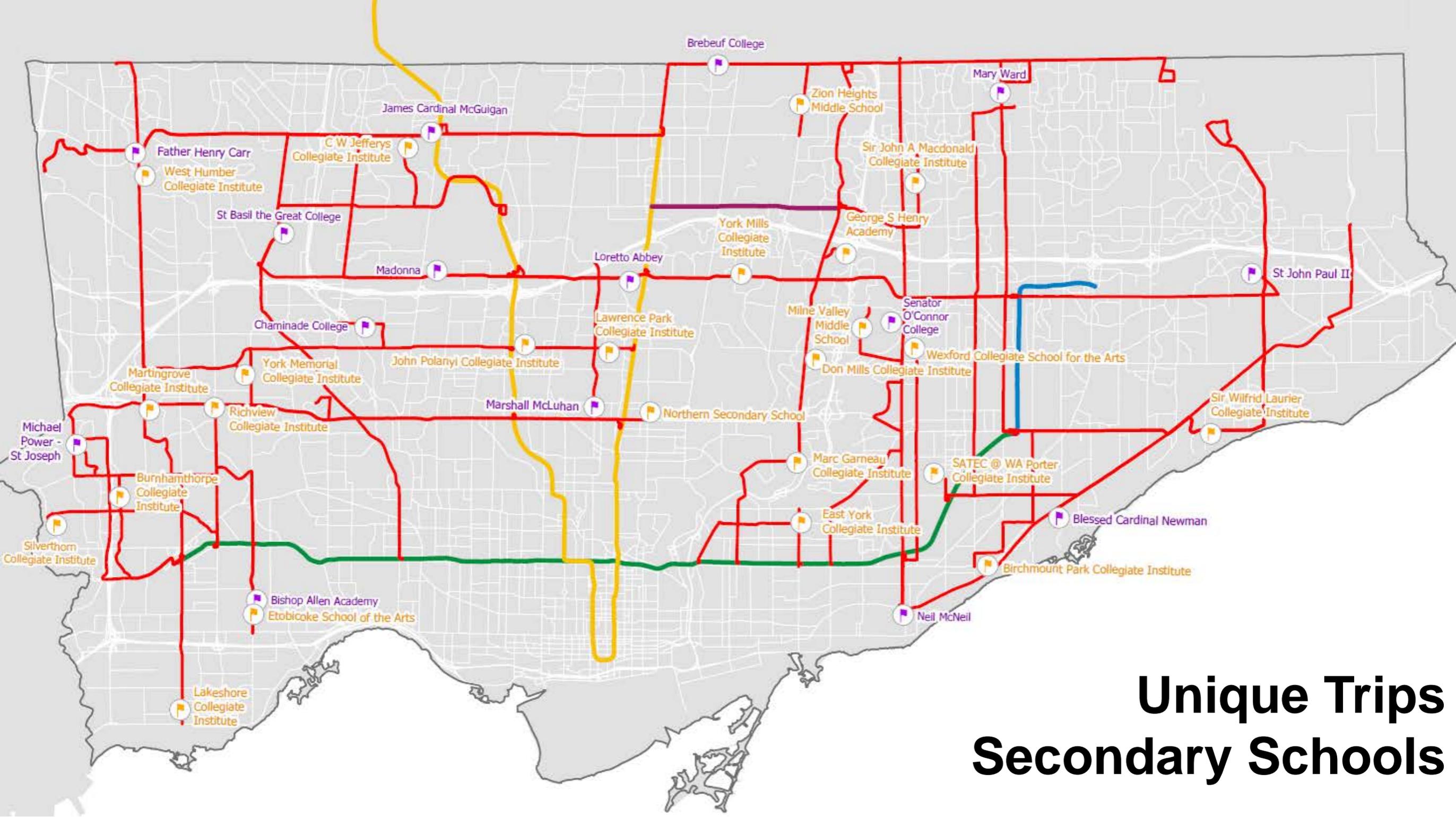
| Types of school trips

Three types of scheduled school trips:

- trips on an unique routing: start at school direct to a subway station
- partial trips on an existing routing: extra trip starting mid-route
- additional trips on an existing routing: extra trip on full route

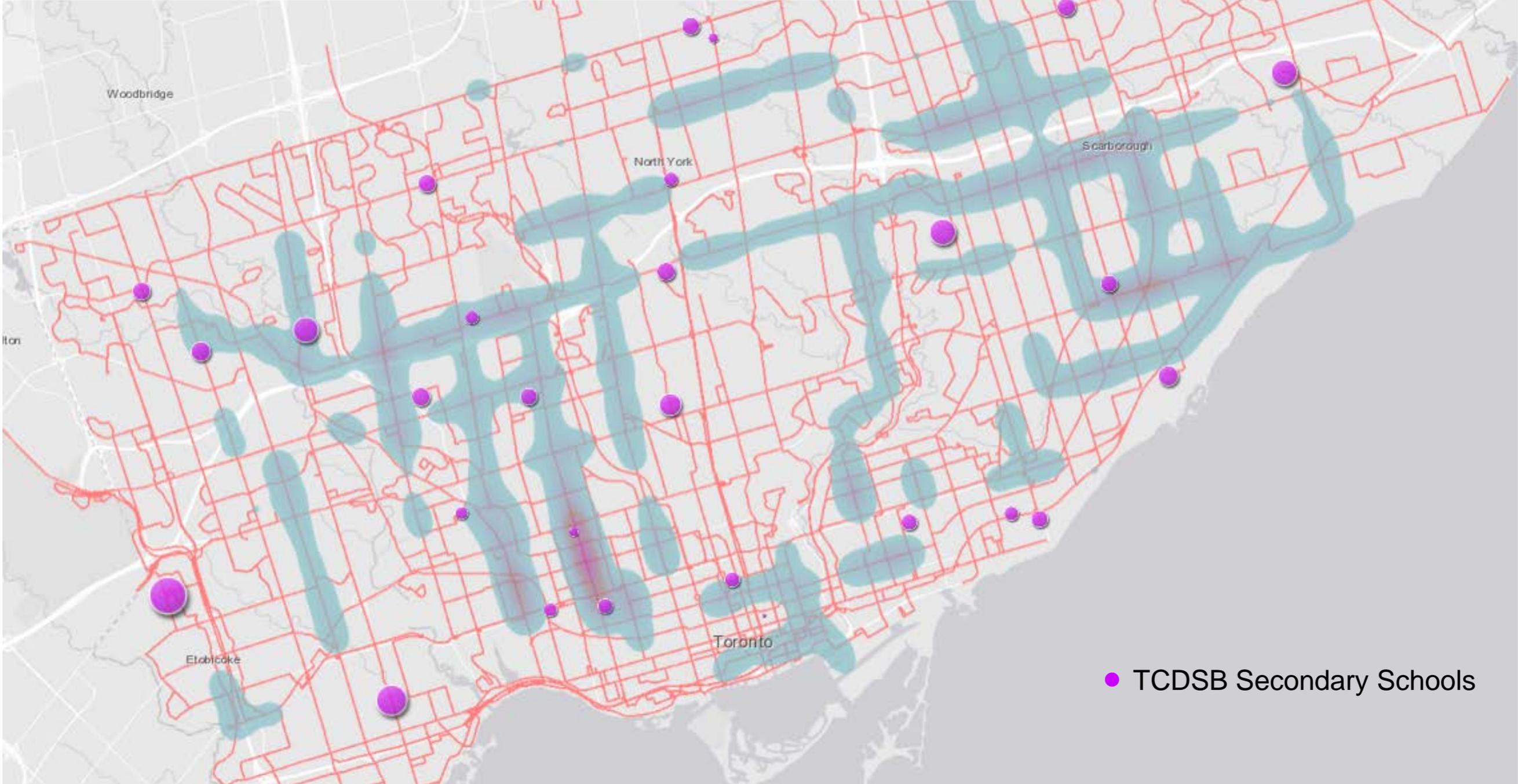
School Trip Type	Start of School Day	End of School Day	
Unique Trips	5	46	High Priority
Partial Trips	9	56	
Additional Trips	Based on Observed Data		
	Morning trips lower priority as there will be more available background capacity	11:00 a.m. to 12:30 p.m. dismissal greater challenge – overlaps with midday peak	





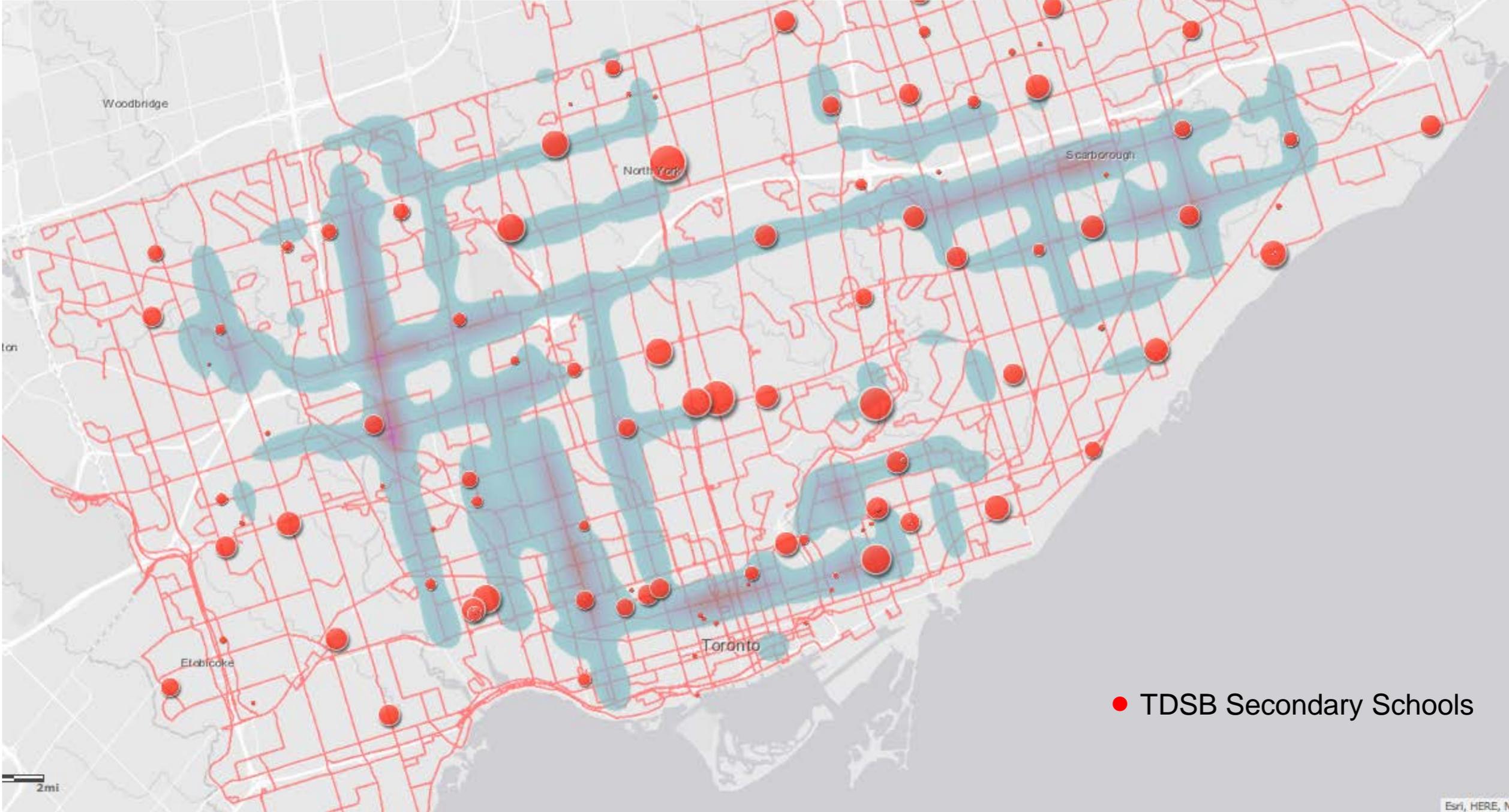
Unique Trips Secondary Schools

Heat map: more than 25 customers per bus
TCDSB: Between 11:00 a.m. and 11:30 a.m.



Heat map: more than 25 customers per bus

TDSB: Between 12:20 p.m. and 12:50 p.m.



October service changes

RapidTO

- 86 Scarborough
- 116 Morningside
- 905 Eglinton East Express
- 986 Scarborough Express

More frequent service

- 53 Steeles East
- 134 Progress

Less frequent service

- 38 Highland Creek
- 42 Cummer
- 51 Leslie
- 53 Steeles East
- 56 Leaside
- 121 Fort York-Esplanade
- 122 Graydon Hall
- 134 Progress
- 900 Airport Express
- 927 Highway 27 Express



2021 annual service plan



Feedback received through customer & stakeholder consultations strengthen the Plan

- Customer preference survey
- 2 customer online surveys (for RapidTO and ASP initiatives)
- 2 stakeholder consultations (September and October)

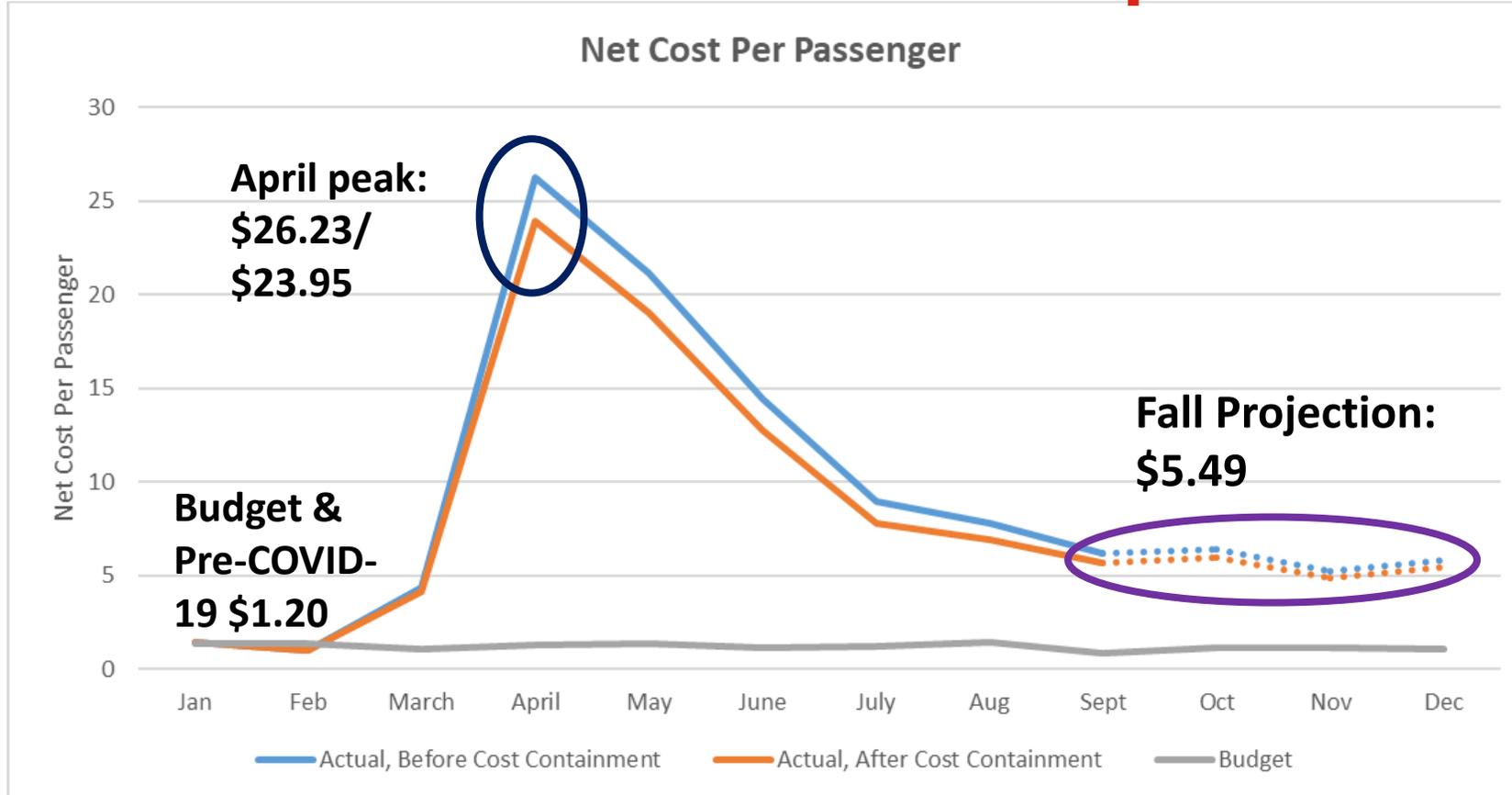
Apply an equity lens to service planning

Recruiting four youth leaders to engage with local communities, especially in equity-seeking areas to seek feedback





2020 TTC Conventional: Net Cost per Passenger



TTC Conventional: 2020 Net Cost/Passenger		
	Budget	Projection
Ridership	533.5	244.8
City Funding	642.6	1,267.8
Net Cost/Passenger	1.20	5.18

