



2023 Service Alignment Phase One

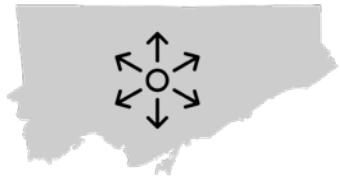
Aligning Service to Ridership

February 28, 2023



Core Service Principles

Safety, reliability, and equity remains central to how TTC plans and delivers transit service in Toronto.



Protect transit access across the city

Maintaining service coverage, including periods of service



Deliver a reliable service

Adjusting schedules to reflect return of pre-pandemic traffic conditions



Match capacity with demand

Aligning service to forecast ridership based on TTC service standards

Aligning Service Levels by Mode

Service	Bus	Streetcar	Subway	Total
November 2022				
Scheduled Service	97%	92%	90%	96%
Observed Demand	77%	65%	66%	69%
Year-End 2023				
Proposed Service	94%	87%	75%	91%
Estimated Ridership	80%	72%	73%	75%

Bus routes will be impacted less than streetcar and subway

Demand responsive service will be allocated to all modes to provide resiliency

Ability to reinvest and reallocate through balance of the year



Components of Service Alignment



Service levels will be aligned to ridership forecasts for year-end 2023:

- Provides room for growth from current demand
- Leaves flexibility for further service adjustments as trends become clear



Planning to regular peak period service standards will resume



Temporary adjustments to various service standards, including:

- More standees in off-peak periods
- 8-minute maximum wait on subway

Service alignment will protect:



On-Time Performance initiatives, including schedule adjustments



30-minute minimum service in all operating periods



Existing operating periods on all regular service routes



Planned network changes in 2023 including new LRT lines and Line 3 closure

Phase 1 Changes: March 26, 2023



Service adjusted on
37 daytime routes
2 overnight routes

327 periods of operation
affected

Phase 2 service adjustments
will impact fewer routes and will
include some service
investments



Subway service be adjusted
in most periods, operating
every eight minutes or better

- 1** **Line 1** changes in May
during all periods
- 2** **Line 2** weekday changes
in March, weekend
changes in June
- 4** **Line 4** changes in March
at all times

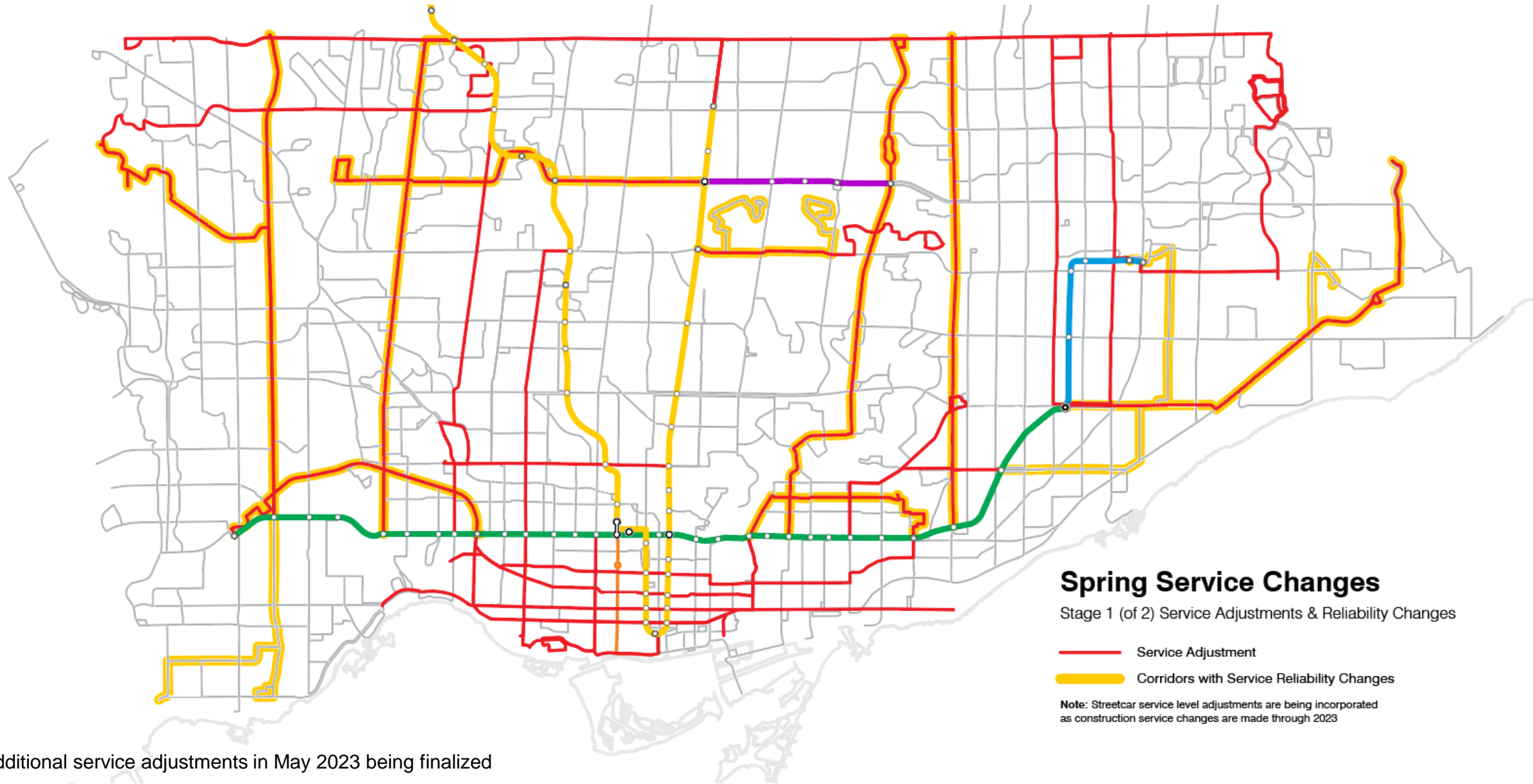


**Schedule changes to
improve on-time
performance** on 16 routes



Service changes to
accommodate construction
projects and disruptions

Service Adjustments (Phase 1 – March 2023)

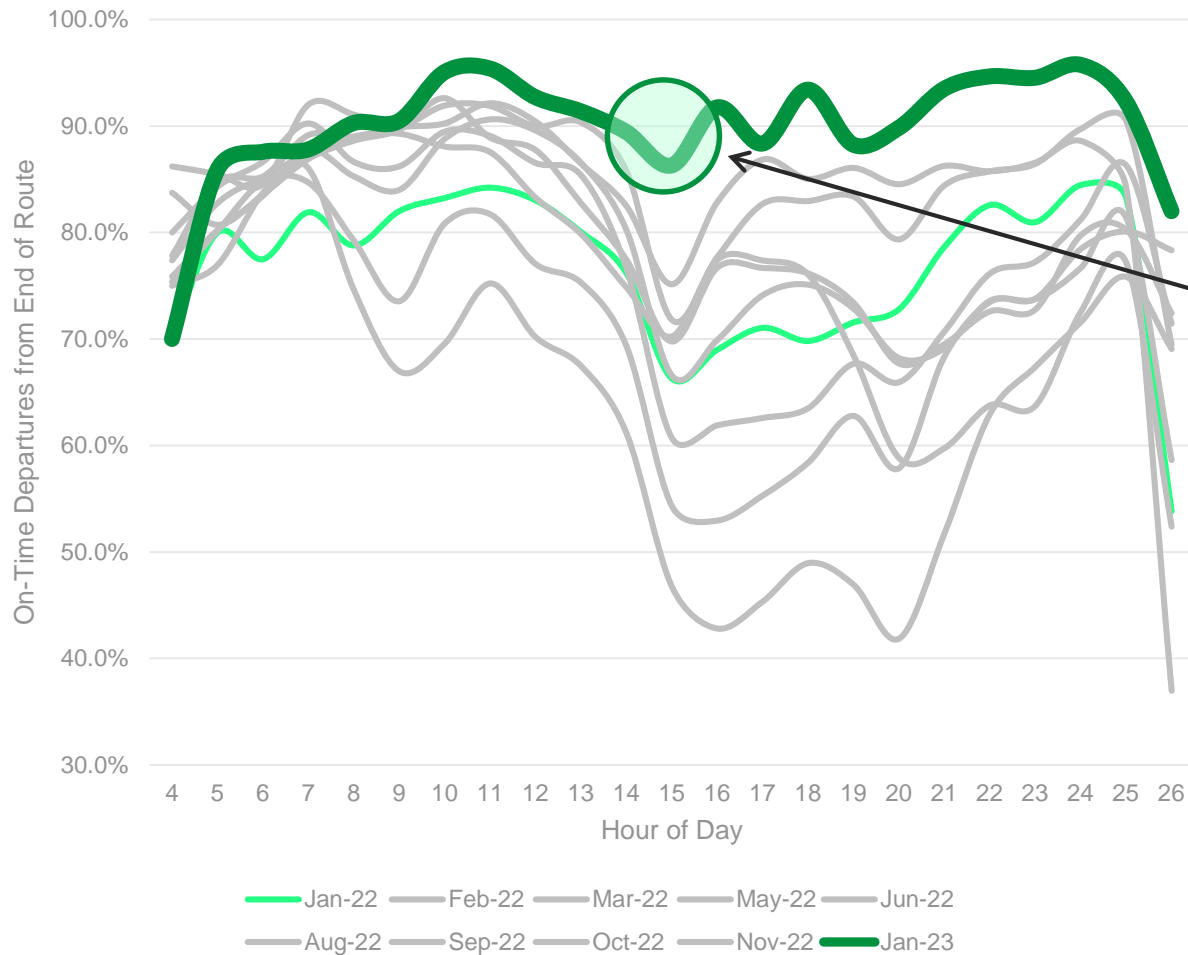


Additional service adjustments in May 2023 being finalized

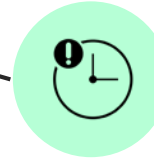


Progress in improving service reliability

On-Time Performance: Routes adjusted in January 2023



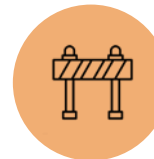
Refining approaches to analysis and scheduling to improve schedules for on-time performance



Focusing on improving performance during **early afternoon peak period**



Continuing efforts to improve **operator engagement and route management**



Exploring tactics to improve service reliability **during construction**

Investing in service improvements



Overnight service improvements

- Adjust schedules for on-time performance on all routes through 2023
- Improve frequency on Finch, Wilson, and Jane
- Provide better late evening/early morning service transition



New routes and service extensions

- Introduce service to Stanley Greene neighbourhood
- Extend Markham Rd Express to Steeles Avenue (May)
- Implement seasonal service improvements (May/June)



Off-peak service improvements

- Adjust schedules to improve weekend on-time performance
- Improve frequency on routes serving major shopping areas

Where do we go from here?



Continue to plan based on our core principles and service standards

- Keep equity central in planning process
- Protect service coverage across the city
- Improve service reliability and resiliency



Monitor and adjust for ridership and travel patterns

- Refine ridership forecasts as trends stabilize, recognizing continuing uncertainty
- Reallocate and reinvest through business-as-usual processes



Continue conversations about improving transit

- Complete and present the 2023 Annual Service Plan for the April TTC Board meeting
- Continue Five-Year Service Plan process

