



TTC Board Service Update

July-August / September Outlook

TTC Board Meeting | July 12, 2023





王桂林
駐診

生
燒

至尊名粥·燒腊

Gerrard St E
579

Hand symbol (red)
PARKING

COMPLETO

A&W

504/505 BROADVIEW STN

54

565

WONDER SPA

永興
蔬菜·水果
批發零售

BYTZ-003





503

Kingston Rd

Service now operates to 8 p.m. every day

501/504

Replaces extra bus service on Queen Street East

505

Continues on Kingston Road after 8 p.m.



NEXT WEEK:

506

Carlton

Streetcar service resumes on Gerrard St E to Coxwell Ave

506C

Carlton bus replacement will continue

Service Planning: Board Periods

TTC formally adjusts service ten times a year.

These are called “Board Periods” that are about six weeks long.

| Winter | | Spring | | Summer | | Fall | | Holidays |
|---|--------------------|--|----------------------------------|---------------------------|---------------------------|---------------------|--|----------------------------------|
| Service Adjustments | Budget Initiatives | End of Post-Secondary Early summer seasonal | End of school Summer Seasonal | Minor Service Adjustments | Return to School and Work | Service Adjustments | | Holiday service New Years Eve |
| Construction service changes occur throughout the year, with fewer service impacts when aligned with a board period | | | | | | | | |

Four main categories of service changes:



Route and Service Adjustments



On-Time Performance



Seasonal Service Adjustments



Construction and Disruptions

Unplanned or short-term changes, such as closures, diversions, emergencies, or special events fall outside this process and are considered “unscheduled” changes.

July-August 2023 Board Period Changes

(effective July 30, 2023)

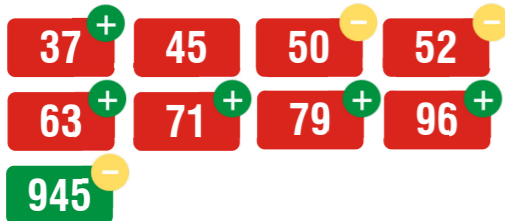


Route and Service Adjustments

- 1 Line 1 and Line 2 evening service restoration
- 2



9 bus routes with adjustments to service levels, fix connections, or improve schedules



- 31** construction routing change now permanent



On-Time Performance

- Schedule changes to improve on-time performance on 5 routes



Holiday Service

- Civic Holiday**
Monday, August 7



Construction and Disruptions

New changes to service for:

- Gerrard/Coxwell re-opening**

506 streetcar service restored to Coxwell Avenue

506C bus service maintained from Castle Frank Station to Victoria Park Station to maintain Line 2 connection to Gerrard/Broadview

22 bus service restored

- Queen Street Ontario Line adjustments**

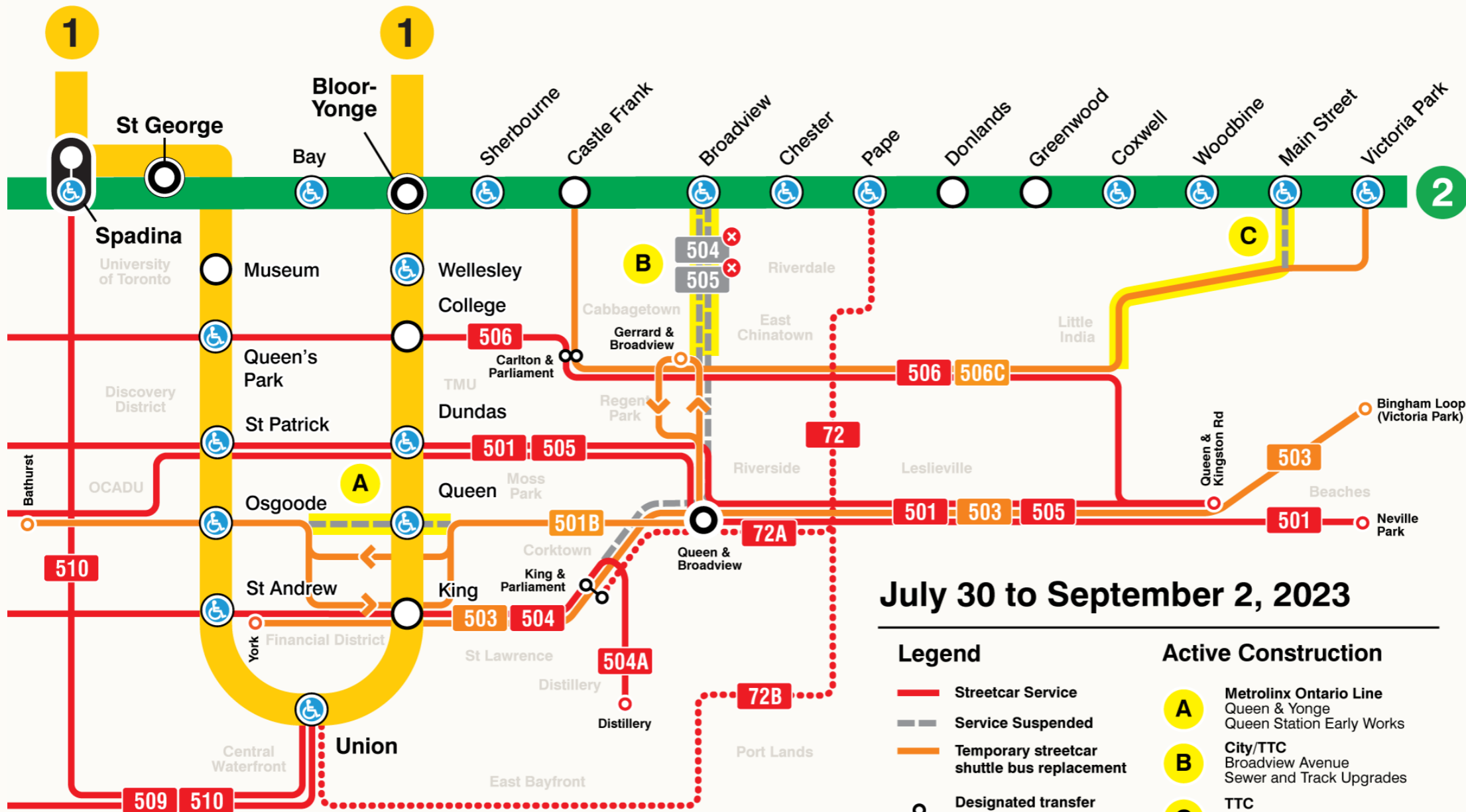
503 bus service restored, operating all day, every day

505 continues operating to Kingston Road and Queen

- Howard Park Avenue – Toronto Water construction**

506 service diverts to Dundas West Station





July 30 to September 2, 2023

| Legend | | Active Construction | |
|--------|---|---------------------|---|
| | Streetcar Service | | A Metrolinx Ontario Line Queen & Yonge Queen Station Early Works |
| | Service Suspended | | B City/TTC Broadview Avenue Sewer and Track Upgrades |
| | Temporary streetcar shuttle bus replacement | | C TTC Main Street Station Structural Rehabilitation |
| | Designated transfer locations | | |
| | Bus service with extensions and increased service | | |

Service plans subject to change and may be impacted by short-term disruptions.
Visit TTC.ca for latest updates.

v 2023-06-11



Preliminary September 2023 Board Period Changes

(effective September 3, 2023 – subject to confirmation)



Route and Service Adjustments



2 bus routes with increased service

41 + **939** +

501

Resumption of streetcar service to Humber Loop

507

New streetcar route from Long Branch to Humber

508

Rush hour service



On-Time Performance

- Schedule changes to improve on-time performance on 6 routes

10 **11** **53** **64**
70 **128** **167** **169**
953



Seasonal Service Adjustments

- Restoration of service to high schools, colleges and universities
- Continuation of some seasonal services



Construction and Disruptions

Construction starting at:

- Ontario Line Queen / De Grassi Overpass Replacement**

501 Queen East bus replacement

503 Service increase

505 Rerouting via Gerrard St E

- St Clair West Station**

512 Full bus replacement

33 **126** Interline on-street

90 Extension to Bathurst Station

- Dufferin Gate Loop**

29 **929** bus service rerouted

504B extended to Roncesvalles

Construction ending:

- Main Street Station**

506 service resumes



buses resume service into station

- King-Queen-Queensway-Roncesvalles**



Holiday Service

- Labour Day**
Monday, September 4



Recent successful communication tactics

Corporate Communications

- News releases
- Reminders in weekly closure and diversions releases
- Proactive media outreach
- Social postings (@TTCNewsroom)
- Technical media briefings as required
- Internal communications to employees
- PAs in Stations



Laurence Lui on CBC in June speaking about upcoming east-end service changes in June

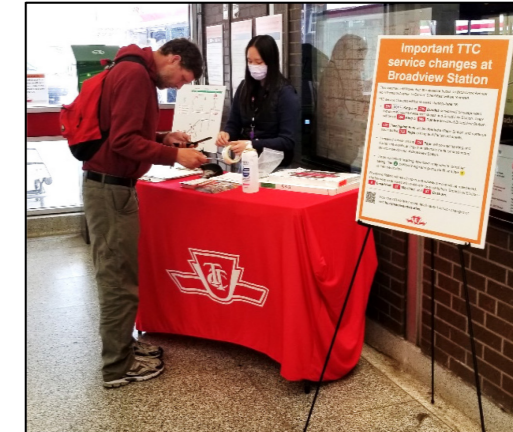


Tweet on @TTCNewsroom on upcoming resumption of streetcar service

Recent successful communication tactics

Stakeholder Communications

- Board communication
- Councillor communication
- Stakeholder updates (direct outreach, station pop-ups, email blasts and e-newsletter)
- Postcards with QR code that lead to website (option to translate site into multiple languages)
- Postcards in other languages for customers who can't use QR codes
- Explainer videos with Customer Comms for major projects/service changes



Pop-ups at Coxwell and Broadview stations in June

Broadview 站的重要 TTC 服務變動

由 2023 年 6 月 18 日至 11 月

Broadview 大道介乎 Danforth 大道和 Gerrard 東街將從 2023 年 6 月中旬至 11 月進行施工，該段巴士和街車服務將暫停，於 6 月 18 日生效。TTC 正沿 Broadview 大道和 Broadview 站升級街車軌道和架空電源。

這項工程將以下方影響服務：

- Broadview 站的地鐵服務維持開放。
- 504 304 King 及 505 Dundas 巴士和街車服務不會到達 Broadview 站。
- Parliament 街和 Broadview 站之間的 504 304 King 和 505 Dundas 服務將停運。
- 304 King 巴士線將延長至 Pape 站，沿用與 72A Pape 巴士相同路線。
- 72A Pape 巴士線將由 Pape 站延長服務至 King 和 Parliament 街。此路線往來於 King 與 Parliament 街和 Pape 站的服務將加密班次。乘客必須轉乘西行 504 King 街車從 King 街夾 Parliament 街前往市中心。
- 乘客也可以乘搭 2 號線到 Bloor-Yonge 站並向南乘搭 1 號線至他們的目的地。
- 100 Flemingdon Park 會改道進入 Pape 站並繼續南行至 72A Pape 至 King 和 Parliament 街。

有關詳細服務資料，請致電 416-393-4636 或瀏覽 ttc.ca

Translated flyer hand delivered across Gerrard Street East



Recent successful communication tactics

Customer Communications

- Customer Service Twitter updates
- @TTCHelps (Customer Service) engages with customers on social media
- Platform screen updates
- Website updates in addition to CSDN
- Closure notification signs in affected stations – significant signage including A frames
- Electronic messaging boards
- Large format wall vinyl
- Paid media where required



Tweet from @TTCHelps on suspension of the 22 Coxwell



Signage at Broadview Station

