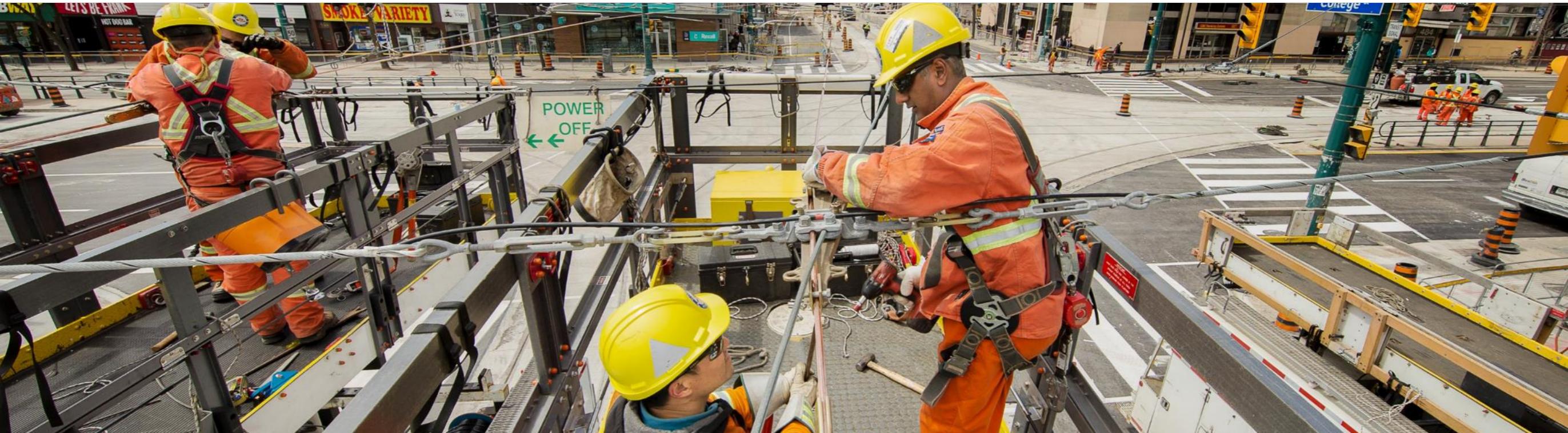




# East End Construction Service Update

Listening, monitoring, and adjusting



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**The 2023 construction season includes critical infrastructure renewal and upgrade works, alongside transit expansion.**

TTC, City, and Metrolinx are working together to coordinate and expedite projects.

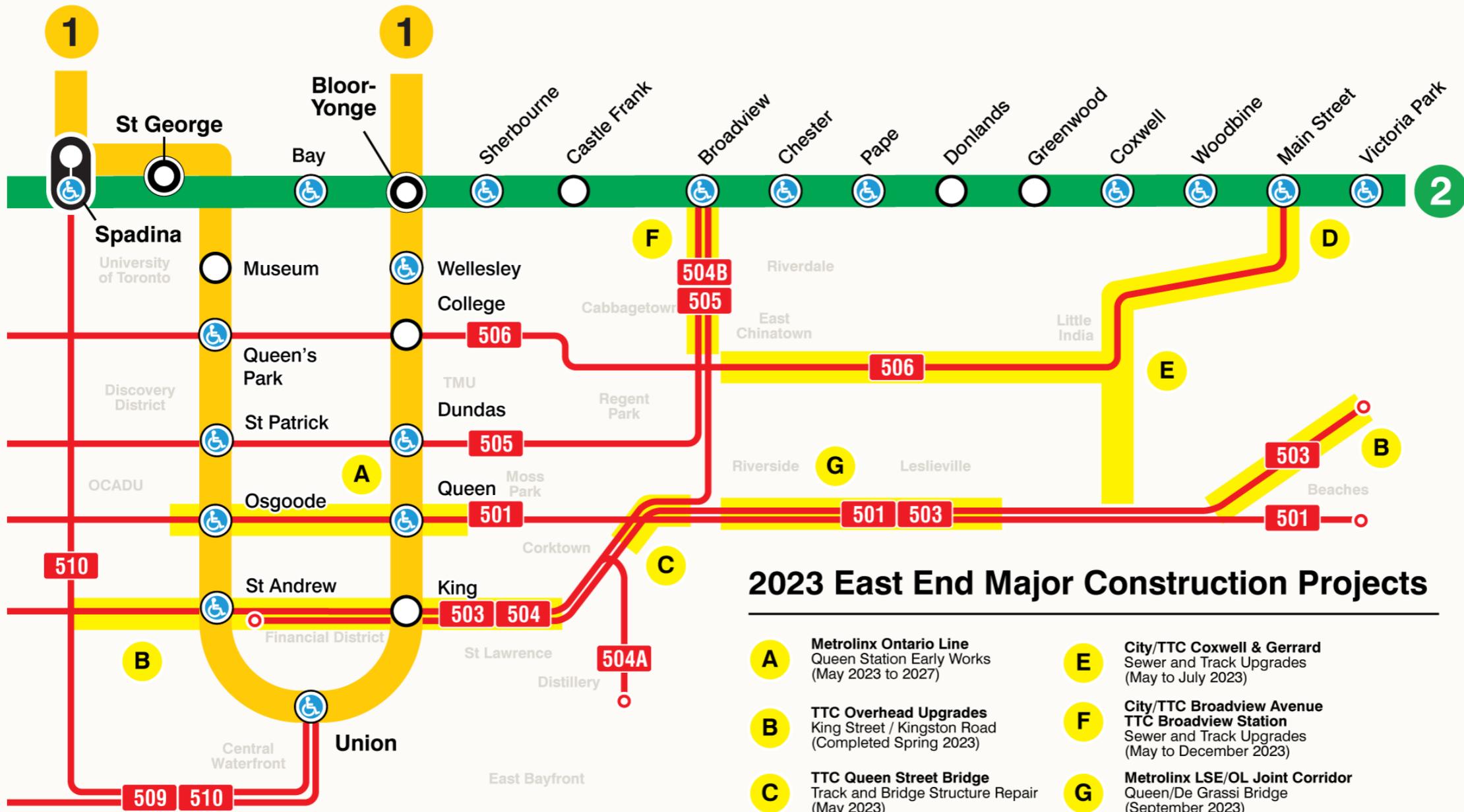
**But we know we can do better.**





## Action Plan for Improvement

1. Adjusting our service plans
2. Communicating sooner and more effectively
3. Improving operating conditions
4. Delivering a reliable service



Regular streetcar network as of May 2023

## 2023 East End Major Construction Projects

- A** **Metrolinx Ontario Line**  
Queen Station Early Works  
(May 2023 to 2027)
  - B** **TTC Overhead Upgrades**  
King Street / Kingston Road  
(Completed Spring 2023)
  - C** **TTC Queen Street Bridge**  
Track and Bridge Structure Repair  
(May 2023)
  - D** **TTC Main Street Station**  
Structural Rehabilitation  
(May to September 2023)
  - E** **City/TTC Coxwell & Gerrard**  
Sewer and Track Upgrades  
(May to July 2023)
  - F** **City/TTC Broadview Avenue**  
**TTC Broadview Station**  
Sewer and Track Upgrades  
(May to December 2023)
  - G** **Metrolinx LSE/OL Joint Corridor**  
Queen/De Grassi Bridge  
(September 2023)
- Other smaller construction projects are taking place throughout spring and summer 2023 to leverage streetcar service removals.

v 2023-06-11



# Planning Construction Service

**Survey of TTC customers through 2024 Annual Service Plan:**

**60%**

Prefer more frequent service on a parallel corridor even if it means a longer walk to a stop, especially if it means consistent routing

**75% +**

diverting to another subway station is acceptable

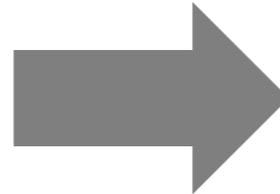
## 2023 Construction Plan Objectives

1. Create and maintain consistency between construction phases
2. Maximize connections to subway where possible to avoid unnecessary transfers
3. Balance buses used for construction against other system priorities

# Action Plan for Improvement

## Adjusting our service plans

- Responding to customer feedback
- Learning from operational experience
- Prioritizing consistency in service plans

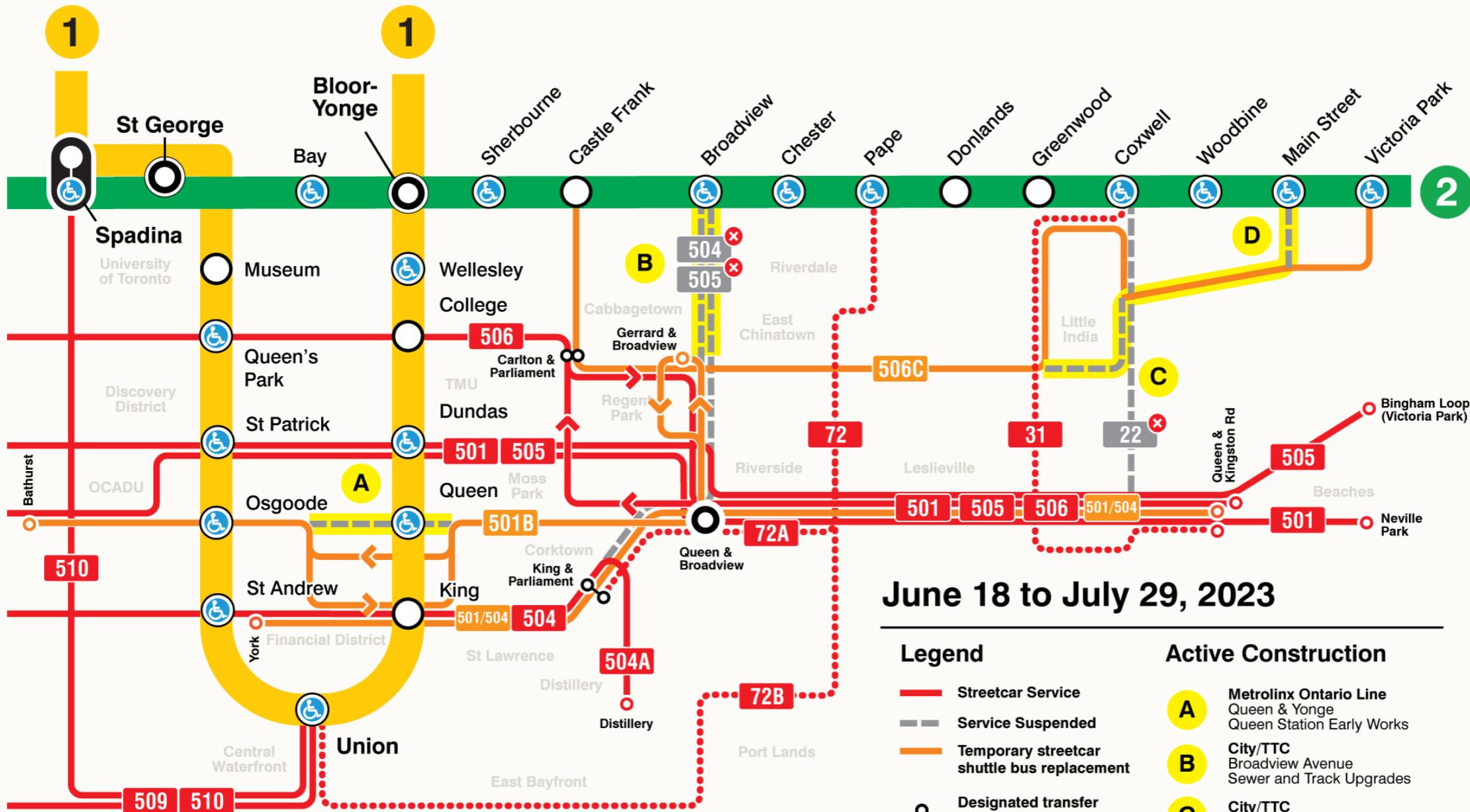


**Changes to various routes in East End**

Starting June 18

**Customer Survey for Fall Service**  
Later this Month

**Resumption of 503 Kingston Rd**  
End of July



## June 18 to July 29, 2023

### Legend

- Streetcar Service
- Service Suspended
- Temporary streetcar shuttle bus replacement
- o Designated transfer locations
- ⋯ Bus service with extensions and increased service

### Active Construction

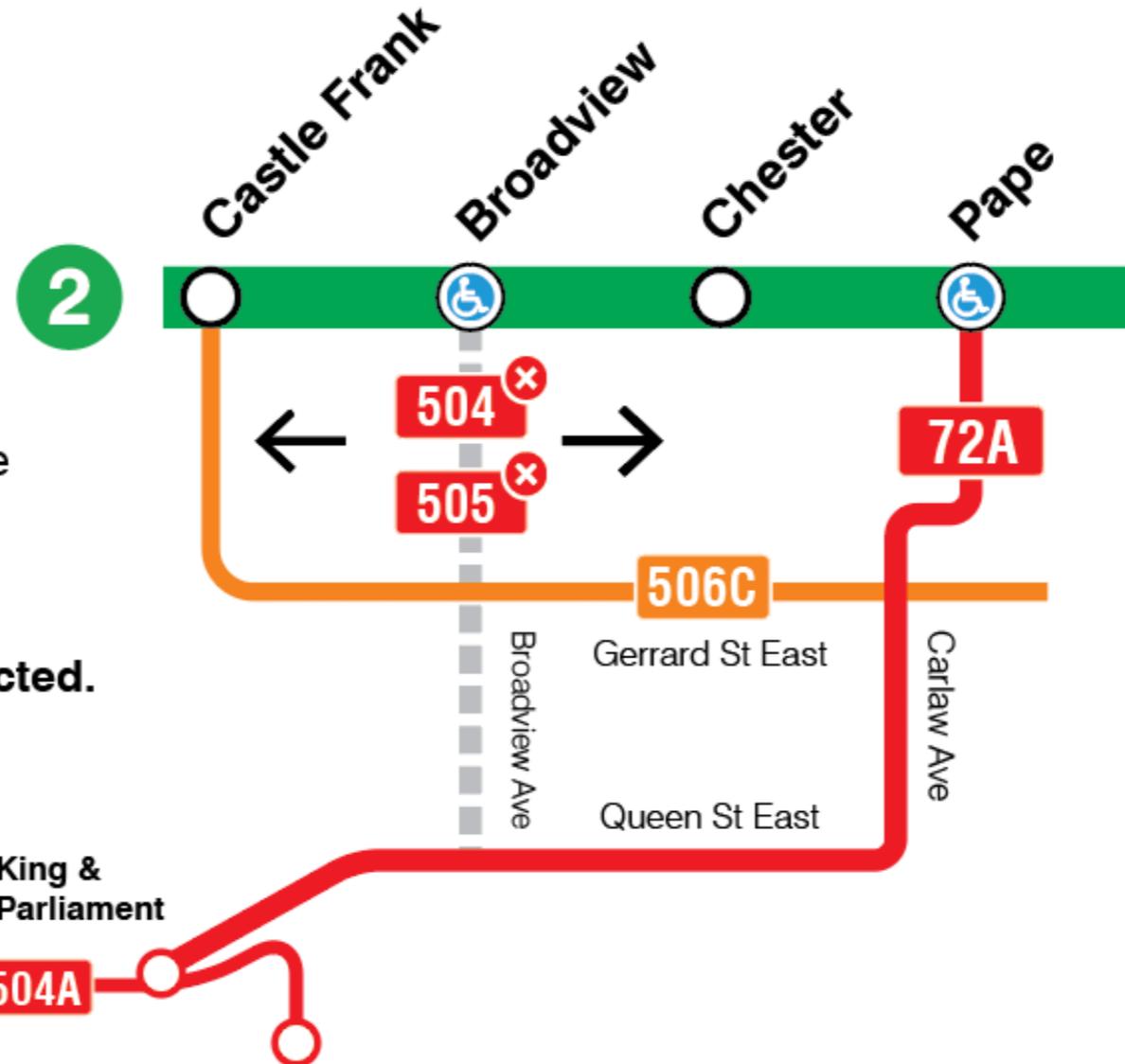
- A **Metrolinx Ontario Line**  
Queen & Yonge  
Queen Station Early Works
- B **City/TTC**  
Broadview Avenue  
Sewer and Track Upgrades
- C **City/TTC**  
Coxwell & Gerrard  
Sewer and Track Upgrades
- D **TTC**  
Main Street Station  
Structural Rehabilitation

v 2023-06-11

Service plans subject to change and may be impacted by short-term disruptions. Visit [TTC.ca](http://TTC.ca) for latest updates.



# June Service Key Messages



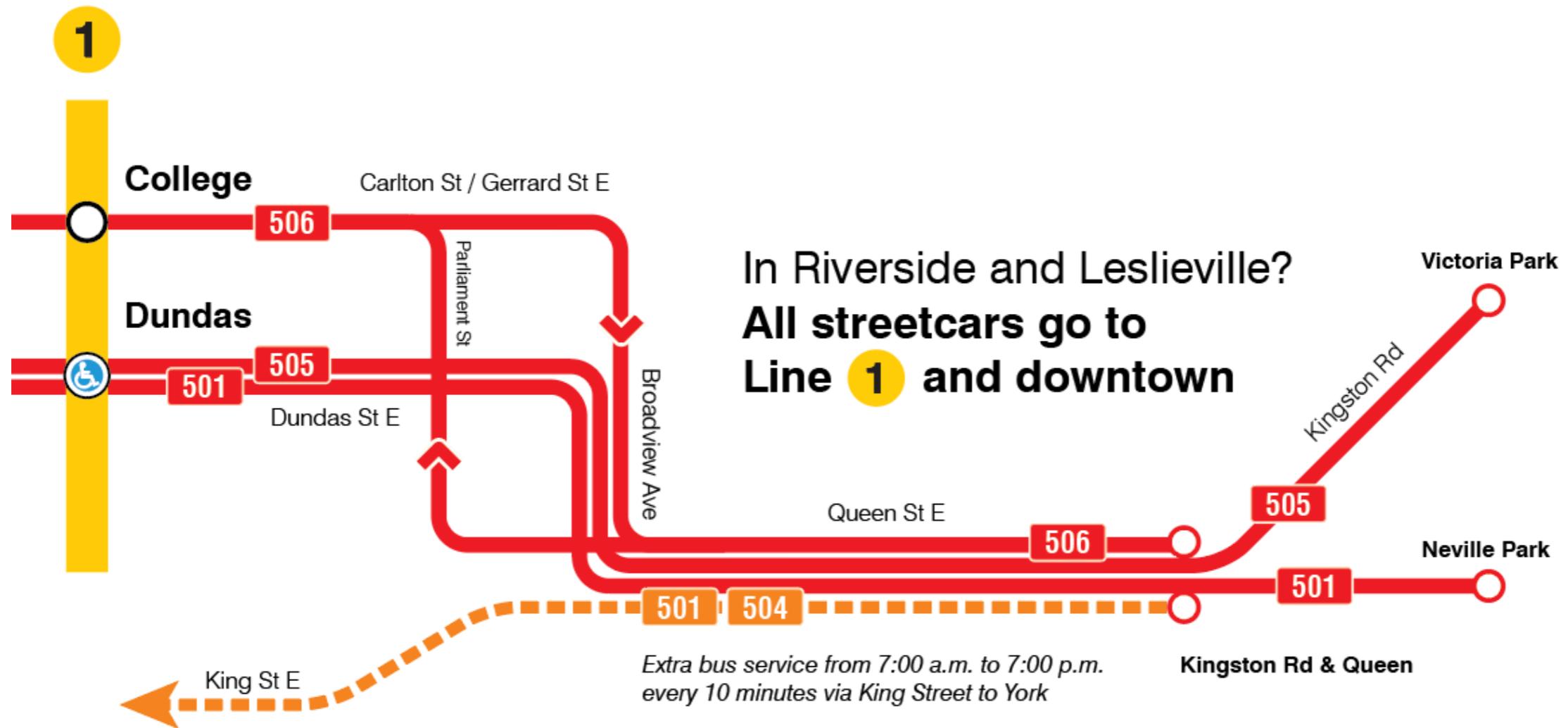
Broadview Avenue will be too narrow for our buses to operate safely during construction.

We've increased service on **72A** Pape to keep you connected. **506C** buses will also serve Broadview & Gerrard.

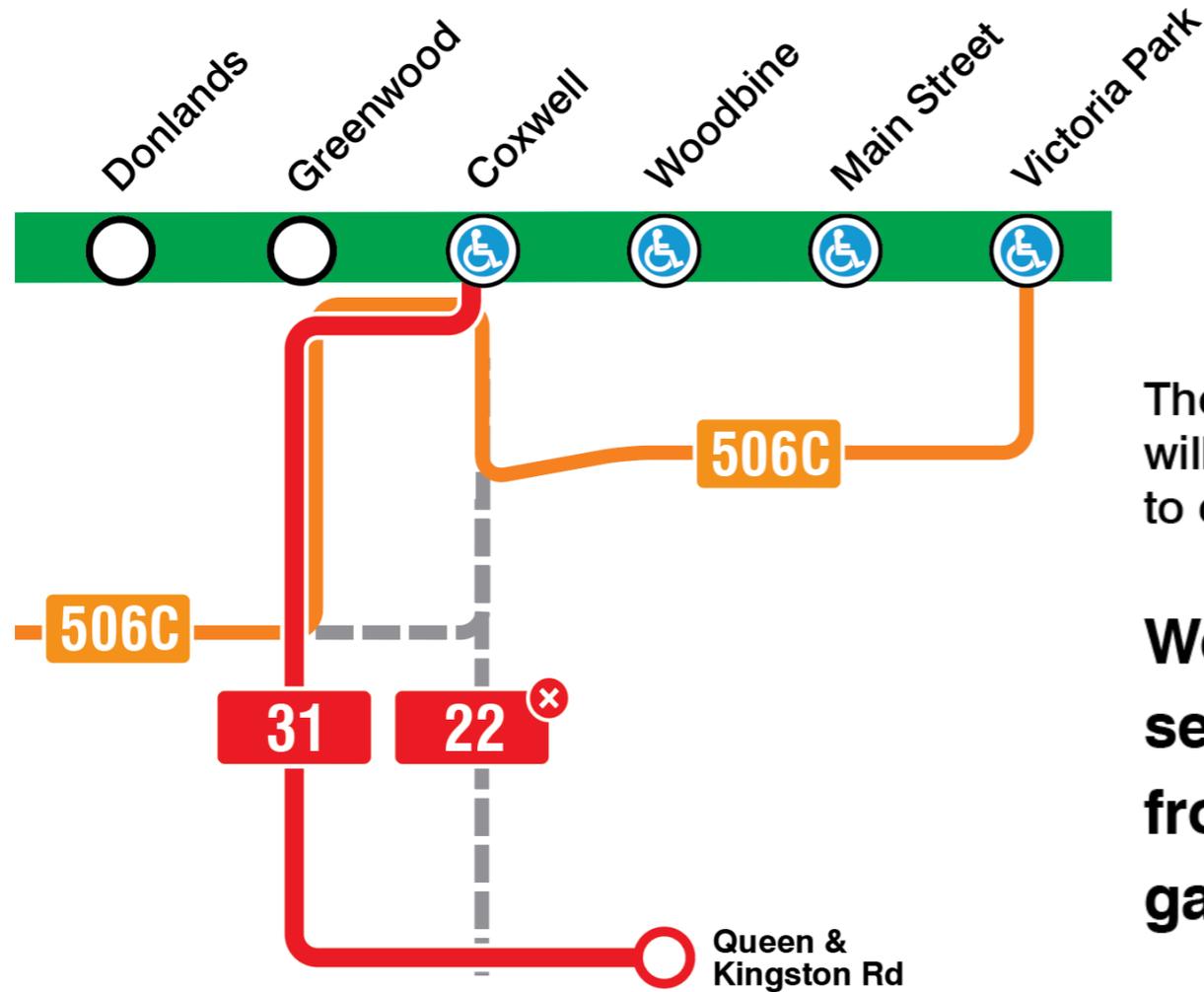
Service will resume on Broadview as soon as safe operation is possible



# June Service Key Messages



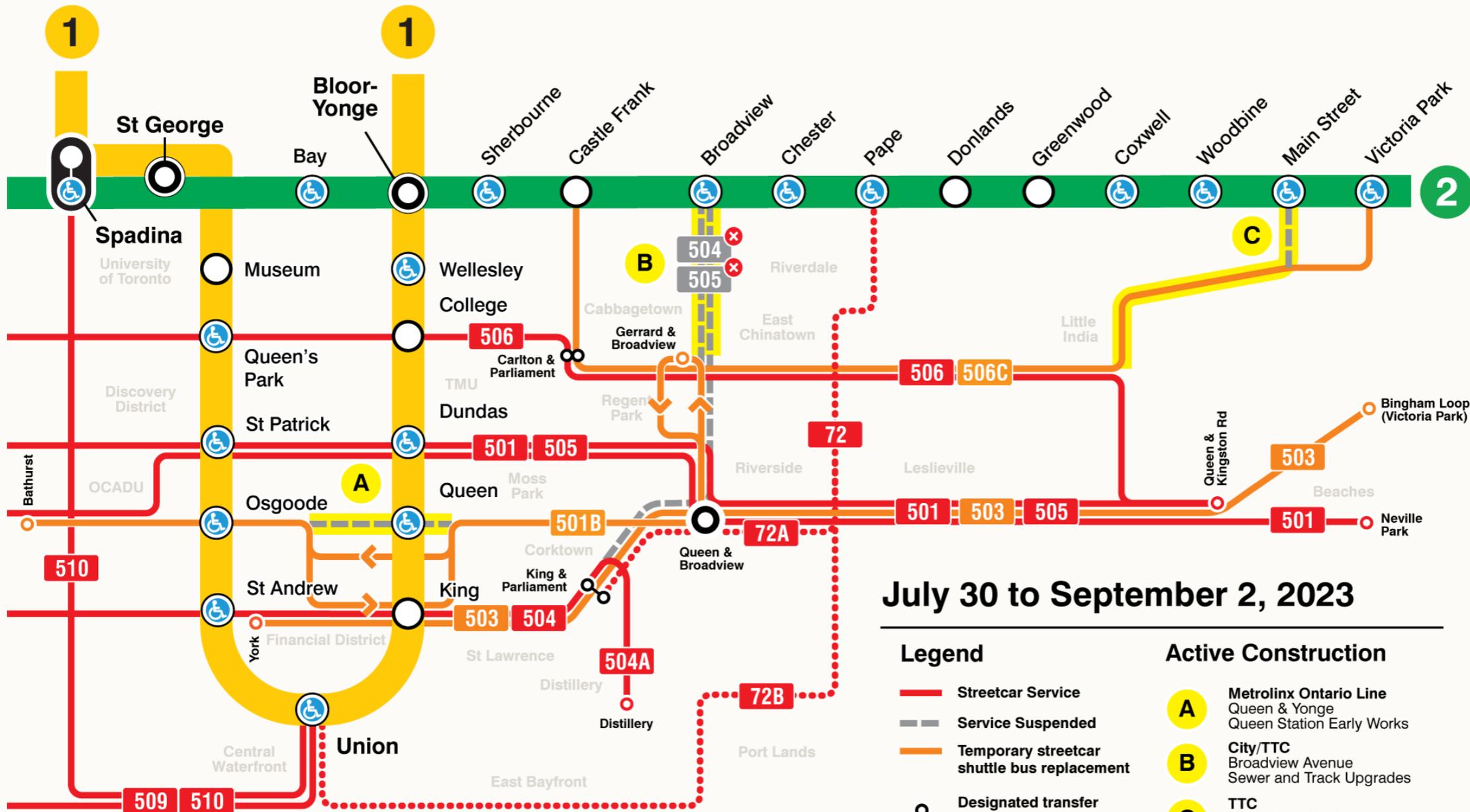
# June Service Key Messages



The intersection of Coxwell and Gerrard will be closed to vehicular traffic for a few weeks to complete critical state-of-good repair work.

We've extended and increased service on **31** Greenwood from Coxwell Station to fill in the gap.





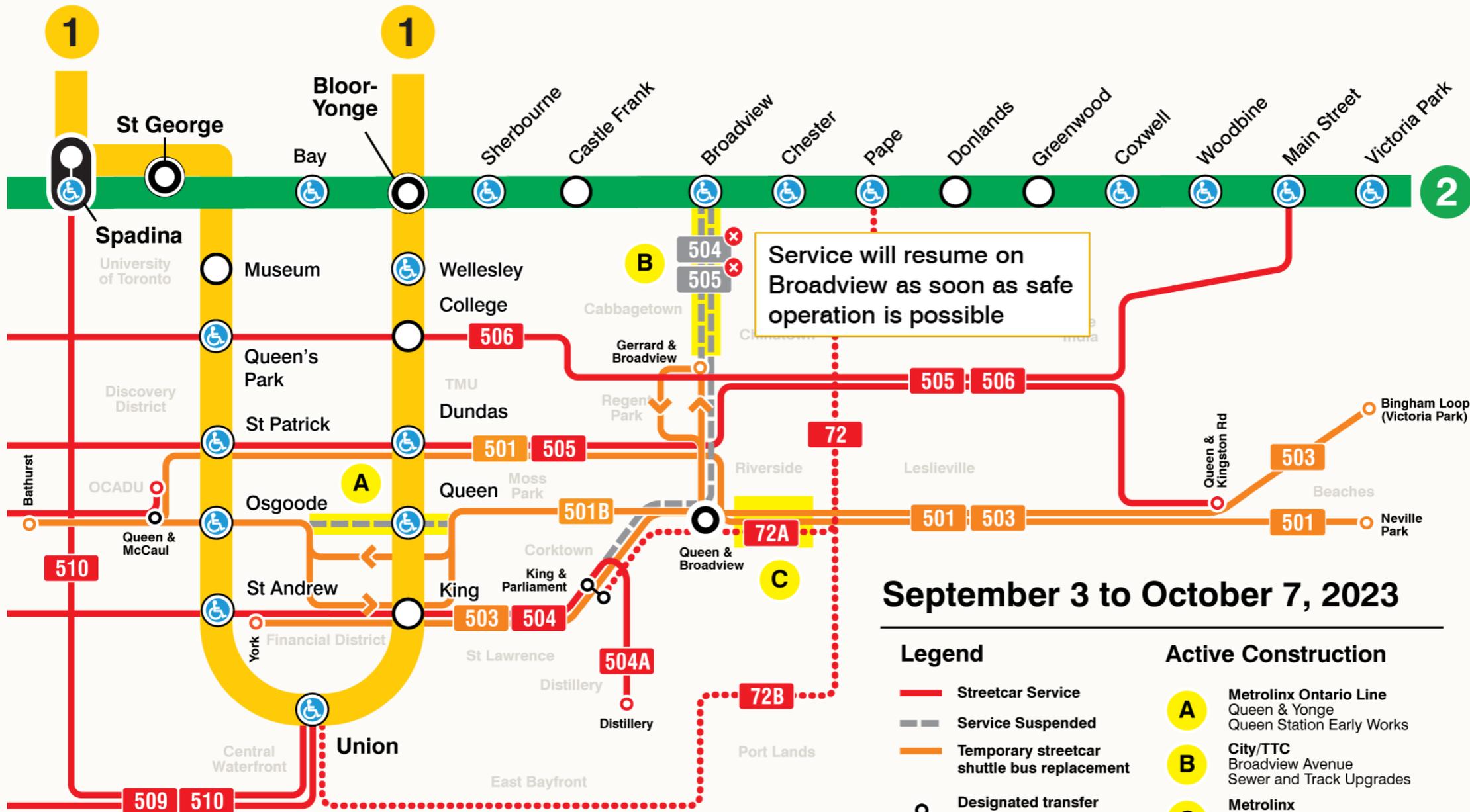
## July 30 to September 2, 2023

- | Legend   |   | Active Construction  |   |
|--|---|--|---|
| <span style="color: red;">—</span>   | Streetcar Service                                       | <span style="background-color: yellow; border-radius: 50%; padding: 2px;">A</span> | <b>Metrolinx Ontario Line</b><br>Queen & Yonge<br>Queen Station Early Works |
| <span style="color: grey;">—</span>  | Service Suspended                                       | <span style="background-color: yellow; border-radius: 50%; padding: 2px;">B</span> | <b>City/TTC</b><br>Broadview Avenue<br>Sewer and Track Upgrades             |
| <span style="color: orange;">—</span>  | Temporary streetcar<br>shuttle bus replacement          | <span style="background-color: yellow; border-radius: 50%; padding: 2px;">C</span> | <b>TTC</b><br>Main Street Station<br>Structural Rehabilitation              |
| <span style="border: 1px solid black; border-radius: 50%; width: 10px; height: 10px; display: inline-block;"></span> | Designated transfer<br>locations                        |  |   |
| <span style="color: red;">⋯</span>   | Bus service with<br>extensions and<br>increased service |  |   |

Service plans subject to change and may be impacted by short-term disruptions. Visit [TTC.ca](http://TTC.ca) for latest updates.

v 2023-06-11





Service will resume on Broadview as soon as safe operation is possible

## September 3 to October 7, 2023

### Legend

- Streetcar Service
- Service Suspended
- Temporary streetcar shuttle bus replacement
- Designated transfer locations
- ⋯ Bus service with extensions and increased service

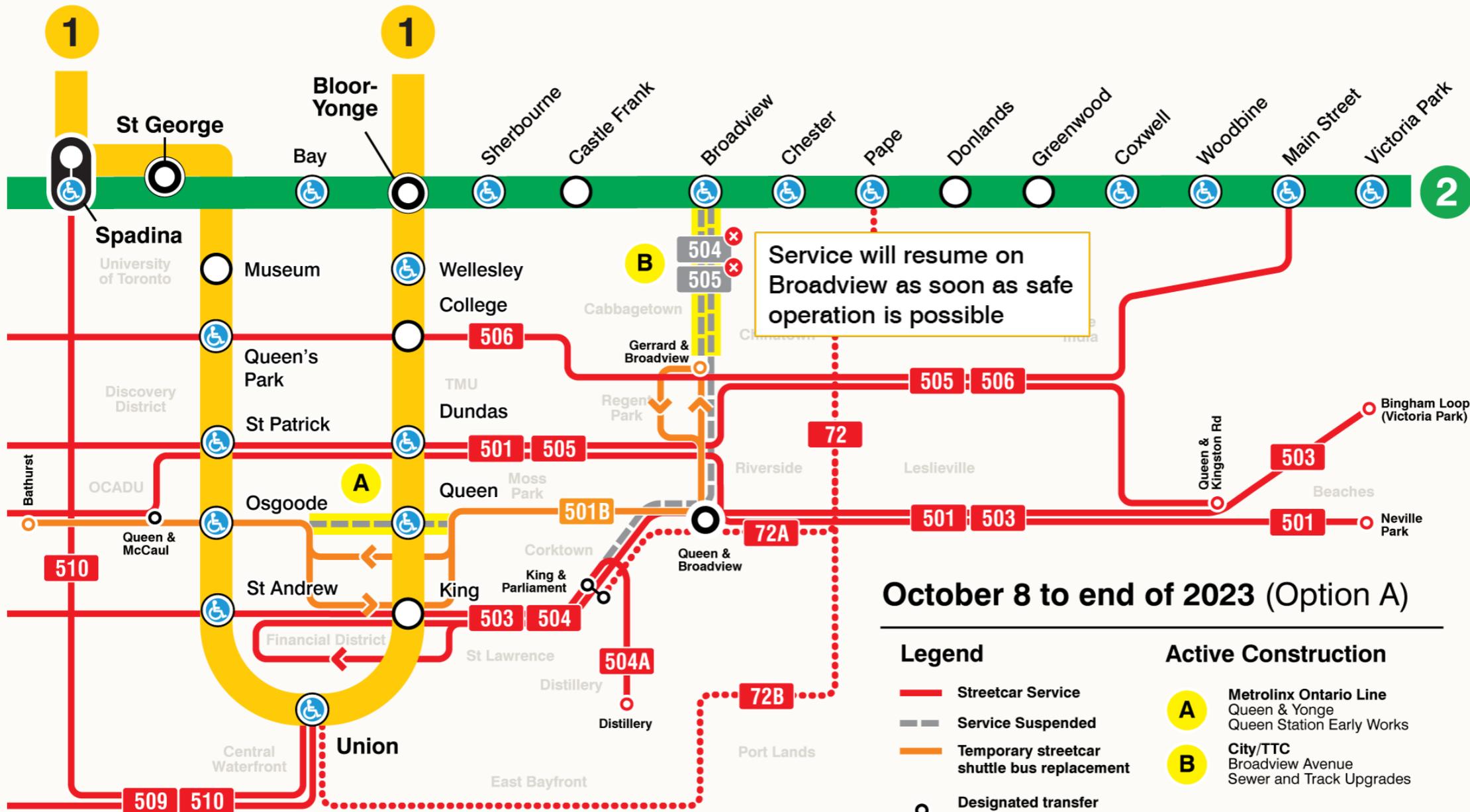
### Active Construction

- A** Metrolinx Ontario Line Queen & Yonge Queen Station Early Works
- B** City/TTC Broadview Avenue Sewer and Track Upgrades
- C** Metrolinx Lakeshore East Joint Corridor Queen/De Grassi Bridge Work

Service plans subject to change and may be impacted by short-term disruptions. Visit [TTC.ca](http://TTC.ca) for latest updates.

v 2023-06-11





Service will resume on Broadview as soon as safe operation is possible

### October 8 to end of 2023 (Option A)

#### Legend

- Streetcar Service
- Service Suspended
- Temporary streetcar shuttle bus replacement
- Designated transfer locations
- ⋯ Bus service with extensions and increased service

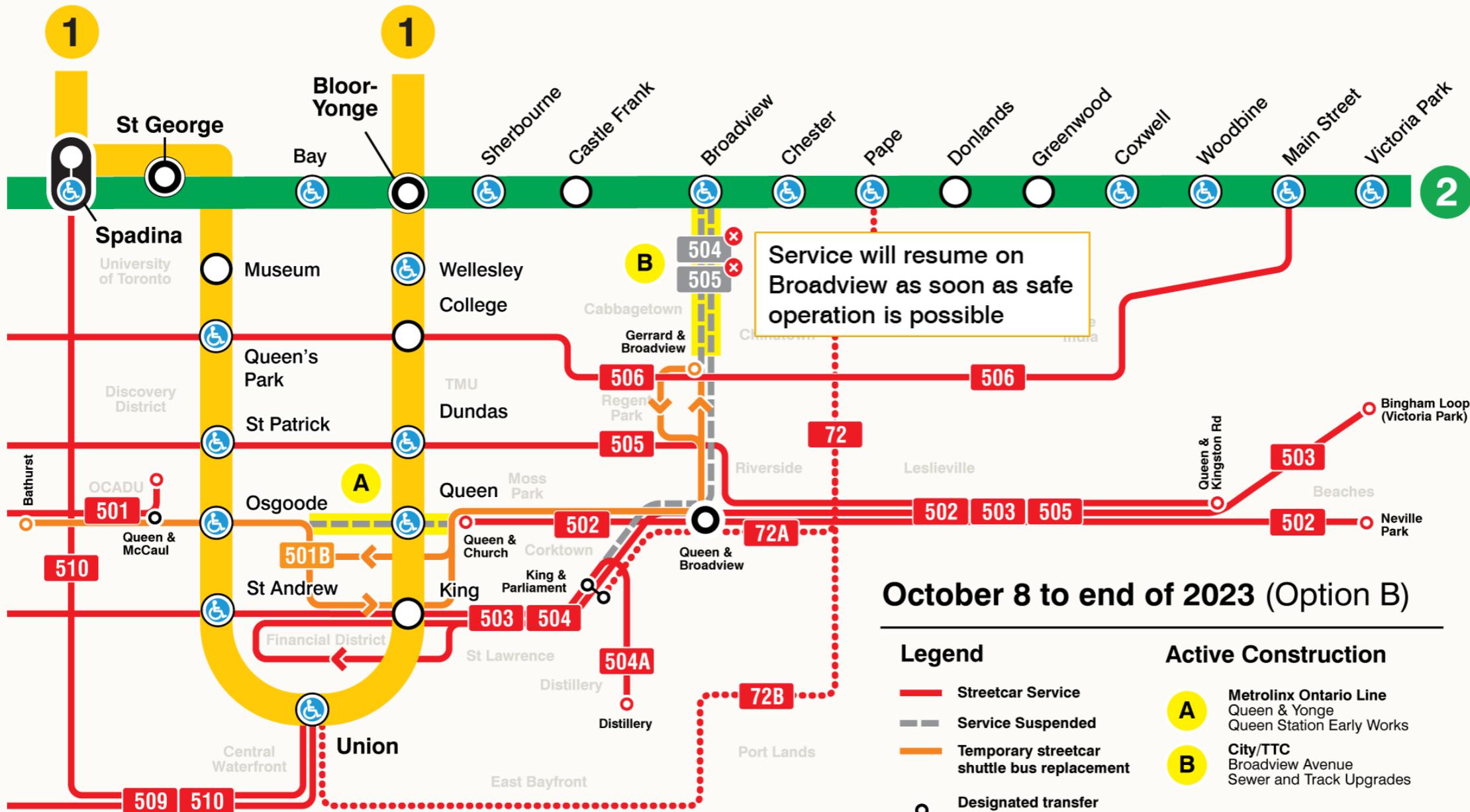
#### Active Construction

- A** Metrolinx Ontario Line  
Queen & Yonge  
Queen Station Early Works
- B** City/TTC  
Broadview Avenue  
Sewer and Track Upgrades

This is a potential service option being presented for feedback. Service plans subject to change and may be impacted by short-term disruptions. Visit [TTC.ca](http://TTC.ca) for latest updates.

v 2023-06-08





### October 8 to end of 2023 (Option B)

- | Legend                                |   | Active Construction  |  |
|---------------------------------------|---|--|--|
| <span style="color: red;">—</span>    | Streetcar Service                                       | <span style="background-color: yellow; border-radius: 50%; padding: 2px;">A</span> | Metrolinx Ontario Line<br>Queen & Yonge<br>Queen Station Early Works |
| <span style="color: grey;">—</span>   | Service Suspended                                       | <span style="background-color: yellow; border-radius: 50%; padding: 2px;">B</span> | City/TTC<br>Broadview Avenue<br>Sewer and Track Upgrades             |
| <span style="color: orange;">—</span> | Temporary streetcar<br>shuttle bus replacement          |  |  |
| ○                                     | Designated transfer<br>locations                        |  |  |
| <span style="color: red;">⋯</span>    | Bus service with<br>extensions and<br>increased service |  |  |

This is a potential service option being presented for feedback. Service plans subject to change and may be impacted by short-term disruptions. Visit [TTC.ca](http://TTC.ca) for latest updates.

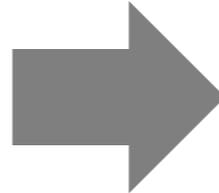
v 2023-06-11



# Action Plan for Improvement

## Communicating sooner and effectively

- Sharing more information in advance and getting feedback
- Greater attention to transfer locations and stations
- Diversifying channels for communication, including on-board announcements



**Unified streetcar service changes page on TTC.ca**

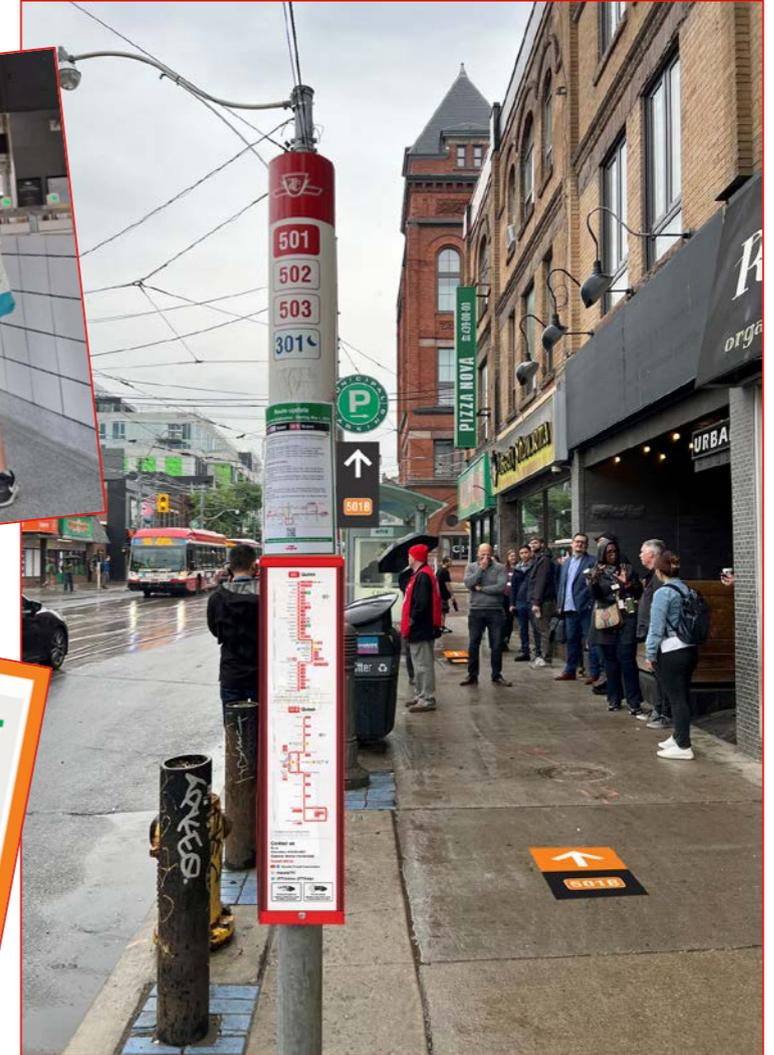
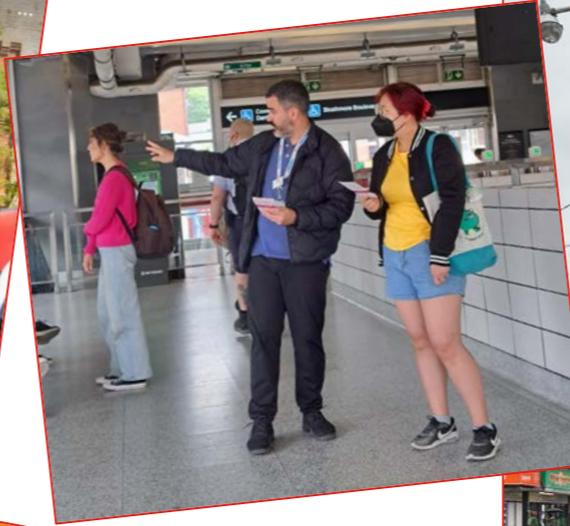
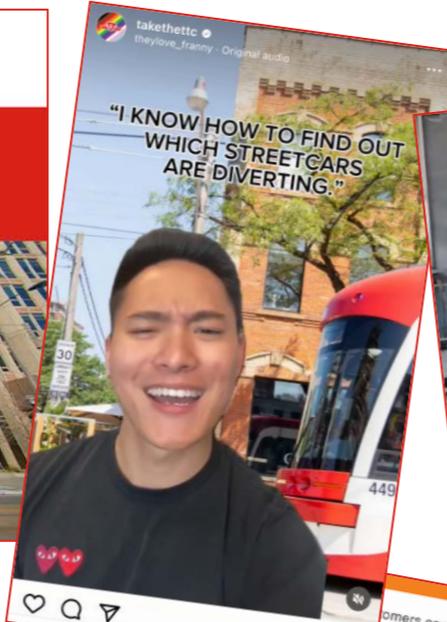
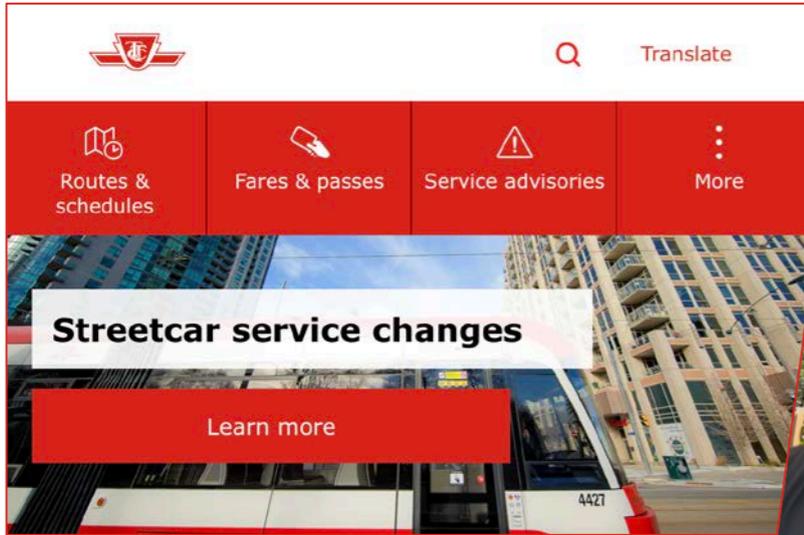
**Proactive outreach and communications for June**

**Improved signage at stations and major transfer locations**

**Increased in-person customer service**

**Ongoing monitoring and refresh of on-street signage**

# Improving our communications tactics



**Important TTC service changes at Broadview Station**  
Starting June 18 to November 2023

Broadview Avenue between Danforth Avenue and Gerrard Street East will be under construction from mid-June to November 2023 and closed to bus and streetcar service effective June 18. TTC is upgrading streetcar tracks and overhead power along Broadview Avenue and at Broadview Station.

**This work will impact service in the following ways:**

- Subway service remains open at Broadview Station.
- No 504 304 King or 505 Dundas bus or streetcar service going to Broadview Station.
- No 504 304 King and 505 Dundas service between Parliament Street and Broadview Station.
- The 304 King bus will be extended to Pape Station, following the same route as the 72A Pape bus.
- The 72A Pape bus will be extended to King and Parliament streets from Pape Station. Service along this route will be increased for frequent travel between King and Parliament streets and Pape Station. Customers must transfer to a westbound 504 King streetcar to travel downtown from King at Parliament Street.

For detailed service information, call 416-393-4636 or visit [ttc.ca](http://ttc.ca)

Customers can also take Line 2 to York-Yonge Station and travel south on Line 1 to their destination.

Flemingdon Park will be diverted to Pape Station and continue south as the 72A Pape to King and Parliament streets.

The 8 Broadview, 62 Mortimer and 87 Cosburn will continue to service the station.

**Alternate routes:**

- Take the 501B Queen bus at Broadview Avenue and Gerrard Street East westbound towards downtown.
- If travelling to Gerrard Street East or Bridgepoint Hospital, go to Pape Station. Take a 72A Pape bus southbound from Pape Station to Gerrard Street East and Pape Avenue. 506C Carlton replacement buses are available along Gerrard Street westbound to Castle Frank and eastbound to Victoria Park Station.

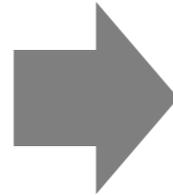
To find out more about this project, scan the QR code, visit [ttc.ca/BroadviewConstruction](http://ttc.ca/BroadviewConstruction) or email [BroadviewConstruction@ttc.ca](mailto:BroadviewConstruction@ttc.ca)



# Action Plan for Improvement

## Improving operating conditions

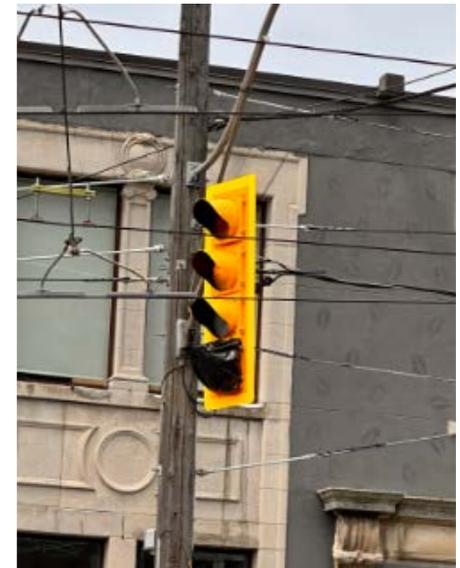
- Implementing changes to traffic signal phasing and timing
- Adjustments to parking and street restrictions



*Continued collaboration with City of Toronto Transportation Services*

**Transit Signal Changes**  
Installation Underway

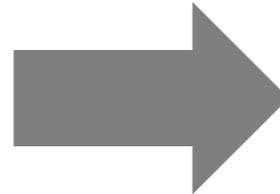
**On-Street Parking Changes**  
Under Review



# Action Plan for Improvement

## Delivering a reliable service

- Improvements to route management
- Deploying demand responsive service to fill gaps
- Improve schedules to reflect known conditions



**Improvements to real-time information**  
Summer 2023

**Demand Responsive Service**  
Additional 30 buses and 15 streetcars on average daily

**On-Street Management**  
Supervisors at key locations

# What's Next?

## **Continue preparations and communications for service changes this summer**

- Station pop-ups underway
- Multi-channel communications

## **Launch Online Survey for Fall 2023 Service Options**

- Share information on TTC.ca
- Adjust plans based on customer and operations feedback

## **Preparing for 2024 Construction Season**

- Annual Service Plan will propose service options
- Customer survey launching in late June

