



2024 Annual Service Plan

Date: November 22, 2023

To: TTC Board

From: Chief Strategy and Customer Experience Officer (Acting)

Summary

This report presents the 2024 Annual Service Plan, which provides a roadmap for service changes for the coming year, including recommendations for new and revised routes based on input and engagement with TTC customers, employees, and the community.

The 2024 Annual Service Plan is our first annual plan under a more stable environment following the peak of the pandemic. It applies valuable lessons learned from recent years to enhance transit in Toronto, ensuring a more efficient and reliable system for everyone.

The 2024 Annual Service Plan can be found in Attachment 1.

Recommendations

It is recommended that the TTC Board:

1. Approve the 2024 Annual Service Plan, its associated proposed route changes, which includes adding new transit service to streets not currently being served, and some removals of transit service on streets with existing transit service, and endorse the funding requirements noted in the Financial Summary of this report for consideration in the TTC 2024 Operating Budget and 2024-2033 Capital Plan.
2. Approve routing changes resulting in service introduced and removed on roadways outlined in Appendix 5.
3. Forward the 2024 Annual Service Plan to all City Councillors, the Deputy City Manager, Infrastructure and Development Services, General Manager of Transportation Services, Chief Planner, as well as the General Managers of Brampton Transit, Durham Region Transit, Metrolinx, Miway and York Region Transit.

Financial Summary

The TTC is currently operating at 95% of pre-COVID service to meet a pre-COVID ridership level of 78% projected for year-end. At first glance, this would indicate that service is proportionally greater than before the pandemic. However, when looking strictly at customer demand, there are several other factors accounted for in the number of service hours delivered and how they are allocated across the system:

- Adjustments to schedules to improve on-time performance and service reliability
- Shifting priority of investment on the bus network, which has a higher rate of ridership retention and return
- Protection of 30-minute maximum wait times, service coverage and periods of service throughout the network
- Continued operation of policy-based services on most routes as set out in the TTC's Service Standards, such as the Overnight Network, 10-Minute Network, Seasonal Service Network and Express Bus Network

The purpose of the Annual Service Plan (ASP) is to propose route and network changes that respond to emerging travel patterns, review of existing services, and input and suggestions from customers and other stakeholders.

The overall approach is to recommend route changes that can be implemented by reallocating within existing service from either low performing routes or periods of undercrowding; where successful, this would improve the effectiveness and financial performance of existing investment. In particular, the Area Study approach taken in this year's ASP in eight areas across the city is to increase the efficiency of existing service while improving connections.

Where changes are proposed that require additional investment in service, they will be recommended if customer demand forecasting and analysis shows that it would meet the financial performance measures in TTC's Service Standards. Implementation of these changes would be subject to available service hours.

The 2024 service budget submission includes:

- Operation of 95% of pre-pandemic service, increasing to 96% in spring 2024 and to 97% in fall 2024 to increase capacity to meet customer demand and adjust schedules to reflect changes in congestion to maintain service reliability;
- Annualization of incremental operating costs of the Line 3 Bus Replacement; and,
- Provisions for the operations and maintenance of Line 5 and Line 6 and associated bus network changes.

Customer demand data from fall 2023 is currently being analyzed to inform available service hours to reallocate from less busy services to improve capacity on busy services or implement service changes recommended in the ASP.

The Chief Financial Officer has reviewed this report and agrees with the financial impact information.

Equity/Accessibility Matters

The TTC is making Toronto's transit system barrier-free by implementing changes to make all its services and facilities accessible to all our customers. The TTC strongly believes all customers should enjoy the freedom, independence and flexibility to travel anywhere on its transit system. The TTC's commitment to providing accessible transit is at the forefront of its current Corporate Plan and 5-Year Service Plan.

Priority customer groups identified in the 5-Year Service Plan are a key focus in the plan

The 2024 ASP builds on the 2024-2028 Five-Year Service Plan report, which identified three Key Priority Groups as customers who continued to ride the TTC as travel patterns shifted – women, people with low income and shift workers. Many initiatives proposed in the 2024 ASP address travel patterns of the Key Priority Groups. The eight area studies selected in the 2024 ASP aim to improve transit service in 13 Neighbourhood Improvement Areas.

Consultation and engagement with equity-seeking communities remains a focus of the TTC's planning approach

The TTC recognizes the importance of reaching out and consulting with traditionally underrepresented customers in the planning process who may be disproportionately affected by planning decisions. Stages 1 and 2 of the 2024 ASP consultations included engaging with, and gathering feedback from the three Key Priority Groups through focus groups and public outreach events in Neighbourhood Improvement Areas, post-secondary institutions, and the Youth Ambassador Program.

The Youth Ambassador Program was introduced in the 2021 ASP and continues to be a staple in our public engagement strategy. The Youth Ambassador program deliberately engages youth ages 18-29, a demographic typically under-represented in city-building consultations and provides paid work and skill development opportunities to youth. In this ASP, seven Youth Ambassadors were selected from across the city, from varying backgrounds and experiences, to engage with their peers and social networks on the change we are proposing in the 2024 ASP. A total of 370 participants were engaged by the Youth Ambassadors through a range of engagement tactics, complementing the TTC's own engagement initiatives.

The ASP supports continued implementation of the TTC's Accessibility Plan and Family of Services

The 2024 ASP will also implement many specific initiatives in the 5-Year Service Plan, which will help support and advance the Wheel-Trans Family of Services delivery model and the 2019-2023 Multi-Year Accessibility Plan. This includes improving connections

on conventional bus routes across the city, developing new wayfinding strategies, and improving customer amenities at stops to help achieve a modern, inclusive and accessible transit system.

The TTC continues to evolve and advance approaches to equity in planning

Another way the TTC applies equity considerations in the service planning process is by applying a higher weight to customer boardings in Neighbourhood Improvement Areas. In the 2024 ASP, this was applied to the post-implementation reviews of various bus routes across the city that customers travelling to and from NIAs rely on. We will continue to work with the City of Toronto's Transportation Services Department as a key stakeholder in the development of an equity framework and tool for mobility.

Protecting service coverage and span of service remains a priority

Through 2022 and 2023, protecting service coverage and span of service remained a core principle as the TTC calibrated service capacity to customer demand. All regular service routes and periods remained in operation regardless of customer demand or financial performance.

The TTC's regular service network continues to meet the service standard of 90% of Toronto's population and employment within 400 metres of transit service. As part of the TTC's Five-Year Service Plan, service coverage will be analyzed, including assessment of population and employment that is not within coverage of transit service from an equity perspective.

Decision History

The Five-Year Service Plan is the overarching business plan that identifies a 20-point action plan to improve public transit between 2020 and 2024. The TTC Board approved the *plan on* [December 12, 2019](#).

The TTC Board approved the Advancing the 5-Year Service Plan (2024-2028) & 10-Year Outlook Reset report on [July 14, 2022](#). This report was reviewed the 2020-2024 5-Year Service Plan to inform the guiding principles for the 2024 ASP, as well as the work plan for a new 5-Year Service Plan (2024-2028) & 10-Year Outlook.

The TTC Board approved the Sustaining a Reliable Transit System: Outlook 2024 and Beyond report on [June 12, 2023](#). This report outlined the key risks and challenges facing the TTC as we undertake planning for 2024 and beyond.

Issue Background

Our vision:

Focusing on improvements that enhance the TTC's core competency: **mass transit** – moving large volumes of customers **safely, reliably** and **swiftly** across Toronto.

The TTC developed its first 5-Year Service Plan in 2019. The 5-Year Service Plan is the TTC's blueprint for improving our customers' journeys and a business plan that identifies the resources and funding requirements to achieve transit system goals and initiatives between 2020 and 2024.

Due to the COVID-19 pandemic, implementation of some actions in the 5-Year Service Plan were deferred, and the TTC's Service Plan has been continuously adjusted to serve customers' evolving transit needs.

As part of the TTC's review of lessons learned during the pandemic, various trends identified. This is helping inform the development of a new 5-Year Service Plan. While some customer patterns have changed and work from home continues to be prevalent, the TTC continues to believe the vision and pillars of opportunity remain true and continue to provide a strong foundation for improving transit service across Toronto.

A new 5-Year Service Plan is under development, key actions and initiatives identified for 2024 align with broader goals of the next 5-Year Service Plan that will be presented to the Board for approval in early 2024.

Comments

The 2024 ASP focuses on rebuilding the foundations of Toronto's transit system and make the system more attractive to all customers in the coming years. The 2024 ASP has been prepared with feedback from TTC customers, stakeholders, TTC employees and other members of the public through extensive engagement activities in 2022 and 2023.

The key priorities we heard about include:

- **Service reliability** – on-time service when expected and predictable travel times.
- **Frequency** – vehicles come more often and reduced crowding and wait times on routes.
- **Safety** – physical safety when travelling at night or during quiet periods.
- **Communication** – accurate and clear communications, especially during service disruptions.

Details of our engagement process and summary of what we heard are included in Appendix 2 – Customer and Stakeholder Engagement Executive Summary, Appendix 3 – Operator Engagement Summary, and Appendix 4 – Technical Assessment.

Focus and priorities in the 2024 Annual Service Plan

Our priority in 2024 is to build on the foundations of Toronto's transit system and make the system more attractive to all customers in the coming years. As ridership begins to stabilize this year, we can now confidently make longer-term changes to the system to address new travel patterns that have emerged and evolved from the pandemic.

The key themes for this year's plan are:

1. Improving on the basics

- Continue to align service as customer demand patterns stabilize across the network.
- Reinforce the role that the TTC service standards play in defining service quality and expectations.
- Improve existing processes to deliver better transit service to customers.

2. Making stronger connections

- Prepare the transit system for major changes to the network, with the scheduled opening of Line 5 Eglinton and Line 6 Finch West.
- Monitor and adjust the Line 3 Bus Replacement Network implemented in fall 2023.
- Adjust routes across the city to create better connections, respond to growth in communities and address community input and service requests.
- Prepare for future changes to the higher-order transit network, such as changes to the regional rail network, RapidTO implementation, and Ontario Priority Transit Projects.
- Explore opportunities and adjust for customer demand needs arising from the first phase of regional fare integration and the elimination of cross-boundary double fares.

3. Doing disruptions differently

- Learn from recent years of construction and transit disruptions across the city to develop a service disruptions framework and improved processes.
- Pilot new approaches to maintain mobility during construction in the upcoming year and beyond.
- Improve customer communication approaches and tactics, especially for unanticipated service changes.

The 2024 ASP is supported by analysis of route proposals consistent with TTC's Service Standards and with a focus on meeting the needs of our priority customer groups. The analysis is presented separately in Appendix 4 – Technical Assessment.

Implementation of recommended changes will occur through 2024 alongside the TTC's regular service change process, coordinated with system and customer demand changes throughout the year. A status report on the implementation status and the performance of recommendations will be included in the next ASP.

The process for the 2025 ASP will begin in spring 2024, following the completion of the new 5-Year Service Plan.

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Signature

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Attachments

Attachment 1 – 2024 Annual Service Plan
 Appendix 1 – 20-Point Action Plan Status Update
 Appendix 2 – Customer and Stakeholder Engagement Executive Summary
 Appendix 3 – Operator Consultations Summary
 Appendix 4 – Technical Assessment
 Appendix 5 – Roads with Transit Service Added or Removed

Back Together: **TTC's 2024 Annual Service Plan**



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1. From the Chair



I am pleased to present the TTC's 2024 Annual Service Plan.

Over the last year, the TTC has focused on short-term and long-term improvements to the transit system to improve service reliability, address changing customer travel patterns, allocate service capacity to where demand is greatest and collaborate on various transit expansion initiatives.

In 2024, The TTC Board will continue to focus on rebuilding the foundations of Toronto's transit system and making the system more attractive to all customers in the coming years. As customer travel patterns begin to stabilize this year, we can now confidently make longer-term changes to the system to address new travel demands that have emerged and evolved from the pandemic.

This year, The Board and The TTC will focus on daily operations to ensure public transit is safe, accessible, and reliable every day while not losing sight of the future. We will work on improving the basics, making stronger connections, and managing disruptions differently while continuing to apply an equity lens to our service planning process.

I want to thank TTC staff for their work on the 2024 Annual Service Plan. I would also like to thank my colleagues on the TTC Board for their continued support.

The 2024 Annual Service Plan is our public transit blueprint for the next year as we continue to rebuild the transit culture that makes Toronto liveable, sustainable, and prosperous. The future of public transit is bright in this city.

A handwritten signature in blue ink, appearing to read 'J. Myers', written in a cursive style.

Jamaal Myers

TTC Chair

November 2023

2. From the Chief Executive Officer



At the TTC, we pride ourselves on delivering safe, accessible and reliable public transit service to our customers every day.

In 2022 and 2023, we focused on responding to our customers' dynamic and evolving demand for public transit services. We continued to operate the demand-responsive service plan and aligning service to customer demand, and adding capacity where it was needed the most. We also advanced strategic initiatives, such as transit priority measures at various locations across the city as well as regional fare and service integration.

Our focus remains steadfast in 2024. We will continue to respond to our customers' evolving demand for public transit service across the city as our new normal emerges.

Our priorities are:

- **Improving on the basics** – continuing to align service to the new normal and expanding approaches to deliver more reliable service.
- **Making stronger connections** – changing routes to reflect today's travel patterns and major changes to the rapid transit network.
- **Doing disruptions differently** – learning from recent construction seasons and pilot new approach on how to best maintain mobility during construction.

I am proud of the work we accomplished in 2022 and 2023, and I am confident that the 2024 Annual Service Plan sets forth an action plan to continue to improve public transit in Toronto and across the region.

A handwritten signature in black ink, appearing to read "Richard J. Leary". The signature is written in a cursive, flowing style. Below the signature is a thin horizontal line.

Richard J. Leary
Chief Executive Officer
November 2023

3. About the plan

This report presents the 2024 Annual Service Plan (2024 ASP), which provides a roadmap for service changes in the coming year, including recommendations for new and revised routes based on input and engagement with TTC customers, front-line staff, and the community.

Building upon lessons learned through the pandemic as we calibrate service to today’s travel needs.

The 2024 ASP applies the framework established in the TTC’s 5-Year Service Plan (5YSP) while sustaining the principles of the demand-responsive service plan implemented at the beginning of the COVID-19 pandemic.

From 2020 to 2023, TTC service adapted to constant change in ridership and travel patterns, workforce and budget constraints and evolving public health advice. The lessons we are learning from these challenging years are reflected in the development of this plan and as we look forward to improving our processes and services in the years ahead.

The 2024 ASP is our first annual plan under a more stable environment following the peak of the pandemic. We are getting a better understanding of how ridership and travel patterns have changed and will need to continue to reallocate service to be at the right place at the right time, while finding opportunities for additional investment.

Recommending service changes that support our key priority groups

This year’s ASP also focuses on the three “Key Priority Groups” identified through the development of a new 5YSP which will be completed in early 2024. These groups include women, people with low income and shift workers, many of whom relied on transit through the pandemic and continue to do so for a variety of different reasons such as getting to work, childcare and basic needs, including getting groceries.

Equity-based service planning approaches will continue to evolve in 2024, while opportunities for additional investment will focus on service that benefits equity deserving areas of the city. We continue to partner with the City of Toronto to develop equity-based mobility policies and tools for decision making.

Preparing for and adjusting service for major construction

Over the last two years, the City of Toronto has been going through a series of major construction works, further complicating the scheduled surface transit network. At its peak in summer 2023, close to 50 bus routes and seven of 10 streetcar routes were affected by construction. Major construction will continue in the next year to support transit expansion projects and the general state of good repair in the city.

Three key themes make up the 2024 Annual Service Plan

Three key themes have been identified for the 2024 Annual Service Plan:

1. **Improving on the basics** – improving processes and adjusting service levels as ridership stabilizes to ensure service operated is within TTC Service Standards.
2. **Making stronger connections** – changing routes to reflect new connections and major changes to the rapid transit network, such as the opening of LRT lines and supporting regional fare and service integration.
3. **Doing disruptions differently** – learning from the 2022 and 2023 construction seasons and implementing new approaches on how to best maintain transit mobility during construction.

3.1 The Annual Service Plan and the 5-Year Service Plan

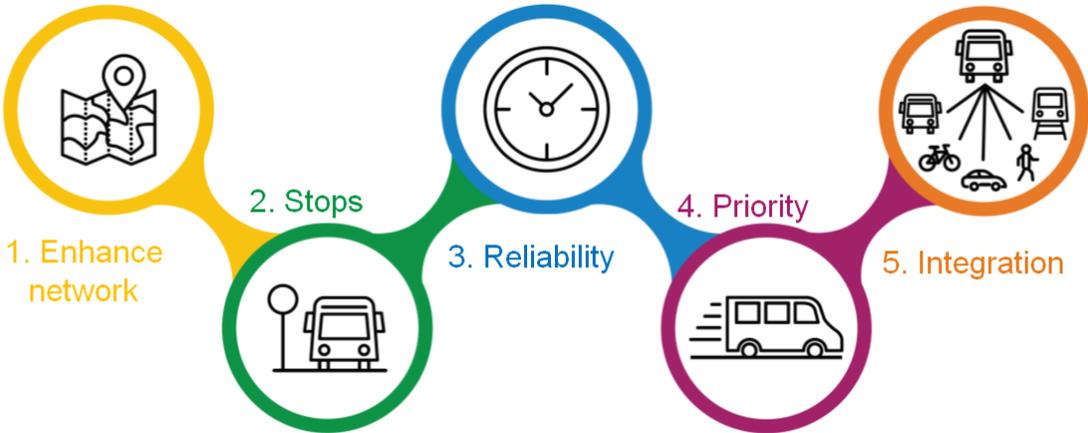
We developed our first 5YSP in 2019. The 5YSP is our blueprint for improving our customers' journeys and a business plan that identifies the resources and funding requirements between 2020 and 2024.

Our vision:
Focusing on improvements that enhance the TTC's core competency: **mass transit** – moving large volumes of customers **safely, reliably, and swiftly** across Toronto.

The plan identified five pillars of opportunity that enhances every step of our customers' journeys on the transit system (Figure 1):

- 1. Enhance the transit network
- 2. Enhance customer experience at key surface transit stop areas
- 3. Improve service reliability
- 4. Prioritize surface transit
- 5. Accelerate integration with transit partners and complementary modes of transport

Figure 1: Five pillars of opportunity



Each pillar of opportunity includes specific action items. In total, 20 action items include various initiatives to be implemented between 2020 and 2024.

Due to the COVID-19 pandemic, implementation of some actions in the 5YSP were deferred, and the TTC's Service Plan has been continuously adjusted to serve customers' evolving transit needs.

A new 5-Year Service Plan will be presented to the TTC Board in early 2024 and will include the items identified in the 2024 ASP.

Lessons learned through the pandemic

As part of our review of lessons learned during the pandemic in the development of the 5YSP, we identified the following trends:

- Customers who continued to rely on the TTC during the pandemic have travel behaviours that differ from the traditional 9-to-5 office worker.
- Customers continued to use the bus network in much the same way as they did pre-COVID, but with fewer riders overall and with a few exceptions.
- Changes in ridership patterns that did occur demonstrate the importance of transit for people making essential trips.
- Transit priority treatments, such as priority bus lanes, are effective tools that allow our customers to reach more opportunities in less time.
- Low ridership levels not only affect the TTC and its financial revenue but also affects the economic vitality of the city and region as a whole.
- Maintaining high levels of service over the course of the pandemic benefited our customers who needed it the most.

These findings have helped inform the development of a new 5YSP. The purpose of the new 5-Year Service Plan (2024-2028) & 10-Year Outlook is to build on the COVID-19 lessons learned to identify adjustments that continue to meet customer needs and include a longer-term plan to adapt to our “new normal.”

While some customer patterns have changed and work from home continues to be prevalent, the vision and pillars of opportunity remain true and continue to provide a strong foundation for improving transit service across Toronto.

Although the final action plan for the new 5YSP is still under development, we have identified key actions and initiatives for 2024. These actions are presented in this report and will form part of the broader 5YSP that will be presented to the Board for approval in the first half of 2024.

3.2. Plan preparation and implementation

The 2024 ASP is our blueprint for transit service in the coming year. The 2024 ASP was developed through technical analysis, operational insights, and public and stakeholder consultation including the priority customer groups identified in the 5YSP. Overall, the 2024 ASP includes initiatives previously identified in the 5YSP and new initiatives that have emerged in 2022 and 2023 as the TTC and partners continue to improve transit service in the city.

The 2024 ASP is a result of two years of consultation and collaboration

The 2024 ASP incorporates concepts and plans consulted on in 2022 and 2023, including updated Line 5 and Line 6 Surface Network Plans, eight area studies, and several minor route changes to improve local transit operations and efficiency.

Additionally, the 2024 ASP focuses on how we will deliver our service in the coming year and beyond with many major construction projects starting or continuing across Toronto.

Once approved by the TTC Board, the recommendations of the 2024 ASP will be implemented through the regular service change process.

The ASP includes service changes that are cost-neutral, but also presents opportunities for investment if available

Most of the recommendations in the plan can be implemented at no additional operating cost through the reallocation of resources within an area or alongside other major network changes.

In some cases, additional investment may be required and will be assessed alongside other system needs through the service budget process. Recommendations that require additional investment will be identified accordingly through this report.

The 2025 ASP will document the performance and implementation status of all recommendations of the 2024 plan.

3.3. Customer and stakeholder engagement

The 2024 ASP has been prepared with feedback from TTC customers, stakeholders, and other members of the public through extensive engagement activities in 2022 and 2023.

The 2024 ASP consultation process was developed in two stages:

- **Stage 1** took place in 2022 and involved consultations related to route changes and improvements in eight key areas across the city of Toronto, and three Surface Network Plans as a result of two new rapid transit lines opening and the decommissioning of Line 3 Scarborough.
- **Stage 2** involved consultations in 2023 related to how the TTC will deliver transit service in 2024 and beyond in response to construction with a focus on three major construction projects. Results of this stage were used to develop a set of construction guidelines for planning transit in the years to come.

Overall, participants shared the following key priorities through the public engagement:

- **Communication** – accurate and clear communications, especially during service disruptions
- **Service reliability** – on-time service when expected and predictable travel times
- **Frequency** – vehicles come more often and reduced crowding and wait times on routes
- **Safety** – physical safety when travelling at night or during quiet periods



Figure 2: Summary of engagement for the ASP in 2022 and 2023



67%

of survey respondents support the majority of proposed route changes presented in Stage 1 of the 2024 ASP consultations

77%

of survey respondents support the majority of proposed route changes presented in Stage 2 of the 2024 ASP consultations

What we heard during public consultations

“Frequency is key to all of these changes if the ridership supports it”

“I strongly support providing new connections between the airport and Northwest Etobicoke.”

“The proposed changes reduce my need to transfer and allows riders to reach destinations quicker.”

“More streets and intersections need bus priority, especially along main roads with express routes.”

“Transit services should be on-time and punctual.”

“Taking transit should be clean and safe.”

“Better communicate about construction project lengths and impacted routes to avoid customer confusion.”

“Avoid overcrowding in areas impacted by construction with frequent service on nearby streets.”

3.3.1 Stage 1 Consultations

Stage 1 of the 2024 ASP consultation followed a two-round approach over a 16-week period between June and November 2022 to present and receive feedback on route changes and improvements in eight key areas across the city of Toronto, and three Surface Network Plans. It included a variety of ways for stakeholders, TTC customers, TTC frontline staff and other members of the public, to learn about and share feedback on the TTC's service plans for 2024.

The engagement activities consisted of:

- Seven virtual stakeholder and focus group meetings;
- Two public surveys;
- 23 outreach events with members of public and bus and streetcar Operators;
- Local community engagement led by seven Youth Ambassadors;
- Engagement with TTC staff at bus and streetcar divisions; and
- Nine engagement events with bus and streetcar Operators.

More than 6,250 members of the public and approximately 40 representatives of stakeholder groups and transit advocates participated in these extensive engagement activities.

Throughout consultations, stakeholders and public participants expressed overall support for the proposed plans for the 2024 ASP, particularly the Line 6 Finch West Surface Network Plan and area studies to support customer travel patterns.

Responding to stakeholder feedback with revised proposals

When first presented, two of the proposals (Liberty Village and Southeast (South Scarborough-Beaches)) elicited low support from the public. Further engagement was completed on these area studies to address outstanding public concerns and inform revisions to the route changes reflected in the final recommendations. Follow-up consultation indicated community support for the changes.

3.3.2 Stage 2 Consultations

Stage 2 of the 2024 ASP consultation followed a two-round approach over a 12-week period between April and July 2023. It included a variety of ways for stakeholders, TTC customers and other members of the public as well as TTC frontline staff to provide feedback on how the TTC should plan transit considering the number of significant construction projects and disruptions in 2024 and beyond.

The engagement activities consisted of:

- Five virtual stakeholder and focus group meetings;
- Two public surveys;
- Five outreach events with members of the public; and
- Nine general outreach events with bus and streetcar Operators.

More than 2,600 members of the public and 15 representatives of stakeholder groups and transit advocates participated in Stage 2 of the 2024 ASP consultation process.

Stakeholders and public participants generally expressed support for the TTC's approach to planning service adjustments due to construction. They said the TTC's thought process in planning construction-related service adjustments makes sense and seems to mostly consider the right things, including:

- Providing more frequent service on nearby or parallel streets, so that they spend less time on transit, even if it means that they must travel further to a stop;
- Relocating service from some stops on a route to have a consistent routing throughout a construction period; and,
- Diverting routes to a different accessible subway station on the same line during construction if required.

Although there were some concerns and frustrations about route delays, traffic impacts and general inconvenience, many understand that infrastructure improvements are necessary. Accessibility, seamless transfers, adequate capacity, as well as clear and consistent communication were highlighted by customers as priorities when planning for construction related detours.

3.4. Equity-focused engagement

Throughout Phase 1 and 2 of 2024 ASP consultation activities, we focused on engaging with and gathering feedback from the three Key Priority Groups who were identified as part of the 5YSP reset as customers who have continued to rely on the TTC including women, people with low income, and shift workers. We also continued our youth engagement process started during the 2021 ASP.

These activities included:

- Eight focus groups meetings with members of the Key Priority Groups,
- Public outreach events in Neighbourhood Improvement Areas, TTC stations, and at colleges and universities; and,
- Youth Ambassador engagement.

Additionally, various socio-demographic and socio-economic questions were included in the four survey rounds, giving us the ability to analyze the result through an equity lens.

3.4.1 Continuing our Youth Ambassador Program

The Youth Ambassador Program that was employed in Stage 1 of the 2024 ASP process builds on a similar, successful program that the TTC introduced to develop the 2021 ASP. This program is one way the TTC is working to apply an equity lens to service planning.

The program takes a deliberate approach to engaging youth (a demographic that is typically under-represented in the public engagement process, but is also more likely to be affected by transit service changes) by providing paid work and skill development

from equity-deserving groups living outside of NIAs who the proposed 2024 ASP Area Study initiatives may impact.

As part of the consultation process for Stage 1 of the 2024 ASP, the TTC hired a diverse team of nine youths between the ages of 18 and 29 to engage their peers and other members of their community.

The Youth Ambassadors were asked to engage their communities and seek feedback about the TTC's proposed bus route changes to support the opening of Line 6 Finch West and changes in other areas across the city. The Youth Ambassadors' engagement work ran from late September to mid-November 2022, during which they consulted with a total of 370 participants through a range of engagement tactics, including online surveys, printed surveys distributed through in-person engagement and virtual and in-person meetings.

The feedback collected by the Youth Ambassador team complemented the broader 2024 ASP public consultation and helped inform TTC decision-making on how the surface transit network could be modified to complement the new Line 6 Finch West and in other areas across the city to reflect new customer travel patterns.



4. TTC Service in 2023

This section summarizes TTC service currently operating, a summary of service initiatives implemented in 2023, the demand-responsive service plan, as well as customer demand and network change updates.

4.1 Aligning service to Customer Demand

In spring 2023, as the pandemic impacts on customer demand were expected to have stabilized, we realigned our transit services to pre-pandemic peak service standards with confidence that service levels will be appropriate for the customer demand. A temporary adjustment to the TTC Board-approved Service Standards was approved through the 2023 Budget. The realigned service plan protected periods of service and network coverage on all routes. As part of the ongoing service reliability program, schedules were adjusted to reflect actual operating conditions throughout the year.

This resulted in changes to 47 routes to match capacity to customer demand and to modify schedules to reflect current operating conditions and congestion. These changes represented a better calibration of scheduled service to today's context. Demand-responsive service was also operated to protect for unforeseen changes to customer demand, travel patterns, and construction.

Investments in shopping corridor and overnight service

Additionally, with the approved fare increase in the 2023 Budget, a targeted incremental investment of 240 weekly service hours was made and prioritized on routes serving Neighbourhood Improvement Areas, targeting equity-deserving groups –women, people with low income, and shift workers – that were predicted to adversely be impacted by the realigned service plan. These service improvements included:

- Better overnight service through service reliability and frequency improvements.
- More frequent weekend afternoon service along major shopping corridors.

80 Queensway serves a major east-west shopping corridor in Etobicoke.

In response to customer and front-line staff input, service was increased in May 2023. Recent data shows ridership on weekends has doubled because of more frequent and reliable service.

These improvements were prioritized on routes with a high proportion of boardings and alightings at stops serving Neighbourhood Improvement Areas, improving service for approximately 125,000 weekly trips in the overnight and weekend afternoon periods.

Early boardings results from these changes are positive and will be formally assessed as part of the 2025 Annual Service Plan.

By May 2023, the TTC scheduled approximately 91% of pre-pandemic service hours in anticipation of 75% of pre-pandemic ridership. An additional 2% of service was allocated in response to increasing traffic congestion, especially on mixed-traffic corridors where City of Toronto data shows congestion at or worse than pre-pandemic conditions. This resulted in scheduled regular service operating at approximately 93% of pre-pandemic levels.

4.2 Major network changes

The 2023 service outlook included provisions for the operations and maintenance of Line 5 and Line 6, as well as bus replacement costs for the planned closure of Line 3:

- The Line 5 Bus Network plan was approved in the 2022 Annual Service Plan
- The Line 3 Bus Replacement plan was approved in April 2023 by the TTC Board
- The Line 6 Bus Network plan is now included in the 2024 Annual Service Plan.

The bus network plans to coincide with the opening of Line 5 and Line 6 are included in the 2024 Annual Service Plan (See **Section 5**). Full implementation of the Line 3 Bus Replacement Plan is scheduled for November 2023, following the completion of critical infrastructure upgrades at Kennedy and Scarborough Centre stations.

4.3 Service reliability

Throughout 2022 and 2023 progress continued towards achieving the 90% On Time Performance (OTP) objective. Throughout 2022, OTP was challenged by construction as well as changing traffic patterns post-pandemic as people began to solidify new commuting patterns and returned their activities to pre-pandemic levels. Between the start and end of 2022, OTP on our bus network rose from 75% at the beginning of the year to 80% by year's-end. OTP on our streetcar network was challenged by significant construction in the downtown core impacting most streetcar routes. Due to these challenges, OTP for streetcar fell from 70% at the beginning of the year to 65% by year-end. Unfortunately, these construction impacts are likely to be felt for some time as major work, such as the Ontario Line Construction at Queen and Yonge streets continues for several years.

A significant contributor to the improvement in OTP on our bus network was the revision of 32 schedules to match post-pandemic travel times. Further, as the impacts of construction will continue to be felt across the city, OTP is now tracked both as a fulsome network score as well as based on whether a route has construction impacting it. This provides greater clarity on the performance of the route under regular operating conditions as opposed to being obscured by the significant impacts of construction.

Throughout 2023, OTP has continued to evolve and improve. A diagnostic process was introduced to complete root cause reviews for poor performing routes scoring less than 80%. Further, efforts have focused on performance during the afternoon peak period where OTP has traditionally been the most challenged. To improve OTP during this period, schedules have been adapted to the observed earlier start of the p.m. peak

period on 58 routes to date with positive results so far. As of August 2023, these 58 routes (including those impacted by construction) were scoring 86.6% on time for all days of the week versus the network average of 82.6%.

Beyond changes to schedules, additional initiatives were undertaken to help improve OTP:

1. A renewed emphasis on Operator monitoring and counselling has focused on informing and educating Operators on ensuring they leave their departure point on time. This is being completed through both in-person counselling as well as increasingly through the on-board system where so far 63 bus routes have been equipped with automated monitoring for early departures. The rollout of additional bus and streetcar routes with automated monitoring will continue through 2023 and into mid-2024.
2. A pilot program was launched in November 2022 to evaluate the impacts of active and passive route supervision, using on-street Supervisors on different routes each board period. These on-street Supervisors are able to assist Operators as necessary to leave the end terminals on time as well as to be able to quickly observe and assess any other elements along the route which may challenge improvements to route on-time performance. The impact of these Supervisors has generally been an improvement in on-time performance on selected routes of up to 5%. The main focus is on early departure reduction and these are generally reduced to around 3%.
3. A review of all end-of-line points to ensure they are safe, customer friendly and able to accommodate the requirements for service is underway. These end-of-line reviews are ongoing to ensure that the infrastructure matches the demand requirements, helping minimize vehicle overcrowding which results in vehicles being pushed out early or being delayed and leaving late.

4.4 Construction service challenges

In recent years, construction impacts on transit have increased with more state-of-good-repair required on streets, streetcar infrastructure, and utilities. Adding to these pressures is construction on transit expansion projects.

2023 is a particularly challenging year, with schedule delays and scope changes to major projects, such as King-Queen-Queensway-Roncesvalles, Ontario Line, and streetcar track and overhead upgrades contributing to planning and operational difficulties. This resulted in less than desirable service for TTC customers with service delays and confusion about diversions and replacement service.

Some of the challenges experienced this year include:

- Unforeseen delays to the start and completion of multiple projects, including last-minute changes that led to service not being operated as scheduled and resulting pressures on workforce requirements and service quality.
- Difficulties in assessing travel time and reliability impacts of construction, resulting in schedules that were not achievable as congestion was worse than expected, especially with limited transit priority.
- A higher reliance on unscheduled service that is not reflected in our real-time information or trip planning due to existing and industry-wide technical limitations, which is a key priority for improvement and modernization.

We understand construction creates challenges for customer journeys and we continue to gather lessons learned and identify actions to improve how we operate and communicate service during construction. The 2024 ASP proposes a construction service framework that will continue to evolve in the coming years as construction will remain a major factor in service adjustments.

4.5 Seasonal service rebranding

In 2023, we rebranded our seasonal services to provide more prominence and clarity to routes serving major summer attractions, such as the Toronto Zoo, High Park, Cherry Beach and Bluffer's Park. The rebranding was implemented alongside improvements made to seasonal services in Scarborough, including the new 200 Toronto Zoo bus service from Rouge Hill GO Station to Toronto Zoo and new weekday service on 201 Bluffer's Park.

The following have been implemented to help distinguish standalone seasonal services in print and digital material, such as System Ride Guides and stop poles (**Figure 3**):

- A new colour lozenge for maps, station signage and stop poles.
- A new number series for easy identification of seasonal services.
- A new badge/icon to further distinguish seasonal routes (i.e. like the Blue Night moon icon).

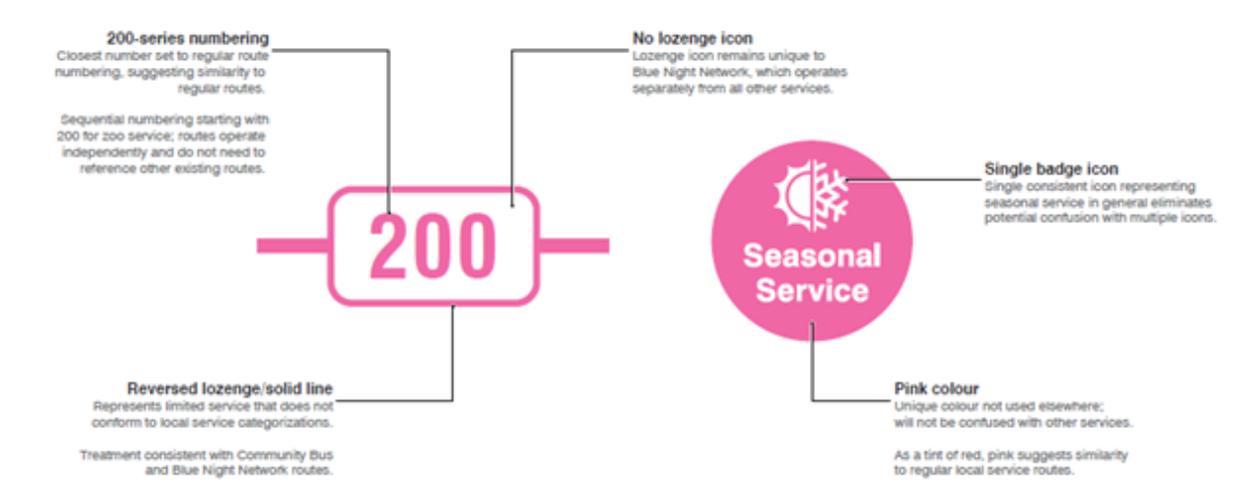
This has been applied to the following seasonal routes, and was implemented in May and June 2023:

- **200 Toronto Zoo** – new route.
- **201 Bluffer's Park** – renumbered from 175 Bluffer's Park.
- **202 Cherry Beach** – renumbered from 172 Cherry Beach.
- **203 High Park** – renumbered from 30B High Park.

There is no recommendation to apply the new branding for seasonal service increases on regular routes. The following routes will maintain their current route number and styles:

- **28 Bayview South** – serves Evergreen Brickworks.
- **85 Sheppard East** – serves Toronto Zoo.
- **86 Scarborough** – serves Toronto Zoo.
- **92 Woodbine South** – serves Woodbine Beach.

Figure 1: Seasonal service branding



Seasonal service improvements

In 2023, the TTC implemented improvements to seasonal service to the Toronto Zoo and Bluffer's Park.

The **200 Toronto Zoo** service from Rouge Hill GO Station to Toronto Zoo makes it easier for customers to get to the zoo from Lakeshore East GO trains. In July 2023, more than 550 customers used this service per day on weekends and 300 customers per day on weekdays.

We introduced new weekday service on the **201 Bluffer's Park** route this summer, with 900 customers per day on weekdays on average. On July 4, over 1,700 customers used the route.

4.6 Demand Responsive Service

Introduced in the spring of 2020, the TTC will continue to use demand-responsive service to respond to construction, service disruptions, and emergent travel needs in 2024. Demand-responsive service includes additional buses, streetcars, and subway trains that are flexible and can be deployed on any route across the system.

The original purpose of the demand-responsive service plan was to protect the core aspects of the transit service and coverage where it was needed most for customers most dependent on transit. This also allowed for flexible bus service to deploy on a day-to-day basis, especially when travel patterns, public health advice, and operational contexts were constantly changing.

The plan continues to evolve as travel patterns and customer needs emerge. While more trips have been scheduled to regular service with the return and stabilization of customer demand on major corridors, demand-responsive service continues to serve a niche in the transit system. In addition, demand-responsive service is now used to address service resiliency in the system. For example, responding to major delays on routes, providing capacity to observed demand increase over a short period of time, unexpected surge loads, or day-specific service that cannot be scheduled, such as special events.

Another way the demand-responsive vehicles have been used is to supplement school trips during the regular school year, allowing for efficient and flexible deployment to address surge in demand and in the case where school bell times should change. A total of 10 school trips were assigned to demand-responsive buses in September 2023.

We continue to improve our processes in planning and operating demand-responsive service. In 2023, the availability of demand-responsive vehicles have allowed for more flexibility in responding to unplanned changes to construction schedules and phasing. We recognize a continued challenge that remains is the ability for our customers to see

unscheduled vehicles or diversions on their routes; efforts continue to modernize our real-time customer information framework in 2023 and 2024.

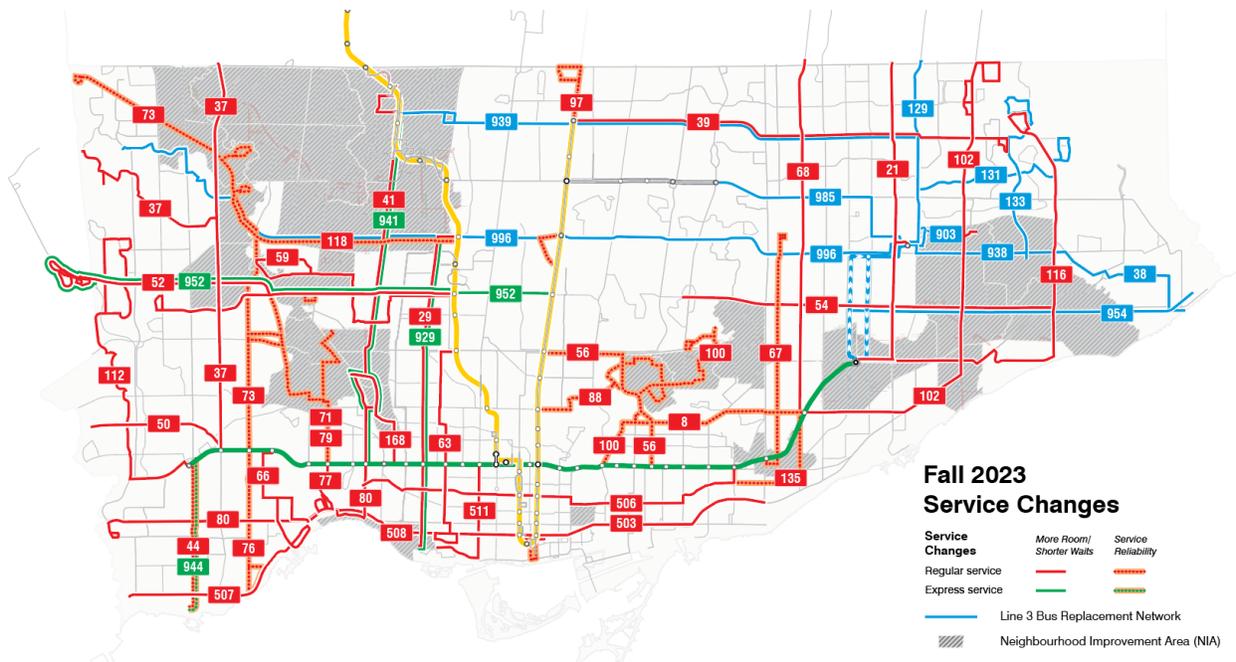
Customer Demand and travel patterns are expected to stabilize through 2024, but demand-responsive service will continue to play a crucial role for delivering reliable service and adapt to day-to-day needs.

4.7 Fall 2023 service investments

Scheduled regular TTC service continues to evolve as travel patterns and customer needs emerge in 2023 and 2024. In fall 2023, additional investment is being made to increase capacity, reduce wait times, and improve service reliability. In October, wait times and capacity will be improved on 12 routes; there will be service reliability improvements on 11 routes, with further improvements in November planned (**Figure 4**). This will result in improvements to 280,000 (or approximately 4%) weekly customer trips during 62 periods of operation. These changes will result in the TTC operating 95% of pre-pandemic service hours in response to above-budgeted ridership.

To ensure these additional service hours are invested where they are most needed, socio-economic and socio-demographic data was used to develop the equity factor for each route based on transit and prioritize routes for service improvement. This initiative will be part of the continued improvement of equity assessment in decision-making beyond Neighbourhood Improvement Areas (NIAs).

Figure 2: Fall 2023 service changes



4.8 Ridership update

For September 2023, ridership averages approximately 78% and revenue averages approximately 77% of pre-pandemic levels. In comparison to budget, ridership was expected at 75% and revenue at 74% of pre-pandemic levels.

Similar to pre-COVID experience and in line with seasonality, weekly ridership increased in September. However, September ridership increased more than expected, averaging ~5% above budgeted levels for the Period, with ridership likely to remain at these levels for the balance of year. During Period 9, 2023, up to 97% of unique PRESTO riders used the system each week. While riders have returned to the system, the travel frequency of the riders has dropped. For example, the number of unique riders classified as “commuters” (i.e. ride four of five weekdays per week) are at 65% of March 2020 levels, whereas riders who use transit less frequently (ride less than four weekdays per week) are at 121% of March 2020 levels.

Day-of-week use is highest and consistent across Tuesday to Thursday, averaging approximately 76% of pre-COVID levels for Tuesday through Thursday during Period 9. Weekend recovery is at approximately 90% of pre-COVID levels, consistently stronger than weekday recovery.

Continuing changing and dynamic context for transit service and operations in 2023 and beyond

The changing city and transit environment in 2022 and 2023 that will influence transit service in 2024 and beyond

- Emerging travel patterns from **changes to work patterns** – downtown office occupancy has averaged at approximately over 50% through the first half of 2023, representing between 2 and 3 days of in-office work per week. Peak day office occupancy has averaged at almost approximately 70%. This creates **variability in travel demand by day-of-week** and resulting challenges in scheduling the right capacity.
- Toronto is undergoing a major period of **infrastructure renewal** with road, water, and sewer projects throughout the city, causing **delays and disruptions** to transit service through construction areas and also on parallel corridors.
- Continuing impacts **of construction of LRT projects and GO Transit expansion**:
 - Construction impacts on Eglinton Avenue for Line 5 are gradually being reduced from its peak. However, new impacts from the Eglinton Crosstown West Extension and Scarborough Subway Extension are expected.
 - Construction of surface LRT on Finch Avenue West for Line 6 continues to impact operations but with a lesser extent than underground construction on Eglinton Avenue. Gradual roadway restoration in 2023 has improved travel times in some sections.
 - GO Transit rail grade separation at Steeles Avenue is nearly complete, but construction on new grade separations, such as on Finch Avenue, and new GO Stations are beginning.
- Changes to **how we allocate road space** to support **safer streets** and **expanded mobility choice**, including new bikeways, reduced speed limits, and improvements to pedestrian safety have impacts on TTC operations and service. As a whole, TTC supports these initiatives as they are consistent with **transit-supportive communities** and continues to work collaboratively with the City to support transit operations.
- In spring 2023, the Province of Ontario announced the intention to implement **regional fare integration** for the TTC, GO Transit, and surrounding regional transit systems (York Region Transit, MiWay, Brampton Transit, and Durham Region Transit). This would reduce the cost of cross-boundary trips.

4.9 2022-2023 action plan

The 2022 ASP identified 26 initiatives under the 20-Point Action Plan from the 5YSP to improve transit service in the city over the year. Some points in the Action Plan may have more than one initiative. Overall, we implemented 11 initiatives, including optimizing service levels to match capacity with demand and introducing new Line 1 schedules to operate with Automatic Train Control. Of the remaining initiatives, 11 were started and are underway, and three were deferred to 2023/2024. **Figure 5** presents a status summary of initiatives planned for implementation in 2022 and 2023. More detail on each initiative can be found in **Appendix 1 – 20-Point Action Plan Status Update**.

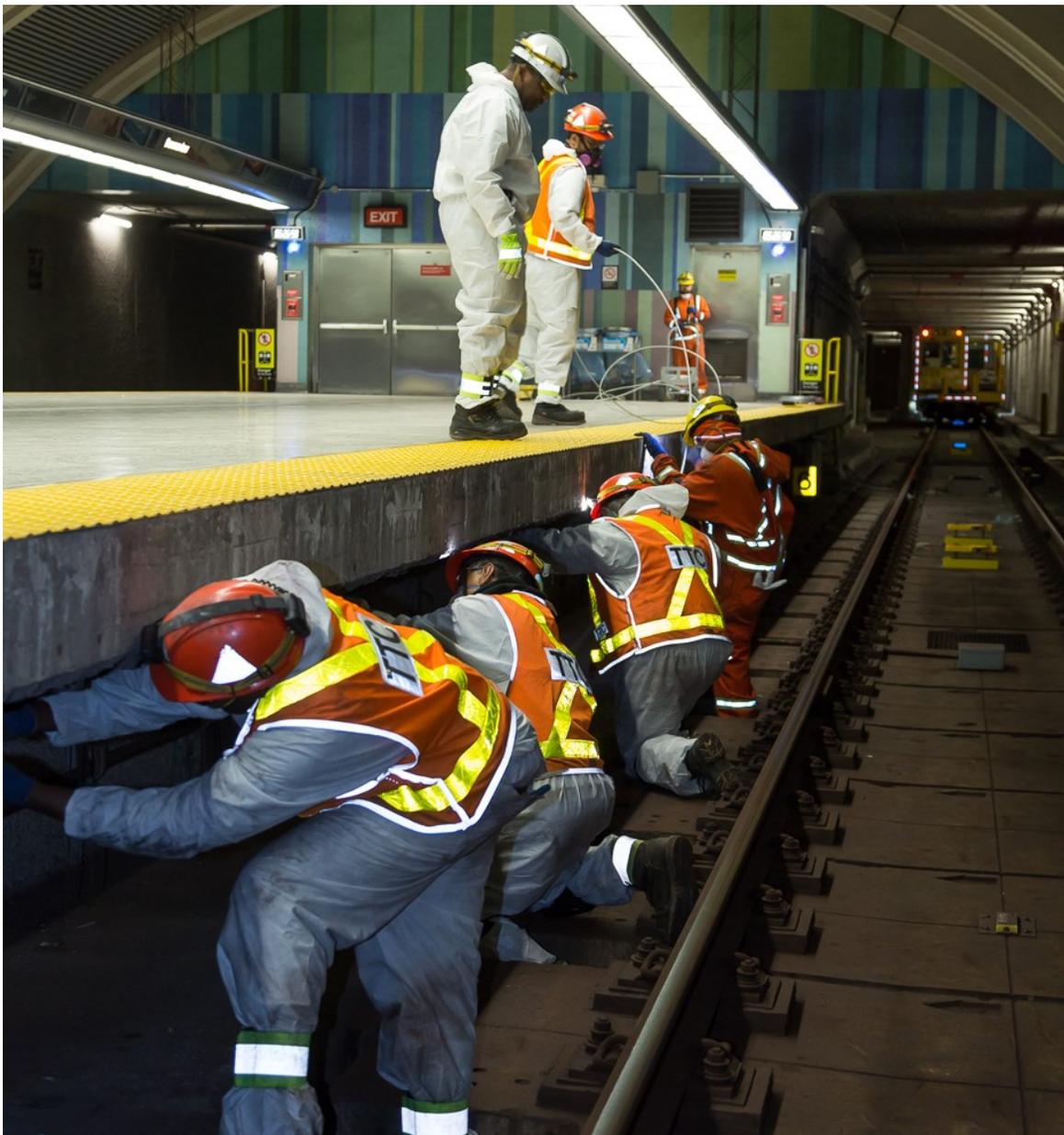


Figure 3: 2022-2023 action plan – status summary

Action	Initiative	Status
1.1: Accommodate population and employment growth	1. Optimize capacity by rebalancing service levels	Implemented
	2. Improve route productivity and performance by modifying schedules	Implemented
1.2: Implement services to address travel patterns	3. Implement service changes to support travel patterns	Underway
1.3: Open Line 5 Eglinton	4. Operate Line 5 and implement Line 5 surface network plan	Bus network plan included in the 2024 ASP, implementation TBD.
1.4: Relieve crowding on Line 1	5. Upgrade Line 1 signaling system (Automatic Train Control)	Implemented
1.5: Open Line 6 Finch West	6. Operate Line 6 and implement Line 6 surface network plan	Bus network plan included in the 2024 ASP, implementation TBD.
1.6: Enhance the streetcar network	7. Modernize the streetcar network with SOGR work	Underway
1.7: Apply an equity lens to service planning	8. Make transit accessible in Neighbourhood Improvements Areas	Implemented
	9. Apply equity-based consultation process in the 2024 ASP	Implemented
2.1: Expand customer amenities at stops	10. Implement accessibility improvements and identify customer amenities at stops	Underway
2.2: Improve wayfinding at stops	11. Implement the Wayfinding Strategy	Underway
2.3: Improve placemaking at key stop areas	12. Identify improvements through the Jane-Finch Initiative	Underway

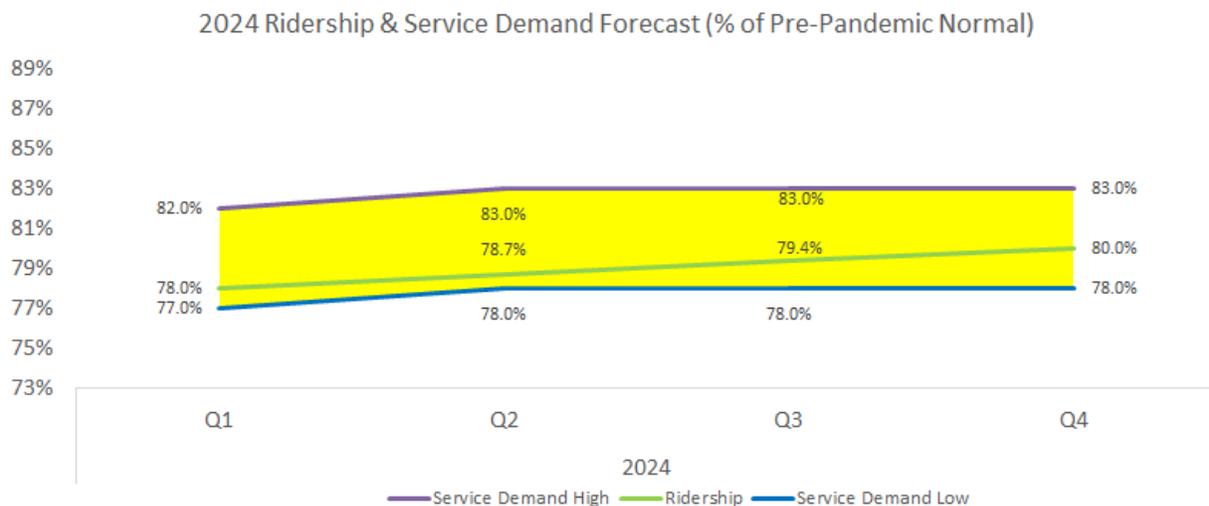
3.1: Improve surface transit schedules	13. Improve bus and streetcar schedules to reflect operating conditions	Implemented
	14. Minimize non-revenue service to maximize capacity	Implemented
3.2: Mitigate delays & disruptions to service	15. Minimize customer inconvenience during disruptions	Implemented
4.1: Explore bus transit lanes	16. Conduct public consultation on the RapidTO Jane	Implemented
	17. Advance the RapidTO Bus and Streetcar Plan (RBSP)	Underway
	18. Advance work on the next RBSP corridor	Underway
4.2: Implement more queue jump lanes	19. Deliver bus queue jump lanes at three locations	Underway
4.3: Implement more transit signal priority	20. Implement ATSPs at approximately 100 locations	Underway
5.1: Expand service integration	21. Pilot cross-boundary service integration on up to two corridors	Underway
5.2: Integrate microtransit services	22. Improve connections with private microtransit shuttle providers	Deferred
	23. Issue a report on the lessons learned from the Automated Transit Shuttle Trial	Implemented
5.3: Enhance integration with cycling	24. Install cycling improvements and infrastructure to enhance integration with transit	Underway
5.4: Enhance pedestrian pathways to the TTC	25. Complete the design to formalize the pedestrian pathway to/from Sheppard West Station	Implemented
5.5: Implement Mobility as a Service (MaaS) strategy	26. Develop the next steps on a MaaS Strategy with the MaaS working group	Deferred

4.10 2024 Outlook

Based on available and evolving information, it is anticipated in 2024 there will be growth above the September 2023 ridership average of 78% of pre-pandemic levels.

The extent of growth in 2024, and the service capacity required will, however, also be dependent on an increase in the average days of work in office downtown, plus the impacts of traffic congestion and potential increase in mode shift back to transit. We also recognize that ridership change will vary by travel market and areas of the city. **Figure 6** presents our preliminary 2024 forecast of a probable range of customer demand levels as depicted by the upper and lower lines and the revenue ridership 2024 forecast (green line) which was established within this range. Fall 2023 experience will continue to be monitored, further informing the 2024 ridership projection as part of the 2024 Operating Budget process.

Figure 6: 2024 ridership projections



Service adjustments will continue to be consistent with TTC Service Standards, which were applied to the system-wide realignment exercise to match service to ridership demand in the spring of 2023. These changes were made while protecting route coverage and periods of service while ensuring schedules reflected current operating conditions.

Subsequent ridership above forecast resulted in additional investment on service quality and policy-based service initiatives in fall 2023, including:

1. Increasing capacity where overcrowding is observed
2. Resuming off-peak capacity service standards
3. Restoring six-minute or better subway service at all times on Line 1 and Line 2
4. Addressing gaps in the Ten Minute Network
5. Providing a permanent allocation of demand responsive service

In November 2023, the Line 3 Bus Replacement Network will be fully implemented and the service operated at this time will form the basis of the 2024 service budget submission, which will also include:

- Operation of 95% of pre-pandemic service, increasing to 96% in spring 2024 and to 97% in fall 2024 to increase capacity to meet ridership demand and adjust schedules to reflect changes in congestion to maintain service reliability;
- Annualization of incremental operating costs of the Line 3 Bus Replacement; and,
- Provisions for the operations and maintenance of Line 5 and Line 6 and associated bus network changes.

The COVID-19 financial impact will continue to impact the TTC into 2024 and 2025. Despite ridership recovery efforts in 2022 and 2023, the hybrid work model is expected to continue to persist into the future, which impacts the number of commuters using the TTC system throughout the work week. In addition, revenues may not return to pre-COVID levels in the near term, leading to a need for continued COVID relief or strategy for other predictable funding sources.

The TTC will be undertaking more detailed modelling in the long term to understand changes in ridership and customer demand travel. Key factors that will inform ongoing technical analysis include:

- Emerging patterns in customer travel behaviour – in particular with new hybrid work model in key sectors of Toronto’s economy.
- Population, employment and land-use projections updated for 2051.
- Results of the new Transportation Tomorrow Survey (TTS)
- Analysis of TTS, Customer Satisfaction Survey by gender, income and occupation-related data to better understand travel behaviours of the TTC’s diverse customer base.
- Impact of influential policies, including TransformTO

As data will become available in 2024, the outcomes of this analysis will inform the development of future plans.

5. 2024 Annual Service Plan

Our priority in 2024 is to continue rebuilding the foundations of Toronto’s transit system and make the system more attractive to all customers in the coming years. As customer demand begins to stabilize this year, we can now confidently make longer-term changes to the system to address new travel patterns that have emerged and evolved from the pandemic.

The key themes for this year’s plan are:

THEMES AND DIRECTIONS

1. Improving on the basics
 - Continue to align service as customer demand patterns stabilize across the network
 - Reinforce the role that the TTC service standards play in defining service quality and expectations
 - Improve existing processes to deliver better transit service to customers
2. Making stronger connections
 - Prepare the transit system for major changes to the network, including Line 5 Eglinton and Line 6 Finch West
 - Monitor and adjust the Line 3 bus replacement network implemented in fall 2023
 - Adjust routes across the city to create better connections, respond to growth in communities and address community input and service requests
 - Explore opportunities and adjust for customer demand needs arising from the first phase of regional fare integration and the elimination of cross-boundary double fares
3. Doing disruptions differently
 - Learn from recent years of construction and transit disruptions across the city to develop a service disruptions framework and improved processes
 - Pilot new approaches to maintain mobility and maximize flexibility during construction in the upcoming year and beyond
 - Improve customer communication approaches and tactics, especially for unanticipated service changes

5.1 Improving on the Basics

In December 2022, the TTC Board was informed of a Service Improvements Action Plan to improve bus and streetcar operations and to:

- Continuously improve operational practices and procedures;
- Improve the quality and availability of real-time information to TTC customers;
- Evolve organization engagement in Customer Service response;
- Build on innovative initiatives to promote safety; and,
- Develop a Customer Experience Action Plan based on customer priorities.

In Stage 1 of public engagement for the 2024 ASP, we asked customers for feedback regarding their key priorities in riding the transit system. We received more than 3,650 responses through virtual stakeholder meetings, focus groups with key customer audiences (women, customers with low income and shift workers), and a public survey.

We heard that customers value the following four priorities the most:

- **Reliability:** providing on-time service when expected and predictable travel times;
- **Safety:** ensuring physical safety when travelling at night or during quiet periods and continued concerns about COVID-19;
- **Frequency:** having vehicles come more often to reduce crowding and wait times; and
- **Communication:** improving accuracy and clarity of communication, especially during service disruptions.

Additionally, respondents were asked to prioritize a list of TTC service offerings in order of importance to the respondents themselves and the system. The summary of the results of the survey is shown in **Figure 7**.

Figure 7: Customer ranking of TTC service offerings

More Important	Somewhat Important	Least Important
10-Minute Network	Express Network	GO Transit connections
Weekday peak service	Early morning service	Community Bus
Weekend service	Weekday off-peak service	Regional connections
30-minute service standard	Blue Night Network	Downtown Premium Express

These priorities informed both the service realignment process in early 2023 and service investments in fall 2024 and will form the basis of the 2024 ASP, including the Area Studies outlined in **Section 5.2**.

Action 5.1a: Align service to stabilizing customer demand patterns and service contexts

Scheduled regular TTC service continues to evolve as travel patterns and customer needs emerge.

- System ridership trends do not speak to geographic or travel by different types customers or journey types;
- Recognize that service today will not exactly match the service from 2020;
- Service will continue to be reallocated from less busy to more busy routes; and
- Equity will be considered in protecting service on routes serving Neighbourhood Improvement Areas or a higher proportion of priority customer groups.

In fall 2023, additional investment is being made to increase capacity, reduce wait times, and improve service reliability. Currently, we have over 80% of periods with service frequency within 10% of pre-pandemic wait times.

In 2024, we will continue to assess our bus, streetcar and subway service on a regular basis and adjust frequency as needed and based on our Service Standards (see **Action 5.1c**).

Additional service hours are identified in the 2024 Operating Budget to accommodate forecast demand in fall 2024 on bus, subway and streetcar routes.

Action 5.1b: Evolve approaches to prioritize service changes from an equity perspective

In fall 2023, service investments were made to reduce crowding and improve wait times across the network. These investments were prioritized based on an assessment of each route based on various equity-related metrics, which builds upon other equity-based approaches to service planning for route assessments, consultation, and introduction of new services.

In 2024, the TTC will continue to evolve these approaches alongside a review of equity-based planning approaches as part of the 5YSP. We are also working with the City of Toronto to develop an equity-based mobility planning tool to better make decisions on investment and infrastructure.

Action 5.1c: Provide regular reporting of service against the TTC's Service Standards

The TTC's Service Standards define the TTC's service planning principles and priorities. The document outlines systematic and objective approaches to planning, monitoring, adjusting, and evaluating transit service. It includes:

- Network design standards related to defining service types, principles of system structure, and coverage and access standards;
- Quality of service standards related to crowding, planned capacity, service reliability, and policy-based wait times; and,
- Performance targets related to service productivity and financial performance.

The Service Standards is reviewed and updated regularly as part of the 5YSP and Annual Service Plan process, with the last review occurring in February 2022.

As transit ridership begins to stabilize, reporting performance against the Service Standards will be important to assess service needs in years to come.

This action will include:

- Prioritizing measures and identifying channels to report service performance against Service Standards;
- Improving awareness and understanding of how service standards work; and,
- Informing the review and update to the Service Standards as part of the 5YSP.

Figure 8: Fall 2023 network performance against key quality of service standards

	Monday-Friday	Saturday	Sunday
Capacity % of periods meeting standard	96%	97%	98%
Ten Minute Network % of periods meeting standard	92%	92%	92%
Six Minute Subway	Lines 1 and 2 within standard Line 4 operating outside standard	Lines 1 and 2 within standard Line 4 operating outside standard	Lines 1 and 2 within standard Line 4 operating outside standard

Action 5.1d: Build on the foundation of the service reliability program to further improve the customer journey

Service reliability continues to be a key component of customer satisfaction, as we heard through the first round of the ASP survey. The TTC measures service reliability through an On-Time Performance (OTP) metric, defined as the percentage of trips on a route that depart their first stop between one minute early to five minutes late of the scheduled trip time.

We recognize that service reliability has various meanings and expectations by customers. We know that on frequent routes, consistent, well-spaced service is important and it is visible and impactful when that does not happen. On infrequent routes, OTP along the route is also important, even with the use of real-time predictions.

Through 2023, almost all routes have OTP assessments and schedules adjusted to reflect observed operating conditions. This provides a strong foundation, especially on the most frequent routes, to begin exploring and testing approaches to improve other aspects of service reliability, including monitoring and improving headway regularity, reducing bunching and gapping, and end-of-line terminal management. These will include further improvements to the VISION route management system and hybrid approaches to better engage front-line Operators.

Key priorities under this action include:

- Focusing on improvements to weekend and overnight schedules to reflect operating conditions;
- Diagnosing and mitigating terminal operations issues, including alternative operating or scheduling approaches at constrained locations; and,
- Ensuring service is aligned to available workforce to minimize risk of service cancellations and gaps that adversely affect reliability.

Action 5.1e: Addressing gaps and improving service at the start and end of regular service

Through continuous improvement and review, schedules will be adjusted through 2024 to better align first and last trip times on subway, LRT, bus, and streetcar services. This will improve integration between modes, especially in the early morning and late evening.

By the end of 2024:

- First train times at all subway stations will begin at the same times, Monday through Saturday and last train times will end at the same time every day of the week;
- Station and bus terminal operating hours will be better aligned with train times, ensuring that customers can make connections to surface routes;
- Bus and streetcar schedules will be adjusted so that the last trip times are the same at each stop every day of the week. In addition, early morning trips will be adjusted to ensure they connect to the first trains; and
- On corridors served by the Blue Night network, bus and streetcar schedules will be adjusted to ensure 30-minute-or-better service 24/7, with route adjustments where needed to eliminate gaps and reduce duplication between late evening, overnight and early morning services;

As a result of these changes, sometimes service may start earlier and end later, or first and last trips may be eliminated. Recognizing the impact this will have on customers and

adjacent neighbourhoods, these proposals will be included in the 2025 ASP process for consultation prior to implementation.

5.2 Making Stronger Connections

The city of Toronto continues to expand, and our transit system must keep up with a growing population and demand for our services. The following section summarizes key projects and initiatives aimed at expanding the transit network to improve transit connections in 2024 and beyond.

The TTC is committed to changes to improve transit services and provide an affordable and connected travel option to move in and around Toronto. This will help advance the City's goals to keep Toronto moving, invest in people and neighbourhoods, tackle climate change and build resilience.

The following section outlines surface network changes in 2024 related to:

- Continue work on preparing for the opening of rapid transit projects, including Line 5 Eglinton and Line 6 Finch West
- Monitoring of the Line 3 Bus Replacement network
- Reviewing service in eight areas across the city
- Monitoring and adjusting service alongside regional fare and service integration



Action 5.2a: Implement service changes to support opening of Line 5 Eglinton

The 19-kilometre line along Eglinton Avenue between Mount Dennis Station and Kennedy Station will provide service to 25 stations and surface stops in a dedicated right-of-way, which will reduce customer travel times along the corridor and will provide an important east-west service and connect to approximately 60 bus routes, three existing subway stations, the UP Express, and three existing or future GO stations.

The Line 5 Surface Network Plan, which includes changes to 27 bus routes in proximity of Line 5 was approved as part of the 2022 ASP. In the 2024 ASP, following extensive public consultation and technical assessments, some changes to the network are recommended, but subject to additional operating funding:

- Ensuring Line 5 operates consistent with the rest of the subway network with six-minute-or-better service, all day, every day;
- Improving connections between Line 5, Dixon Road and Toronto Pearson Airport, with new express bus service from Mount Dennis Station; and
- Introducing new direct service from the Parkwoods community to Science Centre Station to replace 144 Downtown/Don Valley Express service.

Additional details about these changes are included in **Appendix 4 – Technical Assessment**.



Action 5.2b: Implement service changes to support opening of Line 6 Finch West

The 10-kilometre line along Finch Avenue West between Finch West Station on Line 1 to Humber College, will connect 27 bus routes to 18 new stops. We will also implement eight new or revised bus routes to maximize connectivity with Line 6. The new light rail service will improve service reliability, provide reduced and predictable travel times, and make service more comfortable for customers living in the seven Neighbourhood Improvement Areas it serves.

Additional details about these changes are included in **Appendix 4 – Technical Assessment**.



Action 5.2c: Monitor and adjust Line 3 Bus Replacement

Following a derailment in July 2023, Line 3 was permanently closed ahead of its originally-planned decommissioning in November 2023. The TTC and City of Toronto worked closely to expedite the implementation of transit priority measures on Kennedy Road and Midland Avenue. The Line 3 Bus Replacement network, approved by the TTC Board in 2022, is being implemented in November 2023.

In 2024, the TTC will monitor changes to customer demand on routes across Scarborough as customers adjust their travel patterns. Adjustments to service will be made based on observed demand and customer feedback.

The 2025 ASP will include a review of the Line 3 Bus Replacement Network and identify any major route or service changes. The TTC will continue to expedite the design of a busway on the Line 3 Right-of-Way between Kennedy Station and Ellesmere Road.

Action 5.2d: Implement and monitor changes identified through area study process

Area studies are reviews of existing transit in a specific geographic area to determine whether a change or series of changes are needed to improve transit service. Areas are identified and selected generally in response to significant community changes (population growth, new streets, new destinations), changes to the transit network (new rapid transit, transit priority), and community inputs and requests.

In general, recommendations through the area study process seek to provide a more effective use of existing service investment and do not result in increased operating costs. In 2022 and 2023, we reviewed service in the following eight areas across the city:

- Northwest (North Etobicoke)
- Southwest (South Etobicoke)
- East A (Northeast Scarborough)
- East B (Scarborough East)
- North-Central (York Mills-Leslie)
- Southeast (South Scarborough-Beaches)
- Liberty Village
- Toronto Zoo

As part of the Stage 1 2024 ASP consultation process, we employed surveys, pop-up consultations and door-to-door canvassing. In addition, we engaged with front-line staff through working groups and visits to operating divisions. The above area studies consider new travel patterns, key destinations, regional service connections, and upcoming construction projects impacting transit service.

Figure 9 and **Figure 10** provide an overview of the proposed changes resulting from this year's Area Study process. Full details on the changes are included in **Appendix 4 – Technical Assessment**. Proposed changes will be implemented alongside other system initiatives and will be assessed after a period of operation through future Annual Service Plans.

Figure 9: Area Key Statistics and Map of Proposed Changes

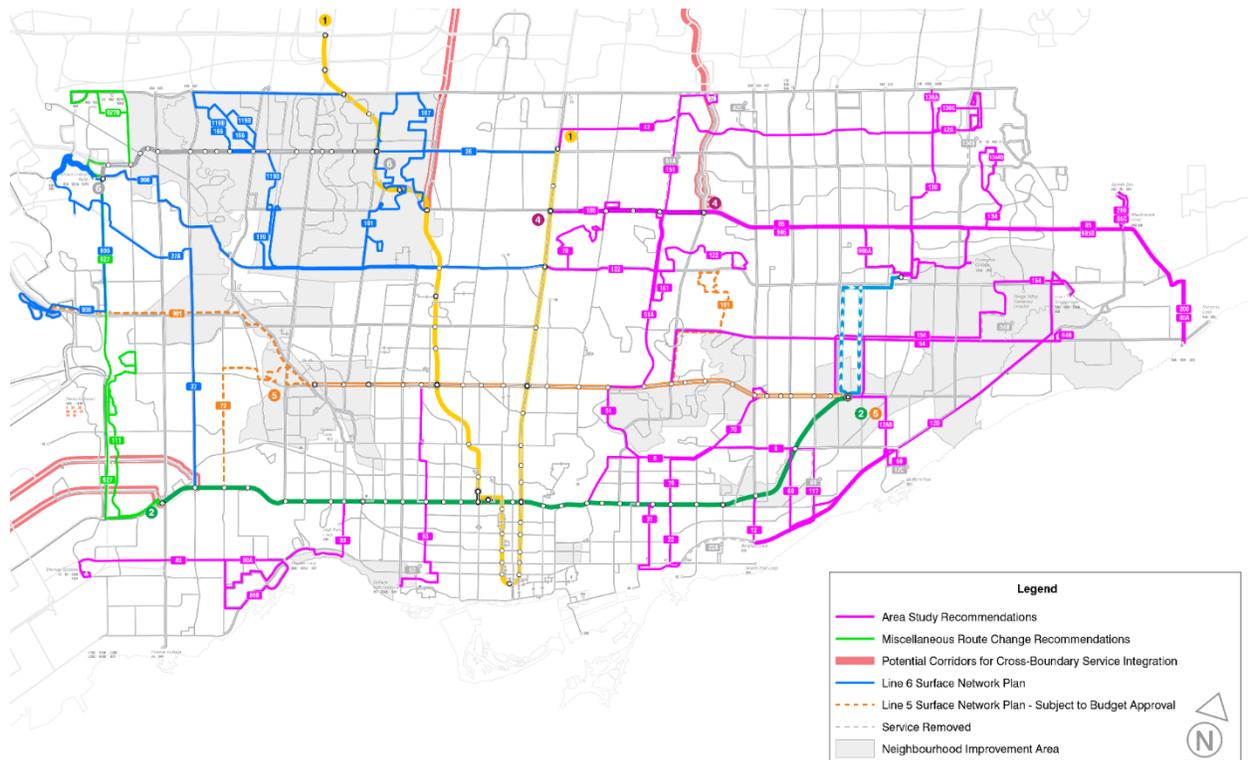
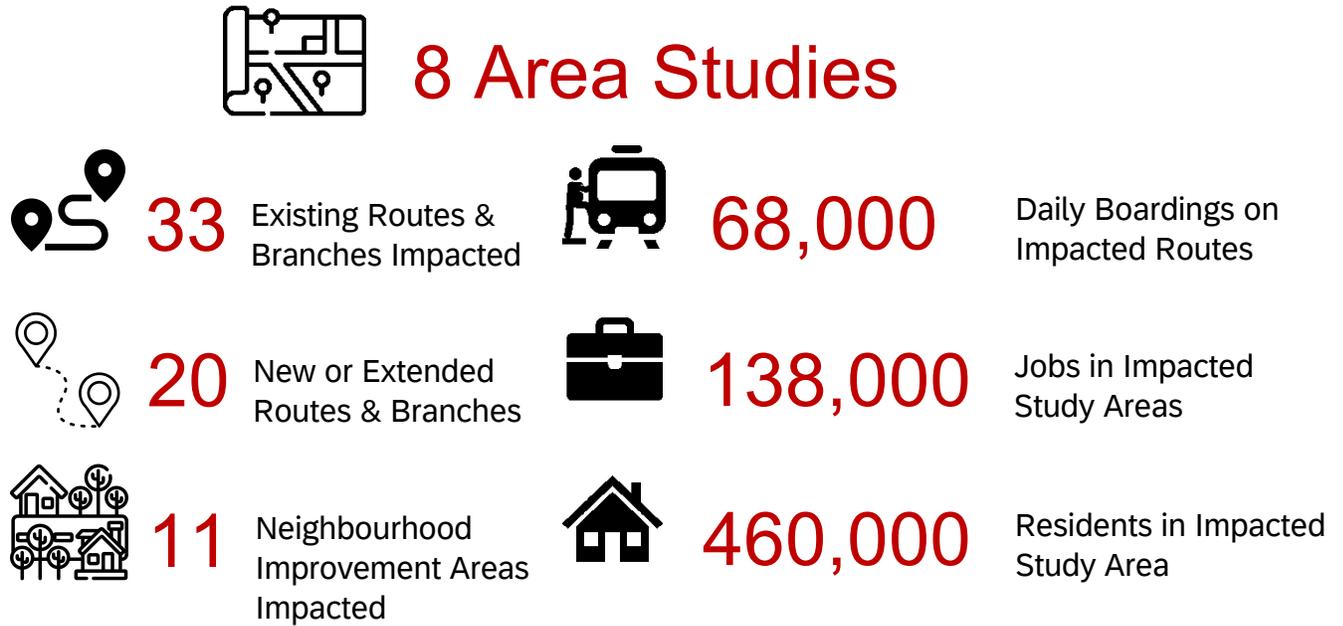


Figure 10: Summary of Key Recommended Changes by Area Study

Area Study	Key Needs	Recommended Changes
East A (Northeast Scarborough)	Simplifying routings and improving connections to growing employment area	134 Progress – routing change to simplify service 42 Cummer – extension to Markham Road 130 Middlefield – revised routing in industrial area 902 Markham Road Express* – extension to Steeles *change implemented in 2023 through service adjustments
East B (Scarborough East)	Addressing gaps in north-south connections in central Scarborough Improving frequent service on Lawrence Ave	54 Lawrence East – extension of Ten Minute Network to Morningside Ave 154 Curran Hall – new service on connecting Kennedy Station to U of T Scarborough 12 Kingston Rd – new midday service on 12D branch
North Central (York Mills-Leslie)	Providing better connections on local routes Responding to community requests for service changes on Leslie St corridor	78 St Andrews – extension to Line 4 and Bayview Village Shopping Centre 122 Graydon Hall – improved eastern end of line, connecting to shopping plaza 151 Leslie North – replaces 51 Leslie service north of Line 4
Northwest (North Etobicoke)	Lack of direct connections from northwest Etobicoke to Toronto Pearson Airport Replacement of 36 Finch West service following opening of Line 6	906 Airport-Humber College – new express service from Humber College to Toronto Pearson Airport at Viscount Station 37 Islington/996 Wilson Express – extension to Humberwood Loop
Southeast (South Scarborough-Beaches)	Reducing transfers required for travel along Kingston Road	503 Kingston Rd – new all-day, every-day service* with corresponding changes to 22 Coxwell

	Inconsistent routing by time-of-day for some routes	31 Greenwood – revised all day routing at south end* 8 Broadview – extension to Warden Station* 117 Birchmount South and 69 Warden South – new two-way service replacing loop service *changes implemented in 2023 through construction service adjustments
Southwest (South Etobicoke)	Infrequent service along The Queensway, which is a major retail and intensification corridor Improving connections to GO Transit service at Mimico GO	80 Queensway – new 80B Queensway branch connecting to Mimico GO Station, replacing 176 Mimico GO and 145 Downtown/Humber Bay Express
Toronto Zoo	Improved connections to the regional transit network Inflexibility of service to accommodate special events	200 Toronto Zoo* - new service connecting Toronto Zoo and Rouge Hill GO Station *changes implemented as part of summer 2023 seasonal service changes
Liberty Village	Need for improved service in rapidly growing mixed-use community Address operational and service constraints in area, including at Exhibition Place	29 Dufferin/929 Dufferin Express – maintain service with adjustments to accommodate planned construction 63 Ossington – modified routing through Liberty Village to address end-of-line issues on Atlantic Ave

Action 5.2e: Monitor and adjust service to improve connections to GO Transit as part of Regional Fare Integration

Improved regional fare integration is expected in early 2024, which will mean TTC customers using PRESTO or Open Payment would not pay a TTC fare if their journey includes a transfer to GO Transit. This is consistent with GO Transit co-fare policy with regional transit service providers.

TTC will monitor the impact of this fare change on ridership, especially in areas where the improved fare policy may have more significant changes to demand. One example is

potential for more customers transferring from GO Transit to TTC in downtown Toronto who currently walk to avoid an additional fare.

TTC will also continue to make adjustments to service to improve connections to GO Transit. The completion of the grade separation on Steeles Ave at Milliken GO has provided the opportunity for a seamless transfer between TTC bus routes and GO Train service. Several TTC bus routes will serve a new stop at Milliken GO, providing customers the opportunity to connect between the two services.

Action 5.2f: Implement the first phase of regional service integration with York Region Transit and MiWay

The TTC will continue to work towards service integration with our regional transit service partners in 2024 and beyond.

Action 5.2g: Discontinue the Downtown Premium Express network and replace with alternative services

Prior to March 2020, the TTC operated five Downtown Express bus routes, providing express service to and from downtown during peak periods. The first of these routes were implemented in the late 1980s in response to capacity constraints on Line 1 and subsequently to supplement service on the Queen streetcar corridor. Customers are generally provided a single-seat ride but are required to pay a premium, double fare.

Despite providing some travel-time benefits, point-to-point operations, service reliability, boardings and financial performance are relatively poor compared to other routes across the system. Downtown Express buses generally carried just one group of customers per trip. Consequently, this resulted in a high level of subsidy to operate these services, even with the double fare.

After analysis and review, the TTC is recommending to suspend Downtown Premium Express service indefinitely for the following reasons:

- High net cost of operation
- Poor service reliability
- Availability of alternatives

New services are proposed to replace some of the services provided by the Downtown Premium Express buses:

- **191 Underhill** – partial replacement of the 144 Downtown/Don Valley Express connecting to Science Centre Station on Line 5.
- **150 Eastern Avenue** – new service replacing the 143 Downtown/Beach Express via Eastern Ave. In light of future Ontario Line Construction, this route and other potential service alternatives will be subject to change.
- **503 Kingston Rd** – the introduction of all day, every day service on this route will provide an additional option as alternate service to the downtown core.

- **80B Queensway** – new branch service partially replacing the 145 Downtown/Humber Bay Express, linking the Humber Bay Shores community to Mimico GO Station.
- Customers who have used the 141 Downtown/Avenue Rd Express and the 142 Downtown/Mount Pleasant Express will continue to have direct, single-fare local bus connections to Line 1.

In addition, in spring 2023, the Province of Ontario announced the intention to implement regional fare integration for the TTC, GO Transit and surrounding regional transit systems. Integrating fares between TTC and GO Transit provides an additional alternative for customers who have used services such as the 143 Downtown/Beach Express, 144 Downtown/Don Valley Express and the 145 Downtown/Humber Bay Express, to connect to downtown via the Lakeshore East, Richmond Hill and Lakeshore West lines respectively under a single fare.

Additional details about the Downtown Premium Express routes are included in **Appendix 4 – Technical Assessment**.

Action 5.2h: Implement minor route changes to address operating issues

In addition to Area Study related change, the following routes will be adjusted to address minor operating issues, such as bus parking and layover locations and stop accessibility. These route changes will remove TTC service from existing streets or add TTC service on new streets and therefore require Board approval.



- **111 East Mall:** The 111 East Mall will permanently divert from The East Mall between West Deane Park Dr and West Deane Valley Rd and serve Beaver Bend Cr in the southbound direction only. This change is necessary to provide accessible stop pads for bus service in the community.
- **927 Highway 27 Express:** The 927D (Kipling Stn-Steeles via Royalcrest Express) branch will be extended westward from Highway 27 and Steeles Ave West to Signal Hill Ave to address safety issues pertaining to the current layover location as well as providing a new north-south connection from Line 6 Finch West at Martin Grove Station to the employment land uses on Steeles Ave West.
- **403 South Don Mills Community Bus:** At the request of the community, the 403 South Don Mills Community Bus was extended on Green Belt Dr to serve the neighbourhood at Dallimore Circle in September 2023. This change was approved by TTC Executive with the support of the local Councillor.

5.3 Doing Disruptions Differently

As Toronto continues to grow and the need to renew our ageing infrastructure continues, construction and its associated impacts to transit are inevitable. The 2022 to 2023 construction season, which included several critical infrastructure renewal projects, transit expansion, and private development projects across the city provided many lessons learned.

Recognizing the need to improve how we plan, operate, and communicate changes to service during construction, the 2024 ASP includes a construction service framework that will be developed further in the coming years. This is alongside internal improvements to planning, operations, and accountability. We will continue to collaborate with City and external partners to improve the coordination process.

In this plan, we discuss planning for construction from two perspectives:

- **City-wide service efforts:** covering how we plan and communicate construction-related service changes across Toronto.
- **Area-specific service efforts:** covering potential detours and routings in three representative areas we expect to experience disruptions due to construction.

The draft construction and service disruptions framework, including feedback received through the consultation process, is included in Appendix 4.



Action 5.3a: Adopt and communicate construction planning guidelines based on consultations and customer feedback

Using lessons learned from the 2022-2023 construction seasons as well as feedback received through the Stage 2 of ASP consultations, we developed the following construction planning guidelines:

Keeping **accessibility** and minimizing barriers as a primary consideration when planning and communicating diversions and alternative services.

Consistency in construction phasing and planned detours operated during the construction period.

Flexibility to adjust service plans in the occasion that consistency is not feasible.

Maximizing **connections to subway** to avoid unnecessary transfers for customers.

Frequent service on **nearby/parallel** corridors to minimize travel time for customers.

Maintaining **service coverage** where possible to ensure that pedestrian access and accessibility are maintained during diversions.

In addition to meeting operational requirements, Service Standards, customer demand as well as customer and community feedback, our construction plans will be developed with the goal to achieve as many of these framework objectives as possible.

Action 5.3b: Review, document, and improve process and responsibilities for service disruptions

There are many internal and external stakeholders and processes related to construction and resulting service disruptions. With increasing overlap, complexity and relationships between a growing number of construction projects, a more thorough review and improvement of the process is needed. This action will continue the process of reviewing and improving internal and external coordination and communications for the intake, approval, planning, operations, and accountability around construction service.

Action 5.3c: Implement service changes for area-specific construction

The 2024 ASP focuses on three major construction projects and zones that will begin work in 2024 and beyond. Although there are many construction projects and work areas across the City of Toronto presently and in the future, we have selected three projects that are representative of possible impacts to transit service across the city over the next few years, to establish a framework for the TTC to employ when planning ahead of construction impacts.

The three construction projects and work areas analyzed in the 2024 ASP include:

- **Pape Station** - where building a new interchange between Line 2 and the Ontario Line may require buses to divert to other stations to avoid congestion and operational constraints.
- **King Street West** - where construction is planned in 2024 to renew water, roadway, and streetcar track infrastructure.
- **Yonge and Steeles** - where construction on the Yonge North Subway Extension will occur to build tunnels and new subway station (taking place beyond 2024).

Construction in these areas may affect multiple routes and we are proposing conceptual re-routings and detours for each project. In addition to operational feasibility, each proposed detour has been rated against the construction planning framework presented below. The feasibility of these scenarios and routings will also be subject to confirmation through closure details, operational reviews and available resources.

For further details related to each project, please refer to **Appendix 4 – Technical Assessment**.

Pape Station

Construction Impact

Metrolinx will be building a new interchange between the Ontario Line and Line 2 at Pape Station, which will help relieve crowding on both Line 2 and Line 1. However, this will likely result in impacts to bus operations at Pape Station during construction. Pape Station is currently served by the 25 Don Mills, 72 Pape, 81 Thorncliffe Park, and 925 Don Mills Express. Diverting most of these routes may be required as soon as 2024.

Proposed Service Adjustment

In developing the proposed service adjustments and scenarios for the impacted bus routes (**Figure 11 & Figure 12**) we followed the construction planning framework. Our objectives were to avoid bus-restricting construction, provide direct access to Line 2 Bloor-Danforth subway, minimize travel time, and address operational constraints such as bus terminal capacity. The proposed diversion scenarios and detours have been ranked against the construction planning objectives. Additional changes might be required to other bus routes in the surrounding stations (83 Jones and 100 Flemington Park) to accommodate other construction and associated changes to the transit network, including for the opening of Line 5 and other future Ontario Line construction (such as at Pape Ave and Riverdale Ave).

Figure 11: Detour options for buses north of Danforth Ave (to be updated to show all routes)

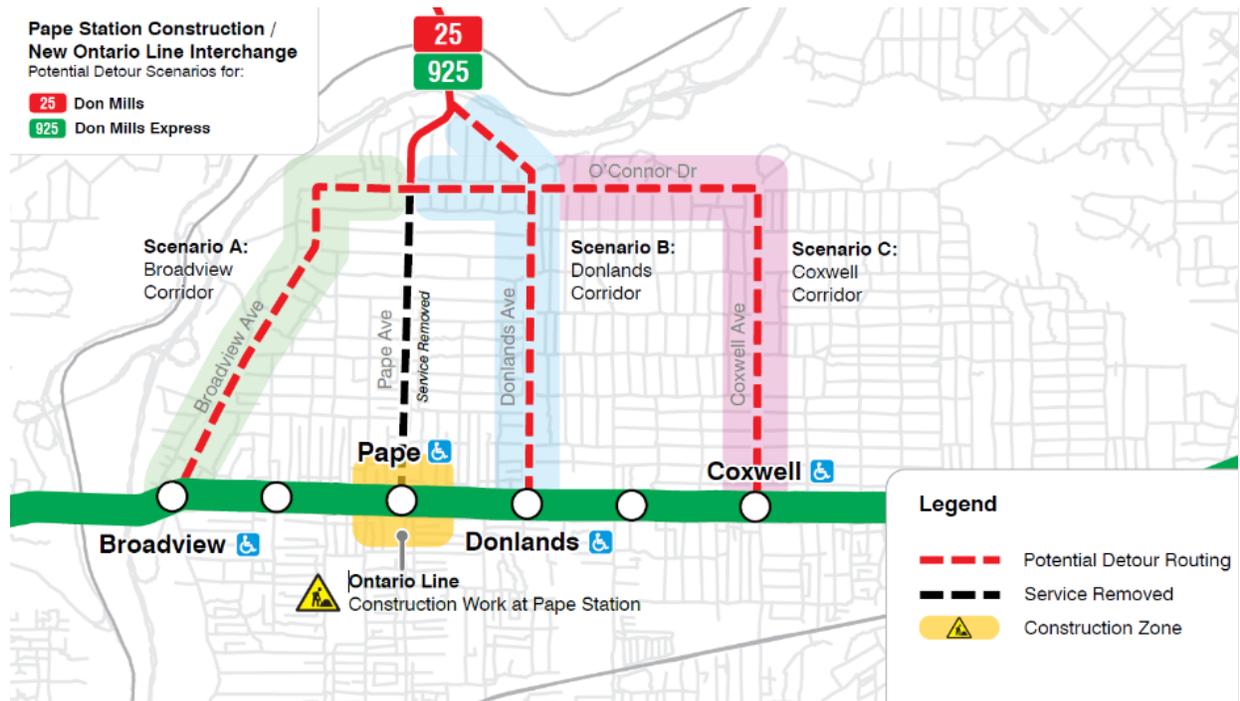
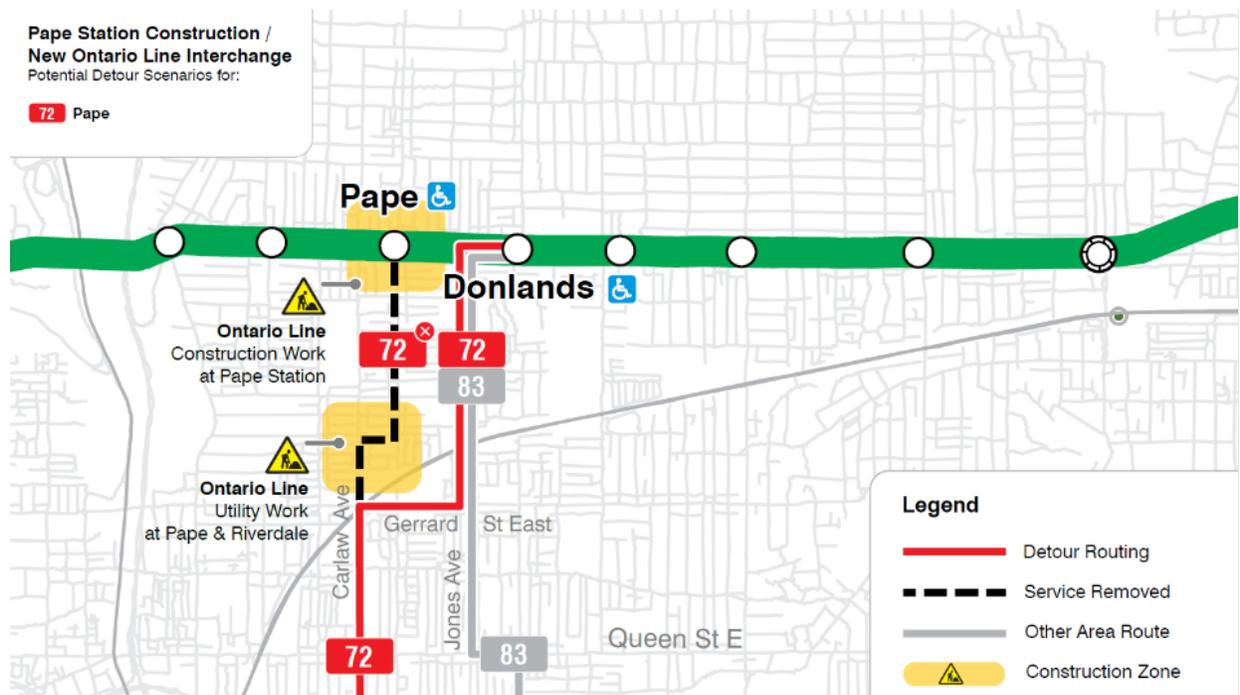


Figure 12: Potential detour routing for bus routes south of Danforth Ave





King Street West

Construction Impact

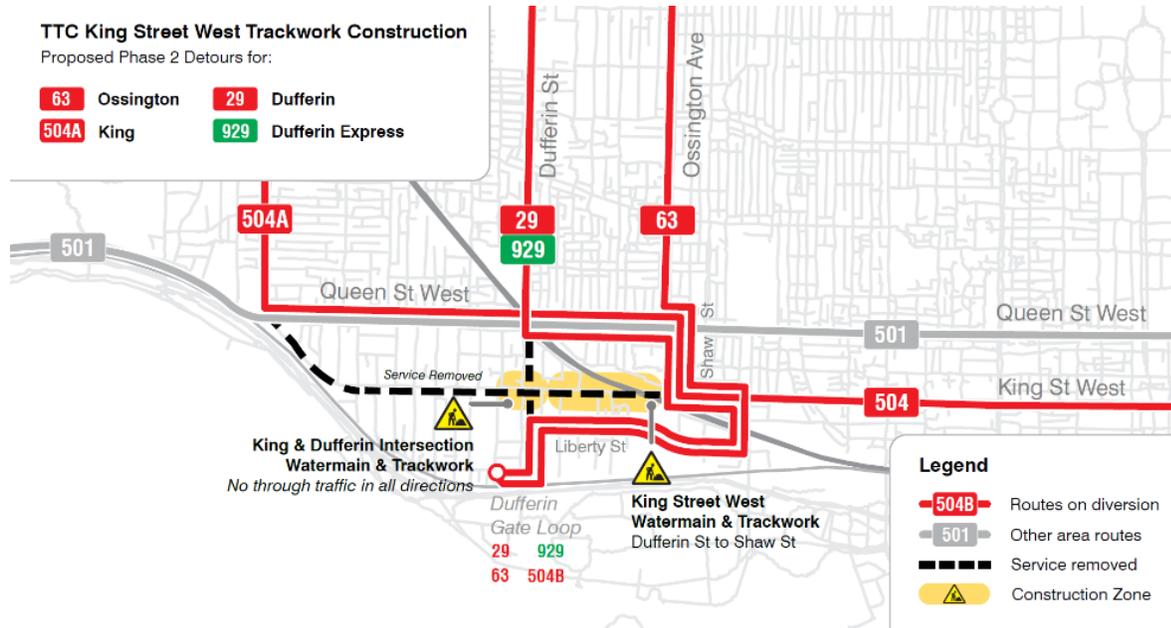
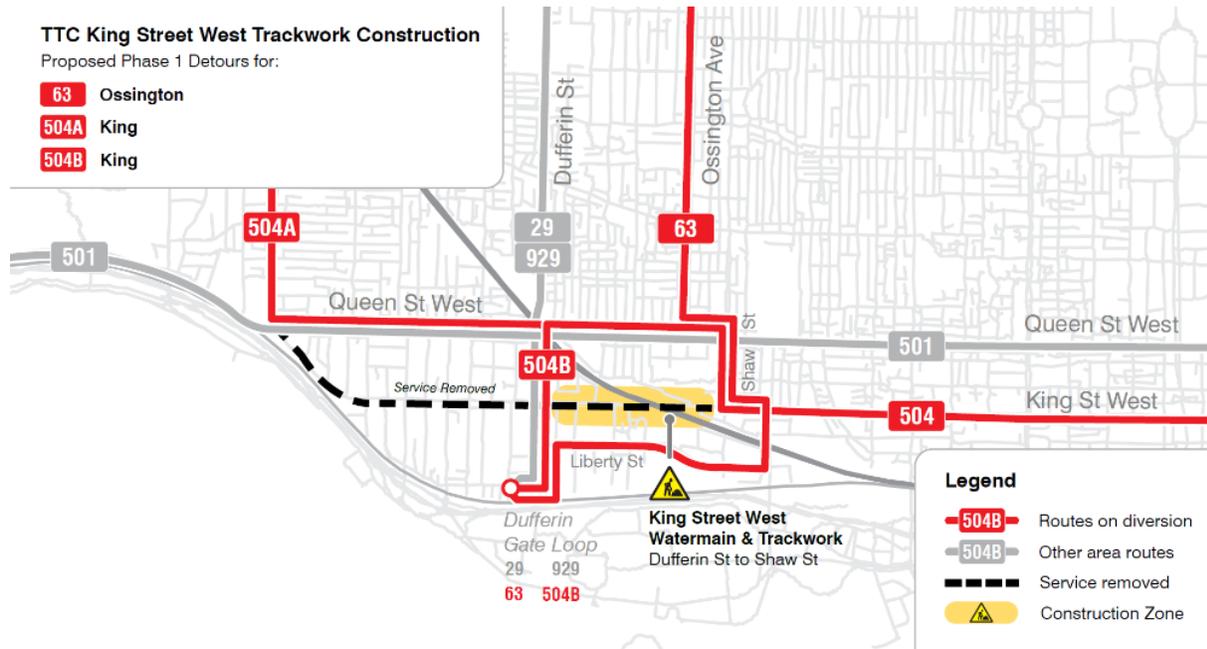
Watermain and streetcar track construction will result in closure of King St West between Dufferin St and Shaw St. This work will result in closures in two phases (**Figure 13**):

- **Phase 1:** Closure of King Street West between Dufferin St and Shaw St
- **Phase 2:** Additional closure of the intersection of King St West and Dufferin St

Proposed Service Adjustment

63 Ossington, 504 King, and 929 Dufferin Express routes will be diverted away from the area during both phases of construction. 29 Dufferin and 929 Dufferin Express will be diverted away from the area in Phase 2 only.

Figure 13: King Street West - Phase 1 and 2 Detours



Yonge and Steeles – future construction

Construction Impact

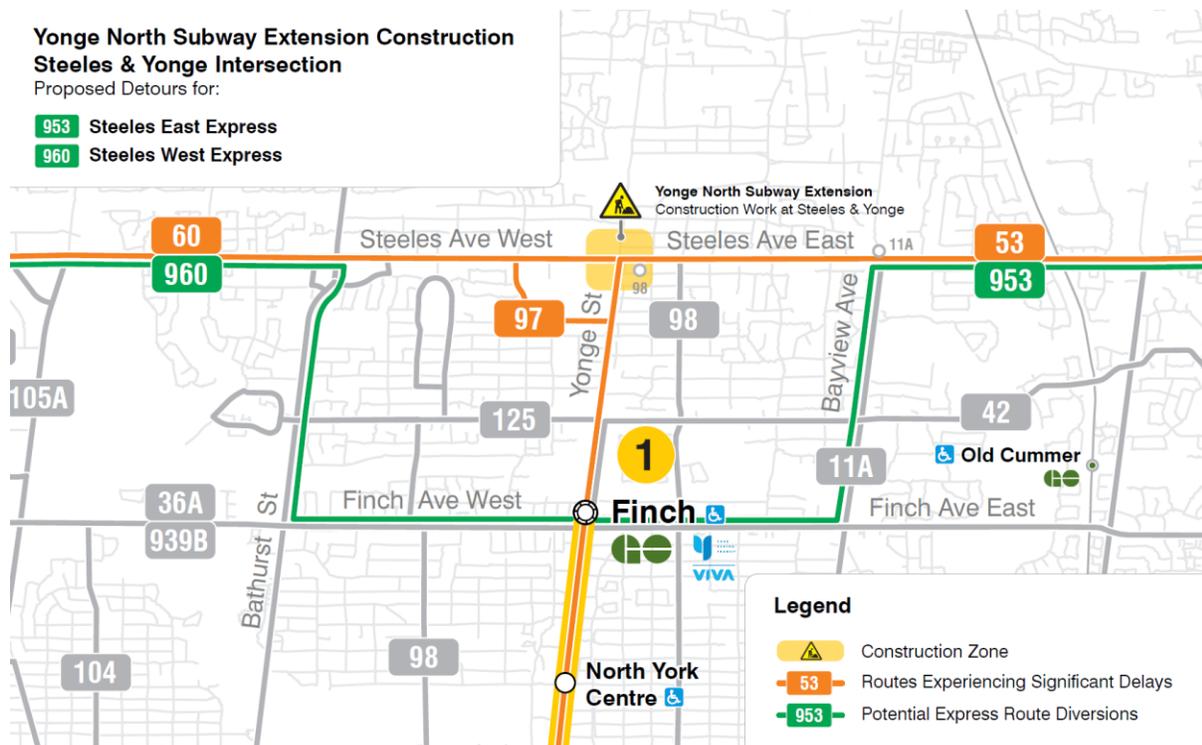
Beyond 2024, there will be construction at Yonge St and Steeles Ave for the station and tunnels needed for the Yonge North Subway Extension. This will likely result in lane restrictions and travel impacts at the intersection that are common with subway construction. This is included in this plan as a representative for similar construction scenarios.

Proposed service adjustment

As depicted in **Figure 14**, we are proposing to divert 953 Steeles East Express and 960 Steeles West Express away from the Yonge St and Steeles Ave intersection and re-route them via Finch Ave and Bayview Ave and Bathurst St respectively. We will not divert 53 Steeles East, 60 Steeles West, and 97 Yonge, but because of construction, these routes will likely experience additional travel time between Finch Station and the Yonge St and Steeles Ave intersection.

In developing these proposed service adjustments, our goals were to provide an option for customers to bypass construction and related delays (for the 953 Steeles East Express and 960 Steeles West Express) while maintaining transit service on Yonge St and access to the Yonge St and Steeles Ave intersection (for the 53 Steeles East, 60 Steeles West, and 97 Yonge routes).

Figure 14: Potential detours during construction at Yonge & Steeles



Action 5.3d: Explore opportunities to test and implement service initiatives when making construction service changes or to address other constraints

In 2023, several service changes were implemented alongside construction-related changes in east Toronto to improve connectivity and accessibility during a period of service disruption. Some of these changes were consistent with recommendations in the ASP area studies and based on customer and community feedback, the changes were made permanent after construction ended. These changes included extension of 31 Greenwood service to Eastern Ave and Coxwell Ave and the consolidation of service on 8 Broadview and 70 O'Connor to provide a new east-west continuous corridor in East York.

In the past, we have also implemented service changes due to operational constraints, such as extension of the 996 Wilson Express to Scarborough to reduce terminal congestion at York Mills Station.

We will continue to leverage opportunities to test and implement route and service changes when we are adjusting for construction or to address other operational constraints.

Action 5.3e: Increase overnight streetcar service to mitigate storage constraints

Starting in 2024, there will be the need to temporarily increase overnight streetcar service. As TTC receives the delivery of new streetcars in 2024, there will be temporary overnight storage constraints as the modernization of Russell Carhouse and construction of a new streetcar storage facility at Hillcrest Yard will not be complete. To mitigate these storage constraints, the TTC will take the opportunity to trial increased and expanded overnight service on the streetcar network (**Figure 15**), including:

- increasing frequency of service from every 30 minutes to approximately every 20 minutes on existing overnight streetcar routes – 301 Queen, 304 King, 306 Carlton, and 310 Spadina
- replacing overnight bus service operating on streetcar routes, such as on St Clair Ave West, on Bathurst St south of Bloor St, and on Kingston Rd from Queen St to Bingham Loop
- introducing new overnight streetcar service on 505 Dundas, which will improve overnight service coverage on a corridor with multiple night-time activity generators and proximity to places of shift work such as Toronto Western Hospital

Recognizing that there may be community impacts and the need to coordinate with infrastructure renewal and ongoing maintenance, implementation of overnight streetcar service on new parts of the network will be subject to engagement prior to implementation.

Figure 15: Increased overnight streetcar service network map



6. Summary of Actions

The following table summarizes the actions outlined in the 2024 Annual Service Plan.

Action
Action 5.1a: Align service to stabilizing customer demand patterns and service contexts
Action 5.1b: Evolve approaches to prioritize service changes from an equity perspective
Action 5.1c: Provide regular reporting of service against TTC's Service Standards
Action 5.1d: Build on the foundation of the service reliability program to further improve the customer journey
Action 5.1e: Addressing gaps and improving service at the start and end of regular service
Action 5.1f: Introduce improvements to real-time information
Action 5.2a: Implement service changes to support opening of Line 5 Eglinton
Action 5.2b: Implement service changes to support opening of Line 6 Finch West
Action 5.2c: Monitor and adjust Line 3 Bus Replacement
Action 5.2d: Implement and monitor changes identified through area study process
Action 5.2e: Monitor and adjust service to improve connections to GO Transit as part of Regional Fare Integration
Action 5.2f: Implement the first phase of regional service integration with York Region Transit and MiWay
Action 5.2g: Discontinue the Downtown Premium Express network and replace with alternative services
Action 5.2h: Implement minor route changes to address operating issues
Action 5.3a: Adopt and communicate construction planning guidelines based on consultations and customer feedback
Action 5.3b: Review, document, and improve process and responsibilities for service disruptions
Action 5.3c: Implement service changes for area-specific construction
Action 5.4a: Explore opportunities to utilize available peak fleet to pilot service improvements during peak periods on the bus and streetcar network.
Action 5.4b: Explore opportunities to test and implement service initiatives when making construction service changes or to address other constraints

Appendix 1. 20-Point Action Plan Status Update

The 2022 ASP identified 26 initiatives under the 20-Point Action Plan from the 5-Year Service Plan to improve transit service in the city over the year. Some points in the Action Plan may have more than one initiative. Overall, we implemented 11 initiatives, including optimizing service levels to match capacity with demand and introducing new Line 1 schedules to operate with Automatic Train Control. Of the remaining initiatives, 11 were started and are underway, and three were deferred to 2023/2024. **Figure A1.1** presents a status summary of initiatives implemented in 2022 or planned for implementation in the remainder of 2023/2024. Per **Section 4.9** of the **2024 Annual Service Plan**, the following sections will provide a status update on each action identified in the plan and any subsequent progress to be made on these items in 2024.



Action	Initiative	Status
1.1: Accommodate population & employment growth	1. Optimize capacity by rebalancing service levels 2. Improve route productivity and performance by modifying schedules	Implemented Implemented
1.2: Implement services to address travel patterns	3. Implement service changes to support travel patterns	Underway
1.3: Open Line 5 Eglinton	4. Operate Line 5 and implement Line 5 surface network plan	Bus network plan included in the 2024 ASP, implementation TBD.
1.4: Relieve crowding on Line 1	5. Upgrade Line 1 signaling system (Automatic Train Control)	Implemented
1.5: Open Line 6 Finch West	6. Operate Line 6 and implement Line 6 surface network plan	Bus network plan included in the 2024 ASP, implementation TBD.
1.6: Enhance the streetcar network	7. Modernize the streetcar network with SOGR work	Underway
1.7: Apply an equity lens to service planning	8. Make transit accessible in Neighbourhood Improvements Areas 9. Apply equity-based consultation process in the 2024 ASP	Implemented Implemented
2.1: Expand customer amenities at stops	10. Implement accessibility improvements and identify customer amenities at stops	Underway
2.2: Improve wayfinding at stops	11. Implement the Wayfinding Strategy	Underway
2.3: Improve placemaking at key stop areas	12. Identify improvements through the Jane-Finch Initiative	Underway
3.1: Improve surface transit schedules	13. Improve weekday schedules by reflecting actual operating conditions 14. Minimize non-revenue service to maximize capacity	Implemented Implemented
3.2: Mitigate delays & disruptions to service	15. Minimize customer inconvenience during disruptions	Implemented
4.1: Explore bus transit lanes	16. Conduct public consultation on the RapidTO Jane 17. Advance the RapidTO Bus and Streetcar Plan (RBSP) 18. Advance work on the next RBSP corridor	Implemented Underway Underway
4.2: Implement more queue jump lanes	19. Deliver bus queue jump lanes at 3 locations	Underway
4.3: Implement more transit signal priority	20. Implement ATSPs at approximately 100 locations	Underway
5.1: Expand service integration	21. Pilot cross-boundary service integration on up to two corridors	Underway
5.2: Integrate microtransit services	22. Improve connections with private microtransit shuttle providers 23. Issue a report on the lessons learned from the Automated Transit Shuttle Trial	Deferred Implemented
5.3: Enhance integration with cycling	24. Install cycling improvements and infrastructure to enhance integration with transit	Implemented

5.4: Enhance pedestrian pathways to TTC	25. Complete the design to formalize the pedestrian pathway to/from Sheppard West Station	Implemented
5.5: Implement Mobility as a Service (MaaS) strategy	26. Develop the next steps on a MaaS Strategy with the MaaS working group	Deferred

Figure A1.1: 2022-2023 Action Plan

1.0. Pillar 1 – Transit Network

Pillar 1 focuses on actions that help customers get to where they want to go, when they want to go.

1.1. Optimize capacity by rebalancing service levels

In the first round of the Stage 1 2024 ASP public engagement survey held in summer 2022, we asked the public to provide feedback on the following statement: “I prefer more service on busier routes during peak periods, even it requires reallocating resources from less busy routes and off-peak periods.”

As concerns towards COVID-19 has waned and restrictions are no longer in place, the planning threshold shifted from 70% of pre-pandemic levels (e.g., 35 customers per 12-metre bus) in 2022, returning to 100% of pre-pandemic levels (e.g., 50 customers per 12-metre bus) into 2023, with further temporary increases of 120% to 130% of off-peak pre-pandemic standards (e.g., 45 customers per 12-metre bus, previously 35). The change in utilization thresholds allows more leeway to rebalance service levels across the system, as indicated in **Section 5.1.1** of the 2024 Annual Service Plan Report. These temporary increases to the service standards are in the process of being reverted.

In 2024, we will continue to focus on optimizing capacity on all routes. Opportunities to reallocate low-demand to high-demand routes will be explored. However, not all low-demand routes shown can be reallocated, as some of these routes are already operating at the TTC Board-approved maximum headway of 30 minutes or if service reallocation results in a headway exceeding 30 minutes.

1.2. Improve route productivity and performance by modifying schedules

Every year, the TTC reviews the productivity of its services through the annual performance review process to ensure we are allocating resources efficiently. This evaluation identifies changes that can be made to route structure or hours of operation. In some instances, where service is no longer financially sustainable, service is discontinued permanently. However, given the variability of the COVID-19 pandemic and its effect on ridership, annual performance reviews were deferred in 2022. In 2022-2023, route productivity was evaluated; however, no firm action has been made to change low-performing routes unless otherwise noted (**Figure A1.2**). Instead, services that are

in the bottom 10th percentile of productivity will be monitored and re-evaluated for action in the 2025 ASP.

Figure A1.2: Route productivity – Bottom 10th percentile, Fall 2022

Rank	Route	Net Cost per Passenger	Action
1	99 Arrow Road	\$ 6.70	Review post-Line 6 opening
2	51 Leslie	\$ 6.65	Review post-North-Central (York Mills-Leslie) Area Study implementation
3	120 Calvington	\$ 6.61	Review as part of 2025 Annual Service Plan
4	33 Forest Hill	\$ 6.47	Review post-Line 5 opening
5	127 Davenport	\$ 6.44	Review as part of 2025 Annual Service Plan
6	82 Rosedale	\$ 6.34	Review as part of 2025 Annual Service Plan
7	26 Dupont	\$ 6.24	Review as part of 2025 Annual Service Plan
8	30 High Park North	\$ 6.03	Review as part of 2025 Annual Service Plan
9	28 Bayview South	\$ 6.02	Review as part of 2025 Annual Service Plan
10	97 Yonge	\$ 5.79	Review post-97 Yonge branch restructuring
11	59 Maple Leaf	\$ 5.58	Review as part of 2025 Annual Service Plan

1.3. Implement service changes to support travel patterns

Five service changes were approved as part of the 2022 ASP. However, due to COVID-19 pandemic-related uncertainty, only two of the five proposals were implemented in 2022 - the extension of 65 Parliament to George Brown Waterfront Campus and the introduction of 202 Cherry Beach, formerly 172 Cherry Beach, seasonal service. The remaining three proposals are planned for implementation in 2024, with further evaluation as follows:

- **8 Broadview:** Extension to Coxwell Station will be evaluated for implementation in the South Scarborough-Beaches Area Study context.
- **118 Thistle Down:** Extension to Claireport Cres during peak periods will be evaluated for implementation in the context of Line 6 Finch West.
- **150 Eastern Avenue:** New local route along Eastern Avenue will be evaluated in the context of the Queen St East streetcar track and Ontario Line construction projects.

In 2024, we are proposing service changes to eight areas across the city to support new travel patterns. Areas were identified and selected in response to significant community changes (population growth, new streets, new destinations), changes to the transit network (new rapid transit, transit priority), and community inputs and requests. The areas are:

- Northwest (North Etobicoke)
- Southwest (South Etobicoke)
- East A (Northeast Scarborough)
- East B (Scarborough East)
- North-Central (York Mills-Leslie)
- Southeast (South Scarborough-Beaches)
- Liberty Village
- Toronto Zoo

More information on the service proposals can be found in **Section 5.2. - Improving Connections** in the Annual Service Plan Report and **Appendix 4 – Technical Assessment**.

1.4. Open Line 5 Eglinton and implement the Line 5 Eglinton Surface Network Plan

Line 5 Eglinton was originally scheduled to open in Q4 2022 but opening date has since been deferred. The 19-kilometre line along Eglinton Ave between Mount Dennis Station and Kennedy Station will provide service to 25 stations and surface stops in a dedicated right-of-way. In addition, Line 5 will provide an important east-west service and connect to approximately 60 bus routes, three existing subway stations (Kennedy, Eglinton and

Eglinton West), the UP Express, and three existing or future GO stations (Mount Dennis, Caledonia and Kennedy).

The Line 5 Bus Network Plan was approved in the 2022 ASP, which showed modifications to 27 bus routes connecting to Line 5. In the 2024 ASP, we further evaluated the Line 5 Bus Network Plan. As a result, we made eight additional adjustments to the plan, including renumbering routes, rerouting routes to reflect on-street operating conditions, and introducing new routes to support new travel patterns. More information on these proposals can be found in **Appendix 4 – Technical Assessment**.

1.5. Upgrade Line 1 signalling system (Automatic Train Control)

In the fall 2022, the TTC successfully implemented automatic train control (ATC) to Line 1 Yonge-University, improving service reliability, speed and capacity on Canada's busiest subway line. Additionally, One Person Train Operation (OPTO) has also been introduced to all days of service on Line 1, providing significant cost savings to the operations of the line while still maintaining service at sufficient levels. ATC has since saved 7 minutes of peak travel time on Line 1, with more savings expected as ATC and OPTO-related delays continue to trend downwards.

While current Line 1 service levels are well below the ATC maximum frequency of 100 seconds, a fully functional ATC system is a key element required to increase capacity on Line 1 as ridership continues to return and in preparation for a future extension of the line to Richmond Hill.

1.6. Open Line 6 Finch West and implement the Line 6 Eglinton Surface Network Plan

The 10-kilometre line along Finch Ave West between Finch West Station on Line 1 to Humber College will connect 27 bus routes to 18 new stops. We will also implement eight new or revised bus routes to maximize connectivity with Line 6, such as the 119B Torbarrie, 166 Toryork, 906 Airport-Humber College Express, and more. The new light rail service will improve service reliability, provide reduced and predictable travel times, and make service more comfortable for customers living and working in the seven Neighbourhood Improvement Areas it serves.

1.7. Modernize the streetcar network with state-of-good-repair work

In 2024, we will continue to modernize the streetcar network to ensure streetcar service is reliable and its infrastructure is in a state of good repair. Several projects are planned for 2024, including track and Toronto Water work on King St West and at Bathurst St and Fleet Street, continued work on the St Clair Ave West corridor and at St Clair West and St Clair stations, track and platform extension advance work at Spadina Station, and overhead work on Bathurst St, Spadina Ave, and on Queens Quay West. During construction, the streetcar service network will be modified with alternate, construction-

related services throughout the year. These services are intended to maintain connections and minimize inconvenience for customers while we modernize the streetcar network.

With the completion of overhead work on Kingston Rd in June 2023, implemented a new all-day, everyday streetcar service on this corridor to optimize the use of this asset in 2023. While the South Scarborough-Beaches Area Study proposes 503 Kingston Rd service to operate all periods of the week, streetcar network construction will likely result in other streetcar routes also operating via Kingston Rd.

1.8. Apply an equity lens to service planning

The 2024 ASP builds on the 5-Year Service Plan Reset findings reported to the TTC Board in July 2023. This report identified three Key Priority Groups as customers who continued to ride the TTC as travel patterns shifted –women, people with low income and shift workers. Many initiatives proposed in the 2024 ASP address travel patterns of the Key Priority Groups. This includes additional off-peak service for personal errands and shopping and Blue Night Network improvements to serve essential employment areas. Furthermore, the eight area studies selected in the 2024 ASP aim to improve transit service in thirteen Neighbourhood Improvement Areas. Additionally, Stage 2 of 2024 ASP consultations included engaging with and gathering feedback from the three Key Priority Groups through Focus Groups and pop-up events.

Our Youth Ambassador engagement initiative was introduced in the 2021 ASP and continues to be a staple in our public engagement strategy. The Youth Ambassador program deliberately engages youth ages 18-29, a demographic typically under-represented in city-building consultations, and provides paid work and skill development opportunities to youth. For this ASP, seven Youth Ambassadors were selected from across the city, from varying backgrounds and experiences, to engage with their peers and social networks on the changes we are proposing in the 2024 ASP. A total of 370 participants were engaged by the Youth Ambassadors through a range of engagement tactics, complementing TTC’s own engagement initiatives.

2.0. Pillar 2 – Customer Experience at Key Surface Transit Stops

Pillar 2 focuses on actions that improve the customer experience at key surface stop areas, providing our customers with a pleasant experience that begins before they get on a vehicle.

2.1. Implement accessibility improvements and identify customer amenities at stops.

In 2022, the TTC completed design work for 555 stops, including many stops related to the Line 5 Eglinton Surface Network Plan. In addition, approximately 30 stops will be upgraded in 2023 in preparation for Line 5. A total of 220 shelter applications were also completed in 2022 for installation in 2023.

2022 was a busy year for road reconstruction projects. As part of these projects, we included stop upgrades to 234 locations. Cycle lane integration was also installed at locations across the city, including Steeles Ave East at Milliken GO Station, Sheppard Ave West and Sentinel Rd, and at York University. New technology was also introduced to our repertoire of infrastructure treatments – temporary ZICLA platforms with integrated cycle ramps were installed on Yonge St in advance of the permanent infrastructure.

Finally, in 2022, we expanded Family of Services stops, with new locations at major intersections like Bloor St and Spadina Ave, and Bloor St and Avenue Rd. This most recent wave of Family of Services stops brings the total number of Family of Services stops to 508 across the city.

2.2. Implement system-wide Wayfinding Strategy

An updated Wayfinding Strategy will be presented to the TTC Board in late 2023, However, we will continue to make improvements to signage and wayfinding across the system through initiatives such as continual updates to the System Route Maps, updates to the overhead bus terminal signage to reflect changing conditions at bus terminals, and support to service changes through the development of pole cards and other communications.

As of May 2023, large format map frames replacing the outdated System Route Map frame units have been installed in multiple locations within 24 stations, and are currently in the process of being connected to power for illumination.

A major component of this project is the incorporation of “Local Area Maps”, displaying the streets, neighbourhoods, and destinations in the vicinity. These maps were developed in coordination with the City of Toronto and their partners, utilizing the “Toronto 360” (TO360) map style. Customized local area maps have been developed using the TO360 base map, using a unique scale and adding elements tailored towards TTC customers, such as station exits and connecting surface transit lines.

The TTC is currently working with the City of Toronto’s design partner to develop a “Station Map” variation of the Local Area Map, to be posted at more complex “hub” stations. Design of Station Maps is expected to be completed in 2023 and will be posted in key stations later this year.

Additionally, the TTC is working with City of Toronto on a partnership to bring a transit-focused variation of the TO360 map to platform maps along key streetcar routes.

In 2023, we introduced new branding for TTC’s seasonal service offerings so that regular and infrequent TTC users alike can more easily distinguish standalone seasonal routes that serve attractions across the city. The new “200”-series routes will be implemented on four routes in 2023, serving Toronto Zoo, Bluffer’s Park, Cherry Beach and High Park. More information on this initiative can be found in **Section 5.2.8 – Improving Connections** and in **Appendix 4 – Technical Assessment**

2.3. Identify improvements through the Jane-Finch Initiative

Through the Jane-Finch Initiative, the City of Toronto is currently working with the landowners on the quadrants at the Jane-Finch intersection to improve placemaking in the neighbourhood, centered around the Line 6 Jane and Finch stop. Additionally, there is strong development interest at other transit nodes around the Jane-Finch neighbourhood, and the Jane-Finch Initiative has defined character subareas for each LRT stop area. City staff have identified key transit stops in the neighbourhood for high-quality transit shelters and wayfinding treatments, with similar features to locations in denser urban locations like Downtown Toronto.

The Corner Commons initiative was installed in 2021 at the northeastern corner of the parking lot at Jane Finch Mall to open a community plaza into the Jane St and Finch Ave intersection (**Figure A1.3**). This gateway feature connects directly to the pre-existing plaza on the southeast corner of the intersection where TTC bus stops are located, providing informal seating and waiting areas for TTC customers. City staff have expressed that the Corner Commons initiative is a successful example of improved placemaking and site activation. As a result, they plan to replicate it at the other corners of Jane St and Finch Ave West; to improve the user experience at this key transit node.

Figure A1.3: Corner Commons Initiative



3.0. Pillar 3 – Service Reliability

Pillar 3 identifies actions to provide a reliable service that our customers can count on.

3.1. Identify improvements through the Jane-Finch Initiative

Customers have consistently indicated that predictable, consistent and reliable service is one of the most important factors in providing high-quality public transit service. Therefore, in 2022 and 2023, we improved approximately 97 bus and streetcar schedules to ensure we delivered the service we advertised. In 2024, we will focus on updating weekend schedules to reflect operating conditions as we emerge from the COVID-19 pandemic and traffic and ridership volumes normalize. In addition, in 2024, we will continue to maximize capacity for our customers by converting non-revenue service to in-service trips.

Additionally, schedules will be adjusted through 2023 and 2024 to better align first and last trip times on subway, LRT, bus and streetcar services. This initiative will improve integration between modes, especially in the early morning and late evening. More information on this initiative can be found in **Section 5.2.9 - Improving Connections**.

3.2. Minimize customer inconvenience during disruptions

In 2024, we will continue to mitigate the impacts of planned and unplanned service disruptions. For example, flexible buses will continue to be available to provide service during planned service disruptions for state-of-good-repair work that is critical to keep subway and streetcar services operating safely and reliably and during city road and water works, which impact our ability to serve regular routing. In addition, as part of the 2024 ASP, we will develop a new strategy based on the lessons learned from a challenging 2022 and 2023 construction period to implement new approaches to maintaining mobility during construction projects in the near future (e.g., Ontario Priority Projects). More information on this initiative can be found in **Section 5.3. - Doing Disruptions Differently**.

4.0. Pillar 4 – Prioritize Surface Transit

Pillar 4 identifies actions that aim to provide fast service that values our customers' journey time.

4.1. Explore bus transit lanes or a bundle of priority measures on key corridors

In 2022, we continued to work with the city on the design and traffic modelling for various types of transit priority treatments for Jane St, between Steeles Ave West and Eglinton Ave West. In 2023, we conducted Step 1 of public and stakeholder consultation to present different transit priority options and better understand the Jane Street roadway user needs, challenges, and priorities. Following the incorporation of public feedback, we will conduct Step 2, public and stakeholder consultation on the preferred design option. At the conclusion of Step 2, staff will present the recommended design and implementation plan to TTC Board and City Council for approval. Also, in 2023, we worked with City staff to advance the analysis of RapidTO: Steeles and RapidTO: Dufferin.

In 2022, in partnership with City staff, we completed Phase 2 of the RapidTO: Bus & Streetcar Priority, a blueprint to guide the study, evaluation and delivery of bus and streetcar transit priority projects in Toronto over the next ten years. Upon approval from City Council, the TTC will work with the City on Phase 3 (2022-2031), which includes undertaking roadway-specific studies to determine the feasibility, benefits and impacts of various transit priority measures, similar to what is being undertaken for the RapidTO: Jane St.

In fall 2023, RapidTO-style priority bus lanes were implemented on Kennedy Rd, Ellesmere Rd, Midland Ave and Eglinton Ave East to support the Line 3 Bus Replacement Service, following the decommissioning of Line 3 Scarborough. Operations and impacts of these new priority bus lanes will be monitored and will inform decision-making for future RapidTO projects.

4.2. Implement more queue jump lanes

Queue jump lanes allow bus and streetcar customers to bypass traffic congestion at major intersections allowing them to move to the front of the line and gain an advantage at signalized intersections while speeding up service and improving reliability. To date, the TTC has built three queue jump lanes which have shown significant benefits and reduced service delays at the intersection, with a third substantially completed. The locations are noted below.

- Eastbound on Steeles Ave East at Don Mills Rd completed in 2019
- Westbound on Lawrence Ave West at Dufferin St, completed in 2020
- Westbound on Lake Shore Ave West at Brown's Line completed in 2023

In addition, the TTC has worked with our City of Toronto partners to identify opportunities for queue jump lanes that are integrated into City of Toronto projects including the locations identified below.

- Southbound Bathurst St at Lake Shore Blvd completed in 2019
- Westbound College St at Dundas St completed in 2021
- Eastbound Danforth Ave at Victoria Park Ave in 2022

12 additional queue jump lanes are underway in various stages of the design process. Work continues on the following queue jump lanes with construction planned to begin in 2023 or 2024.

- Southbound on Dufferin St at Lawrence Ave West
- Westbound on Steeles Ave at Townsend Rd
- Westbound Wilson Ave and Wilson Heights Blvd / Faywood Blvd
- Eastbound and Westbound on St. Clair Ave between Linden Ave and Midland Ave

4.3. Implement more transit signal priority

Transit signal priority (TSP) allows streetcars and buses to adjust intersection traffic signal timings and reduce transit delays.

To date, in 2022 and 2023, the TTC in coordination with City of Toronto staff have implemented TSP features at 52 intersections across Toronto to bring the number of TSP equipped locations to over 400. An additional 38 intersections have been identified for TSP implementation by the end 2023, with planned expansion and maintenance continuing in 2024.

The Advanced Transit Signal Priority (ATSP) program will integrate smart traffic signal technologies with our vehicle location system to provide advanced transit signal priority. We are continuing to collaborate with our City of Toronto partners in laying the groundwork for ATSP. Work on designing the system is currently progressing through 2023 and 2024.

5.0. Pillar 5 – Integration with Transit Partners and complementary modes

Pillar 5 focuses on accelerating integration with regional transit partners and complementary modes of transportation so that our customers experience a seamless connection to and from our services.

5.1. Advance service integration with partner agencies

In 2022 and 2023, we continued to work with Brampton Transit, Durham Region Transit, MiWay, and York Region Transit (YRT) to develop a business case, implementation plan and pilot project to better integrate local public transit services across municipal boundaries. The working group has identified various opportunities to meet this objective, specifically focusing on the Dufferin North corridor with YRT and the Burnhamthorpe corridor with MiWay. While progress has been made on this initiative, we will continue to seek a solution on broader issues such as a fare collection solution, cost-sharing and ongoing governance of the Cross-Boundary Service Integration Plan with our partner agencies.

5.2. Integrate microtransit services

In 2022, we worked with City and Metrolinx staff to complete a report for Transport Canada on the lessons learned from the Autonomous Vehicle Shuttle Trial. In 2023 and 2024, we will re-assess microtransit opportunities given the change in travel patterns and include the updated opportunities in the new 5-Year Service Plan (2024-2028) & 10-Year Outlook currently under development.

5.3. Enhance integration with cycling

In 2022, we worked with Bike Share to install one new Bike Share station on TTC property. In addition, we completed a review of bike parking at all TTC stations and began installing the remaining bike parking inventory across various stations. In 2023, we installed 2 bike shelters, and added 25 new bike repair kits throughout the system.

Additionally, in June 2023 the TTC collaborated with Bike Share to pilot providing Valet Stations at Broadview Station during transit service disruptions due to construction on Broadview Avenue. The Valet Station had Bike Share ambassadors on site to ensure available docking spaces and bike availability for those ending/starting their trips at Broadview Station. We will continue to explore opportunities for collaboration with Bike Share during the upcoming transit diversions as a result of construction.

5.4. Enhance pedestrian pathways to TTC

In 2022, we completed a pedestrian path review which identified missing links and gaps in the network to improve pedestrian access and overall connections to our services. We also completed the design to formalize a pedestrian pathway connecting Sheppard West Station with the neighbourhood east of the station through Banting Park (**Figure A1.4**).

As of 2023, the first phase of the pedestrian pathway has been installed, with the second phase slated to be installed at a later date.

Figure A1.4: Well-used desire path from Banting Park to Sheppard West Station



5.5. Implement Mobility as a Service (MaaS) strategy

In 2022, we continued to research and participate in MaaS workshops. However, with TTC's current fare policy and collection technology, there are limited opportunities to advance integration with other transportation providers. In 2023, we will continue researching and developing a plan for when open/account-based payments are in place. This will provide more MaaS opportunities. This plan will be incorporated into the new 5-Year Service Plan (2024-2028) & 10-Year Outlook currently under development.

Appendix 2:

Customer Engagement Summary

As part of the 2024 Annual Service Plan, TTC Service Planning staff held two stages of public consultation, with each stage comprising of multiple rounds respectively. Engaging customers in the planning process is a key step towards focusing on improvements that enhance the TTC's core competency: mass transit – moving large volumes of customers safely, reliably and swiftly across Toronto.

The 2024 ASP was prepared with abundant customer and stakeholder feedback through various consultation methods.

In Stage 1, we employed two rounds of city-wide surveys, several micro surveys targeting customers on specific routes being impacted by our proposed changes, multiple pop-up consultation events in areas across the city, several stakeholder consultation meetings, two consultations with the Advisory Committee on Accessible Transit, local community engagement with youth ambassadors, briefings for City councillors and TTC Board members, a community town hall, street and local business canvassing and various print media engagement promotions.

In Stage 2, we employed a city-wide survey, two stakeholder meetings, three focus groups, five pop-up consultation events across the city, and meetings with the Advisory Committee on Accessible Transit. The customer engagement summary will provide an overview of the following initiatives:

Stage 1:

- **Round 1**
 - Round 1 Survey Results Summary
 - Round 1 Stakeholder Meeting Summary
 - Round 1 Focus Group Meeting
- **Round 2**
 - Round 2 Survey Results Summary
 - Round 2 Pop-Up Engagement Summary
 - Round 2 Youth Ambassador Summary
 - Round 2 Micro-Survey Summary
 - Round 2 Other Consultation Initiatives

Stage 2:

- **Round 1**
 - Round 1 Survey Summary
- **Round 2**
 - Stakeholder Meetings Summary
 - ASP Pop-Up Summary
 - Focus Group Summary

Stage 1

Engagement Process Overview

Between June and November 2022, the Toronto Transit Commission (TTC) held the two rounds of engagement for their 2024 Annual Service Plan (ASP). The engagement process included a range of synchronous and asynchronous ways for stakeholders, TTC customers, and other members of public to learn about and share feedback on TTC's service plans for 2024.

The first round of engagement (held from June to August) included:

- **Two virtual stakeholder meetings**
- **Three focus groups with key customer audiences** (women, shift workers, and customers with low income)
- **One public survey** (available online and on request by mail)
- **A dedicated engagement website and phone line**

The second round of engagement (held from October to November 2022) included:

- **Two virtual stakeholder meetings**
- **10 in-person pop-ups** (at key transit locations and community spaces)
- **One public survey** (available online and on request by mail) and **two online micro surveys** (created to gain additional feedback on Line 6 Finch West Surface Network Changes specifically in Emery Village and York University Heights communities)
- **An engagement process led by 7 Youth Ambassadors**
- **A dedicated engagement website and phone line**

The engagement process was led by Third Party Public, an independent third-party engagement team retained by the TTC to support the ASP engagement process.

A total of over 6,814 people participated in approximately 10 weeks of engagement. See engagement process details for each round below.

Round 1 engagement

The first round of engagement included:

- 18 stakeholder meeting participants
- 22 focus group participants
- 3,620 survey responses
- 5 email and voicemail feedback

The stakeholder meetings were both held on June 29, 2022. They were attended by representatives of city-wide and area-specific organizations with an interest in transit and service planning. The purpose of the meetings was to share and seek feedback on the draft initiatives

and priorities for the 2024 ASP, including the COVID-19 Lessons Learned, Line 3 Surface Network Changes, and Line 6 Surface Network Changes.

The focus groups were held on July 5, 7, and 12, 2022. The purpose of the focus groups was to consult the key customer audiences who have continued to rely on transit during the COVID-19 pandemic, specifically women, shift workers, and low-income customers, to help inform the TTC's 2024 ASP and the new 5-Year Service Plan. The focus groups were organized by key audience.

The public survey was available for four weeks between July 11 and August 5, 2022. There were several ways the public could participate, including an online survey, a hard copy of the survey (which could be received by mail upon request, along with a pre-paid envelope to return the completed survey), and a dedicated voicemail. The survey sought public feedback on the three main priorities of the plan, COVID-19 Lessons Learned, Line 3 Surface Network Changes, and Line 6 Surface Network Changes, as well as any advice for the TTC as they develop their 2024 ASP.

Round 2 engagement

The second round of engagement included:

- 13 stakeholder meeting participants
- Over 150 pop-up participants
- 2,598 survey responses
- 370 participants engaged by Youth Ambassadors
- 28 email and voicemail feedback

The stakeholder meetings were both held on October 12, 2022. Similar to Round 1, they were attended by representatives of city-wide and area-specific organizations with an interest in transit and service planning. The purpose of the meetings was to share and seek feedback on the draft directions and service changes for the 2024 Annual Service Plan.

The pop-ups were held at:

1. Mount Dennis Bus Division (October 16, 10:00 a.m. – 3:00 p.m.)
2. Warden Station (October 25, 7:30 – 9:30 a.m.)
3. Scarborough Centennial Recreation Centre (October 25, 5:00 – 7:00 p.m.)
4. Leslie Station (October 26, 7:30 – 9:30 a.m.)
5. Scarborough Centre Station (October 26, 4:00 – 6:00 p.m.)
6. Mimico GO Station (October 27, 4:30 – 6:30 p.m.)
7. Finch West Station (October 28, 7:30 – 9:30 a.m.)
8. Liberty Market Building (October 28, 12:00 – 2:00 p.m.)
9. Bay Lower Station (October 30, 10:00 a.m. – 5:00 p.m.)
10. Humber College North Campus (October 31, 8:30 – 10:30 a.m.)

The purpose of the pop-ups was to share and seek feedback on refined proposed changes to bus service on Finch West as a result of Line 6 Finch West opening and on proposed changes to bus and streetcar service on the following eight focus areas across the city:

- East A (Northeast Scarborough)
- East B (Scarborough East)
- Southeast (South Scarborough-Beaches)
- Northwest (Humberwood)
- North-Central (York Mills & Leslie)
- Southwest (South Etobicoke)
- Liberty Village
- Toronto Zoo

The surveys were available for about three weeks between October 25 and November 13. There were several ways the public could participate, including an online survey, a hard copy of the survey (which could be received by mail upon request, along with a pre-paid envelope to return the completed survey), and a dedicated voicemail. The survey sought public feedback on the refined proposals for the Line 6 Surface network Changes and on proposed changes in the eight focus areas.

The Youth Ambassadors consisted of a diverse team of seven youth (between the ages of 18-29) across the city to engage their peers and other members of their community about the 2024 ASP, particularly on the proposed surface network changes in five of the eight focus areas, focusing on the areas relevant to them and their community. Each youth member implemented their engagement process independently, using approaches customized to each youth and their community. The Youth Ambassadors used a range of engagement tactics, including online surveys, hard copy surveys distributed through in person engagement and in person meetings.

Feedback Highlights

Overall, stakeholders and public participants support most of the proposed plans for the 2024 Annual Service Plan, with concerns raised for a few proposed route changes, most notably changes to 63 Ossington. Reliability, frequency, communication, accessibility, and safety were identified as top priorities for customers. See more details on the feedback highlights from each round below.

Round 1 Feedback Highlights

Feedback highlights from the first round of engagement has been organized by the three main priorities for 2024 ASP – COVID-19 Lessons Learned, Line 3 Surface Network Changes, and Line 6 Surface Network Changes.

There were a range of opinions on the level of agreement with the four customer priorities presented, with many participants highlighting the importance of ensuring there is a balance in providing services as different customers have different needs. Many participants said that most priorities generally continue to reflect their priorities now, with crowding remaining a top priority for many, particularly women and shift workers, and fewer transfers and continuous trips remaining a top priority for many low income customers. There were mixed opinions on express routes being a priority, with some saying it's important for travelling long distances, while others said that express routes result in longer walks which could undermine the time savings from an express route and could present accessibility challenges. However, many participants across all groups said that reallocating service from off-peak/less

busy routes to peak/busier routes is not ideal, particularly for those who rely on the family of services to get to their destinations, as well as women, seniors, racialized groups, shift workers, and others who work outside of 9 – 5 hours that rely on service during off-peak hours. If TTC reduces one kind of service to augment another, it risks further marginalizing those most dependent on transit and/or discouraging transit use overall.

Reliability, safety, frequency, and communication are additional key priorities that were consistently identified across all participants.

- **Reliability:** Many participants said that the overall reliability of the TTC is their most important priority so customers can expect when service will come, and they can get to their destination on time. They also said that unreliable service harm customers trust that the system will be there for them. Addressing this priority should be a top priority for TTC, as it would also help address other challenges such as crowding and long wait times at transfers.
- **Safety:** Although there were still some concerns about COVID-19, the main safety concern was related to physical safety against harassment or assault, for both men and women, especially when travelling at night or stations with fewer people/unmanned.
- **Frequency:** Having frequent service is important to address crowding concerns and reduce wait times. Participants said they often have to wait for the next 2-3 vehicles before they can get on due to overcrowded vehicles, which is especially problematic for those travelling with kids, making them wait at stops for longer periods. Improving serving frequency will help reduce the overall commute time of customers.
- **Communication:** Accurate information and clear communication are important to help customers plan their trip, inform them of any service disruptions, and make their travel experience less stressful. Participants shared a range of suggestions on how to improve TTC communication, such as installing next vehicle information screens at stops and prioritizing clear and accurate communication through channels like transit apps and text messages.

The 10 minute base network, weekday peak service, weekend service, and 30 minute service standard are the top most important services. Public participants and focus group participants identified these services as the most important TTC services, which are reflective of their need for frequent and reliable service.

The Downtown Premium Express, community bus, and regional connections are the top least important services. In explaining how they identified these services as least important, many public participants and focus group participants said it's because they do not use these services. However, they also said that this does not mean that these services were unimportant as it may be a service that is important for other customers who use these services.

Stakeholders and public participants were generally supportive of the draft proposed Line 3 and Line 6 surface network plans. Participants said that the proposed plans generally make sense and brings many positive improvements to service, including providing better service to communities through direct connections, fewer transfers, reduced wait times, improved transit access, better service coverage, and route options. However, participants said that how these plans are implemented, particularly the frequency of service, is important. Others said that even though the proposed changes are logical and necessary, they are an insufficient solution

particularly for the permanent closure of Line 3 and long duration of ongoing Scarborough transit projects.

Participants also shared concerns about the proposed Line 3 and Line 6 surface network plans. The main concerns participants identified were generally related to overcrowding due to increased ridership; longer routes, which could impact service reliability and frequency and overall travel times; and service impacts to existing destinations due to the proposed route changes. Some said to remember that transit isn't always about connecting people to rapid transit lines; it's also about neighbourhood-based transit as there were concerns about difficulty accessing local destinations the way customers are used to, particularly with the removal of the 36 Finch West bus. Others said that the TTC should focus on providing service on a grid system and avoid trying to do "everything for everyone".

Round 2 Feedback Highlights

Feedback highlights from the second round of engagement is focused on the overall feedback received on the proposed service changes for the 2024 Annual Service Plan.

Stakeholders and public participants were mostly supportive of the proposed plans for the 2024 Annual Service Plan, particularly the proposed changes that would improve connections and remove/lessen transfers, provide service to areas with limited or no service, improve and increase direct connection to key destinations, major streets and rapid transit (such as the Finch West LRT, Pearson Airport, Humber College Station, Line 2, Line 1), improve service in employment areas, connect shift workers to more transit, and would help with overcrowding during peak hours.

However, concerns were raised on some proposed changes. The proposed changes to 63 Ossington (removal of 63 Ossington service from the residential section of the Liberty Village neighbourhood along East Liberty Street) received the most concern and strong disapproval. Participants would like to see this route remain the same so that TTC bus service is maintained through this residential neighbourhood. There were many concerns shared by participants including increased walking distances to access the bus, increased congestion on Strachan Avenue, and increased wait times. Additional concerns specifically highlighted by women included accessibility and safety concerns, particularly during winter seasons and while waiting at stops at night.

Proposed changes to 69 Warden South, 80B Queensway, 929 Dufferin Express, and 996 Wilson Express also received some concern. Concern about the proposed change to 69 Warden South is the potential loss of bus service along Warden Avenue to Kingston Road, which would be a challenge in wintertime. Concern about the proposed change to 80B Queensway is the potential long wait due to the route extension. There were a few concerns raised for 929 Dufferin Express, including potential traffic concerns and no big beneficial impact due to lack of residents in the area. Proposed changes to 996 Wilson Express also received a few concerns including redundancy with existing non-express service and long wait due to route extension. Participants were generally concerned that the proposed changes that could result in increased travel times, particularly with bus routes that are proposed to be extended (e.g. 902 Markham Road Express and 996 Wilson Express).

Reliability, frequency, communication, and accessibility are key priorities that were consistently identified by participants.

Participants shared the following key advice:

- **Providing a reliable and frequent service are top priorities for customers.** Participants shared general advice and desire to see improvements to service reliability and increased service frequency. Long wait times (especially during peak hours), unreliable service and bus bunching were the top concerns shared. Some participants said they were either okay or indifferent with some proposed route changes as long as they see improvements to the service reliability and frequency or that the changes would not impact the existing quality of service. Participants would like to see more buses allocated for proposed route extensions (e.g. 902 Markham Road Express and 996 Wilson Express) and proposed new routes (e.g. 985 Sheppard East Express) to improve frequency/travel times.
- **Improve TTC's communication of service changes to customers.** Participants emphasized the importance of continuing and improving communication with TTC customers about any service changes or disruptions through methods that take into account the different ways people receive and understand information. Suggested ways to improve communication include translating information into languages that are reflective of the communities that will experience service changes, putting up posters at TTC stops/stations, developing maps that show where future congestion will happen and conducting community town halls to share information with and seek feedback from the local community.
- **Ensure that the TTC network is accessible when making route changes and during construction.** Participants expressed concerns with potential accessibility issues that may arise with route changes and construction. They said that making service accessible is not a one-size fits all approach and should be adjusted to meet the different accessibility needs of TTC customers.

Stage 2

Engagement Process Overview

This stage followed a two-round consultation process. Round One focused on introducing the Plan and its focus on how the TTC can adjust service due to anticipated disruptions from significant construction projects planned in the coming years. Round One sought feedback on how customers would prefer the TTC adjust service due to construction. Round Two focused on sharing and seeking feedback on two types of construction-related service efforts:

1. City-wide service efforts, covering how we plan and communicate construction-related service changes across Toronto, and
2. Area-specific service efforts, covering potential detours and routings in areas we expect to experience disruptions due to construction, including Pape Station, Yonge and Steeles, and King Street West.

The consultation process included a range of synchronous and asynchronous ways for stakeholders, TTC customers, and other members of public to learn about and share feedback on TTC's service plans for 2024, including:

Round One Consultations (April to May 2023)

- One survey available to general public and TTC employees (April 26 to May 17) – was available online and in the mail by request with pre-paid postage
- A dedicated engagement website
- A dedicated voicemail and email for customers to contact the project team to learn about the Plan and share feedback.

TTC promoted the Round One engagement through its website, email list, social media channels, Councillor's office communications, platform video screens and announcements at transit stations.

Round Two Consultations (June to July 2023)

- Two stakeholder meetings with a broad range of transit-interested organizations with both city-wide and area-specific mandates (June 28)
- One Survey available to general public and TTC employees (June 26 to July 16) – was available online and in the mail by request with pre-paid postage
- Three focus groups with key TTC customer audiences (women, shift workers and lower income customers) who lives, works, or studies in one of the construction project areas (June 27, July 4, July 6)
- A dedicated engagement website
- A dedicated voicemail and email
- Five pop-ups
 1. 751 Don Mills Road, Flemingdon Park (June 29)
 2. Union Station (July 5)
 3. 165 East Liberty Street, Liberty Village (July 7)
 4. Finch Station (July 11)
 5. Pape Station (July 12)

TTC promoted the Round Two public consultations using the same channels as Round One.

Over 2,630 members of the public, including 15 people representing 14 stakeholder groups and transit advocates, participated in over 6 weeks of extensive engagement for the 2024 Annual Service Plan.

Third Party Public, third-party independent engagement team retained by the TTC, led the design, delivery, and documentation of both rounds of consultation.

Feedback Highlights

Stakeholders and public participants generally expressed support for the TTC's approach to planning service adjustments due to construction. They said the TTC's thought process in planning construction-related service adjustments makes sense and seems to mostly consider the right things, including continued direct access to subway stations, providing more frequent service on nearby/parallel streets so customers spend less time on transit, providing a more consistent routing throughout the construction period. More specific feedback for each area includes:

- General support for the service adjustments due to the Pape Station construction with advice that the TTC keep in mind that the Pape corridor is important to the local community.
- General support for the service adjustments due to the Yonge and Steeles construction, and agreement with the TTC's proposed approach and rationale for adjusting service such as detouring Express services along Bayview Avenue and Bathurst Street.
- General understanding for the service adjustments due to the construction in the King West Area, with concerns that the area is already undergrowing heavy traffic flow and that these additional disruptions will worsen the situation.
- Participants generally understand the construction related impacts coming to the different TTC routes as necessary. Although there are some concerns and frustrations about route delays, traffic impacts and general inconvenience, many understand that infrastructure improvements are necessary.
- Key concerns flagged with the proposed service adjustments include potential loss of access to transit and specific routes (especially for communities heavily relying on transit), impact on travel time, and impact to local businesses. Some participants flagged concerns about the loss of service in areas with customers heavily relying on transit. These include residents and students on Pape Avenue south of O'Connor and Hilda Avenue near Steeles Avenue and Yonge Street. Participants suggest the TTC continue to listen to the community and readjust if necessary. Specifically mentioned are the businesses that could be impacted by the service diversions along Pape Avenue, the Hilda Avenue community near Yonge and Steeles, and the Parkdale community.
- Clear, consistent, and early communication are very important. Many participants were interested about the timing of the service disruption, including when it will start, how long it will last, and what is the impact to their travel time. Participants want the TTC to strive to get information out to customers in advance as much as possible to avoid surprising

customers during their transit journey. Participants highlighted the importance of communicating through various methods – online, well-maintained physical signage, station and operator announcements, and social media – to make the information accessible to all customers.

- Seamless transfers and increased service frequency are important considerations for customers when navigating through detours. Although many use the bus network to reach Line 2 Bloor-Danforth or Line 3 Scarborough, there are many who transfer between buses to reach their destinations. They ask that during construction impacts, bus transfers continue to be smooth for customers, and vehicles arriving more frequently to reduce wait times.
- Prioritize accessibility and customer safety. Participants highlighted that accessibility is important to keep in mind through all decisions and service changes made. Whatever route diversion is chosen, it is important to think of the minority voices with accessibility issues. Make sure to keep in mind how the detours and relocation of stops would impact customers with visual impairments and mobility issues. Walking to a parallel street or taking an alternative subway station may not work for all customers if accessibility is not considered. They also want the TTC to prioritize safety and visibility at bus stops during construction, especially during nighttime, and ensure there is adequate lighting and clear signage to enhance the safety of those waiting or traveling to/from stops.
- Participants mostly get their TTC information through TTC website, system PA announcements, third party transit apps, signs, posters and screens at stations, Google /Google Maps, TTC's Twitter channels, and the news. There were also several participants at the pop-ups who said that they don't use any means to get TTC information as they are familiar with their routes so just show up at a station/stop.
- Appreciation for TTC's commitment to sharing and receiving feedback through these focus groups, surveys and in-community pop-ups.

Summaries

Summaries of each engagement activity mentioned above are available on the TTC's 2024 Annual Service Plan [webpage](#). These summaries are not intended to be verbatim transcripts; rather they are intended to capture key feedback and discussion points shared. These summaries also do not assess the merit or accuracy of the feedback shared, nor do they indicate an endorsement of any of these perspectives on the part of the TTC.

The public surveys were not designed nor intended to be statistically significant; they were designed to help the TTC understand the diversity of opinions and the rationale behind various opinions on the 2024 Annual Service Plan.

Appendix 3: Operator Consultations Summary

1.0. Overview

As part of the 2024 Annual Service Plan, TTC Service Planning staff held operator consultation events during the Stage 1 of 2024 ASP Consultations in 2022, followed by a round of follow-up general consultations in May to June in 2023 to gather feedback on how the TTC should plan its service in 2024 and beyond.

As part of Stage 1, TTC Service Planning staff held nine operator consultation events across eight bus divisions and one streetcar division to get feedback on the Line 5 Surface Network Plan, the Line 6 Finch West Surface Network Plan, the Line 3 Scarborough Bus Replacement Plan, and the original proposals for eight area studies.

A pilot Operator Ambassador Program was established with nine volunteer operators from the bus divisions. The purpose of this initiative was to provide the opportunity for operator ambassadors to provide feedback on and share the ASP proposed changes with their division colleagues. Operator ambassadors were invited to join a kick-off meeting and to participate in the operator and public engagement events.

In May and June 2024, a follow-up round of general consultations were held through operator consultation events across eight bus divisions and one streetcar division. During these events, TTC staff reported on the feedback they received heard during previous round of operator engagements, what has been accomplished and improved upon since then, and what is currently being worked on for future implementation.

The operator engagement events were held at:

1. Arrow Rd Bus Division (October 19, 2022, 9:30 a.m. – 12:30 p.m. and May 30, 2023, 2:00 p.m. – 5:00 p.m.)
2. Birchmount Bus Division (October 17, 2022, 10:00 a.m. – 1:00 p.m. and May 26, 2023, 10:00 a.m. – 1:00 p.m.)
3. Eglinton Bus Division (October 18, 2022, 9:00 a.m. – 12:00 p.m. and May 26, 2023, 10:00 a.m. – 1:00 p.m.)
4. Malvern Bus Division (October 27, 2022, 10:00 a.m. – 1:00 p.m. and May 31, 2023, 9:00 a.m. – 12:30 p.m.)
5. McNicoll Bus Division (October 21, 2022, 1:30 p.m. – 3:00 p.m.)
6. Mount Dennis Bus Division (October 17, 2022, 9:30 a.m. – 12:30 p.m. and May 25, 2023, 9:00 a.m. – 12:00 p.m.)

7. Queensway Bus Division (October 20, 2022, 11:00 a.m. – 2:00 p.m. and May 30, 2023, 9:30 a.m. – 1:00 p.m.)
8. Wilson Bus Division (October 20, 2022, 4:00 a.m. – 7:00 a.m. and May 25, 2023, 8:00 a.m. – 11:00 a.m.)
9. Leslie Barns Streetcar Division (October 28, 10:00 a.m. – 1:00 p.m. and June 8, 2023, 10:00 a.m. – 1:00 p.m.)

During these events, TTC staff informed operators of the proposed service changes and asked what they thought about them, including if they supported them and had any concerns, suggestions, or questions about them. In addition, operators shared feedback by speaking with staff in attendance (including staff from the Service Planning and Scheduling, Metrics and Analytics, Project Development and Planning, and Strategy and Foresight departments).

2.0. Detailed Feedback

Feedback shared from operator engagement events is organized by division. Most of the feedback received is operational in nature. The general comments received at different divisions (such as run-time, end-of-line, etc.) will not be reflected in the summaries below. Instead, the summary will list feedback unique to each division and Annual Service Plan area study proposals.

Feedback regarding the Annual Service Plan proposals generally supported the changes. Some proposals were subsequently updated to address concerns raised by operators.

2.1. Arrow Rd Division

2.1.1. Feedback about Annual Service Plan changes

119 Torbarrie

- **Operators were in favour of the extension of the 119 Torbarrie via Arrow Rd**, introducing a new connection to Arrow Rd Division during more periods.

906 Airport-Humber College Express

- **Operators were in favour of the new 906 Airport-Humber College Express route**, indicating that this supports a customer travel pattern that is not well addressed in the current network.

2.1.2. Operational feedback

- **Lack of washrooms at outer ends of lines**, particularly in the industrial areas in northwest Toronto is an issue.
- **Suggestions were made to restructure some routes** including changing the 984 Sheppard West Express to operate on Weston Rd for all periods of operation,

and the 99 Arrow Rd to avoid Finch Ave West.

- **Relocate or reduce on-street reliefs** due to safety concerns and difficulty returning to the division.
- **Left turns should be limited traffic lights for safety and predictability.** This includes the eastbound 120 Calvington turn from Wilson Ave to Maniza Rd. This concern has since been address with the implementation of the new 184 Ancaster Park route, which eliminates the need for a left turn at an unsignalized intersection.
- **Departures between express service and local service should be staggered to avoid bus bay and terminal conflicts.** Operators suggested to blend scheduled departures between routes 36A Finch West and 939B Finch Express at Finch Station and at Finch West Station to minimize operational issues.

2.2. Birchmount Division

2.2.1. Feedback about Annual Service Plan changes

69 Warden South, 117 Birchmount South, and 503 Kingston Rd

- **Operators were supportive of the proposed service changes** including changes to service on Birchmount Rd and the addition of an all-day, everyday streetcar service on Kingston Rd.

2.2.2. Operational feedback

- **Balance service between the 24 Victoria Park and the 924 Victoria Park Express** and operate more school trips to accommodate school related ridership demand.
- **Street parking is impacting routes like the 82 Rosedale and the 87 Cosburn.** Parking restrictions and/or run time adjustments could resolve delays.
- **Remove stops on the 905 Eglinton East Express, particularly at Midland Ave at Eglinton Ave East** to improve operating speed.
- **The exit routing at Kennedy Station for the 113 Danforth has poor signal phasing.** This turn is expected to be resolved on completion of Line 5 Eglinton, and the previous routing via Transway Cres will be available again.

2.3. Eglinton Division

2.3.1. Feedback about Annual Service Plan changes

Line 5 Eglinton Surface Network Plan

- **Overall, operators supported the bus network adjustments to serve Line 5 Eglinton.** There strong positive interest in the 54 Lawrence East and 954 Lawrence East Express terminating at Science Centre Station which would provide access to operator facilities.

Line 3 Bus Replacement Plan

- **Operators generally supported the bus replacement plan.** Most customer transfers at Scarborough Centre will be addressed with this plan, and maintaining the Line 3 right-of-way was important to operators.

2.3.2. Operational feedback

- **Additional service to address crowding issues for routes that currently only operate on one bus** including 93 Parkview Hills.
- **Additional runtime on the Don Mills Rd and Lawrence Ave East corridor on weekends** to address shopping related ridership demand and the high proportion of customers who board the bus with bags and shopping carts.
- **Local route modifications to better connect Eglinton Division to the transit network** were proposed by operators.

2.4. Malvern Division

2.4.1. Feedback about Annual Service Plan changes

Line 3 Bus Replacement Plan

- **While operators were dismayed by the decommissioning of Line 3 Scarborough, they generally supported the bus replacement plan.** Most customer transfers at Scarborough Centre will be addressed with this plan, and maintaining the Line 3 right-of-way was important to operators.
- **There were concerns about making routes longer, space constraints at the existing terminals, and required customer communications.** Different groups within the TTC will address these issues before decommissioning of Line 3.

42 Cummer

- **There were concerns about capacity along the Cummer Ave and McNicoll Ave being reduced with the extension to Markham Rd.** Operators suggested that service on the 42C branch could be removed, and resources could be reallocated to the 42A branch to maintain service capacity.

130 Middlefield and 134 Progress

- **Operators were supportive of simplifying the 134 Progress route structure.** Minor service north of McNicoll Ave provided by the 130 Middlefield will be reduced. However, operators understood that ridership north of McNicoll Ave is fairly low due to the presence of Milliken Park.

200 Toronto Zoo

- **Operators were supportive of this change** as it would result in more consistent service between Rouge Hill GO Station and Toronto Zoo. They noted that this change would improve access to transit.

902 Markham Rd Express

- **Operators were very supportive of the 902 Markham Rd Express extension to Steeles Ave.** This change has been requested since 2021 when employment uses north of Sheppard Ave East sustained ridership during the COVID-19 Pandemic.
- **Operators suggested that this route could be separated into multiple branches** similar to the branch structure on 102 Markham Rd which would result in one branch providing service between Warden Station and Centennial College Progress Campus and the second branch providing service between Warden Station and Steeles Ave East.
- **Concerns regarding the westbound left turn from Steeles Ave East to Markham Rd were raised.** Operators suggested that there should be a protected signal for this turn.

2.4.2. Operational feedback

- **Suggestion to remove the stop at Allanford Rd on 985 Sheppard East Express,** due to low ridership and distance to other express stops.
- **Construction at McCowan Rd and Triton Rd impacts the eastbound left from Triton Rd to McCowan Rd.** TTC Service Planning will continue monitoring construction impacts around Scarborough Centre Station and make adjustments accordingly.

- **Request to add more afternoon school trips on the 116 Morningside** to address school related demand.
- **Suggestion for a new Morningside Rd service to Scarborough Centre via Sheppard Ave East** to address travel patterns.
- **Relocate relief points for operator safety and convenience.** Operators suggested that the relief points on the 85 Sheppard East, 102 Markham Rd, and 134 Progress should be relocated for safety and convenience.
- **Customer confusion between local and express stops** due to the stop at St Clair Ave East and Danforth Rd (served by both the 102 Markham Rd and the 902 Markham Rd Express) being 100 metres east of the local stop at St Clair Ave East and Kennedy Rd (served only by the local route).
- **Concerns about articulated bus operations on the 905 Eglinton East.** TTC staff conducted an operational assessment at Kennedy Station with an articulated bus prior to implementing articulated bus service on the 905 Eglinton East and concluded that operations are feasible. Bus bay assignments at Kennedy Station were shuffled to accommodate this operation and to ensure safety.

2.5. McNicoll Division

2.5.1. Feedback about Annual Service Plan changes

Line 3 Bus Replacement Plan

- **Operators supported the bus replacement plan.** Most customer transfers at Scarborough Centre will be addressed with this plan, and maintaining the Line 3 right-of-way was important to operators.
- **There were concerns about making routes longer, space constraints at the existing terminals, and required customer communications.** Different groups within the TTC have been addressing these issues as part of the implementation of the Line 3 Bus Replacement Plan.

42 Cummer

- **Operators were supportive of extending 42 Cummer to Markham Rd.** This change will complete the network in northern Scarborough and bring customers to more employment areas east of Markham Rd.

2.5.2. Operational feedback

- **More service to Seneca College Newnham Campus was requested.**

- **Concerns regarding the alignment of construction projects and board periods.** Specifically, construction on Cummer Ave between Bayview Ave and Leslie St. Schedules and routing were adjusted on 42 Cummer to reflect the diversion, but they were reverted before construction ended.
- **Service redundancy on Gordon Baker Rd between 42C Cummer and 39C Finch East.** This issue has since been addressed.
- **Operators questioned why the 57 Midland terminates on the northern end at Redlea Ave despite it being a no-stopping zone.** This is a temporary measure to accommodate construction of the Metrolinx Passmore Grade Separation Project and to minimize customer delays and disruptions throughout the route.
- **Operators noted that 43C Kennedy does not have high ridership and that service should be reallocated toward the 43A Kennedy.** As part of the 2024 Annual Service Plan, the 43C Kennedy branch service to Village Green was reviewed. Further details can be found in **Appendix 4: Technical Assessment, Section 6.6.**
- **Review stop spacing and placement on some routes.** Operators noted some stops on 129 McCowan North are too close together, particularly the nearside and farside stops at McCowan Rd and Finch Ave East.

2.6. Mount Dennis Division

2.6.1. Feedback about Annual Service Plan changes

63 Ossington

- **Concerns were raised regarding the original proposal for removing service on Liberty Street as part of the Liberty Area Study** due to it being a high ridership area. This concern was echoed by customers and has since been addressed. The 63 Ossington service will not be removed from Liberty Street.
- **Operating on Liberty St is difficult due to heavy traffic and pedestrian volumes.** Operators were specifically concerned about upcoming construction projects and the impact that this might have on transit operations.

29 Dufferin and 929 Dufferin Express

- **Stop locations, on-street parking and new turns** should be considered as part of this proposal.

2.6.2. Operational feedback

- **Need for additional school trips on the Kipling Ave corridor** to accommodate the school related ridership demand.
- **Additional driving time is requested on the 161 Rogers Rd** due to the high proportion of customers using strollers and walkers, specifically during the off-peak periods.
- **Request for the 80 Queensway to serve High Park Station instead of Keele Station** due to terminal congestion at Keele Station.
- **Review the transition periods when express services end.** On some Express Network corridors, such as Kipling Ave, customer ridership demand that warrants express services beyond the current operating periods of the express route exists.
- **Review stop spacing and placement on some routes** including the 41 Keele, 45 Kipling, 79 Scarlett Rd, and 945 Kipling Express. Additionally, some suggested adding a 945 Kipling Express stop at Kipling Ave and Burnhamthorpe Rd.
- **Several issues were raised with the 35 Jane and 935 Jane Express.** High ridership demand and construction delays were noted by operators.

2.7. Queensway Division

2.7.1. Feedback about Annual Service Plan changes

80 Queensway

- **Operators were supportive of adding more service to the 80 Queensway**, to address crowding issues with strollers and walkers.
- **More travel options are requested for customers at Humber Bay Shores** to better connect this neighbourhood with shopping destinations on Queensway would be highly beneficial for local transit users. Service Planning staff has since addressed this comment via the proposed changes in the South Etobicoke Area Study.

2.7.2. Operational feedback

- **Concerns about divisional route allocations** such as the 71 Runnymede at Queensway and 45 Kipling / 945 Kipling Express at Mount Dennis were raised.

- **Issues the 110C Islington South end-of-line need a resolution.** This matter is being currently investigated by TTC staff.
- **Extend the 73D Royal York branch to Albion Rd and Walsh Ave to connect more 73 Royal York service to the Wilson Ave corridor.** Operators raised the need for better transit connections to the Albion Rd/Wilson Ave corridor from the 73 Royal York. Service Planning implemented this extension in spring 2023.
- **Provide a new branch of 44 Kipling South, turning via Torlake Cres south of Evans Ave.** Service Planning will review the feasibility of this suggestion to better serve the employment uses along Torlake Cres while also providing more service to Queensway Division.
- **Operators noted signal timing issues on several route corridors operated by Queensway Division.** Operators reported issues with the midblock signal on Auckland Rd by the Kipling Station passenger pick up and drop off, and signals throughout the 40 Junction-Dundas West, 71 Runnymede, and 127 Davenport routes.
- **Review stop spacing and placement on some routes.** Operators noted that the stops at Mulgrove Dr and The West Mall on route 50 Burnhamthorpe are too close together.
- **Lack of washrooms at outer ends of lines, particularly at areas at the fringes of the Toronto boundary.** Washroom facilities were previously provided during the pandemic but have since been removed.

2.8. Wilson Division

2.8.1. Feedback about Annual Service Plan changes

Line 5 Eglinton Surface Network Plan

- **Overall, operators supported the bus network adjustments to serve Line 5 Eglinton.**

63 Ossington

- **Operators flagged that moving the 63 Ossington to Exhibition Loop may be challenging** due to streetcar traffic.

101 Downsview Park

- **Operators were in favour of the changes to the 101 Downsview Park and service to the Stanley Greene neighbourhood** including removal of 101 service from Sheppard West Station.

107 Alness-Chesswood

- **Operators were in favour of the proposed 107 Alness-Chesswood route** which would make customer wayfinding and route operations easier.

119 Torbarrie

- **Operators were in favour of the extension of the 119 Torbarrie via Arrow Rd,** citing the connection to Line 6.

2.8.2. Operational feedback

- **Operators reported instances of crowding during the early mornings on the Steeles Ave West corridor.** This could be resolved by increasing service levels and/or staggering the local and express services more evenly.
- **Simplify routing structure of 97 Yonge.** TTC service planning has since reviewed and optimized the 97 Yonge route structure.
- **Extend 124 Sunnybrook to Evergreen Brickworks** to replace 28 Bayview South.
- **Stagger departures between routes 78 St Andrews and 115 Silver Hills at York Mills Station** to avoid operational issues. This issue has since been addressed.
- **Strong support for stop consolidation initiatives** to improve route speed and safety, particularly on 109 Ranee.
- **Lack of washrooms at outer ends of lines,** particularly in the industrial areas in northwest Toronto is an issue.

2.9. Leslie Barns Division

2.9.1. Feedback about Annual Service Plan changes

503 Kingston Rd

- **Operators generally supported adding all-day, everyday service on 503 Kingston Rd.**

2.9.2. Operational feedback

- **Feedback regarding the number of and placement of stops on some routes.** Specifically, too many stops on the Broadview Ave portion of the 504 and 505.
- **Run-in/run-out times and travel times not matching on-street conditions or being inconsistent** between shared sections on different routes.
- **Issues with turns at intersections over temporary diversions including at Bathurst St and Queen St West as well the Bay St and College St intersection.**
- **Improve communications with operators** particularly regarding construction changes and their impact on run-in and run-out times.

Appendix 4. Technical Assessment

1.0. Introduction

The 2024 Annual Service Plan (2024 ASP) focuses on rebuilding the transit culture that makes Toronto liveable, sustainable and prosperous. Our objectives for the 2024 ASP include focusing on the basics, improving connections and doing disruptions differently.

The **Technical Assessment** presents the technical analysis that supports route and service planning initiatives. These initiatives include:

- Optimizing and aligning service on all routes based on demand;
- Operating Line 5 Eglinton and improving connections to the surrounding bus network (Line 5 Surface Network Plan);
- Operating Line 6 Finch West and improving connections to the surrounding bus network (Line 6 Surface Network Plan);
- Monitoring and adjusting the Line 3 Bus Replacement Plan;
- Improving bus connections in targeted and specific areas of the city as a result of growth, new destinations, and more (See Area Studies).

Every new service that the TTC introduces is initially operated for a trial period of at least twelve months, during which the service is promoted and a consistent ridership level is established. The new service is monitored at regular intervals to ensure that it is trending toward its performance targets. After at least twelve months, a formal post-implementation evaluation is conducted to review a new service's performance.

This technical assessment also includes a post-implementation review for service changes between 2019 and 2022, after deferring post-implementation reviews as a result of COVID-19 cases and its effect on ridership.

Operating Line 5 Eglinton and Line 6 Finch West and improving the surrounding bus network

Line 5 Eglinton and Line 6 Finch West are planned to open in 2024 and TTC will implement service changes to bus routes in the surrounding areas to improve customer connections, similar to the opening of the Line 1 extension to Vaughan Metropolitan Centre.

Monitoring and adjusting the Line 3 Bus Replacement Network

Line 3 Scarborough was permanently closed in September 2023. Bus services have been modified to replace the service capacity provided by the rapid transit line. As of November 2023, many routes operating in Scarborough were extended to connect to either Kennedy Station or Scarborough Centre Station. In 2024, the TTC will monitor the Line 3 Bus Replacement network, adjusting capacity to demand and changing routes based on emerging patterns and customer feedback.

Improving bus connections in targeted and specific areas of the city

The eight area studies conducted as part of the 2024 ASP address concerns related to population growth, new key destinations, community suggestions and more. These changes will improve bus connections to rapid transit, with a strong focus on equity-deserving groups. The TTC has begun implementing service changes outlined in the area studies that do not require board approval, and will implement those that require board approval throughout 2024 and beyond as opportunities to adjust service arise and pending the availability of resources.

1.1. Planning principles and rationale

The following planning principles and rationale were used to develop the Line 5 Surface Network Plan and the Line 6 Surface Network Plan. These principles are expected to improve overall transit service for customers and provide operational efficiencies.

1) Providing direct connections between rapid transit and intersecting routes

The TTC operates a comprehensive grid network of bus and streetcar services that connect to rapid transit stations. The proposed routing changes in this report support and strengthen this network. Where possible, bus routes that currently intersect the Line 5 and Line 6 corridors are re-routed to provide direct connections to rapid transit. In addition, at stations that have bus terminal facilities, intersecting bus routes are extended to serve the stations more directly where possible. At stations without bus terminal facilities, this will be an on-street connection.

2) Re-aligning or extending bus routes that operate in close proximity to rapid transit to provide new connections

Where possible, bus routes that operate in the vicinity of the new Line 5 and Line 6 stations are to be re-aligned to provide new connections to the new rapid transit lines. At stations with bus terminal facilities, nearby bus routes are extended to serve the stations more directly. At stations without bus terminal facilities, this will be an on-street connection.

3) Reducing service duplication along rapid transit corridors

The new rapid transit services provided by Line 5 and Line 6 will replace the need to operate some existing bus services operating along the Eglinton Avenue and Finch West Avenue corridors. Resources saved from removing the duplicated service will be reallocated as required to other routes in the transit network.

For example, the current 32 Eglinton West and 34 Eglinton East routes operating between the new Mount Dennis Station and Kennedy Station will be consolidated into a single 34 Eglinton route. The current 36 Finch West route and its associated branches operating between Finch West Station and Humber College will also be replaced by Line 6 and several new or extended routes.

4) Maintaining service capacity and transit connections

Where possible, service capacity is maintained or modified based on projected ridership demand on corridors already being served by transit but are subject to change by new or extended routes resulting from a rapid transit surface network plan.

1.2. Comparison of effects on customers (weighted travel time)

Routing changes are recommended if they result in an overall benefit for customers. The net benefit is measured by estimating the change in weighted travel time for customers. The components of weighted travel time include:

- walking to the transit stop;
- waiting for the vehicle;
- riding in the vehicle; and,
- transferring from one route to another.

Each component is weighted differently according to how customers perceive each and how it affects customers' travel decisions.

As most major streets with existing transit services will continue to be served, there are minimal walk time changes for customers as a result of the Line 5 Eglinton and Line 6 Finch West surface network plan changes. Although some stop adjustments will result in the relocation or removal of stops, which means a change in a customer's walk to or from transit, the overall benefits of the routing changes are projected to outweigh such inconveniences.

In-vehicle journey times are projected to remain about the same or likely decrease for customers transferring to Line 5 or Line 6 due to its higher speed and dedicated right-of-way. The new bus network will also introduce new transfers to customers' journeys. However, the inconvenience of the added transfer will be offset by faster in-vehicle travel times for customers transferring to Line 5 or Line 6 for most customers.

Overall, the recommendations in this report are projected to improve the travel experience for customers. New ridership counts will be collected and reviewed as part of the regular service planning process. If required, future adjustments to the transit network will be made to ensure that customers' mobility and transit experience are maximized.

2.0. Updates to the Line 5 Surface Network Plan

The following section describes updates to 5 route changes as part of the Line 5 Surface Network Plan, from what was previously reported in the 2022 Annual Service Plan. These changes are a result of continued routing assessments and analysis throughout 2022.

These include the following routes:

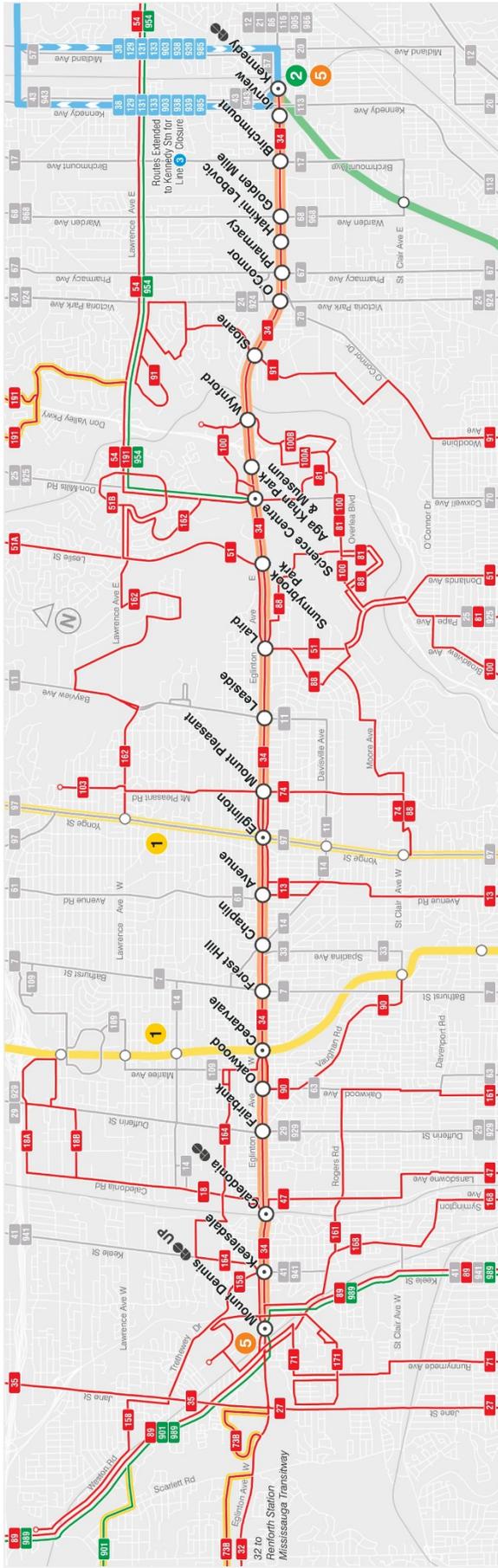
- 18 Caledonia
- 47 Lansdowne
- 73B Royal York
- 90 Vaughan
- 91 Woodbine
- 191 Underhill
- 164 Castlefield
- 901 Airport-Eglinton Express

Line 5 Surface Network Plan routes are subject to change pending further assessment and review, as well as upcoming major construction projects such as the Ontario Line construction at Science Centre Station.





Proposed TTC Routes Connecting to Line 5 Eglinton



TTC SP 06-07-2023 DRG. No. 12394 V13

New or Revised Routes

- 183 Avenue Rd - Eglinton Stn - Queens Park via Avenue Stn
- 186 Caledonia - Science Centre Stn - Kingston Rd & Morningside Ave
- 271 Jane South - Mount Dennis Stn - Yorkville Stn
- 320 Eglinton West - Mount Dennis Stn - Renforth Stn
- 320 Eglinton West - Replaced by 158 Trethewey
- 324 Eglinton West - Replaced by 738 Royal York
- 355 Jane - Mount Dennis Stn - Pioneer Village Stn
- 356 Jane - Mount Dennis Stn - Kennedy Stn
- 357 Lansdowne - Queen - Caledonia Stn via Lansdowne Stn
- 318 Leslie - Donlands Stn - Steeles via Lines 4 and 5
- 344 Lawrence East - Science Centre Stn - Starpray Blvd
- 349 Lawrence East - Eglinton Stn - Kingston Rd & Morningside Ave
- 351 Rogers Rd - Replaced by extended 151 Leslie
- 352 Lawrence-Conway - Runnymede - Industry Stn via Mt Dennis Stn
- 354 Castelfield - Royal York Stn - Mt Dennis Stn via La Rose & Emmett
- 358 Symington - St Clair Stn - Eglinton Stn via Mount Pleasant Stn
- 374 Mt Dennis - Mt Dennis Stn - Science Centre Stn
- 391 Underhill - Science Centre Stn - York Mills Stn
- 391 Airport-Eglinton Express - Airport Express - Mount Dennis Stn - Pearson Airport Express
- 354 Lawrence East Express - Science Centre Stn - Starpray Express via Mount Dennis Stn
- 388 Weston Express - Science Centre Stn - Steeles Express via Mount Dennis Stn
- 390 Eglinton East Express - Eglinton East Express
- 392 Victoria Park Express - Victoria Park Express
- 393 Don Mills Express - Don Mills Express
- 395 Dufferin Express - Dufferin Express
- 396 Sheppard East Express - Sheppard East Express
- 397 Highland Creek Express - Highland Creek Express
- 398 Finch Express - Finch Express

Connecting Routes

- 21 Bathurst - Keele
- 31 Bayview - Victoria Park
- 32 Kingston Rd - Don Mills
- 34 Glencairn - Dufferin
- 37 Birchmount - Forest Hill
- 20 Cliffside - 38 Highland Creek
- 37 Pharmacy - Pharmacy
- 41 Bimley - Keele
- 43 Kennedy - Kennedy
- 37 Midland - Midland
- 31 Avenue Road North - Yonge
- 309 Range - Kennedy-Scarborough
- 313 Danforth - Centre Express
- 38 Warden - Warden
- 110 Morningside - Morningside
- 129 McCowan North - McCowan North
- 131 Nugget - Don Mills Express
- 133 Neilson - Neilson
- 303 Kennedy-Scarborough - Kennedy-Scarborough
- 313 Danforth - Centre Express
- 390 Finch Express - Finch Express

Station List



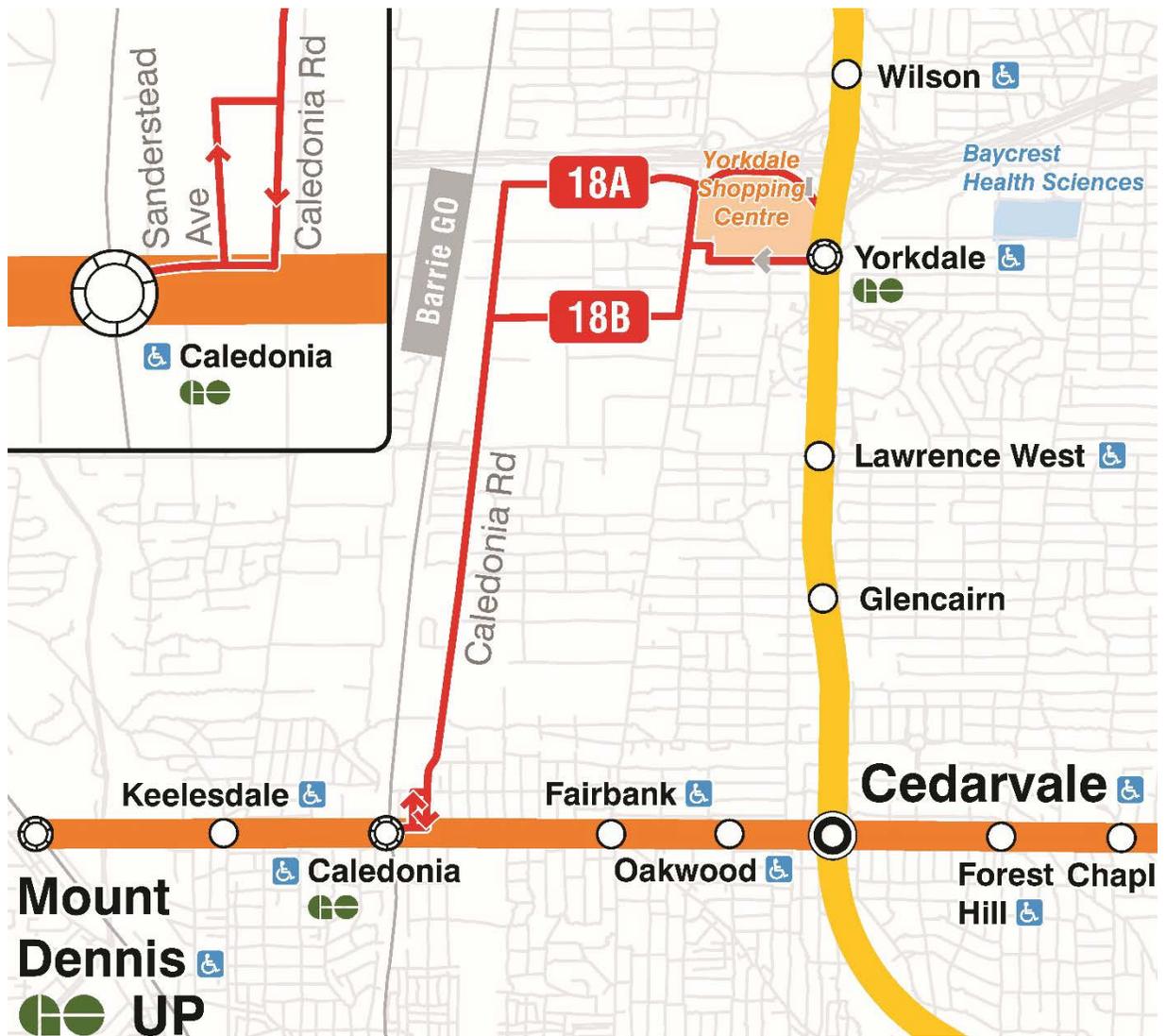
18 Caledonia

Routing Adjustment

City wards: Ward 8 – Eglinton-Lawrence

Time periods: All times

As a result of operational constraints at the Caledonia Rd and Eglinton Ave West intersection, the recommended 18 Caledonia route will be adjusted so that northbound service will operate on northbound Sanderstead Ave and eastbound Bowie Ave to Caledonia Rd. This routing is a temporary measure until the eastbound to northbound left turn from Eglinton Ave West to Caledonia Rd is operationally feasible.



73B Royal York

Branch Extension

City wards: Ward 5 – York South-Weston,

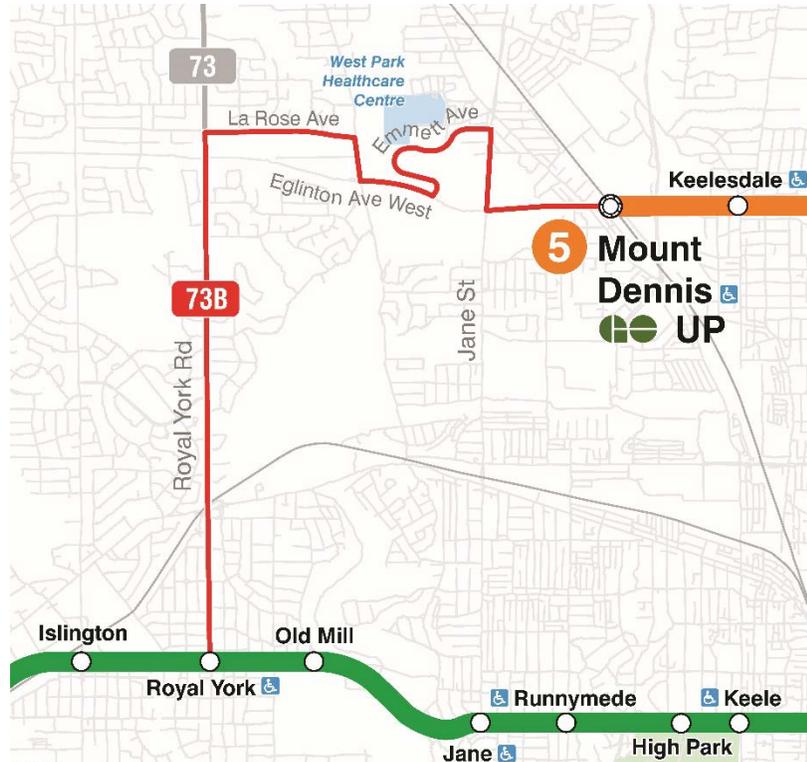
Time periods: All times

In the 2022 Annual Service Plan, a new 170 Emmett route was proposed as part of the Line 5 Network Plan. A revised proposal is now recommended that provides better connections. However, there are several operational constraints that will need to be addressed prior to implementation

It is recommended that the 73B Royal York branch be extended from its current end-of-line looping via La Rose Ave, Scarlett Rd and Eglinton Ave West to Mount Dennis Station to replace 170 Emmett route proposal detailed in the 2022 Annual Service Plan.

The benefit of this change provides two-way service along Emmett Ave and La Rose Ave, provides a better end-of-line, and allows for additional connections to and from Line 2 and Line 5, and regional rail.

From Royal York Station, these buses would operate via north on Royal York Rd, east on La Rose Ave, south on Scarlett Rd, east on Eglinton Ave West, north then east on Emmett Ave, south on Jane St, east on Eglinton Ave West, south then west on Keelesdale Rd, north on Photography Dr to Mount Dennis Station, and then the reverse routing.



90 Vaughan

Branch Structure Change

City wards: Ward 8 – Eglinton-Lawrence, Ward 12 – Toronto-St. Paul's

Time periods: All times

To provide better all-day connections and more consistent service, it is recommended that the 90 Vaughan route be modified to extend all service in all time periods to Cedarvale Station.

From St. Clair West Station, these buses would operate via west on St. Clair Ave West, north on Vaughan Rd, north on Oakwood Ave, east on Eglinton Ave West, to Cedarvale Station, and then the reverse routing.



The original proposal for this route per the 2022 Annual Service Plan was to restore the former 90B branch that provided service on Vaughan Rd northwest of Oakwood Ave, Northcliffe Blvd and Eglinton Ave West between Northcliffe Blvd and Oakwood Ave during weekday peak periods. However, as a result of operational end-of-line concerns with this branch, as well as close walking distances to both Oakwood Station and Fairbank Station, it is recommended that this branch should not be restored.

Additionally, with the consolidation of 90 Vaughan service to Cedarvale Station, service will be removed on Jesmond Ave, between Vaughan Rd and Oakwood Ave. With this change, customers on Vaughan Rd will be able to connect to Line 1 and Line 5 in all time periods.

91 Woodbine

Route Change

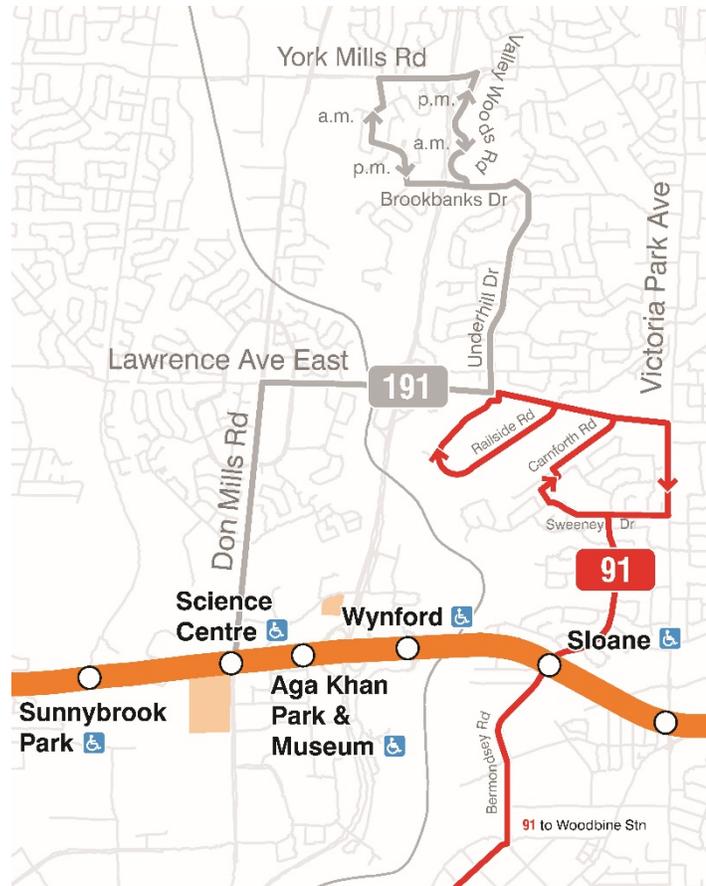
City wards: Ward 16 – Don Valley East

Time periods: All times

In conjunction with the introduction of 191 Underhill, the 91 Woodbine will terminate at Lawrence Ave instead of the current routing to York Mills Rd. The route will turn around via Railside Rd at all times.

Service north of Lawrence Ave East, on Underhill Dr, Brookbanks Dr, Valley Woods Rd and Laurentide Dr will be covered by the proposed 191 Valley Woods routing.

It is projected that approximately 20 less customer trips and result in an increase weighted travel times for customers using the route by 1,990 minutes. However, the shorter wait time on Don Mills Rd towards Science Centre Station generates more ridership than losses as result of the extra transfer for existing riders who are making the turn between Underhill Dr and Lawrence Ave East, east of Underhill Dr. Hence, the proposal is recommended to proceed.



191 Underhill

New Route

City wards: Ward 16 – Don Valley East

Time periods: All times

To improve connections, it is recommended that a new 191 Underhill route be implemented to connect Science Centre Station on Line 5 to the Valley Woods community.

This replaces service currently served by the 91 Woodbine route and previously served by the 144 Downtown/Don Valley Express route.

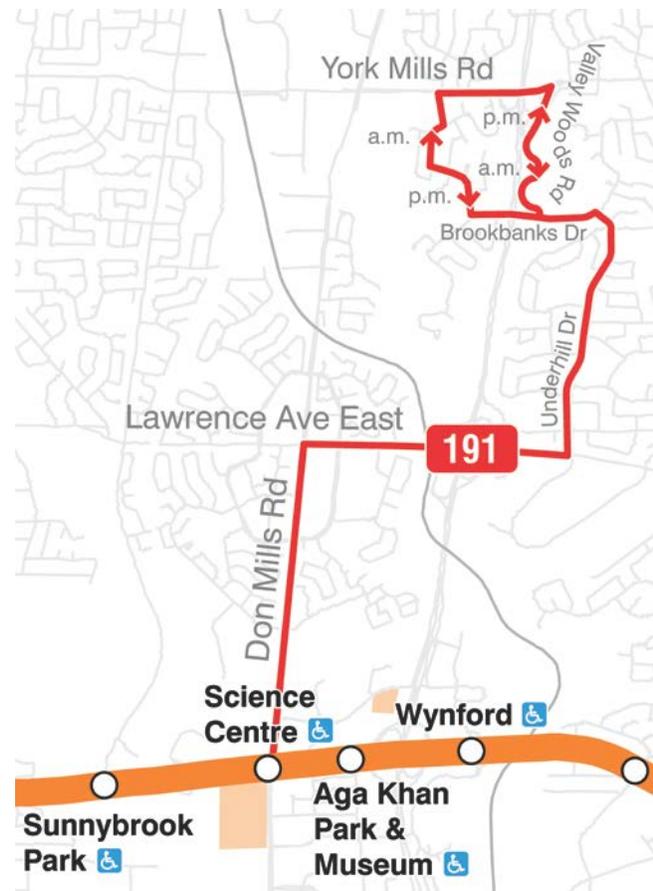
From Science Centre Station, these buses will operate via north on Don Mills Rd, east on Lawrence Ave East to north on Underhill Dr, west on Brookbanks Dr, and then follow the same time-of-day looping that the 91C Woodbine route currently operates.

Before 12:00 p.m., these buses will operate from Brookbanks Dr, west on Three Valleys Dr, north on Laurentide Dr, north on Silverdale Cres, east on York Mills Rd, south on Valley Woods Rd, to Brookbanks Dr, and then the reverse routing to Science Centre Station.

After 12:00 p.m., these buses will operate from Brookbanks Dr, north on Valley Woods Rd, west on York Mills Rd, south on Silverdale Cres, south on Laurentide Dr, east on Three Valleys Dr, to Brookbanks Dr, and then the reverse routing to Science Centre Station

This route will allow customers in these communities to travel downtown via Line 5 and Line 1 and key shopping destinations along Don Mills Rd. It will also provide more reliable travel with a single fare, compared to the 144 Downtown/Don Valley Express, which was subject to variable traffic conditions on the Don Valley Parkway and required a double fare.

It is projected that approximately 940 new customer trips would be made daily. This change would improve service for customers and provide better connections to local and rapid transit, prioritize equity-deserving groups and reduce weighted travel times for customers using the route by 26,990 minutes and, therefore, is recommended.



901 Airport-Eglinton Express

New Express Route

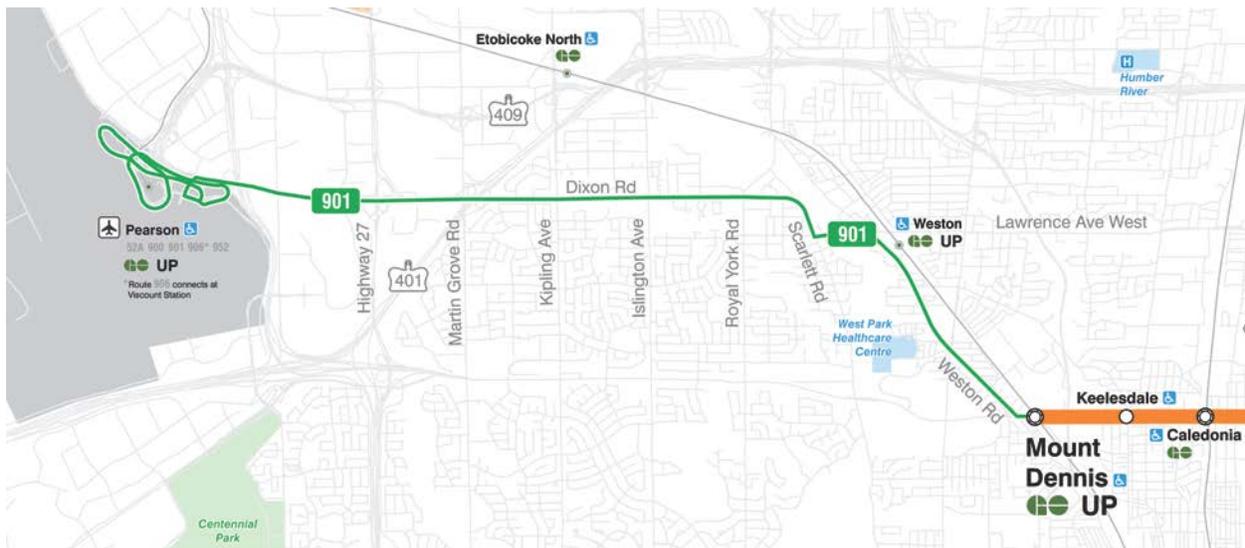
City wards: Ward 1 – Etobicoke North, Ward 5 – York South-Weston

Time periods: All times

It is recommended that a new 901 Airport-Eglinton Express route be implemented to connect customers from Toronto Pearson International Airport to Mount Dennis Station on Line 5.

From Mount Dennis Station, these buses will operate via south on Photography Dr, east then north on Keelesdale Rd, west on Eglinton Ave West, north on Weston Rd, west on Lawrence Ave West, north on Scarlett Rd, west on Dixon Rd, west on Airport Rd, through Toronto Pearson International Airport looping via south on Jetliner Rd, east on Silver Dart Dr, south then east on the ramp to Terminals 1 and 3, making stops at Terminal 1 (Ground Level), and then at Terminal 3 (Arrivals Level), to Airport Rd, and then the reverse routing.

This route will provide a direct transit connection from Mount Dennis Station to Toronto Pearson International Airport with a single fare. Additionally, this will provide more express service along the Dixon Rd and Weston Rd corridors and new connections to regional transit services at Mount Dennis Station.



2.1. Roads with service introduced or removed – Line 5 Surface Network Plan

The following table identifies the necessary changes to operations required to implement the Line 5 Surface Network **Plan**. **The table indicates where transit service will be introduced and roads where transit service will be removed.**

Roads with Service Introduced	Routes Impacted	Roads with Service Removed	Routes Impacted
Photography Dr	All routes entering Mount Dennis Station	Wicksteed Ave (from Laird Dr to Brentcliffe Rd)	88 South Leaside
Keelesdale Rd	All routes entering Mount Dennis Station	Brentcliffe Rd (from Vanderhoof Ave to Wicksteed Ave)	88 South Leaside
Black Creek Dr (from Photography Dr to Weston Rd)	161 Rogers Road 168 Symington 989 Weston Express	Jesmond Ave (from Vaughan Rd to Oakwood Ave)	90 Vaughan
Kincort St	164 Castlefield	Oriole Pkwy (from Eglinton Ave to Oxton Ave)	13 Avenue Rd
Castlefield Ave (from Kincort St to Salinas Ct and from Danesbury Ave to Marlee Ave)	164 Castlefield		
Roselawn Ave (from Salinas Ct to Danesbury Ave)	164 Castlefield		
Avenue Rd from Chaplin Cres to Eglinton Ave)	13 Avenue Road		
Sanderstead Ave	18 Caledonia		
Bowie Ave (from Sanderstead Ave to Caledonia Rd)	18 Caledonia		

3.0. Line 6 Surface Network Plan

The following section describes updates to 10 route changes as part of the Line 6 Surface Network Plan. These changes are planned to better connect customers to the new rapid transit line, reducing service duplication where possible and necessary and optimizing connections to key destinations within northwest Etobicoke and North York.

These include the following routes:

- 36 Finch West
- 37A Islington
- 101 Downsview Park
- 107 Alness-Chesswood
- 119 Torbarrie
- 166 Toryork
- 906 Airport-Humber College Express
- 927 Highway 27 Express
- 996 Wilson Express
- 384 Sheppard West

Line 6 Surface Network Plan routes are subject to change pending further assessment and review.



36 Finch West

Route Restructuring to Remove Service Duplication

Study Area: Northwest – Humberwood / Line 6 Surface Network Plan

City wards: Ward 1 – Etobicoke North, Ward 6 – York Centre, Ward 7 – Humber River-Black Creek, Ward 18 – Willowdale

Time periods: All times

The recommended 36 Finch West route will be adjusted to operate between Finch Station and Finch West Station, while removing service duplication along the Line 6 corridor.

The 36B, 36D and 36F Finch West branches will be replaced by new or extended routes:

- **36B Finch West (Finch West Station-Humberwood Loop)** – replaced by Line 6 Finch West, 37A Islington, 906 Airport-Humber College Express and 996 Wilson Express
- **36D Finch West (Finch West Station-Weston Rd & Milvan Dr)** – replaced by Line 6 Finch West and 166 Toryork
- **36F Finch West (Finch West Station-Weston Rd & Milvan Dr via Fenmar Dr)** – replaced by Line 6 Finch West and 119B Torbarrie

Current 36 Finch West customers travelling along Finch Ave West between Humber College and Finch West Station will have a significant reduction in travel time as a result of Line 6. However, the elimination of local transit service on the Finch Ave West corridor will require customers to walk or access Line 6 stations by other means.

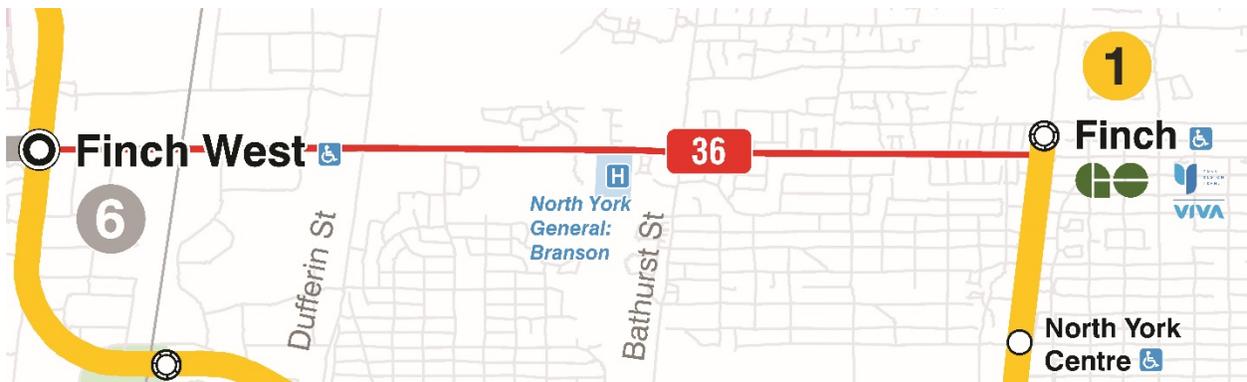
Compared to Line 5 Eglinton stop spacing, the average distance between Line 6 stations is shorter (average 620 metres on Line 6 vs. 640 metres on the surface portion on Line 5) and comparable to the Danforth segment of Line 2 (approximately an average of 690 metres), where we do not operate a parallel bus surface. Overall, this change reduces weighted travel time for customers using the route and is therefore recommended.

Routes replacing existing 36 Finch West service west of Finch West Station



- **Line 6 Finch West**
- **37A Islington** (Islington Stn-Humber College Stn via Woodbine Centre & Humberwood)
- **119B Torbarrie** (Wilson Stn-Weston Rd & Milvan via Torbarrie & Fenmar)
- **166 Toryork** (Pioneer Village Stn-Weston Rd & Milvan via Steeles)
- **906 Airport-Humber College Stn Express** (Humberwood-Pearson Airport [Viscount Stn] via Humber College Stn)
- **996 Wilson Express** (Scarborough Centre Stn-Humberwood Loop via Line 1 & Humber College Stn)

36 Finch West (Finch West Stn-Finch Stn) will continue to operate between Finch West and Finch station.



37A Islington

Extended to Terminate at Humber College Station

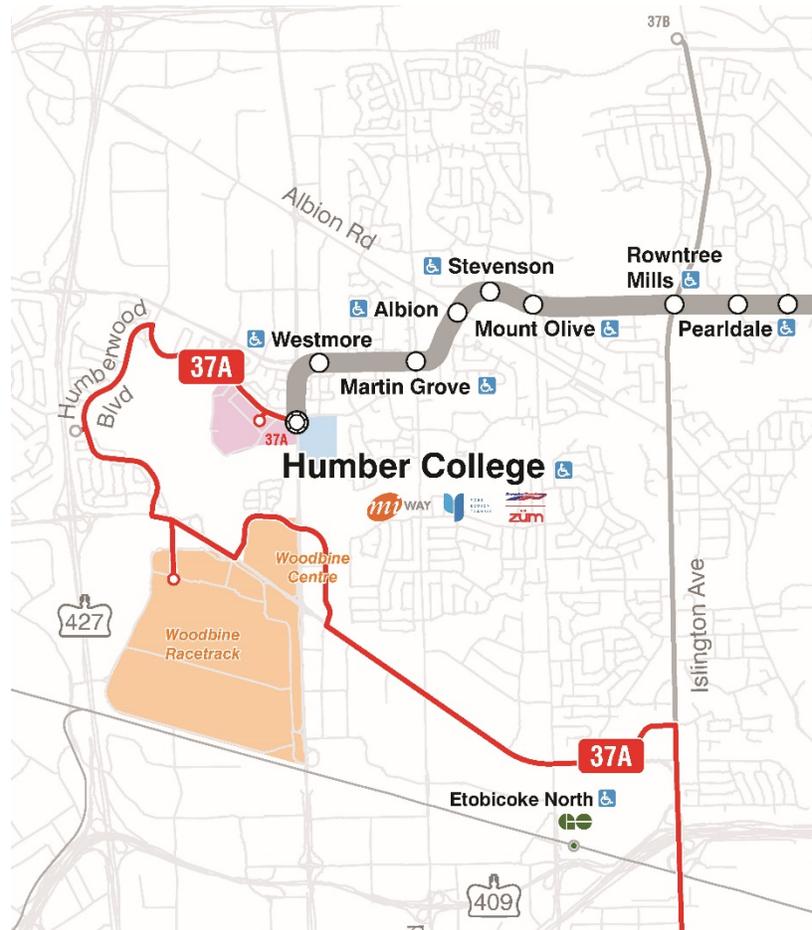
Study Area: Northwest – Humberwood / Line 6 Surface Network Plan

City wards: Ward 1 – Etobicoke North, Ward 2 – Etobicoke Centre, Ward 3 – Etobicoke-Lakeshore

Time periods: All times

The recommended 37A Islington route will be adjusted to terminate at the new Humber College station to provide a direct connection to Line 6 while replacing the service previously provided by the 36B Finch West branch. From its current end of line at Humberwood Loop, the route will travel north along Humberwood Boulevard, south on Humberline Dr and continuing along Humber College Blvd to Humber College Station.

The extended service to Humber College will shorten wait times and in-vehicle travel times for customers between Humberwood Blvd and Humber College Station, attracting new riders to the service and providing a new direct connection to the new rapid transit line. It will also serve as a combined replacement for the 36B Finch West branch, alongside the 906 Airport-Humber College Express and the 996 Wilson Express on Humberwood Blvd and Humberline Dr. Overall, this change is recommended.



101 Downsview Park

Route Restructuring

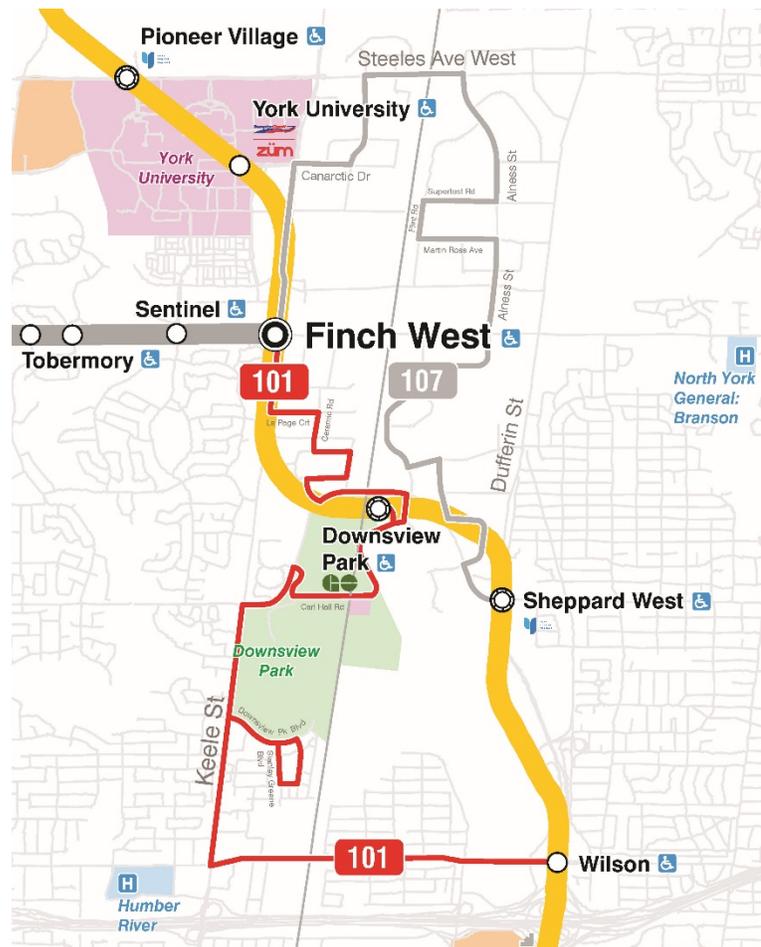
Study Area: Northwest – Humberwood / Line 6 Surface Network Plan

City wards: Ward 6 – York Centre, Ward 7 – Humber River-Black Creek

Time periods: All times

The recommended 101 Downsview Park route will be adjusted to connect to Line 6 Finch West, replace the 128 Stanley Greene route and replace a portion of the existing 107 York University Heights route.

The route will operate from Wilson Station, west on Wilson Ave, north on Keele St, through the Stanley Greene neighbourhood, north on Keele St, east on Sheppard Ave West, through Downsview Park via east on John Drury Dr, east on Carl Hall Rd, through Downsview Park Station, then continuing east on Carl Hall Rd, west on Sheppard Ave West, north on Tuscan Gate, east on St Regis Cres, north on Bakersfield St, west on St Regis Cres, north on Ceramic Rd, west on Lepage Ct, north on Keele St, to Finch West Station, and then the reverse routing.



On Mondays to Fridays, the route will operate every 30 minutes between 6:00 a.m. and 10:00 p.m. and on Saturday and Sunday between 9:00 a.m. and 10:00 p.m.

This revised 101 Downsview Park would provide enhanced connections to rapid and regional transit, Downsview Park, Centennial College, key employment and commercial areas, residential and neighbourhood improvement areas, and other key destinations while simplifying the branch structure of the existing 107 York University Heights route.

It is projected that approximately 630 new customer trips would be made daily. This change would improve service for customers and provide better connections to local, rapid and regional transit, prioritize equity-deserving groups and reduce weighted travel times for customers using the route by 1,150 minutes and, therefore, is recommended.

107 Alness-Chesswood

Revised Route Name, Branch Structure and Adjusted to Terminate at Finch West Station

Study Area: Line 6 Surface Network Plan

City wards: Ward 6 – York Centre, Ward 7 – Humber River-Black Creek

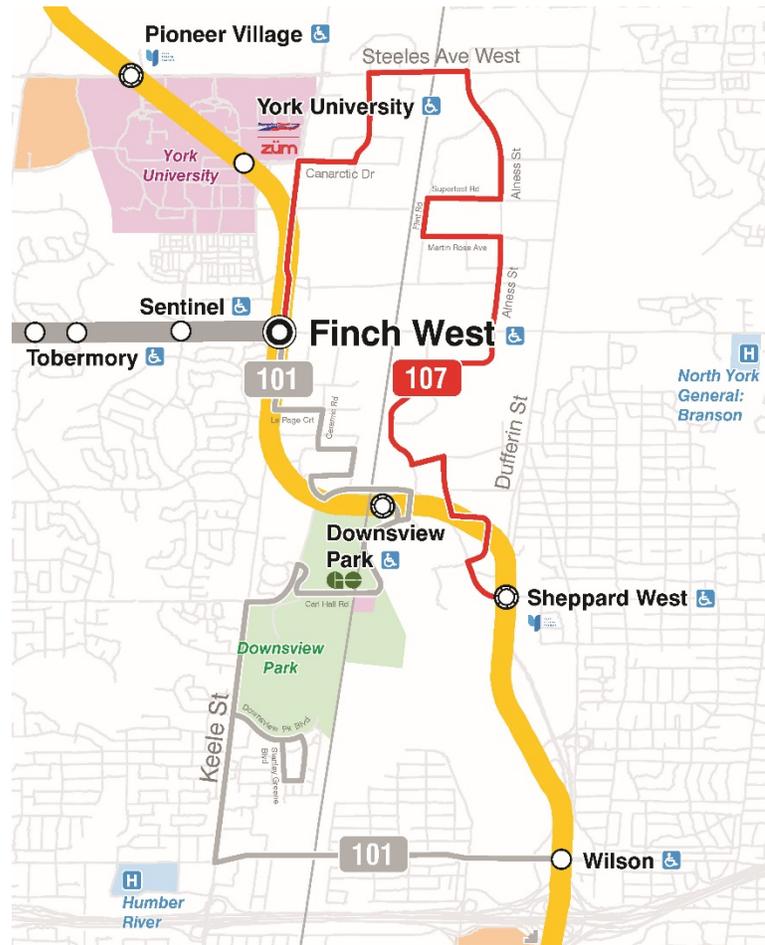
Time periods: All times

The recommended 107 Alness-Chesswood route will replace the 107 York University Heights route, with adjustments made to simplify the route's branch structure and terminate the route to Finch West Station.

The route will operate from Sheppard West Station, west on Sheppard Ave West, north and west on Kodiak Cres, north on Whitehorse Rd, west on Steeprock Dr, north on Chesswood Dr, east on Champagne Dr, north on Alness St, west on Martin Ross Ave, north on Flint Rd, east on Supertest Rd, north on Alness St, west on Steeles Ave West, south on Petrolia Rd, west on Canarctic Dr, south on Keele St, to Finch West Station, and then the reverse routing.

This revised 107 Alness-Chesswood would make customer wayfinding easier and provide better connections to rapid transit.

It is projected that approximately 70 new customer trips would be made daily. This change would improve service for customers and provide better connections to local, rapid and regional transit, prioritize equity-deserving groups and reduce weighted travel times for customers using the route by 1,330 minutes and, therefore, is recommended.



119 Torbarrie

New Branch to Fenmar Drive

Study Area: Line 6 Surface Network Plan

City wards: Ward 6 – York Centre, Ward 7 – Humber River-Black Creek

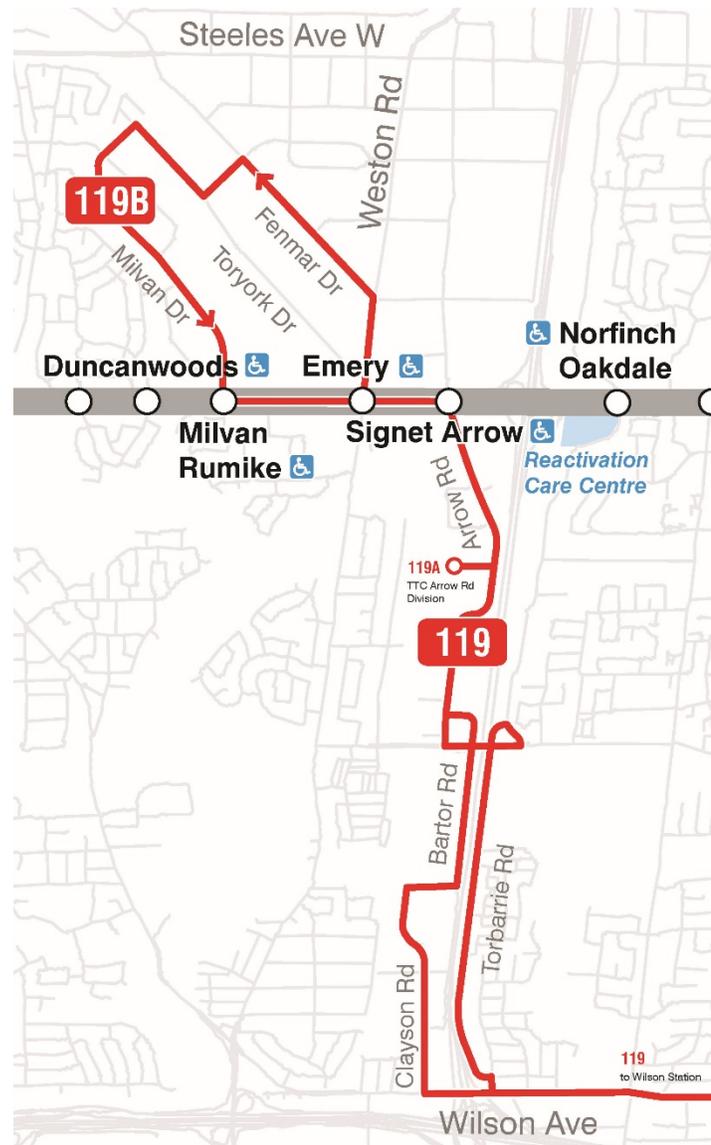
Time periods: Peak Periods Monday to Friday

It is recommended that a new 119B Torbarrie branch be implemented to replace the existing 36F Finch West upon the opening of Line 6 Finch West. Additionally, during the midday period, it is recommended that the 119A Torbarrie branch be extended to Arrow Road Division to provide better transit connections for TTC operators and staff. This route will serve and connect key employment lands to rapid transit and other key destinations.

During the peak periods, the 119B Torbarrie would extend from Arrow Rd and Bartor Rd, north on Arrow Rd, west on Finch Ave West, north Weston Rd, west on Fenmar Dr, south on Ormont Dr, west on Toryork Dr, south and east on Milvan Dr, east on Finch Ave West, south on Arrow Rd, to the existing routing.

During the midday period, the 119 Torbarrie would operate using its existing routing, but from Arrow Rd and Bartor Rd, these buses would continue north on Arrow Rd to TTC's Arrow Road Division, loop through the division, and then continue in the reverse routing to Wilson Stn.

It is projected that approximately 70 new customer trips would be made daily. This change would improve service for customers and TTC employees accessing Arrow Rd Division, prioritize equity-deserving groups and employment areas and reduce weighted travel times for customers using the route by 3,060 minutes and, therefore, is recommended.



166 Toryork

New Route from Pioneer Village Station to Toryork Drive

Study Area: Line 6 Surface Network Plan

City wards: Ward 7 – Humber River-Black Creek

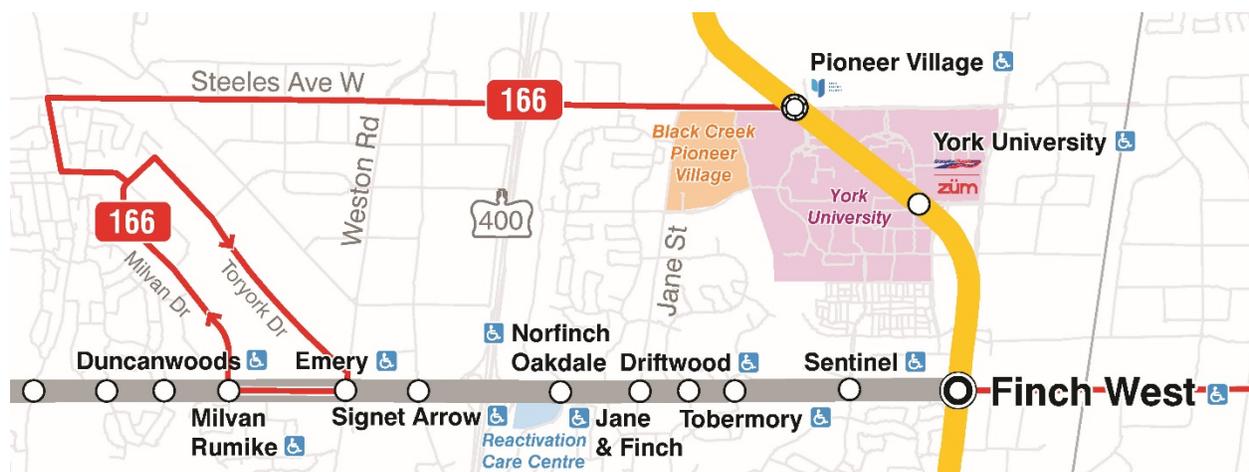
Time periods: Peak periods Monday to Friday

It is recommended that a new route be provided to replace the 36D Finch West service during the peak periods, from Pioneer Village Station to Line 6 Finch West via Toryork Drive and Milvan Dr. This route will serve and connect key employment areas to rapid transit, as well as provide a new option for customers to access the Steeles Ave West corridor.

During the peak periods, the 166 Toryork route will operate from Pioneer Village Station, west on Steeles Ave West, south on Islington Ave, east on Millwick Dr, north on Milvan Dr, east on Toryork Dr, south on Weston Rd, west on Finch Ave West, north on Milvan Dr, west on Millwick Dr, and then the reverse routing to Pioneer Village Station.

Compared to the existing 36D Finch West service, which operates in a counterclockwise direction around Toryork Dr and Milvan Dr, the 166 Toryork route will operate in a clockwise direction to provide a faster connection for customers on Toryork Dr to Line 6 and to provide a two-way service along Milvan Dr.

It is projected that approximately 40 new customer trips would be made daily. This change would improve service for customers, prioritize equity-deserving groups and employment areas and reduce weighted travel times for customers using the route by 1,680 minutes and, therefore, is recommended.



906 Airport-Humber College Express

New Route from Humberwood Drive & Humber College to Pearson Airport

Study Area: Northwest – Humberwood / Line 6 Surface Network Plan

City wards: Ward 1 – Etobicoke North

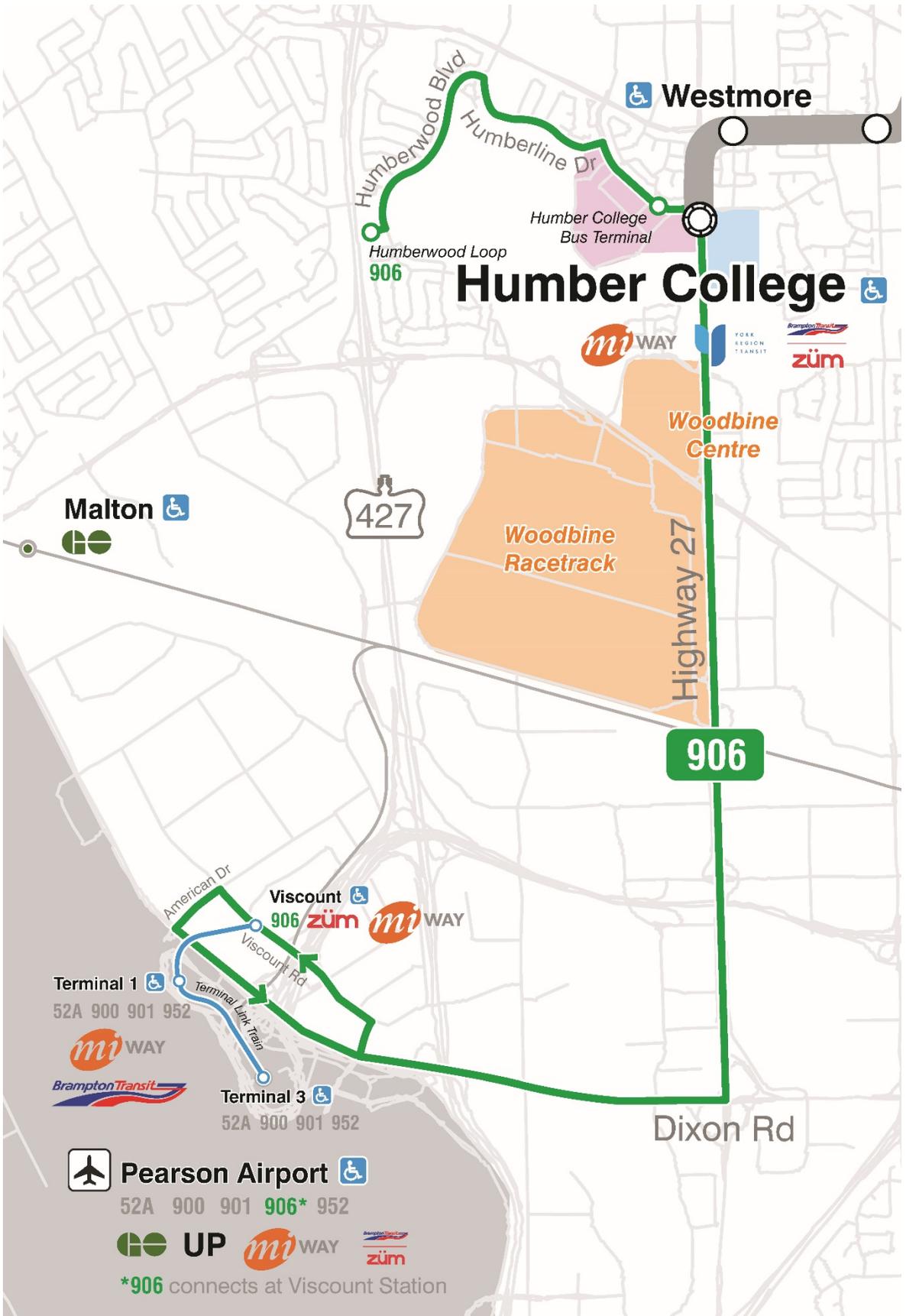
Time periods: All times

It is recommended that a new 906 Airport-Humber College Express route be implemented from Humberwood Loop to Pearson Airport via Humber College Station at all times of the day, seven days a week.

The 906 Airport-Humber College Express route will operate from Humberwood Loop, north and east on Humberwood Blvd, east on Humberline Dr, east on Humber College Boulevard, through Humber College Station, east on President's Way, south on Highway 27, west on Dixon Rd, west on Airport Rd, north on Bresler Dr, west on Campus Rd, west on Viscount Rd, to Viscount Station. From Viscount Station, buses will operate west on Viscount Dr, south on American Dr, east on Airport Rd, east on Dixon Rd, north on Highway 27, west on President's Way through Humber College Station, west on Humber College Blvd, west on Humberline Dr, then south and west on Humberwood Blvd to Humberwood Loop.

This proposed new express route addresses the issue of missing a direct transit connection from North Etobicoke to Pearson Airport. After extensive community consultation during stage one, the 906 Airport-Humber College Express route will terminate at Viscount Station at Pearson Airport rather than operating into Terminal 1 and Terminal 3 to provide transit service for TTC customers accessing the employment lands around Pearson Airport while maintaining a Pearson Airport connection via the Airport Terminal Link Train. At Viscount Station, customers also have the opportunity to connect to MiWay services. Additionally, operating on Humberwood Blvd and Humberline Dr, combined with the 37A Islington and the 996 Wilson Express, addresses the need to replace the capacity currently provided by the 36B Finch West branch.

It is projected that approximately 150 new customer trips would be made daily. This change would improve service for customers and provide better connections, prioritize equity-deserving groups and reduces weighted travel times for customers using the route by 5,960 minutes and, therefore, is recommended.



Westmore

Humber College

427

906

Malton

Viscount

Terminal 1

52A 900 901 952

Terminal 3

52A 900 901 952

Pearson Airport

52A 900 901 906* 952

UP miWAY züm

*906 connects at Viscount Station

927 Highway 27 Express

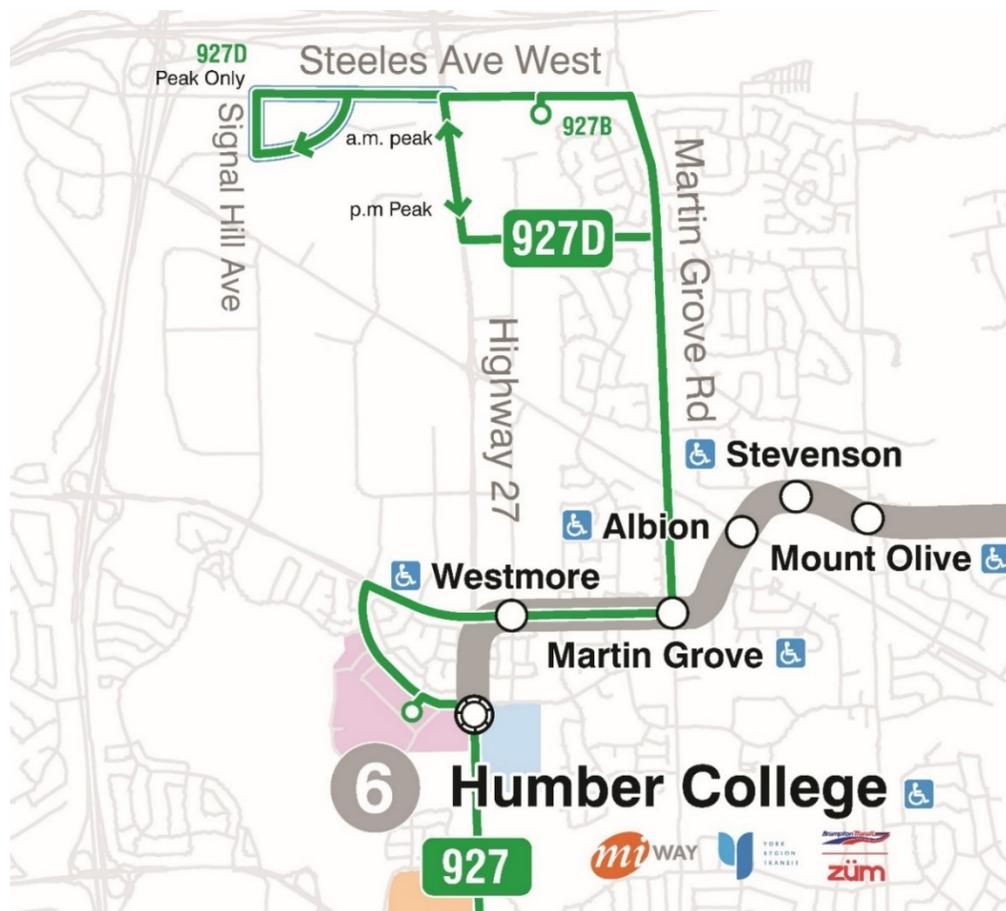
Routing Adjustment

City wards: Ward 1 – Etobicoke North

Time periods: Peak Periods Monday to Friday

The 927D (Kipling Stn-Steeles via Royalcrest Express) branch is recommended to be extended westward from Highway 27 and Steeles Ave West to Signal Hill Ave to address safety issues pertaining to the current layover location on Royalcrest Rd.

Royalcrest Rd is a narrow two-lane roadway, and stopped buses are causing a safety issue when automobiles and trucks try to navigate around the bus and impede oncoming traffic. Furthermore, this extension will provide a new north-south connection from Line 6 Finch West at Martin Grove Station to the employment uses on Steeles Ave West, an area that can only be accessed by transit from east-west service via the 60 Steeles West and 960 Steeles West Express.



996 Wilson Express

Route Extension to Humberwood Loop

Study Area: Northwest – Humberwood

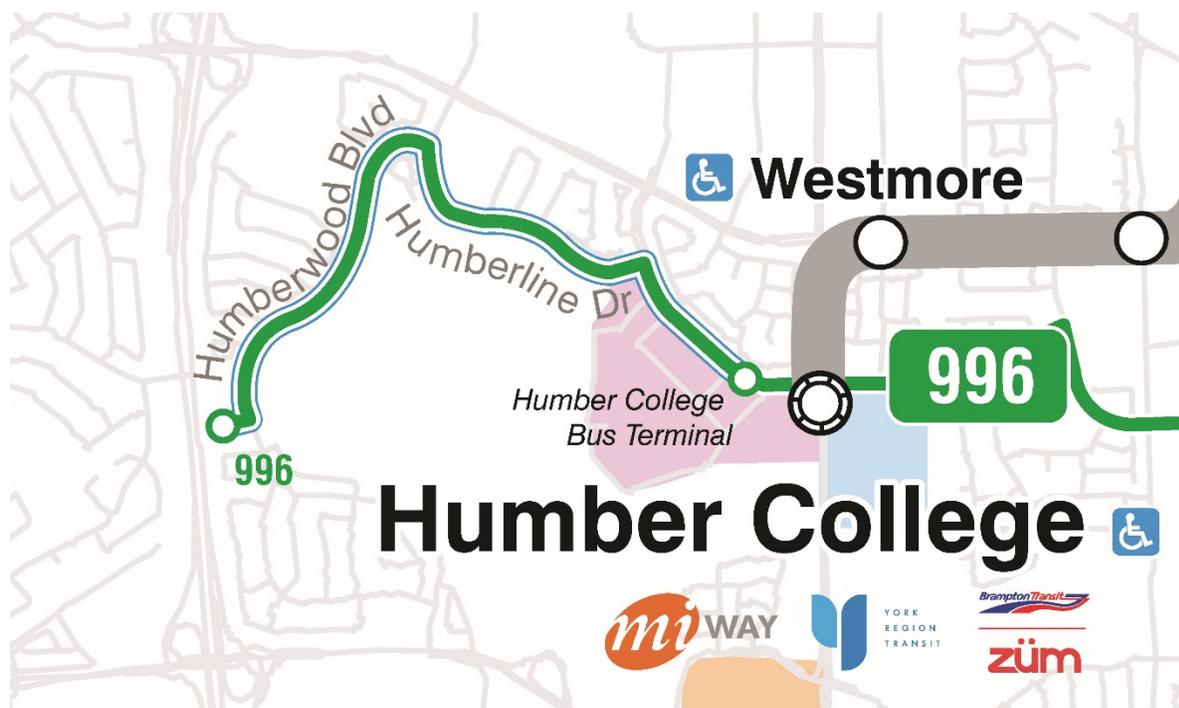
City wards: Ward 1 – Etobicoke North, Ward 6 – York Centre, Ward 7 – Humber River-Black Creek, Ward 8 – Eglinton-Lawrence, Ward 15 – Don Valley West, Ward 16 – Don Valley East, Ward 21 – Scarborough Centre

Time periods: Peak Periods and Midday Monday to Friday

The 996 Wilson Express route is recommended to be extended from its current western terminus at Humber College, further west to Humberwood Loop. From Humber College, 996 Wilson Express buses will operate west on Humber College Blvd, west on Humberline Dr, then south and west on Humberwood Blvd to Humberwood Loop, and then the reverse routing.

The extended service to Humber College will shorten wait times and in-vehicle travel times for customers between Humberwood Blvd and Humber College Station, attracting new riders to the service and providing a new direct connection to the new rapid transit line. It will also serve as a combined replacement for the 36B Finch West branch, alongside the 37A Islington and the 906 Airport-Humber College Express on Humberwood Blvd and Humberline Dr.

It is projected that approximately 270 new customer trips would be made daily. This change would improve service for customers and provide better connections, prioritize equity-deserving groups and reduces weighted travel times for customers using the route by 10,180 minutes and, therefore, is recommended.



384 Sheppard West Overnight Route Extension

City wards: Ward 6 – York Centre, Ward 7 – Humber River-Black Creek, Ward 18 – Willowdale
Time periods: Overnight, seven days a week

It is recommended that the 384 Sheppard West Blue Night route be extended to Steeles Ave West and Islington Ave; to provide better Blue Night Network connectivity in North Etobicoke.

384 Sheppard West buses will operate from Sheppard-Yonge Station via west on Sheppard Ave West, north on Weston Rd, west on Steeles Ave West to Steeles-Islington Loop, and then the reverse routing.

This change provides new overnight service along Steeles Ave West and the Weston Rd corridors and to the surrounding employment uses.

It is projected that approximately 70 new customer trips would be made nightly. This change would improve service for customers, expand the overnight network and prioritize equity-deserving groups, and therefore, is recommended.



3.1. Roads with service introduced or removed – Line 6 Surface Network Plan

The following table identifies the necessary changes to operations required to implement the Line 6 Surface Network Plan. The table indicates where transit service will be introduced and roads where transit service will be removed.

Roads with Service Introduced	Routes Impacted	Roads with Service Removed	Routes Impacted
Millwick Dr (from Islington Ave to Milvan Dr)	166 Toryork	Alness St (from Martin Ross Ave to Supertest Rd)	107 Alness-Chesswod
Bresler Dr	906 Airport-Humber Express		
Campus Rd (from Bresler Dr to Elmbank Rd)	906 Airport-Humber Express		
Viscount Rd (from Elmbank Rd to American Dr)	906 Airport-Humber Express		
American Dr (from Viscount Rd to Airport Rd)	906 Airport-Humber Express		
President's Way	37A Islington 906 Airport-Humber Express 927 Highway 27 Express		

4.0. Line 3 Scarborough Bus Replacement Plan

The following section describes updates to 10 route changes as part of the Line 3 Bus Replacement Plan. With the decommissioning of Line 3 Scarborough and the loss of five rapid transit stations, these changes planned and implemented aim to provide a direct connection for Scarborough transit riders to other rapid transit stations on Line 2, Line 4 and the GO Train network. While Scarborough Centre Station will continue to be a functional bus terminal, customers will no longer be able to connect to rapid transit at this location. Instead, seven major bus routes in Scarborough have been extended to Kennedy Station, accounting for approximately 80% of the ridership at Scarborough Centre Station. Customers on the remaining routes will have to transfer onto these extended routes or find travel options to alternative stations or modes.

As of November 2023, the following routes have been adjusted to provide the replacement service to Line 3 Scarborough:

- 38 Highland Creek / 938 Highland Creek Express
- 129 McCowan North
- 131 Nugget
- 133 Neilson
- 903 Kennedy-Scarborough Express
- 939A/B Finch Express
- 985A Sheppard East Express

Additionally, three routes will be adjusted to provide connections from Scarborough to alternate rapid transit and GO stations:

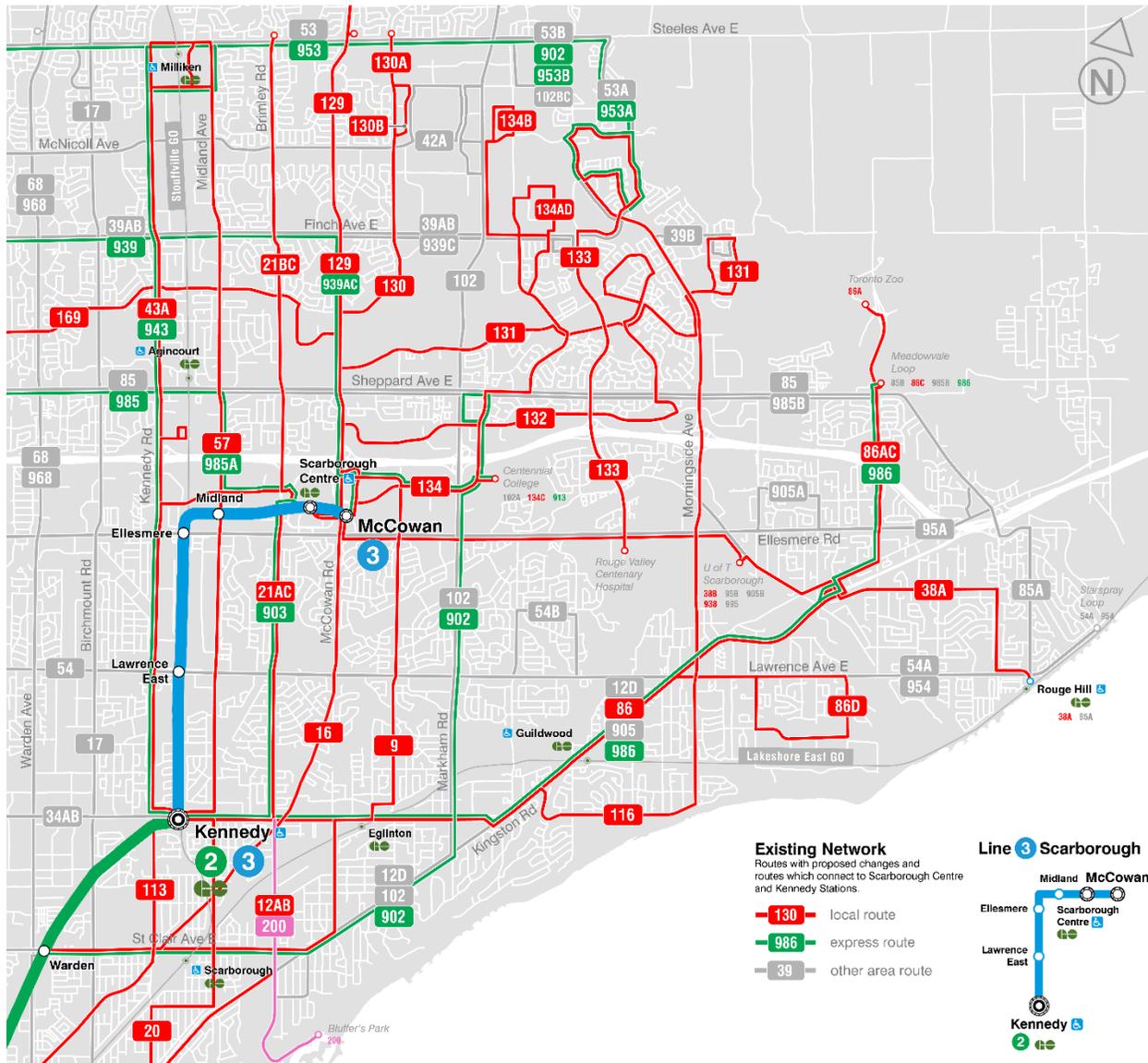
- 902 Markham Road Express
- 953 Steeles East Express
- 985 Sheppard East Express / 904 Sheppard-Kennedy Express

Line 3 Bus Replacement Plan routes are subject to change pending further assessment and review.

Line 3 Scarborough Bus Replacement Network



2024 ANNUAL SERVICE PLAN



Existing Network
Routes with proposed changes and routes which connect to Scarborough Centre and Kennedy Stations.

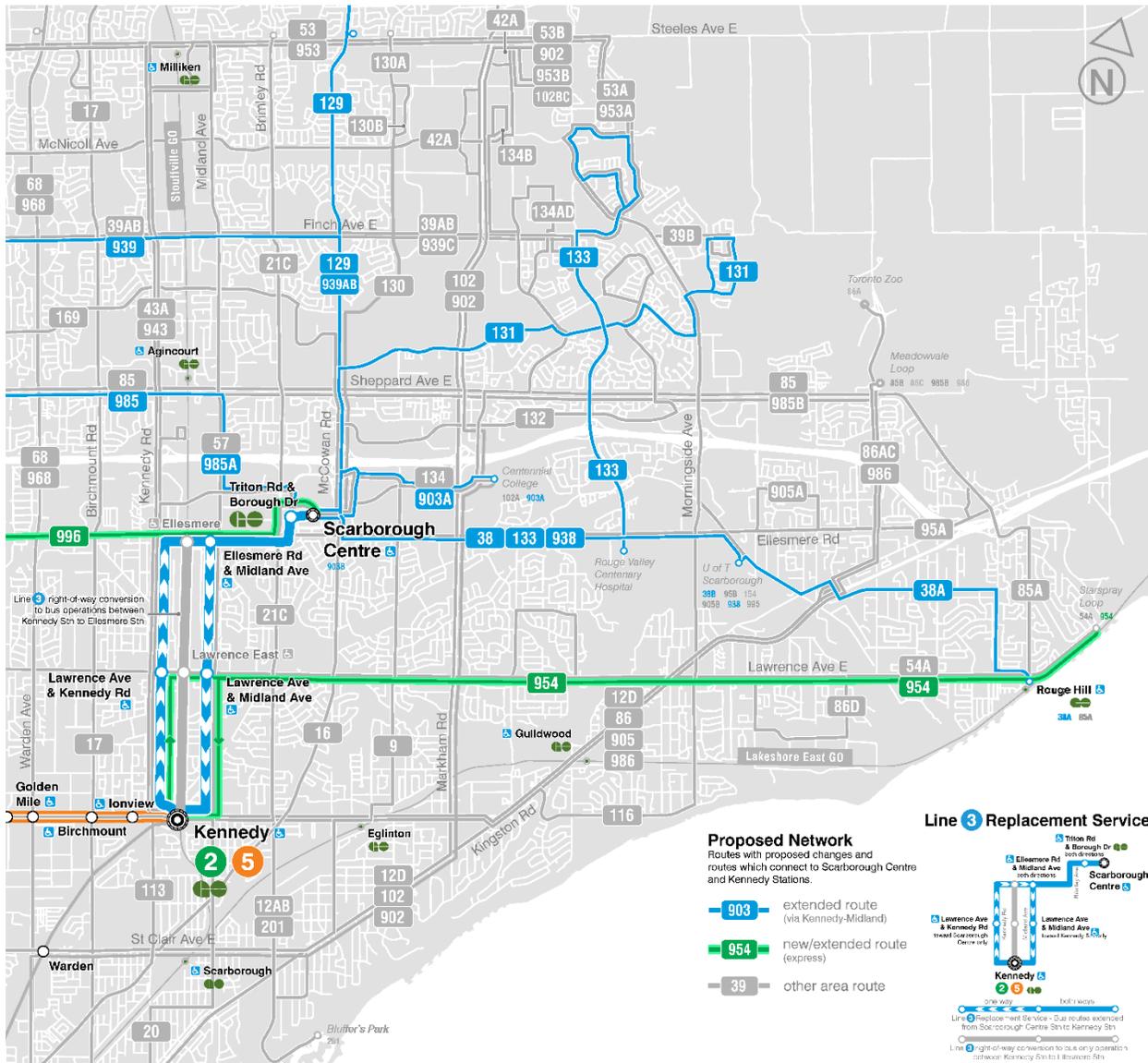
- 130 local route
- 986 express route
- 39 other area route



Existing Network

9	Bellamy	Warden Stn-Scarborough Centre Stn	130A	Middlefield	Scarborough Centre Stn-Steeles
12A	Kingston Rd	Victoria Park Stn-Kennedy Stn	130B	Middlefield	Scarborough Centre Stn-Steeles via Maybrook
12B	Kingston Rd	Victoria Park Stn-Kennedy Stn via Variety Village	131	Nugget	Scarborough Centre Stn-Old Finch
16	McCowan	Warden Stn-Scarborough Centre Stn	132	Miller	Scarborough Centre Stn-Hupfield/McLevin
20	Cliffside	Main Street Stn-Kennedy Stn	133	Neilson	Scarborough Centre Stn-Morningside Heights
21A	Brimley	Kennedy Stn-Scarborough Centre Stn	134A	Progress	Scarborough Centre Stn-Finch via Tapscott
21B	Brimley	Scarborough Centre Stn-Steeles	134B	Progress	Scarborough Centre Stn-McNicoll via Tapscott
21C	Brimley	Kennedy Stn-Steeles	134C	Progress	Scarborough Centre Stn-Centennial College
38A	Highland Creek	Scarborough Centre Stn-Rouge Hill GO	134D	Progress	Scarborough Centre Stn-Finch via Centennial College
38B	Highland Creek	Scarborough Centre Stn-U of T Scarborough	169	Huntingwood	Don Mills Stn-Scarborough Centre Stn
43A	Kennedy	Kennedy Stn-Steeles	902	Markham Rd Express	Warden Stn-Sheppard via Centennial College
43B	Kennedy	Kennedy Stn-Scarborough Centre Stn	903	Kennedy-Scarborough Centre Express	Kennedy Stn-Scarborough Centre Stn
43C	Kennedy	Kennedy Stn-Village Green Square	938	Highland Creek Express	Scarborough Centre Stn-U of T Scarborough
57	Midland	Kennedy Stn-Steeles	939A	Finch Express	Finch Stn-Scarborough Centre Stn
86A	Scarborough	Kennedy Stn-Toronto Zoo	939B	Finch Express	Finch West Stn-Scarborough Centre Stn
86B	Scarborough	Kennedy Stn-Highland Creek	943	Kennedy Express	Kennedy Stn-Steeles Ave
86C	Scarborough	Kennedy Stn-Sheppard	953A	Steeles East Express	Finch Stn-Staines
86D	Scarborough	Kennedy Stn-Beechgrove via Lawrence	953B	Steeles East Express	Finch Stn-Markham Rd
113	Danforth	Main Street Stn-Kennedy Stn	985A	Sheppard East Express	Don Mills Stn-Scarborough Centre Stn
116	Morningside	Kennedy Stn-Finch	986	Scarborough Express	Kennedy Stn-Sheppard
129B	McCowan North	Scarborough Centre Stn-Major Mackenzie			
129A	McCowan North	Scarborough Centre Stn-Steeles			

Line 3 Scarborough Bus Replacement Network



Proposed Network

38A	Highland Creek	Kennedy Stn-Rouge Hill GO
38B	Highland Creek	Kennedy Stn-U of T Scarborough
129A	McCowan North	Kennedy Stn-Major Mackenzie
129B	McCowan North	Kennedy Stn-Steeles
131	Nugget	Kennedy Stn-Old Finch
133	Neilson	Kennedy Stn-Morningside Heights
903A	Kennedy-Scarborough Express	Kennedy Stn-Centennial College via Scarborough Centre Stn
903B	Kennedy-Scarborough Express	Kennedy Stn-Scarborough Centre Stn
938	Highland Creek Express	Kennedy Stn-U of T Scarborough
939A	Finch Express	Finch Stn-Kennedy Stn
939B	Finch Express	Finch West Stn-Kennedy Stn
954	Lawrence East Express	Kennedy Stn-Starspray Loop
985A	Sheppard East Express	Don Mills Stn-Kennedy Stn
986	Wilson Express	Humber College-Scarborough Centre Stn

902 Markham Rd Express

Express Extension to Steeles Ave East

City wards: Ward 23 – Scarborough North, Ward 24 – Scarborough Guildwood

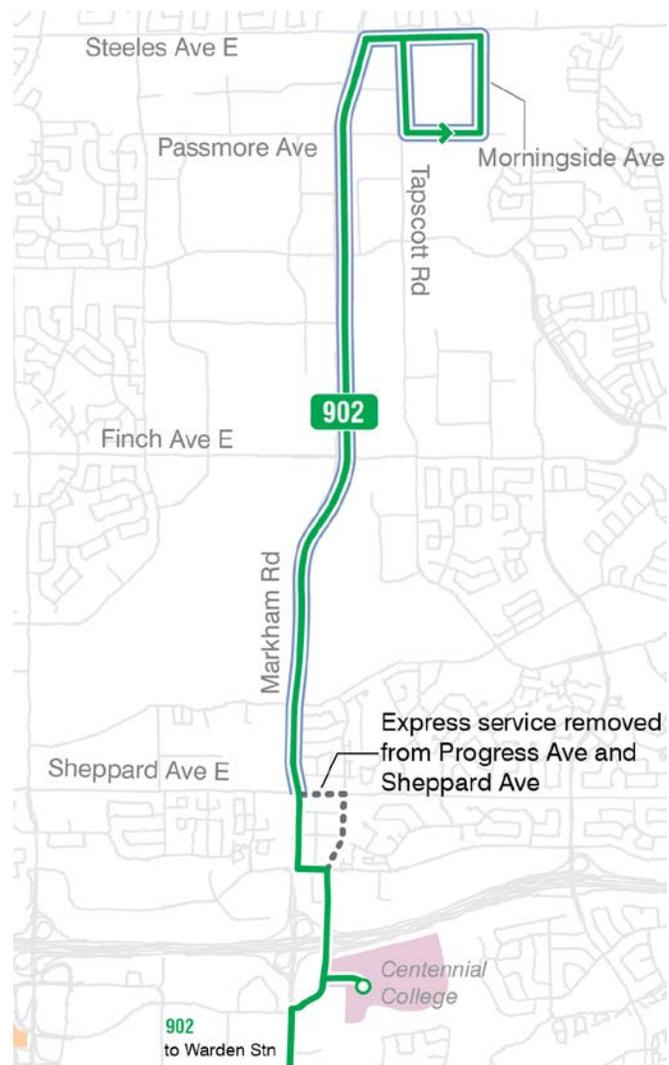
Time periods: Peak periods and Midday Monday to Friday

In May 2023, the 902 Markham Rd Express was adjusted to terminate at Steeles Ave and Morningside Ave to provide express service and connect to employment uses north of Sheppard Ave. The extension will also provide customers in Malvern with another connection to Line 2.

In the northbound direction, the 902 Markham Rd Express will follow its current routing via east on St Clair Ave East, northeast on Kingston Rd, north on Markham Rd, east on Progress Ave into Centennial College Progress Campus, west out of Centennial College Progress Campus, north on Progress Ave, west on Milner Ave and north on Markham Rd. From here, the route will continue north on Markham Rd and no longer serve Progress Ave at Sheppard Ave. The route will continue north on Markham Rd to Steeles Ave East, east on Steeles Ave East, south on Tapscott Rd, east on Passmore Ave, and north on Morningside Ave.

In the southbound direction, the 902 Markham Rd Express will start at northbound Morningside Ave, west on Steeles Ave East, south on Markham Rd to Milner Ave. The route will travel east on Milner Ave and south on Progress Ave to continue on the current routing to Warden Station via Centennial College Progress Campus.

The extended 902 Markham Rd Express to Steeles Ave East will shorten wait times for customers north of Sheppard Ave eAST and reduce travel times for customers travelling to employment uses in North Scarborough. Initial analyses forecasted increase of 100 new rides is expected and a reduced weighted travel time for customers using the corridor by 1,480 minutes.



953 Steeles East Express

New Express Stop at Milliken GO Station

City wards: Ward 22 – Scarborough Agincourt, Ward 23 – Scarborough North, Ward 24 – Scarborough Guildwood

Time periods: Peak Periods Monday to Friday

With the completion of the Steeles Avenue East Underpass Project by Metrolinx in September 2023, Milliken GO Station has been made accessible and new bus stops have been commissioned into service on Steeles Ave East to serve the station. These stops have been assigned as an express stop to 953 Steeles East Express (and 53 Steeles East) and will provide more options for customers in northern Scarborough to connect to rapid transit via the Stouffville GO line.



985 Sheppard East Express

Route Change

City wards: Ward 22 – Scarborough Agincourt, Ward 23 – Scarborough North, Ward 24 – Scarborough Guildwood

Time periods: Peak Periods and Midday Monday to Friday

It is recommended that the 985 branch structure be modified to provide additional travel options to rapid transit stations for customers in Scarborough.

A new 904 Sheppard-Kennedy Express route is proposed to replace the current 985A Sheppard East Express (Don Mills Stn-Kennedy Stn) branch, to improve customer wayfinding on the Sheppard East corridor.

Compared to service currently offered on 985A Sheppard East Express, buses will continue to operate between Don Mills Station and Scarborough Centre Station via Sheppard Ave E, Midland Ave, Progress Ave, and Brimley Rd. Service between Scarborough Centre Station and Kennedy Station will operate via Brimley Ave, Ellesmere Rd, Midland Ave, and Eglinton Ave E in the southbound direction, and via Eglinton Ave East, Kennedy Rd, Ellesmere Rd, Brimley Rd in the northbound direction. Buses will also continue to utilize transit priority measures installed on Ellesmere Rd, Kennedy Rd and Midland Ave as part of the Line 3 Scarborough Bus Replacement Plan.

Capacity between Don Mills Station and Kennedy Station will be similar to that currently provided by 985A Sheppard East Express. Therefore, no impact to customer hours is expected.

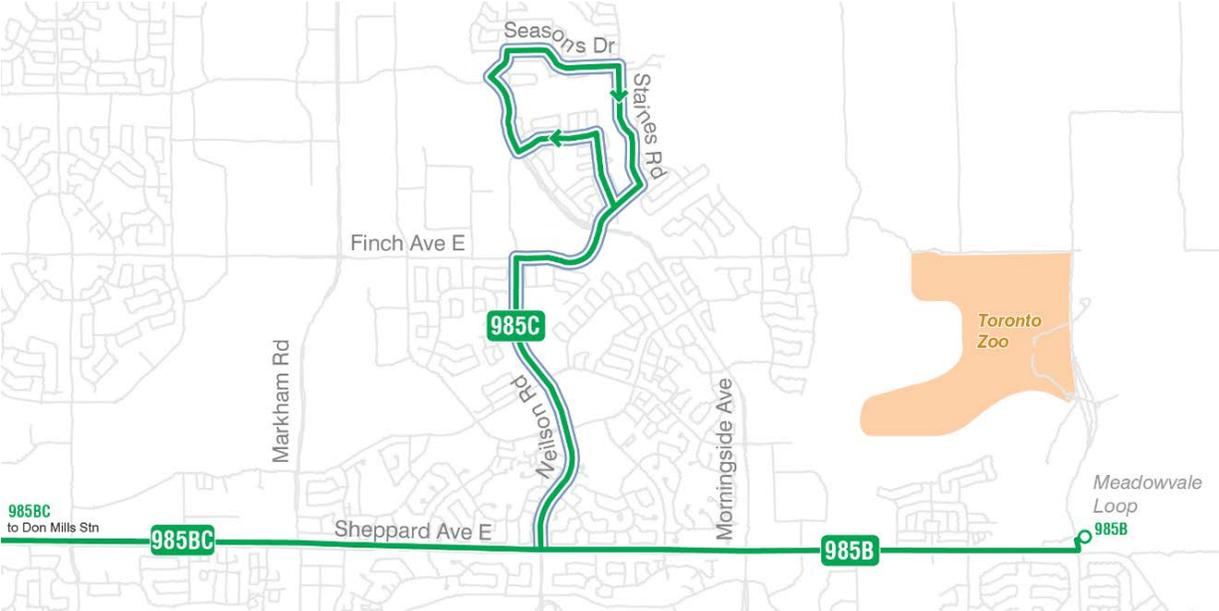
Additional midday service on the 985B Sheppard East Express is recommended to provide additional capacity along the Sheppard Ave East corridor.

A new 985C Sheppard East Express (Don Mills Stn-Morningside Heights Express) branch is recommended to connect Morningside Heights and Malvern to Agincourt GO Station and Line 4 Don Mills Station, providing an alternative for customers travelling downtown via Scarborough Centre.

During the a.m. peak, midday and p.m. peak periods, the 985C Sheppard East Express will operate eastbound from Don Mills Station, east on Sheppard Ave East, north on Neilson Rd, east on Finch Ave East through to Staines Rd, north on Mantis Rd, west on Nightstar Rd to Morningside Ave. In the westbound direction, the 985C will operate from Nightstar Rd and Morningside Ave via north on Morningside Ave, east on Oasis Blvd, east on Seasons Rd, south and southwest on Staines Rd through to Finch Ave East, south on Neilson Rd, west on Sheppard Ave East to Don Mills Station.

This branch will serve the same express stops as the current 985 Sheppard East Express from Don Mills Station to Neilson Road. In addition, North of Sheppard Ave East (i.e., Neilson Rd, Finch Ave, Morningside Heights), the branch will serve all local stops as time savings from skipping stops is minimal in this section.

The introduction of 985C Sheppard East Express via Neilson Rd will improve service on Sheppard Ave between Midland Ave and Neilson Rd, reducing wait time and improving overall travel time on the corridor. This change is forecasted to increase system ridership by 310 customers daily and reduces weighted travel time for customers using the service by 12,830 minutes, and thus is recommended.



5.0. 2024 Area Studies – Route Technical Assessments

The following section describes route changes related to the 8 area studies conducted in Stage 1 of the 2024 ASP. The routes have been developed in response to significant community changes (population growth, new streets, new destinations), changes to the transit network (new rapid transit, transit priority), and community inputs and requests.

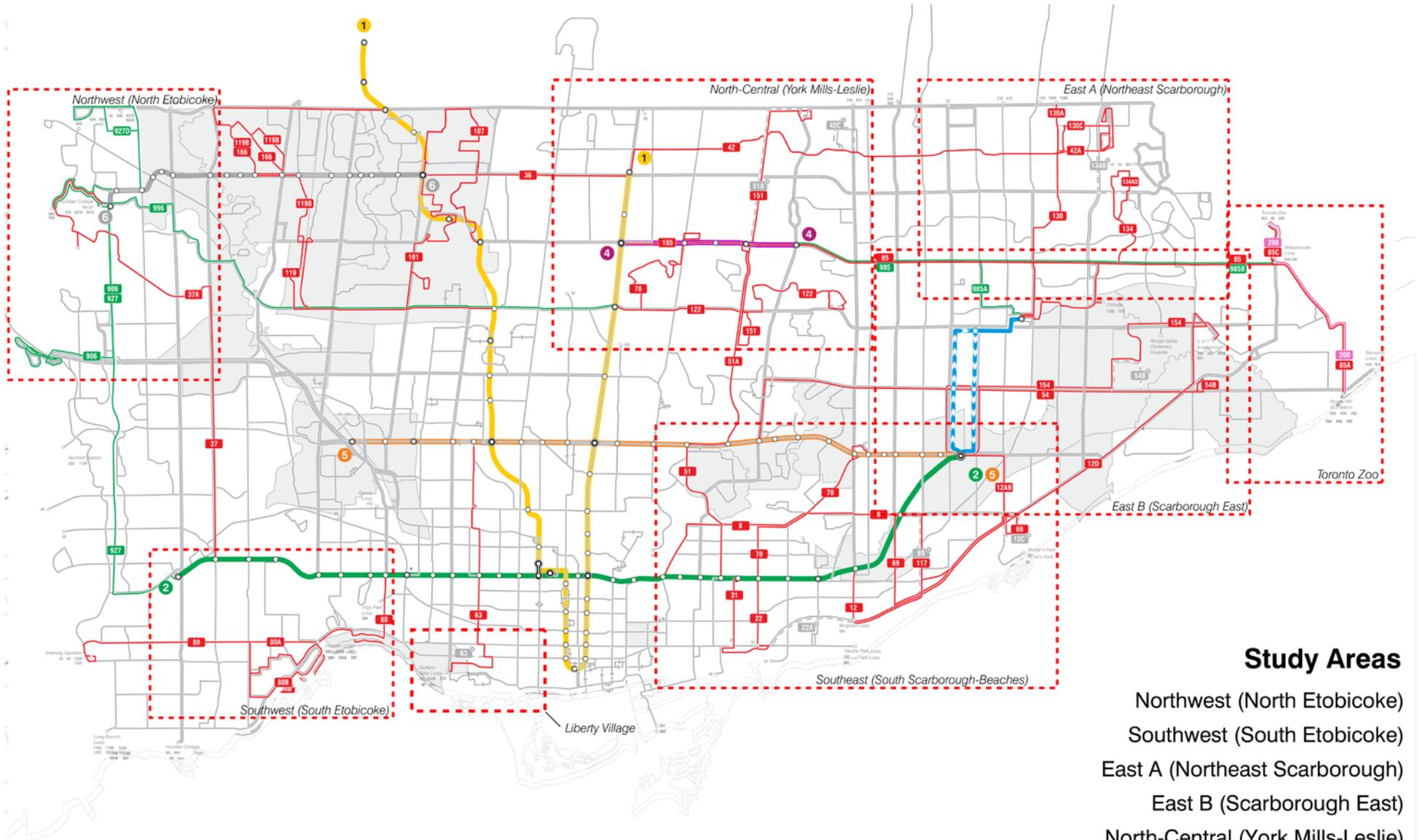
Northwest - Humberwood	Notes
36 Finch West	See Line 6 Surface Network Plan
37A Islington	
101 Downsview Park	
107 Alness-Chesswood	
119 Torbarrie	
166 Toryork	
906 Airport-Humber College Express	
996 Wilson Express	
384 Sheppard West	
East A – Northeast Scarborough	
42 Cummer	
85 Sheppard East	Shared with Toronto Zoo
130 Middlefield	
134 Progress	
185 Sheppard Central	Shared with North-Central – York Mills-Leslie
902 Markham Road Express	
985 Sheppard East Express	See Line 3 Scarborough Bus Replacement Plan
East B –Scarborough East	
12 Kingston Road	Shared with Southeast – South Scarborough-Beaches
54 Lawrence East	
154 Curran Hall	
178 Brimorton	
954 Lawrence East Express	
Liberty Village	
63 Ossington	
North-Central – York Mills-Leslie	
51 Leslie	
78 St Andrews	
122 Graydon Hall	
151 Leslie North	

Southeast – South Scarborough-Beaches	
12 Kingston Road	Shared with East B – Scarborough East
22 Coxwell	
31 Greenwood	
69 Warden South	
70 O'Connor	
114 St Clair East	
117 Birchmount South	
Southwest – South Etobicoke	
80 Queensway	
Toronto Zoo	
85 Sheppard East	
200 Toronto Zoo	

2024 Annual Service Plan Area Studies



2024 ANNUAL SERVICE PLAN



Study Areas

- Northwest (North Etobicoke)
- Southwest (South Etobicoke)
- East A (Northeast Scarborough)
- East B (Scarborough East)
- North-Central (York Mills-Leslie)
- Southeast (South Scarborough-Beaches)
- Liberty Village
- Toronto Zoo


 Network subject to change

5.0.1. Roads with service introduced or removed – 2024 Area Studies

The following table identifies the necessary changes to operations required to implement the proposed outlined as per the Stage 1 2024 Area Studies. The table indicates where transit service will be introduced and roads where transit service will be removed.

Roads with Service Introduced	Routes Impacted	Roads with Service Removed	Routes Impacted
Tapscott Rd (from Ironside Cres to Passmore Ave)	130C Middlefield	Fenside Dr (Roywood Dr to Lynedock Crescent)	122 Graydon Hall
Strachan Ave (East Liberty St to Fleet St)	63 Ossington	Dorothy St	31 Greenwood
Scarsdale Rd	151 Leslie North	Hiltz Ave (from Queen St East to Dorothy St)	31 Greenwood
Bond Ave (Leslie St to Scarsdale Rd)	151 Leslie North	Atlantic Ave King St West (Atlantic Ave to Shaw St)	63 Ossington
Fifeshire Rd (Carluk Crescent to Bayview Ave)	78 St Andrews	Orton Park Rd (Lawrence Ave E to Brimorton Dr)	54 Lawrence East
Bayview Mews Ln	78 St Andrews		
Ness Dr	122 Graydon Hall		
Fenside Dr (Lynedock Cres to York Mills Rd)	122 Graydon Hall		
Port Union Rd (Island Rd to Lawson Rd)	200 Toronto Zoo		
Orton Park Rd (Brimorton Dr to Ellesmere Rd)	154 Curran Hall		
Collinsgrove Rd	54 Lawrence East		

5.1. East A – Northeast Scarborough

42 Cummer

Branch Extension to Steeles Ave East

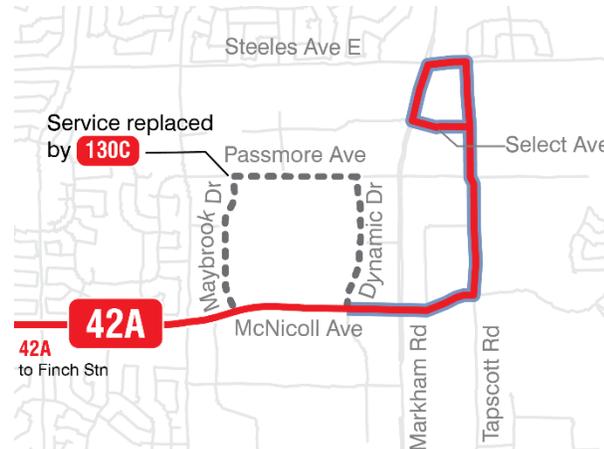
Study Area: East A – Northeast Scarborough

City wards: Ward 17 – Scarborough North, Ward 18 – Willowdale, Ward 22 – Scarborough-Agincourt, Ward 23 – Scarborough North

Time periods: All day

It is recommended that the 42A Cummer route be extended from its current end-of-line looping at Maybrook Dr, Passmore Ave and Dynamic Dr to Steeles Ave East.

From Finch Station, 42A Cummer buses will operate west on Pemberton Ave, north on Yonge St, east on Cummer Ave, east on McNicoll Ave, north on Tapscott Rd, west on Select Ave, north on Markham Rd, east on Steeles Ave East, south on Tapscott Rd to McNicoll Ave, then the reverse routing to Finch Station.



In the afternoon peak period, buses from Tapscott Rd will instead operate north to Steeles Ave East, west on Steeles Ave East, south on Markham Rd, east on Select Ave, and south on Tapscott Rd to McNicoll Ave. This routing will better connect workers leaving their workplaces with frequent transit connections at Steeles Ave East and Markham Rd.

The extended route to Steeles Ave East will provide better connections to the Markham Rd and Tapscott Rd corridors, simplifying the route network and improving service to employment areas within Northeast Scarborough. The 42A Cummer extension will replace service currently provided by the 134B Progress route alongside the planned new branch of the 130C Middlefield route (see 130 Middlefield) along McNicoll Ave between Markham Rd and Tapscott Rd, and Tapscott Rd between McNicoll Ave and Ironside Cres.

At this time, this change is not projected to increase transit ridership or save a substantial amount of weighted travel time for customers based on the latest available data. However, with the new growth and development of employment uses along the Markham Rd corridor and Tapscott Rd, ridership and weighted travel time are likely underestimated in the projection. Furthermore, the overall network benefits of connecting the McNicoll corridor to Markham Rd outweigh the low projection results and are recommended for implementation.

85 Sheppard East

Branch Restructuring

Study Area: East A – Northeast Scarborough, Toronto Zoo

City wards: Ward 17 - Don Valley North, Ward 18 – Willowdale, Ward 22 – Scarborough-Agincourt, Ward 23 – Scarborough North, Ward 25 – Scarborough-Rouge Park

Time periods: All day

It is recommended that the branch structure for the 85 Sheppard East route be modified to simplify transit service and improve customer wayfinding along the Sheppard Ave East corridor. Service on the 85A Sheppard East branch between Don Mills Station and Rouge Hill GO Station will be maintained, while a new 85B branch will formalize service between Don Mills Station and Meadowvale Loop. 85C Sheppard East service will be operated on weekdays and weekends in all time periods to improve service integration with Lakeshore East GO train service at Rouge Hill GO Station.

Service between Sheppard-Yonge Station and Don Mills Station will also be replaced by a new route, 185 Sheppard Central (see 185 Sheppard Central), to improve service reliability and better serve different ridership demands and patterns on the portion of the Sheppard Ave East corridor that parallels Line 4 Sheppard.

A seasonal 85C Sheppard East branch between Don Mills Station and Toronto Zoo via Meadowvale Loop will also be formalized to connect Line 4 and Agincourt GO Station to Toronto Zoo on weekends during the summer months. Also, service from Rouge Hill GO Station to Toronto Zoo, previously provided by some 85 Sheppard East trips, will be replaced by the new 200 Toronto Zoo route.

There is no customer minute impact resulting from this adjustment; therefore, it is recommended.



185 Sheppard Central

New Route

Study Area: East A – Northeast Scarborough, Toronto Zoo, North-Central (York Mills-Leslie)

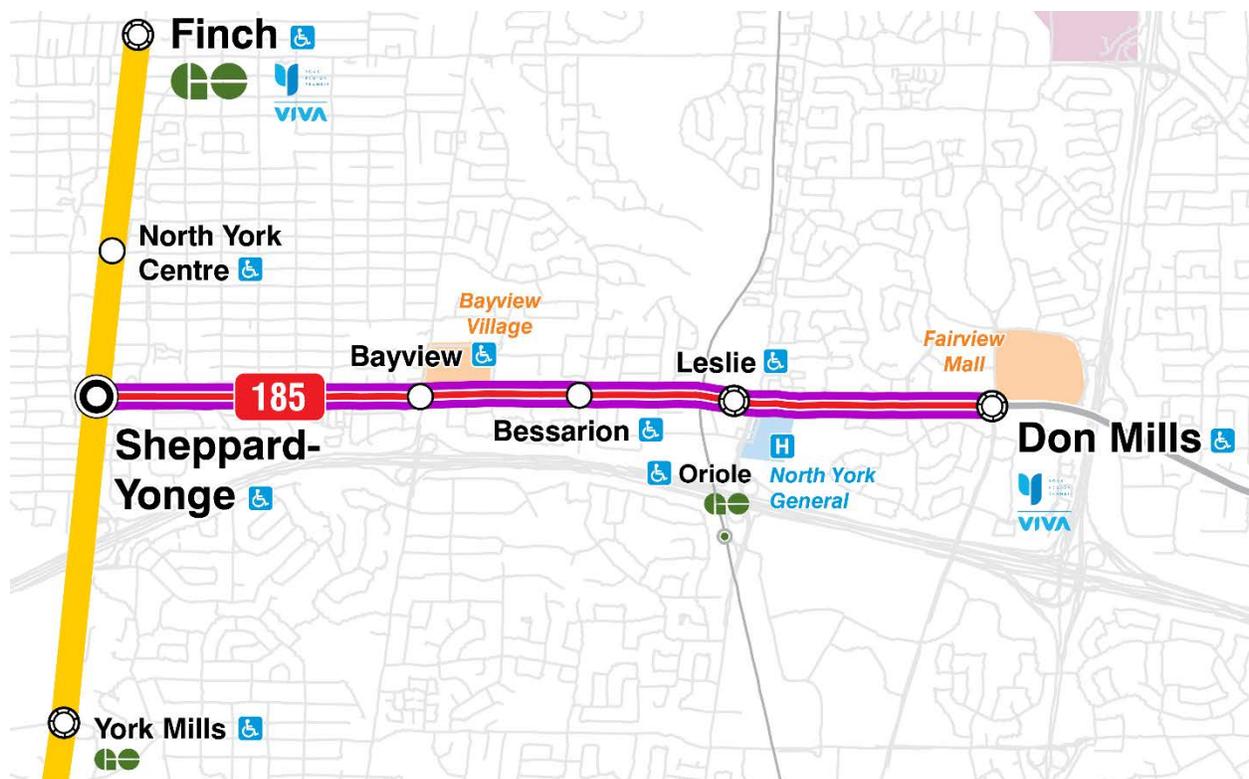
City wards: Ward 17 - Don Valley North, Ward 18 – Willowdale, Ward 22 – Scarborough-Agincourt, Ward 23 – Scarborough North, Ward 25 – Scarborough-Rouge Park

Time periods: All day

It is recommended that a new 185 Sheppard Central route be implemented to replace the current 85 Sheppard East service between Sheppard-Yonge Station and Don Mills Station.

This service adjustment will improve service reliability and better serve different ridership demands and patterns on this portion of the Sheppard Ave East corridor. This modification will also simplify wayfinding for customers travelling on the Sheppard Ave East corridor, as distinct routes will now be available east and west of Don Mills Station.

There is no customer minute impact resulting from this adjustment; therefore, it is recommended.



130 Middlefield

New Branch to Ironside Cres

Study Area: East A – Northeast Scarborough

City wards: Ward 21 – Scarborough Centre, Ward 23 – Scarborough North, Ward 24 –

Scarborough-Guildwood

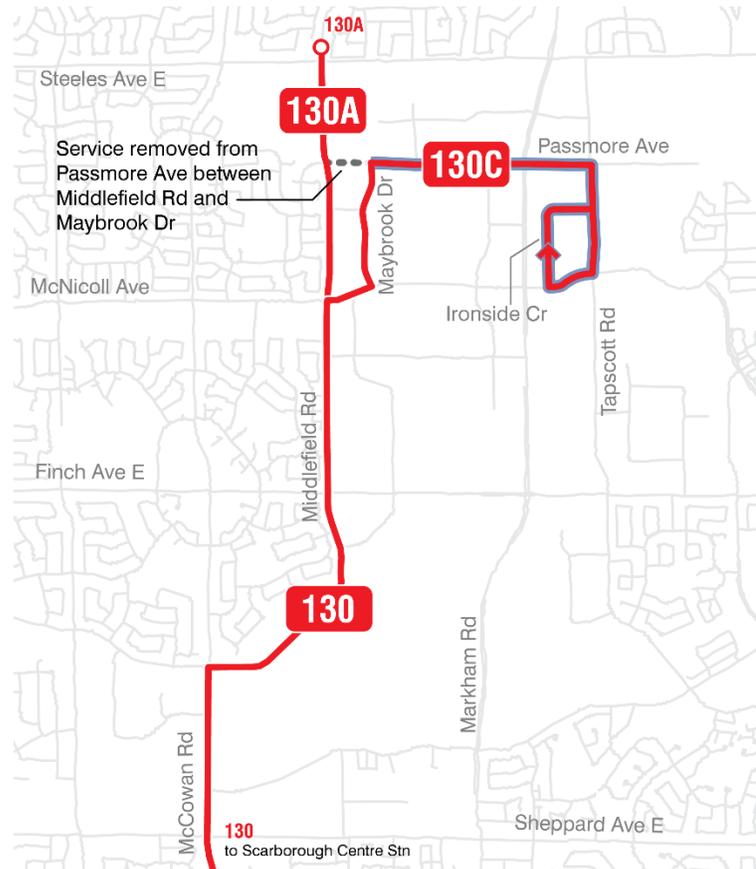
Time periods: All day

It is recommended that a new 130C Middlefield branch be implemented to connect customers with nearby transit services on Markham Rd. This branch will also replace the service currently provided by the 42A Cummer on Passmore Ave between Maybrook Dr and Dynamic Dr (see 42 Cummer) and will replace the service on Ironside Cres currently provided by the 134B Progress branch.

From Scarborough Centre Station, 130C Middlefield buses will operate via east on Triton Rd, north on McCowan Rd, and east and north on Middlefield Rd, east on McNicoll Ave, north on Maybrook Dr, east on Passmore Ave, south on Tapscott Rd, west on McNicoll Ave, north and east on Ironside Cres and then the reverse routing to Scarborough Centre Station.

The extended route to Ironside Cres will provide better connections to the Markham Rd and Tapscott Rd corridors, simplifying the route network and improving service to employment areas within Northeast Scarborough. Additionally, this new branch will continue providing service to Tapscott Rd and Ironside Cres from Scarborough Centre Station without needing 134B Progress.

It is projected that approximately 50 new customer trips would be made daily. This change would improve service for customers by reducing waiting times, providing better connections to key employment areas and other local transit routes, prioritizing equity-deserving groups and reducing weighted travel times for customers using the route by 1,990 minutes, is recommended.



134 Progress

Branch Structure Simplification

Study Area: East A – Northeast Scarborough

City wards: Ward 21 – Scarborough Centre, Ward 23 – Scarborough North, Ward 24 –

Scarborough-Guildwood

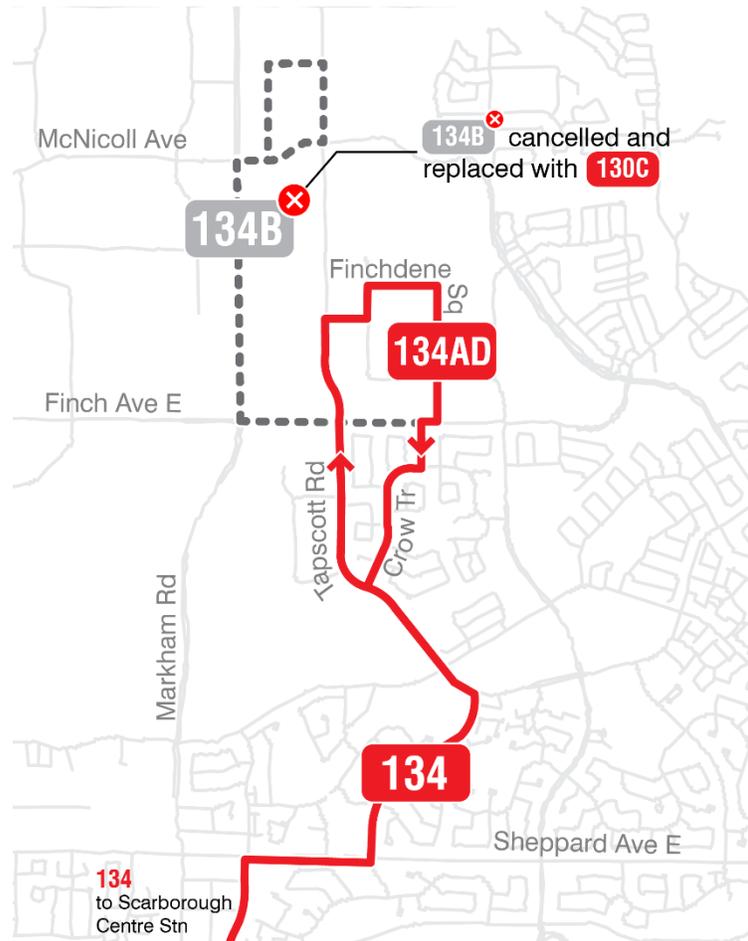
Time periods: All day

It is recommended that the branch structure for the 134 Progress route be modified to simplify the transit network in Northeast Scarborough. As a result, service on the 134B Progress branch will be cancelled, with service on Ironside Cres, McNicoll Ave and Tapscott Rd replaced by an extended 42A Cummer and a new 130C Middlefield Branch.

Service on the current 134C branch will be maintained, while 134D service will be implemented on weekdays in the morning and peak periods to maintain service north of Sheppard Ave East.

The branch structure modification will simplify wayfinding on the 134 Progress route – an issue raised through our public and operator consultation processes. This proposed change, in coordination with the changes to the 42A Cummer and the 130C Middlefield routes, aims to improve connectivity and service to the employment areas in Northeast Scarborough.

It is projected that approximately 70 fewer customer trips would be made on this route daily. This change would increase waiting times for customers between Scarborough Centre Station and Finch and increases weighted travel times for customers using this route by 2,130 minutes. However, this is offset by an increase of 50 new customer trips that would be made daily on 130 Middlefield. These adjustments will improve service for customers by reducing weighted travel times for customers using the route by 1,990 minutes. Therefore, this change is recommended.



5.2. East B – Scarborough East

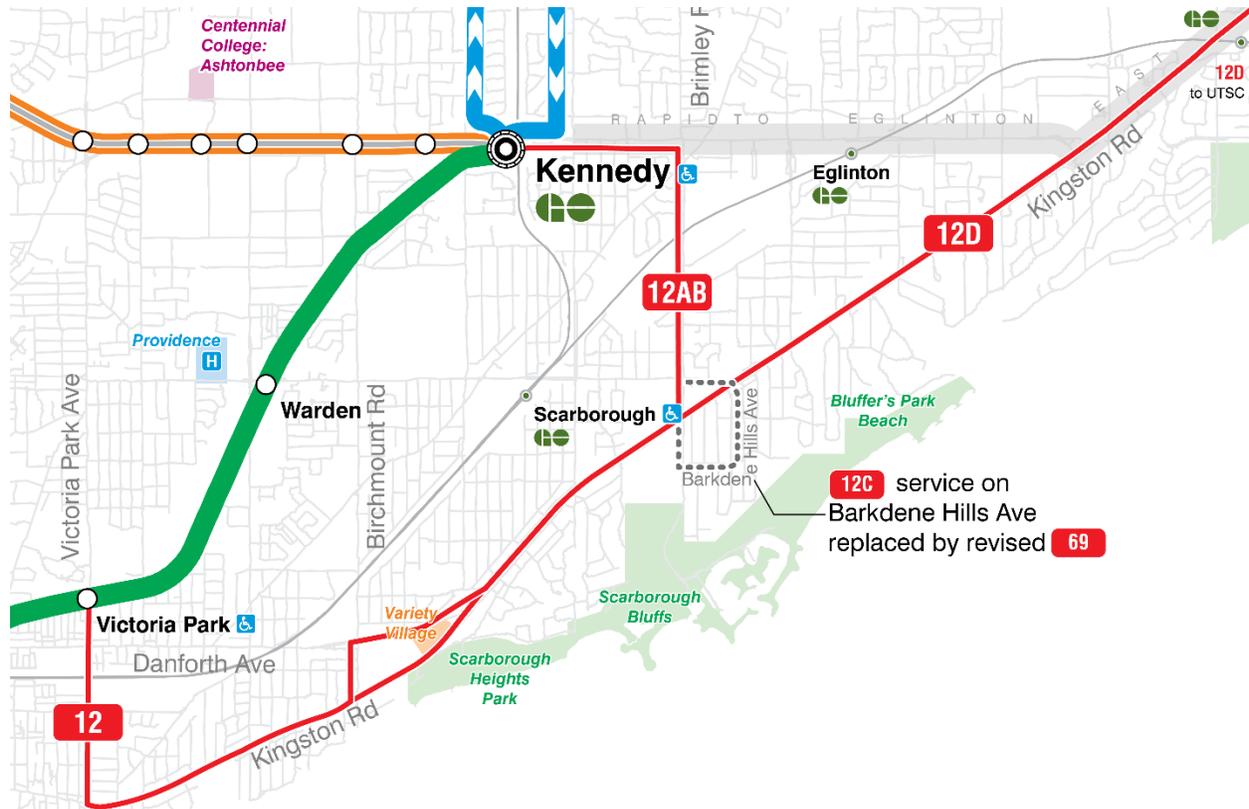
12 Kingston Road

Branch Restructuring

Study Area: East B – Scarborough East, Southeast – South Scarborough-Beaches

City wards: Ward 20 – Scarborough Southwest

Time periods: All day



It is recommended that the 12 Kingston Road route be modified so that service on the 12C Kingston Road branch (Victoria Park Station-St Clair) be replaced by an extended 69 Warden South route (see 69 Warden South) and that the 12D Kingston Road branch (Victoria Park Station-UTSC) be formalized into the regular service network after being introduced as a pilot in 2018. Weekday midday and early evening service would also be added as part of this change.

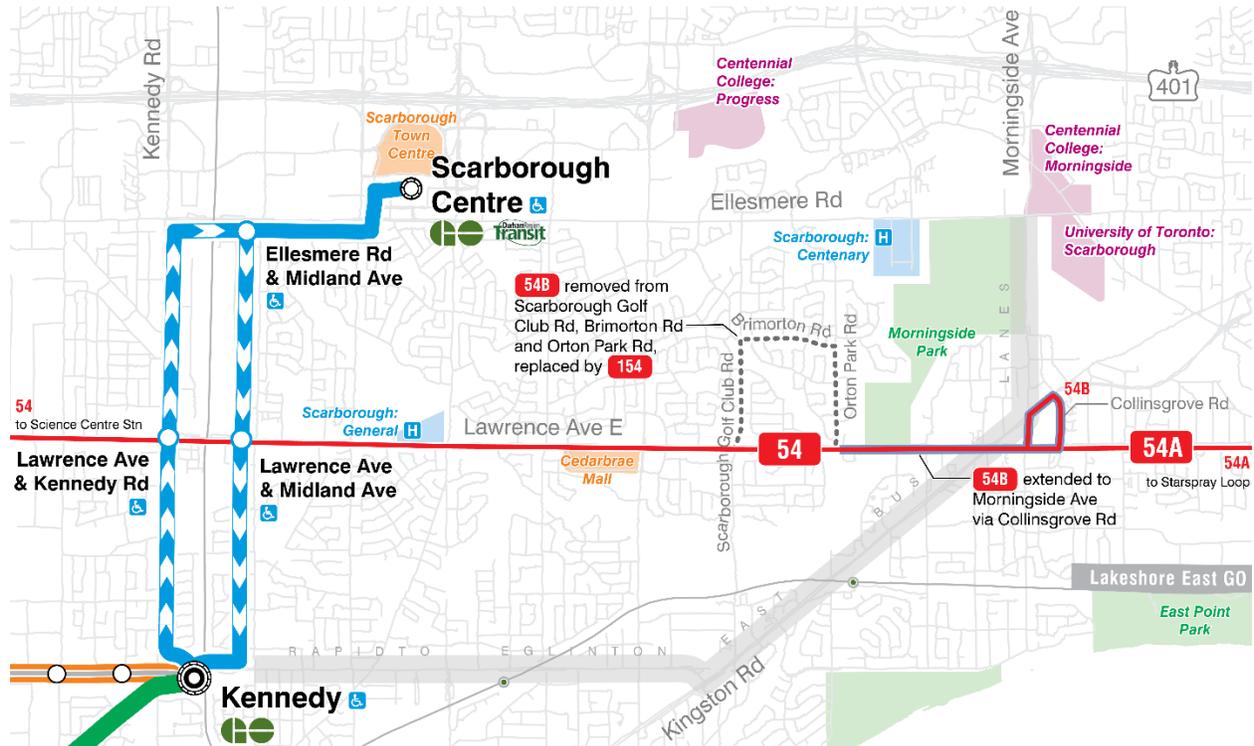
It is projected that approximately 150 new customer trips would be made daily. This change would improve service for customers and provide better connections and reduces weighted travel times for customers using the route by 5,120 minutes. This would be offset by a loss of 20 daily customer trips and an increase of 790 weighted customer minutes due to headway widening north of Bingham Loop on Victoria Park Ave. However, the net change is an increase in daily customer trips and a decrease in daily customer minutes and therefore is recommended.

54 Lawrence East Branch Restructuring

Study Area: East B – Scarborough East

City wards: Ward 15 – Don Valley West, Ward 16 Don Valley East, Ward 21 – Scarborough Centre, Ward 24 – Scarborough-Guildwood, Ward 25 – Scarborough-Rouge Park

Time periods: All day



It is recommended that the 54B Lawrence East route be adjusted to terminate at Kingston Rd and Morningside Ave, with service on Scarborough Golf Club Rd, and Brimorton Dr being replaced by a new 154 Curran Hall route (see 178 Brimorton and 154 Curran Hall). Service on Orton Park Dr between Lawrence Ave E and Brimorton Dr will be removed.

As part of the Line 5 Surface Network Plan, the 54 Lawrence East route will be adjusted to terminate at Science Centre Station to reduce service duplication along Eglinton Ave East. 54B Lawrence East buses will operate from Science Centre Station via north on Don Mills Rd, east on Lawrence Ave East, north on Morningside Avenue, northeast on Kingston Road, south on Collinsgrove Road to Lawrence Ave East, and then the reverse routing.

The 54B Lawrence East branch restructuring will increase network connectivity and access to key destinations such as the commercial businesses at Kingston Rd, Morningside Ave and Lawrence Ave East. It will also provide increased service and capacity between Morningside Ave and Scarborough Golf Club Rd in off-peak periods, allow for new routes to better serve the unique geography in Scarborough East, and

enable the 954 Lawrence East Express to operate as an express service from Scarborough Golf Club Rd to Kingston Rd.

It is projected that approximately 790 new customer trips would be made daily with this change to 54B Lawrence East. This change would improve service for customers by reducing waiting times, providing better connections to key employment areas and other local transit routes, prioritizing equity-deserving groups and reducing weighted travel times for customers using the route by 22,960 minutes and, therefore, is recommended.



154 Curran Hall

New Route

Study Area: East B – Scarborough East

City wards: Ward 21 – Scarborough Centre, Ward 24 – Scarborough-Guildwood, Ward 25 – Scarborough-Rouge Park

Time periods: All day

It is recommended that a new 154 Curran Hall route be implemented to replace the current 54B Lawrence East branch on Scarborough Golf Club Dr and Brimorton Dr and to provide additional travel options to rapid transit stations for customers in Scarborough East.

154 Curran Hall buses will operate from Kennedy Station via west on Eglinton Ave East, north on Kennedy Rd, east on Lawrence Ave East, north on Scarborough Golf Club Rd, east on Brimorton Dr, north on Orton Park Rd, east on Ellesmere Rd, southeast on Military Trail to the University of Toronto Scarborough Campus (UTSC) bus terminal. From the UTSC bus terminal, buses will operate via northwest on Military Trail, west on Ellesmere Rd, south on Orton Park Dr, west on Brimorton Rd, south on Scarborough Golf Club Rd, west on Lawrence Ave East, south on Midland Ave, west on Eglinton Ave to Kennedy Station.

This new route will address the need for better transit service in the Curran Hall neighbourhood while providing a new connection to Ellesmere Rd. It will also provide increased capacity on the Lawrence Ave East and Ellesmere Rd corridors and increase network connectivity to key destinations such as UTSC, rapid transit and other local transit routes.

It is projected that approximately 260 new customer trips would be made daily with this new route. This change would improve service for customers and provide better connections, and reduces weighted travel times for customers using the route by 7,430 minutes and, therefore, is recommended.

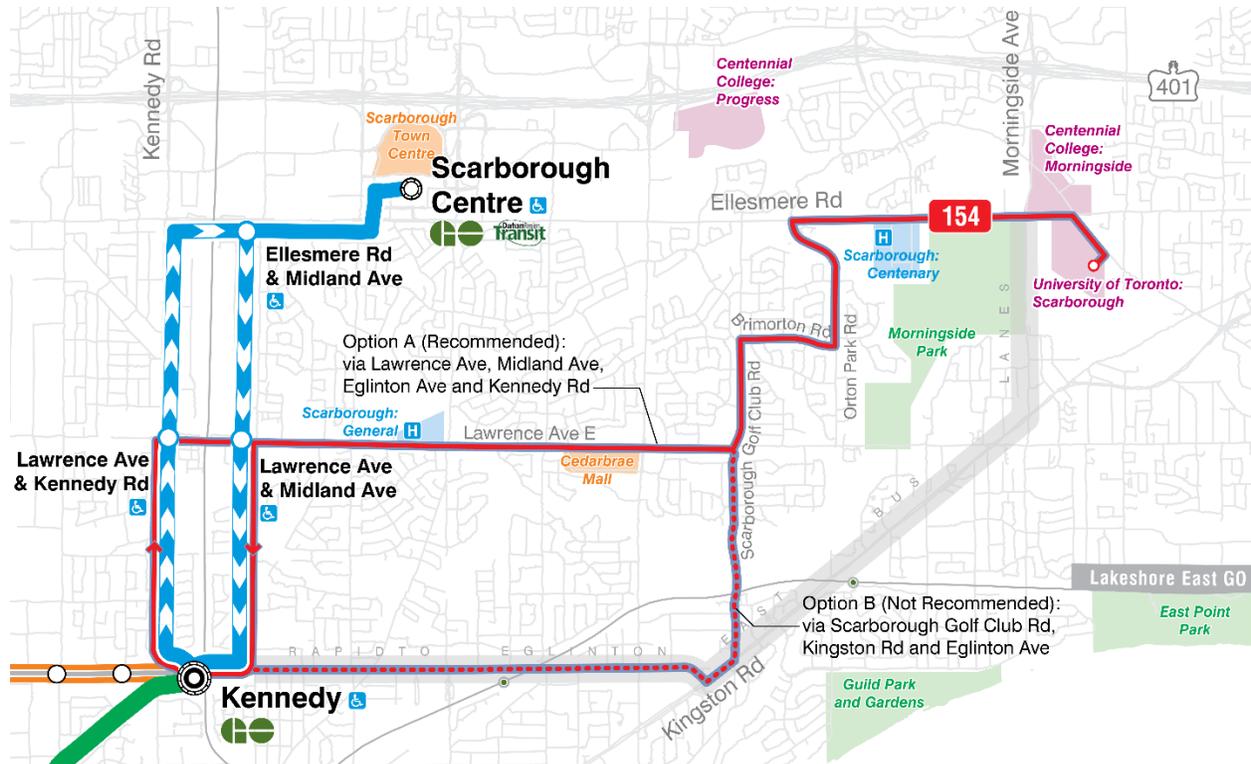
This area study assessed a second option, operating via Scarborough Golf Club Rd, Kingston Rd and Eglinton Ave East to Kennedy Station instead of Lawrence Ave East. This option had a similar operating cost as the recommended option and would still provide connections between Kennedy Station and UTSC. Staff also realize that operating via Scarborough Golf Club Rd would provide a new north-south travel corridor in the Scarborough East area while serving locations like Masaryktown.

The second option is projected to increase new customer trips by 180 and reduce the weighted travel time of 7,340 minutes, which is less than the projections for the recommended option. Furthermore, an operational assessment of Scarborough Golf Club Rd deemed that operations on this roadway were not recommended due to the following reasons:

- Road grades on Scarborough Golf Club Rd will be difficult to navigate during inclement winter weather and will require diversions;

- A combination of the narrow road right-of-way and on-street parking on both sides of the street would require buses to encroach across the road centreline;
- The west side of Scarborough Golf Club Rd does not have sidewalks which present challenges for the installation of accessible bus stops; and
- The road's lack of protected pedestrian crossings and horizontal and vertical curves make it challenging to serve customers safely.

Because of the reasons above, the second option via Scarborough Golf Club Rd, Kingston Rd and Eglinton Ave East is not recommended.



954 Lawrence East Express

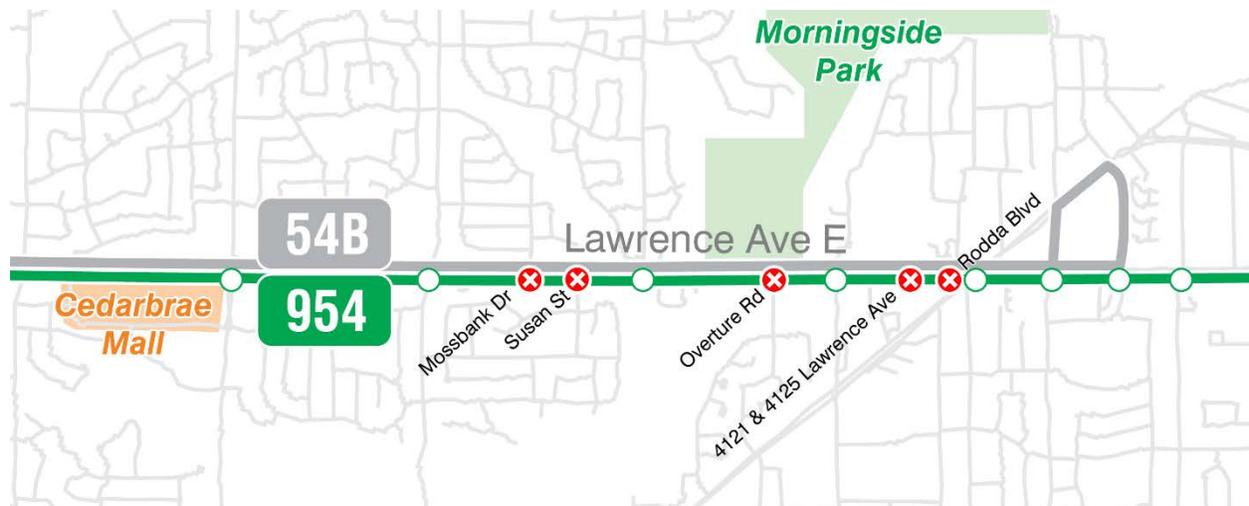
Express Stop Removal

Study Area: East B – Scarborough East

City wards: Ward 15 – Don Valley West, Ward 16 Don Valley East, Ward 21 – Scarborough Centre, Ward 24 – Scarborough-Guildwood, Ward 25 – Scarborough-Rouge Park

Time periods: Morning and afternoon peak periods

It is recommended that stops on the 954 Lawrence East Express be removed to improve speed on the route. This change will be implemented jointly with the extension of the 54B Lawrence East. Eastbound stops at Mossbank Dr, Susan St, Overture Rd and 4121 Lawrence Ave East, and westbound stops at Rodda Blvd, 4125 Lawrence Ave East, Overture Rd and Mossbank Dr will be removed from the 954 Lawrence East Express, as the 54B Lawrence East will now service these stops. This will improve travel times on the 954 Lawrence East Express for customers travelling east of Orton Park Rd.



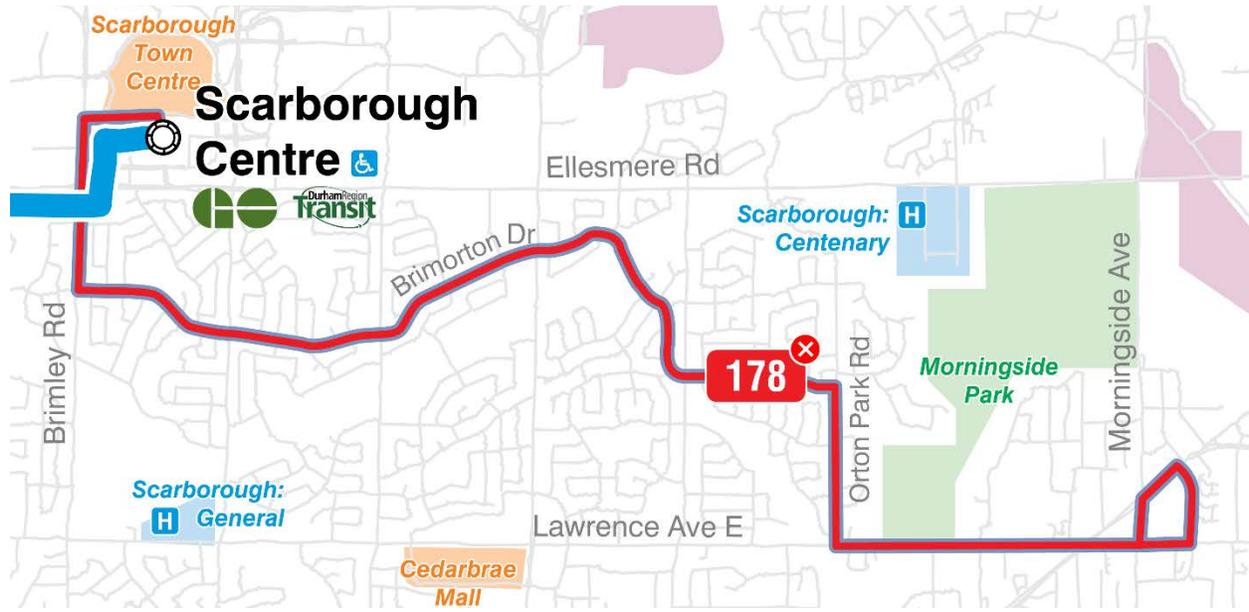
178 Brimorton

New Route – Not Recommended

Study Area: East B – Scarborough East

City wards: Ward 21 – Scarborough Centre, Ward 24 – Scarborough-Guildwood, Ward 25 – Scarborough-Rouge Park

Time periods: All day



Transit service along Brimorton Dr, provided by a new 178 Brimorton route between Brimley Rd and Orton Park Rd, is not recommended to be implemented due to low projected ridership on the proposed routing and high capital costs associated with implementing the stop infrastructure.

178 Brimorton buses were proposed to operate from Scarborough Centre Station via west on Triton Rd, south on Brimley Rd, east on Brimorton Dr, south on Orton Park Rd, east on Lawrence Ave East, north on Morningside Ave, northeast on Kingston Rd, and south on Collingsgrove Rd to Lawrence Ave East. From Lawrence Ave East and Collingsgrove Rd, buses would operate via west on Lawrence Ave East, north on Orton Park Rd, west on Brimorton Dr, north on Brimley Rd and east on Triton Rd to Scarborough Centre Station.

This new route was proposed to address the need for better transit service on Brimorton Dr and increase network connectivity to key destinations, rapid transit and other local transit routes.

However, after extensive analysis, the proposal was not justified, as the projected ridership from the 178 Brimorton did not yield enough customers to meet the standard for new service. While the forecast projected 190 new riders to the system, the cost of operating the service meant that the new route had to yield 700 new riders to meet the standard.

The low ridership forecast is due to heavy duplication of service, as three of the four intersecting north-south routes to 178 Brimorton already go to Scarborough Centre Station, the most popular destination on the proposed routing. In addition, customers are already well served by transit along Brimorton Dr with the north-south routes such as 21 Brimley, 16 McCowan, 9 Bellamy and 102 Markham Rd service, and the Ellesmere corridor routes.

Furthermore, implementing this route requires a high initial capital cost of installing at least 15 new stops on Brimorton Dr. Most of the boulevard is grassy with trees. Hence, the cost of installation is high with tree removal and extensive concrete works. Thus, even operating the service on a trial basis would be difficult as new stop pads will be required to meet accessibility requirements.

Because of the reasons above, the 178 Brimorton is not recommended.

5.3. Liberty Village

63 Ossington

Route Extension to Dufferin Gate Loop

Study Area: Liberty Village

City wards: Ward 8 – Eglington-Lawrence, Ward 9 – Davenport, Ward 10 – Spadina-Fort York, Ward 11 – University-Rosedale, Ward 12 – Toronto-St.Paul's

Time periods: All day

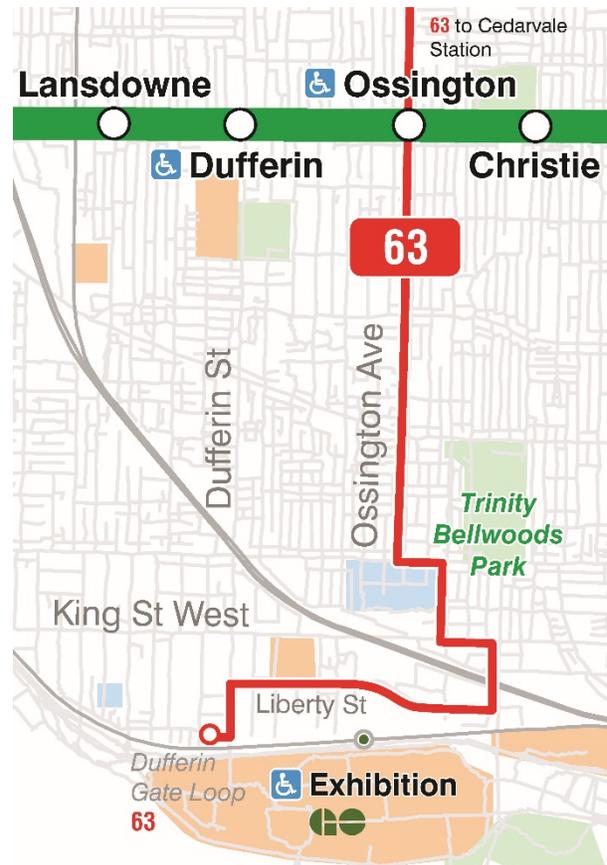
It is recommended that the 63 Ossington route be extended to terminate at Dufferin Gate Loop.

63 Ossington buses will continue to operate from Cedarvale Station via its current route to Liberty St, west on Liberty St to Dufferin St, then south on Dufferin St to Dufferin Gate Loop, and then the reverse routing. 63 Ossington service will be removed from Atlantic Ave and King St West.

This routing is changed from the original proposal after reviewing the feedback from the public engagement period. The previous routing removed 63 Ossington from East Liberty St to connect to Princes' Gate to provide a better connection to Exhibition Place and Exhibition GO. However, during public consultations, many customers and community members in the Liberty Village neighbourhood highlighted the importance of maintaining service along Liberty St. As a result, the new recommended routing provides a new two-way service on Liberty St while enhancing connections to the Dufferin St corridor and Dufferin Gate Loop.

As part of Stage 2 of the 2024 Annual Service Plan, we consulted with the community on potential routing adjustments for the 63 Ossington, and other local area routes, as a result of several construction projects impacting the Liberty Village vicinity, and will continue to engage as construction progresses.

It is projected that approximately 30 new customer trips would be made daily. This change would improve service for customers and maximizes connectivity given physical constraints in the area, reducing weighted travel times for customers using the route by 690 minutes and, therefore, is recommended



5.4. North-Central – York Mills-Leslie

51 Leslie

Route Change

Study Area: North-Central

City wards: Ward 12 – Toronto-St. Paul's, Ward 15 – Don Valley West, Ward 16 – Don Valley East, Ward 17 – Don Valley North

Time periods: All day

It is recommended that the 51 Leslie route be adjusted to terminate at Leslie Station on Line 4 Sheppard, with a new 151 Leslie North route replacing service north of Leslie Station to Steeles Ave East (see 151 Leslie North).

Upon the opening of Line 5 Eglinton, 51A Leslie buses will operate from Donlands Station via north on Donlands Ave, north on Millwood Rd, north on Laird Dr, serving Laird Station at Laird Dr and Eglinton Ave East, east on Eglinton Ave East, north on Leslie St, through North York General Hospital, to Leslie Station, and then the reverse routing.

As part of the Line 5 Surface Network Plan, a new 51B branch will operate from Donlands Station to The Donway via the same routing as the 51A, but branching off to operate east on Lawrence Ave East and looping via The Donway West and the Donway East in a clockwise looping.

The routing adjustment to the 51A Leslie will improve service reliability and better serve different ridership demands and patterns north and south of Sheppard Ave East. The new 51B Leslie branch will decrease wait times for service on Leslie St between Eglinton Ave East and Lawrence Ave East. The direct routing from Leslie St to Donlands Station will also eliminate a transfer for customers on Leslie St to access Line 2. Although a forced transfer will be required for customers wishing to continue north to Steeles Ave East, customers can benefit from improved service on the 151 Leslie North, north of Bond Ave.

It is projected that 1,050 daily customers between York Mills and Steeles will receive improved service with a better connection to Leslie Station due to reduced wait times. However, 3,030 daily customers will experience longer wait times due to the route split. Despite the overall increase in customer minutes, this proposal will realign service capacity to service demand on different portions of the Leslie St corridor and is, therefore, recommended.



78 St Andrews

Route Change

Study Area: North-Central – York Mills-Leslie

City wards: Ward 15 – Don Valley West, Ward 17 – Don Valley North, Ward 18 - Willowdale

Time periods: All day

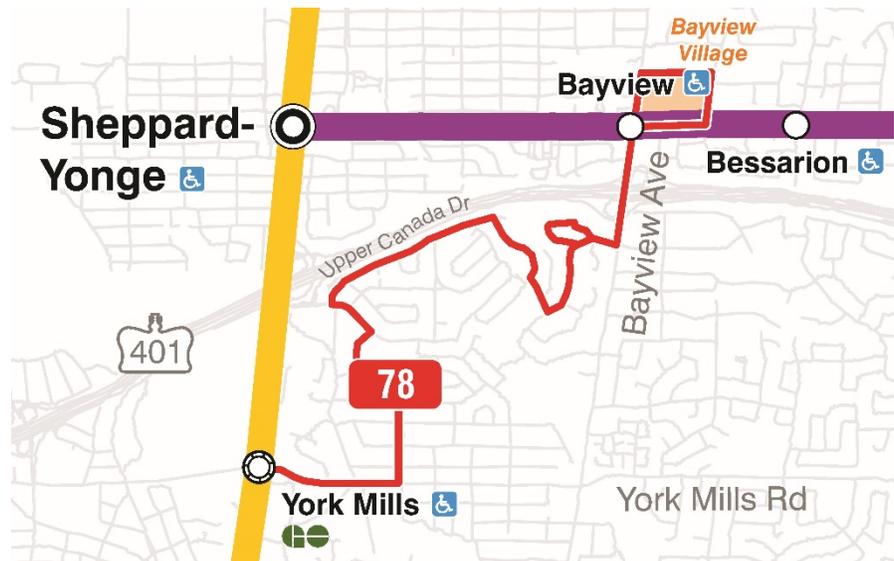
The 78 St Andrews route is recommended to be extended from its current end-of-line at Carluke Crescent to Line 4 Sheppard at Bayview Station and Bayview Village Shopping Centre to improve network connectivity in the York Mills-Leslie area.

The routing extension in the northbound direction will operate from its current routing to Carluke Cres, then extend via east on Fifeshire Rd, north on Bayview Ave, east on Sheppard Ave E, north on Hawksbury Dr, and west on Bayview Mews Ln to Bayview Ave.

In the southbound direction, 78 St Andrews buses will operate via south on Bayview Ave, west on Fifeshire Rd, west on Carluke Cres, then following its current reverse routing to York Mills Station.

This extension addresses concerns raised through our public consultation processes of missing transit network connections from the St Andrews route vicinity to Line 4 Sheppard and key destinations like the Bayview Village Shopping Centre. Additionally, this extension resolves some operational issues faced on this route.

It is projected that approximately 130 new customer trips would be made daily. This change would improve service for customers by reducing waiting times, providing better connections to key local destinations and other local transit routes and reducing weighted travel times for customers using the route by 4,980 minutes; therefore, it is recommended.



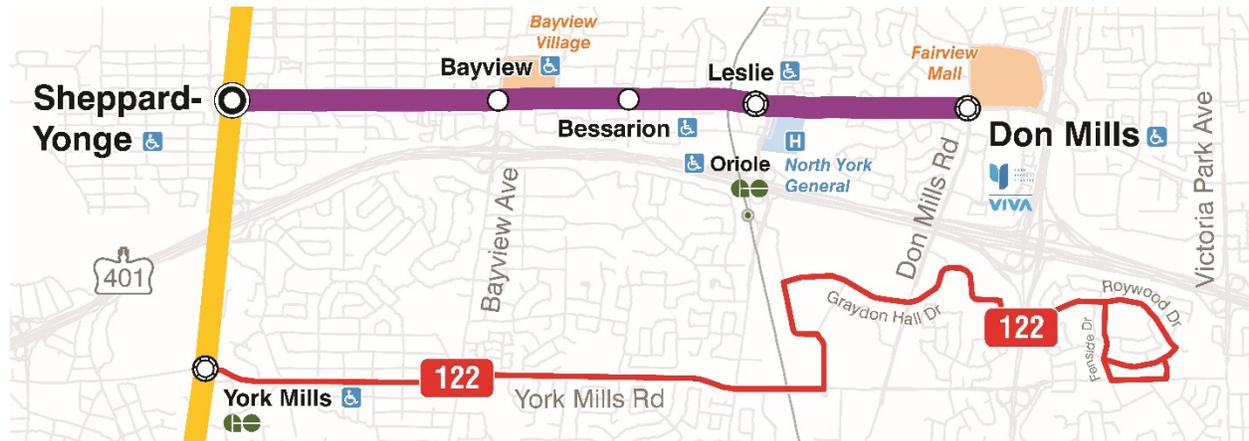
122 Graydon Hall

Route Change

Study Area: North-Central

City wards: Ward 15 - Don Valley West, Ward 16 – Don Valley East

Time periods: All day



It is recommended that the 122 Graydon Hall route be extended to serve York Mills Road to improve the local transit network and neighbourhood connectivity around the York Mills Rd and Parkwoods Village Dr area.

In the eastbound direction, 122 Graydon Hall buses will operate from York Mills Station via east on York Mills Rd, north on Lesmill Rd, west, then north on Lesmill Rd, east on Duncan Mill Rd, east on Graydon Hall Dr, south on Fenelon Dr, east on Underpass Gt, east on Roywood Dr, south on Fenside Dr, east on Lynedock Cres, south on Ness Dr, west on York Mills Rd, and north on Fenside Dr.

In the westbound direction, 122 Graydon Hall buses will operate from Fenside Dr and York Mills Rd via east on Lynedock Cres, northwest on Roywood Dr, west on Underpass Gt, north on Fenelon Dr, west on Graydon Hall Dr, west on Duncan Mill Rd, south, then east the south on Lesmill Rd, west on York Mills Rd to York Mills Station. Service will be removed from Fenside Dr, from Roywood Dr to Lynedock Crescent.

Additionally, this extension resolves some operational issues faced on this route.

It is projected that this change will reduce weighted travel times for customers using the route by 30 minutes and, therefore, is recommended.

151 Leslie North

Route Change

Study Area: North-Central

City wards: Ward 15 – Don Valley West, Ward 16 – Don Valley East, Ward 17 – Don Valley North

Time periods: All day

It is recommended that a new 151 Leslie North route be implemented to replace the current 51 Leslie service north of Line 4 Sheppard.

151 Leslie North buses will operate southbound from the current 51 Leslie end-of-line at Freshmeadow Dr at Don Mills Rd via north on Don Mills Road, west on Steeles Avenue East, south on Leslie Street, west on Sheppard Ave E, north to Old Leslie St, south to Leslie Station, south on Old Leslie St, east on Esther Shiner Blvd, north to the overpass, through North York General Hospital, south on Leslie St, east on York Mills Rd, south on Scarsdale Rd.

Northbound will operate south on Scarsdale Rd, west on Bond Ave, north on Leslie St, and proceed to operate the reverse routing to Freshmeadow Dr.

By overlapping the 51A Leslie and 151 Leslie North routes between Bond Ave and Line 4 Sheppard, the number of forced transfers on customers wishing to travel north of Leslie Station will be minimized. However, customers boarding south of Bond Ave heading northbound will still need to transfer to a 151 Leslie North bus. This new route is intended to better serve different ridership demand patterns north and south of Sheppard Ave East.

It is projected that 910 daily customers boarding north of York Mills will be attracted to this route due to better connections to Leslie Station and reduced wait times. In addition, this proposal will realign service capacity to service demand on different portions of the Leslie St corridor and is recommended.



5.5. Southeast – South Scarborough-Beaches

22 Coxwell

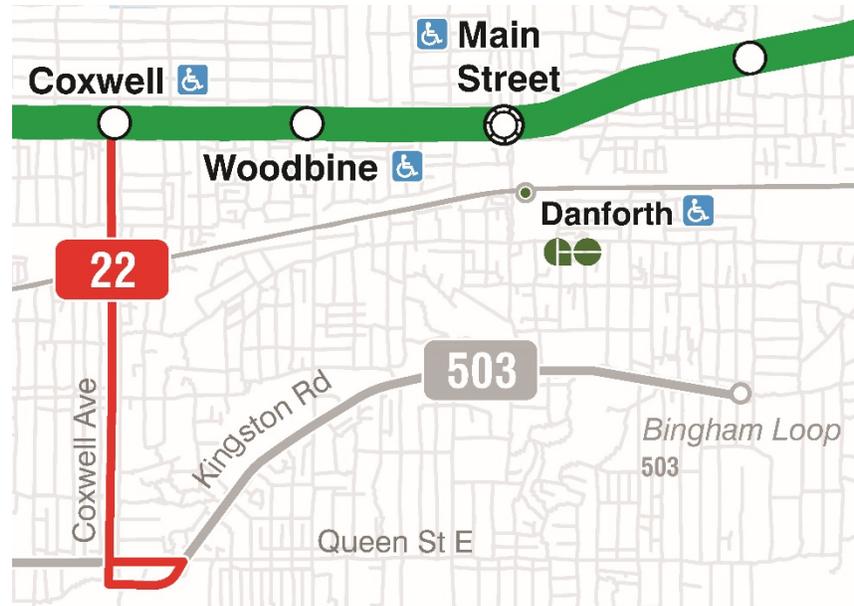
Branch Consolidation

Study Area: Southeast – South Scarborough-Beaches

City wards: Ward 14 – Toronto Danforth, Ward 19 – Beaches-East York

Time periods: All day

It is recommended that the route change to the 22 Coxwell route in August 2023 be made permanent. All-day, everyday service on the 503 Kingston Rd has replaced 22A Coxwell operations on Kingston Rd between Victoria Park Ave and Queen St East. This simplifies the local transit network and provides consistent service during more periods of the week while providing resources to support the expansion of east-west 503 Kingston Rd service to all periods.



At the time of analysis, 83% of customers with origins and destinations on Kingston Rd currently ride through to Line 2 via Coxwell Ave during the evening and on the weekend, when 503 Kingston Rd streetcar service is not operating. As a result, those customers would need to use routes 12 Kingston Rd, 64 Main, or 92 Woodbine South to access Line 2, with slightly longer walk times overall. However, this change improves service for customers who currently transfer for east-west rides, reducing overall weighted travel times for customers using the corridor by 5,230 minutes, and increases system ridership by approximately 210 daily customers.

31 Greenwood

Branch Consolidation

Study Area: Southeast – South Scarborough-Beaches

City wards: Ward 14 – Toronto Danforth

Time periods: All day

It is recommended that the 31 Greenwood routing change made in August 2023 so that all service operates to Queen St E and Kingston Rd to simplify the local transit network and provide consistent service during more periods of the week.

The former 31A Greenwood routing will be cancelled, with service removed along Hiltz Ave and Dorothy St. All service will be consolidated on an adjusted routing with two-way service on Eastern Ave. Buses will operate from Greenwood Station via east on Strathmore Blvd, south on Linsmore Cres, west on Danforth Ave, south on Greenwood Ave, west on Queen St East, south on Leslie St, east on Eastern Ave and east of Queen St East. Northbound will operate via west on Queen St East, west on Eastern Ave and then the reverse routing to Greenwood Station.



By consolidating service to Eastern Ave, this change will make customer wayfinding easier by eliminating the current time-of-day service patterns on the 31 Greenwood, improving connections to other routes in the area, and providing better transit access connectivity to shift workers in the area.

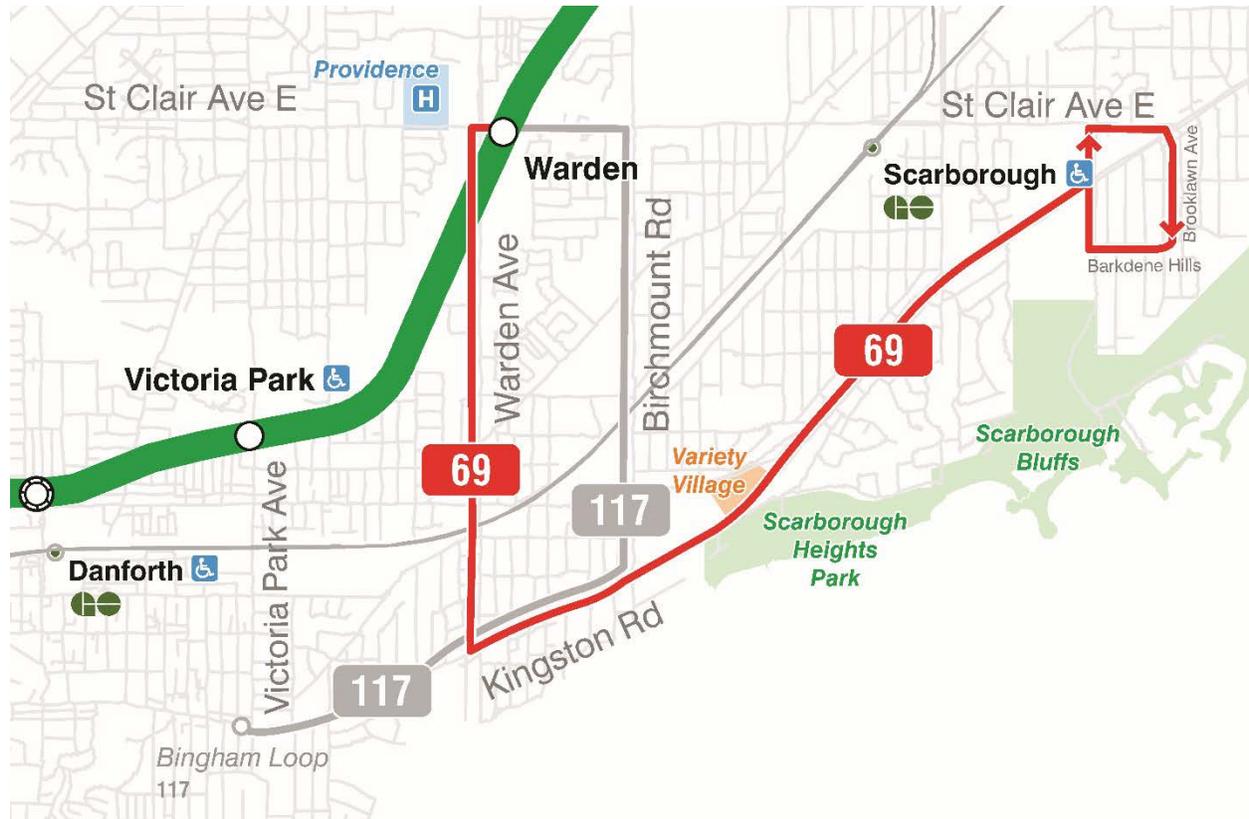
69 Warden South

Route Change

Study Area: Southeast – South Scarborough-Beaches

City wards: Ward 20 – Scarborough Southwest

Time periods: All day



It is recommended that the 69 Warden South route be adjusted so that the current two-branch loop routing is split with a new 117 Birchmount South route (see 117 Birchmount South) and that service is extended to St Clair Ave East via Kingston Rd. While 69 Warden South and 117 Birchmount South are branded as two separate routes, they will be interlined at Warden Station to provide a stay-in-seat transfer for customers wishing to travel between the Warden and Birchmount corridors.

69 Warden South buses will operate from Warden Station via west on St Clair Ave East, south on Warden Ave, north on Kingston Rd, north on Brimley Ave, east on St Clair Ave East, south on Brooklawn Ave, west on Barkdene Hills, north on Brimley Ave South to Kingston Rd, and then the reverse routing.

This routing is changed from the original proposal after reviewing the feedback from the public engagement period. Previously, 69 Warden South was proposed to be cancelled and replaced by 117 Birchmount South and service improvements to 135 Gerrard. During public consultations, concerns were raised regarding transfer-free connections from the Warden Ave side of the route to community destinations along the Kingston Rd and Birchmount Rd corridors. After extensive review and analysis, this routing maintains

transit service at all stops on Warden Ave. In addition, it extends northeast for better transit access to the key destinations desired by local residents.

This route will also replace the 12C Kingston Rd branch in the area of Brimley Rd and St Clair Ave East.

Overall, this recommendation will make customer wayfinding easier, resolve some operational and service reliability issues on the route, and provide better connections to the improved service on the Kingston Rd corridor, major community destinations and future developments along Kingston Rd.

It is projected that approximately 90 fewer customer trips will be made daily. As a result, daily weighted travel times for customers using the route would increase by 2,150 minutes. However, this change would free up resources to improve service for customers further east on the Kingston Road corridor, decrease weighed travel times by approximately two times more than this increase and provide better connections and therefore, is recommended.

70 O'Connor

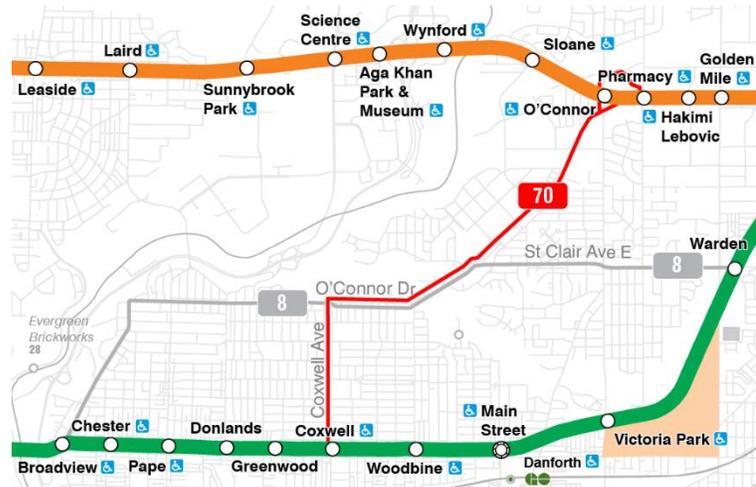
Branch Restructuring

Study Area: Southeast – South Scarborough-Beaches

City wards: Ward 14 – Toronto Danforth, Ward 16 – Don Valley East, Ward 19 – Beaches-East York, Ward 20 – Scarborough Southwest, Ward 21 – Scarborough Centre

Time periods: All day

It is recommended that the 70 O'Connor be modified so that the 70A service, which runs between Coxwell Station and Line 5 Eglinton at O'Connor and Pharmacy Stations, will operate as 70 O'Connor with no branch designation. In addition, service on the current 70C O'Connor branch to Warden Station will be replaced by an extended 8 Broadview (see 8 Broadview / 114 St Clair East).



70 O'Connor buses will continue to operate from Coxwell Station via east on Strathmore Blvd, north on Coxwell Ave, east and northeast on O'Connor Dr, and looping via north on Victoria Park Ave, and east on Craigton Drive, south on Pharmacy Ave, through Pharmacy and O'Connor Stations by west on Eglinton Ave East, southwest on Eglinton Sq and then the reverse routing.

Renaming service on O'Connor Dr will make customer wayfinding easier by separating service branding operated on O'Connor Dr and St Clair Ave East.

8 Broadview / 114 St Clair East

Route Extension & Proposal Change

Study Area: Southeast – South Scarborough-Beaches

City wards: Ward 14 – Toronto Danforth, Ward 19 – Beaches-East York, Ward 20 – Scarborough Southwest

Time periods: All day

It is recommended that the 8 Broadview be extended from Plains Rd and Lankin Blvd, to Warden Station via St Clair Ave East. This is an update to the changes first proposed for the 8 Broadview from the 2021 Annual Service Plan.

Additionally, this is an update to what was originally proposed in the 2024 Annual Service Plan Area Studies consultation process. The original proposal was to operate a new 114 St Clair East route to replace the current 70C O'Connor route (see 70 O'Connor).

Extending the 8 Broadview will address operational issues currently faced, provide more continuous service on the O'Connor Drive corridor, and simplify the local transit network

8 Broadview buses will operate from Broadview Station via north on Broadview Ave, east on O'Connor Dr, east on St Clair Ave East to Warden Station and then the reverse routing.

Revised Proposal



Previous Proposal



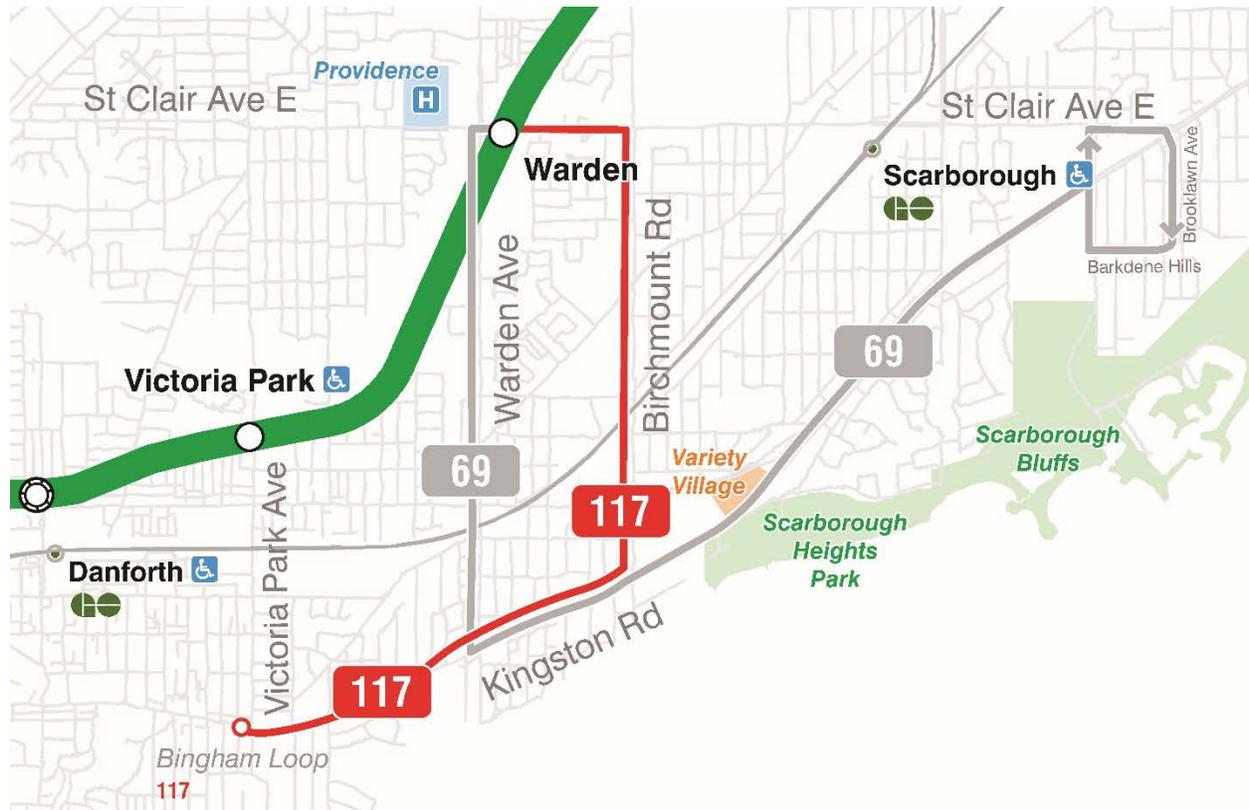
117 Birchmount South

New Route

Study Area: Southeast – South Scarborough-Beaches

City wards: Ward 20 – Scarborough Southwest

Time periods: All day



It is recommended that a new 117 Birchmount South route be implemented to replace the current two branch loop routing currently provided by the 69 Warden South (see 69 Warden South). While 117 Birchmount South and 69 Warden South are branded as two separate routes, they will be interlined at Warden Station to provide a stay-in-seat transfer for customers wishing to travel between the Warden and Birchmount corridors.

117 Birchmount South buses will operate from Warden Station via east on St Clair Ave East, south on Birchmount Rd and southwest on Kingston Road to Bingham Loop.

During public consultations, concerns were raised regarding the loss of transfer-free connections between Warden Ave and Birchmount Rd. After extensive review, this routing operates as a through service with the modified 69 Warden South at Warden Station, allowing customers to remain on board and travel between both streets.

Overall, this recommendation will make customer wayfinding easier, resolve some operational and service reliability issues on the road, and provide better connections to the new all-day, everyday service on the 503 Kingston Rd streetcar, major community destinations and future developments along Kingston Rd.

503 Kingston Rd

Additional periods of service

Study Area: Southeast – South Scarborough-Beaches

City wards: Ward 19 – Beaches-East York, Ward 14 – Toronto-Danforth, Ward 13 – Toronto Centre, Ward 10 – Spadina-Fort York

Time periods: All day

All day, every day streetcar service on the 503 Kingston Rd was implemented in October 2023. This provides another consistent east-west surface corridor from Victoria Park Ave to the downtown core, supplementing existing 501 Queen service from Queen St East and Kingston Rd to Queen St East and King St East, and 504 King service from Queen East and King St East to the downtown core. This also provides consistent week-long connections to the new 117 Birchmount South service at Bingham Loop and expand the 12D Kingston Rd service in the early evening on weekdays.

At the time of analysis, the increase in service on the Queen St East corridor between Kingston Rd and King St East, daily system ridership would increase by 460 customers. In addition, weighted travel times for customers using the corridor would be reduced by 8,580 minutes.

5.6. Southwest – Etobicoke South

80 Queensway

Route Change

Study Area: Southwest – Etobicoke South

City wards: Ward 3 – Etobicoke-Lakeshore, Ward 4 – Parkdale-High Park

Time periods: Morning and afternoon peak periods



It is recommended that a new branch of the 80 Queensway route be implemented between Sherway Gardens and the Humber Bay Shores neighbourhood, as well as replacing the 176 Mimico GO route.

In the eastbound direction, the new 80B Queensway branch will operate from west and north on Sherway Gardens Rd, west on Sherway Dr, north on The West Mall, east on The Queensway, south on Royal York Rd, east on Newcastle St, north on Audley St, east on Portland St, north on Grand St, east on Manitoba St, north, then east on Legion Rd North, southeast on Park Lawn Rd, east on Lake Shore Blvd West, south, west, then north on Marine Parade Dr to Lake Shore Blvd West.

In the westbound direction, the 80B Queensway will operate from Marine Parade Dr and Lake Shore Blvd East via east, northeast, then northwest on Marine Parade Dr, southwest on Lake Shore Blvd West, west on Mimico Ave, north on Royal York Rd, west on The Queensway, south on The West Mall, east on Evans Ave, north on Sherway Gt, and west on Sherway Gardens Ring Rd to Sherway Gardens bus loop.

This new branch aims to enhance transit connectivity to and from the Humber Bay Shores community and the Mimico GO Station and increase service levels along the Queensway to serve key employment areas and new developments.

With the new and planned residential and commercial developments along The Queensway, the planned transit-oriented community surrounding Mimico GO, as well as the existing built density in the Humber Bay Shores neighbourhood, the new 80B branch will serve new and existing destinations and trip purposes including work, shopping, recreation, etc. Additionally, connecting origins/destinations along The Queensway to Mimico GO provides better regional transit connections, which could be further leveraged if a TTC/GO fare integration framework is introduced in the future.

It is projected that approximately 150 new customer trips would be made daily, reducing weighted travel times for customers using the route by 5,700 minutes. This change would improve service for customers and provide better connections, and therefore is recommended.

5.7. Toronto Zoo

200 Toronto Zoo

Route Change

Study Area: Toronto Zoo

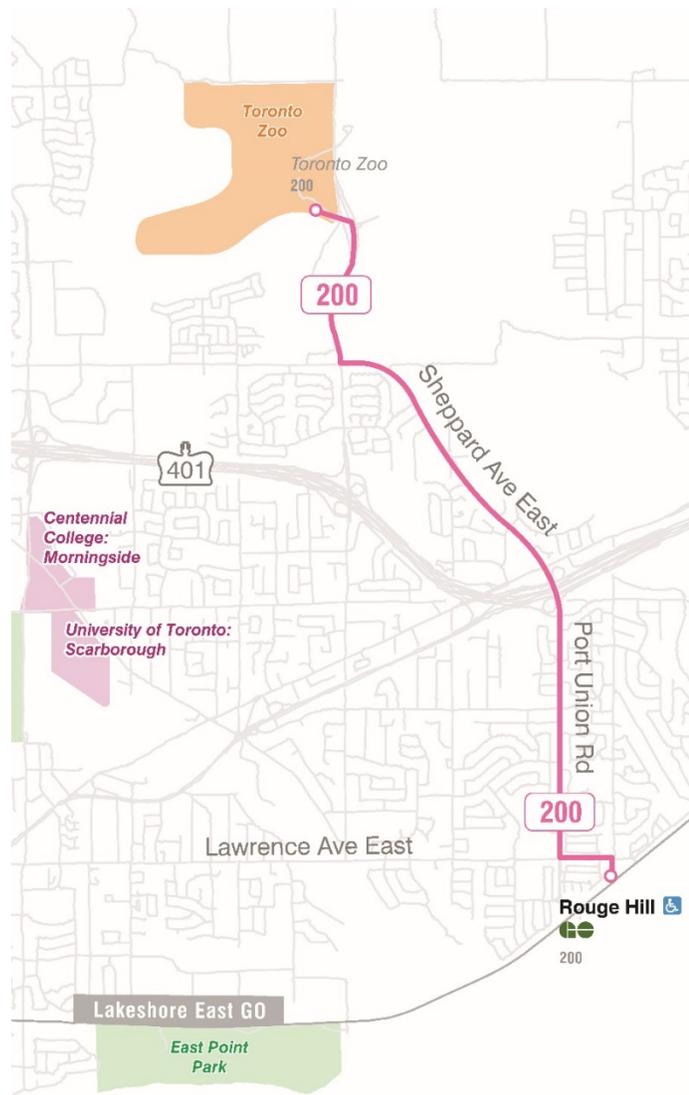
City wards: Ward 25 – Scarborough-Rouge Park

Time periods: All day

In May 2023, the new 200 Toronto Zoo seasonal route was implemented to provide service between Rouge Hill GO Station and the Toronto Zoo.

200 Toronto Zoo buses operate from Rouge Hill GO Station via west on Lawrence Ave East, north on Port Union Rd, northwest on Sheppard Ave East, north on Meadowvale Rd, west on Zoo Rd, to Toronto Zoo bus loop and then the reverse routing.

The Toronto Zoo is a key regional tourist destination that is currently serviced by 85 Sheppard East and 86 Scarborough. However, connectivity to downtown Toronto is limited, given the current network. This new route provides a new transit connection between Rouge Hill GO Station and the zoo, making the zoo easily accessible for customers travelling from downtown Toronto via Lakeshore East GO Transit service. 200 Toronto Zoo will also address current issues related to servicing special events at Toronto Zoo, such as Terra Lumina. In addition to the new 200-series seasonal route branding, this new route offers a simple route structure that will simplify the transit experience for customers travelling to Toronto Zoo from the downtown core.



6.0. Service Performance Reviews

While the TTC regularly evaluates the performance of its services, a detailed service performance review provides a process to review every service for improvements to important metrics like net cost per passenger. Following a pause on service performance reviews as a result of the COVID-19 pandemic, this review will include evaluating recent transit service changes such as new periods of operation, select express routes, select branch routes, seasonal routes, and recently implemented area study initiatives.

Routes	Implementation Date
Junction Area Study	
30 High Park (now 30 High Park North) 40 Junction-Dundas West 71 Runnymede 189 Stockyards	Service launched in Fall 2019
Line 1 Extension (TYSSE)	
107 York University Heights	Service launched Spring 2021
Downtown Express Routes	
140-series Downtown Express	Service suspended Spring 2020
Express Network	
905A Eglinton East Express	Service launched in Spring 2021
Seasonal Routes	
30B High Park (now 203 High Park)	Service re-introduced in Summer 2022
172 Cherry Beach (now 202 Cherry Beach)	Service launched in Summer 2022
174 Ontario Place-Exhibition	Service launched in Summer 2022
175 Bluffer's Park (Now 201 Bluffer's Park)	Service launched in Spring 2018
Other Routes	
12D Kingston Rd	Service launched in Fall 2018
39C Finch East	Service launched in Spring 2016
43C Kennedy	Service launched in Fall 2020
60C Steeles West	Service launched in Fall 2021
119 Torbarrie	Midday service launched in Spring 2021
121 Esplanade-River	Service launched in Fall 2021

6.1. Junction Area Study

In 2017, the TTC launched the Junction Area Study with the objective of improving transit travel for customers in the Junction area by restructuring the local bus route network. The Junction area is unique in its geography, as it is bound between the Humber River and the Metrolinx GO Rail corridors, thus limiting transit network permeability.

Three key issues were identified as part of this study:

- The need to extend the 80 Queensway from Humber Loop to Keele Station via Parkside Dr in the late evening and on Sundays and holidays;
- The lack of continuous transit service along Dundas St West between Dundas West Station and Kipling Station; and
- The lack of continuous transit service along St Clair Ave West between Gunns Loop (Keele St) and Scarlett Rd.

After extensive consultation with local residents, neighbourhood BIAs and other key stakeholders, the TTC Board approved the following routes and implemented them in 2018 and 2019.

- **80 Queensway** – Approved and implemented in 2018, late evening service extended from Humber Loop to Keele Station.
- **30 High Park (now 30 High Park North)**– Approved and implemented in 2019, replaced the former 30 Lambton route on High Park Ave.
- **40 Junction-Dundas West** – Approved and implemented in 2019, replaced the former 30 Lambton route on Dundas St West and the former 40 Junction route east of Runnymede Loop.
- **71 Runnymede** – Approved and implemented in 2019, all service redirected to Industry St, via Rockcliffe Blvd with the new 189 Stockyards route replacing service on St Clair Ave West west of Gunns Loop.
- **189 Stockyards** – Approved and implemented in 2019, a new route replacing service provided by the former 71A Runnymede route on St Clair Ave West.

The following sub-sections will review and analyze routes 30 High Park North, 40 Junction-Dundas West, 71 Runnymede and 189 Stockyards post-implementation.

30 High Park North (formerly 30A High Park)

Junction Area Study Service Review

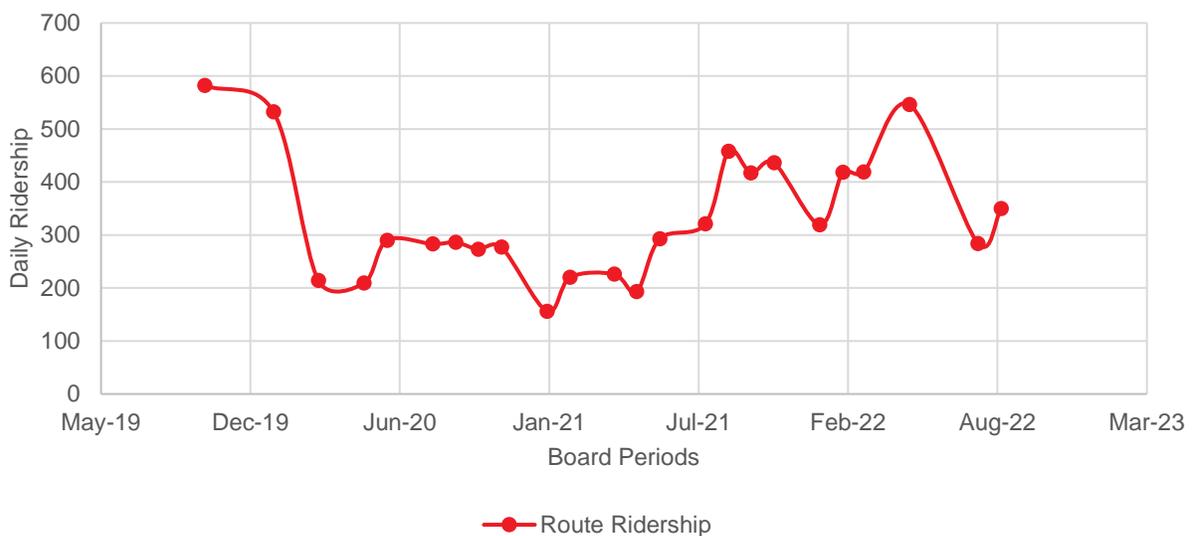
City Wards: Ward 4 – Parkdale-High Park

Since October 2019, the TTC revised the 30 Lambton service, shortening the route to Runnymede Loop at Dundas St West to provide local service on High Park Boulevard connecting to High Park Station. This route operates all days of the week as a single branch. As of the latest ridership count, approximately 400 customer trips are made during the weekday, 350 customer trips are made on Saturdays, and 370 customer trips are made on Sundays.

This service change should be considered with the 40 Dundas West-Junction service change (see page 80), as the 30 High Park was introduced to ensure transit coverage was maintained with the Dundas West corridor realignment.

Based on the ridership data, some periods of operation do not consistently meet the TTC's service standards for customer boards per service hour. In particular, the weekday AM peak period and late evening periods on all days are below standard as of the most recent ridership count, though observed ridership fluctuates by month. The service change was introduced five months before the COVID-19 pandemic – while ridership on the route dropped significantly in March 2020, the route has recovered at a similar rate to the system-wide average of 75%.

30 High Park - Ridership Trend



	30 High Park boardings per service hour (equity weighting)	Standard for boardings per service hour
Weekday Peak	21	20
Weekday Off-Peak	15	10

Saturday	17	10
Sunday	21	10

Due to low service productivity in some periods, it is recommended that the 30 High Park North continue to be monitored before a further decision is made on the status of this route.

40 Junction-Dundas West

Junction Area Study Service Review

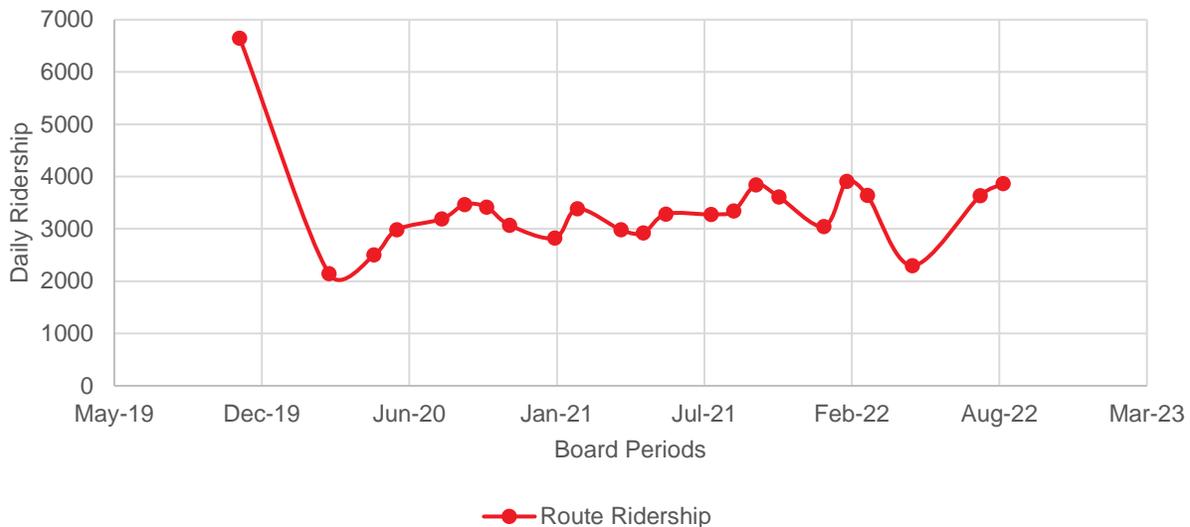
City Wards: Ward 2 – Etobicoke Centre, Ward 3 – Etobicoke-Lakeshore, Ward 4 – Parkdale-High Park

Since October 2019, the TTC extended the 40 Junction to Kipling Station via Dundas Ave W to provide continuous service on the Dundas West corridor. This change replaced the previous 30 Lambton route from Kipling Station to High Park Station. This route operates all days of the week with two branches – the 40A Junction-Dundas West branch operates from Dundas West Station to Kipling Station, and the 40B Junction-Dundas West branch operates from Dundas West Station to Jane St and St Clair Ave West. As of the latest ridership count, approximately 3900 customer trips are made during the weekday, 2,800 customer trips are made on Saturdays, and 2,200 customer trips are made on Sundays.

This service change should be considered together with the 30 High Park North service change, as the introduction of 40 Junction-Dundas West requires 30 High Park to maintain transit coverage previously provided on the 30 Lambton.

Based on the ridership data, the service meets the TTC’s service standards for customer boards per service hour, inclusive of equity-weighted boardings being applied. The service change was introduced five months before the COVID-19 pandemic. While ridership on the route dropped significantly in March 2020, the route has recovered at a slower rate than the system average of 75% (40 Junction-Dundas West recovery is 60%).

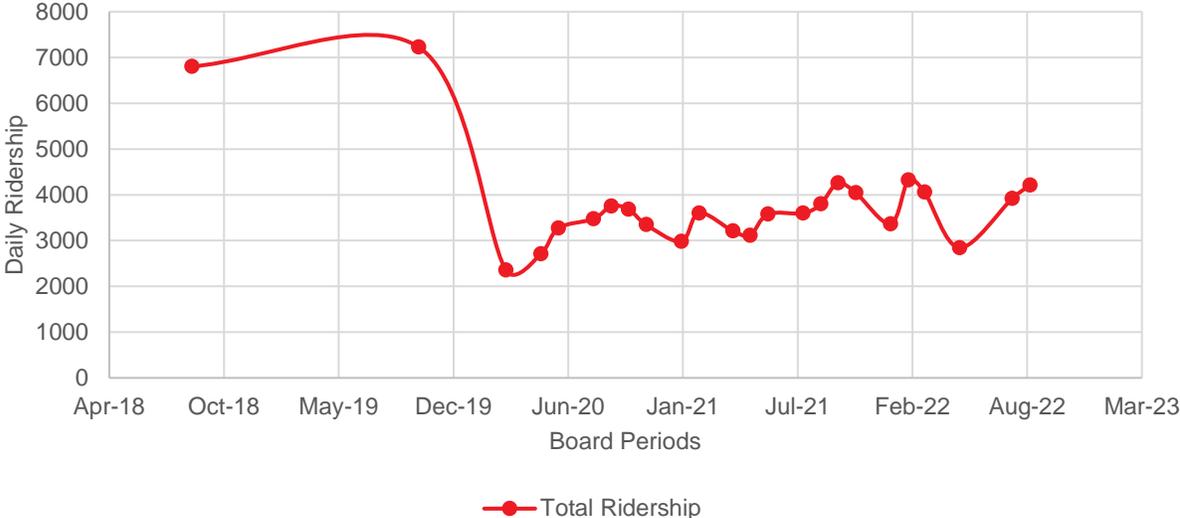
40 Dundas West-Junction - Ridership Trend



	40 Dundas West- Junction boardings per service hour (equity weighting)	Standard for boardings per service hour
Weekday Peak	43	20
Weekday Off-Peak	30	10
Saturday	36	10
Sunday	28	10

Together with the service change to the 30 High Park North, the Dundas St West package of the Junction Area Study meets performance standards, although ridership recovery has been slower than the system average. In the spring of 2022, 40 Junction-Dundas West was impacted by major construction at Dundas West Station, which may explain the uncharacteristic dip in ridership in May 2022. However, with construction works completed, ridership has returned to the new normal of approximately 4,000 daily weekday customers.

Dundas St West - Ridership Trend



Based on the above, it is recommended that the 40 Junction-Dundas West be accepted and formally added to the TTC network.

71 Runnymede

Junction Area Study Service Review

City Wards: Ward 4 – Parkdale-High Park, Ward 5 – York South-Weston

Since October 2019, the TTC revised the 71 Runnymede services to provide consistent north-south service between Runnymede Station and Mount Dennis Garage, removing the 71A Runnymede (Runnymede Stn-Gunns Loop) branch from service. This change resulted in improved service north of St Clair Ave West and prepared the bus network to connect to Line 5 at Mount Dennis Station. This route operates all days of the week as a single branch. As of the latest ridership count, approximately 3,500 customer trips are made during the weekday, 2,200 customer trips are made on Saturdays and 1,250 customer trips are made on Sundays.

This service change should be considered together with the 189 Stockyards service change, as the 189 Stockyards was introduced to provide service coverage previously offered by the 71A Runnymede branch.

Based on ridership data at the time of the analysis, the service meets the TTC’s service standards for customer boards per service hour, inclusive of equity-weighted boardings being applied. In addition, the service change was introduced five months before the COVID-19 pandemic. While ridership on the route dropped significantly in March 2020, the route has recovered at the same rate as the system-wide average of 75%. It thus is expected to continue to recover at a similar rate to the system.

71 Runnymede - Ridership Trends



	71 Runnymede boardings per service hour (equity weighting)	Standard for boardings per service hour
Weekday Peak	46	20
Weekday Off-Peak	35	10
Saturday	36	10
Sunday	27	10

It should be noted that this change resulted in a significant service increase to the 71 Runnymede route north of St Clair Ave West. Ridership on this portion has recovered much more during the COVID-19 pandemic than the rest of the route. Approximately 87% of pre-pandemic ridership has returned to the route north of St Clair Ave West.

Based on the above, it is recommended that the service change to 71 Runnymede be accepted and formally added to the TTC network.

189 Stockyards

Junction Area Study Service Review

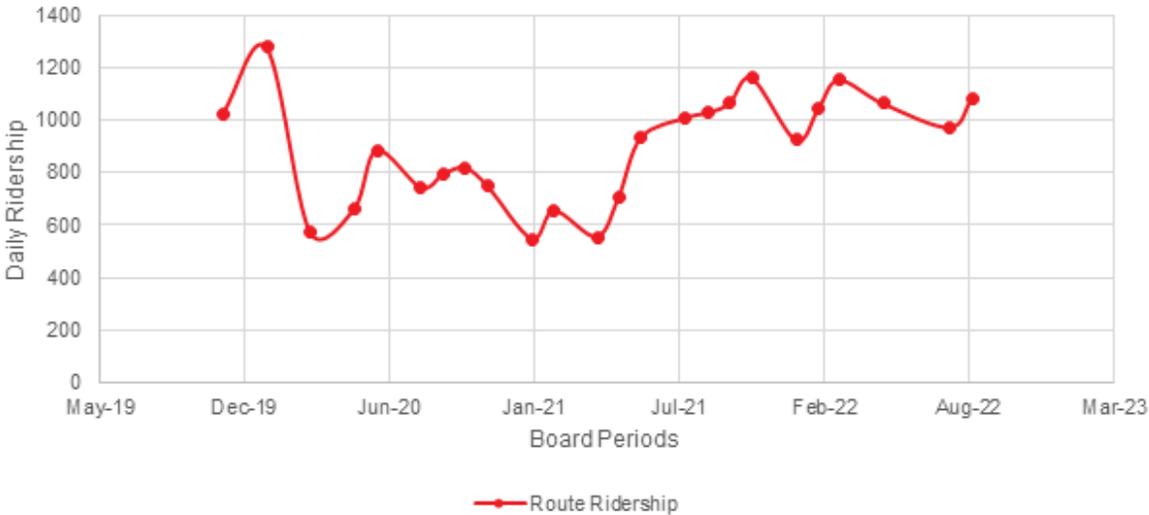
City Wards: Ward 4 – Parkdale-High Park, Ward 5 – York South-Weston

Since October 2019, the TTC introduced the 189 Stockyards to provide a new continuous transit service along St Clair Ave West, connecting Scarlett Road to Keele Station on one route and replacing the 71A Runnymede (Runnymede Stn-Gunns Loop) branch. This change resulted in direct connections for residents west of Runnymede Rd and in the High Park neighbourhood, to shopping and commercial uses at Keele St and St Clair Ave West. This route operates all days of the week as a single branch. As of the latest ridership count, approximately 1,100 customer trips are made during the weekday, 1,000 customer trips are made on Saturdays, and 800 customer trips are made on Sundays.

This service change should be considered together with the 71 Runnymede service change, as the 189 Stockyards was introduced to provide service coverage previously offered by the 71A Runnymede branch.

Based on the ridership data at the time of analysis, the service meets the TTC’s service standards for customer boards per service hour, inclusive of equity-weighted boardings being applied. In addition, the service change was introduced five months before the COVID-19 pandemic. While ridership on the route dropped significantly in March 2020, the route has recovered at a greater rate than the system-wide average of 75% (189 Stockyards recovery is 85%).

189 Stockyards - Ridership Trend



	189 Stockyards boardings per service hour (equity weighting)	Standard for boardings per service hour
Weekday Peak	35	20
Weekday Off-Peak	29	10
Saturday	28	10
Sunday	24	10

Together with the service change to the 71 Runnymede, the St Clair Ave West package of the Junction Area Study meets performance standards and has recovered faster than the system-wide average. Future rapid transit projects are expected to further improve ridership on these two routes, with consistent service between Line 2 and Line 5 via 71 Runnymede and potentially connecting 189 Stockyards to the planned St Clair-Old Weston GO station pending further review and analysis.

St Clair Ave W - Ridership Trend



Based on the above, it is recommended that the 189 Stockyards be accepted and formally added to the TTC network.

6.2. Line 1 Extension (TYSSE)

In December 2017, the TTC opened the Toronto-York Spadina Subway Extension (TYSSE) to Vaughan Metropolitan Centre Station. In coordination with the new subway extension, the local transit network was restructured to efficiently connect surface transit routes to the new subway stations on Line 1. New changes included:

- New on-street connections with Downsview Park Station for bus routes along Sheppard Avenue West
- New connections to the bus terminal at Finch West Station for bus routes in the Keele Avenue and Finch Avenue West area
- The relocation of the majority of TTC bus services at York Commons in York University to the bus terminal at Pioneer Village Station
- New connections to the stations in York Region by partner transit agencies at Pioneer Village, Highway 407 and Vaughan Metropolitan Centre Stations.

As a result of the new subway extension, 13 routes were modified, and a post-implementation review was conducted in 2021.

The 107 St Regis and 117 Alness-Chesswood were found to be among the highest-cost services for the TTC to operate. As part of the 2021 Annual Service Plan, the former 107 St Regis and 117 Alness-Chesswood routes were merged to create the current 107 York University Heights route, which was implemented in May 2021. In September 2021, additional branches were created to provide transit service to the Alness employment area via Supertest Rd, Flint Rd and Martin Ross Ave.

The sub-section below will review and analyze 107 York University Heights post-implementation.

107 York University Heights

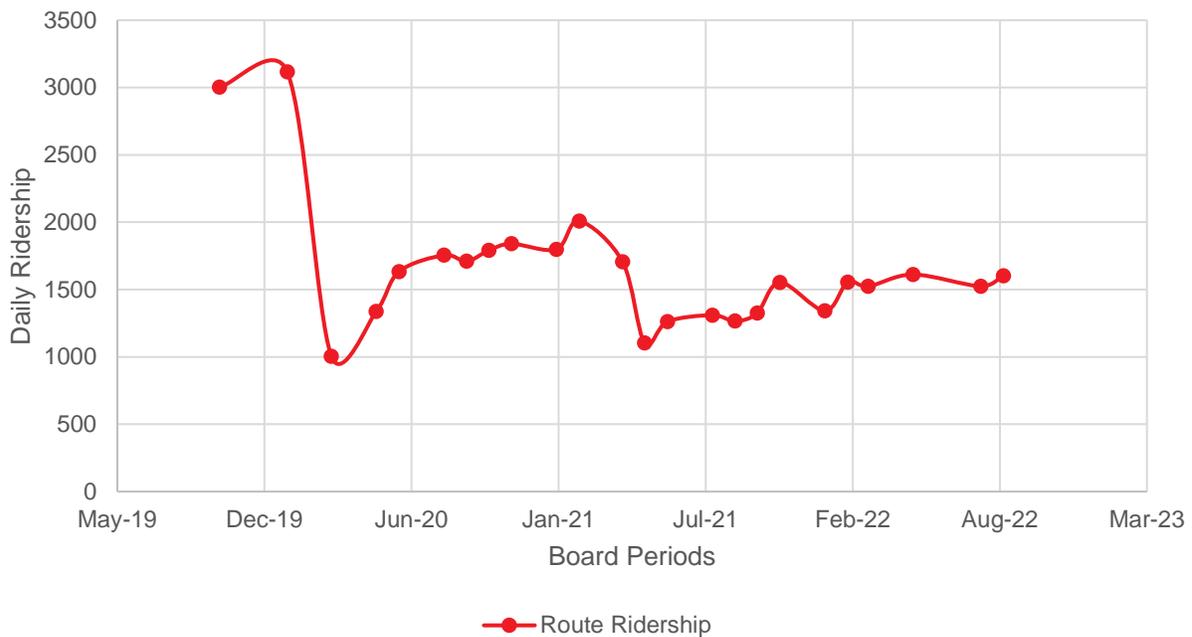
TYSSE Post-Implementation Service Review

City Wards: Ward 6 – York Centre

Since May 2021, the TTC revised the 107 St Regis and 117 Alness-Chesswood into one route to address low performance. The result was a new route that still provided service coverage on Keele St, Alness St, and Chesswood Dr, operating two alternating circular branches. In September 2021, a further change was made to the route to provide peak transit service on Supertest Rd and Martin Ross Ave in response to customer concerns. This service operates all days of the week, with two peak branches serving Supertest Rd and Martin Ross Ave, and two off-peak branches staying on Alness St. As of the latest ridership count, approximately 1600 customer trips are made during the weekday, 300 customer trips are made on Saturdays, and 150 customer trips are made on Sundays.

Based on the ridership data, the weekday service meets the TTC’s service standards for customer boardings per service hour, inclusive of equity-weighted boardings being applied. However, weekend service in most periods does not meet TTC’s service standards for customer boardings per service hour, including equity-weighted boardings being applied, except for the Saturday afternoon period.

107 York University Heights - Ridership Trends



	107 York University Heights boardings per service hour (equity weighting)	Standard for boardings per service hour
Weekday Peak	33	20

Weekday Off-Peak	15	10
Saturday	8	10
Sunday	5	10

The May 2021 series of service changes resulting in the 107 York University Heights route has not been successful at improving service productivity and, at best, has maintained the status quo on productivity. Before the service change, the 107 St Regis and 117 Alness-Chesswood had recovered approximately 60% of pre-pandemic ridership, well above the system average of approximately 40% in the same period. However, the service change, coupled with provincial stay-at-home orders, subsequently resulted in a loss of 600 daily riders or 30% of the recovered ridership. The most recent ridership count on 107 York University Heights indicates that the route has recovered approximately 50% of its pre-pandemic ridership, whereas the system average is at 75%.

While the weekday periods are still operating above the standard for boardings per service hour, this route is in the bottom 12th percentile of the TTC bus network in terms of net cost per passenger.

On the weekend periods, service productivity has worsened significantly. While weekend service hours have been maintained after the service change, ridership has dropped significantly with the frequency reduction and service expansion onto Alness St and Chesswood Dr. Boardings per service hour on weekends have dropped from 10-15 boardings per service hour to 8 on Saturday and 5 on Sunday. Current ridership is half the ridership prior to the service change.

Based on the above, it is recommended that adjustments be made to the 107 York University Heights to raise its performance. With Line 6 Finch West expected to open in 2023, there is an opportunity to realign routes to Finch West Station to better serve the new LRT line and Line 1. Additionally, weekend service productivity is below the Board approved standards; as a result, weekend service on the new proposal will be monitored and assessed in a future Annual Service Plan.

6.3. Downtown Premium Express Bus Service

140-Series Routes

Downtown Premium Express Routes

City Wards: Ward 3 – Etobicoke-Lakeshore, Ward 4 – Parkdale-High Park, Ward 6 – York Centre, Ward 8 – Eglinton-Lawrence, Ward 10 – Spadina-Fort York, Ward 11 – University-Rosedale, Ward 12 – Toronto-St Paul’s, Ward 13 – Toronto Centre, Ward 14 – Toronto-Danforth, Ward 15 – Don Valley West, Ward 16 –Don Valley East, Ward 19 – Beaches East-York

Before March 2020, the TTC operated five Downtown Express bus routes, providing express service to and from downtown during peak periods. The first of these routes were implemented in the late 1980s in response to capacity constraints on Line 1 and subsequently to supplement service on the Queen streetcar corridor. Customers are generally provided a single-seat ride but are required to pay a premium, double fare.

Service operated on the following routes:

- 141 Downtown/Mt Pleasant Express
- 142 Downtown/Avenue Rd Express
- 143 Downtown/Beach Express
- 144 Downtown/Don Valley Express
- 145 Downtown/Humber Bay Express

Unlike most TTC routes, given the point-to-point operations, ridership and financial performance are relatively poor. Most bus and streetcar routes see many customers getting on and off vehicles along the full length of the route and in both directions. Downtown Express buses generally carried just one group of customers per trip. Consequently, this resulted in a high level of subsidy to operate these services, even with the double fare.

Route	Daily Ridership (January 2020)	Morning Peak Period		Afternoon Peak Period	
		Boardings per Revenue Hour	Net Cost per Customer	Boardings per Revenue Hour	Net Cost per Customer
141 Downtown/Mt Pleasant Express	160	29	\$7.28	13	\$18.90
142 Downtown/Avenue Rd Express	220	24	\$6.43	11	\$12.04
143 Downtown/Beach Express	420	24	\$6.63	26	\$5.86
144 Downtown/Don Valley Express	730	43	\$4.34	20	\$7.95
145 Downtown/Humber Bay Express	290	22	\$4.52	11	\$14.00
<i>Bus Average</i>		59	\$1.71	72	\$1.24

At the start of the pandemic, service on all five routes was suspended. While office work downtown has resumed at reduced levels, the primary purpose of these routes, to

supplement capacity on crowded subway trains and streetcars, is not warranted. The full implementation of Toronto Rocket trains and Automatic Train Control on Line 1 has alleviated crowding issues in the near term on the subway. Full implementation of low-floor streetcars has also increased capacity.

Downtown Express routes also provided some travel time benefits; however, service reliability challenges often outweighed these. Mixed-traffic operations of the Downtown Express routes meant that travel times were highly variable and buses were often not meeting published schedules. As a result, operations were moved to the King Street Transit Priority Corridor in November 2019. However, the move did not provide the reliability improvement as hoped, particularly in the afternoon peak period when buses would be stuck in traffic getting downtown to start their trips. In addition, in-vehicle travel time was highly variable; customers on the 144 Downtown/Don Valley Express, for example, could have homebound journeys taking between 35 and 75 minutes, depending on traffic conditions.

The discontinuation of the Downtown Express service is recommended for the following reasons:

- **High net cost of operation:** the best-performing route still resulted in a net cost per boarding five times the system average with pre-pandemic demand and full buses. Given the nature of the service, there are limited opportunities to improve performance, such as increasing fares.
- **Poor service reliability:** mixed-traffic bus operations remain a challenge for service reliability, both in operating to schedule and providing predictable travel times. Planned construction in the downtown core will further exacerbate service reliability challenges, which will further increase the cost of operating Downtown Express services.
- **Availability of alternatives:** the completion of Automatic Train Control on Line 1 relieves capacity constraints in the short- and medium-term. The opening of Line 5 will also improve transit travel times and reliability to areas served by some Downtown Express routes.

New services are proposed to replace some Downtown Express buses:

- **191 Underhill** will be a new regular service route connecting Science Centre Station on Line 5 to the Valley Woods community currently served by 91 Woodbine and previously served by 144 Downtown/Don Valley Express. This service will allow customers in these communities to travel downtown via Line 5 and Line 1, providing more reliable travel with a single fare (See 191 Underhill in the Line 5 Surface Network Plan section).
- **150 Eastern Ave** will be a new regular service route connecting the Beach to downtown via Eastern Avenue. This bus will follow a similar route as the 143 Downtown/Beach Express. In addition, it will provide new local services along the Eastern Avenue corridor to increase ridership potential. This route was previously approved in the 2022 Annual Service Plan.

- **503 Kingston Rd** service is planned to operate all day, every day, as part of the 2024 Annual Service Plan; this will improve service reliability and travel time for customers in the east end, as the route utilizes the King Street Transit Priority Corridor (See 503 Kingston Rd).
- **A new branch of 80 Queensway** will be introduced to directly serve Mimico GO Station at more times of the day, linking the Humber Bay Shores community to more frequent, all-day GO Transit rail service. This will replace the 145 Downtown/Humber Bay Express, which will have increased operational challenges due to Ontario Line construction (See 80 Queensway).
- **Customers on the 141 Downtown/Avenue Rd Express and 142 Downtown/Mt Pleasant Express** routes will continue to have direct local bus connections to Line 1 for trips to and from downtown Toronto.

6.4. Express Network

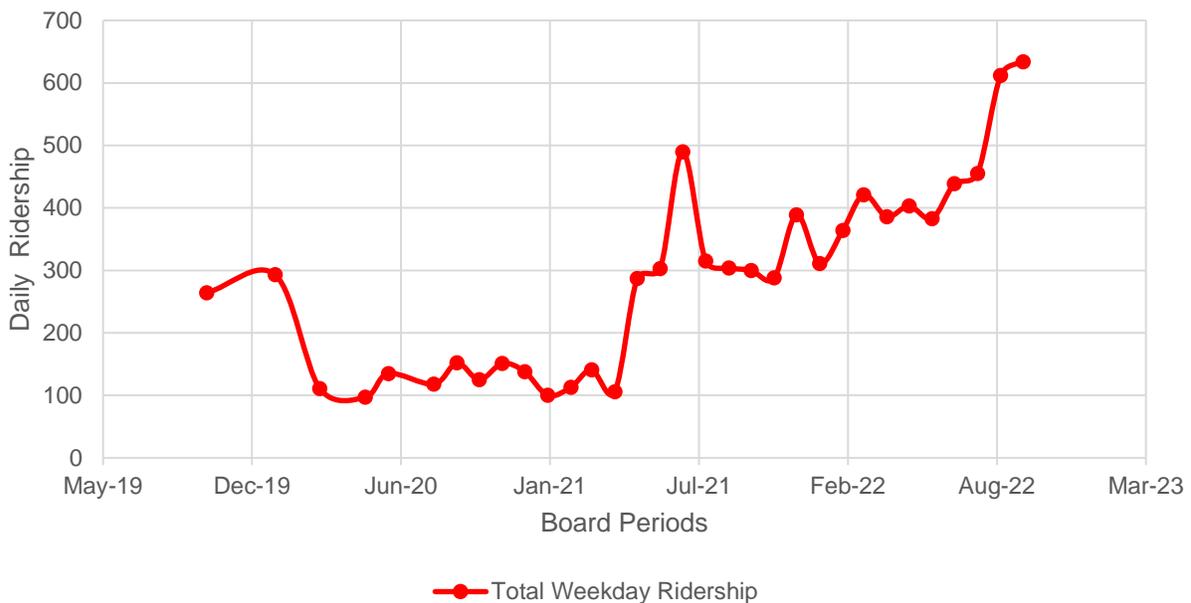
905 Eglinton East Express

Service Extension Review

City Wards: Ward 20 – Scarborough Southwest, Ward 21 – Scarborough Centre, Ward 24 – Scarborough-Guildwood, 25 – Scarborough-Rouge Park

Since May 2021, the TTC has been piloting an extension of service on the 905 Eglinton East Express, extending service to the Conlins Rd, Canmore Blvd and Morrish Rd neighbourhood north of Ellesmere Rd. This change returns express service to this neighbourhood, having previously been removed. Service in this neighbourhood was previously provided by the 116A Morningside route. This service operates from Monday to Friday, in the morning peak, midday, afternoon peak and early evening periods. Service on Saturdays, Sundays and holidays continues terminating at the University of Toronto Scarborough Campus. As of the latest ridership count, approximately 634 daily customer trips are made using this extension from Monday to Friday.

905 Eglinton East Express - Conlins Looping - Weekday Ridership Trend



	Conlins Looping boardings per service hour	Standard for boardings per service hour
Weekday Peak	20	20
Weekday Off-Peak	17	10

Based on the ridership data from Monday to Friday, the service meets the TTC's service standards for customer boards per service hour, inclusive of equity-weighted boardings being applied. The service was introduced during the COVID-19 pandemic, with an average of 287 daily customer trips from Monday to Friday. From 2022 to the present day, ridership continues during the midday period continues to stabilize.

Based on the above, it is recommended that this service extension be accepted and formally added to the TTC network.

6.4.1 Express Network Post-Implementation Review

In June 2017, TTC’s Express Bus Network Study was submitted to the TTC Board, which recommended eight new express bus routes. Eight of these routes were implemented between late 2018 and early 2019, and two were introduced in 2021 to enhance the existing transit network and provide additional service capacity for customers travelling on busy corridors. The new express routes introduced were:

Introduced between 2018 and 2019	Introduced in 2021
902 Markham Road Express	943 Kennedy Express
913 Progress Express	968 Warden Express
929 Dufferin Express	
937 Islington Express	
952 Lawrence West Express	
984A Sheppard West Express (extension to Weston Road)	
985B Sheppard East Express (new branch to Meadowvale Road)	
989 Weston Express	

Additionally, as part of the 2021 Annual Service Plan, new periods of operation on some existing express routes were introduced in September and October 2021. These additions were initially recommended in the Express Bus Study but were not implemented along with the introduction of the route due to constraints in resources. Based on pre-pandemic data, ridership projections at the time of this change continued to support expanding express service. The new periods of service on existing express routes are depicted below.

Day	Periods of Operation	929 Dufferin Express	941 Keele Express	953 Steeles East Express	960 Steeles West Express
Monday to Friday	AM Peak	Existing	Existing	Existing	Existing
	Midday	Existing	Existing	Existing	Existing
	PM Peak	Existing	Existing	Existing	Existing
	Early Evening	Existing		Existing	Existing
	Late Evening				
Saturday	Morning	Existing		Existing	Existing
	Afternoon	Existing		Existing	Existing
	Early Evening				
	Late Evening				
Sunday	Morning	Existing		Existing	Existing
	Afternoon	Existing		Existing	Existing
	Early Evening				
	Late Evening				

	Existing period of operation
	New period of operation

Due to the implementation of TTC's Mandatory Vaccination Policy in November 2021, temporary service changes were introduced to ensure that scheduled service aligns with a temporary reduction in operator availability. As part of these service changes, TTC suspended most of the recently introduced periods of service on express routes, including the following:

- 929 Dufferin Express: Saturday and Sunday all-day service suspension
- 941 Keele Express: Monday to Friday midday service suspension
- 943 Kennedy Express: suspension of all service on route
- 953 Steeles East Express: Monday-Friday midday and early evening, Saturday all-day, Sunday all-day service suspension
- 968 Warden Express: suspension of all service on route

All temporarily-suspended periods of service were reintroduced in May 2022 except for off-peak service on 953 Steeles East Express, which remains suspended due to the lack of resources required to operate a competitive express service that met the Service Standards.

The following subsections include post-implementation reviews of the new periods of operation on express routes, which we re-introduced in May 2022. TTC's Board-approved Service Standards list minimum service levels, service productivity, and speed improvements that express services should meet. The analyses below compare each route against the service standard criteria to assess their effectiveness as express services and also recommend future improvements, if necessary, to meet service standards.

It should be noted that analyses were completed with ridership and operational data obtained in fall 2021 and fall 2022; some newly implemented periods only operated for one board period before being suspended due to TTC's Mandatory Vaccination Policy. Therefore, future analysis will be required to reflect new post-pandemic ridership numbers once all express services are reintroduced, and corridor ridership stabilizes.

Unlike the previous years, the change in corridor ridership is not reported as the overall ridership recovery patterns make it difficult to attribute an accurate percentage change to the express service.

929 Dufferin Express

Express Network Post-Implementation Review

City Wards: Ward 4 – Parkdale-High Park, Ward 6 – York Centre, Ward 8 – Eglinton-Lawrence, Ward 9 – Davenport, Ward 10 – Spadina-Fort York, Ward 12 – Toronto-St Paul’s

The 929 Dufferin Express weekend service was introduced in September 2021 (Saturday service) and October 2021 (Sunday service).

In fall 2022, scheduled service on 929 Dufferin Express operated between every 7 to 8:30 minutes during weekdays, every 8:30 minutes on Saturday morning and Sunday afternoon, every 7 minutes on Saturday afternoon and every 9 minutes on Sunday morning.

Service productivity 929 Dufferin Express on weekends performs above the minimum productivity required for its tier during the Morning and Afternoon time periods. It performs above the average productivity for this tier in the Morning but does not meet the average productivity target in the Afternoon time period. The net cost per passenger on this route is \$1.23 per passenger on Saturday and \$1.03 on Sunday, which is in the top 96th percentile of routes in the system. Although the operating speed on 929 Dufferin Express was higher than its local counterpart, it did not meet the travel time savings standard except for during the Morning time period on Sunday.

Accordingly, it is recommended to formally accept the addition of these new periods of operation on the 929 Dufferin Express.

929 Dufferin Express Scorecard				929 Dufferin Express Scorecard			
Saturday Headway (mins)				Sunday Headway (mins)			
Period	Target	Current	Status	Period	Target	Current	Status
Morning	15	8:30	✓	Morning	15	9:00	✓
Afternoon	15	7:00	✓	Afternoon	15	8:30	✓
Service Productivity (Rides/Service Hr)				Service Productivity (Rides/Service Hr)			
Period	Target	Current	Status	Period	Target	Current	Status
Morning	30	95	✓	Morning	30	102	✓
Afternoon	30	35	✓	Afternoon	30	38	✓
Net Cost per Passenger			\$ 1.23	Net Cost per Passenger			\$ 1.23
Speed Improvements				Speed Improvements			
Period	Target	Current	Status	Period	Target	Current	Status
Morning	20%	15%	✗	Morning	20%	22%	✓
Afternoon		17%	✗	Afternoon		19%	✗
Local and Express Crowding				Local and Express Crowding			
Period	Local	Express	Status	Period	Local	Express	Status
Morning	Less than 5%	Less than 5%	✓	Morning	Less than 5%	Less than 5%	✓
Afternoon	Less than 5%	Less than 5%	✓	Afternoon	Less than 5%	Less than 5%	✓

941 Keele Express

Express Network Post-Implementation Review

City Wards: Ward 4 – Parkdale-High Park, Ward 5 – York South-Weston, Ward 6 – York Centre, Ward 7 – Humber River-Black Creek, Ward 9 – Davenport

The 941 Keele midday service was introduced in September 2021. In fall 2022, scheduled service on 941 Keele Express operated between every 14 minutes during midday and every 13 to 14 minutes during peak periods.

Service productivity on 941 Keele Express during the midday period performs above the minimum productivity required for its tier but does not meet the average productivity target in the midday time period. The net cost per passenger on this route is \$1.36 per passenger, which is in the top 78th percentile of routes in the system.

941 Keele Express			
<i>Weekday Headway (mins)</i>			
Period	Target	Current	Status
MD	15	9:45	✓
<i>Service Productivity (Rides/Service Hr)</i>			
Period	Target	Current	Status
MD	30	46	✓
<i>Net Cost per Passenger</i>			\$ 1.36
<i>Speed Improvements</i>			
Period	Target	Current	Status
MD	20%	10%	✗
<i>Local and Express Crowding</i>			
Period	Local	Express	Status
MD	Less than 5%	Less than 5%	✓

Although the operating speed on 941 Keele Express was higher than its local counterpart, it did not meet the travel time savings standard. During fall 2022, it was observed that the express service operated slower than the local between St Clair Ave West and Old Weston Rd and Eglinton Ave West and Keele St. While this trend was not present during the morning and afternoon peaks, the express service did not meet the minimum required travel time savings during those time periods either. Although the lower-than-target speed savings could partially result from the express route operating with articulated vehicles, further investigation is required to identify the cause of slower service and mitigations.

Accordingly, it is recommended to continue to monitor the performance of 941 Keele Express during the midday period and implement adjustments if necessary.

943 Kennedy Express

Express Network Post-Implementation Review

City Wards: Ward 20 – Scarborough Southwest, Ward 21 – Scarborough Centre, Ward 23 – Scarborough North

The 943 Kennedy Express was introduced in October 2021. In fall 2022, scheduled service on 943 Kennedy Express operated every 10 minutes during the morning and afternoon peak hours.

During the operating periods, service productivity on 943 Kennedy Express performs below the minimum productivity required for its route class. The net cost per passenger on this route is \$2.81 per passenger, which is in the bottom 44th percentile of routes in the system.

Although the operating speed on the express route was higher than 43 Kennedy, it did not meet the service standard. Travel time savings in the afternoon peak were greater than in the morning peak.

As a result of TTC's efforts to align service with ridership demand, service was temporarily suspended on 943 Kennedy Express as of March 2023. This route is recommended to remain suspended until ridership and travel patterns stabilize and until service alternatives for a more competitive express service are developed.

943 Kennedy Express			
<i>Weekday Headway (mins)</i>			
Period	Target	Current	Status
AM	10	10	✔
PM	10	10	✔
<i>Service Productivity (Rides/Service Hr)</i>			
Period	Target	Current	Status
AM	40	34	✘
PM	40	38	✘
<i>Net Cost per Passenger</i>			\$ 2.81
<i>Speed Improvements</i>			
Period	Target	Current	Status
AM	20%	13%	✘
PM		15%	✘
<i>Local and Express Crowding</i>			
Period	Local	Express	Status
AM	Less than 2%	Less than 2%	✔
PM	Less than 2%	Less than 2%	✔

960 Steeles West Express

Express/Local Stop Changes

City Wards: Ward 1 – Etobicoke North, Ward 7 – Humber River-Black Creek, Ward 6 – York Centre, Ward 18 - Willowdale

The 960 Steeles West Express off-peak weekday and weekend service was introduced in October 2021. In fall 2022, scheduled service on 960 Steeles West Express operated every 7 to 12 minutes during weekdays and every 10 to 11 minutes on weekends.

Service productivity on the 960 Steeles West Express during the weekday off-peak and weekends performs above the minimum productivity required for its tier but below the average. It performs above the average productivity for this tier in the Morning periods on Saturday and Sunday but does not meet the minimum productivity target in the weekend Afternoon time periods. The net cost per passenger on this route is \$1.93 per passenger on weekdays, \$3.55 on Saturdays, and \$3.73 on Sundays, which is in the top 68th percentile of routes in the system.

Although the operating speed on 960 Steeles West Express on the express portion (Finch Station-Pioneer Village Station) was higher than its local counterpart, it did not meet the travel time savings standard during the operating periods on weekends. However, during the midday period on weekdays, travel time savings on the express service was greater than local and met the service standards.

Accordingly, it is recommended to continue to monitor the performance of 960 Steeles West Express during these periods and implement adjustments if necessary.

166 Toryork & 960 Steeles West Express

The 166 Toryork service, part of the Line 6 route changes, is initially proposed to operate peak-only local service along the Steeles West corridor from Pioneer Village Station to Islington Avenue. Currently, the local 60 Steeles West service does not operate west of Pioneer Village during the same periods as the 960 Steeles West Express, requiring the 960 to provide local service for a significant part of the corridor.

By providing all-day local service with the 166 Toryork, the 960 can reduce local service between Pioneer Village Station and Islington Avenue while maintaining express stop distance standards, improving travel times and continuing to meet the corridor's service capacity requirements.

To identify stops that can be removed from the 960 services, the following criteria must be met:

- Express stop spacing standards must be maintained.
- Stops that serve as transfer points to other services should not be removed.
- The remaining express stops must meet minimum stop activity requirements outlined in the service standards.

- Stops can only be removed at intersections where both sides of Steeles Ave W meet all criteria.

Based on Sept 2022 ridership data, removing the following stops would maintain 88% of stop activity in the eastbound direction and 82% in the westbound direction. It is recommended that six intersections (12 stops) should be removed from the 960 and be serviced by the 166 Toryork:

Eastbound		Westbound	
Stop Name	#	Stop name	#
Steeles Ave W at Footpath (E of Isl)	8272	Steeles Ave W at Footpath (E of Isl)	8273
Steeles Ave W at Gaudaur	8276	Steeles Ave W at Gaudaur	8277
Steeles Ave W at Turbine	8313	Steeles Ave W at Turbine	8312
Steeles Ave W at Klondike	8289	Steeles Ave W at Klondike	8288
Steeles Ave W at Irondale	8281	Steeles Ave W at Pearce	8297
Steeles Ave W at 4545	8259	Steeles Ave W Opp 4545	8296

It should be noted that stop removal for express operations on 960 Steeles West Express is contingent on adding all-day every day service on 166 Toryork. The current service budget does not include all-day every day service on 166 Toryork; however, this proposal will be considered as part of the post-implementation of 166 Toryork in a future Annual Service Plan.

968 Warden Express

Express Network Post-Implementation Review

City Wards: Ward 20 – Scarborough Southwest, Ward 21 – Scarborough Centre, Ward 22 – Scarborough-Agincourt

The 968 Warden Express was introduced in October 2021. In fall 2022, scheduled service on this route operated between 10 and 12 minutes during the morning and afternoon peak hours.

During the morning peak period, service productivity on 968 Warden Express performs slightly below but close to the minimum productivity required for its route class. During the afternoon peak, it performs better and meets the minimum and average productivity standards. The net cost per passenger on this route is \$2.35 per passenger, which is in the top 56th percentile of routes in the system.

Although the operating speed on the express route was higher than its local counterpart, it did not meet the service standard. Travel time savings in the morning peak were slightly greater than those in the afternoon peak.

Accordingly, it is recommended to continue monitoring the performance of 968 Warden Express during these periods and implement adjustments if necessary before any additional service periods are introduced.

968 Warden Express			
<i>Weekday Headway (mins)</i>			
Period	Target	Current	Status
AM	15	10.00	✓
PM	15	12.00	✓
<i>Service Productivity (Rides/Service Hr)</i>			
Period	Target	Current	Status
AM	40	36	✗
PM	40	55	✓
<i>Net Cost per Passenger</i>			\$ 2.35
<i>Speed Improvements</i>			
Period	Target	Current	Status
AM	20%	16%	✗
PM		14%	✗
<i>Local and Express Crowding</i>			
Period	Local	Express	Status
AM	Less than 5%	Less than 2%	✓
PM	Less than 5%	Less than 2%	✓

6.5. Seasonal Routes

203 High Park (formerly 30B High Park)

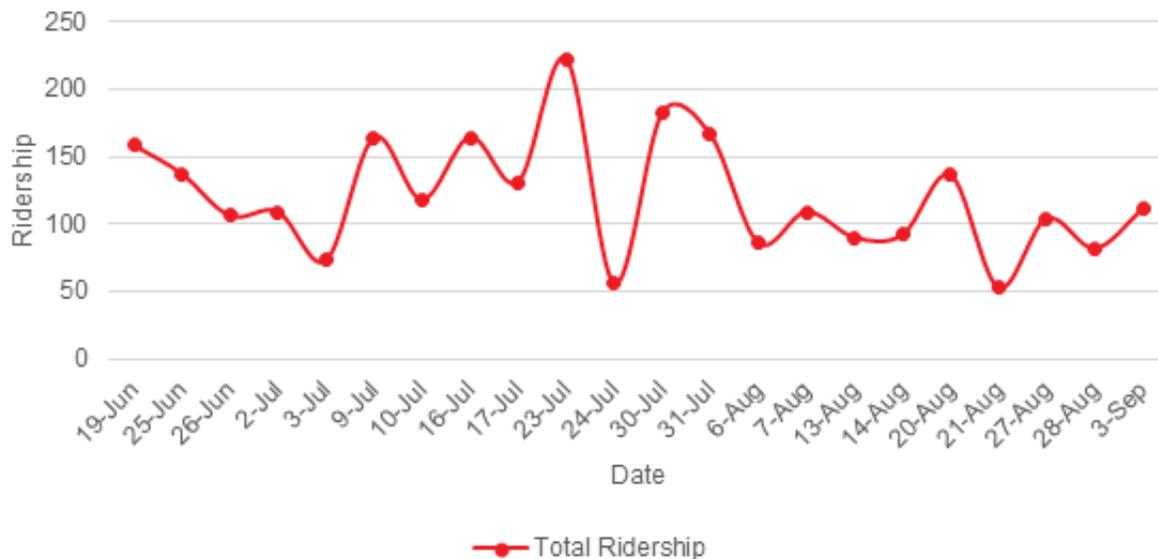
Seasonal Branch Review

City Wards: Ward 4 – Parkdale-High Park

In June 2022, the TTC adjusted the 30 High Park service by reinstating seasonal service on the 203 High Park (formerly 30B High Park) route. This branch was temporarily removed from service in June 2020 due to ActiveTO programming restricting transit operations throughout High Park. Reinstating service on this branch resulted in improved service between High Park Station and High Park via West Rd and Colbourne Lodge Rd and expanded service to recreational sites and amenities throughout High Park. This branch operated on Saturdays and Sundays/holidays during the morning and afternoon periods and only during the June and August 2022 board periods. The latest ridership count indicates that, on average, approximately 140 customer trips were made on this branch on Saturdays and 105 customer trips were made on Sundays/holidays.

This service change should be considered separately from the 30 High Park North (formerly 30A High Park) service changes as implemented via the Junction Area Study Service Review, as service to High Park was not included in the scope of this work. Therefore, the findings and recommendations outlined below only pertain to the 30B branch and do not incorporate ridership on the 30 High Park North (Runnymede-High Park Stn) branch in its analysis.

30B High Park Seasonal Ridership Trend



	30B boardings per service hour	Off-peak standard for boardings per service hour
June/July 2022 - Saturdays	14	10
June/July 2022 – Sundays	10	10
August 2022 – Saturdays	9	10
August 2022 – Sundays	6	10

Based on the ridership data, some periods of operation do not consistently meet the TTC’s service standards for customer boards per service hour. In particular, ridership on Saturdays was more productive than Sunday/holiday ridership in both board periods where service was offered. This could be explained by expanded recreational programming that occurs throughout High Park on Saturdays.

Further, ridership was below standard on both Saturdays and Sundays/holidays in August compared to the June board period, indicating that travel demand to High Park is not as great in August compared to earlier in the summer season.

The TTC continued to operate this route in the summer of 2023 as the City of Toronto Parks staff explored alternative transportation options within High Park via the High Park Movement Strategy. Due to low service productivity in some periods, it is recommended that the 203 High Park route not be reinstated in the summer of 2024.

172 Cherry Beach (now 202 Cherry Beach)

Restructured Routing Review

City Wards: Ward 10 – Spadina-Fort York, Ward 13 – Toronto Centre, Ward 14 – Toronto-Danforth

Between May and October 2022, the TTC piloted a restructured 172 Cherry Beach route as part of the recommendation made in the post-implementation review for the former 121 Fort York-Esplanade route in the 2021 Annual Service Plan. The 172 replaced the seasonal 121D service to the Port Lands and Cherry Beach, operating to Union Station via Lake Shore Blvd East, Queens Quay East, Bay St, Front St East, Yonge St, and Wellington St East.

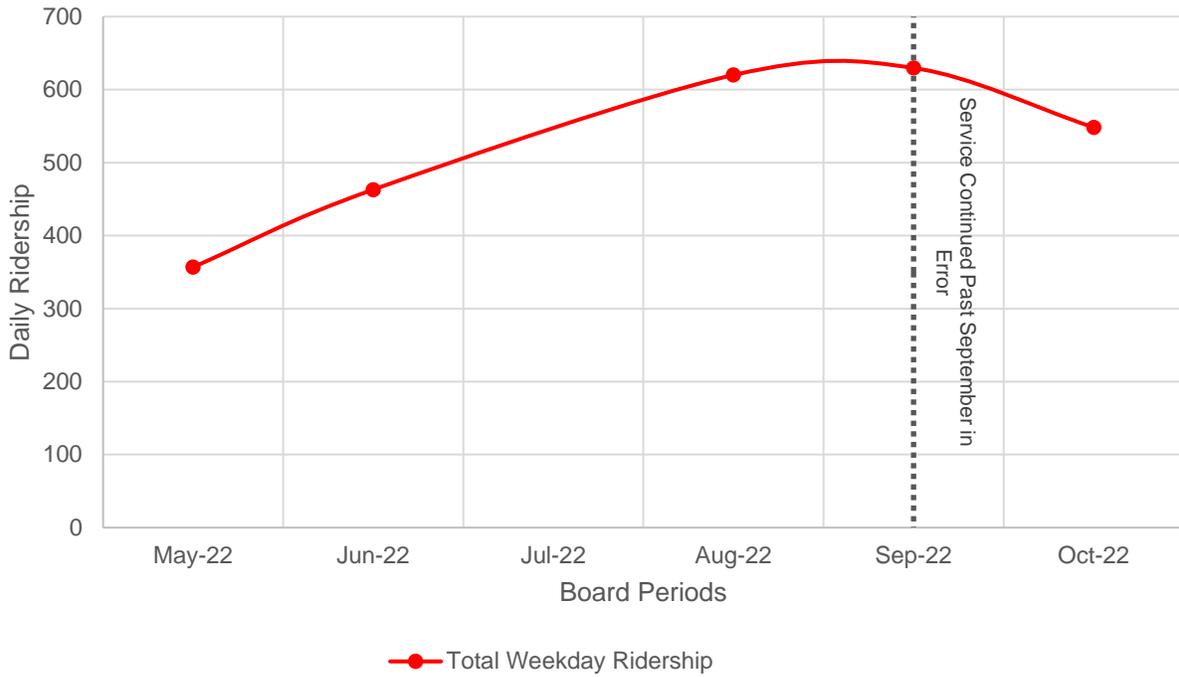
Service was also planned to operate through the Distillery District via Parliament St, Front St East (eastbound)/Mill St (westbound) and Cherry St before proceeding via south on Cherry St to Cherry Beach Loop, to connect customers to additional leisure and tourism destinations. However, the continued construction closure of the Cherry St rail corridor underpass between Mill St and Lake Shore Blvd East prevented this section of the route from being implemented, with buses bypassing the area on Lake Shore Blvd East for the duration of the season.

Buses operated during the midday, p.m. peak and early evening from Monday to Friday, during the morning, afternoon, early evening and late evening on Saturday and during the morning, afternoon and early evening on Sunday.

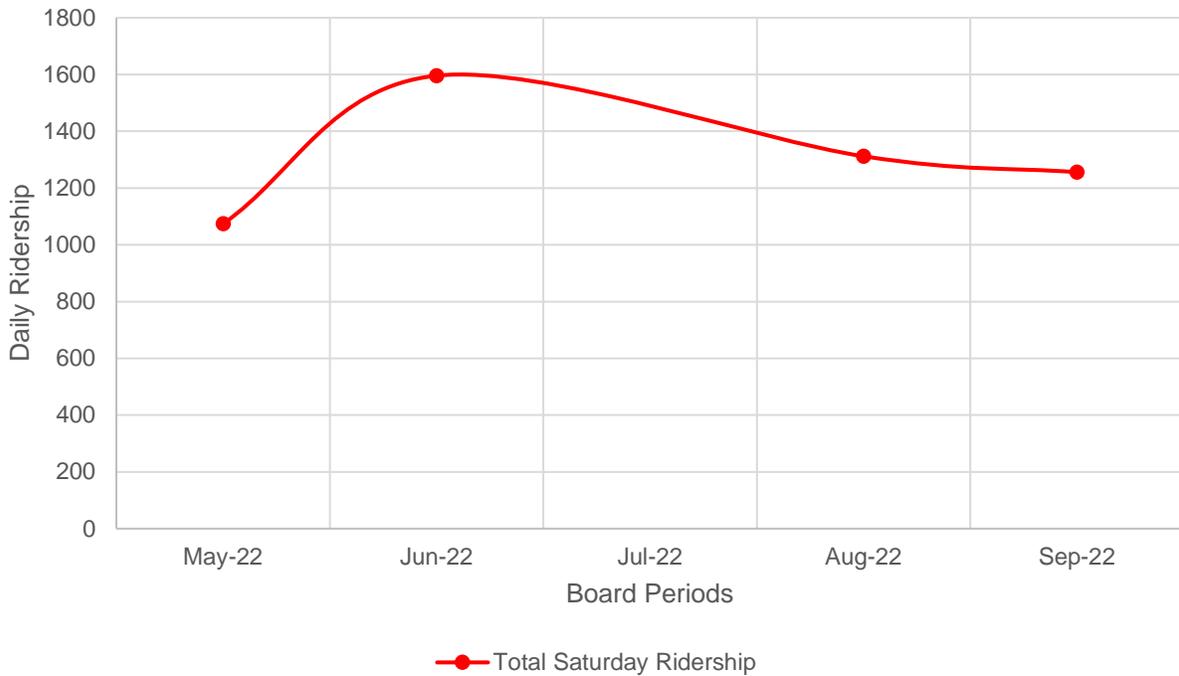
An additional service period in the late evening on Sundays was implemented in summer 2023, after numerous requests for this period to be added were received throughout the 2022 season, as late-night travel patterns to and from entertainment venues on Polson St and to musical events at Cherry Beach had already been established with the inclusion of this period in the former 121D service. Given that operational data indicated the round-trip cycle time provided to four buses to provide 15-minute service can be accomplished by three buses, this was added with no additional resources required.

At the time of analysis, peak summer ridership counts, prior to the additional service period during the late evenings on Sundays, show that approximately 630 daily customer trips were made from Monday to Friday, 1,595 customer trips were made on Saturdays and 1,105 customer trips were made on Sundays.

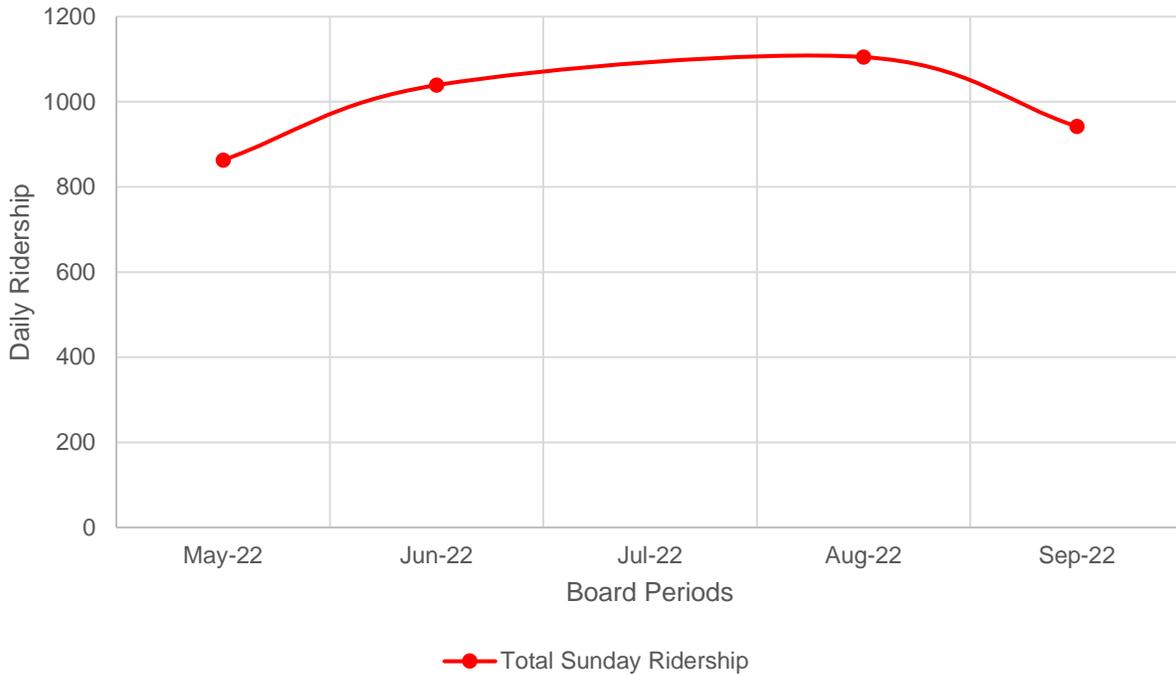
172 Cherry Beach - Weekday Ridership Trend



172 Cherry Beach - Saturday Ridership Trend



172 Cherry Beach - Sunday Ridership Trend



	172 Cherry Beach boardings per service hour	Standard for boardings per service hour
Weekday Peak	30	20
Weekday Off-Peak	20	10
Saturday	27	10
Sunday	18	10

Based on the performance of this route exceeding the standard for boardings per service hour, service should continue to be trialed in 2024, given the inability to operate the service as planned in 2022 and 2023 as Port Lands Flood Protection project construction continues. In 2024, service will resume via Cherry St and the Distillery District, pending the availability of north-south through movements at the realigned Cherry Street and Lake Shore Blvd East intersection.

Further data collection will also assist in reevaluating changing year-round travel patterns in the East Bayfront area and south into the Port Lands. Therefore, an additional year of seasonal operations in 2024 is recommended in conjunction with a review of the year-round bus network in this area, leading up to the future implementation of the Waterfront East LRT.

174 Ontario Place-Exhibition

Seasonal Service

City Wards: Ward 10 – Spadina-Fort York

In May 2022, the TTC introduced the 174 Ontario Place-Exhibition service to connect Ontario Place with streetcar service at the Exhibition Loop. This route was introduced to replace the previous 121 Fort York-Esplanade service to Ontario Place. The 2021 post-implementation review determined that service to Ontario Place passed the TTC Service Standards and thus should be kept as part of our regular service network as 121 Fort York-Esplanade was realigned to 121 Esplanade-River.

The route operated all days of the week as a single branch. Observed ridership showed that approximately 80 customer trips were made during the weekday, 50 customer trips were made on Saturdays and 60 customer trips were made on Sundays.

In 2022, this route was only able to operate for one board period before its suspension. With the many summer events at The Exhibition and Ontario Place, this route was suspended most days of the week due to road closures in and around the area. In particular, the City's ActiveTO initiative closing Lake Shore Blvd from Windermere Rd to Stadium Rd made the 174 Ontario Place-Exhibition route impossible to operate on weekends, the days we expect most customers would want to travel to Trillium Park in Ontario Place. As a result, a decision was made to suspend the route for the season. ActiveTO and summer events are expected to continue in 2024 and beyond. As such, it is recommended that the 174 Ontario Place-Exhibition be cancelled. This route should not be considered again until there is a protected bus roadway between Exhibition Loop and Ontario Place.

175 Bluffer's Park (now 201 Bluffer's Park)

Weekday Service Proposal

City Wards: Ward 20 – Scarborough Southwest

In May 2018, the TTC piloted a new seasonal bus service to Bluffer's Park as a sustainable alternative for the growing number of visitors to the park. As part of the 2021 Annual Service Plan, weekend service was reviewed. The route was ultimately adopted as part of the TTC's regular service offering for seasonal services due to positive customer reception and ridership meeting our service standards.

As a result of increasing customer demand for transit services to Bluffer's Park and Beach, A pilot of a weekday service on the 201 Bluffer's Park was implemented in summer 2023, with service running from 10:00 a.m. to 10:00 p.m. It is recommended that a post-implementation review be undertaken as part of the 2025 Annual Service Plan.

6.6. Other Routes

12 Kingston Rd

New Branch Review

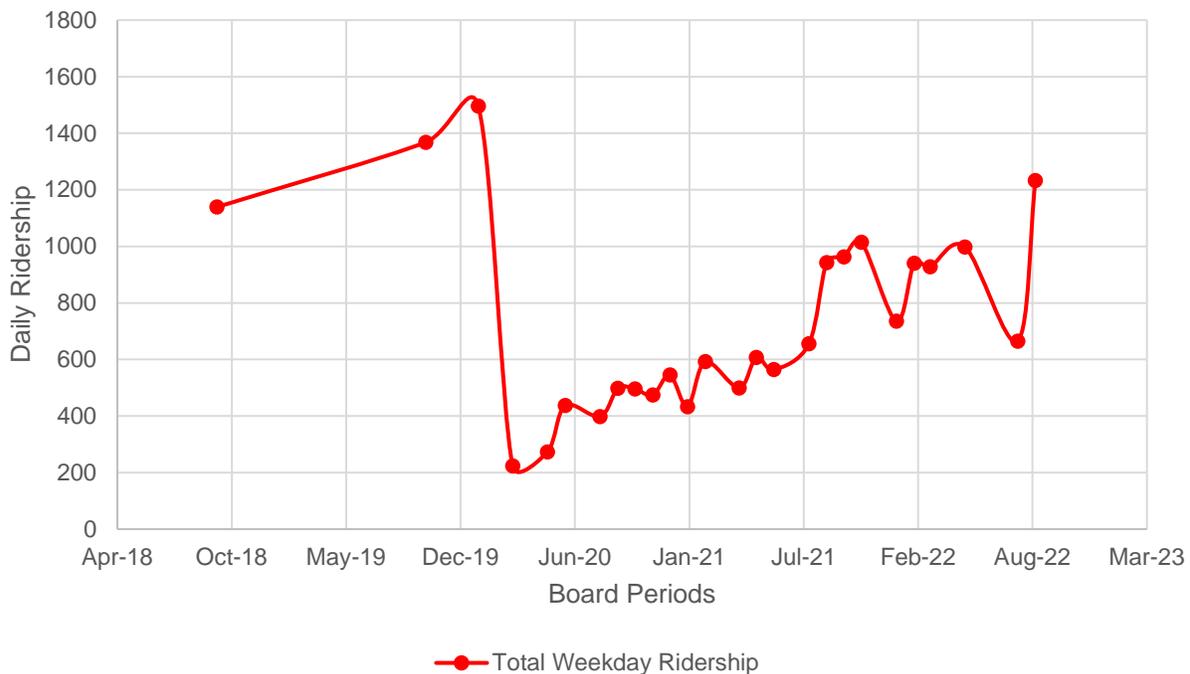
City Wards: Ward 19 – Beaches-East York, Ward 20 – Scarborough Southwest, Ward 24 – Scarborough Guildwood

Since October 2018, the TTC has been piloting a new branch on the 12 Kingston Rd, providing peak period service from Victoria Park Station to the University of Toronto Scarborough. This provides a continuous service along the Kingston Rd corridor from Monday to Friday during peak periods. As of the latest ridership count, approximately 650 customer trips are made during peak 12D Kingston Rd service periods.

Based on the ridership data from the new branch, the service meets the TTC’s service standards for customer boards per service hour, inclusive of equity-weighted boardings being applied. The service was introduced prior to the COVID-19 pandemic, with an average of 1,150 customer trips during peak periods in 2018. From 2022 to the present day, ridership during peak periods continues to stabilize.

As part of the 2023 Annual Service Plan, service on the 12C Kingston Rd branch, operating from Victoria Park Station to St Clair Ave East, will be replaced by service on the 12D Kingston Rd branch in the midday and early evening periods, from Monday to Friday. This will provide continuous service along the Kingston Rd corridor during high-ridership off-peak periods.

12D Kingston Rd - Ridership Trend



	12D Kingston Rd boardings per service hour (equity weighting)	Standard for boardings per service hour
Weekday Peak	37	20

Based on the above, it is recommended that service on the new branch be accepted and formally added to the TTC network and that midday and early evening service from Monday to Friday on the 12D Kingston Rd branch be reassessed after a sufficient amount of data is collected following the institution of these periods of operation.

39C Finch East

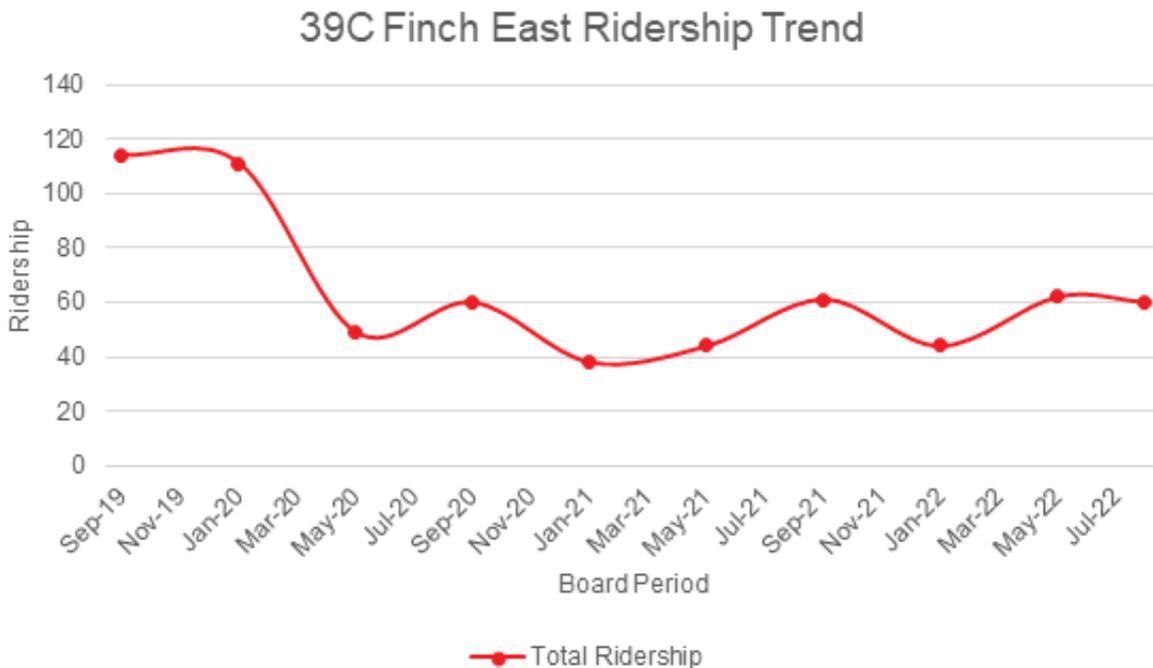
New Branch Review

City Wards: Ward 17 – Don Valley North

In March 2016, the TTC adjusted the 39 Finch East service by introducing service on the 39C (Finch Stn-Victoria Park and Gordon Baker) branch. This branch resulted in improved service between Finch Station and Victoria Park Ave via Finch Ave East and improved service on Victoria Park Ave between Finch Ave East and Gordon Baker Rd. This adjustment also expanded service to employment areas surrounding Victoria Park Ave, McNicoll Ave, and Gordon Baker Rd. This branch operates Monday to Friday during the morning and afternoon peak periods only. As of the latest ridership count, approximately 550 customer trips are made on this branch during the weekday.

This service change should be considered together with the 42 Cummer (see page 114), as the 42C (Finch Stn-Victoria Park) branch was reinstated in January 2022 to provide additional service to employment areas surrounding Victoria Park Ave, McNicoll Ave, and Gordon Baker Rd.

Ridership data was obtained for stops located on Victoria Park Ave, Gordon Baker Rd, and Harold Evans Cres. Based on the ridership data, the service does not meet the TTC's service standards for customer boards per service hour. While ridership on this route dropped significantly in March 2020, ridership at those stops only serviced by the 39C branch has recovered at a much slower rate than the system average of 75%. Approximately 50% of pre-pandemic ridership has returned to this branch at the abovementioned stops.



	39C boardings per service hour	Peak standard for boardings per service hour
Morning Peak	13	20
Afternoon Peak	13	20

Together with the service change to the 42 Cummer, the introduction of service on the 39C (Finch Stn-Victoria Park and Gordon Baker) branch does not meet performance standards. The reinstatement of service on 42C (Finch Stn-Victoria Park) likely explains why ridership has recovered at a rate lower than the system average.

This branch is anticipated to meet the TTC’s service standards for customer boards per service hour if service on the 42C branch is removed, further increasing service productivity in this area. Based on this, it is recommended that the 39C branch be accepted and formally added to the TTC network when considered alongside adjustments to the 42 Cummer.

42C Cummer

Branch Review

City Wards: Ward 17 – Don Valley North

In February 2022, the TTC adjusted service on the 42 Cummer by reinstating service on the 42C (Finch Stn-Victoria Park) branch. This branch was temporarily removed from service in March 2020 due to decreased ridership resulting from the COVID-19 pandemic. Reinstating service on this branch resulted in improved service between Finch Station and Victoria Park Ave via Cummer Ave and McNicoll Ave and expanded service to employment areas surrounding Victoria Park Ave, McNicoll Ave and Gordon Baker Rd. This branch operates Monday to Friday during the morning and afternoon peak periods only. As of the latest ridership count, approximately 560 customer trips are made on this branch during the weekday.

This service change should be considered together with the 39 Finch East (see page 112), as the 39C (Finch Stn-Victoria Park and Gordon Baker) branch was introduced in March 2016 to provide additional service to employment areas surrounding Victoria Park Ave, McNicoll Ave and Gordon Baker Rd.

Ridership data was obtained for stops located on Victoria Park Ave, Gordon Baker Rd, and Harold Evans Cres. Based on the ridership data, the service does not meet the TTC's service standards for customer boardings per service hour. In addition, while ridership on this route dropped significantly in March 2020, ridership at those stops only serviced by the 42C branch has recovered at a faster rate than the system average of 75% and is approaching pre-pandemic levels.

	42C boardings per service hour	Peak standard for boardings per service hour
Morning Peak	8	20
Afternoon Peak	15	20

Together with the service change to the 39 Finch East, the reinstatement of service on the 42C (Finch Stn-Victoria Park) branch does not meet performance standards. However, ridership recovery has been faster than the system average. The presence of essential workplaces in the surrounding service area could explain this trend. Based on the above, it is recommended that the 42C (Finch Stn-Victoria Park) branch be removed from the network as comparable service to the area surrounding Victoria Park Ave, McNicoll Ave and Gordon Baker Rd is provided by the 39C branch. This adjustment is further recommended as travel time from this area to Finch Station is significantly less via the 39C compared to the 42C, therefore increasing travel time savings for customers. In addition, it is anticipated that the 39C branch will meet the TTC's service standards for customer boards per service hour if this adjustment is implemented, further increasing

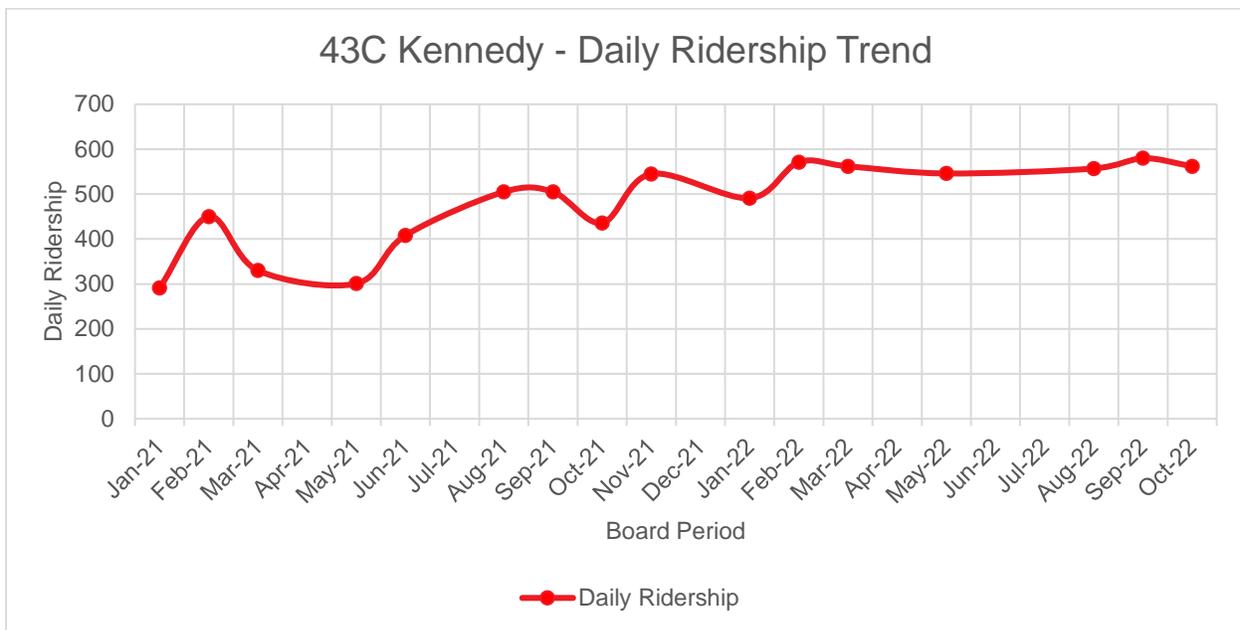
service productivity in this area. Resources saved from this adjustment will be reallocated to the 42A (Finch Stn-Middlefield and Dynamic) branch, increasing service along the full Cummer Ave and McNicoll Ave corridor.

43C Kennedy

Village Green Branch Review

City Wards: Ward 21 - Scarborough Centre, Ward 22 - Scarborough-Agincourt

In November 2020, as part of the 2020 Annual Service Plan, the 43C Kennedy was introduced, operating from Kennedy Station to Village Green Square. The initial strategy within the 2020 ASP was to divert service from the existing A and B branches into the Village Green Square neighbourhood, but it was recommended by TTC staff that “additional travel time for existing riders overwhelms the potential benefit to existing and potential riders. Some improvement in access is possible by changes to the pedestrian environment”. However, through collaboration with the local councilor, the service was introduced as a new branch to avoid impacting existing passengers. It initially operated every 30 minutes during peak periods. It currently operates every 20 minutes in the a.m. peak and 22 minutes in the p.m. peak. As of the latest ridership count, approximately 560 customer trips are made on this branch during the weekday, with about 90 customers boarding at Village Green Square. The remaining customers board along the Kennedy Rd corridor.



	43C boardings per service hour	Peak standard for boardings per service hour
Morning Peak	31	20
Afternoon Peak	33	20

While the 43C branch met the service standards metrics, ridership data indicated a shift in ridership from the 43A branch, resulting in a lower net gain in passengers. The 43A branch consistently outperformed the expected ridership recovery rate during the COVID-19 pandemic. However, after the introduction of the 43C branch, the 43A branch experienced a decline in ridership recovery that was similar to the gain in ridership to the 43C branch.

Considering these factors, the 43C branch failed to reach the target for new riders per net dollar, did not meet the threshold for ridership productivity in most board periods, and had a net cost per passenger of \$4.59. Therefore, continuing the 43C service to Village Green Square is not recommended. Further analysis is needed to determine the long-term impact of the 43C branch, as the COVID-19 pandemic has made separating ridership growth from ridership recovery challenging. The impact of the 943 Kennedy Express on the 43 Kennedy local service also requires further analysis. The 943 was added and quickly removed in October 2021 due to operator availability and re-added in May 2022. Service was removed once again in March 2023 as part of service realignment initiatives. Initial ridership data suggests that the 943 could be a better use of resources than the 43C branch for the Kennedy corridor, but more ridership data is needed to make a conclusive determination.

60C Steeles West

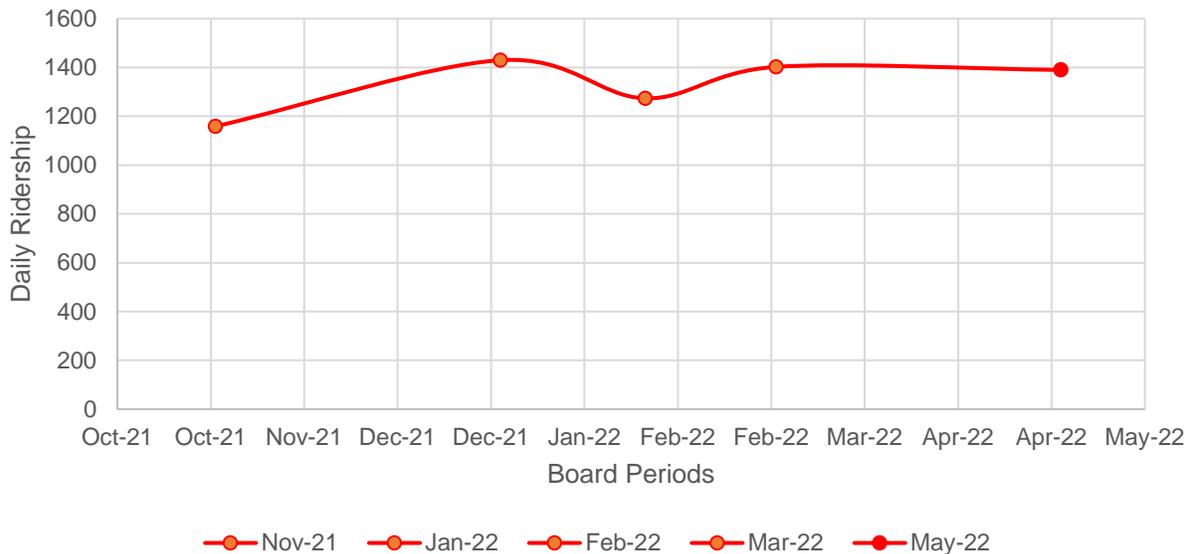
Branch Service Review

City Wards: Ward 1 – Etobicoke North, Ward 7 – Humber River-Black Creek

Since November 2021, the TTC implemented a new 60C Steeles West branch that operates during the daytime, operating from Pioneer Village Station to Kipling and Steeles Loop, to provide the necessary service capacity on Steeles Ave West between Line 1 and Kipling Ave. As of the latest ridership count, approximately 1,390 customer trips are made daily on the 60C Steeles West branch.

Based on the ridership data, the service meets the TTC’s service standards for customer boards per service hour, inclusive of equity-weighted boardings being applied. In addition, this new branch was implemented during the COVID-19 pandemic, and ridership continues to stabilize.

60C Steeles West - Ridership Trends



	60C Steeles West boardings per service hour (equity weighting)	Peak standard for boardings per service hour
Weekday Peak	48	20
Weekday Off-Peak	16	10

This branch is being eliminated as part of the service realignment initiatives being undertaken in 2023; however, this analysis justifies the need for additional capacity along Steeles Ave West between Pioneer Village Station and Kipling Ave. As part of the Line 6 Surface Network Plan, the new 166 Toryork route will provide additional service on Steeles Ave West to Islington Avenue during the peak periods. However, given the demand for the service on Steeles Ave West during the daytime, an additional period of service may be required on the 166 Toryork. Service between Kipling Ave and Steeles Ave West will be reviewed as part of the 2025 Annual Service Plan.

119 Torbarrie

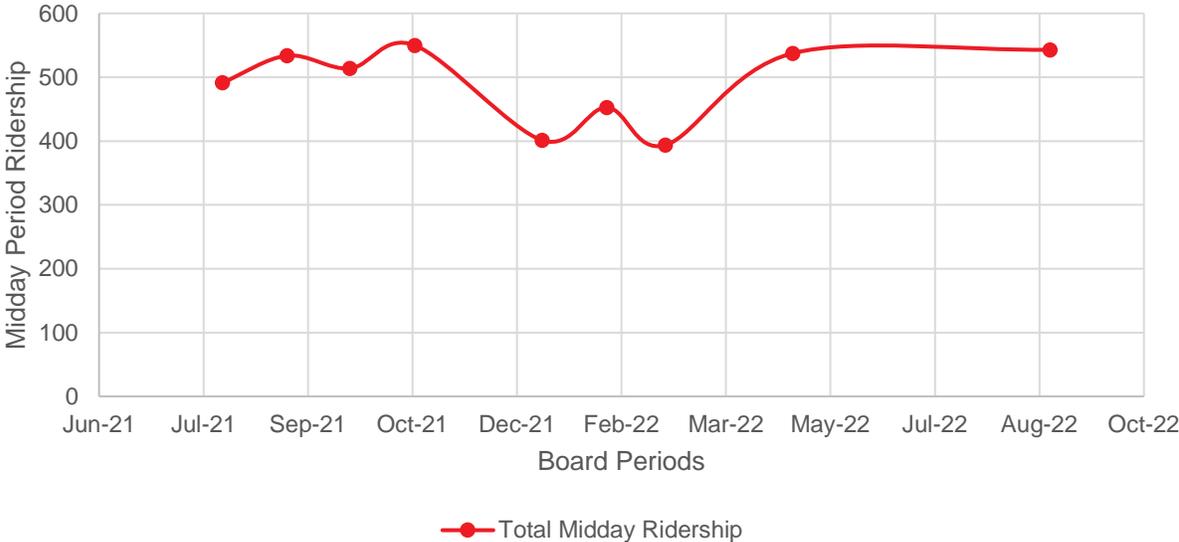
Midday Service Review

City Wards: Ward 6 – York Centre, Ward 7 – Humber River-Black Creek

Since May 2021, the TTC piloted midday bus service on the 119 Torbarrie that provided additional service to reduce crowding on routes that operate between Wilson Station and Highway 400, as well as to increase transit service coverage around the Highway 400 employment lands. The 119 Torbarrie only operates in the peak and midday periods, Monday to Friday. As of the latest ridership count, approximately 540 customer trips are made during the midday period of the 119 Torbarrie service.

Based on the ridership data from the midday period, the service meets the TTC’s service standards for customer boards per service hour, inclusive of equity-weighted boardings being applied. The service was introduced during the COVID-19 pandemic, with an average of 520 customer trips during the midday period in 2021. From 2022 to the present day, ridership continues during the midday period continues to stabilize.

119 Torbarrie - Midday - Ridership Trends



	119 Torbarrie boardings per service hour (equity weighting)	Peak standard for boardings per service hour
Midday	41	10

As part of the Line 6 Surface Network Plan, the 119 Torbarrie will have a new peak-only 119B branch to Weston Rd and Fenmar Dr via Arrow Rd, Finch Ave West and Weston Rd to replace the 36F Finch West branch. This branch will provide additional service along Arrow Road and to major workplaces like the TTC’s Arrow Road Division. In the midday

period, the 119A branch will be extended to TTC's Arrow Road Division to provide additional bus operator and employment connections.

Based on the above, it is recommended that service in the midday period be accepted and formally added to the TTC network and that midday service on the new 119A Torbarrie branch be reassessed after sufficient data is collected following the opening of Line 6 Finch West.

121 Esplanade-River

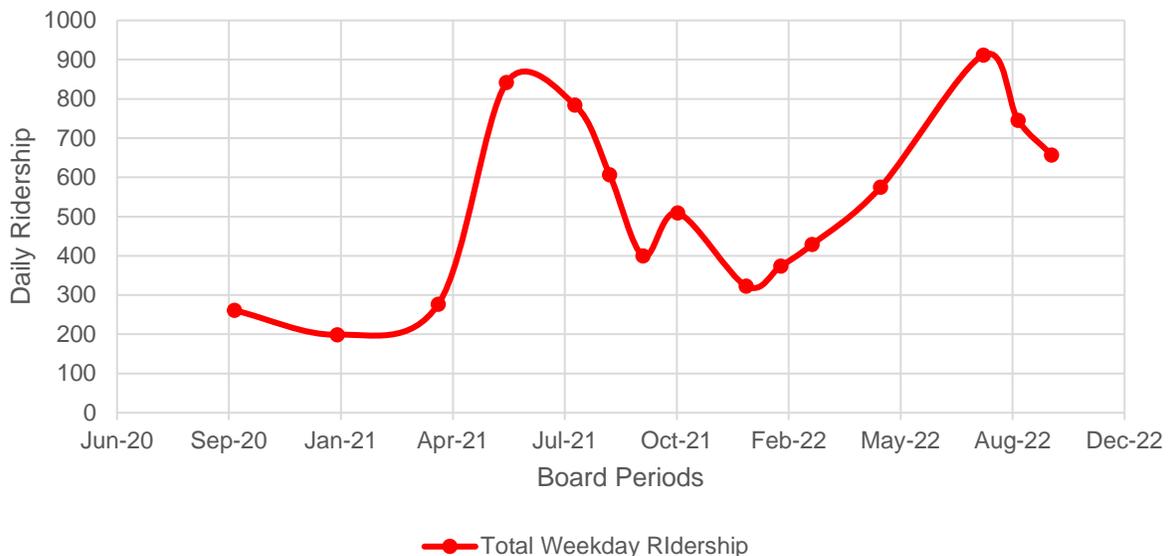
New Routing Review

City Wards: Ward 10 – Spadina-Fort York, Ward 13 – Toronto Centre, Ward 14 – Toronto-Danforth

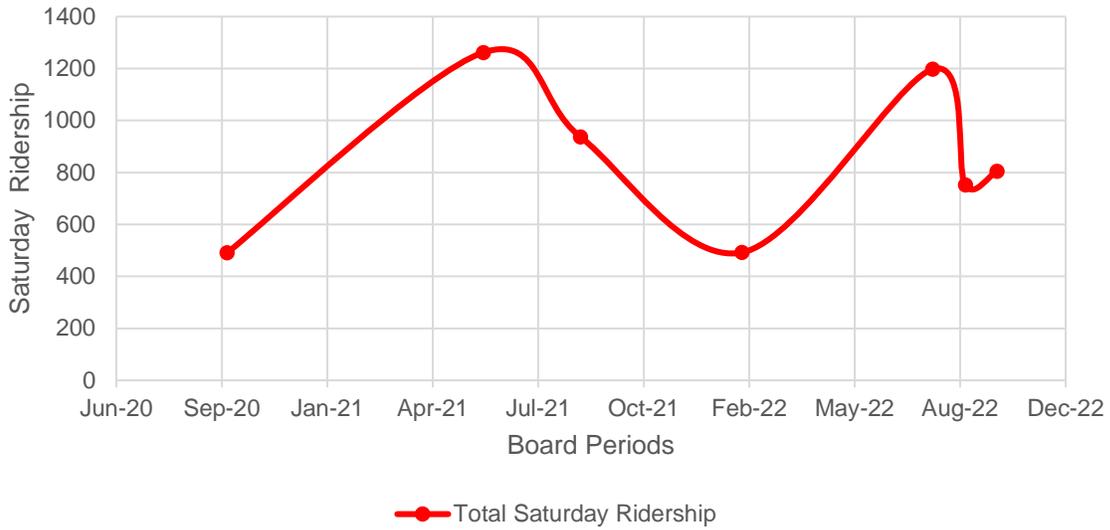
Since October 2021, the TTC piloted a new 121 Esplanade-River route, as per the recommendation made in the post-implementation review for the former 121 Fort York-Esplanade route in the 2021 Annual Service Plan. As part of the new route structure, service was removed along Front St West, west of Union Station, Blue Jays Way and Fort York Blvd. However, the new route provided new transit service along River St, new connections to and from the Corktown and Regent Park neighbourhoods and Bridgepoint Hospital.

The latest ridership counts show that approximately 650 daily customer trips are made from Monday to Friday, 800 customer trips are made on Saturdays and 550 customer trips are made on Sundays and holidays.

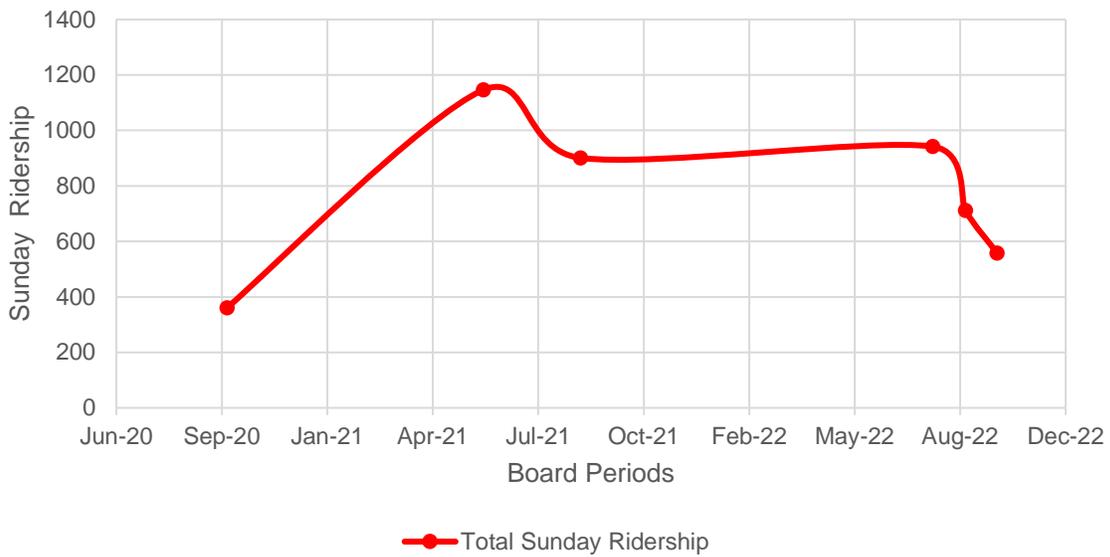
121 Esplanade-River - Weekday Ridership Trend



121 Esplanade-River - Saturday Ridership Trend



121 Esplanade-River Sunday Ridership Trend



	121 Esplanade-River boardings per service hour (equity weighting)	Standard for boardings per service hour
Weekday Peak	12	20
Weekday Off-Peak	9	10
Saturday	11	10
Sunday	9	10

Based on ridership forecasts for this route, the proposed service does not meet the TTC's standards for customer boardings per service hour on weekdays, Sundays and holidays. However, concerning ridership, the 121 River-Esplanade has performed better than the former 121 Fort York-Esplanade. With new and emerging travel patterns developing post-pandemic and as the neighbourhood evolves, we recommend continuing this pilot for another year, with the potential addition of new stops to improve service performance.

The route will be re-evaluated as part of the 2025 Annual Service Plan.

Appendix 5: Roads with Transit Service Added or Removed

1.0. Introduction

Appendix 5 outlines streets, or segments of streets in the City of Toronto that have routing changes resulting in new transit service being introduced or existing transit service being completely removed.

2.0. Roads with service introduced– 2024 Annual Service Plan

Roads with Service Introduced	Routes Impacted
Avenue Rd from Chaplin Cres to Eglinton Ave)	13 Avenue Road
Sanderstead Ave	18 Caledonia
Bowie Ave (from Sanderstead Ave to Caledonia Rd)	18 Caledonia
Millwick Dr (from Islington Ave to Milvan Dr)	166 Toryork
Bresler Dr	906 Airport-Humber Express
Campus Rd (from Bresler Dr to Elmbank Rd)	906 Airport-Humber Express
Viscount Rd (from Elmbank Rd to American Dr)	906 Airport-Humber Express
American Dr (from Viscount Rd to Airport Rd)	906 Airport-Humber Express
President's Way	37A Islington 906 Airport-Humber Express 927 Highway 27 Express
Tapscott Rd (from Ironside Cres to Passmore Ave)	130C Middlefield
Strachan Ave (East Liberty St to Fleet St)	63 Ossington
Scarsdale Rd	151 Leslie North
Bond Ave (Leslie St to Scarsdale Rd)	151 Leslie North
Fifeshire Rd (Carluk Crescent to Bayview Ave)	78 St Andrews
Bayview Mews Ln	78 St Andrews
Ness Dr	122 Graydon Hall
Fenside Dr (Lynedock Cres to York Mills Rd)	122 Graydon Hall
Port Union Rd (Island Rd to Lawson Rd)	200 Toronto Zoo
Orton Park Rd (Brimorton Dr to Ellesmere Rd)	154 Curran Hall
Collinsgrove Rd	54 Lawrence East

3.0. Roads with service removed – 2024 Annual Service Plan

Roads with Service Removed	Routes Impacted
Jesmond Ave (from Vaughan Rd to Oakwood Ave)	90 Vaughan
Oriole Pkwy (from Eglinton Ave to Oxtan Ave)	13 Avenue Rd
Alness St (from Martin Ross Ave to Supertest Rd)	107 Alness-Chesswod
Fenside Dr (Roywood Dr to Lynedock Crescent)	122 Graydon Hall
Dorothy St	31 Greenwood
Hiltz Ave (from Queen St East to Dorothy St)	31 Greenwood
Atlantic Ave King St West (Atlantic Ave to Shaw St)	63 Ossington
Orton Park Rd (Lawrence Ave E to Brimorton Dr)	54 Lawrence East