



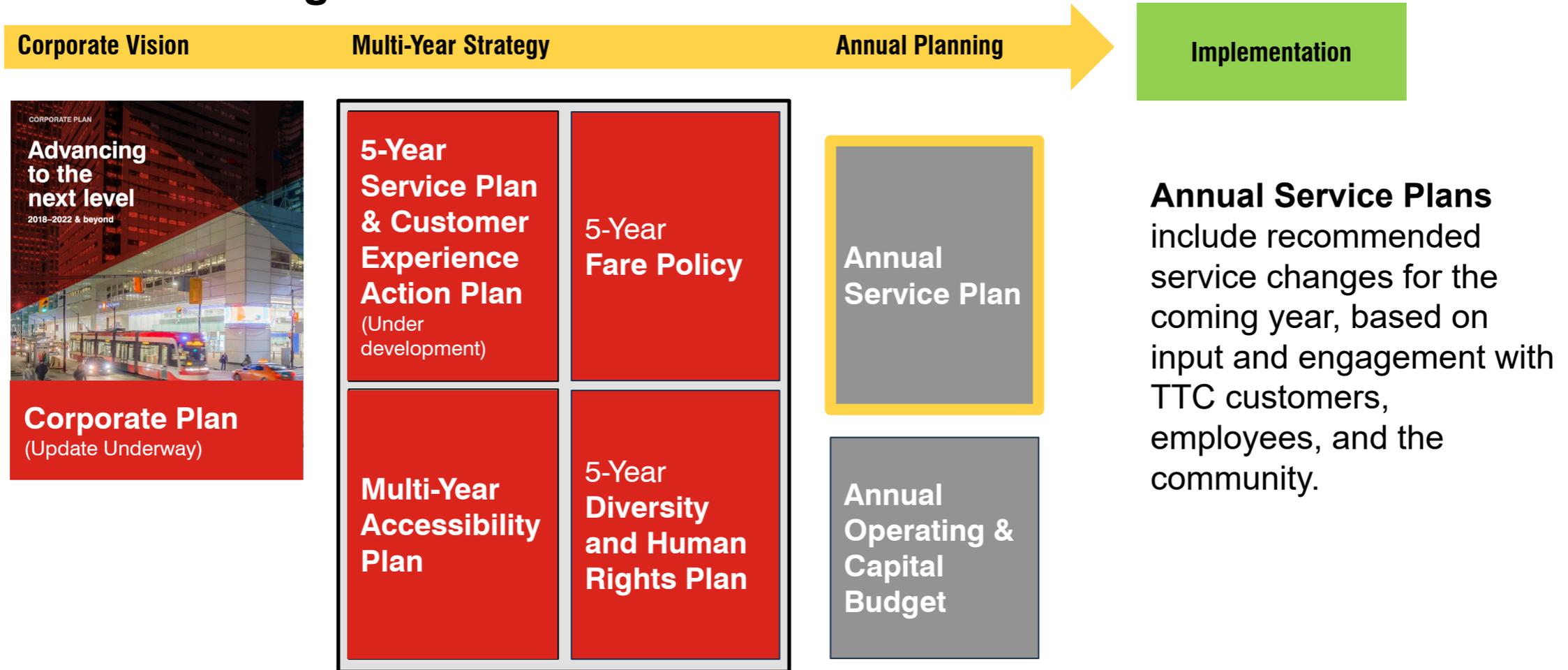
Back Together: 2024 Annual Service Plan

TTC Board Meeting
November 22, 2023

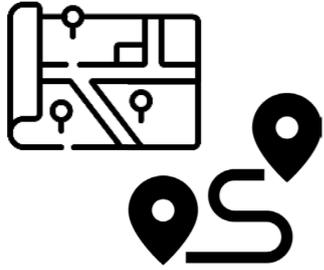


What is an Annual Service Plan (ASP)?

TTC's Planning Framework



2024 Annual Service Plan



Focuses on route changes and priorities in a more stable context. Influences needs for inclusion in 2024 service budget.

2022
2023
2024

Inclusive of two years of consultation and engagement, integrating and reviewing plans not yet implemented.

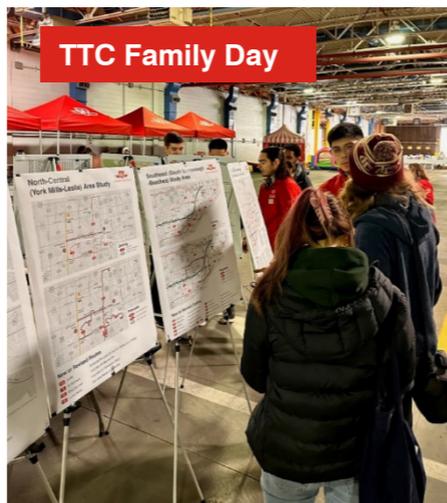


Plan reflects early findings of 5-Year Service Plan, focusing on key customer groups. Development of 2025 ASP will begin in new year.



Consultations and Public Engagement

The Annual Service Plan included multiple rounds of in-person and online engagement.



8,500+

customers, employees,
residents engaged



37

Outreach events across
the city – at stations,
community centres, bus
and streetcar divisions



12

Virtual meetings with
city-wide stakeholders



Back Together

As we move forward from the pandemic, Torontonians have **come back together on transit** – many of those who didn't ride during the pandemic are rejoining those who never left.

In 2024, we will continue to rebuild the transit culture that makes Toronto liveable, sustainable, and prosperous.

KEY THEMES

- 1. Improving on the basics**
- 2. Making stronger connections**
- 3. Doing disruptions differently**

1

Improving on the basics

Aligning service to stabilizing ridership patterns

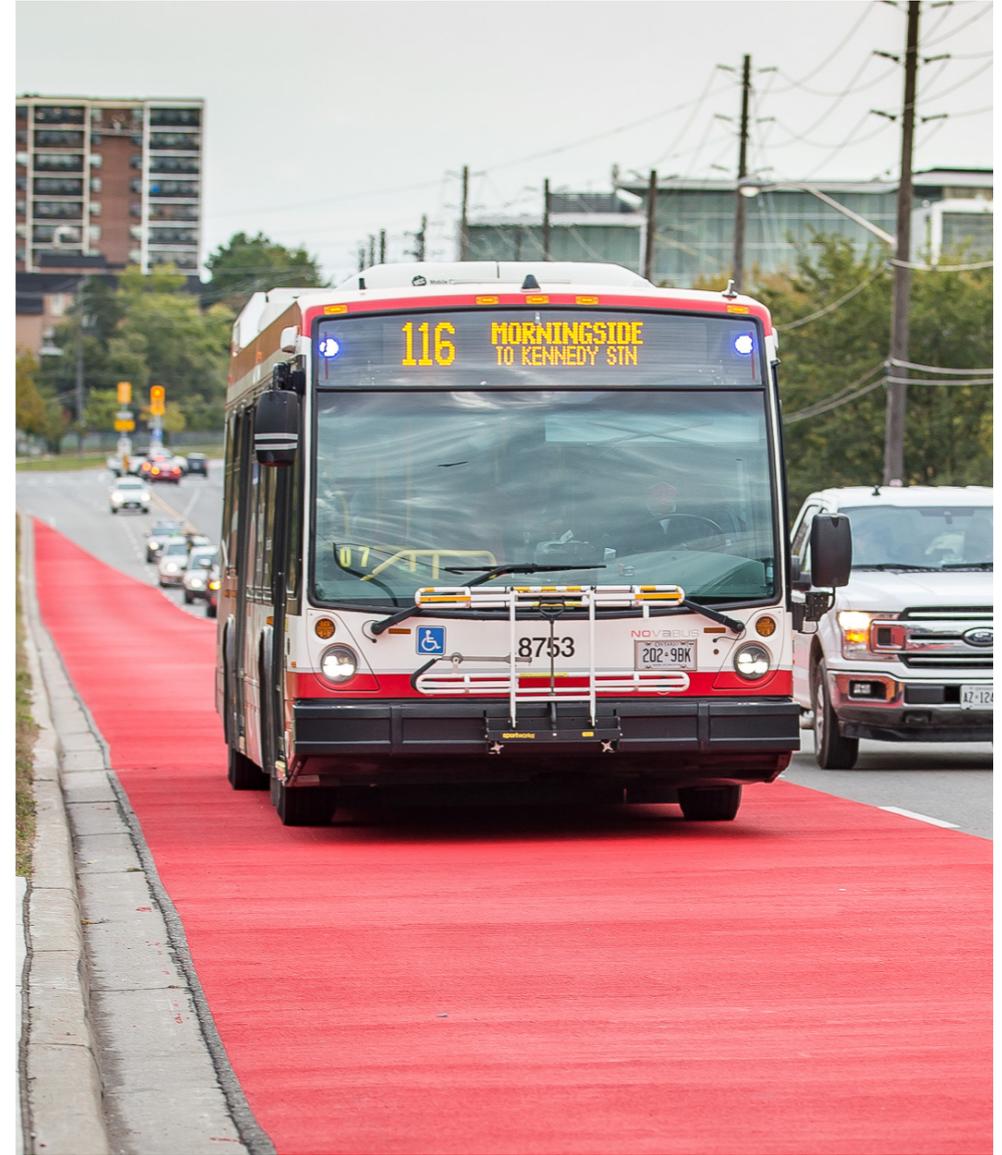
Evolving and improving equity-focused planning

Regular reporting of service against service standards

Build upon foundation of service reliability program

Addressing gaps at start and end of regular service

Introduce improvements to real-time customer information



Building on Service Reliability

Action 5.1d

Build on the foundation of the service reliability program to further improve the customer journey

Continue the multidisciplinary approach to improve service reliability – expanding beyond on-time performance and adding emphasis on consistent, well-spaced, and completed service.

Adjusting schedules to reflect conditions



100+

routes with revised schedules in 2022-23

2024:

- Focus on weekend schedules
- Shoulder period focus
- Vehicle crowding analysis

Reviewing current measures for service reliability



Building upon on-time departures from terminals

- Differentiate based on route characteristics
- Assess timeliness of arrivals
- Additional measures for construction or routes with terminal constraints

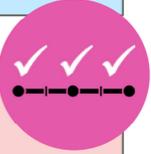
Supporting operations



Bus and streetcar supervisors at stations to support front-line staff

- Provides visible supervisory presence for service and for customer service
- Timely response to incidents

Expanding mid-route management, focusing on bunching and gapping, and reducing terminal congestion



- Trial projects planned for 47 Lansdowne, 63 Ossington and 504 King in early 2024

2

Making Stronger Connections

Adjust routes across the city to make better connections

Service changes to support the opening of LRT lines

Monitor and adjust Line 3 Bus Replacement

Improve connections to GO Transit



Southeast (South Scarborough -Beaches) Area Study

What We Heard...
 Multiple transfers required to travel across Kingston Road and Queen Street corridors during off-peak periods when the 123 Kingston Rd and the 503 Kingston Rd are not operating.
 Inconsistent service on branches of the 22 Coxwell and the 51 Greenwood during different times of day is confusing.
 Loop routing of the 68 Warden South leads to onboard waits on Kingston Road.

What We Propose...
 Better serve employment, commercial and recreational areas located along Kingston Road, especially during off-peak periods.
 Directly Connect to new all-day, every-day 523 Kingston Rd streetcar service.
 Simplify routing and provide consistent service during more periods of the week for the 22 Coxwell and the 51 Greenwood.
 Improve customer experience through a new 117 Birchmount South and extended 68 Warden South to St Clair via Kingston Rd.

Considerations
 Changing post-pandemic travel patterns.
 New and future residential and mixed-use development in the area.
 Possibly long trips as a result of new transfers or longer walking distances.

Equity

Women Better cross-corridor trip chaining as a result of more consistent service.	Low-Income Improved connectivity for students at the University of Toronto Scarborough.	Shift Workers More consistent service to the Birchmount South employment lands.
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Study Area Background

Land Use

Area Local Routes

- 22 Coxwell
- 51 Greenwood
- 68 Warden South
- 503 Kingston Rd

Area Connectors

- 68 Warden South
- 117 Birchmount South
- 118 Greenwood
- 119 O'Connor
- 503 Kingston Rd

Key Statistics

12,990 boardings per day of impacted routes	3 Neighbourhood improvement Areas (NIAs) in study area
85,061 Residents in study area impacted	17,432 Jobs in study area impacted

Southeast (South Scarborough -Beaches) Study Area

Base Network

- 22 Coxwell
- 51 Greenwood
- 68 Warden South
- 503 Kingston Rd

Proposed Network

- 114 New routes
- 22 Route adjustments
- 51 Other area route
- 503 Service removed

New or Revised Routes

123 Kingston Rd	Victoria Park Stn-St Clair	68 Warden South	Coxwell Stn-Eglinton
123 Kingston Rd	Victoria Park Stn-LTSC	117 Birchmount South	Coxwell Stn-Warden Stn
22 Coxwell	Coxwell Stn-Queen	118 Greenwood	Warden Stn-Victoria Park (Bingham Loop)
51 Greenwood	Greenwood Stn-Eastern	119 O'Connor	Main Street Stn-Warden Stn
68 Warden South	Replaced by 114 & 117	503 Kingston Rd	York-Victoria Park (Bingham Loop)



2

Making Stronger Connections

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



8 Area Studies



50+ New or modified routes/branches



68K Daily boardings on impacted routes



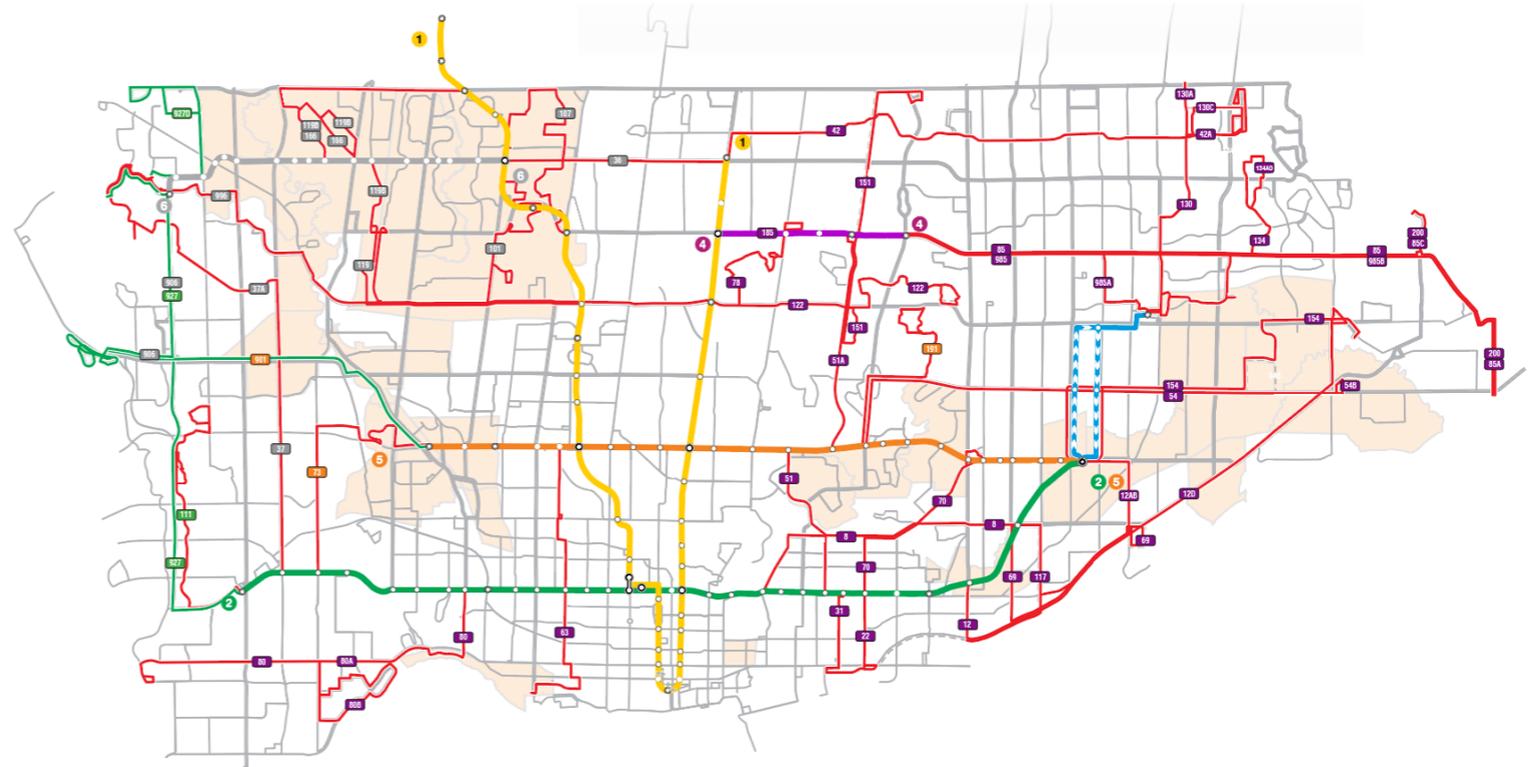
11 Neighbourhood Improvement Areas impacted



460K Residents in impacted study areas



138K Jobs in impacted study areas

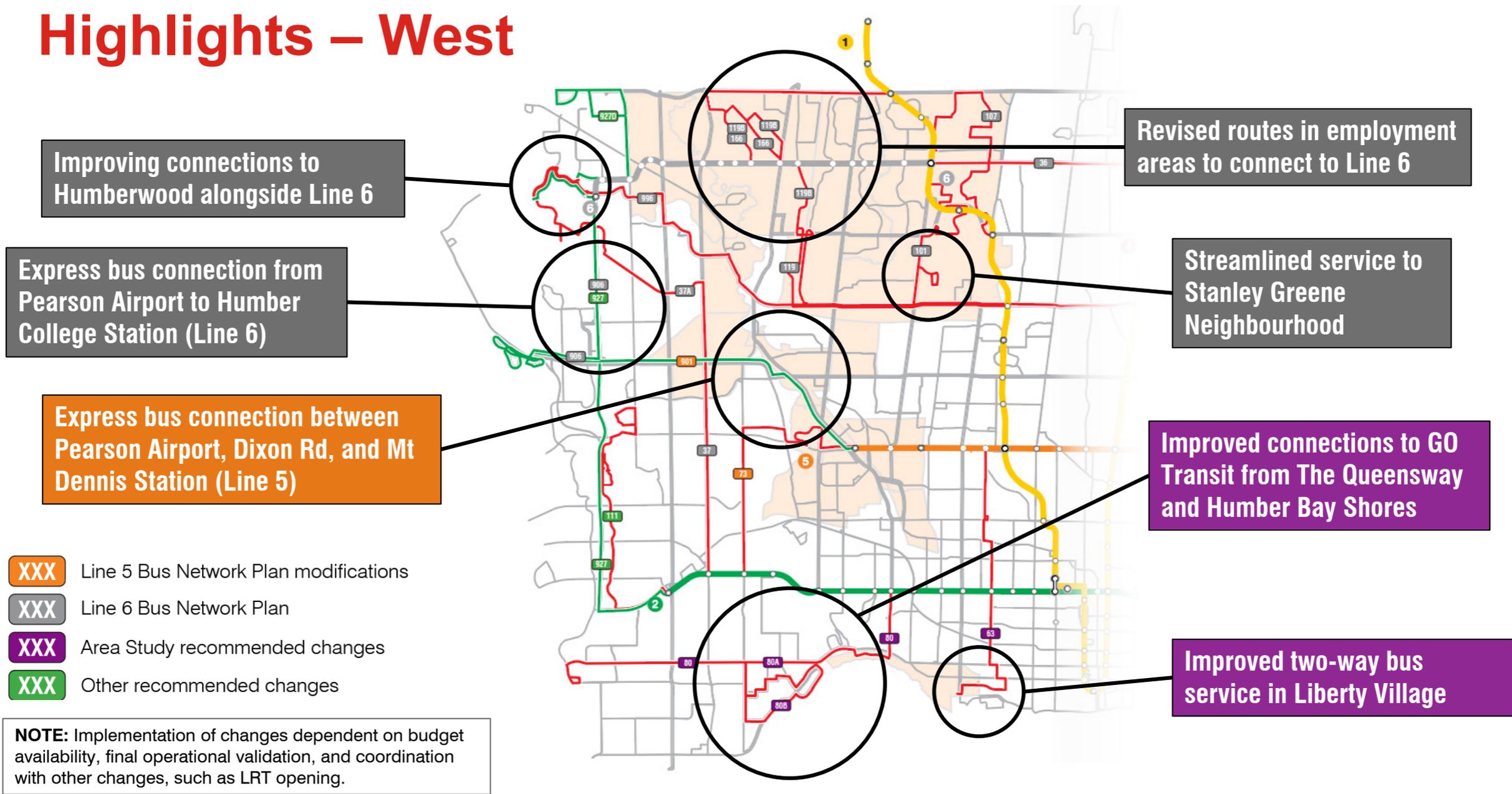


XXX Line 5 Bus Network Plan modifications
XXX Line 6 Bus Network Plan

XXX Area Study recommended changes
XXX Other recommended changes



Highlights – West



Highlights – East

Restructured bus service on northern section of Leslie St

Improved local connectivity to Bayview Village

New bus route connecting Underhill Dr, Don Mills Rd, and Line 5

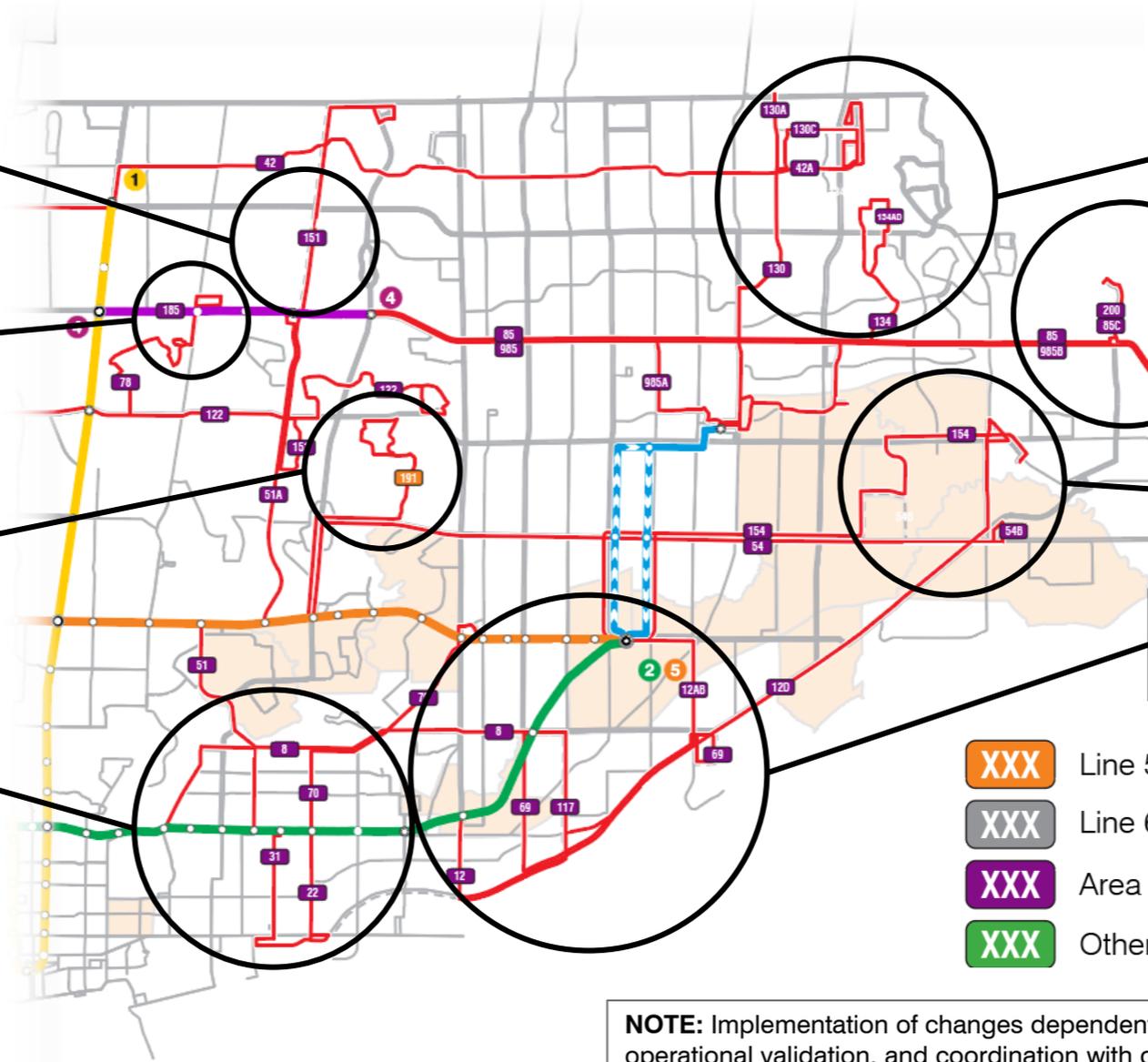
Changes to service in East York
(Note: implemented alongside construction changes in 2023)

Extended service into new employment areas in northeast Scarborough

New seasonal service connecting to Toronto Zoo (implemented in 2023)

Revised service in Lawrence East corridor

Route changes in Southwest Scarborough



- XXX Line 5 Bus Network Plan modifications
- XXX Line 6 Bus Network Plan
- XXX Area Study recommended changes
- XXX Other recommended changes

NOTE: Implementation of changes dependent on budget availability, final operational validation, and coordination with other changes, such as LRT opening.



3

Doing disruptions differently

Adopt and communicate construction planning guidelines

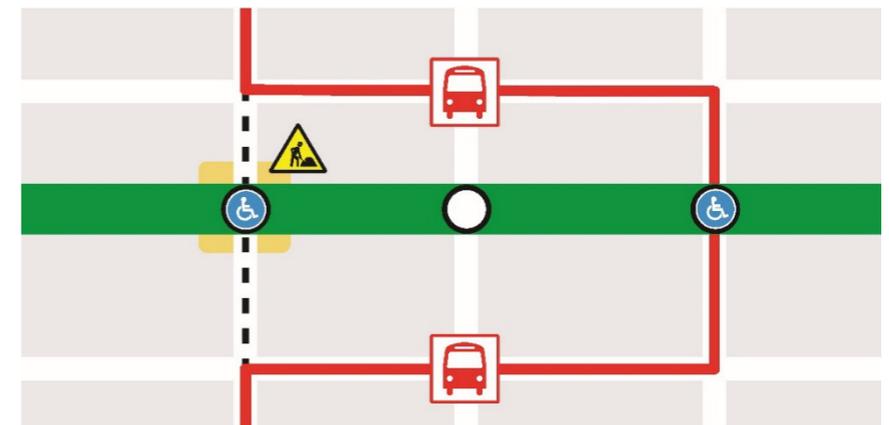
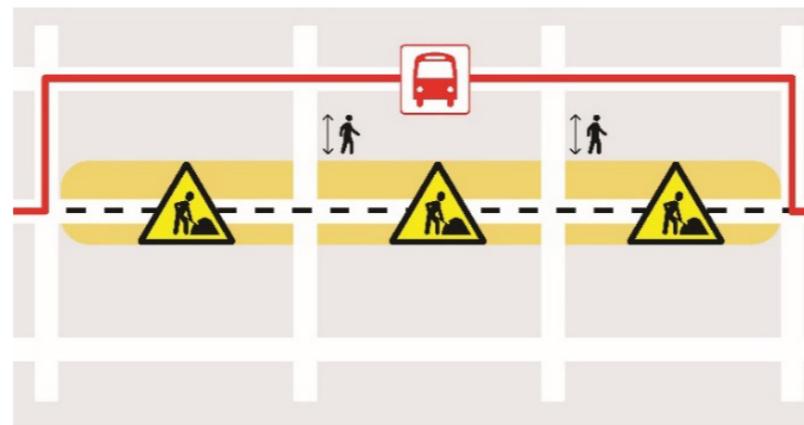
Improve process for service disruptions

Leverage construction to test service initiatives

Construction service guidelines were developed based on customer surveys and feedback. Examples of what we heard --

Consistency in planned detours across all stages of construction and/or provide more frequent service on parallel corridors

Diverting to an adjacent, accessible subway station is an acceptable alternative to congestion or other restrictions



3

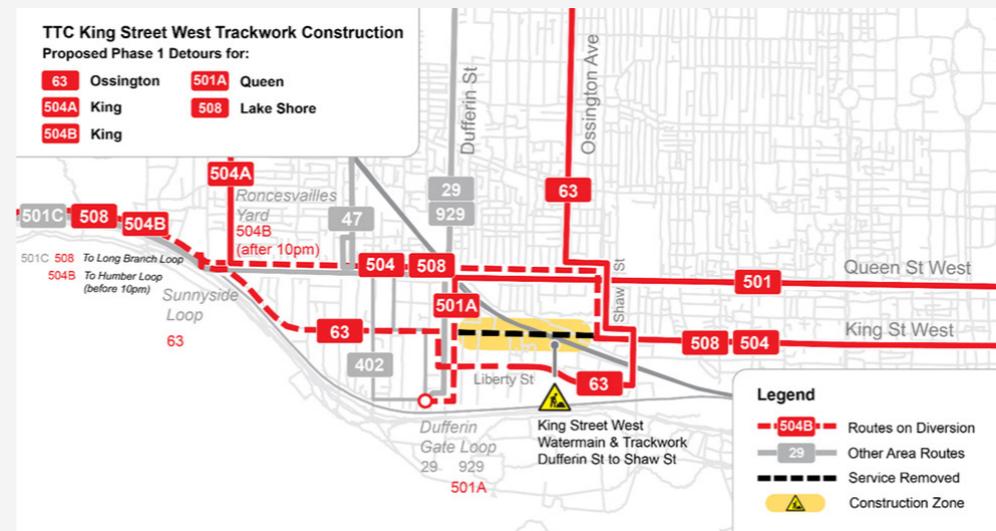
Doing disruptions differently

Major Construction Projects: 2024

	Q1	Q2	Q3	Q4
King Street West (watermain replacement, track replacement)	[Yellow bar]			
Pape Station (bus terminal closure for Ontario Line construction)		[Yellow bar]		
St Clair Avenue corridor (overhead and station upgrades)	[Yellow bar]			
Spadina Avenue/Bathurst Street (overhead upgrades)		[Yellow bar]		
Queens Quay/Fleet (overhead upgrades and watermain)			[Yellow bar]	
Lawrence Station (bus terminal closure for Easier Access program)	[Yellow bar]			

NOTE: Schedules subject to change

King Street West Construction Service
Survey now online to inform service changes starting February 2024



Implications for Service Budget

Annual Service Plan route changes are intended for implementation through reallocation.

Full implementation dependent on flexibility within current capacity versus demand.

Plan developed based on spring 2023 ridership data.

Higher than projected increase in ridership in early September 2023 being monitored to determine service needs.

Approval of Annual Service Plan will enable route changes.

Recommended route changes that cannot be implemented in 2024 will be reported in the 2025 Annual Service Plan.

TTC is currently operating 95% of pre-pandemic regular service.

“Pre-pandemic” is no longer representative of what TTC needs to operate today.

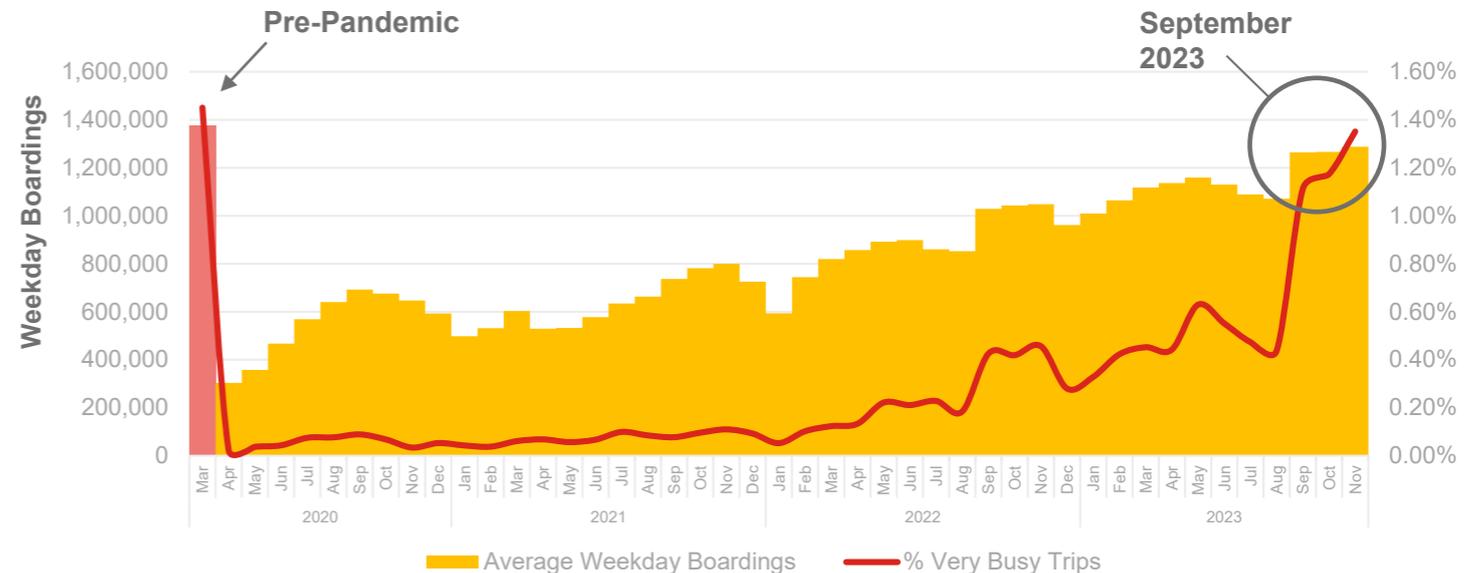
Off-peak boardings over 100% in some periods

Congestion is back and worse in some areas

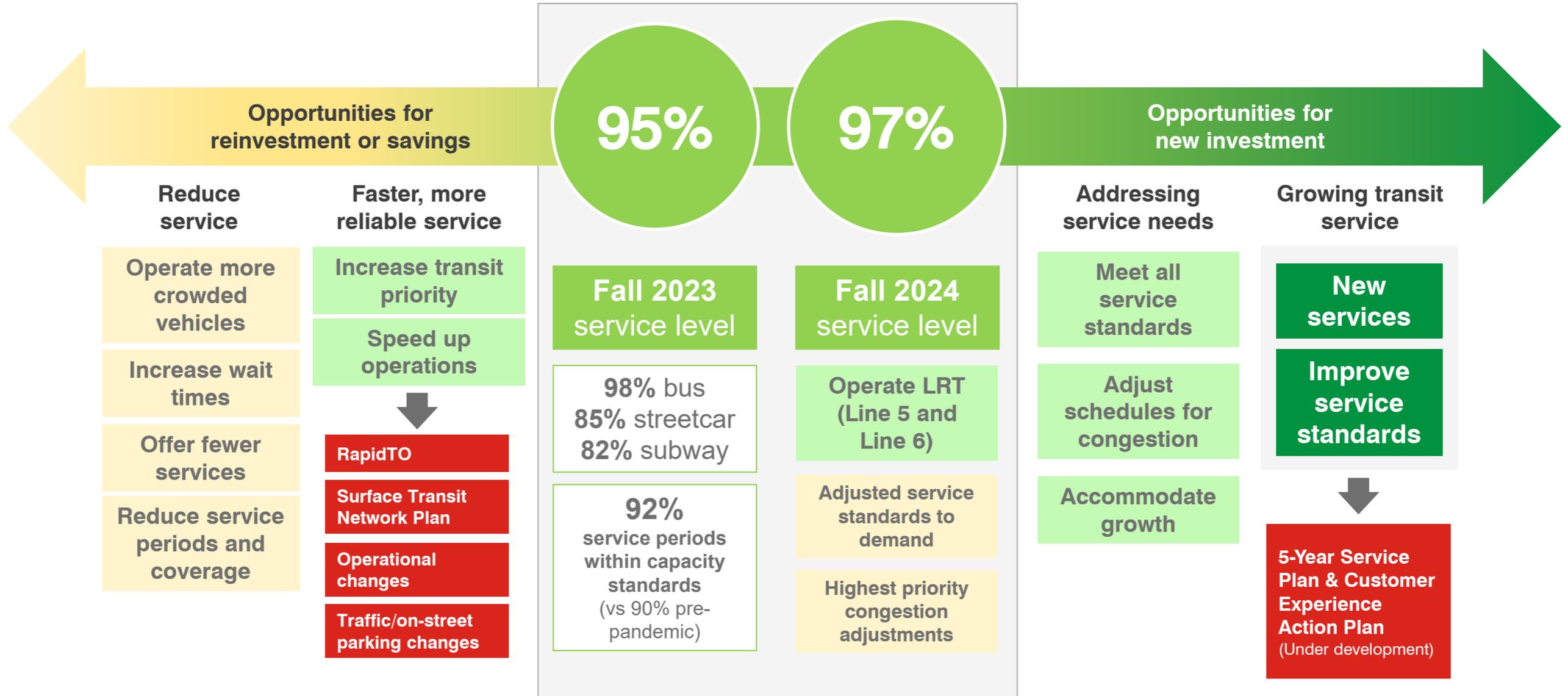
Service did not meet all service standards in 2019

All coverage and periods remain protected

Average Weekday Bus Boardings by Month



Potential Service-Related Budget Directions



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 the 2024 Annual Service Plan Action report for consideration in the TTC 2024 Operating Budget and 2024-2033 Capital Plan submissions;
2. Approve routing changes resulting in service introduced and removed on roadways outlined in Appendix 5 of the report; and,
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.

