



Subway and Surface Delays & Transit Priority Measures

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Laurence Lui – Head, Service Planning & Scheduling (A)

TTC Board Meeting – January 25, 2024



| Background

TTC's Operations and Infrastructure Group will provide an overview of our:

1. **Action plan** to reduce subway delays for our customers.
2. **Short turn strategy and history** for Bus and Streetcar, including progress to date and current targets.





Subway delays summary



Delay minutes have reduced by 6.3% YTD 2023 compared to YTD 2022*. In 2018 to 2022, delay minutes were increasing.



In 2023, operational delays accounted for 38% of all delays, and generally decreasing.



In 2023, 62% of all delays were caused by external factors, and generally increasing.

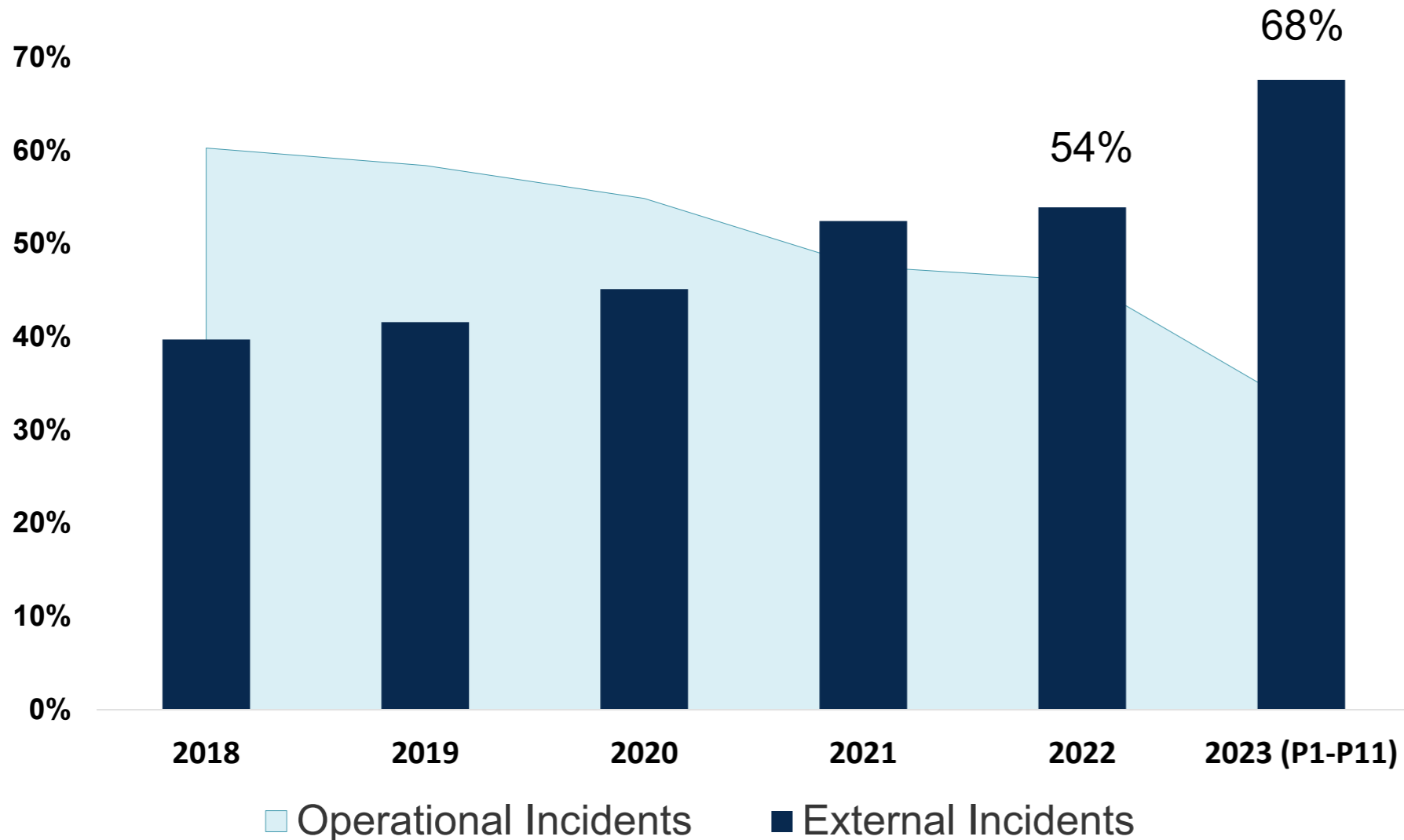


Customer-related delays are increasing. Equipment and staff-related delays are improving.

*January – November 2022 vs January – November 2023



Subway delays 2018 to YTD 2023

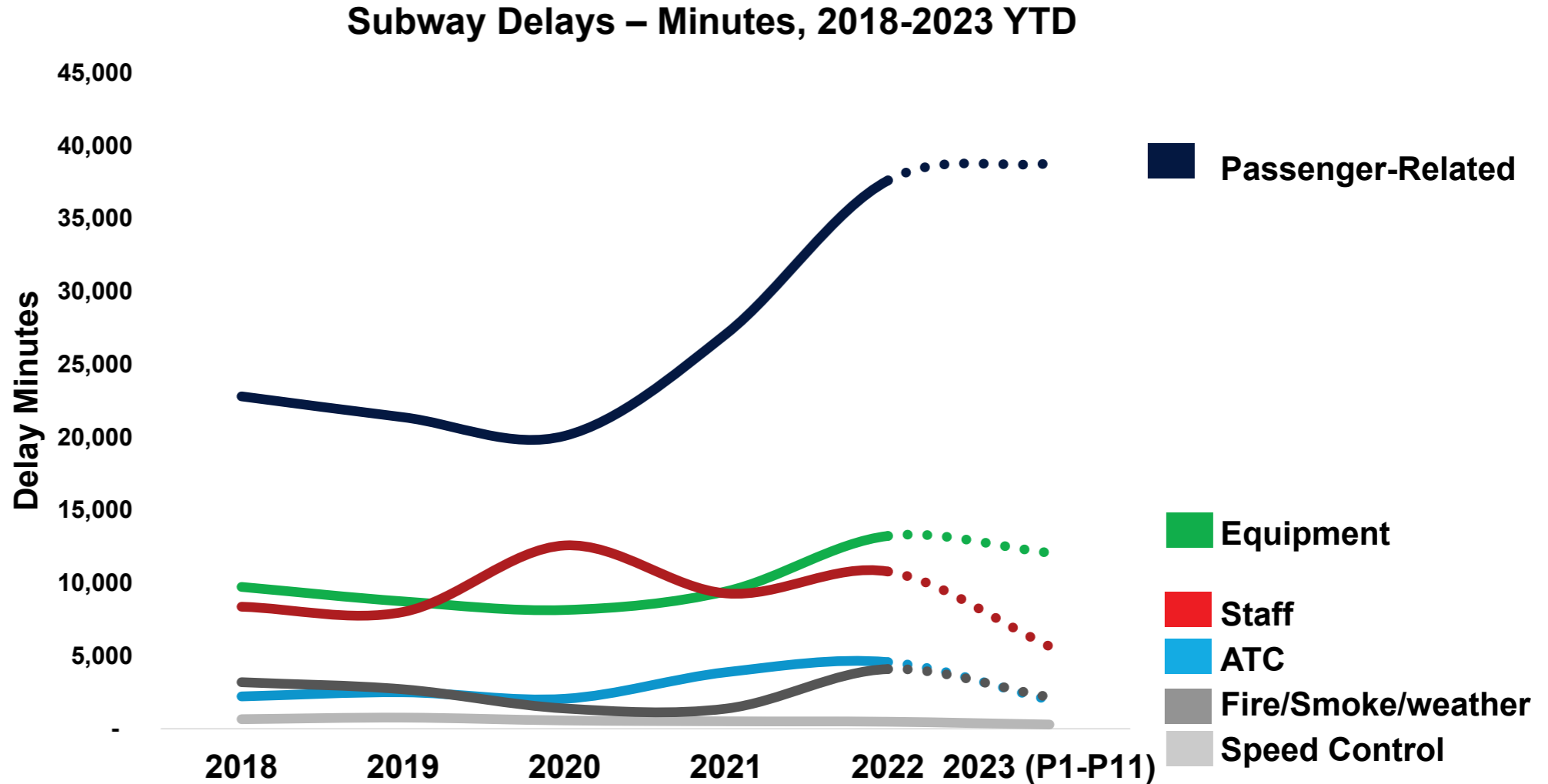


- Operational delay incidents steadily declined since 2018.
- Customer-related delays increased external delay minutes and incidents in 2022 and 2023.



Subway delays types: 2018 to YTD 2023

- Increase in Customer-related delays
- Decrease in Operational delay minutes
- Weather/Fire delays are extremely limited



Subway delay improvements

CUSTOMER SUPPORT

Increased preventative actions

- Six CCTV Hubs 75% to 90% monitoring
- Frequent safety announcements
- Increased frontline staff
- Intervention training
- Intervention monitoring
- 50 Additional Security
- 20 Community Safety Ambassadors
- MDOT
- 211 Posters
- In-terminal vehicle cleaning
- **Investigate platform-edge doors**

OPERATIONAL

Continue operational advances

- ATC maturation
- Vehicle SOGR
- Work zone management
- Staff-levels and training
- **Radio upgrades**
- **Line 2 trains and signals**

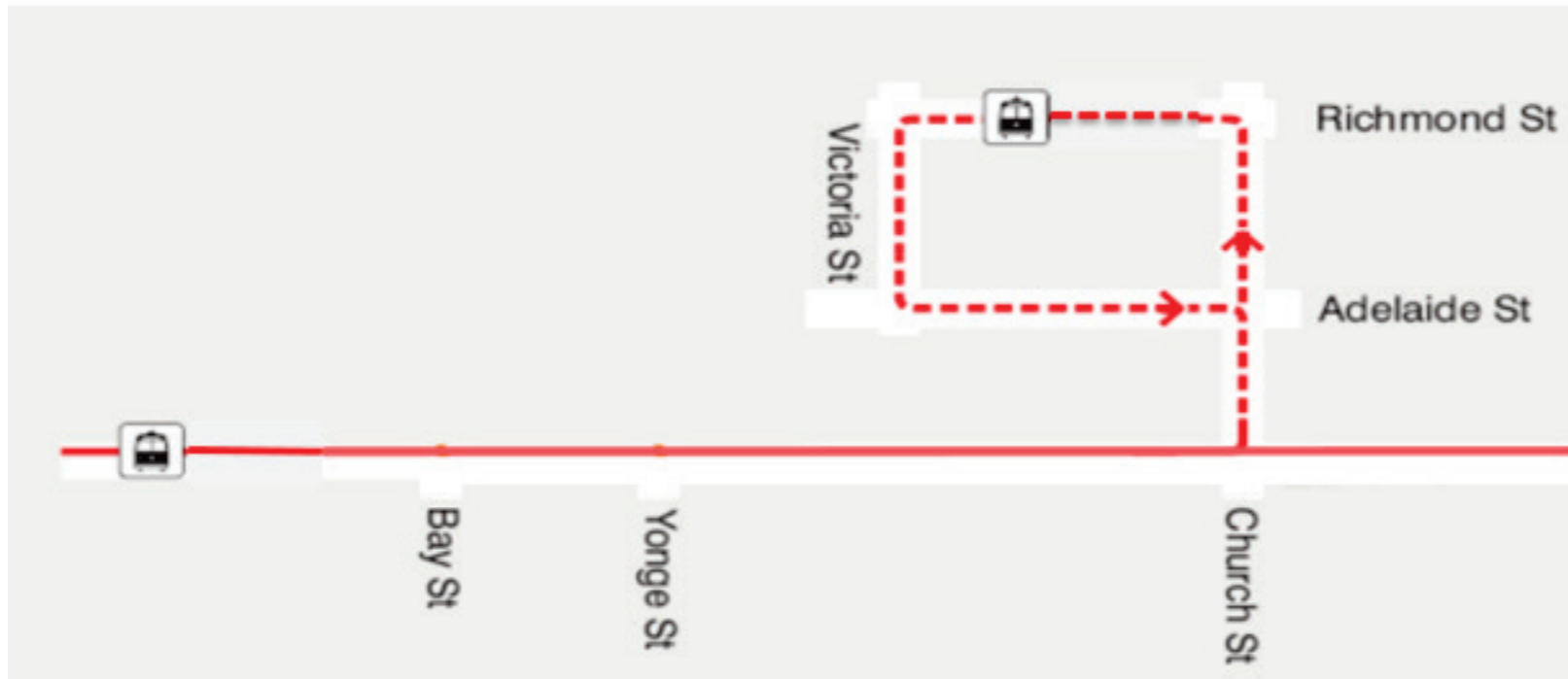




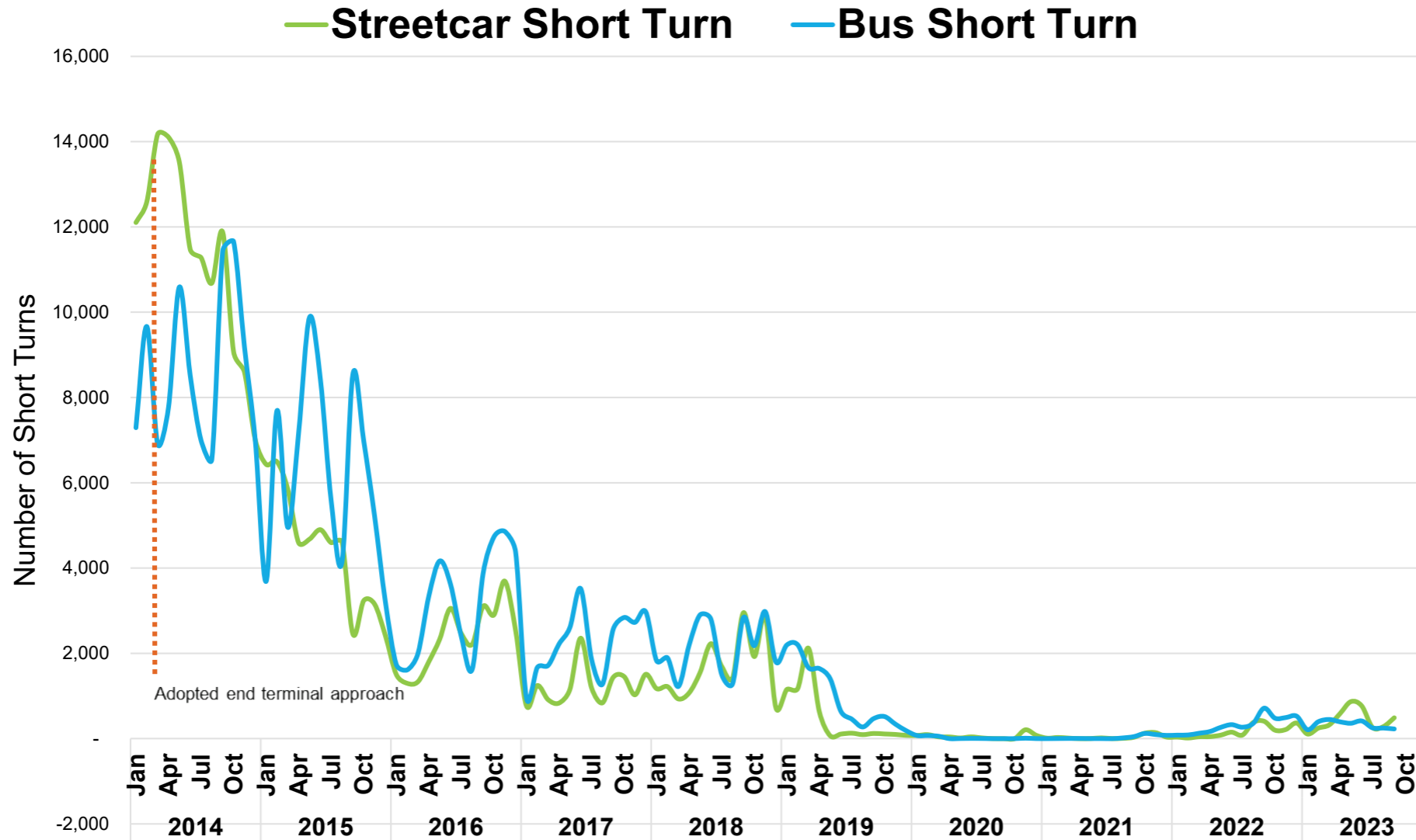
Bus and Streetcar Short Turn Strategy and History

What is a short turn?

A **short turn** occurs when a bus or streetcar is taken out of service and turns back before it reaches the end of its planned route.



Current Bus and Streetcar short turn targets



The current target is **1%** short turn rate for streetcars and **0.1%** for scheduled bus trips



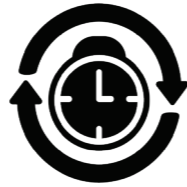


Moving forward on Transit Priority Measures

Laurence Lui
Head, Service Planning & Scheduling (A)

Congestion and construction was a major challenge in 2023

TTC is taking a range of measures to improve reliability and transit quality



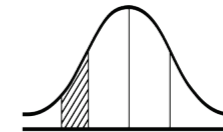
Adjust schedules to reflect observed conditions



More supervisors at stations and on street to support operators and monitor routes



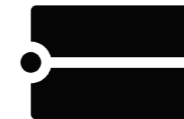
Run-as-directed buses to fill gaps and for construction



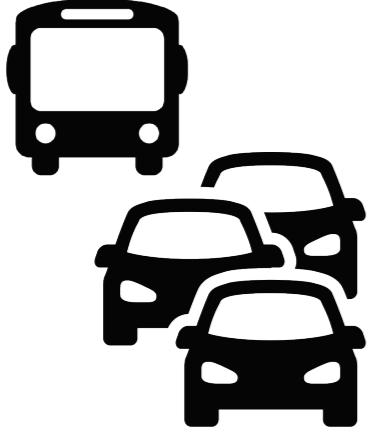
Monitoring and counselling for **early and late departures**



Work with City to **improve signal timing** and implement signal priority



Ongoing review of **terminal and end-of-line constraints**



Congestion and delay added \$20M to TTC's annual operating costs in 2023.

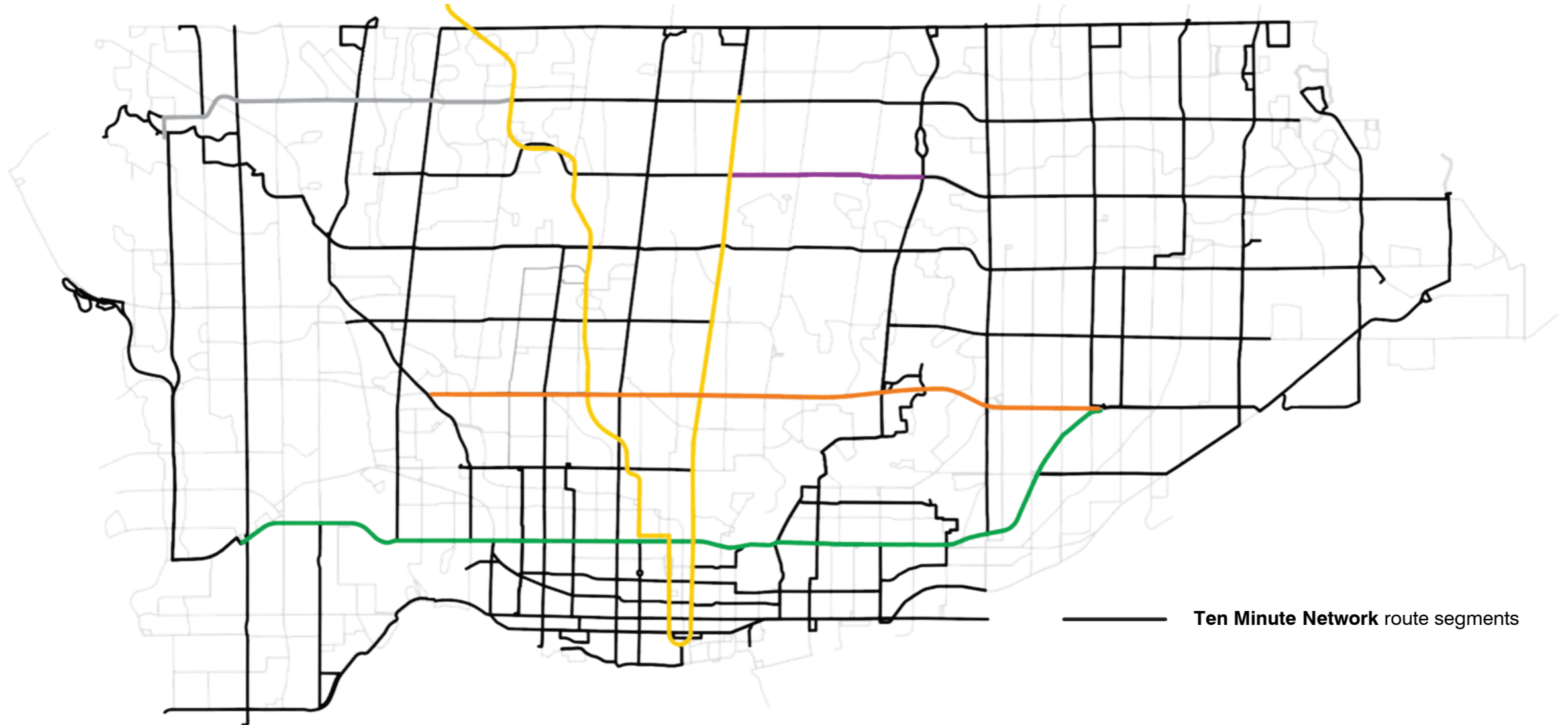
100+ schedules adjusted in 2023 to cope with congestion:

- ✓ **Improved on-time performance**
79% → 83%
- ✓ **Fewer missed trips**
5% → 3%
- ✓ **Schedules reflective of conditions**

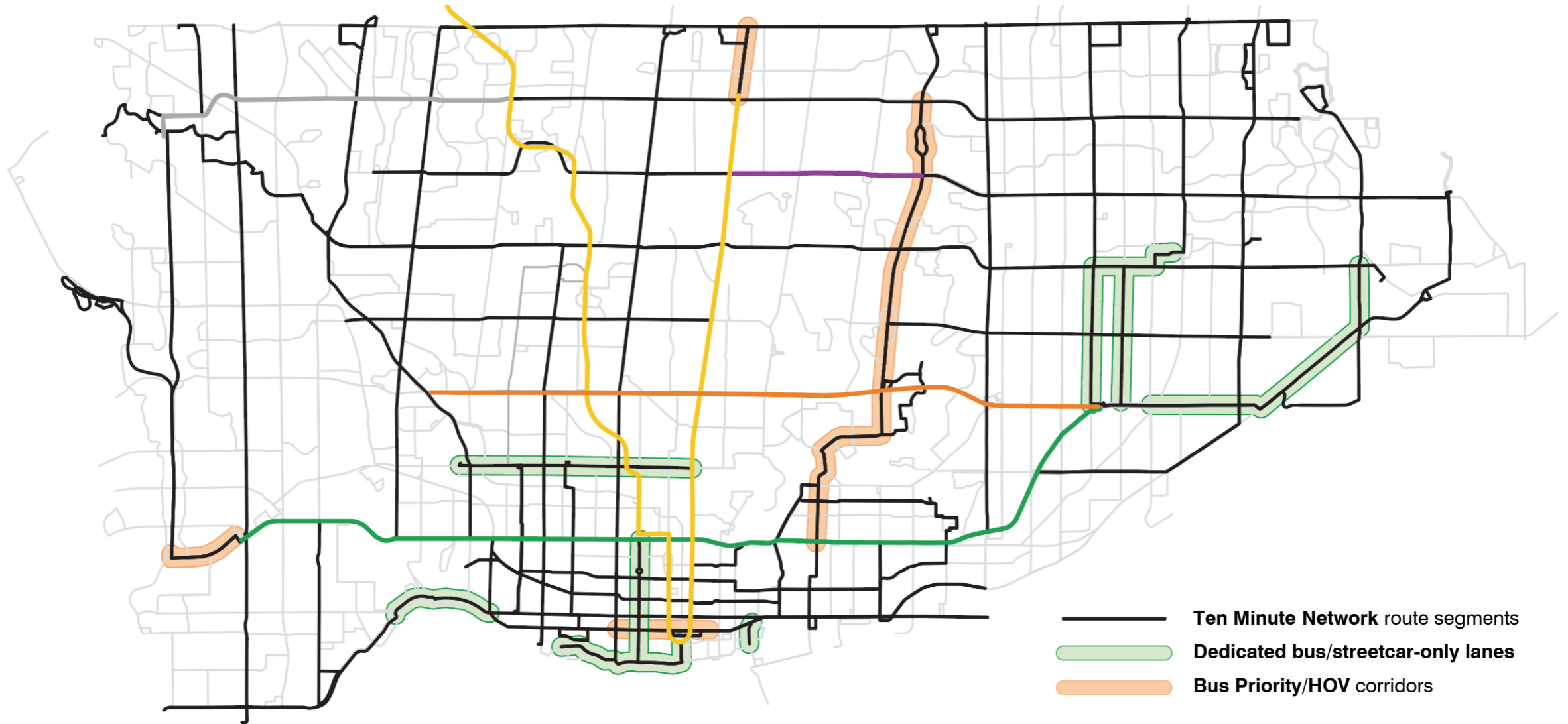
Coping with congestion means:

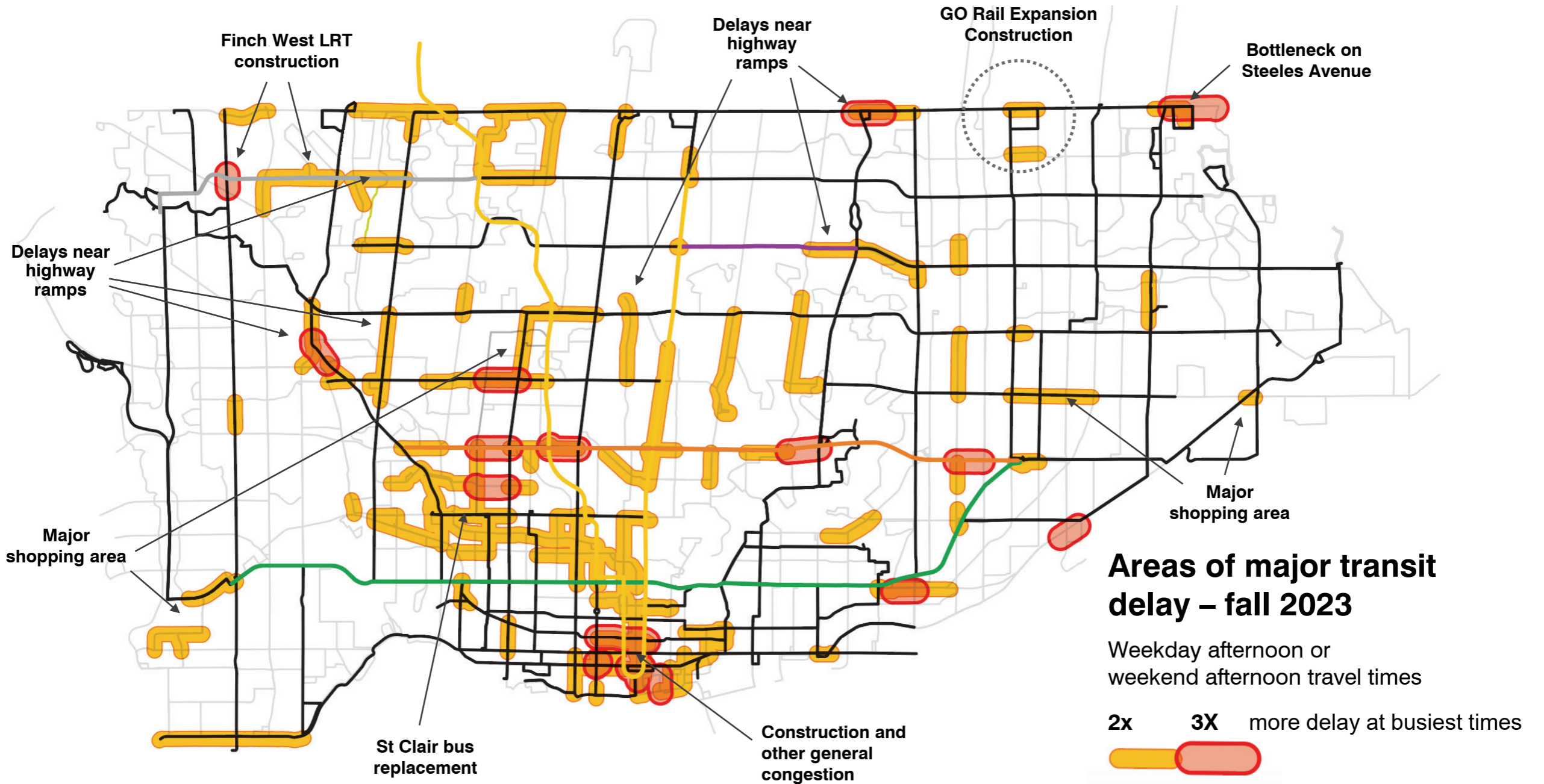
- ⚠ **Slower travel times**
- ⚠ **Same or longer waits**

TTC operates one of the largest and busiest frequent transit networks in North America...



...almost all of the network operates in mixed-traffic and limited transit priority.



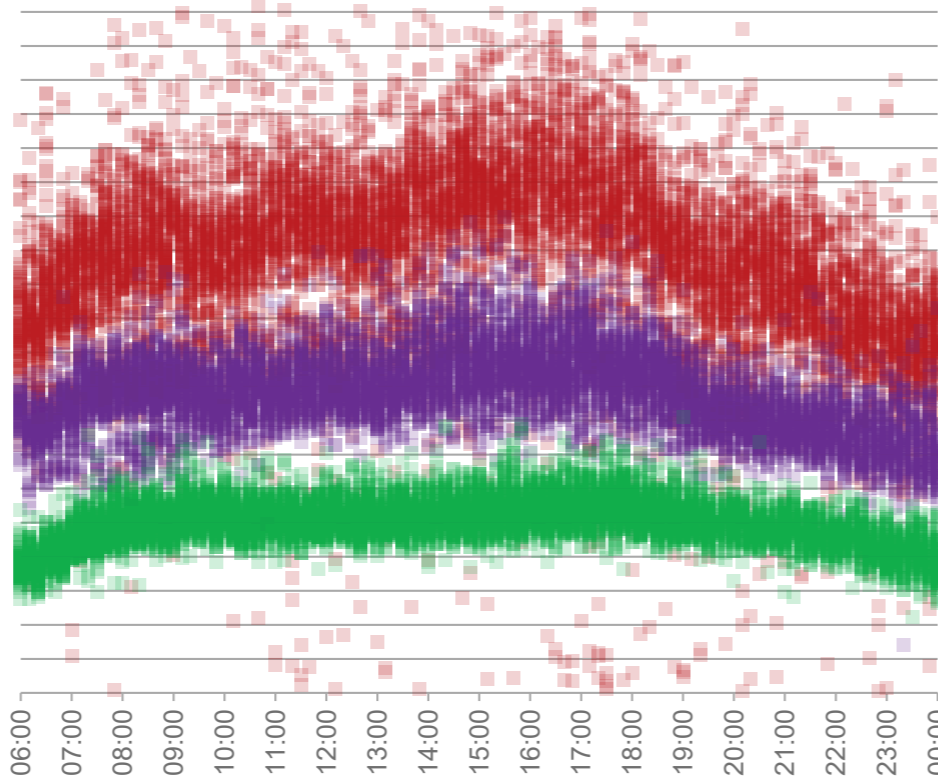


Improving travel predictability

Speed is often the focus of transit priority discussions. But predictability is also an important measure of quality.

Focusing on areas of major delay can help minimize variability.

Weekdays

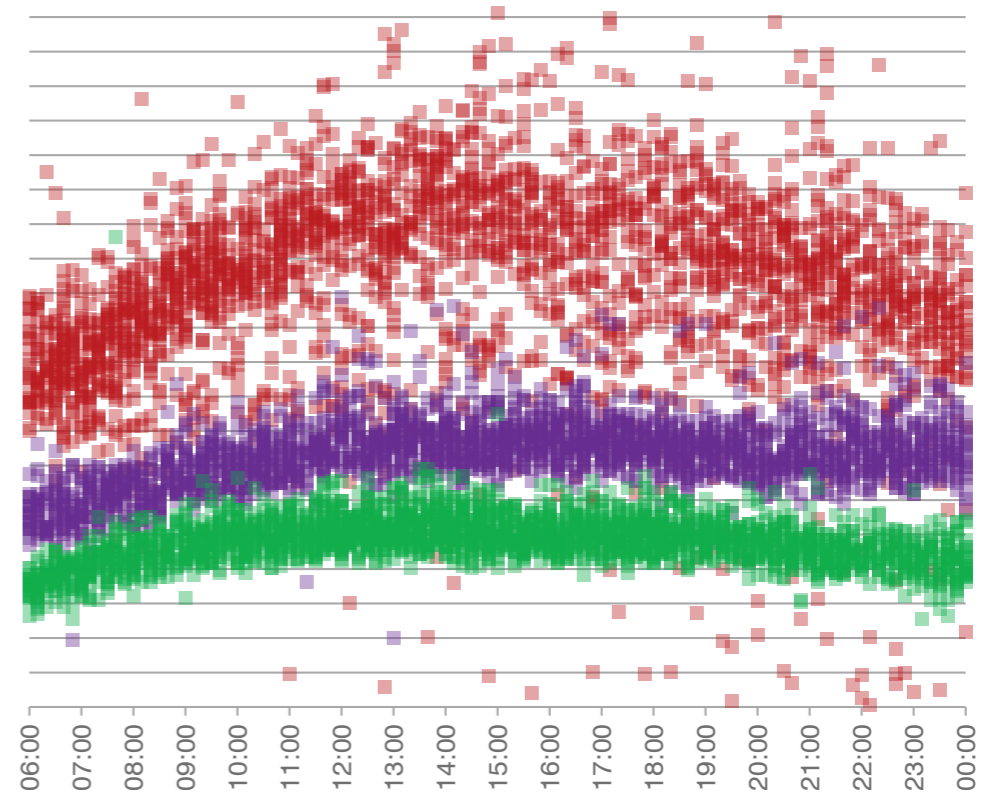


505 Dundas
(mixed-traffic)

504 King
(priority zone)

512 St Clair
(dedicated lanes)

Saturdays





天仁茗茶
Ten Ren's Tea

CAFÉ
GIFTS
Canadian Souvenirs
T-Shirts . Caps
Handbags . Gifts

信行

鴻發
燒臘飯店

Dundas Street
West in Chinatown

Accelerated
implementation
of bus lanes on
Kennedy Road
and Midland
Avenue





New bus lanes alongside Bloor Street bikeway at Jane Station



Increased enforcement on the
King Street Transit Priority Corridor

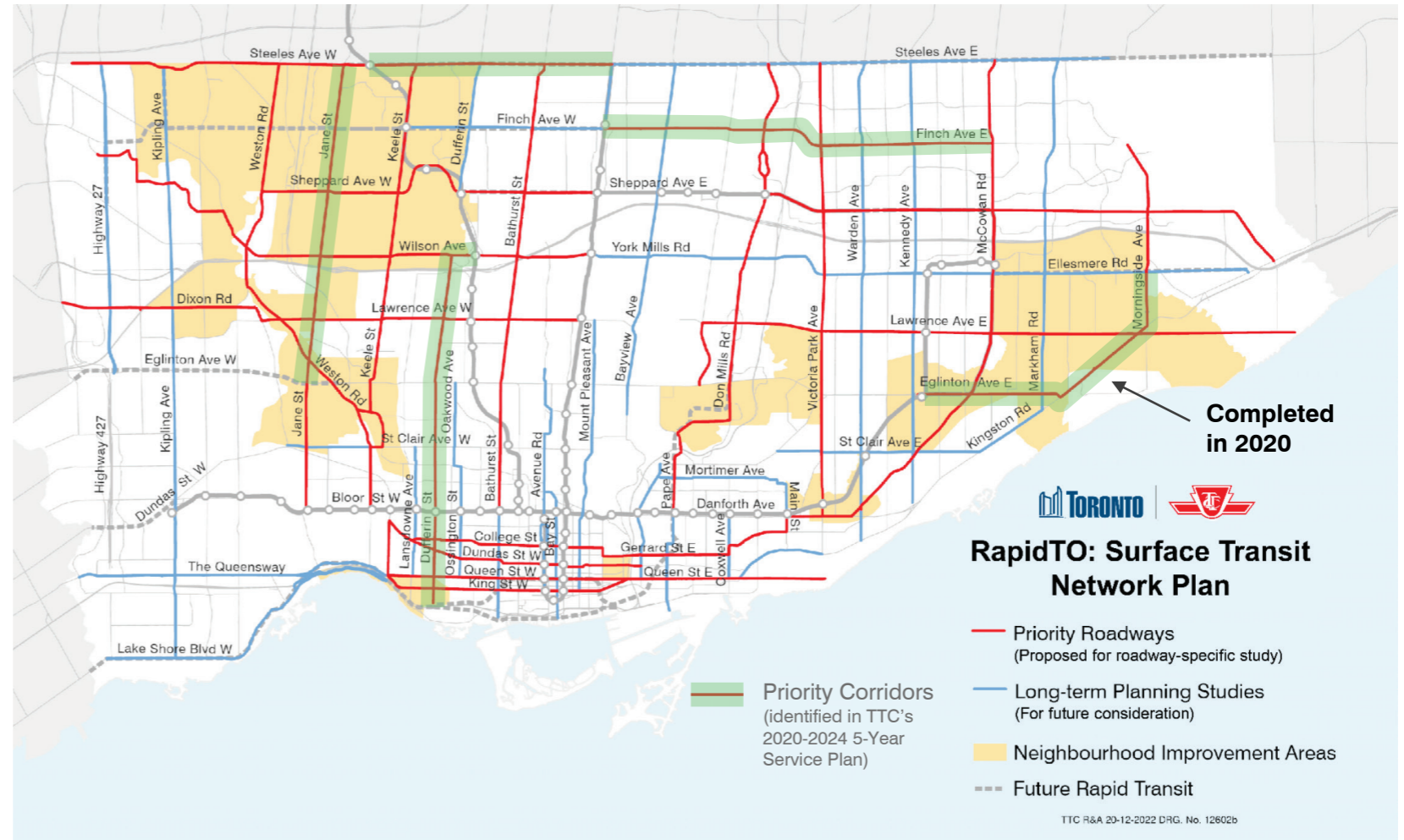
RapidTO

Surface Transit Network Plan

Recommended corridors being considered by City's Executive Committee on January 30

Continued progress in design of Jane Street

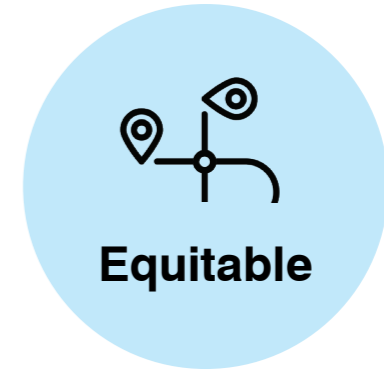
Begin study for other corridors, such as Finch East, after plan approval



Key objectives for transit priority measures



Ensuring transit arrives regularly with travel times people can depend on



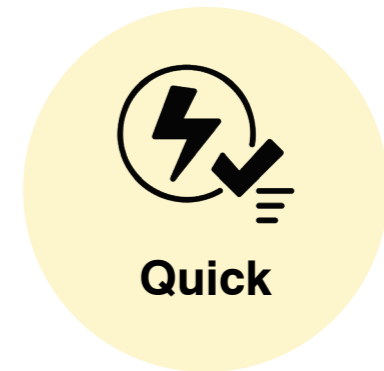
Providing transit travel that is competitive at all times of day for all types of journeys



Unclogging transit investment to deliver more cost-effective service



Continuing to build partnerships with the City to accelerate priority



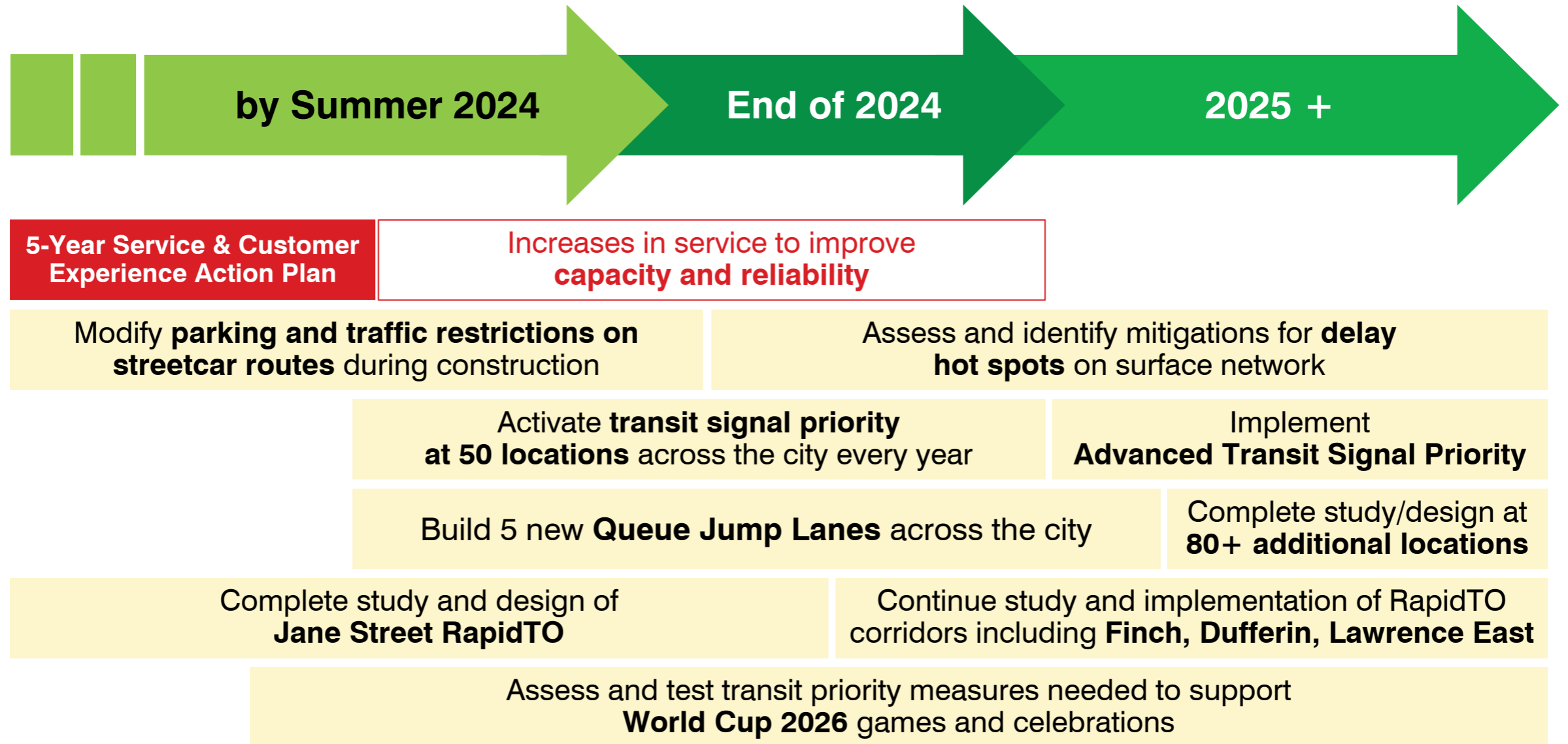
Renewing focus on quick implementation and pilot projects

Potential approaches for improving transit priority, speed, and reliability

Operational Measures	Service Design Measures	Regulatory Measures	Physical Measures
Primarily TTC-led measures			
Increasing route management Review operational procedures and rules Monitor and identify hot spots	Reviewing and applying stop spacing standards / stop rationalization Assessing all-door boarding on bus routes	Activating and monitoring transit signal priority	Fund, design and implement Queue Jump Lanes
Measures that require partnership with City of Toronto and community support			
Deploy enforcement on transit routes Adjusting signal timing and phasing to support transit movement Prioritize transit in traffic management planning	Consolidating closely spaced bus and streetcar stops	Removing on-street parking Convert HOV lanes to bus-only lanes Expanding parking, turning, and no stopping restrictions Interim transit priority for special events or construction	Designating or building dedicated transit lanes Reimagining streets for transit and active modes



What we are doing





BIG
SALE
CARPETS
RUGS

Stephens
HOSPITAL BLDG

11

PRESTO