



Spring 2024 Service Changes

TTC Board Update

May 16, 2024

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Service snapshot since the start of 2024

January

February

March

May



Consistent ridership with off-peak return outpacing commuter travel



Service changes to match capacity to demand and improve reliability on 50+ routes

primarily through reallocating existing capacity from less busy to more busy parts and times of the network

New system-wide investment (+1%) to improve service with less reallocation

95%

of pre-pandemic

| | | | | |
|-----|-----|-----|-----|-----|
| 7 | 16 | 17 | 19 | 29 |
| 32 | 42 | 44 | 63 | 111 |
| 116 | 122 | 129 | 168 | 329 |
| 954 | | | | |

95%

of pre-pandemic

| | | | | |
|-----|-----|-----|-----|-----|
| 29 | 33 | 35 | 39 | 41 |
| 63 | 125 | 126 | 127 | 935 |
| 960 | | | | |

95%

of pre-pandemic

| | | | | |
|-----|-----|-----|-----|-----|
| 9 | 11 | 16 | 24 | 29 |
| 34 | 35 | 37 | 38 | 41 |
| 63 | 78 | 82 | 102 | 115 |
| 129 | 131 | 133 | 334 | 903 |
| 905 | 929 | 935 | 939 | 985 |
| 505 | 509 | | | |

96%

of pre-pandemic

Preparing for Fall Service

2025 Annual Service Plan



May Service Changes – continuing improvements



+1%

service increase as approved by TTC Board in 2024 Budget

+4%

service increase compared to May 2023



24 routes with improved service with an emphasis on **off-peak service**



140,000+

customer boardings during affected periods



11 routes with revised schedules to improve reliability



100+ periods of service modified since January

80%+ of those **periods** now have better or similar wait times compared to before the pandemic

May service changes affect the following routes, providing more room on board, improved reliability, and better connections

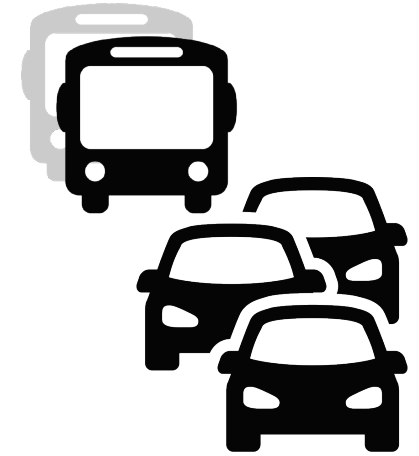
| | | | |
|-----|-----|-----|-----|
| 19 | 25 | 36 | 39 |
| 44 | 46 | 53 | 57 |
| 60 | 68 | 72 | 76 |
| 92 | 95 | 104 | 111 |
| 114 | 122 | 123 | 184 |
| 902 | 935 | 939 | 995 |

Congestion limits benefits of investment

Improving capacity costs more in mixed-traffic corridors where travel times are worsening

Example: afternoon rush hour 85th percentile travel times in busiest direction

| | Pre-Pandemic | Pandemic | Post-Pandemic |
|------------------------------------|--------------|----------|--------------------|
| 35 Jane Mixed-Traffic | 60 min | 61 min | 70 min (+16.7%) |
| 505 Dundas Mixed-Traffic | 55 min | 57 min | 67 min (+21.8%) |
| 116 Morningside RapidTO | 57 min | 49 min | 58 min (+1.7%) |



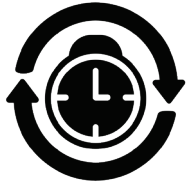
+2 buses
to maintain capacity

+2 streetcars
to maintain capacity

+2 buses
shortens wait times



Increasing transit priority across the city is crucial to maximize impact of service investments.

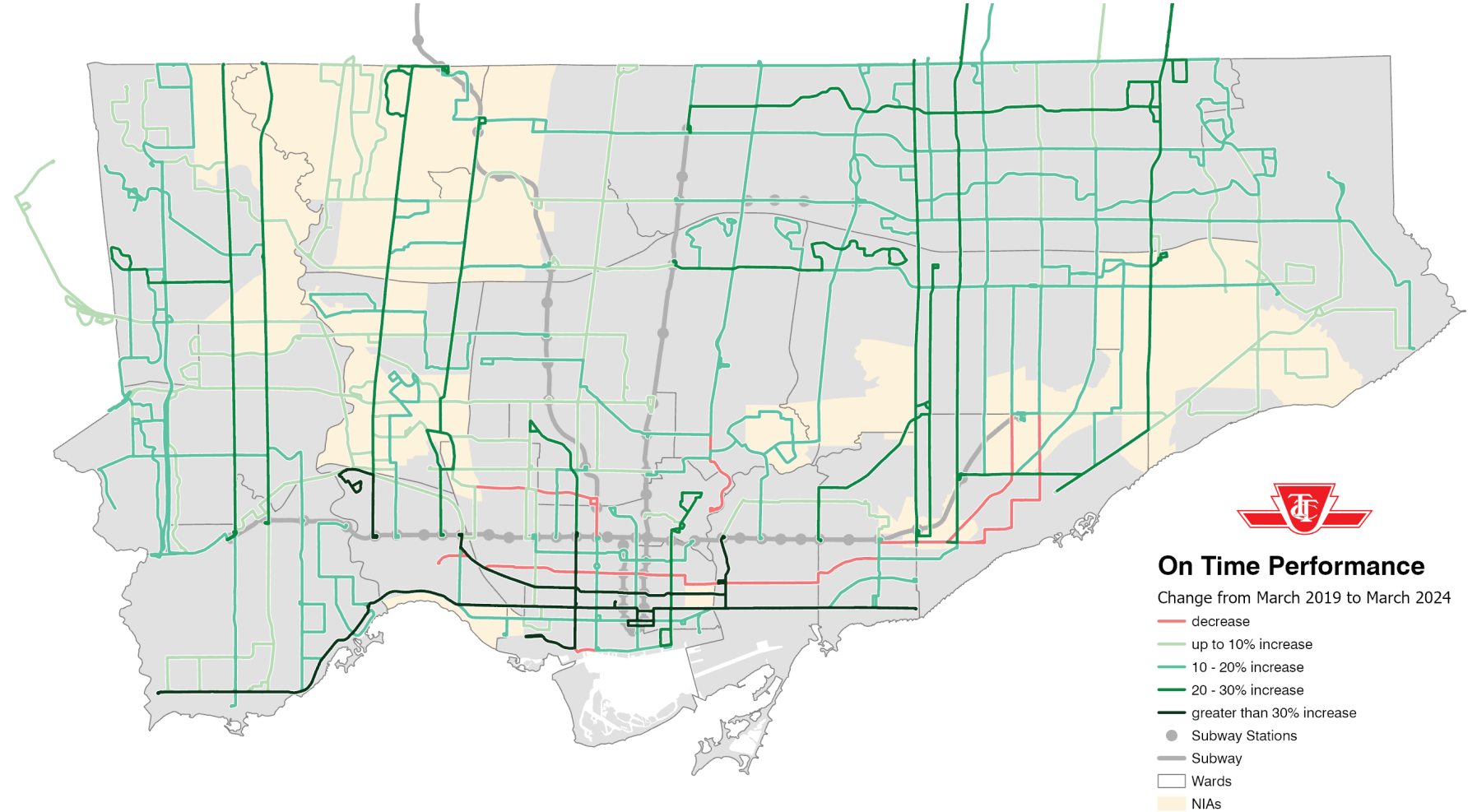


Continuous schedule adjustments resulted in on-time performance improvement since 2019 across the city

74 schedules improved in 2023

43 schedule improvements planned by end Q2 2024

Resources added if demand exceeds capacity





Schedule changes supported by other measures



Fall 2023
Priority Bus Lanes between Kennedy and Scarborough Centre

47

Summer 2024
Permanent supervisory presence at Lansdowne Station

On-site supervision during construction changes or major service changes

63

February 2024
Permanent supervisory presence at Ossington Station

504

Late 2023/Spring 2024
Renewed enforcement and adjustments on King Street

504

505

February 2024
Permanent supervisory presence at Broadview Station



What's Next?



Fall service improvements and adjustments

96 → 97%

additional +1% service increase as approved in 2024 Budget

2024 Annual Service Plan recommendations, including new and revised routes across the City

Continue reliability changes to schedules, supported by demand responsive service

Match capacity to demand, consistent with 5-Year Service Plan objectives and recent data:

One Fare program impacts

Subway service adjustments

Commuter and student travel



2025 Annual Service Plan development underway.
Look for consultation and station/neighbourhood pop-ups this summer.

