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**TORONTO TRANSIT COMMISSION  
REPORT NO.**

**MEETING DATE:** AUGUST 30, 2006

**SUBJECT:** Status Of Service Improvements For 2006 Report

**RECOMMENDATIONS**

It is recommended that the Commission:

1. Note that:

- The *Service Improvements for 2006* report has identified 16 service changes that are warranted by the service standards. These changes would improve service for approximately 810,000 current customer-trips annually and attract approximately 170,000 new customer-trips annually to the TTC;
- Five of the changes, listed in Table 1A, can be implemented without additional resources and can proceed immediately;
- Implementation of the remaining eleven service changes, shown in Table 1B, will be deferred until the fall of 2007 due to the shortage of buses and operators. They will be incorporated into the *Service Improvements in 2007* report planned for the spring of 2007;

2. Initiate a 10-week consultation process regarding the five recommended service changes that require no additional operating costs listed in Table 1A and which are described in the attached Appendix A, noting that the results of the consultation will be reported to the Commission along with an implementation schedule for the recommended changes;

3. Forward this report to members of City Council with a request that they provide comments on the service change recommendations by November 10, 2006; and

4. Forward this report to the City of Mississauga, York Region, and GO Transit.

## **FUNDING**

This report has no effect on the TTC's operating or capital budgets.

## **BACKGROUND**

Each year, the TTC produces a report on service improvements which recommends changes to routes to improve service for TTC customers. The *Service Improvements* report forms part of the TTC's service planning process, and is based on an evaluation of suggestions for improvements made by customers, councillors, and TTC staff.

The *Ridership Growth Strategy* (RGS), which was approved by the Commission in March 2003, outlined a longer-term, system-wide approach to improving service in the next ten years. This *Service Improvements* report addresses more-modest, route-specific suggestions for service improvements which complement the recommendations of the RGS and help to tailor service to specific local needs and changing travel patterns.

## **DISCUSSION**

### **Service Standards Process**

In the preparation of the annual report on *Service Improvements*, proposals are received from councillors, TTC customers, and TTC staff. These proposals are evaluated using pre-set, objective standards and criteria. Approximately 55 route change proposals were made by customers, City councillors, and TTC staff, and were evaluated in detail this year. Of these, 16 service changes are being recommended for implementation. These are listed in Table 1. The warranted service changes include routing changes on five routes, and the introduction of service during one or more new time periods of operation on nine routes.

In total, the changes would improve service for approximately 810,000 customer-trips each year by reducing the distance that customers need to walk to or from their nearest bus stop, by reducing the number of transfers they need to make, or by reducing their travel time. It is expected that these service changes would attract approximately 170,000 new customer-trips to the TTC each year and, thus, increase revenue by approximately \$285,000 each year. Implementation of the 16 warranted service improvements in this report would cost \$780,000 (\$495,000 net of fare revenues) on an annual basis.

### **What Would Normally Happen Next**

Service changes approved in August 2006, after a consultation period, would normally begin operation in February 2007 contingent on resource availability. The service changes would be introduced for a trial period of at least six months, and would be subject to a post-implementation review, to ensure that they achieve the benefits that are expected. The results of these post-implementation reviews would be presented to the Commission.

### **Current Situation**

In 2006, the TTC has experienced shortages in both buses and the operator workforce available for service. These shortages have occurred for a combination of reasons related to the stronger-than-expected ridership growth on the system, along with higher failure rates of new employees during the training process, and delays in the delivery of new vehicles. These issues are being addressed, but will require a one-year lead time to resolve.

Resources are being included in the 2007 Operating Budget for the introduction of the warranted service changes listed in Table 1, and for the service changes that are expected to be identified in next year's report on *Service Improvements for 2007*. A substantial number of service changes, in addition to those warranted as part of the *Service Improvements* reports, are planned for 2007. These include the introduction of increased peak period service on major routes as part of the Ridership Growth Strategy, and service increases at all times of the week to reduce crowding as a result of increasing ridership. All of these service changes can only be introduced in late 2007, when sufficient additional buses have been delivered and sufficient operators have been trained.

It is possible to introduce the five warranted service changes that would not require additional operating resources (as described in Appendix A), however, and these changes are recommended for implementation early in 2007 after a period of consultation.

## **JUSTIFICATION**

The sixteen service changes recommended in the report on Service Improvements would improve service for approximately 810,000 customer-trips each year by making service more convenient, more direct, and faster. These service changes are projected to meet or exceed the TTC's financial standard, and would attract new customers to the TTC.

Due to shortages of buses and operators, the eleven service improvements involving additional resources must be deferred until the fall of 2007. The five changes that do not require additional resources should proceed to the public consultation phase of the normal Service Standards process. The changes being deferred will be incorporated into the *Service Improvements for 2007* report planned for the spring of 2007.

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August 11, 2006  
11-55-57

Attachments: Table 1: Warranted Service Improvements  
Appendix A – D: Service Improvements

## TABLE 1

### WARRANTED SERVICE IMPROVEMENTS

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#### **Table 1A: No additional operating resources**

11 BAYVIEW – Revised service north of Sheppard Avenue  
108 DOWNSVIEW – Revised service via Grandravine Drive  
311 ISLINGTON – Service on Kipling Avenue  
124 SUNNYBROOK – Revised service on Lawrence Avenue and Bayview Avenue  
96C WILSON – Revised service on Albion Road

#### **Table 1B: Additional operating resources**

21 BRIMLEY – Monday-Saturday late evening service north of Scarborough Centre Station  
125 DREWRY – Saturday, Sunday, and holiday early evening service  
108 DOWNSVIEW – Sunday late evening service  
509 HARBOURFRONT – Monday-Friday morning peak period service west of Fleet Loop  
509 HARBOURFRONT – Non-summer Sunday evening service  
133 NEILSON – Monday-Friday late evening service to Morningside Heights  
190 SCARBOROUGH CENTRE ROCKET – Monday-Friday late evening, Saturday, Sunday, and holiday early evening service  
85 SHEPPARD EAST – Monday-Friday late evening service east of Meadowvale to Rouge Hill GO Station  
53 STEELES EAST – Extension to Staines Road  
53 STEELES EAST – Monday-Friday late evening and Saturday/Sunday/holiday early evening service east of Middlefield Road  
92 WOODBINE SOUTH – Monday-Friday non-summer late evening service

**APPENDIX A  
RECOMMENDED SERVICE CHANGES THAT DO NOT INCREASE OPERATING  
RESOURCES**

**11 BAYVIEW**

**Revised service north of Sheppard Avenue**

*Origin of proposal: TTC staff*

*City wards: Ward 22 St. Paul's, Ward 23 Willowdale, Ward 24 Willowdale, Ward 25 Don Valley West, Ward 26 Don Valley West*

*Time periods: Monday-Friday afternoon peak period; Saturday early evening*

It is recommended that service on the 11 BAYVIEW bus route be changed to increase service north of Sheppard Avenue. The 11A BAYVIEW (Davisville Stn-Sheppard via Sunnybrook) scheduled short-turn branch would be eliminated, and all buses north of Sunnybrook Hospital would operate to Steeles Avenue. This change would be made during the afternoon peak period from Monday to Friday and the early evenings on Saturdays. This change would reduce waiting time for customers north of Sheppard Avenue.

Approximately 525 customer-trips are made each Monday-Friday and approximately 40 customer-trips are made each Saturday at the bus stops on Bayview Avenue north of Sheppard Avenue, at the times when this change would be made. These customers would benefit from a shorter wait for their bus.

With this change, buses would be removed from the on-street loop on Sheppard Avenue, Hawksbury Drive, and Bayview Mews Lane. Approximately 10 customer-trips begin or end each

day at the bus stops on Hawksbury Drive and Bayview Mews Lane that would no longer be served. These customers would have a longer walk to the nearest bus stops on Bayview Avenue. Approximately 2075 customer-trips are made each Monday-Friday and approximately 640 customer-trips are made each Saturday at other stops on the 11 BAYVIEW and/or the 28 DAVISVILLE routes, at the times that this change would be made. These customers would have a longer wait for the bus.

The change in weighted travel time shows that the benefits of the routing change are greater than the inconveniences. Overall, the change would make service better for customers and for this reason it is recommended.

**APPENDIX B**  
**RECOMMENDED SERVICE CHANGES THAT DO NOT INCREASE OPERATING RESOURCES**

**108 DOWNSVIEW**

**Revised service via Grandravine Drive**

*Origin of proposal: Public meeting – December 1, 2005; TTC staff*

*City ward: Ward 8 York West*

*Time periods: Monday-Friday peak periods and midday*

It is recommended that additional service be operated on Grandravine Drive on the 108A DOWNSVIEW (Downsview Stn-Jane via Grandravine) route. At present, service is operated eastbound during the morning peak period and westbound during the afternoon peak period. With this change, new westbound service in the morning peak period, new eastbound service in the afternoon peak period, and new service in both directions in the midday from Monday to Friday would be operated on Grandravine Drive. This change would reduce the distance that customers need to walk to their nearest bus stop.

It is projected that approximately 110 customer-trips would be made each day on the new service on Grandravine Drive, of which approximately 20 would be new to the TTC. These customers would have a shorter walk.

Service would be reduced on the 108 DOWNSVIEW (Downsview Stn-Jane) branch on Arleta Avenue and on Sheppard Avenue, west of Tuscan Gate. Approximately 1200 customer-trips are made each day on the part of the route that would have a reduced service. These customers would have a longer wait for their bus.

The change in weighted travel time shows that the benefit of a shorter walk is more important than the inconvenience of a longer wait. Overall, the change would make service better for customers and for this reason it is recommended.

**APPENDIX C**  
**RECOMMENDED SERVICE CHANGES THAT DO NOT INCREASE OPERATING RESOURCES**

**311 ISLINGTON**

**Service on Kipling Avenue**

*Origin of proposal: TTC staff*

*City wards: Ward 1 – Etobicoke North, Ward 7 – York West*

*Time periods: Seven days a week*

It is recommended that the 311 ISLINGTON overnight bus route be changed to provide new overnight service on Kipling Avenue, between Steeles Avenue and Finch Avenue. This change would reduce the distance that customers need to walk to their nearest overnight bus route.

The 311 ISLINGTON route presently operates in both directions on Islington Avenue and Steeles Avenue to and from the off-street bus loop at Steeles Avenue and Kipling Avenue. The route would be changed to operate in a counter-clockwise on-street loop. Buses would operate north on Islington Avenue, west on Steeles Avenue, south on Kipling Avenue, east on Finch Avenue, and south on Islington Avenue. The on-street loop would increase the geographic area served by the north end of the route.

It is projected that approximately 20 customer-trips would be made each day on the new service.

These customers would have shorter walk to their nearest overnight bus stop. Approximately 10 of the trips would be new to the TTC, and would be attracted by the new overnight service on Kipling Avenue.

Service would be made worse for existing customers on the route who use the eastbound bus stops on Steeles Avenue or the southbound bus stops on Islington Avenue, north of Finch Avenue. Approximately 15 customer-trips are made each day at these stops and these customers would have a longer travel time.

The change in weighted travel time shows that the benefit of a shorter walk is more important than the inconvenience of a longer travel time. Overall, the change would make service better for customers

and for this reason it is recommended.

**APPENDIX D**  
**RECOMMENDED SERVICE CHANGES THAT DO NOT INCREASE OPERATING RESOURCES**

**124 SUNNYBROOK**

**Revised service on Lawrence Avenue and Bayview Avenue**

*Origin of proposal: Councillor Jenkins*

*City ward: Ward 25 Don Valley West*

*Time periods: Monday to Friday peak periods*

It is recommended that service be improved on the 124 SUNNYBROOK bus route by eliminating the limited service that operates in the peak periods from Monday to Friday on Mildenhall Road and Dawlish Avenue, and instead operating these trips over the main part of the route. This change would reduce waiting time for customers.

Currently, five trips in the morning peak period operate via west on Dawlish Avenue and north on Mildenhall Road, and five trips in the afternoon peak period operate south on Mildenhall Road and east on Dawlish Avenue. With this change, this operation would end, and all buses on the 124 SUNNYBROOK route would operate in both directions over the main part of the route, on Lawrence Avenue and on Bayview Avenue.

The change would make service better for customers travelling westbound in the morning peak period and eastbound in the afternoon peak period on Lawrence Avenue, east of Mildenhall Road and on Bayview Avenue, north of Dawlish Avenue. Approximately 140 customer-trips are made on this part of the route at the times that the service change would be made. These customers would have a shorter wait for the bus.

The change would make service worse for customers using the bus stops on Mildenhall Road and Dawlish Avenue, as they would have a longer walk to their nearest bus stop. Fewer than 20 customer-trips are made at these stops each day, and these customers would have a longer walk.

The change in weighted travel time shows that the benefit of a shorter wait is more important than the inconvenience of a longer walk. Overall, the change would make service better for customers and for this reason it is recommended.

**APPENDIX E**  
**RECOMMENDED SERVICE CHANGES THAT DO NOT INCREASE OPERATING RESOURCES**

**96C WILSON**

**Revised service on Albion Road**

*Origin of proposal: Councillor Hall*

*City ward: Ward 1 Etobicoke North*

*Time periods: Monday to Friday peak periods*

It is recommended that service be improved on the 96C WILSON bus route by eliminating the part of the route that operates north of Thistle Down Boulevard to Islington Avenue and Albion Road. This change would reduce waiting time and improve reliability for customers.

Currently, buses on the 96C WILSON (York Mills Stn-Islington & Albion) peak period branch operate from York Mills Station and Wilson Station to the Tandridge Crescent neighbourhood, the Thistle Down Boulevard neighbourhood, and end in an on-street loop on Barkwin Drive and Wardlaw Crescent, near Albion Road and Islington Avenue. In the morning peak period, eastbound buses operate via Thistle Down Boulevard and Tandridge Crescent, and westbound buses operate directly to Islington Avenue via Albion Road. In the afternoon peak period, eastbound buses operate directly from Islington Avenue via Albion Road, and westbound buses operate via Thistle Down Boulevard and Tandridge Crescent.

With this change, buses would terminate at Thistle Down Boulevard during both peak periods, and would not travel west of Thistle Down Boulevard to Islington Avenue. Service would be removed from Barkwin Drive and Wardlaw Crescent.

The change would make service better for customers travelling on the 96C WILSON service west of Elmhurst Drive, as they would have a shorter wait for the bus and a more reliable service. Approximately 75 customer-trips each day would be made with a shorter wait.

The change would make service better for customers travelling westbound in the morning peak period to Thistle Down Boulevard and eastbound in the afternoon peak period from Thistle Down

Boulevard, as they would have new direct service at these times. Approximately 10 customer-trips would be made on this service. These customers would have a shorter walk to their nearest bus stop or one fewer transfer.

The change would make service worse for customers using the bus stops on the 96C WILSON route west of Thistle Down Boulevard, as they would have a longer walk to their nearest bus stop or an additional transfer to or from the 73 ROYAL YORK route. Fewer than 25 customer-trips are made at these stops each day, and these customers would have a longer walk or an additional transfer.

The change in weighted travel time shows that the benefit of a shorter wait or fewer transfers is more important than the inconvenience of a longer walk or additional transfer. Overall, the change would make service better for customers and for this reason it is recommended.