

# **Service Improvements for 2004**

**March 2004**



**TORONTO TRANSIT COMMISSION**



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## Summary

This report on *Service Improvements for 2004* presents a comprehensive evaluation of proposals for new and improved transit service which have been received from customers, City councillors, and TTC staff. A total of 34 proposals have been reviewed. The report recommends 12 service changes, to be made in 2004, following a period of consultation.

After a period of gradually increasing ridership on the TTC, ridership has now levelled off, in common with the trend since 2001 at other transit agencies. Transit ridership in Toronto had fallen through the early 1990s, from a high of 463-million customer-trips in 1988 as the recession reduced the number of people working. Transit ridership fell further, to a low of 372-million trips in 1996, as the result of service cuts and fare increases that had to be made because of reductions in subsidy for the TTC from the municipal and provincial governments. TTC ridership for 2003 was approximately 405-million customer-trips, compared to the 415-million customer-trips made in 2002, and the 420-million trips made in 2001.

Because of the reductions in subsidy for transit from the municipal and provincial governments, the TTC now relies to a much greater extent on revenue from fares paid by customers than it did in the early 1970s and the 1980s. In recent years, more than 80 percent of the TTC's operating budget has been paid by customers. Meeting customers' travel needs has thus become, more than ever, the key to success for public transit. For this reason, it continues to be important that the TTC respond, as its first priority, to customers' changing travel needs and make service improvements to attract new customers to the TTC system.

This report recommends 12 changes to improve service, which are listed on the next page. These changes would improve service for approximately 830,000 customer-trips each year, by providing transit service to areas that are now beyond a convenient walking distance of bus and streetcar stops, by reducing travelling time, or by reducing the number of transfers required. The service improvements are expected to increase ridership on the TTC by approximately 300,000 customer-trips each year, and to increase fare revenue by approximately \$490,000 each year.

Two of the recommendations would improve service without additional operating costs. By making these changes, more customers will be attracted to the TTC, the TTC's productivity will be increased, and the TTC's fare revenue will be increased, without an increase in the cost of operations.

Ten recommendations would require additional funding. These services would be implemented with no net increase to the TTC's operating costs by reallocating resources from service reductions on routes with poor financial performance. These routes are identified in Appendix B.

All of the recommended service changes will be introduced for a trial period. A post-implementation review will be conducted after six months of operation. Any trials of service changes which have not achieved the expected ridership levels or benefits for customers will be reported to the Commission, with recommendations for further service changes as appropriate.

An analysis was undertaken of the financial performance of every route in the TTC system. The analysis indicates that 63 routes currently have periods of service with poor financial performance. If service reductions are required in the future, either because of declining ridership or because of reductions in funding, then service reductions would be made or these routes would be recommended for removal.

The report also includes post-implementation reviews of five service changes which have been operating on trial for six months or more. These service changes have achieved the results expected and are recommended for approval as part of the regular TTC network. Funding for these services is part of the approved budget.

A period of consultation will begin upon the adoption of this report, and comments are requested from City councillors by June 4, 2004. A report on the consultation will be presented to the Commission in June 2004. Service changes would begin September 5, 2004.

# Recommendations

## New and revised services

### No additional operating costs

79 SCARLETT RD – Revised service on St. Clair Avenue  
320 YONGE – Extension to entertainment district

### Additional operating costs to be funded by reallocation from poor-performing existing services

61 AVENUE RD NORTH – Evening and weekend service to Highway 401  
20 CLIFFSIDE – Sunday and holiday evening service  
122 GRAYDON HALL – Extension to Roywood Park  
191 HIGHWAY 27 ROCKET – Sunday and holiday service  
131 NUGGET – Saturday, Sunday, and holiday late evening service  
134 PROGRESS – Saturday service to Centennial College  
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60 STEELES WEST – Monday-Friday midday and Saturday daytime service to Highway 27

# 1. Planning transit service

The TTC has two major objectives in planning its transit services:

- To maximise mobility within the City of Toronto by ensuring that public transit is provided in the right places, at the right times, to satisfy the changing travel needs within the community.
- To ensure that all transit services operated by the TTC are as efficient and cost-effective as possible and, therefore, affordable to both TTC customers and taxpayers.

In order to fulfil these objectives, the TTC undertakes a range of transit planning activities, governed by the service standards which have been adopted by the Commission. The service standards are a systematic and objective means of planning, monitoring, adjusting, and evaluating transit services throughout Toronto. The standards provide a mechanism for measuring the trade-offs between the benefits achieved by providing more service in one location, the inconvenience caused by removing it from another, and the costs of providing those services.

The sections which follow outline how the level of service and financial performance of routes which are already operating are monitored, and how proposals for new services and service changes are evaluated.

## Monitoring and adjusting present services

There are four components to the TTC's ongoing monitoring and adjustment of transit services.

The first, the ridership monitoring and service adjustment programme, has as its primary objective the continuing adjustment of transit service levels and hours of operation to match changing customer needs. Under this programme, ridership counts, customer communications, and observations from operating staff are reviewed and analysed. When passenger counts show that services are overcrowded, the service is made more frequent, to increase the passenger-carrying capacity. Service increases are guided by the vehicle loading standards described later in this section. Adjustments can also be made to the start and finish times of service, and to the scheduled trip times. These changes are made throughout the year, about once a month, subject to the availability of operating resources in the budget.

The second component of service monitoring and adjustment is the review of suggestions and complaints from customers. This source of input provides additional information for adjusting service with respect to the intervals between vehicles, the start and finish times, and other service details.

The third component is the route efficiency review programme. Under this programme, the operation and efficiency of each route are reviewed for each section of the route, and during each period of operation, at a fine level of

detail. This review includes a comparison to the TTC's financial standard, an examination of the productivity of individual trips, and an evaluation of whether to make changes to the times of the first and last trips. After reviewing detailed ridership data, running time and operating information, and customer communications, TTC staff recommend adjustments to service in order to improve efficiency. In each year, over half of the TTC's system is reviewed at this level of detail.

The fourth component is the route management programme. This is an ongoing programme at each operating division, in which service reliability and operations are measured and monitored, and the results are used to improve TTC service. The results are based on the real-life, day-to-day observations of operating staff and the input they receive from customers. Service improvements developed through this programme are also made on a monthly basis.

Appendix A lists the most significant of the many service changes that were made in the past year.

## Service frequency standards

The frequency of service on any TTC route is determined by customers' travel needs, according to the TTC's standards of service capacity. The service standards give minimum service levels and maximum acceptable levels of crowding on buses and streetcars.

Minimum levels of service are set to ensure that a reasonable, attractive level of transit service is available on all routes. Service levels below these limits are generally unacceptable from the customers' perspective, and are not attractive enough to develop a consistent base of ridership. The basic minimum level of service for bus and streetcar routes is a 30-minute service. Service will be operated more frequently than this if overcrowding is occurring, based on the vehicle loading standards described later in this section. A 60-minute service will be operated if the ridership levels will not support a 30-minute service. On subway lines, the minimum service level is a five-minute service.

The frequency of service is made better than the minimum when crowding on vehicles increases above acceptable limits. The TTC's vehicle loading standards define the upper acceptable limit of crowding, for each type of vehicle at different times of the day. The vehicle loading standards are used in the route monitoring and service adjustment process described earlier, and services which are overcrowded will have service increases made at the next possible opportunity.

The vehicle loading standards listed later in this section are compared to the average number of customers that have been observed on each vehicle during the busiest 60-minute period. Within that hour, some individual trips may carry more customers than the vehicle loading standard, but no trips will be scheduled to regularly carry more customers than can be safely and comfortably accommodated.

**TTC VEHICLE LOADING STANDARDS**

	Peak periods	Off-peak times	
	Any frequency of service	Service less frequent than once every 10 minutes	Service once every 10 minutes or more frequent <sup>2</sup>
	Number of customers	Number of customers	Number of customers
<b>Buses</b>			
High-floor non-accessible 40-foot bus	57	39	49
High-floor lift-equipped 40-foot bus	57	36	45
Orion VI 40-foot low-floor bus	50	28	35
New Flyer D40LF 40-foot low-floor bus	51	35	44
Orion VII 40-foot low-floor bus	55 <sup>1</sup>	38 <sup>1</sup>	48 <sup>1</sup>
<i>The average number of customers on each bus during the busiest 60 minutes of each period of service is compared to these numbers.</i>			
<i>Note 1 – To be confirmed.</i>			
<i>Note 2 – If sufficient funding is available to introduce the first phase of the Ridership Growth Strategy, the higher loading standard for frequent off-peak service would be abolished, and all off-peak service will be planned to meet the lower off-peak loading standard.</i>			
<b>Streetcars</b>			
Standard 50-foot streetcar (CLRV)	74	46	58
Articulated 75-foot streetcar (ALRV)	108	61	76
<i>The average number of customers on each streetcar during the busiest 60 minutes of each period of service is compared to these numbers.</i>			
<b>Rapid transit</b>			
Train (6 cars, H- or T- series)	1000	—	400 to 500
Train (4 cars, T-series)	670	—	260 to 330
Train (4 cars, S-series)	220	—	100 to 130
<i>The average number of customers on each train during the busiest 30 minutes of each of the peak periods is compared to the peak period numbers.</i>			
<i>The numbers for rapid transit at off-peak times represent the number of customers on typical heavily-loaded trains and are not a standard.</i>			
<i>Six-car subway trains of 23m-long H- or T-series cars are operated on the 1 YONGE-UNIVERSITY-SPADINA and 2 BLOOR-DANFORTH subways; 4-car subway trains of 23m-long T-series cars are operated on the 4 SHEPPARD subway; 4-car trains of 13m-long S-series cars are operated on the 3 SCARBOROUGH RT.</i>			

**Evaluation of service changes**

Changes to TTC services are made regularly and frequently, to meet the changing transit requirements in the city. Small changes, developed through the continuous monitoring of services, are introduced monthly.

Changes which are more substantial, either affecting the travel options of current TTC customers, or requiring additional resources for operation, undergo a more rigorous review and are examined once a year. Included in this category are requests and proposals for new routes or route extensions, new express services, additional periods of service on the present routes (e.g., new weekend service), and major changes to the structure of routes in a community.

Proposals for major changes are first reviewed for conformity with the TTC's basic route and system design guidelines, which are part of the service standards. The design guidelines stipulate that new transit services will be provided only if they would serve people beyond 300 metres of a service which is already in place (200 metres where there is a

higher-than-average proportion of seniors), that surface routes should be designed to maximise interconnection with rapid transit stations, and that any service change must result in an overall benefit for customers (measured by calculating the change in weighted travel time, as described in the following section). Any proposed service change which would contravene these guidelines is usually not considered eligible for operation.

**Comparison of effects on customers**

One of the design guidelines for service changes is that they must result in an overall benefit for customers. The net benefit is measured by estimating the net change in weighted travel time for customers.

Each of the four components of a trip – walking to the stop, waiting for the bus or streetcar to arrive, riding in the vehicle, and transferring from one vehicle to another – is weighted differently, according to how each is perceived by customers and how it affects customers' travel decisions.



Research indicates that the time spent travelling in the bus, streetcar, or subway train is the least onerous part of making a trip, because the customer is travelling on his or her way to the destination. But the other components can be regarded as obstacles or delays of differing magnitude to getting to the customer's destination. For example, one minute of walking time can be more inconvenient than one minute of waiting time. The customer is, therefore, placing a different importance on each component of the transit trip. Weights that estimate customers' perceptions of importance are used in the evaluation process for proposed changes to transit service.

The weights that are applied to each component of a trip were developed from research based on several surveys of travel behaviour. With the use of these weights, it is possible to predict customers' travel patterns.

<b>Trip component</b>	<b>Weight</b>
Each minute of in-vehicle travelling time.....	1.0
Each minute of waiting time.....	1.5
Each minute of walking time.....	2.0
Each transfer.....	10.0

These weights imply, then, that one minute of walking time is equivalent to two minutes of in-vehicle travelling time, that one minute of waiting time is equivalent to 1.5 minutes of in-vehicle travel time, and that one transfer is equivalent to 10 minutes of in-vehicle travel time. Using the transfer weight as an example, customers have been observed to ride up to 10 minutes longer in a bus to avoid making a transfer.

To make recommendations on proposed service changes, the change in weighted travel time is calculated for each group of customers who are affected by a change, both those for whom the change will improve their service and those for whom the change will cause an inconvenience. The change in time of each component is multiplied by the number of customers affected by the change and by the weight of the component. The numbers for all the groups are then added, to arrive at a change in weighted travel time.

Proposals which have an overall benefit for customers are those with a net reduction in weighted travel time. These beneficial proposals will also, over time, attract increased numbers of customers to the TTC's transit services.

### Funding of new services

The cost of operating the TTC is paid, to a very large extent, by the fare revenue from customers. In recent years, fares have covered more than 80 percent of the TTC's operating costs. Since 1998, the remainder of the cost of operations has been paid by the City of Toronto.

Most new transit services do not attract enough new revenue to cover the additional cost of operating the service. The net cost, after new revenue is taken into account, must be covered through some combination of increased funding from the City of Toronto, increased general fare revenues through a fare increase, or by reducing costs elsewhere by removing or reducing another service.

Over the past several years, in order to ensure that the TTC's budget was balanced, any capacity which was surplus to ridership requirements was removed. Thus, today, there are very few opportunities to remove service from other routes to fund the introduction of new or improved services. There remains the possibility of completely eliminating, as opposed to reducing, service on the most lightly-used routes at certain times of the week, though this approach can be disruptive to the overall established travel patterns within an area.

The TTC's budget is established each year based on a forecast of how much service will be required, overall, to carry the forecast ridership levels. The issues of seeking increased funding from the City of Toronto, raising fares, or cutting service will be considered as part of the TTC's budget for 2004.

### Financial standard and comparisons

The TTC's financial standard is that a service change will be made only if it improves the financial situation of the TTC. This means that, if the cost of operating the new service is paid-for by removing another service, the number of customers who would start using the TTC because of the introduction of the new service must be greater than the number of customers who would stop using the TTC because of the removal of the other service. This standard allows business decisions to be made as to whether a service should be kept, modified, or removed.

The introduction of a new service will lead to increased ridership, but with a higher cost. The financial performance of the new service can be measured as the number of customers gained per dollar spent. A similar measure can be used to evaluate fare increases (customers lost per dollar gained) and service reductions (customers lost per dollar saved). Using the same measure for evaluating options in all three situations allows staff to consistently recommend changes which will increase the TTC's overall ridership and improve the financial performance of the system.

Research on customers' behaviour has shown that the ridership effects of these three options – adding service, eliminating service, or raising fares – balance at 0.23 customers gained or lost per dollar spent or saved. Overall, ridership on the TTC will always increase if services above that level are added, and services below that level are removed to pay for them.

The TTC's financial standard is applied this way: New services will not be introduced if the number of customers gained per dollar spent is below 0.23. Services which are on trial will be eliminated if the number of customers gained per dollar spent was below 0.23. Other services which are already being operated will be modified to reduce their costs or to increase fare revenue if the number of customers gained per dollar spent is below 0.23. If no suitable changes can be found for routes on which the number of customers gained per dollar spent is under 0.23, and if service reductions are required,

either because of declining ridership or reductions in funding, then these services would be recommended for removal.

All TTC services undergo a continuing examination of their financial performance and efficiency. The first component of this review is the route efficiency review programme. This, as described earlier, includes a financial evaluation of individual trips and the branch structure of the route. The second component is a calculation of the financial performance of every route, at every time of the week that it runs. Routes with a financial performance below the minimum of 0.23 customers gained per dollar spent are examined in detail once every year. Minor service changes, such as a reduction in frequency or the removal of some trips, will be made at the next monthly schedule change. Major service changes, such as a change in route or the removal of service at certain times of the day, may be recommended to the Commission. This year's review of the routes with poor financial performance is described in Appendix B of this report.

If service cuts were to be required because of reductions in funding, or because of declines in ridership, the services with the poorest financial performance would be the ones selected to be removed. This would ensure that the service cuts would result in the least possible decline in ridership and thus the least possible loss of fare revenue.

This systematic approach of measuring financial performance, matching supply and demand, and determining the effects on customers ensures that, if services must be reduced to re-allocate resources or to meet budgetary requirements, the reductions will be made where the removal of service would have the least detrimental effect on customers' travel needs and the TTC's financial situation.

## Consultation

The TTC receives comments about service and suggestions for service changes from customers all year long. Customers' comments about their travel needs and experiences on the TTC are an important source of information for managing the TTC system. Based on this information, as well as that gathered from other sources, service changes such as changes to the interval between vehicles on a route or to the start and finish times of a service are made on a routine basis as part of the TTC's mandate to match the levels of service to customers' travel needs.

Some comments from customers suggest larger service changes, such as the introduction of new routes or the reorganisation of a network of routes in a certain part of the city. TTC staff also ask City councillors each year for suggestions of this type. These proposals are examined as the annual report on service improvements is prepared.

When a recommendation is brought forward to the Commission in the report on service improvements, a consultation period begins, during which the TTC solicits comments on the recommended changes. During the consultation period, City councillors may undertake a process

of public consultation. TTC staff are available to attend public meetings and to provide information and assistance regarding any proposed service changes. At the end of the consultation period, TTC staff review the comments received and, if appropriate, recommend changes to the proposals that would result in a further-improved service or a greater net benefit for customers. The revised proposals are then brought back to the Commission for approval. Customers or others may make a deputation before the Commission at this time if they disagree with the staff recommendations.

## Post-implementation reviews

Every new service that the TTC introduces is initially operated for a trial period of at least six months, during which the service is promoted, and a consistent ridership level becomes established. After six months, passenger counts are taken, the performance of the route is reviewed, and a recommendation is made regarding its future. Service changes are reviewed to ensure that the original objective of better service for customers has been met. New routes, extensions, and additional periods of service, which have been introduced at an additional cost, undergo a financial review to check that the service meets the TTC's financial standard. The review also considers comments that have been received from customers and the experience that has been gained in operating the service.

A service change which has met its performance objectives is recommended to be made a regular part of the TTC system. If a service change has been unsuccessful in some way, then a recommendation is made to either make further changes or to remove the service.

The compulsory post-implementation review of every trial of a service change ensures that the success or failure of every service change is assessed consistently and fairly, and that there is full accountability to the Commission on matters which affect the service that is provided to customers.

## 2. Recommended new and revised services

### 122 GRAYDON HALL – Extension to Roywood Park

*Origin of proposal: Councillor Minnan-Wong; Public meeting – May 1, 2003*

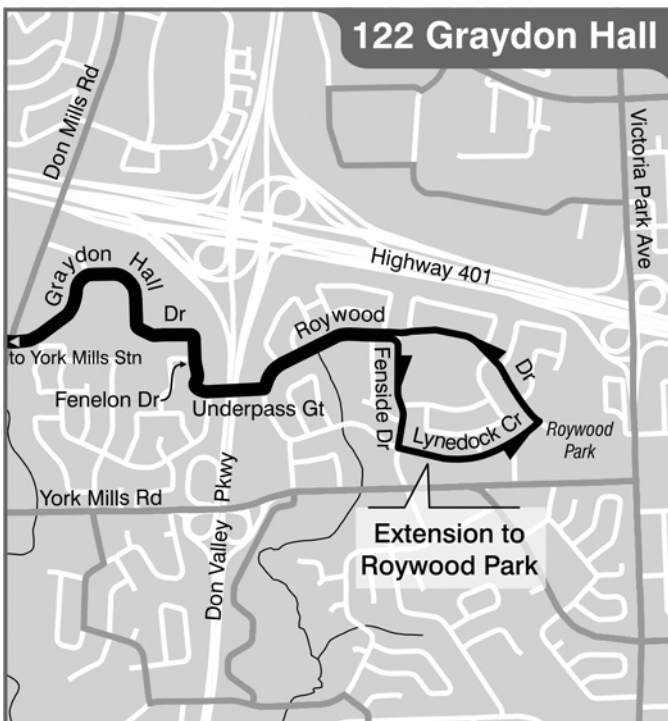
*City wards: Ward 24 Willowdale, Ward 25 Don Valley West, Ward 33 Don Valley East, Ward 34 Don Valley East*

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

It is recommended that the 122 GRAYDON HALL route be extended to serve Roywood Park, in the Victoria Park Avenue/York Mills Road area, during the peak periods and midday, from Monday to Friday.

Buses would operate from York Mills Station over the existing route, to Graydon Hall Drive and Fenelon Drive. From there, buses would operate south on Fenelon Drive, east on Underpass Gate, east on Roywood Drive, south on Fenside Drive, and east on Lynedock Crescent to Roywood Park. Buses would return via west on Roywood Drive, west on Underpass Gate, north on Fenelon Drive, and west on Graydon Hall Drive over the present regular routing.

It is projected that approximately 460 customer-trips each day would be made on the extension, all of which would be new to the TTC, and would be attracted by the shorter walk to the nearest bus stop. One additional bus would be required to provide this extension, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the extension



would meet the TTC's financial standard, and it is therefore recommended.

Three additional proposals were examined, but are not recommended. Operating the service to Roywood Park via Roywood Drive in both directions, and turning around at Roywood School, was examined. This looping is not operationally feasible for safe and reliable bus operation.

Operation of the new service to Roywood Park as a separate route from Don Mills Station on the 4 SHEPPARD subway was examined. Buses would operate via Don Mills Road, Graydon Hall Drive, Fenelon Drive and the recommended routing to and from Roywood Park. Ridership on the new section of the route, east of Fenelon Drive, would be similar to ridership levels for the recommended new service from York Mills Station, but the cost of operation would be higher, as two buses would have to be added to operate the service.

Changing the 122 GRAYDON HALL route to operate to Roywood Park from Leslie Station, instead of from York Mills Station, was also examined. Buses would operate via Leslie Street, Lesmill Road, Valleybrook Drive, Duncan Mills Road, Graydon Hall Drive, Fenelon Drive and the recommended routing to and from Roywood Park. Overall ridership would be lower than the recommended proposal. An inconvenience would be caused to existing customers who travel to or from York Mills Road and York Mills Station, as an additional transfer would be required, and some of these customers would be lost from the TTC system because of the inconvenience.

### 79 SCARLETT RD – Revised service on St. Clair Avenue

*Origin of proposal: Councillor Lindsay Luby*

*City wards: Ward 4 Etobicoke Centre, Ward 11 York South Weston, Ward 13 Parkdale-High Park*

*Time periods: Monday to Friday peak periods*

It is recommended that the 79 SCARLETT RD route be changed so that every other bus in the peak periods operates in both directions via St. Clair Avenue, between Runnymede Road and Scarlett Road. This change would reduce the distance that customers need to walk to direct bus service on St. Clair Avenue. Currently, buses operate via St. Clair Avenue only northbound/westbound during the morning peak period, and southbound/eastbound during the afternoon peak period.

The change would provide new southbound morning and northbound afternoon service on St. Clair Avenue. Customers would have a shorter walk to the nearest bus stop. It is projected that approximately 110 customer-trips each day would be made on the new service, of which approximately 35 would be new to the TTC. Service would continue to operate via Pritchard Avenue and Foxwell Street, as every other bus

would alternate via the Pritchard/Foxwell routing, and via the St. Clair routing.

The change would make service worse for customers on Pritchard Avenue and Foxwell Street, who would be inconvenienced with a longer wait for the bus. Approximately 140 customer-trips each day would have a longer wait.

This change would be made with no additional resources. The change in weighted travel time shows that the benefit of shorter walking distance is more important to customers than the inconvenience of a longer wait. Overall, the change would attract new customers to the TTC and make service better for customers. For these reasons, it is recommended.

A proposal to operate the bus on St. Clair Avenue during the midday from Monday to Friday has also been examined. The projected number of new customers using the new service is low. The change in weighted travel time of this proposal indicates that the inconvenience of a longer wait for the bus is more important to customers than the reduced walking time for customers on St. Clair Avenue. For this reason, it is not recommended.



**320 YONGE – Extension to entertainment district**

*Origin of proposal: Councillor Chow; Public meeting – May 1, 2003*

*City wards: Ward 20 Trinity-Spadina, Ward 28 Toronto Centre-Rosedale*

*Time periods: Overnight, seven days a week*

It is recommended that the 320 YONGE overnight bus route be changed, seven days a week, to provide service on University Avenue as far north as Queen Street. This change will reduce

the walking distance and eliminate transfers for customers using overnight bus service from the entertainment district.

Buses would operate south on Yonge Street and west on Front Street over the existing route. Every second bus would then operate north on University Avenue as far as Queen Street. Buses would turn around by making a U-turn at Armoury Street, and would then operate south from Queen Street on University Avenue, east on Front Street, and north on Yonge Street. Customers would be able to transfer between 320 YONGE overnight buses at Richmond Street and University Avenue and 301 QUEEN overnight streetcars at Queen Street and University Avenue. Service would be reduced on the portion of the route on Yonge Street and Bay Street, south of Front Street, from a bus every five- to eight-minutes to a bus every 10 to 15 minutes. The change would be made with no increase in operating costs.

The change would make service better for customers travelling to and from the area north of Front Street and west of Yonge Street, who would have a shorter walk to the 320 YONGE route, or one less transfer. Approximately 1300 customer-trips each day would have a shorter walk or one less transfer. The change would make service worse for customers who now use the stops on Yonge Street and Bay Street south of Front Street, and on Queens Quay, who would have a longer wait. Approximately 240 customer-trips each day would have a longer wait for the bus. The change in weighted travel time shows that the benefit of a shorter walk and one fewer transfer is more important to customers than the inconvenience of a longer wait. Overall, the change would make service better for customers. For this reason, it is recommended.

A second proposal was examined, which would operate



direct express overnight bus services from the downtown entertainment area to several residential areas in Toronto. The specific routes which were examined were from downtown to Scarborough Centre, to Rexdale, and to Steeles Avenue and Bayview Avenue. These new express overnight services would duplicate in many places the existing overnight network, and would still require many customers, who are destined to locations away from the direct routes, to transfer to complete their trip. The cost of operating the services would be high, and they would attract very few new customers to the TTC. The comparison of the operating costs with the projected increase in ridership indicates that the services would not meet the TTC's financial standard. As a result, express overnight services from downtown are not recommended.

### **Additional periods of service on present routes**

#### **61 AVENUE RD NORTH –**

##### **Evening and weekend service to Highway 401**

*Origin of proposal: Councillor Feldman; Public meeting – May 1, 2003*

*City wards: Ward 10 York Centre, Ward 16 Eglinton-Lawrence*

*Time periods: Monday-Friday evening; Saturday, Sunday, and holiday daytime and evening*

It is recommended that new service on the 61A AVENUE RD NORTH (Eglinton Stn-Highway 401) route be provided north of Roe Loop to Highway 401 during the evenings from Monday to Friday, and during the daytime and evening on Saturdays, Sundays, and holidays.

The change would improve service by reducing the distance that customers in the area need to walk to their nearest bus stop and by reducing the number of transfers that must be made by customers. Currently, service on Avenue Road between Roe Loop and Highway 401 is operated only during the peak periods and midday from Monday to Friday.

It is projected that approximately 90 customer-trips would be made on the new part of the route during the evening from Monday to Friday, of which approximately 20 would be new to the TTC. On Saturdays, approximately 500 customer-trips would be made on the new service, of which approximately 110 would be new to the TTC. On Sundays and holidays, approximately 365 customer-trips would be made on the new service, of which approximately 80 would be new to the TTC. The remainder of customer-trips that are not considered to be new would be made by customers who are now using other nearby services, but who would prefer to use the 61A AVENUE RD NORTH route.

One bus would be required to provide the service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicated that the service would meet the TTC's financial standard.

#### **20 CLIFFSIDE – Sunday and holiday evening service**

*Origin of proposal: Customer deputation to November 19, 2003 Commission meeting*

*City wards: Ward 31 Beaches-East York, Ward 32 Beaches-East York, Ward 35 Scarborough Southwest, Ward 36 Scarborough Southwest*

*Time period: Sunday and holiday early evening*

It is recommended that new service be operated on the 20 CLIFFSIDE route during the early evenings on Sundays and holidays. This change would improve service by reducing the distance that customers using this route would need to walk to the nearest stop. Currently, Sunday and holiday service on this route is provided only during the daytime. The 12A KINGSTON RD route serves part of the 20 CLIFFSIDE route along Midland Avenue between Kingston Road and Kennedy Station, but it is an inconvenient walk to the nearest bus stop for customers living along other parts of the 20 CLIFFSIDE route, between Midland Avenue and Birchmount Avenue.

It is projected that approximately 330 customer-trips would be made each Sunday on the 20 CLIFFSIDE route, of which approximately 50 would be new to the TTC.

One bus would be required to provide service every 60 minutes, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard.

#### **191 HIGHWAY 27 ROCKET – Sunday and holiday service**

*Origin of proposal: TTC staff*

*City wards: Ward 1 Etobicoke North, Ward 2 Etobicoke North, Ward 3 Etobicoke Centre, Ward 5 Etobicoke Lakeshore*

*Time period: Sunday and holiday daytime*

It is recommended that new service be provided on the 191 HIGHWAY 27 ROCKET route during the daytime on Sundays and holidays. The change would improve service for customers by reducing travel time and reducing the number of transfers. Currently, service on the route is provided only during the peak periods, midday, and early evening from Monday to Friday, and during the daytime on Saturdays.

It is projected that approximately 1000 customer-trips would be made on the new service during the daytime on Sundays, of which approximately 375 would be new to the TTC. The remainder of customer-trips that are not considered to be new would be made by customers who are now using other nearby services, but who would prefer to use the 191 HIGHWAY 27 ROCKET service.

Three buses would be required to provide this service. Because of the additional cost, a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard.

**131 NUGGET – Saturday, Sunday, and holiday late evening service***Origin of proposal: TTC staff**City wards: Ward 38 Scarborough Centre, Ward 41**Scarborough-Rouge River, Ward 42 Scarborough-Rouge River**Time periods: Saturday, Sunday, and holiday late evening service*

It is recommended that new service be provided during the late evenings on Saturdays, Sundays, and holidays on the 131 NUGGET route. The change would improve service for customers by reducing the walking distance to the nearest bus stop, or reducing the number of transfers which must be made. Currently, service on the 131 NUGGET route is provided only until approximately 10:00 p.m. on Saturdays, Sundays, and holidays.

It is projected that approximately 160 customer-trips would be made on the new service each Saturday, of which approximately 60 would be new to the TTC. It is projected that approximately 140 customer-trips would be made on the new service each Sunday, of which approximately 50 would be new to the TTC. The remaining customer-trips that are not considered to be new would be made by customers who are now using other nearby services, but who would prefer to use the 131 NUGGET route.

Two buses would be required to provide this service. Because of the additional cost, a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard.

**134 PROGRESS – Saturday service to Centennial College***Origin of proposal: TTC staff**City ward: Ward 38 Scarborough Centre**Time period: Saturday daytime*

It is recommended that new service be provided on the 134C PROGRESS route between Scarborough Centre Station and Centennial College during the daytime on Saturdays. This change would improve service by reducing the distance that customers travelling to and from Centennial College would need to walk to the nearest bus stop.

Currently, the 134C (Scarborough Centre Station to Centennial College) branch only operates into the Centennial College campus from Monday to Friday.

It is projected that approximately 410 customer-trips each Saturday would be made on the new service, of which approximately 100 would be new to the TTC.

One bus would be required to provide the service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard.

**190 SCARBOROUGH CENTRE ROCKET – Evening, Saturday, and Sunday service***Origin of proposal: TTC staff**City wards: Ward 34 Don Valley East, Ward 37 Scarborough Centre, Ward 38 Scarborough Centre, Ward 39 Scarborough Agincourt, Ward 40 Scarborough Agincourt, Ward 41 Scarborough Rouge River**Time periods: Monday-Friday early evening; Saturday, Sunday, and holiday daytime*

It is recommended that new service be provided on the 190 SCARBOROUGH CENTRE ROCKET route during the early evening from Monday to Friday, and during the daytime on Saturdays, Sundays, and holidays. The change would improve service for customers by reducing travel time and reducing the number of transfers. Currently, service on the route is provided only during the peak periods and midday from Monday to Friday.

It is projected that approximately 350 customer-trips would be made on the new service in evenings from Monday to Friday, of which approximately 115 would be new to the TTC. On Saturdays, approximately 1500 customer-trips would be made during the daytime, of which 440 would be new customers. On Sundays, approximately 925 customer-trips would be made during the daytime, of which approximately 270 would be new to the TTC. The remainder of customer-trips that are not considered to be new would be made by customers who are now using other nearby services, but who would prefer to use the 190 SCARBOROUGH CENTRE ROCKET route.

Three buses would be required to provide this service. Because of the additional cost, a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard.

**123 SHORNCLIFFE – Off-peak service via North Queen Street***Origin of proposal: TTC staff**City wards: Ward 5 Etobicoke Lakeshore, Ward 6 Etobicoke Lakeshore**Time period: Monday-Friday midday, early evening; Saturday, Sunday, and holiday daytime*

It is recommended that new service be provided on North Queen Street during the midday and early evening from Monday to Friday, and during the daytime on Saturdays, Sundays, and holidays, on the 123 SHORNCLIFFE route. The change would improve service by reducing the distance that customers in the area need to walk to their nearest bus stop. Currently, service on North Queen Street is only provided southbound during the morning period and northbound during the afternoon peak period.

It is projected that approximately 50 customer-trips would be made on the new service during the midday, 40 customer-trips would be made on the new service during the early evening, and approximately 70 customer-trips would be made

on the new service each Saturday, Sunday, and holiday. Of these trips, approximately 35 trips during the midday, 30 during the early evening from Monday to Friday, and 50 on Saturdays and Sundays would be new to the TTC. The remainder of customer-trips that are not considered to be new would be made by customers who are now using other nearby services, but who would prefer to use the 123 SHORNCLIFFE service via North Queen Street.

One bus would be required to provide the service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard.

### **53 STEELES EAST – Sunday and holiday service to Markham Road**

*Origin of proposal: TTC staff*

*City ward: Ward 41 Scarborough-Rouge River, Ward 42 Scarborough-Rouge River*

*Time period: Sunday and holiday daytime*

It is recommended that new service be provided east of Middlefield Road to Markham Road during the daytime on Sundays and holidays on the 53 STEELES EAST route. The change would improve service by reducing the distance that customers in the area need to walk to their nearest bus stop, and by reducing the number of transfers which must be made by customers. Currently, service east of Middlefield Road to Markham Rd/Highway 48 is operated during the peak periods, midday and early evening from Monday to Friday, and during the daytime on Saturday. At all other times, service operates as far east as Middlefield Road only.

It is projected that approximately 600 customer-trips would be made on the new service each Sunday, of which approximately 220 would be new to the TTC. The remainder of customer-trips that are not considered to be new would be made by customers who are now using other nearby services, but who would prefer to use the 53 STEELES EAST route.

One bus would be required to provide the service, therefore a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard.

### **60 STEELES WEST – Monday-Friday midday and Saturday daytime service to Highway 27**

*Origin of proposal: Councillor Hall; Public meeting – May 1, 2003*

*City ward: Ward 1 Etobicoke North*

*Time period: Monday-Friday midday, Saturday daytime*

It is recommended that new service be provided on the 60 STEELES WEST route west of Martin Grove Road to Highway 27 during the midday from Monday to Friday, and the daytime on Saturdays. The change would improve service by reducing the distance that customers in the area need to walk to their nearest bus stop.

Currently, service is operated between Finch Station and Highway 27, turning around via Steinway Boulevard and Signal Hill Boulevard, during the peak periods from Monday to Friday. At all other times from Monday to Saturday, service operates only as far west at Martin Grove Road.

It is projected that approximately 365 customer-trips would be made from Monday to Friday on the new service, of which approximately 60 would be new to the TTC. On Saturdays, approximately 500 customer-trips would be made on the new service, of which 120 would be new to the TTC. The remainder of customer-trips that are not considered to be new would be made by customers who are now using other nearby services, but who would prefer to use the 60 STEELES WEST route.

One bus would be required to provide the new service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicated that the service would meet the TTC's financial standard.

### 3. Previous recommendations not yet introduced

#### **192 AIRPORT ROCKET, 58 MALTON, and 307 EGLINTON WEST – Extension to Pearson Airport new terminal**

*Origin of proposal: Service Improvements for 2003*

*City wards: Ward 3 Etobicoke Centre, Ward 4 Etobicoke Centre, Ward 5 Etobicoke-Lakeshore, Ward 11 York South-Weston, Ward 12 York South-Weston, Ward 15 Eglinton-Lawrence, Ward 17 Davenport, Ward 21 St. Paul's, City of Mississauga*

*Time periods: Seven days a week*

In the report on *Service Improvements for 2003*, it was recommended that the 192 AIRPORT ROCKET bus route, the 58 MALTON bus route, and the 307 EGLINTON WEST overnight bus route be extended at all times to the new Terminal 1 at Pearson Airport. This change would reduce travel time for customers, and would eliminate the need to transfer between terminals using the airport-operated inter-terminal shuttle buses.

These changes will be made as the new terminal opens, which is tentatively scheduled for April 2004. All three routes would continue to operate to Terminal 2 and Terminal 3. With this change, all terminals would be served by all three TTC bus services to the airport. Overall, the change would make service better for customers.

Further changes to the routings may be necessary, as usage of Terminal 2 and Terminal 3 by airline passengers and airport employees changes after the new Terminal 1 opens. TTC ridership at Pearson Airport would be monitored, and any further routing change recommendations would be presented to the Commission in future reports on service improvements.

#### **143 DOWNTOWN/BEACH EXPRESS – Extension on Kingston Road**

*Origin of proposal: Service Improvements for 2000-2001*

*City wards: Ward 32 Beaches-East York, Ward 36 Scarborough Southwest*

*Time periods: Monday-Friday peak periods*

In the report on *Service Improvements for 2000-2001*, it was recommended that the 143 DOWNTOWN/BEACH EXPRESS route be extended to serve the section of Kingston Road between Victoria Park Avenue and Birchmount Road. The change would improve service by reducing travel time for customers and by reducing the number of transfers which must be made by customers.

It is projected that approximately 165 customer-trips would be made on the extended part of the route each day. Approximately 10 of these trips would be new to the TTC, and the remainder of these trips would be made by customers who are now using other nearby services at a regular fare.

The change would require no additional costs, as the buses for the 143 DOWNTOWN/BEACH EXPRESS route travel through this area en route to and from Queen Street and the garage where they are based.

Because the extension would improve service for customers, would cause no inconvenience for present customers, and would increase revenue, at no increase in operating costs, the service change is recommended.

At its meeting of May 31, 2000, when considering the report on *Service Improvements for 2000-2001*, the Commission did not approve the recommendation to change the route, in order to allow for consultation with area residents about the change.

#### **58 MALTON – Saturday service to Westwood Mall**

*Origin of proposal: Service Improvements for 2000-2001*

*City: Mississauga*

*Time periods: Saturday daytime and early evening*

In the report on *Service Improvements for 2000-2001*, it was recommended that new service to Westwood Mall be provided during the daytime and early evening on Saturdays on the 58 MALTON route. The change would improve service by reducing the distance that customers in the area need to walk to their nearest bus stop, and to reduce the number of transfers which must be made by customers.

At present, service to Westwood Mall on the 58 MALTON route operates from Monday to Friday only. With this change, service would operate to Westwood Mall all day from Monday to Friday, and from approximately 6:00 a.m. to 10:00 p.m. on Saturdays.

It is projected that approximately 180 customer-trips would be made on the new service during the Saturday daytime and early evening. Approximately 120 of these trips would be new to the TTC, and the remainder of these trips would be made by customers who are now using other nearby services but would choose to use the 58 MALTON route in preference to their current service.

One bus would be required to provide this service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard, as it applies to services within Toronto.

If this transit service change were within the boundaries of the City of Toronto, TTC staff would recommend that this change be made. The TTC does not, however, use its subsidy to provide transit service outside of Toronto, and the increased fare revenue from this route change would not fully cover the increase in TTC operating costs outside of Toronto.

For that reason, this additional service on the 58 MALTON route is recommended on the condition that Mississauga



Transit pay for the difference between the operating cost and the fare revenue that is received.

## **92 WOODBINE SOUTH – Revised service south of Queen Street**

*Origin of proposal: 1998 Service Plan*

*City ward: Ward 32 Beaches-East York*

*Time periods: Seven days a week*

The Commission approved a recommendation in the 1998 Service Plan that the 92 WOODBINE SOUTH route be changed to operate south of Queen Street on Woodbine Avenue and Lake Shore Boulevard. This change can be made only after a suitable looping facility is available in the vicinity of Lake Shore Boulevard and Northern Dancer Boulevard.

The service change would improve transit service for customers in the area, by reducing the distance that they need to walk to their nearest bus stop.

The approved routing for the 92 WOODBINE SOUTH extension was south on Woodbine Avenue, west on Lake Shore Boulevard, north on Winners Circle, west on Boardwalk Drive, and south on Northern Dancer Boulevard, and return east on Lake Shore Boulevard and north on Woodbine Avenue. The present loop north of Queen Street, on Rainsford Road and Columbine Avenue, which is now used in peak periods from Monday to Friday, would no longer be used. The present loop south of Queen Street on Coxwell Avenue and Lake Shore Boulevard, which is now used at other times of the week, would also no longer be used.

During consultation with Councillor Bussin about the routing change, the Councillor raised concerns from residents of the new developments near the approved on-street looping on Winners Circle, Boardwalk Drive, and Northern Dancer Boulevard. In response to these concerns, TTC staff have identified an alternative looping location on the south side of Lake Shore Boulevard, east of the driveway entrance to Ashbridge's Bay Park. Discussion is underway with the Councillor's office and with City of Toronto staff about the construction of an off-street bus loop at this location. It is expected that this loop will be constructed in 2004. Once the loop is available for use, the service change will be made.

## 4. Proposals examined and not recommended

### **Bartley Drive – New service**

*Origin of proposal: Councillor Minnan-Wong*

*City ward: Ward 34 Don Valley-East*

*Results: Net inconvenience for customers*

Councillor Minnan-Wong requested that new bus service be operated on Bartley Drive, in the Victoria Park Avenue/Eglinton Avenue area.

A proposal was examined which would change the 70A O'CONNOR (Coxwell Stn-Eglinton) bus service during the peak periods from Monday to Friday to operate north on O'Connor Drive, north and west on Bartley Drive, north on Tisdale Avenue, east and north on Jonesville Crescent, east on Eglinton Avenue and north on Victoria Park Avenue. Buses would return to Coxwell Station over the present routing.

This change would make service better for approximately 250 existing customer-trips each day, as these would be made with a shorter walk to the nearest bus stop. In addition, approximately 20 new customer-trips would be made on the route each day. Most of these trips would be from new housing developments along the revised route, and the trips would be attracted to the TTC because of the shorter walk to the new service.

This change would make service worse for approximately 4300 customer-trips each day which would be made with a longer wait for the bus, for and approximately 220 customer-trips each day which would be made with additional travel time.

The change in weighted travel time shows that the inconvenience of a longer waiting time and more travel time is more important to customers than the benefit of shorter walk. The change would cause a net inconvenience for customers, and for this reason is not recommended.

### **Downtown Express service from Humber Loop**

*Origin of proposal: Councillor Milczyn*

*City wards: Ward 6 Etobicoke-Lakeshore, Ward 19 Trinity-Spadina, Ward 20 Trinity-Spadina, Ward 28 Toronto Centre-Rosedale*

*Results: Does not meet minimum financial standard*

Councillor Milczyn requested that a peak period downtown express bus service be operated from Humber Loop to downtown Toronto. This proposal is similar to one analysed most recently in the report on *Service Improvements for 2003*, when a service operating from Long Branch Loop along Lake Shore Boulevard to downtown was analysed. Because this routing would serve Humber Loop (from the pedestrian walkway to the south of the loop) and would also serve a longer section of Lake Shore Boulevard, the analysis from last year has been updated for this year.

In the morning peak period, four trips would be operated between Long Branch Loop and downtown, via east on Lake Shore Boulevard, north and east on Fort York Boulevard, north on Bathurst Street, and east on Adelaide Street, as far east as Jarvis Street. In the afternoon, three trips would depart from Jarvis Street and Richmond Street, and would operate west on Richmond Street, south on Bathurst Street, west and south on Fort York Boulevard, and west on Lake Shore Boulevard to Long Branch Loop. In the morning peak period, buses would serve stops on Lake Shore Boulevard west of Palace Pier Court, at Fort York Boulevard and Fleet Street, and on Adelaide Street. In the afternoon peak period, buses would serve stops on Richmond Street, at Fort York Boulevard and Fleet Street, and on Lake Shore Boulevard west of the Gardiner Expressway/Lake Shore Boulevard off-ramps. Because of the road configuration of Lake Shore Boulevard just west of the Humber River, direct westbound bus service to Lake Shore Boulevard east of the expressway off-ramps is not possible. As with the TTC's other Downtown Express routes, a premium-fare would be charged on this route.

Approximately 200 customer-trips would be made during the peak periods each day on the new service. Approximately 20 of these trips would be made by new customers attracted to the TTC by the new service, and the remainder would be made by customers who are now using the 501 QUEEN and 508 LAKE SHORE streetcar routes, which also offer a transfer-free trip between Long Branch Loop and downtown. Premium fares would be charged on the new bus service, compared to the regular fare charged on the existing streetcar services.

Three additional buses would be required to provide this service. Because there would be an increase in operating costs, a financial assessment was carried out. The comparison of operating costs with the projected increase in ridership indicates that the service would not meet the TTC's minimum financial standard. For this reason, the proposal is not recommended.

A second option was also examined, for a shorter route which would operate from the bus loop at Park Lawn Road and Lake Shore Boulevard to downtown. While the operating costs would be slightly lower for this shorter route, the number of customers attracted to the route would be much smaller, and the proposed service would not meet the minimum financial standards.

### 32 EGLINTON WEST – Express service

*Origin of proposal: Councillor Lindsay Luby*

*City wards: Ward 3 Etobicoke Centre, Ward 4 Etobicoke Centre, Ward 11 York South-Weston, Ward 12 York South-Weston, Ward 15 Eglinton-Lawrence, Ward 16 Eglinton-Lawrence, Ward 17 Davenport, Ward 21 St. Paul's, Ward 22 St. Paul's.*

*Results: Net inconvenience for customers*

Councillor Lindsay Luby proposed that express service be provided on the 32 EGLINTON WEST route. The change would provide faster service for some customers at the bus stops served by the new express service.

A limited stop express bus option was evaluated in which some of the existing local buses on the 32 EGLINTON WEST (Eglinton Stn-Renforth & Skymark) route during the peak periods from Monday to Friday would be changed to operate as express buses, stopping only at Jane Street, Weston Road, Keele Street/Trethewey Drive, Dufferin Street, Eglinton West Station, and Eglinton Station. West of Jane Street, all buses would serve all stops.

The new express service would improve service for approximately 3700 customer-trips each day, which would be made with a reduced travel time. The change would make service significantly worse for approximately 2000 customer-trips each day, which would be made with a longer wait for a local bus.

The change in weighted travel time shows that the inconvenience of a longer wait is more important than the benefit of saved travel time. The change would cause a net inconvenience for customers, and for this reason it is not recommended.

### Emmett Avenue – Revised service

*Origin of proposal: Councillor Nunziata*

*City ward: Ward 11 York South-Weston*

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

*Results: Net inconvenience for customers*

Councillor Nunziata proposed that increased service be operated on Emmett Avenue, by operating some 32 EGLINTON WEST or 35 JANE buses via Emmett Avenue, in both directions. The change would provide the residents in the Emmett Avenue area with more frequent service, and a shorter walk to the nearest bus stop for a direct connection to the 2 BLOOR-DANFORTH subway.

An option was evaluated that would change buses on the 32 EGLINTON WEST (Eglinton Stn-Renforth and Skymark) and 32B EGLINTON WEST (Eglinton Stn-Airport Corporate Centre) services to divert via Emmett Avenue and Jane Street in both directions. The change would be made during the peak periods and midday from Monday to Friday, and would be made with no increase in operating costs.

The new service on Emmett Avenue would be used by approximately 1000 customer-trips each day. These are

customers currently using the 32D EGLINTON WEST (Eglinton Stn West-Jane and Emmett) branch who would benefit with a more frequent service and direct service to the 1 YONGE-UNIVERSITY-SPADINA subway. The change would make service worse for customers who now use the 32 EGLINTON WEST (Eglinton Stn-Renforth & Skymark) and 32B EGLINTON WEST (Eglinton Stn-Airport Corporate Centre) services to travel west of Emmett Avenue, as they would have a longer travel time in the bus as they are carried out-of-their way along Emmett Avenue. The change would also make service worse for customers for the whole route, as they would have a longer wait for the bus as a result of the longer running time required for the diversion. Approximately 4000 customer-trips would have a longer travel time, and approximately 34,000 customer-trips would have a longer wait for the bus.

The change in weighted travel time shows that the inconvenience of longer travel time and waiting time is more important to customers than the benefit of reduced wait time. The change would cause a net inconvenience for customers, and for this reason, the proposal is not recommended.

A second option was examined in which buses on the 35 JANE route would be diverted to operate via Emmett Avenue and Eglinton Avenue in both directions. The change would be made during the peak periods and midday from Monday to Friday, and would be made with no increase in operating costs.

The new service on Emmett Avenue would be used by approximately 410 customer-trips each day. These customers are currently using the 32D EGLINTON WEST (Eglinton West Stn-Jane and Emmett) service and who would benefit with a new direct connection to the 2 BLOOR-DANFORTH subway. The change would make service worse for customers who travel through the Jane and Emmett area, as they would have a longer travel time in the bus as they are carried out-of-their way along Emmett Avenue. The change would also make service worse for customers on the 35 JANE route, as they would have a longer wait for the bus as result of the longer running time required for the diversion. Approximately 9000 customer-trips each day would have a longer travel time, and approximately 34,000 customer-trips would have a longer wait for the bus.

The change in weighted travel time shows that the inconvenience of longer travel time and waiting time is more important to customers than the benefit of reduced wait time. The change would cause a net inconvenience for customers, and for this reason, the proposal is not recommended.

### 31 GREENWOOD – Service to Eastern Avenue

*Origin of proposal: Councillor McConnell*

*City wards: Ward 30 Broadview-Greenwood, Ward 32 Beaches-East York*

*Results: Does not meet minimum financial standard; Net inconvenience for customers*

Councillor McConnell requested that the 31 GREENWOOD bus route be extended to Eastern Avenue, at the times when it

operates only as far south as Queen Street. The change would reduce the distance that some customers would have to walk to the nearest bus service.

At present, the 31 GREENWOOD route operates as far south as Queen Street at most times. Buses turn around via south on Greenwood Avenue, west on Queen Street, north on Hiltz Avenue, east on Dorothy Street, and north on Greenwood Avenue. A limited number of trips early in the morning peak period and for a short period of time in the early afternoon operate to Eastern Avenue, on the 31B GREENWOOD (Greenwood Station-Eastern) branch. These buses operate south on Greenwood Avenue, west on Queen Street, south on Leslie Street, east on Eastern Avenue, north on Woodward Avenue, west on Queen Street, and north on Greenwood Avenue.

A proposal was examined which would change all service, throughout the day, to operate to Eastern Avenue on the 31B GREENWOOD branch. Service would be removed from the on-street loop on Hiltz Avenue and Dorothy Street. One bus would be added to the route in the morning peak period. No buses would be added during the midday, afternoon peak period, or evening, and the waiting time between buses would be increased.

This change would make service better for approximately 260 customer-trips each day from Monday to Friday that would have a shorter walk to the nearest bus stop south of Queen Street. No new customers would be attracted to the service as a result of the change. The change would make service worse for approximately 2650 customer-trips each day, during the midday, afternoon peak period, and evening that would have to wait longer for a bus north of Queen Street.

The change in weighted travel time shows that the inconvenience of a longer waiting time is more important to customers than the benefit of reduced walking distance. The change would cause a net inconvenience for customers, and for this reason is not recommended.

This change would require one additional bus during the morning peak period. Because there would be an increase in operating costs, a financial assessment was carried out. Because there would be no increase in ridership, the service would not meet the TTC's minimum financial standard. For this reason, the proposal is not recommended.

### **35 JANE – Express service via Shoreham Drive**

*Origin of proposal Councillor Li Preti*

*City ward: Ward 8 York West*

*Results: Net inconvenience for customers*

Councillor Li Preti proposed that the present 35E JANE Express bus service at York University be changed to operate via Shoreham Drive, instead of via Steeles Avenue.

A proposal was examined which would change the route so that buses would depart from York University via north, west, and south on Ian McDonald Boulevard, west on

Shoreham Drive, and south on Jane Street. This would replace the present service, which operates via north, west, and south on Ian McDonald Boulevard, north on Founders Road, west on Steeles Avenue, and south on Jane Street.

Approximately 390 customer-trips each day would be made with a shorter travel time, as the travel time between York University and Jane Street would be faster than the present routing. Approximately 300 customer-trips each day which begin or end at stops on Jane Street, north of Shoreham Drive, which would no longer be served by express buses, would be made with a longer travel time. Approximately 45 customer-trips each day, which are made to or from stops on Steeles Avenue or on Jane Street, north of Shoreham Drive, would be made with one additional transfer.

The change in weighted travel time shows that the inconvenience of an additional transfer and additional travel time is more important than the benefit of saved travel time. The change would cause a net inconvenience for customers, and for this reason is not recommended.

### **47 LANSLOWNE – Extension to the waterfront, south of Queen Street**

*Origin of proposal: Councillor Korwin-Kuczynski*

*City ward: Ward 14 Parkdale-High Park*

*Time periods: Monday to Friday peak periods*

*Results: Does not meet minimum financial standard*

Councillor Korwin-Kuczynski proposed that the 47 LANSLOWNE route be extended to operate to the waterfront, south of Queen Street.

Similar proposals have been evaluated before, most recently in the *Service Improvements for 2003*. In that report, a proposal was examined for a peak-period extension of the 47 LANSLOWNE route south of Queen Street via south on Close Avenue, west on Springhurst Avenue, and north on Jameson Avenue to Queen Street. The proposal was not recommended, as the extended route did not meet the minimum financial standard.

The proposal has now been re-examined, with a slightly different routing. The bus would operate south on Jameson Avenue, east on Springhurst Avenue, using the on-ramp at Dunn Avenue to Lake Shore Boulevard to turn around to north on Jameson Avenue to Queen Street. Using the most current ridership information for the area. It is projected that approximately 650 customer-trips would use the new service each day, this is higher than that projected in the report on *Service Improvements for 2003*. Most of these customers are currently using the 504 KING streetcar route to reach the subway at Dundas West Station, or to downtown. There has been no significant new development in the area since our last review. As before, most of the new area that would be served is within a convenient walking distance of existing transit services: the 501 QUEEN, 504 KING, and 29 DUFFERIN routes. As a result, there would be no new transit customers attracted to the TTC system.

The extension would require one additional bus during the peak periods. Because there would be an increase in operating costs, and because there would be no new customers attracted to the TTC, the service would not meet the TTC's financial standard. For this reason, the proposal is not recommended.

### **Lawrence East/Markham Road – New overnight service**

*Origin of proposal: Public meeting – May 1, 2003*

*City wards: Ward 36 Scarborough Southwest, Ward 38 Scarborough Centre, Ward 41 Scarborough-Rouge River, Ward 42 Scarborough-Rouge River*

*Time periods: Overnight, seven days a week*

*Results: Does not meet minimum financial standard*

A customer suggested that a new overnight bus service be provided in the Lawrence Avenue and Markham Road area. This change would improve service for overnight customers by reducing the distance that they need to walk to their nearest stop and reducing transfers during a time of the day when service is less frequent.

A proposal was evaluated for a new overnight bus service operating between Eglinton Station and Markham Road & Finch Avenue. Buses would operate via east on Eglinton Avenue, north on Don Mills Road, east on Lawrence Avenue and north on Markham Road to Finch Avenue.

The change would make service better for between approximately 75 and 130 customer-trips each night. These customers would benefit from a shorter walk to the nearest overnight bus stop, and by fewer transfers between night buses. The new service would duplicate existing overnight services on Eglinton Avenue and on Don Mills Road.

There would be an increase in operating costs since the new service would require three additional buses therefore a financial assessment was carried out. The comparison of operating costs with the projected increase in ridership indicates that the service would not meet the TTC's minimum financial standard.

### **Morningside Heights – Revised service**

*Origin of proposal: Councillor Cho*

*City wards: Ward 38 Scarborough Centre, Ward 42 Scarborough-Rouge River, Ward 43 Scarborough East*

*Results: Will be considered as part of post-implementation review of the new 133 NEILSON route extension*

Councillor Cho proposed that one or more of the 42 CUMMER, 39 FINCH EAST, 139 FINCH EAST, or 116 MORNINGSIDE routes be extended to service the new Morningside Heights residential development, north of Finch Avenue and west of the Rouge River valley. Since October 2003, this developing area has been served by a peak period extension of the 133 NEILSON bus route, as recommended in the report on *Service Improvements for 2003*. Effective May 10, 2004,

limited Monday-Friday evening service will also be operated to Morningside Heights on the 133 NEILSON route.

Planning for transit service into the Morningside Heights neighbourhood began five years ago. In the report on *Service Improvements for 2000-2001*, routings were identified for the 133 NEILSON extension, and possible future extensions of the 39 FINCH EAST and 116 MORNINGSIDE routes. TTC staff have continued to work with City of Toronto staff to ensure that the development and the road network proceed in a way that is consistent with these bus routing proposals.

The 116 MORNINGSIDE route could be extended north and west from its present north end at Old Finch Avenue, and the 39/139 FINCH EAST route could be extended east from its present east end at Neilson Avenue. These buses would turn around at a new bus loop which was proposed to be built at the new intersection of the realigned Finch Avenue and the extended Morningside Avenue. The extension of the 39/139 FINCH EAST and 116 MORNINGSIDE routes would be examined in detail as part of the post-implementation review of the new 133 NEILSON route, expected to be done in the fall of 2004. If the route extensions meet the necessary service and financial criteria, they would require completion of the necessary road works and bus loop. Extension of the 116 MORNINGSIDE route also requires the reconstruction of two railway overpasses so that the route is operationally feasible.

A proposal to extend the 42 CUMMER route into the Morningside Heights neighbourhood was examined as part of the report on *Service Improvements for 2003*. Buses would enter the new neighbourhood on a new, unbuilt, extension of McNicoll Avenue. It was found that this route would attract fewer customers than the 133 NEILSON route, primarily because it would operate less frequently and would have a longer travel time from the subway. This routing change will be considered again as part of the post-implementation review of the new 133 NEILSON route.

### **116 MORNINGSIDE – Service via Milner Avenue**

*Origin of proposal: TTC staff*

*City wards: Ward 35 Scarborough Southwest, Ward 36 Scarborough Southwest, Ward 37 Scarborough Centre, Ward 38 Scarborough Centre, Ward 42 Scarborough-Rouge River, Ward 43 Scarborough East, Ward 44 Scarborough East*

*Results: Net inconvenience for customers*

TTC staff proposed that the 116 MORNINGSIDE route be changed to provide service along Milner Avenue, west of Morningside Drive. The change would improve service to the Milner Business Park, a new shopping centre west of Morningside Avenue between Milner Avenue and Highway 401.

A proposal was examined which would change the 116 MORNINGSIDE route so that all buses during the midday,

afternoon peak period, and early evening from Monday to Friday operated via the new shopping centre. Southbound buses would operate south on Morningside Drive, west on Milner Avenue, south and east on a new street on the south side of the site, just north of Highway 401, and continuing south on Morningside Drive over the regular route. Northbound buses would follow the reverse routing.

This change would reduce the walking distance to the nearest bus stop for customers and employees using the 116 MORNINGSIDE route to travel to this new facility. Approximately 55 customer-trips each day would be made on the new service and these trips would have a shorter walk to the nearest bus stop. The change would increase waiting time for customers who use the present service on Morningside Avenue. Approximately 17,400 customer-trips each day would be made with a longer wait for a bus. In addition, approximately 2700 customer-trips each day would have a longer trip, as they would be carried out of their way via the Milner diversion.

The change in weighted travel time indicates that the inconvenience of increased waiting time and additional in-vehicle travel time is more important to customers than the benefit of reduced walk time, and that, overall, the change would make service worse for customers. The change would cause an overall inconvenience for customers, and for that reason, it is not recommended.

### Old Finch Avenue – New service

*Origin of proposal: Councillor Cho*  
*City ward: Ward 42 Scarborough-Rouge River*  
*Results: Net inconvenience for customers.*

Councillor Cho proposed that the 116 MORNINGSIDE route be extended from the existing north-end terminus to provide service along Old Finch Avenue, between Morningside Drive and Littles Road.

An option was examined that would extend the 116 MORNINGSIDE route from the existing north-end off-street loop, east along Old Finch Avenue to an on-street looping, clockwise via Harvest Moon Drive, Casmore Road, and Wandering Trail. Approximately 120 customer-trips each day would be made on the new service, and these trips would be made with a shorter walk to the nearest bus stop. Extending the 116 MORNINGSIDE route easterly along Old Finch Avenue, however, would preclude extending it to the north to the Morningside Heights area presently being developed just to the north of the present north-end terminus of the existing 116 MORNINGSIDE route. This new area has the potential to generate much greater new ridership than the proposed easterly extension along Old Finch Avenue (see “Morningside Heights – New Service”, also in section 4, above).

The preferred transit plan for the Morningside Heights area is to introduce new transit services in a way that would reflect the long-term structure that transit service will take in the area. The preferred east-west alignment of future transit service along Old Finch Avenue is best accomplished by extending

the 39/139 FINCH EAST route. The extension is not yet feasible, because of two narrow railway overpasses which prevent safe bus operation along Finch Avenue/Old Finch Avenue. As a result, the extension of the 116 MORNINGSIDE route east along Old Finch Avenue is not recommended.

A second option was investigated in which the existing north-end on-street looping of the 131 NUGGET route would be expanded to operate clockwise on Harvest Moon Drive, Casmore Road, and Wandering Trail. Approximately 140 customer-trips would be made each day on the extended routing. Approximately 500 customer-trips each day which are presently made on the north-end on-street looping would experience additional travel time by having to ride around the additional routing via Harvest Moon Drive.

The change in weighted travel time shows that the inconvenience of additional in-vehicle travel time is more important to customers than the benefit of saved walk time. As a result, the change is not recommended.

### 79 SCARLETT RD – Express service

*Origin of proposal: Councillor Lindsay Luby*  
*City ward: Ward 4 Etobicoke Centre*  
*Time periods: Monday to Friday peak periods*  
*Results: Net inconvenience for customers*

Councillor Lindsay Luby proposed that the 79 SCARLETT RD route be changed to operate express on Runnymede Road, south of St. Clair Avenue, stopping at Dundas Street and Annette Street.

An option was evaluated that would change buses on the 79 SCARLETT RD route during the peak periods from Monday to Friday so that buses operated express on Runnymede Road, between Runnymede Station and Dundas Street, stopping only at Annette Street and Runnymede Station.

The change would improve service for customers travelling between Runnymede Station and destinations north of Dundas Street with a faster trip. Approximately 2500 customer-trips would be made each day with a faster trip.

The change would make service worse for customers who are boarding or alighting at stops south of Dundas Street which are no longer served by the 79 SCARLETT RD buses. They would have a longer wait for the bus as only the 71 RUNNYMEDE bus would serve these stops. Approximately 800 customer-trips a day would be made with a longer wait.

The change in weighted travel time shows that the inconvenience of a longer wait for the bus is more important to customers than the benefit of reduced travel time. The change would cause an overall inconvenience for customers, and for this reason, it is not recommended.

**85 SHEPPARD EAST – Express service**

*Origin of proposal: Councillor Cho*

*City wards: Ward 33 Don Valley East, Ward 39 Scarborough-Agincourt, Ward 40 Scarborough-Agincourt, Ward 41 Scarborough-Rouge River, Ward 42 Scarborough-Rouge River, Ward 44 Scarborough East*

*Results: Net Inconvenience for customers*

Councillor Cho proposed that express service be provided on the 85 SHEPPARD EAST route. The change would provide faster service for some customers at selected stops and increase the wait time for customers on the local service.

An option was evaluated in which some of the buses on the 84A SHEPPARD EAST (Don Mills Stn-Rouge Hill GO Station) branch were converted to express service. The express route would stop at Don Mills Station, Midland Avenue, McCowan Road, and Markham Road, and would then make all local stops east of Markham Road.

The new express service would be used by approximately 1525 customer-trips each day, and these trips would be made with a faster trip. Customers using local bus stops would have a longer waiting time, as local service would be reduced. Approximately 1425 customer-trips would be made each day with a longer wait for a local bus.

The change in weighted travel time shows that the inconvenience of longer wait time is more important than the benefit of saved travel time. The change would cause a net inconvenience for customers, and for this reason is not recommended.

A second option was evaluated, which would increase the number of buses used on the route, in order to provide the express service without reducing the local service. This service change would substantially increase operating costs, and would not attract enough new customers to meet the minimum financial standard. As a result, it is not recommended.

**95 YORK MILLS – Extension to Island Road**

*Origin of proposal: Councillor Moeser; Public meeting – May 1, 2003*

*City ward: Ward 44 Scarborough East*

*Results: Does not meet minimum financial standard*

A customer suggested that the 95 YORK MILLS route be extended to serve Island Road, in the Port Union Road/Kingston Road area. This change would improve service for customers living in the Island Road and East Avenue area, by providing a better connection with bus service on Ellesmere Road.

A proposal was examined which would extend the 95 YORK MILLS bus service from the loop at Kingston Road and Ellesmere Road to an unused bus loop on Island Road, east of Port Union Road. During the peak periods from Monday to Friday, buses would operate east on Ellesmere

Road, east on Kingston Road, south on Port Union Road and east on Island Road to the loop.

The change would make service better for approximately 20 customer-trips each weekday from Monday to Friday during the peak periods by reducing the distance customers have to walk to reach a 95 YORK MILLS bus.

This change would require one additional bus during both the morning and afternoon peak periods. Because there would be a change in operating costs, a financial assessment was carried out. The comparison of operating costs with the projected increase in ridership indicates that the service would not meet the TTC’s minimum financial standard. For this reason, the proposal is not recommended

A second option was examined in which the 95 YORK MILLS route would be extended during the peak periods from Monday to Friday to serve Rouge Hill GO Station, over a routing operated in the 1990s by a trial service. Buses would operate via east on Ellesmere Road, east on Kingston Road, north on Rylander Boulevard, north on Durnford Road, south and east on Sheppard Avenue, south on Port Union Road, east on Island Road, south on East Avenue, and east on Lawrence Avenue East to the Rouge Hill GO Station.

This change would make service better for approximately 260 customer-trips each day, of which 40 would be new to the TTC, by reducing the distance customers have to walk to reach a 95 YORK MILLS bus and by improving the frequency of bus service on East Avenue.

This change would require two additional buses during the morning peak period and one additional bus during the afternoon peak period. Because there would be a change in operating costs, a financial assessment was carried out. The comparison of operating costs with the projected increase in ridership indicates that the service would not meet the TTC’s minimum financial standard. For this reason, the proposal is not recommended.

**Additional periods of service on present routes**

**9 BELLAMY – Sunday evening service**

*Origin of proposal: TTC staff*

*City wards: Ward 35 Scarborough Southwest, Ward 36*

*Scarborough Southeast, Ward 38 Scarborough Centre*

*Results: Does not meet minimum financial standard*

Sunday early evening ..... 0.10 cust/\$  
 Sunday late evening ..... 0.04 cust/\$

**42 CUMMER – Monday-Friday midday service east of Kennedy Road to Middlefield Road**

*Origin of proposal: Councillor Cho, Councillor Del Grande*  
*City wards: Ward 24 Willowdale, Ward 39 Scarborough-Agincourt, Ward 41 Scarborough-Rouge River, Ward 41 Scarborough-Rouge River*

*Results: Does not meet minimum financial standard*

Monday-Friday midday ..... 0.08 cust/\$

**32 EGLINTON WEST – Off-peak service on Emmett Avenue**

*Origin of proposal: Councillor Nunziata*  
*City ward: Ward 11 York South-Weston*

*Results: does not meet minimum financial standard*

Monday-Friday early evening ..... 0.07 cust/\$  
 Monday-Friday late evening ..... 0.03 cust/\$  
 Saturday daytime ..... 0.07 cust/\$  
 Saturday early evening ..... 0.06 cust/\$  
 Saturday late evening ..... 0.02 cust/\$  
 Sunday daytime ..... 0.05 cust/\$  
 Sunday early evening ..... 0.04 cust/\$  
 Sunday late evening ..... 0.01 cust/\$

**12B KINGSTON RD – Off-peak service via Brimley Road**

*Origin of proposal: TTC staff*  
*City wards: Ward 35 Scarborough Southwest, Ward 36 Scarborough Southwest*

*Results: Does not meet minimum financial standard*

Monday-Friday midday ..... 0.01 cust/\$  
 Monday-Friday early evening ..... 0.02 cust/\$  
 Saturday daytime ..... 0.02 cust/\$  
 Sunday daytime ..... 0.02 cust/\$

**132 MILNER – Monday-Friday midday service**

*Origin of proposal: Public meeting – May 1, 2003*  
*City wards: Ward 38 Scarborough Centre, Ward 42 Scarborough-Rouge River*

*Results: Does not meet minimum financial standard*

Monday-Friday midday ..... 0.11 cust/\$

**60 STEELES WEST – Off-peak service to Highway 27**

*Origin of proposal: Councillor Hall*  
*City ward: Ward 1 Etobicoke North*

*Results: Does not meet minimum financial standard*

Monday-Friday early evening ..... 0.21 cust/\$  
 Monday-Friday late evening ..... 0.11 cust/\$  
 Saturday early evening ..... 0.21 cust/\$  
 Saturday late evening ..... 0.07 cust/\$  
 Sunday daytime ..... 0.21 cust/\$  
 Sunday early evening ..... 0.12 cust/\$  
 Sunday late evening ..... 0.05 cust/\$

**134 PROGRESS – Sunday daytime service to Centennial College**

*Origin of proposal: TTC staff*  
*City ward: Ward 38 Scarborough Centre*

*Results: Does not meet minimum financial standard*

Sunday daytime ..... 0.09 cust/\$

**24A VICTORIA PARK – Evening, Saturday, Sunday and holiday service via Consumers Road**

*Origin of proposal: TTC staff*  
*City ward: Ward 33 Don Valley East*

*Results: Does not meet minimum financial standard*

Monday-Friday early evening ..... 0.02 cust/\$  
 Saturday daytime ..... 0.02 cust/\$  
 Sunday daytime ..... 0.03 cust/\$



## 5. Post-implementation reviews of new services

The evaluation, implementation, and review of TTC services are governed by the TTC's service standards, adopted by the Commission as a systematic and objective means of planning transit services throughout the city. Every new service that the TTC introduces is initially operated for a trial period of at least six months, during which the service is promoted, and a stable ridership level becomes established. After six months of trial operation, passenger counts are taken, the performance of the route is reviewed, and a recommendation is made regarding its future. Service changes are reviewed to ensure that the original objective of better service for customers has been met. New routes, extensions, and additional periods of service, which have been introduced at an additional cost, undergo a financial review to check that the service meets the TTC's financial standard. The review also considers comments that have been received from customers and the experience that has been gained in operating the service.

A service change which has met its performance objectives is recommended to be made a regular part of the TTC route network. If a service change has been unsuccessful in some way, then a recommendation is made to either make further changes or to remove the service.

The compulsory post-implementation review of every trial of a service change ensures that the success or failure of every service change is assessed consistently and fairly, and that there is full accountability to the Commission on matters which affect the service that is provided to customers.

The five service changes which are discussed in this section were made in 2001 and 2002. They have been found to be successful and are recommended for designation as a regular part of the TTC route network. Any service changes which have not achieved the expected results have been or will be reported-on individually to the Commission.

### 108 DOWNSVIEW – Saturday late evening service

*City wards: Ward 7 York West, Ward 8 York West, Ward 9 York Centre*

*Results: Recommended as a regular part of the TTC network*

New service during the late evenings on Saturdays on the 108 DOWNSVIEW route was introduced in January 2001, as a result of a recommendation in the report on *Service Improvements for 2000-2001*. The change made service better for customers by reducing walking distance to the nearest stop, and by reducing the number of transfers required.

On the day of the most recent passenger count, approximately 300 customer-trips were made on the new service. These customers have a shorter walk to their nearest bus stop, or have one less transfer. This number exceeds the projected ridership in the report on *Service Improvements for*

*2000-2001*, of approximately 200 customer-trips. Thus, ridership has been greater than projected.

The new Saturday late evening service has increased operating costs because two buses were added to provide the service. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC route network.

### 35 JANE – Revised routing on Murray Ross Parkway

*City ward: Ward 8 York West*

*Results: Recommended as a regular part of the TTC network*

The north end looping of the 35B JANE route was changed in May 2002, so that buses, at all times, travel counter-clockwise instead of clockwise on Shoreham Drive and Murray Ross Parkway. With the revised routing, buses travel north on Jane Street, east on Shoreham Drive, north on Murray Ross Parkway, west on Steeles Avenue and then south on Jane Street.

The change made service better for customers travelling south on Jane Street by reducing their waiting time. Approximately 600 customer-trips each day have a shorter wait. Service was also made better for customers east of Jane Street who now walk a shorter distance to the southbound stop on Jane Street at Shoreham Drive. Approximately 100 customer-trips each day are made with a shorter walk. Service was made worse for customers north and east of Shoreham Drive who now have to walk a longer distance to the southbound stop on Jane Street at Shoreham Drive. Approximately 300 customer-trips each day are made with a longer walk; however, customers could also elect to have a shorter walk, but a longer trip by boarding a northbound bus and travelling around the on-street loop.

The change in weighted travel time indicates that the benefit of a shorter wait and a shorter walk is more important to customers than the inconvenience of a longer wait and longer walk, and that, overall, the change has made service better for customers. There was no change to operating costs, revenues, or service levels. The routing change is therefore recommended as a regular part of the TTC route network.

### 131 NUGGET – Sunday evening service

*City ward: Ward 42 Scarborough-Rouge River*

*Results: Recommended as a regular part of the TTC network*

New service during the early evenings on Sundays and holidays on the 131 NUGGET route was recommended in the report on *Service Improvements for 2002*, and began operation in May 2002. The change improved service for customers in the area by reducing the distance that they needed to walk to

the nearest bus stop. Before this change was made, service on this route was provided all day from Monday to Friday, on Saturdays during the daytime and early evening, and on Sundays during the daytime.

On the day of the most recent passenger count, approximately 150 customer-trips were made on the new service. These customers have a shorter walk to their nearest bus stop. The actual ridership is lower than the projection of 300 customer-trips each Sunday in the report on *Service Improvements for 2002*.

This change increased operating costs because two buses were added during the early evening to operate the new service. Even though overall ridership is lower than was projected, the comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC route network.

### **63 OSSINGTON – Revised routing at King Street**

*City ward: Ward 19 Trinity-Spadina*

*Results: Recommended as a regular part of the TTC network*

The south-end on-street looping of the 63 OSSINGTON bus route was changed in June 2002 so that all buses, at all times, operate south on Shaw Street, east on King Street, south on Strachan Avenue, west on Douro Street and north on Shaw Street. The service had previously operated via south on Shaw Street, east on Douro Street, north on Crawford Street, east on Canniff Street, south on Strachan Avenue, west on Douro Street, and north on Shaw Street. The change was made as a result of report to the Commission at its meeting in May 2002.

The change made service better for customers travelling to the commercial buildings on King Street at Strachan Avenue, by reducing the distance they needed to walk. Service was removed from Crawford Street and from Canniff Street, and buses no longer pass by or wait next to homes on these streets. A new bus stop was marked next to a commercial building, and this is the location at which buses now wait at the end of the route.

The route change improved access to the commercial building, and had no negative effects on any customers. There was no change to operating costs, revenues, or service levels. The routing change is therefore recommended as a regular part of the TTC route network.

### **53 STEELES EAST – Monday-Friday evening service to Markham Road**

*City ward: Ward 42 Scarborough-Rouge River*

*Results: Recommended as a regular part of the TTC network*

New service during the early evening from Monday to Friday on the 53 STEELES EAST route east of Middlefield Road to Markham Road was introduced in May 2002 as a result of a recommendation in the report on *Service Improvements for*

*2002*. Before this change was made, service to Markham Road was operated only during the peak periods and midday from Monday to Friday. The change improved service for customers in the area by reducing the distance that they needed to walk to their nearest bus stop.

On the day of the most recent passenger count, approximately 285 customer-trips were made on the new service. This number exceeds the projected ridership in the report on *Service Improvements for 2002* of 125 customer-trips. Thus, ridership has been greater than projected.

This change increased operating costs because one bus was added during the early evening to operate over the additional distance. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's financial standard. The service is therefore recommended as a regular part of the TTC route network.

## Appendix A – Service changes, 2002-2004

This list summarises significant service changes that have been made since the report on *Service Improvements for 2003* was issued in October 2002. To the right of each description is shown the programme or project through which the change was developed and approved. The list does not include the minor improvements and other adjustments that have been made each month to respond to changing customer demand and operating conditions.

### November 2002

4 SHEPPARD subway opens .....	Sheppard Subway
25 DON MILLS – Route changed to connect with 4 SHEPPARD subway.....	Sheppard Subway
139 FINCH EAST – New route connecting with 4 SHEPPARD subway.....	Sheppard Subway
169 HUNTINGWOOD – Route changed to connect with 4 SHEPPARD subway .....	Sheppard Subway
51 LESLIE – Route changed to connect with 4 SHEPPARD subway .....	Sheppard Subway
167 PHARMACY NORTH – New route connecting with 4 SHEPPARD subway .....	Sheppard Subway
67 PHARMACY – Route changed to end at Ellesmere Avenue .....	Sheppard Subway
190 SCARBOROUGH CENTRE ROCKET – New route connecting with 4 SHEPPARD subway .....	Sheppard Subway
85 SHEPPARD EAST – Route changed to connect with 4 SHEPPARD subway .....	Sheppard Subway
10 VAN HORNE – Route changed to connect with 4 SHEPPARD subway .....	Sheppard Subway
24 VICTORIA PARK – Route changed to connect with 4 SHEPPARD subway.....	Sheppard Subway
224 VICTORIA PARK NORTH – New route connecting with 4 SHEPPARD subway .....	Sheppard Subway
268 WARDEN NORTH – New route connecting with 4 SHEPPARD subway .....	Sheppard Subway
Sheppard-Yonge Station – New name for Sheppard Station.....	Sheppard Subway
504 KING and 505 DUNDAS – Improved streetcar track arrangement at Dundas West Station.....	Capital budget
1 YONGE-UNIVERSITY-SPADINA subway – New earlier service from Finch Station, Monday-Friday .....	Ridership monitoring

### February 2003

192 AIRPORT ROCKET – Earlier and later service .....	Ridership monitoring
300 BLOOR-DANFORTH – Extension to Pearson Airport .....	Ridership monitoring
58 MALTON – Extension to Pearson Airport Terminal 3 .....	<i>Service Improvements for 2003</i>
307 EGLINTON WEST – Extension to Pearson Airport Terminal 3.....	<i>Service Improvements for 2003</i>
88 SOUTH LEASIDE – Service on Vanderhoof Avenue .....	<i>Service Improvements for 2003</i>
196 YORK UNIVERSITY ROCKET – New Saturday service .....	Ridership monitoring

### March 2003

31 GREENWOOD – Limited afternoon peak period service to Eastern Avenue.....	Ridership monitoring
80 QUEENSWAY – Monday-Friday late evening service west of Humber Loop.....	<i>Service Improvements for 2003</i>

### April 2003

32 EGLINTON WEST – Extension to Tech Avenue.....	Under contract to Mississauga Transit
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### May 2003

46 MARTIN GROVE – Revised routing at Kipling Station.....	<i>Service Improvements for 2003</i>
300 BLOOR-DANFORTH – Revised routing at Kipling Station .....	<i>Service Improvements for 2003</i>
112 WEST MALL – Revised routing north of Rathburn Road .....	<i>Service Improvements for 2003</i>
25 DON MILLS – Weekend and holiday service eliminated in York Region.....	Under contract to York Region Transit
224 VICTORIA PARK NORTH – Weekend and holiday service eliminated in York Region.....	Under contract to York Region Transit
107 KEELE NORTH – Weekend and holidays service reduced, north of Maple .....	Under contract to York Region Transit

**June 2003**

- 65 PARLIAMENT – Saturday seasonal service to Mill Street..... Ridership monitoring
- 80 QUEENSWAY – Sunday and holiday seasonal service to western beaches..... Commission direction
- 194 ZOO ROCKET – Seasonal express service to Toronto Zoo ..... Commission direction

**October 2003**

- 133 NELSON – Extension to Morningside Heights .....*Service Improvements for 2003*

**January 2004**

- 32 EGLINTON WEST – Second fare for service in Mississauga..... *Under contract to Mississauga Transit*
- 37A ISLINGTON – Direct service to Woodbine Race Track.....*Service Improvements for 2003*

# Appendix B – Services with poor financial performance, 2003-2004

## Financial evaluation of present services

As part of the TTC’s service standards, the Commission has established financial criteria to govern whether a new service should be introduced, whether a trial service should be continued, or whether a service which is a regular part of the TTC route network but has low ridership should be modified or removed. These financial criteria are used to evaluate every possible service change, including those in the annual report on service improvements.

For every period of service that is now operated on every bus or streetcar route in the TTC system, the change in ridership per dollar of net cost change has been calculated. This is the number of customers who would no longer use the TTC for each dollar of net cost savings if the service were removed. For proposed new services, a similar calculation is made of the number of new customers who would be attracted to the TTC per dollar of net cost increase if the service were introduced.

A minimum value for the customer change per dollar of net cost change is established each year as the TTC’s operating budget is established. The minimum value depends on the amount of fare revenue that is expected from customers and the amount of funding that is provided by the City of Toronto. This year, the minimum value is 0.23.

New services will not be introduced if the customer change per dollar of net cost change is below 0.23. Recently-introduced services which are on trial will be removed if the customer change per dollar of net cost change is below 0.23.

Service changes could be made to reduce costs on some other services with a customer change per dollar of net cost change below 0.23. If no suitable changes can be found for routes on which the customer change per dollar of net cost change is under 0.23, and if service reductions are required, either because of declining ridership or reductions in funding, then these services would be recommended for removal.

This appendix lists the periods of service on 63 routes during which the financial performance does not meet the TTC’s standard of a customer change per dollar of net cost change value of 0.23. It also shows whether there are service changes which are recommended or which could be made in future that would improve the financial performance of the service.

### Notes in this table

- 1 — These routes have poor financial performance over their entire lengths during the peak periods from Monday to Friday; if service reductions are required in the future, either because of declining ridership or reductions in funding, then these routes would be recommended for removal at all times of the week.
- 2 — A possible future service reduction has been identified for this route or section.
- 3 — A service improvement has been recommended or approved for this route, as detailed in Section 2 or Section 3.
- 4 — A new connection to the 4 SHEPPARD subway may increase ridership on this route.

Route and section	Day of the week	Time of day	Cust/dollar	Note
<b>5 AVENUE RD</b>				
<i>North of St. Clair Avenue to Eglinton Station</i>				
	Monday-Friday	Peak periods	0.18	—
	Saturday	Early evening	0.16	—
	Sunday/holiday	Daytime	0.14	—
		Early evening	0.08	—
<b>61 AVENUE RD NORTH</b>				
	Monday-Friday	Late evening	0.19	—
	Sunday/holiday	Late evening	0.06	—
<b>160 BATHURST NORTH</b>				
<i>Between Wilson Station and Steeles Avenue</i>				
	Monday-Friday	Peak periods	0.04	1,2
		Midday	0.04	1
		Early evening	0.04	1
	Saturday	Daytime	0.05	1
		Early evening	0.05	1
	Sunday/holiday	Daytime	0.04	1
		Early evening	0.02	1

<b>11 BAYVIEW</b>				
<i>Between Davisville Station and Sunnybrook Hospital</i>				
	Sunday/holiday	Early evening	0.22	4
		Late evening	0.18	4
<b>11 BAYVIEW</b>				
<i>Between Sunnybrook Hospital and Sheppard Avenue</i>				
	Saturday	Late evening	0.10	4
	Sunday/holiday	Late evening	0.15	4
<b>11 BAYVIEW</b>				
<i>North of Sheppard Avenue to Steeles Avenue</i>				
	Monday-Friday	Late evening	0.22	4
	Sunday	Early evening	0.15	4
<b>9 BELLAMY</b>				
	Saturday	Early evening	0.13	—

49 BLOOR WEST				26 DUPONT			
Monday-Friday	Peak periods	0.15	1	<i>West of Dupont Station to Jane Station</i>			
	Midday	0.15	1	Monday-Friday	Peak periods	0.15	1,2
	Early evening	0.17	1		Midday	0.17	1,2
	Saturday	Late evening	0.10	1	Late evening	0.09	1,2
Early evening		0.13	1	Saturday	Daytime	0.19	1,2
Sunday/holiday	Late evening	0.05	1	Early evening	0.13	1,2	
	Early evening	0.20	1	Late evening	0.09	1,2	
	Late evening	0.05	1	Sunday/holiday	Early evening	0.11	1,2
21 BRIMLEY				104 FAYWOOD			
<i>Between Kennedy Station and Scarborough Centre Station</i>				Saturday	Late evening	0.22	—
Monday-Friday	Early evening	0.18	—	33 FOREST HILL			
	Late evening	0.12	—	Monday-Friday	Peak periods	0.21	—
Saturday	Early evening	0.18	—		Midday	0.10	—
	Late evening	0.08	—	135 GERRARD			
Sunday/holiday	Early evening	0.08	—	<i>Between Main Street Station and Warden Avenue</i>			
8 BROADVIEW				Monday-Friday	Peak periods	0.12	—
Monday-Friday	Peak periods	0.13	1	Midday	0.09	—	
	Early evening	0.19	1	Early evening	0.07	—	
Sunday/holiday	Early evening	0.19	1	Late evening	0.05	—	
120 CALVINGTON				Saturday	Daytime	0.17	—
Monday-Friday	Peak periods	0.13	1	14 GLENCAIRN			
	Peak periods	0.13	1	<i>Between Davisville Station and Glencairn Station</i>			
22 COXWELL				Monday-Friday	Peak periods	0.12	—
<i>On Kingston Rd between Queen St and Victoria Park Ave</i>				Midday	0.19	—	
Saturday	Late evening	0.19	—	Monday-Friday	Peak periods	0.12	—
Sunday/holiday	Late evening	0.22	—	Midday	0.19	—	
42 CUMMER				14 GLENCAIRN			
<i>Between Victoria Park Avenue and Kennedy Road</i>				<i>West of Glencairn Station to Caledonia Road</i>			
Monday-Friday	Peak periods	0.19	—	Monday-Friday	Midday	0.17	—
	Midday	0.14	—	Early evening	0.11	—	
	Early evening	0.17	2	38 HIGHLAND CREEK			
	Late evening	0.05	2	<i>East of U of T Scarborough to Rouge Hill GO Station</i>			
Saturday	Daytime	0.12	—	Monday-Friday	Peak periods	0.21	—
	Late evening	0.02	—	Saturday	Daytime	0.22	—
	Daytime	0.13	—	Early evening	0.20	—	
Sunday/holiday	Daytime	0.13	—	Late evening	0.15	—	
	Late evening	0.02	—	169 HUNTINGWOOD			
42 CUMMER				Monday-Friday	Peak periods	0.06	1,2,4
<i>East of Kennedy Road</i>				83 JONES			
Monday-Friday	Peak periods	0.14	—	Monday-Friday	Early evening	0.16	—
	Peak periods	0.14	—	Saturday	Early evening	0.02	—
127 DAVENPORT				107 KEELE NORTH			
Monday-Friday	Peak periods	0.17	1, 2	<i>Between Downsview Station and Steeles Avenue</i>			
	Midday	0.12	1,2	Monday-Friday	Peak periods	0.04	—
	Early evening	0.16	1,2		Early evening	0.17	2
	Saturday	Daytime	0.17	1,2	Late evening	0.13	—
Daytime		0.17	1,2	Saturday	Early evening	0.11	2
23 DAWES				Late evening	0.04	—	
Sunday/holiday	Late evening	0.18	—	12 KINGSTON RD			
125 DREWRY				<i>On Midland Avenue from Kingston Road to Eglinton Avenue</i>			
Monday-Friday	Late evening	0.14	—	Sunday	Early evening	0.22	—
Sunday/holiday	Daytime	0.20	—	503 KINGSTON RD			
26 DUPONT				Monday-Friday	Peak periods	0.13	1,2
<i>East of Dupont Station to St. George Station</i>							
Monday-Friday	Peak periods	0.04	1,2				
	Midday	0.03	1,2				
	Early evening	0.09	1,2				
	Late evening	0.09	1,2				
	Daytime	0.03	1,2				
Saturday	Early evening	0.05	1,2				
	Late evening	0.09	1,2				
	Daytime	0.06	1,2				
Sunday/holiday	Early evening	0.04	1,2				
	Early evening	0.04	1,2				

30 LAMBTON			
<i>On High Park Avenue</i>			
Monday-Friday	Late evening	0.17	—
Saturday	Late evening	0.05	—
Sunday/holiday	Daytime	0.21	2
	Early evening	0.18	—
	Late evening	0.01	—
30 LAMBTON			
<i>On Dundas between High Park Avenue and Prince Edward Drive</i>			
Monday-Friday	Peak periods	0.20	—
Saturday	Early evening	0.19	—
	Late evening	0.06	—
Sunday/holiday	Daytime	0.21	2
	Early evening	0.13	—
	Late evening	0.03	—
30 LAMBTON			
<i>West of Prince Edward Drive to Kipling Station</i>			
Monday-Friday	Early evening	0.19	—
	Late evening	0.03	—
Saturday	Daytime	0.11	—
	Early evening	0.06	—
	Late evening	0.04	—
Sunday/holiday	Daytime	0.11	2
	Early evening	0.04	—
	Late evening	0.01	—
47 LANSLOWNE			
<i>North of St. Clair Avenue to Yorkdale Station</i>			
Saturday	Late evening	0.19	—
Sunday/holiday	Late evening	0.11	—
52 LAWRENCE WEST			
<i>On Benton Rd, Sheffield St, Ingram Dr, Gulliver Rd, Culford Rd</i>			
Monday-Friday	Peak periods	0.18	1,2
162 LAWRENCE-DONWAY			
Monday-Friday	Peak periods	0.05	1
	Midday	0.01	1
46 MARTIN GROVE			
Sunday/holiday	Late evening	0.18	2
132 MILNER			
Monday-Friday	Peak periods	0.06	1,2
	Early evening	0.15	1
62 MORTIMER			
Monday-Friday	Early evening	0.20	1
	Late evening	0.03	1
Sunday/holiday	Daytime	0.21	1,2
	Early evening	0.10	1
74 MT PLEASANT			
Monday-Friday	Peak periods	0.03	1,2
	Midday	0.11	1
63 OSSINGTON			
<i>North of St. Clair Avenue to Eglinton West Station</i>			
Saturday	Late evening	0.17	—
Sunday/holiday	Late evening	0.11	—
72 PAPE			
<i>West of Carlaw Avenue to Union Station</i>			
Monday-Friday	Peak periods	0.07	—
	Midday	0.03	—

67 PHARMACY			
<i>North of Eglinton Avenue to Ellesmere Road and Penworth Road</i>			
Monday-Friday	Midday	0.17	—
Saturday	Daytime	0.13	—
67 PHARMACY			
<i>Between Victoria Park Station and Eglinton Avenue</i>			
Monday-Friday	Midday	0.20	—
167 PHARMACY NORTH			
Monday-Friday	Peak periods	0.07	1,2
	Midday	0.06	1
Saturday	Daytime	0.05	1,2
66 PRINCE EDWARD			
<i>On Park Lawn Rd south of Berry Rd to Lake Shore Blvd</i>			
Monday-Friday	Peak periods	0.18	—
134 PROGRESS			
<i>North of Finch Avenue to McNicoll Avenue</i>			
Monday-Friday	Peak periods	0.06	—
134 PROGRESS			
<i>Between Centennial College and Finch Avenue</i>			
Monday-Friday	Peak periods	0.08	—
	Midday	0.11	—
Saturday	Daytime	0.18	—
80 QUEENSWAY			
<i>Between Keele Station and Humber Loop</i>			
Monday-Friday	Peak periods	0.05	—
	Midday	0.03	—
	Early evening	0.09	—
Saturday	Daytime	0.08	—
	Early evening	0.07	—
Sunday	Daytime	0.07	—
109 RANEE			
<i>North of Lawrence West Station to Bathurst</i>			
Monday-Friday	Peak periods	0.06	—
	Midday	0.08	—
	Late evening	0.13	—
Saturday	Daytime	0.06	—
	Late evening	0.12	—
Sunday/holiday	Daytime	0.07	—
48 RATHBURN			
Saturday	Early evening	0.19	—
Sunday/holiday	Early evening	0.11	—
82 ROSEDALE			
Monday-Friday	Peak periods	0.21	1,2
	Late evening	0.10	1
Saturday	Late evening	0.11	1
Sunday/holiday	Early evening	0.17	1
	Late evening	0.03	1
76 ROYAL YORK SOUTH			
<i>On Grand Avenue</i>			
Monday-Friday	Peak periods	0.18	—
71 RUNNYMEDE			
<i>North of St. Clair Avenue to Eglinton Avenue and Industry Street</i>			
Monday-Friday	Peak periods	0.22	—
	Midday	0.11	—

86 SCARBOROUGH			
<i>East of Kingston Road to Beechgrove Drive</i>			
Monday-Friday	Peak periods	0.11	—
	Midday	0.03	—
86 SCARBOROUGH			
<i>North of Sheppard Avenue to Toronto Zoo</i>			
Monday-Friday	Peak periods	0.03	—
	Midday	0.04	—
115 SILVER HILLS			
Monday-Friday	Peak periods	0.12	1,2
88 SOUTH LEASIDE			
Monday-Friday	Late evening	0.04	—
Saturday	Late evening	0.09	—
Sunday/holiday	Early evening	0.17	—
	Late evening	0.06	—
88 SOUTH LEASIDE			
<i>East of Laird Drive to Thorncliffe Park</i>			
Monday-Friday	Midday	0.20	—
	Early evening	0.19	—
124 SUNNYBROOK			
Monday-Friday	Late evening	0.20	—
168 SYMINGTON			
<i>North of St. Clair Avenue to Weston Road</i>			
Saturday	Daytime	0.22	—
	Early evening	0.21	—
10 VAN HORNE			
Monday-Friday	Peak periods	0.15	1,2
	Midday	0.07	1
	Early evening	0.08	1
90 VAUGHAN			
<i>West of Oakwood Avenue to Eglinton Avenue</i>			
Monday-Friday	Peak periods	0.10	—
224 VICTORIA PARK NORTH			
<i>South of Steeles Avenue to Don Mills Station</i>			
Monday-Friday	Peak periods	0.03	1,2
	Midday	0.03	1
	Early evening	0.06	1,2
Saturday	Daytime	0.02	1,2
Sunday	Daytime	0.05	1
268 WARDEN NORTH			
<i>South of Steeles Avenue to Don Mills Station</i>			
Monday-Friday	Peak periods	0.03	1,2
	Midday	0.03	—
	Early evening	0.04	—
Saturday	Daytime	0.01	—
	Early evening	0.01	—
Sunday	Daytime	0.03	—
	Early evening	0.02	—
69 WARDEN SOUTH			
<i>On Birchmount Avenue</i>			
Monday-Friday	Peak periods	0.18	—
	Midday	0.11	—
	Early evening	0.15	—

94 WELLESLEY			
<i>West of Wellesley Station to Ossington Station</i>			
Monday-Friday	Late evening	0.16	—
Saturday	Daytime	0.11	2
	Early evening	0.20	—
	Late evening	0.06	—
Sunday/holiday	Early evening	0.14	—
	Late evening	0.04	—
112 WEST MALL			
<i>North of Eglinton Avenue to Disco Road</i>			
Monday-Friday	Peak periods	0.15	—
	Midday	0.05	—
165 WESTON ROAD NORTH			
<i>North of Finch Avenue to Steeles Avenue</i>			
Monday-Friday	Early evening	0.15	—
98 WILLOWDALE-SENLAC			
<i>On Senlac Road, Grantbrook Street, and Cactus Avenue</i>			
Monday-Friday	Midday	0.06	—
	Early evening	0.11	—
Saturday	Daytime	0.03	2
Sunday/holiday	Daytime	0.05	—
98 WILLOWDALE-SENLAC			
<i>On Willowdale Avenue</i>			
Monday-Friday	Peak periods	0.04	1
	Midday	0.05	1
	Early evening	0.06	1
Saturday	Daytime	0.02	1,2
Sunday/holiday	Daytime	0.04	1
96 WILSON			
<i>On Clayson Road and Bartor Avenue</i>			
Monday-Friday	Peak periods	0.04	—
96 WILSON			
<i>North of Finch Avenue to Humberline Loop and Carrier Drive</i>			
Monday-Friday	Midday	0.09	—
91 WOODBINE			
<i>Between St. Clair Avenue and Lawrence Avenue</i>			
Monday-Friday	Peak periods	0.11	—
	Midday	0.17	—
	Early evening	0.14	—
Saturday	Daytime	0.19	—
	Early evening	0.07	—
91 WOODBINE			
<i>Between Woodbine Station and Parkview Hills</i>			
Monday-Friday	Peak periods	0.13	—
	Midday	0.17	—
Saturday	Early evening	0.19	—
91 WOODBINE			
<i>On Rainside Road and north of Lawrence Avenue</i>			
Monday-Friday	Midday	0.14	—
92 WOODBINE SOUTH			
Saturday	Daytime	0.22	2,3
Sunday/holiday	Daytime	0.19	2,3



97 YONGE

*Between Davisville Station and York Mills Station*

Monday-Friday	Peak periods	0.22	—
	Midday*	0.12	—
	Early evening	0.14	—
Saturday	Late evening	0.06	—
	Early evening	0.14	—
Sunday/holiday	Late evening	0.05	—
	Daytime	0.19	—
	Early evening	0.09	—
	Late evening	0.03	—

\* — Buses run from St. Clair Station to York Mills Station at this time

97 YONGE

*South of Davisville Station to Queens Quay*

Monday-Friday	Peak periods	0.02	—
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97 YONGE

*Between York Mills Station and Steeles*

Monday-Friday	Peak periods	0.04	—
	Midday	0.05	—
	Early evening	0.02	—
Saturday	Daytime	0.06	—
	Early evening	0.03	—
Sunday/holiday	Daytime	0.07	—
	Early evening	0.02	—

95 YORK MILLS

*On Ellesmere Road east of Military Trail to Kingston Road*

Monday-Friday	Peak periods	0.21	—
	Early evening	0.12	—
Sunday/holiday	Daytime	0.16	—

## Appendix C – Ridership and cost statistics for bus and streetcar routes, 2003-2004

Route	Mode/ note	Customers per day, Mon-Fri	Revenue per day, Mon-Fri	Vehicles in morning peak period	Vehicles in afternoon peak period	Hours per day, Mon-Fri	Miles per day, Mon-Fri	Cost per day, Mon-Fri	Revenue/ cost ratio, Mon-Fri
192 AIRPORT ROCKET		1,800	\$1,100	1	2	40	880	\$4,300	26%
117 ALNESS		2,600	\$1,400	5	4	40	490	\$4,200	33%
5 AVENUE RD		2,200	\$2,100	4	3	50	470	\$4,500	46%
61 AVENUE RD NORTH		3,800	\$2,900	4	3	55	500	\$4,800	59%
7 BATHURST		23,900	\$18,600	20	19	310	3,500	\$28,800	65%
511 BATHURST	SC	15,500	\$10,500	10	10	150	1,300	\$23,700	44%
160 BATHURST NORTH	(1)	2,600	\$1,900	3	3	40	440	\$3,800	49%
6 BAY		10,100	\$7,600	16	14	180	1,400	\$16,300	47%
11 BAYVIEW and 28 DAVISVILLE	(2)	8,700	\$4,900	11	9	140	1,700	\$13,600	36%
9 BELLAMY		3,300	\$2,600	4	5	65	920	\$6,400	41%
17 BIRCHMOUNT	(1)	11,000	\$7,900	11	9	140	1,900	\$13,800	57%
49 BLOOR WEST		3,200	\$2,000	4	3	45	570	\$4,500	45%
21 BRIMLEY		8,100	\$5,400	8	9	110	1,500	\$11,000	49%
8 BROADVIEW		910	\$620	1	1	18	180	\$1,600	39%
50 BURNHAMTHORPE		3,200	\$2,100	4	3	45	520	\$4,300	50%
120 CALVINGTON		300	\$240	1	1	8	110	\$910	27%
506 CARLTON	SC	41,200	\$35,000	32	27	420	3,900	\$69,800	50%
126 CHRISTIE		2,900	\$1,700	2	2	30	230	\$2,500	68%
20 CLIFFSIDE		6,100	\$4,200	5	4	70	820	\$6,600	63%
87 COSBURN		7,600	\$5,400	8	7	100	1,100	\$9,400	57%
22 COXWELL		6,100	\$4,000	3	3	65	590	\$5,600	71%
42 CUMMER		6,400	\$4,900	12	10	130	1,700	\$13,000	37%
113 DANFORTH		4,100	\$3,100	4	3	55	570	\$4,900	62%
127 DAVENPORT		1,300	\$940	2	2	35	400	\$3,200	29%
23 DAWES		5,900	\$3,900	6	4	65	530	\$5,800	67%
25 DON MILLS	(1)(3)	37,500	\$22,700	31	27	400	4,900	\$38,900	58%
108 DOWNSVIEW		6,500	\$4,100	7	5	90	1,100	\$8,500	48%
502 DOWNTOWNER and 503 KINGSTON RD	SC(2)	6,100	\$6,300	13	11	100	860	\$20,000	32%
125 DREWRY		2,400	\$1,500	3	2	35	350	\$3,200	46%
29 DUFFERIN		43,300	\$31,200	32	28	420	4,400	\$39,300	79%
105 DUFFERIN NORTH	(1)	1,300	\$820	1	2	17	160	\$1,600	50%
505 DUNDAS	SC	36,600	\$29,100	19	20	320	2,600	\$49,100	59%
26 DUPONT		4,400	\$3,600	5	5	80	810	\$7,300	50%
111 EAST MALL		5,600	\$3,700	6	5	80	1,100	\$7,700	48%
34 EGLINTON EAST		22,000	\$15,300	25	21	290	3,200	\$27,700	55%
32 EGLINTON WEST	(1)	40,500	\$28,400	44	34	490	5,200	\$46,900	61%
15 EVANS		4,200	\$3,200	4	4	60	770	\$5,800	55%
104 FAYWOOD		3,200	\$2,100	3	3	45	520	\$4,200	50%
39 FINCH EAST	(3)	42,600	\$30,100	54	43	510	8,100	\$55,000	55%
36 FINCH WEST		37,000	\$27,900	35	31	440	5,700	\$43,700	64%
100 FLEMINGDON PARK		13,300	\$9,400	18	14	220	2,700	\$21,200	44%
33 FOREST HILL		700	\$480	1	1	13	130	\$1,200	40%
135 GERRARD		3,000	\$1,900	2	2	35	390	\$3,100	62%
14 GLENCAIRN		2,000	\$1,400	3	3	35	330	\$3,200	43%
122 GRAYDON HALL		3,000	\$1,800	4	4	45	570	\$4,600	40%
31 GREENWOOD		4,300	\$2,700	3	3	45	350	\$3,900	70%

Route	Mode/ note	Customers per day, Mon-Fri	Revenue per day, Mon-Fri	Vehicles in morning peak period	Vehicles in afternoon peak period	Hours per day, Mon-Fri	Miles per day, Mon-Fri	Cost per day, Mon-Fri	Revenue/ cost ratio, Mon-Fri
169 HUNTINGWOOD	(3)	2,600	\$1,700	4	4	35	430	\$3,800	45%
37 ISLINGTON	(1)	16,100	\$11,600	15	14	210	2,900	\$20,900	55%
110 ISLINGTON SOUTH		10,000	\$6,100	9	10	140	1,500	\$12,800	48%
35 JANE	(1)	38,800	\$28,100	32	29	430	5,000	\$40,900	69%
83 JONES		2,000	\$1,300	3	2	30	280	\$2,900	46%
40 JUNCTION		5,200	\$3,600	3	4	60	560	\$5,300	68%
41 KEELE		23,200	\$16,900	16	18	270	3,200	\$25,500	66%
107 KEELE NORTH	(1)	1,600	\$1,100	5	4	70	840	\$6,700	17%
43 KENNEDY		12,600	\$9,100	9	10	140	1,700	\$13,300	68%
504 KING and 508 LAKE SHORE	SC(2)	51,800	\$40,200	47	31	480	4,200	\$82,700	49%
12 KINGSTON RD		6,400	\$4,400	8	7	100	1,200	\$9,800	45%
45 KIPLING		17,100	\$12,300	19	16	250	3,700	\$25,000	49%
44 KIPLING SOUTH		6,100	\$3,900	6	7	80	1,000	\$8,000	49%
30 LAMBTON		3,000	\$2,000	3	3	45	520	\$4,200	48%
47 LANSDOWNE		15,300	\$10,300	12	10	170	1,700	\$15,700	65%
54 LAWRENCE EAST		32,100	\$23,200	33	31	440	5,700	\$43,300	54%
52 LAWRENCE WEST		20,200	\$13,700	19	17	240	2,800	\$23,000	60%
56 LEASIDE		3,300	\$2,400	5	4	55	610	\$5,500	44%
51 LESLIE	(3)	3,500	\$2,200	7	6	90	1,200	\$8,800	25%
64 MAIN		5,700	\$3,800	3	3	50	410	\$4,400	87%
58 MALTON	(1)	13,800	\$10,200	14	14	190	2,500	\$18,800	54%
59 MAPLE LEAF		3,500	\$2,400	5	4	55	680	\$5,600	43%
102 MARKHAM RD	(1)	19,100	\$15,300	15	14	200	2,700	\$20,000	76%
46 MARTIN GROVE and 191 HIGHWAY 27 ROCKET	(2)	14,400	\$9,700	17	17	250	4,100	\$25,500	38%
16 McCOWAN		9,400	\$6,600	7	6	100	1,300	\$9,600	69%
129 McCOWAN NORTH	(1)	11,300	\$7,200	11	10	130	1,800	\$13,300	54%
130 MIDDLEFIELD		2,000	\$1,100	3	3	40	510	\$3,900	28%
57 MIDLAND		11,500	\$7,600	11	9	140	1,800	\$13,600	55%
132 MILNER		2,400	\$1,400	3	3	35	510	\$3,600	38%
116 MORNINGSIDE		17,300	\$12,700	15	20	250	3,700	\$25,000	51%
62 MORTIMER		2,900	\$2,100	3	3	45	480	\$4,200	49%
74 MT PLEASANT		910	\$770	2	2	20	180	\$2,100	37%
103 MT PLEASANT NORTH		1,900	\$1,300	3	2	40	390	\$3,500	37%
133 NEILSON and 38 HIGHLAND CREEK	(2)	12,000	\$7,600	11	12	180	2,600	\$17,900	42%
131 NUGGET		6,500	\$4,300	13	12	120	1,700	\$13,200	33%
70 O'CONNOR		7,700	\$5,300	6	6	95	980	\$8,500	62%
63 OSSINGTON		18,400	\$12,500	13	11	180	1,600	\$16,100	77%
72 PAPE		7,800	\$5,100	7	7	110	870	\$9,500	54%
65 PARLIAMENT		2,800	\$1,900	2	2	35	270	\$3,000	62%
67 PHARMACY	(3)	4,700	\$3,300	6	5	70	900	\$6,900	48%
167 PHARMACY NORTH	(3)	1,100	\$750	2	2	25	320	\$2,500	30%
66 PRINCE EDWARD		3,900	\$2,400	4	4	60	700	\$5,600	44%
134 PROGRESS		7,600	\$4,300	9	6	100	1,100	\$9,700	44%
501 QUEEN	SC	41,200	\$39,100	29	31	510	5,100	\$82,500	47%
80 QUEENSWAY		2,000	\$1,500	3	3	50	750	\$5,000	31%
109 RANEE		4,400	\$3,100	4	4	60	630	\$5,500	57%
48 RATHBURN		2,400	\$1,600	4	3	45	690	\$4,700	34%
161 ROGERS RD		6,400	\$4,700	7	6	110	1,100	\$9,800	48%
82 ROSEDALE		1,700	\$1,100	2	2	25	280	\$2,500	43%
73 ROYAL YORK		9,100	\$6,100	9	9	140	2,000	\$13,900	44%

Route	Mode/ note	Customers per day, Mon-Fri	Revenue per day, Mon-Fri	Vehicles in morning peak period	Vehicles in afternoon peak period	Hours per day, Mon-Fri	Miles per day, Mon-Fri	Cost per day, Mon-Fri	Revenue/ cost ratio, Mon-Fri
76 ROYAL YORK SOUTH		8,600	\$5,700	7	5	85	990	\$8,000	71%
71 RUNNYMEDE and 77 SWANSEA	(2)	5,000	\$3,000	5	4	75	1,000	\$7,200	42%
86 SCARBOROUGH		15,000	\$10,200	21	15	240	3,500	\$24,400	42%
190 SCARBOROUGH CENTRE ROCKET	(3)	4,100	\$2,300	4	4	50	820	\$5,200	44%
79 SCARLETT RD		6,500	\$4,400	11	8	120	1,500	\$11,700	38%
85 SHEPPARD EAST	(3)	25,500	\$15,500	24	24	350	4,700	\$33,900	46%
84 SHEPPARD WEST		15,800	\$10,600	16	13	180	2,400	\$18,000	59%
75 SHERBOURNE		4,500	\$3,100	4	4	60	460	\$5,400	57%
123 SHORNCLIFFE		4,700	\$3,200	5	4	70	880	\$6,600	49%
115 SILVER HILLS		730	\$620	2	2	16	200	\$1,700	35%
88 SOUTH LEASIDE		3,900	\$2,700	7	6	80	870	\$7,700	35%
510 SPADINA and 509 HARBOURFRONT	SC(2)	42,700	\$28,000	18	24	350	2,700	\$52,400	53%
78 ST ANDREWS		1,800	\$1,200	3	2	25	330	\$2,800	43%
512 ST CLAIR	SC	31,000	\$20,600	22	19	300	2,600	\$48,800	42%
53 STEELES EAST	(2)	19,800	\$14,300	31	28	330	4,500	\$34,200	42%
60 STEELES WEST		23,600	\$17,500	30	27	380	4,800	\$37,300	47%
124 SUNNYBROOK and 162 LAWRENCE-DONWAY	(2)	2,800	\$1,600	4	5	55	590	\$5,400	30%
168 SYMINGTON		7,800	\$5,300	7	6	90	920	\$8,500	63%
81 THORNCLIFFE PARK		7,200	\$4,400	6	5	75	820	\$7,000	63%
10 VAN HORNE	(3)	1,800	\$1,000	4	3	35	360	\$3,500	30%
90 VAUGHAN		6,800	\$4,200	6	5	65	600	\$6,200	68%
24 VICTORIA PARK	(3)	21,800	\$15,800	22	18	270	3,200	\$25,900	61%
224 VICTORIA PARK NORTH	(1)(3)	1,300	\$900	2	2	35	460	\$3,400	27%
68 WARDEN	(3)	16,100	\$11,000	16	12	180	2,400	\$18,000	61%
268 WARDEN NORTH	(1)(3)	1,600	\$1,100	3	3	40	440	\$3,800	29%
69 WARDEN SOUTH		5,400	\$3,300	5	4	65	750	\$6,200	52%
55 WARREN PARK		720	\$440	1	1	11	120	\$1,100	40%
94 WELLESLEY		10,800	\$7,300	9	7	110	920	\$10,100	72%
112 WEST MALL		7,600	\$5,200	11	9	130	1,700	\$12,800	41%
89 WESTON		14,000	\$10,300	12	10	170	1,800	\$15,500	66%
165 WESTON RD NORTH	(1)	15,600	\$11,600	16	13	230	3,000	\$21,900	53%
98 WILLOWDALE-SENLAC		1,800	\$1,400	4	4	45	520	\$4,400	33%
96 WILSON		20,800	\$14,100	27	24	320	4,300	\$32,400	44%
91 WOODBINE		5,400	\$3,700	6	7	85	1,100	\$8,400	44%
92 WOODBINE SOUTH		2,800	\$1,800	3	2	35	270	\$3,100	58%
97 YONGE		3,400	\$3,100	7	7	110	1,100	\$9,700	32%
95 YORK MILLS		23,600	\$17,200	34	24	360	4,600	\$35,500	48%
106 YORK UNIVERSITY and 196 YORK UNIVERSITY ROCKET	(2)	16,700	\$9,500	26	19	290	4,200	\$29,700	32%

**Explanation of mode/note:**

Buses are used on all routes, except as otherwise noted.

SC – Streetcars are used on this route.

1 – This route also provides service outside Toronto, under contract, and the contract service is not included in these figures.

2 – These routes provide a single service over much of their length.

3 – Includes a trial service, subject to a post-implementation review.

# Glossary

**Average fare** — The average fare revenue collected for one customer-trip, taking into account the value of all cash fares, tickets and tokens, passes, and discounted fares. In 2003, the average fare was \$1.62.

**Busiest hour** — The levels of service on TTC routes are determined by the loading standards, which are based on the average number of customers on each vehicle during the busiest hour on that route. The busiest hour is the 60-minute period within each time period during which the greatest number of customers is carried.

**Change in ridership per dollar change in cost** — The TTC's measure of financial performance for a route. This measure can also be expressed as "customers gained per dollar spent" for new services, as "customers lost per dollar saved" for service reductions, and as "customers lost per dollar gained" for fare increases. In this report, it is also abbreviated as "customers per dollar."

**Customer** — A person who is on board a TTC vehicle or who uses TTC transportation services.

**Customer-trip** — A one-way trip by a customer from an origin to a destination, involving the use of one or more transit vehicles. Most customers make two customer-trips each day.

**Direct variable costs** — The direct variable costs are the costs which vary, in the short term, with each mile or hour of service operated. They include operators' wages, running maintenance, and fuel costs. These costs are used to indicate the immediate budget effects of individual service decisions.

**Fixed costs** — Fixed costs are the costs which do not vary directly in the short term with the number of miles or hours of service operated. They include costs such as facility maintenance, utility costs, and administration costs.

**Fully-allocated costs** — The total cost of TTC operations which represents all of the operating costs contained in the annual operating budget. These costs include both direct variable costs and fixed costs.

**Interval between buses** — The scheduled time between successive buses on a route, in minutes.

**Minimum financial standard** — The lowest financial performance at which ridership on a service contributes positively to the TTC's financial situation. In 2003, the minimum financial standard was 0.23 customers per dollar.

**Off-peak time periods** — The time periods during which ridership is dominated by non-work trips. These time periods are the midday and evening on weekdays, and all day on Saturdays, Sundays, and holidays.

**Peak periods** — The peak time periods are the morning and afternoon rush hours, when ridership is dominated by work and school trips. They are usually defined as 6:00 to 9:00 a.m. and 3:00 to 7:00 p.m., but the schedule on any particular route is set according to customers' actual travel needs on that route.

**Ridership** — The occurrence of, or general volume of, customer-trips undertaken on TTC services.

**Time periods** — The scheduled frequencies of TTC service vary by the time of day. On some routes, service is provided only during certain time periods. The exact times at which the schedule changes, or begins and ends, are set by the customers' actual travel needs on each route.

From Monday to Friday, the day is divided into five time periods:

- Morning peak period, from 6:00 to 9:00 a.m. (Many busy routes also have service earlier in the morning.)
- Midday, from 9:00 a.m. to 3:00 p.m.
- Afternoon peak period, from 3:00 to 7:00 p.m.
- Early evening, from 7:00 p.m. to 1:00 a.m.
- Late evening, from 10:00 to 1:00 a.m.

On Saturdays, Sundays, and holidays, the day is divided into these time periods:

- Early morning, from 6:00 to 8:00 a.m. (Most routes have no early morning service on Sundays.)
- Morning, from 8:00 a.m. to 12:00 noon
- Afternoon, from 12:00 noon to 7:00 p.m.
- Early evening, from 7:00 to 10:00 p.m.
- Late evening, from 10:00 p.m. to 1:00 a.m.

The morning and afternoon peak periods and the midday from Monday to Friday, or the morning and afternoon on weekends, are sometimes referred to as simply "daytime."

## Notes:

Base map source for all maps:

Toronto Land Information Service, 1999

Report completed on March 12, 2004

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