

# **Service Improvements for 2000-2001**

**May 2000**



**TORONTO TRANSIT COMMISSION**

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## Summary

This report on *Service Improvements for 2000-2001* 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 48 proposals have been reviewed. The report recommends 19 service changes, to be made in late 2000 or early 2001, following a period of consultation.

This report has been prepared during a period of gradually increasing ridership on the TTC. Transit ridership in Toronto had fallen through the early 1990s, as the recession reduced the number of people working. Transit ridership fell further 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. The total of TTC ridership for 2000 is now projected to be between 402,000,000 and 407,000,000 customer-trips, compared to the 393,000,000 customer-trips made in 1999.

Because of the reductions in subsidy for transit from the municipal and provincial governments, the TTC relies to a much greater extent on revenue from fares paid by customers than it has since the early 1970s. In 2000, it is projected that more than 81 percent of the TTC's operating budget will be 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 19 changes to improve service, which are listed on the facing page. These changes would improve service for approximately 1.2 million 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 310,000 customer-trips each year, and to increase fare revenue by approximately \$450,000 each year.

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.

Four 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.

Fifteen of the recommendations would require additional funding. One will use funds which have been allocated in the

TTC's budget for 2000, and funds for the rest will be included in the budget for 2001.

An analysis was undertaken of the financial performance of every route in the TTC system. The analysis indicates that 72 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 six 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 system. 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 August 18, 2000. A report on the consultation will be presented to the Commission on September 6, 2000, and the service changes that are approved will begin in late 2000 or early 2001.

# Recommendations

## Improved services

### No additional operating costs

4 ANNETTE — New service on St. George Street

143 DOWNTOWN/BEACH EXPRESS — Extension on Kingston Road

59 MAPLE LEAF — Revised service in Weston

71 RUNNYMEDE — Revised service on Lambton Avenue

## New services

### Additional operating costs to be included in the TTC's budget

9 BELLAMY — Saturday evening service

108 DOWNSVIEW — Saturday late evening service

Ellesmere Road — Direct service to Scarborough Centre Station

191 HIGHWAY 27 EXPRESS — Monday-Friday midday and evening and Saturday service

58 MALTON — Saturday service to Westwood Mall

102 MARKHAM RD — Saturday, Sunday, and holiday service north of Sheppard Avenue

130 MIDDLEFIELD — Limited Sunday service

131 NUGGET — Saturday evening service

65 PARLIAMENT — Sunday and holiday service

171 PROGRESS EAST — Monday-Friday evening service

80 QUEENSWAY — Sunday and holiday service west of Humber Loop

73 ROYAL YORK — Extension to Claireport Crescent

134 TAPSCOTT — Sunday and holiday service south of McLevin Avenue

112 WEST MALL — Limited Sunday service north of Eglinton Avenue

York University — Direct service from the west

# 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 below. 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.

A 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 surface transit enhancement programme (STEP). This is an ongoing service review forum, held at each operating division, in which drivers, route supervisors, schedule writers, and transit planners share their views on how the operation of TTC services may be improved. The recommendations 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, as required, to meet the changing needs of customers. 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 on the next page 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.

## 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 in the monthly schedule changes.

Changes which are more substantial, either affecting the travel options of current TTC customers, or requiring additional resources for operation, undergo a more rigorous

**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
<b>Buses</b>			
Standard 40-foot bus	57	39	49
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
<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>			
<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>			
Subway train (6 cars)	1100	—	400 to 500
Scarborough RT train (4 cars)	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. 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>			

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.

Trip component	Weight
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. This year, fares are expected to cover more than 81 percent of the TTC's operating costs. The remainder of the cost of operations is 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.

In order to ensure that the TTC's budget was balanced in 1999, any capacity which was surplus to ridership requirements at that time was removed. Thus, today, there are very few opportunities to remove service from other routes to fund the introduction of new or improved services. The present trend of increasing ridership on the TTC makes service reductions even less feasible. 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 the TTC's budget for 2001 is developed.

## 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

### 4 ANNETTE —

#### New service on St. George Street

*Origin of proposal: 1998 Service Plan*

*Present city ward: Midtown*

*New city ward: Ward 20 (Trinity-Spadina, east)*

*Time periods: Seven days a week*

It is recommended that the 4 ANNETTE route be changed to operate on St. George Street instead of Bedford Road, to improve service for customers and to increase ridership. So that this service change can begin, it is also recommended that the Commission request the City of Toronto to make changes to its parking and traffic regulations, as described here.

Buses would operate to St. George Station via east on Dupont Street, south on St. George Street, and east on Prince Arthur Avenue. Buses would operate from St. George Station north on Bedford Road, west on Prince Arthur Avenue, north on St. George Street, west on Bernard Avenue, north on Spadina Road, and west on Dupont Street. Service on the 4 ANNETTE route would be removed from the section of Dupont Street between St. George Street and Bedford Road and from Bedford Road between Dupont Street and Prince Arthur Avenue. Service would continue to be provided by the 6 BAY route on the section of Dupont Street east of Davenport Road and on the section of Bedford Road north of Davenport Road; there would be no change to the 6 BAY route.

Service would be made better for approximately 270 customer-trips each day, which would have a shorter walk to the nearest bus stop. An inconvenience would be caused for approximately 120 customer-trips each day which would have a longer walk to the nearest bus stop, and for approximately 60 customer-trips each day which now include a transfer between the 4 ANNETTE and 6 BAY routes, and which would either have a longer walk to make this transfer, or else an additional transfer using the subway.

The change in weighted travel time shows that the benefit of a shorter walk to the nearest bus stop on St. George Street is more important to customers than the inconvenience of a longer walk or an additional transfer. Overall, the change would make service better for customers.

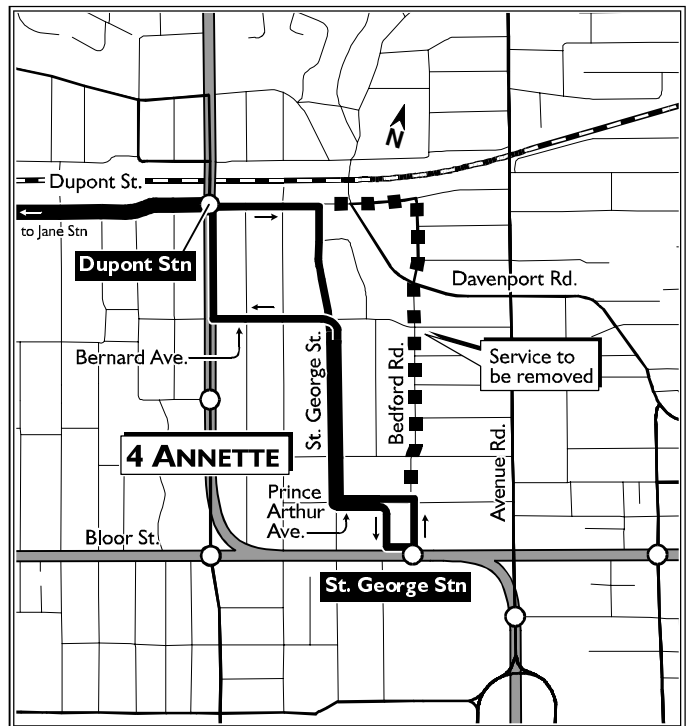
The Commission has previously—in the 1996 *Service Plan* and the 1998 *Service Plan*—approved recommendations to change the 4 ANNETTE route to operate on St. George Street between St. George Station and Dupont Street. The change was not made in 1996 or 1998, because the north-to-west turn from St. George Street to Dupont Street was not feasible for bus operation. The Commission asked the City of Toronto to install traffic signals to make the left turn possible, and thus to allow the service change to be made. City of Toronto staff have advised TTC staff that they do not support the installation of traffic signals at the intersection of St. George Street and Dupont Street. Without these changes, buses cannot make the north-to-west left turn. If these traffic signals were to be installed, then the originally-recommended routing, including the left turn from St. George Street to Dupont Street, would be preferred over the route recommended here.

The new recommended routing avoids the left turn from

St. George Street to Dupont Street by having northbound-westbound buses turn left from St. George Street onto Bernard Avenue, where there is a four-way stop, right from Bernard Avenue onto Spadina Road, where there is a traffic signal, and left from Spadina Road onto Dupont Street, where there is a traffic signal. This change requires that parking be prohibited on the north side of Bernard Avenue and that an exemption be given to TTC buses for the present left-turn prohibition at certain times at Spadina Road and Dupont Street.

This change also requires minor changes by the City to the lane markings on St. George Street at Dupont Street.

The change would be an overall improvement in service for customers, and it would thus encourage growth in ridership, which would improve the financial situation of the TTC, as the change would be made without any additional operating costs.



### 143 DOWNTOWN/BEACH EXPRESS — Extension on Kingston Road

*Origin of proposal: Councillor Ashton*

*Present city wards: East Toronto, Scarborough Bluffs*

*New city wards: Ward 32 (Beaches-East York, south), Ward 36 (Scarborough Southwest, south)*

*Time periods: Monday-Friday, peak periods*

It is 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.

The 143 DOWNTOWN/BEACH EXPRESS route now connects

the eastern part of Queen Street with downtown Toronto during the peak periods from Monday to Friday. The route would be extended so that buses would operate from Birchmount Road, west on Kingston Road, south on Courcellette Road, and then, as now, west on Queen Street and Eastern Avenue, north on Sherbourne Street, and west on Richmond Street to Peter Street. Customers who travel on Downtown Express routes pay a higher fare, and the added fare revenue helps to offset the higher operating cost of these direct-to-downtown services.

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 will be travelling through this area en route to and from Queen Street from mid-2001, when the TTC's Danforth Garage closes and operation of the route moves to Birchmount Garage.

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.

TTC staff also evaluated two options to provide Downtown Express service on Kingston Road from Midland Avenue. One option would establish a new Downtown Express route. It was projected that approximately 120 customer-trips would be made on the service each day; a financial assessment indicates that this level of ridership is not high enough for the route to meet the TTC's financial standard for Downtown Express services, and this option is therefore not recommended. The second option was to have the 143 DOWNTOWN/BEACH EXPRESS service start at Midland Avenue. The number of customers who are travelling from the section of Kingston Road between Midland Avenue and

Birchmount Road to downtown is not high enough to justify the added cost to extend the route further east.

## Ellesmere Road — Direct service to Scarborough Centre Station

*Origin of proposal: Councillor Balkissoon, Councillor Moeser, Councillor Shaw, Councillor Soknacki, TTC staff*

*Present city wards: Scarborough City Centre, Scarborough Highland Creek, Scarborough Malvern*

*New city wards: Ward 38 (Scarborough Centre, east), Ward 43 (Scarborough East, west), Ward 44 (Scarborough East, east)*

*Time periods: Monday-Saturday, all day*

It is recommended that service on Ellesmere Road be changed to provide more customers with a direct connection to Scarborough Centre Station and to improve transit service to the University of Toronto at Scarborough. The change will improve service by reducing the number of transfers which must be made by customers.

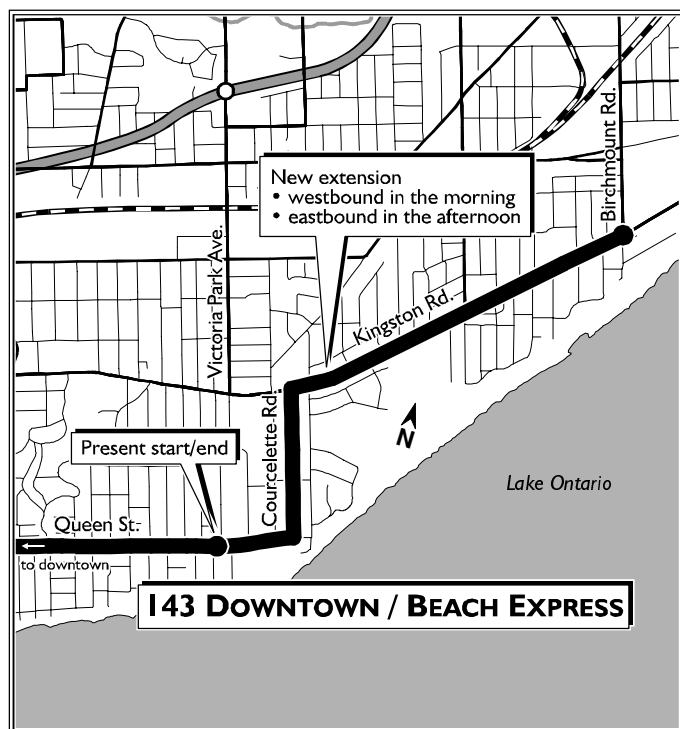
A new route would be introduced to replace part of the present 95 YORK MILLS route. The new route would operate between Scarborough Centre Station and Rouge Hill GO Station all day long from Monday to Saturday. Buses would operate from Scarborough Centre Station, south on McCowan Road, east on Ellesmere Road, to the University of Toronto at Scarborough, southeast on Military Trail, through Highland Creek Village, east on Lawson Road, and south on Port Union Road to Rouge Hill GO Station. The 95 YORK MILLS route would be changed to operate only between York Mills Station and Kingston Road, on York Mills Road, Parkwoods Village Drive, and Ellesmere Road.

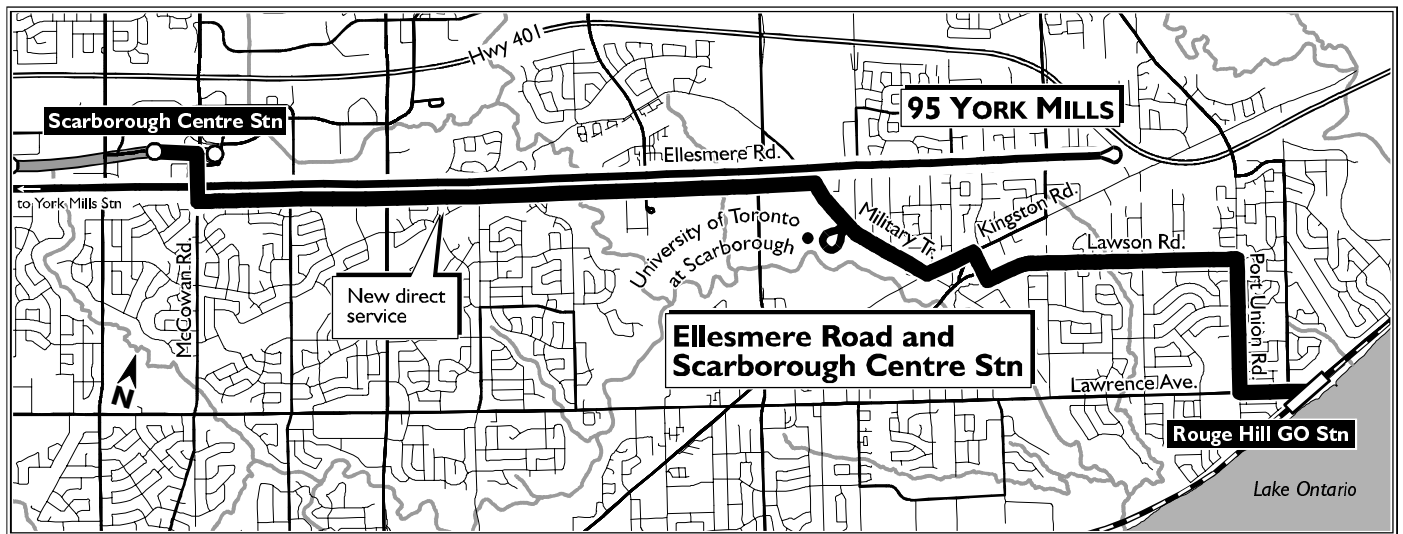
The service change would make service better for customers who are travelling to or from Scarborough Centre Station and for customers who are travelling to or from locations which are served by other routes which connect at Scarborough Centre Station. Approximately 1340 customer-trips each day from Monday to Friday would be made with one transfer fewer than at present, and approximately 850 would on Saturdays. The change would make service worse for customers who now travel from points on Military Trail, Lawson Road, or Port Union Road to points west of McCowan Road. Approximately 310 customer-trips each day from Monday to Friday would require an additional transfer, and approximately 210 would on Saturdays. The change in weighted travel time indicates that the benefit of this service change is more important to customers than the inconvenience and that, overall, the change would make service better for customers.

It is projected that approximately 310 new customer-trips would be made on the TTC each day from Monday to Friday and that 220 new trips would be made each Saturday.

The change would require the addition of three buses in peak periods, and two buses at other times. Because there would be an increase in operating costs, 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, and it is therefore recommended.

A similar proposal was evaluated in the *2000 Service Plan* but was not recommended. That option would have been





made with no increase in operating cost, but would have caused an overall inconvenience for customers. Subsequent to the presentation of the 2000 Service Plan, as part of the TTC's operating budget for 2000, the Commission approved funding for improved services to lead and promote ridership growth on the TTC system. One of the new services identified in the budget was a connection between Scarborough Centre Station and the University of Toronto at Scarborough. TTC staff have evaluated several alternative ways to provide the new service, and this service change is the recommended option.

**59 MAPLE LEAF —  
Revised service in Weston**

*Origin of proposal: TTC staff*  
*Present city wards: North York Humber, York Humber*  
*New city ward: Ward 11 (York South-Weston, west)*  
*Time periods: Monday-Friday, peak periods and midday*

It is recommended that the 59 MAPLE LEAF route be changed during the peak periods and midday from Monday to Friday so that buses operate over a large on-street loop at the west end of the route. This change would reduce waiting time for some customers in the peak periods, and would reduce the distance that other customers need to walk to their nearest bus stop by adding new midday service on Gary Drive.

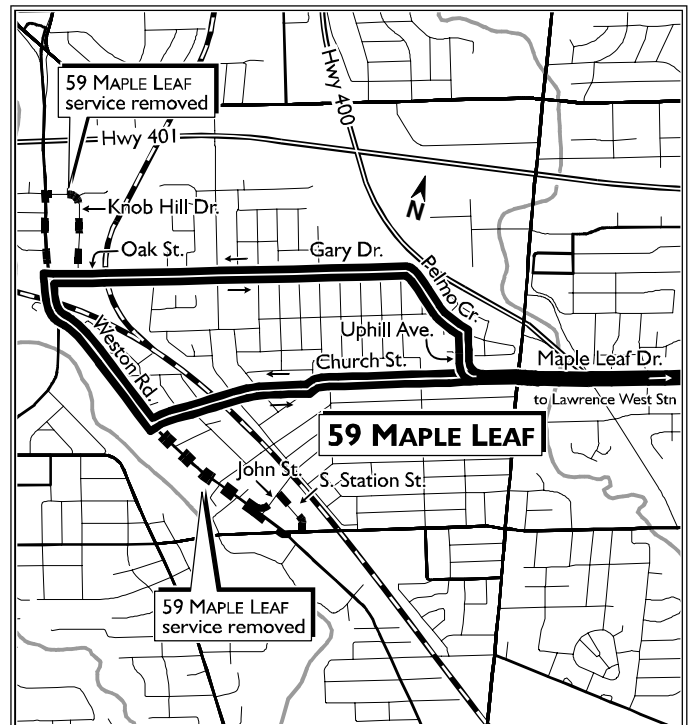
With this change, buses would alternate over two routings. Buses on one of the two branches would travel west on Maple Leaf Drive, west on Church Street, north on Uphill Avenue, west on Pelmo Crescent, west on Gary Drive, west on Oak Street, south on Weston Road, east on Church Street, and east on Maple Leaf Drive over the present route to Lawrence West Station. Buses on the other branch would operate over the reverse routing, travelling westbound on Church Street and eastbound on Gary Drive. Service on the 59 MAPLE LEAF route would be removed from Weston Road, between Church Street and Lawrence Avenue, and from Knob Hill Drive.

The change would be made without additional costs. The revised service would reduce waiting time for customers travelling to and from the stops west of Jane Street, as they would be able to take the first bus that arrives in either direction to get to their destination. Approximately 120

customer-trips each day would be made with a reduced waiting time, although they would be made with a slightly longer travel time, as the bus travels around the on-street loop. The change would make service better for customers travelling in the Gary Drive area during the midday, as new service would be provided to the area. Approximately 75 customer-trips each day would be made with a shorter walk to the nearest bus stop.

The change would make service worse for those customers who are travelling to and from Weston Road between Church Street and Lawrence Avenue, as this area would no longer be served by the 59 MAPLE LEAF route. Approximately 80 customer-trips each day would be made with an additional transfer. The change would also make service worse for those customers who are travelling to and from Knob Hill Drive, which would no longer be served. Approximately 20 customer-trips each day would have a longer walk to the nearest bus stop.

The change in weighted travel time shows that the benefits



to customers of a shorter waiting time and a shorter walk is greater than the inconvenience of an additional transfer, a longer walk, or a longer travel time. The change would be an overall improvement in service for customers, and it would thus encourage growth in ridership, which would improve the financial situation of the TTC, as the change would be made without any additional operating costs.

**73 ROYAL YORK —  
Extension to Claireport Crescent**

*Origin of proposal: TTC staff*  
*Present city ward: Rexdale-Thistletown*  
*New city ward: Ward 1 (Etobicoke North, north)*  
*Time periods: Monday-Friday, peak periods*

It is recommended that the 73 ROYAL YORK route be extended west on Albion Road to Claireport Crescent, during the peak periods from Monday to Friday. The new service would reduce the distance that customers need to walk to their nearest bus stop.

Buses would operate west on Albion Road, past the present loop at Humberline Drive, and would turn around clockwise via Claireport Crescent. Buses would return east on Albion Road to the regular route and Royal York Station.

The change would make service better for customers on Albion Road, west of Humberline Drive, who now walk to the loop on Albion Road at Humberline, or to the 60 STEELES WEST route at Steinway Boulevard and Signal Hill Boulevard. Approximately 90 customer-trips would be made on the new service each day, of which 50 would be new to the TTC system. Industrial and commercial activity has recently increased in this developing area, and this accounts for the increase in the projected ridership since the route extension was last evaluated, in the 2000 Service Plan.

One bus would be required to provide this new peak-

period service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the new service would meet the TTC’s financial standard, and it is therefore recommended.

TTC staff evaluated a second option, which would extend the 60 STEELES WEST route, instead of the 73 ROYAL YORK route, to Claireport Crescent. Because the projected ridership on this service would be lower than on the 73 ROYAL YORK service, it was not recommended.

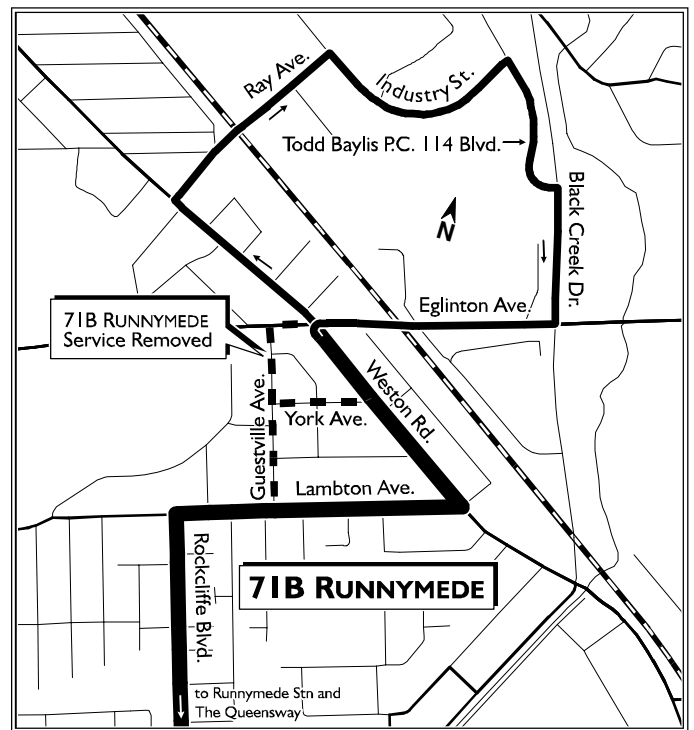
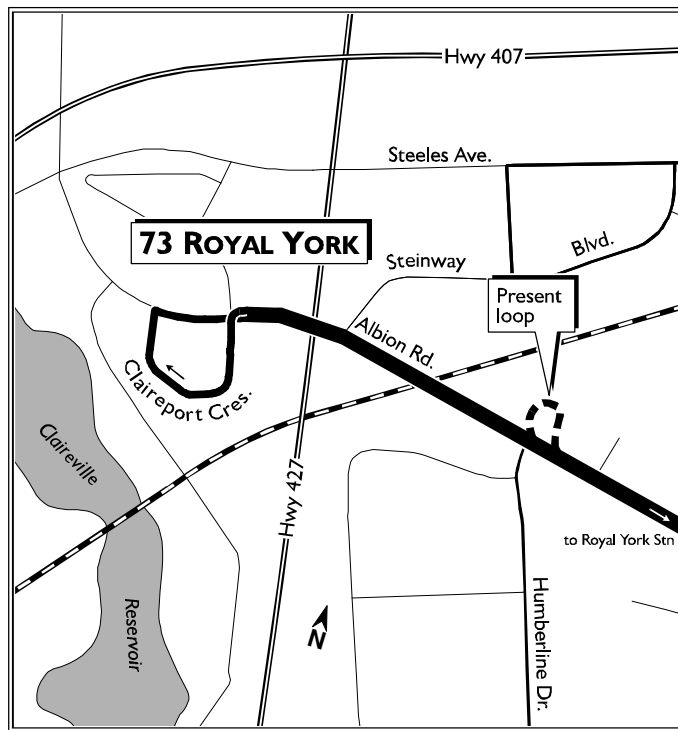
**71 RUNNYMEDE —  
Revised service on Lambton Avenue**

*Origin of proposal: TTC staff*  
*Present city ward: York Humber*  
*New city ward: Ward 11 (York South-Weston, west)*  
*Time periods: Monday-Friday, peak periods and midday*

It is recommended that the 71 RUNNYMEDE route be changed so that buses operate on Lambton Avenue in both directions between Weston Road and Rockcliffe Boulevard, during the peak periods and midday from Monday to Friday. The change would reduce travel time and walking time for customers.

In both directions, buses would operate via Rockcliffe Boulevard, Lambton Avenue, and Weston Road. Buses would no longer operate on Guestville Avenue, between Lambton Avenue and Eglinton Avenue, or on York Avenue, between Weston Road and Guestville Avenue.

The change would make service better for customers travelling north of Eglinton Avenue, by reducing their travel time, as the bus would operate over a more direct routing, with fewer turns, and would no longer operate on narrow residential streets. Operation on Guestville Avenue and York Avenue is often subject to delays, as turns can be made difficult by parked vehicles, and the build-up of snow in the winter can make the road impassable for buses. Approximately 140



customer-trips each day would have a faster trip. Service would be made better for customers who now walk to the stops on Guestville Avenue and York Avenue from the east, as they would have a shorter walk. Approximately 40 customer-trips each day would be made with a shorter walk.

Service would be made worse for customers who now walk to the stops on Guestville Avenue and York Avenue from the north and west, as they would have a longer walk to the nearest stop on Lambton Avenue or Weston Road. Approximately 50 customer-trips each day would have a longer walk.

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

The service change would be made with no increase in operating costs, and there would be no change to the scheduled interval between buses or the scheduled trip times.

**York University —  
Direct service from the west**

*Origin of proposal: Public meeting, May 20, 1999*  
*Present city wards: Black Creek, North York Humber, Rexdale-Thistletown*  
*New city wards: Ward 1 (Etobicoke North, north), Ward 2 (Etobicoke North, south), Ward 7 (York West, west), Ward 8 (York West, east)*  
*Time periods: Monday-Friday, peak periods*

It is recommended that new direct service to York University from the west be provided during the peak periods from Monday to Friday. The change would improve service by reducing the number of transfers which must be made by customers.

The new service would operate between Westwood Mall in Mississauga and York University, during the peak periods from Monday to Friday. Buses would operate on Morning Star Drive, Darcel Avenue, Finch Avenue, Humberline Drive, Humber College Boulevard, John Garland Boulevard, Finch Avenue, Keele Street, and York Boulevard. Between Martin Grove Road and York University, buses would operate express, stopping only at Albion Road, Kipling Avenue, Islington

Avenue, Rumike Road/Milvan Drive, Weston Road, Arrow Road/Signet Drive, Oakdale Road/Norfinch Drive, Jane Street, Driftwood Avenue, Sentinel Road, Keele Street, and the bus terminal at York University.

It is projected that approximately 180 customer-trips would be made to or from York University on the new service each day. Approximately 150 of these trips would begin or end west of Highway 427 and would be new to the TTC. The remainder of these trips would be made by customers who are now using other TTC services but would choose to use the new route in preference to their current service.

Three buses would be required to provide this service, and so a financial assessment was carried out. The western part of the route, between Westwood Mall and Highway 427, is in the City of Mississauga; the fare revenue from customers will cover the entire cost of operation of this section of the route. The comparison of the operating costs with the projected increase in ridership over the whole route indicates that the service would meet the TTC's financial standard.

**Additional periods of service  
on present routes**

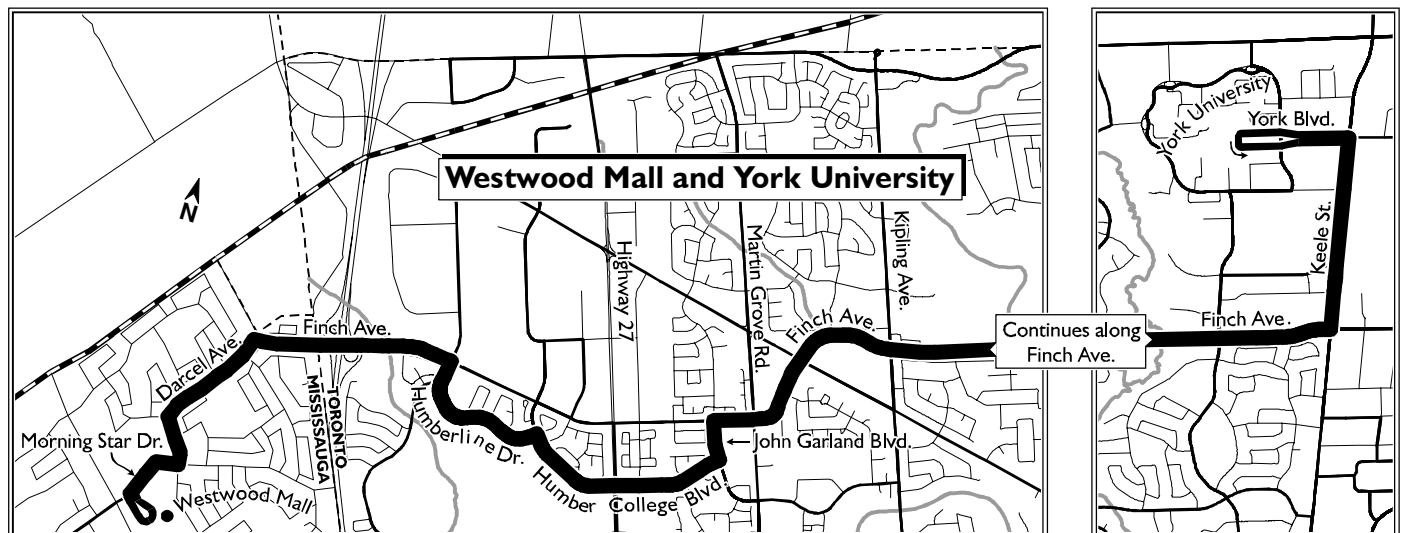
**9 BELLAMY — Saturday evening service**

*Origin of proposal: TTC staff*  
*Present city wards: Scarborough Bluffs, Scarborough City Centre*  
*New city wards: Ward 35 (Scarborough Southwest, north), Ward 36 (Scarborough Southwest, south), Ward 38 (Scarborough Centre, east)*

*Time period: Saturday early evening*

It is recommended that new service be provided during the early evening on Saturdays on the 9 BELLAMY 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.

It is projected that approximately 160 customer-trips would be made on the new service. Approximately 40 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 9 BELLAMY route in preference to their current service.



This service was operated until February 1996, and was removed at that time as part of the TTC's response to reductions in funding from the municipal and provincial governments. Since 1996, ridership on this route during the evening from Monday to Friday has grown by approximately 50 percent, and so it is projected that Saturday evening ridership would be substantially higher than it was before 1996.

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.

#### **108 DOWNSVIEW — Saturday late evening service**

*Origin of proposal: TTC staff*

*Present city ward: Black Creek*

*New city wards: Ward 8 (York West, east), Ward 9 (York Centre, west)*

*Time period: Saturday late evening*

It is recommended that new service be provided during the late evening on Saturdays on the 108 DOWNSVIEW 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.

It is projected that approximately 200 customer-trips would be made on the new service. Approximately 50 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 108 DOWNSVIEW route in preference to their current service.

This service was operated until February 1996, and was removed at that time as part of the TTC's response to reductions in funding from the municipal and provincial governments. Since 1996, ridership on this route during the evening from Monday to Friday has grown by approximately 30 percent, and so it is projected that Saturday evening ridership would be substantially higher than it was before 1996.

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.

#### **191 HIGHWAY 27 EXPRESS —**

##### **Monday-Friday midday and evening and Saturday service**

*Origin of proposal: TTC staff*

*Present city wards: Markland-Centennial, Rexdale-Thistletown*

*New city wards: Ward 1 (Etobicoke North, north), Ward 2 (Etobicoke North, south), Ward 3 (Etobicoke Centre, west)*

*Time periods: Monday-Friday, midday and early evening; Saturday daytime*

It is recommended that new service be provided during the midday and early evening from Monday to Friday and during the daytime on Saturdays on the 191 HIGHWAY 27 EXPRESS 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.

It is projected that approximately 740 customer-trips would be made on the new service from Monday to Friday,

and approximately 480 would be made on Saturdays. From Monday to Friday, approximately 330 of these trips would be new to the TTC, and on Saturdays, approximately 180 would be new trips. The remainder of these trips would be made by customers who are now using other nearby services but would choose to use the 191 HIGHWAY 27 EXPRESS route in preference to their current service.

Three buses 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.

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

*Origin of proposal: TTC staff, 1999*

*City: Mississauga*

*Time periods: Saturday daytime and early evening*

It is recommended that new service to Westwood Mall be provided during the daytime and early evening on Saturdays on the 58 MALTON route. The recommendation is conditional on reaching a funding agreement with the City of Mississauga to cover the TTC operating costs in that city of the extended service, as described below. 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. On Saturdays, Sundays, and holidays, buses operate as far west as McNaughton Avenue only, and turn around on Victory Crescent and Churchill Avenue. 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.

TTC staff examined whether service to Westwood Mall should be provided also at other times on weekends. Service at those times would not have met the TTC's financial standard, and so it was not recommended.

**102 MARKHAM RD — Saturday, Sunday, and holiday service north of Sheppard Avenue**

*Origin of proposal: TTC staff*

*Present city ward: Scarborough Malvern*

*New city wards: Ward 41 (Scarborough-Rouge River, west),*

*Ward 42 (Scarborough-Rouge River, east)*

*Time periods: Saturday, Sunday, and holiday daytime*

It is recommended that new service north of Sheppard Avenue be provided during the daytime on Saturdays, Sundays, and holidays on the 102 MARKHAM RD 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.

It is projected that approximately 720 customer-trips would be made on the new service on Saturdays, and approximately 440 on Sundays and holidays. On Saturdays, approximately 180 of these trips would be new to the TTC, and on Sundays and holidays, approximately 110 would be new trips. The remainder of these trips would be made by customers who are now using other nearby services but would choose to use the 102 MARKHAM RD 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.

**130 MIDDLEFIELD — Limited Sunday service**

*Origin of proposal: Councillor Balkissoon*

*Present city ward: Scarborough Malvern*

*New city ward: Ward 41 (Scarborough-Rouge River, west)*

*Time period: Sunday, 8:30 a.m. to 2:30 p.m.*

It is recommended that a new limited service be provided on Sundays on the 130 MIDDLEFIELD route. The change would improve service by reducing the distance that customers need to walk to or from their nearest bus stop.

At present, service on the 130 MIDDLEFIELD route operates only during the peak periods, midday, and early evening from Monday to Friday. The new Sunday service would operate every 30 minutes from approximately 8:30 a.m. to 2:30 p.m. Buses would operate from Scarborough Centre Station, north on McCowan Road and Middlefield Road to Passmore Avenue, and would turn on Maybrook Drive and Newmill Gate.

It is projected that approximately 130 customer-trips would be made on the new service on Sundays. Approximately 45 of these trips would be new to the TTC, and the remainder of the trips would be made by customers who are now using other nearby services but would choose to use the 130 MIDDLEFIELD 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 standards, and is therefore recommended.

This service was evaluated previously in the *2000 Service Plan*, and was not recommended at that time. Since then, TTC staff have gathered more data about potential ridership to the several churches and other religious institutions on Middlefield Road. The additional data have allowed the number of

customers who would use the service to be predicted more precisely.

TTC staff also evaluated whether new service should be provided on the 130 MIDDLEFIELD route on Saturdays. This service would not have met the TTC's financial standard, and so is not recommended.

**131 NUGGET — Saturday evening service**

*Origin of proposal: TTC staff*

*Present city ward: Scarborough Malvern*

*New city wards: Ward 41 (Scarborough-Rouge River, west),*

*Ward 42 (Scarborough-Rouge River, east)*

*Time period: Saturday evening*

It is recommended that new service be provided during the early evening on Saturdays on the 131 NUGGET 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.

It is projected that approximately 500 customer-trips would be made on the new service. Approximately 90 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 131 NUGGET route in preference to their current service.

This service was operated until February 1996, and was removed at that time as part of the TTC's response to reductions in funding from the municipal and provincial governments. Since 1996, ridership on this route during the evening from Monday to Friday has grown by approximately 25 percent, and so it is projected that Saturday evening ridership would be substantially higher than it was before 1996.

Two buses 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.

**65 PARLIAMENT — Sunday and holiday service**

*Origin of proposal: Councillor McConnell; Public meeting, March 21, 2000; TTC staff*

*Present city wards: Don River, Downtown*

*New city ward: Ward 28 (Toronto Centre-Rosedale, south)*

*Time periods: Sunday and holiday daytime*

It is recommended that new service be provided during the daytime on Sundays and holidays on the 65 PARLIAMENT 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.

It is projected that approximately 550 customer-trips would be made each Sunday on the new service. Approximately 110 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 65 PARLIAMENT route in preference to their current service.

This service was operated until February 1996, and was removed at that time as part of the TTC's response to reductions in funding from the municipal and provincial governments. The service which is now being recommended



would be less frequent than the previous service, and with the lower operating cost, it is projected that the ridership level would be high enough to meet the TTC's financial standard.

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.

#### **171 PROGRESS EAST — Monday-Friday evening service**

*Origin of proposal: TTC staff*

*Present city wards: Scarborough City Centre, Scarborough Highland Creek*

*New city ward: Ward 38 (Scarborough Centre, east)*

*Time periods: Monday-Friday early evening*

It is recommended that new service be provided during the evening from Monday to Friday on the 171 PROGRESS EAST route. This 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.

It is projected that approximately 350 customer-trips would be made on the new service, of which approximately 40 would be new to the TTC. The remainder of these trips would be made by customers who are now using other nearby services but would choose to use the 171 PROGRESS EAST route in preference to their current service.

One bus 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.

#### **80 QUEENSWAY —**

##### **Sunday and holiday service west of Humber Loop**

*Origin of proposal: Councillor Korwin-Kuczynski, TTC staff*

*Present city ward: Lakeshore-Queensway*

*New city ward: Ward 5 (Etobicoke-Lakeshore, north)*

*Time period: Sunday daytime*

It is recommended that new service west of Humber Loop to Sherway Gardens be provided during the daytime on Sundays and holidays on the 80 QUEENSWAY 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.

It is projected that approximately 220 customer-trips would be made on the new service. Approximately 140 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 80 QUEENSWAY route in preference to their current service.

This service was operated until November 1996, and was removed at that time as part of the TTC's response to reductions in funding from the municipal and provincial governments. More recent information on the travel patterns of customers indicates that restoring this service would generate a level of ridership that would meet the TTC's financial standard.

During the summer months, a trial service is also provided on Sundays and holidays on the eastern part of the 80 QUEENSWAY route, between Keele Station and Lake Shore

Boulevard. At these times of the year, the route would provide a continuous service between Keele Station and Sherway Gardens. Outside the summer, when there is no service east of Humber Loop on Sundays and holidays, buses on the 80 QUEENSWAY route at Humber Loop would run through to and from the 66 PRINCE EDWARD route, so that customers would have a transfer-free connection to the Bloor-Danforth Subway at Old Mill Station.

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.

TTC staff also evaluated the addition of Sunday and holiday service year-round on the eastern part of the 80 QUEENSWAY route, and the addition of Sunday and holiday evening service on each part of the 80 QUEENSWAY route. The evaluation showed that these services would not meet the TTC's minimum financial standard.

#### **134 TAPSCOTT —**

##### **Sunday and holiday service south of McLevin Avenue**

*Origin of proposal: TTC staff*

*Present city wards: Scarborough City Centre, Scarborough Highland Creek, Scarborough Malvern*

*New city ward: Ward 38 (Scarborough Centre, east), Ward 42 (Scarborough-Rouge River, east)*

*Time periods: Sunday and holiday daytime*

It is recommended that new Sunday and holiday daytime service be added on the 134 TAPSCOTT route south of McLevin Avenue. This 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. Sunday and holiday service on Tapscott Road north of McLevin Avenue is already provided by the 133 NEILSON route.

It is projected that approximately 400 new customer-trips would be made each Sunday on the new service, of which approximately 100 would be new to the TTC. The remainder of the trips would be made by customers who are now using other nearby services but would choose to use the 134 TAPSCOTT route in preference to their current service.

One bus 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.

#### **112 WEST MALL —**

##### **Limited Sunday service north of Eglinton Avenue**

*Origin of proposal: TTC staff*

*Present city ward: Markland -Centennial Rexdale-Thistletown*

*New city ward: Ward 2 (Etobicoke North, south), Ward 3 (Etobicoke Centre, west)*

*Time period: Sunday, 9:00 a.m. to 2:30 p.m.*

It is recommended that the 112 WEST MALL route be extended north of Eglinton Avenue during the morning and afternoon on Sundays, by operating a limited number of trips on the 112C (Kipling Stn-Disco Rd via Rangoon and Skyway) and 112F (Kipling Stn-Disco Rd via Rangoon and Carlingview) branches. The new service would reduce the distance that

customers need to walk to their nearest bus stop.

Buses would operate from Kipling Station over the regular Sunday route to Renforth Drive and Eglinton Avenue, and would then continue north on the 112C routing via Renforth Drive, International Boulevard, Skyway Avenue, Attwell Drive, Belfield Road, and Brockport Drive to Disco Road. Buses would return to Kipling Station on the 112F routing, via Disco Road, Carlingview Drive, and Renforth Drive.

The change would make service better for customers travelling to the area north of Eglinton Avenue on Sundays. In addition to the industrial and commercial development in this area, there is a large church on Attwell Drive near Highway 409. Trip times on the new service would be coordinated with the times of the church services. Approximately 150 customer-trips would be made on the new service each day, all of which would be new to the TTC system.

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

TTC staff also evaluated whether new service should be provided north of Eglinton on the 112 WEST MALL route on Saturdays. This service would not have met the TTC's financial standard, and so is not recommended.

### 3. Changes already approved but not introduced

#### 121 FRONT-ESPLANADE, 72 PAPE, and 65 PARLIAMENT — Revised service east of Union Station

*Present city wards: Don River, Downtown*  
*New city wards: Ward 20 (Trinity-Spadina, east), Ward 28 (Toronto Centre-Rosedale, south)*  
*Time periods: Monday-Friday, peak periods and midday; Saturday daytime*

Bus service to The Esplanade area will be revised in July 2000, in connection with the introduction of the new 509 HARBOURFRONT streetcar service from Union Station to Exhibition Place. The 121 FRONT-ESPLANADE route will be removed, and the service it provides east of Union Station will be replaced by extensions of the 72 PAPE and 65 PARLIAMENT routes.

From Monday to Friday, from approximately 6:00 a.m. to 7:00 p.m., the 72 PAPE route will run east from Union Station on Front Street, south on Scott Street, east on The Esplanade, north on Berkeley Street, east on Front Street, south on Parliament Street, east on Mill Street, south on Cherry Street, east on Commissioners Street, north on Carlaw Avenue, east on Riverdale Avenue, and north on Pape Avenue to Pape Station. In the evening and on weekends, the 72 PAPE route will run, as it does now, only between Pape Station and Eastern Avenue.

On Saturdays, from approximately 6:00 a.m. to 7:00 p.m., the 65 PARLIAMENT route will run east from Union Station on Front Street, south on Scott Street, east on The Esplanade, north on Berkeley Street, east on Front Street, north on Parliament Street, and east on Bloor Street to Castle Frank Station. At other times of the week, the 65 PARLIAMENT route will run, as it does now, only between Castle Frank Station and The Esplanade.

At Union Station, both routes will turn around by running north on Yonge Street, west on Wellington Street, south on Bay Street, east on Front Street, and south on Scott Street. Customers who are connecting between these bus routes and the subway, streetcar, and train services at Union Station will use the bus stop on the south side of Front Street, just to the east of Bay Street.

With the removal of the 121 FRONT-ESPLANADE route, there will be no service on the short section of Commissioners Street between Carlaw Avenue and the TTC's Lakeshore Garage. The number of customers who use this service is very small.

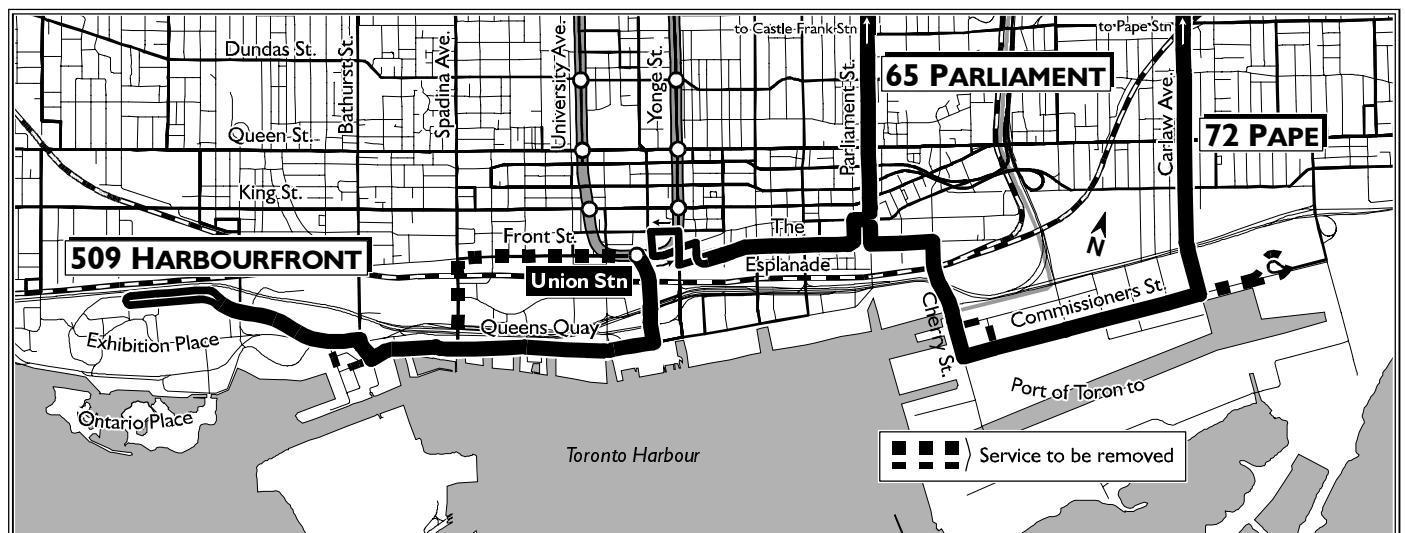
#### 509 HARBOURFRONT — New service on Queens Quay from Union Station to Exhibition Place

*Present city wards: Downtown, Trinity-Niagara*  
*New city wards: Ward 19 (Trinity-Spadina, west), Ward 20 (Trinity-Spadina, east), Ward 28 (Toronto Centre-Rosedale, south)*  
*Time periods: Monday-Saturday, year round; Sundays and holidays, May to September*

A new streetcar service, the 509 HARBOURFRONT route, will be introduced in July 2000, operating between Union Station and Exhibition Place, using a new streetcar track connection that has been built on Queens Quay between Spadina Avenue and Bathurst Street. The new streetcar service will improve service by removing the number of transfers that customers need to make to travel from Union Station and points on the Yonge-University-Spadina Subway to Exhibition Place and Ontario Place, and also by reducing the travel time of customers who now use the 121 FRONT-ESPLANADE bus route.

Streetcars on the 509 HARBOURFRONT route will operate from the underground loop at Union Station, south in the tunnel under Bay Street, west on Queens Quay, north on Bathurst Street and west on Fleet Street to Exhibition Loop. Between Spadina Avenue and Bathurst Street, cars will use new track which has been built in a reserved right-of-way in the centre of Queens Quay. East of Spadina Avenue and west of Bathurst Street, cars will use the tracks which are already in place.

With the introduction of the 509 HARBOURFRONT streetcar route, the 121 FRONT-ESPLANADE bus route will be removed. The new streetcar route will replace the part of the 121 FRONT-ESPLANADE bus route that operates on Queens Quay west of Spadina Avenue. Extensions of the 72 PAPE and 65 PARLIA-



MENT routes, as described above, will replace the part of the 121 FRONT-ESPLANADE bus route east of Union Station. After the removal of the 121 FRONT-ESPLANADE route, there will no longer be any service on the section of Front Street between Union Station and Spadina Avenue; severe automobile congestion on this street has made service in this area unreliable for many years, and the number of customers who rely on the service on Front Street is very small.

The new 509 HARBOURFRONT streetcar route will replace the 521 EXHIBITION EAST streetcar route, which operates during special events at Exhibition Place and Ontario Place. The new route will also supplement the service operated on Queens Quay between Union Station and Spadina Avenue on the 510 SPADINA streetcar route.

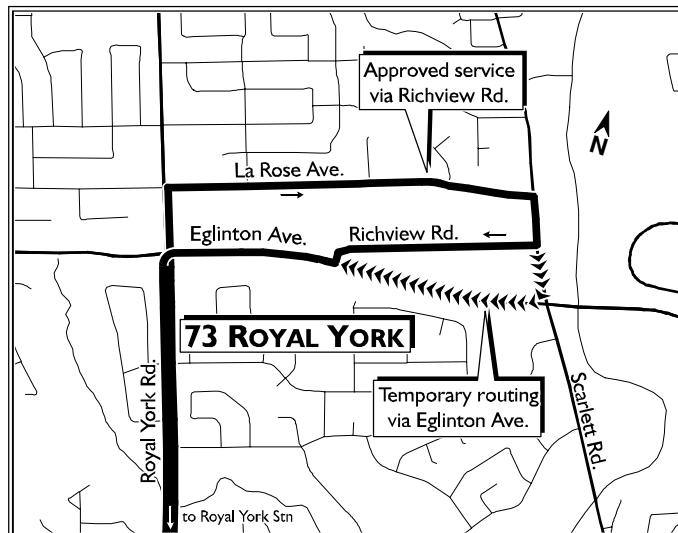
Year-round service on the 509 HARBOURFRONT route will be provided from approximately 6:00 a.m. to 7:00 p.m. from Monday to Saturday. From May to September, Sunday and holiday service will be added, and service will be extended until approximately 1:00 a.m., to accommodate the increased number of customers who travel to and from the waterfront during the summer.

**73 ROYAL YORK — Service on Richview Road**

*Present city ward: Kingsway-Humber  
New city ward: Ward 4 (Etobicoke Centre, east)  
Time periods: Monday-Friday, peak periods*

The Commission approved a recommendation in the 1999 Service Plan to operate a new service during the peak periods from Monday to Friday on La Rose Avenue and Richview Road between Royal York Road and Scarlett Road. The service on La Rose Avenue began operation in May 1999. The service on Richview Road has not yet begun, but will be introduced when a minor road improvement is constructed by the City of Toronto. Following the post-implementation review of the new service on La Rose Avenue, the Commission requested the City to build this roadway.

The service to La Rose Avenue connects the area to Royal York Station on the Bloor-Danforth Subway, and has made service better by reducing the distance that customers need to walk to their nearest bus stop. The approved routing is from Royal York Station, north on Royal York Road, east on La Rose Avenue, south on Scarlett Road, west on Richview Road, west on Eglinton Avenue, and returning south on Royal York Road.



Since the service began operation, buses have instead operated over a temporary routing, north on Royal York Road, east on La Rose Avenue, south on Scarlett Road, west on Eglinton Avenue, and south on Royal York Road.

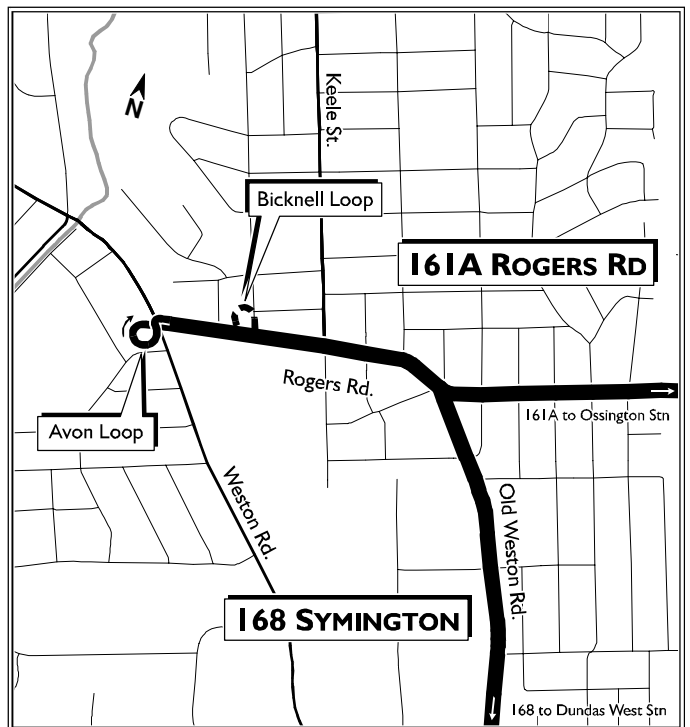
Operation of the recommended route on Richview Road has not been physically possible, as buses cannot connect from Richview Road directly to Eglinton Avenue. A short bus-only driveway must be built between the west-end cul-de-sac of Richview Road and the westbound lanes of Eglinton Avenue. TTC staff agreed with City of Toronto staff that construction of the driveway could be delayed, and that the service could begin with buses running temporarily on Eglinton Avenue instead of Richview Road. TTC staff are working with City staff on the design and timing of the driveway connection.

**168 SYMINGTON and 161A ROGERS RD — Extension to Weston Road (Avon Loop)**

*Present city ward: York Humber  
New city wards: Ward 11 (York South-Weston, west), Ward 12 (York South-Weston, east)  
Time periods: Seven days a week*

The Commission approved a recommendation in the 1994 Service Plan to operate the 168 SYMINGTON and 161A ROGERS RD routes to Avon Loop, on the west side of the Weston Road/Rogers Road intersection. The change would improve service for customers by reducing the distance they need to walk when transferring between routes. The change can only be made after road and intersection improvements are made to the loop, which would allow operation to and from Rogers Road. Since the two routes began operation, in February 1994, they have been operating temporarily to Bicknell Loop, on Rogers Road east of Weston Road.

With the improvements to the bus loop, buses on the 168 SYMINGTON and 161A ROGERS RD routes would operate west on Rogers Road and south on Weston Road to Avon



Loop. Buses would return east from Avon Loop on Rogers Road. Once this route change is made, Bicknell Loop would no longer be required, and could be sold by the TTC. Operation to Avon Loop will begin once the necessary road and intersection improvements are completed. It is expected that these works will be completed, and the route extension will begin operation, in late 2000.

**68 WARDEN — Extension to Steeles Avenue**

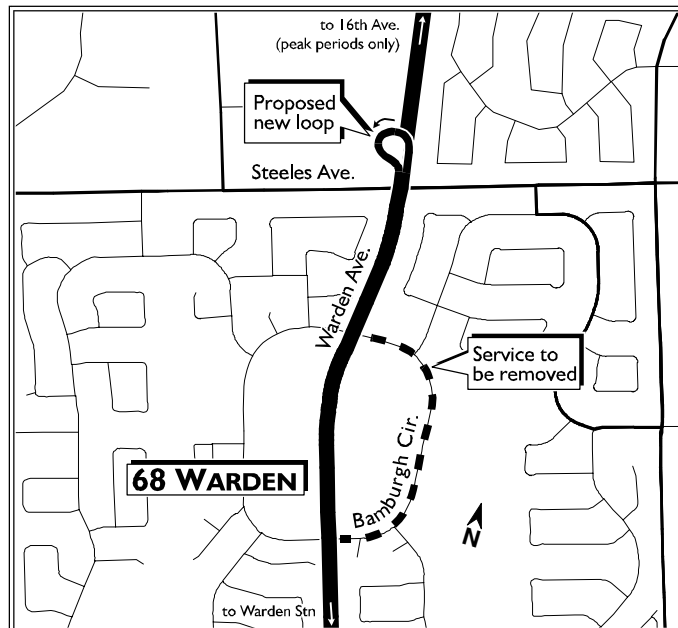
*Present city ward: Scarborough Agincourt  
New city ward: Ward 39 (Scarborough-Agincourt, north)  
Time periods: Seven days a week*

The Commission approved a recommendation in the 1999 Service Plan to extend the 68 WARDEN route to Steeles Avenue. The change can be made only after a bus loop is built on Warden Avenue at Steeles Avenue.

The service change will improve service for customers by reducing the distance that they need to walk to reach their nearest bus stop or when transferring between routes.

With the construction of the new bus loop, buses on the 68 WARDEN route will operate entirely on Warden Avenue, between Warden Station on the Bloor-Danforth Subway and the new loop, north of Steeles Avenue. The present operation on Bamburgh Circle would be removed.

Operation of the new route can begin once a new bus loop is built on the west side of Warden Avenue north of Steeles Avenue. The TTC and Markham Transit are co-operating to build a new loop on land owned by the Town of Markham. It is expected that the loop will be completed, and the route extension will begin operation, in late 2000.



**92 WOODBINE SOUTH — Revised service south of Queen Street**

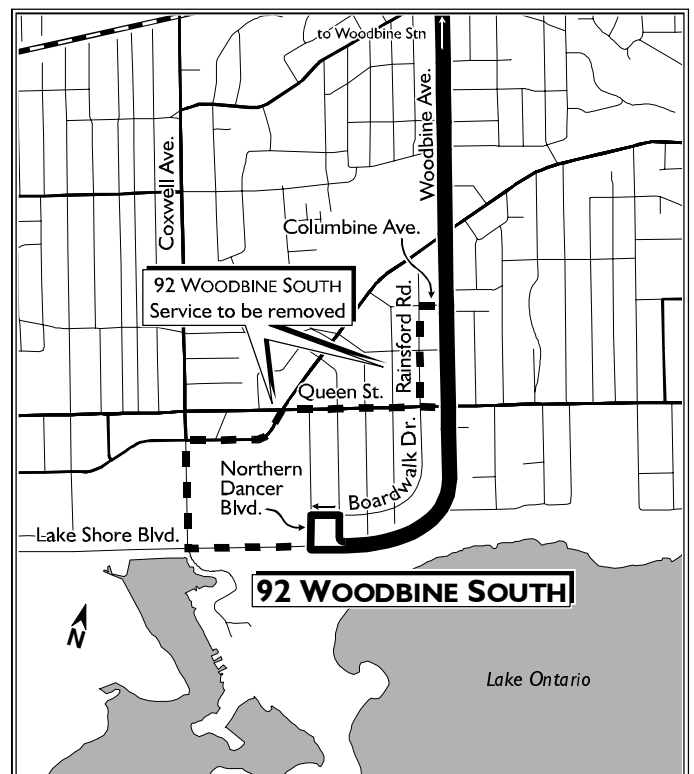
*Present city ward: East Toronto  
New city ward: Ward 32 (Beaches-East York, south)  
Time periods: Seven days a week*

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 the construction of new streets to the north of Lake Shore Boulevard. The construction has not yet progressed to a point where bus operations can begin.

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

Buses on the 92 WOODBINE SOUTH will run south on Woodbine Avenue and west on Lake Shore Boulevard, north on Winners Circle, west on Boardwalk Drive, and south on Northern Dancer Boulevard, and then will 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.

A comparison of the changes in weighted travel time for customers in the area shows that the change would result in an overall improvement in service when the number of people living in the residential area reaches approximately 2000. The Commission has approved that the service change be introduced once the streets and new buildings are complete. It is expected that this service change will begin in 2002.



## 4. Proposals requiring further action

### 37A ISLINGTON —

#### Operate via Woodbine Racetrack

*Origin of proposal: Councillor Brown, 1999*

*Present city ward: Rexdale-Thistletown*

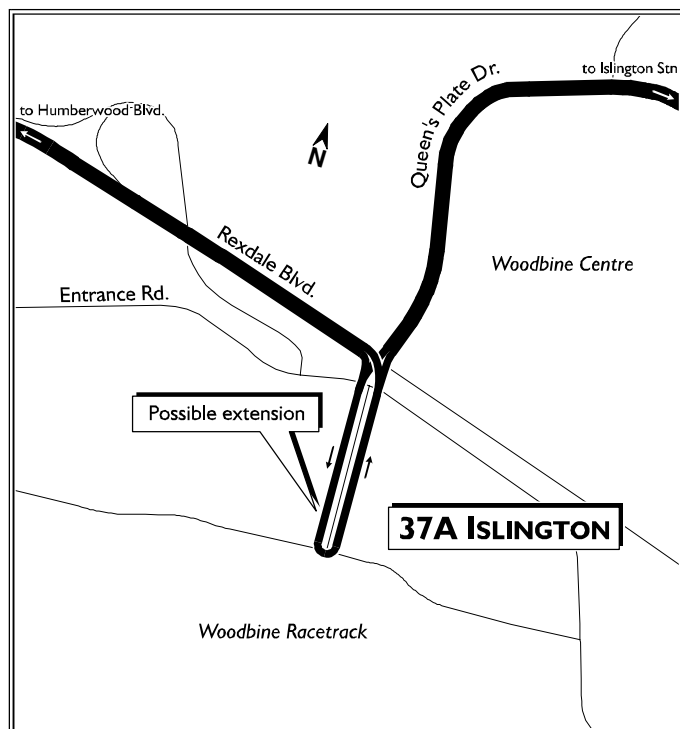
*New city ward: Ward 2 (Etobicoke North, south)*

*Time periods: Seven days a week*

Councillor Brown proposed that the 37A ISLINGTON route be changed so that it operates via Woodbine Racetrack. This change would bring service closer to the racetrack, and would reduce the distance that TTC customers would have to walk to the nearest bus stop.

Councillor Brown also proposed this change last year, but the routing change could not be evaluated until the TTC received details of the routing at Woodbine Racetrack from race-track staff. These details were provided early in 2000. The proposed routing is longer than can be accomplished within the existing scheduled trip time, and would require that at least one additional bus be added to the route. Based on ridership levels observed in early 2000, the shorter walk to the nearest bus stop would not attract enough new customers to meet the minimum financial standard.

TTC staff have since identified a revised routing which would serve the racetrack more closely, but would not require a large increase in trip time. A driveway, now closed, previously connected Rexdale Boulevard to the racetrack; this was located directly south of the present Queen's Plate Drive/Rexdale Boulevard intersection, between the present parking lots D and E. If this driveway were reinstated as a bus-only roadway and a bus loop were built, the 37A ISLINGTON service could serve the racetrack with only a short diversion from the present route on Queen's Plate Drive, and with no increase in operat-



ing costs. TTC staff will continue to discuss this proposal with Woodbine Racetrack and City of Toronto staff.

### Pearson Airport —

#### Service to Terminals 1 and 3

*Origin of proposal: TTC staff, 1999*

*City: Mississauga*

*Time periods: Seven days a week*

In the 2000 Service Plan, TTC staff examined a proposal to extend the 58 MALTON and 307 EGLINTON WEST routes to serve Terminal 3 at Pearson Airport. With this change, these buses would serve both Terminals 2 and 3 at the airport.

The change would make service better for TTC customers at the airport by reducing walking distance or by eliminating a transfer with the airport inter-terminal shuttle bus. The change would make service worse for other TTC customers, by increasing their travel time at the airport as they are carried out of their way via Terminal 3, or by increasing their waiting time all along the 58 MALTON route. Overall, the change in weighted travel time showed that the change would make service worse for customers.

One difficulty with the proposal in the 2000 Service Plan was that with many recent changes to airport facilities, activity levels, and employment levels, TTC staff had incomplete information about up-to-date travel patterns at the airport. TTC staff requested more-recent information from the Greater Toronto Airports Authority (GTAA), in order to make a more-accurate ridership projection. To date, no new information has been received.

Since the 2000 Service Plan was prepared, there have been two significant changes which affect the ability to project how many customers would use the 58 MALTON and 307 EGLINTON WEST routes if they were extended to Terminal 3.

In February 2000, following approval of the 2000 Service Plan, the TTC introduced the 192 AIRPORT ROCKET route, a new direct service between Kipling Station and Pearson Airport. This route operates to both Terminal 2 and Terminal 3. This route is currently operating for its six-month trial period. Ridership counts will be conducted on this route as part of its post-implementation review, and those counts will allow TTC staff to more-accurately project ridership at Terminal 3 on a possible extension of the 58 MALTON and 307 EGLINTON WEST routes.

The second major change is to the airline use of the terminals at the airport. As an interim step to the eventual closure of Terminal 1 and Terminal 2, and their replacement with a new terminal, Terminal 1 will be taking on a new role as the terminal for international flights operated by the two major Canadian airlines and their airline alliance partners, while Terminal 2 will be used for domestic and U.S.A. flights by the same airlines. All other air carriers will use Terminal 3. This may result in a significant increase in passenger activity at Terminal 1, which in recent times has been under-utilised. As a result, it may be appropriate for some or all of the TTC routes at the airport to be changed to serve Terminal 1, in addition to Terminal 2 and Terminal 3. TTC staff will continue to work with

GTAA staff to determine the best locations for TTC service at the airport, and will report to the Commission on any future route change recommendations.

## **79 SCARLETT RD —**

### **Morning eastbound and afternoon westbound service on St. Clair Avenue**

*Origin of proposal: Councillor Saundercook, Councillor Nunziata*  
*Present city ward: York Humber*  
*New city ward: Ward 11 (York South-Weston, west)*  
*Time periods: Monday-Friday, peak periods*

Councillor Saundercook and Councillor Nunziata proposed that buses on the 79 SCARLETT RD route operate on St. Clair Avenue eastbound in the morning and westbound in the afternoon. Beginning in February 2000, a new 79B SCARLETT RD (Runnymede Stn-Jane & Lawrence via St Clair) service was introduced, which operates on St. Clair Avenue westbound in the morning peak period and eastbound in the afternoon peak period. This new service was recommended as part of the 2000 Service Plan, and is currently operating for a six-month trial period.

When the new service on St. Clair Avenue was evaluated in the 2000 Service Plan, TTC staff did consider operating morning eastbound and afternoon westbound service on St. Clair Avenue, but found that the inconvenience of a longer wait for the bus on the present route in the Foxwell Street/Pritchard Avenue area was more important to customers than the benefit of a shorter walk to new bus stops on St. Clair Avenue. As part of the post-implementation review of the new service, however, staff will re-evaluate the councillors' suggestion for morning eastbound and afternoon westbound service on St. Clair Avenue. It is expected that the post-implementation review will be conducted in late 2000, once ridership counts have been taken on the new service.

## **Sheppard Subway**

The Sheppard Subway is now under construction, to be ready for opening in mid-2002. From the present Sheppard Station on the Yonge-University-Spadina Subway, the new subway line will extend east, with stations at Bayview, Bessarion, Leslie, and Don Mills. The opening of the line will allow for improvements in transit service for customers not only adjacent to the new line, but also throughout the northeastern part of Toronto. Many bus routes east of Yonge Street and north of York Mills Road could be changed to connect with the new subway line and thus to give improved travel choices to TTC customers.

A plan for changes to bus routes in the area will be developed over the next year, and will be brought to the Commission as part of next year's report on service improvements. The plan will be based on customers' present travel needs, as measured by passenger counts and the Transportation Tomorrow Survey, and also on the opportunities to attract new customers to begin using the TTC. From mid-2001, when the plan is presented to the Commission, there will be an opportunity for councillors in the area to consult with their constituents, before final decisions are made by the Commission in late 2001.

## **Expansion of the TTC streetcar system**

The Commission directed that staff investigate three specific route change proposals which would require expansion of the present streetcar system. These proposals were an extension of the 511 BATHURST streetcar route to Dufferin Street, the extension of the 512 ST CLAIR streetcar route to Jane Street, and improved transit service to Ontario Place.

The extension of the 511 BATHURST route would require the construction of approximately 700 metres of new double track and overhead along the north side of Exhibition Place, between Exhibition Loop and Dufferin Street. A similar connection was examined and recommended as part of the Waterfront West Light Rail Transit study, which was completed in 1993. The new streetcar connection could be used by an extension of the 511 BATHURST or 509 HARBOURFRONT streetcar routes, or by a new streetcar route from Lake Shore Boulevard, Roncesvalles Avenue, Queen Street, or King Street to Union Station.

The extension of the 512 ST CLAIR streetcar route to Jane Street would require the construction of approximately two kilometres of new double track and overhead. A similar extension, to Runnymede Road, was previously examined in the 1996 Service Plan. While no decision was taken at that time on whether or not to proceed with a streetcar extension, road and development plans by the City of Toronto have allowed for the possible future construction of streetcar tracks on St. Clair Avenue, west of Gunn's Road.

Ontario Place, south of Exhibition Place, will be served by three major transit routes from July 2000. The 511 BATHURST and 509 HARBOURFRONT streetcar routes will run to Exhibition Loop year-round, and during the summer months the 29 DUFFERIN route is extended through Exhibition Place to the Ontario Place entrance. New streetcar track and a new streetcar loop could be constructed closer to Ontario Place, which would reduce the walking distance for customers.

A similar recommendation was made by TTC staff in 1994, to replace the old Exhibition Loop; at that time, however, it was not possible to reach agreement to build the new streetcar loop at Ontario Place, because of concerns from Ontario Place management about the loss of revenue-producing parking space and because of concerns from municipal staff about interference between streetcar operation and automobile traffic on Lake Shore Boulevard.

Each of these streetcar expansion proposals requires a detailed evaluation of ridership benefits, operating cost requirements, and capital cost requirements. TTC staff are preparing a long-range ten-year plan for transit service in Toronto, and that plan will include an evaluation of these three proposals, as well as other possible new streetcar routes.

## 5. Future expansion into developing areas

As major new developments are planned in Toronto, TTC staff provide comments on the land uses, site plans, site accessibility, parking provisions, and other aspects which affect the likelihood of residents and employees in these developments travelling by transit rather than driving autos.

Transit service is most likely to be successful in an area if the type and density of land use generate a high number of person-trips, rather than auto-trips, and if pedestrian and transit travel is given more consideration than auto travel. For example, an office tower with limited parking will generate person-trips, while a big-box retail store with acres of free parking will generate auto-trips.

New developments that are near rapid transit or streetcar lines should be of high density, to maximise the number of residents or employees who can make use of the TTC's and the City's large investment in transit facilities. TTC staff always oppose low-density development and auto-oriented development near rapid transit stations.

Buildings near any transit service—whether near a subway station or along a bus route—should have convenient walking access to the transit service. Near a subway line, this can be accomplished by establishing walkways to the station that are safe, direct, convenient, and perhaps weather-protected, or by locating the building's main entrances near the station. Along bus and streetcar routes, buildings should be located at the street, without inhospitable large plazas or expansive parking lots that people must cross to reach the building from the bus or streetcar stop. As proposals are made for new offices, houses, apartments, schools, stores, or factories, TTC staff review the location of buildings and suggest ways that convenient access can be achieved.

Another critical aspect on which TTC staff comment is the amount of parking provided in developments. Transit cannot effectively attract people if these people have access to lots of free parking. This is true at any development, even if the land use is compatible and the building is located with convenient access to transit. TTC staff are constantly advocating that the parking provisions of zoning by-laws be reduced so that developers are required to provide fewer parking spaces per residence or per square metre of commercial space, and so that there is a maximum number of parking spaces which they are permitted to provide. TTC staff believe that, if the City really wants to control the growing problems of road congestion and deterioration, pollution, and precious urban land being consumed by parking lots and road widenings, then tough parking restrictions must be legislated.

The physical feasibility of transit service in a newly-developed area requires that roadways be built wide enough and to a high-enough standard that buses can operate on them, and that room be allowed for buses to turn left or right at key intersections. Roadways should be straight and should provide connections to other major roads, so that bus routes can be made as direct as possible. Streetcar tracks should be in physically-reserved lanes, to avoid congestion and collisions, and to give transit customers priority over motorists. Bus and streetcar stops require good access for customers, proper lighting for customers' security, and that parking not be allowed where buses will stop at the curb.

### Port area redevelopment

The Port of Toronto area is a key part of many discussions and proposals to expand the population of Toronto and to develop the waterfront along Lake Ontario. Different proposals, such as the City of Toronto's "Unlocking the Port Lands" report, the "Mayor's Waterfront Vision" report, the report from the Toronto Waterfront Revitalisation Task Force, and the plans to hold the 2008 Olympic Games in Toronto, all propose massive redevelopment of this largely-vacant former industrial area.

The provision of public transit service will be an important aspect of any future development in the port area, linked closely to land uses and people's expectations of a new part of the city.

Transit service to the northern part of the port area is presently provided from approximately 5:00 a.m. to 7:00 p.m., from Monday to Friday, by the 72 PAPE bus route (and, until July 2000, by the 121 FRONT-ESPLANADE route), connecting the area with Pape Station on the Bloor-Danforth Subway and with Union Station on the Yonge-University-Spadina Subway. The 83 JONES route serves the northeastern corner of the area from approximately 6:00 a.m. to 10:30 p.m. from Monday to Saturday, connecting the area with Donlands Station on the Bloor-Danforth Subway. The present levels of employment in the area are not high enough to justify service being provided at other times of the week. There is at present no transit service south of the Ship Channel.

Most of the proposals for residential, commercial, or recreational developments in the port area contemplate the construction of a new streetcar line from Union Station to the port area, and perhaps further east. This route could run from Union Station, south in the tunnel under Bay Street, and east on Queens Quay, continuing into the port area along Cherry Street and Commissioners Street. It would also be possible to serve the area with frequent bus service.

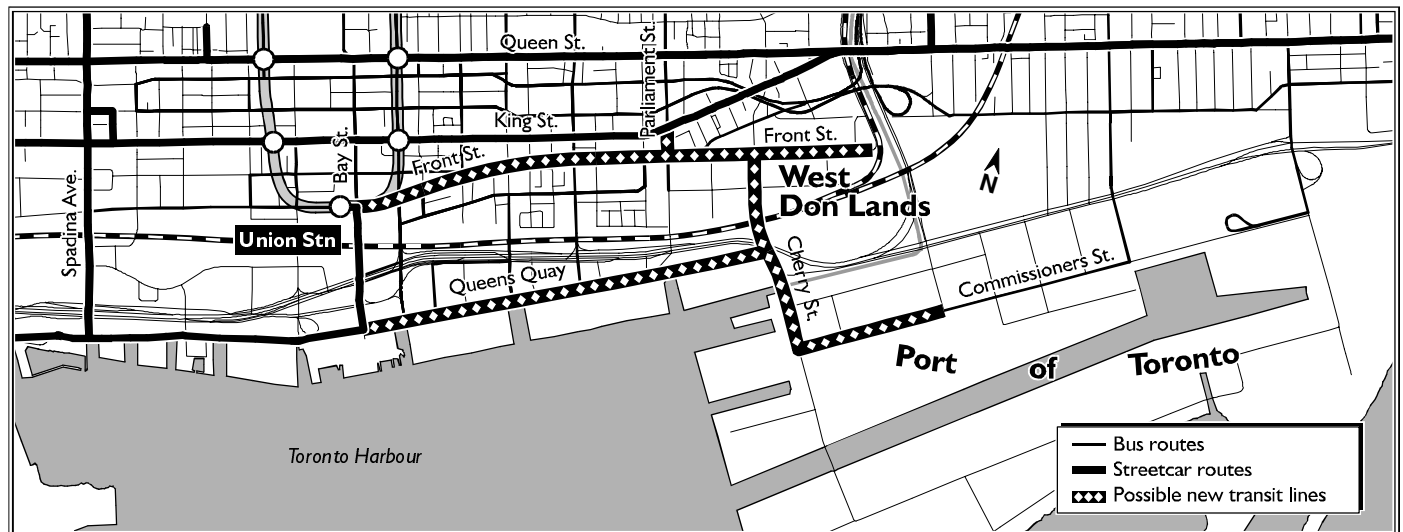
Projections made by the City of Toronto suggest that transit ridership to and from the area would be very high with full development of any of the options that are being considered. Based on these data, TTC staff are assisting staff of the City of Toronto as they assess the feasibility of a streetcar line.

A new streetcar line would require major changes to the present streetcar platform at Union Station, and these changes are being designed as part of the TTC's and the City's examination of the future transportation requirements of Union Station. If the service were to be provided by a high-frequency bus service, this would require the construction of an off-street bus terminal at Union Station.

TTC staff have asked City staff to ensure that any development plans include space for reserved lanes for buses or streetcars in the centre of Cherry Street and Commissioners Street.

Other transit services to the area would also need to be improved if major redevelopment occurs. A north-south route could be possible on Cherry Street, connecting the port area with the West Don Lands (see below) and the Bloor-Danforth Subway. The present 72 PAPE service, which also connects with the Bloor-Danforth Subway, would be changed to connect





with a new streetcar line and to serve the new area. GO Transit and the City are considering whether to establish a new GO train station at Cherry Street.

Because this area is adjacent to the West Don Lands, the land-use plans for each should be complementary, and may allow for transit service to be further improved.

If the Olympic Games and Paralympics are held in Toronto in 2008, the scale of the transit requirements in the area would increase tremendously. The transit network in the area would be required to accommodate more passengers than it ever has before, and to carry them to and from an area which now has only a basic local bus service. To do so would require substantial investment in new transit facilities and expanded fleets of transit vehicles. But as the games would occur over only a three-week period, that investment would have to be carried-out prudently, to be sure that the facilities would continue to be used in future years.

Whatever plans are adopted by the City of Toronto for the port area, the TTC will have an important role in serving the area. TTC staff will continue to advise City staff of the requirements and opportunities for improved transit service, will participate in any work being carried out by the City, and will report to the Commission on major issues which arise.

### West Don Lands redevelopment

The West Don Lands are an area west of the Don River and south of King Street that is now largely vacant. This area had been the site of a proposed new residential area to be called Ataratiri, the plans for which were dropped in the 1990s.

The TTC already provides frequent transit service to the edges of the vacant area, with the 504 KING, 65 PARLIAMENT, and 72 PAPE routes but, if development proceeds at the scale that is being considered by City of Toronto staff, much more transit service would be required.

A consultant's report prepared for the City estimated the transit ridership to and from the area under several possible types of development, ranging from high-density residential, through mixed-use, to high-density employment and commercial uses. With full development of the options that were examined, the number of new customers who would use the TTC would be very high. In the all-residential option, for example, the new ridership from the area would be almost

double the present ridership through this area on the already-busy 504 KING streetcar route.

TTC staff have advised staff of the City of Toronto that a development of this scale would require substantial improvements in service to accommodate the increased transit use. One possibility that the City's consultant has proposed is the construction of a new streetcar line on Front Street within the West Don Lands. This line could connect with the present streetcar tracks on King Street, or could continue into downtown on Front Street. If the service were to run on King Street, then a permanently physically-reserved lane would be required for streetcars, which would run every one to two minutes, and upgrades to King Station and St. Andrew Station could be required to accommodate the high number of customers. If the service were to run into downtown on Front Street, not only would new streetcar tracks in reserved lanes be required along Front Street, but a new streetcar terminal would also be required at Union Station. As an alternative, it would also be possible to serve the area with a bus route running every two to three minutes and, in this case, an off-street bus terminal would be required at Union Station. TTC staff have asked City staff to ensure that any development plans include space for reserved lanes for buses or streetcars in the centre of Front Street, and also for a connection from Front Street to the present streetcar tracks on King Street.

TTC staff have also asked City staff to allow space for the construction of streetcar tracks on Cherry Street between the port area and King Street, to allow for a connection to a possible streetcar line on Queens Quay to the port area.

Because this area is adjacent to the port area, the land-use plans for each should be complementary, and may allow for transit service to be further improved.

The scale of development that is being contemplated for the West Don Lands is ideal for an area so close to the centre of Toronto. Transit service would be the most attractive mode of travel for the majority of people travelling to or from the area. The TTC will be able to accommodate any scale of development on these lands, but investment will be required to allow transit to effectively serve the area.

As development plans for this area continue to be made, TTC staff will continue to provide advice to staff of the City of Toronto and will participate in any work being carried out.

Any necessary changes to the structure of the routes in the area will be recommended to the Commission in future years' service improvement reports. Any requirements for new streetcar tracks, changes to subway stations, or streetcar or bus fleet expansion will be brought to the Commission.

### Downsview Airport redevelopment

The Downsview Airport is a large area with considerable redevelopment potential. Frequent nearby TTC service is provided to the edge of the area at Downsview Station, Wilson Station, and along Sheppard Avenue, Keele Street, and Wilson Avenue. The Downsview area has been the subject of an ongoing land-use and transportation planning process by the City of Toronto, and TTC staff have been involved in reviewing relevant aspects of the plan.

A number of new roads have been proposed as part of the planned redevelopment and, once constructed, could be used for future bus service, if there is enough development to warrant service. Among the roads which could be used for TTC service are a new north-south road connecting the de Havilland Canada aircraft manufacturing plant with the north part of the Downsview site, and a new east-west road connecting Keele Street with the centre of the Downsview site.

The de Havilland plan is a large industrial complex with many employees. Service to the plant is now provided from the south, by the 120 CALVINGTON route. This route operates from Wilson Station, and currently suffers from heavy auto traffic congestion, both on Wilson Avenue and on the residential streets south of the plant, especially at shift-change times. A new roadway connecting the plant with the area to the north could either provide a less-congested route from the north for buses or relieve some of the congestion south of the plant by providing an alternate route for motorists. In either case, there is an opportunity to attract new customers to the TTC from the large number of workers at de Havilland by providing better transit service. TTC staff will work with City of Toronto staff and de Havilland to ensure that bus operation is possible on any new road, and will report to the Commission on any recommended routing changes.

The proposed new east-west road could potentially be used by a revised 120 CALVINGTON route. Depending on the amount and type of development at the Downsview site, changing the 120 CALVINGTON route to operate east of Keele Street on a new east-west road may increase ridership on the route.

TTC staff will continue to be actively involved in the design of the proposed redevelopment of the Downsview site, and will protect for TTC requirements to allow changes to bus routes in the area.

### Morningside Heights residential development

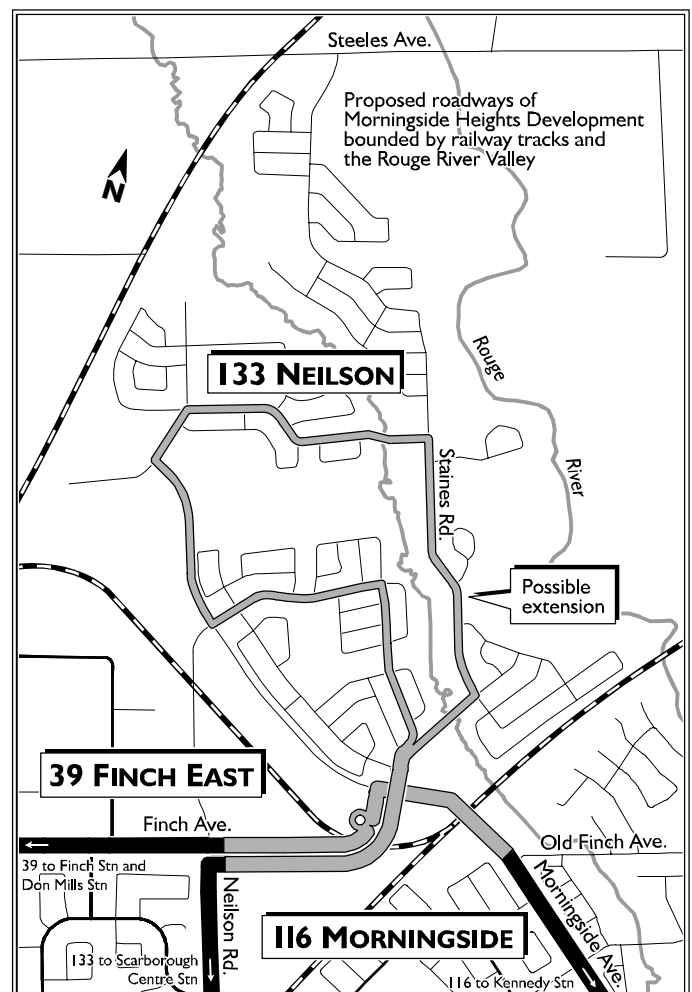
Morningside Heights is a proposed new residential area at the northeastern corner of the built-up part of Toronto, north of Finch Avenue and east of Neilson Road. There is now no transit service within a convenient walking distance of this area.

TTC staff have reviewed with staff of the City of Toronto the development plans for this area. While the development plans do not allow all residents to have good access to transit service, it appears that a future transit service will be feasible, both financially and physically. The number of new customers who would use the TTC should be high enough to allow

service to be introduced within a few years of the start of construction. City staff have undertaken that the roads that have been identified for possible future transit service, as shown on the map, will be built to the appropriate standards to allow transit service to be operated.

The preferred route through the area, shown on the map, would be an extension of the 133 NEILSON route from its present north end at Finch Avenue. From Finch Avenue, buses would continue east and north, and would loop through the new area, serving all but the northernmost section of Morningside Heights. The 133 NEILSON route would connect the area with the central part of Malvern, and with Scarborough Centre Station on the Scarborough RT. Service would be introduced initially in peak periods only, and could be expanded to other times of the week if ridership levels support this. Any concrete proposals for new service will be recommended to the Commission in future years' service improvement reports.

Two additional routes could also serve the southern part of Morningside Heights. The 116 MORNINGSIDE route could be extended north from its present north end at Old Finch Avenue, and the 39 FINCH EAST route could be extended east from its present east end at Neilson Road. These buses would turn around at a new bus loop at the proposed new intersection of the realigned Finch Avenue and the extended Morningside Avenue. Customers in the southern part of Morningside Heights could walk to these routes, and others



from further north could transfer from the 133 NEILSON route. The 116 MORNINGSIDE route would provide connections to the south, to the University of Toronto at Scarborough and to Kennedy Station on the Bloor-Danforth Subway. The 39 FINCH EAST route would provide service to the west, including a connection at Finch Station with the Yonge-University-Spadina Subway and at Don Mills Station with the Sheppard Subway.

TTC staff have advised staff of the City of Toronto of the physical requirements for transit operation in the Morningside Heights area. The local streets that have been identified for the 133 NEILSON extension must be of a suitable width to allow buses to operate easily and safely, and the intersections must be designed so that buses can turn right and left without being blocked by automobiles. A new bus loop would be required at the corner of Finch Avenue and Morningside Avenue for the 116 MORNINGSIDE and 39 FINCH EAST routes to be extended, and this loop would be built by either the City or the developers. The present underpass of Finch Avenue under the Canadian Pacific Railway would need to be reconstructed or replaced by a new underpass or overpass before the 116 MORNINGSIDE route could be extended.

The northernmost section of the Morningside Heights area will likely never have convenient transit service. Based on the present plans for the area, it is not feasible for the 133 NEILSON route to serve this section, nor would there be a high enough population in the area to allow an extension of the 53 STEELES EAST route from its present east end at Highway 48 (Markham Road). Only if the land on both sides of Steeles Avenue between Highway 48 and Ninth Line are developed at a suitably-high density would there be enough potential customers to allow service to be extended. TTC staff have asked staff of the City of Toronto to advise prospective purchasers of houses in this section that they may never have a nearby transit service.

TTC service to the Morningside Heights area could begin only when, first, the population in the initial phases of construction is high enough to provide sufficient ridership and, second, the roads are complete and open. This will likely be several years from now. Firm plans for transit service to the area will be developed once the City of Toronto Council has decided whether the proposed development should proceed and once construction has begun. Any recommendations will be presented in future years' reports on service improvements.

## 6. Proposals examined and not recommended

### 2 ANGLESEY —

#### Revised service on The Kingsway

*Origin of proposal: TTC staff*

*Present city ward: Kingsway-Humber*

*New city ward: Ward 4 (Etobicoke Centre, east)*

*Results: Net inconvenience for customers*

TTC staff proposed that the 2 ANGLESEY route be changed to operate, in both directions, on Royal York Road, Anglesey Boulevard, The Kingsway, and Islington Avenue. Service would be removed from the section of Anglesey Boulevard between The Kingsway and Islington Avenue.

The proposed change would provide new service on The Kingsway, west of Anglesey Boulevard. Approximately 30 customer-trips each day would be made on this new section of the route, and these trips would be made with a shorter walk to the nearest bus stop. No new customers would be attracted to the TTC as a result of the revised routing. The proposed change would make service worse for approximately 30 customer-trips each day which are now made on the stops on Anglesey Boulevard which would no longer be served, and would instead have to be made with a longer walk to the nearest bus stop.

As the proposed re-routing would make service worse for the same number of customers as would have a benefit, and would not attract any new customers, it would not result in an overall benefit for TTC customers. The proposal is therefore not recommended.

TTC staff also evaluated another option, to change the 2 ANGLESEY route to operate north on Royal York Road, west on Ashley Road, north on The Kingsway, and west on Anglesey Boulevard. As with the first option, this change would not result in an overall benefit to TTC customers. For this reason, this proposal is also not recommended.

#### Bayview Avenue — New service between Davisville Avenue and Sutherland Drive

*Origin of proposal: Councillor Ootes*

*Present city wards: East York, Midtown*

*New city wards: Ward 22 (St. Paul's, east), Ward 26 (Don Valley West, south)*

*Results: Net inconvenience for customers*

Councillor Ootes proposed that the 11 BAYVIEW route and the 88 SOUTH LEASIDE route be changed to create a transfer point to make it easier for people living in Leaside to travel to Sunnybrook Hospital and the shopping district on Bayview Avenue.

TTC staff evaluated an option that would change the 11 BAYVIEW route and the 88 SOUTH LEASIDE route so the two routes would connect at the intersection of McRae Drive/Merton Street and Bayview Avenue. The 11 BAYVIEW route would operate from Davisville Station, east on Davisville Avenue, south on Cleveland Street, east on Merton Street, and north on Bayview Avenue. The 88 SOUTH LEASIDE route would operate over the present routing from St. Clair Station to

Bayview Avenue, then north on Bayview Avenue and east on McRae Drive to Millwood Road. The present service provided by the 88 SOUTH LEASIDE route on Sutherland Drive would be removed.

The change would improve service for customers who would prefer to transfer between the two routes by removing the time that they now have to spend walking from one bus route to the other, and for customers who are travelling to or from points along Bayview Avenue between Sutherland Drive and Davisville Avenue, by reducing the walking time to their nearest bus stop. In all, approximately 165 customer-trips each day would have a shorter walking time.

The change would make service worse for customers who now travel to or from points along, or to the south of, Sutherland Drive, as they would have to walk further, to the new stops on McRae Drive, and also for customers on the 11 BAYVIEW route who are travelling to or from points on Bayview Avenue, as they would have a longer trip while the bus makes the diversion to Merton Street. Approximately 325 customer-trips each day would have a longer walk, and approximately 2300 customer-trips each day would have a longer travel time.

The change in weighted travel time shows that the inconvenience of a longer walk to the nearest stop is more important to customers than the benefit of an easier transfer between services. The change would cause a net inconvenience for customers and for this reason, it is not recommended.

### 120 CALVINGTON —

#### New service on Torbarrie Road

*Origin of proposal: Public meeting, March 21, 2000*

*Present city wards: North York Humber, Black Creek*

*New city wards: Ward 7 (York West, west), Ward 9 (York Centre, west)*

*Results: Does not meet minimum financial standard*

At the public meeting on March 21, 2000, a TTC customer suggested that new service be provided on Torbarrie Road, in the Wilson Avenue/Highway 400 area.

An option was examined which would extend the 120 CALVINGTON route during the peak periods from Monday to Friday to Torbarrie Road. During the morning peak period, buses would operate over the regular route west on Calvington Drive, Forthbridge Crescent, and Heathrow Drive. Buses would then operate south on Jane Street, west on Wilson Avenue, north on Jethro Road, west and north on Torbarrie Road, south on Oakdale Road, east on Sheppard Avenue, and south on Northover Street. From there, they would travel over the present route to Wilson Station. In the afternoon peak period, the new part of the routing would be reversed, and buses would operate west on Heathrow Drive, north on Jane Street, east on Giltspur Drive, north on Northover Street, west on Sheppard Avenue, north on Oakdale Road, south on Torbarrie Road, south on Jethro Road, east on Wilson Avenue, north on Jane Street, and east on Heathrow Drive. Buses would then travel east over the present route to Wilson Station.

The change would improve service for customers who

travel to or from the area east of Highway 400, between Wilson Avenue and Sheppard Avenue. It is projected that approximately 50 customer-trips would be made on the new service each day, and that approximately 45 of these would be new trips to the TTC.

The change would require the addition of one bus during the morning and afternoon peak period. 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 financial standard. For this reason, the proposal is not recommended.

### Cherry Street — New service

*Origin of proposal: Councillor Layton*

*Present city ward: Don River*

*New city ward: Ward 30 (Broadview-Greenwood, south)*

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

Councillor Layton proposed that a new service be introduced on Cherry Street to Clark Beach Park, at the foot of Cherry Street, to serve the employment, recreation, and entertainment locations in the area.

Transit service to the Port area is provided by the 72 PAPE route from approximately 6:00 a.m. to 7:00 p.m. from Monday to Friday. This route serves the section of Cherry Street between Mill Street and Commissioners Street, and from there the buses run east on Commissioners Street and north on Carlaw Avenue. There is no transit service provided on Cherry Street south of Commissioners Street and no service provided south of the Ship Channel.

An option was evaluated that would introduce a new service on Cherry Street south of Commissioners Street to Clark Beach Park, by extending the 65 PARLIAMENT route south from its present south end at The Esplanade. This change would remove the 65 PARLIAMENT service from Berkeley Street and The Esplanade.

The new service on Cherry Street would be used for approximately 80 customer-trips each day from Monday to Friday, approximately 10 of which would be new trips to the TTC. On Saturdays in the summer, the service would be used for approximately 80 customer-trips, all of which would be new to the TTC; outside the summer, this number would be approximately 40. On Sundays and holidays in the summer, the service would be used for approximately 60 customer-trips, all of which would be new to the TTC; outside the summer, this number would be approximately 20.

The change would also make service worse for customers who now travel to or from stops on The Esplanade, as they would have to walk further to or from the bus stops on Parliament Street. Approximately 340 customer-trips each day would have a longer walking time. The change in weighted travel time shows that the inconvenience of a longer walk to the stops on Parliament Street is more important to customers than the benefit of a shorter walk to the new stops on Cherry Street.

The extension would require the addition of a bus to the 65 PARLIAMENT route at all times. 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 financial standard.

Because the service change would cause a net inconvenience for customers and would not meet the TTC's financial standard, the extension is not recommended.

### 32 EGLINTON WEST — Extension along Albion Road

*Origin of proposal: Councillor Saunderson*

*Present city wards: York Humber; North York Humber; and Rexdale-Thistletown*

*New city wards: Ward 1 (Etobicoke North, north), Ward 2 (Etobicoke North, south), Ward 7 (York West, west), Ward 11 (York South-Weston, west), Ward 12 (York South-Weston, east)*

*Results: Does not meet minimum financial standard*

Councillor Saunderson proposed that buses on the 32C EGLINTON WEST (Eglinton Stn-Jane & Lawrence via Trethewey) service be extended to Albion Road and Steeles Avenue, via Jane Street, Wilson Avenue, and Albion Road. A second proposal would further extend this route to the Bramalea Transit Centre at Bramalea Road and Queen Street, in the City of Brampton.

An option was examined which would extend every third or fourth bus during the peak periods from Monday to Friday on the 32C EGLINTON WEST service to Albion Road and Humberline Drive. Buses would operate north on Jane Street to Wilson Avenue, west on Wilson Avenue and Walsh Avenue, and west on Albion Road to the off-street loop at Humberline Drive. Buses would return over the reverse routing. With this change, buses on the 32C EGLINTON WEST route would no longer loop around Wright Avenue, Pine Street, and Lawrence Avenue.

The change would make service better for customers travelling along Albion Road, who would have a new direct connection to the Yonge-University-Spadina subway from west of Islington Avenue, and would have a reduced waiting time. No new service would be provided along the extended route, which is already served by several other TTC routes. It is projected that approximately 1250 customer-trips each day would be made on the extension, and 110 of these would be new customers attracted to the TTC because of the reduction in the number of transfers and the reduction in waiting time.

The change would require the addition of three buses during the peak periods. Because there would be an increase in operating costs, a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would not meet the TTC's financial standard. For this reason, the proposal is not recommended.

For the second proposal, which would further extend the 32C EGLINTON WEST route from Albion Road and Humberline Drive to the Bramalea Transit Centre at Bramalea Road and Queen Street in Brampton, two additional buses would be required, in addition to the three buses required for the first proposed extension, for a total of five. As with the first proposal, this further extension would not meet the TTC's financial standard, and it is therefore not recommended.

## 104 FAYWOOD — Revised service

*Origin of proposal: Commission direction*

*Present city ward: North York Spadina*

*New city ward: Ward 10 (York Centre, east)*

*Results: Net inconvenience for customers*

The Commission directed TTC staff to evaluate a proposal to change the 104 FAYWOOD route to serve Downsview Station. An option was evaluated that would extend the route from its present north end at Finch Avenue, south on Dufferin Street and Wilson Heights Boulevard, to Downsview Station.

In this option, buses running from Wilson Station to Downsview Station would run north on Faywood Boulevard and Wilmington Avenue, west on Overbrook Place, south on Dufferin Street, south on Wilson Heights Boulevard, and west on Sheppard Avenue to Downsview Station. Buses returning from Downsview Station to Wilson Station would run east on Sheppard Avenue, north on Wilson Heights Boulevard, east on Finch Avenue, and south on Wilmington Avenue and Faywood Boulevard toward Wilson Station.

The change would improve service for customers who are travelling between points at the northern end of the route and the subway, by reducing the travel time to their nearest subway station. The change would also make service more frequent on Dufferin Street and Wilson Heights Boulevard, but would provide no new service on these streets, which are already served by the 117 ALNESS and 105 DUFFERIN NORTH routes. The change would improve service for approximately 150 customer-trips each day by reducing their travel time and for approximately 350 customer-trips each day by reducing their waiting time.

The change would be made without any increase in operating costs, by increasing the interval between buses on the rest of the 104 FAYWOOD route. Approximately 3100 customer-trips each day would have a longer waiting time because of the change.

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

Two other variations on this option were also evaluated: for buses on the 104 FAYWOOD route to operate both east and west on Finch Avenue, and for them to operate both east and west on Overbrook Place, removing service north of there. Both of these variations result in the same conclusion as the first: that the change would cause an overall inconvenience for customers. For this reason, none of the three variations is recommended.

## 12 KINGSTON RD —

### Direct service east of St. Clair Avenue

*Origin of proposal: Commission direction*

*Present city wards: Scarborough Bluffs, Scarborough Highland Creek*

*New city wards: Ward 36 (Scarborough Southwest, south), Ward 43 (Scarborough East, west), Ward 44 (Scarborough East, east)*

*Results: Does not meet minimum financial standard*

The Commission directed TTC staff to re-examine previous proposals to provide continuous service along Kingston Road east of St. Clair Avenue.

A proposal by Councillor Altobello and the late Councillor Faubert to provide continuous service east of St. Clair Avenue on the 12 KINGSTON RD route was evaluated in the 2000 Service Plan, and was not recommended, because it would not have met the TTC's financial standard.

During the period of consultation on the 2000 Service Plan, Scarborough Community Council requested the TTC to reinstate the former 12C KINGSTON RD service. Councillor Ashton also wrote to the TTC, to ask the Commission to discuss this matter. A report on this proposal was presented to the Commission at its meeting of January 12, 2000. The proposal was not recommended, because the service would not meet the TTC's financial standard.

At that meeting, the Commission directed TTC staff to review the former 12C KINGSTON RD service again in the annual report on service improvements. This evaluation responds to that request.

The former 12C KINGSTON RD service was removed in February 1999, after approval by the Commission as part of the 1999 Service Plan. The service had allowed continuous, transfer-free travel along most of Kingston Road east of Victoria Park Avenue, but most customers who travelled to or from points on Kingston Road chose to use the other routes which also serve this area.

The section of Kingston Road east of Victoria Park Avenue is now served by the 12 KINGSTON RD route between Victoria Park Avenue and St. Clair Avenue (with connections to the subway at Victoria Park Station and Kennedy Station), the 102 MARKHAM RD route between St. Clair Avenue and Markham Road (with a connection to the subway at Warden Station), and the 86 SCARBOROUGH route between Eglinton Avenue and Meadowvale Road (with connections to the subway and the Scarborough RT at Kennedy Station). These services are designed to meet the predominant travel preference of customers, to travel as quickly and directly as possible between points on Kingston Road and the rapid transit system. They do not provide the continuous, transfer-free service on Kingston Road that the former 12C KINGSTON RD service did.

The former 12C KINGSTON RD service was an extension of the 12 KINGSTON RD route east of St. Clair Avenue to Morningside Avenue. This extension duplicated the service provided by the 102 MARKHAM RD and 86 SCARBOROUGH routes between St. Clair Avenue and Morningside Avenue. Ridership counts showed that the majority of customers who travelled on that section of Kingston Road used the 102 MARKHAM RD and 86 SCARBOROUGH routes in preference

to the 12C KINGSTON RD service.

After the 12C KINGSTON RD service was removed, some customers contacted the TTC to ask that the service be reinstated. TTC staff asked these customers where they were travelling from and where they were going, and assisted them as they chose new ways to travel to their destinations on the TTC network. All trips that were previously possible are still possible, and most of these trips can be made with no added inconvenience.

TTC staff have again evaluated adding new peak period and midday service east of St. Clair Avenue to Morningside Avenue on the 12 KINGSTON RD route, operating over the same route as before 1999. The change would make service better for customers travelling along Kingston Road, between points east of and west of St. Clair Avenue, by reducing the number of transfers they need to make. Approximately 380 customer-trips each day would be made with one transfer fewer than now. No new service would be provided to any areas, as all stops along Kingston Road which would be served by the 12 KINGSTON RD route are already served by the 102 MARKHAM RD or 86 SCARBOROUGH routes.

It is projected that the improvement in service would increase ridership on the TTC by approximately 60 customer-trips each day. The change would require the addition of one bus during the peak periods and midday from Monday to Friday. The comparison of the operating costs with the projected increase in ridership indicates that the service would not meet the TTC's financial standard. For this reason, the proposal is not recommended.

#### **47 LANSLOWNE — Extension south of Queen Street**

*Origin of proposal: Councillor Korwin-Kuczynski*  
*Present city ward: High Park*  
*New city ward: Ward 14 (Parkdale-High Park, east)*  
*Results: Does not meet minimum financial standard*

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

Similar proposals have been evaluated previously, most recently in the 1996 Service Plan. At that time, 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.

This proposal has now been re-examined, using current ridership information for the area. It is projected that approximately 200 customer-trips would use the new service each day, most of whom are currently using the 504 KING route to reach the subway at Dundas West Station. As before, most of the new area that would be served is within a convenient walking distance of 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 an 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.

#### **130 MIDDLEFIELD — Service on Commander Boulevard at off-peak times**

*Origin of proposal: Public meeting, March 21, 2000*  
*Present city ward: Scarborough Malvern*  
*New city ward: Ward 41 (Scarborough-Rouge River, west)*  
*Results: Net inconvenience for customers*

At the public meeting on March 21, 2000, a TTC customer suggested that the 130 MIDDLEFIELD route be changed to operate via Commander Boulevard during the midday and early evening time periods, when no service is currently provided.

An option was examined which would operate every bus on the 130 MIDDLEFIELD route, during the midday and early evening, via McCowan Road, Commander Boulevard and Huntingwood Drive in both directions.

The change would make service better for customers who are travelling to and from the stops on Commander Boulevard by reducing the walking distance to the nearest stop. Approximately 60 customer-trips each day would have a shorter walk. The change would make service worse for all customers currently using the route, by increasing the waiting time for a bus. Approximately 570 customer-trips each day would have a longer wait for a bus. Approximately 350 customer-trips each day, which travel through the area, would be inconvenienced by a longer in-vehicle travel time as the bus diverts along Commander Boulevard.

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

#### **131 NUGGET — Extension north of Old Finch Avenue**

*Origin of proposal: Councillor Balkissoon*  
*Present city ward: Scarborough Malvern*  
*New city ward: Ward 42 (Scarborough-Rouge River, east)*  
*Results: Net inconvenience for customers*

Councillor Balkissoon proposed that the 131 NUGGET route be extended to provide service north of Old Finch Avenue. An option was examined to extend the route via Harvest Moon Drive, Casemore Road, and Wandering Trail.

With this extension, the north-end loop of the 131 NUGGET route would become a large figure eight, operating via Morningview Trail, Old Finch Avenue, Harvest Moon Drive, Casemore Road, Wandering Trail, and Little Road.

The change would make service better for customers who travel to or from points north of Old Finch Avenue by reducing the time required to walk to their nearest bus stop. Approximately 200 customer-trips each day would have a shorter walking time. The change would also make service worse for customers who now use the stops on Morningview Trail and Little Road by increasing their travel time as the bus would loop further north, and for all other customers on the route, who would have a longer waiting time because of the increase in the interval between buses required to give time for the extension. Approximately 140 customer-trips each day

would have a longer travel time, and approximately 3700 customer-trips each day would have a longer waiting time.

The change in weighted travel time shows that the inconvenience of the additional travel time and waiting time is more important to customers than the benefit of a shorter walking time. This service change would cause an overall inconvenience to customers, and for that reason it is not recommended.

## **70 O'CONNOR — Extension to Donlands Station or Broadview Station**

*Origin of proposal: Councillor Ootes*

*Present city wards: Don River, East Toronto, East York*

*New city wards: Ward 29 (Broadview-Greenwood, north), Ward 31 (Beaches-East York, north)*

*Results: Net inconvenience for customers*

Councillor Ootes proposed that the 70 O'CONNOR route be extended to either Donlands Station or Broadview Station, to improve service on the section of O'Connor Drive between Coxwell Avenue and Pape Avenue and to allow the removal of the present 8 BROADVIEW route. The two options were evaluated separately.

For operation to Donlands Station, buses would continue west on O'Connor Drive from Coxwell Avenue, then south on Donlands Avenue to Donlands Station. The service on Donlands Avenue would duplicate the present 56 LEASIDE route. The 22 COXWELL route would be extended north, to continue to provide service on the section of Coxwell Avenue between O'Connor Drive and Coxwell Station.

The change would improve service for some customers, by removing the need to make a transfer to travel between points east of and west of Coxwell Avenue, and by making the service more frequent on O'Connor Drive west of Coxwell Avenue. Approximately 110 customer-trips each day would save a transfer, and approximately 400 would have a shorter waiting time. The change would also make service worse for customers who now travel between locations east of Coxwell Avenue and locations on Coxwell Avenue or along the Bloor-Danforth Subway, as they would have to either make an additional transfer or have a longer travel time. Approximately 965 customer-trips each day would have an additional transfer, and approximately 2400 customer-trips would have a longer travel time.

The change would require the addition of two buses, to cover the extended distance. The change in weighted travel time indicates that the inconveniences of the additional transfers and increased travel time are more important to customers than the benefits of the reduced transfers and reduced waiting time. The change would make service worse overall for customers and would increase operating costs. For these reasons, it is not recommended.

For operation to Broadview Station, buses would continue west on O'Connor Drive from Coxwell Avenue, then south on Broadview Avenue to Broadview Station. The service west of Pape Avenue would duplicate the present 100 FLEMINGDON PARK route. The 22 COXWELL route would be extended north, to continue to provide service on the section of Coxwell Avenue between O'Connor Drive and Coxwell Station.

The change would improve service for some customers, by removing the need to make a transfer to travel between points

on east and west of Coxwell Avenue, and by making the service more frequent on O'Connor Drive west of Coxwell Avenue. Approximately 110 customer-trips each day would save a transfer, and approximately 920 would have a shorter waiting time. The change would also make service worse for customers who now travel between locations north of the Woodbine-O'Connor Bridge and stops on Coxwell Avenue or the Bloor-Danforth Subway, as they would have to make an additional transfer or would have a longer travel time. Approximately 965 customer-trips each day would have an additional transfer, and approximately 2400 customer-trips would have a longer travel time.

The change would require the addition of three buses, to cover the extended distance. The change in weighted travel time indicates that the inconveniences of the additional transfers and increased travel time are more important to customers than the benefits of the reduced transfers and reduced waiting time. The change would make service worse overall for customers and would increase operating costs. For these reasons, it is not recommended.

## **65 PARLIAMENT — Extension to Mill Street**

*Origin of proposal: Councillor McConnell*

*Present city wards: Downtown, Don River*

*New city ward: Ward 28 (Toronto Centre-Rosedale, south)*

*Results: Net inconvenience for customers*

Councillor McConnell proposed that the 65 PARLIAMENT route be extended to Mill Street. An option was evaluated in which buses would operate east on Front Street, south on Trinity Street, west on Mill Street, and north on Parliament Street. This loop would replace the present service on Front Street, Princess Street, The Esplanade, and Berkeley Street.

The change would make service better for customers who now walk from the area near Mill Street to the 65 PARLIAMENT route. Approximately 50 customer-trips each day would have a shorter walking time. The change would also make service worse for customers who now use the section of the route on Front Street, Princess Street, The Esplanade, and Berkeley Street, as they would have to walk further, to the bus stops on Parliament Street. Approximately 340 customer-trips each day would have a longer walking time.

The change in weighted travel time shows that the inconvenience of the longer walking time from the west is more important to customers than the benefit of the shorter walking time from the east, and thus that the change would cause an overall inconvenience for customers. For this reason, it is not recommended.

A second option was examined, in which the route would serve both Mill Street and The Esplanade. Buses would operate south on Parliament Street, east on Front Street, south on Trinity Street, west on Mill Street, north on Parliament Street, west on Front Street, south on Princess Street, east on The Esplanade, north on Berkeley Street, east on Front Street, and north on Parliament Street. Because of the longer distance to be covered, the interval between buses would have to be increased.

The change would make service better for customers who now walk from the area near Mill Street to the 65 PARLIAMENT route. Approximately 50 customer-trips each day would have a shorter walking time. The change would also make service



worse for customers who now travel south to the stops on The Esplanade, because they would have a longer travel time to reach their destinations, and for all of the present customers on the route, who would have a longer waiting time. Approximately 145 customer-trips each day would have a longer travel time and approximately 2800 customer-trips each day would have a longer waiting time.

The change in weighted travel time shows that the inconvenience of the longer waiting time is more important to customers than the benefit of the shorter walking time, and thus that the change would cause an overall inconvenience for customers. For this reason, this option, too, is not recommended.

As future development occurs in the area east of Parliament Street, ridership in the area may rise to the point that these proposals can be recommended, or that new services to the area may be introduced.

### **Port Union Road — New service between Lawson Road and Island Road**

*Origin of proposal: Councillor Soknacki*

*Present city ward: Scarborough Highland Creek*

*New city ward: Ward 44 (Scarborough East, east)*

*Results: Does not meet minimum financial standard*

Councillor Soknacki proposed that new service be introduced on Port Union Road between Lawson Road and Island Road.

TTC staff evaluated an option to extend the 95 YORK MILLS route from its present east end at Kingston Road to Rouge Hill GO Station via Rylander Boulevard and Port Union Road, during peak periods from Monday to Friday.

The change would improve service for customers who travel to or from the area near Rylander Boulevard or the area near Port Union Road between Island Road and Lawson Road. It is projected that approximately 150 customer-trips would be made on this service each day, and that approximately 50 of these would be new trips on the TTC.

This change would require the addition of two buses during the morning peak period and one bus during the afternoon peak period. 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 financial standard. For this reason, the proposal is not recommended.

Service in this area was previously provided from February 1995 to July 1997, when it was removed because of low ridership and unacceptable financial performance. No other suitable options to provide service to this area were identified.

### **Queen's Plate Drive — Limited Sunday service south of Rexdale Boulevard**

*Origin of proposal: Councillor Brown*

*Present city ward: Rexdale-Thistletown*

*New city ward: Ward 2 (Etobicoke North, south)*

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

Councillor Brown proposed that new Sunday service be introduced on Queen's Plate Drive, south of Rexdale

Boulevard. A church which is now located at Albion Road and Martin Grove Road is relocating to a site on Queen's Plate Drive at Bethridge Road, and the new service would reduce the distance that customers need to walk to and from their nearest bus stop.

A proposal was examined which would divert buses on the 37A ISLINGTON (Islington Stn-Woodbine Centre and Humberwood via Rexdale Blvd) service to operate via Precision Road, Bethridge Road, and Queen's Plate Drive.

The change would make service better for customers who are travelling to or from the area near Queen's Plate Drive and Bethridge Road area, as they would have a shorter walk to their nearest bus stop. Approximately 80 customer-trips each Sunday would have a shorter walking time. The change would make service worse for customers who now use the 37A ISLINGTON service on Rexdale Boulevard, by increasing their travel time as the buses would run via Bethridge Road. Approximately 580 customer-trips each Sunday would have a longer travel time. The change in weighted travel time shows that the inconvenience of a longer trip time is more important to customers than the benefit of a shorter walk, and that the change would cause an overall inconvenience for customers.

To carry people to the start of the church service, the route would have to begin operation approximately two hours earlier than it does now. Because operating costs would increase, a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would not meet the TTC's financial standard.

Because the proposal would cause an overall inconvenience for customers and does not meet the minimum financial standard, it is not recommended.

### **161 ROGERS RD — Extension to Jane Station**

*Origin of proposal: Councillor Saundercook*

*Present city ward: York Humber, High Park*

*New city wards: Ward 11 (York South-Weston, west), Ward 13 (Parkdale-High Park, west)*

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

Councillor Saundercook proposed that the 161 ROGERS RD route be extended to Jane Station.

An option to extend the 161 ROGERS RD route to Jane Station during the peak periods from Monday to Friday was evaluated. Buses would operate west on Alliance Avenue, and south on Jane Street to Jane Station, and would return north on Jane Street and east on Alliance Avenue. Service on the 161 ROGERS RD route would be removed from Jane Street, between Alliance Avenue and Lambton Avenue, and from Lambton Avenue and Rockcliffe Boulevard, during the peak periods from Monday to Friday.

Approximately 500 customer-trips each day would be made on the new direct service between Alliance Avenue and Jane Station, and these trips would be made with one transfer fewer than at present, or with a reduced travel time. Approximately 70 of these customer-trips would be new to the TTC, attracted by the new direct service. Service would be made worse for 500 customer-trips each day, which are now made to or from the stops on Jane Street, Lambton Avenue, and Rockcliffe Boulevard which would no longer be served by

the 161 ROGERS RD route. These trips would be made with one additional transfer or with a longer walk. The change in weighted travel time shows that the inconvenience of an additional or a longer walking time is more important to customers than the benefit of a reduction in the number of transfers, and that the change would cause an overall inconvenience for customers.

This extension of the 161 ROGERS RD route to Jane Station would require the addition of two buses during the peak periods. Because there was an increase in operating costs, a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the new peak period extension of the 161 ROGERS RD route to Jane Station would not meet the TTC's financial standard. For this reason, the proposal is not recommended.

### **123 SHORNCLIFFE — Revised service on The Queensway, west of The East Mall**

*Origin of proposal: TTC staff*

*Present city ward: Lakeshore-Queensway*

*New city ward: Ward 5 (Etobicoke-Lakeshore, north), Ward 6 (Etobicoke-Lakeshore, south)*

*Results: Net inconvenience for customers*

TTC staff proposed that the 123 SHORNCLIFFE route be changed, at all times of the week, to operate via The Queensway, west of The East Mall. This change would improve service on this section of The Queensway, by reducing waiting time during the daytime from Monday to Saturday, and reducing the distance that customers need to walk to reach their nearest bus stop during the evenings and on Sundays and holidays.

With the proposed change, buses on the 123 SHORNCLIFFE (Kipling Stn-Long Branch via Sherway) service would operate from Kipling Station over the present route south on Shorncliffe Road, and then run west on North Queen Street, south on The East Mall, west on The Queensway, south on The West Mall, through Sherway Gardens, east on Evans Avenue, and south on Browns Line to Long Branch. This service would run at all times of the week.

During the peak periods from Monday to Friday, the 123A/123B (Kipling Stn-Sherway) service would also be operated. In the morning peak period, buses on this branch would operate from Kipling Station over the present route south on Shorncliffe Road, and would then run west and south on North Queen Street, west on The Queensway, and south on The West Mall to Sherway Gardens. Buses would return to Kipling Station east on Evans Avenue, north on The East Mall, and east on North Queen Street to Shorncliffe Road and the present route. During the afternoon peak period, buses would operate over the reverse of this routing, looping west on North Queen Street, south on The East Mall, and west on Evans Avenue to Sherway, and returning north on The West Mall, east on The Queensway, and north and east on North Queen Street. The routing change would be made without any increase in operating costs.

The change would make service better for customers travelling along The Queensway and The West Mall, by reducing their waiting time during the daytime from Monday to Saturday, when service on this part of the route is now provided only by the 80 QUEENSWAY route. Service would be

made better for customers during the evenings and all day on Sundays and holidays, when the 80 QUEENSWAY route does not operate, by reducing the distance customers need to walk to the nearest stop. Approximately 220 customer-trips each day would be made with a shorter wait for the bus or a shorter walk to the nearest bus stop.

The change would make service worse for those 123 SHORNCLIFFE customers who use the stops on Evans Avenue between Browns Line and The East Mall, and on The East Mall between Evans Avenue and The Queensway, by increasing their waiting time during the peak periods from Monday to Friday, and by increasing the distance needed to walk to the nearest 123 SHORNCLIFFE stop at off-peak times. Approximately 140 customer-trips each day would be made with a longer wait for the bus, and another 90 customer-trips would be made with a longer walk to the nearest 123 SHORNCLIFFE bus stop.

The change in weighted travel time shows that the inconvenience of this service change is more important to customers than the benefits, and that the change would cause an overall inconvenience for customers. For this reason, the proposal is not recommended.

### **Steepleck Drive — New service between Whitehorse Road and Dufferin Street**

*Origin of proposal: Commission direction*

*Present city ward: North York Spadina*

*New city wards: Ward 8 (York West, east), Ward 10 (York Centre, east)*

*Results: Net inconvenience for customers*

The Commission directed staff to evaluate the introduction of transit service over the section of Steepleck Drive between Whitehorse Road and Dufferin Street, where no service is currently provided. This service change could be implemented by re-routing either the 105 DUFFERIN NORTH route or the 117 ALNESS route over this section of Steepleck Drive.

An option was evaluated that would change the 105 DUFFERIN NORTH route so that buses would run from Downsview Station, west on Sheppard Avenue, north on Kodiak Crescent and Whitehorse Road, east on Steepleck Drive, and north on Dufferin Street.

The change would improve service for customers who are travelling to or from locations on the section of Steepleck Drive between Whitehorse Road and Dufferin Street, by reducing the distance that they need to walk to their nearest bus stop. Approximately 160 customer-trips each day would have a shorter walking time.

The change would also make service worse for customers in three ways: Customers who travel between locations on Wilson Heights Boulevard and locations on Dufferin Street north of Steeles Avenue would have to make an additional transfer. Customers who travel to or from locations on Wilson Heights Boulevard would have a longer waiting time, because the stops would be served only by the 117 ALNESS route. All customers on the 105 DUFFERIN NORTH route would have a longer travel time because of the greater distance that buses would have to travel, on streets with greater auto traffic congestion. Approximately 15 customer-trips each day would have an additional transfer, approximately 350 would have a longer waiting time, and approximately 1250 would have a

longer travel time.

The change in weighted travel time shows that the inconvenience of the additional transfer, longer wait, and longer travel time is more important to customers than the benefit of a shorter walk to the nearest stop. This change would cause an overall inconvenience to customers, and for that reason it is not recommended.

A change to the 117 ALNESS route was also evaluated. That option would have improved service for the same number of customers but would have made service worse for more customers than the change to the 105 DUFFERIN NORTH route. As it would also have caused an overall inconvenience for customers, it, too, was not recommended.

## **90 VAUGHAN — Extension to Bathurst Station**

*Origin of proposal: Councillor Saundercook*

*Present city wards: York Eglinton, Midtown*

*New city wards: Ward 20 (Trinity-Spadina, east), Ward 21 (St. Paul's, west)*

*Results: Does not meet minimum financial standard*

Councillor Saundercook proposed that the 90 VAUGHAN route be extended to Bathurst Station during the peak periods from Monday to Friday. Similar direct service to Bathurst Station had been operated in the past, but was eliminated in February 1996, as part of the service cuts necessary because of reduced funding for transit by the municipal and provincial governments.

An option was examined which would extend every second bus during the peak periods to Bathurst Station, instead of to St. Clair West Station. The change would make service better for customers travelling between points on Vaughan Road and the Bloor-Danforth Subway, and also for customers making local trips on Bathurst Street, south of St. Clair Avenue. It is projected that approximately 1200 customer-trips each day would be made on the extension. Approximately 600 of these trips would be made with one transfer fewer than now, and 90 of these trips would be new customers who would be attracted to the TTC because of the new direct service. The remaining customer-trips which would be made on the new service would have a reduced waiting time.

The change would require the addition of two buses during the peak periods. Because there would be an increase in operating costs, a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would not meet the TTC's financial standard. For this reason, the proposal is not recommended.

## **Yonge Street, Steeles Avenue, and Dufferin Street — New direct service**

*Origin of proposal: Public meeting, March 21, 2000*

*Present city wards: North York Centre, North York Spadina*

*New city wards: Ward 8 (York West, east), Ward 10 (York Centre, east), Ward 23 (Willowdale, west), Ward 24 (Willowdale, east)*

*Results: Does not meet minimum financial standard*

At the March 21, 2000, public meeting, a customer proposed that a new transfer-free service be operated between Finch Station and Downsview Station, to serve customers on Steeles Avenue between Yonge Street and Dufferin Street.

TTC staff examined an option that would extend the 117 ALNESS route east on Steeles Avenue and south on Yonge Street to Finch Station during the peak periods from Monday to Friday.

The change would improve service for customers who are travelling between locations on Steeles Avenue or Yonge Street and locations which are served by the Spadina section of the Yonge-University-Spadina Subway, by reducing the number of transfers they need to make their trip. Approximately 330 customer-trips each day would save a transfer, and approximately 80 of these would be new trips to the TTC.

The change would also make service worse for customers who travel to or from the stops on Dufferin Street between Martin Ross Avenue and Steeles Avenue, because those stops would be served only by the 105 DUFFERIN NORTH route. Approximately 250 customer-trips each day would have a longer waiting time.

This change would require the addition of two buses during the morning peak period and three buses during the afternoon peak period. 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 financial standard. For this reason, the proposal is not recommended.

## **196 YORK UNIVERSITY EXPRESS — Operate over faster route**

*Origin of proposal: Public meeting, March 21, 2000*

*Present city wards: North York Spadina, Black Creek*

*New city wards: Ward 8 (York West, east), Ward 10 (York Centre, east)*

*Results: Net inconvenience for customers*

At the public meeting on March 21, 2000, a TTC customer suggested that the 196 YORK UNIVERSITY EXPRESS route be changed to operate over a faster routing, which would avoid auto traffic congestion. TTC staff examined two routing options, one via Kodiak Crescent, Whitehorse Road, Steeprock Drive, Chesswood Drive, and Finch Avenue, and the other via Tuscan Gate, St. Regis Crescent, Bakersfield Street, Ceramic Road, Le Page Court, and Keele Street. In each case, the route would operate non-stop through the industrial areas north of Sheppard Avenue and west of Dufferin Street, in order to avoid auto traffic congestion on Dufferin Street and on Finch Avenue.

The proposed change would remove service from the bus

stops at Finch Avenue and Dufferin Street, which are served by all trips on this route. Approximately 630 customer-trips are made each day at these stops, of which approximately 230 would have to be made with an additional transfer and a longer wait, and 400 would have to be made with a longer travel time and a longer wait. Approximately 1700 customer-trips each day would have a faster trip, as the bus would avoid traffic congestion on Finch Avenue and Dufferin Street. Not all trips on the revised route would be faster than the present route, as there would be a travel time savings only at those times when Dufferin Street and Finch Avenue are heavily congested.

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

**Additional periods of service on present routes**

**139 HUNTINGWOOD — Service at off-peak times**

*Origin of proposal: Public meeting, March 21, 2000*  
*Present city wards: Scarborough Agincourt, Scarborough Malvern, Scarborough Wexford*  
*New city wards: Ward 39 (Scarborough-Agincourt, north), Ward 40 (Scarborough-Agincourt, south), Ward 41 (Scarborough-Rouge River, west)*  
*Results: Does not meet minimum financial standard*

Monday-Friday midday .....	0.16 cust/\$
Monday-Friday early evening .....	0.15 cust/\$
Monday-Friday late evening .....	0.07 cust/\$
Saturday daytime .....	0.15 cust/\$
Saturday early evening.....	0.17 cust/\$
Saturday late evening.....	0.04 cust/\$
Sunday/holiday daytime.....	0.12 cust/\$
Sunday/holiday early evening .....	0.11 cust/\$
Sunday/holiday late evening .....	0.04 cust/\$

**41 KEELE — Overnight service**

*Origin of proposal: Public meeting, March 21, 2000; Councillor Saundercook*  
*Present city wards: High Park, Davenport, York Humber, North York Humber, Black Creek, North York Spadina*  
*New city wards: Ward 8 (York West, east), Ward 9 (York Centre, west), Ward 11 (York South-Weston, west), Ward 12 (York South-Weston, east), Ward 13 (Parkdale-High Park, west), Ward 14 (Parkdale-High Park, east), Ward 17 (Davenport, north)*  
*Results: Does not meet minimum financial standard*  
 Overnight .....

Overnight .....	0.16 cust/\$
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**67 PHARMACY —**

**Sunday and holiday service north of Highway 401**

*Origin of proposal: Councillor Shaw, Scarborough Community Council*  
*Present city wards: Scarborough Agincourt, Scarborough Wexford*  
*New city wards: Ward 39 (Scarborough-Agincourt, north), Ward 40 (Scarborough-Agincourt, south)*  
*Results: Does not meet minimum financial standard*  
 Sunday/holiday daytime .....

Sunday/holiday daytime .....	0.11 cust/\$
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**85 SHEPPARD EAST — Late evening service to Rouge Hill**

*Origin of proposal: TTC staff*  
*Present city wards: Scarborough Highland Creek, Scarborough Malvern*  
*New city ward: Ward 44 (Scarborough East, east)*  
*Results: Does not meet minimum financial standard*

Monday-Friday late evening.....	0.20 cust/\$
Saturday late evening .....	0.20 cust/\$
Sunday/holiday late evening.....	0.13 cust/\$

**88 SOUTH LEASIDE — Late evening service**

*Origin of proposal: Councillor Pitfield*  
*Present city wards: East York, Midtown*  
*New city wards: Ward 22 (St. Paul’s, east), Ward 26 (Don Valley West, south), Ward 27 (Toronto Centre-Rosedale, north)*  
*Results: Does not meet minimum financial standard*

Councillor Pitfield proposed that service on the 88 SOUTH LEASIDE route be extended from the present finishing time of 11:30 p.m. from Monday to Saturday and 11:00 on Sundays and holidays, until approximately 1:30 a.m. from Monday to Saturday and until 12:00 midnight on Sundays and holidays. Service at these times was provided before February 1996, but was removed at that time because of low ridership, as part of the TTC’s response to reductions in funding from the municipal and provincial governments.

The evaluation of this proposal showed that later service would not meet the TTC’s minimum financial standard.

TTC staff will examine the feasibility of adding later trips to this service as part of the regular route efficiency reviews in future. If ridership grows to the point that a later trip would meet the financial standard, then it would be added as a matter of course.

**89 WESTON — Overnight service**

*Origin of proposal: Councillor Saundercook*  
*Present city wards: High Park, Davenport, York Humber, North York Humber*  
*New city wards: Ward 7 (York West, west), Ward 13 (Parkdale-High Park, west), Ward 14 (Parkdale-High Park, east), Ward 11 (York South-Weston, west)*  
*Results: Does not meet minimum financial standard*

Overnight.....	0.10 cust/\$
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## 7. 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 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.

The six service changes which are discussed in this section were made in 1998 and 1999. 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 with recommendations for service changes, as appropriate.

### 42 CUMMER — Extension to Middlefield Road

*Present city wards: Scarborough Agincourt, Scarborough Malvern  
New city wards: Ward 39 (Scarborough-Agincourt, north), Ward 41 (Scarborough-Rouge River, west)*

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

The 42 CUMMER route was extended east to Middlefield Road from Monday to Friday during peak periods, beginning in February 1998. The route extension made service better for customers east of Kennedy Road by reducing the distance they need to walk to their nearest bus stop, and by removing the need for some customers to transfer to an east-west bus route to reach their destinations.

On the day of the most recent passenger count, approximately 300 customer-trips were made on the new service, and approximately 60 of these are new trips being made on the TTC since the new service was introduced. These numbers compare to projections in the 1998 *Service Plan* of total ridership of approximately 400 trips per day and new ridership of approximately 60 per day. While total ridership on the extension is not as high as had been projected, the number of new customers who were attracted to the TTC as a result of the change has met the expectation.

Much of the ridership on the extension is made up of customers travelling to or from Mary Ward Catholic Secondary School, on Kennedy Road just north of McNicoll Avenue. Many of these customers previously had no direct or convenient way to travel between home and school on transit. During the time that this service has been operating, ridership to and from the school has remained consistently high, and other local and longer-distance ridership has been increasing.

The new service increased operating costs because one bus was added to the 42 CUMMER route to cover the additional distance. Because the number of new customers has met the projected level, the comparison of operating costs with the 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.

### 83 JONES — Saturday service

*Present city wards: Don River, East Toronto*

*New city wards: Ward 30 (Broadview-Greenwood, south), Ward 32 (Beaches-East York, south)*

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

New Saturday daytime and evening service was added on the 83 JONES route in February 1999. The change made service better for customers by reducing the distance they need to walk to their nearest bus stop.

On the day of the most recent passenger count, the service was used for approximately 720 customer-trips, and it is estimated that 105 of these are new trips which were not made on the TTC before the service was introduced. These numbers compare to projections in the 1999 *Service Plan* that the service would be used for approximately 1000 customer-trips in total, of which 120 would be new trips on the TTC.

The passenger counts showed that ridership was lower in the evening. The last trip of the evening, at 10:00 p.m., has been removed because of low ridership, and the last trip now leaves Donlands Station at 9:30 p.m.

The change increased operating costs because one bus was added to provide the service. Although the number of new customers is less than originally projected, the comparison of the operating costs (after the removal of the last trip) 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.

### 30 LAMBTON — Peak-period service on Mabelle Avenue

*Present city ward: Etobicoke Kingsway-Humber*

*New city ward: Ward 5 (Etobicoke-Lakeshore, north)*

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

The 30 LAMBTON route was changed to provide new service during peak periods on Mabelle Avenue and Cordova Avenue. This replaced the previous route, which bypassed this residential area by operating via Dundas Street only. Service to Mabelle Avenue had already been provided at all off-peak times. The change made service better for some customers, by

reducing the distance they have to walk to their nearest bus stop.

The service change was made in two phases. The routing of eastbound buses was changed in February 1998, so that all eastbound trips on the route at all times operated via Mabelle Avenue. The routing of the westbound buses was changed in October 1999, after the City had installed traffic signals at the intersection of Mabelle and Dundas. Without these signals, it was not possible for buses to make the north-to-west turn in the peak periods. These changes were made without any additional operating costs, as there was enough time in the schedule to operate over the slightly longer new route.

On the day of the most recent ridership count, approximately 200 customer-trips were made on the new part of the route, and these customers had better service than previously, because they have a shorter walk to their nearest bus stop. The change also made service worse for approximately 400 customer-trips each day, which are now made with a longer travel time, because they are carried over the longer route via Mabelle Avenue, instead of over the previous direct route via Dundas Street.

These numbers compare to projections in the *1998 Service Plan* that approximately 175 customer-trips each day would be made with a shorter walk and that 200 customer-trips each day would be made with a longer travel time.

The recent passenger count shows that the number of customers with better service and the number of customers with worse service are both higher than had been projected. The change in weighted travel time shows, however, that the benefit to customers of the shorter walk is greater than the inconvenience of the longer travel time. This change has, overall, improved service for customers, and it is recommended as a regular part of the TTC route network.

### 131 NUGGET — Sunday and holiday service

*Present city wards: Scarborough City Centre, Scarborough Malvern*

*New city wards: Ward 41 (Scarborough-Rouge River, west), Ward 42 (Scarborough-Rouge River, east)*

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

Sunday and holiday daytime service was added on the 131 NUGGET route in September 1999. The change made service better for customers by reducing the distance they need to walk to their nearest bus stop.

On the day of the most recent passenger count, approximately 1500 customer-trips were made on the new service. This number compares to a projection in the *1999 Service Plan* of total ridership of approximately 1000 customer-trips and new ridership of approximately 210 customer-trips each Sunday. Thus, ridership has been greater than had been projected.

When the service was introduced, three buses were used, to provide a service every 18 minutes between approximately 8:00 a.m. and 7:00 p.m. The recent passenger count showed that the number of people who use the service can be accommodated by using only two buses, to provide a service every 26 minutes. The service has been changed to reduce the number of buses required from three to two.

The new Sunday and holiday has increased operating costs because two buses are required to provide the service. The

comparison of the operating costs with the actual increase in ridership indicates that the new service meets the TTC's financial standard. The new service is therefore recommended as a regular part of the TTC route network.

### 53 STEELES EAST — New service on Elson Street east of McCowan Road

*Present city wards: Scarborough Malvern; Town of Markham*

*New city wards: Ward 41 (Scarborough-Rouge River, west);*

*Town of Markham*

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

The 53 STEELES EAST route was changed in February 1999 to provide new service during peak periods and the midday from Monday to Friday on the section of Elson Street between McCowan Road and Middlefield Road. The change made service better for customers who travel to or from the residential areas west of Middlefield Road and north of Steeles Avenue, by reducing the distance they need to walk to the nearest bus stop.

On the date of the most recent passenger count, approximately 320 customers used the new service each day. These customers have a shorter walk to their nearest bus stop. The change also made service worse for some other customers who previously travelled to or from the bus stops near Middlefield and Steeles, as they have to walk further to their nearest bus stop. Approximately 175 customer-trips each day have a longer walk further to the nearest stop.

The change in weighted travel time shows that the benefit to customers of the shorter walk is greater than the inconvenience of a longer walk. Overall, this change has improved service for customers, and it is therefore recommended as a regular part of the TTC route network.

### 324 VICTORIA PARK — New overnight service

*Present city wards: Don Parkway, East York, Scarborough Bluffs, Scarborough Wexford, Seneca Heights*

*New city wards: Ward 31 (Beaches-East York, north), Ward 33 (Don Valley East, north), Ward 34 (Don Valley East, south), Ward 35 (Scarborough Southwest, north), Ward 37 (Scarborough Centre, west), Ward 40 (Scarborough-Agincourt, south)*

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

The new 324 VICTORIA PARK route began in February 1998. The route provides overnight service, between approximately 2:00 and 5:00 a.m. (7:00 a.m. on Sundays), on Victoria Park Avenue from Kingston Road to Sheppard Avenue, and on Warden Avenue from Sheppard Avenue to Steeles Avenue.

The new route introduced new overnight service on Victoria Park Avenue between Danforth Avenue and Sheppard Avenue. The route replaced part of the previous 318 WARDEN overnight service on Warden Avenue from Sheppard Avenue to Steeles Avenue and part of the 322 COXWELL overnight service on Victoria Park Avenue from Kingston Road to Danforth Avenue. The overnight service that was previously operated on Warden Avenue between Danforth Avenue and Sheppard Avenue was removed when this new route was introduced. The new route was introduced without changing the cost of operation.

On the day of the most recent passenger count, the route

was used for approximately 180 customer-trips. Of these, 120 were made to or from points on Victoria Park Avenue between Danforth Avenue and Sheppard Avenue, and this is greater than the 50 who previously used the 318 WARDEN service on Warden Avenue between Danforth Road and Sheppard Avenue.

Approximately 70 customer-trips each night have a shorter walk to their nearest bus stop than they did before the service change. Approximately 15 customer-trips each night have a longer walk.

Because of the new overnight service on Victoria Park Avenue, approximately 35,000 more people live within a 15-minute walk of overnight transit service than did with the previous service on Warden Avenue.

The service change has resulted in a ridership increase on the TTC's overnight services, has improved service for customers, and has brought overnight transit service close to more of the population of Toronto. For these reasons, the new service is recommended as a regular part of the TTC route network.

# Appendix A — Service changes, 1999-2000

This list summarises significant service changes that have been made since the *2000 Service Plan* was issued in September 1999. 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.

## October 1999

30 LAMBTON — Westbound peak period service on Mabelle Avenue.....	<i>1998 Service Plan</i>
79 SCARLETT RD — Extension to Jane Street and Lawrence Avenue .....	Ridership monitoring
165 WESTON RD NORTH — Routing change at Steeles Avenue and Weston Road .....	STEP

## November 1999

5 AVENUE RD, 11 BAYVIEW, 28 DAVISVILLE, 56 LEASIDE, 197 NORTH YONGE, and 97 YONGE — New accessible low-floor bus service.....	Accessible service
308 FINCH EAST — Revised looping at Neilson Road.....	Ridership monitoring

## January 2000

129 MCCOWAN NORTH — Articulated buses removed in afternoon peak period.....	Retirement of articulated buses
51 MIDLAND — Revised loop at Steeles Avenue .....	Removal of off-street loop
53 STEELES EAST — Articulated buses removed in morning peak period.....	Retirement of articulated buses

## February 2000

192 AIRPORT ROCKET — New service from Kipling Station to Pearson Airport.....	<i>2000 Service Plan</i>
303 DON MILLS — New overnight service on Thorncliffe Park Drive.....	<i>2000 Service Plan</i>
37A ISLINGTON — New Sunday and holiday evening service on Rexdale Boulevard .....	<i>2000 Service Plan</i>
51 LESLIE and 88 SOUTH LEASIDE — New accessible low-floor bus service .....	Accessible service
131 NUGGET — Revised service on Morningview Trail.....	<i>2000 Service Plan</i>
63 OSSINGTON and 94 WELLESLEY — Revised late evening routing at Ossington Station .....	Commission direction
72 PAPE and 121 FRONT-ESPLANADE — Revised service on Mill Street .....	<i>2000 Service Plan</i>
109 RANEE — New Saturday late evening service .....	<i>2000 Service Plan</i>
73 ROYAL YORK — Revised Saturday and Sunday looping at Dixon Road .....	<i>2000 Service Plan</i>
512 ST CLAIR — New southbound service via Bathurst Station .....	Ridership monitoring
79 SCARLETT RD — New service on St Clair Avenue.....	<i>2000 Service Plan</i>
112 WEST MALL — New Monday-Friday evening service to Disco Road .....	<i>2000 Service Plan</i>

## March 2000

41 KEELE — Evening short-turn branch to Sheppard Avenue removed .....	Ridership monitoring
312 ST CLAIR — New overnight service to Jane Station .....	<i>2000 Service Plan</i>
196 YORK UNIVERSITY EXPRESS — New Monday-Friday limited late evening service .....	Ridership monitoring

## April 2000

107 KEELE NORTH — New Sunday service to Major Mackenzie Drive .....	Under contract to Vaughan Transit
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## May 2000

105 DUFFERIN NORTH — Extended service to Rutherford Road and new route name .....	Under contract to Vaughan Transit
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# Appendix B — Services with poor financial performance, 2000

## 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 72 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 future connection to the Sheppard Subway, which will open in 2002, may increase ridership on this route.

Route and section		Time of day	Cust/dollar	Note
Day of the week				
<b>2 ANGLESEY</b>				
Monday-Friday	Early evening		0.14	—
Saturday	Early evening		0.18	—
Sunday/holiday	Daytime		0.17	②
<b>4 ANNETTE</b>				
<i>East of Dupont Station to St. George Station</i>				
Monday-Friday	Peak periods		0.20	③
	Midday		0.05	③
	Late evening		0.19	③
Saturday	Daytime		0.04	③
	Late evening		0.11	③
Sunday/holiday	Daytime		0.06	③
	Early evening		0.21	③

<b>4 ANNETTE</b>				
<i>West of Dupont Station to Jane Station</i>				
Monday-Friday	Peak periods		0.16	②
	Midday		0.16	②
	Early evening		0.16	—
	Late evening		0.12	②
Saturday	Daytime		0.18	②
	Early evening		0.12	—
	Late evening		0.11	②
Sunday/holiday	Daytime		0.15	②
	Early evening		0.10	②
<b>5 AVENUE RD</b>				
<i>North of St. Clair Avenue to Eglinton Station</i>				
Monday-Friday	Peak periods		0.22	—
Saturday	Daytime		0.22	—
	Early evening		0.20	—
Sunday/holiday	Daytime		0.17	—
	Early evening		0.09	—

<b>61 AVENUE RD NORTH</b>				
<i>North of Roe Loop to Highway 401</i>				
Monday-Friday	Peak periods	0.17	—	
	Midday	0.22	—	
<b>61 AVENUE RD NORTH</b>				
<i>Between Eglinton Station and Roe Loop</i>				
Monday-Friday	Late evening	0.11	—	
Sunday/holiday	Late evening	0.17	—	
<b>160 BATHURST NORTH ①</b>				
<i>Between Wilson Station and Steeles Avenue</i>				
Monday-Friday	Peak periods	0.03	—	
	Midday	0.03	—	
	Early evening	0.03	—	
Saturday	Daytime	0.03	—	
	Early evening	0.03	—	
Sunday/holiday	Daytime	0.03	—	
	Early evening	0.03	—	
<b>6 BAY</b>				
<i>North of Davenport Road to Dupont Street</i>				
Monday-Friday	Early evening	0.17	③	
<b>11 BAYVIEW</b>				
<i>Between Sunnybrook Hospital and Sheppard Avenue</i>				
Saturday	Late evening	0.14	④	
Sunday/holiday	Late evening	0.08	④	
<b>49 BLOOR WEST</b>				
Monday-Friday	Early evening	0.15	②	
	Late evening	0.06	—	
Saturday	Late evening	0.03	—	
Sunday/holiday	Early evening	0.16	—	
	Late evening	0.03	—	
<b>21 BRIMLEY</b>				
<i>Between Kennedy Station and Scarborough Centre Station</i>				
Monday-Friday	Early evening	0.22	—	
	Late evening	0.15	—	
Saturday	Early evening	0.22	—	
	Late evening	0.10	—	
Sunday/holiday	Early evening	0.09	—	
<b>8 BROADVIEW ①</b>				
Monday-Friday	Peak periods	0.08	—	
Sunday/holiday	Daytime	0.21	—	
	Late evening	0.20	—	
<b>50 BURNHAMTHORPE</b>				
Saturday	Early evening	0.18	②	
<b>506 CARLTON</b>				
<i>East of Coxwell to Main Street Station</i>				
Monday-Friday	Peak periods	0.17	②	
	Midday	0.17	—	
Saturday	Daytime	0.14	②	
Sunday/holiday	Daytime	0.17	—	
	Late evening	0.18	—	

<b>126 CHRISTIE ①</b>				
Monday-Friday	Peak periods	0.09	—	
	Midday	0.09	—	
	Early evening	0.14	—	
	Late evening	0.05	—	
Saturday	Daytime	0.15	—	
	Early evening	0.09	—	
	Late evening	0.07	—	
Sunday/holiday	Daytime	0.07	—	
<b>22 COXWELL</b>				
<i>On Kingston Rd between Queen St and Victoria Park Ave</i>				
Sunday/holiday	Late evening	0.15	②	
<b>42 CUMMER</b>				
<i>Between Victoria Park Avenue and Kennedy Road</i>				
Monday-Friday	Peak periods	0.11	—	
	Midday	0.17	—	
	Early evening	0.11	—	
	Late evening	0.19	②	
Saturday	Daytime	0.17	—	
	Late evening	0.19	—	
Sunday/holiday	Late evening	0.13	—	
<b>42 CUMMER</b>				
<i>Between Finch Station and Victoria Park Avenue</i>				
Monday-Friday	Early evening	0.17	—	
	Late evening	0.09	②	
Saturday	Late evening	0.14	—	
Sunday/holiday	Late evening	0.10	—	
<b>113 DANFORTH</b>				
Saturday	Late evening	0.19	—	
Sunday/holiday	Late evening	0.13	—	
<b>127 DAVENPORT ①</b>				
Monday-Friday	Peak periods	0.18	②	
	Midday	0.15	②	
	Early evening	0.20	②	
Saturday	Daytime	0.15	②	
<b>23 DAWES ①</b>				
Monday-Friday	Peak periods	0.16	②	
<b>111 EAST MALL</b>				
Sunday/holiday	Late evening	0.17	—	
<b>36 FINCH WEST</b>				
<i>On Toryork Drive and Milvan Drive</i>				
Monday-Friday	Peak periods	0.20	—	
<b>135 GERRARD</b>				
<i>Between Main Street Station and Warden Avenue</i>				
Monday-Friday	Peak periods	0.14	—	
	Midday	0.09	—	
	Early evening	0.13	—	
	Late evening	0.08	—	
Saturday	Daytime	0.17	—	
<b>14 GLENCAIRN</b>				
<i>Between Davisville Station and Glencairn Station</i>				
Monday-Friday	Peak periods	0.08	—	
	Early evening	0.11	—	
<b>14 GLENCAIRN</b>				
<i>West of Glencairn Station to Caledonia Road</i>				
Monday-Friday	Early evening	0.04	—	

**31 GREENWOOD**

South of Queen Street to Eastern Avenue

Monday-Friday Early morning 0.11 —

**139 HUNTINGWOOD**

East of Victoria Park Avenue to Scarborough Centre Station

Monday-Friday Peak periods 0.09 ④

**37 ISLINGTON**

On Rexdale Boulevard to Humberwood Boulevard

Monday-Friday Peak periods 0.14 —

**37 ISLINGTON**

From Islington Station to Rexdale Boulevard

Saturday Late evening 0.18 —

Sunday/holiday Late evening 0.12 —

**110 ISLINGTON SOUTH**

On Horner Avenue to Long Branch

Monday-Friday Early evening 0.13 —

**40 JUNCTION**

Sunday/holiday Late evening 0.19 —

**107 KEELE NORTH**

Via Bakersfield Street and Le Page Court

Monday-Friday Peak periods 0.01 —

Midday 0.01 —

Early evening 0.02 ②

**107 KEELE NORTH**

Via Kodiak Crescent and Chesswood Drive

Monday-Friday Peak periods 0.03 —

**107 KEELE NORTH**

Between Finch Avenue and Steeles Avenue

Monday-Friday Peak periods 0.05 —

Early evening 0.22 ②

**45 KIPLING**

On Belfield Road west of Kipling Avenue

Monday-Friday Peak periods 0.20 —

**44 KIPLING SOUTH**

Sunday/holiday Late evening 0.17 —

**30 LAMBTON**

Monday-Friday Late evening 0.20 —

Saturday Late evening 0.19 —

Sunday/holiday Late evening 0.10 —

**47 LANSLOWNE**

North of St. Clair Avenue to Yorkdale Station

Sunday/holiday Late evening 0.17 ②

**47 LANSLOWNE**

Between Lansdowne Station and St. Clair Avenue

Sunday/holiday Late evening 0.17 ②

**47 LANSLOWNE**

South of Lansdowne Station to Queen Street

Sunday/holiday Late evening 0.17 ②

**Lawrence Avenue**

Between Lawrence Station and Bayview Avenue

(Served by 124 SUNNYBROOK and 162 LAWRENCE-DONWAY)

Monday-Friday Peak periods 0.21 —

Midday 0.12 —

**52 LAWRENCE WEST**

On Benton Rd, Sheffield St, Ingram Dr, Gulliver Rd, Culford Rd

Monday-Friday Peak periods 0.17 —

**162 LAWRENCE-DONWAY**

East of Bayview Avenue to Don Mills

Monday-Friday Peak periods 0.08 —

Midday 0.03 —

**56 LEASIDE**

Between Donlands Station and Eglinton Avenue

Monday-Friday Early evening 0.18 —

**102 MARKHAM RD**

North of Sheppard Avenue to McNicoll Avenue

Monday-Friday Early evening 0.19 —

**57 MIDLAND**

Between Kennedy Station and Midland Station

Sunday/holiday Late evening 0.18 —

**132 MILNER ①**

Monday-Friday Peak periods 0.12 ②

Early evening 0.17 ②

**62 MORTIMER ①**

East of Broadview Avenue to Main Street Station

Monday-Friday Peak periods 0.15 ②

Midday 0.18 ②

Saturday Daytime 0.18 ②

Sunday/holiday Daytime 0.22 ②

Early evening 0.17 —

**133 NEILSON**

North of Ellesmere Road to Finch Avenue

Sunday/holiday Late evening 0.16 ②

**197 NORTH YONGE ①**

Monday-Friday Peak periods 0.06 —

Midday 0.10 ②

Early evening 0.06 ②

Saturday Daytime 0.10 —

Early evening 0.06 ②

Sunday/holiday Daytime 0.08 ②

Early evening 0.04 ②

**70 O'CONNOR**

Between Coxwell Station and St. Clair Avenue

Saturday Late evening 0.14 —

Sunday/holiday Late evening 0.09 —

**70 O'CONNOR**

On St. Clair Ave between O'Connor Drive and Warden Stn

Sunday/holiday Late evening 0.20 —

**63 OSSINGTON**

North of St. Clair Avenue to Eglinton West Station

Monday-Friday Peak periods 0.17 ②

Saturday Daytime 0.20 —

Sunday/holiday Late evening 0.15 —

**67 PHARMACY**

North of Eglinton Avenue to Ellesmere Road and Penworth Road

Monday-Friday Midday 0.15 —

Saturday Daytime 0.16 —

**67 PHARMACY**

North of Highway 401 to Steeles Avenue

Monday-Friday	Peak periods	0.08	④
Monday-Friday	Midday	0.05	④
Saturday	Daytime	0.06	④

**67 PHARMACY**

Between Victoria Park Station and Eglinton Avenue

Monday-Friday	Midday	0.15	②
Saturday	Daytime	0.21	②

**66 PRINCE EDWARD**

On Park Lawn Rd south of Berry Rd to Lake Shore Blvd

Monday-Friday	Peak periods	0.21	—
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**80 QUEENSWAY**

Between Keele Station and Humber Loop\*

Monday-Friday	Peak periods	0.03	—
	Midday	0.05	—
	Early evening	0.08	—
Saturday	Daytime	0.07	—
	Early evening	0.08	—
Sunday/holiday*	Daytime	0.21	②

\* — Summer service, Keele Station to Lake Shore Boulevard

**109 RANEE**

On Marlee Ave between Eglinton West Stn, Lawrence West Stn

Monday-Friday	Late evening	0.15	—
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**161 ROGERS RD**

Between Ossington Station and Rogers Road

Sunday/holiday	Late evening	0.20	—
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**82 ROSEDALE**

Saturday	Late evening	0.20	—
Sunday/holiday	Late evening	0.07	②

**76 ROYAL YORK SOUTH**

On Grand Avenue

Monday-Friday	Peak periods	0.15	②
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**71 RUNNYMEDE**

North of St. Clair Avenue to Eglinton Avenue and Industry Street

Monday-Friday	Peak periods	0.20	③
	Midday	0.06	③

**163 RUSTIC RD ①**

West of Keele Street to Jane Street

Monday-Friday	Peak periods	0.13	—
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**86 SCARBOROUGH**

East of Kingston Road to Beechgrove Drive

Monday-Friday	Peak periods	0.06	②
	Midday	0.06	②

**86 SCARBOROUGH**

North of Sheppard Avenue to Toronto Zoo

Monday-Friday	Peak periods	0.02	②
	Midday	0.01	—

**79 SCARLETT RD**

North of Eglinton Avenue to Weston

Monday-Friday	Midday	0.21	—
	Early evening	0.21	—

**75 SHERBOURNE**

Monday-Friday	Late evening	0.22	—
Sunday/holiday	Late evening	0.16	②

**123 SHORNCLIFFE**

On Browns Line south of Evans Avenue to Long Branch

Monday-Friday	Late evening	0.14	—
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**88 SOUTH LEASIDE**

Monday-Friday	Late evening	0.14	—
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**88 SOUTH LEASIDE**

East of Laird Drive to Thorncliffe Park

Monday-Friday	Peak periods	0.19	②
	Early evening	0.05	②

**53 STEELES EAST**

Between Yonge Street and Pharmacy Avenue

Monday-Friday	Peak periods	0.15	—
	Sunday/holiday	Daytime	0.20
	Late evening	0.21	②

**124 SUNNYBROOK**

Monday-Friday	Early evening	0.22	②
	Saturday	Daytime	0.22

**168 SYMINGTON**

West of Weston Road to West Park

Monday-Friday	Peak periods	0.09	—
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**134 TAPSCOTT**

North of Finch Avenue to McNicoll Avenue

Monday-Friday	Peak periods	0.10	—
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**134 TAPSCOTT**

Between Centennial College and Finch Avenue

Monday-Friday	Midday	0.13	②
	Saturday	Daytime	0.12

**10 VAN HORNE ①**

East of Don Mills Road to Victoria Park Avenue

Monday-Friday	Peak periods	0.07	④
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**90 VAUGHAN**

West of Oakwood Avenue to Eglinton Avenue

Monday-Friday	Peak periods	0.20	—
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**24 VICTORIA PARK**

On Consumers Road and Yorkland Boulevard

Monday-Friday	Peak periods	0.11	④
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**69 WARDEN SOUTH ①**

Monday-Friday	Peak periods	0.21	—
	Midday	0.15	—
	Late evening	0.20	—
Saturday	Daytime	0.12	②
	Late evening	0.20	—
Sunday/holiday	Daytime	0.19	—
	Late evening	0.09	—

**94 WELLESLEY**

East of Wellesley Station to Castle Frank Station

Monday-Friday	Peak periods	0.17	—
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**94 WELLESLEY**

West of Wellesley Station to Ossington Station

Monday-Friday	Late evening	0.13	②
	Saturday	Daytime	0.14
Sunday/holiday	Late evening	0.07	②
	Early evening	0.18	②
	Late evening	0.05	②

**112 WEST MALL***North of Eglinton Avenue to Disco Road*

Monday-Friday	Midday	0.07	②
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**112 WEST MALL***Between Dundas Street and Eglinton Avenue*

Sunday/holiday	Early evening	0.21	②
	Late evening	0.04	②

**98 WILLOWDALE-SENLAC ①***On Senlac Road, Grantbrook Street, and Cactus Avenue*

Monday-Friday	Peak periods	0.06	②
Saturday	Daytime	0.11	②
Sunday/holiday	Daytime	0.19	—

**98 WILLOWDALE-SENLAC ①***On Willowdale Avenue*

Monday-Friday	Peak periods	0.09	②
	Midday	0.06	—
Saturday	Daytime	0.03	②
Sunday/holiday	Daytime	0.05	—

**91 WOODBINE***On Railside Rd and north of Lawrence Ave to York Mills Rd*

Monday-Friday	Midday	0.21	④
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**91 WOODBINE***Between St. Clair Avenue and Lawrence Avenue*

Monday-Friday	Peak periods	0.19	—
	Midday	0.16	②
	Early evening	0.19	—
Saturday	Daytime	0.15	—
	Early evening	0.19	—

**91 WOODBINE***Between Woodbine Station and Parkview Hills*

Monday-Friday	Midday	0.14	②
Saturday	Daytime	0.13	②
Sunday/holiday	Daytime	0.19	②

**92 WOODBINE SOUTH***Between Woodbine Station and Queen Street*

Monday-Friday	Midday	0.22	②
Saturday	Daytime	0.21	②
Sunday/holiday	Daytime	0.16	②

**92 WOODBINE SOUTH***South of Queen Street to Lake Shore Boulevard*

Monday-Friday	Midday	0.04	③
	Early evening	0.07	③
Saturday	Daytime	0.04	③
	Early evening	0.07	③
Sunday/holiday	Daytime	0.03	③
	Early evening	0.04	③

**97 YONGE***Between Davisville Station\* and York Mills Station*

Monday-Friday	Midday*	0.18	②
	Late evening	0.10	②
Saturday	Daytime	0.22	②
	Late evening	0.08	②
Sunday/holiday	Daytime	0.17	②
	Early evening	0.15	②
	Late evening	0.06	②

\* — Buses run 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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**95 YORK MILLS***On Ellesmere Road east of Military Trail to Kingston Road*

Monday-Friday	Peak periods	0.13	②
	Early evening	0.20	—
	Late evening	0.19	—
Saturday	Late evening	0.09	—
Sunday/holiday	Early evening	0.10	—
	Late evening	0.04	—

**95 YORK MILLS***On Military Tr, Lawson Rd, Port Union Rd to Rouge Hill GO Stn*

Monday-Friday	Peak periods	0.10	③
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## Appendix C — Ridership and cost measures of bus and streetcar services, 2000

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
192 AIRPORT ROCKET	(3)	No data available		1	1	15	290	\$1,400	N/A
117 ALNESS		2,700	\$1,500	5	4	40	480	\$3,700	42%
2 ANGLESEY		2,500	\$1,600	4	4	50	740	\$4,400	37%
4 ANNETTE		4,300	\$3,200	5	5	85	850	\$6,600	48%
5 AVENUE RD		3,000	\$2,300	4	3	50	440	\$3,800	61%
61 AVENUE RD NORTH		3,700	\$2,400	4	4	60	550	\$4,700	52%
7 BATHURST		26,000	\$17,200	23	21	340	3,600	\$27,300	63%
511 BATHURST	SC	15,900	\$9,200	7	7	110	960	\$13,900	66%
160 BATHURST NORTH	(1)	2,500	\$1,700	3	3	40	440	\$3,300	50%
6 BAY		11,700	\$7,800	16	11	160	1,200	\$13,000	60%
11 BAYVIEW and 28 DAVISVILLE	(2)	8,200	\$5,200	10	8	130	1,500	\$10,600	49%
9 BELLAMY		3,700	\$2,600	4	5	65	950	\$5,700	46%
17 BIRCHMOUNT	(1)	11,500	\$7,500	12	9	140	2,000	\$12,500	60%
49 BLOOR WEST		3,500	\$2,300	4	3	45	580	\$4,000	58%
21 BRIMLEY		7,400	\$4,600	8	8	100	1,300	\$8,900	52%
8 BROADVIEW		920	\$580	1	1	18	180	\$1,400	42%
50 BURNHAMTHORPE		3,400	\$2,100	4	3	50	590	\$4,100	52%
120 CALVINGTON		420	\$320	1	1	9	110	\$810	39%
506 CARLTON	SC	40,300	\$31,000	32	27	400	3,900	\$54,800	57%
126 CHRISTIE		2,600	\$1,600	2	2	30	220	\$2,200	71%
20 CLIFFSIDE		5,900	\$3,600	5	5	70	830	\$5,900	61%
87 COSBURN		7,900	\$5,100	8	7	95	1,000	\$7,900	65%
22 COXWELL		6,800	\$4,000	3	3	65	580	\$4,800	82%
42 CUMMER		7,100	\$4,400	12	10	130	1,800	\$11,600	38%
113 DANFORTH		3,800	\$2,500	4	3	50	570	\$4,300	58%
127 DAVENPORT		2,000	\$1,200	3	3	45	440	\$3,500	36%
23 DAWES		5,500	\$3,400	5	4	60	560	\$4,800	70%
25 DON MILLS	(1)	34,800	\$23,000	30	26	380	4,700	\$32,400	71%
108 DOWNSVIEW		6,200	\$3,800	6	5	80	1,100	\$7,000	54%
502 DOWNTOWNER and 503 KINGSTON RD	SC(2)	7,000	\$6,200	13	11	100	860	\$16,400	38%
125 DREWRY		2,600	\$1,600	3	2	35	350	\$2,800	55%
29 DUFFERIN		44,600	\$29,100	32	28	420	4,300	\$34,300	85%
105 DUFFERIN NORTH	(1)	1,800	\$1,000	2	3	30	340	\$2,500	40%
505 DUNDAS	SC	36,000	\$25,000	19	20	310	2,700	\$38,800	64%
111 EAST MALL		5,300	\$3,600	5	5	75	1,000	\$6,300	57%
34 EGLINTON EAST		25,400	\$15,900	23	19	260	3,100	\$22,300	71%
32 EGLINTON WEST		37,400	\$23,900	36	29	430	4,600	\$35,600	67%
15 EVANS		3,900	\$2,400	4	4	60	770	\$5,000	48%
104 FAYWOOD		3,000	\$1,800	3	3	45	520	\$3,700	50%
39 FINCH EAST		41,100	\$25,800	44	38	530	7,300	\$46,500	55%
36 FINCH WEST		38,300	\$25,400	31	28	410	5,400	\$35,400	72%
100 FLEMINGDON PARK		14,500	\$9,700	18	14	210	2,600	\$17,900	54%
33 FOREST HILL		590	\$370	1	1	12	130	\$1,000	35%
121 FRONT-ESPLANADE		1,300	\$830	4	4	50	510	\$4,100	20%

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
135 GERRARD		2,700	\$1,700	2	2	35	390	\$2,700	63%
14 GLENCAIRN		1,500	\$940	3	3	30	320	\$2,600	36%
122 GRAYDON HALL		2,800	\$1,600	4	4	40	530	\$3,800	41%
31 GREENWOOD		3,800	\$2,300	3	3	40	320	\$3,300	70%
139 HUNTINGWOOD		2,300	\$1,800	6	7	60	880	\$5,700	32%
37 ISLINGTON		14,900	\$10,000	15	13	210	2,800	\$17,700	57%
110 ISLINGTON SOUTH		9,000	\$5,200	9	9	130	1,500	\$10,700	48%
35 JANE	(1)	39,000	\$26,300	32	30	410	4,900	\$34,700	76%
83 JONES		1,900	\$1,100	3	2	30	240	\$2,300	49%
40 JUNCTION		5,200	\$3,100	3	3	55	560	\$4,400	70%
41 KEELE		22,600	\$14,800	16	17	270	3,100	\$22,000	68%
107 KEELE NORTH	(1)	3,100	\$1,700	6	5	60	510	\$5,000	35%
43 KENNEDY		12,800	\$8,100	9	9	120	1,400	\$10,400	78%
504 KING and 508 LAKE SHORE	SC(2)	51,400	\$35,000	41	33	440	4,100	\$62,300	56%
12 KINGSTON RD		6,800	\$4,500	8	7	100	1,200	\$8,600	52%
45 KIPLING		18,600	\$12,100	20	16	250	3,600	\$21,700	56%
44 KIPLING SOUTH		4,400	\$2,500	4	4	55	750	\$4,700	54%
30 LAMBTON		2,900	\$1,700	3	3	45	530	\$3,700	46%
47 LANSDOWNE		14,300	\$8,800	11	10	170	1,700	\$13,300	66%
54 LAWRENCE EAST		31,200	\$21,800	31	31	420	5,700	\$36,500	60%
52 LAWRENCE WEST		20,100	\$12,400	19	16	240	2,900	\$20,000	62%
56 LEASIDE		3,400	\$2,000	4	4	55	570	\$4,500	45%
51 LESLIE		3,600	\$2,400	7	6	85	1,200	\$7,500	32%
64 MAIN		5,400	\$3,100	3	3	55	440	\$4,100	77%
58 MALTON	(1)	13,900	\$9,600	12	12	170	2,200	\$14,600	66%
59 MAPLE LEAF		3,100	\$2,300	5	4	55	630	\$4,700	48%
102 MARKHAM RD		17,400	\$12,400	15	14	200	2,700	\$17,500	71%
46 MARTIN GROVE and 191 HIGHWAY 27 EXPRESS	(2)	11,500	\$7,500	16	14	200	3,200	\$18,400	41%
16 McCOWAN		9,300	\$5,900	7	7	100	1,300	\$8,800	67%
129 McCOWAN NORTH	(1)	10,100	\$5,700	10	9	130	1,500	\$10,900	53%
130 MIDDLEFIELD		2,000	\$1,000	3	3	40	460	\$3,300	31%
57 MIDLAND		12,400	\$7,600	10	8	130	1,700	\$10,800	70%
132 MILNER		2,100	\$1,200	4	3	35	560	\$3,500	34%
116 MORNINGSIDE		15,900	\$11,200	14	17	230	3,300	\$19,800	57%
62 MORTIMER		3,800	\$2,400	3	4	55	550	\$4,300	56%
74 MT PLEASANT		1,100	\$730	2	2	25	190	\$2,100	36%
103 MT PLEASANT NORTH		2,100	\$1,300	3	3	40	390	\$3,300	39%
133 NEILSON		7,500	\$4,600	5	6	90	1,200	\$7,500	62%
131 NUGGET		6,500	\$3,700	8	8	95	1,300	\$8,600	42%
70 O'CONNOR		8,300	\$5,300	6	6	90	930	\$7,200	73%
63 OSSINGTON		18,900	\$11,400	14	12	200	1,700	\$15,300	74%
72 PAPE		7,800	\$4,400	4	5	75	660	\$5,800	76%
65 PARLIAMENT		2,800	\$1,700	2	2	35	250	\$2,600	65%
67 PHARMACY		5,500	\$3,900	7	7	95	1,200	\$8,000	48%
66 PRINCE EDWARD		3,900	\$2,100	4	4	55	690	\$4,800	44%
501 QUEEN	SC	42,100	\$34,400	27	29	470	4,900	\$60,700	57%
80 QUEENSWAY		1,800	\$1,200	3	3	50	680	\$4,100	29%
109 RANEE		4,700	\$2,700	4	4	60	660	\$5,000	54%
161 ROGERS RD		6,800	\$5,100	6	6	110	1,100	\$8,300	61%

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
82 ROSEDALE		1,700	\$1,000	2	2	30	310	\$2,400	41%
73 ROYAL YORK		9,100	\$5,900	9	9	140	1,900	\$11,700	50%
76 ROYAL YORK SOUTH	(3)	8,000	\$4,700	8	6	80	970	\$7,100	65%
71 RUNNYMEDE		4,200	\$2,500	5	4	75	750	\$5,900	43%
163 RUSTIC RD	(3)	360	\$230	1	1	8	100	\$790	30%
86 SCARBOROUGH		13,100	\$8,200	20	13	220	3,200	\$19,600	42%
79 SCARLETT RD		6,600	\$4,000	10	8	110	1,400	\$9,700	42%
85 SHEPPARD EAST		31,300	\$20,600	38	32	460	5,900	\$39,500	52%
84 SHEPPARD WEST		14,000	\$8,600	16	13	180	2,400	\$15,900	54%
75 SHERBOURNE		5,600	\$3,800	4	4	60	440	\$4,600	83%
123 SHORNCLIFFE		4,800	\$2,700	4	4	65	820	\$5,300	52%
115 SILVER HILLS		730	\$570	2	2	16	200	\$1,600	36%
88 SOUTH LEASIDE		3,500	\$2,300	7	6	75	820	\$6,400	35%
510 SPADINA	SC	40,700	\$22,300	16	18	270	2,200	\$33,500	67%
78 ST ANDREWS		1,600	\$940	3	2	25	320	\$2,400	39%
512 ST CLAIR	SC	30,700	\$19,200	20	18	290	2,400	\$36,600	52%
53 STEELES EAST		18,900	\$12,200	29	22	280	3,800	\$25,300	48%
60 STEELES WEST		22,100	\$14,200	28	25	340	4,400	\$29,700	48%
124 SUNNYBROOK and 162 LAWRENCE-DONWAY	(2)	3,400	\$2,000	4	4	60	620	\$4,700	41%
168 SYMINGTON	(3)	6,800	\$4,200	8	6	95	950	\$7,800	53%
134 TAPSCOTT and 171 PROGRESS EAST	(2)	8,000	\$4,300	9	7	95	1,000	\$8,000	54%
81 THORNCLIFFE PARK		7,200	\$4,300	6	5	70	780	\$6,000	72%
10 VAN HORNE		3,300	\$2,100	9	10	80	1,000	\$7,600	27%
90 VAUGHAN		6,700	\$3,900	6	5	65	550	\$5,400	73%
24 VICTORIA PARK	(1)	21,900	\$14,600	22	17	240	3,000	\$21,000	69%
68 WARDEN	(1)	15,000	\$9,200	15	11	170	2,200	\$14,900	61%
69 WARDEN SOUTH		5,000	\$2,800	5	4	65	750	\$5,500	51%
55 WARREN PARK		730	\$530	1	1	11	120	\$940	56%
94 WELLESLEY		10,800	\$6,400	9	6	110	900	\$8,700	74%
112 WEST MALL		6,400	\$4,000	11	5	120	1,600	\$10,100	40%
89 WESTON		12,800	\$8,700	11	10	150	1,700	\$12,700	68%
165 WESTON RD NORTH	(1)	15,600	\$10,200	13	12	200	2,600	\$17,000	60%
98 WILLOWDALE-SENLAC		1,800	\$1,200	4	4	45	530	\$4,000	30%
96 WILSON		21,700	\$13,300	26	24	320	4,300	\$28,100	47%
91 WOODBINE		4,600	\$2,800	6	7	85	1,000	\$7,200	38%
92 WOODBINE SOUTH		2,400	\$1,400	3	2	35	250	\$2,600	53%
97 YONGE and 197 NORTH YONGE	(2)	3,800	\$2,700	7	7	100	1,000	\$8,300	32%
95 YORK MILLS		27,700	\$18,200	35	24	380	5,400	\$33,500	54%
106 YORK UNIVERSITY and 196 YORK UNIVERSITY EXPRESS	(2)	15,600	\$9,000	19	16	230	3,200	\$20,200	44%

**Explanation of mode/note:**

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

SC — Streetcars are used on this route.

1. This route also provides service outside Toronto, under contract.
2. These routes provide a single service over much of their lengths.
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 2000, the average fare is \$1.45.

**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 2000, the minimum financial standard is 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."

*Base map source for all maps:*

*Toronto Land Information Service, 1999*

*Morningside Heights development road data source:*

*City of Toronto, 2000*

*Report completed on May 29, 2000*

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1987-1 **SERVICE** 9-1990

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