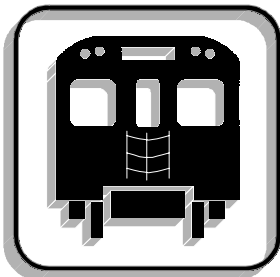
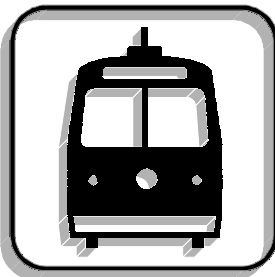


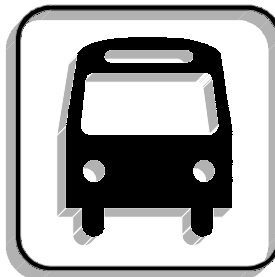
SERVICE IMPROVEMENTS FOR 2002



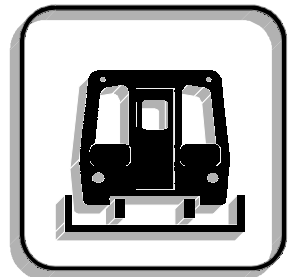
Subway



Streetcars



Buses



RT

October 2001



TORONTO TRANSIT COMMISSION

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Summary

This report on *Service Improvements for 2002* 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 47 proposals have been reviewed. The report recommends 19 service changes, to be made in 2002, 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 2001 is now projected to be approximately 423-million customer-trips, compared to the 410.6-million customer-trips made in 2000, and the 396-million 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 2001, 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 next page.

The majority of the changes are related to the opening of the new Sheppard Subway, which is scheduled for September 1, 2002. Eleven bus routes would be changed to serve the new subway. These changes would improve service for customers by reducing travel time, and by providing convenient connections to the new subway. The service changes associated with the Sheppard Subway would improve service for approximately 21 million customer-trips each year, by reducing travelling time, or by reducing the number of transfers required. The Sheppard Subway service improvements are expected to increase ridership on the TTC by approximately one million customer-trips each year, and to increase fare revenue by approximately \$1.7-million each year.

The added expense for the operation of the new subway has been included in the TTC's 2002 operating budget.

An additional six service changes, separate from the Sheppard Subway services, are recommended to improve service. These changes are also listed on the next page. These changes would improve service for approximately 900,000 customer-trips each year, by providing transit service to areas that are now beyond a convenient walking distance of bus and streetcar

stops, by reducing travelling time, or by reducing the number of transfers required. The service improvements are expected to increase ridership on the TTC by approximately 150,000 customer-trips each year, and to increase fare revenue by approximately \$230,000 each year.

Five 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.

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

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

An analysis was undertaken of the financial performance of every route in the TTC system. The analysis indicates that 73 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 16 service changes which have been operating on trial for six months or more. These service changes have achieved the results expected and are recommended for approval as part of the regular TTC network. Funding for these services is part of the approved budget.

A period of consultation will begin upon the adoption of this report, and comments are requested from City councillors by January 18, 2002. A report on the consultation will be presented to the Commission in February 2002. Service changes for the Sheppard Subway would begin on September 1, 2002. The remainder of the approved service changes, with one exception, would begin on May 12, 2002. In order to have new service to the Airport Corporate Centre on the 32 EGLINTON WEST route in place for the initial occupancy of new office developments in the area, it is recommended that the usual consultation period for this service change be waived, and that the service begin on February 18, 2002.

Recommendations

New and revised services for the Sheppard Subway

4 SHEPPARD SUBWAY

11 BAYVIEW – Service to Bayview Station

25 DON MILLS – Service to Don Mills Station

Don Mills/Scarborough Centre – New limited-stop rocket route

Finch East – Service to Don Mills Station

139 HUNTINGWOOD – Service to Don Mills Station

51 LESLIE – Service to Leslie Station

67 PHARMACY – Route shortened to end at Ellesmere Road (Penworth Road); new Pharmacy North route from Don Mills Station

85 SHEPPARD EAST – Service to Don Mills Station and to Sheppard-Yonge Station

10 VAN HORNE – Service to Don Mills Station

24 VICTORIA PARK – New service to Don Mills Station via Consumers Road

24 VICTORIA PARK – Route shortened to end at Steeles Avenue; new Victoria Park North route from Don Mills Station

68 WARDEN – Route shortened to end at Steeles Avenue; new Warden North route from Don Mills Station

Other new and revised services

No additional operating costs

37A ISLINGTON – Operate via Woodbine Racetrack

35 JANE – Revised routing at Jane Street and Steeles Avenue

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

32 EGLINTON WEST – Extension to Airport Corporate Centre

32 EGLINTON WEST – Monday-Friday early evening and Saturday service to Skymark Avenue

131 NUGGET – Sunday early evening service

53 STEELES EAST – Monday-Friday early evening and Saturday service

1. Planning transit service

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

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

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

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

Monitoring and adjusting present services

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

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

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

The third component is the route efficiency review programme. Under this programme, the operation and efficiency of each route are reviewed for each section of the route, and during each period of operation, at a fine level of detail. This review includes a comparison to the TTC's financial standard, an examination of the productivity of individual trips, and an evaluation of whether to make changes to the times of the first and last trips. After reviewing detailed

ridership data, running time and operating information, and customer communications, TTC staff recommend adjustments to service in order to improve efficiency. In each year, over half of the TTC's system is reviewed at this level of detail.

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

Evaluation of service changes

Changes to TTC services are made regularly and frequently, to meet the changing transit requirements in the city. Small

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
	Number of customers	Number of customers	Number of customers
Buses			
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>			
Streetcars			
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>			
Rapid transit			
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>			

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 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.

Over the past three years, in order to ensure that the TTC's budget was balanced, any capacity which was surplus to ridership requirements was removed. Thus, today, there are very few opportunities to remove service from other routes to fund the introduction of new or improved services. 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 2002 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 for the Sheppard Subway

Sheppard Subway

City wards: Ward 23 Willowdale, Ward 24 Willowdale, Ward 25 Don Valley West, Ward 26 Don Valley West, Ward 29 Broadview-Greenwood, Ward 33 Don Valley East, Ward 34 Don Valley East, Ward 35 Scarborough Southwest, Ward 37 Scarborough Centre, Ward 38 Scarborough Centre, Ward 39 Scarborough-Agincourt, Ward 40 Scarborough-Agincourt, Ward 41 Scarborough-Rouge River, Ward 42 Scarborough-Rouge River, Ward 44 Scarborough East

Time periods: Seven days a week

The Sheppard Subway is scheduled to open on September 1, 2002. Service on the new subway will operate between Sheppard-Yonge Station and Don Mills Station, with intermediate stations at Bayview, Bessarion, and Leslie. Connections will be available to the Yonge-University-Spadina Subway and buses at Sheppard-Yonge Station, and to connecting bus routes at all other stations.

Service on the Sheppard Subway will be generally the same as is now provided on the Yonge-University-Spadina Subway, the Bloor-Danforth Subway, and the Scarborough RT. Trains will run from approximately 6:00 a.m. Monday to Saturday, and from approximately 9:00 a.m. on Sunday. The last train will leave Sheppard-Yonge Station at approximately 2:15 a.m. each night. The line colour used to identify the subway will be purple, and the subway will have the route number 4.

Trains will operate every five-to-six minutes, at all times of the week. Travel time between Sheppard-Yonge and Don Mills stations will be approximately 10 minutes.

It is projected that the Sheppard Subway will be used for approximately 48,000 customer-trips each day, or 15-million customer-trips each year. Approximately one million customer-trips each year will be new to the TTC, and will be

attracted by the new subway service.

The expense of operating the new subway has been included in the TTC's 2002 operating budget.

Connecting bus routes

Eleven bus routes would be changed to connect with stations on the Sheppard Subway. These changes would provide improved service for approximately 23,000 customer-trips each day. These are:

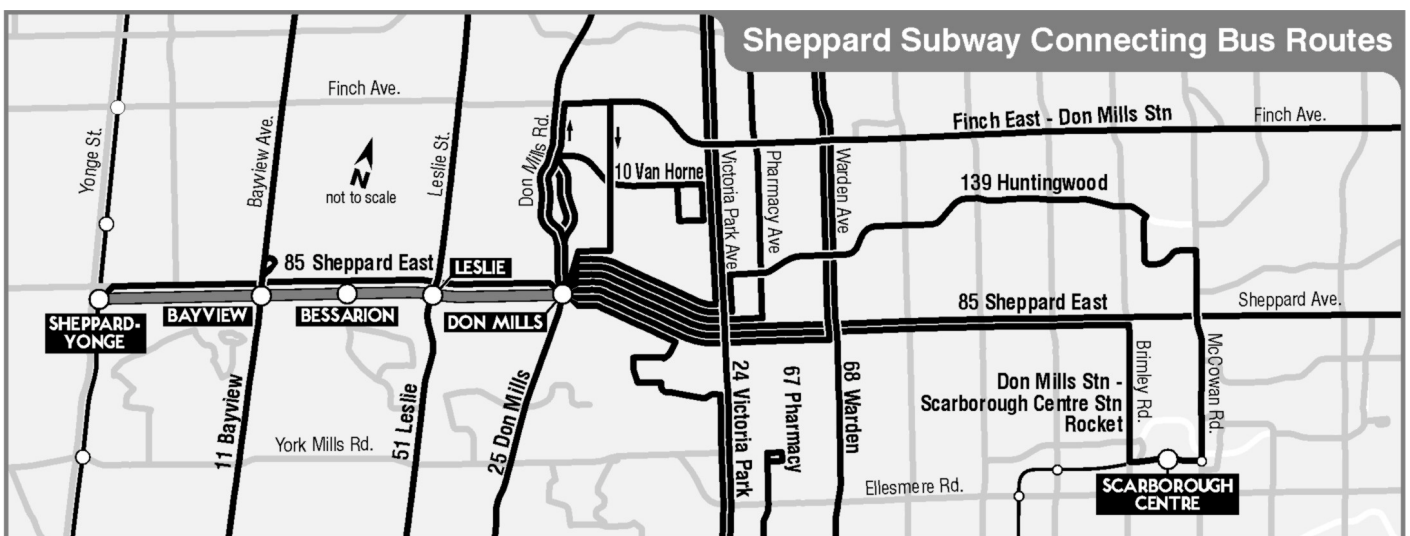
- 11 BAYVIEW – Service to Bayview Station
- 25 DON MILLS – Service to Don Mills Station
- Don Mills/Scarborough Centre – New limited-stop rocket route
- Finch East – Service to Don Mills Station
- 139 HUNTINGWOOD – Service to Don Mills Station
- 51 LESLIE – Service to Leslie Station
- 67 PHARMACY – Route shortened to end at Ellesmere Road (Penworth Road); new Pharmacy North route from Don Mills Station
- 85 SHEPPARD EAST – Service to Don Mills Station and to Sheppard-Yonge Station
- 10 VAN HORNE – Service to Don Mills Station
- 24 VICTORIA PARK – Route shortened to end at Steeles Avenue; new Victoria Park North route from Don Mills Station
- 24 VICTORIA PARK – New service to Don Mills Stn via Consumers Rd
- 68 WARDEN – Route shortened to end at Steeles Avenue; new Warden North route from Don Mills Station

11 BAYVIEW – Service to Bayview Station

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

Time periods: Seven days a week

It is recommended that the 11 BAYVIEW route serve Bayview Station. The change would improve service by providing a convenient connection to the Sheppard Subway.



All buses operating between Davisville Station and Steeles Avenue would serve Bayview Station en route in both directions. Approximately 700 customer-trips each day would be able to transfer between buses and the subway at Bayview Station. Customers would transfer between buses and the subway at bus stops which would be located on both sides of Bayview Avenue directly in front of the station entrances. The bus stops are not within the fare paid area of the station, and customers transferring between buses and the subway at Bayview Station would require paper transfers.

The present 11A BAYVIEW (Davisville Stn-Sheppard) branch would be changed to turn around in a new off-street loop which is being constructed on the east side of Bayview Avenue, just north of Sheppard Avenue. Service would be removed from the present on-street loop via Bayview Mews and Hawksbury Drive. Approximately 30 customer-trips each day are made on stops on Bayview Mews and Hawksbury Drive, and these trips would have to be made with a longer walk to the nearest bus stop, or an additional transfer. This change would be made during the afternoon peak period and the evening on Saturday.

There would be no change to service levels on the 11 BAYVIEW route. There would be a small reduction in operating costs, as the 11A BAYVIEW branch would operate over a shorter route.

25 DON MILLS – Service to Don Mills Station

City wards: Ward 24 Willowdale, Ward 25 Don Valley West, Ward 26 Don Valley West, Ward 29 Broadview-Greenwood, Ward 33 Don Valley East, Ward 34 Don Valley East

Time periods: Seven days a week

It is recommended that the 25 DON MILLS route serve Don Mills Station. The change would improve service by providing a convenient connection to the Sheppard Subway and to the other connecting bus routes at Don Mills Station.

All buses on the route would operate through the off-street bus transfer area at Don Mills Station, in both directions. Buses would continue to operate between Pape Station and Steeles Avenue, with some buses continuing beyond Steeles Avenue to 16th Avenue, under contract to York Region Transit.

Approximately 670 customer-trips each day would be able to transfer between buses and the subway at Don Mills Station. The bus transfer area is within the fare-paid area of the station, and customers will not need to use paper transfers.

Approximately 7200 customer-trips each day which cross Sheppard Avenue would have a longer travel time, as they would be carried through the station.

One bus would be added to the route at most times, because of the increased time required to operate through the station. There would be no change to service levels. The added expense for the operation of the route through Don Mills Station has been included in the TTC's 2002 operating budget.

Don Mills/Scarborough Centre – New limited-stop rocket route

City wards: Ward 33 Don Valley East, Ward 37 Scarborough Centre, Ward 38 Scarborough Centre, Ward 39 Scarborough-Agincourt, Ward 40 Scarborough-Agincourt, Ward 41 Scarborough-Rouge River

Time periods: Monday-Friday peak periods and midday

It is recommended that a new Don Mills/Scarborough Centre limited-stop rocket route be introduced, operating between Don Mills Station and Scarborough Centre Station. Buses would operate on Sheppard Avenue and Brimley Road, and would stop only at limited stops between Don Mills Station and Scarborough Centre Station. The change would improve service by providing a faster trip and a convenient connection between the Sheppard Subway and the Scarborough RT. Service would be operated during the peak periods and midday from Monday to Friday.

Approximately 1500 customer-trips would be made on the service each day, and these trips would be made with a faster travel time. Approximately 150 of these customer-trips would be new to the TTC, and would be attracted by the new service.

The present direct service on the 85G SHEPPARD EAST (Sheppard Stn-Scarborough Centre Stn) would be removed, and would be replaced by the new rocket route. Approximately 740 customer-trips each day which are now made on the 85G service would be made with a longer wait time or an additional transfer.

Four buses would be used on the route. The added expense for the operation of the new rocket route has been included in the TTC's 2002 operating budget.

Finch East – Service to Don Mills Station

City wards: Ward 24 Willowdale, Ward 33 Don Valley East, Ward 39 Scarborough-Agincourt, Ward 40 Scarborough-Agincourt, Ward 41 Scarborough-Rouge River, Ward 42 Scarborough-Rouge River

Time periods: Monday-Friday peak periods

It is recommended that a new direct service be operated between Finch Avenue and Don Mills Station, during the peak periods from Monday to Friday. The change would improve service by providing a faster trip and a convenient connection to the Sheppard Subway.

Part of the service on the 39 FINCH EAST route which now operates from Neilson Road to Finch Station would be changed to operate to Don Mills Station, via west on Finch Avenue, south on Highway 404, south on Fairview Mall Drive, west on Sheppard Avenue and into Don Mills Station. Buses would return via north on Don Mills Road and east on Finch Avenue. Buses would make all stops on Finch Avenue, and would operate express between Finch Avenue and Don Mills Station. The service would operate during the peak periods from Monday to Friday.

Approximately 4700 customer-trips would be made on the service each day, and these trips would have a shorter travel time, and a convenient connection to the Sheppard Subway and to connecting bus routes at Don Mills Station.

Approximately 5800 customer-trips each day which are now made on the 39 FINCH EAST service to Finch Station, would be made with a longer waiting time or a longer travel time.

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

In addition to the new service to Don Mills Station, frequent service would continue to be operated on the 39 FINCH EAST route, between Neilson Road and Finch Station.

The change would reduce operating costs, as there would be a net reduction of seven buses in the morning peak period, and four buses in the afternoon peak period.

139 HUNTINGWOOD – Service to Don Mills Station

City wards: Ward 33 Don Valley East, Ward 38 Scarborough Centre, Ward 39 Scarborough-Agincourt, Ward 40 Scarborough-Agincourt, Ward 41 Scarborough-Rouge River
Time periods: Monday-Friday peak periods

It is recommended that the 139 HUNTINGWOOD route be shortened so that it operates to Don Mills Station instead of Sheppard-Yonge Station. The change would improve service by providing a faster trip and a convenient connection to the Sheppard Subway. The change would be made during the peak periods from Monday to Friday.

Buses would continue to operate from Scarborough Centre Station over the present route on McCowan Road, Commander Boulevard, and Huntingwood Drive, and would then operate south on Victoria Park Avenue and west on Sheppard Avenue to Don Mills Station. Buses would return to Scarborough Centre Station via the reverse route.

Approximately 975 customer-trips would be made on the route each day, and these trips would have a faster trip and a convenient connection to the Sheppard Subway and to connecting bus routes at Don Mills Station.

Approximately 660 customer-trips each day are now made to or from stops on Sheppard Avenue between Don Mills and Yonge Street. These trips would have to be made with an additional transfer, either to the Sheppard Subway or to the 85 SHEPPARD EAST bus route, which would continue to operate on Sheppard Avenue between Don Mills Road and Yonge Street.

The change in weighted travel time indicates that the benefit of a faster trip is more important to customers than the inconvenience of an additional transfer, and that, overall, the change would make service better for customers.

The change would reduce operating costs, as there would be a net savings of two buses in each of the morning and afternoon peak periods.

Two other options were examined for the 139 HUNTINGWOOD route. Operation to Don Mills Station via west on Huntingwood Drive, west on Old Sheppard Avenue, north on Brian Drive, west on Van Horne Avenue, and south on Don Mills Road would combine the 139 HUNTINGWOOD and 10 VAN HORNE routes, but is not recommended because it would cause an overall inconvenience for customers. Operation via west on Huntingwood Drive, south on Victoria Park Avenue, and west through the Consumers Road commercial area to Don Mills Station was examined, but is not recommended because it would cause an overall inconvenience for customers.

51 LESLIE – Service to Leslie Station

City wards: Ward 16 Eglinton-Lawrence, Ward 22 St. Paul's, Ward 24 Willowdale, Ward 25 Don Valley West, Ward 26 Don Valley West, Ward 33 Don Valley East, Ward 34 Don Valley East

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

It is recommended that the 51 LESLIE route serve Leslie Station. The change would improve service by providing a faster trip and a convenient connection to the Sheppard Subway, Oriole GO Station, and to North York General Hospital. The change would be made during the peak periods, midday, and early evening from Monday to Friday, and during the daytime on Saturday.

All buses on the route would operate through the off-street bus transfer area at Leslie Station, in both directions. Northbound buses would operate north on Leslie Street, east and north through the North York General Hospital grounds, west on the overpass over Leslie Street, west and north on Old Leslie Street, through Leslie Station, south and east on Old Leslie Street, and north on Leslie Street to Steeles Avenue. Southbound buses would operate south on Leslie Street, west on Sheppard Avenue, west and south on Old Leslie Street, through Leslie Station, south and east on Old Leslie Street, east on the overpass over Leslie Street, south and west through the North York General Hospital grounds, and south on Leslie Street. All buses would continue to operate between Eglinton Station and Steeles Avenue.

Approximately 560 customer-trips each day would be able to be made with a transfer between buses and the subway at Leslie Station. The bus transfer area is within the fare-paid area of the station, and customers transferring between 51 LESLIE buses and the subway would not need to use paper transfers.

Approximately 220 customer-trips each day are made to and from North York General Hospital, and these trips would be made with a shorter walk to the nearest bus stop.

Approximately 420 customer-trips each day which cross Sheppard Avenue would be made with a longer travel time, as they would be carried through the station. Approximately 4,300 customer-trips each day would be made with a longer wait.

The change in weighted travel time indicates that the benefit of a faster trip and a shorter walk is more important to

customers than the inconvenience of a longer travel time or a longer wait, and that, overall, the change would make service better for customers.

There would be no change in operating costs. The scheduled interval between buses would be increased slightly, because of the longer route via Leslie Station.

67 PHARMACY – Route shortened to end at Ellesmere Road; new Pharmacy North route from Don Mills Station

City wards: Ward 31 Beaches-East York, Ward 33 Don Valley East, Ward 35 Scarborough Southwest, Ward 37 Scarborough Centre, Ward 39 Scarborough-Agincourt, Ward 40 Scarborough-Agincourt

Time periods: Monday-Friday peak periods and midday; Saturday daytime

It is recommended that the 67 PHARMACY route be changed to operate between Victoria Park Station and Ellesmere Road (Penworth Road), and that a new service be introduced between Don Mills Station and Steeles Avenue to replace the northern portion of the 67 PHARMACY route. The change would improve service by providing a faster trip, fewer transfers, and a convenient connection to the Sheppard Subway. The change would be made during the peak periods and midday from Monday to Friday, and during the daytime on Saturday.

Buses on the new Pharmacy North route would operate from Don Mills Station, east on Sheppard Avenue, and north on Pharmacy Avenue to the loop at Steeles Avenue. Buses would return over the reverse route. There would be no change to the 67 PHARMACY (Victoria Park Stn-Ellesmere) or 67A PHARMACY (Victoria Park Stn-Eglinton) services, which would continue to operate over the present route to Ellesmere Road (Penworth Road), and would not operate to the Sheppard Subway.

Approximately 150 customer-trips each day would be made with a faster travel time, a shorter waiting time, or one fewer transfer, because they would travel on the new direct service from Pharmacy Avenue to the Sheppard Subway. Approximately 10 new customer-trips would be attracted to the TTC each day by this new service.

Service would be made worse for approximately 145 customer-trips each day which would be made with additional transfers when travelling between stops on Pharmacy Avenue north and south of Sheppard Avenue. Service would be made worse for customers who use the 67 PHARMACY route on Victoria Park Avenue between Ellesmere Road and Sheppard Avenue. Approximately 120 customer-trips each day would be made with a longer wait, and approximately 30 customer-trips each day would be made with additional transfers.

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

One bus would be added to the route during the morning peak period, and one bus fewer would be used during the daytime on Saturdays. The added expense for the operation of the route to Don Mills Station has been included in the TTC's 2002 operating budget.

85 SHEPPARD EAST – Service to Don Mills Station and to Sheppard-Yonge Station

City wards: Ward 23 Willowdale, Ward 24 Willowdale, Ward 33 Don Valley East, Ward 39 Scarborough-Agincourt, Ward 40 Scarborough-Agincourt, Ward 41 Scarborough-Rouge River, Ward 42 Scarborough-Rouge River, Ward 44 Scarborough East

Time periods: Seven days a week

It is recommended that the 85 SHEPPARD EAST route be changed to provide service to Don Mills Station and to Sheppard-Yonge Station. The change would improve service by providing a faster trip and a convenient connection to the Sheppard Subway.

With this change, most service on the route would turn back east from Don Mills Station. Through service, at a reduced frequency, would continue to be operated on this route from east of Don Mills Road to Yonge Street, to provide service to the parts of Sheppard Avenue which are distant from stations on the new subway. This change would be made at all times of the week.

Approximately 10,800 customer-trips would be made on 85 SHEPPARD EAST buses at Don Mills Station each day, and these trips would have a faster trip and a convenient connection to the Sheppard Subway and to connecting bus routes at Don Mills Station.

Approximately 4075 customer-trips each day are now made to or from stops on Sheppard Avenue between Don Mills and Yonge Street. These trips would have to be made with an additional transfer, either to the Sheppard Subway or to a through bus on the 85 SHEPPARD EAST route.

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

The change would reduce operating costs, as there would be fewer buses used at all times of the week.

10 VAN HORNE – Service to Don Mills Station

City wards: Ward 33 Don Valley East, Ward 40 Scarborough-Agincourt

Time periods: Monday-Friday peak periods and midday

It is recommended that the 10 VAN HORNE route be shortened so that it operates to Don Mills Station instead of Sheppard-Yonge Station. The change would improve service by providing a faster trip and a convenient connection to the Sheppard Subway. The change would be made during the peak periods, midday, and early evening from Monday to Friday.

Buses would continue to operate from Victoria Park Avenue over the present route on Pleasant View Drive, Brian Drive, and Van Horne Avenue, and would then operate south on Don Mills Road to Don Mills Station. Buses would then return to Victoria Park Avenue via the reverse route.

Approximately 2600 customer-trips would be made on the service each day, and these trips would have a faster trip and a convenient connection to the Sheppard Subway and to connecting bus routes at Don Mills Station.

Approximately 620 customer-trips each day are now made to or from stops on Sheppard Avenue between Don Mills and Yonge Street. These trips would have to be made with an additional transfer, either to the Sheppard Subway or to the 85 SHEPPARD EAST bus route, which would continue to operate on Sheppard Avenue between Don Mills Road and Yonge Street.

The change in weighted travel time indicates that the benefit of a faster trip is more important to customers than the inconvenience of an additional transfer, and that, overall, the change would make service better for customers.

A second option was examined, which would change the 10 VAN HORNE route to operate to Leslie Station. Buses would operate over the present route west on Van Horne Avenue, and would then cross Don Mills Road, continue west on Van Horne Avenue, south on Leslie Street and into Leslie Station. This option would provide new service on Van Horne Avenue between Leslie Street and Don Mills Road. Customers who now travel to points along Don Mills Road would have an additional transfer. One additional bus would be required, compared to operation to Don Mills Station. The option is not recommended because it would cause a net inconvenience for customers.

24 VICTORIA PARK – Route shortened to end at Steeles Avenue; new Victoria Park North route from Don Mills Station

City wards: Ward 24 Willowdale, Ward 31 Beaches-East York, Ward 33 Don Valley East, Ward 34 Don Valley East, Ward 35 Scarborough Southwest, Ward 37 Scarborough Centre, Ward 39 Scarborough-Agincourt, Ward 40 Scarborough-Agincourt, York Region

Time periods: Monday-Friday peak periods

It is recommended that the 24C VICTORIA PARK (Victoria Park Stn-14th Ave) and the 24D VICTORIA PARK (Victoria Park Stn-Major Mackenzie) services be changed to operate from Don Mills Station instead of Victoria Park Station. The change would improve service by providing a faster trip and a convenient connection to the Sheppard Subway. The change would be made during the peak periods from Monday to Friday. This recommendation is conditional on agreement from York Region Transit, for whom the service north of Steeles Avenue is operated under contract.

Buses on the new Victoria Park North route would operate from Don Mills Station, east on Sheppard Avenue and north on Victoria Park Avenue to Major Mackenzie Drive and 14th Avenue. Buses would return over the reverse route. There

would be no change to the 24 VICTORIA PARK (Victoria Park Stn-Steeles) service, which would continue to operate over the present route, and would not operate to the Sheppard Subway.

The change would make service better for customers who currently travel long distances to reach Victoria Park Avenue or Victoria Park Station and then transfer to a 24C/D VICTORIA PARK bus. Approximately 360 customer-trips each day would be made with a faster travel time. Approximately 70 new customer-trips would be attracted to the TTC each day because of the convenience of the service change. The change would make service worse for approximately 160 customer-trips each day as they would be made with an additional transfer or additional travel time.

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

One additional bus would be required during each of the peak periods. The added expense for the operation of the route to Don Mills Station has been included in the TTC's 2002 operating budget.

24 VICTORIA PARK – New service to Don Mills Station via Consumers Road

City wards: Ward 23 Willowdale, Ward 24 Willowdale, Ward 31 Beaches-East York, Ward 33 Don Valley East, Ward 34 Don Valley East, Ward 35 Scarborough Southwest, Ward 37 Scarborough Centre, Ward 40 Scarborough-Agincourt

Time periods: Monday-Friday peak periods and midday

It is recommended that the 24A VICTORIA PARK (Victoria Park Station to Sheppard via Consumers) branch be extended to Don Mills Station. The new service would replace the service presently operated by the 85C SHEPPARD EAST (Sheppard Station to Victoria Park and Consumers Road) branch. The change would improve service by providing customers with a faster trip from the west to the Consumers Road area, and would provide new service from Victoria Park Station to the Consumers Road area during the midday. The change would be made during the peak periods and midday from Monday to Friday.

The new service would operate between Victoria Park Station and Don Mills Station in both directions via Victoria Park Avenue, Consumers Road, Yorkland Boulevard, and Sheppard Avenue.

It is projected that approximately 850 customer-trips would be made each day on the new service west of Victoria Park Avenue to Don Mills Station. Approximately 380 of these customer-trips would be made with a shorter travel time, a shorter walk to the nearest bus stop, or with one less transfer.

Service would be removed from the short section of Yorkland Road, between Sheppard Avenue and Yorkland Boulevard. Approximately 120 customer-trips each day would be made with a longer walk to the nearest bus stop. Approximately 125 customer-trips each day would have a longer wait.

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

The change would reduce operating costs, as there would be two fewer buses used during the morning peak period, one more bus used during the midday, and one fewer bus used during the afternoon peak period, compared to the present service operated on the 24A VICTORIA PARK (Victoria Park Station to Sheppard via Consumers) and 85C SHEPPARD EAST (Sheppard Station to Victoria Park and Consumers Road) branches.

68 WARDEN – Route shortened to end at Steeles Avenue; new Warden North route from Don Mills Station

City wards: Ward 33 Don Valley East, Ward 35 Scarborough Southwest, Ward 37 Scarborough Centre, Ward 39 Scarborough-Agincourt, Ward 40 Scarborough-Agincourt, York Region

Time periods: Monday-Friday peak periods and midday; Saturday daytime

It is recommended that the 68B WARDEN (Warden Stn-16th Avenue) service be changed to operate from Don Mills Station instead of Warden Station. The change would improve service by providing a faster trip and a convenient connection to the Sheppard Subway. This recommendation is conditional on agreement from York Region Transit, for whom the service north of Steeles Avenue is operated under contract. This change would be made during the peak periods and midday from Monday to Friday and during the daytime on Saturdays.

Buses on the new Warden North route would operate from Don Mills Station, east on Sheppard Avenue, and north on Warden Avenue to 16th Avenue. Buses would return over the reverse route. There would be no change to the 68 WARDEN (Warden Stn-Steeles) service, which would continue to operate over the present route, and would not operate to the Sheppard Subway.

This change would improve service for customers by providing a faster trip and fewer transfers. Approximately 250 customer-trips each day would be made with a faster trip, because of the direct connection to the new subway. Approximately 675 customer-trips are made each day with a transfer between the 68 WARDEN and 85 SHEPPARD EAST routes, and these trips would be made with one fewer transfer. Approximately 60 new customer-trips would be attracted to the TTC each day because of the convenience of the service change.

This change would make service worse for some customers travelling between stops on Warden Avenue, north and south of Sheppard Avenue by adding an additional transfer or increasing travel time. Approximately 170 customer-trips each day would be made with one additional transfer or a longer travel time.

The change in weighted travel time indicates that the benefit of a faster trip and fewer transfers is more important to customers than the inconvenience of an additional transfer or increased travel time. Overall, the change would make service better for customers.

Three buses would be added to the route during the peak periods and two buses would be added to the route in the midday from Monday to Friday and during the daytime on Saturday. The added expense for the operation of the route to Don Mills Station has been included in the TTC's 2002 operating budget.

Other services to the Sheppard Subway

York Region Transit (YRT) staff have indicated an interest in operating one or more YRT routes to Don Mills Station. GO Transit staff have indicated an interest in operating a bus service to Leslie Station. TTC staff will work with YRT staff and GO staff to make any necessary arrangements for use of the stations. The use of the stations by YRT or GO would be similar to the long-standing arrangements at Scarborough Centre Station and Islington Station.

Proposals examined and not recommended

Changes to four other TTC routes to serve the Sheppard Subway were examined, but are not recommended, because they would not meet the TTC's minimum financial standard, or because they would cause an overall inconvenience for customers. These proposals are described below.

122 GRAYDON HALL – Extension to Don Mills Station

City wards: Ward 25 Don Valley West, Ward 33 Don Valley East, Ward 34 Don Valley East
Results: Net inconvenience for customers

A proposal was examined to extend the 122 GRAYDON HALL route to Don Mills Station, during the peak periods and midday from Monday to Friday. Eastbound buses from York Mills Station would operate east on York Mills Road, north on Lesmill Road, east on Duncan Mill Road, and north on Don Mills Road to Don Mills Station. Westbound buses would return over the reverse route.

This change would make service better for customers who travel to destinations along Sheppard Avenue, by reducing the need to transfer. It is projected that approximately 130 customer-trips would be made on the new service each day, of which 20 would new to the TTC, and would be attracted by the new connection to the subway. The change would remove service from Graydon Hall Drive, east of Don Mills Road. Approximately 1200 customer-trips each day would have a longer walk to the nearest bus stop.

The change would make service worse for approximately 950 customer-trips each day who would have a longer wait for the bus. The weighted travel time shows that the inconvenience of a longer walk and a longer wait for the bus is

more important to customers than the benefit of the direct service to the Sheppard Subway. For this reason, the change is not recommended.

122 GRAYDON HALL – Extension to Leslie Station

*City wards: Ward 24 Willowdale, Ward 25 Don Valley West,
Ward 34 Don Valley East*
Results: Net inconvenience for customers

A proposal was examined to extend the 122 GRAYDON HALL route to Leslie Station, during the peak periods and midday from Monday to Friday. Buses on the revised route would operate from Leslie Station, south on Leslie Street, south and east on Lesmill Road, north and east on Valleybrook Drive, east on Duncan Mill Road, to Graydon Hall Drive, and turn-around at the off-street loop at Fenelon Drive. Buses would return over the reverse route to Leslie Station. Service on the 122 GRAYDON HALL route would be removed from York Mills Road and from York Mills Station.

The change would provide a direct connection to the new Sheppard Subway and would improve service for customers by reducing the need to transfer. It is projected that approximately 310 customer-trips would be made each day on the new service to Leslie Station, of which approximately 30 customer-trips would be new to the TTC. The change would make service worse for customers who travel to destinations on York Mills Road, at York Mills Station, or to downtown area. Approximately 1800 customer-trips each day would have an additional transfer or a longer travel time.

The weighted travel time indicates that the inconvenience of an additional transfer or a longer travel time is more important than a direct connection to the new Sheppard Subway. The change would cause an overall inconvenience for customers. For this reason, it is not recommended.

78 ST ANDREWS – Extension to Bayview Station

*City wards: Ward 23 Willowdale, Ward 24 Willowdale, Ward 25
Don Valley West*
Results: Net inconvenience for customers

A proposal was examined to extend 78 ST ANDREWS route to Bayview Station, during the peak periods, midday, and early evening from Monday to Friday. This change would provide new direct service from the St. Andrews area to Bayview Station. Buses would operate eastbound from York Mills Station over the present route to Fifeshire Road, and would then continue east on Fifeshire Road, and north on Bayview Avenue to Bayview Station. Buses would return westbound over the reverse route.

The change would make service better for approximately 120 customer-trips each day, which would be made on the new route extension, and would be made with a faster trip and one less transfer. Approximately 20 of these customer-trips would be new to the TTC, and would be attracted by the new service.

Approximately 1900 customer-trips each day would be made with a longer waiting time.

The change in weighted travel time indicates that the inconvenience of a longer waiting time is more important to customers than the benefits of a faster trip or one less transfer, and that, overall, the change would make service worse for customers. As a result, the change is not recommended.

115 SILVER HILLS – Extension to Leslie Station

City wards: Ward 24 Willowdale, Ward 25 Don Valley West
Results: Net inconvenience for customers

A proposal was examined to extend the 115 SILVER HILLS route to Leslie Station, during the peak periods from Monday to Friday. This change would provide a new direct connection between the Silver Hills area and Leslie Station.

Buses would operate over the present route from York Mills Station, east on York Mills Road, north on Leslie Street, and west and north on Bannatyne Drive to Woodsworth Road. Buses would then continue east and south on Woodsworth Road to Bannatyne Drive, east on Bannatyne Drive, and north on Leslie Street to Leslie Station. Returning westbound buses would operate over the reverse route. Service would be removed from Davean Drive, between Woodsworth Road and Bannatyne Drive.

Approximately 30 customer-trips each day would be made on the new service to Leslie Station, and these trips would be made with one fewer transfer. It is projected that no new customers would be attracted to the TTC by the new service. Approximately 800 customer-trips each day would have a longer wait for the bus. Approximately 15 customer-trips each day, which are made at the stops on Davean Drive, would have a longer walk to the nearest bus stop.

The change in weighted travel time indicates that the inconvenience of a longer waiting time is more important to customers than the benefit of fewer transfers, and that, overall, the change would make service worse for customers. As a result, the change is not recommended.

Customers on the 115 SILVER HILLS route have a direct walking connection to the Oriole GO Station, via a walkway off of Woodsworth Road. When the Sheppard Subway opens, customers will be able to walk from the 115 SILVER HILLS route, to the Oriole GO station, and from there along a new walkway to Leslie subway station.

91 WOODBINE – Extension to Don Mills Station

*City wards: Ward 31 Beaches-East York, Ward 33 Don Valley
East, Ward 34 Don Valley East, Ward 37 Scarborough
Centre*
Results: Does not meet minimum financial standard

A proposal was examined to extend the 91 WOODBINE route north from York Mills Road to Don Mills Station, during the peak periods and midday from Monday to Friday. The change

would providing a new direct connection to the Sheppard Subway.

Buses would operate from Woodbine Station over the present route to Underhill Drive. Buses would then operate north on Underhill Drive, west on Brookbanks Drive, north on Laurentide Drive, north on Silverdale Crescent, east on York Mills Road, north on Sandover Road, north on Roywood Drive, west on Underpass Gate, north on Fenelon Drive, west on Graydon Hall Drive, and north on Don Mills Road to Don Mills Station. Buses would return via the reverse routing. Service would be removed from Valley Woods Road between York Mills Road and Brookbanks Drive.

There would be no change to the 144 DOWNTOWN/DON VALLEY EXPRESS route, which would continue to operate on Valley Woods Road.

The new service north of York Mills Road would be used by approximately 200 customer-trips each day, of which approximately 15 customer-trips would be new to the TTC, and would be attracted by the new service. These trips would be made with a shorter walk to the nearest bus stop or with at least one fewer transfer.

Approximately 75 customer-trips are made each day on the part of the route which would have no 91 WOODBINE service. These customers would have to walk to stops on York Mills Road, Brookbanks Drive, or Underhill Drive.

Two buses would be added to the route during the peak periods, and one bus would be added during the midday. 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 change is not recommended.

Other options were also examined. Service to Don Mills Station via Underhill Drive, Laurentide Drive, Silverdale Crescent, York Mills Road, and Don Mills Road was considered, but would attract very few new customers. Service to Don Mills Station via Valentine Drive and Fenelon Drive was examined, but would attract fewer new customers than operation via Sandover Road, Roywood Drive, and Underpass Gate. Neither option would meet the TTC's financial standard, and so the changes are not recommended.

3. Recommended new and revised services

32 EGLINTON WEST – Extension to Airport Corporate Centre

Origin of proposal: TTC staff
City ward: Ward 3 Etobicoke Centre, City of Mississauga
Time periods: Monday-Friday peak periods

It is recommended that the 32 EGLINTON WEST route be extended to the Airport Corporate Centre, 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 Eglinton Avenue, north on Commerce Boulevard, and west on Skymark Avenue past the present end of the route. Buses would then continue north on Explorer Drive, west on Matheson Boulevard, south on Spectrum Way, and west on Eglinton Avenue to Creekbank Road. Buses would return via north on Creekbank Road, east on Matheson Boulevard, south on Explorer Drive, east on Skymark Avenue, south on Commerce Boulevard, and east on Eglinton Avenue to the present route.

The change would make service better for customers in the Airport Corporate Centre, west of Skymark Avenue, who now walk to the TTC service at Eglinton Avenue and Skymark Avenue. Approximately 620 customer-trips would be made on the new service each day, of which 380 would be new to the TTC system, and would be attracted by the new service.

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.

Much of the ridership is projected to be Toronto residents travelling to several new large office developments on Eglinton Avenue near Creekbank Road. Some of these developments are scheduled to be occupied early in 2002. For this reason, it is recommended that this service change begin in February

2002, earlier than would normally be the case if the recommendation were to undergo the usual period of consultation.

This route extension is partially in the City of Mississauga. A separate financial assessment was carried out, to determine if the revenue from the customers who would begin or end their trips in Mississauga on the extended route would cover the TTC’s operating costs in Mississauga. This assessment shows that this would be the case.

The proposed service has been discussed with Mississauga Transit staff, and they have no objection to improved TTC service in the Airport Corporate Centre. TTC fares would be charged on the new service, and there would be no free transfers to or from Mississauga Transit services.

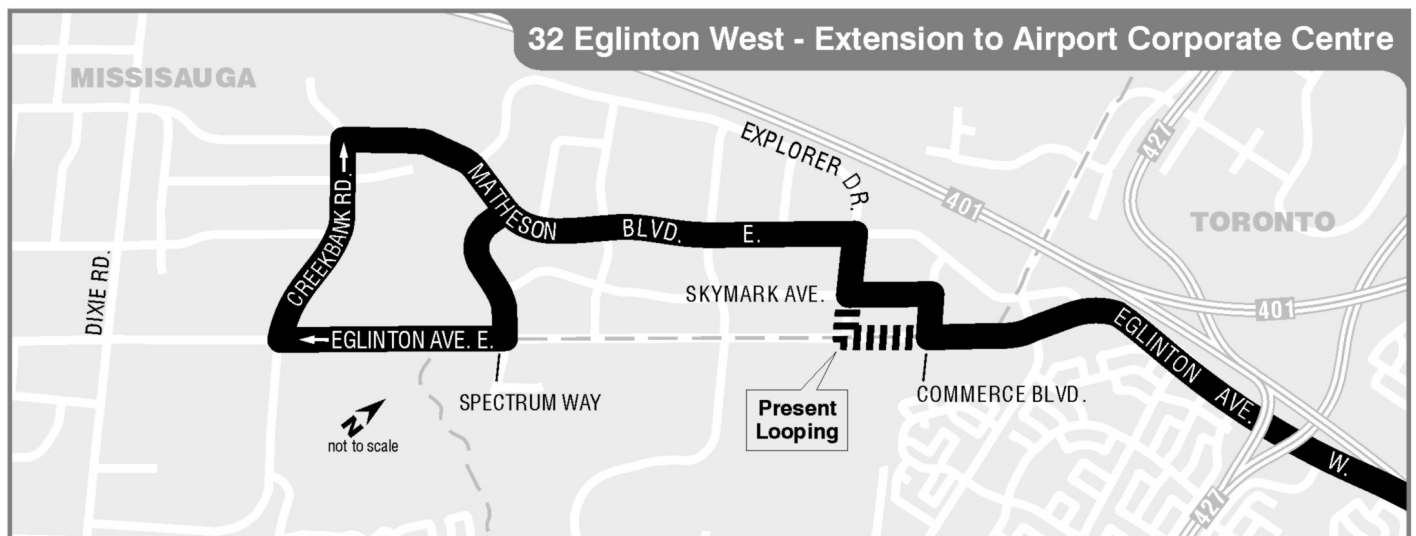
A proposal was also evaluated to operate Monday to Friday midday and evening service to the Airport Corporate Centre. The comparison of the operating costs with the projected ridership indicates that the midday and evening service would not meet the TTC’s financial standard, and it is therefore not recommended. A recommendation to operate later periods of service on the present service to Skymark Avenue, however, is included later in this section of the report.

37A ISLINGTON – Operate via Woodbine Racetrack

Origin of proposal: Service Improvements for 2000-2001
City ward: Ward 2 Etobicoke North
Time periods: Saturday, Sunday, and holiday daytime

It is recommended that the 37A ISLINGTON route be changed so that it operates via Woodbine Racetrack during the daytime on Saturdays, Sundays, and holidays. This change would bring service closer to the racetrack, and would reduce the distance that customers would have to walk to the nearest bus stop.

Buses on the 37A ISLINGTON (Islington Stn-Humberwood via Rexdale and Woodbine Centre) branch would operate over



the existing route west on Rexdale Boulevard, west on Queens Plate Drive, and west on Rexdale Boulevard, and then would operate through the internal Woodbine Racetrack roads. After serving Woodbine Racetrack, buses would continue west on Rexdale Boulevard and north on Humberwood Drive to Humberwood Loop. Buses would return to Islington Station over the reverse routing, also serving the racetrack on the way.

The change would make service better for customers travelling to or from the racetrack, because they would have a shorter walk to the nearest bus stop. Approximately 690 customer-trips would be made with a shorter walk each Saturday or Sunday. The change would make service worse for customers who now travel past Woodbine Racetrack to Humberwood Boulevard, as they would have a longer trip as they are carried through the racetrack. Approximately 320 customer-trips each day would be made with a longer trip.

The change in weighted travel time indicates that the benefit of a shorter walk is more important to customers than the inconvenience of a longer travel time, 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.

This change was examined previously in the report on *Service Improvements for 2000-2001*, but was not recommended at that time. An alternative driveway arrangement was identified, which would have allowed buses to serve the racetrack more directly, by operating south from the Queens Plate Drive and Rexdale Boulevard intersection. Discussion with staff of Woodbine Entertainment Group (formerly the Ontario Jockey Club) indicated that the racetrack was not willing to pursue the driveway arrangement. The present recommendation, which requires a longer routing, was re-evaluated. Ridership to and from the racetrack is now higher than it was before, and the benefits of the recommended routing now outweigh the inconvenience for through customers. The exact routing on the Woodbine property would be determined in consultation with Woodbine staff.

35 JANE –

Revised routing on Murray Ross Parkway

Origin of proposal: TTC staff

City ward: Ward 8 York West

Time periods: Monday-Friday, midday, afternoon peak period, and early evening; Saturday, daytime and early evening

It is recommended that the on-street looping for 35 JANE buses at Pioneer Village be reversed. The change would reduce waiting time for customers, and would reduce the distance that customers have to walk to their nearest bus stop. The change would be made during the midday, afternoon peak period, and early evening from Monday to Friday, and during the daytime and early evening on Saturdays, Sundays, and holidays.

Buses to Pioneer Village would operate via north on Jane Street, east on Shoreham Drive, and north on Murray Ross

Parkway to Steeles Avenue. Buses would return via west on Steeles Avenue and south on Jane Street. This counter-clockwise routing would replace the present clockwise routing.

The change would make service better for customers travelling south on Jane Street between Steeles Avenue and Shoreham Drive, by reducing their waiting time, as buses from Pioneer Village would operate southbound over this part of Jane Street, instead of northbound. Approximately 1400 customer-trips each day would have a shorter wait. Service would be made better for customers who now walk to the stop at Jane Street and Shoreham Drive from the east, as they would have a shorter walk. Approximately 200 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 Shoreham Drive from the north and east, as they would have a longer walk to the nearest stop at Jane Street and Shoreham Drive. Approximately 300 customer-trips each day would have a longer walk. Service would be made worse for customers who now travel to the northbound stops on Jane Street, Hullmar Drive, and Peter Kaiser Boulevard, between Shoreham Drive and Steeles Avenue, as they would have a longer wait. Approximately 420 customer-trips each day would have a longer wait.

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

Additional periods of service on present routes

32 EGLINTON WEST – Monday-Friday early evening and Saturday service to Skymark Avenue

Origin of proposal: Public meeting, March 20, 2001

City ward: Ward 3 Etobicoke Centre, City of Mississauga

Time periods: Monday-Friday early evening; Saturday daytime

It is recommended that new service be provided during the early evening from Monday to Friday, and during the daytime on Saturdays, on the 32B EGLINTON WEST (Eglinton Stn-Renforth & Skymark) branch. Currently, service to the Skymark area is operated during the peak periods and midday, from Monday to Friday. The change would improve service by reducing the distance that customers in the area need to walk to their nearest bus stop.

During the early evening from Monday to Friday, it is projected that approximately 55 customer-trips each day would be made on the new service, of which 30 would be new to the TTC. During the daytime on Saturdays, it is projected that approximately 250 customer-trips each day would be made on the new service, of which 225 would be new to the TTC. The remainder of the trips would be made by customers who are using the existing service at Renforth Loop, but are then walking to or from the Skymark area.

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

131 NUGGET – Sunday early evening service

Origin of proposal: Public meeting, March 20, 2001

City ward: Ward 42 Scarborough-Rouge River

Time period: Sunday early evening

It is recommended that new service be provided during the early evening on Sundays on the 131 NUGGET route. Currently, service on the 131 NUGGET route operates all day from Monday to Friday, during the daytime and early evening on Saturdays, and during the daytime on Sundays and holidays. 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 300 customer-trips would be made on the new service, of which approximately 55 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 prefer to use the 131 NUGGET route.

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

53 STEELES EAST – Monday-Friday early evening and Saturday service to Markham Road

Origin of proposal: TTC staff

City ward: Ward 42 Scarborough-Rouge River

Time periods: Monday-Friday early evening; Saturday daytime

It is recommended that new service on the 53 STEELES EAST route to Markham Road be provided during the early evening from Monday to Friday and during the daytime on Saturdays. Currently, service to Markham Road on the 53 STEELES EAST route is provided during the peak periods and midday from Monday to Friday. This change would improve service by reducing the distance that customers in the area need to walk to their nearest bus stop.

It is projected that approximately 125 customer-trips would be made on the new Monday-Friday early evening service, of which approximately 50 would be new to the TTC. Approximately 535 customer-trips would be made on the new Saturday daytime service, of which approximately 280 would be new to the TTC. The remainder of these trips would be made by customers who are now walking to Steeles Avenue and Middlefield Road to board a 53 STEELES EAST bus.

One bus would be required during each of the early evening from Monday to Friday and the daytime on Saturday 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.

4. Previous recommendations not yet introduced

143 DOWNTOWN/BEACH EXPRESS – Extension on Kingston Road

Origin of proposal: Service Improvements for 2000-2001
City wards: Ward 32 Beaches-East York, Ward 36 Scarborough
Southwest
Time periods: Monday-Friday peak periods

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

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

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

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

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

26 DUPONT – New service on St. George Street

Origin of proposal: 1998 Service Plan; Service Improvements for 2000-2001
City ward: Ward 20 Trinity-Spadina
Time periods: Seven days a week

In the report on *Service Improvements for 2000-2001*, it was recommended that the 26 DUPONT route (formerly named 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.

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 26 DUPONT 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 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.

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

58 MALTON – Saturday service to Westwood Mall

Origin of proposal: TTC staff; Service Improvements for 2000-2001
City: Mississauga
Time periods: Saturday daytime and early evening

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

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

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

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

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

For that reason, this additional service on the 58 MALTON route is recommended on the condition that Mississauga Transit pay for the difference between the operating cost and the fare revenue that is received.

73 ROYAL YORK – Service on Richview Road

Origin of proposal: 1999 Service Plan

City ward: Ward 4 Etobicoke Centre

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 did not begin, as it required that a short section of road be built to connect Richview Road with Eglinton Avenue. Following the post-implementation review of the new service on La Rose Avenue, the Commission requested that the City of Toronto build this roadway.

In 2000, City staff began work on the planning and design of the driveway connection, in consultation with TTC staff. City staff determined that the estimated \$500,000 cost of constructing the driveway connection was greater than the City was willing to fund, but that the connection could be built if the TTC were to pay the cost. While the driveway connection has obvious merit as a transit priority initiative, in this particular instance, with relatively infrequent service, the benefits which would result are not great enough to justify the high costs of the construction. TTC staff agreed that the construction of the driveway connection could not be justified. No further action on this proposal is recommended.

92 WOODBINE SOUTH – Revised service south of Queen Street

Origin of proposal: 1998 Service Plan

City ward: Ward 32 Beaches-East York

Time periods: Seven days a week

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

York University – Direct service from the west

Origin of proposal: Public meeting, May 20, 1999

City wards: Ward 1 Etobicoke North, Ward 2 Etobicoke North,

Ward 7 York West, Ward 8 York West

Time periods: Monday-Friday peak periods

The report on *Service Improvements for 2000-2001* recommended that a new direct service to York University from the west be provided during the peak periods from Monday to Friday. 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.

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. Because the majority of customers who would use this service would be residents of the City of Mississauga, it may be more appropriate for either Mississauga Transit or GO Transit to operate the service. TTC staff will continue to work with Mississauga Transit and GO Transit on the implementation of this new service.

5. Proposals examined and not recommended

117 ALNESS – Service on Flint Road

Origin of proposal: TTC staff

City ward: Ward 8 York West

Results: Net inconvenience for customers

TTC staff proposed that the 117 ALNESS route be changed, during peak periods from Monday to Friday, to operate via Flint Road instead of Alness Street, north of Supertest Road. This change would improve service on this section of Flint Road by reducing the distance that customers need to walk to their nearest bus stop.

Buses on the 117 ALNESS route would operate from Downsview Station over the present routing on Dufferin Street and Martin Ross Avenue, and then operate north on Flint Road and north on Alness Street to Steeles Avenue. Buses would return east on Steeles Avenue and south on Dufferin Street over the regular route. Service would be removed from Supertest Road, and from the section of Alness Street between Supertest Road and Flint Road. The revised route would be operated during the morning and afternoon peak periods from Monday to Friday.

The change would improve service, as approximately 100 customer-trips each day would be made with a shorter walk. The change would make service worse for customers who now travel to or from points on Alness Street, between Supertest Road and Flint Road, as they would have to walk further to bus stops on Supertest Road or on Flint Road. Approximately 300 customer-trips each day would be made with a longer walk.

The change in weighted travel time shows that the inconvenience of a longer walk for customers on Alness Street is more important to customers than the benefit of a shorter walk for customers on Flint Road. The change would cause an overall inconvenience for customers, and for this reason, it is not recommended.

A second option was examined, in which the new service on Flint Road, as described above, would be operated while at the same time the existing route via Supertest Road and Alness Road would also continue to operate. Buses would alternate over the two routings.

The change would make service better for the approximately 100 customer-trips each day who would have a shorter walk to their nearest bus stop. The change would make service worse for approximately 300 customer-trips each day with a longer wait for a bus.

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

5 AVENUE RD –

Service via St. George Station

Origin of proposal: TTC staff

City wards: Ward 16 Eglinton-Lawrence, Ward 20 Trinity-Spadina, Ward 22 St. Paul's, Ward 27 Toronto Centre-Rosedale

Results: Net inconvenience for customers

TTC staff proposed that the 5 AVENUE RD route be changed to operate via St. George Station in both directions. Both northbound buses from Queen's Park and southbound buses from Eglinton Avenue would operate through St. George Station, via Bloor Street, Bedford Road, Prince Arthur Avenue, Bedford Road, and Bloor Street. The change would be made during the peak periods, midday, and early evening from Monday to Friday, and during the daytime and early evening on Saturdays, Sundays, and holidays.

The change would improve service for customers who transfer between the 5 AVENUE RD route and the Bloor-Danforth Subway. Presently customers on the 5 AVENUE RD route must transfer to the Yonge-University-Spadina Subway at Museum Station, and then travel to St. George Station and transfer there to the Bloor-Danforth Subway. Approximately 115 customer-trips each day would be made with one transfer fewer to access the Bloor-Danforth Subway.

The change would make service worse for 5 AVENUE RD customers who now travel past Bloor Street, as they would have additional travel time as they are carried into and out of St. George Station. All customers on the route would have a longer wait, because the additional distance required to serve St. George Station would result in an increase in the interval between buses. Approximately 670 customer-trips each day would be made with additional travel time, and approximately 2400 customer-trips each day would be made with a longer wait.

The change in weighted travel time shows that the inconvenience of additional travel time and longer wait is more important to customers than the benefit of one less transfer. The change would cause an overall inconvenience to customers, and for that reason is not recommended.

511 BATHURST – Direct service to downtown

Origin of proposal: Councillor Pantalone

City wards: Ward 19 Trinity-Spadina, Ward 20 Trinity-Spadina, Ward 28 Toronto Centre-Rosedale

Results: Net inconvenience for customers

Councillor Pantalone proposed that the 511 BATHURST streetcar route be changed to serve the downtown area via King Street in the morning peak period. This change would reduce the number of transfers made by customers, and would provide additional peak period streetcar service on King Street.

An option was examined which would operate every other 511 BATHURST streetcar during the peak periods to Church Street via King Street. Cars would operate south on Bathurst Street, east on King Street, and would turn around via Church Street, Richmond Street, Victoria Street, Queen Street, and Church Street. Cars would return to Bathurst Station via west on King Street and north on Bathurst Street.

The change would improve service for customers who are travelling from Bathurst Street, north of King Street, to the downtown area. Approximately 110 customer-trips each day would have one fewer transfer. The change would make service better for customers who are travelling between Bathurst Street and Yonge Street by reducing the time they have to wait for a streetcar on King Street. Approximately 3200 customer-trips each day would have a shorter wait for the streetcar.

The change would make service worse for customers on the 511 BATHURST route, south of King Street, who would have a longer wait. Approximately 1200 customer-trips each day would have a longer wait.

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

50 BURNHAMTHORPE – Extension to Rathburn Road

Origin of proposal: Councillor Holyday

City ward: Ward 3 Etobicoke Centre

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

Councillor Holyday proposed that the 50 BURNHAMTHORPE route be extended on Mill Road to Rathburn Road. A similar proposal has been evaluated in previous years, most recently in the *1997 Service Plan*, but was not recommended because it would cause an overall inconvenience for customers. Because of some new residential development in the area, it is now appropriate to re-examine the proposal.

An option was examined that would change 50 BURNHAMTHORPE buses during the peak periods from Monday to Friday to operate west on Burnhamthorpe Road, and north on Mill Road to the Mill Road/Rathburn Road loop. The extension would be made without adding any buses to the route. The existing interval between buses would be increased, as a result of the longer route distance.

The change would make service better for customers on Mill Road, between Burnhamthorpe Road and Rathburn Road, who would have a shorter walk to their nearest bus stop. Approximately 160 customer-trips each day would be made with a shorter walk.

The change would make service worse for most other customers on the 50 BURNHAMTHORPE route during the peak periods, as the service would operate less frequently. Approximately 2400 customer-trips each day would be made with a longer wait for the bus.

The change in weighted travel time shows that the inconvenience of a longer wait for the bus is more important to customers than the benefit of a shorter walk to the nearest stop. Overall, the change would result in a net inconvenience to TTC customers. For this reason, the proposal is not recommended.

A second option was examined which would add one bus to the route to operate the proposed extension. There would be no change to service levels on the route. As in the first option, the new service would be used by approximately 160 customer-trips each day, of which 40 which would be new to the TTC. 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.

87 COSBURN – Extension to Castle Frank Station

*Origin of proposal: Public meeting, March 20, 2001; TTC staff
City wards: Ward 27 Toronto Centre-Rosedale, Ward 28 Toronto
Centre-Rosedale, Ward 29 Broadview-Greenwood, Ward 30
Broadview-Greenwood*

Results: Does not meet minimum financial standard

TTC staff and a customer at the public meeting on March 20, 2001 suggested that an accessible bus route operating to Broadview Station be extended across the Prince Edward Viaduct to Castle Frank Station, where connections could be made to the 94 WELLESLEY and 65 PARLIAMENT bus routes, both of which are accessible.

An option was examined which would extend the 87 COSBURN route to Castle Frank Station, at all times of the week. Buses would operate over the present route to Broadview Station. Every second bus in the peak periods, and every bus at off-peak times, would then continue south on Broadview Avenue and west on Bloor Street to Castle Frank Station.

The change would improve service for customers who would transfer between either of the two accessible routes at Broadview Station and the two accessible routes at Castle Frank Station. It is projected that relatively few customer-trips would be made on the new service, and that no new customers would be attracted to the TTC by the new service.

The change would require the addition of one bus at all times. Because there would be an increase in operating costs, a financial assessment was carried out. Because there would be an increase in operating costs but no increase in ridership, the service would not meet the TTC's financial standard. For this reason, the proposal is not recommended.

Neither Broadview Station nor Castle Frank Station are currently accessible to customers who use mobility devices. Both stations have bus routes which are accessible, and customers using mobility devices can transfer between routes, and travel between the bus platforms and the street. While the extension of an accessible route between the two stations would allow better connections for customers using mobility

devices, the ongoing operating cost of extending one of the accessible routes cannot be justified by the TTC's conventional system service standards. Broadview Station is scheduled to be fitted with an elevator in 2003 or 2004, and travel opportunities for customers using mobility devices will be substantially improved when the elevator is complete.

Service on Front Street, west of Union Station

Origin of proposal: Councillor Ashton

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

Results: Does not meet minimum financial standard

Councillor Ashton proposed that bus service be re-instated on Front Street, west of Union Station, to provide direct transit access to the north building of the Metro Toronto Convention Centre. Before July 2000, the 121 FRONT-ESPLANADE bus route provided service along this part of Front Street.

Bus service on Front Street was removed in July 2000, and was replaced by the new 509 HARBOURFRONT streetcar service, which operates from Union Station and along Queens Quay to Bathurst Street and Exhibition Place. Customers who used the bus service on Front Street now use the 510 SPADINA streetcar service at Front Street and Spadina Avenue for access to Spadina Station or Union Station; or walk to the frequent service on King Street, at St. Andrew Station, or at Union Station.

Ridership on the 121 FRONT-ESPLANADE service west of Union Station was always very low, and did not justify retaining service on Front Street. Furthermore, severe traffic congestion on Front Street resulted in unreliable transit service.

An option was examined to operate a service on Front Street between Union Station and Spadina Avenue, by extending the 72A PAPE service west from Union Station during the peak periods from Monday to Friday. Buses would operate west on Front Street, south and west on Blue Jays Way, north on Spadina Avenue, and east on Front Street to Union Station.

Approximately 330 customer-trips would be made on the service each day. None of these customers would be new to the TTC, as they already use the frequent nearby services. One bus would be added to provide the new service. A financial assessment of the new service, which compares the operating costs with the projected increase in ridership, indicates that the service would not meet the TTC's financial standards. For this reason, the proposal is not recommended.

36 FINCH WEST – Service to Islington Avenue and Albion Road

Origin of proposal: Councillor Hall

City ward: Ward 1 Etobicoke North

Results: Net inconvenience for customers

Councillor Hall proposed that a short-turn branch of the 36 FINCH WEST route be operated on Islington Avenue as far south as Albion Road. This change would improve service for customers travelling to and from the Albion/Islington area to destinations on Finch Avenue, east of Islington Avenue.

An option was examined that would change the present 36A FINCH WEST (Finch Stn-Kipling) branch to operate to Islington Avenue and Albion Road, instead of to Finch Avenue and Kipling Avenue. Buses would operate from Finch Station, west on Finch Avenue, south on Islington Avenue, and would turn around via counter-clockwise on Wardlaw Crescent. Buses would return to Finch Station via north on Islington Avenue and east on Finch Avenue. This same routing was used until March 1996, when the short-turn branch was extended from Islington Avenue to Kipling Avenue, as a result of a proposal in the *1995 Service Plan*. This change would be made all day from Monday to Friday, and during the daytime on Saturdays.

The new service to Islington Avenue and Albion Road would be used by approximately 380 customer-trips each day, and these customer-trips would be made with one less transfer. The change would make service worse for approximately 4100 customer-trips each day, which are now made on Finch Avenue between Islington Avenue and Kipling Avenue, by increasing their waiting time. The change would make service worse for approximately 300 customer-trips each day which are made at stops on the 36A FINCH WEST on-street loop at Kipling Avenue and Finch Avenue, by increasing the distance they have to walk to their nearest 36 FINCH WEST bus stop.

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

33 FOREST HILL – Extension to Casa Loma

Origin of proposal: Councillor Mihevc

City ward: Ward 21 St. Paul's

Results: Net inconvenience for customers

Councillor Mihevc proposed that the 33 FOREST HILL route be extended to Casa Loma. An option was examined which would extend the 33 FOREST HILL route during the midday and afternoon peak period so that buses, after arriving at St. Clair West Station from Eglinton Avenue, would continue to Casa Loma via east on St. Clair Avenue, south on Spadina Road, west on Austin Terrace, south on Walmer Road and Kendal Avenue, and east on MacPherson Avenue. Buses would return north on Spadina Road and west on Davenport Road to the

reverse route. The change would be made from approximately 9:00 a.m. to 7:00 p.m., Monday to Friday.

From the southern end of the route extension at MacPherson Avenue and Spadina Road, customers would have a walking transfer to nearby Dupont Station on the Yonge-University-Spadina Subway.

A similar service to Casa Loma was operated between May 1991 and September 1992 before being discontinued because of very low ridership.

It is projected that the new service would be used for approximately 85 customer-trips each day, and these trips would be made with a shorter walk to Casa Loma. The change would make service worse for approximately 475 customer-trips each day which are now made on the 33 FOREST HILL route, because these trips would be made with increased waiting time, as the interval between buses would have to be increased to provide time for the route extension.

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

33 FOREST HILL – Extension to St. Clair Station

Origin of proposal: Councillor Mihevc
City wards: Ward 21 St. Paul's, Ward 22 St. Paul's
Results: Net inconvenience for customers

Councillor Mihevc proposed that the 33 FOREST HILL route be extended to St. Clair Station at Yonge Street. An option was examined which would operate the route between St. Clair Station and St. Clair West Station, via north on Yonge Street, west and north on Lawton Boulevard, west on Lonsdale Road, north on Dunvegan Road, north-west on Hillholm Road, north on Russell Hill Road, west on Forest Hill Road, north on Spadina Road, west on Eglinton Avenue, south on Vesta Drive, east on Elderwood Drive, south on Spadina Road, and west on St. Clair Avenue into St. Clair West Station. The service would be operated during the peak periods and midday from Monday to Friday.

The same routing was operated until 1996, after which all service was removed east of Spadina Road to St. Clair Station because of poor financial performance and reductions in provincial and municipal transit subsidies. The re-instatement of service to St. Clair Station has been previously examined, most recently in the *1999 Service Plan*.

It is projected that approximately 360 customer-trips would be made on the route extension during the peak periods, of which approximately 40 customer-trips would be new to the TTC. During the midday, approximately 130 customer-trips would be made, of which approximately 15 customer-trips would be new to the TTC. One additional bus would be required during the peak periods and midday to provide this service, and so a financial assessment was carried out. The comparison of the operating cost 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.

12 KINGSTON RD – Direct service east of St. Clair Avenue

Origin of proposal: Councillor Ashton
City wards: Ward 36 Scarborough Southwest, Ward 43 Scarborough East, Ward 44 Scarborough East
Results: Does not meet minimum financial standard

Councillor Ashton proposed that previous proposals be re-examined to provide continuous service along Kingston Road east of St. Clair Avenue on the 12 KINGSTON RD bus route during the peak periods and midday from Monday to Friday. Service on Kingston Road east of St. Clair Avenue was removed in February 1999, in order to reduce operating costs on a part of the route with poor financial performance, after approval by the Commission as part of the *1999 Service Plan*.

An option was evaluated which would add service during the peak periods and midday from Monday to Friday east of St. Clair Avenue to Morningside Avenue on the 12 KINGSTON RD route. 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 410 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 the 86 SCARBOROUGH routes.

It is projected that the improvement in service would increase ridership on the TTC by approximately 65 customer-trips each day. The change would require the addition of one bus during the peaks 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.

Service to Pearson Airport Terminals 1 and 3

Origin of proposal: TTC staff; Service Improvements for 2000-2001
City: City of Mississauga
Results: Net inconvenience for customers; Does not meet minimum financial standard

In the report on *Service Improvements for 2000-2001*, a proposal to extend the 58 MALTON and 307 EGLINTON WEST routes to serve Terminal 1 and Terminal 3 at Pearson Airport was examined. At the present time, these routes operate to Terminal 2 only. A proposal was also examined to extend the 192 AIRPORT ROCKET route to serve Terminal 1; at the present time, this route operates to Terminals 2 and 3 only.

More-recent information has now been received from the Greater Toronto Airports Authority, which allows an up-to-

date projection to be prepared of passenger usage of all three terminals.

An option was examined which would extend the 58 MALTON and 307 EGLINTON WEST routes at all times to Terminal 3, in addition to operating to Terminal 2.

The change would make service better for TTC customers by reducing walking distance or by eliminating a transfer with the airport inter-terminal shuttle bus. It is projected that approximately 300 customer-trips would be made each day at the new stop at Terminal 3. These trips would be made with a shorter walk or without a transfer to the airport's internal shuttle bus. Approximately 55 of these customer-trips would be new to the TTC. The change would cause an inconvenience for some customers who now board at Terminal 2. Approximately 400 customer-trips each day would have a longer travel time, as they would be first carried to Terminal 3. The change would cause an inconvenience for approximately 7700 customer-trips which are made on the rest of the 58 MALTON route, as they would have a longer waiting time.

The change would be made with no increase in operating costs. The change in weighted travel time shows that the longer travel time and increased waiting time is more important to customers than the shorter walk or the saving of one transfer. The change would, overall, make service worse for customers. For this reason, it is not recommended.

An option was examined which would add a bus to the route during the morning and afternoon peak periods. 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.

An option was examined which would extend the 192 AIRPORT ROCKET route at all times to Terminal 1, while continuing to operate to Terminal 3 and Terminal 2.

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. It is projected that approximately 65 customer-trips would be made each day at the new stop at Terminal 1. These trips would be made with a shorter walk or without a transfer to the airport's internal shuttle bus. Approximately ten of these customer-trips would be new to the TTC. The change would cause an inconvenience for some customers who now travel to Terminal 2 or Terminal 3. Approximately 530 customer-trips each day would have a longer travel time, as they would be first carried through Terminal 1 on their way to Kipling Station. The change would cause an inconvenience for approximately 1100 customer-trips which are made on the rest of the 192 AIRPORT ROCKET route, as they would have a longer waiting time.

The change would be made with no increase in operating costs. The change in weighted travel time shows that the longer travel time and increased waiting time is more important to customers than the shorter walk or the saving of one transfer. The change would, overall, make service worse for customers. For this reason, it is not recommended.

With the construction of the new terminal scheduled to be complete in early 2003, TTC staff will review the options of serving the different terminals at the airport at that time.

116 MORNINGSIDE – Extend to Morrish Road/Kingston Road

Origin of proposal: Councillor Moeser
City ward: Ward 44 Scarborough East
Results: Net inconvenience for customers

Councillor Moeser proposed that the 116 MORNINGSIDE route be extended to serve the Morrish Road/Old Kingston Road area. This change would improve service for customers travelling between the area north of Ellesmere Road and bus stops south of Ellesmere Road on Morrish Road or Kingston Road by reducing the number of transfers that are needed to complete this trip.

An option was examined that would extend the 116A/116E MORNINGSIDE branch via south on Morrish Road, south and west on Kingston Road, and north on Military Trail to the regular routing. The change would be made during the peak periods from Monday to Friday.

The route extension south of Ellesmere Road would be used by approximately 15 customer-trips each day, and these trips would be made with a shorter walk to the nearest bus stop.

The change would make service worse for approximately 600 customer-trips each day, by increasing waiting time. The change would make service worse for approximately 200 customer-trips each day that board 116A/E buses at stops on Conlins Road, Canmore Boulevard, and Morrish Road, by increasing travel time as the customers would be carried a longer distance via Morrish Road.

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

70 O'CONNOR – Extension to Broadview Station

Origin of proposal: Councillor Prue
City ward: Ward 31 Beaches-East York
Results: Does not meet minimum financial standard

Councillor Prue proposed that bus service along O'Connor Drive be improved to provide a transfer-free trip from stops near Broadview Avenue to stops east of Coxwell Avenue. A similar proposal was analysed last year in the report on *Service Improvements for 2000-2001*.

An option was evaluated that would change the 70 O'CONNOR route so that buses would continue west along O'Connor Drive and south on Broadview Avenue to Broadview Station. 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. This

option is the same as was evaluated in the report on *Service Improvements for 2000-2001*.

The change would improve service for some customers, by removing the need to make a transfer to travel between points on O'Connor Drive, east and west of Coxwell Avenue, and by making service more frequent on O'Connor Drive west of Coxwell Avenue. Approximately 90 customer-trips each day from Monday to Friday would save a transfer, and approximately 880 customer-trips 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 an additional transfer or would have a longer travel time. Approximately 925 customer-trips each day from Monday to Friday 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 during the peak period and two buses during all other time periods, to cover the extended distance. The change in weighted travel time indicates that the inconvenience 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.

Rustic Road – New service

Origin of proposal: Councillor Di Giorgio
City ward: Ward 12 York South-Weston
Results: Does not meet minimum financial standard

Councillor Di Giorgio proposed that service be operated in the Rustic Road area, by operating a bus route from Wilson Station, west on Wilson Avenue, south on Keele Street, west on Rustic Road, north on Culford Avenue, and west on Falstaff Avenue to Jane Street. This is the same routing as the 163 RUSTIC RD route. This service was operated until 1996, and was then reintroduced for a trial period in February 1999, and was eliminated in September 2000 after the trial period of operation proved unsuccessful in attracting enough customers to meet the minimum financial standard.

The new service would make service better for customers in the area by reducing the distance they have to walk to their nearest bus stop. Approximately 250 customer-trips each day would be made on the route, and approximately 30 of these would be new to the TTC. This change would require the use of one bus during the morning and afternoon peak periods. 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.

Additional periods of service on present routes

20 CLIFFSIDE – Service at off-peak times

Origin of proposal: Public meeting, March 20, 2001; TTC staff
City wards: Ward 32 Beaches-East York, Ward 35 Scarborough Southwest, Ward 36 Scarborough Southwest
Results: Does not meet minimum financial standard

Monday-Friday late evening	0.10 cust/\$
Sunday early morning	0.03 cust/\$

42 CUMMER – Service at off-peak times to Middlefield Road

Origin of proposal: Councillor Balkissoon
City wards: Ward 39 Scarborough-Agincourt, Ward 41 Scarborough-Rouge River
Results: Does not meet minimum financial

Monday-Friday midday.....	0.20 cust/\$
Monday-Friday early evening	0.07 cust/\$
Monday-Friday late evening	0.08 cust/\$
Saturday daytime	0.08 cust/\$
Saturday early evening.....	0.07 cust/\$
Saturday late evening.....	0.02 cust/\$
Sunday daytime.....	0.04 cust/\$
Sunday early evening.....	0.03 cust/\$
Sunday late evening.....	0.01 cust/\$

104 FAYWOOD – Sunday late evening service

Origin of proposal: Councillor Feldman
City wards: Ward 8 York West, Ward 10 York Centre
Results: Does not meet minimum financial standard
 Sunday late evening.....0.08 cust/\$

33 FOREST HILL – Service at off-peak times

Origin of proposal: Councillor Mihevc
City wards: Ward 21 St. Paul's, Ward 22 St Paul's
Results: Does not meet minimum financial standard
 Monday-Friday early evening

0.13 cust/\$	
Saturday daytime	0.18 cust/\$

14 GLENCAIRN – Service at off-peak times

Origin of proposal: Councillor Mihevc
City wards: Ward 15 Eglinton-Lawrence, Ward 16 Eglinton-Lawrence , Ward 21 St. Paul's, Ward 22 St. Paul's
Results: Does not meet minimum financial standard

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

122 GRAYDON HALL – Evening service*Origin of proposal: Public meeting, March 20, 2001**City wards: Ward 25 Don Valley West, Ward 34 Don Valley East**Results: Does not meet minimum financial standard*

Monday-Friday early evening.....	0.14 cust/\$
Monday-Friday late evening.....	0.09 cust/\$

59 MAPLE LEAF – Service at off-peak times*Origin of proposal: Councillor Nunziata**City wards: Ward 11 York South-Weston, Ward 12 York South-Weston, Ward 15 Eglinton-Lawrence, Ward 16 Eglinton-Lawrence**Results: Does not meet minimum financial standard*

Monday-Friday early evening.....	0.08 cust/\$
Monday-Friday late evening.....	0.04 cust/\$
Saturday daytime.....	0.20 cust/\$
Saturday early evening.....	0.15 cust/\$
Saturday late evening.....	0.01 cust/\$
Sunday daytime.....	0.09 cust/\$
Sunday early evening.....	0.06 cust/\$
Sunday late evening.....	0.01 cust/\$

65 PARLIAMENT – Saturday and Sunday evening service*Origin of proposal: Councillor McConnell**City ward: Ward 28 Toronto Centre-Rosedale**Results: Does not meet minimum financial standard*

Saturday late evening.....	0.04 cust/\$
Sunday early evening.....	0.05 cust/\$
Sunday late evening.....	0.01 cust/\$

65 PARLIAMENT – Service at off-peak times on the Esplanade*Origin of proposal: Councillor McConnell**City ward: Ward 28 Toronto Centre-Rosedale**Results: Does not meet minimum financial standard*

Monday-Friday early evening.....	0.10 cust/\$
Monday-Friday late evening.....	0.09 cust/\$
Saturday early evening.....	0.10 cust/\$
Saturday late evening.....	0.06 cust/\$
Sunday daytime.....	0.07 cust/\$
Sunday early evening.....	0.04 cust/\$
Sunday late evening.....	0.01 cust/\$

6. Post-implementation reviews of new services

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

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

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

The 16 service changes which are discussed in this section were made between 1998 and 2000. 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.

192 AIRPORT ROCKET – Evening and weekend service

City wards: Ward 3 Etobicoke Centre, Ward 5 Etobicoke-Lakeshore

Results: Recommended as a regular part of the TTC network

New evening and weekend service on the 192 AIRPORT ROCKET route was introduced in November 2000. The change made service better for customers by reducing travel time and the number of transfers necessary to travel to Pearson Airport.

It was projected that approximately 150 customer-trips would be made during the evening from Monday to Friday on the new service, of which approximately 60 would be new to the TTC system. Recent ridership counts show that approximately 230 customer-trips are made during the evening from Monday to Friday.

During the daytime on Saturdays and Sundays, it was projected that approximately 300 customer-trips would be

made each day on the new service, of which, approximately 115 customer-trips would be new to the TTC. Recent counts show that approximately 640 customer-trips are made during the daytime on Saturday, and approximately 580 customer-trips are made during the daytime on Sundays.

During the evenings on Saturdays and Sundays, it was projected that approximately 100 customer-trips would be made each day on the new service, of which, approximately 40 customer-trips would be new to the TTC system. Recent counts show that approximately 265 customer-trips are made during the evenings on Saturdays, and that approximately 250 customer-trips are made during the evenings on Sundays.

The new evening and weekend service has increased operating costs, because one additional bus is required at all times to operate the service. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's financial standard during all new periods of service. The new evening and weekend service is therefore recommended as a regular part of the TTC route network.

303 DON MILLS – Overnight service on Thorncliffe Park Drive

City ward: Ward 26 Don Valley West

Results: Recommended as a regular part of the TTC network

The 303 DON MILLS overnight route was changed in February 2000 to provide new overnight service on Thorncliffe Park Drive south of Overlea Boulevard. 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 change has made service better for approximately 20 customer-trips each night by reducing the distance they need to walk to the nearest bus stop.

This change made service less convenient for customers using the stops on Overlea Boulevard, between the east and west branches of Thorncliffe Park Drive, as they have a longer walk to an overnight bus stop. Approximately five customer-trips each night have a longer walk.

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.

144 DOWNTOWN/DON VALLEY EXPRESS – Route change at Wynford Heights

City ward: Ward 26 Don Valley West

Results: Recommended as a regular part of the TTC network

The routing of the northbound service in the afternoon peak period on the 144 DOWNTOWN/DON VALLEY EXPRESS route was changed in October 2000, to simplify the routing in the Wynford Heights and Concorde Place areas. Northbound buses in the afternoon peak period no longer operate on Wynford Heights Crescent, or to the cul-de sac on Concorde Place. With this change, service was removed during the afternoon from three bus stops. There was no change to the routing in the morning peak period.

The change in routing made service better for customers travelling through these areas by reducing their travel time. On the day of the most recent passenger count, approximately 210 customer-trips each day were made with a faster trip on their way home. The change made service worse for customers who were using the three bus stops which were no longer served. Approximately 30 customer-trips each day are now made with a longer walk from their nearest bus stop.

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

Councillor Pitfield proposed that the afternoon routing through Wynford Heights Crescent be reinstated. A proposal was examined which would return buses to Wynford Heights Crescent in the afternoon. Approximately 10 customer-trips each day would have a better service, as they would be made with a shorter walk from their nearest bus stop. The change would make service worse for approximately 120 customer-trips each day, which would be made with a longer travel time. The change in weighted travel time shows that the benefit to customers of the faster trip is greater than the inconvenience of the longer walk. The change therefore, is not recommended.

307 EGLINTON WEST – Overnight service to Pearson Airport

City wards: Ward 2 Etobicoke North, Ward 3 Etobicoke Centre

Results: Recommended as a regular part of the TTC network

The 307 EGLINTON WEST overnight route was extended to Pearson Airport in February 1999. The extension provided new overnight service to the airport and made service better for customers by reducing their walking distance to the nearest overnight bus stop.

On the day of the most recent passenger count, approximately 12 customer-trips were made on the new service. These customers have a shorter walk to their nearest bus stop. This number compares to a projection in the 1999 *Service Plan* that approximately 30 customer-trips would be made with a shorter walk. This change was made without additional operating costs.

Although the current ridership on the new service is lower than originally projected, the new service provides a better service to customers at no additional costs, and no customers are being inconvenienced. This change has, overall, improved service for customers, and it is recommended as a regular part of the TTC route network.

38 HIGHLAND CREEK – Direct service to Scarborough Centre Station

City wards: Ward 38 Scarborough Centre, Ward 43 Scarborough East, Ward 44 Scarborough East

Results: Recommended as a regular part of the TTC network

Service from Monday to Saturday on Ellesmere Road and Military Trail was changed in September 2000 to provide a new direct connection to Scarborough Centre Station, and to improve transit service to the University of Toronto at Scarborough. The new 38 HIGHLAND CREEK route operates between Scarborough Centre Station and Rouge Hill GO Station, replacing part of the 95 YORK MILLS route. This change made service better for customers by reducing the number of transfers.

Recent passenger counts show that service is made better for approximately 1550 customer-trips each day from Monday to Friday and approximately 825 customer-trips each Saturday. These trips are now made with one fewer transfer when travelling between Scarborough Centre Station and points on Ellesmere Road, east of McCowan Road, and on Military Trail, Lawson Road, and Port Union Road. The change made service worse for some customers travelling from points on Military Trail, Lawson Road, or Port Union Road to points west of McCowan Road, as the former through service along Ellesmere Road was removed. Approximately 115 customer-trips each day from Monday to Friday and approximately 70 customer-trips each Saturday are now made with an additional transfer.

At the stops which serve the University of Toronto Scarborough campus, approximately 350 customer-trips are made each day on 38 HIGHLAND CREEK buses, and an additional 830 customer-trips are made each day on 95 YORK MILLS buses. This is approximately 250 customer-trips a day higher than the number made on the previous 95 YORK MILLS service, before the 38 HIGHLAND CREEK route was introduced.

This change increased operating costs because two buses were added to provide this service before 10:00 p.m. and one bus was added to provide this service after 10:00 p.m. each day from Monday to Friday. On Saturdays, three buses were added before 10:00 p.m. and one bus was added after 10:00 p.m. The comparison of the operating costs with the actual increase in ridership indicates that the new service meets the TTC's financial standard.

Because the change in weighted travel time shows that the benefit to customers of a direct connection with Scarborough Centre Station is more important than the inconvenience of an additional transfer, and because the number of new customers compares favourably with the cost of providing the service, it

is therefore recommended as a regular part of the TTC route network.

37A ISLINGTON – Sunday and holiday evening service on Rexdale Boulevard

City ward: Ward 2 Etobicoke North

Results: Recommended as a regular part of the TTC network

Sunday and holiday evening service, between 7:00 p.m. and 1:00 a.m., was added on the 37A ISLINGTON (Islington Stn-Humberwood via Rexdale and Woodbine Centre) branch beginning in February 2000. The change made service better for customers by reducing the distance they needed to walk to their nearest bus stop.

On the day of the most recent passenger count, approximately 535 customer-trips were made on the new service. This number compares to a projection of total ridership in the *2000 Service Plan* of approximately 280 customer-trips, of which approximately 200 would be new to the TTC. Thus, ridership has been greater than had been projected.

The new Sunday and holiday service has increased operating costs because three buses were added 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 service is therefore recommended as a regular part of the TTC route network.

44 KIPLING SOUTH – Extension south of Lake Shore Boulevard

City ward: Ward 6 Etobicoke-Lakeshore

Results: Recommended as a regular part of the TTC network

In September 1998, the 44 KIPLING SOUTH route was extended south to a new off-street loop south of Lake Shore Boulevard, near the Humber College campus on the former Ontario Hospital site. The extension made service better for customers by reducing their walking distance to the nearest bus stop.

On the day of the most recent passenger count, approximately 1000 customer-trips were made on the new service. These customers have a shorter walk to their nearest bus stop. This number compares to a projection in the *1996 Service Plan* that approximately 475 customer-trips would be made with a shorter walk. Thus, ridership has been greater than had been projected.

This change was made without additional operating costs. During the peak periods, waiting time has been increased slightly. The change made service worse for approximately 2700 customer-trips who have a slightly longer wait for the bus.

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

73 ROYAL YORK – Extension to Claireport Crescent

City ward: Ward 1 Etobicoke North

Results: Recommended as a regular part of the TTC network

The 73 ROYAL YORK route was extended in October 2000 during the peak periods from Humberline Loop to Claireport Crescent. The extension made service better for customers by reducing their walking distance to the nearest bus stop.

On the day of the most recent passenger count, approximately 130 customer-trips were made on the new service. These customers have a shorter walk to their nearest bus stop. This number compares to a projection in the report on *Service Improvements for 2000-2001* that approximately 90 customer-trips would be made on the new service. Thus, ridership has been greater than had been projected.

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

73 ROYAL YORK – Revised looping at Dixon Road

City wards: Ward 2 Etobicoke North, Ward 4 Etobicoke Centre

Results: Recommended as a regular part of the TTC network

The 73 ROYAL YORK route was changed in February 2000 so that buses during the late evening on Saturdays and during the early evening on Sundays and holidays turn around at Dixon Road by operating north on Royal York Road, east on Dixon Road, south on Scarlett Road, west on Lawrence Avenue, and south on Royal York Road. Buses were removed at these times from Roxaline Street and Royaleigh Avenue. The change made service better for customers by reducing waiting time.

On the day of the most recent passenger count, approximately five customers used the new service. These customers have a reduced waiting time for a bus to the subway. No inconvenience was caused for any customers, as no trips began or ended on the previous routing at the times the route was changed.

This change has improved service for customers, and caused no inconvenience for customers, and is therefore recommended as a regular part of the TTC route network.

71 RUNNYMEDE – Revised service on Lambton Avenue

City ward: Ward 11 York South-Weston

Results: Recommended as a regular part of the TTC network

The 71 RUNNYMEDE route was changed to operate on Lambton Avenue, between Guestville Avenue and Weston Road, in both directions, in October 2000. Service was removed from Guestville Avenue, York Avenue, and Eglinton Avenue.

The change made service better for customers travelling north of Eglinton Avenue, by reducing their travel time, as the bus operates over a more direct routing, with fewer turns, and no longer runs on narrow residential streets. Service was also made better for customers who walk to the stops on Guestville and York avenues from the east, by reducing their walking distance to the nearest bus stop. There was no change to service levels or trip times.

On the day of the most recent passenger count, approximately 200 customer-trips were made with a faster trip. Approximately 50 customer-trips each day were made with a shorter walk to their nearest bus stop. These numbers compare favourably to the projection in the report on *Service Improvements for 2000-2001* that approximately 140 customer-trips would be made with a faster trip and approximately 40 customer-trips would be made with a shorter walk. Thus, ridership has been greater than had been projected.

The change made service worse for customers who walked to the stops on Guestville and York avenues from the north and west, as they have a longer walk to the nearest stop on Lambton Avenue or Weston Road. Approximately 70 customer-trips are now made with 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. Overall, the change made service better for customers. The service is therefore recommended as a regular part of the TTC route network.

Councillor Nunziata proposed that the service be returned to its previous routing on Guestville Avenue and York Avenue. This post-implementation review indicates that the revised routing on Lambton Avenue and Weston Road has made service better overall for more customers, and so the proposal to re-route service back on to Guestville Avenue and York Avenue is not recommended.

79 SCARLETT RD – Extension to Jane Street and Lawrence Avenue

City wards: Ward 11 York South-Weston, Ward 12 York South-Weston

Results: Recommended as a regular part of the TTC network

In October 1999, the north-end on-street loop for the 79 SCARLETT RD route was changed, to avoid the difficult east-to-north left turn from Lawrence Avenue to Weston Road. At all times, buses operate north on Scarlett Road, east on Lawrence Avenue, south on Jane Street, west on Wright Avenue, and north on Pine Street to Lawrence Avenue. Buses return west on Lawrence Avenue and south on Scarlett Road. Service was removed from Weston Road, John Street, and South Station Street.

The routing change was made without adding buses to the route, as sufficient time was available in the schedules during most times of the day to operate the longer distance. The interval between buses was increased slightly in the afternoon peak period.

The change made operation more reliable by eliminating the difficult east-to-north left turn from Lawrence Avenue to Weston Road. The change also made service better for customers who are travelling between Scarlett Road and the Lawrence Avenue and Jane Street area, by reducing the need for a transfer. The change made service worse for customers who used stops on South Station Street, as they now have a longer walk to the nearest bus stop. The change also made service worse for all customers in the afternoon peak period, as they have a longer wait for the bus.

On the day of the most recent passenger count, approximately 370 customer-trips were made with one fewer transfer. Approximately 160 customer-trips have a longer walk to the nearest bus stop, and approximately 2400 customer-trips have a longer wait.

The change in weighted travel time shows that the benefits to customers of one fewer transfer is greater than the inconvenience of a longer walk or a longer wait for the bus. Overall, this change has improved service for customers, and has eliminated an operationally-difficult turn, and it is therefore recommended as a regular part of the TTC route network.

79 SCARLETT RD – Service on St. Clair Avenue

City wards: Ward 11 York South-Weston, Ward 13 Parkdale-High Park

Results: Recommended as a regular part of the TTC network

New service on St. Clair Avenue between Runnymede Road and Scarlett Road was introduced in February 2000. Every second northbound bus on the 79 SCARLETT RD route runs via St. Clair Avenue in the morning peak period, and every second southbound 79 SCARLETT RD bus runs via St. Clair Avenue in the afternoon peak period.

The change made service better for customers on St. Clair Avenue, by reducing their walking distance to the nearest bus stop. The change made service worse for customers who use the stops on Runnymede Road, Henrietta Street, Castleton Avenue, Pritchard Avenue, Jane Street, Foxwell Street, and Scarlett Road, as northbound service in the morning peak period, and southbound service in the afternoon peak period, was reduced by half.

Approximately 130 customer-trips are made on the new service each day. These customers have a shorter walk to their nearest bus stop. Approximately 150 customer-trips are made with a longer waiting time. These numbers compare to the projection in the *2000 Service Plan* that approximately 255 customer-trips would be made with a shorter walk, and that 240 customer-trips would be made with a longer wait.

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.

As part of the post-implementation review, an option to operate the 79 SCARLETT RD service via St. Clair Avenue during the midday and other off-peak times was also examined. At

these times, the change in weighted travel time shows that the inconvenience of a longer wait is more important to customers than the benefit of a shorter walk. A change to the route at the off-peak times would cause an overall inconvenience to customers. For this reason, it is not recommended.

A proposal from then-Councillor Saundercook that the 79 SCARLETT RD service be operated in both directions on St. Clair Avenue during the peak periods was also examined, as part of the post-implementation review. The change would have every second bus in both directions operate on St. Clair Avenue during the peak periods.

The change would improve service for customers who begin or end their trip near St. Clair Avenue, and would reduce their walking distance to or from the nearest bus stop. Approximately 360 customer-trips would be made each day on the new service on St. Clair Avenue. The change would make service worse for customers who now use the service on Runnymede Road, Henrietta Street, Castleton Avenue, Pritchard Avenue, Jane Street, and Foxwell Road, as service would be reduced. Approximately 430 customer-trips each day would be made with a longer wait for the bus.

The change would be made with no additional costs, as the proposed routing could be covered in the same time as the present route.

The change in weighted travel time shows that the inconvenience of the longer wait is more important to customers than the benefit of the shorter walk. The change would make service worse overall for customers. For this reason, it is not recommended.

A proposal from Councillor Nunziata that new transit service be provided on St. Clair Avenue, from Gunns Road to Scarlett Road was also considered, as part of the post-implementation review. Similar suggestions were also received at the March 20, 2001 public meeting to improve service on St. Clair Avenue. Currently, service is provided along St. Clair Avenue as far west as Gunns Road by the 512 ST CLAIR streetcar route; between Gunns Road and Runnymede Road by the 71 RUNNYMEDE bus route; and between Runnymede Road and Scarlett Road by the 79 SCARLETT RD bus route. Thus, there is no section of St. Clair Avenue without some TTC service. As the area develops and changes, the ridership on these routes will be closely monitored, and service will be adjusted, as required.

312 ST CLAIR – Overnight service to Jane Station

City wards: Ward 11 York South-Weston, Ward 13 Parkdale-High Park

Results: Recommended as a regular part of the TTC network

The 312 ST CLAIR overnight route was extended to serve Jane Station, and was changed to operate with buses instead of streetcars, in March 2000. The change made service better for customers by reducing the distance they need to walk to the nearest bus stop with overnight service. There was no change in operating costs.

On the day of the most recent passenger count, the new service to Jane Station was used for approximately 35 customer-trips. These numbers compare to projection in the 2000 *Service Plan* that the service would be used for approximately 20 customer-trips each night. Thus, ridership has been greater than had been projected.

This service change has improved service for customers, and has brought overnight transit service close to more of the population of Toronto, with no increase in operating costs. For these reasons, the new service is recommended as a regular part of the TTC route network.

85 SHEPPARD EAST – Direct service east of Meadowvale Road on weekends

City wards: Ward 42 Scarborough-Rouge River, Ward 44 Scarborough East

Results: Recommended as a regular part of the TTC network

The 85 SHEPPARD EAST route was changed on weekends beginning February 1999, so that a direct, no-transfer, ride could be made between points on Sheppard Avenue east and west of Meadowvale Road. This change made service better for customers by removing the need to transfer between buses to travel along Sheppard Avenue.

On the day of the most recent passenger counts, approximately 200 customer-trips each Saturday and approximately 75 customer-trips each Sunday were made with one fewer transfer. It was projected in the 1999 *Service Plan* that approximately 120 customer-trips would save a transfer each Saturday and that approximately 90 customer-trips would save a transfer each Sunday. No inconvenience was caused for any customers, and there was no change to the costs of operation. Because the change made service better for customers without any inconvenience or cost, it is therefore recommended as a regular part of the TTC route network.

196 YORK UNIVERSITY ROCKET – Evening service

City wards: Ward 8 York West, Ward 9 York Centre, Ward 10 York Centre

Results: Recommended as a regular part of the TTC network

In March 2000, limited evening service, between 9:15 and 10:15 p.m., was introduced to the 196 YORK UNIVERSITY ROCKET route to provide an express service to Downsview Station when evening classes end at the University. In September 2000, service throughout the early evening was introduced.

On the day of the most recent passenger count, approximately 900 customer-trips were made on the new service. These customers have a shorter travel time.

This change was made without additional operating costs, as service was reallocated from the 106 YORK UNIVERSITY route to provide the new service. The change made service worse for a maximum of approximately 630 customer-trips who have a longer wait for the bus.

The change in weighted travel time shows that the benefit to customers of the faster trip was greater than the inconvenience of the longer wait time. This change has, overall, improved service for customers, and it is recommended as a regular part of the TTC route network.

196 YORK UNIVERSITY ROCKET – Extension to Sheppard Station

City wards: Ward 8 York West, Ward 9 York Centre, Ward 10 York Centre

Results: Recommended as a regular part of the TTC network

New service between Downsview and Sheppard stations during the peak periods was introduced in September 1999, on the 196 YORK UNIVERSITY ROCKET route as the 196B (York University-Sheppard Stn Express) branch. This new extension provides a direct connection between York University and the Yonge Subway, as well as relieving the crowding on the 84 SHEPPARD WEST buses on this section of route.

On the day of the most recent passenger count, the service was used by approximately 1750 customer-trips who benefit from a faster trip between the two stations, of which, approximately 890 customer-trips also benefit from one less transfer.

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

Appendix A – Service changes, 2000-2001

This list summarises significant service changes that have been made since the report on *Service Improvements for 2000-2001* was issued in May 2000. 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.

July 2000

121 FRONT-ESPLANADE – Route replaced by 509 HARBOURFRONT.....	1999 Service Plan
72 PAPE and 65 PARLIAMENT – Revised services east of Union Station	1999 Service Plan
509 HARBOURFRONT – New streetcar route.....	Commission direction

September 2000

Bloor-Danforth Subway and Scarborough RT – Step-back operation.....	Operational review
38 HIGHLAND CREEK – New direct service from Ellesmere Road to Scarborough Centre.....	Service Improvements for 2000-2001
131 NUGGET – New express service to Kennedy Station.....	Ridership monitoring
163 RUSTIC RD – Route eliminated.....	Post-implementation review
36 FINCH EAST and 53 STEELES EAST – Articulated buses removed.....	Retirement of articulated buses
24 VICTORIA PARK – Extension to Major Mackenzie Drive	Under contract to Markham Transit
68 WARDEN – North-end loop change.....	Under contract to Markham Transit
196 YORK UNIVERSITY ROCKET – New evening service.....	Ridership monitoring

October 2000

144 DOWNTOWN/DON VALLEY EXPRESS – Afternoon service removed from Wynford Heights Crescent.....	Customer request
65 PARLIAMENT – New Sunday and holiday service	Service Improvements for 2000-2001
73 ROYAL YORK – Extension to Clairport Crescent.....	Service Improvements for 2000-2001
71 RUNNYMEDE – Revised service on Lambton Avenue.....	Service Improvements for 2000-2001
168 SYMINGTON and 161 ROGERS ROAD – Extension to Avon Loop.....	1994 Service Plan
24 VICTORIA PARK – Revised north-end looping on Sundays	STEP

January 2001

192 AIRPORT ROCKET – New evening and weekend service.....	Post-implementation review
9 BELLAMY – New routing via Consilium Place and McCowan Road.....	STEP
9 BELLAMY – New Saturday evening service	Service Improvements for 2000-2001
120 CALVINGTON – New Saturday morning service.....	Commission direction
87 COSBURN – New evening service to East York Acres.....	Customer request
108 DOWNSVIEW – New Saturday late evening service.....	Service Improvements for 2000-2001
105 DUFFERIN NORTH – New Sunday and holiday daytime service	Under contract to Vaughan Transit
26 DUPONT – New name for 4 ANNETTE.....	Ridership monitoring
305 EGLINTON EAST – New name for 305 EGLINTON EAST/LAWRENCE	Ridership monitoring
14 GLENCAIRN – New midday service	Commission direction
509 HARBOURFRONT – New non-summer evening service.....	Post-implementation review
509 HARBOURFRONT – New non-summer Sunday and holiday service.....	Commission direction
191 HIGHWAY 27 ROCKET – New Monday-Friday midday, evening, and Saturday service.....	Service Improvements for 2000-2001
191 HIGHWAY 27 ROCKET – New name for 191 HIGHWAY 27 EXPRESS.....	Ridership monitoring
59 MAPLE LEAF – Revised service in Weston.....	Service Improvements for 2000-2001
102 MARKHAM RD – New weekend service north of Sheppard Ave.....	Service Improvements for 2000-2001
130 MIDDLEFIELD – New limited Sunday service.....	Service Improvements for 2000-2001
131 NUGGET – New Saturday evening service	Service Improvements for 2000-2001
134 PROGRESS – New routing via Consilium Place and McCowan Road	STEP
134 PROGRESS – New evening and Sunday service	Service Improvements for 2000-2001
80 QUEENSWAY – New Sunday and holiday service west of Humber Loop.....	Service Improvements for 2000-2001

48 RATHBURN – New name for 2 ANGLESEY Ridership monitoring
 112 WEST MALL – New limited Sunday service north of Eglinton Avenue..... *Service Improvements for 2000-2001*
 196 YORK UNIVERSITY ROCKET – New name for 196 YORK UNIVERSITY EXPRESS..... Ridership monitoring

February 2001

504 KING – Higher-capacity ALRVs used in morning peak period..... Ridership monitoring
 17 BIRCHMOUNT, 324 VICTORIA PARK and 68 WARDEN – Extension to new off-street loop *1999 Service Plan*
 191 HIGHWAY 27 ROCKET – Revised off-peak routing at Humber CollegeSTEP

April 2001

308 FINCH EAST AND 309 FINCH WEST – Through service at Finch Station Ridership monitoring

June 2001

58 MALTON – New funding agreement with City of Mississauga for operation west of Pearson Airport Contracted service

September 2001

105 DUFFERIN NORTH – Routing change at Rutherford Road..... Under contract to York Region Transit

October 2001

37 ISLINGTON – New service to Highway 7 Under contract to York Region Transit
 129 MCCOWAN NORTH – Route extended to Major Mackenzie Drive Under contract to York Region Transit
 97 YONGE and 197 NORTH YONGE – Combined into one route..... End of temporary construction-related change

Appendix B – Services with poor financial performance, 2001

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 73 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

- ❶ — 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.
- ❷ — A possible future service reduction has been identified for this route or section.
- ❸ — A service improvement has been recommended or approved for this route, as detailed in Section 2 or Section 3.
- ❹ — A future connection to the Sheppard Subway may increase ridership on this route.

Route and section	Day of the week	Time of day	Cust/dollar	Note
5 AVENUE RD				
<i>North of St. Clair Avenue to Eglinton Station</i>				
Monday-Friday	Peak periods	0.21	—	
Saturday	Daytime	0.20	—	
	Early evening	0.18	—	
Sunday/holiday	Daytime	0.15	—	
	Early evening	0.09	—	
61 AVENUE RD NORTH				
Monday-Friday	Late evening	0.10	—	
Sunday/holiday	Late evening	0.16	—	

160 BATHURST NORTH ❶				
<i>Between Wilson Station and Steeles Avenue</i>				
Monday-Friday	Peak periods	0.02	—	
	Midday	0.03	—	
	Early evening	0.03	—	
Saturday	Daytime	0.03	—	
	Early evening	0.03	—	
Sunday/holiday	Daytime	0.03	—	
	Early evening	0.03	—	
6 BAY				
<i>South of Davenport Road to Jarvis Street</i>				
Monday-Friday	Early evening	0.21	—	
11 BAYVIEW				
<i>Between Davisville Station and Sunnybrook Hospital</i>				
Monday-Friday	Late evening	0.20	—	❹
Sunday/holiday	Late evening	0.20	—	❹

11 BAYVIEW			
<i>Between Sunnybrook Hospital and Sheppard Avenue</i>			
Saturday	Late evening	0.11	④
Sunday/holiday	Late evening	0.17	④
11 BAYVIEW			
<i>North of Sheppard Avenue to Steeles Avenue</i>			
Sunday	Early evening	0.17	④
49 BLOOR WEST ①			
Monday-Friday	Peak periods	0.17	—
	Late evening	0.12	—
Saturday	Early evening	0.15	—
	Late evening	0.05	—
Sunday/holiday	Early evening	0.22	—
	Late evening	0.06	—
21 BRIMLEY			
<i>Between Kennedy Station and Scarborough Centre Station</i>			
Monday-Friday	Early evening	0.20	—
	Late evening	0.13	—
Saturday	Early evening	0.20	—
	Late evening	0.09	—
Sunday/holiday	Early evening	0.09	—
8 BROADVIEW ①			
Monday-Friday	Peak periods	0.08	—
Sunday/holiday	Daytime	0.19	—
	Late evening	0.18	—
120 CALVINGTON ①			
Monday-Friday	Peak periods	0.15	—
22 COXWELL			
<i>On Kingston Rd between Queen St and Victoria Park Ave</i>			
Saturday	Late evening	0.22	—
Sunday/holiday	Late evening	0.14	—
42 CUMMER			
<i>Between Finch Station and Victoria Park Avenue</i>			
Monday-Friday	Early evening	0.15	②
	Late evening	0.10	②
Saturday	Late evening	0.15	—
Sunday/holiday	Late evening	0.10	—
42 CUMMER			
<i>Between Victoria Park Avenue and Kennedy Road</i>			
Monday-Friday	Midday	0.14	—
	Early evening	0.18	—
	Late evening	0.09	②
Saturday	Daytime	0.12	—
	Late evening	0.12	—
Sunday/holiday	Daytime	0.21	—
	Late evening	0.08	—
113 DANFORTH			
Saturday	Late evening	0.20	—
Sunday/holiday	Late evening	0.13	—

127 DAVENPORT ①			
Monday-Friday	Peak periods	0.22	②
	Midday	0.16	—
	Early evening	0.18	—
Saturday	Daytime	0.15	—
23 DAWES ①			
Monday-Friday	Peak periods	0.15	②
125 DREWRY			
Monday-Friday	Late evening	0.17	—
26 DUPONT			
<i>East of Dupont Station to St. George Station</i>			
Monday-Friday	Peak periods	0.18	—
	Midday	0.04	—
	Late evening	0.17	—
Saturday	Daytime	0.03	—
	Late evening	0.10	—
Sunday/holiday	Daytime	0.05	—
	Early evening	0.19	—
26 DUPONT			
<i>West of Dupont Station to Jane Station</i>			
Monday-Friday	Peak periods	0.15	—
	Midday	0.14	—
	Early evening	0.15	—
	Late evening	0.11	—
Saturday	Daytime	0.16	—
	Early evening	0.11	—
	Late evening	0.10	—
Sunday/holiday	Daytime	0.14	—
	Early evening	0.09	—
15 EVANS			
Monday-Friday	Late evening	0.20	—
33 FOREST HILL			
Monday-Friday	Midday	0.20	—
135 GERRARD			
<i>Between Main Street Station and Warden Avenue</i>			
Monday-Friday	Peak periods	0.13	—
	Midday	0.08	—
	Early evening	0.12	—
	Late evening	0.07	—
Saturday	Daytime	0.16	—
14 GLENCAIRN			
<i>Between Davisville Station and Glencairn Station</i>			
Monday-Friday	Peak periods	0.11	—
14 GLENCAIRN			
<i>West of Glencairn Station to Caledonia Road</i>			
Monday-Friday	Early evening	0.14	—
38 HIGHLAND CREEK			
<i>East of U of T Scarborough to Rouge Hill GO Station</i>			
Saturday	Late evening	0.17	—
191 HIGHWAY 27 ROCKET			
<i>North of Finch Avenue to Steeles Avenue</i>			
Monday-Friday	Peak periods	0.01	—

139 HUNTINGWOOD ①	Monday-Friday	Peak periods	0.07	④	162 LAWRENCE-DONWAY ①	<i>East of Bayview Avenue to Don Mills</i>			
					Monday-Friday	Peak periods	0.07	—	
37 ISLINGTON						Midday	0.04	—	
<i>On Rexdale Boulevard to Humberwood Boulevard</i>					56 LEASIDE				
Monday-Friday	Peak periods	0.13	—		Monday-Friday	Early evening	0.13	—	
110 ISLINGTON SOUTH					102 MARKHAM RD				
<i>On Horner Avenue to Long Branch</i>					<i>North of Sheppard Avenue to McNicoll Avenue</i>				
Monday-Friday	Early evening	0.11	—		Monday-Friday	Early evening	0.17	—	
	Late evening	0.22	—		46 MARTIN GROVE				
83 JONES					Sunday/holiday	Late evening	0.21	—	
Saturday	Early evening	0.19	—		57 MIDLAND				
107 KEELE NORTH					<i>Between Kennedy Station and Midland Station</i>				
<i>Between Downsview Station and Steeles Avenue</i>					Monday-Friday	Midday	0.22	—	
Monday-Friday	Peak periods	0.05	—		132 MILNER ①				
	Early evening	0.20	②		Monday-Friday	Peak periods	0.06	—	
	Late evening	0.15	—			Early evening	0.16	—	
Saturday	Early evening	0.12	②		62 MORTIMER ①				
	Late evening	0.04	—		Monday-Friday	Peak periods	0.13	②	
503 KINGSTON RD ①						Midday	0.17	②	
Monday-Friday	Peak periods	0.13	②		Saturday	Daytime	0.16	②	
44 KIPLING SOUTH					Sunday/holiday	Daytime	0.20	—	
Sunday/holiday	Late evening	0.15	—			Early evening	0.16	—	
30 LAMBTON					74 MT PLEASANT ①				
<i>On High Park Avenue</i>					Monday-Friday	Peak periods	0.10	—	
Monday-Friday	Midday	0.21	—			Midday	0.22	②	
Monday-Friday	Late evening	0.15	—		Saturday	Daytime	0.19	②	
Saturday	Daytime	0.12	—		131 NUGGET				
Saturday	Early evening	0.13	—		Monday-Friday	Late evening	0.20	—	
Saturday	Late evening	0.05	—		70 O'CONNOR				
Sunday/holiday	Daytime	0.22	—		<i>Between Coxwell Station and St. Clair Avenue</i>				
Sunday/holiday	Early evening	0.17	—		Monday-Friday	Late evening	0.20	—	
Sunday/holiday	Late evening	0.06	—		Sunday/holiday	Early evening	0.22	—	
30 LAMBTON					Sunday/holiday	Late evening	0.05	—	
<i>On Dundas between High Park Avenue and Prince Edward Drive</i>					70 O'CONNOR				
Sunday/holiday	Late evening	0.15	—		<i>On St. Clair Ave between O'Connor Drive and Warden Stn</i>				
30 LAMBTON					Sunday/holiday	Late evening	0.14	—	
<i>West of Prince Edward Drive to Kipling Station</i>					70 O'CONNOR				
Monday-Friday	Early evening	0.18	—		<i>Between St. Clair Ave and Eglinton Avenue</i>				
Monday-Friday	Late evening	0.15	—		Sunday/holiday	Late evening	0.13	—	
Saturday	Early evening	0.19	—		63 OSSINGTON				
Sunday/holiday	Early evening	0.05	—		<i>North of St. Clair Avenue to Eglinton West Station</i>				
Sunday/holiday	Late evening	0.17	—		Sunday/holiday	Late evening	0.22	—	
47 LANSDOWNE					67 PHARMACY				
<i>North of St. Clair Avenue to Yorkdale Station</i>					<i>North of Eglinton Avenue to Ellesmere Road and Penworth Road</i>				
Saturday	Late evening	0.21	—		Monday-Friday	Midday	0.19	—	
Sunday/holiday	Early evening	0.15	②		67 PHARMACY				
Sunday/holiday	Late evening	0.14	—		<i>North of Highway 401 to Steeles Avenue</i>				
52 LAWRENCE WEST ①					Monday-Friday	Midday	0.14	④	
<i>On Benton Rd, Sheffield St, Ingram Dr, Gulliver Rd, Culford Rd</i>					Saturday	Daytime	0.10	④	
Monday-Friday	Peak periods	0.17	—						

67 PHARMACY			
<i>Between Victoria Park Station and Eglinton Avenue</i>			
Monday-Friday	Midday	0.22	—
66 PRINCE EDWARD			
<i>On Park Lawn Rd south of Berry Rd to Lake Shore Blvd</i>			
Monday-Friday	Peak periods	0.16	—
134 PROGRESS			
<i>North of Finch Avenue to McNicoll Avenue</i>			
Monday-Friday	Peak periods	0.09	—
134 PROGRESS			
<i>Between Centennial College and Finch Avenue</i>			
Monday-Friday	Midday	0.12	—
Saturday	Daytime	0.11	—
80 QUEENSWAY			
<i>Between Keele Station and Humber Loop</i>			
Monday-Friday	Peak periods	0.03	—
	Midday	0.04	—
	Early evening	0.08	—
Saturday	Daytime	0.05	—
	Early evening	0.08	—
109 RANEE			
<i>On Marlee Ave between Eglinton West Stn, Lawrence West Stn</i>			
Monday-Friday	Peak periods	0.11	—
	Midday	0.20	—
	Late evening	0.21	—
Sunday/holiday	Daytime	0.18	—
109 RANEE			
<i>North of Lawrence West Station to Bathurst</i>			
Sunday/holiday	Daytime	0.22	—
48 RATHBURN ①			
Monday-Friday	Peak periods	0.19	②
	Midday	0.17	②
Saturday	Daytime	0.16	②
Sunday/holiday	Daytime	0.12	②
161 ROGERS RD			
<i>Between Ossington Station and Rogers Road</i>			
Sunday/holiday	Late evening	0.19	—
82 ROSEDALE			
Monday-Friday	Late evening	0.20	—
Saturday	Late evening	0.19	—
Sunday/holiday	Late evening	0.07	—
71 RUNNYMEDE			
<i>North of St. Clair Avenue to Eglinton Avenue and Industry Street</i>			
Monday-Friday	Peak periods	0.19	—
	Midday	0.05	—
86 SCARBOROUGH			
<i>East of Kingston Road to Beechgrove Drive</i>			
Monday-Friday	Peak periods	0.13	—
	Midday	0.04	—
86 SCARBOROUGH			
<i>North of Sheppard Avenue to Toronto Zoo</i>			
Monday-Friday	Peak periods	0.03	②
	Midday	0.04	—

79 SCARLETT RD			
<i>North of Eglinton Avenue to Weston</i>			
Monday-Friday	Peak periods	0.21	—
75 SHERBOURNE			
Sunday/holiday	Late evening	0.20	—
123 SHORNCLIFFE			
<i>On Browns Line south of Evans Avenue to Long Branch</i>			
Monday-Friday	Late evening	0.13	—
Saturday	Daytime	0.21	—
115 SILVER HILLS ①			
Monday-Friday	Peak periods	0.07	—
88 SOUTH LEASIDE			
Monday-Friday	Late evening	0.05	—
Saturday	Late evening	0.10	—
Sunday/holiday	Early evening	0.20	—
Sunday/holiday	Late evening	0.07	—
88 SOUTH LEASIDE			
<i>East of Laird Drive to Thorncliffe Park</i>			
Monday-Friday	Midday	0.22	—
	Early evening	0.21	—
124 SUNNYBROOK			
Saturday	Late evening	0.18	—
10 VAN HORNE			
Monday-Friday	Midday	0.20	④
90 VAUGHAN			
<i>West of Oakwood Avenue to Eglinton Avenue</i>			
Monday-Friday	Peak periods	0.18	—
24 VICTORIA PARK			
<i>On Consumers Road and Yorkland Boulevard</i>			
Monday-Friday	Peak periods	0.10	④
68 WARDEN			
Sunday/holiday	Late evening	0.22	—
69 WARDEN SOUTH			
Sunday/holiday	Late evening	0.10	—
69 WARDEN SOUTH			
<i>On Birchmount Avenue</i>			
Monday-Friday	Midday	0.14	—
	Early evening	0.15	—
94 WELLESLEY			
<i>West of Wellesley Station to Ossington Station</i>			
Monday-Friday	Late evening	0.19	—
Saturday	Daytime	0.13	②
	Early evening	0.22	—
	Late evening	0.06	—
Sunday/holiday	Early evening	0.16	—
	Late evening	0.04	—
112 WEST MALL			
<i>North of Eglinton Avenue to Disco Road</i>			
Monday-Friday	Midday	0.07	②

98 WILLOWDALE-SENLAC			
<i>On Senlac Road, Grantbrook Street, and Cactus Avenue</i>			
Monday-Friday	Midday	0.08	—
Saturday	Daytime	0.04	②
Sunday/holiday	Daytime	0.05	—
98 WILLOWDALE-SENLAC			
<i>On Willowdale Avenue</i>			
Monday-Friday	Peak periods	0.08	—
	Midday	0.07	—
	Early evening	0.05	—
Saturday	Daytime	0.04	②
Sunday/holiday	Daytime	0.04	—
96 WILSON			
<i>On Clayson Road and Bartor Avenue</i>			
Monday-Friday	Peak periods	0.04	—
96 WILSON			
<i>North of Finch Avenue to Humberline Loop and Carrier Drive</i>			
Monday-Friday	Midday	0.10	—
91 WOODBINE ④			
<i>Between St. Clair Avenue and Lawrence Avenue</i>			
Monday-Friday	Peak periods	0.18	—
	Midday	0.16	—
	Early evening	0.13	—
Saturday	Daytime	0.05	—
	Early evening	0.03	—
91 WOODBINE ④			
<i>Between Woodbine Station and Parkview Hills</i>			
Monday-Friday	Peak periods	0.22	—
	Midday	0.12	—
	Early evening	0.02	—
Saturday	Daytime	0.11	—
	Early evening	0.02	—
Sunday/holiday	Daytime	0.16	—

92 WOODBINE SOUTH			
Monday-Friday	Midday	0.11	② ③
Saturday	Daytime	0.16	② ③
Sunday/holiday	Daytime	0.14	② ③
Sunday/holiday	Early evening	0.12	③
97 YONGE			
<i>Between Davisville Station* and York Mills Station</i>			
Monday-Friday	Midday*	0.14	—
	Early evening	0.16	—
	Late evening	0.06	—
Saturday	Early evening	0.16	—
	Late evening	0.05	—
Sunday/holiday	Daytime	0.22	—
	Early evening	0.10	—
	Late evening	0.04	—
* — Buses run St. Clair Station to York Mills Station at this time			
97 YONGE			
<i>South of Davisville Station to Queens Quay</i>			
Monday-Friday	Peak periods	0.02	—
97 YONGE			
<i>Between York Mills Station and Steeles</i>			
Monday-Friday	Peak periods	0.07	—
	Midday	0.08	—
	Early evening	0.03	—
Saturday	Daytime	0.10	—
	Early evening	0.05	—
Sunday/holiday	Daytime	0.11	—
	Early evening	0.04	—
95 YORK MILLS			
<i>On Ellesmere Road east of Military Trail to Kingston Road</i>			
Monday-Friday	Peak periods	0.10	②
	Early evening	0.19	—
Sunday/holiday	Daytime	0.17	—

Appendix C – Ridership and cost measures of bus and streetcar services, 2001

Route	Mode/ note	Customers per day, Mon-Fri	Revenue per day, Mon-Fri	Vehicles in morning peak period	Vehicles in afternoon peak period	Hours per day, Mon-Fri	Miles per day, Mon-Fri	Cost per day, Mon-Fri	Revenue/ cost ratio, Mon-Fri
192 AIRPORT ROCKET		1,000	\$670	1	1	20	260	\$1,800	38%
117 ALNESS		2,700	\$1,700	5	4	40	480	\$4,000	42%
99 ARROW RD		130	\$85	0	0	13	190	\$1,000	8%
5 AVENUE RD		3,000	\$2,500	4	3	50	400	\$4,100	62%
61 AVENUE RD NORTH		3,700	\$2,600	4	4	60	550	\$5,000	52%
7 BATHURST		27,300	\$19,300	23	21	320	3,700	\$28,400	68%
511 BATHURST	SC	14,300	\$8,900	7	7	150	1,300	\$16,400	54%
160 BATHURST NORTH	(1)	3,000	\$2,100	3	3	40	440	\$3,500	61%
6 BAY		11,700	\$8,300	16	11	160	1,200	\$14,000	60%
11 BAYVIEW and 28 DAVISVILLE	(2)	8,800	\$5,900	10	8	130	1,500	\$11,800	50%
9 BELLAMY		4,100	\$3,100	4	5	65	920	\$6,000	52%
17 BIRCHMOUNT	(1)	10,900	\$7,600	12	9	140	2,000	\$13,300	57%
49 BLOOR WEST		3,400	\$2,400	4	3	45	580	\$4,200	56%
21 BRIMLEY		8,200	\$5,500	8	8	100	1,300	\$9,500	58%
8 BROADVIEW		920	\$630	1	1	18	190	\$1,500	41%
50 BURNHAMTHORPE		3,600	\$2,400	4	3	50	590	\$4,400	54%
120 CALVINGTON		330	\$260	1	1	9	110	\$870	30%
506 CARLTON	SC	40,300	\$33,200	32	27	410	4,000	\$53,800	62%
126 CHRISTIE		2,900	\$1,900	2	2	30	220	\$2,400	79%
20 CLIFFSIDE		6,200	\$4,100	5	5	70	850	\$6,400	64%
87 COSBURN		7,900	\$5,400	8	7	95	1,000	\$8,500	64%
22 COXWELL		6,800	\$4,200	3	3	65	590	\$5,300	80%
42 CUMMER		7,200	\$4,800	12	10	130	1,800	\$12,400	39%
113 DANFORTH		4,300	\$3,000	4	3	50	580	\$4,600	65%
127 DAVENPORT		2,200	\$1,500	3	3	45	440	\$3,700	39%
23 DAWES		5,600	\$3,700	5	4	60	560	\$5,200	71%
25 DON MILLS	(1)	36,300	\$25,700	30	26	380	4,700	\$34,600	74%
108 DOWNSVIEW		6,200	\$4,000	6	5	80	1,100	\$7,500	54%
502 DOWNTOWNER and 503 KINGSTON RD	SC(2)	7,000	\$6,600	13	11	100	860	\$15,800	42%
125 DREWRY		2,400	\$1,500	3	2	35	350	\$3,000	51%
29 DUFFERIN		44,600	\$31,100	32	28	420	4,400	\$37,000	84%
105 DUFFERIN NORTH	(1)	2,000	\$1,200	2	3	19	170	\$1,900	62%
505 DUNDAS	SC	36,000	\$26,700	19	20	310	2,700	\$37,700	71%
26 DUPONT		4,400	\$3,500	5	5	85	850	\$7,000	49%
111 EAST MALL		5,300	\$3,900	5	5	75	1,000	\$6,800	57%
34 EGLINTON EAST		26,200	\$17,500	23	19	260	3,100	\$23,600	74%
32 EGLINTON WEST		37,400	\$25,600	36	29	460	4,200	\$39,700	64%
15 EVANS		3,500	\$2,400	4	4	60	770	\$5,400	44%
104 FAYWOOD		3,200	\$2,000	3	3	45	520	\$3,900	52%
39 FINCH EAST		42,600	\$28,600	44	38	510	8,100	\$50,100	57%
36 FINCH WEST		38,300	\$27,100	31	28	420	5,500	\$38,500	70%

Route	Mode/ note	Customers per day, Mon-Fri	Revenue per day, Mon-Fri	Vehicles in morning peak period	Vehicles in afternoon peak period	Hours per day, Mon-Fri	Miles per day, Mon-Fri	Cost per day, Mon-Fri	Revenue/ cost ratio, Mon-Fri
100 FLEMINGDON PARK		14,500	\$10,300	18	14	210	2,500	\$19,300	53%
33 FOREST HILL		660	\$430	1	1	12	120	\$1,100	40%
135 GERRARD		2,800	\$1,900	2	2	35	390	\$2,900	66%
14 GLENCAIRN		1,500	\$1,000	3	3	35	370	\$3,200	32%
122 GRAYDON HALL		3,200	\$1,900	4	4	45	530	\$4,100	47%
31 GREENWOOD		4,000	\$2,600	3	3	40	320	\$3,500	75%
139 HUNTINGWOOD		2,600	\$2,200	6	7	60	880	\$6,100	36%
37 ISLINGTON		15,200	\$11,000	15	13	210	2,800	\$19,000	58%
110 ISLINGTON SOUTH		8,700	\$5,300	9	9	130	1,500	\$11,800	45%
35 JANE	(1)	39,900	\$28,700	32	30	420	5,100	\$38,400	75%
83 JONES		2,200	\$1,400	3	2	30	240	\$2,500	55%
40 JUNCTION		5,200	\$3,300	3	3	55	560	\$4,700	69%
41 KEELE		23,900	\$16,800	16	17	270	3,200	\$23,700	71%
107 KEELE NORTH	(1)	4,300	\$2,600	6	5	65	630	\$5,800	46%
43 KENNEDY		12,700	\$8,600	9	9	130	1,600	\$12,000	72%
504 KING and 508 LAKE SHORE	SC(2)	51,400	\$37,400	41	33	460	4,300	\$62,300	60%
12 KINGSTON RD		6,800	\$4,700	8	7	100	1,200	\$9,200	51%
45 KIPLING		18,800	\$13,100	20	16	250	3,600	\$23,200	57%
44 KIPLING SOUTH		5,700	\$3,500	4	4	65	850	\$5,700	61%
30 LAMBTON		3,000	\$1,900	3	3	45	530	\$4,000	48%
47 LANSDOWNE		15,300	\$10,100	11	10	170	1,700	\$14,300	71%
54 LAWRENCE EAST		33,700	\$25,100	31	31	440	5,700	\$39,800	63%
52 LAWRENCE WEST		20,100	\$13,200	19	16	240	2,900	\$21,700	61%
56 LEASIDE		3,400	\$2,200	4	4	55	570	\$4,800	45%
51 LESLIE		4,300	\$3,000	7	6	85	1,200	\$8,100	38%
64 MAIN		5,800	\$3,600	3	3	55	430	\$4,300	83%
58 MALTON	(1)	13,900	\$10,200	12	12	180	2,300	\$16,100	64%
59 MAPLE LEAF		3,500	\$2,700	5	4	55	640	\$5,100	52%
102 MARKHAM RD		18,700	\$14,300	15	14	200	2,700	\$18,500	77%
46 MARTIN GROVE and 191 HIGHWAY 27 ROCKET	(2)	12,400	\$8,500	16	14	230	4,000	\$22,500	38%
16 McCOWAN		9,900	\$6,700	7	7	100	1,300	\$9,400	71%
129 McCOWAN NORTH	(1)	12,200	\$7,400	10	9	130	1,500	\$11,900	62%
130 MIDDLEFIELD		2,300	\$1,200	3	3	40	460	\$3,600	35%
57 MIDLAND		12,400	\$8,100	10	8	130	1,800	\$12,300	66%
132 MILNER		2,400	\$1,400	4	3	35	510	\$3,500	41%
116 MORNINGSIDE		18,400	\$13,800	14	17	230	3,300	\$21,200	65%
62 MORTIMER		3,800	\$2,600	3	4	55	550	\$4,600	56%
74 Mt PLEASANT		1,100	\$820	2	2	25	190	\$2,200	37%
103 Mt PLEASANT NORTH		2,100	\$1,400	3	3	40	390	\$3,500	39%
133 NEILSON and 38 HIGHLAND CREEK	(2)	11,400	\$7,500	11	11	85	2,500	\$10,900	69%
131 NUGGET		6,300	\$3,800	8	8	130	1,800	\$11,600	32%
70 O'CONNOR		7,800	\$5,300	6	6	90	960	\$7,900	67%
63 OSSINGTON		20,100	\$13,000	14	12	200	1,700	\$16,400	79%
72 PAPE	(3)	8,400	\$5,100	4	5	100	750	\$7,800	65%
65 PARLIAMENT		2,800	\$1,800	2	2	35	250	\$2,800	64%
67 PHARMACY		5,900	\$4,400	7	7	95	1,200	\$8,600	52%

Route	Mode/ note	Customers per day, Mon-Fri	Revenue per day, Mon-Fri	Vehicles in morning peak period	Vehicles in afternoon peak period	Hours per day, Mon-Fri	Miles per day, Mon-Fri	Cost per day, Mon-Fri	Revenue/ cost ratio, Mon-Fri
66 PRINCE EDWARD		4,000	\$2,300	4	4	60	690	\$5,200	45%
134 PROGRESS		3,200	\$1,900	9	7	95	1,100	\$8,900	21%
501 QUEEN	SC	45,100	\$39,400	27	29	510	5,200	\$61,600	64%
80 QUEENSWAY		1,700	\$1,300	3	3	50	680	\$4,400	28%
109 RANEE		4,600	\$2,800	4	4	60	660	\$5,300	53%
48 RATHBURN		2,400	\$1,700	4	4	50	740	\$4,800	35%
161 ROGERS RD		7,000	\$5,600	6	6	110	1,100	\$9,100	62%
82 ROSEDALE		1,800	\$1,100	2	2	30	310	\$2,600	44%
73 ROYAL YORK		8,400	\$5,800	9	9	140	2,000	\$13,200	44%
76 ROYAL YORK SOUTH		8,400	\$5,300	8	6	85	1,000	\$7,900	66%
71 RUNNYMEDE and 77 SWANSEA	(2)	4,600	\$3,000	5	4	45	1,000	\$5,100	58%
86 SCARBOROUGH		14,900	\$10,000	20	13	230	3,300	\$21,300	47%
79 SCARLETT RD		6,600	\$4,300	10	8	110	1,400	\$10,500	41%
85 SHEPPARD EAST		36,500	\$25,700	38	32	470	6,000	\$43,200	59%
84 SHEPPARD WEST		14,000	\$9,200	16	13	180	2,400	\$17,000	54%
75 SHERBOURNE		4,700	\$3,400	4	4	60	440	\$4,900	69%
123 SHORNCLIFFE		6,000	\$3,700	4	4	70	890	\$6,000	61%
115 SILVER HILLS		800	\$670	2	2	16	200	\$1,700	40%
88 SOUTH LEASIDE		3,500	\$2,400	7	6	75	820	\$6,900	35%
510 SPADINA and 509 HARBOURFRONT	SC(2) (3)	43,300	\$25,400	16	18	340	2,700	\$37,600	68%
78 ST ANDREWS		1,900	\$1,200	3	2	25	320	\$2,500	46%
512 ST CLAIR	SC	30,700	\$20,500	20	18	290	2,400	\$35,500	58%
53 STEELES EAST		20,600	\$14,200	29	22	310	4,100	\$29,000	49%
60 STEELES WEST		24,000	\$16,500	28	25	350	4,500	\$32,400	51%
124 SUNNYBROOK and 162 LAWRENCE-DONWAY	(2)	3,200	\$2,000	4	4	60	620	\$5,100	39%
168 SYMINGTON		7,600	\$5,000	8	6	100	1,000	\$8,900	56%
81 THORNCLIFFE PARK		7,200	\$4,600	6	5	70	780	\$6,400	72%
10 VAN HORNE		3,300	\$2,200	9	10	80	1,000	\$8,200	27%
90 VAUGHAN		6,700	\$4,200	6	5	65	550	\$5,800	73%
24 VICTORIA PARK	(1)	21,500	\$15,300	22	17	250	3,000	\$22,900	67%
68 WARDEN	(1)	15,900	\$10,400	15	11	180	2,300	\$16,300	64%
69 WARDEN SOUTH		5,700	\$3,400	5	4	65	750	\$5,800	58%
55 WARREN PARK		730	\$560	1	1	11	120	\$1,000	56%
94 WELLESLEY		10,800	\$6,900	9	6	110	900	\$9,300	74%
112 WEST MALL		7,800	\$5,200	11	5	130	1,900	\$11,900	44%
89 WESTON		12,200	\$8,800	11	10	160	1,800	\$14,200	62%
165 WESTON Rd NORTH	(1)	17,900	\$12,500	13	12	210	2,700	\$18,700	67%
98 WILLOWDALE-SENLAC		1,800	\$1,300	4	4	45	520	\$4,200	31%
96 WILSON		21,500	\$14,100	26	24	330	4,300	\$30,300	47%
91 WOODBINE		4,800	\$3,100	6	7	85	1,100	\$7,800	39%
92 WOODBINE SOUTH		2,400	\$1,500	3	2	35	250	\$2,800	53%
97 YONGE and 197 NORTH YONGE	(2)	3,400	\$2,500	7	7	100	1,000	\$8,900	29%
95 YORK MILLS		24,100	\$17,000	35	24	350	4,600	\$33,000	52%
106 YORK UNIVERSITY and 196 YORK UNIVERSITY ROCKET	(2)	16,700	\$10,300	19	16	240	3,400	\$22,500	46%

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 2001, the average fare is \$1.55.

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 2001, 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."

Notes:

Base map source for all maps:

Toronto Land Information Service, 1999

Report completed on October 18, 2001

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