Service Improvements for 2005

April 2005

TORONTO TRANSIT COMMISSION

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Summary

This report on *Service Improvements for 2005* 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 31 proposals have been reviewed. The report recommends eight service changes, to be made in 2005, following a period of consultation.

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After a period of gradually increasing ridership on the TTC, ridership has now levelled off, in common with the trend since 2001 at other transit agencies. Transit ridership in Toronto had fallen through the early 1990s, from a high of 463-million customer-trips in 1988, to a low of 372-million trips in 1996. This loss of ridership resulted from an economic recession in the city and the need for service cuts and fare increases following large reductions in municipal and provincial subsidies for the TTC. TTC ridership has recovered somewhat since 1996 and was approximately 418-million customer-trips in 2004 and is expected to increase modestly to 424-million customer-trips in 2005

Because of the reductions in subsidy for transit from the municipal and provincial governments, the TTC now relies to a much greater extent on revenue from fares paid by customers than it did in the early 1970s and the 1980s. In recent years, 75 per cent to 80 per cent of the TTC's operating budget has been paid by customers. Meeting customers' travel needs has thus become, more than ever, the key to success for public transit. For this reason, it continues to be important that the TTC respond, as its first priority, to customers' changing travel needs and make service improvements to attract new customers to the TTC system.

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This report recommends eight changes to improve service, which are listed on the next page. These changes would improve service for approximately 525,000 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 40,000 customer-trips each year, and to increase fare revenue by approximately $65,000 each year.

Six 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.

Two 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.

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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.

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

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

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A period of consultation will begin upon the adoption of this report, and comments are requested from City councillors by June 17, 2005. A report on the consultation will be presented to the Commission in July 2005. Service changes would begin October 16, 2005.

Recommendations

New and revised services

No additional operating costs

36 FINCH WEST – Revised routing at Milvan Drive
143 DOWNTOWN/BEACH EXPRESS – Revised routing downtown
33 FOREST HILL – Revised routing at Old Forest Hill Road
191 HIGHWAY 27 ROCKET – Revised routing via Humber College Boulevard
41 KEELE – Revised routing at York University
116 MORNINGSIDE – Extension to Morningside Heights

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

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

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

Service frequency standards

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

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

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

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

TTC VEHICLE LOADING STANDARDS

	Peak periods	Off-peak times	
	Any frequency of service	*Service less frequent than once every 10 minutes*	*Service once every 10 minutes or more frequent* [1]
	Number of customers	***Number of customers***	***Number of customers***
Buses			
High-floor non-accessible 40-foot bus	57	39	49
High-floor lift-equipped 40-foot bus	57	36	45
Orion VI 40-foot low-floor bus	50	28	35
New Flyer D40LF 40-foot low-floor bus	52	35	44
Orion VII 40-foot low-floor bus	55	38	48
The average number of customers on each bus during the busiest 60 minutes of each period of service is compared to these numbers.			
Note 1 – As part of the first phase of the Ridership Growth Strategy, the higher loading standard for frequent off-peak bus and streetcar service will be abolished, and all off-peak service will be planned to meet the lower off-peak loading standard. This change will be made in 2005.			
Streetcars			
Standard 50-foot streetcar (CLRV)	74	46	58
Articulated 75-foot streetcar (ALRV)	108	61	76
The average number of customers on each streetcar during the busiest 60 minutes of each period of service is compared to these numbers.			
Rapid transit			
Train (6 cars, H- or T- series)	1000	—	400 to 500
Train (4 cars, T-series)	670	—	260 to 330
Train (4 cars, S-series)	220	—	100 to 130
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.			
Six-car subway trains of 23m-long H- or T-series cars are operated on the 1 YONGE-UNIVERSITY-SPADINA and 2 BLOOR-DANFORTH subways; 4-car subway trains of 23m-long T-series cars are operated on the 4 SHEPPARD subway; 4-car trains of 13m-long S-series cars are operated on the 3 SCARBOROUGH RT.			

Evaluation of service changes

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

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

Proposals for major changes are first reviewed for conformity with the TTC's basic route and system design guidelines, which are part of the service standards. The design guidelines stipulate that new transit services will be provided only if they would serve people beyond 300 metres of a service which is already in place (200 metres where there is a higher-than-average proportion of seniors), that surface routes should be designed to maximise interconnection with rapid transit stations, and that any service change must result in an overall benefit for customers (measured by calculating the change in weighted travel time, as described in the following section). Any proposed service change which would contravene these guidelines is usually not considered eligible for operation.

Comparison of effects on customers

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

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

Research indicates that the time spent travelling in the bus, streetcar, or subway train is the least onerous part of making a

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

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

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. In recent years, fares have covered up to 80 per cent of the TTC's operating costs. Since 1998, the remainder of the cost of operations has been paid by the City of Toronto.

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

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

The TTC's budget is established each year based on a forecast of how much service will be required, overall, to carry the forecast ridership levels. The issues of seeking increased funding from the City of Toronto, raising fares, or cutting service will be considered as part of the TTC's budget for 2005.

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

36 FINCH WEST – Revised routing at Milvan Drive

Origin of proposal: TTC staff
City wards: Ward 7 York West, Ward 8 York West, Ward 10 York Centre, Ward 23 Willowdale
Time periods: Monday-Friday peak periods

It is recommended that the 36D FINCH WEST (Finch Station-Weston Road & Milvan) bus service be revised to operate directly from Milvan Drive to Finch Avenue. This change would reduce travel time for customers.

Buses on the 36D FINCH WEST service, which operates during the peak periods from Monday to Friday, would operate west on Finch Avenue, north on Weston Road, north-west on Toryork Drive, south-east on Milvan Drive, and then directly east on Finch Avenue. Buses would make a left turn from Milvan Drive to Finch Avenue, and would no longer operate via southeast on Milvan Drive, south on Rumike Road, east on Lindy Lou Road, and north on Jayzel Drive before turning east onto Finch Avenue.

Approximately 165 customer-trips are made each day on buses travelling from Milvan Drive to Finch Avenue, and these customers would benefit from a faster trip as a result of this routing change. Approximately 50 customer-trips begin or end each day at the bus stops on Rumike Road, Lindy Lou Road, and Jayzel Drive that would no longer be served by 36D FINCH WEST buses. These customers would have a longer walk to the nearest bus stops at Finch Avenue.

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

Bus service on Rumike Road, Lindy Lou Road, and Jayzel Drive would continue to be provided by the 165 WESTON RD NORTH route, during the late evenings on Saturdays, Sundays, and holidays.

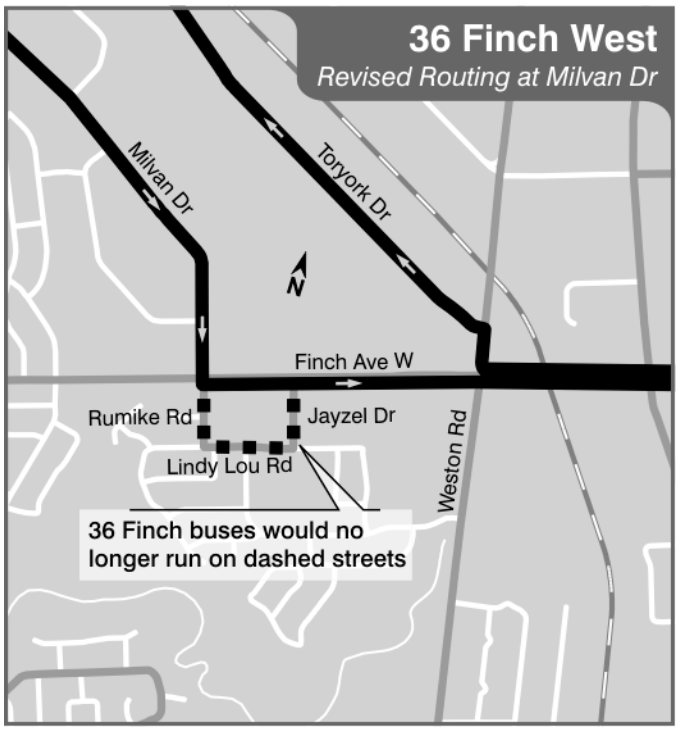
143 DOWNTOWN/BEACH EXPRESS – Revised routing downtown

Origin of proposal: Public meeting – December 2, 2004
City wards: Ward 20 Trinity-Spadina, Ward 28 Toronto Centre-Rosedale, Ward 30 Toronto-Danforth, Ward 32 Beaches–East York
Time periods: Monday-Friday peak periods

It is recommended that the 143 DOWNTOWN/BEACH EXPRESS bus route be changed so that westbound buses travel directly from Eastern Avenue to Richmond Street. This change would reduce travel time and walking distance for customers.

Westbound buses on the 143 DOWNTOWN/BEACH EXPRESS route, which operates during the peak periods from Monday to Friday, would operate west on Queen Street, west on Eastern Avenue, and directly west on Richmond Street to Peter Street. Buses would no longer operate via west on Eastern Avenue, west on Front Street, and north on Sherbourne Street before turning west onto Richmond Street.

Approximately 160 customer-trips are made each day on westbound buses travelling from Eastern Avenue to Richmond Street, and these customers would benefit from a faster trip, as buses would travel more directly to downtown, and would



avoid congestion on Sherbourne Street and the left turn from Sherbourne Street to Richmond Street. Approximately 15 customer-trips begin or end each day at the bus stops that would no longer be served by 143 DOWNTOWN/BEACH EXPRESS buses. These customers would have a longer walk from the nearest bus stops on Richmond Street. A new bus stop would be established on Richmond Street at Parliament Street.

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

33 FOREST HILL – Revised routing at Old Forest Hill Road

Origin of proposal: Councillor Mihevc
City wards: Ward 21 St. Paul's, Ward 21 St. Paul's
Time periods: Monday-Friday peak periods

It is recommended that the 33 FOREST HILL bus route be changed so that buses turn around at the north end of the route using Old Forest Hill Road, instead of Elderwood Drive and part of Vesta Drive. This routing is slightly shorter than the present routing, and would allow the route to be operated more reliably.

The new routing would be north on Spadina Road, north-west on Old Forest Hill Road, north on Vesta Drive, east on Eglinton Avenue, and south on Spadina Road. Service would be removed from Vesta Drive, south of Old Forest Hill Road, and from Elderwood Drive. New service would be operated on Old Forest Hill Road, between Spadina Road and Vesta Drive, and new northbound service would be operated on the section of Spadina Road between Forest Hill Road and Elderwood Drive.

The 33 FOREST HILL route operates during the peak periods and midday from Monday to Friday. The recommended shorter route, with turns that are easier to negotiate, would allow the present service to be operated more-reliably, as the bus could make a round trip in slightly shorter time, with more ability to recover from minor delays.

Approximately 20 customer-trips are made each day at the two bus stops on the route that would be relocated. These customers would have to walk to nearby stops. The routing change would reduce the size of the present on-street loop, and would give new two-way service on Spadina Road, between Elderwood Drive and Forest Hill Road. Two-way service on the same street is preferable to one-way service, as the location of bus stops for both directions is more consistent for customers.

This routing change was previously recommended in the *1997 Service Plan*. The service change was not implemented at that time, as a result of community opposition to the proposed change. As with all recommended service changes in this report on Service Improvements, this recommendation is subject to consultation with transit riders, local residents, and City Councillors, and final decisions would be made by the Commission later in 2005.

191 HIGHWAY 27 ROCKET – Revised routing via Humber College Boulevard

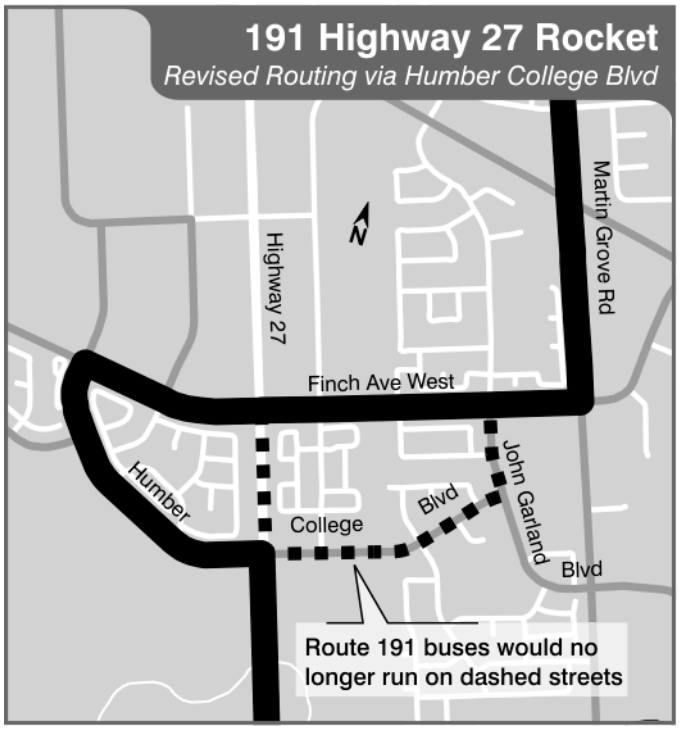
Origin of proposal: TTC staff
City wards: Ward 1 Etobicoke North, Ward 1 Etobicoke North, Ward 5 Etobicoke-Lakeshore
Time periods: Monday-Friday peak periods

It is recommended that the 191 HIGHWAY 27 ROCKET bus route be changed in the peak periods from Monday to Friday to operate via Humber College Boulevard, west of Highway 27, in both directions. This change would reduce the distance that customers need to walk to their nearest bus stop, and would provide a consistent routing at all times of the week.

During the morning peak period, southbound buses would operate south on Martin Grove Road, west on Finch Avenue, east on Humber College Boulevard, and south on Highway 27. This is a change from the present morning peak period service, which operates south on Martin Grove Road, west on Finch Avenue, and south on Highway 27.

During the afternoon peak period, northbound buses would operate north on Highway 27, west on Humber College Boulevard, east on Finch Avenue, and north on Martin Grove Road. This is a change from the present afternoon peak period service, which operates north on Highway 27, east on Humber College Boulevard, north on John Garland Boulevard, east on Finch Avenue, and north on Martin Grove Road.

With this change, all service on the route, in both directions, at all times of week, would operate over the same



routing in the Highway 27/Humber College Boulevard/Finch Avenue area.

Approximately 165 customer-trips would be made each day on the new peak period service west of Highway 27, and these customers would benefit from a shorter walk to the nearest bus stop, or one fewer transfer. Approximately 790 customer-trips each day begin or end each day at the bus stops on Humber College Boulevard, east of Highway 27, and on John Garland Boulevard that would no longer be served by 191 HIGHWAY 27 ROCKET buses. These customers would have a longer walk to the nearest bus stops at Finch Avenue or west of Highway 27.

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

41 KEELE – Revised routing at York University

Origin of proposal: TTC staff
City ward: Ward 8 York West
Time periods: Late evening, seven days a week

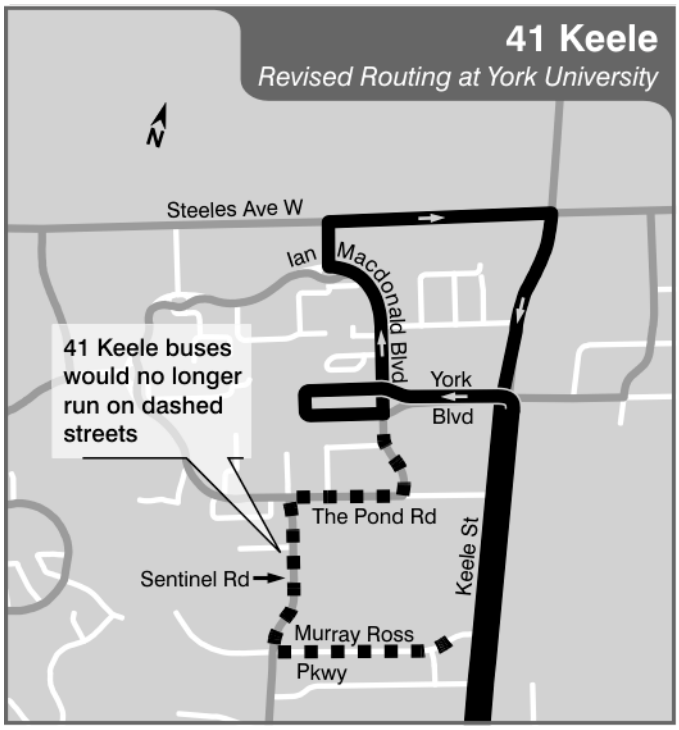
It is recommended that the 41 KEELE bus route be changed during the late evening, seven days a week, to travel north on Keele Street and west on York Boulevard into York University. The change would reduce travel time for customers, and would make the route simpler and more consistent.

The present late evening service operates north on Keele Street, west on Murray Ross Parkway, and north on Sentinel Road into the York University campus. The recommended new routing would be the same routing used by 41 KEELE buses at all other times of the week.

Approximately 10 customer-trips are made each day at the stop on the university campus at York Lanes. These customers would have a faster and more-direct trip. Approximately 10 customer-trips each day would be made with a shorter walk, as they would be carried directly to stops on Keele Street between Murray Ross Parkway and York Boulevard, instead of having to walk from Murray Ross Parkway.

Approximately five customer-trips begin or end each day at the bus stops on Sentinel Road and The Pond Road that would no longer be served by 41 KEELE buses. These customers have a longer walk to the nearest bus stop.

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



116 MORNINGSIDE – Extension to Morningside Heights

Origin of proposal: TTC staff
City wards: Ward 35 Scarborough Southwest, Ward 36 Scarborough Southwest, Ward 38 Scarborough Centre, Ward 42 Scarborough-Rouge River, Ward 43 Scarborough East
Time periods: Seven days a week

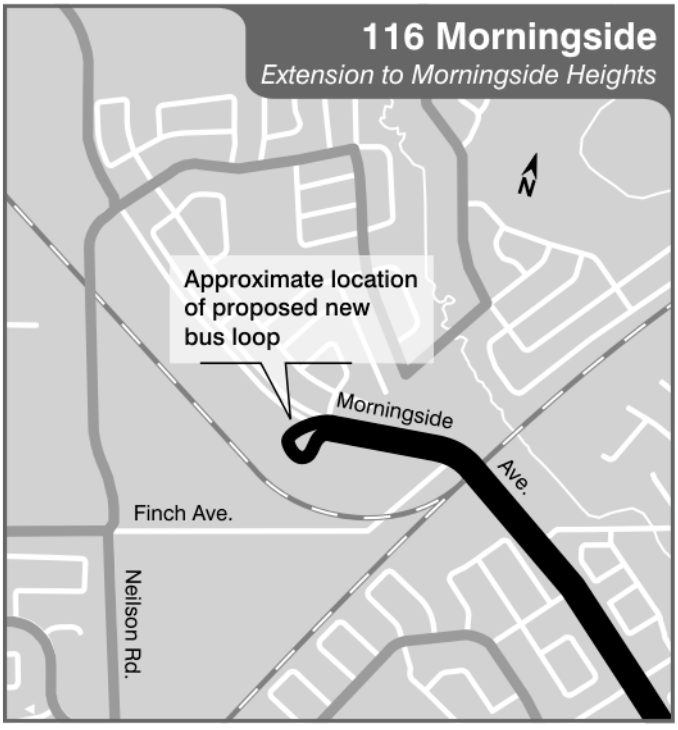
It is recommended that the 116 MORNINGSIDE bus route be extended to the Morningside Heights neighbourhood, subject to the provision of a suitable off-street bus loop and subject to the reconstruction or reconfiguration of a narrow railway

overpass to permit safe bus operations. This change would reduce the distance that customers need to walk to the nearest 116 MORNINGSIDE bus stop, and would reduce the number of transfers that customers would need to make.

At all times of the week, buses on the 116 MORNINGSIDE route would operate north on Morningside Avenue to a new off-street bus loop planned to be built as part of a commercial development north-west of the Morningside Avenue/Finch Avenue intersection. The route currently operates to an off-street bus loop at Morningside Avenue and Old Finch Avenue, immediately south of the railway overpass. The route extension would bring direct service to the 2 BLOOR-DANFORTH subway closer to the new Morningside Heights neighbourhood, and would provide a new connection between the 116 MORNINGSIDE and 133 NEILSON routes.

It is projected that approximately 120 customer-trips each day would be made on the route extension. These customers would have a shorter walk to the nearest 116 MORNINGSIDE bus stop, or would have at least one fewer transfer. No additional buses would be required for this short route extension.

Because this service extension would improve service for customers, and would cause no inconvenience for present customers, the service change is recommended, subject to the provision of the bus loop and the reconfiguration of the railway overpass to permit safe bus operation.



Additional periods of service on present routes

134 PROGRESS –
Evening and Sunday service to Finch Avenue
Origin of proposal: TTC staff
City ward: Ward 42 Scarborough-Rouge River
Time period: Monday-Saturday early evening; Sunday/holiday daytime

It is recommended that new service be operated on the 134 PROGRESS route to Finch Avenue during the early evenings from Monday to Saturday, and during the daytime on Sundays and holidays. This change would improve service by reducing the distance that customers using this route would need to walk to the nearest stop. Currently, Monday to Friday early evening service operates to Centennial College only; there is no service on the route during the early evenings on Saturdays; and Sunday/holiday daytime service operates to McLevin Avenue only.

It is projected that during the early evening from Monday to Saturday, approximately 210 customer-trips would be made each day on the new service, of which approximately 50 would be new to the TTC. During the daytime on Sundays, approximately 520 customer-trips would be made on the new service, of which approximately 80 would be new to the TTC.

Two buses would be required to provide service during the early evening, and one bus would be required to provide service during the daytime on Sundays and holidays, 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.

38 HIGHLAND CREEK – Sunday and holiday service
Origin of proposal: Public meeting – December 2, 2004
City wards: Ward 38 Scarborough Centre, Ward 43 Scarborough East, Ward 44 Scarborough East
Time period: Sunday and holiday daytime and early evening

It is recommended that new service be operated on the 38 HIGHLAND CREEK route during the daytime and early evening on Sundays and holidays. This change would improve service by reducing the distance that customers using this route would need to walk to the nearest stop. Currently, daytime and evening service on this route is provided only from Monday to Saturday, and there is no Sunday/holiday service.

It is projected that during the daytime on Sunday, approximately 890 customer-trips would be made on the new service, of which approximately 260 would be new to the TTC. During the early evening on Sundays, approximately 150 customer-trips would be made on the new service, of which approximately 50 would be new to the TTC.

Three buses would be required to provide service during the daytime, and two buses would be required to provide service during the early evening, 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.

A projection of Sunday and holiday late evening service was also prepared. The projected number of customers was low, the service did not meet the meet the TTC's financial standard, and so late evening service is not recommended.

3. 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.

58 MALTON – Saturday service to Westwood Mall

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

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

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

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

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

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

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

4. Proposals examined and not recommended

Bessarion Station – New bus service

Origin of proposal: Public meeting – December 2, 2004
City ward: Ward 24 Willowdale
Results: Does not meet minimum financial standard

A customer suggested that a new bus service be provided to the neighbourhoods north and west of Bessarion Station on the 4 SHEPPARD subway. This change would improve service for customers by reducing the distance that they need to walk to their nearest bus stop.

An option was evaluated for a new Monday-Friday peak period bus service operating from Bessarion Station to Finch Avenue. Buses would operate from Bessarion Station via west on Sheppard Avenue, north on Burbank Drive, east on Forest Grove Drive, north on Page Avenue, north on Heathview Avenue, east on Finch Avenue, and would return south on Page Avenue, west on Forest Grove Drive, south on Burbank Drive, east on Arrowstook Road, south on Blue Ridge Road, and west on Sheppard Avenue to Bessarion Station.

It is projected that approximately 140 customer-trips would be made each day on the new service, of which approximately 60 would be new to the TTC, and would be attracted by the convenience of the new service. Customers using the route would benefit from a shorter walk to their nearest bus stop.

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

A second option was examined, for a new route operating between Bessarion Station and North York Centre Station on the 1 YONGE-UNIVERSITY-SPADINA subway. Buses would operate from Bessarion Station via west on Sheppard Avenue, north on Burbank Drive, south on Bunty Lane, west on Citation Drive, and west on Empress Avenue and Park Home Avenue to North York Centre Station. Buses would return via north on Tamworth Road, east on Churchill Avenue, south on Yonge Street, east on Empress Avenue, east on Citation Drive, north on Bunty Lane, south on Burbank Drive, east on Arrowstook Road, south on Blue Ridge Road and west on Sheppard Avenue to Bessarion Station.

It is projected that approximately 280 customer-trips would be made each day on the new service, of which approximately 120 would be new to the TTC, and would be attracted by the convenience of the new service. Customers using the route would benefit from a shorter walk to their nearest bus stop.

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

36 FINCH WEST – Extension to Woodbine Racetrack

Origin of proposal: TTC staff
City wards: Ward 1 Etobicoke North, Ward 2 Etobicoke North
Results: Does not meet minimum financial standard

TTC staff proposed that the 36 FINCH WEST bus route be extended from Humberwood Loop to the Woodbine Racetrack. The change would improve service for customers by providing a new direct connection from the north and east to the Woodbine complex. The present service to Woodbine Racetrack is provided primarily from the south, by the 37A ISLINGTON route.

Buses would operate via Humberwood Drive and Rexdale Boulevard to and from the Woodbine complex. It is projected that approximately 220 customer-trips each day would be made on the extended service. No new customers would be attracted to the TTC system by the new service. Customers using the new service would benefit by saving one or more transfers.

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

12 KINGSTON RD – Direct service from Port Union Road

Origin of proposal: Councillor Cowbourne; Toronto Catholic District School Board
City wards: Ward 36 Scarborough Southwest, Ward 34 Scarborough East, Ward 44 Scarborough East
Results: Does not meet minimum financial standard

Councillor Cowbourne proposed that a single direct transit service be operated along Kingston Road, between Port Union Road and Midland Avenue. Separately, the Toronto Catholic District School Board requested that a direct transit service be provided from the residential area around the Rouge River to Cardinal Newman High School, on Kingston Road, west of Brimley Road.

A proposal was evaluated that would extend the 12 KINGSTON RD route, which operates from Victoria Park Station to Brimley Road, to Sheppard Avenue/Port Union Road. Buses would operate east on Kingston Road, north on the Highland Creek Overpass, east on Kingston Road, north on Rylander Boulevard, and east on Durnford Road to

Sheppard Avenue. Buses would return via south on Sheppard Avenue and west on Kingston Road. The service would be operated during the peak periods from Monday to Friday.

It is projected that approximately 220 customer-trips would be made each day on the new service, of which approximately 70 would be new to the TTC, and would be attracted by the convenience of the new service. The customers using the service would have an improved service, because they would have at least one fewer transfer or a shorter waiting time.

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

56 LEASIDE and 51 LESLIE – Combined routes

Origin of proposal: Councillor Jenkins
City wards: Ward 22 St. Paul's, Ward 24 Willowdale, Ward 25 Don Valley West, Ward 26 Don Valley West, Ward 29 Toronto-Danforth, Ward 33 Don Valley East
Results: Net inconvenience for customers

Councillor Jenkins proposed that the 56 LEASIDE and 51 LESLIE bus routes be combined into one new route, to remove the duplication of service on Eglinton Avenue.

A proposal was examined which would change the two routes into one new route, operating from Donlands Station to Steeles Avenue. Buses would operate via Donlands Avenue, the Leaside Bridge, Laird Drive, Eglinton Avenue, Leslie Street, Steeles Avenue, and would turn around at Don Mills Road and Steeles Avenue using the same routing currently used by the 51 LESLIE route. Buses would return to Donlands Station over the reverse routing.

This change would make service better for approximately 380 customer-trips each day, as these would be made with one fewer transfer at Eglinton Avenue and Laird Drive. This change would make service better for approximately 4500 customer-trips each day, as these would be made with a shorter wait for the bus.

This change would make service worse for approximately 1700 customer-trips each day which would be made with one additional transfer, in order to reach Eglinton Station or bus stops on Eglinton Avenue, west of Laird Drive. This change would make service worse for approximately 875 existing customer-trips each day, as these would be made with a longer wait for the bus.

One bus fewer would be used during the morning peak period, and there would be no change in the number of buses used at other times.

The change in weighted travel time shows that the inconveniences would be greater than the advantages of this service change. Overall, the change would cause a net inconvenience for customers, and for this reason is not recommended.

Parkview Hills – Revised service

Origin of proposal: Public meeting – December 2, 2004
City wards: Ward 31 Beaches–East York, Ward 34 Don Valley East
Results: Net inconvenience for customers

A customer suggested that service to the Parkview Hills area be changed, so that instead of being provided by a dedicated 91A WOODBINE (Woodbine Station-Parkview Hills) branch, buses operating past the area on the 91 WOODBINE (Woodbine Station-Lawrence) branch be diverted to operate through Parkview Hills, in both directions. The change would reduce the number of transfers made by customers.

It is projected that approximately 30 customer-trips would be made each day from the Parkview Hills area to the north. These customers would have an improved service, as they would have one less transfer. Approximately 150 customer-trips are made each day at bus stops in Parkview Hills. These customers would have an improved service as their waiting time would be reduced, because service would be more frequent. Approximately 360 customer-trips are made each day at bus stops on the 91 WOODBINE route north of St. Clair Avenue. These customers would have an improved service as their waiting time would be reduced, because service would be more frequent.

Approximately 1,900 customer-trips are made each day on buses that would divert through the Parkview Hills neighbourhood. These customers would have a worse service, as they would have a longer travel time as they are carried out of their way through the Parkview Hills neighbourhood. Approximately 1,800 customer-trips are made each day at bus stops on the 91 WOODBINE route south of St. Clair Avenue. These customers would have a worse service as their waiting time would be increased, because service would be less frequent.

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

Pharmacy Avenue – Through service from Steeles to Victoria Park Station

Origin of proposal: Councillor Kelly
City ward: Ward 33 Don Valley East, Ward 35 Scarborough Southwest, Ward 37 Scarborough Centre, Ward 39 Scarborough-Agincourt, Ward 40 Scarborough Agincourt
Results: Net inconvenience for customers

Councillor Kelly requested that through service be reintroduced on Pharmacy Avenue, from Steeles Avenue to Victoria Park Station.

Through service was operated until November 2002, when a new 167 PHARMACY NORTH route, operating from Don Mills Station on the 4 SHEPPARD subway, replaced the former 67B PHARMACY (Victoria Park Station-Steeles) service to Victoria Park Station on the 2 BLOOR-DANFORTH subway, which was shortened to end at Ellesmere Road.

A proposal was examined to replace the 167 PHARMACY NORTH route with a service which would be identical to the former 67B PHARMACY route. Buses would operate from Victoria Park Station, east on Denton Avenue, north on Pharmacy Avenue, west on Ellesmere Road, north on Victoria Park Avenue, east on Sheppard Avenue, and north on Pharmacy Avenue to Steeles Avenue. Buses would return over the reverse routing. The change would restore the through service along Pharmacy Avenue that existed before the 4 SHEPPARD subway opened, and would reduce the walking distance to the nearest direct bus stop or the number of transfers made by customers travelling between the north and south sections of Pharmacy Avenue.

It is projected that approximately 300 customer-trips each day would be made by customers travelling between stops on Pharmacy Avenue north of Sheppard Avenue and stops on Pharmacy Avenue south of Ellesmere Avenue. These customers would have an improved service, as they would have up to three fewer transfers, or a shorter walk to a direct service.

Approximately 400 customer-trips are made on the present 167 PHARMACY NORTH service between stops on Pharmacy Avenue and Don Mills Station or Sheppard Avenue. These customers would have a worse service, as they would have a longer trip time or an additional transfer. Ridership on the 167 PHARMACY NORTH route between Don Mills Station and Pharmacy Avenue increased between 2003 and 2004, as customers become more familiar with the new service and the connection to the new subway.

The change in weighted travel time shows that the net benefits to some customers of faster trips and fewer transfers are greater than the inconvenience of longer walks and additional transfers for others. Overall, operation of the 167 PHARMACY NORTH bus route into Don Mills Station has improved service for customers. For this reason the proposed reintroduction of through service on Pharmacy Avenue is not recommended.

66 PRINCE EDWARD – Revised service at Lake Shore Boulevard

Origin of proposal: Public meeting – December 2, 2004
City ward: Ward 6 Etobicoke-Lakeshore
Results: Does not meet minimum financial standard

A customer suggested the 66 PRINCE EDWARD route be extended to serve the new residential developments on Lake Shore Boulevard, east of Park Lawn Road. This change would provide new direct service to the 2 BLOOR-DANFORTH subway from this section of Lake Shore Boulevard, and would improve service for customers by reducing the distance that they need to walk to their nearest bus or streetcar stop.

An option was evaluated to extend the 66D PRINCE EDWARD (Old Mill Station-Lake Shore) service east along Lake Shore Boulevard. Buses would operate south on Park Lawn Road, and east on Lake Shore Boulevard to Marine Parade Drive, and would return west on Marine Parade Drive, and north on Park Lawn Road.

It is projected that approximately 90 customer-trips would be made each day on the new service, of which approximately 80 would be new to the TTC, and would be attracted by the convenience of the new service. Customers using the route would benefit from a shorter walk to their nearest bus stop.

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

80 QUEENSWAY – Revised service

Origin of proposal: Councillor Milczyn
City wards: Ward 5 Etobicoke-Lakeshore, Ward 13 Parkdale-High Park
Results: Net inconvenience for customers

Councillor Milczyn proposed that the 80 QUEENSWAY bus route be changed, to provide a new connection to Old Mill Station via The South Kingsway and Bloor Street.

A proposal was examined to change the route at all times to operate from Sherway Gardens, east on The Queensway, north on The South Kingsway, west on Bloor Street, and into Old Mill Station. Buses would return via the reverse routing.

It is projected that approximately 60 customer-trips would be made each day on the new service on The South Kingsway and on Bloor Street. These customers would have a shorter walk to the nearest bus stop. No new customers would be attracted to the TTC by the service change, as other alternative routes are within a convenient walking distance of the proposed service.

Approximately 250 customer-trips are made each day on the part of the 80 QUEENSWAY route east of The South Kingsway, on The Queensway and Parkside Drive. These customers would have a worse service, as they would have a longer walk to the nearest bus stop. Approximately 20 of these customer-trips would be lost to the TTC because of the less-convenient service. There would be no savings in operating costs as a result of this change.

The change in weighted travel time shows that the inconveniences of the service change would exceed the benefits of the change. The change would cause a net inconvenience for customers, and for this reason it is not recommended.

Scarborough East Express Service

Origin of proposal: Public meeting – December 2, 2004
City wards: Ward 38 Scarborough Centre, Ward 41 Scarborough-Rouge River, Ward 42 Scarborough-Rouge River, Ward 43 Scarborough East, Ward 44 Scarborough East
Results: Does not meet minimum financial standard

A customer suggested that a new express service be operated between Scarborough Centre Station and Meadowvale Loop, at Meadowvale Road and Sheppard Avenue.

An option was examined to operate an express bus service during the peak periods from Monday to Friday between Rouge Hill GO Station and Scarborough Centre Station. Buses would operate from Rouge Hill GO Station via west on Lawrence Avenue, north on East Avenue, west on Island Road, north on Port Union Road, west on Sheppard Avenue, south on Meadowvale Road, and west on Highway 401 to Scarborough Centre Station. Buses would return via the reverse routing. Buses would serve all bus stops between Rouge Hill GO Station and Meadowvale Road, and then would operate non-stop to Scarborough Centre Station.

It is projected that approximately 230 customer-trips would be made each day on the new service, of which approximately 70 customer-trips each day would be new to the TTC, and would be attracted by the convenience of the new service. These customers would have a faster trip, or at least one fewer transfer.

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

A second option was also examined that would provide a similar express service, operating on Sheppard Avenue and McCowan Road to Scarborough Centre Station, instead of via Sheppard Avenue, Meadowvale Road, and Highway 401. Buses would serve limited stops on Sheppard Avenue west of Meadowvale Avenue, at Morningside Avenue, Neilson Road, Markham Road, and McCowan Road.

It is projected that approximately 520 customer-trips would be made each day on the new service, of which approximately 120 customer-trips each day would be new to the TTC, and would be attracted by the convenience of the new service. These customers would have a faster trip, or at least one fewer transfer.

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

85 SHEPPARD EAST – Through service at Don Mills Station

Origin of proposal: Councillor Kelly
City wards: Ward 23 Willowdale, Ward 24 Willowdale, Ward 33 Don Valley East, Ward 40 Scarborough Agincourt, Ward 41 Scarborough Agincourt, Ward 42 Scarborough-Rouge River, Ward 44 Scarborough East
Results: Does not meet minimum financial standard

Councillor Kelly requested that through service at Don Mills Station be reintroduced on the 85 SHEPPARD EAST bus route. Previously, all buses travelling west of Don Mills Station on the 85 SHEPPARD EAST route operated through from the section of the route east of Don Mills Station. Customers travelling between bus stops east and west of Don Mills Station had a through service. This route was changed in September 2004, because of poor financial performance of the service west of Don Mills Station, and poor service reliability on this long route. The service operating between Don Mills Station and Sheppard-Yonge Station was reduced in frequency and was changed to operate between the two stations only. Customers travelling through Don Mills Station have to change buses at the station.

An option was examined which would restore the through service at Don Mills Station.

Approximately 1080 customer-trips would be made each day through Don Mills Station on the 85 SHEPPARD EAST route. These customers would have an improved service, as they would have one fewer transfer. Approximately 1625 customer-trips each day begin or end at stops on Sheppard Avenue, west of Don Mills Station. These customers would have an improved service as their waiting time would be reduced, because service would be more frequent at most times of the week. No new customers would be attracted to the TTC by the through service.

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

53 STEELES EAST – Extension east of Markham Road

Origin of proposal: TTC staff
City wards: Ward 41 Scarborough-Rouge River, Ward 42 Scarborough-Rouge River
Time periods: Monday-Friday peak periods and midday
Results: Net inconvenience for customers

TTC staff proposed that the 53 STEELES EAST bus route be extended east, past Markham Road, to the new residential developments along Steeles Avenue.

An option was examined to extend the 53 STEELES EAST route during the peak periods and midday from Monday to Friday. Buses would operate east on Steeles Avenue to a new off-street or on-street bus loop on the south side of Steeles Avenue, east of the railway crossing.

Service on the 53 STEELES EAST route would be removed from the current on-street loop via McCowan Road, Elson Street and Markham Road. This route extension could be made without adding buses to the route.

It is projected that approximately 120 customer-trips would be made each day on the new service, of which approximately 115 would be new to the TTC, and would be attracted by the convenience of the new service. These customers would have an improved service, as they would have a shorter walk to the nearest bus stop.

Approximately 1015 customer-trips are made each day on Elson Street. These customers would have a worse service, as they would have a longer walk to the nearest bus stop.

The change in weighted travel time shows that the inconveniences of the service change would exceed the benefits of the change. The change would cause a net inconvenience for customers, and for this reason is not recommended.

New residential development along Steeles Avenue is still ongoing. The extension of the 53 STEELES EAST route farther east will be reconsidered in future years, when more potential customers live in the area.

60 STEELES WEST – Service on Yonge Street in peak periods

Origin of proposal: TTC staff
City wards: Ward 1 Etobicoke North, Ward 8 York West, Ward 10 York Centre, Ward 23 Willowdale, Ward 24 Willowdale
Results: Net inconvenience for customers

TTC staff proposed that the 60 STEELES WEST bus route be revised so that buses serve bus stops on Yonge Street during the peak periods. At present, buses on the 60 STEELES WEST route operate express along Yonge Street from about 7:00 a.m. to 9:00 a.m. and from about 3:00 p.m. to 6:00 p.m.

The change would shorten waiting times or reduce the number of transfers required for customers who now use the bus stops on Yonge Street. It is projected that approximately 300 customer-trips would be made each day on 60 STEELES WEST buses at the new bus stops on Yonge Street. These customers would have one fewer transfer. Approximately 1800 customer-trips are now made each day north of Finch Station on 53 STEELES EAST and 97 YONGE buses, and these customers would have a shorter waiting time.

Approximately 5800 customer-trips are made each day on 60 STEELES WEST buses between Steeles Avenue and Finch Station. These customers would a longer travel time.

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

88 SOUTH LEASIDE and 74 MT PLEASANT – Remove service from Pleasant Boulevard

Origin of proposal: Councillor Walker
City wards: Ward 22 St. Paul's, Ward 26 Don Valley West
Results: Net inconvenience for customers

Councillor Walker proposed that bus service be removed from Avoca Avenue and Pleasant Boulevard, east of St. Clair Station, and that instead buses on the 88 SOUTH LEASIDE and 74 MT PLEASANT routes operate to and from the St. Clair Station bus terminal via St. Clair Avenue and Yonge Street.

The change would increase travel time for customers travelling to or from the subway, as the revised route would take longer to travel than the present route via Avoca Avenue and Pleasant Boulevard. Approximately 3900 customer-trips are made each day on the 88 SOUTH LEASIDE and 74 MT PLEASANT routes at St. Clair Station, and these customers would be have a longer travel time.

There would be no benefits for transit customers, as the new routing would not serve any new areas. One additional bus would have to be added in the morning peak period to the 88 SOUTH LEASIDE route, in order to maintain the average number of customers per bus at the busiest point of the route under the Commission-approved maximum levels.

Because an inconvenience would be caused to customers, no benefits would result for customers, and the cost of operating one of the routes would increase, the change is not recommended.

77 SWANSEA – Service via Windermere Avenue and Bloor Street

Origin of proposal: Councillor Saundercook
City ward: Ward 13 Parkdale-High Park
Results: Net inconvenience for customers

Councillor Saundercook proposed that the 77 SWANSEA route be changed to so that buses operate on Windermere Avenue, between Bloor Street and Morningside Avenue, in either the southbound or the northbound direction. Buses would continue to operate on Runnymede Road in the opposite direction.

An option was evaluated for the northbound buses to operate north on Windermere Avenue and east on Bloor Street to Runnymede Station. Southbound buses would continue to operate via south on Runnymede Road, west on Morningside Avenue, and south on Windermere Avenue.

The change would make service better for customers in the Windermere Avenue area, north of Morningside Avenue, as they would have a shorter walk to the nearest northbound bus stop. Less than ten customer-trips each day would be attracted to the TTC because of the new service.

Approximately 100 customer-trips a day are made at the northbound bus stops that would no longer be served. These customers would have a longer walk to the nearest bus stop. Approximately 20 customer-trips would be lost to the TTC because of this inconvenience.

The change would not require additional operating resources. Buses, however, would have to make an additional east-to-north left-turn from Bloor Street to Runnymede Road. This would cause delays to the operation and might result in unreliable service.

The change in weighted travel time shows that the inconvenience of a longer walk to a larger number of customers is more important to customers than the benefit of a shorter walk to a smaller number of customers. Overall, the change would make service worse for more customers, and for this reason it is not recommended.

A second option was examined in which the reverse of the first proposal was considered; southbound buses would operate via Bloor Street and Windermere Avenue, while northbound buses would operate over the existing routing via Windermere Avenue, Morningside Drive, and Runnymede Road.

The change would make service better for customers in the Windermere Avenue area, north of Morningside Avenue, as they would have a shorter walk to the nearest southbound bus stop. Less than ten customer-trips each day would be attracted to the TTC because of the new service. Approximately 60 customer-trips are made each day at the southbound bus stops that would no longer be served. These customers would have a longer walk to the nearest bus stop. Approximately 10 customer-trips would be lost to the TTC because of this inconvenience.

As with the first proposal, no additional operating resources would be required.

The change in weighted travel time shows that the inconvenience of a longer walk to a larger number of customers is more important to customers than the benefit of a shorter walk to a smaller number of customers. Overall, the change would make service worse for more customers, and for this reason it is not recommended.

10 VAN HORNE and 169 HUNTINGWOOD – Combined routes

Origin of proposal: Public meeting – December 2, 2004, Councillor Balkissoon
City wards: Ward 33 Don Valley East, Ward 37 Scarborough Centre, Ward 40 Scarborough-Agincourt, Ward 41 Scarborough-Rouge River
Results: Net inconvenience for customers

A customer proposed that that the 10 VAN HORNE and 169 HUNTINGWOOD routes be combined into one route during the peak periods from Monday to Friday. Councillor Balkissoon forwarded the same proposal, and also proposed that off-peak service be operated on the new, combined, route.

This change would provide customers on the 10 VAN HORNE route with a transfer-free connection to Scarborough Centre Station, would provide new off-peak service on Huntingwood Drive, and would provide a new transfer-free connection between stops on the 10 VAN HORNE and the 169 HUNTINGWOOD routes east and west of Victoria Park Avenue.

An option to operate buses over a combined routing of the 10 VAN HORNE and 169 HUNTINGWOOD routes from Scarborough Centre Station to Don Mills Station was examined. Westbound buses would operate from Scarborough Centre Station via north on McCowan Road, west and north on Commander Boulevard, west on Huntingwood Drive, north on Victoria Park Avenue, west on Pleasant View Drive, north on Brian Drive, west on Van Horne Avenue and south on Don Mills Road to Don Mills Station. Eastbound buses would operate from Don Mills Station via north on Don Mills Road, east on Van Horne Avenue, south on Victoria Park Avenue, east on Huntingwood Drive, south and east on Commander Boulevard, and south on McCowan Road to Scarborough Centre Station.

It is projected that approximately 55 customer-trips would be made each day between bus stops east and west of Victoria Park Avenue. These customers would have a better service, as they would have one less transfer.

Approximately 400 customer-trips are made each day between Don Mills Station and bus stops on Huntingwood Drive. These customers will have a longer travel time, as they will be carried out of their way along the 10 VAN HORNE route on the way to and from the station. Approximately 20 customer-trips are made each weekday at the bus stop on Victoria Park Avenue that would no longer be served by the 169 HUNTINGWOOD route. These customers will have a longer walk or an additional transfer.

The change in weighted travel time shows that the inconveniences of the service change would exceed the benefits of the change. The change would cause a net inconvenience for customers, and for this reason is not recommended.

A separate analysis of additional periods of operation on the 169 HUNTINGWOOD route, not combined with the 10 VAN HORNE route, is also included later in this report.

10 VAN HORNE – Service on Edmonton Drive

Origin of proposal: Public meeting – December 2, 2004
City ward: Ward 33 Don Valley East
Results: Net inconvenience for customers

A customer proposed that the 10 VAN HORNE route be changed to operate over an expanded on-street loop, via Edmonton Drive, instead of Brian Drive. This change would improve service for customers living near Edmonton Drive by reducing the distance they need to walk to the closest stop.

Buses on the 10 VAN HORNE route would operate from Don Mills Station over the present route via north on Don Mills Road, east on Van Horne Avenue, and south on Victoria

Park Avenue. Buses would return via west on Pleasant View Drive, north on Edmonton Drive, west on Van Horne Avenue, and south on Don Mills Road to Don Mills Station. The change would be made at all times that the 10 VAN HORNE route operates.

It is projected that approximately 35 customer-trips would be made each day on the new section of the route. These customers would have a shorter walk to the nearest bus stop. No new customers would be attracted to the TTC by the service change. Approximately 70 customer-trips each day are made at the bus stop on Brian Drive that would no longer be served, and these customers would have a longer walk to the nearest bus stop.

The change in weighted travel time shows that the inconveniences of the service change would exceed the benefits of the change. The change would cause a net inconvenience for customers, and for this reason is not recommended.

68 WARDEN – Service on Bridletowne Circle

Origin of proposal: Councillor Del Grande
City wards: Ward 35 Scarborough Southwest, Ward 37 Scarborough Centre, Ward 39 Don Valley East, Ward 40 Scarborough-Agincourt
Results: Net inconvenience for customers

Councillor Del Grande proposed that the 68 WARDEN bus route be changed to operate via the north-east section of Bridletowne Circle, instead of straight north and south on Warden Avenue. This change would improve service for customers living in the apartment buildings on Bridletowne Circle (north-east) by reducing the distance they need to walk to the closest stop.

Northbound buses on the 68 WARDEN route would operate from Warden Station over the present routing on Warden Avenue to Finch Avenue and then would operate east on Finch Avenue, north and west on Bridletowne Circle, and north on Warden Avenue. Southbound buses would follow this routing in reverse.

It is projected that approximately 110 customer-trips each day would be made on the new service on Bridletowne Circle. These customers would have a better service, as they would have a shorter walk to the nearest bus stop. No new customers would be attracted to the TTC by the service change.

Approximately 4860 customer-trips are made each weekday on 68 WARDEN buses which travel along Warden Avenue, between Finch Avenue and Bridletowne Circle (north-east). These customers would have a worse service, as they would be carried out of their way via Bridletowne Circle and would have a longer travel time.

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

Service could be improved to customers living along Bridletowne Circle (north-east) if a bus stop could be provided on Warden Avenue, mid-way between Finch Avenue and Bridletowne Circle (north-east). At present, a bus stop cannot be established at this location, because of the road and traffic characteristics. If a nearby pedestrian refuge island is changed to have a pedestrian-activated traffic signal, TTC staff would consider establishing a bus stop at this location, as customers could safely cross the road. This new stop would provide direct access for customers residing in the apartment buildings on Bridletowne Circle, east of Warden Avenue, via an existing walkway that connects their buildings to Warden Avenue. TTC staff will continue to pursue this improvement with City of Toronto staff.

96 WILSON – Extension to Humberwood Loop

Origin of proposal: Councillor Ford
City wards: Ward 1 Etobicoke North, Ward 2 Etobicoke North
Time periods: Monday-Friday peak periods
Results: Net inconvenience for customers

Councillor Ford proposed that the 96 WILSON bus route be extended to Humberwood Loop. This change would provide new direct service between the Humberwood community and points on the 96 WILSON route east of Highway 27. In particular, students travelling to West Humber Collegiate would have a new direct trip, with one fewer transfer.

A proposal was evaluated that would extend the 96E WILSON (Wilson Station-Humber College Express) branch to Humberwood Loop. This service operates during the peak periods from Monday to Friday. With this change, service would be removed from Carrier Drive, east of Humber College Boulevard, and from Woodbine Downs Boulevard.

It is projected that approximately 20 customer-trips would be made each day on the new service. These customers would benefit by having one fewer transfer, or a shorter walk to the nearest 96 WILSON bus stop.

Approximately 15 customer-trips are made each day at the bus stops on Carrier Drive and Woodbine Downs Boulevard that would no longer be served. These customers would have a longer walk to the nearest bus stop.

Approximately 2060 customer-trips would be made with a longer waiting time, because the service frequency on the 96E WILSON service would be reduced, as a result of the longer routing to Humberwood Loop.

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

Additional periods of service on present routes

509 HARBOURFRONT – Non-summer late evening service
Origin of proposal: TTC staff
City wards: Ward 19 Trinity-Spadina, Ward 20 Trinity-Spadina, Ward 28 Toronto Centre-Rosedale
Results: Does not meet minimum financial standard

Monday-Friday late evening ..... 0.05 cust/$
Saturday late evening ..... 0.08 cust/$
Sunday late evening ..... 0.06 cust/$

169 HUNTINGWOOD – Off-peak service
Origin of proposal: Councillor Balkissoon
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
Results: Does not meet minimum financial standard

Monday to Friday midday ..... 0.10 cust/$
Monday to Friday early evening ..... 0.13 cust/$

51 LESLIE – Sunday service
Origin of proposal: Public meeting – December 2, 2004
City wards: Ward 24 Willowdale, Ward 33 Don Valley East, Ward 25 Don Valley West, Ward 34 Don Valley East, Ward 26 Don Valley West, Ward 22 St. Paul's
Results: Does not meet minimum financial standard

Sunday daytime ..... 0.13 cust/$
Sunday early evening ..... 0.02 cust/$

132 MILNER – Monday-Friday midday service
Origin of proposal: Public meeting – December 2, 2004
City wards: Ward 38 Scarborough Centre, Ward 42 Scarborough-Rouge River
Results: Does not meet minimum financial standard

Monday-Friday midday ..... 0.14 cust/$

78 ST ANDREWS – Saturday service
Origin of proposal: Councillor Jenkins
City wards: Ward 25 Don Valley West
Results: Does not meet minimum financial standard

Saturday daytime ..... 0.09 cust/$

5. Post-implementation reviews of new services

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

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

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

The five service changes which are discussed in this section were made between 2001 and 2004. 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.

192 AIRPORT ROCKET – Extension to Pearson Airport Terminal 1

City wards: Ward 2 Etobicoke North, Ward 3 Etobicoke Centre, Ward 5 Etobicoke-Lakeshore
Results: Recommended as a regular part of the TTC network

The 192 AIRPORT ROCKET route was extended to serve the new Terminal 1 at Toronto Pearson International Airport starting on April 6, 2004, the day the terminal opened. This change was approved as part of the report on *Service Improvements for 2003*. The change made service better for customers by providing direct service to the new terminal, and by reducing the number of transfers required, as customers would not have ride the Airport's inter-terminal shuttle buses.

On the day of the most recent passenger count, approximately 770 customer-trips began or ended at Terminal 1. These customers have a shorter travel time and one less transfer.

Service was made worse for customers travelling from Terminals 2 and 3 to Kipling Station, as they had a longer travel time. Approximately 700 customer-trips each day are made with a longer travel time.

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

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

City wards: Ward 3 Etobicoke Centre, City of Mississauga
Results: Recommended as a regular part of the TTC network

New service during the early evening from Monday to Friday on the 32 EGLINTON WEST (Eglinton Station-Renforth & Skymark) branch to Skymark Avenue, west of Renforth Loop was introduced in May 2002. This change was approved as part of the report on *Service Improvements for 2002*. Before the change was made, service to the Skymark area was operated only during the peak periods and midday, from Monday to Friday. At other times, service was operated to Renforth Loop at Eglinton Avenue and Renforth Drive.

On the day of the most recent passenger count, approximately 50 customer-trips were made on the new service, of which 25 are new to the TTC system. These customers have a shorter walk to their nearest bus stop. The actual ridership is slightly lower than the projection of 55 customer-trips each day in the report *on Service Improvements for 2002*.

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

32 EGLINTON WEST – Service to Airport Corporate Centre

City ward: Ward 3 Etobicoke Centre, City of Mississauga
Results: Recommended as a regular part of the TTC network

New service during the peaks periods and midday from Monday to Friday was added on the 32B EGLINTON WEST (Eglinton Station-Airport Corporate Centre) branch to the Airport Corporate Centre, under contract to the City of

Mississauga. This service was introduced in February 2002, and was approved as part of the report on *Service Improvements for 2002*.

Buses operate from Eglinton Station and Eglinton West Station via west on Eglinton Avenue, north on Explorer Drive, west on Matheson Boulevard East, south on Spectrum Way, and west on Eglinton Avenue to Matheson Boulevard. Buses return via east on Tech Avenue, north on Creekbank Road, east on Matheson Boulevard East, south on Explorer Drive, east on Skymark Avenue, south on Commerce Boulevard, and east on Eglinton Avenue over the present route.

Before the change was made, customers had to walk to the nearest TTC bus stops, at Eglinton Avenue and Skymark Avenue.

On the day of the most recent passenger count, approximately 630 customer-trips were made on the new service during the peak periods, of which 180 are new to the TTC system. These customers have a shorter walk to their nearest bus stop. In the midday, approximately 260 customer-trips were made on the new service, of which 90 are new to the TTC system. The actual ridership is comparable to the projection of 620 customer-trips during the peak periods in the report on *Service Improvements for 2002*.

One bus was added, and the City of Mississauga pays for all operating costs west of Skymark Avenue. As a result, there is no increase in TTC operating costs. Because service has been improved for customers and no customers are caused an inconvenience, the service is therefore recommended as a regular part of the TTC route network.

59 MAPLE LEAF – Revised service in Weston

City ward: Ward 11 York South-Weston
Results: Recommended as a regular part of the TTC network

The routing of the west end of the 59 MAPLE LEAF route was changed in January 2001. This change was approved as part of the report on *Service Improvements for 2000-2001.*

The change combined two separate branches of the route into one large on-street loop. Buses now alternate between a clockwise and counter-clockwise routing using Maple Leaf Drive, Church Street, Uphill Avenue, Pelmo Crescent, Gary Drive, Oak Street, Weston Road, Church Street, and Maple Leaf Drive. The service change also provided new midday service on Gary Drive; service on this street formerly operated during the peak periods only. The change was made with no increase in operating costs.

Approximately 570 customer trips are made each day on Gary Drive and Church Street. These customers now have a shorter wait for the bus, as they have a more frequent service. Approximately 50 customer-trips are made each day during the midday on Gary Drive. These customers have a shorter walk to the nearest bus stop.

Approximately 100 customer trips each day were made at bus stops on Weston Road, between Church Street and Lawrence Avenue, and on Knob Hill Drive, which are no longer served by 59 MAPLE LEAF buses. These customers have a longer walk to the nearest bus stop.

The change in weighted travel time indicates that the benefit of a shorter wait, a shorter walk, and one less transfer is more important to customers than the inconvenience of a longer wait and longer walk, and that, overall, the change has made service better for customers. The routing change is therefore recommended as a regular part of the TTC route network.

46 MARTIN GROVE – Revised routing at Kipling Station

City wards: Ward 1 Etobicoke North, Ward 2 Etobicoke North, Ward 3 Etobicoke Centre, Ward 4 Etobicoke Centre, Ward 5 Etobicoke-Lakeshore
Results: Recommended as a regular part of the TTC network

The 46 MARTIN GROVE bus route was changed in May 2003 to operate more-directly to and from Kipling Station at all times, instead of via Bloor Street and Aukland Road. This change was approved as part of the report on *Service Improvements for 2003.*

Buses now operate south on Kipling Avenue, south on Viking Road, and west on St. Albans Road to Kipling Station, and return east on St. Albans Road and north on Kipling Avenue. Service was removed from Bloor Street, between Kipling Avenue and Aukland Road, and from Aukland Road, between Bloor Street and St Albans Road. The change was made with no increase in operating costs.

The change made service better for customers travelling to and from Kipling Station, who have a faster trip. On the day of the most recent passenger count, approximately 3450 customer trips are made each day on 46 MARTIN GROVE buses on the new routing. These customers have a faster trip. Approximately 20 customer-trips are made each day at the new bus stops near of Kipling Station, at Viking Road and St. Albans Road, and these customers have a shorter walk to the nearest 46 MARTIN GROVE bus stop.

The change made service worse for customers who previously used the stops on Bloor Street and Aukland Road. Approximately 280 customer-trips were made each day at the bus stops on Bloor Street that are no longer served. These customers have a longer walk to the nearest bus stop. Approximately 80 customer-trips are made each day on Aukland Avenue, and these customers now have a longer wait for a bus, as this street is now only served by the 49 BLOOR WEST route.

The change in weighted travel time shows that the benefit of a shorter travel time is more important to customers than the inconvenience of a longer walk and longer wait. Overall, the change has made service better for customers. The routing is therefore recommended as a regular part of the TTC route network.

Appendix A – Service changes, 2004-2005

This list summarises significant service changes that have been made since the report on *Service Improvements for 2004* was issued in March 2004. 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.

April 2004

192 AIRPORT ROCKET – New service to Pearson Airport Terminal 1 ..... *Service Improvements for 2003*
New Eglinton Station bus terminal opens ..... State of good repair

May 2004

172 CHERRY STREET and 72 PAPE – New seasonal service on Cherry Street..... New seasonal service
133 NEILSON – New evening service to Morningside Heights..... Commission direction

June 2004

9 BELLAMY – Saturday early evening service eliminated ..... Post-implementation review
38 HIGHLAND CREEK – New accessible service using lift-equipped buses ..... Accessible service
133 NEILSON – New accessible service using lift-equipped buses ..... Accessible service
134 PROGRESS – New accessible service using lift-equipped buses..... Accessible service
112 WEST MALL – Sunday service north of Eglinton Avenue eliminated..... Post-implementation review
194 ZOO ROCKET – Seasonal service to Toronto Zoo, June-August ..... Commission direction

August 2004

58 MALTON – New service to Pearson Airport Terminal 1 ..... *Service Improvements for 2003*
300 BLOOR-DANFORTH and 307 EGLINTON WEST – New service to Pearson Airport Terminal 1..... *Service Improvements for 2003*

September 2004

61 AVENUE RD NORTH – New evening and weekend service to Highway 401..... *Service Improvements for 2004*
20 CLIFFSIDE – New Sunday and holiday evening service..... *Service Improvements for 2004*
42 CUMMER – New midday service to Middlefield..... Commission direction
32 EGLINTON WEST – Service increase, Saturday and Sunday/holiday daytime..... *Ridership Growth Strategy*
100 FLEMINGDON PARK – Service increase, Monday-Friday midday and Saturday daytime..... *Ridership Growth Strategy*
122 GRAYDON HALL – Extension to Roywood Park..... *Service Improvements for 2004*
191 HIGHWAY 27 ROCKET – New Sunday and holiday service ..... *Service Improvements for 2004*
41 KEELE – Service increase, morning peak period, Monday-Friday midday ..... *Ridership Growth Strategy*
107 KEELE NORTH – Extension to Kirby Road ..... Under contract to York Region Transit
12 KINGSTON RD – Service increase, morning peak period ..... *Ridership Growth Strategy*
47 LANSDOWNE – Service increase, Monday-Friday midday and early evening ..... *Ridership Growth Strategy*
116 MORNINGSIDE – Service increase, Monday-Friday morning peak period, midday, Saturday and Sunday/Holiday daytime ..... *Ridership Growth Strategy*
133 NEILSON – Expanded routing in Morningside Heights..... *Service Improvements for 2003*
131 NUGGET – New Saturday, Sunday, and holiday late evening service..... *Service Improvements for 2004*
134 PROGRESS – New Saturday service to Centennial College..... *Service Improvements for 2004*
86 SCARBOROUGH – Service increase, Monday-Friday midday, Saturday and Sunday/Holiday daytime . *Ridership Growth Strategy*
190 SCARBOROUGH CENTRE ROCKET – New evening, Saturday, and Sunday service..... *Service Improvements for 2004*
79 SCARLETT RD – Revised service on St Clair Avenue ..... *Service Improvements for 2004*
123 SHORNCLIFFE – New off-peak service via North Queen Street ..... *Service Improvements for 2004*
85 SHEPPARD EAST – Revised service between Sheppard-Yonge and Don Mills stations..... Post-implementation review
85 SHEPPARD EAST – Service increase, morning peak period ..... *Ridership Growth Strategy*
53 STEELES EAST – New Sunday and holiday service to Markham Road..... *Service Improvements for 2004*

53 STEELES EAST – Service increase, afternoon peak period ..... *Ridership Growth Strategy*
60 STEELES WEST – New Monday-Friday midday and Saturday daytime service to Highway 27 ..... *Service Improvements for 2004*
60 STEELES WEST – Service increase, afternoon peak period ..... *Ridership Growth Strategy*
224 VICTORIA PARK NORTH – Off-peak service eliminated ..... Post-implementation review
24 VICTORIA PARK – Extension of off-peak service north of Steeles ..... Post-implementation review/Under contract to YRT
268 WARDEN NORTH – Service eliminated ..... Post-implementation review
68 WARDEN – Extension north of Steeles ..... Post-implementation review/Under contract to YRT
320 YONGE – Extension to entertainment district ..... *Service Improvements for 2004*
95 YORK MILLS – Service increase, Monday-Friday midday and Saturday daytime ..... *Ridership Growth Strategy*
196 YORK UNIVERSITY ROCKET – Service increase, Monday-Friday midday ..... *Ridership Growth Strategy*

October 2004

32 EGLINTON WEST – Service increase, Monday-Friday midday, late evening ..... *Ridership Growth Strategy*
85 SHEPPARD EAST – Service increase, morning peak period ..... *Ridership Growth Strategy*
53 STEELES EAST – Service increase, morning peak period ..... *Ridership Growth Strategy*
92 WOODBINE SOUTH – Route extended to Lake Shore Boulevard at all times ..... *Service Improvements for 2004*

November 2004

172 CHERRY STREET – Weekday service eliminated, route shortened to Commissioners Street ..... Ridership monitoring
26 DUPONT – New accessible service using low-floor buses ..... Accessible service
30 LAMBTON – New accessible service using low-floor buses ..... Accessible service

December 2004

172 CHERRY STREET – Weekend service shortened to Commissioners Street ..... Ridership monitoring

January 2005

49 BLOOR WEST – New accessible service using low-floor buses ..... Accessible service
111 EAST MALL – New accessible service using low-floor buses ..... Accessible service
36 FINCH WEST – Accessible service changed from lift-equipped buses to low-floor buses ..... Accessible service
191 HIGHWAY 27 ROCKET – New accessible service using lift-equipped buses ..... Accessible service
40 JUNCTION – New accessible service using low-floor buses ..... Accessible service
44 KIPLING SOUTH – New accessible service using low-floor buses ..... Accessible service
73 ROYAL YORK – Off-peak service Claireport Crescent ..... Commission report
123 SHORNCLIFFE – New accessible service using low-floor buses ..... Accessible service
92 WOODBINE SOUTH – Route changed to operate to new loop at Lake Shore Boulevard ..... *Service Improvements for 2004*

February 2005

108 DOWNSVIEW – Accessible service changed from lift-equipped buses to low-floor buses ..... Accessible service
45 KIPLING – New accessible service using low-floor buses ..... Accessible service
79 SCARLETT RD – Accessible service changed from lift-equipped buses to low-floor buses ..... Accessible service

March 2005

99 ARROW RD – New accessible service using low-floor buses ..... Accessible service
35 JANE – New accessible service using low-floor buses ..... Accessible service
84 SHEPPARD WEST – New accessible service using low-floor buses ..... Accessible service

Appendix B – Services with poor financial performance, 2004-2005

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.

Research on customers' behaviour has shown that the ridership effects of 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.

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

This appendix lists the periods of service on 62 routes during which the financial performance does not meet the TTC's standard of a customer change per dollar of net cost change value of 0.23. It also shows whether there are service changes which are recommended or which could be made in future that would improve the financial performance of the service.

Notes in this table

1 — These routes have poor financial performance over their entire lengths during the peak periods from Monday to Friday; if service reductions are required in the future, either because of declining ridership or reductions in funding, then these routes would be recommended for removal at all times of the week.

2 — A possible future service reduction has been identified for this route or section.

3 — A service improvement has been recommended or approved for this route, as detailed in Section 2.

Route and section / Day of the week	Time of day	Cust/dollar	Note
5 AVENUE RD			
North of St. Clair Avenue to Eglinton Station			
Monday-Friday	Peak periods	0.16	—
Saturday	Early evening	0.10	—
Sunday/holiday	Daytime	0.14	—
	Early evening	0.09	—
61 AVENUE RD NORTH			
Monday-Friday	Late evening	0.08	—
Saturday	Late evening	0.12	—
Sunday/holiday	Late evening	0.04	—
160 BATHURST NORTH			
Between Wilson Station and Steeles Avenue			
Monday-Friday	Peak periods	0.01	1
	Midday	0.01	1
	Early evening	0.01	1
Saturday	Daytime	0.04	1
	Early evening	0.05	1
Sunday/holiday	Daytime	0.03	1
	Early evening	0.02	1
11 BAYVIEW			
Between Davisville Station and Sunnybrook Hospital			
Saturday	Late evening	0.17	—
Sunday/holiday	Late evening	0.16	—
11 BAYVIEW			
Between Sunnybrook Hospital and Sheppard Avenue			
Monday-Friday	Early evening	0.22	—
Saturday	Early evening	0.18	—
	Late evening	0.12	—
Sunday/holiday	Late evening	0.12	—
11 BAYVIEW			
North of Sheppard Avenue to Steeles Avenue			
Monday-Friday	Midday	0.21	—
	Early evening	0.17	—
	Late evening	0.09	—
Saturday	Daytime	0.17	—
	Early evening	0.08	—
Sunday	Daytime	0.21	—
	Early evening	0.13	—
9 BELLAMY			
Saturday	Early evening	0.12	—

49 BLOOR WEST

Monday-Friday	Peak periods	0.14	1
	Midday	0.14	1
	Early evening	0.16	1
	Late evening	0.09	1
Saturday	Early evening	0.13	1
	Late evening	0.05	1
Sunday/holiday	Early evening	0.18	1
	Late evening	0.05	1

21 BRIMLEY

Between Kennedy Station and Scarborough Centre Station

Monday-Friday	Peak periods	0.12	1
	Early evening	0.20	1
	Late evening	0.17	1
Saturday	Daytime	0.18	1
Sunday/holiday	Daytime	0.21	1
	Early evening	0.15	1

8 BROADVIEW

Monday-Friday	Peak periods	0.12	1
Sunday/holiday	Early evening	0.18	1

120 CALVINGTON

Monday-Friday	Peak periods	0.05	1

22 COXWELL

On Kingston Rd between Queen St and Victoria Park Ave

Saturday	Late evening	0.18	—
Sunday/holiday	Late evening	0.21	—

42 CUMMER

Between Victoria Park Avenue and Kennedy Road

Monday-Friday	Peak periods	0.21	—
	Late evening	0.11	—
Saturday	Late evening	0.14	—
Sunday/holiday	Late evening	0.10	—

42 CUMMER

East of Kennedy Road

Monday-Friday	Peak periods	0.12	—

127 DAVENPORT

Monday-Friday	Peak periods	0.16	1,2

125 DREWRY

Sunday/holiday	Daytime	0.20	—

26 DUPONT

East of Dupont Station to St. George Station

Monday-Friday	Peak periods	0.06	1,2
	Midday	0.04	1,2
	Early evening	0.07	1,2
	Late evening	0.05	1
Saturday	Daytime	0.06	1,2
	Early evening	0.06	1,2
	Late evening	0.04	1
Sunday/holiday	Early evening	0.12	1

26 DUPONT

West of Dupont Station to Jane Station

Monday-Friday	Peak periods	0.14	1,2
	Midday	0.14	1,2
	Early evening	0.12	1,2
	Late evening	0.06	1
Saturday	Daytime	0.19	1,2
	Early evening	0.13	1,2
	Late evening	0.14	1
Sunday/holiday	Daytime	0.21	1,2
	Early evening	0.04	1

104 FAYWOOD

Saturday	Late evening	0.15	—

139 FINCH EAST

Monday-Friday	Peak periods	0.06	1,2

33 FOREST HILL

Monday-Friday	Peak periods	0.17	—
	Midday	0.14	—

135 GERRARD

Between Main Street Station and Warden Avenue

Monday-Friday	Peak periods	0.11	—
	Midday	0.08	—
	Early evening	0.07	—
	Late evening	0.05	—
Saturday	Daytime	0.16	—

14 GLENCAIRN

Between Davisville Station and Glencairn Station

Monday-Friday	Peak periods	0.19	1
	Midday	0.18	1
	Early evening	0.11	1

14 GLENCAIRN

West of Glencairn Station to Caledonia Road

Monday-Friday	Peak periods	0.16	1
	Midday	0.10	1
	Early evening	0.10	1

38 HIGHLAND CREEK

East of U of T Scarborough to Rouge Hill GO Station

Monday-Friday	Peak periods	0.17	—

169 HUNTINGWOOD

Monday-Friday	Peak periods	0.08	1

83 JONES

Monday-Friday	Early evening	0.15	—
Saturday	Early evening	0.07	—

107 KEELE NORTH

Between Downsview Station and Steeles Avenue

Monday-Friday	Peak periods	0.16	—
	Midday	0.20	—
	Early evening	0.12	—
	Late evening	0.13	—
Saturday	Daytime	0.05	—
	Early evening	0.08	—
Sunday/holiday	Daytime	0.13	—
	Early evening	0.16	—

43 KENNEDY
On Progress Avenue

Monday-Friday	Peak periods	0.11	—
	Midday	0.10	—
Saturday	Daytime	0.08	—

12 KINGSTON RD
On Midland Avenue from Kingston Road to Eglinton Avenue

Sunday	Early evening	0.20	—

503 KINGSTON RD

Monday-Friday	Peak periods	0.13	1

30 LAMBTON
On High Park Avenue

Monday-Friday	Peak periods	0.19	—
	Midday	0.15	—
	Early evening	0.20	—
	Late evening	0.11	—
Saturday	Daytime	0.14	—
	Early evening	0.20	—
	Late evening	0.12	—
Sunday/holiday	Daytime	0.11	—
	Late evening	0.08	—

30 LAMBTON
On Dundas between High Park Avenue and Prince Edward Drive

Monday-Friday	Peak periods	0.21	—
	Midday	0.12	—
	Early evening	0.11	—
	Late evening	0.11	—
Saturday	Daytime	0.12	—
	Early evening	0.10	—
	Late evening	0.09	—
Sunday/holiday	Daytime	0.09	—
	Early evening	0.14	—
	Late evening	0.06	—

30 LAMBTON
West of Prince Edward Drive to Kipling Station

Monday-Friday	Peak periods	0.12	—
	Midday	0.07	—
	Early evening	0.08	—
	Late evening	0.08	—
Saturday	Daytime	0.07	—
	Early evening	0.08	—
	Late evening	0.05	—
Sunday/holiday	Daytime	0.06	—
	Early evening	0.12	—
	Late evening	0.03	—

47 LANSDOWNE
North of St. Clair Avenue to Yorkdale Station

Monday-Friday	Late evening	0.22	—
Saturday	Late evening	0.11	—
Sunday/holiday	Early evening	0.21	—
	Late evening	0.10	—

52 LAWRENCE WEST
On Benton Rd, Sheffield St, Ingram Dr, Gulliver Rd, Culford Rd

Monday-Friday	Peak periods	0.20	1

52 LAWRENCE WEST
West of Scarlett Rd to Martin Grove

Sunday/holiday	Late evening	0.21	—

162 LAWRENCE-DONWAY

Monday-Friday	Peak periods	0.02	1
	Midday	0.01	1

46 MARTIN GROVE

Saturday	Late evening	0.09	2
Sunday/holiday	Late evening	0.04	2

132 MILNER

Monday-Friday	Peak periods	0.05	1
	Early evening	0.14	1

62 MORTIMER

Monday-Friday	Peak periods	0.22	1
	Early evening	0.19	1
	Late evening	0.03	1
Sunday/holiday	Daytime	0.20	1,2
	Early evening	0.10	1

74 MT PLEASANT

Monday-Friday	Peak periods	0.03	1,2
	Midday	0.11	1

70 O'CONNOR
On St Clair Ave, between O'Connor Dr and Warden Stn

Sunday/holiday	Daytime	0.19	—
	Early evening	0.08	—
	Late evening	0.07	—

63 OSSINGTON
North of St. Clair Avenue to Eglinton West Station

Saturday	Late evening	0.19	—
Sunday/holiday	Late evening	0.20	—

72 PAPE
West of Carlaw Avenue to Union Station

Monday-Friday	Peak periods	0.22	—
	Midday	0.04	—

67 PHARMACY

Monday-Friday	Peak periods	0.17	1,2
	Midday	0.13	1,2
	Early evening	0.20	1,2
Saturday	Daytime	0.18	1,2
	Early evening	0.18	1,2

167 PHARMACY NORTH

Monday-Friday	Peak periods	0.06	1
	Midday	0.05	1
Saturday	Daytime	0.04	1,2

134 PROGRESS
North of Finch Avenue to McNicoll Avenue

Monday-Friday	Peak periods	0.05	—

134 PROGRESS
Between Centennial College and Finch Avenue

Monday-Friday	Peak periods	0.08	—
	Midday	0.11	—
Saturday	Daytime	0.17	—

80 QUEENSWAY
Between Keele Station and Humber Loop

Monday-Friday	Peak periods	0.03	—
	Midday	0.02	—
	Early evening	0.03	—
Saturday	Daytime	0.03	—
	Early evening	0.03	—

80 QUEENSWAY
Between Humber Loop and Sherway

Monday-Friday	Late evening	0.13	—

109 RANEE
North of Lawrence West Station to Bathurst

Monday-Friday	Peak periods	0.06	—
	Midday	0.08	—
	Late evening	0.12	—
Saturday	Daytime	0.06	—
	Late evening	0.11	—
Sunday/holiday	Daytime	0.06	—

48 RATHBURN

Saturday	Early evening	0.18	—
Sunday/holiday	Daytime	0.16	—
	Early evening	0.14	—

82 ROSEDALE

Monday-Friday	Late evening	0.09	—
Saturday	Late evening	0.11	—
Sunday/holiday	Early evening	0.16	—
	Late evening	0.03	—

76 ROYAL YORK SOUTH
On Grand Avenue

Monday-Friday	Peak periods	0.12	—

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

Monday-Friday	Peak periods	0.20	—
	Midday	0.10	—

86 SCARBOROUGH
East of Kingston Road to Beechgrove Drive

Monday-Friday	Peak periods	0.11	—
	Midday	0.03	—

86 SCARBOROUGH
North of Sheppard Avenue to Toronto Zoo

Monday-Friday	Peak periods	0.03	—
	Midday	0.03	—

85 SHEPPARD EAST
West of Don Mills Station to Sheppard-Yonge Station

Monday-Friday	Peak periods	0.12	1,2
	Midday	0.19	1,2
	Early evening	0.12	1
	Late evening	0.20	1
Saturday	Daytime	0.10	1,2
	Early evening	0.09	1
	Late evening	0.08	1
Sunday/holiday	Daytime	0.15	1,2
	Early evening	0.11	1
	Late evening	0.05	1

115 SILVER HILLS

Monday-Friday	Peak periods	0.12	1,2

88 SOUTH LEASIDE

Sunday/holiday	Late evening	0.20	—

124 SUNNYBROOK

Saturday	Early evening	0.21	—

10 VAN HORNE

Monday-Friday	Peak periods	0.14	1,2
	Midday	0.06	1
	Early evening	0.08	1

90 VAUGHAN
West of Oakwood Avenue to Eglinton Avenue

Monday-Friday	Peak periods	0.09	—

69 WARDEN SOUTH
On Birchmount Avenue

Monday-Friday	Peak periods	0.17	—
	Midday	0.10	—
	Early evening	0.14	—

94 WELLESLEY
West of Wellesley Station to Ossington Station

Monday-Friday	Midday	0.22	—
	Late evening	0.15	—
Saturday	Daytime	0.08	—
	Late evening	0.12	—
Sunday/holiday	Early evening	0.21	—
	Late evening	0.05	—

112 WEST MALL
North of Eglinton Avenue to Disco Road

Monday-Friday	Midday	0.06	—

165 WESTON RD NORTH
North of Finch Avenue to Steeles Avenue

Monday-Friday	Early evening	0.21	—

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

Monday-Friday	Midday	0.06	—
	Early evening	0.11	—
Saturday	Daytime	0.06	—
Sunday/holiday	Daytime	0.04	—

98 WILLOWDALE-SENLAC
On Willowdale Avenue

Monday-Friday	Peak periods	0.09	1
	Midday	0.05	1
	Early evening	0.05	1
Saturday	Daytime	0.04	1
Sunday/holiday	Daytime	0.04	1

96 WILSON
On Clayson Road and Bartor Avenue

Monday-Friday	Peak periods	0.13	—

96 WILSON
North of Finch Avenue to Humberline Loop and Carrier Drive

Monday-Friday	Midday	0.09	—

91 WOODBINE
Between St. Clair Avenue and Lawrence Avenue

Monday-Friday	Peak periods	0.10	—
	Midday	0.16	—
	Early evening	0.13	—
Saturday	Daytime	0.18	—
	Early evening	0.06	—

91 WOODBINE
Between Woodbine Station and Parkview Hills

Monday-Friday	Peak periods	0.12	—
	Midday	0.16	—
Saturday	Early evening	0.18	—

91 WOODBINE
On Railside Road and north of Lawrence Avenue

Monday-Friday	Midday	0.13	—

97 YONGE
Between Davisville Station and York Mills Station

Monday-Friday	Peak periods	0.21	—
	Midday*	0.12	—
	Early evening	0.13	—
	Late evening	0.05	—
Saturday	Early evening	0.13	—
	Late evening	0.05	—
Sunday/holiday	Daytime	0.18	—
	Early evening	0.08	—
	Late evening	0.03	—

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

97 YONGE
South of Davisville Station to Queens Quay

Monday-Friday	Peak periods	0.02	—

97 YONGE
Between York Mills Station and Steeles

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

95 YORK MILLS
On Ellesmere Road east of Military Trail to Kingston Road

Monday-Friday	Peak periods	0.20	—
	Early evening	0.11	—
Sunday/holiday	Daytime	0.15	—

Appendix C – Ridership and cost statistics for bus and streetcar routes, 2004-2005

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		2,500	$1,600	2	3	55	1,100	$5,900	27%
117 Alness		2,600	$1,400	5	4	45	520	$4,900	29%
5 Avenue Rd		2,200	$2,100	4	3	45	410	$4,300	47%
61 Avenue Rd North	(3)	3,800	$2,900	4	3	55	500	$5,100	56%
7 Bathurst		23,900	$18,600	20	18	310	3,500	$30,100	62%
511 Bathurst	SC	15,500	$10,500	9	9	140	1,200	$21,500	49%
160 Bathurst North	(1)	2,500	$1,700	3	3	40	440	$4,000	43%
6 Bay		10,100	$7,600	13	13	150	1,200	$14,700	52%
11 Bayview and 28 Davisville	(2)	9,000	$5,100	11	9	140	1,700	$14,400	35%
9 Bellamy		3,300	$2,700	4	4	60	850	$6,200	43%
17 Birchmount	(1)	10,700	$7,700	11	9	140	1,900	$14,600	52%
49 Bloor West		3,200	$2,000	4	3	45	570	$4,800	42%
21 Brimley		8,100	$5,400	8	9	110	1,500	$11,600	46%
8 Broadview		910	$620	1	1	18	180	$1,700	36%
50 Burnhamthorpe		3,200	$2,100	4	3	45	520	$4,500	47%
120 Calvington		300	$240	1	1	9	120	$1,000	23%
506 Carlton	SC	41,200	$35,000	32	27	420	3,900	$67,700	52%
126 Christie		2,900	$1,700	2	2	30	230	$2,600	64%
20 Cliffside		6,100	$4,200	5	4	65	770	$6,600	63%
87 Cosburn		7,600	$5,400	8	7	100	1,100	$10,000	54%
22 Coxwell		6,100	$4,000	3	3	65	580	$5,900	68%
42 Cummer	(3)	7,200	$5,400	12	10	130	1,800	$14,000	39%
113 Danforth		4,100	$3,100	4	3	55	580	$5,200	59%
127 Davenport		1,300	$940	2	2	25	310	$2,700	35%
23 Dawes		5,900	$3,900	6	4	65	530	$6,100	64%
25 Don Mills	(1)	37,200	$22,500	31	27	400	5,000	$41,100	55%
108 Downsview		7,100	$4,500	7	5	90	1,100	$9,000	50%
502 Downtowner and 503 Kingston Rd	SC(2)	6,100	$6,300	13	11	100	860	$19,500	32%
125 Drewry		2,400	$1,500	3	2	35	350	$3,400	44%
29 Dufferin		43,300	$31,200	32	28	420	4,300	$41,500	75%
105 Dufferin North	(1)	1,500	$960	1	2	18	160	$1,800	54%
505 Dundas	SC	36,600	$29,100	19	20	320	2,600	$47,400	61%
26 Dupont		3,600	$2,900	5	5	75	750	$7,300	40%
111 East Mall		5,600	$3,700	6	5	80	1,200	$8,600	43%
34 Eglinton East		24,100	$16,800	25	21	280	3,200	$29,200	57%
32 Eglinton West	(1)	36,900	$25,900	43	34	510	5,500	$51,100	51%
15 Evans		4,200	$3,200	4	4	50	660	$5,400	58%
104 Faywood		2,700	$1,800	3	3	45	520	$4,400	41%

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
39 FINCH EAST and 139 FINCH EAST	(2)	38,300	$27,100	52	41	570	8,000	$61,300	44%
36 FINCH WEST		37,000	$27,900	35	35	470	5,800	$48,100	58%
100 FLEMINGDON PARK		13,900	$9,900	18	11	220	2,700	$22,200	44%
33 FOREST HILL		750	$520	1	1	13	130	$1,300	41%
135 GERRARD		2,700	$1,700	2	2	35	390	$3,300	53%
14 GLENCAIRN		1,700	$1,200	3	3	35	330	$3,400	35%
122 GRAYDON HALL	(3)	3,000	$1,800	5	5	60	700	$6,300	29%
31 GREENWOOD		4,300	$2,700	3	3	45	350	$4,100	66%
169 HUNTINGWOOD		1,300	$850	3	3	30	300	$3,100	28%
37 ISLINGTON	(1)(3)	15,700	$11,300	15	14	220	2,900	$22,600	50%
110 ISLINGTON SOUTH		9,300	$5,700	9	10	140	1,500	$13,500	42%
35 JANE	(1)	38,700	$28,100	32	29	430	5,000	$43,000	65%
83 JONES		2,100	$1,400	3	2	30	280	$3,000	46%
40 JUNCTION		4,700	$3,300	3	4	55	490	$5,000	65%
41 KEELE		23,200	$16,900	17	18	280	3,300	$27,900	60%
107 KEELE NORTH	(1)	1,500	$1,000	5	4	70	790	$6,800	15%
43 KENNEDY		12,600	$9,100	9	10	130	1,600	$13,600	67%
504 KING and 508 LAKE SHORE	SC(2)	48,400	$37,600	47	33	480	4,200	$81,400	46%
12 KINGSTON RD		6,400	$4,400	9	7	110	1,200	$10,900	41%
45 KIPLING		18,300	$13,200	21	18	260	4,000	$28,200	47%
44 KIPLING SOUTH		6,000	$3,900	7	7	85	1,100	$9,000	43%
30 LAMBTON		2,900	$2,000	3	3	45	520	$4,500	45%
47 LANSDOWNE		15,300	$10,300	12	10	180	1,800	$17,200	60%
54 LAWRENCE EAST		30,500	$22,100	33	31	440	5,800	$45,800	48%
52 LAWRENCE WEST		20,100	$13,700	19	16	230	2,800	$23,600	58%
56 LEASIDE		3,300	$2,400	5	4	55	610	$5,700	42%
51 LESLIE		3,500	$2,200	7	6	80	1,000	$8,600	26%
64 MAIN		5,700	$3,800	3	3	50	410	$4,700	82%
58 MALTON	(1)(3)	13,200	$9,800	14	14	190	2,700	$20,300	48%
59 MAPLE LEAF		3,000	$2,100	5	3	45	570	$4,900	42%
102 MARKHAM RD	(1)	17,200	$13,800	15	14	210	2,700	$21,400	65%
46 MARTIN GROVE and 191 HIGHWAY 27 ROCKET	(2)	13,300	$9,000	16	17	240	4,100	$26,500	34%
16 MCCOWAN		9,400	$6,600	7	6	100	1,300	$10,100	65%
129 MCCOWAN NORTH	(1)	11,500	$7,400	11	10	130	1,800	$14,000	52%
130 MIDDLEFIELD		2,000	$1,100	3	2	40	540	$4,100	27%
57 MIDLAND		11,500	$7,600	11	9	140	1,900	$14,500	52%
132 MILNER		2,400	$1,400	3	3	35	510	$3,800	36%
116 MORNINGSIDE		17,300	$12,700	17	20	270	4,000	$28,500	45%
62 MORTIMER		2,900	$2,100	3	3	45	480	$4,500	47%
74 MT PLEASANT		910	$770	2	2	20	180	$2,200	35%
103 MT PLEASANT NORTH		1,900	$1,300	3	2	35	350	$3,400	38%

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
133 Neilson and 38 Highland Creek	(2)(3)	10,800	$6,800	12	12	190	2,700	$19,800	34%
131 Nugget		6,200	$4,200	12	11	120	1,700	$13,300	31%
70 O'Connor		7,700	$5,300	6	6	90	980	$9,000	59%
63 Ossington		16,800	$11,400	13	11	180	1,600	$17,000	67%
72 Pape		7,800	$5,100	7	7	110	870	$10,000	51%
65 Parliament		2,800	$1,900	2	2	35	270	$3,200	59%
67 Pharmacy		4,700	$3,300	6	5	70	900	$7,300	46%
167 Pharmacy North		1,200	$840	2	2	25	320	$2,700	32%
66 Prince Edward		3,800	$2,300	4	4	60	700	$5,900	40%
134 Progress		7,600	$4,300	8	6	95	1,000	$9,600	44%
501 Queen	SC	41,200	$39,100	29	31	510	5,100	$79,800	49%
80 Queensway		1,900	$1,400	3	3	50	750	$5,300	27%
109 Ranee		4,400	$3,100	3	4	55	590	$5,500	57%
48 Rathburn		2,400	$1,600	4	3	45	710	$5,000	32%
161 Rogers Rd		6,400	$4,700	7	6	110	1,100	$10,300	46%
82 Rosedale		1,500	$950	1	1	18	190	$1,700	55%
73 Royal York	(3)	9,100	$6,100	9	8	140	2,100	$14,500	42%
76 Royal York South		8,300	$5,500	7	5	85	990	$8,500	65%
71 Runnymede and 77 Swansea	(2)	5,000	$3,000	5	4	75	1,000	$7,700	40%
86 Scarborough		14,900	$10,100	21	15	250	3,600	$26,200	39%
190 Scarborough Centre Rocket	(3)	6,300	$3,600	7	7	80	1,300	$9,100	39%
79 Scarlett Rd	(3)	6,500	$4,400	11	8	120	1,500	$12,400	36%
85 Sheppard East		25,500	$15,500	25	25	340	4,600	$35,800	43%
84 Sheppard West		15,800	$10,600	16	13	180	2,400	$19,100	56%
75 Sherbourne		4,800	$3,300	4	4	65	470	$5,800	57%
123 Shorncliffe	(3)	4,700	$3,200	5	5	85	1,100	$8,500	37%
115 Silver Hills		730	$620	2	2	16	200	$1,800	33%
88 South Leaside		3,900	$2,700	7	6	80	870	$8,100	33%
510 Spadina and 509 Harbourfront	SC(2)	43,400	$28,500	18	25	350	2,800	$52,100	55%
78 St Andrews		1,800	$1,200	3	2	25	330	$2,900	41%
512 St Clair	SC	31,000	$20,600	22	19	320	2,400	$47,200	44%
53 Steeles East		19,600	$14,100	32	31	350	4,800	$38,200	37%
60 Steeles West	(3)	23,600	$17,500	30	29	400	4,900	$40,900	43%
124 Sunnybrook and 162 Lawrence-Donway	(2)	3,600	$2,100	4	5	55	590	$5,700	36%
168 Symington		7,800	$5,400	7	6	90	910	$8,900	60%
81 Thorncliffe Park		7,200	$4,400	6	5	75	820	$7,400	59%
10 Van Horne	(3)	1,800	$1,000	3	3	30	330	$3,300	31%
90 Vaughan		6,800	$4,200	6	5	65	600	$6,500	64%
24 Victoria Park and 224 Victoria Park North	(1)(2)(3)	22,700	$16,400	24	20	300	3,700	$30,600	54%

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
68 WARDEN	(1)(3)	16,000	$11,000	16	12	220	2,900	$22,000	50%
69 WARDEN SOUTH		5,400	$3,300	5	4	65	750	$6,500	50%
55 WARREN PARK		720	$440	1	1	11	120	$1,100	38%
94 WELLESLEY		10,800	$7,300	7	6	110	890	$10,100	72%
112 WEST MALL		7,500	$5,100	11	9	130	1,700	$13,600	37%
89 WESTON		14,000	$10,300	12	10	170	1,800	$16,300	63%
165 WESTON RD NORTH	(1)	14,500	$10,800	16	13	230	3,100	$23,200	46%
98 WILLOWDALE-SENLAC		1,700	$1,400	4	3	40	470	$4,200	33%
96 WILSON		20,800	$14,100	27	24	320	4,300	$34,200	41%
91 WOODBINE		5,400	$3,700	6	7	85	1,100	$8,800	42%
92 WOODBINE SOUTH	(3)	2,800	$1,800	3	3	40	300	$3,700	49%
97 YONGE		3,400	$3,100	7	7	110	1,100	$10,200	30%
95 YORK MILLS		23,600	$17,200	34	24	360	4,700	$38,000	45%
106 YORK UNIVERSITY and 196 YORK UNIVERSITY ROCKET	(2)	20,900	$12,000	26	19	310	4,500	$32,600	37%

Explanation of mode/note:

Buses are used on all routes, except as otherwise noted.
SC – Streetcars are used on this route.
1 – This route also provides service outside Toronto, under contract, and the contract service is not included in these figures.
2 – These routes provide a single service over much of their length.
3 – Includes a trial service, subject to a post-implementation review.

Glossary

Average fare — The average fare revenue collected for one customer-trip, taking into account the value of all cash fares, tickets and tokens, passes, and discounted fares. In 2004, the average fare was $1.62.

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

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

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

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

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

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

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

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

Minimum financial standard — The lowest financial performance at which ridership on a service contributes positively to the TTC's financial situation. In 2004, the minimum financial standard was 0.23 customers per dollar.

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

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

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

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

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

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

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

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

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

Notes:

Base map source for all maps:
Toronto Land Information Service, 1999

Report completed on March 24, 2005

Index of service changes by city ward

Ward 43 Scarborough-East

Ward 44 Scarborough-East

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