



2025 Annual Service Plan

Date: January 27, 2025

To: TTC Board

From: Chief Strategy & Customer Experience Officer

Summary

This report presents the 2025 Annual Service Plan (ASP), which provides a roadmap for service changes for the coming year, including recommendations for new and revised routes based on input and engagement with TTC customers, front-line staff, and the community.

The 2025 ASP focuses on enhancing connections across the transit network and making the system more attractive to all customers including the three key priority groups (women, shift workers and lower income customers) in the coming years.

The key themes for this year's plan are:

1. Enhancing connections to meet customer needs
2. Improving the Community Bus service
3. Planning for construction: from principles to practice

The 2025 ASP can be found in **Attachment 1 - 2025 Annual Service Plan**.

Recommendations

It is recommended that the TTC Board:

1. Approve the 2025 Annual Service Plan including its associated proposed route changes.
2. Approve routing changes outlined in **Appendix 5 – Roads with Transit Service Added or Removed**; and,
3. Direct staff to forward the 2025 Annual Service Plan to all City Councillors, the Deputy City Manager, Infrastructure and Development Services, General Manager of Transportation Services, Chief Planner, as well as the General Managers of Brampton Transit, Durham Region Transit, Metrolinx, MiWay and York Region Transit.

Financial Summary

The 2025 ASP has been developed in conjunction with the 2025 Operating Budget. The 2025 Operating Budget allocates additional funding to address base cost pressures necessary to sustain current service levels and activities.

To improve service reliability and address changes in customer demand, additional service hours were approved as part of the 2025 Operating Budget hours to help alleviate congestion, support service growth, improve service frequency across all modes and prepare for the planned launch of Line 5 and 6. This represents a 5.8% increase in service hours, for a total of 9.6 million hours, or an increase of \$22.7 million (non-annualized and not including operating Line 5 and 6). To further improve service reliability and the customer experience, new investments are being made to fund pilots focused on addressing bus “bunching and gapping” and station cleanliness as well as to increase response times for incident management.

In 2025, base service hours will increase by 1.7% to meet forecasted demand, address ongoing congestion and construction impacts, and accommodate approximately 3% in projected ridership growth. The increase in service hours is intended to:

- **Improve capacity to address new demand:** Align service levels to keep pace with projected ridership growth to maintain current service reliability.
- **Adjust for traffic congestion and construction impacts:** Enhance route reliability and minimize delays caused by city-wide infrastructure projects; and,
- **Respond to changing travel patterns:** Respond to shifts in customer behavior, including hybrid work trends and evolving peak travel periods.
- **Add interim accessible bus service** to provide connections to subway stations that are not yet accessible.

In addition, new service enhancements were approved through the 2025 Operating Budget, with service hours increasing by a further 2.2% to improve reliability across the system to provide more midday, evening and weekend service across all three modes. This service will increase capacity outside of traditional rush hours and improve wait times while providing increased customer comfort.

The 2025 Operating Budget also accommodates 4.02 million rides, representing a 12% increase in Wheel-Trans ridership over 2024 experience, because of an increase in new registrants.

These adjustments ensure the TTC is positioned to align service hours with customer demand and provide more reliable service in 2025.

Equity/Accessibility Matters

The TTC is making Toronto’s transit system barrier-free by implementing changes to make all its services and facilities accessible to all customers.

The TTC strongly believes all customers should enjoy the freedom, independence and flexibility to travel anywhere.

The TTC's commitment to providing accessible transit is at the forefront of its 2024-2028 Corporate Plan as well as the 2024-2028 5-Year Service and Customer Experience Action Plan (5YSP), including the key principles of Equity, Diversity, Inclusion, and Accessibility.

Priority customer groups identified in the 5-Year Service Plan are a key focus in the plan

The 2025 ASP builds on the 5YSP, which continues to highlight the importance of equitable, reliable, safe and timely access to transit for the three key priority groups of women, shift workers and lower income customers. Many initiatives proposed in the 2025 ASP address travel patterns of the key priority groups who continue to depend on the transit network for getting around the city.

Consultation and engagement with equity-deserving communities remains a focus of TTC's planning approach

Approximately 2,700 participants were engaged through the consultation activities of the 2025 ASP through a range of engagement tactics including but not limited to in-person events, surveys and focus groups.

The TTC recognizes the importance of consulting with traditionally underrepresented customers in the planning process who may be disproportionately affected by planning decisions. In addition to two consultation sessions with TTC's Advisory Committee on Accessible Transit (ACAT) Service Planning Subcommittee, consultations throughout the development of the ASP included engaging with and gathering feedback from the three key priority groups (women, shift workers and lower-income customers) through focus groups and public outreach events across the city including in Neighbourhood Improvement Areas.

Additionally, the 2025 ASP consultation process continued the Youth Ambassador Program. This program, which is a staple in TTC's ASP public engagement process, was introduced as part of the 2021 Annual Service Plan. It engages youth aged 18-29, a demographic typically under-represented in city-building consultations, and provides paid work and skill development opportunities.

The ASP supports continued implementation of the TTC's 5-Year Accessibility Plan and Family of Services

The 2025 ASP includes a review of the Community Bus Network, which is an accessible service that acts as a bridge between TTC's Wheel-Trans and conventional transit. This review resulted in identifying opportunities for enhancing service to better meet community needs. The 2025 ASP proposes adjustments on existing Community Bus routes, as well as customer communication and wayfinding improvements to better promote this service to customers.

The TTC wants to ensure the system is as accessible as possible. To support this, an interim service plan has been developed for each subway station where elevator access will be delayed beyond January 1, 2025.

The interim service plan will ensure that there is accessibility to the subway system and includes a mix of existing surface routes, routes with modifications, and one new route, as alternate connections to/from other accessible subway stations.

The ASP also reports on the implementation progress of specific initiatives from the 5YSP, which will help support and advance the Wheel-Trans Family of Services delivery model and the new 2024-2028 5-Year Accessibility Plan. This includes improving access to and reliability of customer information; working with the city to improve and expand customer amenities at transit stops; and continuing to enhance safety, comfort and amenities at transit stations. This will help achieve a modern, inclusive, and accessible transit system for all.

TTC continues to evolve and advance approaches to equity in its service planning

Another way the TTC applies equity considerations in the service planning process is by applying a higher weight to ridership in Neighbourhood Improvement Areas. In the 2025 ASP, this is applied to the post-implementation reviews of various bus routes across the city that customers travelling to and from Neighbourhood Improvement Areas rely on. The TTC will continue to work with the City of Toronto's Transportation Services department as a key stakeholder in the development of an updated equity framework and tool for mobility.

Protecting service coverage and span of service remains a priority

In 2024, the TTC continued to protect service coverage and span of service across the city. All regular service routes and periods remained in operation regardless of ridership or financial performance. TTC's regular service network continues to meet the service standard of 90% of Toronto population and employment within 400m of transit service.

Decision History

The [TTC Corporate Plan 2024-2028](#) serves as the TTC's guiding strategic document to support the achievement of the TTC's mandate, Vision and Mission statements. The Corporate Plan was approved by the TTC Board on May 16, 2024.

The [2025 Operating Budget; 2025-2034 Capital Budget and Plan and 15-Year Capital Investment Plan and Real Estate Investment Plan Update](#) was approved by the TTC Board on January 10, 2025.

The 2024-2028 [5-Year Service and Customer Experience Action Plan](#) is the overarching business plan that identifies a 25-point action plan to improve public transit between 2024 and 2028. The TTC Board approved the plan on May 16, 2024.

The previous [5-Year Service Plan & 10-Year Outlook](#) was approved by the Board at their meeting on December 12, 2019.

The TTC Board approved the [Advancing the 5-Year Service Plan \(2024-2028\) & 10-Year Outlook Reset](#) report on July 14, 2022. This report outlined the work plan for the new 5-Year Service Plan (2024-2028) & 10-Year Outlook and served to inform the guiding principles for the 2024 Annual Service Plan.

The [2024 Annual Service Plan](#) was approved by the Board at its meeting on November 22, 2023. The 2024 Annual Service Plan serves as Year 1 of the 5-Year Service and Customer Experience Action Plan.

Issue Background

The TTC Corporate Plan drives the organization's strategic direction. Strategic Direction 2 of the Corporate Plan is to attract new riders and retain customer loyalty.

Many plans collectively advance this direction – including the 5-Year Service and Customer Experience Action Plan as well as the 2025 Annual Service Plan.

The 2024-2028 5-Year Service and Customer Experience Action Plan is a multi-year plan that communicates to our customers and community partners the strategic priorities for service and customer improvements.

Objectives of the 5YSP:

Focusing on improvements that enhance the TTC's core competency: **mass transit** – moving large volumes of customers **safely, reliably** and **swiftly** across Toronto and improving how customers experience the system.

Comments

The 2025 ASP focuses on enhancing connections across the transit network and making the system more attractive to all customers.

The key themes for this year's plan are:

1. **Enhancing connections to meet customer needs** – service improvements that address customer demand and travel patterns of TTC's three key priority groups (women, shift workers, and low-income customers), including routing changes to optimize the network, improving first and last trip times, and creating new connections.
2. **Improving the Community Bus service** – route improvements on the Community Bus Network in addition to customer communication and wayfinding changes to raise awareness about the service and make it more attractive to customers.
3. **Planning for construction: from principles to practice** – continuing to apply principles from the 2024 ASP to plan for construction, minimize disruptions and maintain service reliability. The TTC will also continue to identify ways to move transit better by mitigating the impacts of congestion.

The 2025 Annual Service Plan is supported by analysis of route proposals consistent with TTC's Service Standards and with a focus on meeting the needs of the three key priority customer groups. The analysis is presented separately in **Appendix 4 – Technical Assessment**.

The 2025 ASP has been prepared with ample feedback from customers, the TTC Planning Advisory Group, TTC's ACAT Service Planning Subcommittee, front-line staff, community and members of the public through extensive engagement and activities in summer and fall 2024.

The key takeaways include:

- Ensure service proposals are reviewed through an equity lens.
- Increase awareness about Community Bus service to boost ridership.
- The One Fare Program has had a significant positive impact on customers and there are opportunities for TTC to take better advantage of it.
- Continue to prioritize communication and transparency around construction-related detours and service adjustments.

Details of the engagement process and feedback summary are included in **Appendix 2 – Public Engagement Summary**, and **Appendix 3 – Operator Engagement Summary**.

Implementation of recommended changes will occur through 2025 alongside the TTC's regular service change process, coordinated with system and ridership changes throughout the year. An implementation status report and the performance of recommendations will be included in the 2026 Annual Service Plan.

Contact

Jasmine Eftekhari, Manager (Acting) – Service Planning
Jasmine.eftekhari@ttc.ca

Jordan Langlois, Senior Planner – Service Planning
jordan.langlois@ttc.ca

Signature

Josh Colle
Chief Strategy & Customer Experience Officer

Attachments

Attachment 1 – 2025 Annual Service Plan

Appendix 1 – 25-Point Action Plan Status Update

Appendix 2 – Public Engagement Summary

Appendix 3 – Operator Engagement Summary

Appendix 4 – Technical Assessment

Appendix 5 – Roads with Transit Service Added or Removed

Enhancing Connections:
TTC's 2025 Annual Service Plan



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1. From the Chair



I am pleased to present the TTC's 2025 Annual Service Plan.

Over the past year, the TTC has continued to invest in improving service reliability and accessibility, addressing changing customer travel patterns, increasing service capacity and collaborating on transit expansion initiatives both regionally and locally. These achievements include the introduction of the One Fare Program and securing funding to purchase 55 new subway trains for Line 2.

In 2025, the TTC Board will focus on strengthening the fundamentals of Toronto's transit system, particularly service reliability, frequency and ridership growth and ensuring both customers and employees feel safe on our system. As ridership continues to grow and travel patterns stabilize, we are planning for long-term changes that will significantly improve the overall customer experience.

This year, the Board and the TTC will prioritize improving daily operations to ensure that the TTC remains safe, accessible and reliable for our riders. At the same time, we will work on optimizing our operations, including piloting an initiative to reduce bus bunching, minimizing subway slow zones and ensuring that subway stations are clean, safe and orderly.

I would like to extend my thanks to the TTC staff for their dedicated work on the 2025 Annual Service Plan.

I also want to thank my colleagues on the TTC Board for their continued support.

The 2025 Annual Service Plan serves as our blueprint for ridership growth in the year ahead as we continue to collaborate with local, provincial and federal partners to build a more livable and affordable Toronto.

A handwritten signature in blue ink, appearing to read 'J. Myers', with a stylized, flowing script.

Jamaal Myers

TTC Chair

January 2025

2. From the Chief Executive Officer



At the TTC, we take pride in moving large volumes of customers safely, reliability, and swiftly across Toronto while continuing to enhance customers experience across the system.

In 2024, we focused on providing service under a more stable environment following the peak of the COVID-19 pandemic. We also advanced many strategic initiatives including reaching a significant milestone in regional fare integration with the launch of the One Fare Program.

This year, while building on that foundation and with a clearer understanding of how ridership and travel patterns have evolved in the post-pandemic world, the 2025 Annual Service Plan aims to enhance connections across the city.

Our priorities are:

Enhancing connections to meet customer needs – implement service improvements that address customer demand and travel patterns of TTC's three key priority groups (women, shift workers, and people with low income).

Improving the Community Bus service – implement route improvements on the Community Bus Network in addition to customer communication and wayfinding changes.

Planning for construction: from principles to practice – continuing to apply principles from the 2024 ASP to plan for construction, minimize disruptions, and maintain service reliability, in addition to identifying ways to move transit better by mitigating the impacts of congestion.

I am proud of our achievements in 2024, and I am confident that the 2025 Annual Service Plan outlines a thorough strategy to further enhance public transit in Toronto and across the region.

A handwritten signature in blue ink, appearing to read 'GPercy', with a stylized, cursive script.

Greg Percy

Chief Executive Officer

January 2025

3. About the plan

This report presents the 2025 Annual Service Plan (2025 ASP), which provides a roadmap for service changes in the coming year, including recommendations for new and revised routes based on input and engagement with TTC customers, front-line staff and the community.

The 2025 Annual Service Plan focuses on three key themes:

1. **Enhancing connections to meet customer needs** – Service improvements that address customer demand and travel patterns of TTC’s three key priority groups (women, shift workers and people with low income), including routing changes to optimize the network, improving first and last trip times and creating new connections.
2. **Improving the Community Bus service** – Route improvements on the Community Bus Network in addition to customer communication and wayfinding changes to raise awareness about the service and make it more attractive to customers.
3. **Planning for construction: from principles to practice** – Continuing to apply principles from the 2024 ASP to plan for construction, minimize disruptions and maintain service reliability. The TTC will also continue to identify ways to move transit better by mitigating the impacts of congestion.

Enhancing connections to meet customer needs

The 2025 Annual Service Plan (ASP) is guided by the strategic direction of the TTC’s 2024-2028 Corporate Plan. It also builds on the framework established in the TTC’s 2024–2028 5-Year Service Plan and Customer Experience Action Plan (5YSP). The 2024 ASP was the first Annual Service Plan developed under a more stable environment following the peak of the COVID-19 pandemic. With a clearer understanding of how ridership and travel patterns have evolved in the post-pandemic world, the 2025 Annual Service Plan aims to build on the foundation of the 5YSP and the 2024 ASP by enhancing connections across the city to improve travel for all TTC customers, with a focus on the three key priority groups (women, shift workers and people with low income) in areas with higher transit dependency, such as Neighbourhood Improvement Areas.

This year’s ASP focuses on improving connections and addressing coverage gaps on the bus network during the day and overnight periods to accommodate travel patterns in various locations across the city, including employment areas. This includes introducing new routes, extending existing routes, as well as implementing service reliability and first and last trip time improvements between bus and subway service. These efforts aim to prioritize the three key priority customer groups who continue to depend on the bus network for getting around the city.

A significant milestone in regional fare integration was achieved in February 2024 with the launch of the One Fare Program. This initiative allows customers to pay just one fare when travelling between the TTC, GO Transit, Brampton Transit, Durham Region Transit, MiWay and York Region Transit. Customer feedback from 5YSP and 2025 ASP consultations highlighted strong demand for enhanced fare and service integration, particularly between the TTC and GO Transit.

As part of the 2025 ASP, the TTC has analyzed the One Fare Program's impact on ridership and travel patterns through ridership data, as well as consultations. To respond to feedback received from customers and to take advantage of the opportunity for cross-boundary travel offered by One Fare, the 2025 ASP recommends two new bus routes and a route extension to enhance connections to Toronto's neighbouring transit agencies while continuing to explore ways to further improve cross-boundary travel in 2025 and beyond.

Improving the Community Bus service

The Community Bus Network consists of five routes which act as an intermediary between conventional and Wheel-Trans services. Several of these routes have not undergone any major revision since 2021 and have continuously failed to meet our standard for service productivity targets – making it a priority to revisit these services to improve their performance.

Recognizing the needs of an aging population, the TTC is dedicated to delivering localized and accessible transit services to its neighbourhoods. As part of the 2025 ASP, the TTC is proposing various route adjustments as an opportunity to increase ridership and performance of the Community Bus Network by better meeting community needs. Additionally, the TTC will be working on reviewing how it communicates about the Community Bus service to customers to identify potential improvements.

Performance of these routes and the Community Bus network as a whole will continue to be monitored through 2025. Without meaningful improvements in ridership, service elimination and/or a larger study on services to meet these needs may be assessed in a future Annual Service Plan.

Planning for construction: from principles to practice

To address challenges posed to transit planning and operations across the city because of extensive construction activity, the 2024 ASP introduced construction planning guidelines with a focus on: maintaining accessibility and service coverage where possible, consistency in planned detours, flexibility of service plans, maximizing connections to rapid transit and providing frequent service on nearby corridors.

These guidelines offered a valuable opportunity in 2024 to improve how construction projects are managed and coordinated. The TTC will continue to build on this progress in the 2025 ASP by analyzing the outcomes of projects where these guidelines were applied, as well as showcasing the detour plans for a selection of upcoming construction projects

and exploring opportunities to mitigate impacts of congestion caused by construction to move transit better.

3.1 The Corporate Plan and the 5-Year Service and Customer Experience Action Plan

The TTC Corporate Plan drives strategic directions for the organization. Strategic Direction number 2 of the Corporate Plan is to Attract New Riders and Retain Customer Loyalty (Figure 1). To do so, the Corporate Plan lays out the following four objectives:

1. Better serve customer demand in an evolving operating environment.
2. Improve the customer experience by providing a safe, accessible and comfortable journey.
3. Focus on the basics of service reliability, predictability and speed.
4. Prioritize asset state-of-good-repair to keep the system moving reliably.

Many plans collectively advance this direction – including the 5YSP as well as the 2025 ASP.

Figure 1: Five strategic directions of the Corporate Plan



The 2024-2028 5YSP is a multi-year plan that communicates to our customers and community partners the strategic priority for service and customer improvements.

Objective of the 5YSP:

Focusing on improvements that enhance the TTC's core competency: **mass transit** – moving large volumes of customers **safely, reliably, and swiftly** across Toronto and improving how customers experience the system.

The plan identifies seven pillars that represent opportunities to improve service and the customer experience through each step of their journey over the next five years (Figure 2):

1. Foster a customer-centric mindset
2. Enhance the transit network
3. Improve service reliability
4. Prioritize surface transit
5. Accelerate integration with regional transit partners and complementary modes of transport
6. Enhance safety and comfort at stops, stations and in vehicles
7. Streamline information and services

Figure 2: Seven Pillars of Opportunity



Each pillar of opportunity is accompanied by specific actions outlined in a multi-year 25-point Action Plan. The Action Plan is a blueprint that identifies major service and customer experience related initiatives to be implemented every year. It also lays out a framework for initiatives that require further investigation.

Equity-based service planning remains a core focus of the 2025 ASP. The TTC is committed to evolving its equity-driven approach, identifying opportunities for investment

in underserved areas that benefit equity-seeking communities. In collaboration with the City of Toronto, the TTC is working on developing equity-based mobility policies and decision-making tools to ensure that transit planning reflects the diverse needs of Toronto's population.



3.2. Plan preparation and implementation

The 2025 ASP identifies how the TTC will serve our customers in the coming year. It has been developed through technical analysis, operational insights, as well as public, customer and community partner consultation with a focus on engaging with TTC's three key priority groups. Once approved by the TTC Board, the recommendations of the 2025 ASP will be implemented through the regular service change process, pending available resources and coordination with other system-wide needs.



3.3. Customer and community partner engagement

The 2025 ASP has been prepared with feedback from TTC customers, community partners, including TTC's Planning Advisory Group (previously called stakeholders), other members of the public, as well as TTC front-line staff through extensive engagement activities conducted between July and November 2024.

The 2025 ASP consultation process was carried out in two rounds:

- **Round 1** consultations took place in July and August 2024 and focused on proposed route changes and improvements across different areas of the city. They also gathered feedback on service changes to better leverage the One Fare Program and explored suggestions for enhancing the Community Bus service.
- **Round 2** consultations took place in October and November 2024 and asked customers about construction-related changes as well as the proposed changes to the Community Bus Network. These engagements focused on four major construction projects as well as routing change proposals on four Community Bus routes.

More than 2,700 participants were engaged during these two rounds. Overall, participants supported or expressed neutrality about the service proposals in the 2025 Annual Service Plan (**Figure 3**).

Regarding service changes and adjustments across the city, participants generally supported or were neutral about TTC's service proposals. They urged the TTC to ensure service proposals are reviewed through an equity lens. Participants had many positive things to say about TTC's integration with the One Fare program, including appreciation for time and money saved on transit. To better take advantage of the program, they suggested the TTC to work with other transit agencies to coordinate schedules, co-locate stops and communicate about diversions and disruptions. On the Community Bus service, participants were generally supportive or neutral about the TTC's proposed adjustments to specific Community Bus routes, while highlighting the need for raising awareness about the Community Bus service.

Finally, on construction, participants were mostly supportive of the TTC's proposed detour plans, though many were concerned about the impacts of construction on service reliability. Participants also added that the TTC needs to improve how it communicates about planned changes, both in advance and during the detours.

Other themes that emerged consistently through the process included strong desire for more frequent, reliable and comfortable transit service, interest in continued improvements to communication (particularly providing advanced notice to customers before implementing changes) as well as advocacy for more transit priority measures.

Figure 3: Summary of engagement activities for the 2025 ASP



2700+

Customers engaged through Round 1 and Round 2 of consultations



19

Outreach events hosted across the city and at bus and streetcar divisions



8

Virtual meetings with the Planning Advisory Group, focus groups and ACAT in Round 1 & 2

88%

of survey respondents either support or are neutral toward the majority of proposed route changes presented in Round 1 of the 2025 ASP consultations

90%

of survey respondents either support or are neutral toward the majority of proposed route changes presented in Round 2 of the 2025 ASP consultations

What we heard during public consultations

"Better promote, explain and identify the Community Bus network."

"Improve connections between the TTC and other transit agencies."

"This service will benefit many apartments that don't currently have service."

"Continue to pursue transit priority measures."

"The One Fare Program has a significant impact on customers and there are opportunities for TTC to take better advantage of it."

"It's an improvement long overdue! Thank you for finally coming up with this."

"Continue to prioritize communication and transparency around construction-related detours and service adjustments."

"I rarely use the service in that area, but I can see how the proposed change would make things much easier for me."

Round 1 consultations

Round 1 of the 2025 ASP consultations took place between July and August 2024. It included a variety of ways for TTC Planning Advisory Group members, TTC customers, TTC front-line staff, TTC's Advisory Committee on Accessible Transit (ACAT) and members of the public to learn about and share feedback on the TTC's proposed changes for 2025. The purpose of this round was to share and seek feedback on:

- Broader service initiatives, including Community Bus service and the One Fare Program.
- Various service adjustments and improvements on the day-time and Blue Night networks across the city.

The engagement activities consisted of:

- Two virtual meetings with TTC's Planning Advisory Group;
- Three virtual focus group meetings with the three key priority groups (women, shift workers and people with low income);
- A public survey;
- Eight in-person outreach events with TTC customers and members of public;
- Nine TTC Operator Engagement sessions with bus and streetcar operators; and,
- One virtual meeting with ACAT.

Thousands of TTC customers and members of the public and approximately 15 representatives from the TTC Planning Advisory group participated in this round.



Round 2 consultations

Round 2 of the 2025 ASP consultations took place between October and November 2024. This round of consultations shared and sought feedback on:

- Community Bus routing changes
- Construction-related detour plans

The engagement activities consisted of:

- Two virtual meetings with TTC's Planning Advisory Group;
- A public survey;
- One in-person outreach event with TTC customers and members of the public;
- One virtual meeting with ACAT; and,
- The Youth Ambassador Program.

Thousands of TTC customers and members of the public and 15 representatives from the TTC Planning Advisory group participated in this round of consultations.

Additional details about the consultation process and results are included in **Appendix 2 – Public Engagement Report**.

3.4. Equity-focused engagement

Throughout Rounds 1 and 2 of 2025 ASP consultation activities, TTC staff focused on engaging with and gathering feedback from the three key priority groups as well as other equity-seeking customers. These groups were identified in the Advancing the 5-Year Service Plan (2024-2028) & 10-Year Outlook Reset report as three key customer groups who continued to rely on transit during the COVID-19 pandemic. In a post-pandemic world, having a reliable transit network continues to be critical for these three key priority groups as well as other equity-seeking customers who need to get to work, school, health services, recreational and cultural services, etc. Ensuring that access to transit is equitable as well as reliable, safe and timely supports population health overall in Toronto and the surrounding region.

The equity-focused engagement activities in the 2025 ASP included:

- Three virtual focus group meetings with members of the three key priority groups;
- Engagement with accessibility focused groups, including ACAT;
- Public outreach events at TTC stations, key neighbourhood locations (including in Neighbourhood Improvement Areas) and through bus ride-alongs; and,
- The Youth Ambassador Program.

Additionally, various socio-demographic and socio-economic questions were included in the two survey rounds, giving the TTC the ability to analyze the survey results through an equity lens.

The TTC also consulted with University Health Network's NORC Innovation Centre with regards to the changes to the Community Bus Network. NORC Innovation Centre has a

mission to design the future of aging in place by looking at enhancing support for older adults living in Naturally Occurring Retirement Communities (NORCs).

Through these equity-focused engagements, the TTC refined its initial proposals, as detailed in **Section 5** of the report. Feedback from the Planning Advisory Group led the TTC to revisit our approach to the construction diversion plan in Thorncliffe Park, resulting in the inclusion of a revised hybrid option. Additionally, routing changes to the Community Bus network were implemented in response to community and customer engagement and a proposal was put on hold until a stop related solution is identified.



Continuing the Youth Ambassador Program

The Youth Ambassador Program is one way the TTC is working to apply an equity lens to service planning. It continues the youth-led engagement initiative that was introduced by the TTC as part of the 2021 ASP and is intended to engage young people between the ages of 18 to 29, a demographic typically underrepresented in city-building consultations, by providing paid work and skill development to this group.

This year, the Youth Ambassador program was part of Round 2 of the 2025 ASP consultations. As part of this round, the TTC hired a diverse team of three youths between the ages of 18 and 29 to engage their peers and other members of their community.

The Youth Ambassadors were asked to engage their communities and seek feedback about the TTC's proposed bus route changes on the Blue Night and Community Bus networks and construction diversion plans. The Youth Ambassadors' engagement work ran from late September to mid-November 2024, during which they consulted with a total of 175 participants through a wide range of engagement tactics, including online surveys and meetings as well as printed surveys distributed through in-person engagement.

Feedback collected by Youth Ambassadors complemented the broader 2025 ASP public consultation and informed TTC's decision-making on the recommended service changes.



4. TTC service in 2024

This section provides an overview of service in 2024, including a ridership update, implemented service changes (such as those due to construction), an update on the 25-point action plan and an outlook for 2025 ridership.

4.1 Ridership update

Throughout September and October 2024, the TTC saw 2.66 million customer boardings on an average weekday. Weekday boardings by mode continued to be highest on the bus network at 1.28 million, or at 90% of pre-pandemic levels, whereas streetcar and subway boardings were at 232,000 and 1.14 million, or 70% and 76% of pre-pandemic levels, respectively. Compared to the same period last year, demand increased by 2% for bus, 10% for streetcar and 8% for subway. The stronger increase on the latter two modes was mainly driven by the return of downtown office workers and an increase in downtown office commute rates from 2.5-3 days per week of fall 2023 to 3-3.5 days per week fall 2024.

During these two months, 1.46 million unique riders, on average, used the transit system each week. However, the proportion of unique riders who ride four to five weekdays per week has declined to 24% in fall 2024 from 44% in March 2020, whereas the proportion of riders who use transit one to three weekdays per week has risen to 64% in fall 2024 from 49% in March 2020.

Day-of-week use was highest and consistent across Tuesday to Thursday, averaging at approximately 2.73 million boardings during September and October 2024 and was 9% and 6% higher than levels observed on Mondays and Fridays.

An average Saturday and Sunday during the same period, respectively, saw 1.8 million and 1.42 million customer boardings. Overall weekend recovery was at approximately 99% of pre-pandemic levels, consistently stronger than weekday recovery and matching pre-pandemic levels.

The TTC will continue to track boardings and ridership against pre-pandemic levels internally. Starting in 2025, there will be a greater focus on ridership growth and change on a year-to-year basis, recognizing that travel conditions in the city and travel needs of TTC customers are stabilizing.

4.2 Continuing to align service to ridership

The TTC has two major objectives in planning transit services:

- To maximize 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 residents.

The TTC continuously monitors ridership levels and travel patterns to ensure transit services align with the evolving needs of customers and that they meet TTC Board-approved Service Standards. Throughout 2024, the TTC adjusted 86 routes on the bus and streetcar networks as well as making service changes on the subway to match capacity to ridership demand. Additionally, schedule modifications were implemented to reflect current operating conditions and congestion. These changes represented a better calibration of scheduled service to today's context. Demand-responsive service was also operated to address and protect against unforeseen changes to ridership, travel patterns and construction.

As Toronto's population continues to grow, additional demand and new travel patterns require ongoing adjustments to maintain an efficient and reliable transit system. Additional service hours were approved as part of 2025 Operating Budget to advance priorities of the 5YSP, including adjusting service to accommodate forecasted ridership, improving bus, streetcar and subway service and improving off-peak service in the weekday midday and evening periods and on weekends.



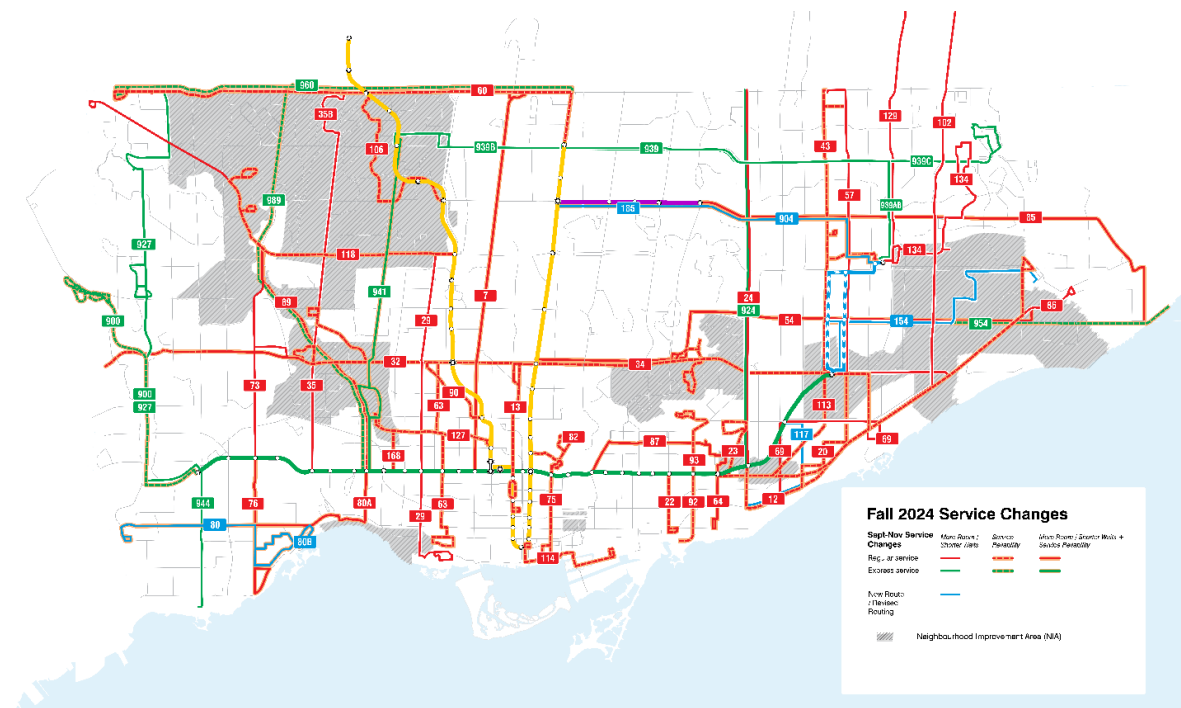
4.3 Major service changes in 2024

Scheduled TTC service continues to evolve as travel patterns and customer needs change. In spring and fall 2024, service investments and enhancements were made across the system to improve service frequency on the transit network, restore gaps in the Ten Minute Network and address travel demand changes, including facilitating cross-boundary travel to take advantage of the One Fare Program, while also implementing the 2024 ASP changes (**Figure 4**). These changes accounted for a 2% increase in service levels compared to fall 2023. By the end of fall 2024, the TTC was operating at 97% of pre-pandemic service.

In spring 2024, service improvement and/or reliability enhancements were introduced on 50 bus routes and two streetcar routes. In fall 2024, there were service improvement or reliability enhancements on 53 bus routes and three streetcar routes. Many 2024 ASP area studies were fully or partially implemented, which resulted in the introduction of four new routes and routing changes on 10 bus routes across the city. Additionally, service was increased on Line 1 Yonge-University and Line 2 Bloor-Danforth.

Of the remaining 2024 ASP changes that are yet to be implemented, the pending changes in northeast Scarborough are dependent on the installation of new stop and road marking adjustments, which are currently being studied. In North York, the implementation of the 78 St Andrews extension is tentatively planned for later in 2025, pending resource availability and stop infrastructure requirements.

Figure 4: 2024 Fall service changes



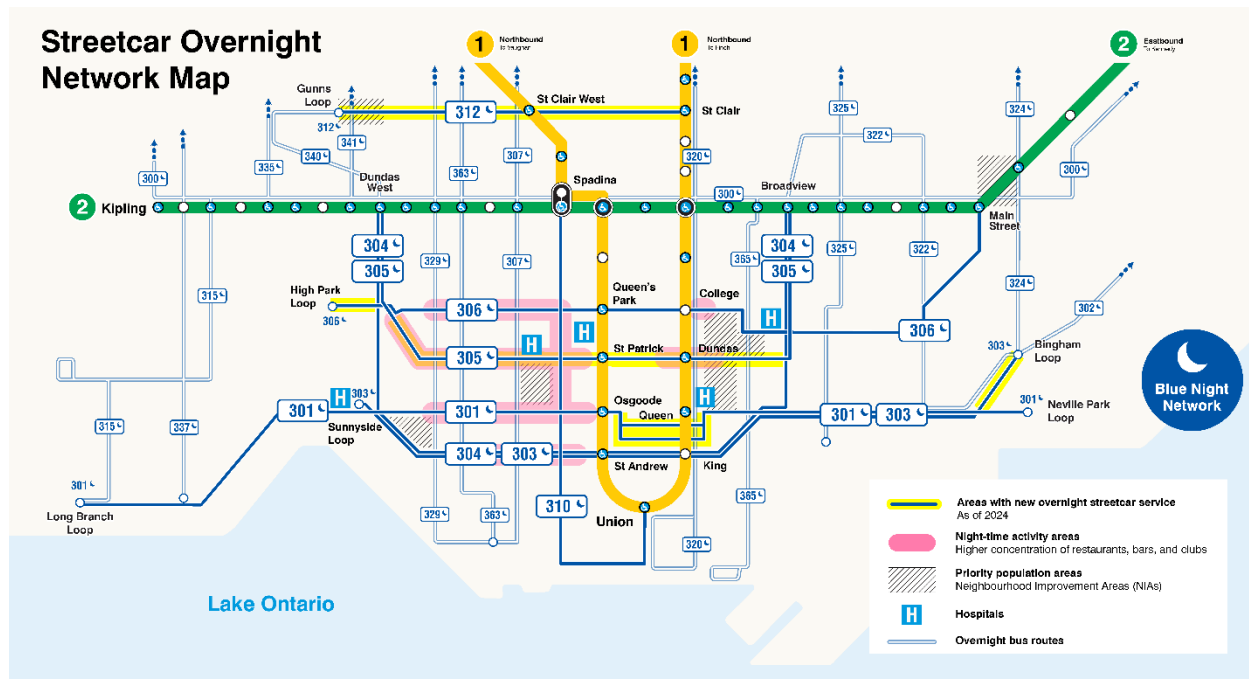
4.4 Overnight streetcar changes

Through 2024 and as the delivery of new streetcars continues into 2025, there will be temporary overnight storage constraints as the modernization of Russell Carhouse and construction of a new streetcar storage facility at Hillcrest Yard will not be complete. To mitigate these storage constraints, the TTC took the opportunity to trial temporary increased and expanded overnight service on the streetcar network (**Figure 5**), including:

- Increased frequency of service from every 30 minutes to approximately every 20 minutes on existing overnight streetcar routes – 301 Queen, 304 King, 306 Carlton and 310 Spadina;
- Replaced or supplemented overnight bus service operating on streetcar routes, such as on St Clair Avenue West and on Kingston Road from Queen Street to Bingham Loop;
- Introduced new streetcar service on 305 Dundas, which has improved overnight service coverage on a corridor with multiple night-time activity generators and proximity to places of shift work such as Toronto Western Hospital.

These efforts will continue into 2025. Recognizing the need to coordinate with infrastructure renewal and ongoing maintenance, there may be further adjustments to routing and frequency of overnight streetcar service.

Figure 5: Increased overnight streetcar service network map



Preliminary ridership figures from the fall of 2024 for overnight streetcar routes (existing and new) are outlined in **Figure 6**.

303 Kingston Road has comparatively few boardings relative to route length, due to duplicative service on all parts of the route (301 Queen, 304 King and 322 Coxwell) and fewer night-time activities in areas on the eastern section of the route.

Combined ridership on 312 St Clair and the new 340 Junction routes is like that of the previous 312 St Clair-Junction through-running bus service from the winter of 2024. The TTC will continue to monitor impacts of forced transfers at Gunns Loop to travel the full length of the overnight corridor to/from Jane Street.

Figure 6: Overnight period ridership for streetcar routes

		Overnight Period Ridership*		
Route	Mode (Fall 2024)	Monday-Friday	Saturday	Sunday
301 Queen	Streetcar & Bus	570	500	550
303 Kingston Rd (new)	Streetcar	90	160	140
304 King	Streetcar	260	290	250
305 Dundas (new)	Streetcar	230	360	280
306 Carlton	Streetcar	420	650	470
310 Spadina	Bus	130	100	80
312 St Clair (new)	Streetcar	110	80	130
340 Junction (new)	Bus	50	40	20
Total		1,860	2,180	1,920
Former 312 St Clair-Junction	Bus**	140	130	140

* 306 approx 12:00 a.m. to 5:30 a.m.

All other routes approx 1:30 a.m. to 5:30 a.m.

** 312 ridership data from Spring 2024

4.5 Improving first and last trip times

Throughout 2023-2024, the TTC conducted a review of the span of service on the bus and subway networks to identify areas for improvement. This analysis identified inconsistencies on many routes between weekday, Saturday and Sunday schedules, with many routes offering longer spans of service on some days compared to others. In addition to making customer communication difficult, this could also result in a mismatch between service levels and customer demand in the late evening and early morning periods, with the first trips on many routes experiencing high ridership. This is while other routes operate higher frequencies in the late night than is justified by ridership levels.

Additionally, many routes also do not have a clear transition between daytime and overnight service, with the latter often starting while the subway is still operating. This results in customer confusion as the Blue Night routes will often not pick up inside bus terminals even though the subway is still operating. Many overlapping trips between the daytime and Blue Night routes also exist.

As part of this analysis, the entire transit network is being reviewed to ensure an adequate service level is being provided in the early morning and late evening periods and there is a clearly defined transition to the Blue Night Network on corridors that operate overnight. Preliminary changes to align with these goals were implemented on some corridors in 2024, including Eglinton Avenue West, Finch Avenue West, Dufferin Avenue, Keele Street, Coxwell Avenue, Victoria Park Avenue and Kingston Road/McCowan Road.



4.6 Service reliability enhancements

Throughout 2024, work continued to improve surface On-time Performance (OTP) by continuing to align schedules to observed traffic conditions, as well as through new initiatives to further enhance OTP-related engagement with bus and streetcar operators, through introducing new mid-route holds as well as a new focus on headway observance on some of the busiest and most challenging routes across the system. In 2024, both modes saw year-over-year OTP improvements with streetcar OTP improving in eight out of nine service periods and bus OTP improving in five out of nine service periods compared to 2023.

All this work continues to be challenged by increasing congestion across the city, with large portions of the bus network particularly significantly impacted throughout much of 2024. In response to these challenges, a new route diagnostic process was implemented to help improve root cause analyses for each poorly performing route. As a result, 75 route schedules were improved throughout the year to help mitigate some of these challenges, while others were addressed through the allocation of field supervisory resources to select points on some routes to improve oversight. In addition, delay hotspots were identified for transit priority measures such as parking removals, lane marking adjustments, as well as transit signal priority.

Additional initiatives included an evolution of the active vs. passive route supervision pilot project that began in 2022. In 2024, field supervisor deployments began to concentrate on some of the most challenging routes across the system to support the implementation of mid-route holds on two routes as well as to provide support on significantly construction impacted routes in helping to manage the disruptions created by these activities. Further, field supervisors were also leveraged to provide in-field early departure counselling at hotspots as well as to conduct route assessments to provide operators the opportunity to deliver their insights and make recommendations on improving performance on their routes. Of the 75 schedule improvements implemented, 20 were driven by the feedback received from frontline staff through this assessment process.



4.7 Adjusting service to support regional fare integration

A significant milestone in regional fare integration was achieved in February 2024 with the launch of the One Fare Program. This initiative allows customers using a PRESTO card, PRESTO in Google or Apple Wallet, or a debit or credit card to pay only one fare when travelling between the TTC, GO Transit, Brampton Transit, Durham Region Transit, MiWay and York Region Transit. Customer feedback from consultations highlighted strong demand for enhanced fare integration, particularly between the TTC and GO Transit.

To support this initiative, the 2024 ASP included plans to monitor ridership and implement proposals to strengthen connections with neighbouring transit agencies. Examples of these changes include the introduction of the 80B Queensway, which connects origins and destinations along The Queensway to Mimico GO while providing better regional transit connections, the branch restructuring on 85 Sheppard East and the introduction of 200 Toronto Zoo to improve service integration with Lakeshore East GO Train service at Rouge Hill GO Station as well as the Stouffville Line at Agincourt GO Station.



4.8 Planning for construction: challenges and opportunities

Construction related impacts on transit service continued throughout 2024 due to ongoing state-of-good-repair work on streets, streetcar infrastructure, stations and utilities. Additionally, transit expansion projects exerted further pressure on effective service provision and delivery.

The challenges were continuous, with schedule changes and scope adjustments to major projects—such as Broadview Station, the Ontario Line, King Street West and various streetcar track and overhead upgrades—contributing to planning and operational difficulties. TTC customers navigating road closures and detours in these areas experienced service delays and confusion regarding diversions and replacement services, even though some projects were completed ahead of schedule. These disruptions will pose additional challenges in 2025, as some deferred aspects of projects from 2024 are set to move forward.

Progress in 2024

Compared to 2023, steps have been taken to improve service quality during diversions, including:

- **Accurate travel time projections:** improved forecasting of travel time and reliability impacts for construction-related service adjustments, using in-depth analysis of operational data from past detours and current routes, such as 509 Harbourfront, 510 Spadina, 512 St Clair replacement buses and detours on 501 Queen, 504 King and 508 Lake Shore.
- **Transit priority measures:** incremental progress toward implementing transit priority measures to support increased service demand on alternate corridors, accommodate new turning movements and adapt to changes in vehicle types, including:
 - Parking restrictions and removals on Queen Street West (Shaw Street to Roncesvalles Avenue), St Clair Avenue West and Dundas Street West (McCaul Street to Spadina Avenue).
 - Installation of new transit signals and modifications to existing signals to enable smooth operations for replacement buses along streetcar rights-of-way, reducing traffic congestion and facilitating turns (e.g. St Clair Avenue West and Weston Road/Keele Street, St Clair Avenue and Gunns Road, York Street and Queens Quay, Lower Spadina Avenue and Queens Quay, Queens Quay and Streetcar Crossover, Sheppard Avenue West at Beecroft Road).
 - Creation of exclusive transit lanes where feasible (e.g. Spadina Avenue southbound from Richmond Street to Lake Shore Boulevard).
- Improved real-time customer information: enhanced access to real-time trip planning data through a one-year pilot project with Transit App to test its live detour

module, ensuring customers receive accurate updates even when actual operations differ from scheduled service.

Ongoing Challenges in 2024

Despite progress, several challenges persisted:

- **Project delays:** unforeseen delays in the start and completion of multiple projects, along with last-minute changes, disrupted scheduled service and placed additional pressure on workforce and service quality.
- **Broader traffic congestion:** ongoing traffic congestion, often worsened by concurrent nearby projects, created challenges in implementing and optimizing various transit priority measures.

Looking Ahead to 2025

Through engaging with customers regarding construction-related priorities as part of the 2024 ASP, the TTC established the construction planning framework which enabled staff to better respond to customer priorities. Building on this framework, the 2025 report will focus on these principles while more directly emphasizing transit priority measures that support efficient transit service on detour corridors and around closed streets and intersections.



4.9 2024-2025 Action Plan

The 2024-2028 5-Year Service and Customer Experience Action Plan identified 25 actions and 54 initiatives under the 25-point action plan to be undertaken by the TTC in 2024. These actions seek to improve customers' experience through each step in their journey, helping them get where they need to go quickly and reliably, while also increasing comfort and convenience. Overall, seven initiatives were implemented in 2024. Of the remaining initiatives, 50 were started and are underway and four were deferred to 2025-2026. **Figure 7** presents a status summary of those initiatives. More detail on each initiative can be found **Appendix 1 – 25-Point Action Plan Status Update**.



Figure 7: 2024-2025 action plan - status summary

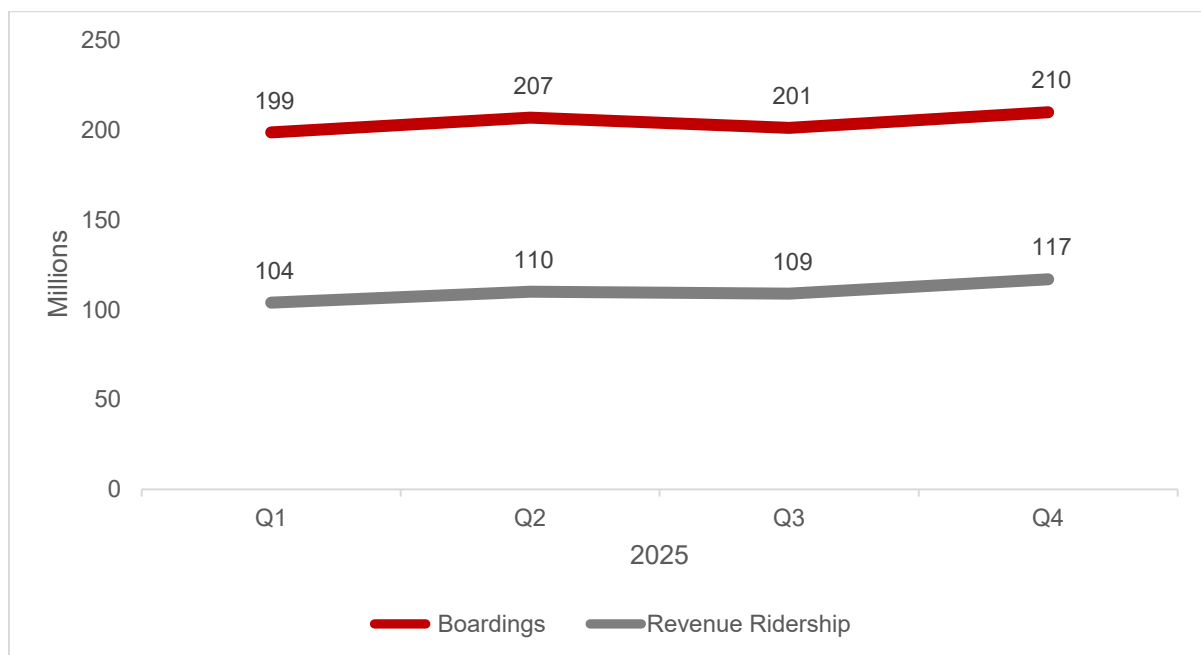
Action	Initiative	Status
1.1 Reinforce the organizational commitment to customer service	Establish a Customer Experience Network of Champions program Complete a communications review to ensure frontline staff have the information they need to support customer service	Underway
1.2 Elevate the importance of ongoing public engagement	Identify new tools for use in public engagement and market research	Underway
2.1 Accommodate population and employment growth	Utilize the diverse and representative customer panel to seek insights on a continual basis	Underway
2.2 Implement new services to address travel patterns	Relieve crowding Implement area study network changes	Implemented
2.3 Open Line 5 – Finch West	Implement approved network changes	Deferred
2.4 Open Line 6 – Finch West	Implement approved network changes	Deferred
2.5 Implement Line 3 future busway	Complete busway design work	Underway
2.6 Restore and enhance service standards	Modify express bus service standards	Implemented
2.7 Enhance service planning equity lens	Continue with enhanced consultation process Refine and adopt measures of transportation equity	Underway
3.1 Improve service reliability	Continuously review transit schedules Improve weekend and overnight schedules to reflect operating conditions	Underway
	Review service reliability metrics	Underway
	Deploy automated monitoring and operator training and counseling to improve on-time departures	Underway
	Evaluate the success of the active and passive route supervision pilot	Underway
	Review infrastructure needs at the end-of-line points to ensure they meet operational needs	Underway
	Adopt and communicate construction planning guidelines based on consultations and customer feedback	Implemented
3.2 Doing disruptions differently	Review, document, and improve process and responsibilities for service disruptions	Underway
	Implement service changes for area-specific construction	Implemented
4.1 Implement the Surface Transit Network Plan (PapiŋTO)	Complete Jane Street study	Underway
4.2 Implement targeted regulatory transit priority measures	Begin studies on Finch East, Dufferin Street and Lawrence East	Underway
	Complete up to 10 locations per year	Underway
4.3 Implement more transit signal priority	Continue to roll out existing program - up to 50 locations per year	Underway
	Continue implementing ATSP	Underway
4.4 Implement more queue jump lanes	Complete design and construct up to 5 standalone locations	Underway
	Additional locations delivered as part of STNP and other City projects	Underway

Action	Initiative	Status
5.1 Implement fare and service integration	Implement fare integration Monitor changes in TTC demand around GO stations. Monitor existing investment to understand utilization	Implemented Underway Underway
5.2 Enhance integration with cycling	Continue to support Bike Share on their growth plan Continue to work with the City on their cycling projects Increase education and awareness	Underway Underway Underway
5.3 Enhance pedestrian pathways to TTC	Identify missing sidewalks to and from TTC stops	Underway
5.4 Improve microtransit and review micromobility connection opportunities	Work with City staff on micromobility policy opportunities and impacts on transit service	Underway
6.1 Improve the comfort and convenience of stop areas	Make surface transit stops more accessible Preventative maintenance of street furniture elements Adding street furniture elements at feasible stop locations Explore QR codes for cleanliness and maintenance at stops	Underway Underway Underway Underway
6.2 Improve the comfort and convenience of stations and vehicles	Continue to expand station retail amenities Explore QR codes for cleanliness and maintenance at stations Make it easier for customers to report safety and security concerns Improve camera coverage to at least 90% in 11 remaining stations	Underway Underway Underway Implemented
6.3 Prioritize safety and security	Build on the multi-disciplinary approach to community safety through the development of a Five-Year Community Safety, Security and Well-being Plan (2024 -2028) Investigate automated camera enforcement for streetcar customer safety	Underway Underway
7.1 Improve customer service and loyalty	Implement digital application process for the TTC Post-Secondary Photo ID and Support Person Assistance Card Amplifying Customer Connections: A social media empowerment strategy	Underway Underway
7.2 Improve customer awareness and education	Expand customer awareness campaigns with an increased focus on safety, courtesy, and planning of alternate routes Continue to implement the TTC Wayfinding Strategy	Underway Underway
7.3 Provide customers with accurate, accessible, and timely information	Upgrade the next vehicle arrival data feed to provide better information to customers Improve display screens for real-time information and signage for unplanned events: <ul style="list-style-type: none"> • Trial solar-powered real-time signage at surface stops. • Implement centralized tracking of surface stop changes and temporary detour signs. • Install QR codes at stops for closures and diversions. • Increase number of arrival/departure screens in stations. • Deploy temporary notices at station entrances during service suspensions and delays. • Improve shuttle bus wayfinding. • Provide delay and detour information on bus display screens Enhance Public Announcement system clarity Expand E-Alerts to include planned service changes, stop-level alerts, and SMS alerts Explore mobile app solutions (including MaaS)	Underway (under review as part of the Wayfinding Strategy) Underway Deferred Deferred

4.10 2025 Outlook

Based on available and evolving information, it is anticipated that in 2025 there will be growth above the fall 2024 weekly customer demand average of 2% year over year (to 83% of pre-pandemic levels). With the stabilization of the hybrid work pattern practiced by office workers and the expectation of no further uptake in in-office days across the city, the service capacity required will be primarily dependent on population growth, the impacts of traffic congestion and the resulting potential increase in mode shift to transit. The TTC also recognizes that ridership change will vary by travel market and areas of the city. **Figure 8** presents the preliminary 2025 forecast of quarterly customer boardings and revenue ridership. This assumes the opening date of Lines 5 and 6 in August and September 2025, respectively.

Figure 8: 2025 forecast – customer boardings and revenue ridership



The TTC will continue to monitor customer demand and trip generators, including new housing developments in response to Toronto's growing population. As shown in **Figure 9** these developments are concentrated in the downtown core, but there are other clusters along corridors such as Bloor Street West, The Queensway, Eglinton Avenue East and Sheppard Avenue East. Throughout 2025, the TTC will continue to monitor customer demand in these areas and will propose potential service or routing changes to address new travel patterns as part of the development of the 2026 Annual Service Plan.

Another challenge that continued in 2024 was operating service amidst ever-increasing congestion and providing adequate capacity in these conditions. Generally, since 2013,

average speed on TTC's bus routes has decreased as schedules have been modified to better reflect operating conditions across the network. This has meant the gradual reduction in average operating speed of bus service, requiring more resources to provide the same amount of service. Efforts to mitigate this and provide a more efficient service are currently underway and will be continued in 2025. This will be done through working with the City of Toronto and other parties to explore and implement various transit priority measures, such as RapidTO, as well as efforts to improve service reliability through non-run time focused initiatives such as a pilot project to reduce bunching and gapping.

Figure 9: New housing occupancy in Toronto 2023-2025



5. 2025 Annual Service Plan

Our priority in 2025 is to continue to strengthen the foundations of Toronto's transit system, making it more attractive and reliable for all customers. The objective of the 2025 ASP is to focus on equity-based routing and service changes. This includes enhancing coverage on the Blue Night Network and in employment areas and improving performance of the Community Bus Network. Additionally, the TTC is exploring opportunities to leverage the One Fare Program to enhance connections with regional transit partners, making cross-boundary travel more seamless and convenient for customers.

The TTC is also committed to advancing the construction planning guidelines introduced in the 2024 ASP, ensuring they are effectively applied to construction diversion plans, as well as continuing to identify ways to move transit better by mitigating impacts of congestion.



KEY THEMES AND ACTIONS

1



Enhancing Connections

Address customer demand by aligning service to ridership

Enhance connections and address network gaps

Adjust service to support regional fare integration

Improve first and last trip times

Adjust service to support regional fare integration

Enhance service reliability

Discontinue underperforming services to improve efficiency

2



Improving Community Bus

Improve connections to the conventional transit system

Facilitate access to local points of interest

Develop and implement strategies to raise awareness

Strengthen community collaboration

3



Planning for Construction

Reinforce construction planning guidelines from the 2024 ASP

Continue to improve processes and responsibilities for service disruption coordination

Improve processes to mitigate impact of congestion

Continue to improve customer communication approaches and tactics

5.1 Enhancing connections

As Toronto continues to grow, our transit system must evolve to meet the needs of a larger population and increased demand. The TTC remains committed to improving transit services and providing an equitable, connected travel option throughout Toronto, supporting the City's goals to enhance mobility, invest in communities, tackle climate change and build resilience.

While the 2024 ASP addressed some key priorities across the city, the 2025 ASP will focus on new initiatives aimed at expanding the network, improving transit connections and increasing efficiency in 2025 and beyond.

The following section outlines the 2025 network and service changes to:

1. Continue to address customer demand by aligning service to ridership
2. Enhance connections and address network gaps across the city
3. Adjust service to support regional fare integration
4. Improve first and last trips by reviewing early morning and late night periods
5. Enhance the service reliability program to further improve the overall customer journey
6. Discontinue or recommend changes to underperforming services to ensure effective service investment

These actions went through extensive consultation and engagement with TTC customers and the community, as well as front-line staff (operators). Actions 2, 4 and 6 were presented to TTC's Planning Advisory Group, ACAT, TTC customers and the community through two rounds of consultations in summer and fall 2024. Additional details about the consultation process and results are included in **Appendix 2 – Public Engagement Report**.



Action 5.1a: Continue to address customer demand by aligning service to ridership

As outlined in **Section 4.3**, in spring and fall 2024, additional investments were made to the bus, streetcar and subway service to increase capacity, reduce wait times and improve service reliability.

Additional service hours were approved in the 2025 Operating Budget to advance priorities identified in the 2024-2028 5YSP, including accommodating forecasted growth in 2025, improving off-peak service on subway and streetcar and beginning restoration of service levels during off-peak periods to approved Service Standards.

As outlined in the 2024 Annual Service Plan, the TTC has been monitoring customer demand on routes across Scarborough following the launch of the Line 3 Bus Replacement (L3BR) network. In 2025, changes will be implemented on some L3BR routes to respond to observed demand and customer feedback. This may include reallocating resources from L3BR network routes to other routes in Scarborough that are seeing changes in demand from new travel patterns and routes.

Lastly, the TTC will continue to assess scheduled service on a regular basis by observing customer boardings at the route level and adjusting service levels as needed and based on our Service Standards.

Additional details about these changes are included in **Appendix 4 – Technical Assessment**.



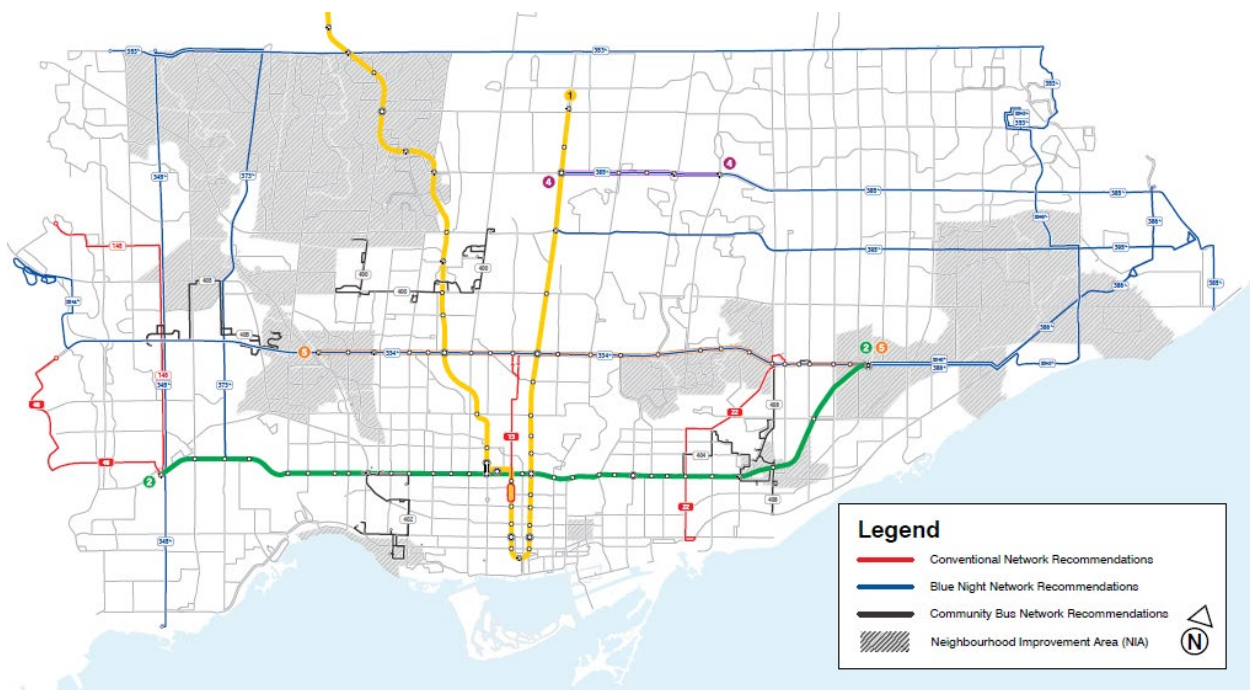
Action 5.1b: Enhance connections and address network gaps across the city

As part of the 2025 ASP, various bus routes were reviewed to determine whether a change or series of changes are needed to improve transit service. Priority was given to areas experiencing significant community changes (population growth, new streets, new destinations, and so on), routes that were not reviewed as part of the 2024 Annual Service Plan, areas where customer or community input or requests for a change were received and routes that will not be undergoing major changes with the opening of Line 5 and Line 6.

In 2025, the TTC will focus on implementing various routing and schedule changes to address network gaps across the city, including:

- Changes to the existing day-time bus network to increase efficiency and enhance connections;
- Improvements to the Blue Night Network by recommending changes to the existing routes and introducing new routes; and,
- A comprehensive review of early morning and late evening schedules.

Figure 10: 2025 ASP routing change recommendations



Improvements to the Blue Night Network by recommending changes to the existing routes and introducing new routes

Recent ridership trends and customer feedback underscore the need to expand and adapt service to meet the evolving demands of Toronto's essential workforce. Since the pandemic, ridership on Blue Night routes has continued to grow, mainly due to the emergence of new industrial and commercial employment areas and dependence of essential workers on transit.

The 2025 ASP Blue Night Network changes are designed to advance an equity-driven approach to planning by enhancing service for shift workers, a key priority customer group. Enhancing connections and addressing network gaps on the overnight network are essential in improving safety, a factor often identified as a top priority by customers, especially women.

The goal of these changes is to improve service accessibility and connectivity, particularly to existing and emerging employment hubs, while strengthening links to industrial and commercial centres. Expanding the Blue Night Network will help accommodate longer journey-to-work distances, a challenge many transit-dependent customers face.

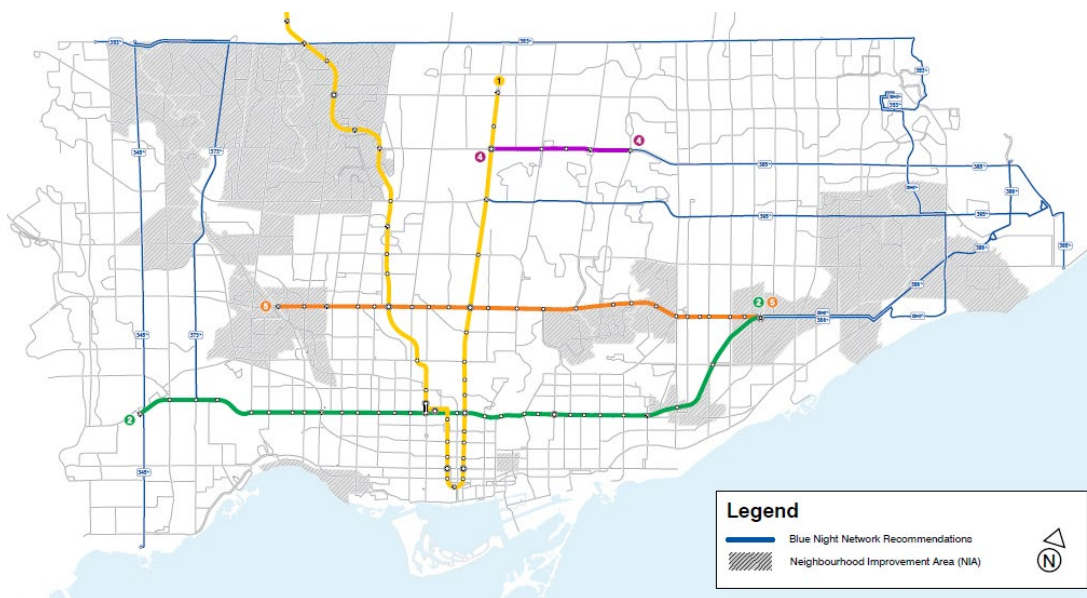
These changes align with the City of Toronto's Poverty Reduction Strategy, which advocates for enhanced transit services in inner suburbs and Neighbourhood Improvement Areas (NIAs). These changes will improve wayfinding, ensure easier connections along high-ridership corridors and align the overnight network with daytime routes. By addressing service gaps, particularly in east Scarborough, the expanded network will ensure the overnight service continues to meet the existing and evolving needs of TTC customers.



Changes include:

- **386 Scarborough (new route):** A new route that will operate between Kennedy Station and Meadowvale Loop via Kingston Road, enhancing connectivity along this key corridor.
- **334 Eglinton:** A route adjustment to provide service on Guildwood Parkway and Morningside Avenue, improving access to these neighbourhoods.
- **385 Sheppard East:** A route extension to Rouge Hill GO Station via Sheppard Avenue East and East Avenue and providing a connection to 354 Lawrence East.
- **395 York Mills:** A route adjustment to provide service up to Rylander Boulevard and Dumford Road to align with daytime 95 York Mills routing for greater consistency and wayfinding simplicity.
- **353 Steeles:** A route extension west of Pioneer Village Station along Steeles Avenue West to Martin Groove Road.
- **345 Kipling (new route):** Introducing a new route along Kipling Avenue, between Humber Polytechnic and Steeles Avenue West.
- **373 Royal York (new route):** Introducing a new route from Royal York Station to the intersection of Steeles Avenue West and Kipling Avenue, traveling via Royal York Road, Weston Road and Steeles Avenue West.
- **337 Islington (service suspension):** With the introduction of the new 373 Royal York and 345 Kipling routes, the 337 Islington route will be discontinued to better manage service coverage between the adjacent corridors.

Figure 11: 2025 ASP Blue Night Network recommendations



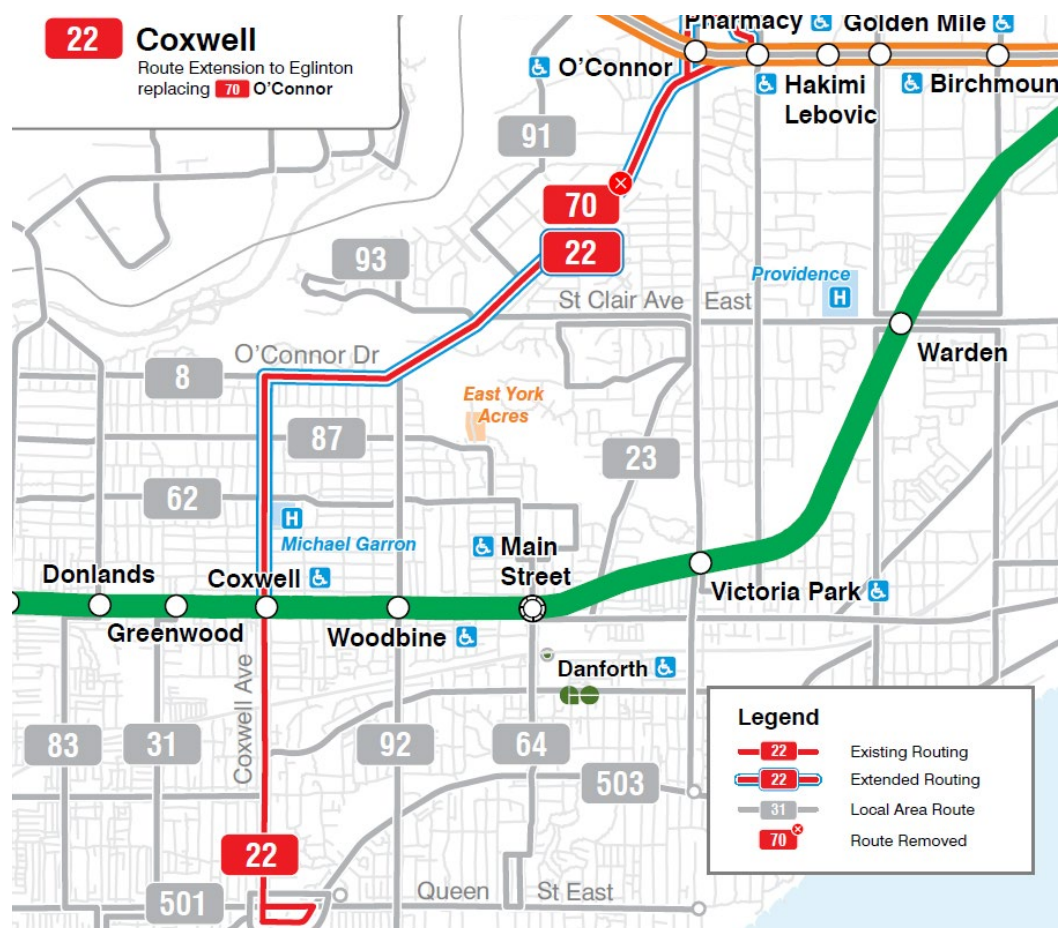
Changes to the existing day-time bus network to increase efficiency and enhance connections

To improve network efficiency and customer convenience, the TTC will be merging the 22 Coxwell and the 70 O'Connor routes. This adjustment aims to eliminate the forced transfer at Coxwell Station, providing customers with a seamless one-seat ride.

This change will enhance connections between key destinations, including residential neighbourhoods, commercial hubs, leisure destinations, medical facilities and future Line 5 Eglinton stations. By streamlining service along Coxwell Avenue and O'Connor Drive, the TTC will offer customers improved accessibility and a more efficient travel experience.

This integrated service was previously temporarily implemented during construction at Coxwell Station. Feedback from customers and operators was positive, with many appreciating the continuous, transfer-free service.

Figure 12: 22 Coxwell routing recommendation



Action 5.1c: Adjust service to support regional fare integration

A significant milestone in regional fare integration was achieved in February 2024 with the launch of the One Fare Program. This initiative allows customers to travel on one fare between the TTC, GO Transit, Brampton Transit, Durham Region Transit, MiWay and York Region Transit. Customer feedback from consultations highlighted strong demand for enhanced fare and service integration, particularly between the TTC and GO Transit.

To support this initiative, the 2024 ASP introduced changes to bus routes, including the 80 Queensway and the 85 Sheppard East routes to provide better regional transit connections.

As part of the 2025 ASP, the TTC has analyzed the One Fare Program's impact on ridership and travel patterns through boarding data as well as consultations. During the first round of consultations for the 2025 Annual Service Plan, customers highlighted the following priorities:

- **Schedule alignment:** Ensure smoother, more reliable transfers by coordinating TTC schedules with those of other transit agencies, especially with GO Transit.
- **Expanded route connectivity:** Introduce new TTC routes that serve major hubs or stops shared with other transit agencies.
- **Extended transfer window:** Lengthen the transfer window across all transit agencies from 2 hours to 3 hours for greater flexibility.

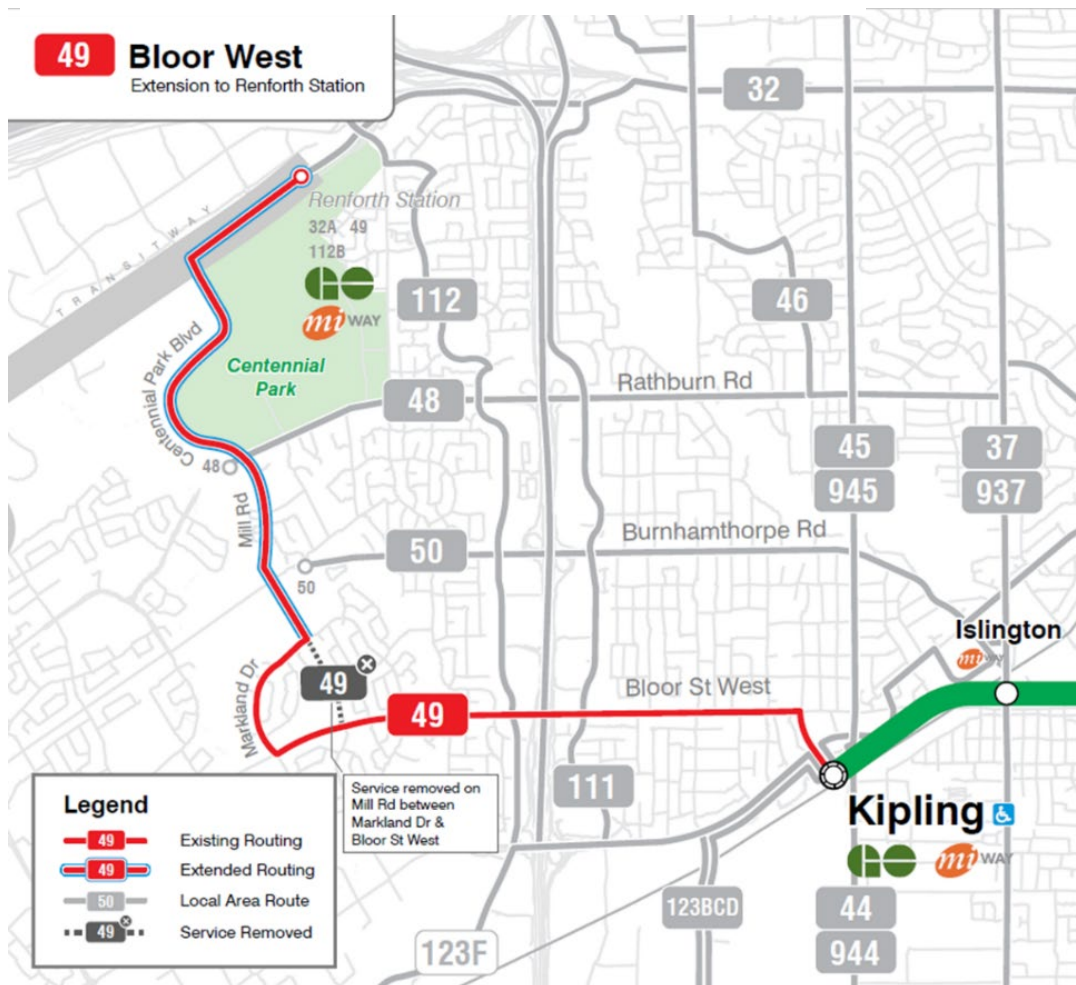
The TTC has been monitoring ridership trends on these routes, particularly those serving neighbouring transit agencies and GO stations and will continue this evaluation into 2025.



To further support the One Fare Program, the 2025 ASP will introduce one new route and extend service on an existing route:

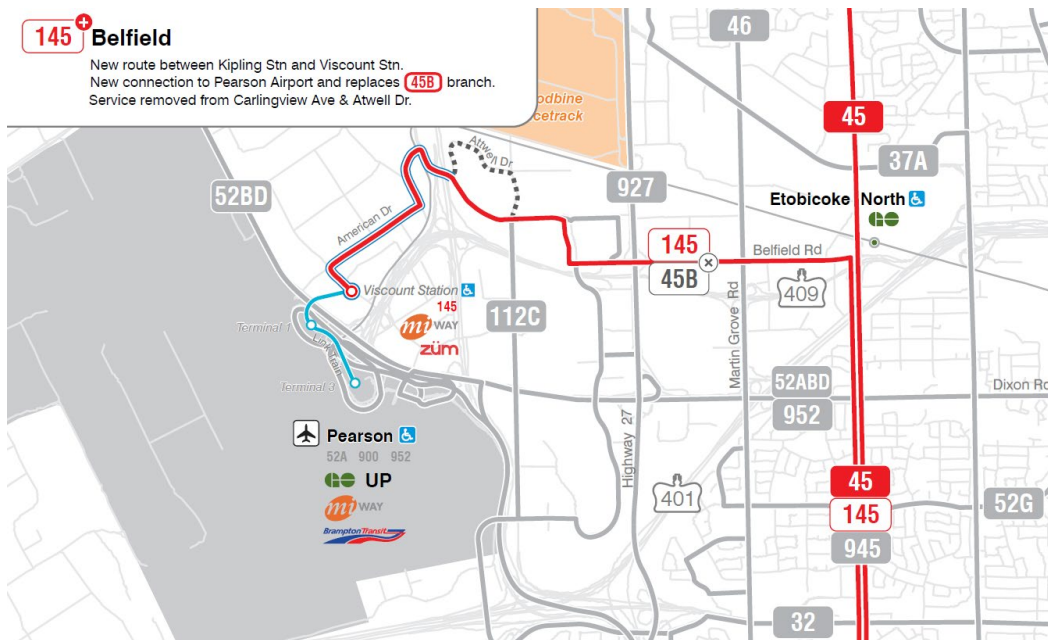
- 49 Bloor West:** This route will be extended along Mill Road and Centennial Park Boulevard to Renforth Station, providing service to the Centennial Park area. It will also enhance connections to the TTC network, GO Transit and MiWay. This change does not preclude regional service integration on the Bloor Street West corridor.

Figure 13: 49 Bloor West routing extension



- 145 Belfield (new route):** A new route that will run from Kipling Station to Viscount Station, replacing the current 45B (Kipling Station to Atwell Drive) service. This new service will improve access to Toronto Pearson Airport and connect with GO Transit, UP Express, MiWay and Brampton Transit.

Figure 14: 145 Belfield new route recommendation



To respond to feedback received from customers, the TTC will continue to explore ways to further improve cross-boundary travel, introduce new connections with neighbouring transit agencies and strengthen coordination with GO Transit in 2025. These efforts are intended to make regional transit more seamless, convenient and accessible for customers across the Greater Toronto Area.

Action 5.1d: Review and improve early morning and late evening schedules

As part of the 2025 Annual Service Plan, the TTC will be continuing a comprehensive review of services offered in the early morning and late-night periods. These services have historically been critical in attracting ridership by ensuring a greater availability of service. While many regular customers use transit in these hours, availability of these services is also crucial in attracting new and occasional customers to the system, who might benefit from service home after an evening in the city or a ride to an early morning shift. In order to standardize the services offered in these time periods, the First & Last Trip strategy was developed. The strategy seeks to standardize service levels, audit and improve connections to the subway in the late night and early morning periods and improve the experience for customers.

The strategy rests on four central initiatives, which seek to improve the service offered during the late night and early morning periods in 2025 and beyond. These initiatives include:

- **Subway span of service harmonization:** First and last train times on the network will be adjusted to provide more consistent times throughout the week, improve wait times at the start/end of service for non-peak travel and better connect to GO Train start/end times.
- **Station hours harmonization:** Station hours will be adjusted to better encompass the hours of subway service and improve transfers to and from bus service.
- **Bus and streetcar span of service harmonization:** Last trip times will be adjusted to be consistent throughout the week. Depending on ridership and corridor characteristics, these will be standardized to either 1:00 a.m. or the last subway/LRT train. Service levels and runtimes will be adjusted after 1:00 a.m. to reduce early running of last trips and to improve connection reliability and wait time between bus routes.
- **Last trip routings and stops at subway stations:** All trips going out-of-service will be adjusted to do so at a location with other transit service available. Additionally, stops will be designated for buses serving subway stations outside of subway/LRT operating hours. These will be implemented into customer information tools on the website and third-party apps to improve wayfinding.



Action 5.1e: Enhance the service reliability program to further improve the overall customer journey

In 2025, the core work of continuing to align schedules to observed conditions will continue, however there are several other key service reliability initiatives that are underway. These include launching a pilot to tackle bus bunching on 11 bus and streetcar routes through headway adherence with field supervisory support, continued exploration of additional service reliability improvement techniques such as additional mid-route holds and other mid-route controls. The OTP standard on the surface network will also be adjusted to eliminate permissible one-minute early departures.

Action 5.1f: Discontinue underperforming services where opportunities exist to improve overall efficiency

- **13 Avenue Road – elimination of service south of Queen’s Park:** The TTC is recommending the elimination of the 13B (Eglinton Station to Gerrard) service, which currently operates only during the midday period. This recommendation is due to poor ridership performance, service reliability challenges and availability of alternative accessible transit options. The changes will result in service at all times being provided on a single branch operating between Eglinton Station and Queen’s Park.
- **87A Cosburn (not recommended at this time):** As part of the initial proposals for the 2025 Annual Service Plan, the TTC consulted with customers, the community, the Planning Advisory Group and ACAT regarding the potential elimination of the 87A (Broadview Station to Main Street Station via East York Acres) branch of 87 Cosburn and for all service to operate on the 87C (Broadview Station to Main Street Station) branch. The objective of this proposal was to address operational challenges associated with serving Haldon Avenue and East York Acres and to offer a more direct and faster service for customers travelling on the route. While the customer travel time analysis supports this routing change, feedback from the immediate community and ACAT opposed the change. In addition, stop relocation constraints prevent the proposed changes from being implemented. Consequently, this proposal is not recommended at this time, but may be revisited in the future.

Figure 15: 13 Avenue Road branch restructuring

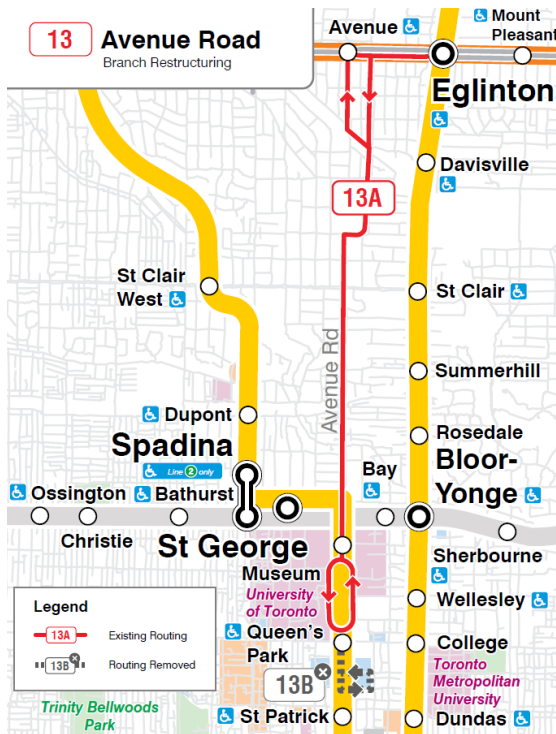
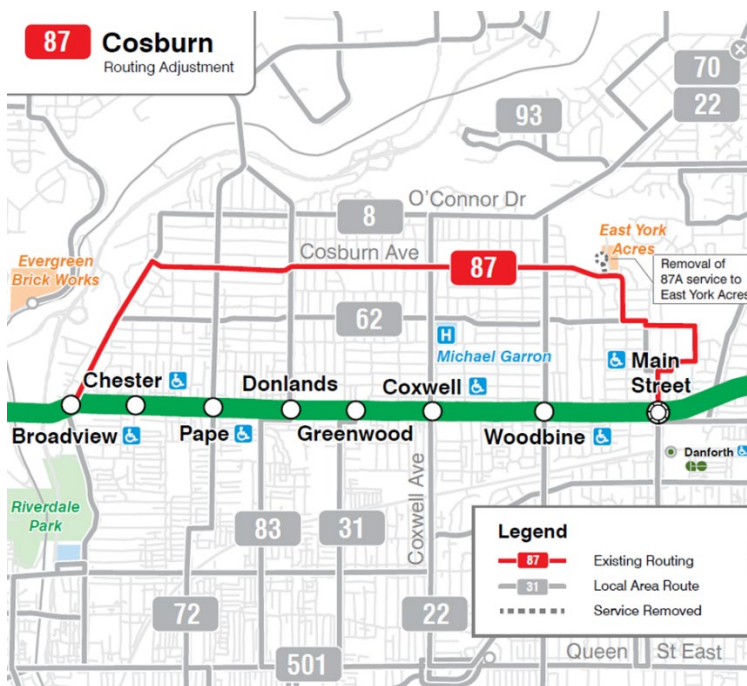


Figure 16: 87 Cosburn routing proposal



5.2 Improving the Community Bus Network

The Community Bus network is a vital, yet often overlooked, part of the TTC. This service provides an essential transit option that bridges the gap between Wheel-Trans and the conventional transit system. However, existing Community Bus routes face persistent challenges, particularly low ridership. While there have been requests to expand the network, the priority of changes proposed through the 2025 ASP is to improve the existing network to better meet the needs of current users and attract new customers.

The primary goals of enhancing the Community Bus Network are to increase ridership, improve connectivity to the rapid transit system and provide better access to important neighbourhood destinations. Since senior citizens are the primary users of this service, recommended adjustments focus on prioritizing connections to medical centres, community centres, public facilities and retirement homes. These considerations are crucial to ensuring that the network remains accessible and responsive to the needs of its core demographic.

As Toronto's population continues to age, the need to improve the viability of the Community Bus network is crucial, especially with requests to expand the network to new communities. This presents an opportunity to deliver better service that addresses the evolving needs of seniors, people with disabilities and other transit-dependent riders. By prioritizing equity, connectivity and accessibility, the TTC aims to make the Community Bus network a more effective and essential part of Toronto's transit landscape.



Action 5.2a: Evaluate existing routes and develop proposals to enhance service effectiveness and reliability

In the 2025 Annual Service Plan, the TTC is proposing minor routing adjustments to the Community Bus network aimed at improving connections to the broader transit system and facilitating access to key local points of interest such as community centres, public libraries, retirement homes and others. These adjustments are designed to enhance the overall customer experience and create new opportunities to boost ridership. Ridership on these service adjustments will be monitored after implementation. The proposals are:

- **400 Lawrence Manor:** Route extension via Wyndale Drive, Culford Road and Lawrence Avenue West to enable connections to a local park, public library and a sports complex.
- **402 Parkdale:** Route extension via College Street, Dufferin Street and Roncesvalles Avenue to enable connections to retirement homes, community centres and a community health centre.
- **404 East York:** Route restructuring by reallocating resources from the existing 404 route to create a revised 404 East York route and a 408 Victoria Park South route. The revised 404 East York route will extend to Main Street, Main Street Station and Danforth Avenue, improving connectivity. The 408 Victoria Park South will operate via Victoria Park Road, Crescent Town Road, Dawes Road, Park Vista Drive and Eglinton Avenue East, providing better access to apartment buildings and new shopping destinations.
- **405 Etobicoke:** Route extension via Scarlett Road and Widdicombe Hill to provide connections to apartment buildings and a naturally occurring retirement community.

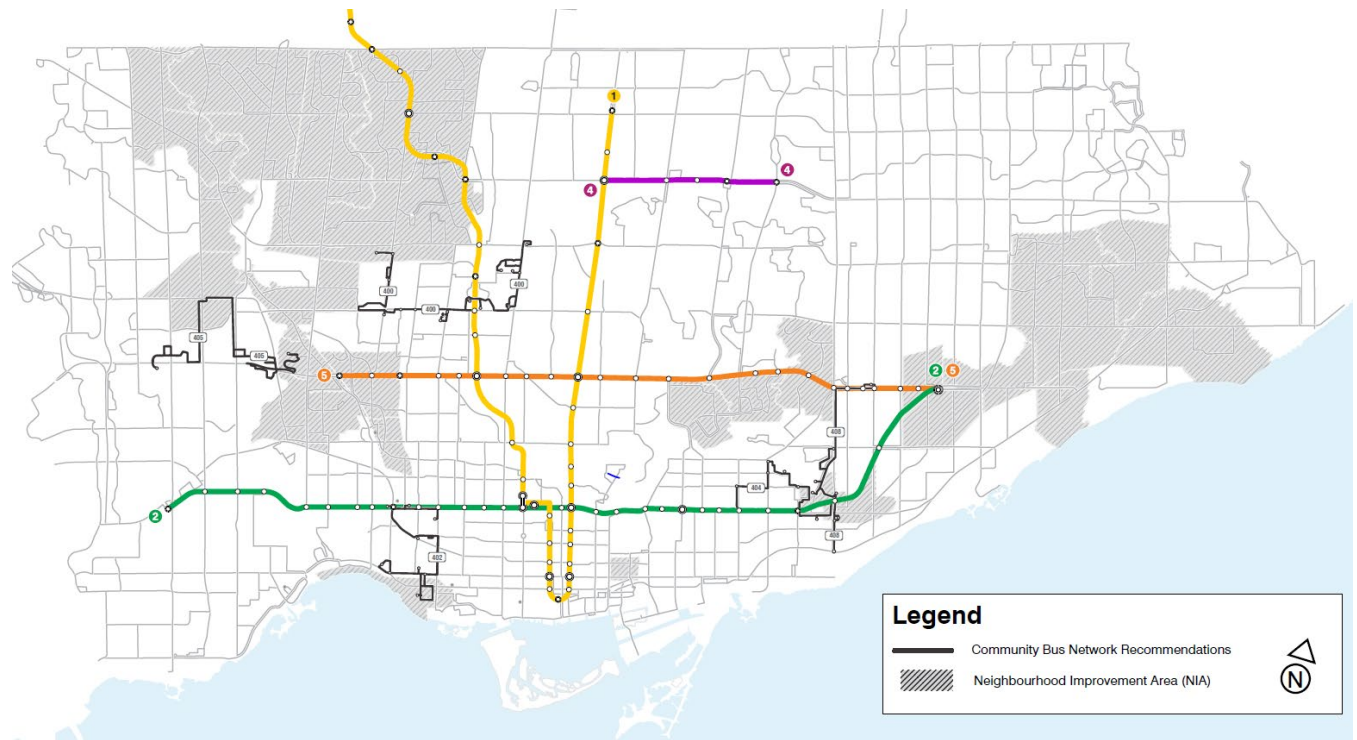
The objective of the changes is to increase ridership to meet the standard of a minimum four boardings per hour for the Community Bus Network. If ridership continues to be below TTC's Service Standards, the TTC will need to reconsider recommendations and re-evaluate the delivery of Community Bus services.

Action 5.2b: Identify gaps in customer awareness and implement strategies to improve the visibility and accessibility of the network

During both Round 1 and Round 2 of consultations, a recurring piece of feedback received from customers highlighted a significant challenge: many customers are unaware of the Community Bus Network and who it is intended to serve. This lack of awareness is a factor contributing to the network's low ridership. In 2025, the TTC will explore opportunities to better promote the Community Bus network.

Potential improvements can include digital and physical wayfinding improvements, customer awareness campaigns and identifying tactics to strengthen community collaboration.

Figure 17: Community Bus routing changes



To respond to the area Councillor request, the TTC studied a new Community Bus route in south Scarborough, the 406 Scarborough South. The proposed route would provide service east of Scarborough Centre Station, requiring two buses to operate at 60-minute headways. As illustrated in **Figure 18**, the proposed route would provide coverage throughout central Scarborough, connecting customers to destinations such as Scarborough Centre Station and Scarborough Town Centre, Scarborough General Hospital, Cedarbrae Mall, Cedarbrook Lodge Retirement Residence as well as Masarykpark Homes and Scarborough Health Network – Centenary Hospital.

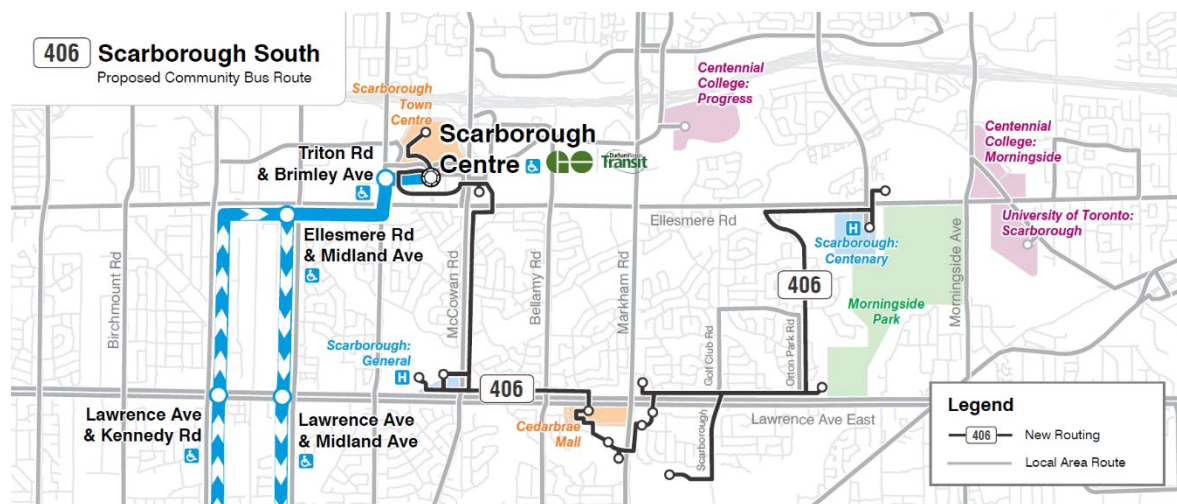
Ridership projections were developed based on 2023-2024 Wheel-Trans (W-T) door-to-door rides for conditional customers within a 175-metre buffer of the proposed routes. The results of this analysis indicate that although the performance of this route is forecasted to fit the typical net cost per passenger on the Community Bus Network, this would significantly increase the subsidy by the TTC required to operate this new route.

A study carried out by UHN identified Masarykpark Homes as a Naturally Occurring Retirement Community (NORC). Masarykpark Homes/Masaryktown Residences are

located on Scarborough Golf Club Road. Currently, this location is not directly served by conventional transit due to operational constraints on site and on Scarborough Golf Club Road. TTC W-T serves this location to deliver door-to-door trips.

To address the low productivity of the Community Bus Network, the focus in 2025 will be on boosting ridership through targeted improvements and adjustments to the existing routes. Introducing new services is not recommended until the continued viability of the Community Bus network is determined.

Figure 18: 406 Scarborough South assessed routing



Action 5.2c: Collaborate with community advisory groups to better understand and address customer travel patterns and needs

A key focus in 2025 is to collaborate more closely with community advisory groups to better understand and address customer travel patterns and needs. Through the 2025 ASP consultation efforts, the TTC recognized the value of engaging with organizations that work directly with the key customer groups who rely on this service. In developing the 2025 service change recommendations, the TTC worked directly with customers and operators as well as with the NORC Innovation Centre at University Health Network to gain valuable insights.

This collaboration has proven essential in shaping proposals that align with the needs of TTC customers. Moving forward, the TTC's goal is to continue fostering these partnerships while also identifying additional community advisory groups that can help refine and improve the service. By strengthening these connections, the TTC aims to ensure that the Community Bus network remains aligned with the evolving needs of its users.



5.3 Planning for construction: From principles to practice

As Toronto continues to grow, construction—whether for critical infrastructure renewal, transit expansion, or private development—remains a constant factor influencing the transit network. Recognizing the need to better plan, operate and communicate transit changes during these disruptions, the 2024 Annual Service Plan introduced a construction planning framework designed to enhance coordination and service reliability.

This framework provided valuable guidance during the 2024 construction season, allowing the TTC to apply new strategies for managing service disruptions and improving communication with customers. By incorporating feedback and lessons learned, the framework helped the TTC collaborate more effectively with City of Toronto and external partners, ensuring that service impacts were better anticipated and mitigated.

The 2025 ASP builds on this progress by analyzing the outcomes of projects where these guidelines were applied. It also explores further opportunities to refine service planning and mitigate congestion caused by construction, ultimately ensuring smoother transit operations. As part of this effort, the TTC will continue to focus on two key aspects of construction planning:

1. **City-wide service coordination:** Improving how construction-related service changes are planned and communicated across Toronto's transit network.
2. **Area-specific service adjustments:** Developing detailed detour plans and alternate routings in areas anticipated to experience significant construction-related disruptions.

The TTC remains committed to enhancing transit reliability during construction by refining its internal processes and accountability measures. Feedback from consultations will continue to shape the evolving construction service framework, ensuring that future construction seasons are met with better preparedness and minimized impacts on customers.

Action 5.3a: Continue applying recommendations from the 2024 ASP construction guidelines framework to enhance service management during disruptions

In the 2024 ASP, the TTC established construction planning guidelines aimed at achieving as many framework objectives as possible. These guidelines were shaped by lessons learned from previous construction seasons and informed by extensive consultations.

Keeping **accessibility** and minimizing barriers as a primary consideration when planning and communicating diversions and alternative services.

Consistency in construction phasing and planned detours operated during the construction period.

Flexibility to adjust service plan in the occasion that consistency is not feasible.

Maximizing **connections to subway** to avoid unnecessary transfers for customers.

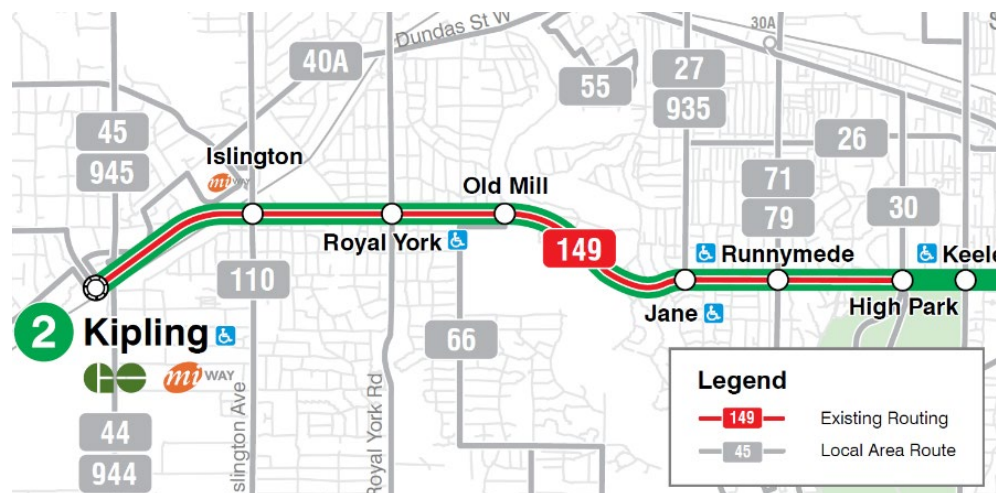
Frequent service on **nearby/parallel** corridors to minimize travel time for customers.

Maintaining **service coverage** where possible to ensure that pedestrian access and accessibility are maintained during diversions.

The 2024 construction season provided an opportunity to apply our framework to diversion plans, where it proved successful. Building on this success, the TTC will continue to use these guidelines in future construction projects.

An example of applying these principles to practice is the 2025 Easier Access Interim Service Plan. The objective of the AODA is to ensure that facilities and services in Ontario are accessible by January 1, 2025. The TTC has been working towards achieving this objective by ensuring elevator access at each TTC station and at present, 81% (57 of 70) of TTC stations are accessible while identifying that a number of subway stations will not be completed by January 1, 2025. In order to ensure that the TTC transit system is as accessible as possible, a contingency service plan has been developed for an interim period for each station where elevator access will be delayed beyond January 1, 2025. The interim service plan will ensure that there is accessibility to the subway system and includes a mix of existing surface routes, routes with modifications and one new route (Figure 19) as alternate connections to/from accessible subway stations.

Figure 19: 149 Etobicoke-Bloor temporary route



Action 5.3b: Review, document and refine processes and responsibilities for managing service disruptions more effectively

There are many internal and external stakeholders and processes related to construction coordination and resulting service disruptions. With increasing overlap, complexity and relationships between a growing number of construction projects, a more thorough review and improvement of the process is needed. This action will continue the process of reviewing and improving internal and external coordination and communications for intake, approval, planning, operations and accountability around construction service, with both internal and external partners.

Action 5.3c: Implement targeted service changes to address area-specific construction impacts

The 2025 ASP focuses on four major construction projects and zones that will begin work in 2025 and beyond. Although there are many construction projects and work areas across the City of Toronto presently and in the future, four projects are assessed that are representative of possible impacts to transit service across the city over the next few years, to establish a framework for the TTC to employ when planning ahead of construction impacts.

The four construction projects and work areas analyzed in the 2025 ASP include:

- **King & Church** – Involves watermain, streetcar track and overhead construction
- **Beth Nealson Drive** – A temporary full closure of the street due to Ontario Line Maintenance and Storage Facility construction.
- **Cedarvale Station** – A temporary closure of the bus terminal once the opening of Line 5 Eglinton occurs
- **College & McCaul** – Involves streetcar track and overhead construction

Construction in these areas may affect multiple routes and the TTC is proposing conceptual re-routings and detours for each project. The feasibility of these scenarios and routings will also be subject to confirmation through confirmation of closure details, operational reviews and available resources.

King & Church

Construction impact

Construction impacting watermain and streetcar track will result in the closure of the intersection of King Street East and Church Street. There will also be overhead construction upgrades along King Street East, Sumach Street and Cherry Street. This project will impact the 503/303 Kingston Road, 504/304 King and 508 Lake Shore routes.

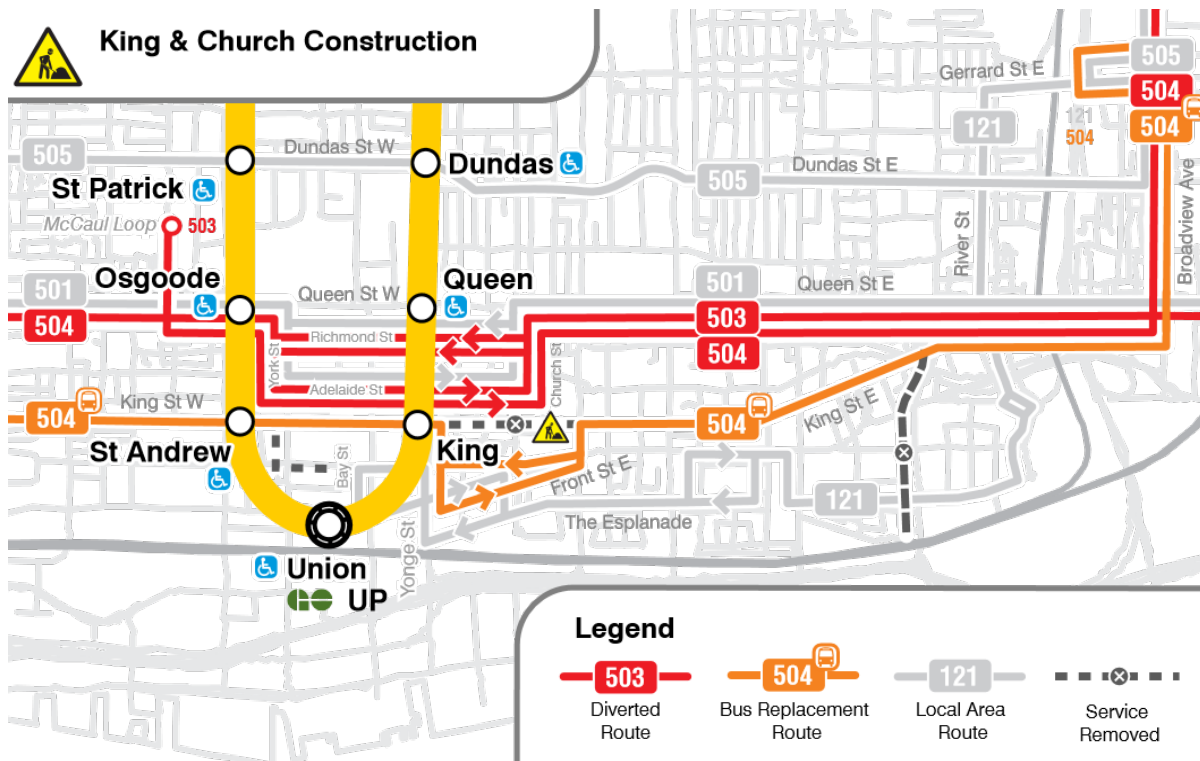
Proposed service adjustment

The construction planning framework guided the development of proposed service adjustments for the impacted streetcar routes. Several key considerations guided the development of these proposals, including a lack of full-movement track curves at the Parliament Street and King Street East intersection, the criticality of this intersection for streetcar service movement across the King Street Priority Transit Corridor and considerations that the nearest alternative corridor, Queen Street, is already affected by Metrolinx's Ontario Line construction at Queen Street and Yonge Street.

Our primary objectives based on feedback received during the consultation period are to preserve transit options along King Street East as much as possible, ensure a connection to King Station and avoid overwhelming the Queen Street corridor. To achieve these goals, the 503/303 King, 504/304 King and 508 Lakeshore routes will divert to Queen Street, utilizing the new Queen Street Diversion (QSD) tracks on York Street and Adelaide Street and aided by the implementation of transit priority measures such as parking removals, transit-only lanes and signal timing changes at intersections. Many of these TPMs will require the support of City of Toronto Transportation Services and will be explored alongside consultation with local communities and businesses.

Additionally, a 504/304 King replacement bus will operate along King Street East and West, diverting via Yonge Street, Front Street/Wellington Street and Jarvis Street to maintain service coverage and connectivity during the construction period. Pending the availability of resources, additional service to the Distillery Loop area is being explored through the addition of a Sumach/Cherry branch of this replacement bus.

Figure 20: King & Church Construction Diversion Plan



Beth Neilson Drive

Construction impact

To accommodate planned construction for the Ontario Line Maintenance and Storage Facility, Beth Neilson Drive will undergo a temporary full road closure. This project will impact the 88 South Leaside route.

Proposed service adjustment

Key considerations in developing our diversion plans included the limited local road network, which offers few detour options, the need to maintain connections to nearby rapid transit lines serving Thorncliffe Park and the context of our surface network plan following the opening of Line 5 Eglinton.

Although the exact timing of Line 5 Eglinton's opening remains uncertain, diversion plans have been designed with the post-opening surface network in mind to ensure a seamless transition if it becomes operational during construction.

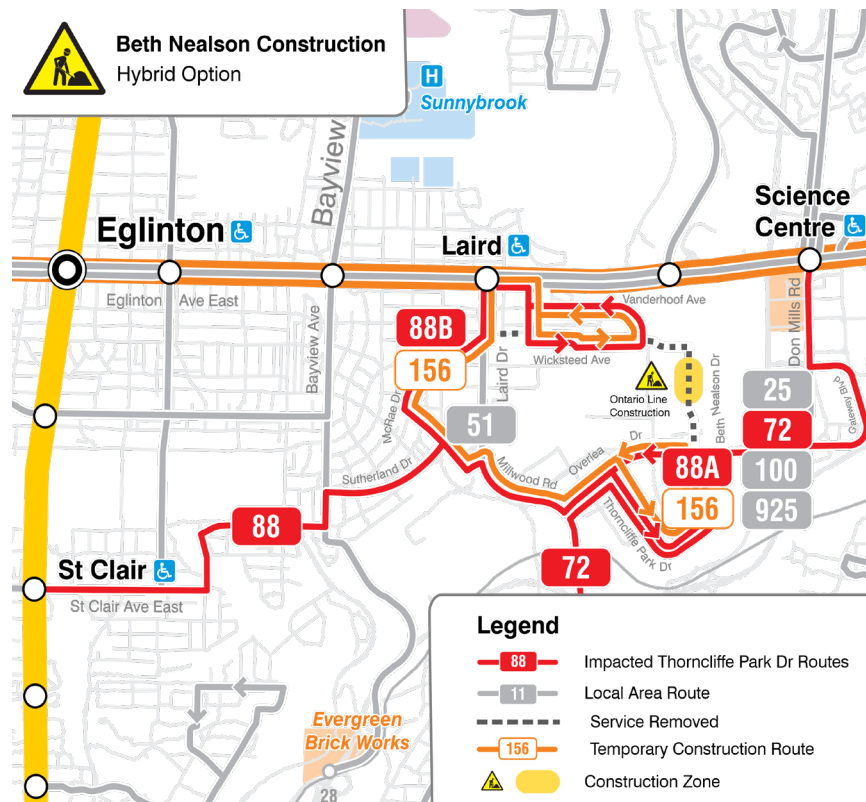
The TTC's proposal is to operate the 88 South Leaside on a two-branch structure, with adjusted service where the two branches do not connect. The 88A will loop via Thorncliffe Park Drive and the 88B will loop via Vanderhoof Avenue and Wicksteed Avenue. A frequent theme in the consultation period was the importance of maintaining a direct connection to Line 1 Yonge-University from either side of the closure area, which was preferred more strongly than maintaining a connection to Laird Station on Line 5.

Pending resource availability, the TTC is also exploring a hybrid option with the introduction of a new temporary 156 Millwood route (referred to as 156 Laird in the consultation period), operating between Laird Station and Thorncliffe Park via McRae Drive and Millwood Road. This route would provide a direct connection from Thorncliffe Park to Laird Station, schools in the Leaside area, the Leaside branch of the Toronto Public Library and to the commercial areas along the northern section of Laird Avenue and within the Leaside Business Park. This temporary route would operate only during daytime service hours, approximately 7 a.m. to 7 p.m., seven days a week.

Figure 21: Beth Neilson Construction Diversion Plan preferred option



Figure 22: Beth Neilson Construction Diversion Plan hybrid option



Cedarvale Station– future construction

Construction impact

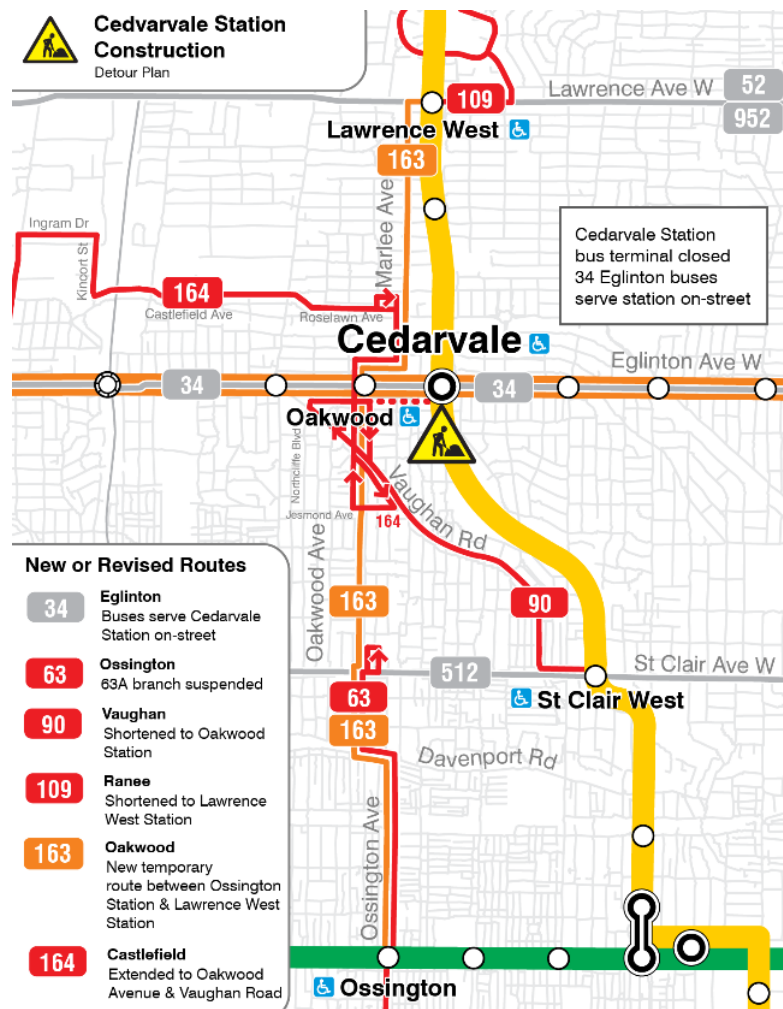
Following the opening of Line 5 Eglinton, the bus terminal at Cedarvale Station will temporarily close to accommodate repaving and other state-of-good-repair work. This closure will affect the 34 Eglinton, 63 Ossington, 90 Vaughan, 109 Ranee and 164 Castlefield routes.

Proposed service adjustment

Key considerations for this project include ensuring continued station access through on-street stops, building on lessons learned from another recent closure of the station's bus terminal and considering the updated surface network plan that will be in place following the launch of Line 5 Eglinton. To achieve these goals, the following service adjustments are proposed: the 34 Eglinton will continue serving the station through on-street stops. The 63 Ossington will operate only via the branch routing terminating at St Clair Avenue, while the 90 Vaughan will revert to its previous branch routing via Northcliffe Boulevard, terminating at Oakwood Station. The 109 Ranee will be shortened to end at Lawrence

West Station. Additionally, a new temporary 163 Oakwood route will be introduced, operating between Lawrence West Station and Ossington Station via Marlee Avenue, Oakwood Avenue and Ossington Avenue. The 164 Castlefield will be extended south via Oakwood Avenue to Jesmond Avenue, looping on-street via Vaughan Road.

Figure 23: Cedarvale Station Diversion Plan



College & McCaul– future construction

Construction impact

Streetcar track construction will result in the closure of the intersection of College Street and McCaul Street. This project will impact the 506/306 Carlton.

Proposed service adjustment

Key considerations for this project include maintaining rubber-tire traffic except at the intersection, which is a critical location near the peak demand point of the 506 Carlton and

within the University of Toronto's St. George campus. The TTC will also apply lessons learned from the 2022 College Street track and streetscape work to improve coordination and minimize disruptions by avoiding multiple routing changes over the course of the project.

To achieve these objectives, the 506/306 Carlton streetcars will divert via Spadina Avenue, Dundas Street West and Bay Street. Additionally, service will be increased on the 94 Wellesley west of Wellesley Station, offering an alternative routing option north of the College Street corridor. This approach is necessary because dedicated 506 replacement buses cannot operate between University Avenue and Beverley Street / St. George Street due to the closure at the McCaul Street intersection.

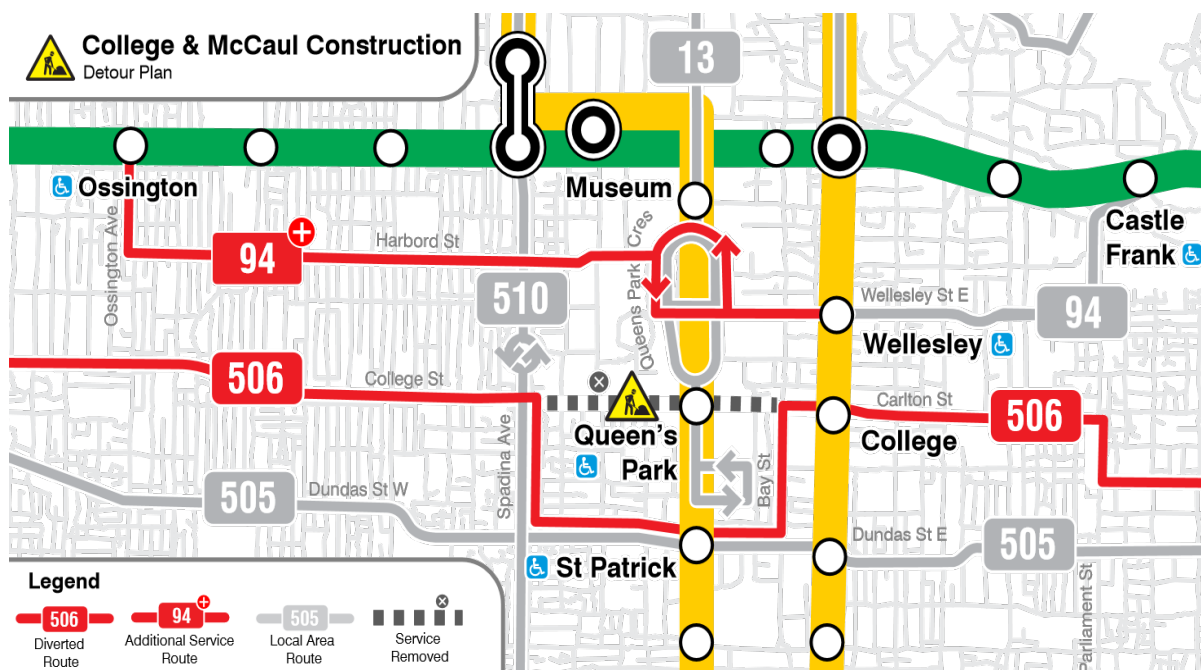


Figure 24: College & McCaul Construction Diversion Plan

Action 5.3d: Explore opportunities to pilot and implement innovative service initiatives alongside construction-related adjustments or to mitigate other operational constraints

In 2024, several service adjustments were introduced to enhance connectivity and accessibility during periods of construction-related disruption. Notable adjustments included swapping the end-of-line terminus for the 504B King and 501 Queen routes (Humber Loop – Dufferin Gate), extending the 511 Bathurst to Union Station and extending the 26 Dupont and 55 Warren Park routes to Runnymede Station. Ridership data and customer feedback collected during these diversions will be retained to inform future network reviews.

Moving forward, the TTC will continue to explore opportunities to test and implement route and service changes, particularly when adjusting for construction or addressing other operational challenges. This proactive approach ensures that service remains responsive to evolving customer needs and network conditions.

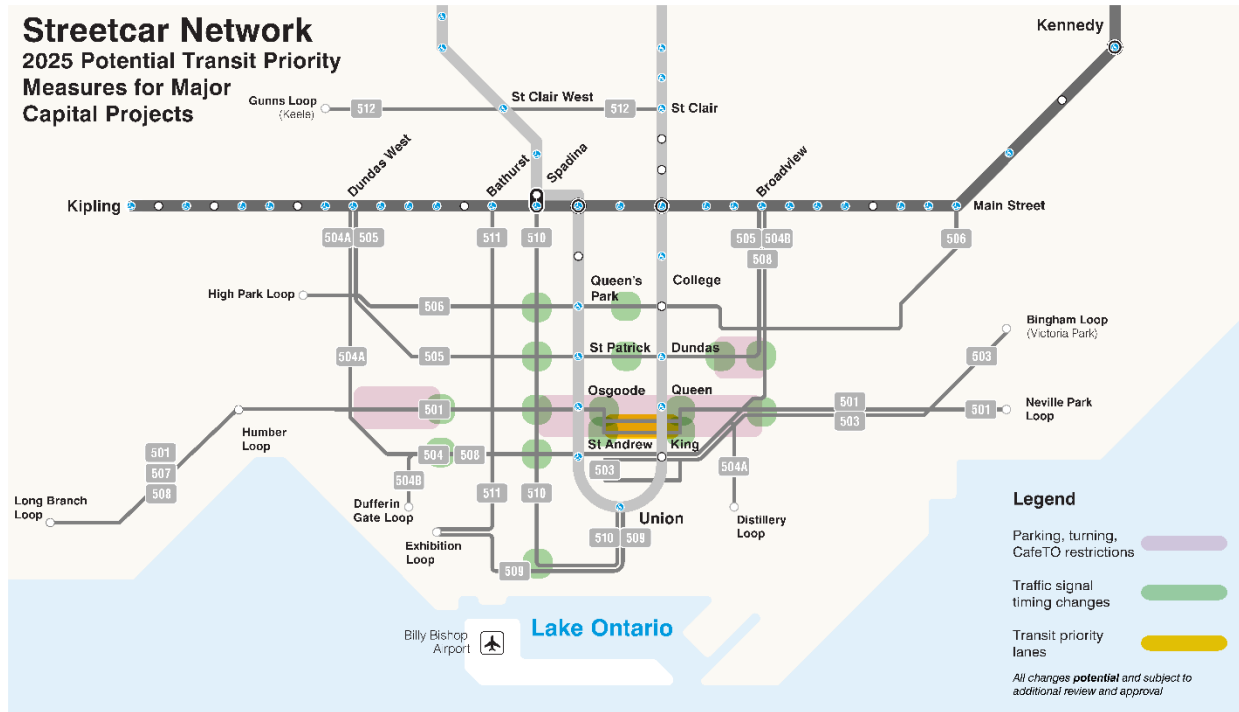
Action 5.3e: Collaborate with stakeholders on construction projects to proactively identify and continue to implement transit priority measures that improve transit flow.

After a preliminary review of potential transit priority measures to aid the throughput of streetcar service on corridors with additional service diverted to them, as well as at intersections with additional or new turning movements, the following changes will be proposed (with support from partners at City of Toronto Transportation Services). All are subject to further review, consultation, refinement and Council approval where applicable.

- King-Church
 - Dedicated streetcar lanes on Richmond Street and Adelaide Street, between York Street and Church Street
 - CaféTO patios – removed for the duration of the diversion between Spadina Avenue and Broadview Avenue on Queen Street West and East.
 - Parking restrictions on Queen Street – no stopping from 7:00 a.m. to 7:00 p.m., seven days a week, between Spadina Avenue and Broadview Avenue
 - Turning restrictions on Queen Street – extended and additional restrictions at key locations to 7:00 a.m. to 7:00 p.m. , seven days a week, between Spadina Avenue and Broadview Avenue
 - Traffic signal timing and phasing adjustments, subject to further analysis to confirm applicability and feasibility – Queen Street East and Church Street, Richmond/Adelaide Street and Church Street, Richmond/Adelaide Street and York Street, Queen Street West and Spadina Avenue, King Street West and Spadina Avenue.
- College-McCaul
 - Traffic signal timing and phasing adjustments, subject to further analysis to confirm applicability and feasibility – College Street and Bay Street, Dundas Street and Bay Street, Dundas Street and Spadina Avenue, College Street and Spadina Avenue
- Other projects not included in the scope of the 2025 ASP but for which transit priority measures will be enacted where applicable and feasible:
 - Bathurst-Fleet, watermain and trackwork
 - Queen East, Davies to Broadview, watermain (2025) trackwork (2026)
 - King-Dufferin trackwork (project inclusion in 2025 construction program subject to City approval)

- Trackwork on various sections of King Street (project inclusion in 2025 construction program subject to City approval)

Figure 25: 2025 streetcar network potential transit priority measures



6. Summary of Actions

The following table summarizes the actions outlined in the 2025 Annual Service Plan.

Action
Action 5.1a: Continue to address customer demand by aligning service to ridership
Action 5.1b: Enhance connections and address network gaps across the city
Action 5.1c: Adjust service to support regional fare integration
Action 5.1d: Review and improve early morning and late evening schedules
Action 5.1e: Enhance the service reliability program to further improve the overall customer journey
Action 5.1f: Discontinue underperforming services where opportunities exist to improve overall efficiency
Action 5.2a: Evaluate existing routes and develop proposals to enhance service effectiveness and reliability
Action 5.2b: Review, document and refine processes and responsibilities for managing service disruptions more effectively
Action 5.2c: Implement targeted service changes to address area-specific construction impacts
Action 5.3a: Continue applying recommendations from the 2024 ASP construction guideline framework to enhance service management during disruptions
Action 5.3b: Review, document and refine processes and responsibilities for managing service disruptions more effectively
Action 5.3c: Implement targeted service changes to address area-specific construction impacts
Action 5.3d: Explore opportunities to pilot and implement innovative service initiatives alongside construction-related adjustments or to mitigate other operational constraints
Action 5.3e: Collaborate with stakeholders on construction projects to identify and continue to implement transit priority measures that improve transit flow

Appendix 1. 25-Point Action Plan Status Update

The 2024-2028 5-Year Service and Customer Experience Action Plan identified 61 initiatives in 2024 to improve transit service and customer experience. Overall, in 2024, seven initiatives were implemented, including adopting and communicating construction planning guidelines as well as implementing fare integration with the introduction of the One Fare Program in February 2024. Of the remaining initiatives, 50 were started and are underway, and four were deferred to 2025/2026. **Figure A1.1** presents a status summary of initiatives implemented in 2024 or planned for implementation in 2025. The following sections will provide a status update on each action identified in the plan and any subsequent progress to be made on these items in 2025.



Figure A1.1: 2024-20205 action plan - status summary

Action	Initiative	Status
1.1 Reinforce the organizational commitment to customer service	Establish a Customer Experience Network of Champions program	Underway
	Complete a communications review to ensure frontline staff have the information they need to support customer service	Underway
1.2 Elevate the importance of ongoing public engagement	Identify new tools for use in public engagement and market research	Underway
2.1 Accommodate population and employment growth	Utilize the diverse and representative customer panel to seek insights on a continual basis	Underway
2.2 Implement new services to address travel patterns	Relieve crowding	Implemented
2.3 Open Line 5 – Finch West	Implement area study network changes	Underway
2.4 Open Line 6 – Finch West	Implement approved network changes	Deferred
2.5 Implement Line 3 future busway	Implement approved network changes	Deferred
2.6 Restore and enhance service standards	Complete busway design work	Underway
2.7 Enhance service planning equity lens	Modify express bus service standards	Implemented
	Continue with enhanced consultation process	Underway
	Refine and adopt measures of transportation equity	Underway
	Continuously review transit schedules	Underway
	Improve weekend and overnight schedules to reflect operating conditions	Underway
3. 1 Improve service reliability	Review service reliability metrics	Underway
	Deploy automated monitoring and operator training and counselling to improve on-time departures	Underway
	Evaluate the success of the active and passive route supervision pilot	Underway
	Review infrastructure needs at the end-of-line points to ensure they meet operational needs	Underway
	Adopt and communicate construction planning guidelines based on consultations and customer feedback	Implemented
3.2 Doing disruptions differently	Review, document, and improve process and responsibilities for service disruptions	Underway
	Implement service changes for area-specific construction	Implemented
4.1 Implement the Surface Transit Network Plan (RapidO)	Complete Jane Street study	Underway
4.2 Implement targeted regulatory transit priority measures	Begin studies on Finch East, Dufferin Street and Lawrence East	Underway
	Complete up to 10 locations per year	Underway
4.3 Implement more transit signal priority	Continue to roll out existing program - up to 50 locations per year	Underway
	Continue implementing ATSP	Underway
4.4 Implement more queue jump lanes	Complete design and construct up to 5 standalone locations	Underway
	Additional locations delivered as part of STNP and other City projects	Underway

Action	Initiative	Status
5.1 Implement fare and service integration	Implement fare integration Monitor changes in TTC demand around GO stations.	Implemented Underway
5.2 Enhance integration with cycling	Monitor existing investment to understand utilization Continue to support Bike Share on their growth plan Continue to work with the City on their cycling projects Increase education and awareness	Underway Underway Underway Underway
5.3 Enhance pedestrian pathways to TTC	Identify missing sidewalks to and from TTC stops	Underway
5.4 Improve microtransit and review micromobility connection opportunities	Work with City staff on micromobility policy opportunities and impacts on transit service	Underway
6.1 Improve the comfort and convenience of stop areas	Make surface transit stops more accessible Preventative maintenance of street furniture elements Adding street furniture elements at feasible stop locations Explore QR codes for cleanliness and maintenance at stops	Underway Underway Underway Underway
6.2 Improve the comfort and convenience of stations and vehicles	Continue to expand station retail amenities Explore QR codes for cleanliness and maintenance at stations	Underway Underway
	Make it easier for customers to report safety and security concerns	Underway
	Improve camera coverage to at least 90% in 11 remaining stations	Implemented
6.3 Prioritize safety and security	Build on the multi-disciplinary approach to community safety through the development of a Five-Year Community Safety, Security and Well-being Plan (2024 -2028)	Underway
	Investigate automated camera enforcement for streetcar customer safety	Underway
7.1 Improve customer service and loyalty	Implement digital application process for the TTC Post-Secondary Photo ID and Support Person Assistance Card	Underway
7.2 Improve customer awareness and education	Amplifying Customer Connections: A social media empowerment strategy Expand customer awareness campaigns with an increased focus on safety, courtesy, and planning of alternate routes Continue to implement the TTC Wayfinding Strategy Upgrade the next vehicle arrival data feed to provide better information to customers Trial solar-powered real-time signage at surface stops Implement centralized tracking of surface stop changes and temporary detour signs	Underway Underway Underway Deferred Underway
7.3 Provide customers with accurate, accessible, and timely information	Install QR codes at stops for closures and diversions Increase number of arrival/departure screens in stations Deploy temporary notices at station entrances during service suspensions and delays Improve shuttle bus wayfinding Provide delay and detour information on bus display screens Enhance Public Announcement system clarity Expand E-Alerts to include planned service changes, stop-level alerts, and SMS alerts	Implemented Underway Underway Underway Underway Underway Underway Deferred
	Explore mobile app solutions (including MaaS)	Underway (under review as part of the Wayfinding Strategy)

Pillar 1 – Foster a customer-centric mindset

This pillar reinforces the TTC's commitment to customer service, placing customers first in everything we do.

1.1. Reinforce the organizational commitment to customer service

In 2024, the TTC continued to foster a customer-first culture across all levels of the organization and place the customer at the centre of all decision-making.

1.2. Elevate the importance of ongoing public engagement

Public engagement is a cornerstone of the TTC's 5-Year Service Plan and Annual Service Plan processes, reflecting the TTC's commitment to ensuring customer voices are heard and thoughtfully integrated into decision-making.

As part of the 2024 Annual Service Plan, the TTC engaged with over 2,700 people through two rounds of consultations, including public pop-ups, virtual meetings, and surveys. To further enhance these efforts, the TTC is prioritizing the use of new tools in public engagement and market research to better capture diverse perspectives and insights.

In 2024, the TTC conducted a comprehensive review of innovative engagement methods and governance frameworks. This included consultations with peer public sector organizations to identify successful tools for potential implementation. Additionally, the TTC focused on streamlining consultations across projects to improve efficiency, with a business case for these initiatives planned for presentation in 2025. Furthermore, the TTC's customer panel is being expanded to include a broader representation of the city's communities. This panel will provide continuous, valuable feedback, helping to enhance both external and internal customer awareness through a wide range of customer voices. By actively seeking detailed and ongoing input, the TTC aims to make informed decisions that align with TTC customers' evolving needs and expectations.

Pillar 2 – Enhance the transit network

This pillar focuses on actions to expand the transit network and help get customers to where they want to go when they want to go quickly and reliably.

2.1. Accommodate population and employment growth

The TTC continuously monitors ridership levels and travel patterns to ensure TTC transit services align with the evolving needs of customers and meet TTC Board-approved Service Standards. In 2024, the TTC made service level and routing adjustments across the system to address changes in demand as a result of population and employment related changes.

Additionally, in 2024 the TTC initiated an analysis of housing developments across the city to identify projects expected to be completed between 2023 and 2025. The TTC's

objective is to annually review all active developments nearing completion and evaluate service adjustments for each board period to meet anticipated customer demand, resources permitting.

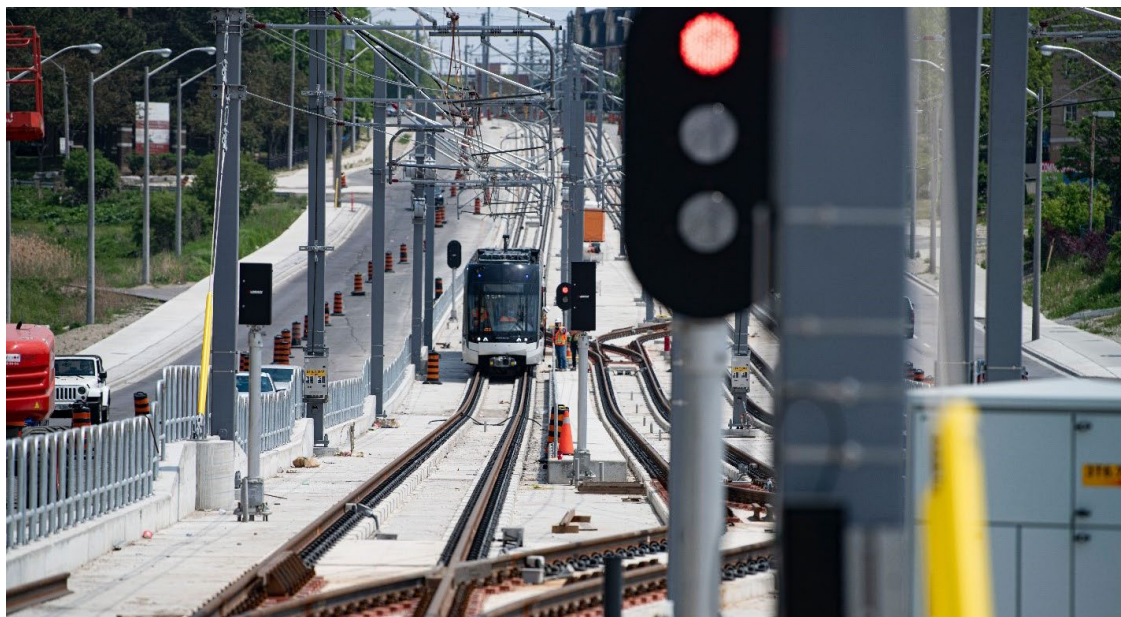
2.2. Implement new services to address travel patterns

In 2024, we continued to refine and enhance existing routes while also implementing new ones. Over the next five years, the TTC will build on this progress by expanding and improving services through the Annual Service Plan process, focusing on localized opportunities to better meet customer needs and ensure efficient travel.

For the 2025 Annual Service Plan is recommending four changes to the daytime network, eight changes to the Blue Night Network, and five changes to the Community Bus Network to address existing and emerging travel patterns of customers.

2.3. Open Line 5 - Eglinton

The 19-kilometre line along Eglinton Ave between Mount Dennis Station and Kennedy Station will provide service to 25 stations and surface stops in a dedicated right-of-way. In addition, Line 5 will provide an important east-west service and connect to approximately 70 bus routes, three existing subway stations (Kennedy, Eglinton and Eglinton West), the UP Express, and three existing or future GO stations (Mount Dennis, Caledonia and Kennedy). The Line 5 Bus Network Plan was approved in the 2022 ASP, which showed modifications to 27 bus routes connecting to Line 5. In the 2024 ASP, the TTC further evaluated the Line 5 Bus Network Plan. As a result, eight additional adjustments were made to the plan, including renumbering routes, rerouting routes to reflect on-street operating conditions, and introducing new routes to support new travel patterns.



2.4. Open Line 6 – Finch West

The 10-kilometre line along Finch Ave West between Finch West Station on Line 1 and Humber College (Polytechnic) will connect 28 bus routes to 18 new stops. Parallel with the opening of Line 6, the TTC will implement changes on eight new or revised bus routes to maximize connectivity with Line 6, such as the 119B Torbarrie, 166 Toryork, and the 906 Airport-Humber College (Polytechnic) Express. The new light rail service will improve service reliability, provide reduced and predictable travel times, and make service more comfortable for customers living and working in the seven Neighbourhood Improvement Areas it serves.



2.5. Implement Line 3 future busway

The TTC has completed consultation with the local community and partners. Detailed design work is near complete, and construction to remove SRT track and wayside equipment is underway. The TTC has completed the Transit and Rail Project Assessment Process and received the Notice to Proceed as of December 11th, 2024. Removal of the SRT track is well underway, and conversion of the SRT guideway to the busway is scheduled to commence in 2025.

2.6. Restore and enhance service standards

In May 2024, express bus service standards were updated alongside the approval of the 5-Year Service and Customer Experience Action Plan. These updates were designed to address congestion and enhance service efficiency by adjusting travel time savings targets for express routes to account for slower operating conditions and standardizing stop spacing guidelines across all express routes, ensuring consistent service to major stops and key destinations.

In 2025 and onwards, the TTC will work on updating service to reflect Service Standards, including improvements to address crowding during off-peak periods and restoring the 10-Minute Network.

2.7. Enhance service planning equity lens

In 2024, the TTC further enhanced its consultation process by fostering deeper engagement with stakeholders, community partners, and the public. The TTC's efforts prioritized underrepresented groups, including women, individuals with low income, and shift workers, ensuring their needs were a key focus in initiatives like the 2025 Annual Service Plan. The TTC also continued its collaboration with the City of Toronto to refine and implement new measures to advance transportation equity across the city.

An equity-focused approach was central to the public engagement plan for the RapidTO: Jane Street study, which impacts seven Neighbourhood Improvement Areas. To address the needs of transit riders often underrepresented in public consultations, the TTC and City of Toronto staff conducted 11 community pop-ups at key local destinations, including businesses, bus stops, community centres, and shopping malls, as well as three public meetings. Accessibility-focused discussions were also held with ACAT's Service Planning Subcommittee.

Efforts to meet the linguistic needs of the study area included multilingual notices and online advertisements, promotions in ethnic newspapers, hosting conversations in Spanish at community pop-ups, and providing a multilingual survey to ensure accessibility for all participants. These collaborative initiatives reflect the TTC's commitment to engaging diverse communities and improving transit experiences for those who rely on it most.

Pillar 3 – Improve service reliability

This pillar identifies actions to provide a reliable service that our customers can count on.

3.1. Improve service reliability

Throughout 2024, work continued to improve surface On-time Performance (OTP) by continuing to align schedules to observed traffic conditions, as well as through new initiatives to further enhance OTP-related engagement with bus and streetcar operators, introducing new mid-route holds, as well as a new focus on headway observance on some of the busiest and most challenging routes across the system. In 2024 both modes saw year-over-year OTP improvements with streetcar OTP improving in eight out of nine Board Periods and bus OTP improving in five out of nine Board Periods compared to 2023.

In 2025, the core work of continuing to align schedules to observed conditions will continue, however, there are several other key service reliability initiatives that are underway. These include launching a pilot to tackle bus bunching on 10 frequent bus routes through headway adherence with field supervisory support, continued exploration of additional service reliability improvement techniques such as additional mid route holds and other mid route controls as well as tightening the OTP standard on the surface network to eliminate permissible one minute early departures.

3.2. Doing disruptions differently

Building on lessons learned in 2022 and 2023, the TTC developed a comprehensive construction service framework as part of the 2024 Annual Service Plan. Throughout the 2024 construction season, key elements of this framework were implemented to enhance transit service quality during disruptions. These initiatives included introducing transit priority measures such as parking restrictions and removals, installing new transit signals, and creating exclusive transit lanes, such as those on Spadina Avenue. To further support customers, the TTC improved access to real-time trip planning information through a one-year pilot project in collaboration with the Transit App.

Looking ahead to 2025, the TTC will continue prioritizing transit-first measures for upcoming construction projects. These measures will include parking restrictions, turn restrictions, and transit signal timing and phasing adjustments to reduce delays and improve service reliability. Additionally, a key focus for 2025 will be the review, documentation, and refinement of processes and responsibilities to enhance planning and coordination for service disruptions.

Pillar 4 – Prioritize surface transit

This pillar identifies actions that aim to provide fast service that values our customers' journey time.

4.1. Implement the Surface Transit Network Plan

The TTC and the City of Toronto are advancing the implementation of several corridors as part of the Surface Transit Network Plan (RapidTO). Progress on the six priority corridors includes the completion of Phase 2 consultations for Jane Street in Q4 2024, and the initiation of studies for Dufferin Street and Bathurst Street in the same quarter. The study for Finch Avenue East began earlier in Q2 2024, while studies for Lawrence Avenue East and Steeles Avenue West are proposed to commence in the near term, between 2025 and 2026.

4.2. Implement targeted regulatory transit priority measures

The TTC and the City of Toronto are exploring opportunities to implement regulatory changes at up to 10 locations per year over the next five years. These changes aim to enhance the efficiency of some of the TTC's busiest surface routes, complementing ongoing Surface Transit Network Plan (STNP) studies.

In 2024, a total of 11 locations have been completed, including six supporting streetcar diversions and five permanent implementations. The rollout of Transit Priority Measures will continue in 2025, further contributing to improved surface transit reliability and speed.

In 2025, the TTC will focus on more directly emphasizing transit priority measures that support efficient transit service on detour corridors and around closed streets and intersections.

4.3. Implement more transit signal priority

The TTC is working with the City to implement Advanced Transit Signal Priority as part of the City's MoveTO program. The ATSP program will use TTC's GPS based computer aided dispatch/automated vehicle location system to support transit signal priority, reducing TTC's reliance on maintaining physical infrastructure while providing improved monitoring. Work on designing the ATSP system progressed through 2024 with targeted deployment set in 2025.

4.4. Implement more queue jump lanes

The TTC has worked on implementing queue jump lanes throughout 2024 and will continue to do so in 2025. In 2024, TTC delivered one queue jump lane on Dufferin Street and two queue jump lanes on St. Clair Avenue East. In 2025, TTC has three queue jump lane projects in various stages of planning and design.

Pillar 5 – Accelerate integration with regional transit partners and complementary modes of transport

This pillar aims to accelerate integration with regional transit partners and complementary modes of transport.

5.1. Implement fare and service integration

Fare integration was introduced in February 2024 as part of the Province's One Fare program, which eliminated the need for customers to pay a double fare when transferring between the TTC and GO Transit or other municipal transit agencies, provided they use a PRESTO card, PRESTO in Google or Apple Wallet, or a debit or credit card.

In conjunction with this program, the TTC has explored opportunities to enhance service integration with neighboring transit agencies. Efforts have included aligning schedules with those of other agencies on bus routes, improving connectivity between systems, and identifying opportunities to improve connections of TTC service with neighbouring transit agencies.

Looking ahead to 2025, the TTC remains committed to further improving service integration to enhance the customer experience and streamline regional transit travel. As part of the 2025 Annual Service Plan, two key changes are proposed to leverage the OneFare Program. These include the introduction of a new 145 Belfield route, which will provide service to Viscount Station while offering connections to MiWay, Brampton Transit, and the UP Express. Additionally, the 49 Bloor West will be extended to Renforth Station, enabling connections to MiWay and GO Transit.



5.2. Enhance integration with cycling

The TTC has initiated bike investment monitoring by conducting snapshot surveys to assess bike parking utilization. In 2025 and beyond, we will continue our efforts to collaborate with Bike Share Toronto on their growth plan, partnering with the City of Toronto on cycling-related projects, and promoting education and awareness around transit and cycling integration.

5.3. Enhance pedestrian pathways to TTC

The TTC is undertaking analyses to identify missing sidewalks to and from TTC stops and is working alongside the City to understand opportunities to integrate with the Missing Sidewalk Program.

5.4. Improve microtransit and review micromobility connection opportunities

The TTC has collaborated with City of Toronto staff on the development of Toronto's Micromobility Strategy and continues to work closely with Transportation Services to address the evolving impacts and opportunities associated with micromobility.

TTC staff will be participating in the City of Toronto's Multi-Partner Table to address a range of issues, including the use of e-bikes, the operations of food delivery app companies, gig workers, and other micromobility trends. Key areas of focus include:

- Collaborating on public education programs to promote behavioral change, safe riding skills, and awareness of road rules.
- Jointly addressing safety concerns related to the use of micromobility devices across the TTC network.



Pillar 6 – Enhance safety and comfort at stops, stations and in vehicles

This pillar prioritizes safety and comfort throughout the transit experience, creating welcoming spaces that make every journey a safe and pleasant one.

6.1. Improve the comfort and convenience of stop areas.

The TTC is committed to improving accessibility and convenience at transit stops. To date, over 900 stops have been made accessible, with nearly 1,300 additional stops requiring further assessment, design, or construction improvements. The TTC works closely with the City of Toronto to support the installation of street furniture at transit stops. Additionally, the TTC has introduced QR codes at select stops to provide real-time information on closures and diversions and is exploring their potential for reporting maintenance issues. A business case for broader QR code implementation is set to be developed in 2025.

The TTC is also conducting a comprehensive assessment of midblock transit stops in collaboration with the City of Toronto's Vision Zero team. This "Midblock Stop Rationalization" project aims to enhance pedestrian safety by first identifying high-risk midblock stops and then proposing changes, such as maintaining, relocating to a nearby pedestrian crossing, or consolidating with surrounding stops. So far, the TTC has identified over 2,800 midblock transit stops, with less than 5% of these locations accounting for most of the relative risk. Active changes at these locations are planned to begin in 2025, with construction at new sites expected to start as early as 2026.

6.2. Improve the comfort and convenience of stations and vehicles

The TTC is advancing a Non-Fare Revenue Strategy Update, set to be presented to the TTC Board in 2025, which will focus on enhancing retail offerings, strengthening partnerships, improving the customer experience, and maximizing revenue generation. Additionally, the TTC has introduced QR codes at stops to communicate closures and diversions and is conducting a best practice review on using QR codes to report cleanliness and maintenance issues. A business case for further implementation of QR codes will also be developed in 2025.

6.3. Prioritize safety and security.

The TTC has partnered with the City of Toronto to advance its Partnership Approach to Community Safety, Security, and Well-Being on Public Transit. Key initiatives include hiring 160 additional customer-facing personnel, maintaining 50 security guards, and increasing TTC Special Constables in 2024 to enhance safety. The TTC has also engaged with CUTA and UITP task forces, promoted the SafeTTC App, the See Something Say Something campaign, and increased outreach through school presentations, community events, and transit safety workshops. Further efforts include providing social support resources such as Streets to Homes and deploying Multi-Disciplinary Outreach Teams. During the

2023/2024 winter season, the TTC offered transport and temporary warming locations on over 5,900 occasions.

In addition, the TTC is refreshing its Wayfinding Strategy to reflect best practices and improve navigation across physical and digital spaces. Progress includes completing customer and employee surveys, evaluating communication feedback, and identifying key strategy pillars such as accessibility, signage, and integration with the cityscape. Complementing these efforts, the TTC has expanded camera coverage, with 64 stations now achieving 90% coverage, enhancing safety and customer service. The updated Wayfinding Strategy and implementation plans will be presented to the TTC Board in 2025.

1.0. Pillar 7 – Streamline information services

This pillar identifies actions to simplify the TTC customer journey and ensure customers can rely on accurate, accessible, and timely information.

7.1. Improve customer service and loyalty

In 2024, the TTC undertook several initiatives to enhance customer service and build loyalty. Efforts began to modernize the application process for the TTC Post-Secondary Photo ID and Support Person Assistance Card, a project developed in collaboration with Metrolinx and PRESTO, with further advancements planned for 2025. Work also commenced on creating a customer-facing blog on the TTC website to share updates, customer experience news, and other relevant information, which will continue to be developed in the coming year.

In addition, the TTC is exploring the implementation of a loyalty program designed to attract new customers while rewarding the loyalty of existing riders. Efforts are also underway to expand the TTC's brand partnerships program beyond its standard offerings, such as NYE free service, PRIDE, and Tennis Canada. Building on the success of collaborations with event promoters, such as Universal Music for Taylor Swift, the TTC will further develop these partnerships in 2025. This includes creating processes to evaluate potential partnerships and ensure budget efficiency, maximizing brand value while fostering innovative collaborations.

7.2. Improve customer awareness and education

In 2024, the TTC's approach to improving customer awareness and education focused on fostering genuine connections through social media. The TTC prioritized a relatable, human content strategy with an emphasis on video content, social listening, and an effective channel strategy tailored to audience trends and preferences. Influencer collaborations were also central to enhancing community trust and customer perception. The update reveals significant achievements, with record engagement and impressions, including nearly 43 million views and 1.2 million engagements. Campaigns featured a mix of in-house content, User Generated Content (UGC), and influencer partnerships, successfully reaching Gen Z and Millennial markets. The TTC's Instagram following,

targeting Gen Z, grew from 20k to 50k in under 24 months. Additionally, the TTC launched awareness campaigns focused on safety, courtesy, and route planning. Notably, the "Busy Weekend" updates, in collaboration with City partners, provided weekly event-related transit information from April through November, helping customers navigate top events and festivals efficiently and sustainably.

7.3. Provide customers with accurate, accessible, and timely information

In 2024, the TTC aimed to provide customer access to accurate, accessible, and timely information through several initiatives. These included improving signage and wayfinding across the system, such as updates to route maps, overhead bus terminal signage, and station capacity improvements. The plan also included completing the installation of large-scale maps at subway stations and ensuring consistency with on-street wayfinding in collaboration with City partners. Progress was made in 2024 with the ongoing review and refresh of the Wayfinding Strategy, which incorporates customer and employee feedback, consultations with regional and international transit partners, and a broader scope covering both physical and digital spaces. The updated strategy will be presented to the TTC Board in 2025.

Additionally, real-time information capabilities, enabled by the VISION system, aim to improve the timeliness and accuracy of service updates. Several initiatives, such as solar-powered signage, increased digital arrival boards, QR codes for closures, and real-time bus display screens, are in various stages of development, with full implementation expected in the coming years. The TTC is also working to enhance shuttle bus wayfinding, improve PA system clarity, and expand E-Alert options for customers, with most of these projects slated for completion in 2025.





TTC 2025 Annual Service Plan

Public Engagement Report

July – November 2024

Written for the Toronto Transit Commission by Third Party Public



Engagement Process Overview

Between July and November 2024, the Toronto Transit Commission (TTC) held the two rounds of engagement for their 2025 Annual Service Plan (ASP). The engagement process included a range of synchronous and asynchronous ways for TTC customers and interested members of public to learn about and share feedback on TTC's service plans for 2025. Third Party Public, a third-party independent engagement team retained by the TTC, led the design, delivery, and documentation of both rounds of engagement.

Over 2,790 engagement interactions, including with members of the public, TTC customers, community groups, and transit advocates, took place over approximately seven weeks of extensive engagement. See engagement activities and number of participants for each below.

	Round One Participants	Round Two Participants	Total Participants
Planning Advisory Group Meetings	15	15	30
Customer Focus Groups	20	-	20
Survey	1,294	846	2,140
Pop Ups	375+	50+	425+
Youth Ambassador Engagement	-	175	175
Total	1,704+	1,086+	2,790+

Round One Engagement (July to August 2024)

Round One focused on sharing and seeking feedback on:

- **Broader service initiatives**, including Community Bus service, the One Fare Program, and construction-related service impacts, and
- **Various service adjustments and improvements**, including Downtown and East York service, Etobicoke service, Scarborough Blue Night service, and Etobicoke Blue Night service.

The Round One consultation included:

- **Two virtual Planning Advisory Group meetings** with a broad range of transit-interested organizations with both city-wide and area-specific mandates (July 30)
- **Three virtual focus groups with key TTC customer audiences**: women, shift workers, and lower income customers (August 8, August 13, and August 14)
- **One survey** available online and on request by mail to the general public (August 6 to August 20)
- **Eight in-person pop-ups and bus ride-alongs**
 - Kennedy Station (August 7)
 - Rouge Hill GO Station (August 7)
 - Dufferin Mall (August 9)
 - North Park Plaza (August 12)
 - Kipling Station (August 13)
 - 13 Avenue Road route ride-along from Eglinton Station to Gerrard Street (August 14)
 - Coxwell Station (August 19)
 - Main Street Station (August 19)
- **A dedicated engagement voicemail**

Round Two Engagement (October to November 2024)

Building on feedback received in Round One, Round Two focused on sharing and seeking feedback on:

- Final draft service proposals for the 2025 Annual Service Plan, specifically **Community Bus service proposals and construction-related detour plans**, and
- A separate, parallel initiative about transit stop locations and spacing, called **“Improving Customer Safety at Mid-Block Transit Stops.”**

The Round Two consultation included:

- **Two virtual Planning Advisory Group meetings** with a broad range of transit-interested organizations with both city-wide and area-specific mandates (October 23)
- **One survey** available online and on request by mail to the general public (October 28 to August 27)
- **One in-person pop-up** at a Thorncliffe Park bus stop (October 31)
- **An engagement process led by three Youth Ambassadors** (October 31 – November 14). The Youth Ambassadors consisted of a diverse team of youth between the ages of 18-29 across the city who engaged their peers and other members of their community about the ASP. Each ambassador implemented their engagement process independently, using approaches customized to their community. They focused their engagement on ASP topics of interest to them and used a range of engagement tactics, including online surveys, route ride-alongs, an in-person town hall at a seniors' apartment building, social media engagement, and engagement with their networks (peers, school groups, community groups and personal networks).
- **A dedicated engagement voicemail**

TTC promoted the engagement through its website, email list, social media channels, Councillor's office communications, platform video screens, and announcements at transit stations.

Feedback Highlights

Overall, participants supported the service proposals in the 2025 Annual Service Plan. There was some strong desire to see the TTC use its Annual Service Plans as a holistic, organization-wide mechanism to advocate for more resources, improve service, and increase ridership.

For service changes and adjustments across the city, participants generally supported or were neutral about TTC's service proposals. They urged TTC to be careful implementing any changes that could remove service for vulnerable populations (like seniors) or essential workers (like hospital staff).

Participants had many positive things to say about TTC's integration with the One Fare program, including appreciation for time and money saved on transit. To better take advantage of the program, they suggested TTC work with other transit agencies to coordinate schedules, co-locate stops, and communicate about diversions and disruptions.

On the Community Bus service, participants were somewhat supportive of the service but agreed with TTC's assessment that it could be better used. Their suggestions on improving the service overall ranged from smaller adjustments (like tweaking routes or service hours) to more dramatic changes, like overhauling or re-thinking the purpose of the service. Participants were generally supportive or neutral about TTC's proposed adjustments to specific Community Bus routes. Removal of Community Bus service from certain streets was a source of concern for a few.

Finally, on construction, participants were mostly supportive of the TTC's proposed detour plans, though many were concerned about the impacts of construction on service reliability. Participants also added that TTC needs to improve how it communicates about planned changes, both in advance and during the detours.

Other themes that emerged consistently through the process included: strong desire for more frequent, reliable, and comfortable transit service; interest in continued improvements to communication (particularly providing advanced notice to customers before implementing changes), and; advocacy for more transit priority measures.

More details on feedback highlights from each round follow.

Round One Feedback Highlights

Community Bus service

The Community Bus service has potential, but it needs a strategic redesign. The service shows promise, but improvements are necessary. Suggestions include enhancing direct routes, increasing service frequency, and adding connections to major transit hubs. Repositioning it as a "last mile" service connecting quieter neighbourhoods to main transit lines could also help.

Lack of awareness about the service is the biggest issue. Many are unaware of the Community Bus service, including its purpose, routes, how to access it, and that the service is available to anyone. A big misconception is that the service is like Wheel-Trans. This lack of awareness and misconception limits ridership. The key to boosting ridership is better promotion and sharing clear, accessible information about the service through various advertising channels.

Need for better information and accessibility. Participants would like to have more predictable and frequent service. Real-time tracking through apps could help customers plan trips and improve confidence in the service.

Challenges with current service quality. Common issues reported by current customers include infrequent service, unreliable schedules, and overcrowding. Clear information about routes and schedules is also lacking, which makes planning difficult for customers.

Recommendations to increase ridership:

- **Real-time tracking:** Adding GPS tracking to help customers plan trips and reduce uncertainty.
- **Increase frequency and reliability:** Suggestions include operating the service daily, with a frequency of at least every 30 minutes, especially during peak times. This is important for accessibility, as some customers have long wait times.
- **Expansion of service:** Extending the service to key destinations, such as senior homes, underserved areas, community centres, and transit hubs. Outreach to these destinations to spread awareness about the service would also help.

One Fare Program

The One Fare Program has had a significant positive impact on customers and there are opportunities for TTC to take better advantage of it. One Fare has made a big difference for many customers, saving them time and money. Many participants said they are taking advantage of the convenience and lower cost of travelling to areas in Toronto and other surrounding municipalities they normally would not go to due to higher fares and longer travel time. TTC could take better advantage of the program by enhancing connections between different transit agencies (especially GO and TTC stations) to improve accessibility and convenience for customers, adjusting the program to include monthly pass holders and UP Express, and partnering with entertainment venues/events to encourage people to take advantage of the One Fare Program to reach an event or key destinations.

Top challenges customers shared about their experience with the One Fare Program (as part of a trip involving TTC) were confusion about how the fare rules work, the transfer window not being wide enough, missing/unclear wayfinding to connect to other transit systems, and poor connections between transit systems.

Construction-related service impacts

There has been progress on construction-related diversions, with more improvements needed. TTC could build off its progress by further improving how it communicates about diversions (from notices to e-alerts to messaging given to operators), continuing to pursue transit priority measures for service diversions, and doing everything possible to make sure construction work happens as fast as possible.

Continue to prioritize communication and transparency around construction-related detours and service adjustments. Effective communication is critical for passengers during detours and service adjustments. TTC should communicate in advance about timelines and any changes, using a variety of channels such as better signage at affected stops, mobile apps, and text messages for real-time updates. Deploying TTC staff in red vests at key locations to provide on-the-ground information would further improve transparency and customer experience.

Proposed service adjustments and improvements for Downtown and East York service, Etobicoke service, Scarborough Blue Night service, and Etobicoke Blue Night service

The proposed service adjustments and improvements generally make sense. The proposed service changes were well-received, with improvements to Blue Night service being particularly

welcomed and suggested for further expansion. Participants said many of the changes will benefit shift workers and improve connections to key destinations, like those proposed in the 145 Belfield and 49 Bloor West service adjustments.

Ensure service proposals will not remove service from vulnerable populations. TTC should be cautious when implementing proposals that remove service from key audiences or vulnerable populations and make sure service remains for these customers.

Inform customers of changes before implementation. When considering service adjustments, it is important to ensure the customers are aware of the upcoming changes before they are implemented.

The chart below summarizes the overall level of support survey participants identified for the proposed changes to the Downtown and East York service, Etobicoke service, Scarborough Blue Night service, and Etobicoke Blue Night service.

	Support	Neutral	No Support
Scarborough Blue Night service 385 Sheppard East extension	77%	20%	2%
Scarborough Blue Night service New 386 Scarborough route	74%	24%	2%
Scarborough Blue Night service 334B Eglinton route adjustments	67%	29%	4%
Scarborough Blue Night service 395 York Mills route adjustments	67%	29%	4%
Etobicoke Blue Night service 353 Steeles extension	74%	23%	3%
Etobicoke service New 145 Belfield route	78%	20%	3%
Etobicoke service Extension of 49 Bloor West	79%	17%	3%
Downtown and East York service Removal of 13B Avenue Road	47%	44%	9%
Downtown and East York service Extension of 22 Coxwell	68%	24%	8%
Downtown and East York service Adjustment of 87A Cosburn	46%	48%	7%

Round Two Feedback Highlights

Community Bus service proposals

Overall, participants supported the Community Bus service proposals, emphasizing the need for better awareness, more frequent service, expanded routes, and improving communication of information.

General support for the proposed changes, with some unsupportive of some changes to 402 Parkdale, and mixed opinions on the 405 Etobicoke extension to Scarlett Road. Overall, participants supported the proposed changes to the Community Bus service, particularly the proposed changes to the 404 East York / 408 Victoria Park, which could benefit low-vision and other customers who may struggle with conventional TTC services. Some were unhappy with the removal of service on Lansdowne Avenue and Sunnyside Avenue on the 402 Parkdale route. There were mixed opinions

about the 405 Etobicoke extension to Scarlett Road. Many survey respondents supported the extension as it will help improve mobility for residents of Lambton Square, where over 60% of the population is seniors. They highlighted the benefits of better connectivity, particularly during the winter months. However, some participants engaged by Youth Ambassadors were unsure about the necessity of the extension. An operator said that there is greater demand for access to apartments near Martin Grove than to those on Scarlett Road.

Appreciation for the Community Bus service and its operators. Customers said they rely on the Community Bus service to run daily errands like grocery shopping, going to the bank, and getting food. Customers engaged by Youth Ambassadors said they find the service is reliable and meets their needs, though there is a general desire for more service, especially on the 402 Parkdale and 404 East York. They also expressed gratitude for the Community Bus operators, who work hard to ensure no one gets left behind and everyone can get to and from home safely and quickly. They said that they appreciate the sense of community the service brings, where many customers and operators get to know each other and build relationships.

Need for greater awareness and promotion of the Community Bus. Many participants said they were either unaware of the Community Bus service or lacked sufficient information about it. Several participants engaged through the Planning Advisory Group meetings learned about the Community Bus service through this consultation process. While some were aware of the service, they noted that it is often underused, with many Community Buses running empty. Suggestions to promote the service and increase ridership included posting schedules at bus stops, running public awareness campaigns, and making it clear that everyone can use the service.

Rethink the Community Bus network. Participants said they see potential for the Community Bus, though some are skeptical that service can be improved without also expanding the network. Customers said they sometimes have to adjust their schedules around the Community Bus service and would appreciate more frequent trips to accommodate their needs better. Participants suggested a comprehensive overhaul of the Community Bus network to maximize its potential, such as a “massive expansion” of routes — particularly in underserved areas with high senior populations, naturally occurring retirement communities (NORCs), and high-density populations like Toronto Community Housing — more frequent service, and better communication (such as real-time tracking information and digital signs at stops). Improved integration with trip planning apps and supplementing service during construction disruptions could also increase ridership and make the service more reliable.

Construction-related detour plans

There was general support for the proposed construction detour plans, with some highlighting concerns about service frequency and communication of proposed changes ahead of time.

Support for construction-related detour proposals. Overall, participants supported the proposed detour plans and had no objections to the adjustments presented by TTC.

Concerns about construction impacts on service frequency. There were concerns about the impact of construction on service frequency. Participants suggested TTC increase service levels, particularly with additional replacement buses, and communicate with customers in advance. They also requested more service on connecting routes like the 94 Wellesley to mitigate disruptions.

Ongoing communication challenges with construction detours. Despite some recent improvements, there are still challenges with how TTC communicates construction detours and diversions. Participants highlighted issues with confusing and inaccurate information, particularly on the

TTC website, real-time data feeds, and on-street signage, which need further improvement to ensure clear communication.

Preference for Option 1 for King Street East & Church Street detour plan:

Participants preferred **Option 1** (streetcars diverted via Queen Street and Queen Street Diversion tracks and 504/304 bus replacement route), with 59% of survey respondents and 70% of participants engaged by Youth Ambassadors favoring this plan. Participants said this detour plan kept a similar route to the original route and provides a more direct route compared to the 121 Esplanade-River route proposed in Option 2.

Preference for Option 1 for Beth Neilson Drive detour plan. Participants preferred **Option 1** (two disconnected branches on the 88 South Leaside route), with 56% of survey respondents favoring this plan.

The chart below summarizes the overall level of support survey participants identified for the Community Bus service proposals and construction-related detour plans.

	Support	Neutral	No Support
Community Bus 400 Lawrence Manor	51%	36%	13%
Community Bus 402 Parkdale	31%	50%	19%
Community Bus 404 East York & 408 Victoria Park	48%	44%	7%
Community Bus 405 Etobicoke	80%	18%	2%
Construction-related detour plans 34 Eglinton East, 63 Ossington, 90 Vaughan & 109 Raneer due to Cedarvale (Eglinton West) Station bus terminal temporary closure	56%	33%	11%
Construction-related detour plans 506/306 Carlton due to College and McCaul Streets construction	54%	33%	13%

Other feedback about the 2025 Annual Service Plan

Concern about the structure, scope, and lack of advocacy in the 2025 Annual Service Plan. The Annual Service Plan should do more to advocate for resources that would help increase ridership and get people moving. It should also be comprehensive in sharing the status of previously approved initiatives, revealing the breadth of what's proposed in a coming year, and working across disciplines and divisions at TTC.

Improving Customer Safety at Mid-block Transit Stops

Support for reducing travel times for customers, while ensuring that these changes do not negatively impact vulnerable populations. Participants appreciated that TTC was looking at opportunities to reduce travel time for customers, though some said TTC should carefully consider who uses a given stop (seniors, riders with mobility devices, people with children in strollers, and others) before removing it to avoid inconveniencing vulnerable customers.

Preference for a shorter transit trip. Participants said they prefer a shorter transit trip that's up to 5 minutes shorter, even it means customers have to travel a few more minutes to a new consolidated stop. Participants also supported consolidating double stop locations to a one stop location in order to save overall travel time.

Significant support to have a stop in both directions at a location.

The top features participants said would improve their customer experience at transit stops were: shelters/benches/garbage bins/community boards, lighting, and Next Vehicle Arrival signs and predictions.

Summaries

Individual summaries of each engagement activity are available on the [TTC's 2025 Annual Service Plan webpage](#). These summaries are not intended to be verbatim transcripts; rather they are intended to capture key feedback and discussion points shared. These summaries do not assess the merit or accuracy of any of these perspectives, nor do they indicate an endorsement of any of these perspectives on the part of the TTC.

The summaries include:

1. Round One Planning Advisory Group meetings summary
2. Round One Survey summary
3. Round One Focus Groups summary
4. Round Two Planning Advisory Group meetings summary
5. Round Two Survey summary
6. Round Two Youth Ambassador engagement report

Appendix 3: Operator Engagement Summary

1.0. Overview

As part of the 2025 Annual Service Plan, TTC Service Planning staff held operator engagement sessions as part of our Round 1 2025 ASP consultations on how the TTC should plan and operate its service in 2025 and beyond.

TTC Service Planning staff conducted ten operator engagement events across eight bus divisions, one streetcar division, and at Wheel-Trans. The operator engagement events were held at:

1. Eglinton Bus Division (July 4th, 2024, 10:00 a.m. – 1:00 p.m.)
2. Leslie Barns Streetcar Division (July 5th, 2024, 10:00 a.m. – 1:00 p.m.)
3. Wilson Bus Division (July 5th, 2024, 1:00 p.m. – 4:00 p.m.)
4. Arrow Road Bus Division (July 8th, 2024, 10:00 a.m. – 1:00 p.m.)
5. Mount Dennis Bus Division (July 8th, 2024, 10:00 a.m. – 1:00 p.m.)
6. McNicoll Bus Division (July 9th, 2024, 10:00 a.m. – 1:00 p.m.)
7. Birchmount Bus Division (July 9th, 2024, 10:00 a.m. – 1:00 p.m.)
8. Queensway Bus Division (July 10th, 2024, 10:00 a.m. – 1:00 p.m.)
9. Malvern Bus Division (July 10th, 1:00 p.m. – 4:00 p.m.)
10. Wheel-Trans (Community Bus operators, July 29th, 6:00 p.m. – 9:00 p.m.)

These sessions aimed to gather feedback on operating routes specific to each division and address service related concerns raised by operators. During the events, operators were briefed on proposed service changes and asked for their opinions, including their level of support, concerns, suggestions, or questions with regards to proposed changes. The 2025 Annual Service Plan proposals which were presented during these events include:

- 13 Avenue Road
- 22 Coxwell
- 49 Bloor West
- 70 O'Connor
- 123 Sherway
- 145 Belfield
- 334B Eglinton
- 337 Islington
- 345 Kipling
- 373 Royal York
- 385 Sheppard East
- 386 Scarborough
- 395 York Mills
- 400 Lawrence Manor
- 402 Parkdale
- 404 East York
- 405 Etobicoke
- 408 Victoria Park South

Operators shared valuable feedback directly with staff in attendance which included the Service Planning team as well as representatives from the Project Development and Planning, Strategy and Foresight and Operations Support departments. Topics discussed covered a wide range of topics, such as schedules, service reliability, routing changes, end-of-line challenges, and construction impacts.

2.0. Detailed Feedback

Feedback shared from operator engagement sessions is organized by division. Most of the feedback received is operational in nature. In general, operators at most divisions requested running time changes on some routes – these comments will not be reflected in the summaries below. Instead, the summary will list feedback unique to each division.

Feedback regarding the Annual Service Plan proposals generally supported the changes. Some proposals were subsequently removed or updated to address concerns raised by operators.

2.1. Eglinton Division

2.1.1. Feedback about Annual Service Plan proposals

88 South Leaside

- Concerns were raised regarding train traffic issues on Wicksteed Avenue. Operators suggested looping the route via Laird Drive, Eglinton Avenue East, Brentcliffe Road, Wicksteed Avenue, and back to Laird Drive to mitigate these concerns.
- Operators also recommended considering postal workers walking along Wicksteed Avenue and Beth Nealson Drive.
- Suggestions to keep service on McRae Drive instead of Sutherland Drive.

156 Laird

- Operators noted that the route is too short and confusing.

2.1.2. Operational feedback

25 Don Mills

- Operators recommended consolidating stops at intersections with both nearside and farside stops to improve efficiency and reduce delays.

34 Eglinton East

- Operators highlighted several stops either missing or not being called by the bus along the Eglinton Avenue East corridor.

54 Lawrence East

- Operators mentioned crowding issues across all periods, particularly on Sunday mornings, where additional capacity may be required to accommodate demand.
- Concerns were raised about the stop at Lawrence Avenue and Carnforth Road due to the road's curvature affecting visibility and safety. A review of the stop's placement is recommended.
- Operators expressed that the lack of washroom facilities at Starspray Loop is problematic given the long length of the 54A Lawrence East.
- Operators expressed that the 54D Lawrence East midday tripper service did help with crowding, but the routing caused some confusion for customers at both the Don Mills and Morningside ends. It was expressed that the new 154 Curran Hall and 54B Lawrence East extension to Morningside (implemented in September 2024) is a better long-term solution.
- Operators expressed that node-to-node run times are not optimally distributed across the route, especially on the Eglinton Avenue portion and on the eastern portion past Morningside.
- Operators expressed that stop locations need review, especially those being removed close to senior facilities (such at Gooderham Drive).

70 O'Connor

- Operators identified a blind spot caused by road curvature at the westbound stop on O'Connor Drive and Woodbine Avenue. They suggested reviewing the stop's placement for safety improvements.

325 Don Mills

- Operators highlighted the need to include missing loopings via Danforth and Donlands in the Run Guide. These routing changes would provide clarity for operators and improve overall route navigation.

334 Eglinton East

- Operators noted insufficient run time past Kennedy Station, which has since been rectified with a service reliability improvement schedule change in the fall of 2024.

2.2. Leslie Barns

2.2.1. Operational feedback

509 Harbourfront

- Operators noted the need for signalized intersection timing adjustments at Queens Quay and Dan Leckie Way. They suggested having signals turn red upon the vehicle's approach to improve transit flow. Similar adjustments were requested at Fleet Street and Fort York Boulevard to enhance intersection efficiency for transit vehicles.
- Operators reported blocked intersections at Bathurst Street and Fleet Street, impacting route operations and causing delays. A similar issue was raised for the intersection of Bathurst Street and Queens Quay, where blocked traffic obstructs turns and delays service.
- Operators expressed that scheduled run times are insufficient, causing cascading impacts to other routes sharing the same corridor (510 Spadina, 511 Bathurst) as cars fall behind and bunch up.

511 Bathurst

- Operators reported running time deficiencies on Sunday mornings, and service delay issues at Bathurst Street and Fleet Street due to 509 Harbourfront turning movements.

512 St Clair

- Operators expressed concerns about poorly calibrated signals across the corridor, resulting in frequent red lights and disruptions to service flow.
- Operators expressed that distribution of run time between nodes on the corridor is not reflective of actual travel times.

2.3. Wilson Division

2.3.1. Feedback about Annual Service Plan changes

13 Avenue Road

- Support was expressed for removing the 13B Avenue Road branch and reinvesting resources into the 13A Avenue Road branch.
- Operators reported the challenges of turns and conflicting with parked cars along the 13B Avenue Road southern loop.

2.3.2. Operational feedback

7 Bathurst

- Operators requested the introduction of an express service on the 7 Bathurst route.

13 Avenue Road

- Operators suggested considering Museum Station as the end-of-line for the 13 Avenue Road route to improve access to facilities.

63 Ossington

- Operators noted congestion northbound outside of the station during the afternoon peak due to vehicle holds to maintain scheduled headways.
- Congestion was also reported south of Dundas Street West.
- Operators highlighted that too many vehicles run back to the division simultaneously, causing congestion during deadhead operations. They suggested finding opportunities to return vehicles to the garage from the north end.
- Construction-related diversions have made operating this route challenging.

97 Yonge

- Operators expressed uncertainty about the terminal circulation pattern at Eglinton Station and requested clarification.

101 Downsview Park /128 Stanley Greene

- Operators suggested extending the Downsview Park routes further east to William Duncan Road.

- Operators reported that customers requested the 128 Stanley Greene extension to align with the original private shuttle routing.
- A proposal was made to combine the 101 Downsview and 128 Stanley Greene routes for improved service integration.
- Operators reported that customers frequently requested a stop on Downsview Avenue east of Keele Street.

109 Ranee

- Crowding was noted as a significant challenge on this route.
- Operators suggested reviewing the Marlee Avenue to Eglinton Avenue movement and the turn into Lawrence Station to improve operations.

118 Thistle Down

- Operators requested additional service to meet demand.

960 Steeles West Express

- Operators noted that the 960 Steeles West Express does not operate as a true express west of Pioneer Village Station. Heavy traffic, particularly around Highway 400, significantly impacts service reliability.
- At Wilson Station, there is a need for "No Left Turn" and "Do Not Enter" signs for northbound traffic on Wilson Heights Boulevard into the bus driveway. The signs were removed several years ago and never reinstalled, leading to private vehicles cutting through the station as a shortcut and sometimes driving in the wrong direction within the bus loop.
- Operators suggested reducing the number of stops to make the 960 Steeles West Express a dedicated express service.
- Crowding issues were noted between Pioneer Village Station and Kipling Avenue. Operators recommended reintroducing the additional capacity previously provided by the 60C Steeles West routing to alleviate the problem.
- Operators suggested the use of articulated buses (artics) on the 960 Steeles West Express to address crowding concerns.

2.4. Arrow Road Division

2.4.2. Operational feedback

36 Finch West

- Operators requested that the eastbound stop at Tangiers Road be removed from daytime service, and be adjusted for Blue Night service instead to address operational concerns with articulated buses.

52 Lawrence West

- This route is very busy and serves many elderly passengers in wheelchairs. Operators reported instances where they could not pick up additional passengers due to overcrowding.

84 Sheppard West

- Operators highlighted excessive crowding during the early evening period on weekdays.
- Operators suggested some adjustments to deadhead routings and patterns to/from Arrow Road Division.

96 Wilson

- Operators recommended adding additional buses on the 96 Wilson during the evenings on weekdays and on weekends to accommodate crowding.

108 Driftwood

- Operators requested that additional running time be added in most periods of the day to maintain service reliability.
- Operators recommended that in the event of a Line 1 Yonge-University shuttle bus request, buses should not be pulled from the 108 Driftwood route.

165 Weston Road North

- Operators recommended adding additional buses on the 165 Weston Road North during the evenings on weekdays and on weekends to accommodate crowding and shopping carts.

927 Highway 27 Express

- Operators highlighted excessive crowding, particularly during the school season, on weekends, and in off-peak periods, which is particularly dangerous on Highway 427. They suggested revisiting crowding standards for routes operating on highways.
- Operators noted the need for improved customer information about other 927 Highway 27 Express branches, particularly regarding connections to Humber College.
- Operators suggested using articulated buses to address crowding concerns.

984 Sheppard West Express

- Operators suggested some adjustments to deadhead routings and patterns to/from Arrow Road Division.

996 Wilson Express

- Operators recommended operating the 996 Wilson Express in the early evening period on weekdays, and on Saturdays between 10 a.m. and 7 p.m. to address high crowding volumes.
- Operators recommended that the 996 Wilson Express should have a dedicated eastbound bay at York Mills Station to address operational concerns.

Other Feedback

- Operators requested some adjustments to several crews to begin at Arrow Road Division instead of on-street.
- Operators requested updates on washroom access at several end-of-lines in Northwest Etobicoke.
- Operators requested more information and clarity on the One Fare program.

2.5. Mount Dennis Division

2.5.1. Feedback about Annual Service Plan changes

45 Kipling /145 Belfield

- Operators were supportive of separating the 45B Kipling branch into a separate route (i.e., 145 Belfield) as they have observed customers mixing up 45A Kipling and 45B Kipling trips and accidentally boarding the wrong bus at Kipling Station.
- Operators also noted that crowding is uneven between 45A Kipling and 45B Kipling trips, and creating a separate route would better align service planning to match capacity with demand.
- Additionally, operators expressed support for extending the route to Viscount Station, as it would provide a proper end-of-line for operators.
- Operators highlighted that if the 145 Belfield route is implemented, additional service would be needed on the 45A Kipling, as crowding is frequently observed on Kipling Avenue north of Belfield Road.

2.5.2. Operational feedback

32 Eglinton West

- Operators noted that stops on Eglinton Avenue West are unclear and confusing. Some stops are permanent, some are temporary, and others are leftover temporary stops from the Line 5 Eglinton construction that remain in place.
- Operators requested a full audit of the Eglinton Avenue West corridor to ensure only in-service stops are marked as such.

45 Kipling

- Operators noted that the blended departures/interline of the 45A Kipling and the 945 Kipling Express, implemented in February 2024, has helped balance crowding and evenly stagger service on the Kipling Avenue corridor north of Belfield Road.

945 Kipling Express

- Operators suggested removing some stops between Belfield Road and Steeles Avenue West on the 945 Kipling Express. They noted that the impact to customers would be minimal, as some local stops are rarely used.

2.6. McNicoll Division

2.6.2. Operational feedback

39 Finch East

- Operators reported that the Finch Avenue East and Leslie Street west side stop (Old Cummer GO) is not busy and suggested removing it.
- Operators mentioned that the routing on the 39 Finch East is different from 939 Finch Express and suggested they should be the same. They prefer starting at one point and ending at another.

42 Cummer

- Operators reported that pedestrians are crossing at stops when the bus is pulled over, and cars are going around, which is unsafe.

43 Kennedy

- Operators highlighted crowding and the lack of service in off-peak periods and on weekends. They also suggested reversing the direction of the Line 3 Bus Replacement Plan.
- Operators mentioned that there is a lot of service on the 43 Kennedy, suggesting that some service could be pulled off the express routing and reallocated to local service.
- Operators highlighted that ridership on the “C” branch would be better utilized on “A” or “B”.

53 Steeles East

- Operators noted significant crowding on the route.
- Operators reported difficulty with the last stop before Finch Station, noting that it's hard to turn to go into the station.

57 Midland

- Operators raised concerns about crowding and the need for more service on the weekends. They also suggested reversing the direction of Line 3 Bus Replacement Plan.

129 McCowan North

- Operators raised safety concerns about the McCowan Road and Finch Avenue East stop, citing that it is dangerous.

167 Pharmacy North

- Operators suggested that the 167A Pharmacy North service is not required in the late evening period and recommended operating the 167B Pharmacy North during this period instead.

903 Kennedy-Scarborough Express

- Operators mentioned that there is no need for articulated buses on the route and especially so on weekends.

939 Finch Express

- Operators suggested extending the 939C Finch Express service to continue east of McCowan Road.
- Operators informed us that the 939C Finch Express is too busy to do local service east of McCowan Road.
- Operators suggested adding stops at Huntingwood Drive, McCowan Road, and Metropolitan Road.

953 Steeles East Express

- Operators highlighted that many buses stay at the Amazon facility and suggested bypassing the end loop there.
- Operators noted significant crowding on the route.

968 Warden Express

- Operators suggested adding a stop at Huntingwood Drive and Metropolitan Road.

2.7. Birchmount Division

2.7.2. Operational feedback

Main Street Station

- Operators noted that the lack of traffic signal to enter and exit Main Street Station causes significant delays and safety issues, especially during peak periods, given bus volumes and the presence of 506 Carlton streetcars.

8 Broadview

- Operators highlighted that customers were annoyed at having to transfer at O'Connor Drive & Coxwell Avenue, whereas previously they could have just stayed on the 70 O'Connor. Other operators reported that the newly extended routing is

working very well for both operators and customers, highlighting the tradeoffs of network changes.

21 Brimley

- Operators highlighted the need for more buses during the peaks, especially so during the afternoon peak period.
- A couple of operators suggested re-instituting the split at Scarborough Centre in one way or another.

24 Victoria Park

- Operators noted that more buses are needed during the peak periods.

64 Main

- Operators mentioned that the interline with the 87 Cosburn is problematic for service, often resulting in missed trips. While operators love the interline, it is not beneficial for the 64 Main.

75 Sherbourne

- Operators highlighted that parking is allowed on the east side of Jarvis Street just north of Queens Quay, which backs up traffic and prevents buses from turning the corner to head north.

87 Cosburn

- Operators mentioned that the afternoon interline with the 93 Parkview Hills is not a good idea.

114 Queens Quay East

- Operators suggested changing the routing to go straight across Commissioners Street to Wheel-Trans garage instead of looping north to Lake Shore Boulevard East.

300 Bloor Danforth

- Operators highlighted that more service is needed, especially on overnight and Sunday morning shifts.

924 Victoria Park Express

- Operators highlighted that starting afternoon peak service at 2:00 P.M is recommended and that service also operates during weekend daytimes.

2.8. Queensway Division

2.8.1. Feedback about Annual Service Plan changes

123 Sherway

- Operators mentioned that the route doesn't require any changes that require ASP approval. Operators would prefer a branch restructuring while maintaining the existing routing of the route.

2.8.2. Operational feedback

15 Evans

- Operators highlighted ongoing crowding on the 15 Evans route, especially during peak hours.

26 Dupont

- Operators suggested moving the route out of Queensway Division.

37 Islington

- Operators noted concerns with the Bergamot Avenue stop placement and suggested adding more stops.

40 Junction-West

- Operators appreciated the breaking interline with the 49 Bloor West.

44 Kipling South

- Operators requested adjusting the route to service New Toronto Street for factory workers.

45 Kipling

- Operators suggested moving this route to Queensway Division.

46 Martin Grove

- Operators highlighted of crowding, even during off-peak hours.

49 Bloor West

- Operators suggested extending the 49 Bloor West to Square One shopping centre.
- Operators appreciated the breaking interline with the 40 Junction-Dundas.

50 Burnhamthorpe

- Operators reported crowding on the route.
- Operators suggested extending the 50 Burnhamthorpe to Square One shopping centre.

73 Royal York

- Operators requested more blending of departures at Royal York Station.

127 Davenport

- Operators suggested moving the route out of Queensway Division.

900 Airport Express

- Operators reported crowding during all time periods.

2.9. Malvern Division

2.9.1. Feedback about Annual Service Plan changes

Blue Night Network

- Operators were generally supportive of the Blue Night Network adjustments proposed in the east end, as these adjustments would bring service to currently underserved communities. However, some concern was expressed about operating through residential areas on East Avenue (e.g., 385 Sheppard East) and Guildwood Parkway (e.g., 334 Eglinton East).

334B Eglinton East Blue Night

- Operators suggested that the 334B Eglinton East route does not need to run on Guildwood Parkway, citing low ridership and a lack of anticipated demand for the service.

385 Sheppard East Blue Night

- Operators strongly supported the 385 Sheppard East route proposal, noting that it would benefit early morning customers transferring from Durham Region Transit to TTC at Kingston Road. Currently, these customers are walking from DRT to Meadowvale Loop and the Ellesmere corridors.

2.9.2. Operational feedback

95 York Mills & 995 York Mills Express

- Operators noted that crowding has been observed on this corridor during Fall 2023 and Spring 2024.
- They further mentioned that the improved 995 York Mills Express and 996 Wilson Express services have helped mitigate crowding, but consistent service is needed during the summer as ridership remains consistent year-round.
- Operators also mentioned that service reliability and bus bunching on the 996 Wilson often reduces the intended capacity benefit of this service.

134 Progress

- Trip Adjustments: Operators informed us that RH King Academy starts school a week before the September Board Period. They suggested considering a school tripper for this adjustment.

154 Curran Hall

- Operators were supportive of the new route 154 Curran Hall, noting increased demand to UTSC in recent months. One operator mentioned that the Curran Hall neighborhood is denser than most people realize due to the large presence of basement units and rooming houses. Overall, operators felt this route would be more successful compared to other services explored in this area (e.g., 178 Brimorton), primarily due to the connection to UTSC.

902 Markham Rd Express

- Operators reported that the vehicle type and service improvements implemented in March 2024 have significantly reduced crowding. They also noted a reduction in crowding on corresponding local trips.

2.10. Wheel-Trans (Community Bus operators)

The Service Planning team visited the Wheel-Trans garage to discuss with operators service on the Community Bus Network (400 Lawrence Manor, 402 Parkdale, 403 Don Mills South, 404 East York, and 405 Etobicoke). Wheel-Trans door-to-door service was not discussed as the Service Planning team are not responsible for this service.

2.10.1. Feedback about Annual Service Plan changes

400 Lawrence Manor

- Operators suggested that the route should operate on more days.

404 East York

- Operators noted that Dawes Road and Michael Garron Hospital have high ridership.
- Operators suggested splitting the route into two buses. One should go via Coxwell Avenue, Victoria Park Avenue, and north to the SmartCentres. The other should go south on Victoria Park Avenue to Kingston Road.

405 Etobicoke

- Operators noted that no customers board the vehicle at the 63 Widdicombe Hill stop.

2.10.2. General Feedback

- Operators expressed the need for additional TTC pamphlets with detailed information about the Community Bus service, as these are frequently requested by customers.
- Operators highlighted that the scheduled timing points for the service do not align with actual operating conditions.

Appendix 4. Technical Assessment

1.0. Introduction

The 2025 Annual Service Plan (ASP) will focus on continuing to strengthen the foundations of Toronto's transit system, making it more attractive and reliable for all customers. The key themes of the 2025 ASP are enhancing connections, improving the Community Bus Network and planning for construction.

The **Technical Assessment** presents the technical analysis that supports route and service planning initiatives that are included in the report. These initiatives include:

- Changes to the existing daytime bus network to increase efficiency and enhance connections
- Improvements to the Blue Night Network
- Improvements to the Community Bus Network

Generally, every new service introduced by the TTC undergoes a trial period of at least twelve months. During this time, the service is actively promoted, and efforts are made to establish a consistent ridership base. Regular monitoring is conducted throughout the trial period to ensure the service is progressing toward its performance targets.

After the initial twelve months, a formal post-implementation evaluation is carried out to assess the service's performance. This technical assessment also includes a post-implementation review of service changes analyzed as part of the 2024 ASP. These evaluations align with recommendations to revisit and assess the service during the subsequent ASP process.

Changes to the existing day-time bus network to increase efficiency and enhance connections

As part of the 2025 ASP, various bus routes were reviewed to determine whether a change or series of changes were needed to improve transit service. Priority was given to areas experiencing significant community changes (population growth, new streets, new destinations) and to routes that were not reviewed as part of the 2024 ASP.

Improvements to the Blue Night Network by proposing changes to the existing routes and introducing new routes

The 2025 ASP Blue Night Network changes are designed to advance an equity-driven approach by enhancing service for shift workers, a key priority customer group as well as others travelling at night. Enhancing connections and addressing network gaps on the Blue Night Network is important in improving safety, a factor often identified as a top priority by customers, especially women.

Improvements to the Community Bus Network

The Community Bus Network provides a transit option that bridges the gap between Wheel-Trans and the conventional transit system. The 2025 ASP changes to the Community Bus Network are designed to increase ridership, improve connectivity to the rapid transit system, and provide better access to important neighbourhood destinations. The changes aim to better meet the needs of current users and attract new riders.

2.0. Changes to the existing day-time bus network to increase efficiency and enhance connections

The following section describes changes to the following routes:

- 13 Avenue Road
- 22 Coxwell/70 O'Connor – Service consolidation
- 43 Kennedy – Service removal at Village Green\ Square
- 45 Kipling/145 Belfield – Branch change and new service to Toronto Pearson
- 87 Cosburn – Service removal from East York Acres (not currently recommended)

13 Avenue Road

Service removal south of Queen's Park

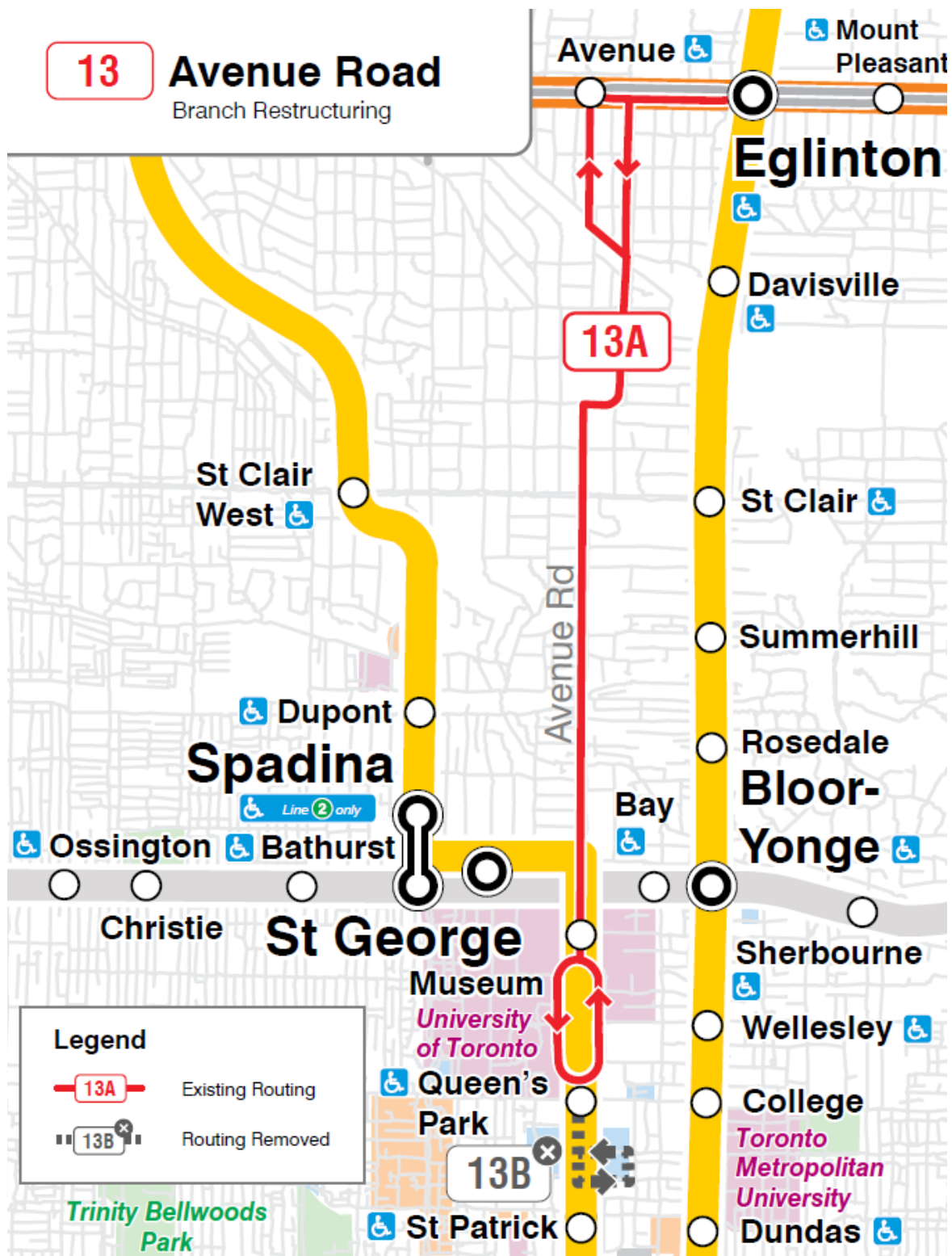
City wards: Ward 8 – Eglinton-Lawrence, Ward 11 – University-Rosedale, Ward 12 – Toronto-St. Paul's

The TTC recommends the elimination of the 13B (Eglinton Station-Gerrard) branch of 13 Avenue Road service due to three key factors: low ridership and poor financial performance, service reliability challenges and availability of alternative service.

The 13B Avenue Road (Eglinton Station-Gerrard) branch operates exclusively during the weekday midday period (9:00 a.m. to 2:00 p.m.) and experiences low ridership due to the proximity of higher-order transit options, such as the 506 Carlton streetcar, and Queen's Park and St. Patrick subway stations. Service reliability during this period is poor, with on-time departures 13% lower than the route average and late arrivals 18% higher. Additionally, the number of customers per revenue service hour drops by 15% when transitioning from the morning peak period to midday service.

Ridership data shows approximately 110 boardings and 105 alightings during the midday period at stops unique to the 13B branch, compared to 1,659 total boardings and 1,658 total alightings across the entire route. This means the 13B branch boardings and alightings represent less than 7% of total route ridership. Despite serving these unique stops, the branch underperforms relative to the rest of the route.

Despite successful reliability improvements made to the route in October 2024, the 13B branch continues to underperform in both service reliability and productivity compared to other periods. This affects service in other periods, such as the afternoon peak period, despite the otherwise higher ridership and more frequent service during that time. Eliminating the 13B (Eglinton Station-Gerrard) branch will provide a more consistent service on the route, improve service reliability, and better align resources with ridership demand.



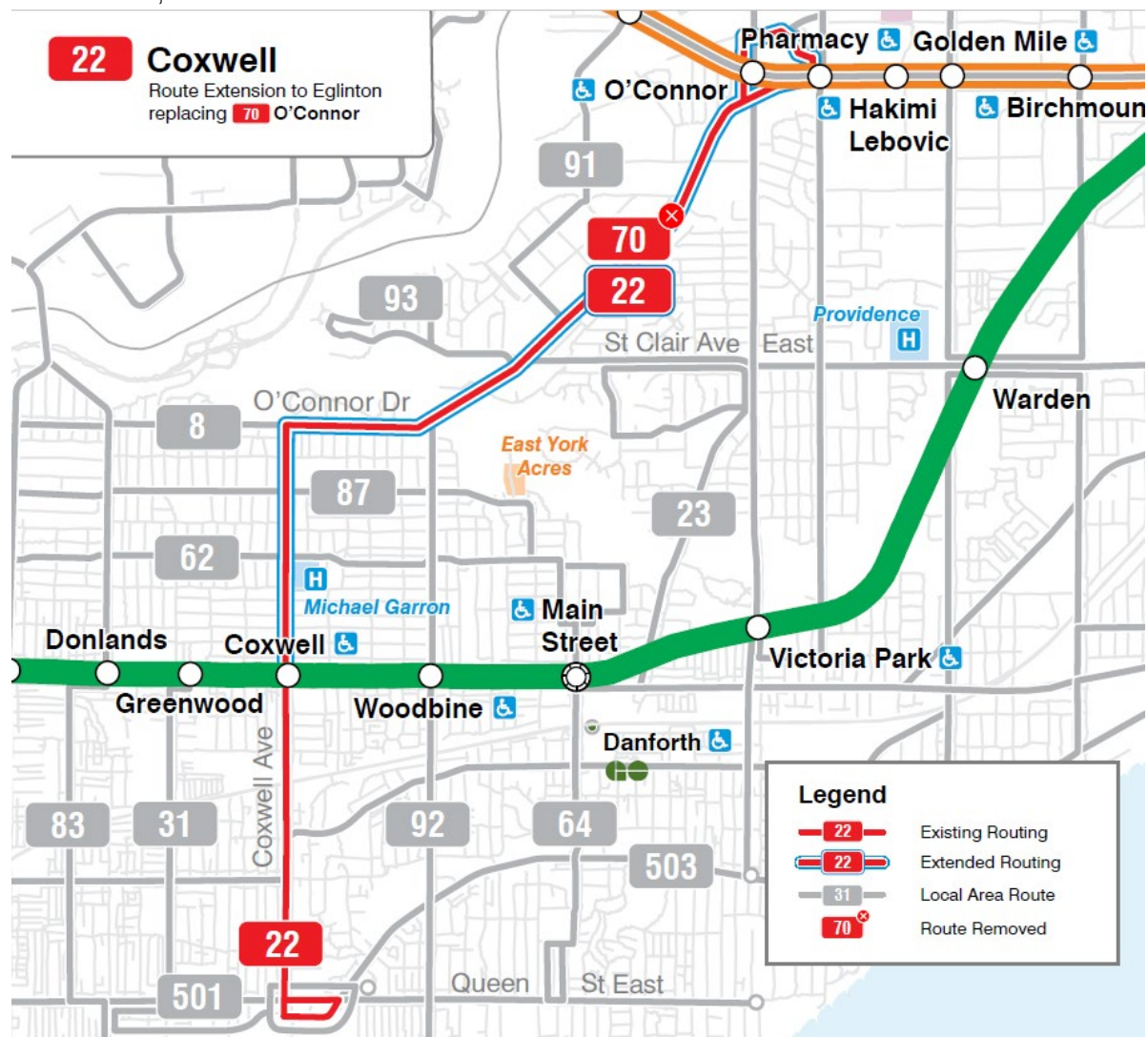
22 Coxwell / 70 O'Connor

Service consolidation

City wards: Ward 14 – Toronto Danforth, Ward 16 – Don Valley East, Ward 19 – Beaches
East York, Ward 20 – Scarborough Southwest, Ward 21 – Scarborough Centre

To improve network efficiency and customer convenience, the TTC is consolidating the 22 Coxwell with the 70 O'Connor to provide continuous service from Coxwell Station to Eglinton Avenue East. This adjustment eliminates the transfer at Coxwell Station, providing customers with a seamless one-seat ride. This change will enhance connections between key destinations, including residential neighbourhoods, business and leisure destinations along the corridor such as the East York Civic Centre and Woodbine Park, medical facilities like Michael Garron Hospital and future Line 5 Eglinton stations.

This service consolidation was previously implemented during construction at Coxwell Station. Feedback from customers and operators was positive, with many appreciating the continuous, transfer-free service.



49 Bloor West

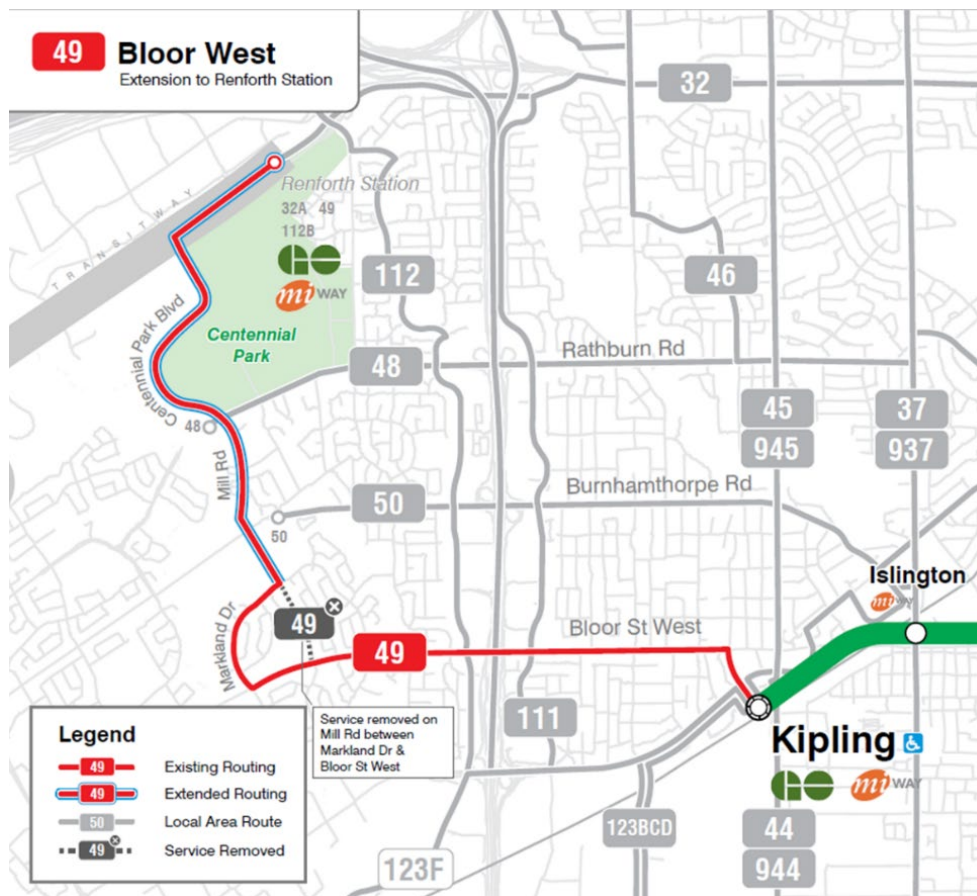
Service extension to Centennial Park and Renforth Station

City wards: Ward 2 – Etobicoke Centre, Ward 3 – Etobicoke-Lakeshore

To respond to feedback received from customers and to better leverage the One Fare Program, the TTC is recommending a route extension to the 49 Bloor West. This route will be extended along Mill Road and Centennial Park Boulevard to Renforth Station, providing service to Centennial Park. It will also enhance connections to TTC, GO Transit and MiWay.

Implementation of this change will be subject to ongoing operations and capacity discussions with Metrolinx and other regional partners at Renforth Station.

From Bloor Street West and Markland Drive, the route will be extended via north and east on Markland Drive, north on Mill Road, north on Centennial Park Boulevard, east on Eglinton Avenue West to Renforth Station. From Renforth Station, buses will operate via southwest on Eglinton Avenue West, southwest on Centennial Park Boulevard, southeast on Mill Road, and southwest on Markland Drive to Bloor Street West and Markland Drive, then then following its existing routing to Kipling Station.



Branch change and new service to Toronto Pearson Airport

As part of the 2025 ASP, the TTC has analyzed the One Fare Program's impact on ridership and travel patterns through tap data as well as consultations. To respond to feedback received from customers and to better leverage the One Fare Program, the TTC is recommending a new route that will run from Kipling Station to Viscount Station. This new service will improve access to Pearson Airport. As a result of this extension, service will be removed from Carlingview Avenue and Atwell Drive, affecting three stops and approximately 106 customer-trips per day. These customers will be required to walk to stops on Disco Road.

The 145 Belfield will operate from Kipling Station via northeast on St. Albans Road, north on Kipling Avenue, west on Belfield Road, north on Attwell Drive, west on Disco Road, northwest on Goreway Drive, southwest on Zahavy Way, southeast on Northwest Drive, southwest on American Drive, southeast on Viscount Road, to Viscount Station. From Viscount Station, buses will operate via northwest on Viscount Station Service Road, northwest on Viscount Road, northeast on American Drive, northwest on Northwest Drive, northeast on Zahavy Way, southeast on Goreway Drive, east on Disco Road, south on Attwell Drive, east on Belfield Road, south on Kipling Avenue, west on Viking Lane, south on West Service Road, and west on St. Albans Road to Kipling Station.



87 Cosburn

Service removal from East York Acres – Not recommended at this time

City wards: Ward 14 – Toronto – Danforth, Ward 19 – Beaches-East York

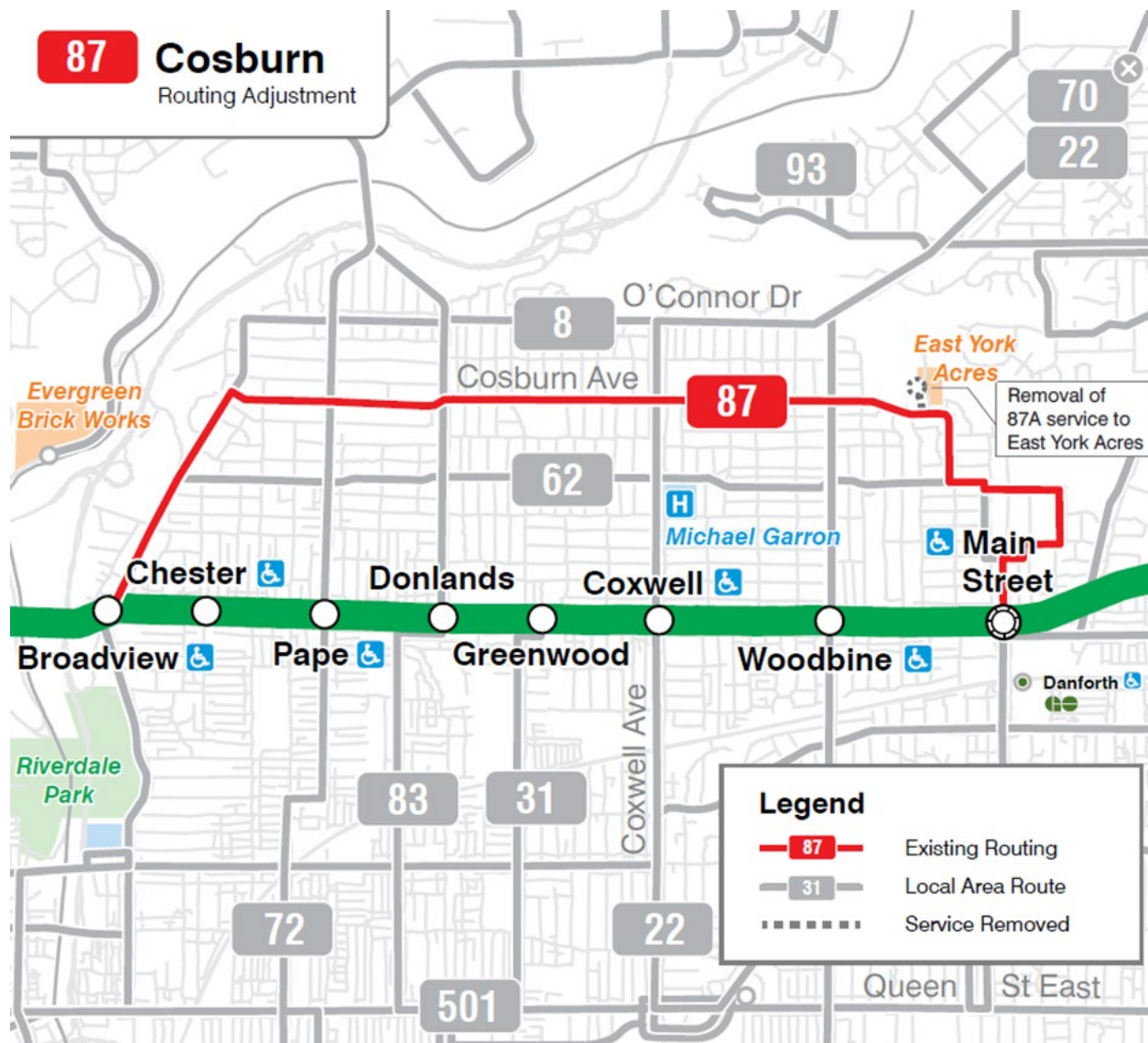
As part of the initial proposals for the 2025 Annual Service Plan, the TTC consulted with customers, the community, the Planning Advisory Group, and the Advisory Committee on Accessible Transit regarding the potential elimination of the 87A (Broadview Station to Main Street Station via East York Acres) branch of 87 Cosburn and proposed for all service to operate on the 87C (Broadview Station to Main Street Station) branch.

The objective of this proposal was to address operational challenges associated with serving Haldon Avenue and East York Acres while offering a more direct and faster service for customers travelling on the route:

- Service on Haldon Avenue to East York Acres is often impacted during winter weather conditions. Ice formation on the uphill section of Haldon Avenue often prevents buses from accessing the street, which results in disrupted service.
- While the branch reduces walking time for customers at East York Acres, it significantly increases travel time for customers travelling through this location by adding 1 to 2 minutes to trips passing through this point. On an average week, approximately 420 customers benefit from the stop at East York Acres, while 4,575 customers are inconvenienced by a longer trip.
- Average stop spacing in this section of the route does not meet the standard. TTC Service Standards recommends local bus stop spacing to be approximately 300 to 400 metres apart. The East York Acres stop creates spacings of only 120 and 170 metres from the nearby stops at Westlake Avenue, significantly outside the standard. Removing this stop would create spacings of approximately 210 and 280 metres along Cosburn Avenue, depending on the travel direction.

An analysis of customer travel time impacts indicates that the current stop at East York Acres saves approximately 2,016 minutes per week for customers who use it, compared to walking to the next nearest stop. However, the diversion costs through-riding customers approximately 6,863 minutes per week, resulting in a net cost of 4,847 weekly customer minutes. From this perspective, removing service to East York Acres would result in a net benefit to customers.

While the customer travel time analysis supports this routing change, feedback from the immediate community and ACAT opposed to the change. In addition, stop relocation constraints prevent the proposed changes from being implemented. Consequently, this proposal is not recommended at this time, but may be revisited in the future.



3.0. Improvements to the Blue Night Network

The following section describes proposed updates and changes to the Blue Night Network to improve overnight transit service.

Changes are recommended on the following routes:

- 334 Eglinton – New overnight service on Guildwood Parkway
- 337 Islington / 345 Kipling / 373 Royal York – Overnight service restructuring
- 353 Steeles – Service extension to Martin Grove Rd
- 385 Sheppard East – Service extension to Rouge Hill GO
- 386 Scarborough – New service
- 395 York Mills – Service extension to Port Union Road

334 Eglinton

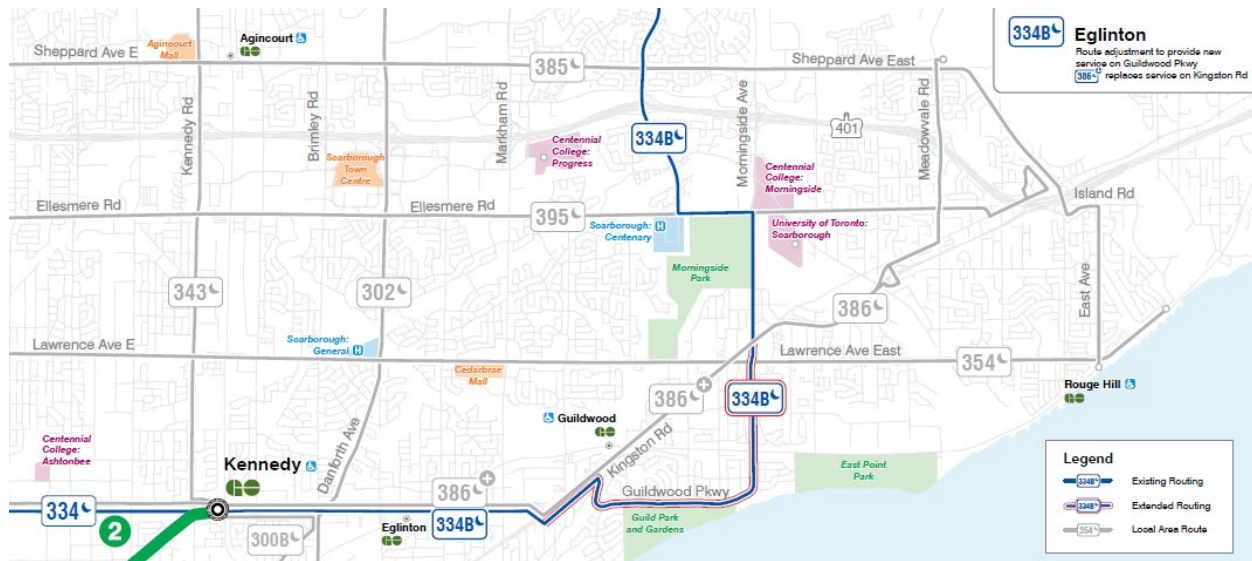
New overnight service on Guildwood Parkway

City wards: Ward 20 – Scarborough Southwest, Ward 21 – Scarborough Centre, Ward 23 – Scarborough North, Ward 24 – Scarborough-Guildwood, Ward 25 – Scarborough-Rouge Park

As part of the Line 5 Surface Network Plan and approved by the TTC Board through the 2022 Annual Service Plan, the TTC recommended restructuring overnight service on Eglinton Avenue as 334 Eglinton with two branches: 334A (Eglinton Pearson Airport to Kennedy Station), and 334B (Mount Dennis Station to Finchdene Square). This service will be introduced upon the opening of Line 5 Eglinton.

As part of the 2025 ASP, the TTC recommends a change to the 334B (Mount Dennis Station to Finchdene Square) branch to provide new service on Guildwood Parkway between Kingston Road and Lawrence Avenue East. Service along Kingston Road between Guildwood Parkway and Lawrence Avenue East would be replaced by a new 386 Scarborough route.

From Mount Dennis Station, the branch will operate via east on Eglinton Avenue, northeast on Kingston Road, south and east on Guildwood Parkway, and north on Morningside Avenue to Kingston Road where it continues its existing route. From Kingston Road and Morningside Avenue, buses will operate via south on Morningside Avenue, west on Guildwood Parkway, southwest on Kingston Road, and west on Eglinton Avenue to Mount Dennis Station.



337 Islington / 345 Kipling / 373 Royal York

Overnight service restructuring

City wards: Ward 1 – Etobicoke North, Ward 2 – Etobicoke Centre, Ward 3 – Etobicoke-Lakeshore, Ward 5 – York South-Weston, Ward 7 – Humber River-Black Creek

The TTC is recommending a restructuring of the Blue Night Network west of Kipling Avenue with the introduction of two new routes: the 345 Kipling and the 373 Royal York. During the consultation process, two options for the Etobicoke area were presented, and feedback was gathered. Results showed that respondents slightly favored the first option, although ridership forecasts indicated that both options would generate similar levels of new ridership, with option two showing marginally higher numbers. Considering the consultation feedback and ridership analysis, the routing structure from option one is recommended. This option aligns more closely with the daytime network, improving customer clarity and wayfinding.

To implement the new service on Kipling Avenue and Royal York Road while standardizing the network and reducing redundancy, overnight service on the 337 Islington route would be removed. Under this restructuring, the 345 Kipling would operate between Steeles Avenue West and Colonel Samuel Smith Park Loop (Humber Polytechnic – Lakeshore campus), while the 373 Royal York would operate along Royal York Road and Weston Road between Bloor Street West and Steeles Avenue West.

These changes would add a new north-south route to the Blue Night Network in the Etobicoke area, providing improved connections to MiWay and GO Transit services at Kipling Station. Additionally, the changes would serve students at Humber Polytechnic Lakeshore Campus and benefit the surrounding community. By redistributing service from Islington Avenue, the adjustments would ensure more consistent and evenly spaced north-south overnight service coverage between Kipling Avenue and Jane Street. This

restructuring would result in a greater proportion of the Etobicoke community being within walking distance to overnight service. This change will also introduce new service to essential industrial and employment areas along Weston Road, areas that have seen resilient and consistent daytime ridership.

The 373 Royal York will operate from Royal York Station via north on Royal York Road, northeast on St. Phillips Road, north on Weston Road, and west on Steeles Avenue West to Islington Avenue. From Steeles Avenue West and Islington Avenue, buses will operate via east on Steeles Avenue West, south on Weston Road, southwest on St. Phillips Road, and south on Royal York Road to Royal York Station.

The 345 Kipling will operate from Colonel Samuel Smith Park Loop via north on Colonel Samuel Smith Park Drive, and north on Kipling Avenue up to Steeles Avenue West. From Steeles Avenue West, buses will operate via south on Kipling Avenue, and south on Colonel Samuel Smith Park Drive to Colonel Samuel Smith Park Loop.

Service Restructuring



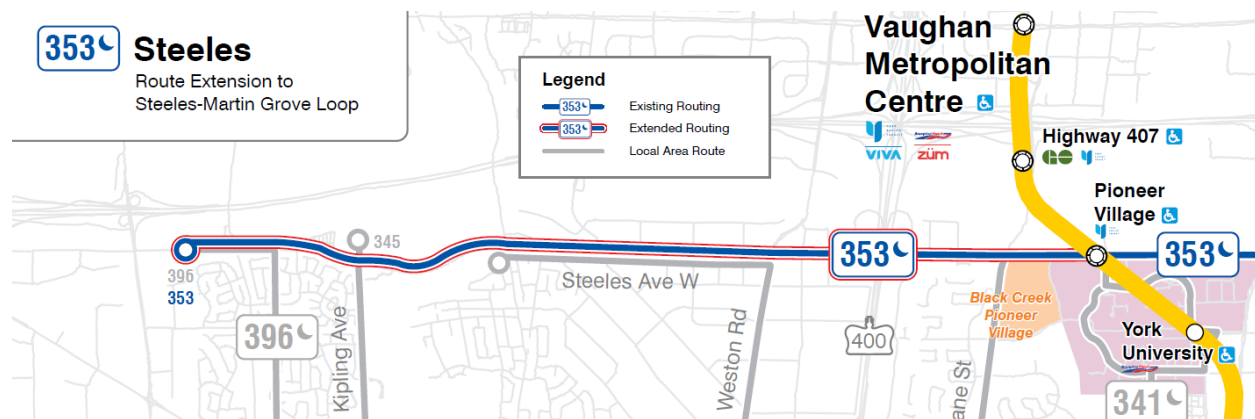
353 Steeles

Service extension to Martin Grove Road

Ward 1 – Etobicoke North, Ward 6 – York Centre, Ward 7 – Humber River-Black Creek, Ward 17 – Don Valley North, Ward 18 – Willowdale, Ward 22 – Scarborough-Agincourt, Ward 23 – Scarborough North, Ward 25 – Scarborough-Rouge Park

In addition to the other proposed changes to the Blue Night Network in the Etobicoke area, the 353 Steeles route will be extended along Steeles Avenue West, between Jane Street and Martin Grove Road. This change will respond to customer and operator feedback, and provide the opportunity for additional transfers to the 345 Kipling, 384 Sheppard West and 396 Wilson routes. The extension will also better align with daytime service along this portion of the route.

From Pioneer Village Station, the route will be extended via west on Steeles Avenue West to the Martin Grove Loop. From Martin Grove Loop, buses will operate via east on Steeles Avenue West to Pioneer Village Station, where it continues its existing route.



385 Sheppard East

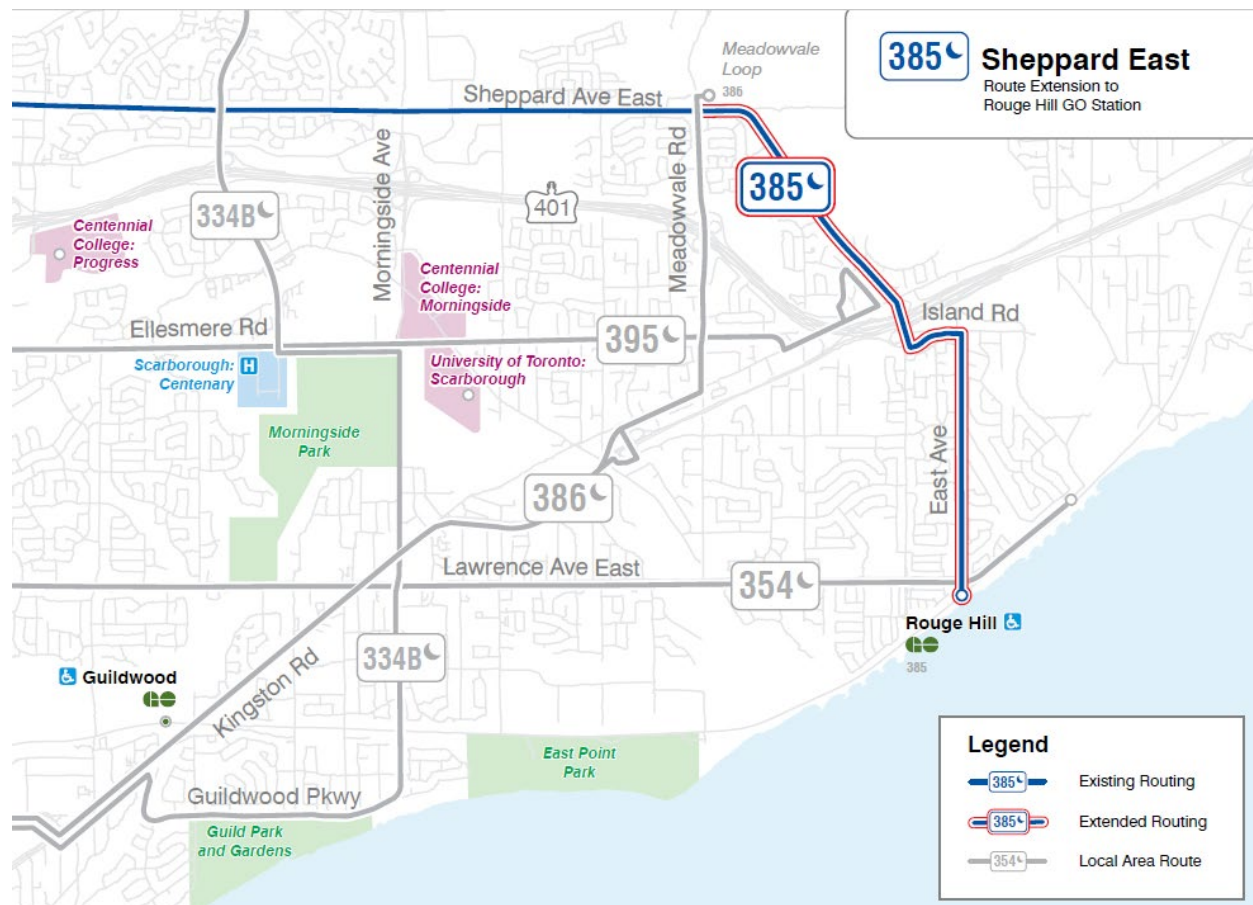
Service extension to Rouge Hill GO

City wards: Ward 17 – Don Valley North, Ward 18 – Willowdale, Ward 22 – Scarborough-Agincourt, Ward 23 – Scarborough North, Ward 25 – Scarborough-Rouge Park

The 385 Sheppard East route will be extended along Sheppard Avenue East and Lawrence Avenue East to provide a connection between Rouge Hill GO Station and Meadowvale Loop.

From Meadowvale Road, the route will be extended via southeast on Sheppard Avenue East, south on Port Union Road, east on Island Road, south on East Avenue, and east on Lawrence Avenue East to Rouge Hill GO Station. From Rouge Hill GO Station, buses will operate via west on Lawrence Avenue, north on East Avenue, west on Island Road, north

on Port Union Road, and northwest on Sheppard Avenue East to Meadowvale Road, where it will continue along its existing route.



386 Scarborough

New service

City wards: Ward 20 – Scarborough Southwest, Ward 21 – Scarborough Centre, Ward 24 – Scarborough-Guildwood, Ward 25 – Scarborough-Rouge Park

As part of the restructuring of overnight service in east Scarborough, the TTC recommends the introduction of the new 386 Scarborough service that will operate between Kennedy Station and Meadowvale Road. This route addresses gaps in the Blue Night Network in the east end of the city and maintains overnight service on Kingston Road resulting from associated recommendations to adjust routings on the 334 Eglinton and 395 York Mills overnight services.

386 Scarborough service will operate from Kennedy Station via east on Eglinton Avenue East, northeast on Kingston Road, east on Lawson Road, north on Highland Creek Overpass, northeast on Kingston Road, and north on Meadowvale Road up to Meadowvale Loop. From Meadowvale Loop, buses will operate via south on Meadowvale

Road, southwest on Kingston Road, and west on Eglinton Avenue East to Kennedy Station.



395 York Mills

Service extension to Port Union Road

City wards: Ward 15 – Don Valley West, Ward 16 – Don Valley East, Ward 21 – Scarborough Centre, Ward 24 – Scarborough-Guildwood, Ward 25 – Scarborough-Rouge Park

The 395 York Mills route will provide a connection to the extended 385 Sheppard East service. This will provide new overnight service on Ellesmere Road between Meadowvale Road and Port Union Road.

From Meadowvale Road, the route will be extended via east on Ellesmere Road, and northeast on Kingston Road to Sheppard Avenue East and Port Union Road. From Sheppard Avenue East and Port Union Road, buses will operate via northwest on Sheppard Avenue East, south on Durnford Road, south on Rylander Boulevard, southwest on Kingston Road, and west on Ellesmere Road to Meadowvale Road, where it continues its existing route.



4.0. Improvements to the Community Bus Network

The following section outlines recommended changes to the following Community Bus routes:

- 400 Lawrence Manor – New service on Wyndale Drive
- 402 Parkdale – Route adjustments
- 404 East York / 408 Victoria Park South – Service restructuring
- 405 Etobicoke – Route adjustments
- 406 Scarborough South – New service (not recommended)

These recommendations were developed and analyzed using ridership data and input gathered from customer and operator engagement sessions. The TTC conducted a comprehensive review of each community bus route and proposed routing adjustments to better connect the network to local points of interest and the conventional transit system.

Routing changes to the 403 Don Mills South were implemented as part of the 2024 Annual Service Plan and no additional changes to this route are currently recommended.

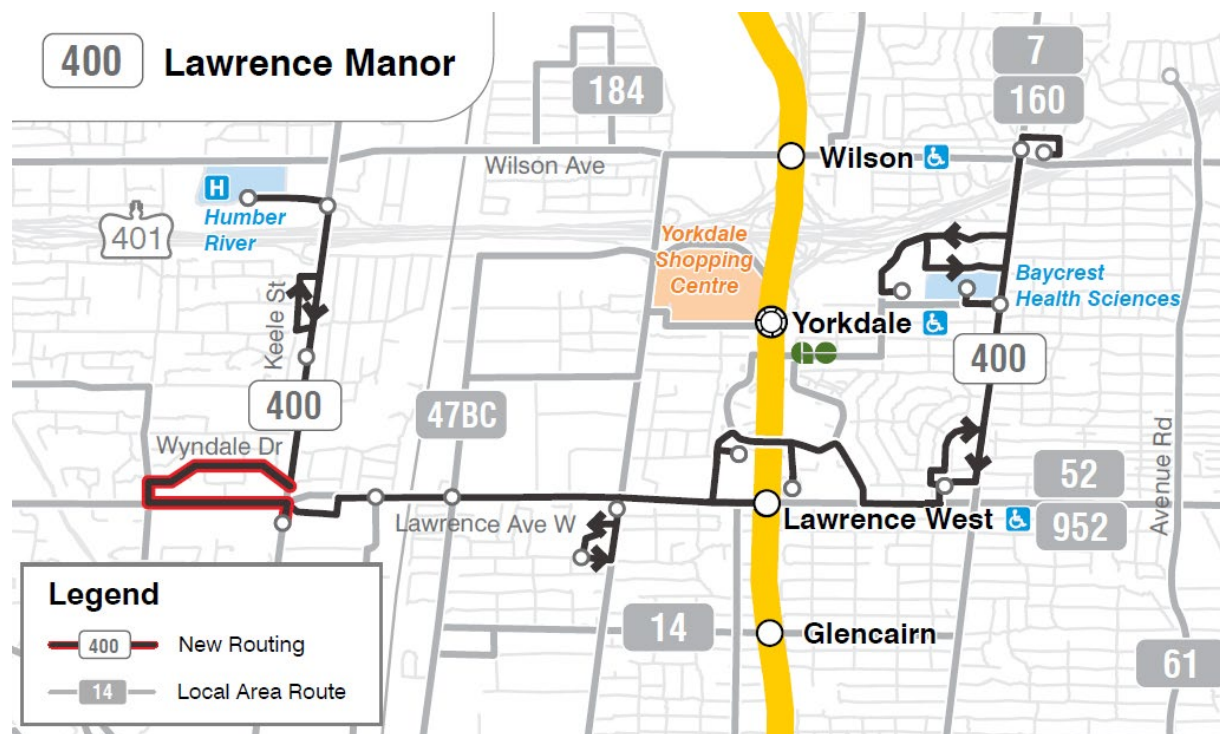
400 Lawrence Manor

New service on Wyndale Drive

City wards: Ward 5 – York South-Weston, Ward 6 – York Centre, Ward 8 – Eglinton-Lawrence

The 400 Lawrence Manor route connects to multiple destinations on and north of Lawrence Avenue West between Bathurst Street and Keele Street. The TTC recommends to adjust service by extending the route on Lawrence Avenue West to provide additional connections to Amesbury Sports Complex, Amesbury Park, and the Amesbury Park Toronto Public Library. The route would be extended on Wyndale Drive, Culford Road, and Lawrence Avenue West. With these additions, service would be removed along Keele Street between Lawrence Avenue West

From Keele Street at Wyndale Drive, the 400 Lawrence Manor will be extended via west on Wyndale Drive, south on Culford Road, and east on Lawrence Avenue West. From Lawrence Avenue West at Keele Street, the 400 Lawrence Manor will be extended via west on Lawrence Avenue West, north on Culford Road, and east on Wyndale Drive.



402 Parkdale

Route adjustments

City wards: Ward 4 – Parkdale-High Park, Ward 9 – Davenport

The 402 Parkdale serves destinations along Bloor Street West between Dufferin Street and Dundas Street West, as well as areas south of Bloor Street West in the Parkdale neighbourhood. However, it is currently the worst performing Community Bus route, with an average of one boarding per hour in 2024 which is well below the minimum target of four boardings per hour.

To encourage more ridership, service will be changed to operate along College Street, Dufferin Street, and Roncesvalles Avenue. This change will provide connections to key destinations, including the Bill McMurray Retirement Home, commercial destinations on Dufferin Street, a community centre, and a community health centre.

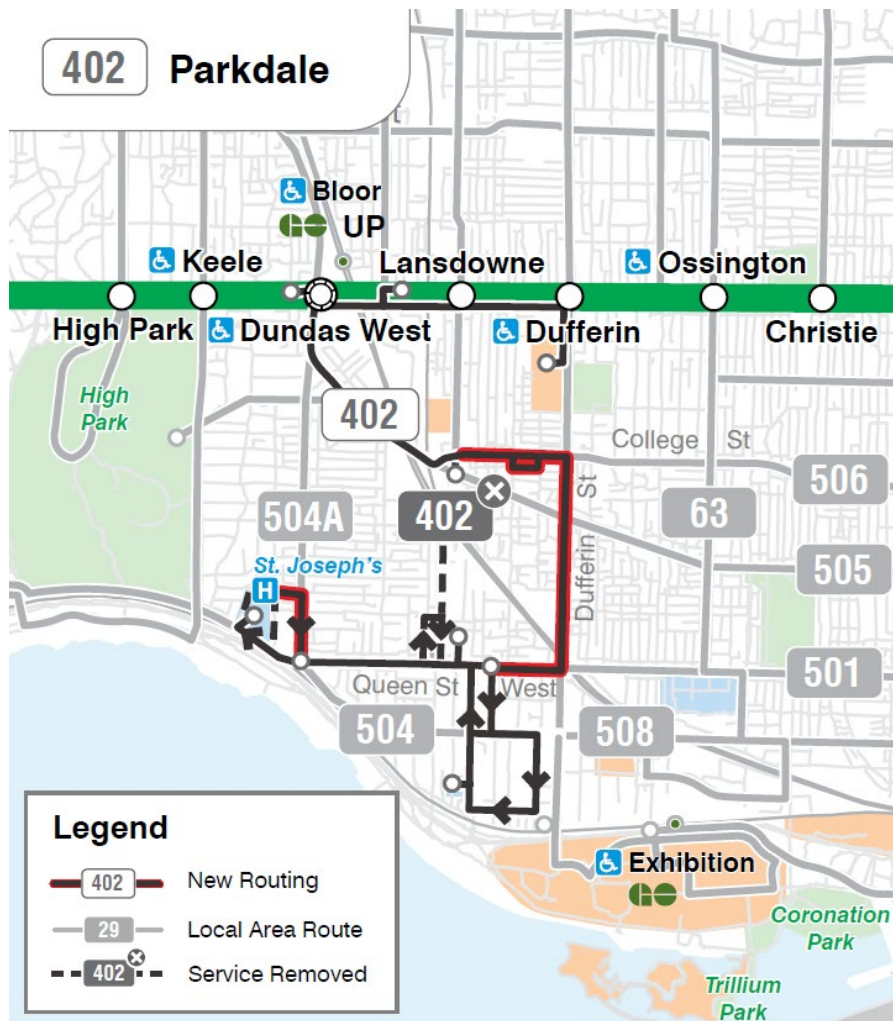
As part of these changes, service will be removed from Lansdowne Avenue (between Dundas Street West and Queen Street West), Macdonell Avenue (between Queen Street West and Seaforth Avenue), and Sunnyside Avenue (between Pearson Avenue and The Queensway). Service to the No Frills on Lansdowne Avenue will be maintained.

These changes were informed by ridership data that shows no boardings or alightings on the streets with recommended service removal. Customers on Lansdowne Avenue can use the 47 Lansdowne route as an alternative.

From the No Frills on Lansdowne Avenue, the 402 Parkdale will be extended via north on Lansdowne Avenue, east on College Street, south on Sheridian Avenue, west on Moutray Street, north into the Bill McMurray Residence Parking, east on College Street, south on Dufferin Street, and west on Queen Street West until Cowan Avenue.

From Queen Street West at Cowan Avenue, the 402 Parkdale will be extended east on Queen Street West, north on Dufferin Street, west on College Street, south into the Bill McMurray Residence Parking, east on Moutray Street, north on Brock Avenue, and west on College Street to the No Frills on Lansdowne Avenue.

The 402 Parkdale will additionally be extended from St. Joseph's Hospital via east on Pearson Avenue and south on Roncesvalles Avenue to Queen Street West.



404 East York / 408 Victoria Park South

Service restructuring

City wards: Ward 14 – Toronto-Danforth, Ward 19 – Beaches-East York, Ward 20 – Scarborough Southwest, Ward 21 – Scarborough Centre

The 404 East York route connects to various destinations in the East York area. The TTC recommends restructuring service on this route by splitting it into two routes:

- 404 East York will be truncated to terminate at Victoria Park Station, with minor routing changes near Main Street Station
- Service on Victoria Park Avenue and Dawes Road will be replaced and extended to Eglinton Avenue and the Golden Mile shopping area with 408 Victoria Park South service.

This restructuring will be through reallocation of existing investment on 404 East York and does not require additional operating costs or vehicles.

The revised 404 East York route will be modified to serve Westlake Avenue, Lumsden Avenue, Eastdale Avenue, Secord Avenue, Barrington Avenue, Doncaster Avenue, Main Street, and Danforth Avenue. These changes will better align the 404 East York with the existing transit network and provide a direct connection to Main Street Station. As part of these adjustments, service on a small portion of Hamstead Avenue and on Main Street north of Lumsden Avenue will be discontinued due to low ridership and to improve coordination with the 87 Cosburn route.

Continuing from Coxwell Station on its current routing to Cosburn Avenue at Haldon Avenue, the route will operate east on Cosburn Avenue, south on Westlake Avenue, east on Lumsden Avenue, south on Eastdale Avenue, west on Secord Avenue, south on Barrington Avenue, east on Doncaster Avenue, south on Main Street, and east on Danforth Avenue to Shoppers World Plaza and then Victoria Park Station.

From Victoria Park Avenue at Danforth Avenue (Victoria Park Station), the route will operate west on Danforth Avenue (while serving Shoppers World Plaza), north on Main Street, west on Doncaster Avenue, north on Barrington Avenue, east on Secord Avenue, north on Eastdale Avenue, west on Lumsden Avenue, north on north on Westlake Avenue, and west on Cosburn Avenue to East York Acres, after which it will continue along its current route.

The 408 Victoria Park South route will operate along Park Vista, Victoria Park Avenue, and Eglinton Avenue East, providing connections to future Line 5 Eglinton stops, Eglinton Square Shopping Centre, the Golden Mile Plaza, and other commercial destinations along Victoria Park Avenue and Eglinton Avenue East. As part of these changes, service along Kingston Road will be removed due to low ridership and operator feedback. Customers can use the 503 Kingston Road streetcar service as an alternative.

Continuing from Kingston Road and Victoria Park Avenue to Victoria Park Station and will operate north on Victoria Park Avenue, northeast on Eglinton Square, east on Eglinton Avenue East, north on Warden Avenue, west on Ashtonbee Road, and south on Hakimi Avenue, and into the Golden Mile SmartCentres.

From the Golden Mile SmartCentres, the route will be extended south on Hakimi Avenue, west on Eglinton Avenue East, southwest on Eglinton Square, and south on Victoria Park Avenue to Victoria Park Station before continuing south to Kingston Road and Victoria Park.



405 Etobicoke

Route adjustments

City wards: Ward 1 – Etobicoke North, Ward 2 – Etobicoke Centre, Ward 5 – York South-Weston

The 405 Etobicoke serves central Etobicoke, with destinations north and south of Eglinton Avenue West between Scarlett Road and Kipling Avenue. While the route is the best performing route on the Community Bus Network, it does not meet service performance standards, with less than four boardings per hour in 2024.

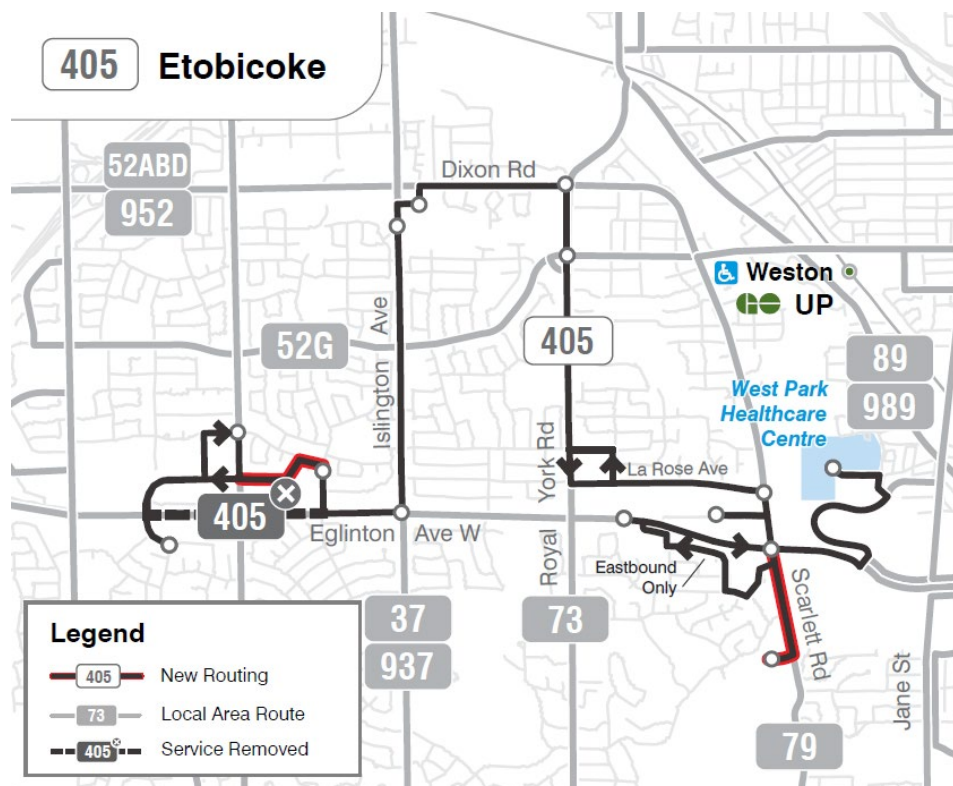
The TTC recommends extending the 405 Etobicoke along Scarlett Road and Widdicombe Hill. The TTC has received extensive requests and feedback from residents in the area requesting extended service along Scarlett Road. These changes would enable a connection to Lambton Square Apartments, which was identified as a Naturally Occurring

Retirement Community (NORC) by the NORC Innovation Centre at University Health Network. The route will also benefit from additional connections to apartment buildings along Widdicombe Hill.

As part of these changes, the TTC recommends removing service along Eglinton Avenue West between Wincott Drive and Lloyd Manor Road. Observations indicate that no customer boardings occur along the section proposed for removal. Transit access in the area will remain available through the 32 Eglinton West, which provides service along Eglinton Avenue West. Service to the Parkland residences will continue to be maintained at Richview Square.

From Scarlett Road at Eglinton Avenue West, the 405 Etobicoke will be extended southbound via Scarlett Road to Lambton Square Apartments. From Lambton Square Apartments the route will go north on Scarlett Road before continuing with its existing routing.

From Wincott Drive at Eglinton Avenue West, the route will be extended north on Wincott Drive, west on Hunting Ridge, and southwest on Widdicombe Hill to Kipling Avenue. From Kipling Avenue at Widdicombe Hill, the route will operate east on Widdicombe Hill, east on Hunting Ridge, and south on Widdicombe Hill to Eglinton Avenue West.



406 Scarborough South

New service (not recommended)

City wards: Ward 21 – Scarborough Centre, Ward 24 – Scarborough-Guildwood

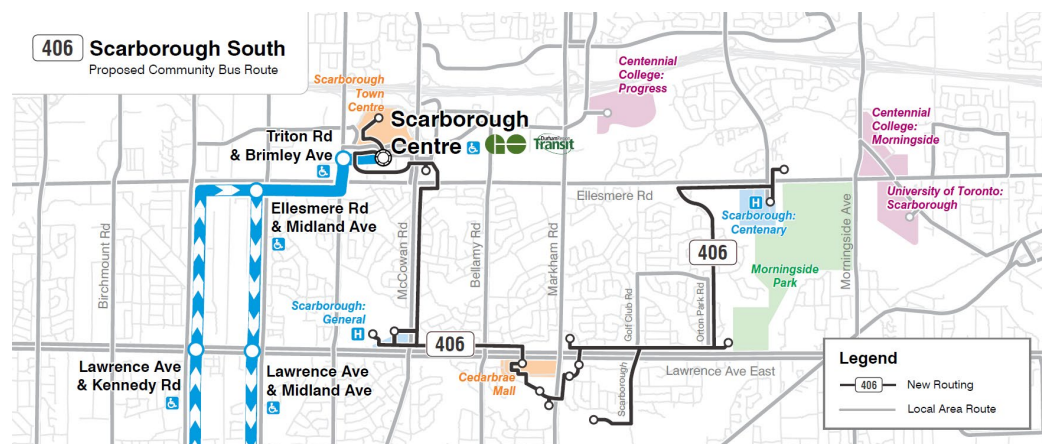
A new Community Bus route was requested by the local councillor to provide service in central Scarborough, connecting customers to destinations such as Scarborough Centre Station and Scarborough Town Centre, Scarborough General Hospital, Cedarbrae Mall, Cedarbrook Lodge Retirement Residence as well as Masarykpark Homes and Scarborough Health Network – Centenary Hospital.

As a new route, additional operating resources would be required, including two additional Community Bus vehicles to operate at 60-minute headways.

Ridership projections were developed to assess the financial viability of a new service, based on 2023-2024 Wheel-Trans (W-T) door-to-door rides for conditional customers within a 175-metre buffer of the proposed routes. This analysis considered eligibility criteria of W-T customers as well as trip conditions, such as time of day, to determine which trips could potentially be converted to Community Bus.

A total of 216 average weekly customers are projected based on this optimistic analysis, with an average net cost of \$44 per boarding. Although this is typical of the existing net cost per boarding on the Community Bus network, this would significantly increase the subsidy by the TTC required to operate this new route. For the service to meet performance standards, a minimum of 320 customers per week would be required. Based on current experience with Community Bus routes, this level of ridership is unlikely.

Continuing poor performance of the Community Bus network resulted in the recommendations contained within the 2025 Annual Service Plan to encourage more ridership by making improvements and adjustments to the existing network. Introducing new services and further increasing operating costs is not recommended until the continued viability of the Community Bus network is determined.



5.0. Service Performance Reviews

While the TTC regularly evaluates the performance of its services, a detailed service performance review provides a process to review every service for improvements to important metrics like net cost per passenger. These reviews will evaluate recent transit service changes such as new periods of operation, select express routes, select branch routes, seasonal routes, and recently implemented area study initiatives.

Routes	Implementation Date
Line 3 Bus Replacement Plan	November 2023
8 Broadview & 70 O'Connor	June 2023
31 Greenwood	June 2023
65 Parliament	September 2022
90 Vaughan	September 2021
102 Markham Rd & 902 Markham Rd Express	May 2023
121 Esplanade River	October 2021
128 Stanley Greene	March 2023
184 Ancaster Park	June 2023
201 Bluffer's Park	June 2023
203 High Park	June 2022
503 Kingston Rd	October 2023

5.1. Line 3 Bus Replacement Plan

Line 3 Bus Replacement Plan

Service Productivity Review

City Wards: Ward 20 Scarborough Southwest, Ward 23 Scarborough North, Ward 24 Scarborough-Guildwood

With the closure of Line 3 Scarborough, the TTC planned and implemented changes to provide direct connections for Scarborough transit riders to other rapid transit stations on Line 2 Bloor-Danforth, Line 4 Sheppard, and the GO Transit rail network.

To address the closure of Line 3 Scarborough, eight major bus routes in Scarborough were extended to Kennedy Station, serving approximately 80% of the ridership previously reliant on at Scarborough Centre Station. While Scarborough Centre Station continues to function as a bus terminal, customers can no longer connect to rapid transit at this location. These routes were consulted, finalized, and approved through the 2024 Annual Service Plan after extensive customer consultations.

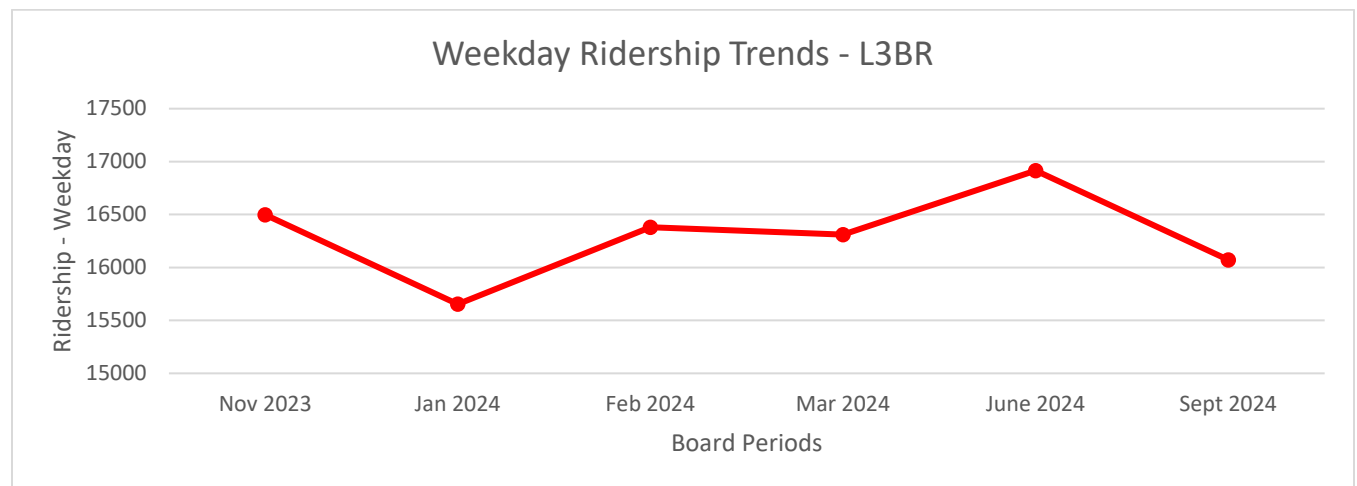
In November 2023, the following routes were adjusted to provide the replacement service to Line 3 Scarborough:

- 38 Highland Creek
- 129 McCowan North
- 131 Nugget
- 133 Neilson
- 903 Kennedy-Scarborough Express
- 904 Sheppard-Kennedy Express (formerly 985A Sheppard East Express)
- 938 Highland Creek Express
- 939A/B Finch Express

Based on ridership data, the service extension aligns with the TTC's Service Standards for average boardings per revenue service hour, including equity-weighted boardings. However, there are opportunities to adjust service to enhance route productivity further.

Reducing service frequency on some or all routes is infeasible due to the need to meet route-specific capacity requirements north of Scarborough Centre Station. One potential option is to remove one or more routes from the L3BR by adjusting them to terminate at Scarborough Centre Station. This would improve performance on the remaining services operating between Kennedy and Scarborough Centre but would add an additional transfer for customers travelling on these routes.

One candidate for review as part of the 2026 Annual Service Plan is the 939 Finch Express, which is now one of the longest routes in the TTC network operating from Finch West Station to Kennedy Station via Scarborough Centre Station. Truncating the service at Scarborough Centre would help improve service delivery on this busy corridor and better reflect the east-west travel pattern of the route.



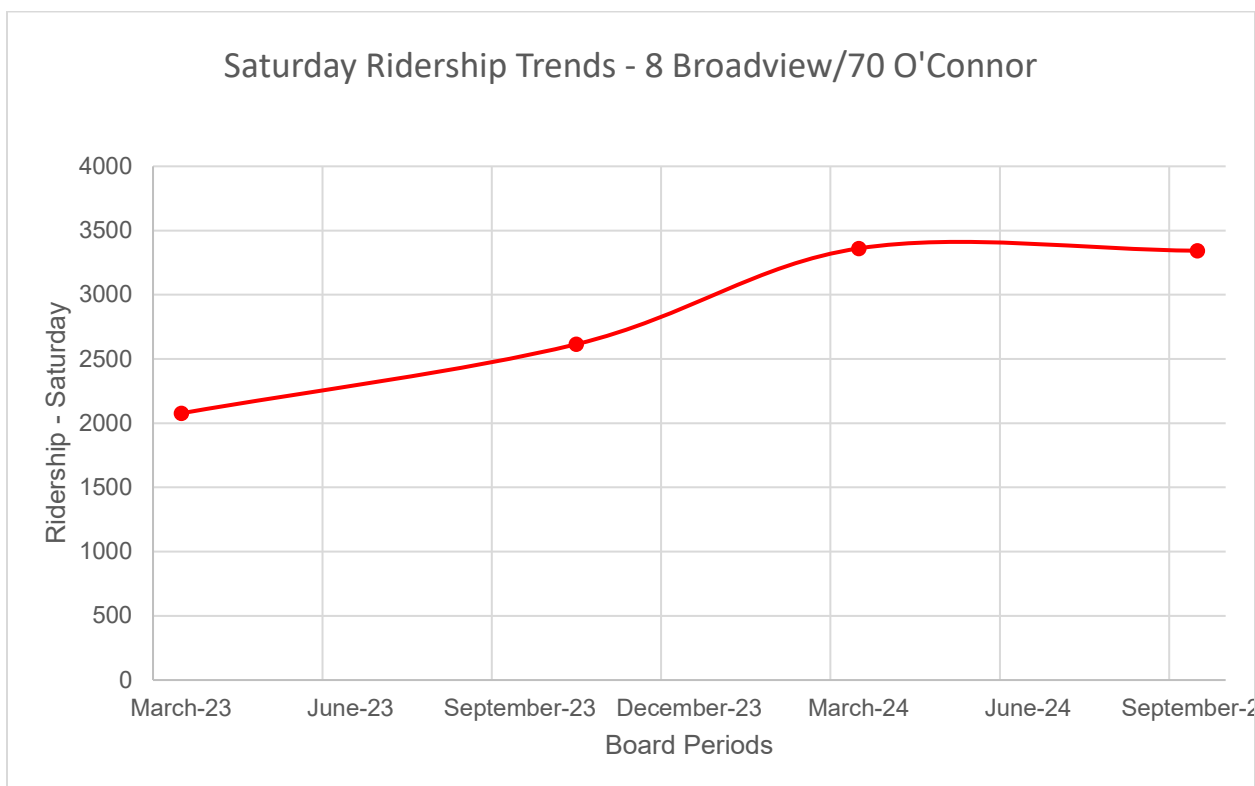
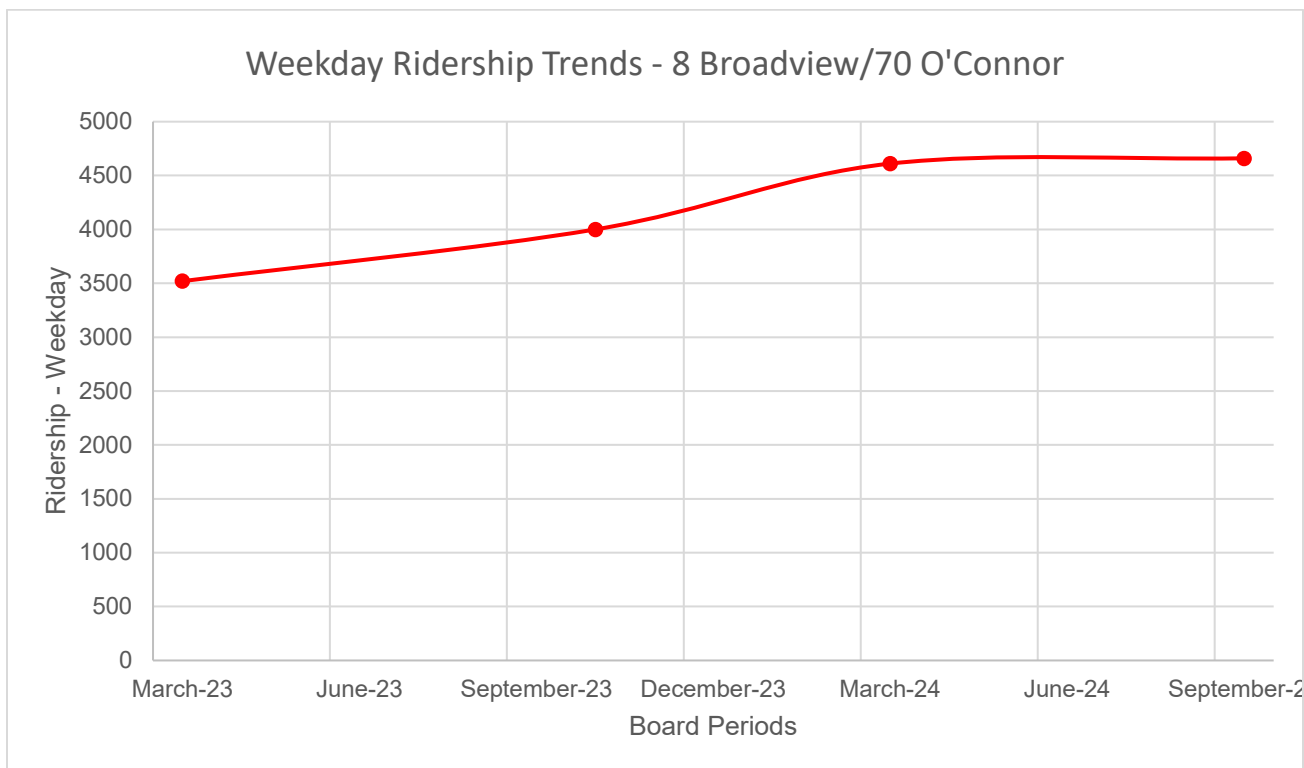
8 Broadview & 70 O'Connor

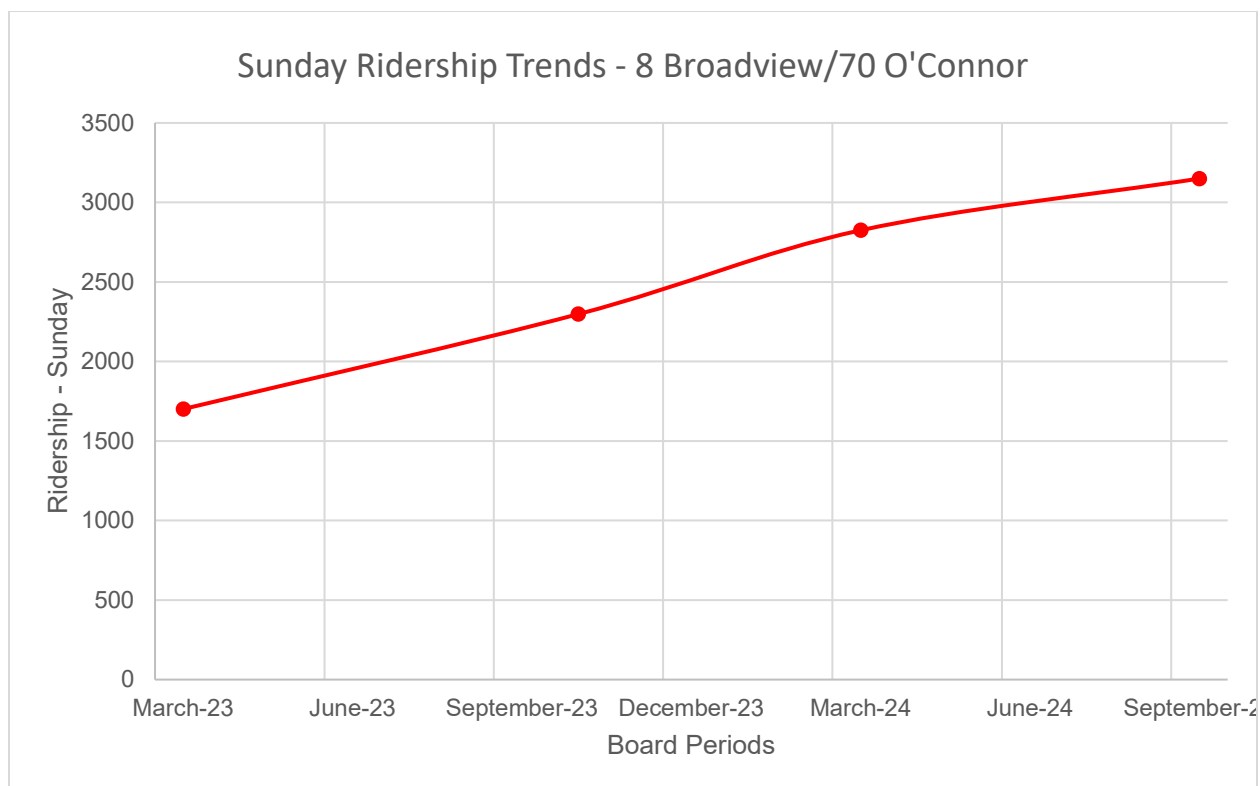
Routing Change Review

City Wards: Ward 14 – Toronto-Danforth, Ward 16 – Don Valley East, Ward 19 – Beaches-East York, Ward 20 – Scarborough Southwest, Ward 21 – Scarborough Centre

In June 2023, the TTC extended the 8 Broadview service to Warden Station on a pilot basis due to construction. This change replaced service previously provided by the 70C (Coxwell Stn-Warden Stn) branch, which was suspended. The 8 Broadview currently operates all day, every day, from Broadview Station to Warden Station. The 70C O'Connor previously operated all day, every day, from Coxwell Station to Warden Station. With this change, remaining service on the 70 O'Connor, operating from Coxwell Station to Eglinton, has been increased. Not included in this analysis is the temporary extension of the route to Hennick Bridgepoint Hospital to accommodate Ontario Line construction. Recent ridership data shows approximately 4,660 daily customer trips are made along adjusted segments

of these routes from Monday to Friday, 3,343 trips are made on Saturdays, and 3,150 trips are made on Sundays.





	8 Broadview boardings per service hour	Standard for boardings per service hour
Weekday Peak	36	20
Weekday Off-Peak	23	10
Saturday	30	10
Sunday	31	10

	70 O'Connor boardings per service hour	Standard for boardings per service hour
Weekday Peak	74	20
Weekday Off-Peak	51	10
Saturday	46	10
Sunday	46	10

Based on the ridership data, the service meets the TTC's service standards for customer boardings per service hour, inclusive of equity-weighted boardings. From implementation to the present day, ridership data demonstrates an upward trend.

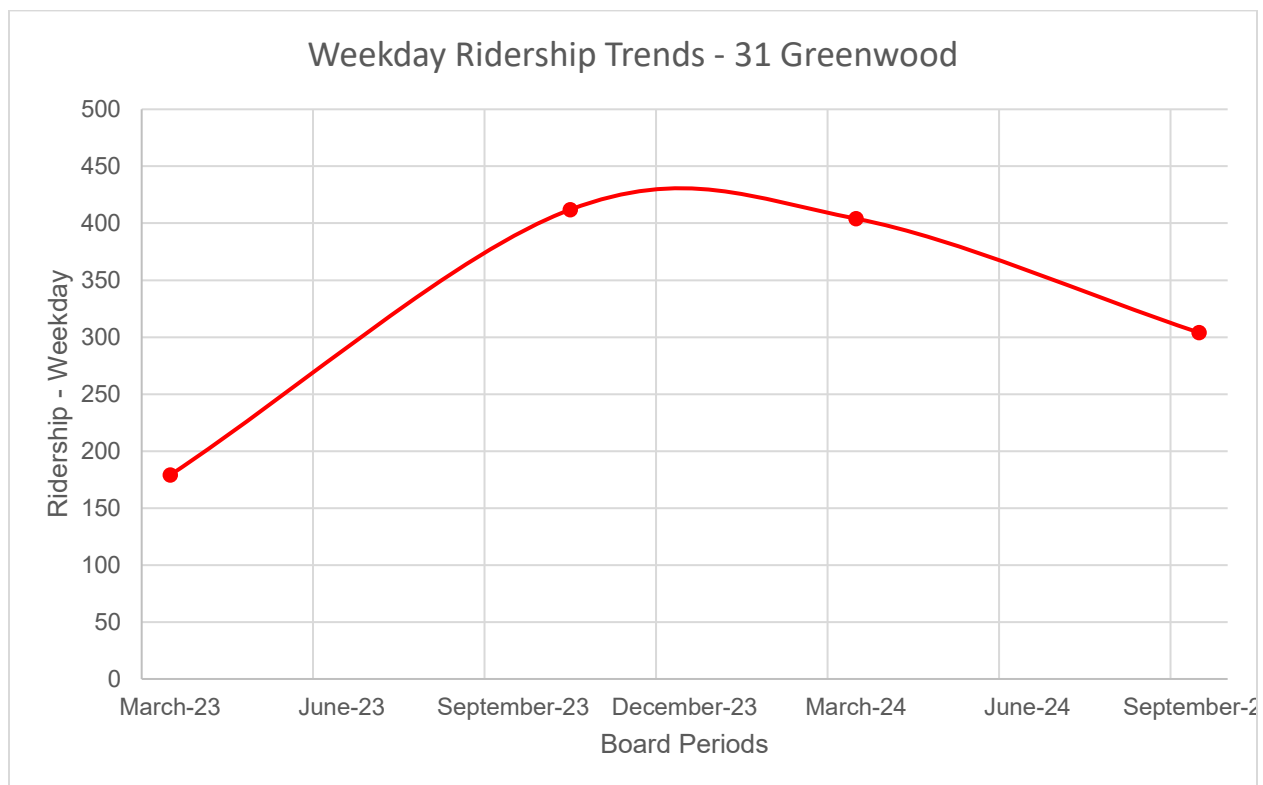
Based on the above, it is recommended that this service extension be accepted and formally added to the TTC network.

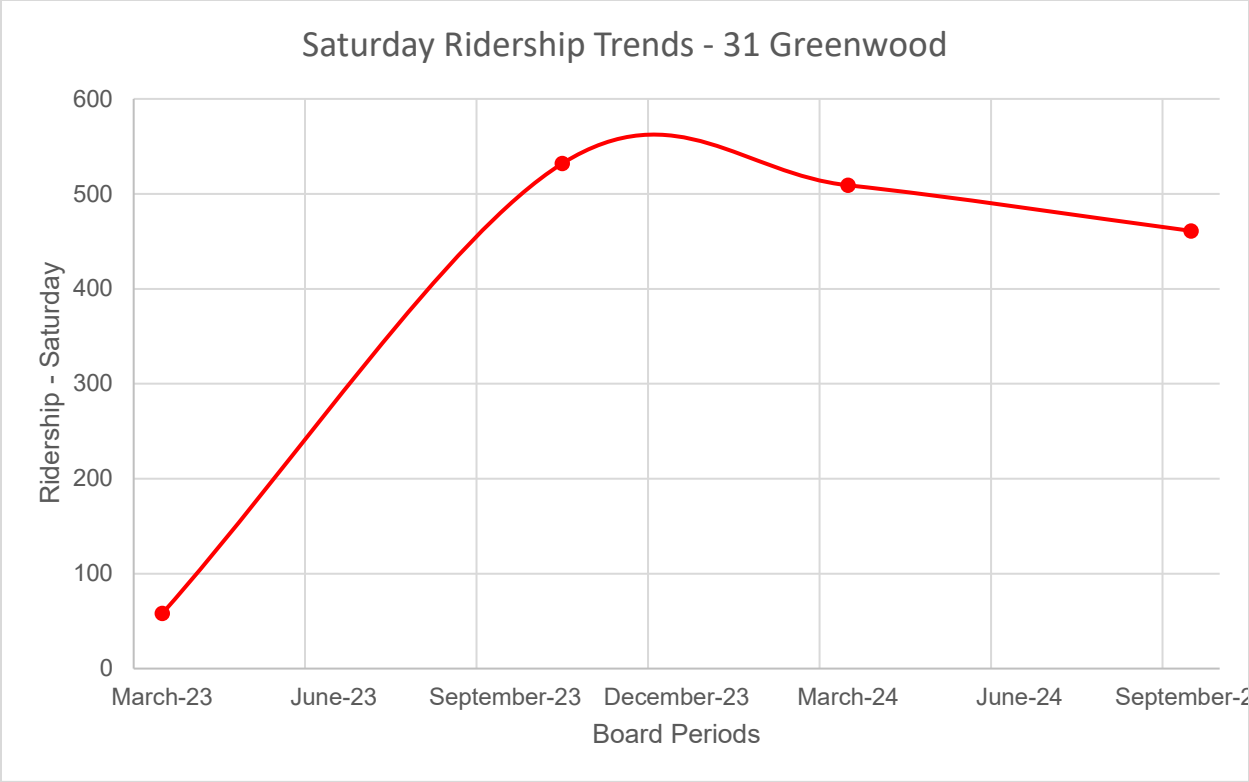
31 Greenwood

Service Extension Review

City Wards: Ward 14 – Toronto - Danforth, Ward 19 – Beaches – East York

In June 2023, the TTC extended service on the 31 Greenwood to Queen Street East and Eastern Avenue/Kingston Road on a pilot basis due to construction. This change provides two-way service along Eastern Avenue to Emdaabiimok Avenue all day, every day, providing a particular benefit to employees of the Canada Post facility on Eastern Avenue. Approximately 483 daily customer trips are made along this extension from Monday to Friday, 519 trips are made on Saturdays, and 384 trips are made on Sundays.





	31 Greenwood boardings per service hour	Standard for boardings per service hour
Weekday Peak	37	20
Weekday Off-Peak	41	10
Saturday	38	10
Sunday	30	10

Based on the ridership data, the service meets the TTC's service standards for customer boardings per service hour, inclusive of equity-weighted boardings. However, from implementation to present day, ridership has experienced a downward trend and does not appear to have stabilized following this routing adjustment. Ridership along the extended segment is particularly low and continues to decrease in parallel with ridership on the rest of the route. This is due to recent stability brought to 501 Queen and 503 Kingston Rd streetcar service along Queen Street East, which has not experienced construction impacts as significantly as when this change was first implemented. As a result, customers who used 31 Greenwood service during construction may be returning to regular streetcar service.

Based on the above, it is recommended that this service extension be accepted and formally added to the TTC network under two conditions:

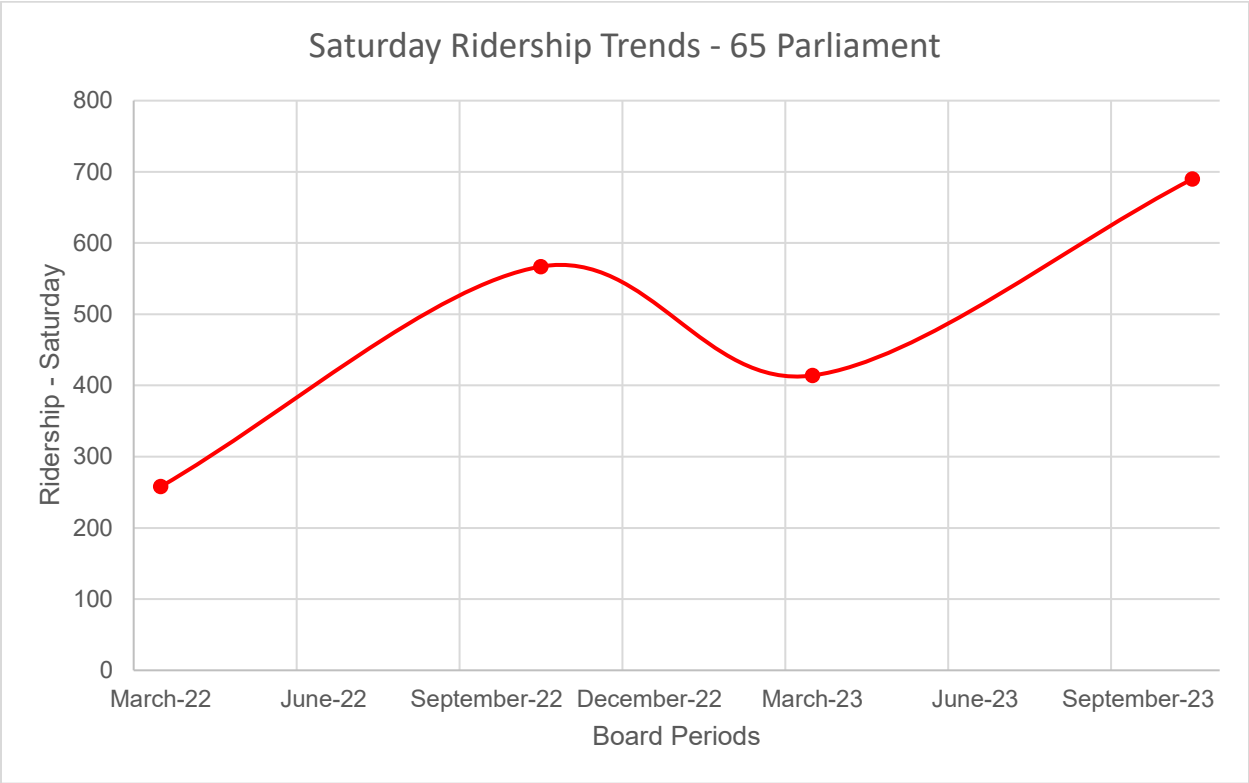
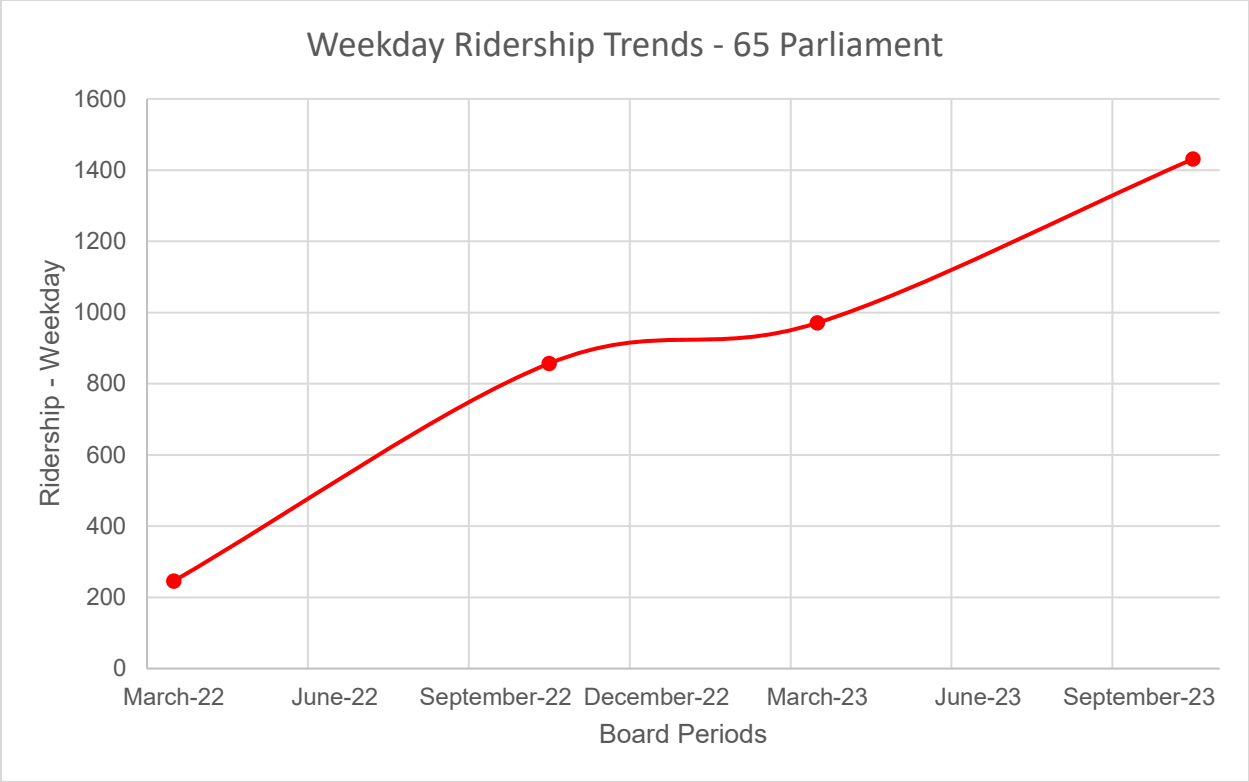
- Service continuing to meet the TTC's service standards for customer boardings per service hour, as well as ridership change per \$100 spent.
- Assessing the viability of the service alongside implementation of the 150 Eastern Avenue route, which was approved as part of the 2022 Annual Service Plan.

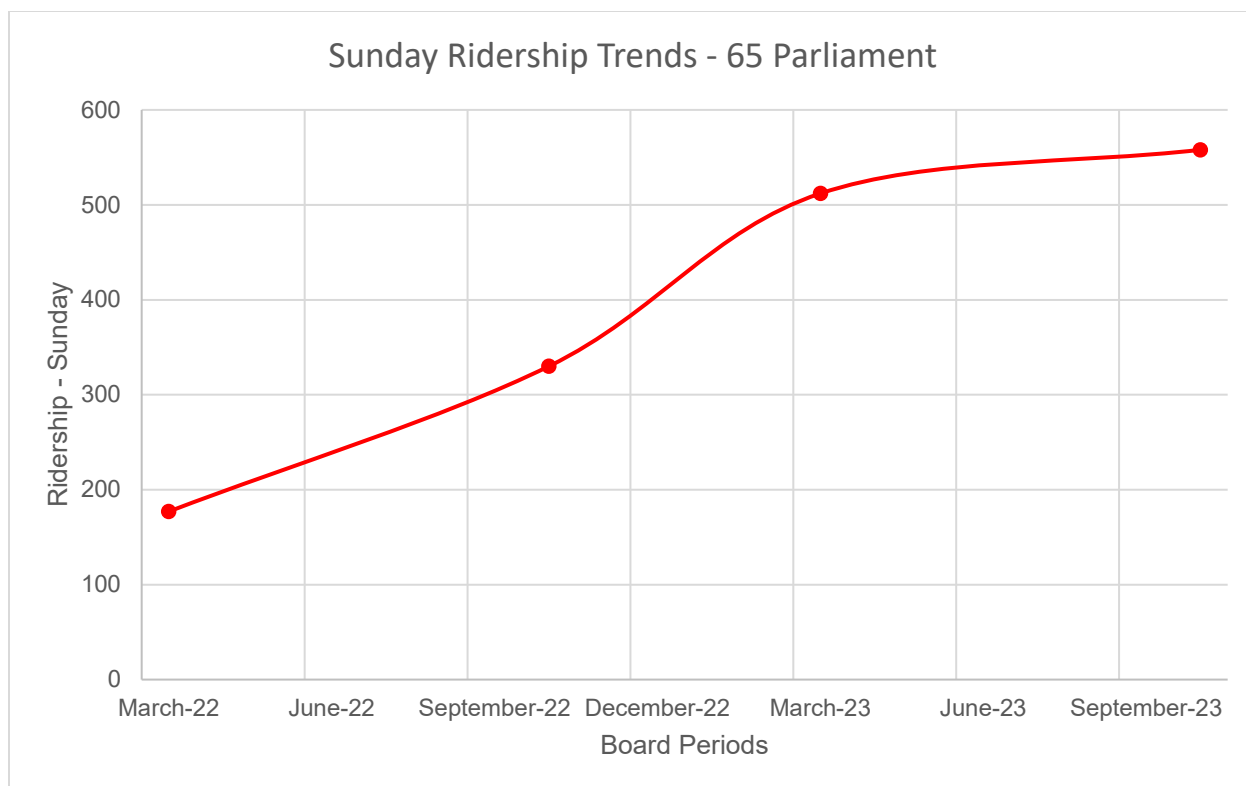
65 Parliament

Service Extension Review

City Wards: Ward 10 – Spadina-Fort York, Ward 11 – University-Rosedale, Ward 13 – Toronto Centre

In September 2022, the TTC has extended service on 65 Parliament to the East Bayfront neighbourhood and George Brown College's Waterfront Campus at Queens Quay East and Dockside Drive. This service operates all day, every day. Approximately 1,431 daily customer trips are made along this extension from Monday to Friday, 690 trips are made on Saturdays, and 558 trips are made on Sundays.





	65 Parliament boardings per service hour	Standard for boardings per service hour
Weekday Peak	81	20
Weekday Off-Peak	77	10
Saturday	74	10
Sunday	64	10

Based on the ridership data, the service meets the TTC's service standards for customer boardings per service hours, inclusive of equity-weighted boardings. From implementation to the present day, ridership has followed an upward trend and continues to stabilize.

Based on the above, it is recommended that this service extension be accepted and formally added to the TTC network.

90 Vaughan

Service Productivity Review

City Wards: Ward 11 – University-Rosedale, Ward 12 – Toronto St-Paul's

From September 2023 to November 2024, 90 Vaughan service was temporarily extended south to Bathurst Station due to construction at St Clair West Station. Customers who

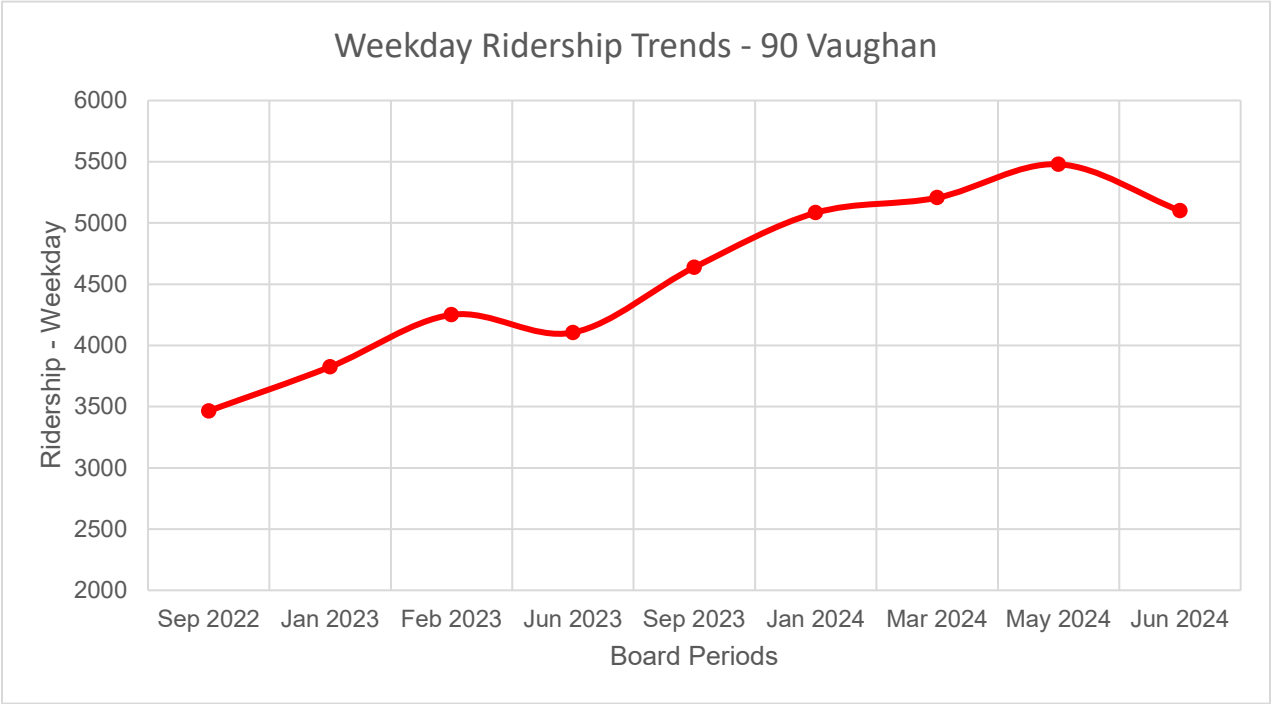
benefited from the direct connection to Line 2 Bloor-Danforth requested that the diversion routing be explored as a permanent change. The 90 Vaughan service frequencies were not heavily impacted by the construction, and service on 7 Bathurst was not reduced despite the additional service on Bathurst Street provided by 90 Vaughan south of St Clair Ave West.

Route performance was evaluated on ridership numbers and service productivity levels. Analyses were completed for the full route, as well as service between St Clair Avenue West and Bloor Street West in isolation.

Both routes passed the service productivity threshold before and after the service change. However, despite passing the metric, both routes experienced a reduction in productivity. 7 Bathurst experienced a minor reduction in ridership per service hour, while 90 Vaughan experienced a significant reduction. While the 90 Vaughan gained ridership along the extension on Bathurst Street, 7 Bathurst experienced a decrease in ridership comparable to what the 90 Vaughan gained. This presumes that the service change did not gain new passengers, but only provided existing passengers with alternative service to Bathurst Station along the extended portion of the route.

Based on the results of the post-implementation, it is not recommended to maintain the 90 Vaughan extension to Bathurst Station. Beyond the productivity metrics described above, transfer impacts to customers on 90 Vaughan were also reviewed, and ridership reflects a significant increase in transfers at St Clair Avenue West in peak periods during the extension. The number of customers experiencing a forced transfer outweighs the number of customers who benefit from a one-seat ride to Bathurst Station.

While it is not recommended to maintain the extension as it operated during the St Clair West Station construction, there remains a segment of customers who benefit from this service. Service changes to 90 Vaughan planned to take effect with the launch of Line 5 Eglinton Crosstown LRT have been approved as part of the 2022 Annual Service Plan and will create new travel options for passengers in the area. Further analyses will be required following those adjustments as part of future post-implementation reviews.



	Boardings per service hours	Minimum standard for boardings per service hour
Weekday Peak	38	20
Weekday Off-Peak	19	10

102 Markham Rd & 902 Markham Rd Express

Service Productivity Review

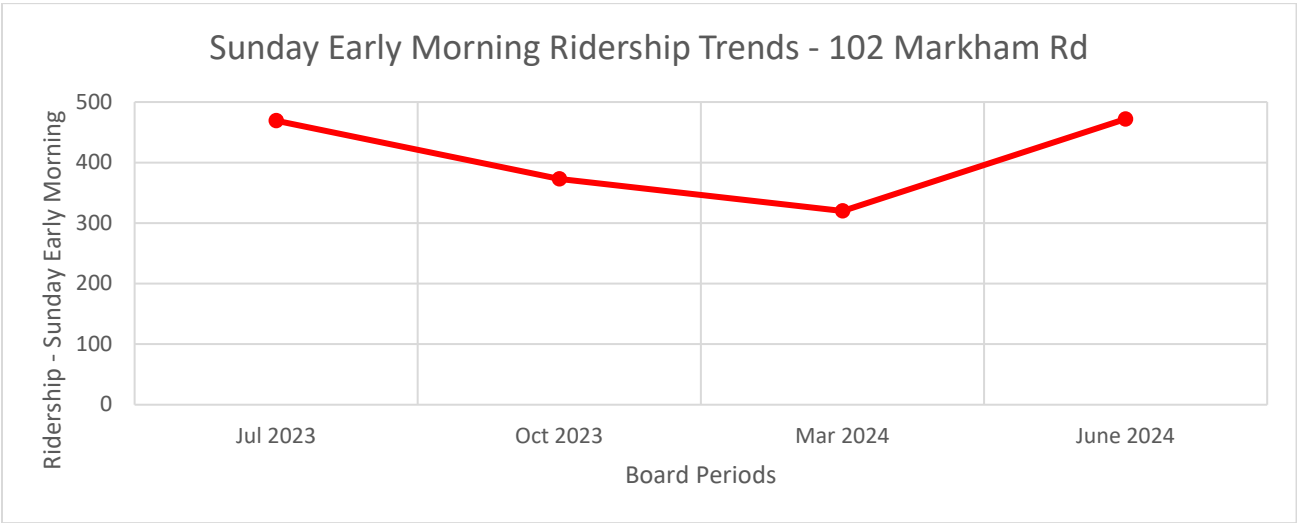
City Wards: Ward 20 Scarborough Southwest, Ward 23 Scarborough North, Ward 24 Scarborough-Guildwood

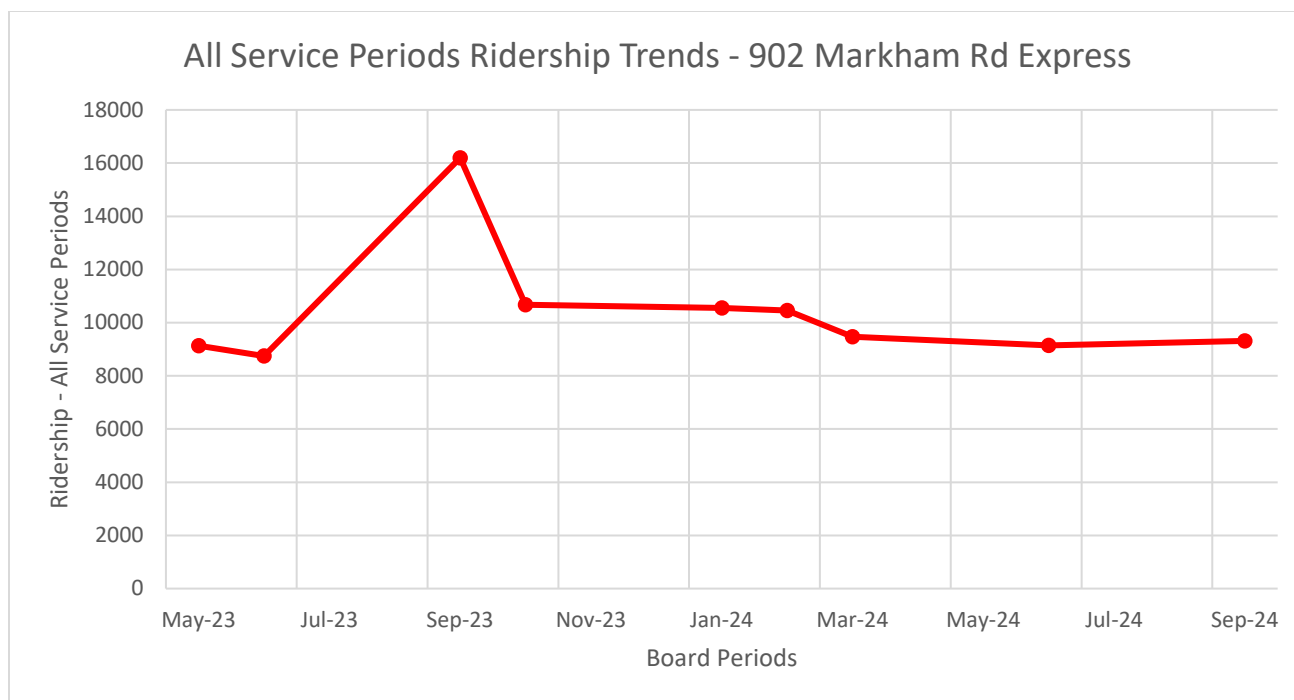
Since May 2023, the TTC has implemented service improvements on both the 902 Markham Rd Express and the 102 Markham Rd to better serve customers along the Markham Road corridor. The 902 Markham Rd Express was extended to terminate at Steeles Avenue and Morningside Avenue, providing express service to employment areas

north of Sheppard Avenue and offering customers in Malvern an additional connection to Line 2. This extension has significantly reduced wait times for customers north of Sheppard Avenue East and improved travel times for those commuting to employment areas in North Scarborough. Similarly, early morning Sunday service was added to the 102 Markham Rd to enhance access to employment areas along the corridor.

These enhancements align with the TTC’s service standards for customer boardings per service hour, including equity-weighted boardings, and have demonstrated strong performance based on ridership data and productivity analyses. The Markham Road corridor has emerged as a significant trip generator in the post-COVID era, driven by resilient industrial and employment areas north of Progress Avenue and the growing importance of Centennial College’s Progress Campus. The campus has seen a substantial increase in enrollment, with many students relying on transit for their commutes.

Community requests for additional or expanded service highlight opportunities to further optimize operations and enhance revenue generation along this corridor, particularly in York Region. Potential improvements include introducing new service periods, such as off-peak or overnight service, to better meet community needs. Further analysis will be conducted to assess the feasibility and benefits of these proposed changes.





121 Esplanade-River

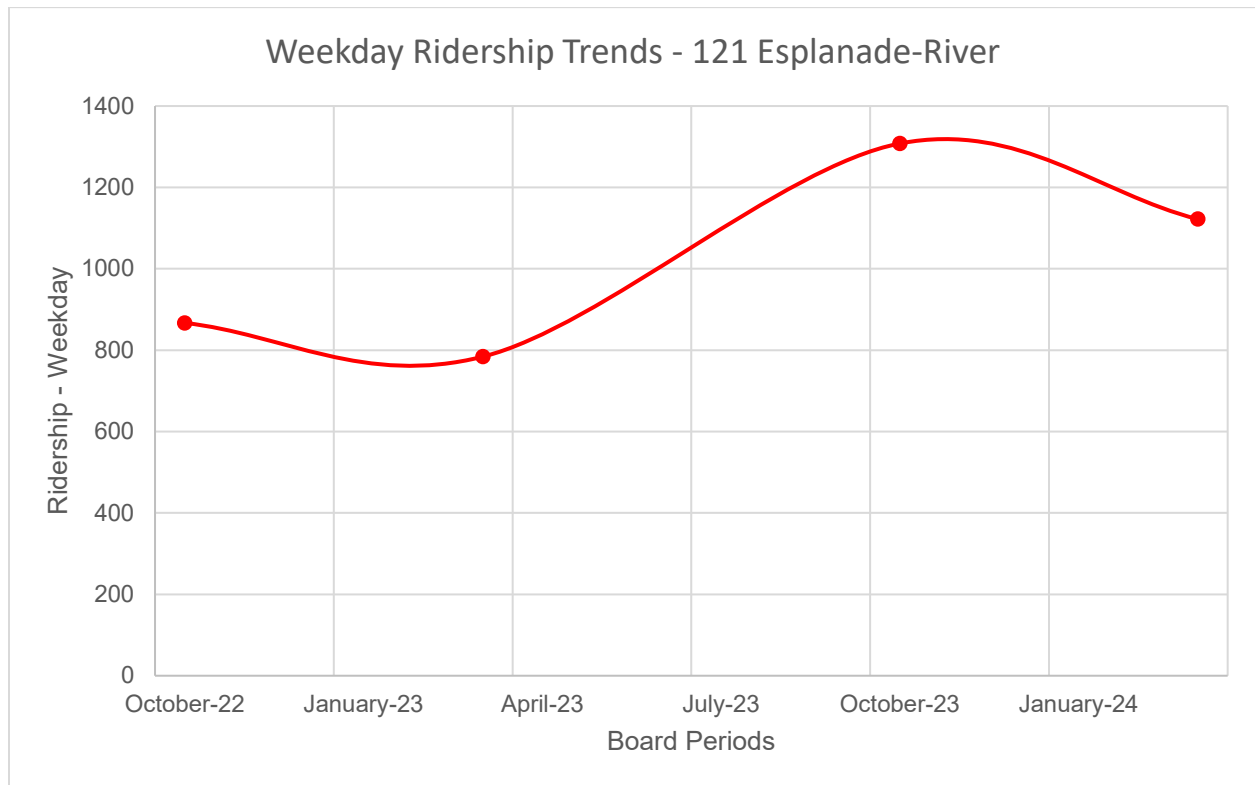
Service Productivity Review

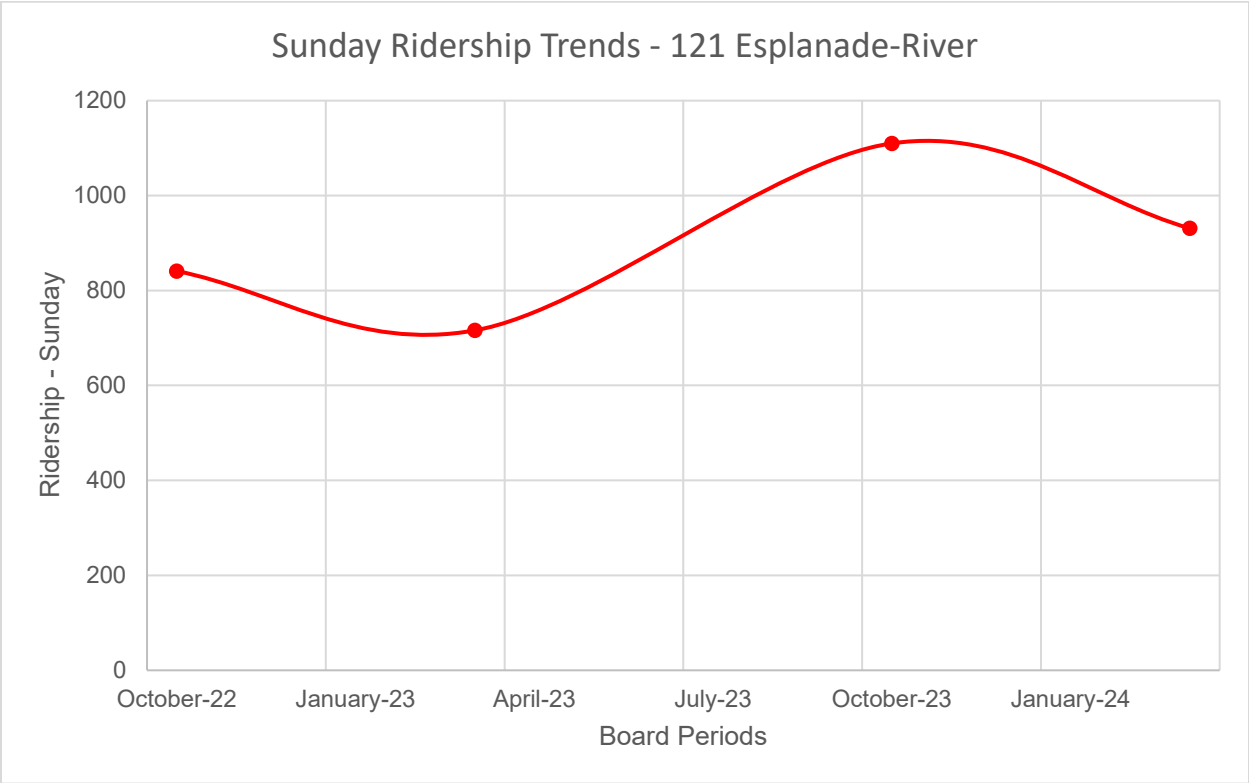
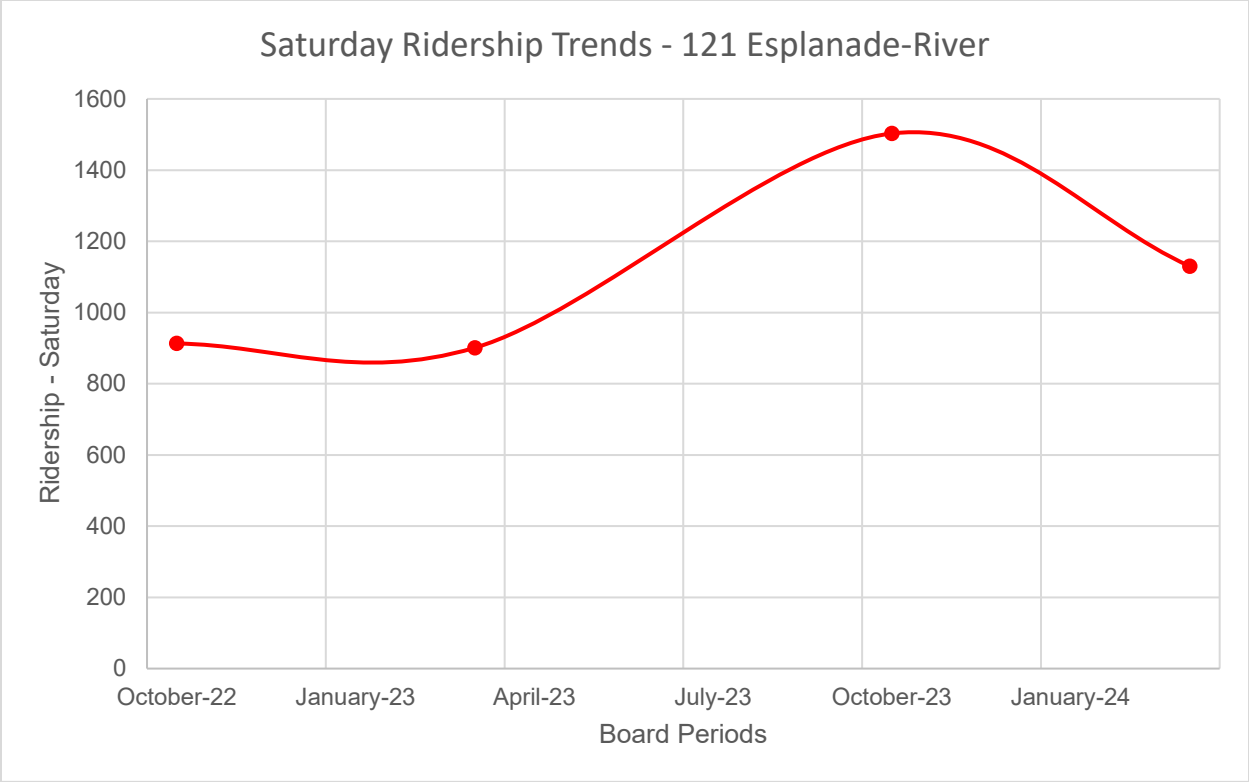
City Wards: Ward 10 – Spadina-Fort York, Ward 13 – Toronto Centre, Ward 14 – Toronto-Danforth

In October 2021, the TTC introduced the 121 Esplanade-River route, following recommendations in the post-implementation review for the former 121 Fort York-Esplanade route in the 2021 Annual Service Plan. As part of the new route structure, service was removed along Front Street West, west of Union Station, Blue Jays Way and Fort York Boulevard. However, the new route provided new transit service along River Street and new connections with the Corktown and Regent Park neighbourhoods, as well as Bridgepoint Hospital.

In the 2024 Annual Service Plan, it was determined that the new service did not meet the TTC's service standards for customer boardings per service hour on weekdays or Sundays. However, given that the route was better-performing than its predecessor, and new travel patterns were still developing, it was recommended that this route be re-evaluated as part of the 2025 Annual Service Plan.

This service operates all day, every day. Approximately 1,122 daily customer trips are made on this route from Monday to Friday, 1,130 trips are made on Saturdays, and 931 trips are made on Sundays.





	121 Esplanade-River boardings per service hour	Standard for boardings per service hour
Weekday Peak	21	20
Weekday Off-Peak	14	10
Saturday	17	10
Sunday	15	10

Based on the ridership data, the service now meets the TTC's service standards for customer boardings per service hour, inclusive of equity-weighted boardings. Since implementation, ridership on this route has fluctuated significantly, but is generally trending upwards. This can be accounted for by routing changes on parallel corridors, construction along The Esplanade and Front Street, and customers returning to the service following the pandemic.

Based on the above, it is recommended that this service change be accepted and formally added to the TTC network. Given the volatility of ridership and rapidly evolving travel patterns in the area, it is also recommended that this route be monitored closely to ensure that productivity metrics continue to meet TTC service standards, and that its routing be re-evaluated if any forthcoming network changes will alter competing services.

128 Stanley Greene

Service Productivity Review

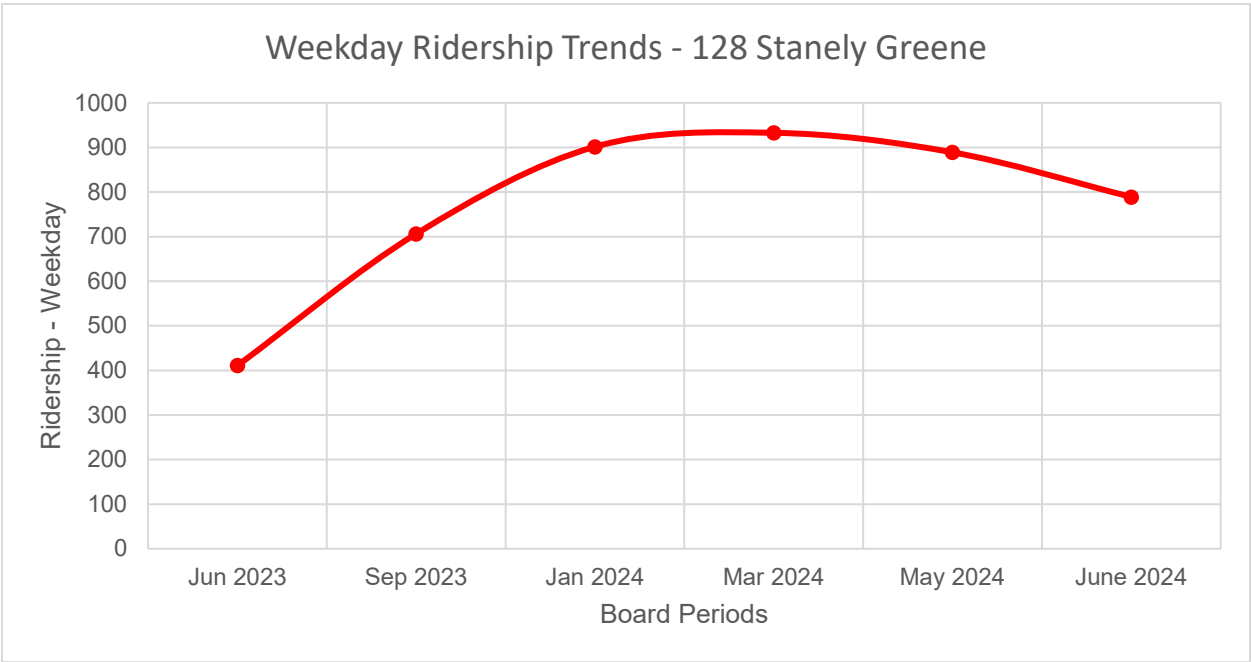
City Wards: Ward 6 – York Centre

In March 2023, originally as part of the 2021 Annual Service Plan, the 128 Stanley Greene route was introduced, operating between Wilson Station and Locust Lodge Gardens within the rapidly growing Stanley Greene neighbourhood. The route was designed following extensive consultations with residents and collaboration with the local councilor's office. Service adjustments were also made to the 101 Downsview Park in conjunction with the new service, providing residents with two travel options connecting to higher-order transit: the 128 Stanley Greene connecting to Wilson Station for TTC subway access and surface connections, and the 101 Downsview Park route connecting to Downsview Park Station, providing a GO Transit connection as well as alternative TTC subway access. Initially, the 128 Stanley Greene service ran every 30 minutes during peak periods, Monday to Friday. In September 2023, service reliability improvements increased the frequency to every 20 minutes in the AM peak period, and every 25 minutes in the PM peak period.

Route performance was evaluated on ridership numbers and service productivity levels. Analyses were completed for the full route, as well as service within the Stanley Greene neighbourhood in isolation. Service productivity has consistently met the required

performance standards and exceeds expectations when the NIA ridership factor is applied. While the June 2023 and June 2024 board periods ridership data were excluded due to seasonal fluctuations in passenger demand, overall ridership numbers indicate strong performance.

Based on the results, 128 Stanley Greene is performing well, and it is recommended to continue operating as planned. Local residents have requested expanding service coverage within the Stanley Greene neighbourhood, providing opportunities to adjust the service to further improve route productivity with minimal additional investment of service hours. Several potential new stops and bus turns have been tested and approved, further supporting the ability to expand the service. Additionally, at the request of residents, new stops on the current routing are currently being explored along Downsview Park Blvd. With the continued development of Downsview Park amenities as well as the long-term redevelopment plans as part of the City of Toronto’s Update Downsview project, this route is expected to continue improving and providing benefit to the community.



	Boardings per service hours	Minimum standard for boardings per service hour
Weekday Peak	23	20
Weekday Off-Peak	N/A	10

184 Ancaster Park

Service Productivity Review

City Wards: Ward 6 – York Centre

In June 2023, the 184 Ancaster Park route was introduced, operating between Wilson Station and Garratt Boulevard (De Havilland) within the Ancaster Park neighbourhood. Historically, the route operated as 3 Ancaster Park from 1980 until 1996, at which point the route was suspended, and service within the Ancaster Park neighbourhood was provided by the 120 Calvington.

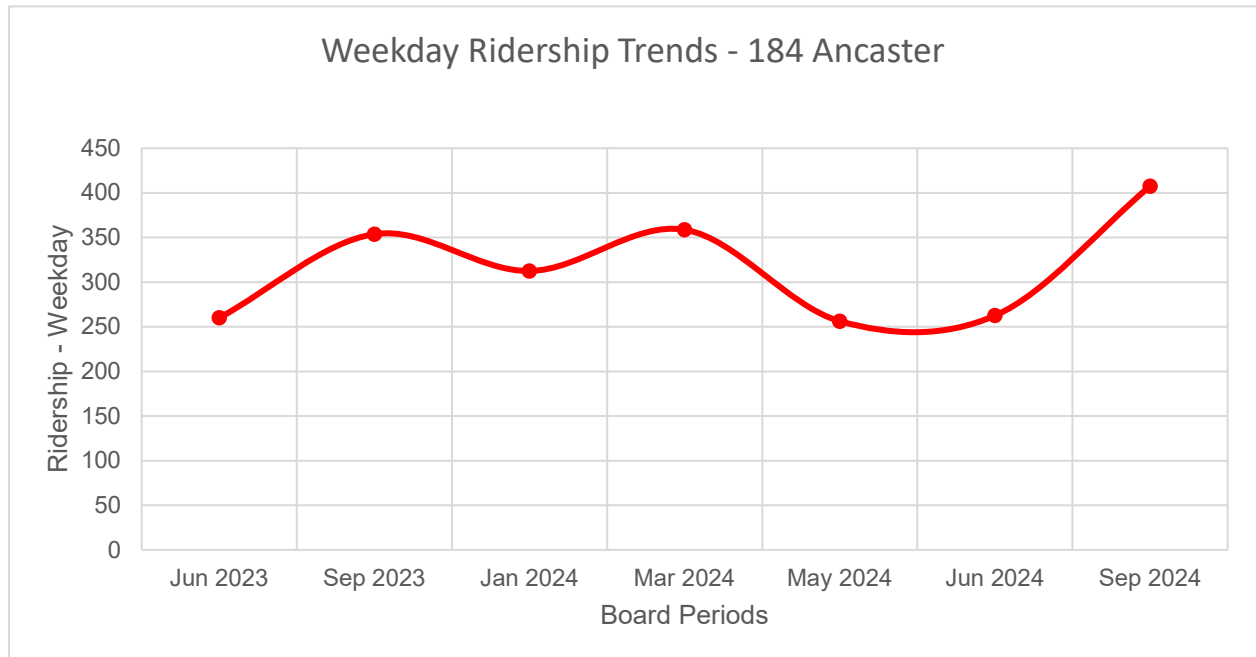
Low ridership within the Ancaster Park neighbourhood due to the closing of the De Havilland plant as well as impacts to service reliability on 120 Calvington resulted in a review of potential routings in the area. This resulted in the Ancaster Park neighbourhood routing being removed from the 120 Calvington and replaced with a dedicated route, the 184 Ancaster Park. This new service interlines with 104 Faywood at Wilson Station during all regular service periods, all days of the week.

Route performance was evaluated on service productivity and ridership numbers. The route serves the Downsview Neighbourhood Improvement Area (NIA), where a 25% ridership adjustment factor was applied. This adjustment provides greater weight to customer ridership within the area to reflect transit needs. Analyses were completed for the full route, as well as service within the Ancaster Park neighbourhood in isolation. These evaluation metrics were also applied to the 120 Calvington and 104 Faywood to capture the full impact of the change.

After the introduction of 184 Ancaster Park, both 120 Calvington and 104 Faywood experienced improved service productivity. All three routes exceeded the service productivity threshold after implementing 184 Ancaster Park. The 104 Faywood showed significant improvement, passing the productivity threshold when it previously did not.

Based on the results of the analyses, it is recommended to continue operating the 184 Ancaster Park for several reasons. First, the change has resulted in improved service productivity on 120 Calvington and 104 Faywood. Furthermore, ridership within the Ancaster Park neighbourhood has increased, as well as on-time performance improving after service reliability improvements implemented in May 2024.

While 184 Ancaster Park remains a low ridership route, the current routing is strategically located near areas of the Downsview's Hangar District that will see increased growth and density as the project is set to begin development in 2027. The route is expected to be adjusted to accommodate and adapt to the needs of the community as it grows.



	Boardings per service hours	Standard for boarding per service hour
Weekday Peak	23	20
Weekday Off-Peak	N/A	10

201 Bluffer's Park
Service Productivity Review

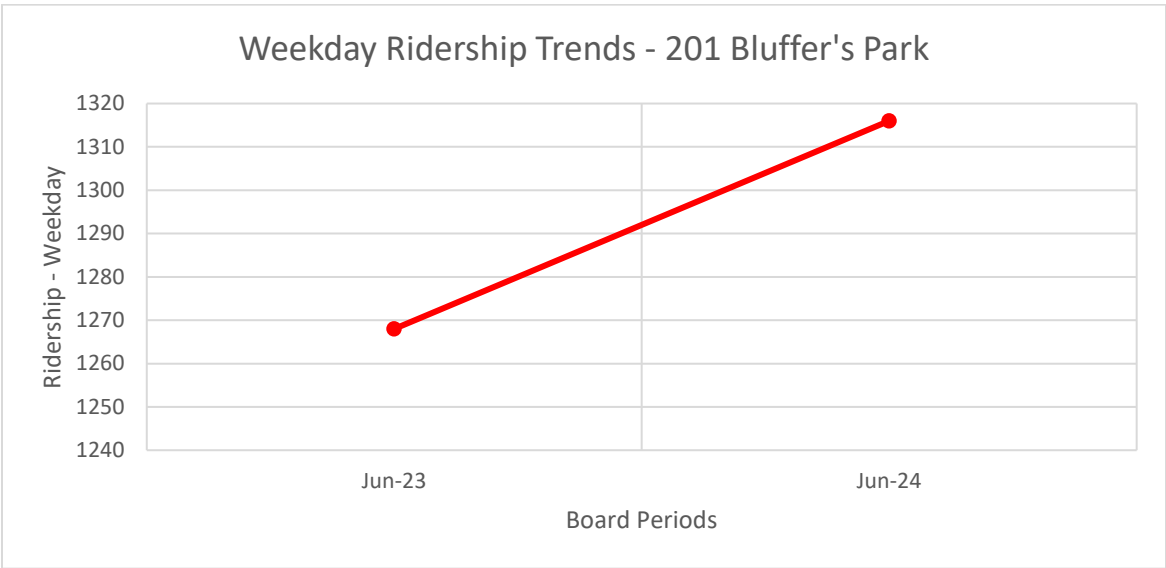
City Wards: Ward 20 Scarborough Southwest, Ward 23 Scarborough North, Ward 24 Scarborough-Guildwood

In May 2018, the TTC piloted a new seasonal bus service to Bluffer's Park as a sustainable alternative for the growing number of visitors to the park. As part of the 2021 Annual Service Plan, weekend service was reviewed. The route was ultimately adopted as part of the TTC's regular service offering for seasonal services due to positive customer reception and ridership meeting our service standards.

As a result of increasing customer demand for transit services to Bluffer's Park and Beach, a pilot of weekday service on the 201 Bluffer's Park was implemented in summer 2023, with service running from 10:00 a.m. to 10:00 p.m.

As part of the 2025 Annual Service Plan, the 201 Bluffer's Park service on weekdays and weekends was reviewed. From the latest ridership count in June 2024, on weekdays, approximately 1482 customer trips were made, and continues to trend upwards. Weekend ridership has and continues to grow, with approximately 3050 customer trips made on Saturdays, and 3000 customer trips made on Sundays based on ridership counts in June 2024. Overall, all services meet the TTC's Service Standards for customer boardings per hour, inclusive of equity-weighted boardings being applied.

In light of recent traffic restrictions around Bluffer's Park due to increased demand, and with the overall success of the weekend and pilot weekday service, it is recommended that weekday service be accepted and formally added to the TTC network.



203 High Park

Service Productivity Review

City Ward: Ward 4 Parkdale – High Park

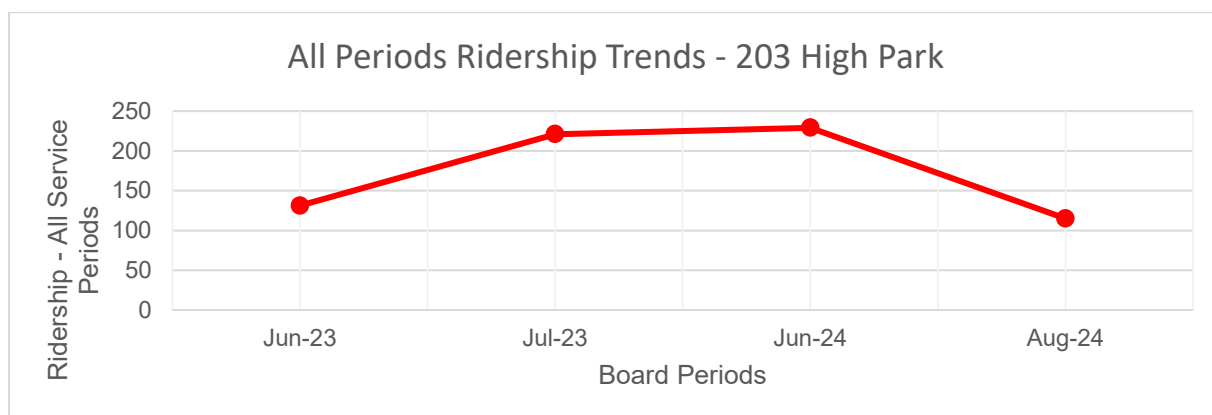
In June 2022, the TTC reinstated seasonal service on the 203 High Park (formerly 30B High Park) route, which had previously been temporarily removed from service in June 2020 due to ActiveTO programming restricting transit operations through High Park. The TTC continued to operate the 203 High Park during summer 2023 as the City of Toronto Parks staff explored alternative transportation options within High Park through the High Park Movement Strategy.

The 2024 Annual Service Plan included a recommendation to not reinstate the 203 High Park in 2024 due to low ridership productivity in some periods. However, as the City of Toronto alternative transportation planning process continued, the 203 High Park was reinstated in June 2024 and operated on weekends and holidays using Wheel-Trans vehicles between High Park and High Park Station. On July 28, 2024, service was extended from High Park Station to Keele Station and frequency was extended from every 20 minutes to every 30 minutes. Labour Day (September 2) was the final day of 203 service for the 2024 season.

The Community Bus uses Wheel-Trans vehicles and has a service standard of four boardings per revenue service hour (RSH). Based on June 2024 and August 2024 Board Period (BP) ridership, none of the weekend periods meet this standard. Only one individual day (June 23, the first day of service) met this standard.

While the performance of the route is not achieving TTC standards, operation of the route will continue in summer 2025 to support the City of Toronto's High Park Movement Strategy. High Park Station is projected to become accessible in spring 2025; if this occurs, service will be adjusted to terminate at the station to improve wait times.

Wheel-Trans vehicles do not have automated passenger counters. Therefore, the ridership data used to conduct this analysis was collected manually by Wheel-Trans operators. Some operators may not have collected ridership data or counted all passengers.



503 Kingston Rd

Service Expansion Review

City Wards: Ward 10 Spadina-Fort York, Ward 13 Toronto-Centre, Ward 14 Toronto-Danforth, Ward 19 Beaches-East York

Since October 2023, the TTC has been piloting an expansion of service on the 503 Kingston Rd streetcar into an all-day, every-day streetcar service. This was proposed as part of the TTC's 2024 Annual Service Plan. It replaces service previously operated by the 22A Coxwell on Kingston Road between Victoria Park Avenue and Queen Street East.

This change sought to establish a consistent east-west surface corridor along Kingston Road from Victoria Park Avenue to the downtown core, as well as supplement existing east-end 501 Queen and 504 King service.

Given the wide range of service goals set for the 503's service expansion, separate post-implementation analyses were undertaken on the following aspects of the change:

1. Kingston Road (Queen Street East to Victoria Park Avenue)
2. Queen Street East (Kingston Road to River Street)
3. Full routing (Victoria Park Avenue to Spadina Avenue)

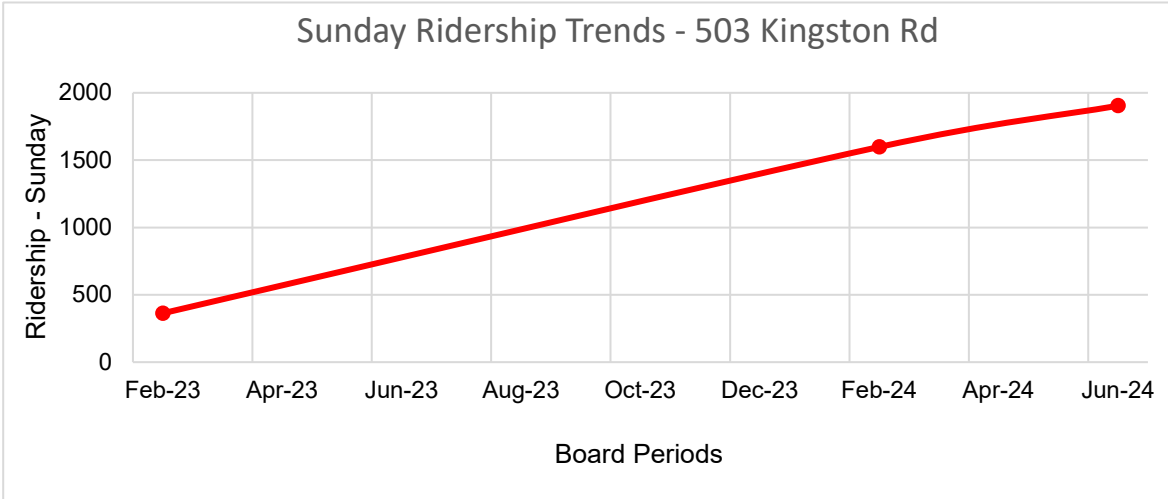
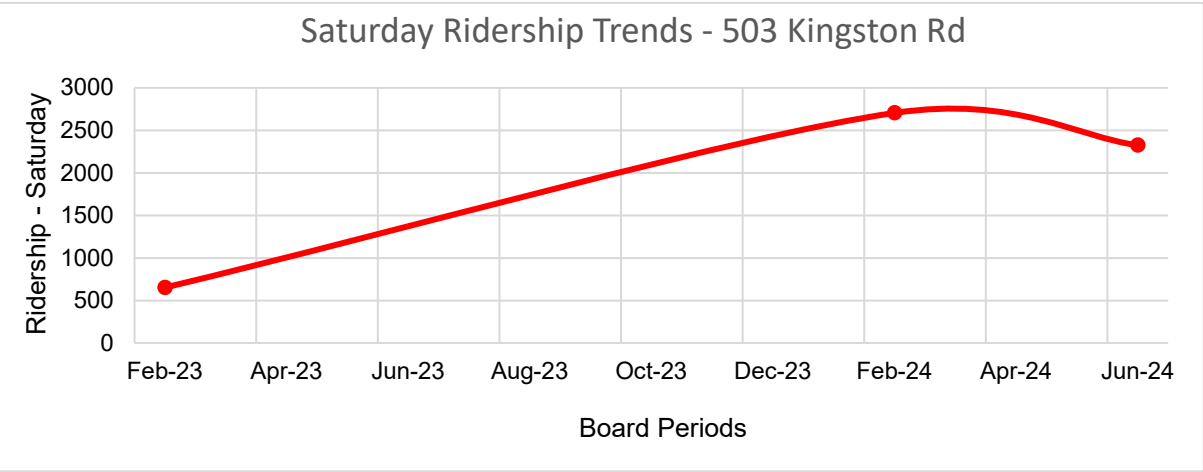
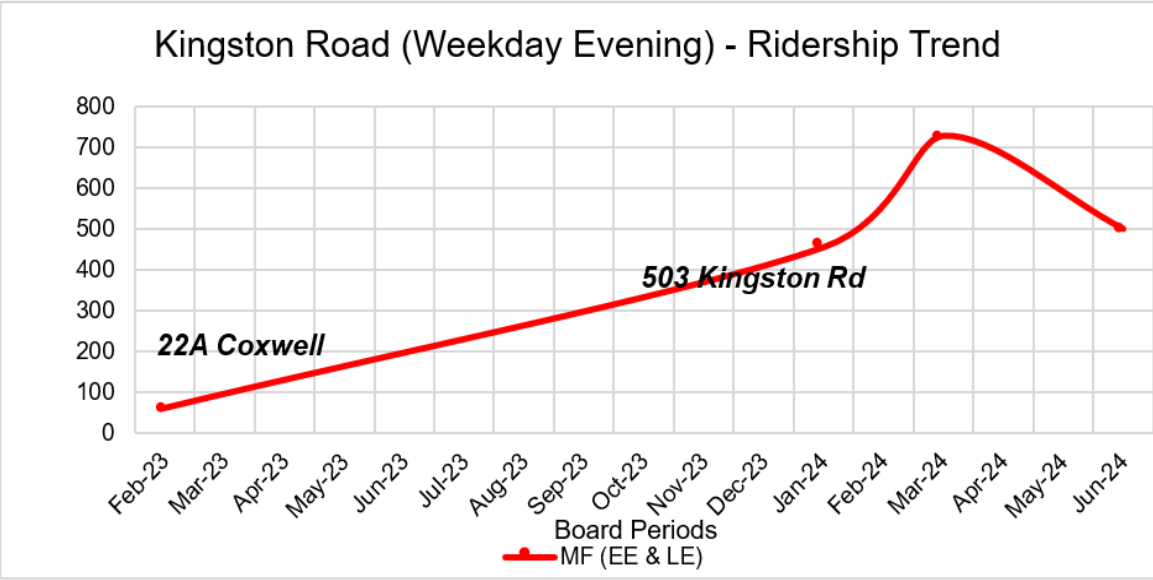
1) Kingston Road (Queen Street East to Victoria Park Avenue)

The first analysis examined ridership along Kingston Road between Queen Street East and Victoria Park Avenue, with pre-implementation figures in this section of the route using data from the former 22A Coxwell (as indicated in the first chart below)

As of June 2024, approximately 500 daily customer trips are made to, from, or on the Kingston Road portion of the 503 on weekdays during the weekday early evening and late evening travel periods.

As of the latest ridership count (June 2024), approximately 2,325 customer trips are made to or from the corridor on Saturdays.

As of the latest ridership count (June 2024), approximately 1,904 customer trips are made on Sundays.



	503 Kingston Rd boardings per service hour	Standard for boardings per service hour
Weekday Evening	6	35
Saturday	10	35
Sunday	8	35

Based on the ridership data from Monday to Friday and on weekends, the service does not meet the TTC's service standards for customer boards per service hour.

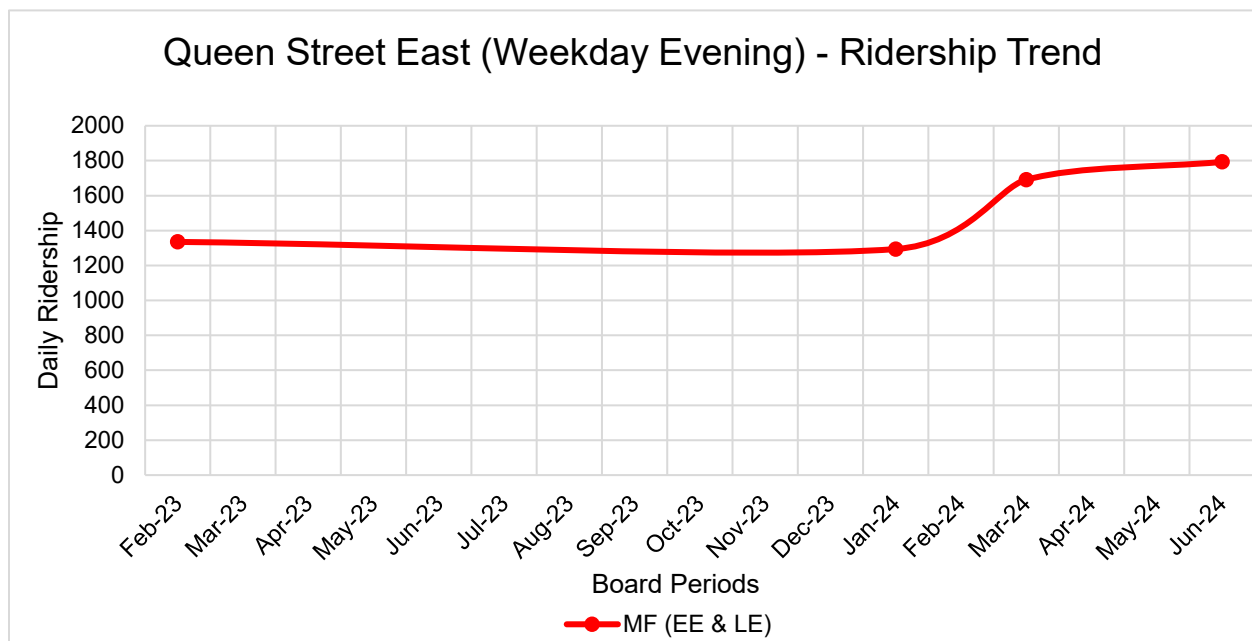
2) Queen Street East (Kingston Road to River Street)

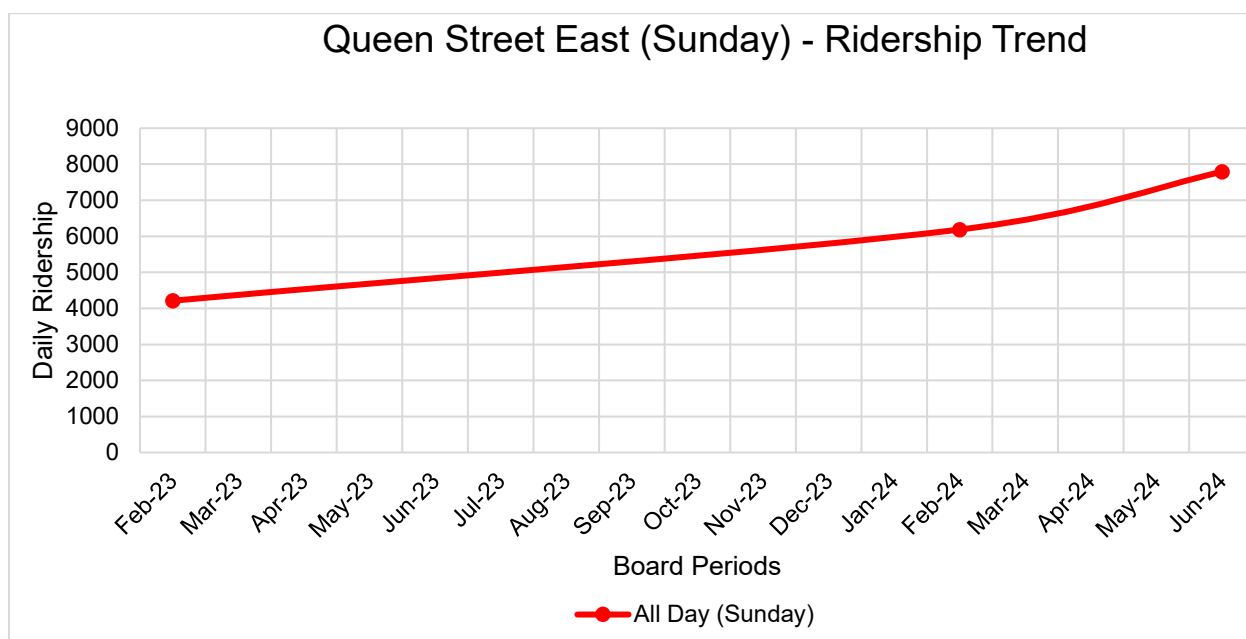
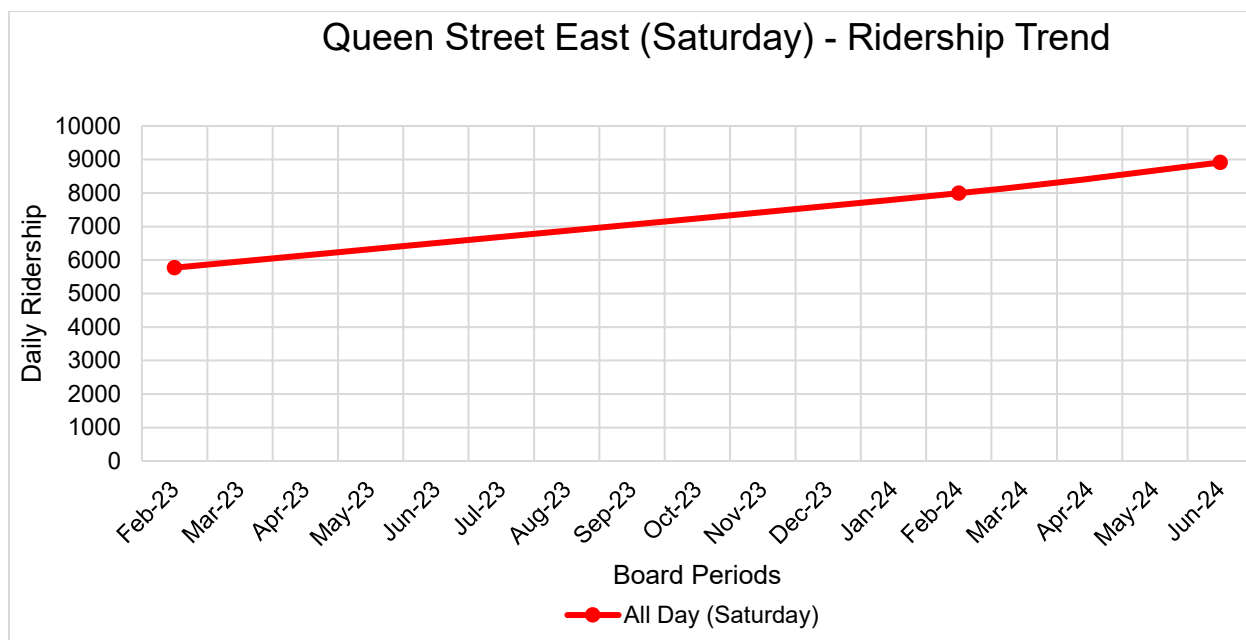
The second analysis conducted examined ridership along Queen Street East between Kingston Road and River Street.

As of the latest ridership count, approximately 1,793 daily customer trips are made during the weekday early evening and late evening travel periods.

As of the latest ridership count, approximately 8,912 customer trips are made on Saturdays.

As of the latest ridership count, approximately 7,789 customer trips are made on Sundays.





	503 Kingston Rd boardings per service hour	Standard for boardings per service hour
Evening	10	35
Saturday	18	35
Sunday	17	35

Based on the ridership data from Monday to Friday and on weekends, the service does not meet the TTC's service standards for customer boards per service hour.

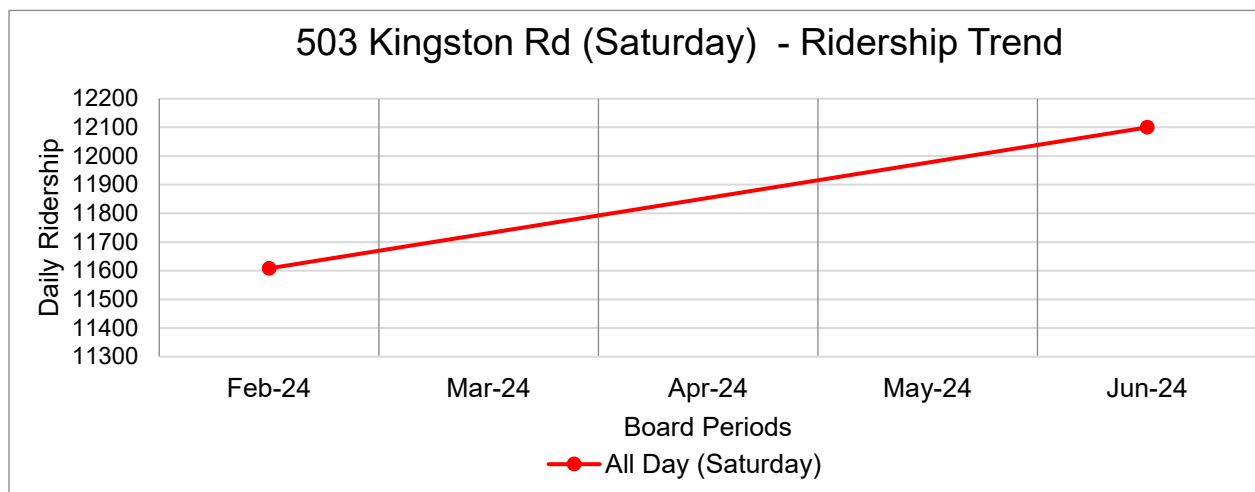
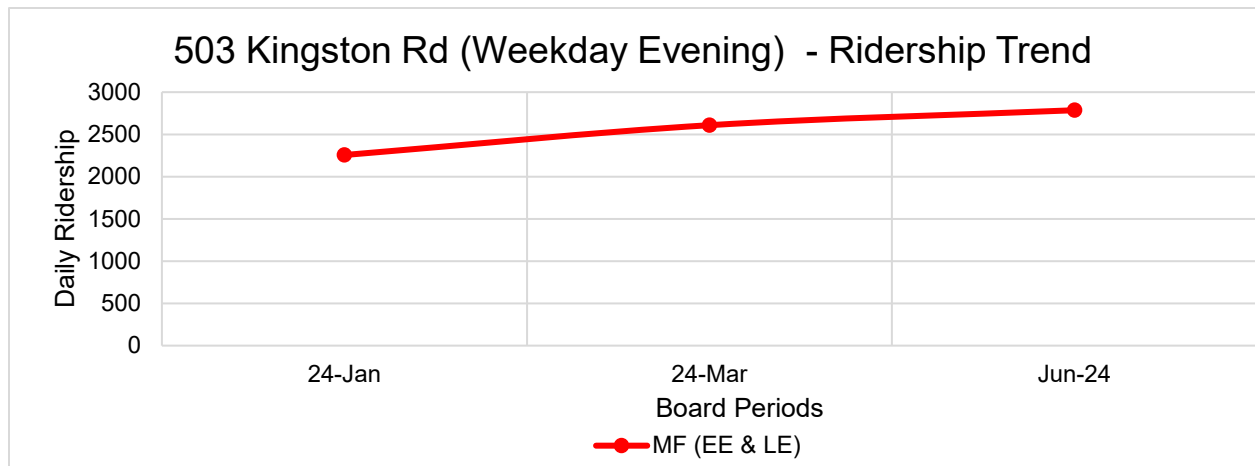
3) Full Routing (Victoria Park Avenue to Spadina Avenue)

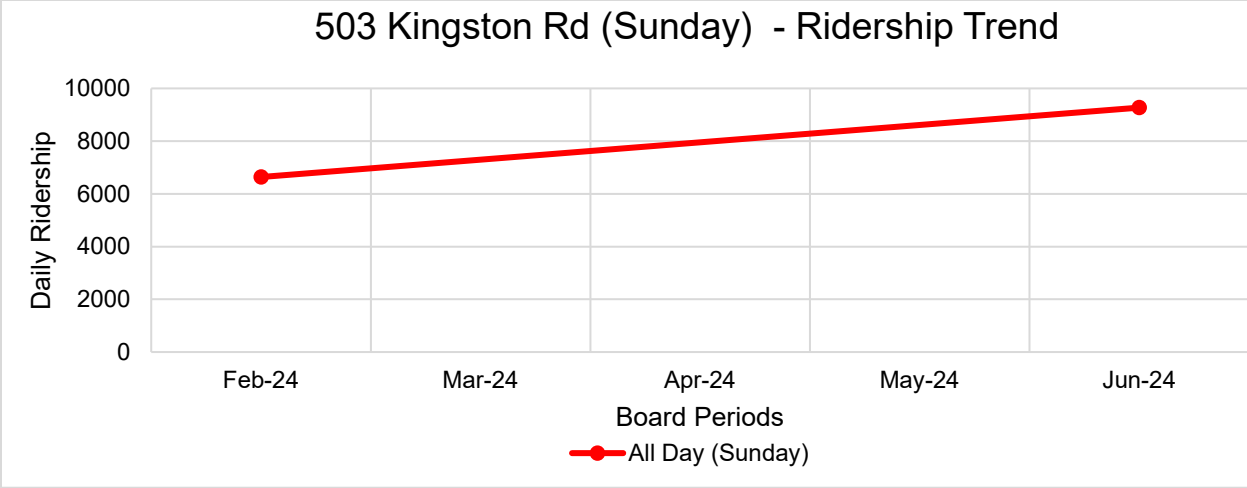
The third analysis examined ridership along the entirety of the 503 Kingston Road's routing, as it operated prior to November 2024.

As of the latest ridership count, approximately 2,786 daily customer trips are made on weekdays during the weekday early evening and late evening travel periods.

As of the latest ridership count, approximately 11,608 customer trips are made on Saturdays.

As of the latest ridership count, approximately 6,639 customer trips are made on Sundays.





	503 Kingston Rd boardings per service hour	Standard for boardings per service hour
Weekday Evening	26	35
Saturday	47	35
Sunday	38	35

Based on ridership data from weekday evenings, the service does not meet the TTC’s service standards for customer boards per service hour. However, service standards are met during both Saturday and Sunday.

Conclusion & Next Steps

Ridership continues to increase in all travel periods that 503 Kingston Rd service was expanded into. Growth has been more substantial during the weekend periods, particularly on segments of the routing along Queen Street East and King Street East and West. However, only weekend service meets the minimum threshold for off peak-boardings on a streetcar route, when measured with all-day ridership figures.

Ridership trends were likely influenced, both directly and indirectly, by construction along the Queen Street corridor and other areas of the east-end. As of November 2024, routing of the 503 Kingston Rd has been modified to end at its traditional terminus at King Street West and York Street (via Church Street and Wellington Street), and the 501 Queen has since resumed operating as a continuous service through the downtown. Each of these changes are likely to have additional impacts on ongoing off-peak ridership trends. Based on the above, it is recommended that this service extension be maintained for the time being and, reviewed once additional data reflecting the revised routing’s performance is acquired.

The analysis confirms that the Markham Road corridor has become a significant trip generator following the pandemic. This is likely attributed to the presence of resilient industrial and employment areas north of Progress Avenue, as well as the growing role of Centennial College's Progress Campus as a major trip generator, driven by a substantial increase in enrollment among transit-dependent students.

Appendix 5: Roads with service introduced or removed

The following table identifies the necessary changes to operations required to implement the above changes. The table indicates where transit service will be introduced and roads where transit service will be removed.

Roads with Service Introduced	Routes Impacted		Roads with Service Removed	Routes Impacted
Mill Road and Centennial Park Boulevard (between Markland Drive and Eglinton Ave West)	49 Bloor West		University Avenue (between Queen's Park and Elm Street), Elm Street (between University Avenue and Elizabeth Street), Elizabeth Street (between Elm Street and Gerrard Street West), Gerrard Street West (between Elizabeth Street and University Avenue)	13B Avenue Road
Goreway Drive, Zahavy Way, Northwest Drive, American Drive, Viscount Road, Viscount Station Loop	145 Belfield		Atwell Drive, Carlingview Drive (between Disco Road and Atwell Drive)	45B Kipling
Wyndale Drive; Culford Road (between Wyndale Drive and Lawrence Avenue West)	400 Lawrence Manor		Mill Road (Markland Drive to Bloor Street West)	49 Bloor West
Park Vista	408 Victoria Park South		Hamstead Avenue (Westlake Avenue to Main Street); Main Street (Hamstead Avenue to Lumsden Avenue)	404 East York
Hunting Ridge (between Wincott Drive and Widdicombe Hill), Widdicombe Hill	405 Etobicoke		Sunnyside Avenue (between Pearson Avenue and The Queensway)	402 Parkdale

Enhancing Connections:
TTC's 2025 Annual Service Plan



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1. From the Chair



I am pleased to present the TTC's 2025 Annual Service Plan.

Over the past year, the TTC has continued to invest in improving service reliability and accessibility, addressing changing customer travel patterns, increasing service capacity and collaborating on transit expansion initiatives both regionally and locally. These achievements include the introduction of the One Fare Program and securing funding to purchase 55 new subway trains for Line 2.

In 2025, the TTC Board will focus on strengthening the fundamentals of Toronto's transit system, particularly service reliability, frequency and ridership growth and ensuring both customers and employees feel safe on our system. As ridership continues to grow and travel patterns stabilize, we are planning for long-term changes that will significantly improve the overall customer experience.

This year, the Board and the TTC will prioritize improving daily operations to ensure that the TTC remains safe, accessible and reliable for our riders. At the same time, we will work on optimizing our operations, including piloting an initiative to reduce bus bunching, minimizing subway slow zones and ensuring that subway stations are clean, safe and orderly.

I would like to extend my thanks to the TTC staff for their dedicated work on the 2025 Annual Service Plan.

I also want to thank my colleagues on the TTC Board for their continued support.

The 2025 Annual Service Plan serves as our blueprint for ridership growth in the year ahead as we continue to collaborate with local, provincial and federal partners to build a more livable and affordable Toronto.

A handwritten signature in blue ink, appearing to read 'J. Myers', with a stylized, flowing script.

Jamaal Myers

TTC Chair

January 2025

2. From the Chief Executive Officer



At the TTC, we take pride in moving large volumes of customers safely, reliability, and swiftly across Toronto while continuing to enhance customers experience across the system.

In 2024, we focused on providing service under a more stable environment following the peak of the COVID-19 pandemic. We also advanced many strategic initiatives including reaching a significant milestone in regional fare integration with the launch of the One Fare Program.

This year, while building on that foundation and with a clearer understanding of how ridership and travel patterns have evolved in the post-pandemic world, the 2025 Annual Service Plan aims to enhance connections across the city.

Our priorities are:

Enhancing connections to meet customer needs – implement service improvements that address customer demand and travel patterns of TTC's three key priority groups (women, shift workers, and people with low income).

Improving the Community Bus service – implement route improvements on the Community Bus Network in addition to customer communication and wayfinding changes.

Planning for construction: from principles to practice – continuing to apply principles from the 2024 ASP to plan for construction, minimize disruptions, and maintain service reliability, in addition to identifying ways to move transit better by mitigating the impacts of congestion.

I am proud of our achievements in 2024, and I am confident that the 2025 Annual Service Plan outlines a thorough strategy to further enhance public transit in Toronto and across the region.

A handwritten signature in blue ink, appearing to read 'GPercy', written in a cursive style.

Greg Percy

Chief Executive Officer

January 2025

3. About the plan

This report presents the 2025 Annual Service Plan (2025 ASP), which provides a roadmap for service changes in the coming year, including recommendations for new and revised routes based on input and engagement with TTC customers, front-line staff and the community.

The 2025 Annual Service Plan focuses on three key themes:

1. **Enhancing connections to meet customer needs** – Service improvements that address customer demand and travel patterns of TTC’s three key priority groups (women, shift workers and people with low income), including routing changes to optimize the network, improving first and last trip times and creating new connections.
2. **Improving the Community Bus service** – Route improvements on the Community Bus Network in addition to customer communication and wayfinding changes to raise awareness about the service and make it more attractive to customers.
3. **Planning for construction: from principles to practice** – Continuing to apply principles from the 2024 ASP to plan for construction, minimize disruptions and maintain service reliability. The TTC will also continue to identify ways to move transit better by mitigating the impacts of congestion.

Enhancing connections to meet customer needs

The 2025 Annual Service Plan (ASP) is guided by the strategic direction of the TTC’s 2024-2028 Corporate Plan. It also builds on the framework established in the TTC’s 2024–2028 5-Year Service Plan and Customer Experience Action Plan (5YSP). The 2024 ASP was the first Annual Service Plan developed under a more stable environment following the peak of the COVID-19 pandemic. With a clearer understanding of how ridership and travel patterns have evolved in the post-pandemic world, the 2025 Annual Service Plan aims to build on the foundation of the 5YSP and the 2024 ASP by enhancing connections across the city to improve travel for all TTC customers, with a focus on the three key priority groups (women, shift workers and people with low income) in areas with higher transit dependency, such as Neighbourhood Improvement Areas.

This year’s ASP focuses on improving connections and addressing coverage gaps on the bus network during the day and overnight periods to accommodate travel patterns in various locations across the city, including employment areas. This includes introducing new routes, extending existing routes, as well as implementing service reliability and first and last trip time improvements between bus and subway service. These efforts aim to prioritize the three key priority customer groups who continue to depend on the bus network for getting around the city.

A significant milestone in regional fare integration was achieved in February 2024 with the launch of the One Fare Program. This initiative allows customers to pay just one fare when travelling between the TTC, GO Transit, Brampton Transit, Durham Region Transit, MiWay and York Region Transit. Customer feedback from 5YSP and 2025 ASP consultations highlighted strong demand for enhanced fare and service integration, particularly between the TTC and GO Transit.

As part of the 2025 ASP, the TTC has analyzed the One Fare Program's impact on ridership and travel patterns through ridership data, as well as consultations. To respond to feedback received from customers and to take advantage of the opportunity for cross-boundary travel offered by One Fare, the 2025 ASP recommends two new bus routes and a route extension to enhance connections to Toronto's neighbouring transit agencies while continuing to explore ways to further improve cross-boundary travel in 2025 and beyond.

Improving the Community Bus service

The Community Bus Network consists of five routes which act as an intermediary between conventional and Wheel-Trans services. Several of these routes have not undergone any major revision since 2021 and have continuously failed to meet our standard for service productivity targets – making it a priority to revisit these services to improve their performance.

Recognizing the needs of an aging population, the TTC is dedicated to delivering localized and accessible transit services to its neighbourhoods. As part of the 2025 ASP, the TTC is proposing various route adjustments as an opportunity to increase ridership and performance of the Community Bus Network by better meeting community needs. Additionally, the TTC will be working on reviewing how it communicates about the Community Bus service to customers to identify potential improvements.

Performance of these routes and the Community Bus network as a whole will continue to be monitored through 2025. Without meaningful improvements in ridership, service elimination and/or a larger study on services to meet these needs may be assessed in a future Annual Service Plan.

Planning for construction: from principles to practice

To address challenges posed to transit planning and operations across the city because of extensive construction activity, the 2024 ASP introduced construction planning guidelines with a focus on: maintaining accessibility and service coverage where possible, consistency in planned detours, flexibility of service plans, maximizing connections to rapid transit and providing frequent service on nearby corridors.

These guidelines offered a valuable opportunity in 2024 to improve how construction projects are managed and coordinated. The TTC will continue to build on this progress in the 2025 ASP by analyzing the outcomes of projects where these guidelines were applied, as well as showcasing the detour plans for a selection of upcoming construction projects

and exploring opportunities to mitigate impacts of congestion caused by construction to move transit better.

3.1 The Corporate Plan and the 5-Year Service and Customer Experience Action Plan

The TTC Corporate Plan drives strategic directions for the organization. Strategic Direction number 2 of the Corporate Plan is to Attract New Riders and Retain Customer Loyalty (Figure 1). To do so, the Corporate Plan lays out the following four objectives:

1. Better serve customer demand in an evolving operating environment.
2. Improve the customer experience by providing a safe, accessible and comfortable journey.
3. Focus on the basics of service reliability, predictability and speed.
4. Prioritize asset state-of-good-repair to keep the system moving reliably.

Many plans collectively advance this direction – including the 5YSP as well as the 2025 ASP.

Figure 1: Five strategic directions of the Corporate Plan



The 2024-2028 5YSP is a multi-year plan that communicates to our customers and community partners the strategic priority for service and customer improvements.

Objective of the 5YSP:

Focusing on improvements that enhance the TTC's core competency: **mass transit** – moving large volumes of customers **safely, reliably, and swiftly** across Toronto and improving how customers experience the system.

The plan identifies seven pillars that represent opportunities to improve service and the customer experience through each step of their journey over the next five years (Figure 2):

1. Foster a customer-centric mindset
2. Enhance the transit network
3. Improve service reliability
4. Prioritize surface transit
5. Accelerate integration with regional transit partners and complementary modes of transport
6. Enhance safety and comfort at stops, stations and in vehicles
7. Streamline information and services

Figure 2: Seven Pillars of Opportunity



Each pillar of opportunity is accompanied by specific actions outlined in a multi-year 25-point Action Plan. The Action Plan is a blueprint that identifies major service and customer experience related initiatives to be implemented every year. It also lays out a framework for initiatives that require further investigation.

Equity-based service planning remains a core focus of the 2025 ASP. The TTC is committed to evolving its equity-driven approach, identifying opportunities for investment

in underserved areas that benefit equity-seeking communities. In collaboration with the City of Toronto, the TTC is working on developing equity-based mobility policies and decision-making tools to ensure that transit planning reflects the diverse needs of Toronto's population.



3.2. Plan preparation and implementation

The 2025 ASP identifies how the TTC will serve our customers in the coming year. It has been developed through technical analysis, operational insights, as well as public, customer and community partner consultation with a focus on engaging with TTC's three key priority groups. Once approved by the TTC Board, the recommendations of the 2025 ASP will be implemented through the regular service change process, pending available resources and coordination with other system-wide needs.



3.3. Customer and community partner engagement

The 2025 ASP has been prepared with feedback from TTC customers, community partners, including TTC's Planning Advisory Group (previously called stakeholders), other members of the public, as well as TTC front-line staff through extensive engagement activities conducted between July and November 2024.

The 2025 ASP consultation process was carried out in two rounds:

- **Round 1** consultations took place in July and August 2024 and focused on proposed route changes and improvements across different areas of the city. They also gathered feedback on service changes to better leverage the One Fare Program and explored suggestions for enhancing the Community Bus service.
- **Round 2** consultations took place in October and November 2024 and asked customers about construction-related changes as well as the proposed changes to the Community Bus Network. These engagements focused on four major construction projects as well as routing change proposals on four Community Bus routes.

More than 2,700 participants were engaged during these two rounds. Overall, participants supported or expressed neutrality about the service proposals in the 2025 Annual Service Plan (**Figure 3**).

Regarding service changes and adjustments across the city, participants generally supported or were neutral about TTC's service proposals. They urged the TTC to ensure service proposals are reviewed through an equity lens. Participants had many positive things to say about TTC's integration with the One Fare program, including appreciation for time and money saved on transit. To better take advantage of the program, they suggested the TTC to work with other transit agencies to coordinate schedules, co-locate stops and communicate about diversions and disruptions. On the Community Bus service, participants were generally supportive or neutral about the TTC's proposed adjustments to specific Community Bus routes, while highlighting the need for raising awareness about the Community Bus service.

Finally, on construction, participants were mostly supportive of the TTC's proposed detour plans, though many were concerned about the impacts of construction on service reliability. Participants also added that the TTC needs to improve how it communicates about planned changes, both in advance and during the detours.

Other themes that emerged consistently through the process included strong desire for more frequent, reliable and comfortable transit service, interest in continued improvements to communication (particularly providing advanced notice to customers before implementing changes) as well as advocacy for more transit priority measures.

Figure 3: Summary of engagement activities for the 2025 ASP



2700+

Customers engaged through Round 1 and Round 2 of consultations



19

Outreach events hosted across the city and at bus and streetcar divisions



8

Virtual meetings with the Planning Advisory Group, focus groups and ACAT in Round 1 & 2

88%

of survey respondents either support or are neutral toward the majority of proposed route changes presented in Round 1 of the 2025 ASP consultations

90%

of survey respondents either support or are neutral toward the majority of proposed route changes presented in Round 2 of the 2025 ASP consultations

What we heard during public consultations

"Better promote, explain and identify the Community Bus network."

"Improve connections between the TTC and other transit agencies."

"This service will benefit many apartments that don't currently have service."

"Continue to pursue transit priority measures."

"The One Fare Program has a significant impact on customers and there are opportunities for TTC to take better advantage of it."

"It's an improvement long overdue! Thank you for finally coming up with this."

"Continue to prioritize communication and transparency around construction-related detours and service adjustments."

"I rarely use the service in that area, but I can see how the proposed change would make things much easier for me."

Round 1 consultations

Round 1 of the 2025 ASP consultations took place between July and August 2024. It included a variety of ways for TTC Planning Advisory Group members, TTC customers, TTC front-line staff, TTC's Advisory Committee on Accessible Transit (ACAT) and members of the public to learn about and share feedback on the TTC's proposed changes for 2025. The purpose of this round was to share and seek feedback on:

- Broader service initiatives, including Community Bus service and the One Fare Program.
- Various service adjustments and improvements on the day-time and Blue Night networks across the city.

The engagement activities consisted of:

- Two virtual meetings with TTC's Planning Advisory Group;
- Three virtual focus group meetings with the three key priority groups (women, shift workers and people with low income);
- A public survey;
- Eight in-person outreach events with TTC customers and members of public;
- Nine TTC Operator Engagement sessions with bus and streetcar operators; and,
- One virtual meeting with ACAT.

Thousands of TTC customers and members of the public and approximately 15 representatives from the TTC Planning Advisory group participated in this round.



Round 2 consultations

Round 2 of the 2025 ASP consultations took place between October and November 2024. This round of consultations shared and sought feedback on:

- Community Bus routing changes
- Construction-related detour plans

The engagement activities consisted of:

- Two virtual meetings with TTC's Planning Advisory Group;
- A public survey;
- One in-person outreach event with TTC customers and members of the public;
- One virtual meeting with ACAT; and,
- The Youth Ambassador Program.

Thousands of TTC customers and members of the public and 15 representatives from the TTC Planning Advisory group participated in this round of consultations.

Additional details about the consultation process and results are included in **Appendix 2 – Public Engagement Report**.

3.4. Equity-focused engagement

Throughout Rounds 1 and 2 of 2025 ASP consultation activities, TTC staff focused on engaging with and gathering feedback from the three key priority groups as well as other equity-seeking customers. These groups were identified in the Advancing the 5-Year Service Plan (2024-2028) & 10-Year Outlook Reset report as three key customer groups who continued to rely on transit during the COVID-19 pandemic. In a post-pandemic world, having a reliable transit network continues to be critical for these three key priority groups as well as other equity-seeking customers who need to get to work, school, health services, recreational and cultural services, etc. Ensuring that access to transit is equitable as well as reliable, safe and timely supports population health overall in Toronto and the surrounding region.

The equity-focused engagement activities in the 2025 ASP included:

- Three virtual focus group meetings with members of the three key priority groups;
- Engagement with accessibility focused groups, including ACAT;
- Public outreach events at TTC stations, key neighbourhood locations (including in Neighbourhood Improvement Areas) and through bus ride-alongs; and,
- The Youth Ambassador Program.

Additionally, various socio-demographic and socio-economic questions were included in the two survey rounds, giving the TTC the ability to analyze the survey results through an equity lens.

The TTC also consulted with University Health Network's NORC Innovation Centre with regards to the changes to the Community Bus Network. NORC Innovation Centre has a

mission to design the future of aging in place by looking at enhancing support for older adults living in Naturally Occurring Retirement Communities (NORCs).

Through these equity-focused engagements, the TTC refined its initial proposals, as detailed in **Section 5** of the report. Feedback from the Planning Advisory Group led the TTC to revisit our approach to the construction diversion plan in Thorncliffe Park, resulting in the inclusion of a revised hybrid option. Additionally, routing changes to the Community Bus network were implemented in response to community and customer engagement and a proposal was put on hold until a stop related solution is identified.



Continuing the Youth Ambassador Program

The Youth Ambassador Program is one way the TTC is working to apply an equity lens to service planning. It continues the youth-led engagement initiative that was introduced by the TTC as part of the 2021 ASP and is intended to engage young people between the ages of 18 to 29, a demographic typically underrepresented in city-building consultations, by providing paid work and skill development to this group.

This year, the Youth Ambassador program was part of Round 2 of the 2025 ASP consultations. As part of this round, the TTC hired a diverse team of three youths between the ages of 18 and 29 to engage their peers and other members of their community.

The Youth Ambassadors were asked to engage their communities and seek feedback about the TTC's proposed bus route changes on the Blue Night and Community Bus networks and construction diversion plans. The Youth Ambassadors' engagement work ran from late September to mid-November 2024, during which they consulted with a total of 175 participants through a wide range of engagement tactics, including online surveys and meetings as well as printed surveys distributed through in-person engagement.

Feedback collected by Youth Ambassadors complemented the broader 2025 ASP public consultation and informed TTC's decision-making on the recommended service changes.



4. TTC service in 2024

This section provides an overview of service in 2024, including a ridership update, implemented service changes (such as those due to construction), an update on the 25-point action plan and an outlook for 2025 ridership.

4.1 Ridership update

Throughout September and October 2024, the TTC saw 2.66 million customer boardings on an average weekday. Weekday boardings by mode continued to be highest on the bus network at 1.28 million, or at 90% of pre-pandemic levels, whereas streetcar and subway boardings were at 232,000 and 1.14 million, or 70% and 76% of pre-pandemic levels, respectively. Compared to the same period last year, demand increased by 2% for bus, 10% for streetcar and 8% for subway. The stronger increase on the latter two modes was mainly driven by the return of downtown office workers and an increase in downtown office commute rates from 2.5-3 days per week of fall 2023 to 3-3.5 days per week fall 2024.

During these two months, 1.46 million unique riders, on average, used the transit system each week. However, the proportion of unique riders who ride four to five weekdays per week has declined to 24% in fall 2024 from 44% in March 2020, whereas the proportion of riders who use transit one to three weekdays per week has risen to 64% in fall 2024 from 49% in March 2020.

Day-of-week use was highest and consistent across Tuesday to Thursday, averaging at approximately 2.73 million boardings during September and October 2024 and was 9% and 6% higher than levels observed on Mondays and Fridays.

An average Saturday and Sunday during the same period, respectively, saw 1.8 million and 1.42 million customer boardings. Overall weekend recovery was at approximately 99% of pre-pandemic levels, consistently stronger than weekday recovery and matching pre-pandemic levels.

The TTC will continue to track boardings and ridership against pre-pandemic levels internally. Starting in 2025, there will be a greater focus on ridership growth and change on a year-to-year basis, recognizing that travel conditions in the city and travel needs of TTC customers are stabilizing.

4.2 Continuing to align service to ridership

The TTC has two major objectives in planning transit services:

- To maximize 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 residents.

The TTC continuously monitors ridership levels and travel patterns to ensure transit services align with the evolving needs of customers and that they meet TTC Board-approved Service Standards. Throughout 2024, the TTC adjusted 86 routes on the bus and streetcar networks as well as making service changes on the subway to match capacity to ridership demand. Additionally, schedule modifications were implemented to reflect current operating conditions and congestion. These changes represented a better calibration of scheduled service to today's context. Demand-responsive service was also operated to address and protect against unforeseen changes to ridership, travel patterns and construction.

As Toronto's population continues to grow, additional demand and new travel patterns require ongoing adjustments to maintain an efficient and reliable transit system. Additional service hours were approved as part of 2025 Operating Budget to advance priorities of the 5YSP, including adjusting service to accommodate forecasted ridership, improving bus, streetcar and subway service and improving off-peak service in the weekday midday and evening periods and on weekends.



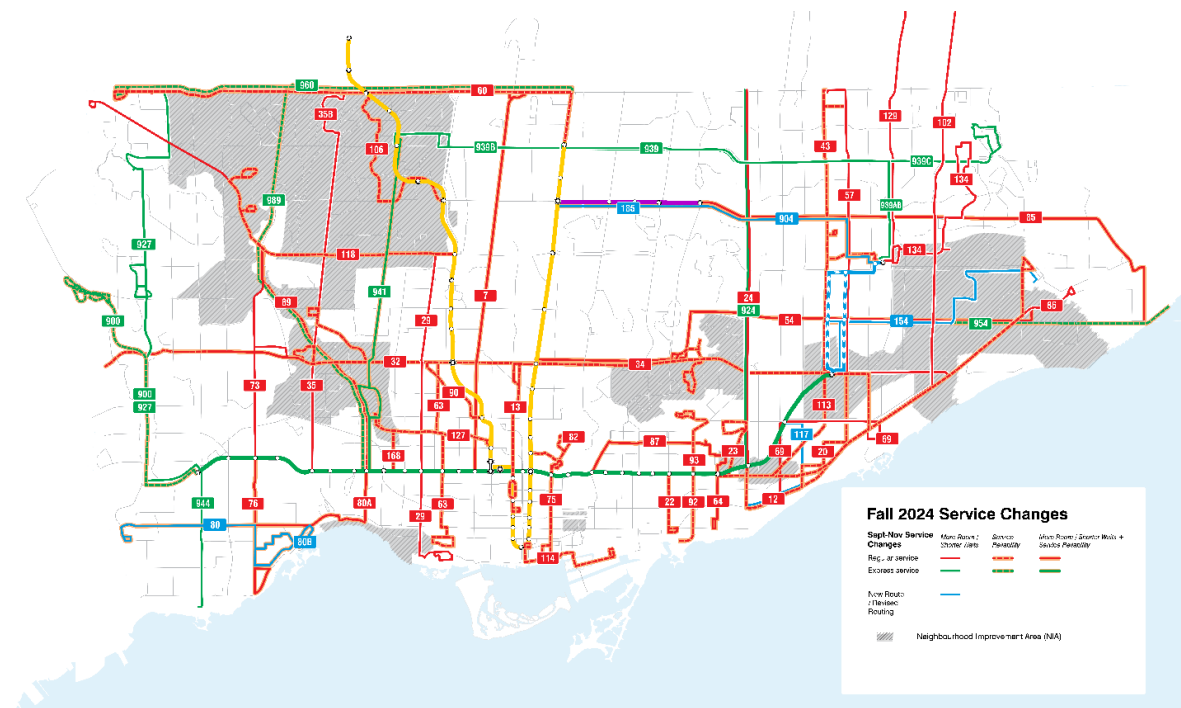
4.3 Major service changes in 2024

Scheduled TTC service continues to evolve as travel patterns and customer needs change. In spring and fall 2024, service investments and enhancements were made across the system to improve service frequency on the transit network, restore gaps in the Ten Minute Network and address travel demand changes, including facilitating cross-boundary travel to take advantage of the One Fare Program, while also implementing the 2024 ASP changes (**Figure 4**). These changes accounted for a 2% increase in service levels compared to fall 2023. By the end of fall 2024, the TTC was operating at 97% of pre-pandemic service.

In spring 2024, service improvement and/or reliability enhancements were introduced on 50 bus routes and two streetcar routes. In fall 2024, there were service improvement or reliability enhancements on 53 bus routes and three streetcar routes. Many 2024 ASP area studies were fully or partially implemented, which resulted in the introduction of four new routes and routing changes on 10 bus routes across the city. Additionally, service was increased on Line 1 Yonge-University and Line 2 Bloor-Danforth.

Of the remaining 2024 ASP changes that are yet to be implemented, the pending changes in northeast Scarborough are dependent on the installation of new stop and road marking adjustments, which are currently being studied. In North York, the implementation of the 78 St Andrews extension is tentatively planned for later in 2025, pending resource availability and stop infrastructure requirements.

Figure 4: 2024 Fall service changes



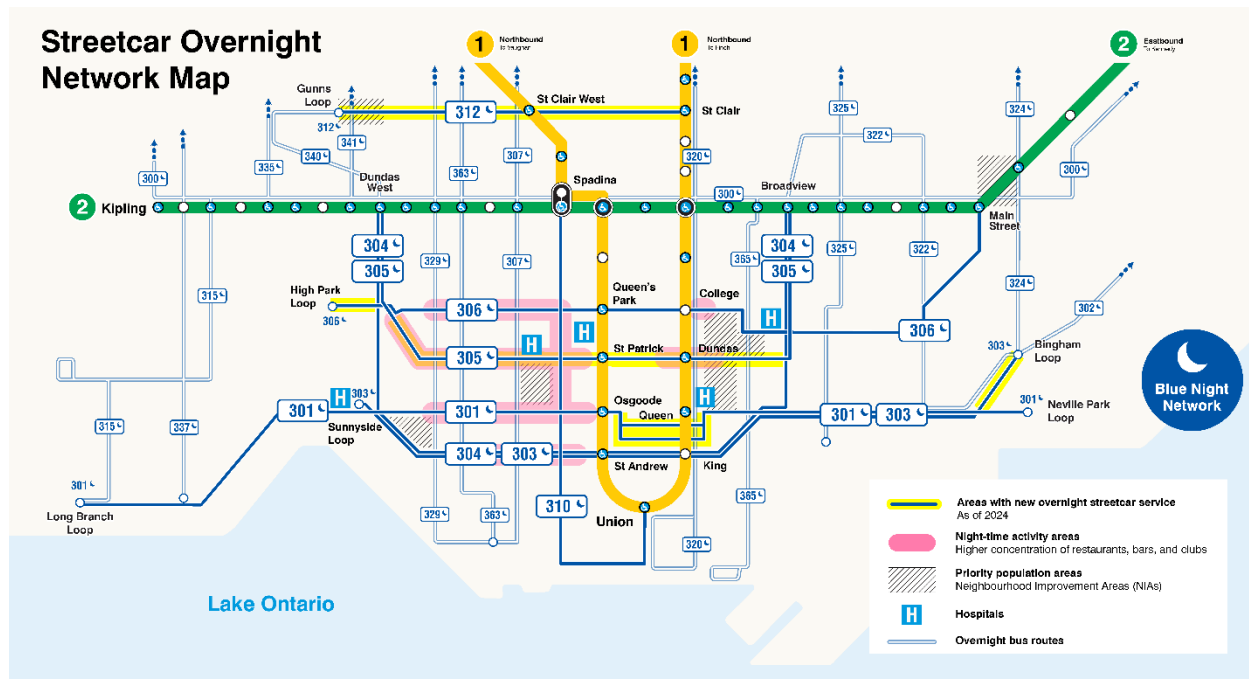
4.4 Overnight streetcar changes

Through 2024 and as the delivery of new streetcars continues into 2025, there will be temporary overnight storage constraints as the modernization of Russell Carhouse and construction of a new streetcar storage facility at Hillcrest Yard will not be complete. To mitigate these storage constraints, the TTC took the opportunity to trial temporary increased and expanded overnight service on the streetcar network (**Figure 5**), including:

- Increased frequency of service from every 30 minutes to approximately every 20 minutes on existing overnight streetcar routes – 301 Queen, 304 King, 306 Carlton and 310 Spadina;
- Replaced or supplemented overnight bus service operating on streetcar routes, such as on St Clair Avenue West and on Kingston Road from Queen Street to Bingham Loop;
- Introduced new streetcar service on 305 Dundas, which has improved overnight service coverage on a corridor with multiple night-time activity generators and proximity to places of shift work such as Toronto Western Hospital.

These efforts will continue into 2025. Recognizing the need to coordinate with infrastructure renewal and ongoing maintenance, there may be further adjustments to routing and frequency of overnight streetcar service.

Figure 5: Increased overnight streetcar service network map



Preliminary ridership figures from the fall of 2024 for overnight streetcar routes (existing and new) are outlined in **Figure 6**.

303 Kingston Road has comparatively few boardings relative to route length, due to duplicative service on all parts of the route (301 Queen, 304 King and 322 Coxwell) and fewer night-time activities in areas on the eastern section of the route.

Combined ridership on 312 St Clair and the new 340 Junction routes is like that of the previous 312 St Clair-Junction through-running bus service from the winter of 2024. The TTC will continue to monitor impacts of forced transfers at Gunns Loop to travel the full length of the overnight corridor to/from Jane Street.

Figure 6: Overnight period ridership for streetcar routes

		Overnight Period Ridership*		
Route	Mode (Fall 2024)	Monday-Friday	Saturday	Sunday
301 Queen	Streetcar & Bus	570	500	550
303 Kingston Rd (new)	Streetcar	90	160	140
304 King	Streetcar	260	290	250
305 Dundas (new)	Streetcar	230	360	280
306 Carlton	Streetcar	420	650	470
310 Spadina	Bus	130	100	80
312 St Clair (new)	Streetcar	110	80	130
340 Junction (new)	Bus	50	40	20
Total		1,860	2,180	1,920
Former 312 St Clair-Junction	Bus**	140	130	140

* 306 approx 12:00 a.m. to 5:30 a.m.

All other routes approx 1:30 a.m. to 5:30 a.m.

** 312 ridership data from Spring 2024

4.5 Improving first and last trip times

Throughout 2023-2024, the TTC conducted a review of the span of service on the bus and subway networks to identify areas for improvement. This analysis identified inconsistencies on many routes between weekday, Saturday and Sunday schedules, with many routes offering longer spans of service on some days compared to others. In addition to making customer communication difficult, this could also result in a mismatch between service levels and customer demand in the late evening and early morning periods, with the first trips on many routes experiencing high ridership. This is while other routes operate higher frequencies in the late night than is justified by ridership levels.

Additionally, many routes also do not have a clear transition between daytime and overnight service, with the latter often starting while the subway is still operating. This results in customer confusion as the Blue Night routes will often not pick up inside bus terminals even though the subway is still operating. Many overlapping trips between the daytime and Blue Night routes also exist.

As part of this analysis, the entire transit network is being reviewed to ensure an adequate service level is being provided in the early morning and late evening periods and there is a clearly defined transition to the Blue Night Network on corridors that operate overnight. Preliminary changes to align with these goals were implemented on some corridors in 2024, including Eglinton Avenue West, Finch Avenue West, Dufferin Avenue, Keele Street, Coxwell Avenue, Victoria Park Avenue and Kingston Road/McCowan Road.



4.6 Service reliability enhancements

Throughout 2024, work continued to improve surface On-time Performance (OTP) by continuing to align schedules to observed traffic conditions, as well as through new initiatives to further enhance OTP-related engagement with bus and streetcar operators, through introducing new mid-route holds as well as a new focus on headway observance on some of the busiest and most challenging routes across the system. In 2024, both modes saw year-over-year OTP improvements with streetcar OTP improving in eight out of nine service periods and bus OTP improving in five out of nine service periods compared to 2023.

All this work continues to be challenged by increasing congestion across the city, with large portions of the bus network particularly significantly impacted throughout much of 2024. In response to these challenges, a new route diagnostic process was implemented to help improve root cause analyses for each poorly performing route. As a result, 75 route schedules were improved throughout the year to help mitigate some of these challenges, while others were addressed through the allocation of field supervisory resources to select points on some routes to improve oversight. In addition, delay hotspots were identified for transit priority measures such as parking removals, lane marking adjustments, as well as transit signal priority.

Additional initiatives included an evolution of the active vs. passive route supervision pilot project that began in 2022. In 2024, field supervisor deployments began to concentrate on some of the most challenging routes across the system to support the implementation of mid-route holds on two routes as well as to provide support on significantly construction impacted routes in helping to manage the disruptions created by these activities. Further, field supervisors were also leveraged to provide in-field early departure counselling at hotspots as well as to conduct route assessments to provide operators the opportunity to deliver their insights and make recommendations on improving performance on their routes. Of the 75 schedule improvements implemented, 20 were driven by the feedback received from frontline staff through this assessment process.



4.7 Adjusting service to support regional fare integration

A significant milestone in regional fare integration was achieved in February 2024 with the launch of the One Fare Program. This initiative allows customers using a PRESTO card, PRESTO in Google or Apple Wallet, or a debit or credit card to pay only one fare when travelling between the TTC, GO Transit, Brampton Transit, Durham Region Transit, MiWay and York Region Transit. Customer feedback from consultations highlighted strong demand for enhanced fare integration, particularly between the TTC and GO Transit.

To support this initiative, the 2024 ASP included plans to monitor ridership and implement proposals to strengthen connections with neighbouring transit agencies. Examples of these changes include the introduction of the 80B Queensway, which connects origins and destinations along The Queensway to Mimico GO while providing better regional transit connections, the branch restructuring on 85 Sheppard East and the introduction of 200 Toronto Zoo to improve service integration with Lakeshore East GO Train service at Rouge Hill GO Station as well as the Stouffville Line at Agincourt GO Station.



4.8 Planning for construction: challenges and opportunities

Construction related impacts on transit service continued throughout 2024 due to ongoing state-of-good-repair work on streets, streetcar infrastructure, stations and utilities. Additionally, transit expansion projects exerted further pressure on effective service provision and delivery.

The challenges were continuous, with schedule changes and scope adjustments to major projects—such as Broadview Station, the Ontario Line, King Street West and various streetcar track and overhead upgrades—contributing to planning and operational difficulties. TTC customers navigating road closures and detours in these areas experienced service delays and confusion regarding diversions and replacement services, even though some projects were completed ahead of schedule. These disruptions will pose additional challenges in 2025, as some deferred aspects of projects from 2024 are set to move forward.

Progress in 2024

Compared to 2023, steps have been taken to improve service quality during diversions, including:

- **Accurate travel time projections:** improved forecasting of travel time and reliability impacts for construction-related service adjustments, using in-depth analysis of operational data from past detours and current routes, such as 509 Harbourfront, 510 Spadina, 512 St Clair replacement buses and detours on 501 Queen, 504 King and 508 Lake Shore.
- **Transit priority measures:** incremental progress toward implementing transit priority measures to support increased service demand on alternate corridors, accommodate new turning movements and adapt to changes in vehicle types, including:
 - Parking restrictions and removals on Queen Street West (Shaw Street to Roncesvalles Avenue), St Clair Avenue West and Dundas Street West (McCaul Street to Spadina Avenue).
 - Installation of new transit signals and modifications to existing signals to enable smooth operations for replacement buses along streetcar rights-of-way, reducing traffic congestion and facilitating turns (e.g. St Clair Avenue West and Weston Road/Keele Street, St Clair Avenue and Gunns Road, York Street and Queens Quay, Lower Spadina Avenue and Queens Quay, Queens Quay and Streetcar Crossover, Sheppard Avenue West at Beecroft Road).
 - Creation of exclusive transit lanes where feasible (e.g. Spadina Avenue southbound from Richmond Street to Lake Shore Boulevard).
- **Improved real-time customer information:** enhanced access to real-time trip planning data through a one-year pilot project with Transit App to test its live detour

module, ensuring customers receive accurate updates even when actual operations differ from scheduled service.

Ongoing Challenges in 2024

Despite progress, several challenges persisted:

- **Project delays:** unforeseen delays in the start and completion of multiple projects, along with last-minute changes, disrupted scheduled service and placed additional pressure on workforce and service quality.
- **Broader traffic congestion:** ongoing traffic congestion, often worsened by concurrent nearby projects, created challenges in implementing and optimizing various transit priority measures.

Looking Ahead to 2025

Through engaging with customers regarding construction-related priorities as part of the 2024 ASP, the TTC established the construction planning framework which enabled staff to better respond to customer priorities. Building on this framework, the 2025 report will focus on these principles while more directly emphasizing transit priority measures that support efficient transit service on detour corridors and around closed streets and intersections.



4.9 2024-2025 Action Plan

The 2024-2028 5-Year Service and Customer Experience Action Plan identified 25 actions and 54 initiatives under the 25-point action plan to be undertaken by the TTC in 2024. These actions seek to improve customers' experience through each step in their journey, helping them get where they need to go quickly and reliably, while also increasing comfort and convenience. Overall, seven initiatives were implemented in 2024. Of the remaining initiatives, 50 were started and are underway and four were deferred to 2025-2026. **Figure 7** presents a status summary of those initiatives. More detail on each initiative can be found **Appendix 1 – 25-Point Action Plan Status Update**.



Figure 7: 2024-2025 action plan - status summary

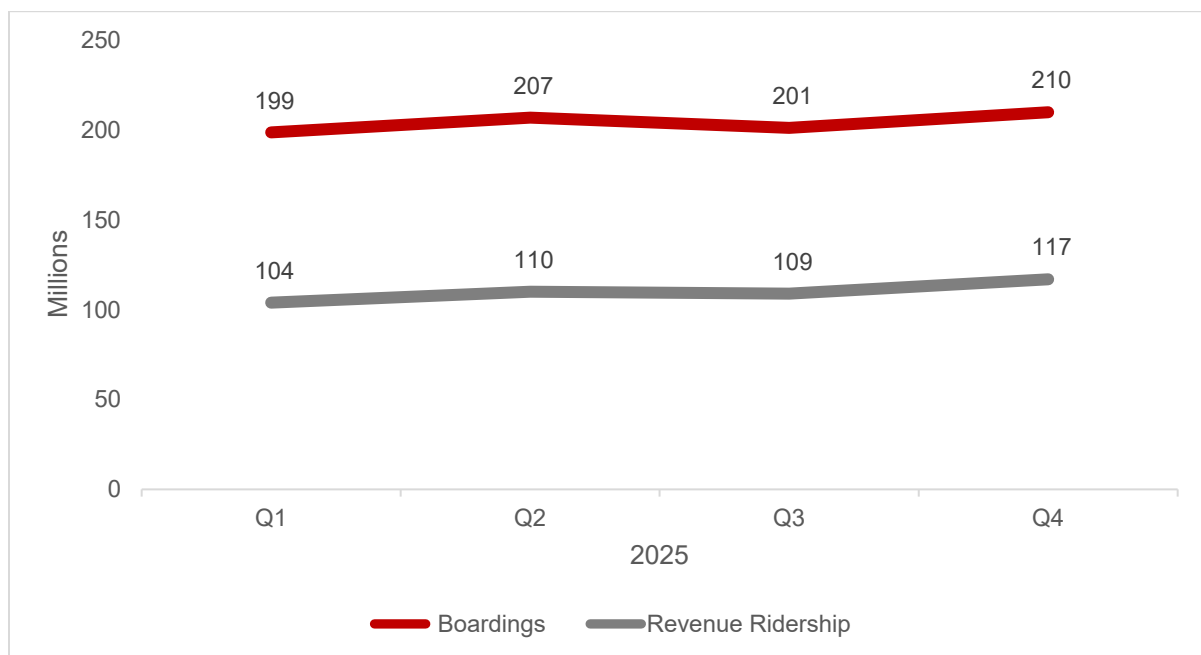
Action	Initiative	Status
1.1 Reinforce the organizational commitment to customer service	Establish a Customer Experience Network of Champions program Complete a communications review to ensure frontline staff have the information they need to support customer service	Underway
1.2 Elevate the importance of ongoing public engagement	Identify new tools for use in public engagement and market research	Underway
2.1 Accommodate population and employment growth	Utilize the diverse and representative customer panel to seek insights on a continual basis	Underway
2.2 Implement new services to address travel patterns	Relieve crowding Implement area study network changes	Implemented
2.3 Open Line 5 – Finch West	Implement approved network changes	Deferred
2.4 Open Line 6 – Finch West	Implement approved network changes	Deferred
2.5 Implement Line 3 future busway	Complete busway design work	Underway
2.6 Restore and enhance service standards	Modify express bus service standards	Implemented
2.7 Enhance service planning equity lens	Continue with enhanced consultation process Refine and adopt measures of transportation equity	Underway
3.1 Improve service reliability	Continuously review transit schedules Improve weekend and overnight schedules to reflect operating conditions	Underway
	Review service reliability metrics	Underway
	Deploy automated monitoring and operator training and counseling to improve on-time departures	Underway
	Evaluate the success of the active and passive route supervision pilot	Underway
	Review infrastructure needs at the end-of-line points to ensure they meet operational needs	Underway
	Adopt and communicate construction planning guidelines based on consultations and customer feedback	Implemented
3.2 Doing disruptions differently	Review, document, and improve process and responsibilities for service disruptions	Underway
	Implement service changes for area-specific construction	Implemented
4.1 Implement the Surface Transit Network Plan (PapiŋTO)	Complete lane Street study	Underway
4.2 Implement targeted regulatory transit priority measures	Begin studies on Finch East, Dufferin Street and Lawrence East	Underway
	Complete up to 10 locations per year	Underway
4.3 Implement more transit signal priority	Continue to roll out existing program - up to 50 locations per year	Underway
	Continue implementing ATSP	Underway
4.4 Implement more queue jump lanes	Complete design and construct up to 5 standalone locations	Underway
	Additional locations delivered as part of STNP and other City projects	Underway

Action	Initiative	Status
5.1 Implement fare and service integration	Implement fare integration	Implemented
	Monitor changes in TTC demand around GO stations.	Underway
5.2 Enhance integration with cycling	Monitor existing investment to understand utilization	Underway
	Continue to support Bike Share on their growth plan	Underway
	Continue to work with the City on their cycling projects	Underway
	Increase education and awareness	Underway
5.3 Enhance pedestrian pathways to TTC	Identify missing sidewalks to and from TTC stops	Underway
5.4 Improve microtransit and review micromobility connection opportunities	Work with City staff on micromobility policy opportunities and impacts on transit service	Underway
6.1 Improve the comfort and convenience of stop areas	Make surface transit stops more accessible	Underway
	Preventative maintenance of street furniture elements	Underway
	Adding street furniture elements at feasible stop locations	Underway
	Explore QR codes for cleanliness and maintenance at stops	Underway
6.2 Improve the comfort and convenience of stations and vehicles	Continue to expand station retail amenities	Underway
	Explore QR codes for cleanliness and maintenance at stations	Underway
	Make it easier for customers to report safety and security concerns	Underway
	Improve camera coverage to at least 90% in 11 remaining stations	Implemented
6.3 Prioritize safety and security	Build on the multi-disciplinary approach to community safety through the development of a Five-Year Community Safety, Security and Well-being Plan (2024 -2028)	Underway
	Investigate automated camera enforcement for streetcar customer safety	Underway
7.1 Improve customer service and loyalty	Implement digital application process for the TTC Post-Secondary Photo ID and Support Person Assistance Card	Underway
7.2 Improve customer awareness and education	Amplifying Customer Connections: A social media empowerment strategy	Underway
	Expand customer awareness campaigns with an increased focus on safety, courtesy, and planning of alternate routes	Underway
	Continue to implement the TTC Wayfinding Strategy	Underway
	Upgrade the next vehicle arrival data feed to provide better information to customers	Underway
	Trial solar-powered real-time signage at surface stops	Deferred
	Implement centralized tracking of surface stop changes and temporary detour signs	Underway
	Install QR codes at stops for closures and diversions	Implemented
	Increase number of arrival/departure screens in stations	Underway
	Deploy temporary notices at station entrances during service suspensions and delays	Underway
7.3 Provide customers with accurate, accessible, and timely information	Improve shuttle bus wayfinding	Underway
	Provide delay and detour information on bus display screens	Underway
	Enhance Public Announcement system clarity	Underway
	Expand E-Alerts to include planned service changes, stop-level alerts, and SMS alerts	Deferred
	Explore mobile app solutions (including MaaS)	Underway (under review as part of the Wayfinding Strategy)

4.10 2025 Outlook

Based on available and evolving information, it is anticipated that in 2025 there will be growth above the fall 2024 weekly customer demand average of 2% year over year (to 83% of pre-pandemic levels). With the stabilization of the hybrid work pattern practiced by office workers and the expectation of no further uptake in in-office days across the city, the service capacity required will be primarily dependent on population growth, the impacts of traffic congestion and the resulting potential increase in mode shift to transit. The TTC also recognizes that ridership change will vary by travel market and areas of the city. **Figure 8** presents the preliminary 2025 forecast of quarterly customer boardings and revenue ridership. This assumes the opening date of Lines 5 and 6 in August and September 2025, respectively.

Figure 8: 2025 forecast – customer boardings and revenue ridership



The TTC will continue to monitor customer demand and trip generators, including new housing developments in response to Toronto's growing population. As shown in **Figure 9** these developments are concentrated in the downtown core, but there are other clusters along corridors such as Bloor Street West, The Queensway, Eglinton Avenue East and Sheppard Avenue East. Throughout 2025, the TTC will continue to monitor customer demand in these areas and will propose potential service or routing changes to address new travel patterns as part of the development of the 2026 Annual Service Plan.

Another challenge that continued in 2024 was operating service amidst ever-increasing congestion and providing adequate capacity in these conditions. Generally, since 2013,

average speed on TTC's bus routes has decreased as schedules have been modified to better reflect operating conditions across the network. This has meant the gradual reduction in average operating speed of bus service, requiring more resources to provide the same amount of service. Efforts to mitigate this and provide a more efficient service are currently underway and will be continued in 2025. This will be done through working with the City of Toronto and other parties to explore and implement various transit priority measures, such as RapidTO, as well as efforts to improve service reliability through non-run time focused initiatives such as a pilot project to reduce bunching and gapping.

Figure 9: New housing occupancy in Toronto 2023-2025



5. 2025 Annual Service Plan

Our priority in 2025 is to continue to strengthen the foundations of Toronto's transit system, making it more attractive and reliable for all customers. The objective of the 2025 ASP is to focus on equity-based routing and service changes. This includes enhancing coverage on the Blue Night Network and in employment areas and improving performance of the Community Bus Network. Additionally, the TTC is exploring opportunities to leverage the One Fare Program to enhance connections with regional transit partners, making cross-boundary travel more seamless and convenient for customers.

The TTC is also committed to advancing the construction planning guidelines introduced in the 2024 ASP, ensuring they are effectively applied to construction diversion plans, as well as continuing to identify ways to move transit better by mitigating impacts of congestion.



KEY THEMES AND ACTIONS

1



Enhancing Connections

Address customer demand by aligning service to ridership

Enhance connections and address network gaps

Adjust service to support regional fare integration

Improve first and last trip times

Adjust service to support regional fare integration

Enhance service reliability

Discontinue underperforming services to improve efficiency

2



Improving Community Bus

Improve connections to the conventional transit system

Facilitate access to local points of interest

Develop and implement strategies to raise awareness

Strengthen community collaboration

3



Planning for Construction

Reinforce construction planning guidelines from the 2024 ASP

Continue to improve processes and responsibilities for service disruption coordination

Improve processes to mitigate impact of congestion

Continue to improve customer communication approaches and tactics

5.1 Enhancing connections

As Toronto continues to grow, our transit system must evolve to meet the needs of a larger population and increased demand. The TTC remains committed to improving transit services and providing an equitable, connected travel option throughout Toronto, supporting the City's goals to enhance mobility, invest in communities, tackle climate change and build resilience.

While the 2024 ASP addressed some key priorities across the city, the 2025 ASP will focus on new initiatives aimed at expanding the network, improving transit connections and increasing efficiency in 2025 and beyond.

The following section outlines the 2025 network and service changes to:

1. Continue to address customer demand by aligning service to ridership
2. Enhance connections and address network gaps across the city
3. Adjust service to support regional fare integration
4. Improve first and last trips by reviewing early morning and late night periods
5. Enhance the service reliability program to further improve the overall customer journey
6. Discontinue or recommend changes to underperforming services to ensure effective service investment

These actions went through extensive consultation and engagement with TTC customers and the community, as well as front-line staff (operators). Actions 2, 4 and 6 were presented to TTC's Planning Advisory Group, ACAT, TTC customers and the community through two rounds of consultations in summer and fall 2024. Additional details about the consultation process and results are included in **Appendix 2 – Public Engagement Report**.



Action 5.1a: Continue to address customer demand by aligning service to ridership

As outlined in **Section 4.3**, in spring and fall 2024, additional investments were made to the bus, streetcar and subway service to increase capacity, reduce wait times and improve service reliability.

Additional service hours were approved in the 2025 Operating Budget to advance priorities identified in the 2024-2028 5YSP, including accommodating forecasted growth in 2025, improving off-peak service on subway and streetcar and beginning restoration of service levels during off-peak periods to approved Service Standards.

As outlined in the 2024 Annual Service Plan, the TTC has been monitoring customer demand on routes across Scarborough following the launch of the Line 3 Bus Replacement (L3BR) network. In 2025, changes will be implemented on some L3BR routes to respond to observed demand and customer feedback. This may include reallocating resources from L3BR network routes to other routes in Scarborough that are seeing changes in demand from new travel patterns and routes.

Lastly, the TTC will continue to assess scheduled service on a regular basis by observing customer boardings at the route level and adjusting service levels as needed and based on our Service Standards.

Additional details about these changes are included in **Appendix 4 – Technical Assessment**.



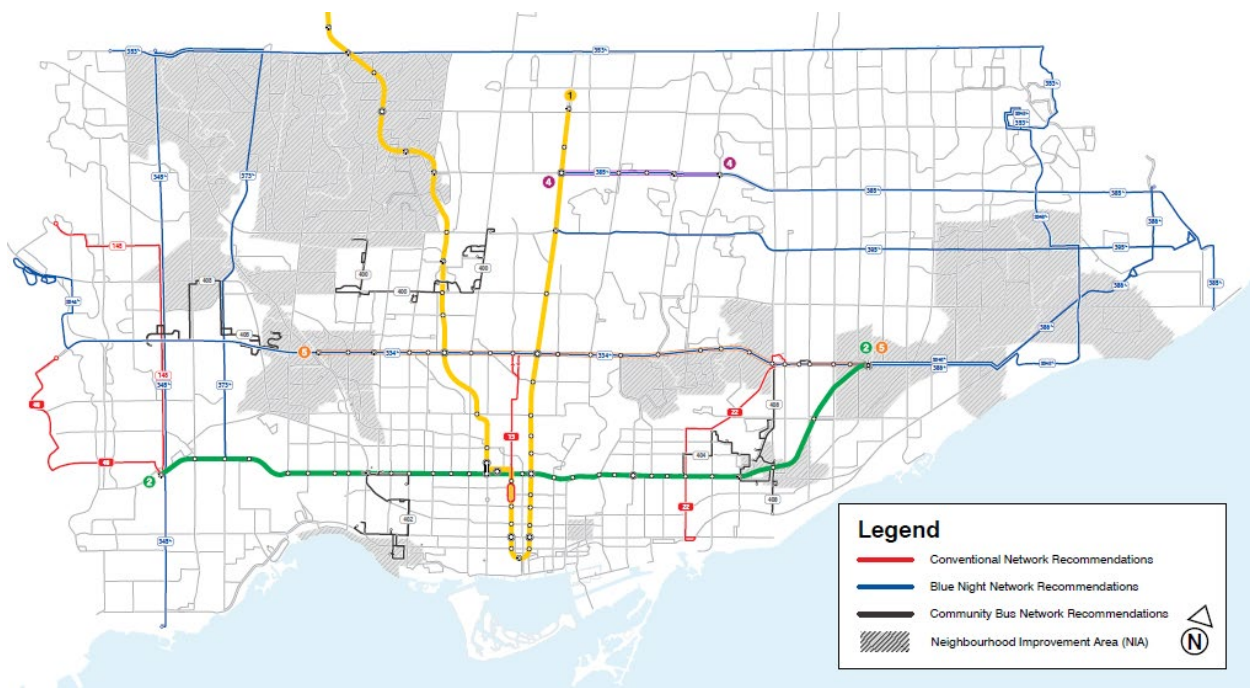
Action 5.1b: Enhance connections and address network gaps across the city

As part of the 2025 ASP, various bus routes were reviewed to determine whether a change or series of changes are needed to improve transit service. Priority was given to areas experiencing significant community changes (population growth, new streets, new destinations, and so on), routes that were not reviewed as part of the 2024 Annual Service Plan, areas where customer or community input or requests for a change were received and routes that will not be undergoing major changes with the opening of Line 5 and Line 6.

In 2025, the TTC will focus on implementing various routing and schedule changes to address network gaps across the city, including:

- Changes to the existing day-time bus network to increase efficiency and enhance connections;
- Improvements to the Blue Night Network by recommending changes to the existing routes and introducing new routes; and,
- A comprehensive review of early morning and late evening schedules.

Figure 10: 2025 ASP routing change recommendations



Improvements to the Blue Night Network by recommending changes to the existing routes and introducing new routes

Recent ridership trends and customer feedback underscore the need to expand and adapt service to meet the evolving demands of Toronto's essential workforce. Since the pandemic, ridership on Blue Night routes has continued to grow, mainly due to the emergence of new industrial and commercial employment areas and dependence of essential workers on transit.

The 2025 ASP Blue Night Network changes are designed to advance an equity-driven approach to planning by enhancing service for shift workers, a key priority customer group. Enhancing connections and addressing network gaps on the overnight network are essential in improving safety, a factor often identified as a top priority by customers, especially women.

The goal of these changes is to improve service accessibility and connectivity, particularly to existing and emerging employment hubs, while strengthening links to industrial and commercial centres. Expanding the Blue Night Network will help accommodate longer journey-to-work distances, a challenge many transit-dependent customers face.

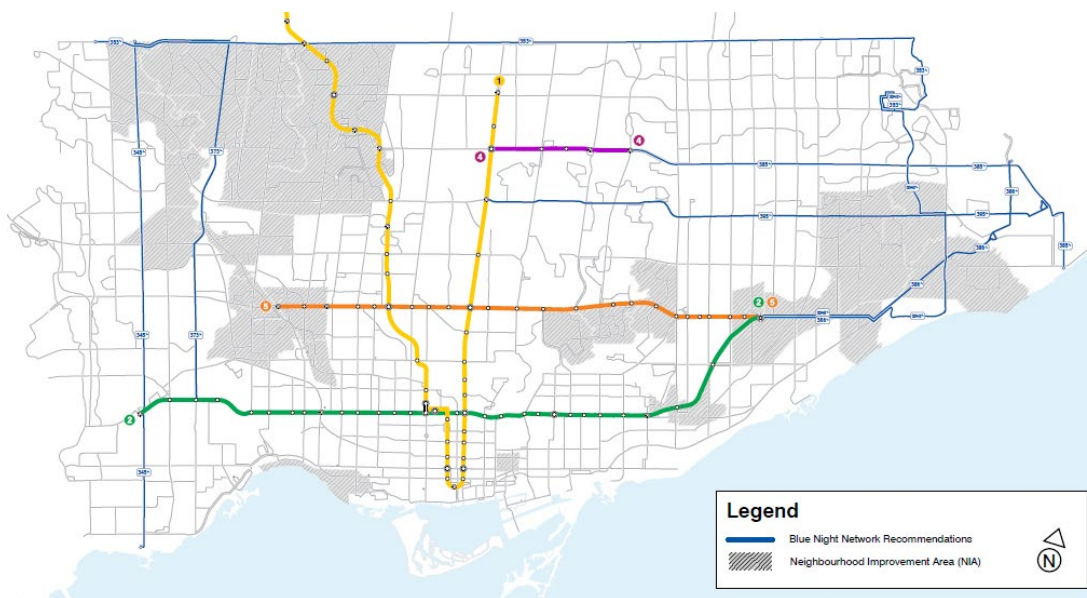
These changes align with the City of Toronto's Poverty Reduction Strategy, which advocates for enhanced transit services in inner suburbs and Neighbourhood Improvement Areas (NIAs). These changes will improve wayfinding, ensure easier connections along high-ridership corridors and align the overnight network with daytime routes. By addressing service gaps, particularly in east Scarborough, the expanded network will ensure the overnight service continues to meet the existing and evolving needs of TTC customers.



Changes include:

- **386 Scarborough (new route):** A new route that will operate between Kennedy Station and Meadowvale Loop via Kingston Road, enhancing connectivity along this key corridor.
- **334 Eglinton:** A route adjustment to provide service on Guildwood Parkway and Morningside Avenue, improving access to these neighbourhoods.
- **385 Sheppard East:** A route extension to Rouge Hill GO Station via Sheppard Avenue East and East Avenue and providing a connection to 354 Lawrence East.
- **395 York Mills:** A route adjustment to provide service up to Rylander Boulevard and Dumford Road to align with daytime 95 York Mills routing for greater consistency and wayfinding simplicity.
- **353 Steeles:** A route extension west of Pioneer Village Station along Steeles Avenue West to Martin Groove Road.
- **345 Kipling (new route):** Introducing a new route along Kipling Avenue, between Humber Polytechnic and Steeles Avenue West.
- **373 Royal York (new route):** Introducing a new route from Royal York Station to the intersection of Steeles Avenue West and Kipling Avenue, traveling via Royal York Road, Weston Road and Steeles Avenue West.
- **337 Islington (service suspension):** With the introduction of the new 373 Royal York and 345 Kipling routes, the 337 Islington route will be discontinued to better manage service coverage between the adjacent corridors.

Figure 11: 2025 ASP Blue Night Network recommendations



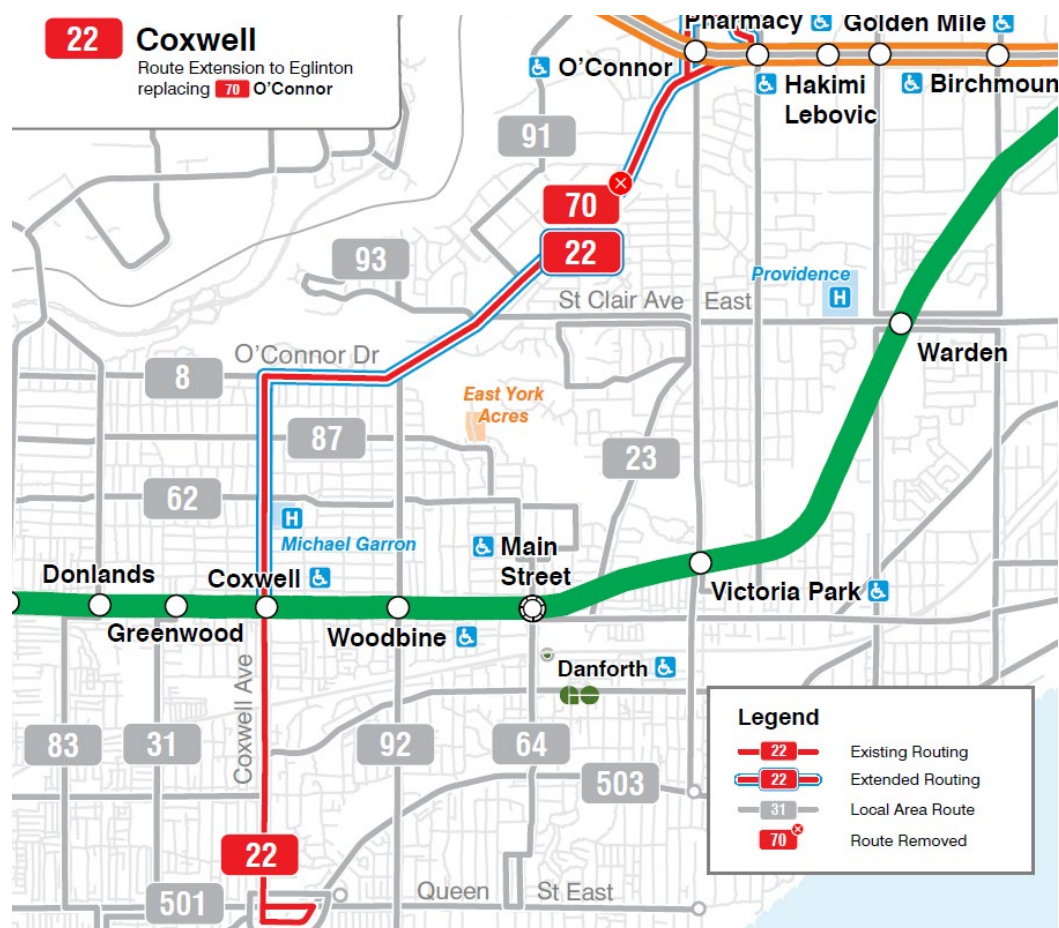
Changes to the existing day-time bus network to increase efficiency and enhance connections

To improve network efficiency and customer convenience, the TTC will be merging the 22 Coxwell and the 70 O'Connor routes. This adjustment aims to eliminate the forced transfer at Coxwell Station, providing customers with a seamless one-seat ride.

This change will enhance connections between key destinations, including residential neighbourhoods, commercial hubs, leisure destinations, medical facilities and future Line 5 Eglinton stations. By streamlining service along Coxwell Avenue and O'Connor Drive, the TTC will offer customers improved accessibility and a more efficient travel experience.

This integrated service was previously temporarily implemented during construction at Coxwell Station. Feedback from customers and operators was positive, with many appreciating the continuous, transfer-free service.

Figure 12: 22 Coxwell routing recommendation



Action 5.1c: Adjust service to support regional fare integration

A significant milestone in regional fare integration was achieved in February 2024 with the launch of the One Fare Program. This initiative allows customers to travel on one fare between the TTC, GO Transit, Brampton Transit, Durham Region Transit, MiWay and York Region Transit. Customer feedback from consultations highlighted strong demand for enhanced fare and service integration, particularly between the TTC and GO Transit.

To support this initiative, the 2024 ASP introduced changes to bus routes, including the 80 Queensway and the 85 Sheppard East routes to provide better regional transit connections.

As part of the 2025 ASP, the TTC has analyzed the One Fare Program's impact on ridership and travel patterns through boarding data as well as consultations. During the first round of consultations for the 2025 Annual Service Plan, customers highlighted the following priorities:

- **Schedule alignment:** Ensure smoother, more reliable transfers by coordinating TTC schedules with those of other transit agencies, especially with GO Transit.
- **Expanded route connectivity:** Introduce new TTC routes that serve major hubs or stops shared with other transit agencies.
- **Extended transfer window:** Lengthen the transfer window across all transit agencies from 2 hours to 3 hours for greater flexibility.

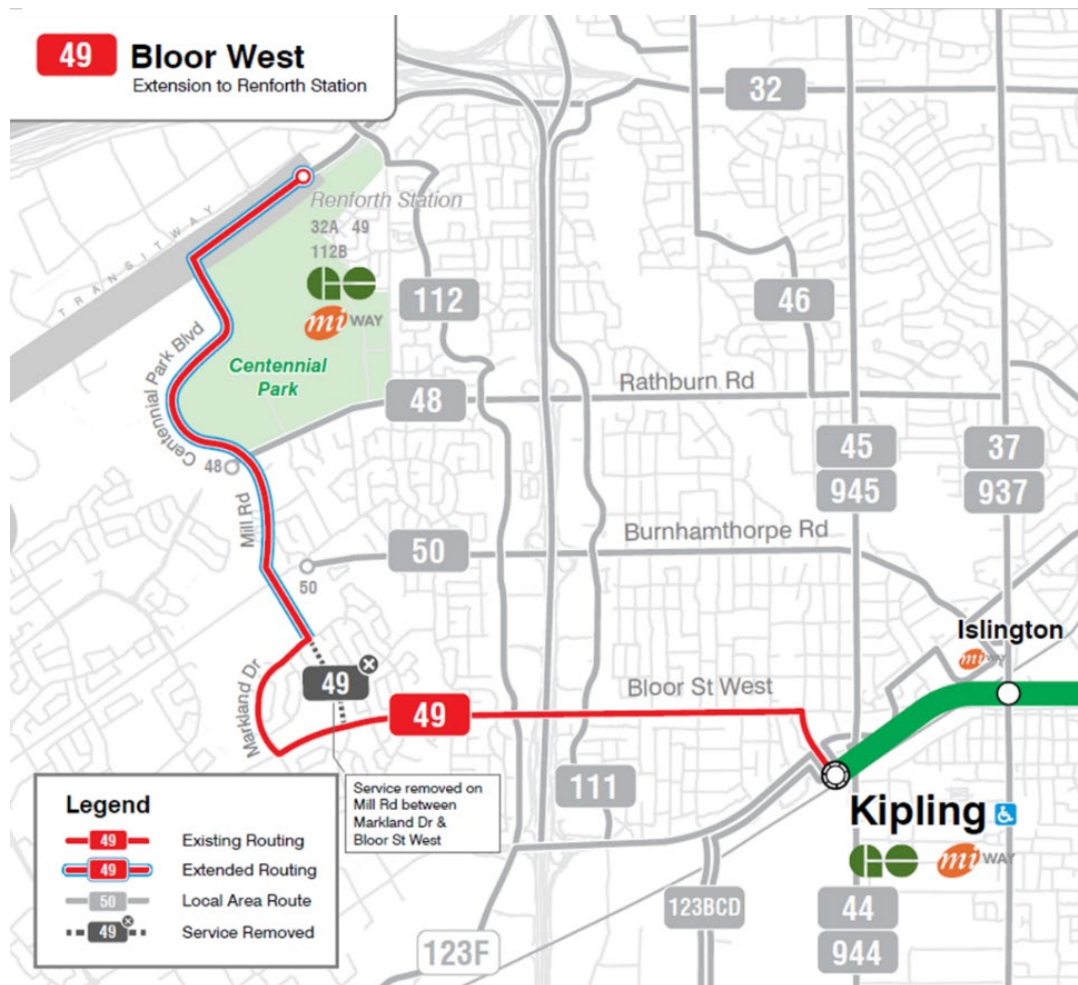
The TTC has been monitoring ridership trends on these routes, particularly those serving neighbouring transit agencies and GO stations and will continue this evaluation into 2025.



To further support the One Fare Program, the 2025 ASP will introduce one new route and extend service on an existing route:

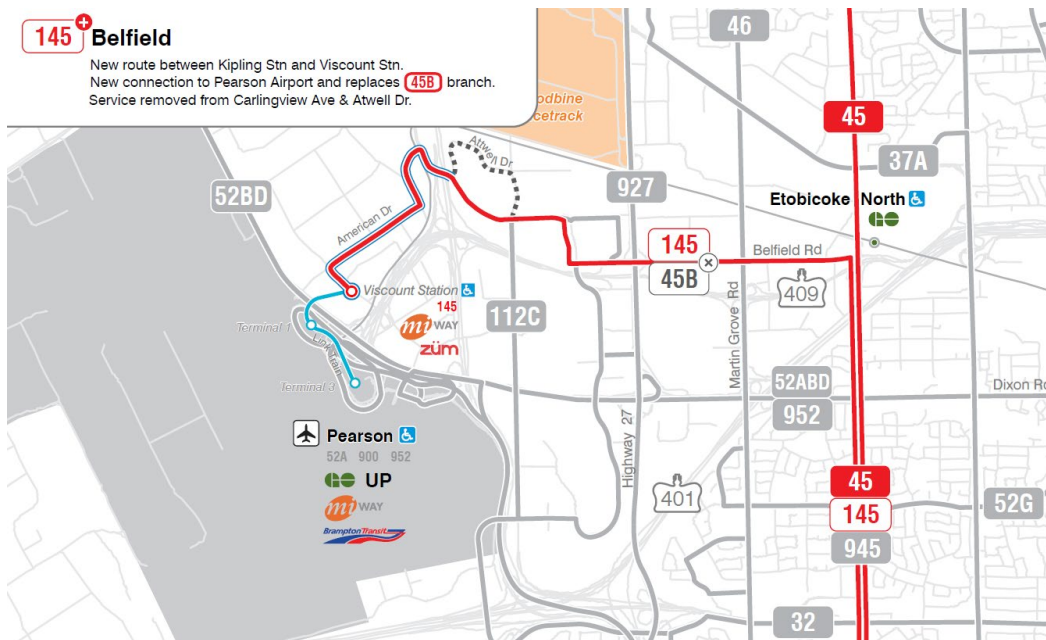
- 49 Bloor West:** This route will be extended along Mill Road and Centennial Park Boulevard to Renforth Station, providing service to the Centennial Park area. It will also enhance connections to the TTC network, GO Transit and MiWay. This change does not preclude regional service integration on the Bloor Street West corridor.

Figure 13: 49 Bloor West routing extension



- 145 Belfield (new route):** A new route that will run from Kipling Station to Viscount Station, replacing the current 45B (Kipling Station to Atwell Drive) service. This new service will improve access to Toronto Pearson Airport and connect with GO Transit, UP Express, MiWay and Brampton Transit.

Figure 14: 145 Belfield new route recommendation



To respond to feedback received from customers, the TTC will continue to explore ways to further improve cross-boundary travel, introduce new connections with neighbouring transit agencies and strengthen coordination with GO Transit in 2025. These efforts are intended to make regional transit more seamless, convenient and accessible for customers across the Greater Toronto Area.

Action 5.1d: Review and improve early morning and late evening schedules

As part of the 2025 Annual Service Plan, the TTC will be continuing a comprehensive review of services offered in the early morning and late-night periods. These services have historically been critical in attracting ridership by ensuring a greater availability of service. While many regular customers use transit in these hours, availability of these services is also crucial in attracting new and occasional customers to the system, who might benefit from service home after an evening in the city or a ride to an early morning shift. In order to standardize the services offered in these time periods, the First & Last Trip strategy was developed. The strategy seeks to standardize service levels, audit and improve connections to the subway in the late night and early morning periods and improve the experience for customers.

The strategy rests on four central initiatives, which seek to improve the service offered during the late night and early morning periods in 2025 and beyond. These initiatives include:

- **Subway span of service harmonization:** First and last train times on the network will be adjusted to provide more consistent times throughout the week, improve wait times at the start/end of service for non-peak travel and better connect to GO Train start/end times.
- **Station hours harmonization:** Station hours will be adjusted to better encompass the hours of subway service and improve transfers to and from bus service.
- **Bus and streetcar span of service harmonization:** Last trip times will be adjusted to be consistent throughout the week. Depending on ridership and corridor characteristics, these will be standardized to either 1:00 a.m. or the last subway/LRT train. Service levels and runtimes will be adjusted after 1:00 a.m. to reduce early running of last trips and to improve connection reliability and wait time between bus routes.
- **Last trip routings and stops at subway stations:** All trips going out-of-service will be adjusted to do so at a location with other transit service available. Additionally, stops will be designated for buses serving subway stations outside of subway/LRT operating hours. These will be implemented into customer information tools on the website and third-party apps to improve wayfinding.



Action 5.1e: Enhance the service reliability program to further improve the overall customer journey

In 2025, the core work of continuing to align schedules to observed conditions will continue, however there are several other key service reliability initiatives that are underway. These include launching a pilot to tackle bus bunching on 11 bus and streetcar routes through headway adherence with field supervisory support, continued exploration of additional service reliability improvement techniques such as additional mid-route holds and other mid-route controls. The OTP standard on the surface network will also be adjusted to eliminate permissible one-minute early departures.

Action 5.1f: Discontinue underperforming services where opportunities exist to improve overall efficiency

- **13 Avenue Road – elimination of service south of Queen’s Park:** The TTC is recommending the elimination of the 13B (Eglinton Station to Gerrard) service, which currently operates only during the midday period. This recommendation is due to poor ridership performance, service reliability challenges and availability of alternative accessible transit options. The changes will result in service at all times being provided on a single branch operating between Eglinton Station and Queen’s Park.
- **87A Cosburn (not recommended at this time):** As part of the initial proposals for the 2025 Annual Service Plan, the TTC consulted with customers, the community, the Planning Advisory Group and ACAT regarding the potential elimination of the 87A (Broadview Station to Main Street Station via East York Acres) branch of 87 Cosburn and for all service to operate on the 87C (Broadview Station to Main Street Station) branch. The objective of this proposal was to address operational challenges associated with serving Haldon Avenue and East York Acres and to offer a more direct and faster service for customers travelling on the route. While the customer travel time analysis supports this routing change, feedback from the immediate community and ACAT opposed the change. In addition, stop relocation constraints prevent the proposed changes from being implemented. Consequently, this proposal is not recommended at this time, but may be revisited in the future.

Figure 15: 13 Avenue Road branch restructuring

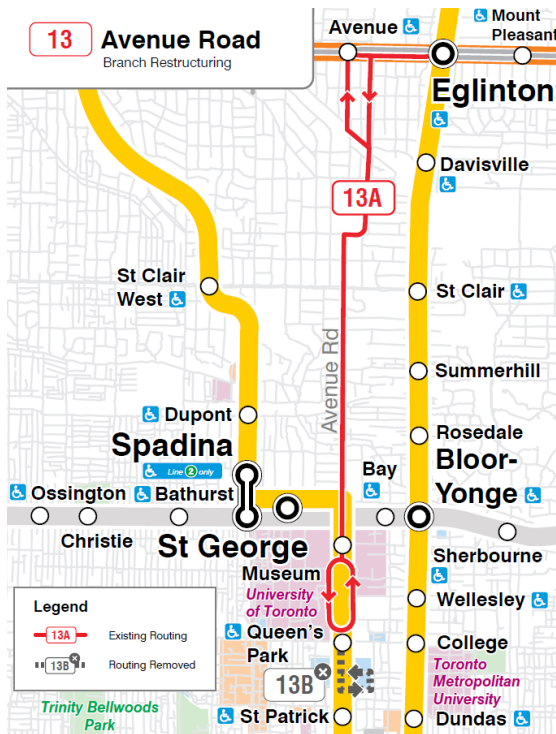
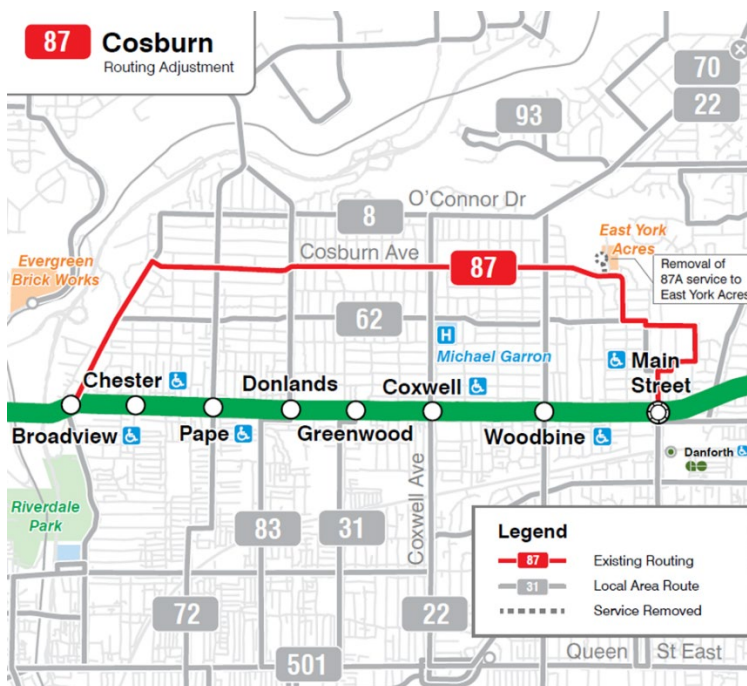


Figure 16: 87 Cosburn routing proposal



5.2 Improving the Community Bus Network

The Community Bus network is a vital, yet often overlooked, part of the TTC. This service provides an essential transit option that bridges the gap between Wheel-Trans and the conventional transit system. However, existing Community Bus routes face persistent challenges, particularly low ridership. While there have been requests to expand the network, the priority of changes proposed through the 2025 ASP is to improve the existing network to better meet the needs of current users and attract new customers.

The primary goals of enhancing the Community Bus Network are to increase ridership, improve connectivity to the rapid transit system and provide better access to important neighbourhood destinations. Since senior citizens are the primary users of this service, recommended adjustments focus on prioritizing connections to medical centres, community centres, public facilities and retirement homes. These considerations are crucial to ensuring that the network remains accessible and responsive to the needs of its core demographic.

As Toronto's population continues to age, the need to improve the viability of the Community Bus network is crucial, especially with requests to expand the network to new communities. This presents an opportunity to deliver better service that addresses the evolving needs of seniors, people with disabilities and other transit-dependent riders. By prioritizing equity, connectivity and accessibility, the TTC aims to make the Community Bus network a more effective and essential part of Toronto's transit landscape.



Action 5.2a: Evaluate existing routes and develop proposals to enhance service effectiveness and reliability

In the 2025 Annual Service Plan, the TTC is proposing minor routing adjustments to the Community Bus network aimed at improving connections to the broader transit system and facilitating access to key local points of interest such as community centres, public libraries, retirement homes and others. These adjustments are designed to enhance the overall customer experience and create new opportunities to boost ridership. Ridership on these service adjustments will be monitored after implementation. The proposals are:

- **400 Lawrence Manor:** Route extension via Wyndale Drive, Culford Road and Lawrence Avenue West to enable connections to a local park, public library and a sports complex.
- **402 Parkdale:** Route extension via College Street, Dufferin Street and Roncesvalles Avenue to enable connections to retirement homes, community centres and a community health centre.
- **404 East York:** Route restructuring by reallocating resources from the existing 404 route to create a revised 404 East York route and a 408 Victoria Park South route. The revised 404 East York route will extend to Main Street, Main Street Station and Danforth Avenue, improving connectivity. The 408 Victoria Park South will operate via Victoria Park Road, Crescent Town Road, Dawes Road, Park Vista Drive and Eglinton Avenue East, providing better access to apartment buildings and new shopping destinations.
- **405 Etobicoke:** Route extension via Scarlett Road and Widdicombe Hill to provide connections to apartment buildings and a naturally occurring retirement community.

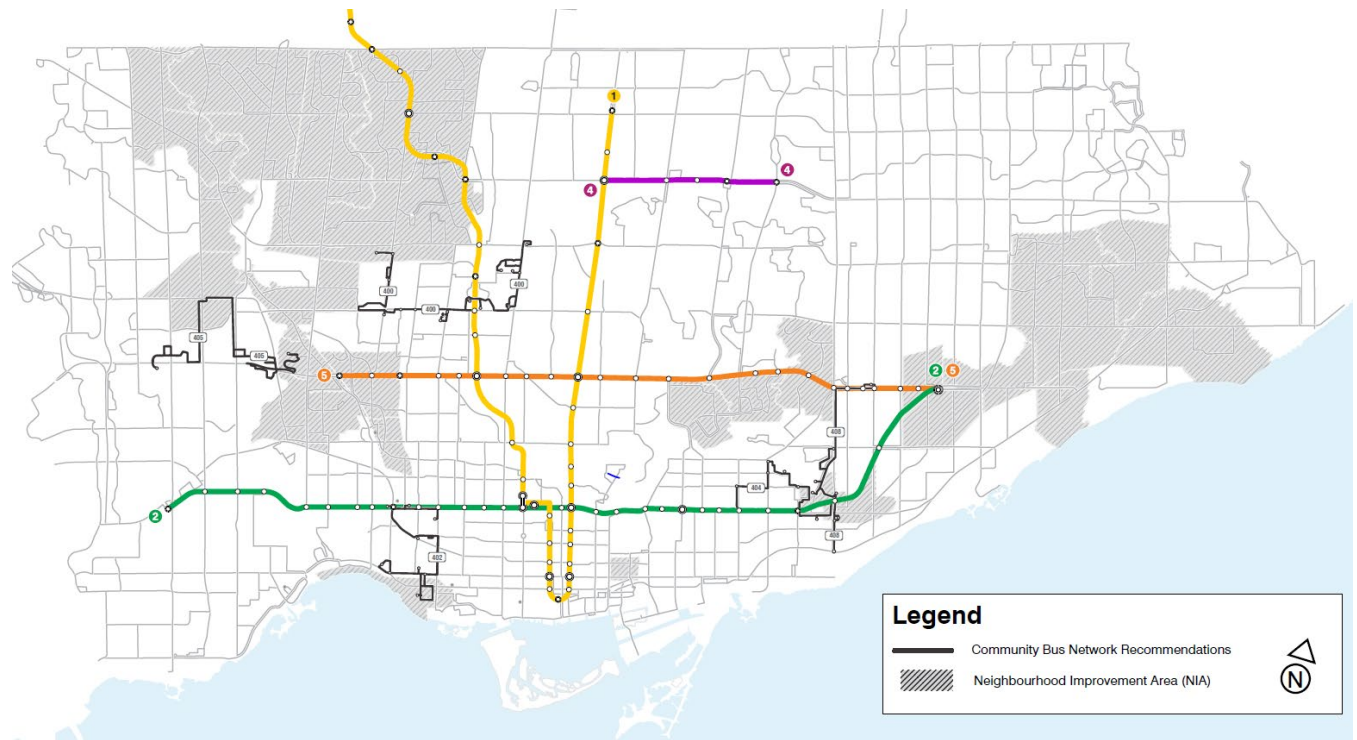
The objective of the changes is to increase ridership to meet the standard of a minimum four boardings per hour for the Community Bus Network. If ridership continues to be below TTC's Service Standards, the TTC will need to reconsider recommendations and re-evaluate the delivery of Community Bus services.

Action 5.2b: Identify gaps in customer awareness and implement strategies to improve the visibility and accessibility of the network

During both Round 1 and Round 2 of consultations, a recurring piece of feedback received from customers highlighted a significant challenge: many customers are unaware of the Community Bus Network and who it is intended to serve. This lack of awareness is a factor contributing to the network's low ridership. In 2025, the TTC will explore opportunities to better promote the Community Bus network.

Potential improvements can include digital and physical wayfinding improvements, customer awareness campaigns and identifying tactics to strengthen community collaboration.

Figure 17: Community Bus routing changes



To respond to the area Councillor request, the TTC studied a new Community Bus route in south Scarborough, the 406 Scarborough South. The proposed route would provide service east of Scarborough Centre Station, requiring two buses to operate at 60-minute headways. As illustrated in **Figure 18**, the proposed route would provide coverage throughout central Scarborough, connecting customers to destinations such as Scarborough Centre Station and Scarborough Town Centre, Scarborough General Hospital, Cedarbrae Mall, Cedarbrook Lodge Retirement Residence as well as Masarykpark Homes and Scarborough Health Network – Centenary Hospital.

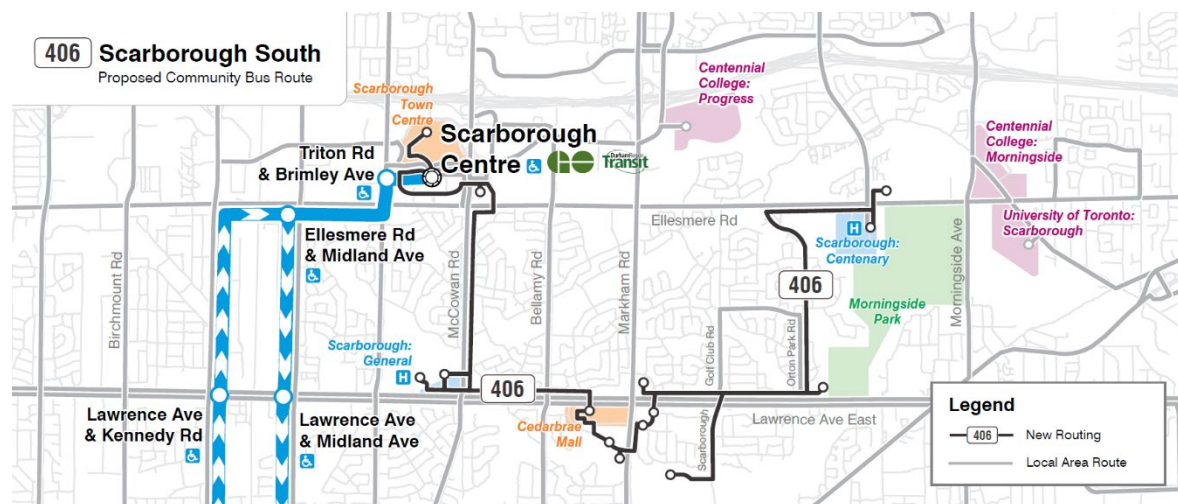
Ridership projections were developed based on 2023-2024 Wheel-Trans (W-T) door-to-door rides for conditional customers within a 175-metre buffer of the proposed routes. The results of this analysis indicate that although the performance of this route is forecasted to fit the typical net cost per passenger on the Community Bus Network, this would significantly increase the subsidy by the TTC required to operate this new route.

A study carried out by UHN identified Masarykpark Homes as a Naturally Occurring Retirement Community (NORC). Masarykpark Homes/Masaryktown Residences are

located on Scarborough Golf Club Road. Currently, this location is not directly served by conventional transit due to operational constraints on site and on Scarborough Golf Club Road. TTC W-T serves this location to deliver door-to-door trips.

To address the low productivity of the Community Bus Network, the focus in 2025 will be on boosting ridership through targeted improvements and adjustments to the existing routes. Introducing new services is not recommended until the continued viability of the Community Bus network is determined.

Figure 18: 406 Scarborough South assessed routing



Action 5.2c: Collaborate with community advisory groups to better understand and address customer travel patterns and needs

A key focus in 2025 is to collaborate more closely with community advisory groups to better understand and address customer travel patterns and needs. Through the 2025 ASP consultation efforts, the TTC recognized the value of engaging with organizations that work directly with the key customer groups who rely on this service. In developing the 2025 service change recommendations, the TTC worked directly with customers and operators as well as with the NORC Innovation Centre at University Health Network to gain valuable insights.

This collaboration has proven essential in shaping proposals that align with the needs of TTC customers. Moving forward, the TTC's goal is to continue fostering these partnerships while also identifying additional community advisory groups that can help refine and improve the service. By strengthening these connections, the TTC aims to ensure that the Community Bus network remains aligned with the evolving needs of its users.



5.3 Planning for construction: From principles to practice

As Toronto continues to grow, construction—whether for critical infrastructure renewal, transit expansion, or private development—remains a constant factor influencing the transit network. Recognizing the need to better plan, operate and communicate transit changes during these disruptions, the 2024 Annual Service Plan introduced a construction planning framework designed to enhance coordination and service reliability.

This framework provided valuable guidance during the 2024 construction season, allowing the TTC to apply new strategies for managing service disruptions and improving communication with customers. By incorporating feedback and lessons learned, the framework helped the TTC collaborate more effectively with City of Toronto and external partners, ensuring that service impacts were better anticipated and mitigated.

The 2025 ASP builds on this progress by analyzing the outcomes of projects where these guidelines were applied. It also explores further opportunities to refine service planning and mitigate congestion caused by construction, ultimately ensuring smoother transit operations. As part of this effort, the TTC will continue to focus on two key aspects of construction planning:

1. **City-wide service coordination:** Improving how construction-related service changes are planned and communicated across Toronto's transit network.
2. **Area-specific service adjustments:** Developing detailed detour plans and alternate routings in areas anticipated to experience significant construction-related disruptions.

The TTC remains committed to enhancing transit reliability during construction by refining its internal processes and accountability measures. Feedback from consultations will continue to shape the evolving construction service framework, ensuring that future construction seasons are met with better preparedness and minimized impacts on customers.

Action 5.3a: Continue applying recommendations from the 2024 ASP construction guidelines framework to enhance service management during disruptions

In the 2024 ASP, the TTC established construction planning guidelines aimed at achieving as many framework objectives as possible. These guidelines were shaped by lessons learned from previous construction seasons and informed by extensive consultations.

Keeping **accessibility** and minimizing barriers as a primary consideration when planning and communicating diversions and alternative services.

Consistency in construction phasing and planned detours operated during the construction period.

Flexibility to adjust service plan in the occasion that consistency is not feasible.

Maximizing **connections to subway** to avoid unnecessary transfers for customers.

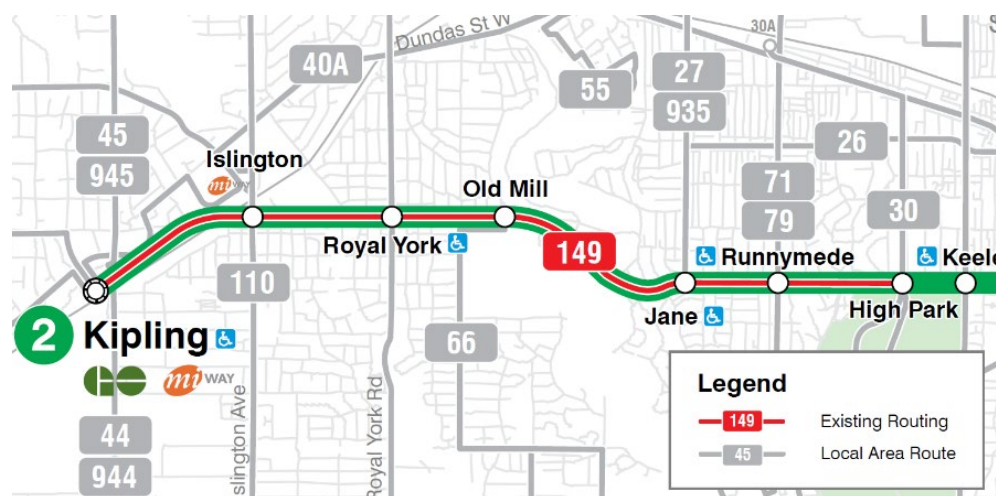
Frequent service on **nearby/parallel** corridors to minimize travel time for customers.

Maintaining **service coverage** where possible to ensure that pedestrian access and accessibility are maintained during diversions.

The 2024 construction season provided an opportunity to apply our framework to diversion plans, where it proved successful. Building on this success, the TTC will continue to use these guidelines in future construction projects.

An example of applying these principles to practice is the 2025 Easier Access Interim Service Plan. The objective of the AODA is to ensure that facilities and services in Ontario are accessible by January 1, 2025. The TTC has been working towards achieving this objective by ensuring elevator access at each TTC station and at present, 81% (57 of 70) of TTC stations are accessible while identifying that a number of subway stations will not be completed by January 1, 2025. In order to ensure that the TTC transit system is as accessible as possible, a contingency service plan has been developed for an interim period for each station where elevator access will be delayed beyond January 1, 2025. The interim service plan will ensure that there is accessibility to the subway system and includes a mix of existing surface routes, routes with modifications and one new route (Figure 19) as alternate connections to/from accessible subway stations.

Figure 19: 149 Etobicoke-Bloor temporary route



Action 5.3b: Review, document and refine processes and responsibilities for managing service disruptions more effectively

There are many internal and external stakeholders and processes related to construction coordination and resulting service disruptions. With increasing overlap, complexity and relationships between a growing number of construction projects, a more thorough review and improvement of the process is needed. This action will continue the process of reviewing and improving internal and external coordination and communications for intake, approval, planning, operations and accountability around construction service, with both internal and external partners.

Action 5.3c: Implement targeted service changes to address area-specific construction impacts

The 2025 ASP focuses on four major construction projects and zones that will begin work in 2025 and beyond. Although there are many construction projects and work areas across the City of Toronto presently and in the future, four projects are assessed that are representative of possible impacts to transit service across the city over the next few years, to establish a framework for the TTC to employ when planning ahead of construction impacts.

The four construction projects and work areas analyzed in the 2025 ASP include:

- **King & Church** – Involves watermain, streetcar track and overhead construction
- **Beth Nealson Drive** – A temporary full closure of the street due to Ontario Line Maintenance and Storage Facility construction.
- **Cedarvale Station** – A temporary closure of the bus terminal once the opening of Line 5 Eglinton occurs
- **College & McCaul** – Involves streetcar track and overhead construction

Construction in these areas may affect multiple routes and the TTC is proposing conceptual re-routings and detours for each project. The feasibility of these scenarios and routings will also be subject to confirmation through confirmation of closure details, operational reviews and available resources.

King & Church

Construction impact

Construction impacting watermain and streetcar track will result in the closure of the intersection of King Street East and Church Street. There will also be overhead construction upgrades along King Street East, Sumach Street and Cherry Street. This project will impact the 503/303 Kingston Road, 504/304 King and 508 Lake Shore routes.

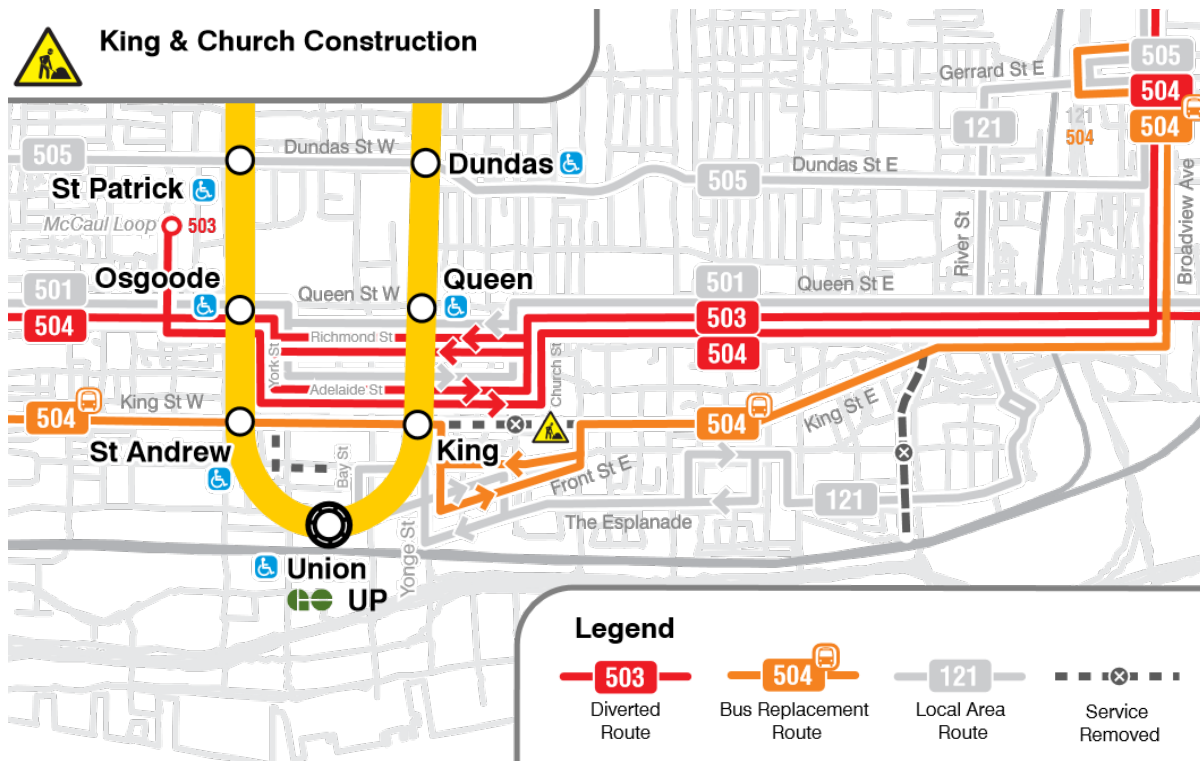
Proposed service adjustment

The construction planning framework guided the development of proposed service adjustments for the impacted streetcar routes. Several key considerations guided the development of these proposals, including a lack of full-movement track curves at the Parliament Street and King Street East intersection, the criticality of this intersection for streetcar service movement across the King Street Priority Transit Corridor and considerations that the nearest alternative corridor, Queen Street, is already affected by Metrolinx's Ontario Line construction at Queen Street and Yonge Street.

Our primary objectives based on feedback received during the consultation period are to preserve transit options along King Street East as much as possible, ensure a connection to King Station and avoid overwhelming the Queen Street corridor. To achieve these goals, the 503/303 King, 504/304 King and 508 Lakeshore routes will divert to Queen Street, utilizing the new Queen Street Diversion (QSD) tracks on York Street and Adelaide Street and aided by the implementation of transit priority measures such as parking removals, transit-only lanes and signal timing changes at intersections. Many of these TPMs will require the support of City of Toronto Transportation Services and will be explored alongside consultation with local communities and businesses.

Additionally, a 504/304 King replacement bus will operate along King Street East and West, diverting via Yonge Street, Front Street/Wellington Street and Jarvis Street to maintain service coverage and connectivity during the construction period. Pending the availability of resources, additional service to the Distillery Loop area is being explored through the addition of a Sumach/Cherry branch of this replacement bus.

Figure 20: King & Church Construction Diversion Plan



Beth Neilson Drive

Construction impact

To accommodate planned construction for the Ontario Line Maintenance and Storage Facility, Beth Neilson Drive will undergo a temporary full road closure. This project will impact the 88 South Leaside route.

Proposed service adjustment

Key considerations in developing our diversion plans included the limited local road network, which offers few detour options, the need to maintain connections to nearby rapid transit lines serving Thorncliffe Park and the context of our surface network plan following the opening of Line 5 Eglinton.

Although the exact timing of Line 5 Eglinton's opening remains uncertain, diversion plans have been designed with the post-opening surface network in mind to ensure a seamless transition if it becomes operational during construction.

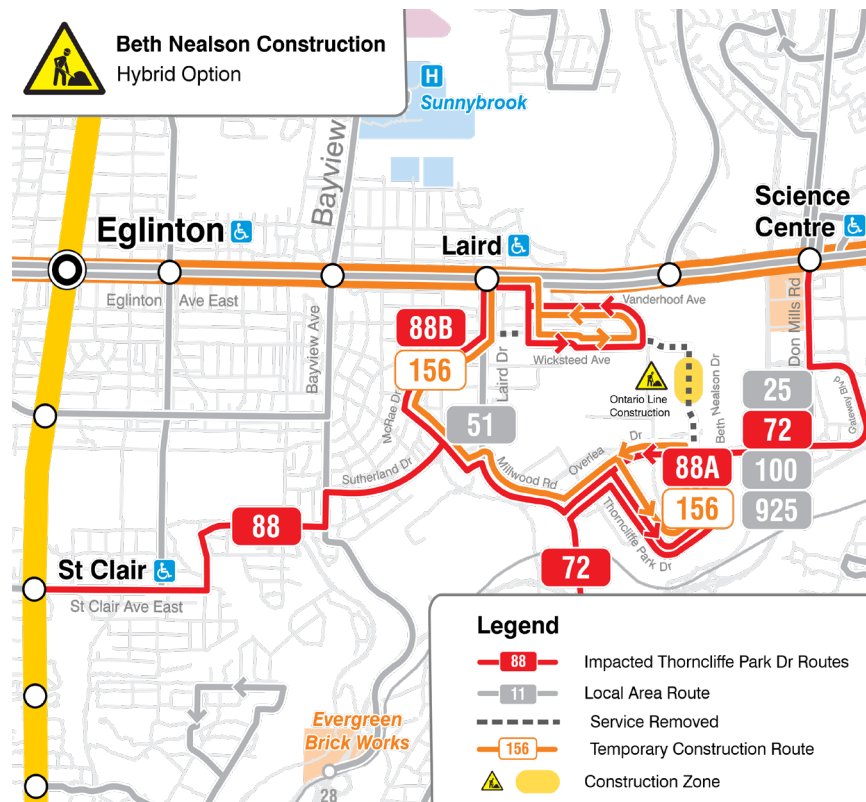
The TTC's proposal is to operate the 88 South Leaside on a two-branch structure, with adjusted service where the two branches do not connect. The 88A will loop via Thorncliffe Park Drive and the 88B will loop via Vanderhoof Avenue and Wicksteed Avenue. A frequent theme in the consultation period was the importance of maintaining a direct connection to Line 1 Yonge-University from either side of the closure area, which was preferred more strongly than maintaining a connection to Laird Station on Line 5.

Pending resource availability, the TTC is also exploring a hybrid option with the introduction of a new temporary 156 Millwood route (referred to as 156 Laird in the consultation period), operating between Laird Station and Thorncliffe Park via McRae Drive and Millwood Road. This route would provide a direct connection from Thorncliffe Park to Laird Station, schools in the Leaside area, the Leaside branch of the Toronto Public Library and to the commercial areas along the northern section of Laird Avenue and within the Leaside Business Park. This temporary route would operate only during daytime service hours, approximately 7 a.m. to 7 p.m., seven days a week.

Figure 21: Beth Neilson Construction Diversion Plan preferred option



Figure 22: Beth Neilson Construction Diversion Plan hybrid option



Cedarvale Station– future construction

Construction impact

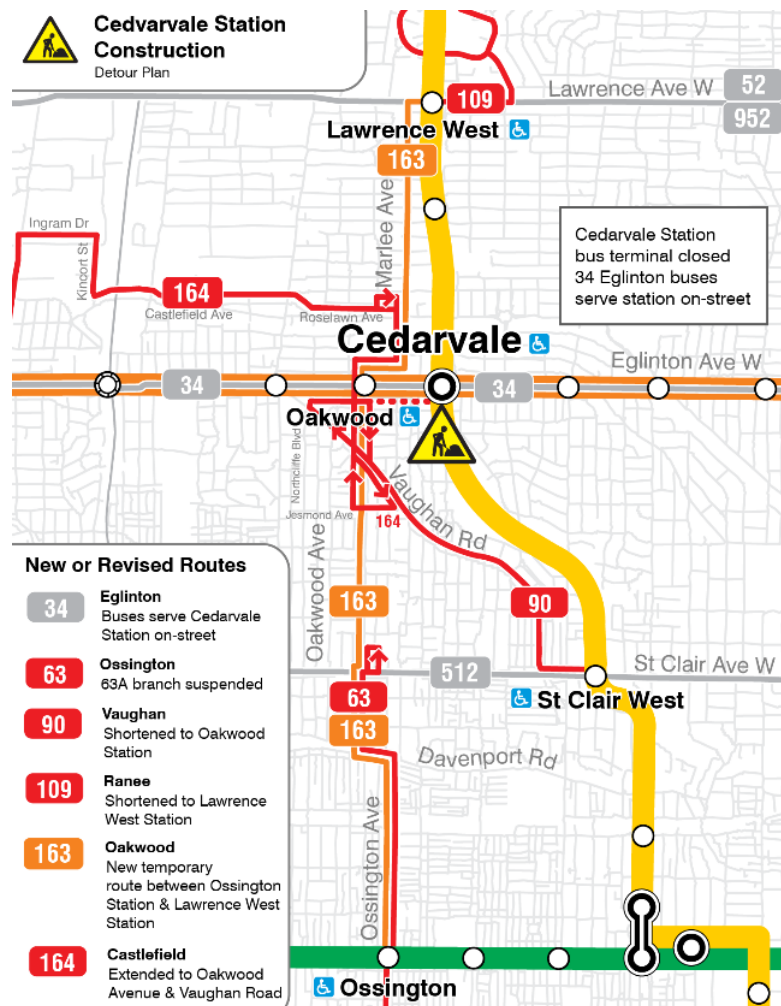
Following the opening of Line 5 Eglinton, the bus terminal at Cedarvale Station will temporarily close to accommodate repaving and other state-of-good-repair work. This closure will affect the 34 Eglinton, 63 Ossington, 90 Vaughan, 109 Ranee and 164 Castlefield routes.

Proposed service adjustment

Key considerations for this project include ensuring continued station access through on-street stops, building on lessons learned from another recent closure of the station's bus terminal and considering the updated surface network plan that will be in place following the launch of Line 5 Eglinton. To achieve these goals, the following service adjustments are proposed: the 34 Eglinton will continue serving the station through on-street stops. The 63 Ossington will operate only via the branch routing terminating at St Clair Avenue, while the 90 Vaughan will revert to its previous branch routing via Northcliffe Boulevard, terminating at Oakwood Station. The 109 Ranee will be shortened to end at Lawrence

West Station. Additionally, a new temporary 163 Oakwood route will be introduced, operating between Lawrence West Station and Ossington Station via Marlee Avenue, Oakwood Avenue and Ossington Avenue. The 164 Castlefield will be extended south via Oakwood Avenue to Jesmond Avenue, looping on-street via Vaughan Road.

Figure 23: Cedarvale Station Diversion Plan



College & McCaul– future construction

Construction impact

Streetcar track construction will result in the closure of the intersection of College Street and McCaul Street. This project will impact the 506/306 Carlton.

Proposed service adjustment

Key considerations for this project include maintaining rubber-tire traffic except at the intersection, which is a critical location near the peak demand point of the 506 Carlton and

within the University of Toronto's St. George campus. The TTC will also apply lessons learned from the 2022 College Street track and streetscape work to improve coordination and minimize disruptions by avoiding multiple routing changes over the course of the project.

To achieve these objectives, the 506/306 Carlton streetcars will divert via Spadina Avenue, Dundas Street West and Bay Street. Additionally, service will be increased on the 94 Wellesley west of Wellesley Station, offering an alternative routing option north of the College Street corridor. This approach is necessary because dedicated 506 replacement buses cannot operate between University Avenue and Beverley Street / St. George Street due to the closure at the McCaul Street intersection.

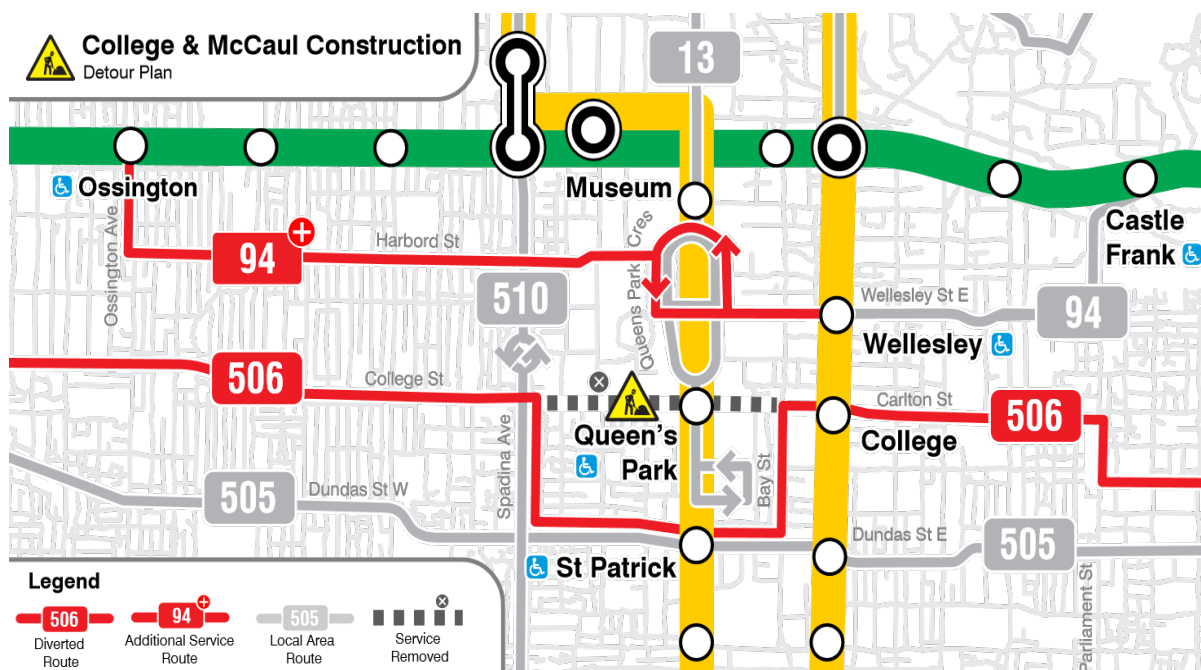


Figure 24: College & McCaul Construction Diversion Plan

Action 5.3d: Explore opportunities to pilot and implement innovative service initiatives alongside construction-related adjustments or to mitigate other operational constraints

In 2024, several service adjustments were introduced to enhance connectivity and accessibility during periods of construction-related disruption. Notable adjustments included swapping the end-of-line terminus for the 504B King and 501 Queen routes (Humber Loop – Dufferin Gate), extending the 511 Bathurst to Union Station and extending the 26 Dupont and 55 Warren Park routes to Runnymede Station. Ridership data and customer feedback collected during these diversions will be retained to inform future network reviews.

Moving forward, the TTC will continue to explore opportunities to test and implement route and service changes, particularly when adjusting for construction or addressing other operational challenges. This proactive approach ensures that service remains responsive to evolving customer needs and network conditions.

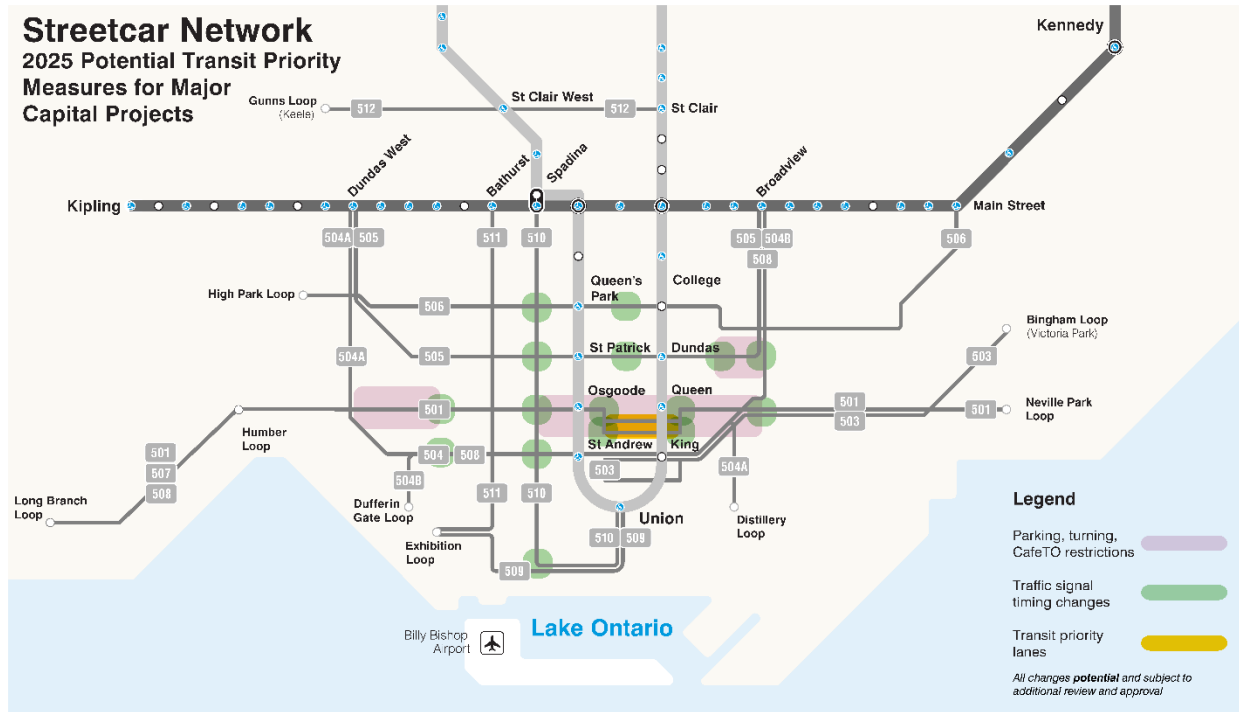
Action 5.3e: Collaborate with stakeholders on construction projects to proactively identify and continue to implement transit priority measures that improve transit flow.

After a preliminary review of potential transit priority measures to aid the throughput of streetcar service on corridors with additional service diverted to them, as well as at intersections with additional or new turning movements, the following changes will be proposed (with support from partners at City of Toronto Transportation Services). All are subject to further review, consultation, refinement and Council approval where applicable.

- King-Church
 - Dedicated streetcar lanes on Richmond Street and Adelaide Street, between York Street and Church Street
 - CaféTO patios – removed for the duration of the diversion between Spadina Avenue and Broadview Avenue on Queen Street West and East.
 - Parking restrictions on Queen Street – no stopping from 7:00 a.m. to 7:00 p.m., seven days a week, between Spadina Avenue and Broadview Avenue
 - Turning restrictions on Queen Street – extended and additional restrictions at key locations to 7:00 a.m. to 7:00 p.m. , seven days a week, between Spadina Avenue and Broadview Avenue
 - Traffic signal timing and phasing adjustments, subject to further analysis to confirm applicability and feasibility – Queen Street East and Church Street, Richmond/Adelaide Street and Church Street, Richmond/Adelaide Street and York Street, Queen Street West and Spadina Avenue, King Street West and Spadina Avenue.
- College-McCaul
 - Traffic signal timing and phasing adjustments, subject to further analysis to confirm applicability and feasibility – College Street and Bay Street, Dundas Street and Bay Street, Dundas Street and Spadina Avenue, College Street and Spadina Avenue
- Other projects not included in the scope of the 2025 ASP but for which transit priority measures will be enacted where applicable and feasible:
 - Bathurst-Fleet, watermain and trackwork
 - Queen East, Davies to Broadview, watermain (2025) trackwork (2026)
 - King-Dufferin trackwork (project inclusion in 2025 construction program subject to City approval)

- Trackwork on various sections of King Street (project inclusion in 2025 construction program subject to City approval)

Figure 25: 2025 streetcar network potential transit priority measures



6. Summary of Actions

The following table summarizes the actions outlined in the 2025 Annual Service Plan.

Action
Action 5.1a: Continue to address customer demand by aligning service to ridership
Action 5.1b: Enhance connections and address network gaps across the city
Action 5.1c: Adjust service to support regional fare integration
Action 5.1d: Review and improve early morning and late evening schedules
Action 5.1e: Enhance the service reliability program to further improve the overall customer journey
Action 5.1f: Discontinue underperforming services where opportunities exist to improve overall efficiency
Action 5.2a: Evaluate existing routes and develop proposals to enhance service effectiveness and reliability
Action 5.2b: Identify gaps in customer awareness and implement strategies to improve the visibility and accessibility of the network
Action 5.2c: Collaborate with community advisory groups to better understand and address customer travel patterns and needs
Action 5.3a: Continue applying recommendations from the 2024 ASP construction guideline framework to enhance service management during disruptions
Action 5.3b: Review, document and refine processes and responsibilities for managing service disruptions more effectively
Action 5.3c: Implement targeted service changes to address area-specific construction impacts
Action 5.3d: Explore opportunities to pilot and implement innovative service initiatives alongside construction-related adjustments or to mitigate other operational constraints
Action 5.3e: Collaborate with stakeholders on construction projects to identify and continue to implement transit priority measures that improve transit flow

Appendix 1. 25-Point Action Plan Status Update

The 2024-2028 5-Year Service and Customer Experience Action Plan identified 61 initiatives in 2024 to improve transit service and customer experience. Overall, in 2024, seven initiatives were implemented, including adopting and communicating construction planning guidelines as well as implementing fare integration with the introduction of the One Fare Program in February 2024. Of the remaining initiatives, 50 were started and are underway, and four were deferred to 2025/2026. **Figure A1.1** presents a status summary of initiatives implemented in 2024 or planned for implementation in 2025. The following sections will provide a status update on each action identified in the plan and any subsequent progress to be made on these items in 2025.



Figure A1.1: 2024-20205 action plan - status summary

Action	Initiative	Status
1.1 Reinforce the organizational commitment to customer service	Establish a Customer Experience Network of Champions program Complete a communications review to ensure frontline staff have the information they need to support customer service	Underway Underway
1.2 Elevate the importance of ongoing public engagement	Identify new tools for use in public engagement and market research Utilize the diverse and representative customer panel to seek insights on a continual basis	Underway Underway
2.1 Accommodate population and employment growth	Relieve crowding	Implemented
2.2 Implement new services to address travel patterns	Implement area study network changes	Underway
2.3 Open Line 5 – Finch West	Implement approved network changes	Deferred
2.4 Open Line 6 – Finch West	Implement approved network changes	Deferred
2.5 Implement line 3 future busway	Complete busway design work	Underway
2.6 Restore and enhance service standards	Modify express bus service standards	Implemented
2.7 Enhance service planning equity lens	Continue with enhanced consultation process Refine and adopt measures of transportation equity Continuously review transit schedules	Underway Underway Underway
3.1 Improve service reliability	Improve weekend and overnight schedules to reflect operating conditions Review service reliability metrics Deploy automated monitoring and operator training and counselling to improve on-time departures	Underway Underway Underway
	Evaluate the success of the active and passive route supervision pilot	Underway
	Review infrastructure needs at the end-of-line points to ensure they meet operational needs	Underway
	Adopt and communicate construction planning guidelines based on consultations and customer feedback	Implemented
3.2 Doing disruptions differently	Review, document, and improve process and responsibilities for service disruptions	Underway
	Implement service changes for area-specific construction	Implemented
4.1 Implement the Surface Transit Network Plan (RapidO)	Complete Jane Street study	Underway
4.2 Implement targeted regulatory transit priority measures	Begin studies on Finch East, Dufferin Street and Lawrence East	Underway
	Complete up to 10 locations per year	Underway
4.3 Implement move transit signal priority	Continue to roll out existing program - up to 50 locations per year	Underway
	Continue implementing ATSP	Underway
4.4 Implement move queue jump lanes	Complete design and construct up to 5 standalone locations	Underway
	Additional locations delivered as part of STNP and other City projects	Underway

Action	Initiative	Status
5.1 Implement fare and service integration	Implement fare integration Monitor changes in TTC demand around GO stations.	Implemented Underway
5.2 Enhance integration with cycling	Monitor existing investment to understand utilization Continue to support Bike Share on their growth plan Continue to work with the City on their cycling projects Increase education and awareness	Underway Underway Underway Underway
5.3 Enhance pedestrian pathways to TTC	Identify missing sidewalks to and from TTC stops.	Underway
5.4 Improve micromobility and review micromobility connection opportunities	Work with City staff on micromobility policy opportunities and impacts on transit service	Underway
6.1 Improve the comfort and convenience of stop areas	Make surface transit stops more accessible Preventative maintenance of street furniture elements Adding street furniture elements at feasible stop locations Explore QR codes for cleanliness and maintenance at stops	Underway Underway Underway Underway
6.2 Improve the comfort and convenience of stations and vehicles	Continue to expand station retail amenities Explore QR codes for cleanliness and maintenance at stations	Underway Underway
6.3 Prioritize safety and security	Make it easier for customers to report safety and security concerns	Underway
	Improve camera coverage to at least 90% in 11 remaining stations	Implemented
	Build on the multi-disciplinary approach to community safety through the development of a Five-Year Community Safety, Security and Well-being Plan (2024 -2028)	Underway
7.1 Improve customer service and loyalty	Investigate automated camera enforcement for streetcar customer safety Implement digital application process for the TTC Post-Secondary Photo ID and Support Person Assistance Card	Underway Underway
7.2 Improve customer awareness and education	Amplifying Customer Connections: A social media empowerment strategy Expand customer awareness campaigns with an increased focus on safety, courtesy, and planning of alternate routes Continue to implement the TTC Wayfinding Strategy Upgrade the next vehicle arrival data feed to provide better information to customers Trial solar-powered real-time signage at surface stops Implement centralized tracking of surface stop changes and temporary detour signs	Underway Underway Underway Deferred Underway
7.3 Provide customers with accurate, accessible, and timely information	Install QR codes at stops for closures and diversions	Implemented
	Increase number of arrival/departure screens in stations	Underway
	Deploy temporary notices at station entrances during service suspensions and delays	Underway
	Improve shuttle bus wayfinding	Underway
	Provide delay and detour information on bus display screens Enhance Public Announcement system clarity Expand E-Alerts to include planned service changes, stop-level alerts, and SMS alerts Explore mobile app solutions (including MaaS)	Underway Underway Deferred Underway (under review as part of the Wayfinding Strategy)

Pillar 1 – Foster a customer-centric mindset

This pillar reinforces the TTC's commitment to customer service, placing customers first in everything we do.

1.1. Reinforce the organizational commitment to customer service

In 2024, the TTC continued to foster a customer-first culture across all levels of the organization and place the customer at the centre of all decision-making.

1.2. Elevate the importance of ongoing public engagement

Public engagement is a cornerstone of the TTC's 5-Year Service Plan and Annual Service Plan processes, reflecting the TTC's commitment to ensuring customer voices are heard and thoughtfully integrated into decision-making.

As part of the 2024 Annual Service Plan, the TTC engaged with over 2,700 people through two rounds of consultations, including public pop-ups, virtual meetings, and surveys. To further enhance these efforts, the TTC is prioritizing the use of new tools in public engagement and market research to better capture diverse perspectives and insights.

In 2024, the TTC conducted a comprehensive review of innovative engagement methods and governance frameworks. This included consultations with peer public sector organizations to identify successful tools for potential implementation. Additionally, the TTC focused on streamlining consultations across projects to improve efficiency, with a business case for these initiatives planned for presentation in 2025. Furthermore, the TTC's customer panel is being expanded to include a broader representation of the city's communities. This panel will provide continuous, valuable feedback, helping to enhance both external and internal customer awareness through a wide range of customer voices. By actively seeking detailed and ongoing input, the TTC aims to make informed decisions that align with TTC customers' evolving needs and expectations.

Pillar 2 – Enhance the transit network

This pillar focuses on actions to expand the transit network and help get customers to where they want to go when they want to go quickly and reliably.

2.1. Accommodate population and employment growth

The TTC continuously monitors ridership levels and travel patterns to ensure TTC transit services align with the evolving needs of customers and meet TTC Board-approved Service Standards. In 2024, the TTC made service level and routing adjustments across the system to address changes in demand as a result of population and employment related changes.

Additionally, in 2024 the TTC initiated an analysis of housing developments across the city to identify projects expected to be completed between 2023 and 2025. The TTC's

objective is to annually review all active developments nearing completion and evaluate service adjustments for each board period to meet anticipated customer demand, resources permitting.

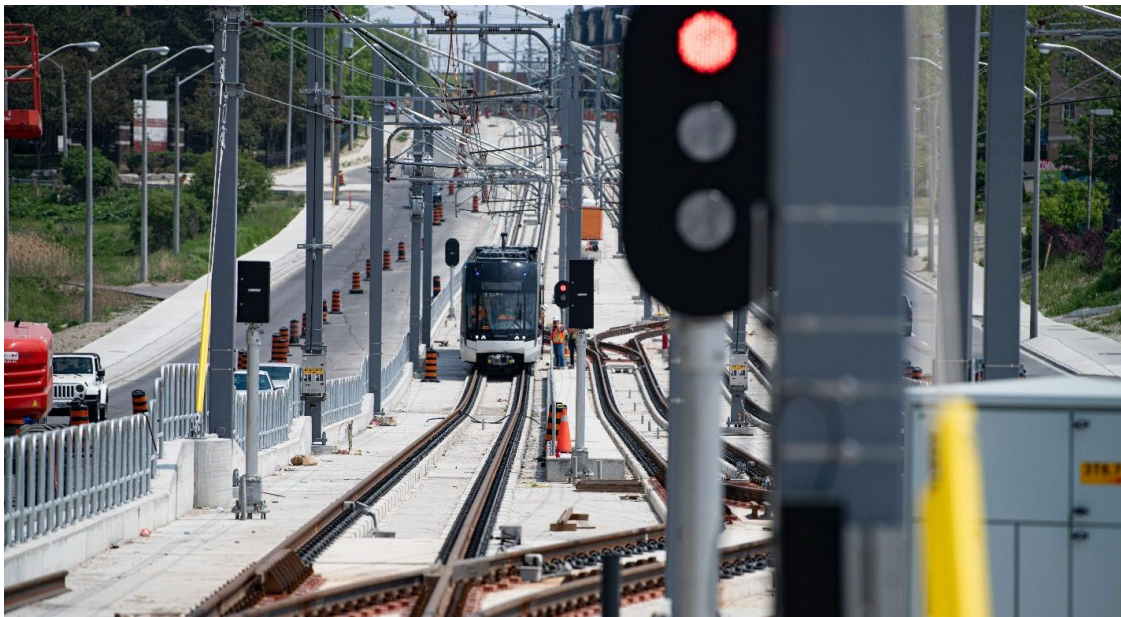
2.2. Implement new services to address travel patterns

In 2024, we continued to refine and enhance existing routes while also implementing new ones. Over the next five years, the TTC will build on this progress by expanding and improving services through the Annual Service Plan process, focusing on localized opportunities to better meet customer needs and ensure efficient travel.

For the 2025 Annual Service Plan is recommending four changes to the daytime network, eight changes to the Blue Night Network, and five changes to the Community Bus Network to address existing and emerging travel patterns of customers.

2.3. Open Line 5 - Eglinton

The 19-kilometre line along Eglinton Ave between Mount Dennis Station and Kennedy Station will provide service to 25 stations and surface stops in a dedicated right-of-way. In addition, Line 5 will provide an important east-west service and connect to approximately 70 bus routes, three existing subway stations (Kennedy, Eglinton and Eglinton West), the UP Express, and three existing or future GO stations (Mount Dennis, Caledonia and Kennedy). The Line 5 Bus Network Plan was approved in the 2022 ASP, which showed modifications to 27 bus routes connecting to Line 5. In the 2024 ASP, the TTC further evaluated the Line 5 Bus Network Plan. As a result, eight additional adjustments were made to the plan, including renumbering routes, rerouting routes to reflect on-street operating conditions, and introducing new routes to support new travel patterns.



2.4. Open Line 6 – Finch West

The 10-kilometre line along Finch Ave West between Finch West Station on Line 1 and Humber College (Polytechnic) will connect 28 bus routes to 18 new stops. Parallel with the opening of Line 6, the TTC will implement changes on eight new or revised bus routes to maximize connectivity with Line 6, such as the 119B Torbarrie, 166 Toryork, and the 906 Airport-Humber College (Polytechnic) Express. The new light rail service will improve service reliability, provide reduced and predictable travel times, and make service more comfortable for customers living and working in the seven Neighbourhood Improvement Areas it serves.



2.5. Implement Line 3 future busway

The TTC has completed consultation with the local community and partners. Detailed design work is near complete, and construction to remove SRT track and wayside equipment is underway. The TTC has completed the Transit and Rail Project Assessment Process and received the Notice to Proceed as of December 11th, 2024. Removal of the SRT track is well underway, and conversion of the SRT guideway to the busway is scheduled to commence in 2025.

2.6. Restore and enhance service standards

In May 2024, express bus service standards were updated alongside the approval of the 5-Year Service and Customer Experience Action Plan. These updates were designed to address congestion and enhance service efficiency by adjusting travel time savings targets for express routes to account for slower operating conditions and standardizing stop spacing guidelines across all express routes, ensuring consistent service to major stops and key destinations.

In 2025 and onwards, the TTC will work on updating service to reflect Service Standards, including improvements to address crowding during off-peak periods and restoring the 10-Minute Network.

2.7. Enhance service planning equity lens

In 2024, the TTC further enhanced its consultation process by fostering deeper engagement with stakeholders, community partners, and the public. The TTC's efforts prioritized underrepresented groups, including women, individuals with low income, and shift workers, ensuring their needs were a key focus in initiatives like the 2025 Annual Service Plan. The TTC also continued its collaboration with the City of Toronto to refine and implement new measures to advance transportation equity across the city.

An equity-focused approach was central to the public engagement plan for the RapidTO: Jane Street study, which impacts seven Neighbourhood Improvement Areas. To address the needs of transit riders often underrepresented in public consultations, the TTC and City of Toronto staff conducted 11 community pop-ups at key local destinations, including businesses, bus stops, community centres, and shopping malls, as well as three public meetings. Accessibility-focused discussions were also held with ACAT's Service Planning Subcommittee.

Efforts to meet the linguistic needs of the study area included multilingual notices and online advertisements, promotions in ethnic newspapers, hosting conversations in Spanish at community pop-ups, and providing a multilingual survey to ensure accessibility for all participants. These collaborative initiatives reflect the TTC's commitment to engaging diverse communities and improving transit experiences for those who rely on it most.

Pillar 3 – Improve service reliability

This pillar identifies actions to provide a reliable service that our customers can count on.

3.1. Improve service reliability

Throughout 2024, work continued to improve surface On-time Performance (OTP) by continuing to align schedules to observed traffic conditions, as well as through new initiatives to further enhance OTP-related engagement with bus and streetcar operators, introducing new mid-route holds, as well as a new focus on headway observance on some of the busiest and most challenging routes across the system. In 2024 both modes saw year-over-year OTP improvements with streetcar OTP improving in eight out of nine Board Periods and bus OTP improving in five out of nine Board Periods compared to 2023.

In 2025, the core work of continuing to align schedules to observed conditions will continue, however, there are several other key service reliability initiatives that are underway. These include launching a pilot to tackle bus bunching on 10 frequent bus routes through headway adherence with field supervisory support, continued exploration of additional service reliability improvement techniques such as additional mid route holds and other mid route controls as well as tightening the OTP standard on the surface network to eliminate permissible one minute early departures.

3.2. Doing disruptions differently

Building on lessons learned in 2022 and 2023, the TTC developed a comprehensive construction service framework as part of the 2024 Annual Service Plan. Throughout the 2024 construction season, key elements of this framework were implemented to enhance transit service quality during disruptions. These initiatives included introducing transit priority measures such as parking restrictions and removals, installing new transit signals, and creating exclusive transit lanes, such as those on Spadina Avenue. To further support customers, the TTC improved access to real-time trip planning information through a one-year pilot project in collaboration with the Transit App.

Looking ahead to 2025, the TTC will continue prioritizing transit-first measures for upcoming construction projects. These measures will include parking restrictions, turn restrictions, and transit signal timing and phasing adjustments to reduce delays and improve service reliability. Additionally, a key focus for 2025 will be the review, documentation, and refinement of processes and responsibilities to enhance planning and coordination for service disruptions.

Pillar 4 – Prioritize surface transit

This pillar identifies actions that aim to provide fast service that values our customers' journey time.

4.1. Implement the Surface Transit Network Plan

The TTC and the City of Toronto are advancing the implementation of several corridors as part of the Surface Transit Network Plan (RapidTO). Progress on the six priority corridors includes the completion of Phase 2 consultations for Jane Street in Q4 2024, and the initiation of studies for Dufferin Street and Bathurst Street in the same quarter. The study for Finch Avenue East began earlier in Q2 2024, while studies for Lawrence Avenue East and Steeles Avenue West are proposed to commence in the near term, between 2025 and 2026.

4.2. Implement targeted regulatory transit priority measures

The TTC and the City of Toronto are exploring opportunities to implement regulatory changes at up to 10 locations per year over the next five years. These changes aim to enhance the efficiency of some of the TTC's busiest surface routes, complementing ongoing Surface Transit Network Plan (STNP) studies.

In 2024, a total of 11 locations have been completed, including six supporting streetcar diversions and five permanent implementations. The rollout of Transit Priority Measures will continue in 2025, further contributing to improved surface transit reliability and speed.

In 2025, the TTC will focus on more directly emphasizing transit priority measures that support efficient transit service on detour corridors and around closed streets and intersections.

4.3. Implement more transit signal priority

The TTC is working with the City to implement Advanced Transit Signal Priority as part of the City's MoveTO program. The ATSP program will use TTC's GPS based computer aided dispatch/automated vehicle location system to support transit signal priority, reducing TTC's reliance on maintaining physical infrastructure while providing improved monitoring. Work on designing the ATSP system progressed through 2024 with targeted deployment set in 2025.

4.4. Implement more queue jump lanes

The TTC has worked on implementing queue jump lanes throughout 2024 and will continue to do so in 2025. In 2024, TTC delivered one queue jump lane on Dufferin Street and two queue jump lanes on St. Clair Avenue East. In 2025, TTC has three queue jump lane projects in various stages of planning and design.

Pillar 5 – Accelerate integration with regional transit partners and complementary modes of transport

This pillar aims to accelerate integration with regional transit partners and complementary modes of transport.

5.1. Implement fare and service integration

Fare integration was introduced in February 2024 as part of the Province's One Fare program, which eliminated the need for customers to pay a double fare when transferring between the TTC and GO Transit or other municipal transit agencies, provided they use a PRESTO card, PRESTO in Google or Apple Wallet, or a debit or credit card.

In conjunction with this program, the TTC has explored opportunities to enhance service integration with neighboring transit agencies. Efforts have included aligning schedules with those of other agencies on bus routes, improving connectivity between systems, and identifying opportunities to improve connections of TTC service with neighbouring transit agencies.

Looking ahead to 2025, the TTC remains committed to further improving service integration to enhance the customer experience and streamline regional transit travel. As part of the 2025 Annual Service Plan, two key changes are proposed to leverage the OneFare Program. These include the introduction of a new 145 Belfield route, which will provide service to Viscount Station while offering connections to MiWay, Brampton Transit, and the UP Express. Additionally, the 49 Bloor West will be extended to Renforth Station, enabling connections to MiWay and GO Transit.



5.2. Enhance integration with cycling

The TTC has initiated bike investment monitoring by conducting snapshot surveys to assess bike parking utilization. In 2025 and beyond, we will continue our efforts to collaborate with Bike Share Toronto on their growth plan, partnering with the City of Toronto on cycling-related projects, and promoting education and awareness around transit and cycling integration.

5.3. Enhance pedestrian pathways to TTC

The TTC is undertaking analyses to identify missing sidewalks to and from TTC stops and is working alongside the City to understand opportunities to integrate with the Missing Sidewalk Program.

5.4. Improve microtransit and review micromobility connection opportunities

The TTC has collaborated with City of Toronto staff on the development of Toronto's Micromobility Strategy and continues to work closely with Transportation Services to address the evolving impacts and opportunities associated with micromobility.

TTC staff will be participating in the City of Toronto's Multi-Partner Table to address a range of issues, including the use of e-bikes, the operations of food delivery app companies, gig workers, and other micromobility trends. Key areas of focus include:

- Collaborating on public education programs to promote behavioral change, safe riding skills, and awareness of road rules.
- Jointly addressing safety concerns related to the use of micromobility devices across the TTC network.



Pillar 6 – Enhance safety and comfort at stops, stations and in vehicles

This pillar prioritizes safety and comfort throughout the transit experience, creating welcoming spaces that make every journey a safe and pleasant one.

6.1. Improve the comfort and convenience of stop areas

The TTC is committed to improving accessibility and convenience at transit stops. To date, over 900 stops have been made accessible, with nearly 1,300 additional stops requiring further assessment, design, or construction improvements. The TTC works closely with the City of Toronto to support the installation of street furniture at transit stops. Additionally, the TTC has introduced QR codes at select stops to provide real-time information on closures and diversions and is exploring their potential for reporting maintenance issues. A business case for broader QR code implementation is set to be developed in 2025.

The TTC is also conducting a comprehensive assessment of midblock transit stops in collaboration with the City of Toronto's Vision Zero team. This "Midblock Stop Rationalization" project aims to enhance pedestrian safety by first identifying high-risk midblock stops and then proposing changes, such as maintaining, relocating to a nearby pedestrian crossing, or consolidating with surrounding stops. So far, the TTC has identified over 2,800 midblock transit stops, with less than 5% of these locations accounting for most of the relative risk. Active changes at these locations are planned to begin in 2025, with construction at new sites expected to start as early as 2026.

6.2. Improve the comfort and convenience of stations and vehicles

The TTC is advancing a Non-Fare Revenue Strategy Update, set to be presented to the TTC Board in 2025, which will focus on enhancing retail offerings, strengthening partnerships, improving the customer experience, and maximizing revenue generation. Additionally, the TTC has introduced QR codes at stops to communicate closures and diversions and is conducting a best practice review on using QR codes to report cleanliness and maintenance issues. A business case for further implementation of QR codes will also be developed in 2025.

6.3. Prioritize safety and security

The TTC has partnered with the City of Toronto to advance its Partnership Approach to Community Safety, Security, and Well-Being on Public Transit. Key initiatives include hiring 160 additional customer-facing personnel, maintaining 50 security guards, and increasing TTC Special Constables in 2024 to enhance safety. The TTC has also engaged with CUTA and UITP task forces, promoted the SafeTTC App, the See Something Say Something campaign, and increased outreach through school presentations, community events, and transit safety workshops. Further efforts include providing social support resources such as Streets to Homes and deploying Multi-Disciplinary Outreach Teams. During the

2023/2024 winter season, the TTC offered transport and temporary warming locations on over 5,900 occasions.

In addition, the TTC is refreshing its Wayfinding Strategy to reflect best practices and improve navigation across physical and digital spaces. Progress includes completing customer and employee surveys, evaluating communication feedback, and identifying key strategy pillars such as accessibility, signage, and integration with the cityscape. Complementing these efforts, the TTC has expanded camera coverage, with 64 stations now achieving 90% coverage, enhancing safety and customer service. The updated Wayfinding Strategy and implementation plans will be presented to the TTC Board in 2025.

1.0. Pillar 7 – Streamline information services

This pillar identifies actions to simplify the TTC customer journey and ensure customers can rely on accurate, accessible, and timely information.

7.1. Improve customer service and loyalty

In 2024, the TTC undertook several initiatives to enhance customer service and build loyalty. Efforts began to modernize the application process for the TTC Post-Secondary Photo ID and Support Person Assistance Card, a project developed in collaboration with Metrolinx and PRESTO, with further advancements planned for 2025. Work also commenced on creating a customer-facing blog on the TTC website to share updates, customer experience news, and other relevant information, which will continue to be developed in the coming year.

In addition, the TTC is exploring the implementation of a loyalty program designed to attract new customers while rewarding the loyalty of existing riders. Efforts are also underway to expand the TTC's brand partnerships program beyond its standard offerings, such as NYE free service, PRIDE, and Tennis Canada. Building on the success of collaborations with event promoters, such as Universal Music for Taylor Swift, the TTC will further develop these partnerships in 2025. This includes creating processes to evaluate potential partnerships and ensure budget efficiency, maximizing brand value while fostering innovative collaborations.

7.2. Improve customer awareness and education

In 2024, the TTC's approach to improving customer awareness and education focused on fostering genuine connections through social media. The TTC prioritized a relatable, human content strategy with an emphasis on video content, social listening, and an effective channel strategy tailored to audience trends and preferences. Influencer collaborations were also central to enhancing community trust and customer perception. The update reveals significant achievements, with record engagement and impressions, including nearly 43 million views and 1.2 million engagements. Campaigns featured a mix of in-house content, User Generated Content (UGC), and influencer partnerships, successfully reaching Gen Z and Millennial markets. The TTC's Instagram following,

targeting Gen Z, grew from 20k to 50k in under 24 months. Additionally, the TTC launched awareness campaigns focused on safety, courtesy, and route planning. Notably, the "Busy Weekend" updates, in collaboration with City partners, provided weekly event-related transit information from April through November, helping customers navigate top events and festivals efficiently and sustainably.

7.3. Provide customers with accurate, accessible, and timely information

In 2024, the TTC aimed to provide customer access to accurate, accessible, and timely information through several initiatives. These included improving signage and wayfinding across the system, such as updates to route maps, overhead bus terminal signage, and station capacity improvements. The plan also included completing the installation of large-scale maps at subway stations and ensuring consistency with on-street wayfinding in collaboration with City partners. Progress was made in 2024 with the ongoing review and refresh of the Wayfinding Strategy, which incorporates customer and employee feedback, consultations with regional and international transit partners, and a broader scope covering both physical and digital spaces. The updated strategy will be presented to the TTC Board in 2025.

Additionally, real-time information capabilities, enabled by the VISION system, aim to improve the timeliness and accuracy of service updates. Several initiatives, such as solar-powered signage, increased digital arrival boards, QR codes for closures, and real-time bus display screens, are in various stages of development, with full implementation expected in the coming years. The TTC is also working to enhance shuttle bus wayfinding, improve PA system clarity, and expand E-Alert options for customers, with most of these projects slated for completion in 2025.





TTC 2025 Annual Service Plan

Public Engagement Report

July – November 2024

Written for the Toronto Transit Commission by Third Party Public



Engagement Process Overview

Between July and November 2024, the Toronto Transit Commission (TTC) held the two rounds of engagement for their 2025 Annual Service Plan (ASP). The engagement process included a range of synchronous and asynchronous ways for TTC customers and interested members of public to learn about and share feedback on TTC's service plans for 2025. Third Party Public, a third-party independent engagement team retained by the TTC, led the design, delivery, and documentation of both rounds of engagement.

Over 2,790 engagement interactions, including with members of the public, TTC customers, community groups, and transit advocates, took place over approximately seven weeks of extensive engagement. See engagement activities and number of participants for each below.

	Round One Participants	Round Two Participants	Total Participants
Planning Advisory Group Meetings	15	15	30
Customer Focus Groups	20	-	20
Survey	1,294	846	2,140
Pop Ups	375+	50+	425+
Youth Ambassador Engagement	-	175	175
Total	1,704+	1,086+	2,790+

Round One Engagement (July to August 2024)

Round One focused on sharing and seeking feedback on:

- **Broader service initiatives**, including Community Bus service, the One Fare Program, and construction-related service impacts, and
- **Various service adjustments and improvements**, including Downtown and East York service, Etobicoke service, Scarborough Blue Night service, and Etobicoke Blue Night service.

The Round One consultation included:

- **Two virtual Planning Advisory Group meetings** with a broad range of transit-interested organizations with both city-wide and area-specific mandates (July 30)
- **Three virtual focus groups with key TTC customer audiences**: women, shift workers, and lower income customers (August 8, August 13, and August 14)
- **One survey** available online and on request by mail to the general public (August 6 to August 20)
- **Eight in-person pop-ups and bus ride-alongs**
 - Kennedy Station (August 7)
 - Rouge Hill GO Station (August 7)
 - Dufferin Mall (August 9)
 - North Park Plaza (August 12)
 - Kipling Station (August 13)
 - 13 Avenue Road route ride-along from Eglinton Station to Gerrard Street (August 14)
 - Coxwell Station (August 19)
 - Main Street Station (August 19)
- **A dedicated engagement voicemail**

Round Two Engagement (October to November 2024)

Building on feedback received in Round One, Round Two focused on sharing and seeking feedback on:

- Final draft service proposals for the 2025 Annual Service Plan, specifically **Community Bus service proposals and construction-related detour plans**, and
- A separate, parallel initiative about transit stop locations and spacing, called **“Improving Customer Safety at Mid-Block Transit Stops.”**

The Round Two consultation included:

- **Two virtual Planning Advisory Group meetings** with a broad range of transit-interested organizations with both city-wide and area-specific mandates (October 23)
- **One survey** available online and on request by mail to the general public (October 28 to August 27)
- **One in-person pop-up** at a Thorncliffe Park bus stop (October 31)
- **An engagement process led by three Youth Ambassadors** (October 31 – November 14). The Youth Ambassadors consisted of a diverse team of youth between the ages of 18-29 across the city who engaged their peers and other members of their community about the ASP. Each ambassador implemented their engagement process independently, using approaches customized to their community. They focused their engagement on ASP topics of interest to them and used a range of engagement tactics, including online surveys, route ride-alongs, an in-person town hall at a seniors' apartment building, social media engagement, and engagement with their networks (peers, school groups, community groups and personal networks).
- **A dedicated engagement voicemail**

TTC promoted the engagement through its website, email list, social media channels, Councillor's office communications, platform video screens, and announcements at transit stations.

Feedback Highlights

Overall, participants supported the service proposals in the 2025 Annual Service Plan. There was some strong desire to see the TTC use its Annual Service Plans as a holistic, organization-wide mechanism to advocate for more resources, improve service, and increase ridership.

For service changes and adjustments across the city, participants generally supported or were neutral about TTC's service proposals. They urged TTC to be careful implementing any changes that could remove service for vulnerable populations (like seniors) or essential workers (like hospital staff).

Participants had many positive things to say about TTC's integration with the One Fare program, including appreciation for time and money saved on transit. To better take advantage of the program, they suggested TTC work with other transit agencies to coordinate schedules, co-locate stops, and communicate about diversions and disruptions.

On the Community Bus service, participants were somewhat supportive of the service but agreed with TTC's assessment that it could be better used. Their suggestions on improving the service overall ranged from smaller adjustments (like tweaking routes or service hours) to more dramatic changes, like overhauling or re-thinking the purpose of the service. Participants were generally supportive or neutral about TTC's proposed adjustments to specific Community Bus routes. Removal of Community Bus service from certain streets was a source of concern for a few.

Finally, on construction, participants were mostly supportive of the TTC's proposed detour plans, though many were concerned about the impacts of construction on service reliability. Participants also added that TTC needs to improve how it communicates about planned changes, both in advance and during the detours.

Other themes that emerged consistently through the process included: strong desire for more frequent, reliable, and comfortable transit service; interest in continued improvements to communication (particularly providing advanced notice to customers before implementing changes), and; advocacy for more transit priority measures.

More details on feedback highlights from each round follow.

Round One Feedback Highlights

Community Bus service

The Community Bus service has potential, but it needs a strategic redesign. The service shows promise, but improvements are necessary. Suggestions include enhancing direct routes, increasing service frequency, and adding connections to major transit hubs. Repositioning it as a "last mile" service connecting quieter neighbourhoods to main transit lines could also help.

Lack of awareness about the service is the biggest issue. Many are unaware of the Community Bus service, including its purpose, routes, how to access it, and that the service is available to anyone. A big misconception is that the service is like Wheel-Trans. This lack of awareness and misconception limits ridership. The key to boosting ridership is better promotion and sharing clear, accessible information about the service through various advertising channels.

Need for better information and accessibility. Participants would like to have more predictable and frequent service. Real-time tracking through apps could help customers plan trips and improve confidence in the service.

Challenges with current service quality. Common issues reported by current customers include infrequent service, unreliable schedules, and overcrowding. Clear information about routes and schedules is also lacking, which makes planning difficult for customers.

Recommendations to increase ridership:

- **Real-time tracking:** Adding GPS tracking to help customers plan trips and reduce uncertainty.
- **Increase frequency and reliability:** Suggestions include operating the service daily, with a frequency of at least every 30 minutes, especially during peak times. This is important for accessibility, as some customers have long wait times.
- **Expansion of service:** Extending the service to key destinations, such as senior homes, underserved areas, community centres, and transit hubs. Outreach to these destinations to spread awareness about the service would also help.

One Fare Program

The One Fare Program has had a significant positive impact on customers and there are opportunities for TTC to take better advantage of it. One Fare has made a big difference for many customers, saving them time and money. Many participants said they are taking advantage of the convenience and lower cost of travelling to areas in Toronto and other surrounding municipalities they normally would not go to due to higher fares and longer travel time. TTC could take better advantage of the program by enhancing connections between different transit agencies (especially GO and TTC stations) to improve accessibility and convenience for customers, adjusting the program to include monthly pass holders and UP Express, and partnering with entertainment venues/events to encourage people to take advantage of the One Fare Program to reach an event or key destinations.

Top challenges customers shared about their experience with the One Fare Program (as part of a trip involving TTC) were confusion about how the fare rules work, the transfer window not being wide enough, missing/unclear wayfinding to connect to other transit systems, and poor connections between transit systems.

Construction-related service impacts

There has been progress on construction-related diversions, with more improvements needed. TTC could build off its progress by further improving how it communicates about diversions (from notices to e-alerts to messaging given to operators), continuing to pursue transit priority measures for service diversions, and doing everything possible to make sure construction work happens as fast as possible.

Continue to prioritize communication and transparency around construction-related detours and service adjustments. Effective communication is critical for passengers during detours and service adjustments. TTC should communicate in advance about timelines and any changes, using a variety of channels such as better signage at affected stops, mobile apps, and text messages for real-time updates. Deploying TTC staff in red vests at key locations to provide on-the-ground information would further improve transparency and customer experience.

Proposed service adjustments and improvements for Downtown and East York service, Etobicoke service, Scarborough Blue Night service, and Etobicoke Blue Night service

The proposed service adjustments and improvements generally make sense. The proposed service changes were well-received, with improvements to Blue Night service being particularly

welcomed and suggested for further expansion. Participants said many of the changes will benefit shift workers and improve connections to key destinations, like those proposed in the 145 Belfield and 49 Bloor West service adjustments.

Ensure service proposals will not remove service from vulnerable populations. TTC should be cautious when implementing proposals that remove service from key audiences or vulnerable populations and make sure service remains for these customers.

Inform customers of changes before implementation. When considering service adjustments, it is important to ensure the customers are aware of the upcoming changes before they are implemented.

The chart below summarizes the overall level of support survey participants identified for the proposed changes to the Downtown and East York service, Etobicoke service, Scarborough Blue Night service, and Etobicoke Blue Night service.

	Support	Neutral	No Support
Scarborough Blue Night service 385 Sheppard East extension	77%	20%	2%
Scarborough Blue Night service New 386 Scarborough route	74%	24%	2%
Scarborough Blue Night service 334B Eglinton route adjustments	67%	29%	4%
Scarborough Blue Night service 395 York Mills route adjustments	67%	29%	4%
Etobicoke Blue Night service 353 Steeles extension	74%	23%	3%
Etobicoke service New 145 Belfield route	78%	20%	3%
Etobicoke service Extension of 49 Bloor West	79%	17%	3%
Downtown and East York service Removal of 13B Avenue Road	47%	44%	9%
Downtown and East York service Extension of 22 Coxwell	68%	24%	8%
Downtown and East York service Adjustment of 87A Cosburn	46%	48%	7%

Round Two Feedback Highlights

Community Bus service proposals

Overall, participants supported the Community Bus service proposals, emphasizing the need for better awareness, more frequent service, expanded routes, and improving communication of information.

General support for the proposed changes, with some unsupportive of some changes to 402 Parkdale, and mixed opinions on the 405 Etobicoke extension to Scarlett Road. Overall, participants supported the proposed changes to the Community Bus service, particularly the proposed changes to the 404 East York / 408 Victoria Park, which could benefit low-vision and other customers who may struggle with conventional TTC services. Some were unhappy with the removal of service on Lansdowne Avenue and Sunnyside Avenue on the 402 Parkdale route. There were mixed opinions

about the 405 Etobicoke extension to Scarlett Road. Many survey respondents supported the extension as it will help improve mobility for residents of Lambton Square, where over 60% of the population is seniors. They highlighted the benefits of better connectivity, particularly during the winter months. However, some participants engaged by Youth Ambassadors were unsure about the necessity of the extension. An operator said that there is greater demand for access to apartments near Martin Grove than to those on Scarlett Road.

Appreciation for the Community Bus service and its operators. Customers said they rely on the Community Bus service to run daily errands like grocery shopping, going to the bank, and getting food. Customers engaged by Youth Ambassadors said they find the service is reliable and meets their needs, though there is a general desire for more service, especially on the 402 Parkdale and 404 East York. They also expressed gratitude for the Community Bus operators, who work hard to ensure no one gets left behind and everyone can get to and from home safely and quickly. They said that they appreciate the sense of community the service brings, where many customers and operators get to know each other and build relationships.

Need for greater awareness and promotion of the Community Bus. Many participants said they were either unaware of the Community Bus service or lacked sufficient information about it. Several participants engaged through the Planning Advisory Group meetings learned about the Community Bus service through this consultation process. While some were aware of the service, they noted that it is often underused, with many Community Buses running empty. Suggestions to promote the service and increase ridership included posting schedules at bus stops, running public awareness campaigns, and making it clear that everyone can use the service.

Rethink the Community Bus network. Participants said they see potential for the Community Bus, though some are skeptical that service can be improved without also expanding the network. Customers said they sometimes have to adjust their schedules around the Community Bus service and would appreciate more frequent trips to accommodate their needs better. Participants suggested a comprehensive overhaul of the Community Bus network to maximize its potential, such as a “massive expansion” of routes — particularly in underserved areas with high senior populations, naturally occurring retirement communities (NORCs), and high-density populations like Toronto Community Housing — more frequent service, and better communication (such as real-time tracking information and digital signs at stops). Improved integration with trip planning apps and supplementing service during construction disruptions could also increase ridership and make the service more reliable.

Construction-related detour plans

There was general support for the proposed construction detour plans, with some highlighting concerns about service frequency and communication of proposed changes ahead of time.

Support for construction-related detour proposals. Overall, participants supported the proposed detour plans and had no objections to the adjustments presented by TTC.

Concerns about construction impacts on service frequency. There were concerns about the impact of construction on service frequency. Participants suggested TTC increase service levels, particularly with additional replacement buses, and communicate with customers in advance. They also requested more service on connecting routes like the 94 Wellesley to mitigate disruptions.

Ongoing communication challenges with construction detours. Despite some recent improvements, there are still challenges with how TTC communicates construction detours and diversions. Participants highlighted issues with confusing and inaccurate information, particularly on the

TTC website, real-time data feeds, and on-street signage, which need further improvement to ensure clear communication.

Preference for Option 1 for King Street East & Church Street detour plan:

Participants preferred **Option 1** (streetcars diverted via Queen Street and Queen Street Diversion tracks and 504/304 bus replacement route), with 59% of survey respondents and 70% of participants engaged by Youth Ambassadors favoring this plan. Participants said this detour plan kept a similar route to the original route and provides a more direct route compared to the 121 Esplanade-River route proposed in Option 2.

Preference for Option 1 for Beth Neilson Drive detour plan. Participants preferred **Option 1** (two disconnected branches on the 88 South Leaside route), with 56% of survey respondents favoring this plan.

The chart below summarizes the overall level of support survey participants identified for the Community Bus service proposals and construction-related detour plans.

	Support	Neutral	No Support
Community Bus 400 Lawrence Manor	51%	36%	13%
Community Bus 402 Parkdale	31%	50%	19%
Community Bus 404 East York & 408 Victoria Park	48%	44%	7%
Community Bus 405 Etobicoke	80%	18%	2%
Construction-related detour plans 34 Eglinton East, 63 Ossington, 90 Vaughan & 109 Ranees due to Cedarvale (Eglinton West) Station bus terminal temporary closure	56%	33%	11%
Construction-related detour plans 506/306 Carlton due to College and McCaul Streets construction	54%	33%	13%

Other feedback about the 2025 Annual Service Plan

Concern about the structure, scope, and lack of advocacy in the 2025 Annual Service Plan. The Annual Service Plan should do more to advocate for resources that would help increase ridership and get people moving. It should also be comprehensive in sharing the status of previously approved initiatives, revealing the breadth of what's proposed in a coming year, and working across disciplines and divisions at TTC.

Improving Customer Safety at Mid-block Transit Stops

Support for reducing travel times for customers, while ensuring that these changes do not negatively impact vulnerable populations. Participants appreciated that TTC was looking at opportunities to reduce travel time for customers, though some said TTC should carefully consider who uses a given stop (seniors, riders with mobility devices, people with children in strollers, and others) before removing it to avoid inconveniencing vulnerable customers.

Preference for a shorter transit trip. Participants said they prefer a shorter transit trip that's up to 5 minutes shorter, even it means customers have to travel a few more minutes to a new consolidated stop. Participants also supported consolidating double stop locations to a one stop location in order to save overall travel time.

Significant support to have a stop in both directions at a location.

The top features participants said would improve their customer experience at transit stops were: shelters/benches/garbage bins/community boards, lighting, and Next Vehicle Arrival signs and predictions.

Summaries

Individual summaries of each engagement activity are available on the [TTC's 2025 Annual Service Plan webpage](#). These summaries are not intended to be verbatim transcripts; rather they are intended to capture key feedback and discussion points shared. These summaries do not assess the merit or accuracy of any of these perspectives, nor do they indicate an endorsement of any of these perspectives on the part of the TTC.

The summaries include:

1. Round One Planning Advisory Group meetings summary
2. Round One Survey summary
3. Round One Focus Groups summary
4. Round Two Planning Advisory Group meetings summary
5. Round Two Survey summary
6. Round Two Youth Ambassador engagement report

Appendix 3: Operator Engagement Summary

1.0. Overview

As part of the 2025 Annual Service Plan, TTC Service Planning staff held operator engagement sessions as part of our Round 1 2025 ASP consultations on how the TTC should plan and operate its service in 2025 and beyond.

TTC Service Planning staff conducted ten operator engagement events across eight bus divisions, one streetcar division, and at Wheel-Trans. The operator engagement events were held at:

1. Eglinton Bus Division (July 4th, 2024, 10:00 a.m. – 1:00 p.m.)
2. Leslie Barns Streetcar Division (July 5th, 2024, 10:00 a.m. – 1:00 p.m.)
3. Wilson Bus Division (July 5th, 2024, 1:00 p.m. – 4:00 p.m.)
4. Arrow Road Bus Division (July 8th, 2024, 10:00 a.m. – 1:00 p.m.)
5. Mount Dennis Bus Division (July 8th, 2024, 10:00 a.m. – 1:00 p.m.)
6. McNicoll Bus Division (July 9th, 2024, 10:00 a.m. – 1:00 p.m.)
7. Birchmount Bus Division (July 9th, 2024, 10:00 a.m. – 1:00 p.m.)
8. Queensway Bus Division (July 10th, 2024, 10:00 a.m. – 1:00 p.m.)
9. Malvern Bus Division (July 10th, 1:00 p.m. – 4:00 p.m.)
10. Wheel-Trans (Community Bus operators, July 29th, 6:00 p.m. – 9:00 p.m.)

These sessions aimed to gather feedback on operating routes specific to each division and address service related concerns raised by operators. During the events, operators were briefed on proposed service changes and asked for their opinions, including their level of support, concerns, suggestions, or questions with regards to proposed changes. The 2025 Annual Service Plan proposals which were presented during these events include:

- 13 Avenue Road
- 22 Coxwell
- 49 Bloor West
- 70 O'Connor
- 123 Sherway
- 145 Belfield
- 334B Eglinton
- 337 Islington
- 345 Kipling
- 373 Royal York
- 385 Sheppard East
- 386 Scarborough
- 395 York Mills
- 400 Lawrence Manor
- 402 Parkdale
- 404 East York
- 405 Etobicoke
- 408 Victoria Park South

Operators shared valuable feedback directly with staff in attendance which included the Service Planning team as well as representatives from the Project Development and Planning, Strategy and Foresight and Operations Support departments. Topics discussed covered a wide range of topics, such as schedules, service reliability, routing changes, end-of-line challenges, and construction impacts.

2.0. Detailed Feedback

Feedback shared from operator engagement sessions is organized by division. Most of the feedback received is operational in nature. In general, operators at most divisions requested running time changes on some routes – these comments will not be reflected in the summaries below. Instead, the summary will list feedback unique to each division.

Feedback regarding the Annual Service Plan proposals generally supported the changes. Some proposals were subsequently removed or updated to address concerns raised by operators.

2.1. Eglinton Division

2.1.1. Feedback about Annual Service Plan proposals

88 South Leaside

- Concerns were raised regarding train traffic issues on Wicksteed Avenue. Operators suggested looping the route via Laird Drive, Eglinton Avenue East, Brentcliffe Road, Wicksteed Avenue, and back to Laird Drive to mitigate these concerns.
- Operators also recommended considering postal workers walking along Wicksteed Avenue and Beth Nealson Drive.
- Suggestions to keep service on McRae Drive instead of Sutherland Drive.

156 Laird

- Operators noted that the route is too short and confusing.

2.1.2. Operational feedback

25 Don Mills

- Operators recommended consolidating stops at intersections with both nearside and farside stops to improve efficiency and reduce delays.

34 Eglinton East

- Operators highlighted several stops either missing or not being called by the bus along the Eglinton Avenue East corridor.

54 Lawrence East

- Operators mentioned crowding issues across all periods, particularly on Sunday mornings, where additional capacity may be required to accommodate demand.
- Concerns were raised about the stop at Lawrence Avenue and Carnforth Road due to the road's curvature affecting visibility and safety. A review of the stop's placement is recommended.
- Operators expressed that the lack of washroom facilities at Starspray Loop is problematic given the long length of the 54A Lawrence East.
- Operators expressed that the 54D Lawrence East midday tripper service did help with crowding, but the routing caused some confusion for customers at both the Don Mills and Morningside ends. It was expressed that the new 154 Curran Hall and 54B Lawrence East extension to Morningside (implemented in September 2024) is a better long-term solution.
- Operators expressed that node-to-node run times are not optimally distributed across the route, especially on the Eglinton Avenue portion and on the eastern portion past Morningside.
- Operators expressed that stop locations need review, especially those being removed close to senior facilities (such at Gooderham Drive).

70 O'Connor

- Operators identified a blind spot caused by road curvature at the westbound stop on O'Connor Drive and Woodbine Avenue. They suggested reviewing the stop's placement for safety improvements.

325 Don Mills

- Operators highlighted the need to include missing loopings via Danforth and Donlands in the Run Guide. These routing changes would provide clarity for operators and improve overall route navigation.

334 Eglinton East

- Operators noted insufficient run time past Kennedy Station, which has since been rectified with a service reliability improvement schedule change in the fall of 2024.

2.2. Leslie Barns

2.2.1. Operational feedback

509 Harbourfront

- Operators noted the need for signalized intersection timing adjustments at Queens Quay and Dan Leckie Way. They suggested having signals turn red upon the vehicle's approach to improve transit flow. Similar adjustments were requested at Fleet Street and Fort York Boulevard to enhance intersection efficiency for transit vehicles.
- Operators reported blocked intersections at Bathurst Street and Fleet Street, impacting route operations and causing delays. A similar issue was raised for the intersection of Bathurst Street and Queens Quay, where blocked traffic obstructs turns and delays service.
- Operators expressed that scheduled run times are insufficient, causing cascading impacts to other routes sharing the same corridor (510 Spadina, 511 Bathurst) as cars fall behind and bunch up.

511 Bathurst

- Operators reported running time deficiencies on Sunday mornings, and service delay issues at Bathurst Street and Fleet Street due to 509 Harbourfront turning movements.

512 St Clair

- Operators expressed concerns about poorly calibrated signals across the corridor, resulting in frequent red lights and disruptions to service flow.
- Operators expressed that distribution of run time between nodes on the corridor is not reflective of actual travel times.

2.3. Wilson Division

2.3.1. Feedback about Annual Service Plan changes

13 Avenue Road

- Support was expressed for removing the 13B Avenue Road branch and reinvesting resources into the 13A Avenue Road branch.
- Operators reported the challenges of turns and conflicting with parked cars along the 13B Avenue Road southern loop.

2.3.2. Operational feedback

7 Bathurst

- Operators requested the introduction of an express service on the 7 Bathurst route.

13 Avenue Road

- Operators suggested considering Museum Station as the end-of-line for the 13 Avenue Road route to improve access to facilities.

63 Ossington

- Operators noted congestion northbound outside of the station during the afternoon peak due to vehicle holds to maintain scheduled headways.
- Congestion was also reported south of Dundas Street West.
- Operators highlighted that too many vehicles run back to the division simultaneously, causing congestion during deadhead operations. They suggested finding opportunities to return vehicles to the garage from the north end.
- Construction-related diversions have made operating this route challenging.

97 Yonge

- Operators expressed uncertainty about the terminal circulation pattern at Eglinton Station and requested clarification.

101 Downsview Park /128 Stanley Greene

- Operators suggested extending the Downsview Park routes further east to William Duncan Road.

- Operators reported that customers requested the 128 Stanley Greene extension to align with the original private shuttle routing.
- A proposal was made to combine the 101 Downsview and 128 Stanley Greene routes for improved service integration.
- Operators reported that customers frequently requested a stop on Downsview Avenue east of Keele Street.

109 Ranee

- Crowding was noted as a significant challenge on this route.
- Operators suggested reviewing the Marlee Avenue to Eglinton Avenue movement and the turn into Lawrence Station to improve operations.

118 Thistle Down

- Operators requested additional service to meet demand.

960 Steeles West Express

- Operators noted that the 960 Steeles West Express does not operate as a true express west of Pioneer Village Station. Heavy traffic, particularly around Highway 400, significantly impacts service reliability.
- At Wilson Station, there is a need for "No Left Turn" and "Do Not Enter" signs for northbound traffic on Wilson Heights Boulevard into the bus driveway. The signs were removed several years ago and never reinstalled, leading to private vehicles cutting through the station as a shortcut and sometimes driving in the wrong direction within the bus loop.
- Operators suggested reducing the number of stops to make the 960 Steeles West Express a dedicated express service.
- Crowding issues were noted between Pioneer Village Station and Kipling Avenue. Operators recommended reintroducing the additional capacity previously provided by the 60C Steeles West routing to alleviate the problem.
- Operators suggested the use of articulated buses (artics) on the 960 Steeles West Express to address crowding concerns.

2.4. Arrow Road Division

2.4.2. Operational feedback

36 Finch West

- Operators requested that the eastbound stop at Tangiers Road be removed from daytime service, and be adjusted for Blue Night service instead to address operational concerns with articulated buses.

52 Lawrence West

- This route is very busy and serves many elderly passengers in wheelchairs. Operators reported instances where they could not pick up additional passengers due to overcrowding.

84 Sheppard West

- Operators highlighted excessive crowding during the early evening period on weekdays.
- Operators suggested some adjustments to deadhead routings and patterns to/from Arrow Road Division.

96 Wilson

- Operators recommended adding additional buses on the 96 Wilson during the evenings on weekdays and on weekends to accommodate crowding.

108 Driftwood

- Operators requested that additional running time be added in most periods of the day to maintain service reliability.
- Operators recommended that in the event of a Line 1 Yonge-University shuttle bus request, buses should not be pulled from the 108 Driftwood route.

165 Weston Road North

- Operators recommended adding additional buses on the 165 Weston Road North during the evenings on weekdays and on weekends to accommodate crowding and shopping carts.

927 Highway 27 Express

- Operators highlighted excessive crowding, particularly during the school season, on weekends, and in off-peak periods, which is particularly dangerous on Highway 427. They suggested revisiting crowding standards for routes operating on highways.
- Operators noted the need for improved customer information about other 927 Highway 27 Express branches, particularly regarding connections to Humber College.
- Operators suggested using articulated buses to address crowding concerns.

984 Sheppard West Express

- Operators suggested some adjustments to deadhead routings and patterns to/from Arrow Road Division.

996 Wilson Express

- Operators recommended operating the 996 Wilson Express in the early evening period on weekdays, and on Saturdays between 10 a.m. and 7 p.m. to address high crowding volumes.
- Operators recommended that the 996 Wilson Express should have a dedicated eastbound bay at York Mills Station to address operational concerns.

Other Feedback

- Operators requested some adjustments to several crews to begin at Arrow Road Division instead of on-street.
- Operators requested updates on washroom access at several end-of-lines in Northwest Etobicoke.
- Operators requested more information and clarity on the One Fare program.

2.5. Mount Dennis Division

2.5.1. Feedback about Annual Service Plan changes

45 Kipling /145 Belfield

- Operators were supportive of separating the 45B Kipling branch into a separate route (i.e., 145 Belfield) as they have observed customers mixing up 45A Kipling and 45B Kipling trips and accidentally boarding the wrong bus at Kipling Station.
- Operators also noted that crowding is uneven between 45A Kipling and 45B Kipling trips, and creating a separate route would better align service planning to match capacity with demand.
- Additionally, operators expressed support for extending the route to Viscount Station, as it would provide a proper end-of-line for operators.
- Operators highlighted that if the 145 Belfield route is implemented, additional service would be needed on the 45A Kipling, as crowding is frequently observed on Kipling Avenue north of Belfield Road.

2.5.2. Operational feedback

32 Eglinton West

- Operators noted that stops on Eglinton Avenue West are unclear and confusing. Some stops are permanent, some are temporary, and others are leftover temporary stops from the Line 5 Eglinton construction that remain in place.
- Operators requested a full audit of the Eglinton Avenue West corridor to ensure only in-service stops are marked as such.

45 Kipling

- Operators noted that the blended departures/interline of the 45A Kipling and the 945 Kipling Express, implemented in February 2024, has helped balance crowding and evenly stagger service on the Kipling Avenue corridor north of Belfield Road.

945 Kipling Express

- Operators suggested removing some stops between Belfield Road and Steeles Avenue West on the 945 Kipling Express. They noted that the impact to customers would be minimal, as some local stops are rarely used.

2.6. McNicoll Division

2.6.2. Operational feedback

39 Finch East

- Operators reported that the Finch Avenue East and Leslie Street west side stop (Old Cummer GO) is not busy and suggested removing it.
- Operators mentioned that the routing on the 39 Finch East is different from 939 Finch Express and suggested they should be the same. They prefer starting at one point and ending at another.

42 Cummer

- Operators reported that pedestrians are crossing at stops when the bus is pulled over, and cars are going around, which is unsafe.

43 Kennedy

- Operators highlighted crowding and the lack of service in off-peak periods and on weekends. They also suggested reversing the direction of the Line 3 Bus Replacement Plan.
- Operators mentioned that there is a lot of service on the 43 Kennedy, suggesting that some service could be pulled off the express routing and reallocated to local service.
- Operators highlighted that ridership on the “C” branch would be better utilized on “A” or “B”.

53 Steeles East

- Operators noted significant crowding on the route.
- Operators reported difficulty with the last stop before Finch Station, noting that it's hard to turn to go into the station.

57 Midland

- Operators raised concerns about crowding and the need for more service on the weekends. They also suggested reversing the direction of Line 3 Bus Replacement Plan.

129 McCowan North

- Operators raised safety concerns about the McCowan Road and Finch Avenue East stop, citing that it is dangerous.

167 Pharmacy North

- Operators suggested that the 167A Pharmacy North service is not required in the late evening period and recommended operating the 167B Pharmacy North during this period instead.

903 Kennedy-Scarborough Express

- Operators mentioned that there is no need for articulated buses on the route and especially so on weekends.

939 Finch Express

- Operators suggested extending the 939C Finch Express service to continue east of McCowan Road.
- Operators informed us that the 939C Finch Express is too busy to do local service east of McCowan Road.
- Operators suggested adding stops at Huntingwood Drive, McCowan Road, and Metropolitan Road.

953 Steeles East Express

- Operators highlighted that many buses stay at the Amazon facility and suggested bypassing the end loop there.
- Operators noted significant crowding on the route.

968 Warden Express

- Operators suggested adding a stop at Huntingwood Drive and Metropolitan Road.

2.7. Birchmount Division

2.7.2. Operational feedback

Main Street Station

- Operators noted that the lack of traffic signal to enter and exit Main Street Station causes significant delays and safety issues, especially during peak periods, given bus volumes and the presence of 506 Carlton streetcars.

8 Broadview

- Operators highlighted that customers were annoyed at having to transfer at O'Connor Drive & Coxwell Avenue, whereas previously they could have just stayed on the 70 O'Connor. Other operators reported that the newly extended routing is

working very well for both operators and customers, highlighting the tradeoffs of network changes.

21 Brimley

- Operators highlighted the need for more buses during the peaks, especially so during the afternoon peak period.
- A couple of operators suggested re-instituting the split at Scarborough Centre in one way or another.

24 Victoria Park

- Operators noted that more buses are needed during the peak periods.

64 Main

- Operators mentioned that the interline with the 87 Cosburn is problematic for service, often resulting in missed trips. While operators love the interline, it is not beneficial for the 64 Main.

75 Sherbourne

- Operators highlighted that parking is allowed on the east side of Jarvis Street just north of Queens Quay, which backs up traffic and prevents buses from turning the corner to head north.

87 Cosburn

- Operators mentioned that the afternoon interline with the 93 Parkview Hills is not a good idea.

114 Queens Quay East

- Operators suggested changing the routing to go straight across Commissioners Street to Wheel-Trans garage instead of looping north to Lake Shore Boulevard East.

300 Bloor Danforth

- Operators highlighted that more service is needed, especially on overnight and Sunday morning shifts.

924 Victoria Park Express

- Operators highlighted that starting afternoon peak service at 2:00 P.M is recommended and that service also operates during weekend daytimes.

2.8. Queensway Division

2.8.1. Feedback about Annual Service Plan changes

123 Sherway

- Operators mentioned that the route doesn't require any changes that require ASP approval. Operators would prefer a branch restructuring while maintaining the existing routing of the route.

2.8.2. Operational feedback

15 Evans

- Operators highlighted ongoing crowding on the 15 Evans route, especially during peak hours.

26 Dupont

- Operators suggested moving the route out of Queensway Division.

37 Islington

- Operators noted concerns with the Bergamot Avenue stop placement and suggested adding more stops.

40 Junction-West

- Operators appreciated the breaking interline with the 49 Bloor West.

44 Kipling South

- Operators requested adjusting the route to service New Toronto Street for factory workers.

45 Kipling

- Operators suggested moving this route to Queensway Division.

46 Martin Grove

- Operators highlighted of crowding, even during off-peak hours.

49 Bloor West

- Operators suggested extending the 49 Bloor West to Square One shopping centre.
- Operators appreciated the breaking interline with the 40 Junction-Dundas.

50 Burnhamthorpe

- Operators reported crowding on the route.
- Operators suggested extending the 50 Burnhamthorpe to Square One shopping centre.

73 Royal York

- Operators requested more blending of departures at Royal York Station.

127 Davenport

- Operators suggested moving the route out of Queensway Division.

900 Airport Express

- Operators reported crowding during all time periods.

2.9. Malvern Division

2.9.1. Feedback about Annual Service Plan changes

Blue Night Network

- Operators were generally supportive of the Blue Night Network adjustments proposed in the east end, as these adjustments would bring service to currently underserved communities. However, some concern was expressed about operating through residential areas on East Avenue (e.g., 385 Sheppard East) and Guildwood Parkway (e.g., 334 Eglinton East).

334B Eglinton East Blue Night

- Operators suggested that the 334B Eglinton East route does not need to run on Guildwood Parkway, citing low ridership and a lack of anticipated demand for the service.

385 Sheppard East Blue Night

- Operators strongly supported the 385 Sheppard East route proposal, noting that it would benefit early morning customers transferring from Durham Region Transit to TTC at Kingston Road. Currently, these customers are walking from DRT to Meadowvale Loop and the Ellesmere corridors.

2.9.2. Operational feedback

95 York Mills & 995 York Mills Express

- Operators noted that crowding has been observed on this corridor during Fall 2023 and Spring 2024.
- They further mentioned that the improved 995 York Mills Express and 996 Wilson Express services have helped mitigate crowding, but consistent service is needed during the summer as ridership remains consistent year-round.
- Operators also mentioned that service reliability and bus bunching on the 996 Wilson often reduces the intended capacity benefit of this service.

134 Progress

- Trip Adjustments: Operators informed us that RH King Academy starts school a week before the September Board Period. They suggested considering a school tripper for this adjustment.

154 Curran Hall

- Operators were supportive of the new route 154 Curran Hall, noting increased demand to UTSC in recent months. One operator mentioned that the Curran Hall neighborhood is denser than most people realize due to the large presence of basement units and rooming houses. Overall, operators felt this route would be more successful compared to other services explored in this area (e.g., 178 Brimorton), primarily due to the connection to UTSC.

902 Markham Rd Express

- Operators reported that the vehicle type and service improvements implemented in March 2024 have significantly reduced crowding. They also noted a reduction in crowding on corresponding local trips.

2.10. Wheel-Trans (Community Bus operators)

The Service Planning team visited the Wheel-Trans garage to discuss the Community Bus Network (400 Lawrence Manor, 402 Parkdale, 403 Don Mills South, 404 East York, and 405 Etobicoke) with operators. Wheel-Trans door-to-door service was not discussed as the Service Planning team are not responsible for this service.

2.10.1. Feedback about Annual Service Plan changes

400 Lawrence Manor

- Operators suggested that the route should operate on more days.

404 East York

- Operators noted that Dawes Road and Michael Garron Hospital have high ridership.
- Operators suggested splitting the route into two buses. One should go via Coxwell Avenue, Victoria Park Avenue, and north to the SmartCentres. The other should go south on Victoria Park Avenue to Kingston Road.

405 Etobicoke

- Operators noted that no customers board the vehicle at the 63 Widdicombe Hill stop.

2.10.2. General Feedback

- Operators expressed the need for additional TTC pamphlets with detailed information about the Community Bus service, as these are frequently requested by customers.
- Operators highlighted that the scheduled timing points for the service do not align with actual operating conditions.

Appendix 4. Technical Assessment

1.0. Introduction

The 2025 Annual Service Plan (ASP) will focus on continuing to strengthen the foundations of Toronto's transit system, making it more attractive and reliable for all customers. The key themes of the 2025 ASP are enhancing connections, improving the Community Bus Network and planning for construction.

The **Technical Assessment** presents the technical analysis that supports route and service planning initiatives that are included in the report. These initiatives include:

- Changes to the existing daytime bus network to increase efficiency and enhance connections
- Improvements to the Blue Night Network
- Improvements to the Community Bus Network

Generally, every new service introduced by the TTC undergoes a trial period of at least twelve months. During this time, the service is actively promoted, and efforts are made to establish a consistent ridership base. Regular monitoring is conducted throughout the trial period to ensure the service is progressing toward its performance targets.

After the initial twelve months, a formal post-implementation evaluation is carried out to assess the service's performance. This technical assessment also includes a post-implementation review of service changes analyzed as part of the 2024 ASP. These evaluations align with recommendations to revisit and assess the service during the subsequent ASP process.

Changes to the existing day-time bus network to increase efficiency and enhance connections

As part of the 2025 ASP, various bus routes were reviewed to determine whether a change or series of changes were needed to improve transit service. Priority was given to areas experiencing significant community changes (population growth, new streets, new destinations) and to routes that were not reviewed as part of the 2024 ASP.

Improvements to the Blue Night Network by proposing changes to the existing routes and introducing new routes

The 2025 ASP Blue Night Network changes are designed to advance an equity-driven approach by enhancing service for shift workers, a key priority customer group as well as others travelling at night. Enhancing connections and addressing network gaps on the Blue Night Network is important in improving safety, a factor often identified as a top priority by customers, especially women.

Improvements to the Community Bus Network

The Community Bus Network provides a transit option that bridges the gap between Wheel-Trans and the conventional transit system. The 2025 ASP changes to the Community Bus Network are designed to increase ridership, improve connectivity to the rapid transit system, and provide better access to important neighbourhood destinations. The changes aim to better meet the needs of current users and attract new riders.

2.0. Changes to the existing day-time bus network to increase efficiency and enhance connections

The following section describes changes to the following routes:

- 13 Avenue Road
- 22 Coxwell/70 O'Connor – Service consolidation
- 43 Kennedy – Service removal at Village Green\ Square
- 45 Kipling/145 Belfield – Branch change and new service to Toronto Pearson
- 87 Cosburn – Service removal from East York Acres (not currently recommended)

13 Avenue Road

Service removal south of Queen's Park

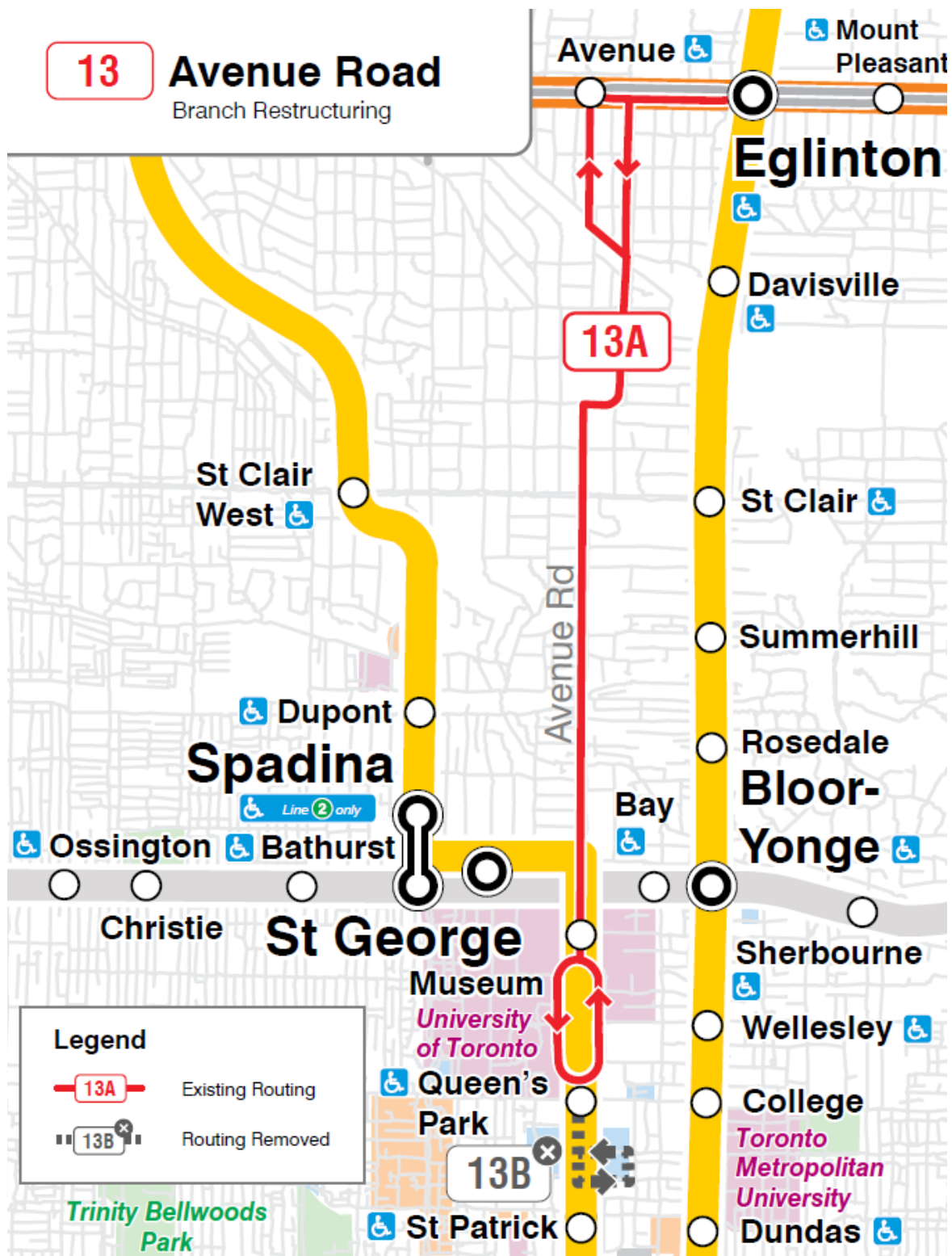
City wards: Ward 8 – Eglinton-Lawrence, Ward 11 – University-Rosedale, Ward 12 – Toronto-St. Paul's

The TTC recommends the elimination of the 13B (Eglinton Station-Gerrard) branch of 13 Avenue Road service due to three key factors: low ridership and poor financial performance, service reliability challenges and availability of alternative service.

The 13B Avenue Road (Eglinton Station-Gerrard) branch operates exclusively during the weekday midday period (9:00 a.m. to 2:00 p.m.) and experiences low ridership due to the proximity of higher-order transit options, such as the 506 Carlton streetcar, and Queen's Park and St. Patrick subway stations. Service reliability during this period is poor, with on-time departures 13% lower than the route average and late arrivals 18% higher. Additionally, the number of customers per revenue service hour drops by 15% when transitioning from the morning peak period to midday service.

Ridership data shows approximately 110 boardings and 105 alightings during the midday period at stops unique to the 13B branch, compared to 1,659 total boardings and 1,658 total alightings across the entire route. This means the 13B branch boardings and alightings represent less than 7% of total route ridership. Despite serving these unique stops, the branch underperforms relative to the rest of the route.

Despite successful reliability improvements made to the route in October 2024, the 13B branch continues to underperform in both service reliability and productivity compared to other periods. This affects service in other periods, such as the afternoon peak period, despite the otherwise higher ridership and more frequent service during that time. Eliminating the 13B (Eglinton Station-Gerrard) branch will provide a more consistent service on the route, improve service reliability, and better align resources with ridership demand.



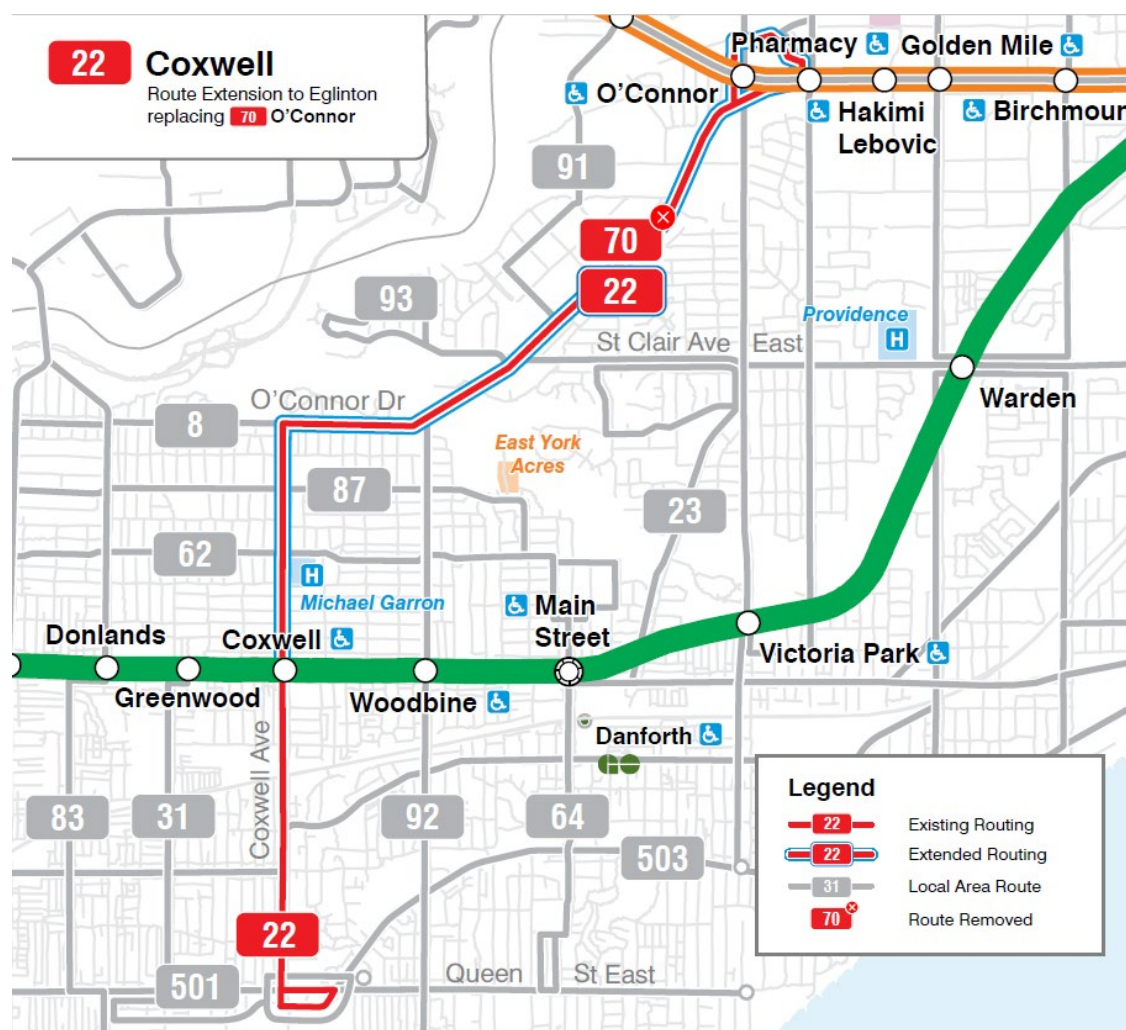
22 Coxwell / 70 O'Connor

Service consolidation

City wards: Ward 14 – Toronto Danforth, Ward 16 – Don Valley East, Ward 19 – Beaches East York, Ward 20 – Scarborough Southwest, Ward 21 – Scarborough Centre

To improve network efficiency and customer convenience, the TTC is consolidating the 22 Coxwell with the 70 O'Connor to provide continuous service from Coxwell Station to Eglinton Avenue East. This adjustment eliminates the transfer at Coxwell Station, providing customers with a seamless one-seat ride. This change will enhance connections between key destinations, including residential neighbourhoods, business and leisure destinations along the corridor such as the East York Civic Centre and Woodbine Park, medical facilities like Michael Garron Hospital and future Line 5 Eglinton stations.

This service consolidation was previously implemented during construction at Coxwell Station. Feedback from customers and operators was positive, with many appreciating the continuous, transfer-free service.



49 Bloor West

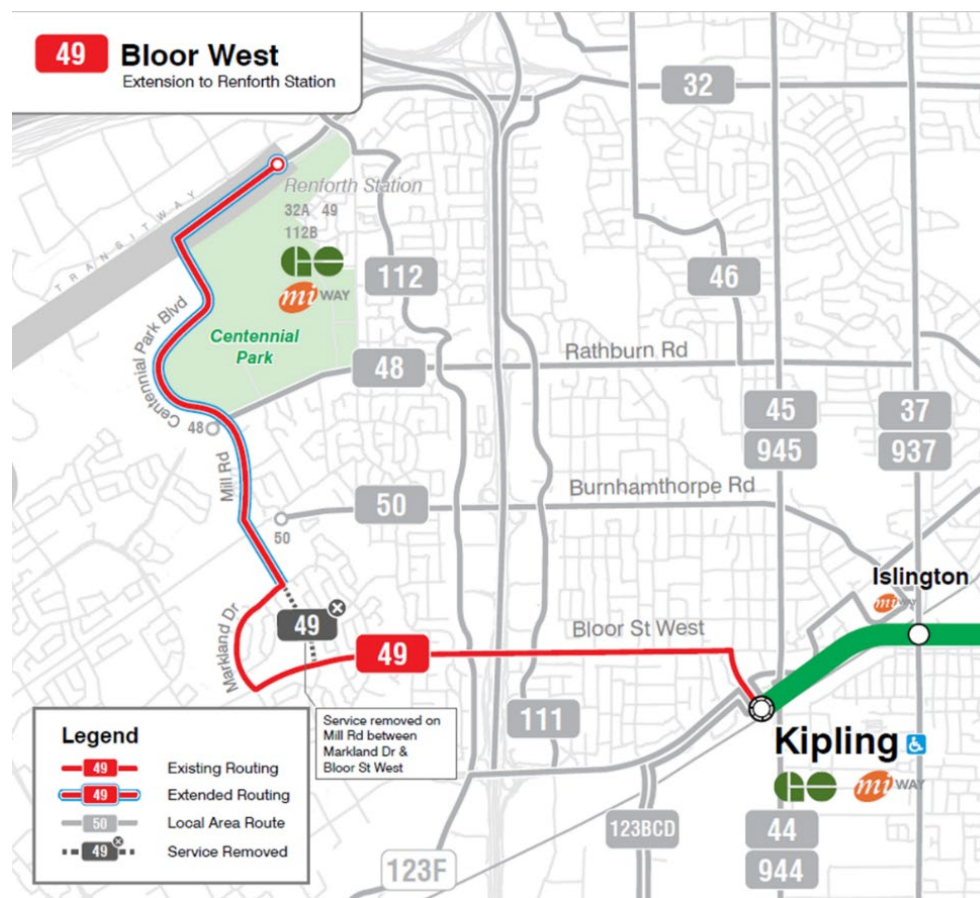
Service extension to Centennial Park and Renforth Station

City wards: Ward 2 – Etobicoke Centre, Ward 3 – Etobicoke-Lakeshore

To respond to feedback received from customers and to better leverage the One Fare Program, the TTC is recommending a route extension to the 49 Bloor West. This route will be extended along Mill Road and Centennial Park Boulevard to Renforth Station, providing service to Centennial Park. It will also enhance connections to TTC, GO Transit and MiWay.

Implementation of this change will be subject to ongoing operations and capacity discussions with Metrolinx and other regional partners at Renforth Station.

From Bloor Street West and Markland Drive, the route will be extended via north and east on Markland Drive, north on Mill Road, north on Centennial Park Boulevard, east on Eglinton Avenue West to Renforth Station. From Renforth Station, buses will operate via southwest on Eglinton Avenue West, southwest on Centennial Park Boulevard, southeast on Mill Road, and southwest on Markland Drive to Bloor Street West and Markland Drive, then then following its existing routing to Kipling Station.



45 Kipling / 145 Belfield

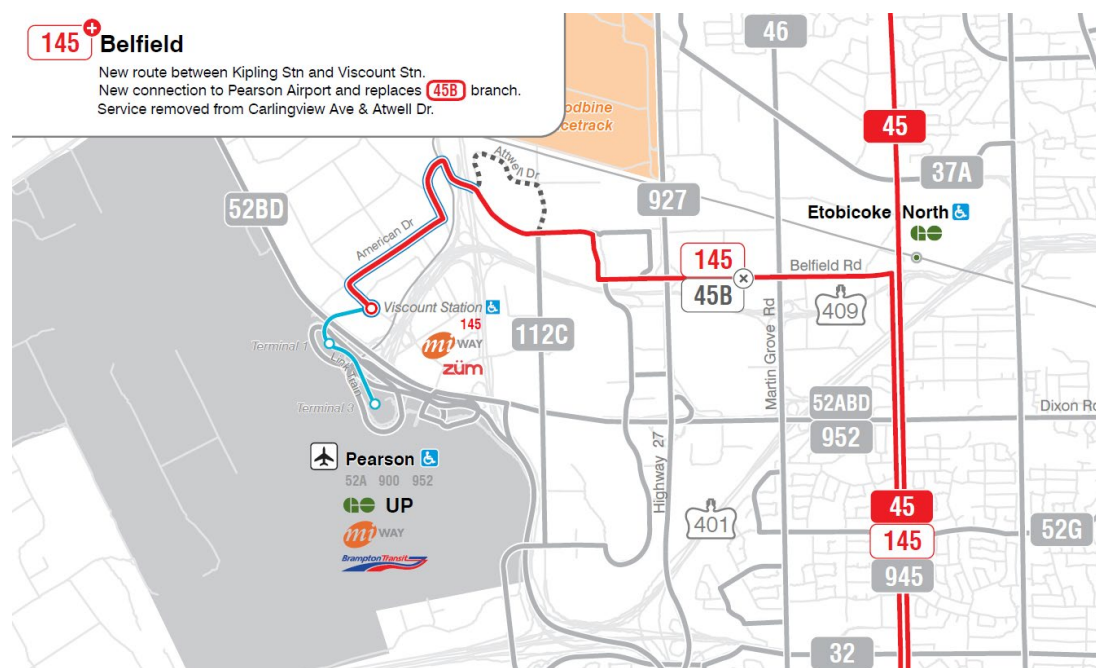
Branch change and new service to Toronto Pearson Airport

City wards: Ward 1 – Etobicoke North, Ward 2 – Etobicoke Centre, Ward 3 – Etobicoke-Lakeshore

As part of the 2025 ASP, the TTC has analyzed the One Fare Program's impact on ridership and travel patterns through tap data as well as consultations. To respond to feedback received from customers and to better leverage the One Fare Program, the TTC is recommending a new route that will run from Kipling Station to Viscount Station. This new service will improve access to Pearson Airport. As a result of this extension, service will be removed from Carlingview Avenue and Atwell Drive, affecting three stops and approximately 106 customer-trips per day. These customers will be required to walk to stops on Disco Road.

Implementation of this route will be coordinated with construction and operations of a new passenger terminal in the Viscount Station area.

The 145 Belfield will operate from Kipling Station via northeast on St. Albans Road, north on Kipling Avenue, west on Belfield Road, north on Atwell Drive, west on Disco Road, northwest on Goreway Drive, southwest on Zahavy Way, southeast on Northwest Drive, southwest on American Drive, southeast on Viscount Road, to Viscount Station. From Viscount Station, buses will operate via northwest on Viscount Station Service Road, northwest on Viscount Road, northeast on American Drive, northwest on Northwest Drive, northeast on Zahavy Way, southeast on Goreway Drive, east on Disco Road, south on Atwell Drive, east on Belfield Road, south on Kipling Avenue, west on Viking Lane, south on West Service Road, and west on St. Albans Road to Kipling Station.



87 Cosburn

Service removal from East York Acres – Not recommended at this time

City wards: Ward 14 – Toronto – Danforth, Ward 19 – Beaches-East York

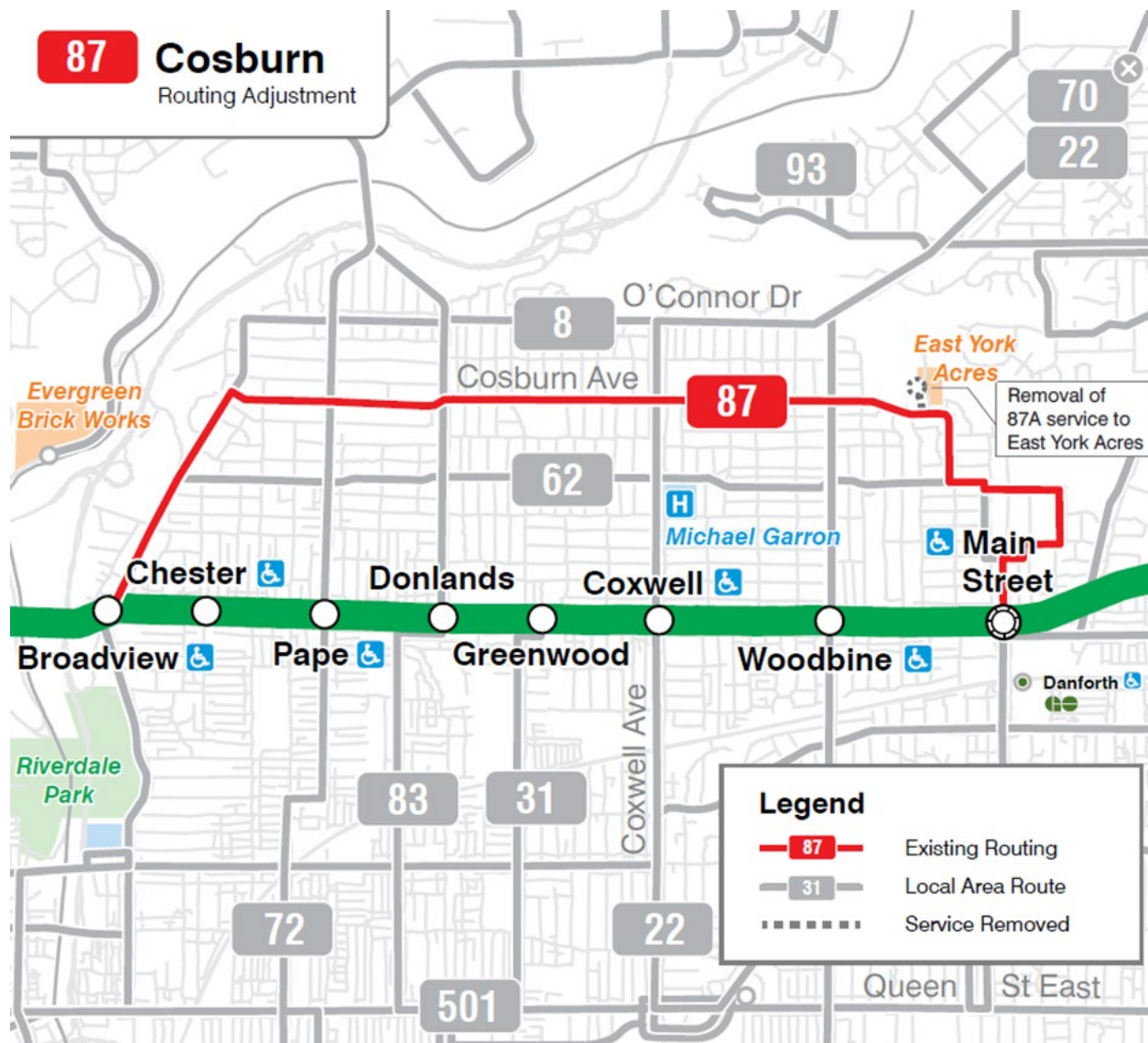
As part of the initial proposals for the 2025 Annual Service Plan, the TTC consulted with customers, the community, the Planning Advisory Group, and the Advisory Committee on Accessible Transit regarding the potential elimination of the 87A (Broadview Station to Main Street Station via East York Acres) branch of 87 Cosburn and proposed for all service to operate on the 87C (Broadview Station to Main Street Station) branch.

The objective of this proposal was to address operational challenges associated with serving Haldon Avenue and East York Acres while offering a more direct and faster service for customers travelling on the route:

- Service on Haldon Avenue to East York Acres is often impacted during winter weather conditions. Ice formation on the uphill section of Haldon Avenue often prevents buses from accessing the street, which results in disrupted service.
- While the branch reduces walking time for customers at East York Acres, it significantly increases travel time for customers travelling through this location by adding one to two minutes to trips passing through this point. On an average week, approximately 420 customers benefit from the stop at East York Acres, while 4,575 customers are inconvenienced by a longer trip.
- Average stop spacing in this section of the route does not meet the standard. TTC Service Standards recommends local bus stop spacing to be approximately 300 to 400 metres apart. The East York Acres stop creates spacings of only 120 and 170 metres from the nearby stops at Westlake Avenue, significantly outside the standard. Removing this stop would create spacings of approximately 210 and 280 metres along Cosburn Avenue, depending on the travel direction.

An analysis of customer travel time impacts indicates that the current stop at East York Acres saves approximately 2,016 minutes per week for customers who use it, compared to walking to the next nearest stop. However, the diversion costs through-riding customers approximately 6,863 minutes per week, resulting in a net cost of 4,847 weekly customer minutes. From this perspective, removing service to East York Acres would result in a net benefit to customers.

While the customer travel time analysis supports this routing change, feedback from the immediate community and ACAT opposed to the change. In addition, stop relocation constraints prevent the proposed changes from being implemented. Consequently, this proposal is not recommended at this time, but may be revisited in the future.



3.0. Improvements to the Blue Night Network

The following section describes proposed updates and changes to the Blue Night Network to improve overnight transit service.

Changes are recommended on the following routes:

- 334 Eglinton – New overnight service on Guildwood Parkway
- 337 Islington / 345 Kipling / 373 Royal York – Overnight service restructuring
- 353 Steeles – Service extension to Martin Grove Rd
- 385 Sheppard East – Service extension to Rouge Hill GO
- 386 Scarborough – New service
- 395 York Mills – Service extension to Port Union Road

334 Eglinton

New overnight service on Guildwood Parkway

City wards: Ward 20 – Scarborough Southwest, Ward 21 – Scarborough Centre, Ward 23 – Scarborough North, Ward 24 – Scarborough-Guildwood, Ward 25 – Scarborough-Rouge Park

As part of the Line 5 Surface Network Plan and approved by the TTC Board through the 2022 Annual Service Plan, the TTC recommended restructuring overnight service on Eglinton Avenue as 334 Eglinton with two branches: 334A (Eglinton Pearson Airport to Kennedy Station), and 334B (Mount Dennis Station to Finchdene Square). This service will be introduced upon the opening of Line 5 Eglinton.

As part of the 2025 ASP, the TTC recommends a change to the 334B (Mount Dennis Station to Finchdene Square) branch to provide new service on Guildwood Parkway between Kingston Road and Lawrence Avenue East. Service along Kingston Road between Guildwood Parkway and Lawrence Avenue East would be replaced by a new 386 Scarborough route.

From Mount Dennis Station, the branch will operate via east on Eglinton Avenue, northeast on Kingston Road, south and east on Guildwood Parkway, and north on Morningside Avenue to Kingston Road where it continues its existing route. From Kingston Road and Morningside Avenue, buses will operate via south on Morningside Avenue, west on Guildwood Parkway, southwest on Kingston Road, and west on Eglinton Avenue to Mount Dennis Station.



337 Islington / 345 Kipling / 373 Royal York

Overnight service restructuring

City wards: Ward 1 – Etobicoke North, Ward 2 – Etobicoke Centre, Ward 3 – Etobicoke-Lakeshore, Ward 5 – York South-Weston, Ward 7 – Humber River-Black Creek

The TTC is recommending a restructuring of the Blue Night Network west of Kipling Avenue with the introduction of two new routes: the 345 Kipling and the 373 Royal York. During the consultation process, two options for the Etobicoke area were presented, and feedback was gathered. Results showed that respondents slightly favored the first option, although ridership forecasts indicated that both options would generate similar levels of new ridership, with option two showing marginally higher numbers. Considering the consultation feedback and ridership analysis, the routing structure from option one is recommended. This option aligns more closely with the daytime network, improving customer clarity and wayfinding.

To implement the new service on Kipling Avenue and Royal York Road while standardizing the network and reducing redundancy, overnight service on the 337 Islington route would be removed. Under this restructuring, the 345 Kipling would operate between Steeles Avenue West and Colonel Samuel Smith Park Loop (Humber Polytechnic – Lakeshore campus), while the 373 Royal York would operate along Royal York Road and Weston Road between Bloor Street West and Steeles Avenue West.

These changes would add a new north-south route to the Blue Night Network in the Etobicoke area, providing improved connections to MiWay and GO Transit services at Kipling Station. Additionally, the changes would serve students at Humber Polytechnic Lakeshore Campus and benefit the surrounding community. By redistributing service from Islington Avenue, the adjustments would ensure more consistent and evenly spaced north-south overnight service coverage between Kipling Avenue and Jane Street. This

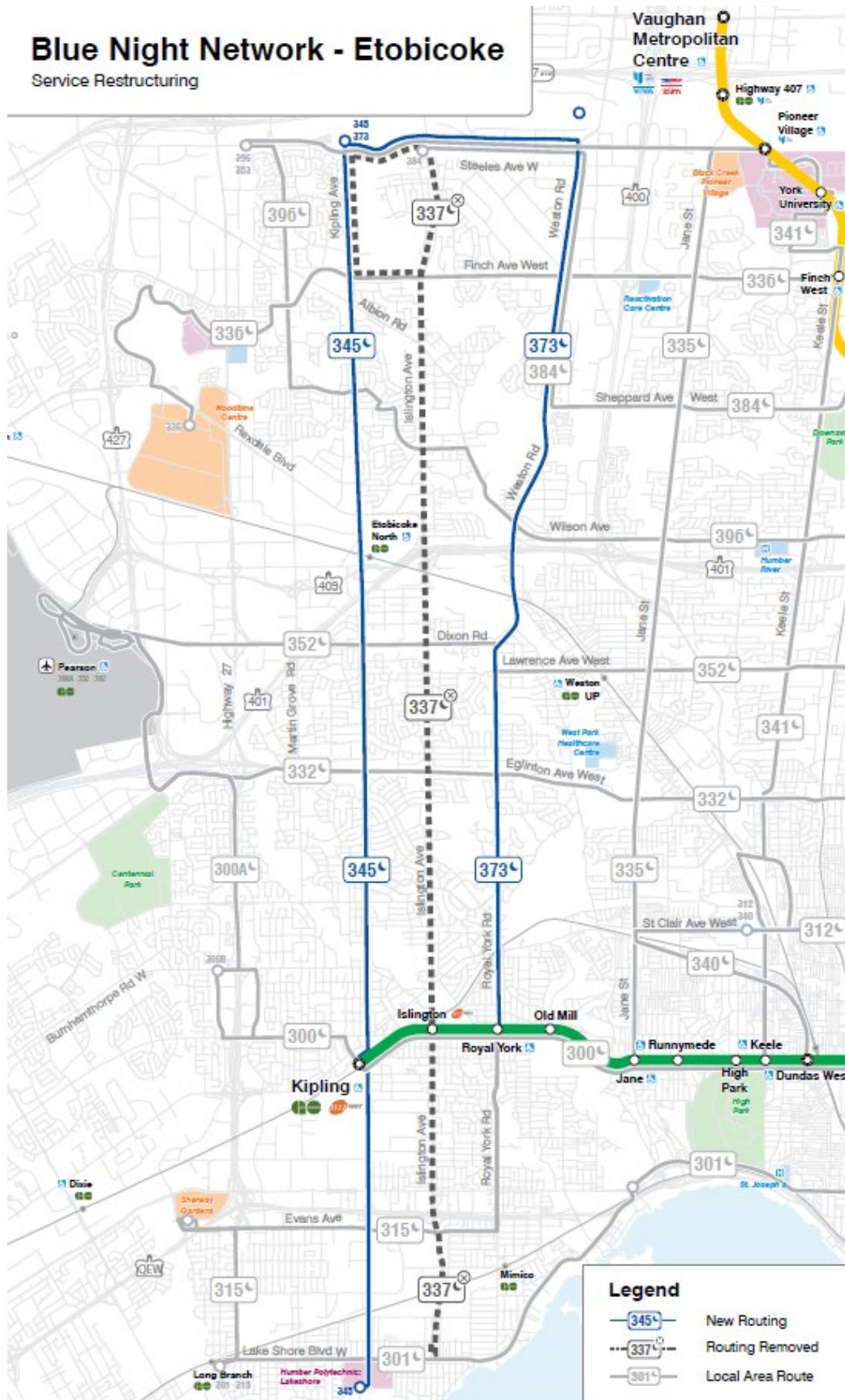
restructuring would result in a greater proportion of the Etobicoke community being within walking distance to overnight service. This change will also introduce new service to essential industrial and employment areas along Weston Road, areas that have seen resilient and consistent daytime ridership.

The 373 Royal York will operate from Royal York Station via north on Royal York Road, northeast on St. Phillips Road, north on Weston Road, and west on Steeles Avenue West to Islington Avenue. From Steeles Avenue West and Islington Avenue, buses will operate via east on Steeles Avenue West, south on Weston Road, southwest on St. Phillips Road, and south on Royal York Road to Royal York Station.

The 345 Kipling will operate from Colonel Samuel Smith Park Loop via north on Colonel Samuel Smith Park Drive, and north on Kipling Avenue up to Steeles Avenue West. From Steeles Avenue West, buses will operate via south on Kipling Avenue, and south on Colonel Samuel Smith Park Drive to Colonel Samuel Smith Park Loop.

Blue Night Network - Etobicoke

Service Restructuring



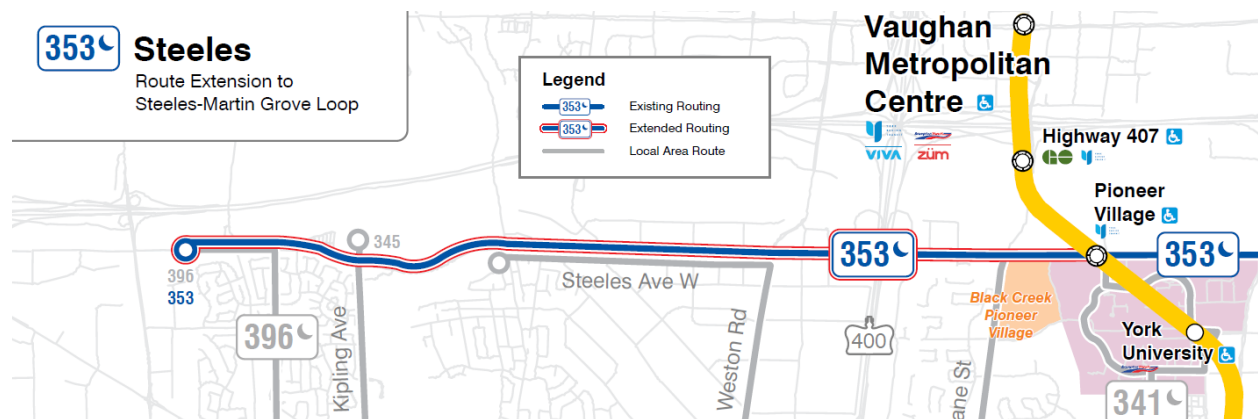
353 Steeles

Service extension to Martin Grove Road

Ward 1 – Etobicoke North, Ward 6 – York Centre, Ward 7 – Humber River-Black Creek, Ward 17 – Don Valley North, Ward 18 – Willowdale, Ward 22 – Scarborough-Agincourt, Ward 23 – Scarborough North, Ward 25 – Scarborough-Rouge Park

In addition to the other proposed changes to the Blue Night Network in the Etobicoke area, the 353 Steeles route will be extended along Steeles Avenue West, between Jane Street and Martin Grove Road. This change will respond to customer and operator feedback, and provide the opportunity for additional transfers to the 345 Kipling, 384 Sheppard West and 396 Wilson routes. The extension will also better align with daytime service along this portion of the route.

From Pioneer Village Station, the route will be extended via west on Steeles Avenue West to the Martin Grove Loop. From Martin Grove Loop, buses will operate via east on Steeles Avenue West to Pioneer Village Station, where it continues its existing route.



385 Sheppard East

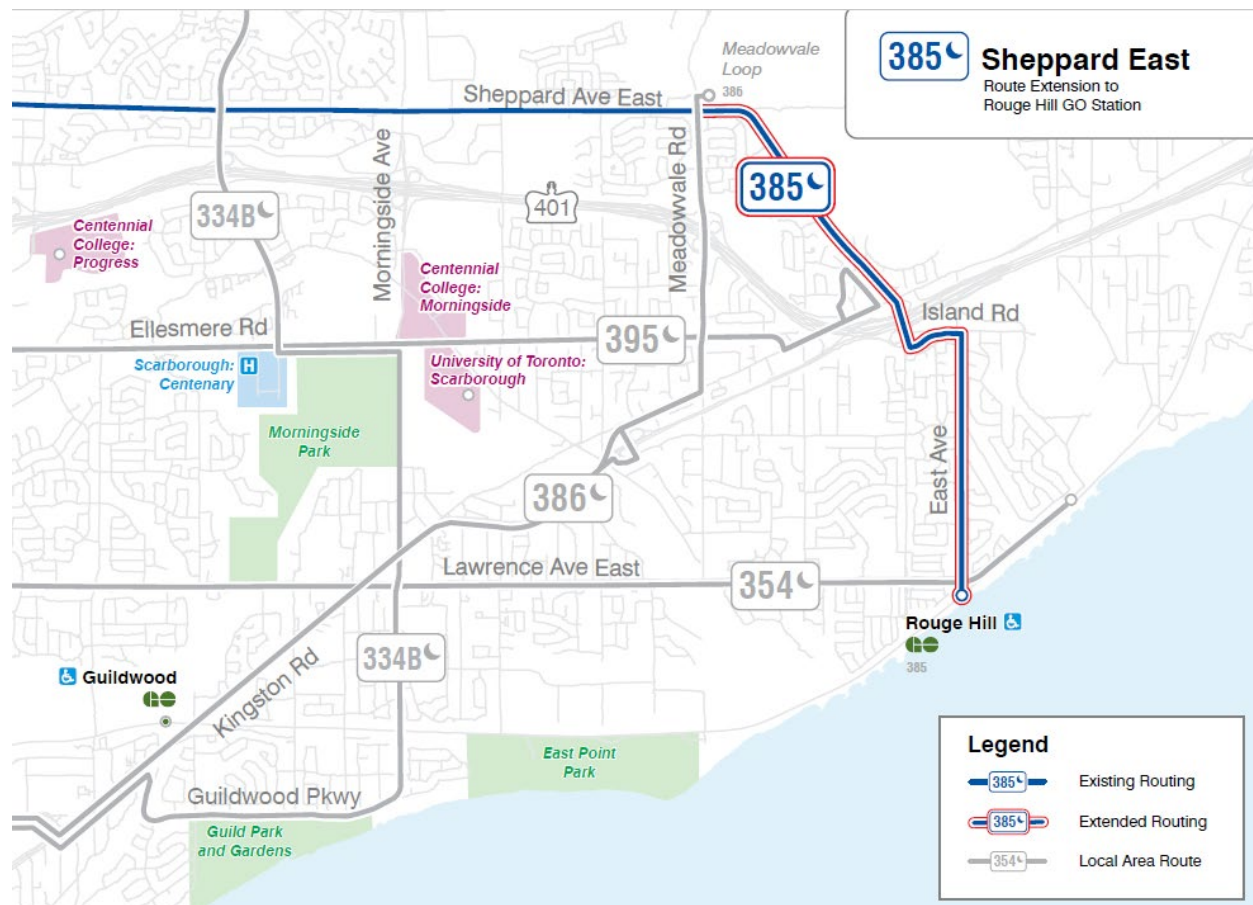
Service extension to Rouge Hill GO

City wards: Ward 17 – Don Valley North, Ward 18 – Willowdale, Ward 22 – Scarborough-Agincourt, Ward 23 – Scarborough North, Ward 25 – Scarborough-Rouge Park

The 385 Sheppard East route will be extended along Sheppard Avenue East and Lawrence Avenue East to provide a connection between Rouge Hill GO Station and Meadowvale Loop.

From Meadowvale Road, the route will be extended via southeast on Sheppard Avenue East, south on Port Union Road, east on Island Road, south on East Avenue, and east on Lawrence Avenue East to Rouge Hill GO Station. From Rouge Hill GO Station, buses will operate via west on Lawrence Avenue, north on East Avenue, west on Island Road, north

on Port Union Road, and northwest on Sheppard Avenue East to Meadowvale Road, where it will continue along its existing route.



386 Scarborough

New service

City wards: Ward 20 – Scarborough Southwest, Ward 21 – Scarborough Centre, Ward 24 – Scarborough-Guildwood, Ward 25 – Scarborough-Rouge Park

As part of the restructuring of overnight service in east Scarborough, the TTC recommends the introduction of the new 386 Scarborough service that will operate between Kennedy Station and Meadowvale Road. This route addresses gaps in the Blue Night Network in the east end of the city and maintains overnight service on Kingston Road resulting from associated recommendations to adjust routings on the 334 Eglinton and 395 York Mills overnight services.

386 Scarborough service will operate from Kennedy Station via east on Eglinton Avenue East, northeast on Kingston Road, east on Lawson Road, north on Highland Creek Overpass, northeast on Kingston Road, and north on Meadowvale Road up to Meadowvale Loop. From Meadowvale Loop, buses will operate via south on Meadowvale

Road, southwest on Kingston Road, and west on Eglinton Avenue East to Kennedy Station.



395 York Mills

Service extension to Port Union Road

City wards: Ward 15 – Don Valley West, Ward 16 – Don Valley East, Ward 21 – Scarborough Centre, Ward 24 – Scarborough-Guildwood, Ward 25 – Scarborough-Rouge Park

The 395 York Mills route will provide a connection to the extended 385 Sheppard East service. This will provide new overnight service on Ellesmere Road between Meadowvale Road and Port Union Road.

From Meadowvale Road, the route will be extended via east on Ellesmere Road, and northeast on Kingston Road to Sheppard Avenue East and Port Union Road. From Sheppard Avenue East and Port Union Road, buses will operate via northwest on Sheppard Avenue East, south on Durnford Road, south on Rylander Boulevard, southwest on Kingston Road, and west on Ellesmere Road to Meadowvale Road, where it continues its existing route.



4.0. Improvements to the Community Bus Network

The following section outlines recommended changes to the following Community Bus routes:

- 400 Lawrence Manor – New service on Wyndale Drive
- 402 Parkdale – Route adjustments
- 404 East York / 408 Victoria Park South – Service restructuring
- 405 Etobicoke – Route adjustments
- 406 Scarborough South – New service (not recommended)

These recommendations were developed and analyzed using ridership data and input gathered from customer and operator engagement sessions. The TTC conducted a comprehensive review of each community bus route and proposed routing adjustments to better connect the network to local points of interest and the conventional transit system.

Routing changes to the 403 Don Mills South were implemented as part of the 2024 Annual Service Plan and no additional changes to this route are currently recommended.

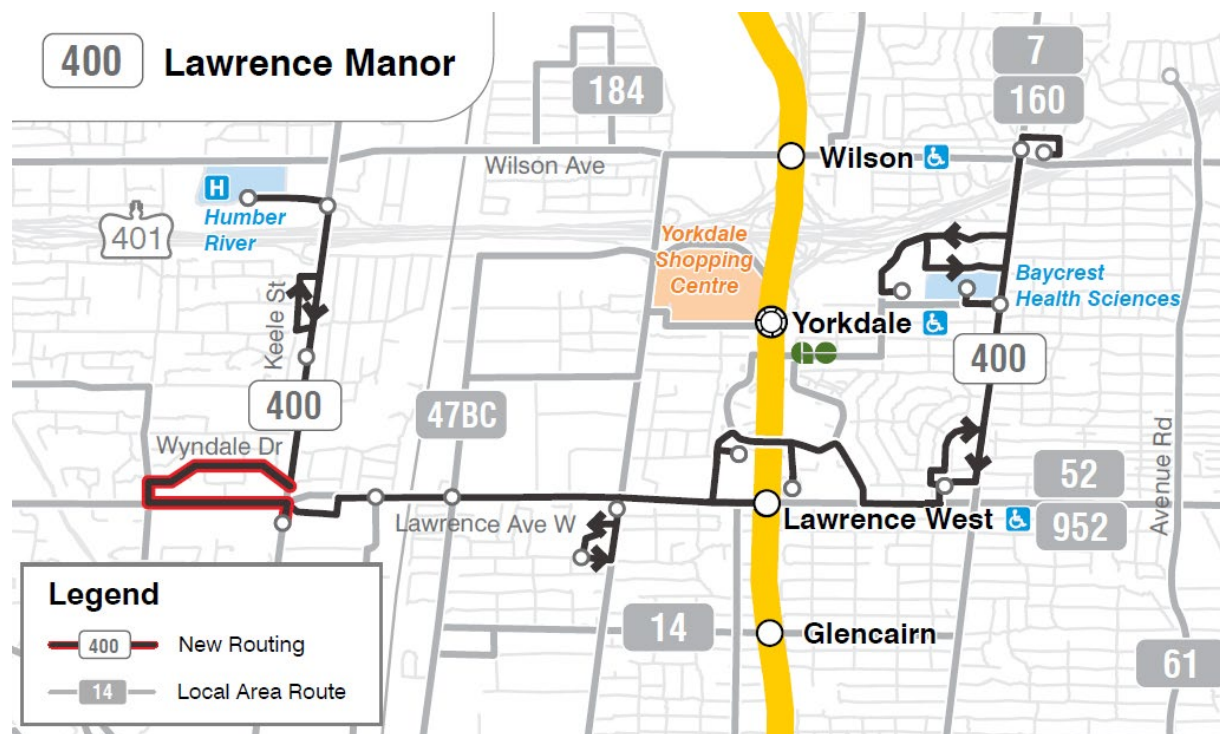
400 Lawrence Manor

New service on Wyndale Drive

City wards: Ward 5 – York South-Weston, Ward 6 – York Centre, Ward 8 – Eglinton-Lawrence

The 400 Lawrence Manor route connects to multiple destinations on and north of Lawrence Avenue West between Bathurst Street and Keele Street. The TTC recommends to adjust service by extending the route on Lawrence Avenue West to provide additional connections to Amesbury Sports Complex, Amesbury Park, and the Amesbury Park Toronto Public Library. The route would be extended on Wyndale Drive, Culford Road, and Lawrence Avenue West. With these additions, service would be removed along Keele Street between Lawrence Avenue West

From Keele Street at Wyndale Drive, the 400 Lawrence Manor will be extended via west on Wyndale Drive, south on Culford Road, and east on Lawrence Avenue West. From Lawrence Avenue West at Keele Street, the 400 Lawrence Manor will be extended via west on Lawrence Avenue West, north on Culford Road, and east on Wyndale Drive.



402 Parkdale

Route adjustments

City wards: Ward 4 – Parkdale-High Park, Ward 9 – Davenport

The 402 Parkdale serves destinations along Bloor Street West between Dufferin Street and Dundas Street West, as well as areas south of Bloor Street West in the Parkdale neighbourhood. However, it is currently the worst performing Community Bus route, with an average of one boarding per hour in 2024 which is well below the minimum target of four boardings per hour.

To encourage more ridership, service will be changed to operate along College Street, Dufferin Street, and Roncesvalles Avenue. This change will provide connections to key destinations, including the Bill McMurray Retirement Home, commercial destinations on Dufferin Street, a community centre, and a community health centre.

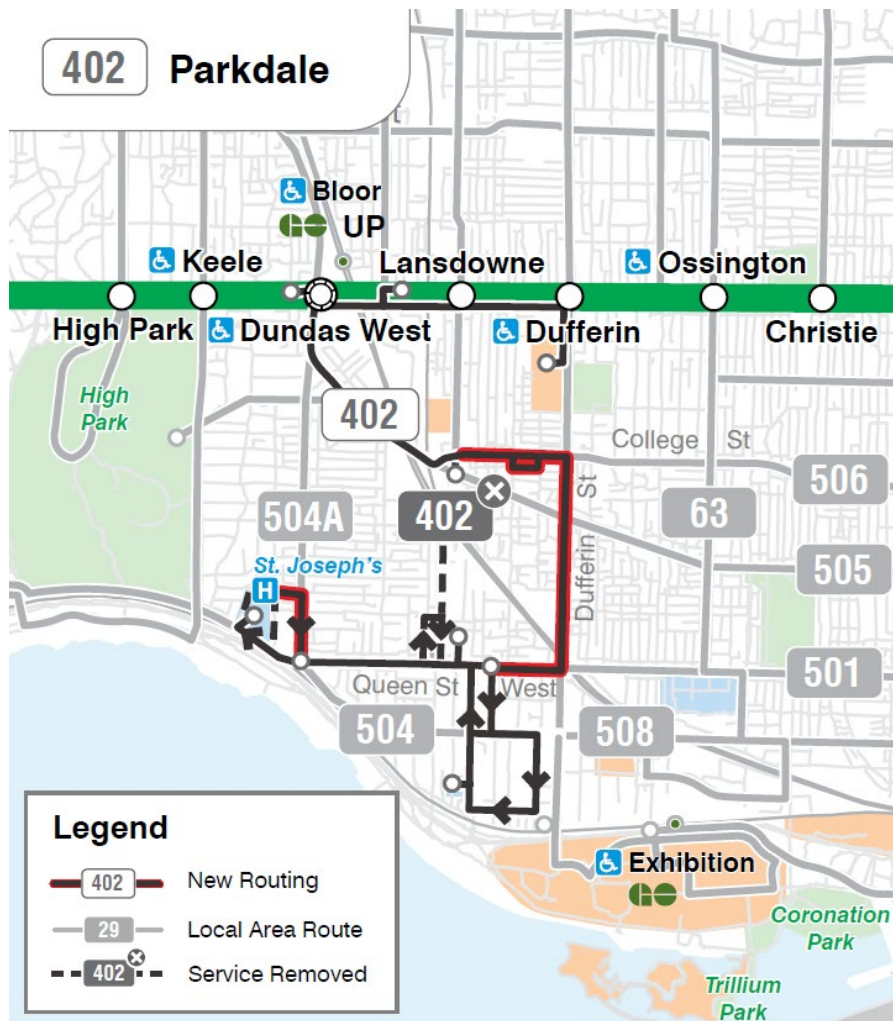
As part of these changes, service will be removed from Lansdowne Avenue (between Dundas Street West and Queen Street West), Macdonell Avenue (between Queen Street West and Seaforth Avenue), and Sunnyside Avenue (between Pearson Avenue and The Queensway). Service to the No Frills on Lansdowne Avenue will be maintained.

These changes were informed by ridership data that shows no boardings or alightings on the streets with recommended service removal. Customers on Lansdowne Avenue can use the 47 Lansdowne route as an alternative.

From the No Frills on Lansdowne Avenue, the 402 Parkdale will be extended via north on Lansdowne Avenue, east on College Street, south on Sheridan Avenue, west on Moutray Street, north into the Bill McMurray Residence Parking, east on College Street, south on Dufferin Street, and west on Queen Street West until Cowan Avenue.

From Queen Street West at Cowan Avenue, the 402 Parkdale will be extended east on Queen Street West, north on Dufferin Street, west on College Street, south into the Bill McMurray Residence Parking, east on Moutray Street, north on Brock Avenue, and west on College Street to the No Frills on Lansdowne Avenue.

The 402 Parkdale will additionally be extended from St. Joseph's Hospital via east on Pearson Avenue and south on Roncesvalles Avenue to Queen Street West.



404 East York / 408 Victoria Park South

Service restructuring

City wards: Ward 14 – Toronto-Danforth, Ward 19 – Beaches-East York, Ward 20 – Scarborough Southwest, Ward 21 – Scarborough Centre

The 404 East York route connects to various destinations in the East York area. The TTC recommends restructuring service on this route by splitting it into two routes:

- 404 East York will be truncated to terminate at Victoria Park Station, with minor routing changes near Main Street Station
- Service on Victoria Park Avenue and Dawes Road will be replaced and extended to Eglinton Avenue and the Golden Mile shopping area with 408 Victoria Park South service.

This restructuring will be through reallocation of existing investment on 404 East York and does not require additional operating costs or vehicles.

The revised 404 East York route will be modified to serve Westlake Avenue, Lumsden Avenue, Eastdale Avenue, Secord Avenue, Barrington Avenue, Doncaster Avenue, Main Street, and Danforth Avenue. These changes will better align the 404 East York with the existing transit network and provide a direct connection to Main Street Station. As part of these adjustments, service on a small portion of Hamstead Avenue and on Main Street north of Lumsden Avenue will be discontinued due to low ridership and to improve coordination with the 87 Cosburn route.

Continuing from Coxwell Station on its current routing to Cosburn Avenue at Haldon Avenue, the route will operate east on Cosburn Avenue, south on Westlake Avenue, east on Lumsden Avenue, south on Eastdale Avenue, west on Secord Avenue, south on Barrington Avenue, east on Doncaster Avenue, south on Main Street, and east on Danforth Avenue to Shoppers World Plaza and then Victoria Park Station.

From Victoria Park Avenue at Danforth Avenue (Victoria Park Station), the route will operate west on Danforth Avenue (while serving Shoppers World Plaza), north on Main Street, west on Doncaster Avenue, north on Barrington Avenue, east on Secord Avenue, north on Eastdale Avenue, west on Lumsden Avenue, north on north on Westlake Avenue, and west on Cosburn Avenue to East York Acres, after which it will continue along its current route.

The 408 Victoria Park South route will operate along Park Vista, Victoria Park Avenue, and Eglinton Avenue East, providing connections to future Line 5 Eglinton stops, Eglinton Square Shopping Centre, the Golden Mile Plaza, and other commercial destinations along Victoria Park Avenue and Eglinton Avenue East. As part of these changes, service along Kingston Road will be removed due to low ridership and operator feedback. Customers can use the 503 Kingston Road streetcar service as an alternative.

Continuing from Kingston Road and Victoria Park Avenue to Victoria Park Station and will operate north on Victoria Park Avenue, northeast on Eglinton Square, east on Eglinton Avenue East, north on Warden Avenue, west on Ashtonbee Road, and south on Hakimi Avenue, and into the Golden Mile SmartCentres.

From the Golden Mile SmartCentres, the route will be extended south on Hakimi Avenue, west on Eglinton Avenue East, southwest on Eglinton Square, and south on Victoria Park Avenue to Victoria Park Station before continuing south to Kingston Road and Victoria Park.



405 Etobicoke

Route adjustments

City wards: Ward 1 – Etobicoke North, Ward 2 – Etobicoke Centre, Ward 5 – York South-Weston

The 405 Etobicoke serves central Etobicoke, with destinations north and south of Eglinton Avenue West between Scarlett Road and Kipling Avenue. While the route is the best performing route on the Community Bus Network, it does not meet service performance standards, with less than four boardings per hour in 2024.

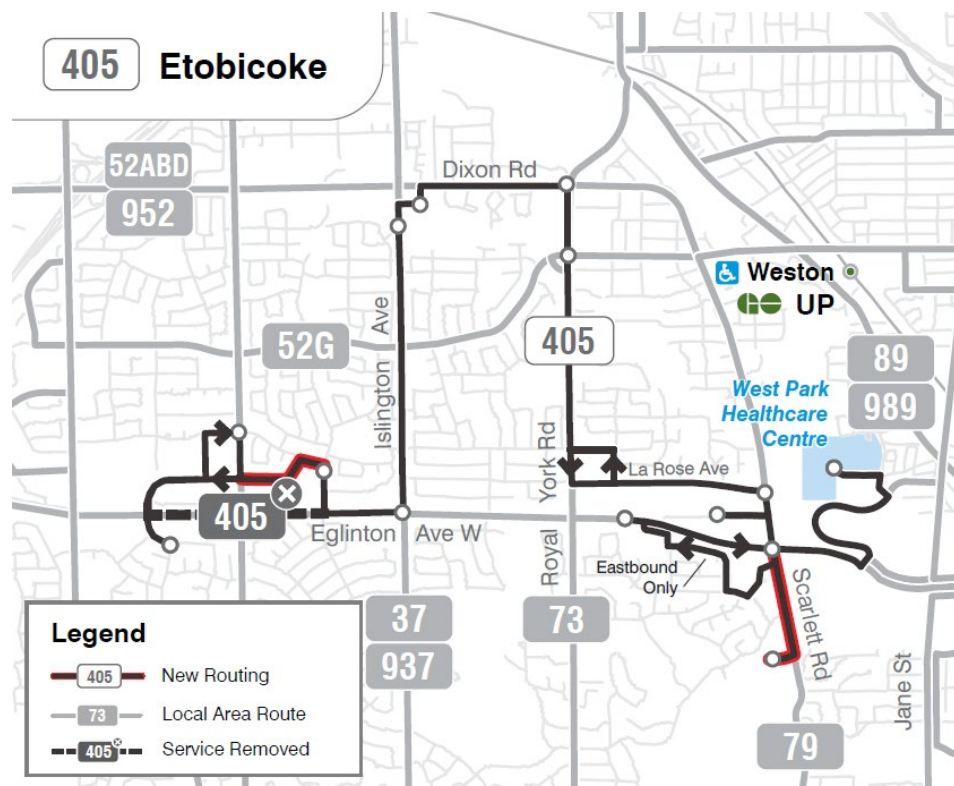
The TTC recommends extending the 405 Etobicoke along Scarlett Road and Widdicombe Hill. The TTC has received extensive requests and feedback from residents in the area requesting extended service along Scarlett Road. These changes would enable a connection to Lambton Square Apartments, which was identified as a Naturally Occurring

Retirement Community (NORC) by the NORC Innovation Centre at University Health Network. The route will also benefit from additional connections to apartment buildings along Widdicombe Hill.

As part of these changes, the TTC recommends removing service along Eglinton Avenue West between Wincott Drive and Lloyd Manor Road. Observations indicate that no customer boardings occur along the section proposed for removal. Transit access in the area will remain available through the 32 Eglinton West, which provides service along Eglinton Avenue West. Service to the Parkland residences will continue to be maintained at Richview Square.

From Scarlett Road at Eglinton Avenue West, the 405 Etobicoke will be extended southbound via Scarlett Road to Lambton Square Apartments. From Lambton Square Apartments the route will go north on Scarlett Road before continuing with its existing routing.

From Wincott Drive at Eglinton Avenue West, the route will be extended north on Wincott Drive, west on Hunting Ridge, and southwest on Widdicombe Hill to Kipling Avenue. From Kipling Avenue at Widdicombe Hill, the route will operate east on Widdicombe Hill, east on Hunting Ridge, and south on Widdicombe Hill to Eglinton Avenue West.



406 Scarborough South

New service (not recommended)

City wards: Ward 21 – Scarborough Centre, Ward 24 – Scarborough-Guildwood

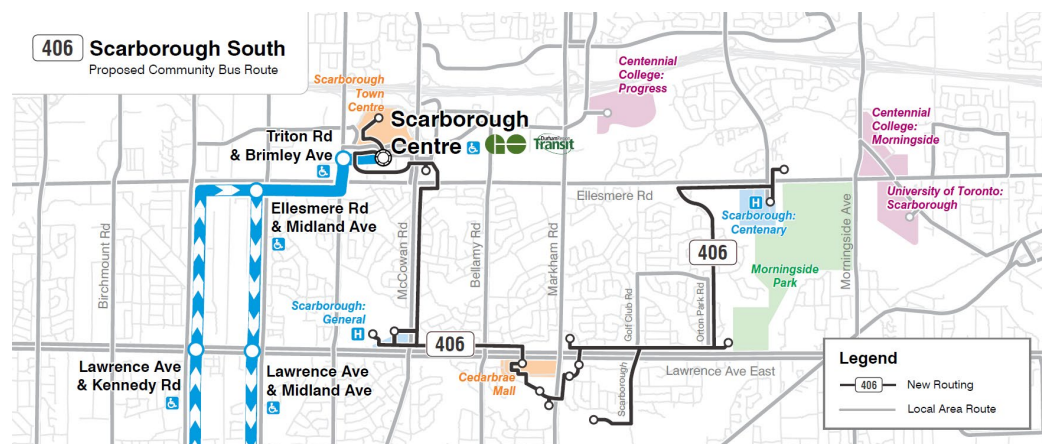
A new Community Bus route was requested by the local councillor to provide service in central Scarborough, connecting customers to destinations such as Scarborough Centre Station and Scarborough Town Centre, Scarborough General Hospital, Cedarbrae Mall, Cedarbrook Lodge Retirement Residence as well as Masarykpark Homes and Scarborough Health Network – Centenary Hospital.

As a new route, additional operating resources would be required, including two additional Community Bus vehicles to operate at 60-minute headways.

Ridership projections were developed to assess the financial viability of a new service, based on 2023-2024 Wheel-Trans (W-T) door-to-door rides for conditional customers within a 175-metre buffer of the proposed routes. This analysis considered eligibility criteria of W-T customers as well as trip conditions, such as time of day, to determine which trips could potentially be converted to Community Bus.

A total of 216 average weekly customers are projected based on this optimistic analysis, with an average net cost of \$44 per boarding. Although this is typical of the existing net cost per boarding on the Community Bus network, this would significantly increase the subsidy by the TTC required to operate this new route. For the service to meet performance standards, a minimum of 320 customers per week would be required. Based on current experience with Community Bus routes, this level of ridership is unlikely.

Continuing poor performance of the Community Bus network resulted in the recommendations contained within the 2025 Annual Service Plan to encourage more ridership by making improvements and adjustments to the existing network. Introducing new services and further increasing operating costs is not recommended until the continued viability of the Community Bus network is determined.



5.0. Service Performance Reviews

While the TTC regularly evaluates the performance of its services, a detailed service performance review provides a process to review every service for improvements to important metrics like net cost per passenger. These reviews will evaluate recent transit service changes such as new periods of operation, select express routes, select branch routes, seasonal routes, and recently implemented area study initiatives.

Routes	Implementation Date
Line 3 Bus Replacement Plan	November 2023
8 Broadview & 70 O'Connor	June 2023
31 Greenwood	June 2023
65 Parliament	September 2022
90 Vaughan	September 2021
102 Markham Rd & 902 Markham Rd Express	May 2023
121 Esplanade River	October 2021
128 Stanley Greene	March 2023
184 Ancaster Park	June 2023
201 Bluffer's Park	June 2023
203 High Park	June 2022
503 Kingston Rd	October 2023

5.1. Line 3 Bus Replacement Plan

Line 3 Bus Replacement Plan

Service Productivity Review

City Wards: Ward 20 Scarborough Southwest, Ward 23 Scarborough North, Ward 24 Scarborough-Guildwood

With the closure of Line 3 Scarborough, the TTC planned and implemented changes to provide direct connections for Scarborough transit riders to other rapid transit stations on Line 2 Bloor-Danforth, Line 4 Sheppard, and the GO Transit rail network.

To address the closure of Line 3 Scarborough, eight major bus routes in Scarborough were extended to Kennedy Station, serving approximately 80% of the ridership previously reliant on at Scarborough Centre Station. While Scarborough Centre Station continues to function as a bus terminal, customers can no longer connect to rapid transit at this location. These routes were consulted, finalized, and approved through the 2024 Annual Service Plan after extensive customer consultations.

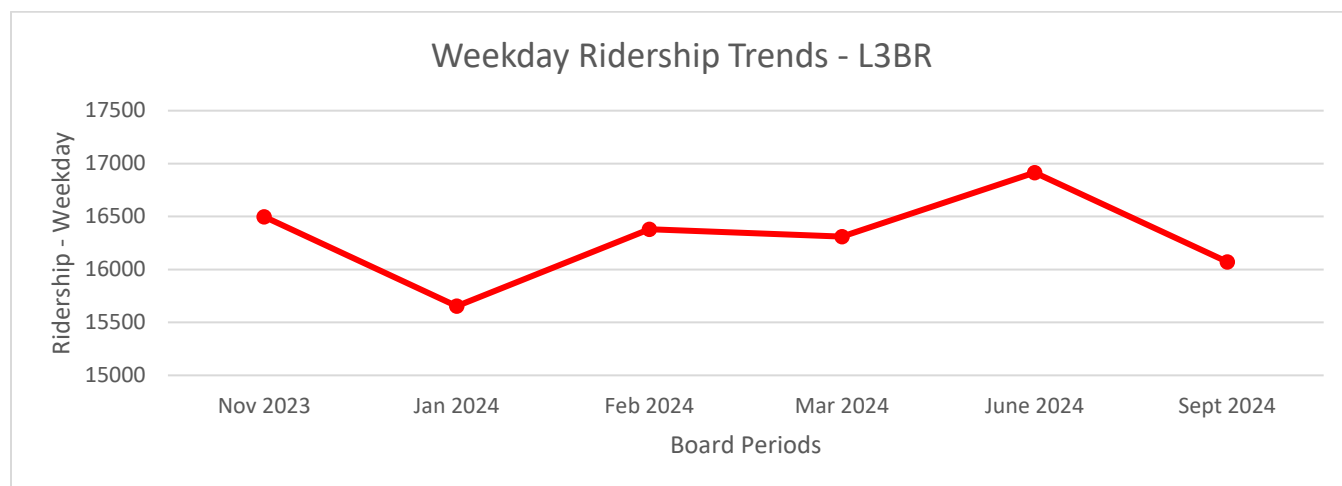
In November 2023, the following routes were adjusted to provide the replacement service to Line 3 Scarborough:

- 38 Highland Creek
- 129 McCowan North
- 131 Nugget
- 133 Neilson
- 903 Kennedy-Scarborough Express
- 904 Sheppard-Kennedy Express (formerly 985A Sheppard East Express)
- 938 Highland Creek Express
- 939A/B Finch Express

Based on ridership data, the service extension aligns with the TTC's Service Standards for average boardings per revenue service hour, including equity-weighted boardings. However, there are opportunities to adjust service to enhance route productivity further.

Reducing service frequency on some or all routes is infeasible due to the need to meet route-specific capacity requirements north of Scarborough Centre Station. One potential option is to remove one or more routes from the L3BR by adjusting them to terminate at Scarborough Centre Station. This would improve performance on the remaining services operating between Kennedy and Scarborough Centre but would add an additional transfer for customers travelling on these routes.

One candidate for review as part of the 2026 Annual Service Plan is the 939 Finch Express, which is now one of the longest routes in the TTC network operating from Finch West Station to Kennedy Station via Scarborough Centre Station. Truncating the service at Scarborough Centre would help improve service delivery on this busy corridor and better reflect the east-west travel pattern of the route.



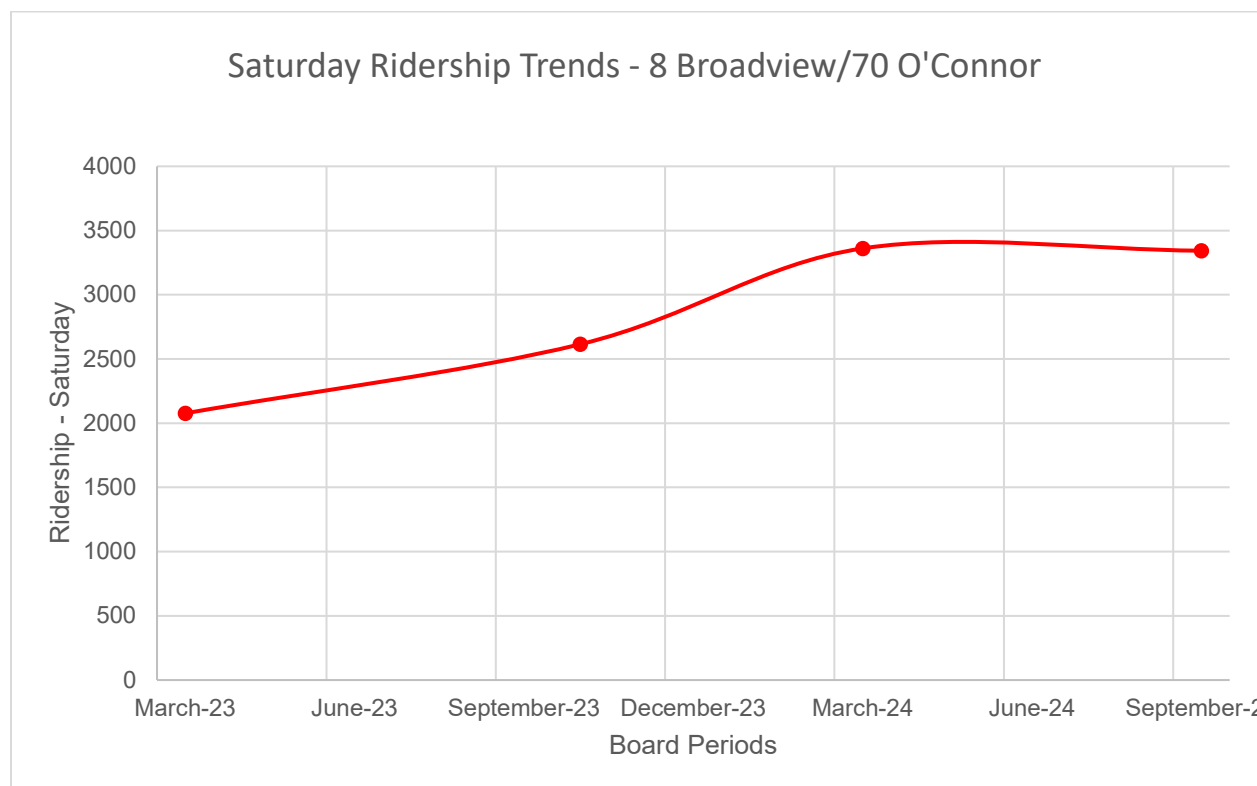
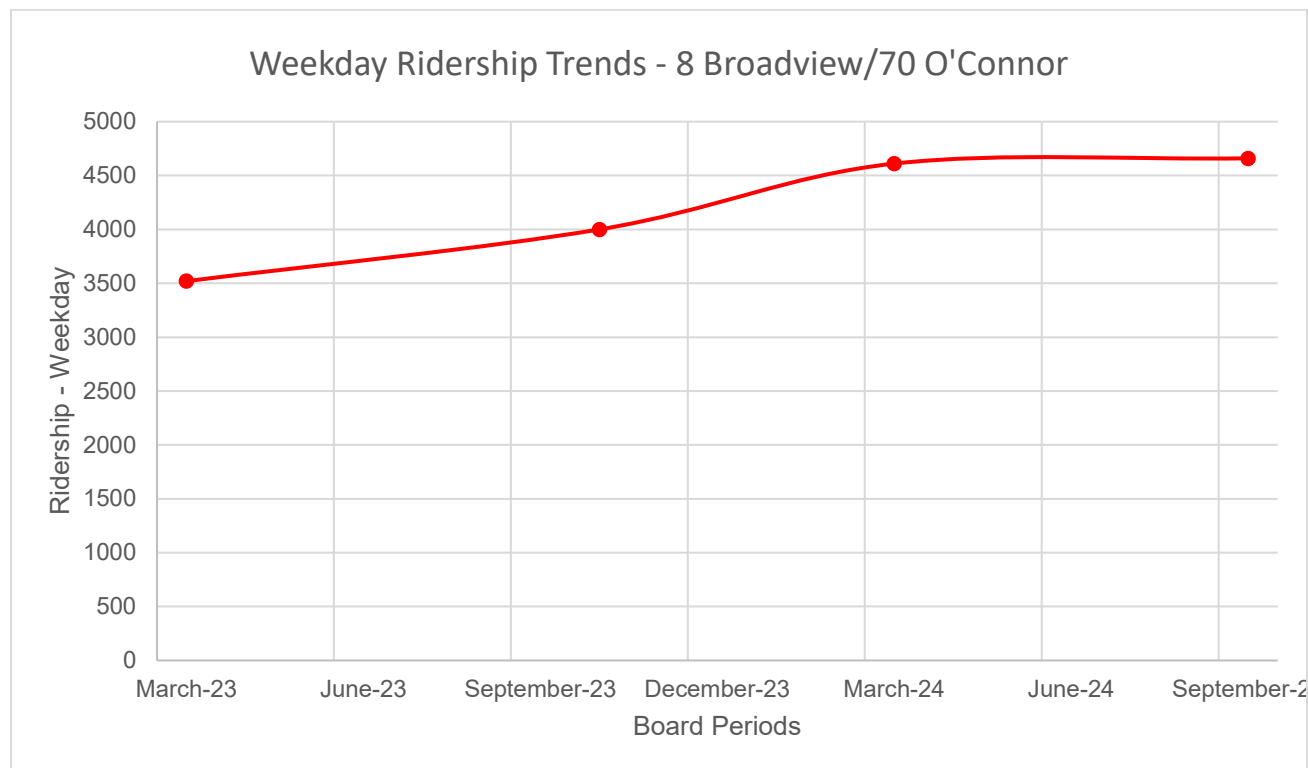
8 Broadview & 70 O'Connor

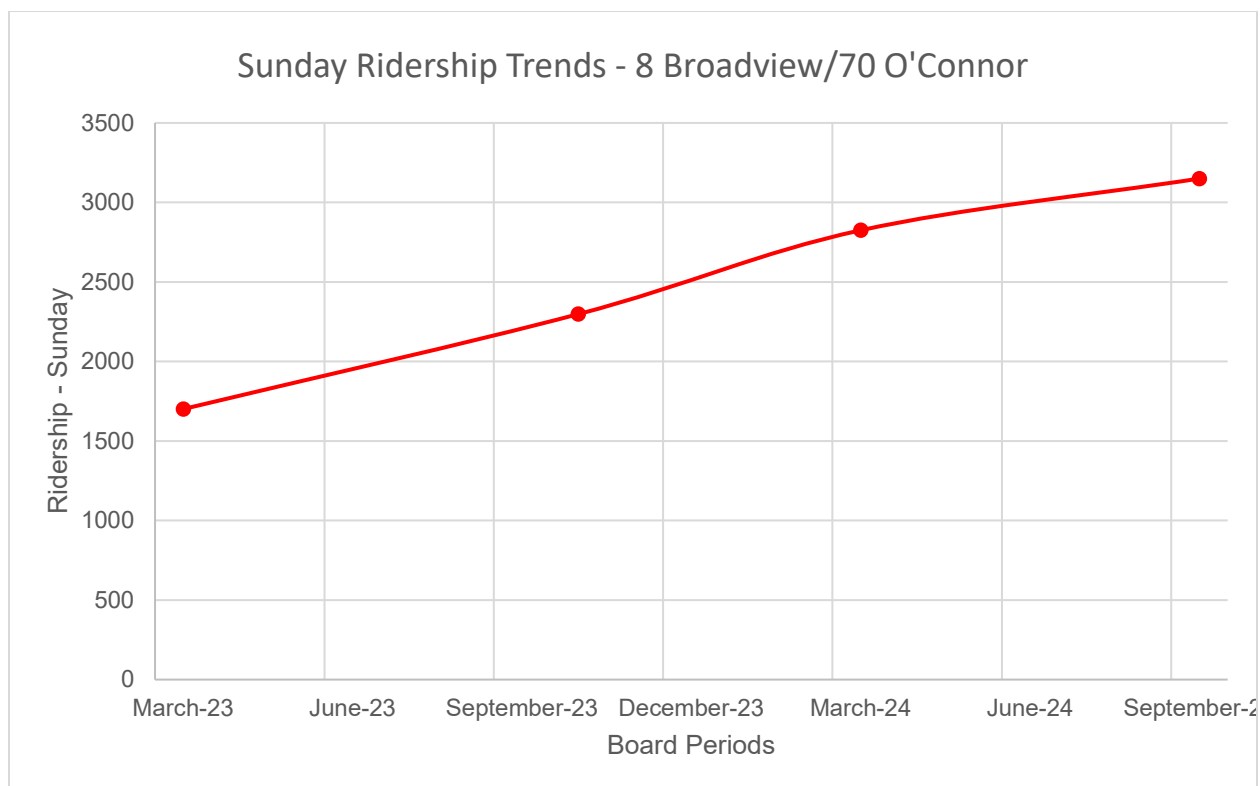
Routing Change Review

City Wards: Ward 14 – Toronto-Danforth, Ward 16 – Don Valley East, Ward 19 – Beaches-East York, Ward 20 – Scarborough Southwest, Ward 21 – Scarborough Centre

In June 2023, the TTC extended the 8 Broadview service to Warden Station on a pilot basis due to construction. This change replaced service previously provided by the 70C (Coxwell Stn-Warden Stn) branch, which was suspended. The 8 Broadview currently operates all day, every day, from Broadview Station to Warden Station. The 70C O'Connor previously operated all day, every day, from Coxwell Station to Warden Station. With this change, remaining service on the 70 O'Connor, operating from Coxwell Station to Eglinton, has been increased. Not included in this analysis is the temporary extension of the route to Hennick Bridgepoint Hospital to accommodate Ontario Line construction. Recent ridership data shows approximately 4,660 daily customer trips are made along adjusted segments

of these routes from Monday to Friday, 3,343 trips are made on Saturdays, and 3,150 trips are made on Sundays.





	8 Broadview boardings per service hour	Standard for boardings per service hour
Weekday Peak	36	20
Weekday Off-Peak	23	10
Saturday	30	10
Sunday	31	10

	70 O'Connor boardings per service hour	Standard for boardings per service hour
Weekday Peak	74	20
Weekday Off-Peak	51	10
Saturday	46	10
Sunday	46	10

Based on the ridership data, the service meets the TTC's service standards for customer boardings per service hour, inclusive of equity-weighted boardings. From implementation to the present day, ridership data demonstrates an upward trend.

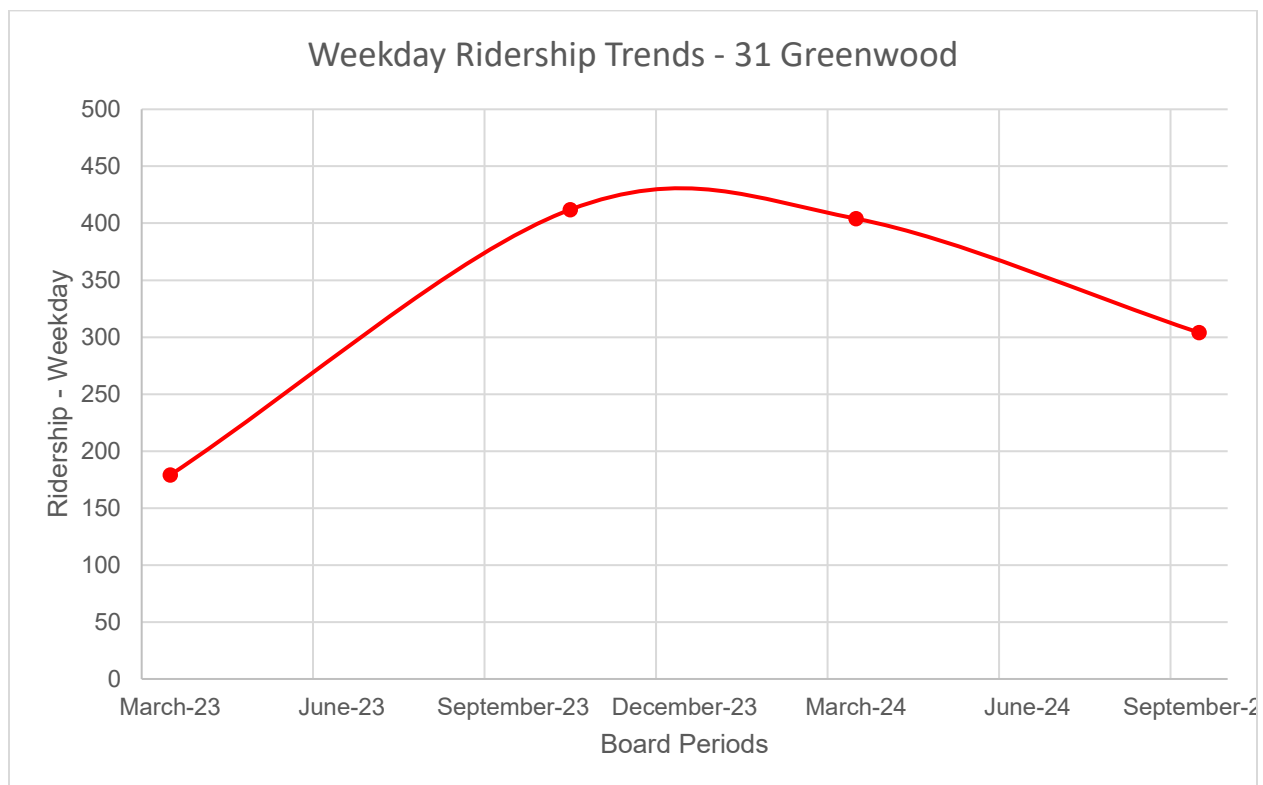
Based on the above, it is recommended that this service extension be accepted and formally added to the TTC network.

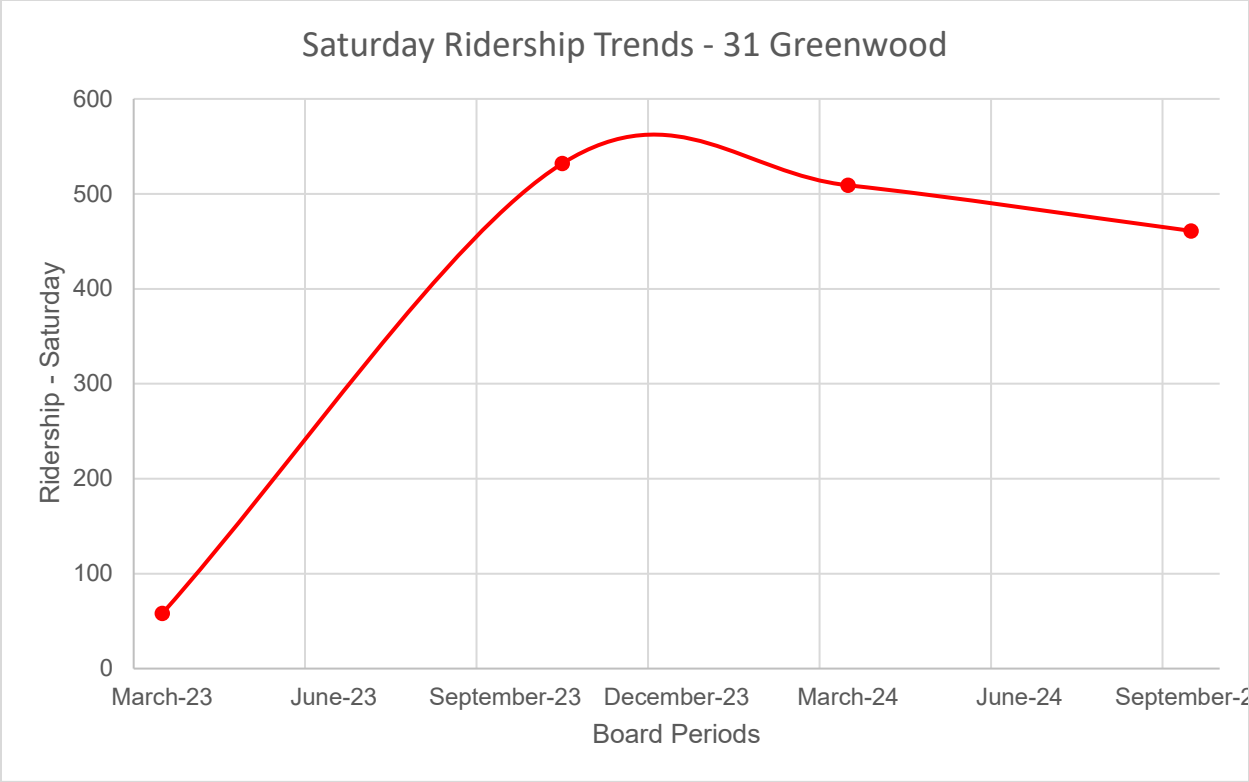
31 Greenwood

Service Extension Review

City Wards: Ward 14 – Toronto - Danforth, Ward 19 – Beaches – East York

In June 2023, the TTC extended service on the 31 Greenwood to Queen Street East and Eastern Avenue/Kingston Road on a pilot basis due to construction. This change provides two-way service along Eastern Avenue to Emdaabiimok Avenue all day, every day, providing a particular benefit to employees of the Canada Post facility on Eastern Avenue. Approximately 483 daily customer trips are made along this extension from Monday to Friday, 519 trips are made on Saturdays, and 384 trips are made on Sundays.





	31 Greenwood boardings per service hour	Standard for boardings per service hour
Weekday Peak	37	20
Weekday Off-Peak	41	10
Saturday	38	10
Sunday	30	10

Based on the ridership data, the service meets the TTC's service standards for customer boardings per service hour, inclusive of equity-weighted boardings. However, from implementation to present day, ridership has experienced a downward trend and does not appear to have stabilized following this routing adjustment. Ridership along the extended segment is particularly low and continues to decrease in parallel with ridership on the rest of the route. This is due to recent stability brought to 501 Queen and 503 Kingston Rd streetcar service along Queen Street East, which has not experienced construction impacts as significantly as when this change was first implemented. As a result, customers who used 31 Greenwood service during construction may be returning to regular streetcar service.

Based on the above, it is recommended that this service extension be accepted and formally added to the TTC network under two conditions:

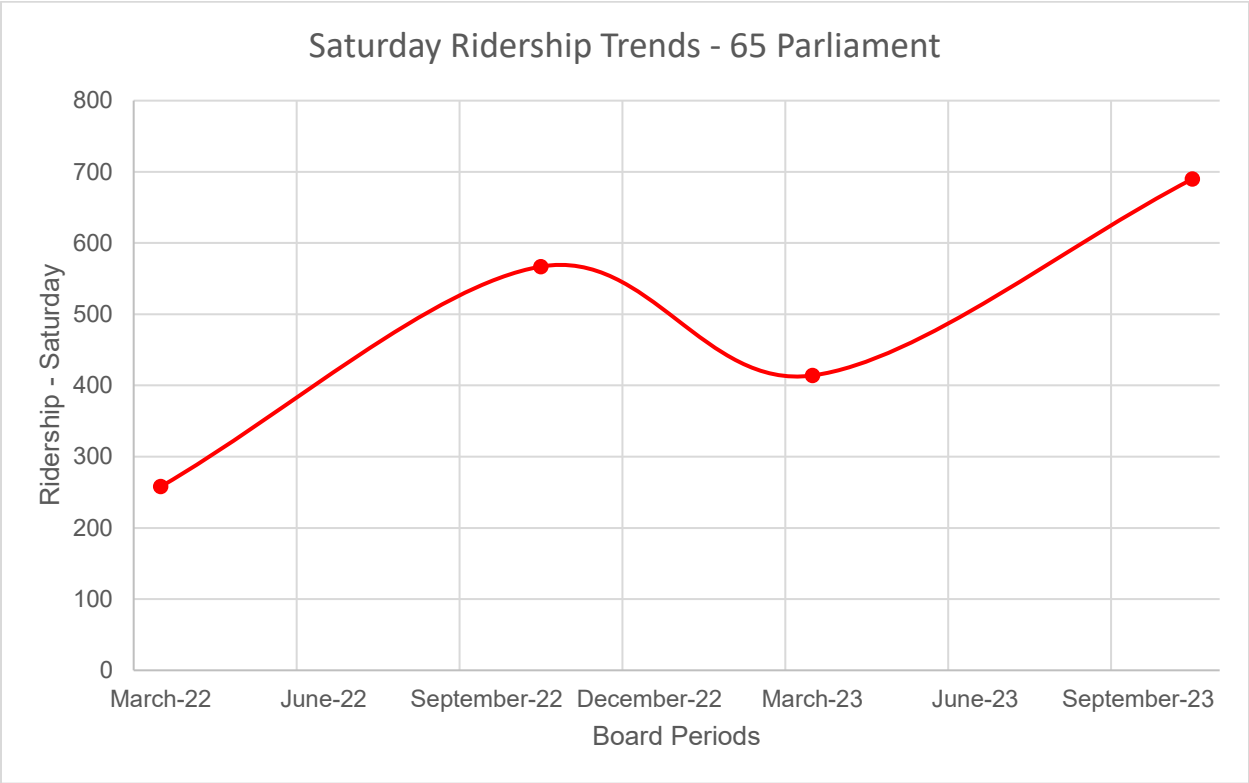
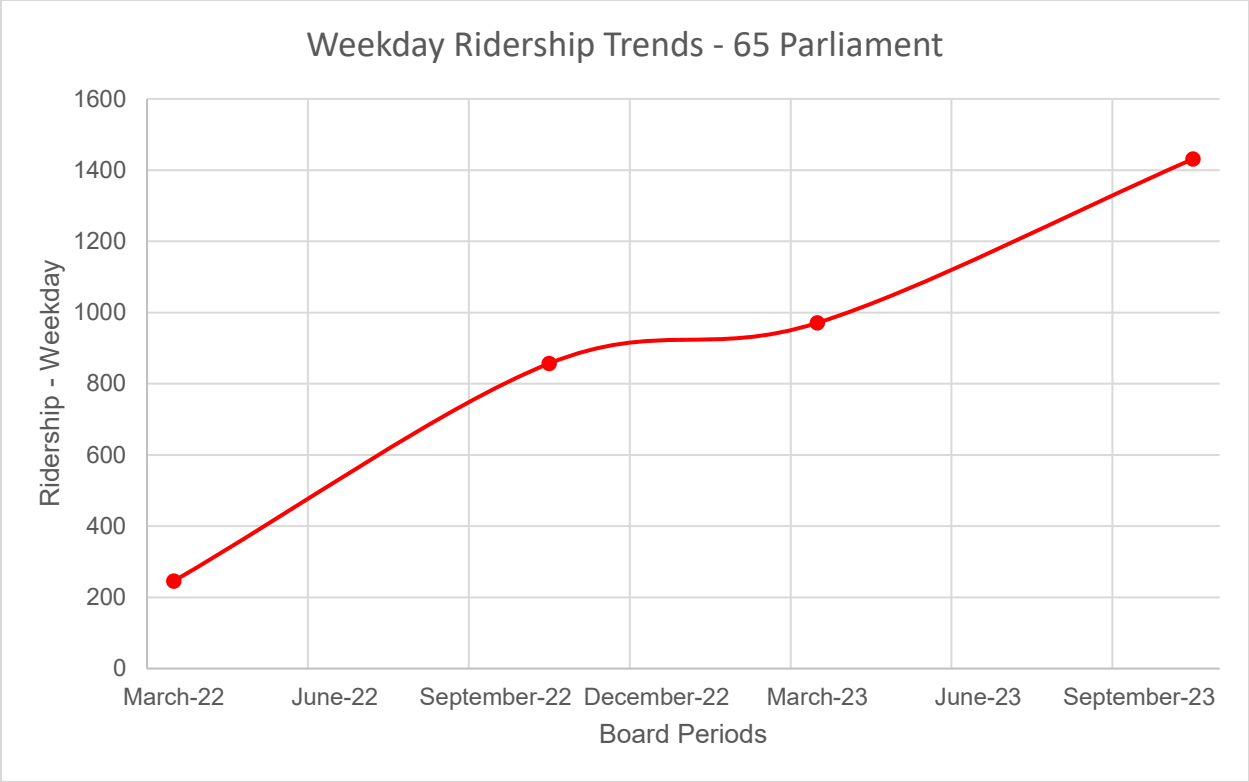
- Service continuing to meet the TTC's service standards for customer boardings per service hour, as well as ridership change per \$100 spent.
- Assessing the viability of the service alongside implementation of the 150 Eastern Avenue route, which was approved as part of the 2022 Annual Service Plan.

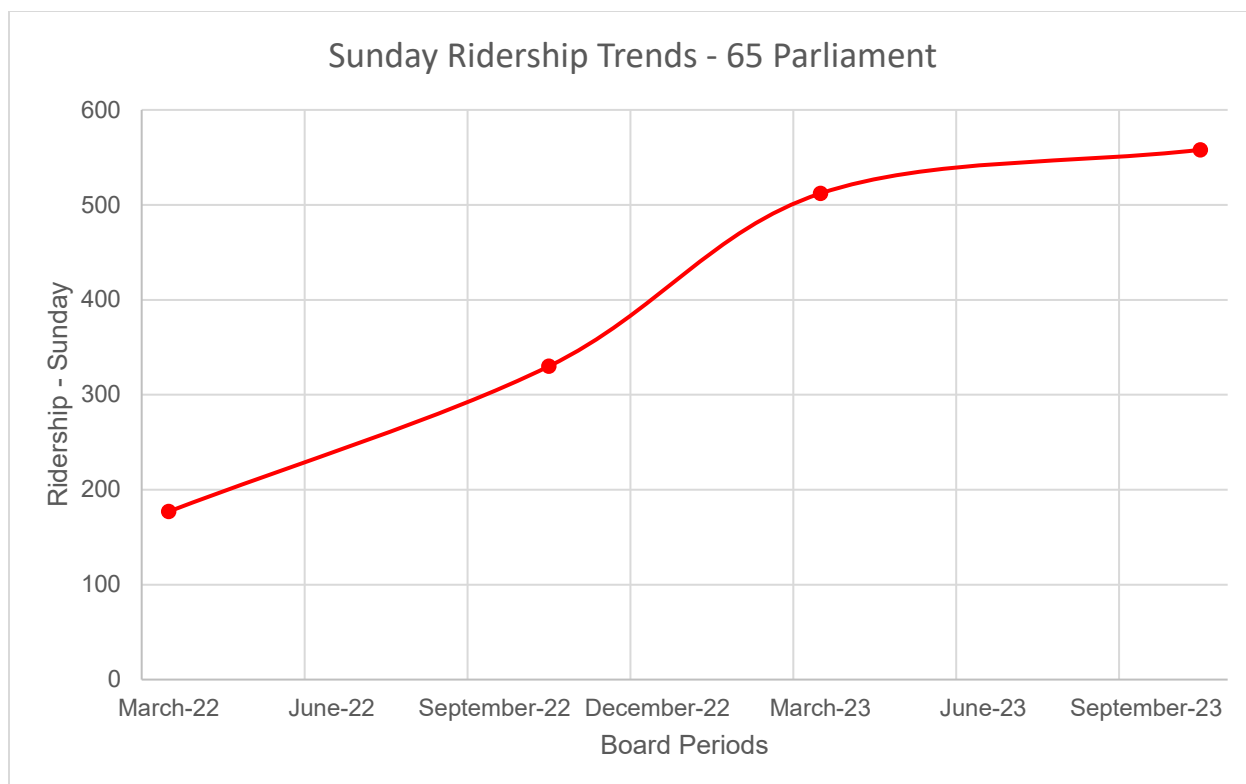
65 Parliament

Service Extension Review

City Wards: Ward 10 – Spadina-Fort York, Ward 11 – University-Rosedale, Ward 13 – Toronto Centre

In September 2022, the TTC has extended service on 65 Parliament to the East Bayfront neighbourhood and George Brown College's Waterfront Campus at Queens Quay East and Dockside Drive. This service operates all day, every day. Approximately 1,431 daily customer trips are made along this extension from Monday to Friday, 690 trips are made on Saturdays, and 558 trips are made on Sundays.





	65 Parliament boardings per service hour	Standard for boardings per service hour
Weekday Peak	81	20
Weekday Off-Peak	77	10
Saturday	74	10
Sunday	64	10

Based on the ridership data, the service meets the TTC's service standards for customer boardings per service hours, inclusive of equity-weighted boardings. From implementation to the present day, ridership has followed an upward trend and continues to stabilize.

Based on the above, it is recommended that this service extension be accepted and formally added to the TTC network.

90 Vaughan

Service Productivity Review

City Wards: Ward 11 – University-Rosedale, Ward 12 – Toronto St-Paul's

From September 2023 to November 2024, 90 Vaughan service was temporarily extended south to Bathurst Station due to construction at St Clair West Station. Customers who

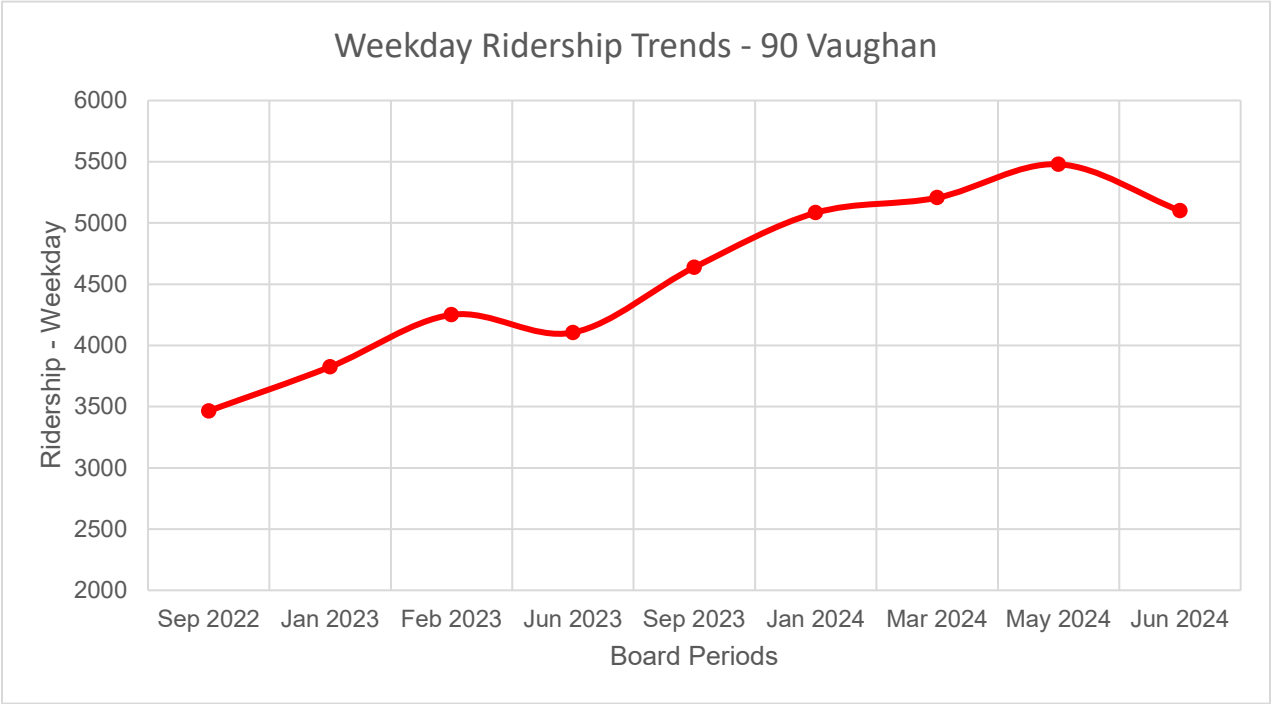
benefited from the direct connection to Line 2 Bloor-Danforth requested that the diversion routing be explored as a permanent change. The 90 Vaughan service frequencies were not heavily impacted by the construction, and service on 7 Bathurst was not reduced despite the additional service on Bathurst Street provided by 90 Vaughan south of St Clair Ave West.

Route performance was evaluated on ridership numbers and service productivity levels. Analyses were completed for the full route, as well as service between St Clair Avenue West and Bloor Street West in isolation.

Both routes passed the service productivity threshold before and after the service change. However, despite passing the metric, both routes experienced a reduction in productivity. 7 Bathurst experienced a minor reduction in ridership per service hour, while 90 Vaughan experienced a significant reduction. While the 90 Vaughan gained ridership along the extension on Bathurst Street, 7 Bathurst experienced a decrease in ridership comparable to what the 90 Vaughan gained. This presumes that the service change did not gain new passengers, but only provided existing passengers with alternative service to Bathurst Station along the extended portion of the route.

Based on the results of the post-implementation, it is not recommended to maintain the 90 Vaughan extension to Bathurst Station. Beyond the productivity metrics described above, transfer impacts to customers on 90 Vaughan were also reviewed, and ridership reflects a significant increase in transfers at St Clair Avenue West in peak periods during the extension. The number of customers experiencing a forced transfer outweighs the number of customers who benefit from a one-seat ride to Bathurst Station.

While it is not recommended to maintain the extension as it operated during the St Clair West Station construction, there remains a segment of customers who benefit from this service. Service changes to 90 Vaughan, planned to take effect with the launch of Line 5 Eglinton, were approved as part of the 2022 Annual Service Plan and will create new travel options for passengers in the area. Further analyses will be required following those adjustments as part of future post-implementation reviews.



	Boardings per service hours	Minimum standard for boardings per service hour
Weekday Peak	38	20
Weekday Off-Peak	19	10

102 Markham Rd & 902 Markham Rd Express

Service Productivity Review

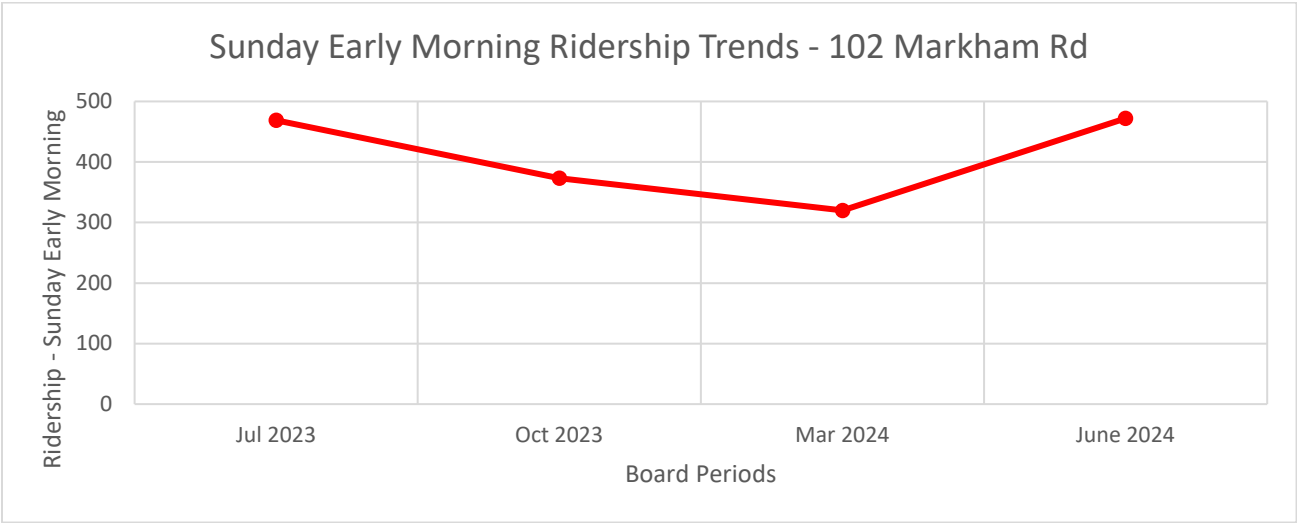
City Wards: Ward 20 Scarborough Southwest, Ward 23 Scarborough North, Ward 24 Scarborough-Guildwood

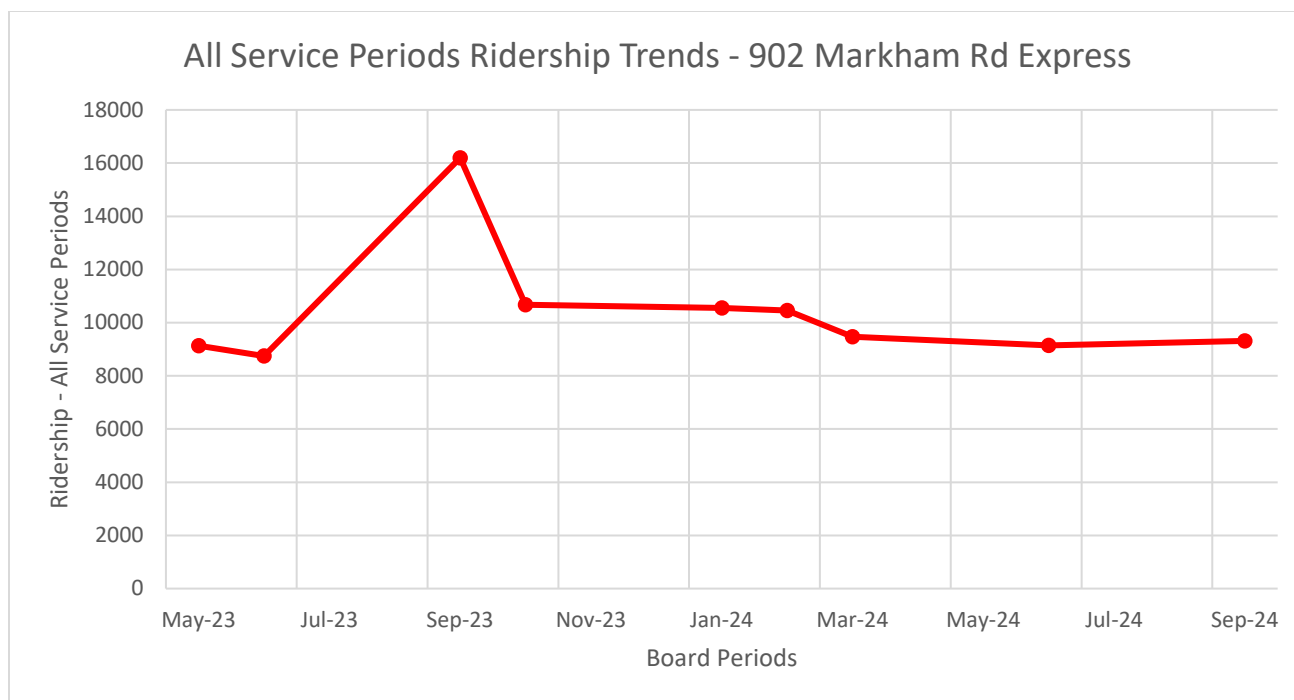
Since May 2023, the TTC has implemented service improvements on both the 902 Markham Rd Express and the 102 Markham Rd to better serve customers along the Markham Road corridor. The 902 Markham Rd Express was extended to terminate at Steeles Avenue and Morningside Avenue, providing express service to employment areas

north of Sheppard Avenue and offering customers in Malvern an additional connection to Line 2 Bloor-Danforth. This extension has significantly reduced wait times for customers north of Sheppard Avenue East and improved travel times for those commuting to employment areas in North Scarborough. Similarly, early morning Sunday service was added to the 102 Markham Rd to enhance access to employment areas along the corridor.

These enhancements align with the TTC’s service standards for customer boardings per service hour, including equity-weighted boardings, and have demonstrated strong performance based on ridership data and productivity analyses. The Markham Road corridor has emerged as a significant trip generator in the post-COVID era, driven by resilient industrial and employment areas north of Progress Avenue and the growing importance of Centennial College’s Progress Campus. The campus has seen a substantial increase in enrollment, with many students relying on transit for their commutes.

Community requests for additional or expanded service highlight opportunities to further optimize operations and enhance revenue generation along this corridor, particularly in York Region. Potential improvements include introducing new service periods, such as off-peak or overnight service, to better meet community needs. Further analysis will be conducted to assess the feasibility and benefits of these proposed changes.





121 Esplanade-River

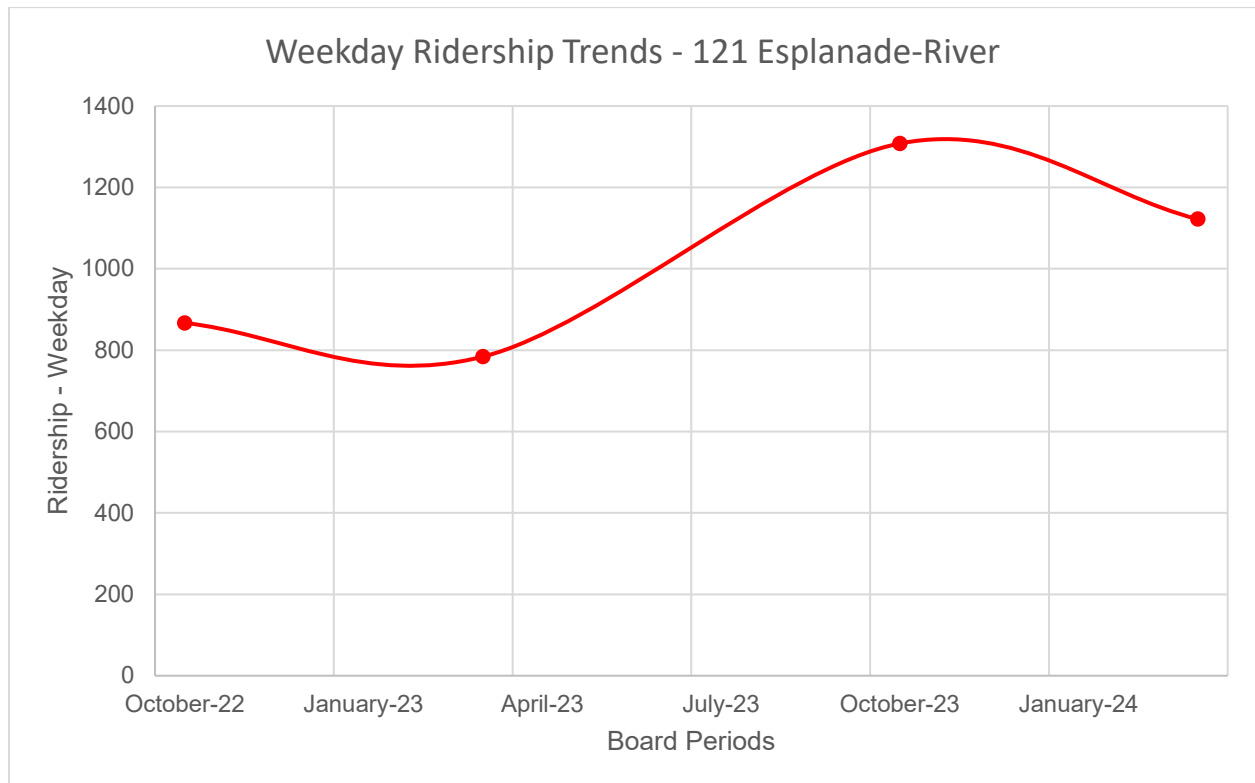
Service Productivity Review

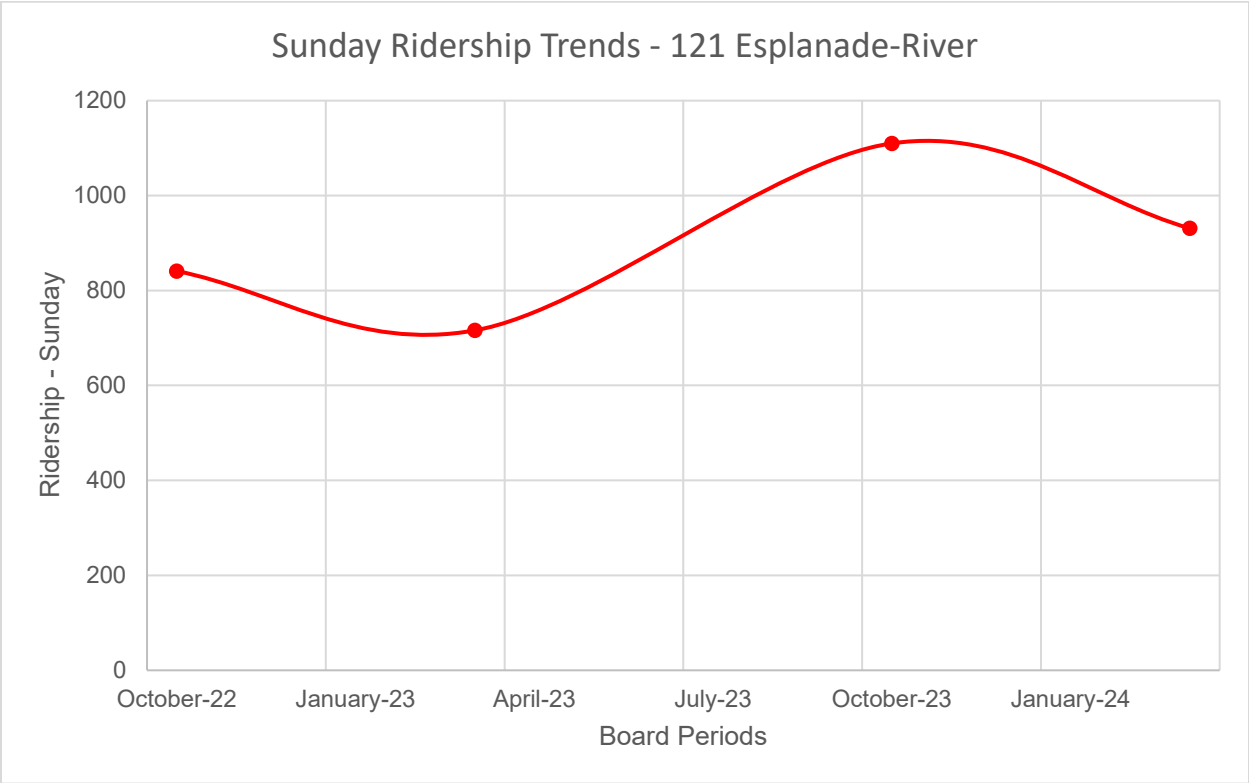
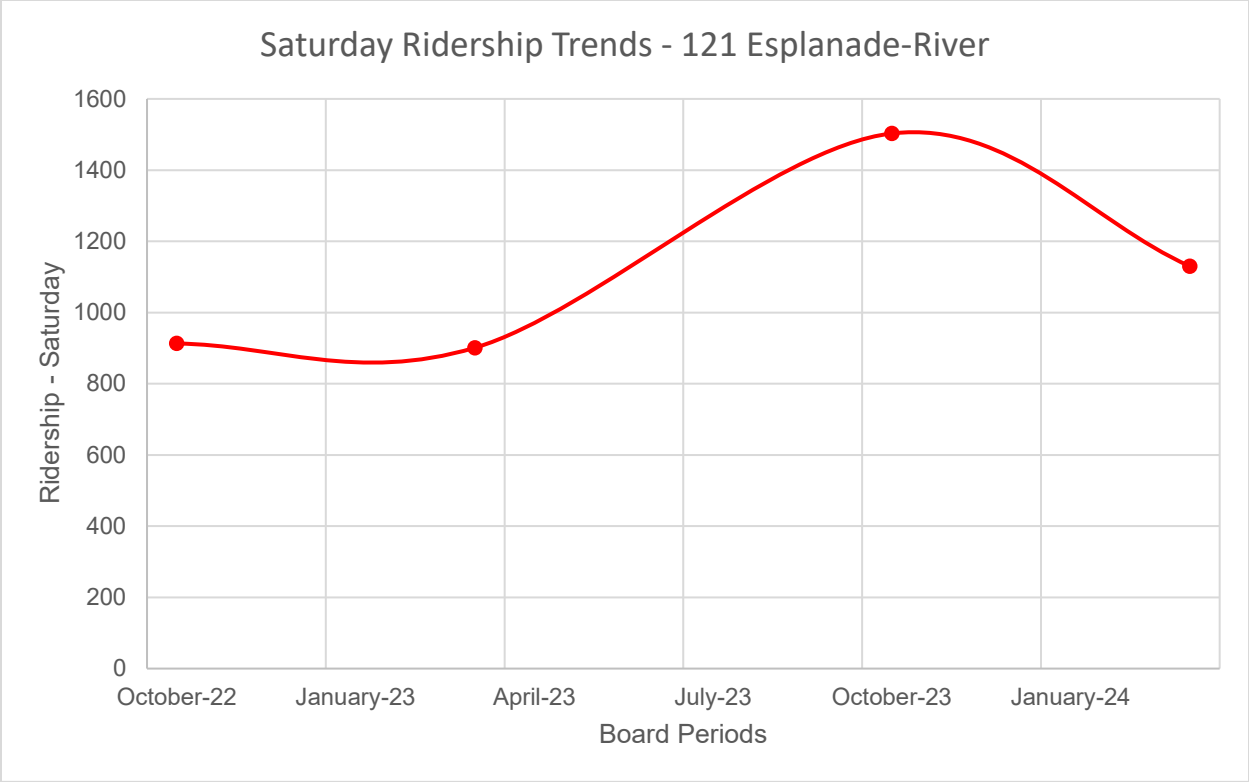
City Wards: Ward 10 – Spadina-Fort York, Ward 13 – Toronto Centre, Ward 14 – Toronto-Danforth

In October 2021, the TTC introduced the 121 Esplanade-River route, following recommendations in the post-implementation review for the former 121 Fort York-Esplanade route in the 2021 Annual Service Plan. As part of the new route structure, service was removed along Front Street West, west of Union Station, Blue Jays Way and Fort York Boulevard. However, the new route provided new transit service along River Street and new connections with the Corktown and Regent Park neighbourhoods, as well as Bridgepoint Hospital.

In the 2024 Annual Service Plan, it was determined that the new service did not meet the TTC's service standards for customer boardings per service hour on weekdays or Sundays. However, given that the route was better-performing than its predecessor, and new travel patterns were still developing, it was recommended that this route be re-evaluated as part of the 2025 Annual Service Plan.

This service operates all day, every day. Approximately 1,122 daily customer trips are made on this route from Monday to Friday, 1,130 trips are made on Saturdays, and 931 trips are made on Sundays.





	121 Esplanade-River boardings per service hour	Standard for boardings per service hour
Weekday Peak	21	20
Weekday Off-Peak	14	10
Saturday	17	10
Sunday	15	10

Based on the ridership data, the service now meets the TTC's service standards for customer boardings per service hour, inclusive of equity-weighted boardings. Since implementation, ridership on this route has fluctuated significantly, but is generally trending upwards. This can be accounted for by routing changes on parallel corridors, construction along The Esplanade and Front Street, and customers returning to the service following the pandemic.

Based on the above, it is recommended that this service change be accepted and formally added to the TTC network. Given the volatility of ridership and rapidly evolving travel patterns in the area, it is also recommended that this route be monitored closely to ensure that productivity metrics continue to meet TTC service standards, and that its routing be re-evaluated if any forthcoming network changes will alter competing services.

128 Stanley Greene

Service Productivity Review

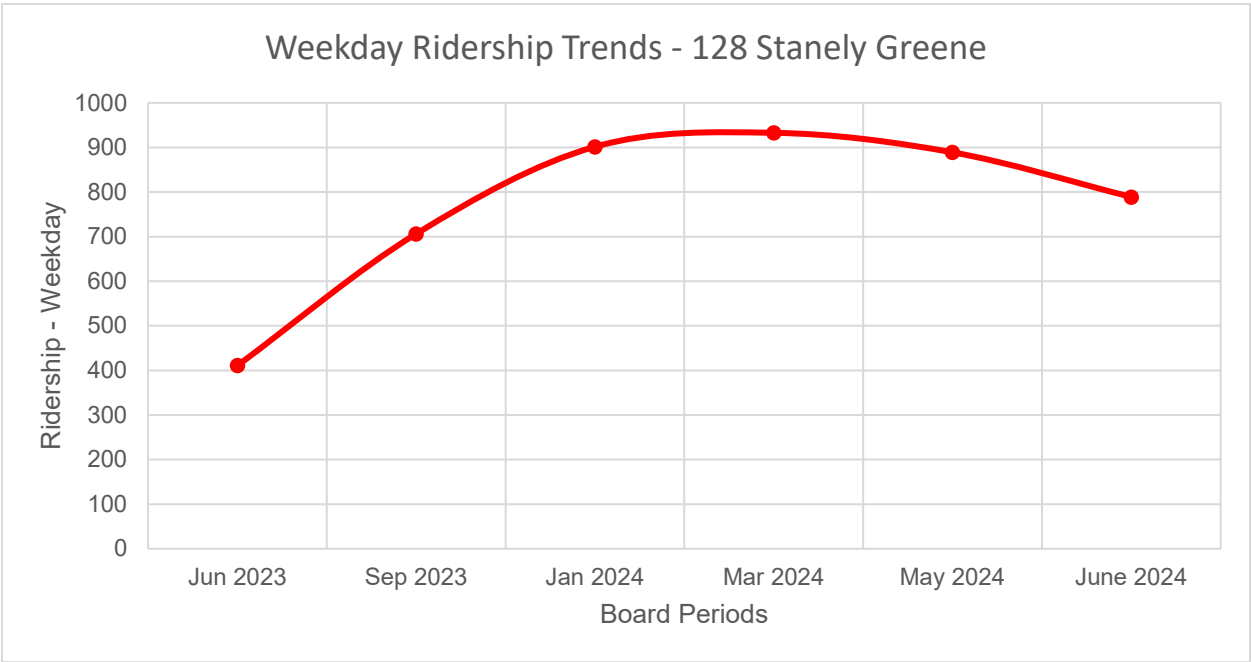
City Wards: Ward 6 – York Centre

In March 2023, originally as part of the 2021 Annual Service Plan, the 128 Stanley Greene route was introduced, operating between Wilson Station and Locust Lodge Gardens within the rapidly growing Stanley Greene neighbourhood. The route was designed following extensive consultations with residents and collaboration with the local councilor's office. Service adjustments were also made to the 101 Downsview Park in conjunction with the new service, providing residents with two travel options connecting to higher-order transit: the 128 Stanley Greene connecting to Wilson Station for TTC subway access and surface connections, and the 101 Downsview Park route connecting to Downsview Park Station, providing a GO Transit connection as well as alternative TTC subway access. Initially, the 128 Stanley Greene service ran every 30 minutes during peak periods, Monday to Friday. In September 2023, service reliability improvements increased the frequency to every 20 minutes in the AM peak period, and every 25 minutes in the PM peak period.

Route performance was evaluated on ridership numbers and service productivity levels. Analyses were completed for the full route, as well as service within the Stanley Greene neighbourhood in isolation. Service productivity has consistently met the required

performance standards and exceeds expectations when the NIA ridership factor is applied. While the June 2023 and June 2024 board periods ridership data were excluded due to seasonal fluctuations in passenger demand, overall ridership numbers indicate strong performance.

Based on the results, 128 Stanley Greene is performing well, and it is recommended to continue operating as planned. Local residents have requested expanding service coverage within the Stanley Greene neighbourhood, providing opportunities to adjust the service to further improve route productivity with minimal additional investment of service hours. Several potential new stops and bus turns have been tested and approved, further supporting the ability to expand the service. Additionally, at the request of residents, new stops on the current routing are currently being explored along Downsview Park Boulevard. With the continued development of Downsview Park amenities as well as the long-term redevelopment plans as part of the City of Toronto’s Update Downsview project, this route is expected to continue improving and providing benefit to the community.



	Boardings per service hours	Minimum standard for boardings per service hour
Weekday Peak	23	20
Weekday Off-Peak	N/A	10

184 Ancaster Park

Service Productivity Review

City Wards: Ward 6 – York Centre

In June 2023, the 184 Ancaster Park route was introduced, operating between Wilson Station and Garratt Boulevard (De Havilland) within the Ancaster Park neighbourhood. Historically, the route operated as 3 Ancaster Park from 1980 until 1996, at which point the route was suspended, and service within the Ancaster Park neighbourhood was provided by the 120 Calvington.

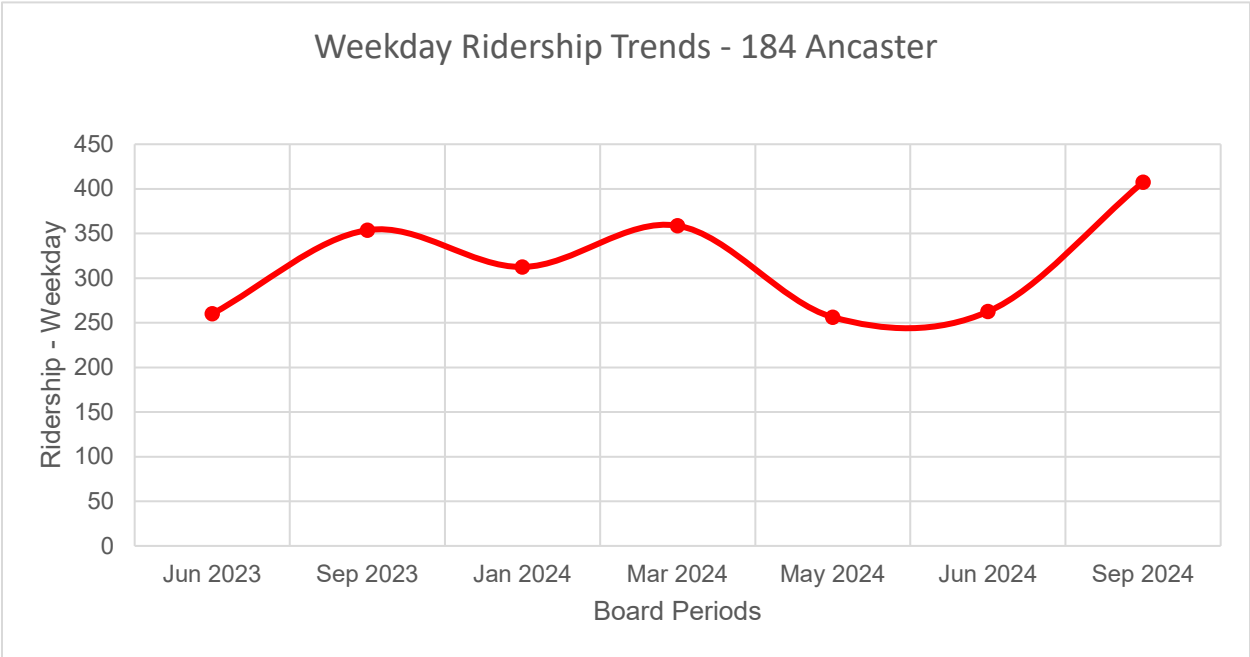
Low ridership within the Ancaster Park neighbourhood due to the closing of the De Havilland plant as well as impacts to service reliability on 120 Calvington resulted in a review of potential routings in the area. This resulted in the Ancaster Park neighbourhood routing being removed from the 120 Calvington and replaced with a dedicated route, the 184 Ancaster Park. This new service interlines with 104 Faywood at Wilson Station during all regular service periods, all days of the week.

Route performance was evaluated on service productivity and ridership numbers. The route serves the Downsview Neighbourhood Improvement Area (NIA), where a 25% ridership adjustment factor was applied. This adjustment provides greater weight to customer ridership within the area to reflect transit needs. Analyses were completed for the full route, as well as service within the Ancaster Park neighbourhood in isolation. These evaluation metrics were also applied to the 120 Calvington and 104 Faywood to capture the full impact of the change.

After the introduction of 184 Ancaster Park, both 120 Calvington and 104 Faywood experienced improved service productivity. All three routes exceeded the service productivity threshold after implementing 184 Ancaster Park. The 104 Faywood showed significant improvement, passing the productivity threshold when it previously did not.

Based on the results of the analyses, it is recommended to continue operating the 184 Ancaster Park for several reasons. First, the change has resulted in improved service productivity on 120 Calvington and 104 Faywood. Furthermore, ridership within the Ancaster Park neighbourhood has increased, as well as on-time performance improving after service reliability improvements implemented in May 2024.

While 184 Ancaster Park remains a low ridership route, the current routing is strategically located near areas of the Downsview’s Hangar District that will see increased growth and density as the project is set to begin development in 2027. The route is expected to be adjusted to accommodate and adapt to the needs of the community as it grows.



	Boardings per service hours	Standard for boarding per service hour
Weekday Peak	23	20
Weekday Off-Peak	N/A	10

201 Bluffer's Park

Service Productivity Review

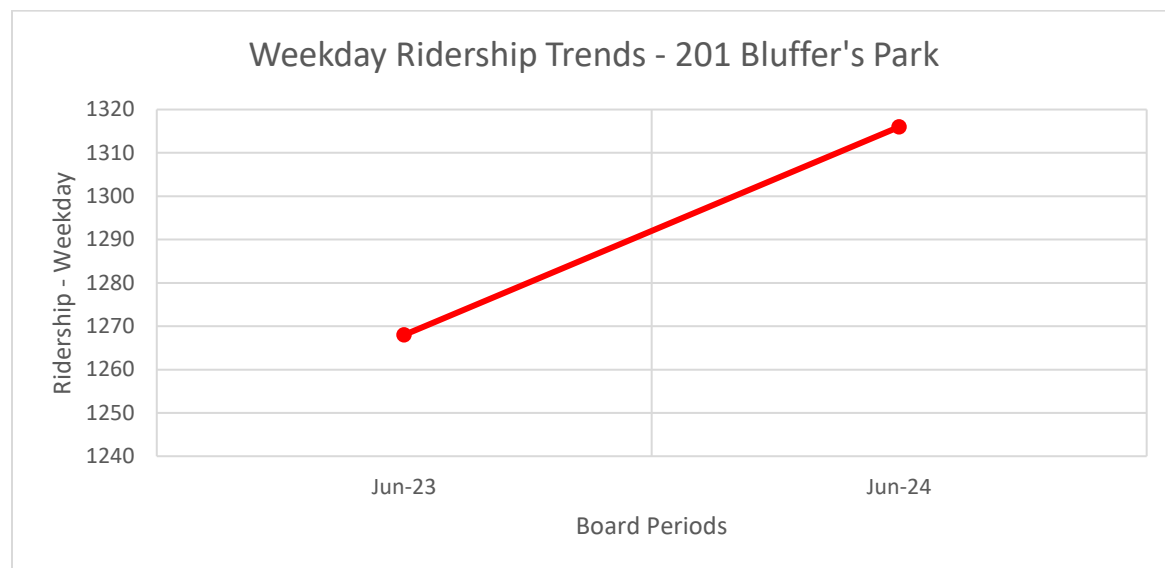
City Wards: Ward 20 Scarborough Southwest, Ward 23 Scarborough North, Ward 24 Scarborough-Guildwood

In May 2018, the TTC piloted a new seasonal bus service to Bluffer's Park as a sustainable alternative for the growing number of visitors to the park. As part of the 2021 Annual Service Plan, weekend service was reviewed. The route was ultimately adopted as part of the TTC's regular service offering for seasonal services due to positive customer reception and ridership meeting our service standards.

As a result of increasing customer demand for transit services to Bluffer's Park and Beach, a pilot of weekday service on the 201 Bluffer's Park was implemented in summer 2023, with service running from 10:00 a.m. to 10:00 p.m.

As part of the 2025 Annual Service Plan, the 201 Bluffer's Park service on weekdays and weekends was reviewed. From the latest ridership count in June 2024, on weekdays, approximately 1482 customer trips were made, and continues to trend upwards. Weekend ridership has and continues to grow, with approximately 3050 customer trips made on Saturdays, and 3000 customer trips made on Sundays based on ridership counts in June 2024. Overall, all services meet the TTC's Service Standards for customer boardings per hour, inclusive of equity-weighted boardings being applied.

In light of recent traffic restrictions around Bluffer's Park due to increased demand, and with the overall success of the weekend and pilot weekday service, it is recommended that weekday service be accepted and formally added to the TTC network.



203 High Park

Service Productivity Review

City Ward: Ward 4 Parkdale – High Park

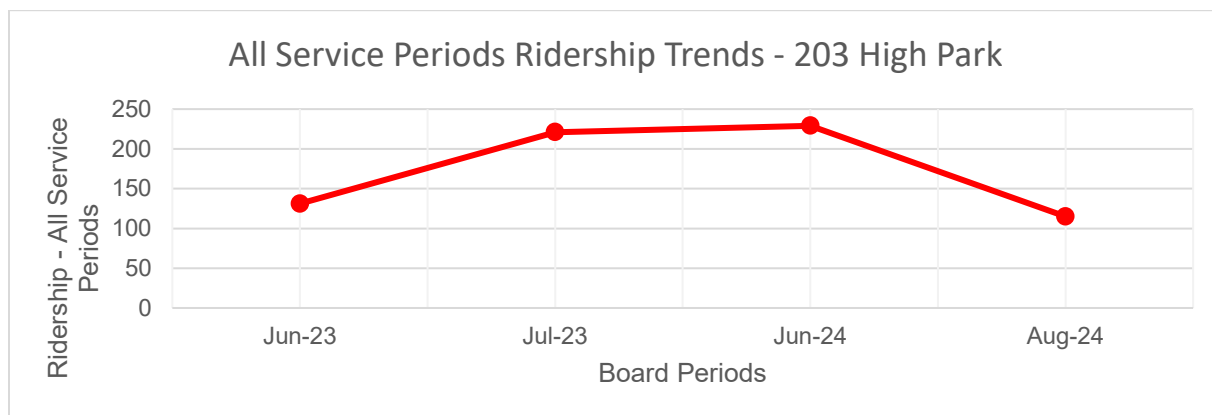
In June 2022, the TTC reinstated seasonal service on the 203 High Park (formerly 30B High Park) route, which had previously been temporarily removed from service in June 2020 due to ActiveTO programming restricting transit operations through High Park. The TTC continued to operate the 203 High Park during summer 2023 as the City of Toronto Parks staff explored alternative transportation options within High Park through the High Park Movement Strategy.

The 2024 Annual Service Plan included a recommendation to not reinstate the 203 High Park in 2024 due to low ridership productivity in some periods. However, as the City of Toronto alternative transportation planning process continued, the 203 High Park was reinstated in June 2024 and operated on weekends and holidays using Wheel-Trans vehicles between High Park and High Park Station. On July 28, 2024, service was extended from High Park Station to Keele Station and frequency was extended from every 20 minutes to every 30 minutes. Labour Day (September 2) was the final day of 203 service for the 2024 season.

The Community Bus uses Wheel-Trans vehicles and has a service standard of four boardings per revenue service hour (RSH). Based on June 2024 and August 2024 Board Period (BP) ridership, none of the weekend periods meet this standard. Only one individual day (June 23, the first day of service) met this standard.

While the performance of the route is not achieving TTC standards, operation of the route will continue in summer 2025 to support the City of Toronto's High Park Movement Strategy. High Park Station is projected to become accessible in spring 2025; if this occurs, service will be adjusted to terminate at the station to improve wait times.

Wheel-Trans vehicles do not have automated passenger counters. Therefore, the ridership data used to conduct this analysis was collected manually by Wheel-Trans operators. Some operators may not have collected ridership data or counted all passengers.



503 Kingston Rd

Service Expansion Review

City Wards: Ward 10 Spadina-Fort York, Ward 13 Toronto-Centre, Ward 14 Toronto-Danforth, Ward 19 Beaches-East York

Since October 2023, the TTC has been piloting an expansion of service on the 503 Kingston Rd streetcar into an all-day, every-day streetcar service. This was proposed as part of the TTC's 2024 Annual Service Plan. It replaces service previously operated by the 22A Coxwell on Kingston Road between Victoria Park Avenue and Queen Street East.

This change sought to establish a consistent east-west surface corridor along Kingston Road from Victoria Park Avenue to the downtown core, as well as supplement existing east-end 501 Queen and 504 King service.

Given the wide range of service goals set for the 503 Kingston Rd's service expansion, separate post-implementation analyses were undertaken on the following aspects of the change:

1. Kingston Road (Queen Street East to Victoria Park Avenue)
2. Queen Street East (Kingston Road to River Street)
3. Full routing (Victoria Park Avenue to Spadina Avenue)

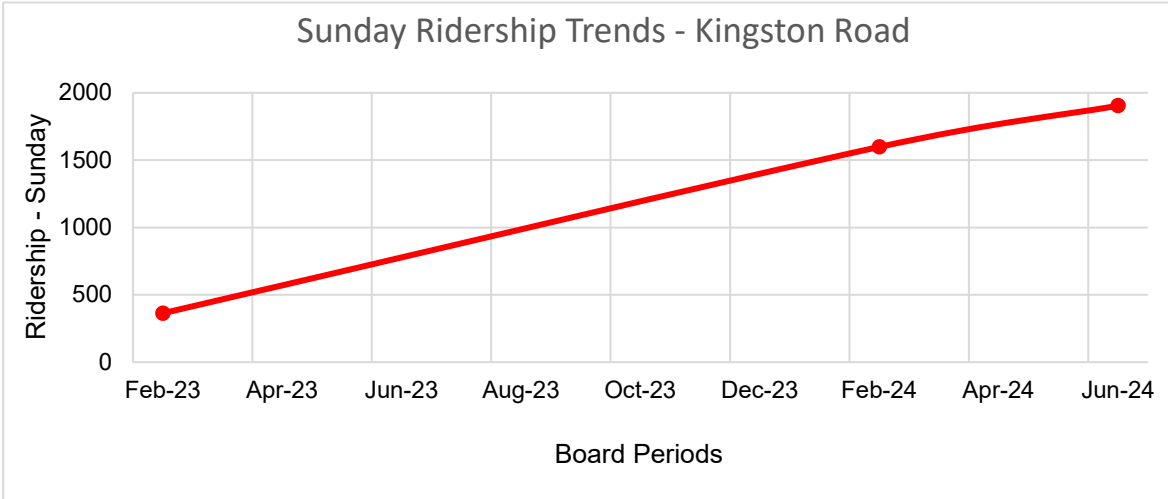
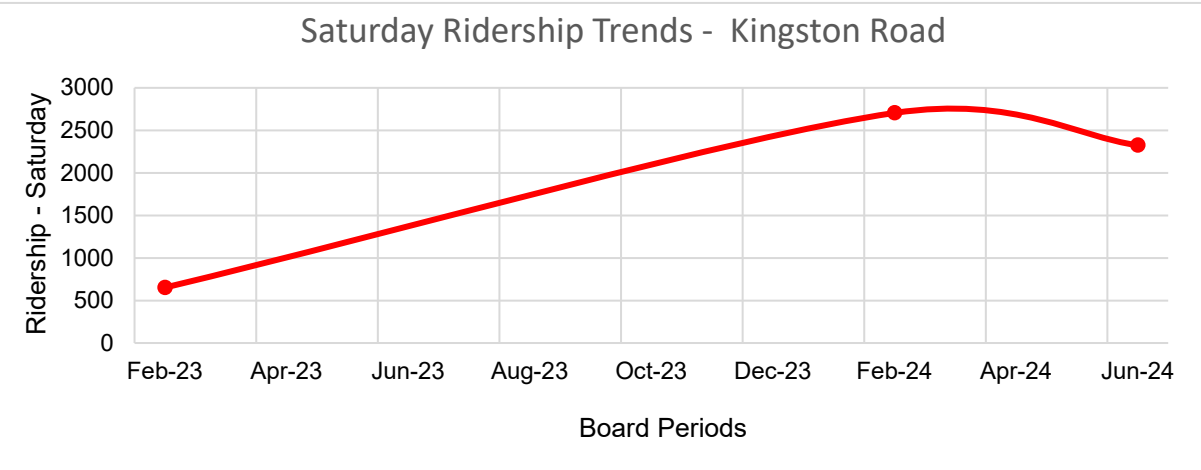
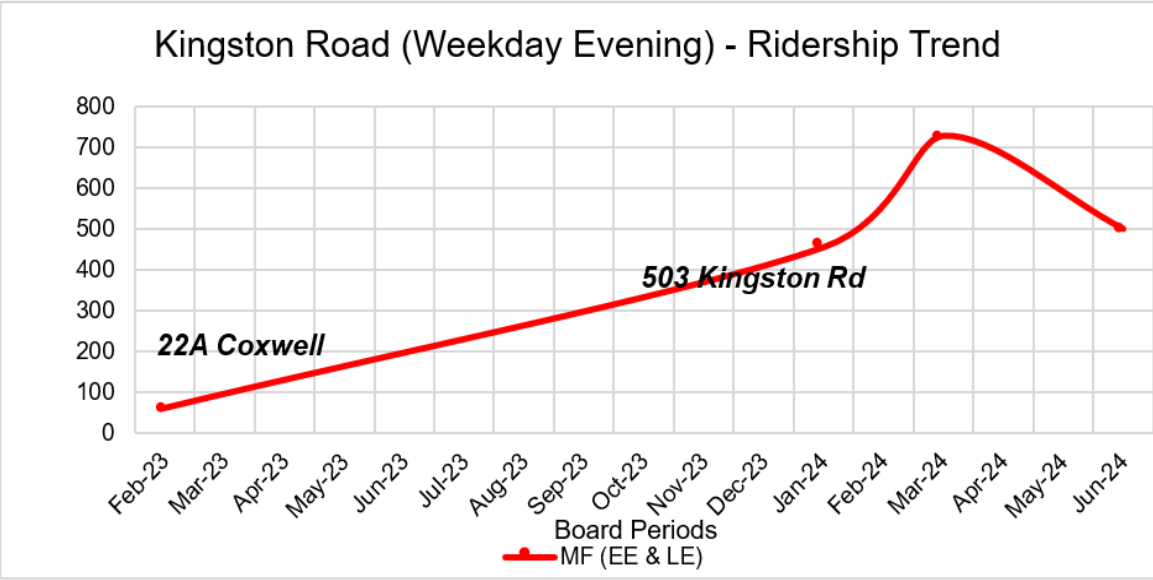
1) Kingston Road (Queen Street East to Victoria Park Avenue)

The first analysis examined ridership along Kingston Road between Queen Street East and Victoria Park Avenue, with pre-implementation figures in this section of the route using data from the former 22A Coxwell (as indicated in the first chart below).

As of June 2024, approximately 500 daily customer trips are made to, from, or on the Kingston Road portion of the 503 Kingston Rd on weekdays during the weekday early evening and late evening travel periods.

As of the latest ridership count (June 2024), approximately 2,325 customer trips are made to or from the corridor on Saturdays.

As of the latest ridership count (June 2024), approximately 1,904 customer trips are made on Sundays.



	503 Kingston Rd boardings per service hour	Standard for boardings per service hour
Weekday Evening	6	35
Saturday	10	35
Sunday	8	35

Based on the ridership data from Monday to Friday and on weekends, the service does not meet the TTC's service standards for customer boards per service hour.

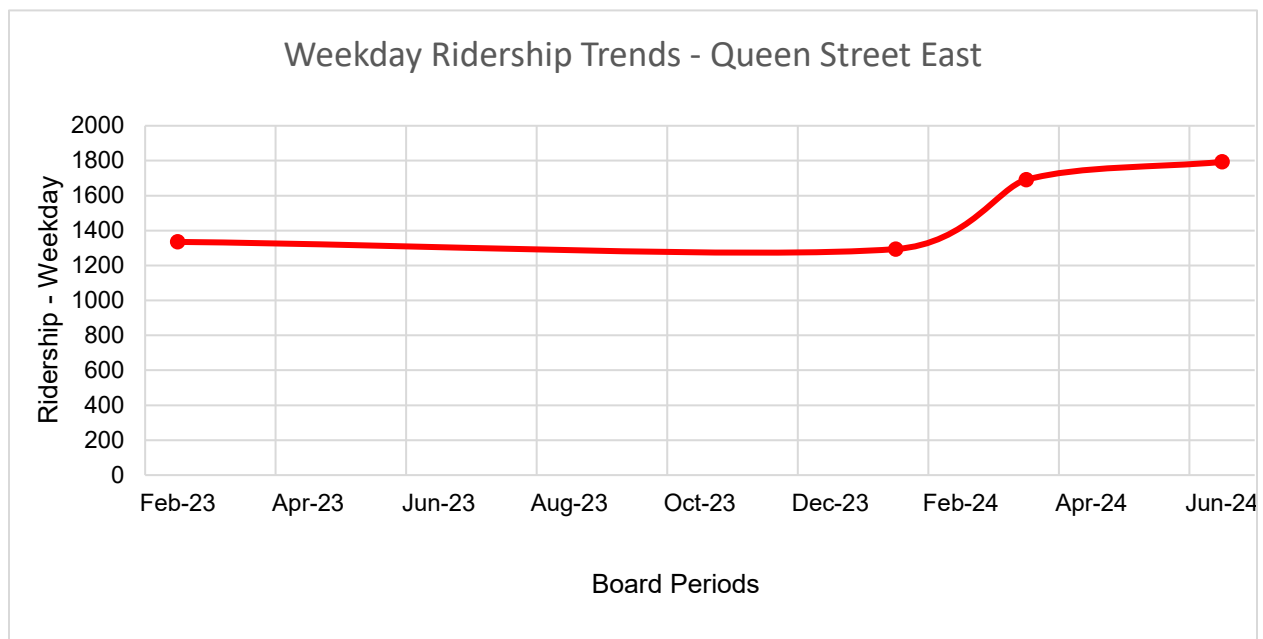
2) Queen Street East (Kingston Road to River Street)

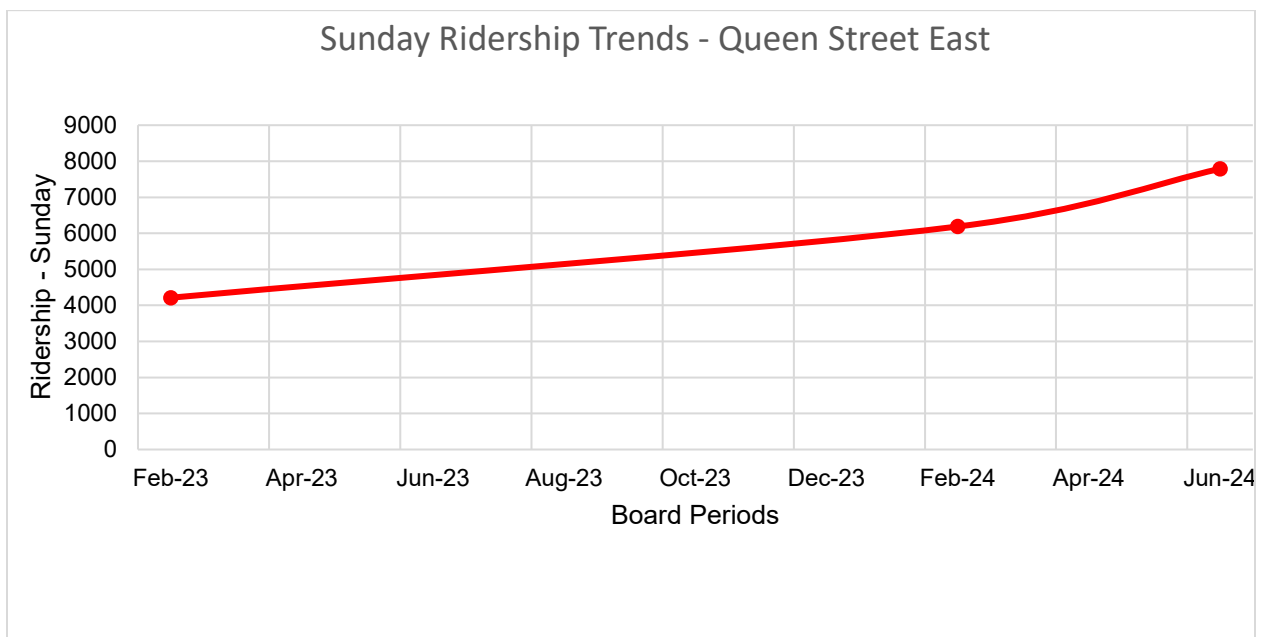
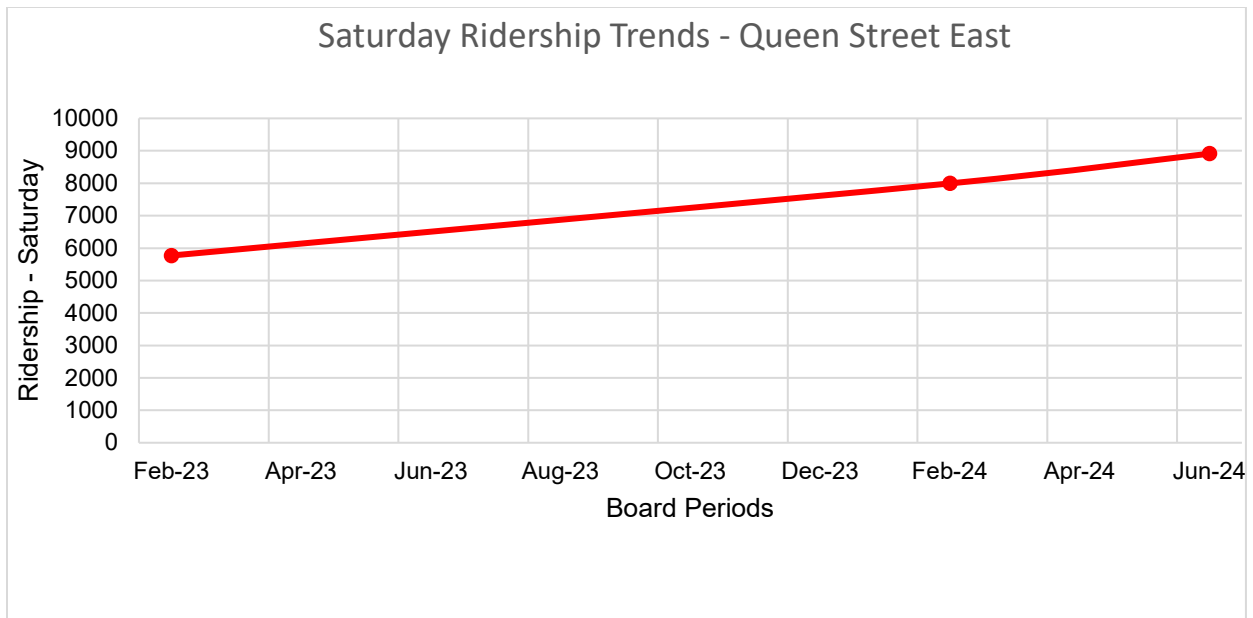
The second analysis conducted examined ridership along Queen Street East between Kingston Road and River Street.

As of the latest ridership count, approximately 1,793 daily customer trips are made during the weekday early evening and late evening travel periods.

As of the latest ridership count, approximately 8,912 customer trips are made on Saturdays.

As of the latest ridership count, approximately 7,789 customer trips are made on Sundays.





	503 Kingston Rd boardings per service hour	Standard for boardings per service hour
Evening	10	35
Saturday	18	35
Sunday	17	35

Based on the ridership data from Monday to Friday and on weekends, the service does not meet the TTC's service standards for customer boards per service hour.

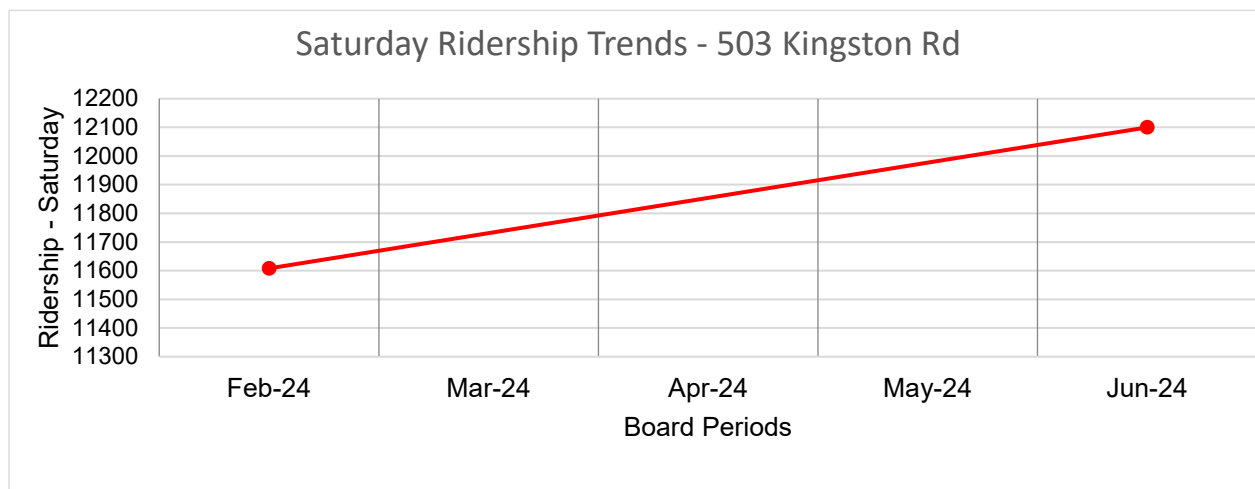
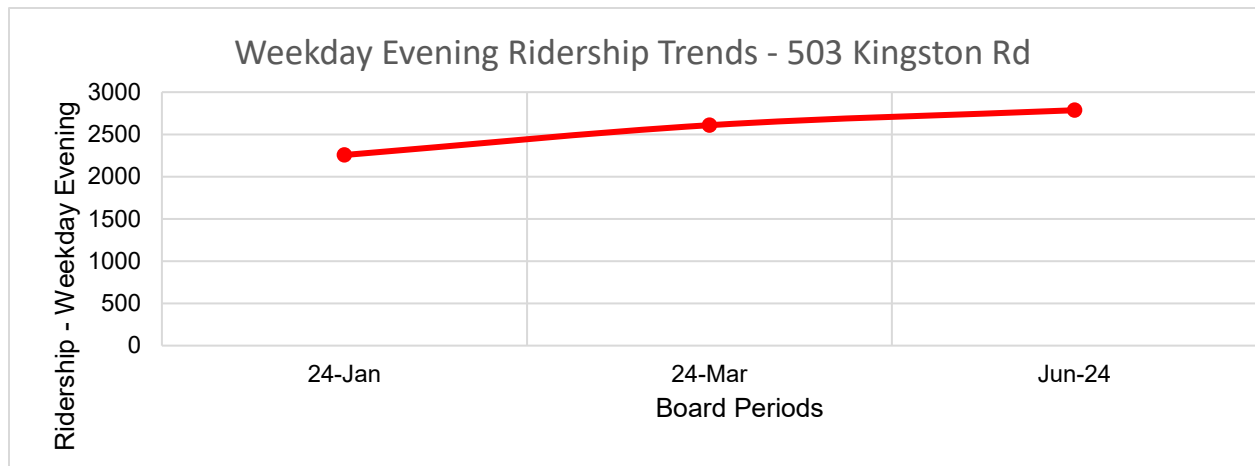
3) Full Routing (Victoria Park Avenue to Spadina Avenue)

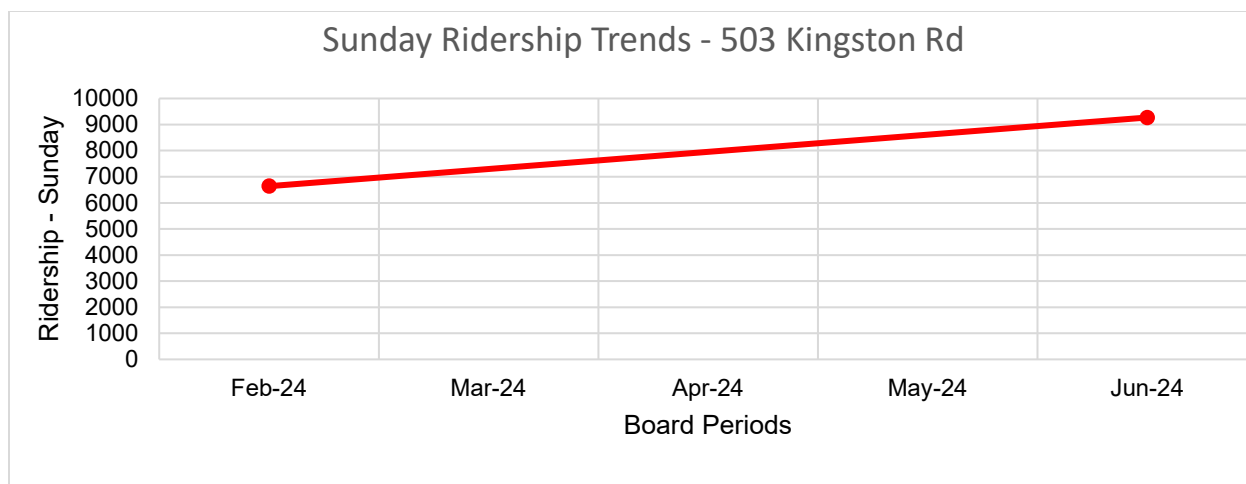
The third analysis examined ridership along the entirety of the 503 Kingston Road's routing, as it operated prior to November 2024.

As of the latest ridership count, approximately 2,786 daily customer trips are made on weekdays during the weekday early evening and late evening travel periods.

As of the latest ridership count, approximately 11,608 customer trips are made on Saturdays.

As of the latest ridership count, approximately 6,639 customer trips are made on Sundays.





	503 Kingston Rd boardings per service hour	Standard for boardings per service hour
Weekday Evening	26	35
Saturday	47	35
Sunday	38	35

Based on ridership data from weekday evenings, the service does not meet the TTC's service standards for customer boards per service hour. However, service standards are met during both Saturday and Sunday.

Conclusion and next steps

Ridership continues to increase in all travel periods that 503 Kingston Rd service was expanded into. Growth has been more substantial during the weekend periods, particularly on segments of the routing along Queen Street East and King Street East and West. However, only weekend service meets the minimum threshold for off peak-boardings on a streetcar route, when measured with all-day ridership figures.

Ridership trends were likely influenced, both directly and indirectly, by construction along the Queen Street corridor and other areas of the east-end. As of November 2024, routing of the 503 Kingston Rd has been modified to end at its traditional terminus at King Street West and York Street (via Church Street and Wellington Street), and the 501 Queen has since resumed operating as a continuous service through the downtown. Each of these changes are likely to have additional impacts on ongoing off-peak ridership trends. Based on the above, it is recommended that this service extension be maintained for the time being and, reviewed once additional data reflecting the revised routing's performance is acquired.

The analysis confirms that the Markham Road corridor has become a significant trip generator following the pandemic. This is likely attributed to the presence of resilient industrial and employment areas north of Progress Avenue, as well as the growing role of Centennial College's Progress Campus as a major trip generator, driven by a substantial increase in enrollment among transit-dependent students.

Appendix 5: Roads with service introduced or removed

The following table identifies the necessary changes to operations required to implement the above changes. The table indicates where transit service will be introduced and roads where transit service will be removed.

Roads with Service Introduced	Routes Impacted		Roads with Service Removed	Routes Impacted
Mill Road and Centennial Park Boulevard (between Markland Drive and Eglinton Ave West)	49 Bloor West		University Avenue (between Queen's Park and Elm Street), Elm Street (between University Avenue and Elizabeth Street), Elizabeth Street (between Elm Street and Gerrard Street West), Gerrard Street West (between Elizabeth Street and University Avenue)	13B Avenue Road
Goreway Drive, Zahavy Way, Northwest Drive, American Drive, Viscount Road, Viscount Station Loop	145 Belfield		Atwell Drive, Carlingview Drive (between Disco Road and Atwell Drive)	45B Kipling
Wyndale Drive; Culford Road (between Wyndale Drive and Lawrence Avenue West)	400 Lawrence Manor		Mill Road (Markland Drive to Bloor Street West)	49 Bloor West
Park Vista	408 Victoria Park South		Hamstead Avenue (Westlake Avenue to Main Street); Main Street (Hamstead Avenue to Lumsden Avenue)	404 East York
Hunting Ridge (between Wincott Drive and Widdicombe Hill), Widdicombe Hill	405 Etobicoke		Sunnyside Avenue (between Pearson Avenue and The Queensway)	402 Parkdale