



2023 Annual Service Plan

Stakeholder Consultation

June 29th, 2022

Agenda

1. 5YSP – Overview
2. 2022 Service Update – including Line 5 Surface Network Plan
3. 2023 Annual Service Plan
 - **Pillar 1**
 - Priority 1 – COVID-19 Learnings
 - Priority 2 – Line 3 Bus Replacement
 - Priority 3 – Line 6 Surface Network Plan
 - **Pillar 2-5 Updates**
4. Next Steps



2020-2024 5-Year Service Plan

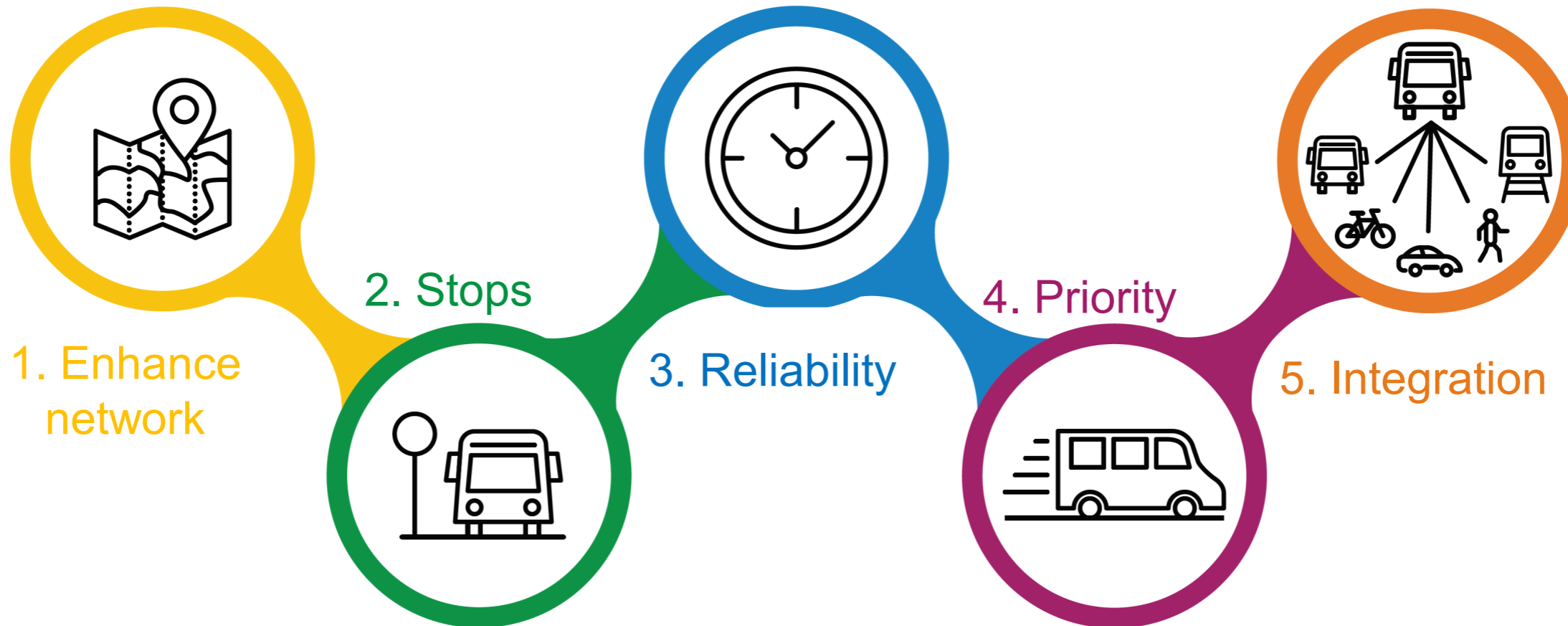


| Vision

**Focus on improvements that enhance
TTC's core-competency:
mass transit – moving large volumes of customers
safely, reliably, and swiftly across Toronto**



The 5-Year Service Plan



20-point action plan

2020 2021 2022 2023 2024



- 1.1: Accommodate population and employment growth
- 1.2: Implement new services to address travel patterns
- 1.3: Open Line 5 – Eglinton
- 1.4: Relieve crowding on Line 1
- 1.5: Open Line 6 – Finch West
- 1.6: Enhance streetcar network
- 1.7: Apply an equity lens to service planning



- 2.1: Expand customer amenities at stops
- 2.2: Improve wayfinding at stops
- 2.3: Improve placemaking at key stop areas



- 3.1: Improve surface transit schedules
- 3.2: Mitigate delays & disruptions to service



- 4.1: Explore bus transit lanes
- 4.2: Implement more queue jump lanes
- 4.3: Implement more transit signal priority



- 5.1: Expand service integration
- 5.2: Integrate microtransit services
- 5.3: Enhance integration with cycling
- 5.4: Enhance pedestrian pathways to TTC
- 5.5: Implement Mobility as a Service (MaaS) strategy

	2020	2021	2022	2023	2024
1.1: Accommodate population and employment growth					
1.2: Implement new services to address travel patterns					
1.3: Open Line 5 – Eglinton					
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2022 Service Update



FOLLOW THE NORTH STAR

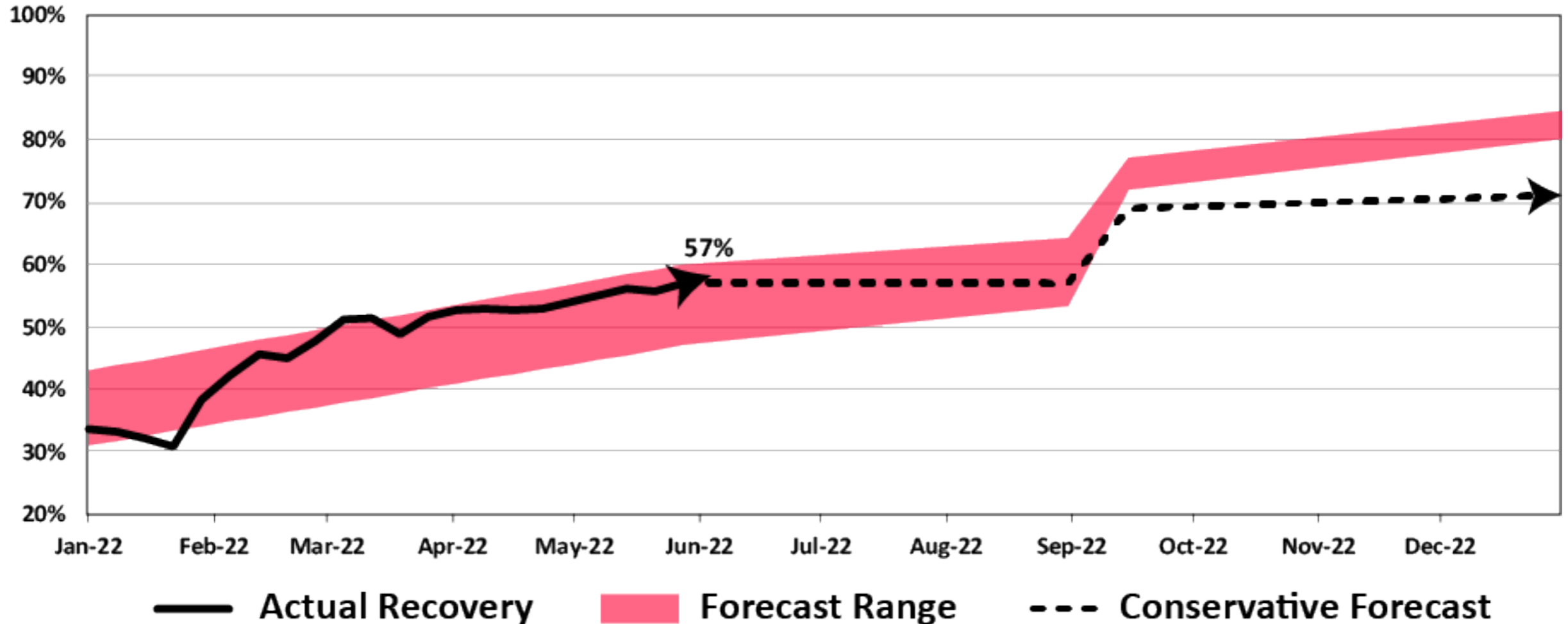
To EXIT Bus
Wait for Green Light
Push Bars to Open Doors
Step Out and Clear Doors

NOTICE
ESEA VIOLATION
Transfer Not Displayed

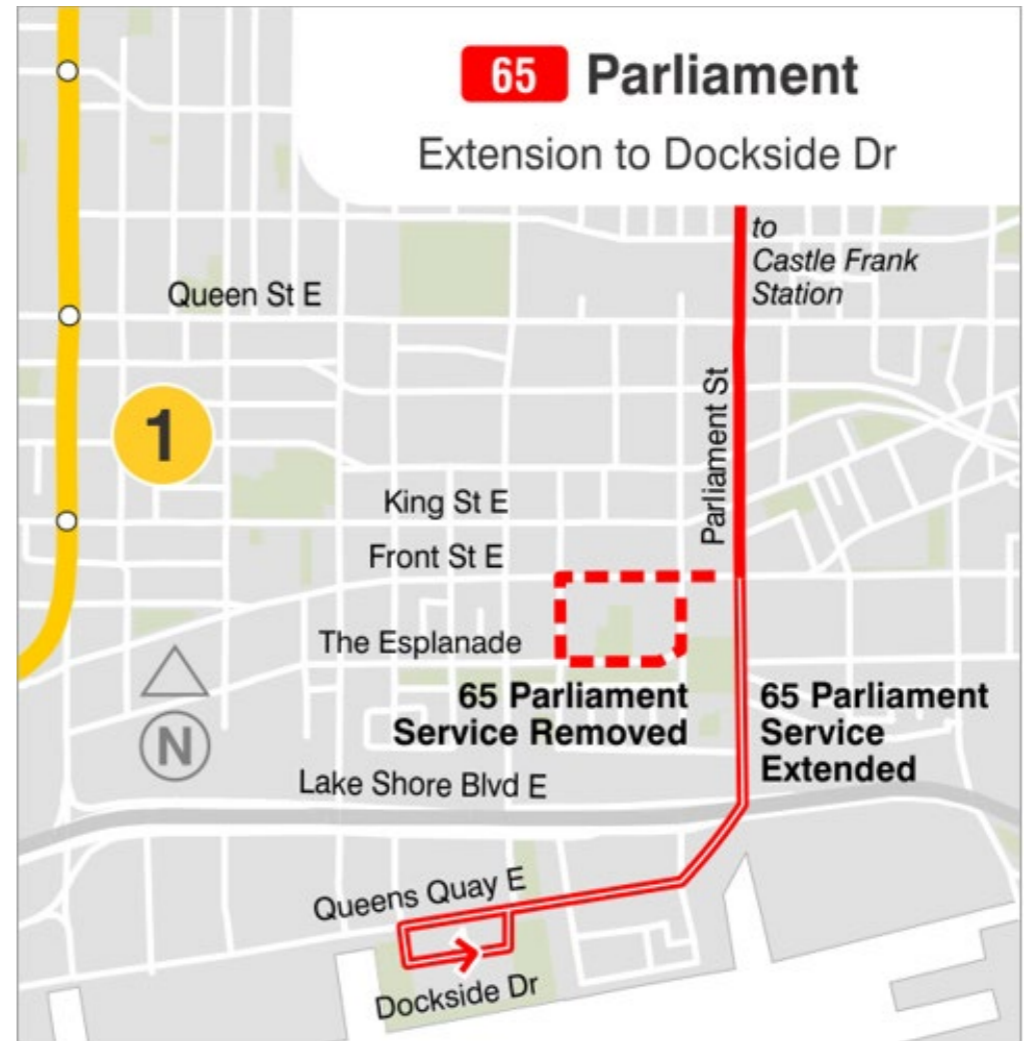
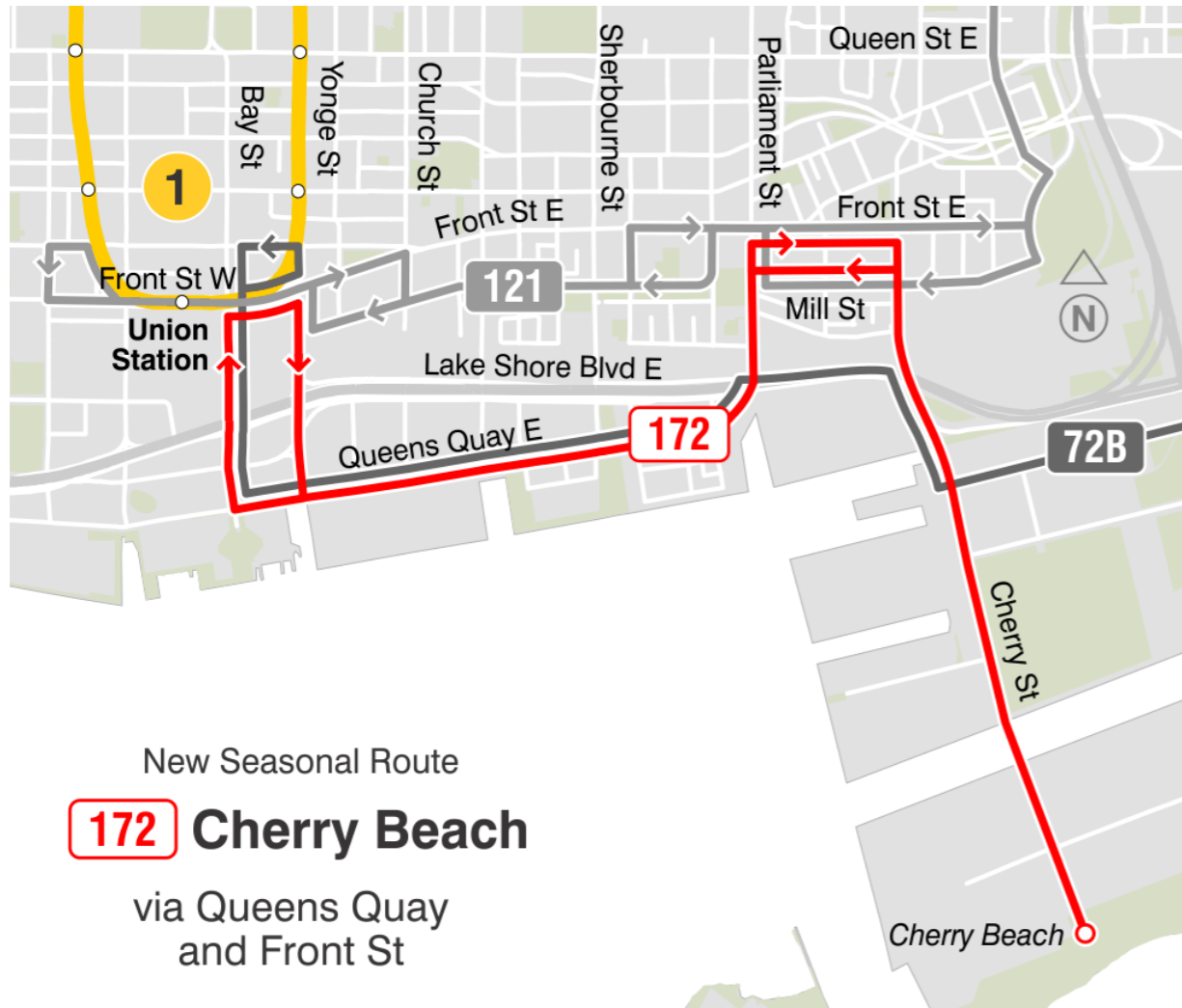
Handing Bag
Use Proper
Exit Method

STOP
CLIMB

Ridership trends - % of pre-pandemic ridership



2022 Service Initiatives



2022 Service Initiatives

118 Thistle Down Extension to Claireport Cres



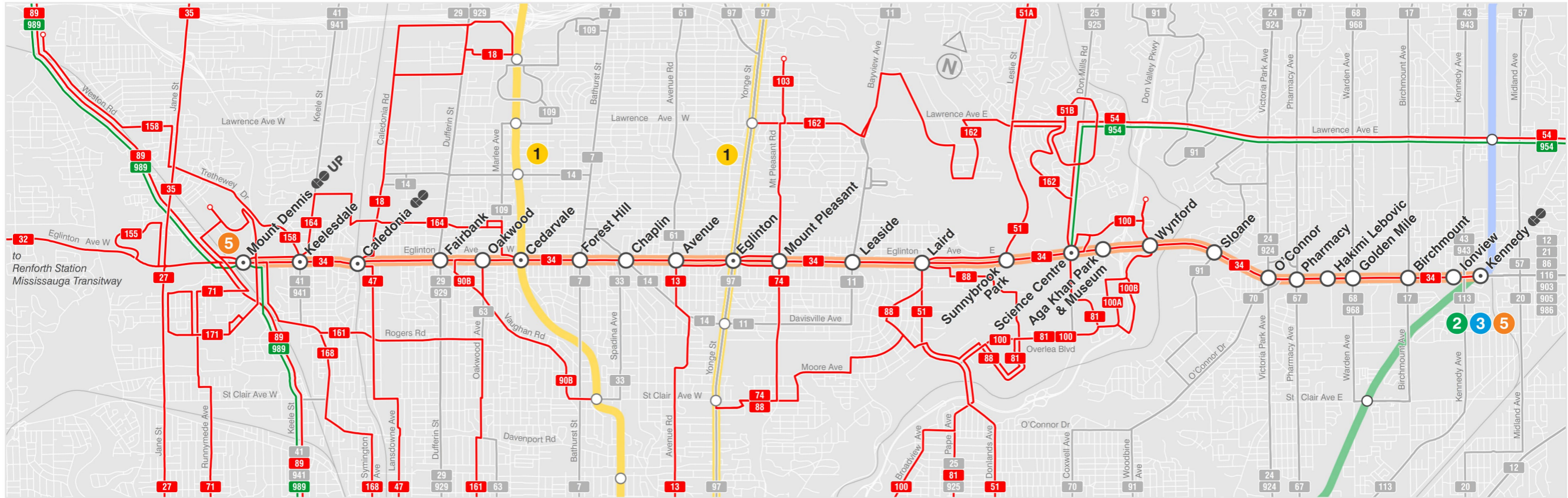
8 Broadview Extension to Coxwell Station



2022 Service Initiatives



Proposed TTC Routes Connecting to Line 5 Eglinton



20-point action plan – 2022 Status

2022

What we have done

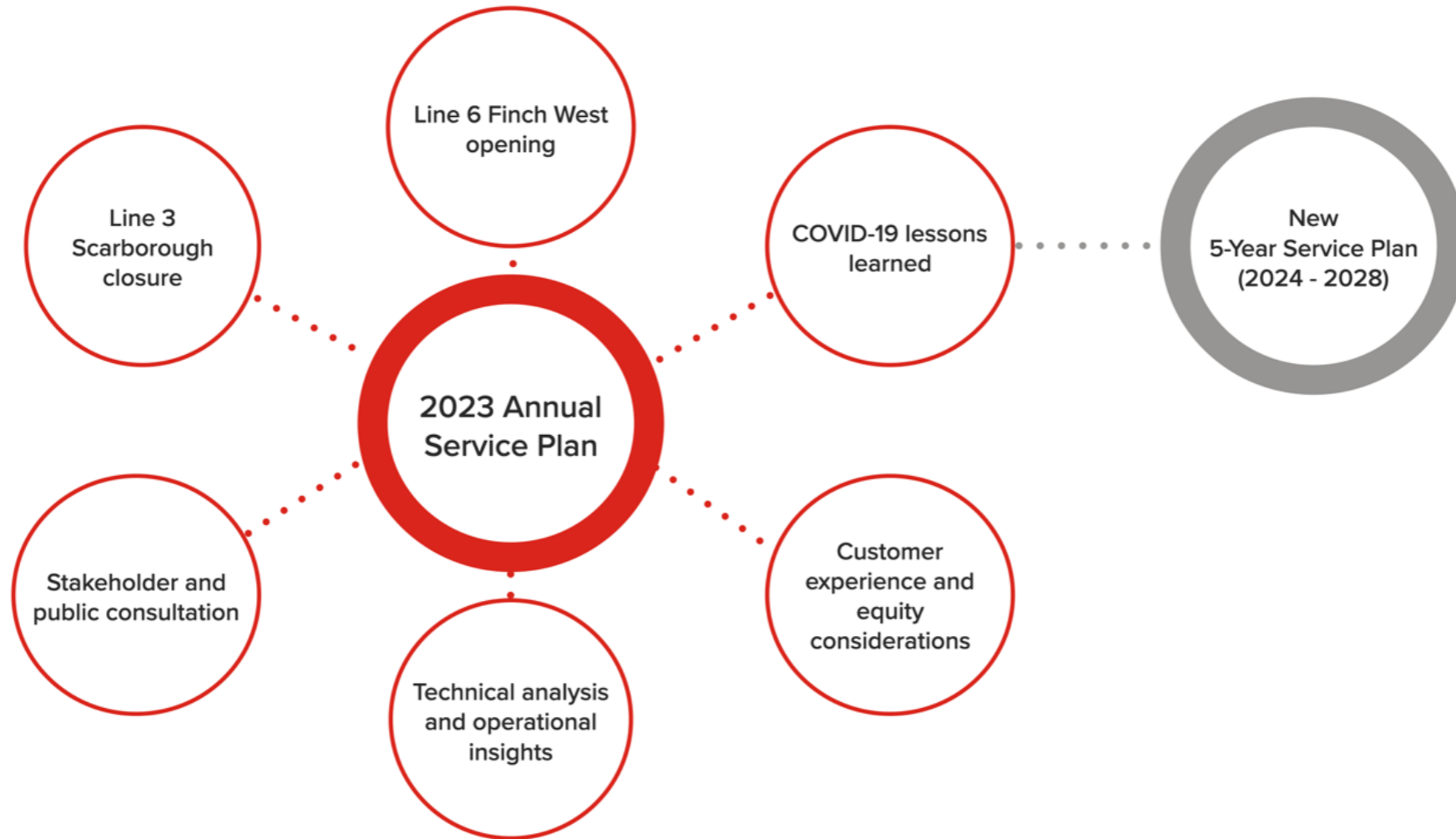


1.1: Accommodate population and employment growth	Ongoing	Approved service initiatives begin Fall 2022
1.2: Implement new services to address travel patterns	Ongoing	New seasonal route to Cherry Beach
1.3: Open Line 5 – Eglinton	To be completed	Awaiting confirmation from Metrolinx on opening
1.4: Relieve crowding on Line 1	Ongoing	Restoration of service and ATC implementation
1.5: Open Line 6 – Finch West		
1.6: Enhance streetcar network		
1.7: Apply an equity lens to service planning	Ongoing	Approved service initiatives begin Fall 2022
2.1: Expand customer amenities at stops	Ongoing	Continue to improve accessibility at stops
2.2: Improve wayfinding at stops	Ongoing	
2.3: Improve placemaking at key stop areas	Ongoing	
3.1: Improve surface transit schedules	Ongoing	Schedule improvements on 30 routes
3.2: Mitigate delays & disruptions to service	Ongoing	Multidisciplinary solutions to resolve issues
4.1: Explore bus transit lanes	Ongoing	Continue to work with City on Jane Street
4.2: Implement more queue jump lanes	Ongoing	Continue to work with the City
4.3: Implement more transit signal priority	Ongoing	Continue to work with the City
5.1: Expand service integration	Ongoing	Advance work with partners
5.2: Integrate microtransit services	Ongoing	Explore microtransit post-COVID
5.3: Enhance integration with cycling	Ongoing	Continue to work with Bike Share
5.4: Enhance pedestrian pathways to TTC	Ongoing	Working on Sheppard West implementation
5.5: Implement Mobility as a Service (MaaS) strategy	Ongoing	Continue to work with the City

2023 Annual Service Plan



2023 ASP – Focus



2023 ASP – Engagement Approach

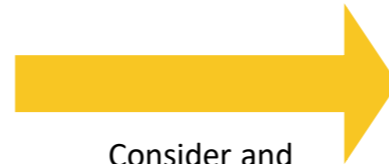
Round One

Understanding and proposals
Summer 2022

- Understanding travel needs of customers who continued to ride TTC during the pandemic
- Proposed Line 3 surface network
- Proposed Line 6 surface network

Engagement tactics

- Stakeholder Meetings
- TTC Customer Panel focus groups
- Survey



Consider and
incorporate
feedback

Round Two

Refining and confirming
Fall 2022

- Final other proposed service initiatives
- Final proposed Line 3 surface network
- Final proposed Line 6 surface network

Engagement tactics

- Stakeholder Meetings
- Youth Ambassador led engagement
- Pop Ups
- Survey

2023 ASP – Priorities

1 – COVID-19 Lessons Learned

- TTC is reflecting on actual service experience during COVID-19 and is reviewing the 5-Year Service Plan to ensure it continues to meet customers' needs
- This review will inform the 2023 ASP, as well as the work plan for a new 5-Year Service Plan (2024-2028) & 10-Year Outlook
- This first phase of work includes a review of ridership levels and travel patterns over the course of 2020 and 2021 and provides key information about how customers used the transit network over the pandemic



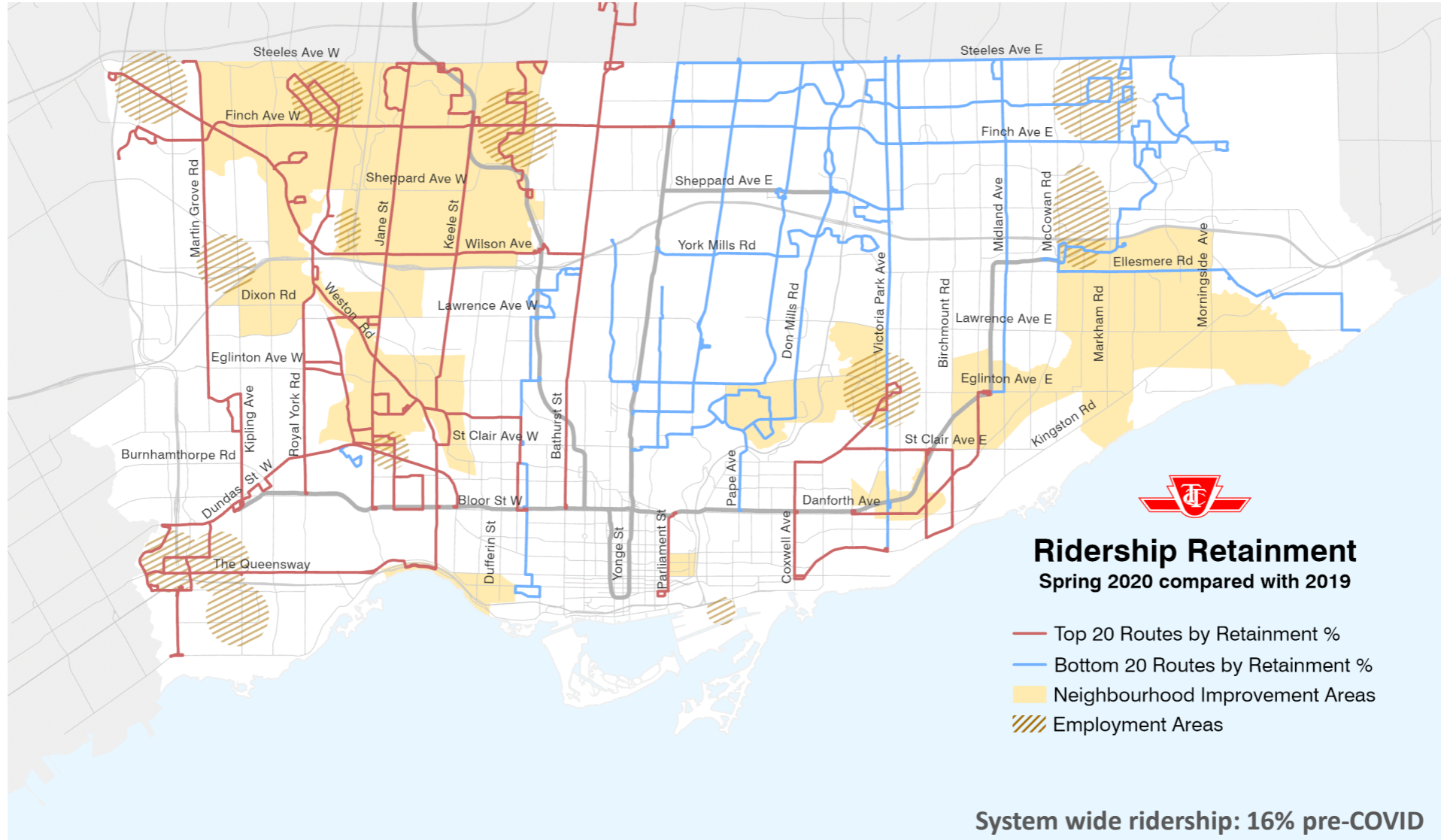
COVID-19 Lessons Learned

- People with low income, shift workers and women continued to ride
- Primary trip purpose shifted from commuting to running essential errands

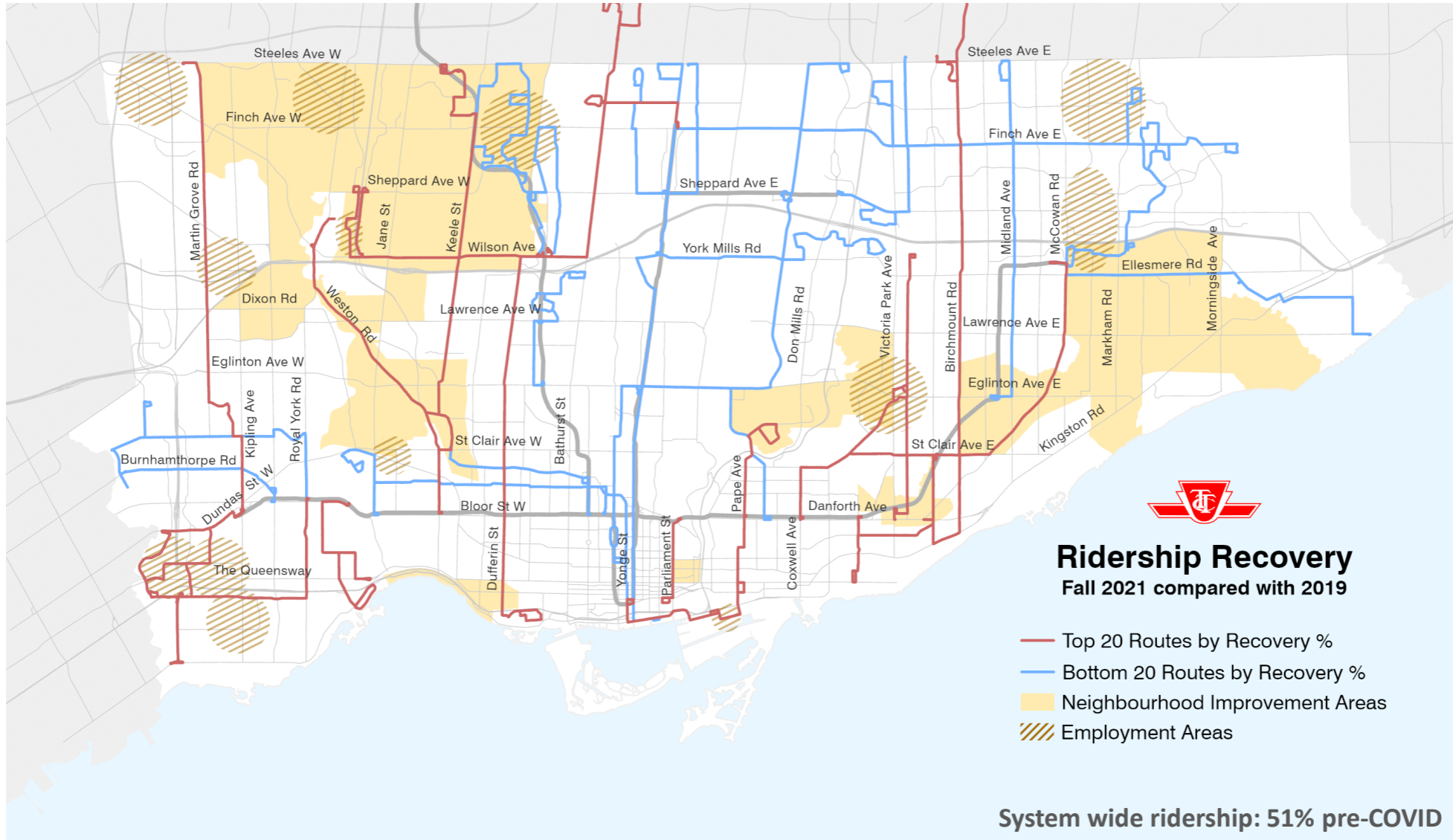
Customer Segment	Travel Behaviours
People with low income	Off-peak travel, longer bus trips to lower-paying jobs spread across the city
Shift worker	Off-peak travel to accommodate varying shift times (early morning, late evening etc.)
Women	Off-peak travel that generally involves trip-chaining



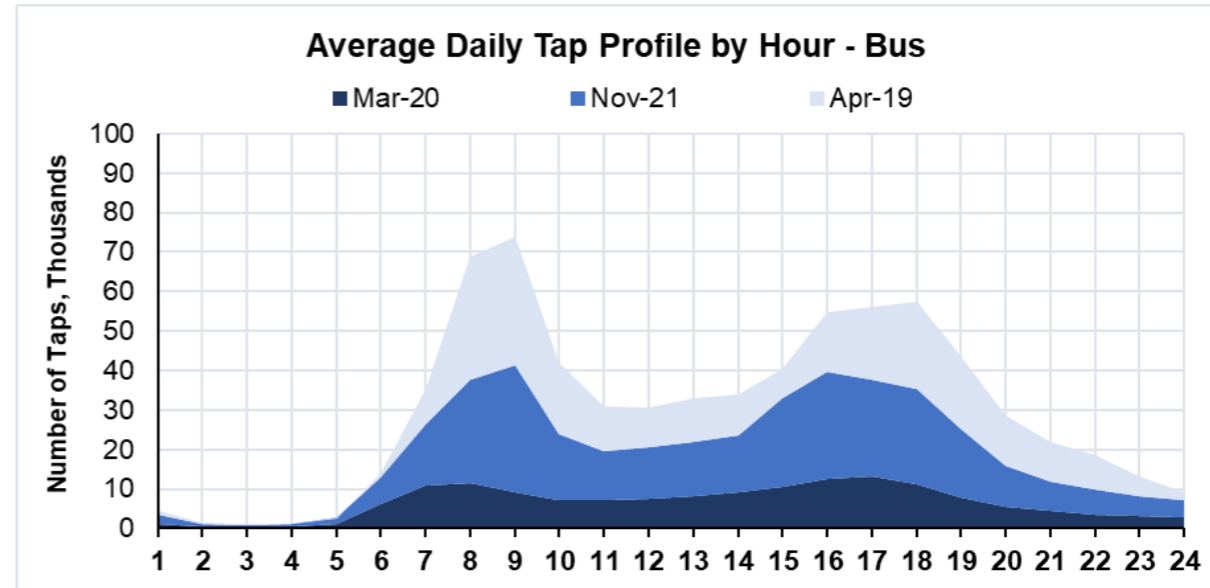
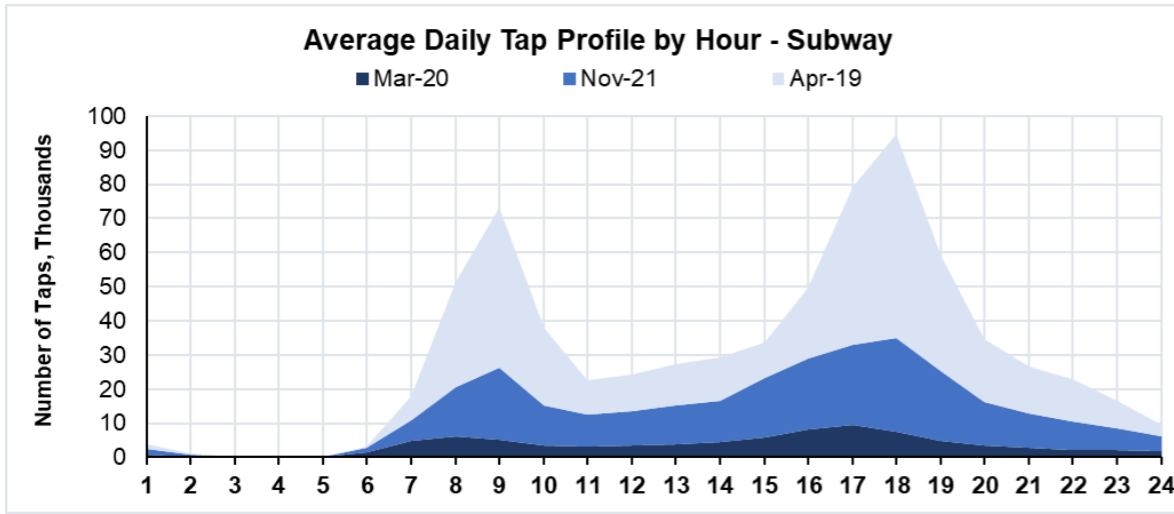
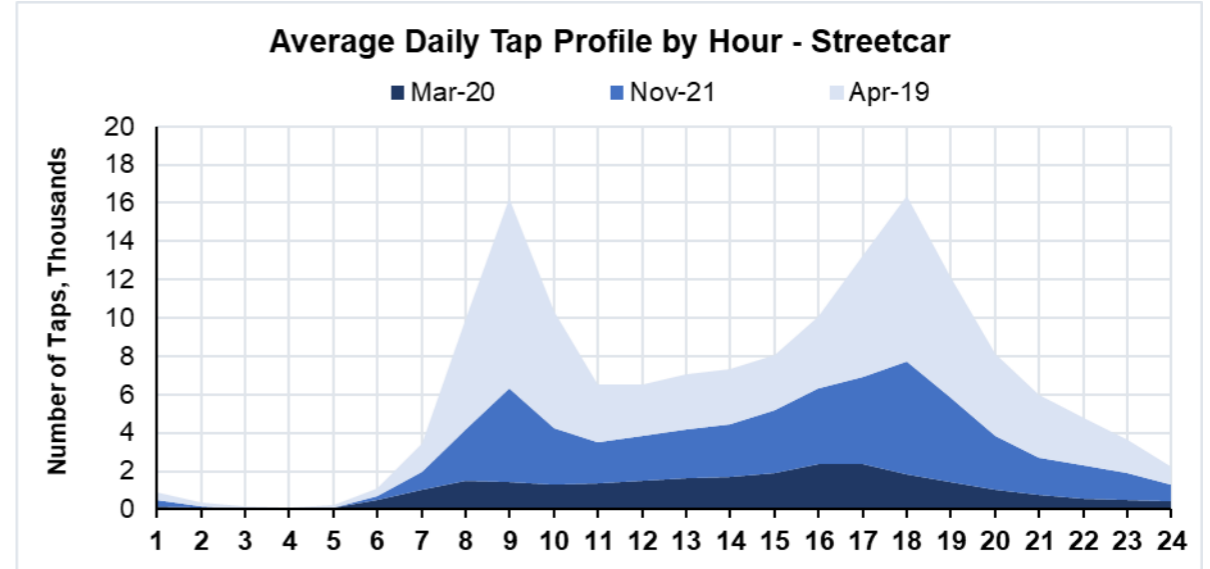
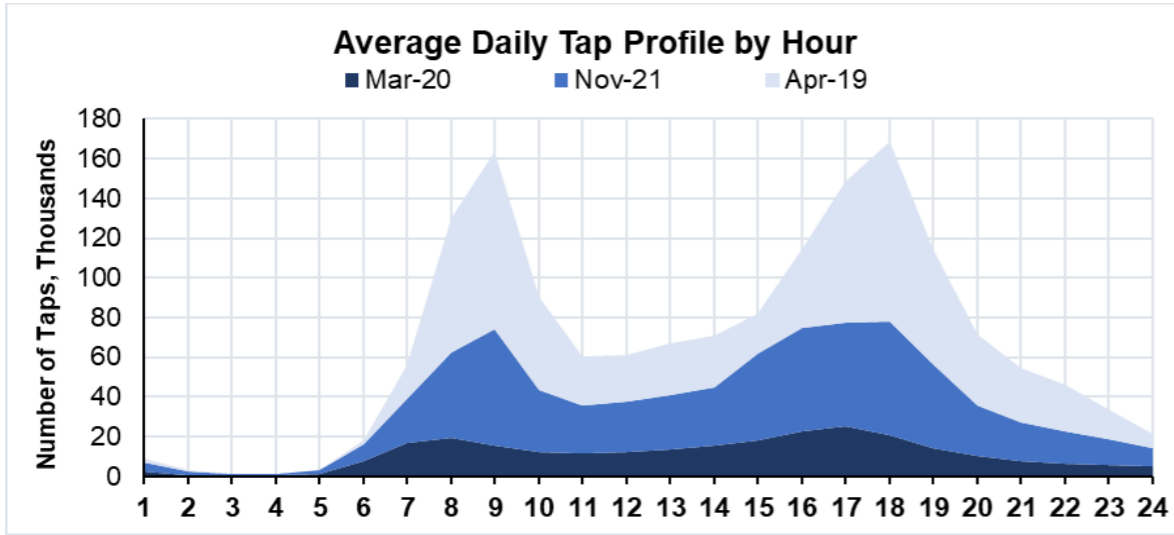
COVID-19 Lessons Learned



COVID-19 Lessons Learned



COVID-19 Lessons Learned



Customer priorities from 2020

- Service Standards Feedback Study conducted in July 2020
- Customers identified the following:
 - Crowding on vehicles is the most important priority
 - Transit services that provide more continuous trips (fewer transfers) are preferred, even if it means a longer journey
 - Express routes that provide faster service are preferred, even if it requires a longer walk to/from transit stops
 - Service on busier routes during peak periods is preferred, even if it requires reallocation of resources from less busy routes and off-peak periods
- Do 2020 priorities continue to reflect your service needs and priorities now?



| TTC service priorities

As we continue to operate in uncertain contexts, both in terms of ridership and operational subsidy, we want to know which kinds of service are most important to our customers

- 10 minute base network
- 30 minute service standard
- Weekday peak service
- Weekday off-peak service
- Weekend service
- Early morning service
- Blue Night network
- Express network
- Community bus
- Regional connections
- GO transit connections
- Downtown premium express



2023 ASP – Priorities

2 – Line 3 Surface Network Plan

In response to the decommissioning of Line 3 Scarborough, we will modify bus service to replace service capacity and maintain transit connections to Scarborough residents.

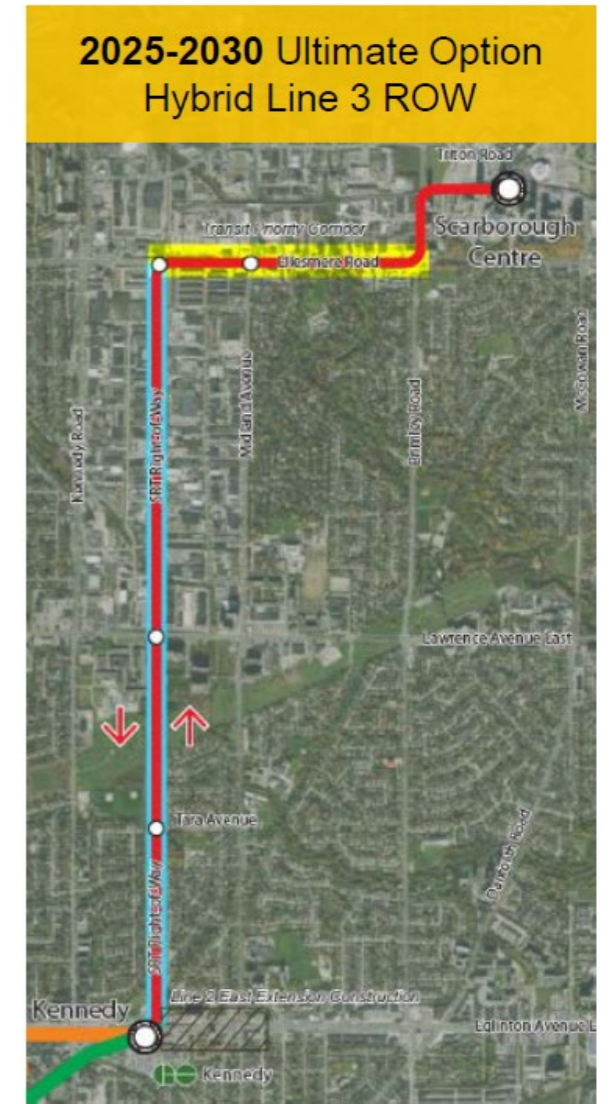


Toronto Star photo

Line 3 Surface Network Plan – 2021 Engagement

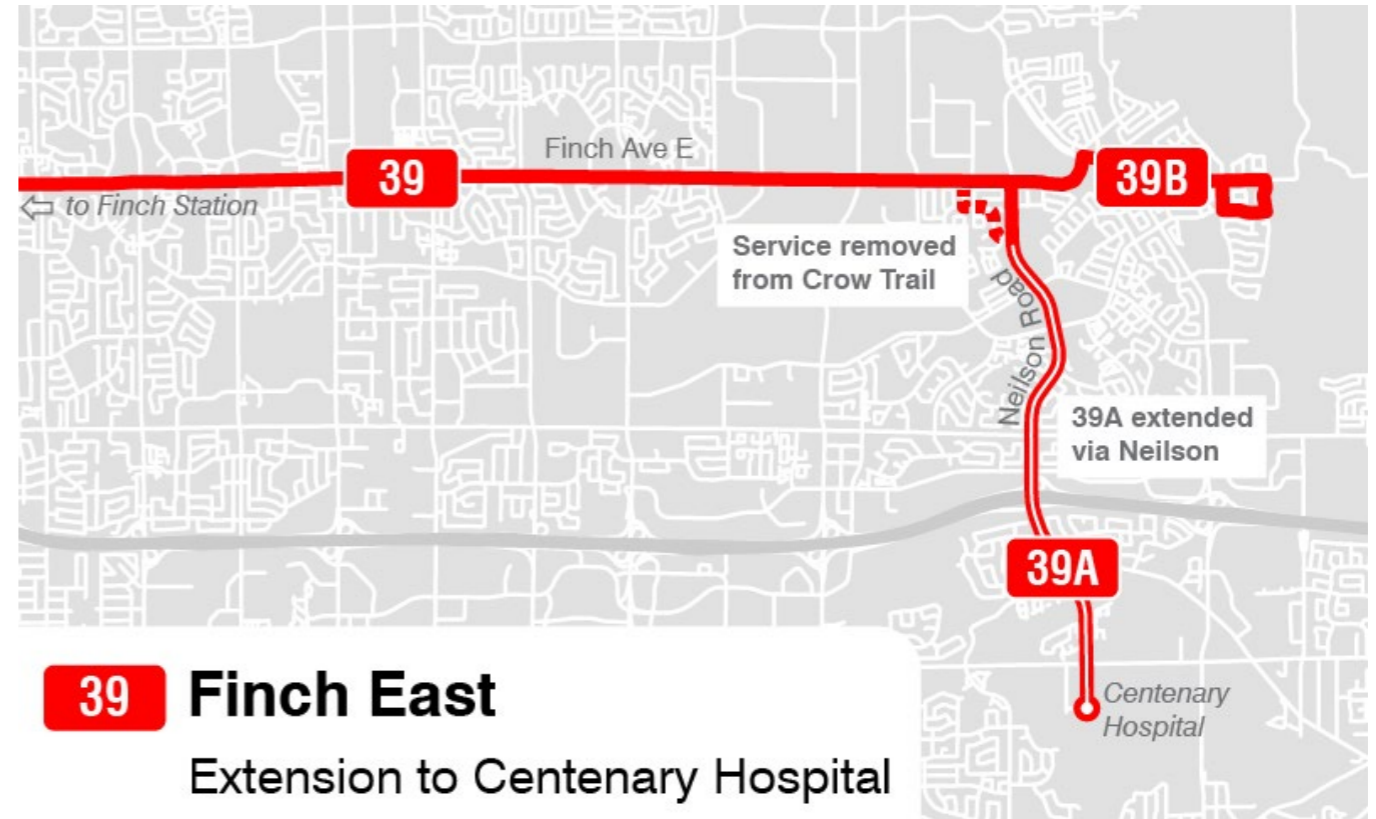
Background:

- Two rounds of public engagement held in 2021 on Line 3 decommissioning
- Approval from TTC Board on converting Line 3 into a bus right-of-way
- Interim bus service provided along Kennedy-Midland couplet
- Service extended on eight major bus routes



Line 3 Surface Network Plan – Connection to Line 1

- 39A Finch East extension to Ellesmere via Neilson Road
- Direct connection from Malvern to Line 1 Yonge-University at Finch Station



Line 3 Surface Network Plan – Connection to Line 2 Warden Station

- 902 Markham Road Express extension to Steeles
- Express connection from the Markham Road North corridor to Line 2 at Warden Station
- Added benefit of express service to essential employment areas north of Sheppard Ave



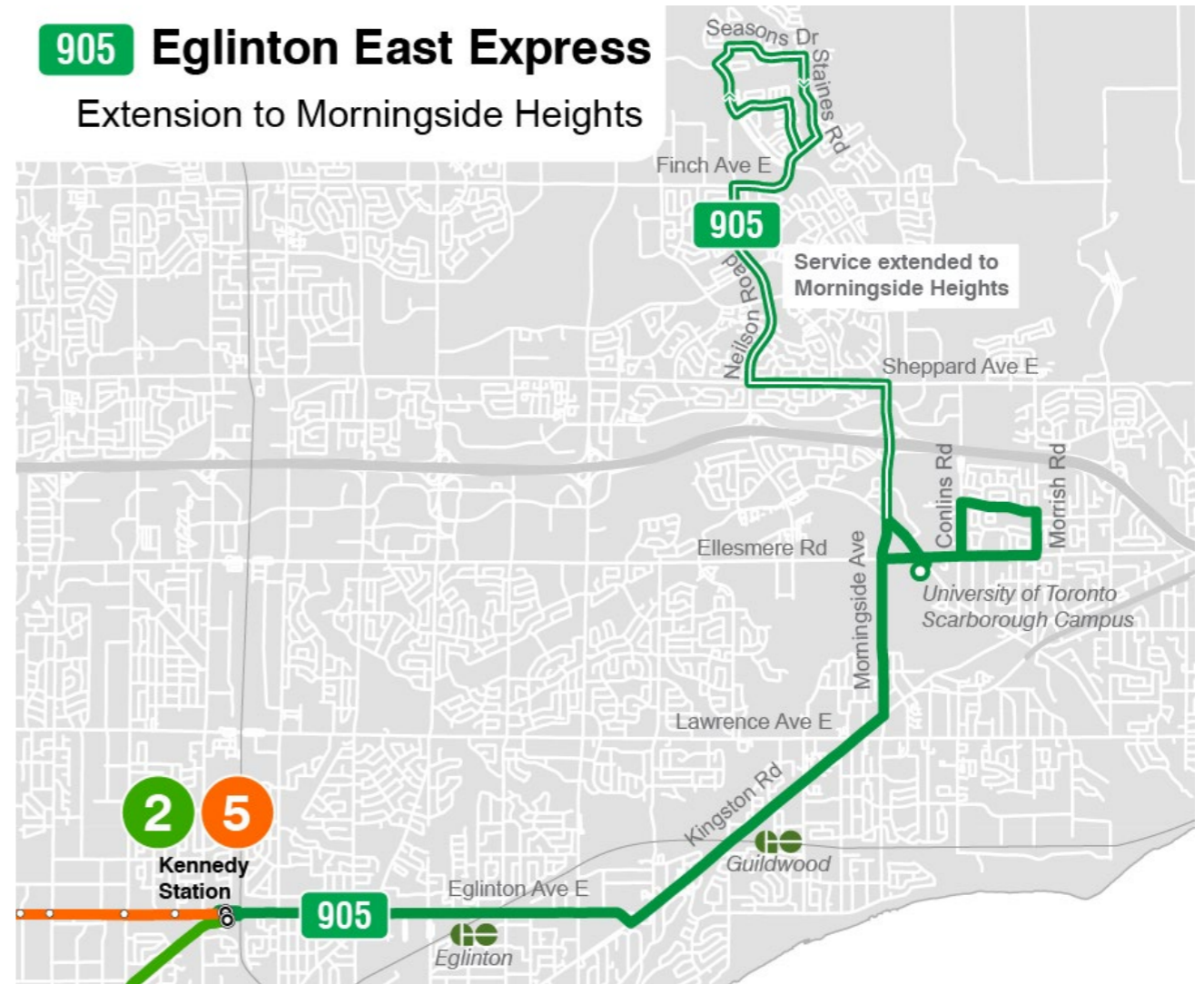
Line 3 Surface Network Plan – New connections to GO service

- Optimize use of existing transit network by adding new connections to the GO stations to maximize travel speeds to Downtown Toronto
- Two GO Train lines in Scarborough
 - Lakeshore East – Eglinton GO and Guildwood GO stations
 - Stouffville – Agincourt GO and Milliken GO stations
- Additional fare required for customers to connect with GO trains (+\$5-8/trip)
- Average travel time from GO stations to Union GO
 - Via GO trains – 30 minutes
 - Via TTC bus and subway – >60 minutes



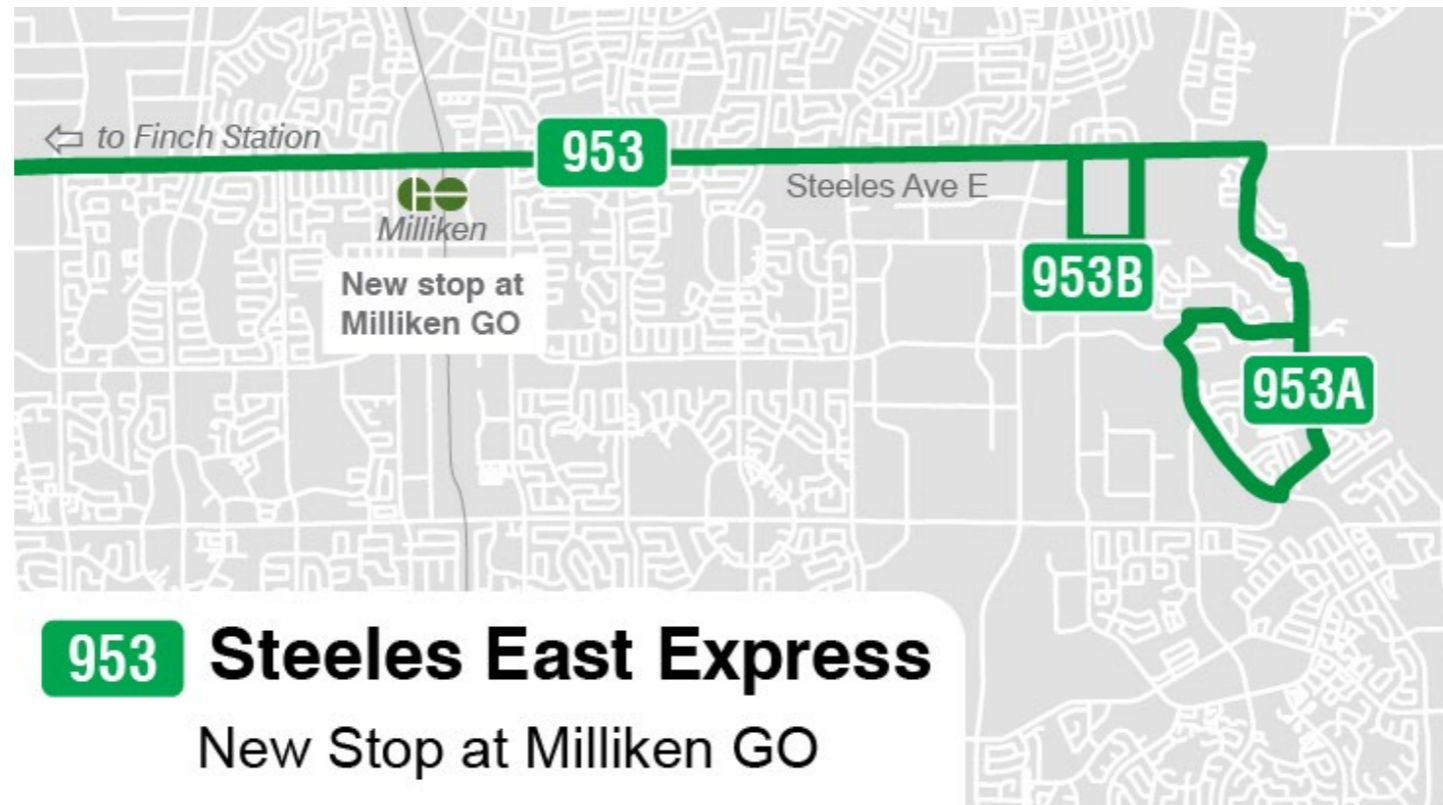
Line 3 Bus Surface Network Plan – Lakeshore East GO Connections

- 905 Eglinton East Express extension to Malvern via EELRT alignment
- New express connection to Guildwood GO and Eglinton GO
- Direct connection to Kennedy Station via RapidTO Eglinton East



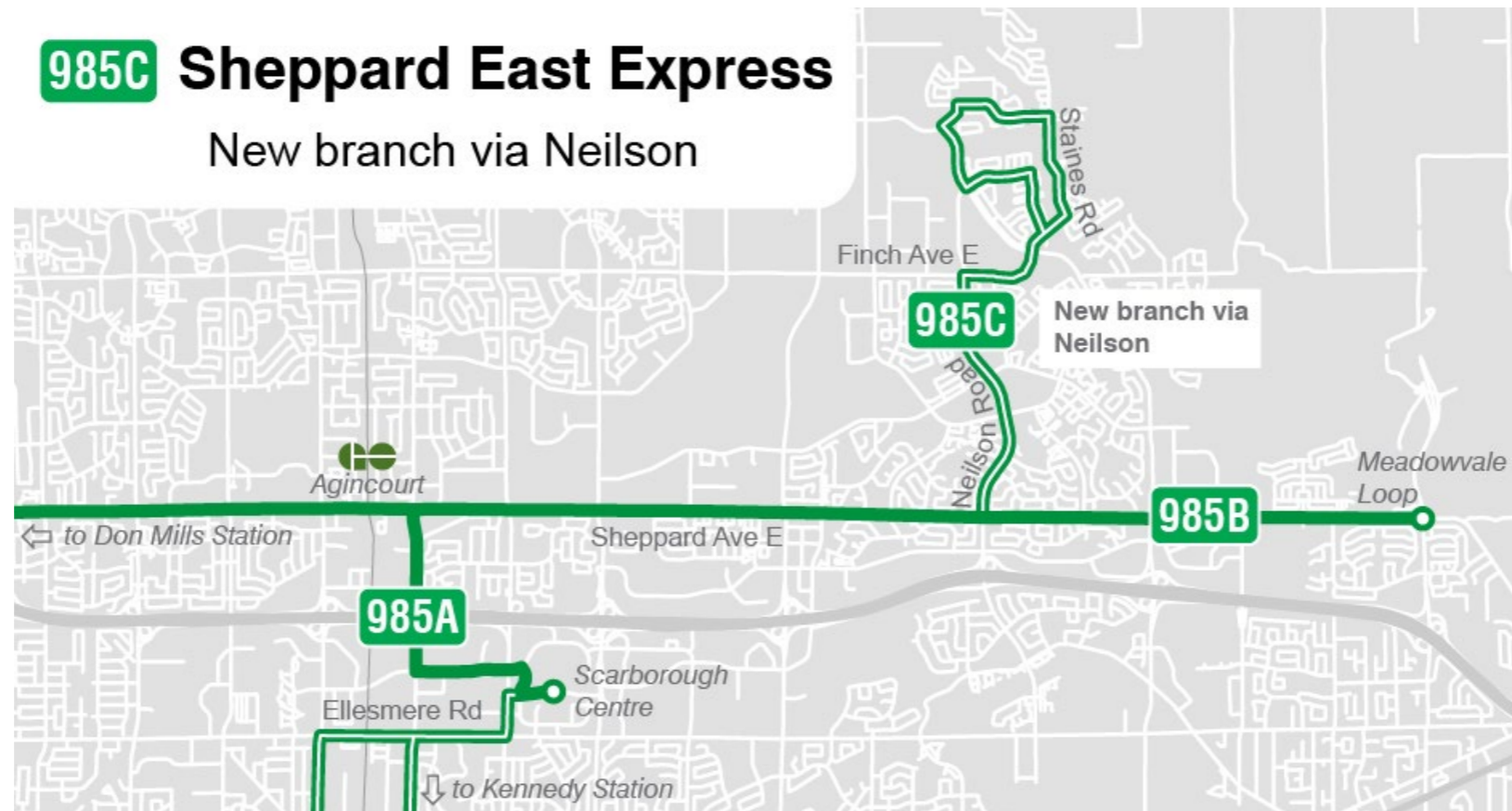
Line 3 Surface Network Plan – Stouffville GO Connections

- 953 Steeles East Express
 - New stop at Milliken GO upon completion of grade separation



Line 3 Surface Network Plan – Stouffville GO Connections

- 985 Sheppard East Express
 - New branch 985C via Neilson Rd to connect Malvern with Agincourt GO



| 2023 ASP – Priorities

3 – Line 6 Surface Network Plan

To support the planned opening of Line 6 Finch West, we will modify bus service to **improve connections to rapid transit, journey times, and service reliability**



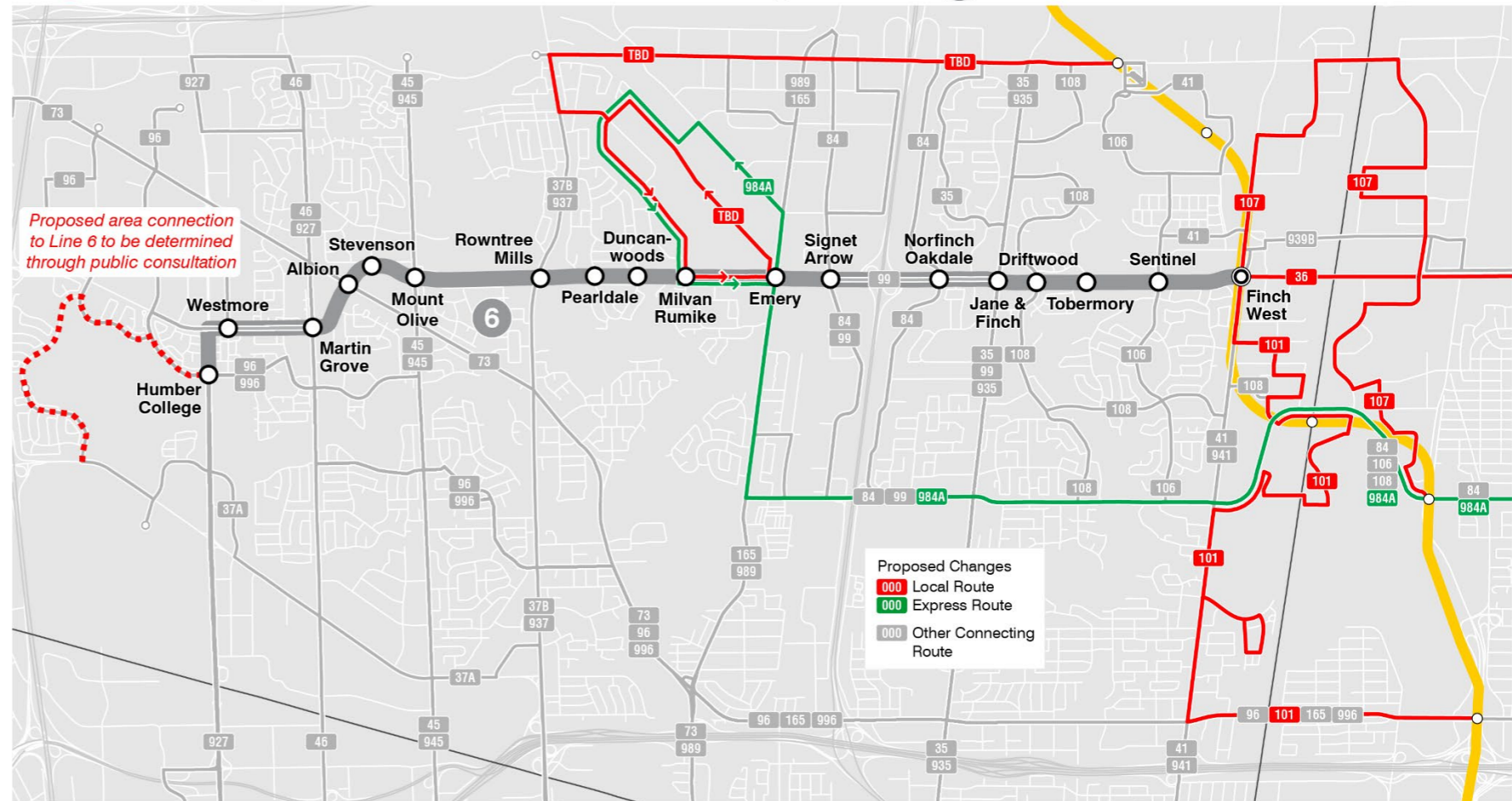
Metrolinx photo

Line 6 Finch West – Surface Network Plan

Planning Principles

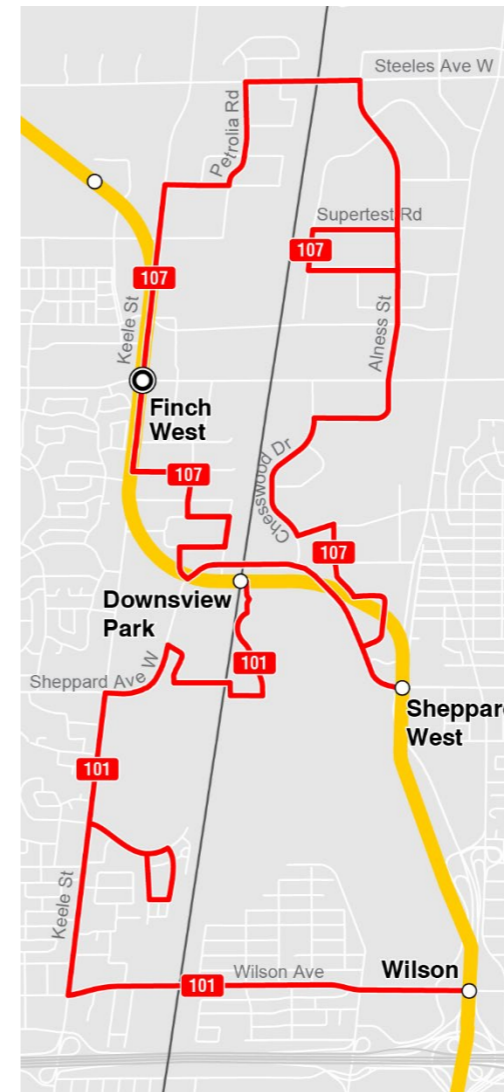
- Provide direct connections between Line 6 and intersecting routes
- Realign or extend bus routes that operate in close proximity to Line 6, to provide new connections to the rapid transit line
- Replace bus service on Finch West corridor with LRT

 Conceptual TTC Routes Connecting to Line 6 Finch West

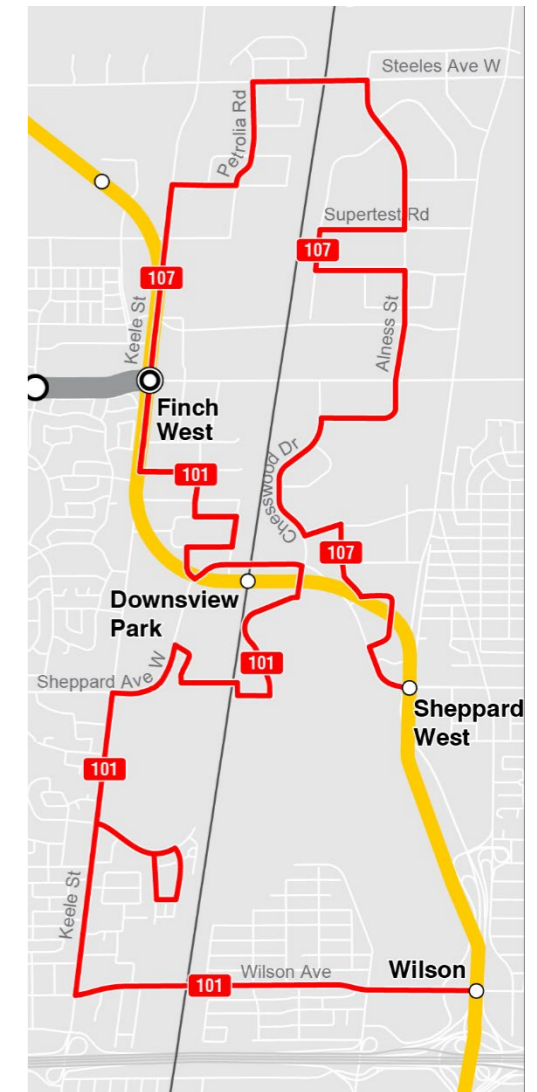


Line 6 Surface Network Plan – York University Heights – Downsview Park

- Restructure 107 York University Heights into two routes to improve Finch West Stn connection
- New 107 to provide improved two-way service on Alness and Chesswood, and Petrolia and Canartic
- New 101 to connect Stanley Greene community with Line 6



Fall 2022 Service

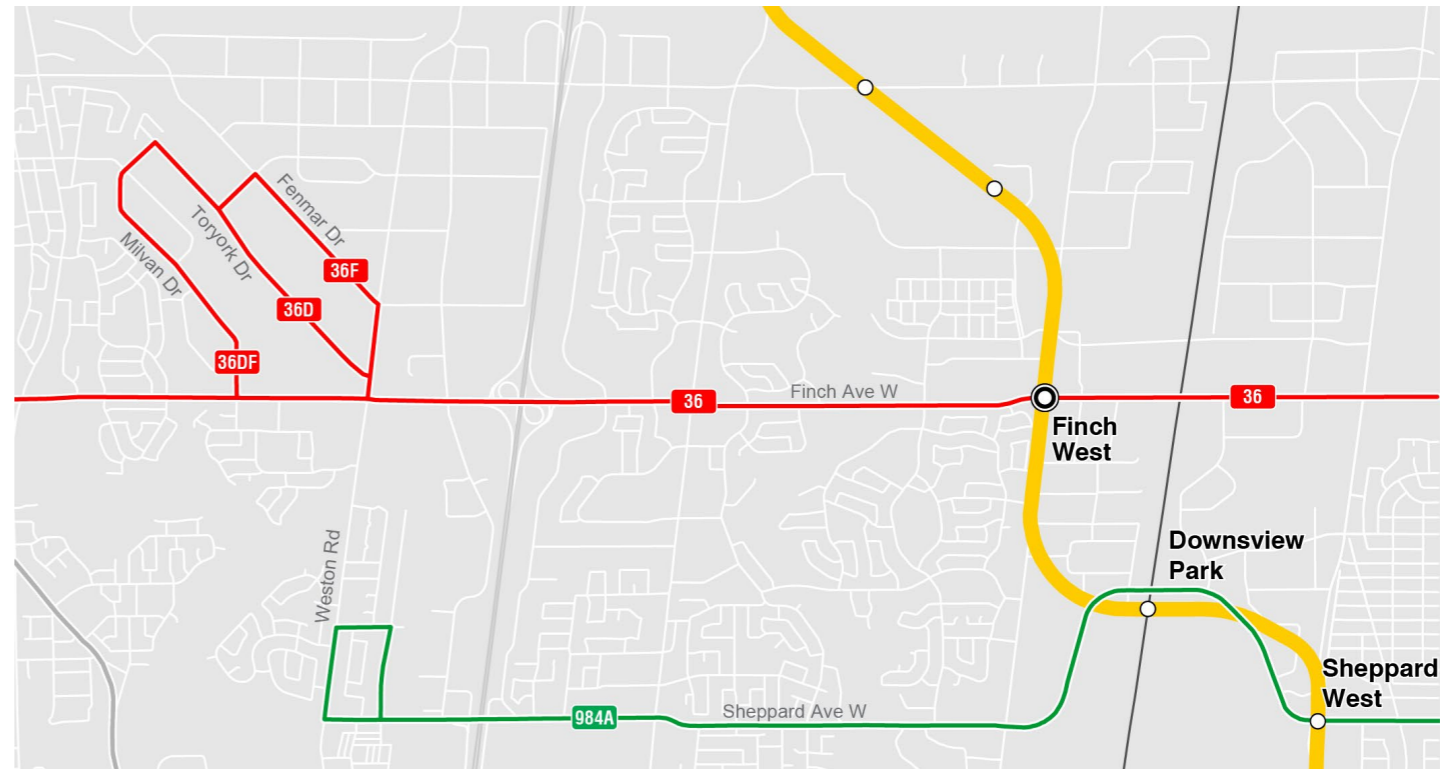


Proposed Service



Line 6 Surface Network Plan – Emery Village Business Improvement Area

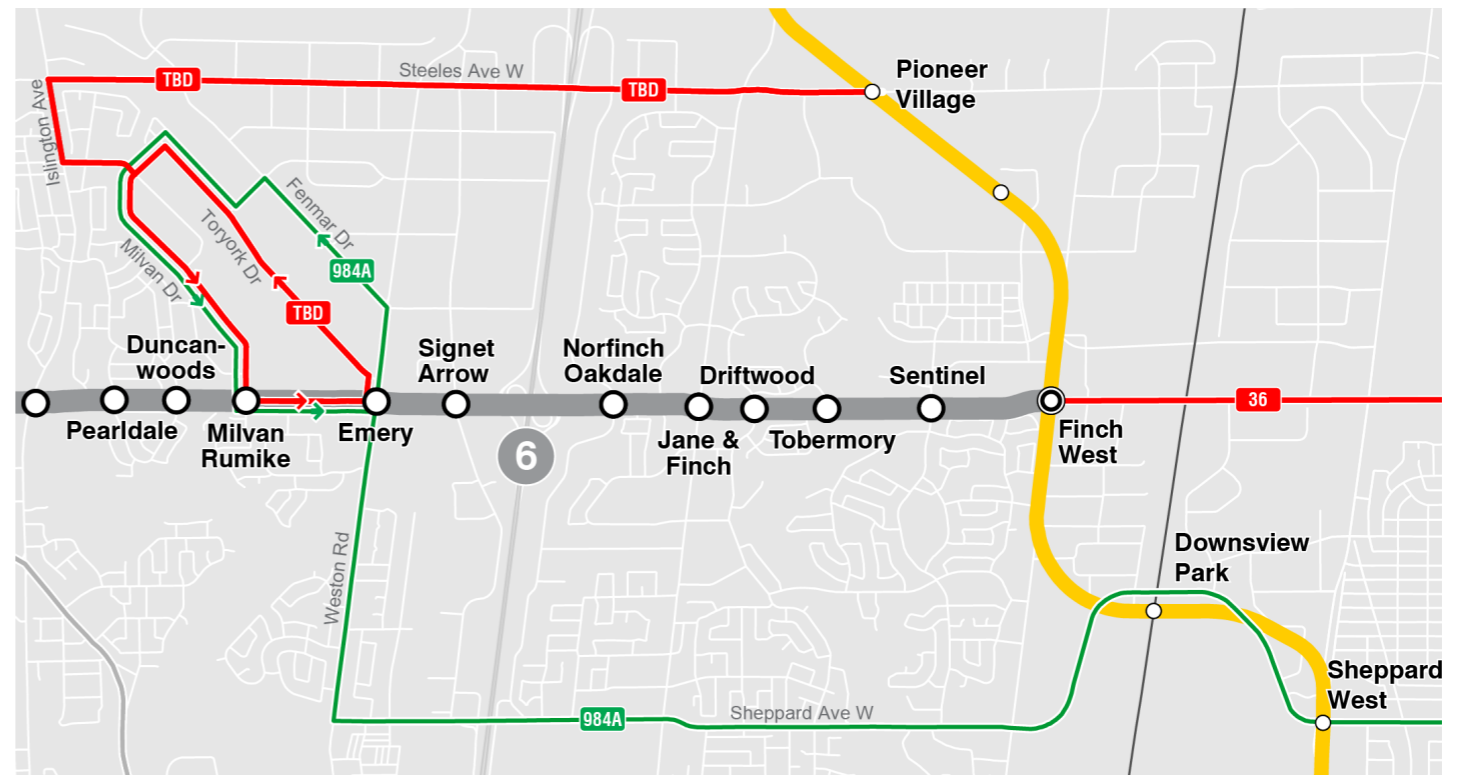
- 36DF Finch West branches replaced by new services extending from Line 1
- 36D loop via Toryork and Milvan replaced by new route from Pioneer Village Stn and Steeles West
- 36F via Fenmar and Milvan replaced by extension of 984A Sheppard West Express



Current Service

Line 6 Surface Network Plan – Emery Village Business Improvement Area

- 36DF Finch West branches replaced by new services extending from Line 1
- 36D loop via Toryork and Milvan replaced by new route from Pioneer Village Stn and Steeles West
- 36F via Fenmar and Milvan replaced by extension of 984A Sheppard West Express



Proposed Service



Line 6 Surface Network Plan – Humberwood

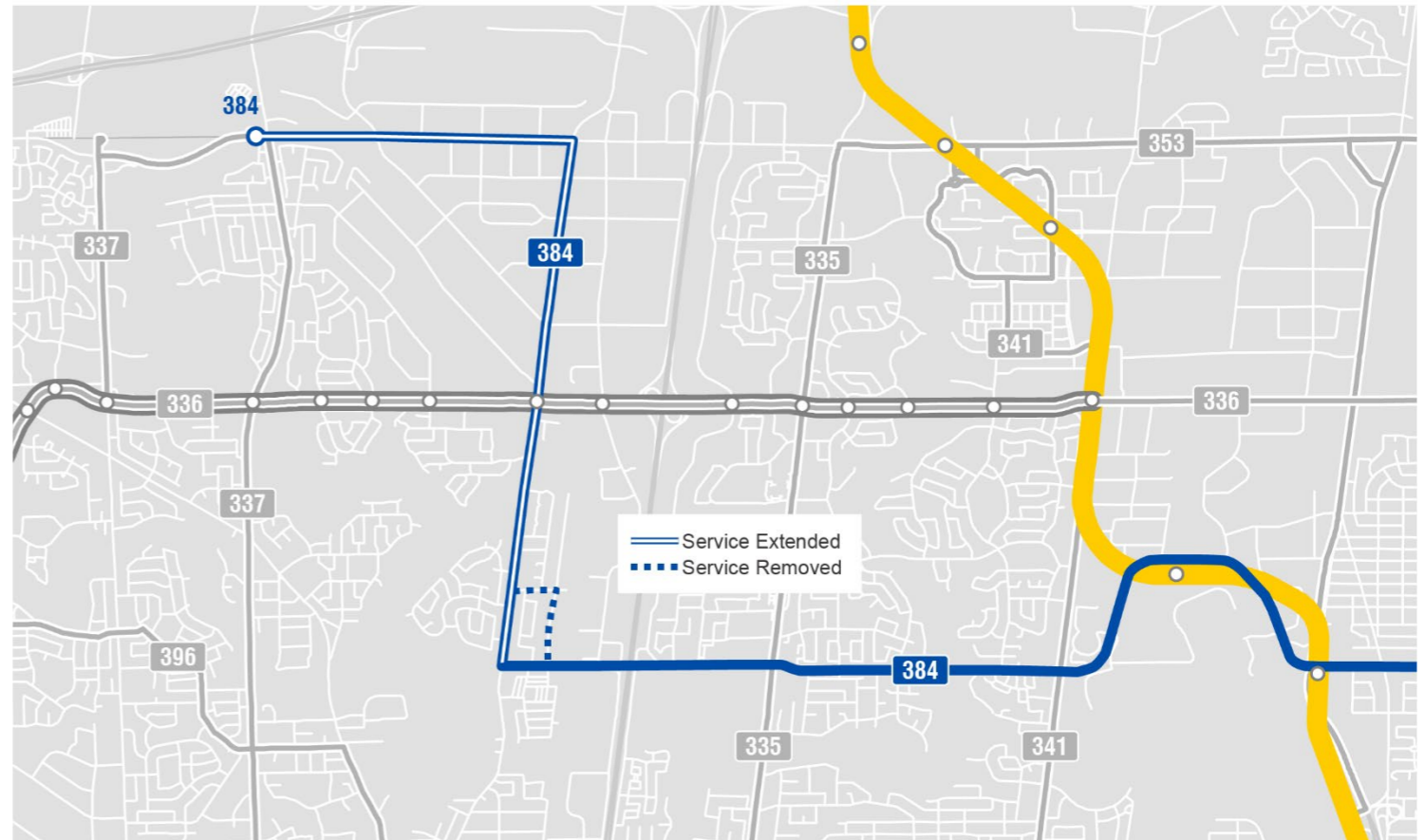
- Further consultation required to determine the preferred solution to connect Humberwood to Line 6
- Service proposal to be developed through collected feedback, followed by youth ambassador engagement
- Report back next round



Line 6 Surface Network Plan – 384 Blue Night Extension

- 384 Sheppard West extended from to Steeles and Islington
- New overnight service on Weston Road and Steeles Avenue, serving Emery Village BIA

 **384 Sheppard West Night Bus Extended to Islington Loop**



20-point action plan – 2023

2023

What we will do



1.1: Accommodate population and employment growth	Ongoing	Service proposals based on feedback
1.2: Implement new services to address travel patterns	Ongoing	Line 3 decommissioning plan
1.3: Open Line 5 – Eglinton		
1.4: Relieve crowding on Line 1		
1.5: Open Line 6 – Finch West	Implement	Line 6 expected to open in Q4
1.6: Enhance streetcar network	Ongoing	New streetcars start arriving in Q4
1.7: Apply an equity lens to service planning	Ongoing	Service proposals based on feedback
2.1: Expand customer amenities at stops	Ongoing	Continue to improve accessibility at stops
2.2: Improve wayfinding at stops	Ongoing	
2.3: Improve placemaking at key stop areas	Ongoing	
3.1: Improve surface transit schedules	Ongoing	Continue to improve schedules as traffic changes
3.2: Mitigate delays & disruptions to service	Ongoing	Continue to work develop innovative solutions
4.1: Explore bus transit lanes	Ongoing	Continue to work with City on Jane Street
4.2: Implement more queue jump lanes	Ongoing	Continue to work with the City
4.3: Implement more transit signal priority	Ongoing	Continue to work with the City
5.1: Expand service integration	Ongoing	Advance work with partners
5.2: Integrate microtransit services	Ongoing	Explore microtransit post-COVID
5.3: Enhance integration with cycling	Ongoing	Continue to work with Bike Share
5.4: Enhance pedestrian pathways to TTC	Ongoing	Identify other opportunities
5.5: Implement Mobility as a Service (MaaS) strategy	Ongoing	Continue to work with the City



Next Steps

Round 1 of Stakeholder and Public Engagement – June-August 2022

- Virtual stakeholder meetings on Wednesday, June 29th
- Public survey that is accessible online and by mail. Launching on **July 11th**
- Virtual focus group meetings on July 5th, July 7th, & July 12th

Round 2 of Stakeholder Engagement – August-December 2022

- Youth Ambassador Program
- Virtual stakeholder meetings
- Pop-up Engagement
- Online Survey



