



# 2022 Annual Service Plan

Stakeholder Consultation

June 24, 2021

# Agenda

1. 5YSP – Overview
2. 2021 Service Update
3. 2022 Annual Service Plan – Pillar 1
  - Priority 1- Network Optimization
  - Priority 2 - Line 5 Eglinton – Surface Network Plan
  - Priority 3 - Service Initiatives Supporting Ridership Recovery
  - Pillar 2-5 Updates
4. Next Steps



# 2020-2024 5-Year Service Plan

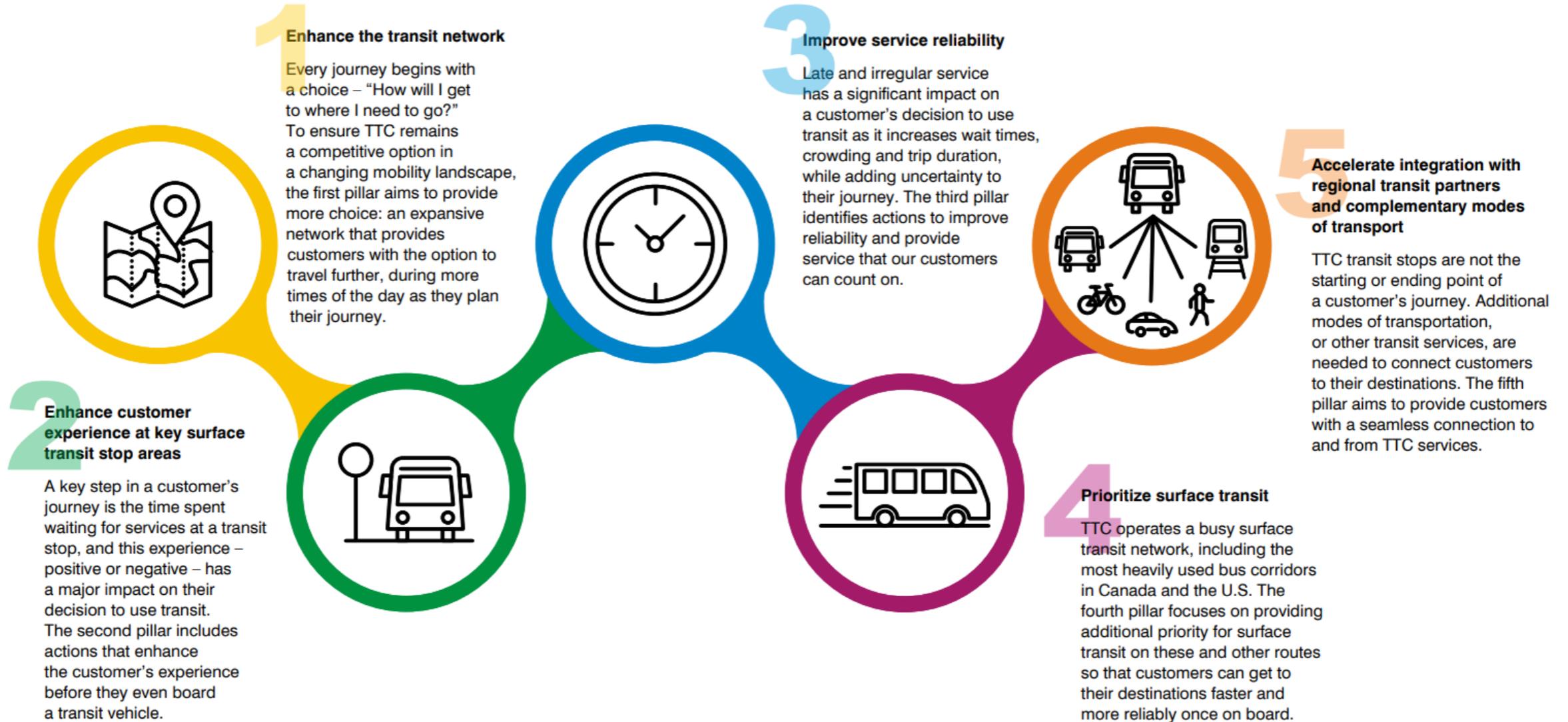


# Vision

**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					
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# 2021 Service Update



## Average Weekday Customer Usage (week ending June 11, 2021)

Customer Usage	Pre-COVID (March 2-6 2020)	June 4-11 2021	% of Pre-COVID
Bus Boardings	1,381,000	552,000	40%
Streetcar Boardings	350,000	96,000	27%
Subway Boardings	1,492,000	345,000	23%
<b>Total System-wide Boardings</b>	<b>3,223,000</b>	<b>993,000</b>	<b>31%</b>
System-wide Revenue Rides <sup>1</sup>	<b>1,720,000</b>	<b>494,000</b>	<b>29%</b>



# Occupancy Level for Bus Routes: Week Ending Jun 11

% of trips more than 30%, 50%, 70% and 80% of capacity \* (Weekday)



**For the week ending on Jun 11**

- **20%** of trips more than 30% of capacity
- **4%** of trips more than 50% of capacity
- **0.6%** of trips more than 70% of capacity
- **0.3%** of trips more than 80% of capacity

\* 30% of Capacity: 15 passengers onboard for regular bus; 23 passengers onboard for artic bus  
 50% of Capacity: 25 passengers onboard for regular bus; 39 passengers onboard for artic bus  
 70% of Capacity: 35 passengers onboard for regular bus; 54 passengers onboard for artic bus  
 80% of Capacity: 40 passengers onboard for regular bus; 61 passengers onboard for artic bus



# 20-point action plan

2021

What we have done



1.1: Accommodate population and employment growth	ONGOING	• Optimize service levels, prepare for re-opening
1.2: Implement new services to address travel patterns	ONGOING	• Restructure service to improve productivity
1.3: Open Line 5 – Eglinton	DEFERRED	• Deferred to 2022
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	ONGOING	• Improve service in NIAs
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	• Review and rebuild schedules
3.2: Mitigate delays & disruptions to service	ONGOING	• Buses for SOGR projects
4.1: Explore bus transit lanes	ONGOING	• Continue work with City
4.2: Implement more queue jump lanes	ONGOING	• Streetcar queue jump lane at Long Branch loop • Bus queue jump lane at Eglinton Ave and Jane St
4.3: Implement more transit signal priority	ONGOING	• Continue work with Transportation Services
5.1: Expand service integration	ONGOING	• Advance work with partners
5.2: Integrate microtransit services	ONGOING	• Automated transit shuttle, microtransit
5.3: Enhance integration with cycling	ONGOING	• Expand bike parking at key stops and stations
5.4: Enhance pedestrian pathways to TTC	ONGOING	• Exploring potential locations
5.5: Implement Mobility as a Service (MaaS) strategy	IMPLEMENTED	• Established working group

June 24, 2021

# 2022 Annual Service Plan



# 2022 ASP – Focus



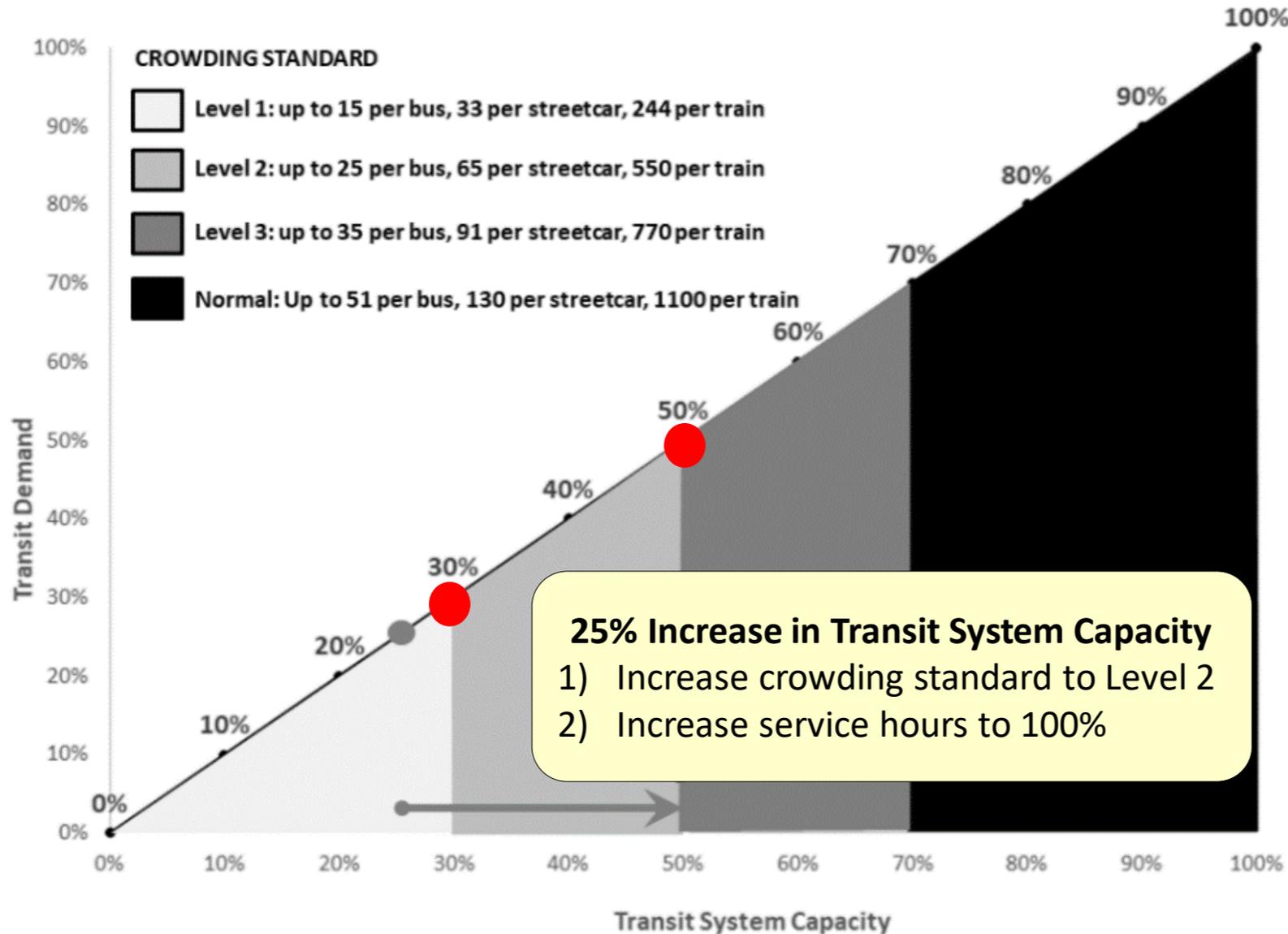
# 2022 ASP – Priorities

## 1 – Network Optimization

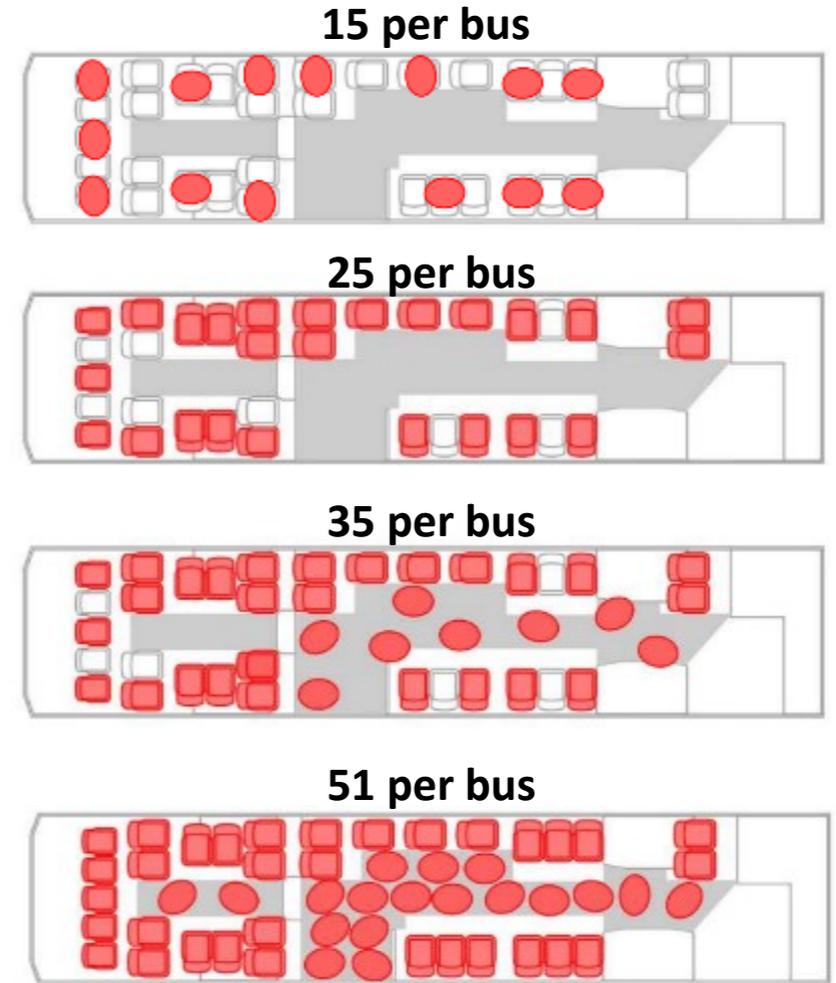
- As we restore service to pre-pandemic levels, we will continue to optimize our network to match service capacity to ridership demand.
- Review number of customers per vehicle for planning purposes in support of the City's recovery efforts. As ridership increases, we will plan for more customers per vehicle.



# 2022 ASP – Network Optimization



## EXAMPLE: CUSTOMERS PER BUS



# | 2022 ASP – Priorities

## 2 – Line 5 Eglinton – Surface Network Plan

To support the planned opening of Line 5 Eglinton<sup>1</sup>, we will modify bus service to **improve connections to rapid transit, journey times, and service reliability**

1- Planned opening date of 2022 as communicated by Metrolinx



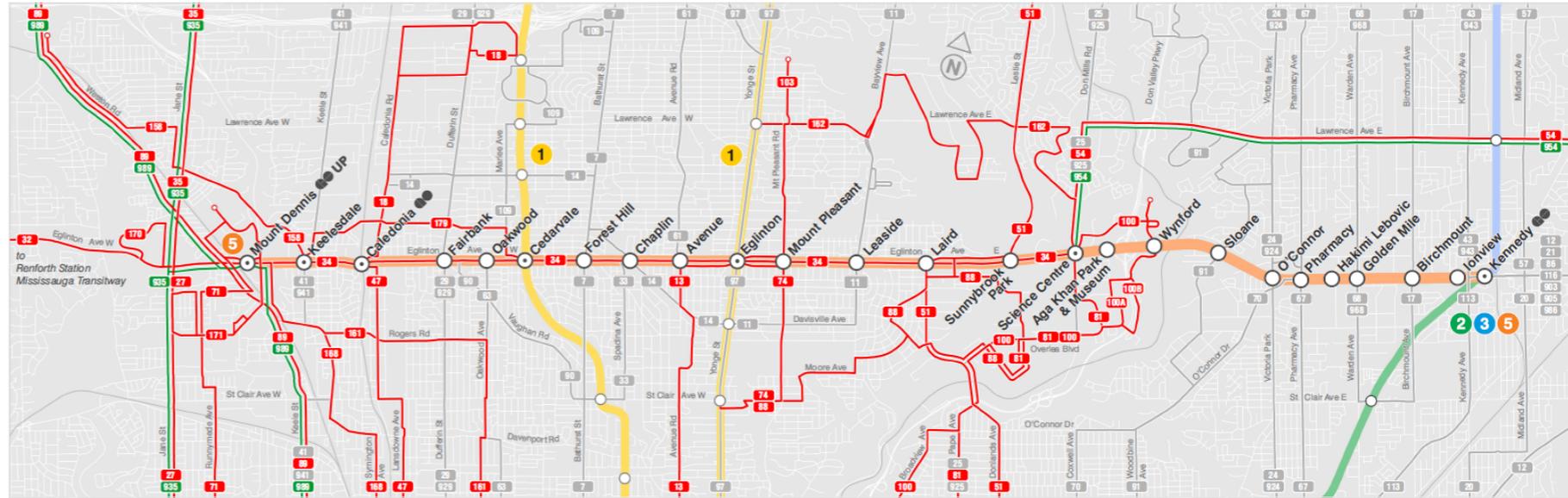
Metrolinx photo

# Line 5 Eglinton – Surface Network Plan

## Planning Principles

- Provide direct connections between Line 5 and intersecting routes
- Realign or extend bus routes that operate in close proximity to Line 5, to provide new connections to the rapid transit line
- Reduce service duplication along the Eglinton Avenue corridor

 Proposed TTC Routes Connecting to Line 5 Eglinton



TTC SP 03-23-2021 DRG. No. 12394

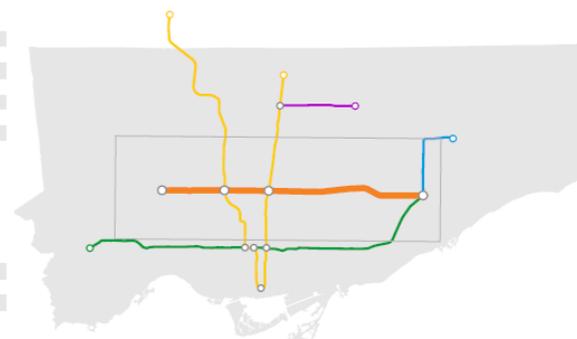
### New or Revised Routes

13 Avenue Rd	Eglinton Stn - Queens Park via Avenue Stn	56 Leaside	Replaced by extended 51 Leslie	108 Symington	Dundas West Stn - Mt Dennis Stn
14 Caledonia	Caledonia Stn - Yorkdale Stn	71 Runnymede	Runnymede Station - Industry St via Mt Dennis Stn	170 Emmett	Mt Dennis Stn - Jane & Emmett
27 Jane South	Jane Stn - Mt Dennis Stn	24 Mt Pleasant	St Clair Stn - Eglinton Stn via Mount Pleasant Rd	171 Mt Dennis	Jane - Industry St via Mt Dennis Stn
42 Eglinton West	Mt Dennis Stn - Renforth Stn	31 Thorncliffe Park	Pape Stn - Science Centre Stn	172 Castlefield	Keele Stn - Cedarvale Stn
229 Eglinton West	Replaced by 58 Trethewey	38 South Leaside	St Clair Stn - Thorncliffe via Laird Stn	635 Jane Express	Jane Stn - Pioneer Village Stn Express
220 Eglinton West	Replaced by 170 Emmett	39 Weston	Keele Stn - Albion Rd via Mt Dennis Stn		via Mt Dennis Stn
23 Eglinton	Mt Dennis Stn - Science Centre Stn	104A Flemington Park	Broadview Stn - Science Centre Stn	654 Lawrence East Express	Science Centre Stn - Star spray Express
23 Jane	Mt Dennis Stn - Pioneer Village Stn	104B Flemington Park	Broadview Stn - Science Centre Stn via Linkwood	636 Weston Express	Keele Stn - Steeles Express
47 Lansdowne	Queen - Caledonia Stn via Lansdowne Stn	105 Mt Pleasant North	Eglinton Stn - Doncliffe via Mount Pleasant Stn		via Mt Dennis Stn
51 Leslie	Donlands Stn - Steeles via Lines 4 and 5	155 Trethewey	Keele Stn - Knob Hill & Oak		
644 Lawrence East	Science Centre Stn - Star spray Blvd	51 Rogers Rd	Ossington Stn - Mt Dennis Stn		
645 Lawrence East	Science Centre Stn - Orton Park	102 Lawrence-Donway	Lawrence Stn - Science Centre Stn		

### Connecting Routes

7 Bathurst	20 Cliffside	33 Forest Hill	63 Ossington	80 Vaughan	905 Eglinton East Express	941 Keele Express
11 Bayview	21 Brimley	41 Keele	67 Pharmacy	87 Yonge	924 Victoria Park Express	943 Kennedy Express
12 Kingdon Rd	24 Victoria Park	43 Kennedy	68 Warden	89 Rane	925 Don Mills Express	963 Warden Express
14 Glencairn	25 Don Mills	57 Midland	70 O'Connor	113 Danforth	929 Dufferin Express	965 Scarborough Express
17 Birchmount	26 Dufferin	61 Avenue Road N	78 Scarborough	116 Morningside		

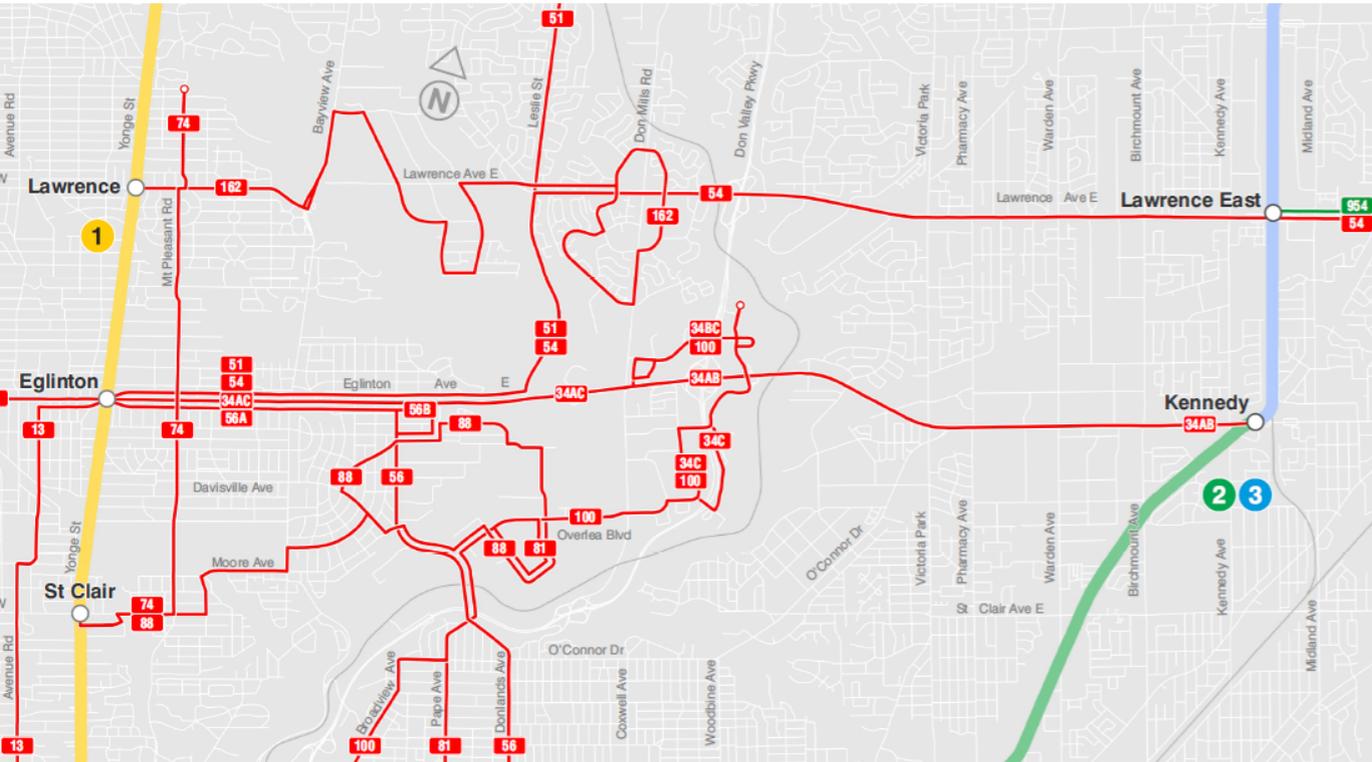
### Station List



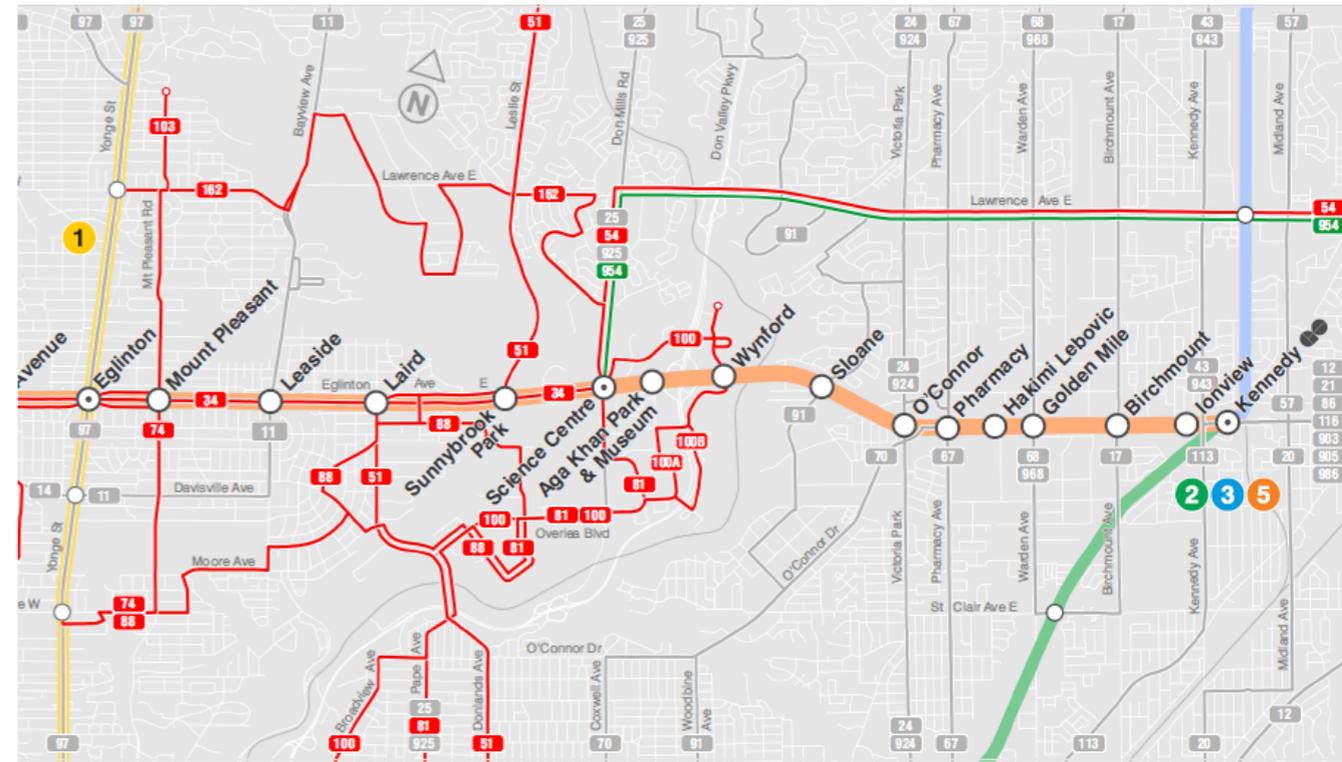


# Line 5 Surface Network Plan – Eglinton Stn to Kennedy Stn

## Current Network (June 2021)



## Proposed Network (2022)

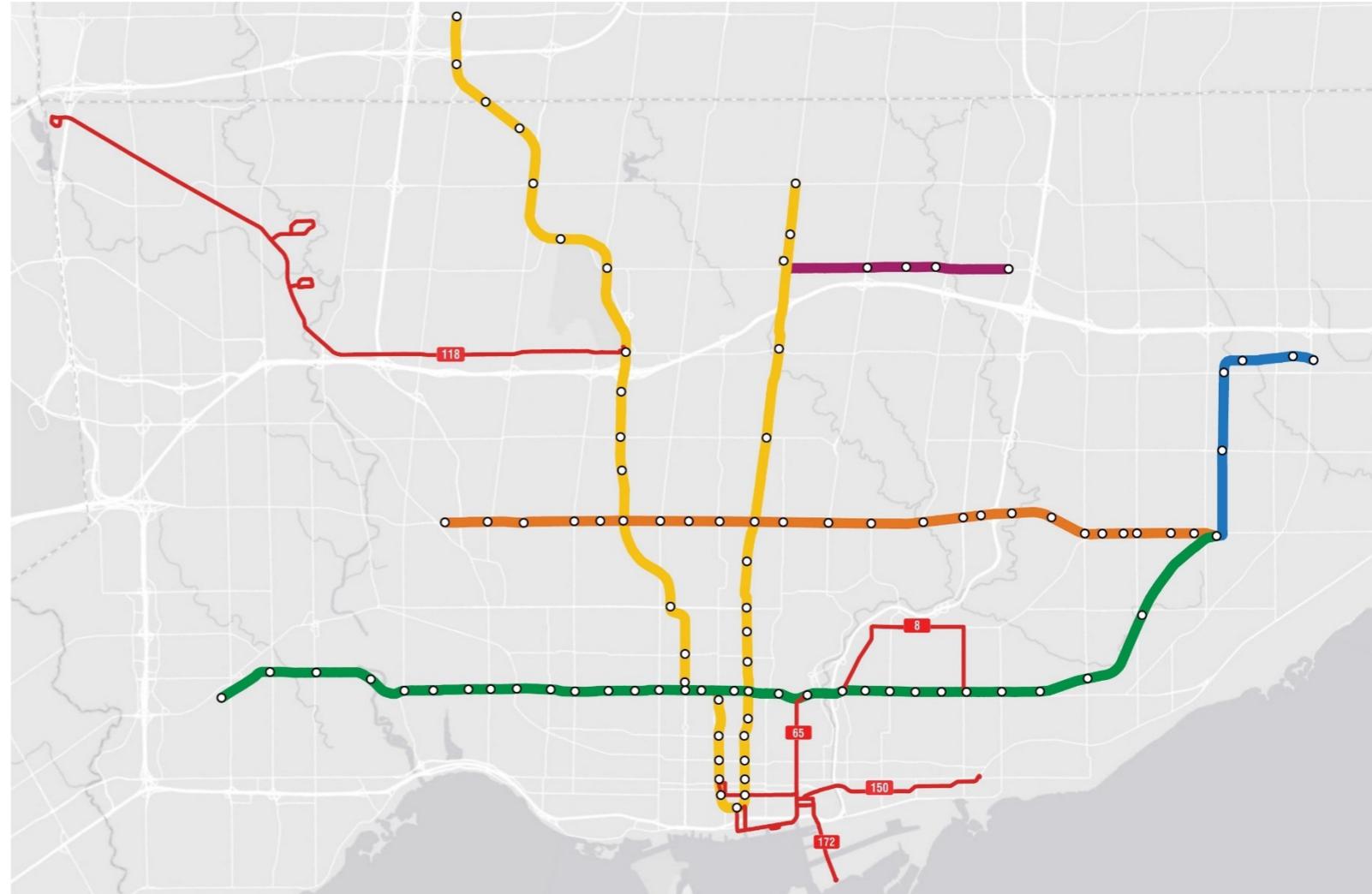


# 2022 ASP – Priorities

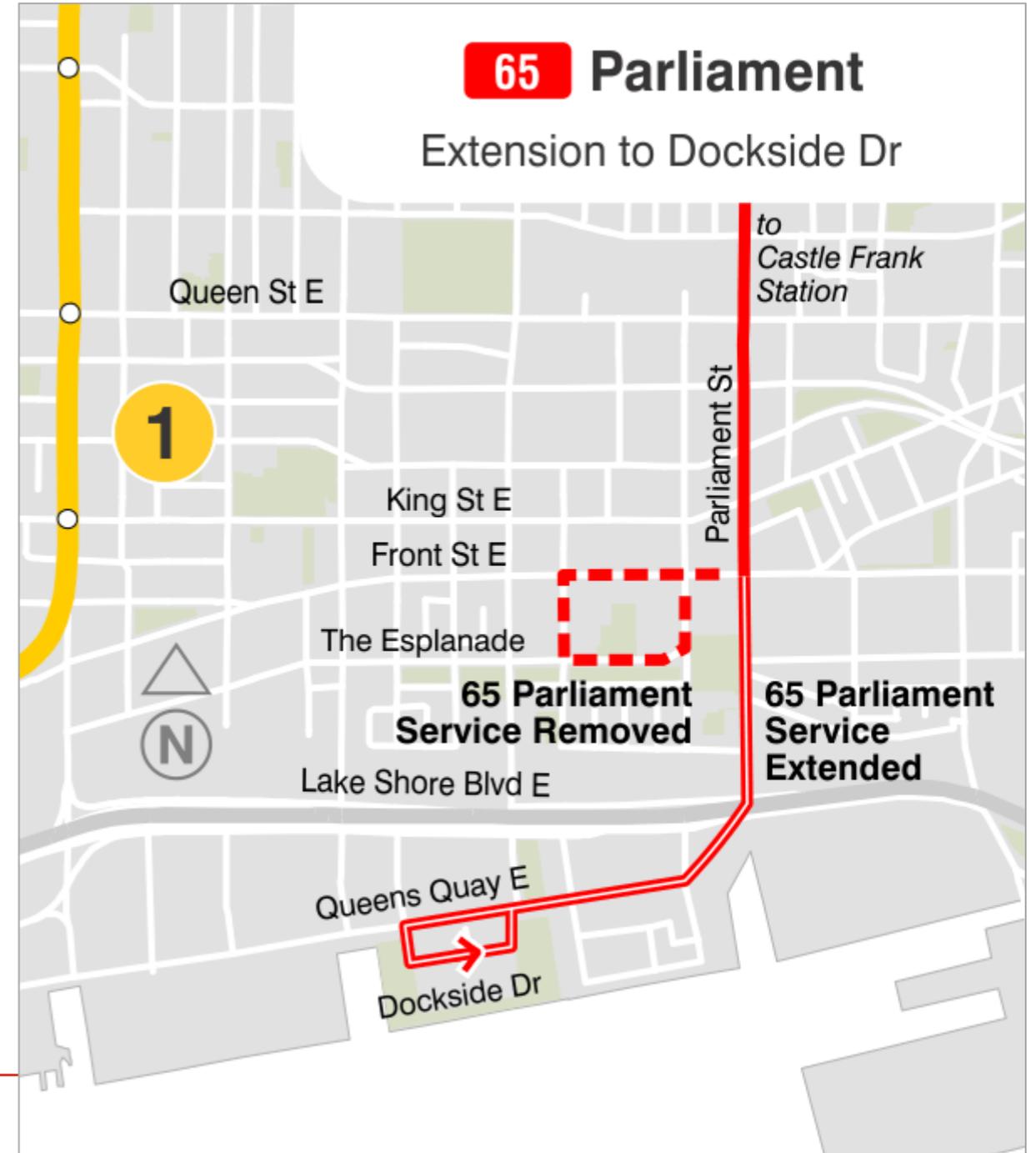
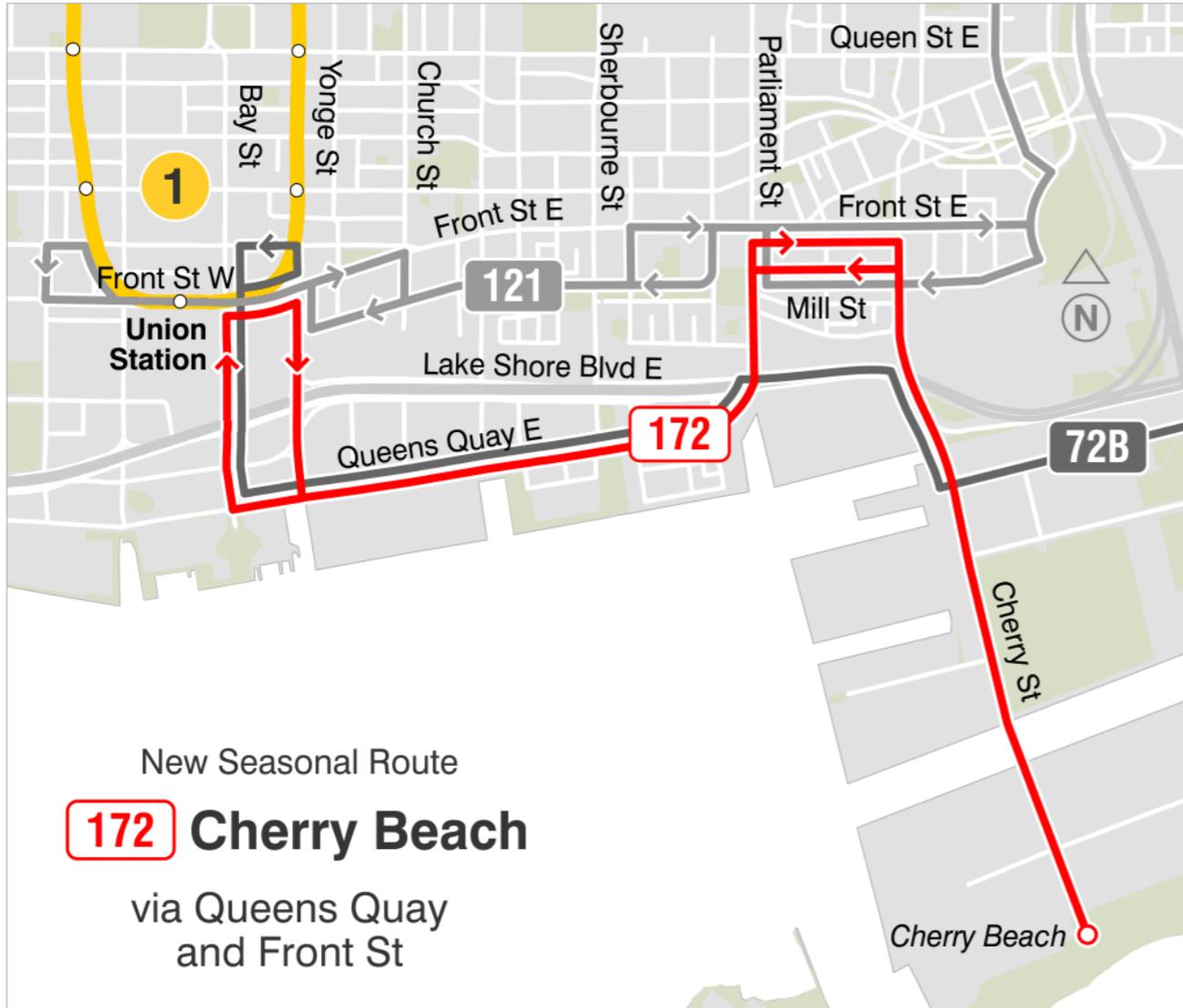
## 3 – Service Initiatives Supporting Ridership Recovery

Network changes in response to

- Customer requests for modifications to existing service
- Opportunities to better-serve existing and emerging travel patterns
- New developments in the City



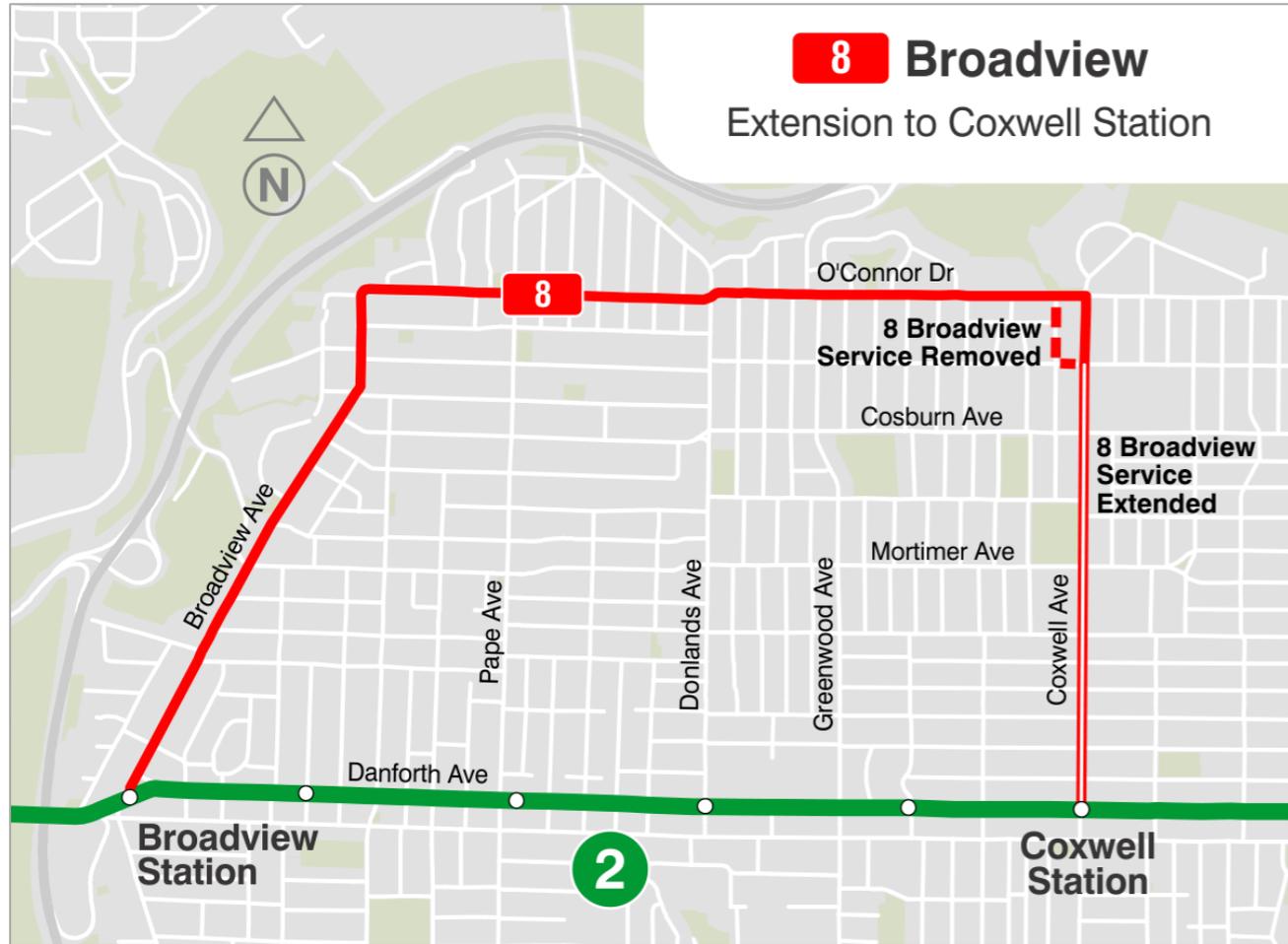
# 2022 ASP – Service Initiatives Supporting Ridership Recovery



# 2022 ASP – Service Initiatives Supporting Ridership Recovery

## 8 Broadview

Extension to Coxwell Station

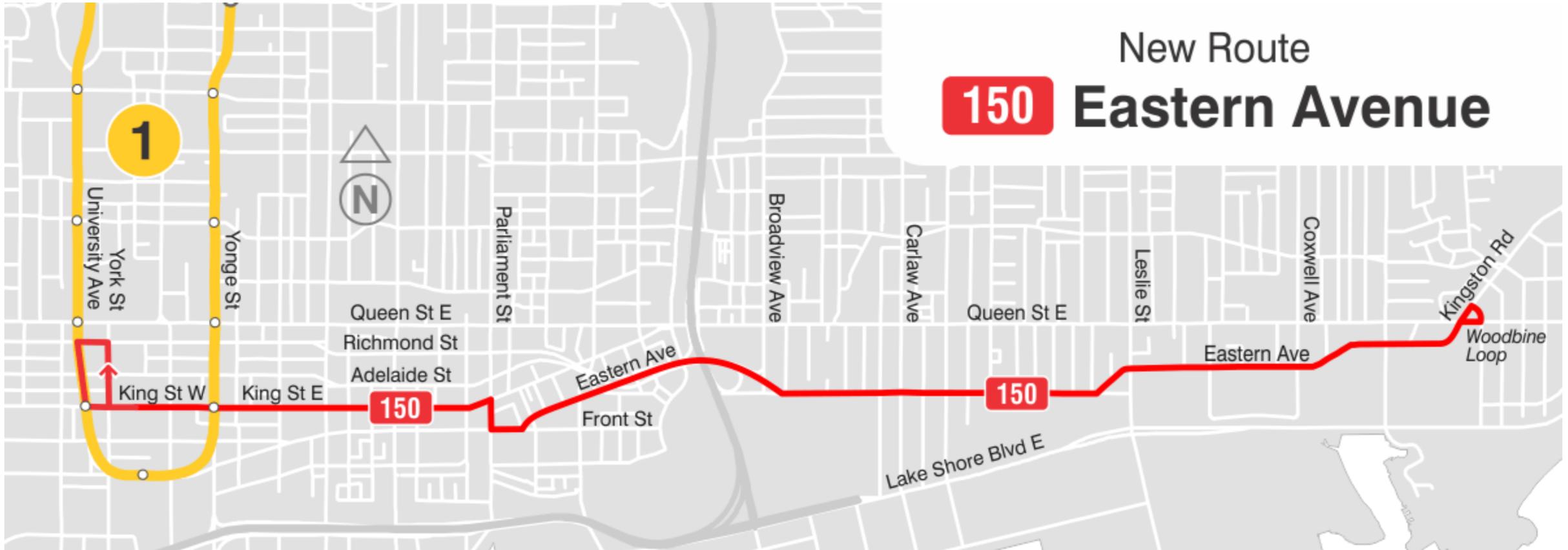


## 118 Thistle Down

Extension to Claireport Cr



# 2022 ASP – Service Initiatives Supporting Ridership Recovery



New Route

**150** Eastern Avenue



# Enhance Customer Experience at Stops – Pillar 2



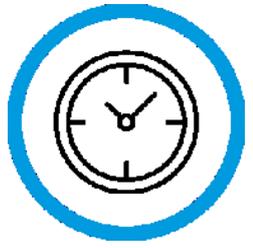
## In 2021

- Continue to improve 150 stops for accessibility and to accommodate new high-capacity articulated buses.
- Work with City partners to plan and prioritize customer amenities to be implemented in 2022 and beyond.

## In 2022

- Improve stops for accessibility and to accommodate new high-capacity articulated buses.
- Work with City partners to identify opportunities to improve customer amenities at stops.
- Work with City partners to identify opportunities for placemaking improvements on key corridors.





# Improving Service Reliability – Pillar 3

## In 2021

- Improve weekday bus and streetcar schedules
- Reduce non-revenue service to maximize capacity for our customers on up to 20 routes
- More buses to sustain service during state-of-good-repair closures and during unplanned service disruptions
- Overnight Network Pilot

## In 2022

- Prepare for opening of Line 5
- Improve service reliability of bus and streetcar schedules
- Reduce non-revenue service
- Overnight Network Pilot



# Prioritize Surface Transit – Pillar 4



## In 2021

- Monitor RapidTO (Eglinton East)
- Work with City Partners to advance consultation, community outreach and technical analysis for Bus Transit Lanes.
- Streetcar queue jump lane at Lake Shore Boulevard and Brown's Line
- Bus queue jump lane at Eglinton Ave W and Jane St (westbound)
- Collaborate with City to start working on Advanced Transit Signal Priority at locations with high transit ridership and along key TTC routes
- Collaborate with the City on the Surface Transit Network Plan

## In 2022

- Monitor and report on RapidTO (Eglinton East)
- Implement bus queue jump lanes at different locations
- Collaborate with City to start working on Advanced Transit Signal Priority at locations with high transit ridership and along key TTC routes
- Collaborate with the City on the Surface Transit Network Plan



# Integration with Transit Partners – Pillar 5

## In 2021

- Advance work to pilot cross-boundary service integration
- Implementation of Automated Transit Shuttle Pilot with partner agencies
- Improve connections with private microtransit shuttle services
- High-capacity bike racks, bike repair stations and 10 bike shelters at stations to
- Partner with the City to identify improvements to pedestrian pathways to subway stations and key stops
- Mobility as a Service (MaaS) working group with partners at the City
- Continue working with the City to coordinate and collaborate on the installation and successful integration of cycling and transit infrastructure
- 5-Year Fare Policy and 10-Year Fare Collection Outlook

## In 2022

- Potentially implement Service Integration
- Continue to evaluate Automated Transit Shuttle Pilot
- Explore microtransit opportunities post-COVID19 Pandemic
- Continue working with the City to coordinate and collaborate on the installation and successful integration of cycling and transit infrastructure

# Next Steps

## **Round 1 of Stakeholder and Public Engagement – June-August 2021**

- Virtual stakeholder meetings on Thursday, June 24<sup>th</sup>
- Public survey that is accessible online and by mail. Launching on June 25<sup>th</sup>
- Youth Ambassador program

## **Round 2 of Stakeholder Engagement – August-September 2021**

- Share the proposed final recommendations for 2022 ASP
- Virtual Stakeholder meetings in late-August
- TTC Board for approval in November 2021



