



# **2022 Annual Service Plan**

## **Stakeholder Consultation – Round 2**

9/29/2021

# Agenda

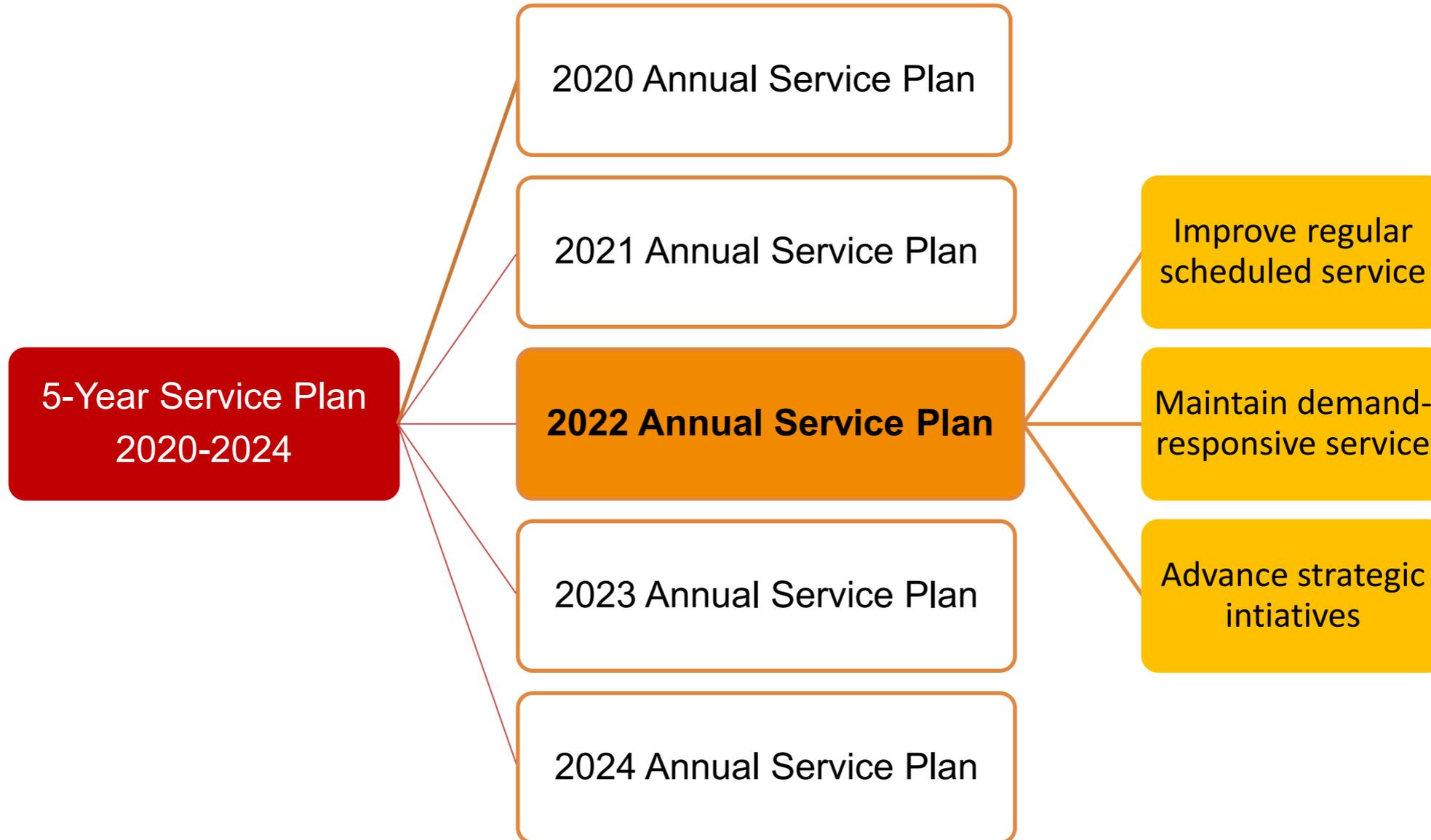
1. 5-Year Service Plan – Overview
2. 2021 Annual Service Plan Update
3. 2022 Annual Service Plan Initiatives
  - Pillar 1 – Enhance the transit network
  - Pillar 2 – Enhance customer experience at stops
  - Pillar 3 – Improve service reliability
  - Pillar 4 – Prioritize surface transit
  - Pillar 5 – Integration with Transit Partners
4. Next Steps



# 5-Year Service Plan Overview



# 5 Year Service Plan and Annual Service Plans



# 2021 Annual Service Plan Update



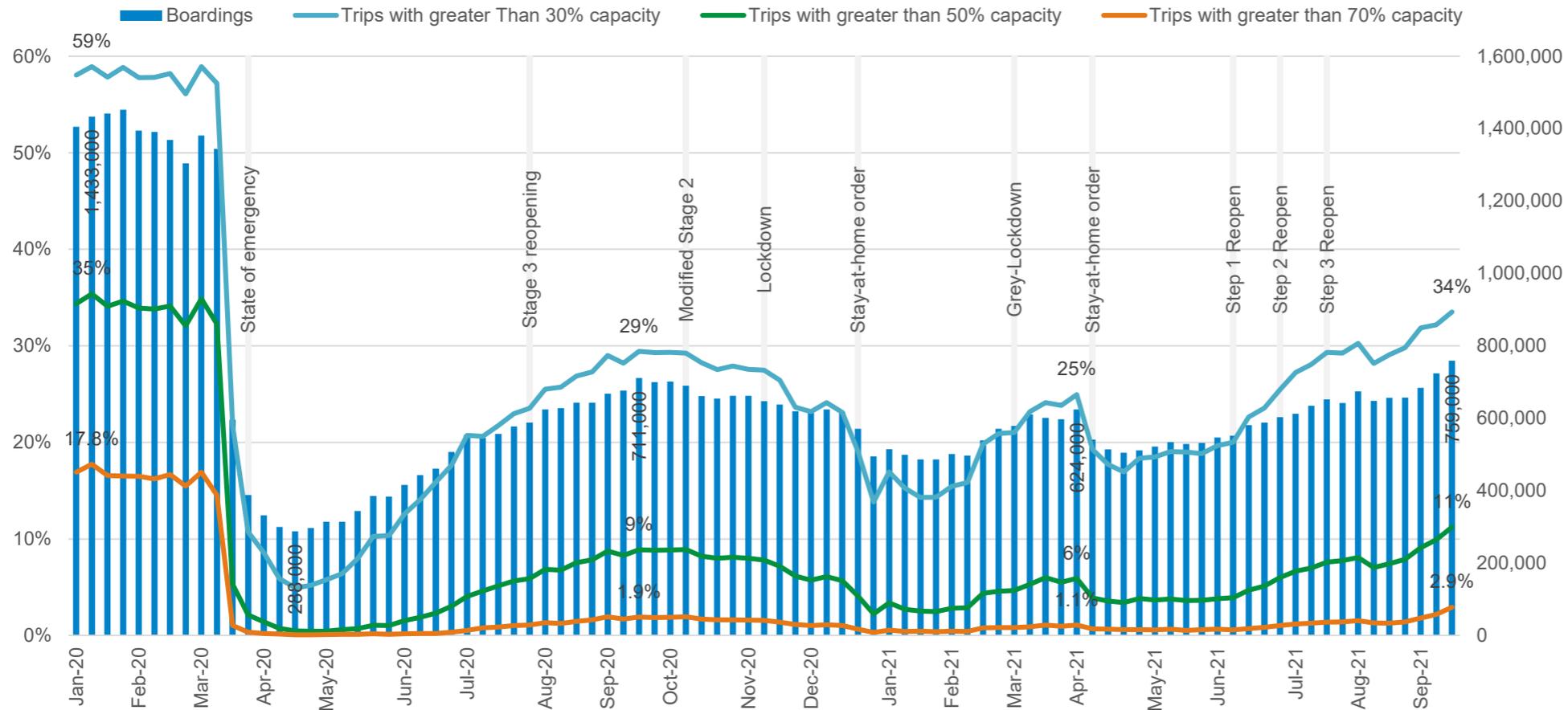
# Average Weekday Customer Usage (week ending Sep 17, 2021)

Customer Usage	Sept 13 - 17 (‘000)	Week 38, 2020 (Sept 14 – 18, 2020) (‘000)	VS Week 38, 2020	Pre-COVID (Mar 2- 6 2020) (‘000)	% of Pre-COVID
Bus Boardings	759	711	+7%	1,381	55%
Streetcar Boardings	147	135	+9%	350	42%
Subway Boardings	566	461	+23%	1,492	38%
Total System-wide Boardings	1,472	1,307	+13%	3,223	46%
System-wide Revenue Rides <sup>1</sup>	768	637	+21%	1,720	45%



# Occupancy Level for Bus Routes: Week Ending Sep 17

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



## For the week ending on September 17

- **34%** of trips more than 30% of capacity (+4.1% vs prior week)
- **11%** of trips more than 50% of capacity (+13.0% vs prior week)
- **2.9%** of trips more than 70% of capacity (+34.5% vs prior week)
- **1.7%** of trips more than 80% of capacity (+42.5% vs prior week)

\* 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



	1.1: Accommodate population and employment growth	<b>1- Optimize capacity by rebalancing service levels (implemented)</b>
	1.2: Implement new services to address travel patterns	<b>2- Improve route productivity and performance by modifying schedules (implemented)</b>
	1.3: Open Line 5 – Eglinton	3- Implement service changes in Scarborough East
	1.4: Relieve crowding on Line 1	<b>4- Restore most Express Bus service (implemented)</b>
	1.5: Open Line 6 – Finch West	<i>Deferred to 2022</i>
	1.6: Enhance streetcar network	<b>5- Continue to modernize the streetcar network with SOGR work (implemented)</b>
	1.7: Apply an equity lens to service planning	<b>6- Make transit accessible in neighbourhood improvement areas (implemented)</b> <b>7- Expand equity-based consultation as part of 2022 ASP (implemented)</b>
	2.1: Expand customer amenities at stops	<b>8- Implement accessibility improvements &amp; identify customer amenities (implemented)</b>
	2.2: Improve wayfinding at stops	9- Continue to implement wayfinding strategy system-wide
	2.3: Improve placemaking at key stop areas	10- Identify placemaking improvements on key corridors
	3.1: Improve surface transit schedules	<b>11- Improve weekday schedules by reflecting actual operating conditions (implemented)</b> <b>12- Minimize non-revenue service to maximize capacity (implemented)</b>
	3.2: Mitigate delays & disruptions to service	<b>13- Minimize customer inconvenience during disruptions (implemented)</b>
	4.1: Explore bus transit lanes	14- Advance consultation, community outreach and analysis on key corridors
	4.2: Implement more queue jump lanes	<b>15- Streetcar queue jump lane at Long Branch loop (implemented fall 2021)</b>
	4.3: Implement more transit signal priority	16- Install 100 ATSP at key locations over 2 years
	5.1: Expand service integration	<b>17- Advance work with partners (implemented)</b>
	5.2: Integrate microtransit services	<b>18- Implement automated shuttle trial (implemented)</b> 19- Improve connections with microtransit shuttle providers
	5.3: Enhance integration with cycling	<b>20- Integrate cycling &amp; transit with bike parking and 10 shelters at stations (implemented)</b>
	5.4: Enhance pedestrian pathways to TTC	21- Advance design work to implement “missing links” pathways in 2022
	5.5: Implement Mobility as a Service (MaaS) strategy	<b>22- Establish MaaS working group (implemented)</b>

# 2022 Annual Service Plan Initiatives



# 2022 Annual Service Plan



## | 2022 Annual Service Plan – Focus

**Continue to respond to the **evolving demand** for public transit service across the city as the **new normal** emerges.**



# 20-point action plan

## Plan to Improve in 2022



1.1: Accommodate population and employment growth

- 1- Optimize capacity by rebalancing service levels
- 2- Improve route productivity and performance by modifying schedules

1.2: Implement new services to address travel patterns

- 3- Implement service changes to support travel patterns
- 4- Implement service changes in Scarborough East

1.3: Open Line 5 – Eglinton

- 5- Implement Line 5 Eglinton Surface Network Plan

1.4: Relieve crowding on Line 1

1.5: Open Line 6 – Finch West

1.6: Enhance streetcar network

- 6- Continue to modernize streetcar network with SOGR work

1.7: Apply an equity lens to service planning

- 7- Continue to make transit accessible in NIAs
- 8- Equity-based consultation as part of the 2023 ASP



2.1: Expand customer amenities at stops

- 9- Implement accessibility improvements and identify customer amenities at stops

2.2: Improve wayfinding at stops

- 10- Continue implementing the Wayfinding Strategy

2.3: Improve placemaking at key stop areas

- 11- Continue work on the Jane Finch Initiative



3.1: Improve surface transit schedules

- 12- Continue to improve weekday schedules by reflecting actual operating conditions
- 13- Continue to minimize non-revenue service to maximize capacity

3.2: Mitigate delays & disruptions to service

- 14- Continue to minimize customer inconvenience during disruptions

# 20-point action plan

## Plan to Improve in 2022



4.1: Explore bus transit lanes

- 15- Conduct public consultation on the RapidTO Jane
- 16- Work with the City to advance the RapidTO Bus and Streetcar Plan (RBSP)
- 17- Work with the City to advance work on the next RBSP corridor

4.2: Implement more queue jump lanes

- 18- Work with City to deliver bus queue jump lanes at 3 locations

4.3: Implement more transit signal priority

- 19- Continue to assist City staff to implement more ATSPs



5.1: Expand service integration

- 20- Continue work to pilot cross-boundary service integration

5.2: Integrate microtransit services

- 21- Improve connections with private microtransit shuttle providers
- 22- Issue report on the lessons learned from the Automated Transit Shuttle Pilot

5.3: Enhance integration with cycling

- 23- Continue to collaborate with City in enhancing intergration between transit and cycling

5.4: Enhance pedestrian pathways to TTC

- 24- Install a side-walk on a missing pedestrian pathway

5.5: Implement Mobility as a Service (MaaS) strategy

- 25- Collaborate with MaaS working group to develop next steps on a MaaS Strategy

# 2022 Annual Service Plan – Priorities

## 1. Improve regular scheduled service by reallocating and restructuring services

- Optimize service levels, on all routes, at all times of day, based on demand
- Operate Line 5 and improve connections to the surrounding bus network
- Restructure services to respond to customer travel patterns

## 2. Maintain demand-responsive service

- Operate flexible buses to respond to changes in customer demand
- Operate flexible buses to minimize customer inconvenience due to service disruptions

## 3. Advance key strategic initiatives

- Continue implementing surface transit priority measures like queue jump lanes and transit signal priority
- Pilot cross-boundary service integration in partnership with neighbouring municipalities
- Enhance connections to complementary modes of transportation: walking, cycling and high-occupancy private microtransit shuttle providers



# | 2022 ASP Stakeholder and Public Consultation

## Round 1

- Two stakeholder meetings
- City Councillor and TTC Board briefings
- ACAT consultation
- Local community engagement by 9 Youth Ambassadors
- Public survey for all proposed route changes (online and mail-in)
- Public survey for 54, 954 and 51 (online and phone)
- Ward 16 Town Hall



## Round 2

- Two stakeholder meetings
- ACAT consultation

# What We Heard During Round 1 of Consultations

1. General support for the proposed plans for the Line 5 Surface Network and the service initiatives to support customer travel patterns.
2. Some concerns about the proposed bus route changes connecting to Line 5.
  - Longer journey times due to transfers
  - Reduced access to some destinations
  - Accessibility concerns due to longer walk to stops
3. Service reliability, frequency, and accessibility is a top priority for customers.
4. Continue COVID-19 health and safety practices post-pandemic and take a measured approach when planning for increasing crowding standards.
5. Communicate service changes more clearly, frequently, and openly.
6. Explore different ways to make transit fares more affordable.



# | Pillar 1 – Network Optimization



## Occupancy Levels

**Level 1:** up to 15 passengers per regular bus, 33 per streetcar, 244 per subway train

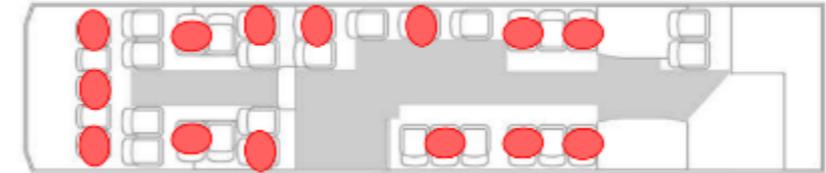
**Level 2:** up to 25 passengers per regular bus, 65 per streetcar, 550 per subway train

**Level 3:** up to 35 passengers per regular bus, 91 per streetcar, 770 per subway train

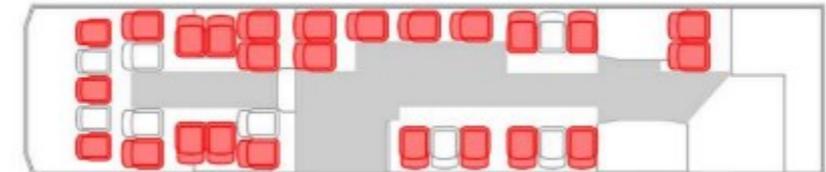
**Normal:** up to 51 passengers per regular bus, 130 per streetcar, 1100 per subway train

### EXAMPLE: CUSTOMERS PER BUS

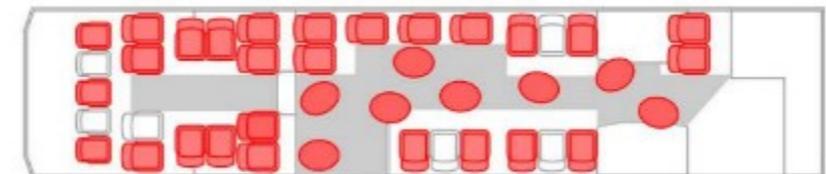
15 per bus



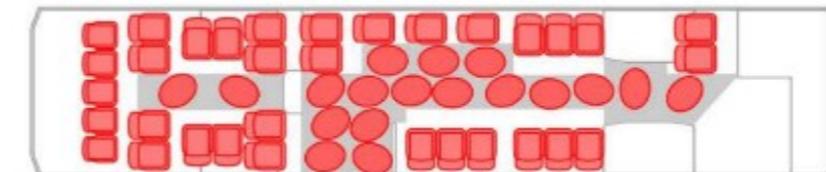
25 per bus



35 per bus



51 per bus





# | Pillar 1 – 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



Images courtesy of Crosslinx



Images courtesy of Metrolinx



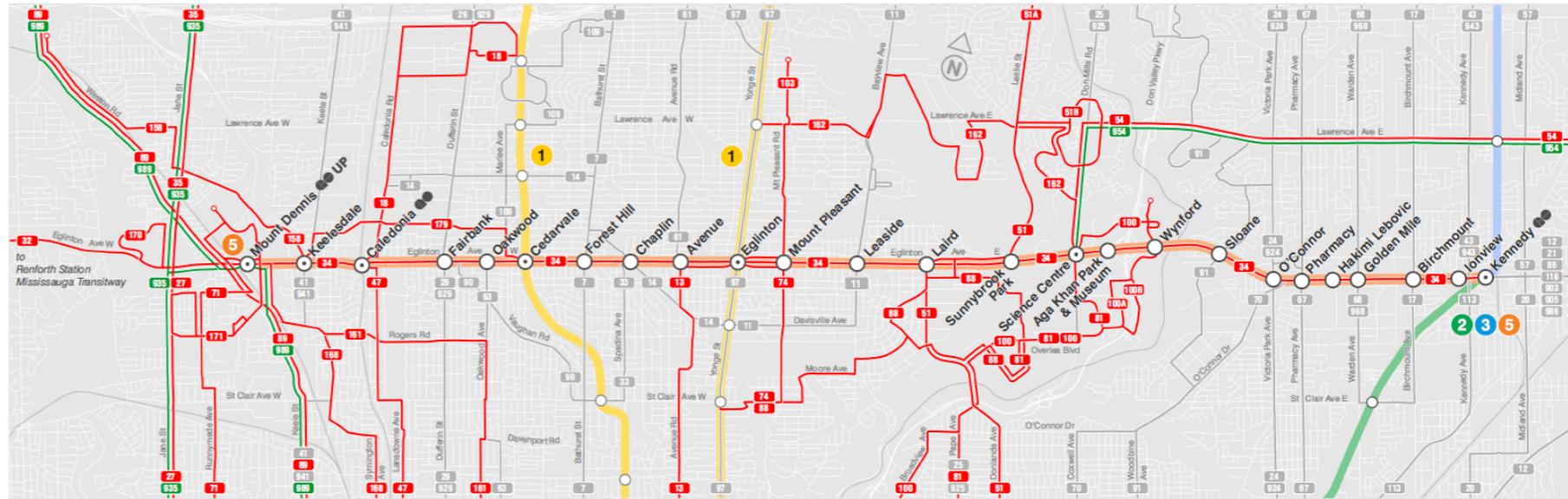
# Line 5 Surface Network Plan – Planning Principles



## 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 09-24-2021 DRG. No. 12394 V5

### New or Revised Routes

13 Avenue Rd	Eglinton Stn - Queen's Park via Avenue Stn	64 Lawrence East	Science Centre Stn - Orton Park	102 Lawrence-Donway	Lawrence Stn - Science Centre Stn
16 Caledonia	Caledonia Stn - Yorkdale Stn	67 Leaside	Replaced by extended 51 Leslie	103 Symington	Dundas West Stn - Mt Dennis Stn
27 Jane South	Jane Stn - Mt Dennis Stn	71 Runnymede	Runnymede Station - Industry St via Mt Dennis Stn	172 Emmett	Mt Dennis Stn - Jane & Emmett
32 Eglinton West	Mt Dennis Stn - Renforth Stn	74 Mt Pleasant	St Clair Stn - Eglinton Stn via Mount Pleasant Stn	173 Mt Dennis	Jane - Industry St via Mt Dennis Stn
229 Eglinton West	Replaced by 58 Trethewey	81 Thorncliffe Park	Pape Stn - Science Centre Stn	174 Castlefield	Keelastate Stn - Cedarvale Stn
34 Eglinton	Replaced by 170 Emmett	82 South Leaside	St Clair Stn - Thorncliffe via Laird Stn	535 Jane Express	Jane Stn - Pioneer Village Stn Express via Mt Dennis Stn
34 Eglinton	Mt Dennis Stn - Kennedy Stn via Line 1	83 Weston	Keele Stn - Albion Rd via Mt Dennis Stn	536 Lawrence East Express	Science Centre Stn - Starpspray Express via Mt Dennis Stn
34 Jane	Mt Dennis Stn - Pioneer Village Stn	85 Flemington Park	Broadview Stn - Science Centre Stn	538 Weston Express	Keelastate Stn - Steeles Express via Mt Dennis Stn
47 Lansdowne	Queen - Caledonia Stn via Lansdowne Stn	89 Flemingdon Park	Flemingdon Park		
518 Leslie	Donlands Stn - Steeles via Lines 4 and 5	103 Mt Pleasant North	Eglinton Stn - Doncliffe via Mount Pleasant Stn		
518 Leslie	Donlands Stn - Don Mills Rd via Line 5	104 Trethewey	Keelastate Stn - Knob Hill & Oak		
644 Lawrence East	Science Centre Stn - Starpspray Blvd	81 Rogers Rd	Ossington Stn - Mt Dennis Stn		

### Connecting Routes

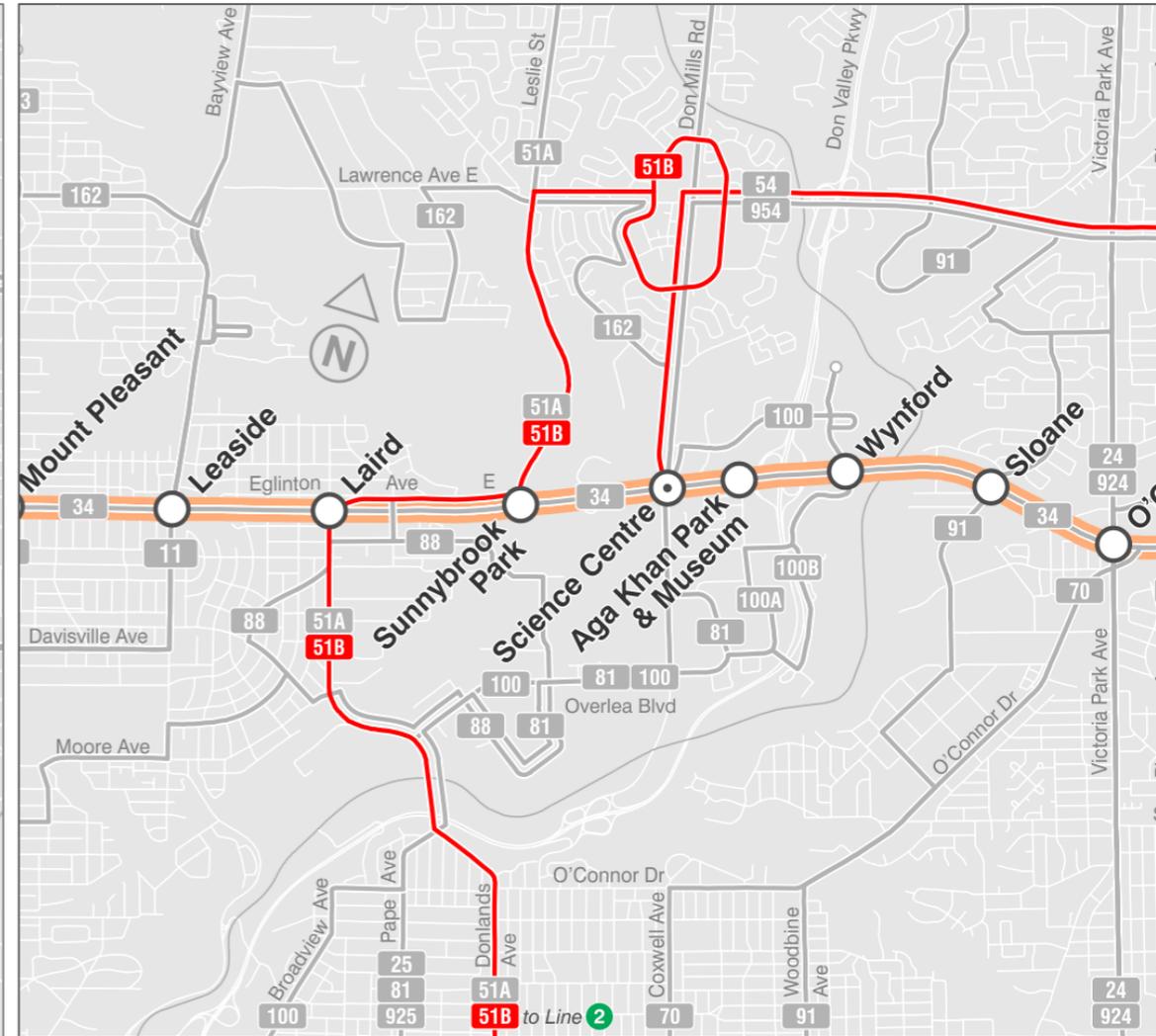
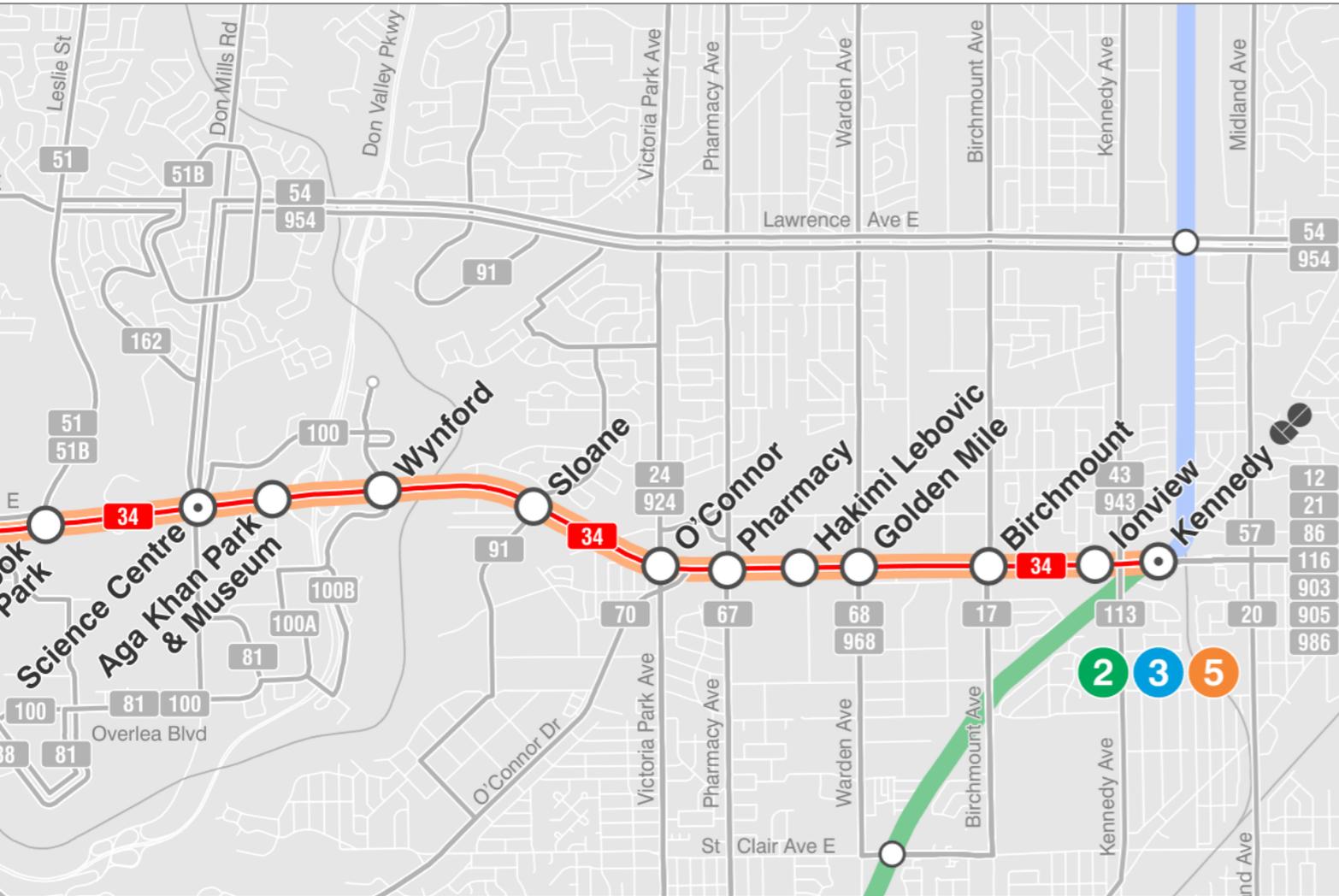
7 Bathurst	20 Cliffside	33 Forest Hill	63 Ossington	90 Vaughan	905 Eglinton East Express	941 Keele Express
11 Bayview	21 Brimley	41 Keele	67 Pharmacy	97 Yonge	924 Victoria Park Express	943 Kennedy Express
12 Kingston Rd	24 Victoria Park	43 Kennedy	68 Warden	98 Rane	925 Don Mills Express	948 Warden Express
14 Glencairn	25 Don Mills	57 Midland	70 O'Connor	113 Danforth	929 Dufferin Express	949 Scarborough Express
17 Birchmount	29 Dufferin	61 Avenue Road N	76 Scarborough	116 Morningside		

### Station List

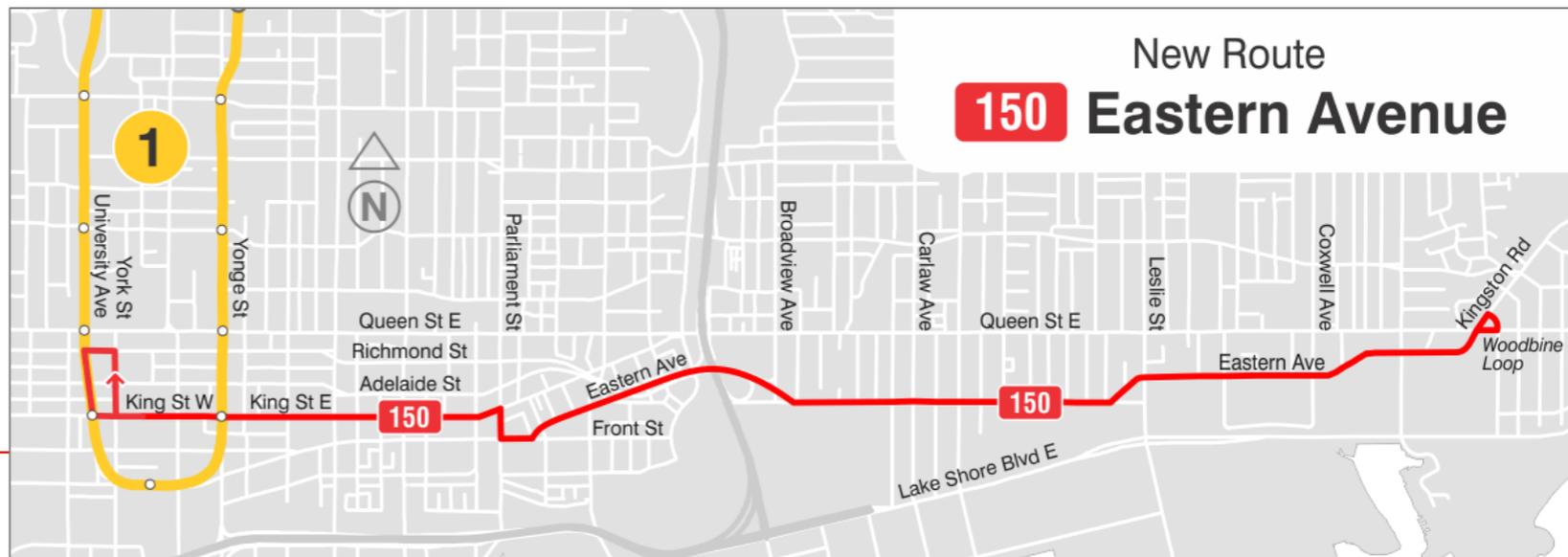
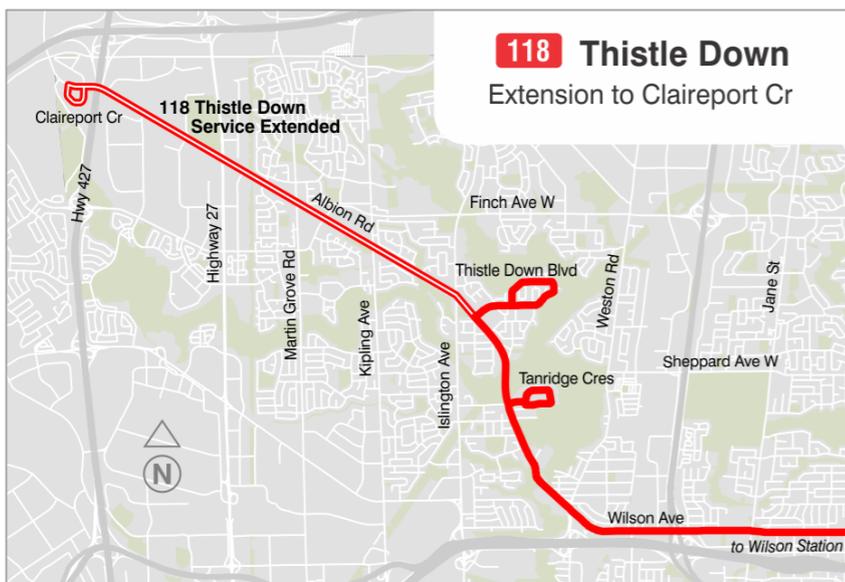
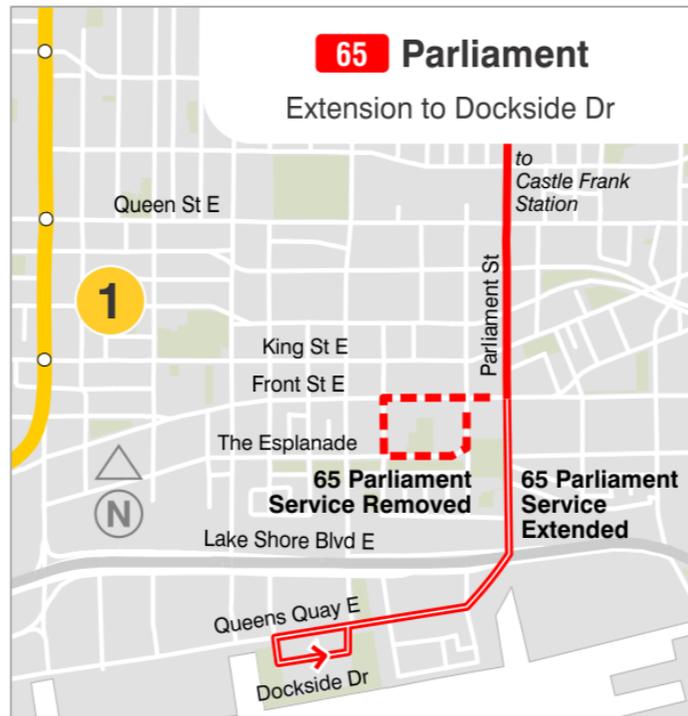
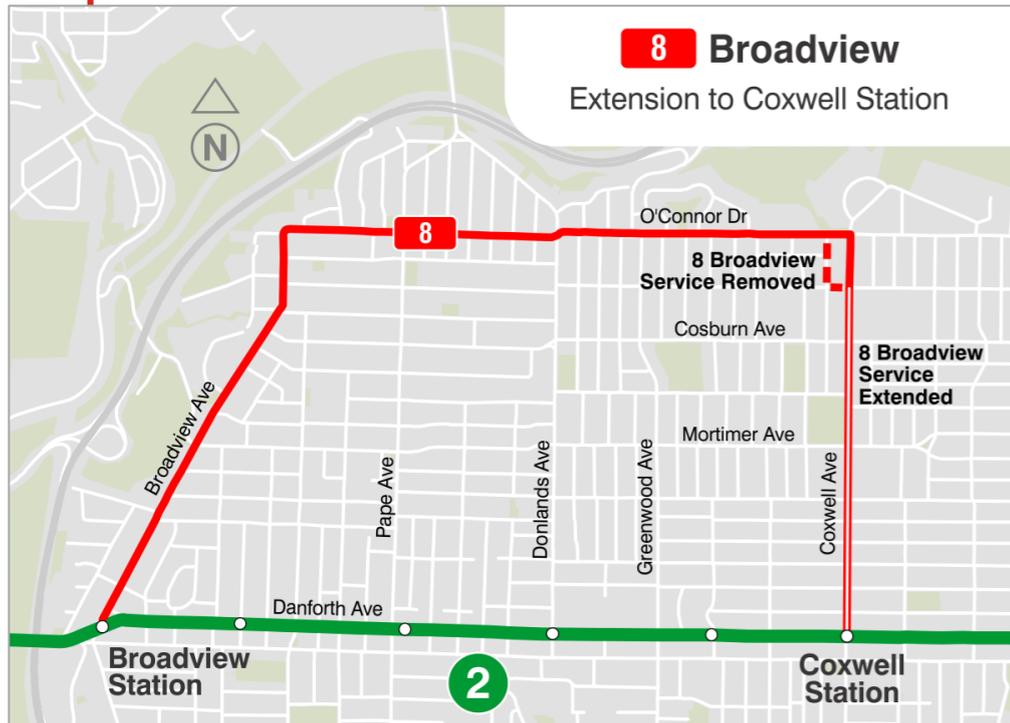


# Updated Proposed Routings

## 34 Eglinton and 51B Leslie



# Pillar 1 – Service Initiatives Supporting Travel Patterns



# Enhance Customer Experience at Stops – Pillar 2

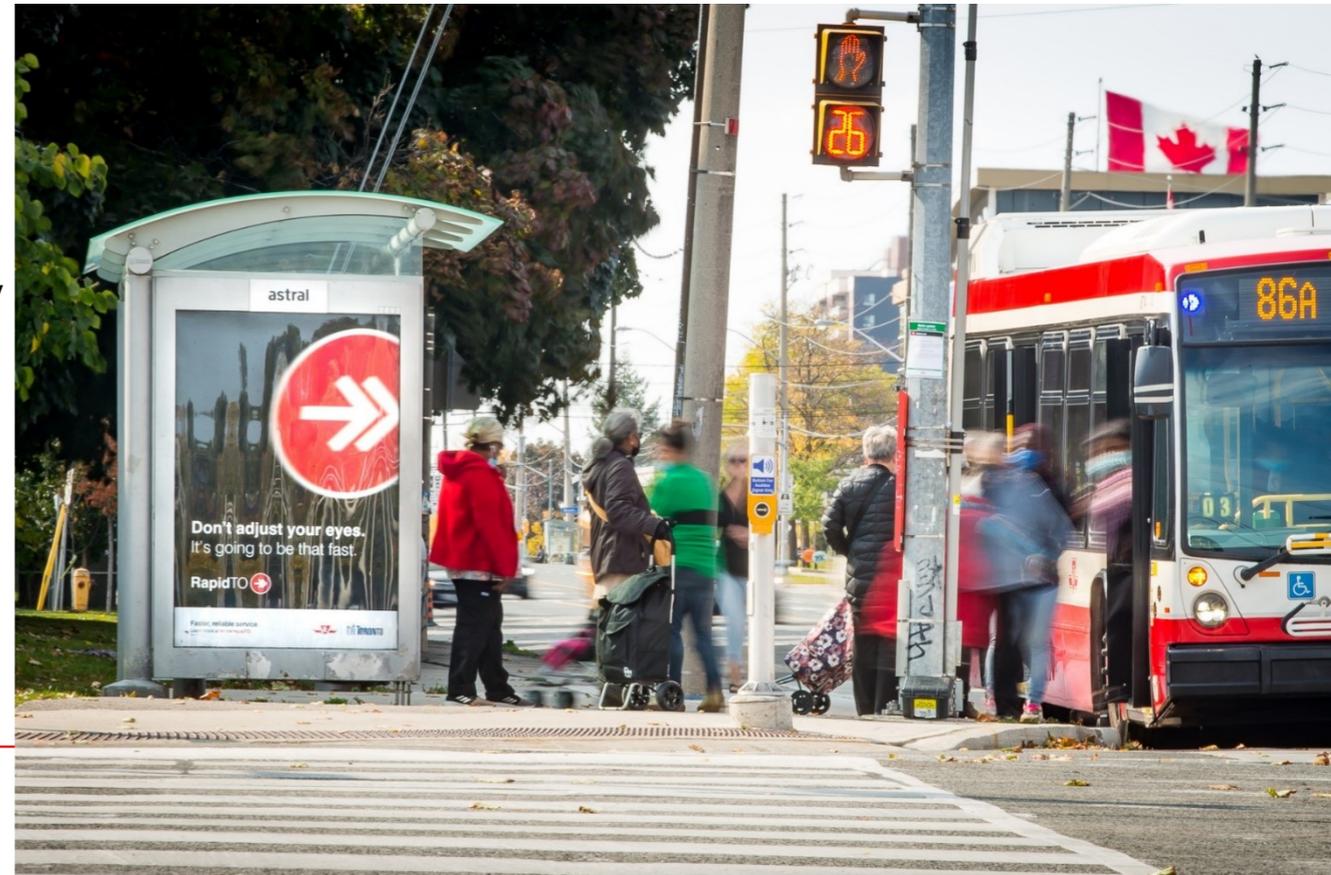


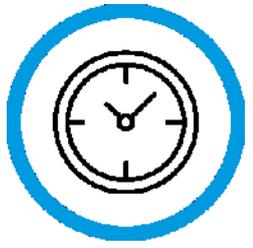
## In 2021

- Continue to improve 150 stops for accessibility and to accommodate new high-capacity articulated buses
- Heaters, shelters and other customer amenities at transit stops
- Jane-Finch Initiative: City is actively consulting with the community to develop plan

## In 2022

- Improve stops for accessibility and to accommodate new high-capacity articulated buses
- Continue implementation of wayfinding strategy
- Pilot for heated shelters will continue in 2022. Will collaborate with City partners to identify opportunities to improve customer amenities at stops
- Jane Finch Initiative: City will continue work in 2022





# Improving Service Reliability – Pillar 3

## In 2021

- Improve weekday bus and streetcar schedules
- Improved service reliability on 78 of bus and streetcar schedules
- Reduce non-revenue service to maximize capacity for our customers on up to 10 routes
- More buses to sustain service during state-of-good-repair closures and during unplanned service disruptions
- Explore opportunities to pilot “timed bus connections” at high demand locations on the overnight network (Overnight Network Pilot)

## In 2022

- Prepare for opening of Line 5
- Continue to improve service reliability of bus and streetcar schedules
- Reduce non-revenue service
- Implement 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 RapidTO Bus and Streetcar Plan (RBSP)

## In 2022

- Conduct public consultation on the RapidTO Jane, work with the city to advance the RapidTO Bus and Streetcar Plan (RBSP), and advance work on the next RBSP corridor
- City and TTC staff continue on-going work on delivering queue jump lanes. Three locations are planned for construction in 2022.
- Continue to assist City staff in delivering the advanced transit signal priority project (ATSP). Project goal to implement 100 locations of ATSP over next two years.



# 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
- Install high-capacity bike racks, bike repair stations and 7 bike shelters at stations
- 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 established
- Continue 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

- Continue work to pilot cross-boundary service integration
- Improve connections with private microtransit shuttle providers
- Issue report on the lessons learned from the Automated Transit Shuttle Pilot
- Continue working with the City to coordinate and collaborate on the installation and successful integration of cycling and transit infrastructure
- Install a sidewalk on a missing pedestrian pathway
- Collaborate with MaaS Working Group to develop next steps on a MaaS Strategy



## | Next Steps

- TTC Board will consider the 2022 ASP at their November meeting
- TTC Board will consider the 2022 Operating and Capital Budget at their December meeting



