



Service Improvements for 2008

APRIL 2008

2008

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Summary

This report on Service Improvements for 2008 presents a comprehensive evaluation of the proposals for new and improved transit service which have been received from customers, City councillors, and TTC staff. A total of 29 proposals have been reviewed. The report recommends nine service changes, to be made following a period of consultation. These changes are listed on the next page. The changes would improve service for approximately 3.5-million customer-trips each year, by providing transit service to areas that are now beyond a convenient walking distance of bus and streetcar stops, by reducing travelling time, or by reducing the number of transfers required. The service improvements are expected to increase ridership on the TTC by approximately 235,000 customer-trips each year, and to increase fare revenue by approximately \$395,000 each year.

All of the recommended service changes will be introduced for a trial period. A post-implementation review will be conducted after six months of operation. Any trials of service changes which have not achieved the expected ridership levels or benefits for customers will be reported to the Commission, with recommendations for further service changes as appropriate.

An analysis was undertaken of the financial performance of every route in the TTC system. The analysis indicates that 52 routes currently have periods of service with a high level of subsidy required per passenger. If service reductions are required in the future, either because of declining ridership or because of reductions in funding, then service reductions would be made or these routes would be recommended for removal.

The report also includes post-implementation reviews of 19 service changes which have been operating on trial for six months or more. These service changes have achieved the results expected and are recommended for approval as part of the regular TTC network. Funding for these services is part of the approved budget.

A period of consultation will begin upon the adoption of this report, and comments are requested from City councillors by June 30, 2008. A report on the consultation will be presented to the Commission in July 2008. Service changes would begin in November 2008, except for two seasonal services which would begin earlier, as described in this report.



Recommendations

New and revised services

No additional operating costs

- 7 BATHURST – Revised service at Wilson Avenue and St Clair West Station
- 316 OSSINGTON – Revised routing at King Street
- 71 RUNNYMEDE – Revised routing at Industry Street and Black Creek Drive

Additional operating costs

- Brick Works – Summer Saturday service
- 39 FINCH EAST – Extension to Valley Centre Drive
- 63 OSSINGTON – Extension to Liberty Village
- 101 PARC DOWNSVIEW PARK – Non-summer service
- 66 PRINCE EDWARD – Extension to Humber Bay Shores
- Torbarrie Road – New service



I. Planning Transit Service

The TTC has two major objectives in planning its transit services:

- To maximise mobility within the City of Toronto by ensuring that public transit is provided in the right places, at the right times, to satisfy the changing travel needs within the community.
- To ensure that all transit services operated by the TTC are as efficient and cost-effective as possible and, therefore, affordable to both TTC customers and taxpayers.

In order to fulfil these objectives, the TTC undertakes a range of transit planning activities, governed by the service standards which have been adopted by the Commission. The service standards are a systematic and objective means of planning, monitoring, adjusting, and evaluating transit services throughout Toronto. The standards provide a mechanism for measuring the trade-offs between the benefits achieved by providing more service in one location, the inconvenience caused by removing it from another, and the costs of providing those services.

The sections which follow outline how the level of service and financial performance of routes which are already operating are monitored, and how proposals for new services and service changes are evaluated.

Monitoring and adjusting present services

There are four components to the TTC's ongoing monitoring and adjustment of transit services.

The first, the ridership monitoring and service adjustment programme, has as its primary objective the continuing adjustment of transit service levels and hours of operation to match changing customer needs. Under this programme, ridership counts, customer communications, and observations from operating staff are reviewed and analysed. When passenger counts show that services are overcrowded, the service is made more frequent, to increase the passenger-carrying capacity. Service increases are guided by the vehicle crowding standards described later in this section. Adjustments can also be made to the start and finish times of service, and to the scheduled trip times. These changes are made throughout the year, about once a month, subject to the availability of operating resources in the budget.

The second component of service monitoring and adjustment is the review of suggestions and complaints

from customers. This source of input provides additional information for adjusting service with respect to the intervals between vehicles, the start and finish times, and other service details.

The third component is the route efficiency review programme. Under this programme, the operation and efficiency of each route are reviewed for each section of the route, and during each period of operation, at a fine level of detail. This review includes a comparison to the TTC's financial standard, an examination of the productivity of individual trips, and an evaluation of whether to make changes to the times of the first and last trips. After reviewing detailed ridership data, running time and operating information, and customer communications, TTC staff recommend adjustments to service in order to improve efficiency. In each year, over half of the TTC's system is reviewed at this level of detail.

The fourth component is the route management programme. This is an ongoing programme at each operating division, in which service reliability and operations are measured and monitored, and the results are used to improve TTC service. The results are based on the real-life, day-to-day observations of operating staff and the input they receive from customers.

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

Service frequency standards

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

Minimum levels of service are set to ensure that a reasonable, attractive level of transit service is available on all routes. Service levels below these limits are generally unacceptable from the customers' perspective, and are not attractive enough to develop a consistent base of ridership. The basic minimum level of service for bus and streetcar routes is a 30-minute service. Service will be operated more frequently than this if overcrowding is occurring, based on the vehicle crowding standards described later in this section. In 2009, subject to the provision of sufficient funding, the basic minimum level of service on bus and streetcar routes will be improved to 20 minutes from 30 minutes. On subway lines, the minimum service level is a five-minute service.





TTC VEHICLE CROWDING STANDARDS

	PEAK PERIODS <i>Number of customers</i>	OFF-PEAK PERIODS <i>Number of customers</i>
Buses		
Low-floor buses	52 to 55 (47 to 50) ¹	35 to 38
High-floor buses	57 (51) ¹	36 to 39
<i>The average number of customers on each bus during the busiest 60 minutes of each period of service is compared to these numbers. The standards vary by bus model.</i>		
<i>Note 1: New lower crowding standards during the peak periods to be introduced in November 2008 as part of the Ridership Growth Strategy.</i>		
Streetcars		
Standard 15-metre streetcar (CLRV)	74	46
Articulated 23-metre streetcar (ALRV)	108	61
<i>The average number of customers on each streetcar during the busiest 60 minutes of each period of service is compared to these numbers.</i>		
Rapid transit		
Train (6 cars, H- or T- series)	1000	500
Train (4 cars, T-series)	670	330
Train (4 cars, S-series)	220	130
<i>The average number of customers on each train during the busiest 60 minutes of each peak periods of service is compared to these numbers. Six-car subway trains of 23m-long H- or T-series cars are operated on the 1 YONGE-UNIVERSITY-SPADINA and 2 BLOOR-DANFORTH subways; 4-car subway trains of 23m-long T-series cars are operated on the 4 SHEPPARD subway; 4-car trains of 13m-long S-series cars are operated on the 3 SCARBOROUGH RT.</i>		

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

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

The vehicle crowding standards have been progressively reduced in recent years, as part of the TTC's *Ridership Growth Strategy*. The crowding standards for busy bus and streetcar routes at off-peak times were lowered in 2004-2005. The crowding standards for all bus routes in the peak periods will be lowered in November 2007, as shown in the table above. The lower crowding standards result in increased service on busy routes, a more comfortable environment for customers, and shorter waiting times. These service improvements, in turn, are expected to attract additional ridership.

Evaluation of service changes

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

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

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

Comparison of effects on customers

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

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

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

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

Trip component	Weight
Each minute of in-vehicle travelling time	1.0
Each minute of waiting time	1.5
Each minute of walking time	2.0
Each transfer	10.0

These weights imply, then, that one minute of walking time is equivalent to two minutes of in-vehicle travelling time, that one minute of waiting time is equivalent to 1.5 minutes of in-vehicle travel time, and that one transfer is equivalent to 10 minutes of in-vehicle travel time. Using the transfer weight as an example, customers have been observed to ride up to 10 minutes longer in a bus to avoid making a transfer.

To make recommendations on proposed service changes, the change in weighted travel time is calculated for each group of customers who are affected by a change, both those for whom the change will improve their service and those for whom the change will cause an inconvenience. The change in time of each component is multiplied by the number of customers affected by the change and by the weight of the component. The numbers for all the groups are then added, to arrive at a change in weighted travel time.

Proposals which have an overall benefit for customers are those with a net reduction in weighted travel time. These beneficial proposals will also, over time, attract increased numbers of customers to the TTC's transit services.

Funding of new services

The cost of operating the TTC is paid, to a very large extent, by the fare revenue from customers. In recent years, fares have covered up to 80 per cent of the TTC's operating costs. Since 1998, the majority of the remainder of the cost of operations has been paid by the City of Toronto.

Most new transit services do not attract enough new revenue to cover the additional cost of operating the service. The net cost, after new revenue is taken into account, must be covered through some combination of increased funding from the City of Toronto and increased general fare revenues through a fare increase. As a result of strong ridership growth, system-wide, over the past five years, currently there are virtually no opportunities to reduce costs elsewhere by removing or reducing another service without violating minimum service standards.

Financial standard and comparisons

The TTC's financial standard since the mid-1990s has been that a service change will be made only if it improves the financial situation of the TTC. This standard allows business decisions to be made as to whether a service should be kept, modified, or removed.

One of the initiatives in the TTC's *Ridership Growth Strategy* is to extend the hours of service provided on surface routes on a policy basis, independent of this formal financial standard. The TTC's 2008 Operating Budget includes funds to extend the hours of service on surface routes in the system to match current subway hours of service. All other proposals for new routes or service changes continue to be assessed based on the approved financial standard as described below.

The introduction of a new service, or the improvement of an existing service, will lead to increased ridership, but with a higher cost. The financial performance of the new service can be measured as the number of customers gained per dollar spent. A similar measure can be used to evaluate fare increases (customers lost per dollar gained) and service reductions (customers lost per dollar saved). Using the same measure for evaluating options in all three situations allows staff to consistently recommend changes which will increase the TTC's overall ridership and improve the financial performance of the system.

Research on customers' behaviour has shown that the ridership effects of these three options – adding service, eliminating service, or raising fares – balance at 0.23 customers gained or lost per dollar spent or saved.





Overall, ridership on the TTC will always increase if services above that level are added, and services below that level are removed to pay for them. New routes and services will not be introduced if the number of customers gained per dollar spent is below 0.23. New routes and services which are on trial will be eliminated if the number of customers gained per dollar spent was below 0.23.

All TTC services undergo a continuing examination of their financial performance and efficiency. The first component of this review is the route efficiency review programme. This, as described earlier, includes a financial evaluation of individual trips and the branch structure of the route. The second component is a calculation of the financial performance of every route, at every time of the week that it runs. Routes with a financial performance below the minimum of 0.23 customers gained per dollar spent are examined in detail once every year. This year's review of the routes with high subsidy-per-passenger requirements is described in Appendix B of this report.

This systematic approach of measuring financial performance, matching supply and demand, and determining the effects on customers ensures that, if services must be reduced to re-allocate resources or to meet budgetary requirements, the reductions will be made where the removal of service would have the least detrimental effect on customers' travel needs and the TTC's financial situation.

Consultation

The TTC continually receives comments about service and suggestions for service changes from customers. Customers' comments about their travel needs and experiences on the TTC are an important source of information for managing the TTC system. Based on this information, as well as that gathered from other sources, service changes such as changes to the interval between vehicles on a route or to the start and finish times of a service are made on a routine basis as part of the TTC's mandate to match the levels of service to customers' travel needs.

Some comments from customers suggest larger service changes, such as the introduction of new routes or the reorganisation of a network of routes in a certain part of the city. TTC staff also ask City councillors each year for suggestions of this type. These proposals are examined as the annual report on service improvements is prepared.

When a recommendation is brought forward to the Commission in the report on service improvements, a consultation period begins, during which the TTC solicits comments on the recommended changes. During the consultation period, City councillors may undertake a process of public consultation. TTC staff are available to attend public meetings and to provide information and

assistance regarding any proposed service changes. At the end of the consultation period, TTC staff review the comments received and, if appropriate, recommend changes to the proposals that would result in a further-improved service or a greater net benefit for customers. The revised proposals are then brought back to the Commission for approval. Customers or others may make a deputation before the Commission at this time if they disagree with the staff recommendations.

Post-implementation reviews

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

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

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

2. Recommended New and Revised Services

7 BATHURST

Revised service at Wilson Avenue and St Clair West Station

Origin of proposal: TTC staff

City wards: Ward 10 York Centre, Ward 15 Eglinton-Lawrence, Ward 16 Eglinton-Lawrence, Ward 20 Trinity-Spadina, Ward 21 St Paul's, Ward 23 Willowdale

Time periods: Monday to Friday peak periods

It is recommended that service be improved on the 7 BATHURST bus route by eliminating the limited service that operates in the peak periods from Monday to Friday on the 7A BATHURST branch between St Clair West Station and Wilson Station, and instead operating these trips over the main part of the route, on the 7 BATHURST branch between Bathurst Station and Steeles Avenue. This change would reduce waiting time for customers.

The 7A BATHURST (St Clair West Stn-Wilson Stn) service operates every 20 minutes in the morning peak period and every 30 minutes in the afternoon peak period. The branch provides a transfer-free connection between Wilson Station/Wilson Avenue and Bathurst Street, and between Bathurst Street and St Clair West Station. With this change, this branch would be eliminated, and all buses on the 7 BATHURST route would operate in both directions over the main branch of the route, on Bathurst Street between Bathurst Station and Steeles Avenue.

The change would make service better for customers travelling north of Wilson Avenue and south of St Clair

Avenue. Approximately 10,200 customer-trips are made on this part of the route at the times that the service change would be made. These customers would have a shorter wait for the bus.

The change would make service worse for customers travelling between Wilson Avenue and St Clair Avenue. Approximately 1275 customer-trips begin and end at stops between Wilson Avenue and St Clair Avenue at the times that the service change would be made. These customers would have a slightly longer wait for the bus.

The change would make service worse for customers using the 7A BATHURST service to travel between bus stops on Wilson Avenue and Bathurst Street, or between Bathurst Street and St Clair West Station, as they would have an additional transfer or a longer walk. Approximately 415 customer-trips are made between these points each day, and these customers would have an additional transfer or a longer walk. The 7A BATHURST service operates much less frequently than the alternative services on Bathurst Street, Wilson Avenue, and St Clair Avenue, and St Clair West Station is a relatively short walk from the 7 BATHURST bus stop on Bathurst Street.

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

Brick Works

Summer Saturday service

Origin of proposal: Evergreen Brick Works staff, TTC staff, Councillor Ootes, Councillor Parker

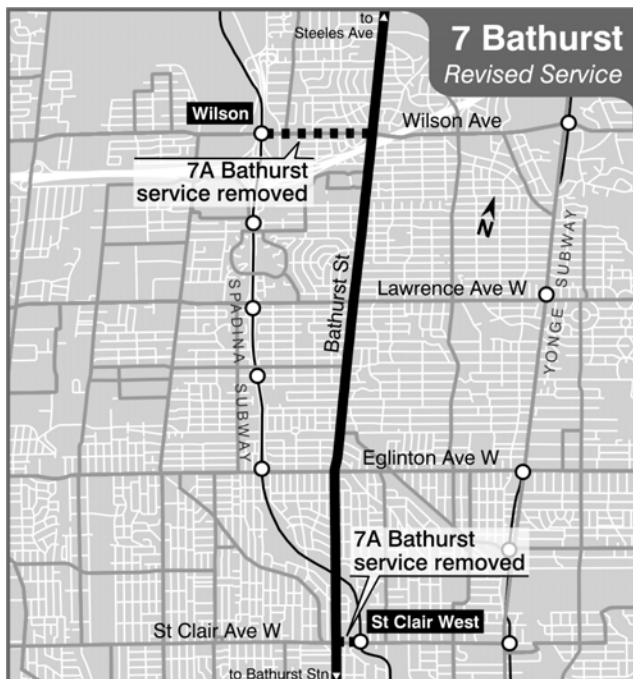
City wards: Ward 22 St Paul's, Ward 26 Don Valley West, Ward 29 Toronto-Danforth

Time periods: Saturday daytime

It is recommended that new summer seasonal transit service be operated to the Don Valley Brick Works Park. For the 2008 summer season, the service would operate from approximately 7:30 a.m. to 3:00 p.m. on Saturdays only. This new service would reduce the distance that customers need to walk to the nearest TTC bus stop.

Buses on the new service would operate from Davisville Station via east on Davisville Avenue, and south on Bayview Avenue to the Don Valley Brick Works Park, returning over the reverse routing to Davisville Station. A suitable bus looping facility in the park, and a traffic signal at the park driveway and Bayview Avenue, are required to ensure the safe operation of buses.

It is projected that approximately 100 customer-trips would be made each Saturday on the new service, all of





which would be new to the TTC. These customers would have a shorter walk to the nearest TTC bus stop.

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

Because this service extension would meet the minimum financial standard, the service change is recommended, subject to the provision of the necessary looping facilities and the traffic signal at the site. If these conditions are met, service would begin on June 28, 2008.

Further development of the Evergreen Brick Works site is planned, and it is expected that when the site is fully revitalised, by the summer of 2009, that Monday-Friday midday and Sunday/holiday daytime service would meet the TTC's minimum financial standards. Ridership projections for 2009 will be reconfirmed after the 2008 trial service has operated.

As part of the evaluation to serve the Brick Works site, an additional option to serve the park and museum at Todmorden Mills, located on Pottery Road, was also investigated. There is not presently an opportunity to directly serve the Todmorden Mills site, due to the preferred routing for the Brick Works service from Davisville Station via Bayview Avenue. There are no suitable locations on Pottery Road near Todmorden Mills to safely locate bus stops, due to the grades, curves, and width of Pottery Road. Furthermore, a suitable bus looping in the Todmorden Mills site is not available. Because of this, service to Todmorden Mills is not recommended.



39 FINCH EAST

Extension to Valley Centre Drive

Origin of proposal: Councillor Cho; customer request

City wards: Ward 42 Scarborough-Rouge River

Time periods: Monday to Friday peak periods

It is recommended that the 39 FINCH EAST bus route be extended east to Morningside Avenue, Old Finch Avenue, and Valley Centre Drive during the peak periods from Monday to Friday. This change would reduce the distance that customers need to walk to the nearest TTC bus stop, and would reduce the number of transfers for TTC customers.

Every second bus on the 39E FINCH EAST Express service would be changed to operate in both directions via Finch Avenue, Morningside Avenue, and Old Finch Avenue to Valley Centre Drive, instead of looping via south on Neilson Road, west, north, and west on Crow Trail, and north on Baldoon Road.

This routing change requires the construction of an off-street bus loop at Old Finch Avenue and Valley Centre Drive. An off-street bus loop previously existed at this location, but has not been used since February 2000, when the 131 NUGGET route was changed to loop on-street instead of in the bus loop. The routing change also requires the reconstruction of a narrow railway overpass on Morningside Avenue to permit safe bus operations. This reconstruction began in March 2008 and is planned to be complete by the end of 2008.

It is projected that approximately 260 customer-trips each day would be made on the route extension, of which approximately 70 would be new to the TTC. These customers would have a shorter walk to the nearest TTC



bus stop, or at least one fewer transfer, because of the new east-west service that would be provided by the 39 FINCH EAST route.

Approximately 860 customer-trips are made each day at the stops on Neilson Road and Crow Trail, at the times that the new service would operate. These customers would have a longer wait for a bus.

The change in weighted travel time shows that the benefit of a shorter walk is more important than the inconvenience of a longer wait. Overall, the change would make service better for customers.

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

Because this service extension would improve service for customers, and would meet the minimum financial standard, the service change is recommended, subject to the provision of the necessary bus loop.

63 OSSINGTON Extension to Liberty Village

Origin of proposal: Public meeting, April 2, 2007; Councillor Pantalone

City ward: Ward 19 Trinity-Spadina

Time periods: All times

It is recommended that the 63 OSSINGTON bus route be extended south to the Liberty Village neighbourhood at all times of the day, seven days a week. This change would reduce the distance that customers need to walk to the nearest TTC bus stop.



Buses on the 63 OSSINGTON route would operate south on Strachan Avenue, west on East Liberty Street, north on Atlantic Avenue and east on King Street to Shaw Street, where they would rejoin the regular northbound routing. Parking prohibitions and restrictions are required on East Liberty Street to ensure the safe operation of buses.

It is projected that, based on the current level of development, approximate 1665 customer-trips each day, from Monday to Friday, would be made on the route extension, of which approximately 285 would be new to the TTC. These customers would have a shorter walk to the nearest TTC bus stop. Approximately 1280 customer-trips would be made each Saturday on the new route, of which approximately 220 would be new to the TTC. Approximately 920 customer-trips would be made each Sunday on the new route, of which approximately 160 would be new to the TTC.

Approximately 160 customer-trips each weekday, approximately 80 customer-trips on Saturdays, and approximately 30 customer-trips on Sundays and holidays begin at the bus stops on Strachan Avenue and Canniff Street, and on Douro Street at Strachan Avenue. Customers using these stops to travel northbound would have a longer walk to the bus stop on Shaw Street at King Street.

The change in weighted travel time shows that the benefits of a shorter walk for customers in the Liberty Village neighbourhood outweighs the inconvenience of a longer walk for a smaller number of customers in the King/Strachan area. Overall, the change would make service better for customers.

Depending upon the time of the week, one or two additional buses would be required to provide the extended service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard.

Because this service extension would improve service for customers, and would meet the minimum financial standard, the service change is recommended, subject to the implementation of the necessary parking restrictions on East Liberty Street.

As requested by Councillor Pantalone, a second proposal was examined, which would instead extend buses on the 63 OSSINGTON route to Exhibition Place. This change would provide better service to Exhibition Place, and better connections to TTC streetcars, buses, and GO Trains. The number of customers who would use the new service was significantly less than the proposed extension to Liberty Village. The change would require one additional bus. Because there would be an increase in operating costs, a financial assessment was carried out. The comparison of operating costs with the projected increase in ridership indicates that the service would not





meet the TTC's minimum financial standard. For this reason, the extension to Exhibition Place is not recommended.

316 OSSINGTON

Revised routing at King Street

Origin of proposal: Customer suggestion

City ward: Ward 19 Trinity-Spadina

Time periods: Overnight, seven days a week

It is recommended that the 316 OSSINGTON Blue Night overnight bus route be changed to operate on Strachan Avenue and King Street, in both directions. With this change, buses on the overnight route would no longer operate on Douro Street. The change would make service more direct on Strachan Avenue and King Street, and would remove overnight bus operations from the residential area along Douro Street.

The current pair of stops on Douro Street at Strachan Avenue would be replaced with new stops on Strachan Avenue at Douro Street with no significant inconvenience to the customers using the bus stops.

The change would be made with no change in operating costs, and there would be no change to the scheduled intervals between buses or the scheduled trip times.

Because the service change would remove overnight bus operations from a local residential street, would cause no inconvenience for transit customers, and would not increase operating costs, it is recommended.



101 PARC DOWNSVIEW PARK

Non-summer service

Origin of proposal: Parc Downsview Park staff, TTC staff,

City wards: Ward 8 York West, Ward 9 York Centre, Ward 10 York Centre

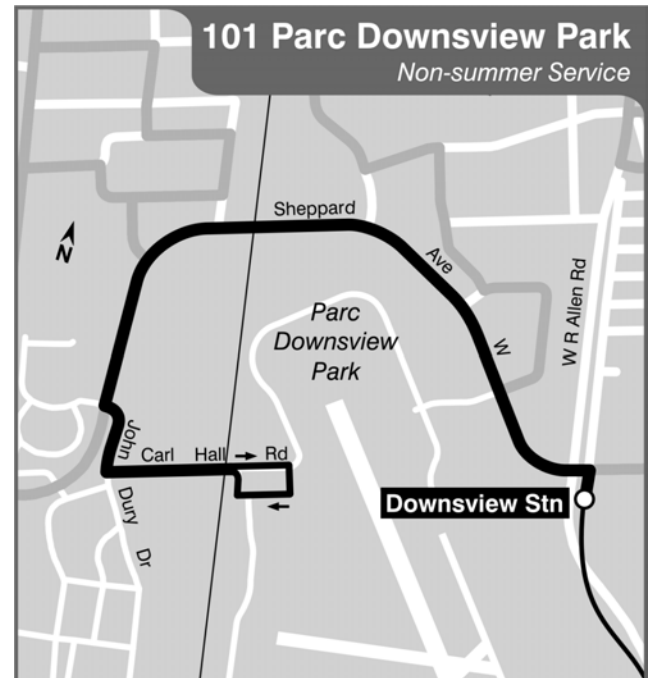
Time period: Monday-Friday peak periods and midday, Saturday, Sunday, and holiday daytime

It is recommended that new year-round service be operated on the 101 PARC DOWNSVIEW PARK bus route during the peak periods and midday from Monday to Friday, and during the daytime on weekends. This change would reduce the distance that customers need to walk to the nearest TTC bus stop. Currently, service on this route is operated as a seasonal service during the summer months.

During the peak periods, it is projected that approximately 75 customer-trips would be made each day on the service, all of which would be new to the TTC. During the midday from Monday to Friday and the daytime on Saturdays, Sundays, and holidays, it is projected that approximately 70 customer-trips would be made each day on the service, all of which would be new to the TTC.

One additional bus would be required for each of the periods of additional seasonal or non-seasonal service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the additional service would meet the TTC's financial standard.

Because this service extension would improve service for customers, and would meet the minimum financial standard, the service change is recommended. In order to



provide continuous service after the summer seasonal service ends, it is recommended that this service begin on September 2, 2008.

66 PRINCE EDWARD Extension to Humber Bay Shores

Origin of proposal: Customer requests; Councillor Grimes

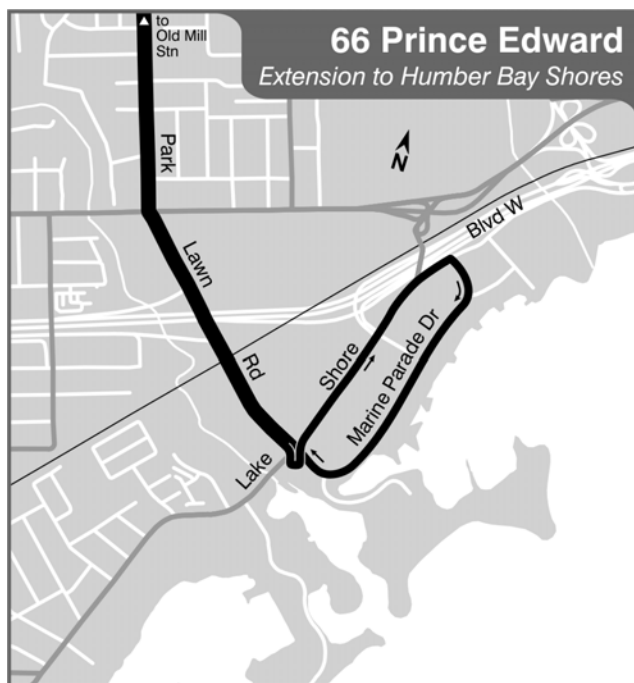
City ward: Ward 6 Etobicoke Lakeshore

Time periods: All times

It is recommended that the 66 PRINCE EDWARD bus route be extended to serve the Humber Bay Shores neighbourhood at all times of the day, seven days a week. This change would reduce the number of transfers that customers would need to make to travel north to the 2 BLOOR-DANFORTH subway, and would reduce the distance that customers need to walk to the nearest TTC bus stop.

Buses on the 66D PRINCE EDWARD (Old Mill Stn-Lake Shore) route would operate south on Park Lawn Road, through the Park Lawn/Lake Shore bus loop, east on Lake Shore Boulevard, south and west on Marine Parade Drive, and north on Park Lawn Road.

It is projected that approximately 340 customer-trips each day, from Monday to Friday, would be made on the route extension, of which approximately 170 would be new to the TTC. These customers would have one fewer transfer, or a shorter walk to the nearest TTC bus stop. Approximately 150 customer-trips would be made each Saturday on the new route, of which approximately 90 would be new to the TTC. Approximately 75 customer-trips would be made each Sunday on the new route, of



which approximately 50 would be new to the TTC.

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

Because this service extension would improve service for customers, and would meet the minimum financial standard, the service change is recommended.

71 RUNNYMEDE Revised routing at Industry Street and Black Creek Drive

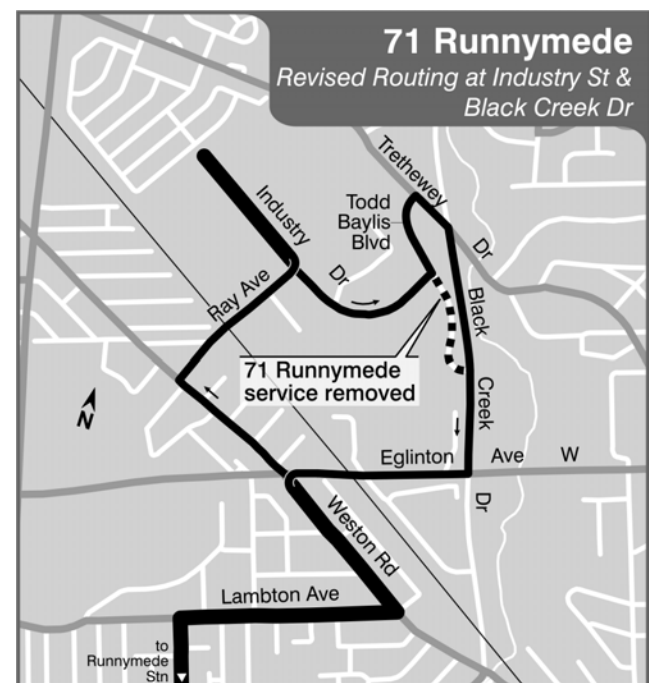
Origin of proposal: TTC staff; Councillor Nunziata

City wards: Ward 11 York South-Weston, Ward 12 York South-Weston

Time periods: All times

It is recommended that the 71 RUNNYMEDE bus route be revised in the Black Creek industrial area, to provide new service on the western portion of Industry Street, and to provide new service to the Trethewey Drive/Black Creek Drive area. The change would be made at all times of the day, seven days a week. This change would reduce the distance that customers need to walk to the nearest TTC bus stop.

Buses on the 71B RUNNYMEDE (Runnymede Stn-Industry St) route would operate over the existing route via east on Lambton Avenue, north on Weston Road, and east on Ray Avenue, and would then operate west on Industry Street to Mount Dennis Garage, returning east on Industry Street, and then north on Todd Baylis





Torbarrie Road New service

Origin of proposal: City Council/Etobicoke York Community Council

City ward: Ward 7 York West, Ward 8 York West

Time period: Monday-Friday peak periods

It is recommended that new service be provided to Torbarrie Road during peak periods from Monday to Friday. The service would be provided by extending the 96G WILSON service that operates from York Mills and Wilson stations. This change would reduce the distance that customers need to walk to the nearest TTC bus stop. A new residential neighbourhood is being construction along Torbarrie Road, on a site formerly used for institutional purposes.

In the morning peak period, buses would operate west on Wilson Avenue, north and east on Clayson Road, north on Bartor Road, south on Arrow Road, east on

Boulevard, east on Trethewey Drive, and south on Black Creek Drive, where they would rejoin the regular southbound routing. The change would be made with no change in operating costs.

It is projected that approximately 190 customer-trips each day from Monday to Friday, 110 customer-trips on Saturdays, and 70 customer-trips on Sundays would be made on the two new sections of the route. None of these customers would be new to the TTC. These customers would have a shorter walk to the nearest TTC bus stop.

Approximately 110 customer-trips each day would be carried out of their way over the extended route, and would have a longer travel time.

The change in weighted travel time shows that the benefits of a shorter walk outweighs the inconvenience of a longer travel time. Overall, the change would make service better for customers. Because this route extension would improve service for customers, the service change is recommended.

At the request of Councillor Nunziata, a further option was examined that would extend the 71 RUNNYMEDE service to operate south on Black Creek Drive to Eglinton Avenue, as now, and to continue south on Black Creek Drive to Weston Road. Buses would then operate north on Weston Road and west on Lambton Avenue to the existing route. The change would cause an inconvenience for present customers, as they would have a longer travel time. No new customers would be attracted to the TTC by the extended routing. The change in weighted travel time shows that the inconveniences of the service change would exceed the benefits of the change. The change would cause a net inconvenience for customers, and for this reason it is not recommended.

Sheppard Avenue, south on Oakdale Road and Torbarrie Road, east on Kirby Road, south on Jethro Road, and east on Wilson Avenue to York Mills Station. In the afternoon peak period, the looping would be reversed, and buses would operate north on Torbarrie Road, west on Sheppard Avenue, south on Bartor Road, west and south on Clayson Road and east on Wilson Avenue. The routing change would provide direct service into the Clayson Road industrial area in the morning peak period and from the Clayson Road industrial area in the afternoon peak period. From the Torbarrie Road residential area, direct service would operate to the subway in the morning, and from the subway in the afternoon.

The change would introduce new service on Bartor Road, north of Clayson Road, and would reduce the distance that customers would need to walk to the nearest stop. The change would also remove service from a short section of Bartor Road, south of Clayson Road and from Huxley Road.

It is projected that approximately 390 customer-trips would be made on the new service during the peak periods from Monday to Friday, of which 115 would be new to the TTC. The change would make service worse for the customers who use the stops on Bartor Road that would be removed, as they would have a longer walk. Approximately 40 customer-trips are made at these stops each day.

One bus would be added to operate the route extension. Because additional resources would be required for the extension, a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard. For this reason, the change is recommended.



3. Proposals Examined and Not Recommended

15 EVANS

Service via Grand Avenue

Origin of proposal: Councillor Grimes

City wards: Ward 5 Etobicoke-Lakeshore; Ward 5 Etobicoke-Lakeshore

Results: Net inconvenience for customers

Councillor Grimes proposed that the 15 EVANS bus route be changed, to provide new service on Grand Avenue and to the developing residential area east of Grand Avenue and south of the Gardiner Expressway.

A proposal was examined to change the 15 EVANS route during the peak periods from Monday to Friday to operate from Royal York Station via south on Royal York Road, east on The Queensway, south on Grand Avenue, west on Manitoba Street, south on Royal York Road, and west on Evans Avenue. Buses would return via the reverse routing. This new service would replace the service in the area currently provided by the 76B ROYAL YORK SOUTH (Royal York Stn-Queensway & Grand Ave) bus route.

It is projected that approximately 100 customer-trips would be made each day on the service on Grand Avenue and Manitoba Street. These customers would have one fewer transfer, a shorter wait for the bus, or a shorter walk to the nearest bus stop. No new customers would be attracted to the TTC by the service change, as other alternative routes are within a convenient walking distance of the proposed service.

Approximately 930 customer-trips are made each day on 15 EVANS buses that would divert over the revised routing. These customers would have a worse service, as they would have a longer trip. Approximately 10 customer-trips are made each day at the bus stops on Royal York Road that would no longer be served by 15 EVANS buses, and these customers would have a longer walk. There would be no overall change in operating costs as a result of this change.

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

139 FINCH-DON MILLS

Revised service on Don Mills Road

Origin of proposal: TTC staff

City wards: Ward 24 Willowdale, Ward 33 Don Valley East, Ward 39 Scarborough- Agincourt, Ward 40 Scarborough-Agincourt, Ward 41 Scarborough-Rouge River, Ward 42 Scarborough-Rouge River

Results: Net inconvenience for customers

TTC staff proposed that the 139 FINCH-DON MILLS bus route be changed to operate southbound via Don Mills Road instead of via Highway 404. This change would improve service for customers travelling between the Finch Avenue/Seneca College area, and Don Mills Station.

Buses on the 139 FINCH-DON MILLS route would operate west over the present routing on Finch Avenue, and would then operate south on Don Mills Road to Don Mills Station. Service would be removed from Highway 404. There would be no change to the northbound/eastbound service, which operates via Don Mills Road.

Approximately 410 customer-trips are made each day on westbound 39 FINCH EAST buses to the Seneca College area, just east of Don Mills Road. These customers would have a benefit, as they would have a shorter waiting time. Approximately 615 customer-trips each day are made from the Seneca College/Don Mills Road area to Don Mills Station and locations on the 4 SHEPPARD subway, and these customers would have a better service, as they would have a shorter walk to the nearest southbound bus stop, or shorter wait for the bus.

Approximately 1100 customer-trips are made each day on westbound/southbound 139 FINCH-DON MILLS buses, and these customers would have a longer trip via Don Mills Road compared to the present service on Highway 404.

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





36 FINCH WEST Extension to Woodbine Racetrack

Origin of proposal: TTC staff

City wards: Ward 1 Etobicoke North, Ward 2 Etobicoke North

Results: Net inconvenience for customers

TTC staff proposed that the 36B FINCH WEST (Finch Stn.-Humberwood) bus route be extended to Woodbine Racetrack. The routing change would provide a more direct service to Woodbine Racetrack on the 36B FINCH WEST route. Presently, this branch of the 36 FINCH WEST route terminates at Humberwood Loop, on Humberwood Boulevard near Morning Star Drive.

An option was analyzed that would extend the 36B FINCH WEST route to Woodbine Racetrack, and would shorten the existing 37A ISLINGTON route to end at Woodbine Racetrack, instead of operating past the racetrack to Humberwood Loop. There would be no change in operating costs, as the bus removed from the 37 ISLINGTON route would be used on the 36 FINCH WEST route.

Approximately 200 customer-trips are made each day on 36B FINCH WEST buses that require a transfer to or from 37A ISLINGTON buses at Humberwood Loop, and these customers would benefit from one fewer transfer. Approximately 620 customer-trips are made each day on 37A ISLINGTON buses west of Woodbine Racetrack, and these customers would have an inconvenience, as they would have to make one additional transfer.

Because the number of customers who would have an additional transfer is greater than the number that would save one transfer, the change would result in a net inconvenience for customers and for this reason is not recommended.

Another option was analyzed in which the 37A ISLINGTON route would not be truncated, but would continue to operate to Humberwood Loop, while the 36B FINCH WEST route would be extended from Humberwood Loop to Woodbine Racetrack. By duplicating service between Humberwood Loop and Woodbine Racetrack this option would provide the same benefits to customers while avoiding any inconvenience.

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

100 FLEMINGDON PARK Extension to Wynford Heights Crescent

Origin of proposal: Councillor Pitfield, Councillor Parker

City ward: Ward 26 Don Valley East

Results: Net inconvenience for customers

Councillors Pitfield and Parker proposed that the 100 FLEMINGDON PARK bus route be changed to operate via Wynford Heights Crescent. The change would improve service by reducing the distance that customers who live in the residential buildings on Wynford Heights Crescent would need to walk to their nearest bus stop.

A proposal was examined to operate all buses on the 100 FLEMINGDON PARK route counter-clockwise via Wynford Heights Crescent. Buses travelling south to Broadview Station, and buses travelling west to Don Mills Road and Eglinton Station would operate via Wynford Heights Crescent.

The change would make service better for customers who presently walk to the nearest bus stops on Wynford Drive, as they would have a shorter walk to the nearest bus stop. Approximately 450 customer-trips are made each day from Wynford Heights Crescent, and these customers would have a shorter walk. No new customers would be attracted to the TTC by the service change, as other bus stops are within a convenient walking distance of the proposed service.

Service would be made worse for through customers who be carried around Wynford Heights Crescent. Approximately 2035 customer-trips are made each day on buses that pass this location, and these customers would have a slower trip.

Service would be made worse for all customers on the 100 FLEMINGDON PARK route, as additional time would have to be added to the schedules to operate the longer route. Approximately 15,500 customer-trips each day would be inconvenienced with a longer wait for the bus.

The change in weighted travel time shows that the inconvenience of a longer trip and a longer wait is more important than the benefit of a shorter walk. The change would result in a net inconvenience for customers and for this reason is not recommended.

43 KENNEDY

Direct service to Kennedy Road and Steeles Avenue

Origin of proposal: Customer request; City of Toronto staff

City ward: Ward 39 Scarborough-Agincourt

Time periods: All periods

Results: Net inconvenience for customers

A customer suggested that the TTC extend the 43 KENNEDY bus route to the shopping mall located at the northeast of the intersection of Kennedy Road and Steeles Avenue. The change would provide a shorter walk to customers currently using the 43 KENNEDY service to travel to the mall, and also a shorter trip for southbound customers who now board the bus on Kennedy Road, north of Passmore Avenue.

An option was examined to change the 43 KENNEDY route to provide two-way service on Kennedy Road to a possible new bus loop at the mall at the north east corner of Steeles Avenue and Kennedy Road. With this change, buses on the 43 KENNEDY route would no longer operate on the present on-street loop via Steeles Avenue, Midland Avenue, and Passmore Avenue, and all service would be removed from Passmore Avenue, between Silver Star Boulevard and Kennedy Road.

Approximately 220 customer-trips are made each weekday on 43 KENNEDY buses to and from the shopping mall. These customers would have an improved service, as they would have a shorter walk to the bus stop. Approximately 390 customer-trips are made each day by southbound customers on 43 KENNEDY buses north of Passmore Avenue, and these customers would have an improved service as they would have a faster and more direct southbound trip.

Approximately 790 customer-trips are made each day at the bus stops on the 43 KENNEDY route on Steeles Avenue, Midland Avenue, and Passmore Avenue, and these trips would be made with a longer walk, and additional transfer, or a longer wait.

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

45 KIPLING

Service on Ronson Drive

Origin of proposal: Councillor Ford

City wards: Ward 1 Etobicoke North, Ward 2 Etobicoke North

Results: Net inconvenience for customers; does not meet minimum financial standard

Councillor Ford proposed that new bus service be provided on Ronson Drive. The change would improve service for customers by reducing the distance they need to walk to the nearest bus stop.

A proposal was examined to change the 45A KIPLING (Kipling Stn-Disco Rd via Belfield) service to operate via Kipling Avenue, Belfield Road, Shaft Drive, Ronson Drive, Martin Grove Road, and Belfield Road, in both directions. Service would operate during the peak periods and midday from Monday to Friday.

It is projected that approximately 60 customer-trips each day would be made on the new service, all of which would be new to the TTC. Approximately 70 customer-trips each day are made at stops on Belfield Road that would no longer be served, and these customers would have a longer walk to their nearest TTC stop. Approximately 40 of these customer-trips would be lost to the TTC because of the inconvenience of the longer walk. Approximately 520 customer-trips are made each day on buses that would travel over the diversion, and these customers would have a longer travel time.

The change in weighted travel time shows that the inconveniences would be greater than the advantages of this service change.

The routing change would require one additional bus at off-peak times. Because there would be an increase in operating costs, a financial assessment was carried out. The comparison of operating costs with the projected increase in ridership indicates that the service would not meet the TTC's minimum financial standard.

Because the service change would cause an overall inconvenience for customers, and would not meet the minimum financial standard, the proposal is not recommended.

30 LAMBTON

Additional service to High Park

Origin of proposal: Councillor Saundercook

City wards: Ward 13 Parkdale-High Park

Results: Does not meet minimum financial standard

Councillor Saundercook proposed that service on the 30B LAMBTON (Kipling Stn-High Park via High Park Stn) branch be operated into High Park in May and September, in addition to the service that is operated in June, July, and August.





A proposal was examined to operate the 30B LAMBTON service during the daytime on Saturdays, Sundays, and holidays, starting in mid-May, and ending in mid-October. Currently, this service operates during the daytime on Saturdays, Sundays, and holidays from late June until Labour Day.

The change would improve service travelling to and from High Park by reducing their walk to the nearest bus stop. Approximately 60 customer-trips each day would be made with a shorter walk. It is projected that fewer than 10 new customers would be attracted to the TTC by the service change.

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

Lake Shore Boulevard Express service to downtown

Origin of proposal: Councillor Grimes, Customer suggestions, City of Toronto staff

City wards: Ward 6 Etobicoke-Lakeshore, Ward 19 Trinity-Spadina, Ward 20 Trinity-Spadina, Ward 28 Toronto Centre-Rosedale

Results: Does not meet minimum financial standard

Councillor Grimes, a local residents' association, and City of Toronto staff proposed that a peak-period downtown express bus route be operated from the Lake Shore Boulevard/Humber Bay Shores area. The route would provide new express bus travel, at a premium fare, to and from downtown. The same request has been evaluated several times in the past, most recently in 2005; however, the projected increase in ridership on the proposed service at that time did not meet the TTC's minimum financial standard.

TTC staff have reviewed and updated this request, taking into account the increase in population in the area. Approximately 380 customer-trips would be made during the peak periods on this new service, of which approximately 40 customer-trips would be new to the TTC. The majority of customers would be attracted from existing 501 QUEEN and 508 LAKE SHORE streetcar services. Premium express fares would be charged on the new bus service, compared to the regular fare charged on the existing streetcar services. Three buses would be required to operate this service, and there would be an increase in operating costs. A financial assessment was carried out and this showed that the comparison of operating costs with the projected increase in ridership does not meet the TTC's minimum financial standard. For this reason, the proposal is not recommended.

102 MARKHAM RD Revised service to Steeles Avenue

Origin of proposal: TTC staff

City wards: Ward 41 Scarborough Rouge-River, Ward 42 Scarborough Rouge

Time periods: Monday-Friday peak periods

Results: Net inconvenience for customers

TTC staff proposed that the 102C MARKHAM RD (Warden Stn-Passmore) branch be extended during the peak periods to serve the stops on Markham Road at Steeles Avenue. This change would reduce the waiting time for customers boarding buses at these stops. Currently, the bus stops on Markham Road at Steeles Avenue are served only by the 102D MARKHAM RD (Warden Stn-Major Mackenzie) branch.

A proposal was evaluated that would extend the 102C MARKHAM RD (Warden Stn-Passmore) branch to Steeles Avenue during the peak periods. Buses would operate over the existing route to Maybrook Drive and Passmore Avenue, and would then continue west on Passmore Avenue, north on Middlefield Road, east on Steeles Avenue and south on Markham Road to the existing route. This change would provide more frequent service for customers boarding buses at stops on Markham Road south of Steeles Avenue. Service would be removed from Passmore Avenue between Maybrook Drive and Dynamic Drive, and southbound service would be removed from Dynamic Drive between Passmore Avenue and McNicoll Avenue.

It is projected that approximately 75 additional customer-trips each day would be made at stops on Markham Road at Steeles Avenue. Of this number, 15 customers would be new to the TTC and would be attracted by the improved service.

Approximately 200 customer-trips are made at stops on Passmore Avenue and Dynamic Drive, and these customers would have a longer walk to the nearest bus stop. Approximately 30 customer-trips are made at southbound stops on Dynamic Drive, and these customers would be inconvenienced with a longer travel time.

The change in weighted travel time shows that the inconvenience to some customers of a longer walk to the nearest stop, longer waiting time, or longer travel time is greater than the benefit of more frequent service for other customers. Overall, the change of routing of the 102C MARKHAM RD route to serve stops on Markham Road at Steeles Avenue would result in a net inconvenience for customers. For this reason this change is not recommended.

133 NEILSON Express service

Origin of proposal: Councillor Cho; Public meeting – December 1, 2005

City wards: Ward 42 Scarborough-Rouge River, Ward 43 Scarborough East

Results: Net inconvenience for customers

Councillor Cho and a customer proposed that buses on the 133 NEILSON route operate express during the peak periods to and from Scarborough Centre Station.

An option was examined to operate buses on the existing route non-stop on Ellesmere Road during the peak periods from Monday to Friday. Buses would not stop, in either direction, between Neilson Road and Scarborough Centre Station, except at Rouge Valley Centenary Hospital and at Markham Road.

Approximately 1950 customer-trips are made each weekday on 133 NEILSON buses that would operate express along Ellesmere Road. These customers would have an improved service, as they would have a shorter travel time.

Approximately 430 customer-trips are made each weekday on 133 NEILSON buses that begin or end at bus stops on Ellesmere Road that would no longer be served by the express buses. These customers would have worse service, as they would have to transfer to or from a 38 HIGHLAND CREEK or 95 YORK MILLS bus to make their trip.

Approximately 1020 customer-trips are made each weekday between stops on Ellesmere Road and Scarborough Centre Station on the 133 NEILSON or 38 HIGHLAND CREEK routes. These customers would have worse service, as they would have a longer waiting time or an additional transfer.

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

133 NEILSON Extension to Steeles Avenue

Origin of proposal: Councillor Cho, Public meeting – December 1, 2005

City wards: Ward 38 Scarborough Centre, Ward 42 Scarborough Rouge-River, Ward 43 Scarborough East

Time periods: Monday-Friday peak periods

Results: Net inconvenience for customers; does not meet minimum financial standard

Councillor Cho proposed that the 133 NEILSON route be extended to Steeles Avenue to serve the northern part of the Morningside Heights residential development.

An option was examined to extend the 133 NEILSON route to Steeles Avenue during the peak periods from Monday to Friday. Buses would continue to serve Morningside Heights via north on Neilson Road and the Morningside Extension, north and east on Oasis Boulevard, and east on Seasons Drive, and would then operate north on Staines Road, looping counter clockwise via Quietbrook Crescent. Buses would return south and west on Staines Road to the present routing.

It is projected that approximately 50 customer-trips would be made each day on the new service, of which approximately 45 would be new to the TTC.

Approximately 400 customer-trips are made each day during the peak periods on the existing on-street loop in the Morningside Heights area. These customers would be inconvenienced with a longer trip, as they are carried north on the diversion to Steeles Avenue, or a longer walk to the nearest bus stop.

The change in weighted travel time shows that the inconveniences of a longer walk to the nearest bus stop or more in-vehicle travel time for some customers is more important than a longer walk for other customers. Overall, the change would cause a net inconvenience for customers, and for this reason is not recommended.

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





Orton Park Road New service between Brimorton Drive and Ellesmere Road

Origin of proposal: Councillor De Baeremaeker

City wards: Ward 38 Scarborough Centre, Ward 43 Scarborough East,

Results: Does not meet minimum financial standard

Councillor De Baeremaeker and a TTC customer proposed to extend bus service on Orton Park Road to operate to Ellesmere Road. This change would improve service for customers on Orton Park Road north of Brimorton Drive by reducing the walking distance to the nearest bus stop.

A proposal was examined that would change the 54 LAWRENCE EAST route during the peak periods from Monday to Friday to operate to the Rouge Valley Centenary Hospital, via east on Lawrence Avenue, north on Scarborough Golf Club Road, east on Brimorton Drive, north on Orton Park Road, east on Ellesmere Road to the hospital loop during the peak periods from Monday to Friday. Buses would return via west on Ellesmere Road, south on Orton Park Road, and west on Lawrence Avenue.

It is projected that approximately 140 customer-trips would be made each day on the new service. These customers would benefit from a shorter walk to their nearest bus stop. Approximately 10 customer-trips would be new to the TTC, and would be attracted by the convenience of the new service.

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

A second option was examined that would provide bus service on Orton Park Road between Brimorton Drive and Ellesmere Road by operating a new route from Scarborough Centre Station. The service would operate south on McCowan Road, east on Ellesmere Road, south on Brimley Road, east on Brimorton Drive, south on Markham Road, east and north on Painted Post Drive, south and east on Brimorton Drive, looping via north on Scarborough Golf Club Road, east on Ellesmere Road, south on Orton Park Road and west on Brimorton Drive.

It is projected that approximately 530 customer-trips would be made on the new route each day during the peak periods, of which approximately 55 would be new to the TTC, and would be attracted by the convenience of the new service. Customers using the new route would benefit from a shorter walk to their nearest stop.

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

67 PHARMACY Extension to Steeles Avenue

Origin of proposal: Councillor Thompson

City wards: Ward 33 Don Valley East, Ward 35 Scarborough Southwest, Ward 37 Scarborough Centre, Ward 39 Scarborough-Agincourt, Ward 40 Scarborough Agincourt

Results: Net inconvenience for customers; does not meet minimum financial standard

Councillor Thompson requested that the former 67B PHARMACY (Victoria Park Stn-Steeles) service be re-instated to provide through service along Pharmacy Avenue between points south of Ellesmere Road and north of Sheppard Avenue.

Through service on Pharmacy Avenue was operated until November 2002, when the new 167 PHARMACY NORTH route, operating from Don Mills Station on the 4 SHEPPARD subway, replaced the former 67B PHARMACY (Victoria Park Station-Steeles) service from the 2 BLOOR-DANFORTH subway. Service on the 67 PHARMACY route was shortened to end at Ellesmere Road. A proposal to re-instate the through-service was re-evaluated two years ago, as part of the report on *Service Improvements for 2005*, and was not recommended because it was determined that overall, service would be made worse for customers.

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

It is projected that approximately 215 customer-trips each day would be made by customers travelling between stops on Pharmacy Avenue north of Sheppard Avenue and stops on Pharmacy Avenue south of Ellesmere Road. These customers would have up to three fewer transfers or a shorter walk to a direct service.

Approximately 430 customer-trips are made on the present 167 PHARMACY NORTH service between stops on Pharmacy Avenue and Don Mills Station or Sheppard Avenue. These customers would have worse service, as they would have a longer trip time or an additional transfer. Ridership on the 167 PHARMACY NORTH route between Don Mills Station and Pharmacy Avenue increased between 2003 and 2006, as customers became more familiar with the new service and the connection to the new subway.

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

A second option was evaluated, to operate a single northbound trip in the morning peak period from Victoria Park Station to Steeles Avenue, and a single southbound trip in the afternoon peak period. Both trips would be timed, as best as possible, to serve class start and end times at Sir John A Macdonald Collegiate Institute, located between Sheppard Avenue and Finch Avenue. The new through service would be used by approximately 30 customer-trips each day, and these customers would save one or more transfers. Less than 10 of these customers would be new to the TTC as a result of this service. The routing change would require one additional bus in the morning peak period. Because there would be an increase in operating costs, a financial assessment was carried out. The comparison of operating costs with the projected increase in ridership indicates that the service would not meet the TTC's minimum financial standard. For this reason the proposal is not recommended.

Port Union Road New service between Lawson Road and Island Road

Origin of proposal: former Councillor Cowbourne

City ward: Ward 44 Scarborough East

Time periods: Monday-Friday peak periods

Results: Does not meet minimum financial standard

Councillor Cowbourne proposed that new service be operated on Port Union Road between Lawson Road and Island Road, in order to reduce the distance that customers in the area need to walk to the nearest bus stop.

An option was examined to extend the 95 YORK MILLS route from its present east end at Kingston Road and Ellesmere Road, to Rouge Hill GO Station. Buses would operate via Kingston Road, Port Union Road and

Lawrence Avenue in both directions. This change would be made during the peak periods from Monday to Friday.

The change in service would improve service for customers who travel to or from the area near Port Union Road between Island Road and Lawson Road. It is projected that approximately 50 customer-trips would be made each day on the new service, and that approximately 30 of these would be new trips on the TTC.

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

Service in this area was previously provided from February 1995 to July 1997, when it was removed because of low ridership and unacceptable financial performance. A request to restore service to Port Union Road was previously examined in the report on *Service Improvements for 2003* and was not recommended at that time because the change would not meet the TTC's minimum financial standard.

A second option that would also provide service to this area is examined later in the report, in the section "Rylander Boulevard – New Service".

Rylander Boulevard New service

Origin of proposal: Councillor Moeser

City wards: Ward 44 Scarborough East, Ward 25 Don Valley West, Ward 34 Don Valley East, Ward 40 Scarborough Agincourt, Ward 37 Scarborough Centre, Ward 38 Scarborough Centre, Ward 43 Scarborough East

Time periods: Monday-Friday peak periods

Results: Does not meet minimum financial standard

Councillor Moeser proposed that new service be operated on Rylander Boulevard, in order to reduce the distance that customers in the area need to walk to the nearest bus stop.

An option was examined to extend the 95 YORK MILLS bus route from its present east end at Kingston Road and Ellesmere Road, to Rylander Boulevard. Buses would operate via Kingston Road, to Rylander Boulevard looping via Rylander Boulevard, Tideswell Boulevard, Durness Avenue, and Durnford Road. This change would be made during the peak periods from Monday to Friday.

The change in service would improve service for customers who travel to or from the area by reducing the distance needed to walk to the nearest stop. Customers in this area currently have to walk to Sheppard Avenue and Durness Avenue to board a 85 SHEPPARD EAST bus, or





walk to Ellesmere Road to board a 95 YORK MILLS bus. It is projected that approximately 100 customer-trips would be made each day on the new service, and that approximately 60 of these would be new trips on the TTC.

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

A second option was examined that would provide service to the Rylander Boulevard area then operate to Rouge Hill GO Station. This option would attract more customers to the TTC by serving the Rylander area as well as customers from the residential area of Port Union Road between Island Road and Lawson Road. These customers would have a shorter walk to the nearest stop and customers boarding buses south and east of Lawson Road would have a shorter wait for a bus.

Service would be extended from the current east end of the 95 YORK MILLS route on Ellesmere Road via east on Kingston Road, north on Rylander Boulevard, north on Durnford Road, south on Sheppard Avenue, south on Port Union Road, and east on Lawrence Avenue to Rouge Hill GO Station.

The new service would be used by 100 customer-trips each weekday from Monday to Friday during the peak periods, of which approximately 40 customer-trips would be new to the TTC. This extension of the 95 YORK MILLS route would require the addition of one bus during the peak periods. Because there would be a change in operating costs a financial assessment was carried out. The comparison of operating costs with the projected increase in ridership indicates that the service would not meet the TTC's minimum financial standard. For this reason, this proposal is not recommended.

Service in this area was previously recommended in the 1991 Service Plan subject to the installation of traffic signals at Ellesmere Road and Kingston Road but was not implemented at that time. It was later operated between February 1995 to July 1997, when it was removed because of low ridership and unacceptable financial performance. A request to restore service to Port Union Road was previously examined in the report on *Service Improvements for 2003* and was not recommended at that time because the change would not meet the TTC's minimum financial standard.

90 VAUGHAN

Extension to Bathurst Station

Origin of proposal: Councillor Giambrone

City wards: Ward 15 Eglinton-Lawrence; Ward 20 Trinity-Spadina; Ward 21 St Paul's

Results: Does not meet minimum financial standard; net inconvenience for customers

Councillor Giambrone proposed that new service be operated along Vaughan Road to Bathurst Station.

A proposal was examined to extend every other bus on the 90 VAUGHAN route during the peak periods from Monday to Friday to Bathurst Station via Vaughan Road and Bathurst Street. The other buses on the route would continue to serve St Clair West Station. A similar service operated from 1978 until 1996.

The change would improve service for customers on Vaughan Road by providing a direct connection to the 2 BLOOR-DANFORTH subway at Bathurst Station. Approximately 170 customer-trips would be made with a transfer-free trip to Bathurst Street, south of St Clair Avenue, and to Bathurst Station. It is projected that a negligible number of new customers would be attracted to the TTC by the service change, as the new route is already well served by other TTC service. Service would be made worse for customers who use the route at St Clair West Station, as service during the peak periods would be reduced by half. Approximately 3150 customer-trips would have a longer wait for the bus. The change in weighted travel time shows that the inconveniences of the service change would exceed the benefits of the change.

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

89 WESTON

Extension to Steeles Avenue

Origin of proposal: Councillor Nunziata; TTC staff

City wards: Ward 7 York West, Ward 11 York South-Weston

Results: Net inconvenience for customers

Councillor Nunziata and TTC staff proposed the extension of the 89 WESTON bus route north on Weston Road to Steeles Avenue. Presently, the 89 WESTON route operates to the intersection of Weston Road/Albion Road/Walsh Avenue, where connections can be made to three other routes: 165 WESTON RD NORTH, 96 WILSON, and 73 ROYAL YORK.

An option was examined that would extend the 89 WESTON route to Steeles Avenue and into York Region, and the 165 WESTON RD NORTH route would be truncated to terminate at the intersection of Weston Road/Albion Road/Walsh Avenue. Service would be made worse for approximately 3670 customer-trips that are currently made on the 165 WESTON RD NORTH route and travel through the Weston Road/Albion Road/Walsh Avenue intersection, as they would have to be made with a transfer. Service would be made better for approximately 1250 customer-trips on the 89 Weston route, as they would be able to ride through the intersection and no longer would require a transfer to and from the 165 WESTON RD NORTH route.

The change in weighted travel time shows that the inconvenience of one more transfer on the 165 WESTON RD NORTH route is more important than the benefit of one less transfer on the 89 WESTON route. The change would result in a net inconvenience for customers and for this reason is not recommended.

94 WELLESLEY

Service to Queen's Park Station

Origin of proposal: Public meeting – December 1, 2005

City wards: Ward 20 Trinity-Spadina, Ward 27 Toronto Centre-Rosedale

Results: Net inconvenience for customers

A customer proposed that the 94 WELLESLEY route be changed so that eastbound buses would have a direct connection with the UNIVERSITY subway. At present, all buses on the route connect directly with Wellesley Station on the YONGE subway. Because of the road network around Queen's Park, only westbound buses on the 94 WELLESLEY route have a convenient connection with the UNIVERSITY subway, at Museum Station.

A proposal was examined to change the routing for eastbound buses so that they operate east on Hoskin Avenue, south on Queen's Park Crescent West, south on the Queen's Park Crescent West off-ramp to Wellesley Street (in order to serve the existing bus stop at the westernmost portion of Wellesley Street and Queen's Park Crescent West), and then south on the on-ramp back onto Queen's Park Crescent West, south and east on Queen's Park Crescent West, east and north on Queen's Park Crescent East, and east on Wellesley Street. The extended eastbound routing would share the existing northbound stop presently used by the 5 AVENUE RD route just north of Queen's Park Station, at Queen's Park Crescent East and College Street.

The change would make service better for customers transferring to the UNIVERSITY subway, by reducing the distance that they need to walk to make their connection. Approximately 80 customer-trips each day make this connection, and would have a shorter walk.

The change would reduce the overall travel time for customers on the 94 WELLESLEY bus route who are travelling to some subway stations south of the 2 BLOOR-DANFORTH subway. Approximately 250 customer-trips are made each day to subway stations that would be more conveniently reached from Queen's Park Station than from Wellesley Station, and these customers would have a shorter trip.

Service would be made worse for customers who would be carried over the longer routing via the south part of Queen's Park Crescent. Approximately 800 through customer-trips are made each day, and these customers would have a longer trip.

The longer routing would require that additional time be added to the bus schedules, and approximately 10,065 customer-trips that are made each day throughout the 94 WELLESLEY route would have a longer wait for the bus.

The change in weighted travel time shows that the inconvenience of increased travel time and wait time is more important than the benefit of a shorter walk and a faster travel time. The change would result in a net inconvenience for customers and for this reason is not recommended.

Westmore Drive New service

Origin of proposal: Councillor Hall, customer suggestion

City ward: Ward 1 Etobicoke North

Results: Net inconvenience for customers

Councillor Hall and a TTC customer proposed that new service be operated on Westmore Drive, between Albion Road and Finch Avenue.

An option was analyzed to extend the 96 WILSON route to serve Westmore Drive in the peak periods and midday from Monday to Friday. In the peak periods, the 96E WILSON (Wilson Stn-Humber College Express) service would continue eastbound on the existing routing on Carrier Drive past Woodbine Downs Boulevard, then south on Westmore Drive, west on Finch Avenue, and east on the existing routing on Humber College Boulevard. Service would be removed from Woodbine Downs Boulevard. During the midday from Monday to Friday, the 96D WILSON (York Mills Stn-Carrier Drive) branch would be diverted to serve Westmore Drive. In both directions, buses would operate via Humber College Boulevard, Finch Avenue, Westmore Drive, and Carrier Drive. Midday service would be removed from Humber College Boulevard, between Finch Avenue and Carrier Drive.

Approximately 25 customer-trips are forecast to be made each day on the new service on Carrier Drive and on Westmore Drive. All of these trips would be new to the TTC. Approximately 10 customer-trips are made each day on Woodbine Downs Boulevard and Humber College





Boulevard, where service would be removed. These customers would have a longer walk to their nearest bus stop. Approximately 80 through customer-trips are made on buses during the midday that would travel over the extended routing, and these customers would have a longer trip. Approximately 2520 customer-trips are made on the 96 WILSON route at the times when would have a longer wait time for a bus, as additional time would be required to operate on the extended routing.

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

96 WILSON Extension to Humberwood Loop

Origin of proposal: Councillor Ford; Councillor Hall

City wards: Ward 1 Etobicoke North, Ward 2 Etobicoke North

Time periods: Monday-Friday

Results: Net inconvenience for customers

Councillor Ford and Councillor Hall proposed that the 96 WILSON bus route be extended to Humberwood Loop. This change would provide new direct service between the Humberwood community and points on the 96 WILSON route east of Highway 27.

A proposal to extend the 96E WILSON (Wilson Station-Humber College Express) branch to Humberwood Loop was examined in the report on *Service Improvements for 2005*, and has been re-evaluated for this report.

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

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

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

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

Four other proposals made by the councillor and by local residents were also examined in detail.

A change to the 36 FINCH WEST route to operate alternate buses in both directions via Humberline Drive,

Humber College Boulevard, John Garland Boulevard, and Finch Avenue was evaluated. This change would provide new direct service from Humberwood Loop to Humber College Boulevard, east of Humberline Drive. Approximately 20 customer-trips each day would be made with one fewer transfer, and approximately 770 customer-trips each day would be made with a shorter wait for the bus. Approximately 1700 customer-trips are made each day on the 36 FINCH WEST route on Finch Avenue. These customers would have a longer wait for their bus. Overall, the change in weighted travel time shows that the inconveniences of the service change would exceed the benefits of the change. The change would cause a net inconvenience for customers, and for this reason it is not recommended.

Two further proposals were also considered, that would extend the present 96B WILSON (York Mills Stn-Humberline & Albion Rd) service to Humberwood Loop. One version of this proposal would divert buses on the 96B WILSON route to operate to and from Humberwood Loop, in both directions, while still operating to Humberline Drive and Albion Road. Approximately 20 customer-trips each day would be made with one fewer transfer, and approximately 270 customer-trips each day that begin or end north of Finch Avenue would be made with a longer travel time.

The second version of this proposal would switch the terminals of the 96B WILSON and 36B FINCH WEST (Finch Stn-Humberwood) routes, so that the 96B WILSON service operates to Humberwood Loop, and the 36B FINCH WEST service operates to Humberline Drive and Albion Road. Approximately 20 customer-trips each day would be made with one fewer transfer, and approximately 1250 customer-trips each day would be made with a longer wait or an additional transfer. The change in weighted travel time for these two 96B WILSON route proposals shows that the inconveniences of the service changes would exceed the benefits of the changes. The changes would cause a net inconvenience for customers, and for this reason they are not recommended.

A final proposal was also examined, that would eliminate the service north of Finch Avenue operated on the 96A/D WILSON (York Mills Stn-Carrier Dr) branches, and would instead operate 96A/D WILSON buses to Humberwood Loop. Approximately 150 customer-trips are made each day on the stops north of Finch Avenue that would no longer be served, and these customers would have a longer walk to their nearest bus stop. Approximately 20 of these customers would be lost to the TTC, because of the inconvenience. The new service to Humberwood Loop would be used by approximately 20 customer-trips each day, and approximately 480 customer-trips each day would be made with a shorter wait for the bus. The change in weighted travel time

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

98 WILLOWDALE-SENLAC Service to St. John's Rehabilitation Hospital

Origin of proposal: Hospital staff

City ward: Ward 24 Willowdale

Results: Does not meet minimum financial standard

Staff from the St. John's Rehabilitation Hospital proposed that new direct TTC service be provided to the hospital, on Cummer Avenue just east of Willowdale Avenue. This change would improve service for customers travelling to or from the hospital by reducing the distance they need to walk to the nearest bus stop.

A proposal was examined that would divert buses on the 98 WILLOWDALE-SENLAC route, at all times and in both directions, to operate via Cummer Avenue and the hospital grounds.

It is projected that approximately 50 customer-trips would be made each day on the new section of the route. These customers would have a shorter walk to the nearest bus stop. Approximately 15 of these customer-trips would be new to the TTC.

Approximately 100 customer-trips are made each day on buses that would divert to and from the hospital. These customers would have a longer travel time.

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

A second proposal was examined, which would divert buses on the 42 CUMMER route, instead of the 98 WILLOWDALE-SENLAC route, through the hospital. The number of customers who would use the new service was the same as the first proposal, and the number of existing through customers that would have a longer travel time was much higher on the 42 CUMMER route than on the 98 WILLOWDALE-SENLAC route. The change would cause an overall inconvenience for customers, and for this reason, it is not recommended.





4. Post-Implementation Reviews of New Services

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

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

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

The 19 service changes which are discussed in this section were made between 2003 and 2007. They have been found to be successful and are recommended for designation as a regular part of the TTC route network. Any service changes which have not achieved the expected results have been or will be reported-on individually to the Commission.

20 CLIFFSIDE

Sunday early evening service

City wards: Ward 31 Beaches-East York, Ward 32 Beaches-East York, Ward 35 Scarborough Southwest, Ward 36 Scarborough Southwest, Ward 37 Scarborough Centre

Results: Recommended as a regular part of the TTC network

New service during the early evenings on Sundays and holidays on the 20 CLIFFSIDE bus route was introduced in September 2004. This change was approved as part of the

report on *Service Improvements for 2004*. Before the change was made, service on Sundays and holidays on the 20 CLIFFSIDE route ended at approximately 7:00 p.m.

On the day of the most recent passenger count, approximately 170 customer-trips were made on the new service, of which approximately 30 are new to the TTC system. These customers have a shorter walk to their nearest bus stop. The actual ridership is lower than the projection of 330 customer-trips each day in the report on *Service Improvements for 2004*.

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

143 DOWNTOWN/BEACH EXPRESS

Revised routing

City wards: Ward 20 Trinity-Spadina, Ward 28 Toronto Centre-Rosedale, Ward 30 Toronto-Danforth, Ward 32 Beaches-East York

Results: Recommended as a regular part of the TTC network

The routing on the 143 DOWNTOWN/BEACH EXPRESS bus route was changed in October 2005 to provide a more direct service for customers from the Beach to downtown. This change was approved as part of the report on *Service Improvements for 2005*.

Westbound buses now operate west on Queen Street, west on Eastern Avenue, and directly west on Richmond Street to Peter Street. Before the change, buses operated via west on Eastern Avenue, west on Front Street, and north of Sherbourne Street before turning west onto Richmond Street.

The change made service better for customers going westbound during the morning peak period as they now have a faster trip, since buses travel more directly to downtown and avoid the left turn from Sherbourne Street to Richmond Street. On the day of the most recent passenger count, approximately 230 customer trips were made on 143 DOWNTOWN/BEACH EXPRESS who had a faster trip to downtown. Approximately five customer-trips were made each day at stops no longer served by 143 DOWNTOWN/BEACH EXPRESS buses. The change in weighted travel time shows that the benefit of a shorter travel time is more important to customers than the

inconvenience of a longer walk. Overall, the change has made service better for customers. The routing is therefore recommended as a regular part of the TTC route network.

36 FINCH WEST

Revised routing at Milvan Drive

City wards: Ward 7 York West, Ward 8 York West, Ward 10 York Centre, Ward 23 Willowdale

Results: Recommended as a regular part of the TTC network

The 36D FINCH WEST (Finch Station-Weston Road and Milvan) bus service was revised in October 2005 to operate directly from Milvan Drive to Finch Avenue. This change reduced travel time for customers. The change was recommended as part of the report on *Service Improvements for 2005*.

Buses on the 36D FINCH WEST service, which operates during the peak periods from Monday to Friday, now operate west on Finch Avenue, north on Weston Road, northwest on Toryork Drive, southeast on Milvan Drive, and then directly east on Finch Avenue. As part of this change, service on this route was removed from Rumike Road, Lindy Lou Road, and Jayzel Drive.

Approximately 215 customer-trips are made each day on buses travelling-through from Milvan Drive to points on Finch Avenue, east of Milvan Road, and these customers benefit from a faster trip as a result of the routing change. Approximately 50 customer-trips, that began or ended each day at bus stops at Rumike Road and Lindy Lou Road, and at Jayzel Drive and Lindy Lou Road, are no longer directly served by 36D FINCH WEST buses. These customers have a longer walk to the nearest bus stops on Finch Avenue, at Rumike Road and at Jayzel Drive.

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

38 HIGHLAND CREEK

Sunday and holiday service

City wards: Ward 38 Scarborough Centre, Ward 43 Scarborough East, Ward 44 Scarborough East

Results: Recommended as a regular part of the TTC network

New service on Sundays and holidays during the daytime and early evening was added on the 38 HIGHLAND CREEK route between Scarborough Centre Station and Rouge Hill GO Station beginning in October 2005. This change was approved as part of the report on *Service Improvements for 2005*.

On the day of the most recent passenger count, approximately 1,900 customer-trips were made on the new service, of which 480 were new to the TTC system. These customers have a shorter walk to the nearest bus stop.

The change increases operating costs because three buses were added during the daytime on Sundays, and two buses were added during the early evening. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC route network.

191 HIGHWAY 27 ROCKET

Revised routing at Humber College

City ward: Ward 1 Etobicoke North

Results: Recommended as a regular part of the TTC network

The routing of the 191 HIGHWAY 27 ROCKET bus route during the peak periods was changed in October 2005 to operate via Humber College Boulevard, west of Highway 27, in both directions. The change reduced the distance that customers need to walk to their nearest bus stop, and provides a consistent routing at all times of the week. The change was approved as part of the report on *Service Improvements for 2005*.

During the morning peak period, southbound buses now operate south on Martin Grove Road, west on Finch Avenue, south and east on Humber College Boulevard, and south on Highway 27. This was changed from the previous morning peak period service which operated south on Martin Grove Road, west on Finch Avenue, and south on Highway 27.

During the afternoon peak period, northbound buses now operate north on Highway 27, west and north on Humber College Boulevard, east Finch Avenue, and north on Martin Grove Road. This was changed from the previous afternoon peak period service, which operated north on Highway 27, east on Humber College Boulevard, north on John Garland Boulevard, east on Finch Avenue and north on Martin Grove Road.

With this change, all service on the route, in both directions, at all times of the week, operate over the same routing in the Highway 27/Humber College Boulevard/Finch area.

It was projected that 165 customer-trips would be made each day on the new peak period service west of Highway 27, and these customers would benefit from a shorter walk to the nearest bus stop, or one fewer transfer. Based on the most recent passenger count, the actual number of customers who benefit from the re-routing is approximately 670 customer-trips.

Approximately 100 customer-trips each day previously began or ended at the bus stops on Humber





College Boulevard, east of Highway 27, and on John Garland Boulevard that are no longer served by the 191 HIGHWAY 27 ROCKET buses. These customers now have a longer walk to the nearest bus stops on Finch Avenue or west of Highway 27. Approximately 790 customer-trips are now made with additional travel time as a result of the revised routing.

The change in weighted travel time indicates that the benefit of a routing change is greater than the inconveniences. Overall, the change improves service for customers, and it is therefore recommended as a regular part of the TTC network.

191 HIGHWAY 27 ROCKET

Sunday Service

City wards: Ward 1 Etobicoke North, Ward 2 Etobicoke North, Ward 3 Etobicoke Centre, Ward 5 Etobicoke Lakeshore

Results: Recommended as a regular part of the TTC network

New service was introduced in September 2004 on the 191 HIGHWAY 27 ROCKET bus route during the daytime on Sundays and holidays. This change was approved as part of the report on *Service Improvements for 2004*. The change improved service for customers by reducing their travel time and reducing the number of transfers. Previously service on the route was provided only during the peak periods, midday, and early evening from Monday to Friday, and during the daytime on Saturdays.

It was projected that approximately 1000 customer-trips would be made each Sunday on the new service, of which approximately 375 would be new to the TTC. Based on the most recent ridership counts, approximately 1190 customer trips are made each Sunday on the route, of which approximately 450 customer-trips are estimated to be new to the TTC.

The change increased operating costs because three buses were added during the daytime on Sundays and holidays to operate the new service. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC route network.

37A ISLINGTON

Service via Woodbine Racetrack

City ward: Ward 2 Etobicoke North

Results: Recommended as a regular part of the TTC network

The 37A ISLINGTON bus route was changed to operate via Woodbine Racetrack in both directions, in January 2004. This change was approved as part of the report on *Service Improvements for 2003*, and was made possible because the City of Toronto and the Woodbine Entertainment Group built a bus-only driveway at the Queen's Plate

Drive/Rexdale Boulevard intersection that allowed direct bus operation to and from the racetrack property.

The change made service better for customers by reducing the distance needed to walk from their nearest bus stop.

On the day of the most recent passenger count, approximately 1350 customer-trips began or ended at the new bus stop at the racetrack. These customers have a shorter walk to their nearest bus stop.

Service was made worse for customers travelling beyond the racetrack, as they have a longer travel time. Approximately 680 customer-trips each day are made with a longer travel time. There was no change to operating costs or service levels.

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

133 NEILSON

Monday-Friday midday and Saturday/Sunday/holiday service to Morningside Heights

City ward: Ward 42 Scarborough-Rouge River

Results: Recommended as a regular part of the TTC network

New service was added in March 2005 on the 133 NEILSON bus route to the Morningside Heights neighbourhood during the midday from Monday to Friday, and the daytime and early evening on Saturdays, Sundays and holidays. Customers using the new service have a shorter walk to their nearest bus stop.

On the day of the most recent passenger count, approximately 420 customer-trips were made on the new service during the midday from Monday to Friday, of which approximately 125 are new to the TTC system. The actual ridership is higher than the projection of 370 customer-trips each day.

During the daytime on Saturdays, approximately 600 customer-trips were made on the new service, of which approximately 270 are new to the TTC system. The actual ridership is higher than the projection of 515 customer-trips each day. During the early evening on Saturdays, approximately 140 customer-trips were made on the new service, of which approximately 70 are new to the TTC system. The actual ridership is higher than the projection of 105 customer-trips each day.

During the daytime on Sundays, approximately 400 customer-trips were made on the new service, of which approximately 180 are new to the TTC system. The actual ridership is higher than the projection of 315 customer-trips each day. During the early evening on

Sundays, approximately 80 customer-trips were made on the new service, of which approximately 40 are new to the TTC system. The actual ridership is higher than the projection of 70 customer-trips each day.

The change increased operating costs because one bus was added at each of these times to operate the new service. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC route network.

131 NUGGET

Saturday, Sunday, and holiday late evening service

City wards: Ward 38 Scarborough Centre, Ward 41 Scarborough-Rouge River, Ward 42 Scarborough-Rouge River

Results: Recommended as a regular part of the TTC network

New service on Saturdays, Sundays, and holidays during the late evening was added on the 131 NUGGET route in September 2004. This change was approved as part of the report on *Service Improvements for 2004*.

Approximately 200 customer-trips were made each day on the new service, of which approximately 65 were new to the TTC system. These customers have a shorter walk to the nearest stop or reduced transfers.

The change increases operating costs because two buses were added during the late evening on Saturday and Sundays. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC route network.

101 PARC DOWNSVIEW PARK

Summer Seasonal Service

City wards: Ward 8 York West, Ward 9 York Centre, Ward 10 York Centre

Results: Recommended as a regular part of the TTC network of seasonal services

New seasonal bus service was operated in the summer of 2007 to Parc Downsview Park. The 101 PARC DOWNSVIEW PARK (Downsview Stn-Parc Downsview Park) route operated during the midday from Monday to Friday and the daytime on weekends. The service was approved by the Commission at its meeting in April 2007.

It was projected that approximately 60 customer-trips would be made on the new service in the midday from Monday to Friday. Ridership counts show that approximately 95 customer-trips were made on the service on weekdays, all of which were new to the TTC.

On Saturdays and Sundays, ridership was projected to be 90 customer-trips on each day, and ridership counts confirmed that approximately 95 customer-trips were made each day.

The change increased operating costs because one bus was added at each of these times to operate the new service. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a part of the TTC seasonal route network.

Analysis has also been undertaken of additional periods of seasonal service on the 101 PARC DOWNSVIEW PARK route.

It is projected that during peak periods from Monday to Friday in the summer, approximately 100 customer-trips would be made each day on the new service, all of which would be considered new to the TTC. In the early evenings in the summer, it is projected that approximately 30 customer-trips would be made, on average, each day, all of which would be new to the TTC. One additional bus would be required for each of these periods of additional seasonal service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the additional service would meet the TTC's financial standard. As a result, service during the peak periods from Monday to Friday and during the early evening every day has been scheduled as part of the 2008 seasonal operation, and will begin on May 11, 2008.

134 PROGRESS

Saturday service to Centennial College

City ward: Ward 38 Scarborough Centre

Results: recommended as a regular part of the TTC network

New service was added in September 2004 to Centennial College on the 134C PROGRESS (Scarborough Centre Stn-Centennial College) bus route. This change was approved as part of the report on *Service Improvements for 2004*. This change made service better for customers by reducing the distance that some customers in the area need to walk to reach the centre of the campus.

On the day of the most recent passenger count, approximately 260 customer-trips were made on this new service of which approximately 65 were new to the system. These customers have a shorter walk to the nearest bus stop in the centre of the campus. The actual ridership is lower than the projection of 410 customer-trips in the report on *Service Improvements for 2004*.

The change increased operating costs because one bus was added during the daytime on Saturday to operate the new service. Even though overall ridership is lower than was projected, the comparison of operating costs with the actual increase in ridership indicates that the new





service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC route network.

190 SCARBOROUGH CENTRE ROCKET Monday-Friday early evening and Saturday, Sunday, and holiday service

City wards: Ward 33 Don Valley East, Ward 38 Scarborough Centre, Ward 40 Scarborough Agincourt, Ward 41 Scarborough-Rouge River

Results: Recommended as a regular part of the TTC network

New service during the early evening from Monday to Friday and the daytime on Saturdays, Sundays, and holidays on the 190 SCARBOROUGH CENTRE ROCKET route was introduced in September 2004. This change was approved as part of the report on *Service Improvements for 2004*. Before the change was made, service on the route operated only during the peak periods and midday from Monday to Friday.

On the day of the most recent passenger count, approximately 400 customer-trips were made on the new service during the early evening from Monday to Friday, of which approximately 115 are new to the TTC system.

On Saturdays, approximately 2450 customer-trips were made on the new service, of which approximately 700 are new to the TTC system. On Sundays, approximately 1150 customer-trips were made on the new service, of which approximately 330 are new to the TTC system.

These customers have a shorter wait, a faster trip, or one fewer transfer. The actual ridership is higher at all times than the projection in the report on *Service Improvements for 2004* of 350 customer-trips each weekday, 1500 customer-trips each Saturday, and 925 customer-trips each Sunday.

The change increased operating costs because three buses were added to operate the new service. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC route network.

79 SCARLETT RD Revised service on St Clair Avenue

City wards: Ward 4 Etobicoke Centre, Ward 11 York South Weston, Ward 13 Parkdale-High Park

Results: Recommended as a regular part of the TTC network

The 79 SCARLETT RD route was changed in September 2004 so that every other bus in peak periods operates in both directions via St Clair Avenue, between Runnymede Road and Scarlett Road. Previously, buses operated only

via St Clair Avenue westbound during the morning peak period and in eastbound direction during the afternoon peak period. This change was approved as part of the report on *Service Improvements for 2004*.

The change provides new southbound/eastbound morning peak period service and northbound/westbound afternoon peak period service on St Clair Avenue. Customers on this segment of St Clair Avenue now have a shorter walk to the nearest bus stop in the new directions of travel.

It was projected that approximately 110 customer-trips each day would be made on the new service, of which, approximately 35 would be new to the TTC. Based on the most recent passenger count, approximately 100 additional customer-trips occurred on the new service.

The change made service worse for customers on Pritchard Avenue and Foxwell Street, who would be inconvenienced with a longer wait for the bus. Approximately 140 customer-trips each day are made with a longer wait.

The change was made with no additional resources. The change in weighted travel time shows that the benefit of shorter walking distance is more important to customers than the inconvenience of a longer wait. Overall, the change has attracted new customers to the TTC and has made service better for customers. For these reasons, it is recommended as a regular part of the TTC system.

53 STEELES EAST Sunday and holiday service to Markham Road

City ward: Ward 41 Scarborough-Rouge River

Results: Recommended as a regular part of the TTC network

New service on Sundays and holidays east of Middlefield Road to Markham Road was introduced in September 2004 on the 53 STEELES EAST route. This change was approved as part of the report on *Service Improvements for 2004*. Before the change was made, Sunday and holiday service on the route operated only as far east as Middlefield Road.

On the day of the most recent passenger count, approximately 890 customer-trips were made on the new Sunday service, of which approximately 340 are new to the TTC system.

These customers have a shorter walk to the nearest bus stop. The actual ridership is higher than the projection of 600 customer-trips each Sunday in the report on *Service Improvements for 2004*.

The change increased operating costs because one bus was added to operate the new service. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore

recommended as a regular part of the TTC route network.

88 SOUTH LEASIDE

Service via Vanderhoof Avenue

City wards: Ward 22 St Paul's, Ward 26 Don Valley West, Ward 27 Toronto Centre-Rosedale

Results: Recommended as a regular part of the TTC network

The 88 SOUTH LEASIDE bus route was changed to operate on Leslie Street, Vanderhoof Avenue and Brentcliffe Road during the peak periods and midday from Monday to Friday, in the daytime on Saturdays, in February 2003. As part of this change, service on Wicksteed Avenue, between Brentcliffe Road and Leslie Street was discontinued. This change was approved as part of the report on *Service Improvements for 2003*.

The change reduced walking distance to the nearest bus stop for customers in a nearby new residential area. On the day of the most recent passenger count, approximately 100 customer-trips were made at the new Vanderhoof Avenue stops. Approximately 15 customer-trips were made at the discontinued stop at Wicksteed Avenue and Copeland Street, and these customers now have a longer walk to new stops on Vanderhoof Avenue. Overall the routing change has improved transit service in this area.

The change in weighted travel time shows that the benefits of a shorter walk for some customers is more important than a longer walk for a smaller number of other customers. Overall, the change has made service better for customers. The routing is therefore recommended as a regular part of the TTC route network.

112 WEST MALL

Service via Rangoon Rd

City ward: Ward 3 Etobicoke Centre

Results: Recommended as a regular part of the TTC network

The routing of the 112 WEST MALL bus route was revised in May 2003 to increase service to a busier part of the route, and to simplify a complicated route structure that was confusing to customers. This change was recommended as part of the report on *Service Improvements for 2003*.

Currently all buses on the 112 WEST MALL route operates in both directions via The West Mall, Wellesworth Drive, Eringate Drive, Rangoon Road, Wellesworth Drive, Gentian Drive, and Renforth Drive. As a result of the change, buses no longer operate on Eringate Drive west of Wellesworth Drive, and on Renforth Drive between Eringate Drive and Gentian Drive.

The change made service better for customers along Eringate Drive east of Wellesworth Drive, Wellesworth Drive between Gentian Drive and Rangoon Road, and on Rangoon Road and Gentian Drive in both directions as they now have a shorter wait. On the day of the most recent passenger count, approximately 530 customer-trips were made along this route section, and these customers have a shorter wait.

The change made service worse for customers travelling along Eringate Drive west of Wellesworth Drive and Renforth Drive south of Gentian Drive in both directions, as they have a longer walk to the nearest stop. Approximately 210 customer-trips each day have a longer walk.

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

112 WEST MALL

Revised looping north of Eglinton Avenue

City wards: Ward 2 Etobicoke North, Ward 3 Etobicoke Centre

Results: Recommended as a regular part of the TTC network

The routing of the 112 WEST MALL bus route was revised in May 2003 by changing the north-end on-street loop through the Carlingview-Attwell industrial area so that all buses operating north of Eglinton Avenue would operate in one direction over the on-street loop. This revision was made to reduce the waiting time for customers and to simplify a complicated route that was confusing to customers. This change was approved as part of the report on *Service Improvements for 2003*.

With this change, all buses on the 112C WEST MALL route north of Eglinton Avenue operate over a counter-clockwise routing via north on Renforth Drive, east on International Boulevard, east on Galaxy Boulevard, north on Skyway Avenue, north on Attwell Drive, east on Belfield Road, north on Brockport Drive, west on Disco Road, south on Carlingview Drive, and east on International Boulevard to Renforth Drive. Before the change, buses alternated between a counter-clockwise and clockwise routing.

The change made service better for customers travelling north at stops along Skyway Avenue and Attwell Drive or south on stops along Carlingview Drive, as they have a shorter waiting time. On the day of the most recent passenger count, 200 customer-trips were made with a shorter waiting time.

The change made service worse for customers travelling south on stops along Skyway Avenue and Attwell Drive and travelling north on stops along





Carlingview Drive, as they now must be made with a longer travel time. Approximately 100 customer-trips each day are made at these stops. These customers also benefit from having a shorter waiting time, as the operation in one direction over the loop means customers can board the first available bus operating north of Eglinton Avenue. For that reason, the inconvenience of a longer travel time balances the benefit of a shorter waiting time.

The change in weighted travel time shows that the benefit of a shorter waiting time for customers travelling north on stops along Skyway Avenue and Attwell Drive or south on stops along Carlingview Drive is more important to customers than the impacts experienced by customers travelling south on stops along Skyway Avenue and Attwell Drive and north on stops along Carlingview Drive. Overall, the change has made service better for customers. In addition, operation in one direction over the loop would simplify the route structure for customers. For these reasons, the routing is recommended as a regular part of the TTC route network.

92 WOODBINE SOUTH

Revised service south of Queen Street

City ward: Ward 32 Beaches-East York

Results: Recommended as a regular part of the TTC network

The south end routing of the 92 WOODBINE SOUTH bus route was changed in January 2005 to operate to and from Lake Shore Boulevard at all times, and to eliminate operation on a on-street loop at Queen Street. Buses now operate at all times via south on Woodbine Avenue and west on Lake Shore Boulevard to a new off-street loop on the south side of Lake Shore Boulevard in Ashbridge's Bay Park. Previously, service during the peak periods from Monday to Friday operated as far south as Queen Street only, while off-peak service operated to Lake Shore Boulevard over a large on-street loop via Queen Street and Coxwell Avenue.

The service change improved transit service for customers in the nearby new residential area, by reducing the distance they need to walk to the nearest bus stop. Approximately 360 customer-trips each weekday are made at stops on the new part of the route, and are made with a shorter walk.

Service was removed from the on-street loop via Queen Street, Rainsford Road, and Columbine Avenue that was used during the peak periods from Monday to Friday. Approximately 85 customer-trips were made at these stops each day, and now must be made with a longer walk to the nearest bus stop. Service on the 92 WOODBINE SOUTH route was also removed from Coxwell Avenue and Queen Street at off-peak times. Approximately 55 customer-trips were made at stops on

this part of the route, and now must be made with a longer walk to the nearest bus stop, or one additional transfer.

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

92 WOODBINE SOUTH

Monday to Friday late evening service

City ward: Ward 32 Beaches-East York

Results: Recommended as a regular part of the TTC network

New non-summer Monday to Friday late evening service was introduced in September 2006 on the 92 WOODBINE SOUTH bus route. This change was part of the *Status of Service Improvements for 2006 Report*.

On the day of the most recent passenger count, approximately 115 customer-trips were made on the new service, of which approximately 25 are new to the TTC system. These customers have a shorter walk to the nearest bus stop. The actual ridership is slightly higher than the projection of 110 customer-trips in the *Status of Service Improvements for 2006 Report*.

The change increased operating costs because one bus was added to operate the new service. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC route network.

Appendix A

Service changes, 2005-2008

This list summarises significant service changes that have been made since the report on *Service Improvements for 2005* was issued in April 2005. To the right of each description is shown the programme or project through which the change was developed and approved. The list does not include the minor improvements and other adjustments that have been made each month to respond to changing customer demand and operating conditions.

March 2008

- 509 HARBOURFRONT – Morning peak period service extended from Fleet Loop to Exhibition *Service Improvements for 2006*
- 24 VICTORIA PARK – New accessible service using low-floor buses Accessible service

February 2008

- 302 DANFORTH RD-MCCOWAN – New accessible service using low-floor buses..... Accessible service
- 39 FINCH EAST – New express service, Monday-Friday midday and early evening, and Saturday daytime Ridership monitoring
- 139 FINCH-DON MILLS – New route name, replacing 139 FINCH EAST Ridership monitoring
- 38 HIGHLAND CREEK – Accessible service changed from lift-equipped buses to low-floor buses..... Accessible service
- 54 LAWRENCE EAST – New accessible service using low-floor buses Accessible service
- 354 LAWRENCE EAST – New accessible service using low-floor buses Accessible service
- 129 MCCOWAN NORTH – New accessible service using low-floor buses Accessible service
- 133 NEILSON – Revised route on Finch Avenue, east of Neilson Avenue *Service Improvements for 2003*
- 133 NEILSON – Accessible service changed from lift-equipped buses to low-floor buses Accessible service
- 134 PROGRESS – Accessible service changed from lift-equipped buses to low-floor buses Accessible service
- 53 STEELES EAST – New express service, Monday-Friday early evening..... Ridership monitoring

December 2007

- 102D MARKHAM RD – Route shortened to end at Mount Joy GO Station Under contract to York Region Transit

August 2007

- St Clair Station – Elevators begin operation and station becomes accessible..... Easier Access
- 193 EXHIBITION ROCKET – New accessible service using low-floor buses Accessible service

June 2007

- 7 BATHURST – New accessible service using low-floor buses on 7A “St Clair West Stn-Wilson Stn” branch Accessible service
- 21 BRIMLEY – New Monday-Saturday late evening service, Scarborough Centre Stn to Steeles *Service Improvements for 2006*
- 108 DOWNSVIEW – New Sunday late evening service *Service Improvements for 2006*
- 125 DREWRY – New Saturday, Sunday, and holiday early evening service..... *Service Improvements for 2006*
- 133 NEILSON – New Monday-Friday late evening service..... *Service Improvements for 2006*
- 70 O’CONNOR – New accessible service using low-floor buses..... Accessible service
- 101 PARC DOWNSVIEW PARK – New seasonal service..... Ridership monitoring
- 167 PHARMACY NORTH – New accessible service using low-floor buses Accessible service
- 190 SCARBOROUGH CENTRE ROCKET – New Monday-Friday late evening and Saturday, Sunday, and holiday early evening service *Service Improvements for 2006*
- 75 SHERBOURNE – New seasonal route extension along Queens Quay..... Ridership monitoring
- 53 STEELES EAST – New Monday-Friday peak period service to Staines Road..... *Service Improvements for 2006*

May 2007

- 29 DUFFERIN – Route extended into Exhibition Place Commission direction





April 2007

- Osgoode Station – Station becomes accessible.....Easier Access
- 82 ROSEDALE – New accessible service using low-floor buses..... Accessible service

February 2007

- 11 BAYVIEW – Revised service north of Sheppard Avenue..... *Service Improvements for 2006*
- 120 CALVINGTON – New accessible service using low-floor buses..... Accessible service
- 108 DOWNSVIEW – Revised service via Grandravine Drive *Service Improvements for 2006*
- 22 COXWELL – New accessible service using low-floor buses..... Accessible service
- 135 GERRARD – New accessible service using low-floor buses..... Accessible service
- 311 ISLINGTON – Service on Kipling Avenue *Service Improvements for 2006*
- 41 KEELE – New accessible service using low-floor buses..... Accessible service
- 12 KINGSTON RD – New accessible service using low-floor buses..... Accessible service
- 124 SUNNYBROOK – Revised service via Lawrence Avenue..... *Service Improvements for 2006*
- 96 WILSON – Revised service on Albion Road..... *Service Improvements for 2006*
- 320 YONGE – New accessible service using low-floor buses..... Accessible service

January 2007

- York Mills Station – Elevators begin operation and station becomes accessible.....Easier Access
- Finch Station – New bus exit to Yonge Street opensCapital budget improvements
- 192 AIRPORT ROCKET – Service removed from Pearson Airport Terminal 2.....Ridership monitoring
- 17 BIRCHMOUNT – 17C “McNicoll” branch extended to new loop on McNicoll Ave, east of Kennedy Rd
..... Ridership monitoring
- 300 BLOOR-DANFORTH – Service removed from Pearson Airport Terminal 2Ridership monitoring
- 42 CUMMER – 42B “Kennedy” branch extended to new loop on McNicoll Ave, east of Kennedy Rd.....Ridership monitoring
- 125 DREWRY – New accessible service using lift-equipped buses Accessible service
- 307 EGLINTON WEST – Service removed from Pearson Airport Terminal 2.....Ridership monitoring
- 14 GLENCAIRN – New accessible service using lift-equipped buses Accessible service
- 58 MALTON – Service removed from Pearson Airport Terminal 2.....Ridership monitoring

November 2006

- 61 AVENUE RD NORTH – New accessible service using low-floor buses..... Accessible service
- 165 WESTON RD NORTH – New accessible service using lift-equipped buses Accessible service
- 96 WILSON – New accessible service using lift-equipped buses..... Accessible service
- 320 YONGE – Trial route extension on University Avenue ends..... Post-implementation review

October 2006

- 33 FOREST HILL – Trial routing change north of Eglinton Avenue begins Commission direction

August 2006

- 193 EXHIBITION ROCKET – New accessible service using low-floor buses..... Accessible service

July 2006

- 400 LAWRENCE MANOR COMMUNITY BUS – Route extended north to Wilson Avenue..... Wheel-Trans

June 2006

- 63 OSSINGTON, 316 OSSINGTON, 109 RANEE – New accessible service using low-floor buses Accessible service
- 191 HIGHWAY 27 ROCKET – Accessible service changed from lift-equipped buses to low-floor buses Accessible service

May 2006

- 33 FOREST HILL – Trial routing on Old Forest Hill Road ends; previous routing resumed Post-implementation review

April 2006

Jane Station – Elevators begin operation and station becomes accessible.....Easier Access

January 2006

Broadview Station – Elevators begin operation and station becomes accessible.....Easier Access
139 FINCH EAST – New Monday-Friday midday and evening service to Middlefield Road..... Commission direction

December 2005

172 CHERRY STREET – Service to ferry terminal eliminated.....Ridership monitoring

October 2005

42 CUMMER – Monday-Friday midday service eliminated east of Kennedy Road Post-implementation review
143 DOWNTOWN/BEACH EXPRESS – Revised routing downtown.....Service Improvements for 2005
36 FINCH WEST– Revised routing at Milvan DriveService Improvements for 2005
33 FOREST HILL – Revised routing on Old Forest Hill Road.....Service Improvements for 2005
38 HIGHLAND CREEK – New Sunday/holiday daytime and early evening serviceService Improvements for 2005
191 HIGHWAY 27 ROCKET– Revised routing at Humber College Boulevard.....Service Improvements for 2005
41 KEELE – Revised routing at York University.....Service Improvements for 2005
134 PROGRESS – New early evening and Sunday/holiday daytime service to Finch.....Service Improvements for 2005

September 2005

Eglinton West Station – Elevators begin operation and station becomes accessibleEasier Access
7 BATHURST, 511 BATHURST, 25 DON MILLS, 29 DUFFERIN, 505 DUNDAS, 34 EGLINTON EAST, 32 EGLINTON WEST, 39 FINCH EAST, 36 FINCH WEST, 38 HIGHLAND CREEK, 35 JANE, 504 KING, 45 KIPLING, 44 KIPLING SOUTH, 47 LANSDOWNE, 52 LAWRENCE WEST, 58 MALTON, 116 MORNINGSIDE, 63 OSSINGTON, 86 SCARBOROUGH, 190 SCARBOROUGH CENTRE ROCKET, 79 SCARLETT RD, 501 QUEEN, 85 SHEPPARD EAST, 53 STEELES EAST, 60 STEELES WEST, 510 SPADINA, 95 YORK MILLS, 196 YORK UNIVERSITY ROCKET –
Service increases Ridership Growth Strategy
8 BROADVIEW, 20 CLIFFSIDE, 113 DANFORTH, 23 DAWES, 25 DON MILLS, 303 DON MILLS, 16 MCCOWAN, 62 MORTIMER –
New accessible service using low-floor buses Accessible service
329 DUFFERIN, 385 SHEPPARD EAST, 353 STEELES EAST –
New accessible service using lift-equipped buses..... Accessible service
329 DUFFERIN – Bicycle rack service Bike rack test project
405 ETOBICOKE COMMUNITY BUS – New Monday-Friday community bus service..... Wheel-Trans
309 FINCH WEST – Route extended to Woodbine Racetrack..... Overnight service changes
354 LAWRENCE EAST – New overnight route from Yonge Street to UofT Scarborough Overnight service changes
352 LAWRENCE WEST – New overnight route from Yonge Street to Weston Road..... Overnight service changes
64 MAIN – New accessible service using low-floor buses Accessible service
102 MARKHAM RD – New Sunday service to Major Mackenzie DriveUnder contract to York Region Transit
133 NEILSON – Revised peak period service; new branch name.....Service Improvements for 2005
385 SHEPPARD EAST – New overnight route from Yonge Street to Meadowvale Road..... Overnight service changes
353 STEELES EAST– New overnight route from Yonge Street to Middlefield Road Overnight service changes
68 WARDEN – Route extension to Major Mackenzie DriveUnder contract to York Region Transit
196 YORK UNIVERSITY ROCKET – New off-peak service to Sheppard-Yonge Station..... Ridership Growth Strategy

July 2005

310 BATHURST 313 JANE, 162 LAWRENCE-DONWAY, 124 SUNNYBROOK –
New accessible service using low-floor buses Accessible service
310 BATHURST – Bicycle rack service Bike rack test project
165 WESTON RD NORTH – Route extension into Vellore Woods.....Under contract to York Region Transit



June 2005

7 BATHURST, 29 DUFFERIN, 47 LANSDOWNE, 161 ROGERS RD, 98 WILLOWDALE-SENLAC –
 Bicycle rack service.....Bike rack test project
 7 BATHURST, 506 CARLTON, 127 DAVENPORT, 25 DON MILLS, 505 DUNDAS, 39 FINCH EAST, 36 FINCH WEST, 41 KEELE, 43
 KENNEDY, 504 KING, 54 LAWRENCE EAST, 129 MCCOWAN NORTH, 63 OSSINGTON, 72 PAPE, 81 THORNCLIFFE PARK, 24
 VICTORIA PARK, 89 WESTON –
 Service increases Ridership Growth Strategy
 305 EGLINTON EAST, 122 GRAYDON HALL, 43 KENNEDY, 116 MORNINGSIDE, 74 MT PLEASANT, 86 SCARBOROUGH –
 New accessible service using low-floor buses Accessible service
 Kennedy Station – New GO Transit connection.....GO Transit Kennedy Station

May 2005

9 BELLAMY, 34 EGLINTON EAST, 103 MT PLEASANT NORTH –
 New accessible service using low-floor buses Accessible service
 46 MARTIN GROVE – Accessible service changed from lift-equipped buses to low-floor buses..... Accessible service
 224 VICTORIA PARK NORTH – Extension to East Cathedral neighbourhoodUnder contract to York Region Transit



Appendix B

Financial evaluation of present services, 2007

As part of the TTC's service standards, the Commission has established financial criteria to govern whether a new service should be introduced, whether a trial service should be continued, or whether a service which is a regular part of the TTC route network but has low ridership should be modified or removed. These financial criteria are used to evaluate every possible service change, including those in the annual report on service improvements.

For every period of service that is operated on every bus or streetcar route in the TTC system, the change in ridership per dollar of net cost change has been calculated. This is the number of customers who would no longer use the TTC for each dollar of net cost savings if the service were removed. For proposed new services, a similar calculation is made of the number of new customers who would be attracted to the TTC per dollar of net cost increase if the service were introduced.

Research on customers' behaviour has shown that the ridership effects of eliminating service or raising fares balance at 0.23 customers gained or lost per dollar spent or saved. Overall, ridership on the TTC will always increase if services above that level are added, and services below that level are removed to pay for them.

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

This appendix lists the periods of service on 52 routes during which the financial performance does not meet the TTC's standard value of 0.23 change in customers per dollar of net cost change.

Route and section	Day of the week	Time of day	Change in cust/dollar
5 AVENUE RD			
<i>South of St. Clair Avenue to Queen's Park and Gerrard Street</i>			
Monday-Friday	Peak periods		0.11
	Midday		0.19
Sunday/holiday	Early evening		0.22
5 AVENUE RD			
<i>North of St. Clair Avenue to Eglinton Station</i>			
Monday-Friday	Peak periods		0.09
	Midday		0.10
	Early evening		0.09
Saturday	Daytime		0.08
Sunday/holiday	Early evening		0.14
	Daytime		0.09
Sunday/holiday	Early evening		0.09
	Daytime		0.09
	Early evening		0.09
61 AVENUE RD NORTH			
Monday-Friday	Early evening		0.21
	Late evening		0.04
Saturday	Daytime		0.22
Sunday/holiday	Late evening		0.07
	Late evening		0.05
160 BATHURST NORTH			
<i>Between Wilson Station and Steeles Avenue</i>			
Monday-Friday	Peak periods		0.03
	Midday		0.03
	Early evening		0.06
Saturday	Daytime		0.04
Sunday/holiday	Early evening		0.04
	Daytime		0.03
Sunday/holiday	Early evening		0.02

11 BAYVIEW			
<i>North of Sunnybrook Hospital to Sheppard Avenue</i>			
Monday-Friday	Late evening		0.12
	Early evening		0.14
Saturday	Late evening		0.06
Sunday/holiday	Late evening		0.05
11 BAYVIEW			
<i>North of Sheppard Avenue to Steeles Avenue</i>			
Monday-Friday	Midday		0.16
	Late evening		0.12
8 BROADVIEW			
Monday-Friday	Peak periods		0.18
	Midday		0.09
Saturday	Daytime		0.09
Sunday/holiday	Daytime		0.16
	Early evening		0.17
120 CALVINGTON			
Monday-Friday	Peak periods		0.08
42 CUMMER			
<i>East of Kennedy Road</i>			
Monday-Friday	Peak periods		0.07
127 DAVENPORT			
Monday-Friday	Peak periods		0.11
	Midday		0.12
	Early evening		0.14
Saturday	Daytime		0.11





105 DUFFERIN NORTH			
<i>North of Downsview Station to Steeles Avenue</i>			
Monday-Friday	Peak periods		0.10
	Midday		0.12
Saturday	Daytime		0.07
	Early evening		0.06
Sunday/holiday	Daytime		0.13
	Early evening		0.11
26 DUPONT			
<i>East of Dupont Station to St George Station</i>			
Monday-Friday	Peak periods		0.10
	Midday		0.04
	Early evening		0.06
	Late evening		0.04
Saturday	Daytime		0.05
	Early evening		0.05
	Late evening		0.04
Sunday/holiday	Early evening		0.10
26 DUPONT			
<i>West of Dupont Station to Jane Station</i>			
Monday-Friday	Peak periods		0.14
	Midday		0.12
	Early evening		0.10
	Late evening		0.05
Saturday	Daytime		0.16
	Early evening		0.11
	Late evening		0.11
Sunday/holiday	Daytime		0.18
	Early evening		0.03
32 EGLINTON WEST			
<i>On Emmett Avenue</i>			
Monday-Friday	Peak periods		0.13
139 FINCH-DON MILLS			
Monday-Friday	Peak periods		0.17
33 FOREST HILL			
Monday-Friday	Peak periods		0.13
	Midday		0.08
135 GERRARD			
Monday-Friday	Peak periods		0.11
	Midday		0.05
	Early evening		0.04
	Late evening		0.06
Saturday	Daytime		0.05
14 GLENCAIRN			
<i>West of Davisville Station to Glencairn Station</i>			
Monday-Friday	Peak periods		0.16
	Midday		0.15
	Early evening		0.09
14 GLENCAIRN			
<i>West of Glencairn Station to Caledonia Road</i>			
Monday-Friday	Peak periods		0.13
	Midday		0.09
	Early evening		0.08
169 HUNTINGWOOD			
Monday-Friday	Peak periods		0.06
83 JONES			
Monday-Friday	Early evening		0.13
Saturday	Early evening		0.06

107 KEELE NORTH			
<i>On Bakersfield Street, St Regis Street, Ceramic Road, LePage Court</i>			
Monday-Friday	Peak periods		0.06
	Midday		0.03
	Early evening		0.03
30 LAMBTON			
<i>On High Park Avenue</i>			
Monday-Friday	Peak periods		0.14
	Midday		0.10
	Early evening		0.18
	Late evening		0.11
Saturday	Daytime		0.09
	Early evening		0.18
	Late evening		0.11
Sunday/holiday	Daytime		0.07
	Late evening		0.07
52 LAWRENCE WEST			
<i>On Benton Road, Sheffield Street, Ingram Drive, Gulliver Road, and Culford Road</i>			
Monday-Friday	Peak periods		0.05
52 LAWRENCE WEST			
<i>West of Scarlett Rd to Martin Grove Road</i>			
Saturday	Late evening		0.19
Sunday/holiday	Late evening		0.12
162 LAWRENCE-DONWAY			
Monday-Friday	Peak periods		0.03
	Midday		0.04
59 MAPLE LEAF			
<i>On Benton Road, Sheffield Street, Ingram Drive, Gulliver Road, and Culford Road</i>			
Monday-Friday	Midday		0.21
130 MIDDLEFIELD			
Monday-Friday	Midday		0.12
Sunday/holiday	Daytime		0.03
132 MILNER			
Monday-Friday	Peak periods		0.18
	Early evening		0.13
62 MORTIMER			
Monday-Friday	Midday		0.18
	Early evening		0.18
	Late evening		0.14
Saturday	Daytime		0.17
Sunday/holiday	Early evening		0.15
74 MT PLEASANT			
Monday-Friday	Peak periods		0.11
	Midday		0.10
Saturday	Daytime		0.09
103 MT PLEASANT NORTH			
Monday-Friday	Midday		0.10
	Early evening		0.20
Saturday	Daytime		0.06
	Early evening		0.13
Sunday/holiday	Daytime		0.09
65 PARLIAMENT			
Monday-Friday	Early evening		0.20
Saturday	Early evening		0.12

67 PHARMACY			
Saturday	Early evening	0.15	
Sunday/holiday	Daytime	0.19	
	Early evening	0.19	
167 PHARMACY NORTH			
Monday-Friday	Peak periods	0.08	
	Midday	0.03	
Saturday	Daytime	0.04	
80 QUEENSWAY			
<i>East of Humber Loop to Keele Station</i>			
Monday-Friday	Peak periods	0.03	
	Midday	0.02	
	Early evening	0.02	
Saturday	Daytime	0.02	
	Early evening	0.02	
109 RANEE			
<i>North of Lawrence West Station to Bathurst Street</i>			
Monday-Friday	Peak periods	0.05	
	Midday	0.19	
	Late evening	0.14	
Saturday	Daytime	0.21	
	Late evening	0.21	
48 RATHBURN			
Monday-Friday	Early evening	0.18	
Saturday	Early evening	0.18	
Sunday/holiday	Early evening	0.11	
82 ROSEDALE			
Monday-Friday	Midday	0.16	
	Early evening	0.16	
	Late evening	0.10	
Saturday	Daytime	0.12	
	Late evening	0.07	
Sunday/holiday	Daytime	0.12	
	Early evening	0.06	
	Late evening	0.02	
73 ROYAL YORK			
<i>On LaRose Avenue, Scarlett Road, and Eglinton Avenue</i>			
Monday-Friday	Peak periods	0.03	
76 ROYAL YORK SOUTH			
<i>On The Queensway, Grand Avenue, and Portland Street</i>			
Monday-Friday	Peak periods	0.01	
86 SCARBOROUGH			
<i>East of Kingston Road to Beechgrove Drive</i>			
Monday-Friday	Peak periods	0.14	
	Midday	0.06	
85 SHEPPARD EAST			
<i>West of Don Mills Station to Sheppard-Yonge Station</i>			
Monday-Friday	Peak periods	0.10	
	Midday	0.15	
	Early evening	0.10	
	Late evening	0.17	
Saturday	Daytime	0.09	
	Early evening	0.07	
	Late evening	0.07	
Sunday/holiday	Daytime	0.13	
	Early evening	0.09	
	Late evening	0.04	

115 SILVER HILLS			
Monday-Friday	Peak periods	0.12	
78 ST ANDREWS			
Monday-Friday	Midday	0.08	
	Early evening	0.16	
10 VAN HORNE			
Monday-Friday	Peak periods	0.06	
	Midday	0.05	
	Early evening	0.08	
90 VAUGHAN			
<i>West of Oakwood Avenue to Eglinton Avenue</i>			
Monday-Friday	Peak periods	0.08	
24 VICTORIA PARK			
<i>West of Consumers Road to Don Mills Station</i>			
Monday-Friday	Midday	0.09	
224 VICTORIA PARK NORTH			
<i>Between Victoria Park Station and Steeles Avenue</i>			
Monday-Friday	Peak periods	0.04	
69 WARDEN SOUTH			
<i>Southbound via Birchmount Road</i>			
Monday-Friday	Peak periods	0.16	
	Midday	0.08	
	Early evening	0.20	
55 WARREN PARK			
Monday-Friday	Peak periods	0.05	
112 WEST MALL			
<i>North of Eglinton Avenue to Disco Road</i>			
Monday-Friday	Midday	0.09	
165 WESTON RD NORTH			
<i>North of Finch Avenue to Steeles Avenue</i>			
Sunday	Early evening	0.18	
98 WILLOWDALE-SENLAC			
<i>On Senlac Road, Grantbrook Street, Cactus Avenue, Peckham Avenue, and Goulding Avenue</i>			
Monday-Friday	Peak periods	0.08	
	Midday	0.08	
	Early evening	0.12	
Saturday	Daytime	0.08	
Sunday/holiday	Daytime	0.06	
98 WILLOWDALE-SENLAC			
<i>On Willowdale Avenue</i>			
Monday-Friday	Peak periods	0.05	
	Midday	0.07	
	Early evening	0.06	
Saturday	Daytime	0.06	
Sunday/holiday	Daytime	0.05	
96 WILSON			
<i>On Thistledown Boulevard and Tandridge Crescent</i>			
Monday-Friday	Peak periods	0.04	
91 WOODBINE			
<i>Between St. Clair Avenue and Lawrence Avenue</i>			
Monday-Friday	Early evening	0.18	
Saturday	Daytime	0.14	
	Early evening	0.11	



97 YONGE

Between Davisville Station and York Mills Station

Monday-Friday	Peak periods	0.13
	Midday*	0.12
	Early evening	0.21
	Late evening	0.03
Saturday	Daytime	0.20
	Early evening	0.12
	Late evening	0.05
Sunday/holiday	Daytime	0.14
	Early evening	0.06
	Late evening	0.02

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

97 YONGE

Between Davisville Station and Queens Quay

Monday-Friday	Peak periods	0.02
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97 YONGE

Between York Mills Station and Steeles Avenue

Monday-Friday	Peak periods	0.09
	Midday	0.09
	Early evening	0.07
	Late evening	0.03
Saturday	Daytime	0.09
	Early evening	0.05
	Late evening	0.03
Sunday/holiday	Daytime	0.07
	Early evening	0.03
	Late evening	0.03



Appendix C

Ridership and cost statistics for bus and streetcar routes, 2007

Route	Mode/ note	Customers per day, Mon-Fri	Vehicles in morning peak period	Vehicles in afternoon peak period	Hours per day, Mon-Fri	Kms per day, Mon-Fri	Cost per day, Mon-Fri
192 AIRPORT ROCKET		2,700	2	4	65	3,000	\$9,600
117 ALNESS		2,600	5	4	45	780	\$5,400
5 AVENUE RD		1,800	4	3	45	670	\$4,900
61 AVENUE RD NORTH		3,200	4	3	55	820	\$5,800
7 BATHURST		21,400	20	18	300	5,400	\$33,400
511 BATHURST	SC	13,600	9	9	140	1,900	\$23,100
160 BATHURST NORTH	(1)	2,500	3	3	45	720	\$4,800
6 BAY		10,000	13	13	150	2,100	\$16,800
11 BAYVIEW and 28 DAVISVILLE	(2)	8,900	13	9	160	2,700	\$17,400
9 BELLAMY		3,700	4	4	60	1,400	\$7,000
17 BIRCHMOUNT	(1)	10,500	11	9	140	3,100	\$16,700
49 BLOOR WEST		3,500	4	3	45	900	\$5,400
21 BRIMLEY		8,100	8	9	110	2,400	\$13,100
8 BROADVIEW		880	1	1	18	310	\$2,000
50 BURNHAMTHORPE		3,100	4	4	45	820	\$5,300
120 CALVINGTON		370	1	1	9	200	\$1,200
506 CARLTON	SC	41,200	34	29	440	6,500	\$75,400
126 CHRISTIE		2,400	2	2	30	380	\$3,000
20 CLIFFSIDE		5,300	5	4	65	1,200	\$7,400
87 COSBURN		7,000	8	7	100	1,800	\$11,200
22 COXWELL		7,100	3	3	65	940	\$6,600
42 CUMMER		7,100	13	10	130	2,800	\$15,700
113 DANFORTH		4,200	4	3	55	940	\$5,900
127 DAVENPORT		900	2	2	25	490	\$3,000
23 DAWES		5,100	6	4	65	860	\$6,900
25 DON MILLS	(1)	40,600	31	27	410	8,100	\$47,000
108 DOWNSVIEW		7,100	7	5	85	1,800	\$10,100
502 DOWNTOWNER and 503 KINGSTON RD	SC(2)	7,800	13	11	100	1,300	\$20,700
125 DREWRY		2,500	3	2	35	560	\$3,800
29 DUFFERIN		43,600	32	28	450	7,400	\$49,300
105 DUFFERIN NORTH	(1)	1,900	1	2	20	350	\$2,200
505 DUNDAS	SC	35,200	19	20	320	4,200	\$50,400
26 DUPONT		3,600	5	5	75	1,200	\$8,200
111 EAST MALL		6,100	6	5	85	2,000	\$10,100
34 EGLINTON EAST		26,300	25	21	290	5,100	\$32,900
32 EGLINTON WEST	(1)	41,100	43	34	510	8,800	\$57,300





Route	Mode/ note	Customers per day, Mon-Fri	Vehicles in morning peak period	Vehicles in afternoon peak period	Hours per day, Mon-Fri	Kms per day, Mon-Fri	Cost per day, Mon-Fri
15 EVANS		3,500	4	4	50	1,100	\$6,100
104 FAYWOOD		2,700	3	3	45	840	\$5,000
39 FINCH EAST and 139 FINCH-DON MILLS	(2)	44,600	52	41	620	14,000	\$74,000
36 FINCH WEST		42,600	35	35	470	9,600	\$54,900
100 FLEMINGDON PARK		15,500	18	12	220	4,400	\$25,300
33 FOREST HILL		570	1	1	13	190	\$1,400
135 GERRARD		2,500	2	2	35	630	\$3,700
14 GLENCAIRN		1,800	3	3	35	530	\$3,800
122 GRAYDON HALL		3,700	5	5	60	1,200	\$7,300
31 GREENWOOD		3,800	3	3	45	580	\$4,600
38 HIGHLAND CREEK		8,900	7	7	120	2,800	\$14,200
169 HUNTINGWOOD		910	3	3	30	490	\$3,400
37 ISLINGTON	(1)	16,600	17	15	250	5,200	\$29,000
110 ISLINGTON SOUTH		8,600	9	10	130	2,400	\$15,100
35 JANE	(1)	39,000	32	30	460	8,700	\$51,500
83 JONES		2,100	3	2	30	450	\$3,400
40 JUNCTION		4,300	3	4	55	800	\$5,700
41 KEELE		22,800	17	20	300	5,400	\$32,900
107 KEELE NORTH	(1)	1,400	5	5	65	1,200	\$7,500
43 KENNEDY		14,600	9	12	160	3,000	\$17,800
504 KING and 508 LAKE SHORE	SC(2)	53,100	51	38	540	7,400	\$96,000
12 KINGSTON RD		6,900	9	8	110	2,100	\$12,900
45 KIPLING		18,500	22	18	280	6,700	\$33,800
44 KIPLING SOUTH		7,600	8	8	95	1,900	\$11,300
30 LAMBTON		3,000	3	3	45	840	\$5,000
47 LANSDOWNE		15,300	12	10	180	2,900	\$19,300
54 LAWRENCE EAST		33,800	33	31	450	9,500	\$52,800
52 LAWRENCE WEST		22,200	18	18	250	4,700	\$28,300
56 LEASIDE		3,500	5	4	55	990	\$6,500
51 LESLIE		3,400	7	6	80	1,800	\$9,800
64 MAIN		5,600	3	3	50	670	\$5,200
58 MALTON	(1)	15,000	14	14	230	4,700	\$25,900
59 MAPLE LEAF		2,500	5	4	50	790	\$5,700
102 MARKHAM RD	(1)	17,000	18	16	250	5,100	\$29,000
46 MARTIN GROVE and 191 HIGHWAY 27 ROCKET	(2)	16,100	19	21	270	7,000	\$33,900
16 McCOWAN		10,300	7	7	100	2,200	\$11,900
129 McCOWAN NORTH	(1)	13,600	11	10	140	2,800	\$16,100
130 MIDDLEFIELD		2,300	3	2	40	860	\$4,600
57 MIDLAND		12,000	11	9	140	3,000	\$16,500
132 MILNER		2,100	3	3	35	830	\$4,300
116 MORNINGSIDE		20,200	17	20	270	6,500	\$32,400

Route	Mode/ note	Customers per day, Mon-Fri	Vehicles in morning peak period	Vehicles in afternoon peak period	Hours per day, Mon-Fri	Kms per day, Mon-Fri	Cost per day, Mon-Fri
62 MORTIMER		2,800	3	3	45	780	\$5,000
74 MT PLEASANT		870	2	2	20	290	\$2,400
103 MT PLEASANT NORTH		1,400	2	2	35	560	\$3,600
133 NEILSON		9,700	8	8	120	2,500	\$13,700
131 NUGGET		6,600	12	11	120	2,700	\$15,000
70 O'CONNOR		8,000	6	6	100	1,700	\$10,800
63 OSSINGTON		16,900	13	11	190	2,600	\$19,800
72 PAPE		8,000	7	7	110	1,600	\$11,500
65 PARLIAMENT		3,200	2	2	35	430	\$3,600
67 PHARMACY		4,500	6	5	70	1,400	\$8,200
167 PHARMACY NORTH		1,100	2	2	25	510	\$3,000
66 PRINCE EDWARD		4,200	4	4	60	1,100	\$6,600
134 PROGRESS		8,100	8	7	100	2,100	\$12,100
501 QUEEN	SC	43,500	31	31	530	8,500	\$87,500
80 QUEENSWAY		1,800	3	3	50	1,100	\$5,900
109 RANEE		3,800	3	4	55	950	\$6,100
48 RATHBURN		2,600	4	3	45	1,100	\$5,600
161 ROGERS RD		6,500	7	6	110	1,800	\$11,900
82 ROSEDALE		1,400	1	1	18	310	\$1,900
73 ROYAL YORK		8,900	9	8	140	3,400	\$16,600
76 ROYAL YORK SOUTH		8,400	7	5	85	1,500	\$9,500
71 RUNNYMEDE		2,600	3	2	45	760	\$4,900
86 SCARBOROUGH		17,100	21	15	250	6,000	\$30,300
190 SCARBOROUGH CENTRE ROCKET		8,200	7	8	90	1,900	\$10,800
79 SCARLETT RD		7,400	11	9	130	2,500	\$15,000
85 SHEPPARD EAST		28,300	25	27	380	7,900	\$43,900
84 SHEPPARD WEST		16,000	16	13	190	3,900	\$22,600
75 SHERBOURNE		4,600	4	4	65	790	\$6,500
123 SHORNCLIFFE		5,800	5	5	85	1,800	\$9,700
115 SILVER HILLS		650	2	2	16	320	\$2,100
88 SOUTH LEASIDE		3,900	7	6	80	1,400	\$9,100
510 SPADINA and 509 HARBOURFRONT	SC(2)	48,000	18	25	380	5,000	\$59,000
78 ST ANDREWS		1,600	3	2	25	540	\$3,300
512 ST CLAIR	SC	31,000	22	19	320	3,900	\$50,200
53 STEELES EAST		23,700	33	35	400	8,700	\$48,300
60 STEELES WEST		27,500	30	29	420	8,100	\$47,800
124 SUNNYBROOK and 162 LAWRENCE-DONWAY	(2)	4,300	4	5	55	900	\$6,400
77 SWANSEA		2,200	2	2	30	550	\$3,400
168 SYMINGTON		7,800	7	6	90	1,400	\$10,100
81 THORNCLIFFE PARK		6,800	6	5	75	1,300	\$8,300
10 VAN HORNE		1,600	3	3	30	530	\$3,700



Route	Mode/ note	Customers per day, Mon-Fri	Vehicles in morning peak period	Vehicles in afternoon peak period	Hours per day, Mon-Fri	Kms per day, Mon-Fri	Cost per day, Mon-Fri
90 VAUGHAN		6,200	6	5	65	950	\$7,300
24 VICTORIA PARK and 224 VICTORIA PARK NORTH	(1)(2)	23,700	25	22	310	5,800	\$35,500
68 WARDEN	(1)	15,500	17	13	190	4,200	\$23,100
69 WARDEN SOUTH		4,200	5	4	65	1,200	\$7,400
55 WARREN PARK		640	1	1	11	190	\$1,300
94 WELLESLEY		10,100	7	6	110	1,400	\$11,200
112 WEST MALL		7,700	11	10	140	3,000	\$16,300
89 WESTON		14,200	12	11	170	3,100	\$19,300
165 WESTON RD NORTH	(1)	17,600	16	14	240	5,000	\$27,300
98 WILLOWDALE-SENLAC		1,700	4	3	40	750	\$4,700
96 WILSON		23,500	27	24	330	7,100	\$39,300
91 WOODBINE		5,000	6	7	85	1,700	\$9,900
92 WOODBINE SOUTH		3,100	3	3	40	530	\$4,300
97 YONGE		3,600	7	7	110	1,800	\$11,600
95 YORK MILLS		23,600	34	24	370	7,800	\$44,100
106 YORK UNIVERSITY and 196 YORK UNIVERSITY ROCKET	(2)	27,700	27	26	370	8,700	\$44,300

Explanation of mode/note:

Buses are used on all routes, except as otherwise noted.

SC – Streetcars are used on this route

1 – This route also provides service outside of Toronto, under contract, which is not included in these figures.

2 – These routes provide a single service over much of their length.



Appendix D

Subway ridership, 2007

Subway line / Station	Subway ridership Station usage	Subway line / Station	Subway ridership Station usage
1 YONGE-UNIVERSITY-SPADINA SUBWAY	672,390	2 BLOOR-DANFORTH SUBWAY	484,000
Bloor-Yonge (1 YONGE Subway)	197,700	Bathurst	31,580
College	48,840	Bay	33,540
Davisville	24,060	Bloor-Yonge (2 BLOOR-DANFORTH Subway)	179,910
Downsview	37,810	Broadview	25,890
Dundas	54,110	Castle Frank	7,900
Dupont	14,980	Chester	6,730
Eglinton	73,090	Christie	12,090
Eglinton West	18,430	Coxwell	16,590
Finch	92,610	Donlands	12,010
Glencairn	5,850	Dufferin	28,270
King	65,970	Dundas West	24,530
Lawrence	21,660	Greenwood	10,130
Lawrence West	18,920	High Park	10,980
Museum	8,500	Islington	42,080
North York Centre	26,070	Jane	16,340
Osgoode	20,930	Keele	16,050
Queen	56,290	Kennedy (2 BLOOR-DANFORTH Subway)	74,830
Queen's Park	39,310	Kipling	49,890
Rosedale	7,600	Lansdowne	15,670
Sheppard-Yonge (1 YONGE Subway)	72,200	Main Street	22,120
Spadina (1 UNIVERSITY-SPADINA Subway)	12,370	Old Mill	5,260
St Andrew	48,270	Ossington	25,010
St Clair	33,660	Pape	27,460
St Clair West	24,370	Royal York	16,320
St George (1 UNIVERSITY-SPADINA Subway)	112,710	Runnymede	13,840
St Patrick	28,240	Sherbourne	25,730
Summerhill	5,600	Spadina (2 BLOOR-DANFORTH Subway)	35,200
Union	80,990	St George (2 BLOOR-DANFORTH Subway)	116,840
Wellesley	24,290	Victoria Park	26,200
Wilson	19,510	Warden	26,130
York Mills	26,590	Woodbine	12,890
Yorkdale	23,280		
3 SCARBOROUGH RT	43,770	4 SHEPPARD SUBWAY	45,860
Ellesmere	1,680	Bayview	8,090
Kennedy (3 SCARBOROUGH RT)	40,440	Bessarion	2,010
Lawrence East	9,340	Don Mills	33,420
McCowan	4,970	Leslie	5,450
Midland	3,330	Sheppard-Yonge (4 SHEPPARD Subway)	42,750
Scarborough Centre	27,790		

This table shows the typical number of customer-trips made on each subway on an average weekday (in bold text), and the typical number of customers travelling to and from each station platform on an average weekday.

There are 69 TTC subway stations. Five stations serve two subways, and so are listed twice, once for each subway.



Glossary



Average fare — The average fare revenue collected for one customer-trip, taking into account the value of all cash fares, tickets and tokens, passes, and discounted fares. At the end of 2007, the average fare was \$1.68.

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

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

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

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

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

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

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

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

Minimum financial standard — The lowest financial performance at which ridership on a service contributes positively to the TTC's financial situation. In 2008, the minimum financial standard is 0.23 change in customers per dollar.

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

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

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

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

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

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

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

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

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

Notes:

Base map source for all maps:

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