



2022 Annual Service Plan

Date: February 10, 2022

To: TTC Board

From: Chief Strategy & Customer Officer (Acting)

Summary

This report presents the TTC's 2022 Annual Service Plan (2022 ASP) which is our blueprint for transit service in Toronto this year. The 2022 ASP advances the actions identified in the TTC's first 5-Year Service Plan (5YSP) and sustains the principles that were used to develop the TTC's demand-responsive service plan.

In 2022, our focus remains steadfast: to continue to respond to customers' dynamic and evolving demand for public transit service as the new normal emerges. This year, our key priorities are to:

1. Improve regular scheduled service by reallocating and restructuring services
 - Optimize service levels, on all routes, at all times of day, based on demand
 - Operate Line 5 Eglinton and improve connections to the surrounding bus network
 - Restructure services to respond to customer travel patterns
2. Maintain demand-responsive service
 - Operate flexible buses to respond to changes in customer demand
 - Operate flexible buses to minimize customer inconvenience due to service disruptions
3. Advance key strategic initiatives
 - Continue implementing surface transit priority measures like queue jump lanes and transit signal priority
 - Pilot cross-boundary service integration in partnership with neighbouring municipalities
 - Enhance connections to active modes of transportation including walking and cycling

Using the 5YSP's 20-point action plan as a framework, these priorities are advanced in 2022 through 25 initiatives. The 2022 ASP ensures that the TTC continues to deliver safe, accessible and reliable public transit service which is critical to the recovery and prosperity of Toronto and the region.

The 2022 ASP can be found in **Attachment 1**.

Recommendations

It is recommended that the TTC Board:

- 1) Approve the 2022 ASP and the 20-point action plan that identifies 25 initiatives, including:
 - a) Optimizing capacity on all routes, at all times of day, to accommodate demand by continuing to apply COVID-19 modified capacity thresholds of 80% capacity (e.g. 40 customers per 12m bus) and incrementally increasing up to 100% capacity (e.g. 50 customers per 12m bus) potentially by year end, should ridership increase.
 - b) Routing changes on 27 bus routes to improve connections to Line 5, as described in **Attachment 3**, including:
 - i) The introduction of the 179 Castlefield.
 - ii) Routing changes resulting in service introduced on the following roadways:
 - Castlefield Ave (from Kincort St to Salinas Ct and from Danesbury Ave to Marlee Ave), Kincort St from Castlefield Ave to Ingram Dr, Roselawn Ave (from Salinas Ct to Marlee Ave) and Danesbury Ave (from Roselawn Ave to Castlefield Ave) required to operate 179 Castlefield;
 - Photography Dr, Keelesdale Rd and Black Creek Dr (from Photography Dr to Weston Rd) required to connect to Line 5 at Mount Dennis Station; and,
 - Avenue Rd (from Chaplin Cres to Eglinton Ave) required to connect to Line 5 at Avenue Station.
 - iii) Routing changes resulting in service removed on the following roadways:
 - Oriole Pkwy (from Chaplin Cr to Eglinton Ave West) required to connect to Line 5 at Avenue Station.
 - Wicksteed Ave (from Laird Dr to Brentcliffe Rd) and Brentcliffe Rd (from Vanderhoof Ave to Wicksteed Ave) required to connect to Laird Station on Line 5.
 - c) Routing changes on 5 bus routes to support customer travel patterns as described in **Attachment 3**, including:
 - i) Routing changes required to operate route 150 Eastern Avenue resulting in service introduced on Eastern Ave from Front St to Adelaide St East/Richmond St East.
 - ii) Routing changes required to extend route 8 Broadview to Coxwell Station resulting in service removed on Plains Rd and Lankin Blvd.
- 2) Direct staff to forward the 2022 ASP to all City Councillors, the Deputy City Manager, Infrastructure and Development Services, General Manager of Transportation Services, Chief Planner, all members of the City Mobility Table, as well as the General Managers of Brampton Transit, Durham Region Transit, Metrolinx, Mississauga Transit (MiWay) and York Region Transit.

Financial Summary

2022 Operating Budget

The 2022 Operating Budget as approved by the TTC Board on December 20, 2021 includes major investments to support the start of revenue service on Line 5 and the restoration of pre-pandemic service levels. Total annual costs to operate and maintain Line 5 are anticipated to be \$79.2 gross and \$62.7 million net of anticipated incremental revenue and bus service savings. With revenue service expected to start in Q4 2022, incremental funding of \$25.6 million is included in the 2022 Operating Budget, with a further \$33 million funding requirement anticipated for 2023.

Service will be restored to pre-pandemic levels overall across the network in Q2 2022. This factors in both anticipated ridership demand and an adjustment related to operator availability, as summarized in **Figure 1**, resulting in a net \$3.4 million funding increase. This also includes routing changes recommended in this report. With the anticipated continued restoration in ridership demand and the reversal of the operator availability adjustment, a further \$10.1 million will be required to annualize the restoration of pre-pandemic service levels in 2023.

Figure 1: Summary of change in annual service hours for regular service

ITEM	BUS	STREET-CAR	SUBWAY	LRT	TOTAL
Open Line 5 Eglinton	0	0	0	31,000	31,000
Pandemic Service Change Restore Pre-Pandemic Service	0	87,800	112,200	0	200,000
Pandemic Service Change Q1 Adjustment – Demand	0	(10,900)	(12,600)	0	(23,500)
Pandemic Service Change Q1 Adjustment – Operator Availability	(98,000)	(10,900)	(12,600)	0	(121,500)
Pandemic Service Change Sub-total	(98,000)	66,000	87,000	0	55,000
Service Efficiency One Person Train Operation	0	0	(91,000)	0	(91,000)
Service Efficiency High-Capacity Articulated Buses	(3,000)	0	0	0	(3,000)
Service Efficiency McNicoll & ATC on Line 1 (2021)	(1,000)	0	(7,000)	0	(8,000)
Service Efficiency Sub-total	(4,000)	0	(98,000)	0	(102,000)
Seasonal & Calendar	(6,000)	0	(3,000)	0	(9,000)
Grand total	(108,000)	66,000	(14,000)	31,000	(25,000)

As also shown in **Figure 1**, the 2022 Operating Budget includes \$3 million in savings related to service efficiencies which do not impact total service capacity provided. In addition as seen in **Figure 2**, supplementary bus service to mitigate service delays and disruptions due to Line 5 construction will be removed and Line 6 Finch West construction will continue. The cost to operate this service has been funded through reserve draws and as such there is no net impact to the operating budget.

Figure 2: 2022 annual operating service hours by mode (regular service)

MODE	2021 BUDGET	2022 PLAN	CHANGE IN SERVICE HOURS
Bus	7,358,000	7,250,000	(108,000)
Streetcar	921,000	987,000	66,000
Subway	1,080,000	1,066,000	(14,000)
LRT	0	31,000	31,000
Total (Regular Service)	9,359,000	9,334,000	(25,000)
LRT Construction (supplemental bus)	138,000	35,000	(103,000)
Grand Total	9,497,000	9,369,000	(128,000)

2022-2031 Capital Plan

The 2022 ASP includes initiatives to meet the transit needs of our City. Vehicles are available to implement the 2022 ASP, however, capital funding is required to procure replacement and growth vehicles in future years, improve key stop areas and implement transit priority measures.

Figure 3 summarizes the capital requirements to implement initiatives identified in the 2022 ASP and future annual service plans. The capital requirements do not represent all of the TTC's capital needs but focuses on specific service related actions identified in the 5YSP.

In 2022, approximately \$496.7 million is required. Of this, \$328.4 million in funding is included as part of the TTC's 2022-2031 Capital Plan, as approved by the Board on December 20, 2021 and will be reviewed by City Council on February 17, 2022, while \$168.3 million is not funded due to funding constraints. All of the unfunded amount is related to the procurement of additional subway trains.

The Chief Financial Officer has read this report and agrees with the financial summary information.

Figure 3: Summary of 2022 ASP Capital Requirements 2022-2026 (in \$millions)

Item	Status	2022	2023	2024	2025	2026	Total
Buses	Request	\$279.6	\$158.0	\$161.6	\$8.1	\$0.0	\$607.4
	Unfunded	\$0.0	\$0.0	\$0.0	\$208.3	\$233.8	\$442.1
	Sub-total	\$279.6	\$158.0	\$161.6	\$216.4	\$233.8	\$1,049.5
Streetcars	Request	\$14.9	\$64.5	\$194.3	\$87.0	\$4.2	\$364.9
	Unfunded	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	Sub-total	\$14.9	\$64.5	\$194.3	\$87.0	\$4.2	\$364.9
Streetcar MSF	Request	\$1.0	\$5.0	\$18.8	\$30.3	\$33.5	\$88.6
	Unfunded	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	Sub-total	\$1.0	\$5.0	\$18.8	\$30.3	\$33.5	\$88.6
Subway Trains	Request	\$7.9	\$18.1	\$49.2	\$153.7	\$116.3	\$345.2
	Unfunded	\$168.3	\$83.4	\$48.9	\$92.4	\$278.4	\$671.3
	Sub-total	\$176.1	\$101.5	\$98.1	\$246.1	\$394.7	\$1,016.4
Key Stop Areas (operational, amenities, wayfinding)	Request	\$12.9	\$6.0	\$2.6	\$0.0	\$0.0	\$21.5
	Unfunded	\$0.0	\$11.1	\$10.8	\$10.8	\$10.9	\$43.7
	Sub-total	\$12.9	\$17.1	\$13.4	\$10.8	\$10.9	\$65.2
Bus Rapid Transit Lanes	Request	\$3.0	\$7.8	\$0.0	\$0.0	\$0.0	\$10.8
	Unfunded	\$0.0	\$18.8	\$28.1	\$17.3	\$32.5	\$96.8
	Sub-total	\$3.0	\$26.6	\$28.1	\$17.3	\$32.5	\$107.5
Transit Priority Measures (queue jump lanes, transit signal priority)	Request	\$9.0	\$14.0	\$5.5	\$3.2	\$3.2	\$34.8
	Unfunded	\$0.0	\$11.5	\$14.1	\$12.4	\$11.6	\$49.7
	Sub-total	\$9.0	\$25.4	\$19.6	\$15.6	\$14.8	\$84.5
Integrate Cycling	Request	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0	\$0.1
	Unfunded	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	Sub-total	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0	\$0.1
Total	Request	\$328.4	\$273.3	\$432.0	\$282.4	\$157.2	\$1,473.3
	Unfunded	\$168.3	\$124.8	\$102.0	\$341.2	\$567.2	\$1,303.5
	Total	\$496.7	\$398.1	\$533.9	\$623.6	\$724.4	\$2,776.8

Equity/Accessibility Matters

The TTC is making Toronto's transit system barrier free by implementing changes that will make all of its services and facilities accessible to all our customers. The TTC strongly believes that all customers should enjoy the freedom, independence and flexibility to travel anywhere on its transit system. The TTC's commitment to providing accessible transit is at the forefront of its 2018-2022 Corporate Plan and 5-Year Service Plan.

The 2022 ASP focuses on ensuring that the transit network remains reliable with service capacity matched to demand, which is critical for members of equity deserving groups who need to get to and from essential work, school, health services and other mobility needs. The 2022 ASP will also implement many of the specific initiatives contained in the 5YSP, which will help support and advance the Wheel-Trans Family of Services delivery model and the 2019-2023 Multi-Year Accessibility Plan. Initiatives such as developing new wayfinding strategies, improving customer amenities at stops and implementing new pedestrian pathways connecting to stops will help achieve a modern, inclusive and accessible transit system for all.

The TTC recognizes the importance of reaching out and consulting with customers who are traditionally underrepresented in the planning process and who may be disproportionately affected by planning decisions. To facilitate these discussions as part of the development of the 2022 ASP, the TTC expanded its successful local youth ambassador consultation program to help seek feedback from members of equity-deserving communities. TTC's youth ambassador program will be continued in 2022 as we develop service changes for upcoming years.

As identified in the 5YSP, the TTC is applying equity considerations in the service planning process by applying a higher weight to ridership in Neighbourhood Improvement Areas. For 2022, this has led to service adjustments increasing transit access in Thistletown, a community in northwest Toronto, to employment, educational, and cultural activity centres. We will also continue the work we began in 2021 with the Stanley Greene neighbourhood to determine the best transit service option for the community.

As part of the 2022 ASP, new and revised transit services will also be introduced on bus routes connecting to the all-accessible Line 5. These changes will provide direct bus connections to Line 5, reduce service duplication, and improve community access as identified by stakeholders during the 2022 ASP consultation process.

Decision History

The 5YSP is the overarching business plan that identifies a 20-point action plan to improve public transit between 2020 and 2024. The TTC Board approved the plan on December 12, 2019.

https://ttc-cdn.azureedge.net/-/media/Project/TTC/DevProto/Documents/Home/Public-Meetings/Board/2019/December_12/Reports/16_5_Year_Service_Plan_and_10_Year_Outlook.pdf?rev=4d086939de0a4f00801b42b7f1eb4872&hash=BEC5AA8D57EFBB6E2EA3B835318FB15A

In response to the COVID-19 pandemic, the TTC presented its demand-responsive service plan to the Board on May 13, 2020.

https://ttc-cdn.azureedge.net/-/media/Project/TTC/DevProto/Documents/Home/Public-Meetings/Board/2020/May_13/Reports/4_-_TTCs_Response_to_COVID_19_Staff_Presentation.pdf?rev=53962f456c094348a84e7d1f8acdf84&hash=7DB61BEC0C1BB39039544D2BB38A055B

At the May 2020 Board meeting, the TTC Wayfinding Strategy was approved.

https://ttc-cdn.azureedge.net/-/media/Project/TTC/DevProto/Documents/Home/Public-Meetings/Board/2020/May_13/Reports/12_TTC_Wayfinding_Strategy.pdf?rev=c26daaaee97e49148844fb34e0138ae4&hash=EEF12E6FE7F76E5965D307C2F9787DBB

A recovery plan was prepared to guide the TTC to restarting regular service for customers as ridership and the economy rebounded. A tiered approach to returning capacity was introduced, and this report was approved by the Board on June 17, 2020.

https://ttc-cdn.azureedge.net/-/media/Project/TTC/DevProto/Documents/Home/Public-Meetings/Board/2020/June_17/Reports/4_COVID_19_Transitioning_from_Response_to_Restart_and_Recove.pdf?rev=fdc3fbd1acd94b8eba5157e042540562&hash=353C344412166FCA5692DCDE4901C41E

The TTC's 2021 ASP identifies 22 initiatives to enhance public transit service in Toronto. The 2021 ASP focused on responding to customers' dynamic demand for public transit service and identified three key priorities: sustain the demand-responsive service plan, improve regular scheduled service by reallocating and restructuring services, and advance key strategic initiatives. The 2021 ASP was approved by the Board on December 15, 2020.

https://ttc-cdn.azureedge.net/-/media/Project/TTC/DevProto/Documents/Home/Public-Meetings/Board/2020/December_15/Reports/9_2021_Annual_Service_Plan.pdf?rev=b5eaa8afcd56499b9b66aa4cf8f40fa6&hash=9400162C7DC6038A9F97B56173266E14

The TTC Board approved the 2022 Operating Budget and 2022-2031 Capital Plan on December 20, 2021. These reports include funding to implement the 25 initiatives outlined in the 2022 ASP.

[2022 TTC Conventional and Wheel-Trans Operating Budgets \(azureedge.net\)](#)
[TTC 15-Year Capital Investment Plan, Real Estate Investment Plan and 2022 – 2031 Capital Budget & Plan \(azureedge.net\)](#)

Issue Background

5-Year Service Plan & 10-Year Outlook

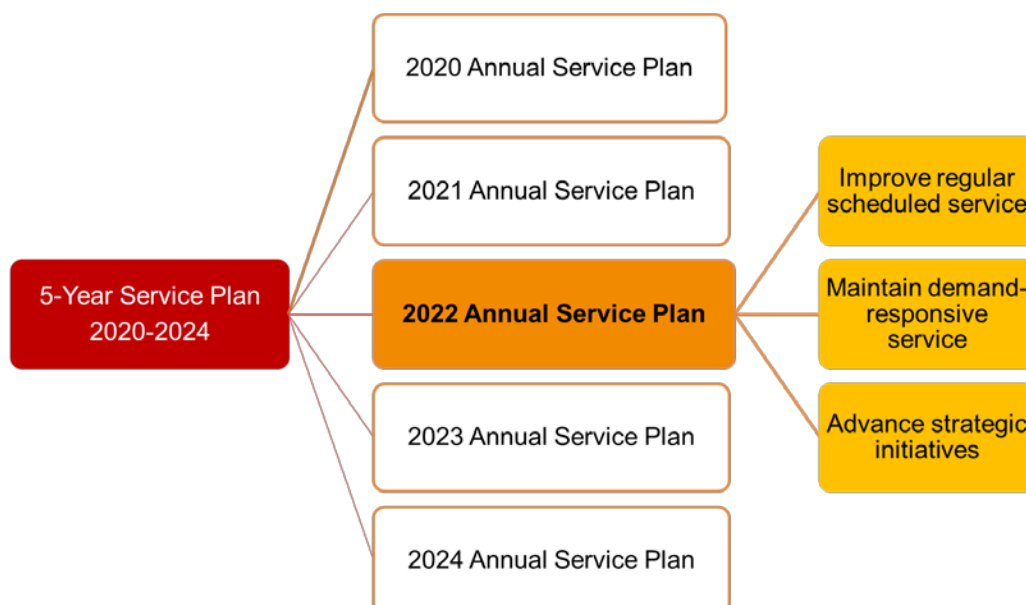
The 5YSP is a business plan that identifies the service, resource and funding needs to improve transit between 2020 and 2024. The plan focuses on making improvements that enhance the TTC's core-competency: mass transit – moving large volumes of customers safely, reliably and swiftly across Toronto. The plan identifies five pillars of opportunity that enhances every step of our customers' journeys on the transit system (see **Figure 4**).

Figure 4: Five pillars of opportunity



The pillars in the 5YSP translate to a 20-point action plan that are implemented through annual service plans over the next five years as shown in **Error! Not a valid bookmark self-reference..** The implementation of the initiatives is contingent on a number of interdependent factors, including an assessment of when resources will be available and the assumption that major projects will be implemented as planned.

Figure 5: Five Year Service Plan and Annual Service Plans



2021 service review

At the beginning of the COVID-19 pandemic, the TTC implemented a demand-responsive service plan to serve our customers and their evolving need for public transit service. The demand-responsive service plan continues to operate and provides between 60 and 135 buses at various times of the day to deliver service as demand warrants and in addition to regular scheduled service. Flexible buses have been used to provide additional service on the 300 Bloor-Danforth overnight service when activity at the airport lands increased, provide additional capacity on major corridors serving manufacturing and industrial lands along Steeles Avenue, Finch Avenue, Wilson Avenue, Jane Street, and Markham Road, and operate additional school trips for students as they returned to school in September. The demand-responsive service plan has been critical to our success in delivering service dynamically.

Revenue ridership is approaching approximately 50% of pre-pandemic levels as of the week ending November 19, 2021. Revenue ridership indicates the number of customers the TTC serves. Recognizing that one customer may board multiple vehicles to complete their journey, we also measure boardings by mode. The number of boardings indicates the amount of service needed by customers on specific routes. **Figure 6** presents average weekday boardings and service levels by mode for the week ending November 19, 2021.

Figure 6 Average weekday boardings by mode (week ending Nov. 19, 2021)

Mode	Current (Nov 15 – Nov 19, 2021)	Pre-pandemic (March 2 – 6, 2020)	% of Pre-pandemic Boardings	% of Pre-pandemic Service Level
Bus	784,000	1,381,000	57%	99.6%
Subway	167,000	1,492,000	48%	84.5%
Streetcar	633,000	350,000	42%	83.8%
Total	1,584,000	3,223,000	49%	96.2%

Our outlook for 2022, based on available and evolving information, is that ridership demand will steadily increase from 50% at the end of 2021 to approximately 80%-85% of pre-pandemic levels by the end of 2022. Demand will continue to vary by mode, with demand for bus service being the greatest until office occupancy in the downtown core significantly increases. As observed in the second half of 2021, we will continue to see strong growth on streetcar and subway as more people return to the office.

The 5YSP established a 20-point action plan to deliver various initiatives between 2020 and 2024. In 2021, we planned to deliver 22 initiatives. Overall, 11 initiatives were implemented, one is substantially complete, one concluded early, eight are underway and one has been deferred due to the COVID-19 pandemic. **Figure** presents a status summary for all initiatives planned for implementation in 2021.

Figure 7: 2021 action plan – status summary

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

Comments

Introduction

The 2022 ASP continues to focus on transit initiatives that respond to the COVID-19 pandemic and improve transit service for the long-term. The following section summarizes the 2022 ASP's customer and stakeholder consultation process, our focus and key priorities and the 25 initiatives we plan to advance and implement this year.

Customer and stakeholder consultation

The 2022 ASP consultation process followed a two-round approach over a 16-week period between June and November 2021. It included a range of synchronous and asynchronous ways for stakeholders, TTC customers, and other members of the public to learn about and share feedback on the TTC's service plans for 2022. The engagement activities consisted of six virtual stakeholder meetings and one virtual town hall, two public surveys, local community engagement led by nine Youth Ambassadors, and an engagement toolkit. Over 3,250 members of the public and approximately 40 representatives of stakeholder groups and transit advocates participated in these extensive engagement activities.

The 2022 Youth Ambassador Program builds upon the successful program that the TTC introduced to develop the 2021 ASP. The program takes a deliberate approach to engaging youth (a demographic typically under-represented in public engagement process, but are also more likely to be affected by transit service changes). The program also provides paid work and skill development opportunities to youth living in Neighbourhood Improvement Areas (NIAs) and youth from equity-deserving groups living outside of NIAs who may be impacted by the proposed 2022 ASP initiatives. As part of the 2022 ASP, the youth ambassadors were asked to engage their communities and seek feedback about the TTC's proposed bus route changes to support the opening of Line 5.

Throughout consultations, stakeholders and public participants expressed overall support for the proposed plans for the 2022 ASP, particularly the Line 5 Eglinton surface network plan and the service initiatives to support customer travel patterns. With regards to the Line 5 Eglinton surface network plan, some participants raised concerns about possible longer journey times due to additional transfers, reduced access to some destinations due to route changes, and accessibility concerns due to longer distances to stops, especially for seniors and those with mobility challenges.

Participants also shared comments about the TTC system as a whole. Customers indicated that access to reliable, frequent and accessible transit service should be top priorities. Other comments indicated that it is also important that the TTC takes a measured approach and understands the public's sentiment about what is considered safe when planning to increase the vehicle capacity when ridership increases. And, that the TTC should communicate service changes more clearly, frequently and openly. For more information, please see **Attachment 2 – Customer and Stakeholder Engagement Executive Summary**.

Focus and priorities for 2022

The 2022 ASP has been developed around the following focus and three priorities.

Our focus in 2022 remains steadfast: continue to respond to customers' dynamic and evolving demand for public transit service as the new normal emerges.

Our priorities are to:

1. Improve regular scheduled service by reallocating and restructuring services
 - Optimize service levels, on all routes, at all times of day, based on demand
 - Operate Line 5 Eglinton and improve connections to the surrounding bus network
 - Restructure services to respond to customer travel patterns
2. Maintain demand-responsive service
 - Operate flexible buses to respond to changes in customer demand
 - Operate flexible buses to minimize customer inconvenience due to service disruptions
3. Advance key strategic initiatives
 - Continue implementing surface transit priority measures like queue jump lanes and transit signal priority
 - Pilot cross-boundary service integration in partnership with neighbouring municipalities
 - Enhance connections to active modes of transportation including walking and cycling

Using the 5YSP's pillars of opportunity and 20-point action plan as a framework, these three priorities are advanced in 2022 through the following 25 initiatives.

Pillar 1 – Transit network

Pillar 1 focuses on actions that help customers get to where they want to go, when they want to go. In 2022, we have identified the following eight initiatives that improve regular scheduled service through reallocating and restructuring services and maintaining the demand-responsive service plan:

1. Optimize capacity by rebalancing service levels
2. Improve route productivity and performance by modifying schedules
3. Implement service changes to support travel patterns
4. Operate Line 5 and implement the Line 5 Eglinton surface network plan
5. Upgrade Line 1 signaling system (Automatic Train Control)
6. Modernize streetcar network with SOGR work
7. Make transit accessible in NIAs
8. Apply equity-based consultation process in the 2023 ASP

Pillar 2 – Customer experience at key surface transit stop areas

Pillar 2 includes actions that focus on our customers' experiences at key surface stop areas. These actions provide our customers with a pleasant experience that begins before they get on a vehicle. In 2022, we have identified three initiatives at key stop areas:

9. Implement accessibility improvements and identify customer amenities at stops
10. Implement the Wayfinding Strategy
11. Identify improvements through the Jane Finch Initiative

Pillar 3 – Service reliability

Pillar 3 identifies actions to provide a reliable service that our customers can count on. In 2022, we have identified three initiatives that continue to improve regular scheduled service and provide customers with a predictable travel experience:

12. Improve weekday schedules by reflecting actual operating conditions
13. Minimize non-revenue service to maximize capacity
14. Minimize customer inconvenience during disruptions

Pillar 4 – Surface transit priority

Pillar 4 aims to provide fast service that values our customers' journey time. In 2022, we have identified five initiatives to advance this key strategic initiative:

15. Conduct public consultation on the RapidTO Jane corridor
16. Advance the RapidTO Bus and Streetcar Plan (RBSP)
17. Advance work on the next RBSP corridor
18. Deliver bus queue jump lanes at 3 locations
19. Implement ATSPs at approximately 100 locations

Pillar 5 – Integration with transit partners and complementary modes

Pillar 5 focuses on integration with regional transit partners and complementary modes of transportation so that our customers experience a seamless connection to and from our services. In 2022, we have identified six initiatives:

20. Pilot cross-boundary service integration on up to two corridors
21. Improve connections with private microtransit shuttle providers
22. Issue report to Transport Canada on the lessons learned from the Automated Transit Shuttle Trial
23. Install cycling improvements and infrastructure to enhance integration with transit
24. Complete design to formalize pedestrian pathway to/from Sheppard West Station
25. Develop next steps on a MaaS Strategy with MaaS working group

A summary of the 2022 action plan and proposed 25 initiatives is presented in **Figure .**

For more information, please see **Attachment 1 – 2022 Annual Service Plan** that describes the 25 initiatives in greater detail and **Attachment 3 – Technical Assessment** that presents detailed information supporting the proposed service changes.

Figure 8: 2022 action plan

ACTION	INITIATIVE
1.1: Accommodate population & employment growth	1. Optimize capacity by rebalancing service levels 2. Improve route productivity and performance by modifying schedules
1.2: Implement services to address travel patterns	3. Implement service changes to support travel patterns
1.3: Open Line 5 Eglinton	4. Operate Line 5 Eglinton and implement Line 5 Eglinton surface network plan
1.4: Relieve crowding on Line 1	5. Upgrade Line 1 signaling system (Automatic Train Control)
1.5: Open Line 6 – Finch West	
1.6: Enhance streetcar network	6. Modernize streetcar network with SOGR work
1.7: Apply an equity lens to service planning	7. Make transit accessible in NIAs 8. Apply equity-based consultation process in the 2023 ASP
2.1: Expand customer amenities at stops	9. Implement accessibility improvements and identify customer amenities at stops
2.2: Improve wayfinding at stops	10. Implement the Wayfinding Strategy
2.3: Improve placemaking at key stop areas	11. Identify improvements through the Jane Finch Initiative
3.1: Improve surface transit schedules	12. Improve weekday schedules by reflecting actual operating conditions 13. Minimize non-revenue service to maximize capacity
3.2: Mitigate delays & disruptions to service	14. Minimize customer inconvenience during disruptions
4.1: Explore bus transit lanes	15. Conduct public consultation on the RapidTO Jane corridor 16. Advance the RapidTO Bus and Streetcar Plan (RBSP) 17. Advance work on the next RBSP corridor
4.2: Implement more queue jump lanes	18. Deliver bus queue jump lanes at 3 locations
4.3: Implement more transit signal priority	19. Implement ATSPs at approximately 100 locations
5.1: Expand service integration	20. Pilot cross-boundary service integration on up to two corridors
5.2: Integrate microtransit services	21. Improve connections with private microtransit shuttle providers 22. Issue report to Transport Canada on the lessons learned from the Automated Transit Shuttle Trial
5.3: Enhance integration with cycling	23. Install cycling improvements and infrastructure to enhance integration with transit
5.4: Enhance pedestrian pathways to TTC	24. Complete design to formalize pedestrian pathway to/from Sheppard West Station
5.5: Implement Mobility as a Service (MaaS) strategy	25. Develop next steps on a MaaS Strategy with MaaS working group

Conclusion

In conclusion, this report presents the 2022 ASP which is our blueprint for transit service in Toronto this year. In 2022, our focus remains steadfast: to continue to respond to customers' dynamic and evolving demand for public transit service as the new normal emerges. This year, our key priorities are to:

1. Improve regular scheduled service by reallocating and restructuring services
2. Maintain demand-responsive service
3. Advance key strategic initiatives

These priorities are advanced in 2022 through 25 initiatives. Funding to implement the 2022 ASP has been included in the 2022 Operating Budget and 2022-2031 Capital Plan which were before the TTC Board on December 20, 2021.

The 2022 ASP ensures that the TTC continues to deliver safe, accessible and reliable public transit service which is critical to the prosperity of Toronto and the region.

Contact

Jasmine Eftekhari, Senior Planner – Transit Service
416-393-4484
jasmine.eftekhari@ttc.ca

Signature



Scott Haskill
Chief Strategy & Customer Officer (Acting)

Attachments

Attachment 1 – 2022 Annual Service Plan
Attachment 2 – Customer and Stakeholder Engagement Executive Summary
Attachment 3 – Technical Assessment

2022 Annual Service Plan



TORONTO



TTC 2022 Annual Service Plan

Stakeholder and Public Consultation Executive Summary June – October 2021

October 2021

Consultation Process Overview

The 2022 Annual Service Plan (ASP) consultation process included a range of synchronous and asynchronous ways for stakeholders, TTC customers and other members of public to learn about and share feedback on TTC's service plans for 2022, including:

- Four virtual stakeholder meetings
- Two public surveys
- An engagement toolkit with topic-specific inserts and feedback forms, available for download online or on request by mail (along with a pre-paid envelope to return feedback)
- Local community engagement led by nine Youth Ambassadors
- One virtual public town hall for Ward 16 – Don Valley East
- A dedicated engagement website
- A dedicated phone line and email address
- Two virtual consultation sessions with TTC's Advisory Committee on Accessible Transit

The 2022 ASP consultation process followed a two-round approach. Swerhun Inc. led the majority of engagement for both rounds of consultation, while TTC and Forum Research led the second of the public surveys and the Ward 16 public town hall.

Over 3,250 members of the public and approximately 40 representatives of stakeholder groups and transit advocates participated in over 16 weeks of extensive engagement for the 2022 Annual Service Plan.

Round 1

Round 1 of the consultation process took place between June and September 2021. It consisted of two stakeholder meetings, one city-wide public survey and a youth-led community engagement. Based on a request from the Councillor of Ward 16, a public town hall and an additional survey were conducted to have a more focused consultation for Ward 16 about the proposed route changes for the 54 Lawrence East, 954 Lawrence East Express and 51 Leslie routes.

The stakeholder meetings were both held on June 24, 2021. They were attended by city-wide and area-specific organizations with an interest in transit planning in Toronto and/or affected by initiatives in the 2022 ASP. The stakeholder meetings included an overview and discussion about the draft initiatives and priorities for the 2022 ASP, with particular focus on Line 5 Eglinton surface network plan and service initiatives responding to customers' travel patterns.

The first public survey was available for three weeks between June 25 and July 16, 2021. There were several ways the public could participate, including an online survey, a hard copy of the survey (which could be downloaded online or mailed upon request), email and a dedicated voicemail. The survey sought public feedback on the proposed route changes for the Line 5 Eglinton surface network plan, service initiatives responding to customers' travel patterns and other comments, concerns and suggestions participants would like to share with the TTC. The additional public survey about the proposed route changes for 54 Lawrence East, 954 Lawrence East Express and 51 Leslie was available for 10 days between August 20 and August 30, 2021, online and by phone.

The community engagement led by the 2022 Youth Ambassadors ran from late-June to mid-August, 2021. The Youth Ambassadors consisted of a diverse team of nine youth (between the ages of 18 and 29) across the city who engaged with their peers and other members of their community about select proposed route changes to support the opening of Line 5 Eglinton that they considered most relevant to their community. They used a range of engagement tactics including online surveys, hard copy surveys distributed through in-person engagement and virtual meetings. The 2022 Youth Ambassador team builds on a similar, successful program the TTC led for the 2021 ASP, providing paid work and skill development opportunities to youth, a demographic typically under-represented in public engagement processes, but one that is also likely to be affected by transit service changes.

The virtual public town hall for Ward 16 – Don Valley East was held on September 22, 2021. It included an overview presentation of the 2022 ASP, focusing on proposed changes to 54 Lawrence East, 954 Lawrence East Express and 51 Leslie bus routes, and a question-and-answer period.

Round 2

Round 2 of the consultation process took place in September 2021. It consisted of two stakeholder meetings and focused on sharing and seeking feedback on the final draft recommendations for the 2022 ASP before it is presented to the TTC Board for approval.

Feedback Highlights

Stakeholders and public participants generally expressed support for the proposed plans for the 2022 Annual Service Plan, particularly the Line 5 Eglinton surface network plan and the service initiatives to support customer travel patterns and ridership recovery. Although most participants said that the proposed bus route changes for Line 5 make sense, some shared concerns about potential longer journey times due to transfers, reduced access to some destinations due to route changes and accessibility concerns due to longer distance to stops – especially for seniors and those with mobility challenges.

Beyond planning of the service routing, participants also shared the following feedback:

- **Access to a reliable, frequent and accessible transit service are top priorities for customers.** Issues with bus bunching, crowding on several routes, service frequency and safe and easy access to stations and stops and to vehicles when boarding should continue to be addressed with a targeted response from the TTC.
- **Increase effort and budget allocated for health and safety practices and continue implementing COVID-19 health and safety practices post-pandemic,** such as sanitizing vehicles to help keep customers feel safe taking public transit. It is also important to take a measured approach and understand the public's sentiment about what is considered safe when planning for increasing the service capacity as part of ridership recovery.
- **Communicate service changes more clearly, frequently and openly.** Suggestions include clarifying that connections to Line 5 Eglinton will not require an additional fare and ensure proper consultation is done before making service changes and removing bus stops.

- **Strong suggestions to improve transit plans and service in Scarborough.** The need for improved transit planning in Scarborough was consistently raised as participants shared concerns with limited transit service in Scarborough.
- **Explore different ways to make transit fare more affordable,** especially for seniors, youth, low-income residents and those travelling across different transit agencies. Top suggestions shared were reducing fares, extending the transfer time from two hours to three hours and creating a one-fare system for all transit in the region.

Summaries

Individual summaries of each of the general engagement activities led by Swerhun are available on the [TTC's 2022 Annual Service Plan webpage](#). These summaries are not intended to be verbatim transcripts; rather they are intended to capture key feedback and discussion points shared. These summaries do not assess the merit or accuracy of any of these perspectives, nor do they indicate an endorsement of any of these perspectives on the part of the TTC.

The summaries include:

1. Stakeholder Meeting Round 1, Session 1
2. Stakeholder Meeting Round 1, Session 2
3. 2022 Annual Service Plan Public Consultation Summary
4. Stakeholder Meeting Round 2, Session 1
5. Stakeholder Meeting Round 2, Session 2
6. Integrated Youth Ambassador Team Reports

Attachment 3: Technical Assessment

The 2022 Annual Service Plan (2022 ASP) focuses on continuing to respond to the evolving demand for public transit service across Toronto as the new normal emerges. Our priorities are to improve regular scheduled service by reallocating and rescheduling services, maintain demand responsive service, and advance key strategic initiatives.

The 2022 Action Plan includes 25 initiatives. **Attachment 3** presents the technical analysis that supports the route and service planning initiatives. These initiatives include:

- Optimizing service on all routes and at all times of day, based on demand;
- Operating Line 5 Eglinton and improving connections to the surrounding bus network (Line 5 Eglinton surface network plan); and,
- Restructuring services to support customer travel patterns

Every new service that the TTC introduces is initially operated for a trial period of at least 12 months, during which the service is promoted and a consistent ridership level is established. The new service is monitored at regular intervals to ensure that it is trending towards its performance targets. After at least 12 months, a formal post-implementation evaluation is conducted to review a new service's performance. Typically, the Technical Assessment portion of the Annual Service Plan Report would include a post-implementation review for service changes implemented in previous years. However, given the variability in COVID-19 cases and its effect on ridership, the TTC is deferring post-implementation reviews until ridership becomes stable to allow for a comprehensive evaluation of new services.

1. Optimizing service on all routes

With the forecasted growth of ridership in 2022 and as the TTC aims to restore service to pre-pandemic levels, the network will continue to be optimized by reallocating and restructuring service to match service capacity to ridership demands. In Q1 2022, the TTC will provide 93% of pre-pandemic service based on operator availability due to the implementation of the Mandatory Vaccination Policy, which took effect on November 21, 2021. With accelerated operator hiring underway to restore the workforce by Q2 2022, service hours are expected to be restored to 100% of pre-pandemic capacity in Q2 on all modes. This is in accordance with 2022 ridership forecasts and direction from the TTC Board to deliver 100% of service when ridership reaches 50% of pre-pandemic levels. Restoring service will be dependent on the continued reopening of the economy, hybrid working arrangements, and impacts from the Omicron variant and any other potential public health restrictions.

Throughout 2022, the TTC will continue to review ridership and vehicle capacity standards used to plan service levels on a route-by-route basis. The vehicle capacity standard is linked to ridership. As ridership increases or decreases, a higher or lower number of customers per vehicle will be accommodated following public health guidelines. In Q4 2022, it is estimated that the TTC will attract approximately 80%-85%

of pre-pandemic ridership. To accommodate this demand, we will potentially increase the planning capacity threshold incrementally up to 100% of pre-pandemic levels (e.g. 50 customers per 12-metre bus) by the end of 2022.

2. Operating Line 5 Eglinton and improving the surrounding bus network

Line 5 is estimated to open in Q4 2022. In a coordinated fashion, the TTC will also implement service changes to bus routes in the surrounding area of Line 5 to connect customers to Line 5 similar to the opening of the Line 1 Extension to Vaughan Metropolitan Centre.

2.1 Planning principles and rationale

The following planning principles and rationale were used to develop the Line 5 surface network plan. These principles are expected to improve overall transit service for customers and provide operational efficiencies.

1- Providing direct connections between Line 5 and intersecting routes

The TTC operates a comprehensive grid network of bus and streetcar services that connect to rapid transit stations. The proposed routing changes in this report support and strengthen this network. Where possible, bus routes that currently intersect Eglinton Ave are re-routed to provide direct connections to Line 5 stations. One such example is the 47 Lansdowne, which will be modified to provide a direct connection between Line 5 at Caledonia Station, Line 2 at Lansdowne Station, and Queen St West, via Lansdowne Ave. North of Eglinton Ave West, the existing 47 Lansdowne service will be renamed to the 18 Caledonia, which will provide a direct connection between Line 1 at Yorkdale Station and Line 5 at Caledonia Station, via Caledonia Rd. In addition, at stations that have bus terminal facilities, intersecting bus routes are extended to serve the stations more directly, where possible. At stations without bus terminal facilities, this will be an on-street connection.

2- Re-aligning or extending bus routes that operate in close proximity of Line 5 to provide new connections to the rapid transit line

Where possible, bus routes that operate in the vicinity of new Line 5 stations are re-aligned to provide new connections to the rapid transit line. At stations with bus terminal facilities, nearby bus routes are extended to serve the stations more directly. At stations without bus terminal facilities, this will be an on-street connection. Routes re-aligned to provide new connections include the 81 Thorncliffe Park, which will be extended to connect customers in Thorncliffe Park to the new Science Centre Station on Line 5 and destinations such as shopping, schools, libraries, and parks in the Flemingdon Park neighbourhood.

3- Reducing service duplication along Eglinton Avenue

The new rapid transit service provided by Line 5 will replace the need to operate some existing bus services along Eglinton Ave. Resource savings from removing the duplicated service will be reallocated as required to other routes in the transit network. For example, the 32 Eglinton West will provide service between Renforth Station and

the new Mount Dennis Station on Line 5, with its service on Eglinton Ave east of Mount Dennis consolidated between the 34 Eglinton and Line 5. The branches of the 32 Eglinton West will be replaced by two new routes, 158 Trethewey and 170 Emmett.

2.2 Comparison of effects on customers (weighted travel time)

Routing changes are recommended if they result in an overall benefit for customers. The net benefit is measured by estimating the change in weighted travel time for customers. The components of weighted travel time include:

- Walking to the transit stop;
- Waiting for the vehicle;
- Riding in the vehicle; and
- Transferring from one route to another.

Each component is weighted differently, according to how customers perceive each and how it affects customers' travel decisions.

As most major streets with existing transit services will continue to be served, there are minimal walk time changes for customers as a result of the Line 5 Eglinton surface network plan changes. Although some stop adjustments will result in the relocation or removal of stops, which means a change in a customer's walk to or from transit, the overall benefits of the routing changes are projected to outweigh such inconveniences.

In-vehicle journey times are projected to remain about the same or likely decrease for customers transferring to Line 5, due to its higher speed and dedicated right-of-way. The new bus network will also introduce new transfers to customers' journeys, but the inconvenience of the added transfer will be offset by overall faster in-vehicle travel times for customers transferring to Line 5.

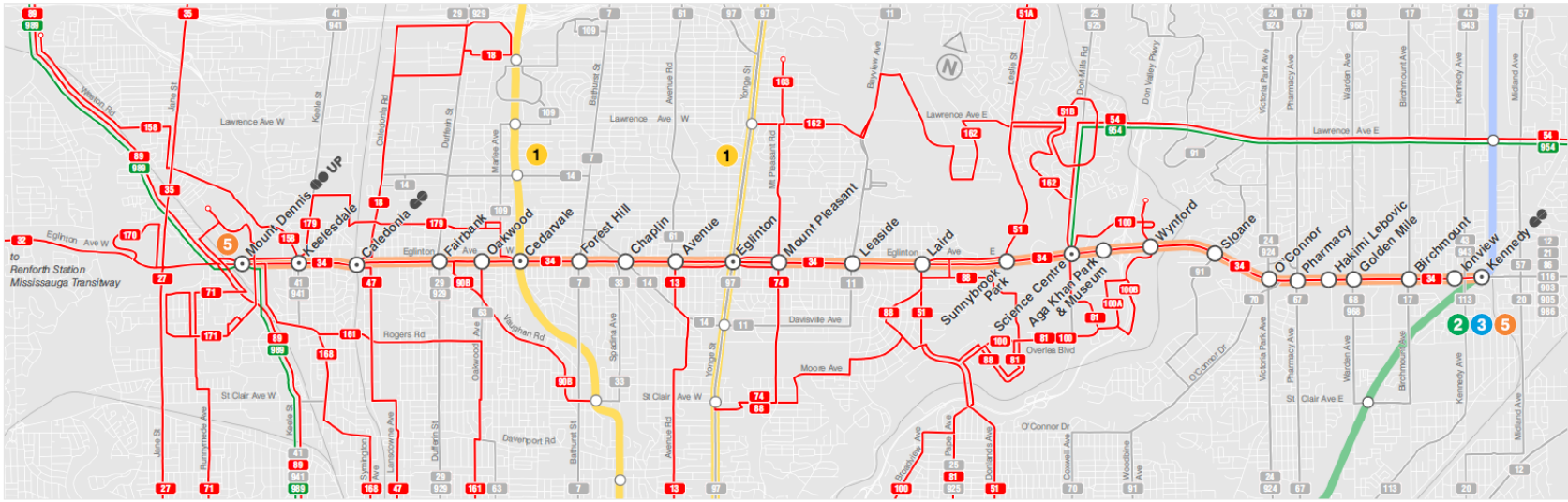
Overall, the recommendations in this report are projected to improve the travel experience for customers. New ridership counts will be collected and reviewed as part of the regular service planning process. Future adjustments to the transit network will be made, if required, to ensure that customers' mobility and transit experience are being maximized.

When the Line 5 surface network plan is implemented, the number of buses required to provide service to customers in the surrounding areas will be reduced by approximately 24 morning peak buses and 26 afternoon peak buses.

In total, 27 current bus routes will change as part of the Line 5 surface network plan. Of these bus routes, 11 intersecting routes will change to provide direct connections to Line 5, and eight routes will be re-aligned or extended to provide new connections to the new rapid transit line. In addition, eight routes will be modified to reduce service duplication along the Eglinton corridor. A detailed description is provided in **Section 2.3**.



Proposed TTC Routes Connecting to Line 5 Eglinton



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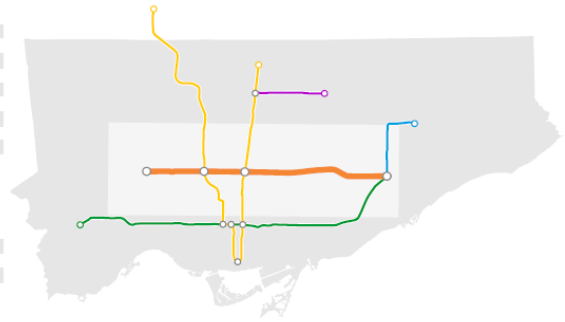
New or Revised Routes

18 Avenue Rd	Eglinton Stn - Queen's Park via Avenue Stn	548 Lawrence East	Science Centre Stn - Orton Park	181 Rogers Rd	Ossington Stn - Mt Dennis Stn
18 Caledonia	Caledonia Stn - Yorkdale Stn	58 Leaside	Replaced by extended 51 Leslie	182 Lawrence-Dorway	Lawrence Stn - Science Centre Stn
27 Jane South	Jane Stn - Mt Dennis Stn	71 Runnymede	Runnymede Station - Industry St via Mt Dennis Stn	188 Symington	Dundas West Stn - Mt Dennis Stn
32 Eglinton West	Mt Dennis Stn - Renforth Stn	74 Mt Pleasant	St Clair Stn - Eglinton Stn via Mount Pleasant St	170 Emmett	Mt Dennis Stn - Jane & Emmett
32C Eglinton West	Replaced by 58 Trothewey	81 Thorncliffe Park	Pape Stn - Science Centre Stn	171 Mt Dennis	Jane - Industry St via Mt Dennis Stn
32D Eglinton West	Replaced by 170 Emmett	89 South Leaside	St Clair Stn - Thorncliffe via Laird Stn	179 Castlefield	Mt Dennis Stn - Cedarvale Stn via Keele Stn
34 Eglinton	Mt Dennis Stn - Kennedy Stn via Line 1	89 Weston	Keele Stn - Albion Rd via Mt Dennis Stn		
35 Jane	Mt Dennis Stn - Pioneer Village Stn	89C Vaughan	St Clair West Stn - Oakwood Stn	154 Lawrence East Express	Science Centre Stn - Starspray Express
47 Lansdowne	Queen - Caledonia Stn via Lansdowne Stn	162 Flemingdon Park	Broadview Stn - Science Centre Stn	158 Weston Express	Keele Stn - Steeles Express via Mt Dennis Stn
124 Leslie	Donlands Stn - Steeles via Lines 4 and 5	162D Flemingdon Park	Broadview Stn - Science Centre Stn via Linkwood		
118 Leslie	Donlands Stn - The Donway via Line 5	162E Mt Pleasant North	Eglinton Stn - Doncliffe via Mount Pleasant Stn		
144 Lawrence East	Science Centre Stn - Starspray Blvd	162F Trothewey	Keele Stn - Knob Hill & Oak		

Connecting Routes

7 Bathurst	20 Cliffside	33 Forest Hill	63 Ossington	87 Yonge	965 Eglinton East Express	441 Keele Express
11 Bayview	21 Brimley	41 Keele	67 Pharmacy	100 Ranees	924 Victoria Park Express	443 Kennedy Express
12 Kingston Rd	24 Victoria Park	43 Kennedy	69 Warden	113 Danforth	925 Don Mills Express	989 Warden Express
14 Glencairn	25 Don Mills	57A Midland	73 O'Connor	116 Morningside	929 Dufferin Express	990 Scarborough Express
17 Birchmount	29 Dufferin	57B Avenue Road N	83 Scarborough			

Station List



2.3 Detailed routing change descriptions

The following section describes eight detailed route changes as part of the Line 5 surface network plan. This includes extending 35 Jane, 954 Lawrence East Express and 334 Eglinton East Night Bus to create new connections to Line 5; adjusting 34 Eglinton to run parallel the entire length of Line 5; adjusting 100 Flemington Park and 51 Leslie to connect to Line 5; and to reduce service duplication along Eglinton Ave by adjusting 54 Lawrence East and 51 Leslie. The remaining route change descriptions are outlined in **Section 2.4**.

27 Jane South

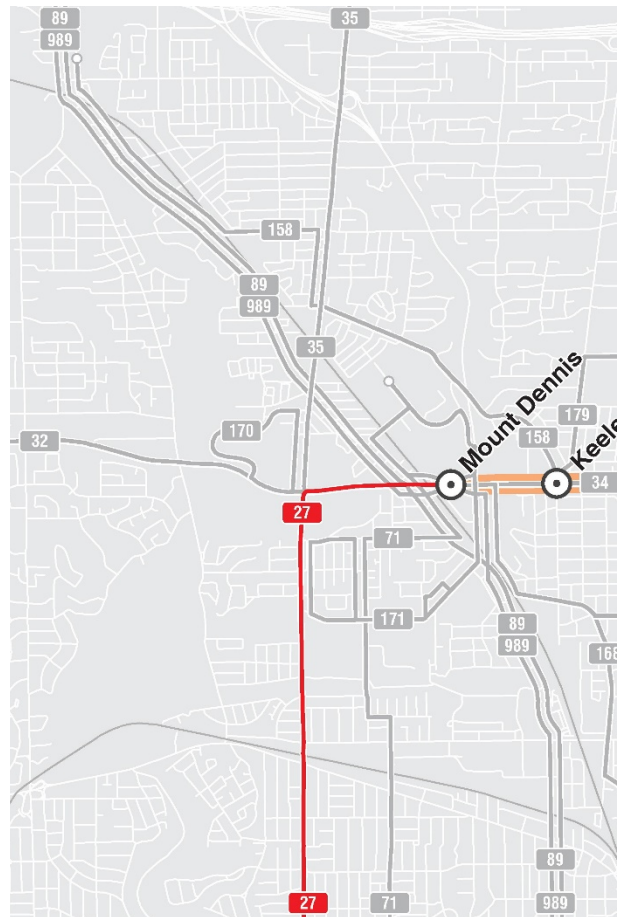
Renamed Southern Section of 35 Jane

City wards: Ward 5 - York South-Weston

Time periods: All times

The section of the 35 Jane south of Eglinton Ave will operate as a separate route between the new Mount Dennis Station on Line 5 to Jane Station on Line 2, and will be renamed to the 27 Jane South. By separating the 27 Jane South from the 35 Jane, customers can expect more reliable service on the route and service levels better tailored to ridership demand. In addition, along with 35 Jane, this portion of the route will be adjusted to terminate at the new Mount Dennis Station on Line 5 to provide a new direct connection for customers to the rapid transit line.

Buses on the 27 Jane South will operate from Mount Dennis Station via Keelesdale Rd, Photography Dr, south on Jane St to Jane Station on Line 2. Overall, this change will make service better for customers and for this reason it is recommended. A detailed description of the comparison of the effects of the proposed service changes along the Jane Street corridor on customers is provided below.



35 Jane

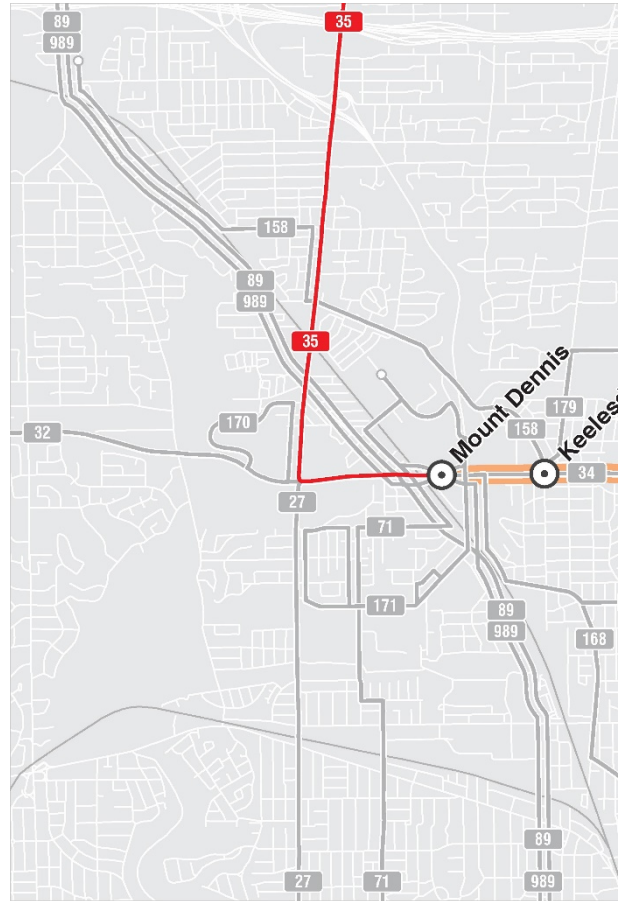
Adjusted to Terminate at the New Mount Dennis Station on Line 5

City wards: Ward 5 - York South-Weston

Time periods: All times

The recommended 35 Jane route will be adjusted to terminate at the new Mount Dennis Station on Line 5, providing customers on Jane St north of Eglinton Ave West with a direct connection to Line 5. In addition, by shortening the 35 Jane to Eglinton Ave and serving the southern section of the route with the 27 Jane South, customers can expect more reliable service on the route and service levels better tailored to ridership demand. Customers that are travelling through Eglinton Ave can still make use of 935 Jane Express, which will remain unchanged.

The 35 Jane service will continue to operate two branches. The 35A will operate from Pioneer Village Station to Mount Dennis Station via Steeles Ave West, Jane St, Eglinton Ave West, Keelesdale Rd, Photography Dr to Mount Dennis Station. The 35B service will operate during peak periods from Pioneer Village Station to Mount Dennis Station along the same route with the addition of Peter Kaiser Gate, Hullmar Dr and York Gate.



The change would provide a direct connection to customers transferring to Line 5. This change would make service worse for customers currently travelling across Jane St through Eglinton Ave West as they would experience longer travel times and an additional transfer between 35 Jane and 27 Jane South at Mount Dennis Station. As well, those who choose to utilize 935 Jane Express instead might experience longer walk and wait times due to the limited stop and less frequent service. However, the change in weighted travel time shows that the benefit of the new connection to Line 5 is greater than the inconvenience of the additional transfer or walk and wait time. Overall, the change would make service better for customers and therefore is recommended.

34 Eglinton

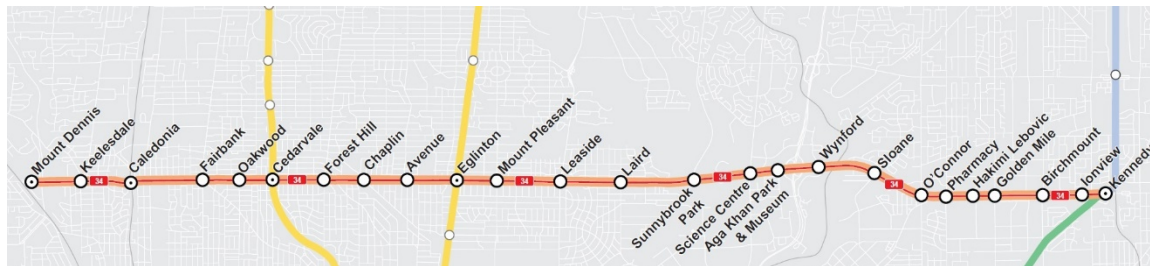
Adjusted to Serve Parallel the entire length of Line 5

City wards: Ward 5 - York South-Weston, Ward 8 - Eglinton-Lawrence, Ward 9 - Davenport, Ward 12 - Toronto-St. Paul's, Ward 15 - Don Valley West, Ward 16 - Don Valley East, Ward 21 - Scarborough Centre

Time periods: All times

This recommended route will be adjusted to operate parallel to Line 5, serving all surface transit stops on the corridor from Mount Dennis Station to Kennedy Station. The purpose of 34 Eglinton is to provide local transit access along the Eglinton Ave corridor.

The original proposal for this route was to operate parallel to the below-grade portion of Line 5, from Mount Dennis Station to Science Centre Station, serving all surface transit stops on this segment. However, during the consultations for the 2022 ASP, many customers and stakeholders highlighted the importance of access to local transit, including along the above-ground portion of Line 5 east of Science Centre Station. In order to address this, we adjusted the proposal for 34 Eglinton to run parallel the entire length of Line 5.



Existing customers travelling through Yonge St today will no longer be required to transfer between the 34 Eglinton and 32 Eglinton West unless travelling beyond Mount Dennis Station. Customers travelling along the Eglinton Ave corridor will have the option to use Line 5 or 34 Eglinton to make the trip from Kennedy Station to Mount Dennis Station. Selecting Line 5 to travel across the corridor would decrease overall travel times for users and eliminate the transfer currently required to travel across Yonge St. For users seeking a shorter access distance to local transit stops, the 34 Eglinton will continue to make all local stops along the corridor, and will also provide service across Yonge St, eliminating the current need for a transfer. The consolidation of service on the Eglinton corridor would result in some increased wait times for users of the 34 Eglinton, but these would be significantly outweighed by the reduction in travel time on the corridor via Line 5. Overall, this change is an improvement for customers and, therefore, is recommended.

100 Flemingdon Park

Revised Service to Eglinton Avenue East and Additional branch operating on Linkwood Lane

City wards: Ward 14 - Toronto-Danforth, Ward 15 - Don Valley West, Ward 16 - Don Valley East

Time periods: All times

The recommended 100 Flemingdon Park bus route will be restructured around the Eglinton Ave East and Don Mills Rd area to terminate at Science Centre Station. This change will provide new and faster connections to Line 5 and the Eglinton Ave corridor, especially for residents of the Flemingdon Park and Thorncliffe Park neighbourhoods.

The 100A Flemingdon Park will operate from Broadview Station to Science Centre Station via Grenoble Dr. Service along Linkwood Ln, currently operated by 34C Eglinton East, will be replaced by 100B Flemingdon Park.

During the consultation process for the 2022 ASP, a major concern brought forward by participants was the lack of an accessible connection between route 100 Flemingdon Park and Wynford Station on Line 5. As a result, the City of Toronto plans to build an accessible ramp to connect Wynford Dr and Eglinton Ave East to mitigate this issue.

The changes to the 100 Flemingdon Park and its branches will decrease service duplication on Grenoble Dr and will also result in more direct connections to the city core and the Eglinton Ave corridor through the Line 5 transfers. The direct connection to Line 5 will reduce travel time for customers and attract more riders to the network. Overall, this change is an improvement for customers and, therefore, is recommended.



51 Leslie and 56 Leaside

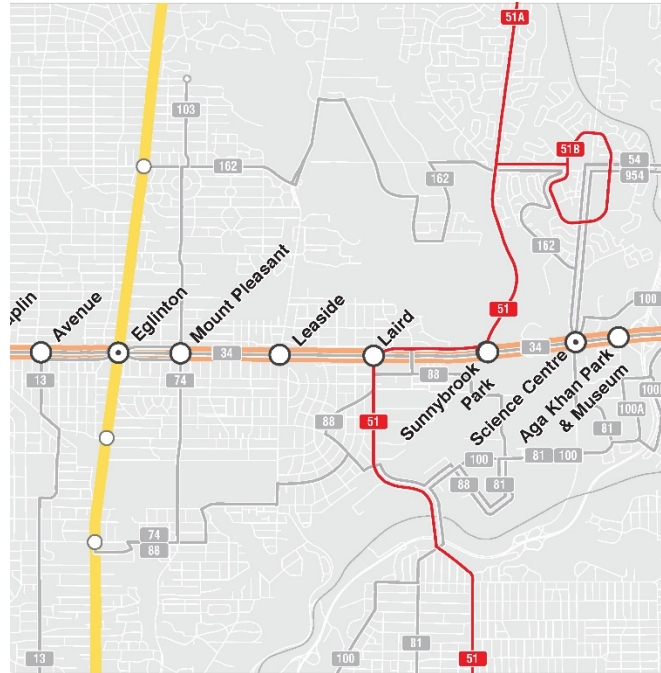
Service Reallocation and Extension to Donlands Station

City wards: Ward 12 - Toronto-St. Paul's, Ward 14 - Toronto-Danforth, Ward 15 - Don Valley West, Ward 16 - Don Valley East, Ward 17 - Don Valley North

Time periods: All times

The 56 Leaside route will be cancelled, and its service will be reallocated to the restructured 51 Leslie, which will extend to Donlands Station on Line 2.

From Donlands Station, the revised 51 Leslie will travel north along Donlands Ave to serve Laird Station on Line 5, as well as Sunnybrook Park Station, before continuing north along Leslie St. At Lawrence Ave East, the route will branch into the 51A Leslie, which will continue along Leslie St, and the 51B Leslie, which will travel along Lawrence Ave East to Don Mills Rd. The new 51B branch from Donlands Station to The Donway will provide additional service between Eglinton Ave (Line 5) and Line 2, on Leslie St south of Lawrence Ave East, on Lawrence Ave East between Leslie St and Don Mills Rd, and on The Donway East and West.



As a result, customers that currently travel along the Eglinton Ave East corridor on 51 Leslie will experience an additional transfer to Line 5, while their in-vehicle travel times on the Eglinton Ave corridor will decrease. Furthermore, with the addition of 51B, wait times for service on Leslie St between Eglinton Ave East and Lawrence Ave East will decrease. The direct routing from Leslie St to Donlands Station will also eliminate a transfer for customers to access Line 2. Overall, this change reduces weighted travel time for customers using the route and, therefore, is recommended.

54 Lawrence East

Revised Routing on Eglinton and Extension to Science Centre Station

City wards: Ward 12 - Toronto-St. Paul's, Ward 15 - Don Valley West, Ward 16 - Don Valley East, Ward 21 - Scarborough Centre, Ward 24 - Scarborough Guildwood, Ward 25 - Scarborough-Rouge Park

Time periods: All times

The recommended 54 Lawrence East route will be adjusted to terminate at the new Science Centre Station to provide a direct connection to Line 5 while removing service duplication along Eglinton Ave East. From the new Science Centre Station, the route will travel north along Don Mills Rd, to Lawrence Ave East. Its former routing along Leslie St will be served by the 51 Leslie.



Current 54 Lawrence East customers travelling along Eglinton Ave will have a direct transfer to the 34 Eglinton or Line 5. The more direct connection to Line 5 via Don Mills Rd will result in shorter in-vehicle travel times for customers travelling along the Eglinton Ave corridor and those travelling to the city core. However, this change would make service worse for customers using the 54 Lawrence East to travel across Lawrence Ave East through Don Mills Rd, who will need to transfer between the 54 Lawrence East and 51 Leslie routes. In order to connect to Line 5 and the Eglinton Ave corridor, customers will have the option of the 54 Lawrence East and the 954 Lawrence East Express, which will result in shorter travel times overall, and will attract new users to the service. Overall, this change reduces weighted travel time for customers using the route and, therefore, is recommended.

954 Lawrence East Express Extension to Science Centre Station

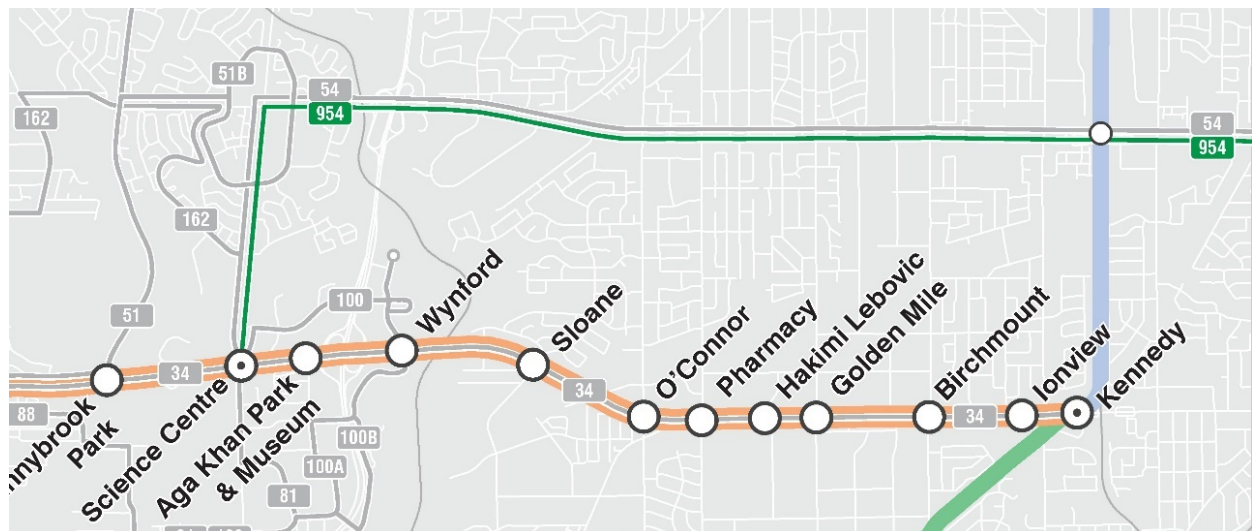
City wards: Ward 16 - Don Valley East, Ward 21 - Scarborough Centre, Ward 24 - Scarborough Guildwood, Ward 25 - Scarborough-Rouge Park

Time periods: Monday to Friday Peak Periods

The recommended 954 Lawrence East Express bus route will be extended to serve the Lawrence Ave East corridor east of Lawrence East Station on Line 3 to Science Centre Station during peak periods from Monday to Friday. The change will provide customers west of Line 3 with a new express service and a new direct connection to Line 5.

Buses on the 954 Lawrence East Express will provide local service between Starspray Loop and Markham Rd, then operate express service along Lawrence Ave East west of Markham Rd, terminating at the new Science Centre Station.

The express service west of Lawrence East Station will shorten wait times and in-vehicle travel times for customers, attracting new riders to the service. In addition, the route will result in shorter wait times and in-vehicle travel times along the corridor when combined with the 54 Lawrence East. Overall, this change results in a reduction in travel time for customers and is therefore recommended.



334 Eglinton Blue Night

Combining the Eglinton Blue Night Services

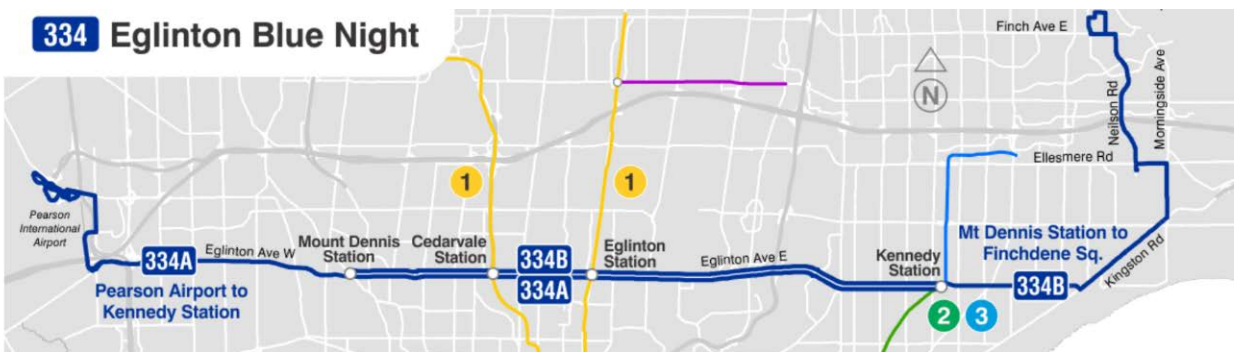
City wards: Ward 1 - Etobicoke North, Ward 2 - Etobicoke Centre, Ward 5 - York South-Weston, Ward 8 - Eglinton-Lawrence, Ward 9 - Davenport, Ward 12 - Toronto-St. Paul's, Ward 15 - Don Valley West, Ward 16 - Don Valley East, Ward 20 - Scarborough Southwest, Ward 21 - Scarborough Centre, Ward 23 - Scarborough North Ward 24 - Scarborough Guildwood, Ward 25 - Scarborough-Rouge Park

Time periods: Overnight and Early Morning

The recommended Eglinton Blue Night service during overnight and early morning periods replaces the current 332 Eglinton West and 334 Eglinton East Blue Night routes. This change allows existing customers travelling along the Eglinton Ave corridor to avoid transferring between 332 Eglinton West and 334 Eglinton East unless travelling beyond Mount Dennis and Kennedy stations.

This route will have two branches, 334A and 334B. 334A Eglinton Blue Night (Pearson Airport-Kennedy Station) will operate between Pearson International Airport and Kennedy Station, making stops at Airport Rd, Terminal 1 and Terminal 3 to the Eglinton Ave corridor. 334B Eglinton Blue Night (Mount Dennis Station to Finchdene Square) will operate between Mount Dennis Station and employment areas in northeastern Scarborough, travelling on the Eglinton Ave corridor, through Kennedy Station to Kingston Rd, Morningside Ave, Ellesmere Rd and Neilson Rd to Finchdene Sq.

Combining the East and West Blue Night routes will eliminate a transfer for customers crossing Yonge St and decrease wait times for current customers in the immediate areas east and west of Yonge St. These changes will result in an overall reduction in travel times for customers and are therefore recommended.



2.4 Other routing change descriptions

The following section summarizes the remaining route changes included in the Line 5 Eglinton surface network plan.

13 Avenue Road

This route will be modified to serve the new Avenue Station on Line 5. Service will be removed from Oriole Pkwy between Chaplin Cres and Eglinton Ave West. The route will continue to serve Eglinton Station to provide a direct connection to Line 1 for residents in the Yonge-Eglinton and Yonge-St Clair neighbourhoods.

18 Caledonia

This route will replace the northern portion of the current 47 Lansdowne. The 18 Caledonia will serve Caledonia Rd from the new Caledonia Station on Line 5 to Yorkdale Station on Line 1. Two branches will operate on this route: 18A via Bridgeland Ave, and 18B via Orfus Rd. By separating the 18 Caledonia from the 47 Lansdowne, customers can expect more reliable service on the route and service levels better tailored to ridership demand. Customers travelling through Eglinton Ave West will have to transfer to 47 Lansdowne at Caledonia Station. Also, see 47 Lansdowne.

32 Eglinton West

This route will terminate at the new Mount Dennis Station on Line 5, providing bus service west to Renforth Station. Customers can expect to transfer onto Line 5 to continue travelling on Eglinton Ave. The many branches that currently operate under 32 Eglinton West will become unique routes serving different stations on Line 5. Bus service east of Mount Dennis Station will be operated as 34 Eglinton. New roads served will include Keelesdale Rd and Photography Dr. Also, see 34 Eglinton (**Section 2.3**), 158 Trethewey and 170 Emmett.

47 Lansdowne

This route will be adjusted to terminate at the new Caledonia Station on Line 5, with service north of Eglinton Ave replaced by 18 Caledonia. The short-turn branch terminating at St. Clair Ave West will also be eliminated so that all services on 47 Lansdowne will operate end to end, from Caledonia Station to Queen St West. As a result, customers north of St. Clair Ave West can expect higher service levels than today, and greater service reliability as the route is shortened. Customers travelling through Eglinton Ave West will have to transfer to 18 Caledonia at Caledonia Station. Also, see 18 Caledonia.

71 Runnymede

This route will be adjusted to divert into the new Mount Dennis Station on Line 5 in both directions to connect the Mount Dennis and Rockcliffe-Smythe neighbourhoods and the TTC Mount Dennis Bus Division to Line 5. This route will continue to operate to Runnymede Station on Line 2. New roads served will be Keelesdale Rd and Photography Dr.

74 Mt Pleasant

With the completion of Line 5, the 74 Mt Pleasant will no longer serve north of Eglinton Ave East and will instead terminate at Eglinton Station. Service north of Eglinton Ave East will be covered by the 103 Mt Pleasant North. This route will provide a direct connection to Line 1 and Line 5 (at Mount Pleasant Station) from the Mount Pleasant neighbourhood. Also, see 103 Mt Pleasant North.

81 Thorncliffe Park

This route will be extended to the new Science Centre Station on Line 5, via Overlea Blvd, Gateway Blvd and Don Mills Rd. As a result, the 81 Thorncliffe Park will better serve customers in Thorncliffe Park, connecting them to destinations in the Flemington Park neighbourhood, such as shopping, schools, libraries and parks. The original proposal for this service change was modified based on community consultation in 2019 when community members provided feedback highlighting important local destinations requiring transit service.

88 South Leaside

Previously, the TTC had planned to consolidate all services on 88 South Leaside to terminate at Laird, but the feedback received from community consultation in 2019 showed that the proposal did not suit the needs of transit customers in the area. Instead, 88 South Leaside will be adjusted to serve the new Laird Station on-route but will continue to operate in a circular loop through the Leaside and Thorncliffe Park neighbourhoods. Service will be removed from Wicksteed Ave between Laird Dr and Brentcliffe Rd, and from Brentcliffe Rd between Vanderhoof Ave and Wicksteed Ave.

89 Weston

This route will be adjusted to serve the new Mount Dennis Station on Line 5 in both directions, connecting customers on Weston Rd to Line 5. Service will continue to operate from Keele Station on Line 2 to Albion Rd. New roads served as a result of these changes will be Photography Dr. Also, see 989 Weston Express.

90 Vaughan

With the completion of Line 5, service on the 90B branch will be reintroduced, serving Vaughan Rd north of Oakwood Ave, Northcliffe Blvd, Eglinton Ave West and Oakwood Ave. This route will provide a direct connection to Line 1 (at St. Clair West Station) and Line 5 (at Oakwood Station) from the Vaughan Rd neighbourhood. The 90A branch (St. Clair West Station-Oakwood via Jesmond) will continue to operate.

103 Mt Pleasant North

This route will be reintroduced with the completion of Line 5, serving Mount Pleasant Road north of Eglinton Ave East, from Eglinton Station to Doncliffe Loop. This route will provide a direct connection from the Lawrence Park neighbourhood to Line 1 and Line 5. Customers travelling through Eglinton Ave will have to transfer to 74 Mt Pleasant at Mount Pleasant Station. Also, see 74 Mt Pleasant.

158 Trethewey

This route will replace the current 32C Eglinton West branch when Line 5 is open. The 158 Trethewey will serve the new Keelesdale Station on Line 5, via Trethewey Dr. Instead of terminating at Lawrence Ave West as the 32C does today, the route will be extended northward via Weston Rd to Knob Hill Dr, providing more transit options to the Weston neighbourhood and connecting the neighbourhoods along Trethewey Dr to new shopping destinations. Also, see 32 Eglinton West.

161 Rogers Road

This route will be adjusted to terminate at the new Mount Dennis Station on Line 5, via Black Creek Dr. This change will provide a direct connection to rapid transit for customers in the Keelesdale and Caledonia neighbourhoods. In addition, route 161 Rogers Road will no longer serve Alliance Ave, which will be replaced by an adjusted route 171 Mt Dennis. As a result, customers travelling along Rogers Rd to Alliance Ave will have to transfer to 171 Mt Dennis. New roads served as a result of these changes include Black Creek Dr (Eglinton Ave West to Weston Rd) and Photography Dr. Also, see 171 Mt Dennis.

162 Lawrence-Donway

This route will be adjusted to terminate at the new Science Centre Station on Line 5. As well, this route will no longer loop via The Donway north of Lawrence Ave East and east of Don Mills Road. Instead, a two-way service will operate via Overland Dr and Barber Greene Rd, and extend via Don Mills Rd to Science Centre Station to connect customers directly Line 5. Customers on The Donway north of Lawrence Ave East and east of Don Mills Rd should expect to use 51B Leslie. Also, see 51 Leslie (**Section 2.3**).

168 Symington

This route will be adjusted to terminate at the new Mount Dennis Station on Line 5. In addition, the route will be extended via Weston Rd and Black Creek Dr. Service will be removed from Avon Loop. New roads served as a result of these changes are Black Creek Dr (from Photography Ave to Weston Rd) and Photography Dr.

170 Emmett

This route will replace the current 32D Eglinton West branch when Line 5 is open. The 170 Emmett will serve the new Mount Dennis Station on Line 5, via Eglinton Ave West and Emmett Ave. Customers who are currently travelling east of Mount Dennis Station will need to transfer to Line 5 to continue their journey when the line opens. New roads served include Keelesdale Rd and Photography Dr. Also, see 32 Eglinton West.

171 Mt Dennis

This route will be adjusted to serve the new Mount Dennis Station on Line 5. Additionally, 171 Mt Dennis will no longer serve Jane St and Trethewey Dr. Instead, the route will be extended to Jane St and Alliance Ave to provide coverage on the previous portion of route 161 Rogers Road. In addition, the 171 Mt Dennis will directly connect customers on Alliance Ave to Line 5. New roads served as a result of these changes will be Keelesdale Rd and Photography Dr. Also, see 161 Rogers Road.

179 Castlefield

This will be a new route operating on new streets, connecting Cedarvale Station, Keelesdale Station and Mount Dennis Station via Castlefield Ave. This route will provide new service to employment uses along Castlefield Ave while also serving some medium-density housing on Roselawn Ave, connecting new customers directly to Line 1 and Line 5 as well as GO Transit and UP Express. New roads served will be Roselawn Ave, Castlefield Ave, Kincort St and Danesbury Ave.

989 Weston Express

This route will be adjusted to serve the new Mount Dennis Station on Line 5 in both directions. The route will be re-routed to Black Creek Dr to provide quick access to the new terminal. Service will continue to operate from Keele Station to Steeles Ave West. New roads served included Black Creek Dr (from Photography Dr to Weston Rd) and Photography Dr. Also, see 89 Weston.

2.5 Roads with service introduced or removed

The following table identifies the necessary changes to operations required to implement the Line 5 surface network plan. The table indicates roads where transit service will be introduced and roads where transit service will be removed.

Roads with Service Introduced	Roads with Service Removed
Photography Dr	Oriole Pkwy (from Chaplin Cres to Eglinton Ave West)
Keelesdale Rd	Wicksteed Ave (from Laird Dr to Brentcliffe Rd)
Black Creek Dr (from Photography Dr to Weston Rd)	Brentcliffe Rd (from Vanderhoof Ave to Wicksteed Ave)
Kincort St	Avenue Rd (from Chaplin Cres to Eglinton Ave West)
Castlefield Ave (from Kincort St to Salinas Ct and from Danesbury Ave to Marlee Ave)	
Roselawn Ave (from Salinas Ct to Danesbury Ave)	
Danesbury Ave (from Roselawn Ave to Castlefield Ave)	
Avenue Rd (from Chaplin Cres to Eglinton Ave)	

3. Service initiatives supporting customer travel patterns

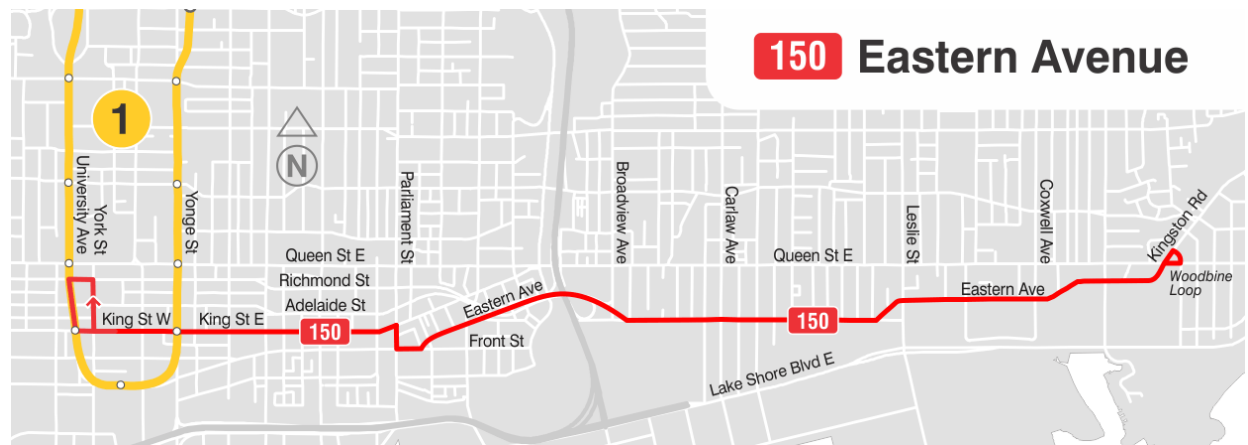
The following section outlines service changes proposed to support ridership recovery, new developments, customer requests, and to address existing and emerging travel patterns.

150 Eastern Avenue

Restructuring of Service

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

Time periods: Monday-Friday peak periods



It is recommended that a local service be provided on Eastern Ave during the peak periods, Monday to Friday. This route will serve and connect new residential and employment developments along the Eastern Ave corridor and high-density developments in the Corktown Commons neighbourhood to the downtown core and Line 1.

This route would provide an alternative to the 143 Downtown/Beach Express (indefinitely suspended), reduce the distance that customers need to walk to the nearest TTC bus stop and mitigate the need for additional resources on the 501 Queen route once the new developments on Eastern Ave are completed.

During peak periods Monday to Friday, buses would operate from Woodbine Loop, at Queen St and Kingston Rd, south and west along Eastern Ave, to St. Andrew Station on Line 1, via York St, Richmond St, and University Ave, before returning to Woodbine Loop. Routing changes required to operate route 150 Eastern Avenue result in service introduced on Eastern Ave from Front St to Adelaide St East/Richmond St East.

It is projected that approximately 1,330 customer trips would be made in the peak periods from Monday to Friday, of which 470 are made in the a.m. and 860 made in the p.m. In addition, this route will introduce a direct connection to the downtown core along Eastern Ave, which currently has no service and would be an alternative to those travelling east and west along Queen St and King St. Overall, this service reallocation will benefit customers and is therefore recommended.

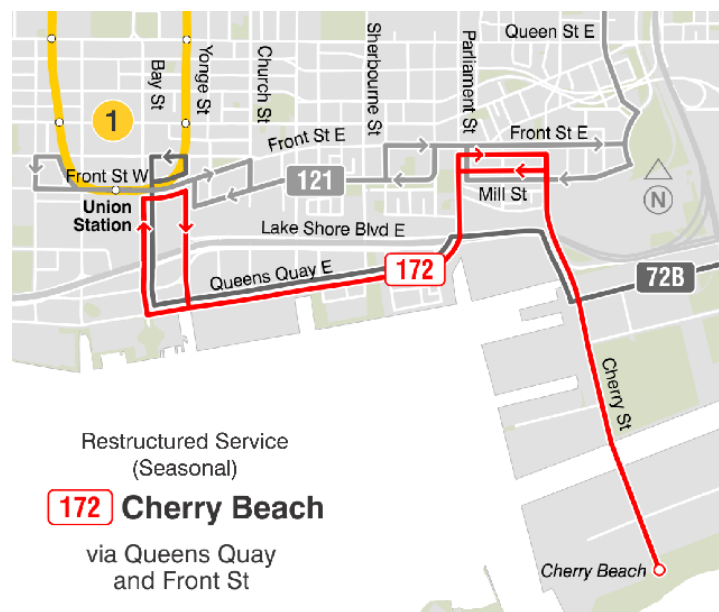
172 Cherry Beach

Reallocation of Service

City wards: Ward 10 - Spadina-Fort York, Ward 14 - Toronto-Danforth

Time periods: Monday-Friday Midday, Afternoon Peak, Early Evening, Saturday/Sunday/Holiday Afternoon, Early Evening (Seasonal service only)

It is recommended that seasonal service be provided to Cherry Beach as part of the reallocation of service from the 121 Esplanade-River (formerly 121 Fort York-Esplanade) during the midday, afternoon peak and early evening periods, Monday to Friday, and in the afternoons and early evening periods of Saturday and Sunday/Holidays. With the service extension of the 121 Esplanade-River route onto River St, which was introduced in 2021, the seasonal service to Cherry Beach will become a standalone route connecting Union Station to Cherry Beach via the Distillery District. This route will only operate in the summer, connecting destinations along the eastern waterfront.



Buses on the 172 Cherry Beach will operate from Union Station, along Queens Quay East, through the Distillery District, to Cherry Beach Loop along Cherry St, and back to Union Station. In addition, this route (along with the 65 Parliament change) introduces service to Parliament St from Mill St to Lake Shore Blvd East, which currently has no service.

As a result of a customer request, year-round service on the former 121D Fort York-Esplanade route servicing Cherry St and Cherry Beach was explored to provide better transit access to employment centres along Unwin Ave, Cherry St and Commissioners St. However, due to low projected ridership levels during non-summer months, we are not recommending implementing the year-round service on the 172 Cherry Beach. It is projected that approximately 340 customer trips would be made in the midday, p.m. and

early evening periods from Monday to Friday. This change would improve service for customers overall, and therefore is recommended.

In addition, with the implementation of routing changes on the 121 Esplanade-River which resulted in removal of service west of Union Station, the TTC will trial a seasonal shuttle bus service to Ontario Place in 2022. This trial service will operate between May and October and will provide customers with a more direct-connection to the growing uses at Ontario Place and Trillium Park. This trial service will be included as part of the 2023 ASP for permanent approval.

8 Broadview

Extension to Coxwell Station

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

Time periods: All times

It is recommended that the 8 Broadview bus route be extended to Coxwell Station at all times of the day, seven days a week. Service will be removed from Lankin Blvd and Plains Rd. Buses on the 8 Broadview will continue to operate from Broadview Station along O'Connor Dr with a new connection to Coxwell Station along Coxwell Ave. This change will improve capacity on Coxwell Ave and provide residents with another connection to Line 2 while addressing end-of-line operational concerns. Routing changes required to extend route 8 Broadview to Coxwell Station



resulting in service removed on Plains Rd and Lankin Blvd. It is projected that approximately 250 daily new customer-trips would be made as a result of this modification. In addition, customers will have a more frequent service on Broadview Ave, O'Connor Dr and Coxwell Ave. Because this service extension would improve service for customers the service change is recommended.

65 Parliament

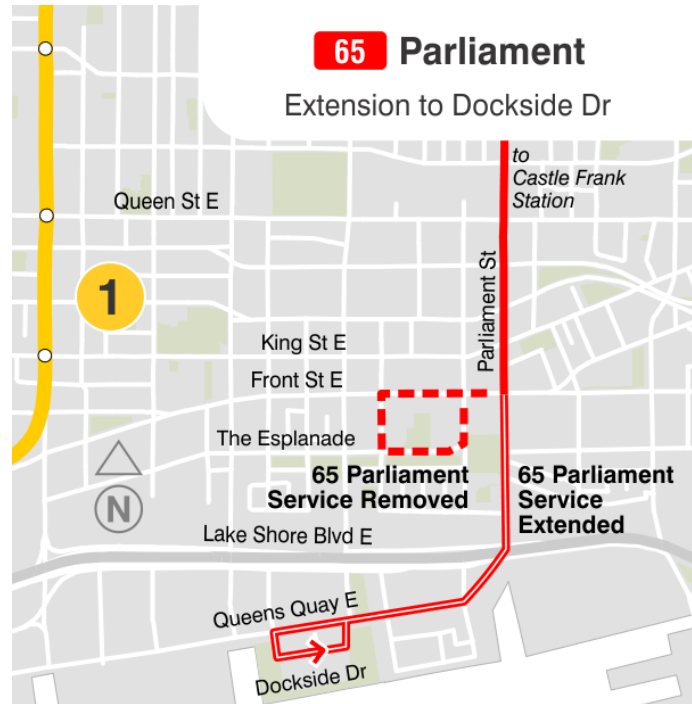
Extension to Dockside Drive via Queens Quay

City wards: Ward 10 - Spadina-Fort York

Time periods: All times

The recommended change for the 65 Parliament is an extension to Dockside Dr, via Queens Quay, to provide more service from Parliament St to George Brown College's Waterfront Campus and Queens Quay East. This change will provide customers with another connection to Line 2. In addition, the route will no longer loop around the St. Lawrence neighbourhood, but would continue to be within walking distance of The Esplanade.

It is projected that approximately 780 customer trips would be made in the a.m. Peak, midday, p.m. peak, early and late evening periods from Monday to Friday. This change would improve service for customers overall and therefore is recommended.



Downtown Express Routes

Suspension of service throughout 2022

City wards: Ward 3 - Etobicoke-Lakeshore, Ward 4 - Parkdale-High Park, Ward 8 - Eglinton-Lawrence, Ward 10 - Spadina-Fort York, Ward 11 - University Rosedale, Ward 12 - Toronto-St. Paul's, Ward 13 - Toronto-Centre, Ward 14 - Toronto-Danforth, Ward 15 - Don Valley West, Ward 16 - Don Valley East, Ward 19 - Beaches-East York, Ward 21 - Scarborough Centre

Time periods: N/A

The net cost per passenger analysis conducted in the 2021 Annual Service Plan indicated that the routes with the highest net cost per passenger are the Downtown Express routes. These routes provide direct, point to point, connections for customers. As a result, they have relatively low ridership and do not have the opportunity to attract additional trips, which help make a route more productive. Due to the impact of the COVID-19 pandemic on ridership levels and travel patterns and because alternate and parallel services are available, the Downtown Express routes have been suspended since March 2020. Throughout 2022, the TTC will continue to suspend these services.

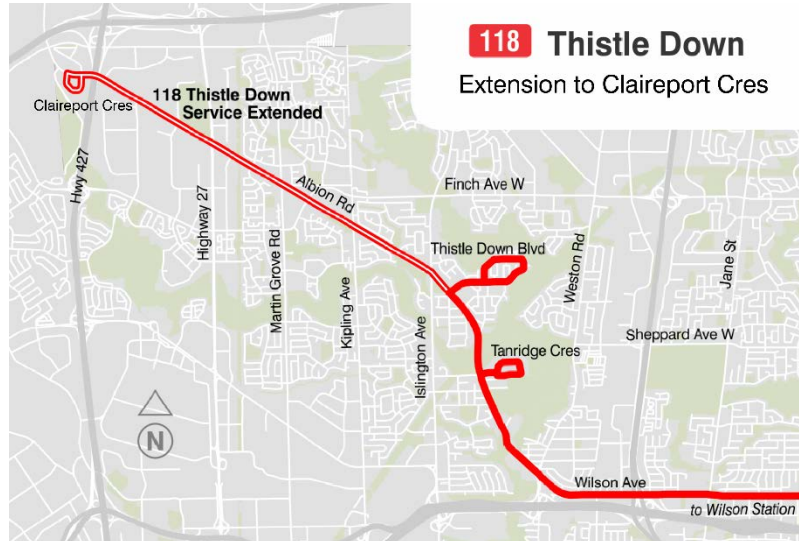
118 Thistle Down Extension to Claireport Crescent

City wards: Ward 1 - Etobicoke North

Time periods: Peak periods, Monday to Friday

It is recommended that the 118 Thistle Down bus route be extended to Claireport Cres along Albion Rd during morning and afternoon peaks from Monday to Friday.

This change provides a direct connection from Albion Rd to Wilson Station and improves service levels along Albion Rd to support local transit rides in the Rexdale and Thistletown neighbourhoods.



The comparison of the weighted travel time indicates that this service extension would improve service for customers overall and is, therefore, recommended.