



## DISCUSSION GUIDE



## The TTC is preparing its 2021 Annual Service Plan and wants your feedback!

Since March 2020, the TTC has focused on supporting customers' transit needs through the COVID-19 pandemic.

We have implemented a demand-responsive plan and made masks mandatory, along with other strategies to move customers safely on the TTC. Our focus through the remainder of the year and into 2021 is to continue to respond to customers' dynamic and evolving demand for public transit service.

Annual Service Plans (ASP) identify how we will serve customers in the coming year – the 2021 ASP will be unlike any other service plan we have ever prepared. The 2021 plan will focus on transit strategies to respond to the COVID-19 pandemic and economic recovery as well as refining the initiatives approved last year by the TTC Board in the 5-Year Service Plan.

### Consultation process

Consultation on the 2021 Annual Service Plan will follow a three-round process. The first round, which ran from June-July 2020, consisted of a customer preferences survey to learn if and how our customer's priorities have changed. In the second round, the focus of this discussion guide, we will share and seek feedback from the public and stakeholders on emerging priorities and service initiatives. The third round will include stakeholder consultation on the final 2021 Annual Service Plan before it is presented to the TTC Board.

### What's inside

- About the 5-Year Service Plan & 10-Year Outlook
- 2020 update and how we're adapting during COVID-19
- Emerging focus and priorities for the 2021 Annual Service Plan
- Service proposals for 2021
- Get involved

#### Four inserts

1. 2021 priorities
2. RapidTO priority bus lanes
3. Express bus service
4. Other service improvements

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## About the 5-Year Service Plan & 10-Year Outlook

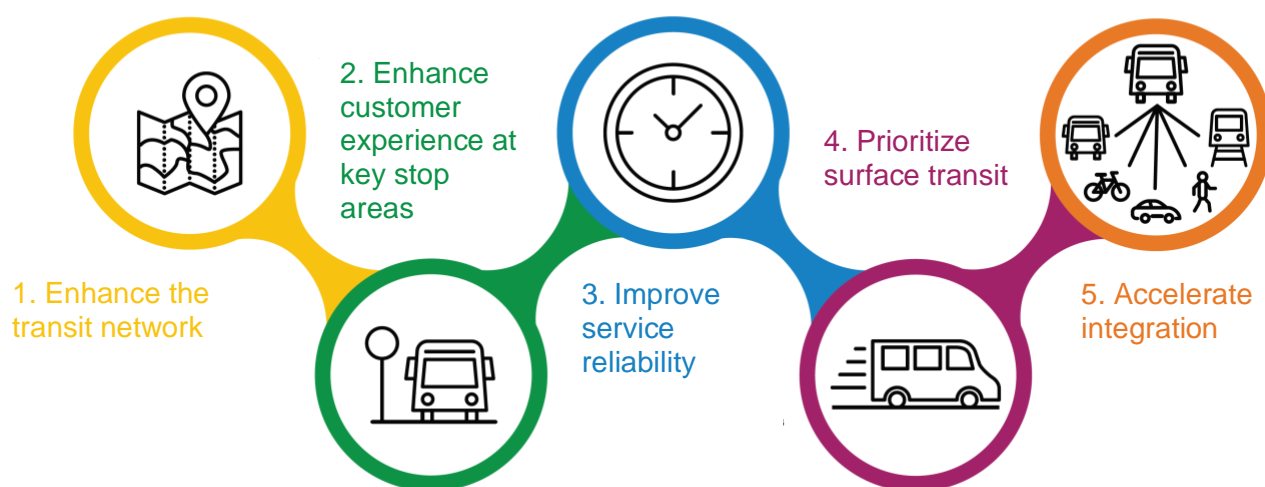
The 5-Year Service Plan & 10-Year Outlook provides a transparent blueprint for continuous service improvements. It includes a vision and five pillars of opportunity:

### Vision

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

### Five pillars of opportunity

Each pillar includes actions that, combined, make up the TTC's 20-point action plan for continuous service improvements. You can learn about each of the actions on the TTC's 5-Year Service Plan and 10-Year Outlook website.



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## 2020 service update and how we're adapting during COVID-19

The COVID-19 pandemic has impacted many lives and many of the services people rely on, including the TTC. A significant decline in ridership and revenue, changing public priorities, and reduced public confidence in the safety of public transit are just some ways COVID-19 has affected us. In response, the TTC has implemented a number of emergency actions, including:

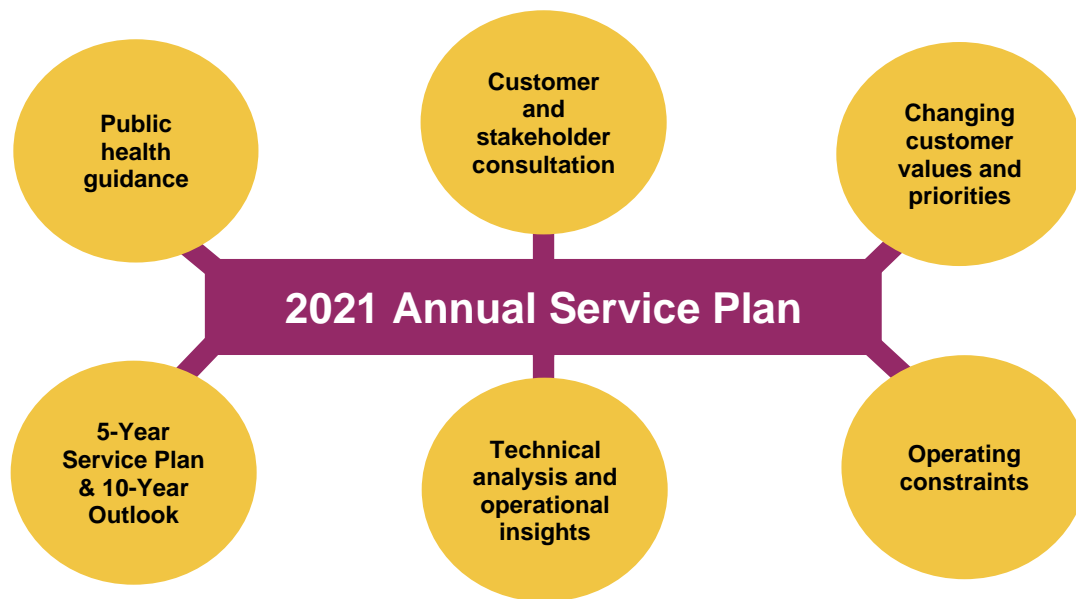
- Making face masks mandatory (as of July 2)
- Providing hand sanitizer to customers at subway stations
- Implementing a demand-responsive network to dynamically respond to crowding
- Providing PRESTO credits for March and April monthly pass holders

We continue to monitor public health recommendations to make sure we're providing the safest experience possible.

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## Emerging focus and priorities of the 2021 Annual Service Plan

A number of factors will influence the 2021 Annual Service Plan



### Our work so far

In July, we surveyed customers to understand their perceptions of service quality, values, and priorities. We learned that:

- Crowding has become the most important issue for customers
- More customers now prefer continuous trips with fewer transfers, even if it requires a longer walk to/from their stop
- Customers continue to value express services that can provide faster travel times, even if it means a longer walk to/from stops
- Customers believe that resources could be reallocated from off-peak periods and less busy routes if needed

### Our emerging priorities and service hours

We have identified three emerging priorities for the 2021 Annual Service Plan:

1. Sustain demand-responsive service
2. Improvements to regular scheduled service
3. Advance key strategic initiatives

Service hours are the number of hours of transit service the TTC can provide across the network within the resources available. The service hours in the budget for 2021 recommends holding constant at 2020-levels. Service initiatives and improvements that require additional resources will be made by reallocations within the network. Reallocations for service changes will be guided by updated research on customer preferences to better assess benefits and trade-offs.

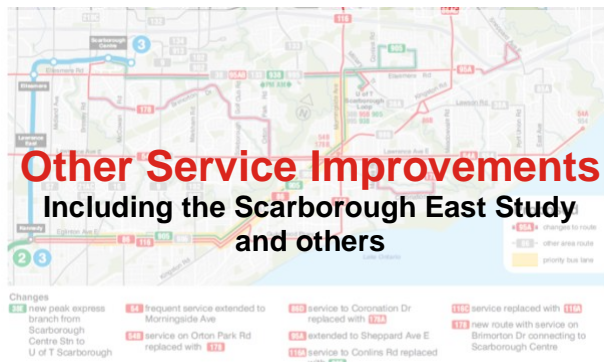


Check out Insert 1 for more information and questions for you about these priorities!

## Service proposals for 2021

Our major service proposals for 2021 include initiatives to update our planning approach to crowding; restore and expand Express bus service; deliver recommendations from the Scarborough East Area Study; and, change services based on a systematic performance review. Other proposals from the five pillars of opportunity include advancing the Wayfinding Strategy in 2021; continue to improve service reliability; advance the Jane Street RapidTO corridor; and, continue to integrate with transit partners.

For this 2021 Annual Service Plan consultation, the service proposals fall into three categories:



## Share your feedback

We want to know what you think! You can share feedback a few ways:

1. Answer the questions on the Inserts that came with the Discussion Guide and submit them by:
  - o Emailing photos of your completed feedback forms to [klamparero@swerhun.com](mailto:klamparero@swerhun.com)
  - o Mailing hard copies to:  
Swerhun Inc. (Attention Khly Lamparero)  
Suite 500B, 720 Bathurst Street, Toronto, ON M5S 2R4
2. Leave a message for the independent facilitation team at 416-644-1152
3. Fill out the online survey available at [ttcannualplan.ca](http://ttcannualplan.ca).

**The deadline to share feedback is October 9.**



## INSERT 1: Our emerging priorities for 2021

### In July, we surveyed our customers to understand their perceptions of service quality, values, and priorities.

The survey revealed the following results:

- Since the pandemic, 75% of customers indicated that crowding has become a more important priority
- Approximately 60% of customers surveyed now prefer transit services that provide more continuous trips (fewer transfers), even if it means a longer journey
- The majority of customers (85%) continue to prefer express routes that provide faster service, even if it requires a longer walk to/from transit stops
- Customers believe that resources could be reallocated from off-peak periods and less busy routes, if needed

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#### Our emerging focus

Based on these results, our focus through the remainder of 2020 and into the next year is to continue to respond to customers' dynamic and evolving demand for public transit service.

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#### Service hours for 2021

- Service hours are the number of hours of transit service the TTC can provide across the network within the resources available.
- The service hours for 2021 recommends holding constant at 2020-levels
- Service initiatives and improvements that require additional resources will be made by reallocations within the network
- Reallocations for service changes will be guided by updated research on customer preferences to better assess benefits and trade-offs

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#### Emerging priorities for 2021

We have identified three emerging priorities for the 2021 Annual Service Plan:

##### Sustain demand-responsive service

- Sustain some flexible service to respond dynamically to customer demand
- Preparedness for the potential resurgence of COVID-19

##### Improvements to regular scheduled service

- Reduce crowding by allocating resources to where customer demand is greatest
- Address travel patterns by restructuring existing and introducing new services
- Improve service reliability to reflect actual operating conditions as they evolve

##### Advance key strategic initiatives

- Surface transit improvements (RapidTO)
- Service and fare integration with neighbouring municipalities
- Automated transit shuttle and integrate microtransit services

## We want to know what you think!

We have two questions for you about our emerging priorities. Use the space below to let us know what you think.

1. What do you think of the emerging 2021 priorities we've identified? How much do you support these priorities? How well do you think they address the priorities in our 5-Year Plan and reflect changing realities during COVID-19?

2. What, if anything, do you think is missing from our emerging priorities from 2021? What refinements would you suggest?



This is one of four Inserts accompanying the TTC's 2021 Annual Service Plan Discussion Guide. You can submit your feedback by:

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Suite 500B, 720 Bathurst Street, Toronto, ON M5S 2R4

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## INSERT 2: RapidTO Priority Bus Lanes

### We want to hear your thoughts on the first two corridors identified for the RapidTO program: Eglinton East and Jane Street.

The RapidTO program, part of the TTC's 5-Year Service Plan & 10-Year Outlook, aims to move people more efficiently on transit by improving reliability, speed and capacity on some of the busiest surface transit routes in the city.

RapidTO explores priority bus lanes and other service-enhancing measures on five of the TTC's busiest corridors. More reliable bus routes with increased capacity will improve access to employment, healthcare and community services, as well as improve transit equity.

#### Eglinton East

The Eglinton East Priority Bus Lane is the first corridor to be approved for implementation under the RapidTO program. It will span from Brimley Road to Ellesmere Road, via Eglinton Avenue East, Kingston Road, and Morningside Avenue with 20 stop locations in each direction.

City Council unanimously approved Eglinton East Priority Bus Lanes to launch in Fall 2020. Input received here will help inform future refinements to service on the priority bus lanes in 2021 as part of the 2021 Annual Service Plan.

Go to **pages 2 – 7** to review and share your feedback on the service concepts for Eglinton East.

#### Jane Street

Jane Street was identified as the second priority bus lane to be implemented as part of the RapidTO program. It will span from Eglinton Avenue West to Steeles Avenue West, with 22 stop locations in each direction. TTC and the City have begun design options for the corridor. This survey is customer focused and seeks feedback on TTC service options. Broader consultation activities will be conducted by the City in mid-October.

In December 2020, TTC staff will report back to the TTC Board and City Council on results of community consultations, a recommended design and detailed implementation plan and capital costs for the Jane Street priority bus lane. It is expected to be in operation by Spring 2021.

Go to **pages 8 – 15** to review and share your feedback on the service concepts for Jane Street.



This is one of four inserts accompanying the TTC's 2021 Annual Service Plan Discussion Guide.

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To learn more, visit [ttcannualplan.ca](http://ttcannualplan.ca).

# Eglinton East Priority Bus Lane

## Overview

TTC stops have been consolidated based on the following criteria:

- Planned stops for the future Eglinton East LRT
- Ridership at each stop
- Signalized crosswalks or intersections
- Connectivity to other transit agencies
- Stop spacing

Fewer stops means faster and more reliable service.

**Four major bus routes will use the priority bus lanes:**

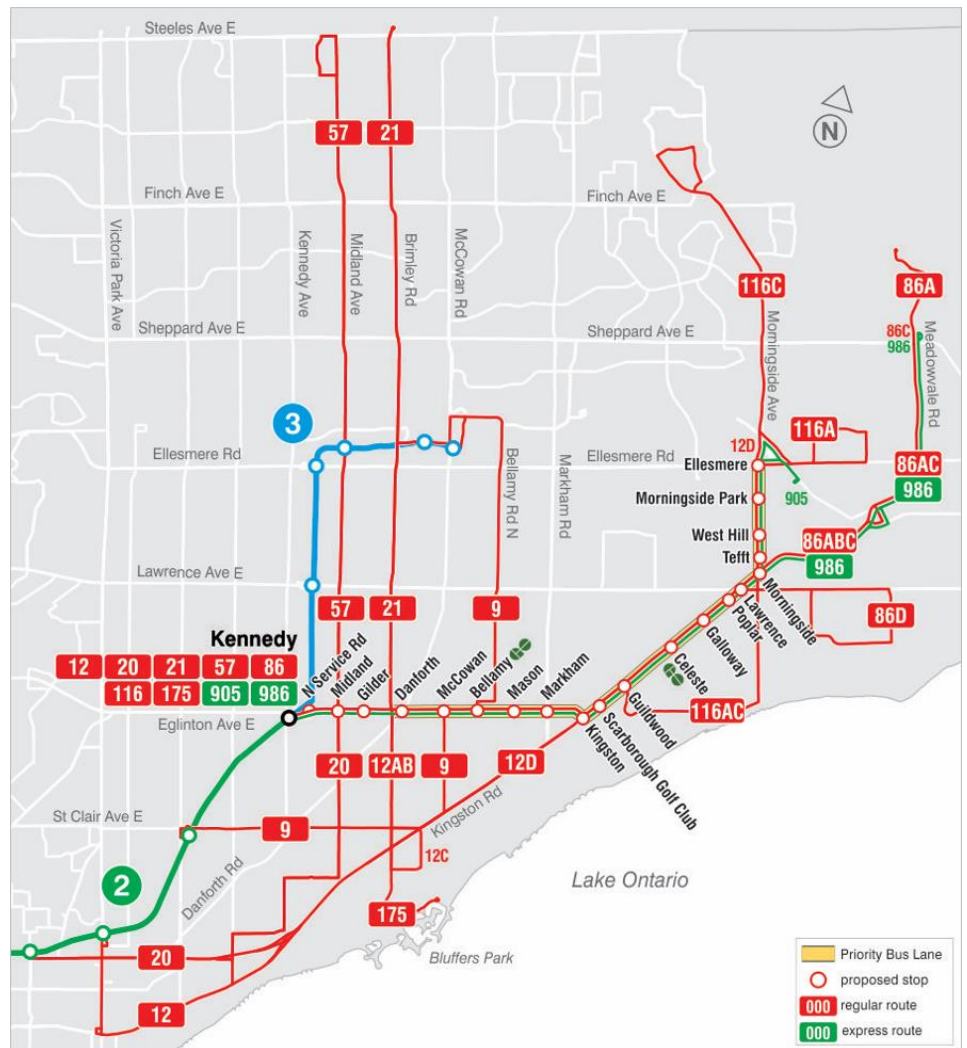
- 86 Scarborough
- 116 Morningside Express
- 905 Eglinton East Express
- 986 Scarborough Express

Other bus routes will operate on the priority bus lanes, but only on a short portion, mainly to travel from a north-south corridor.

**We have developed four options for operating these bus routes on the Eglinton East Priority Bus Lanes.** The key differences between these options are:

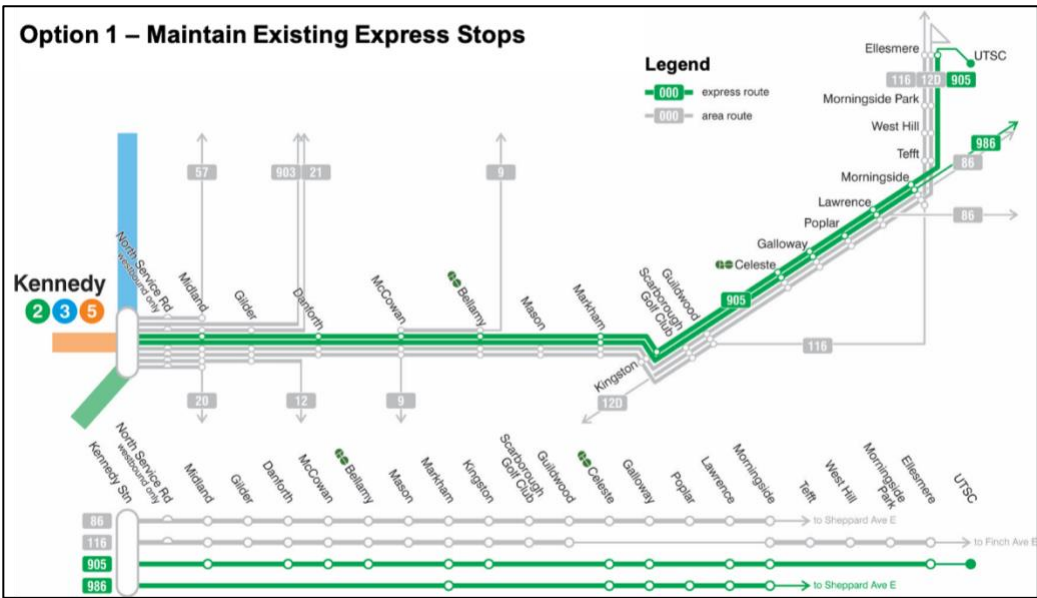
- Amount of service each stop receives / bus stop patterns
- Availability of express service
- Local stop wait times
- Number of stops served

On the following pages, review and share your feedback on the four service concepts.



# Eglinton East Priority Bus Lane

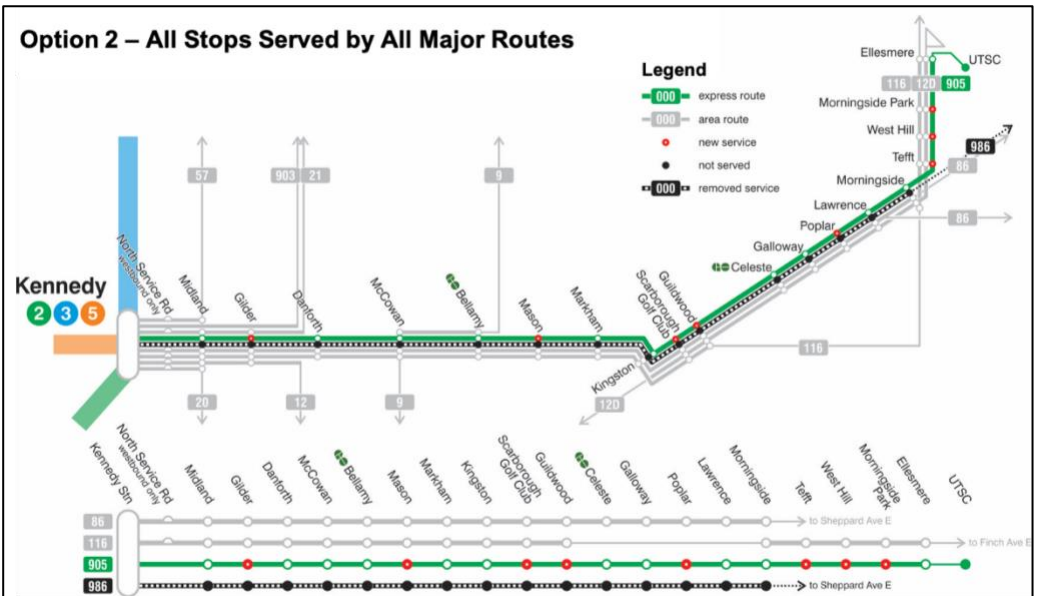
## Service Concepts & Questions



**PRO:** Very minor change to current service and stop patterns.

**Option 1 key features:**

- This option will maintain current pre-bus lane stop patterns of 86 Scarborough, 116 Morningside, 905 Eglinton East Express, and 986 Scarborough Express, and express service will continue as today.
- There will be some minor changes on 905 Eglinton Express East and 986 Scarborough Express. 905 will skip some minor stops on the corridor and 986 will only serve Markham Road west of Celeste Drive (Guildwood GO) on the corridor.

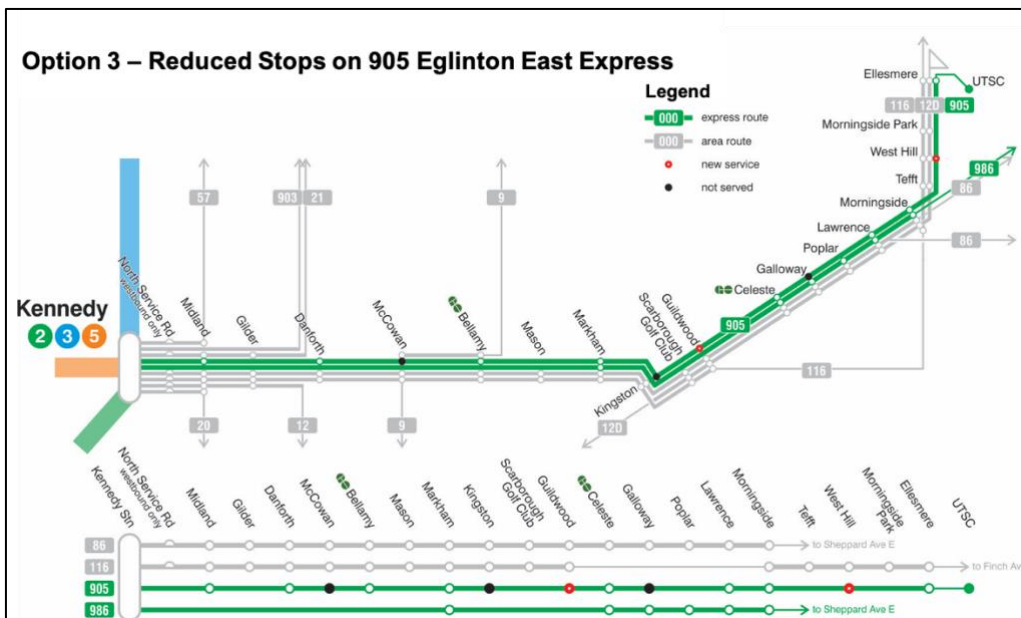


**PRO:** Will provide the most service to all stops on route, greatly reducing local wait time.

**CON:** No express travel option between Kennedy Station and University of Toronto Scarborough Campus, and the Rouge Hill neighbourhood.

**Option 2 key features:**

- This option will have all major routes (86 Scarborough, 116 Morningside, and 905 Eglinton East Express) serve all stops on the Eglinton East Bus Lanes. This means that express service on this corridor will cease to operate.
- 905 Eglinton East Express will have 8 additional stops to serve all stops on the corridor.
- 986 Scarborough Express will be cancelled since its service will be no different than 86C Scarborough.

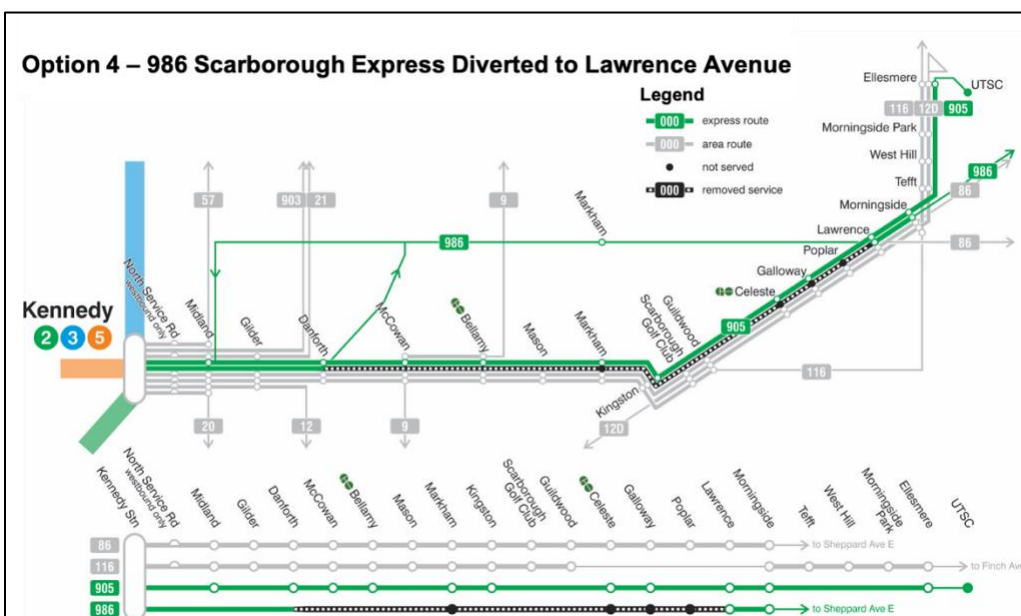


**PRO:** Will increase the average speed of 905 Eglinton East Express, and therefore provide a faster express trip between Kennedy Station and University of Toronto Scarborough Campus.

**CON:** With 905 Eglinton East Express skipping some stops, wait times at other stops will increase marginally.

#### Option 3 key features:

- This option is similar to Option 1 (i.e. no changes to stop patterns of 86 Scarborough, 116 Morningside, and 986 Scarborough Express), but the stops on 905 Eglinton East Express will be reduced to only serve major intersections to provide more express travel. Stops that do not have intersecting bus routes will also be skipped.



**PRO:** Limited stops allow 986 Scarborough Express to operate on any corridor to connect Rouge Hill to Kennedy.

**CONS:** Limited stops. Also, this option may not be competitive under current conditions due to longer travel distance, but could be an option during construction and/or completion of the Scarborough Subway Extension.

#### Option 4 key features:

- This option will divert 986 Scarborough Express from Eglinton Avenue to Lawrence Avenue, which is a less busy travel corridor. This diverted route will have very limited stops between Kennedy Station and Rouge Hill. It would serve one intermediate stop at Markham Road, between Lawrence and Kingston and Kennedy Station, to allow customers to connect to the Markham Road corridor.
- There will be no changes to stop patterns of 86 Scarborough, 116 Morningside, and 905 Eglinton East Express.

**Q1. After reviewing all four service concepts, select which concept you prefer to be implemented on the Eglinton East Priority Bus Corridor? Why?**

- Option 1 – Maintain Existing Express Stops
- Option 2 – All Stops Served by All Major Bus Routes
- Option 3 – Reduced Stops on 905 Eglinton East Express (major stops only)
- Option 4 – 986 Scarborough Express Diverted to Lawrence Avenue

Please explain why.

**Q2. Based on your experience, do you think the new consolidated stops on the Eglinton East corridor will be enough? If not, please let us know if there are any other locations where you would like bus stops on the corridor.**

- Yes
  No
  N/A

If you answered no, use this space to specify the location(s) you would like to have a bus stop.

**Q3. Which aspects of the stops are most important for your enjoyment of bus stops in the corridor? (Select up to 3)**

- Shade
  Lighting/visibility
  Cleanliness  
 Shelter from wind
  Protection from traffic
  Visual appeal  
 Shelter from rain/snow
  Seating
  Ability to get to/from stop location  
 Other (please specify below)

**Q4. How satisfied are you with these aspects of transit stops in the corridor?**

	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied	N/A
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shelter from wind	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shelter from rain/snow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting/visibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protection from traffic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual appeal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to get to/from stop location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q5. Which stop(s) do you think are most in need of improvement? Please specify what improvement is needed.**

**Q6. Do you generally value faster travel to major destinations (e.g. UTSC, Kennedy Station, GO stations) or short wait times at all stops?**

Faster travel to major destinations

Shorter wait times at all stops

**Q7. Which bus route(s) do you usually use on the Eglinton East corridor? (Select all that apply)**

9 Bellamy

86 Scarborough

905 Eglinton East Express

12 Kingston Rd

116 Morningside

986 Scarborough Express

20 Cliffside

903 Kennedy-Scarborough Centre Express

I don't take bus routes on Eglinton East

21 Brimley

57 Midland

**Q8. Where are you usually travelling to and from? Please provide street names/intersections**

**Q9. What is your age?**

20 and under

21 to 35

36 to 50

51 to 65

66 and over

**Q10. What is your postal code?**

# Jane Street Priority Bus Lane

## Overview

TTC stops have been consolidated based on the following criteria:

- Planned stops for the future Jane LRT
- Ridership at each stop
- Signalized crosswalks or intersections
- Connectivity to other transit agencies
- Stop spacing

Fewer stops means faster and more reliable service.

**Two bus routes will use the priority bus lanes:**

- 35 Jane
- 935 Jane Express

Other bus routes will operate on the priority bus lanes, but only on a short portion.

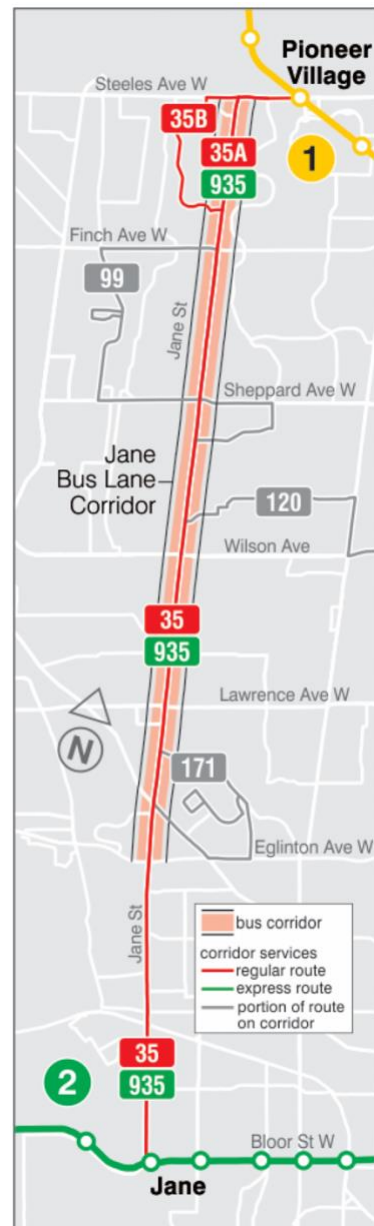
**We have developed three options for operating these bus routes on the Jane Street Priority Bus Lanes (north of Eglinton).** An additional three options were developed for bus services south of Eglinton Avenue, outside of the priority bus lanes.

All options assume that the 35 Jane route will serve all the newly consolidated stops on the corridor. The 35B branch via Hullmar will continue to operate. The potential service concepts presented in the survey will impact the 935 Jane Express only.

The key differences between these options are:

- Stops served by 935 Jane Express
- Local stop wait times and travel times
- Travel speed
- Service to all stops on route

On the following pages, review and share your feedback on the service concepts.



## Service Concepts & Questions

### 935 Jane Express Options – North of Eglinton Avenue West



**Option 1 – All Consolidated Stops Served by 935 Jane Express**

This option will have both the 35 Jane and 935 Jane Express serve all consolidated stops from Steeles to Eglinton.

**Option 2 – Only Major Intersections Served by 935 Jane Express**

This option will have 35 Jane serve all consolidated stops, while 935 Jane Express would serve only major intersections from Steeles to Eglinton. These intersections are: Steeles, Finch, Sheppard, Wilson, Lawrence, Weston, and Eglinton.

**Option 3 – Maintain Existing Express Stops Served by 935 Jane Express**

This option will have 35 Jane serve all consolidated stops, while the 935 Jane Express would continue to serve its current express stops. In addition to serving the major intersections, this option includes some minor stops to increase express coverage.

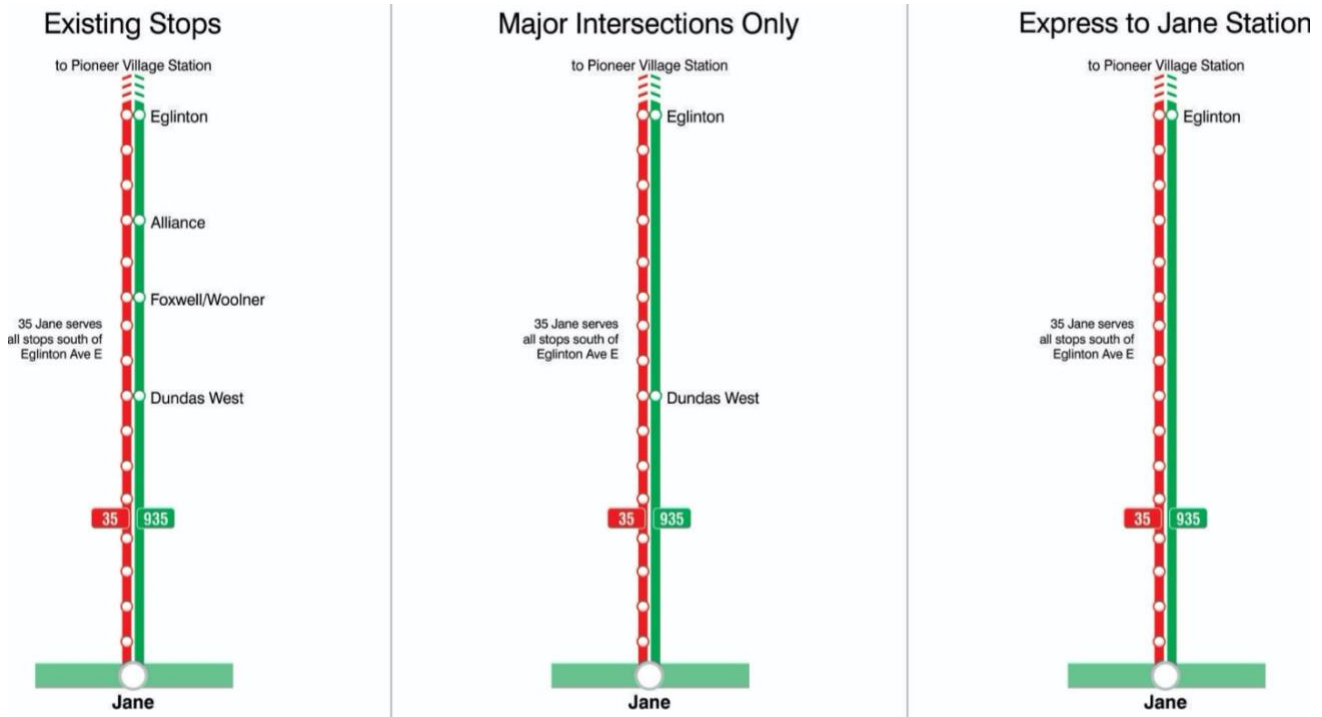
<b>Pros</b>	Provides most service to all consolidated stops on the route. Wait time at all stops is minimized.	Provides faster speeds for customers travelling longer distances.	Very minor change to current service and stop patterns
<b>Cons</b>	No differentiation in local and express service. Travel speeds will be the same for 35 Jane and 935 Jane Express	Increases wait time for customers travelling to and from local consolidated stops.	

**Q1. Which service concept do you prefer to be implemented on the Jane Priority Bus Corridor? Why?**

- Option 1 – All Consolidated Stops Served by 935 Jane Express
- Option 2 – Only Major Intersections Served by 935 Jane Express
- Option 3 – Maintain Existing Express Stops Served by 935 Jane Express

Please explain why

935 Jane Express Options – South of Eglinton Avenue West  
 From Eglinton Avenue West to Jane Station (outside of the priority bus lanes)



**Option 1 – 935 Jane Express Service Existing Express Stops**

This option will maintain current pre-bus lane stop patterns, with 935 Jane Express continuing as today. 35 Jane will serve all stops south of Eglinton to Jane Station.

**Option 2 – 935 Jane Express Serve Major Intersections Only**

This option will eliminate two express stops south of Eglinton: Alliance Avenue and Foxwell Street / Woolner Avenue. 35 Jane will serve all stops south of Eglinton to Jane Station.

**Option 3 – 935 Jane Express Non-stop to Jane Station**

This option will eliminate three express stops between Eglinton and Jane Station. 35 Jane will serve all stops south of Eglinton to Jane Station.

<b>Pros</b>	Current service and stop patterns are maintained.	Increases travel speed for express customers south of Eglinton Avenue.	Further increases travel speed for express customers south of Eglinton Avenue.  Travel times for through-customers will be reduced.
<b>Cons</b>		Wait times and travel times at Alliance Avenue and Foxwell Street / Woolner Avenue stops will increase as only 35 Jane would serve these stops.	All stops south of Eglinton will be served by 35 Jane only.  Wait times and travel times for all stops between Eglinton and Jane Station will increase.

**Q2. Which service concept do you prefer to be implemented south of Eglinton Avenue, outside of the priority bus lanes? Why?**

- Option 1 – 935 Jane Express Service Existing Express Stops
- Option 2 – 935 Jane Express Serve Major Intersections Only
- Option 3 – 935 Jane Express Non-stop to Jane Station

Please explain why.

**Q3. Based on your experience, do you think the proposed consolidated stops on the Jane Street corridor will be enough? If not, please let us know if there are any other locations where you would like bus stops on the corridor.**

Yes

No

N/A

If you answered no, use this space to specify the location(s) you would like to have a bus stop.

**Q4. Which aspects of the stops are most important for your enjoyment of bus stops in the corridor? (Select up to 3)**

Shade

Lighting/visibility

Cleanliness

Shelter from wind

Protection from traffic

Visual appeal

Shelter from rain/snow

Seating

Ability to get to/from stop location

Other (please specify)

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**Q5. How satisfied are you with these aspects of transit stops in the corridor?**

	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied	N/A
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shelter from wind	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shelter from rain/snow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting/visibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protection from traffic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual appeal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to get to/from stop location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q6. Which stop(s) do you think are most in need of improvement? Please specify what improvement is needed.**

**Q7. Do you generally value faster travel to major destinations (e.g. YorkU, Jane Station, Jane/Finch) or short wait times at all stops?**

Faster travel to major destinations

Shorter wait times at all stops

**Q8. Which bus route(s) do you usually use on the Jane Street corridor? (Select all that apply)**

35 Jane

171 Mt Dennis

99 Arrow Rd

935 Jane Express

120 Calvington

I don't take bus routes on Jane Street

**Q9. Where are you usually travelling to and from? Please provide street names/intersections**

**Q10. What is your age?**

20 and under

21 to 35

36 to 50

51 to 65

66 and over

**Q11. What is your postal code?**

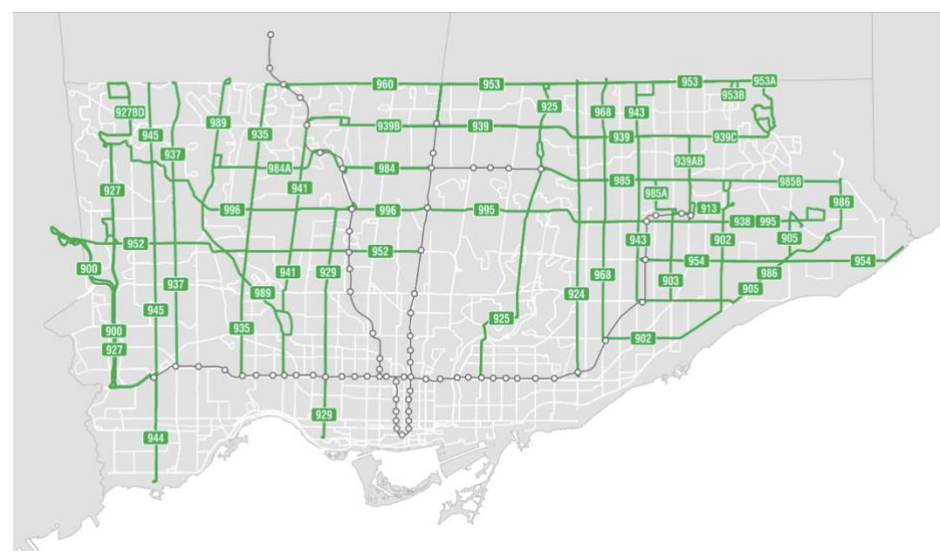


## INSERT 3: Express Bus Service Evaluation and Expansion

**We want to hear from you as we evaluate the recently added express bus routes and consider new express routes on Kennedy and Warden.**

This Insert provides more detail about these express service evaluation and expansion and includes questions for you.

### Express Bus Network in 2021



This is one of four inserts accompanying the TTC's 2021 Annual Service Plan Discussion Guide.

You can submit your feedback by:

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### Post-implementation review of the express bus network

Eight new express bus routes were implemented in 2018 and 2019 to improve travel times for customers and increase capacity on major transit corridors. The performance of these routes, and their local counterparts, will be evaluated against the TTC's service standards.

On the following page, we have three questions about the post-implementation review of the express bus network.



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## New express service

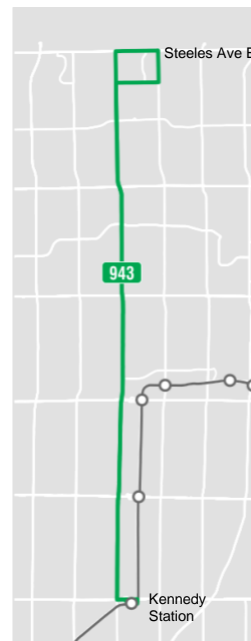
As part of TTC's *Express Bus Network Study*, further enhancements to express bus routes are recommended to the surface transit network. The following express routes are recommended for new periods of service:

- 929 Dufferin Express – weekend daytime
- 941 Keele Express – weekday midday
- 953 Steeles East Express – weekday midday and early evening, weekend daytime
- 960 Steeles West Express – weekday midday and early evening, weekend daytime

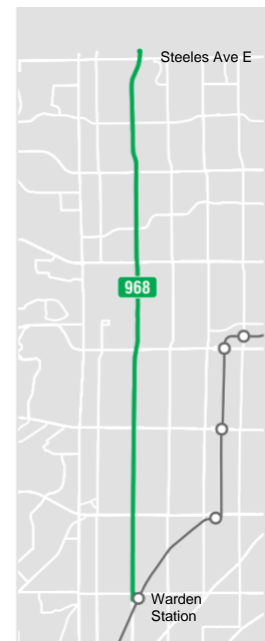
1. Are there any **other express routes** where you would like to see operation in periods where they currently do not operate?

Additionally, two new express routes are recommended, on **Kennedy Road (943)** and **Warden Avenue (968)**, operating between Steeles Avenue and Kennedy Station and Warden Station respectively.

2. With new express service being considered on Kennedy and on Warden, where should **express stops** be added? (skip this question if it doesn't apply to you)



Proposed Kennedy Road Express Bus Route



Proposed Warden Avenue Express Bus Route



## There are several other service improvements we're planning on including in our 2021 Annual Service Plan:

1. New service in the network
2. The Scarborough East Area Study
3. Service changes from performance review
4. Service adjustments made to bus routes after the Line 1 northwest extension to Vaughan opened in 2017

This Insert provides more detail about each of these service improvements and includes questions for you.

### 1. New service in the network

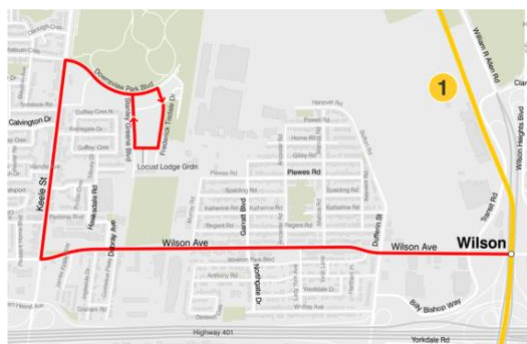
The TTC regularly reviews opportunities to introduce new services in response to ridership changes and to support the changing needs of customers.

**New services** recommended in 2021 include:

- New service to Regent Park
- New service to Stanley Greene



New service to Regent Park



New service to Stanley Greene

There are also **new periods of service operation** recommended for several routes.

The following pages provide more detail about both the new services and the new periods of operation.



This is one of four inserts accompanying the TTC's 2021 Annual Service Plan Discussion Guide.

You can submit your feedback by:

- Emailing photos of your completed feedback forms to:

[klamparero@swerhun.com](mailto:klamparero@swerhun.com)

- Mailing hard copies to:  
Swerhun Inc.  
(Attention Khly Lamparero)  
Suite 500B, 720 Bathurst St,  
Toronto, ON M5S 2R4

To learn more, visit [ttcannualplan.ca](http://ttcannualplan.ca).

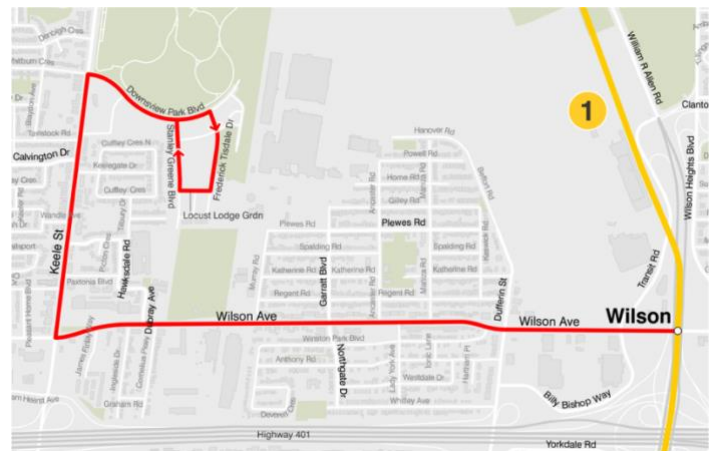
## New services

Service on the 121 Fort York-Esplanade west of Union Station is recommended for elimination due to low ridership.

Service will be extended east to Corktown and Regent Park in order to provide new connections to growing neighbourhoods.

New service to the Stanley Greene neighbourhood is recommended to provide new transit coverage.

As part of its trial, the service will operate only in peak periods, and connect the Stanley Greene neighbourhood to Wilson Station.



### 1. Use the space below to share any feedback you have about these new services

Feedback about 121 Fort-York Esplanade service change

Feedback about new service to Stanley Greene

### 2. Are there any other areas for new transit service that the TTC should consider in future Annual Service Plans?

## New periods of operation

For 2021, the TTC is recommending new periods of operation on the routes listed below. Note that **off-peak periods** are between 9 a.m. and 3 p.m.; after 7 p.m.; and weekends.

- 119 Torbarrie – new service in off-peak periods
- 167 Pharmacy North – new Sunday daytime and early evening service
- 929 Dufferin Express – new weekend daytime service
- 941 Keele Express – new weekday midday service
- 953 Steeles East Express – new service in off-peak periods
- 960 Steeles West Express – new service in off-peak periods

### 1. Are there any other routes where you would like to see operation in periods where they currently do not operate?

Route number and name

Periods of operation you would like to see

## 2. The Scarborough East Study

In spring 2017, the TTC launched the Scarborough East Area Study to better understand customer needs and to improve transit service in this part of the city. Customer feedback identified key concerns for the TTC to focus on: improving local connections and expanding express service.

With the implementation of RapidTO along the Eglinton East corridor, there is an opportunity to advance other improvements. This includes replacing the service to the Conlins area with new express service; adding new express service in the peak periods and peak direction along Ellesmere Road; adding new local service along the Brimorton area and connecting to the local neighbourhood along the Coronation Drive area.



On the following page, we have three questions for you about these planned service changes from the Scarborough East Study.

1. As part of the Scarborough East Area Study, frequent 10-minute network service will be extended on Lawrence Avenue to Morningside, but customers on Brimorton, Scarborough Golf Club Road, and Orton Park will require a transfer to the Lawrence route. Service on Brimorton will be replaced by new service that connects from Scarborough Centre Station and Kingston Road/ Lawrence/ Morningside. **Will this change impact your travel (and, if so, how)?**
  
2. **Do you take the 116A Morningside route? If yes, are there any destinations that you will no longer be able to access if 116A Morningside is replaced with a branch of 905 Eglinton East Express (see map on previous page)?** The 905 route will travel via Morningside, Kingston, and Eglinton for more direct travel to Kennedy Station, but will bypass Guildwood Parkway.
  
3. **Do you take the 86D Scarborough route? If yes, are there any destinations that you will no longer be able to access if the 86D Scarborough is replaced with a new service connecting from Scarborough Centre Station (see map on previous page)?** The new route will travel via Brimorton Drive and will no longer provide a direct service to Kennedy Station.

### 3. Service changes from performance review

As part of the Annual Service Plan process, the TTC reviews the performance and efficiency of all the services in the network by the way of the net cost per passenger metric. This metric is the amount of subsidy the TTC requires per boarding customer, over and above fare revenue collected to operate the route. The higher the cost, the less sustainable it is for the TTC to provide the service. This table shows the routes with the highest daily net-cost per passenger; period-specific performance was also reviewed.

Rank		Route	Daily net cost per passenger (from Oct 2019)
1	145	Downtown/Humber Bay Express	\$ 11.41
2	141	Downtown/Mt Pleasant Express	\$ 11.06
3	121	Fort York-Esplanade	\$ 8.47
4	144	Downtown/Don Valley Express	\$ 8.33
5	142	Downtown/Avenue Rd Express	\$ 7.31
6	162	Lawrence-Donway	\$ 6.75
7	176	Mimico GO	\$ 6.63
8	903	Kennedy-Scarborough Centre Express	\$ 6.23
9	143	Downtown/Beach Express	\$ 5.95
10	101	Downsview Park	\$ 5.58
11	189	Stockyards	\$ 4.68
12	117	Alness-Chesswood	\$ 4.54
13	171	Mount Dennis	\$ 4.50
14	169	Huntingwood	\$ 4.31
15	107	St Regis	\$ 4.09
16	115	Silver Hills	\$ 3.91
17	51	Leslie	\$ 3.61
18	900	Airport Express	\$ 3.60

Changes to improve the net cost per passenger metric are recommended as part of the annual service plan, which may include changing the service to reduce costs, or eliminating the service and reallocating its resources to other, busier services.

For 2021, the following services are no longer sustainable are recommended to be eliminated so that resources can be reallocated to other busier services.

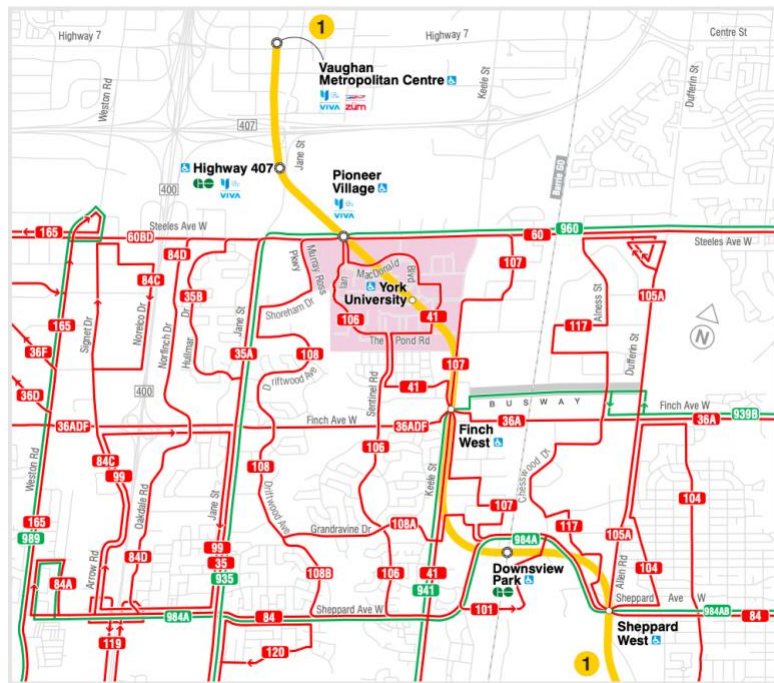
- 141 Downtown Mt Pleasant Express
  - 142 Downtown Avenue Rd Express
  - 143 Downtown Beach Express
  - 144 Downtown Don Valley Express
  - 145 Downtown Humber Bay Express
  - 903 Kennedy-Scarborough Centre Express
- Late evening service, seven-days-a-week on:
- 28 Bayview South
  - 33 Forest Hill
  - 62 Mortimer
  - 107 St Regis (and all-day on Sunday)
  - 167 Pharmacy North

**1. Do you agree with these actions to adjust high-cost services and reallocate resources to other parts of the network?**

**2. Do you have any other suggestions on how we might improve the performance of other high-cost routes?**

#### 4. Service adjustments made to bus routes after the Line 1 northwest extension to Vaughan

The Toronto-York Spadina Subway Extension was opened in 2017 and extended service on Line 1 from Sheppard West Station to Vaughan Metropolitan Centre Station. Bus route changes were made on the network to support new connections for customers to rapid transit (see map). Previous contracted services were replaced and most routes now connect at Steeles Avenue West or at Pioneer Village Station.



We have two questions: one about **the new network overall** (below) and a question about **adjustments to the 107 St Regis and 117 Alness-Chesswood route** (see next page).

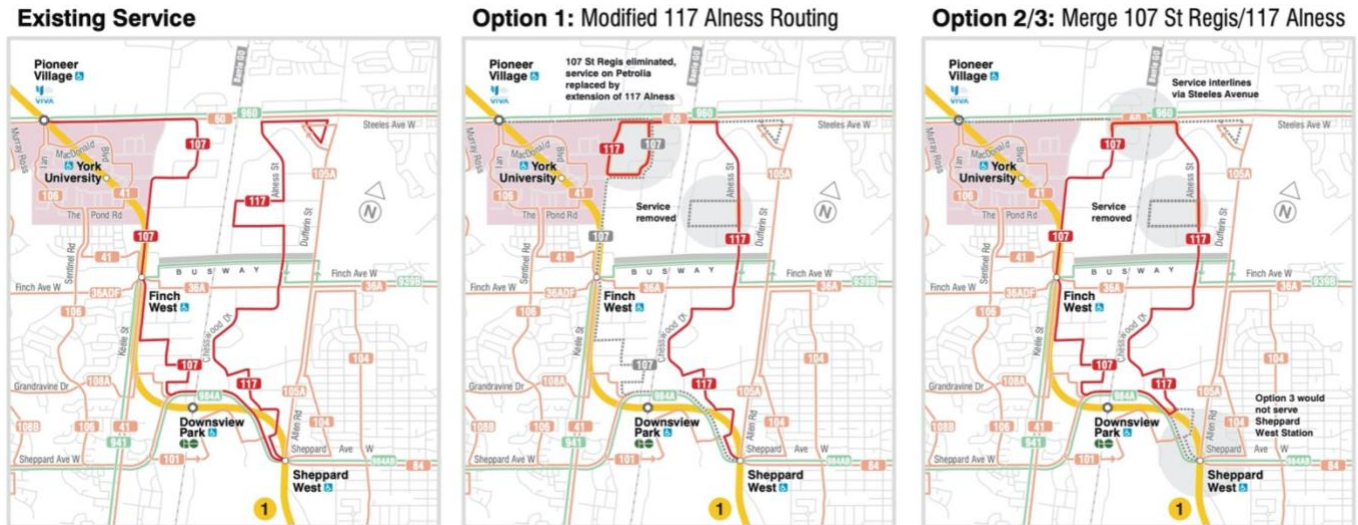
##### New network overall

1. In general, how well is this new network serving your travel needs? Please specify which route you use and what feedback you have.

## 107 St Regis and 117 Alness-Chesswood

In our post-implementation review of the bus route changes for the Line 1 subway extension, we found that the 107 St Regis and 117 Alness-Chesswood are among the highest cost routes (in terms of net cost per passenger) in the system. Moving into 2021, we recommend eliminating periods of operation on the 107 St Regis that are no longer sustainable, and service on this route would only operate in the daytime from Monday to Saturday.

In order to further improve the efficiency of these routes, the TTC has developed several options:



**Existing Service.** Maintain existing routings, but explore alternative service delivery (such as service integration with YRT/ Viva).

**Option 1.** Eliminate 107 St Regis and replace with a modified 117 Alness-Chesswood route that extends west to loop into Canarctic Dr and Petrolia Rd. Service along the Le Page area would be removed.

**Option 2 / 3.** Merge routes 107 St Regis and 117 Alness-Chesswood. In Option 2, the route would include service to Sheppard West Station. In Option 3. The route would not include service to Sheppard West Station.

**1. Which of these four options do you prefer, and why?**