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January 20, 2016

Councillor Kristyn Wong Tam
Chair, City of Toronto Disability, Access and Inclusion Advisory Committee
100 Queen Street West
Suite A5
Toronto, Ontario
M5H 2N2

Dear Councillor Wong Tam,

This letter is in response to the request from the City's Disability, Access and Inclusion Advisory Committee (formerly, Disability Issues Committee) that the TTC investigate diverting a bus route to serve the medical facilities on Kilgour Road, or provide a new route to this area.

The medical facilities along Kilgour Road are all within 700 metres, or an eight-minute walk, of either Bayview Avenue or Eglinton Avenue, both of which offer regular fixed-route bus services. While these distances may, indeed, be a difficult challenge for people receiving medical treatment, they are within what the transit industry would consider to be convenient walking distance.

Nonetheless, as requested, TTC has comprehensively reviewed several options to provide direct conventional public transit service or community bus service to this area:

1. New Conventional Bus Service
2. Divert Route 11 BAYVIEW
3. Revise Looping of Route 56B LEASIDE
4. New Community Bus Service
5. Accessible Bus Stops on Eglinton Avenue

Option 1: New Conventional Bus Service

Staff investigated the option of a separate stand-alone regularly-scheduled conventional bus service to the Kilgour Road area operating from Eglinton Station on Line 1 (Yonge-University). It is forecast that approximately 490 customer-trips per day would be made on this new service, virtually all of which would be attracted away from existing TTC routes. This includes customers boarding and alighting along all points of the route. A negligible number of new customers would be attracted to the TTC. With under 500 trips per day, this bus service would have extremely low ridership -- the lowest of any regular TTC conventional bus route.



If the new service were to operate every 30 minutes – the minimum required to meet TTC service standards – the service would not offer any savings in travel time to customers, except for customers not physically able to walk to the existing stops on Bayview Avenue or Eglinton Avenue. For all other customers, it would be faster, overall, to walk to the more-frequent services on Bayview Avenue or Eglinton Avenue than to wait for the 30-minute service.

It is important to note that there is no feasible turn-around point for a conventional bus at the east end of Kilgour Road, making this service not possible to operate with a conventional 12-metre bus. Kilgour Road is a dead-end street that does not connect to the road network in the Leaside neighbourhood to the south. Major changes would be required to the road infrastructure at the east end of Kilgour Road to create a suitable turn-around point in order to operate conventional bus service on this street.

New conventional transit service on Kilgour Road would require at least two buses to operate, would attract virtually no new TTC customers, would result in no reduction in travel time for most people, and would require major infrastructure work. Therefore, we do not support implementation of such a service.

Option 2: Divert Route 11 BAYVIEW

Staff reviewed the option of diverting the 11 BAYVIEW bus via Kilgour Road in both directions.

In order to better understand where customers are travelling to and from when using the northbound and southbound Kilgour Road/CNIB stops at Bayview Avenue, TTC conducted a ridership survey of those customers between 7:00am and 7:00pm, the times of day when such a route diversion along Kilgour Road would be most valuable. Customers boarding and alighting buses at these bus stops were asked whether they were travelling to CNIB, Holland Bloorview Kids Rehabilitation Hospital, Toronto Rehab Cardiac or Neuro, Toronto Rehab Lyndhurst Centre, Spinal Cord Injury Ontario, or other destinations (i.e. nearby homes).

The survey included 437 customers using the Kilgour Road stops during this timeframe. Forty-six per cent of these customers were travelling to and from CNIB, and 34% were travelling to and from homes in the area. Twenty per cent of these customers – approximately 90 people – were travelling to the various medical facilities on Kilgour Road.

There are over 2,600 customers per day who travel by bus along Bayview Avenue at this precise location at Kilgour Road. If the 11 BAYVIEW route were diverted via Kilgour Road in both directions, all 2,600 customers would be inconvenienced with five minutes of additional travel time. Visitors to CNIB and the nearby homes are close enough to Bayview Avenue that they would not benefit from a diverted service. A diverted service would benefit the 90 customers travelling to and from the medical facilities. Overall, such a diversion would inconvenience 2,600 people per day to benefit 90 people per day. This violates our decision-making principle which requires that transit routes provide the greatest benefit to the greatest number of people. For this reason, we cannot support implementation of such a diversion.

Option 2 also has the same infrastructure constraint as Option 1: there is no turn-around point for a conventional bus on Kilgour Road.



Option 3: Revise Looping of Route 56B LEASIDE

Staff investigated changing the north-end on-street loop of the 56B LEASIDE bus service, so that it would operate counter-clockwise via Laird Drive, Glenvale Boulevard, Rumsey Road, and Eglinton Avenue East. This would bring conventional bus service to within 150 metres of the Toronto Rehab and Lyndhurst Centres and shorten the walking distance to Holland Bloorview by 150 metres.

The 56B LEASIDE service currently operates in the peak-periods only, Monday to Friday, providing service between Donlands Station on Line 2 (Bloor-Danforth), and the intersection of Laird Drive and Eglinton Avenue East. The service currently loops on-street at its north end via north on Laird Drive, east on Eglinton Avenue East, south on Brentcliffe Road, west on Wicksteed Avenue, and south on Laird Drive.

It is estimated that changing the loop to operate as described above would result in less than 10 new customers per day being attracted to the TTC, assuming the service were expanded to operate during all hours of the day. Thirty-five customers per day in the Leaside residential area would have a shorter walk to the nearest bus stop. Customers travelling to and from the medical facilities on Kilgour Road also have a shorter walk to the nearest 56 LEASIDE bus stop, assuming they were willing to change their trip to use 56 LEASIDE south to Line 2, instead of 11 BAYVIEW south and west to Line 1.

Approximately 60 customer-trips which currently board during the peak period each day along the existing on-street loop would have a longer walking distance to the nearest transit stops.

This proposed routing is approximately one kilometre longer than the current routing, through lower speed limit residential streets. The roads are narrow with on-street parking. The current headway is about 23 minutes in the peak periods. To operate this extended service, extra running time would need to be added to the route. Given current ridership data, one bus would need to be added to the route in the morning peak period and two buses during the midday period. This revised service would inconvenience more people than it would benefit, and would require extra buses to operate for relatively few new customers. Therefore, we cannot support implementation of this modified looping.

It is also important to note that this routing is not currently operationally feasible given that many of the local streets in the area, including Glenvale Boulevard, have speed humps for traffic calming. TTC policy is not to operate transit service on roads with speed humps. The TTC has received communications from the Leaside Property Owners Association opposing any proposals to reroute the 56 LEASIDE service through this area.

Option 4: New Community/Link Bus Service

Staff examined the option of introducing a new community bus service to the area. Wheel-Trans trips to the Kilgour Road facility over a ten-month period were analyzed by origin, destination, and time of day to determine if it would be possible to organize these trips in a manner that would permit them to be served as part of a community bus route. Such a community/link bus service would introduce regularly-scheduled transit service along Kilgour Road using Wheel-Trans buses.



The Wheel-Trans trip analysis showed that trips to/from the area varied considerably by time of day, and originated from throughout the City of Toronto. The largest concentration of Wheel-Trans trips to Kilgour Road is from the vicinity of Eglinton and Davisville Stations on Line 1. The analysis showed that, on average, four existing Wheel-Trans trips per day could be served with such a new service. This very low ridership would not meet our ridership or performance standards. The information indicates that it would not be possible to organize current Wheel-Trans trips to Kilgour Road from Line 1, or elsewhere in the City, into a regularly-scheduled community bus service.

Option 5: Accessible Bus Stops on Eglinton Avenue

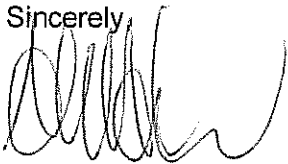
The original request from the Committee referred to the accessibility of the bus stops along Eglinton Avenue East in the vicinity of Rumsey Road. Both the eastbound and westbound bus stops at Sutherland Drive, to the east of Rumsey Road, are now accessible. The TTC has asked City of Toronto Transportation Services to make both stops at Rumsey Road accessible as part of their construction program for 2016. This will require widening of the sidewalk at both stops.

Summary

The TTC currently provides frequent conventional bus services on Eglinton and Bayview Avenues, within a standard walking distance of the medical facilities on Kilgour Road. For people with significant mobility difficulties, the TTC currently provides Wheel-Trans door-to-door paratransit service, on demand, to these medical facilities. An analysis of possible new or modified conventional or community bus services to these facilities has concluded that there is no feasible option available. Given the geographical and infrastructure constraints of Kilgour Road and the lack of significant potential ridership to these facilities, we believe that Wheel-Trans is the only feasible option for public transit on Kilgour Road itself.

Thank you for your enquiry. I regret that my response cannot be more positive.

Sincerely,



Andy Byford
Chief Executive Officer

11-31-49

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