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2019 OPERATING BUDGET BRIEFING NOTE

Recent Improvements to Capacity on the Transit Network

This briefing note responds to the February 13, 2019 Budget Committee request for a TTC briefing note on recent improvements to capacity on the transit network.

2015-2018 Operating Budget Investments and Customer Outcomes

Since 2015, TTC regular service has increased by approximately 10%. The City has invested in major strategic initiatives to improve the quality of TTC transit services to:

- Reduce crowding on buses, streetcars and subways;
- Reduce travel times by expanding and enhancing the express bus network; and
- Increase the availability of transit by operating most routes seven days, expanding the overnight network, and starting subway service earlier on Sundays.

These investments have resulted in service improvements on all subway lines, all streetcar routes and approximately 150 of 180 bus routes.

The cumulative budgeted funding increase from the City (\$157M) between 2015 and 2018 enabled improvements that enhance mobility for millions of annual customers from the City, and across the Region, that travel to and from Toronto's many employment, educational and cultural opportunities.

Table 1 attached to this Briefing Note, outlines major strategic initiatives and their customer benefits.

2019 Operating Budget

While the previous four years focused on major strategic initiatives, the TTC's 2019 Operating Budget is focused on the route by route examination of existing services to ensure the TTC delivers service to customers, as advertised, within TTC service standards.

Bus and Streetcar Reliability – Providing Customers the Service as Advertised

With traffic congestion increasing throughout the City, the TTC has had to undertake a comprehensive review of travel time on all routes. Additional resources (hours of service) are required to make operational improvements -- adjust schedules to reflect actual driving conditions -- on bus and streetcar routes to ensure the TTC is able to deliver the capacity

required to meet demand. When additional operating resources are not provided, service frequencies are reduced resulting in less capacity and ultimately overcrowding.

Run-as-directed vehicles allow the TTC to respond to unplanned service disruptions that are a result of numerous factors that can be attributed to operating in mixed traffic. The run-as-directed vehicles ensure the TTC can take immediate corrective action to sustain a reliable service.

Area Network Reviews Improve Services based on Customers' Feedback and Needs

The resources for the Area Network Review are required to accommodate changing travel patterns and meet customer demand while adhering to TTC service standards. The TTC regularly evaluates the performance of its services. These resources are needed to support on-going area studies.

Resources to support Area Network Reviews allow the TTC to adapt its services for customers. In the past, this included the Downtown Area Plan which made changes to the 72 Pape and introduced new bus service on the 121 Fort York-Esplanade which provided new bus service for customers in the burgeoning Fort York and Corktown communities.

Major route improvements, like the Downtown Area Plan, require additional operating and capital resources to ensure that the major route enhancements and neighbourhood area plans maximize customer benefits and meet the TTC quality of service and service reliability standards. In 2019, the TTC is conducting two area studies. The Junction Area Study will be completed in Q2 2019 and the Scarborough East Area Study will be complete in Q4 2019.

Resources for the two-hour time based transfer

As part of the approval of the two-hour time based transfer, additional service hours were identified to accommodate the anticipated increase in ridership. It is estimated that the two-hour transfer policy will result in a total of 5 million additional customer trips on the TTC annually. TTC staff will monitor for overcrowding throughout 2019 to determine where resources are required to support the additional demand generated by the two-hour transfer.

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Table 1: Summary of 2015-2018 Customer Service Enhancements

Year	Initiative	Description	Number of Routes	Less-crowded vehicles	Shorter wait times	Faster travel time	More reliable service	Increased access to transit	Annual Customers -Trips Benefitted	Additional Annual Hours of Transit Service	Net Annual Cost at Implementation
2015	Implementation of 10-Minute Network	Network of routes that provide service at least every ten minutes, all day, every day, from 6:00 a.m. (9:00 a.m. on Sundays) to 1:00 a.m.	42 routes	✓	✓		✓		48 million	158,000	\$12.5M
2015	Expansion of All-Day Every Day Network	Improvements to local routes so they operate all day, every day, from 6:00 a.m. (9:00 a.m. on Sundays) to 1:00 a.m.	47 routes		✓			✓	1.3 million	69,000	\$5.9M
2015	Improvements to Overnight Network	Expansion of the Blue Night Network which is the TTC's overnight bus and streetcar service that operates between 2:00 and 5:00 a.m.	21 routes					✓	0.5 million	36,000	\$2.9M
2015	Reduced Off-peak Crowding Standard	Reducing the off-peak crowding standard to reduce wait times and increase comfort.	34 routes	✓	✓				55 million	154,000	\$11M
2016	Early Sunday Morning Subway Service	Rapid Transit service starts 1 hour earlier on Sundays (new start time at 8 AM)	4 lines					✓	6 million	4,000	\$0.4M
2016	Early Sunday Morning Subway Service - connecting bus service	Improvement to rapid transit lines and connecting bus routes	98 routes					✓		10,000	\$1.4M
2016	New Express Routes	The introduction of 5 new express services including Don Mills, Victoria Park, Wilson, Kipling South and extension of the Finch service to York University	5 routes	✓	✓	✓			1.1 million	61,000	\$4.5M

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2016	Reduce Peak Crowding	Reduce peak crowding on bus routes	13 routes	✓	✓				66 million	26,000	\$5M
2016	Improved Streetcar Reliability	Streetcar service reliability improvements	2 routes				✓		29 million	40,000	\$2.6M
2017	TYSSE Subway Service	Introduce new subway service to Vaughan Metropolitan Centre	1 line			✓		✓	26 million*	113,000	\$30.6M
2018	504 King Improvements	Increase service on 504 King during “King Pilot”	1 route	✓	✓		✓		26 million	4,000	\$0
2018	Improve Subway Service Reliability	Line 1 service reliability improvements	1 subway line				✓		40 million	30,000	\$2.5M
2018	Relieve Peak Crowding	Reduce peak crowding on bus routes	20 routes	✓	✓				24 million	41,000	\$3.5M
2018	Relieve Off-Peak Crowding	Reduce off-peak crowding on bus routes	14 routes	✓	✓				14 million	22,000	\$2M
2018	Implement Express Bus Network	Implement 7 new express routes on Dufferin, Markham, Weston, Islington, Lawrence West, Sheppard West and Sheppard East	7 routes	✓	✓	✓			11 million	69,000	\$5.5M
TOTAL of 2015-2018 Customer Service Enhancements										837,000	\$90.3M

* TYSSE customer-trips annualized based on weekday counts.

The above table excludes other customer experience enhancements including the Two Hour Transfer and children under 12 ride free, both implemented during the same time period.