



## **2025 Annual Service Plan**

**Date:** January 27, 2025

**To:** TTC Board

**From:** Chief Strategy & Customer Experience Officer

### **Summary**

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This report presents the 2025 Annual Service Plan (ASP), which provides a roadmap for service changes for the coming year, including recommendations for new and revised routes based on input and engagement with TTC customers, front-line staff, and the community.

The 2025 ASP focuses on enhancing connections across the transit network and making the system more attractive to all customers including the three key priority groups (women, shift workers and lower income customers) in the coming years.

The key themes for this year's plan are:

1. Enhancing connections to meet customer needs
2. Improving the Community Bus service
3. Planning for construction: from principles to practice

The 2025 ASP can be found in **Attachment 1 - 2025 Annual Service Plan**.

### **Recommendations**

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It is recommended that the TTC Board:

1. Approve the 2025 Annual Service Plan including its associated proposed route changes.
2. Approve routing changes outlined in **Appendix 5 – Roads with Transit Service Added or Removed**; and,
3. Direct staff to forward the 2025 Annual Service Plan to all City Councillors, the Deputy City Manager, Infrastructure and Development Services, General Manager of Transportation Services, Chief Planner, as well as the General Managers of Brampton Transit, Durham Region Transit, Metrolinx, MiWay and York Region Transit.

## Financial Summary

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The 2025 ASP has been developed in conjunction with the 2025 Operating Budget. The 2025 Operating Budget allocates additional funding to address base cost pressures necessary to sustain current service levels and activities.

To improve service reliability and address changes in customer demand, additional service hours were approved as part of the 2025 Operating Budget hours to help alleviate congestion, support service growth, improve service frequency across all modes and prepare for the planned launch of Line 5 and 6. This represents a 5.8% increase in service hours, for a total of 9.6 million hours, or an increase of \$22.7 million (non-annualized and not including operating Line 5 and 6). To further improve service reliability and the customer experience, new investments are being made to fund pilots focused on addressing bus “bunching and gapping” and station cleanliness as well as to increase response times for incident management.

In 2025, base service hours will increase by 1.7% to meet forecasted demand, address ongoing congestion and construction impacts, and accommodate approximately 3% in projected ridership growth. The increase in service hours is intended to:

- **Improve capacity to address new demand:** Align service levels to keep pace with projected ridership growth to maintain current service reliability.
- **Adjust for traffic congestion and construction impacts:** Enhance route reliability and minimize delays caused by city-wide infrastructure projects; and,
- **Respond to changing travel patterns:** Respond to shifts in customer behavior, including hybrid work trends and evolving peak travel periods.
- **Add interim accessible bus service** to provide connections to subway stations that are not yet accessible.

In addition, new service enhancements were approved through the 2025 Operating Budget, with service hours increasing by a further 2.2% to improve reliability across the system to provide more midday, evening and weekend service across all three modes. This service will increase capacity outside of traditional rush hours and improve wait times while providing increased customer comfort.

The 2025 Operating Budget also accommodates 4.02 million rides, representing a 12% increase in Wheel-Trans ridership over 2024 experience, because of an increase in new registrants.

These adjustments ensure the TTC is positioned to align service hours with customer demand and provide more reliable service in 2025.

## Equity/Accessibility Matters

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The TTC is making Toronto’s transit system barrier-free by implementing changes to make all its services and facilities accessible to all customers.

The TTC strongly believes all customers should enjoy the freedom, independence and flexibility to travel anywhere.

The TTC's commitment to providing accessible transit is at the forefront of its 2024-2028 Corporate Plan as well as the 2024-2028 5-Year Service and Customer Experience Action Plan (5YSP), including the key principles of Equity, Diversity, Inclusion, and Accessibility.

***Priority customer groups identified in the 5-Year Service Plan are a key focus in the plan***

The 2025 ASP builds on the 5YSP, which continues to highlight the importance of equitable, reliable, safe and timely access to transit for the three key priority groups of women, shift workers and lower income customers. Many initiatives proposed in the 2025 ASP address travel patterns of the key priority groups who continue to depend on the transit network for getting around the city.

***Consultation and engagement with equity-deserving communities remains a focus of TTC's planning approach***

Approximately 2,700 participants were engaged through the consultation activities of the 2025 ASP through a range of engagement tactics including but not limited to in-person events, surveys and focus groups.

The TTC recognizes the importance of consulting with traditionally underrepresented customers in the planning process who may be disproportionately affected by planning decisions. In addition to two consultation sessions with TTC's Advisory Committee on Accessible Transit (ACAT) Service Planning Subcommittee, consultations throughout the development of the ASP included engaging with and gathering feedback from the three key priority groups (women, shift workers and lower-income customers) through focus groups and public outreach events across the city including in Neighbourhood Improvement Areas.

Additionally, the 2025 ASP consultation process continued the Youth Ambassador Program. This program, which is a staple in TTC's ASP public engagement process, was introduced as part of the 2021 Annual Service Plan. It engages youth aged 18-29, a demographic typically under-represented in city-building consultations, and provides paid work and skill development opportunities.

***The ASP supports continued implementation of the TTC's 5-Year Accessibility Plan and Family of Services***

The 2025 ASP includes a review of the Community Bus Network, which is an accessible service that acts as a bridge between TTC's Wheel-Trans and conventional transit. This review resulted in identifying opportunities for enhancing service to better meet community needs. The 2025 ASP proposes adjustments on existing Community Bus routes, as well as customer communication and wayfinding improvements to better promote this service to customers.

The TTC wants to ensure the system is as accessible as possible. To support this, an interim service plan has been developed for each subway station where elevator access will be delayed beyond January 1, 2025.

The interim service plan will ensure that there is accessibility to the subway system and includes a mix of existing surface routes, routes with modifications, and one new route, as alternate connections to/from other accessible subway stations.

The ASP also reports on the implementation progress of specific initiatives from the 5YSP, which will help support and advance the Wheel-Trans Family of Services delivery model and the new 2024-2028 5-Year Accessibility Plan. This includes improving access to and reliability of customer information; working with the city to improve and expand customer amenities at transit stops; and continuing to enhance safety, comfort and amenities at transit stations. This will help achieve a modern, inclusive, and accessible transit system for all.

### ***TTC continues to evolve and advance approaches to equity in its service planning***

Another way the TTC applies equity considerations in the service planning process is by applying a higher weight to ridership in Neighbourhood Improvement Areas. In the 2025 ASP, this is applied to the post-implementation reviews of various bus routes across the city that customers travelling to and from Neighbourhood Improvement Areas rely on. The TTC will continue to work with the City of Toronto's Transportation Services department as a key stakeholder in the development of an updated equity framework and tool for mobility.

### ***Protecting service coverage and span of service remains a priority***

In 2024, the TTC continued to protect service coverage and span of service across the city. All regular service routes and periods remained in operation regardless of ridership or financial performance. TTC's regular service network continues to meet the service standard of 90% of Toronto population and employment within 400m of transit service.

## **Decision History**

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The [TTC Corporate Plan 2024-2028](#) serves as the TTC's guiding strategic document to support the achievement of the TTC's mandate, Vision and Mission statements. The Corporate Plan was approved by the TTC Board on May 16, 2024.

The [2025 Operating Budget; 2025-2034 Capital Budget and Plan and 15-Year Capital Investment Plan and Real Estate Investment Plan Update](#) was approved by the TTC Board on January 10, 2025.

The 2024-2028 [5-Year Service and Customer Experience Action Plan](#) is the overarching business plan that identifies a 25-point action plan to improve public transit between 2024 and 2028. The TTC Board approved the plan on May 16, 2024.

The previous [5-Year Service Plan & 10-Year Outlook](#) was approved by the Board at their meeting on December 12, 2019.

The TTC Board approved the [Advancing the 5-Year Service Plan \(2024-2028\) & 10-Year Outlook Reset](#) report on July 14, 2022. This report outlined the work plan for the new 5-Year Service Plan (2024-2028) & 10-Year Outlook and served to inform the guiding principles for the 2024 Annual Service Plan.

The [2024 Annual Service Plan](#) was approved by the Board at its meeting on November 22, 2023. The 2024 Annual Service Plan serves as Year 1 of the 5-Year Service and Customer Experience Action Plan.

## Issue Background

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The TTC Corporate Plan drives the organization's strategic direction. Strategic Direction 2 of the Corporate Plan is to attract new riders and retain customer loyalty.

Many plans collectively advance this direction – including the 5-Year Service and Customer Experience Action Plan as well as the 2025 Annual Service Plan.

The 2024-2028 5-Year Service and Customer Experience Action Plan is a multi-year plan that communicates to our customers and community partners the strategic priorities for service and customer improvements.

### **Objectives of the 5YSP:**

Focusing on improvements that enhance the TTC's core competency: **mass transit** – moving large volumes of customers **safely, reliably** and **swiftly** across Toronto and improving how customers experience the system.

## Comments

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The 2025 ASP focuses on enhancing connections across the transit network and making the system more attractive to all customers.

The key themes for this year's plan are:

1. **Enhancing connections to meet customer needs** – service improvements that address customer demand and travel patterns of TTC's three key priority groups (women, shift workers, and low-income customers), including routing changes to optimize the network, improving first and last trip times, and creating new connections.
2. **Improving the Community Bus service** – route improvements on the Community Bus Network in addition to customer communication and wayfinding changes to raise awareness about the service and make it more attractive to customers.
3. **Planning for construction: from principles to practice** – continuing to apply principles from the 2024 ASP to plan for construction, minimize disruptions and maintain service reliability. The TTC will also continue to identify ways to move transit better by mitigating the impacts of congestion.

The 2025 Annual Service Plan is supported by analysis of route proposals consistent with TTC's Service Standards and with a focus on meeting the needs of the three key priority customer groups. The analysis is presented separately in **Appendix 4 – Technical Assessment**.

The 2025 ASP has been prepared with ample feedback from customers, the TTC Planning Advisory Group, TTC's ACAT Service Planning Subcommittee, front-line staff, community and members of the public through extensive engagement and activities in summer and fall 2024.

The key takeaways include:

- Ensure service proposals are reviewed through an equity lens.
- Increase awareness about Community Bus service to boost ridership.
- The One Fare Program has had a significant positive impact on customers and there are opportunities for TTC to take better advantage of it.
- Continue to prioritize communication and transparency around construction-related detours and service adjustments.

Details of the engagement process and feedback summary are included in **Appendix 2 – Public Engagement Summary**, and **Appendix 3 – Operator Engagement Summary**.

Implementation of recommended changes will occur through 2025 alongside the TTC's regular service change process, coordinated with system and ridership changes throughout the year. An implementation status report and the performance of recommendations will be included in the 2026 Annual Service Plan.

## **Contact**

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## **Signature**

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Josh Colle  
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## **Attachments**

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Attachment 1 – 2025 Annual Service Plan

Appendix 1 – 25-Point Action Plan Status Update

Appendix 2 – Public Engagement Summary

Appendix 3 – Operator Engagement Summary

Appendix 4 – Technical Assessment

Appendix 5 – Roads with Transit Service Added or Removed