



June 2, 2026

Chrisanne Finnerty, Director – Commission Services
Toronto Transit Commission
1900 Yonge Street, 7th Floor
Toronto, ON M4S 1Z2

Dear Ms. Finnerty

Re: Administrative Inquiry – Community Bus Routes

Chair Myers submitted an Administrative Inquiry to clarify the ridership of the Community Bus program, the cost of continuing to provide the Community Bus service, and the per ride subsidy for offering the service.

This letter provides a response to this request. It has been developed in collaboration with Service Planning and Scheduling.

Response

Please find below responses to each of the questions submitted.

1) Can staff please provide the TTC Board the year each community bus started?

400 Lawrence Manor: 1990 (initially branded as the 170 Lawrence Manor and re-numbered to the 400 Lawrence Manor in 1992)
402 Parkdale: 1992
403 South Don Mills: 1992
404 East York: 1992
405 Etobicoke: 2005
406 Scarborough-Guildwood: 2025 (June)

2) Can staff please give the TTC Board the ridership data disaggregated annually for each community bus route and the overall ridership data for community buses for 2025?

400 Lawrence Manor: 5,397 (13% of overall ridership)
402 Parkdale: 2,352 (6% of overall ridership)
403 South Don Mills: 4,918 (12% of overall ridership)
404 East York: 10,818 (27% of overall ridership)
405 Etobicoke: 15,324 (38% of overall ridership)
406 Scarborough-Guildwood: 1,230 (3% of overall ridership)
Total: 40,039



- 3) *Can staff please give the TTC Board the 2025 costs of running the community bus service for each route, the overall costs of the community bus service for 2025 and the effective subsidy per rider using the service per route for 2025?*

Cost of operating community bus service:

400 Lawrence Manor: \$371,539.20
402 Parkdale: \$261,081.60
403 South Don Mills: \$316,310.40
404 East York: \$716,970.24
405 Etobicoke: \$632,620.80
406 Scarborough-Guildwood: \$274,470.40
Total: \$2,572,992.64

Subsidy per rider (Net Cost Per Passenger):

400 Lawrence Manor: \$67.64
402 Parkdale: \$109.80
403 South Don Mills: \$63.12
404 East York: \$65.08
405 Etobicoke: \$40.08
406 Scarborough-Guildwood: \$221.95

- 4) *Can staff please give the TTC Board the estimated diversion rate from Wheel-Trans to the Community Bus service or what percentage of Community Bus riders would be eligible for Wheel-Trans service?*

This statistic is unavailable due to customers utilizing the Community Bus network not requiring a reservation to board the vehicle. If they are Wheel-Trans customers, again they do not book to utilize the service which negates the statistic for the diversion rate.

Sincerely,

Tamu Thomas
Chief Transportation Officer

cc:
Mandeep S. Lali, Chief Executive Officer
Fortunato Monaco, Interim Chief Operations Officer