

Meeting Date: May 12, 2004

Subject: Post-Implementation Review - Sheppard Subway Bus Route Changes

Recommendations

It is recommended that the Commission:

1. Approve the Sheppard Subway-related changes to the 85 Sheppard East, 190 Scarborough Centre Rocket, 11 Bayview, 51 Leslie, 25 Don Mills, 139 Finch East, 10 Van Horne, 169 Huntingwood, 24A Victoria Park and 167 Pharmacy North routes, as described in this report;
 2. Approve the elimination of off-peak service on the 224 Victoria Park North route, and the reinstatement of the former 24D Victoria Park route, as described in this report;
 3. Approve the elimination of service on the 268 Warden North route, and the reinstatement of the former 68B Warden service, as described in this report; and
 4. Note that:
 - Ridership continues to increase on Sheppard Subway trains, and was approximately 15 per cent higher in early 2004, compared to early 2003.
 - More transit trips are now being made along the Sheppard Subway corridor. Ridership has increased by more than 50 per cent since the subway opened.
1. Forward this report to all City Councillors, to the City of Toronto, to York Region Transit, and to GO Transit.

Funding

The elimination of these trial services with poor financial performance will result in annual savings of approximately \$645,000 in net direct operating costs.

Background

The Sheppard Subway opened on November 24, 2002. In addition to the new subway service, changes were made to 12 bus routes which connect with the Sheppard Subway. The changes to these bus routes were approved by the Commission at its meeting of February 20, 2002, as part of the report on *Service Improvements for 2002*. These services are shown in the customer information prepared for the new subway service changes, which is attached as Exhibit 1. They are described in the attached Exhibit 2, which is an excerpt from the report on *Service Improvements for 2002*.

At its meeting of October 22, 2003, the Commission received a report entitled "*Sheppard Subway and Connecting Bus Routes – Update*". That report provided early ridership results for the Sheppard Subway, and noted that formal post-implementation reviews of

the connecting bus route changes would be presented in 2004, after all ridership information had been collected.

This current report is the formal post-implementation review of the Sheppard Subway connecting bus routes.

Discussion

The TTC uses a formal process for planning and evaluating service changes based on a set of Commission-approved service standards. Every new service that the TTC introduces is initially operated on a trial basis, typically for a minimum of six months. After the trial period, when ridership on the service has approached a mature state, passenger counts are taken, the performance of the route is reviewed, and a recommendation is made regarding its future. All service changes are reviewed to ensure that the original objective of better service for customers has been met. New routes and extensions, which have been introduced at an additional cost, undergo a ridership and financial review to check that the service has met established standards of acceptable financial performance. The overall review also considers comments that have been received from customers and the community, and the experience that has been gained in operating the service.

A service change, which has met its performance objectives, is recommended to be made a regular part of the TTC system. If a service change has been unsuccessful in some way, then a recommendation is made to either make further changes for another trial period or to remove the service.

The compulsory post-implementation review of every trial of a service change ensures that the success or failure of every service change is assessed consistently and fairly, and that there is full accountability to the Commission on matters which affect the service that is provided to customers.

With the Sheppard Subway opening at the end of November 2002, waiting until six months after opening meant that the new passenger counts could be undertaken, at the earliest, in June 2003.

Ridership patterns are quite different in the summer than the non-summer months because schools are closed, post-secondary institutions are operating at a reduced level, and many people are on vacation. This resulted in full ridership counts being taken in the fall of 2003 and the winter of 2003-2004. These form the basis of the analysis contained in this report.

Sheppard Subway

Ridership on the Sheppard Subway continues to increase. On the day of the most-recent ridership counts, taken in early 2004, approximately 40,000 customer-trips were made on Sheppard Subway trains.

This is an increase from the approximately 34,700 customer-trips each day which were recorded in early 2003, approximately five months after the subway opened. Peak-direction ridership during the busiest hour of the morning peak period, at the busiest point on the subway, is approximately 4,300 customers, an increase from approximately 3,400 customers in the busiest hour in 2003.

Sheppard Subway connecting bus routes

Changes were made to 12 bus routes to connect with the Sheppard Subway. These trial bus route changes were developed as part of the annual service improvements process, and were approved by the Commission in February 2002, as part of the report on *Service Improvements for 2002*. An excerpt from this report is attached, as is the customer information which was distributed in November 2002.

85 Sheppard East – Service to Don Mills Station and to Sheppard-Yonge Station

Results: Recommended as a regular part of the TTC network; adjust service levels to reflect current ridership and to improve financial performance

The 85 Sheppard East route was changed at all times when the Sheppard Subway opened. All buses on the route operate through the fare-paid bus terminal at Don Mills Station. Service west of Don Mills Station to Sheppard-Yonge Station was reduced, because most customers use the new subway to travel between Don Mills Road and Yonge Street. The route changes improved service for customers by providing a faster trip and a convenient connection to the Sheppard Subway.

Approximately 25,500 customer-trips are made on the 85 Sheppard East bus route each weekday, a reduction of approximately 11,000, or 43 per cent, from the ridership on the bus route before the Sheppard Subway opened. None of the reduction in ridership is a result of customers leaving the TTC system; these customers are instead riding the new subway service west of Don Mills Station, or are riding one of six additional bus routes which supplement the 85 Sheppard East bus route by providing a portion of the bus service on Sheppard Avenue, east of Don Mills Station. Ridership on Saturdays on the 85 Sheppard East route is approximately 17,500 customer-trips, a reduction of 5,300 or 30 per cent from before the subway opened. Ridership on Sundays on the 85 Sheppard East route is approximately 13,200 customer-trips, a reduction of 3,400 or 25 per cent from before the subway opened.

The percentage reduction in ridership on the 85 Sheppard East route on weekends is less than on weekdays because not all of the six additional supplementary routes operate on weekends.

Approximately 8,600 customer-trips each weekday (6,100 on Saturdays and 1,950 on Sundays) on the 85 Sheppard East route begin or end at Don Mills Station. These trips are made with a faster trip and a convenient transfer to the subway and other bus routes within the fare-paid, enclosed bus terminal at Don Mills Station.

Approximately 1,100 customer-trips each weekday (775 on Saturdays and 725 on Sundays) begin or end at bus stops both east and west of Don Mills Station, and are made with an additional transfer at Don Mills Station.

The change in total weighted travel time indicates that the net benefits to some customers of faster trips and more-convenient transfers are greater than the inconveniences to others of longer waits and the additional transfers. Overall, operation of the 85 Sheppard East bus route into Don Mills Station has improved service for customers, and it is therefore recommended as a regular part of the TTC route network.

When the subway opened, service on the 85 Sheppard East bus route was reduced between Don Mills Station and Sheppard-Yonge Station, as the majority of customers along Sheppard Avenue were expected to use the new subway service, instead of the remaining bus service. Approximately 2,550 customers-trips each weekday (1,175 on Saturdays and 1,300 on Sundays) are now made at bus stops between Don Mills Station and Sheppard-Yonge Station. Approximately 1,400 of these customers-trips each weekday (675 on Saturdays and 825 on Sundays) are made at bus stops which are not located at Bessarion, Leslie, or Bayview subway stations. The number of customers using the bus between Don Mills Road and Yonge Street has been greatly reduced, compared to ridership before the subway opened. The table, below, shows the changes in 85 Sheppard East bus usage west of Don Mills Station.

Table 1 - 85 Sheppard East ridership, Don Mills Stn–Sheppard-Yonge Stn			
Day	Before Sheppard Subway	After Sheppard Subway	
	All stops, Don Mills-Yonge	All stops, Don Mills-Yonge	Non-subway station stops, Don Mills-Yonge
Monday-Friday	8,800	2,550	1,400
Saturday	5,525	1,175	675
Sunday	4,375	1,300	825
Numbers shown are the approximate number of customer-trips made each day.			

At current service levels, the average number of customers per bus on the 85 Sheppard East route, west of Don Mills Station, is relatively low. On average, there are 34 customers per bus in the morning peak period, and 30 customers per bus in the afternoon peak period, at the busiest point on the route, in the busiest hour, west of Don Mills Station. At off-peak times, the highest average number of customers per bus at the peak point of the route, west of Don Mills Station, is 24.

An assessment of the financial performance of the 85 Sheppard East bus route, west of Don Mills Station, shows that the route has an unacceptable financial performance during all operating periods. The financial performance of each period of operation is shown below, relative to the Commission-approved financial standard which, essentially, measures return on investment in the form of riders attracted to the TTC per dollar cost of operating a given service. Any route whose performance is better than 0.23 on this measure is acceptable. The data shows that all periods of operation on the 85 Sheppard East route, between Don Mills Station and Sheppard-Yonge Station, no longer meet this minimum standard, as a result of riders being attracted to the new subway from this bus route.

85 Sheppard East

Financial performance: customers/\$

Between Don Mills Station and Sheppard-Yonge Station

Monday-Friday Peak periods 0.13

Midday 0.20

Early evening 0.13

Late evening 0.22

Saturday Daytime 0.11

Early evening 0.09

Late evening 0.09

Sunday/holiday Daytime 0.16

Early evening 0.12

Late evening 0.05

The financial performance of the 85 Sheppard East service between Don Mills Station and Sheppard-Yonge Station, is now similar to the 97 Yonge service between Davisville Station and Steeles Avenue. In both cases, these bus routes operate parallel to the subway. Ridership on the bus routes is relatively light, and the financial performance of both routes is unsatisfactory. Service on the 97 Yonge bus route has been reduced in recent years, so that the resources saved can be used on other, busier, TTC routes.

Because ridership on the 85 Sheppard East buses, between Don Mills Station and Sheppard-Yonge Station, is now relatively low and, because this service has a poor

financial performance, the route will now be considered for possible service reductions in order to free up resources to reallocate to other TTC routes. If this is done, service levels would be set so that the average number of customers per bus does not exceed the approved loading standard.

In 2003, Councillor Shiner made TTC staff aware of the concerns of customers who use the 85 Sheppard East bus route at stops between Yonge Street and Don Mills, and who are displeased about the infrequent service operated, especially during the midday from Monday to Friday. Some customers have also contacted the TTC directly about this. As ridership on the 85 Sheppard East route, between Yonge Street and Don Mills Road, is relatively low, service increases on this portion of the route cannot be justified.

A request was received from Councillor Cho to investigate the addition of an express service on the 85 Sheppard East route. This request was examined and reported on in the report on *Service Improvements for 2004* (page 23).

Two options were examined, but neither were recommended, because they would cause a net inconvenience for customers and would not meet the TTC's minimum financial standards.

Sheppard Avenue corridor

More transit trips are now being made along the Sheppard Avenue corridor, between Yonge Street and Don Mills Road, than was the case before the Sheppard Subway opened. Including both bus and subway passengers, approximately 41,650 customer-trips are made each weekday (13,500 Saturdays and 10,900 on Sundays) between Sheppard-Yonge Station and Don Mills Station.

This compares to 25,400 customer-trips each weekday (12,300 on Saturdays and 9,400 on Sundays) before the Sheppard Subway opened. The majority of trips in this corridor, and all of the increase in trips, are made on the Sheppard Subway, not on the remaining 85 Sheppard East bus service.

The opening of the Sheppard Subway reduced bus operating costs on the 85 Sheppard East route, because fewer buses were required. On other Sheppard Subway connecting bus routes, additional buses were added in order to connect with the new subway. Overall, there has been a reduction in the number of buses used on all the routes which connect to the Sheppard Subway. There are nine fewer buses used in the morning peak period, eight fewer buses used in the afternoon peak period, and one fewer bus in use at off-peak times.

Bus ridership on Sheppard Avenue, east of Don Mills Station, has increased since the Sheppard Subway opened, as more customers connect to the new subway. Approximately 16,300 customer-trips each weekday (7,500 on Saturdays and 5,500 on Sundays) now travel along Sheppard Avenue east of Don Mills Station. This is an increase of

approximately 5,300 or 48 per cent on weekdays (480 or seven per cent on Saturdays and 320 or six per cent on Sundays) from before the Sheppard Subway opened.

Eastbound buses leaving Don Mills Station exit via a short bus-only roadway which gives access to Sheppard Avenue at the Sheppard Avenue/Parkway Forest Drive intersection. At busy times, this access causes noticeable delays to transit customers, with some customers experiencing delays over three minutes. This is an unacceptable situation which can and should be rectified. TTC staff are working with City of Toronto staff and Cadillac Fairview Corporation, owners of Fairview Mall, to increase the priority for buses at this intersection.

190 Scarborough Centre Rocket – New express service

Results: Recommended as a regular part of the TTC network

The new 190 Scarborough Centre Rocket route introduced new limited-stop express service between Don Mills Station and Scarborough Centre Station when the Sheppard Subway opened. The route operates during the peak periods and midday from Monday to Friday.

The new route partially replaced the previous direct service which was operated between Sheppard-Yonge Station and Scarborough Centre Station on the 85G Sheppard East branch.

Initially, buses on the 190 Scarborough Centre Rocket route stopped only at Don Mills Station, Warden Avenue, Birchmount Avenue, Kennedy Avenue, and Scarborough Centre Station. In September 2003, a stop was added at Victoria Park Avenue, in response to customer requests and an analysis of ridership on the route. In November 2003, as directed by the Commission, additional stops were added at Pharmacy Avenue and Allanford Road.

Buses originally operated in both directions via Sheppard Avenue and Brimley Road. In mid-2003, the routing was changed to operate in both directions via Sheppard Avenue, Midland Avenue, and Progress Avenue, because this routing was determined to be faster, missed no bus stops and, therefore, caused no inconvenience to customers.

Approximately 4,200 customer-trips each day are made on the 190 Scarborough Centre Rocket route. Approximately 740 customer-trips that were previously made on the local 85G Sheppard East route are now made with a longer wait time, or an additional transfer.

The new service increased operating costs, because four buses were added in the peak periods and three buses were added in the midday to operate the route. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's financial standard. The service is, therefore, recommended as a regular part of the TTC route network.

Councillor Balkissoon and several customers have requested that a stop be added at Sheppard Avenue and Brimley Road. A stop at Brimley Road was initially examined when the route was being planned. Based on the use of this stop on the previous 85G Sheppard East service at Brimley Road, and the presence of direct service to Scarborough Centre Station from Brimley Road/Sheppard Avenue on the 21 Brimley route, no stop was recommended. Since the routing change to Midland Avenue in mid-2003, buses on the 190 Scarborough Centre Rocket route no longer operate via Brimley Road. A change to the route to return to Brimley Road would slow down approximately 4,200 customer-trips each day. An analysis of the effects of a slower trip for these customers, compared to the estimated 110 customers who would benefit from a new stop on the 190 Scarborough Centre Rocket route, shows that the stop would, overall, make service worse for customers. As a result, the new stop is not recommended.

25 Don Mills – Service to Don Mills Station

Results: Recommended as a regular part of the TTC network

The 25 Don Mills route was changed so that all buses, in both directions, operate through the bus terminal at Don Mills Station. The change made service better for customers by providing a convenient connection to the Sheppard Subway.

Approximately 10,400 customer-trips each weekday (6,300 on Saturdays and 4,900 on Sundays) begin or end at Don Mills Station on the 25 Don Mills route. These trips are made with a convenient transfer within a fare-paid, enclosed bus terminal to the subway and other bus routes at Don Mills Station.

Ridership on 25 Don Mills buses in the vicinity of Sheppard Avenue has increased, as more customers use 25 Don Mills buses to connect to or from the new subway. Before the subway opened, approximately 3,800 customer-trips each weekday (2,300 on Saturdays and 1,800 on Sundays) began or ended at 25 Don Mills bus stops at Sheppard Avenue. Since the subway opened, approximately 10,400 customer-trips each weekday (6,300 on Saturdays and 4,900 on Sundays) begin or end at the 25 Don Mills bus stops at Sheppard Avenue and in Don Mills Station.

The change to the 25 Don Mills route made service worse for approximately 5,200 customer-trips each weekday (2,500 on Saturdays and 1,400 on Sundays), which now experience a longer travel time, as they travel through Don Mills Station either northbound or southbound.

The change in total weighted travel time indicates that the net benefits to some customers of a more-convenient transfer are greater than the inconvenience to others of longer travel times. Overall, operation of the 25 Don Mills bus route into Don Mills Station has improved service for customers, and it is therefore recommended as a regular part of the TTC route network.

51 Leslie – Service to Leslie Station

Results: Recommended as a regular part of the TTC network

The 51 Leslie bus route was changed so that all buses, in both directions, operate through the bus terminal at Leslie Station. The change made service better for customers by providing a faster trip and a convenient connection to the Sheppard Subway, Oriole GO Station, and to North York General Hospital. The change was made during all times that the 51 Leslie route operates (peak periods, midday, and early evening from Monday to Friday, and the daytime on Saturday).

Northbound buses serve a bus stop on the North York General Hospital grounds on their way to the Leslie Station bus terminal. Southbound buses serve a stop on the North York General Hospital grounds on their way from the Leslie Station bus terminal. All buses continue to operate between Eglinton Station and Steeles Avenue.

Approximately 980 customer-trips each day begin or end at Leslie Station on 51 Leslie buses. These trips are made with a convenient connection to the Sheppard Subway at the fare-paid bus terminal at Leslie Station. Approximately 150 customer-trips each day are made at the new bus stops on the North York General hospital site. These trips are made with a shorter walk to the nearest bus stop.

Approximately 3,500 customer-trips each day are made with a slightly longer wait for the bus along the 51 Leslie route, as additional time was added to the schedules to allow buses to operate over the longer distance to and from Leslie Station. Approximately 540 customer-trips each day are made on 51 Leslie buses across Sheppard Avenue, and these customers have a longer trip, as they are carried via Leslie Station.

The change in total weighted travel time indicates that the net benefits to customers of a more-convenient transfer are greater than the inconveniences of longer travel time or longer wait. Overall, operation of the 51 Leslie bus route into Leslie Station has improved service for customers, and it is therefore recommended as a regular part of the TTC route network.

11 Bayview – Service to Bayview Station

Results: Recommended as a regular part of the TTC network

The 11 Bayview route serves Bayview Station, and provides a convenient connection to the Sheppard Subway. No change was made to the bus route when the subway opened, as the station entrances are located on each side of Bayview Avenue, just north of Sheppard Avenue, and this is where the bus stops for the 11 Bayview route had previously been. There is no off-street bus terminal at Bayview Station.

All buses operating between Davisville Station and Steeles Avenue serve Bayview Station, in both directions. Approximately 950 customer-trips each day transfer to and

from the subway at Bayview Station. These trips are made with a convenient connection to the subway. Because service has been made better for customers as a result of the new connection to the subway, it is recommended that this connection between the 11 Bayview route and Bayview Station be made a regular part of the TTC network.

A further change is planned for the 11 Bayview route at Bayview Station. The 11A Bayview (Davisville Stn-Sheppard) service, which operates during the afternoon peak period from Monday to Friday and the early evening on Saturdays, will be changed to turn around in a new off-street bus loop which will be constructed on the east side of Bayview Avenue, one block north of Sheppard Avenue. The new loop will provide a more-direct connection, in both directions, between the 11A Bayview service and Bayview Station. This loop will be built by a developer as part of a new residential redevelopment on the east side of Bayview Avenue, north of Sheppard Avenue. When this change is made, service would be removed from the present 11A Bayview on-street loop via Bayview Mews and Hawksbury Drive. Customers on northbound buses will have a more-direct connection to a staffed entrance to Bayview Station as a result of this change. Approximately 30 customer-trips each day are made on stops on Bayview Mews and Hawksbury Drive, and these trips would be made with a longer walk to the nearest bus stop, or an additional transfer. This route change will be made when the new bus loop is completed and available for use, expected in 2005.

24 Victoria Park – New service to Don Mills Station via Consumers Road

Results: Recommended as a regular part of the TTC network

Service to the Consumers Road commercial area was changed when the Sheppard Subway opened. Previously, two routes served this area – a branch of the 85 Sheppard East bus route, which operated from Sheppard-Yonge Station to Victoria Park Avenue and the Consumers Road area; and a branch of the 24 Victoria Park bus route, which operated from Victoria Park Station to Sheppard Avenue and the Consumers Road area. The 85 Sheppard East service operated during the peak periods and midday from Monday to Friday, and the 24 Victoria Park service operated during the peak periods from Monday to Friday.

These two services were replaced by a single new service, the 24A Victoria Park (Victoria Park Stn-Don Mills Stn via Consumers) branch, which operates during the peak periods and midday from Monday to Friday. Buses operate via Victoria Park Avenue, Consumers Road, Yorkland Boulevard, Consumers Road, and Sheppard Avenue to Don Mills Station. With this change, new direct service from Victoria Park Station and Victoria Park Avenue was provided to Don Mills Station; new midday service to the Consumers Road area was provided from Victoria Park Station and Victoria Park Avenue; and service to the Consumers Road area from Sheppard Avenue, west of Victoria Park Avenue, was retained.

The change improved service for customers by providing a faster trip from the west to the Consumers Road area, and by providing new service from Victoria Park Station to the

Consumers Road area during the midday, thus reducing the number of transfers made by customers.

Approximately 1,600 customer-trips are made on the new service between Victoria Park Avenue and Don Mills Station. Approximately 950 of these customer-trips begin or end at bus stops within the Consumers Road area. Approximately 435 of these customer-trips are made with a shorter travel time, a shorter walk to the nearest stop, or with one less transfer.

This new service has attracted approximately 100 new customer-trips each day, which are made to or from stops in the Consumers Road area. Most of this increase in ridership has occurred during the midday.

Because this change has, overall, improved service for customers, it is recommended as a regular part of the TTC route network.

The routing for the new 24A Victoria Park service was selected so that buses would serve the busiest bus stops in the Consumers Road/Yorkland Boulevard area. As part of this post-implementation review, an option of changing the routing through the Consumers Road/Yorkland Boulevard area was examined. With this change, buses would operate between Victoria Park Station and Don Mills Station in both directions via Victoria Park Avenue, Consumers Road, Yorkland Boulevard (south), Yorkland Road and Sheppard Avenue.

This routing would remove service from Consumers Road, north of Yorkland Boulevard (south), and from Sheppard Avenue, between Consumers Road and Yorkland Road.

Approximately 75 customer-trips each weekday would be made with a shorter walk to the nearest bus stop on Yorkland Road. Approximately 135 customer-trips each weekday would be made with a longer walk to the nearest bus stop on Consumers Road, north of Yorkland Boulevard. Approximately 300 customer-trips each weekday would be made with a longer wait on Sheppard Avenue, east of Yorkland Road.

The change in total weighted travel time indicates that the net inconvenience to some customers of a longer walk to the nearest bus stop and a longer wait is greater than the benefit of a shorter walk to one new bus stop for others. The change to the routing of the 24A Victoria Park route would cause a net inconvenience for customers, and for this reason, it is not recommended.

67 Pharmacy – Route shortened to end at Ellesmere Road

167 Pharmacy North – New route between Don Mills Station and Steeles Avenue

Results: Recommended as a regular part of the TTC network; continues to have unacceptable financial performance

Changes were made to the 67 Pharmacy bus route when the Sheppard Subway opened. Previously, the main part of the route operated from Victoria Park Station, via Pharmacy Avenue, to Ellesmere Avenue. Service was provided from Victoria Park Station to Steeles Avenue, via Pharmacy Avenue, Ellesmere Avenue, Victoria Park Avenue, Sheppard Avenue, and Pharmacy Avenue, on the 67B Pharmacy branch, which operated during the peak periods and midday from Monday to Friday, and the daytime on Saturdays.

With the opening of the Sheppard Subway, the service was split into two routes. The 67 Pharmacy route now provides the same service between Victoria Park Station and Ellesmere Avenue as the old routing did. A new 167 Pharmacy North route replaced the former 67B Pharmacy service to Steeles Avenue, and operates from Don Mills Station via Sheppard Avenue and Pharmacy Avenue to Steeles Avenue.

The new 167 Pharmacy North route improves service for customers using stops on Pharmacy Avenue north of Sheppard Avenue by providing a faster trip or fewer transfers, and a direct connection to the new subway. Approximately 390 customer-trips use this route each weekday (approximately 170 on Saturdays) and these trips are made with a faster trip or fewer transfers, and with a convenient subway connection.

Customers travelling between stops on Pharmacy Avenue north of Sheppard Avenue and stops on Pharmacy Avenue south of Ellesmere Avenue now have to make up to three additional transfers, or have a longer walk. Approximately 300 customer-trips each weekday (approximately 50 each Saturday) now require additional transfers or a longer walk to the 24 Victoria Park and 224 Victoria Park North routes on Victoria Park Avenue.

The change in total weighted travel time indicates that the net benefits to some customers of faster trips and fewer transfers are greater than the inconvenience of longer walks and additional transfers for others. Overall, operation of the 167 Pharmacy North bus route into Don Mills Station has improved service for customers, and it is therefore recommended as a regular part of the TTC route network.

Overall, the number of customers-trips made on 67 Pharmacy and 167 Pharmacy North routes has not changed since the Sheppard Subway opened. Approximately 5,800 customer-trips are made each weekday on the two routes, and approximately 2,000 customer-trips are made each Saturday. Comparable ridership before the Sheppard Subway opened was approximately 5,900 customer-trips on weekdays and approximately 2,000 customer-trips on Saturdays.

An analysis of the financial performance of the 167 Pharmacy North route shows that the service does not meet the TTC's route financial performance standard 0.23. Therefore, this route continues to be identified in the annual review of all TTC services (report on *Service Improvements for 2004*, March 2004, Appendix B - Page 31) as a route with an unacceptable financial performance. As such, it may be subject to service reductions, if required, for budget reasons.

While the Sheppard Subway has improved service for the customers that use the 167 Pharmacy North route, it has not significantly changed the ridership along the route, nor has it improved the financial performance of the service.

Customers on the 167 Pharmacy North route, as well as Councillor Kelly, contacted the TTC shortly after the subway opened, to express their concerns about the additional transfers required for some customers of the former 67B Pharmacy route, which provided direct service along the sections of Pharmacy Avenue north and south of Highway 401. The main concerns were from students who lived south of Highway 401 and attended one of several schools near Pharmacy Avenue north of Highway 401. TTC staff examined the schedules of the 167 Pharmacy North and 67 Pharmacy routes, observed ridership on the routes, and contacted staff at Sir John A. Macdonald Collegiate Institute, Senator O'Connor Secondary School, and Wexford Collegiate Institute regarding the possibility of scheduling specific individual bus trips which would directly link schools and students along Pharmacy Avenue, north and south of Highway 401. The conclusions reached from this evaluation, which were supported by school management, was that relatively few customer-trips each day were affected by the route changes, and that special through-service for students attending these schools would not benefit enough customer-trips to warrant the cost of the service.

139 Finch East – Service to Don Mills Station

Results: Recommended as a regular part of the TTC network

The 139 Finch East route is a new direct service between Finch Avenue East and Don Mills Station which was introduced when the Sheppard Subway opened.

The route operates during the peak periods from Monday to Friday, and provides a faster trip and a convenient connection to the Sheppard Subway.

Buses operate from Neilson Road and Finch Avenue, west on Finch Avenue, and south on Highway 404 to Don Mills Station. Buses return north via Don Mills Road and east on Finch Avenue. Buses serve all stops on Finch Avenue, and run express between Finch Avenue and Don Mills Station, in both directions.

Approximately 3,250 customer-trips are made each day on the 139 Finch East route. Of these trips, approximately 1,170 customer-trips each day begin or end at Don Mills Station, and these trips are made with one less transfer or a faster trip. The remaining 2,090 trips each day begin and end at bus stops along Finch Avenue, and experience less waiting time.

Service on the 39 Finch East express buses was reduced when the 139 Finch East route was introduced. As a result of this change, approximately 8,500 customer-trips each day on the 39 Finch East express buses now have a longer wait.

The change in total weighted travel time indicates that the net benefits to some customers of faster trips and fewer transfers are greater than the inconvenience to others of a longer wait. Overall, operation of the 139 Finch East bus route into Don Mills Station has improved service for customers, and it is therefore recommended as a regular part of the TTC route network. Because this change has, overall, improved service for customers, it is recommended as a regular part of the TTC route network.

Overall, fewer customer-trips are made on Finch Avenue East since the route change. Before the Sheppard Subway opened, approximately 41,100 customer-trips were made each day on 39 Finch East local and express buses. After the route change, approximately 35,100 customer-trips were made on 39 Finch East local and express buses and on the 139 Finch East route. Before the route change, approximately 11,800 customer-trips each day were made on 39 Finch East express buses, and approximately 7,350 of these trips began or ended at Finch Station. After the route change, approximately 8,400 customer-trips were made on 39 Finch East express buses, of which approximately 5,090 trips began or ended at Finch Station.

Ridership is lower on the 139 Finch East buses than on 39 Finch East buses. On the 139 Finch East route, the average number of customers per bus at the busiest point on the route, during the busiest hour, is 48 in the morning peak period and 40 in the afternoon peak period. This compares to an average of 58 and 54 people per bus, in the morning and afternoon peak periods, on the 39 Finch East route. Service has been increased on the 39 Finch East express service since the 139 Finch East route was introduced, in order to reduce overcrowding on the 39 Finch East express services.

169 Huntingwood – Service to Don Mills Station

Results: Recommended as a regular part of the TTC network; continues to have unacceptable financial performance

Upon the opening of the Sheppard Subway, the 169 Huntingwood route was changed so that it operates to Don Mills Station instead of to Sheppard-Yonge Station. The change made service better for customers by providing a convenient connection to the Sheppard Subway, and a faster trip to Yonge Street.

Approximately 1,300 customer-trips are made each day on the 169 Huntingwood route. Of these trips, approximately 630 begin or end at bus stops on Huntingwood Drive, McCowan Road, and Commander Boulevard. This is an increase of approximately 90 customer-trips each day, compared to ridership on the route before the Sheppard Subway opened. Approximately 185 customer-trips each day begin or end at bus stops on Sheppard Avenue, and approximately 30 customer-trips each day begin or end at bus stops on Victoria Park Avenue. These trips have a convenient connection to the Sheppard Subway and other bus routes, inside the enclosed fare-paid Don Mills Station bus terminal.

The change to the 169 Huntingwood route made service worse for customers using the route to travel locally between bus stops east of Don Mills Road and bus stops between Yonge Street and Don Mills Road, as these trips must now be made with a transfer to the subway or to the 85 Sheppard East bus route. Approximately 190 customer-trips each day now have an additional transfer.

The change in total weighted travel time indicates that the net benefits to some customers of faster trips and more-convenient transfers are greater than the inconveniences of additional transfers for others. Overall, operation of the 169 Huntingwood bus route into Don Mills Station has improved service for customers, and it is therefore recommended as a regular part of the TTC route network.

Service on the 169 Huntingwood route operates during the peak periods from Monday to Friday. An analysis of the financial performance of the route shows that the service does not meet the TTC's route financial performance standard of 0.23. The route, therefore, continues to be identified in the annual review of all TTC services (report on *Service Improvements for 2004*, March 2004, Appendix B - Page 30) as a route with an unacceptable financial performance. As such, it may be subject to service reductions, if required, for budget reasons.

While the Sheppard Subway has improved service for the customers that use the 169 Huntingwood route, it has not significantly changed the ridership along the route, nor has it improved the financial performance of the service.

10 Van Horne – Service to Don Mills Station

Results: Recommended as a regular part of the TTC network; continues to have unacceptable financial performance

The 10 Van Horne route was changed so that it operates to Don Mills Station instead of to Sheppard-Yonge Station. The change made service better for customers by providing a convenient connection to the Sheppard Subway, and a faster trip to Yonge Street.

Approximately 1,830 customer-trips are made each day on the 10 Van Horne route. Of these trips, approximately 830 begin or end at bus stops on Van Horne Drive, Brian Drive, Pleasant View Drive, and Victoria Park Avenue. Ridership on this part of the route has remained the same since the Sheppard Subway opened. Approximately 1,000 customer-trips each day begin or end at bus stops on Don Mills Road. These trips have a convenient connection to the Sheppard Subway and other bus routes, inside the enclosed fare-paid Don Mills Station bus terminal.

The change to the 10 Van Horne route made service worse for customers using the route to travel locally between bus stops east of Don Mills Road and bus stops between Yonge Street and Don Mills Road, as these trips must now be made with a transfer to the subway

or to the 85 Sheppard East bus. Approximately 75 customer-trips each day now have an additional transfer.

The change in total weighted travel time indicates that the net benefits to some customers of faster trips and more-convenient transfers are greater than the inconvenience of additional transfers for others. Overall, operation of the 10 Van Horne bus route into Don Mills Station has improved service for customers, and it is therefore recommended as a regular part of the TTC route network.

Service on the 10 Van Horne route operates during the peak periods, midday, and early evening from Monday to Friday. An analysis of the financial performance of the route shows that the service does not meet the TTC's route performance standard of 0.23. This route continues to be identified in the annual review of all TTC services (report on *Service Improvements for 2004*, March 2004, Appendix B - Page 32) as a route with an unacceptable financial performance. As such, it may be subject to service reductions, if required, for budget reasons.

While the Sheppard Subway has improved service for the customers that use the 10 Van Horne route, it has not significantly changed the ridership along the route, nor has it improved the financial performance of the service.

224 Victoria Park North – New service to Don Mills Station

Results: Does not meet minimum financial standard. In peak periods, continue trial period of operation while adjusting service levels to reflect current ridership levels and to improve financial performance. At off-peak periods, eliminate separate 224 Victoria Park North service. Re-instate former 24D Victoria Park midday and early evening service from Monday to Friday.

Changes were made to the 24 Victoria Park bus route when the Sheppard Subway opened. Previously, the main part of the route operated from Victoria Park Station, via Victoria Park Avenue, to Steeles Avenue. Some buses continued north of Steeles Avenue to 14th Avenue and to Major Mackenzie Drive, under contract to York Region Transit, on the 24C Victoria Park and 24D Victoria Park branches.

With the opening of the Sheppard Subway, two services were operated along Victoria Park Avenue. The 24 Victoria Park route continued to operate from Victoria Park Station to Steeles Avenue. The new 224 Victoria Park North route replaced the former 24C Victoria Park and 24D Victoria Park services to York Region, and operates from Don Mills Station via Sheppard Avenue, Victoria Park Avenue, and various other streets in Markham to 14th Avenue and to Major Mackenzie Drive. As before, service north of Steeles Avenue is operated under contract to York Region Transit, at no cost to the TTC. The new 224 Victoria Park North service operates to York Region during the peak periods, midday, and early evening from Monday to Friday. During the daytime on

Saturdays and Sundays, service on the 224 Victoria Park North route is provided on a separate branch, which operates as far north as Steeles Avenue only.

Approximately 2,150 customer-trips are made each weekday (620 on Saturdays and 300 on Sundays) on the 224 Victoria Park North route. Of these trips, approximately 1,275 customer-trips each weekday (280 on Saturdays and 300 on Sundays) are made with a new direct connection between stops on Victoria Park Avenue and the Sheppard Subway, and these trips are made with one fewer transfer and a faster trip.

Service was made worse for approximately 300 customer-trips each weekday as they are made with one additional transfer. These trips travel between stops north of Steeles Avenue and stops south of Sheppard Avenue, and now must be made with a transfer between the 24 Victoria Park and 224 Victoria Park North routes.

Service on the 224 Victoria Park North route on Saturdays and Sundays was operated to Major Mackenzie Drive, under contract to York Region Transit, from November 2002 until May 2003. In order to reduce their costs, YRT decided to replace the TTC-contracted service north of Steeles Avenue with their own service, and so 224 Victoria Park North service from Don Mills Station was cut back to operate to only Steeles Avenue on Saturdays and Sundays. Ridership on this remaining TTC-operated weekend service is very low, with an average of between 11 and 17 customers per bus at the busiest times.

Overall, the number of customers-trips made along the Victoria Park Avenue corridor using the 24 Victoria Park and 224 Victoria Park North routes has remained generally unchanged since the Sheppard Subway opened. Approximately 21,245 customer-trips on weekdays are now made on the two routes, not including trips made along Sheppard Avenue. Comparable ridership before the Sheppard Subway opened was approximately 21,875 customer-trips on weekdays.

The operation of the new service increased operating costs in Toronto, because between one and two buses were added at all times. The number of new customer-trips per dollar of added net direct operating cost does not meet the TTC's route financial performance standard of 0.23.

During the peak periods from Monday to Friday, service can be reduced, by reducing the frequency of service and by more closely tailoring the start and end times of the peak periods.

Because these changes are expected to improve the financial performance of the route, it is recommended that the trial operation of the 224 Victoria Park North route during the peak periods from Monday to Friday be continued for an additional period of approximately six months. The service would be re-assessed at the end of the trial period.

TTC staff will discuss this recommendation with York Region Transit staff. There are other possibilities for retaining limited peak period direct service from Don Mills Station

over part of the present routing, such as continued operation of the present 224C Victoria Park North (Don Mills Stn-14th Avenue) branch, while changing the 224C Victoria Park North (Don Mills Stn-Major Mackenzie) branch to operate as a part of the 24 Victoria Park route. Other options include YRT assuming financial responsibility for operation in Toronto, as is done on several other routes operated by the TTC under contract to YRT.

At off-peak times, no changes have been found which would improve the financial performance of the service enough to allow it to meet the route financial performance standard. Service can be reduced during the midday and evening from Monday to Friday, but this service reduction would reduce costs by only a relatively small percentage, and the financial performance of the route would not improve enough to meet the minimum financial standard.

In total, the elimination of off-peak service from Monday to Friday, and all Saturday, Sunday, and holiday service, would reduce annual net direct operating costs by approximately \$260,000.

Because off-peak service has an unacceptable financial performance, and no service changes have been identified which would bring the service to an acceptable level of financial performance, off-peak service on the 224 Victoria Park North route should be eliminated, and service should return to the pre-Sheppard Subway pattern of all service on Victoria Park Avenue operating on the 24 Victoria Park route from Victoria Park Station. The last day of off-peak service would be Labour Day, Monday, September 6, 2004. TTC staff will discuss this recommendation, and the timing of the service change, with staff from YRT.

With the elimination of the 224 Victoria Park North service, customers who use the service would travel instead on the 24 Victoria Park, 85 Sheppard East, 167 Pharmacy North, 169 Huntingwood, or 190 Scarborough Centre Rocket routes.

268 Warden North – New service to Don Mills Station

Results: Does not meet minimum financial standard. Eliminate separate 268 Warden North service. Re-instate former 68B Warden service.

Changes were made to the 68 Warden bus route when the Sheppard Subway opened. Previously, the main part of the route operated from Warden Station, via Warden Avenue, to Steeles Avenue. Some buses continued north of Steeles Avenue to 16th Avenue, under contract to York Region Transit, on the 68B Warden branch.

With the opening of the Sheppard Subway, two services were operated along Warden Avenue. The 68 Warden route continued to operate from Warden Station to Steeles Avenue. A new 268 Warden North route replaced the former 68B Warden service to 16th Avenue, and operates from Don Mills Station via Sheppard Avenue and Warden Avenue to 16th Avenue. As before, service north of Steeles Avenue is operated under contract to York Region Transit, at no cost to the TTC. The new 268 Warden North service operates

during the peak periods, midday, and early evening from Monday to Friday, and during the daytime and early evening on Saturdays, Sundays, and holidays.

Approximately 2,450 customer-trips are made each weekday (750 on Saturdays and 670 on Sundays) on the 268 Warden North route. Of these trips, approximately 825 customer-trips each weekday (540 on Saturdays and 460 on Sundays) are made with a new direct connection between stops on Warden Avenue and the Sheppard Subway, and these trips are made with one fewer transfer and a faster trip.

Service was made worse for approximately 105 customer-trips each weekday (100 on Saturdays and 70 on Sundays) as they are made with one additional transfer. These trips are made between stops on Warden Avenue north of Steeles Avenue and south of Sheppard Avenue, and now must be made with a transfer between the 68 Warden and 268 Warden North routes.

Overall, the number of customers-trips made on Warden Avenue using the 68 Warden and 268 Warden North routes has increased slightly since the Sheppard Subway opened. Approximately 17,250 customer-trips on weekdays, approximately 7,425 customer-trips on Saturdays, and approximately 5,250 customer-trips on Sundays are made on the two routes, not including trips made along Sheppard Avenue. Comparable ridership before the Sheppard Subway opened was approximately 14,700 on weekdays, 5,450 on Saturdays, and 5,100 on Sundays.

The operation of the new service has increased operating costs in Toronto, because three buses were added during the peak periods, and between one and two buses were added at off-peak times. The number of new customer-trips per dollar of added net direct operating cost does not meet the TTC's route financial performance standard of 0.23.

No changes have been found which would improve the financial performance of the service enough to allow it to meet the financial standard. Service can be reduced in the peak periods, but this service reduction would reduce costs by only a relatively small percentage, and the financial performance of the route would not improve enough to meet the minimum financial standard.

Because the service has an unacceptable financial performance, and no service changes have been identified which would bring the service to an acceptable level of financial performance, the 268 Warden North route should be eliminated, and service should return to the pre-Sheppard Subway pattern of all service on Warden Avenue operating on the 68 Warden route from Warden Station.

The last day of service would be Labour Day, Monday, September 6, 2004. TTC staff will discuss this recommendation, and the timing of the service change, with staff from YRT.

In total, the elimination of 268 Warden North service would reduce annual net direct operating costs by approximately \$415,000.

With the elimination of the 268 Warden North service, customers who use the service would travel instead on the 68 Warden, 85 Sheppard East, or 190 Scarborough Centre Rocket routes.

Shortly after the subway opened, customers on the 268 Warden North route, and Councillor Ashton, contacted the TTC with their concerns about the need to transfer between this route and the 68 Warden route. The recommended elimination of the 268 Warden North route, and the return to through 68 Warden operation, will resolve these concerns.

SUMMARY

The Sheppard Subway has increased ridership along the Sheppard Avenue corridor. Ridership on the subway continues to increase. Of the trial bus route changes made to connect to the Sheppard Subway, ten of the 12 route changes have been successful in improving service for customers. These changes should be confirmed as a permanent part of the TTC route network. Two of the 12 changes have not been successful in attracting sufficient customers to meet the minimum financial standard, and these services should be changed, as noted in the above report.

April 28, 2004

11-55-57

Exhibit 1: *Sheppard Subway Opens November 24, 2002* customer information

Exhibit 2: Excerpt from report on *Service Improvements for 2002*, pages 10 to 17

NEW ROUTES

139 FINCH EAST This new Monday-Friday rush hour route provides direct express service from Finch Avenue and Neilson Road to Don Mills Station. Buses serve all stops on Finch Avenue, and run non-stop on Highway 404 and on Don Mills Road. Frequent local and express service continues to be operated on the **39 FINCH EAST** route between Finch Avenue and Neilson Road and Finch Station on the Yonge-University-Spadina Subway.

167 PHARMACY NORTH This new route replaces the **67 PHARMACY** route north of Sheppard Avenue, and provides new direct service between Steeles Avenue and Pharmacy Avenue and Don Mills Station. The **67 PHARMACY** route continues to operate between Victoria Park Station and Ellesmere Road.

190 SCARBOROUGH CENTRE ROCKET This new fast Rocket bus route links Don Mills Station on the Sheppard Subway with Scarborough Centre Station on the Scarborough RT. Buses run between 6:00 a.m. and 7:00 p.m., Monday to Friday, and stop only at Warden Avenue, Birchmount Road, and Kennedy Road. Fully-accessible low-floor buses are normally used (some buses may not be accessible), and all stops on the route are accessible.

224 VICTORIA PARK NORTH This new route replaces the **24 VICTORIA PARK** route north of Steeles Avenue, and provides new direct service between Major Mackenzie Drive and Don Mills Station. Service north of Steeles Avenue is operated for York Region Transit, and a YRT fare must be paid. The **24 VICTORIA PARK** route continues to operate between Victoria Park Station and Steeles Avenue.

268 WARDEN NORTH This new route replaces the **68 WARDEN** route north of Steeles Avenue, and provides new direct service between 16th Avenue and Don Mills Station. Service north of Steeles Avenue is operated for York Region Transit, and a YRT fare must be paid. The **68 WARDEN** route continues to operate between Warden Station and Steeles Avenue.

REVISED ROUTES

11 BAYVIEW This route serves Bayview Station in both directions. Customers transferring between bus and subway require a paper transfer. Fully-accessible low-floor buses are normally used on this route (not all stops and not all buses are accessible).

25 DON MILLS This route operates through Don Mills Station in both directions. Buses continue to operate between Pape Station, Steeles Avenue, and 16th Avenue.

169 HUNTINGWOOD This Monday-Friday rush-hour route now operates to Don Mills Station, instead of Sheppard-Yonge Station.

51 LESLIE This route operates through Leslie Station in both directions, and provides direct service to North York General Hospital. Fully-accessible low-floor buses are normally used on this route (not all stops and not all buses are accessible).

85 SHEPPARD EAST This bus route continues to operate between Sheppard-Yonge Station, Meadowvale, Toronto Zoo, and Rouge Hill GO Station. All buses operate through Don Mills Station. Service between Sheppard-Yonge Station and Don Mills Station has been reduced. Fully-accessible lift-equipped buses are normally used, and accessible service is provided between Sheppard-Yonge Station and Toronto Zoo (not all stops and not all buses are accessible).

10 VAN HORNE This route now operates to Don Mills Station, instead of Sheppard-Yonge Station.

24 VICTORIA PARK New direct service is provided between Don Mills Station, the Consumers Road commercial area, and Victoria Park Station by the **24A VICTORIA PARK** (Victoria Park Stn-Don Mills Stn via Consumers Rd) branch. Service operates between 6:00 a.m. and 7:00 p.m., Monday to Friday. Frequent all-day service on the **24 VICTORIA PARK** (Victoria Park Station-Steeles) branch continues to operate between Victoria Park Station and Steeles. Service north of Steeles Avenue has been replaced by the new **224 VICTORIA PARK NORTH** route, operating from Don Mills Station.

67 PHARMACY This route continues to operate between Victoria Park Station and Ellesmere Road. Service to Steeles Avenue has been replaced by the new **167 PHARMACY NORTH** route, operating from Don Mills Station.

68 WARDEN This route continues to operate between Warden Station and Steeles Avenue. Service to 16th Avenue has been replaced by the new **268 WARDEN NORTH ROUTE**, operating from Don Mills Station.

YORK REGION TRANSIT

ROUTE 90 LESLIE, operated by YRT, now serves Don Mills Station. A YRT fare must be paid to ride this route.

GO TRANSIT

A walking connection is available between the TTC's Leslie Station and GO Transit's Oriole Station, on the Richmond Hill GO Train line.

COMMUTER PARKING

New TTC commuter parking lots are located at Leslie Station (Metropass access only; 110 spaces) and at Don Mills Station (Cash access only; 366 spaces).

FOR MORE INFORMATION ON ROUTE AND SERVICE CHANGES GO TO WWW.TTC.CA OR CALL 416-393-INFO.

Exhibit 1

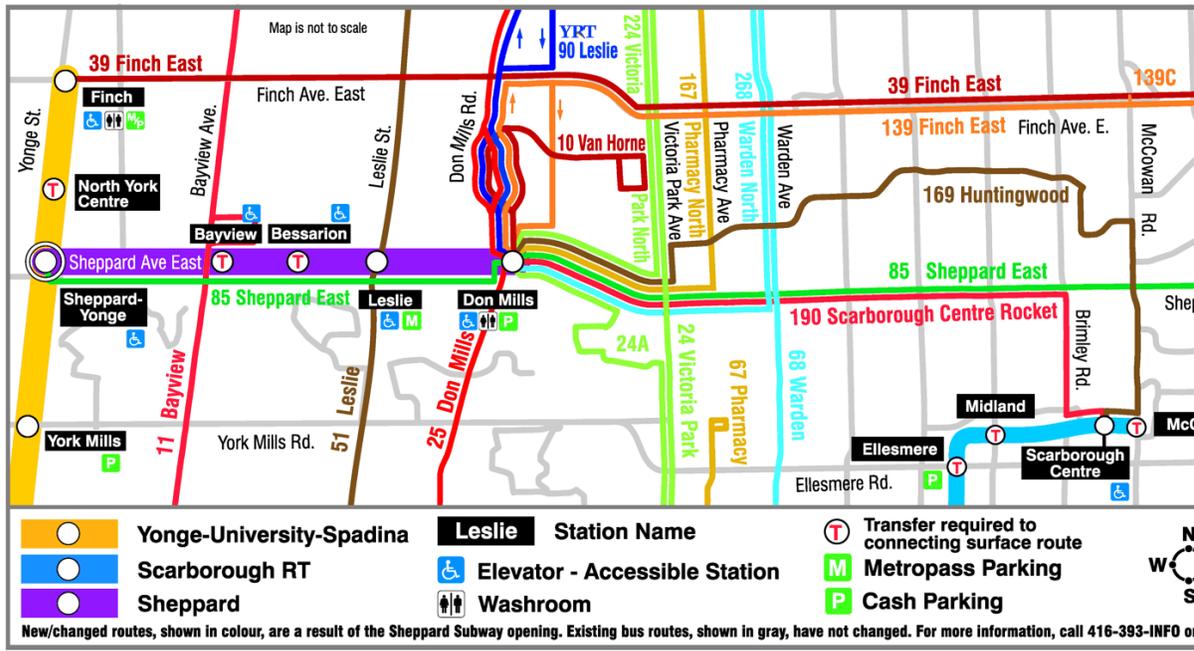
New and Revised Routes

Sheppard Subway

Toronto's newest subway opens on November 24, 2002. It will provide fast, reliable service to five subway stations under Sheppard Avenue East, between Yonge Street and Don Mills Road. Trains run every five to six minutes, from 6:00 a.m. (9:00 a.m. Sundays) to 2:00 a.m. All stations on the Sheppard Subway have elevators and are fully-accessible.

Sheppard Station, served by both the Yonge-University-Spadina Subway and Sheppard Subway, will be called Sheppard-Yonge Station. A new fully-staffed entrance to Sheppard-Yonge Station will open, with access from the north and south sides of Sheppard Avenue West, near Becroft Road.

At Sheppard-Yonge Station, Leslie Station, and Don Mills Station, all buses will enter the fare-paid area for a convenient transfer between bus and subway. Customers transferring between bus and subway at Bayview Station and Bessarion Station must use a paper transfer.



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