






How TTC plans to achieve the action and when

Proposed actions

	2020	2021	2022	2023	2024
 Pillar 1: Enhance the transit network – An expansive network that gets customers to where they want to go, when they want to go					
1.1. Accommodate population and employment growth				Relieve peak & off-peak crowding	
1.2. Implement new services to address travel patterns	Implement overnight network changes & start updating community bus network	Update community bus network, expand Express Bus Network, enhance bus service in Scarborough & add new services		New services to be identified through the annual plan process	
1.3. Open Line 5 – Eglinton		Open Line 5 & enhance surrounding bus network			
1.4. Relieve crowding on Line 1			Increase AM peak service		
1.5. Open Line 6 – Finch West				Open Line 6 & enhance surrounding bus network	
1.6. Enhance streetcar network	Deploy new streetcars on 505 Dundas		Enhance streetcar service on 501 Queen & 504 King		Deploy new streetcars on 511 Bathurst
1.7. Apply an equity lens to service planning	Implement new customer consultation process		Pilot new service in Neighbourhood Improvement Areas		
 Pillar 2: Enhance customer experience at key surface transit stop areas – A pleasant experience that begins before our customers get on a vehicle					
2.1. Expand customer amenities at stops			Install more shelters, heated shelters & benches. Continue with accessible stop & access hub programs		
2.2. Improve wayfinding at stops			Install next vehicle arrival screens & wayfinding maps		
2.3. Improve placemaking at key stop areas			Enhance the walkability, comfort & convenience of key stop areas		
 Pillar 3: Improve service reliability – A reliable service that our customers can count on					
3.1. Improve surface transit schedules	Improve remaining weekday & weekend schedules			Improve overnight schedules & ongoing schedule upkeep	
3.2. Mitigate delays & disruptions to service	Add more buses & trains to mitigate delays				
 Pillar 4: Prioritize surface transit – A fast service that values our customers' journey time					
4.1. Explore bus transit lanes			Eglinton East, Steeles West, Jane, Dufferin & Finch East		
4.2. Implement more queue jump lanes		Lake Shore @ Long Branch Loop		Up to 3 locations per year	
4.3. Implement more transit signal priority			Up to 20 locations per year		
 Pillar 5: Accelerate integration with regional transit partners and complementary modes of transport – An integrated network that provides our customers with a seamless connection to and from our services					
5.1. Expand service integration	Develop plan & pilot project		Expand service integration with MiWay, Brampton Transit, York Region Transit, Durham Region Transit & GO Transit		
5.2. Integrate microtransit services	Implement Automated Transit Shuttle Trial & integrate private microtransit services		Explore AV shuttle opportunities & expand integration with private microtransit service providers		
5.3. Enhance integration with cycling	Enhance bike parking & repair stations at TTC Stations Collaborate to expand Bike Share into suburban Toronto & increase Bike Share capacity at TTC stations	Expand bike parking at key stop areas, implement Bike Share stations in suburban Toronto & increase Bike Share capacity at TTC stations		Continue to work with the City to monitor, address & support increased cycling demand	
5.4. Enhance pedestrian pathways to TTC	Establish pedestrian path working group & action plan		Implement pedestrian path program		
5.5. Implement a Mobility as a Service (MaaS) strategy	Establish Mobility as a Service (MaaS) working group & action plan	Implement a pilot partnership with another mode of transport		Expand MaaS working group & action plan to regional & private partners	