



TTC 2022 Annual Service Plan Stakeholder Meeting 1 Summary

Thursday, June 24, 2021

2:00 – 4:00 pm

Meeting held online

Overview

On Thursday, June 24th, 2021, the TTC hosted the first of two planned rounds of stakeholder consultation about its 2022 Annual Service Plan. The stakeholder group engaged includes representatives of city-wide and area-specific organizations with an interest in transit and service planning (see Participant List attached). This first round of consultation included both an afternoon session and an evening session, both of which covered the same material and discussion questions, and, due to the COVID-19 pandemic, took place via web conferencing software. This stakeholder meeting summary covers the afternoon session, which ran from 2:00 – 4:00 p.m.

Approximately 8 participants attended the afternoon stakeholder meeting, along with staff from the TTC and Swerhun Inc., the third-party facilitation and engagement team retained by the TTC to support the consultation process on the 2022 Annual Service Plan. The purpose of the meeting was to share and seek feedback on the draft initiatives and priorities for the 2022 Annual Service Plan. The meeting included an overview presentation, question and answer period, and a facilitated, plenary discussion.

Attachments included: Attachment 1. Agenda and Attachment 2. Participant List

Swerhun Inc. prepared this meeting summary. A draft of the summary was subject to participant review before being finalized. The intent of this summary is to capture the range of feedback shared at the workshop; it is not intended to serve as verbatim transcript. The TTC will also post the final summary on the [project website](#), along with summaries from other engagement activities.

This summary includes four sections:

- Key themes in feedback shared at the meeting
- Detailed feedback
 - Feedback about Priority 2: Line 5 Eglinton – Surface Network Plan
 - Feedback about Priority 3: Initiatives Supporting Ridership Recovery
 - Other feedback
- Questions of clarification
- Next steps

Key themes in the feedback shared at the meeting

The following themes reflect a summary of the feedback received from participants during the meeting. The remainder of this summary provides additional details regarding these, and other points participants shared.

Overall, the proposed surface network plan and the service initiatives to support ridership recovery make sense but look beyond the routing options to consider the quality of service and ensure accessibility of transit. The Line 5 Surface Transit Plan and other service initiatives should both look beyond routing and consider where buses will stop, when they will stop, and how often they will stop, to ensure that riders are not inadvertently excluded through the opening of Line 5 Eglinton. Ensuring physical accessibility of the stops and infrastructure between stops are also important, especially for those who may have difficulty accessing Line 5 Stations.

Addressing crowding, issues with service reliability, and providing frequent service are top priorities for transit users. Bus bunching, crowding on several routes, and issues with service frequency should continue to be addressed with a targeted response from the TTC. Find ways to improve service reliability on major routes, especially those impacted by Line 5 opening by leveraging data and redeploying resources where needed.

Understand the public's sentiment about what is considered safe when planning for increasing the crowding standards as part of ridership recovery. The public opinion is gradually changing as to what's acceptable in terms of their level of comfort in being among crowds. But the TTC should not anticipate a return to 'normal' too quickly and take a measured approach. Also consider the travel needs of populations going back to in-person activities, such as post-secondary students, when planning to increase service capacity.

Detailed feedback

The TTC asked participants their thoughts on the emerging ideas for the 2022 Annual Service Plan, including Priority 2 about a surface network plan for Line 5 Eglinton and Priority 3 about service initiatives supporting ridership recovery. Clarifications provided by TTC are in *italics*.

Feedback about Priority 2: Line 5 Eglinton – Surface Network Plan

- **Consider the impacts on crowding at Eglinton Station.** There is a need for an additional platform at Eglinton Station on Line 1 as even before COVID customers have safety concerns on the platforms, especially during rush hour. Consider ways to address safety concerns that might arise from the additional flow of people coming in from Line 5, as well as the eventual extension of Line 1 to Richmond Hill. *The TTC and the City are currently focusing on improving platforms at Bloor-Yonge Station, but there is a capacity study looking at the effects of increased demand of Line 1 because of Line 5 opening. There will also be steps in early 2022 and 2023 to increase capacity to get below 2-minute wait time for trains, especially with the introduction of Automated Train Control (ATC).*
- **Concerns about having longer wait times for buses running in parallel to Line 5.** There will be riders who may not take Line 5 but take local buses, and participants had concerns that any bus service running in parallel of rapid transit will have reduced frequency

(operating every half hour), which will deter riders from taking the bus as it's too long of a wait.

- **Be clear about frequency and reliability of service for the proposed bus routes to be modified.** The proposed plan shows what the bus routes are, but not where the buses will stop, when they will come, and how often they will come. *The focus of this current planning phase is routing – we're developing service designs and don't have precise frequencies confirmed for every route yet. Right now, we're looking at 15-20 minute service for 34 Eglinton, which is a service running parallel to Line 5, but in general, frequencies will be determined further in the process.*
- **Consider incorporating more infrastructure and amenities to make station stops and bus stops more accessible for people who have difficulty walking up to 600 metres to a stop.** With the opening of Line 5, there were concerns that those who rely on local transit along Eglinton, especially those with mobility issues, may have to walk longer to get to their destination or to reach a Line 5 station. *The average stop spacing of Line 5 east of Science Centre Station is within the TTC coverage standard of 600 metres between stops – which will mean a longer walk between stations in some portion of Line 5. However, stations will be accessible and provide better amenities and accessibility infrastructure – our goal is to ensure no one is excluded by the introduction of new service on the corridor.*

Feedback about Priority 3: Service Initiatives Supporting Ridership Recovery

Participants did not have specific feedback on the five service changes recommended in 2022, but provided general feedback about planning for ridership recovery, particularly about capacity and crowding.

- **Planning for ridership recovery should consider travel needs of post-secondary students as they return to in-person learning.** Many students rely on TTC to get to school, and some face significant barriers commuting there. *One of our key priorities is to bring back as much post-secondary bus service as possible, especially express services to campuses across the city. We're proposing bringing back express service to Centennial College campuses, as well as new express services including between Scarborough Centre and University of Toronto Scarborough Campus, and along Steeles West for York University. Whether or not campuses are back at 30% or 100% in-person learning, our goal is to bring back full service to campuses so it's not a barrier to students.*
- **As things slowly get back to normal post-strict COVID restrictions, take a measured approach to increasing the crowding standard.** As vaccinations increase, weather changes, and outdoor spaces open, some participants felt that the public opinion is changing as to what's acceptable in terms of their level of comfort in being among crowds. That said, the TTC should not anticipate a return to 'normal' too quickly – public sentiment about what is safe to do should lead the raising of the crowding standard.
- **Crowding is a function of how service is operated – if service is spaced out adequately, buses won't be crowded.** *This is an important feedback. Planning of service and how it is actually serviced is a hand in glove work that we do with TTC Operations to deliver service. Our general approach to address issues with crowding is to look at the data of these incidents, validate the data, deploy demand-responsive service so there's enough capacity on the road while being budget conscious as possible until our planning team does an updated scheduling planning.*

- **Consider reporting on overcrowded buses at a more granular level, including the time of day and which routes overcrowding occurs so it's more evident where the problems are in the system.** *We've presented averages, but we do have the data broken down by route and exact location. We report the number of instances of over 35 passengers per bus, which is about 100 instances a day or 0.6% on average, namely across 5-6 routes; then we look to redeploy resources to those high-demand routes.*

Note from TTC added after the meeting: *The TTC understands the request for more detailed demand/capacity utilization data by route, and by time of day and we are considering it in the context of rapidly changing demand profiles and unconventional "occurrence" based reporting.*

Other feedback

- **Improved service and ongoing consultation in Scarborough are very important.** There is a real frustration from Scarborough residents about transit. Current wait and commute times across Scarborough are long and expected to increase as the Line 3 Scarborough shuts down. Service initiatives such as two-hour windows for fares and access to downtown are good, but do not serve the local transit needs of Scarborough residents. Conduct consultation in Scarborough that uses online, and most importantly, offline methods to make it more accessible for residents to provide feedback. *This meeting is focused on service plan for 2022 across the city, but we're running parallel work and consultation on the [Line 3 Bus Replacement and Corridor Adaptive Re-use Study](#). For this Study, we're doing online and offline methods to engage Scarborough residents. An example of offline methods include providing hard-copies of the survey and mailing it to people by request, which will include a pre-stamped return envelope, at no cost to participants. We're also aiming to do in-person pop-ups at Line 3 (SRT) stations in the summer to reach people where they are (public health guidance permitting).*
- **Explore opportunities for underground infrastructure development at Canada Square.** With estimated population increase in Midtown from 60,000 to 120,000 and the opening of Line 5 Eglinton, there are concerns about ridership volume on Line 1. A participant suggested exploring ways to be involved in the planning of Canada Square. However, one participant flagged that this may be difficult given part of Eglinton Station is in the Canada Square building, and Line 5 Eglinton is owned by Metrolinx. *The focus of the TTC at this stage is the surface network plan, but the TTC will follow-up with the participant directly and connect them with the right staff to speak about Canada Square.*

Questions of clarification

Following the presentation and throughout the discussion, participants asked questions of clarification. Responses from TTC are in *italics*.

- **How fast do you see ridership levels returning to pre-COVID levels?** *We're currently aiming for 50% in the fall and depending on how return-to-office plays out, we will aim to achieve 75% by the end of 2022 or mid-2023. These estimates take into account multiple factors including post-secondary schools returning to in-person learning.*
- **Given that TTC revenues are down due to the pandemic, how do you see ridership levels impacting funding? To what extent is funding guaranteed for service levels to support ridership returning to pre-COVID levels?** *Returning to 100% of pre-pandemic levels does require sustained funding from the province and other levels of governments. The first round of Safe Restart Agreement (SRA) funding brings us to year-end, and there is recognition and support from the TTC Executive Team and the City for getting to 75% ridership levels.*

Note from TTC added after the meeting: *In order to sustain required ridership levels through the pandemic, the TTC has received approximately \$1.3 B in operating funding support to date from the Provincial and Federal government through the Safe Restart Agreement. Ongoing funding support will likely be required into 2022 as ridership recovery is underway. Forecasts are in development and are dependent on the pace of reopening and return of specific activities. The TTC through the City continues to work with government partners to secure continued operating funding support.*

Next Steps

Mark Mis, Head of Service Planning & Scheduling, thanked participants for taking the time to participate and share their feedback with the TTC. Ian Malczewski, an independent facilitator, committed to sharing a summary of the meeting in draft with participants for their review before finalizing to ensure accurate representation of feedback shared at the meeting. He reminded participants that any additional feedback could be submitted via email to klamparero@swerhun.com by July 1, 2021 and would be included in the meeting summary. He also encouraged everyone to promote and take online survey.

Attachment 1. Agenda

TTC 2022 Annual Service Plan First Round of Stakeholder Meetings

Thursday, June 24, 2021

2:00 – 4:00 pm

Meeting held online



Meeting purpose

To share and seek feedback on the draft initiatives and priorities for the 2022 Annual Service Plan.

Proposed agenda

2:00 Welcome, introductions & agenda review

Mark Mis, TTC

Ian Malczewski, Facilitator, Swerhun Inc.

2:10 Update and overview of the 2022 Annual Service Plan

Mark Mis, Sherwin Gumbs, Jasmine Eftekhari, TTC

- 5-Year Service Plan overview and status update
- 2021 service update
- 2022 Annual Service Plan overview

Questions of clarification

2:40 Discussion

Thinking about Priority 2 (Line 5) and Priority 3 (Service Initiatives Supporting Ridership Recovery):

1. What do you think about our approach to these priorities?
Is there anything you particularly like? What (if anything) do you think is missing or off-base?
2. Do you have any other suggested refinements or advice about the 2022 Annual Service Plan priorities and initiatives?

3:55 Wrap up and next steps

4:00 Adjourn

Attachment 2. Participant List

Listed below are stakeholder groups the TTC invited to participate in the City-wide Stakeholder Workshop. Organizations listed in **bold** attended the workshop. Note that some stakeholder groups had more than one representative in attendance and some participants represented multiple organizations.

1 Love Malvern Transportation Working Group

42 Voices

7 Oaks Residents Association

8-80 Cities

A Voice for Transit

Access Alliance

Access Point on Danforth

Advisory Committee on Accessible Transit

Advocacy Centre for Tenants (ACTO)

Albion Neighbourhood Services

All IN

Alliance for Equality for Blind Canadians

Alliance of Seniors-Older Canadians

Network

Anishnawbe Health Toronto

AODA Alliance

Avenue Road-Eglinton Community

Association

Bayview Cumber Neighbourhood

Association

Brian Village Association

Cabbagetown Residents Association

Cabbagetown South Residents Association

Canadian Council of the Blind, Toronto

Chapter

Canadian Hearing Society

Canadian Pensioners Concerned

Canadian Urban Transit Association

Centennial College Student Association Inc.

Centennial Community Recreation

Association

Centre for Independent Living in Toronto

Chinese Canadian National Council -

Toronto

CivicAction

CNIB Foundation

CodeRedTO

Community Associations of Northern

Scarborough

Community Head Injury Resource Services

Community Living Toronto

Confederation of Resident and Ratepayer

Associations (CORRA)

Connect Sheppard East

Connect Scarborough

Council of Agencies Serving South Asians

Crawford Building Consultants

Cross-Cultural Community Services

Association

Curran Hall Community Association

CycleTO

Danforth Residents' Association

Deep Quong Non-Profit Homes

Don Mills Residents Inc.

Downsview Lands Community Voice

Association

DPCM - Bread & Bricks

East Scarborough Boys and Girls Club

Centre for Connected Communities

Eglinton 2020

Eglinton Park Residents Association

Eva's Initiatives

Evergreen

Fair Fare Coalition

Federation of Metro Tenants' Associations

Federation of North Toronto Residents' Association (FoNTRA)

First Capital

Forest Hill Homeowners Association

Fred Victor

Free Transit Toronto

Friends and Families for Safe Streets

Friends of Thorncliffe Park

Friends of Pan Am Path

Gilda's Club Greater Toronto

Glen Andrew Community Association

Glen Andrew Community Association

Guelph-Humber Student Association (Ignite)

Guild Renaissance Group

Guildwood Village Community Association

Heathwood Ratepayers Association

Highland Creek Community Association

Homes First

Housing Connections

HousingNowTO (Twitter presence)

Humber Valley Village Residents

Association

Jane Finch Action Against Poverty
Jane-Finch Action for Neighbourhood Change
Jane's Walk
KCWA Family and Social Services
Leaside Residents Association
Leslieville Residents Association
Lytton Park Residents' Organization
Malvern Action for Neighbourhood Change
Malvern Family Resource Centre - Action for Neighbourhood Change (ANC)
Malvern Library
Markland Wood Homeowners Association
Masaryk Memorial Institute
Midland Park Community Association
Miliken Mills East Ratepayers Association
Ministry of Transportation
Momiji Health Care Society
Mount Dennis Community Association
Native Child and Family Services
North American Native Plant Society
North Bendale Community Association
Oakwood Vaughn Community Organization
Older Women's Network
Ontario Active School Travel
Ontario Good Roads Association
Ontario Motor Coach Association
Ontario Public Transit Association
Our Greenway
Out of the Cold. Overnight Hostels
Playter Area Residents Association
pointA
Polycultural Immigrant & Community Services
Regent Park Neighbourhood Association
Rexdale Community Hub
Rockcliffe-Smythe Community Association
Ryerson Students' Union
S+G Urban
Salvation Army
Scarborough Bluffs Community Association
Scarborough Business Association
Scarborough Campus Students' Union
Scarborough Centre for Healthy Communities
Scarborough Civic Action Network (SCAN)
Scarborough Community Renewal Organization (SCRO)
Scarborough Health Network

Scarborough Neighbourhood Action Plan (SNAP) Committee
Scarborough Residents Unite
Scarborough Rosewood Community Association
Scarborough Transit Action
Scarborough Village Neighbourhood Association
Seneca College
Seneca Student Federation
Senior Tamils' Centre of Ontario
Senior's Strategy Leader
Share the Road Coalition
Smart Commute - North Toronto, Vaughan
Social Planning Toronto
Society of Sharing: Inner-City Volunteers
Sound Times Support Services
South Eglinton Ratepayers' & Residents' Association (SERRA)
South Etobicoke Transit Action Committee
stevemunro.ca
St Clare's Multifaith Housing Society
St. James Town Service Providers Network
St. Lawrence Neighbourhood Association
StudentMove TO
Students Association of George Brown College
Summerhill Residents Association
Sunshine Centres for Seniors
TAIBU Community Health Centre
Tenblock
The Centre for Active Transportation
The Guild Renaissance Group
The Hub - Mid-Scarborough
The Neighbourhood Organization (TNO)
The Republic Residents Association (RRA)
Toronto Alliance to End Homelessness
Toronto Association of Business Improvement Areas (TABIA)
Toronto Bicycling Network
Toronto Community and Culture Centre
Toronto Community Benefits Network
Toronto Community Care Access Centre
Toronto Community Housing
Toronto Council Fire Native Cultural Centre
Toronto Council on Aging
Toronto Disability Pride March
Toronto Electric Riders Association (TERA)
Toronto Environmental Alliance
Toronto Green Community / West Donlands Committee

Toronto Pan Am Sports Aquatic Centre
Toronto Seniors Forum
Toronto Trucking Association
Toronto Workforce Innovation Group
Toronto Youth Cabinet
Transport Action Ontario
Transportation Equity TO
Transportation Options
TTCriders
University of Toronto Faculty Association
University of Toronto Students Union
**University of Toronto Transportation
Research Institute**
Urban Land Institute
Walk Toronto
Ward 18 Scarborough Southwest School
Trustee

Ward 19 Scarborough Guildwood School
Trustee
Ward 22 Scarborough - Rouge Park School
Trustee
Ward 7 Trustee for TCDSB
Waterfront Regeneration Trust
West Rouge Community Association
West Side Community Council
Weston Village Residents Association
Winchester Park Residents Association
Woburn Community Residents
York Federation of Students
York South-Weston Tenant Union
Youth Action Network
Youth Employment Service
YWCA Toronto Employment Centre