



TTC 2022 Annual Service Plan Stakeholder Meeting Summary

Thursday, June 24, 2021

6:00 – 8:00 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 evening session, which ran from 6:00 – 8:00 p.m.

Approximately 9 participants attended the evening 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.

In general, participants expressed support for the proposed plans presented for the Line 5 surface network and the service initiatives to support ridership recovery.

Particularly, route extensions in the Thorncliffe Park, Leaside, Coxwell, and downtown areas seem to go through more neighbourhoods and places of local interest, and as such would help connect more people to more places.

Any changes to service should make sure that riders are able to get to local destinations conveniently. It is important that the proposed modifications to bus routes do not inadvertently leave some local areas with less transit, forcing some to use cars and leaving others with limited or no mobility options. Even with the bus route extensions, there are gaps for local travel and opportunities to fill in those gaps should be explored.

Health and safety, service reliability, and accessibility should continue to be a priority.

In the period of post-COVID recovery, more effort and budget should be allocated to health and safety practices, particularly where there are reports of issues with cleanliness on buses. Understanding how to avoid bus bunching and predicting traffic conditions as ridership goes back to normal is important for service reliability. Accessibility on Line 5 Eglinton corridor and at stops connecting to Line 5 should be reviewed in partnership with non-profits serving people with varying abilities to make sure the new service is truly accessible.

Interest in understanding data behind decision-making. There was interest in understanding what type of data is being collected and analyzed to make transit service decisions and what is publicly available.

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

- **Extending 81 Thorncliffe Park is a great plan.** This extension would be especially helpful to parents and students in Thorncliffe Park neighbourhood who will have an option not to change buses to go to Valley Park Middle School and Marc Garneau Collegiate Institute.
- **Positive that residents will be happy with proposed plan for 88 South Leaside.** It is great that 88 South Leaside will continue coming to Thorncliffe Park and run through Leaside to connect to Laird Station at Eglinton.

Feedback shared by a participant after the meeting: The incorporation of Laird Station into the 88 South Leaside route remains a very positive improvement that people will be happy with, but the participant is asking the TTC to take a second look at the 88B as it is proposed to operate via Vanderhoof Avenue, not Eglinton Avenue East like the 88A. This means that

a direct transfer from the 88B bus to Line 5 at Laird Station will not be possible, which would impact ridership from Thorncliffe Park and from Leaside.

- **Proposed modifications to bus routes should not leave some local areas with less transit service and less frequent service.** For example, Leaside currently has limited transit options. There is the 28 Bayview which connects Leaside further north and then there is nothing until Laird. Local residents are concerned about how they will get around. In the past, Leasiders were concerned that by removing one of the 88 routes, 40% of Leasiders would be left with no bus service locally. Given the distance between Leaside and Laird Station, the concern is that any reduction in the surface transit service would mean much less access to Line 5 for Leasiders (e.g. a bus is only available every 30-40 minutes).
- **Access to transit should be convenient so people are not forced to use private vehicles to get around.** It is very important to keep people using transit, but if there is no convenient transit service available, people are likely to get into their cars and drive.

Feedback about Priority 3: Service Initiatives Supporting Ridership Recovery

- **Proposed change to 8 Broadview is a good change and could help increase ridership and address reliability issues with nearby bus routes.** The ridership for this route is extremely low. The terminus at O'Connor and Coxwell was always a bit out of place. The change will help increase the ridership along the Coxwell corridor going to East York Collegiate, East York Civic Centre, Michael Garron Hospital, and Coxwell Station. This change may also help with some of the reliability issues for 70 O'Connor, the main bus route on Coxwell.
- **The proposed 150 Eastern route is a good and intriguing new service.** Although this route seems to mimic/replace the 143 Downtown / Beach Express. Is this the plan for Downtown Express Routes that were temporarily put on pause because of COVID – getting replaced by a new route? *This route is not a replacement of the 143 Downtown / Beach Express. There is no premium fare to get on 150 Eastern and it will serve new developments on the east Waterfront. In terms of the Downtown Express Routes, we will be revisiting them in 2022. No decision has been made yet whether they will return, and if so, how they would look like.*

Other service suggestions

- **Explore opportunities to make the 403 South Don Mills Community Bus more visible and more relevant to the Thorncliffe Park community.** Many in Thorncliffe Park are not aware of its existence, and those who are think that it is Wheel-Trans service. Although this service is not very frequent, it does go to East York Town Centre and all around Thorncliffe Park Drive. This route allows the community to go to East York Town Centre to shop and come home. This route would be even more useful if it could be tweaked to provide service to Costco and other retail destinations and community amenities around Banigan Drive.
- **Consider providing an Ikea-type shuttle bus of service to help people get to the entirety of the shopping of Thorncliffe Park.** 81 Thorncliffe Park and 88 South Leaside provides good service for travelling north and south, but there is no service that allows residents to go to all retail destinations. For example, if you live in the middle of Thorncliffe Park Drive, it is difficult to get to and from Overlea Boulevard in between Thorncliffe Drive

East and Thorncliffe Drive West. There may be a potential for 403 South Don Mills Community Bus to provide this service.

Other feedback about the 2022 Annual Service Plan and transit service

Participants shared broader advice about accessibility and health and safety budget allocation.

Accessibility

- **Consider inviting non-profits assisting the disability community to test out the new Line 5 Eglinton from the accessibility angle.** *Thank you for this suggestion, we will share this advice with Matt Hagg, our System Accessibility expert, and the City's Accessibility Advisory Committee. We will also share it with Metrolinx, as they are leading the construction of Line 5 Eglinton.*

Health and Safety Budget Allocation

- **Investment in health and safety should be a priority as things get back to normal and more people take transit.** According to the TTC's Capital Investment Plan, 3% of capital funding is allocated to health and safety. Cleanliness on buses often seems to be a concern that we hear from commuters. As part of the post-COVID-19 recovery, how much money would be spent on health and safety and would there be any increase in investment? If so, what would that look like for customers? *Health and safety is definitely an important focus of ours given the pandemic. We want our riders to feel confident and safe as they return to using TTC.*

Note from TTC provided after the meeting: *The TTC 2021 Operating Budget included funding of \$46.6M for additional health and safety costs in response to COVID-19. For the year to May 1, 2021 \$9.7M has been spent on additional health and safety measures in addition to the \$21.1M spent in 2020.*

Questions of clarification

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

Questions about system data

- **What is the typical variance in any pre-pandemic week? Why not compare data month-to-month (i.e. March of 2020 to March of 2019), so it's more accurate?** *We compared the data from the first week of June of this year to the first week of March of last year because the June data was the latest data we had and because the first week of March of the last year was the last week before the pandemic. Prior to COVID, we did compare data on month-to-month basis, so we have that info as well.*
- **Do you evaluate transit capacity by level system-wide only or do you have data for specific routes? If so, is this data available to the public? We often hear from commuters that specific routes are overcrowded but it would be difficult to know looking at the averages system-wide.** *Yes, we do look at periods of operation and time of the day for individual routes. We will need to get back to you if we can share this data with you.*

Note provided by the team 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.*

Question about plans for service reliability

- **Bus bunching and service reliability continues to be a problem on the TTC. As part of this project, will you look at the bus frequency, reliability, and bunching?** *The pandemic has been challenging because it is difficult to figure out what “normal” looks like and plan for service. We are constantly working to adjust our schedules and we are actively looking how we can improve the service, particularly on problematic routes. As traffic conditions will start to stabilize, the service will also become more predictable. Transit supportive infrastructures like queue jump lanes is also a big part of improving service reliability. We are in talks with the City on how to improve and upgrade these infrastructures. Please note that while there is no frequency-specific question in the survey, there will be space to provide feedback on it.*

Questions about routes

- **Are you continuing operation of 28 Bayview South? Are there any changes to it?** *We have no plans to change 28 Bayview South, it will continue to operate tomorrow and in the future. It’s not shown on the Line 5 proposed routes map because it doesn’t connect to any Line 5 station. To simplify the map shown today, this route was not included.*
- **Could you provide a list of bus routes that will be discontinued as a result of Line 5 opening?** *No routes are proposed to be cancelled. 32 Eglinton West and 34 Eglinton East are the only existing routes proposed with major changes as they service the same route as the new Line 5 Eglinton. Any service you see today will continue, but it might be served by a different number. For example, branches of 32 Eglinton West (32C and 32D) will be replaced by the proposed 158 Trethewey and 170 Emmett, and 56 Leaside will be replaced by the extended 51 Leslie route.*
- **Where does the extended 88 South Leaside route go?** *The proposal for 88 South Leaside is to keep its existing double-looping service with two branches – one going clockwise through the Laird area first and the other going counter-clock wise to serve Thorncliffe Park first. One change of the route is to connect directly to the future Laird Station on Line 5, so instead of going to Wicksteed Avenue, it will go Laird Station on Eglinton Avenue and then go back to Leaside.*

Question about the public engagement process

- **What is the method of public consultation you intend to follow? Is there a survey? Will it be detailed, as well as conceptual? What are the timelines to submit public feedback?** *The online survey provides a list of 27 new and modified routes with a description explaining the proposed change. It is structured in a way that allows to comment on the routes of interest to participants. We also have a hard copy toolkit ready to be mailed with pre-paid postage that is available upon request. In terms of outreach, the consultation is promoted through the TTC website, social media, subway station screens and over the public address (PA) system. We are also promoting through different newspapers and ethnic media for the duration of the consultation. The online consultation is launching on June 25th and will be live for 3 weeks until July 16th for members of the public to share their thoughts to be captured in the public consultation summary report. In addition, TTC is also recruiting local youth for a youth-led engagement process.*

Questions about other transit and service planning initiatives

- **When will the 5-Year Fare Policy Report be ready? We heard at other public consultations the months of July and September, which one is it?** *As far as we know, the report is scheduled to go to the Board for review at the end of the fall. There could be an update in July, but it wouldn't be the full report.*
- **When will the RapidTO priority bus lane for Jane Street be implemented?** *TTCriders are specifically concerned about the change in the split at Eglinton Avenue – it is not clear whether riders prefer going to Line 2 Bloor-Danforth or Line 5 Eglinton, so it would be great to see the Jane consultation provide more information and focus the discussion on this. Consultation is targeted for the end of this year and report to Council is targeted to be presented early next year. Implementation of the priority bus lane will depend on when the report will go to Council next year, and on when and how Council approves the plan. Sierra Buehler, TTC's system planner for RapidTO, will follow-up with the participant once more consultation information is available.*

Next Steps

Ian Malczewski, an independent facilitator, thanked everybody for participating on behalf of the project team and 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

6:00 – 8:00 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

6:00 Welcome, introductions & agenda review

Mark Mis, TTC

Ian Malczewski, Facilitator, Swerhun Inc.

6:10 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

6:40 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?

7:55 Wrap up and next steps

8:00 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 may represent multiple organizations.

1LoveMalvern Transportation Working Group	Confederation of Resident and Ratepayer Associations (CORRA)
42 Voices	Connect Sheppard East
7 Oaks Residents Association	ConnectScarborough
8-80 Cities	Council of Agencies Serving South Asians
A Voice for Transit	Crawford Building Consultants
Access Alliance	Cross-Cultural Community Services Association
Access Point on Danforth	Curran Hall Community Association
Advisory Committee on Accessible Transit	CycleTO
Advocacy Centre for Tenants (ACTO)	Danforth Residents' Association
Albion Neighbourhood Services	Deep Quong Non-Profit Homes
All IN	Don Mills Residents Inc.
Alliance for Equality for Blind Canadians	Downsview Lands Community Voice Association
Alliance of Seniors-Older Canadians Network	East Scarborough Boys and Girls Club
Anishnawbe Health Toronto	Centre for Connected Communities
AODA Alliance	Eglinton 2020
Avenue Road-Eglinton Community Association	Eglinton Park Residents Association
Bayview Cumber Neighbourhood Association	Eva's Initiatives
Bread & Bricks Social Justice Group	Evergreen
Brian Village Association	Fair Fare Coalition
Cabbagetown Residents Association	Federation of Metro Tenants' Associations
Cabbagetown South Residents Association	Federation of North Toronto Residents' Association (FoNTRA)
Canadian Council of the Blind, Toronto Chapter	First Capital
Canadian Hearing Society	Forest Hill Homeowners Association
Canadian Pensioners Concerned	Fred Victor
Canadian Urban Transit Association	Free Transit Toronto
Centennial College Student Association Inc.	Friends and Families for Safe Streets
Centennial Community Recreation Association	Friends of Thorncliffe Park
Centre for Independent Living in Toronto	Friends of Pan Am Path
Chinese Canadian National Council - Toronto	Gilda's Club Greater Toronto
CivicAction	Glen Andrew Community Association
CNIB Foundation	Glen Andrew Community Association
CodeRedTO	Guelph-Humber Student Association (Ignite)
Community Associations of Northern Scarborough	Guild Renaissance Group
Community Head Injury Resource Services	Guildwood Village Community Association
Community Living Toronto	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
St Clare's Multifaith Housing Society
St. James Town Service Providers Network
St. Lawrence Neighbourhood Association
Students Association of George Brown College
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