



TTC 2022 Annual Service Plan Stakeholder Meeting 2 Summary

Wednesday, September 29, 2021

6:00 – 8:00 pm

Meeting held online

Overview

On Wednesday, September 29th, 2021, the TTC hosted the second of two planned rounds of stakeholder consultation about its 2022 Annual Service Plan (ASP). 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 second 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 8 participants attended the evening stakeholder meeting, along with staff from the TTC and Swerhun Inc., the third-party 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 final draft 2022 Annual Service Plan before it is presented to the TTC Board for approval. The meeting included an overview presentation, a 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 meeting; 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
- 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.

Support for the updated proposed route changes. Participants were supportive of the updates made on proposed route changes to 34 Eglinton and 51B Leslie. They are happy to see that the feedback shared by the community was reflected in the final draft Annual Service Plan.

Continue consultations and improve communications with the public about transit plans. Participants would like to see more transparency with transit planning and any proposed changes before they are implemented. Make sure that information is also easily accessible to improve public awareness.

A range of service improvement suggestions and considerations were shared. The top suggestions and considerations shared were addressing crowding and bus bunching, providing frequent service, planning ahead for anticipated service disruptions (e.g. Line 3 breakdown in winter), providing safe access to stops and vehicles, and maintaining protocols for protecting customer health and safety when taking transit (e.g. mask usage and vehicle and station cleaning).

Look into different ways to make transit more financially accessible. Participants shared a number of suggestions, including extending the transfer times to three hours, allowing free transfers with GO Transit, and updating the Metropass options to reflect the changes to transit use caused by the pandemic.

Detailed feedback

Following the presentation, participants shared their thoughts on the final draft 2022 Annual Service Plan, as well as suggestions and questions about other transit plans that were not included in the 2022 Annual Service Plan.

Overall, there were no major objections shared about the final draft 2022 Annual Service Plan. Participants were also thankful to the TTC staff for providing clear, concise, and transparent responses. A participant said that it was great to see dialogue and relationships created between the TTC and stakeholders. Detailed feedback shared by participants is summarized below. Clarifications and responses provided by TTC are in *italics*.

Feedback about the final draft 2022 Annual Service Plan

- **Support for the updated proposed route change for 34 Eglinton.** Participants appreciate the good and responsive change to customer needs that TTC is proposing by extending 34 Eglinton to Kennedy Station, instead of ending at Science Centre Station.
- **Support for the updated proposed routing for 51B Leslie.** This updated routing is a good idea and will be a positive change that may help with the performance of this route since its operation is heavily subsidized due to low ridership.

- **Equity lens in planning should include providing safe access to stops and vehicle boarding, especially in Scarborough.** There are many stops in Scarborough, particularly in the Malvern neighbourhood, that are not accessible because there are no crosswalks or safe crosswalks, and people end up running to catch the bus, which is very dangerous. *Action 5.4 of the ASP (enhance pedestrian pathways to TTC) speaks to making better connections for customers such as formalizing pathways people use to get to stops by installing lighting and doing snow removal. We are working with the City to improve safe access to transit and hope to advance this initiative in more locations.*
- **Concern about incidents of anti-Asian racism on the TTC and suggestions shared for ways TTC could provide support.** A participant shared that there are incidents of anti-Asian racism on the TTC and that this is a concern that has been raised in other town halls. However, they did not see this issue addressed on the 2022 ASP. They would like to see the TTC provide information about support to those who have experienced anti-Asian racism and suggested putting up posters in Asian languages explaining what to do and how to report it.

Feedback about communications

- **Ensure that the public is consulted before removing stops for the Jane RapidTO priority bus lane.** *Public consultation is scheduled next year which gives the team plenty of time to reflect on lessons learned from the Eglinton RapidTO corridor. We will make sure to do plenty of consultation before removing stops and ensure there is a good balance between walking distance to stops, accessibility and travel times.*
- **Host a forum or develop a report where the public can find information about all TTC planning in one place for ease of access and transparency.** Finding information about all the transit planning the TTC is doing is not easy, even for those who dedicate time following TTC updates. *We will consider creating a “year review” or a summary of what we’ve done in a year to update the public.*

Feedback about service

- **Concerns about crowding on vehicles especially on Express bus routes and certain subway stretches.** *Crowding is an issue that we will continue to address and monitor as ridership increases with more people returning to in-person work and learning.*
- **Ensure frequency of transit service for the Leaside and Eglinton East area.** Participants said that it is important to provide frequent service in the Leaside and Eglinton East area since there are limited north-south transit routes and not having frequent service, would mean no access to transit.
- **Take into consideration the breakdown that will happen for Line 3 Scarborough during the wintertime.** Line 3 breaking down in winter is a yearly occurrence. As 2022 is the last year before Line 3 is decommissioned, there should be a consideration on how to deal with these breakdowns and provide good service for the Scarborough community.
- **Concerns about cleanliness in the TTC network and transit riders and vehicle operators not wearing masks.** *In the early stages of the pandemic, we were cleaning vehicles and wiping high contact areas twice a day, but it is now once a day based on public*

health guidance and understanding that the virus is spread airborne, and not on surfaces. Based on mask usage reports conducted by the TTC, there are two metrics for measuring mask usage: mask adoption (a person having a mask) is high at 99% and mask usage in and around stations and platforms (having a mask on) is at 97%. Mask usage is slightly lower because this is when people take their masks down to eat or drink. We are running campaigns to work towards encouraging mask usage on the TTC.

Feedback about fares

- **Extend the transfer times from two hours to three hours.** A two-hour transfer is not enough for those who live in the inner suburbs and travel across the city.
- **Consider leveraging the GO Transit system's capacity by allowing free transfers from TTC vehicles.** *We are having discussions with Metrolinx to see if there's a potential opportunity to do this.*
- **Consider updating the Metropass options to reflect the changes to transit use caused by the pandemic.** Many people are not going back to working in-person five days a week, hence they do not need to buy a Metropass anymore. *We will share this advice with staff working on the 5-Year Fare Policy.*
- **Consider allowing the reloading of PRESTO cards at convenience stores to make it more accessible, especially for Scarborough customers.**

Questions of clarification

Following the presentation and throughout the discussion, participants asked questions of clarification. Some participants sent additional questions via email after the meeting which are also included below. Responses from TTC are in *italics*.

Questions about 2022 ASP implementation

- **When is Line 5 Eglinton (also known as Eglinton Crosstown) expected to open?** *July 2022 is the target date, but we suspect that the date may get delayed so we are prepared to make any necessary adjustments to the surface network plan.*
- **If there is a delay in the opening of Line 5, will it delay the implementation of the bus route changes proposed in the 2022 ASP?** *Yes, the Line 5 Eglinton surface network plan relies on Line 5 being operational.*
- **How long will it take to implement the proposed bus route changes for Line 5 once Line 5 is operational?** *The goal is to have all bus routes operational as soon as Line 5 is running because they work synergistically together to create a comprehensive network. The bus schedules will be created and planned for ahead of time so once Line 5 opens, the route changes will happen overnight. There will be certain areas with TTC staff wearing orange vests helping customers navigate the changes.*

Questions about transit projects and planning

- **Many participants asked what is the project status on the Eglinton East Crosstown extension?** *We don't have an answer at the moment, but we will look into this after the meeting and get back to you. TTC follow-up response: The City of Toronto is leading the*

Eglinton East LRT project with the TTC's support. Technical evaluation is going on right now to update the design of the LRT, and public consultations will launch next year for the public to provide feedback on the updated design and proposals.

- **What does Advanced Transit Signal Priority mean, what will it look like, and what routes are being considered for ATSP?** *It is a technology the City is piloting. Unsure exactly what the difference between ATSP and the regular transit signal priority, but we will look into this after the meeting and get back to you. TTC follow-up response: Advanced TSP (ATSP) is different from our existing TSP system in two main respects. First, ATSP will be capable of providing priority to only buses and streetcars that are behind schedule, whereas our existing TSP system is not based on schedule adherence. Second, ATSP replaces existing in-ground transit vehicle detection equipment (and a "hard-wired" connection to the traffic signal controller) with GPS and wireless communication to request TSP and cancel TSP calls. ATSP will continue to use the sophisticated transit signal priority algorithms that have been developed by the TTC and City of Toronto over the past 30 years. We're working with City of Toronto staff to determine the trial routes for Advance Transit Signal Priority, but expect they will be on the bus network, where few routes are equipped with our legacy TSP system.*
- **Where will the next transit priority corridors be implemented?** *The next corridor is Jane Street. Consultations are planned to start in 2022. We are working with the City of Toronto and their report on a surface transit network plan for other corridors that are being considered for transit priority. These corridors may not necessarily look like the priority bus lanes on the Eglinton corridor; it can be a hybrid of transit priority measures depending on the community context.*
- **Are there plans for addressing climate change?** *Taking the TTC is already an environmentally friendly choice rather than using personal vehicles. Our metric is to reduce automobile use and encourage TTC ridership. At a micro level, we have environmentally-friendly streetcars and electric buses.*
- **Do transit projects in Toronto need to go through Provincial approval, or does it only require Municipal approval?** *Municipalities have control of transit projects on a surface network level. If a project has a regional impact, for example, the Durham-Scarborough Bus Rapid Transit, we have to work with provincial agencies like Metrolinx. For the Eglinton East project, the Province does not have a big interest in this project.*
- **The TTC no longer has the final say on what transit gets built, are there any talks for reinstating the power to build rapid transit from the Province back to the City?** *The Province has taken this role under their purview over the last decade. We work very closely with Metrolinx, the provincial transit agency, in making sure that the facilities built work for our customers and we are able to influence their designs. The relationship between TTC and Metrolinx is good, and nothing is leading either parties to discuss transferring power at the moment.*

Questions about operation

- **Bus bunching is an ongoing issue – why has this not been addressed?** *Bus bunching is a top concern for the TTC and there are three places in the 2022 ASP addressing this issue. To improve bus bunching we need enough vehicles, the right amount of running time*

in schedules and priority treatment on lanes, and we are looking into implementing all of them.

- **How flexible is the TTC in monitoring and changing operation schedules?** *We get ridership data daily, so we can analyze and make schedule changes many times a year. Having this data allows us to re-allocate resources from low demand to high demand routes to reflect changes with demand.*

Questions about specific routes and locations

- **How will the extension of 34 Eglinton to Kennedy impact frequency on the Leaside and Davisville routes? Is there a possibility to loop the routes through the Leaside business district and head back to Yonge to balance frequency issues?** *We are planning for a 30-minute frequency from Mount Dennis Station to Kennedy Station. We have plans to add service if there is considerable demand. If there is more demand in the middle of the route, there may be shorter routes. We will be saving a considerable number of buses with the implementation of Line 5 but won't be capitalizing on those services right away. If Line 5 goes down, we have those extra buses to cover the route end to end. We will do this for a year to see how it goes and then figure out what to do with the extra buses.*
- **Has a decision been made on the Vanderhoof split into branch A and branch B for the 88 South Leaside route?** *The plan for the Leaside and Thorncliffe area has been largely influenced by the feedback we've received from the community. Regarding the Vanderhoof split, the City have plans for a bus layby on Vanderhoof which is directly connected to Laird Station through a promenade. Since this plan is a few years into the future, we need to do tests to make sure the turns that go to the front entrance of Laird Station are possible before committing to it. The routing you're suggesting has not been precluded in the design. Also, the catchment areas will have commercial developments in the future. The proposed routing is reasonable but the actual timing on when those properties develop are years in the future, so we will need some time to make sure that the routing works for customers in both Leaside and Thorncliffe communities.*
- **Are there any updates for the new proposed 178 Brimorton route?** *Plans are currently on hold as we continue to work with the Councillor to determine the timing for this new route. We are hoping to have this route running by the end of 2022.*
- **Is the plan for cross-boundary service integration to allow for streetcars to go into Mississauga along Lakeview still in the works?** *There are no TTC staff present at the meeting that can provide an update on this specific route. At a high level, there are 905 routes that operate in Toronto but are not accessible to Toronto residents because of a closed-door policy. We are currently working with 905 transit agency partners to open the doors on those routes for customers along Dundas, Burnhamthorpe, Bloor, and Steeles. We have identified two corridors that 905 transit agencies could serve in Toronto – Dufferin North and Burnhamthorpe. However, many things need to happen for it to move forward, including amending the City of Toronto Act to let 905 transit routes operate in Toronto, addressing contract issues, and modifying technology for both systems to collect fares. The plan is to have a report ready for the TTC Board in early 2022 and will probably incorporate buses first before streetcars.*

- **The Overlea bridge is getting its capacity cut in half, with a lane reduction from 4 lanes to 2 lanes and sidewalk reduction from 2 sidewalks to 1 sidewalk during its construction period. Will there be any service updates to account for limited-service frequency?** *We are aware of the City's plans to overhaul the bridge, but due to the difficulty of operating service and pandemic considerations, we are currently not adding additional buses to shorter-term work. We are working with colleagues from different departments to look at service alternatives to see if there are any ways to mitigate service disruption when this becomes a longer-term project.*
- **What are the logistical updates on installing queue jump lanes on Brown's Line and Lake Shore Blvd W?** *Plans are currently underway, and we are trying to get final implementation for mid-fall.*
- **Will there be improved service on Lake Shore Blvd West in the evenings?** *We will have to look to make sure there is enough demand for more service along that route.*

Questions shared after the meeting

- On January 31 and February 1, 2018, City Council directed the Deputy City Manager, Chief Planner and the TTC to "prepare background studies required for... a new exclusive transit right-of-way from Colborne Lodge Drive and The Queensway to Dufferin Street at the Dufferin Gate, as per the ... Waterfront Transit Network Plan". However, the December 2020 Update on the City's Transit Expansion Project includes no progress updates. **When can south Etobicoke expect the TTC to advance Council approved decisions to advance work on a dedicated streetcar right-of-way from Exhibition Station to Humber Bay Shores?** *The Colborne to Dufferin link would be considered in the context of an overall assessment and prioritization of City transit projects expected later in the fall.*
- The design for the unidirectional streetcar loop connecting a future Waterfront West LRT to Park Lawn GO station incorporates only one layover bay. The maximum projected service levels provided by the TTC to the developer calls for 6 eastbound 501s, 6 westbound 501s, and 12 504s travelling through the loop each hour. With a current goal of 60% "on time service", and an "on time" metric of plus or minus 50%, even "on time" streetcars can be expected to exceed layover capacities regularly. Community members have serious concerns regarding the ability of the designed loop to deliver LRT service to Humber Bay Shores. **Will the TTC commit to a full study of the loop and all anticipated service scenarios to ensure that it will accommodate LRT service?** *The TTC is fully committed to working with partners at Metrolinx and the City of Toronto, including the developer, to design and deliver a streetcar loop that meets the TTC's operational requirements to deliver high-quality transit service for customers.*

Next Steps

Mark Mis, Head of Service Planning & Scheduling, thanked participants for taking the time to participate and share their feedback with the TTC. TTC committed to getting back to participants with some answers that were not provided in the meeting. If participants have any further questions, they can email the team at planning@ttc.ca. Khly Lamparero, independent facilitator, committed to sharing a summary of the meeting in draft with participants for their review before finalizing it to ensure there was accurate representation of feedback shared at the meeting. Final summaries will be uploaded to the TTC website.

Attachment 1. Agenda

TTC 2022 Annual Service Plan Second Round of Stakeholder Meetings Session 2 (evening)

September 29, 2021

6:00 – 8:00 pm

Meeting held online



Meeting purpose

To share and seek feedback on the final draft 2022 Annual Service Plan.

Proposed agenda

6:00 Land acknowledgement, welcome, introductions, and agenda review

Mark Mis, TTC

Khly Lamparero, Facilitator, Swerhun Inc.

6:10 Update and overview of the 2022 Annual Service Plan

Mark Mis, Jasmine Eftekhari, TTC

Questions of clarification

6:40 Discussion

1. What are your thoughts on the final draft 2022 Annual Service Plan?
2. Do you have any final suggested refinements?

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 represented 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	DPCM - Bread & Bricks
Anishnawbe Health Toronto	East Scarborough Boys and Girls Club
AODA Alliance	Centre for Connected Communities
Avenue Road-Eglinton Community Association	Eglinton 2020
Bayview Cumber Neighbourhood Association	Eglinton Park Residents Association
Brian Village Association	Eva's Initiatives
Cabbagetown Residents Association	Evergreen
Cabbagetown South Residents Association	Fair Fare Coalition
Canadian Council of the Blind, Toronto Chapter	Federation of Metro Tenants' Associations
Canadian Hearing Society	Federation of North Toronto Residents' Association (FoNTRA)
Canadian Pensioners Concerned	First Capital
Canadian Urban Transit Association	Forest Hill Homeowners Association
Centennial College Student Association Inc.	Fred Victor
Centennial Community Recreation Association	Free Transit Toronto
Centre for Independent Living in Toronto	Friends and Families for Safe Streets
Chinese Canadian National Council - Toronto	Friends of Thorncliffe Park
CivicAction	Friends of Pan Am Path
CNIB Foundation	Gilda's Club Greater Toronto
CodeRedTO	Glen Andrew Community Association
Community Associations of Northern Scarborough	Glen Andrew Community Association
Community Head Injury Resource Services	Guelph-Humber Student Association (Ignite)
Community Living Toronto	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