



TTC 2021 Annual Service Plan Round Two Stakeholder Meeting Summary (Afternoon)

Tuesday November 10, 2020

3:00 – 4:30 pm

Meeting held online

Overview

On Tuesday, November 10, 2020, the TTC hosted the second of two planned rounds of stakeholder consultation about its 2021 Annual Service Plan (the Plan). The stakeholders engaged included 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 an afternoon session and an evening session, both of which covered the same material and discussion questions. Due to the COVID-19 pandemic, the meetings were held virtually via web conferencing software. This meeting summary covers the afternoon session, which ran from 3:00 – 4:30 p.m.

Between September and October 2020, the TTC shared and sought feedback on the emerging priorities and initiatives for the 2021 Annual Service Plan. This feedback helped inform development of the TTC's final Draft 2021 Annual Service Plan. The purpose of the second round of stakeholder meetings was to share and seek feedback on this final Draft 2021 Annual Service Plan before presenting it to the TTC Board in December. Approximately 22 participants attended the afternoon stakeholder meeting, along with staff from the TTC. The meeting included an overview presentation and a facilitated plenary discussion (see meeting agenda attached).

This summary includes five sections:

- Key themes in feedback shared at the meeting
- Questions of clarification
- Detailed summary of feedback
- Post-meeting feedback
- Next steps

Attachments included: Attachment 1. Agenda, Attachment 2. Participant List, Attachment 3. Post-Meeting Feedback.

This meeting summary was prepared by Swerhun Inc., third-party facilitation and engagement team retained by the TTC to support the consultation process on the 2021 Annual Service Plan. 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. A draft of this summary was shared with participants for review before finalizing.

Key themes in 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 detail regarding these and other points participants shared.

Overall support for the 2021 Annual Service Plan. Participants said they generally support the proposed priorities and service initiatives for 2021. They also appreciated the informative presentation and the opportunity to share feedback about the plan and said the TTC is doing a good job in difficult times with limited funding.

Proper implementation, consultation, and communication with customers is important to the success of service initiatives. Participants supported major initiatives like RapidTO, however, they said the TTC should improve communication with customers before implementing changes so customers are aware of what the changes are, how riders will be affected, what are the benefits, and how customers can provide suggestions on proposed changes to avoid negatively affecting their access to service.

Improve service integration with different modes of transportation and with neighbour transit agencies. Several participants wanted to discuss what the TTC is doing to improve service integration with other transit agencies, including fare integration and how bicycles could be better supported at TTC stations and stops.

Questions of Clarification

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

Questions about equity and the Youth Engagement Team

- **What is the TTC's Youth Engagement Team, and when did the TTC start recruitment?** *As part of its work on the 2021 Annual Service Plan, the TTC identified that it wanted to connect with people in parts of the city and groups of people it doesn't always hear from. Swerhun worked with the TTC to recruit the Youth Engagement Team in Neighbourhood Improvement Areas in the northwest and southeast parts of the city. Recruitment took place in early September, and, due to the pandemic and its impact on the project timeline, took place over a few weeks.*
- **What communities are you referring to when you talk about equity?** *From the service planning perspective, one of the things the TTC wants to make sure of is that we are protecting service for neighbourhoods that depend on transit more than others. We looked for guidance from the City of Toronto's Neighbourhood Improvement Areas (NIA) profile. For example, in the presentation you can see that 12D Kingston Road didn't perform well based on our service standards, but, because we weigh the performance of routes in NIAs differently, we lower the service standard threshold so we can continue to provide the service. We also use the TTC's diversity and inclusion lens when we develop our service planning, which asks us to consider seniors, youth, people who are racialized, Indigenous people, people with disabilities, newcomers, refugees, and others.*

In terms of the Youth Engagement Team, we drew on the TTC and the City's existing definitions when developing the recruitment approach. The youth team recruited are from

areas the City identified as Neighbourhood Improvement Areas. Part of their work was to focus on engaging other youth and racialized people from their community.

Questions about budget and funding

- **Is there adequate funding to implement the plans presented in the 2021 Annual Service Plan?** *We have been discussing the budget for 2021 with the City, and the service changes presented in this plan are achievable. Looking into 2021, the Province has provided funding for the first quarter to provide relief to the City. We're still in discussions at all levels of government to see what funding will look like beyond the first quarter. Right now, we are optimistic that this plan and the changes proposed are doable.*
- **The presentation said the TTC will base 2021 service on the March budget, but there are two March figures depending on what part of the month you look at. Can you clarify if you are talking about the beginning of the month (when you were still running on the February schedule and the COVID-19 setbacks had not yet occurred), or are you talking about the end of March (which can be considered the scaled back budget of early April)?** *We are looking at the actual March scheduled service, not the March service that actually operated (which included the service reductions due to COVID-19). We could consider referring to it as the February 2020 budget to make it more intuitive for people to understand.*

Questions about fare and service integration

- **Has COVID-19 made fare and service integration easier or harder (particularly providing a fare discount when customers transfer from one transit agency to another)?** *Our Strategy and Foresight group is looking at long-term planning for fare integration. They are also developing a 5-Year Fare Policy and 10-Year Fare Collection Outlook. There should be an update on this work in January 2021. In terms of service integration, we are analyzing service integration with all neighbouring transit agencies to see if there is excess capacity or efficiencies we can use to re-allocate service across our networks.*
- **Has TTC consulted with York Region Transit on whether TTC express bus service should extend to Major Mackenzie?** *We have had discussions with York Region Transit on service integration, though this specific topic has not come up as a need. We may discuss this as an option as we continue our service integration work.*

Questions about microtransit

- **Has anything been done to address the lack of public awareness with the AV (Automated Vehicle) microtransit pilot?** *We had a number of press conferences and Mayor Tory also announced it. In fall 2019, we did extensive consultation and outreach to the local community about the pilot, including having canvassers knock on every residence in the West Rouge community, distributing flyers, hosting an online survey (which received more than 400 responses), and hosting a drop-in event at the local community centre (which 39 residents attended). You can find more information about the public consultation results on the [City's website](#). As we continue with implementation and get closer to launching the pilot in the new year, we will host additional consultation activities.*
- **The Province requires to the City to review low performing routes to see if microtransit is appropriate — when is the TTC going to review those routes and make those decisions?** *The letter from the Province asked transit agencies to review poor*

performing services and see if microtransit might make sense in these contexts. The Province sent that letter to all agencies across Ontario, each of which is a different size and has different ridership levels. Before the TTC received this letter, as part of the 5-Year Service Plan, we already did an extensive review of microtransit services. As a result of this work, we identified a strategic direction related to microtransit that focuses on an autonomous vehicle shuttle and on integrating private shuttle operators that connect to our services (shuttles that pick-up and drop off people —employer or retail shuttles— at TTC stations). For example, at Don Mills, we can improve the flow of these vehicles, provide priority parking, and have some signage. We are looking at these opportunities because we understand they bring people to the TTC and we can make it an easier connection for customers.

With microtransit, we look at the cost effectiveness of our fixed-route services versus what a microtransit service could offer. We have very high ridership in a dense urban area, and in most cases it makes sense to run fixed-route services. As a result of the Province's request, we are reviewing microtransit services again, but past work has indicated that microtransit service may not be a cost effective option in Toronto. We are making sure our analysis from two years ago is up-to-date. Right now, our best opportunity to test out if microtransit works in Toronto is with the autonomous vehicle shuttle.

- **What is the status of implementing the microtransit autonomous vehicle shuttle pilot in Port Union?** We are looking to launch in Spring 2021.

Question about transit signal priority

- **What are the plans for the upcoming year for transit signal priority? Also, what is the operating philosophy behind it – is it activated when you are running behind schedule or is it done every time a vehicle approaches an intersection?** The TTC and the City are working together on MoveTO Action Plan, which includes looking at transit signal priority at locations with high transit ridership. The plan will integrate smart signal priorities, replace transit signal priority technology installed in the 1990s, and will install new technology in new 100 locations. This plan is going to the November 18 Executive Committee Meeting. In terms of how a transit priority signal operates, we can get you in touch with a transit signal priority expert for further information.

Question about bicycle parking

- **Is there a consideration of improving security and shelter at bike parking at TTC stations and stops, particularly on the RapidTO corridor? A lot of the bike parking spots at TTC stops are exposed to the elements and have no security against theft.** In 2021, we will be issuing a Request for Proposal to look at sheltered bike parking and test it at ten TTC stations. In terms of bike parking along the RapidTO corridor, the TTC is not able to immediately install bike parking because we do not own the land. We received stop improvement suggestions on the Eglinton East Priority Bus Lane survey hosted in August to October, and we are working with City Planning on public realm improvements for the Eglinton East corridor. We hope that in 2021 we can do more detailed consultation around those stop areas, improve bike parking, and better integrate cycling on that key corridor.

Question about RapidTO

- **What feedback have you received on the express bus stops on Morningside?** We received mixed support for the removal of stops. We received roughly 100 customer service responses and over 500 responses through our RapidTO survey. Roughly 60% of people

agreed that the number of stops we had on the corridor was adequate, and another 20% expressed concern, particularly about removal of stops that would result in increased walking distance. Survey respondents also shared feedback about locations they would like to have a stop. Based on the feedback received, we have temporarily reinstated stops at the most requested locations — Torrance, Beachell, and Cedar Drive. We will monitor the service over the next few months and incorporate recommendations into our post-implementation review in 2021.

Detailed summary of feedback

Participants provided comments and advice on the final draft 2021 Annual Service Plan, as well as other suggestions to consider.

Feedback on the 2021 Annual Service Plan

General support for the 2021 Annual Service Plan. Participants generally supported the priorities and major service initiatives identified for 2021. They said if implemented, the plan could result in a more reliable and comfortable transit commute.

Feedback about service changes

Explain the rationale for service cuts and how those cuts will impact other routes. The dollars saved from proposed service cuts in the 2021 ASP seem minor. Consider explaining how low the subsidy per ride has to be before service is taken away and how service taken away from one route affects other routes (especially routes that are overcrowded). Many people do not understand the logic or process behind these kinds of decisions.

Improve communication around RapidTO implementation to receive more support.

RapidTO is a positive initiative, and many want to support it and see more priority bus lanes rolled out. If the TTC does not implement priority bus lanes the right way (with lots of communication and engagement), area residents will push back as they have been on Eglinton East as a result of removal of some local bus stops. *We heard this feedback from the surveys and have responded to it, re-instated some stops, and will monitor this corridor to find the right balance of stops and service. Many of the removed stops were removed based on the Eglinton East LRT consultations, where future LRT stations will be located, and were mid-block stops, near rail corridors, or in areas with few destinations.*

Feedback about stops

Account for wait time when calculating total travel time, especially for shorter trips. Buses should come in under 30 minutes to be considered adequate.

Removing local stops may mean a 15-minute walk to get a 5-minute ride, which is not beneficial. *We understand that, for some customers, walk time has increased. When making decisions about removing bus stops, we look at the overall corridor and ridership and strive to provide a net benefit to the majority of customers. We are always getting additional data and feedback, so we can make changes and tweaks.*

Consider providing more climate-controlled shelters in Thorncliffe Park.

Improve coordination with City departments to make sure impacts to TTC stops is addressed quicker. In Thorncliffe Park, for example, the City relocated bus stops to accommodate new pedestrian crosswalks, but it took a year and a half to replace those bus

shelters and only after residents asked Councillors. This issue is not unique to Thorncliffe Park; it happens across the city when there are construction or development projects. *The TTC is aware of this issue. Many factors contribute to this type of situation, and we will share this feedback with our Stops and Administration group.*

Other feedback

Consider explaining how the TTC's budget allocation will break down going into 2021.

We've had conversations about where we are going to land on the 2021 budget, but we're certain about pushing back to 100% (if not 101%) of February 2020 bus service. Streetcar service is more constrained due to construction — where we land on the percentage of service is still under discussion. On the subway side, the service budget depends based on return of activity downtown.

Consider relaxing rules about bringing bicycles on subways and streetcars during the pandemic. Eliminate or significantly reduce restriction to hours when bicycles are permitted on subways and streetcars. Bikes not only make it easier to complete longer trips but also serve as a social distancing tool.

Consider adjusting subway schedules. Line 1 trains heading north stop at some stations for up to 10 minutes to keep to schedule. These delays cause people to miss their connections to York Region Transit, which has infrequent service, leading delays as long as 45 minutes. *We agree it is inconvenient when the subway stops longer to keep with schedule and is not efficient. We have plans to improve on these delays in 2021.*

Feedback about the 121 Fort York-Esplanade bus. The biggest problem with the 121 route was that it was unreliable. Now that it is on a 30-minute service on weekdays, people don't take it at all because they have other transit options (including the 504 King streetcar and the 65 Parliament or 75 Sherbourne bus). The 121 bus also does not stop in front of Union Station which greatly reduces its attraction to customers.

Consult university students who may or may not physically go back to school in January.

Feedback shared after the meeting

Five participants shared additional feedback after the meeting. Their original submissions are included in Attachment 3 and summarized below.

Feedback about service plan initiatives

Support for the update to the 121 Fort York-Esplanade route and additional suggestions.

The proposed route from University to River is a great improvement from the first draft, which avoids the bus traffic on Mill Street. Additional 121 route suggestions to consider included: adding eastbound and westbound stops in front of Union Station; not using Scott St; and using Yonge St both ways from Front St to The Esplanade as there are now traffic lights and a left-turn lane on Yonge at The Esplanade.

Support for RapidTO and its accelerated implementation across the city. Implementation timelines in the Surface Transit Network Plan (STNP) only includes Jane for 2021 and nothing else until 2023. Continuing to accelerate the deployment of these priority lanes is a particular priority for Cycle Toronto.

Mobility as a Service (MaaS) has opportunities to improve connectivity between TTC and BikeShare by streamlining payment, transfer and billing process through PRESTO cards.

Include Cycle Toronto in the Mobility as a Service (MaaS) working group when it is established in 2021.

Consider expanding TTC service to easily connect to Vaughan Mills Mall and Major Mackenzie. Connection to Vaughan Mills Mall and Major Mackenzie could open up employment opportunities, especially for youth and residents in Jane-Finch and west end Toronto communities. This service expansion could also make travelling to these destinations more affordable by not paying the higher fare rates of York Region Transit.

Feedback about service planning

Update schedules to create even headways, address bus bunching, and reflect accurate route performance. Schedules should also account and allot for rest time for drivers at the end of the route before starting again.

Make sure operators adheres to the schedule. Buses should not depart ahead of schedule. It creates confusion as to whether the bus is late or has arrived early, and results to customers missing the bus and waiting too long for the next bus.

Using an equity lens to service planning is very important.

Feedback about customer communication

Ensure area residents in communities impacted by proposed changes are informed through different mechanisms before changes are implemented. For example, it was not clear to residents on Eglinton East that some of the local bus stops will be removed. In future implementation of changes, consider advertising the proposed changes with posters at bus stops, in addition to mail-outs and online surveys.

Update information on the TTC's website to clarify that buying and reloading PRESTO cards are not exclusive to TTC service locations. Identify that PRESTO cards could be reloaded and bought at service locations of any transit agency that uses PRESTO cards, particularly at GO transit service locations.

Improve communication of vehicle arrival times and service delays or changes to reduce uncertainty and provide a more dependable service.

Feedback about plans for bicycles

Improve security and shelter for bicycles parked at TTC stations and major stops by adding fences, locks, or bicycle lockers.

Increase options for bicycle parking registration. Bicycle parking registration for new users are only available at Union Station and East York Civic Centre during limited hours which may dampen new registrations. Consider adding more registration locations at bicycle parking stations across the city, at different operating hours to accommodate different work schedules. Also consider online or phone registration.

Provide separate, protected cycling infrastructure on the Eglinton East priority corridor. It is great that bikes are allowed on priority bus lanes but providing separate, protected cycling

infrastructure should be the goal. Conceptual options for future integrated cycling routes have already been presented on the Eglinton East Priority Corridor report.

Next Steps

Mark Mis, TTC Head of Service Planning & Scheduling, thanked participants for taking the time to participate and share their feedback. He said that the final draft of the 2021 Annual Service Plan will be presented to the TTC Board in the December meeting to move forward with a budget that reflect the plan.

Attachment 1. Agenda

TTC 2021 Annual Service Plan Stakeholder Meeting Summary

Tuesday November 10th, 2020
3:00-4:30 pm
Meeting held online via Webex



Meeting Purpose:

To share and seek feedback on the final draft of the 2021 Annual Service Plan.

Proposed Agenda:

3:00 Welcome, Introductions & Agenda Review

Mark Mis, TTC
Ian Malczewski, Facilitator, Swerhun Inc.

3:10 Update and Overview of the 2021 Annual Service Plan

Mark Mis. Eric Chu, TTC

Questions of Clarification

3:40 Discussion

1. What are your thoughts on the final draft of the 2021 Annual Service Plan?
2. Do you have any final suggested refinements?

4:25 Wrap Up & Next Steps

4:30 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 member/representative in attendance.

1LoveMalvern Transportation Working Group	East Scarborough Storefront/Centre for Connected Communities
42 Voices	Eglinton 2020
7 Oaks Residents Association	Eva's Initiatives
8-80 Cities	Evergreen
A Voice for Transit	Fair Fare Coalition
Access Alliance/Scarborough Cycles	Federation of Metro Tenants' Associations
Access Alliance/Access Point on Danforth	Federation of North Toronto Residents' Association (FoNTRA)
Advisory Committee on Accessible Transit	First Capital
Advocacy Centre for Tenants (ACTO)	Fred Victor
Agincourt Village Community Association	Free Transit Toronto
Albion Neighbourhood Services	Friends and Families for Safe Streets
All IN	Friends of Pan Am Path
Alliance for Equality for Blind Canadians	Gilda's Club Greater Toronto
Alliance of Seniors-Older Canadians Network	Glen Andrew Community Association
Anishnawbe Health Toronto	Guelph-Humber Student Association (Ignite)
AODA Alliance	Guild Renaissance Group
Bread & Bricks Social Justice Group	Guildwood Village Community Association
Canadian Council of the Blind	Highland Creek Community Association
Canadian Hearing Society	Homes First
Canadian Pensioners Concerned	Housing Connections
Canadian Urban Transit Association	HousingNowTO
Centennial Community Association	Jane Finch Action Against Poverty
Centennial College Student Association Inc.	Jane-Finch Action for Neighbourhood Change
Centre for Independent Living in Toronto	Jane's Walk
Chinese Canadian National Council	KCWA Family and Social Services
CivicAction	Leaside Ratepayers Association
CNIB Foundation / Advisory Committee on Accessible Transit	Lytton Park Residents' Organization
CodeRedTO	Malvern Action for Neighbourhood Change
Community Associations of Northern Scarborough	Malvern Family Resource Centre
Community Head Injury Resource Services	Malvern Library
Community Living Toronto	Masaryk Memorial Institute
Confederation of Resident and Ratepayer Associations (CORRA)	Ministry of Transportation
Connect Sheppard East	Momiji Health Care Society
Connect Scarborough	Native Child and Family Services
Council of Agencies Serving South Asians	North American Native Plant Society
Crawford Building Consultants	North Bendale Community Association
Curran Hall Community Association	Older Women's Network
CycleTO	Ontario Active School Travel
Deep Quong Non-Profit Homes	Ontario Good Roads Association
East Scarborough Boys and Girls Club	Ontario Motor Coach Association
	Ontario Public Transit Association

Our Greenway
 Out of the Cold. Overnight Hostels
pointA
 Polycultural Immigrant & Community Services
 Rexdale Community Hub
 Ryerson Students' Union
 S+G Urban
 Salvation Army
 Scarborough Campus Students' Union
Scarborough Centre for Healthy Communities
Scarborough Civic Action Network
 Scarborough Community Renewal Organization (SCRO)
 Scarborough Families for Public Education
 Scarborough Neighbourhood Action Plan (SNAP) Committee
 Scarborough Residents Unite
Scarborough Transit Action
 Seneca College
 Seneca Student Federation
 Senior Tamils' Centre of Ontario
 Senior's Strategy Leader
 Serve!
 Share the Road Coalition
Silver Springs Community Association
 Smart Commute - North Toronto, Vaughan
 Social Planning Toronto
 Society of Sharing: Inner-City Volunteers
 Sound Times Support Services
 South Etobicoke Transit Action Committee
 South Eglinton Ratepayers' & Residents' Association (SERRA)
Steve Munro
 St Clare's Multifaith Housing Society
 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 Cross-Cultural Community Services Association (TCCCSA)
 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
 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
 University of Toronto Scarborough
 University of Toronto Students Union
 University of Toronto Transportation Research Institute
 Urban Land Institute
 Voice for Transit
 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 Donlands Committee
 West Side Community Council
 Woburn Community Residents
 York Federation of Students
 Youth Action Network
 Youth Employment Service
 YWCA Toronto Employment Centre

Attachment 3. Post-Meeting Feedback

Participants submitted additional feedback after the meeting, included below. This feedback is unedited other than to remove personal identifiable information and adjust formatting.

Emailed submission #1 November 11th, 2020

Thanks for the report on yesterday's useful presentation. It was very informative and I was glad to be able to stay almost up the close.

Comments:

121 bus

The proposed route from University to River is a great improvement from the first draft, you now avoid two-way bus traffic on Mill Street and continue to route it along Front. Thank you (or the TTC planners!)

TTC staff seemed somewhat vague to my question about there being stops in front of Union Station – which makes me think this is not their plan! It would REALLY greatly improve this route of there were stops both east and westbound right in front of Union. Currently there are eastbound stops at Bay (east side) and Simcoe Street (east side) and for westbound and Front at Bay (east side) and Front at Simcoe (west side). To go right past a major transit hub and not stop in front of it is wrong! If the TTC is serious about this route this needs to be addressed.

I realise parking (or 'street') is tight in that block of Front but a large area of the "road" is taken up with a BikeShare Toronto dock and, as a user since Day 1 I suggest public transit users should maybe take precedence. There is also a great deal of space allocated to taxis which are, certainly, necessary, but maybe they ALL do not need to wait in prime space! There could and should also be some enforcement of parking or stopping regulations as I realise illegal parking/stopping in the block is a major problem.

As noted at the presentation, a 30 minute schedule on this route is really useless (particularly as the '30 minutes' is VERY variable and unpredictable! I am 77 years old and can fairly easily walk from Mill and Cherry (@ the Distillery) to Union in less time!

I note that on the MAP of the new route proposal in the presentation, you have actually routed the bus south on Church Street! Scott is only one street east of Yonge and I actually wonder why the TTC use Scott at all. Why not use the Yonge/Esplanade junction in both directions; there are lights and a left turn lane on Yonge?

The junction of Lower River Street and Bayview Avenue currently has a NO RIGHT TURN prohibition. (Southbound vehicles on Lower River are supposed to get to Bayview by using the western side of Lawren Harris Square). Frankly, this general prohibition makes little sense to me but the TTC will need to have it made "TTC Excepted" as I think the turns required to follow the current regulations would be impossible for a southbound /westbound bus.

Passenger comfort:

As I think another participant mentioned, it takes the TTC (or the City or Astral) far too long to return bus shelters to locations after construction or development projects. There was a shelter for many years on Lower Jarvis @ Queen's Quay northbound for the 75 bus. It was removed during a development. The development is finished, the shelter has still not returned and it would have been better and cheaper for everyone if the developer had been made to install its foundations when they replaced the whole sidewalk.

Again, thanks to the TTC for a very thoughtful and informative presentation and for the excellent moderation.

Customer Service:

I was talking to a neighbour last night about PRESTO and she was amazed to hear she could buy or load \$\$ to a "TTC Presto card" (as she thinks of it) at a GO station (like Union in her case). Though there is a general note on another TTC page ("PRESTO is an electronic payment system that eliminates the need for tickets, tokens, passes and cash. PRESTO works across local transit in the Greater Toronto and Hamilton Area (GTHA) and Ottawa, making paying for your trip simple, convenient and secure.") the TTC website page on where to buy PRESTO Cards makes no mention that you can always refill PRESTO cards and buy new ones at any Agency that uses them and I suggest GO should be specifically identified as there are many GO service points in Toronto and certainly in locations used by TTC customers. The absence of this kind of non-TTC information clearly goes back to the days when the TTC was 'independent' and if you wanted TTC tickets you got them at the TTC or one of its agents; as the 2021 Plan stresses "Integration", I suggest this kind of 'pre-integration' thinking needs to be addressed across the organisation and particularly in customer focused communications – such as the TTC website.

Again, thanks for the opportunity to contribute; in general the TTC does a good job in difficult times with insufficient funding!

Emailed submission #2 November 11th, 2020

It was a rare opportunity to ask questions of these staff members, especially with TTC Board meetings happening online.

I am not sure if you helped to design the RapidTO online surveys, but just in case, I wanted to share some resident feedback. Some people have told me that despite filling out the survey, it was not clear to them that their local bus stop was going to be removed. I know you do not shape every TTC consultation, but I have suggested to staff and Councillors that they address this in future by advertising the proposed changes with posters at bus stops, in addition to mail-outs and online surveys.

Emailed submission #3 November 12th, 2020

Thanks again for the presentation and coordinating the consultation and feedback with the TTC and thank you to Khly for the invitation. I wanted to follow up on the TTC's 2021 Annual Service

Plan - Stakeholder Meeting that I attended yesterday. I have a few comments that I would like to pass along to the team.

As I mentioned during the call, we recommend relaxing the rules around bringing a [bicycle onto the subway or streetcar](#) as part of the pandemic response. With ridership down on subway routes (and perhaps some streetcar routes), the current prohibitions are quite extensive despite the lack of a sizable morning or afternoon rush. Eliminating or significantly reducing the hours could be helpful for folks commuting but trying to minimize transfers to local buses, for instance. With physical distancing rules also in place, a bike would also be a natural buffer between people.

I also had some longer-term questions I wanted to raise:

Secured and sheltered bicycle parking at TTC stations and major stops

In general, bicycle parking at TTC stations focuses on unprotected and unsheltered parking units, such as bike racks and ring-and-posts. With the amount of bicycle theft in Toronto and the dismal rate of recovery -- [only 1% in 2017](#) -- providing secure bicycle parking is the only safe option. Leaving a bicycle locked up for an entire work shift is likely an unappealing prospect for many residents who do not want their bike stolen.

There may be opportunities to retrofit existing stations, such as Pape Station, which may just require an additional fence and lock, or outfit busy bus stops and stations with [bicycle lockers](#) if there is not space for a secure bicycle parking room. In particular, bicycle lockers could be utilized along RapidTO routes at key bus stops based on demand and connectivity to cycling routes.

Bicycle parking station registration

There are currently bicycle parking stations at Victoria Park Station, Finch West Station, and Union Station, with more bicycle parking stations planned along the Eglinton Crosstown LRT. However, [registration for new users](#) is available only at Union Station and East York Civic Centre during business hours (and is currently closed). For users who do not live near the stations and/ or work a 9 to 5 job, these restrictions on registration may be dampening new registrations. Two potential solutions could include permitting registration at more locations across the city and at different operating hours to accommodate different work schedules or permitting registration online or by phone. Residents accessing the Finch West Bicycle Station and bicycle stations on the Eglinton Crosstown LRT may find that the downtown and East York registration locations are unsuitable.

Bike lane ROW renders for Eglinton E Priority Corridor

While not suitable for all ages and abilities cycling, we are nonetheless very pleased that bikes are allowed in the BRT lanes. Ultimately, separate, protected cycling infrastructure must be the goal. In the [Eglinton East Priority Corridor report](#), conceptual options for future integrated cycling routes on the Eglinton East corridor have been presented. Pages 14 and 15 of the report show a few configuration options (pages 40 and 41 in the PDF numbering). The report states:

“Although there are no immediate plans for cycling facilities in the corridor, the following cross-sections illustrate conceptual options for future integrated cycling routes on the Eglinton East corridor.”

Given that there are no immediate plans for cycling facilities in the corridor, what is the intent of showing the possible ROW configurations?

How can Cycle Toronto work with you to build support for bike lanes along the Eglinton E corridor?

If such bike lanes were to be constructed, who would design, fund, and construct them? Would this be something the TTC undertakes, would it be contracted out to an engineering and design firm? Or something else?

RapidTO and Surface Transit Network Plan (STNP)

The early feedback from the rollout of RapidTO on Eglinton E so far seems extremely promising. We share concerns with many advocates, however, that the rest of the draft implementation timelines in the STNP for priority bus lanes only includes Jane for 2021 and nothing else until 2023. We understand this is [going to Executive](#) next week but still want to ensure the TTC knows continuing to accelerate the deployment of these priority lanes is a priority for Cycle Toronto.

Mobility as a Service (MaaS) Strategy

I wanted to inquire about the Mobility as a Service (MaaS) strategy. In the 20-point action plan table, it was shown as deferred in 2020, but that a working group would be established in 2021. If possible, Cycle Toronto would like to be a part of that working group.

MaaS has many opportunities, such as improving connectivity between TTC and BikeShare using Presto cards for payments and transfers. As more BikeShare stations are being installed near TTC stations, streamlining the payment and billing processes as well as the ease of use could make the systems complement one another even more.

Thank you for your time and consideration.

Emailed submission #4 November 16th, 2020

Thank you for the presentation

Many good ideas were put forward. If they are implemented, it would result in a more reliable and comfortable transit commute to wherever riders are going. It was a good idea to use the Youth teams and incorporate their input.

Some considerations:

- **Reduce uncertainty about when a bus will arrive at your stop.** Shorter wait times are possible if one knows the schedule and if the bus driver adheres to the schedule. Not knowing when the bus will arrive and depart at a stop discourages people from using the bus. Some people have no other option, however, and must just go to the corner and wait for an unknown period of time.
- **Accurate schedules** - Management needs to prepare real-time scheduling, and **give some time for drivers to have a few minutes rest at the end of the route** before starting out again. In Berlin, bus drivers let off passengers at the end of the route which is only a drop-off, not a pick-up point. They have a few minutes to themselves, before moving on to the start of the route. The final drop-off spot is usually several metres behind the first pick-up spot.
- **Buses should not depart ahead of the scheduled time.** If the bus arrives 5 minutes early, and one arrives 4 minutes before the scheduled time, one misses that bus and has to wait too long for the next bus. One does not know if the bus is late or has already arrived and left early. This is especially frustrating when there is a long gap between buses, such as the #5Avenue.
- **More dependable service is needed.** If there is a problem, the rider needs to be informed and not just left standing on the corner waiting.
- **No bunching of buses.** Whoever is in charge of administering the spacing between buses on a route should organize it so that there is not a large gap of time when no bus comes, only to be followed by several buses following one behind the other. This could be discussed with the drivers to figure out how to accomplish this without penalty to the drivers.
- **Using an equity lens is very important.**

Again, thank you for the stakeholder session.

Emailed submission #5 November 18th, 2020

I understand that Vaughan Metropolitan is the last stop for the TTC subway service, but it would be really helpful, as someone mentioned to have TTC service extend to Major Mackenzie. As a youth that represents the Jane-Finch community, I would like to heavily emphasize this point with the consideration that having TTC access that goes to the Vaughan Mills Mall **at least** would open up a lot of employment opportunities not only for youth but for anyone looking for a job. This is a comment I have heard multiple times over the years - since Vaughan Metro had opened up.

When Vaughan Metro had opened up, many thought there would be a connection to this mall, as it would be very beneficial, but were let down when finding out that there were no busses at least from Vaughan Metro to the mall. The Jane-Finch community has a high unemployment rate, and to be precise from the 2011 priority area profiles report on NIA, the unemployment rate is at **13%**. This extension would be highly beneficial to the community but also to everyone beyond the community, considering the higher rates to take public transit in York Region and the low-income rates (of the community).

I hope it is not too late for this feedback to be implemented somewhere or to reach the TTC, but thought it was worth mentioning.