



## **TTC 2021 Annual Service Plan Stakeholder Meeting Summary**

Thursday, September 17, 2020

6:30 – 8:00 pm

Meeting held online

### **Overview**

On Thursday, September 17, 2020, the TTC hosted the first of two planned rounds of stakeholder consultation about its 2021 Annual Service Plan. The stakeholder group 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 virtually. This stakeholder meeting summary covers the evening session, which ran from 6:30 – 8:00 p.m.

Approximately 10 people 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 2021 Annual Service Plan. The purpose of the meeting was to share an overview of the 5-Year Service Plan and a 2020 service update and to present and seek feedback on emerging priorities and initiatives for the 2021 Annual Service Plan. The meeting included an overview presentation, question and answer period, and a facilitated, plenary discussion.

*Attachments included: Attachment A. Agenda, Attachment B. Participant List, Attachment C. Post-Meeting Feedback.*

Swerhun Inc. prepared this meeting summary and shared a draft with participants to review before finalizing it. 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.

This summary includes four sections:

- Key themes in feedback shared at the meeting
- Questions of clarification
- Detailed feedback
- 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.

**Interest in understanding what sustaining demand-responsive service actually looks like.** Participants agreed that sustaining demand-responsive service should be a priority for 2021. They suggested the TTC provide as much detail as possible about how this priority will tangibly influence transit service, especially on crowded bus routes.

**Consider making safety part of the 2021 priorities.** Given the COVID-19 pandemic and the importance of distancing and disinfecting, consider identifying safety as a 2021 priority.

**Equity remains important.** The TTC should ensure real-time data about crowding is available to all customers (not just those with smartphones), extend the two-hour transfer to three-hours in Scarborough (where transit trips tend to be longer than the rest of the city), and making sure all transit trips are respectful and dignified.

## Questions of clarification

Following the presentation and throughout the discussion, participants asked questions of clarification, with the TTC providing responses. Participants questions focused on crowding and COVID-19, accessibility, specific routes and service, and the 2021 Annual Service engagement process

### Questions about crowding and COVID

- **How will the TTC puts its lowered crowding standard into practice? How does the proposed new standard actually impact service planning? What will be the process to make sure buses will be put on more crowded routes? Does the TTC collect data about bus ridership and crowding, and, if so, how often and will it share that data?**  
*The TTC said it wants to return service to something as normal as possible, and the new crowding standard should help. It will also impact planning by helping guide decisions about reallocating service. The TTC collects data about ridership daily and we provide it on our website. We have plans to make this data available as an open data source, too.*
- **How is the TTC keeping employees and customers accountable and enforcing public health measures like wearing masks?** *The TTC's data says about 90% of customers are wearing masks, and for those not wearing masks, the TTC has taken an educational approach to ensure they understand the benefits of mask wearing. The TTC is not issuing tickets or fines for non-compliance with masks. In terms of TTC staff, the TTC has policies requiring staff to wear masks — whether they're operating a vehicle or not — and has a progressive discipline process for non-compliance.*
- **What kinds of measures is the TTC proposing to specifically address overcrowding on subway platforms and streetcar stops?** *In addition to applying the new proposed crowding standard, the TTC is piloting using open data to have real-time crowding information available to the public. This data would enable customers using transit or wayfinding apps to make more informed decisions about if/how to travel based on the level of crowding at any given stop and could help better distribute crowding across the system.*
- **How will the demand-responsive service actually work? Will the TTC have to go to its Board every time it wants to propose a service change as a result of changing demand?** *If there are crowding events, the TTC can adapt service same day without Board*

approval. With new lines opening in the coming years, the TTC will have additional vehicles available to provide demand-responsive service, though it will need operating budget and operators available.

#### Questions about accessibility

- **Are there any plans to improve audio quality and communications? Or any plans to ensure that bus operators are aware of changes to subway service? There have been situations where subway service has stopped (or been restored), and passengers above ground have had to rely on other passengers to learn if the subway is running.** *The TTC knows the audio of its announcements is not always clear and has initiated a subway radio upgrade program to address it.*
- **Can you elaborate more on the TTC's accessibility plans? Will the TTC implement accessibility and wayfinding products in more stations, will the wayfinding service use BlindSquare, and will there be more elevators installed?** *The TTC currently has a trial using BlindSquare in St. Clair subway station. Based on the results of the trial, the TTC may expand its digital wayfinding service, which could use BlindSquare or another service. The TTC remains committed to adding elevators to all its subway stations by 2025. The TTC also has a trial of tactile features at ten bus stops and at York Mills subway station.*

#### Questions about specific routes and service

- **Please explain why the Brimorton route has been induced in the Scarborough East Study. There has not been much desire expressed for a bus on Brimorton.** *The TTC has been working on the Scarborough East Study for some time, and as part of an earlier customer survey, learned that customers want a more direct local service in the Brimorton area and more reliable service on Eglinton east. With the introduction of dedicated bus lanes in Eglinton East, the TTC now has an opportunity to address this and other customer feedback about improving service in this part of Scarborough.*
- **Does the TTC have any plans about the Scarborough Rapid Transit (SRT) line? Are there any plans to make up the lost service if it continues to be shut down?** *The TTC is in the middle of preparing a business case on the SRT, which is looking at whether to extend the life of the SRT or instead operate bus lanes. The TTC knows it's important to maintain service to Scarborough Town Centre while the Line 2 extension is underway and expects to have a decision by end of the year.*
- **Are there any plans to route MiWay service to Kipling station, or will it continue to serve Islington station? Are there plans to make Kipling station more accessible, especially if they're looking to connect to other services in the future (like MiWay)?** *Metrolinx is currently building a mobility hub at Kipling subway station, and the plan is to move MiWay service back to Kipling once that work is done. TTC is also exploring opportunities integrate with other transit partners and adjust service to best serve customers. In terms of accessibility, Metrolinx is building a new tunnel that will connect the new bus terminal with accessible elevators.*
- **Some in Leaside have heard that there are plans to significantly alter the 88 and 88B South Leaside route. Those that rely on these routes would like to have an opportunity to discuss any changes before they're finalized — when will there be an opportunity to discuss them?** *The TTC's service planning for these routes is connected to the opening of Line 5 (the Eglinton Crosstown), and since Metrolinx has delayed its opening, the TTC is not planning on discussing changes to these routes in the 2021 Annual Service Plan process. The TTC will be ready to discuss options for these routes when Line 5 opens.*

- **Is the Sheppard LRT still on the horizon?** *Sheppard is a priority corridor on the City's Official Plan, but there still needs to be work done to determine what kind of transit technology will go on Sheppard.*

#### Questions about the engagement process

- **Could you elaborate on the process to recruit youth leaders to help with the public engagement on the 2021 Annual Service Plan.** *Swerhun Inc. is leading this work for the TTC. Since this process is unfolding on a condensed timeline due to COVID-19, the recruitment has involved focused outreach through existing networks — primarily the local champions network — asking community leaders to youth leaders that might be interested in the role. People interested in the role have applied by filling out a web form, and the recruitment process selected candidates based on: how early in the recruitment process they submitted their application, the completeness of their application, achieving broad geographic coverage and a range of perspectives on the team, and the quality of their references. The youth team's role will be to co-design and lead an engagement process to seek and report on feedback from their communities about the 2021 Annual Service Plan.*
- **When will there be broader public consultation on the 2021 Annual Service Plan?** **Some local organizations (especially in Scarborough) have run surveys about transit service (like the Markham Road bus) that have received hundreds of responses.** *The TTC will launch public consultation in the next week and would appreciate any help this group can provide to get the word out, especially to your networks that are already plugged into transit discussions.*

### Detailed feedback

The TTC asked participants their thoughts on the emerging ideas for the 2021 Annual Service Plan, including the emerging priorities and proposed service initiatives for 2021.

#### Feedback about the emerging priorities for 2021

No participants raised any significant concerns or objections to the TTC's proposed emerging priorities, while a few said the priorities seem to reflect the current needs of customers. Participants said a few things were missing that the TTC should consider integrating, including:

- A focus on safety, especially given COVID-19. A focus on safety would mean priority on reducing crowding, disinfecting surfaces, ensuring there is hand sanitizer on all vehicles and at stations, and ensuring good ventilation (especially in wintertime). *The TTC said that, while its service planning work typically focuses on vehicles on the road, it takes the point that service planning could also include other considerations like disinfecting surfaces. The TTC is currently disinfecting all high touch points twice a day and it will consider more explicitly in the 2021 priorities.*
- Detail about how the “sustain demand-responsive service” priority will play out locally, based-on specific needs, and how fast the TTC can provide demand-responsive service. For example, Scarborough is a massive area that's very reliant on bus service, so how it should be clear how this priority will translate into service changes there. *The TTC had demand-responsive service before the pandemic and can typically respond quite quickly. Though we don't dispatch additional buses if there is a brief disruption — like a car accident — we do if the disruption will be 3 – 4 hours (or longer).*
- A focus on making sure customers ridership experience is dignified and respectful.

## Feedback about specific proposed initiatives for the 2021 Annual Service Plan

Participants shared feedback about some of the specific proposed initiatives for 2021, including RapidTO and service changes related to the TTC's performance review.

### Feedback about express service

The TTC should review the afternoon westbound 913 Progress Express route. Instead of turning off of Progress Avenue onto Corporate Drive onto Consillium it should continue straight on Progress and turn left directly onto Bushby Drive/Grangeway. Some operators have said they would like this change official since it saves a few minutes each trip. The current route requires the operators to make a circle even though it does not serve any stops on Corporate Drive/Consillium Place. *TTC agreed the routing could be improved and will consider this advice for its December Board report. (Facilitation team note: the participant sharing this feedback submitted more detail about this suggestion after the meeting – see Attachment 3).*

## Other feedback about the 2021 Annual Service Plan and transit service

Participants shared broader advice about the 2021 Annual Service Plan, including taking an equity lens to service planning

### Taking an equity lens to service planning

The TTC should consider extending the transfer time in Scarborough from two to three hours. Scarborough is so big and transit trips so long that the current two-hour transfer window usually isn't sufficient for Scarborough residents to benefit from it. Changing this transfer policy in Scarborough would be a more equitable way to offer this benefit and could incentive more people to use transit. *The TTC replied that it is currently working a 5 Year Fare Strategy, and suggestions along these lines will be explored through that work. The TTC can provide an update on the status of this work at the next stakeholder meeting.*

Another suggestion was for the TTC to consider a non-smartphone app approach to communicating information about crowding. The proposed approach of providing open data about crowding will help those with a smartphone, but there should be ways for people without smartphones to get that information, too.

## Next Steps

Mark Mis, Head of Service Planning & Scheduling, thanked participants for attending and sharing their feedback. He explained that the TTC would be launching a broader, public consultation the following week and that the stakeholder group would receive a notice once that consultation had launched. There will be a second round of consultation with this group later in the year, where the TTC will share its final proposed 2021 Annual Service Plan.

## Attachment 1. Agenda

### TTC 2021 Annual Service Plan First Round of Stakeholder Meetings

Thursday, September 17, 2020

6:30 – 8:00 pm

Meeting held online



#### Meeting purpose

To share and seek feedback on emerging priorities and initiatives for the 2021 Annual Service Plan.

#### Proposed agenda

##### 6:30 Welcome, introductions & agenda review

*Mark Mis, TTC*

*Ian Malczewski, Facilitator, Swerhun Inc.*

##### 6:40 Update and overview of the 2021 Annual Service Plan

*Mark Mis, Eric Chu, TTC*

- 5-Year Service Plan overview and status update
- 2020 service update
- 2021 Annual Service Plan

*Questions of clarification*

##### 7:10 Discussion

1. What do you think of the emerging 2021 priorities we've identified? To what extent do you think they reflect the TTC's 5-Year Service Plan and the changing realities due to COVID-19?
2. What are your thoughts on the proposed service initiatives for 2021? What, if anything, do you think is missing or off-base? Do you have any 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.

1LoveMalvern Transportation Working Group  
7 Oaks Residents Association  
8-80 Cities  
**A Voice for Transit**  
Access Alliance/Scarborough Cycles  
Access Point on Danforth  
**Advisory Committee on Accessible Transit (ACAT)**  
Advocacy Centre for Tenants (ACTO)  
Albion Neighbourhood Services  
All IN  
Alliance for Equality for Blind Canadians (AEBC)  
Alliance of Seniors-Older Canadians Network  
Anishnawbe Health Toronto  
AODA Alliance  
Bread & Bricks Social Justice Group  
**Canadian Council of the Blind, Toronto Chapter**  
Canadian Hearing Society  
Canadian Pensioners Concerned  
Canadian Urban Transit Association  
Centennial College Student Association Inc.  
Centre for Independent Living in Toronto (CILT)  
Chinese Canadian National Council - Toronto  
CivicAction  
CNIB Foundation / Advisory Committee on Accessible Transit  
CodeRedTO  
Community Associations of Northern Scarborough  
Community Head Injury Resource Services (CHIRS)  
Community Living Toronto  
Confederation of Resident and Ratepayer Associations (CORRA)  
Connect Sheppard East / Scarborough Civic Action Network / 42 Voices  
ConnectScarborough  
Council of Agencies Serving South Asians (CASSA)  
Cross-Cultural Community Services Association  
Curran Hall Community Association  
CycleTO  
CycleTO - Midtown  
Deep Quong Non-Profit Homes  
East Scarborough Boys and Girls Club  
East Scarborough Storefront/Centre for Connected Communities  
Eglinton 2020  
Eva's Initiatives  
Evergreen  
Fair Fare Coalition  
Federation of Metro Tenants' Associations  
Federation of North Toronto Residents' Association (FoNTRA)  
First Capital  
Fred Victor  
Free Transit Toronto  
Friends and Families for Safe Streets  
Friends of Pan Am Path  
Gilda's Club Greater Toronto  
Glen Andrew Community Association  
Guelph-Humber Student Association (Ignite)  
Guild Renaissance Group  
Guildwood Village Community Association  
Highland Creek Community Association  
Homes First  
Housing Connections  
HousingNowTO  
Jane Finch Action Against Poverty  
Jane-Finch Action for Neighbourhood Change  
Jane's Walk  
KCWA Family and Social Services  
**Leaside Property Owners' Association**  
Lytton Park Residents' Organization  
Malvern Action for Neighbourhood Change  
Malvern Library  
Ministry of Transportation  
Momiji Health Care Society  
Native Child and Family Services  
North American Native Plant Society  
North Bendale Community Association  
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  
PointA  
Polycultural Immigrant & Community  
Services  
Rexdale Community Hub  
**Ryerson Students' Union**  
Salvation Army  
Scarborough Campus Students' Union  
Scarborough Centre for Healthy  
Communities  
**Scarborough Civic Action Network  
(SCAN)**  
Scarborough Community Renewal  
Organization/Centennial Community  
Association  
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  
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  
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)

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  
University of Toronto Scarborough  
University of Toronto Students Union  
(UTSU)  
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 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**

Following the meeting, Swerhun Inc. received additional feedback over email. This feedback is included below and is unedited other than to remove any personal identifiable information or adjust formatting.

### Emailed submission #1, September 23, 2020

Here is a chain of emails for the past 2 years where I tried to get TTC to fix the 913 Progress Express (westbound - afternoon rush) routing to be more efficient/make sense for riders in Scarborough (notably Centennial students).

This is what I was referring to in my comments at the meeting last week when I spoke about the routing of 913 not making sense in the afternoon (taking the long way - see red line on the map - instead of just going up Progress Ave like the 51 GO bus).

Please forward all of this to the people in charge of transit planning. I've also attached screenshots (in case the original ones I had didn't forward over).

I hope they can put forward a case to the TTC Board to approve the change in routing of this route as soon as possible (and it doesn't get forgotten again!)

It is much quicker and efficient if the 913 Westbound just continued straight on Progress Ave until it intersects with Grangeway Ave, then turn left on Grangeway and continue to the RT station. Some operators currently do this sometimes.

The way it is routed right now has it make a circle, even though it does not serve any of the stops on Corporate Drive/Consillium Place. The 913 was originally on Progress Ave to begin with (until it meets Corporate Drive) so we suggest it should stay on Progress Ave and avoid making a circle. This would easily save 3 minutes in commute time (considering the circle it makes now has to pass two stoplights whereas with our suggestion, there are no stoplights in the way). This will also prevent the 913/134C from running behind schedule in the afternoon rush, which it always does currently, without having to change the run time.

Please see the map I attached - the current routing is in red and we are suggesting to change it to go straight through Progress Ave and it will save time and still intersect with Grangeway/Progress and then continue to McCowan RT station.

