



TTC 5-Year Service Plan & 10-Year Outlook City-wide Stakeholder Meeting 2 – Second Session Summary

Thursday, October 17, 2019

6:00 – 8:00 pm

Alexandra Park Community Centre, 105 Grange Court



Overview

On Thursday, October 17, 2019, the TTC hosted the second of two sessions for the final round of city-wide stakeholder meetings for the TTC's 5-Year Service Plan & 10-Year Outlook. Approximately 8 people attended, in addition to staff from the TTC, City of Toronto, and the project consultant team.

The purpose of the meeting was to share the draft 20-Point Action Plan that is the core element of the TTC's new 5-Year Service Plan & 10-Year Outlook, explain how consultation feedback and technical work informed the draft Plan, and to seek feedback on any final refinements for the TTC to consider.

The meeting included an overview presentation and a small table discussion to answer questions from participants and seek their feedback on the draft Plan. This meeting is part of a broader consultation program for the development of the 5-Year Service Plan & 10-Year Outlook which aims to provide a transparent blueprint for continuous service improvements from 2020-2024.

Attachments included: Attachment A. Agenda and Attachment B. Participant List

This meeting summary was prepared by Swerhun Inc., the third-party facilitation and engagement team retained by the TTC to support the consultation process. 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. This meeting summary was subject to participant review before being finalized.

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 points, as well as many others, shared by participants.

Understand local issues and consult the local community when implementing improvements. A big part of the discussion involved participants highlighting local transit issues. They would like the TTC to keep working with the local community to ensure that improvements reflect the needs of the community.

Improve accessibility of the surface transit network. Participants shared several suggestions to improve the accessibility of TTC shelters, vehicles, stations, as well as developing policy for the future Mobility as a Service (MaaS) with accessibility needs in mind.

Improve communication of service information. Improved transparency in the communication of service changes, particularly service delays, is important. Informing customers of service changes in real-time would help them better plan their trip.

Questions of clarification

Throughout the presentation and the discussion, participants asked questions of clarification. The questions/comments are included below in **bold**, followed by responses from the project team in *italics*.

- **Your online consultation that seeks feedback on the draft Plan (i.e. the online survey) shows that there is a proposed route change, which causes confusion to people. There is also nothing in the consultation on the draft Plan that says these proposed changes are not a done deal.** *The proposed actions and initiatives in the draft Plan are not a done deal. Whatever we learn during our consultations, we will apply it as we continue developing the Plan that will be presented to the Board. As part of this process, we will also be completing an Annual Service Plan. There will be an opportunity every year to consult customers and stakeholders in order to refine all proposed actions for implementation in the current year. The 5-year plan is a business plan and a systematic approach that allows the public to see what is coming down the pipeline.*
- **I'm concerned about the crowding that we will experience when Line 5 – Eglinton LRT opens, and at what point we can anticipate that it will not be usable.** *We have a plan to operate Line 5 – Eglinton based on ridership projections. The plan is to start with two car trains and once ridership reaches capacity, we will add additional trains to accommodate demand.*
- **Will the buses running on the bus transit lane route on Eglinton East skip some stops?** *We are considering stop consolidation as an opportunity to improve travel times. However, there are no final plans yet for the stops on the bus transit lane routes, everything is on the table for consideration.*
- **Are bus bays going to be removed?** *We assess bus bays on a case by case basis. If we find that it will help move the service better, then we will take the necessary actions.*

- **Is there an option for an accessible mode on the Mobility as a Service (MaaS) app, where people can find what are the accessible travel options?** *To clarify, the TTC is not recommending to develop an app. We will work with the City to explore governance and policies to protect the public's interest. During discussions of MaaS with external partners, TTC will advocate for the development of an accessible trips only option in the users' settings.*
- **Would the MaaS app show if the route requires an extra fare?** *To clarify, the TTC is not recommending to develop an app. We will work with the City to explore governance and policies to protect the public's interest. During discussions of MaaS with external partners TTC will advocate for trip transparency in fares including buses that require an additional fare.*
- **Why is there a difference on who is providing the shuttle service from TTC stations? For example, the shuttle service at Davisville Station is provided by the TTC, but the shuttle service from Broadview Station is provided privately by Evergreen.** *Shuttle service from Broadview Station is a private service paid and offered by Evergreen. In order for TTC to implement new service it must pass TTC's Service Standards. The existing shuttle route would not pass the minimum service standards required to implement new service.*
- **How will the improvements to surface transit schedules be measured to check if they are achieving their goals?** *In an environment where ridership in all North American transit agencies is dropping, our goal is to increase transit ridership in the TTC within the constrained budgets. We want to provide the best service and we have to optimize all the time to make sure that we are meeting customer needs. As part of the annual service plan, we measure the status of our service improvements by doing a performance review to see how many routes are on-time and how many routes are not meeting the performance standards so we can make the necessary changes. We also assess the net cost per passenger per route. The City Transportation Services staff present at the meeting said that the City also look at the impact on congestion and look at how we are serving people equitably by giving them transport options for trips with or without a private vehicle.*
- **Are all existing subway entrances accessible and are they part of Pillar 2?** *No, not all existing subway entrances are currently accessible. It is not part of Pillar 2 because there are other plans, such as the 2019-2023 TTC Multi-Year Accessibility Plan that have programs (Easier Access Program) for making all subway stations accessible by 2025.*
- **How are the HOV lanes for the TTC buses and Wheel-Trans incorporated in the Plan?** *We are looking at opportunities to convert HOV (High-Occupancy Vehicle) lanes into bus lanes, while at the same time looking at the greater impact of the implementation. City staff present at the meeting added that the City Transportation Services is looking into all existing HOV lanes to identify more opportunities to create transit-only lanes, not just HOV lanes.*

Detailed Feedback

Feedback participants shared to the entire group are organized into appropriate topic areas below. Note that the numbering of points does not intend to imply any type of priority.

What they like about the draft Plan

- **Action 2.1 Expand customer amenities at stops.** A participant liked that there are plans for improving stop shelters and that they would like to see more of this action in the city.

Advice

General

- **Hold local community town halls to consult the public as the actions get implemented.** Consulting the local community would help ensure that they are informed and provided an opportunity to weigh in on the transit service changes that could impact their community.
- **Improve system-wide communication of service information and delays.** Participants suggested implementing a communication system that would allow vehicle operators (bus, streetcar, and Wheel-Trans) to communicate with each other and inform customers of service changes. They also suggested posting a notification for service delays in a prominent location and before people get in the station, as well as increasing service announcements made via TTC vehicle speakers. These suggestions would help customers plan their trip before and during their ride. *The TTC staff said that they are working on improving the service alerts. They are also working on showing more information on the LCD screen on the new buses.*
- **TTC service improvements should be careful in attracting industrial businesses in mixed-use areas.** A participant from Leaside said that improving TTC service in the area to support workers and retail businesses is good, but to do this without negatively impacting business operations.
- **Improve the speaker quality of TTC vehicles, particularly the external speaker quality of the new Nova buses.** A participant said that the speaker for the new Nova buses is inaudible and difficult to understand, especially when multiple buses are stopping at one stop.

Related to Pillar 1: Enhance the transit network

- **Ensure that the bus route changes as a result of Eglinton LRT opening will support local businesses.** *As part of Action 1.2 Implement new service to address travel patterns, we will monitor travel changes and make necessary adjustments to service.* Participant note added after the meeting: The TTC should consider consulting the local businesses and the Leaside Business Park Association when planning for bus route changes that could impact service in the Leaside business area.
- **Look into maintaining direct bus service between Thorncliffe Park Drive and St. Clair Station on Line 1 via route 88 South Leaside while also supporting a new connection to Laird Station on Line 5 – Eglinton.** Participants shared concerns about the proposed changes to 88 South Leaside, which include stopping the current 88A service and rerouting the current 88B service. As these changes will result in losing a significant bus service in Leaside and Thorncliffe, participants would like the TTC to review the proposed changes and consider keeping the service.

- **Look into supporting direct bus service between Thorncliffe Park Drive, Flemington Park, and Science Centre Station on Line 5 – Eglinton via route 81 Thorncliffe Park.**
- **Ensure that the opening of Line 5 – Eglinton will not result in decrease of bus service in Leaside.** A participant said that there are concerns from Leaside residents that the opening of Line 5 – Eglinton will result in less transit availability due to stop consolidation for buses. Given the distance between the Bayview and Laird Stations and the lack of north-south bus routes between Bayview and Leslie, the participant would like to see more frequent service and enough bus stops to provide sufficient transit availability in the area.

Related to Pillar 2: Enhance the customer experience at key surface transit stop areas

- **Design the transit shelter according to the size of the sidewalk.** Participants said that the location of shelters on some sidewalks present safety challenges for customers. For example, the sidewalk at Queen St & Osgoode Lane are really wide, but the shelter is two feet from the curb, which leaves a small space for customers, especially customers with a mobility device, especially in the wintertime. Bylaws and guidelines for sidewalks should be followed when placing a stop shelter. *We have standard size shelters for regular footprint. The City has a number of shelter designs to accommodate space constraints for different locations.*
- **Rehabilitate retired surface transit stop areas.** A participant said that when stops are either relocated or removed, the concrete pad is left in place which is an eyesore. The concrete pad at the stops should be rehabilitated to also help with the green initiatives in the city.
- **Improve wayfinding for Wheel-Trans stops.** This helps reduce confusion between customers and Wheel-Trans operators and ensure that they are picking-up and dropping-off customers in the right location.

Related to Pillar 5: Accelerate integration with regional transit agencies and complementary modes of transport

- **Route options on MaaS should reflect the realities of travel during different seasons.** Transit service can differ in January and June. The TTC needs to work with the City so things like road maintenance and snow clearing are taken into account.
- **The Autonomous Vehicle Tactical Plan is an impressive plan and offers a compelling framework for the City to achieve long-term goals.** Would be great if the TTC could follow this approach to the development of plans.
- **Create an instructional video on how to use the bus bike racks.** Participants said that some riders have difficulty using the bike racks on buses. *TTC staff said that they are working with Smart Commute staff to conduct outreach to teach people how to use the bike rack safely.*

Next Steps

Mark Mis, TTC Manager – Service Planning, thanked everyone for coming and sharing their feedback. He said that participants raised good points that the TTC will look into. Nicole Swerhun committed to sharing a draft summary of the meeting to participants for review before finalizing.

Attachment 1. Agenda

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Meeting Purpose:

To share the draft 20-point Action Plan that is the core element of the TTC's new 5-Year Service Plan & 10-Year Outlook, explain how consultation feedback and technical work informed the draft Plan, and to seek feedback on any final refinements for the TTC to consider.

AGENDA

- 6:00 pm** **Welcome, Introductions & Agenda Review**
Kathleen Llewellyn-Thomas, Chief Customer Officer, TTC
Nicole Swerhun, Facilitator, Swerhun Inc.
- 6:10** **Overview Presentation**
Mark Mis, Manager, Strategy & Service Planning, TTC
- 6:45* *Questions of Clarification*
- 7:00** **Facilitated Discussion**
1. Is there anything missing from the list of Actions and Initiatives included in the draft 20-point Action Plan? Are there any suggested refinements you would like the TTC to consider? If so, what are they?
 2. To what extent do you think that this draft 20-point Action Plan will support the TTC's commitment to moving large volumes of customers safely, reliably, and swiftly across Toronto?
 3. To what extent do you support the draft 20-point Action Plan?
- 7:15** **Report Back and Plenary Discussion**
- 7:55** **Wrap-up & Next Steps**
- 8:00** **Adjourn**

Attachment 2. Participant List

Listed below are stakeholder groups the TTC invited to participate in the City-wide Stakeholder Meeting. Organizations listed in **bold** attended the meeting. Note that some stakeholder groups had more than one representative in attendance.

1LoveMalvern Transportation Working Group
A Voice for Transit
Access Alliance
Access Point on Danforth
Advisory Committee on Accessible Transit
Advocacy Centre for Tenants
Albion Neighbourhood Services
All IN
Alliance for Equality for Blind Canadians
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
CodeRedTO
Community Associations of Northern Scarborough
Community Head Injury Resource Services
Community Living Toronto
Confederation of Resident and Ratepayer Associations
Connect Sheppard East
Council of Agencies Serving South Asians
Cross-Cultural Community Services Association
CycleTO
CycleTO - Midtown
Deep Quong Non-Profit Homes
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
Fred Victor
Free Transit Toronto
Friends and Families for Safe Streets
Gilda's Club Greater Toronto
Guelph-Humber Student Association (Ignite)
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
Ministry of Transportation
North American Native Plant Society
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
Rexdale Community Hub
Ryerson Students' Union
Salvation Army
Scarborough Campus Students' Union
Scarborough Civic Action Network
Scarborough Community Renewal Organization
Scarborough Cycles
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
South Etobicoke Transit Action Committee
St Clare's Multifaith Housing Society
Students Association of George Brown
College
Sunshine Centres for Seniors
The Centre for Active Transportation
The Neighbourhood Organization
Toronto Alliance to End Homelessness
Toronto Association of Business
Improvement Areas
Toronto Bicycling Network
Toronto Community and Culture Centre
Toronto Community Benefits Network
Toronto Community Care Access Centre
Toronto Council Fire Native Cultural Centre
Toronto Council on Aging

Toronto Disability Pride March
Toronto Electric Riders Association
Toronto Environmental Alliance
Toronto Green Community / West Donlands
Committee
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**
Voice for Transit
Walk Toronto
Waterfront Regeneration Trust
West Side Community Council
York Federation of Students
Youth Action Network
Youth Employment Service