



# Round Three Stakeholder Meetings Summary

## TTC 5-Year Service and Customer Experience Action Plan

Thursday, November 16, 2023; 2:00 – 4:00 pm and 6:00 – 8:00 p.m.  
Meetings held online

### Overview

On Thursday, November 16, 2023, the TTC hosted two stakeholder meetings for the third and final round of customer consultation on its draft 5-Year Service and Customer Experience Action Plan. Both meetings—an afternoon and an evening session—covered the same information and discussion topics (see Appendices A and B for the meeting agendas). The purpose of the meetings was to share and seek feedback on draft Plan.

The stakeholder group includes a broad range of transit-interested organizations with both city-wide and area-specific mandates. Across both sessions, 11 people participated representing a range of organizations. Also participating were staff from the TTC and Third Party Public, an engagement team retained by the TTC to support the engagement process on the 5-Year Service and Customer Experience Action Plan. See Appendix C for a full list of participating staff and organizations.

Third Party Public prepared this meeting summary, which covers both sessions, and shared a draft with participants for review before finalizing it. The intent of this summary is to capture the range of feedback shared at the meetings; it is not intended to serve as a verbatim transcript.

This summary includes three sections:

- Key themes in feedback shared at both meetings
- Detailed summary of the afternoon stakeholder meeting
- Detailed summary of the evening stakeholder meeting

## Key themes in the feedback shared at both meetings

The following themes reflect a summary of the feedback received from participants across both meetings.

**The Plan is on the right track.** Across both meetings, participants supported the draft Plan, saying there was a lot to like and that it looked like the TTC had considered customer feedback. Some participants were critical of the number of Actions and Initiatives in the draft Plan, saying that, while it all sounded great, it was difficult to understand what the priorities were or how feasible the Plan was. Others liked that the draft Plan was ambitious and included many ideas that would have a big impact on transit in Toronto.

**Clear, consistent communication with customers needs reinforcement.** Participants said inconsistent, out-of-date, or missing information from TTC remains a key challenge that needs to be addressed. They pointed to the TTC's website and the signage (or lack thereof) about route changes in Scarborough as examples of where customers face big struggles to get updates about changes to service.

**Accessibility and holistic thinking need to be integrated into the Plan and across TTC planning.** There have been instances where TTC actions seem disconnected from broader plans or strategies. The removal of stops that have made using TTC more difficult for customers with differing abilities, despite strategies like the Family of Services was one example shared. Another was a concern that Actions and Initiatives in the draft 5-Year Service and Customer Experience Action Plan might not account for the budget or fleet needs to realize them. In all cases, participants said that TTC needs to make sure it is considering impacts and consequences of decision-making across the organization.

# Detailed summary of the afternoon Stakeholder Meeting

Five participants attended the afternoon session, representing organizations focusing on transit advocacy, active transportation, and accessibility. Participants shared feedback about the draft Plan overall, feedback about specific Actions and Initiatives (including suggested additions and refinements), and advice about engaging customers in future service planning efforts.

## Overall feedback

### *Participants' overall thoughts about the draft Plan*

For the most part, participants supported the draft 5-Year Service and Customer Experience Action Plan, saying there was a lot to like in what the TTC presented, that they were hearing a lot of “the right things,” and that they hoped the Plan would move forward without being “watered down.” Some said they found the reports from previous rounds of consultation interesting since they suggested that, across many different audiences and customers, service reliability is consistently raised as a top priority.

Participants singled out Pillar 2 (Enhance the Transit Network), Pillar 3 (Improve Service Reliability), and Pillar 4 (Prioritize Surface Transit) as particularly important, with Actions associated with those pillars as potentially having a big impact on transit users' experience. They said that Pillar 4 would benefit from improved collaboration with the City's Transportation Services Division and would need to really focus on making transit a priority, not just getting transit out of the way of cars.

Participants also had some critiques and suggestions about the draft Plan, including:

- **The presentation had both too much and not enough information.** Some said the draft Plan sounded like a “holiday wish list,” with so many Actions and Initiatives that it was hard to understand how feasible it is, what its priorities are, or where to start. They said it would be helpful to see more granular maps illustrating the current situation compared to the proposed situation, so it would be possible to understand the scale of proposed changes, how feasible they are, and how the system might work in the future. They also said it would be helpful to see the rationale TTC will use to identify, prioritize, or mix and match Initiatives. For example, it may not increase Sunday service or create a 20-minute overnight bus network on all routes, so how will it make decisions about which routes to improve?
- **Make sure this Plan is not siloed and considers accessibility.** Teams across TTC need to be aware of and support each others' work. Service planning, fleet planning, budgeting, and decisions about service adjustments all need to be done together and with a holistic understanding of impacts. Despite strategies like the Family of Services trips, there have been disconnects in decision-making — such as the removal of specific stops despite intentions to support accessibility more broadly — that make it seem like the different parts of TTC are not in touch with each other. *The TTC said it considered an access lens on all initiatives and has the same team working on both the 5-Year Service and Customer Experience Action Plan and the 5-Year Accessibility Plan to make sure the plans inform each other.*
- **Concern that this Plan will not be approved in time to influence the City of Toronto's 2024 budget.** *TTC staff acknowledged that this Plan would not be approved in time for the 2024 budget cycle; it is intended to inform 2025 and beyond. They also said that the Plan is intended to help support a sliding scale of investment so that, if and as more funding is available, there are clear Actions ready to implement.*
- **Concern that the TTC's fleet isn't big enough to implement some of the Actions,** like the six-minute streetcar network. *TTC said that it has set aside some vehicles to support implementing this Plan, but additional fleet may be required depending on what options move forward.*
- **Reconsider framing some of what's happened to date as “accomplishments.”** For example, the automated bus never carried a revenue rider. *TTC said that it appreciates the point, though TTC did learn a lot from the automated bus pilot and found it a helpful exercise.*

### *Feedback about specific Actions and Initiatives*

Throughout the discussion, participants shared thoughts on specific Actions and Initiatives. Participants said they liked:

- **Action 2.9 – Enhance Early Morning Sunday Service**, saying it would help frontline health staff and shift workers.
- **Action 5.3 – Enhance Pedestrian Pathways to TTC and 5.4 – Improve microtransit and review micromobility connection opportunities**, which would improve accessibility of more stops. They said it will be very important to work with the City’s Transportation Services to make sure these actions don’t result in intersections becoming more dangerous.

One participant wanted to better understand how TTC uses data to clarify what the Initiative to improve data analytic capabilities within **Action 1.1 – Reinforce the Organizational Commitment to Customer Service** means. *TTC responded that it currently plans service levels based on busiest 60 minutes at the busiest point of the route, with data that is refreshed every six weeks.*

Finally, participants suggested TTC consider some additional Actions and Initiatives around:

- Developing a better system for tracking complaints. York Region has a good system that TTC could use as a precedent.
- Hosting mail/parcel pick-up services or lockers
- Identifying a “public information czar” to oversee and manage issues like inconsistencies between physical notices and the TTC’s website

### **Suggestions about engaging customers**

Participants shared advice with TTC on how to continue to engage customers and stakeholders in its service planning work. They said the TTC should continue to offer a range of virtual and non-virtual ways to connect at different times of day to meet participants’ differing needs and interests. If the TTC continues to provide virtual meetings, it should stick with the format of having open conversations, not heavily managed meetings where participants can only use a chat box that may be ignored by a project team. They also suggested the TTC connect with TTCriders to hear from youth who engage on their Discord server.

### **Feedback submitted after the meeting**

Following the meeting, the project team received emails with additional comments and feedback. The original emails are included in Appendix D. Key points shared in these emails include:

- **Provide more granular reporting of demand and crowding and explore how to design service to accommodate varying demand.** Ridership reporting focuses on weekly, monthly, or annual scales, but there is a lot of important nuance within the days of the week in the post-pandemic world (for example, mid-week ridership is higher than Monday and Friday). It’s also important to be consistent about the anticipated return to 100% ridership recovery relative to pre-pandemic.
- **There’s a need to simplify the TTC’s website.** The TTC’s site includes many different pages, including a Service Advisories Page, Live Service Alerts pop-ups, a news page, riding the TTC / updates page, and a construction notices page. Across these and other pages, information is often inconsistent or obsolete.
- **Update the maps in the presentation** to be clearer about the influence of proposed new standards. For example, some of the routes identified on the 20-minute network map already run at frequent service, and improvements would only affect part of the time and certain branches.

# Detailed summary of the evening Stakeholder Meeting

Six participants attended the evening session, representing transit advocacy organizations, neighbourhood associations, active transportation advocacy, accessibility, and local community organizations. Participants shared feedback about the draft Plan overall, feedback about specific Actions and Initiatives (including suggested additions and refinements), suggestions on specific service and communications issues, and advice about engaging customers in future service planning efforts.

## Overall feedback

### *Participants' overall thoughts on the draft Plan*

Participants were generally very positive about the draft Plan, saying it was going in the right direction and that they were proud of the TTC for doing a great job. Some commended the TTC for reflecting the feedback from previous rounds in the draft Plan, saying that the overall focus on improving frequency across different networks would go a long way towards maintaining and growing ridership.

Participants said they appreciated that Pillar 1 was focused on adopting a customer-centric mindset, saying it hearkened back to recent eras when customers were a top priority for TTC. They also said the addition of new Pillars made sense. One participant suggested that, for the next plan, the TTC consider revisiting the framework for the plan, thinking of it as an interconnected web instead of distinct pillars.

Speaking about the role of transit in helping achieve climate goals, some said they would like to see what a net zero approach to transit would look like and an assessment of the carbon footprint of major construction projects. *TTC staff said they are preparing a separate report to its Board on how to achieve net zero and sustainability goals. Its current thinking is that greening the fleet is the most impactful change TTC can implement.*

### *Feedback about specific Actions and Initiatives*

Participants said they liked:

- **Action 2.5 — Implement Line 3 Future Busway.** While participants were happy to see this Action, some said they were frustrated with timing, saying decision makers have known for years that Line 3 was going to close and it's unfortunate that Scarborough customers will have to wait years for the Busway.
- **Action 2.6 – Expand the Express Bus Network.** Recent cuts on some Express Routes have hurt the customer experience, especially in Scarborough.
- **Action 2.10 – Improve minimum service on all routes during the day.** This change would be a huge improvement for the system and riders, especially service workers.
- **Action 4.1 — Implement RapidTO.** The RapidTO lanes the TTC has built to date are working well.
- **Action 5.1 — Implement fare and service integration.** It will be important to ensure that integration with GO integrates with Canadian National Institute of the Blind (CNIB) member cards. These customers should get a free transfer when travelling between Toronto and surrounding regions.
- **Action 5.3 – Enhance pedestrian pathways to TTC.** This action puts a needed focus on pedestrian comfort and safety. Some said they would like to see even more integration with pedestrian networks, such as strategies to protect pedestrians (and their pets) from micromobility transportation modes and strategies to ensure clear signage and pedestrian safety are key design considerations around construction zones.
- **Action 7.3 — Provide customers with accurate, accessible, and timely information.** Participants said they were very happy to see additional wayfinding supports considered, especially on bus bay platforms. They said this Action should also reference technology supporting low vision customers, like BlindSquare.

Participants had questions and concerns about a few of the Actions, including:

- **Action 2.3 — Open Line 5 – Eglinton.** Participants were concerned that there might not be enough service to support the demand on north-south routes serving Line 5. *TTC staff said that they have allocated the buses that will no longer have to operate on Eglinton to accommodate adjustments based on shifts in demand when Line 5 opens.*

- **Action 2.12 — Enhance service planning equity lens.** Participants wanted to know if or how this Action would consider people with different abilities. *TTC staff responded that it is going to explore the Transportation Equity Opportunity Zones with the City of Toronto, including how to consider the needs of people with different abilities.*

Finally, participants suggested TTC consider some additional Actions and Initiatives around:

- Deploying more supervisors on the street to better “mind the store” and manage surface routes (especially since congestion is going to get worse and lead to more difficult conditions for transit).
- Advocating to the City to unbundle transit shelters from the street furniture contract with Astral Media. For many customers, the surface transit stop is one of the first places they interface with the system. Most customers don’t know the maintenance of those stops is outside of TTC control, so if the glass is broken or a bench has been vandalized, it reflects badly on TTC. A longer-term goal of a more resilient bus shelter would also be a good addition to the Plan.
- Dedicating a portion of the Plan to describing a focus on integrating with the TTC’s Family of Services, including integrating WheelTrans with conventional transit.
- Adding a QR code to bus shelters so that customers can quickly request snow clearing from the City.
- Bringing the job of Customer Service Representatives in-house to offer well-paid, stable jobs.
- Offering a travel training program for newcomers. The City of Brampton does something similar, teaching newcomers how to access Brampton Transit and the Library.

### **Suggestions about specific routes**

Participants discussed challenges with recent route changes and TTC communication about those changes. They said they would like to see:

- **Previous service cuts reversed and restoration of changed routes.** Routes like the 132 Milner and 131 Nugget used to run more frequently. The previous routing of the 903 Kennedy-Scarborough Centre Express route did better at serving key destinations (like 88 Corporate Drive). Additional details about this suggestion were shared after the meeting and included in Appendix D.
- **Improved communication about changes to transit service as a result of the Line 3 closure.** Scarborough customers don’t know about extended routes or changes to routes, including to routes 903 Kennedy-Scarborough Centre Express or 134C Progress. The information at transit stops either doesn’t look official (like hand-written notes on a piece of paper), is out of date, or is unclear. Some of these changes were not part of the Line 3 Bus Replacement Study consultation. Additional details about this suggestion were shared after the meeting and included in Appendix D.
- **Route supervisors need to put more effort into managing the schedule** – some operators have said it’s difficult to keep to the schedule.

### **Suggestions about engaging customers**

Participants encouraged the TTC to continue with virtual meetings for future engagements about service plans, saying it helps reduce barriers for people at a city-wide scale. They added that it’s a good idea to continue to offer in-person options to be able to meet different customers’ needs. Participants also suggested the TTC share presentations in advance that are properly tagged for accessibility so that any participants who are blind or have low vision can review information in advance. Finally, participants suggested TTC double-check the maps in its presentation, including the map for the Eglinton East LRT.

# Appendix A. Afternoon Session Agenda

## Stakeholder Meeting – Afternoon Session

5-Year Service and Customer Experience Action Plan

Thursday, November 16, 2023, 2:00 – 4:00 pm

Meeting held online



### Meeting purpose

To share and discuss the TTC's Draft 5-Year Service and Customer Experience Action Plan.

### Proposed agenda

**2:00 Welcome, land acknowledgement, introductions, agenda review**

*TTC and Third Party Public*

**2:05 Overview of the Draft 5-Year Service and Customer Experience Action Plan**

*TTC*

*Questions of clarification*

**2:35 Discussion**

1. To what extent do you support our Draft 5-Year Service and Customer Experience Action Plan?
2. Is anything major missing or off-base in the Draft Plan?
3. Do you have any other feedback or advice for the TTC?

**3:55 Wrap up and next steps**

**4:00 Adjourn**

# Appendix B. Evening Session Agenda

## Stakeholder Meeting – Evening Session

5-Year Service and Customer Experience Action Plan  
Thursday, November 16, 2023, 6:00 – 8:00 pm  
Meeting held online



### Meeting purpose

To share and discuss the TTC's Draft 5-Year Service and Customer Experience Action Plan.

### Proposed agenda

**6:00 Welcome, land acknowledgement, introductions, agenda review**

*TTC and Third Party Public*

**6:05 Overview of the Draft 5-Year Service and Customer Experience Action Plan**

*TTC*

*Questions of clarification*

**6:35 Discussion**

1. To what extent do you support our Draft 5-Year Service and Customer Experience Action Plan?
2. Is anything major missing or off-base in the Draft Plan?
3. Do you have any other feedback or advice for the TTC?

**7:55 Wrap up and next steps**

**8:00 Adjourn**



## Appendix C. Participants

### Afternoon Session

#### *Stakeholder organizations*

A Voice for Transit  
Canadian National Institute for the Blind  
pointA  
stevemunro.ca  
TTCriders

#### *TTC*

Stephanie Simard Craig  
Joanna Gao  
Jason Genee  
Matt Hagg  
Mark Mis  
Natashia Singh

#### *Third Party Public*

Khly Lamparero  
Ian Malczewski

### Evening Session

#### *Stakeholder organizations*

A Voice For Transit  
Canadian National Institute for the Blind  
Friends of Thorncliffe Park  
Scarborough Community Renewal Organization  
TTCriders  
Walk Toronto

#### *TTC*

Stephanie Simard Craig  
Jason Genee  
Joanna Gao  
Matt Hagg  
Mark Mis  
Natashia Singh

#### *Third Party Public*

Khly Lamparero  
Ian Malczewski

## Appendix D. Written Submissions

Participants shared written submissions after the meeting. The facilitation team has not edited them other than to personal identifiable information and make minor formatting changes.

### Email 1

Here are two points to throw into the hopper.

**First**, there is a problem with the way that comparison between historical riding and current demand are stated relative to service levels.

Complaints about crowding are common, and reduced crowding is one of the Service Plan goals mentioned in both the 5YSP and in the just-published 2024 plan. When you talk about ridership, this tends to be on a weekly, monthly or annual basis. Right now, the numbers are running at about 80%. However, we also know that with work from home, travel on midweek days is different from Mondays and Fridays. This means that a route can be running at 100% midweek but still only achieving a lower ratio measured on a weekly basis.

By contrast, weekends are reported on their own, and they are back to or above pre-pandemic levels.

There does not appear to be anything in either plan that (a) reports demand on peak days like Wednesdays nor (b) discusses how to design service to accommodate varying demand. A related problem will be the political/public perception that transit is not running at full load when the real issue is low demand on Mondays and Fridays. I suspect this leads to the split between complaints of crowding and the ongoing trend in the reported percentage of recovery well below 100%.

**Second**, I mentioned the need for a Czar of public information to wrangle the many online sources of info.

In this section I have removed the hyperlinks to web pages because I think that the TTC's email gateway gets upset about that sort of thing.

For reference, here are the several locations on the TTC site where service changes might be found:

1. The Service Advisories page: <https://www.ttc.ca/service-advisories>

This has sub-pages for Service Changes, Subway Service, and Streetcar Route Changes.

The Streetcar Route Changes page (which is also linked from the main [ttc.ca](https://www.ttc.ca) page) is updated inconsistently. For example, it now includes an entry for 507 Long Branch, but the 501 Queen entry has not been updated to reflect through service to Long Branch in late evenings. The consolidation of info on this page is very useful, but it needs to be maintained in sync with other notices. Over past weeks there have been cases where some but not all concurrent changes were reflected here including an entry for 505 Dundas that was out of date for weeks despite repeated notices from me to @ttchelps.

2. The Live Service Alerts pop-up

This does not reliably include all current alerts, although I suspect this may have something to do with whatever subsystem propagates alerts to various platforms including eAlerts and social media. It might just be a timing issue. The info here is also available on the Service Alerts page which appears to draw on the same source for info.

3. The News page <https://www.ttc.ca/news>

Items here are media releases that can duplicate info elsewhere, but on some occasions actually contain more and more accurate info than in the actual service change pages.

4. Riding the TTC / Updates <https://www.ttc.ca/riding-the-ttc/Updates>

This is a very well hidden page. To get to it, you have to first use the “More” dropdown in the main navigation bar, then select Riding the TTC, and then scroll down to the link to Updates. Sometimes, articles on this page are directly linked off of the main page, but often not, and casual readers would never find them..

5. Construction Notices <https://www.ttc.ca/service-advisories/construction-notice>

Many of these pages relate to subway station reconstruction, but they also include some service info. For example, the KQQR page has been updated to reflect the November 19 changes, and the info there is complete. By contrast, there is no page here about Lawrence Station.

6. There appears to be a mechanism to automatically link various notices to the route pages, but this (a) appears to depend on the item title including the route number and (b) the effective date being today or earlier. I don't know whether the design is based on meta data in the page, or if the script that populates the links simply scans specific fields in a database of changes, alerts, etc. Some items just don't link even though one would expect them to show up.

For example for 501 Queen, the only linked notice right now is for the October 29 restoration of Humber service. The notice for the pending change on November 19 does not appear.

If an item title does not contain route numbers, or not all of them, then it does not appear on the route-level page. This was a problem, for example, on some of the multi-route notices for major construction. One example is the Broadview Station page which includes the four daytime bus routes, but not the night buses, nor the streetcars.

<https://www.ttc.ca/service-advisories/construction-notice/100-8-87-62-Broadview-Station---track-renewal>

The item on slow orders in the subway does not contain any route numbers, and so does not autolink to anything.

The page for King Station autolinks the notice of Melinda Exit closure, but not the one for rebuilding the escalator from the northbound platform. There must be some underlying difference.

<https://www.ttc.ca/service-advisories/construction-notice/King-Station---Melinda-exit-closure>

<https://www.ttc.ca/service-advisories/construction-notice/King-Station---escalator-modernization-project>

Items on the Updates page do not appear to autolink to the route pages.

There is a general problem that obsolete notices are not taken down. Readers may not key on the expiry date info and could assume a change is in effect when it is no longer current. (This would also be an issue for future events, but it's a bit odd that old worn out notices continue to be displayed, but not the shiny new ones.)

There are more examples, but this gives you an idea of what the TTC faces.

## Email 2

There is a chart on page 11 of the deck showing scenarios for ridership recovery that raises a few questions.

1. The two scenarios assume full recovery by 2032 (Scenario 1) or by 2030 (Scenario 2). I find the extended timeframe for these to lack credibility given actual results on parts of the system today, especially when the effects of uneven demand on weekdays (midweek days vs Mon/Fri) are taken into account and the strong recovery on the bus network.

There also seems to be an assumption in the subway car report on the November 22 agenda that you will be back to 100% sooner than 2032.

Obviously many factors including fleet and facilities planning, staffing and funding depend on the rate of recovery and growth thereafter. The TTC cannot use a fast growth assumption when buying subway trains, but a slower rate when looking at long term service needs.

2. There is a reference in the upper right of the chart to Horizon Year 2056 Bloor-Yonge Expansion. What does this mean? The expansion work is planned mainly over the next decade.
3. The opening dates for various projects appear to have slipped past 2030. Are these official?

### Email 3

There is another problem in the deck (and in the corresponding slide in the survey).

The map of routes affected by a 20 minute minimum headway includes many where this is true only for part of the time and only for certain branches. For example the 36 Finch West bus is shown, but only the PM peak service on the Milvan branches runs at 25 minutes. All other parts of the route are more frequent.

The way the map is drawn implies that a new standard would touch the entire network all of the time when in fact the effect is much smaller. This is misleading.

On another point, I worked out how many streetcars it would take to implement a six minute maximum headway, and the fleet even at 264 cars would not be able to support this.

### Email 4

#### **I apologize for the lengthy email but I took a lot of my time to write out some things TTC/TTC planners and politicians need to know:**

1. Remember when I said on Thursday during the Zoom meeting that there was **no signage** indicating that the old 903 stops would be shifted to the far-side new stops that were built and put in service today? Well today, Line 3 Users were standing at the old stop waiting for a replacement bus (current 57 westbound stop) at Midland/Lawrence - not knowing that the new stop was shifted across the street in front of Burger King. I knew this because I follow closely but the average user had no idea. *There was zero indication that today was the first day of the farside stop by Burger King.* This is the perfect example of what I spoke about on Thursday re: bad communication and I knew this would happen. **You need to do better by putting up signs at stops ahead of time letting people know the stops would be changed. That printout that was handed out last week at STC/Kennedy by the red-vest info people would have been a great medium to specify these stop changes.** You will get even more irritated riders come tomorrow/rush hour as they wait at stops that are no longer being used by the RT replacement buses, just to watch a replacement bus pass by them.
2. **You need to install a board on Platform B of Kennedy Station indicating to customers which bus will leave first to get to STC** so they know which one to get on: 939, 985, 903, 129, 131, 133? Many customers simply need to get to STC and may not need those routes beyond STC. I'd be annoyed to be standing at the 903/985 stop and see the 133 pull out first. Someone using an infrequent route from STC like 132 Milner may miss their connection at STC if they hop on a 129 to leave Kennedy but the 133 pulls out 3 minutes earlier. Trust me - those 3 minutes make a huge difference in missing your connection on infrequent routes! **By indicating which route departs first, you make commuting to STC easier for customers. Customers only needing Lawrence, Ellesmere, STC GO terminal or STC can choose to hop on the bus leaving first - not risking missing important connections!** This wasn't an issue with just the 903 there from Oct 8-Nov 18.

3. **The Line 3 Replacement schedules are unrealistic! Why are the schedules for all of these routes "padded" with a lot of extra time from STC to Kennedy & vice-versa. Today the 131 was CRAWLING slowly on the bus lane.** 20-25 minutes scheduled when you have all of these priority measures is causing unnecessary slowness as operators drive slowly to keep on schedule and not end up too "ahead" of schedule. It's the same time the 903 had when it used a longer route on Progress and didn't have full priority measures in place. Meanwhile, the local 21 & 43B have the same amount of time from STC to Kennedy and they stop locally. It does not make sense as Line 3 routes are supposed to be faster.

The priority measures such as signals, queue jump lanes and bus lanes are USELESS if operators are driving 20-35 km/hr to meet the padded schedule. It's purposely driving slow that is irritating to customers. This reminds me of the shuttles/the 903 on Sept 3-Oct 7 when they were using run-as-directed buses and operators were purposely driving slow.

**Is there a way to fix this? Can you decrease the run time between Kennedy-STC to 15-20 minutes instead of 24 minutes**(especially during weekends, late evenings, early mornings, midday - out of peak time) and **send a notice to all operators and supervisors to not drive slow on purpose to maintain a schedule and to take advantage of all the priority measures in place to get customers to Kennedy/STC as quickly and efficiently as possible?**

If I wanted a joyride to kill time for 24 minutes, I'd take the local 43B/21. Unfortunately, working two jobs (one full time, one part time) and commuting on TTC, I don't have time to waste on a bus.

4. I attended the 2021 Consultations for this SRT replacement service and **I don't recall a proposal to remove local stops on 134C. The previous 913/134C arrangement was PERFECT:**
- In the PM, 913 westbound to STC using Progress Ave (instead of turning on Corporate Drive) gets Centennial students to STC faster than making a circle on Corporate Drive/Consilium Place. Then coming back as the 134C making all local stops to the college, dropping off the people living in the condos on Corporate Drive.
  - In the AM, 913 eastbound to Centennial using Progress Ave (instead of turning on Corporate Drive) gets students to the college faster. Then, back westbound as 134 making all local stops picks up the people in the condos on Corporate Drive heading to work.

This was an efficient use of resources!

Now this is the issue - I live at 88 Corporate Drive (Ainslie's ward) and on this new 903A service that started today, I don't recall discussions about removing local stops.

Your new 903A service wastes more time going to Centennial because it loops on Corporate (the red line), instead of just turning right and continuing on Progress like the 913 did both ways - this adds an extra few minutes than the previous 913:



Yes it stops at Lee Centre Drive in both directions. But Lee Centre demand is needed in AM and PM peak like the old 134C.

Another issue: Hundreds of people live in the condos at **88/68 Corporate Drive** and **this stop is always busy**. Tomorrow, many customers will be annoyed to know that they aren't getting 5 minute service on the 134 to STC anymore during AM peak and will have to wait for the 134B which is infrequent and already busy coming from Northeast Scarborough/Malvern.

When you suspended the 134C/913 earlier this year due to platform configurations at STC, you kept the 134C/913 arrangement with 985D as it was "985D via Corporate" and "985D via Progress". It was perfect as well!

**Customers got used to this express/local arrangement since it came into effect in 2018. Is there any way you can reinstate the 913/134C in another board period and just have extended this combo to Kennedy Station?**

**Or can you do like what you did with the 985D mimicking it earlier this year:**

**Departing Kennedy Stn:**

**903A To Centennial via Corporate (and make all local stops the 134C did in PM rush/midday - effectively restoring frequent local service on Corporate Dr)**

**903A To Centennial via Progress (minimic the 913 in AM rush using the shortcut through Progress Ave like the 913 did = faster trip for college students)**

**Departing Centennial College:**

**903A To Kennedy via Corporate (make all the local stops like 134C did in AM rush/midday - effectively restoring frequent local service on Corporate Dr)**

**903A To Kennedy via Progress (minimic the 913 in PM rush using the shortcut through Progress Ave like the 913 did = faster trip for college students)**

This would make it benefit both students going to Centennial **and** to the people living on Corporate Drive, like it has been the past 5 years.

I understand if you were to entertain such a change in routing, it would take some time.

However, if you don't go back to that arrangement you had running 913/134C and are keeping this new 903 arrangement, **can you at least immediately reinstate the stop at 88 Corporate Drive in both directions on the new 903A that started today?**

I'm telling you several customers living in the condos will have no idea of this change and will not be happy to have to wait on an already crowded and infrequent local 134B/D. Adding 88 Corporate Dr to 903A is such a tiny fix you can make to remove the inconvenience of so many passengers!