



TTC 2022 Annual Service Plan Stakeholder Meeting 2 Summary

Wednesday, September 29, 2021

2:00 – 4:00 pm

Meeting held online

Overview

On Wednesday, September 29th, 2021, the TTC hosted the second of two planned rounds of stakeholder consultation about its 2022 Annual Service Plan. The stakeholder group engaged includes representatives of city-wide and area-specific organizations with an interest in transit and service planning (see Participant List attached). This second round of consultation included both an afternoon session and an evening session, both of which covered the same material and discussion questions, and, due to the COVID-19 pandemic, took place via web conferencing software. This stakeholder meeting summary covers the afternoon session, which ran from 2:00 – 4:00 p.m.

Approximately 15 participants attended the afternoon stakeholder meeting, along with staff from the TTC and Swerhun Inc., the third-party engagement team retained by the TTC to support the consultation process on the 2022 Annual Service Plan. The purpose of the meeting was to share and seek feedback on the final draft 2022 Annual Service Plan before it is presented to the TTC Board for approval. The meeting included an overview presentation, a question and answer period, and a facilitated, plenary discussion.

Attachments included: Attachment 1. Agenda and Attachment 2. Participant List

Swerhun Inc. prepared this meeting summary. A draft of the summary was subject to participant review before being finalized. The intent of this summary is to capture the range of feedback shared at the meeting; it is not intended to serve as verbatim transcript. The TTC will also post the final summary on the [project website](#), along with summaries from other engagement activities.

This summary includes four sections:

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

Key themes in the feedback shared at the meeting

The following themes reflect a summary of the feedback received from participants during the meeting. The remainder of this summary provides additional details regarding these, and other points participants shared.

Continue to prioritize accessibility and understand and address barriers that exist for accessing public transit. There were two types of suggestions shared for improving transit accessibility: improving physical access and navigation of stations and vehicles and making transit use financially accessible for customers. Participants shared suggestions to improve wayfinding technology at stations and reduce fare costs for youth, seniors, students, and low-income people. Making transit fares affordable could also help with increasing ridership on public transit.

Improve transit service in Scarborough. Participants expressed concerns that Scarborough continues to be left out of transit plans. They would like to see these concerns addressed and plans for improving transit in Scarborough presented to the public.

Issues with bus bunching, crowding, and infrequent service are among the top concerns. Participants shared concerns about bus bunching, crowding, infrequent service on different routes across the city and they would like to see TTC continue to actively address these issues.

Interest in supporting TTC with promoting the use of public transit. Participants expressed interest in helping the TTC increase ridership levels by promoting TTC service through their own organization's work.

Participants appreciate being part of TTC's consultation process and they can see that the service plans have been informed by local feedback. Participants were glad to be part of the process and to be informed and consulted about the coming changes. They can see progress being made with the plans and are happy to see different interests from different groups be considered.

Detailed feedback

Following the presentation, participants shared their thoughts on the final draft 2022 Annual Service Plan, as well as suggestions and questions about other transit plans that were not included in the 2022 Annual Service Plan. Overall, there were no major objections or concerns shared about the final draft 2022 Annual Service Plan. Feedback shared by participants is summarized below. Clarifications and responses provided by TTC are in *italics*.

Feedback on specific routes changes proposed in the 2022 ASP

- **Support for the proposed 65 Parliament route change.** The proposed route change would help connect people to the waterfront and the George Brown College Student Residence.
- **Leave the 162 Lawrence-Donway route as is but extend it to Science Centre Station and coordinate with Park Lane Public School.** Park Lane Public School uses the 162

Lawrence-Donway route to teach developmentally challenged students to use the TTC. The TTC needs to coordinate with the school when making changes to this route.

- **Consider having the 13 Avenue route go by all the hospitals that are south of Queen's Park to better connect people with those services.**
- **Continue running 32 Eglinton West even when Line 5 Eglinton becomes operational to avoid bunching and crowding issues.** Running 32 Eglinton West could help provide customers with more frequent service and help address the bus bunching and crowding issues on Dufferin Street and Bathurst Street. *32 Eglinton West will be renamed to 34 Eglinton and will be a continuous route along Eglinton Avenue, connecting Mt Dennis Station to Kennedy Station. It will remain operational along with Line 5 to help with operational issues and accessibility.*

Feedback about accessibility and increasing transit ridership

- **Consider using technology on mobile phones to help the sightless community with wayfinding and navigating stations.** Participants were supportive and excited to learn about the plans for improving wayfinding at stations. They also suggested looking into how mobile phones could be used to help the sightless community hear what's going on in their surroundings. The Bluetooth technology piloted at St Clair Station that helps with navigating the station should be integrated into busier stations. *We will reach out to our System Accessibility team to see if there is funding and an opportunity to include this suggestion in the service plan for 2022. TTC follow-up response: TTC staff are working on a TTC Wayfinding Strategy with a report back to the TTC Board expected in Q1 2022. Expanding the beacon wayfinding pilot project is one of the initiatives that will be considered as part of the Strategy as mentioned in the initial report submitted on May 13, 2020 ([see the report here](#)).*
- **Prioritize providing affordable transit fares, especially for seniors, students, and youth, to help attract customers back to taking public transit and increase ridership.**
- **Interest in helping increase ridership on the TTC through marketing campaigns that the organizations the stakeholders represent are doing.** Participants expressed interest in supporting the TTC through marketing to help increase transit ridership. A participant said that their organization is working on a large campaign to get people back into the office, and they would like to know if there is anything they could tell their marketing team to include in their social media channels to help the TTC. *We can connect you with our Marketing, and Research and Analytics teams to see how we could leverage the connections you have with businesses in your area. TTC follow-up response: We have shared your comment with and forwarded your contact information to our Communications team.*

Feedback on service and implementation

- **Concerns about buses bunching or missing, especially on routes that short turn or don't have frequent service, which creates a big hole in service.** Examples of routes where this issue is happening are 65 Parliament and 75 Sherbourne. *We are aware of bus bunching and cancelled buses being an issue. It is an operational level issue that we are*

actively addressing with the operations team. We are also ramping up our hiring of staff to help address this issue.

- **Monitoring the performance of the plans once implemented is important.** The plans proposed seem great, but the performance of the service once implemented is what's important. Service delivery is complicated and performing in an optimal situation is not usually the case.
- **Concerns about congestion, increased private vehicle commute, and the potential difficulty this could have with implementing priority bus lanes.** Participants shared concerns about more congestion than before the pandemic because of more people driving due to COVID, and that this will make it difficult to implement RapidTO priority bus lanes that would take away lanes from drivers.

Feedback about transit service planning

- **Strong desire to see improved transit planning and service in Scarborough.** Several participants strongly supported participant suggestions to improve transit in Scarborough. Participants said that they continue to feel that Scarborough has been left out of transit plans, and transit continues to be challenging in Scarborough, especially with the shutdown of Line 3 Scarborough. They would like to see the transfer times extended from 2 hours to 3 hours as two hours is not enough to complete a trip in Scarborough and when travelling across the city. *We understand and appreciate the frustration of Scarborough riders, especially with the Line 3 shutdown. We have implemented express routes on every corridor from Kennedy to Steeles, and we are continuously thinking about how to improve transit in Scarborough. We'll take the transfer extension suggestion and share it back with our team.*
- **Improve cross-boundary service integration and look into potential ways to relax constraints to help ease the movement of people in the region.** *There are 24 cross-boundary corridors where other transit agencies service in Toronto. Our plan is to work closely with the 905 transit agencies to take advantage of the capacity they can provide within Toronto. For example, Burnhamthorpe and Dufferin-Mississauga are identified as routes that 905 transit agencies could serve in the City of Toronto. If 905 transit agencies could serve those areas, we can reallocate the service TTC provides in those areas to other areas in the City. However, many things need to happen for it to move forward, such as: amending the City of Toronto Act, figuring out fare collection, etc.*
- **Plan to update Don Mills Station to better integrate private business microtransit providers is good news.** A participant was glad to hear that there will be plans proposed for updating Don Mills Station to help connect customers who use microtransit services with TTC service.
- **Consider changing the route of the 75 Sherbourne bus to better serve the students attending George Brown College, St. James Campus.** Currently, 75 Sherbourne short turns southbound on Queen Street, which is too far north of the St. James Campus. Consider routing the bus down to King Street and connecting back to Adelaide Street so more students would be served for the northbound trip. *We will pass this operational suggestion to Transit Control. We will let them know there is a major student population there to see if they can change the short turn.*

- **Traffic is worse on the west side of Pioneer Village Station than along the priority bus lane candidate area.** *We have noticed traffic is worse on the west side of the route, so we implemented express buses as a through trip for anyone travelling to the end of the route. In November, we will add extra service between Kipling and Steeles and Pioneer Village Station and monitor from there.*

Feedback shared after the meeting

- **Clarify what kind of e-bikes can be placed on bus bike racks,** including information on weight limits and if batteries need to be removed. Continued clarification will be needed as the province is currently looking at how to classify the legality of e-bikes. *TTC response shared via email: A bike may be loaded onto a bus bike rack at any time, however, TTC personnel may refuse cyclists access to the bike rack due to unsafe conditions, if they obstruct operator sightlines, or for any other reason at the TTC's discretion. Only conventional two-wheeled bicycles are allowed on bike racks (wheels at least 41 cm [16 inches]). Tricycles and motorized bicycles are not permitted, nor are bikes with child carriers or trailers. However, TTC staff will review the policy on motorized bicycles.*
- **Reconsider the times when bikes are allowed on the subway to help with people's last-mile commute, particularly for those from suburban communities.** Other transit agencies allow bringing bikes on vehicles anytime and support it by having public service announcements (e.g. posters) about common sense etiquette. If a restriction time is needed, consider making it shorter and only during the busiest morning and afternoon hours. *TTC response shared via email: TTC's current policy does not allow bikes on streetcars or subways during weekday peak hours due to high ridership during those times, particularly in the downtown area. However, TTC staff will review the policy as the current ridership is lower.*
- **Clarify the rules about taking a folding bike onto the subway during restricted times.** There's currently no information about TTC's policy on folding bikes. Consider aligning TTC's policy for bringing folding bikes on the subway with GO train's policy to avoid confusion, particularly from regional transit users.

Questions of clarification

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

Questions related to the 2022 ASP

- **What was the feedback received from the focused consultation you've done about the proposed route changes for the 54 Lawrence East bus?** *Due to having the bus routed via Don Mills Road instead of Leslie Street, there were concerns with the proposed removal of service on Lawrence Avenue East west of Don Mills Road and on Leslie Street. Since this area of the 54 route is not well utilized, we've modified the proposed route change to address the concern with the removal of service by having the 51B Leslie bus service customers on Lawrence Avenue East west of Don Mills Road and on Leslie Street and also extending the route to The Donway and Shops at Don Mills.*
- **Can you provide more information about the wayfinding technology you're proposing?** *In 2022, we are planning on advancing the wayfinding strategy through two*

initiatives. The first initiative is rolling out newly redesigned illuminated system route map information displays within TTC stations to be completed in early 2022. The second initiative is to update wayfinding signage at three stations, including St George, St Andrew, and Dundas Stations.

- **Is there hope of getting budget for operations from other sources?** *This Annual Service Plan and the budget we're presenting to the City assumes service levels will remain as is into 2022. There are no budget increases; there will be budget reallocations. Assuming we move forward with similar budget levels, we will need help from the Provincial and the Federal governments to fill the gap on subsidies.*
- **To what extent have you taken into account schedules now that traffic puts you back to pre-COVID level travel times, and the effect it will have on service?** *Vehicles and vehicle operators are finite, and we can allocate them to increase frequency and/or increased running time. With less ridership at the moment and given our projections, it is not as pressing, but we will have to revisit it in the next couple of years when we're back to 100% ridership levels.*

Questions related to other transit projects and service

- **Is there any hope the slow orders on the enhanced streetcar network will change?** *It is difficult to say with current construction around the City. We will look into this after the meeting and get back to you. TTC follow-up response after the meeting: There are no changes with the slow orders at the moment. These slow orders are safety related and are there to reduce traffic accidents, derailments, pedestrian fatalities, etc.*
- **Is the King Street project still in the plans for 2023? When will the project at Queen Street end?** *Unsure at the moment, but we will look into this after the meeting and get back to you. TTC follow-up response after the meeting: According to current plans, King Street and Queen Street will be both under construction at the same time in 2023, but on opposite ends of the corridors.*
- **Are there any updates on the Eglinton East LRT?** *We don't have an update at the moment, but we will look into this after the meeting and get back to you. TTC follow-up response after the meeting: The City of Toronto is leading the Eglinton East LRT project with the TTC's support. Technical evaluation is going on right now to update the design of the LRT, and public consultations will launch next year for the public to provide feedback on the updated design and proposals.*
- **Evergreen Brickworks has very limited TTC access which affects families that want to attend summer programming events. Can another bus line be added along Bayview to help connect people to the site?** *There may be a possibility to do something like what we've done with the Sailing Club, where a summer schedule route can be implemented during programming hours. Or, we can add a shuttle bus similar to what we've done with Ikea, with signage and schedules posted at the station and online to raise public knowledge on how to reach Evergreen Brickworks. We can connect you with a colleague managing the Microtransit Project to work something out once summer programming is running again. TTC follow-up response after the meeting: We have shared your comment with and forwarded your contact information to our Microtransit Project lead.*

Next Steps

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

Attachment 1. Agenda

TTC 2022 Annual Service Plan Second Round of Stakeholder Meetings Session 1 (afternoon)

September 29, 2021

2:00 – 4:00 pm

Meeting held online



Meeting purpose

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

Proposed agenda

2:00 Land acknowledgement, welcome, introductions, and agenda review

Mark Mis, TTC

Khly Lamparero, Facilitator, Swerhun Inc.

2:10 Update and overview of the 2022 Annual Service Plan

Mark Mis, Jasmine Eftekhari, TTC

Questions of clarification

2:40 Discussion

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

3:55 Wrap up and next steps

4:00 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.

1LoveMalvern Transportation Working Group
42 Voices
7 Oaks Residents Association
8-80 Cities
A Voice for Transit
Access Alliance Multicultural Health and Community Services
Access Point on Danforth
Advisory Committee on Accessible Transit
Advocacy Centre for Tenants (ACTO)
Albion Neighbourhood Services
All IN
Alliance for Equality for Blind Canadians
Alliance of Seniors-Older Canadians Network
Anishnawbe Health Toronto
AODA Alliance
Avenue Road-Eglinton Community Association
Bayview Cumber Neighbourhood Association
Brian Village Association
Cabbagetown Residents Association
Cabbagetown South Residents Association
Canadian Council of the Blind, Toronto Chapter
Canadian Hearing Society
Canadian Pensioners Concerned
Canadian Urban Transit Association
Centennial College Student Association Inc.
Centennial Community Recreation Association
Centre for Independent Living in Toronto
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 (CORRA)
Connect Sheppard East
ConnectScarborough
Council of Agencies Serving South Asians
Crawford Building Consultants
Cross-Cultural Community Services Association
Curran Hall Community Association
CycleTO
Danforth Residents' Association
Deep Quong Non-Profit Homes
Don Mills Residents Inc.
Downsview Lands Community Voice Association
DPCM - Bread & Bricks
East Scarborough Boys and Girls Club
Centre for Connected Communities
Eglinton 2020
Eglinton Park Residents Association
Eva's Initiatives
Evergreen
Fair Fare Coalition
Federation of Metro Tenants' Associations
Federation of North Toronto Residents' Association (FoNTRA)
First Capital
Forest Hill Homeowners Association
Fred Victor
Free Transit Toronto
Friends and Families for Safe Streets
Friends of Thorncliffe Park
Friends of Pan Am Path
Gilda's Club Greater Toronto
Glen Andrew Community Association
Glen Andrew Community Association
Guelph-Humber Student Association (Ignite)
Guild Renaissance Group
Guildwood Village Community Association
Heathwood Ratepayers Association
Highland Creek Community Association
Homes First
Housing Connections
HousingNowTO (Twitter presence)
Humber Valley Village Residents Association
Jane Finch Action Against Poverty
Jane-Finch Action for Neighbourhood Change

Jane's Walk
KCWA Family and Social Services
Leaside Towers Tenants Association
Leslieville Residents Association
Lytton Park Residents' Organization
Malvern Action for Neighbourhood Change
Malvern Family Resource Centre - Action
for Neighbourhood Change (ANC)
Malvern Library
Markland Wood Homeowners Association
Masaryk Memorial Institute
Midland Park Community Association
Miliken Mills East Ratepayers Association
Ministry of Transportation
Momiji Health Care Society
Mount Dennis Community Association
Native Child and Family Services
North American Native Plant Society
North Bendale Community Association
**Oakwood Vaughan Community
Organization**
Older Women's Network
Ontario Active School Travel
Ontario Good Roads Association
Ontario Motor Coach Association
Ontario Public Transit Association
Our Greenway
Out of the Cold. Overnight Hostels
Playter Area Residents Association
pointA
Polycultural Immigrant & Community
Services
Regent Park Neighbourhood Association
Rexdale Community Hub
Rockcliffe-Smythe Community Association
Ryerson Students' Union
S+G Urban
Salvation Army
Scarborough Bluffs Community Association
Scarborough Business Association
Scarborough Campus Students' Union
Scarborough Centre for Healthy
Communities
Scarborough Civic Action Network (SCAN)
Scarborough Community Renewal
Organization (SCRO)
Scarborough Health Network
Scarborough Neighbourhood Action Plan
(SNAP) Committee
Scarborough Residents Unite

Scarborough Rosewood Community
Association
Scarborough Transit Action
Scarborough Village Neighbourhood
Association
Seneca College
Seneca Student Federation
Senior Tamils' Centre of Ontario
Senior's Strategy Leader
Share the Road Coalition
Smart Commute - North Toronto, Vaughan
Social Planning Toronto
Society of Sharing: Inner-City Volunteers
Sound Times Support Services
South Eglinton Ratepayers' & Residents'
Association (SERRA)
South Etobicoke Transit Action Committee
stevemunro.ca
St Clare's Multifaith Housing Society
St. James Town Service Providers Network
St. Lawrence Neighbourhood Association
StudentMove TO
**Students Association of George Brown
College**
Summerhill Residents Association
Sunshine Centres for Seniors
TAIBU Community Health Centre
Tenblock
The Centre for Active Transportation
The Guild Renaissance Group
The Hub - Mid-Scarborough
The Neighbourhood Organization (TNO)
The Republic Residents Association (RRA)
Toronto Alliance to End Homelessness
Toronto Association of Business
Improvement Areas (TABIA)
Toronto Bicycling Network
Toronto Community and Culture Centre
Toronto Community Benefits Network
Toronto Community Care Access Centre
Toronto Community Housing
Toronto Council Fire Native Cultural Centre
Toronto Council on Aging
Toronto Disability Pride March
Toronto Electric Riders Association (TERA)
Toronto Environmental Alliance
Toronto Green Community / West Donlands
Committee
Toronto Pan Am Sports Aquatic Centre
Toronto Seniors Forum
Toronto Trucking Association

Toronto Workforce Innovation Group
Toronto Youth Cabinet
Transport Action Ontario
Transportation Equity TO
Transportation Options
TTCriders
University of Toronto Faculty Association
University of Toronto Students Union
**University of Toronto Transportation
Research Institute**
Urban Land Institute
Walk Toronto
Ward 18 Scarborough Southwest School
Trustee
Ward 19 Scarborough Guildwood School
Trustee

Ward 22 Scarborough - Rouge Park School
Trustee
Ward 7 Trustee for TCDSB
Waterfront Regeneration Trust
West Rouge Community Association
West Side Community Council
Weston Village Residents Association
Winchester Park Residents Association
Woburn Community Residents
York Federation of Students
York University
York South-Weston Tenant Union
Youth Action Network
Youth Employment Service
YWCA Toronto Employment Centre