



# Round Two Advisory Group Engagement Summary

## TTC 2025 Annual Service Plan

Wednesday, October 23, 2024

### Overview

On Wednesday, October 23, 2024, the TTC hosted two meetings with members of its Planning Advisory Group as part of the second of two planned rounds of consultation about its 2025 Annual Service Plan. Both meetings covered the same information and discussion topics (see Appendices A and B for agendas). The purpose of the meetings was to share and seek feedback on final draft service proposals for the 2025 Annual Service Plan, specifically Community Bus service proposals and construction detour plans.

The advisory group includes a broad range of transit-interested organizations with both city-wide and area-specific mandates. 15 people participated across both sessions. Also participating were staff from the TTC and Third Party Public, the engagement team retained by TTC to support the engagement process on the 2025 Annual Service Plan. See Appendix C for a full list of participating staff and organizations.

Third Party Public prepared this meeting summary, which integrates feedback from both sessions as well as feedback shared in writing within a week of the meeting. 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. A draft of this summary was shared with participants for review before it was finalized.

This summary includes two sections:

- Key themes in feedback
- Detailed summary of feedback

## Key themes in feedback

The following themes emerged in feedback across both meetings.

**No major objections to the service proposals.** Participants either supported or did not object to any of presented service proposals.

**Lack of customer awareness is likely a contributor to low ridership on Community Bus service.** TTC could improve customer awareness of this service by sharing information about how it works with key audiences and revisiting how Community Bus routes are represented graphically on maps, at stops, and elsewhere.

**Communications around construction detours and diversions remains a challenge.** While there have been recent improvements with how TTC communicates about construction detours, confusing and inaccurate information about construction detours remains a problem. TTC's website, real-time data feeds, and on-street signage were some areas participants flagged as needing improvement

**Concern about the structure, scope, and lack of advocacy in the 2025 Annual Service Plan.** The Annual Service Plan should do more to advocate for resources that would help increase ridership and get people moving. It should also be comprehensive in sharing the status of previously approved initiatives, revealing the breadth of what's proposed in a coming year, and working across disciplines and divisions at TTC.

## Detailed summary of feedback

Participants shared questions and feedback about the Annual Service Plan overall, Community Bus service, construction detours, and other feedback.

### Comments about the Annual Service Plan overall

**Concern about the lack of advocacy and the structure of the 2025 Annual Service Plan.** There was some strong concern shared that the Annual Service Plan “tweaks the edges” of the transit network rather than advocating for increased service or ridership. There was also concern that the plan seems siloed. Key TTC perspectives, such as Operations and Communications, are not included. As a result, many important customer-facing elements of the service proposals appear to be treated as “someone else’s job.” To address these concerns, it was suggested that TTC:

- provide a recap of previous Annual Service Plans and progress update on previous initiatives (like network changes for Line 5 and Line 6 openings) to give people a clearer understanding of TTC’s overall efforts
- explain what TTC’s spending priorities would be if it had more resources, both at a system-wide level (what’s the backlog of service improvements required to address crowding and restore off-peak service standards) and at a service-specific level (what additional Community Bus routes would TTC run if it had more resources).
- bring Operations and Communications staff to Advisory Group meetings to help address and respond to feedback shared to date, such as feedback about TTC’s website or feedback about route management.

The Annual Service Plan should clearly show how it fits into a holistic, comprehensive strategy to help people move through Toronto.

*TTC responded that there is more to the Annual Service Plan than shared in this meeting – the presentation and agenda focus on key proposals and initiatives where TTC most needs feedback right now. TTC added that, with additional resources, its priority remains alleviating crowding on the conventional bus network.*

### Feedback about the Community Bus service

#### Questions about Community Bus service

**What criteria does TTC use when deciding where to operate Community Bus service? Why doesn’t Scarborough have any Community Bus Routes?** *TTC said that it determined Community Bus route locations by looking at where there is a higher-than-average population density of seniors or seniors’ residences, where there are existing WheelTrans trips, and where there are destinations like community centres, shopping centres, and medical centres. It added that it would need to look the history of the creation of the service to understand why there aren’t any routes in Scarborough.*

**To what extent does TTC consider trip duration when adjusting Community Bus service?** *TTC said that frequency is important to making a service usable and reliable for customers, so it has prioritized minimizing increases in trip duration with its proposed adjustments.*

**Is TTC considering adding any new Community Bus routes to increase ridership?** *TTC said no, for the moment it is not looking at adding any new routes. With the existing routes having low ridership, it is difficult to justify additional resources for new routes. Since the resources for this service are fixed, supporting new routes would require removing service from existing ones, which TTC does not want to do. TTC’s short- and medium-term goal is to help these routes perform better. If and when they do, TTC would consider if, how, and where to expand service.*

**Is Community Bus training including in training for WheelTrans operators?** *Yes, it is.*

#### General comments about the Community Bus service

Several participants said they first learned of the Community Bus service through this Annual Service Plan consultation process. Others said that while they know about the service, they can tell it is not well-used since

they often see empty Community Buses operating. Other perspectives shared included support for the service, interest in seeing it expand, and skepticism its service can be improved without also broadening its network.

Participants shared general suggestions on improving the service, including:

**Better promote, explain, and identify the Community Bus service.** Many suspected a general lack of knowledge is a big part of why ridership on Community Bus routes is low. They suggested TTC develop strategies to better promote and identify the service. Specific suggestions included:

- Share info packages with community-based organizations like CNIB and WomanACT to support getting the word out about the Community Bus. These organizations have relationships and connect with many people that might use the service if they knew about it.
- Revisit the approach to identifying Community Bus routes on maps in grey – a more legible, vibrant colour might help people learn about and consider using the service.
- Provide more information, signage, and markers at bus stops where Community Bus routes operate. These tools could help explain what the service is and how it works, especially since some potential customers might not have or use smartphones to get information.

*TTC said it's aware of and agrees that communication about Community Bus service is an issue. In response to previous similar feedback, TTC Communications staff are developing strategies to raise awareness.*

**Do not to try to move WheelTrans customers to Community Bus service.** While the Community Bus service is great for many customers, it isn't always a viable alternative for some because of its limited schedules and meandering routes. TTC should not try to “maximize its return” by moving WheelTrans riders to Community Bus service. Instead, set expectations that it's ok these routes do not meet ridership targets since their purpose to increase service coverage for key customers. *TTC said that it does not intend to replace WheelTrans riders or remove Community Bus service — its focus is making both services strong. It added that TTC has much lower ridership standards for Community Bus service compared to conventional services.*

**Use data about naturally occurring retirement communities (NORCs)** if and when planning locations for future Community Bus service.

## Feedback about specific routes

Participants either supported or did not object to any of the specific proposed adjustments and improvements to Community Bus routes. Comments about specific routes included:

- **404 East York / 408 Victoria Park.** The proposed changes are potentially beneficial, especially to low vision and sightless customers who live at Victoria Park and Eglinton and might not be comfortable on conventional transit. Some reiterated interest in helping TTC promote the changes once implemented.
- **403 South Don Mills.** Increase service to every 60 minutes — the route currently operates every 75 minutes, which is not sufficient to attract or retain ridership. To help increase awareness of the route, consider having Community Buses serve every stop on Thorncliffe Park Drive and Overlea Boulevard. TTC staff could also hand out flyers at these stops to promote the service.

## Questions and comments about construction detour plans

### General questions and feedback about how TTC manages construction detours

Participants shared questions and broad suggestions about construction detour planning, including:

**What process does TTC use to request future transit priority measures? Do these have to go to City Council or just the TTC Board?** *TTC strives to identify and request transit priority needs in advance, and it approaches each project on a case-by-case basis given different wards' priorities and needs. Many priority measures — like removing street parking — must go to City Council for approval.*

**Is TTC considering using run-as-directed buses to bolster construction detour plans?** *TTC said these buses are useful to supplement service during temporary closures, but it prefers not to use them for longer-term diversions. One reason is these buses do not appear in transit apps, making trip planning challenging.*

**There's still a need for TTC to improve how it communicates about diversions.** Examples of communications challenges participants had experienced were:

- bus operators being unsure of where to go on detour routes
- TTC's website, which often includes inconsistent information in multiple places
- confusing, inaccurate, out-of-date, or missing information in diversion maps and real-time data feeds
- stop poles that are left on-street even after the routes they served has stopped operating
- the use of hand-written signs and late installation of official signs about temporary service changes

**Include all planned major construction projects in Annual Service Plan communication and engagement materials.** Even if TTC isn't consulting on detour plans for every project, it's important that it reveal all anticipated construction projects for the coming year. For example, the presentation didn't mention the planned work at Gerrard and Parliament that will likely impact the 506 Carlton. The lack of complete information could lead to confusion and distrust that TTC isn't being transparent about everything that's planned. It could also inadvertently mislead people into believing that what TTC is sharing the extent of what's planned. Where possible, TTC should include information about the duration of disruptions, including which (if any) construction projects might be "chunked" into phases to reduce disruptions. *TTC said that it makes choices about which projects to focus on in Annual Service Plan consultation based on things like: certainty about the timing, details, and status of a planned construction project, making the amount of information manageable for participants, its confidence in its detour plans based on previous experience, and more. It added that it would consider this feedback when preparing for future Annual Service Plan consultations.*

## Questions and feedback about proposed King-Church construction detour plans

TTC shared two options it was considering to provide detours around planned construction at the intersection of King and Church Streets. Participants had questions and shared feedback about these plans.

### Questions

**When will the Queen Street Diversion be operational?** *TTC said that it expects the diversion to be operational imminently this fall.*

**Is TTC planning service increases (both on the 121 River-Esplanade route and via run-as-directed buses) as part of these plans?** *TTC said that the plan does include increased service on the 121 River-Esplanade and that it would consider using run-as-directed buses. It added that a drawback of run-as-directed buses is they are not currently trackable in trip planning apps.*

**Why do the detour plans not reflect the planned closure of King Street West and Dufferin Avenue?** *TTC said it ran a detour on King Street West this year and plans to use a similar plan given the lessons learned. TTC added it not received official confirmation that the project is confirmed to proceed in 2025.*

**West of Downtown, where do the 504/304 and 508 streetcars return to their normal routes? Where does the 504/304 replacement bus terminate?** *Response added after the meeting: The location where the 504/304 and 508 streetcars return to their normal routes will be determined by which other projects, if any, proceed in 2025 and their timing within the year. Assuming additional projects are not underway, they will return to regular routing via Spadina Ave. Similarly, the western extent of the 504/304 replacement bus will be determined by timing of other projects but will overlap with the streetcar service for a few stops to provide multiple transfer opportunities for customers (this is a best-practice but is subject to the availability of a suitable end-of-line terminal and other considerations). In a scenario where streetcars return to route via Spadina Ave, buses would travel as far west as Bathurst Street.*

### Feedback about the detour plans

There was a suggestion that TTC share and consult on the lessons learned from 2024 King Street West detour. Sharing this information would let people know more change is coming provide them with an opportunity to share feedback based on the recent diversion. TTC and the City must coordinate closely to minimize the duration of this disruption.

Where participants had an opinion about the two options, several said they preferred Option 2 provided the 121 River-Esplanade service was reliable. Others preferred Option 1, saying that, since the Esplanade operates as a local road, it may not have capacity for increased bus service. Comments on Option 2 included:

- **Consider operating a service between Broadview Subway Station and the Distillery District** to maintain a direct north-south to Line 2 (or at least operating the service to Danforth Avenue). TTC has

run similar service before, and the connection would provide a valuable service for Distillery residents, who often get the “short end of the stick” with diversions. TTC could design the service in such a way that operators do layovers at the south end of the route (at Distillery Loop) as opposed to the north end. Whatever TTC does, it must have a strong rationale for the route. *TTC said that, while it sometimes uses Broadview Station as a temporary terminal, it prefers not to use it for longer-term diversions due to limited capacity.*

- **Make sure there are strategies to mitigate potential delays on the 121 River-Esplanade** due to the route being longer. *TTC said that it is aware of these concerns and will consider this feedback if it proceeds with Option 2.*

## Feedback about proposed Beth Neilson construction detour plans

TTC shared two options it was considering to provide detours around planned construction of Beth Neilson Drive.

A few participants acknowledged the challenge TTC has in planning when key variables are outside of TTC’s control, like the opening of Line 5 – Eglinton and City construction on Millwood and the Leaside Bridge. *TTC said that, while the timing of the Line 5 opening is uncertain, it understands that the City work should be complete before the planned Beth Neilson closure, which is currently scheduled for late summer / fall 2025. It added that, if Line 5 isn’t open, it would likely proceed with something like Option 1.*

Other comments about the detour plans included:

- **Ensure there are stops shared by the 88 Leaside South and 56 Leaside North** to facilitate easy transfer during the closure. *TTC said it would share this feedback with its stops team.*
- **More support for Option 1** because this option: maintains a connection to St. Clair Subway Station (especially important for Thorncliffe Park residents), keeps Leaside and Thorncliffe connected with a direct route, and provides some residents a more certain direct connection to higher order transit given the uncertainty around the opening of Line 5. Concerns about Option 2 included the removal of important stops on Millwood Road serving Leaside Memorial Gardens.
- **Make sure to consider that the 88 Leaside South is used by kids in Thorncliffe Park** to go to Bessborough School, Northlea School, St. Anselm’s Catholic School, and the Leaside Public Library. Maintaining these connections is important, and both options remove Thorncliffe Park residents’ direct access to these destinations. TTC should consult the school boards to understand if/how these changes might impact on students.
- **Suggested additional options.** One participant shared detailed additional options for TTC to consider (attached in Appendix D).

## Questions and feedback about Cedarvale (Eglinton West) bus terminal closure detour plans

TTC shared a proposed network plan to provide detours around planned closure of the bus terminal at Cedarvale (Eglinton West) Subway station. Generally, participants didn’t object to the proposed closure. One participant asked why TTC didn’t proposing routing some buses to another station on Line 5. *TTC said that many of the nearby stations do not have much capacity at their bus terminals.*

## Questions and feedback about College and McCaul construction detour plans

TTC shared a proposed network plan to provide detours around a planned closure of the intersection of College and McCaul Streets. Participants generally supported this diversion, with one calling it a “perfectly reasonable diversion” given the network in place. Another suggested the TTC consider advocating for signal priority for diverted streetcars turning on Spadina Avenue.

## Questions and feedback about other service proposals

Participants shared questions and feedback about some of the other service proposals, including:

### Blue night service

**To what extent did TTC consider safety as part of its review of Blue Night service?** Did the review include consideration to allocate staff at subway stations at night? Research shows that women’s safety is

improved through visible staffing. *TTC said that it considers service coverage and frequency as important to creating a sense of safety on the Blue Night network – people feel safer if they think a bus will be arriving soon.*

**Study Flemingdon Park** for inclusion in the Blue Night network.

## Fares

**Is TTC looking at increasing the 2-hour time transfer window?** *The timing of transfer duration is not a TTC decision, and TTC is not aware of any current initiatives looking at expanding the window.*

**Continued concern about the confusing relationship between One Fare, PRESTO, and CNIB card holders making cross-boundary trips.** It's not clear why CNIB customers are required to pay an extra fare for cross-boundary trips. *TTC said it would share the contact details for the person responsible for managing this program to get clarity.*

**Continued support for TTC exploring how to connect to GO service** to take best advantage of the One Fare program.

## Etobicoke service

**Suggestions for specific routes**, including:

- Consider revisiting the terminus for 48 Rathburn and 50 Burnhamthorpe to be at destinations (as opposed to bus loops).
- Explore the potential for a continuous north-south bus route west of Highway 427 from Renforth Station Area to Lake Shore Boulevard.

## Downtown and East York service

**Is TTC working on a plan around identifying different areas for boarding and alighting buses at Danforth and Woodbine Avenues?** During shuttle bus and special service (such as Canada Day service to Woodbine Beach), customers pack the sidewalks and roads, making the area impassable and unsafe. This challenge is worsened by Woodbine Station often being the terminus of shuttle bus service. *The TTC is currently not working on any plan. TTC does not use Woodbine Avenue in front of the station for any activities due to the bollard separating the bike lane from the roadway. Passengers alight on Danforth Avenue and Woodbine Avenue for westbound trips (during shuttle service), and board at Starthmore Boulevard.*

**What is the planned timing of implementing the 22 Coxwell / 70 O'Connor change?** It may be worth waiting until Line 5 opens to make a good first impression. *TTC said here is no specific timeline for this. Pending TTC board approval, TTC typically begins implementing Annual Service Plan changes in the fall of the following year. For this particular proposal, TTC's preference is to align it with the opening of Line 5 and implementation of the Line 5 Surface Network Plan.*

# Appendix A. Afternoon Session Agenda



## TTC 2025 Annual Service Plan

### Round Two Planning Advisory Group Engagement

Wednesday, October 23, 2024

2:00 – 4:00 pm

Meeting held via Zoom

#### Meeting purpose

To share and seek feedback on final draft service proposals for the 2025 Annual Service Plan.

#### Proposed agenda

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

*Ian Malczewski, Facilitator, Third Party Public*  
*Jasmine Eftekhari, TTC*

#### 2:15 2025 Annual Service Plan update and overview

*Jasmine Eftekhari, Jordan Langlois, TTC*

- Key messages from Round One engagement
- Update on the 2025 Annual Service Plan

*Questions of clarification*

#### 2:45 Review of proposed Community Bus service proposals

*Jordan Langlois, TTC*

#### 2:55 Discussion about Community Bus service proposals

1. What are your thoughts on the proposed Community Bus service proposals? Do you have any suggestions on how we could improve them?

#### 3:15 Review of construction detour plans

*Kristjan Naelapea, TTC*

#### 3:30 Discussion about construction detour plans

2. What are your thoughts on the proposed construction-related detour plans? Do you have any suggestions on how we could improve them?

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

#### 4:00 Adjourn



# Appendix B. Evening Session Agenda



## TTC 2025 Annual Service Plan Round Two Planning Advisory Group Engagement

Wednesday, October 23, 2024

6:00 – 8:00 pm

Meeting held via Zoom

### Meeting purpose

To share and seek feedback on final draft service proposals for the 2025 Annual Service Plan.

### Proposed agenda

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

*Ian Malczewski, Facilitator, Third Party Public  
Jasmine Eftekhari, TTC*

#### 6:15 2025 Annual Service Plan update and overview

*Jasmine Eftekhari, Jordan Langlois, TTC*

- Key messages from Round One engagement
- Update on the 2025 Annual Service Plan

*Questions of clarification*

#### 6:45 Review of proposed Community Bus service proposals

*Jordan Langlois, TTC*

#### 6:55 Discussion about Community Bus service proposals

1. What are your thoughts on the proposed Community Bus service proposals? Do you have any suggestions on how we could improve them?

#### 7:15 Review of construction detour plans

*Kristjan Naelapea, TTC*

#### 7:30 Discussion about construction detour plans

2. What are your thoughts on the proposed construction-related detour plans? Do you have any suggestions on how we could improve them?

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

#### 8:00 Adjourn

## **Appendix C. Participants**

### ***Advisory group organizations***

AVCA (Agincourt Village Community Association)  
Canada National Institute for the Blind (CNIB)  
CodeRedTO  
Community Living Toronto  
Danforth East Community Association  
The Etobicoke Voice  
Leaside Residents Association  
Leaside Towers Tenants Association (Thornccliffe Park)  
Older Women's Network  
Walk Toronto  
stevemunro.ca  
Street Haven  
Toronto Digs Subways  
TTCriders  
WomanACT

### ***TTC***

Jasmine Eftekhari  
Jordan Langlois  
Kristijan Naelapea

### ***Third Party Public***

Khly Lamparero  
Ian Malczewski

## Appendix D. Post-meeting written feedback

The facilitation team received the following post-meeting written feedback within a week of the meeting. Other than minor formatting changes and removing names, the feedback has not been edited.

### Email on behalf of Leaside Residents Association

I have been studying the proposed Beth Nealson Drive temporary closure (Option 2), and note that this option would have a significant negative impact on the Leaside Memorial Gardens city facility by removing the two bus stops on Millwood Road, which are closest to the facility. Many people, including children on sports teams, use these stops to get to their games and classes.

This also would add significant travel time for anyone coming from St Clair subway station (Line 1) needing to take the direct route to/from Thorncliffe Park.

I thought I should bring this to your/your team's attention immediately. This is a major concern.

### Email on behalf stevemunro.ca

Following on from yesterday's discussion:

#### **Completeness:**

There is a structural problem with the ASP in that it is missing several key items:

First off, at least for context, there needs to be a recap of items from past ASPs that have been kept and are still pending, or have been dropped.

Second, again for context, the planned changes for the opening of Lines 5 and 6 should be shown.

Between these two, this would be important as part of broader public consultation and information if only to avoid the "why don't you do X" type of question that might already have been addressed.

#### **Advocacy and Opportunity:**

Next there is the whole question of transit growth, need and budget. Although the TTC is working with a target budget number for next year, this could be changed by Council who have a right to know what might be possible, but for budget limits.

The Community Bus discussion is a case in point. Obviously there are other parts of the city that deserve a CB, and we should know where they are. If the Board chooses not to advocate for them, or Council chooses not to fund them, at least it is an informed public decision.

Similarly, we have no idea of the backlog of service improvements needed to address crowding, let alone to restore the official off-peak service standards. We know, at least to the nearest billion, how much various capital schemes might set us back. Why are we not even told where the needs and possibilities are for service?

The focus of the ASP is supposed to be the TTC's core competency – moving passengers with lovely management-speak of 7 pillars and 25 actions. But there is little sign that the ASP actually will address this.

#### **Re Night Buses:**

I was intrigued by the TTC comment that reliability of night bus service is important for safety. It has been decades since the night routes had guaranteed time points, let alone meets between night routes. This is never addressed. I know from looking at tracking data that the concept of "on time" for the night buses is a polite fiction, and yet this is precisely the type of service where it matters the most.

This is an example of a fundamental problem with the ASP: siloing within the TTC. Service Planning does not have any influence on Operations, which would be responsible for OTP, and the best they can say (as they did in other contexts) was "we will take this to our colleagues in section xxx". The ASP consultation has become a small-scale exercise within a small department of the TTC who are unable to answer for other parts of the

organization. This has always been the case, but it seemed particularly evident yesterday. I talked about advocacy for better transit by the TTC, but there is little sign of advocacy even within the organization.

### **Re Communications:**

A stated goal for 2025 was customer communications. This remains a big problem. It is quite clear looking at what shows up on the website and when that responsibility for info is split between various groups. This causes items to be filed in different parts of the site, conflicting info to be posted, and updates/clarifications to be missed. There is something fundamentally wrong when readers come to my site to see a consolidated, and with luck accurate, view of what is going on. I should not have to do the TTC's work for them.

Quite recently there was a major diversion for repairs on the Don Bridge on Queen Street. The info at stops only reflected the restoration of through service on Queen, because that's what was in the board period memo. There was no notice of the bridge-related diversions of 501, 503, 504 and 508. Riders in the east end are used to this sort of treatment.

Until fairly recently, for reasons best known to insiders, the board period memo was not widely released until almost the last moment. The impetus appears to have been to give management/politicians a chance for a presser to say "look at what we're doing". Meanwhile even internal departments who should have been working on public info, stop changes, etc. did not get vital info until days before the change, and the material that was posted publicly was clearly a rush job. (It is ironic that those of us with the time and skill to wade through the GTFS exports can see changes before they are announced because the GTFS export usually happens about two weeks before the schedule change.)

A related problem seen on the October change was that the GTFS timetables did not reflect the Queen bus operation, and it ran with 600-RAD buses. This made it totally invisible to TransitApp. Celebrating the "fact" that TransitApp now shows diversions is meaningless when a major one like this was not in the GTFS Open Data export. Moreover, when there is a change from the announced routes as happened with 501 Queen, the GTFS export should be updated so that apps will track to real, not fictional operational plans.

The Next Vehicle Arrival System works, or not, in various parts of the city. It suffers from two problems: one is that some units go out of service for an extended period, the other is that NVAS units are not reprogrammed to show routes on long term diversion even on a scheduled basis. I have given up reporting these issues as nothing happens. NVAS depends on vehicle predictions which, in turn, are affected by the accuracy or not of the GTFS schedules. There does not appear to be any mechanism to update info displayed based on actual operations.

There is still a problem with stop poles that were installed for services that do not operate. This includes the Downtown Express 14x routes, and stops for the 72 Pape diversion to Parliament and King. I see people waiting at the 14x stops that do not also have streetcar service from time to time. It looks like a TTC stop and so they stand there until a streetcar whizzes by.

I noticed last night that the "temporary" northbound stop for the 501 bus on Broadview north of Queen has finally gained a properly printed notice that it's only for the bus mere weeks before that bus will cease operation. A succession of hand-written signs has appeared there over the past year.

Also under the comms umbrella, it would be really nice if people responsible for service alerts, as well as people responsible for drawing maps, actually knew where streets are in the city. It is not uncommon to see a service alert advertising a diversion that is physically impossible either because of road geometry, or in the case of streetcars the location of track. A recent map for the Don Bridge diversion (fixed later) showed a street layout that does not exist (an intersection of King and Broadview).

### **Re Construction:**

I spoke yesterday about the omission of major projects notably King from Dufferin to Close, and College/Carlton from Lansdowne to Parliament, both of which have been on the City's TOInview map for months. The response that King West was just a continuation of the 2024 project ignores many points:

- People need to know it is happening.
- There was a claim that "lessons learned" on King in 2024 would be applied to 2025. Nice to hear. What will change? Shouldn't this be a topic for consultation?

- There are two major projects on King in 2025, but only the east side was discussed. What are the timeframes, and how will these interact?

I was appalled that Service Planning appeared to be in the dark on the timing of the Richmond/Adelaide diversion implementation. There is already a service advisory online saying “mid November”, and testing of the new track/overhead is in progress this week. TTCHelps has confirmed the mid-November date.

Re King/Church: This is going to be a major upheaval. Replacing an intersection can be done within one six-week board period, but there is also water main work. We hear a lot about project co-ordination these days and it would be nice to see this work as tightly scheduled as possible. TOInview shows the water main replacement extending only to the immediate vicinity of King and Church.

Re College/McCaul: This is only a TTC track project and should be possible within a single six-week board period, ideally co-ordinated with the overhead reconstruction work planned on College.

There was a passing comment about transit priority for diversions. I will believe this when I see it. For the Don Bridge diversions, there already are left-turn signals for transit on Broadview northbound at Dundas and southbound at Queen, but they have been masked since the last time this diversion was used. They should have been re-activated for this year’s work, but were not. I know there’s some bad blood between the TTC and Transportation Services at the City. Get over it.

In conclusion, there is a sense that many issues are “someone else’s job” within the TTC, and the ASP can only be a mechanism to ask nicely to get things fixed. That’s a guaranteed way to undermine public confidence.

### **Email on behalf of Leaside Towers Tenants Association (Thorncliffe Park)**

Thank you for a productive meeting, as always. My comments are below:

***What are your thoughts on the proposed Round One proposals? Do you have any suggestions on how we could improve them?***

No additional comments regarding the specific proposals.

***For future annual service plans:***

- Flemington Park should be studied for inclusion in the Blue Night service network.
- The western terminus within the City of Toronto for 48 Rathburn and 50 Burnhamthorpe, respectively, could be revisited to be at destinations, not a bus loop.
- Additionally, there is an opportunity for a continuous north-south bus route west of Highway 427 from the Renforth Station area to Lake Shore Boulevard.

***What are your thoughts on the proposed Community Bus Service proposals? Do you have any suggestions on how we could improve them?***

**403 South Don Mills:**

- Can route 403 be improved to run every 60 minutes, which was its service frequency prior to 2017? Currently, it is every 75 minutes. Not useful to attract / retain ridership.
- Awareness of route 403 is very low to non-existent in Thorncliffe Park:
  - Suggest that drivers actually stop at each stop on Thorncliffe Park Drive and Overlea Boulevard, so that residents can see that the community bus is a TTC service that everyone can board.
  - Consider visiting the bus stops on Thorncliffe Park Drive and Overlea Boulevard, handing out pamphlets to educate potential community bus customers.

***What are your thoughts on the proposed construction-related detour plans? Do you have any suggestions on how we could improve them?***

**King & Church Track and Watermain & King Street East Overhead:**

- Option 1 is preferable, even with direct construction impacts, given that the Esplanade (Option 2) functions as more of a local road.

**Questions:**

- West of downtown, where do the 504/304 and 508 streetcars return to their normal routes, respectively?
- West of downtown, where does the 504/304 replacement bus terminate?

**Beth Neilson Dr Temporary Closure:**

After some review, I am proposing Options 3a and 3b for your consideration and potential implementation.

With regard to the two options presented at the stakeholder meeting, options 1 and 2, from a Thorncliffe Park perspective Option 1 is superior. Option 1 maintains the direct TTC connection between Thorncliffe Park and Line 1 at St. Clair Station, which has been well-used since the 1960s.

Option 2, by contrast, which removes the St. Clair Station link in favour of Laird Station suffers from the basic problem of uncertainty. No one knows when Line 5 will open, not even Metrolinx. Further, given Metrolinx's inability to complete any of its transit projects, we really don't know how many years it will take for Beth Neilson Drive to reopen either. The ridership for St. Clair Station exists today.

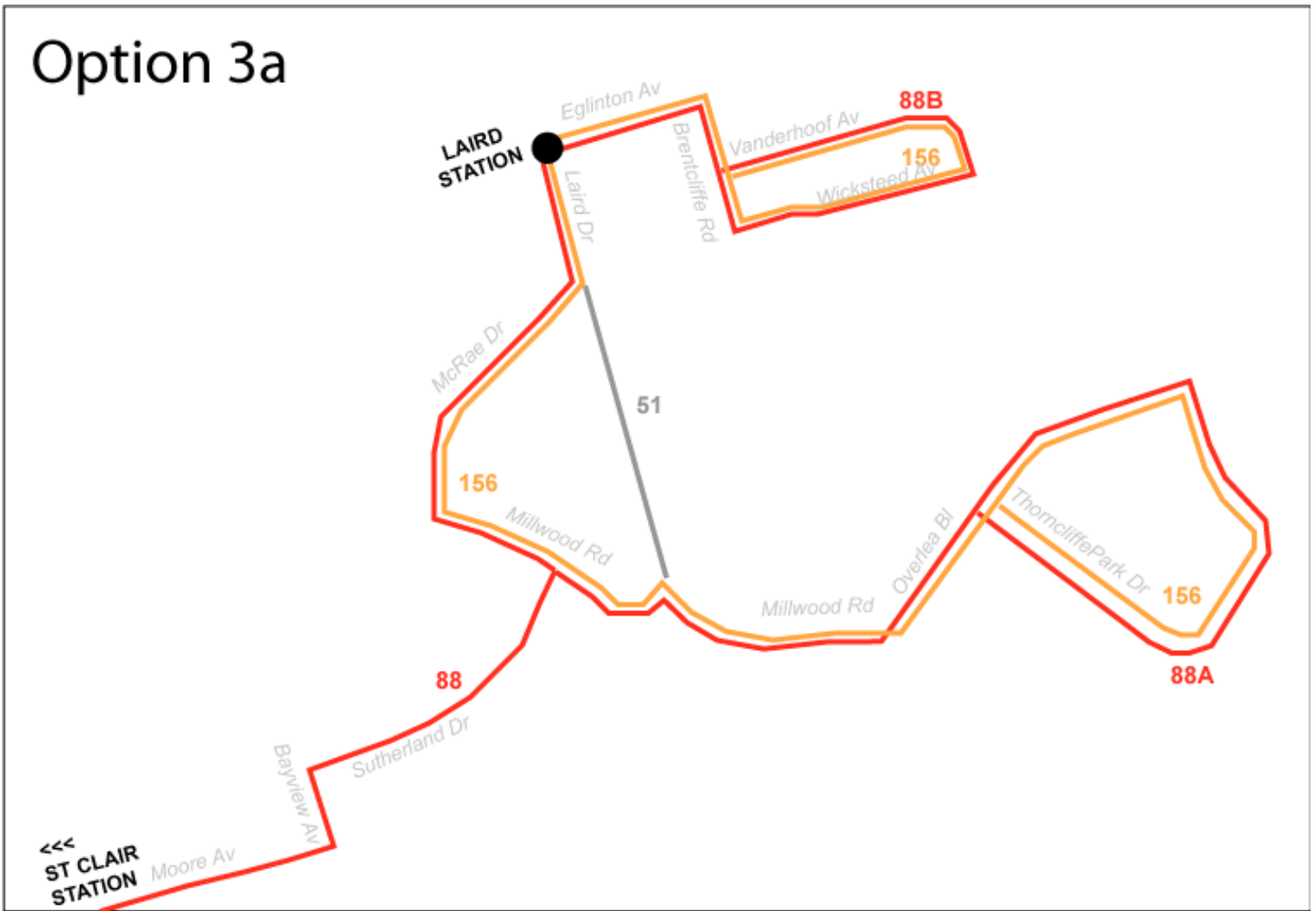
Unfortunately, options 1 and 2 both remove Thorncliffe Park's direct access to stops that serve Bessborough Elementary School, St. Anselm's Catholic School, Leaside Public Library, and more generally allow Thorncliffers to work and shop in South Leaside, including the residential community and the Bayview Leaside BIA.

Options 3a and 3b build upon options 1 and 2.

**For Option 3a:**

- The Option 1 routings of 88A and 88B are implemented.
- The Option 2 introduction of temporary route 156 is implemented.
- However, route 156 utilizes McRae Drive and Millwood Road in both directions, before returning to Laird Drive. Benefits:
  - All communities in the route 88 service area maintain direct access to St. Clair Station.
  - All communities in the route 88 service area gain new direct access to Laird Station (opening date TBC).
  - Maintains direct access between Thorncliffe Park and South Leaside schools and libraries, and shops (and vice versa).
  - Maintains direct access between Thorncliffe Park and the Leaside Business Park residential, commercial, and retail district (and vice versa).
  - Maintains direct TTC bus service to Leaside Gardens (compared to Option 2).
  - Provides new one-seat service within South Leaside, from McRae Drive to Southvale Drive. (i.e. No forced transfer at Millwood and Sutherland).
  - Provides new one-seat service from the Leaside Business Park community through South Leaside to Leaside Gardens recreation centre.
- \*Route 156 travels eastbound on Overlea, and loops clockwise on Thorncliffe Park Drive.

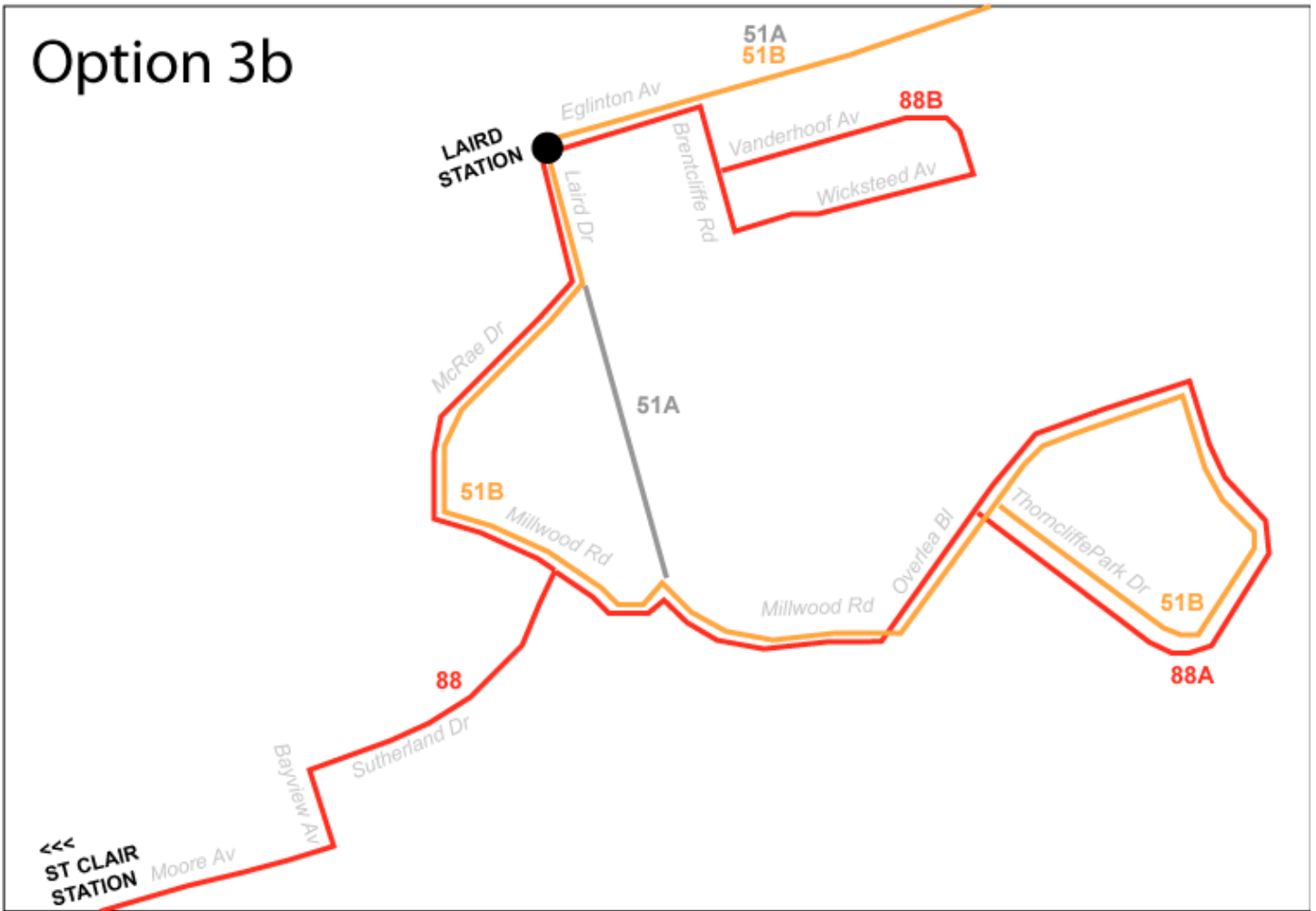
# Option 3a



## For Option 3b:

- The Option 1 routings of 88A and 88B are implemented.
- Instead of temporary route 156, route 51B Leslie is temporarily routed to Thorncliffe Park Drive instead of Donlands Station. (While continuing to serve The Donway.)
- Route 51B Leslie utilizes McRae Drive and Millwood Road in both directions, before returning to Laird Drive.
- The benefits of Option 3b are similar to Option 3a except the Leaside Business Park will not have one-seat service to Leaside Gardens recreation centre.
- \*Route 51B Leslie travels eastbound on Overlea, and loops clockwise on Thorncliffe Park Drive.

# Option 3b



In both Option 3a and 3b, Thorncliffe Park residents will require a transfer for stops on Laird Drive between McRae Drive / Wicksteed Avenue, and Millwood Road. This is consistent with the board-approved TTC routes connecting to Line 5 Eglinton.

**Cedarvale Station Temporary Bus Terminal Closure: No comments.**

**College & McCaul Trackwork: No comments.**