
TTC 2021 Annual Service Plan

**Integrated Engagement Summary
August – November 2020**

November 2020

Engagement Process Overview

Due to COVID-19 physical distancing requirements, the 2021 Annual Service Plan (ASP) engagement process offered a range of virtual and asynchronous ways for stakeholders and TTC customers to learn about and share feedback on the 2021 ASP, including:

- Four virtual stakeholder meetings
- A dedicated engagement website including text, images, and a video
- A Discussion Guide with four topic-specific inserts, available via download or, by request, the mail (along with a pre-paid envelope to return feedback)
- Three online surveys
- A dedicated phone line and email address
- Posters installed in approximately 300 TTC shelters and stations, with a focus on routes that have continued to experience high ridership during the COVID-19 pandemic
- Virtual meetings and discussions, including discussions convened by the TTC, their engagement team, and a youth engagement team

The 2021 ASP engagement process followed a three-round process. Environics Research led the first round of engagement and Swerhun Inc. led the second and third round of engagement.

The first round took place between June and July 2020. It consisted of a service standards survey of the general public. The purpose of this survey was to learn if and how customers' priorities have changed to make sure the 2021 ASP is based on an up-to-date understanding.

The second round took place between August and October 2020. It consisted of three public surveys, two stakeholder meetings, and a youth-led engagement process. The public surveys shared and sought feedback about the RapidTO Eglinton East Priority Bus Lane, RapidTO Jane Street Priority Bus Lane, and the 2021 ASP's emerging priorities and initiatives. The stakeholder meetings included an overview and discussion about the 5-Year Service Plan, a 2020 service update, and emerging priorities and initiatives for the 2021 ASP. The youth-led engagement consisted of a diverse team of four youth from Neighbourhood Improvement Areas in the east and west ends of the city where bus routes continued to have high ridership during the COVID-19 pandemic. The youth team's role was to design, deliver, and document an engagement process seeking feedback from their local communities about select 2021 ASP initiatives they considered most important. The youth engagement work was a paid work and skill development opportunity that took a deliberate approach to engaging youth aged 18 – 29, a demographic typically under-represented in city-building consultations.

The third round took place in November 2020. It consisted of two stakeholder meetings and focused on sharing and seeking feedback on the proposed final recommendations for the 2021 Annual Service Plan.

Individual summaries of each engagement activity led by Swerhun are attached. These summaries are not intended to be verbatim transcripts; rather they are intended to capture key feedback and discussion points shared by participants. *These summaries do not assess the merit or accuracy of any of perspectives shared, nor do they indicate an endorsement of any of these perspectives on the part of the TTC.*

Attachments

1. Stakeholder Meeting 1, Session 1
2. Stakeholder Meeting 1, Session 2
3. Eglinton East Priority Bus Lane Public Consultation Summary
4. Jane Street Priority Bus Lane Public Consultation Summary
5. 2021 Annual Service Plan Public Consultation Summary
6. Stakeholder Meeting 2, Session 1
7. Stakeholder Meeting 2, Session 2
8. Youth Engagement Team Reports



TTC 2021 Annual Service Plan Stakeholder Meeting Summary

Thursday, September 17, 2020

3:00 – 4:30 pm

Meeting held online

Overview

On Thursday, September 17, 2020, the TTC hosted the first of two planned rounds of stakeholder consultation about its 2021 Annual Service Plan. The stakeholder group engaged includes representatives of city-wide and area-specific organizations with an interest in transit and service planning (see Participant List attached). This first round of consultation included both an afternoon session and an evening session, both of which covered the same material and discussion questions, and, due to the COVID-19 pandemic, took place via web conferencing software. This stakeholder meeting summary covers the afternoon session, which ran from 3:00 – 4:30 p.m.

Approximately 25 people attended the afternoon stakeholder meeting, along with staff from the TTC and Swerhun Inc., the third-party facilitation and engagement team retained by the TTC to support the consultation process on the 2021 Annual Service Plan. The purpose of the meeting was to share an overview of the 5-Year Service Plan and a 2020 service update and to present and seek feedback on emerging priorities and initiatives for the 2021 Annual Service Plan. The meeting included an overview presentation, question and answer period, and a facilitated, plenary discussion.

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

Swerhun Inc. prepared this meeting summary and shared a draft with participants for review before finalizing it. The intent of this summary is to capture the range of feedback shared at the workshop; it is not intended to serve as verbatim transcript.

This summary includes four sections:

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

Key themes in the feedback shared at the meeting

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

Accessibility remains a key priority. Improving accessibility on the TTC needs to continue to be a priority for the TTC. The TTC should continue to make sure it is considering the needs of all customers, especially when making decisions about removing fare collectors from booths, moving streetcar stop locations, or adjusting bus routes.

Find the balance between demand responsive service and regular service. Given the increased importance of crowding during COVID-19, the TTC's approach to providing demand responsive service makes sense. The TTC should be clear on how and when it will adjust demand responsive service to regular service so that routes experiencing regular crowding do not have to rely on day-by-day service adjustments.

Appreciation for the TTC's work, especially during difficult times. The TTC has had to make a difficult pivot and is doing well despite the circumstances. Several said they appreciated the opportunity to learn and share feedback about the plan.

Questions of clarification

Following the presentation and throughout the discussion, participants asked questions of clarification, with the TTC providing responses.

- **What has the TTC learned from its survey on customers' stop pattern preferences for the Eglinton East RapidTO route?** *The survey has revealed a mix of opinions about stop pattern preferences for Eglinton East. The option with the highest customer preference as of September 17 is option 3 — reduce the number of stops on 905 Eglinton — at 37%.*
- **Are you looking at other low ridership routes beyond the ones shared in the presentation? The Province has indicated interest in substituting rideshare services for low performing routes.** *The changes to low performing routes shared in this meeting are the only ones the TTC is currently looking at right now, though we do monitor and evaluate low-performing routes against its service standards on an on-going basis.*
- **Could you elaborate on how the TTC applies an equity lens to service planning? For example, does the TTC consider the socio-economic status of riders impacted by service planning when it considers making changes like removing bus stops or routes?** *In this 2021 Annual Service Plan work, there are two streams of work that reflect an equity lens. The first is in our public engagement process, where we're recruiting local youth leaders to seek feedback on the Annual Service Plan from their peers, who we know are typically under-represented in these discussions. The second lens is one we apply to our service planning work, which considers things like socio-economic status. For example, if we are considering changing or removing service in an equity-seeking part of the city, we apply a different weighting to the key considerations informing our planning so we can be sure we're considering those communities' needs.*
- **Why do the racks on buses no longer hold two bikes?** *The TTC heard concerns from bus operators that having two bikes on the front of the bus created sightline challenges, so we limited them to carry only one. It's been a few years since that change, so there is an opportunity for the TTC to re-examine that policy.*

- **How does the TTC decide when to increase regular service versus provide demand responsive service? Is there a point when it makes more sense to implement a regular service change rather provide demand responsive service?** *Right now, we are bringing in additional operators to provide service until we can provide regular service. In November, we will restore service on a number of busy corridors, and our aim is to provide regular service based on new ridership and conditions and reduce demand responsive. We do want to maintain some demand responsive service since it provides flexibility — some demand responsive service will likely remain through 2021.*
- **Will you share the presentation afterwards so we can take a closer look at detailed slides (like slides listing under-performing routes)?** *Yes, we will share the slides, and we'll also post a video of the presentation on the [engagement website](#).*

Detailed feedback

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

Feedback about the emerging priorities for 2021

No participants raised any significant concerns or objections to the TTC's proposed emerging priorities. Some shared suggestions related the TTC's proposed priority to **sustain demand-responsive service**, including:

- Increase regular service on routes that continue to experience crowding (like on Jane Street) and have demand-responsive service ready when there is crowding. *The TTC replied that part of the reason it has proposed demand responsive service is that it can take some time for scheduling to catch up to data collection. The TTC has been dedicating demand responsive service to busier routes on a regular basis and wants to keep it available as a buffer if cases spike in a second wave.*
- Consider using an app to share information about where there is crowding and where transit service is needed. *The TTC replied that it would look at all options and consider a cost-benefit analysis of using technology or apps this way. The 5-Year Service Plan does include actions focused on facilitating micro-transit and there are a couple of micro-transit initiatives underway, like the shuttles to Ikea and the Brickworks.*

Feedback about specific proposed initiatives for the 2021 Annual Service Plan

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

Feedback about RapidTO

Participants were happy to see dedicated bus lanes for Eglinton East and Jane Street included in the plan. Some said that enforcement of these bus only lanes will be important to their success and reliability. *The TTC replied that it has been consulting with the Toronto Police, who will be enforcing bus only lane restrictions. Some locations will have cameras to help the TTC identify where compliance is an issue. The TTC will also implement a public education campaign to explain how the lanes work.*

Performance review and bus service adjustments

Some agreed with the TTC's proposal to adjust 121 Fort York-Esplanade bus service and remove the 144 Downtown / Don Valley Express. To better serve Flemington Park residents,

the TTC could consider adding regular bus service to St. Dennis Drive where there are many residents in apartments that would benefit. In Thorncliffe Park, both the 81 and 88 routes are well-used, and there could be service improvements to better connect Thorncliffe Park to Downtown. *The TTC replied that these are helpful insights that could inform the TTC's thinking for 2022 service planning as part of the plans to restructure bus routes to connect to Line 5 Eglinton. The TTC would like to improve the connection from Thorncliffe Park and help customers there connect to rapid transit.*

Other feedback about the 2021 Annual Service Plan and transit service

Participants shared broader advice about accessibility, marketing, and the engagement process about the 2021 Annual Service Plan.

Accessibility

Some of the TTC's recent changes have actually made the system less accessible for some customers, not more. For example, removing fare collectors from booths and moving King Street streetcar stops to the far side of intersections. The TTC needs to make sure that it is considering the needs of people with visual impairments when making these types of changes. Another accessibility issue raised is that some customers with disabilities prefer to take buses over subways, so the TTC should consider extending the 97 bus south to (and beyond) Bloor. *The TTC said that part of the purpose of moving collectors out of fare booths was to have collectors focus on customer service rather than selling fares — helping people customers with visual impairments is part of their job and training. On King Street, there are plans to add tactile features and raised platforms to make it better for all customers, including those with visual impairments. We will make sure to pass these comments on to the TTC's Advisory Committee on Accessible Transit.*

Marketing

The TTC should have a marketing plan whenever it makes changes to routes – marketing can help build ridership and let people know about changes. *That TTC said that marketing is important in restoring ridership, and the TTC wants to focus its messaging on the safety of its service. The TTC is looking to provide a tool so people can see passenger loads prior to boarding and it also has plans to improve and expand on its next vehicle arrival system as a priority over the next 5 years.*

Support for the process and more funding

Several said it's good to see the TTC continuing to consult with stakeholders on the 2021 Annual Service Plan, even in trying times. Some said they hoped various levels of government would fund the TTC consistently so the system can run more smoothly.

Feedback shared after the meeting

Two participants shared additional feedback after the meeting. Their original submissions are included in Attachment 3 and summarized below:

Feedback about the performance review, express routes, and the bus network

- The 142 Downtown / Avenue Road Express may have been unsuccessful due to the premium fare and small number of stops
- Support for new operating hours, express services, and any initiatives that improve reliability. It's unclear how the proposed bus service improvements will happen without an increase to the service budget. The 5-Year Service Plan initially included improvements to

service hours — is the number of planned service hours for 2021 above pre-pandemic levels? The TTC should be careful when removing or reducing bus service since the current bus network of high-frequency corridors offers attractive options to customers.

- Support for prioritizing surface transit, especially the RapidTO initiatives.

Feedback about crowding and COVID-19

- Support for the TTC making relieving crowding a priority for 2021.
- The TTC should recall operators now and increase service on busy routes, like Lawrence Avenue.
- As part of improving the experience at stops, the TTC should consider larger shelters, especially on busier routes, so that customers can physical distance.

Other feedback

- Support for fare integration, since paying multiple, separate fares can be a barrier to people taking transit (especially young people).
- The TTC's plans to improve service are good – is there funding to implement these plans?

Facilitation team note: the TTC shared the following responses to the questions included in the feedback shared after the meeting:

The 2021 service budget will recommend the same level of service budgeted up to March 2020. The additional improvements that were originally expected for implementation later in the 2020 budget year are not part of 2021 service budget. Where possible, service improvements that require additional resources will be made through the reallocation of resources within the network. Moving resources from one service to another will be guided by feedback from customers and stakeholders so that we have alignment on the priorities for the transit system. The additional service hours for improvements that were requested in the 5-Year Service Plan will be deferred until there is more economic and ridership recovery.

Next Steps

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

Attachment 1. Agenda

TTC 2021 Annual Service Plan First Round of Stakeholder Meetings

Thursday, September 17, 2020

3:00 – 4:30 pm

Meeting held online



Meeting purpose

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

Proposed agenda

3:00 Welcome, introductions & agenda review

Mark Mis, TTC

Ian Malczewski, Facilitator, Swerhun Inc.

3:10 Update and overview of the 2021 Annual Service Plan

Mark Mis, Eric Chu, TTC

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

Questions of clarification

3:40 Discussion

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

4:25 Wrap up and next steps

4:30 Adjourn

Attachment 2. Participant List

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

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

North Bendale Community Association
 Older Women's Network
 Ontario Active School Travel
 Ontario Good Roads Association
 Ontario Motor Coach Association
 Ontario Public Transit Association
 Our Greenway
 Out of the Cold. Overnight Hostels
 PointA
 Polycultural Immigrant & Community
 Services
 Rexdale Community Hub
 Ryerson Students' Union
 Salvation Army
Scarborough Campus Students' Union
 Scarborough Centre for Healthy
 Communities
 Scarborough Civic Action Network (SCAN)
 Scarborough Community Renewal
 Organization/Centennial Community
 Association
 Scarborough Neighbourhood Action Plan
 (SNAP) Committee
 Scarborough Residents Unite
Scarborough Transit Action
Seneca College
 Seneca Student Federation
 Senior Tamils' Centre of Ontario
 Senior's Strategy Leader
 Serve!
 Share the Road Coalition
 Smart Commute - North Toronto, Vaughan
 Social Planning Toronto
 Society of Sharing: Inner-City Volunteers
 Sound Times Support Services
 South Eglinton Ratepayers' & Residents'
 Association (SERRA)
 South Etobicoke Transit Action Committee
 St Clare's Multifaith Housing Society
 Students Association of George Brown
 College
 Sunshine Centres for Seniors
 TAIBU Community Health Centre
 Tenblock
 The Centre for Active Transportation
 The Guild Renaissance Group
 The Hub - Mid-Scarborough
The Neighbourhood Organization (TNO)

Toronto Alliance to End Homelessness
 Toronto Association of Business
 Improvement Areas (TABIA)
 Toronto Bicycling Network
 Toronto Community and Culture Centre
 Toronto Community Benefits Network
 Toronto Community Care Access Centre
 Toronto Community Housing
 Toronto Council Fire Native Cultural Centre
 Toronto Council on Aging
 Toronto Disability Pride March
 Toronto Electric Riders Association (TERA)
 Toronto Environmental Alliance
**Toronto Green Community / West
 Donlands Committee**
 Toronto Pan Am Sports Aquatic Centre
 Toronto Seniors Forum
 Toronto Trucking Association
 Toronto Workforce Innovation Group
Toronto Youth Cabinet
Transport Action Ontario
 Transportation Equity TO
 Transportation Options
 TTCriders
 University of Toronto
 University of Toronto Scarborough
 University of Toronto Students Union
 (UTSU)
**University of Toronto Transportation
 Research Institute**
 Urban Land Institute
 Voice for Transit
Walk Toronto
 Ward 18 Scarborough Southwest School
 Trustee
 Ward 19 Scarborough Guildwood School
 Trustee
 Ward 22 Scarborough - Rouge Park School
 Trustee
 Ward 7 Trustee for TCDSB
 Waterfront Regeneration Trust
 West Side Community Council
 Woburn Community Residents
 York Federation of Students
 Youth Action Network
 Youth Employment Service
 YWCA Toronto Employment Centre

Attachment 3. Post-Meeting Feedback

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

Emailed submission #1, September 23, 2020

Thank you for the presentation and for the opportunity to send in comments.

1) Avenue Road 142 Express Bus:

If this route were a regular route with regular fares, with more stops along Avenue Rd / University Ave, going from Highway 401 to downtown, it would be well used. There are many people along this route who go to the University of Toronto, the hospitals, Queen's Park buildings, office buildings downtown. If the bus ran all day on a regular schedule and was not premium-priced, it would have many more riders. Even as an express with the same stops, it should have allowed riders waiting at those stops to board and never have charged premium fares.

2) Drivers need to be called back and bus service increased now on crowded routes such as Lawrence Ave, to mitigate the spread of COVID-19.

3) The TTC has good plans to improve the experience for users. Is there committed funding to improve TTC service?

Emailed submission #2, September 30, 2020

The Toronto Youth Cabinet would like to thank the TTC for engaging us in the 2021 Service Plan consultation process. We support the emerging priorities of the 2021 Service Plan, more detailed feedback about specific components of the Plan is provided below.

Service Budget

We strongly support the TTC making relieving crowding a key priority of the 2021 Service Plan. We are also excited to see new and improved services such as new operating hours and new express services. We are concerned about how these improvements will be implemented without increasing the service budget. We would be interested to know whether the number of service hours planned for 2021 is above what was provided pre-Pandemic. Improvements were initially planned for 2020, but understandably deferred when COVID began. Will these additional operating hours budgeted for in 2020 be implemented in 2021 to meet the goals of the 2021 service plan? If not, the 1% annual increase in service proposed in the 5-Year Service Plan may be necessary.

Pillar 1 - Service Proposals for 2021

Crowding

The Toronto Youth Cabinet is pleased to see that addressing crowding is a key component of the draft 2021 Service Plan. The survey which shows riders are more concerned with crowding than before, is consistent with concerns we have heard and with our priorities. Addressing crowding is even more important than before as the COVID-19 Pandemic is not over and being in close proximity to other people makes customers feel uneasy about taking transit. We support both addressing crowding and lower crowding standards as proposed in the Draft Plan.

Express Service

The Toronto Youth Cabinet supports restoring the express bus network, expanding operating hours and improving the frequency of express routes on key corridors and adding new express routes. When riders have the option of taking an express or local route, many would prefer to take the express route if it is a convenient option as it can shorten customers' commutes.

We understand that recent surveys have shown that customers tend to prefer a trip with less transfers, even if this leads to longer travel times. While we generally support following transit users' preferences, we would also caution against making any significant changes to the existing bus network, as the current bus network with its grid of many high-frequency corridors makes the bus an attractive option.

Pillar 2 - Enhance Customer Experience at Stops

Larger shelters should be explored for implementation at major bus stops where space permits. In many cases space is very limited inside shelters at key stops. With social distancing the shelters will be able to accommodate even fewer people. Protecting riders waiting for the bus or streetcar from precipitation and to an extent cold weather can improve the overall experience of using surface transit.

Pillar 3 - Improving Service Reliability

As crowding has become an increasing concern for riders, reliability is more important than ever. Ensuring that buses are evenly spaced to the greatest extent possible can significantly reduce crowding compared to when vehicles bunch. The Youth Cabinet fully supports efforts to improve service reliability through all feasible measures.

Pillar 4 - Prioritize Surface Transit

We have strongly supported the implementation of bus lanes in Toronto for several years. We are excited to see that the Eglinton East corridor will be completed next month followed by the Jane corridor in 2021. These projects will improve reliability and reduce travel time for transit customers in equity-seeking neighbourhoods. It is our hope that bus lanes will also allow the TTC to maintain service using fewer vehicles which will make available buses for service improvements on these routes or elsewhere in the system.

Pillar 5 - Integration with Transit Partners

The Youth Cabinet has long supported improved integration with 905 transit agencies in order to enhance cross border travel. Double fares remain a large barrier for young people wishing to use local transit for cross border travel. We would welcome any efforts towards reducing this barrier. Eliminating unnecessary transfers and/or reducing redundancy are also areas to explore. We have advocated in the past for an increase in secure bicycle parking facilities at stations to encourage people to ride their bicycles to the subway.



TTC 2021 Annual Service Plan Stakeholder Meeting Summary

Thursday, September 17, 2020

6:30 – 8:00 pm

Meeting held online

Overview

On Thursday, September 17, 2020, the TTC hosted the first of two planned rounds of stakeholder consultation about its 2021 Annual Service Plan. The stakeholder group includes representatives of city-wide and area-specific organizations with an interest in transit and service planning (see Participant List attached). This first round of consultation included both an afternoon session and an evening session, both of which covered the same material and discussion questions, and, due to the COVID-19 pandemic, took place virtually. This stakeholder meeting summary covers the evening session, which ran from 6:30 – 8:00 p.m.

Approximately 10 people attended the evening stakeholder meeting, along with staff from the TTC and Swerhun Inc., the third-party facilitation and engagement team retained by the TTC to support the consultation process on the 2021 Annual Service Plan. The purpose of the meeting was to share an overview of the 5-Year Service Plan and a 2020 service update and to present and seek feedback on emerging priorities and initiatives for the 2021 Annual Service Plan. The meeting included an overview presentation, question and answer period, and a facilitated, plenary discussion.

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

Swerhun Inc. prepared this meeting summary and shared a draft with participants to review before finalizing it. The intent of this summary is to capture the range of feedback shared at the workshop; it is not intended to serve as verbatim transcript.

This summary includes four sections:

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

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

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

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

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

Questions of clarification

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

Questions about crowding and COVID

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

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

Questions about accessibility

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

Questions about specific routes and service

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

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

Questions about the engagement process

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

Detailed feedback

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

Feedback about the emerging priorities for 2021

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

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

Feedback about specific proposed initiatives for the 2021 Annual Service Plan

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

Feedback about express service

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

Other feedback about the 2021 Annual Service Plan and transit service

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

Taking an equity lens to service planning

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

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

Next Steps

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

Attachment 1. Agenda

TTC 2021 Annual Service Plan First Round of Stakeholder Meetings

Thursday, September 17, 2020

6:30 – 8:00 pm

Meeting held online



Meeting purpose

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

Proposed agenda

6:30 Welcome, introductions & agenda review

Mark Mis, TTC

Ian Malczewski, Facilitator, Swerhun Inc.

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

Mark Mis, Eric Chu, TTC

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

Questions of clarification

7:10 Discussion

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

7:55 Wrap up and next steps

8:00 Adjourn

Attachment 2. Participant List

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

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

Ontario Active School Travel
Ontario Good Roads Association
Ontario Motor Coach Association
Ontario Public Transit Association
Our Greenway
Out of the Cold. Overnight Hostels
PointA
Polycultural Immigrant & Community
Services
Rexdale Community Hub
Ryerson Students' Union
Salvation Army
Scarborough Campus Students' Union
Scarborough Centre for Healthy
Communities
**Scarborough Civic Action Network
(SCAN)**
Scarborough Community Renewal
Organization/Centennial Community
Association
Scarborough Neighbourhood Action Plan
(SNAP) Committee
Scarborough Residents Unite
Scarborough Transit Action
Seneca College
Seneca Student Federation
Senior Tamils' Centre of Ontario
Senior's Strategy Leader
Serve!
Share the Road Coalition
Smart Commute - North Toronto, Vaughan
Social Planning Toronto
Society of Sharing: Inner-City Volunteers
Sound Times Support Services
South Eglinton Ratepayers' & Residents'
Association (SERRA)
South Etobicoke Transit Action Committee
St Clare's Multifaith Housing Society
Students Association of George Brown
College
Sunshine Centres for Seniors
TAIBU Community Health Centre
Tenblock
The Centre for Active Transportation
The Guild Renaissance Group
The Hub - Mid-Scarborough
The Neighbourhood Organization (TNO)

Toronto Alliance to End Homelessness
Toronto Association of Business
Improvement Areas (TABIA)
Toronto Bicycling Network
Toronto Community and Culture Centre
Toronto Community Benefits Network
Toronto Community Care Access Centre
Toronto Community Housing
Toronto Council Fire Native Cultural Centre
Toronto Council on Aging
Toronto Disability Pride March
Toronto Electric Riders Association (TERA)
Toronto Environmental Alliance
Toronto Green Community / West Donlands
Committee
Toronto Pan Am Sports Aquatic Centre
Toronto Seniors Forum
Toronto Trucking Association
Toronto Workforce Innovation Group
Toronto Youth Cabinet
Transport Action Ontario
Transportation Equity TO
Transportation Options
TTCriders
University of Toronto
University of Toronto Scarborough
University of Toronto Students Union
(UTSU)
University of Toronto Transportation
Research Institute
Urban Land Institute
Voice for Transit
Walk Toronto
Ward 18 Scarborough Southwest School
Trustee
Ward 19 Scarborough Guildwood School
Trustee
Ward 22 Scarborough - Rouge Park School
Trustee
Ward 7 Trustee for TCDSB
Waterfront Regeneration Trust
West Side Community Council
Woburn Community Residents
York Federation of Students
Youth Action Network
Youth Employment Service
YWCA Toronto Employment Centre

Attachment 3. Post-Meeting Feedback

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

Emailed submission #1, September 23, 2020

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

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

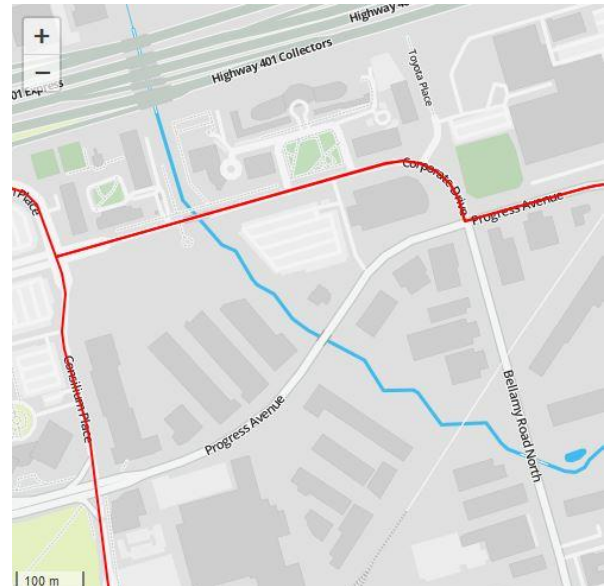
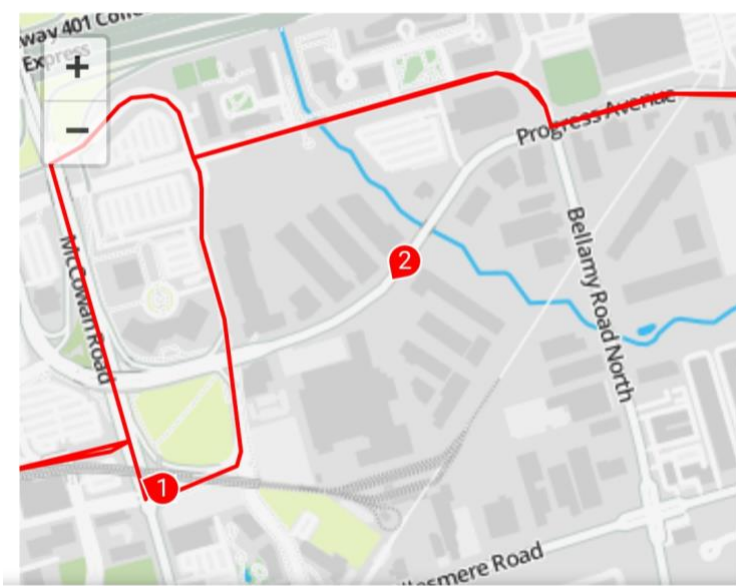
Please forward all of this to the people in charge of transit planning. I've also attached screenshots (in case the original ones I had didn't forward over).

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

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

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

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





TTC RapidTO Program

Eglinton East Priority Bus Lane Public Consultation Summary

Survey Timeframe: August 26, 2020 – October 16, 2020

Total Online Survey Participants: 520

Total Mail-in Survey Hard copies Received: 4

Total Feedback Received via Email: 33

Total Feedback Received via TTC's Customer Service: 71

Overview

Between August 26 and October 16, 2020, the TTC sought the public's feedback on the potential service concepts for the Eglinton East Priority Bus Lane. There were several ways people could share feedback, including via an online survey, mailing a hard copy of a toolkit (which could be downloaded online or mailed upon request), sending an email, and leaving a voicemail. A total of 628 people provided feedback on the Eglinton East Priority Bus Lane, with 520 participating through the online survey, 4 through mail-in toolkits, 33 through email and 71 through TTC's Customer Service (2 of which contained petitions).

Notice of the public consultation was available on the TTC's website and promoted through the TTC's social media networks, City Councillors, stakeholders, people who signed up to receive updates about the service plans, and by placing posters on key transit stop areas and stations. The consultation was not designed or intended to ensure a statistically significant sample.

The Eglinton East Priority Bus Lane public consultation was part of a broader public and stakeholder consultation process about the TTC's [2021 Annual Service Plan \(ASP\)](#) and part of an initiative called RapidTO. RapidTO explores priority bus-only lanes and other service-enhancing measures on five of the TTC's busiest corridors. For more information about RapidTO, visit the [TTC's website](#).

There are three main categories participants were asked to share feedback about. This summary organizes that feedback under those three categories, which were:

1. Feedback on the potential service concepts
2. Experience at transit stops
3. Profile of participants

This summary report was prepared by the third-party consultation team from Swerhun Inc. It is one of three separate summaries prepared as part of the TTC's public consultation about its 2021 Annual Service Plan. The other two surveys focus on the Jane Street Priority Bus Lane and the broader 2021 Annual Service Plan.

Overall Snapshot of Feedback

The following points reflect an overall snapshot of feedback. The remainder of this summary provides additional details regarding these points, as well as many others, shared by participants.

There were mixed opinions on which service concept would be best, but participants said providing frequent, reliable service with more even gaps between buses is important regardless of the service concept.

Mixed support for the removal of local bus stops. 58% of survey respondents agreed that the new consolidated stops on the Eglinton East corridor will be enough for the corridor with another 20% of survey respondents saying not applicable. Participants who support having consolidated or fewer stops said it would reduce the travel time and provide faster service to people travelling to farther destinations. However, participants that disagreed (22%) said the removal of local bus stops will mean longer walking times to reach transit service. Removing local bus stops will also isolate seniors and people who have mobility challenges, especially since the road design and traffic signal placement of some suburban streets already create challenges to get to transit service. The longer walking distance to stops could also pose a danger during the wintertime. TTC also received feedback to re-instate stops via email and through TTC's Customer Service.

Preference for service that combines express routes serving major stops and local service for local stops. Express service is important to providing faster travel to those travelling longer distances, in particular those travelling to and from East Scarborough, University of Toronto Scarborough, and Rouge Hill. Local service is very important, too, since those in low income communities and seniors rely on access to a nearby local stop to buy groceries and move about in their communities.

Concerns over the priority bus lanes' impact on traffic. Some participants expressed low support for the priority bus lane, saying the reduction of car lanes would cause more traffic congestion along Morningside Ave and Kingston Rd. Some said they should have been consulted before the implementation of the bus lane.



Feedback on the Potential Service Concepts

Four options for operating the four major bus routes on the Eglinton East Priority Bus Lane were presented in the survey, including:

Option 1: Maintain Existing Express Stops

Option 2: All Stops Served by All Major Routes

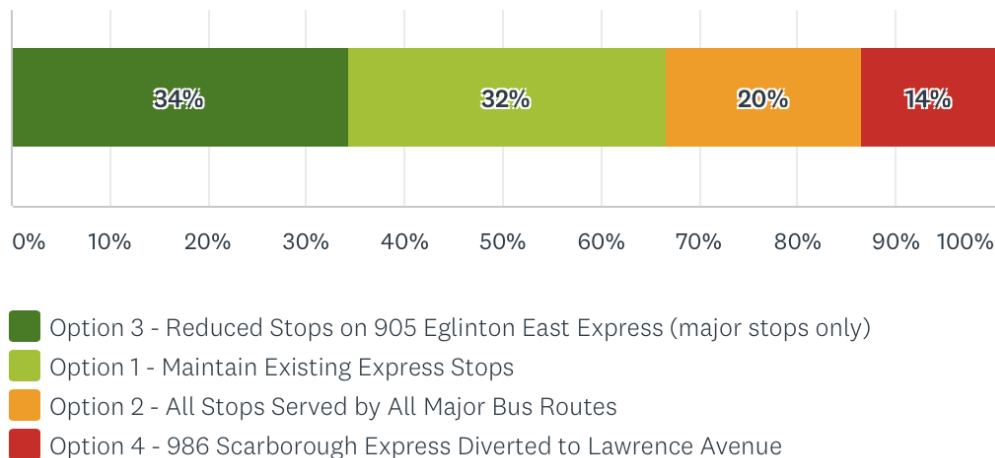
Option 3: Reduced Stops on 905 Eglinton East Express

Option 4: 986 Scarborough Express Diverted to Lawrence Avenue

Participants were asked to provide feedback on these options, including which concept they would prefer to be implemented on the priority bus corridor (and why) and what level of support they had for each concept. Participant feedback on these questions is summarized below.

Preferred service concept

Out of the four service concepts presented for Eglinton East Priority Bus Corridor, *Option 3 – Reduced Stops on 905 Eglinton East Express (major stops only)* received the highest preference (34%), closely followed by Option 1 – *Maintain Existing Express Stops* (32%), and Option 2 – *All Stops Served by All Major Bus Routes* (20%). *Option 4 – 986 Scarborough Express Diverted to Lawrence Avenue* was the least preferred concept (14%).



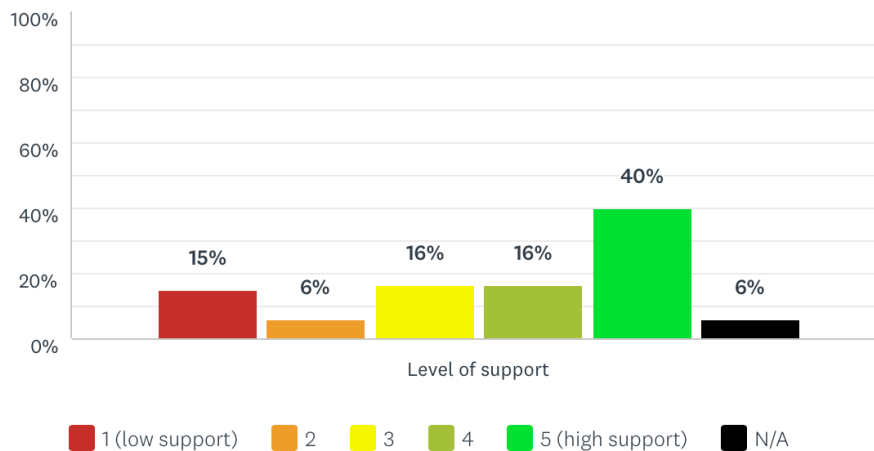
- **Participants who prefer Option 3 said this option had the best balance of both express and local service.** They said this option makes the best use of the express service (especially for UTSC commuters and those going further east) as it would speed up service while maintaining local stops serviced by other routes (86, 116, and 986).
- **Participants who prefer Option 1 said this option is simple and viable as it maintains what is currently in place.** Service to local bus stops also caters to lower income communities and seniors, keeps the walk to bus stops short, and balances the need for express and local service.
- **Participants who prefer Option 2 said this option provides the most service to residents with less wait times and less overcrowding.** Serving all stops was also deemed important for senior citizens or those with mobility issues to use.

- **Participants who prefer Option 4 said this option would provide faster service for eastbound commuters to reach Kennedy and keep the bus lane from being too congested.** Lawrence Ave would also benefit as it needs more service and has overcrowded busses.
- **Some said they would have liked to be consulted on whether there should be priority bus lanes on Eglinton in the first place.**

Feedback on each service concept

Option 1: Maintain Existing Express Stops

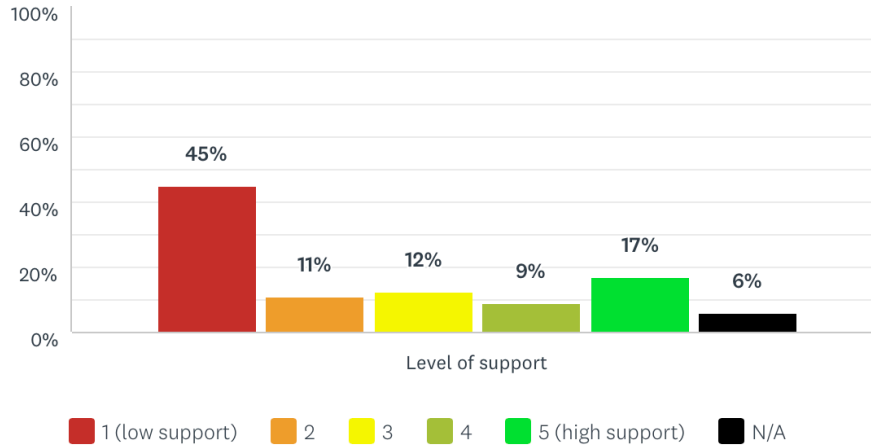
A total of 522 participants provided a response. More than half of the participants (**56%**) said they **support or highly support** (i.e. level 4 and 5) this option. Less than a quarter of participants (**21%**) identified **low support** (i.e. level 1 and 2) for this option.



- **General support for maintaining the existing express stops.** Participants said this option is simple, would have the least changes, and would be easier to implement. They also said existing express stops are working well in getting people between major destinations faster (e.g. between Kennedy Station and UTSC). Other reasons participants gave for supporting this option were: it is more convenient, reduces travel time, and improves commutes, especially for UTSC students. They also said keeping existing express stops could help with social distancing as customers wouldn't have to cluster at stops, which would help customers feel safe when riding the TTC.
- **Some prefer having fewer stops.** Among those who supported maintaining the existing express stops, some said that even though they support this concept, there are too many stops for an express service. They said they preferred fewer stops, which would result in faster service.
- **Concern for removal of some local stops along the route due to accessibility issues.** Participants who identified low support for this option did not want local stops removed as this change would make it difficult for seniors, young children, families, teenage girls, and those with mobility issues to walk further to reach the express bus stops. It would also make walking to stops dangerous during the winter months. Many said this option would leave them without any services for their communities, especially for stops that have apartment buildings near them where many seniors live. Finally, participants shared concerns for walking long distances specifically related to eliminating the stop at Cedar Dr, an important stop for grocery shopping.

Option 2: All Stops Served by All Major Routes

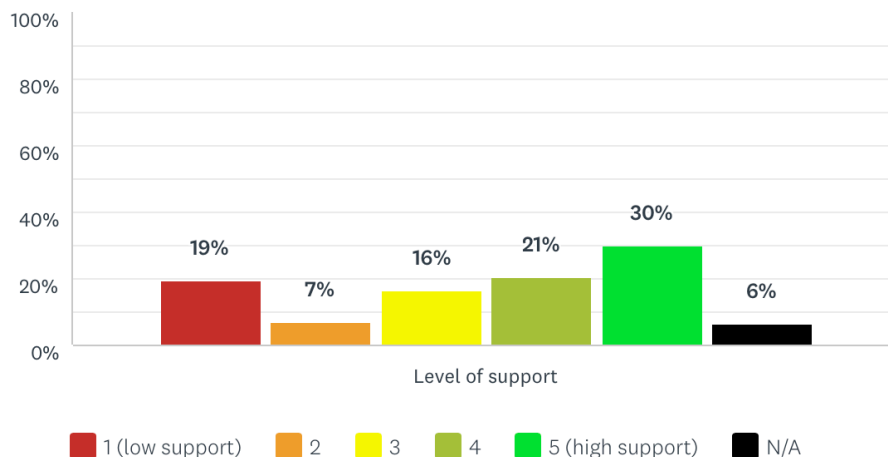
A total of 495 participants provided a response. More than half of the participants (56%) identified low support (i.e. level 1 and 2) for this option. A little over a quarter of participants (26%) said they support or highly support (i.e. level 4 and 5) this option.



- **Participants who do not support this option said all stops being served by all major routes would create longer travel times, bus bunching, and would create duplication of bus services.** Participants also did not like this option as it would eliminate express service, which they said is essential for people going to UTSC and Rouge Hill.
- **Participants who support this option said it would make travel easier for seniors and provide the most service to the public.**
- **Mixed opinions on how this option would address crowding.** Some said having all major routes stop at all stops would not help reduce overcrowding, while others said implementing this option would help reduce crowding as Eglinton is a busy corridor and it would provide more options to customers using this corridor.

Option 3: Reduced Stops on 905 Eglinton East Express

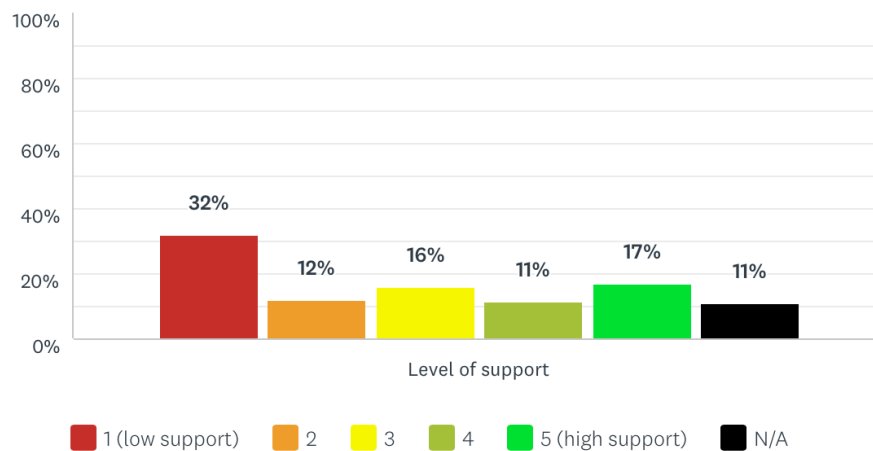
A total of 478 participants provided a response. A little over half of the participants (51%) said they support or highly support (i.e. level 4 and 5) it. A little over a quarter of participants (26%) identified low support (i.e. level 1 and 2) for this option.



- **Participants who support for this option said it provides a good balance between keeping local stops and having an express route to service long-distance riders (e.g. UTSC students).** Participants like this option as it decreases travel time from Kennedy to UTSC, provides faster service, and keeps the local stops accessible to local communities. Many said this option is a good alternative to Option 1.
- **Participants who do not support this option said it will increase wait times in between stops, resulting in overcrowding.** Participants shared general concerns about removing local bus stops, saying this change would impact accessibility and walkability for residents.

Option 4: 986 Scarborough Express Diverted to Lawrence Avenue

A total of 470 participants provided a response. Almost half of participants (44%) identified general low support (i.e. level 1 and 2). A little over a quarter of participants (28%) said they support or highly support (i.e. level 4 and 5) this option.



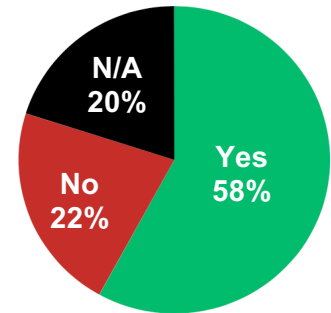
- **Participants who do not support this option said diverting the 986 to Lawrence will not result in faster service, as Lawrence is already busy with more traffic lights and reduced speed limits.** They also said that Lawrence already has express services and it is therefore not necessary to shift the 986 to Lawrence. Others said diverting this bus is counterintuitive as current 986 riders would not benefit from the priority bus lanes on Eglinton.
- **Participants who support this option said it will make service faster for those who travel farther east as there will be fewer stops.** They also said that it would be a good option during construction, could reduce traffic on Eglinton (which would be beneficial for other routes), and it solves duplication of service (116, 905, 86 routes). Participants also suggested changing the route name, which can cause confusion.

Experience at transit stops

Participants were asked to provide feedback on the proposed consolidated stops on the Eglinton East corridor, satisfaction with aspects of transit stops, aspects of stops that are most important for them, stops that are in need of improvement, and their travel preference. Feedback about each of these topics is summarized below.

Feedback on consolidated stops

Participants were asked if they think the new consolidated stops on the Eglinton East corridor will be enough for the corridor. Out of the 396 participants who provided a response, **58%** said yes, **22%** said no, and **20%** said N/A.



Those who responded no, identified the following locations as important to have bus stops:

Locations suggested multiple times

- **90 Dale Ave (Dale Ave) and 3969 Kingston (Livingston Rd/ Westlake Rd)** – Lots of seniors live in the nearby apartment buildings here. There’s also a daycare where parents with young children go to. Others said it’s scary to walk from Guildwood Parkway stop to this stop.
- **Cedar Dr on Eglinton** – This stop needs to be included in the 116 & 86 route due to heavy population in this area and grocery stores used by many people.
- **Payzac Ave/Overture Road on Kingston** – this area has lots of residential areas, with students and seniors using this stop
- **McCowan Rd on Eglinton** – lots of retirement homes and apartment buildings
- **Barbados Blvd on Eglinton**
- **Beachell St on Eglinton**
- **Torrance Rd on Eglinton**

Other locations suggested as being important to have bus stops:

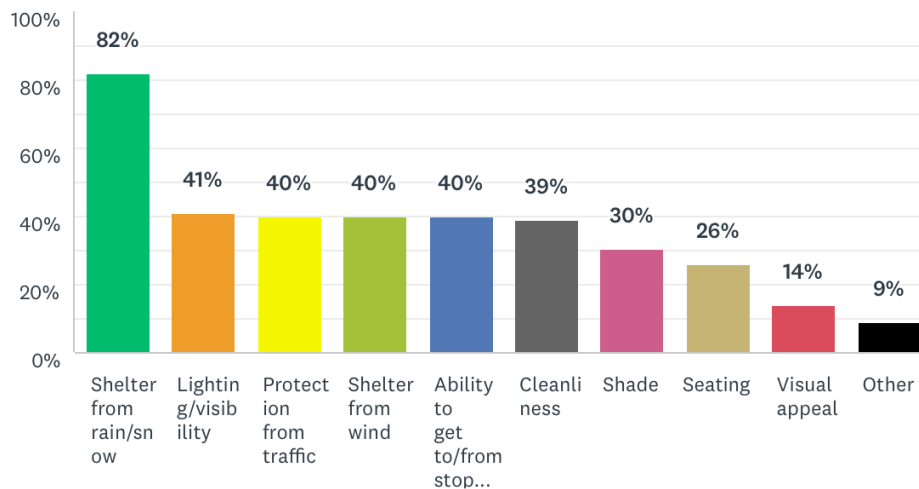
- **Brimley Rd on Eglinton**
- **Warnsworth on Morningside**
- **Beath St on Morningside**

Additional feedback

- Participants said there’s often extreme congestion along Kingston Rd. Seniors, people with mobility challenges, young teens, and low-income residents have to walk longer distances to access bus stops (which can be dangerous at night or in the winter).
- TTC also received feedback on the consolidated stops via email and through TTC’s Customer Service. The feedback echoed the comments received through the survey. The stops at 4301 Kingston Rd/Ignatius Ln were also suggested multiple times as important to have bus stops. TTC received 2 petitions recommending stop be re-instated. The first petition, with 186 signatures, was in regards to all stops removed along the corridor with a focus on eastbound and westbound stops at the intersection of Payzac Ave/Overture Road and Kingston Rd. The second petition, with 57 signatures, was in regards to the midblock eastbound stop at 3090 Eglinton Avenue East.

Most important aspects of stops

Participants were asked which aspects of stops are most important to their enjoyment of bus stops in the corridor.



- **Shelter from rain/snow is the most important aspect of stops.** Out of the 396 participants who provided a response, many said shelter from rain/snow is the most important aspect for their enjoyment of bus stops. Lighting/visibility, protection from traffic, shelter from wind, ability to get to and from the stop, and cleanliness were the next most important aspects of stops, with participants assigning approximately the same level of importance to each.

Other important aspects of bus stops participants mentioned in their feedback

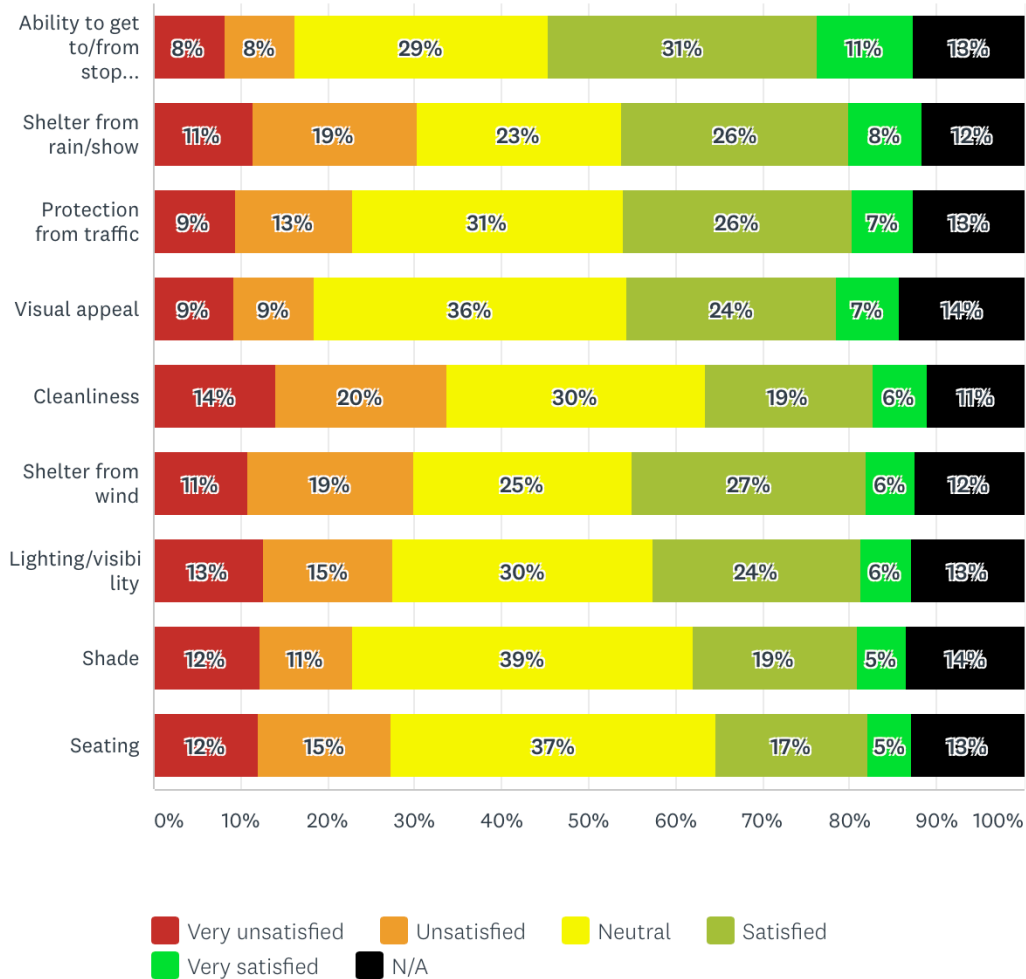
- Next Arrival Screens, to provide riders information on when the next bus is coming, service interruptions, etc.
- Large waiting areas to maintain physical distancing
- Safety, including close distance to pedestrian crossings. Consider installing cameras to deter bad behaviour.
- Shelters with at least three walls to provide actual protection from elements.

Satisfaction with aspects of transit stops on Eglinton East corridor

Participants were asked how satisfied they are with different aspects of transit stops in the Eglinton East corridor. A total of 396 participants provided a response.

- **Top three stop aspects participants are most satisfied with include** (i.e. aspects with the most satisfied and very satisfied responses): ability to get to/from stop location (**42%**), shelter from rain/snow (**34%**), and protection from traffic (**33%**).

- **Top three stop aspects participants are least satisfied with include** (i.e. aspects with the most unsatisfied and very unsatisfied responses): cleanliness (34%), lighting/visibility (28%), and seating (27%).



Stops that need the most improvement

Participants identified the following stop locations as needing improvement:

- **Brimley and Eglinton (northside, westbound)** – poor visibility of oncoming traffic from where you're supposed to stand for the bus. It is also a difficult location for snow removal, making it difficult to get on the bus.
- **Kingston and Eglinton** – need improved lighting and visibility, especially since it is a high traffic area. Improved snow clearing is also important: there is often too much snow at the stop, making it difficult to get on the bus.
- **Morningside and Ellesmere** – bigger shelter needed for wintertime; seat is also tilted making it difficult to sit without sliding
- **Poplar (westbound)** – improved lighting needed
- **UTSC** – inadequate shelter and lighting, also too small for provide shelter for all the people waiting
- **Markham and Eglinton (westbound)** – in need of larger shelters given the high rider traffic at this stop and for protection against inclement weather

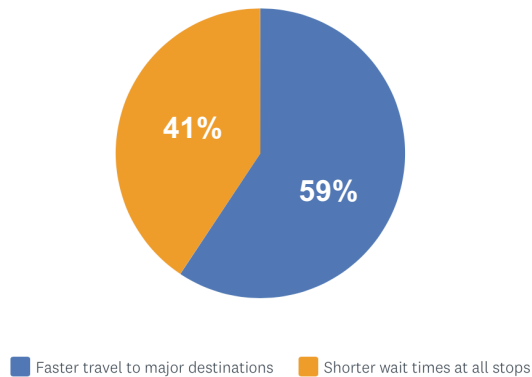
- **Kingston and Lawrence (westbound)** – in need of larger shelters given the high rider traffic at this stop
- **North Service Road** – shelter needed
- **Kingston Road stops** – more shelters needed for protection against speeding traffic

Other general comments

- All shelters need walls for better protection from snow, rain and wind
- Bigger shelters are needed for wintertime
- Stop cleanliness and maintenance, including clearing of snow
- Providing lighting and Next Arrival Screens at all stops

Travel preference

Participants were asked if they generally value faster travel to major destinations (e.g. UTSC, Kennedy Station, GO stations) or slightly shorter wait times at all stops.



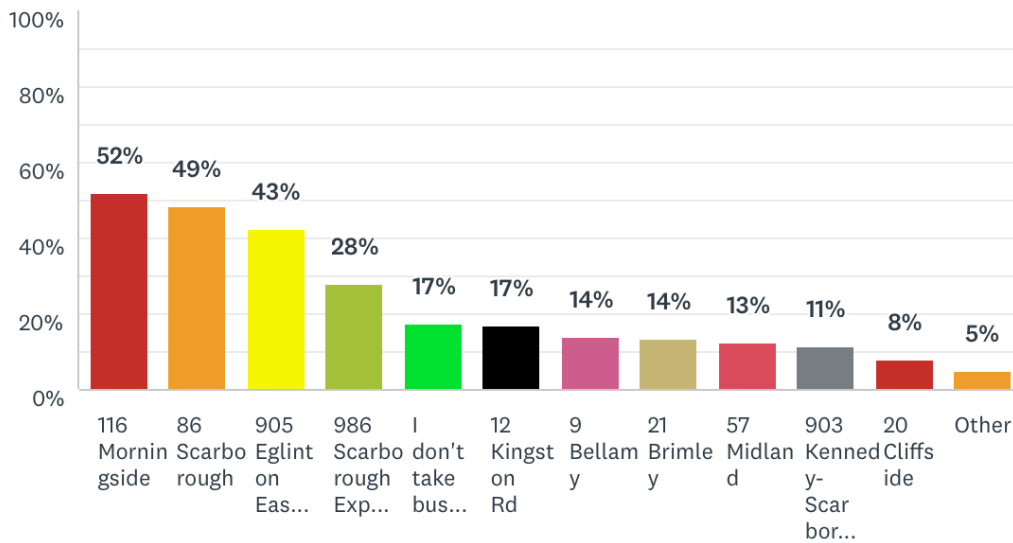
Out of the 372 participants who provided responses, **59%** preferred faster travel to major destinations and **41%** preferred shorter wait times at all stops.

Profile of participants

Participants were asked several demographic questions to help understand how the results of the survey vary by location, age, gender, and usage of the TTC service. Detailed information on each question follows.

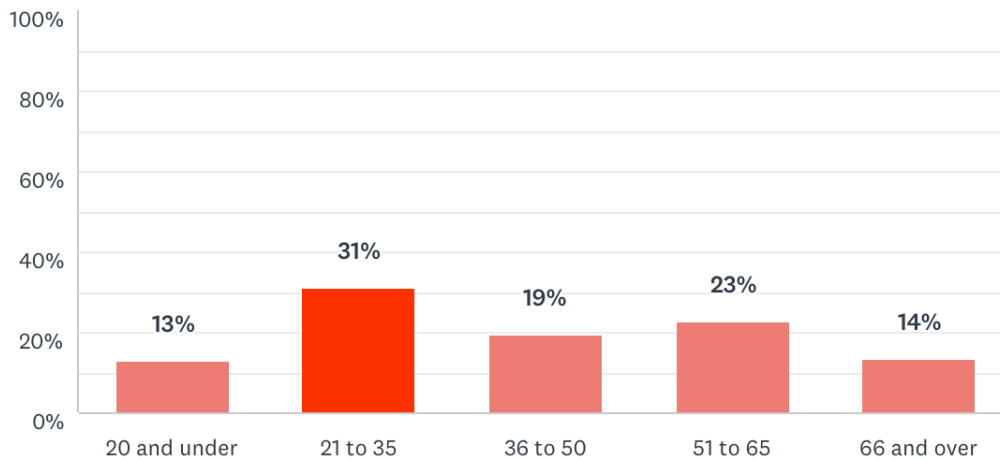
Bus route

The chart below shows a breakdown of the bus routes participants take on the Eglinton East corridor. A total of 372 participants provided a response. Most participants take the 116 Morningside (52%), followed by 86 Scarborough, and 905 Eglinton East Express.



Age

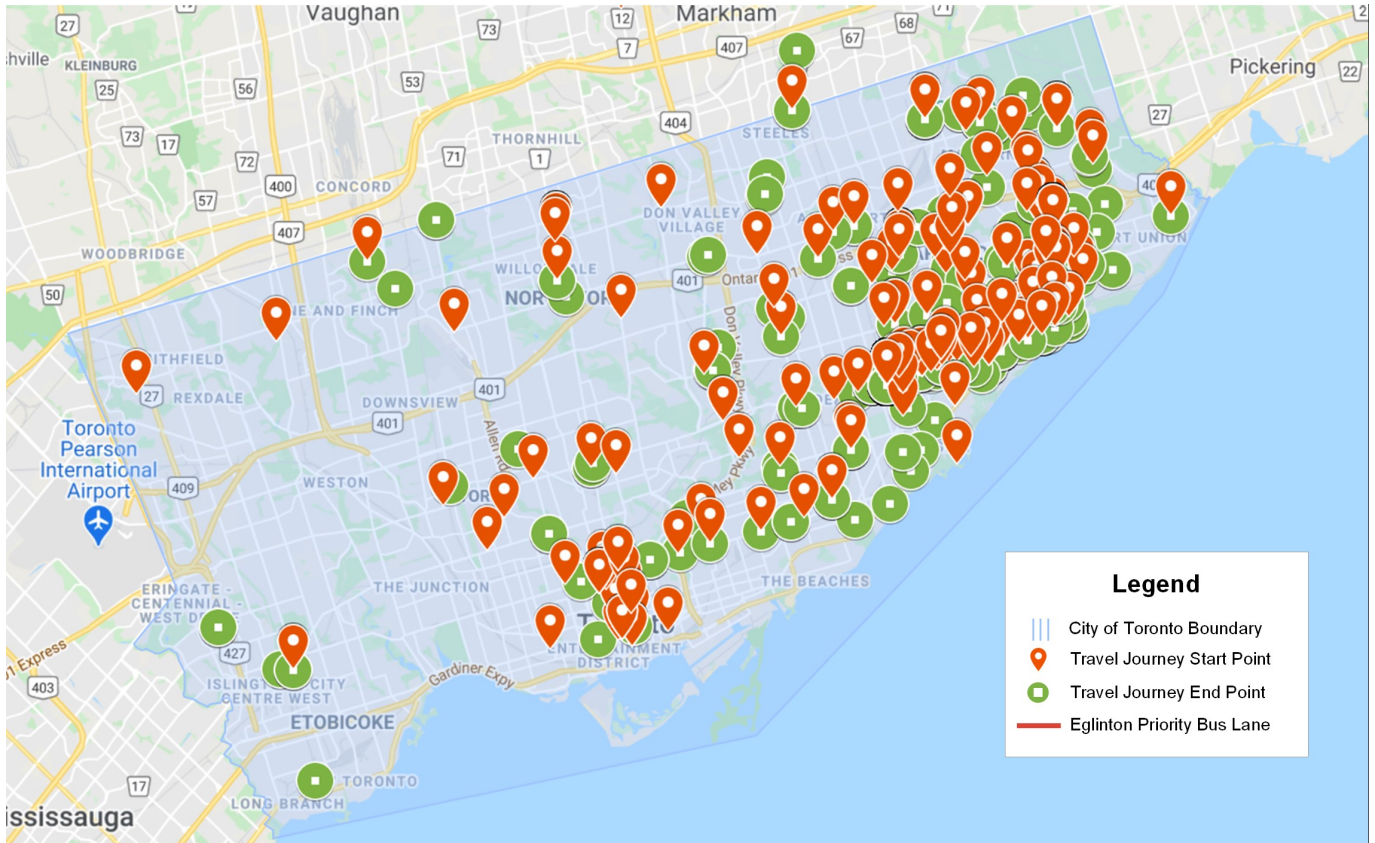
The chart below shows a breakdown of participants' age. A total of 358 participants provided a response. Most participants were between the ages of 21 and 35 (31%), followed by participants between the ages of 51 and 65 (23%).



Where they usually travel to and from

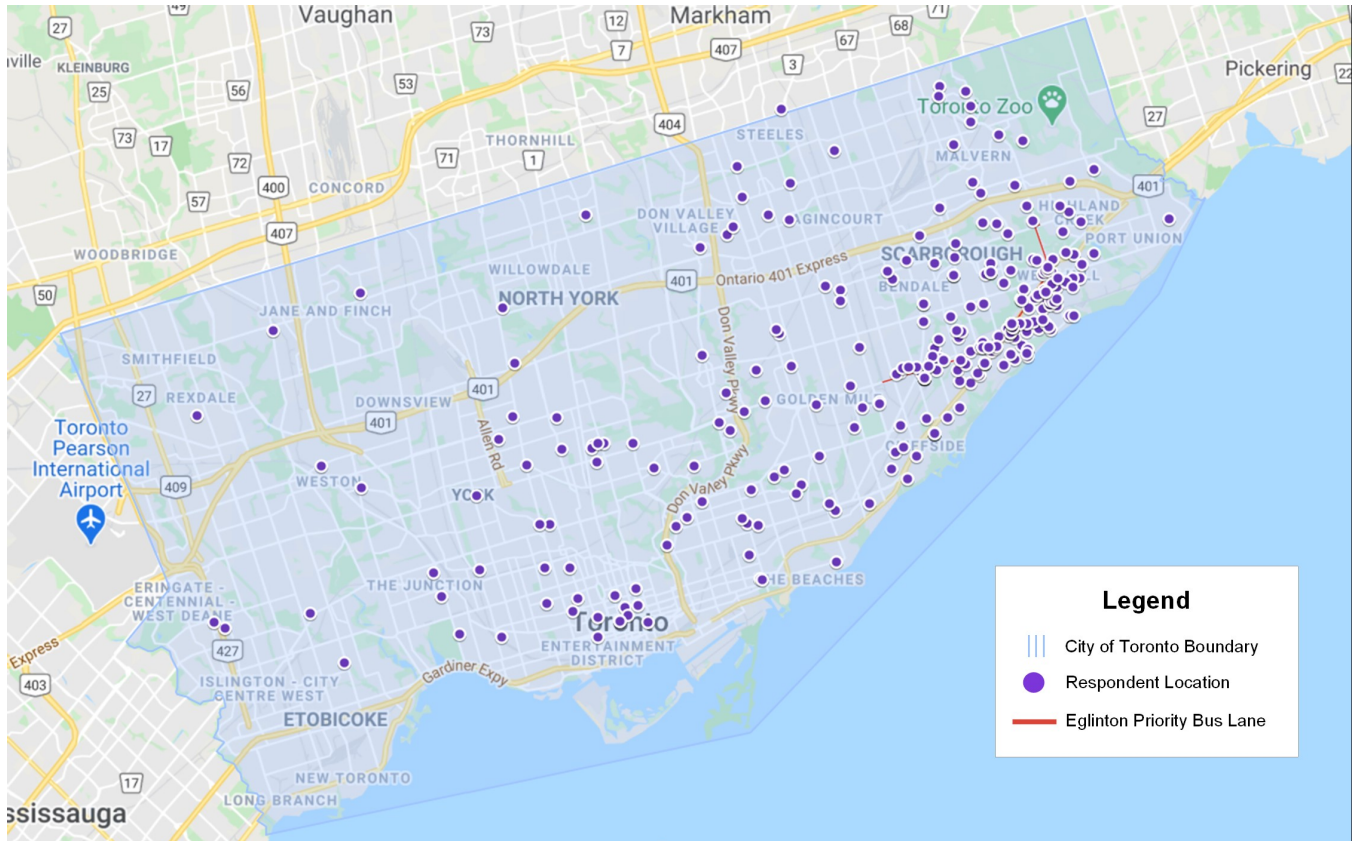
The map below provides a visual representation of participants' travel destinations. A total of 264 participants provided a response. It shows that the biggest concentration of participant travel destinations is in the Eglinton East corridor, followed by a large concentration of travel to downtown.

The top travel routes identified by participants are between Kennedy Station and UTSC, Kennedy Station and Guildwood Pkwy, Kennedy Station and Markham Rd, and Kennedy Station and Kingston Rd & Morningside Ave. Kennedy Station, UTSC, and Scarborough Town Centre are the stop locations identified the most.



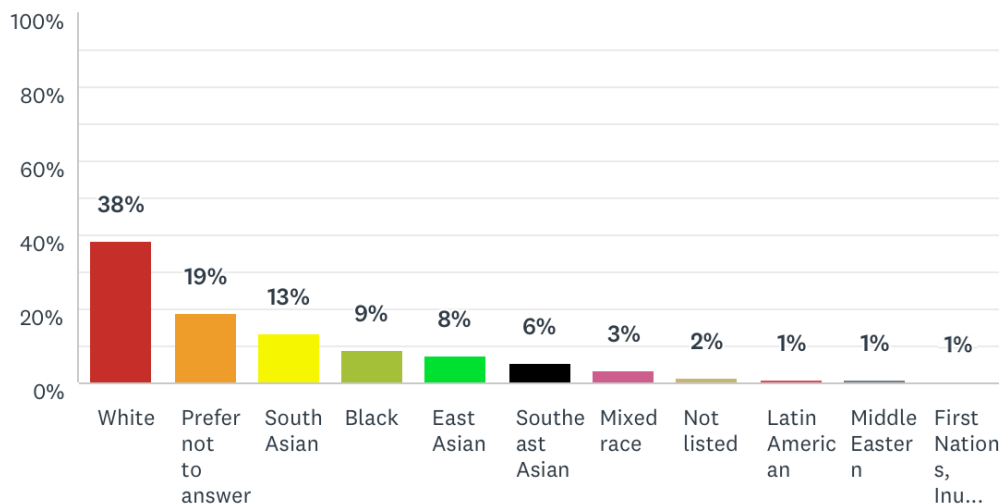
Location

The map below provides a visual representation of the postal codes provided by participants. A total of 298 respondents provided their postal code. The biggest concentration of the participants was in the Eglinton East corridor.



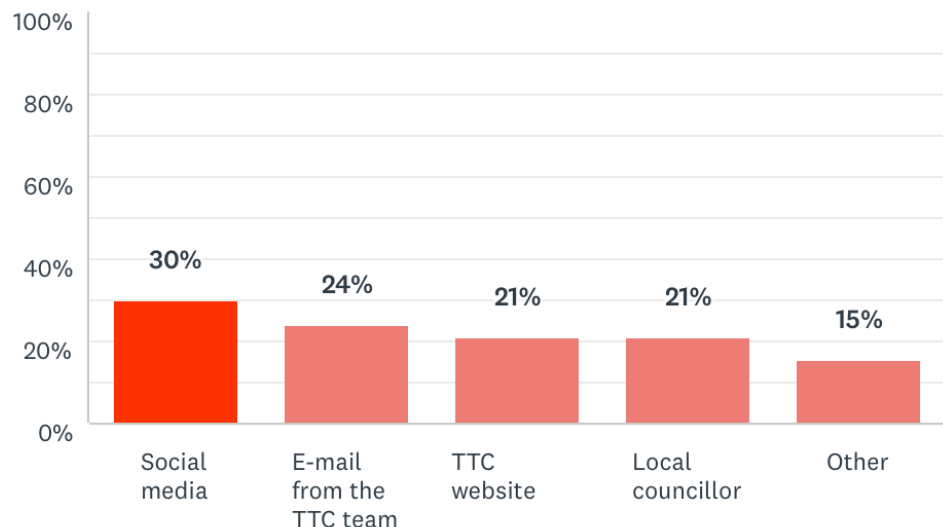
Ethnicity

The chart below shows the breakdown of participants' responses to a question asking them to identify their ethnicity. A total of 344 participants provided a response. Most participants identified as White (132 or 38%), followed by 65 or 19% who preferred not to answer, South Asian (46 or 13%), Black (31 or 9%), East Asian (26 or 8%), Southeast Asian (19 or 6%). 1% or 3 participants identified as Middle Eastern and Latin American. 1 participant identified as First Nations, Inuit or Métis. Some said they didn't understand why this information was relevant and suggested the TTC should not be asking about respondents' ethnicity. *The TTC asks about respondents' ethnicity to understand how well it is engaging different parts of Toronto's population. The TTC does not require a response to this question and includes a "prefer not to answer" option for those who do not want to share this information.*



How they heard about the survey

The chart below shows a breakdown of how participants heard about the survey. A total of 356 participants provided a response. Most heard about the survey through social media (30%), followed by an email from the TTC team (24%), the TTC website, and the local Councillor (21%). Those who said other (15%) said they heard about the survey through a poster at a bus shelter and word of mouth.





TTC RapidTO Program

Jane Street Priority Bus Lane Public Consultation Summary

Survey Timeframe: August 26, 2020 – October 16, 2020

Total Online Survey Participants: 351

Total Mail-in Survey Hard copies Received: 4

Overview

Between August 26 and October 16, 2020, the TTC sought the public's feedback on the potential service concepts for the Jane Street Priority Bus Lane. There were several ways people could share feedback, including via an online survey, mailing a hard copy of a toolkit (which could be downloaded online or mailed upon request), sending an email, and leaving a voicemail. A total of 355 people provided feedback on the Jane Street Priority Bus Lane, with 351 participating through the online survey and 4 through mail-in toolkits. Notice of the public consultation was available on the TTC's website and promoted through the TTC's social media networks, City Councillors, stakeholders, people who signed up to receive updates about the service plans, and by placing posters on key transit stop areas and stations. The consultation was not designed or intended to ensure a statistically significant sample.

The Jane Street Priority Bus Lane public consultation was part of a broader public and stakeholder consultation process about the TTC's [2021 Annual Service Plan \(ASP\)](#) and a part of an initiative called RapidTO. RapidTO explores priority bus-only lanes and other service-enhancing measures on five of the TTC's busiest corridors. For more information about RapidTO, visit the [TTC's website](#).

There are three main categories participants were asked to share feedback about. This summary organizes that feedback under those three categories, which were:

1. Feedback on the potential service concepts
2. Experience at transit stops
3. Profile of participants

This summary report was prepared by the third-party consultation team from Swerhun Inc. It is one of three separate summaries prepared as part of the TTC's public consultation about its 2021 Annual Service Plan. The other two surveys focus on the Eglinton East Priority Bus Lane and the broader 2021 Annual Service Plan.

Overall Snapshot of Feedback

The following points reflect an overall snapshot of feedback most consistently raised by participants. The remainder of this summary provides additional details regarding these points, as well as many others, shared by participants.

Balance local service frequency with increased service for long-distance travelers. Participants consistently said that an increase in service speed for the 935 Jane Express should not come at the expense of local service. Many said that any changes to service on the 935 Jane Express must also be accompanied by additional service on the 35 Jane route. Lengthy wait times, overcrowding on buses, and unreliable schedules were common issues for participants.

Ensure service accessibility for high-density residential areas and lower-income communities in the corridor. Participants emphasized that residents should not have to walk long distances to access reliable service. Some felt that the removal of stops and changes to service would negatively impact those in residential areas served by the 35 Jane and 935 Jane Express routes, especially communities with challenges to access (such as seniors, people with mobility challenges, families with young children, marginalized communities, and low-income neighborhoods, etc.). Consider an equity lens when planning service to support people from lower-income and marginalized communities who rely on TTC to get around.

Ensure that express routes in the corridor offer a truly express option. Many said that if the TTC is to offer an express route, it must work to reduce the travel time along the route, especially for those travelling long distances. An express route that stops at each stop does not address lengthy travel times.

Address long-standing service issues on the 35 Jane. Many participants mentioned a need to address long-standing service issues on the 35 Jane bus, including overcrowding, long wait-times, unreliable schedules, bus bunching, and congestion. Providing consistent, 10 minute or less flow of buses for the 35 Jane is important when implementing the priority bus lane.

Feedback on the Potential Service Concepts

The TTC shared six service concept options for the Jane Street Priority Bus Lane Corridor across two segments:

Service concept options for Jane Street north of Eglinton (within the priority bus lane):

- **Option 1: All Consolidated Stops Served by Jane Express**
- **Option 2: Only Major Intersections Served by 935 Jane Express**
- **Option 3: Maintain Existing Express Stops Served by 935 Jane Express**

Service concept options for Jane Street south of Eglinton (outside of the priority bus lane):

- **Option 1: 935 Jane Express Serve Existing Express Stops**
- **Option 2: 935 Jane Express Serve Major Intersections Only**
- **Option 3: 935 Jane Express Non-Stop to Jane Station**

Participants shared feedback on each option, including which concept they would prefer to be implemented on the Jane Street, and why. Participant feedback on these questions is summarized below.

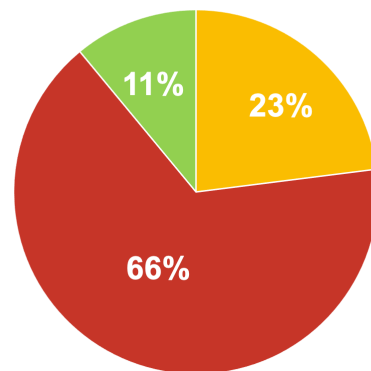
Preferred service concept for Jane Street, north of Eglinton

Participants shared feedback about which service concept they would prefer be implemented on the Jane Street Priority Bus Lane, north of Eglinton to Steeles. 355 participants provided a response.

While the Jane Street Priority Bus Lane consultation was open to the public between August 26 and October 16, the TTC added Option 3 on September 24. For this reason, this summary provides two summaries of responses: one for the entire consultation period (August 26 to October 16) and one for the three option period (September 24 to October 16).

Entire consultation period

Between August 26 and October 16, **Option 2: Only Major Intersections Served by 935 Jane Express received the highest preference amongst participants (66%)**. 23% of participants preferred Option 1: All Consolidated Stops Served, and 11% of participants preferred Option 3: Maintain Existing Express Stops Served by 935 Jane Express.



Three option period

Between September 24 and October 16, **Option 3 received the highest preference amongst participants (44%)**. Option 2 was second most preferred service option, with 24% of participants preferring it. Option 1 received the least support from participants, with only 11%.

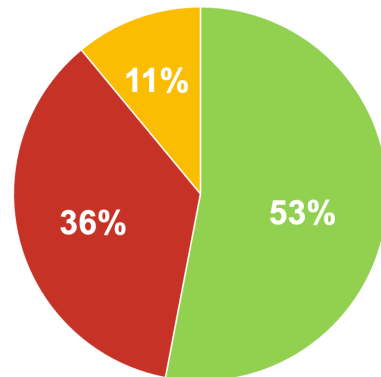
- Option 1 - All Consolidated Stops Served by 935 Jane Express
- Option 2 - Only Major Intersections Served by 935 Jane Express
- Option 3 - Maintain Existing Express Stops Served by 935 Jane Express

**Chart shows responses for the entire consultation period, August 26 and October 16*

- **Participants who preferred Option 1 said it would help reduce crowding and reduce wait times for local users in the corridor.** Several participants said the 35 Jane route has extensive wait times and that buses have become overcrowded, especially during peak hours. They also said the distances between major intersections are too great, so this option would make access to transit service easier — especially for seniors, those with mobility concerns, and families with young children — without having to walk long distances. However, some participants were concerned that losing express stops on the 935 Jane Express would increase crowding on the 35 Jane.
- **Participants who preferred Option 2 said it would reduce traffic congestion and support faster commutes for those who are travelling to major transfer points.** Some liked this option better than Option 1, saying that, in Option 2, the 935 Jane Express will provide better express service (since it will only serve major stops). This option would also prioritize moving the many riders who travel to Pioneer Village Station, Jane Station, and other major transfer points. Others said that this option would reduce the number of buses stopping along the corridor, which would alleviate traffic congestion on Jane Street (an important benefit since Jane is already congested during peak hours and may become more congested with the addition of priority bus lanes).
- **Option 2 must compensate for local service needs while reducing travel times for long distance travellers.** Some who preferred Option 2 said it should not come at the expense of local residents. They recommended that, if the TTC selects this option, it should increase service on the 35 Jane to compensate and address overcrowding and wait times.
- **Participants who preferred Option 3 said it balances local accessibility, service speed, and service patterns that work for riders.** They also said they prefer Option 3 as it maintains some stops that serve high-density residential areas. Participants emphasized the importance of stops that serve these areas, where there are many families with young children, seniors, and people with mobility concerns. Many of them use the 35 and 935 routes for day-to-day necessities such as grocery shopping. Others said that the current service patterns for the 935 Jane Express meets their needs, other than wait times and congestion, and thus should be maintained.

Preferred service concept for Jane Street, south of Eglinton

Participants shared feedback about which service concept they prefer be implemented on Jane Street, south of Eglinton to Jane Station (outside the priority bus lanes). A total of 343 participants provided a response. Of the three service options presented, **Option 1: 935 Jane Express Serve Existing Express Stops received the highest preference among participants (53%).** 36% of participants preferred Option 2: 935 Jane Express Serve Major Intersections Only, while 11% of participants preferred Option 3: 935 Jane Express Non-Stop to Jane Station.



- Option 1 - 935 Jane Express Serve Existing Express Stops
- Option 2 - 935 Jane Express Serve Major Intersections Only
- Option 3 - 935 Jane Express Non-stop to Jane Station

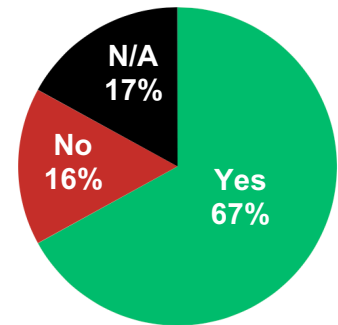
- **Participants who preferred Option 1 said it would support transit access for dense residential areas, low-income communities, and students, as well as help reduce overcrowding and wait times in the corridor.** Participants said there are a number of high-density residential areas along the south portion of the Jane Street corridor that need continued service. Generally, the area becomes denser further south on Jane Street. Important stops that need service are Alliance and Foxwell/Woolner. Several participants also said that stops along the south portion of the Jane Street corridor serve lower-income neighborhoods, specifically near Woolner, many of whom have limited access to vehicles and rely on public transit for day-to-day necessities. Several said the maintaining the Dundas West stop was important, as this stop serves Runnymede Collegiate Institute and is an important transfer point for high school students.
- **Participants who preferred Option 2 said it would provide faster service and improve travel times for through-riders while still providing access to Dundas West.** Participants said that since 35 Jane will continue to serve all stops between Eglinton and Jane Station, this option would likely reduce travel times for through-riders and for riders who need to access the subway. Others said eliminating the Foxwell/Woolner and Alliance stops would decrease delays. Some liked that this option maintains a stop at Dundas West — an important transfer point, especially for students — however, others said few people use this stop during off-peak hours.
- **Participants who preferred Option 3 said it would provide the fastest and most efficient service to riders who need access to the subway.** This option would be most beneficial to those who commute daily to downtown for work or school. Some participants said that, based on their experience, most riders get off north of Eglinton. Others said that, if Option 3 is implemented, 35 Jane should have increased service to compensate for reduced stops and to address wait times and congestion on this route.

Experience at transit stops

Participants shared feedback on the proposed consolidated stops on the Jane Street corridor, satisfaction with aspects of transit stops, aspects of stops that are most important for them, stops that are in need of improvement, and their travel preference. Feedback about each of these topics is summarized below.

Feedback on consolidated stops

Participants were asked if they think the new consolidated stops on the Eglinton East corridor will be enough for the corridor. Out of the 398 participants who provided a response, the **majority of participants said yes (67%)**, **16%** said no, and **17%** said not applicable.



Those who responded no, identified the following locations as important to have bus stops:

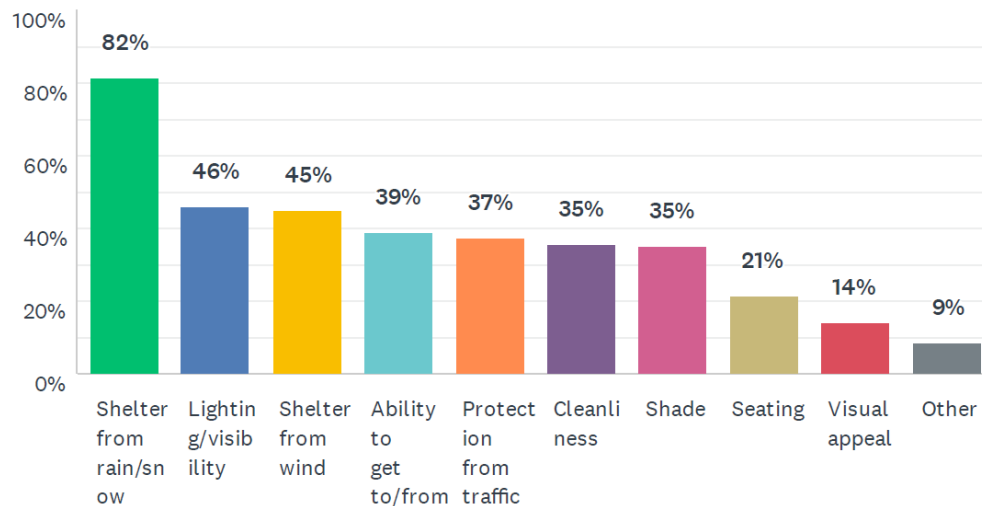
- Alliance
- Annette
- Bexley
- Chalkfarm
- Church/Maple Leaf
- Driftwood/Milo Park
- East Drive
- Gordon Mackay/Falstaff
- Foxwell/Woolner
- Lampton
- Trethewey
- Shoreham

Additional feedback

- **Lack of clarity on consolidation process.** Many were confused about the term “consolidated,” saying it wasn’t clear whether stops were being removed or changed. Several emphasized the impact of removing stops – requiring local residents to walk further distances to access transit, even for day-to-day necessities such as grocery shopping.
- **Prioritize stops for people who rely on transit to get around.** Participants emphasized the need for stops in areas with high-density residential, affordable/low-income housing, or seniors housing.

Most important aspects of stops

Participants shared feedback about which aspects are most important to their enjoyment of bus stops in the corridor.



- **Shelter from rain/snow was the most important aspect of stops.** Out of the 304 participants who provided a response, most (83%) said shelter from rain/snow is the most important aspect for their enjoyment of bus stops, followed by lighting/visibility and shelter from wind. The ability to get to and from, protection from traffic, cleanliness, and shade were the next most important aspects of stops, with participants assigning approximately the same level of importance to each.

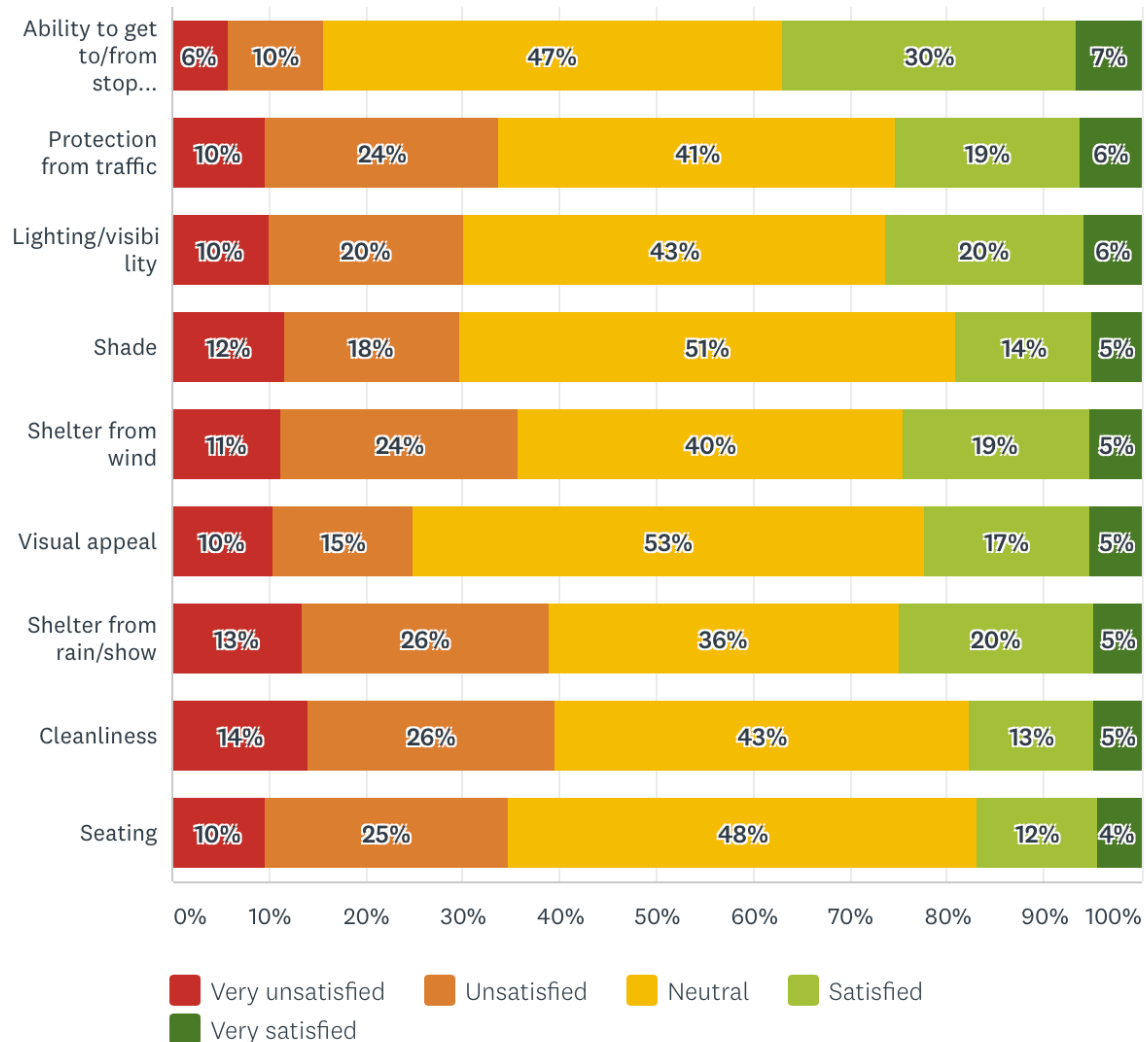
Other important aspects of bus stops participants mentioned in their feedback

- Next Arrival Screens, to provide information on bus arrival, delays, diversions, etc.
- Large waiting areas to accommodate large number of riders waiting and to maintain physical distancing
- Access for people with disabilities
- Safety getting to a stop

Satisfaction with aspects of transit stops on Jane Street corridor

Participants were asked how satisfied they are with different aspects of transit stops in the Eglinton East corridor. A total of 304 participants provided a response.

- Overall, participants were felt neutral about transit stops along the Jane Street corridor.
- The top three stop aspects participants were most satisfied with included (i.e. aspects with the most satisfied and very satisfied responses): ability to get to/from stop location (37%), lighting/visibility (26%), and protection from traffic (25%).
- The top three stop aspects participants were least satisfied with included (i.e. aspects with the most unsatisfied and very unsatisfied responses): cleanliness (40%), shelter from rain/snow (39%), and shade (30%)



Stops that need the most improvement

Participants identified the following stop locations as needing improvement:

- **Weston** – most requested stop to be improved. Suggestions on how to improve it included: better placement of shelter to make it easier to see the bus; provide a larger, accessible shelter; sidewalk widening
- **Alliance** – need improved lighting and shelter

- **Jane Station** – the waiting area for the northbound bus is unattractive and has inadequate protection from wind, rain, snow, and sun. Disorderly boarding makes the experience stressful
- **Foxwell** – needs a larger shelter and seating
- **Dundas** – needs a shelter
- **Finch** – needs an accessible shelter hub
- **Wilson** – needs an accessible shelter hub
- **Lawrence** – needs a larger shelter to accommodate large number of riders using this stop
- **Woolner** – needs a shelter, seating, and improved bus bay (to make it easier to get on the bus)
- **Trethewey** – needs an accessible shelter hub
- **Falstaff** – needs an accessible shelter hub
- **Grandravine and Firth** – needs a longer bus bay
- **Harding** – needs a shelter
- **Giltspur** – needs improved lighting
- **John St** – needs a shelter

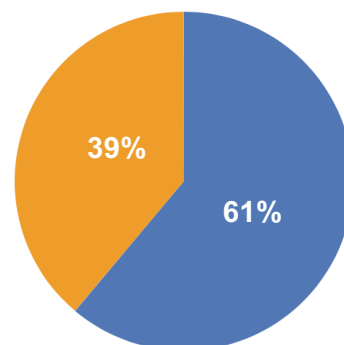
Other general comments

- **Shelter from rain and snow is a priority for participants.** Many said very few bus stops along the Jane Street corridor have overhead protection from the elements.
- **Physical accessibility, especially for those with mobility devices, is crucial.** Many participants said accessibility of stops is very important. Stops should be spacious to allow for mobility devices and to allow for adequate social distancing during COVID-19. Increased seating will help support seniors and those with mobility concerns.
- **There is a lack of cleanliness in several stops along the corridor.** Some suggested increasing the number of waste, recycling, and compost bins at stops along the Jane corridor, saying garbage is a common issue at each stop.
- **Proximity of traffic to bus shelters make some feel unsafe.** Many participants said, that due to the lane width along certain parts of Jane Street, several stops feel unsafe for pedestrians accessing buses.
- **Improve overall visual appeal of stops.**

Travel preference

Participants were asked if they generally value faster travel to major destinations (e.g. York U, Jane Station, Jane/Finch) or slightly shorter wait times at all stops.

Out of the 287 participants who provided responses, **61% preferred faster travel to major destinations and 39% preferred shorter wait times at all stops.**



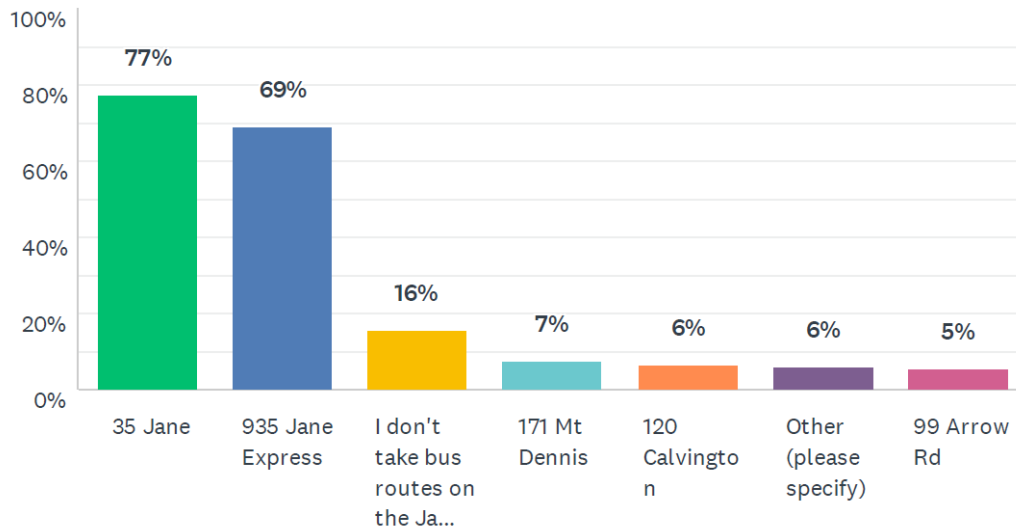
■ Faster travel to major destinations ■ Shorter wait times at all stops

Profile of participants

Participants were asked several demographic questions to help understand how the results of the survey vary by location, age, gender, and usage of the TTC service. Detailed information on each question follows.

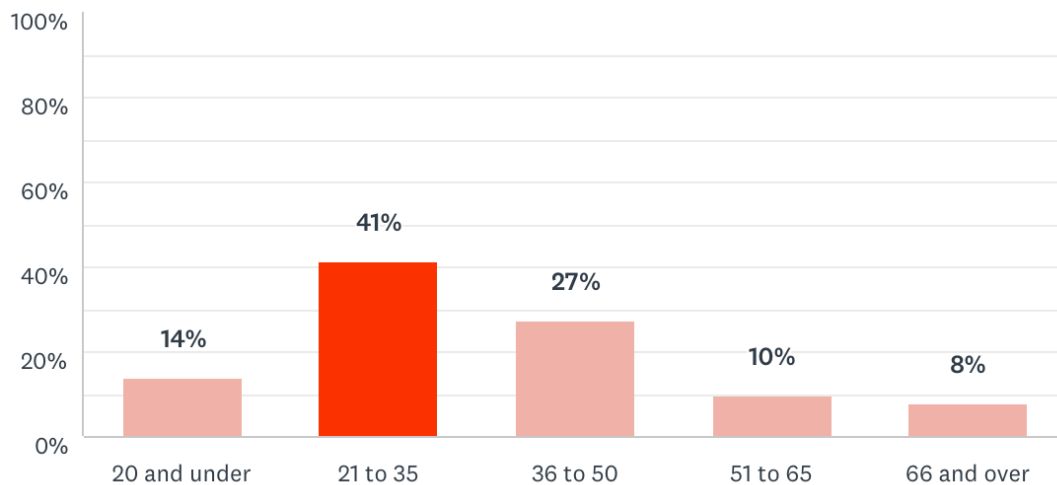
Bus route

The chart below shows a breakdown of the bus routes participants take on the Eglinton East corridor. A total of 287 participants provided a response. Most participants take the 35 Jane (77%) and 935 Jane Express (69%).



Age

The chart below shows a breakdown of participants' age. A total of 271 participants provided a response. Most participants were between the ages of 21 and 35 (41%), followed by participants between the ages of 36 and 50 (27%).



Where they usually travel to and from

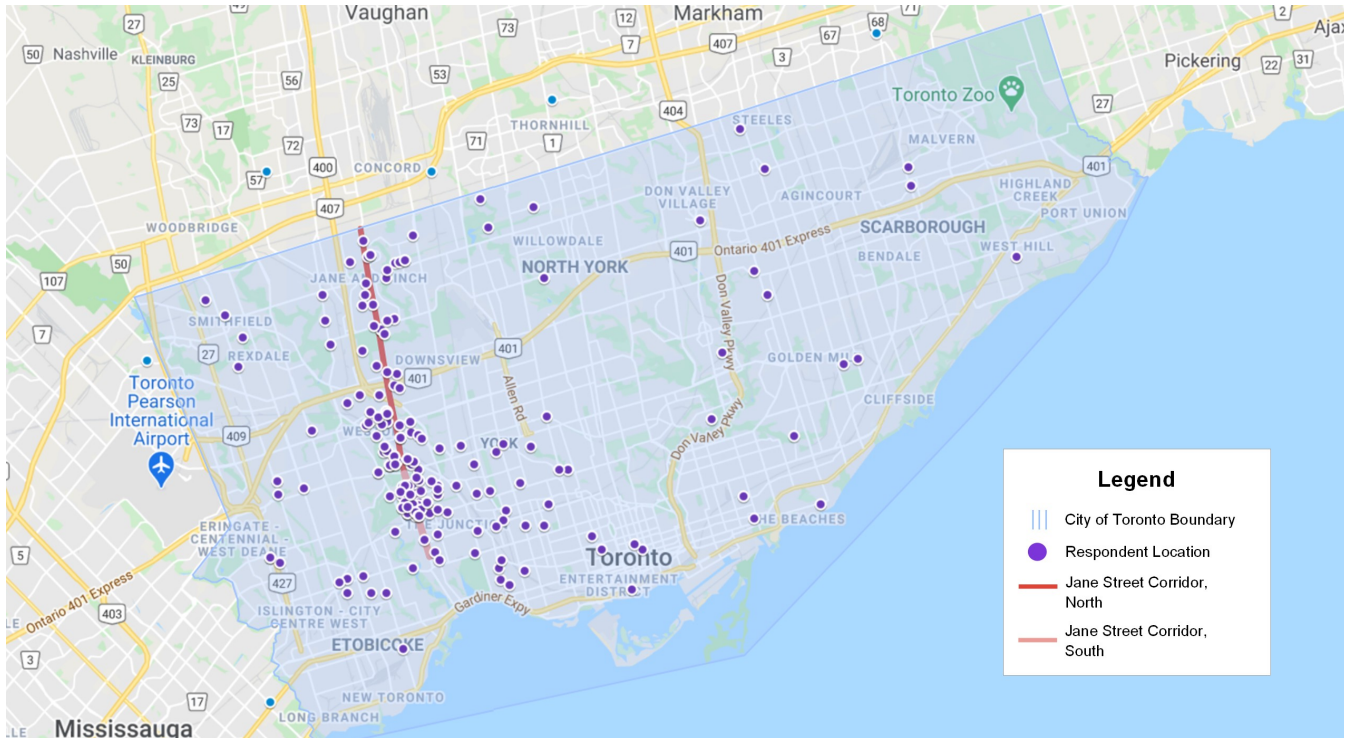
The map below provides a visual representation of participants' travel destinations. A total of 210 participants provided a response. The biggest concentration of participant travel destinations is in the Jane Street corridor, followed by a large concentration of travel to downtown.

The top travel routes identified by participants were between: Jane/Finch and Pioneer Village Station; Lawrence Avenue West and York University; Pioneer Village Station and Sheppard Avenue West, and; Wilson Avenue and Woolner Avenue. Jane Station was the most popular starting point and end point.



Location

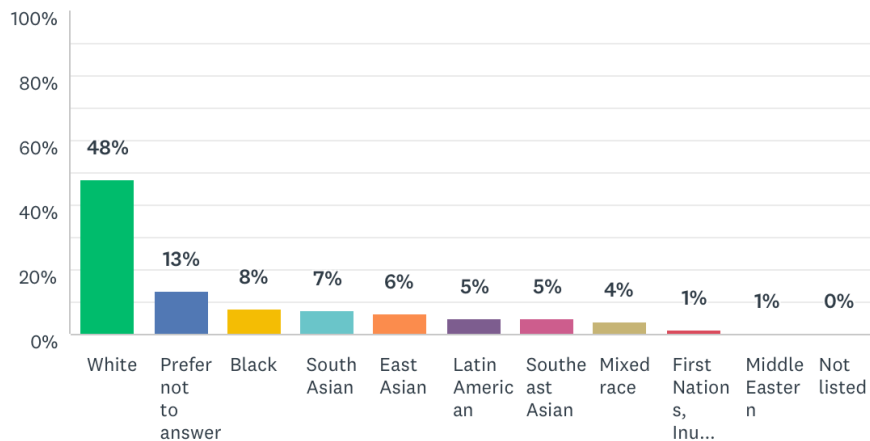
The map below illustrates the postal codes provided by 299 participants. The biggest concentration was in the Jane Street corridor. Some lived outside of the City of Toronto, in Mississauga, Brampton, and Markham.



Ethnicity

The chart below shows a breakdown of participants' responses to a question asking them to identify their ethnicity. A total of 267 participants provided a response. Most participants identified as White (129 or 48%), followed by 36 or 36% who preferred not to answer, Black (22 or 8%), South Asian (20 or 7%), East Asian (17 or 6%), Latin American and Southeast Asian (13 or 5%). 1% or 4 participants identified as First Nations, Inuit or Métis, and 1% or 2 participants identified as Middle Eastern.

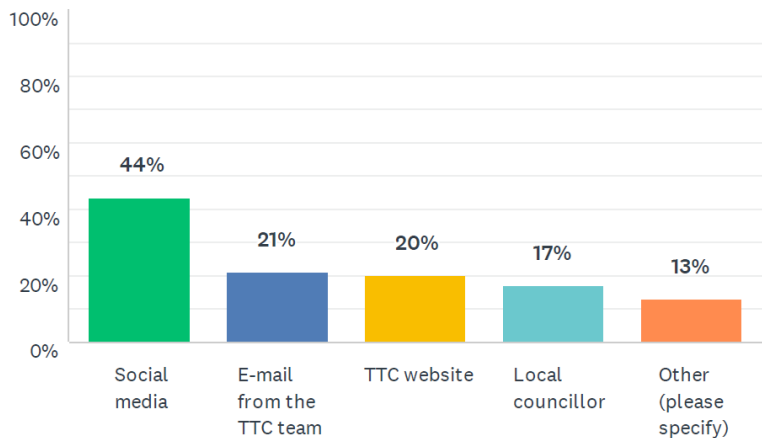
Some said they didn't understand why this information was relevant and suggested the TTC should not be asking about respondents' ethnicity. *The TTC asks about respondents' ethnicity to understand how well it is engaging different parts of Toronto's population. The TTC does not require a response to this question and includes a "prefer not to answer" option for those who do not want to share this information.*



How they heard about the survey

The chart below shows a breakdown of how participants heard about the survey. A total of 273 participants provided a response. Most heard about the survey through social media (44%), followed by an email from the TTC team (21%), the TTC website (20%), and the local Councillor (17%).

Those who said other (13%) said they heard about the survey through a poster at a bus shelter and subway stations, as well as through transit advocacy groups (TTCriders), community groups (Jane Finch Action Against Poverty, local Facebook community groups, Mount Dennis Association), Urban Toronto, and word of mouth.





TTC 2021 Annual Service Plan

Public Consultation Summary

Survey Timeframe: September 25, 2020 – October 9, 2020

Total Online Survey Participants: 334

Total Mail-in Survey Hard copies Received: 5

Total Feedback Received via Email and Voicemail: 15

Overview

The TTC hosted a survey between September 25, 2020 and October 9, 2020 to seek the public's feedback on the emerging priorities and proposed service initiatives for 2021. There were several ways people could share their feedback, including via an online survey, mailing a hard copy of the survey (which could be downloaded online or mailed upon request), sending an email, and leaving a voicemail. A total of 353 people participated and provided feedback, with 334 participating through the online survey, 4 through mail-in survey hard copy, 14 through email, and 1 through voicemail. The online survey was available on the TTC's website and was promoted through the TTC's social media networks, City Councillors, stakeholders, people who signed up to receive updates about the service plans, and by placing posters on key transit stop areas and stations. The survey was not designed or intended to ensure a statistically significant sample.

This survey was part of a broader public and stakeholder consultation process for the 2021 Annual Service Plan (ASP). Annual Service Plans identify how the TTC will serve customers in the coming year, and the 2021 ASP will be unlike any other service plan the TTC has ever prepared. It will focus on transit strategies to respond to the COVID-19 pandemic and economic recovery as well as refining the initiatives approved in 2019 by the TTC Board in the 5-Year Service Plan and 10-Year Outlook.

There are three main categories participants were asked feedback about, and this feedback summary is organized under the following categories:

1. Emerging priorities for 2021
2. Express bus service evaluation and expansion
3. Other service improvements

RapidTO Priority Bus Lanes are also part of the 2021 ASP. Dedicated surveys were developed for the first two corridors (Eglinton East and Jane Street) identified for the RapidTO program to seek feedback on the potential service concepts developed for key bus routes operating on these priority bus lanes.

This summary report was prepared by the third-party consultation team from Swerhun Inc. It is one of three separate summaries prepared as part of the TTC's public consultation about its 2021 Annual Service Plan. The other two surveys focus on the Eglinton East Priority Bus Lane and Jane Street Priority Bus Lane. Feedback summaries about the Eglinton East and Jane Street Priority Bus Lanes can be found on www.ttc.ca/annualplan.

Overall Snapshot of Feedback

The following points reflect an overall snapshot of feedback. The remainder of this summary provides additional details regarding these points, as well as many others, shared by participants.

- **Overall support for the emerging priorities.** Generally, participants supported the emerging priorities the TTC identified for its 2021 Annual Service Plan. They suggested some additional priorities to consider, including: the health and safety of all customers (especially given the COVID-19 pandemic); customer communication (especially for service diversions, detours, and disruptions), integration of bike lanes, express routes, priority lanes, and other priorities.
- **Crowding remains a key issue and concern, especially during the pandemic.** The TTC should focus as much as possible on reducing crowding, especially in marginalized communities, which have been hit hardest by the pandemic and where bus crowding remains an issue. Suggestions on how to address crowding included running more buses, especially on crowded routes. Reducing crowding now would continue to be a benefit to riders even after the pandemic.
- **General support for express bus routes and services.** The introduction of express bus routes has made a big difference for some people's commutes, especially during rush hour periods. Participants had more mixed opinions on whether there is a good balance between local and express service on the transit corridors they use.
- **Proposed service changes need to consider accessibility.** Whether proposing changes to the Express Bus Network or eliminating or changing service as part of the performance review, the TTC should make sure that any changes do not make it more difficult for people with accessibility needs to use the transit system.
- **Appreciation for the TTC's continued hard work,** especially given the difficulty of keeping an essential service running during a pandemic.

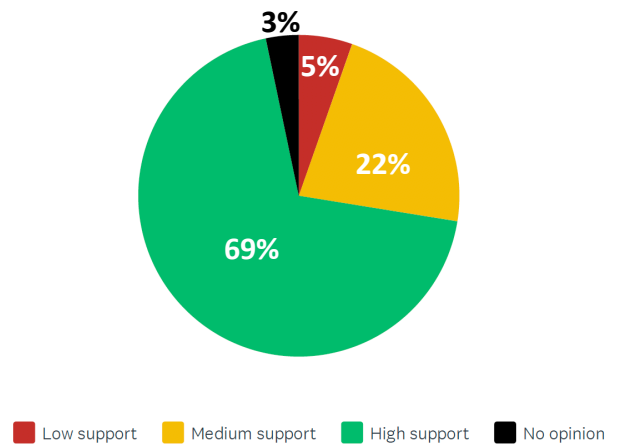
Feedback about Emerging Priorities for 2021

The TTC shared its emerging priorities for 2021 Annual Service Plan and asked participants to identify how much they support each priority. Participants also shared feedback on what (if anything) they thought was missing, suggested refinements, and additional thoughts.

Feedback on Priority 1: Sustain demand-responsive service

334 participants provided a response. **69%** said they have **high support** for Priority 1, **22%** said they have **medium support**, **5%** said they have **low support**, and **3%** said they have **no opinion**. Additional comments participants shared about this priority:

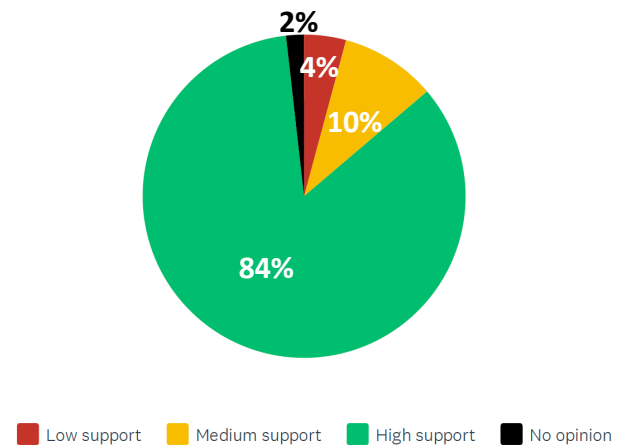
- **Glad to see the TTC took considered COVID-19 when developing the Annual Service Plan.**
- **Sustaining demand-responsive service is required as travel patterns evolve, but there needs to be improved reporting on how it is being deployed.** There is a huge gap in reporting how the demand-responsive buses are used, both in terms of service tracking and crowding data. Without the ability to associate demand-responsive buses with specific routes and services, it's impossible to assess the effectiveness of these buses. It's not just that the extra buses are not visible on trip planning apps — they also cannot be reported on after-the-fact to establish what service the TTC actually operated.



Feedback on Priority 2: Improvements to regular scheduled service

334 participants provided a response. **84%** said they have **high support** for Priority 2, **10%** said they have **medium support**, **4%** said they have **low support**, and **2%** said they have **no opinion**. Additional comments included:

- **General strong support for Priority 2.** Participants said that reducing crowding, addressing travel patterns, and improving service reliability are very important.
- **Significantly improve and increase bus service in underserved communities and areas experiencing overcrowding.** Providing more and enhanced service in areas underserved by transit (including the inner suburbs, areas far from the rapid transit) is needed. Added investment (not just re-allocation) is necessary for high-volume routes, especially as these routes are often in

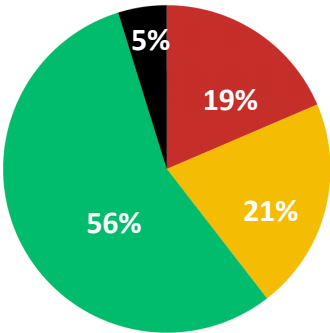


areas with higher COVID-19 rates. The TTC needs to acquire funding and take steps to address crowding and make riders feel safe on transit, including deploying more buses and re-hiring laid off operators. It is not fair to ask riders to wait for a bus that is less crowded, not asking them to balance the need to get to their destination on time and safely. Not enhancing service in these areas penalizes the highest-risk riders with the fewest options.

- **Improving service reliability should be a top priority.** Uneven headways, vehicles not arriving on time, bus bunching, and big service gaps are long-standing issues across the network that need to be addressed. These reliability challenges add to crowding problems and riders’ resistance to take journeys involving transfers. Better use of real-time data and revisiting service standards are needed to improve experience on transit.

Feedback on Priority 3: Advance key strategic initiatives

334 participants provided a response. **56%** said they have **high support** for Priority 3, **21%** said they have **medium support**, **19%** said they have **low support**, and **5%** said they have **no opinion**. Additional comments included:



- **Strong support for surface transit improvements.** Many expressed support for implementation of RapidTO priority bus lanes for faster travel and wait times and encouraged the TTC to implement RapidTO on other major avenues, especially in the suburbs. At the same time, RapidTO only address a small part of the system so the TTC should make sure its pay attention to the system as a whole.
- **Strong concerns about microtransit services.** Many expressed concerns about microtransit, with some suggesting removing it from the priorities altogether. Some were concerned that exploring microtransit could lead to privatization and higher fares. Others said that, if the TTC does implement microtransit, it should keep it an “in-house” municipal service instead of contracting it private companies and subsidizing the cost. TTC has the ability to train and deploy its own staff. Others said microtransit works well in rural areas, but even in suburban parts of Toronto, demand across the network is too high to be reliably served by this model. Others did not like that service is automated and would like to see real people operating vehicles. A few asked for clarity on what exactly microtransit means to the TTC means — does it refer to relying on private ridesharing services like Uber to reduce bus demand or integration with public services like Bike Share?
- **Support for fare integration, particularly with GO Transit.** Participants said they would like to be able to use both TTC and GO Transit seamlessly and affordably and suggested the TTC consider re-instating the \$1.50 discount for transfers between TTC and GO Transit. Participants also suggested the TTC consider providing discounts for transfers to adjacent municipal transit systems. Others said that, while integration is a nice goal, there should be a clearer explanation of what the implications of any changes might be. Active cooperation and financial support at the Provincial level is needed to avoid “robbing” Toronto of fare revenue to subsidize cross-border travel.

Other suggested priorities to consider

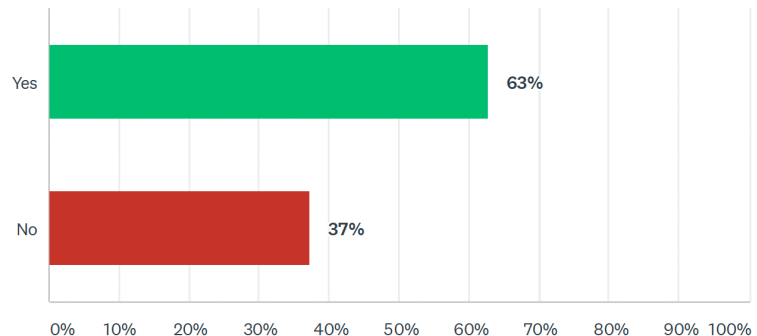
- **Health and safety of riders and TTC staff.** Many said they would like to see more steps taken to support the health and safety of transit riders and vehicle operators, including: enforcement of mask wearing for both riders and TTC vehicle operators; providing hand sanitizers at the front of the bus; thorough and consistent cleaning of vehicles stations, and station washrooms; and proper ventilation of vehicles.
- **Improve customer communication.** Many said real-time, transparent, and more accessible communication of system updates should be a priority, including: real-time updates about service diversions, detours, disruptions, and station accessibility (such as changes to elevator status). Vehicle arrival screens should display this type of information on surface transit routes. Others also said it is important to notify customers of service changes using different channels — not just social media or apps — since not everyone has access to these tools.
- **Fare reduction.** Some said the Annual Service Plan should consider the financial situation of riders by reducing or freezing fares or charging lower fare for those with low income. More federal and provincial funding is needed.
- **Improve reliability of PRESTO machines.** Several participants said malfunctioning PRESTO card readers need to be fixed, especially since their malfunctions undermine rider confidence that they've been charged the correct amount. Others said monthly printed Metropass should be restored — printed Metropasses were especially helpful for riders with disabilities. PRESTO cards can be stressful since they require setting up an account and providing payment information.
- **Integration with bike lanes.** Safe bike lanes integrated with TTC stops, stations, bus lanes, and major destinations would increase ridership and offer alternative ways for people to commute. They would also help reduce emissions, encourage healthier living, and address gridlock.
- **Accessibility of transit network.** Even with significant investment in elevators, accessing subway service involves overcoming multiple barriers from the street-level, from turnstiles all the way down to platforms and into trains. Consider providing staff to assist vulnerable people on transit vehicles. For example, ensure riders do not occupy seats set aside for distancing and see that disabled persons are able to get the seats they require.
- **Analysis of alternatives and options.** It would be helpful to understand what might be done to help the TTC run more service, how much it would cost, and what alternatives the TTC explored in preparing this Annual Service Plan. For example, it would be helpful to know: the implications of new service standards with lower maximum loads for COVID-19 (and what the resources would be needed to apply those standards); which constraints are physical (fleet and garage capacity) and which are policy and budget driven, and; whether the high ratio of spare vehicles maintained makes sense. The lack of alternatives considered is a gap in the Annual Service Plan. There is no sense of alternatives analysis or “what if” planning.
- **Improve service integration with neighbour transit agencies** to support people who commute across municipal borders on a regular basis.

Express Bus Service Evaluation and Expansion

Participants provided feedback on the Express Bus Network, including feedback on two new express routes recommended to operate in peak periods on Kennedy Road and Warden Avenue.

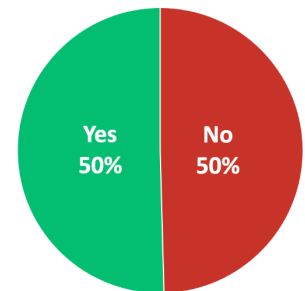
Profile of participants who use of express bus service

322 participants responded to a question about whether they use an express bus service. **63%** of participants said they do, and **37%** said they do not.



Feedback on local and express service frequency

Participants' opinion was split on whether there is a good balance between local and express service on the transit corridors they use. Out of the 236 participants who provided a response, **(50%)** said yes, and **(50%)** said no.



Those who said there is a **good balance** of service frequency between local and express service said:

- **The current ratio of express to local buses suits their needs.** For every express bus that arrives at a stop, typically 1-3 are local. With this balance, participants said that they do not have to wait more than 5 or 10 minutes for a bus that can take them to their destination. Others said that for major corridors, especially during peak hours, there are enough options available to plan their route and get to their destination on time if they miss an express bus.
- **Specific express bus routes where some said there is a good balance of service frequency with local service included:** 905 Eglinton East Express, 925 Don Mills Express, 929 Dufferin Express, 935 Jane Express, 939 Finch Express, 941 Keele Express, 954 Lawrence East Express, 985 Sheppard East Express, and 986 Scarborough Express.
- **Support for express routes.** Express service is generally faster and more convenient than local routes — taking an express bus over a local bus can reduce total travel time by 15-20 minutes. Some said express routes are especially valuable for those travelling to major intersections, transfer points to other routes or subway lines, and those travelling the farthest distances. Others said they use express service for most of their journey and then transfer to a local bus to reduce their overall travel time. Some suggested increasing service on local buses so that service is more reliable and customers do not have to wait for express buses.

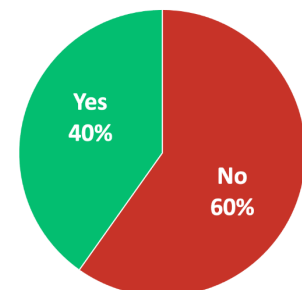
- **Express bus service is valued, and its importance was even more understood during the temporary cease of operations due to the pandemic.** When the operation of express routes stopped during the pandemic, participants said they really felt its impact. Not having express buses on very busy routes leads to near-constant overcrowding on local routes and puts riders in longer close contact with other riders – which is a problem during a pandemic.

Those who said there is **not a good balance** of service frequency between local and express said:

- **Express buses arrive infrequently and often at the same time.** Generally, participants said express buses are infrequent and run either ahead of or behind schedule. Express buses are more likely to bunch during peak hours, when demand by customers is greatest. Some said they wait up to 30-minutes for a bus to arrive, only to have multiple express buses arrive at the same time. Others said express buses often arrive at the same time as a local bus. Participants suggested better coordination of schedules and for express routes to revert to local service when ahead of schedule or under capacity (to alleviate pressure on local buses).
- **Little difference in travel times between local and express routes.** Some said their travel times remain the same or even later despite taking an express bus. In some cases, participants said the express route makes almost the same number of stops as local service, making it no more efficient than the local route. Participants suggested reducing the number of stops along express routes and increasing the number of express buses operating at any given time.
- **Concerns about overcrowding on buses, especially during COVID-19.** Some said the lack of balance between local buses and express buses at stops is causing overcrowding. Multiple local buses arrive that are crowded, while express buses arrive less frequently and are less crowded. Others said express buses often leave stations at the same time as local buses, especially when local buses are crowded. In other instances, participants said express buses leave stations already full and skip stops along their route due to crowding. With the removal of express routes during COVID-19, customers are dealing with increased overcrowding, which doesn't allow for effective physical distancing. Many suggested both restarting express service and increasing the number of express buses operating to reduce overcrowding along major routes. Others suggested increasing the frequency of both local and express buses at each stop.
- **Specific express bus routes some identified as not having a good balance of service frequency with local service included:** 905 Eglinton East Express, 929 Dufferin Express, 952 Lawrence West Express, 954 Lawrence East Express, 984 Sheppard West, and 986 Scarborough Express.

Feedback on changes to express stops

Participants shared feedback about whether they would like to see any changes to the express stops on their route. Out of the 229 participants who provided a response, **(40%)** said yes, and **(60%)** said no. Those who suggested express stop changes said they preferred fewer express stops, saying express service should only stop at major intersections, subway stations and transfer points, or



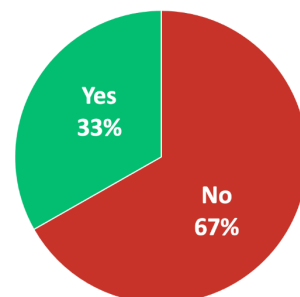
other key destinations. Specific suggested changes to express routes included:

- **145 Downtown Humber Bay Express** – change to an express route to 501 Queen
- **902 Markham Rd Express** – remove Painted Post Dr stop
- **924 Victoria Park Express** – add a stop at Van Horne Ave
- **929 Dufferin Express** – eliminate St Clair & Dufferin Gate
- **935 Jane Express** – stop at Don Mills Subway instead of Finch Subway
- **939 Finch Express** – add stops at Bishop & Willowdale, Finch & Maxome, Doris & Finch, Busway & Alness (to allow connection to 117 Alness-Chesswood)
- **944 Kipling South Express** – add Horner Ave
- **954 Lawrence East Express** – consider extending to Eglinton Station
- **985 Sheppard East Express** – consider extending to Rouge Hill Station
- **986 Scarborough Express** – remove stops at Pharmacy and Birchmount; reduce stops and divert to Lawrence

Feedback on new periods of service for existing express routes

As part of TTC's *Express Bus Network Study*, further enhancements to express bus routes are recommended to the surface transit network. A few existing express routes are recommended for new periods of service, including 929 Dufferin Express (weekend daytime), 941 Keele Express (weekday midday), etc.

Participants shared feedback about whether if there were any other existing express routes they would like to see operate in periods where they currently do not operate. Out of the 304 participants who provided a response, (33%) said yes, and (67%) said no. Those that said yes suggested the following new periods of service:



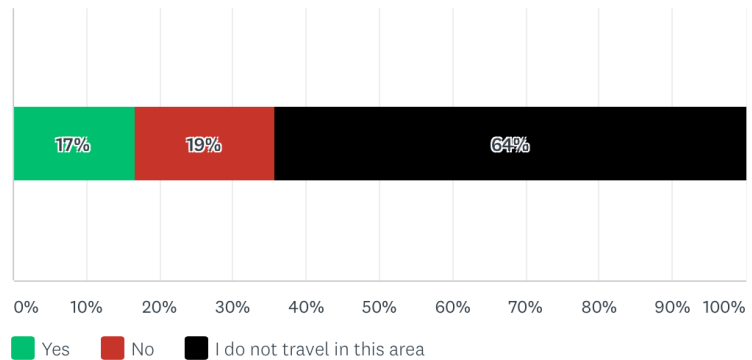
- All express service should operate Monday to Friday, 12 hours a day, with the last departure at 11 PM
- **141-145 Downtown Express Routes** – operate more frequently
- **902 Markham Rd Express** – weekday evenings; weekend daytime
- **903 Kennedy-Scarborough Centre Express** – weekdays
- **905 Eglinton East Express** – weekday evenings, weekends daytime
- **924 Victoria Park Express** – all day service, weekday midday, Saturday afternoon
- **925 Don Mills Express** – later service on weekend evenings
- **935 Jane Express** – longer operation on weekends, consider operating periods during weekdays
- **939 Finch Express** – 7 am to 8 am; 3 pm to 6 pm, 939B and 939A should have similar periods, weekend evenings, weekday evenings; late evenings
- **941 Keele Express** – weekends daytime
- **945 Kipling Express** – 7 am to 8 am; 3 pm to 6 pm
- **952 Lawrence West Express** – all day service
- **953 Steeles East Express** – weekend late evenings
- **954 Lawrence East** – off-peak service; all day service
- **960 Steeles West Express** – weekend late evenings
- **985 Sheppard East** – off-peak periods

- **986 Scarborough Express** – weekday evenings/late evenings, weekday off-peak periods, and weekends
- **995 York Mills Express** – weekday off-peak periods; weekday daytime and evenings
- **996 Wilson** – all day service

Feedback on stops for new express service on Kennedy

A new express route is recommended to operate in peak period on Kennedy Road (943), operating between Steeles Avenue and Kennedy Station.

With the new express service being considered on Kennedy, participants shared suggestions on where express stops should be added. Out of the 305 who provided a response, **(17%)** shared suggestions, **(19%)** had no suggestions, and **(64%)** had no opinion as they do not travel in this area.



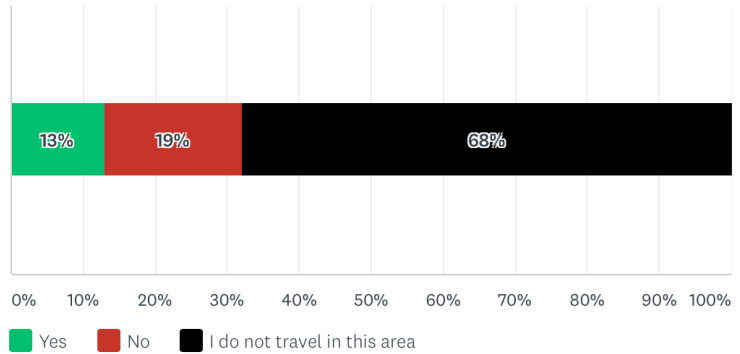
Suggested express stop locations on Kennedy for the new 943 express route:

- | | |
|--|--|
| <ul style="list-style-type: none"> • Agincourt Mall • Antrim Crescent • Bertrand Avenue • Ellesmere RT Station • Kennedy GO Station • Ellesmere Road • Finch Avenue • Huntingwood Drive • Kennedy Commons | <ul style="list-style-type: none"> • Lawrence Avenue • McNicoll Avenue • Milliken GO Station • Pacific Mall • Progress Avenue • Scarborough Centre • Sheppard Avenue East • Steeles & Midland Avenue • Village Green Square |
|--|--|

Feedback on stops for new express service on Warden

A new express route is recommended to operate in peak period on Warden Avenue (968), operating between Steeles Avenue and Warden Station.

With the new express service being considered on Warden, participants shared suggestions on where express stops should be added. Out of the 305 who provided a response, 40 (13%) shared suggestions, 58 (19%) had no suggestions, and 207 (68%) had no opinion as they do not travel in this area.



Suggested express stop locations on Warden for the new 968 express route:

- Arkona Road
- Ashtonbee Road
- Bamburgh Circle South
- Barrymore Road
- Birchmount Road
- Bridletown Crescent South
- Canadian Avenue
- Comstock Avenue
- Eglinton Avenue
- Ellesmere Road
- Finch Avenue
- Huntingwood Drive
- Lawrence Avenue
- McNicoll Avenue
- Minford Road
- Sheppard Avenue
- St. Clair Avenue
- Steeles Road
- Tower Road
- Warden Station

Beyond suggesting specific stops, participants encouraged the TTC to make sure the new express route integrates with existing major bus routes and stops at all major intersections.

Other Service Improvements

Participants provided feedback on the following service improvements the TTC is planning on including in the 2021 ASP:

1. **New service in the network**
2. **The Scarborough East Area Study**
3. **Service changes from performance review**
4. **Service adjustments made to bus routes after the Line 1 northwest extension to Vaughan opened in 2017**

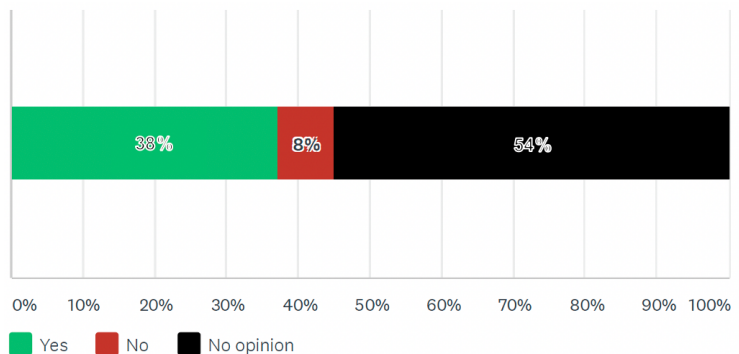
Participant feedback on other service improvements is summarized below.

New service in the network

New services to Regent Park and Stanley Greene are recommended in 2021 in response to ridership changes and to support the changing needs of customers. Participants feedback on these new services are summarized below.

New service to Regent Park

Participants shared feedback about whether they supported the proposed changes to 121 Fort-York Esplanade, which will provide new service to Regent Park. Out of the 304 participants who provided a response, **38%** yes, **8%** said no, and **54%** said they had no opinion as the question does not apply to them.



Participant feedback on the new service is summarized below.

- **Many welcomed the proposed changes to the 121 Fort-York Esplanade.** The proposed changes improve service to the growing Regent Park neighbourhood and improve Regent Park residents' access to downtown. More service in this area would also help improve low-income residents' access to important destinations like the Bridgepoint Health Hospital. Some said the new route would be a good alternative to the existing streetcar route, helping reduce wait times and offering riders more flexible travel routes. Others said they support this change as it will provide a more accessible transit service (relative to streetcars) on River St. Consider increasing the frequency of service to 10-15 minute headways of 30 minute headways.

Some provided specific suggestions on the routing of the service, including:

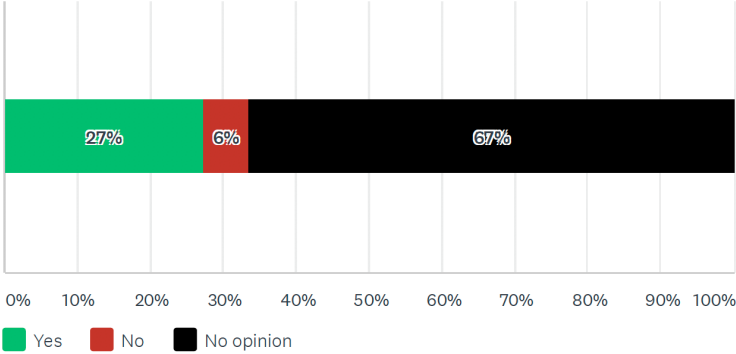
- run the westbound service on Front St (not Wellington) as westbound congestion is worse street on Wellington;
 - consider a stop on Front St between Bay and York to allow proper service for those going to Union Station
 - the bus travelling west on The Esplanade should turn north on Yonge and then west on Front over to Bay Street, then go north to King;
 - connect to Broadview Station to serve as an alternative to downtown instead of looping at Gerrard/Broadview area;
 - extend east of Bayview on Front St;
 - modify north end of the route by staying on River St to Bayview extension, north to Rosedale Valley Rd to Rosedale Subway Station.
- **Continue providing the seasonal route to Cherry Beach, either through 121D Fort-York Esplanade or a revised 72 Pape.** Access to Cherry Beach is important for people served by route 121 as they don't have a lot of easy access to green and park spaces (especially those who don't own cars). Given our experience with COVID-19, access to greenspace is important.
 - **Strongly consider making the route go to Union Station instead of King Station as King Station is not accessible.** Some said they do not like the proposed route changes to 121 Fort-York Esplanade since it goes to King Station instead of Union. Since King station is not accessible,

having the bus go to King would limit access people with strollers, walkers or wheelchairs, seniors, and mobility challenges. The TTC should update the route to go to Union Station.

- **Make sure there are alternative routes that would provide service to Ontario Place and Exhibition grounds.**

New service to Stanley Greene

Participants shared feedback about the proposed new service to the Stanley Greene neighbourhood. Out of the 299 participants who provided a response, **27%** said yes, **6%** said no, and **67%** said they had no opinion as the question does not apply to them.

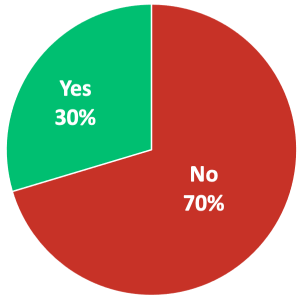


Participant feedback on the new service is summarized below.

- **Participants who supported this new service said it's to providing service to isolated neighbourhoods.** Residents in this area currently have to walk a long distance to access transit. Some suggested operating the new service off-peak, including weekday, midday, and weekends.
- **Questions about why Stanley Greene neighbourhood is getting a new transit coverage instead of other neighbourhoods.** Among the few participants who did not support the new service to Stanley Greene, they generally said that this area could be served by modifying existing routes, like 120 Calvington or 101 Downsview, instead of getting a new route.

Other areas for new transit service

Participants shared feedback about whether there were any other areas for new transit service the TTC should consider in future Annual Service Plans. Out of the 297 participants who provided a response, 88 (**30%**) said yes and 209 (**70%**) said no. Those that said yes suggested the TTC consider the following areas for new transit service:



- **Bus stop at 900 Passmore Ave** – consider a bus stop at this Amazon fulfillment location as many workers who take the TTC have to walk a long distance to get to their job. They are also concerned that it will be difficult to get to their job in winter. Consider having 134 Progress or 53 Steeles East bus routes stop at this location.
- **Extend 91 Woodbine to Don Mills Station** – consider a with two-way service to Valley Woods Rd, running via Sandover/Graydon Hall; this change would make the route more useful to anyone who lives on Lawrence and would better connect the dense residential neighbourhood in Graydon Hall area to Don Mills Station.
- **Service on Brimorton Road** going south as residents in the area have to walk far to access transit.
- **Service on Orton Park and Scarborough Golf Club Road** to access Ellesmere Rd.
- **Service on Morningside Heights** by expanding 42 Cummer to Morningside & Finch.
- **Service on Centennial Rd** by extending 86D service.
- **New express route from Malvern to Kennedy Station.**

- **New express route along McCowan Rd from Sheppard Ave to Steeles Ave East** – the 129 McCowan route in this corridor is overcrowded and slow during the afternoon weekday rush hour.

Other service improvement suggestions:

- **Provide more local and express bus service in the west end of Toronto** to support the people who work in the factories and warehouses in this area (and low-income communities).
- **Provide more bus routes serving the Meadowvale & Sheppard area.** A lot of people living in this area depend on the TTC, but they are limited in their bus options as there's currently only one bus going to this area from Kennedy Station: 86A Scarborough. These buses do not come frequently, which is a problem for seniors and the wintertime.
- **Extend bus service on Steeles or Finch west into Brampton** to connect with Brampton buses.
- **More frequent service on 80 Queensway, operating between Humber Loop and Sherway Gardens** (not all the way to Keele Station) that would connect to 501 Queen and 508 Lakeshore for easy access into downtown.
- **Extend 51 Leslie or 25 Don Mills on Freshmeadow east and west along Cliffwood.**
- **Install bus shelters in front of St Benedict Catholic School (2202 Kipling Ave).** The bus shelter here was removed 3 years ago due to construction. Construction has been completed, but the bus shelter has still not been re-installed.
- **Consider creating rush-hour only short-turns on the 23 Dawes** route that turns via Ferris and Glenburn to reduce rush-hour crowding.

New periods of operation for existing local routes

Participants suggested the following local routes they would like to see new periods of operation.

- **5 Avenue** – late evening service
- **12D Kingston Rd** – all day service
- **32C Eglinton West (service on Trethewey)** – start service operation at 6am on Sundays
- **35B Jane** – off-peak service
- **36D Finch West** – midday
- **60D Steeles West** – weekday evenings (past 6:30 pm)
- **79B Scarlett Rd** – weekend late evening service
- **86 Scarborough** – late evening service
- **86D Scarborough** – Sundays
- **106 Sentinel** – early morning Sunday service
- **116A Morningside** – weekends
- **162 Lawrence-Donway** – Fridays evenings
- **169 Huntingwood** – weekend late evening service
- **175 Bluffer's Park** – weekdays during summer months

Other suggested routes, but with no specific new periods of operation suggested

- | | |
|----------------------------|---------------------------|
| • 102 Markham Rd | • 501 Queen |
| • 129 McCowan North | • 54 Lawrence East |
| • 17 Birchmount | • 68 Warden |
| • 50 Burnhamthorpe | • 7 Bathurst |

Other service improvement suggestions

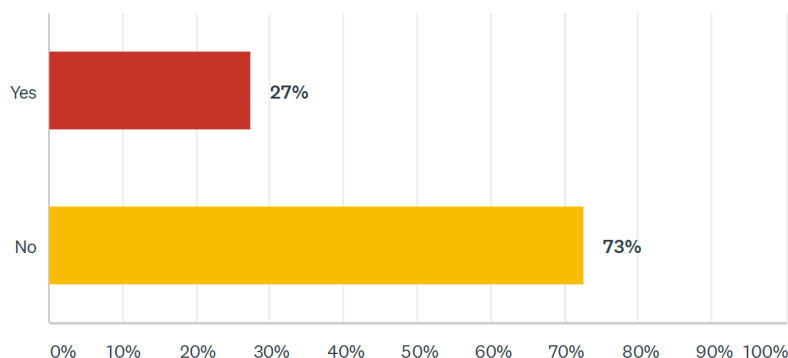
- **72A Pape** – frequent all day service
- **45A Kipling and 945 Kipling** – frequent weekday peak service, especially between 7am to 8am and 3pm to 4pm as buses get overcrowded when students go to school
- **Consider changing definition of off-peak periods.** 9am is too early to end peak service. Consider extending provision off peak service until 9:30am or 10am in the morning and 7:30pm in the evening.

The Scarborough East Area Study

10-minute network and associated service changes on Brimorton, Scarborough Golf Club, and Orton Park

As part of the Scarborough East Area Study, frequent 10-minute network service will be extended on Lawrence Avenue to Morningside, but customers on Brimorton, Scarborough Golf Club Road, and Orton Park will require a transfer to the Lawrence route. Service on Brimorton will be replaced by new service that connects from Scarborough Centre Station and Kingston Road/ Lawrence/ Morningside.

Participants shared feedback about whether this change will affect their travel. Out of the 154 participants who answered this question, **27%** said yes and **73%** said no.



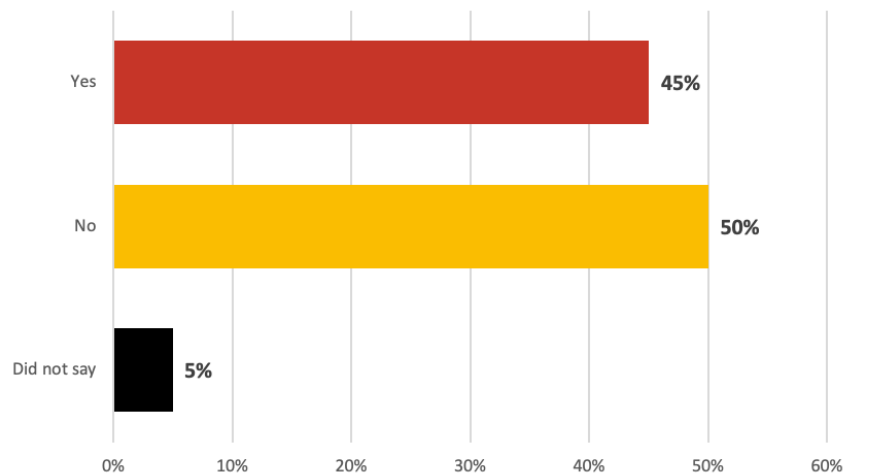
Participant feedback on the service change is summarized below.

- **Most supported the service change, saying it would make their trip faster and provide a more convenient travel to major destinations like Scarborough Town Centre.** This change will be beneficial as frequent service on Lawrence, east of Orton Park, has been long overdue. Glad the TTC is making this change.
- **A few were concerned about the required transfers and its impact on travel time.**
- **It's important to maintain service to Scarborough Golf Club Rd.**

Changes to 116A Morningside

Participants shared feedback about whether there were any destinations that they wouldn't be able to access if 116A Morningside is replaced with a branch of 905 Eglinton East Express. The 905 route will travel via Morningside, Kingston, and Eglinton for more direct travel to Kennedy Station, but will bypass Guildwood Parkway.

Out of the 40 participants who take the 116A Morningside bus route, **45%** said yes there are destinations that they wouldn't be able to access, **50%** said there are no destinations that they wouldn't be able to access, and **5%** did not say.



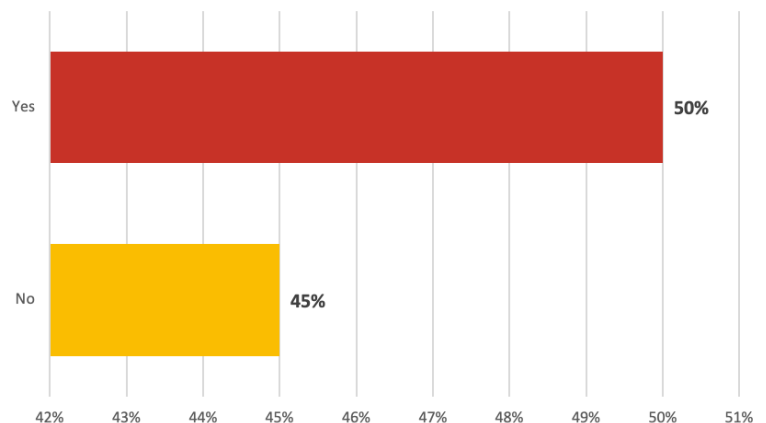
Destinations participants said they will no longer be able to access if 116A Morningside is replaced included:

- Overture Rd
- Guildwood Park
- UTSC
- Torrance Rd

Changes to 86D Scarborough

Participants shared feedback about whether there would be any destinations that they will no longer be able to access if 86D Scarborough is replaced with a new service connecting from Scarborough Centre Station. The new route will travel via Brimorton Drive and will no longer provide a direct service to Kennedy Station.

Out of the 11 participants who take the 86D Scarborough bus route, **50%** said yes, there are destinations that they wouldn't be able to access, and **45%** said there are no destinations that they wouldn't be able to access. Detailed feedback participants shared included:



- **The proposed changes to 86D Scarborough would significantly add to the travel time of those travelling from Kennedy Station to factories on Beechgrove.** Giving people who reside in Beechgrove, Orton Park, and Brimorton a regular bus service would benefit the community. However, if 86D Scarborough is replaced by a frequent express bus, there will be no impact on travel time.
- **Loss of direct access to Kennedy Station is a huge inconvenience.** Participants said that majority of riders take 86D to/from Kennedy Station. The proposed change would result in an extra transfer onto already crowded buses at Lawrence and Kingston, which will significantly impact those with mobility issues. Consider keeping 86D for peak periods to eliminate the transfer for customers heading to/from work and school in the mornings and afternoons.

Service changes from performance review

As part of the Annual Service Plan process, the TTC reviews the performance and efficiency of all the services in the network by the way of the net cost per passenger metric. This metric is the amount of subsidy the TTC requires per boarding customer, over and above fare revenue collected to operate the route. The higher the cost, the less sustainable it is for the TTC to provide the service. For 2021, the following services are no longer sustainable and are recommended to be eliminated so that resources can be reallocated to other busier services.

- 141 Downtown Mt Pleasant Express
 - 142 Downtown Avenue Rd Express
 - 143 Downtown Beach Express
 - 144 Downtown Don Valley Express
 - 145 Downtown Humber Bay Express
 - 903 Kennedy-Scarborough Centre Express
- Late evening service, seven-days-a-week on:
- 28 Bayview South
 - 33 Forest Hill
 - 62 Mortimer
 - 107 St Regis (and all-day on Sunday)
 - 167 Pharmacy North

Participants shared feedback about whether they agreed with these actions to adjust high-cost services and re-allocate resources to other parts of the network, and if they had any other suggestions on how the TTC might improve the performance of other high-cost routes. Participants said:

- **Majority of participants agree with the elimination of high-cost services and reallocation of resources to other parts of the network.** Participants agreed with reallocation of services if the cost is unsustainable and resources would be better used in busier routes. Some said that elimination of the late evening service with low ridership is fine if there are other options available and the next nearest service is not a long walk. Others suggested operating less frequent service to improve performance of high-cost routes.
- **Some participants disagree with the elimination of the downtown express service and some late evening service.** Elimination of downtown express service would result to longer travel time and more transfers. Some participants also disagree with the elimination of late evening service, particularly the 28 Bayview South, 107 St Regis, and 167 Pharmacy North. They said these routes are used by essential workers and provide transit in COVID hotspots and low-income racialized areas. Others suggested running service on these routes less frequently instead of eliminating them.
- **A few strongly encouraged not to cancel the 144 Downtown Don Valley Express.** Many people use this bus to get to and from work, both morning and evening, and this route is always full. Eliminating this route would result in riders having to use two buses and to change twice on subway lines to get to their destination. Consider operating the route for two hours in the morning and two hours in the evening to support those taking the route to get to and from work.
- **Report performance metrics on a granular level to help inform customer feedback on reallocation of resources.** A participant also suggested using boardings per hour rather than cost per passenger as a primary metric as there are biases in cost per rider values due to route structure, length and speed.

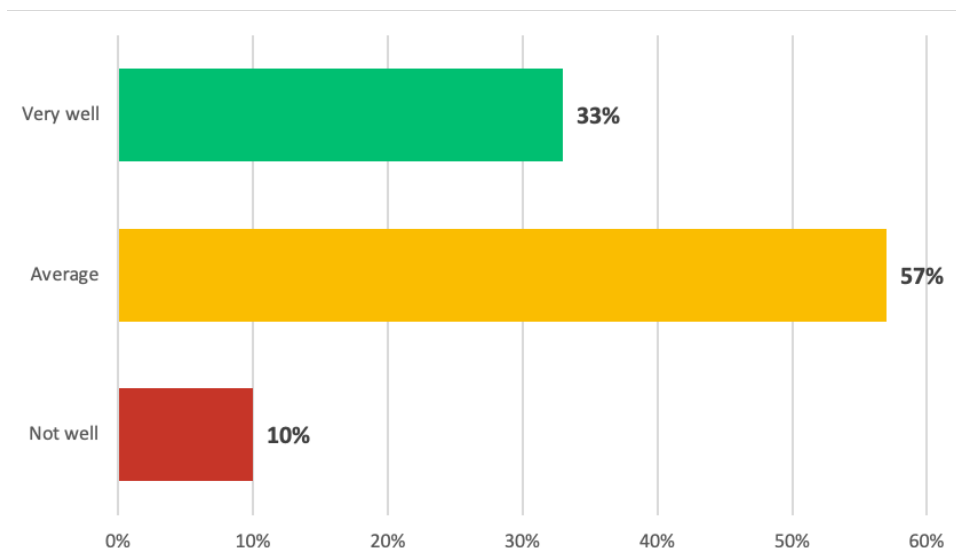
Service adjustments made to bus routes after the Line 1 northwest extension to Vaughan opened in 2017

When the Line 1 northwest extension to Vaughan (Toronto-York Spadina Subway Extension) opened in 2017, the TTC made bus route changes on the network to support the new connections to rapid transit. Participants shared feedback about how well the new network is serving their travel needs overall, as well as their thoughts on proposed service adjustments to the 107 St Regis and 117 Alness-Chesswood routes.

General thoughts on the new network

Participants were asked how well the new bus network is serving their travel needs.

Out of the 137 participants who take the bus routes around the Line 1 northwest extension, **33%** said the new bus network is serving their travel needs very well, **57%** said average, and **10%** said not well.



- **Participants who said the new bus network is serving their travel needs very well said most route changes provide connections to subway stations, making travel faster to key destinations.** Some said the route changes provide connections to the subway at each end of a route, providing riders the option of accessing the route from both northern and southern stations. Others said some routes now have more connections to different subway stations: for example, 939 Finch Express now serves Finch Station, Finch West Station, and Scarborough Centre Station.
- **Participants who said the new bus network is average in serving their travel needs said new routes connect well to subways filled previous gaps,** but buses are slow, overcrowded, have inconsistent arrivals, and do not run frequently (especially off-peak).
- **Participants who said the new bus network is not serving their travel needs well said the service is less frequent, the route changes increased travel time, and some routes are less convenient.** Others said the subway extension increased the pressure on the downtown network,

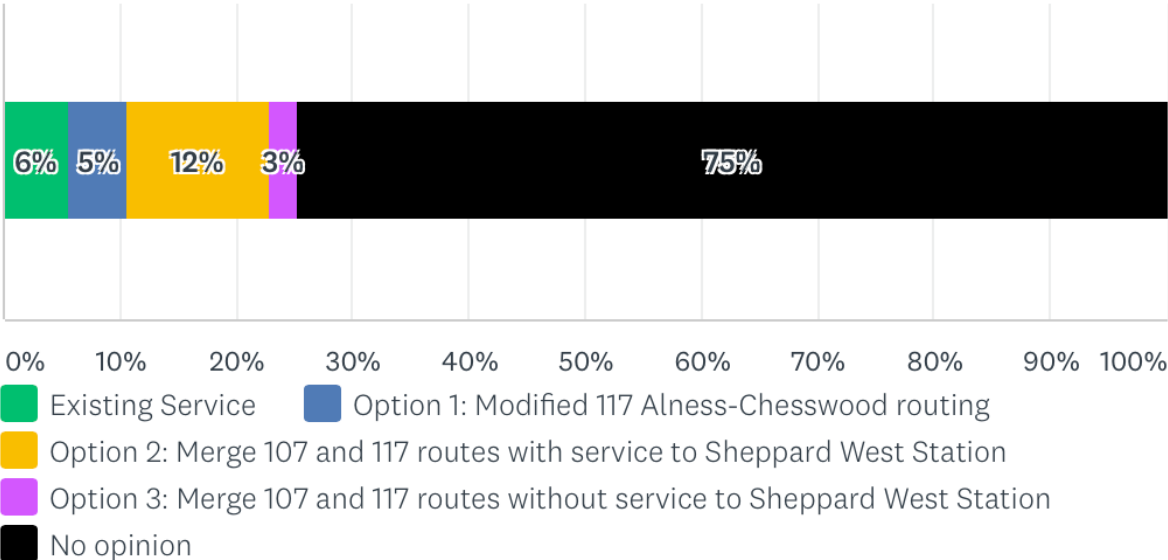
adding to overcrowding. Examples participants identified include: buses no longer enter York University, making it less convenient for those travelling from the east or west; travel time has increased for 41 Keele (the route is now a “zigzag” instead of following a direct grid), and; the 941 Keele Express terminating at Finch West Station makes it difficult for those connecting to YRT.

Proposed changes to 107 St Regis and 117 Alness-Chesswood

Based on post-implementation review of the bus route changes for the Line 1 subway extension, the TTC found that 107 St Regis and 117 Alness-Chesswood are among the highest cost routes (in terms of net cost per passenger) in the system. Moving into 2021, the TTC recommend eliminating periods of operation on the 107 St Regis that are no longer sustainable, and service on this route would only operate in the daytime from Monday to Saturday. In order to further improve the efficiency of these routes, the TTC has developed several options:

- **Existing Service.** Maintain existing routings, but explore alternative service delivery (such as service integration with YRT/ Viva)
- **Option 1: Eliminate St. Regis 107 and replace with a modified 117 Alness-Chesswood route** that extends west to loop into Canarctic Dr and Petrolia Rd. Service along the Le Page area would be removed.
- **Option 2: Merge routes 107 St Regis and 117 Alness-Chesswood with service to Sheppard West Station**
- **Option 3: Merge routes 107 St Regis and 117 Alness-Chesswood without service to Sheppard West Station**

Participants shared feedback about which of the four options they prefer. 282 participants provided a response. **6%** preferred keeping the Existing Service, **5%** preferred Option 1: Modified 117 Alness-Chesswood routing, **12%** preferred Option 2: Merge 107 and 117 routes with service to Sheppard West Station, and **3%** preferred Option 3: Merge 107 and 117 routes without service to Sheppard West Station. **75%** had no opinion as the route does not apply to them. Detailed feedback is below.



- **Some do not want any changes to the 107 St Regis and 117 Alness-Chesswood routes, saying they are wary that any service change could lead to bigger headways and would make service inconvenient.** Combining 107 and 117 and not connecting it to the subway will make it significantly more inconvenient for riders to access the subway. 107's connection to Sheppard West Station and Pioneer Village Station is important and should continue.
- **Option 1 is a missed opportunity as it will make travelling to Petrolia from the subway much longer.** Keep 107 St Regis. If a change must be made, either operate a 107B branch that only travels as far south as Finch West Station outside of rush hour, or operate the 941 Keele Express via Petrolia customers who want a faster trip to the subway. The second suggestion does not account for service on Bakersfield/Ceramic/Lepage, but partial service could be covered by the 108A Driftwood.
- **The large loop presented in Option 2 would make transfers from routes such as 104 Faywood stressful.**
- **Consider building a pedestrian crossing from Flint to the rail corridor** to allow walking to service on Petrolia, whatever it may be, to provide more options for access as a trade-off for loss of direct service.

Additional feedback

- **Improve Blue Night service.** Participants said scheduled wait times of 30 minutes often turn into 45 to over an hour wait. Connecting routes on Blue Night service often get missed. Increase service to help improve crowding: this service is usually packed.
- **More thought needs to be given to service in Etobicoke.** There is not much identified in the Annual Service Plan for Etobicoke. Some routes in Etobicoke need to be reviewed. For example, the 37 Islington that runs on Rexdale should be its own route, the 80 Queensway should be extended into to Mississauga, and there should be more express routes in Etobicoke.
- **Address crowding, especially for service in low income communities.** With COVID-19, crowding disproportionately affects marginalized and low-income communities.
- **Review stops for routes on the Victoria Park Avenue corridor.** The express buses skip many stops and the local buses stop too frequently. Consider removing some stops south of Sheppard to make for quicker trip. The savings from this stop consolidated could be reinvested in other service.



TTC 2021 Annual Service Plan Round Two Stakeholder Meeting Summary (Afternoon)

Tuesday November 10, 2020

3:00 – 4:30 pm

Meeting held online

Overview

On Tuesday, November 10, 2020, the TTC hosted the second of two planned rounds of stakeholder consultation about its 2021 Annual Service Plan (the Plan). The stakeholders engaged included 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 an afternoon session and an evening session, both of which covered the same material and discussion questions. Due to the COVID-19 pandemic, the meetings were held virtually via web conferencing software. This meeting summary covers the afternoon session, which ran from 3:00 – 4:30 p.m.

Between September and October 2020, the TTC shared and sought feedback on the emerging priorities and initiatives for the 2021 Annual Service Plan. This feedback helped inform development of the TTC's final Draft 2021 Annual Service Plan. The purpose of the second round of stakeholder meetings was to share and seek feedback on this final Draft 2021 Annual Service Plan before presenting it to the TTC Board in December. Approximately 22 participants attended the afternoon stakeholder meeting, along with staff from the TTC. The meeting included an overview presentation and a facilitated plenary discussion (see meeting agenda attached).

This summary includes five sections:

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

Attachments included: Attachment 1. Agenda, Attachment 2. Participant List, Attachment 3. Post-Meeting Feedback.

This draft meeting summary was prepared by Swerhun Inc., third-party facilitation and engagement team retained by the TTC to support the consultation process on the 2021 Annual Service Plan. 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. If you have any suggested edits, please share them with Khly Lamparero at klamparero@swerhun.com or 416-572-4365 by **Tuesday, November 24**, after which point Swerhun will edit, finalize, and redistribute the summary to participants. The final summary will also be posted on the [TTC's website](#).

Key themes in 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 detail regarding these and other points participants shared.

Overall support for the 2021 Annual Service Plan. Participants said they generally support the proposed priorities and service initiatives for 2021. They also appreciated the informative presentation and the opportunity to share feedback about the plan and said the TTC is doing a good job in difficult times with limited funding.

Proper implementation, consultation, and communication with customers is important to the success of service initiatives. Participants supported major initiatives like RapidTO, however, they said the TTC should improve communication with customers before implementing changes so customers are aware of what the changes are, how riders will be affected, what are the benefits, and how customers can provide suggestions on proposed changes to avoid negatively affecting their access to service.

Improve service integration with different modes of transportation and with neighbour transit agencies. Several participants wanted to discuss what the TTC is doing to improve service integration with other transit agencies, including fare integration and how bicycles could be better supported at TTC stations and stops.

Questions of Clarification

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

Questions about equity and the Youth Engagement Team

- **What is the TTC's Youth Engagement Team, and when did the TTC start recruitment?**
As part of its work on the 2021 Annual Service Plan, the TTC identified that it wanted to connect with people in parts of the city and groups of people it doesn't always hear from. Swerhun worked with the TTC to recruit the Youth Engagement Team in Neighbourhood Improvement Areas in the northwest and southeast parts of the city. Recruitment took place in early September, and, due to the pandemic and its impact on the project timeline, took place over a few weeks.
- **What communities are you referring to when you talk about equity?** *From the service planning perspective, one of the things the TTC wants to make sure of is that we are protecting service for neighbourhoods that depend on transit more than others. We looked for guidance from the City of Toronto's Neighbourhood Improvement Areas (NIA) profile. For example, in the presentation you can see that 12D Kingston Road didn't perform well based on our service standards, but, because we weigh the performance of routes in NIAs differently, we lower the service standard threshold so we can continue to provide the service. We also use the TTC's diversity and inclusion lens when we develop our service planning, which asks us to consider seniors, youth, people who are racialized, Indigenous people, people with disabilities, newcomers, refugees, and others.*

In terms of the Youth Engagement Team, we drew on the TTC and the City's existing definitions when developing the recruitment approach. The youth team recruited are from areas the City identified as Neighbourhood Improvement Areas. Part of their work was to focus on engaging other youth and racialized people from their community.

Questions about budget and funding

- **Is there adequate funding to implement the plans presented in the 2021 Annual Service Plan?** *We have been discussing the budget for 2021 with the City, and the service changes presented in this plan are achievable. Looking into 2021, the Province has provided funding for the first quarter to provide relief to the City. We're still in discussions at all levels of government to see what funding will look like beyond the first quarter. Right now, we are optimistic that this plan and the changes proposed are doable.*
- **The presentation said the TTC will base 2021 service on the March budget, but there are two March figures depending on what part of the month you look at. Can you clarify if you are talking about the beginning of the month (when you were still running on the February schedule and the COVID-19 setbacks had not yet occurred), or are you talking about the end of March (which can be considered the scaled back budget of early April)?** *We are looking at the actual March scheduled service, not the March service that actually operated (which included the service reductions due to COVID-19). We could consider referring to it as the February 2020 budget to make it more intuitive for people to understand.*

Questions about fare and service integration

- **Has COVID-19 made fare and service integration easier or harder (particularly providing a fare discount when customers transfer from one transit agency to another)?** *Our Strategy and Foresight group is looking at long-term planning for fare integration. They are also developing a 5-Year Fare Policy and 10-Year Fare Collection Outlook. There should be an update on this work in January 2021. In terms of service integration, we are analyzing service integration with all neighbouring transit agencies to see if there is excess capacity or efficiencies we can use to re-allocate service across our networks.*
- **Has TTC consulted with York Region Transit on whether TTC express bus service should extend to Major Mackenzie?** *We have had discussions with York Region Transit on service integration, though this specific topic has not come up as a need. We may discuss this as an option as we continue our service integration work.*

Questions about microtransit

- **Has anything been done to address the lack of public awareness with the AV (Automated Vehicle) microtransit pilot?** *We had a number of press conferences and Mayor Tory also announced it. In fall 2019, we did extensive consultation and outreach to the local community about the pilot, including having canvassers knock on every residence in the West Rouge community, distributing flyers, hosting an online survey (which received more than 400 responses), and hosting a drop-in event at the local community centre (which 39 residents attended). You can find more information about the public consultation results on the [City's website](#). As we continue with implementation and get closer to launching the pilot in the new year, we will host additional consultation activities.*

- **The Province requires to the City to review low performing routes to see if microtransit is appropriate – when is the TTC going to review those routes and make those decisions?** *The letter from the Province asked transit agencies to review poor performing services and see if microtransit might make sense in these contexts. The Province sent that letter to all agencies across Ontario, each of which is a different size and has different ridership levels. Before the TTC received this letter, as part of the 5-Year Service Plan, we already did an extensive review of microtransit services. As a result of this work, we identified a strategic direction related to microtransit that focuses on an autonomous vehicle shuttle and on integrating private shuttle operators that connect to our services (shuttles that pick-up and drop off people – employer or retail shuttles– at TTC stations). For example, at Don Mills, we can improve the flow of these vehicles, provide priority parking, and have some signage. We are looking at these opportunities because we understand they bring people to the TTC and we can make it an easier connection for customers.*

With microtransit, we look at the cost effectiveness of our fixed-route services versus what a microtransit service could offer. We have very high ridership in a dense urban area, and in most cases it makes sense to run fixed-route services. As a result of the Province’s request, we are reviewing microtransit services again, but past work has indicated that microtransit service may not be a cost effective option in Toronto. We are making sure our analysis from two years ago is up-to-date. Right now, our best opportunity to test out if microtransit works in Toronto is with the autonomous vehicle shuttle.

- **What is the status of implementing the microtransit autonomous vehicle shuttle pilot in Port Union?** *We are looking to launch in Spring 2021.*

Question about transit signal priority

- **What are the plans for the upcoming year for transit signal priority? Also, what is the operating philosophy behind it – is it activated when you are running behind schedule or is it done every time a vehicle approaches an intersection?** *The TTC and the City are working together on MoveTO Action Plan, which includes looking at transit signal priority at locations with high transit ridership. The plan will integrate smart signal priorities, replace transit signal priority technology installed in the 1990s, and will install new technology in new 100 locations. This plan is going to the November 18 Executive Committee Meeting. In terms of how a transit priority signal operates, we can get you in touch with a transit signal priority expert for further information.*

Question about bicycle parking

- **Is there a consideration of improving security and shelter at bike parking at TTC stations and stops, particularly on the RapidTO corridor? A lot of the bike parking spots at TTC stops are exposed to the elements and have no security against theft.** *In 2021, we will be issuing a Request for Proposal to look at sheltered bike parking and test it at ten TTC stations. In terms of bike parking along the RapidTO corridor, the TTC is not able to immediately install bike parking because we do not own the land. We received stop improvement suggestions on the Eglinton East Priority Bus Lane survey hosted in August to October, and we are working with City Planning on public realm improvements for the*

Eglinton East corridor. We hope that in 2021 we can do more detailed consultation around those stop areas, improve bike parking, and better integrate cycling on that key corridor.

Question about RapidTO

- **What feedback have you received on the express bus stops on Morningside?** *We received mixed support for the removal of stops. We received roughly 100 customer service responses and over 500 responses through our RapidTO survey. Roughly 60% of people agreed that the number of stops we had on the corridor was adequate, and another 20% expressed concern, particularly about removal of stops that would result in increased walking distance. Survey respondents also shared feedback about locations they would like to have a stop. Based on the feedback received, we have temporarily reinstated stops at the most requested locations — Torrance, Beachell, and Cedar Drive. We will monitor the service over the next few months and incorporate recommendations into our post-implementation review in 2021.*

Detailed summary of feedback

Participants provided comments and advice on the final draft 2021 Annual Service Plan, as well as other suggestions to consider.

Feedback on the 2021 Annual Service Plan

General support for the 2021 Annual Service Plan. Participants generally supported the priorities and major service initiatives identified for 2021. They said if implemented, the plan could result in a more reliable and comfortable transit commute.

Feedback about service changes

Explain the rationale for service cuts and how those cuts will impact other routes. The dollars saved from proposed service cuts in the 2021 ASP seem minor. Consider explaining how low the subsidy per ride has to be before service is taken away and how service taken away from one route affects other routes (especially routes that are overcrowded). Many people do not understand the logic or process behind these kinds of decisions.

Improve communication around RapidTO implementation to receive more support.

RapidTO is a positive initiative, and many want to support it and see more priority bus lanes rolled out. If the TTC does not implement priority bus lanes the right way (with lots of communication and engagement), area residents will push back as they have been on Eglinton East as a result of removal of some local bus stops. *We heard this feedback from the surveys and have responded to it, re-instated some stops, and will monitor this corridor to find the right balance of stops and service. Many of the removed stops were removed based on the Eglinton East LRT consultations, where future LRT stations will be located, and were mid-block stops, near rail corridors, or in areas with few destinations.*

Feedback about stops

Account for wait time when calculating total travel time, especially for shorter trips. Buses should come in under 30 minutes to be considered adequate.

Removing local stops may mean a 15-minute walk to get a 5-minute ride, which is not beneficial. *We understand that, for some customers, walk time has increased. When making*

decisions about removing bus stops, we look at the overall corridor and ridership and strive to provide a net benefit to the majority of customers. We are always getting additional data and feedback, so we can make changes and tweaks.

Consider providing more climate-controlled shelters in Thorncliffe Park.

Improve coordination with City departments to make sure impacts to TTC stops is addressed quicker. In Thorncliffe Park, for example, the City relocated bus stops to accommodate new pedestrian crosswalks, but it took a year and a half to replace those bus shelters and only after residents asked Councillors. This issue is not unique to Thorncliffe Park; it happens across the city when there are construction or development projects. *The TTC is aware of this issue. Many factors contribute to this type of situation, and we will share this feedback with our Stops and Administration group.*

Other feedback

Consider explaining how the TTC's budget allocation will break down going into 2021.

We've had conversations about where we are going to land on the 2021 budget, but we're certain about pushing back to 100% (if not 101%) of February 2020 bus service. Streetcar service is more constrained due to construction — where we land on the percentage of service is still under discussion. On the subway side, the service budget depends based on return of activity downtown.

Consider relaxing rules about bringing bicycles on subways and streetcars during the pandemic. Eliminate or significantly reduce restriction to hours when bicycles are permitted on subways and streetcars. Bikes not only make it easier to complete longer trips but also serve as a social distancing tool.

Consider adjusting subway schedules. Line 1 trains heading north stop at some stations for up to 10 minutes to keep to schedule. These delays cause people to miss their connections to York Region Transit, which has infrequent service, leading delays as long as 45 minutes. *We agree it is inconvenient when the subway stops longer to keep with schedule and is not efficient. We have plans to improve on these delays in 2021.*

Feedback about the 121 Fort York-Esplanade bus. The biggest problem with the 121 route was that it was unreliable. Now that it is on a 30-minute service on weekdays, people don't take it at all because they have other transit options (including the 504 King streetcar and the 65 Parliament or 75 Sherbourne bus).

Consult university students who may or may not physically go back to school in January.

Feedback shared after the meeting

Four participants shared additional feedback after the meeting. Their original submissions are included in Attachment 3 and summarized below.

Feedback about service plan initiatives

Support for the update to the 121 Fort York-Esplanade route and additional suggestions.

The proposed route from University to River is a great improvement from the first draft, which avoids the bus traffic on Mill Street. Additional 121 route suggestions to consider included: adding eastbound and westbound stops in front of Union Station; using the Yonge/Esplanade junction in both directions since there are traffic lights and left turn on Yonge; and routing the bus south on Scott St instead of Church St.

Support for RapidTO and its accelerated implementation across the city. Implementation timelines in the Surface Transit Network Plan (STNP) only includes Jane for 2021 and nothing else until 2023. Continuing to accelerate the deployment of these priority lanes is a particular priority for Cycle Toronto.

Mobility as a Service (MaaS) has opportunities to improve connectivity between TTC and BikeShare by streamlining payment, transfer and billing process through PRESTO cards.

Include Cycle Toronto in the Mobility as a Service (MaaS) working group when it is established in 2021.

Feedback about service planning

Update schedules to create even headways, address bus bunching, and reflect accurate route performance. Schedules should also account and allot for rest time for drivers at the end of the route before starting again.

Make sure operators adheres to the schedule. Buses should not depart ahead of schedule. It creates confusion as to whether the bus is late or has arrived early, and results to customers missing the bus and waiting too long for the next bus.

Using an equity lens to service planning is very important.

Feedback about customer communication

Ensure area residents in communities impacted by proposed changes are informed through different mechanisms before changes are implemented. For example, it was not clear to residents on Eglinton East that some of the local bus stops will be removed. In future implementation of changes, consider advertising the proposed changes with posters at bus stops, in addition to mail-outs and online surveys.

Update information on the TTC's website to clarify that buying and reloading PRESTO cards are not exclusive to TTC service locations. Identify that PRESTO cards could be reloaded and bought at service locations of any transit agency that uses PRESTO cards, particularly at GO transit service locations.

Improve communication of vehicle arrival times and service delays or changes to reduce uncertainty and provide a more dependable service.

Feedback about plans for bicycles

Improve security and shelter for bicycles parked at TTC stations and major stops by adding fences, locks, or bicycle lockers.

Increase options for bicycle parking registration. Bicycle parking registration for new users are only available at Union Station and East York Civic Centre during limited hours which may dampen new registrations. Consider adding more registration locations at bicycle parking stations across the city, at different operating hours to accommodate different work schedules. Also consider online or phone registration.

Provide separate, protected cycling infrastructure on the Eglinton East priority corridor. It is great that bikes are allowed on priority bus lanes but providing separate, protected cycling infrastructure should be the goal. Conceptual options for future integrated cycling routes have already been presented on the Eglinton East Priority Corridor report.

Next Steps

Mark Mis, TTC Head of Service Planning & Scheduling, thanked participants for taking the time to participate and share their feedback. He said that the final draft of the 2021 Annual Service Plan will be presented to the TTC Board in the December meeting to move forward with a budget that reflect the plan.

Attachment 1. Agenda

TTC 2021 Annual Service Plan Stakeholder Meeting Summary

Tuesday November 10th, 2020
3:00-4:30 pm
Meeting held online via Webex



Meeting Purpose:

To share and seek feedback on the final draft of the 2021 Annual Service Plan.

Proposed Agenda:

3:00 Welcome, Introductions & Agenda Review

Mark Mis, TTC
Ian Malczewski, Facilitator, Swerhun Inc.

3:10 Update and Overview of the 2021 Annual Service Plan

Mark Mis, Eric Chu, TTC

Questions of Clarification

3:40 Discussion

1. What are your thoughts on the final draft of the 2021 Annual Service Plan?
2. Do you have any final suggested refinements?

4:25 Wrap Up & Next Steps

4:30 Adjourn

Attachment 2. Participant List

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

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

Ontario Good Roads Association
 Ontario Motor Coach Association
 Ontario Public Transit Association
 Our Greenway
 Out of the Cold. Overnight Hostels
pointA
 Polycultural Immigrant & Community
 Services
 Rexdale Community Hub
 Ryerson Students' Union
 S+G Urban
 Salvation Army
 Scarborough Campus Students' Union
**Scarborough Centre for Healthy
 Communities**
Scarborough Civic Action Network
 Scarborough Community Renewal
 Organization (SCRO)
 Scarborough Families for Public Education
 Scarborough Neighbourhood Action Plan
 (SNAP) Committee
 Scarborough Residents Unite
Scarborough Transit Action
 Seneca College
 Seneca Student Federation
 Senior Tamils' Centre of Ontario
 Senior's Strategy Leader
 Serve!
 Share the Road Coalition
Silver Springs Community Association
 Smart Commute - North Toronto, Vaughan
 Social Planning Toronto
 Society of Sharing: Inner-City Volunteers
 Sound Times Support Services
 South Etobicoke Transit Action Committee
 South Eglinton Ratepayers' & Residents'
 Association (SERRA)
Steve Munro
 St Clare's Multifaith Housing Society
 Students Association of George Brown
 College
 Sunshine Centres for Seniors
 TAIBU Community Health Centre
 Tenblock
 The Centre for Active Transportation
 The Guild Renaissance Group
 The Hub - Mid-Scarborough
The Neighbourhood Organization (TNO)

The Cross-Cultural Community Services
 Association (TCCCSA)
 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
 Toronto Pan Am Sports Aquatic Centre
 Toronto Seniors Forum
Toronto Trucking Association
 Toronto Workforce Innovation Group
 Toronto Youth Cabinet
Transport Action Ontario
 Transportation Equity TO
 Transportation Options
TTCriders
 University of Toronto
 University of Toronto Scarborough
 University of Toronto Students Union
 University of Toronto Transportation
 Research Institute
 Urban Land Institute
 Voice for Transit
 Walk Toronto
 Ward 18 Scarborough Southwest School
 Trustee
 Ward 19 Scarborough Guildwood School
 Trustee
 Ward 22 Scarborough - Rouge Park School
 Trustee
 Ward 7 Trustee for TCDSB
 Waterfront Regeneration Trust
 West Donlands Committee
 West Side Community Council
 Woburn Community Residents
 York Federation of Students
 Youth Action Network
 Youth Employment Service
 YWCA Toronto Employment Centre

Attachment 3. Post-Meeting Feedback

Participants submitted additional feedback after the meeting, included below. This feedback is unedited other than to remove personal identifiable information and adjust formatting.

Emailed submission #1 November 11th, 2020

Thanks for the report on yesterday's useful presentation. It was very informative and I was glad to be able to stay almost up the close.

Comments:

121 bus

The proposed route from University to River is a great improvement from the first draft, you now avoid two-way bus traffic on Mill Street and continue to route it along Front. Thank you (or the TTC planners!)

TTC staff seemed somewhat vague to my question about there being stops in front of Union Station – which makes me think this is not their plan! It would REALLY greatly improve this route of there were stops both east and westbound right in front of Union. Currently there are eastbound stops at Bay (east side) and Simcoe Street (east side) and for westbound and Front at Bay (east side) and Front at Simcoe (west side). To go right past a major transit hub and not stop in front of it is wrong! If the TTC is serious about this route this needs to be addressed.

I realise parking (or 'street') is tight in that block of Front but a large area of the "road" is taken up with a BikeShare Toronto dock and, as a user since Day 1 I suggest public transit users should maybe take precedence. There is also a great deal of space allocated to taxis which are, certainly, necessary, but maybe they ALL do not need to wait in prime space! There could and should also be some enforcement of parking or stopping regulations as I realise illegal parking/stopping in the block is a major problem.

As noted at the presentation, a 30 minute schedule on this route is really useless (particularly as the '30 minutes' is VERY variable and unpredictable! I am 77 years old and can fairly easily walk from Mill and Cherry (@ the Distillery) to Union in less time!

I note that on the MAP of the new route proposal in the presentation, you have actually routed the bus south on Church Street! Scott is only one street east of Yonge and I actually wonder why the TTC use Scott at all. Why not use the Yonge/Esplanade junction in both directions; there are lights and a left turn lane on Yonge?

The junction of Lower River Street and Bayview Avenue currently has a NO RIGHT TURN prohibition. (Southbound vehicles on Lower River are supposed to get to Bayview by using the western side of Lawren Harris Square). Frankly, this general prohibition makes little sense to

me but the TTC will need to have it made “TTC Excepted” as I think the turns required to follow the current regulations would be impossible for a southbound /westbound bus.

Passenger comfort:

As I think another participant mentioned, it takes the TTC (or the City or Astral) far too long to return bus shelters to locations after construction or development projects. There was a shelter for many years on Lower Jarvis @ Queen’s Quay northbound for the 75 bus. It was removed during a development. The development is finished, the shelter has still not returned and it would have been better and cheaper for everyone if the developer had been made to install its foundations when they replaced the whole sidewalk.

Again, thanks to the TTC for a very thoughtful and informative presentation and for the excellent moderation.

Customer Service:

I was talking to a neighbour last night about PRESTO and she was amazed to hear she could buy or load \$\$ to a “TTC Presto card” (as she thinks of it) at a GO station (like Union in her case). Though there is a general note on another TTC page (“PRESTO is an electronic payment system that eliminates the need for tickets, tokens, passes and cash. PRESTO works across local transit in the Greater Toronto and Hamilton Area (GTHA) and Ottawa, making paying for your trip simple, convenient and secure.”) the TTC website page on where to buy PRESTO Cards makes no mention that you can always refill PRESTO cards and buy new ones at any Agency that uses them and I suggest GO should be specifically identified as there are many GO service points in Toronto and certainly in locations used by TTC customers. The absence of this kind of non-TTC information clearly goes back to the days when the TTC was ‘independent’ and if you wanted TTC tickets you got them at the TTC or one of its agents; as the 2021 Plan stresses “Integration”, I suggest this kind of ‘pre-integration’ thinking needs to be addressed across the organisation and particularly in customer focused communications – such as the TTC website.

Again, thanks for the opportunity to contribute; in general the TTC does a good job in difficult times with insufficient funding!

Emailed submission #2 November 11th, 2020

It was a rare opportunity to ask questions of these staff members, especially with TTC Board meetings happening online.

I am not sure if you helped to design the RapidTO online surveys, but just in case, I wanted to share some resident feedback. Some people have told me that despite filling out the survey, it was not clear to them that their local bus stop was going to be removed. I know you do not shape every TTC consultation, but I have suggested to staff and Councillors that they address this in future by advertising the proposed changes with posters at bus stops, in addition to mail-outs and online surveys.

Thanks again for the presentation and coordinating the consultation and feedback with the TTC and thank you to Khly for the invitation. I wanted to follow up on the TTC's 2021 Annual Service Plan - Stakeholder Meeting that I attended yesterday. I have a few comments that I would like to pass along to the team.

As I mentioned during the call, we recommend relaxing the rules around bringing a [bicycle onto the subway or streetcar](#) as part of the pandemic response. With ridership down on subway routes (and perhaps some streetcar routes), the current prohibitions are quite extensive despite the lack of a sizable morning or afternoon rush. Eliminating or significantly reducing the hours could be helpful for folks commuting but trying to minimize transfers to local buses, for instance. With physical distancing rules also in place, a bike would also be a natural buffer between people.

I also had some longer-term questions I wanted to raise:

Secured and sheltered bicycle parking at TTC stations and major stops

In general, bicycle parking at TTC stations focuses on unprotected and unsheltered parking units, such as bike racks and ring-and-posts. With the amount of bicycle theft in Toronto and the dismal rate of recovery -- [only 1% in 2017](#) -- providing secure bicycle parking is the only safe option. Leaving a bicycle locked up for an entire work shift is likely an unappealing prospect for many residents who do not want their bike stolen.

There may be opportunities to retrofit existing stations, such as Pape Station, which may just require an additional fence and lock, or outfit busy bus stops and stations with [bicycle lockers](#) if there is not space for a secure bicycle parking room. In particular, bicycle lockers could be utilized along RapidTO routes at key bus stops based on demand and connectivity to cycling routes.

Bicycle parking station registration

There are currently bicycle parking stations at Victoria Park Station, Finch West Station, and Union Station, with more bicycle parking stations planned along the Eglinton Crosstown LRT. However, [registration for new users](#) is available only at Union Station and East York Civic Centre during business hours (and is currently closed). For users who do not live near the stations and/ or work a 9 to 5 job, these restrictions on registration may be dampening new registrations. Two potential solutions could include permitting registration at more locations across the city and at different operating hours to accommodate different work schedules or permitting registration online or by phone. Residents accessing the Finch West Bicycle Station and bicycle stations on the Eglinton Crosstown LRT may find that the downtown and East York registration locations are unsuitable.

Bike lane ROW renders for Eglinton E Priority Corridor

While not suitable for all ages and abilities cycling, we are nonetheless very pleased that bikes are allowed in the BRT lanes. Ultimately, separate, protected cycling infrastructure must be the goal. In the [Eglinton East Priority Corridor report](#), conceptual options for future integrated cycling routes on the Eglinton East corridor have been presented. Pages 14 and 15 of the report show a few configuration options (pages 40 and 41 in the PDF numbering). The report states: “Although there are no immediate plans for cycling facilities in the corridor, the following cross-sections illustrate conceptual options for future integrated cycling routes on the Eglinton East corridor.”

Given that there are no immediate plans for cycling facilities in the corridor, what is the intent of showing the possible ROW configurations?

How can Cycle Toronto work with you to build support for bike lanes along the Eglinton E corridor?

If such bike lanes were to be constructed, who would design, fund, and construct them? Would this be something the TTC undertakes, would it be contracted out to an engineering and design firm? Or something else?

RapidTO and Surface Transit Network Plan (STNP)

The early feedback from the rollout of RapidTO on Eglinton E so far seems extremely promising. We share concerns with many advocates, however, that the rest of the draft implementation timelines in the STNP for priority bus lanes only includes Jane for 2021 and nothing else until 2023. We understand this is [going to Executive](#) next week but still want to ensure the TTC knows continuing to accelerate the deployment of these priority lanes is a priority for Cycle Toronto.

Mobility as a Service (MaaS) Strategy

I wanted to inquire about the Mobility as a Service (MaaS) strategy. In the 20-point action plan table, it was shown as deferred in 2020, but that a working group would be established in 2021. If possible, Cycle Toronto would like to be a part of that working group.

MaaS has many opportunities, such as improving connectivity between TTC and BikeShare using Presto cards for payments and transfers. As more BikeShare stations are being installed near TTC stations, streamlining the payment and billing processes as well as the ease of use could make the systems complement one another even more.

Thank you for your time and consideration.

Emailed submission #4 November 16th, 2020

Thank you for the presentation

Many good ideas were put forward. If they are implemented, it would result in a more reliable and comfortable transit commute to wherever riders are going. It was a good idea to use the Youth teams and incorporate their input.

Some considerations:

- **Reduce uncertainty about when a bus will arrive at your stop.** Shorter wait times are possible if one knows the schedule and if the bus driver adheres to the schedule. Not knowing when the bus will arrive and depart at a stop discourages people from using the bus. Some people have no other option, however, and must just go to the corner and wait for an unknown period of time.
- **Accurate schedules** - Management needs to prepare real-time scheduling, and **give some time for drivers to have a few minutes rest at the end of the route** before starting out again. In Berlin, bus drivers let off passengers at the end of the route which is only a drop-off, not a pick-up point. They have a few minutes to themselves, before moving on to the start of the route. The final drop-off spot is usually several metres behind the first pick-up spot.
- **Buses should not depart ahead of the scheduled time.** If the bus arrives 5 minutes early, and one arrives 4 minutes before the scheduled time, one misses that bus and has to wait too long for the next bus. One does not know if the bus is late or has already arrived and left early. This is especially frustrating when there is a long gap between buses, such as the #5Avenue.
- **More dependable service is needed.** If there is a problem, the rider needs to be informed and not just left standing on the corner waiting.
- **No bunching of buses.** Whoever is in charge of administering the spacing between buses on a route should organize it so that there is not a large gap of time when no bus comes, only to be followed by several buses following one behind the other. This could be discussed with the drivers to figure out how to accomplish this without penalty to the drivers.
- **Using an equity lens is very important.**

Again, thank you for the stakeholder session.



TTC 2021 Annual Service Plan Round Two Stakeholder Meeting Summary (Evening)

Tuesday, November 10, 2020

6:30 – 8:00 pm

Meeting held online

Overview

On Tuesday, November 10, 2020, the TTC hosted the second of two planned rounds of stakeholder consultation about its 2021 Annual Service Plan (the Plan). The stakeholders engaged included representatives of city-wide and area-specific organizations and members of the general public with an interest in transit and service planning (see Participant List attached). This second round of consultation included an afternoon session and an evening session, both of which covered the same material and discussion questions. Due to the COVID-19 pandemic, the meetings were held virtually via web conferencing software. This meeting summary covers the evening session, which ran from 6:30 – 8:00 pm.

Between September and October 2020, the TTC shared and sought feedback on the emerging priorities and initiatives for the 2021 Annual Service Plan. This feedback helped inform development of the TTC's final Draft 2021 Annual Service Plan. The purpose of the second round of stakeholder meetings was to share and seek feedback on this final Draft 2021 Annual Service Plan before presenting it to the TTC Board in December. Approximately 16 participants attended the evening stakeholder meeting, along with staff from the TTC. The meeting included an overview presentation and a facilitated plenary discussion (see meeting agenda attached).

This summary includes four sections:

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

This draft meeting summary was prepared by Swerhun Inc., third-party facilitation and engagement team retained by the TTC to support the consultation process on the 2021 Annual Service Plan. 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. If you have any suggested edits, please share them with Khly Lamparero at klamparero@swerhun.com or 416-572-4365 by **Tuesday, November 24**, after which point Swerhun will edit, finalize, and redistribute the summary to participants. The final summary will also be posted on the [TTC's website](#).

Key themes in 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 detail regarding these and other points participants shared.

Overall support for the 2021 Annual Service Plan. Participants expressed general support for the proposed priorities and service initiatives for 2021. They also liked that the TTC demonstrated how it has considered feedback from the previous round of consultation.

Ensure adequate consultation and communication of service changes to transit riders. Participants said that it's very important the TTC consult, communicate with, and provide notice to affected communities before making service changes. For example, some said that people in Scarborough East felt the TTC did not communicate about the consolidation and removal bus stops as part of the Eglinton East priority bus lane installation. Proper communication is important to increasing transit riders' support for these kinds of changes. Others said reaching out to diverse communities is key to bringing an equity lens to service planning.

Take another look at how 2021 initiatives might negatively affect some transit riders. While participants generally supported the planned major service initiatives for 2021, some shared concerns about specific changes, including the removal of some stops on the Eglinton East corridor and the removal of direct bus service on Scarborough Golf Club Rd.

Questions of clarification

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

Question about communication of service changes

- **Are there any other route changes the TTC will be implementing in 2021, and, if so, how and when will stakeholders have an opportunity to learn about and share feedback on these changes?** *The TTC makes two kinds of route changes: major changes to route structure (which require Board approval), and minor adjustments, like shifting buses between routes (which the Board has delegated to TTC staff to make without Board approval). For 2021, the TTC is not considering major route structure changes beyond what it has shared with stakeholders as part of this 2021 Annual Service Plan process. Throughout 2021, the TTC will continue to make minor adjustments to improve service.*

Question about crowding

- **Since the TTC is lowering its crowding standard across the board while keeping its service budget consistent with early 2020, how can it reallocate service to reduce crowding and improve service on the busiest routes?** *The TTC's performance review showed that some routes and modes continue to have lower ridership relative to pre-pandemic levels. The TTC will allocate service from these lower ridership routes to those routes that need it the most.*

Questions about RapidTO

- **For the upcoming work on Jane Street bus priority, how will you consider priorities like improving travel speed, safety, operating more buses, and consulting the diverse communities that live on or near this corridor?** *The TTC has done extensive background*

work on the corridor, including getting public feedback on potential service concepts for bus routes on Jane as part of this 2021 Annual Service Plan work. Local councillors have requested that TTC provide additional options on how to provide improved transit service on this corridor while maintaining the number of driving lanes. Once the TTC has developed those options, it will have extensive public consultations to understand travel patterns and meet the different priorities. This consultation will also connect with the diverse population along Jane, which we know relies on local stops to make local trips.

- **How are you using the King Street Pilot data collection approach to design and operate the Eglinton East bus priority corridor?** *TTC buses are equipped with Automatic Passenger Counters, which allow us to track the number of riders each day — and we also regularly track travel time using Automatic Vehicle Location. Finally, the City has set up cameras to measure traffic along the Eglinton East corridor, which can help pinpoint trends and help inform where service adjustments are needed.*

Question about rapid transit

- **What is the plan for the Scarborough Rapid Transit (SRT) line? The SRT is extremely unreliable and will eventually need to be replaced.** *The TTC's report on the SRT was supposed to go to the TTC Board meeting in December, but it has been delayed. We are working on making the report as clear and precise as possible by pointing out the trade-offs associated with different options.*

Questions about consultation process

- **How are you thinking about applying an equity lens to the Annual Service Plan, and which other groups are you including?** *The TTC has a diversity and inclusion lens to service planning which aims to mitigate the impact of any service changes to different groups, including people with disabilities, racialized groups, Indigenous population, and low-income communities, to name a few. In addition, we formed a youth engagement team as part of the 2021 ASP consultation process. The youth engagement team consulted other youth and communities in their local Neighbourhood Improvement Areas to reach people the TTC does not traditionally reach in consultation processes. The TTC is interested in continuing a similar process in future Annual Service Plan consultations.*
- **Are you going to release the results of the public survey and consultation?** *Yes, the reports will be posted on the [TTC's website](#) in November 2020.*

Detailed summary of feedback

The TTC asked participants their thoughts on the final draft 2021 Annual Service Plan, including any suggested refinements to initiatives proposed in 2021. Responses from the TTC are in *italics*.

Feedback on the 2021 Annual Service Plan

General support for the final draft 2021 Annual Service Plan. Participants expressed general support for the 2021 ASP. They appreciated that the TTC had considered much of the feedback provided to date through the consultation process. Specific initiatives participants liked included changes to service on Brimorton Rd (a change local residents have been wanting for a long time), plans to provide service to Cherry Beach, and new service on Kingston Road.

Speed up implementation of RapidTO. Participants said transit riders would like to see improvements to surface transit implemented faster, especially in areas with high rates of COVID-19. *The TTC responded that it understands customers' desire for change to happen more quickly. It has to balance speedy implementation with the need to consult the public on service changes and consider the design of each corridor according to its unique context.*

Clarity on what integrating microtransit means. Participants were concerned that microtransit could replace low-performing TTC routes. *The TTC replied that, when it's talking about microtransit in the context of its 2021 Annual Service Plan, it's talking about exploring autonomous vehicle shuttle opportunities and improving connections between TTC service and existing private shuttles (like the private shuttles provided by employers to their employees at Don Mills Station). There are no plans to replace low-performing routes with microtransit. The Province has asked the TTC, along with all transit agencies in the province, to review the possibility of including microtransit in their network. The TTC already considered integrating microtransit services as part of the 5-Year Service Plan and found that, given Toronto's dense urban form, mass transit generally works better than microtransit. The TTC is taking a second look in response to the Province's request but is not anticipating a significantly different result.*

Concerns about the removal of service on Scarborough Golf Club Road. Removing service on Scarborough Golf Club Road creates a big gap in service between Markham Rd and Morningside Ave. *The TTC responded that, in order to address customer feedback about prioritizing northwest to southeast connections from Scarborough Centre to Kingston/Morningside, it proposed Brimorton and Orton Park routes to maximize its coverage, which resulted in service removal on Scarborough Golf Club Rd. We will take this feedback as advice and give this route another review.*

Concerns about removal of bus stops along the Eglinton East Priority Bus Lane corridor. Area residents are frustrated with the way the priority bus lane was implemented, particularly the removal of local stops (including Cedar Drive). Many of these stops serve low-income, racialized communities. The TTC should consider not consolidating them: in some cases, stops are now 900 metres apart, violating the TTC's own service standards. *The TTC responded that, in its public survey about Eglinton East, about 60% of participants considered the consolidated stops adequate for the corridor, while 20% had low support and said local stops need service to decrease customers' walk time. In response, the TTC has temporarily reinstated stops at Beachell, Torrance, and Cedar. The TTC modelled the consolidated stops after the planned stops for the Eglinton East LRT and, in part, to respond to the feedback heard in its 5-Year Service Plan consultation about the need to provide faster, more reliable service. While some of these removed stops may violate the TTC's service standards, the majority were midblock stops close to traffic lights. That said, this priority bus lane is the first implemented in the city; we will continue to monitor and make adjustments to it.*

Other feedback about the 2021 Annual Service Plan and transit service

Participants shared broader feedback and suggestions about the 2021 Annual Service Plan and other transit service issues.

Concerns about St Clair streetcar service west of Gunns Loop. St Clair streetcar service has become unreliable and disconnected west of Gunns Loop, resulting in extremely long wait times. *The TTC responded that it made changes to that service based on feedback from customers that there were too many discontinuous services along St. Clair. We will take your feedback and include it in our post-implementation review of those changes.*

Connect with the West Donlands Committee to explain in detail changes to the 121 route.
The TTC should connect with the West Donlands Committee and present at their November 23 meeting about the 121 route changes and Cherry Beach service.

Ensure that the Latinx communities and African diaspora with businesses on Jane Street are consulted as part of the Jane Street RapidTO program.

Next Steps

Mark Mis, TTC Head of Service Planning & Scheduling, thanked participants for taking the time to participate and share their feedback. He said the final draft of the 2021 Annual Service Plan will be presented to the TTC Board in the December meeting. The next round of consultation for 2022 Annual Service Plan will begin in January.

Attachment 1. Agenda

TTC 2021 Annual Service Plan Second Round of Stakeholder Meetings

Tuesday, November 10, 2020

6:30 – 8:00 pm

Meeting held online



Meeting purpose

To share and seek feedback on the final draft 2021 Annual Service Plan.

Proposed agenda

6:30 Welcome, introductions & agenda review

Mark Mis, TTC

Ian Malczewski, Facilitator, Swerhun Inc.

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

Mark Mis, Eric Chu, TTC

Questions of clarification

7:10 Discussion

1. What are your thoughts on the final draft 2021 Annual Service Plan?
2. Do you have any final suggested refinements?

7:55 Wrap up and next steps

8:00 Adjourn

Attachment 2. Participant List

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

1LoveMalvern Transportation Working Group	East Scarborough Storefront/Centre for Connected Communities
7 Oaks Residents Association	Eglinton 2020
8-80 Cities	Eva's Initiatives
A Voice for Transit	Evergreen
Access Alliance/Scarborough Cycles	Fair Fare Coalition
Access Alliance/Access Point on Danforth	Federation of Metro Tenants' Associations
Advisory Committee on Accessible Transit	Federation of North Toronto Residents' Association (FoNTRA)
Advocacy Centre for Tenants (ACTO)	First Capital
Albion Neighbourhood Services	Fred Victor
All IN	Free Transit Toronto
Alliance for Equality for Blind Canadians	Friends and Families for Safe Streets
Alliance of Seniors-Older Canadians Network	Friends of Pan Am Path
Anishnawbe Health Toronto	Gilda's Club Greater Toronto
AODA Alliance	Glen Andrew Community Association
Bread & Bricks Social Justice Group	Guelph-Humber Student Association (Ignite)
Canadian Council of the Blind, Toronto Chapter	Guild Renaissance Group
Canadian Hearing Society	Guildwood Village Community Association
Canadian Pensioners Concerned	Highland Creek Community Association
Canadian Urban Transit Association	Homes First
Centennial Community Association	Housing Connections
Centennial College Student Association Inc.	HousingNowTO
Centre for Independent Living in Toronto	Jane Finch Action Against Poverty
Chinese Canadian National Council	Jane-Finch Action for Neighbourhood Change
CivicAction	Jane's Walk
CNIB Foundation / Advisory Committee on Accessible Transit	KCWA Family and Social Services
CodeRedTO	Leaside Ratepayers Association
Community Associations of Northern Scarborough	Lytton Park Residents' Organization
Community Head Injury Resource Services	Malvern Action for Neighbourhood Change
Community Living Toronto	Malvern Family Resource Centre
Confederation of Resident and Ratepayer Associations (CORRA)	Malvern Library
Connect Sheppard East	Masaryk Memorial Institute
Connect Scarborough	Ministry of Transportation
Council of Agencies Serving South Asians	Momiji Health Care Society
Crawford Building Consultants	Native Child and Family Services
Curran Hall Community Association	North American Native Plant Society
CycleTO	North Bendale Community Association
Deep Quong Non-Profit Homes	Older Women's Network
East Scarborough Boys and Girls Club	Ontario Active School Travel
	Ontario Good Roads Association
	Ontario Motor Coach Association
	Ontario Public Transit Association

Our Greenway
 Out of the Cold. Overnight Hostels
 pointA
 Polycultural Immigrant & Community
 Services
 Rexdale Community Hub
 Ryerson Students' Union
 S+G Urban
 Salvation Army
 Scarborough Campus Students' Union
 Scarborough Centre for Healthy
 Communities
 Scarborough Civic Action Network (SCAN)
 Scarborough Community Renewal
 Organization (SCRO)
**Scarborough Families for Public
 Education**
 Scarborough Neighbourhood Action Plan
 (SNAP) Committee
 Scarborough Residents Unite
Scarborough Transit Action
 Seneca College
 Seneca Student Federation
 Senior Tamils' Centre of Ontario
 Senior's Strategy Leader
 Serve!
 Share the Road Coalition
 Smart Commute - North Toronto, Vaughan
 Social Planning Toronto
 Society of Sharing: Inner-City Volunteers
 Sound Times Support Services
 South Etobicoke Transit Action Committee
 South Eglinton Ratepayers' & Residents'
 Association (SERRA)
 St Clare's Multifaith Housing Society
 Students Association of George Brown
 College
 Sunshine Centres for Seniors
 TAIBU Community Health Centre
 Tenblock
 The Centre for Active Transportation
 The Guild Renaissance Group
 The Hub - Mid-Scarborough
 The Neighbourhood Organization (TNO)
 The Cross-Cultural Community Services
 Association (TCCCSA)

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
 Toronto Pan Am Sports Aquatic Centre
 Toronto Seniors Forum
 Toronto Trucking Association
 Toronto Workforce Innovation Group
Toronto Youth Cabinet
 Transport Action Ontario
 Transportation Equity TO
 Transportation Options
TTCriders
 University of Toronto
 University of Toronto Scarborough
 University of Toronto Students Union
 University of Toronto Transportation
 Research Institute
 Urban Land Institute
 Voice for Transit
Walk Toronto
 Ward 18 Scarborough Southwest School
 Trustee
 Ward 19 Scarborough Guildwood School
 Trustee
 Ward 22 Scarborough - Rouge Park School
 Trustee
 Ward 7 Trustee for TCDSB
 Waterfront Regeneration Trust
West Donlands Committee
 West Side Community Council
 Woburn Community Residents
 York Federation of Students
 Youth Action Network
 Youth Employment Service
 YWCA Toronto Employment Centre

Attachment 3. Post-Meeting Feedback

A participant submitted additional feedback after the meeting, included below. This feedback is unedited other than to remove personal identifiable information and adjust formatting.

Emailed submission #1 November 13th, 2020

We are always grateful to be included in these consultations and we encourage the TTC to continue adopting this approach to their Annual Service Plans. I would like to ask a couple of questions and make comments.

- We wanted to know why the crowding standard would be 35 passengers per bus as of January 2021 because it was not explained during the presentation.
- Regarding the equity lens: are there efforts to consult groups that are prominent in ethnic communities and/or are representative of LGBTQ2S or gender? I ask because I felt that there was not gender parity during the evening session.
- In addition to my comment about consulting with the Latino/Latinx community that lives along parts of Jane Street for the Jane RapidTO project, it may be of interest to reach out to the African diaspora that have businesses (e.g. restaurants) along this street.

Wishing you the best with this work.

Youth Engagement Team Reports

West Team and East Team

TTC WEST TEAM REPORT

TTC Annual Plan Youth Engagement Team

Shenali Don & Roda Warsame

11.04.2020

INTRODUCTION

Throughout the course of the last 6 weeks, the TTC Youth Engagement Team has been working on collecting information that will help improve the service provided by TTC on the Jane route. The purpose of the study is to collect resourceful opinions from first-hand community members and customers of the specific route in order to make authoritative opinions. The study is focused specifically on the improvement of service on the 35 Jane bus route and the 935 Jane Express Bus route. There was a total of 61 participants who shared their opinions on the preferred number of stops, safety, times of most frequent use, wait times, consistency, as well as any other suggestions for the TTC. The surveys were predominantly shared through social media, but also shared to multiple well-known Jane-Finch community organizations such as *Success Beyond Limits*, *Jane-Finch Action Against Poverty*, and *Jane Finch Community Research Partnership*. All the information collected will be used to help make decisions for the 2021 TTC improvements.

KEY FINDINGS

- 935 Express to only stop at Major Intersections - North of Eglinton
- 935 Express to continue going to existing stops - South of Eglinton
- Safety Improvements to be made to bus shelters
- Consistency of bus schedule needs improvement

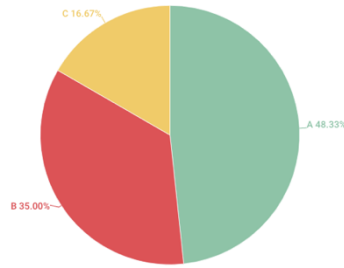
FEEDBACK

Question 1.

We started off the survey by asking, “For the bus service on Jane Street Priority Bus Lanes (north of Eglinton to Steeles) - which one of the following would you prefer”. There were 3 options given:

- A. If the 935 Jane Express bus only stops at Major Intersections (ex. Wilson, Sheppard, Finch)
- B. If the 935 Jane Express bus maintains its existing express stops
- C. If the 935 Jane Express bus was to go to all consolidated stops

Question 1



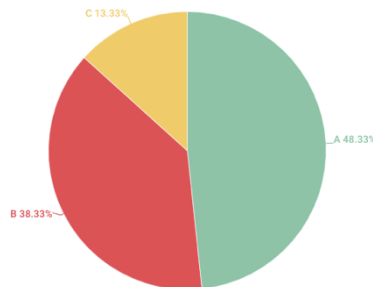
This chart shows the results of the question, majority of the surveyors supported option A, which was the 935 Jane Express bus only stopping at Major Intersections.

Question 2.

We asked, "For the bus service south of Eglinton to Jane Station (outside of the Jane Street Priority Bus Lanes) - which one of the following would you prefer". There were 3 options given:

- A. If the 935 Jane Express bus was to continue going to existing express stops
- B. If the 935 Jane Express bus only stops at Major Intersections (ex. Dundas West, Eglinton)
- C. If the 935 Jane Express bus becomes an express to Jane Station

Question 2



Results show similarity to question 1, most people prefer option A which states the 935 Jane Express bus continues going to existing express stops.

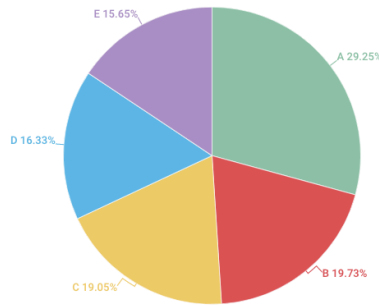
Question 3.

The next question asked was, "What time(s) do you most frequently take the 35 or 935 bus (select all that apply)?" The options given were as follows:

- A. 3-5pm
- B. 1-3pm

- C. 5-7pm
- D. 7pm-Midnight
- E. 11am-1pm

Question 3



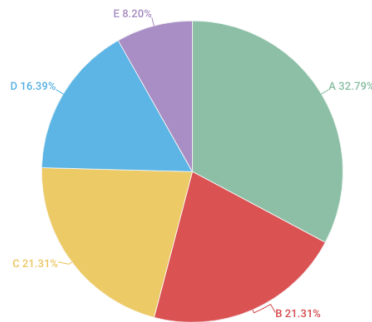
After analysing the data responses, we concluded that for this question the majority of people ride the bus around 3-5pm. And around 11am-1pm less people tend to ride the TTC.

Question 4.

The following question asked surveyors, “How often are there no bus shelters on-site when waiting for the 35/935 bus to arrive?” The options included:

- A. Sometimes
- B. Often
- C. Rarely
- D. Never
- E. Always

Question 4



As expected, many surveyors said that they “sometimes” encounter no shelter on-site. Whereas a very small number of surveyors believe that they never see shelters on-site while waiting for the 35/935 bus to arrive.

Question 5.

Another important question asked was, “Which bus stop has no shelter on-site while waiting for your bus to arrive?”. This was an open-ended question which allowed surveyors to explain their reasoning for their answer in question 4. Responses included:

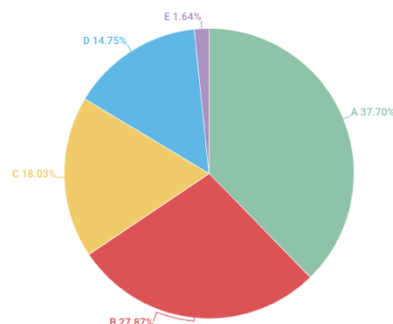
- “All”
- “Majority of the bus stops on the main intersections”
- “Jane and shoreham” 2 other responses support this
- “35b” 1 other response support this
- “Jane and Wilson”
- “I don’t remember” 9 other responses support this
- “Jane and Foxwell”
- “Downsview Avenue”
- “Most in the areas that aren’t always frequently used, usually around Hullmar”
- “Jane & steeles”
- “William Cragg Drive East Side”
- “Giltspur Dr West Side”
- “Jane and Finch”
- “Jane & Wilson stops | 4717 Jane Street all the way to Pioneer Village”

Question 6.

We than asked the surveyors, “Do you feel satisfied with the wait times for the 35/935 buses?” The options included:

- A. Sometimes
- B. Rarely
- C. Never
- D. Often
- E. Always

Question 6



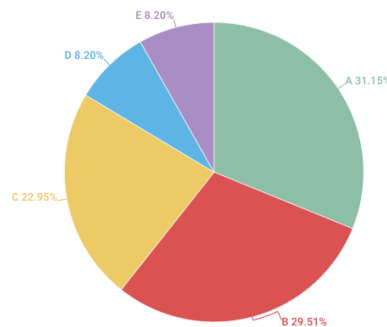
Results showed that most people are “sometimes” satisfied with the wait time. While others where rarely satisfied. These results were not surprising due to the constant delays in the 35/935 buses.

Question 7.

We also asked, "Do you feel safe while waiting for the 35/935 bus?" The following options were given to surveyors:

- A. Sometimes
- B. Often
- C. Rarely
- D. Always
- E. Never

Question 7



After looking at the data, majority of people feel safe while waiting for the 35/935 bus. On the other hand, a great amount of people rarely feels safe.

Question 8.

The next question asked surveyors, "Why does the bus stop not feel safe? Or what makes the bus stop feel safe? What could the TTC improve to make you feel safer while waiting at bus stops?" The responses were:

- "Make the bus shed bigger, so it can have two exit/entrance. For any emergency."
- "Crackheads"
- "35a takes so long"
- "Too crowded"
- "I feel like majority of the time in areas with no visible cars could be scary. But if there's shelter and people around that's when I feel safer"
- "Some of the bus stops are in secluded areas"
- "It is sometimes not located near large buildings or areas, and some bus stops are in dark neighborhoods"
- "No light" 15 people had similar answers
- "I feel safe, however, I don't feel safe letting my kids ride alone"
- "I feel unsafe when strangers proceed to talk to me out of nowhere and try to get close to me at the bus stops."
- "Sometimes homeless people board the stop or harass me while I am waiting for it"

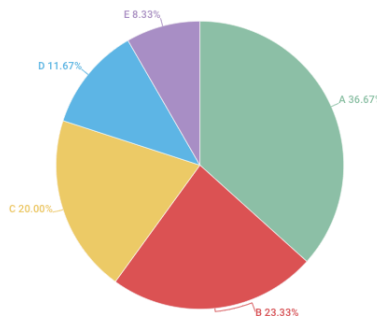
- "Too many sketchy/suspicious individuals take the 35/935 bus route, from Jane Station to Finch Avenue West. Having to wait at most stops or be on the bus with people who are consistently ignorant and disrespectful to myself and others is incredibly alarming and worrisome, as it makes both the wait and ride unenjoyable and unsafe. Most of the sane and respectful passengers are the ones that have to leave to another stop or exit the bus in these cases, as those who are causing the problems refuse to do so (or do so sporadically though rarely). This causes more problems for most folk, as they now have to take longer to get home as they are forced to again wait for another bus, which is routinely packed as it is a busy route."
- "I've had men following me at the Lawrence and Jane bus stop several times late at night around 10 pm"
- "Separated seats"

Question 9.

For the next question we asked surveyors if, "the 35/935 buses are on time and consistent?" The following options were given to surveyors:

- A. Sometimes
- B. Often
- C. Rarely
- D. Never
- E. Always

Question 9



Responses from the data tells us that most people feel that the 35/935 buses are 'sometimes' consistent. While the rest believe that the buses are rarely or never consistent.

Question 10.

Lastly, we concluded the survey by asking surveyors if, "Do you have any suggestions for the TTC that would make your ride more efficient, faster, or comfortable? The surveyors stated that:

- "Just have the operators not skip certain stops"
- "Keep a consistent schedule with the buses, not just 935s coming every 2 min and 35s coming every 20"

- "TTC Needs to maintain better timing and understanding of their riders. We need more efficient bus rides asap"
- "I feel like the buses need more spaces and as well as more shelters when waiting for the bus"
- "Better screening for intoxicated individuals or people under the influence who ride the bus"
- "More bus drivers" 6 other individuals agreed
- "Come more often in night ppl leave for work"
- "More seats at the bus stop shelters" 2 other individuals agreed
- "There is not enough busses, busses are too full" 1 other individuals agreed
- "Bus times to be more efficient, safer rides by insuring kids are safe"
- "Allowing bigger shelters to have heaters during winter commutes"
- "An issue is that some drivers may pick up too much people at bus stops, causing other stops to be dismissed. Having better awareness would help with that problem. Not having multiple buses stopping at one stop, unless it's necessary based on the circumstances."
- "Live arrival times at each stop and adequate lighting present"
- "If possible, more buses on the route and monitoring of suspicious passengers, at least at major stops or even just stations."
- "Please have the express bus stop at major intersections only (Lawrence, sheppard, Wilson, finch, steeles, pioneer village, etc)"
- "cheaper"

PARTICIPANT LIST

Please Note: Some participants chose to remain anonymous.

Amina Mohamed	Naveena Persaud	Farida Ali	Jessica Todd
Sahra Mohamed	Faiza Muhamud	Osab Ali	Basit
Muna Mohammed	Ayesha	Onneka Leslie	Yasmine
Maymun Jama	Sabathia	Trina	Geetangelie Singh
Yasmine Warsame	Mabel	Amber	Jacob Castellon
Ayan Ahmed	Badria Abdullahi	Hanan Maye	Lucia B
Amina Ahmed	Muneera Ali	Sumaya Maye	Vivian Ngo
Aisha Warsame	Feyza	Omar Ali	Kelsey Adair
Yusra Warsame	Mariama Said	Sumeyya	Mico
Amaya Mills	Fadumo Awil	Yaami	Naima Omar
Elwad Gedleh	Isabella Kuol		
Bilad Diria	Bonnie Qiu		

APPENDIX

Survey questions:

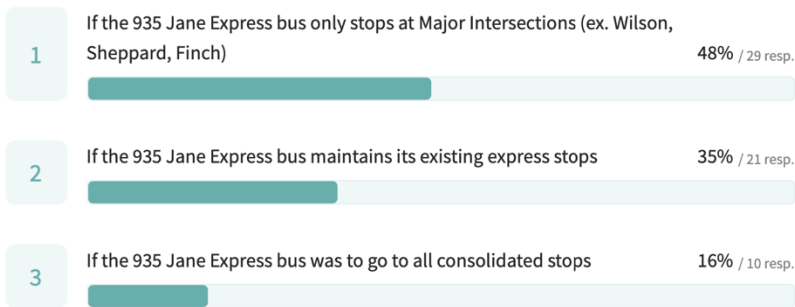
TTC Youth Engagement

61 responses



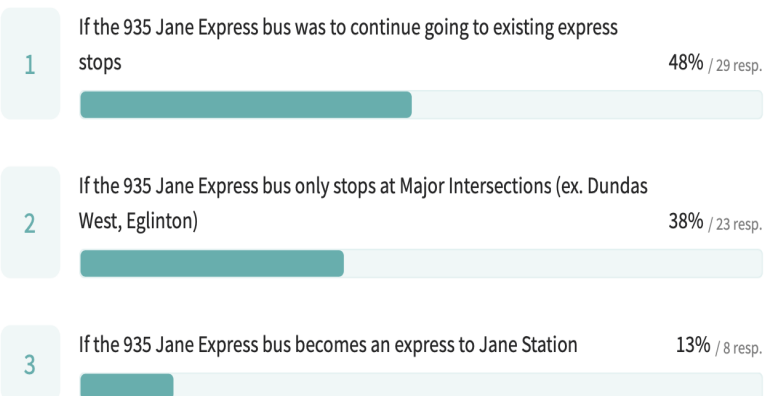
For the bus service on Jane Street Priority Bus Lanes (north of Eglinton to Steeles) - which one of the following would you prefer:

60 out of 61 answered



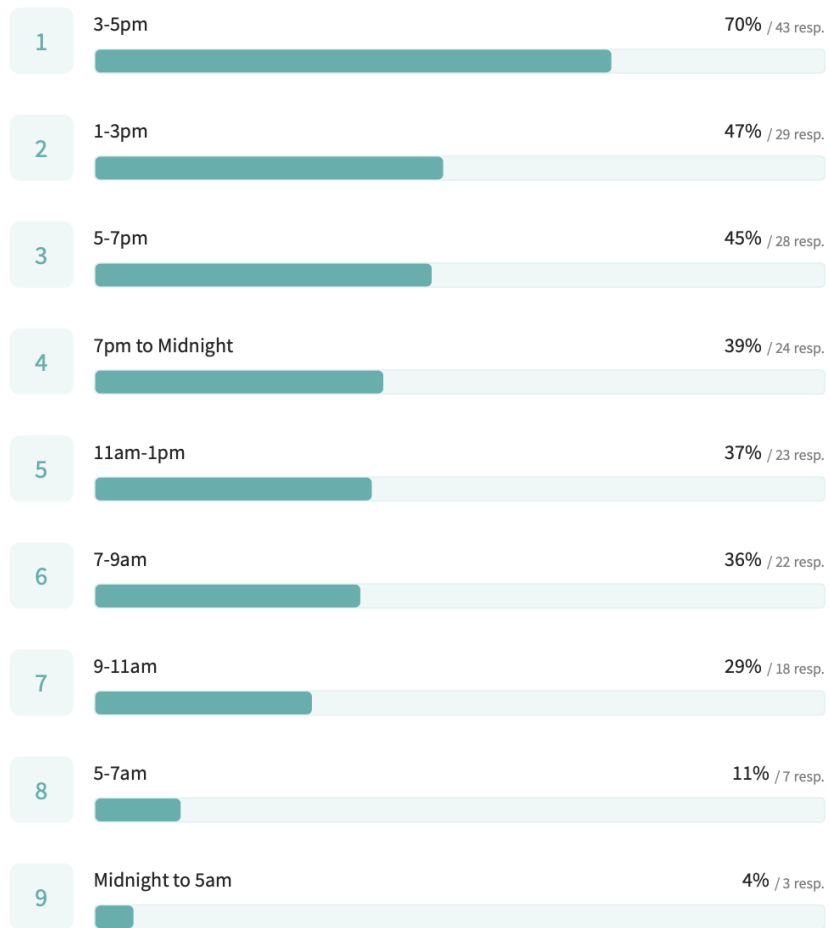
For the bus service south of Eglinton to Jane Station (outside of the Jane Street Priority Bus Lanes) - which one of the following would you prefer:

60 out of 61 answered



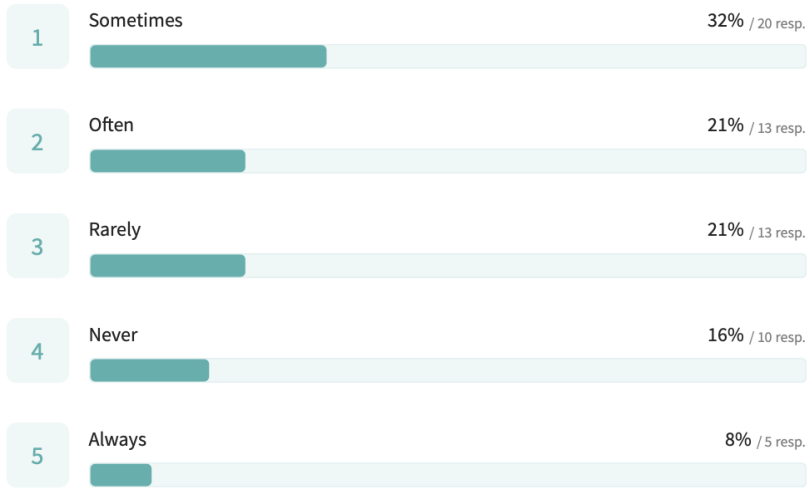
What time(s) do you most frequently take the 35 or 935 bus (select all that apply)?

61 out of 61 answered



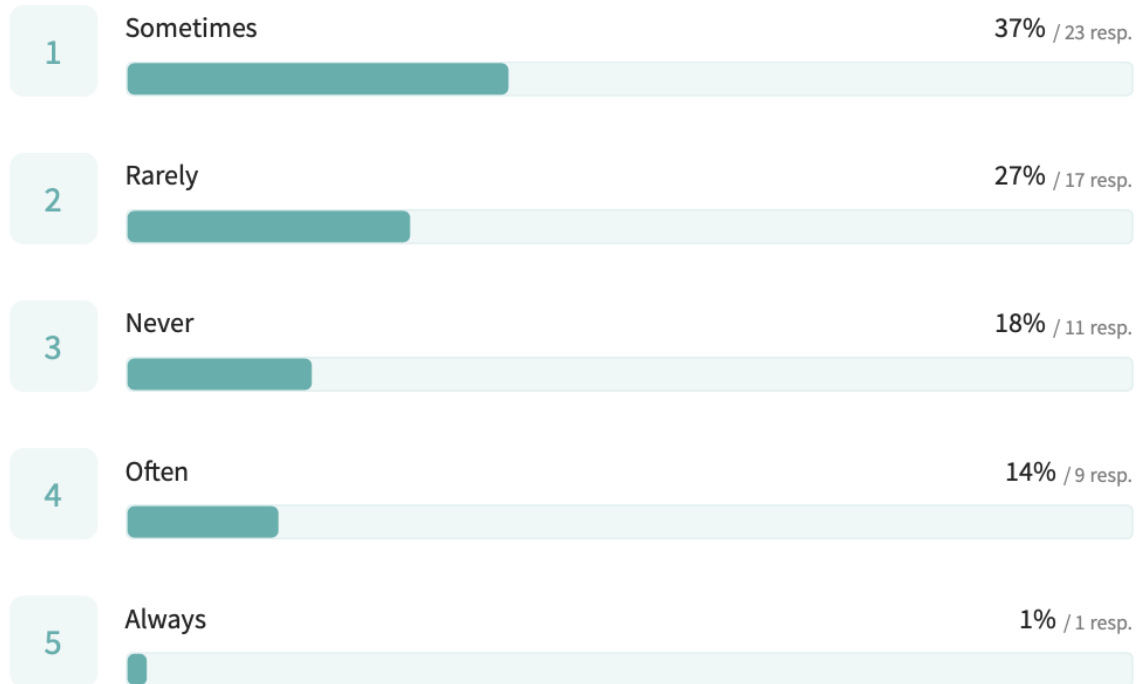
How often are there no bus shelters on-site when waiting for the 35/935 bus to arrive?

61 out of 61 answered



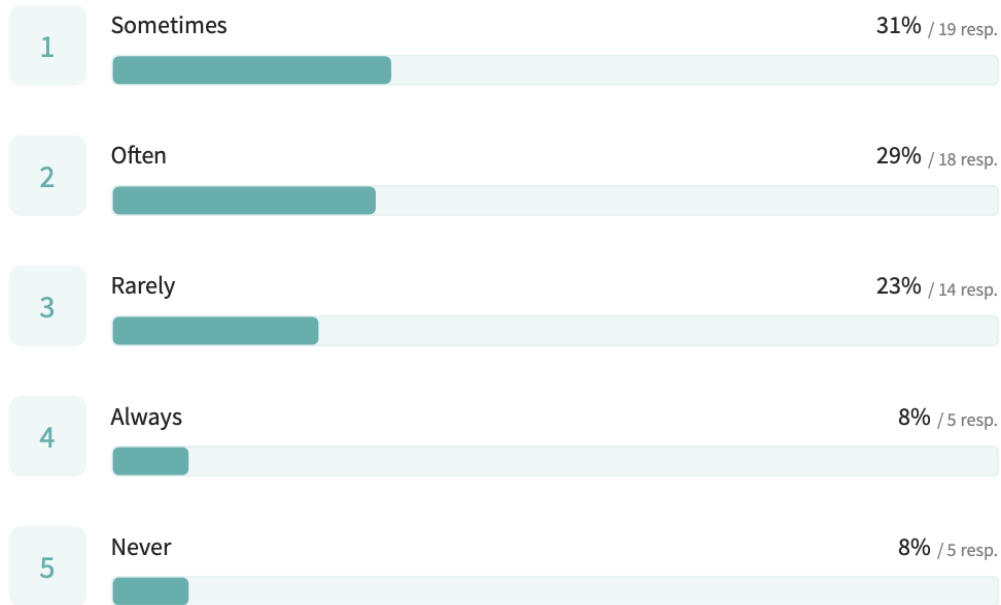
Do you feel satisfied with the wait times for the 35/935 buses?

61 out of 61 answered



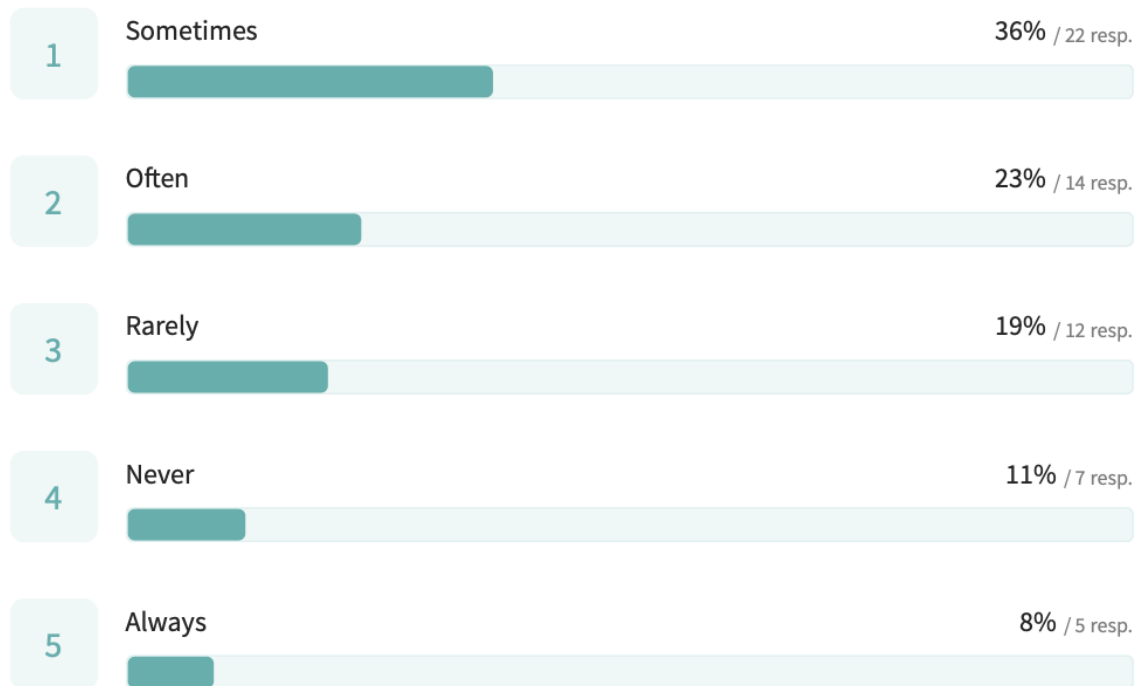
Do you feel safe while waiting for the 35/935 bus?

61 out of 61 answered



Are the 35/935 buses on time and consistent?

61 out of 61 answered



Survey Poster:

HELP THE TTC PLAN TRANSIT SERVICE FOR 2021!

TTC YOUTH ENGAGEMENT



HOW TO TAKE THE SURVEY?

To take our survey simply,
hold your smartphone over
the QR code.



OR

Visit

<http://bit.ly/3dHDUOm>

HELP US UNDERSTAND
THE CHANGE YOU WANT
TO SEE



TTC 2021 Annual Service Plan Youth Engagement Team Report: Scarborough East Service

Summary

The focus of this consultation is to determine the quality of TTC bus service in the Scarborough East area as judged by community members. The main buses of interest (BOIs) were the suite of 86 buses, 116 buses, express buses 905 and 986 along with the night-shift 334 Eglinton East bus. A two-pronged approach was taken to execute this exploration; primarily, an online survey was conducted by posting a Google Forms link on multiple social media pages such as Facebook groups for Scarborough, class groups for UTSC and personal Instagram stories. To supplement this, an email blast about the survey was sent to local community organizations such as The East Scarborough Storefront and to student councils/guidance counsellors at local high schools (e.g. Sir Wilfrid Laurier Collegiate Institute). The questions included in the survey are attached in Appendix A. Additionally, a brief live chat was facilitated on Discord where similar questions were fielded and some free-form feedback was entertained.

The total number of respondents whose data is included in this report is 45, with 60% of the individuals being 18-29 years old. The next largest group of respondents were high-school-aged teenagers (27% of respondents were between the ages of 14 and 17). The remaining participants were aged 30 and over. These individuals were spread out across Scarborough, with the largest number of respondents coming from West Hill (9 individuals), Morningside (9 individuals) and Malvern (5 individuals). Out of the 45 respondents, 43 completed this online survey and 7 completed the virtual discussion held on Discord. The live chat was held on October 23 at 3:00 PM and during this session, individuals were encouraged to engage verbally in the conversation or write down their thoughts in the chat, in which case the facilitator recorded their responses for inclusion in this report. The four major findings are listed below.

Main Findings

- *Unevenly Spread Service*: Respondents explained that many of the BOIs are concentrated at certain times and sparse in others, which make these bus lines only semi-dependable.
- *Inconsistent Bus Times*: An area of concern for many was the fact that bus times and actual arrival times are inconsistent.
- *Slow buses*: A significant portion of the respondents agreed that buses take a very long time and that, more specifically, they stop too often.
- *Fair Pass*: Many people in these neighbourhoods depend on subsidies to take public transport and during the COVID crisis, their travel has been hindered because the Fair Pass program has been paused.

Discussion

- *Area Coverage & Number of Stops* → Of the 45 respondents, 26 of them said that the service provided by the BOIs was adequate and that they were satisfied. 15 of the other respondents, however, said that the buses stopped very frequently, which slows down the service. This is apparently a very big issue around rush hour and many students (both university and high school) cite this as a reason for lateness. It is important to note that these 25 respondents were almost exclusively the individuals who listed the 116 as their most frequented bus.

These individuals' pleas for improved service were as follows:

- Include an express service that runs through the Guild (along the same route as the 116C and 116A).
 - Have modified bus service during peak hours that service the busiest stops.
- *Inconsistent Bus Times* → Most respondents reported that they often have to wait at bus stops for long periods of time due to buses that come either too early or too late.

- *54 bus lines* → Although the 54 bus lines were not included in the questions, 5 of the 7 individuals that participated in the live consultation brought them up unprompted and had the following complaints.

Participants claimed that the 54's service, especially westbound, has very inconsistent times. A pattern that was uncovered during the live chat was that individuals who took the 116 and 86 bus lines less frequently than the 54 reported that the former two had fairly good service and that the service on Lawrence Avenue East is comparatively very poor. It was suggested that, while the BOIs service can use improving, those routes are much better and that attention should be focused on the 54 buses' punctuality, frequency and reliability.

They mentioned that, while the service is mediocre during the slow daytime hours, service during rush hour and night time is unpredictable. Among their major concerns was the fact that the bus 'very rarely shows up' at the times indicated on the NextBus website, the Rocketman app or the text message service. This means that individuals either often miss their buses or mistime their trips and end up waiting at the bus station for long periods of time.

Suggested improvements include:

- Ensuring that next bus reporting times are accurate so that, at minimum, individuals can plan their trip better and do not have to wait at the bus for long.
 - Regularising the arrival of the buses so they have a uniform distribution.
- *38 bus lines* → Of the 12 people that mentioned the 38 bus, 10 reported that the 38 has very long wait times. Seeing as the bus connects to Scarborough Town Centre, a major LRT stop, respondents expressed that they would expect it to

arrive a lot more frequently. Students who attend UTSC also expressed dissatisfaction with the frequency of the bus.

- *Unevenly Spread Service* → One of the major complaints of the respondents about the BOIs is that they do not have consistent service throughout the day.
 - *86 bus lines* → 8 respondents stated that, while the 86 has fairly regular service, there are unpredictable pockets of irregularity where the time in between consecutive buses can be as large as 20 minutes.
 - *116 bus lines* → During the slow hours of the day, this bus comes fairly regularly and is one of the more dependable lines in the East, according to most of the respondents. However, approximately 75% of the respondents who commented on the 116's service agreed that, during rush hour, these buses tend to arrive at bus stops successively (respondents said it is not uncommon for 3 buses to arrive at the same time). Consequently, there are long stretches of time with no bus arrivals as they show up in concentrated pockets and are therefore as dependable as infrequent buses. This is a major concern for many of the students attending schools along this route like West Hill C.I., Sir Wilfrid Laurier C.I. and even the University of Toronto Scarborough, who report that they are often late because of this.

On top of this, many participants pointed out that, when it eventually comes, it is often very full and passes by certain bus stops without actually stopping. Most of these stops are concentrated between the Morningside and Kingston Road and Livingston Road stops. For this issue, they requested:

- an increase in the number of 116 buses circulating at peak hours, or
 - a regularization of bus arrival times.
- *Fair Pass* → One of the issues brought up in discussion was the fare subsidy program Fair Pass. Many adults reported that, since the beginning of this pandemic, they have had difficulty getting around as this program has been suspended and they cannot afford to travel. According to a staff supervisor at The East Scarborough Storefront, an open letter is being signed concerning this issue, but some adults still wanted this included in this report to demonstrate the urgency of the matter.
 - To a lesser extent, the same issue was also brought up by four UofT students who are having trouble affording taking public transit to school because bus fare climbs to the full adult fee at age 19. Three of the students explained that, because they had their Presto Cards set to Post-secondary in order to purchase monthly passes during the school year, they now have to pay adult fees for a single fare during the pandemic.

Two of these complaints were brought up during the Discord live chat whereas the other two evolved independently from the Google Forms.

- *Semi-Adequate Express Service* → Of the 45 respondents, 15 individuals said that they are satisfied with existing express services or, as aforementioned, would like to have an express service run along the 116 route. The remaining respondents had this to say:
 - *Increased frequency* → 29 of the respondents indicated that they do not think that there are not enough express buses, especially during rush hour. Similarly to the situation with the 116 buses, some of these respondents also recounted that they had been passed by an express bus on many occasions because it was too full.
 - *Improved Winter Service* → 5 of these 29 respondents said that they think the express service in winter is even less frequent and that the 986 and 905 can be as rare as two buses per hour. The point about improving winter service was also suggested for the 38, with 3 people bringing up this bus route independently in different surveys.
 - *Inadequate Hours/Days of Operation* → Respondents expressed that they think the hours and days of operation for the 986 and 905 buses are inadequate. 5 respondents suggested including the service on the weekends for these express routes once COVID restrictions have been lifted (specifically emphasized in a respondent's comment). Furthermore, these individuals suggested extending the service until 8 pm.
- *334 & 86D* → The 334 was not selected by any of the respondents as a frequently used bus, so there is no feedback on its service, but the distribution of data for the 86D can provide some useful insights. Although it came in second place as the second least used bus in this sample group, some respondents provided some extensive comments on it.
 - *Re-routing* → Two individuals independently brought up re-routing the 86D. They suggested that it is not very frequently used and as most of its route is overlapped by other buses like the 86A and the 54A, it can be rerouted to serve other areas that currently do not have bus lines running through them.

List of Participants

The following list includes only the names of participants who provided their contact and personal identification.

Name	Age
Sara Zawahid	19
Patne Vishwa	21
Nabiha Rana	18
Pradeepta Das	19
Caleb Wee	21
Grace Nash	24
Avishek Ghosh	19
Michelle Fong	20
Mehad Saed	16
Shuchita Das	19
Mehret Gebreyesus	62
Hafsa Azher	19
Kedist Gebrekidan	50
Sureka Rajmohan	19
Margaret Wang	19
Nathan Hasan	16
Zain Khurram	16
Leann Edwards	15
Alexandra Kay	17
Ushananthi Umashankar	17
Blaine Fekade	25
Lilian Kamel	19
Cynthia Wong	24
Johayer Chowdhury	19

Appendix A: Survey Questions

1. Please indicate your email address so you can receive a summary of the feedback.
2. Please indicate your age.
3. Please indicate your general location (e.g. West Hill, Malvern, Orton Park...):
4. Which of the following bus routes do/did you use regularly (approx. 5 round-trips per week)?
5. Is the service provided by these routes adequate (more stops, less stops, does/does not cover enough area)?
6. Are you satisfied with the current bus times (i.e. how often these buses arrive)?
7. Do you think that the number of express buses per hour is enough?
8. Are you satisfied with the hours of operation for these buses?
9. Do you think the number of stops covered by express buses is enough?
10. Should more stops be added to the express bus routes? If yes, please include suggestions.
11. Should existing express bus stops be changed to other stops (perhaps busier ones or stops that connect to other bus routes)? If yes, please include suggestions.
12. Do you have any additional comments or questions?

Appendix B: Survey Layout and Promotional Material

TTC Annual Service Plan Survey

The TTC is asking for the feedback of Scarborough residents on the bus routes in the East. The responses to this survey will be used to improve this provided service.

This survey is being conducted by the TTC Youth Engagement Team.

Please indicate your email address so you can receive a summary of the feedback.

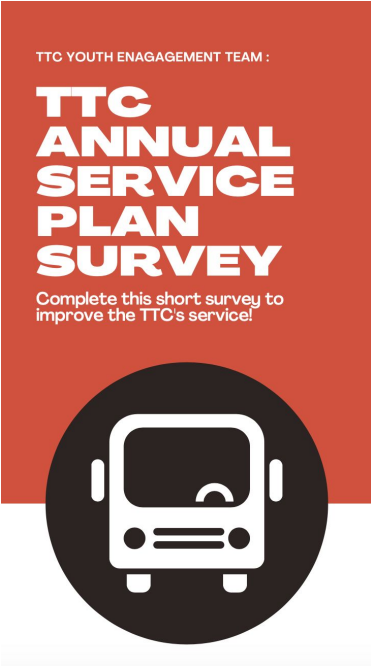
Short answer text

Please indicate your age. *

Short answer text

Please indicate your general location (e.g. West Hill, Malvern, Orton Park...): *

Short answer text



East Team - Flemingdon and Thorncliffe Park

TTC Engagement Feedback

Overview

There were 24 people in my community who provided their feedback. I got in contact with The Neighborhood Organizations (TNO's) of Flemingdon and Thorncliffe park. The method that proved to be most effective for gathering feedback was through social media. A google form was created with questions ranging from frequency of usage of the TTC service, service Quality, discussion about some of the emerging priorities of the TTC's 2021 annual service plan all the way to more specific elements of the plan like Priority Rapid TO Bus Lanes.

I first reached out to TNO via email on Oct 20th. From there I was able to get in contact with additional groups like the Youth of East York and The Go Green Youth center. I utilized social media platforms such as Facebook and Instagram to get additional people to participate in the initiative.

Key Messages

Out of the 24 participants, these are the strongest and most consistent messages people have shared about the **emerging priorities** for the 2021 plan:

- Reduction of crowding/congestion should most definitely be a top priority due to the 2nd wave of the COVID-19 pandemic well underway.
- There should be a stronger enforcement of wearing masks in the bus.
- Transit needs to be prioritized instead of cars and hence,
- There needs to be a higher frequency of buses in the neighborhood

***IT IS IMPORTANT** to note that while a portion of people demand for higher frequency of Buses in the neighborhood, others have concerns of higher traffic, making it difficult to commute via car.

In terms of the **Rapid TO initiative**, a percentage of the participants are excited about its implementation while others are not too keen. Their main concerns include:

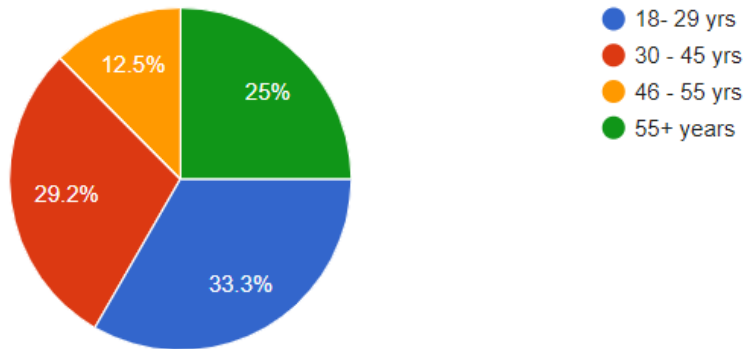
- Overcrowding and slower traffic on routes due to high frequency of Buses
- Implementation of social distancing and wearing face masks within TTC vehicles

Some **route specific** concerns/comments people have in the area:

- More climate controlled bus shelters in Thorncliffe Park.
- Customer friendly service from TTC employees especially during the evening.
- Separate services for disabled people

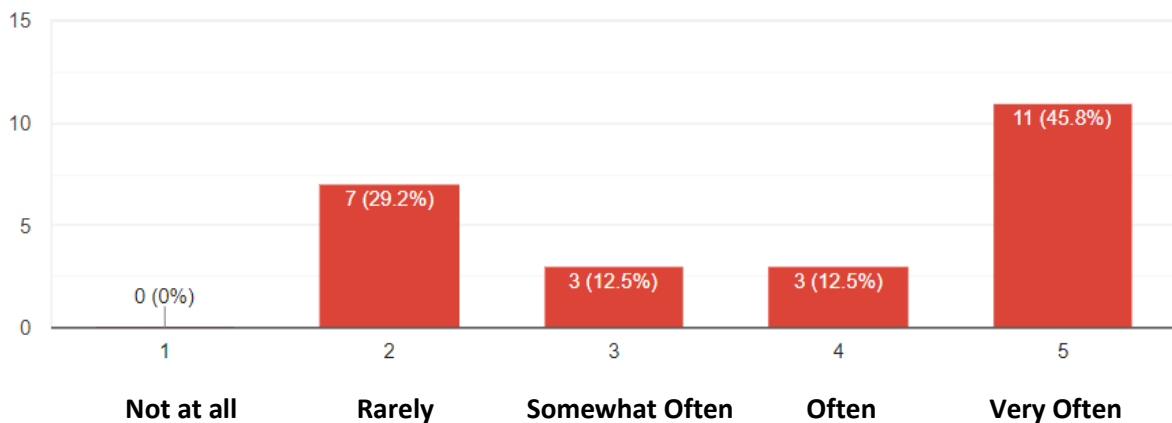
Detailed Feedback Section

Question 1: Age ranges

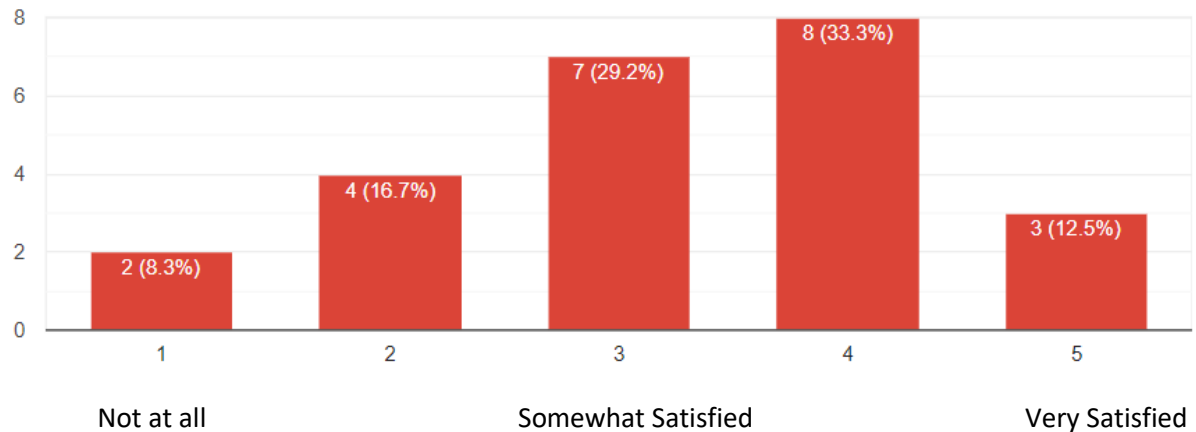


Question 2: Frequency of service usage

Out of the 24 participants, 11 (45.8%) were using the TTC very often while 7 (29.2%) rarely used the service. There was no participant that DIDN'T use the TTC service.



Question Three: Customer Satisfaction



This is the one query which clearly displays a more even spread of responses. Out of 24 participants, 8 (33.3%) were satisfied, 7 (29.2%) were somewhat satisfied and only 2 (8.3%) were not satisfied at all.

Question 4: Which Bus route do you take?

Since the majority of the Participants reside in North and East York, most of the routes corresponded to that area. The 100 A & B, 25 route to pape, 81, 87 and 88 are some of the more consistent responses to this question.

Question 5: Some of the emerging priorities for the 2021 plan include, sustaining flexible service to respond dynamically to customer demand, reduce crowding to prepare for the potential resurgence of COVID-19 as well as improve surface transit experience through priority RapidTO Bus lanes. What do you think of these priorities and how much do you support them?

Most of the participants strongly support these priorities. However, these are the most consistent concerns that they have listed.

- “Not enough stops for Rapid TO – too far to walk the extra miles in the cold weather”
- “Yes good for traffic and more people might opt for TTC services”
- Willing to fully support if there is a stronger focus to reduce congestion/crowding
- Stronger Enforcement of masks since there is a good portion of people still not wearing them while entering the bus.

Question 6: How do you feel about the RapidTO initiative? Do you think it will be beneficial to you and other TTC customers?

People agree that the RapidTo service will be beneficial and they have more or less the same recurring concerns.

- “Potentially beneficial if it can meaningfully reduce crowding/congestion”
- “Causes more traffic for drivers”
- “Like the idea, hate the execution. Painting patches of the road red is an unpleasant sight and could be a distraction to drivers and pedestrians.”
- “We need to prioritize transit over cars. Other jurisdictions have already done this. We need to lead instead of follow.”

Question 7: Do you have any concerns/suggestions specific to the route you take? Feel free to list them here in as much detail as you'd like.

- “More bus services could lessen the amount of cars on the road.”
- More customer friendly service
- “Still many passengers are without masks and no social distancing”
- “More Climate controlled Bus shelters in High density areas”
- “Separate service for people with disabilities”

Participant List Section

List of participants that provided their emails:

- Abeir Liton
- Hussain Iadha
- Joanna Armstrong
- Said Bhagwat
- Sayed Sameer

Organizations that Engaged through the process:



**THE NEIGHBOURHOOD
ORGANIZATION**



**YOUTH
OF EAST YORK**