



# TTC 5-Year Service Plan & 10-Year Outlook

## Round 3 Online Survey Summary

Survey Timeframe: October 2, 2019 – October 23, 2019

Total Respondents: 1,201

### Overview

The TTC hosted an online survey from October 2, 2019 through to October 23, 2019 to help inform development of the TTC's 5-Year Service Plan & 10-Year Outlook. A total of 1,201 people participated in the survey. The survey was available on the TTC's website and was promoted through the TTC's social media networks, City Councillors, and networks of stakeholders. It was not designed or intended to ensure a statistically significant sample.

The survey was part of the third and final round of public and stakeholder consultation activities conducted for the TTC's 5-Year Service Plan & 10-Year Outlook, which will serve as a blueprint for continuous surface transit service improvements (i.e. bus and streetcar) to be delivered between 2020-2024. Additional consultation activities in round three included two city-wide stakeholder meetings.

Based on a combination of extensive technical work and public feedback received to date, the TTC has developed a Draft 5-Year Service Plan & 10-Year Outlook (Draft Plan). The purpose of the survey was to seek feedback on the key elements of the Draft Plan (i.e. Draft 20-Point Action Plan) to inform any final refinements before the Plan goes to the TTC Board for consideration by the end of this year.

The survey featured questions related to eight categories, and this summary of responses is organized under the following categories:

1. Key Themes
2. Profile of respondents
3. Overall support for the Draft 20-Point Action Plan
4. Feedback on Pillar 1: Enhance the transit network
5. Feedback on Pillar 2: Enhance the customer experience at key surface transit stop areas
6. Feedback on Pillar 3: Improve service reliability
7. Feedback on Pillar 4: Prioritize surface transit
8. Feedback on Pillar 5: Accelerate integration with regional transit agencies and complementary modes of transport

This summary report was prepared by the third-party consultation and engagement team from Swerhun Inc.

## Key Themes

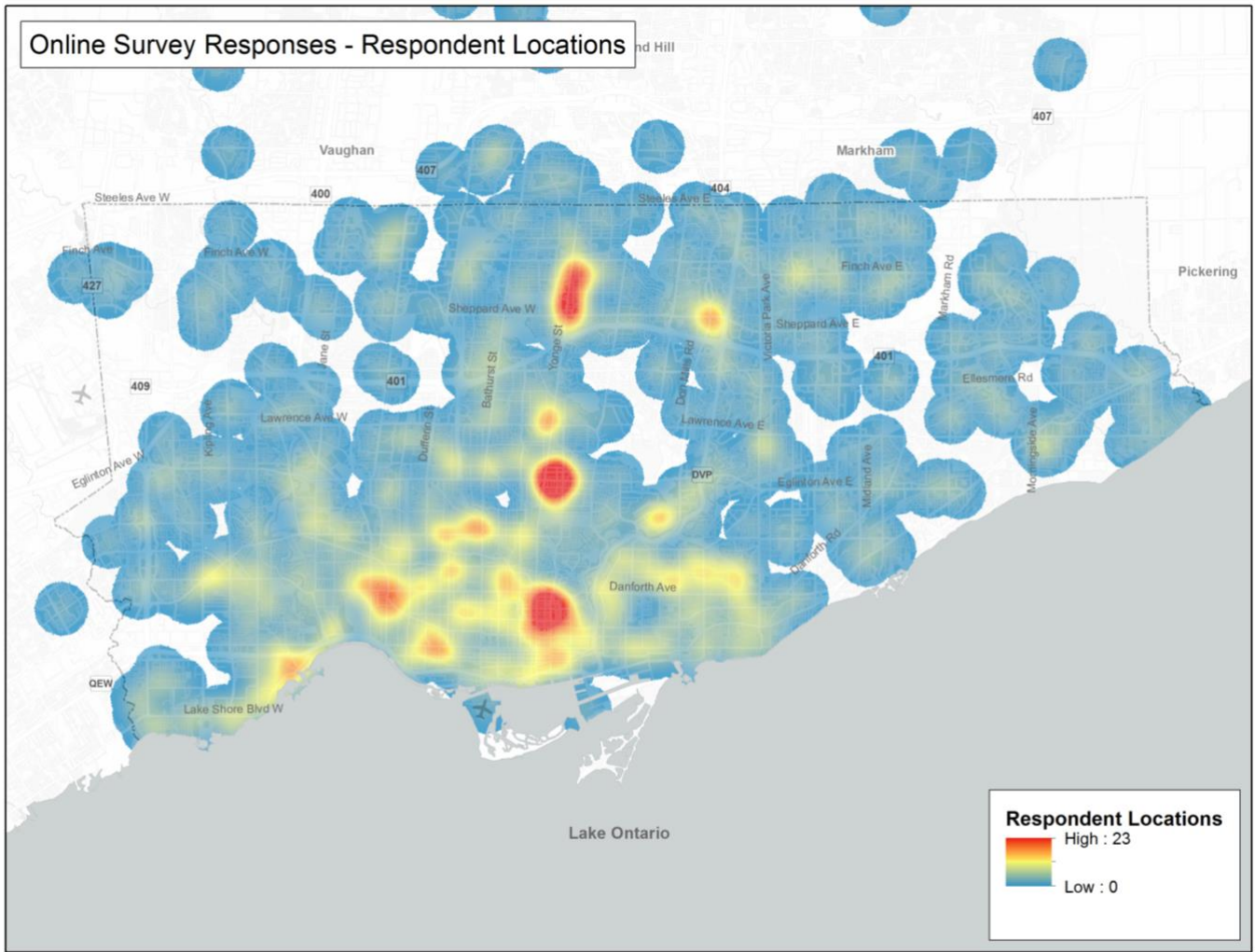
- 1. Improving service reliability, frequency and crowding should be the top priority.** Actions proposed in *Pillar 1: Enhance the transit network*, *Pillar 3: Improve service reliability*, and *Pillar 4: Prioritize surface transit* were the most supported actions in the Draft Plan. Other proposed initiatives in *Pillar 2: Enhance customer experience at key surface transit stop areas*, like installing heated shelters, and in *Pillar 5: Accelerate integration with regional transit agencies and complementary modes of transport*, like implementing a Mobility as a Service (MaaS) Strategy are 'nice to have', but not essential, therefore should have lower priority for implementation. The lack of service reliability is a major issue for most respondents, which undermines customers' confidence in the system as a viable transportation option.
- 2. Many respondents said they support the Plan and are happy to see what's happening in the next few years.** Many respondents said that the Plan has a solid foundation and the TTC is on the right track with its proposed improvements to public transit. Many were particularly supportive of actions that would prioritize transit over cars so public transit could move the masses faster. They would also like to see the improvements implemented immediately. Many said that Toronto is in serious need of significant transit improvements and they want the City and the TTC to move past planning and into action. Some said that they would like to see a more ambitious plan instead of 'playing it safe' by only implementing a few transit priority initiatives per year. However, others were skeptical that the Plan will actually be implemented and within the proposed timeline. Where respondents were skeptical, it was often because they were unsure if there is funding available to implement it.
- 3. Respondents appreciate that the public is being consulted on the Plan and would like to see more consultations done as the Plan is implemented.** They said that there should be better transparency, regular communication and an increase of public awareness of TTC initiatives to improve transit to gain more customer support, increased service utilization, and ultimately improve trust in the TTC.
- 4. Improving customer safety and accessibility in the transit network should be a priority.** The most supported suggestions related to improving safety and accessibility included: making all stations, vehicles and stops accessible; better enforcement of traffic rules to prevent cars from endangering passengers by bypassing open vehicle doors; installing safety measures especially on busy subway platforms; and providing more security for customers and staff to address aggressive people.
- 5. Expand the existing transit network and build more infrastructure to provide better mobility in areas that are underserved by transit (e.g. suburbs) and improve existing services that are overcrowded (e.g. Line 1 and Line 2).** Respondents said that the TTC should focus on improving the existing system to improve connectivity within the city before improving integration with services outside the city as the current system is already overcrowded and may not be able to handle the growth. Even though the Plan is focused on surface transit, respondents have shared many concerns and suggestions to improve the existing subway service which shows the importance of improving the entire transit network simultaneously as customers use both surface transit and subway services. They also emphasized the importance of investing in rapid transit as it is what's needed in the long-term.
- 6. Implement more environmentally friendly initiatives.** Respondents would like to see the TTC invest more on sustainable energy (e.g. operating electric vehicles and solar-powered shelters) to reduce carbon emissions and support climate change initiatives in the city.

# Profile of Respondents

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.

## Location

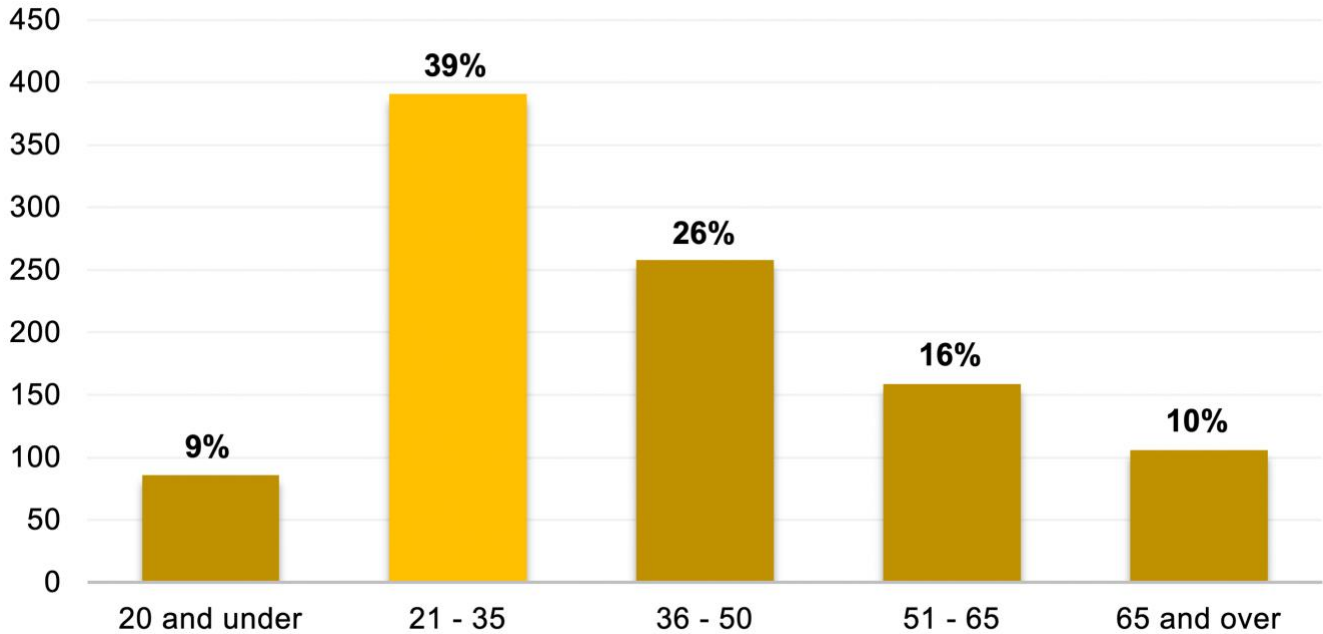
The heat map below provides a visual representation of the postal codes provided by respondents to the survey. A total of 1,014 respondents provided their postal code. It shows that the biggest concentration of survey respondents were located in the downtown core and along the Yonge corridor, particularly in the Yonge and Eglinton area and between Sheppard and Finch.



\*Derived from the TTC 5-Year Service Plan Round 3 Online Survey, October 2019

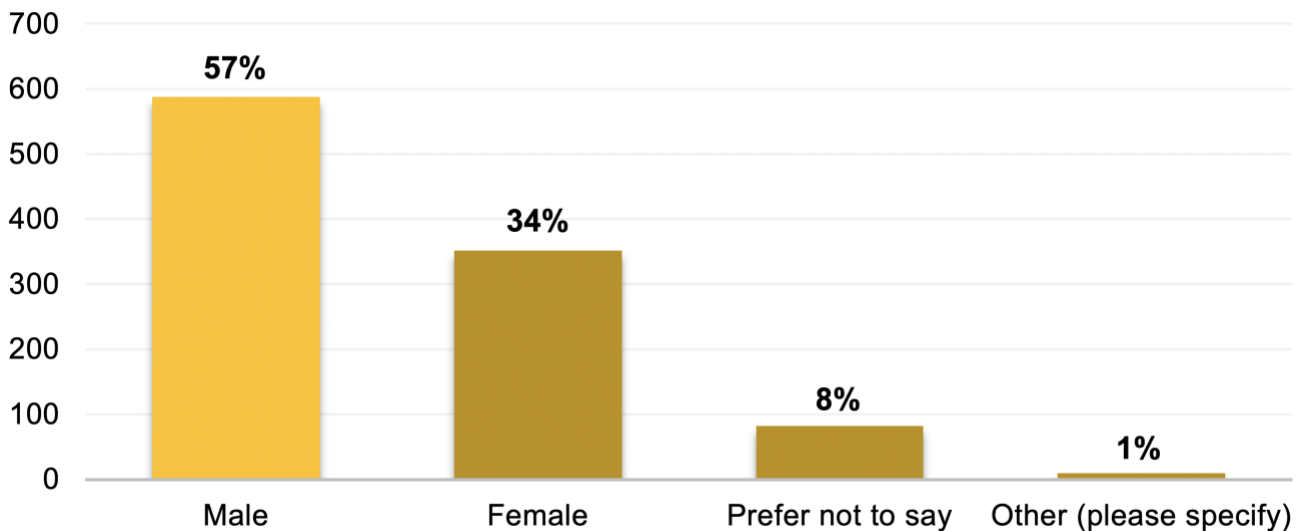
## Age

The chart below shows a breakdown of the respondents' age. A total of 1,001 respondents provided the year they were born, which was then translated to their age range. Most respondents were between the ages of 21 and 35 (39%), followed by respondents between the ages of 36 and 50 (26%).



## Gender

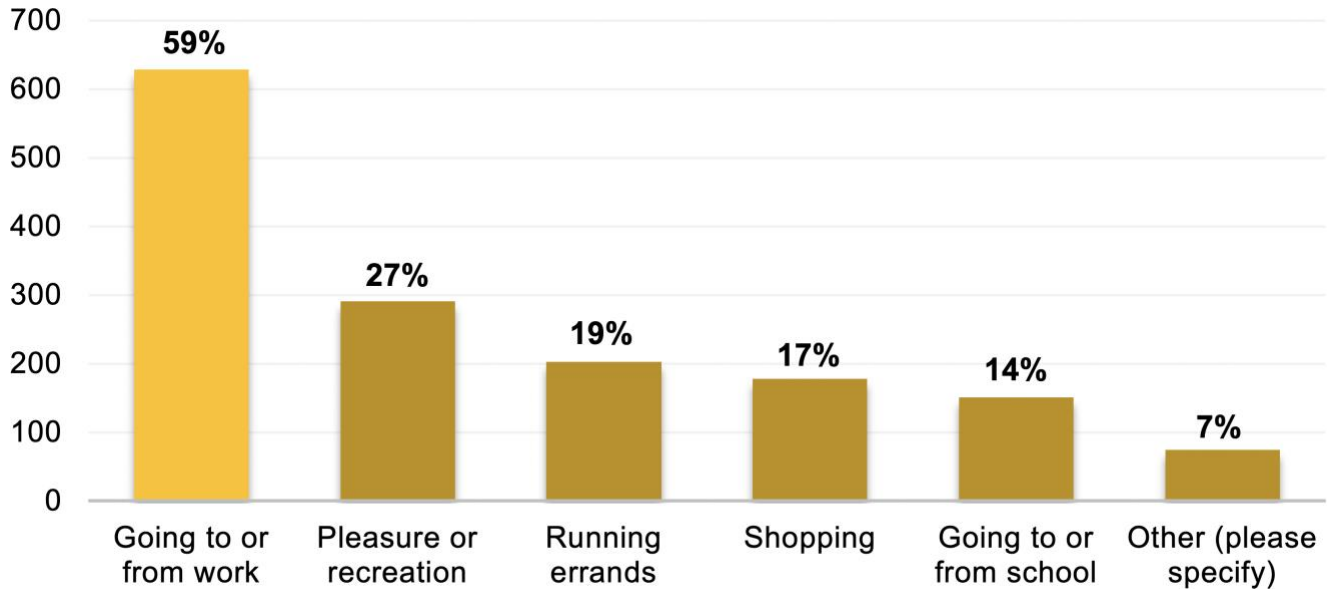
The chart below shows a breakdown of the respondents' gender. A total of 1,031 respondents provided their gender. Most respondents identified as male (57%), followed by respondents identified as female (34%). Other respondents preferred not to say their gender (8%).



### Purpose of last trip on the TTC

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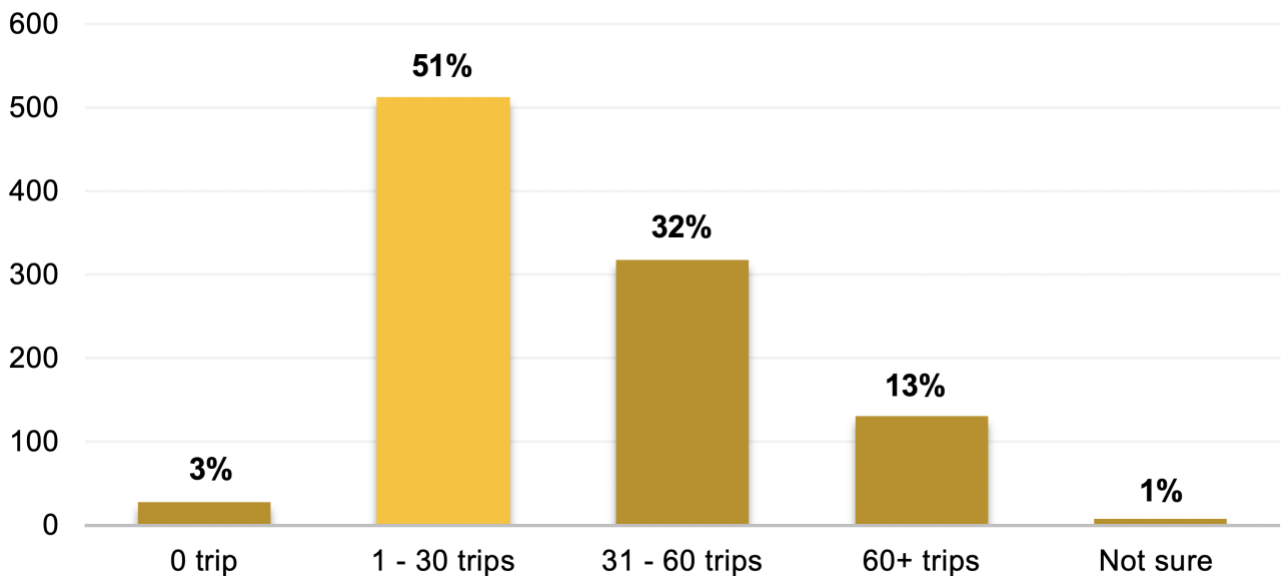
Respondents were asked what the purpose of their last trip on the TTC was. A total of 1,066 respondents provided a response. Most respondents said their last trip on the TTC was to go to or from work (59%), followed by for pleasure or recreation purposes (27%), and running errands (19%).



### TTC trips taken in the last month

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Respondents were asked how many trips they have taken in the last month that involved the TTC. A total of 998 respondents provided a response. Most respondents indicated that they had taken between 1-30 TTC trips in the last month (51%), followed by 31-60 trips (32%), and 60+ trips (13%).



# Key Elements of the Draft Plan

Survey respondents were consulted on the key elements of the Draft Plan, namely the five Pillars of Opportunity and the 20-Point Action Plan, which support the TTC's commitment to moving large volumes of customers safely, reliably and swiftly across Toronto. The order of the pillars is based on how customers generally experience the surface transit system.

## The Five Pillars of Opportunity

The Draft 5-Year Service Plan is based on the following five pillars:

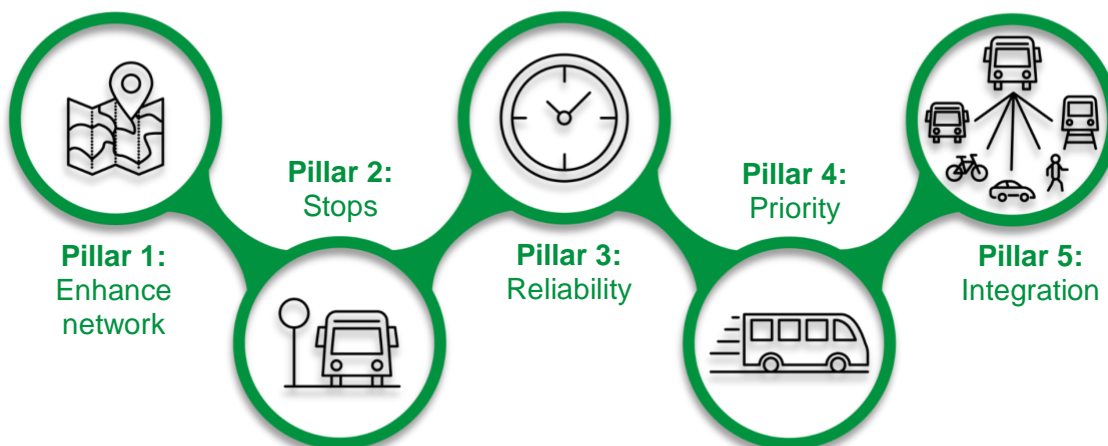
**Pillar 1: Enhance the transit network.** The goal of this pillar is to create an expansive network that gets customers to where they want to go, when they want to go.

**Pillar 2: Enhance the customer experience at key surface transit stop areas.** The goal of this pillar is to create a pleasant experience that begins before our customers get on a vehicle.

**Pillar 3: Improve service reliability.** The goal of this pillar is to create a reliable service that our customers can count on.

**Pillar 4: Prioritize surface transit.** The goal of this pillar is to create a fast service that values our customers' journey time.

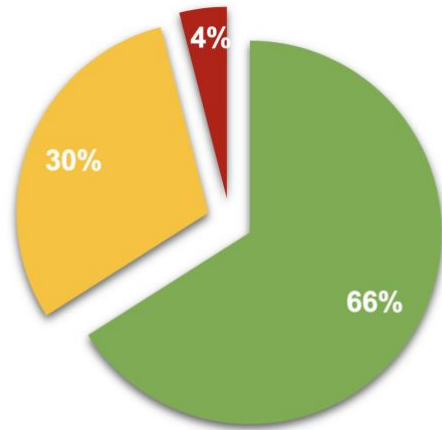
**Pillar 5: Accelerate integration with regional transit agencies and complementary modes of transit.** The goal of this pillar is to create an integrated network that provides our customers with seamless connection to and from our services.



# Overall Support for the Draft 20-Point Action Plan

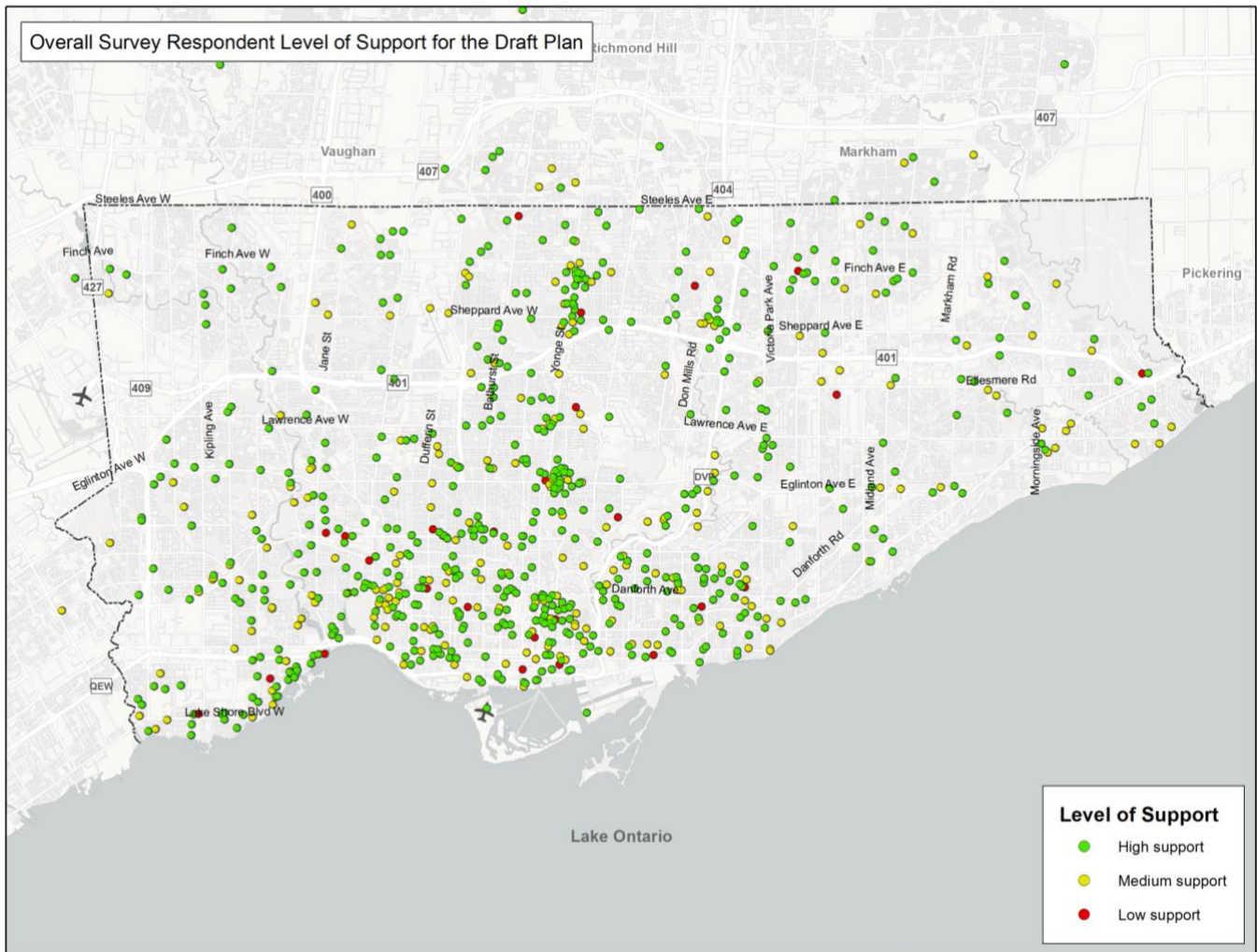
Respondents were asked to rate their overall level of support for the draft 20-Point Action Plan.

A total of 1,026 respondents provided a response. 677 respondents (66%) of the 1,026 said they **highly support** the Draft Plan, 312 respondents (30%) said they have **medium support**, and 37 respondents (4%) said they have **low support**.



■ High Support ■ Medium Support ■ Low Support

To have a visual understanding of how respondent level of support vary by community, respondent feedback was mapped using the postal code they provided. See map below.



Derived from the TTC 5-Year Service Plan Round 3 Online Survey, October 2019

# Respondent Feedback on Each Pillar

Respondents were presented the proposed actions and initiatives within each pillar and asked to rate from 1 (low support) to 5 (high support) to what extent do they support the proposed actions and initiatives. They also had the opportunity to share any suggested changes and comments to the proposed actions and initiatives in each Pillar. Respondent feedback are organized by pillar below.

## Feedback on Pillar 1: Enhance the transit network

Respondents level of support for proposed actions in Pillar 1 were based on the following actions and initiatives presented in the online survey:

### Action 1.1 Accommodate population growth

- relieve peak and off-peak crowding

### Action 1.2 Implement new services to address travel patterns

- implement changes to the [community bus network](#);
- change the overnight network to serve a growing employment area in north-eastern Scarborough;
- improve the express bus network by adding new periods of service, extending routes, and implementing new express routes
- implement a new route in the Stanley Greene community;
- extend weekday and Saturday hours on 119 Torbarrie;
- operate 167 Pharmacy North on Sunday; and
- change bus services in the Scarborough area to improve the frequency on Lawrence Avenue East, improve express service, better tailored service to community needs, and provide better service on Kingston Road

### Action 1.3 Open Line 5 - Eglinton LRT

- Open Line 5 and improve [bus connections to Line 5](#)

### Action 1.4 Relieve crowding on Line 1

- Increase Line 1 AM peak service to every 2 minutes

### Action 1.5 Open Line 6 - Finch West LRT

- Open Line 6 and improve [bus connections to Line 6](#)

### Action 1.6 Enhance streetcar network

- deploy new streetcars on 505 Dundas and 511 Bathurst;
- enhance 501 Queen & 504 King route structures; and
- improve capacity on the streetcar network

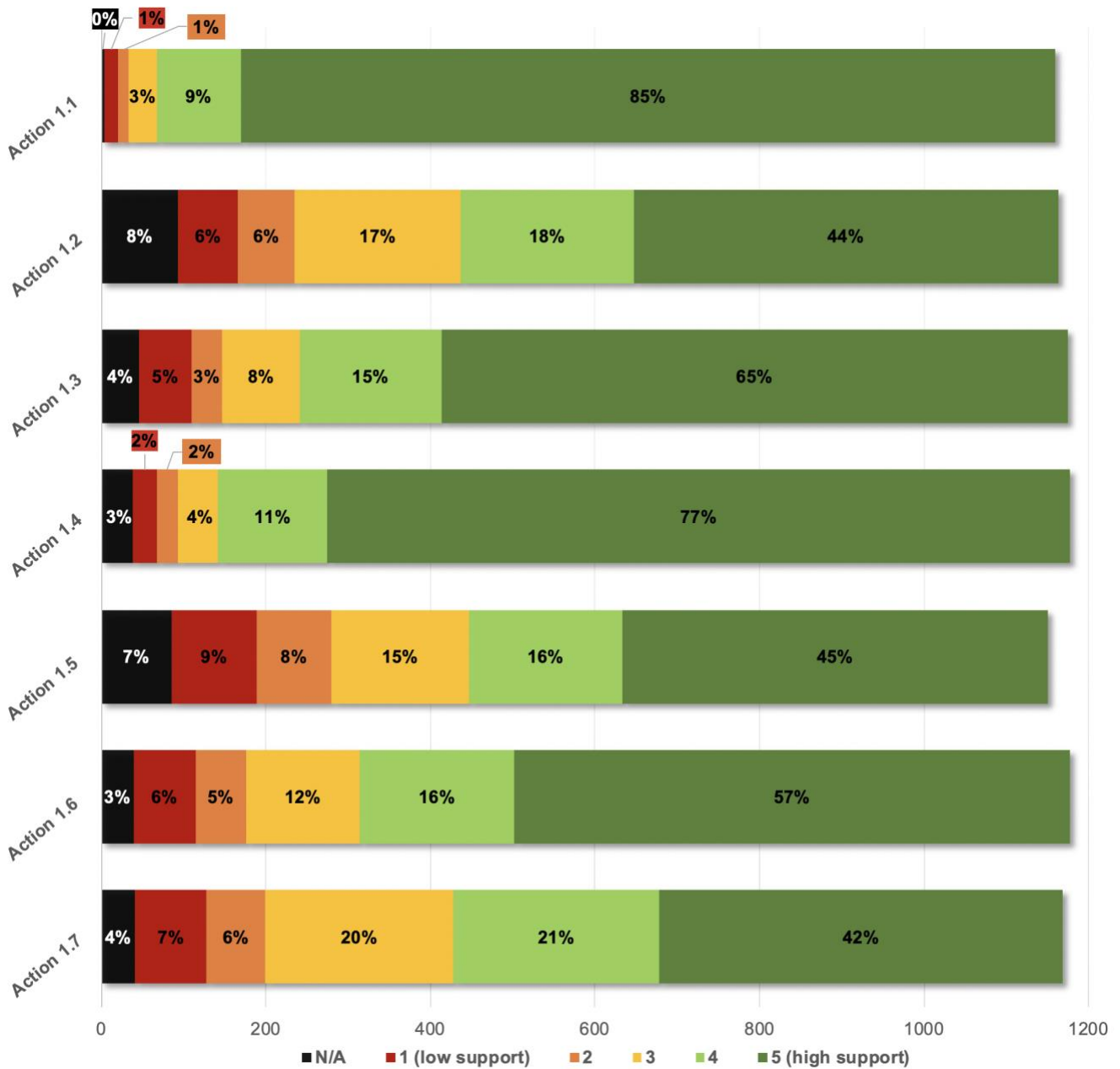
### Action 1.7 Apply an equity lens to service planning

- implement a new consultation process; and
- pilot new service in Neighbourhood Improvement Areas



The chart below shows the breakdown of level of support respondents identified for each action under Pillar 1. **The top three highly supported actions in Pillar 1 are:** Action 1.1 Accommodate population growth (85% high support), followed by Action 1.4 Relieve crowding on Line 1 (77% high support), and Action 1.3 Open Line 5 – Eglinton LRT (65% high support). Additional note, Action 1.1 and Action 1.4 are the highest supported actions out of all the 20 actions in the Draft Plan. The action that received the **least high support in Pillar 1** is Action 1.5 Open Line 6 – Finch West LRT.

Read the summary of suggestions and comments on the following page to learn why.



## Feedback on Action 1.1 Accommodate population growth

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- **It is critical for the TTC to address overcrowding.** Many respondents would like to see significantly improved service and immediate measures are taken to relieve crowding on the TTC network. Respondents said that overcrowding negatively impacts customer experience, pushing customers to use a more comfortable means of transportation that contributes to gridlock (i.e. private vehicles). They also said that overcrowding makes it difficult for customers to get on and off TTC vehicles, which delays their trip and makes the service inaccessible. They would like to see initiatives to relieve crowding be done in 2020 instead of 2021, as proposed in the 20-Point Action Plan.
- **Overcrowding on Line 1 is a big concern.** Many respondents said overcrowding on platforms during rush hour puts customers in danger of falling on the tracks. They would like to see a Relief Line to ease crowding

### *Additional suggestions to consider*

- **Operate more buses and streetcars** to adequately move the significant number of people travelling in the city. Others would like to see more articulated buses servicing routes.
- **Operate more north-south buses along Yonge** and/or nearest corridors to serve as alternative routes to help alleviate crowding on Line 1.
- **Ensure students (i.e. below 12 years old) are accounted for when calculating ridership** so they are included in the capacity planning. Several respondents said the rush of students at 3 pm is a big source of overcrowding.
- **Re-evaluate what off-peak hours mean** as some bus routes are overcrowded outside rush hours.

## Feedback on Action 1.2 Implement new services to address travel patterns

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- **Several respondents said they strongly support this action.** They particularly liked the following proposed plans: improving service on Lawrence East and Kingston Road; adding hours of service on 167 Pharmacy North and 119 Torbarrie; the proposed 406 Central-East Scarborough community bus; and improving the express bus network by extending routes. They would like to see more community buses implemented to serve more local needs. Community bus services should also be promoted more so more customers could benefit from the service.
- **Reducing the days of operation of the 400 Lawrence Manor community bus is concerning.** Some respondents said that reducing the days of service from five days a week to three days a

week would be detrimental to the area due to the high population of senior citizens in the area that rely on the community bus to get to Humber River Hospital.

*Additional suggestions to consider*

- **Extend the route of the following proposed community buses:**
  - **406 Central-East Scarborough.** Extend the 406 bus to Malvern to serve the high proportion of seniors and people with disabilities that uses Wheel-Trans. These customers need a more convenient service that would allow them better flexibility when planning their trips. Extending the community bus route could also improve their opportunities for social interaction.
  - **405 Etobicoke.** Extend the 405 bus west to Martin Grove Rd & Eglinton Ave W community.
- **Improve the express bus service by:**
  - increasing frequency to prevent large gaps between service
  - adding more express bus routes on north-south corridors and major corridors
  - implementing express bus routes that connect between major transit hubs
- **Improve the Blue Night network by:**
  - increasing frequency and reliability to accommodate people working in the night-time economy and late-night travel from downtown nightlife
  - expanding the network to provide service in the following areas: Markham Rd, St. Clair Ave, Bayview Ave, Martin Grove Rd and Kipling Ave
- **Improve the Wheel-Trans service** to accommodate the growing aging population, as well as so customers do not have to use Family of Services trips on overcrowded routes.
- **Implement new service to support population growth** in Humber Bay Shores, South Etobicoke, Downsview Park and Morningside Heights.
- **Improve transit service in the following areas:**
  - West-end of Toronto by providing more north-south bus routes
  - Lower income neighbourhoods
  - Within communities, not just service going to downtown
  - Suburbs to compensate for the lack of rapid transit
  - Jane St and Dufferin St
  - Pearson Airport by connecting the 900 Airport Express directly to Terminal 1 and Terminal 3
- **Update schedules to support the working population.** Suggestions include updating the weekend and holiday schedules and operating the subway earlier.

**Feedback on Action 1.3 Open Line 5 – Eglinton LRT**

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- **Consult with impacted communities along Line 5 before implementing the proposed bus routes connecting to Line 5.** The most commonly raised concern was the changes to the 88 South Leaside route. Several respondents were disappointed to learn that the 88 South Leaside service will be removed when Line 5 opens. They said that losing the 88 South Leaside is a big loss for the Leaside and Thorncliffe Park communities for a number of reasons, including: it is the only bus that takes Thorncliffe residents to Leaside Gardens to use the skating rink and indoor swimming pool – facilities that the Thorncliffe neighbourhood do not have; it is the only direct

connection to Line 1 via St. Clair Station; and Thorncliffe residents use 88 South Leaside to take their kids to school or work in Leaside. Respondents would like to see this route remain and have it connected to Laird Station when Line 5 opens.

*Additional suggestions to consider*

- **Ensure there are enough north-south bus routes** funneling to Line 5 to prevent additional crowding in the already overcrowded Line 1.
- **Connect the 81 Thorncliffe Park route to the Ontario Science Centre Station** so Thorncliffe Park residents don't have to transfer buses to get to it.
- **Consider extending the proposed 19 Castlefield bus route to Keele Station**, instead of ending it on Caledonia Station.
- **Reconsider the proposed 170 bus route.** A respondent said that the 170 bus route is unnecessary as the route could be better served by improving the 32 Eglinton West route.
- **Consolidate bus stops on the Eglinton route** that are too close together when Line 5 opens.
- **Improve connections between Pape Station and Laird Station on Line 5.**

**Feedback on Action 1.4 Relieve crowding on Line 1**

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- **Many respondents support the plan to increase AM peak service.** They said that more frequent service is needed to accommodate the significant crowding on Line 1. They would also like to see an increase in PM peak service on Line 1 and Line 2 relieve the afternoon rush hour crowding.

*Additional suggestions to consider*

- **Extend north-south bus routes past Line 2 to divert load on Line 1 and enable connections to east-west streetcar routes.** This would also help relieve pressure on interchange stations like Bloor-Yonge, Spadina and St. George.
- **Increase weekday rush hour service on Line 3 and Line 4** to accommodate the increased demand on service during these times.
- **Address signal and traffic delays on the subway** to provide a more reliable transit experience. Others would like to see a relief line built to reduce customers impacted by delays.
- **Install safety features at platforms** (e.g. platform gates) to ensure customer safety during rush hour crowding.

**Feedback on Action 1.5 Open Line 6 – Finch West LRT**

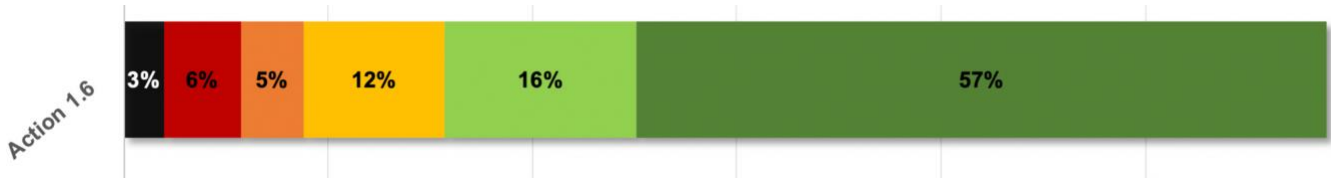
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- **Concern about impact on existing service as a result of Line 6 opening.** A respondent said that the proposed 151 route could result in the removal of service on Fenmar Dr which is currently serviced by 36F Finch West.

### Feedback on Action 1.6 Enhance streetcar network

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- **Accelerate deployment of new streetcars.** Respondents would like to see the new streetcars deployed as soon as possible to increase service, meet customer demand and address issues with old streetcars breaking down which causes a big delay and traffic jam.
- **Expand the streetcar network further west and north.** Respondents said that with the growth in Toronto’s west and north end, expanding the streetcar network would help provide more transportation options for customers.
- **Consider creating a streetcar network on the following corridors:**
  - **Queensway.** Respondents said that there is an opportunity to expand the streetcar service on Queensway since it is a wide street with an expanding transit need due to the increase of condo development.
  - **Ossington, Dufferin, Front and Parliament.** Respondents said that these are main arteries that would benefit from having a streetcar service.

### Feedback on Action 1.7 Apply an equity lens to service planning

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- **Mixed opinion on Action 1.7.** Several respondents said they strongly support this action. They would like the TTC to ensure that people with disabilities are part of the new customer consultation process to have an accessibility lens applied to service planning. They also said that the accessibility lens should include mobility, visual, auditory and cognitive accessibility needs. However, some respondents said they do not support the action because they were concerned that applying an equity lens to service planning could end up causing inequity in the long run by benefitting one group over another. Instead, they said that the best way to provide an equitable service is by ensuring all areas of Toronto are served by good transit.
- **Ensure that this action will allow meaningful participation of people who are hard to reach but would benefit the most and provide an important perspective in the process.** Respondents said the TTC should develop a consultation process that will not only serve the loudest voices. They said that some neighbourhood groups may be resistant to change and may not have the best interest for transit improvements.

## Feedback on Pillar 2: Enhance the customer experience at key surface transit stop areas

Respondents level of support for proposed actions in Pillar 2 were based on the following actions and initiatives presented in the online survey:

### Action 2.1 Expand customer amenities at stops

- install larger shelters;
- install heated shelters; and
- install more benches

### Action 2.2 Improve wayfinding at stops

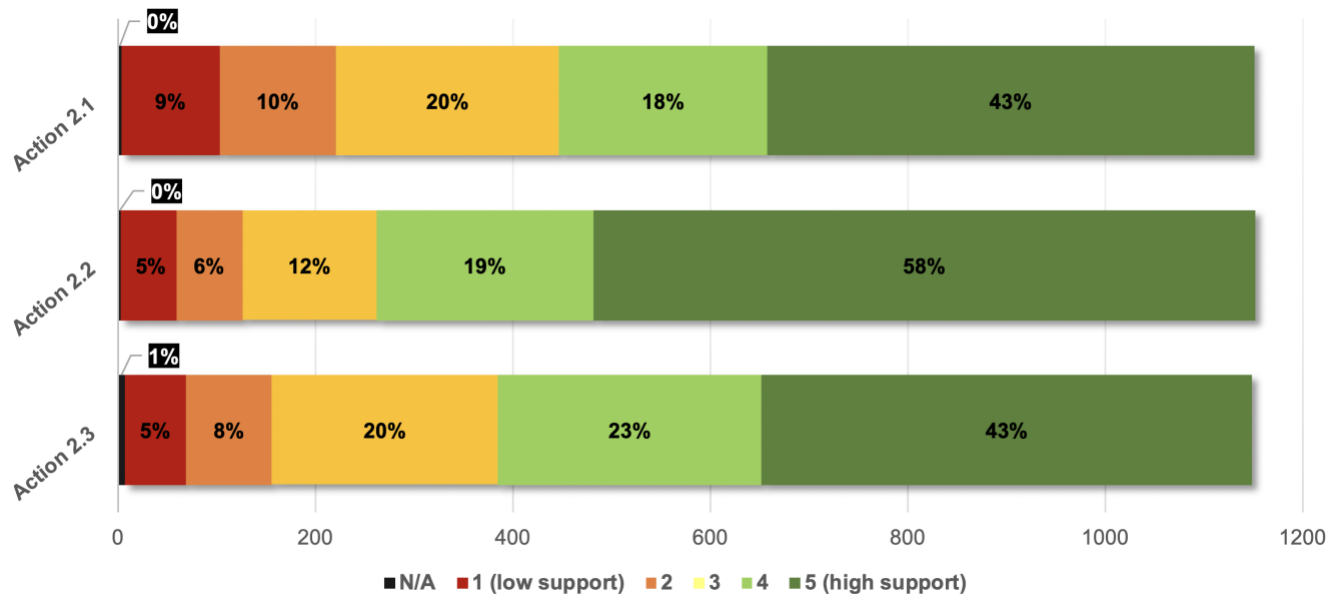
- install Next Vehicle Arrival screens; and
- install wayfinding maps

### Action 2.3 Improve placemaking at [key stop areas](#)

- enhance the walkability, comfort and convenience at and around key stop areas

The chart below shows the breakdown of the level of support respondents identified for each action under Pillar 2. **The most highly supported action in Pillar 2 is:** Action 2.2 Improve wayfinding at stops (58% high support), while a little less than half of the respondents said they highly support Action 2.1 Improve wayfinding at stops and 2.3 Improve placemaking at key stop areas.

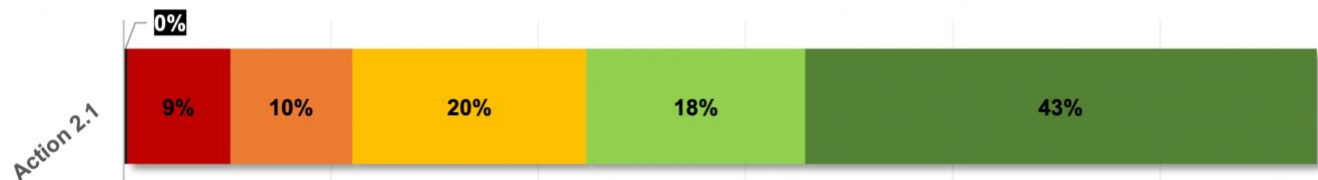
Read the summary of suggestions and comments on the following page to learn why.



## General feedback on Pillar 2

**Improvement to stop areas are good but should be a lower priority in the Service Plan.** Overall, many respondents support the actions proposed for Pillar 2. However, several respondents also said that implementing stop improvements were not their top concern and should be a low priority for transit service improvements. They would rather see more improvements done on the actual service by improving frequency, reliability and crowding. They also said that fewer investment on improving stop amenities are needed if the service is frequent and reliable.

## Feedback on Action 2.1 Expand customer amenities at stops



- **Several respondents support the proposed initiatives in Action 2.1.** They particularly liked the plans for installing larger shelters, especially at busy stops, to help protect customers from the weather elements (e.g. rain, wind, snow). They also support installing more benches to provide a place for people to rest and would be particularly helpful for people with mobility issues. Many respondents highlighted the importance of ensuring that the design of the proposed larger shelters will provide better protection from the weather because the current glass shelters allow rain, wind and snow to get through and seems to be designed more for advertisements. They would like to see shelters with walls that go all the way down to the ground, opaque roofs and walls that block the wind.
- **Mixed opinion on providing heated shelters.** Some respondents support this initiative and would like to see it at stops on major intersections and along routes with infrequent service. However, other respondents do not support the installation of heated shelters as it could attract homeless people.

### *Additional suggestions to consider*

- **Install cameras and provide better lighting** to create a sense of safety and deter criminal behaviour especially at night.
- **Improve stop areas using green initiatives**, including installing shelters with green roofs and using renewable energy (e.g. solar panels) to operate heated shelters.
- **Consider adding an emergency assistance feature.**
- **For stops served by multiple routes, consider installing a light that customers could press to alert drivers which bus they are waiting for.** This would help prevent drivers from missing customers waiting at stops and could make loading more efficient.
- **Communicate to customers if there are perceived changes to stops** (i.e. relocation or removal of stops).
- **Provide washrooms at all subway stations.**
- **Use materials for benches that do not get too cold or hot with the weather changes.**

## Feedback on Action 2.2 Improve wayfinding at stops

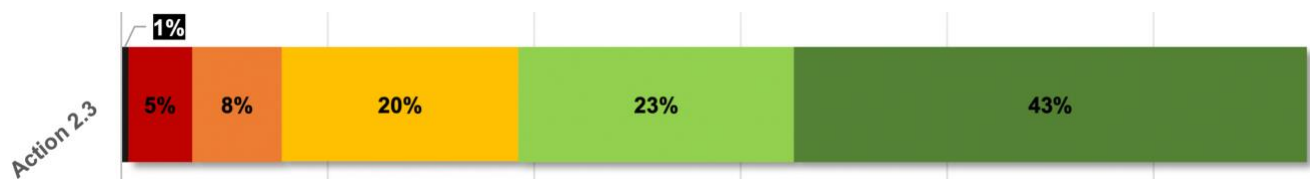
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- **Many respondents support the installation of Next Vehicle Arrival screens.** Respondents said that knowing when the next vehicle will arrive or if there are any delays is beneficial to customers. Being transparent to customers regarding service will help manage expectation and allow customers to appropriately plan their trip, as long as the information depicted is accurate. They suggested installing next vehicle arrival screens at all stops, as well as at bus bays at stations. Others would like to see additional information displayed, including route information which would be helpful for people who are not familiar with the route, and adding a brief explanation if service is delayed. Respondents also said that information displayed at Next Vehicle Arrival screens should be AODA compliant and accessible to people with auditory or visual difficulties.
- **Some respondents are concerned that installing Next Vehicle Arrival screens are an expensive financial investment.** To reduce financial expense, some respondents suggested creating an official TTC app that will provide service alerts, as well as providing service timetables at stops to show service frequency.
- **Many respondents support installation of wayfinding signs.** Respondents would like to see it placed at a prominent location that does not interfere with pedestrian movement. They would also like to see better information displayed on wayfinding signs by including clear labels of route numbers, route names and direction of travel. Some said they would like to see better graphics communication of schedule changes and route diversion as temporary notices posted at stops can often be unclear. Others would like to see improved signage inside subway stations to help passengers locate the correct bus bays or exits.

## Feedback on Action 2.3 Improve placemaking at key stop areas

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- **Mixed opinions for the proposed initiative to improve placemaking at key stop areas.** Many respondents said that making stops more pedestrian-friendly is important, and they agree with prioritizing improvement at stops with the highest ridership. They also suggested applying an equity lens when choosing with stops to improve to consider the areas that have been historically underserved and are far from rapid transit services. However, a few respondents said that placemaking at stops should not be a priority for the TTC, and resources for this initiative could be used elsewhere.
- **Explicitly add safety and accessibility in the initiatives for Action 2.3.** This includes incorporating Vision Zero principles in the improvements of stop areas by implementing



improvements to pedestrian safety, adding pedestrian crosswalks, traffic signals or mid-road pedestrian islands to help pedestrians safely cross busy streets. When thinking about accessibility, ensure that it takes into account making the network accessible to different types of accessibility needs.

- **Ensure proper snow clearing is done at stops.** Many respondents said that snow clearing at stops (both front and back door access areas) is important for customer safety. They would also like to see proper maintenance done at TTC stops located outside Toronto as these stops are usually not well-maintained.

*Additional suggestions to consider*

- **Consider lowering the threshold for the key stop areas criteria** so attention and immediate investment could be made to other busy stops.
- **Provide trash and recycling bins at all stops** to help improve cleanliness and prevent littering.
- **Ensure consistency in amenities provided at shelters.**
- **Ensure PRESTO machines are always in working order.**
- **Install line queues** to help improve customer loading and unloading efficiency.
- **Consider installing vending machines selling local snacks or mini washrooms** at key stop areas.

## Feedback on Pillar 3: Improve service reliability

Respondents level of support for proposed actions in Pillar 3 were based on the following actions and initiatives presented in the online survey:

### Action 3.1 Improve surface transit schedules

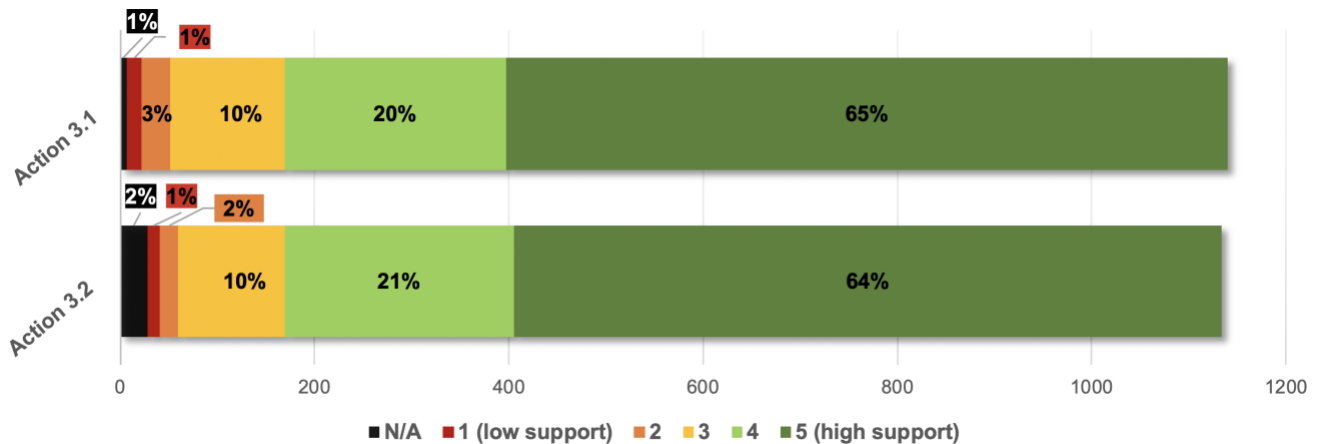
- improve weekday and weekend schedules;
- update overnight schedules; and
- ongoing upkeep of schedules

### Action 3.2 Mitigate delays & disruptions to service

- expand Run as Directed on buses and Line 2 (extra vehicles in service to mitigate service delays and disruptions)

The chart below shows the breakdown of the level of support respondents identified for each action under Pillar 3. Both actions proposed for Pillar 3 have almost the same level of support, with approximately 64% of respondents saying they highly support the actions. These actions also received the lowest percentage of low support (1%) out of all the 20 actions in the Draft Plan.

Read the summary of suggestions and comments on the following page to learn why.



## General feedback on Pillar 3

**Many respondents support this pillar as it has the highest potential to improve transit experience of customers.** Respondents said that improving service reliability and frequency and addressing bunching should be the top priority to provide predictability to customer travel. They said that a reliable service would increase customer's confidence in the service and would increase people's use of the TTC.

## Feedback on Action 3.1 Improve surface transit schedules

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- **Improving schedules should result in increased service frequency to help relieve crowding, decrease customer journey time and address vehicle bunching.** Many respondents support this action as service reliability is the most important area customers would like to see improvement. When improving schedules, they would like the TTC to ensure that increasing service reliability should not lead to lower service frequency. Improving schedule should also include better schedule coordination between connected routes to reduce transfer wait time for customers. Vehicle bunching is another issue that should be addressed as a result of improving schedules. Respondents said that off-peak bunching should not occur, especially on low-traffic routes. When vehicle bunching does occur, they would like the operators to adapt to the service disruption by running vehicles based on headways, instead of sticking to schedules. Many respondents would also like to see more the TTC purchase and operate more buses and streetcars to accommodate the service demand.
- **Improving service reliability needs to go hand in hand with surface transit priority.** Giving priority to transit is an important part of improving reliability, especially on heavily used corridors. Respondents also suggested allowing all door boarding at busy routes with Express service to speed up the boarding process.
- **Reliability is important for customers connecting to another transit service.** Respondents said that reliable service is key, especially when connecting with other authorities that provide infrequent service. For example, a two-minute delay on TTC could mean waiting 25 minutes for the infrequent Zum Bus.
- **Staff implementation needs to be more rigorous.** Respondents would like to see operators stick to schedule and leave the terminal on time (i.e. not early or late) to avoid bunching. Improved supervision is needed to ensure that operators depart from terminals as scheduled. They also said that service reliability should be measured based on on-time performance at stops, and not only at stations.
- **Schedule updates should take into consideration the demographic of the community.** Some areas have an increasing number of people with accessibility needs or seniors which require longer boarding times.

## Feedback on Action 3.2 Mitigate delays & disruptions to service

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- **Mixed opinion on Run as Directed services as a route management strategy to mitigate delays.** Several respondents like running more Run as Directed services as it will provide support to busy routes in an event of a delay. However, other respondents said that other route management strategies are needed as Run as Directed services may not be a practical strategy for a system-wide approach. They also said that actions to mitigate service delays and disruptions should reduce the source of delays to be more preventative instead of reactionary
- **Improve transparency and communication of delays or service changes.** Respondents said that they would like to learn the reason for delays to better understand what is happening. This is especially important when vehicles are short turning and would need to offload customers.

*Additional suggestions to consider*

- **Improve service protocol for shuttle buses.** Many respondents said that subway delays or closures are transit issues that have a big impact on customer travel. They said that it happens so often, either due to maintenance or emergencies, but the current system when deploying shuttle buses during subway service closure is still very inefficient. They would like to see a better protocol for directing and informing customers when subway delays or closures occur. Suggestions to improve protocol include:
  - permanently placing information signs identifying exactly where shuttles will be in an event of a subway closure. For example, the sign could say “in case of a service disruption, shuttle buses can be found at ...”
  - create a plan for queueing customers to improve passenger flow
  - improve the use of screens at stations and station announcements to direct riders to where they can access shuttle buses
  - locate shuttle buses where there is adequate waiting space to accommodate a large number of customers
  - operate articulated buses as shuttle buses
- **Install platform doors to minimize subway disruption** due to injuries at track level or illegal entry to tracks.
- **Ensure vehicles replacing short-turning vehicles have the same capacity.** For example, have an articulated bus replace an articulated bus.
- **Explore how other transit agency services can be used as an alternative in case of delays** (i.e. GO Transit, VIA Rail).

## Feedback on Pillar 4: Prioritize surface transit

Respondents level of support for proposed actions in Pillar 4 were based on the following actions and initiatives presented in the online survey:

### Action 4.1 Explore bus transit lanes (in partnership with the City) on:

- Eglinton East (Kennedy to UofT Scarborough);
- Steeles Avenue West;
- Jane Street;
- Finch Avenue East; and
- Dufferin Street

### Action 4.2 Implement more queue jump lanes (reserved lane that allows buses through a busy intersection first)

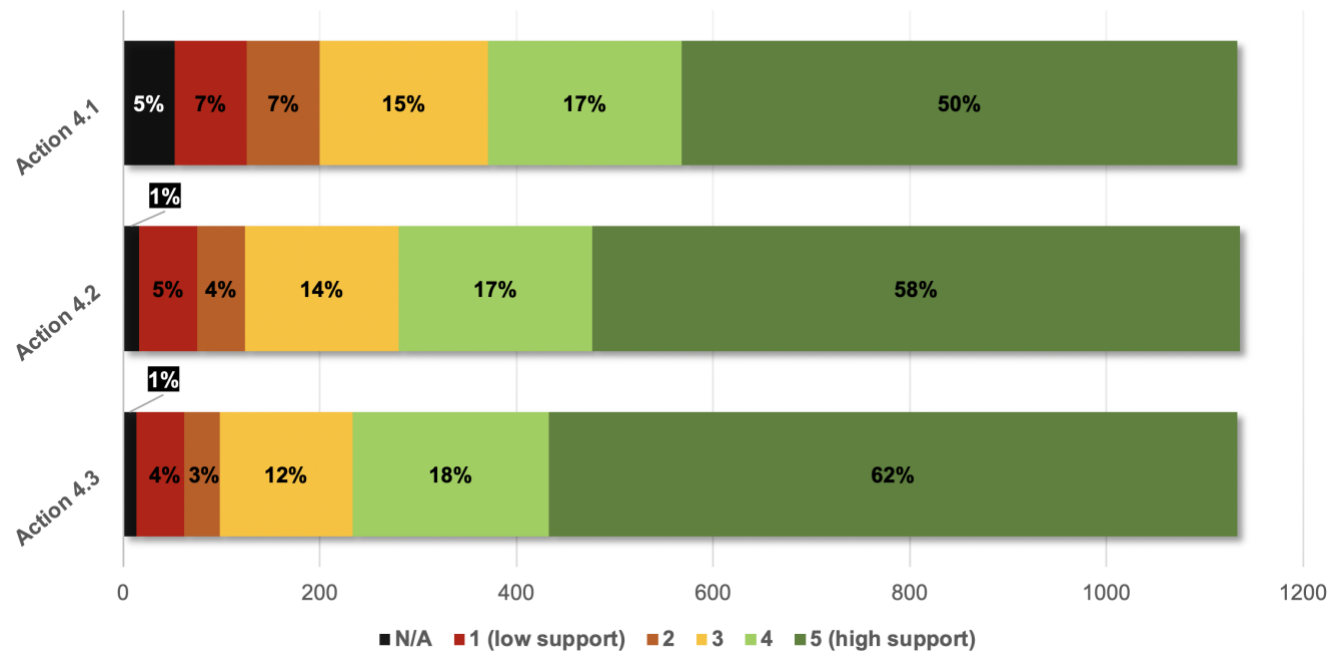
- implement approximately 3 additional locations per year

### Action 4.3 Implement more transit signal priority (extends a green phase or shortens a red phase at a traffic light when transit vehicle approaches)

- approximately 20 locations per year

The chart below shows the breakdown of the level of support respondents identified for each action under Pillar 4. **The most highly supported action in Pillar 4 is: Action 4.3 Implement more transit signal priority (62% high support).** Action 4.2 Implement more queue jump lanes is a close second (58% high support).

Read the summary of suggestions and comments on the following page to learn why.



## General feedback on Pillar 4

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### **Many respondents consider this pillar as the top priority they would like to see implemented.**

Respondents said that providing more transit priority is crucial for the smooth operation of the TTC surface transit network as currently private vehicle traffic is preventing the transit system from fulfilling its mandate of serving the public. Many respondents said they support all the actions proposed in Pillar 4 and like that they are relatively low-cost and easy to implement initiatives compared to building rapid transit. It also has the potential of alleviating subway traffic. Respondents would like to see the actions implemented quickly and in coordination with active transportation infrastructure. Others said that the proposed actions are not ambitious enough or sufficient to address the public transit situation in Toronto. They would like the TTC to multiply the implementation targets (i.e. # of locations and corridors per year) to attract more transit riders into the system.

## Feedback on Action 4.1 Explore bus transit lanes

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- **Many respondents strongly support the plan for bus transit lanes on the proposed corridors.** Respondents said transit should have the right of way as transit carries more people than private vehicles. They said that bus transit lanes are needed to move people faster and ensure buses run on time. They said that exploring bus transit lanes on Steeles, Finch, Jane, Finch, and Dufferin is a good start as they are heavily used corridors that are in need on service improvements, especially during rush hour. However, respondents would like to see a commitment to this action by strengthening the language in the plan by replacing “explore” with “implement”. Several respondents would also like to see bus transit lanes implemented on more corridors, including: Lawrence Ave East, Sheppard Ave East, Keele St, Yonge St north of Bloor, Kingston Rd, Dundas St, Dupont St, Lakeshore Blvd, and Highway 401 (to decrease travel time for people travelling east-west in the northern part of the city).
- **Some respondents were concerned that bus transit lanes will negatively disrupt traffic flow on major routes and would redirect traffic issues elsewhere.** There were concerns that having dedicated lanes for buses will negatively impact traffic as a whole. They do not want to see an impact on cars to make improvements to bus and streetcar service. Some prefer having a subway network expansion, instead of creating conflict between surface roadway users. Others suggested piloting transit lanes during peak hours or weekends to ease the potential conflict with private vehicles, as well as not implementing bus transit lanes in the centre lanes, similar to what is on Highway 7, as it would have a negative impact to the speed of traffic.
- **Provide dedicated lanes for streetcars.** In addition to bus transit lanes, respondents would like to see more streetcar priority to prevent service disruptions or delays caused by private vehicles. Consider building physical barriers to separate transit with private vehicle traffic.

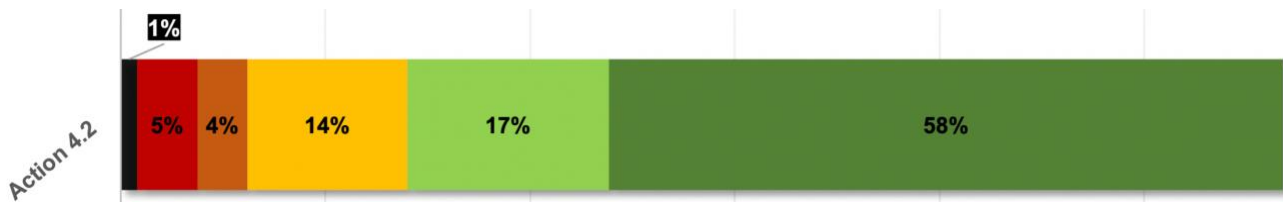
### *Additional suggestions to consider*

- **Replicate King Street Transit Priority Corridor on other heavily used downtown corridors** such as Queen St, Dundas St and College St. Others would like the King Street Transit Priority Corridor extended to cover the full range of the 504 King Streetcar route.

- **Enforcement is key to ensuring the success of the bus transit lane.** Install automatic enforcement cameras to capture for cars parked or using the bus transit lanes.
- **Create an awareness campaign before implementing the bus transit lanes.** Proper promotion and marketing are needed to increase motorists and people’s awareness of bus transit lanes and the benefits it will bring to people travelling in Toronto.
- **Implement complementary actions that will address issues that hold up transit service,** including: consolidating stops and removing low-use stops that are under 250m apart; make sure on-street parking have restrictions that match peak TTC service/traffic; and manage headway to address bunching problems.

### Feedback on Action 4.2 Implement more queue jump lanes

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- **Many respondents support the implementation of queue jump lanes.** They said queue jump lanes would help speed up loading and unloading of customers and should be implemented at all major intersections. Some respondents said implementing three queue jump lanes per year is not enough and should be increased. Others said that careful implementation is needed to ensure it does not add to traffic congestion.

### Feedback on Action 4.3 Implement more transit signal priority

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- **Many respondents support the implementation of transit signal priority.** They said transit signal priority is essential to making transit trips faster. They would like to see it implemented at all major intersections as long as it is safe and does not cause long waits for pedestrians. Allow more frequent change of pedestrian lights to allow customers to safely cross the street and be able to catch the bus or streetcar on time. Others would like to see improvements in right-of-way turning rules on dedicated streetcar lanes (e.g. Spadina) to give streetcars priority over-turning traffic at intersections.
- **Improve the operation of existing transit signal priority.** Some respondents said that in locations where transit signal priority currently exists, the extended green light for transit could be counterproductive. For example, when a streetcar arrives at a stop just as the light is about to turn yellow, the light will stay green thinking the streetcar will cross but it’s actually loading people, and when the streetcar is done loading the light turns red.

## Feedback on Pillar 5: Accelerate integration with regional transit agencies and complementary modes of transport

Respondents level of support for proposed actions in Pillar 5 were based on the following actions and initiatives presented in the online survey:

### Action 5.1 Implement a Mobility as a Service (MaaS) strategy

- establish a MaaS Working Group & Action Plan; and
- develop a pilot partnership with another mode of transport

### Action 5.2 Expand service integration

- expand service integration with York Region Transit, MiWay, Durham Region Transit & GO Transit

### Action 5.3 Integrate microtransit services

- conduct automated shuttle trial; and
- integrate private microtransit services

### Action 5.4 Enhance integration with cycling

- roll-out planned bike infrastructure at TTC stations;
- explore and implement bike share satellite stations in suburban Toronto in collaboration with Bike Share Toronto; and
- continue working with City Staff to monitor and address increased cycling demand

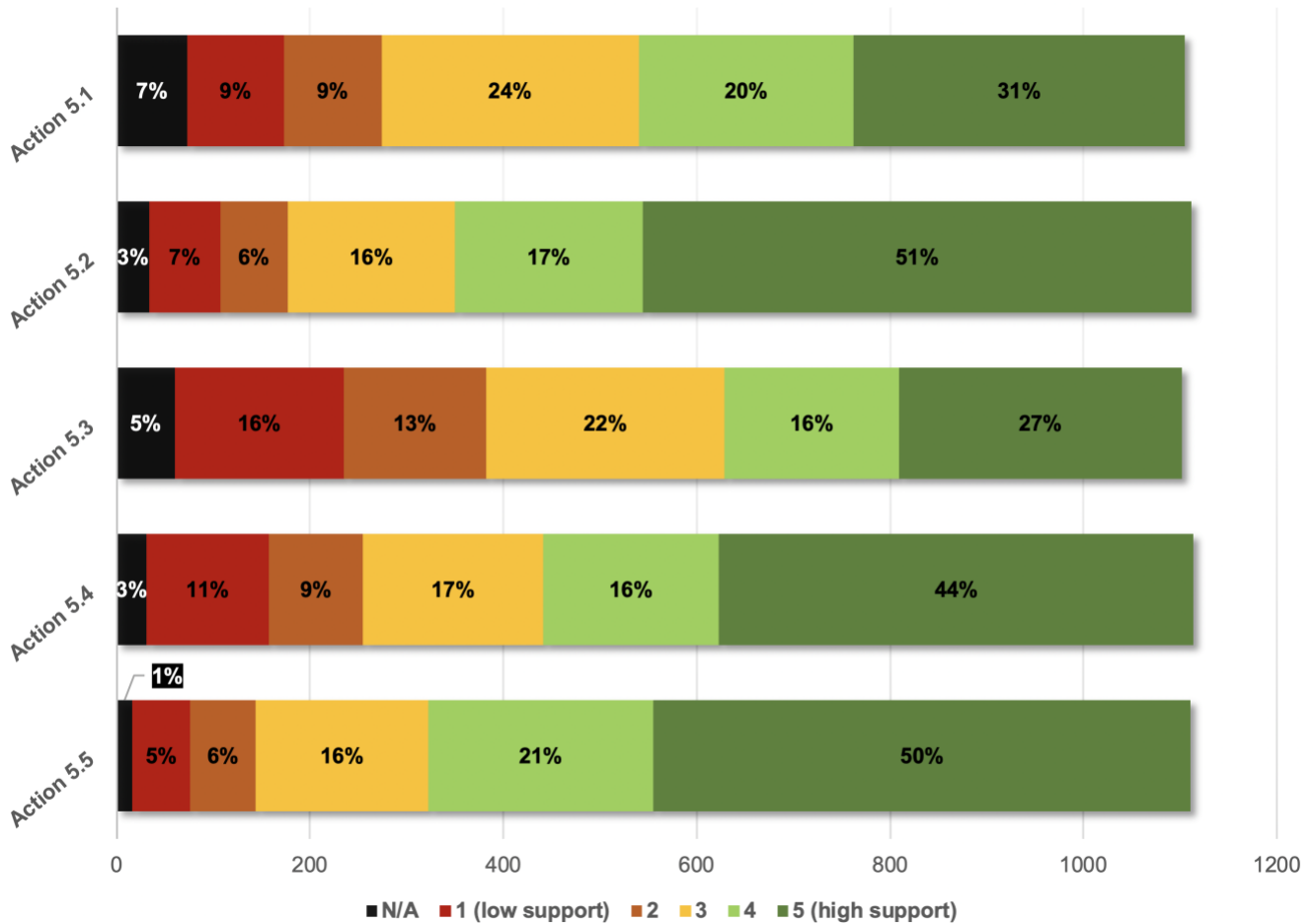
### Action 5.5 Enhance pedestrian pathways

- establish a Pedestrian Path Working Group & implement Action Plan

The chart on the following page shows the breakdown of the level of support respondents identified for each action under Pillar 5. **The top two highly supported actions in Pillar 5 are:** Action 5.2 Expand service integration (51% high support) and Action 5.5 Enhance pedestrian pathways (50% high support). The action that received the **least high support in Pillar 5** (as well as out of all 20 actions in the Draft Plan) is Action 5.3 Integrate microtransit services.

Read the summary of suggestions and comments on the following page to learn why.





### General feedback on Pillar 5

Some proposed actions in Pillar 5 should be a lower priority as they do not address the key issues in the TTC’s system. Some respondents said that Action 5.1 Mobility as a Service Strategy and Action 5.3 Integrate microtransit services, distracts attention, resources and funding away from TTC’s core mandate of moving the masses. Others said that Action 5.5 Enhance pedestrian pathways to TTC is good, but it should be implemented by the City, not the TTC.

### Feedback on Action 5.1 Mobility as a Service (MaaS) Strategy



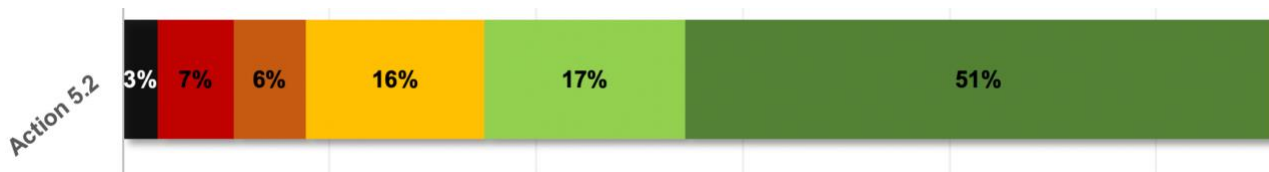
- **Ensure MaaS would prioritize public transit and cycling use.** Use of public transit networks should be prioritized instead of single-occupancy vehicle use to prevent an increase in traffic congestion. Others said MaaS should not include private for hire modes in the system.
- **Consider creating a MaaS style kiosks in subway stations and other multi-regional transit hubs** where people can plan their trip and pay using cash. This would make the MaaS system

accessible to people who do not own a smartphone or want to share their personal information when using transit.

- **MaaS seems like a duplication of existing third-party mobile apps.** Some respondents said this action is not important as there are already existing tools that provide this service, and resources that will be used for this action should be used somewhere else.

### Feedback on Action 5.2 Expand service integration

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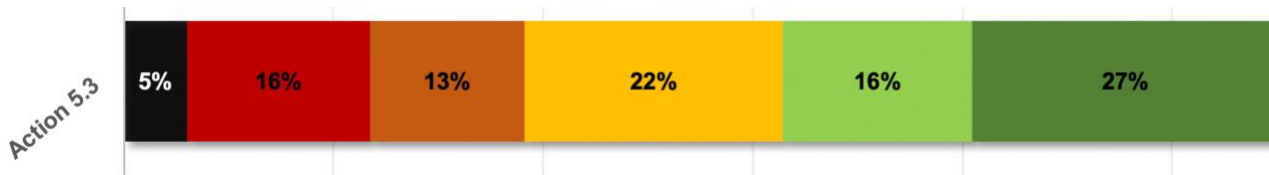
- **Mixed opinion on expanding service integration.** Many respondents said that improved service integration and connections with other transit systems could improve travel times for customers using the TTC and other transit services (GO Transit, YRT, DRT, MiWay, Brampton Transit) for their daily commute. Better service integration would create a more seamless transit experience, and it could also help alleviate crowding on the TTC subway network (e.g. using the GO train to support or an alternative to Line 1). However, other respondents said that the TTC is already overcrowded, and should focus on improving the issues in the current system first before expanding integration with other transit agencies. Some respondents were also concerned that service integration with other transit agencies could place the costs onto the TTC and Toronto taxpayers.
- **Service integration should involve fare integration.** Fare integration with transit agencies in the GTA is needed to make transit affordable. Many respondents said that charging GTA customers a double fare makes transit too expensive, especially for people travelling daily across municipal boundaries.

#### *Additional suggestions to consider*

- Improve the connection of TTC stations with GO stations
- Service integration should include integration with Wheel-Trans and other transit agencies' mobility services.
- Consider creating transit service connections between YRT, GO Transit, MiWay and TTC at York University.

### Feedback on Action 5.3 Integrate microtransit services

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- **Mixed opinion on integrating with microtransit services.** Some respondents support the TTC's forward-thinking on implementing autonomous vehicles and integrating with private microtransit services. They said that microtransit could help accommodate growth in some areas that are underserved by transit (e.g. Queens Quay East would benefit from microtransit to accommodate the recent growth of businesses and schools in the area). However, other respondents do not support

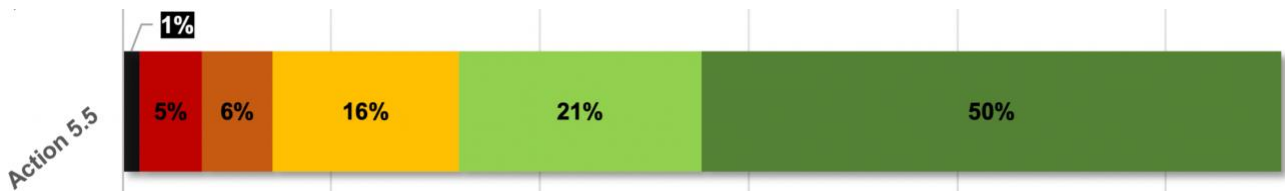
private microtransit services as it could distract from the use of public transit and add to traffic congestion. They were also skeptical about the viability of microtransit as pretty much everywhere in the city has the ridership to support some level of fixed-route transit service. Microtransit could take away resources that could be better used to improve service for more passengers.

### Feedback on Action 5.4 Enhance integration with cycling



- Many respondents said integration with cycling is very important.** Respondents said transit needs to support cycling more as it is an important part of the first and last mile for many commuters. An enhanced cycling integration with the TTC will also improve travel options for customers. Respondents like the plans for expanding the Bike Share, bike parking and other bike infrastructures at TTC stations and key stop areas, but many highlighted the importance of creating safe and more bike lanes and connections to TTC stations. They also provided other suggestions on how to better integrate cycling with TTC:
  - Consider PRESTO integration with Bike Share so customers can use their PRESTO cards to use Bike Share
  - Allow bikes on the subway during peak hours by having a designated space for bikes
  - Provide more secure bike parking at all subway stations

### Feedback on Action 5.5 Enhance pedestrian pathways to TTC



- Several respondents support initiatives for improved pedestrian pathways to TTC.** They would like to see more accessible pedestrian pathways to make accessing the TTC easy, especially for people with mobility devices and those living in the suburbs. Other suggestions to enhance pedestrian pathways include:
  - Providing a safe and convenient pedestrian crossing at all bus stops so customers do not illegally cross the street to avoid walking a full block to cross the road
  - Ensuring access to TTC terminals are equipped with escalators and elevators
  - Review pedestrian pathways at interchange locations (e.g. the connections to GO Danforth Station and GO Oriole Station from the TTC is very poor)
  - Improve signage to nearby walkways

*Additional suggestion to consider*

- Do not remove door-to-door service for Wheel-Trans customers.** Sometimes Wheel-Trans customers cannot always take conventional transit even if the stations are more accessible.