



TTC 5-Year Service Plan & 10-Year Outlook Pop-Up Public Consultations Summary

Overview

On July 3, 4, and 5, 2019, the TTC hosted six pop-up public consultations at different locations in the city. The purpose of the pop-ups was to consult the public on how and where the TTC can prioritize improvements to the surface transit system (i.e. bus and streetcar). The pop-up public consultations were held at:

1. Kennedy Station (July 3, 2019, 7:00 - 10:00 am)
2. Union Station (July 3, 2019, 3:00 - 6:00 pm)
3. Finch Station (July 4, 2019, 7:00 - 10:00 am)
4. Don Mills Station (July 4, 2019, 3:00 - 6:00 pm)
5. Kipling Station (July 5, 2019, 7:00 - 10:00 am)
6. Jane-Finch Mall (July 5, 2019, 3:00 - 6:00 pm)

The pop-ups are part of a broader consultation program for the development of the 5-Year Service Plan & 10-Year Outlook which aims to provide a transparent blueprint for continuous service improvements on TTC's surface transit by the end of 2019.

Participants were asked four questions:

- Where do you experience delays?
- How can the TTC improve stop areas?
- How can the TTC better integrate with other transit services and other transportation modes?
- Do you have any other ideas for surface transit improvements?

Participants shared feedback by speaking with TTC staff and members of the consultant team, as well as by writing their feedback on sticky notes and attaching them to relevant locations on large maps.

This summary report was prepared by Swerhun Inc., the third-party facilitation and engagement team retained by the TTC to support the consultation process. The intent of this summary is to capture the range of feedback shared at the Pop-Ups. It is not intended to serve as verbatim transcript. This summary report was reviewed and finalized by the TTC.

Themes in the Feedback Shared at the Pop-Ups

The following points reflect the emerging themes from participant feedback received during the six pop-ups. The remainder of this summary provides additional details regarding these points, as well as many others, shared by participants.

Vehicle bunching and large gaps between vehicle arrivals were the most frequently identified problems experienced by the TTC customers we spoke to. Many people told us stories about their experiences with unreliable and infrequent service and vehicle bunching, which are a major source of customer dissatisfaction. They said that improvements made on surface transit should start with improving service reliability and frequency and addressing vehicle bunching.

Strong support for transit priority on busy corridors. Participants said that transit carries more people so it should be given priority on the road. Implementing transit priority solutions would also help increase speed of service which will help improve service reliability for more people.

Implement stop improvements at major intersections and busy stops first. Participants liked most of the potential stop improvements the TTC is considering, particularly real-time information, bigger, covered shelters, and ample waiting space, as these improvements would have the most positive impact on customer experience. Many said that they would like to see these improvements implemented at major intersections first, then implemented at more local stops.

Improve integration with other transit agencies. Many Torontonians travel outside of the city for work, and many have to travel for hours to get to their destination due to lack of connected routes and long-waits at transfer points. Participants said they would like to have more TTC routes connected to nearby municipalities to have a faster, more comfortable, and more affordable means of travel.

Improve customer service. There were participants who commented on challenging experiences they've had with TTC drivers, and they said that they would like to have better interactions and more courteous service from TTC drivers.

People appreciate the TTC's efforts. Several participants said they were generally happy with the TTC service. They understand that the service is not perfect, but they feel that the TTC is still providing a good service to Torontonians. They also said that they appreciate the TTC doing pop-up public consultations to listen and understand passengers' experiences.

Detailed Feedback

Feedback shared at the pop-ups are organized into topic areas below. Note that the numbering of points does not intend to imply any type of priority.

Where people experience delays

Participants were asked where they experience delays when travelling on TTC bus/streetcar. Participant feedback and suggestions are outlined below. Note that some routes were identified more than once.

- 1. Improve service frequency and reliability issues.** There were participants who shared their experience of waiting a long time (sometimes 30-40 minutes) for the bus/streetcar to arrive, inconsistent vehicle arrival, and overcrowding, especially during the afternoon rush hour. They would like these issues addressed by increasing service frequency, operating articulated buses and providing a more reliable service in the following routes:
 - 9 Bellamy
 - 12 Kingston Rd
 - 16 McCowan
 - 17 Birchmount
 - 24 & 24A Victoria Park
 - 25 Don Mills
 - 30 Lambton
 - 34 Eglinton East
 - 35 Jane
 - 36 Finch West
 - 37A Islington
 - 41 Keele
 - 51 Leslie
 - 54 Lawrence East
 - 60D Steeles West
 - 68B Warden
 - 79 Scarlett Rd
 - 85 & 85A Sheppard East
 - 86 Scarborough
 - 91C Woodbine
 - 96 Wilson
 - 102 Markham Rd
 - 108B Driftwood
 - 110 Islington South
 - 116 Morningside
 - 123C Sherway
 - 125 Drewry
 - 165 Weston Rd North
 - 167 Pharmacy North
 - 505 Dundas
 - 506 Carlton
 - 900 Airport Express
 - 927 Highway 27 Express
 - 935 Jane Express
 - 939 Finch Express
 - 953 Steeles East Express
- 2. Improve schedule management to address bunching.** Vehicle bunching emerged as one of the key reasons for customer dissatisfaction with the TTC service. They would like to see appropriate vehicle spacing on the following routes:
 - 20 Cliffside
 - 25 Don Mills
 - 29 Dufferin
 - 32 Eglinton West
 - 35 Jane
 - 36 Finch West
 - 41 Keele
 - 45 Kipling
 - 52 Lawrence West
 - 68 Warden
 - 96 Wilson
 - 113 Danforth
 - 165 Weston Rd North
 - 925 Don Mills Express
 - 935 Jane Express

Potential solutions to prioritize transit on busy corridors

Following feedback on where people experience delays, participants were asked to provide feedback on potential transit priority solutions the TTC would like to implement/pilot to reduce delays. Feedback shared is organized by potential solution below.

- 1. Support for transit signal priority.** There were participants who said that they would like to see transit signal priority implemented, particularly at major intersections, to address delays and help improve travel time. Suggested intersections to install transit signal priority include:
 - Dundas St W & Keele St
 - Entrance/exit to Finch Station
 - Entrance/exit to Islington Station
 - Entrance/exit to Sheppard West Station
 - Finch Ave W & Kipling towards Kipling Station
 - King St & Bathurst St
 - King St & Avenue Rd
 - King St & Yonge St
 - Spadina Ave & St. Clair Ave
 - Sheppard Ave E & Leslie St
 - Victoria Park Ave & Craigton Blvd
 - Victoria Park Ave & Ellesmere Rd
 - Victoria Park Ave & Eglinton Ave
 - Victoria Park Ave & Sweeney Dr
 - York Mills Rd & Bayview Ave
 - York Mills Rd & Don Mills Rd
 - York Mills Rd & Leslie St
 - York Mills Rd & Upper Highland Cres
 - York Mills Rd & Yonge St
- 2. Support for queue jump lanes.** Some participants expressed support for implementing queue jump lanes to improve the loading and unloading of passengers. They would like to see queue jump lanes on roads turning into stations, as well as the following specific intersections:
 - Lawrence Ave & McCowan Rd
 - Markham Rd & Eglinton Ave
 - Neilson Rd & Oakmeadow Blvd
 - Victoria Park Ave & Ellesmere Rd
 - Victoria Park Ave & Eglinton Ave
 - York Mills Rd & Bayview Ave
 - York Mills Rd & Don Mills Rd
- 3. Support for exclusive transit lanes.** There were many participants who expressed support for exclusive transit lanes and would like to see the King Street Pilot repeated on other busy corridors. Suggested corridors/intersections to implement exclusive transit lanes include:
 - Bloor St & Yonge St
 - College St
 - Dufferin St (from St. Clair to Dupont)
 - Eglinton Ave
 - Ellesmere Rd
 - Finch Ave (from Jane to Keele)
 - Guildwood Parkway (along 116 route)
 - Jane St
 - Keele St
 - Lawrence Ave E
 - Mt. Pleasant & Davisville
 - Queen St
 - Scarborough RT route
 - Sheppard Ave E (from Kennedy Rd to Victoria Park Ave)
 - Spadina Ave
 - Steeles Ave E
 - Steeles Ave W
 - Wilson Ave
 - Yonge St
- 4. Ensure parking and stopping restrictions and left-turn restrictions are enforced.**

Potential solutions to enhance customer experience at busy stop areas

Participants were also asked to provide feedback on potential improvements they would like to see at stop areas to enhance their travel experience. Feedback shared is organized under safety and security, comfort and convenience, and accessibility, mobility and integration.

Safety and Security

1. **Provide ample waiting and walking space.** Some participants said that busy stops are too crowded. Some stops also do not have enough buffer between the stop and the road which could present a safety issue in an event that a car swerves. They would like to see ample waiting space and distance between the stop and the road to ensure safety and accommodate the volume of people using the stop. Suggested stop areas to improve include: *Yonge St & Steeles Ave, Jane St & Finch Ave, and Finch Station bus platforms.*
2. **Equip stops with lighting.** Ensure stops at major intersections have adequate lighting. Suggested stop area to install lighting include: *Herons Hills Way on Sheppard Ave E.*
3. **Install security cameras.** Consider installing cameras outside of streetcars to deter drivers from passing open doors.

Comfort and Convenience

1. **Equip stops with real-time information.** Many participants expressed strong support for installing accurate real-time information display boards at stops, especially at major intersections. They said real-time information would help customers know when their bus/streetcar will arrive and if there are delays. Others said that existing “Next Vehicle Information” display boards in stations should be reviewed to ensure accurate information is displayed. Suggested stop areas to install real-time information include: *Brimley Rd & Brimorton Dr, Ellesmere Rd & Warden Ave, Finch Ave E & Don Mills Rd, Finch Ave E & McCowan Rd, Humber College, Humber Loop, Huntingwood Dr & Midland Ave, Lawrence Ave E & Don Mills Rd, Leslie St & McNicoll Ave, Markham Rd & Eglinton Ave, Spadina & Nassau St, Spadina & Queen St, and stops along the 30 Lambton route.*
2. **Provide bigger covered shelters.** Some participants would like to see fully-covered shelters to protect customers from wind, snow and rain. They would also like to see bigger shelters with more seating. Suggested stop areas to improve include: *Ellesmere Rd & Markham Rd, Humber College, Jane St & Finch Ave W, O’Connor & St. Clair, Sheppard Ave & Leslie, Spadina & Nassau St, Spadina & Queen St, Finch Ave W & Arrow Rd, and stops along the 40 Junction and 91 Woodbine route.*
3. **Provide heated shelters.** Some participants said they would like to see heated shelters at major intersections, as well as routes with less frequent service. A few shared concerns that heated shelters could attract homeless people. Suggested stop areas to equip with heated shelters include: *Don Mills Rd & Lawrence Ave E, Don Mills Rd & York Mills Rd, Finch Ave E & Winlock Park, and Victoria Park Ave & Danforth Ave.*
4. **Allow for all door boarding** on busy routes to help speed up passenger loading and unloading. Few participants would also like to see Presto machines installed at major stops to allow for off-board fare payment. Suggested routes to allow all door boarding include: *85 Sheppard East, 985 Sheppard East Express, and 35 Jane.*

5. **Provide Wi-Fi access** at major stops and on-board buses and streetcars, particularly on long-distance routes.

Accessibility, Mobility and Integration

1. **Ensure accessible path and ease of boarding**, especially on streetcars, to help ease boarding for people with mobility issues.
2. **Improve wayfinding.** Some participants would like to see better signage at station bus bays and a station layout identifying the location of route bays. They would also like to see a route map at stops, including information on how long it takes to get at each stop. A participant suggested labelling exits with numbers to help with directions provided on map apps. Finally, they would like to see a sign on elevators at stations indicating the direction of travel (up or down).
3. **Improve bicycle infrastructure.** Some participants would like to see more bike racks and bike lockers at stops to help better integrate cycling with transit. Suggested locations to install more bike racks include: *Don Mills Station, Steeles Ave W & Bathurst St, and Steeles Ave W & Dufferin St.* They also suggested expanding Bike Share outside the core and into areas like *Sheppard West Station and Downsview Park.* Others would like to see a policy change on the number of bikes allowed on bus bike racks to allow for two bikes instead of one.
4. **Provide food options at major stops** (e.g. Tim Hortons at Kennedy Station).

Integration with other transit service and other transportation modes

Outlined below are feedback participants shared when asked how could the TTC better integrate with other transit agencies and other modes of transportation.

1. **Create direct TTC routes to nearby municipalities and non-TTC transit stops** to reduce transfers and travel time (e.g. Brampton, Mississauga, Markham, Pickering). Suggestions include extending TTC service to Highway 7, providing TTC service to Pickering GO station, and providing TTC service to Oriole GO station.
2. **Integrate service from nearby transit agencies to TTC stations.** Connect Zum and MiWay routes to Finch, Steeles and Sheppard to accommodate a large number of people living in Toronto and working in Brampton/Mississauga, and vice versa.
3. **Improve schedule coordination with other transit services.** For example, integrate timing of the 176 Mimico GO bus with the Mimico GO train schedule. **TTC staff clarified that the TTC does coordinate the schedule of the 176 Mimico GO bus with the Mimico GO train.*
4. **Improve fare integration with other transit agencies**, particularly with GO Transit and YRT (York Region Transit). Provide TTC service to Pickering GO station.

Other

- 1. Change existing routes.** Some participants suggested potential route changes the TTC could consider to improve service. Suggestions include:
 - Expand the overnight network to go through arterial roads like Markham Rd.
 - Extend the 985B Sheppard East Express to Rouge Hill Station.
 - Extend the 36 Finch West route beyond the subway stations to have an uninterrupted east-west route.
 - Provide weekend service and extend the 996 Wilson Express weekday service operating hours.
 - Provide weekend evening service to Lambton College.
 - Provide a year-round bus service to Cherry Beach.
 - Stops near schools should be added in the 39 Finch East route.
 - Add a stop inside the Finch West Station on the 41 Keele route.
 - Add the regular stops up to Don Mills Rd on the 953 Steeles Express westbound route.
 - Add the Leith Hill Rd stop on the 925 Don Mills Express route.
 - Add the Driftwood Ave stop on the 935 Jane Express route.
- 2. Develop new routes.** Some participants suggested new routes the TTC could consider to improve travel connections and transit service in the city. Suggestions include:
 - Create more north-south routes connecting Lawrence Ave E and Ellesmere Rd in the east end.
 - Create an express bus from Finch Station to Seneca College and Humber College.
 - Create an express bus route along the Scarborough RT route.
 - Create an express bus route on the 17 Birchmount route.
 - Create a direct bus route from Sentinel Rd to Finch Station or include Finch Station back in the 36 Finch West route.
 - Create a direct bus route from Kipling Station to High Park.
 - Provide bus service on Marine Parade Drive to address the first/last mile gap.
- 3. Additional suggestions to reduce travel time.**
 - Improve schedule coordination of connected routes.
 - Consolidate certain local stops that are too close to each other (particularly on the 95 York Mills and 24 Victoria Park routes).
 - Increase weekend service and have early service hours on Sundays.
- 4. Improve customer service.** Some participants would like to see improved driver courtesy towards passengers (e.g. wait for passengers and don't drive past stops).
- 5. Explore ways to address crowding due to strollers.** Several participants shared concerns with strollers taking up too much space and blocking priority seating for the elderly and people with disabilities. They suggested looking into potential opportunities to improve fleet design to make efficient use of space.
- 6. Encourage better passenger etiquette,** including removing backpacks on crowded vehicles, giving up priority seats, and moving back the vehicle to allow more people in.
- 7. Improve communication and customer awareness.** Provide more options to easily connect with TTC personnel regarding concerns (e.g. chatbot, monthly customer feedback desk). Some participants would also like to see information booths to improve people's awareness and understanding of the extra fare payment process when crossing municipal

boundaries. They suggested having information booths in Fairview Mall, Pacific Mall, Markville Mall.

8. **Explore ways to reduce the cost of fare**, especially for seniors and post-secondary students.
9. **Reinstate Metropass cards for seniors**. A participant said that the old Metropass cards are more accessible for people who are not comfortable with technology.
10. **Provide washrooms at all stations**.