



TTC 2023 Annual Service Plan Stakeholder Meetings Summary



Wednesday, June 29, 2022
2:00 – 4:00 pm and 6:00 – 8:00 p.m.
Meeting held online

Overview

On Wednesday, June 29, 2022, the TTC hosted two identical stakeholder meetings for the first of two planned rounds of stakeholder consultation about its 2023 Annual Service Plan. The stakeholder group includes representatives of city-wide and area-specific organizations with an interest in transit and service planning. This first round of consultation included an afternoon session and an evening session, both of which covered the same information and discussion questions. This meeting summary covers both stakeholder meetings.

Across both sessions, 18 people participated (see Appendix C for a full list of participants) along with staff from the TTC and Third Party Public, the third-party engagement team retained by the TTC to support the engagement process on the 2023 Annual Service Plan. The purpose of the meetings was to share and seek feedback on the draft initiatives and priorities for the 2023 Annual Service Plan (ASP). The meetings included an overview presentation, question and answer period, and discussion.

Third Party Public prepared this meeting summary and shared a draft with participants to review before finalizing. The intent of this summary is to capture the range of feedback shared in the stakeholder meetings, not to assess the merit or accuracy of these perspectives. It is also not intended to serve as a verbatim transcript. This summary will also be posted on the [project website](#).

This summary includes four sections:

- Key themes in feedback shared at both meetings
- Detailed summary of the afternoon stakeholder meeting
- Detailed summary of the evening stakeholder meeting
- Next steps
- Appendices

Key themes in the feedback shared at both meetings

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

Participants generally agreed with the customer priorities presented, except for reallocating resources from off-peak periods to peak periods. Participants reinforced that crowding remains a top priority for many. However, favouring peak service on busier routes is not ideal for all customers.

The general approach to the draft proposed Line 3 and Line 6 surface network plans makes sense, but make sure to engage customers near these networks about the proposed plans. Participants said that they support providing better service to communities by providing direct connections and fewer transfers for customers. These plans are positive developments, but how they are implemented, particularly the frequency of service, is important. Participants encouraged the TTC to engage communities in those areas, particularly with industrial workers in the Emery Village and Downsview area, to seek their feedback on how Line 6 connecting bus routes will affect their travel patterns.

Balance in providing services is important for providing good service to all customers, especially those who rely on TTC's family of services. Participants said that reallocating service from off-peak/less busy routes to peak/busier routes is not ideal in serving all customers. Many regular riders, such as seniors, rely on the family of services to get to their destinations. Reallocating services would impact women, seniors, racialized groups, and shift workers that rely on service during off-peak services. Additionally, TTC should avoid framing its engagement on service priorities in a way that requires customers to adopt an "austerity mindset," making customers choose between services that are all important.

Safety on TTC is a top priority, especially for women. Participants generally agree that safety is a concern for all, especially women using early morning and nighttime services. Although safety is important, some participants said this doesn't mean there should be uniformed police officers patrolling routes as it may deter some riders from using the TTC.

Remember that transit isn't always about connecting people to subway lines; it's also about neighbourhood-based transit. The new Line 6 service concerned some participants, who said the removal of the Finch West bus will make it harder for seniors, women, and smaller communities to access transit and local destinations the way they are used to. Communities will find it hard to access destinations like groceries, doctors' offices, school drop off/pick-ups, etc.

Detailed summary of the afternoon stakeholder meeting

Overview

The afternoon stakeholder meeting had 13 participants. The format of the discussion included a plenary discussion about COVID-19 learnings and general feedback and breakout rooms about Line 3 and Line 6 surface network plans. Participants were initially assigned to a particular room based on the interest they identified when they RSVPd, but they were able to switch rooms if they wanted. Detailed feedback from the meeting has been summarized below.

Questions of clarification

Following the presentation and throughout the discussion, participants asked questions of clarification. Responses from TTC, where provided, are also included.

Are there metrics, goals, and indicators to measure the success of applying an equity lens to transit planning? Are there targets for who you're hoping to engage in meetings and focus groups? TTC response: The consultation process has been expanded to look at data that identifies equity-deserving groups and makes specific efforts to reach out to those groups. TTC is also focusing on Neighbourhood Improvement Areas (NIAs) and reviewing the performance of routes that travel through NIAs. There are no targets for who we want to engage with, but we've included the City's Gender and Equity and Poverty Reduction groups in our contact list and we've included more demographic questions in our survey to allow us to segment survey responses and strive for representative samples. We're also hosting focus groups targeting specific demographic groups that we know have relied on TTC during the pandemic (women, people with low income, and shift workers).

Are there equity initiatives for students? 30% of students feel the TTC commute is a barrier for their studies, how is the TTC prioritizing them? TTC response: The TTC works with post-secondary institutions before the beginning of semesters to talk about the institutions' semester plans and any route changes/tailoring of service for students. We will also conduct a youth-led engagement process through the Youth Ambassadors in the second round of consultation to help understand the travel needs and priorities of youth and their communities.

Is the TTC considering single fare discounts to encourage students to take the TTC?

TTC response: Discussions and plans about fare is being completed through a different study outside of the 2023 Annual Service Plan called the 5-Year Fare Policy and 10-Year Fare Collection Outlook.

Will there be fare integration between regional connections? TTC response: COVID-19 stalled the province's talks with TTC, Brampton Transit and York Region Transit about regional fare integration. In the meantime, service integration between agencies is being improved.

What is the status of bringing the Brimorton route change into effect and how does it play in the Line 3 surface network plan? TTC response: The Brimorton route has not yet been implemented due to the combination of the few things, including the Line 3 bus replacement. With the change in bus volumes going to Scarborough Centre, we're trying to work out how we implement this route alongside other demands in a very congested terminal. We've also been working with Councillor Ainslie to make sure the route we proposed align with the priority at that time, as well as the changes coming to the nearby street network.

When in 2025 will the conversion of the Line 3 right-of-way be completed? This is important in knowing how long customers will have to ride the buses on the street. TTC response: We anticipate the busway to be in service Q4 of 2025.

Has there been any review of opening the south half from Lawrence to Eglinton first when it's available, and then opening the Ellesmere section separately? TTC response: Our main priority is to open the entire busway as soon as possible. Phasing the opening is not out of the question and we are still examining this possibility, however, if we do choose to phase it, the opening of the entire busway will be longer than Q4 2025.

Are there plans to create a route along Kingston Road coming from Warden Station going to the West Hill community and University of Toronto Scarborough Campus (UTSC) and Centennial College? TTC response: Right now, the proposed 905 Eglinton East Express extension to Malvern, which is stopping by UTSC, travels on Kingston Road but ends at Kennedy Station. However, we will reconsider if Kennedy Station is the right terminus for routes that will not use the Line 3 busway.

Is there any thought that when the conversion of the Line 3 right-of-way becomes permanent that it might end up being connected to the Durham-Scarborough Bus Rapid Transit (BRT) on Ellesmere Road? TTC response: This particular topic is not part of the plans for the 2023 Annual Service Plan, but generally, anything we do should support any long-term plan and we will take that feedback as an advice and pass it on the Durham-Scarborough BRT team.

Will the 36 Finch West route be eliminated with the opening of the Finch LRT? TTC response: Yes, it will be eliminated to avoid duplication of service.

Are there any planned route changes to 84 Sheppard West or 99 Arrow Road? TTC response: There aren't any specific changes planned for these routes, but the TTC is always looking at service levels and capacity of routes to see if customers need any changes to routes.

Detailed feedback

During plenary discussion, TTC asked participants their thoughts on the customer priorities and service priorities presented. Participants were asked whether the 2020 customer priorities still hold true 2 years later and which TTC service priorities are most important to customers (see Appendix A for the agenda). In the breakout rooms, participants also provided detailed feedback about the draft proposed Line 3 and Line 6 surface network plans.

Feedback on customer and service priorities

Participants generally agreed with the customer priorities presented except for the reallocation of services to serve the peak periods. They were concerned that focusing on peak service and reallocating service away from off-peak service will affect women, newcomers, low-income groups, and racialized groups that use the TTC during off-peak service. Instead, the TTC needs a balancing act to ensure taking from one service for another doesn't negatively affect customers.

Some participants said the Blue Night network and Community buses continue to be important to the communities they serve.

Feedback on Line 3 surface network changes

The draft proposed route extensions for Line 3 makes sense. The general concept of eliminating transfers for customers and providing direct connections, particularly to the largest hospital facility in Scarborough, is very good for the community.

Make sure to provide frequent service with the extension of routes, particularly for 902 Markham Road Express, and keep in mind that bus bunching could occur with long routes. With the extension of the 902 Markham Rd Express to Steeles Ave, there was a concern that the route will be very long. Participants said that with the route being long, it's important to provide frequent service and keep in mind that bus bunching could occur with bus drivers taking breaks due to the long route. TTC response: Based on this feedback, we will also make sure to keep in mind the construction delays and travel times when thinking of where the route should go.

Non-route change related feedback

Make sure that TTC customer service staff are present at their designated booths at stations, especially during the Line 3 service transition. It has been increasingly difficult for people with sight loss/disability to find TTC staff that could assist at stations. They suggested having staff in booths in the morning, late afternoon/early evening, and weekends.

Scarborough needs all types of public transit. When the Scarborough community gathers to discuss what the community needs, we feel we need everything: subway, LRT, and buses.

Accessibility needs are not being met by bus service so it is not a good replacement for Line 3. Buses do not work well for accessibility due to insufficient snow clearing by the City and the difficulty snow imposes on parents with strollers and people in wheelchairs. The LRT is well lit, off the road, and more accessible.

Consider putting digital screens at the UTSC bus loop informing customers of when the bus will arrive. Having this feature would help students plan their day better. TTC response: Since the facility is owned by UTSC, we will reach out to them and see if that is something they could put on their own, or it's something that we could do as part of our 20-point action plan to make improvements at stops.

Other suggestions, including:

- Make sure to work with UTSC to accommodate growth in that area and potential increase in demand.
- Consider implementing cycling lanes at UTSC and Centennial College to support safety for students who are cycling.

Feedback on Line 6 surface network changes

Concern about removing stops in areas with high rise condos as these areas have big populations of seniors, students, and families. Communities such as Jane and Finch and Rexdale have been hit the hardest with transit/service cuts.

Some participants are concerned that the two-hour transfer period, and the connections to subway stations are not reflective of how communities are now using transit. Place based transit is what is being used most by seniors, women, shift workers and students, as they need to make multiple stops in a small geographic area. There is some concern that the way the transit is fueling people to subway stations is not useful for those who have to make multiple

stops in their community, and that two-hour transfers are not enough time for people to get through the City or their community to run their errands.

Some participants said they like the connection between Pioneer Station and Toryork Drive as it is an industrial area with shift-workers who need TTC service. Consider engaging with customers along that route to get their feedback on how the routes serve them.

Consider safety and accessibility at LRT stops and intersections, especially for seniors, families, and students. TTC response: All LRT stops, except for 2 stops, will be at grade-level and intersections will have signalized crossing. Accessibility features like wheelchair ramps and pedestrian shields will also be built.

Other feedback shared

Concern with safety surrounding COVID-19, mask wearing, and social distancing on the TTC. With mask wearing and social distancing no longer being mandatory on the TTC, some people have health safety concerns, which makes it challenging to get people to use public transit again. Consider what can be done by the TTC with marketing and communication to address those health safety concerns. TTC response: We do have a number of communication campaigns for both customers and TTC staff highly recommending them to wear masks. But based on the customer satisfaction surveys we've conducted, safety issues related to COVID is no longer the number one priority. Instead, personal safety is what customers are more concerned about. Based on customer feedback, we will be launching a campaign later this year re-enforcing safety. We will take it back to also consider highlighting where safety features are, including Designated Waiting Areas (DWAs).

Concern about overcrowding on 81 Thorncliffe Park. A participant flagged that 81 Thorncliffe Park is overcrowded as it combines people going to work and young people going to school in that area.

Post meeting feedback

Participants were encouraged to send any additional feedback after the meeting up until a week after the meeting to be included in the meeting summary. The project team received 3 post-meeting feedback emails which have been summarized below. See Appendix D for the complete feedback shared.

On 403 Don Mills South

- Consider adding a stop to the community bus at stop number 2977, known as 46 Overlea Boulevard, as it could help by providing riders with a roundtrip from Thorncliffe Park Drive to East York Town Centre to Costco, then back to Thorncliffe Park Drive.
- There is an opportunity to bring Flemingdon and Don Mills riders directly to the front entrance of Toronto Public Health's vaccination centre and community hub, as well as St. Michael's Hospital's Kidney Care Centre, by using the traffic lights at 50 Overlea Boulevard to enter the East York Town Centre property (which is already served by the route).
- Consider changing the frequency from 90-minutes to a 60-minutes to improve visibility and value for the community.

On the 325 Don Mills Night Bus

- Consider providing the Flemingdon Park community with the 325 Don Mills Night Bus service as there are many shift-workers who need late night service in the Flemingdon Park community. *Detailed route proposal can be found in Appendix D, Email 3.*

On the 65 Parliament bus

- Will the 365 Parliament Night Bus service be extended to Queens Quay?
- Consider revoking the 2020 approval to discontinue the 365 Parliament Night Bus as part of the 2023 ASP.

On express routes

- Make clear where the express stops are and which part of the route runs (or will run) as local service in your presentation and analysis.
- Operational review can contribute to service quality by having regularly spaced trips that are reliable, as there isn't a big difference in running time between some express and local buses.

On off-peak service

- Agree with participants during the meeting that trading off-peak service for peak period improvements is opposite TTC observation of when captive riders travel and is concerning for the equity and safety of riders.
- A detailed understanding of travel patterns can be brought to the attention of politicians to show that transit isn't always downtown focused.

On GO Station access

- It is not enough to have a connection between TTC and GO, it should also be physically accessible, convenient and frequent.

Detailed summary of the evening stakeholder meeting

Overview

The evening stakeholder meeting had 5 participants and consisted of a single plenary discussion. Detailed feedback from the meeting has been summarized below.

Questions of clarification

Following the presentation and throughout the discussion, participants asked questions of clarification, with the TTC providing responses. Responses from TTC, where provided, are also included.

How is the TTC engaging with the three groups of people identified as key demographics using the TTC during the pandemic (women, low income, and shift workers)?

TTC response: Reaching these groups is a multi-pronged approach which includes hosting targeted focus groups through the TTC's Customer Panel, using the City's Gender and Equity stakeholder list, and in the second phase of consultation, hosting pop-ups in specific geographic areas where TTC data shows the demographic trends.

What is the frequency and distance between stops for Line 6 Finch West LRT?

TTC response: The average stop spacing is 600 metres, which is more than the average bus stops but comparable to the spacing of stops on Line 2. The rationale for removing some stops is to eliminate unsafe mid-block stops for pedestrians. During peak periods, the LRT will run every 5 minutes, mid-day and early evening every 7-8 minutes, and at night every 10 minutes. On the weekend it will run every 7-8 minutes during the day and every 10 minutes at night. This service frequency could change based on demand.

Will the 2023 ASP survey be translated? **TTC response:** At this point, we haven't planned to translate the survey into different languages. From recent experience, translating surveys resulted in very little feedback in other languages, and even respondents who identified as another language as their first language completed the survey in English. However, we can look into promoting and messaging about the survey in different languages.

Detailed feedback

The TTC asked participants their thoughts on the customer priorities and service priorities presented. Participants were asked whether the 2020 customer priorities still hold true 2 years later and which TTC service priorities are most important to customers (see Appendix B for the agenda). Participants also gave detailed feedback on Line 3 and Line 6.

Feedback on service priorities

Express service is still a top priority for many. Consider expanding the service so that express routes are offered on more routes at more times of the day instead of only during peak periods as ridership is less peaked now. **TTC response:** Express routes are determined by corridor specific analysis. The TTC looks at the difference between regular bus travel time and express route travel time and on some routes, there isn't a big difference because of wait times or traffic. Because of this, express services are not valid on some corridors compared to others because it would not save customer's time.

The 10-minute base network is important to suburban neighbourhoods as being able to count on frequent service means accessible transit.

The Downtown Premium Express bus is not a priority for some. The discontinuation of the Downtown Premium Express routes because of COVID may not have been missed by many customers as this service served largely wealthy neighbourhoods where people are now working remotely. *TTC response: our data indicated that residents of some lower income communities also used this service.*

Feedback on customer priorities

Having service reallocate from off-peak to peak service may be a disservice to those who use transit during the 11 a.m. – 3 p.m. period. Missing one bus during off-peak service could mean a 40-minute wait.

Participants generally agree that crowding remains an issue for many customers, especially during peak periods. Participants said that transit signal priority, bus lanes, and queue jump lanes could help address crowding issues.

Safety is a top priority for many, especially women that use the early morning service. Participants would like to know what ideas are being put into place to ensure the safety of its customers.

Feedback on Line 3 surface network changes

There was general support for the changes to Line 3 because it looks like the TTC is trying to provide better service to communities in Scarborough. Participants would like to see transit priority on Kennedy Road, Midland Avenue, and Ellesmere Road, where the Line 3 bus replacement services will run when Line 3 is decommissioned. *TTC response: We also want to see transit priority on these routes so we appreciate all the support we can get on that as we work with the City.*

Feedback on Line 6 surface network changes

Concern that Line 6 Finch West will make accessing neighbourhood stops difficult as some bus stops are being removed. Participants referenced the experience of Line 5 Eglinton opening and said they understood that stop removals are based on good intentions to speed up service but missing a stop on the Line 6 corridor is not the same. The built form and permeability of neighbourhoods in Finch West is not the same as downtown. Line 6 is great for long trips, but if you want to access their destinations in the neighbourhood, a connecting bus is needed. *TTC response: We will look at the conditions of each segment along Finch. Instead of specific service, there may be overlaying or rerouting of buses, if required.*

It's important to engage with shift workers about these changes in places and at times that work for them. Participants suggest engaging employees in the industrial areas of Emery Village and Downsview to understand their travel patterns.

Other feedback

Other feedback shared by participants include:

- Continue to work on the pedestrian experience around transit stops;
- Ensure accessibility is a priority for customers, such as not requiring pedestrians to activate crossings (which can be a barrier for customers in wheelchairs);
- Adding safety measures doesn't necessarily mean more police, as an increased police presence may discourage some from riding the TTC.

Next Steps

TTC thanked participants for taking the time to participate and share their feedback. They said that the TTC would be launching a comprehensive survey on July 11th, 2022 for the broader public to share their feedback on COVID-19 learnings, Line 3 Surface Network Plans, and Line 6 Surface Network Plans. Participants were encouraged to take the survey and share it with their networks to help TTC hear from more people. The facilitation team also committed to sharing a summary of the meeting in draft with participants for their review before finalizing to ensure accurate representation of feedback shared at the meeting. Participants were reminded that any additional feedback could be submitted via email until a week after the meeting to be included in the meeting summary.

Appendix A – Afternoon Stakeholder Meeting Agenda

TTC 2023 Annual Service Plan First Round of Stakeholder Meetings

Wednesday, June 29, 2022

2:00 – 4:00 pm

Meeting held online



Meeting purpose

To share and seek feedback on the draft initiatives and priorities for the 2023 Annual Service Plan.

Proposed agenda

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

Mark Mis, TTC

Ian Malczewski, Facilitator, Third Party Public (formerly Swerhun Inc.)

2:10 Update and overview of the 2023 Annual Service Plan

Stephanie Simard, Dominic Ho, Laurence Lui, TTC

- 5-Year Service Plan overview
- 2022 Service Update
- 2023 Annual Service Plan overview

Questions of clarification

2:40 Discussion: COVID-19 learnings

Priorities

1. To what extent do you agree with these priorities?
2. Based on your experience since the pandemic began, how do you think these priorities should change (if at all)?

Services

1. Given how travel patterns have changed, how well do you feel these services are meeting customers' needs?
2. Which of these services (if any) do you think are most important (and why)?

3:10 Line 3 and Line 6

1. What do you think of the draft proposed service changes?
2. Are there any you particularly like?
3. What, if anything, do you think is missing or off-base in these draft proposed changes? Do you have any suggested refinements?

3:40 Report back and plenary discussion

3:55 Wrap up and next steps

4:00 Adjourn

Appendix B – Evening Stakeholder Meeting Agenda



TTC 2023 Annual Service Plan First Round of Stakeholder Meetings

Wednesday, June 29, 2022

6:00 – 8:00 pm

Meeting held online

Meeting purpose

To share and seek feedback on the draft initiatives and priorities for the 2023 Annual Service Plan.

Proposed agenda

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

Scott Haskill, TTC

Ian Malczewski, Facilitator, Third Party Public (formerly Swerhun Inc.)

6:10 Update and overview of the 2023 Annual Service Plan

Stephanie Simard, Dominic Ho, Laurence Lui, TTC

- 5-Year Service Plan overview
- 2022 Service Update
- 2023 Annual Service Plan overview

Questions of clarification

6:40 Discussion: COVID-19 learnings

Priorities

3. To what extent do you agree with these priorities?
4. Based on your experience since the pandemic began, how do you think these priorities should change (if at all)?

Services

3. Given how travel patterns have changed, how well do you feel these services are meeting customers' needs?
4. Which of these services (if any) do you think are most important (and why)?

7:10 Line 3 and Line 6

4. What do you think of the draft proposed service changes?
5. Are there any you particularly like?
6. What, if anything, do you think is missing or off-base in these draft proposed changes? Do you have any suggested refinements?

7:40 Report back and plenary discussion

7:55 Wrap up and next steps

8:00 Adjourn

Appendix C – Participant list

Listed below are stakeholder groups that attended the meetings.

Afternoon Participants

Access Alliance

CNIB

Friends of Thorncliffe Park

Humber Meadows Long Term Care Home

Jane Finch Action Against Poverty (JFAAP)

Mobilizing Justice

OCAD U

PointA

Scarborough Studies Collective

Settlement Assistance and Family Support Services

stevemunro.ca

University of Toronto Student Union

WomanACT

Evening Participants

A Voice for Transit

Leaside Residents Association

TTCriders

Walk Toronto

Appendix D – Post Meeting Feedback

Below are the 3 post-meeting feedback emails received by the engagement team. The text below are unedited, except for minor formatting.

Email 1

As always, thanks for a great stakeholder meeting!

Sharing additional thoughts with you about potential community bus and blue night bus network improvements in Thorncliffe Park and Flemingdon Park in the 2023 Annual Service Plan.

403 Don Mills South

Is it possible for the 403 community bus to stop at the existing stop #2977, known as "46 Overlea Boulevard?" This would provide a round trip from Thorncliffe Park Drive, to East York Town Centre shopping plaza, to Costco, and then back to Thorncliffe Park Drive.

Standing on Overlea Boulevard, many Thorncliffers can be observed to be coming and going from Costco, oftentimes walking with a full shopping buggy. Adding the 403 to stop #2977 would be helpful to get them home without transferring routes.

Relatedly, I believe that the 403's service frequency is currently on a 90-minute basis, if it could be improved at least to a 60-minute basis that would likely improve its visibility and value for the community.

325 Don Mills Night Bus

Is it possible to provide 325 night bus service into Flemingdon Park? e.g. Overlea to Gateway; to Grenoble Drive, Deauville Lane, and St. Dennis Drive; return to Don Mills Road?

Currently, the 325's route does not reach the majority of Flemingdon Park residents, most of whom do not live along or near Don Mills Road. Many are shift workers, coming home late or leaving early, seven days a week.

Blue night bus service has been provided to Thorncliffe Park Drive since Winter 2000; 22 years ago. Flemingdon Park and Thorncliffe Park are similar demographically and geographically. While this change would likely result in a longer running time for the 325, it would benefit the economic circumstances of many Flemingdon Park families and improve community safety in the overnight hours.

Email 2

Here are a few things that I have thought of since the online meeting.

2022 Changes Pending

65 Parliament Bus

In the wrap up of 2022 changes, it was stated that the extension south to Queens Quay will occur in September. There was no mention of the 365 Parliament night bus.

In the 2020 plan, this service was recommended for removal, and in time the Saturday and Sunday services were cut. This was actually done as a schedule change, but the Scheduled Service Summary claimed that the service still existed. It was recently restored.

Will the 365 night service also be extended to Queens Quay?

Also, the 2023 plan should explicitly revoke the 2020 approval to discontinue the 365 night service.

Express Buses

There are some generic issues about express routes that should be included in the presentation and analysis.

First, many of these routes operate express to some point and then local thereafter. In proposals for new or revised routes, you should make clear where the express stops are and which part of the route runs (or will run) as a local service.

Second, in many of the service analyses I have done, the difference in running time between express and local buses is not huge, and it is even shorter for trips that only cover part of the route. The saving in travel time might be small, and this can be undone by irregular headways and wait times. Many express buses do not run very often and they operate on quite irregular headways. This is an area where the planned operational review can contribute a lot to service quality simply by having regularly spaced trips that riders can count on.

Off-peak Service

I echo comments by others that the idea we should trade off peak service for peak period improvements runs directly counter to (a) your observation about when the relatively captive riders travel and (b) concerns about both equity and safety of riders. It is not enough to give a little boost in the evaluation process to routes in “equity seeking” areas, and then tick that box as “done”. You also have to “walk the talk” about the importance of off-peak service and the types of travel it supports.

A related issue is a detailed understanding and presentation of travel patterns. This is the sort of thing that is needed, quite bluntly, to “educate” the politicians and managers who cannot understand how transit actually works and who focus only on downtown-bound work trips and a network designed around them.

GO Station Access

While talking about links to GO, it is important to illustrate how easy (or not) the physical connection from TTC to GO services will be, and the service quality actually provided in each direction at various times at these stations. It is not enough to have a connection on a map: it must be accessible, convenient and frequent.

That’s all for now.

Email 3

I had some time over the long weekend to put the following together; some mapping to go along with my suggestions.

For the 403 Don Mills South Community Bus, a revised route that accomplishes the following:

Opportunity to bring Flemingdon and Don Mills riders directly to the front entrance of Toronto Public Health's vaccination centre and community hub, as well as St. Michael's Hospital's Kidney Care Centre, by using the traffic lights at 50 Overlea Boulevard to enter the East York Town Centre property (which is already served by the route).

Opportunity to provide every Thorncliffe resident, whether living on Thorncliffe Park Drive or along Overlea Boulevard, with a one-seat ride home from shopping at either East York Town Centre or Costco.

Opportunity to provide a direct, one-seat ride into Thorncliffe's Leaside Park for all riders.

For the 325 Don Mills Night Bus, three revised routing options:

Option A:

Don Mills & Gateway (South) > Gateway (North) & Grenoble > Grenoble & Deauville > Deauville & St. Dennis > St. Dennis & Don Mills

Option B:

Don Mills & Gateway (South) > Gateway (South) & Grenoble > Grenoble & Grenoble > Grenoble & Gateway (North) > Gateway (North) & Don Mills

Option C:

Don Mills & Gateway (South) > Gateway (South) & Grenoble > Grenoble & Deauville > Deauville & St. Dennis > St. Dennis & Don Mills

Attached maps





