

C-2

May 24, 2013

Sent by email: TTC Followup  
Copy to: Councillor Milczyn, City of Toronto



Mr. Hurry,

Your statement of your staff ensuring our exit/entrances to our property are not blocked by TTC broken down buses is very ill founded. How can a bus break down on just a few feet from the bus station? Aon behalf of the tax payer owners and the Board of Directors we cannot accept this excuse.

We have attached pictures for your perusal, as well the last picture depicts that there is ample space on your property offering space for your broken down busses to stand until someone calls a tow truck to pick it up.

In my letter I was noting that **we** have to do a lot of garbage pickup from our property three to four times per day on our grounds, since this garbage originates from the city bus station property and flies over to us since it is not being picked up by your staff as often as it is necessary. We should not have to invest on extra costs due to the TTC not having adequate cleaning crews. On many occasions the fence on the north of the bus terminal is full of newspapers stuck on it for days.

All 700 suite owners here pay hefty property taxes as well as support the TTC system and keep it running by using same. Please do not continue giving us excuses but give us your resolution on resolving the garbage issues. Perhaps the cleaning crew needs to be there on a daily basis and often. We recommend you discuss with the city traffic department on placing a speed meter/counter on St. Albans to determine if they busses do indeed speed on this very short public road while it will show their speed is not even close to 40 kilometers per hour.

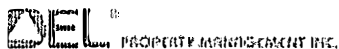
Your statement regarding warning signals and testing of the kneeling signals we do not believe since we have first hand information from numerous TTC drivers that reside in our buildings, and we have been told that is not a necessary test and can be done away from this station. We specifically are concerned with the hours between 11:00 p.m. to 7:00 a.m.

There was no mention of our request for TTC along with the city highway traffic by-law officials joining forces and put serious consideration to the safety of pedestrians to and from the TTC grounds and the seriousness of potential accidents. As an outsider we see much more than someone sitting behind a desk.

We did request in our letter to come and meet with us here on site regarding our concerns but TTC has not even attempted to offer such a request.

Please reconsider our concerns, and I am confident that you will see there are respectable options to be looked at in resolving our concerns.

**Anna Christou, RCM**  
Property Manager



Agents for and on behalf of: TSCC 1862 & 1959 NUVO AT ESSEX  
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PRESENTED TO  
THE COMMISSION

JUN 24 2013

May 23, 2013

Anna Christou  
Del Property Management Inc.  
Agents for and on behalf of TSCC 1862 & TSCC 1959

Dear Ms. Christou,

I am writing further to your correspondence brought to our attention on May 16, 2013.

I would like to advise you that I have brought your concerns to the attention of our operations management and have asked that they be addressed. In keeping with this, management have made our operators aware that they are not permitted to stop/lay-over in the area of St. Albans.

Furthermore, in order to discourage operators from this practice, management have reposted notices throughout the division advising operators that they are prohibited from stopping or laying-over on St. Albans adjacent to Kipling Station. Management has also advised Queensway route management to closely monitor all routes utilizing the station and to send regular text messages reminding operators not to stop/lay-over on St. Albans for any reason.

When a bus has broken down our staff will do their utmost to ensure exits from the complex are kept clear and that disabled vehicles are secured with the engine turned off. In order to address the mentioned concerns of buses speeding, Management will assign street supervision on a random/voluntary basis to monitor this location and ensure operator compliance.

In recognizing that some of our customers may have hearing deficiencies, TTC has to be sure that these customers can hear the warning signal, thus specific frequency and audible sound levels are selected by the OEM's to ensure these riders are duly warned of the bus kneeling and/or deployment of the wheel chair ramp.

Our station janitors clean the garbage/litter in the station and on the bus platforms. The janitors sweep litter on the bus platforms at least 3 times daily. Our grounds maintenance employee attends to Kipling 2 times per week to pick up litter around the grounds.

With respect to the garbage bags, this issue was previously brought to TTC's attention. At that time Station Services staff found a new location for our waste holding area, further away from the Condo, at the new east entrance. In addition, TTC purchased large totes to conceal the loose garbage bags (see attached photos).

Thank you for allowing me the opportunity to address your concerns.

Sincerely,

Matthew Hurry  
TTC Senior Customer Service Representative

C.C: Kathy Micucci, Peter Milczyn



May 16, 2013

Brad Ross  
Corporate Communications  
7 th Floor, Davisville – McBrien  
1900 Yonge St  
Toronto, Ontario  
M4S 1Z2

Sent by email: brad.ross@ttc.ca

Dear Mr. Brad Ross ,

RE: Kipling Station TTC Bus Hub, and Condo Buildings

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On behalf of the Board of Directors, all 670 unit Homeowners of Toronto Standard Condominium Corporations 1862, and 1959 totaling to approximate 1800, plus residents, and/or guests are communicating the following grievances listed below.

Please keep in mind that 75% of our residents use the TTC services supporting the running of your operations.

1. Who supervises the operations of this super busy bus terminal, and subway entrances?
2. The north side of St. Albans has “No Stopping” signs affixed by the City of Toronto Highway Traffic division.
3. The **unlawful stopping and running of buses** along St. Albans Rd. (adjacent your bus hub) due to being ahead of schedule, or for driver(s) to have a smoke break. This creates the diesel fumes to enter those residential suites with windows open Such stopped busses should be waiting their scheduled time on your property since you have several lanes available.  
On numerous occasions, both winter and summer I personally have gone out to ask them to move along, only to be harassed and ignored or just stared at.
4. **The speed of busses** turning from the terminal onto St. Albans, or those turning into the bus hub are of very undesirable speeds and frighten many of our residents as well as those who are driving in/out of our property.
5. Numerous times our garage exit has been blocked by buses that have broken down and left there for 5 hrs, with many calls made by my self and our security desk making your call centre aware the **stopped bus is posing a danger** to our residents trying to exit safely with blocked visibility to oncoming traffic, as well as your speedy busses. Please note on April 30/13 bus # 8055 was left for 5 hrs at the north/east side and just by our garage exit (by the hydro transformer), and on Monday May 13/13 at approximately 5:00 p.m. bus # 8018 was broken down until we called your call center, today May

16/13, bus #7315 was stopped waiting for time to pass until his schedule, I stopped my vehicle and asked him to move along. This cannot continue the TTC hub has a lot of space for busses to wait until they meet with their schedule to go.

6. Many residents are disgruntled regarding the beeping sounds of the buses kneeling or beeping due to a so called "safety reasons". We do not believe that it is necessary especially late at night between the hours of 11:00 p.m. to 7:00 a.m.

7. All the paper garbage continually flies over your fence and lands on our property thus having our corporation staff having to pick up and to add this burden to our finances, and additional personnel.

These conditions affect the property values leaving a bad view on guests visiting or potential purchasers on what is TTC doing about this issue.

8. At the east exit your cleaning staff leaves numerous garbage bags for collection of which we would like for you to arrange a different location of same since this also poses a bad impression of the neighborhood. We would like to recommend placing them further along the east unused parking lot close to the theater lands.

9. We also need to note both you and Councilor Peter Milczyn must work together to provide a safer way for stopped vehicles to drop off/pick up at the turn off by the water station (on Auckland) blocking both bus and vehicular traffic traveling north to Dundas. It is a short street and those who are dropping off/picking up need to park in the specified area so that it does not pose a danger to both pedestrian and vehicular traffic.

Should you need to visit the site and meet with myself to discuss the above matters further for the well being of all involved I can be available by calling 416.637.8200, or emailing me a time good for you or your representative?

We remain confident you will look into providing us with resolutions to the above mentioned issues.

Respectfully,

DEL PROPERTY MANAGEMENT INC.

Agents for and on behalf of TSCC 1862, & TSCC 1959

Anna Christou RCM  
Condominium Manager

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Peter Milczyn  
Board of Directors TSCC 1862  
Board of Directors TSCC1959