



STAFF REPORT ACTION REQUIRED

TTC Service for the 2015 Pan Am / Parapan Am Games

Date:	April 29, 2015
To:	TTC Board
From:	Chief Executive Officer

Summary

This report describes the transit service that will be operated by the TTC for the 2015 Pan Am / Parapan Am Games.

Recommendations

It is recommended that the Board forward this report to:

1. the City Manager's Office;
2. the Ministry of Transportation Ontario 2015 Pan/Parapan Am Games office; and
3. the TO2015 2015 Pan/Parapan Am Games organizing committee.

Financial Summary

Sufficient funds in the amount of \$4.4-million for TTC services for the 2015 Pan Am / Parapan Am Games have been budgeted in the 2015 TTC Operating Budget, approved by the Board on February 2, 2015.

https://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2015/February_2/Reports/2015_TTC_AND_WHEEL_TRANS_OPERATING_BUDGETS.pdf

Negotiations are ongoing between the TTC, the City of Toronto, and the Province of Ontario to formalize a Provincial contribution of \$3.5-million to the TTC towards these costs. The remaining \$900,000 of TTC costs will come from a one-time withdrawal from the City of Toronto's Tax Rate Stabilization reserve.

The TTC's Chief Financial & Administration Officer has reviewed this report and agrees with the financial impact information.

Accessibility/Equity Matters

TTC service to all venues will be provided from several accessible subway stations. All venues will be served by accessible routes. Accessible transit service will also be provided by Wheel-Trans for people who require this specialized service. The provision of extensive, frequent TTC service from several subway stations will ensure that access to the Games venues in Toronto is easily available for all Toronto residents and visitors.

Decision History

A report entitled “Public Transit for the 2015 Pan Am Games” was presented to the Board in January 2010.

http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2010/Jan_20_2010/Supplementary_Reports/Public_Transit_for_2.pdf .

TTC staff provided an update on Pan Am Games services to the TTC Advisory Committee on Accessible Transit in December 2014.

https://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2015/February_25/Reports/ACAT_Dec_18_2014_Minutes.pdf .

With Games-time operational plans nearing completion, this report provides an update on TTC service to the 2015 Pan Am / Parapan Am Games.

Issue Background

TTC staff have been involved in planning transit service for the 2015 Pan Am / Parapan Am Games since the time the Games were awarded to Toronto in 2009. TTC staff have been working in collaboration with the City of Toronto, all GTHA municipalities and transportation providers, GO Transit, Metrolinx, the Ministry of Transportation, TO2015, and transportation expert advisors from the London and Vancouver Olympics. This report summarizes the highlights of the work which has been ongoing for the last few years. The City of Toronto’s City Manager’s Office was consulted in the preparation of this report.

Comments

Introduction

The Pan Am and Parapan Am Games are a major multi-sport games held every four years. Participating athletes come from countries in North and South America. The most recent Games, in 2011, were held in Guadalajara, Mexico. The only other times the Games have been held in Canada were in Winnipeg, in 1967 and 1999.

The 2015 Pan Am Games will take place from July 10-26, and the Parapan Am Games will take place from August 7-15. Approximately 7,600 athletes will take part, competing in 36 sports. Many of the events are qualifying events for the next Olympics. There are ticketed places for 1.4-million spectators, most of whom are expected to be from greater

Toronto and southern Ontario. In comparison to the 2010 Winter Olympics in Vancouver, there will be more athletes and sports, but fewer spectators and out-of-province visitors.

The Games venues are located in Toronto and throughout southern Ontario. The major venue locations in Toronto are at Exhibition Place, York University, and the University of Toronto’s St. George and Scarborough campuses. The Toronto venues served by the TTC are shown in the maps on the next page. The table below lists the venues served by the TTC.

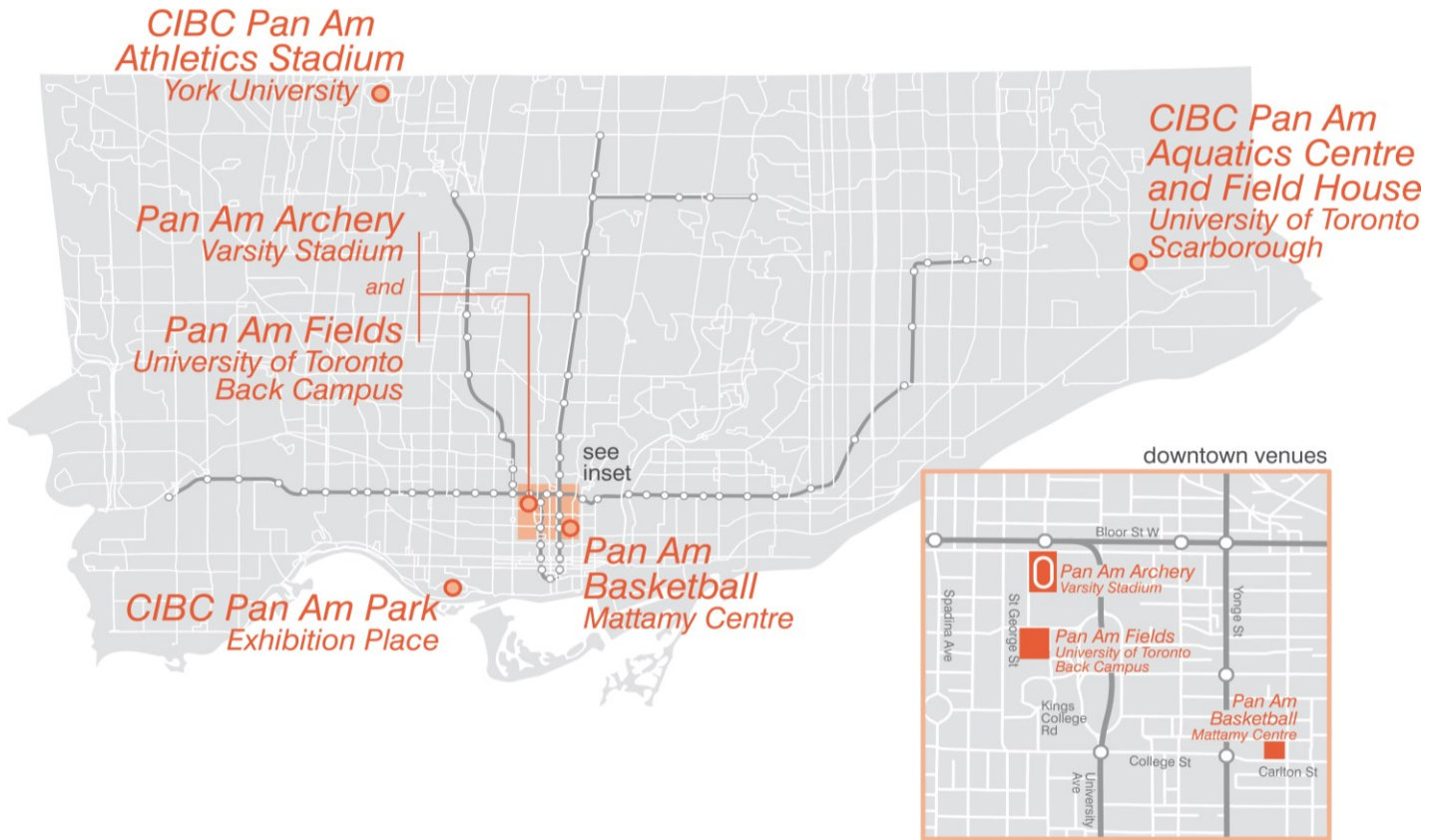
Pan Am and Parapan Am Venues Served by TTC				
Common Name	Name During Games	Served by Routes	In Use During	
Exhibition Place	CIBC Pan Am Park	29, 193, 509, 511	Pan Am	Parapan Am
Ontario Place	Ontario Place West Channel	29, 193, 509, 511	Pan Am	Parapan Am
U of T Varsity Stadium	Varsity Stadium	1, 2, 406	Pan Am	Parapan Am
U of T University College	Pan Am / Parapan Am Fields	1, 406, 506	Pan Am	Parapan Am
Mattamy Athletic Centre / Maple Leaf Gardens	Ryerson Athletics Centre	1, 406, 506	Pan Am	Parapan Am
York University	CIBC Pan Am / Parapan Am Athletics Stadium	60, 195, 196	Pan Am	Parapan Am
Rexall Centre	Canadian Tennis Centre	60, 195, 196	Pan Am	–
U of T Scarborough	CIBC Pan Am / Parapan Am Aquatics Centre & Field House	38, 95, 194, 198	Pan Am	Parapan Am
U of T Scarborough	U of T Scarborough Parapan Am Tennis Centre	38, 95, 194, 198, 408	–	Parapan Am

Other event venues are in Ajax, Caledon, Hamilton, Innisfil, Markham, Milton, Minden, Mississauga, Mono, Oro-Medonte, Oshawa, St. Catharines, Welland, and Whitby. The opening and closing ceremonies of the Pan Am Games will be held in the Rogers Centre. The opening ceremonies of the Parapan Am Games will be held at York University and the closing ceremonies will be held at Nathan Phillips Square at City Hall. Throughout the Games, Nathan Phillips Square will be used as a celebration site, and will be the location of medal awards ceremonies.

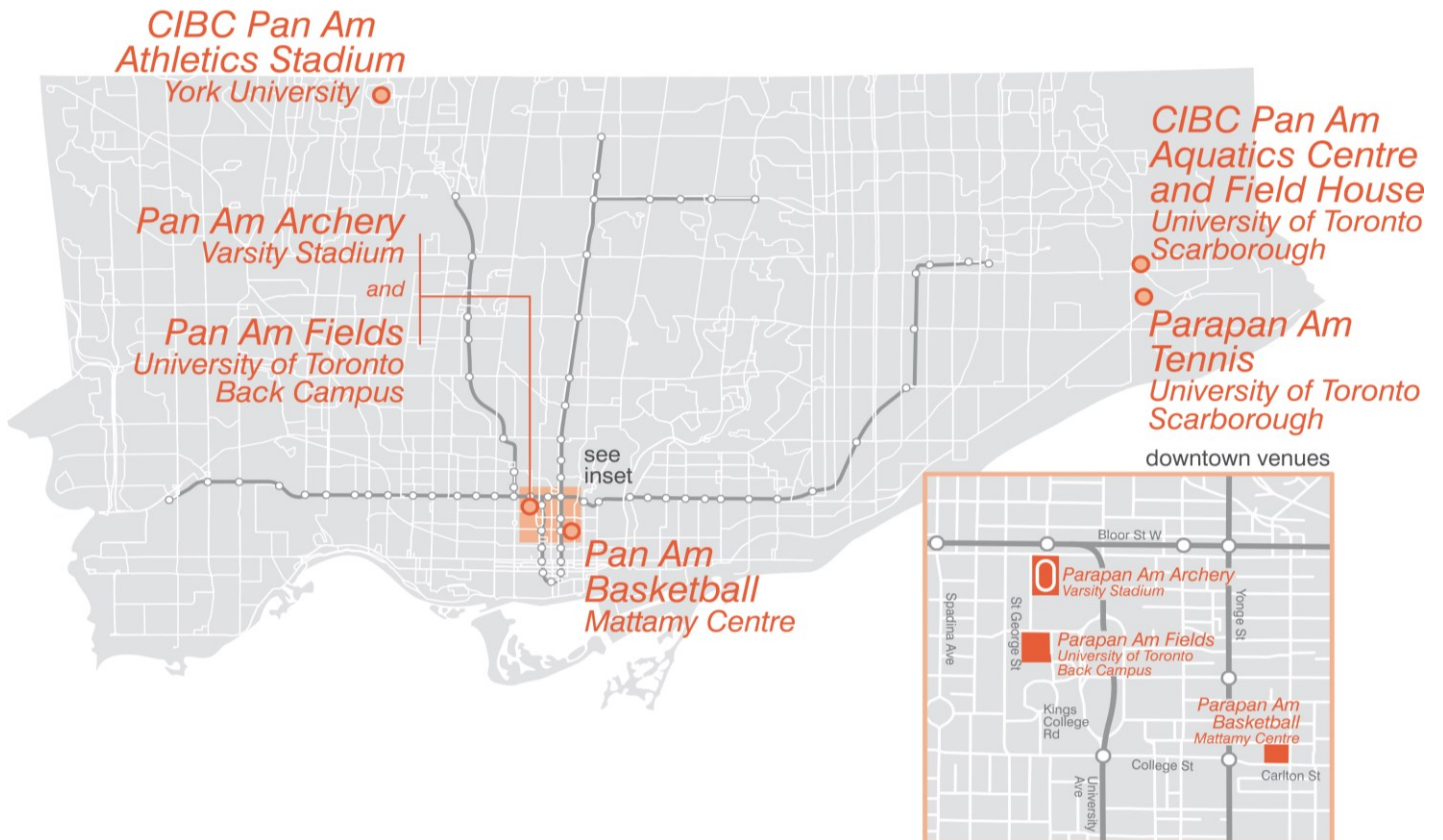
The TTC’s role during the Games is primarily to transport spectators and volunteers to and from the major competition venues in Toronto. Spectator and volunteer transportation to venues outside Toronto is the responsibility of GO Transit and the local transit agencies. Transportation of the Games “family” – athletes, officials, dignitaries, media – to and from events is the responsibility of the Games organizers, and will be carried out by contracted transportation providers, using sedans, vans, and private buses and coaches.

The TTC has extensive experience in providing transit service to major events, including professional sporting events, concerts, Papal visits, and the annual Canadian National Exhibition. This experience, together with the TTC’s network, resources, and the work of experienced, dedicated employees, will ensure that excellent transit service is delivered by the TTC during the Games.

Pan Am Venues Served by the TTC



Parapan Am Venues Served by the TTC



TTC Services to the Games

The two maps on the next page show TTC service to the Pan Am and Parapan Am venues. All of the Games venues in Toronto are well served by the TTC's regular route network. To supplement these services, four temporary routes will also be operated. Each of the three major venues will be served by at least three bus or streetcar routes from at least two subway lines, to ensure a good choice of options and easy access from all parts of Toronto. Service levels will be increased, relative to normal summer levels, to provide sufficient capacity to carry normal summer ridership as well as the additional Games-related riders. This is possible because the TTC and ATU Local 113 agreed to a special reduced vacation quota for the duration of the Games to ensure that adequate workforce will be available to provide the required augmented service levels. Listed below are the TTC services to the venues in Toronto.

CIBC Pan Am Park

This Pan Am venue, at Exhibition Place, will be served by four TTC routes from five subway stations:

509 HARBOURFRONT	streetcars from Union Station, Line 1
511 BATHURST	streetcars from Bathurst Station, Line 2
29 DUFFERIN	buses from Dufferin and Wilson stations, Line 1
193 EXHIBITION ROCKET	non-stop express buses from Dundas West Station, Line 2

CIBC Pan Am / Parapan Am Aquatics Centre and Fieldhouse

This Pan Am / Parapan Am venue, at U of T Scarborough, will be served by four TTC routes from four TTC and one GO Transit station:

38 HIGHLAND CREEK	buses from Scarborough Centre Station, Line 3 and from Rouge Hill GO Station
95 YORK MILLS	buses from York Mills Station, Line 1
194 AQUATICS CENTRE ROCKET	non-stop express buses from Don Mills Station, Line 4 (new temporary Games route)
198 U OF T SCARBOROUGH ROCKET	express buses from Kennedy Station, Line 2

CIBC Pan Am / Parapan Am Athletics Stadium

This Pan Am / Parapan Am venue, at York University, will be served by three TTC routes from four TTC subway stations:

60 STEELES WEST	buses from Finch Station, Line 1
195 JANE ROCKET	express buses from Jane Station, Line 2
196 YORK UNIVERSITY ROCKET	express buses from Sheppard-Yonge and Downsview stations, Line 1

Varsity Stadium

This Pan Am / Parapan Am venue is across the street from St. George Station on Lines 1 and 2.

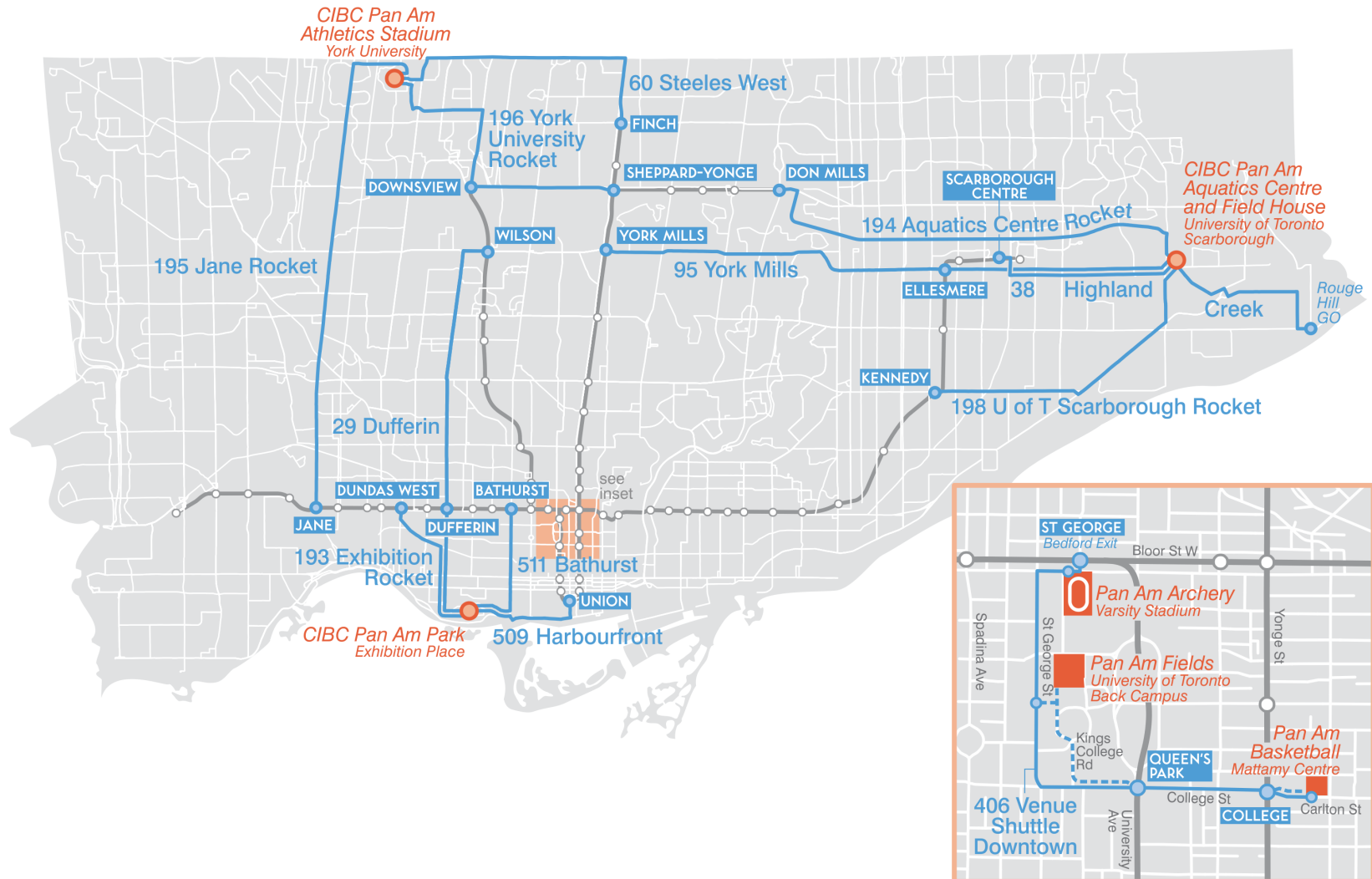
Pan Am / Parapan Am Fields

This Pan Am / Parapan Am venue, on the U of T St. George campus, is within walking distance of Queen's Park and Museum Stations on Line 1.

Ryerson Athletic Centre

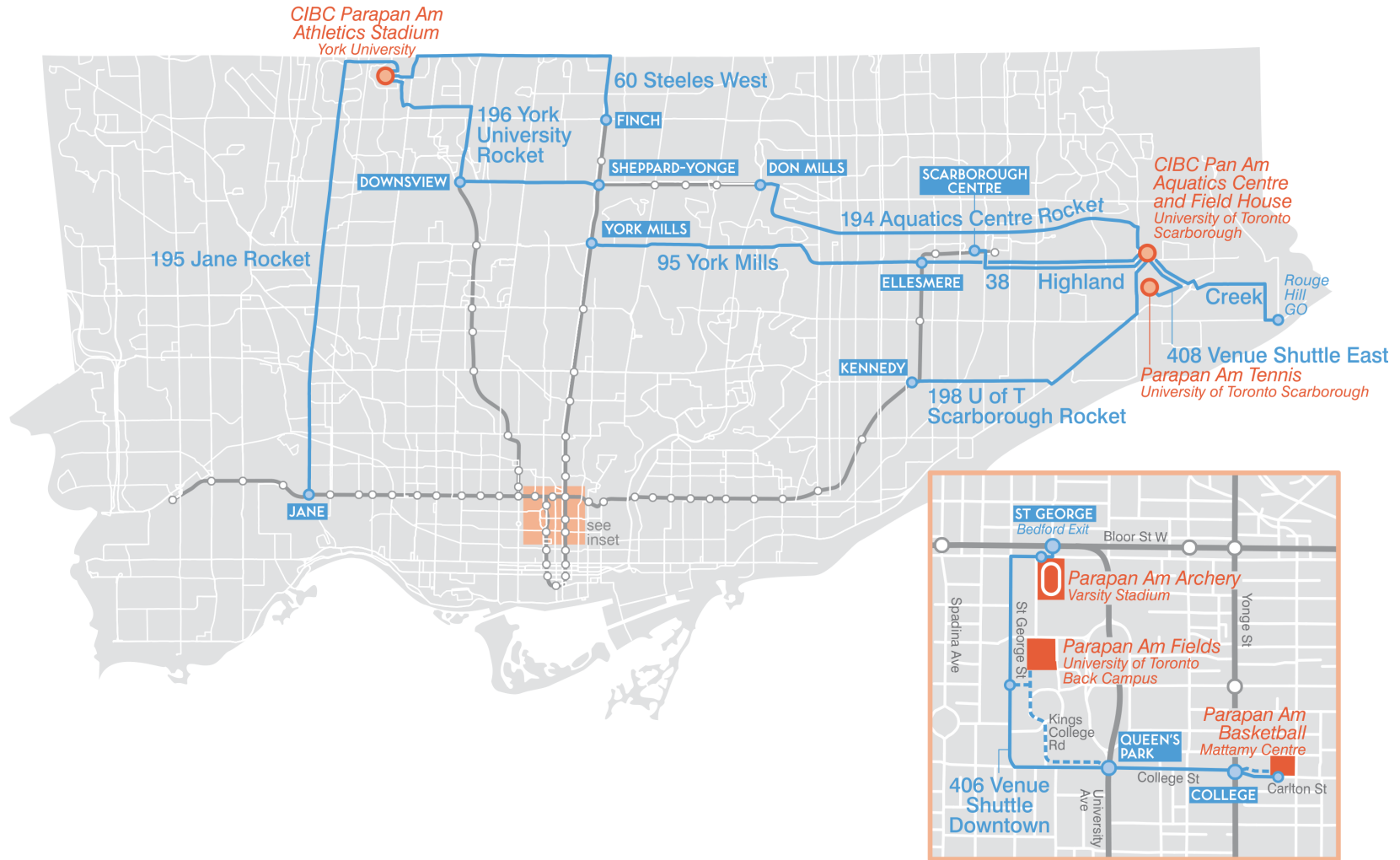
This Pan Am / Parapan Am venue is within walking distance of College Station on Line 1. For customers requiring accessible service from the subway, a 406 VENUE SHUTTLE DOWNTOWN

Pan/ParaPan Am TORONTO 2015 TTC Routes Serving Pan Am Venues



Pan/ParaPan Am TORONTO 2015

TTC Routes Serving Parapan Am Venues



route will provide accessible bus service from St. George (Lines 1 and 2) and Queen's Park (Line 2) stations.

University of Toronto at Scarborough Tennis Centre

This Parapan Am venue will be served by a 408 VENUE SHUTTLE EAST route that will provide connecting bus service to the venue from the routes that serve the CIBC Pan Am / Parapan Am Aquatics Centre and Fieldhouse.

Frequent TTC service will be operated to all the venues. Ticket sales, venue capacities, and the resulting projected transit ridership are being used to plan the amount of service required on each route. Event schedules at every venue are different each day, and so the projected ridership demand to each venue varies considerably from day to day. On Sundays throughout the Games the subway and all other TTC services will start earlier, at the same time as on Saturdays, to accommodate Games events that start before 9:00 a.m. Service levels on Sundays throughout the TTC system will be the same as on Saturdays, to accommodate the projected increase in travel demand.

Special areas at all venues have been identified for use by Wheel-Trans and other Toronto-area para-transit providers, to ensure that customers who use Wheel-Trans will have as convenient and short a distance as possible between transit and the venue. Additional resources will be available at Wheel-Trans during the Games to accommodate the expected increase in demand. Temporary registrations to use Wheel-Trans service will be available for visitors and members of the Games family. When buying event tickets, spectators can indicate if they have mobility needs. They will then be provided with customised travel information that will highlight accessible travel to the venue. This includes the use of a call centre that will be established during the Games for use by customers with mobility issues. TTC Wheel-Trans staff have been closely involved with this call centre, which will be operated by York Region on behalf of all regional transit providers.

The provision of TTC service has been arranged to be especially flexible so that it can be closely tailored to match event-specific and site-specific ridership. A special work selection period for Operators and Collectors has been established for the Pan Am Games. This will ensure that service can be effectively and efficiently scheduled, and that the right number of additional buses and streetcars can be operated at times of peak demand. Through a special agreement with the Union, vacation time for Operators and Collectors during the Games has been reduced, compared to normal levels, to ensure that enough employees are available to operate the service. There will be sufficient vehicles during the Games because the events take place during the summer, when peak period TTC service is normally reduced because of vacations from school and work.

Other Transit Services for the Games

A higher level of service will also be operated on the 192 AIRPORT ROCKET express bus route, because of anticipated additional ridership to and from the airport; and on the 172 CHERRY STREET bus route, because it links the Athletes' Village at Cherry Street with

the subway system and the downtown core, and additional sightseeing and casual travel by athletes is expected.

Two smaller event venues along Eglinton Avenue, west of Renforth Drive – the BMX bike venue and a bowling venue – will be served by a special MiWay bus service that will operate between Kipling Station and the Hershey Centre event venue in Mississauga.

Stations and Customer Service Attendants

All stations with streetcar and bus routes to the Games, several busy stations, and the TTC boarding locations at venues, have all been identified as key Games transit hubs. These locations will have extensive wayfinding signs to the Games services, which are being procured by Provincial staff in close consultation with TTC staff, and are part of a region-wide Games-branded signage plan.

These Games hubs will also have additional staff to help transit customers. TTC Operators and Collectors will help with fare collection and boarding, and TTC staff employees – who will be receiving special Games-specific training – will work as Customer Service Ambassadors to provide travellers with directions and information. The temporary redeployment of staff employees as Customer Service Ambassadors during the Games is another part of the TTC’s “all hands on deck” approach to providing excellent service to customers during the Games. This much-higher level of “Ambassador” service is being facilitated by a special restriction of vacation time for TTC staff during the Games.

Fares and Passes

As agreed between the Province, the Games organizers, and all transit agencies, an integrated ticketing arrangement will be in place during the Games. Every ticket to a Pan Am / Parapan Am event will also be a transit pass for that day, valid on every transit service in the Greater Toronto Area. Accredited athletes, officials, dignitaries, and media will also be provided with access to transit travel during their stay upon presentation of eligible Games accreditation, although most of their trips are expected to be made on the Games-provided transportation services, and not on local transit services. [These fare arrangements](#) have been agreed to as part of the Games transit service agreement being finalized between the Province, City of Toronto and TTC but are included in the funding provided. Similar arrangements have been made with transit agencies across the Greater Toronto and Hamilton Area

In addition, the TTC will produce specially-branded weekly passes during the Games, similar to what has been produced for other major events such as World Pride. These passes will be sold at the regular weekly pass price. The TTC will also make available an electronic day pass that can be purchased and used on a smart phone.

Traffic Management & Road Restrictions for the Games

The Province has led the development of a comprehensive Games transportation plan that covers all municipalities where events are being held. The TTC has participated closely in this work where it relates to transit service.

<https://www.ontario.ca/travel-and-recreation/pan-amparapan-am-games-transportation-plan#section-2>

Much of the plan focuses on the road and highway network. The plan includes the designation of a series of roads – the Games Route Network – that are designed to move athletes between the Athletes’ Village and their events with a minimum of delay. In some cases, this network includes temporary High Occupancy Vehicle lanes. These lanes are available for use by transit buses, but with only two exceptions, they are not on roads used by our services, and so they will be of little value to TTC services or customers.

TTC staff are also working with City of Toronto Transportation Services to identify locations on City roads where temporary traffic changes or transit priority measures will be necessary to ensure that delays to transit customers are minimised. City of Toronto road construction activities will be suspended along TTC Games-related routes before and during the Games.

TTC Maintenance & Repair Work

TTC construction activities at stations will be restricted before and during the Games. Maintenance of key elevators and escalators, and of buses and streetcars, is being organized so that work which would normally be done during the Games will be accelerated and brought forward. This will ensure that there is maximum availability of TTC assets and minimum likelihood of disruptive repair work during the Games.

Communications, Information, and Security

The TTC has been a key participant in planning transit customer information and incident management during the Games. All TTC Pan Am service will be scheduled in the normal way, and scheduled and real-time data will be available as always on the web and through the City’s Open Data project. Metrolinx and MTO have been leading the development of region-wide web and mobile trip planning tools that will be available for the Games, and will include full TTC information. Additional TTC communications resources will be dedicated to Games transit issues. The TTC is partnering with the Ministry of Transportation to communicate pre-Games commuter planning messages. The TTC will also deliver a Games-time program that will:

- keep customers informed about service changes and enhancements
- promote a celebratory look and feel for both regular customers and visitors

TTC Operations staff have been extensively involved in planning for incident management during the Games, and staff from the TTC's Transit Control Centre will be located at the Games transportation coordination centre throughout the Games. TTC Transit Enforcement Unit staff have been working closely with their counterparts at the Toronto Police Service and with the Integrated Security Unit that is managing security issues during the Games.

Conclusion

Planning, preparation, and organizing of TTC services for the 2015 Pan Am / Parapan Am Games have been extensive, and the TTC is on track to deliver excellent service during the Games for Toronto residents and visitors.

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