

March 27, 2024

Chrisanne Finnerty
Head of Commission Services
1900 Yonge St
Toronto, ON M4S 1Z2

Dear Ms. Finnerty,

Re: Administrative Inquiry on service changes in the event of winter weather and the closing of fifty-six bus stops on March 22nd, 2024

I am submitting this administrative inquiry under Section 40 of the *By-law to Govern Board Proceedings* for the April 11, 2024 meeting of the Toronto Commission Board (TTC) to seek clarification and information on the TTC's procedures for issuing a service change in the event of severe weather.

On March 22nd, 2024, Toronto faced a period of snowfall that severely impacted commuters and residents. In anticipation of the severe weather, the city began to spring into action by ensuring that major arterial roads and other high-priority areas were being salted to minimize disruption caused by the snowfall. Furthermore, city officials have communicated to residents urging them to use public transit, cognizant of the impact of parked roads in snow-clearing operations.

As the city implemented its winter plan, the TTC issued a service notice to commuters all across Toronto that fifty-six bus stops would be shut down by 3:00pm, negatively impacting the afternoon commute of many residents. The last-minute announcement raised many questions for me about the preparedness of the TTC bus network when faced with severe weather and whether sufficient procedures are in place to minimize disruption to commuters.

Therefore, I am requesting information on the following questions:

1. In the event of severe weather, does the TTC coordinate with the City's Transportation Services division to ensure that snow clearing on TTC routes is prioritized?
 - a. If yes, why isn't there a plan in place to minimize the number of bus stops that are shut down on March 22, 2024?
 - b. If not, why is this the case?

2. When determining what bus stops would be closed, does the TTC take into consideration the inconvenience for riders to get to the closest stop that is in service? For example, TTC riders would need to walk 900m north for line 25 – Don Mills and 925 – Don Mills Express.
 - a. What can we do to remediate an accessibility concern regarding the differently able and elderly residents who might not have access to this information?
3. On the #16 Mccowen line, the #4962 Seminole Avenue stop was cut even though the Tansley Stop 160 m South and Barrymore Stop 290m north of Seminole Stop in distance. What was the point of removing a stop like this due to inclement weather?
4. What threshold of snow or freezing rain fall must be reached before the TTC announces a service change?
 - a. What triage of communications is used to push this information out to TTC riders at the fastest dissemination?
5. Why did the TTC announce an arbitrary 3:00pm stop in service instead of actively monitoring the situation and issuing service changes as needed contingent on weather conditions? (for example, issuing an advisory that when snow reaches ##cm, service will be adjusted)
6. What plans are in place or are being made to address the root causes of the buses getting stuck in the snow at the fifty-six bus stops?
7. What steps is the TTC taking to minimise service changes and disruptions to commuters during severe weather moving forward?

Yours Sincerely,



Chris Moise
TTC Commissioner
City Councillor
Ward 13 - Toronto Centre