

**EX9.1**

**Part 1**

**Attachment 9  
Summary Report – Public Consultation Activities**

# Transit Responsibilities Realignment Review

Public Information Campaign and Consultation Report

City of Toronto and Toronto Transit Commission

October 15, 2019

**Prepared for:**

City of Toronto and Toronto Transit Commission

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# 1. Overview

In 2018, as part of the provincial government's election campaign platform, A Plan for the People, the Province of Ontario (herein the Province) proposed that it would "assume responsibility for subway infrastructure from the City of Toronto (herein the City), including the building and maintenance of new and existing subway lines (the 'upload'), and to keep responsibility for day-to-day operations, including labour relations, with the City of Toronto." Toronto City Council passed resolutions in May and December 2018 indicating its desire to keep ownership of the Toronto transit system, including the Toronto Transit Commission (TTC).

In February 2019, the Province and City signed a Terms of Reference, outlining the process to be undertaken to assess, evaluate, and make recommendations on the Province's 'upload' proposal (i.e. the Ontario-Toronto Transit Responsibilities Realignment Review). The Terms of Reference recognizes the importance of meaningful public consultation as a key input into the decision-making process.

In March 2019, Toronto City Council requested City staff in consultation with the TTC, to implement a public information campaign regarding City Council's position on the Province's proposal to 'upload' Toronto's transit system, the importance of public engagement in this process, and the objectives of the Terms of Reference for the Transit Responsibilities Realignment Review.

Between May and August 2019, the City and the TTC undertook the public information campaign and consultation. This report summarizes the activities and feedback received through the campaign and consultation. Information and input gathered from this process has informed the City's engagement with the Province. Furthermore, comments received relating to priority transit expansion projects have been shared with the Province.

## A. Approach to Public Engagement

Community input is an essential part of the Transit Responsibilities Realignment Review. People care about how transit is planned and developed, and the City along with the TTC is committed to engaging the public in a way that is transparent, timely, iterative, inclusive, innovative, respectful, educational, fun and supports community building. The primary engagement objective for the consultation was to ensure public awareness of the Province's proposed changes to Toronto's transit system and network, including its proposal to 'upload' the TTC's subway infrastructure, and the proposed changes to Toronto's transit network plan. As part of this, the campaign included information on the following:

- Toronto's population and employment growth projections and the need for continued investment in state-of-good-repair and transit expansion needs to support ridership growth, meet city building objectives, and increase rapid transit service to under-served areas of Toronto; and
- The process laid out in the Terms of Reference for the Ontario-Toronto Transit Responsibilities Realignment Review, including the Review objectives, and City Council's guiding principles for the Review; changes proposed by the Province through its 2019 Provincial Budget, Bill 107 ("Getting Ontario Moving Act") and associated regulations.

To gain a broad range of perspectives from across Toronto and to make it easy for the public to get involved and provide feedback, a variety of in-person and online engagement tools were used, including:

- A Project website providing information about the Transit Responsibilities Realignment Review. This included information on how to get involved in online and in-person consultation opportunities and links to Council and TTC board reports and decisions;
- Traditional and social media advertisements informing the public of the Transit Responsibilities Realignment Review and encouraging people to visit the website;
- Two (2) postcards informing the public about the Project website ([www.toronto.ca/TransitReview](http://www.toronto.ca/TransitReview)), providing contact information (e.g., email address and phone number), and advertising in-person and online engagement opportunities;

- Online consultation through CheckMarket, linked through the Project website and promoted via the postcards and social media, giving the public the opportunity to provide comments and feedback online;
- Social media engagement through City Facebook and Twitter accounts, providing individuals with the opportunity to engage online from the comfort of their own surroundings;
- Online third party research conducted by Ipsos to test public awareness of the current state and Province's proposed changes;
- Six (6) pop-up consultation events held across Toronto, providing individuals more information on the Transit Responsibilities Realignment Review via postcards, handouts and one-on-one discussions with passers-by;
- Newspaper notices informing the public about the planned Public Information Centres (PICs);
- A total of four (4) PICs in locations across Toronto to serve a variety of neighbourhoods, including Etobicoke, North York, Scarborough and downtown Toronto, giving the public the opportunity to discuss the Transit Responsibilities Realignment Review and ask questions directly to City and TTC staff<sup>1</sup>; and
- Six (6) Expert Advisory Panel meetings, designed in collaboration with the Institute on Municipal Finance and Governance (IMFG). A separate report on the Expert Advisory Panel has been prepared by IMFG.

## B. Key Consultation Topics

The Project Team identified several key consultation topics related to the Transit Responsibilities Realignment Review, as outlined in **Table 1:1** below.

**Table 1:1 - Key Consultation Topics**

Maintain Existing System	Growing the System	Transit Responsibilities Realignment Review and Provincial proposals
<ul style="list-style-type: none"> <li>• Service reliability and service levels;</li> <li>• TTC's Capital Investment Plan and State of Good Repair (SOGR) needs (e.g. signal, fleet, track); and</li> <li>• Existing SOGR funding sources and decision-making roles and authorities.</li> </ul>	<ul style="list-style-type: none"> <li>• Expansion needs to support projected growth, city building objectives, and provide rapid transit service to under-served areas of Toronto; and</li> <li>• Toronto's transit expansion priorities (Transit Network Plan, approved by City Council in July 2016).</li> </ul>	<ul style="list-style-type: none"> <li>• Province's 2019 budget announcements (including upload plan and transit expansion proposal); and</li> <li>• City Council Position on subway "upload"; and guiding principles for the Review.</li> </ul>

<sup>1</sup> Provincial staff representatives were invited to attend and participate in the PICs but were not in attendance.

## 2. Engagement Tools and Activities Undertaken

### A. Information Sharing and Advertising

As part of consultation for the Transit Responsibilities Realignment Review, various activities were undertaken to:

- Notify the public and interested stakeholders;
- Provide up-to-date information;
- Seek input on individual level of awareness, level of importance and current plans related to the Transit Responsibilities Realignment Review; and
- Answer questions and address concerns.

The following tools were used to share information with the public and stakeholders throughout the consultation. City Councillors were advised of the launch of consultation activities before the formal launch date.

#### **Advertisements**

Two (2) advertisements were developed and used to raise public awareness of the key consultation topics and activities. The advertisements depicted a transit tunnel and construction workers working on the tracks. Advertisements were shared via traditional and social media outlets as listed below:

- Poster Advertisements – Subway Platforms (June 3 to July 15, 2019);
- Door Card Advertisements – Subway Cars (June 10 to July 15, 2019);
- Interior Advertisements – TTC buses and streetcars (June 10 to July 15, 2019);
- Vinyl Advertisements – new TTC streetcars (June 10 to July 15, 2019);
- Newspaper Advertisements – Star Metro Newspaper (June 4, 10, 17 and 24, 2019); and
- Social media posts (June 6 to August 29, 2019).

Copies of the advertisements are provided in **Appendix A1**.

#### **Public Information Centre (PIC) Notices**

PIC Notices were distributed to encourage public participation in the Public Information Centres (PICs), promote the Project and the associated website, and provide Project Team contact information such as phone number and email address. PIC Notices were posted in the following locations approximately two (2) weeks in advance of the planned events:

- Project website ([www.toronto.ca/TransitReview](http://www.toronto.ca/TransitReview));
- Traditional newspaper:
  - Metroland (June 6 and 13, 2019)
  - Toronto Sun (June 7 and 14, 2019)
  - Ming Pao (June 7 and 14, 2019)
  - Senteamarai (June 7 and 14, 2019)
  - Balita (June 1 and 16, 2019)
  - El Popular (June 7 and 14, 2019)
  - Corriere Canadese (June 7 and 14, 2019)

- Sol Portuguese (June 7 and 14, 2019)
- L'Express (June 7 and 14, 2019)
- Star Metro advertisement – both versions (June 10, 2019)
- Online newspaper:
  - NOW (June 6 and 13, 2019)
- Project email list (175 contacts); and
- Social media posts on Facebook ([www.facebook.com/cityofto](http://www.facebook.com/cityofto)) and Twitter (@cityoftoronto) from June 6 to August 29, 2019.

The Notice of PICs is included in **Appendix A2**.

### **Pop-Up Events**

The City Project Team hosted in-person pop-up events throughout June 2019 at locations frequented by Toronto residents, transit commuters and others who are directly impacted by, or may have an interest in, the Transit Responsibilities Realignment Review. The purpose of these events was to raise awareness of the Review and encourage people to participate in the online or in-person consultations. City staff at these events wore brightly coloured t-shirts<sup>2</sup>, provided informational postcards<sup>3</sup> to passers-by, held one-on-one discussions for those who had questions or comments, and were equipped with Project sign-up sheets for those interested in learning more. 4,000 postcards were printed for distribution throughout June 2019. **Table 2:3** below outlines the pop-up consultation schedule.

**Table 2:1 - Pop-up Consultation Schedule**

<b>Pop-Up Event #</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
Pop-up #1	June 3, 2019	3:30 – 6:30 p.m.	Sheppard, Yonge, Queen and Osgoode stations
Pop-up #2	June 6, 2019	3:30 – 6:30 p.m.	Eglinton West, Bloor-Yonge and Eglinton stations
Pop-up #3	June 11, 2019	3:30 – 6:30 p.m.	Eglinton West and Kipling stations
Pop-up #4	June 12, 2019	12:30 – 2:00 p.m.	Nathan Phillips Square
Pop-up #5	June 24, 2019	7:30 – 10:00 a.m.	Bloor-Yonge, Osgoode and Queen stations
Pop-up #6	June 26, 2019	3:30 – 6:30 p.m.	Bloor-Yonge, Osgoode and Queen stations

### **Website**

The Project website – [www.toronto.ca/TransitReview](http://www.toronto.ca/TransitReview) – was launched in May 2019 to share information on the key consultation topics (**Table 1:1**), and also includes:

- Information on how to get involved, including links to online engagement tools and an option of subscribing to Project e-updates;
- Links to the consultation summary reports for each of the four (4) PICs, display boards and presentations used at each PIC;

<sup>2</sup> A copy of the design of the Transit Responsibilities Realignment Review t-shirt can be made available upon request.

<sup>3</sup> 4,000 postcards were printed for distribution during the pop-up events. Copies of the postcards that were handed out during the pop-up consultations are provided in **Appendix A3**.

- Information on the Expert Advisory Panel, including links to agendas and meeting minutes for each meeting;
- Links to Council reports and decisions; and
- Project Team contact information – including phone number and email address.

From the launch on June 3, 2019, the Project website has had 9,562 visits, 7,603 new/ unique visitors and 10,857 page views.

### **Social Media**

City Facebook ([www.facebook.com/cityofto](http://www.facebook.com/cityofto)) and Twitter (@cityoftoronto) accounts were used to complement the Project website; helping to reach a larger audience who may otherwise be less engaged in traditional in-person consultation methods. Social media posts were developed to engage online stakeholders throughout the consultation period. Posts focused on inviting individuals or groups to meetings, online consultation activities (i.e., online survey) and providing links to more information. Posts and events on Facebook were sponsored and boosted to create more awareness and heighten engagement.

Advertisements on Facebook using the Transit Responsibilities Realignment Review postcard/ poster were published from June 6 to June 27, 2019 to promote the Project and encourage people to visit the website. Facebook events were also created for each PIC to encourage people to attend/ sign-up for one (1) of the four (4) PICs held throughout the City in June 2019. The fourth PIC – which took place on June 27 at City Hall- was live-streamed to provide information to those who could not/ chose not to attend in-person.

Data collected from Facebook posts and advertisements are provided in **Table 2:1** below.

**Table 2:2 - Facebook Analytics**

<b>Post Date</b>	<b>Report End Date</b>	<b>Post/ Ad Name</b>	<b>Reach</b>	<b>Impressions</b>	<b>Link Clicks</b>	<b>Post Reactions</b>	<b>Post Shares</b>	<b>Post Comments</b>
June 4, 2019	June 13, 2019	Event: Transit Review – PIC #1	13,692	35,233	178	100	37	6
June 6, 2019	June 27, 2019	Transit Review - Expansion	233,088	442,993	252	16	3	0
June 6, 2019	June 27, 2019	Transit Review – Tunnel	269,694	466,862	839	60	15	0
June 13, 2019	June 20, 2019	Event: Transit Review – PIC #2	14,619	34,314	170	110	30	9
June 14, 2019	June 22, 2019	Event: Transit Review – PIC #3	13,804	33,843	148	118	43	13
June 20, 2019	June 27, 2019	Event: Transit Review – PIC #4	17,500	38,646	217	186	80	217
August 7, 2019	August 7, 2019	Transit Review – Survey	992	N/A	N/A	33	3	0
August 17, 2019	August 17, 2019	Transit Review – Survey and Livestream	1,337	N/A	N/A	24	1	3
August 20, 2019	August 20, 2019	Transit Review – Survey and Livestream	1,545	N/A	N/A	44	2	4

Post Date	Report End Date	Post/ Ad Name	Reach	Impressions	Link Clicks	Post Reactions	Post Shares	Post Comments
August 25, 2019	August 25, 2019	Transit Review – Bill 107 and Survey	1,693	N/A	N/A	33	1	1
August 29, 2019	August 29, 2019	Transit Review – Survey last day	964	N/A	N/A	20	0	0
<b>Average:</b>			<b>51,721</b>	<b>175,315</b>	<b>301</b>	<b>68</b>	<b>20</b>	<b>23</b>

Data collected from Twitter posts and advertisements are provided in **Table 2:2** below.

**Table 2:3 - Twitter Analytics**

Post Date	Report End Date	Post/ Ad Name	Impressions	Tweet Engagements	Clicks	Retweets	Replies
June 6, 2019	June 27, 2019	Transit Review – Tunnel	33,685	1,124	724	39	18
June 6, 2019	June 27, 2019	Transit Review – Expansion	82,304	1,319	794	35	10
August 2, 2019	August 2, 2019	Transit Review – Survey	9,392	102	41	5	0
August 4, 2019	August 4, 2019	Transit Review – Survey	6,925	72	24	1	1
August 7, 2019	August 7, 2019	Transit Review – Survey	7,194	70	24	1	2
August 11, 2019	August 11, 2019	Transit Review – Survey	7,543	92	27	1	1
August 14, 2019	August 14, 2019	Transit Review – Survey	8,655	257	117	15	1
August 19, 2019	August 19, 2019	Transit Review – Survey	11,076	110	41	4	2
August 21, 2019	August 21, 2019	Transit Review – Survey	6,861	93	46	7	1
August 27, 2019	August 27, 2019	Transit Review – Survey	8,677	122	51	10	1
August 31, 2019	August 31, 2019	Transit Review – Last Day Survey	5,682	77	31	1	0
<b>Average:</b>			<b>17,090</b>	<b>313</b>	<b>175</b>	<b>11</b>	<b>4</b>

Social media posts related to the Transit Responsibilities Realignment Review are available on [www.facebook.com/cityofto](https://www.facebook.com/cityofto) and [www.twitter.com/cityoftoronto](https://www.twitter.com/cityoftoronto).

## B. Online Engagement and Survey

The purpose of online engagement was to provide the public and stakeholders with information on the key consultation topics and provide the public with an opportunity to provide feedback and input through online methods, including an online survey and email address.

### Online Survey

An online survey was launched on May 30, 2019 using CheckMarket. The survey contained nine (9) questions. The purpose of the online survey was to gauge public awareness and values related to the key consultation topics. There were also open-ended questions that asked participants to cite priorities they find important or add additional comments related to the Transit Responsibilities Realignment Review.

The online survey was closed for comment on August 31, 2019, with a total of 3,435 participants. Comments received through the online survey were sorted accordingly and summarized in **Section 3** of this report. An overview of responses collected from the online survey is included as **Appendix B**.

### **Email Comments**

Fourteen emails were received through the Project email address ([transitreview@toronto.ca](mailto:transitreview@toronto.ca)). These emails included an electronic comment form submission along with general comments, questions and concerns regarding the Transit Responsibilities Realignment Review and potential upload to the Province. Comments received by email were sorted accordingly and summarized in **Section 3** of this report with all other feedback.

## **C. Public Information Centres / Meetings**

Four (4) PICs were held in June 2019.

### **Thursday, June 13**

6:30 – 8:30 p.m.  
 Father Serra Separate School  
 111 Sun Row Drive  
 Etobicoke, ON

### **Saturday, June 22**

10:30 a.m. – 12:30 p.m.  
 Scarborough Civic Centre  
 150 Borough Drive  
 Scarborough, ON

### **Thursday, June 20**

6:30 – 8:30 p.m.  
 North York Memorial Community Hall  
 5110 Yonge Street  
 North York, ON

### **Thursday, June 27**

6:30 – 8:30 p.m.  
 Toronto City Hall  
 100 Queen Street West  
 Toronto, ON

In addition to the advertising tactics outlined in **Section 2.A.** of this report, traditional earned media (e.g., news releases and media advisories) was used to help spread the word about the PICs.

The focus of the PICs was to share information on the key consultation topics (see **Table 1:1**) and provide the public with an opportunity to engage in-person with the City and TTC Project Team. Each event featured an informational presentation regarding the key consultation topics and a question and answer (Q&A) period where attendees were able to ask questions and receive answers from the Project Team. Each PIC also featured an open house session before and after the presentation where attendees could explore and provide comment on informational display boards and speak to staff.

Approximately 150 individuals attended the PICs<sup>4</sup>. Details including overviews of each PIC, highlights of attendee feedback and summaries of the Question and Answer period are provided in the PIC Highlights Reports, available as **Appendix C** to this report.

### *Presentation and Question and Answer (Q&A) Period*

Approximately 30 minutes following the start of the PIC, a presentation was provided by City's Director of Transit and Transportation Planning and the TTC's Manager of Project Development and Coordination.

The presentation concluded with next steps and information on how to get involved/ provide feedback. Following the presentation, AECOM facilitated a 30-minute Q&A session. A copy of the presentation is provided on the Project website or is available upon request. A summary of each PIC including a transcription of the Q&A sessions, can also be found on the Project website ([www.toronto.ca/transitreview](http://www.toronto.ca/transitreview)).

<sup>4</sup> Not all attendees signed in to the PICs, resulting in approximate numbers.

### *Open House*

Before and after the Informational Presentation and Q&A session, attendees were encouraged to take part in the open house component of the PIC. The open house allowed for participants to explore the display boards and handouts, partake in one-on-one discussions with members of the Project Team, and fill out comment forms.

PIC attendees were invited to view the 16 display boards set up clockwise around the room then share their ideas, comments and questions with Project Team staff members stationed at each of the display boards. To provide PIC attendees with more information on key consultation topics, 12 separate handouts were developed and made available at each PIC. Each handout provided detailed background information, key facts, and how to find more information about a specific topic related to the Transit Responsibilities Realignment Review. Handout topics included the following:

- Toronto and its Transit System;
- Growing our Transit System with Toronto;
- Funding the Transit System;
- Planning and Delivery of Transit in the City and Region;
- Maintaining the Local System;
- Expanding Transit to Support Growth in the City;
- Ontario-Toronto Transit Responsibilities Realignment Review;
- SmartTrack Stations Program;
- Eglinton East LRT;
- Waterfront Transit Network;
- Bloor-Yonge Capacity Improvement; and
- Technical Assessment of Provincial Transit Expansion Proposal.

PIC attendees were invited to provide their thoughts and ideas related to the PICs and key consultation topics by completing and returning a comment form. Attendees had the option to complete and leave the comment form during the PIC, or to complete it later for returning to the Project Team via email. A total of 46 comment forms were received from the PICs. Comments received within these forms have been summarized as part of **Section 3** in this report.

The PIC display boards are provided on the Project website or can be made available upon request. Copies of each handout developed for the consultation and/ or comment forms with personal information redacted can be made available upon request.

## **D. Third Party Research**

Ipsos was retained to undertake public opinion research on the key consultation topics. The purpose of the research was to obtain statistically valid information on public awareness and perceptions on the consultation topics. The research was conducted online and involved surveying 1,600 Toronto and GTA 905 residents ages 18 and up.

# **3. Feedback and Findings**

## **A. Overview of Feedback Analysis**

Many comments and questions were received from stakeholders and the community during the consultation and public information campaign, demonstrating a strong interest in the key consultation topics outlined in **Section 1.B**. The following sections highlight the key findings and level of public awareness related to these various topics as identified through the Ipsos public opinion research and online survey. Following these findings is a summary of the themes emerging from the feedback as related to:

- Maintaining the Existing System;
- Expanding the System; and
- The Transit Responsibilities Realignment Review and Province’s Proposed Changes.

All comments received during the consultation are summarized in the subsections below. Detailed comments can be made available upon request.

## B. Public Opinion Research and Findings

Ipsos conducted public opinion research from May 30 to June 11, 2019 to better understand awareness and perceptions on the key consultation topics. The key findings from this research are summarized below:

- The TTC and other greater Toronto and Hamilton area (GTHA) Municipal Transportation Providers are the most trusted organizations to plan and deliver new public transportation infrastructure – Public transportation providers are more trusted than the Ontario Government, Federal Government and Metrolinx;
- Majority of residents believe that both the municipal and the provincial government should be responsible for planning future rapid public transit infrastructure together, only approximately one (1) in 10 feel the province should do this alone;
- Awareness of the TTC's capital investment plan/ SOGR needs (i.e., public transit funding shortfall to maintain the system) is relatively low compared to awareness of other transit funding statements (i.e., reductions in provincial gas tax funding, farebox recovery ratio);
- Awareness of some City/ TTC expansion plans are relatively low (e.g. SmartTrack Stations, Bloor/Yonge station capacity improvements). There was also relatively low awareness of the planned construction of Metrolinx Finch West LRT;
- A strong majority of residents feel it is important to integrate underground and surface public transportation and that the system as a whole requires stable and dedicated funding;
- When asked about their support or opposition for the subway upload plan, about one (1) in five (5) people responded that they did not know. Generally, people in Toronto are split on support or opposition of the plan, while residents in the 905 are more supportive. Support for the upload was primarily driven by hopes for better leadership, better service and more funding, while opposition is driven by mistrust, an understanding that future planning will be worse, and less funding; and
- A large majority of residents agree that the province should fund existing TTC expansion plans, rather than develop new plans.

More information regarding the methodology and detailed findings can be found in Ipsos' report, which is provided as **Appendix D**.

## C. Online Survey Findings

The online survey was conducted from May 30 to August 30, 2019 to gauge public awareness and values related to the key consultation topics and allow interested individuals to cite priorities or add comments related to Transit Responsibilities Realignment Review. Results show that responses provided through the online survey align with responses collected through Ipsos research. An overview of the survey results is provided as **Appendix B**.

Key findings suggest that a majority of participants are aware of the following:

- The Provinces proposed plans to take responsibility for expansion of rapid transit in Toronto now, and a longer term plan of taking responsibility for the existing system (42% of respondents self-identified as 'very aware' and 40% being 'somewhat aware');
- City Council's resolutions that oppose the upload of the subway system to the Province (37% of respondents self-identified as 'very aware' and 38% being 'somewhat aware');
- Key facts and stats related to current transit funding model (i.e. TTC's operating budget and funding sources), with an average of 55% of respondents who identified themselves as 'very aware' and only 10% 'not at all aware';

- The City's transit expansion plans, including the need to reduce crowding on Line 1 (96% of respondents expressed awareness) and the need to replace major components of Line 3 Scarborough (80% of respondents expressed awareness); and
- The Province's announcements regarding the introduction of legislation that enables it to designate transit expansion projects as the sole responsibility of Metrolinx, and the introduction of the Province's transit expansion plan and projects (80% of respondents stated awareness).

Overall, online survey participants demonstrated high awareness of topics related to the Transit Responsibilities Realignment Review. Online survey results based on awareness of the Province's and City Council's plans are consistent with data collected in the Ipsos public opinion research (**Section 3.B.**).

## D. What we Heard – Maintaining the Existing System

Feedback received during the PICs and the online survey suggest that many participants feel it is important for the City and TTC to operate and maintain the transit system in order to keep it in a state of good repair. Key themes related to maintaining the system include:

1. High value on City/ TTC continuing to maintain and operate the system;
2. Ownership of the subway is important;
3. Concerns around changes in ownership and potential impacts to accessibility from an infrastructure design and service perspective; and
4. Ensuring adequate funding for SOGR needs.

Detailed commentary on these four (4) themes can be found in the sub-sections below.

### **1. Importance of the City/ TTC Continuing to Maintain and Operate the System**

Many individuals who participated in online and in-person consultation activities noted the importance of the City/ TTC maintaining and operating the system. Many questioned/ expressed concerns regarding who would be responsible for operating and maintaining the system if the upload to the Province takes place. Main concerns included the state of the system if the Province were to take maintenance responsibilities, and potential increase in service delays.

Top priorities expressed related to maintaining and operating the system include:

- Protecting local controls over city transit;
- Maintaining the system to decrease delays in service and ensure reliability; and
- Making transit more affordable by implementing fare integration for riders.

### **2. Importance of Subway Ownership**

When asked how important the order of government (i.e., municipal, provincial or federal) that owns the subway network is, a strong majority (65%) of online survey participants stated it was 'very important'.

When asked how important it is that the City continue to own, operate and maintain the TTC, out of 2,748 online survey participants, a very strong majority (81%) said it was very important.

Generally, feedback received suggests that people feel the City/TTC should continue to maintain, own and operate the system because they are the body closest to the people it serves, and therefore understand the local needs. Some individuals noted that the Province could own the system but the City/ TTC should continue to maintain the system. A few individuals stated that if Provincial ownership would cause Toronto transit to be more reliable, safe and efficient, they would support the upload.

### **3. Potential Changes to Ownership and Impacts to Accessibility**

Accessibility from an infrastructure design and network integration perspective was raised as an area of concern. Some expressed concern related to accessibility if the Province/ Metrolinx gained ownership as they found GO Transit to be less accessible than TTC for people using wheelchairs.

Out of 2,748 online survey participants, 93% believed that it is very important to ensure subway, streetcar and bus services in Toronto are fully integrated. In alignment with these results, over half of Toronto (57%) and GTA 905 (53%) residents who participated in the Ipsos research believe it is very important that transit networks are integrated and connected.

Top priorities expressed regarding accessibility and network integration include:

- Ensuring accessible local transit for people of all abilities, particularly in key areas with low-income populations or that lack accessible transit (e.g., Scarborough);
- Ensuring current level of service and accessibility is maintained while advancing expansion projects;
- Increased wheelchair access on transit, particularly subways and subway stations;
- Ensuring transit fare is affordable to everyone, especially those who rely on it as their primary mode of transportation; and
- Providing seamless connections to multiple transportation options (e.g., public transit, cycling, walking, scooters)/ having a fully integrated transportation network.

#### **4. Ensuring Adequate Funding for TTC State of Good Repair Needs**

Key questions and concerns regarding funding were related to how the TTC Capital Investment Plan (CIP) would be funded and who would be responsible for funding it, how the funding gap would be resolved, the potential increase of property tax to fund the system, and the Province's contributions to the CIP and funding gap. Many expressed concerns as to why much of the funding for the TTC comes from fares and local taxes and not the Province.

Top priorities expressed related to funding include:

- The importance of financial sustainability to maintain the system;
- The need to study alternative funding sources to determine how adequate funding can be provided; and
- The need for the provincial and federal governments to contribute to funding.

## **E. What we Heard – Expanding the System**

The need to grow/ expand the existing system to support population and employment growth in the City and Region was a common theme heard among consultation participants.

Key themes about growing the system include:

1. Ensuring transit expansion is delivered in time to support projected growth;
2. Importance of local planning input into transit expansion initiatives; and
3. Providing relief to Line 1 crowding and congestion (i.e. a "Relief Line").

#### **1. Delivering Transit Expansion in Time to Support Projected Growth**

Many individuals who participated in online and in-person consultation asked about the City and Province's plans to grow the system at the pace required to address projected population and job growth. Many showed awareness of Toronto's projected growth and expressed concerns about how the current transit system would be able to accommodate such rapid growth. Some noted that growth needs to include more reliable and less-crowded transit options.

Top priorities expressed related to growth include:

- Ensuring transit services are in place to meet projected ridership and population growth;

- The importance of financial sustainability to plan for projected rapid growth of the city;
- Building transit projects as quickly as possible, without the constant changes to projects already underway, to serve more areas through Toronto and aid current heavy congestion issues;
- Focusing on building subway infrastructure to accommodate growth instead of LRT, streetcar and bus services;
- Choosing the option that will build transit expansion projects in the most efficient manner; and
- Minimizing delays to expansion project timelines.

## **2. Importance of Local Planning Input into Transit Expansion Initiatives**

Many who participated in consultation activities expressed the importance of the local role in planning and delivering transit to serve the community, as opposed to a body without local knowledge making decisions for the community. Some individuals expressed concern regarding political interference with important transit growth needs and asked how the upload to the Province would impact the City's authority in urban planning .

Top priorities expressed related to the importance of local planning input include:

- Ensuring local input into the decision-making process for transit expansion projects;
- The need to align planning for transit expansion with the City's Official Plan (OP) objectives, including ensuring projects meet broader objectives (e.g. social equity, economic, and environmental objectives); and
- The need for local planning input as City transit planners have the most knowledge about local transit needs.

## **3. Providing Relief to Line 1 Crowding and Congestion**

When discussing individual transit projects, most consultation participants noted that the Relief Line is the number one (1) priority project and must be built as quickly and efficiently as possible to provide relief to Line 1. Consultation participants also expressed an interest in learning more about the Ontario Line and wanted to know what areas of the city would be serviced if the route is changed, and if public consultation will take place for this project.

Top priorities expressed related to providing Relief to Line 1 include:

- Maintaining the Relief Line route and associated plans to service more areas in the city;
- Minimizing delays to the project timelines and building the Relief Line as soon as possible to relieve congestion; and
- Ensuring public input into decision-making process for the project.

# **F. What we Heard – Transit Responsibilities Realignment Review**

Through the consultation process, many individuals were interested in understanding more about the Province's transit 'upload' proposal (i.e., the Ontario-Toronto Transit Responsibilities Review), and the Province's transit expansion proposal.

Key themes about the Transit Responsibilities Realignment Review and provincial proposals are listed below and grouped into three categories:

- Impacts of Provincial Proposals:
  - Impacts of Province's transit expansion proposal on the status of the City's existing transit plans;
  - Impacts on timing for delivery of transit expansion;
  - Impacts to local planning role in transit expansion in light of new legislation; and
  - Labour impacts of Province's proposal to take ownership of subway.
- Roles and Responsibilities for Transit System:

- Roles and responsibilities if subway system is upgraded; and
- City Council Guiding Principles.
- Process:
  - How public input would be included in the assessment of the Province's proposals and plans;
  - How City Council's resolutions on the transit upload could be enforced from a legal perspective;
  - Provincial participation in PICs; and
  - General comments on consultation process.

### **Impacts of Provincial Proposals**

#### **i. Impact of Province's Transit Expansion Proposal on the Status of the City's Existing Transit Plans**

Through the consultation process, it became apparent that many people are concerned about how the Province's transit expansion proposal will impact the City's planned transit projects and questioned why the Province decided to make changes to the City's transit expansion plan. Many people expressed concerns about the status of other City priority projects (e.g., Relief Line North, SmartTrack, Scarborough Subway Extension/ Line 2 East Extension (L2EE), Eglinton East LRT), while others suggested that the Province's transit proposal may positively impact City transit plans by addressing the 905 fare boundary and allow for fare integration between TTC and GO Transit.

Top priorities expressed related to the impact of the Provincial transit proposal on existing transit plans include:

- Clarifying the Province's goals and priorities for transit in Toronto;
- Clarifying plans for/ the status of the City's transit expansion projects including SmartTrack, Scarborough Subway Extension/ L2EE and Eglinton East LRT;
- The need for rapid transit expansion from Scarborough to downtown to serve isolated neighbourhoods and low-income families;
- Allowing the City to continue with planned transit projects without interference from the Province, particularly the Relief Line North; and
- Reducing delays in transit planning projects to service the local community.

#### **ii. Impacts on Timing for Delivery of Transit Expansion**

Impacts to timing of transit expansion projects was a common theme throughout the consultation process, with many individuals noting concerns regarding timelines of projects already underway. Through the consultation process, it also became clear that online survey participants were split on how they felt about the Province's transit proposal – with some opposing the idea of an upload and others supporting it if it meant the funding and timelines for the transit system and expansion projects would be impacted positively.

Top priorities expressed related to timing for delivery of transit expansion include:

- Advancing/ continuing with planning City transit projects already underway to decrease timelines and relieve congestion and overcrowding on the TTC;
- Clarifying how/ if the 'upload' would impact project timelines, funding and expenses; and
- Reducing delays in transit expansion plans to reduce congestion and service the local community.

#### **iii. Impacts to Local Planning Role in Transit Expansion in Light of New Legislation**

Consultation participants who mentioned Bill 107 raised a variety of concerns and mainly expressed their opposition, stating that the City should maintain control of existing assets and its role in urban planning (including transit planning). Some raised concerns about the Province's exertion of power and controls and noted that Bill 107 seems unconstitutional. Others expressed concern for a privatized transit system, noting it may negatively impact Toronto residents and tax payers. Some also expressed concern about Bill 108's cap on revenues that the City would receive from development charges.

Top priorities expressed include:

- Ensuring the City remains in control of existing assets;
- Clarifying regulations regarding the Province's ability to upload the transit system and the City's rights to infrastructure in Toronto;
- Clarifying the negotiation process and the relationship between the City and the Province;
- Outlining the Province's qualifications to manage Toronto's transit system and how they will best serve transit users;
- Providing the public with more information about liability as a result of a provincial upload; and
- Providing the public with information about the direct impacts of Bill 107 and Bill 108, specifically regarding City planning policies, so the local community can form educated opinions.

#### **iv. Labour Impacts of Province's Proposal to Take Ownership of the Subway**

Some consultation participants expressed concern about TTC staff jobs, and how these would be impacted by the Provincial upload.

Top priorities expressed regarding labour impacts include:

- Keeping health and safety standards for workers, regardless of subway ownership;
- Ensuring TTC workers are not impacted by potential changes to transit system governance;
- Maintaining the unionized agreement already in place for TTC employees; and
- Retaining current TTC employees to ensure the level of professionalism with respect to training and experience is maintained.

### **Roles and Responsibilities for the Transit System**

#### **i. Roles and Responsibilities if the Subway System is Uploaded**

Many individuals expressed confusion regarding the City's role versus the Province's in the case of an upload. A few individuals noted they would support the Province taking ownership of/ uploading the subway system if the Province guaranteed to fund transit expansion projects or if it means the Province will contribute more funding to Toronto transit.

Top priorities expressed regarding funding roles and responsibilities include:

- Implementing proper funding from a variety of sources so that planned transit projects can be built as soon as possible;
- Ensuring Province is involved in funding transit;
- Clarifying the Province's motive for uploading the transit system;
- Considering revenue tools used by other cities to fund transit;
- Clarifying the City's role versus the Province's role and the responsibilities related to transit expansion and maintenance costs; and
- Hosting public consultations related to transit funding to determine issues and potential revenue tools for the City/ TTC to implement.

#### **ii. City Council Guiding Principles**

Questions and concerns raised regarding City Council's Guiding Principles included how they would impact the upload of the system and how the Province would adhere to them through the negotiation process and in their transit expansion proposal.

Results gathered from the online survey show that participants ranked City Council's set of Guiding Principles for the Transit Responsibilities Realignment Review on a scale of one (1) to ten, with one (1) being not important and ten being very important. Each principle was ranked on its own, without comparison to other principles, as follows:

- Safety and security of the transit system – 9.45/10;

- Preserving mobility options and a seamless journey – 9.37/10;
- Financial sustainability of the system to maintain the existing system and plan for growth of the City – 9.34/10;
- Advancing priority transit expansion projects already underway – 9.26/10;
- Ensuring accessible local service – 9.26/10;
- Good governance (e.g., local representation in decision-making processes regarding where transit is built in the City) – 9.17/10;
- Fair allocation of financial obligations between the City and Province – 9.08/10; and
- Alignment of infrastructure investments with the City's Official Plan objectives of Serving People, Strengthening Places, and Supporting Prosperity – 9.03/10.

## **Process**

### **i. How Public Input would be included in the Assessment of the Province's Proposals and Plans**

Throughout online and in-person consultation activities, people questioned how their opinions would inform results of the Transit Responsibilities Realignment Review and expressed that feedback and opinions from people who use the current transit system regularly should outweigh opinions of the Province. Some questioned why they were not able to provide their feedback or ask questions directly to provincial representatives during in-person consultation activities.

Top priorities expressed related to the inclusion of public input in the Transit Responsibilities Realignment Review include:

- Educating the general public on all aspects of the Transit Responsibilities Realignment Review and the upload;
- Sharing how consultation inputs will inform the Transit Responsibilities Realignment Review and how public opinion will influence the decision-making process between City Council and the Province;
- Ensuring Provincial representatives participate in the next round of consultation to allow for in-person discussions; and
- Ensuring public input influences the decision-making process related to the 'upload' of the system and how transit expansion is planned in the future.

### **ii. How City Council's Resolutions on the Transit Upload could be Enforced from a Legal Perspective**

Many were uncertain about the legality of the Province's decision to 'upload' the system and create a new transit proposal when the City already had a transit expansion plan in place. Some asked if the Province could be stopped from getting involved in the decision-making process for transit in Toronto, and suggested the City explore legal avenues to oppose the Province's transit proposal and privatization/ the 'upload' of the system.

Top priorities expressed include:

- Exploring legal options to oppose the upload of the system and the Province's transit proposal;
- Sharing more information on laws related to transit ownership and maintenance with the public;
- Ensuring clear messaging from City Council on their position on the Province's transit proposal; and
- Sharing more information on the negotiation process between the City and the Province.

### **iii. Provincial Participation in PICs**

Many individuals who participated in in-person consultation activities expressed concern regarding the lack of provincial staff representation at the PICs (although Etobicoke Centre MPP Kinga Surma was present at one).

Generally, the public wanted to better understand the Provinces proposed plans, including:

- Clarifying the Province's intentions regarding the upload and their transit proposal;
- Involving all parties (e.g., Council, City staff, TTC, Metrolinx, Provincial government) in consultation with the public; and

- Hosting public information meetings where City and Provincial representatives answer questions from the public.

#### **iv. General Comments on the Consultation Process**

Some individuals expressed concern regarding the format of the PICs and online survey.

Top priorities expressed related to the consultation process include:

- Providing regular/ frequent information regarding discussions/ outcomes between the City and the Province;
- Providing more opportunities for the public to get involved;
- Providing longer Q&A sessions at the PICs;
- Advertising live events in a greater variety of outlets/ spaces;
- Seeking feedback from the community, and not just gauging level of awareness;
- Sharing the Province's responses to the 61 questions posed by City Council; and
- Adding more interactive elements to presentations and information boards.

## **4. Next Steps**

Public participation is a key input into the decision-making process. Ongoing discussion and dialogue will continue to be a key priority of the City and TTC. As transit projects advance through the decision-making process, City and TTC will continue to work with the Province, Metrolinx and other key partners in delivery of transit initiatives to ensure local perspectives are meaningfully reflected in decision-making.

