

October 25, 2023



**BLOORYORKVILLE**

**TO:**  
Deputy Mayor McKelvie  
Chair, Infrastructure and Environment  
Committee



**FROM:**  
Downtown Six Toronto BIAs



**RE:     Support for IE7.2 – Congestion Management Plan 2023 - 2026**

Deputy Mayor McKelvie,

**The Downtown Six Business Improvement Areas (BIAs) are writing to express our strong support for item IE7.2, the Congestion Management Plan for 2023-2026.** The downtown core is currently facing heightened congestion due to essential infrastructure upgrades, many new and ongoing construction projects and a return to major events being held throughout the core following the interruption of the COVID-19 pandemic. We anticipate that these factors will only intensify congestion in the coming years and we applaud Transportation Services for their continuous-advancement and data-driven approach to alleviating congestion in the city. We are grateful for the briefing that Transportation Services provided our Six Downtown BIAs and TABIA, and would like to highlight some elements of the Congestion Management Plan 2023-2026 that we believe will significantly benefit the downtown core.

### **Traffic Agent Program**

Our BIAs' have seen the significant positive impact of the Traffic Agent program throughout our neighbourhoods, helping to alleviate congestion and gridlock at many crucial intersections throughout the city. To continue this success, we encourage the continued expansion of this program in anticipation of increased congestion and recommend that Transportation Services exceed the staffing goal for 2024 of 45 Traffic Agents in order to establish a reserve to counteract potential attrition, ensuring the program's uninterrupted operation. Moreover, to ensure that service levels are maintained throughout downtown, for any additional Traffic Agents that are required to be deployed to locations along the construction route of the Ontario Line, we suggest that Metrolinx be asked to assume the financial responsibility for the hire and training of additional agents.

### **Technology and Data**

We are very encouraged by the technology that Transportation Services has already implemented to understand and evaluate congestion downtown. With the complexity of traffic patterns in the core, we are hopeful that the ongoing deployment of the smart signal program and the implementation of 3rd generation

AI traffic signals can help to further mitigate traffic impacts in the core dynamically.

To ensure that the impacts of construction on the Ontario Line are understood, we encourage Transportation Services staff to establish a parallel benchmark to the Travel Time Index (TTI) for just the downtown core. Having this measure in place will help us to benchmark and understand the impacts of this and other projects on congestion specific to the core and will help us to advocate where needed for further intervention by Transportation Services and Metrolinx.

### **Construction and Event Management**

The development and expansion of Construction Hubs throughout downtown and the efforts of the workzone coordinators has proven instrumental in managing the impacts of multiple concurrent construction initiatives throughout downtown. We are supportive of the introduction of the QR code signage system for road occupations and the development of the new road restriction website. These tools will be beneficial to our BIAs efforts to help share information with our business member stakeholders about ongoing construction impacts and working with City Staff to mitigate any unforeseen impacts caused by closures that impact them.

We fully support the creation of the dedicated Traffic Event Management Planning team (TEMP). These efforts are an essential part of ensuring the quality and safety of experience for visitors to our downtown and will be greatly beneficial for major events in the downtown in the coming years, such as the Taylor Swift concerts in 2024 and the FIFA World Cup in 2026.

We appreciate the proactive and dynamic efforts of Transportation Services in working to develop and implement these programs downtown to help mitigate downtown and support the initiatives outlined in the Congestion Management Plan for 2023-2026.

To connect with our group, please contact Oliver Hierlihy at [oliver@waterfrontbia.com](mailto:oliver@waterfrontbia.com)

Respectfully submitted,

Al Smith, Executive Director  
St. Lawrence Market Neighbourhood BIA

Briar de Lange, Executive Director  
Bloor-Yorkville BIA

Grant Humes, Executive Director  
Toronto Financial District BIA

Janice Solomon, Executive Director  
Toronto Downtown West BIA

Pauline Larsen, Executive Director and COO  
Downtown Yonge BIA

Tim Kocur, Executive Director  
The Waterfront BIA

cc: Mayor Olivia Chow  
Deputy Mayor Jennifer McKelvie (Chair), Scarborough-Rouge Park  
Councillor Mike Colle (Vice Chair), Eglinton-Lawrence  
Councillor Amber Morley, Etobicoke-Lakeshore  
Councillor James Pasternak, York Centre  
Councillor Anthony Perruzza, Humber River-Black Creek  
Councillor Dianne Saxe, University Rosedale  
Deputy Mayor Ausma Malik, Spadina Fort York  
Councillor Chris Moise, Toronto Centre  
Paul Johnson, City Manager  
Will Johnston, Deputy City Manager  
Barbara Grey, General Manager, Transportation Services  
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