

From: [Shelagh Pizey-Allen](#)
To: [Executive Committee](#)
Subject: [External Sender] Letter re: EX16.21 from TTCriders
Date: July 15, 2024 10:55:21 AM
Attachments: [2024-07-16-TTCriders letter re EX16.21 FIFA.pdf](#)

Hello,

Please find a letter from TTCriders attached in support of the recommendations in EX16.21 to advance a strategy to accelerate the review and design of the RapidTO surface transit priority projects on Dufferin and Bathurst.

Sincerely,
Shelagh Pizey-Allen

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Shelagh Pizey-Allen
Executive Director, TTCriders
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July 16, 2024

Support letter for accelerating RapidTO TTC improvements on Dufferin and Bathurst

Re: EX16.21: FIFA World Cup 2026 – Toronto Governance, Community Benefits Plan, Legacy and Program Advisory Framework, FIFA Fan Festival¹

Dear Mayor Olivia Chow and Executive Committee members,

TTCriders is a membership-based organization of transit users. We are writing in support of the recommendation to advance a strategy to accelerate the review and design of the RapidTO surface transit priority projects on Dufferin Street between Eglinton Avenue West and Dufferin Gate Loop and on Bathurst Street between Eglinton Avenue West and Lakeshore Boulevard.

RapidTO lanes on Eglinton East, Kingston, and Morningside have made a positive difference for transit riders and made the TTC faster and more reliable.² Today's recommendation aligns with a City Council decision in February 2024 to accelerate timeframes for the review of feasibility, design and implementation of projects within the Surface Transit Network Plan, where possible, including opportunities to proceed with segments of routes when feasible.³

In addition to accelerating RapidTO, we encourage you to consider the following transit improvements to ensure that international guests have a positive experience on the TTC:

- **A transit system that tourists can navigate (wayfinding):** The TTC's wayfinding strategy is insufficient and under-resourced. Wayfinding should be consistent, clear, and integrate well with partner transit agencies. Signage, digital passenger information displays, and audio messaging should be improved.
- **A safe and welcoming transit system:** Hire additional frontline customer service staff to serve as ambassadors on the TTC and GO Transit to give information, directions, and contribute to a sense of safety and welcome.

Sincerely,

TTCriders

¹ <https://www.toronto.ca/legdocs/mmis/2024/ex/bgrd/backgroundfile-247473.pdf>

² <https://www.toronto.ca/legdocs/mmis/2024/cc/bgrd/backgroundfile-242942.pdf>

³ <https://secure.toronto.ca/council/agenda-item.do?item=2024.EX11.8>