

2018 Performance Report

Transportation Services





2019 will bring another year of transformation as we continue to implement new and innovative projects.

A DIVISION IN MOTION

This report ties together the principles of making Toronto a place where people can get around vibrant and accessible streets safely and comfortably; where people can depend on a variety of reliable and easy-to-access travel options; where the way we design our streets and sidewalks contributes to our quality of life, economic vibrancy and connects us to the places we need to go; and where we harness innovation to expand choice, improve the environment and ensure we are building a network to address our future needs. Toronto takes these principles seriously, and we are proud of our continued efforts to improve the services we provide and increase our transparency and accountability to the public.

Recently, Transportation Services launched a digital quarterly newsletter to our councillors and the public. The newsletter covers timely and important information about key services such as winter operations, road safety, and the construction season and enables us to keep the public better informed of the services they can expect.

We've also expanded our use of data and analytics in everyday management and decision making. As an example, the King Street Transit Pilot utilized data from many sources such as the Toronto Transit Commission, Toronto Parking Authority, Toronto Police Service, Transportation Services and point of sale records, among others to comprehensively evaluate the impacts of the pilot. Using data for decision-making is a priority for our division. Moving forward, we are working to develop an online public dashboard which will keep the public and councillors up-to-date on our progress in achieving our goals and provide greater insight into the services we deliver and how tax dollars are being spent.

The annual Performance Report will serve as another, deep-dive view into our data for the residents of Toronto. The report also seeks to show how we strive to continuously improve by setting outcome-based metrics tied directly to the division's mission, vision, and principles, and measuring how we perform against them.

We look forward to continuing to share updates on the services we deliver and communicating more fulsomely with the public.



Barbara Gray
General Manager, Transportation Services
City of Toronto



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ABOUT US

Transportation Services has approximately 1,200 staff responsible for a wide range of disciplines including: traffic operations, StreetArt, roadway regulation, street maintenance and cleaning, transportation infrastructure management, road, sidewalk and boulevard occupation, street design and snow removal just to name a few. The Division has developed a number of initiatives to improve Transportation Services over the last few years, focusing on staffing, increased training, and offering mentoring and professional growth programs. These improvements enable us to deliver citywide services more consistently and will foster our ability to be responsive to the public.



- Road safety
- Traffic signals, signs & pavement markings
- Red Light Camera Operations
- Neighbourhood improvements
- Street furniture
- Graffiti management & StreetArt

Safe, Healthy Communities



- Infrastructure planning, management & programming
- Traffic operations & safety studies
- Permitting for on-street parking, construction & events
- Snow clearing, road salting, sidewalk maintenance & street cleaning
- Traffic planning & right-of-way management

Quality Service



- Cycling infrastructure & programs
- Operational planning & policy development
- Pedestrian projects
- Congestion management

Access for Everyone



- Deliver transformative & pivotal projects
- Smart city initiatives
- Major transit projects
- Major infrastructure Environmental Assessments

Resilient Solutions





Bay Street

The metrics in this Transportation Services Performance Report directly align to our mission, vision, and principles and measure our progress in advancing key initiatives and programs that enable us to serve our diverse and changing city.

Each year we will report on key metrics to provide the public an annual update on our progress.



MISSION

Build and maintain a resilient transportation network so that people connect with the places, activities and communities they value



VISION

To keep people moving safely in our diverse and changing city



PRINCIPLES

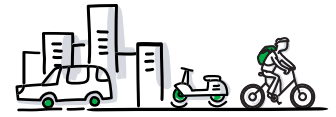
Safe, healthy communities
Access for everyone
Quality service
Resilient solutions



King Street
(Photo courtesy of Cole Legree)



Safe, Healthy Communities



VISION ZERO: ELIMINATE TRAFFIC FATALITIES & SERIOUS INJURIES

Vision Zero

The *Vision Zero Road Safety Plan* is a comprehensive action plan focused on eliminating fatalities and serious injuries on Toronto's Streets. We know that some of the most effective ways to prevent fatalities and serious injuries on our roads is to slow down vehicles, calm traffic, and provide safe options for people to cross the road.

In 2018, Council approved a \$22 million acceleration initiative to accelerate and expand the deployment of traffic safety improvements. These programs included *Watch Your Speed*, *Speed Humps*, *Senior Safety Zones*, *School Safety Zones*, *Community Safety Zones*, *Leading Pedestrian Intervals*, *Cycling Corridor Enhancements*, *Curb Radii Reductions*, and *Accessible Pedestrian Signals*. Through these initiatives a variety of educational campaigns were developed such as *The Art of Distraction*, *School Safety Campaign* and the new *Vision Zero Mapping Tool*.

Art of Distraction Campaign

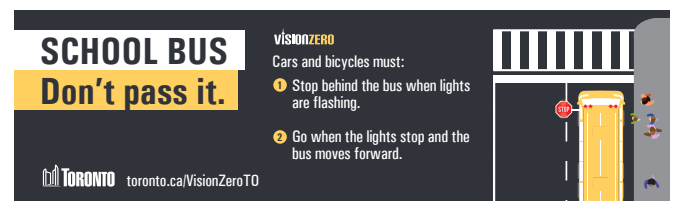
The City of Toronto's *Art of Distraction* public awareness campaign advances the education component of *Toronto's Vision Zero Road Safety Plan*. The campaign purpose is to bring attention to road safety and to influence safer behaviour among all road users – especially vehicle drivers. The campaign is in partnership with *Friends and Family for Safe Streets*, an organization composed of survivors of traffic collisions and friends and families whose loved ones have been killed or severely injured in street collisions. The campaign was promoted through transit shelter space, media, radio ads, print, online ads, social media and the web. A post campaign survey, with a sampling plan developed to ensure a representative cross section of Torontonians by age, region and gender, reflective of the most recent Statistics Canada data, was completed by 1,515 Torontonians. The results showed a significant increase in overall awareness of the campaign on the streets of Toronto.

School Safety Campaign

The *Vision Zero School Safety Campaign* educates people traveling by car or bike on how to be safe around stopped school buses, pedestrian crossovers, school zones and intersections. This campaign was promoted through back of bus space, newspaper print, online ads, social media and the web.



Vision Zero School Safety Campaign Ads



Vision Zero Mapping Tool

The City of Toronto's Vision Zero Map is an interactive tool that displays information on fatal and seriously injured collisions, and safety measures that have been implemented under the City of Toronto's Vision Zero program. The map provides a transparent view into the suite of safety measures that are being deployed through the Vision Zero program. A new web-page was launched alongside the Vision Zero Mapping tool that provides the latest updates and news.



Recently retired Edouard was cycling on a trail near his home when he was hit and killed by someone driving a car. Edouard had the right of way and was crossing at a crosswalk when the driver ran the red. The impact was so severe that Edouard's wife and family were unable to donate his organs, something he had requested in his will.



Jessica was riding her bike when a person driving an SUV T-boned her and sent her flying. The collision fractured her spine, tore ligaments throughout the joints on the left side of her body, and left her with a brain injury that causes her short-term memory loss. Shortly after the crash, serious blood-clot-related complications nearly killed Jessica a second time. Jessica continues to live with the effects of her injuries every day.



Art of Distraction Campaign as part of Vision Zero education program

2018 Accomplishments

Reduce vehicle speeds and improve traffic safety on local and collector roads

287

speed humps installed in 91 locations for a citywide total of **3,065 speed humps in 756 locations**

Reduce red light running

59

red light cameras installed at key intersections for a citywide total of **159 cameras**

Improve safety in areas where seniors are most present

53

new Senior Safety Zones installed including lower speed limits, improved street lighting, additional crossing opportunities and enhanced pavement markings for a citywide total of **65 zones**

Enhance safety for pedestrians

35+

geometric safety improvements including curb extensions installed, reducing crossing distance and slowing vehicle turning speeds

Remind drivers to watch their speed using dynamic signs

188

portable, pole mounted Watch Your Speed Signs

Improve visibility in School Safety zones

56

School Safety Zones installed including lower speed limits, improved pavement markings, driver feedback signs, and flashing signage for a citywide total of **108 zones**

Improve safer routes to school and promote kids walking and biking to school

5

schools chosen for Active and Safe Routes to School pilot project where additional signage and pavement markings were implemented

Enforce speeding in designated Community Safety Zones

350

zones developed in designated areas for a citywide total of **480 zones**



DELIVER CLEAN, VIBRANT & ACCESSIBLE STREETS

Virtually all trips regardless of the mode of travel, require use of the street. How people experience their trip impacts their quality of life, pride of place, and sense of belonging and inclusion. Clean, vibrant streets that are accessible and easily navigable by all are essential for people to be able to connect with the places, activities and communities they value, and the health and well-being of the diverse public we serve. Transportation Services works to ensure all streets are designed, constructed and maintained to accommodate users of all ages and abilities.

Improved Clarity in Signing

In 2018, staff in Pedestrian Projects and Signs & Markings developed and installed new "Button for Audible Signal Only" signs at pushbuttons to enable sighted pedestrians to differentiate between buttons that they needed to push to activate the walk phase and pushbuttons that only activate the walk tones for pedestrians with low or no vision. Approximately 800 fixed-time and semi-actuated intersections were outfitted with these new signs.

Walking Habits Survey

Another initiative this past year was the reformatted Walking Habits Survey. The online survey reached approximately 1,000 Torontonians. A few of the key insights were that Torontonians said they were able to walk to amenities such as schools, community centres, libraries, parks/trails, and grocery stores within about 30 minutes from their homes, and approximately two-thirds of respondents say their neighbourhood is "very walkable".

Leading Pedestrian Interval (LPI) Program

The Leading Pedestrian Interval program provides an advanced walk signal so that pedestrians begin to cross the street before vehicles get a green signal. The purpose of an LPI is to provide pedestrians a head start at intersections, reducing the risk of conflict with turning vehicles. LPI's are particularly helpful for children and older pedestrians, as they may take longer to cross the street.

Green Streets Implementation

This past year saw the first step toward a consistent and standardized approach to the implementation of the *Green Streets Technical Guidelines*. In fall 2017, Transportation Services initiated and chaired the inter-divisional *Green Streets Steering Committee* and a staff level working group, to oversee and coordinate the implementation of Green Streets. Nine Green Streets projects are in planning or design stages for 2019 delivery. All growth-related and large scale development is now being reviewed for potential inclusion of Green Streets infrastructure.

Street Furniture and Toronto 360

The City's Street Furniture program with Astral/Bell Media rolled out 976 new street furniture pieces in 2018, bringing the total inventory on City streets to 20,869.

Toronto 360 (TO360) - 2018 was the first year of a city-wide roll-out of the TO360 Wayfinding program. Deliverables included over 100 new on-street signs, 360 updated Bikeshare station walking maps, and a redesign of the Toronto Visitor Map, all of which was supported by the development of city-wide GIS base mapping and targeted detailed mapping.

Torontonians said they were able to walk to amenities such as schools, community centres, libraries, parks/trails and grocery stores within about 30 minutes from their homes...



Dundas Roncesvalles Peace Garden

2018 Accomplishments

Provide pedestrians a head start into an intersection to improve their visibility

80

Leading Pedestrian Intervals installed throughout the city for a citywide total of **94**

Provide safe walking routes for pedestrians

4.6 km

of missing sidewalks installed and 7,982km of sidewalks inspected throughout the city

Create vibrant city streetscapes and improve public spaces

37

Neighbourhood Improvement Projects completed including boulevard and centre median improvements on the Queensway, traffic control bump outs with storm water management within Harbour Village, and Glasgow Street sidewalk widening and decorative paving

Assist visually and hearing impaired pedestrians in safely crossing the street

85

Accessible Pedestrian Signals installed for a citywide total of **983 signals**



SUPPORT DIVERSE & EQUITABLE COMMUNITIES

As the City's motto "*Diversity Our Strength*" states, Toronto is one of, if not the most diverse city in the world. It is home to the largest urban Indigenous population in Canada and more than half of the City's 2.9 million residents were born outside of Canada, coming from over 200 different countries of origin and reflecting virtually every ethnicity, language, culture and religion, gender identity, sexual orientation, family and marital status, socio-economic status and age.

International Street Artist Exchange

The *International Street Artist Exchange* with Chicago, a partnership with the City of Toronto in 2018, saw Chicago artist Justus Roe come to Toronto to paint a mural on the Roncesvalles Footbridge; and artist Kirsten McCrea traveled to Chicago to paint a wall mural in the Wabash Arts Corridor during EXPO Chicago, an annual international exposition of contemporary and modern art.

Indigenous Harvesters' & Artisan Market

Spearheaded by *Ring of Fire Productions* and held at Bickford Centre (a Toronto District School Board Adult Education facility) the 2018 inaugural *Indigenous Harvesters' & Artisan Market* was the first of what will become an annual event celebrating *Indigenous Food Sovereignty and Ecological Systems*. StreetARToronto commissioned Indigenous artists to paint a series of wall and ceiling murals in the outdoor courtyard of the Bickford Centre to showcase Indigenous heritage and culture.

Artists' Health and Wellness Workshop

On November 23, 2018 StreetARToronto hosted the inaugural *Artists' Health and Wellness Workshop*. The purpose of the workshop was to convene, share and engage in critical conversations around artist self-care and mental health. The panel explored and discussed different ways for artists to better care for themselves, listen to others and respond to concerns and questions around self-care.

Walking Tour: First Story Toronto

First Story Toronto, in partnership with *Art Toronto*, *Toronto Biennial of Art* and *StreetARToronto (StART)*, led an interactive storytelling walk which featured the collection of Indigenous art along the downtown lakeshore. The tour focused on the recently completed Lower Simcoe Street Underpass mural, 'N'gekaajig kidowog', by Tannis Nielsen, a Métis artist of Cree, Sohto, Dene and Danish descent. The mural features an Ontario Elder/Teacher Honour Wall on the west side of the underpass, and a Water Wall honouring the sacred connection to water.

Beautiful Streets

Neighbourhood Improvement Projects (*Beautiful Streets*) foster partnerships and engage residents on street and transportation corridor enhancements across the city. Staff ensure our resources are directed beyond major capital infrastructure projects and areas of significant redevelopment into places that can use some assistance. Some recent examples include support for the *Healthy by Design: Active Apartment Neighbourhoods* project in Weston with Toronto Public Health; assisting business owners on Rogers Road in the Keelesdale – Eglinton West community with Economic Development; and support for the *George Street Revitalization* (GSR) strategy with Shelter, Support and Housing Administration. Beautiful Streets has also supported projects within Neighbourhood Improvement areas, such as the *Participatory Budgeting* pilot and other community driven initiatives that align with Transportation's strategic objectives.



Justus Roe Mural on the Roncesvalles footbridge

2018 Accomplishments

Supporting local community events that celebrate Toronto's diverse population

Beautifying community spaces within the right-of-way

Collaborate with the community to deliver art installations throughout the city

Implement large scale street art murals that reflect our City's motto "Diversity Our Strength"

358

street event permits issued, including Pride, Ride for Heart, Taste of the Kingsway, Taste of Manila and StreetPLAY

41

Community Planting Projects installed for a citywide total of 240 projects

128

StreetARToronto projects completed throughout Toronto for a citywide total of 637 installations

38

large scale street art murals installed representing a wide range of themes by local and international artists, including 10 Indigenous artists and 85 'Outside the Box' installations, for a city-wide total of 164





Quality Service



DELIVER & MAINTAIN HIGH-QUALITY INFRASTRUCTURE & SERVICE

Transportation Services staff are responsible for the design, construction, ongoing maintenance and future planning of the infrastructure required to serve the daily transportation needs of a dynamic city of 3 million residents, commuters and visitors, and over 75,000 business establishments. 2018 included a number of events that kept our operations and maintenance crews working hard throughout the season.

April Ice Storm

In April, the Greater Toronto Area experienced a major ice storm that lasted 3 days and included ice pellets, ice accumulation, freezing rain, snow, flooding, extremely high winds and below freezing temperatures. According to our weather service provider this type of severe late spring event occurs once a century.

While our winter service contracts typically end in March, due to the extreme weather, contractors and service providers were called back. As a result of the untimely nature of the storm approximately only 25% of the resources typically required were available for a full ice/snow response. Despite reduced resources, appropriate rounds of salting and plowing were completed within a 48-72 hour time period. The cost of the April Ice Storm was an estimated \$4.5M.

Pothole Blitzes

Due to large fluctuation in temperature over winter, Toronto saw an increase in the number of potholes by March 2018. Transportation Services responded by placing road repair crews on extended hours and launched numerous pothole repair blitzes. On a typical day, 25 crews repair potholes, but during the blitzes, 55 crews worked on filling potholes across the city, including on the Gardiner Expressway and Don Valley Parkway. The City of Toronto has a comprehensive road maintenance program and spends approximately \$171 million annually on road repairs, rehabilitation and maintenance work, including between \$4 and \$5 million to fix potholes. In 2018, the City repaired 244,425 potholes.

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Road signage installation

2018 Accomplishments

Provide safe and reliable streets

119 km

of arterial and local roads reconstructed or resurfaced

Provide timely repair response to service requests

244,425

potholes were filled, 97% of all pothole repair service requests completed within 5 days

Ensure the city's infrastructure is properly maintained

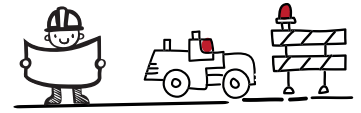
\$160m

of road, bridge and expressway State-of-Good Repair projects delivered

Distribute and implement timely permit service

383,658

temporary and existing parking permits renewed and issued



DELIVER & MAINTAIN HIGH-QUALITY INFRASTRUCTURE & SERVICE

North Yonge Street Van Attack

The tragic events of April 23 shook the City of Toronto to its core. While this tragedy has no doubt left a permanent scar on the city, it also showed us that we are able to come together as one to move forward and begin to heal. The professionalism, sensitivity and impassioned response by Transportation Services staff following this horrific attack truly exemplifies the civic pride that exists within this city, and indeed within the Division. From Traffic Control to Street Cleaning, from Emergency Barrier Installation to assisting Toronto Police wherever possible; staff went above and beyond the call of duty to demonstrate our collective will to ensure public safety. Compliments from the Mayor's Office and other City Divisions highlighted the prompt and professional response from Transportation Services during a time of great loss.

Transportation Services General Manager Barbara Gray asked us to call upon our skills and experience as a Division on the date of the attack:

"We are horrified when an act such as the one today robs us of what we have worked so hard to create and shows us how fragile the system can be. At the same time, as a division we are practical and resilient. I am asking all of you in this time of sorrow to draw on these attributes."

In the days that followed this letter, there was no doubt that this message was heeded by all Transportation Services staff involved.

Don Valley Parkway & Gardiner Expressway Maintenance

In April and October 2018 the closures of the Don Valley Parkway and the Gardiner Expressway enabled the City of Toronto to complete a significant amount of work. The City's Transportation Services, Engineering and Construction Services, Parks, Forestry & Recreation, Solid Waste Management Services and Toronto Water, along with Toronto Hydro and Metrolinx, worked together to coordinate their work and operations over the weekend for efficiency and to minimize disruption. Some of the work that was completed included: 107,200 square metres of grinding and paving; 12,003 tonnes of asphalt used; 19,434 metres of crack sealing; 561 metres of guiderail repaired; 1,396 catch basins cleaned and flushed; 328 signs including overhead signs inspected, maintained and repaired; and 25,800 metres of line painting completed.



Gardiner Expressway Road Maintenance







Access For Everyone

Access for Everyone



CONNECT, GROW & RENEW OUR CYCLING NETWORK

Transportation Services developed and is implementing a 'complete streets' approach to the allocation of space within road rights-of-way. Among other things, this means placing a greater emphasis on pedestrians, cyclists, and transit than has been the case in the past. Walking and cycling whether for commuting or recreational purposes are active, healthy and environmentally friendly ways to travel.

Lake Shore Cycle Track

In early 2018 the *Lake Shore Cycle Track* installation - a new bi-directional cycle track opened on Lake Shore Boulevard West, connecting from First Street to Norris Crescent. The cycle track provides safe connections for cyclists and closes critical gaps in the *Waterfront Trail* and in coordination with *StreetARToronto*, the concrete barriers were painted after a design competition to enhance the public realm.

Thorncliffe/Flemingdon Park Neighbourhood Connections

In the summer of 2018, the City completed the installation of bike routes in the Flemingdon & Thorncliffe Park area. New bike lanes were installed on Thorncliffe Park Drive, Gateway Boulevard, Deauville Lane, and Grenoble Drive. The new facilities improve accessibility and safety, and create new ways for cyclists to travel around the area, and connect to local trails and public transit.

York University/Downsview Neighbourhood Connections

In 2018 the City began work on improving the cycling connections in the Downsview neighbourhood and the York University area. In August 2018, a cycle track was installed on Shoreham Drive from Pond Road to the Black Creek Bridge. In November 2018, a new bike route was installed on Dovehouse Avenue between Keele Street and Sentinel Road. Installation of cycling facilities in this area will continue into 2019.

The new facilities improve accessibility and safety, and create new ways for cyclists to travel around the area, and connect to local trails and public transit.

VISION ZERO

SHARED LANE

Respect it.

- 1 Bicycles and cars share the road.
- 2 Cars, wait behind bicycles until it is safe to pass.
- 3 When passing give the bicycle one-metre safe passing clearance.

Toronto toronto.ca/cycling

Vision Zero Cycling Safety Campaign Ad



Toronto's Cycling Network - Lake Shore Boulevard West painted concrete barriers

2018 Accomplishments

Improve safety and quality of cycling options

Connect communities and provide modal options

Increase awareness of cycling infrastructure throughout the city

Provide safe and secure infrastructure for cyclists

28 km

of on-street infrastructure installed, including 4 km of multi-use trails, for a citywide total of 376km of existing on-street infrastructure and 345 km of multi-use trails

57 km

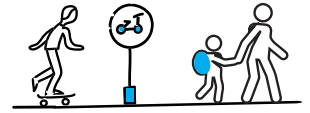
of on-street infrastructure upgraded or enhanced

130,000

cycling maps distributed to the public

9

on-street bicycle corrals installed for a citywide total of 25 corrals



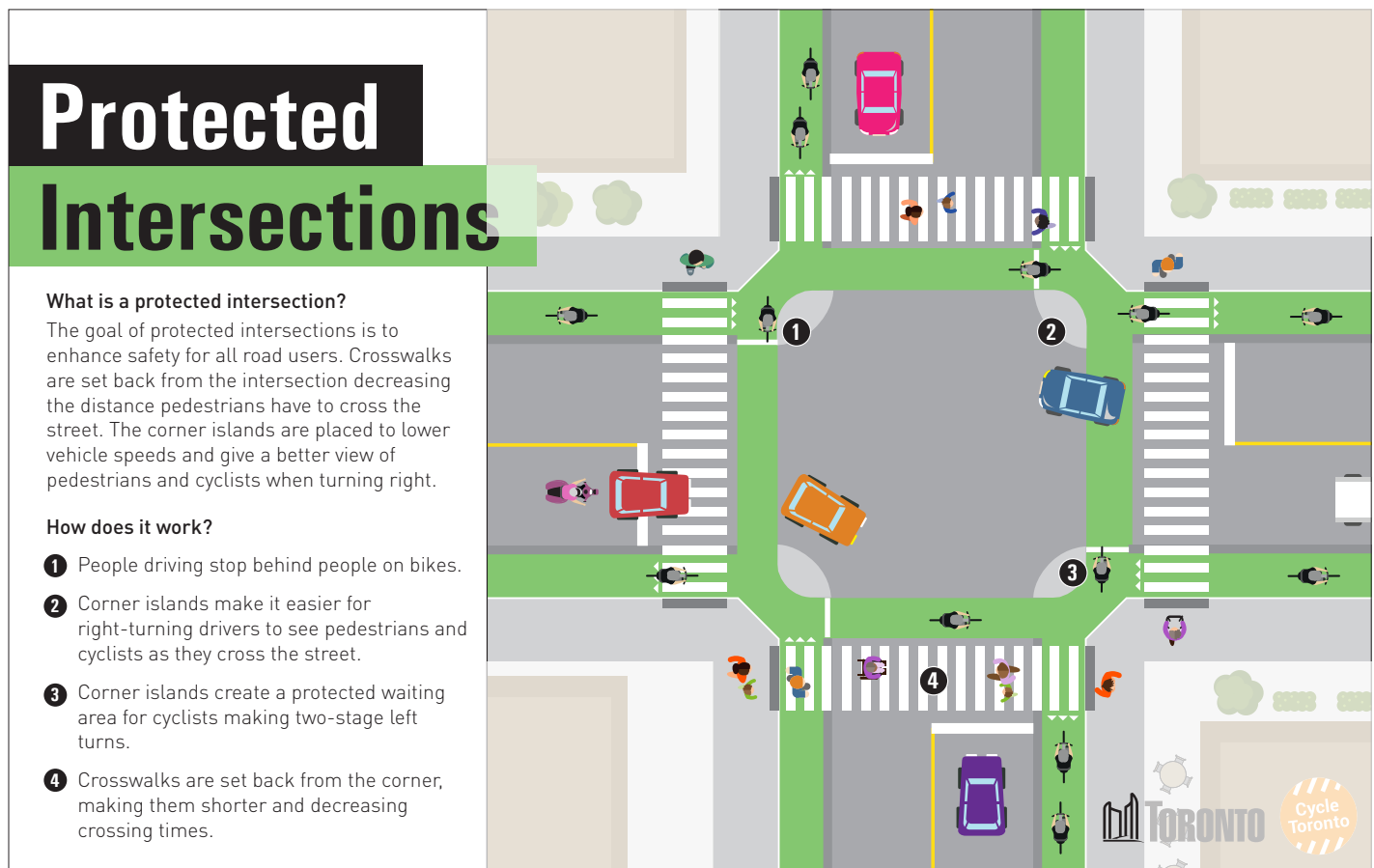
CONNECT, GROW & RENEW OUR CYCLING NETWORK

Protected Intersections

A workshop on the *Design and Implementation of Protected Intersections* was arranged by Transportation Services on October 25, 2018 as part of the Vision Zero program. Following this workshop, a conceptual design for the Bloor Street West/ St. George Street intersection was prepared by a consultant and will feed into the permanent design for the intersection as part of 2020 re-construction of Bloor Street to be delivered by Engineering and Construction Services. Feasibility and functional design for other intersections will be undertaken by a consultant expected to be hired in spring 2019 with an objective to implement pilot projects in 2020.

Etobicoke Creek North Trail

The City of Toronto, in partnership with the Toronto and Region Conservation Authority (TRCA), built a 1.1km multi-use trail south of Eglinton Avenue along Etobicoke Creek. This connection filled a gap in the *Etobicoke Creek Trail* and provides a valuable connection that extends north to Caledon and south to Lake Ontario.



Slide from Open Streets Protected Intersections Workshop Strategy



Toronto's Cycling Network
Richmond Street between
Simcoe Street & Duncan Street



IMPROVE TRAVEL MOBILITY & RELIABILITY

Improving the predictability, efficiency and communication surrounding traffic flow and management in the city is a key issue for many Torontonians. A number of plans and programs were initiated in 2018 to achieve greater traffic management and clearer messaging.

Advanced Traffic Management System

Transportation Services deployed the new *Advanced Traffic Management System* (ATMS). The new system will increase the efficiency of congestion management operations by providing a platform where staff can visually assess crucial information such as traffic speed, road closures and deployed equipment. This platform will also facilitate the management of incident records, the issuing of media reports, and the creation of messages on variable message signs across the city.



LED Blank-Out Signs

LED Blank-Out Signs

LED Blank-Out signs are LED illuminated electronic signs that are demonstrated to improve visibility and compliance of turn restrictions at intersections. In 2018, the City of Toronto completed the design and tender procurement for 14 new signs to be installed at four signalized intersections. The signs were activated for operation on March 5, 2019.

The Five Year Congestion Management Plan

The City of Toronto's five year Congestion Management Plan (CMP) is the toolbox that Transportation Services uses to mitigate the effects of congestion and to optimize the use of the existing transportation network through innovation and technology. Multiple projects have already been executed as part of the previous CMP's in the areas of systems, policies, and operations. Examples include deploying smart signals, preparing a curbside management plan, and establishing a partnership with Waze for traffic data and traveller information services. The focus of the latest CMP update (2021-2025) is to align with the most recent strategic goals, to move people rather than just vehicles, and to measure the performance and success while utilizing a more active management approach that supports the needs of all road users.

Smart Work Zone Pilot

Last year Transportation Services initiated the *Smart Work Zone Pilot*. The City deployed two portable trailers with specialized equipment. Trailers were equipped with CCTV cameras to monitor traffic, traffic flow detection units to calculate travel time, and variable message signs to display road conditions and/or travel time. This pilot deployment helped staff to determine the technical and operational needs for a permanent program.

The Five Year Congestion Management Plan is helping to improve the flow of traffic on streets across the city through increased use of technology.



Outdoor Cafés, King Street Pilot Project

2018 Accomplishments

Efficient traffic movement and response to emergency conditions

1,478

traffic signal timing changes made in response to planned and unplanned conditions

Improve signs to make turn prohibitions clearer and safer to vehicles

14

new LED Blank-Out signs installed at 4 signalized intersections for a citywide total of [122](#)

Improve travel reliability by retiming signals

209

signals retimed, reducing delays by 6%, stops by 4.7%, total travel times by 2.8%, fuel consumption by 2.6%, and CO₂ emissions by 2.6%

Effectively monitor and manage arterial road traffic

8,011

Road Disruption Activity Reporting Systems (RoDARS) processed. RoDARS is a system that informs the public of planned roadway closures throughout the City.



IMPROVE TRAVEL MOBILITY & RELIABILITY

Smart Traffic Signal Pilots

In 2018, the City completed the deployment of two *Smart Traffic Signal pilots* that will help select a new technology to replace the City's aging signal infrastructure and to expand on the use of Smart Signals. Smart Traffic Signals are more effective than regular traffic signals because they are constantly changing signal timing (automatically – without staff intervention) in reaction to real-time traffic conditions. Smart Signals are an important tool in the City's efforts to manage congestion.

Traffic Agent Program

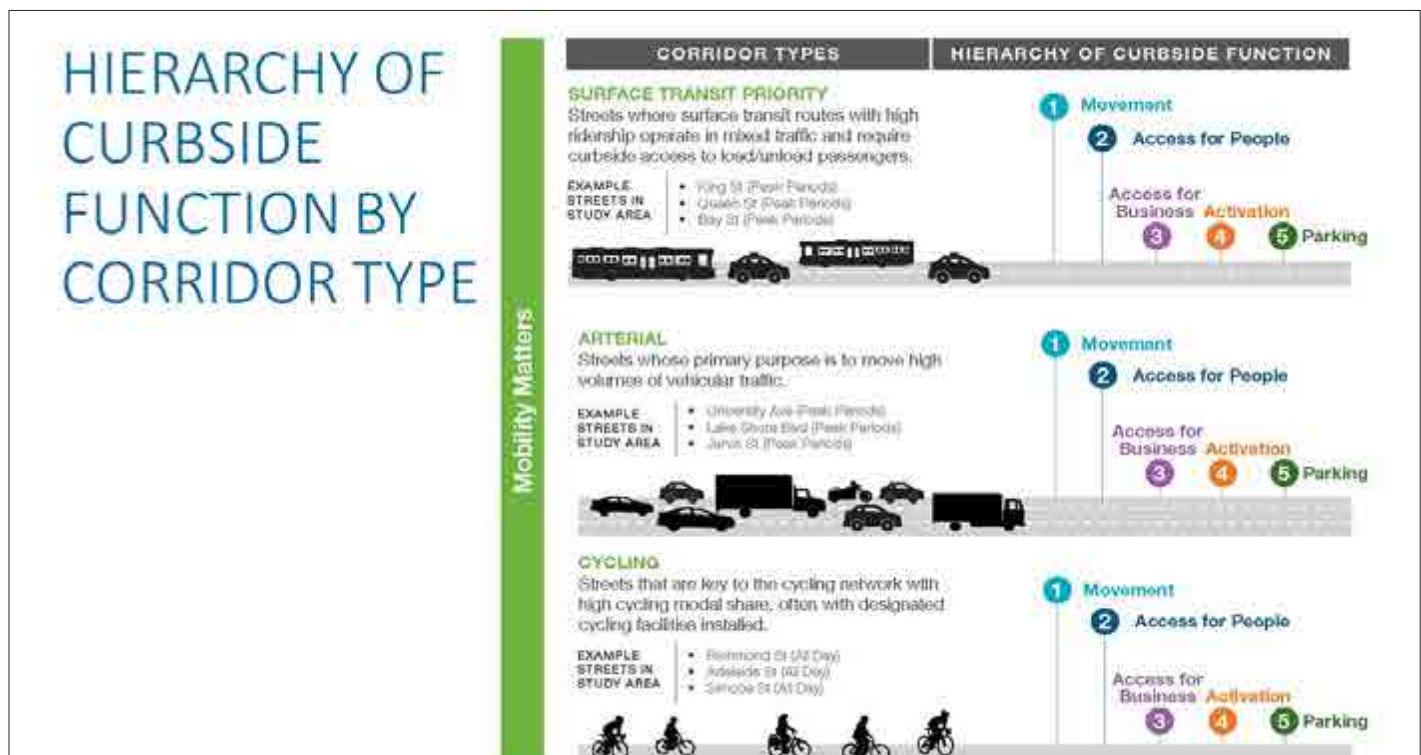
Following a 2016 pilot program which showed that active management at busy intersections improved congestion by 92%, Transportation Services launched a Traffic Agent program in 2018. Agents are specially hired personnel empowered as police officers who are responsible for directing traffic and overall congestion management. The new initiative will assist with Toronto's Congestion Management strategy.

Curbside Management Strategy

The 2018 *Curbside Management Strategy* was developed out of the need to manage and prioritize congestion, curbside activity and public demand.

Several 'quick-wins' were achieved including undertaking a pilot to allow taxi waiting areas at fire hydrants, formally regulating existing 'advisory' motorcycle and scooter parking areas in pay-and-display zones. A partnership with the Toronto Financial District Business Improvement Area was established to undertake a pilot permitting system that controls unique loading circumstances in high demand locations.

Hierarchy of Curbside Function by Corridor Type infographic from Curbside Management Strategy Presentation





Curbside Management Strategy
On-street motorcycle parking





Resilient Solutions



DELIVER TRANSFORMATIVE & PIVOTAL PROJECTS

Transportation Services is delivering several transformative programs including Complete Streets, Green Streets, and Automated Vehicles that will result in projects which rethink and rebalance the use of space within the road and roadside environment.

Active and Safe Routes to School Pilot Project

Transportation Services has been working in collaboration with *Toronto Public Health, Green Communities Canada, Toronto District School Board, Toronto Police Service* and *Toronto Hospital for Sick Children* to develop an *Active and Safe Routes to School* pilot project. The main objectives are to increase student participation in *Active Safe Travel* and increase safety, or the perception of safety, along designated walking/biking routes to school. The project consists of engagement, new signs and sidewalk markings, and education.

Active and Safe Routes to School Pilot Signage



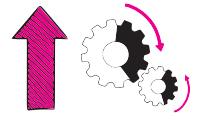
Minding the Gap and Automated Transit Pilot

In 2017, Transportation Services implemented the *Minding the Gap and Automated Transit Pilot*. Transportation Services developed a partnership with Metrolinx and the Toronto Transit Commission (TTC) to respond to a request for proposals from Transport Canada around automated vehicles. Known as the *Program to Advance Connectivity and Automation in the Transportation System*, the request was to support activities including research and evaluation, development of codes and standards, as well as capacity-building and knowledge-sharing on connected and automated vehicles.

The City, TTC, and Metrolinx submitted a plan to pilot an automated transit shuttle service that would connect to a rapid transit station in Toronto, filling a "first mile/last mile" need.



The City, TTC, and Metrolinx submitted a plan to pilot an automated transit shuttle service that would connect to a rapid transit station in Toronto, filling a "first mile/last mile" need in the current transit system. The proposal, called "Minding the Gap," was successful, and Transport Canada has committed \$365,000 to the overall budget of \$1.153M to provide an 8-12 passenger vehicle service in a neighbourhood for between six and twelve months starting in late 2020. The project also includes an economic development study, public opinion research, and education around automated vehicles.



King Street Transit Pilot

The King Street Transit Pilot began as a Visioning Study under *TOcore: Planning Downtown* – a long term planning strategy that provides a blueprint in city building for Toronto to manage the intensification and anticipated growth in the Downtown Core. King Street serves as a critical east-west spine in the Downtown for housing, jobs, culture, heritage, entertainment and retail. It serves the largest concentration of jobs in all of Canada. The tremendous growth being experienced by the neighbourhoods along King Street today will continue and will increase demand for better and more reliable transit service. The fundamental principles of the pilot are about moving people more efficiently on transit, supporting business and economic prosperity, and improving public space.

The pilot, which runs between Bathurst Street and Jarvis Street, aims to improve transit reliability, speed and capacity by giving priority to streetcars in an innovative way. Streetcars, cyclists, police and emergency vehicles are allowed to move through intersections, while private vehicles are restricted from traveling straight through most intersections. Left-turns are also prohibited, allowing streetcars to clear intersections faster. Taxis are allowed to travel through intersections at night, but must follow the road restrictions like other private vehicles.

Boarding a streetcar has become safer and more convenient because waiting areas have generally been moved to the curb lane and are protected by barriers wrapped with a colourful, attractive design. Metal ramps and tactile strips are provided at stops for passengers with accessibility needs. The pilot has also responded to requests from businesses, BIAs and other stakeholders by providing dedicated spaces for passenger pick-up and drop off, deliveries, accessible loading and taxi stands. Through the 'Everyone is King' design competition, many public spaces are being transformed into outdoor cafés, parklets, and art installations.

In 2018, a data dashboard was published monthly to track how the pilot was performing against a set of metrics. Results to date have shown a reduction in average transit travel times and variability, improved transit vehicle spacing, increased ridership, no significant effects to vehicle travel times in the surrounding road network, sales trends in line with other parts of the city, and generally positive comments from the pedestrian and cycling communities

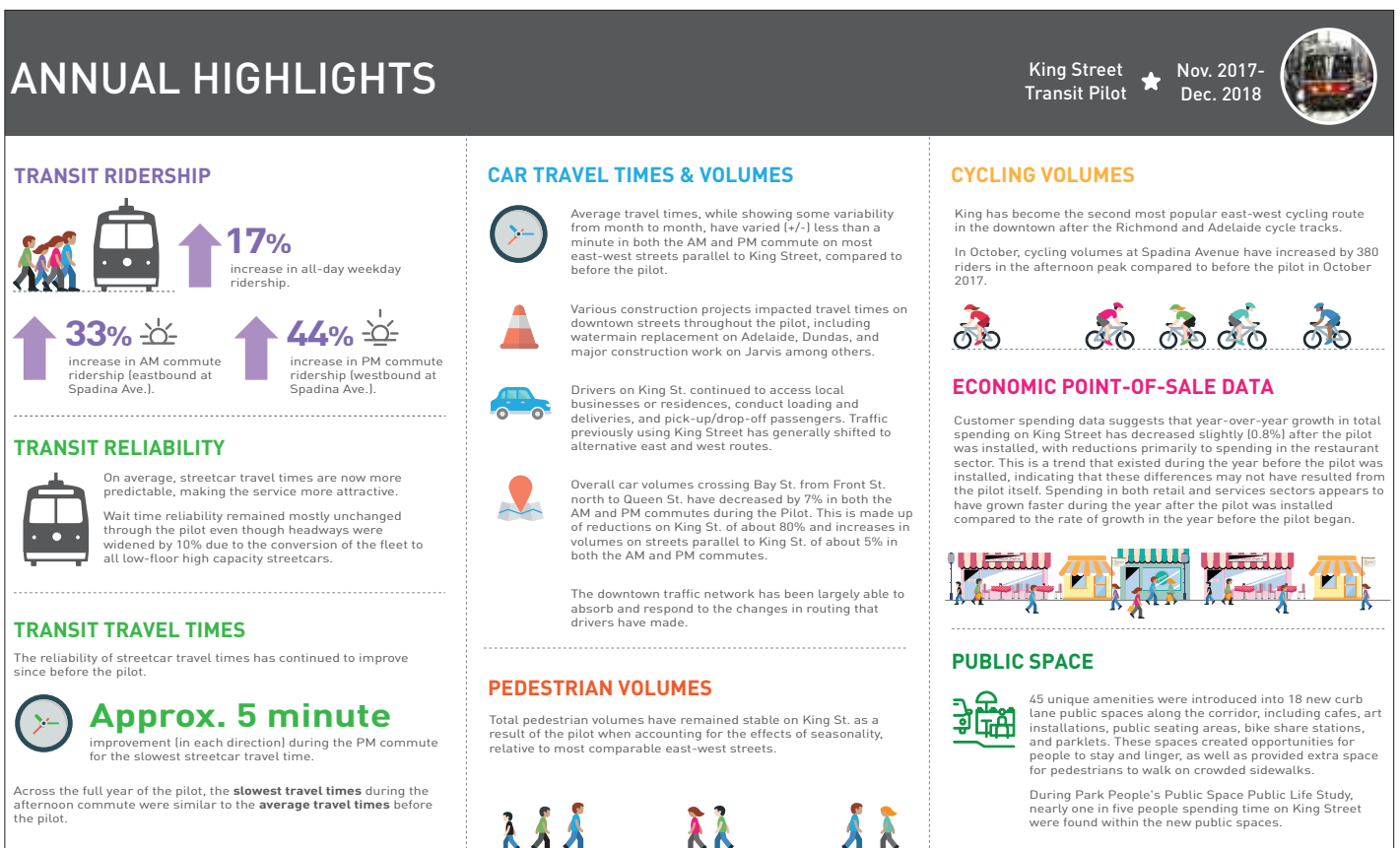


King Street Pilot Art Installation
Photo courtesy of IBI Group

Through the 'Everyone is King' design competition, many public spaces were transformed into outdoor cafés, parklets, and art installations.



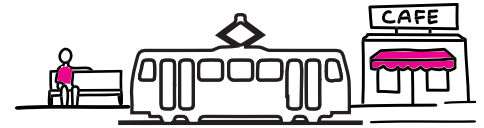
King Street Pilot Art Installation 'Woggle Jungle'
Photo courtesy of Yasmin Al-Samarrai



King Street Pilot Dashboard Annual Highlights

Resilient Solutions

King Street Transit Pilot



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While the main objectives of the King Street Transit Pilot were to improve transit reliability, speed, and capacity, the pilot also represented an opportunity for staff to test out new materials, programs, and operational practices. The next two pages cover a selection of some of the things staff tested and refined over the course of the pilot.

1. Adhesive wraps for jersey barriers
2. Adhesive slip-resistant print road murals
3. Streetcar stop configuration allowing for on-street boarding by passengers including tactile mats, jersey barriers, and accessibility ramps
4. Planter boxes used to demarcate public space – partnership with BIAs to maintain plants
5. Curb lane cafés – lessons learned applied to the new Harmonized Sidewalk Café By-law



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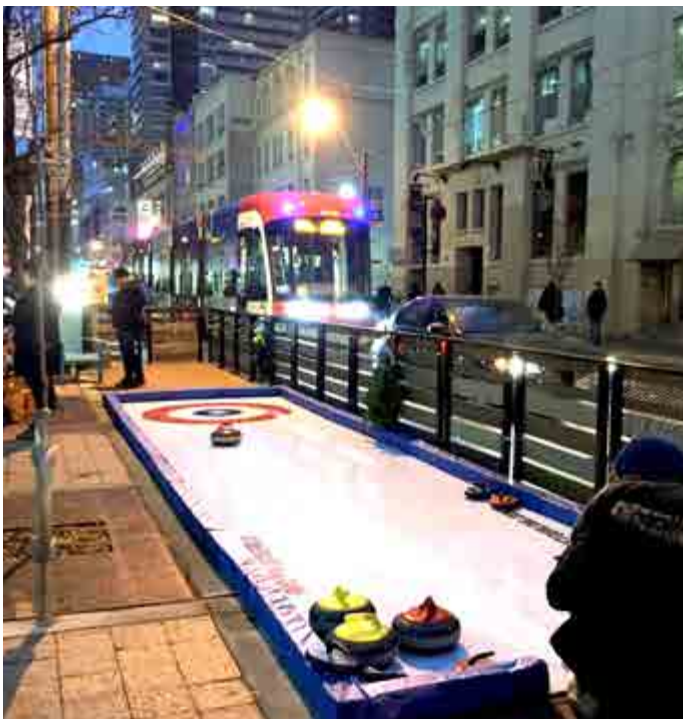
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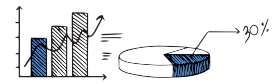
1. Sapling incubator "King's Grove", in partnership with Urban Forestry. After their temporary placement on the street the trees were replanted in Centennial Park
2. Parklets - many different materials tested including sustainable planting material developed from textile waste, acrylate, and even pool noodles and milk crates. Lessons learned will inform future design material requirements and help staff to understand ongoing maintenance requirements (e.g., protection against vandalism, and material selection based usage) (Photo courtesy of Yasmin Al-Samarrai)
3. Road Murals painted at TTC stops – tested the durability of street murals
4. Winter Programming & Pop-ups – tested out public reception and participation levels in different types of activities (Photo courtesy of Stephanie Kovala)
5. Low cost solar lighting installations – utilized solar lighting on planters and decking at Pecaut Square





2019 WORKPLAN

2019 Workplan



The following are a few initiatives set out by Transportation Services for 2019.

Mobility Strategy

A city-wide *Mobility Strategy* is being developed to bridge the gap between the City's Strategic Plan, Official Plan, and Implementation and Service Planning Initiatives. The Strategy is a joint initiative between Transportation Services, City Planning, and the Toronto Transit Commission (TTC), with input from multiple City divisions and agencies. In 2019, work will focus on identifying key challenges and opportunities, identifying and prioritizing near- and medium-term actions that will result in meaningful change and metrics to measure success and progress of the plan.

Cycling Network Plan Delivery

First approved by City Council in June 2016, the *Ten Year Cycling Network Plan* is the City's plan to connect, grow and renew infrastructure for Toronto's cycling routes over the next 10 years. The *Ten Year Cycling Network Plan* identifies approximately 525 centreline kilometres (km) of new infrastructure. 2019 represents the fourth year of implementation of the Plan and will include a review and update of the plan to Council in July.

Green Streets

A Green Street is a road that incorporates green infrastructure which works to help make our city more resilient to climate change through managing of stormwater (rain and melted snow), improving air quality, increasing bio-diversity and enhancing and beautifying our public realm. Work is underway to integrate Green Streets practices across all City departments to ensure new projects consider green infrastructure. In 2019, work will focus on the identification of green infrastructure priority areas, training for staff and the construction and monitoring of 5 pilots projects.

Parking Strategy

Parking is a vital component of the urban street and transportation system, and the price and availability of parking influences how people chose to travel around the city and can be an effective way for a municipality to encourage and support economic development. In 2019, work will be underway to develop a comprehensive parking management strategy for the City, which will guide how and where parking is provided.



Toronto's Cycling Network - Bloor Street and Huron Street

Vision Zero 2.0

Approved by Council in June 2016, the *Vision Zero Road Safety Plan* is a comprehensive five year (2017-2021) action plan focused on eliminating traffic related fatalities and serious injuries. Now that we are reaching a mid-point in the initial plan, staff are undertaking a comprehensive review of the work completed to date and developing a new vision for the Plan moving forward. Vision Zero 2.0 will be launched in June 2019 and will include a re-focus on the most impactful changes to improve road safety.

Vision Zero 2.0



Organizational Review

Beginning in July 2017 Transportation Services undertook a review and realignment of our organizational structure to ensure we are able to provide services to the public in an effective and consistent manner. Through a phased implementation process, the divisional structure has been realigned, functional reporting groups have been established, a new change champion team has been created and new processes are being developed to improve our ability to deliver our work. In 2019, all manager and staff positions within the organization will be transitioned into the new future state and business processes and procedures will be implemented.



Major Infrastructure Design & Environmental Assessments

Transportation Services leads a number of major infrastructure design and environmental assessment projects to respond to growth, development, and state-of-good-repair needs. In 2019, the key projects underway include Reimagining Yonge, Yonge TOmorrow, Port Lands, and the Dundas Street West-Scarlett Road-St.Clair Avenue West Bridge Replacement Environmental Assessments.

School Crossing Guard Program

In January 2017, the Transformational Task Force from the Toronto Police Service recommended the transfer of the school crossing guard program to Transportation Services. Transportation Services has been working closely with the Toronto Police Service to transition the program, which includes over 800 school crossing guards. As of August 1, 2019 the program will be fully operated by Transportation Services.



School Crossing Guard Program

National Association of City Transportation Officials (NACTO)

Transportation Services is delighted to be named the host sponsor of the National Association of City Transportation Officials (NACTO) 2019 Designing Cities Conference to be held in Toronto September 9-12, 2019. This conference brings together 900 officials, planners, and practitioners from across North America to discuss best practices around street design and mobility and to advance the state of transportation in cities. This is the first time the annual conference will be held outside of the US. We are thrilled to show off our good work in Toronto and to discuss challenges with experts in the field.

Major Transit Projects

Transportation Services provides engineering input into the planning, design, execution and monitoring of major transit projects including Metrolinx's Eglinton Crosstown Light Rail (ECLRT), Finch West Light Rail (FWLRT) and GO Expansion Projects. The Division reviews infrastructure design to ensure compliance with applicable standards and guidelines, reviews and issues construction permits, reviews traffic management plans and mitigation studies, manages work zone coordination and consults and coordinates with various project stakeholders including City Councillors, Metrolinx and TTC. Work continues in 2019 to support these major transit projects.



Metrolinx's Eglinton Crosstown Light Rail (ECLRT)
Photo courtesy of <http://p3spectrum.ca/project/info/?id=289>



Automated Speed Enforcement

Automated speed enforcement is a key approach to reducing excessive speeding on roads and improving road safety. Other jurisdictions have found that automated speed enforcement is a significant contributor to reducing deaths and serious injuries on roads. Staff have been working closely with other City and provincial partners and with 14 other municipalities to coordinate the authority to operate a joint processing centre on behalf of all involved municipalities. In 2019, staff will be working to install test cameras around the city to better understand the technological and resource requirements necessary to operate the program.



Automated Speed Enforcement Signage

Surface Transit Network Plan

The City's Official Plan calls for the increased use of transit priority measures to improve transit reliability and speed. Providing access to a reliable transit system is critical to encouraging the use of public transit and building a healthy and vital city. In 2019, work will be undertaken to develop a framework to plan and implement surface transit initiatives across the city, develop a prioritized list of implementation strategies and build guidelines that focus decision making.

REimagining Yonge

An Environmental Assessment (EA) was undertaken along Yonge Street, from Florence Avenue / Avondale Avenue (south of Sheppard Avenue) to Hendon Avenue / Bishop Avenue (north of Finch Avenue) to improve the streetscape and public realm for all users. In March 2018, City Council endorsed a full reconstruction of Yonge Street within the City's existing right-of-way, and other public realm improvements such as wider sidewalks, enhanced pedestrian crossings, street trees, dedicated cycling facilities, options for parking as well as planters, public art and street furniture throughout. A report will be brought forward in Fall 2019 with the project's next steps



Community Public Meeting for REimagining Yonge

Complete Streets

In 2016, Toronto developed the Complete Streets Guidelines to facilitate street design which considers the needs of people of all ages and abilities. Complete Streets are safe, attractive and vibrant places that efficiently link neighborhoods and are the backbone of a multi-modal transportation network. Delivery of this program includes implementing pilot projects, policies, standards and processes to consistently deliver Complete Streets.

In 2019, work will focus on ensuring that capital projects consistently reflect a Complete Streets approach. The guidelines will also emphasize the implementation of interim improvements to capital projects such as along the King Street Transit Priority Corridor and the Bloor Street West cycle tracks.



Complete Streets Queens Quay improvements

2019 Workplan



Danforth Avenue Planning and Complete Street Study

Transportation Services, City Planning, and Economic Development and Culture are collaborating on the Danforth Avenue Planning and Complete Street Study from Broadview Avenue to Victoria Park Avenue. The Planning Study will review the corridor between Coxwell Avenue and the Don River to inform the development of a planning framework that identifies future city-building opportunities, guides new development, and enhances the public realm and quality of place. The Complete Street Study will involve a detailed examination of the right-of-way and a feasibility design study to review traffic, parking, and other impacts specific to determining a complete streets design.



Winter Service Maintenance

Winter Service Review

Transportation Services is undergoing an operational review of how, when, what and where various winter services are provided throughout the city during a winter event and to identify opportunities for improvement in the services we provide to the public. The review will examine the communications used during winter events to seek improvements in the way we communicate our services. A sidewalk winter maintenance pilot project will be implemented to help determine if and how the Division's sidewalk clearing services can be expanded to additional areas in the city.

Freight & Goods Movement Strategy

The goal of the Freight & Goods Movement Strategy is to develop a better understanding of goods movement patterns, routes and needs in the city, now and in the future. The study will investigate the potential for harnessing advantages of new and emerging technologies and business models to find balanced solutions that will satisfy needs cost-effectively, reduce local greenhouse gas and air pollutant emissions, preserve the quality of life, and maintain economic competitiveness of the City and of the trucking industry. A draft Strategy will be developed in 2019 and will include short, medium and long-term actions.

Congestion Management Plan

The Traffic Congestion Management Plan ('CMP') is a 5-year program (2016-2020) intended to better manage traffic congestion on City streets and expressways without the need for major infrastructure expansion or introducing additional physical capacity. The vision of the CMP is to better manage congestion and to improve safety through innovation and technology. The Plan will maximize the efficiency, reliability and sustainability of the road network for all users, while reducing environmental impacts. Now at the end of the initial five years, the next five year plan is under development and will be presented to Council at the end of 2019.





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