

**Jane Finch
Initiative: Community
Advisory Committee Meeting
October 18th, 2022
6:00-8:00pm**



Summary Report by the Jane Finch Community and Family Centre

BACKGROUND

The [Jane Finch Initiative](#) is about planning for the future of the area and how best to leverage the investment in light rail transit (LRT) for the benefit of local communities. It is a collaborative community planning exercise in 'Neighbourhood 24 - Black Creek' and 'Neighbourhood 25 - Glenfield-Jane Heights' (see [Neighbourhood Profiles](#)), centred on the intersection of Jane Street and Finch Avenue West.

The initiative involves three integrated streams of work:

- 1) **Comprehensive engagement** (ongoing)
- 2) A **community development plan** including a local economic opportunities plan;
- 3) An update to the **land use planning framework**.

The City is working in collaboration with the Jane Finch Community and Family Centre who will support community engagement and facilitate different community consultations to collect feedback.

MEETING SUMMARY

On October 18th, 2022, the Jane Finch Initiative Community Advisory Committee Meeting was hosted by the Jane Finch Community and Family (JFCF) Centre with support from the City of Toronto. This consultation is part of the Jane Finch Initiative's comprehensive engagement stream and it was held online over Zoom. The agenda can be viewed in Appendix 1 on page 8 of this document.

The purpose of the event was to:

- Update members on the engagement work completed thus far in the mobility engagement stream.
- Inform members of the planned expansion of Bike Share in North York and Etobicoke, including plans for facilities within the JaneFinch area.
- Receive feedback from members on the Bike Share expansion.
- Receive input on opportunities, barriers, and safety issues relating to active transportation in Jane and Finch.

ATTENDEES:

- 2 JFCF centre staff, Clara Stewart-Robertson and Denelle Carvalho
- 2 City of Toronto staff, Zahra Joseph-Wilson and John Smith
- 2 Bike Share staff: Kevin Martins and Cristina Valente

- 14 Community Advisory Committee (CAC) members: William Ballard, Devayani Chitnis, Maize Blanchard, William Lopez, Mena Hervieux, Maria B, Kayzie Sutton, Terryl Knox, Christine Le, Veronica Eastman, Sharon Taylor, Allan Ramsarran, Kemisha, and Troy Budhu

HOW WE ENGAGED

- Denelle Carvalho shared welcoming remarks and a land acknowledgement.
- Denelle Carvalho shared a presentation on the main ideas and key themes on active transportation which have emerged from the community engagement process thus far.
- Time was allotted for questions and comments.
- Kevin Martins and Cristina Valente shared a presentation on the planned expansion of Bike Share.
- Time was allotted for questions and comments related to the Bike Share expansion.
- Kevin Martins and Cristina Valente facilitated a discussion on opportunities, barriers, and safety issues relating to active transportation in Jane and Finch.

WHAT WE HEARD

This section includes the summaries of the feedback collected from the discussions during the Zoom meeting.

- Question: Is it possible to use an app to access the bikes rather than using a card to pay each time?
 - Response from Bike Share staff: Yes, there is an app called PBSC which allows users to purchase a pass and unlock a bike through a numeric code or by scanning the QR code on the bike.
- Question: York University has previously been hesitant to allow public transportation systems on their property. Will there be any Bike Share locations on the York University campus?
 - Response from Bike Share staff: There are already stations on York University property. In instances like this, Bike Share works with the owner to execute a license agreement and allow public access to the Bike Share station. Bike Share has been working with York University through stakeholder workshops for the four year growth plan to expand the system in and around campus.
- Question: Is it possible to use Bike Share with a debit card, or only a credit card?
 - Response from Bike Share staff: Right now, it is only possible to access a bike by paying with a credit card. Bike Share is working on expanding payment options, as the requirement to use only a credit card can be a barrier for some potential users.

- Question: When will the additional payment options be implemented? Many people in Jane and Finch do not have access to a credit card.
 - Response from Bike Share staff: Bike Share is hoping to have expanded payment options in 2023. Unfortunately Bike Share is not able to share a more specific date yet.
- Comment: To make Bike Share more accessible, new payment options should be added, and it should be possible to pay for a bike using a Presto card.
- Question: What is the revenue generated from Bike Share used for?
 - Response from Bike Share staff: Revenue generated by Bike Share Toronto goes to the Toronto Parking Authority because Bike Share is owned and managed by the Toronto Parking Authority.
- Question: Has Bike Share considered integration with Presto?
 - Response from Bike Share staff: Bike Share is looking at integration with other apps and trying to enhance the customer experience. This is a priority for many users.
- Question: What kind of users are Bike Share developing for, and how is Bike Share contributing to the infrastructure and outreach on cycling education?
 - Response from Bike Share staff: Bike Share is not targeting a specific type of user, they are trying to make the system as accessible as possible. The user demographics will naturally change as the system is expanded across the city. Regarding cycling education, Bike Share is working with partners at the City and at other organizations such as Cycle Toronto to leverage their expertise and resources.
- Question: Is Bike Share budgeting to contribute to the building of cycling infrastructure?
 - Response from Bike Share staff: As a part of the Toronto Parking Authority, Bike Share's responsibility does not include on-road cycling infrastructure or trails. Bike Share does work closely with city planning and transportation services to find space for Bike Share stations and to ensure that stations fit into the streetscape.
- Comment: Note that the cost of a yearly pass is similar to the cost of buying a personal bike.
 - Response from Bike Share staff: Many Bike Share users also own personal bikes, but use Bike Share to supplement their transportation options. For example, some users rely on Bike Share if they only want to cycle one-way on a trip or if they want to protect their personal bikes from winter damage.
- Question: Will there be reservations to use the bikes?
 - Response from Bike Share staff: Bike Share is not considering using reservations at this time.
- Question: How does Bike Share regulate the stock of bikes at each docking station?
 - Response from Bike Share staff: Bike Share is very intentional about locating new stations so that expansion builds upon the existing stations and the number of bikes at each station rebalances. Balancing the number of bikes at each station is an ongoing challenge.

- Question: Has Bike Share considered locating bikes near LRT stops and subway stations so that users have multiple transportation options?
 - Response from Bike Share staff: Yes, providing Bike Share stations near both major transportation hubs in addition to recreational trails is a priority. Within the study area, it is important that the Bike Share expansion conveniently integrates to the LRT.
- Question: How can users communicate with Bike Share to report issues? How are issues addressed by Bike Share?
 - Response from Bike Share staff: Bike Share has a customer service line to assist users. Bike Share also has software that tracks the network in real time. Based on how stations are performing, operations staff are deployed to refill or remove bikes from stations.
- Question: Is there a way to track the number of bikes at stations?
 - Response from Bike Share staff: Yes, the app allows users to view the numbers of bikes at each station.
- Question: Is there a plan to put Bike Share stations at the Jane Finch Mall and at the corners of Jane and Sheppard?
 - Response from Bike Share staff: Yes, both of these locations have been identified, but the specific locations have not been determined. Identifying the exact locations will be a part of future work.
- Comment: There should be discounted payment options for children and seniors, especially because this is an option on the TTC.
- Question: Does Bike Share have a budget set aside to address vandalism?
 - Response from Bike Share staff: Bike Share undertakes regular maintenance visits at least twice a month, in addition to regular audit checks. At a minimum, each station is checked three times per month. Vandalism has not been a frequent issue so far, but when it happens it is removed in these maintenance visits along with snow and ice removal, vegetation management, and removing litter from around the station and the bikes.
- Question: Is the budget for maintenance proportionate to the different communities that the stations are in?
 - Response from Bike Share staff: The maintenance budget is the same across the board. Whenever vandalism is reported, staff usually respond to the report within 24 hours.
- Question: Has Bike Share considered local hiring within the community for the operations and maintenance team?
 - Response from Bike Share staff: Right now, operations are contracted to a third party called Shift Transit, so Bike Share cannot look into local hiring at this time.
- Question: Has Bike Share thought about working with TCHC? How is Bike Share strategizing around equity?
 - Response from Bike Share staff: Bike Share is working with both TCHC and Housing Now to find opportunities on existing and future sites for new Bike Share stations. As a part of the Four Year Growth Plan, Bike Share is prioritising expansion in the neighbourhood improvement areas that were

identified in the Strong Neighbourhoods strategy and neighbourhoods with low household incomes as reported by Statistics Canada. The equity piece was a big factor when planning the expansion.

- Question: How difficult is it to add stations near bus stops? It can be a barrier to walk a distance to access a station.
 - Response from Bike Share staff: Putting stations near bus stops and higher order transit is a priority. The difficulty of adding a new station is very site specific because it depends on the available space and the context around it.
- Comment: One issue with transportation in Jane and Finch is that transportation outside of the neighbourhood is available, but transportation within the neighbourhood is difficult.
- Question: How does Bike Share address theft and crime related to bikes?
 - Response from Bike Share staff: Bike Share's software is used to keep track of all bikes, so Bike Share is aware of any bikes that go missing.
- Question: How are ridership rates at night?
 - Response from Bike Share staff: After 9:00pm, ridership significantly declines. Bike Share is still a 24/7 system, so it is always available to use.
- Question: Has Bike Share been consulting with the BIAs?
 - Response from Bike Share staff: Yes, Bike Share has consulted with the BIAs across the city to look at opportunities for new Bike Share locations, and to discuss the program more generally. As new stations are implemented, Bike Share will be consulting with BIAs to ensure that they are informed and can provide their feedback.
- Prompt: What have you experienced as a barrier to cycling in the Jane Finch Community?
 - The lack of bike lanes makes it unsafe to cycle in Jane and Finch.
 - There is a need for education. Both drivers and cyclists need to be better informed of the rules for sharing the road. Signage and educational campaigns should be used.
 - Lack of maintenance spaces and bike repair shops.
 - Lack of places to securely lock personal bikes.
 - Theft of bikes, and the fear of having bikes stolen.
- Prompt: How would you like to use Bike Share Toronto in your community?
 - Cycling may encourage people to make small journeys within a few blocks, especially to visit small businesses nearby.
 - Cycling may encourage more exercise and leisure, including more frequent use of recreational trails.
 - Residents value having options for environmentally sustainable transportation options. Using Bike Share would supplement cyclists' personal bikes. This would be a practical way to supplement sustainable travel options.
 - Bike Share would be used to go to work and to run errands. Using Bike Share would address the fear of personal bikes being stolen while at work or in a store.
 - Students will use Bike Share to cycle to York University.

- Additional comments:
 - The cycling infrastructure is not ready to support Bike Share stations in 2022, and potential users are not yet educated on cycling safety. This may present hazards for both cyclists and pedestrians. The infrastructure and education to support Bike Share needs to be a priority in the short term.
 - Response from Bike Share staff: The Bike Share stations that are being implemented in 2022 are being added along the recreational trails, rather than directly on the main roads.
 - Bike paths are not maintained in the winter. This causes cyclists to ride on the sidewalks, presenting a hazard for pedestrians.
 - Many people don't live close enough to their work to justify cycling to work, but Bike Share would be useful for recreational uses and for young people who want to bike to school, malls, and parks.
 - If the messaging is clear that stations added in 2022 can be used along the recreational trails, the locations will make more sense for users. If the messaging is not clear, the locations of the new stations can seem arbitrary.
 - The 30 minute timeline would be a barrier to use. 30 minutes is not enough time for utilitarian uses in Jane and Finch.

APPENDIX 1: AGENDA

6:00 Participants Join
6:05 Welcome
<ul style="list-style-type: none">• Introductions, land acknowledgement, agenda [Denelle] *Begin recording
6:10 Community Benefits Framework
<ul style="list-style-type: none">• 15 minutes: Context and Purpose Setting [Denelle]• 5 minutes: Q&A [All]
6:30 Bikeshare
<ul style="list-style-type: none">• 15 minutes: Presentation [Bikeshare]• 10 minutes Q&A [All]
6:50 Discussion on Active Transportation
<ul style="list-style-type: none">• Discussion [All]
7:45 Closing notes and next steps