

RapidTO: Bus & Streetcar Priority

Phase 1: Understanding Your Priorities
Consultation Report



April 2022

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Executive Summary

RapidTO: Bus & Streetcar Priority (RapidTO)'s Phase 1 consultation took place over an eight-week period from October 4 to November 28, 2021. During the consultation period, the City of Toronto (City) and Toronto Transit Commission (TTC) engaged with members of the public and stakeholders to:

- understand what criteria are important when choosing bus and streetcar roadways to prioritize in RapidTO
- identify locations where issues are experienced while travelling on roadways with bus and streetcar service
- receive background information on transportation behaviour before the COVID-19 pandemic (February 2020)

Public consultation activities engaged more than 5,200 individuals through an online survey and six (6) virtual public meetings. Stakeholder consultation activities included participation from one poverty advisory group and two accessibility advisory committees. Extensive advertising and promotional tactics were used to engage with people from across the city, especially those living in equity-deserving neighbourhoods or whose preferred language is not English.

In Phase 1, feedback from stakeholders and members of the public provided the following key insights and priorities:

- **Overall support for the draft evaluation criteria:** Survey respondents provided an aggregated average rating of all criteria of 4.2 out of 5 stars. The three top rated criteria that should be used for the prioritizing of roadways process include Ridership, Travel Experience and Equity.
- **Strong support for adding Major Destinations as an evaluation criteria:** Survey respondents suggested over 1,000 new suggestions for additional criteria, with strong support for prioritizing roadways that service key destinations, such as schools, community services and other amenities.
- **Some misunderstanding about the RapidTO Plan and its delivery:** There was some mixed messaging provided outside of the project team about RapidTO's goals and objectives, what will be done at each phase of consultation and the types of transit priority solutions that will be studied and recommended. Some participants expressed support for more than 20 roadways in the RapidTO Plan and quicker implementation timelines. There were also some concerns about the effect of the COVID-19 pandemic on future travel behaviour and whether the Plan will need reassessment.
- **Concerns about transit priority solutions:** There were varying levels of concern from participants about dedicated bus lanes replacing an existing traffic lane and worsen congestion, travel times and air quality. There were some concerns that RapidTO will prevent planning and development of future rapid transit projects from proceeding.

Feedback received will be used to inform and shape the next phase of the study and related consultation activities. Phase 2 consultation will incorporate similar consultation activities with refined outreach tactics to strengthen and encourage participation from equity-deserving communities.

Overview

The City and TTC are enhancing bus and streetcar transit across Toronto by studying and implementing transit priority solutions that improve service reliability. RapidTO will guide the study, design and delivery of bus and streetcar service improvement projects in Toronto over the next 10 years and beyond.

Engagement Process

The City and TTC are engaging the public through a three-phased consultation strategy to inform the development and delivery of RapidTO projects. Technical analysis, along with public feedback, will guide the identification of the top 20 roadways prioritized for transit priority solutions in the RapidTO Plan.



Phase 1: Understanding Your Priorities

Phase 1 consultation sought stakeholder and public feedback on which criteria should be used to evaluate and identify the top 20 roadways that would benefit most from transit priority.

About this Report

This report summarizes the Phase 1 consultation activities and feedback received from October 4 to November 28, 2021.

How We Engaged

Notification Activities

From October 4 to November 22, 2021, the following promotional activities were used to drive public participation. Emphasis was placed on ensuring that all aspects of the consultation process were accessible to residents whose primary language was not English.

City of Toronto Website

- Project web page: toronto.ca/RapidTO – 117,911 views from 92,786 unique devices
- Briefing video – 562 views from 458 unique viewers
- Presentation – 38 downloads
- Call-to-action on "What's New" section of the toronto.ca home page

Mobile App Ads

- Navigation, cycling, transit and gas apps – 500,000 impressions
- Apps in 13 non-English languages – 800,000 impressions

Newspaper Ads

- Print ad – two (2) ads in 13 non-English publications

Online Ads

- News & weather websites – over 2 million impressions

Radio Spots

- 10-second announcer-read spots on 19 stations – over 1.4 million reach
- Digital streaming ads on 56 radio stations – 250,185 impressions, 141,035 reach

Social Media

- Newsfeed ads on Facebook, Instagram and Twitter
- Organic posts on Twitter on the City's Twitter, Facebook and Instagram accounts

Stakeholder Outreach

- Emails to stakeholder list and shared by City divisions' networks – 400+ contacts
- Cross-consultation promotion at TTC's Line 3 Replacement Virtual Public Meeting

TTC Communications

- Transit shelter ads in Neighbourhood Improvement Areas – 86 ads
- TTC transit stops – 1,116 stop pole cards
- TTC digital platform displays – ad played once every third loop
- Advertising on TTC's Wi-Fi on 35 Jane and 102 Markham Road bus routes
- Cross-promotion at TTC's Line 3 Replacement Virtual Public Meeting on October 19, 2021 – 68 attendees

Consultation Activities

Online Survey

A total of 5,200 respondents provided feedback through an online survey, generating 100,000 comments and data points. Participation was anonymous and results were reviewed for duplicate submissions before analysis.

The survey included background information on the project, and was structured into four parts, with their respective questions below:

- **Evaluation Criteria Rating:** Respondents were asked to rate on a scale of 1 to 5 stars to share how important each of the proposed evaluation criteria were to selecting future transit priority roadways.
 1. How would you choose bus and streetcar routes to prioritize in the City of Toronto? Use the stars to tell us!
- **Transportation Challenges Mapping:** Respondents were asked to provide georeferenced input on a list of predefined key common transportation challenges.
 2. Map the issues you notice while travelling on roadways with bus and streetcar service.
- **Pre-COVID Pandemic Travel Behaviour:** Respondents were asked to provide input about their travel behaviour before the COVID-19 pandemic.
 3. Before COVID-19 (February 2020), what was the most frequent way you travelled on weekdays?
 4. Before COVID-19 (February 2020), what was the main reason you travelled on weekdays?
 5. Before COVID-19 (February 2020), where did you typically start your trip on weekdays?
 6. Before COVID-19 (February 2020), where did you typically end your trip on weekdays?
 7. Before COVID-19 (February 2020), how much time did you spend travelling one-way between your home and your destination on a typical weekday?
 8. On a typical weekday, how has COVID-19 impacted your commute behaviour?
 9. Has COVID-19 changed how you feel about buses and streetcars?
- **Other**
 10. Share with us any additional comments on improving bus and streetcar service in the City of Toronto. What types of improvements would you like to see? What areas of the city need more attention?

Virtual Public Meetings

Six virtual public meetings were held and attended by a total of 153 participants:

- October 18, 2021: North York – 88 participants
- October 20, 2021: Etobicoke-York – 3 participants
- October 25, 2021: City-wide – 12 participants
- October 26, 2021: Scarborough – 11 participants

- October 28, 2021: Toronto & East York – 10 participants
- November 8, 2021: North York¹ – 29 participants

Advisory Group & Committee Meetings

Lived Experience Advisory Group

A virtual pre-consultation presentation was made on August 18, 2021, to 13 members of the City's [Lived Experience Advisory Group \(LEAG\)](#), as part of a pre-scheduled monthly meeting held on Zoom. The meeting was facilitated by Hanifa Kassam, Policy Development Officer, City of Toronto, and featured presentations by Allan Abrogena, Senior Engineer, City of Toronto and Carol Tsang, Senior Coordinator, City of Toronto. Opportunities for questions and feedback followed the presentation.

Advisory Committee on Accessible Transit's Service Planning Subcommittee

A virtual presentation was made by Allan Abrogena, Senior Engineer, City of Toronto, to the Service Planning Subcommittee of the Advisory Committee on Accessible Transit (ACAT) on November 3, 2021. Opportunities for questions and feedback followed the presentation.

Toronto Accessibility Advisory Committee

A virtual presentation was made by Allan Abrogena, Senior Engineer, City of Toronto, to the City's [Toronto Accessibility Advisory Committee \(TAAC\)](#) ([DI18.6](#)) on November 15, 2021. Opportunities for questions and feedback followed the presentation.

Public & Stakeholder Email and Phone Comments

Stakeholder representatives and members of the public were invited to share comments and ask questions via phone, email, written letter or petition. A total of two (2) stakeholder submissions, 715 emails and five (5) phone calls were received. All comments were recorded and reviewed for consideration and response by the City and TTC.

¹ A second virtual public meeting was held for North York due to unanticipated technical difficulties.

What We Heard

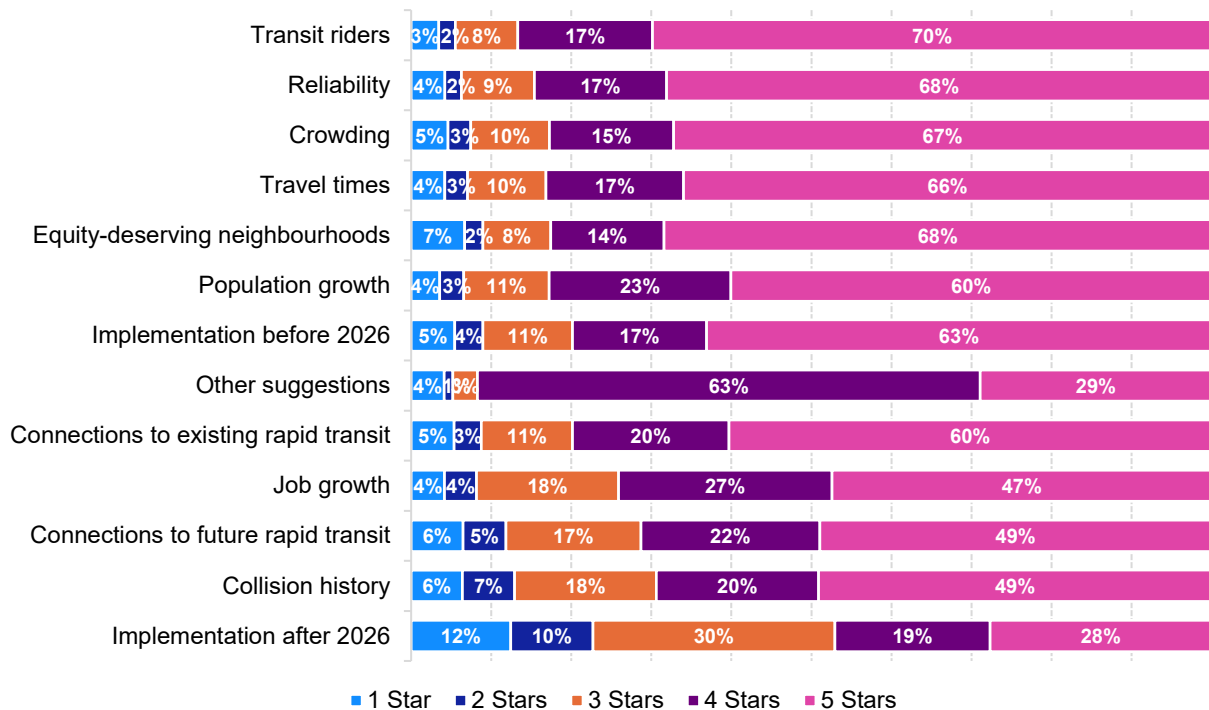
Online Survey

Survey Questions

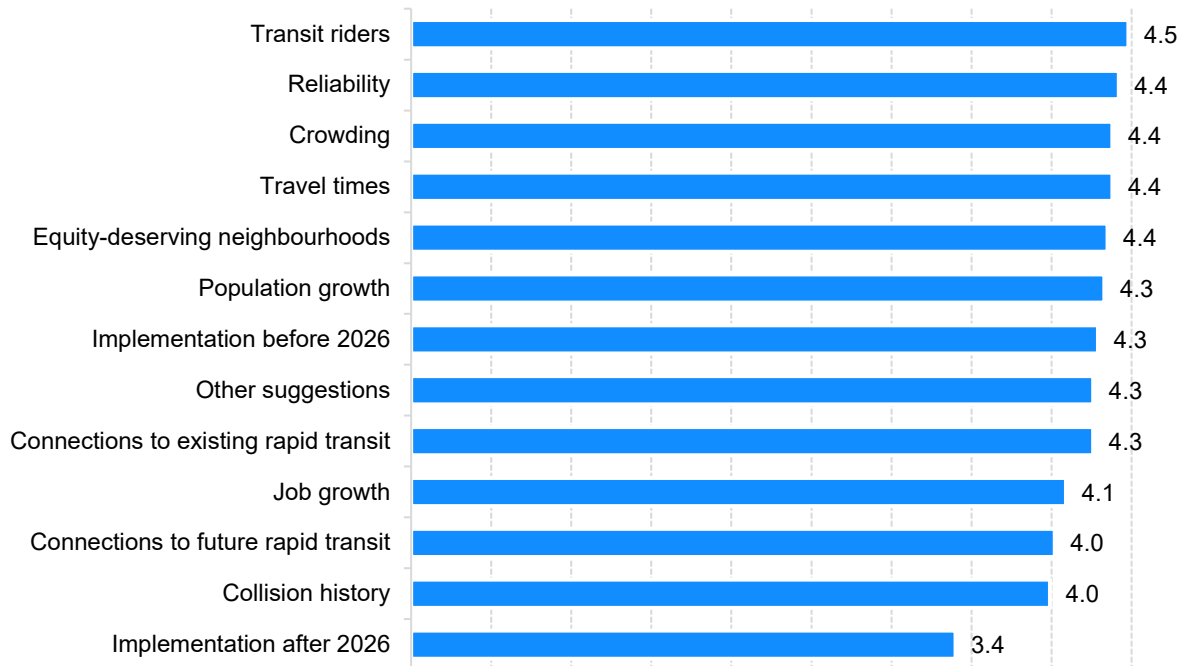
Responses received to each question in the online survey are described below, including the responses from 137 translated surveys in 10 languages. All questions were optional.

1. How would you choose bus and streetcar routes to prioritize in the city of Toronto? Use the stars to tell us!

A total of 5,054 respondents participated in this activity and rated a total of 13 subcriteria that make up proposed evaluation framework. All of the criteria received four or five stars by the majority of respondents, suggesting a relative equal weight in level of importance when prioritizing bus and streetcar routes.



The cumulative weighted average star rating for the thirteen subcriteria was 4.2 out of 5. The average star rating for each criteria ranged from 3.4 to 4.5 stars. When grouped within their parent criteria, the top rated ones included Ridership (transit riders), Travel Experience (travel times, reliability and crowding) and Equity (equity-deserving neighbourhoods) suggesting these were the most important criteria for prioritizing bus and streetcar roadways. The lowest rated criteria was Ease of Implementation (implementation – before 2026 and implementation – after 2026).



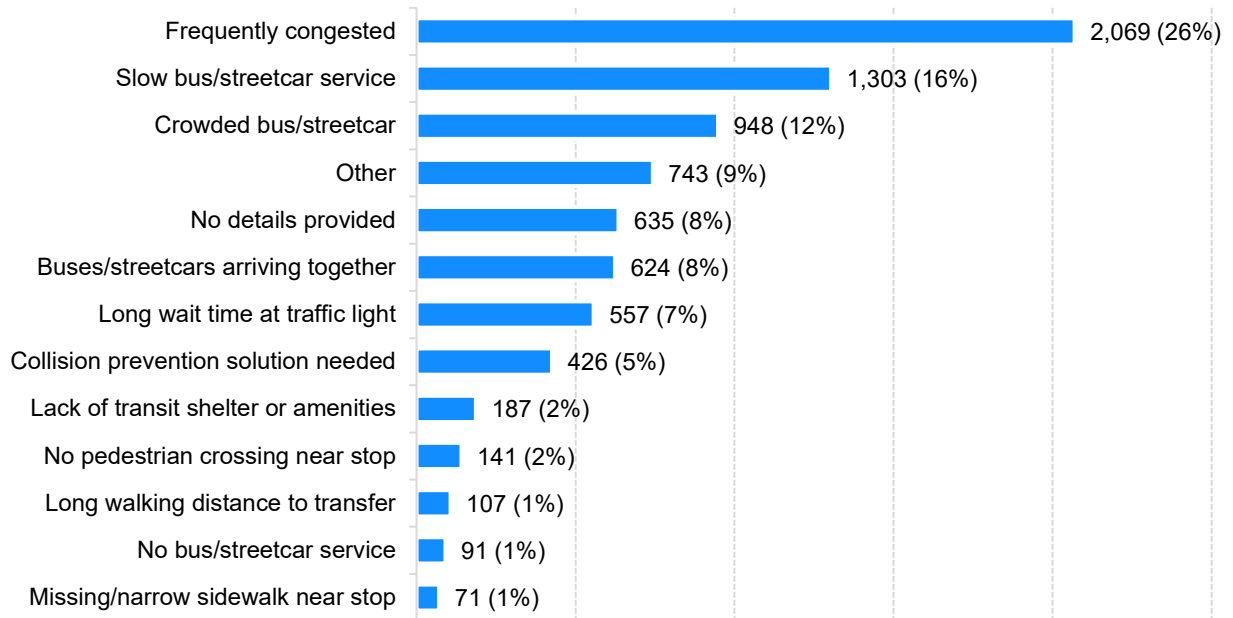
Survey respondents also suggested over 1,000 additional evaluation criteria, with an average rating of 4.5 stars. Key themes stemming from these suggestions for additional evaluation criteria included:

- proximity to major destinations (e.g. supermarkets, schools, places of worship, libraries, hospitals and community centres)
- accessibility
- convenience
- costs
- maximizing choice or providing alternatives
- potential for bus or streetcar route or network improvements

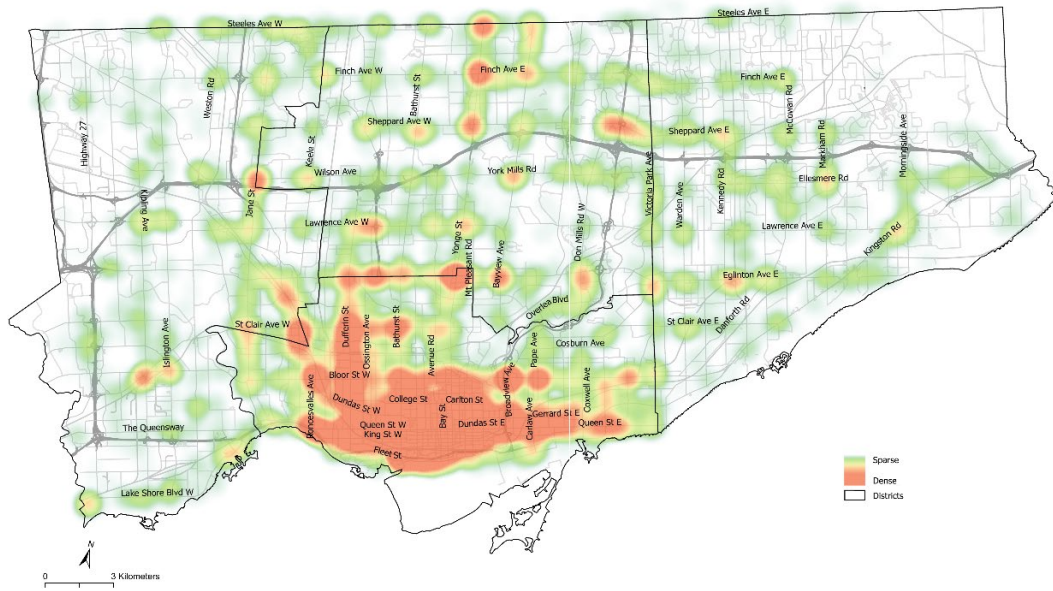
Proximity to major destinations was the most highly suggested criteria that also had measurable, readily-available data that could be used as part of the RapidTO evaluation framework. The City’s [Cycling Network Plan](#) has also used this criteria (known as trip generators) to score and analyze routes as part of the long-term cycling network vision.

2. Map the issues you notice while travelling on roadways with bus and streetcar service.

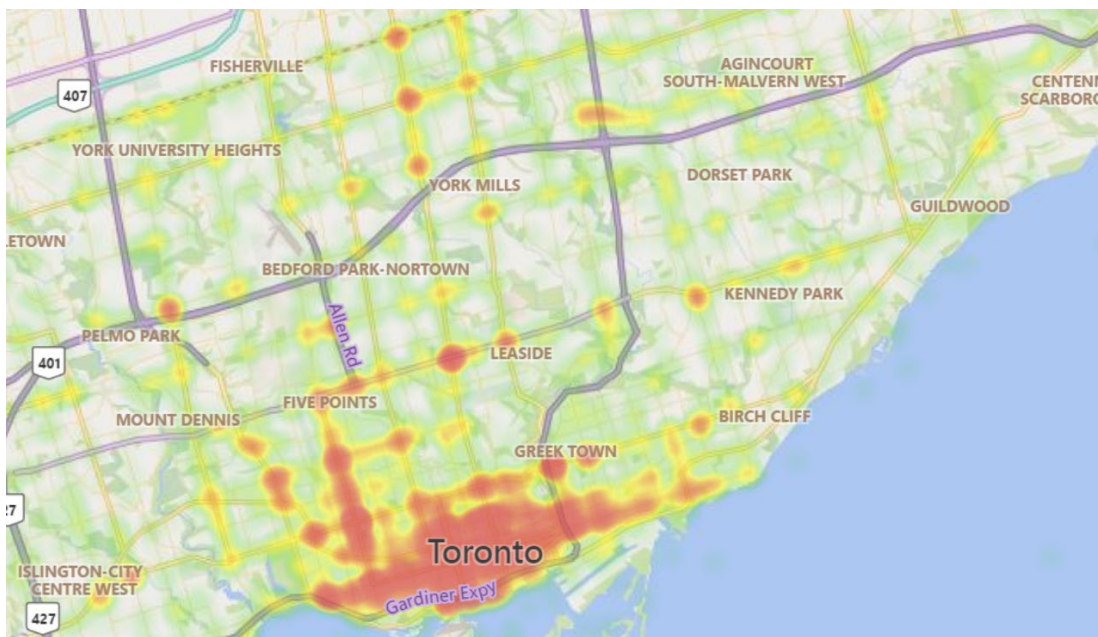
A total of 7,902 map markers were placed by 1,859 respondents who suggested locations where transportation challenges and opportunities have been experienced. The most frequent transportation challenges identified were related to congestion, slow bus/streetcar services and bus/streetcar crowding. The least frequent transportation challenges identified by respondents were related to missing/narrow sidewalk near public transit stops, no bus/streetcar services, as well as long walking distances to transfer points.



The majority of issues identified were along downtown arterial roads such as Yonge Street, Queen Street, College Street and Dundas Street. Outside of the downtown core, Dufferin Street, Spadina Avenue and Eglinton Avenue East were also identified with as areas with transportation challenges and opportunities for improvement.

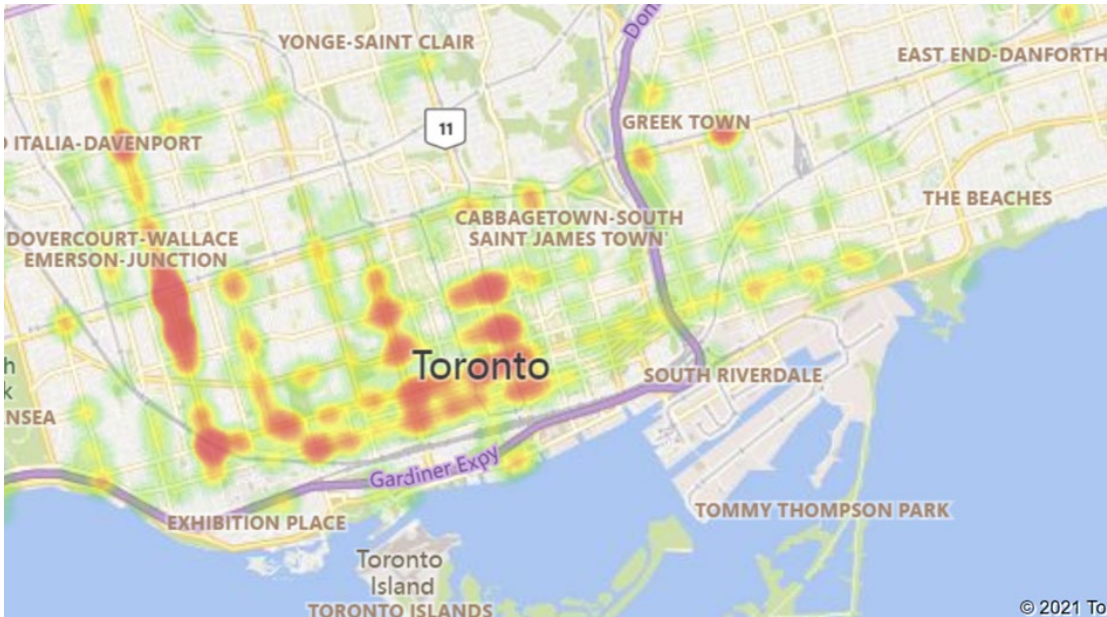


The top issue identified was congestion, with the majority of the identified congestion points centred in the downtown core, Yonge Street and Eglinton Ave East.



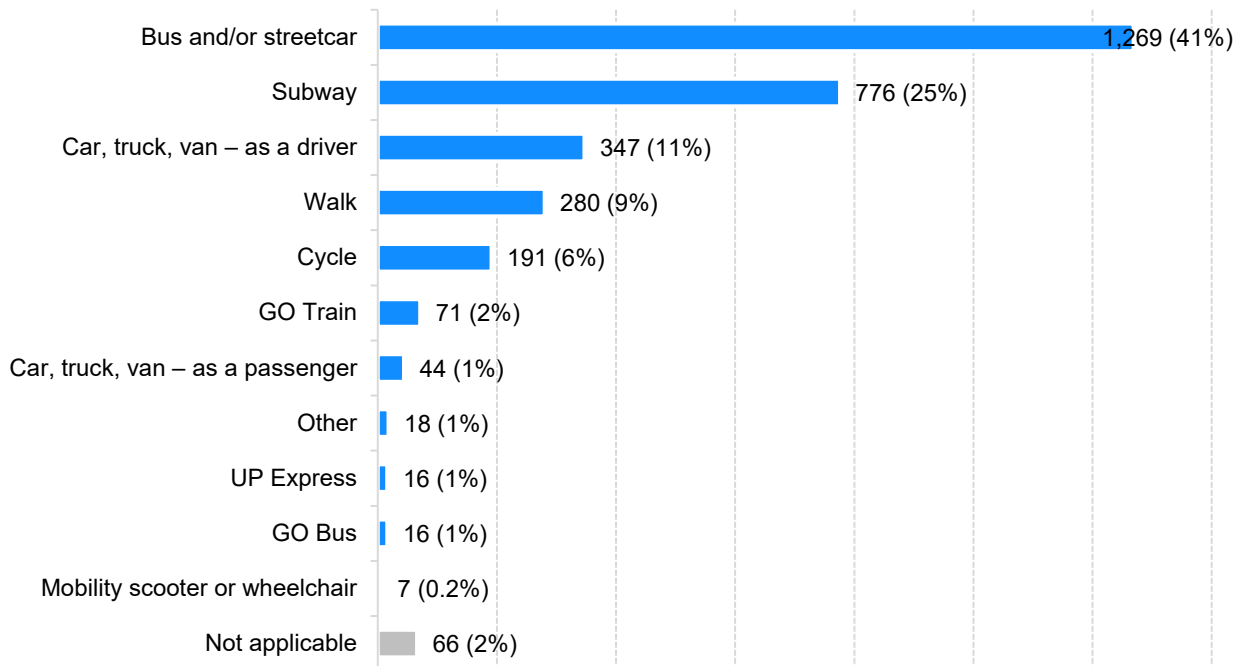
The second most frequently identified issue, slow services, was identified most frequently on Queen Street, Dundas Street and College Street.

Finally, crowding was frequently identified on Spadina Avenue, Dufferin Street and streetcar crossings on Yonge Street.



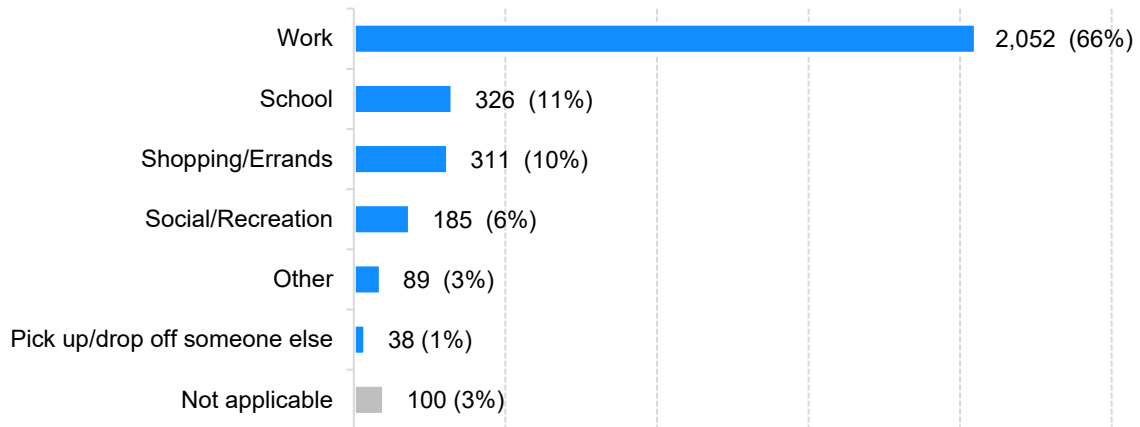
3. Before COVID-19 (February 2020), what was the most frequent way you travelled on weekdays?

Of the 3,101 responses received, 69 per cent use public transit as their main mode of travel (41 per cent TTC bus/streetcar, 25 per cent subway, 2 per cent GO Train, 1 per cent GO Bus and 0.5 per cent UP Express); 12 per cent use a private motor vehicle (11 per cent use a car, truck or van as a driver and 1 per cent use a car, truck, van as a passenger); 15 per cent use active transportation (9 per cent walk, 6 per cent cycle and 0.2 per cent use mobility scooter/wheelchair) and 2 per cent said the question was not applicable.



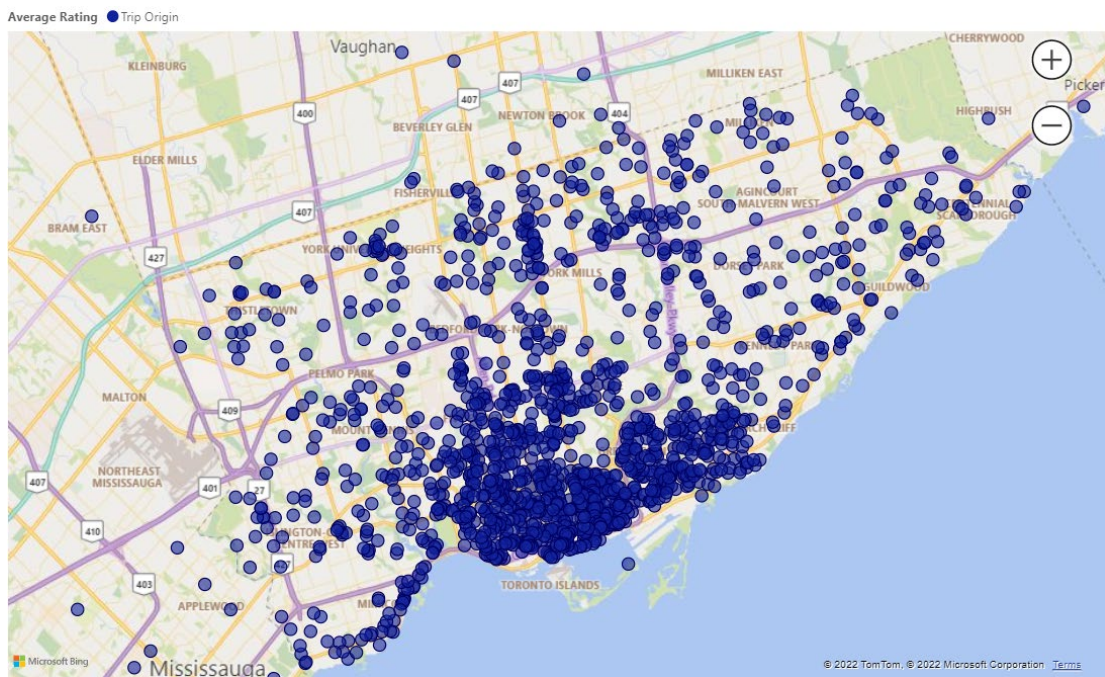
4. Before COVID-19 (February 2020), what was the main reason you travelled on weekdays?

Of the 3,101 responses received, 66 per cent reported work as their main reason for travelling on weekdays, followed by school at 11 per cent, shopping/errands at 10 per cent, social/recreation at 6 per cent, other at 3 per cent, pick up/drop off someone else at 1 per cent and not applicable at 3 per cent.



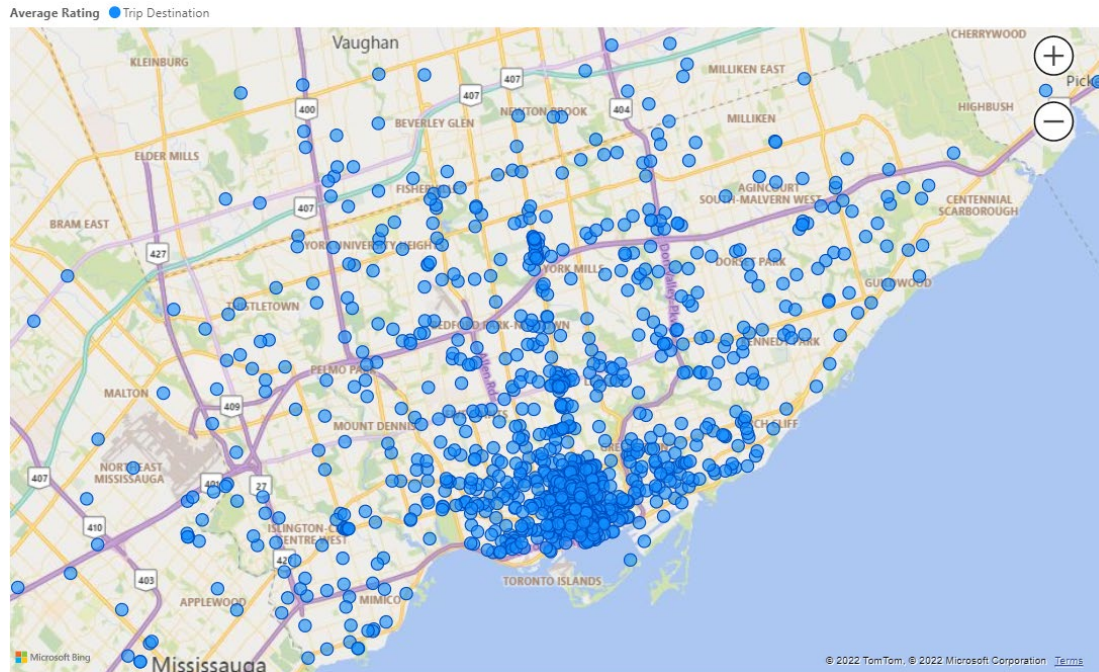
5. Before COVID-19 (February 2020), where did you typically start your trip on weekdays?

Of the 2,382 responses, about 79 per cent provided a valid and 21 per cent an invalid postal code for trip origins on a typical weekday. Most respondents started their weekday trips south of Lawrence Avenue, with the majority concentrated in the downtown core.



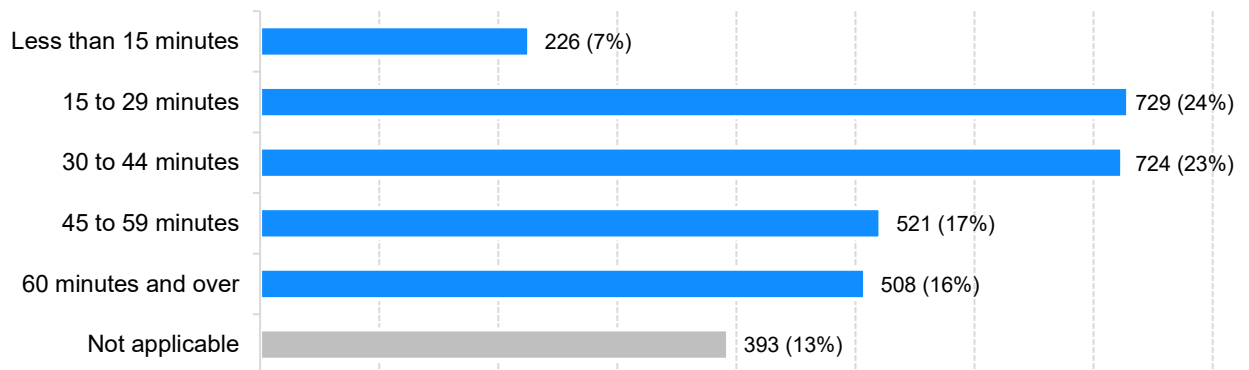
6. Before COVID-19 (February 2020), where did you typically end your trip on weekdays?

Of the 2,382 responses, about 95 per cent provided a valid and 5 per cent an invalid postal code for trip destinations on a typical weekday. Only about 1,824 valid origin – destination points were confirmed. The majority of trip destinations were concentrated in the downtown core and important arterial roads, such as Yonge Street.



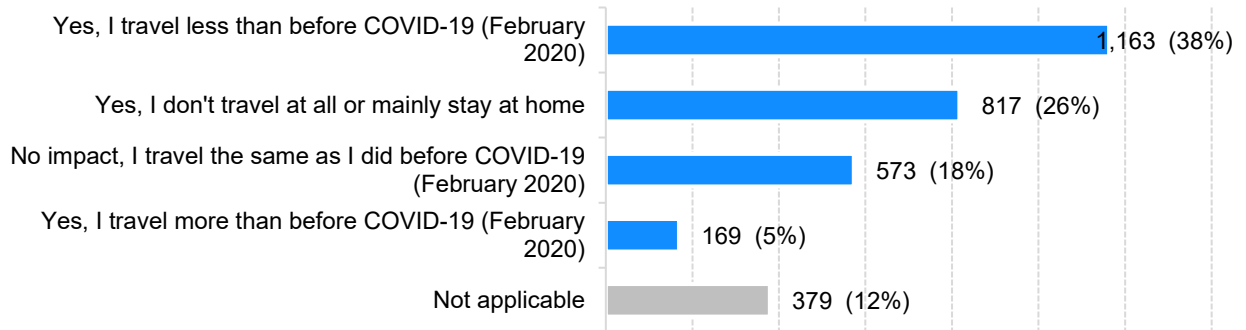
7. Before COVID-19 (February 2020), how much time did you spend travelling one-way between your home and your destination on a typical weekday?

Of the 3,101 responses received, 7 per cent of respondents reported taking less than 15 minutes to travel one way between their home and destination on a typical weekday; 24 per cent of respondents take 15 to 29 minutes; 23 per cent of respondents take 30 to 44 minutes; 17 per cent of respondents take 45 to 59 minutes; 16 per cent of respondents take 60 minutes and over and 13 per cent of respondents indicated that the question was not applicable. The average travel time commuting one-way for the average respondent was 30 to 44 minutes.



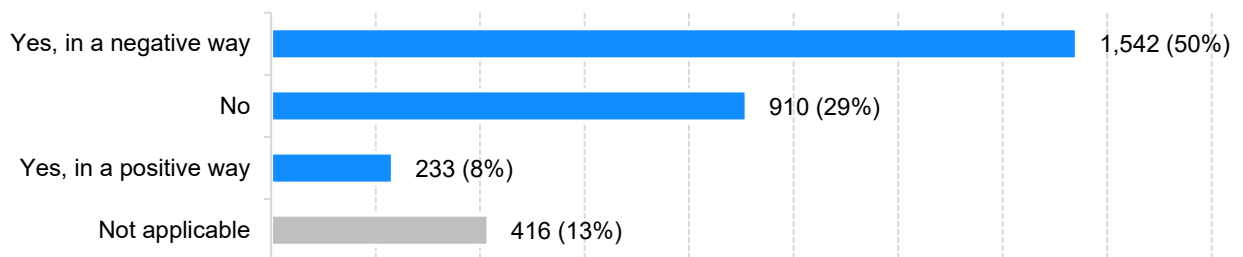
8. On a typical weekday, how has COVID-19 impacted your commute behaviour?

Of the 3,101 responses received, 38 per cent said they travel less than before COVID-19; 26 per cent said they do not travel at all or mainly stay at home; 19 per cent said they travel the same as before COVID-19; 5 per cent said they travel more than before COVID-19 and 12 per cent said the question was not applicable.



9. Has COVID-19 changed how you feel about buses and streetcars?

Of the 3,101 responses received, 50 per cent said their perspective on buses and streetcars changed in a negative way since COVID-19; 29 per cent said their perspective did not change; 8 per cent said their perspective changed in a positive way since COVID-19 and 13 per cent said the question was not applicable.



10. Share with us any additional comments on improving bus and streetcar service in the city of Toronto. What types of improvements would you like to see? What areas of the city need more attention?

Comments for transit priority improvements included:

- Transit priority provides an opportunity for complete streets and multimodal connectivity improvements
- Undertaking improvements that do not affect existing infrastructure or alter current surroundings
- Relieving short bottlenecks, rather than entire routes to make the greatest impact
- Encourage potential for mode shift

Comments for non-transit priority improvements included:

- On-board safety
- COVID-19 precautions
- Customer service
- Fare structure

Comments for areas that need prioritization included:

- Roadways servicing streetcars
- Routes that serve key destinations (e.g. schools)
- Areas not served by rapid transit or transit with dedicated right-of-way
- Major roadways that see high ridership and traffic volumes
- Areas with a higher ratio of transit users to auto passengers
- Roadways used by people who have the longest travel times
- Areas with high population density
- Areas that serve seniors and people with disabilities
- Areas without access to essential services
- Roadways with frequent in-lane stops that delay traffic
- Areas with the slowest average traffic speeds
- Transit priority provides an opportunity for complete streets and multimodal connectivity improvements
- Selected roadways should be evenly distributed throughout the city
- Areas where vehicle exhaust is causing poor air quality

Virtual Public Meetings

During the six (6) virtual public meetings from October 18 to November 8, 2021, participants expressed questions and comments summarized below:

General Questions & Comments

Topic	Question & Comment Summary
Active transportation	<ul style="list-style-type: none">• RapidTO should include include active transportation improvements (e.g. bike lanes, multi-use trails), especially in areas outside the downtown core, like North York and Scarborough

Topic	Question & Comment Summary
<p>Consultation</p>	<ul style="list-style-type: none"> • General clarification needed about the consultation process for developing the RapidTO Plan vs. roadway-specific studies, and whether the consultation will include community input on transit priority solutions pre-/post-implementation • Support and concerns that the following groups are not being considered for Phase 1 consultation: <ul style="list-style-type: none"> ○ community groups ○ marginalized communities ○ non-tech savvy people/seniors ○ townhouse and condominium owners and tenants • Concerns about how the voices of the local community be weighed against those who don't live in the area • Concerns that Neighbourhood/Residents' Associations do not always represent the views of all people in a community
<p>Coordination with other transit projects</p>	<ul style="list-style-type: none"> • Concerns about the coordination between Metrolinx-led and City/TTC-led projects (e.g. Sheppard Subway Extension or closing of Line 3 Scarborough)
<p>COVID-19 pandemic</p>	<ul style="list-style-type: none"> • Concerns about how COVID-19 will affect future travel behaviour and whether these changes be considered as part of the plan • There are many empty buses running during COVID-19, so there isn't a need for a transit priority plan • Concerns that traffic counts are being done during COVID-19, and skewing data being used to support this project
<p>Customer comfort improvements</p>	<ul style="list-style-type: none"> • Clarification on whether customer comfort improvements will be considered as part of RapidTO or site plan approval processes (e.g. improvements on proposed privately-owned publicly accessible spaces on development parcels)
<p>Support for project</p>	<ul style="list-style-type: none"> • Project will help alleviate traffic delays and congestion due to City-approved developments and increased density • Support for creative and effective solutions to improve public transit reliability
<p>Emergency vehicles</p>	<ul style="list-style-type: none"> • Clarification needed on how emergency vehicles will be affected
<p>Evaluation criteria</p>	<ul style="list-style-type: none"> • Overall clarification needed about what is being evaluated during and how an unbiased approach will be used • Clarification needed on how much priority will be given to roads where transit priority solutions are easier to implement

Topic	Question & Comment Summary
Growth & aging population	<ul style="list-style-type: none"> • Clarification needed on how RapidTO will meet the needs of the growing aging population • Support for alleviating traffic delays and congestion due to City-approved developments and increased density • Clarification needed on how future job and population growth be considered in RapidTO and how will this help determine the transit priority solutions
Increased traffic congestion & emissions	<ul style="list-style-type: none"> • Support for incentivizing the purchase/operation of electric vehicles to meet TransformTO targets instead of implementing RapidTO • Concerns that removing lanes for cars will affect traffic congestion, safety and pollution on major roadways and nearby local roads and neighbourhoods • Concerns that additional traffic congestion will mean more businesses will close
Misunderstanding about RapidTO objectives & consultation phase	<ul style="list-style-type: none"> • Concerns that all roadways identified will convert traffic lanes to dedicated bus lanes • Concerns that consultation is only being considered for TTC users, and people who drive are not being consulted • Concerns that dedicated bus lanes will be monetized using automatic enforcement technology • Clarification needed on why City-funded interest groups are lobbying for dedicated bus lanes • Clarification needed on how are lane reduction strategies being calculated in the evaluation criteria
Monitoring & improvements	<ul style="list-style-type: none"> • Clarification needed on improvements seen from RapidTO: Eglinton East, and concerns that success is being measured by identifying one to five minutes of transit rider's travel time
Project clarification	<ul style="list-style-type: none"> • Clarification needed on the difference between RapidTO and EX18.1 Surface Transit Network Plan Update, which already identified and ranked roadways for transit priority • Clarification needed on whether roadways identified for evaluation can be removed from the list • Clarification needed on what will be studied during Phase 3 and how the studies will be conducted
Regional bus rapid transit	<ul style="list-style-type: none"> • Point-to-point express bus route through the Greater Toronto Area could help avoid fatigue and save time. Example routes: <ul style="list-style-type: none"> ○ Union > Downsview > Vaughan > Richmond Hill > Union ○ Brampton > Toronto Pearson Airport > Mississauga > Etobicoke > Union > Scarborough > East York

Topic	Question & Comment Summary
Repurposing City-owned property	<ul style="list-style-type: none"> • Support for vacant lands, such as hydro corridors and former rail lines, used to expand the city's bus network
Safety	<ul style="list-style-type: none"> • A Complete Streets approach should be developed as a part of RapidTO's Phase 3 projects
Timelines	<ul style="list-style-type: none"> • Clarification needed on the timing of studies after a roadway is confirmed as part of the plan • Support for quickening the study process (i.e. RapidTO: Eglinton East was implemented successfully in several months)
Transit equity	<ul style="list-style-type: none"> • Public transit needs to be provided to newer communities with more immigrants and minority residents, rather than well-established communities
Transit priority solutions	<ul style="list-style-type: none"> • Overall clarification needed on transit priority solutions being considered, including: <ul style="list-style-type: none"> ○ Full-time vs. rush hour/weekend dedicated bus lanes ○ queue jump lanes on left-turn lanes ○ turning restrictions ○ far-side transit stops • Clarification needed on how transit priority has been implemented in other cities and the resulting effects
Travel experience	<ul style="list-style-type: none"> • Opposed to saving several transit users several minutes of travel time at the expense of many more people who drive, especially in a lot of suburban communities where most people drive • Prefer bus performance improvements over conducting costly studies • Concerns about the number of TTC streetcar stops that would be impacted, resulting in increased travel time for transit users • Clarification needed on how transit priority solutions will affect bus bunching, and suggestion for more active monitoring to proactively space out vehicles • Existing public transit travel times can take double the time on a trip than using a different mode of travel

North York – October 18 & November 8, 2021

Overall, there was a general misunderstanding that all RapidTO would be converted to dedicated bus lanes and that studies for each roadway were already complete. Clarification was needed for the objectives of Phase 1 consultation. There were concerns about the air quality impacts due to dedicated bus lanes. District-specific questions and comments included:

- Not supportive of converting traffic lanes to dedicated bus lane on: Yonge Street (i.e. already a subway underground); Bayview Avenue (i.e. currently used to avoid Yonge Street congestion, Sunnybrook Hospital patients do not want to go to the hospital by bus, additional traffic and congestion with planned [Tyndale Green](#) project at 3377 Bayview Avenue); Bathurst Street; Steeles Avenue East; Finch Avenue East (i.e. removal of passing lane) and Sheppard Avenue East (i.e. most people drive to the subway)
- Flyover lanes needed to improve congestion at Highway 404/Sheppard Avenue East
- This community has people who mainly drive, so transit priority solutions are not needed
- No lane reductions on Bayview Avenue, Victoria Park Avenue, Steeles Avenue East, Finch Avenue East and Sheppard Avenue East
- There are currently dedicated bus lanes on Don Mills Road, but there are not enough buses to use them

Etobicoke-York – October 20, 2021

Participants were generally supportive of RapidTO, but there were some concerns about traffic and related congestion impacts to local neighbourhoods. Clarification was needed about what was being considered in the evaluation criteria and the roadway-specific studies and implementation phase.

City-wide – October 25, 2021

Participants were generally supportive of RapidTO and provided feedback and suggestions on specific transit priority tools that could be used to improve transit reliability. Location-specific questions and comments included:

- Clarification needed on whether there are plans to extend the [King Street Transit Priority](#) on both King Street (to Liberty Village) and Queen Street, as well as segments of Dundas Street and College Street

Scarborough – October 26, 2021

Participants shared varying support for RapidTO. Some participants felt that RapidTO and/or regional bus rapid transit projects would help provide transit equity and better serve residents who are often overlooked. Other participants felt that resources should be focused on rapid transit, like extending Line 4 Sheppard, rather than on bus and streetcar priority projects. Other questions and concerns included RapidTO's impact on the existing public transit and active transportation infrastructure, long study and implementation timelines and whether or not transit priority solutions could include rush hour-only restrictions. District-specific questions and comments included:

- Scarborough needs better bus service because no matter what time of day it is, it is packed (e.g. [134A, 134B and 134D Progress bus routes](#))
- Some areas, like Scarborough, are better served by an efficient network of surface routes rather than expensive higher-order public transit that only serves three stops and runs through low density single-family neighborhoods
- Scarborough has been underserved for decades and deserves to get priority streetcars and subways especially the north and southeast ends of Scarborough

- Support for transit priority in Scarborough, north of Highway 401 to the University of Toronto Scarborough Campus and to the subway
- Clarification needed on whether Metrolinx would think it's redundant to extend the subway if Sheppard Avenue East is identified as a top roadway
- Clarification needed about the coordination between RapidTO and plans for the shutdown of [Line 3 Scarborough \(SRT\)](#)?

Toronto & East York – October 28, 2021

Participants needed clarification on the Phase 1 consultation objectives and proposed RapidTO study and implementation timeline compared to the draft schedule from the [Surface Transit Network Plan](#). There were follow-up comments with support for the project but concerns with the long timelines. District-specific questions and comments included:

- Suggestion for a rapid bus from Pape TTC station to Queen TTC station to build demand along the future [Ontario Line route](#)

Advisory Group & Committee Meetings

During the August 18, 2021, LEAG meeting, participants expressed questions and comments summarized below:

Topic	Question & Comment Summary
Consultation & disability community	<ul style="list-style-type: none"> • There needs to be consultation with various disability communities. Many TTC stations which buses and streetcars connect to are still only accessible to able-bodied persons.
Location-specific concerns	<ul style="list-style-type: none"> • Transit priority should be considered for areas where there are large developments planned (e.g. in Etobicoke, past the Kipling TTC station, where there is a lot of construction). An increase in population will affect public transit.
Public transit & poverty	<ul style="list-style-type: none"> • Those in poverty truly need accessible transportation. If those support systems are not in place, it amplifies the inability for access to resources • Affordability is the main issue for vulnerable people, and residents should not feel the need to have to choose between whether to pay for public transportation over food • Improving bus and streetcar reliability helps combat poverty by valuing the time and contributions of those of us who cannot afford cars • The inability to afford housing also pushes low-income working-class people to the fringes of the city that require longer commutes • Bus priority makes travel times quicker, reducing the need to rely on car ownership, which can be expensive
Timelines	<ul style="list-style-type: none"> • Clarification needed on whether a study will take 10 years to complete

During the TTC's ACAT Service Planning Subcommittee meeting on November 3, 2021, committee members expressed questions and comments summarized below:

Topic	Question & Comment Summary
General	<ul style="list-style-type: none"> • Need to be careful when it comes to prioritization because for riders with certain disabilities, there are times when things can become confusing
Project scope	<ul style="list-style-type: none"> • Clarification on why RapidTO does not include the LRT system
Transit priority solutions	<ul style="list-style-type: none"> • Clarification needed on whether RapidTO consider more mandated traffic reductions, similar to how movement on King Street is restricted

During the City's TAAC meeting on November 15, 2021, committee members expressed questions and comments summarized below:

Topic	Question & Comment Summary
Consultation	<ul style="list-style-type: none"> • Concerns that committee members do not see themselves reflected in the survey • Would like to see a feedback loop (i.e. how comments provided are reflected in the final recommendations)
Evaluation criteria	<ul style="list-style-type: none"> • Criteria for equity-deserving neighbourhoods should include where people with disabilities live • Transit priority solutions should consider transition from Family of Services to TTC's conventional system • Experience of ridership and crowding is different for people with disabilities experience (e.g. people in wheelchairs have to wait as they can't get on crowded buses, or people with crutches/walkers need to make a decision about whether or not it is safe for them to get on a bus)
Project clarification	<ul style="list-style-type: none"> • Clarification needed on how RapidTO will improve accessibility • Clarification needed on why TTC is not seeing the same decline in ridership in equity-deserving neighbourhoods as other areas
Safety	<ul style="list-style-type: none"> • Safety and sexual harassment on public transit is also a concern – often times, people with disabilities are women and racialized, living with different communication impediments

Stakeholder Email Comments

A total of two (2) comment submissions were received via email from stakeholder organizations listed and summarized below:

1. Canada Post
2. Pleasant View Community Association

Topic	Comment Summary
Changes to existing curbside access	<ul style="list-style-type: none"> • Decreased curb space with many City programs, like ActiveTO and CurbTO (e.g. parking, loading zones and general curbside management) • Further discussions with Canada Post needed once top 20 roadways are identified
Coordination between City projects	<ul style="list-style-type: none"> • A need for better internal coordination between different City departments' projects and RapidTO (e.g. CaféTO was denying applications due to Canada Post street furniture. Canada Post was not aware and would have gladly moved the furniture, if possible)
Conflict with federal legislation	<ul style="list-style-type: none"> • Concerns that transit priority treatments may cause service vehicles to delay mail, which would be an offence as per the Delay of Mail section in the Canada Post Corporation Act
Conflict with ConsumersNext	<ul style="list-style-type: none"> • Concerns that RapidTO will worsen current and future traffic congestion, and affect businesses and productivity for the ConsumersNext plan at the Sheppard Avenue East/Victoria Park Avenue area • Sheppard Avenue and Victoria Park Avenue need more lanes to accommodate the 4,000 new residents that have already moved in, residents of 160 affordable housing units and employees of the new Amazon office • Instead of lane-altering solutions for Sheppard Avenue East and Victoria Park Avenue, consider modifying transit signal timing for longer advance green light on Sheppard Avenue, between Don Mills Road and Victoria Park Avenue • Consider also installing a double turn lane at Don Mills Road to clear the backup

Public Email & Phone Comments

Comments received via email or phone from members of the public are summarized below:

Topic	Comment Summary
Consultation	<ul style="list-style-type: none"> • Clarification needed on whether the patients, staff and visitors at Sunnybrook have been surveyed to determine how many who drove (or took a taxi, Uber or Lyft) would switch to public transit if there was faster service • Webex is confusing and prevents older citizens from participating • A study of this magnitude should not be done through the narrow lens of speeding up buses • All users of our streets need to be broadly consulted
Future traffic congestion & emissions	<ul style="list-style-type: none"> • The City should be working to alleviate serious gridlock issue, not add to it • RapidTO projects will mean more cars sitting in traffic, add to non-electric vehicles spewing far more emissions than the buses do
Misunderstanding about RapidTO objectives & consultation phase	<ul style="list-style-type: none"> • Opposed to plans for dedicated bus lanes for Bayview Avenue, Sheppard Avenue, Don Mills Road or Victoria Park Avenue – there are already delays and constant construction in the area • This project should not focus on consulting existing TTC customers • Local councillors have not held any town halls or have had residential consultation on the addition of dedicated bus lanes

Topic	Comment Summary
North York-specific concerns	<ul style="list-style-type: none"> • At Sheppard Avenue East and the Don Valley Parkway, there are multiple condo buildings being built to add more congestion, a highway, Fairview Mall, a new Amazon warehouse, and other elements that will add more to the traffic, congestion and people needing to get from place to place • Traffic on Bayview Avenue is already too heavy to accommodate a traffic lane removal • No need for transit priority on Sheppard Avenue because of the future Sheppard Subway Extension • Left-turn into Parkway Forest Drive on Sheppard Avenue East westbound creates lots of gridlock problems • Consideration for building a flyover or underground ramp that could benefit many, rather than the few who take those bus routes • There is a lot of congestion between Pharmacy Avenue and Don Mills Road, especially during the winter • A dedicated lane near a highway ramp is a bad idea • Extend Sheppard Subway to Scarborough Centre TTC station • Build a dedicated transitway using the area under the power line along McNicoll Avenue to the north
Project support/opposition	<ul style="list-style-type: none"> • Saving transit users one to five minutes of time is not worth worsening traffic for other road users • Support for better public transit service
Survey design	<ul style="list-style-type: none"> • Survey had confusing language, bad interface and lacked specificity • Design a survey with comments allowed • Consider comments on Facebook page as responses • Online survey seemed like a series of trick questions designed to exclude the opinions of people who drive, making them feel guilty wanting to use the roads
Invest in subways over transit priority projects	<ul style="list-style-type: none"> • Prefer to focus on expanding the subway system • No one wants to wait outside in winter weather • Bus lanes are a short-term solution

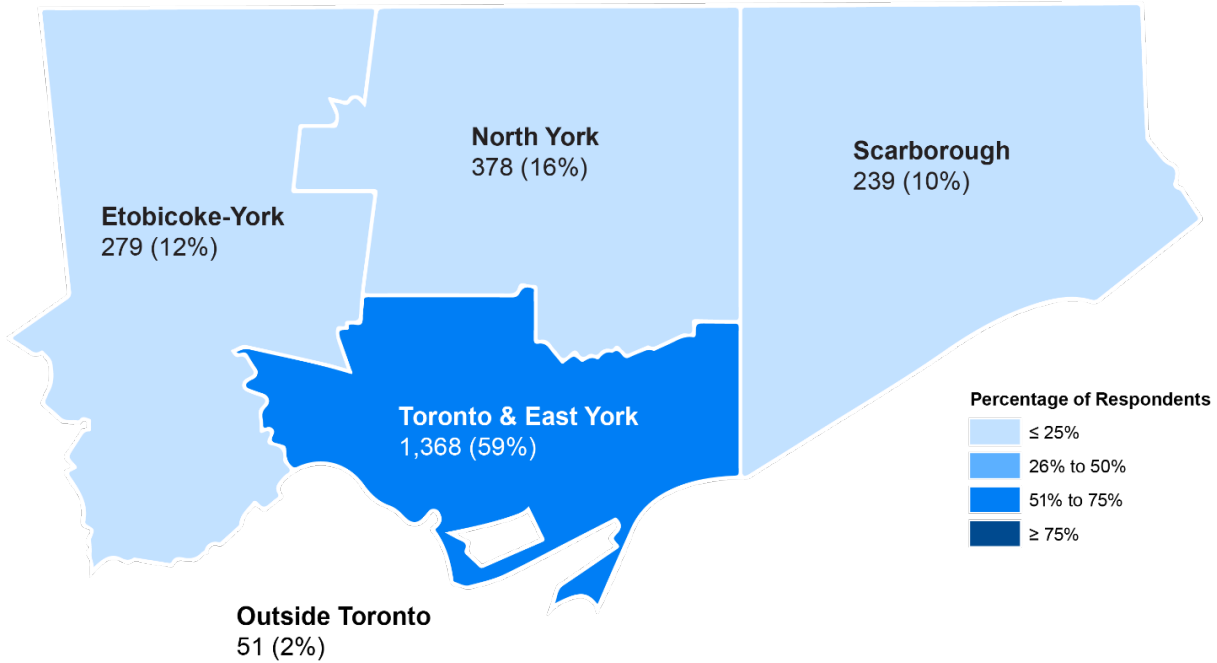
Appendix A: Online Survey Participant Demographics

Out of the 5,200 respondents, 2,713 respondents (52 per cent) provided optional demographic information described below.

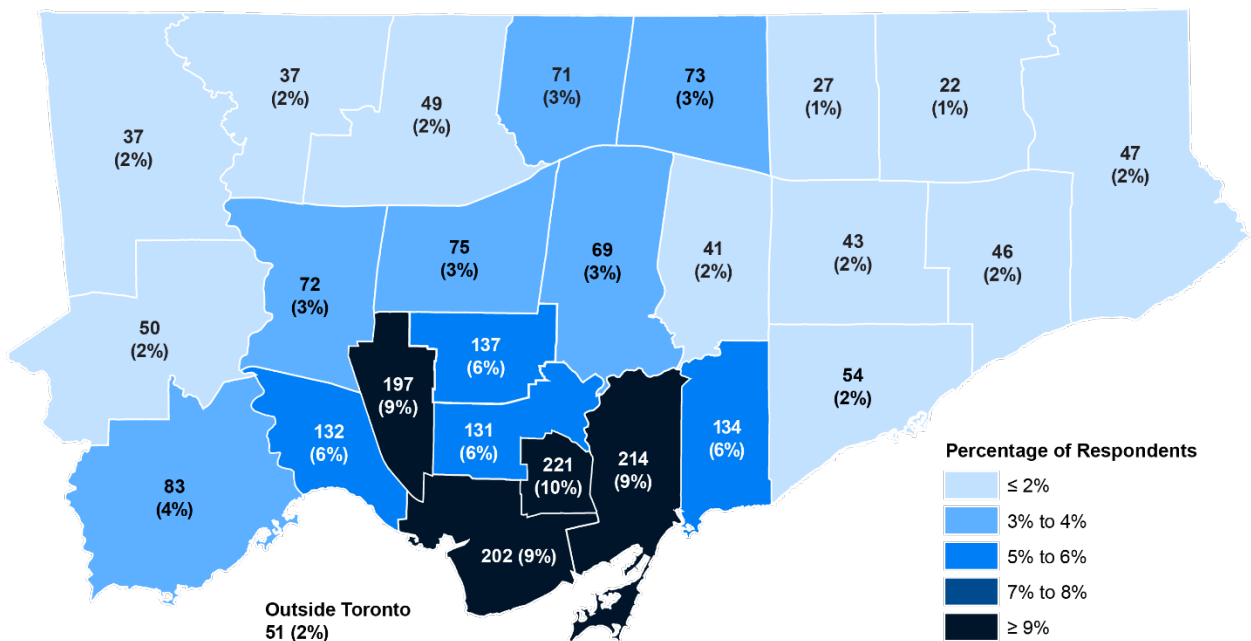
Please provide your postal code.

2,315 respondents (45 per cent) provided the valid postal code information below.

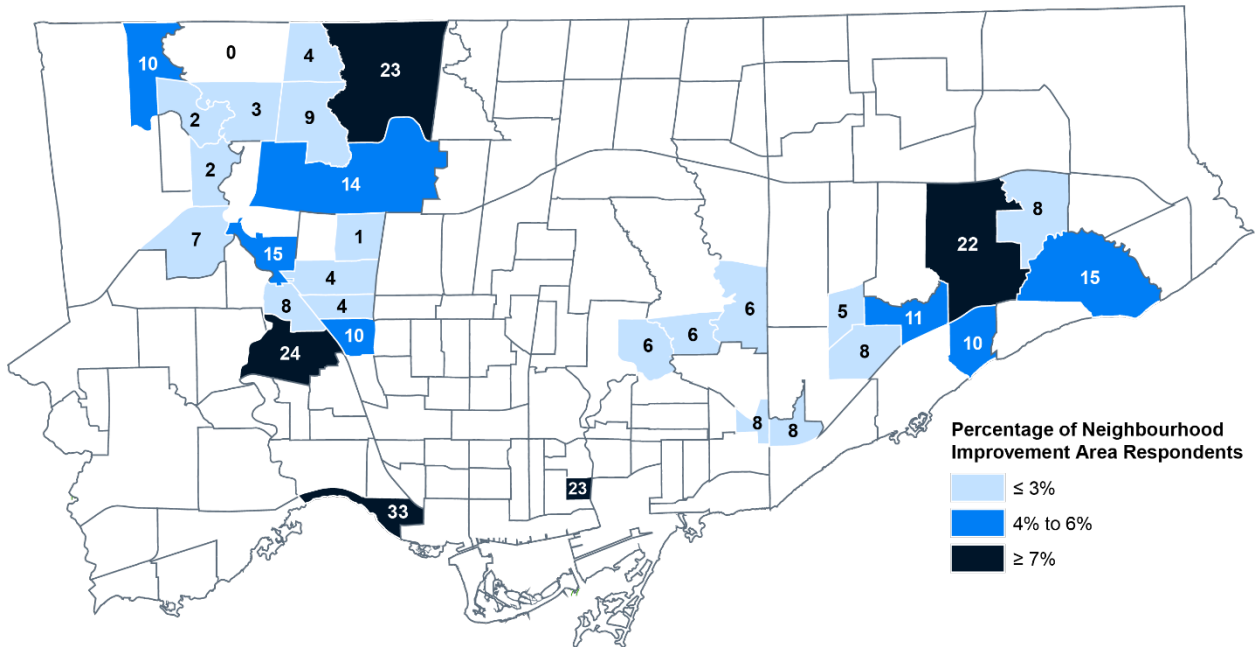
By district:



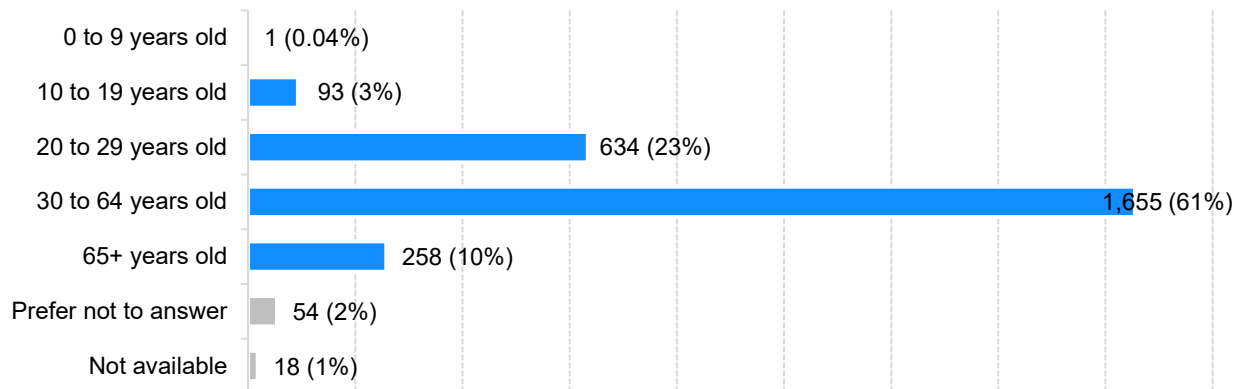
By ward:



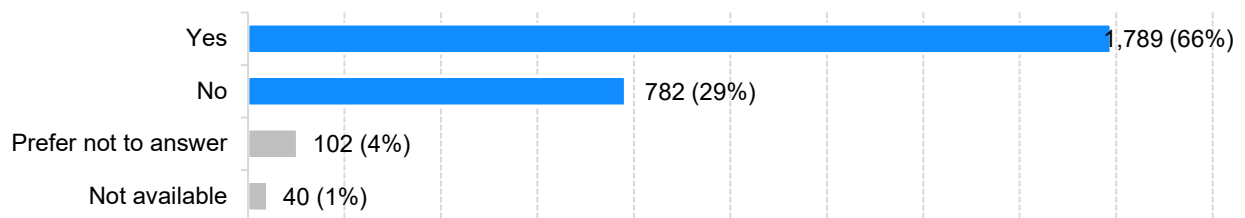
By Neighbourhood Improvement Area (NIA):



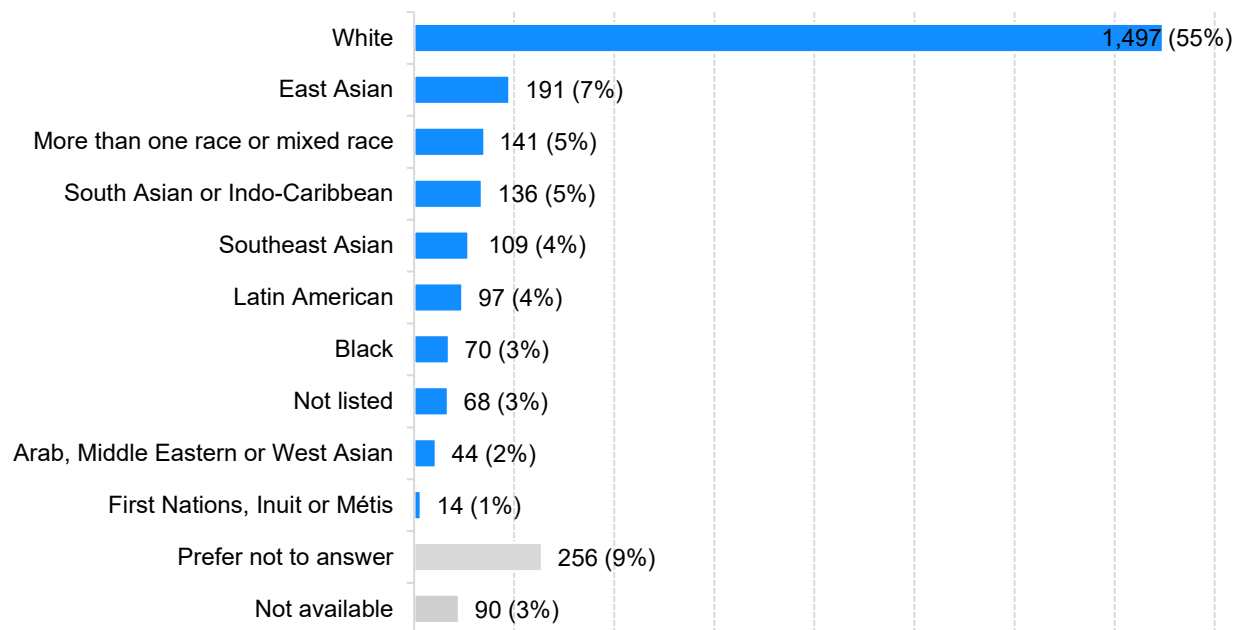
What is your age?



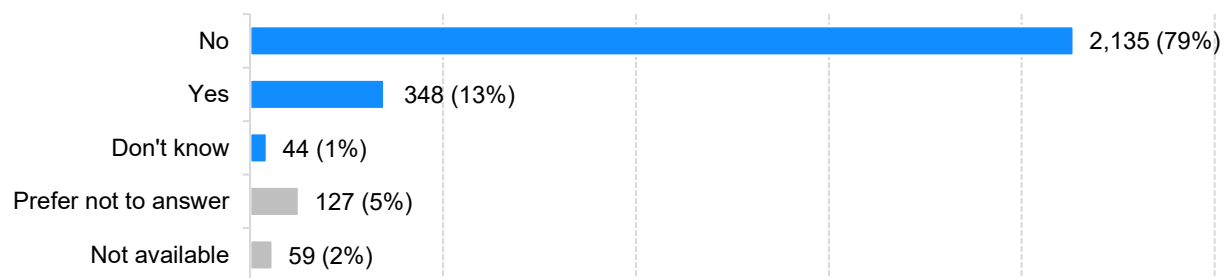
Were you born in Canada?



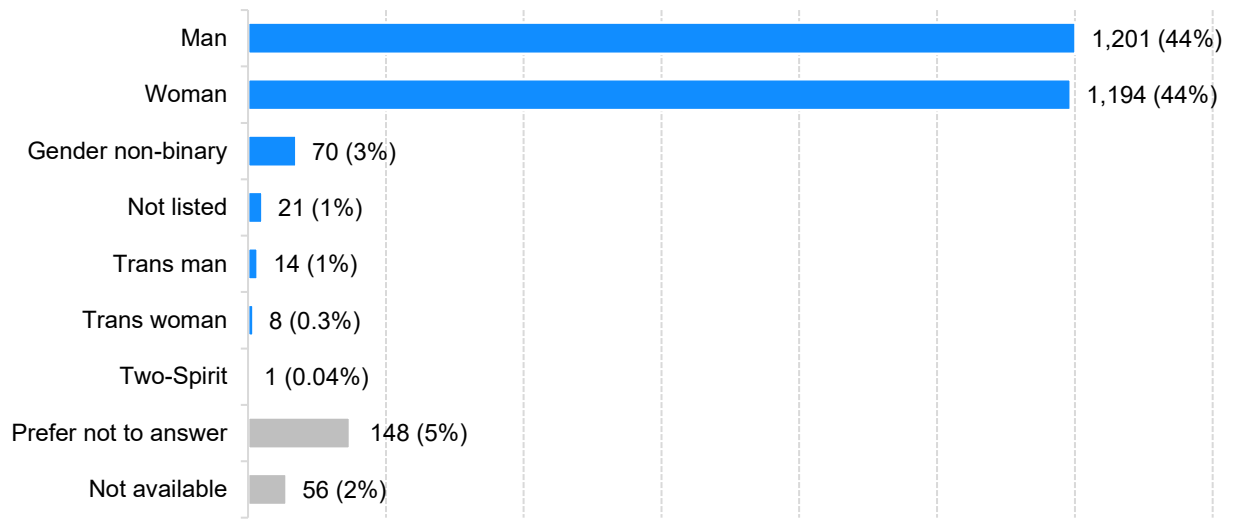
Which race category describes you?



Do you identify as a person with a disability?



What best describes your gender?



What is your approximate average household income?

