

RapidTO: Jane Street

Step 1: Develop Design Options & Preliminary Evaluation Consultation Report



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The following report was prepared by LURA Consulting, the City of Toronto and the Toronto Transit Commission's independent facilitation and engagement consultants for RapidTO: Jane Street.

Executive Summary

This report details the activities and feedback received during Step 1 consultation for RapidTO: Jane Street from February 27 to April 11, 2023. During Step 1 consultation, the City of Toronto (City) and Toronto Transit Commission (TTC) engaged members of the public and key stakeholders in the study area of Jane Street, from Steeles Avenue West to Eglinton Avenue West, to:

- Identify the most important criteria for evaluating transit priority solutions
- Receive feedback on five (5) potential transit priority Design Options that could be applied strategically to deliver shorter travel times and more reliable bus service
- Gather input on the potential removal of bus stops, which, when paired with the Design Options, could further improve bus travel times and service reliability

Public and stakeholder consultation activities engaged more than 3,000 individuals:

1,813 people completed a multilingual online survey; 166 people attended a virtual public meeting, two (2) public drop-in events and one (1) Councillor-led public meeting; 30 people attended one (1) stakeholder meeting and two (2) advisory group and committee meetings; and over 700 people were reached through pedestrian and business outreach on Jane Street.

Project communication approaches included a project web page, email and phone number, and a comprehensive multilingual notification and promotional campaign, including mailed notices, TTC bus shelter advertisements and station announcements, social media campaign and more.

The key takeaways from participant feedback include:

- **Transit priority solutions that help improve the reliability of bus arrival times and shorten bus trip travel times are the most important criteria to consider when evaluating Design Options.** These criteria were given the highest ranking by all demographic and road user groups. The strongest support for these criteria include women, people living with disabilities and people living north of Highway 401, where all neighbourhoods in the study area are Neighbourhood Improvement Areas (NIAs).
- **Most support for options providing the most transit priority, with Option 2 – Priority Bus Lanes receiving the highest level of support.** The level of support among survey participants increased as the level of bus priority provided by each Design Option increased. A total of 60% of respondents supported Option 2, whereas 26% opposed it. Survey respondents who live south of Highway 401 (where only some neighbourhoods are designated as NIAs) were generally opposed to all options except Option 1 – Existing Conditions with Minor Road & Public Transit Changes, and respondents who drive were generally more supportive of Option 1.
- **Mixed feedback on the potential removal of bus stops to improve service reliability.** Almost 80% of survey respondents supported walking further to reach their bus stop in order to arrive at their destination sooner. Feedback from stakeholder meetings, however, highlighted some concerns about stop removals and their impacts to safety for people who are older and people who have reduced mobility (e.g. people who use a wheelchair, or people who use a stroller or cart).

Step 2 consultation is anticipated to take place in Q1 2024 and will include an opportunity to provide feedback on the Preferred Design Option which will be refined based on further technical analysis of the options and feedback from the public and key local stakeholders.

Overview

The City of Toronto and the TTC are enhancing bus and streetcar transit across Toronto by studying and implementing transit priority solutions through the RapidTO program. **RapidTO aims to move more people more efficiently by improving reliability and travel times on the busiest public transit routes in Toronto.** To meet these objectives, the City of Toronto and the TTC are developing a plan to improve public transit reliability and deliver shorter travel times on Jane Street between Steeles Avenue West and Eglinton Avenue West.

Jane Street was prioritized for implementing transit priority solutions due to its high ridership, long travel times and important role in connecting Line 1 Yonge-University (Pioneer Village Station) and the future Line 5 Eglinton (Mount Dennis Station). It also connects many Neighbourhood Improvement Areas (NIAs), or equity-deserving neighbourhoods, identified by the City to prioritize investments that help support these neighbourhoods' economic and social well-being. Although TTC ridership dropped during COVID-19, bus and streetcar trips continue to provide vital access to places and services, particularly for the city's most vulnerable communities, and will continue to do so as travel needs increase.

RapidTO will guide the study, design and delivery of bus and streetcar transit priority improvements in Toronto over the next 10 years and beyond.

Engagement Process

The City and TTC are engaging the public through a three-step consultation strategy to inform the development and delivery of RapidTO: Jane Street.

- **Step 1: Develop Design Options & Preliminary Evaluation** – The project team completed technical analysis and will gather public feedback on five (5) Design Options for Jane Street. At this stage, no decision has been made on which transit priority solutions may be implemented on Jane Street.
- **Step 2: Evaluate & Identify Preferred Design Option** – Public and stakeholder feedback from Step 1 and further analysis will guide the identification of a Preferred Design Option, which may combine elements of the Design Options from Step 1.
 - **Report to Council** – City and TTC project team members will prepare a report to City Council, summarizing findings from the technical analysis and consultations, and recommending a Preferred Design Option.
- **Step 3: Project Delivery** – Upon Council approval, the project would be delivered and necessary refinements to the design will be made based on continued feedback.



About Step 1: Develop Design Options & Preliminary Evaluation

The purpose of the consultation was to identify the most important criteria for evaluating transit priority solutions and seek feedback on challenges, priorities and preferences regarding the evaluation of the Design Options. Five Design Options were introduced and trade-offs for each option were presented:

- Option 1 – Existing Conditions with Minor Road & Public Transit Changes
- Option 2 – Priority Bus Lanes
- Option 3 – Priority Bus Lanes on Key Segments
- Option 4 – High Occupancy Vehicle (HOV 3+) Lanes
- Option 5 – Queue Jump Lanes at Key Locations

Proposed bus stop removals and relocations for each option were also identified.

About this Report

This report summarizes the Step 1 consultation activities and feedback received from February 27 to April 11, 2023.

Step 1 consultation was designed to help the City and TTC understand the diversity of opinions (including the rationale behind those opinions) and inform the RapidTO: Jane Street study. This summary does not assess the merit or accuracy of the feedback shared, nor does the documentation of these responses indicate an endorsement of any of these perspectives on the part of the City and TTC.

How We Engaged

Notification & Promotional Activities

A variety of methods were used to notify community organizations and members of the public about Step 1 consultation between February 27 and April 11, 2023:

- Project web page (toronto.ca/RapidTO) and TTC web page (ttc.ca/RapidTO)
- Newspaper ads in Downsview Advocate (March issue), North York Mirror (2 issues), El Popular (Spanish), Thời Báo (Vietnamese), Sol Português (Portuguese) and Lo Specchio (Italian)
- Notices delivered by Canada Post (87,922 addresses in the study area)
- Email to project list (293 contacts)
- Email to community organization list, including resident associations, community groups, organizations, institutions and elected officials (42 contacts)
- Social media posts via City and TTC accounts on Twitter and Facebook
- Social media newsfeed ads on Facebook and Instagram
- Transit shelter ads (70 locations on Jane Street and surrounding area)
- Digital screen ads at gas stations and convenience stores (over 800,000 impressions)
- Online and mobile app ads via Cluep, Chameleon Digital Media, Rogers, PrimeDataLytics, Postmedia, Bell Media, The Weather Network, Native Touch and Culturity (over 1 million impressions)
- Postcards (over 850 distributed at pedestrian and business outreach events and public drop-in events)
- TTC bus stops (75 posters)
- TTC TCONNECT (Jane and Pioneer Village stations)
- TTC digital platform displays (Jane and Pioneer Village stations)
- TTC station announcements (Jane and Pioneer Village stations)



Various promotional materials were placed and distributed on-site and online, encouraging those living in the study area to learn more about and provide feedback on the project.

Consultation Activities

Online Survey

An online survey was available from February 27 to April 11, 2023, and received 1,813 responses. Participation was anonymous.

The survey included background information on the project and asked 14 questions listed below, followed by 11 optional demographic questions.

1. Please describe your relationship to the study area on Jane Street, between Steeles Avenue West and Eglinton Avenue West.
2. Before COVID-19 (February 2020), what was your preferred way of travelling on Jane Street, between Steeles Avenue West and Eglinton Avenue West, on a typical weekday?
If the respondent selected TTC as their preferred way of travelling in the study area, the following questions were also asked:
 - a. Please select the TTC routes you use.
 - b. As a TTC customer, we would like to understand your preference for walking distance to bus stops and different service improvements. Please select which you prefer.
 - c. Please rank what is most important to you when planning your trip on the TTC.
3. Which of the following transportation challenges are most concerning to you when travelling along Jane Street, between Steeles Avenue West to Eglinton Avenue West?
4. Which of the following evaluation criteria are most important to you?
5. To what extent do you support or oppose Option 1? Tell us why.
6. To what extent do you support or oppose Option 2? Tell us why.
7. To what extent do you support or oppose Option 3? Tell us why.
8. To what extent do you support or oppose Option 4? Tell us why.
9. To what extent do you support or oppose Option 5? Tell us why.
10. Do you have concerns about any of the proposed bus stop changes?
11. Do you have any comments about RapidTO: Jane Street you would like to share with us?

Stakeholder Meeting

A virtual stakeholder meeting was held on March 7, 2023, from 1:30–3:00 p.m. via Zoom. More than 35 stakeholder groups were invited to attend. Representatives from six (6) local organizations participated virtually and are listed below:

- | | |
|-------------------|---|
| • CNIB Foundation | • Weston Village Business Improvement Association |
| • Cycle Toronto | |
| • pointA | • Weston Village Residents' Association |
| • TTCriders | |

The stakeholder meeting was facilitated by Liz McHardy, Partner at LURA Consulting. It included an overview of RapidTO: Jane Street and a presentation of the five (5) Design Options by Sierra Buehler, Project Manager at the TTC. Opportunities for questions and feedback followed the presentation, with City and TTC staff present to answer questions. Participants were invited to complete the online survey, provide any comments and additional feedback and share the engagement opportunity with their networks.

Advisory Group & Committee Meetings

Advisory Committee on Accessible Transit

Early engagement was conducted with the TTC's Service Planning Subcommittee of the Advisory Committee on Accessible Transit (ACAT). A presentation was made by Sierra Buehler, on June 1, 2022, and was attended by 10 committee members. Opportunities for questions and feedback followed the presentation, with City and TTC staff present to answer questions.

Jane Finch Initiative Community Advisory Committee

A virtual meeting was held on March 21, 2023, from 6–8 p.m. via Zoom and was attended by 14 committee members. A presentation was made by Stephanie Simard Craig, Manager of Transit Systems Planning, TTC. Breakout groups were held after the presentation to provide an opportunity for questions and feedback, with City and TTC staff present to answer questions.

Public Meeting & Events

A virtual meeting and public drop-in events included presentation slides/display panels and an online survey posted to the project web page on February 27, 2023. Hard copies and translated materials were available upon request.

Virtual Public Meeting

One (1) virtual public meeting was held on March 8, 2023, from 6–8 p.m. via Zoom and was attended by 64 people.

Liz McHardy facilitated the virtual public meeting, which included an overview of RapidTO: Jane Street and a presentation of the five Design Options by Sierra Buehler. Opportunities for questions and feedback followed the presentation, with City and TTC staff present to answer questions. Participants were invited to complete the online survey and provide any comments and additional feedback.

Public Drop-in Events

Two (2) public drop-in events were held on March 22, 2023, from 6:30–9 p.m. at Driftwood Community Recreation Centre (4401 Jane St.) and March 23, 2023, from 6:30–9 p.m. at Clairvaux Hall (1975 Lawrence Ave. W.), and attended by 51 people. Staff from the City of Toronto and the TTC were present to answer questions and were supported by LURA staff.

Councillor-hosted Public Meeting

Councillor Nunziata hosted a public meeting on March 21, 2023, from 6:30–8:30 p.m. at The Learning Enrichment Foundation (116 Industry St.), which 51 people attended.

The public meeting included an overview of RapidTO: Jane Street and a presentation of the five (5) Design Options by Sierra Buehler. Opportunities for questions and feedback followed the presentation, with City and TTC staff present to answer questions.



Consultation materials were displayed on boards and large maps at the public drop-in events.

Pedestrian & Business Outreach

City of Toronto, TTC and LURA staff conducted four (4) pedestrian and business outreach sessions at the following locations and dates:

- Jane Street & Finch Avenue West – March 13, 2023, 3–5 p.m.
- Jane Street & Sheppard Avenue West – March 15, 2023, 7:30 a.m.–12 p.m.
- Jane Street & Wilson Avenue – March 15, 2023, 4–6 p.m.
- Jane Street & Lawrence Avenue West – March 16, 2023, 12–5 p.m.

Members of the project team spoke with pedestrians walking by these intersections and TTC customers waiting for and disembarking from buses near these intersections, providing them with a project postcard (if they wished) with information about RapidTO: Jane Street.

Additionally, on Jane Street between Sheppard Avenue West and Lawrence Avenue West, members of the project team visited businesses to provide them with information about the project and the opportunity to speak directly to staff.

Public and Stakeholder Emails & Phone Comments

Community stakeholder representatives and members of the public were invited to share comments and ask questions via phone, email or written letter. A total of 26 phone and email comments were received between February 27 and April 11, 2023. The project team recorded and reviewed all comments for consideration and response.

In total, staff visited 105 businesses, gave out 730 project postcards to pedestrians and people who ride the TTC, and had 230 short conversations.



Pedestrian outreach at Jane Street & Wilson Avenue.

What We Heard

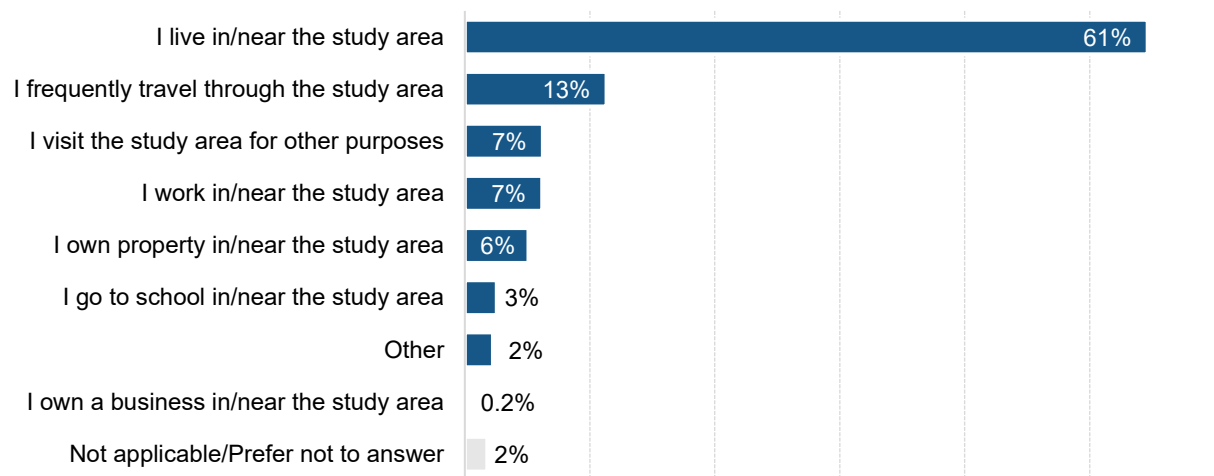
Online Survey

Responses to questions in the survey are summarized in two subsections. Where applicable, responses to survey questions were available for input during the two public drop-in events and combined with the survey data. Frequently Asked Questions are included in [Appendix A](#), and responses to the demographic questions are included in [Appendix B](#).

Part 1 – Overall Questions about RapidTO: Jane Street & Participants’ Priorities

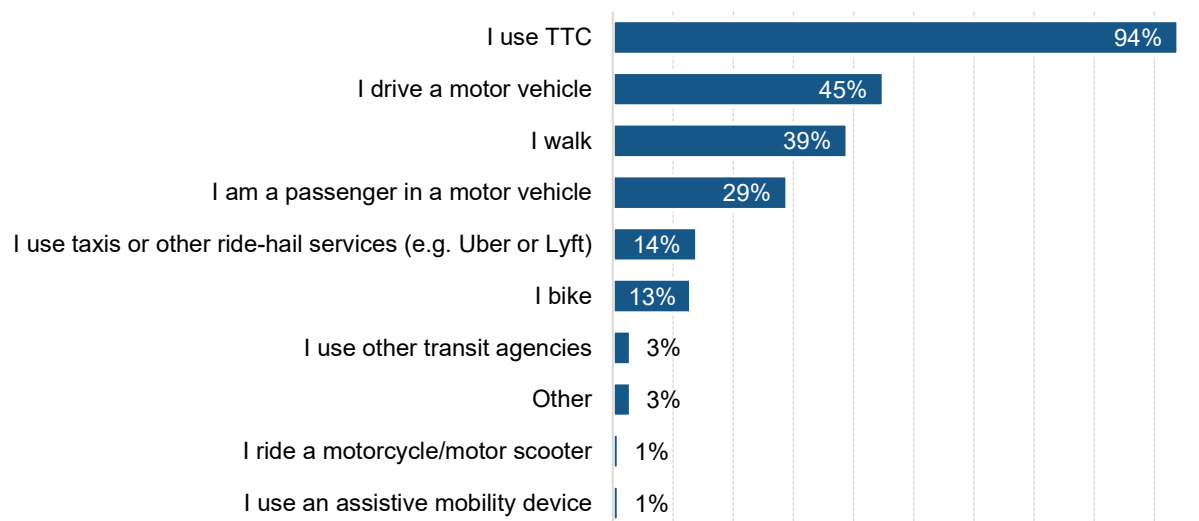
The following questions asked participants general questions about their relationship to the study area, travel behaviour and priorities related to travelling on Jane Street between Steeles Avenue West and Eglinton Avenue West.

Question 1. Please describe your relationship to the study area on Jane Street, between Steeles Avenue West and Eglinton Avenue West.



In total, 1,793 survey respondents and 36 public drop-in meeting participants responded to this question. Most respondents (61%) live in or near the study area. Approximately 13% frequently travel through it and 7% visit for other purposes. Only a few respondents (less than 1%) reported owning a business in or near the study area.

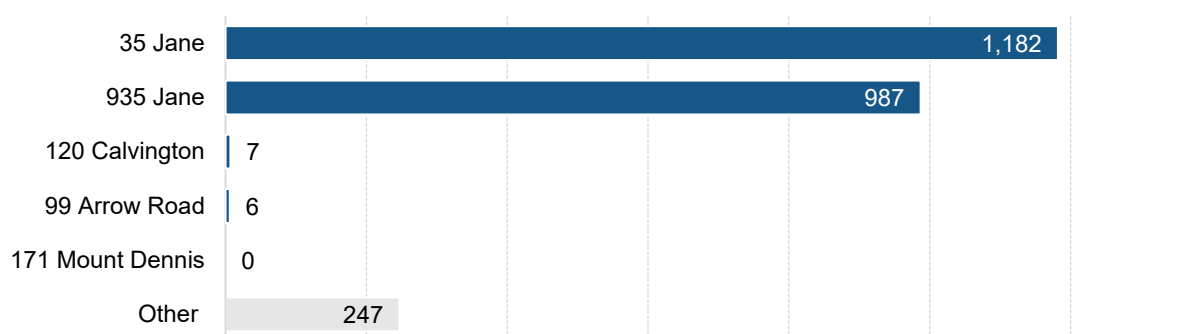
Question 2. Before COVID-19 (February 2020), what was your preferred way of travelling on Jane Street, between Steeles Avenue West and Eglinton Avenue West, on a typical weekday?



In total, 1,793 survey respondents and 59 public drop-in event participants responded to this question via a dot sticker board activity. Participants could select up to two (2) responses.

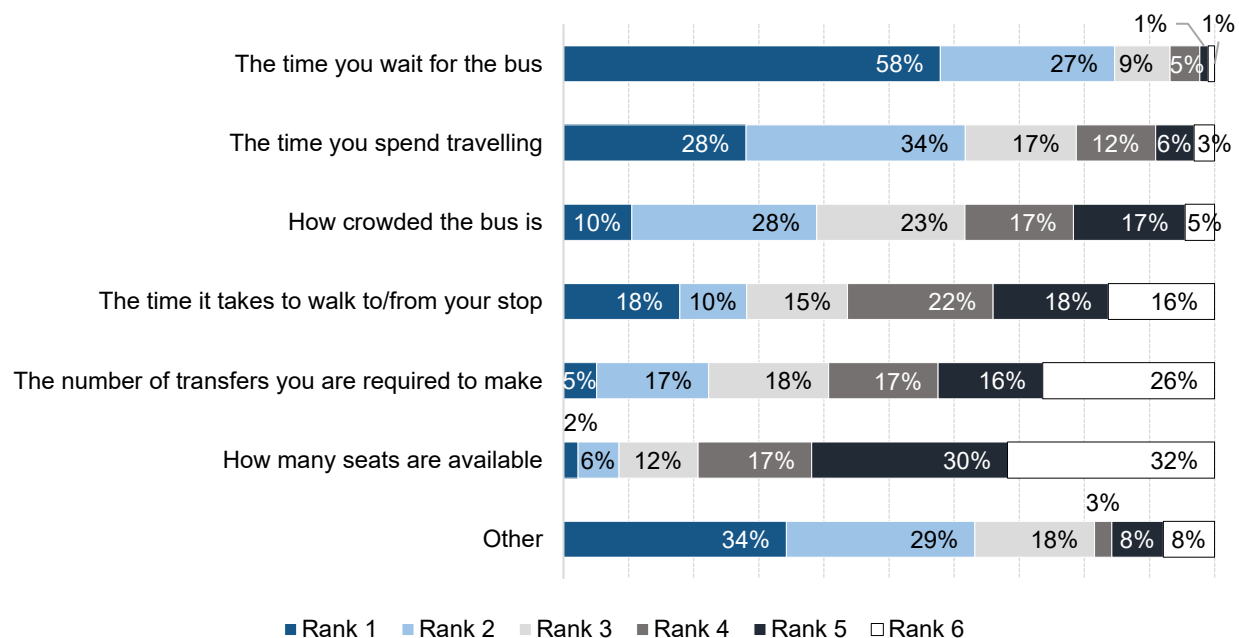
Respondents reported a variety of ways that they travel on Jane Street. Most participants (1,685 or 94% of all respondents) indicated using the TTC as their first or second choice for travelling on Jane Street in the study area – 1,033 respondents (58%) indicated it was their first choice. Nearly half (45%) of respondents indicated driving a motor vehicle as either their first or second choice for travelling on Jane Street in the study area – 440 respondents (25%) indicated it was their first choice).

Question 2a. Please select the TTC routes you use.



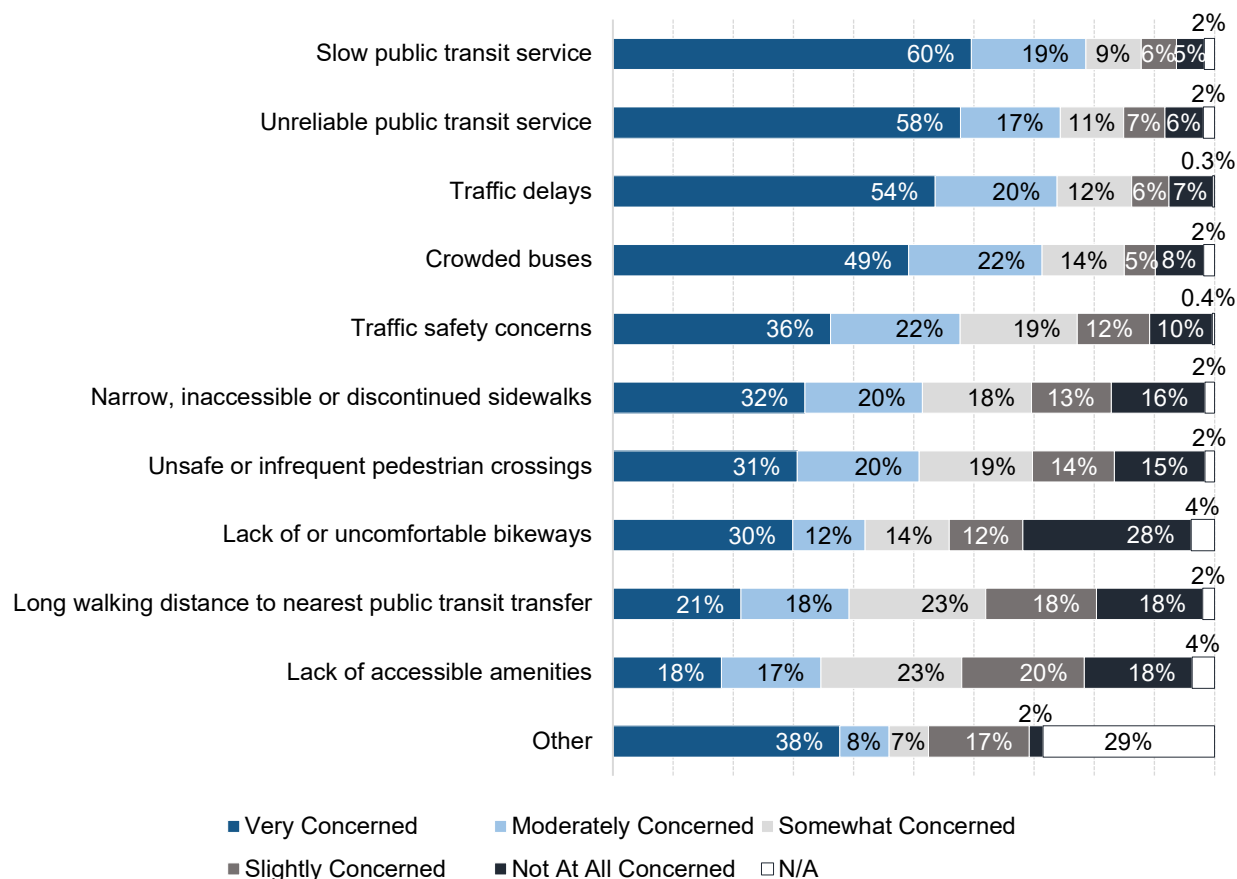
In total, 1,328 survey respondents responded to this question, and 75% reported taking the 35 and 935 Express Jane buses. Respondents also reported taking the following TTC bus routes: 32 Eglinton West, 36 Finch West, 41 Keele, 55 Warren Park, 60 Steeles West, 79 Scarlett Rd, 84 Sheppard West, 89 Weston, 96 Wilson and 108 Driftwood.

Question 2c. Please rank what is most important to you when planning your trip on the TTC.



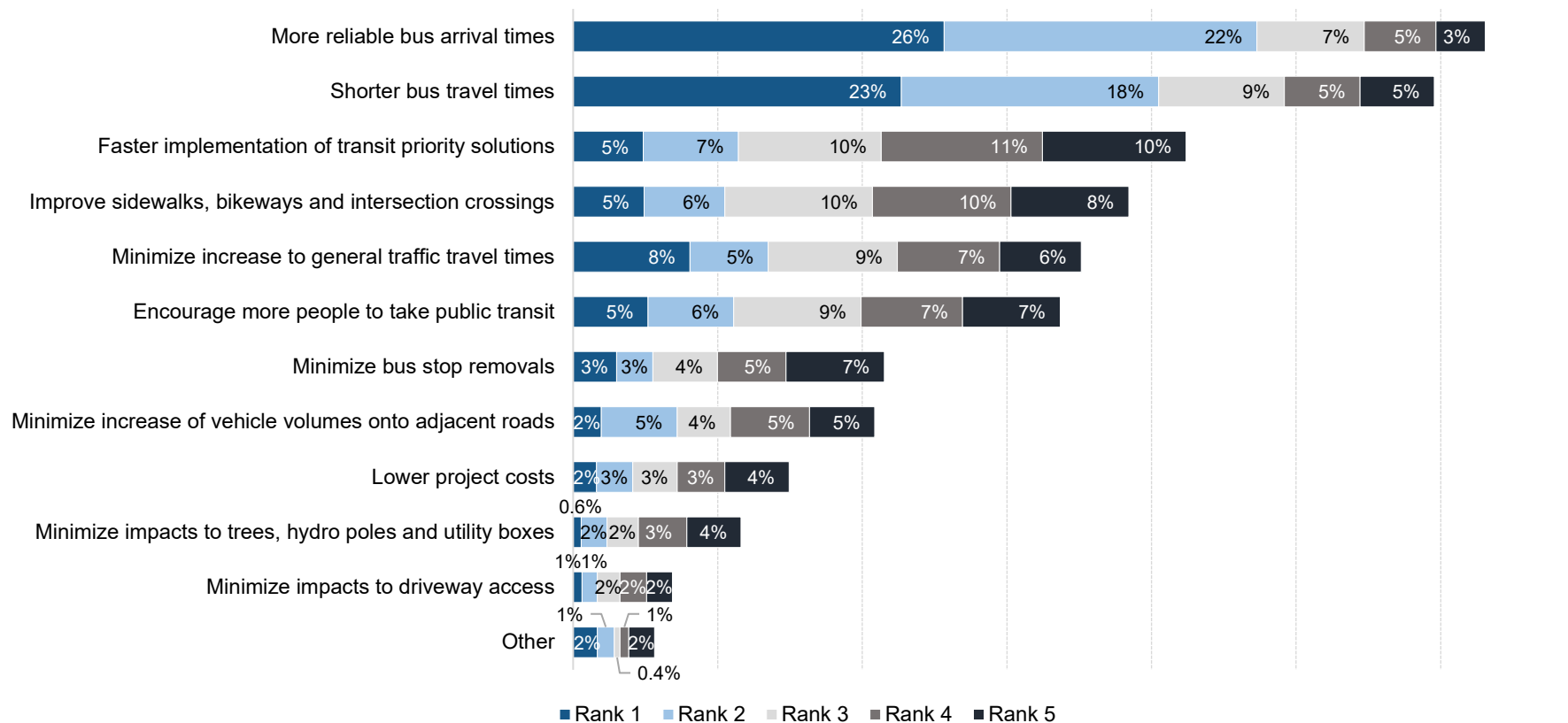
In total, 1,182 survey respondents responded to this question. Overall, respondents ranked the time they waited for the bus and time spent travelling as the most important when planning their trip on the TTC. This was followed by how crowded the bus is, the time it takes to walk to/from their stop, the number of transfers made and the number of seats available. Other common factors identified from respondents included: accessibility, safety and cleanliness.

Question 3. Which of the following transportation challenges are most concerning to you when travelling along Jane Street, between Steeles Avenue West to Eglinton Avenue West?



In total, 1,793 survey respondents responded to this question. Participants were most concerned with slow (60% ranked #1) and unreliable public transit service (58% ranked #1). Participants were least concerned with the lack of accessible amenities and long walking distances to the nearest public transit transfer. Other common challenges identified from respondents included: rider discomfort due to poor road maintenance/potholes, dangerous driving speeds (too fast), and concerns regarding personal safety at bus stops and when travelling on the sidewalk.

Question 4. Which of the following evaluation criteria are most important to you? Please rank your top five (5) criteria.

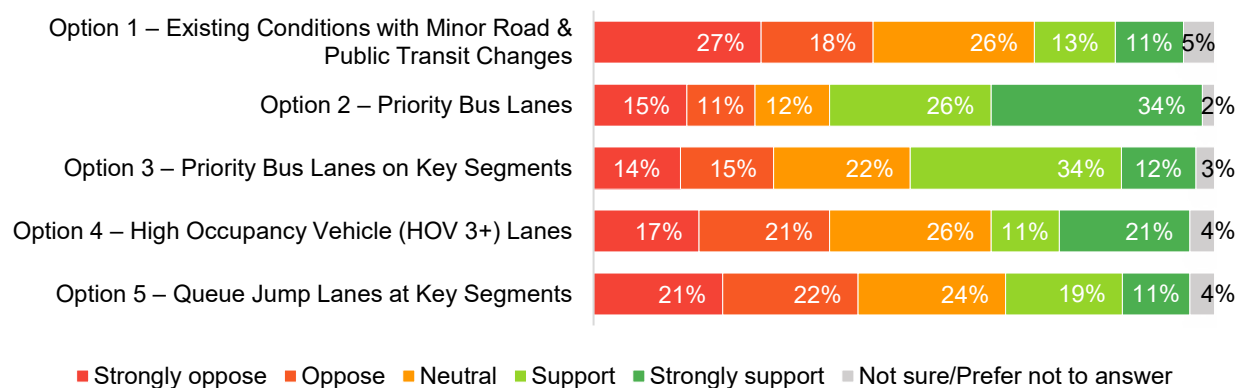


In total, 1,793 survey respondents responded to this question. Participants identified that the two most important evaluation criteria are more reliable bus arrival times and shorter bus travel times. Demographic analysis showed:

- Women, people with a disability and people living north of Highway 401 had some of the highest support for more reliable and shorter bus travel times.
- Men and people living south of Highway 401 had some of the highest support for minimizing the increase in general traffic travel times.
- People whose income is between \$30,000 and \$69,999 had some of the highest support for encouraging more people to take public transit and minimizing increases to general travel times.

Part 2 – Feedback on the Five Design Options

The following questions (Questions 8–17, 19) asked participants about their support/opposition to the five Design Options being considered for Jane Street between Steeles Avenue West and Eglinton Avenue West. The overall survey results to the question of what extent do you support or oppose each of the Design Options is shown below:



After calculating the overall average level of support (where 1 is the highest level of support), survey respondents were most supportive of the Design Options in the following order:

Design Option	Overall Average Level of Support
Option 2 – Priority Bus Lanes	2.5
Option 3 – Priority Bus Lanes on Key Segments	2.9
Option 4 – High Occupancy Vehicle (HOV 3+) Lanes	3.1
Option 5 – Queue Jump Lanes at Key Intersections	3.2
Option 1 – Existing Conditions with Minor Road & Public Transit Changes	3.4

Responses from self-identified demographic groups generally also showed the highest level of support for Option 2, with the exception of:

- Respondents who live north of Highway 401, who are generally more supportive of options with greater bus priority (Option 2 and Option 3)
- Respondents living immediately south of Highway 401, who were more opposed to all options except Option 1.

Question 5. To what extent do you support or oppose Option 1 – Existing Conditions with Minor Road & Public Transit Changes? Tell us why.

In total, 1,388 survey respondents and 22 public drop-in event participants responded to this question. For this option, 24% of respondents strongly supported or supported it, 45% strongly opposed or opposed it, 26% felt neutral and 5% were unsure.

In total, 575 survey respondents provided additional written comments explaining their choice. Their comments are summarized as follows:

- Participants who strongly opposed Option 1 expressed concern that this option will not improve public transit reliability or active transportation while removing bus stops near essential services for vulnerable populations.
 - These participants indicated that Jane Street deserves meaningful improvements to public transit accessibility and service due to the high ridership demand in the area.
 - These participants indicated that public transit and active transportation should be prioritized on Jane Street by adding priority bus lanes for people who ride the TTC and bike, pedestrian crossings and bus stop shelters to improve transit ridership, community safety and equity.
- Participants who strongly supported Option 1 identified that this option would be the least costly and require the least construction while improving traffic flow by removing bus stops.
 - Participants who strongly supported or supported Option 1 indicated support for keeping the current road configuration and expressed that it is essential to maintain two mixed traffic lanes per direction to minimize traffic congestion in the area.
 - Some participants expressed concern in their written comments that removing bus stops would unfairly impact vulnerable populations, especially during winter.

Question 6. To what extent do you support or oppose Option 2 – Priority Bus Lanes?

In total, 1,360 survey respondents and 28 public drop-in event participants responded to this question. For this option, 60% of respondents strongly supported or supported it, 26% strongly opposed or opposed it, 12% felt neutral and 2% were unsure.

In total, 613 survey respondents provided additional written comments explaining their choice. Their comments are summarized as follows:

- Participants who strongly supported Option 2 identified that this option would significantly improve bus reliability and travel times while improving safety for all road users on Jane Street.
 - These participants appreciated that this is a quick and relatively low-cost solution with additional benefits for a continuous cycling route on Jane Street, resulting in increased transit ridership and more people walking to local businesses.
- Participants who strongly opposed Option 2 expressed concern that this option would dramatically increase traffic congestion on Jane Street while increasing the risk of accidents and not meaningfully increasing transit ridership.
 - Some of these participants expressed concern about the potential for collisions between bus drivers and people who ride bikes. These participants indicated that sharing the same lane could be unsafe or perceived as unsafe by people who ride bikes but are less comfortable cycling alongside fast-moving vehicles.
 - A few participants identified that removing the ability of people who drive to pass other vehicles could increase gridlock.

Question 7. To what extent do you support or oppose Option 3 – Priority Bus Lanes on Key Segments?

In total, 1,326 survey respondents and 25 public drop-in event participants responded to this question. For this option, 46% of respondents strongly supported or supported it, 29% strongly opposed or opposed it, 22% felt neutral and 3% were unsure.

In total, 476 survey respondents provided additional written comments explaining their choice. Their comments are summarized as follows:

- Regardless of their support for Option 3, participants expressed concern that non-continuous priority lanes can result in unsafe conditions for people who ride bikes.
 - If this option is chosen, several participants recommended adding separated cycle tracks on Jane Street or nearby side streets.
- Participants who strongly supported or supported Option 3 indicated that while their preferred choice would be Option 2, they are still supportive of Option 3 because it is a good compromise between the status quo and Option 2 and provides improvements to public transit that can be implemented quickly and at a lower cost.
 - These participants indicated they preferred Option 2 over Option 3 because Option 2 would provide continuous priority lanes for people who ride TTC buses and bike that extends through the entire study area.
- Participants who strongly opposed or opposed Option 3 expressed concern that this option will worsen traffic congestion and cause confusion for all people who use Jane Street while not providing meaningful benefits to people who ride TTC buses and people who ride bikes.
 - People who ride the TTC who strongly opposed or opposed Option 3 expressed concern that this option will not result in sufficient improvements to travel times as buses may get stuck in traffic outside of the priority bus lanes. These respondents also expressed opposition to removing bus stops.
 - People who drive that strongly opposed or opposed Option 3 expressed frustration that both Option 2 and Option 3 would increase travel time and force people who drive to spill over to other streets.

Question 8. To what extent do you support or oppose Option 4 – High Occupancy Vehicle Lanes (3 or more people)? Tell us why.

In total, 1,345 survey respondents and 25 in-person public meeting participants responded to this question. For this option, 32% of respondents strongly supported or supported it, 38% strongly opposed or opposed it, 26% felt neutral and 4% were unsure.

In total, 477 survey respondents provided additional written comments explaining their choice. Their comments are summarized as follows:

- Regardless of their support for Option 4, participants expressed concerns that this option will be challenging to enforce and less safe for people who ride bikes.
 - Several participants noted that the red surface treatment in Options 2 and 3 more clearly convey that this is a special lane.
- Participants who strongly supported or supported Option 4 identified that the option acts as a compromise, allowing both vehicles and buses to use the lane. Some participants

were encouraged that this option may lead to driver behaviour change, with more people who drive choosing to carpool or travel with more passengers.

- Some participants indicated that they are more supportive of this option because it minimizes stop removals.
- People who ride TTC buses that strongly opposed or opposed Option 4 identified concerns that the transit priority benefits offered by this option are not worth the expense.
- Some participants were concerned that the priority bus benefits would be reduced if HOV uptake led to more people driving in the lane. These participants noted that while HOV is an improvement, buses have much higher occupancy.
- People who drive who strongly opposed or opposed Option 4 were primarily concerned that this option still represents a loss of one potential mixed traffic lane.

Question 9. To what extent do you support or oppose Option 5 – Queue Jump Lanes at Key Intersections? Tell us why.

In total, 1,333 survey respondents and 28 public drop-in event participants responded to this question. For this option, 30% of respondents strongly supported or supported it, 43% strongly opposed or opposed it, 24% felt neutral and 4% were unsure.

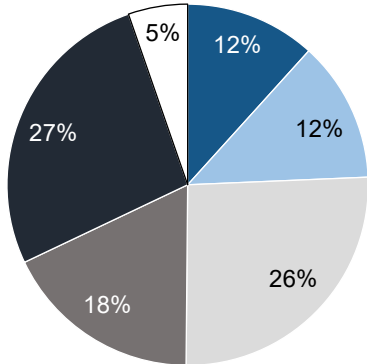
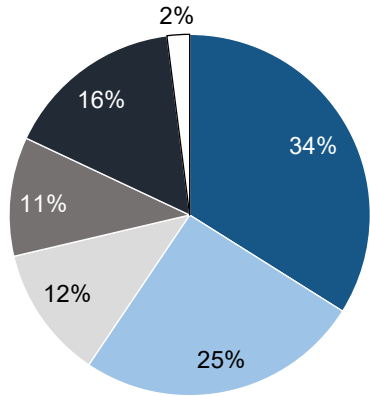
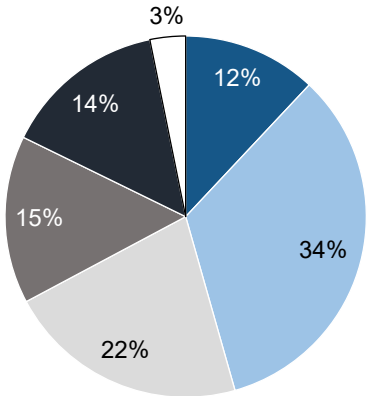
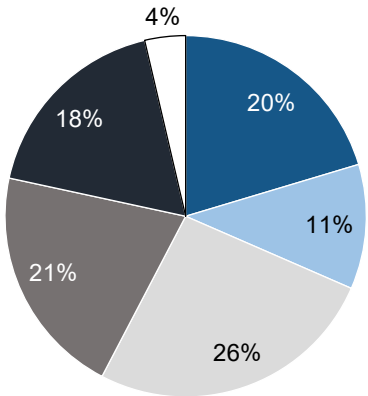
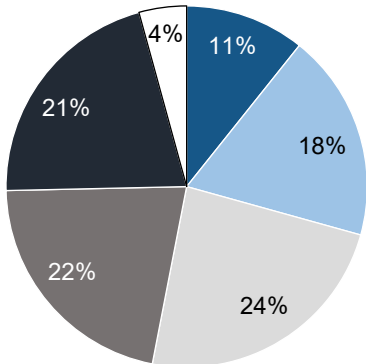
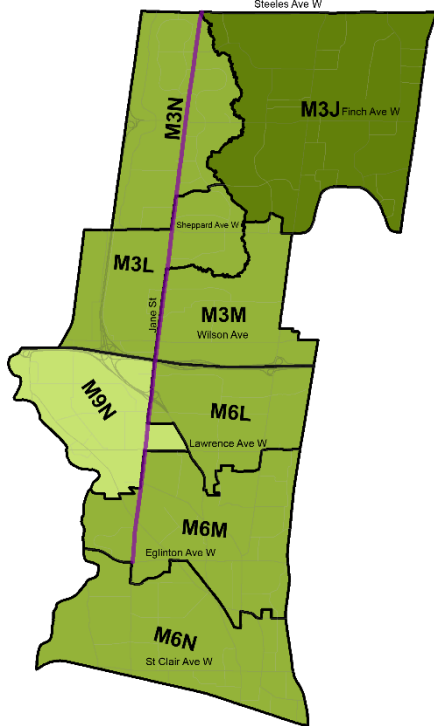
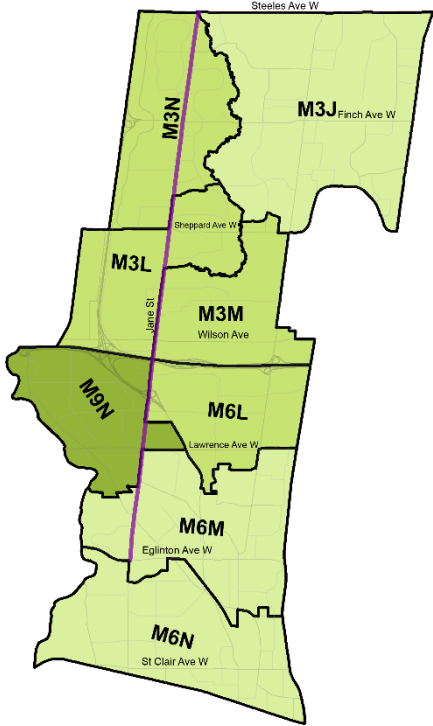
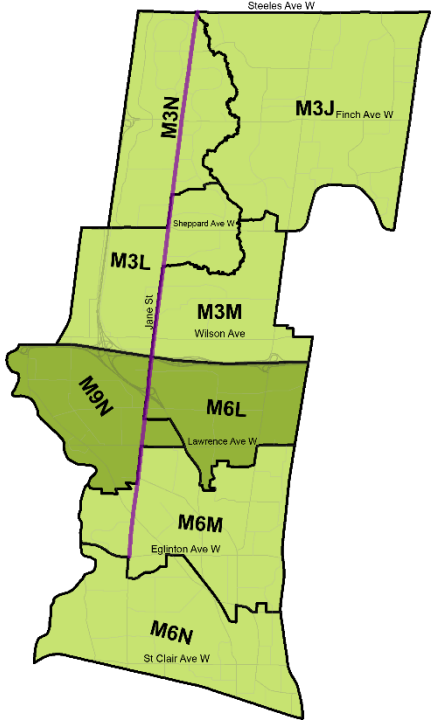
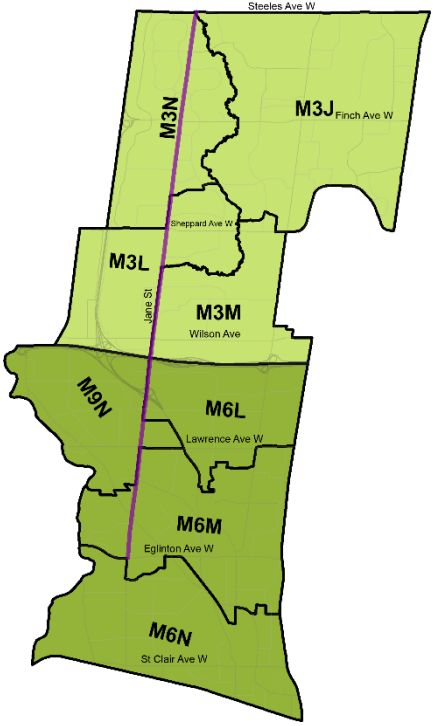
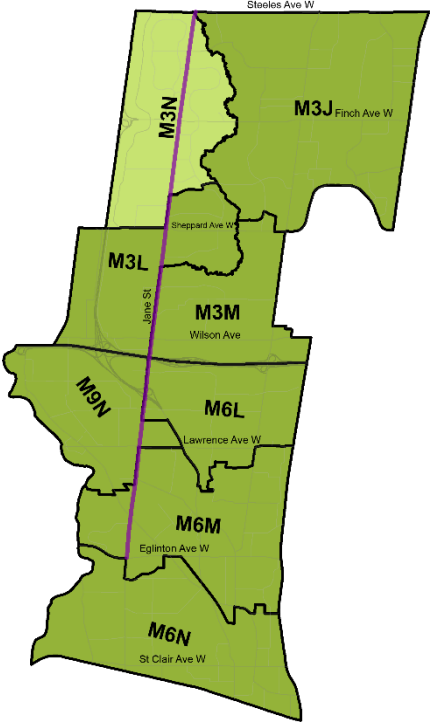
In total, 481 respondents provided additional written comments explaining their choice. Their comments are summarized as follows:

- Regardless of their support for Option 5, participants expressed concerns about the cost of this option, the long implementation timeline and poor safety conditions for all road users it presents.
 - Participants identified safety concerns that some queue jumps proposed would make walking distances for pedestrians at intersections longer. Participants that strongly supported or supported Option 5 identified that this option may provide smoother traffic flow and reduce wait times for buses and vehicles.
 - Participants who responded strongly support or supported this question were predominantly people who indicated public transit is not one of their top two primary modes of travelling on Jane Street.
- Participants that strongly opposed or opposed Option 5 were primarily concerned that the cost of implementation would provide marginal time savings for people who ride the TTC while simultaneously making the roadway more dangerous for pedestrians and people who ride bikes.

Question 11. Do you have any comments about RapidTO: Jane Street you would like to share with us?

Respondents emphasized considerations for local needs and the area's demographics when considering changes that would alter transit access to community members.

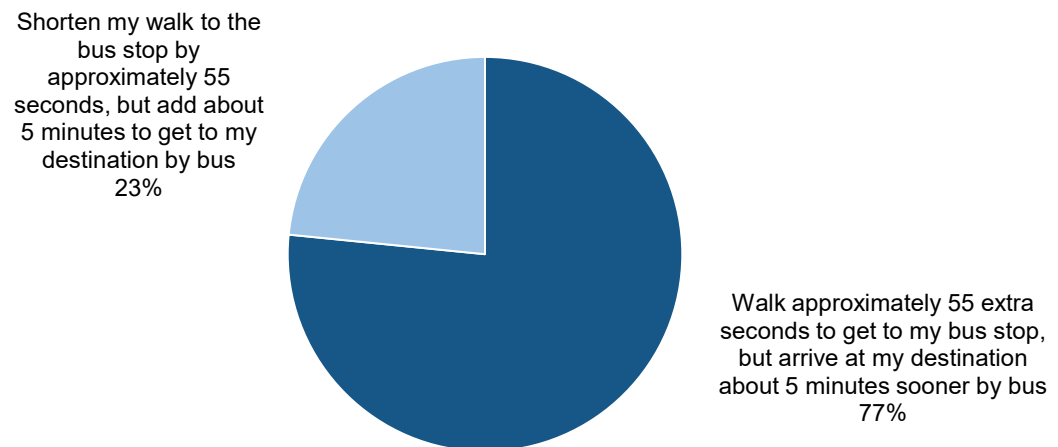
- Some respondents expressed concerns about people driving finding alternate routes through adjacent neighbourhoods to avoid Jane Street.
- Some respondents would like cycling infrastructure to be more integrated into the Design Options.
- Some respondents expressed concerns about impacts on pedestrian safety and crossings.

	Option 1 Existing Conditions with Minor Road & Public Transit Changes	Option 2 Priority Bus Lanes	Option 3 Priority Bus Lanes on Key Segments	Option 4 High Occupancy Vehicle Lanes (3 or more people)	Option 5 Queue Jump Lanes at Key Intersections																																																																						
Level of Support																																																																											
Overall Responses	<div><div>Strongly support</div><div>Support</div><div>Neutral</div><div>Oppose</div><div>Strongly oppose</div><div>Unsure</div></div>  <table><tr><th>Level of Support</th><th>Percentage</th></tr><tr><td>Strongly support</td><td>12%</td></tr><tr><td>Support</td><td>12%</td></tr><tr><td>Neutral</td><td>26%</td></tr><tr><td>Oppose</td><td>18%</td></tr><tr><td>Strongly oppose</td><td>27%</td></tr><tr><td>Unsure</td><td>5%</td></tr></table>	Level of Support	Percentage	Strongly support	12%	Support	12%	Neutral	26%	Oppose	18%	Strongly oppose	27%	Unsure	5%	 <table><tr><th>Level of Support</th><th>Percentage</th></tr><tr><td>Strongly support</td><td>34%</td></tr><tr><td>Support</td><td>25%</td></tr><tr><td>Neutral</td><td>12%</td></tr><tr><td>Oppose</td><td>11%</td></tr><tr><td>Strongly oppose</td><td>16%</td></tr><tr><td>Unsure</td><td>2%</td></tr></table>	Level of Support	Percentage	Strongly support	34%	Support	25%	Neutral	12%	Oppose	11%	Strongly oppose	16%	Unsure	2%	 <table><tr><th>Level of Support</th><th>Percentage</th></tr><tr><td>Strongly support</td><td>12%</td></tr><tr><td>Support</td><td>34%</td></tr><tr><td>Neutral</td><td>22%</td></tr><tr><td>Oppose</td><td>15%</td></tr><tr><td>Strongly oppose</td><td>14%</td></tr><tr><td>Unsure</td><td>3%</td></tr></table>	Level of Support	Percentage	Strongly support	12%	Support	34%	Neutral	22%	Oppose	15%	Strongly oppose	14%	Unsure	3%	 <table><tr><th>Level of Support</th><th>Percentage</th></tr><tr><td>Strongly support</td><td>20%</td></tr><tr><td>Support</td><td>11%</td></tr><tr><td>Neutral</td><td>26%</td></tr><tr><td>Oppose</td><td>21%</td></tr><tr><td>Strongly oppose</td><td>18%</td></tr><tr><td>Unsure</td><td>4%</td></tr></table>	Level of Support	Percentage	Strongly support	20%	Support	11%	Neutral	26%	Oppose	21%	Strongly oppose	18%	Unsure	4%	 <table><tr><th>Level of Support</th><th>Percentage</th></tr><tr><td>Strongly support</td><td>11%</td></tr><tr><td>Support</td><td>18%</td></tr><tr><td>Neutral</td><td>24%</td></tr><tr><td>Oppose</td><td>22%</td></tr><tr><td>Strongly oppose</td><td>21%</td></tr><tr><td>Unsure</td><td>4%</td></tr></table>	Level of Support	Percentage	Strongly support	11%	Support	18%	Neutral	24%	Oppose	22%	Strongly oppose	21%	Unsure	4%
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Part 3 – Feedback on Bus Stop Removals

The following questions asked respondents who indicated the TTC is their #1 or #2 mode choice when travelling on Jane Street (1,685 responses or 94% of the survey responses) about their support/opposition to bus stop removal to realize time-saving efficiencies across all Design Options.

Question 2b. As a TTC customer, we would like to understand your preference for walking distance to bus stops and different service improvements. Please select which you prefer:



In total, 1,182 survey respondents responded to this question. Overall, most respondents (910 respondents or 77% [average support] of respondents to this question) indicated that they would rather walk 55 extra seconds to their bus stop but arrive at their destination sooner by bus. Groups that were less supportive of walking further to the bus stop included:

- People between the ages of 10–19 (6% less than average support), 30–64 (4% less than average support), and 65+ (23% less than average support).
- Women (8% less than average support).
- People with a disability (15% less than average support).
- People who self-identified as Black (21% less than average support), East Asian (2% less than average support), First Nations (14% less than average support), South Asian or Indo-Caribbean (3% less than average support) and more than one race category (3% less than average support).
- People earning a household income less than \$50,000 per year (between 3–8% less than average support among income groups).
- People who are employed part-time (1% less than average support) or on a casual/on-call/temporary basis (6% less than average support), unemployed (4% less than average support), are a stay-at-home caregiver (10% less than average support), retired (11% less than average support), or unable to work (30% less than average support).

Design Options that included the most bus stop removals (Option 2 – Priority Bus Lanes and Option 3 – Priority Bus Lanes on Key Segments) had higher support than other Design Options.

Among respondents who strongly supported or supported Option 2, 38% of respondents also preferred to walk approximately 55 extra seconds to get to their bus stop, but arrive at my destination about five (5) minutes sooner by bus.

Similarly, respondents who strongly supported or supported Option 3, 29% of respondents also indicated their preference to walk further but arrive at their destination sooner by bus. No other Design Option had more than 20% support when filtered by participant responses to Question 4.

Question 10. Do you have concerns about any of the proposed bus stop changes?

Of the 413 people who answered this question, 166 responses expressed no concerns about bus stop removals while 174 responses expressed some degree of concern about bus stop removals.

- Respondents who were not in favour of bus stop removals were primarily concerned about impacts on accessibility and safety resulting from the added walking distance, and the inequitable impacts this has on certain transit user groups along Jane Street.
- Participants noted that bus stop removals are likely to impact people with reduced mobility, and people with strollers, carts or other devices to carry people/goods the most.
- Some respondents agree that some bus stops are unnecessary and support the removal of certain bus stops.
- Many respondents highlighted that overall service improvements are a priority and cannot be achieved simply from changing or removing bus stops.
- Some respondents expressed concerns about specific bus stops to be removed. The top five most referenced stops and reasons why they shouldn't be removed included:
 - Wright Avenue-Speers Avenue
 - Local prevalence of older people who use the stop.
 - Close to FreshCo grocery store.
 - Harding Avenue
 - Local prevalence of older people who use the stop.
 - Troutbrooke Drive
 - Closest bus stop to Beverley Heights Middle School.
 - Eddystone Avenue
 - Popular stop for nearby homes and places of work.
 - Near a community doctor's office.
 - Protected crossing present.
 - Clair Road-Spenvalley Drive
 - Daycare and St. Jane Frances Catholic School and Stanley Public School near the stop.

Stakeholder Meeting

During the virtual stakeholder meeting on March 7, 2023, participants expressed questions and comments summarized below:

Questions & Comments

Topic	Question & Comment Summary
Education & Enforcement	<ul style="list-style-type: none">• Create clear and effective information packages for the community to understand better and learn how the implemented design option will impact their travel.
Bus Stop	<ul style="list-style-type: none">• The proximity of bus stops to the street intersection impacts the travel times of commuters transferring to another bus route.
Traffic	<ul style="list-style-type: none">• Consider how the design options impact traffic on arterial roads and neighbouring streets.
Traffic Signal Timing	<ul style="list-style-type: none">• Identify the appropriate timing for traffic signal lights to maximize traffic flow.
Speed	<ul style="list-style-type: none">• Concerns about the speed of people who drive, especially during peak hours.
Street Design	<ul style="list-style-type: none">• Consider how the reallocation of road space will impact visibility for people who drive, people who ride bikes and pedestrians.

Public Meetings & Events

During the virtual public meeting held on March 8, 2023, participants expressed questions and comments summarized below:

Questions & Comments

Topic	Question & Comment Summary
Project Impacts	<ul style="list-style-type: none">• Some concerns about the cost-benefit of this project indicating that the anticipated time savings for transit do not warrant the cost or the potential disruptions to other road users.• Curious about how existing bus routes and nearby transit services will be impacted by this project.• Understanding more about potential traffic impacts through additional study and traffic modelling.
Project Timeline & Delivery	<ul style="list-style-type: none">• Understand how long each option would take to approve and implement.• Consider the possibility of extending the project south of Eglinton Avenue West.
Safety & Accessibility	<ul style="list-style-type: none">• Prioritize safety and accessibility when evaluating options.

On March 21, 2023, Councillor Nunziata hosted an in-person public meeting about RapidTO: Jane Street, which 53 people attended. The questions and comments from the attendees are summarized below:

Questions & Comments

Topic	Question & Comment Summary
Traffic	<ul style="list-style-type: none"> Concerns about traffic infiltration and congestion. Construction and signal traffic lights have significant impacts on travel along Jane Street. Consider prohibiting right turns during rush hour. Concerns that there is a lack of information and traffic studies about the impact on adjacent streets.
Project Information	<ul style="list-style-type: none"> Consider creating a summary sheet that includes each design option's costs, savings, benefits, impacts and implementation timelines.
Priority Bus Lanes	<ul style="list-style-type: none"> Implementing priority bus lanes similar to the ones on Eglinton Avenue West may not provide the same benefits on Jane Street since it does not have the same street conditions. Having a priority bus lane will make entering or exiting the adjacent streets along Jane Street more difficult
Sidewalks	<ul style="list-style-type: none"> Consider the impact on safety on adjacent streets along Jane Street. The sidewalks on Jane Street are already narrow and feel unsafe for walking.
Transit Service & Connectivity	<ul style="list-style-type: none"> There is a need for more seamless transit connections (e.g. bus stops and connections to UP Express stations). Consider how new developments impact travel along Jane Street. Concerns about removing bus stops and accessibility, particularly for people who are older.
Pollution	<ul style="list-style-type: none"> Some participants expressed concerns about pollution caused by traffic congestion. Some participants believe bus priority solutions will result in more significant traffic congestion if fewer lanes are available to personal vehicles.

During the two public drop-in events held on March 22 and 28, 2023, participants expressed questions and comments summarized below:

Questions & Comments

Topic	Question & Comment Summary
Project Impact	<ul style="list-style-type: none"> Concern that the cost-benefit of time savings in these options may not warrant the changes proposed.
Traffic	<ul style="list-style-type: none"> Some participants identified they feel that bus traffic is only a problem during rush hour.
Bus Stop Removals	<ul style="list-style-type: none"> Concerns about relocating and removing bus stops – particularly its impacts on safety and people with reduced mobility. Consider additional bus stop improvements such as adding bus shelters, repairing existing ones and installing heating.
Priority Bus Lanes	<ul style="list-style-type: none"> Consider enabling bus priority lanes during rush hour only. Bus priority lanes may be appropriate south of Weston Road, but north of Weston Road would be too much traffic. Bus priority lanes should extend south to St. Johns Road to accommodate students commuting to that area during rush hour. Concerns that removing lanes for motor vehicles may increase traffic. Concerns that switching from one lane to another can cause significant traffic.
Environmental Considerations	<ul style="list-style-type: none"> Consider how each design option will operate in varying weather conditions (e.g. snow removal).
Transit Service & Connectivity	<ul style="list-style-type: none"> Overcrowding on buses is a priority issue that needs to be resolved. Consider adding more buses during rush hours. Prioritize transit connectivity with fewer bus transfers.
Bike Lanes	<ul style="list-style-type: none"> Bike lanes can add to traffic congestion. People cycling may not be comfortable sharing a lane with buses.

Pedestrian & Business Outreach

Staff conducted four (4) bus stop and business outreach days on Jane Street from March 13 to 17, 2023. This outreach resulted in 730 impressions (postcards/materials handed out) and 230 engagements (short conversations) with TTC riders and pedestrians and 105 engagements with businesses along the study area. The highlights of this outreach are summarized below:

Topic	Question & Comment Summary
Familiarity with RapidTO: Jane Street	<ul style="list-style-type: none">• Most participants were unfamiliar with RapidTO: Jane Street but were generally supportive of it.• Participants familiar with RapidTO learned about the project from social media and bus stop ads.• Participants understand how busy Jane Street can be and expressed relief that something is being done to improve travel on the roadway.
Relationship to the Study Area	<ul style="list-style-type: none">• Most participants live or work near or along Jane Street and indicated that they often travel within the study area.• Many participants were commuting to and from shopping malls, grocery stores and running errands.• Many business owners acknowledged that their staff and employees rely on public transit.• Many participants knew why Jane Street should be a priority solution for transit, noting that it has one of the highest ridership in the city.
Comments & Feedback	<ul style="list-style-type: none">• Bus bunching is an issue, leading to long wait times between batches or buses that come together.• Consider bus stop improvements (e.g., bus shelter repairs and heating).• Bus reliability in the evenings is an issue.• There is heavy traffic at Jane Street & Wilson Avenue intersection, particularly during the evening rush hour.• Traffic light timing near Jane Street and Wilson Avenue needs to allow more time for pedestrians to cross.• Higher order transit infrastructure on Jane Street (e.g. LRT, subway, etc.) is necessary.

Advisory Group & Committee Meetings

During the TTC's ACAT Service Planning Subcommittee meeting on June 1, 2022, committee members expressed questions and comments summarized below:

Topic	Question & Comment Summary
Priority Bus Lanes	<ul style="list-style-type: none">• Desire to understand the lessons learned from the RapidTO: Eglinton East's priority bus lanes and that those lessons would be used in this study and design.

Topic	Question & Comment Summary
Environmental Considerations	<ul style="list-style-type: none"> Weather greatly affects customers' riding experiences and consider how each Design Option will operate in varying weather conditions (e.g. snow removal).
Accessibility & Safety	<ul style="list-style-type: none"> Consider that a "protected crossing" should include sound to indicate when pedestrians can cross safely. Consider the ability of people with vision impairments to find stops if queue jump lanes exist.
Design Options	<ul style="list-style-type: none"> Curious as to why there is a difference in stop removals when comparing Option 1 and Option 2. Interested to know how an express bus changes lanes to pass local buses if a single lane is used.

Jane Finch Initiative Community Advisory Committee

During the virtual meeting with the Jane and Finch Initiative (JFI)'s Community Advisory Committee on March 21, 2023, committee members expressed questions and comments summarized below:

Topic	Question & Comment Summary
Traffic	<ul style="list-style-type: none"> Concern that travel time for people using personal vehicles will significantly increase.
Design Options	<ul style="list-style-type: none"> Supportive of priority bus lanes or HOV lanes, but not at the cost of bus stops or service frequency. Consider phasing in changes, implementing the design first and then any bus stop removals if necessary.
Safety	<ul style="list-style-type: none"> Some safety concerns associated with poor lighting and bus stops that are already far apart. Additional safety concerns about construction at Jane Street and Finch Avenue West on the LRT were noted. Some bus waiting areas cannot accommodate people waiting, especially when stops are busy and people carry heavy loads.
Bus Stop Removals	<ul style="list-style-type: none"> The Design Options should not come at the cost of bus stops or service frequency – the overall preference is not to remove stops even if it increases transit travel times. <ul style="list-style-type: none"> Mid-block crossings (including informal crossings) are near schools, community centres, and medical facilities. Concerns about the proposed removal of San Romano Way and Eddystone Avenue stops specifically.
Engagement	<ul style="list-style-type: none"> Consider child-friendly activities for events in the future so more parents of young children can participate, and engagement in schools and a project phone number with opt-in/out SMS updates.

Stakeholder Email & Phone Comments

A total of five (5) comment submissions were received from key local stakeholders. Comments received via email or phone from members of the public are listed and summarized below:

Topic	Comment Summary
Bus Routing	<ul style="list-style-type: none">• Interest in knowing the future service routes of the 35 Jane and 935 Jane Express buses.
Traffic	<ul style="list-style-type: none">• Concern that the stated travel time increase for people driving will be more than what is presented.

Public Email & Phone Comments

A total of 21 comment submissions were received from the members of the public. Comments received via email or phone from members of the public are summarized below:

Topic	Comment Summary
Traffic	<ul style="list-style-type: none">• Concerns generally about the traffic on Jane Street.• Interest in learning more about traffic studies that have contributed to the Design Options presented.• Concerns about traffic displacement to side streets.• Specific concerns about congestion at Jane Street/Highway 400/Black Creek Drive/Church Street/Maple Leaf Drive intersection.
Service Changes	<ul style="list-style-type: none">• Add more articulated buses to reduce bus crowding.• Reduce bus bunching.
Bus Stop Removal	<ul style="list-style-type: none">• Concerns about crowding at stops.• Concerns about difficulty accessing stops in winter – unplowed sidewalks make it more challenging. If stops are further away, this makes getting to a stop even harder.
Design Options	<ul style="list-style-type: none">• Option 2 or 3 presents the safest option for people riding bikes.• Bus pull-off at Jane Street & Church Street to allow buses to load/unload without obstructing a traffic lane.• Option 4 should modify the HOV option for weekday morning and evening peak hours only.
Engagement	<ul style="list-style-type: none">• Consider setting up an information kiosk in various areas, such as the Jane Finch Mall.

Appendix A: Frequently Asked Questions

Project Timeline & Delivery

Q: Once a Design Option is selected, how long will it take to be approved and implemented?

A: Each Design Option includes different requirements and conditions to be implemented. Some aspects of a Design Option can easily be implemented and bundled with other City projects. To be implemented, a Design Option (which may include elements of the different Design Options presented) must be approved first by City Council.

Q: Is an extension of the project area further south of Eglinton Avenue possible later?

A: In 2019, TTC identified the section of Jane Street from Steeles Avenue West to Eglinton Avenue West with the most traffic volume and highest delays. The characteristics of this road segment and its proximity to Neighbourhood Improvement Areas made this section a priority area. Further studies will continue to be completed in this area. An extension could be considered if there is a need or if it is identified as a priority.

Travel Time

Q: Will the benefits from reduced travel times outweigh the costs and disruptions that this project will create?

A: The financial investment to make transit travel along this road more reliable and predictable is necessary to move people in a more equitable and environmentally-friendly way. This aligns with multiple goals set out by the City in its Official Plan, TTC's 5-Year Service Plan and 10-Year Outlook, the City Council-approved COVID-19: Impacts & Opportunities report, TransformTO Net Zero Strategy and Toronto Poverty Reduction Strategy.

Safety & Accessibility

Q: Will all the bus stops be accessible?

A: The scope of RapidTO: Jane Street does not include bus stop improvements. However, the TTC works separately to undertake accessibility improvements, and the City's Street Furniture team continues implementing benches and bus shelters.

Q: Does the evaluation process consider pedestrian safety?

A: Safety is part of the Evaluation Framework – it will inform the selection of the Preferred Design Option through a Road Safety Audit of all design options.

Traffic

Q: Have traffic studies modelled the impacts of these five options? Has this modelling considered spillover traffic onto neighbouring streets?

A: The City and TTC have performed traffic studies and modelling for each design option to assess the benefits and impacts on transit and car traffic. We will share the results of these studies and modelling in Step 2 consultation.

Other

Q: How will this project impact service to TTC's route 35 and express route 935?

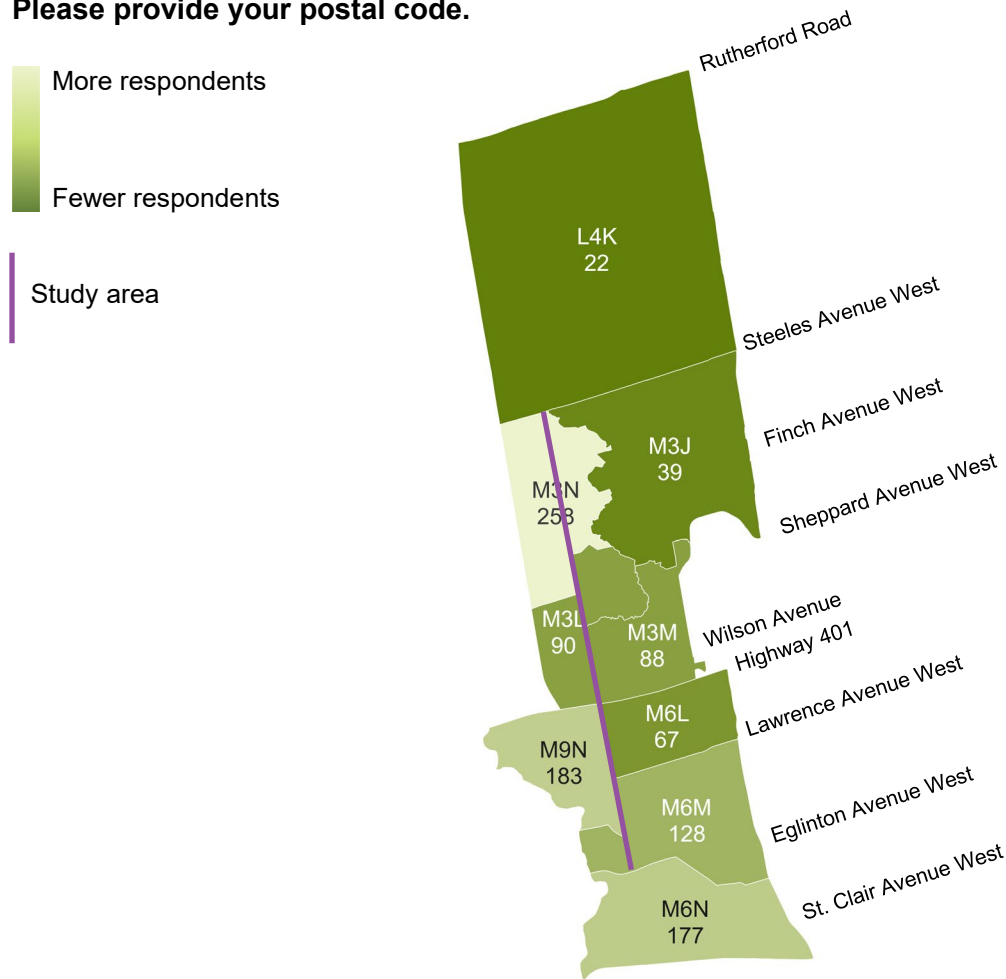
A: When Line 5 Eglinton opens, the 35 Jane route will be split into two routes with 35 Jane serving Jane Street between Mount Dennis Station and Pioneer Village subway station, and 28 Jane South serving Jane Street between Mount Dennis Station and Jane Station. The 935 Jane Express will continue to operate between Jane Station and Pioneer Village Station.

The frequency of transit routes on Jane Street will continue to be determined by TTC service standards. RapidTO: Jane Street will focus on ensuring these buses can perform as reliably and efficiently as possible.

Appendix B: Online Survey Participant Demographics

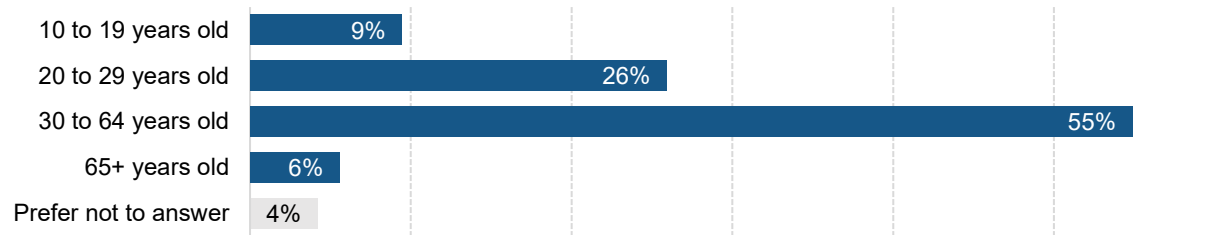
Out of the 1,813 respondents, 1,323 (73%) provided at least some of the optional demographic information described below.

Please provide your postal code.



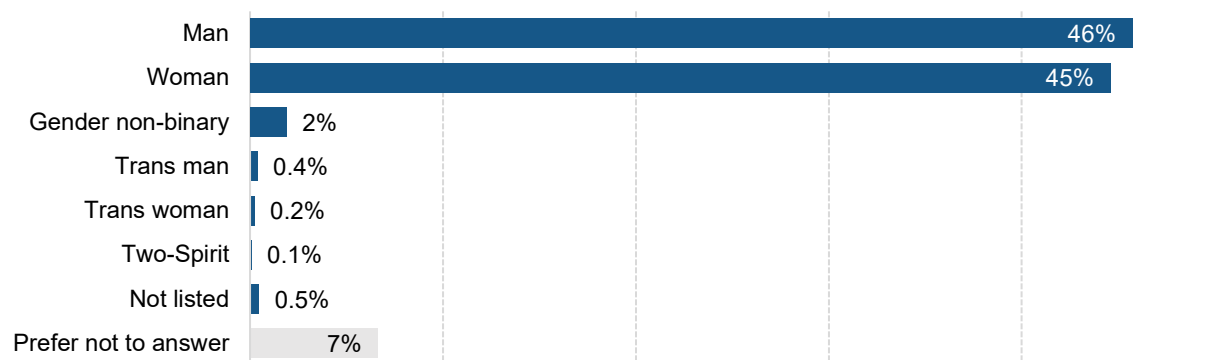
Postal code data was provided by 1,052 participants. Geographically, 58% of respondents' postal codes were within the study area, 14% of respondents' postal codes were adjacent to the study area, and 28% were neither within the study area nor adjacent to the study area, or were not provided. The top two postal codes for respondents were M3N between Steeles Avenue West and Sheppard Avenue West (17%) and M9N between Highway 401 and Lawrence Avenue West (12%).

What is your age?



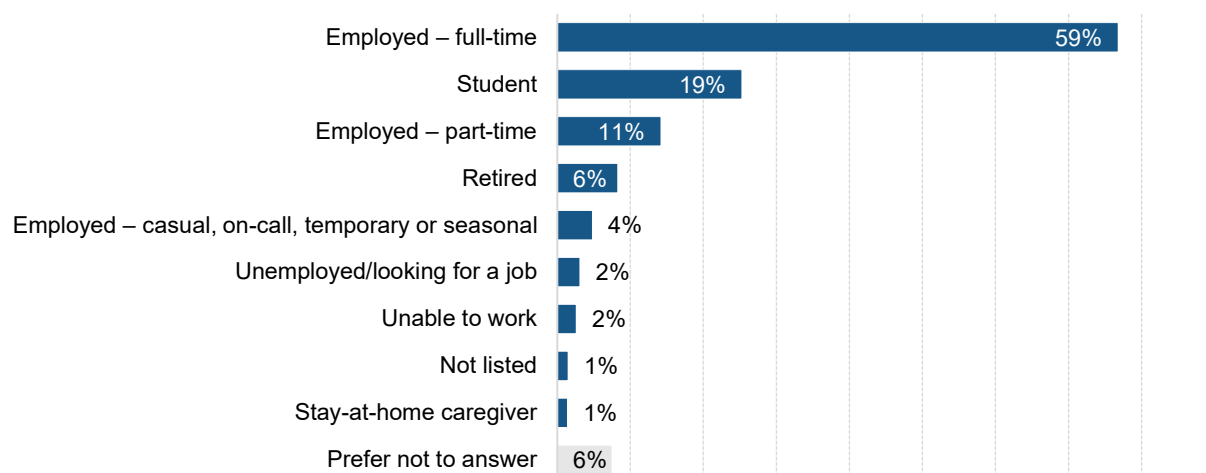
Respondents were predominantly between the ages of 30 to 64 years old. Compared to typical City engagement trends, a larger proportion (35%) of survey respondents were under the age of 30.

What best describes your gender?



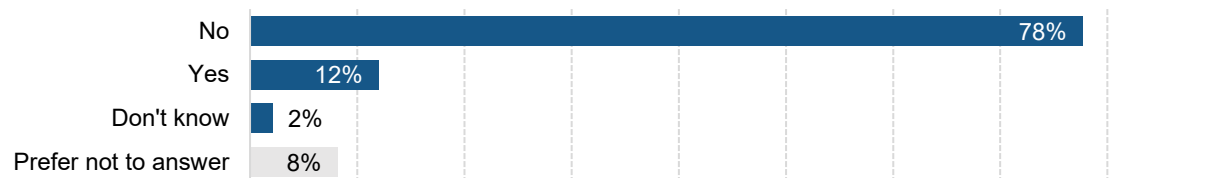
The number of people who responded that self-identified as a man or woman were balanced and consistent with area demographic data. A few responses were received from people who self-identified as gender non-binary, trans man, trans woman or a self-identification that was not listed.

What best describes your employment status?



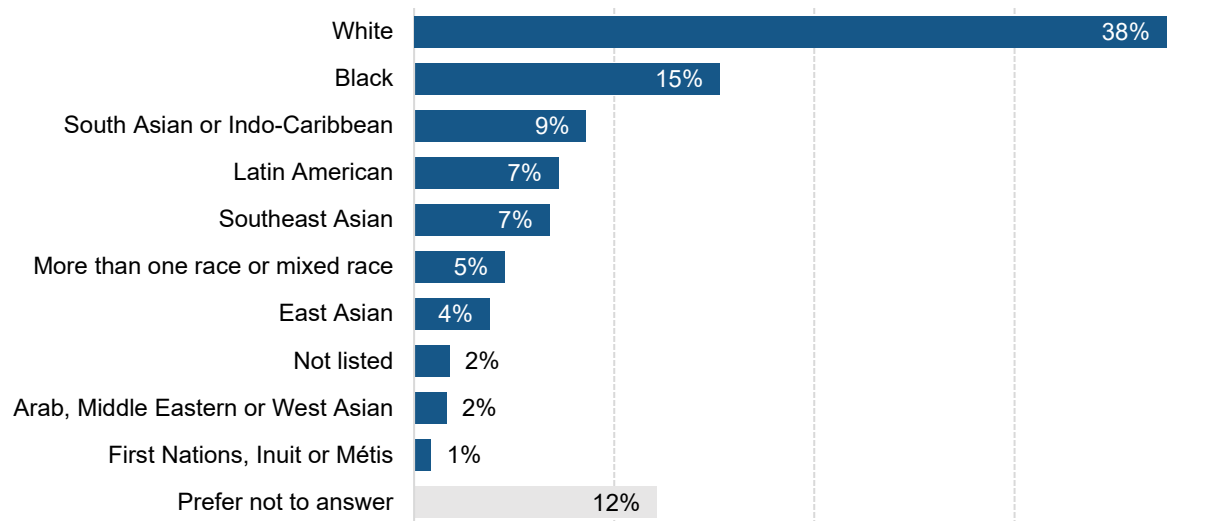
Over half (56%) of people who responded indicated that they work full-time. The next largest respondent group was students at 18%, followed by individuals who work part-time (10%). These three categories represent 84% of all responses.

Do you identify as a person with a disability?



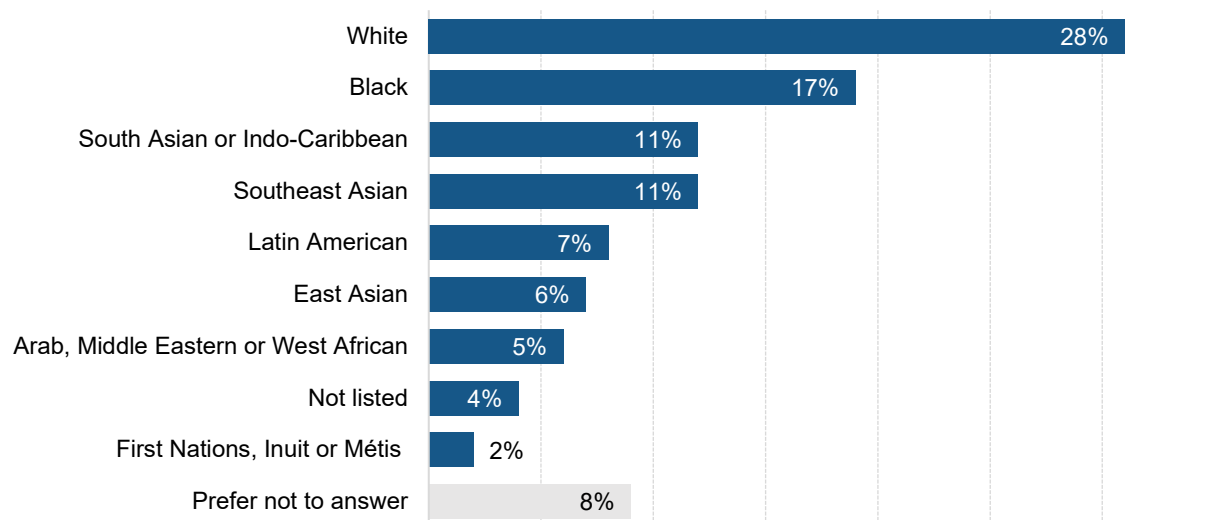
Most respondents did not indicate that they identify as a person with a disability.

Which race category best describes you?



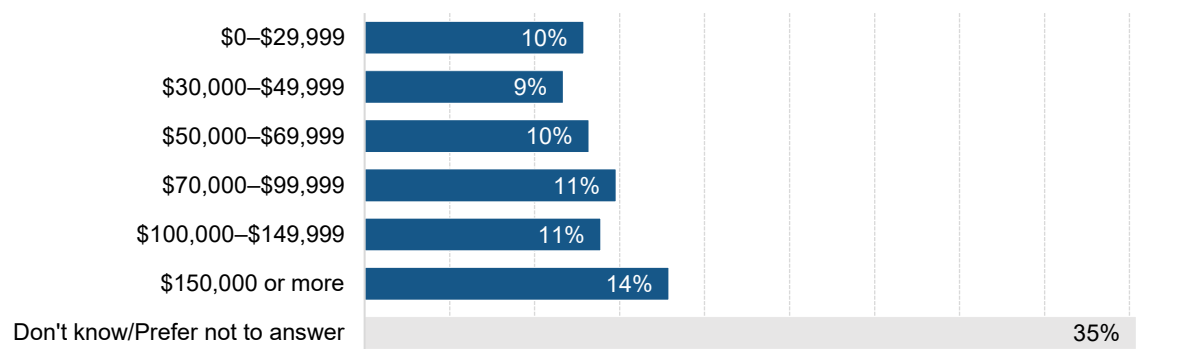
Some (59) participants identified that more than one race category describes them.

You selected more than one race category or mixed race best describes you. Select all race categories that apply.



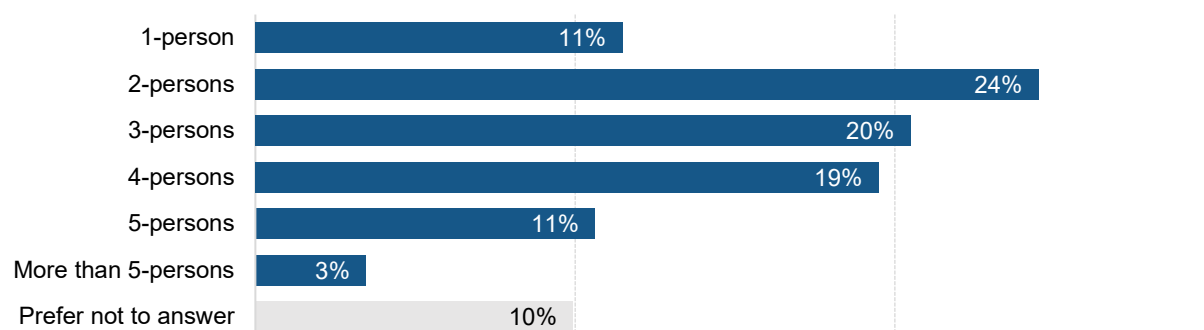
The top three racial categories identified by respondents who selected more than one race category or mixed race were White, Black and South Asian or Indo-Caribbean.

What was your total household income before taxes last year?



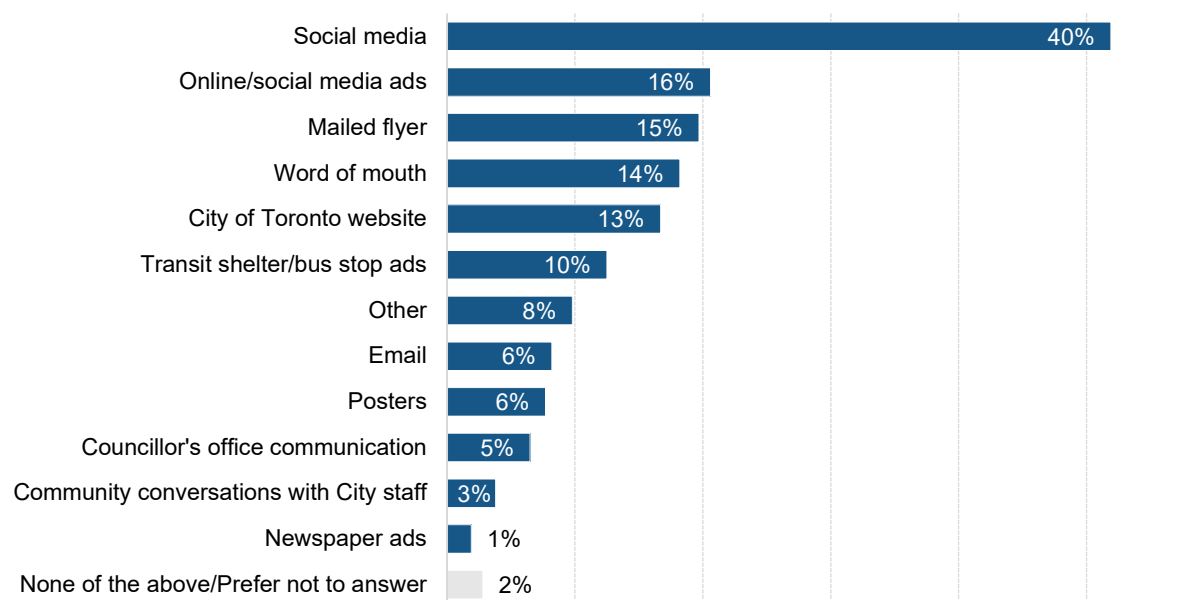
The incomes of participants included a wide representation of income brackets.

Including yourself, how many people live in your household on a regular basis?



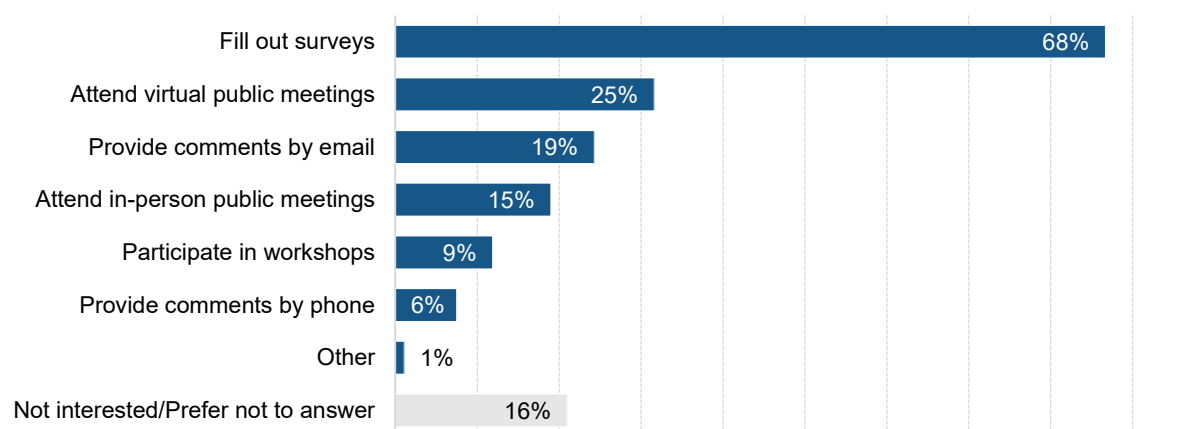
Just under 20% of respondents who provided their total household income and household size are living in low-income households.

How did you learn about this project?



Participants indicated they learned about the project through a variety of methods. The top methods were social media, online/social media ads and the mailed flyer.

How would you like to participate in Step 2 of RapidTO: Jane Street?



Almost 70% of respondents expressed interest in filling out surveys, while all other options received interest from 25% or fewer respondents.