



TTC 5-Year Service Plan & 10-Year Outlook

Online Survey Summary

Survey Timeframe: May 14, 2019 – June 9, 2019

Total Responses: 466

Overview

The TTC hosted an online survey from May 14, 2019 through to June 9, 2019 to gather public feedback to help inform the TTC's 5-Year Service Plan & 10-Year Outlook. A total of 466 people participated in the survey. The survey was available on the TTC's website and was promoted through the TTC's social media networks, City Councillors, and networks of stakeholders. It was not designed or intended to ensure a statistically significant sample.

The survey is part of a broader consultation program for the development of the 5-Year Service Plan & 10-Year Outlook which aims to provide a transparent blueprint for continuous service improvements on TTC's surface transit (i.e. bus and streetcar) by the end of 2019.

The questions asked in the online survey were informed by emerging opportunities identified by Jacobs Engineering Group and the TTC, including:

- prioritizing surface transit on busiest corridors;
- enhancing the customer experience at busiest surface transit stops;
- improving the speed and reliability of the surface transit network;
- reducing transit travel times; and
- expanding integration of TTC transit services with regional transit agencies and other modes of transportation.

The survey asked three questions:

- Are there any additional opportunities you would like the TTC to consider?
- Are there any gaps you would like the TTC to consider?
- Do you have any other advice for the TTC at this time?

Given the open-ended structure of the questions, many common themes emerged. These themes are organized as follows:

1. Feedback on Improving Surface Transit Service
2. Feedback on Improving Customer Experience on the TTC
3. Other Comments and Suggestions

Feedback under each category was further organized, with issues (gaps) highlighted in red, followed by suggested solutions (opportunities) in black.

This summary report was prepared by the third-party consultation and engagement team from Swerhun Inc.

Feedback Summary

Approximately one in five respondents (about 20%) said that they agree or have no suggestions to add to the emerging opportunities presented. In addition to the issues and concerns identified, many respondents also provided positive feedback about TTC service. They said that the TTC is doing a good job, particularly given limited funding. There were also many respondents who shared general comments regarding dissatisfaction with the service and would like to see significant improvements in the overall service. Outlined below are more detailed issues and suggested solutions shared by respondents.

Feedback on Improving Surface Transit Service

- 1. Improve Service Reliability.** Many respondents said that unreliable service is a significant cause of customer dissatisfaction with TTC service. They most commonly raised issues with vehicle bunching, long wait times, and inconsistent arrival of buses and streetcars, which results in crowding and longer travel times. They suggested improving the planning of surface transit schedules as well as coordinating schedules of connected routes to improve timing of transfers. They also suggested operating more buses and streetcars to address service gaps. Others suggested revisiting measurement of service performance to accurately reflect transit rider experience.
- 2. Improve Service Speed.** Respondents would like to see faster service with fewer delays to reduce travel time. Some said that difficulties with Presto adds to the slower service. Suggested solutions to address slow service include all-door boarding on busy bus routes, better integration between transportation modes and transfer points, increasing rapid transit options, and having Express service stop only at major intersections.
- 3. Improve Service Frequency.** Respondents would like to see frequent service to reduce wait times, address overcrowding, and have faster commutes. They suggested having frequent service on busy routes and in the suburbs (particularly Scarborough and Etobicoke), as well as during rush hours and late evening and early morning service. Some would like to see more service on routes that students take going to and from school so non-student riders could also get on the bus. Others suggested having frequent service throughout the day, on the weekend, and on Express and Blue Night networks.
- 4. Increase Prioritization of Surface Transit on Roads.** Respondents raised issues with service delays and long travel times due to lack of surface transit prioritization on busy roads. Respondents would like to see improved transit prioritization by creating dedicated bus and streetcar lanes; implementing transit signal priority; and adding queue jump lanes, particularly during rush hour. Many would like to see the King Street Pilot repeated on other major corridors like Queen, Dundas, Spadina and College. Others would like to see more restrictions on cars making left turns on streetcar routes and converting some of the busiest TTC routes into bus rapid transit lanes.
- 5. Improve Surface Transit Stops.** Respondents most commonly raised issues with service efficiency and long travel times due to travelling on a route with multiple stops or ill-located stops. They suggested consolidating certain stops, while keeping in mind the impact of stop consolidation to people with mobility issues. Some would like to see certain stops relocated to improve route connections. Others suggested extending the length of bus bays so drivers could let customers on and off without having to wait until they reach the intersection.

- 6. Revisit Existing Route Connections and Explore New Route Connections.** Respondents would like to see more connected routes to reduce transfers and overall travel times. They most commonly raised issues with insufficient transit connections within the suburbs, which results to challenging “first and last mile” trips. They also shared issues with the lack of direct connections from the suburbs to downtown and to major destinations. They suggested creating more express bus routes and expanding streetcar routes to better connect the suburbs to downtown, which could help relieve subway crowding. They would also like to see more direct bus routes that connect major destinations (e.g. Rouge Hill, Scarborough Town Centre, North York Centre, Finch, etc.).
- 7. Improve Integration with Transit Agencies and Other Modes of Transportation.** Many respondents would like to see service integration between the TTC, GO Transit, YRT, MiWay, and other regional systems. Others suggested integrating the TTC with multi-modal options such as Bike Share.
- 8. Explore Extension of Service Operating Hours.** Respondents would like to see certain service operating hours extended, including the Express bus service, frequent service beyond the rush hour, and regular route service during early weekday mornings and late weekend evenings.

Feedback on Improving Customer Experience on the TTC

- 1. Improve Safety.** Respondents shared a variety of safety concerns on the transit network, including: when waiting at stops with dim lighting, when riding transit with other riders causing disturbances, and when boarding vehicles that are not at-grade or in areas that do not have right-of-way. They identified night-time and rush hour travels as unsafe travel times. Respondents suggested installing lighting at stops, improving vehicle boarding infrastructure, and having a higher presence of TTC personnel on routes and at stops and stations to address customer safety concerns, rider etiquette and to manage fare inspections. Others suggested promoting health and safety tips to avoid preventable accidents on the system.
- 2. Improve Customer Comfort on Transit and at Stops.** Respondents shared several issues that impede customer comfort when using the TTC, including: overcrowding; small shelters; unclean vehicles; and vehicle layout which make boarding, exiting, and transit rides uncomfortable. They said that the small width of the walkway and seats in the back of vehicles impede passing and minimize room for standing. They also raised issues with strollers and buggies blocking walkways, and the inaccessible location of stop request buttons on new streetcars when the streetcar is full. Suggestions for improving customer comfort include: operating more articulated buses, consider adding double decker buses to TTC’s fleet, maintaining clean vehicles, creating larger enclosed/heated shelters with next arrival information, adding Wi-Fi to all transit vehicles and stations, adding washrooms to all stations, and painting cue lines at busy stops to improve boarding.
- 3. Improve Accessibility.** Respondents would like accessibility in the transit system to be more effective and better promoted to all transit riders. They shared issues about not being able to get on busy vehicles due to lack of space or priority seating, inaccessible stations, perceptions of people without disabilities using priority seating and elevators, and difficulties with using Presto machines. Suggestions for improving accessibility include: adding more

priority seating, increasing public education and awareness regarding accessibility, and equipping all stations with elevators. Respondents also suggested installing more monitors, maps and wayfinding signs, and better signage for priority seating.

4. **Improve Communication.** Respondents raised issues with the transit information delivery, including inaccurate next vehicle information and poor-quality PA system making travel announcements difficult to hear and understand. They would like to see more transparent and clear communication during delays and disruptions, and improved tracking of vehicles to produce accurate, real-time vehicle information on next arrival digital boards and transit apps.
5. **Improve the Presto system.** Respondents shared a number of issues with the Presto system, including malfunctioning gates, broken card readers, and ill-placement of Presto loading machines. Addressing these issues would help customer experience of the Presto system. Others suggested making Presto machines compatible with debit and credit cards to help ease of payment.
6. **Improve Customer Interactions with TTC Personnel.** Respondents would like to see better customer service from TTC personnel. They identified concerns with frontline staff attitude and responsiveness towards customers. Respondents suggested improving training of TTC personnel when relaying information about Presto and directing customers during emergencies and delays. Others would also like to see vehicle operators to give more care and priority to elderly customers and customers with disabilities.
7. **Improve service affordability.** Respondents would like to have a more diverse range of fare options to make the service more affordable. They suggested having discounted fare periods on the weekends to increase ridership, setting a daily price cap, and increasing the transfer time to three hours. Some would like to see a distance-based pricing system. They also suggested offering 2-4 day passes at competitive rates to help attract more tourists to take transit. There were also suggestions to consider having the same fare options for seniors and children below 12 years old, while others would like to see children below 12 to pay for transit use.

Other Comments and Suggestions

1. **Improve the rapid transit network.** Many respondents would like to see improvements made to the current subway system. They shared concerns about the strain that the number of commuters have on the subway infrastructure causing congestion, delays and closures, as well as the subway being uploaded to the provincial government. Respondents suggested adding more subway lines that would serve and better connect the suburbs to the rest of the city. Some suggested better integrating the subway with regional transit agencies to improve regional travel. Respondents also commonly suggested building a Relief Line, adding subway platform doors to increase safety, increasing the frequency / capacity of subway trains (particularly at rush hour), and extending service to run 24-hours (particularly on weekends). Others suggested updating / replacing the Scarborough RT, installing Automatic Train Control, having a truncated route for people living in the City core, joining the subway line from Kennedy Station to Don Mills Station, increasing holding capacity at St. George station, extending Line 4 westward, and implementing a Jane Street LRT.

- 2. Greater attention to fare evasion.** Respondents understand the impact of fare evasion on the TTC and they commonly said that they support actions to reduce fare evasion and increase accountability in riders. Addressing fare evasion could help reduce TTC operating costs and potentially create savings for all users.
- 3. Consider different funding sources.** Respondents would like the TTC to look into alternative funding models to address transit funding issues. Some would like to see a push for greater subsidy from all levels of government to support building and maintaining of transit infrastructure. Others would like the TTC to ensure ad space in the TTC's network is used effectively to serve as another good source of revenue.
- 4. Improve station beautification.** Respondents enjoy seeing artwork in stations. They suggested adding names of renowned attractions to the station signs to make them more visually appealing and make riders aware of what's in the area (e.g. Casa Loma at Dupont Station). Others suggested considering placing local community and school artwork on advertising frames.
- 5. Improve merchandise.** Respondents would like to see improvement in TTC merchandise as it could help improve public opinion of the agency and is another source of revenue.