



TTC Board Highlights

TTC Board Meeting September 26, 2023

First meeting of the new Board

The TTC welcomed Scarborough North Councillor Jamaal Myers to his first meeting as TTC Chair. Councillors Josh Matlow (Toronto-St. Paul's) and Dianne Saxe (University-Rosedale) were also welcomed to their inaugural meeting. The composition of the TTC Board was increased by one elected representative for a total of 10 members: six Councillors and four citizen members. The Board's term runs until December 31, 2024.

TTC Audit and Risk Management Committee appointees

The Board appointed the following three members to the TTC Audit and Risk Management Committee: Fenton Jagdeo, Ron Lalonde and Julie Osborne.

TTC-Metrolinx PRESTO Joint Advisory Group appointees

The Board appointed the following two members to the TTC-Metrolinx PRESTO Joint Advisory Group: Joanne De Laurentiis and Jamaal Myers.

Community Safety, Security and Well-Being on Public Transit

The Board reaffirmed its support for the TTC's multi-disciplinary approach to managing community safety and well-being issues on the system with measures that provide: a) High-visibility presence and incident management; b) Social support for persons experiencing homelessness and individuals with complex needs; and c) Community safety program support. Further recommendations include:

- Support the continuation of the 2023 approved and emergency community safety, security and well-being measures in place, and new measures for the balance of 2023 with projected costs of \$10.3 million.
- Authorize the continuation of the LOFT/M-DOT pilot for one additional year; Increase the TTC's 2023 approved complement of 178 uniformed staff and include the adjustment in the City's nine-month variance report; include an increase of \$8.3 million to cover costs for Q1 2024 and \$26.8 million for the total costs for 2024.
- Direct staff to forward this report to the City Manager and Interim Chief Financial Officer and Treasurer for their information.

Board members also approved the following motions:

- That the TTC Board direct TTC staff report back to the Board by the end of Q4 of 2023 on the feasibility of:
 1. Redeploying injured employees as Community Safety Ambassadors and/or Customer Service Representatives in stations to increase employee visibility.
 2. Providing enhanced support and counselling beyond the Enhanced Employee Assistance Program for employees who are witness and/or victims of crimes.
 3. Requiring Transit Control to have a Special Constable or other law enforcement-trained specialist 24/7.
 4. Reviewing the number of Court Advocates (currently there are two) providing support to employees who have been victims and/or witnesses of crimes and reporting back to the board as part of the budget process as to whether this number is sufficient.
 5. Report back to the Board, as part of the budget process, the retention rates for Special Constables (starting with the class of 2018 and each subsequent class/year thereafter) in order to ensure the TTC ends its reliance on private security guards.
 6. Potential opportunities to educate customers on the safety measures that are in place in the transit system.

- That TTC staff, in consultation with City staff, report back to the next TTC Board meeting with an update, developed in consideration of the forthcoming October 2023 City of Toronto Shelter System Update report, on the Getting Back to Transit (Move Along) initiative's use of buses as part of the TTC's Partnership Approach to Community Safety, Security and Well-Being on Public Transit.
- That the TTC Board direct the Commission to recover costs from the City of Toronto for special buses provided for people waiting or provided for direct transport of people to shelters.
- That the TTC Chief Executive Officer explore opportunities to cross train and expand on Fare Inspector functions as the Commission invests in its approach to community safety and well-being on public transit.

Line 3 Bus Replacement Update

Board members received an update report on the Line 3 Bus Replacement project and an overview presentation into the July 24 train derailment on Line 3 Scarborough. Root cause analysis conducted by industry experts revealed that faulty anchor bolts designed to hold the reaction rail in position failed and caused the trailing car of the SRT train to derail. The investigation found no concerns with running rails conditions and vehicle conditions.

Following the staff presentation, Commissioners adopted the recommendations from the City Council Transmittal - EX4.10 – Transit Priority Measures to Support Scarborough SRT Bus Replacement, with an amendment moved by TTC Chair Jamaal Myers:

- Direct the TTC CEO to:
 1. Proceed with design work on the Scarborough Rapid Transit busway conversion.
 2. Report to the TTC Board in the fourth quarter of 2023 with a preliminary report on Scarborough Rapid Transit busway conversion plan, including costing and an update on the City's discussions with the Province of Ontario, and forward the report to Executive Committee for consideration.
 3. Consult with the City Manager, the Chief Financial Officer and Treasurer, and the Executive Director, Transit Expansion Office on the status of the City's discussions with the Province of Ontario in advance of reporting to the TTC Board in the fourth quarter of 2023.
 4. Reaffirm commitment to ensure City Council's direction in 2022.MM39.24 (City Council motion) to "explore the potential for the adaptive reuse of the elevated track currently utilized by the Scarborough Rapid Transit line as a new linear park and active transportation corridor and to report back to a future meeting of City Council on the feasibility, including potential funding options."

Since the emergency shutdown of Line 3 Scarborough, TTC staff worked on solutions to help the bus replacement service operate as effectively as possible for its customers. The service response was planned to roll out in four phases:

- **Phase 1 – Emergency response for shuttle bus service:** The TTC immediately responded to the emergency shutdown on Line 3 with a shuttle bus replacement that operates via Progress Avenue and Midland Avenue. The City of Toronto adjusted the 15 traffic signals along this routing to improve the flow of buses by adding more green time to the north-south traffic lights and at left-turn intersections for transit customers. The shuttle bus replacement service initially operated with approximately 30 bus trips per hour during the peak periods between Scarborough Centre and Kennedy stations. Since September 3, this service increased to approximately 45 trips per hour during peak periods.
- **Phase 2 – Kennedy Station improvements:** During the initial operation of the shuttle buses, the added volume of buses increased congestion in the terminal and slowed down operations for all customers connecting to/from bus services at Kennedy Station. As part of the original bus replacement project, improvements were already planned for Scarborough Centre and Kennedy stations to accommodate an increased volume of buses. While

construction has started at both stations, the work at Kennedy Station to construct a temporary bus terminal in the south commuter parking lot will not be completed until October 2023 at the earliest. In order to relieve the severe bus congestion and improve customer experience, the north commuter lot at Kennedy Station closed on August 21 and was converted to an interim layover area for buses while the construction of the south commuter lot is underway. Platform improvements are largely completed at Scarborough Centre Station, and the terminal is functioning well for bus operations; the remaining improvements to the interior space are being accelerated for completion by end of October to improve customer experience.

- **Phase 3 – Temporary bus lanes:** Concurrently, the TTC is working with its contractor and the City of Toronto to accelerate the implementation of transit priority measures to establish the bus priority lanes, among other improvements, that were approved by City Council. While this work is ongoing, the TTC collaborated with the City of Toronto and its contractors to install temporary bus lanes, including the appropriate signage, on Midland Avenue and Kennedy Road, between Ellesmere Road and Eglinton Avenue East. As a result, approximately 7.8 kilometres of dedicated transit lanes were created. Since August 26, the temporary priority lanes have been operational and they display lane markings and symbols as well as the permanent signage. The City of Toronto has also made similar, interim adjustments to 11 traffic signals on Kennedy Road to improve traffic flow for bus customers.
- **Phase 4 – Full transit priority measures:** While the temporary bus lanes are implemented by the City, the TTC will continue to work with its contractors to accelerate the transit priority measures as originally planned for the interim bus replacement service, including the bus terminal modification work at Scarborough Centre Station and construction of a temporary bus terminal in the south commuter lot at Kennedy Station. Along with the traffic signal co-ordination plan that is being developed by the City, the complete suite of transit priority measures should be delivered in advance of the original Line 3 train service elimination date of November 19, 2023. The transit priority measures contract was awarded and plans are being made with the contractor to accelerate the work. The priority for the contractor will be to complete the red-painted dedicated bus lanes, similar to RapidTO Eglinton East, on Kennedy, Midland and Ellesmere, and the installation of new bus pads and shelters. In total, approximately 9.6 kilometres of dedicated transit lanes will be complete after this phase. These priority measures are required to help the effective operation of the bus replacement service for customers, where peak bus volumes are planned to increase to approximately 55 buses per hour once the bus network changes are made.

Easier Access Phase III project status

Commissioners approved a status update report and confidential attachment on the Easier Access Phase III project with the following recommendations:

- Receive the current EAIII program schedule, noting the acceleration efforts presently underway, and that staff continue to seek opportunities for schedule improvements.
- Receive for information the independent assessment and recommendations outlined in the Confidential Attachment.
- Authorize the information contained in the Confidential Attachment to remain confidential as it contains information about a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence to the City or local board, which, if disclosed, could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons, or organization.

Since the last update to the Board in July 2022, Lansdowne Station became accessible, bringing the total number of accessible subway stations to 54 of 70 stations (after the shutdown of Line 3 stations). Of the 16 remaining stations to become accessible, three stations

are scheduled to be completed in 2024: Donlands, Glencairn and Castle Frank stations. By the end of 2024, 81% (57 of 70) of TTC stations will be completed. An additional 12 stations will become accessible within 2025 and 2026. Old Mill is expected to begin construction by early 2024, subject to completion of the expropriation process of the required property.

The EAIII program is an important part of the 2019-2023 TTC Multi-Year Accessibility Plan in its objective to fulfill the provincially legislated requirements in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The objective of the AODA is to ensure that facilities and services in Ontario are accessible by January 1, 2025. The TTC has been working towards achieving this objective by ensuring elevator access at each TTC station. As a result of the above delay in completing easier access at all stations, and in order to ensure that the TTC transit system is fully accessible by 2025, a contingency service plan will be developed for the interim period for each station in which elevator access has been delayed beyond January 1, 2025. The interim service plan will ensure that there is accessibility to the subway system and such interim measures may include bus shuttle service to and from nearby accessible stations.

Financial and Major Projects Update for the Year Ended July 1, 2023

Commissioners received a status update of the TTC's major capital projects for the period ended July 1, 2023. The report contains independent research on the economic impacts of TTC expenditures.

As part of its annual budget, the TTC allocates funds for capital spending, which are used to invest in infrastructure, equipment and other assets to improve the quality, safety and efficiency of its transit services. This spending generates economic activity that benefits Toronto, the GTA region and the rest of Canada.

Key findings from research conducted by the University of Toronto regarding the economic impact of TTC investments conclude that:

- Every \$1 invested creates the equivalent of \$2.40 in economic activity (Gross Output);
- Every \$1 invested adds an additional \$1 dollar in Gross Domestic Product (GDP), generating a value-added impact resulting in an increase in profit, taxes and spending on labour; and
- Every \$1 million invested creates 15 new jobs.

Given the projected year-end capital spending of \$1.3 billion in 2023, it can be estimated this investment spending will generate \$3.2 billion in economic activity (Gross Output); will contribute \$1.3 billion in GDP (value-added); and will create or sustain 20,000 jobs.

The next phase of the research project with the University of Toronto is underway, focusing on quantifying transit rider, social, health and environmental benefits. The findings from this phase of work will be presented at a future Board meeting.

Notice of Motion: A Step Towards Free Transit for Middle and High School Students

Board members approved a notice of motion from Commissioner Dianne Saxe, and seconded by Commissioner Paul Ainslie, recommending the following:

- The TTC Board direct staff to report back in January 2024 on opportunities to provide free transit to Middle School and Secondary School groups making field trips during off peak hours.
- The TTC Board direct staff to report back in January 2024 on opportunities to provide a quantity of free youth transit passes to registered charities operating in Toronto, that provide wrap around services to overcome barriers to education, which will use the passes to incent high school attendance by underprivileged youth.