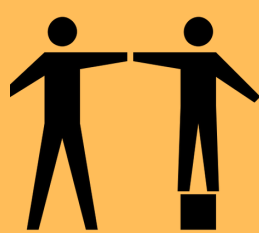


INEQUITABLE PUBLIC TRANSIT IN TORONTO



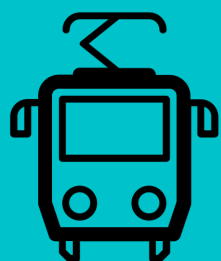
What is equity?

Equity is the fair treatment, access, opportunity, and advancement for all people, while striving to identify and eliminate barriers that have prevented the full participation of some groups.



Does it matter?

Each person has value to contribute. We must overcome barriers and historical factors that have led to unfair conditions for marginalized populations.



Does it apply to transit?

The accessibility and mobility that public transportation provides are unevenly distributed; affecting opportunities in employment, education, and entertainment.

THE BACKGROUND

Only 15%

of Low-Income workers choose to use transit.

Transit is unreliable and/or ineffective.

30.8%

of commuters spend 45+ mins each way.

Toronto lacks rapid transit solutions

5 projects

related to congestion and peak commutes.

Transit development mainly focuses on those that are already well served.

Strict Fare Enforcement

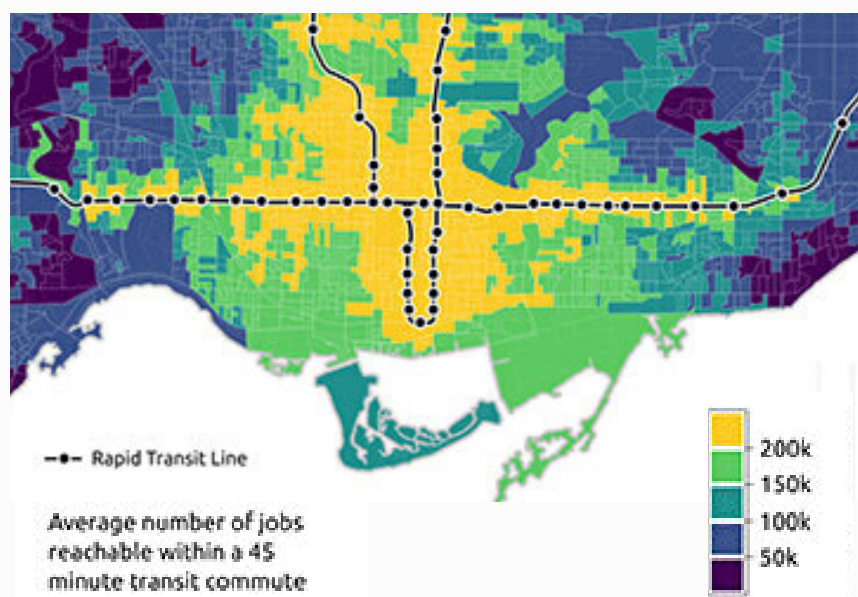
A fine costs more than certain vehicle infractions, e.g. parking ticket.

THE IMPACTS

ACCESS

Citizens make decisions based on their commute length, making trade-offs between high property tax or rental prices, for distance to jobs, education, and entertainment.

Low-income and marginalized populations do not have the same ability to make this choice, and trade large portions of their time for similar access and mobility.



“ There’s huge swathes of suburban Toronto – Scarborough, North Etobicoke, North York, that are really lacking in transit connectivity to jobs
 - Steven Farber
 Equitable Transit Expert (Campbell 2019) ”

SERVICE

Overnight, city peripheral, and other underserved communities have long wait times at stops, long commutes to their destinations, and limited availability.

In 2018 there were **73,927** unique delays on the bus network averaging **28 minutes.**

TTC Quarterly Crowding Report, March 2019

Mode	Q4 2018 - Overcrowding					Q1 2019 - Overcrowding					
	Routes	Peak Periods	Off-Peak Periods	Total	% of All Periods	Routes	Peak Periods	Off-Peak Periods	Total	% of All Periods	% Change Q4/Q1
Bus	38	3	65	68	3.7%	41	13	69	82	4.5%	0.8%
Streetcar	6	5	20	25	21.0%	8	2	21	23	19.3%	-1.7%
Subway	3	2	3	5	9.6%	3	2	5	7	13.5%	3.8%
Total	47	10	88	98	4.9%	52	17	95	112	5.6%	0.7%

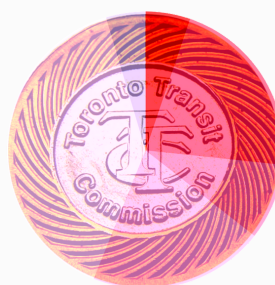
"Acceptable Overcrowding" metrics by the TTC allow 1/5 streetcars to run past thresholds. Poor mobile application reliability and delay communication is cited as a significant service complaint among transit users.



Strict fare enforcement shifts blame of technological failure and insufficient funding to the public, compounding into poor customer service and worse public perception.

FUNDING

93% of TTC revenue is raised through fares, but only 8.9% of it is spent on construction. Therefore, funding is spent on increasing ridership to increase revenue.



- Construction - 8.9%
- Vehicles - 20.5%
- Operations - 39.3%
- Employees - 21.5%
- Admin - 5.3%
- Other - 4.6%

TTC Expenses 2019

“ [The TTC is] the least subsidized major transit system in North America. That means it is the most reliant on riders to pay for the operating budget.”

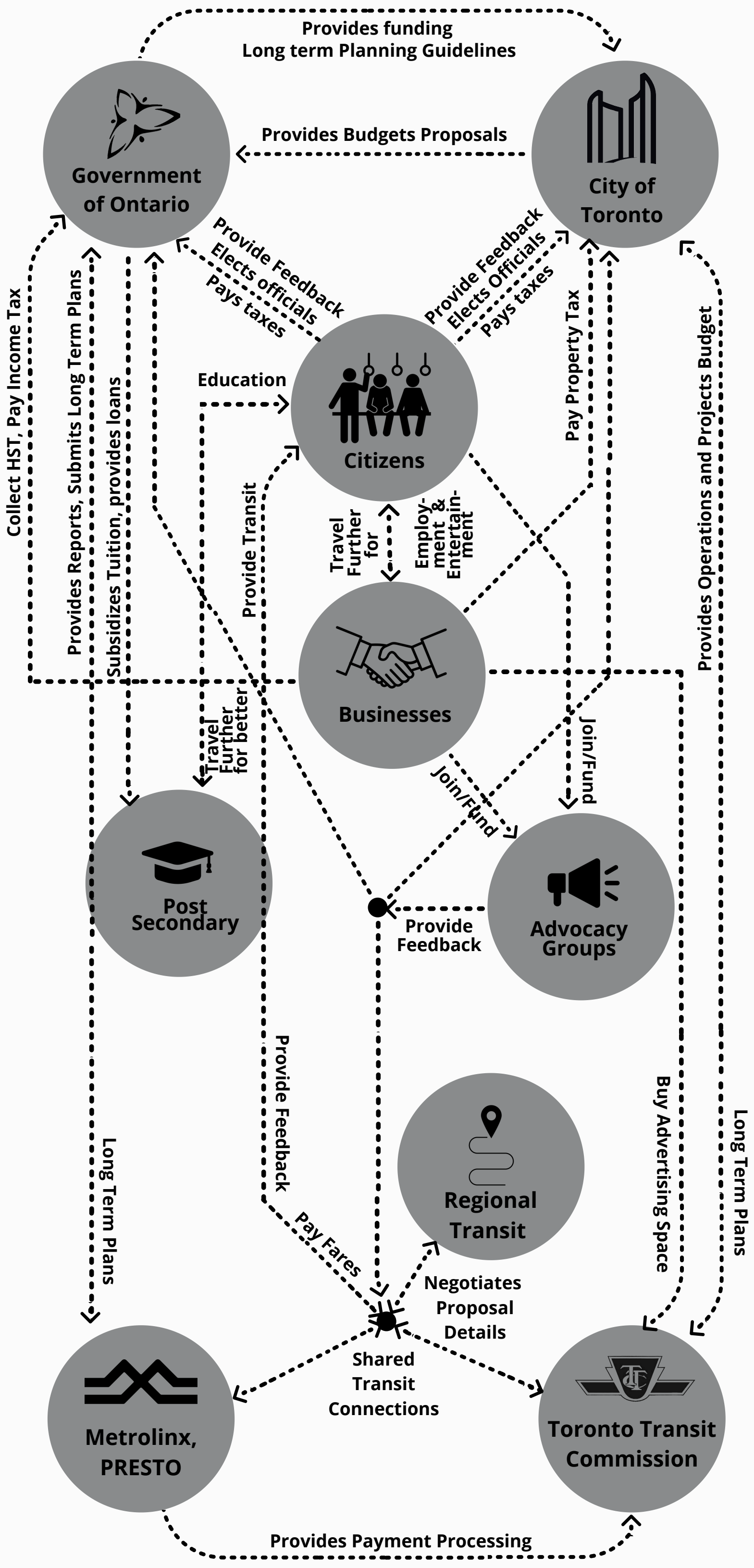
- Shelagh Pizey-Allen, Executive Director TTCRiders

(Burman & Yazdani 2020)

Horizontal equity, which allows equal access for all, does not address marginalized groups or aim to specifically improve service and access for them. This effect compounds, where revenue is generated from well-served populations, thus they are targeted for new developments, as well.

STAKEHOLDER INTERACTIONS

Prior to the OTTP*



SOLUTIONS

TYPES



Preventive

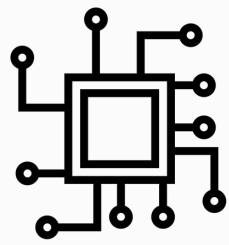


Fixative

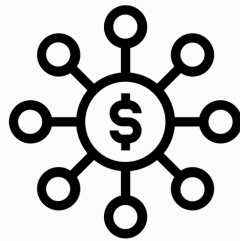
TOOLS



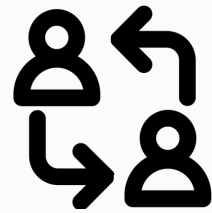
Policy



Technology



Funding

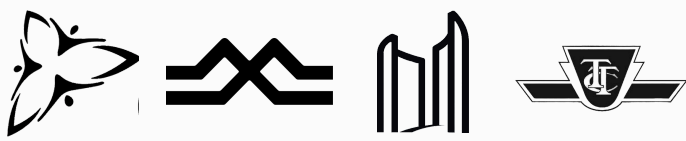


Feedback

LANDSCAPE

PROBLEM

New Routes Planning



New development happens in fits and starts. Securing funding, surviving changes in government leadership, delays in construction and addressing public feedback cause proposals to take years before they come to fruition

The Relief Line was first proposed in 1910, but the Ontario Line is estimated to open in 2027



+ Positive Interaction **-** Negative Interaction

SOLUTION

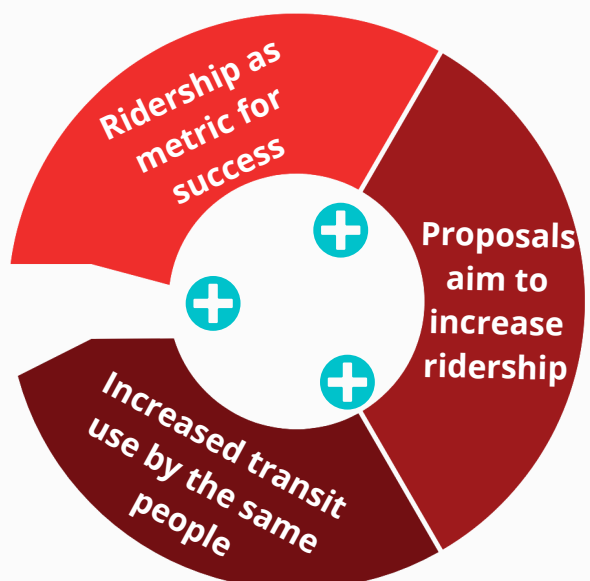
Ridership as Main Metric



Policy at all levels of the government aim to increase ridership, which gives a shallow metric for equity, but are the most likely to get built.

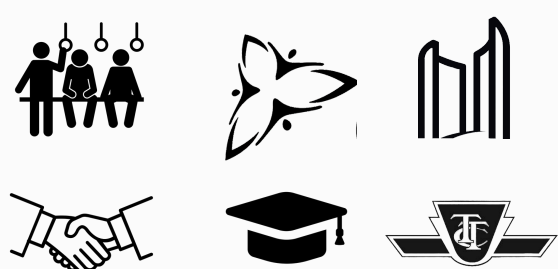
9 proposals; none address reliability, or overnight frequency.

Current projects in development aim to relieve congestion during peak hours to improve ridership, and connectivity between regional services.



PROBLEM

Insufficient Funding



The TTC's revenue is largely spent on operations, leaving little for new development. This creates a reliance on the farebox than other subsidized transit systems.

TTC hiked fares an average of 8.6 cents a year since 2013.

Funding for capital projects always requires funding from all governments, thus is influenced by larger scopes whose priorities differ.



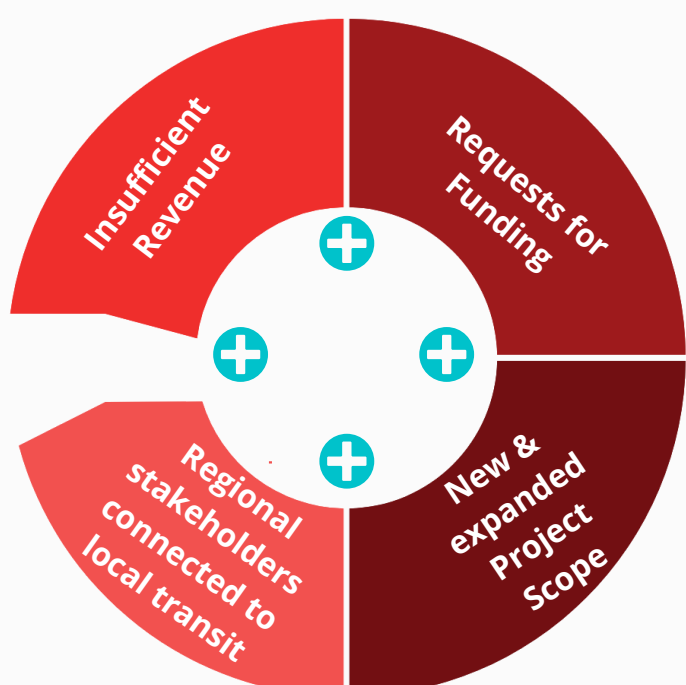
The province will be using "less than half" of the work done to date.



- City Councillor Brad Bradford, Regarding changes made to the Downtown Relief Line.

Businesses contribute little to while benefiting from transit.

9-13% increase in value for properties near transit.



Positive Interaction Negative Interaction

SOLUTION

Rebuilt Revenue Model



Strict fare enforcement, transitioning to PRESTO payment processing, new fare gates, eliminating co-fares between regional transit, and fare increases all aim to recoup losses and increase operating budget revenue.

"Probably won't get caught"

Chances are you will.

Fare enforcement ads reveal funding needs.

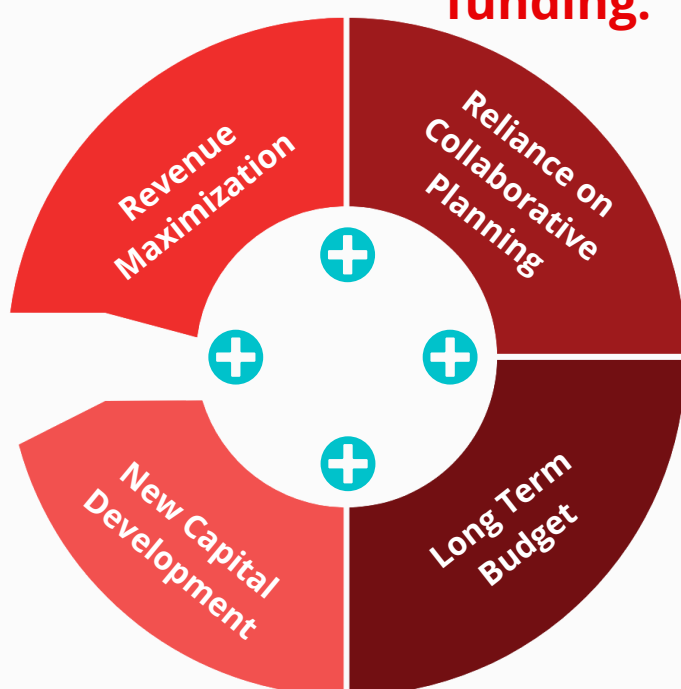
Raising property taxes for both residential and commercial properties to fund transit infrastructure and new development aim to leverage land-value capture that has been thus far a one-sided benefit for the property owner.

4.24% property tax increase in 2020



There has been greater provincial, municipal, and regional collaboration on capital projects to increase ridership and coverage.

Ontario-Toronto Transit Partnership aims to significantly improve Toronto transit through provincial planning and funding.



PROBLEM

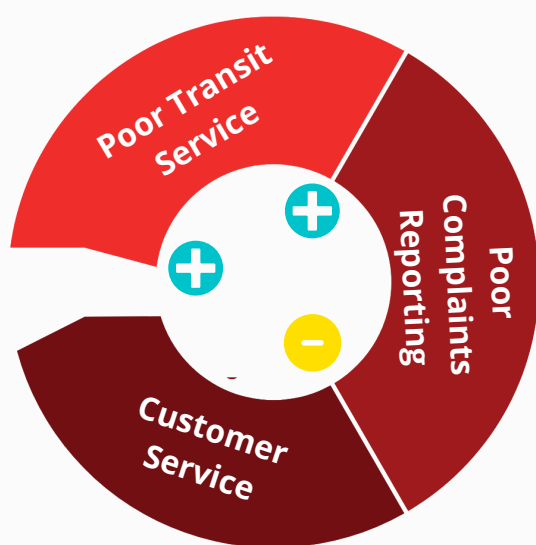
User Experience



Customers and advocacy groups file complaints to transit agencies and government about:

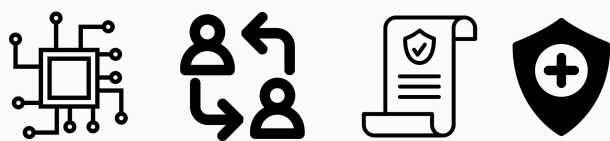
1. The reliability of the modal route (bus, train, streetcar), frequency of delays, and reasonable duration of trip.
2. Customer service, crowding, cleanliness & communication provided by the transit service.

Positive Interaction Negative Interaction



SOLUTION

Communication and Auditing



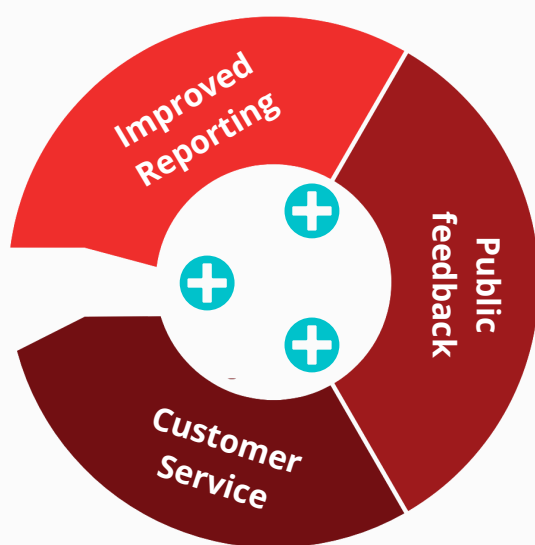
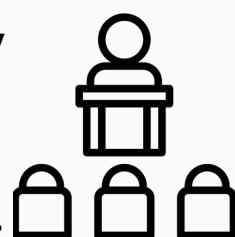
Transit agencies have official operating standards and work to sustain them.



Transit agencies publish audit reports annually.

Transit agencies use phone, email, social and traditional media, to communicate as well as receive feedback.

The TTC and the City of Toronto hold public meetings for some types of input.



GAPS & LEVERS

Lack of Rider Agency



1. Metrolinx and TTC should provide more opportunities for public deputations in order to actively seek feedback.
2. Transit service logs should be maintained with high degrees of accuracy and open to the public.
3. Metrolinx Board meetings should be open for the public to provide input and greater transparency.

Opaque Decision Making



1. Third- Party non-political agency should conduct process audits in the planning and decision making stages as well as project delivery.
2. Each government and transit agency should create a branch to specifically address equitable access and service for marginalized groups.
3. Changes made for late-stage transit projects should have rigorous, independent research to support it.

Unstable Funding



1. Funding from higher levels of government should be decoupled from specific projects to allow for more consistent yearly revenue.
2. Fare collection technology should be held to higher standards, and should be expanded to be more prompt in delivery and more accessible.