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Transportation Services

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Memorandum

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To: **Members of TABIA**

From: Barbara Gray, General Manager
Transportation Services

Date: October 30, 2019

Subject: **TABIA-City Interdivisional Meeting – Transportation Services Follow-Up**

Hello:

Further to my presentation at the TABIA-City Interdivisional Meeting on October 15th, I have prepared responses to your outstanding follow-up questions. In each answer below, I have identified the responsible staff member in Transportation Services, or the responsible organization, who can answer any further questions, but you can always reach out to me at Barbara.Gray@toronto.ca. I have also enclosed a copy of the PowerPoint that I delivered.

Collision Reporting Centres

Do Cyclists have to report to collision reporting centres if they are involved in an collision?

Collision Reporting Centres are operated by the Traffic Services Unit of the Toronto Police, and are for people to report motor vehicle collisions that they have been involved in. There are certain circumstances in which officers will attend the scene of a motor vehicle accident instead of needing to report to a collision centre. Officers will attend **any** collision involving a pedestrian, cyclist or person on a wheeled device if it is reported immediately at the scene of the collision. If the Cyclist does not contact police at the scene of the accident and they wish to submit a report about the collision, they would have to attend a Collision Reporting Centre. More information about what to do if you are involved in a collision can be found [here](#).

Contact: Toronto Police Services, Traffic Services Unit: 416-808-1900

Traffic Agent Program

How did Transportation pick locations where Traffic Agents will be deployed?

The Traffic Agent program is scheduled to be launched in December, 2019. The initial locations that will be staffed by Traffic Agents are going to be locations that were identified during the Traffic Assistance Personnel Pilot program in 2016. These locations were chosen because of the volume of motor

vehicles, pedestrians, and cyclists, and the frequency of turning movements and conflicts at the intersection:

Queen and Bay (AM/PM)
Bay and Bloor (AM)
Bay and Richmond (AM)
University and Adelaide (PM)
Front/University/York (AM/PM)
Bay and Front (AM/PM)
Jarvis and Adelaide (PM)
Lake Shore and Jarvis (PM)
Lake Shore and York on ramp (PM)
Simcoe and Front (AM/PM)
Wellington and Simcoe (PM)

I wish to request a Traffic Agent for a specific intersection, who do I contact?

At this time, we are not taking requests for new Traffic Agent locations. Staff are currently working on creating the process and policy to determine how the Traffic Agent program will be administered. Once this process is established, communications will be sent out to the public and stakeholders, including BIAs, explaining how the Traffic Agent program will work, how to request new locations, and the warrants by which these locations will be judged for inclusion in the program.

Contact: Ann Khan, Manager, Active Traffic Management, Ann.Khan@toronto.ca 416-392-3353

Queen Street Towing Pilot

Why don't drivers need to pay for the towing fees over the course of this pilot?

For the duration of the Queen Street Towing Pilot only, towing/relocation fees are waived in order to support the pilot's effectiveness and ensure the necessary data will be collected to evaluate its success. Vehicle owners will still be assessed a parking violation and will be responsible for paying the parking violation (as they normally would)

Contact: Alvaro Alamilla, Acting Manager, Traffic Systems Alvaro.Alamilla@toronto.ca 416-397-0044
Brian Moniz, Operations Supervisor, Toronto Police Services, Parking Enforcement
Brian.Moniz@torontopolice.on.ca

Streetscaping

If a BIA wants to eliminate parking on it's boulevards and turn it into Green Infrastructure, what is the process, and who do they contact?

Commercial boulevard parking agreements are regulated by Transportation's Off-Street Parking office. Property owners can terminate their agreement by providing 30 days' notice. If all boulevard parking agreements were to be cancelled along a corridor, any streetscaping proposals and approvals would then be coordinated through Economic Development and Culture's BIA Office and Transportation's Neighbourhood Improvements Unit.

Contact: (Boulevard Parking) Rebecca O, Supervisor, Off-Street Parking, Rebecca.O@toronto.ca 416-392-7564

(Streetscaping) Robert Mays, Senior Project Manager, Neighbourhood Improvements
Robert.Mays@toronto.ca 416-397-4123

Who is responsible for maintenance of Orphan Spaces?

Transportation Services, Neighbourhood Improvements Unit is responsible for the maintenance of orphaned spaces. The majority of the existing 229 orphaned spaces are centre medians and islands within the road allowance. There are many perceived orphan spaces that are spaces neglected by adjacent property owners rather than being true orphan spaces. Adjacent property owners are responsible for horticultural maintenance on any the right of way along property frontage in the city.

Contact: Robert Mays, Senior Project Manager, Neighbourhood Improvements,
Robert.Mays@toronto.ca 416-397-4123

With the new Café, Parklets and Marketing Display By-law now in place, are we using this time to review how maintenance agreements for Parklets work?

Yes. Staff are going to use this opportunity to review the design and maintenance agreement for public parklets. We will update BIAs further with the timeline and plan for the review as staff continue to work on this file and the information becomes available.

Contact: Sandro Tersigni, Project Manager, Café, Parklets and Marketing Displays
Sandro.Tersigni@toronto.ca 416-392-1507

Utility Cuts and City Construction

The City did work within my BIA boundaries and I want to report deficiencies with the work while it is still under warrantee, who do I contact? If a City contractor damaged BIA infrastructure as part of their work, who do I contact?

Who you contact will depend on what project the work was related to. Each city project has a Project Manager that oversees all aspects of the project, including after the construction is completed during the warrantee period. Depending on what the project is, this could be an employee of Transportation Services, Toronto Water, or Engineering and Construction Services. All notices sent out and signs posted at the construction site has the name and contact information of the City's Project Manager. Alternatively, you can call 311 to get this information for you.

Contact: 311

I am having a hard time knowing which contractors belong to which utilities when work is being in my BIA. How do I know who to contact if there are issues?

The BIA is welcome to visit the Toronto inView site which will show larger scale Utility projects. Toronto inView will include a contact name for each of the projects that are listed on the site. <https://map.toronto.ca/toinview/>

For issues with smaller scale utility cuts, there will mostly be signs onsite with the company/contractor name. BIAs are welcome to contact the companies directly, Alternatively, you can contact 311 who can let you know who is working at that location, or forward it to our Utility Cut office for follow up if required.

Contact: Antonia Markos, Manager, Permits and Enforcement Antonia.Markos@toronto.ca

Street Furniture

Who do I contact for issues with Street Furniture?

Any questions or concerns about your street furniture should be sent to Transportation's Street Furniture Office at streetfurniture@toronto.ca. City staff review any emails sent to the Office, and notify Astral of any action to be taken.

I am not being notified when Street Furniture is moved/placed within the BIA's Boundaries

Every January, BIAs are sent a list of the street furniture installation plan for the coming year. BIAs are also notified if street furniture is being moved or relocated within their boundaries because of a complaint. The Street Furniture office maintains a contact list for all BIAs that they use for this purpose. If you are not getting these notifications, email streetfurniture@toronto.ca to ensure they have the correct contact email.

How does Astral take AODA considerations of access into account when locating Street Furniture?

Street Furniture placements are determined by City of Toronto staff. There are a set of guidelines that the City uses when judging where street furniture will be placed. These guidelines were designed to ensure AODA considerations are followed. Furthermore, all designs of street furniture elements were created per AODA standards.

There is a garbage bin located within my BIA that is branded with another BIA's logo. What should I do?

The BIA branding on garbage bins are stickers. If a piece of branded street furniture was moved from one BIA to another, the former sticker should be removed and the new one replaced by Astral. There are cases where weather can affect the timeline for installing the sticker, and there are also cases where Astral has run out of stock of a particular BIA's logo and has to order new ones. In the instances where a garbage bin is moved to a new BIA and the new BIA's sticker is not ready, Astral should remove the old one, and have no branding on the bin.

For the specific instance of the Greektown BIA garbage bin with the wrong branding, staff have already submitted a work order to Astral to remove the wrong sticker, and we expect it will be carried out in the coming days.

Contact: streetfurniture@toronto.ca or Antonia Markos, Manager, Permits and Enforcement Antonia.Markos@toronto.ca 416-392-5209

Street Events

If there is a permitted Street Event and there is damage to BIA Assets, who do I contact?

BIAs are encouraged to contact the Street Event office, who can put you in touch with the event organizer to seek a solution. If it is not a simple solution, the BIA can submit a claim through the regular City claims process. All event organizers must submit cross-liability insurance in order to obtain a permit. It is important to note that you will be asked to submit proof that the damage happened as a direct result of the event.

Contact: Antonia Markos, Manager, Permits and Enforcement Antonia.Markos@toronto.ca 416-392-5209

Winter Services on the Danforth

Is snow mechanically cleared on sidewalks on the Danforth?

Yes. Danforth, from Broadview to Victoria Park receives mechanical plowing on sidewalks on both sides of the street. Our mechanical plows clear 1.2m of sidewalk, which allows for 2 individuals to walk side-by-side. Other portions of the sidewalk past this 1.2m window would fall to the responsibility of the property owner. If you feel that a plow has missed a section of sidewalk, you should report via 311, who will notify Transportation to dispatch a staff member to look into the complaint and rectify as needed.

Contact: Mark Mills, Manager, Operations and Maintenance, mark.mills@toronto.ca 416-392-1162

Eglinton Crosstown Parking Rebate

How does the Parking rebate along the Eglinton Crosstown Light Rail work?

Toronto Parking Authority (TPA) has made discounts of up to \$6 at on-street paid parking and in off-street Green P parking facilities within 400m of Eglinton Avenue, between Jane and Kennedy.

This discount is only available when using the Green P App. The user must first pay for the parking session, then enter the discount code Crosstown in the session options. They will receive the rebate of \$6 at their next parking session.

How was the Public Educated about the Rebate?

The rebate was advertised on the TPA's, Metrolinx's and Crosslinx's social media and through the local Councillors' offices and BIAs. Information and posters indicating the discount code are available on the Eglinton Crosstown website at <http://www.thecrosstown.ca/experienceglinton>

Contact: Jeffrey Dea, Director of Parking Strategy, Policy and Planning, Toronto Parking Authority
Jeffrey.Dea2@toronto.ca

cc:

Mike Williams

Mike Major

John Kiru



TABIA-CITY INTERDEPARTMENTAL MEETING

Barbara Gray, General Manager, Transportation Services

October 15, 2019

PRESENTATION OVERVIEW

1. Overview of Transportation Services
2. Transportation Services Organization Update
3. Program Updates
 - Vision Zero Road Safety Plan
 - Congestion Management Plan
 - Construction Coordination
 - Winter Services
4. Working Together

OVERVIEW OF TRANSPORTATION SERVICES



MISSION, VISION AND PRINCIPLES



Mission

Build and maintain a resilient transportation network so that people connect with the places, activities and communities they value.



Vision

To keep people moving safely in our diverse and changing city.



Principles

Safe, healthy communities
Quality service
Access for everyone
Resilient solutions

Our Assets



5,600 km
of streets



6,960 km
of sidewalk



2,360
traffic signals



900
bridges and culverts



600
pedestrian crossovers



938 km
of bike lanes, trails
and routes

\$12B in Assets

\$20B Replacement Cost

\$477M Capital Budget

\$396M Operating Budget

ORGANIZATIONAL UPDATE



Permits and Enforcement

Director, Permits & Enforcement
Dave Twaddle

Manager, Permits & Enforcement
(Permits)
Antonia Markos

Manager, Permits & Enforcement
(Parking)
Andre Filippetti

Manager, Permits & Enforcement
(Automated)
Mike Barnet

Manager, Permits & Enforcement
(Enforcement)
Elio Capizzano

Street and Special Events



Street Furniture & Encroachments



Public Parklets



Project Design and Management

Director, Project Design &
Management
Jacquelyn Hayward

Manager, Major Projects
Matthew Davis
(Acting)

Manager, Neighbourhood Projects
Randy McLean

Manager, Vision Zero Projects
Sheyda Saneinejad

Manager, Cycling & Pedestrian
Projects
Becky Katz

Neighbourhood Projects



Cycling and Pedestrian Projects



Vision Zero



Operations and Maintenance

Director, Operations &
Maintenance
Vincent Sferrazza

Manager, Operations & Maintenance
Area 1
Mark Mills

Manager, Operations & Maintenance
Area 2
Alan Pacheco

Manager, Ops & Maintenance (Signs
& Markings)
Allen Pinkerton

Winter Maintenance



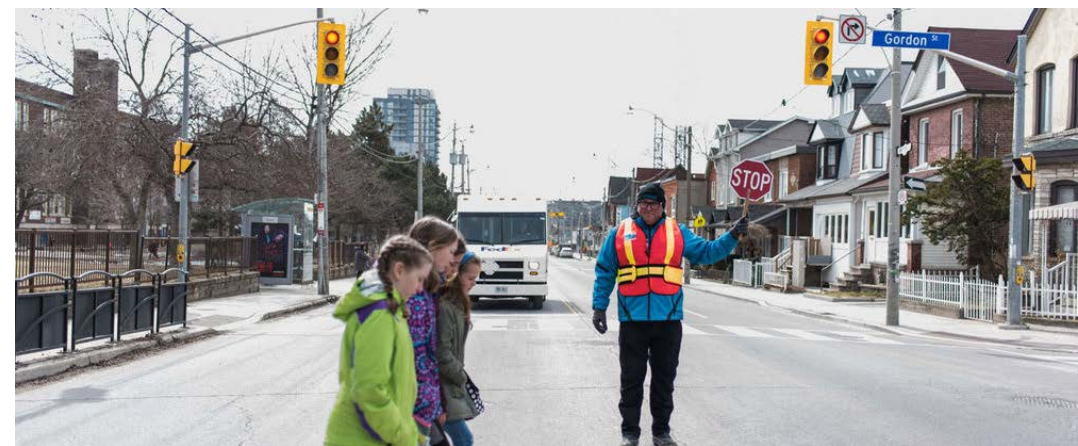
Road, Sidewalk and Cycling Maintenance



Traffic Operations



Active Traffic Management



Traffic Management

Director, Traffic Management
Roger Browne
(Acting)

Manager, Traffic Operations (Active
Traffic Management)
Ann Khan

Manager, Traffic Systems
(Maintenance)
James Chandler

Manager, Traffic Operations Area 2
Bruce Clayton

Manager, Traffic Operations Area 1
Shawn Dillon

Policy and Innovation

Director, Policy & Innovation
Elyse Parker

Manager, Policy & Innovation
Naz Capano

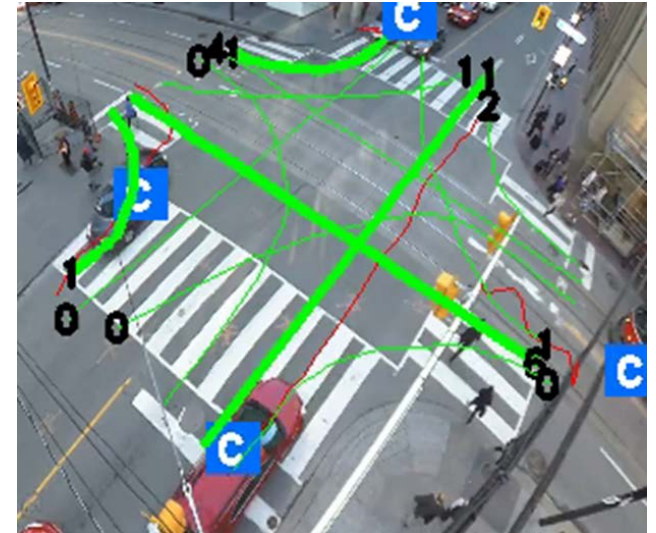
Manager, Policy & Innovation
Ryan Lanyon

Manager, Data & Analytics
Jesse Coleman

Policy and Innovation



Data and Analytics



Planning and Capital Program

Director, Planning & Capital
Program
Ashley Curtis

Manager, Development Planning &
Review Area 1
Lukasz Pawlowski

Manager, Development Planning &
Review
Area 2
Luigi Nicolucci

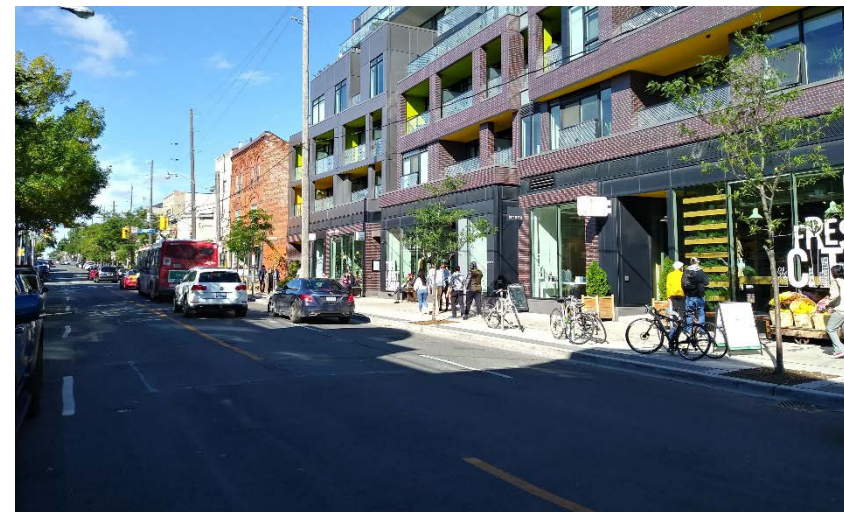
Manager, Area Transportation
Planning
Michelle Berquist

Manager, Area Transportation
Planning
Eric Chan

Development Planning and Review

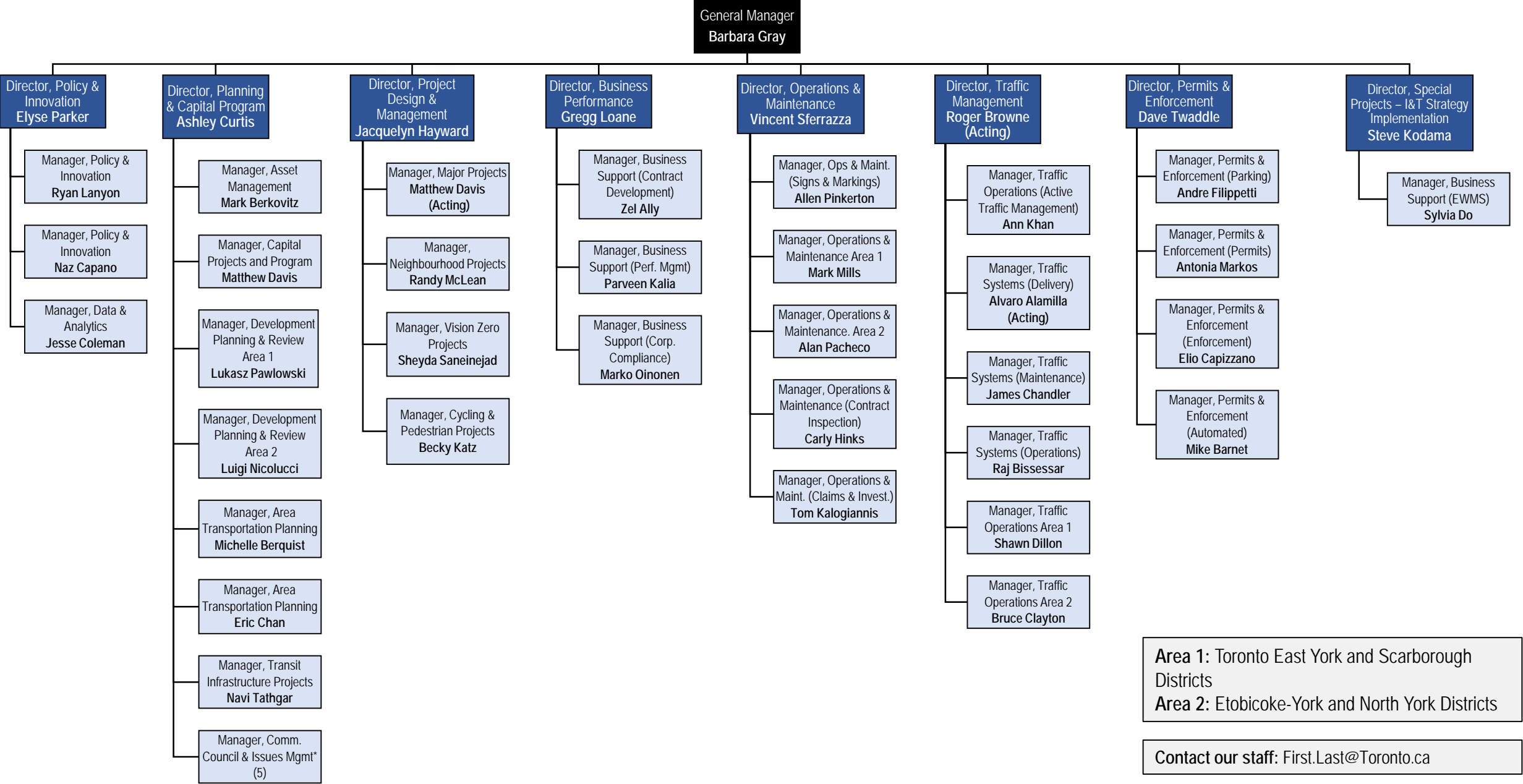


Area Transportation Planning



TRANSPORTATION SERVICES

September 2019



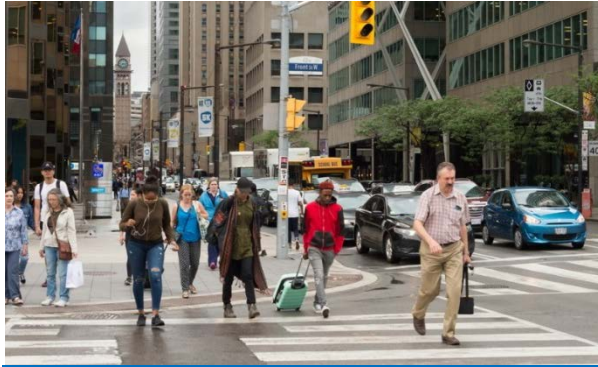
PROGRAM UPDATES



VISION ZERO ROAD SAFETY PLAN 2.0 – 2019 ACCOMPLISHMENTS



Community Safety Zones



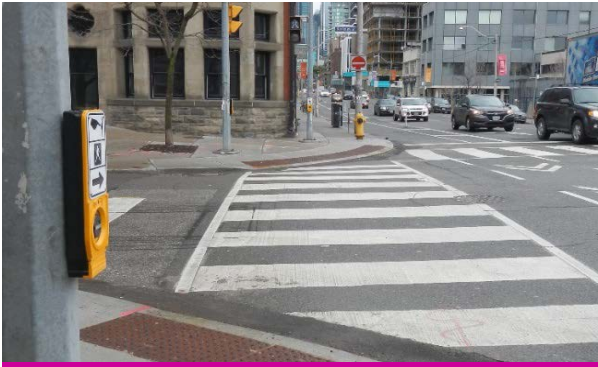
Leading Pedestrian Interval



School Safety Zone



Traffic Signals & Pedestrian Crossovers



Accessible Pedestrian Signals



Left-Turn Blank Out Signs

CONGESTION MANAGEMENT PLAN (CMP)

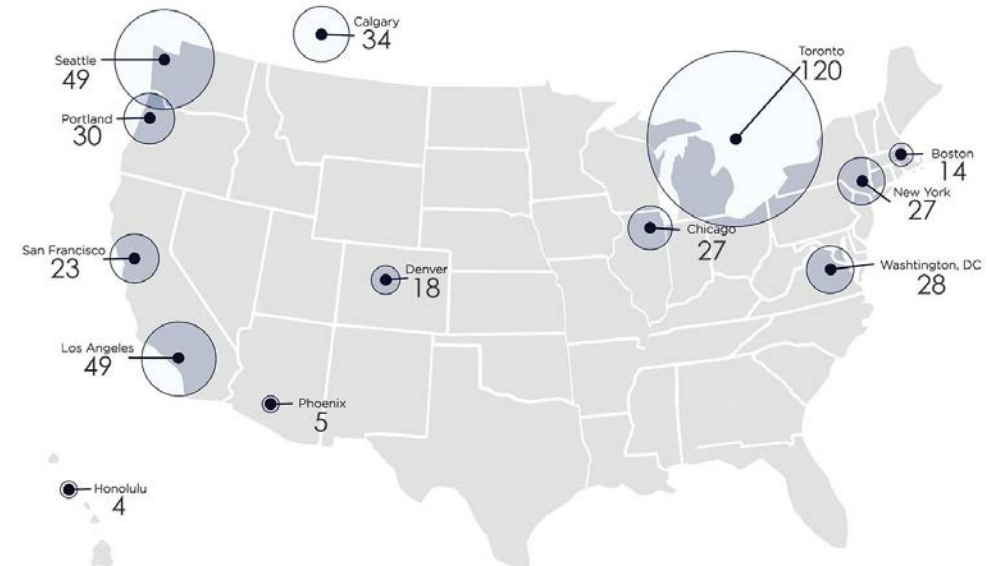
- Vision: Through Innovation and technology maximize the safety, efficiency and reliability of the transportation network for all users while reducing the impact on the environment
- CMP 2016-2020 accomplishments to-date:
 - Updated 846 Traffic Signal Timings along 40 corridors
 - Installation of 190 Traffic Monitoring Cameras
 - Installation of Bluetooth traffic detection to support traffic studies and understand congestion impacts
 - Traffic Agents
 - Curbside Management Plan
 - Queen Street Towing Pilot
- CMP 2021-2025 going to Council in early 2020



CONSTRUCTION COORDINATION

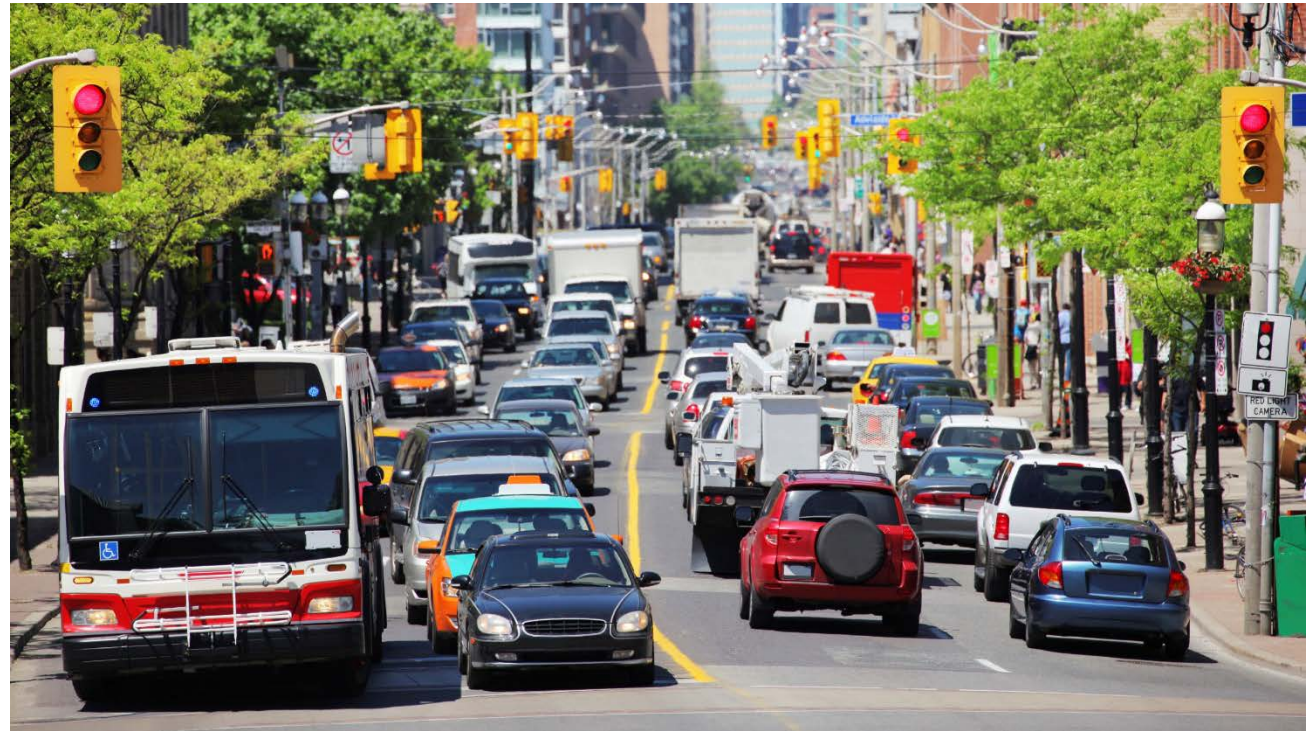
- Significant increase in development city-wide
- Increase of development necessarily leads to an influx of construction materials, heavy trucks and lane closures
- There are significant impacts on residents, travellers and businesses in the area surrounding developments
- Transportation in working on a Construction Coordination program to manage these impacts
 - Review of existing permitting and construction coordination programs
 - Create system of community and business support to serve as a single point of contact for construction issues
 - Liaise with community stakeholders to provide information and identify upcoming issues

Number of Cranes in North American Cities



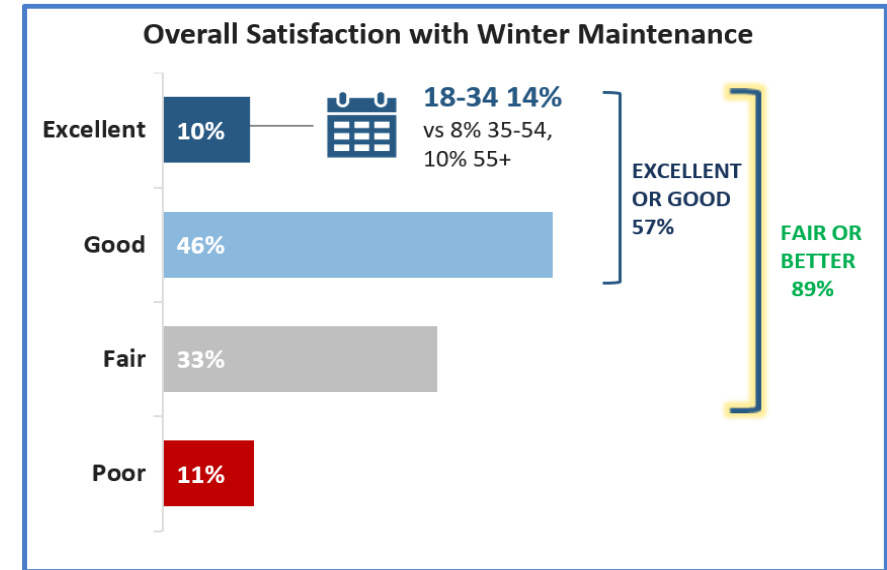
FREIGHT AND GOODS MOVEMENT STUDY

- Freight and Goods Movement Study is currently under development
- Objectives:
 - Understand state of Freight and Goods Movement in the City
 - Examine Best Practices
 - Understand Stakeholder Needs
 - Collection of Policy Direction Issues
 - Develop Freight and Goods Movement Strategy
- Stakeholder consultation is ongoing and TABIA, among other will be engaged

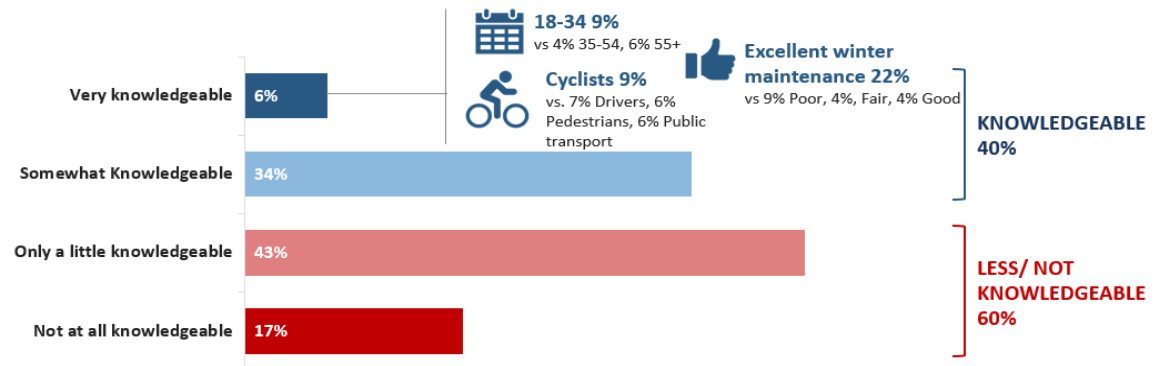


WINTER SERVICES REVIEW

- Transportation conducted a full review of our Winter Maintenance Program
- Jurisdiction comparison to similar North American Cities
- Review of Levels of Service and Equity of Service
- Public poll found that people are generally satisfied with overall winter services
- However, there is a gap in knowledge of what services Toronto provides
- We are working to improve communications tools such as PlowTO
- We will also be testing equipment to find how we can provide mechanical snow clearing in areas of Toronto not currently cleared by city crews



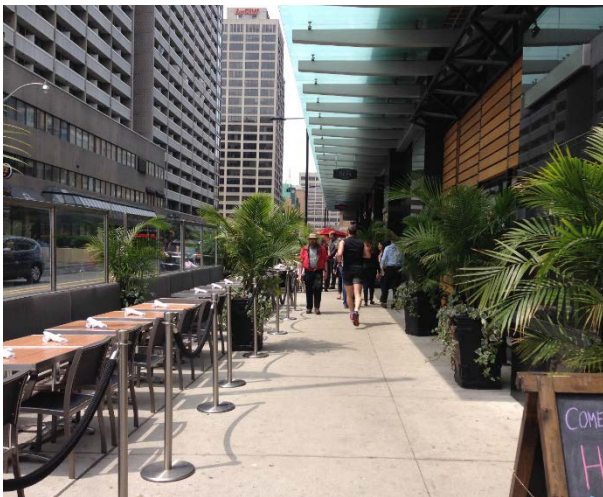
Knowledge of City of Toronto Snow Plowing Policies



BIA AND TRANSPORTATION – WORKING TOGETHER



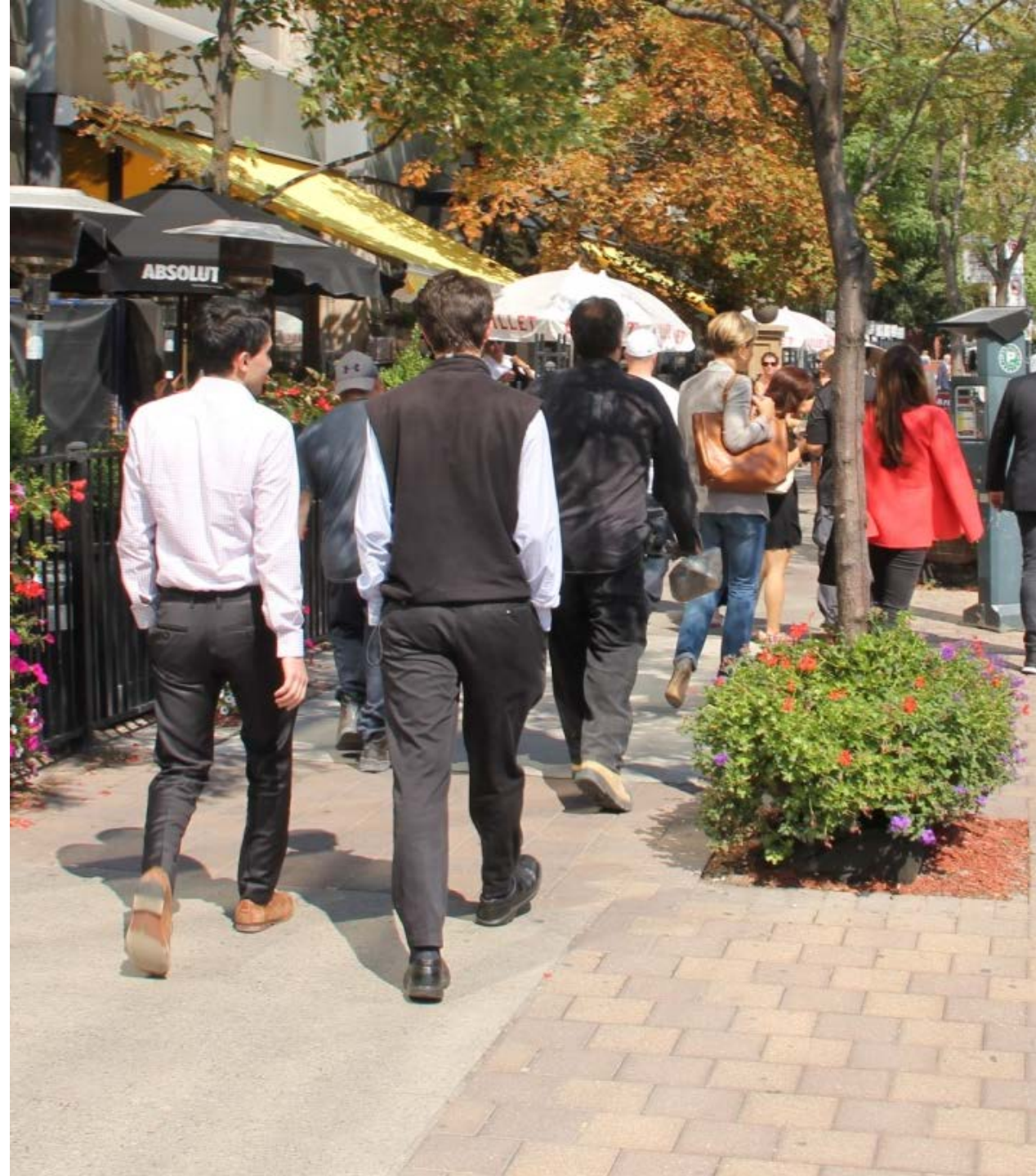
CAFÉ, PARKLETS AND MARKETING BY-LAW REVIEW



- On September 1, 2019, the new Sidewalk Cafés, Parklets and Marketing Display by-law (Chapter 742) came into effect
- Makes regulations and guidelines consistent across the City
- TABIA and the BIAs were significant partners in helping Transportation Services draft the by-law
- Consultations with TABIA and public meetings with BIAs
- We received input that resulted in changes to the proposed fees, design options and regulations to meet the needs of the community

HOW CAN BIAS BEST WORK WITH TRANSPORTATION?

- Communication is key
- Involve us early
- Involve us often
- We are partners in building Toronto
- Others?





TABIA-CITY INTERDEPARTMENTAL MEETING

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October 15, 2019