Executive Summary

Introduction

The Big Move is the Greater Toronto and Hamilton’s (GTHA’s) multi-modal long-range regional transportation plan. Since 2008, this plan has been providing strategic direction for planning, designing and building a regional transportation network that enhances our quality of life, our environment, and our prosperity. To support this 25-year plan, it is important to regularly take stock of collective efforts to fulfill The Big Move, and to monitor its implementation.

On May 27th, 2013 Metrolinx released an Investment Strategy recommending revenue sources to continue to pay for the major aspects of The Big Move. During that consultation, the public indicated that public accountability is a priority, confirming the importance of one of The Big Move’s goals of fairness and transparency. Understanding how the region is doing, and setting a baseline to measure continuous improvement is an important aspect of understanding the region’s progress in an efficient, accountable and transparent way.

The Big Move Baseline Monitoring Report establishes a foundation for monitoring progress, using a set of Key Performance Indicators (KPIs) to measure achievement of The Big Move’s goals.

Five years is a short time to complete the bold changes set out in The Big Move, but taking a regional scan and compiling the available data now helps, going forward, to define regional trends and catalogue individual initiatives that contribute to successfully achieving the goals, objectives and vision of The Big Move.

The Big Move outlines goals and strategies that are affected by macro trends, outlined in the Baseline Monitoring Report, and are important to consider in monitoring the GTHA’s progress.

This Baseline Monitoring Report is the result of a collective effort from partners across the GTHA, who are instrumental in implementing The Big Move, including municipalities, transit agencies, and provincial representatives.

Under the Metrolinx Act, 2006, Metrolinx has an obligation to review the regional transportation plan at least once every ten years. The information collected for this report provides foundational information to support the first review of the regional transportation plan in 2016.

Monitoring our Goals – Key Performance Indicators

A set of KPIs was developed to align the goals of The Big Move and desired outcomes with currently available data. They make up a framework for which progress on achieving the goals can be measured over the long-term.
The Big Move’s goals are:

- Transportation Choices
- Comfort and Convenience
- Active & Healthy Lifestyle
- Safe and Secure Mobility
- Fairness and Transparency
- Reduced Emissions
- Reduced Dependency on Non-Renewables
- Attractive and Well Planned Region
- Prosperity and Competitiveness
- Multi-Modal Integration
- Inter-connectedness
- Efficiency and Effectiveness
- Fiscal Sustainability

Using these goals and stakeholder input, the questions below were developed to help frame the KPIs and the data used to measure them.

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| How are we moving around the GTHA?                                                 | • mode of transportation  
|                                                                                    | • transit ridership                                                 |
| Is there more choice in how we travel?                                             | • transit service per capita  
|                                                                                    | • length of regional rapid transit                                  |
| Do more people live and work close to fast and reliable transit?                   | • living close to rapid transit  
|                                                                                    | • working close to rapid transit                                    |
| Are we providing transportation alternatives for those who need them the most?    | • transportation choice for low-income households  
|                                                                                    | • accessibility of transit  
|                                                                                    | • transportation choice for children  
|                                                                                    | • transportation choice for seniors                                  |
| Are we safer as we travel?                                                         | • road safety                                                        |
| Are we reducing the impact of transportation on the environment?                   | • air quality                                                        
|                                                                                    | • emissions                                                          |
| Are we better connected across the GTHA?                                           | • transit between urban centres  
|                                                                                    | • highway travel speeds  
|                                                                                    | • Pearson Airport access                                             |
| Is transit provision in the GTHA becoming more fiscally sustainable?              | • transit efficiency                                                 |

The progress of The Big Move should be reported at regular intervals, using the above KPIs as an initial framework. Ongoing work is anticipated to evolve the framework and the KPIs as new sources of data become available, ensuring that the most relevant data and the most appropriate indicators are reported.
Measuring Progress – Actions & Policies

The Big Move sets out an action plan comprised of ten strategies, each of which contains both Priority Actions and Supporting Policies. In total, the Big Move identifies 92 Priority Actions and Supporting Policies, nine of which are the most transformative Big Moves, to support implementation of the ten strategies, which are:

- Strategy #1: Build a Comprehensive Regional Rapid Transit Network
- Strategy #2: Enhance and Expand Active Transportation
- Strategy #3: Improve the Efficiency of the Road and Highway Network
- Strategy #4: Create an Ambitious Transportation Demand Management Program
- Strategy #5: Create a Customer-First Transportation System
- Strategy #6: Implement an Integrated Transit Fare System
- Strategy #7: Build Communities that are Pedestrian, Cycling and Transit-Supportive
- Strategy #8: Plan for Universal Access
- Strategy #9: Improve Goods Movement within the GTHA and with Adjacent Regions
- Strategy #10: Commit to Continuous Improvement

Work has started on more than half of the Priority Actions and Supporting Policies, and there are a number of areas where policy and work have advanced. This report includes a summary of work underway, provided by Metrolinx and delivery partners across the GTHA, which is crucial to benchmark our progress to date and continue to monitor our progress as a region going forward.

Building Rapid Transit

The most visible sign of progress in implementing The Big Move is the considerable progress on delivering the Top Priority Transit Projects. More than $16 billion in funding has been committed to advancing these projects, which are in various stages of planning, development and construction:

- Mississauga Transitway
- UP Express
- Finch West LRT
- Toronto-York Spadina Subway Extension
- Eglinton Crosstown LRT
- Scarborough RT Replacement and Extension
- Sheppard East LRT
- York Region VivaNext Rapidways
- GO Transit Rail service expansion
These Next Wave projects are in the planning phase, in preparation for funding commitments:

- Hamilton LRT
- Dundas Street BRT
- Hurontario-Main LRT
- Brampton Queen Street Rapid Transit
- Relief Line
- Yonge North Subway Extension
- Durham-Scarborough BRT
- GO Rail Expansion
- Express Rail on GO Lakeshore
- Electrification of GO Kitchener line and UP Express

The region is also making progress on those projects that have not received funding commitments. For the remainder of the projects to move forward, funding is required.

**Looking Ahead**

The GTHA continues to grow and evolve. Regional shifts and trends are important to understand the context in which The Big Move is being implemented, to more fully understand the challenges and successes.

There are a number of areas where continued work is important to maintain momentum on delivering The Big Move over the next few years. We will continue to work with our delivery partners to add to the baseline of information summarized in this report, and to refine the methods of measuring our progress to implement The Big Move as a region in a transparent and accountable way.
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## Appendix: Stakeholder Engagement
Introduction

The Big Move is the first regional transportation plan for the Greater Toronto and Hamilton Area (GTHA). As a long-term, regional transportation plan, it is an integrated vision for the mobility of six regions, 30 municipalities and 10 transit agencies that make up the Metrolinx mandate area. This Baseline Monitoring Report has been prepared in consultation with a multi-stakeholder committee and representatives from municipalities, transit operators, and government ministries. Its purpose is to monitor collective progress and guide future work around delivering an integrated transportation system in the GTHA.

Why Monitor Progress?

Sound measurement is crucial in ensuring that we are making the right decisions for operations and expansion, and for building confidence in the system. With multiple municipalities and transit agencies in the GTHA, this can be challenging, with different approaches to collecting information and reporting on results. This can make collecting regional statistics on performance a challenge. Implementation of The Big Move takes a regional effort. In order to continue the progress made since approval of The Big Move in 2008, we have to take stock of work underway, to fully understand our successes and challenges in transforming the GTHA, and to benchmark our progress moving forward.

Monitoring our efforts and their outcomes is not only good practice; it communicates what has been achieved and where subsequent efforts can be focused. The Big Move Baseline Monitoring Report is an essential part of keeping The Big Move relevant because it helps identify emerging issues and the data to support understanding how they affect our progress.

The Big Move Baseline Monitoring Report is not intended to focus on a particular service agency, such as a municipality or a transit agency. Rather, the Baseline Monitoring Report should be used to assist future decision-making. The report identifies areas where we are collectively doing well as a region and areas that still need work.

About the Baseline Monitoring Report

Under the Metrolinx Act, 2006, Metrolinx has an obligation to review the regional transportation plan at least once every ten years. In addition to reviewing and revising the transportation plan, it is good practice to periodically take stock of progress and challenges to inform future review.

As the first in a series, The Big Move Baseline Monitoring Report establishes a foundation for monitoring progress. It identifies Key Performance Indicators (KPIs) that will be used to monitor progress towards the achievement of The Big Move’s goals.
The Big Move Baseline Monitoring Report also includes a summary of initiatives across the region, focusing on the Priority Actions and Supporting Policies. The Baseline Monitoring Report also sets out the regional context by providing information on the external factors that might influence KPI outcomes.

The report is accompanied by three appendices: Monitoring Handbook, which identifies the process, methods, and past trends of the KPIs used to monitor the goals of The Big Move; an Inventory of Initiatives, a detailed depository of initiatives and programs underway by delivery partners in the GTHA; and Building Rapid Transit, detailing the progress in delivering projects of the regional rapid transit network.

The Big Picture

The Big Move is a 25-year integrated land use and transportation plan. It lays out a multi-faceted strategy for creating an integrated regional transit and transportation network for the GTHA that focuses on the traveller experience. It was unanimously approved in 2008 after a comprehensive public engagement process by the Metrolinx Board of Directors, then composed of elected representatives and private residents from across the region.

On May 27th, 2013, Metrolinx delivered an Investment Strategy to the Province of Ontario, including proposals for investment tools to support The Big Move through the integration of transportation, growth and land use planning, maximizing the value of public infrastructure investment, and optimizing system and network efficiency. Public outreach while developing the Investment Strategy demonstrated strong support among participants around four key principles: dedication of revenues to specific outcomes, fairness, equity across the region, and accountability and transparency. Reporting on progress through The Big Move Baseline Monitoring Report is a valuable step in demonstrating commitment to this principle of accountability and transparency.

Our Inclusive Approach

This Baseline Monitoring Report is the result of a collective effort from partners across the GTHA, who are instrumental in implementing The Big Move, including municipalities, transit agencies, and provincial representatives. These partners provided detailed research and input, informing the baseline of work underway across the region, summarized in this report. A multi-stakeholder project committee of representatives from GTHA community and business organizations also provided strategic guidance to the Metrolinx project team throughout the development of the report and its contents.

Additional data and information was obtained from Statistics Canada, the Canadian Urban Transit Association (CUTA), Transportation Tomorrow Survey (TTS), Transportation Association of Canada (TAC), and Canadian Urban Institute (CUI).
How do we Define Progress?

We have made significant progress as a region in a short time. More than $16 billion in projects are underway, and signs of progress can be seen all over the GTHA, including the Mississauga Transitway, the York Region vivaNext Bus Rapid Transit Project, and the Union Station Revitalization. These important transit projects are being delivered on time and on budget.

The Big Move consists of ten Strategies, and 92 Priority Actions and Supporting Policies, the most transformative of which are known as nine Big Moves. The projects listed above, all fall under progress towards The Big Move strategies and Priority Actions.

Priority Actions are specific and concrete actions, or a “to-do” list, needed to implement each of the ten Strategies. These actions are broad in scope and include legislation, policies, programs, planning and funding. There are also Supporting Policies that are needed to guide day-to-day decision-making in support of each Strategy.

What Other Factors are Affecting Progress in the Region?

There are factors that we need to consider in evaluating our progress that are outside the control or scope of The Big Move but can have an impact on travel experiences in the GTHA.

When it was developed, The Big Move took account of trends and challenges of the time, such as an increasing reliance on automobiles, urbanization, and increasing energy costs. Since approval of The Big Move, new and updated information is available, such as new statistics from the 2006 census, and population numbers from the 2011 census. Many other reports and information have also been released since late 2008, such as the Metrolinx Electrification Study, additional Benefits Case Analyses from Metrolinx, and municipal Official Plan updates, providing an updated picture of emerging trends in the GTHA.

Major Trends

1) The GTHA continues to grow.
   Between 2006 and 2011, the population grew by nearly 9%, and is now over 6.5 million. Population growth like this demands more from the transportation system that is already approaching design capacities. The need to act to accommodate this growth becomes even greater.

2) Our economy has been making slow and steady gains since 2009.
   The GTHA experienced a decline in GDP in 2008 and 2009. Today, GDP is up 5.8% from 2009, and 2.8% from the high in 2007/2008.

3) Household income is changing.
   Median household income declined by about 3.6% across the region from 2001 to 2006, and the proportion of people in low-income households has increased. For many families, this means less disposable income to spend on mobility.
4) **Air traffic at Pearson International Airport and Billy Bishop Toronto City Airport continues to rise.**
   The overall volume of visitors to the GTHA is growing, adding to the demands on our transportation network. A record 33.4 million passengers passed through Pearson International Airport in 2011, representing an increase of nearly 10% from 2008, with passenger traffic at Billy Bishop Toronto City Airport increasing by 50% each year for multiple years.

5) **The urbanization of the GTHA continues to evolve.**
   There has been uneven growth across the GTHA. Some areas have seen growth in their downtown cores, while others have had growth in low-density, suburban areas. People are working from home, or commuting across municipal boundaries for work. Transit and walking have become convenient transportation choices in some places, while automobiles are still the main transportation choice available in others.

6) **Changing demographics affect the demand for particular transportation services and infrastructure.**
   We are becoming more diverse as a region. From an aging population to diversity in first-languages, the need for accessible mobility choices and information increases.

7) **We own more vehicles per household.**
   Between 2001 and 2006, household size remained the same but the average vehicles per household increased; it is currently 1.7 vehicles per household.

8) **The cost of getting around the region is going up.**
   Both transit fares, and vehicle ownership is increasingly more expensive.

9) **Fuel price has steadily increased from since 2008.**
   The price of fuel is generally increasing. Since 2006, the price of fuel in the GTHA has fluctuated between $0.74 to $1.32 per litre. Rising fuel prices increase the cost of both driving an automobile and operating bus services, or can accelerate demand for transportation services, having a dynamic impact on the system.

10) **Extreme weather events are increasing.**
    A changing climate, and increasing extreme weather events, impact the transportation infrastructure and services, resulting in increased need to plan for impacts to our infrastructure. Severe flooding in the GTHA on July 8 2013 has been estimated to be the most expensive natural disaster in Ontario history.

These broad trends are shaping the way we travel and our experience getting around the region. It is important to monitor regional trends to understand the impact of The Big Move in the appropriate context.

**What’s next?**

A Next Wave of projects equaling a further $34 billion investment will increase capacity where it’s needed most, and improve regional connectivity. These projects were identified in The Big Move, and have been refined and confirmed as next-step priorities for achieving The Big Move’s vision through the Investment Strategy.
Metrolinx is committed to continuing work with our delivery partners and stakeholders across the region, in a transparent and accountable way, to build on the progress made and secure sustainable funding to implement The Big Move’s projects and programs.

The Metrolinx Act (2006), which mandated the development of an Investment Strategy for implementing The Big Move, also requires a full legislated review of The Big Move, every ten years, with the first to be published in 2016. The regional scan of progress summarized in this report will play an important role in preparing for the full legislated review.
The Big Move Baseline Monitoring Report

Monitoring our Goals – Key Performance Indicators

The success of The Big Move is determined by the actions undertaken to achieve its goals. The KPIs have been chosen for their meaningful coverage of the goals of The Big Move and because suitable data is available. This chapter sets the stage for understanding trends in transportation in the GTHA.

The Big Move will – when completed – provide a seamless system across all modes of transportation and jurisdictions, offering residents and businesses efficient and attractive access to neighbourhoods, jobs and services.

The KPIs were developed to answer significant questions about the region by tracking progress on a number of important environmental, social and economic fronts. The purpose is to provide valuable information about how the region is evolving over time to meet the goals of The Big Move, so that effective policy options can be developed.

This approach recognizes that economic, social and environmental matters are intimately connected. Addressing transportation, for instance, must include other issues, such as transportation choices, air quality, and accessibility.

Measuring the Goals of The Big Move

The Big Move identifies a set of goals to achieve the vision of an integrated transportation system that supports our quality of life, our environment, and our prosperity.

The goals of The Big Move are:

- Transportation Choices
- Comfort and Convenience
- Active & Healthy Lifestyle
- Safe and Secure Mobility
- Fairness and Transparency
- Reduced Emissions
- Reduced Dependency on Non-Renewables
- Attractive and Well Planned Region
- Prosperity and Competitiveness
- Multi-Modal Integration
- Inter-connectedness
- Efficiency and Effectiveness
- Fiscal Sustainability

The goals are broad, multi-dimensional and complex, and there are multiple indicators that provide insight into different aspects of each goal. As a result, each KPI relates to more than one Big Move goal.
Key Performance Indicators

A set of KPIs was developed to align the goals of The Big Move and desired outcomes with currently available data. These KPIs do not cover all of the ways which we could measure and benchmark our progress, but have the most data available at this time. They comprise a framework for which progress on achieving the goals can be measured over the long-term.

Using The Big Move goals and stakeholder input, the questions below were developed to help frame the KPIs and the data used to measure them.

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• transportation choice for children  
• transportation choice for seniors |
| Are we safer as we travel? | • road safety |
| Are we reducing the impact of transportation on the environment? | • air quality  
• emissions |
| Are we better connected across the GTHA? | • transit between urban centres  
• highway travel speeds  
• Pearson Airport access |
| Is transit provision in the GTHA becoming more fiscally sustainable? | • transit efficiency |

The KPIs are measures of observed data, primarily collected through external means such as the Census, the Transportation Tomorrow Survey (TTS), and the CUTA factbook. Currently, the most recent data from the Census and TTS was collected in 2006, and there is minimal information about changes in the KPIs since approval of The Big Move in 2008.

The methodology for selecting this framework is detailed in Appendix A, Monitoring Handbook. This appendix provides more detailed information about each KPI, including data sources and reporting frequency, and provides important historical baseline data.
Continuing Work to Measure the Goals

The progress of The Big Move should be reported at regular intervals, using the above KPIs as an initial framework. We anticipate ongoing work to evolve the framework and the KPIs as new sources of data become available. This flexibility will allow Metrolinx to better link new data sources and future performance indicators with progress reporting on The Big Move, as the region continues its progress in transforming the regional transportation system. A set of future indicators, for which there is currently insufficient data available, have been identified for further development:

- **Is transit funding becoming more fiscally sustainable?**
  The transit network can be planned, prioritized, and expanded through reliable and predictable funding. Funding is reliable and sustainable if it can be expected at regular intervals over the long-term. The Investment Strategy addresses the question of how resources could be fairly and effectively raised to provide reliable and sustainable funding, and has been provided by Metrolinx to the government for consideration. Feedback from stakeholders suggests that there is also further work to develop an indicator to measure sustainability of funding for transportation as a whole over time.

- **Is the transit system accessible to those with mobility difficulties?**
  While the travel habits of children, seniors, and individuals in low-income households have been looked at in the Baseline Monitoring Report, the overall accessibility of the transit network has not been addressed. Data shows that transit vehicles have been steadily becoming more accessible (kneeling buses, for example). However, there is currently no inventory for infrastructure of the transit network, including stations and stops. CUTA is preparing to undertake a survey of transit accessibility in the GTHA so this data may be available in the future for a new indicator. In parallel to further work to more broadly inventory the accessibility of the transit network, Metrolinx has developed a multi-year accessibility plan, and conducted public outreach in spring 2013 to get input on how its operating divisions could improve accessibility.

- **Do we feel safer as we travel?**
  Data on road-based accidents is available and have been presented as part of this Baseline Monitoring Report. This data does not include, however, other facets of travel safety such as perception of risk, instances of crime on the transit network, trips and falls due to poor infrastructure conditions and other factors. Further work is needed to develop a more complete indicator to more completely address the goal of safety and security.

- **Fairness and transparency: do residents have an opportunity to engage meaningfully in the transportation decision-making process?**
  Transportation issues have always been at the forefront of public policy discourse and the ongoing improvement of the transit network is no exception. The need for public input and agency accountability is critical and it is important to establish good public engagement and for
transportation agencies in the GTHA to be transparent and accountable in its implementation of The Big Move. While transit agencies, including Metrolinx, engage in public consultation and track its engagement through meetings, number of participants, and feedback forms, there is a subjective dimension to meaningful engagement that is a challenge to measure. Advisory panels, such as the Let GO Know customer service panel, may help to fill this gap over the long term.

- **Is freight moving efficiently?**
  The indicators presented in the Baseline Monitoring Report focus on moving people, but a large proportion of vehicles are moving goods. At present, the region is lacking in reliable data to support an indicator that could monitor progress in moving freight more effectively. Further study on availability and quality of data for goods movement will continue, as one of the strategic directions identified in Metrolinx’s GTHA Urban Freight Study (2011).
Measuring Progress – Actions and Policies

The Big Move sets out ten strategies with 92 Priority Actions and Supporting Policies to achieve its vision, goals, and objectives. Are we making progress towards each of the Priority Actions? Are we implementing the Supporting Policies?

The Big Move sets out an action plan to guide us in transforming the transportation system in the GTHA. It is comprised of ten strategies:

• Build a Comprehensive Regional Rapid Transit Network
• Enhance and Expand Active Transportation
• Improve the Efficiency of the Road and Highway Network
• Create an Ambitious Transportation Demand Management Program
• Create a Customer-First Transportation System
• Implement an Integrated Transit Fare System
• Build Communities that are Pedestrian, Cycling and Transit-Supportive
• Plan for Universal Access
• Improve Goods Movement Within the GTHA and With Adjacent Regions
• Commit to Continuous Improvement

Together, these key strategies provide a long-term vision with the flexibility for nimble action as commuting needs and technologies change. Each strategy contains both Priority Actions and Supporting Policies. In total, the Big Move identifies 92 Priority Actions and Supporting Policies.

**Priority Actions**
Priority Actions are specific and concrete action for implementing each strategy. They are broad in scope and include legislation, policies, programs, planning and funding. Timescales for the delivery of each Priority Action varies widely.

**Supporting Policies**
Supporting Policies are intended to guide day-to-day decision-making in support of each strategy. Regional policies can be adopted by agencies and jurisdictions beyond municipal governments and transit agencies. School boards and health boards, for example, can be critical players in delivering The Big Move.
Where are we now?

Work has started on more than half of the Priority Actions and Supporting Policies, as detailed under each of The Big Move’s ten Strategies below. There is significant progress and construction on the First Wave of regional rapid transit projects, and the Next Wave have been confirmed as the subsequent transit projects to be implemented.

More detail on status and work implementing each of the 92 Priority Actions and Supporting Policies is provided in Appendix B, *Inventory of Initiatives*.

**Strategy #1: Build a Comprehensive Regional Rapid Transit Network**

The majority of the Priority Actions and Supporting Policies under Strategy #1 are underway.

From the 1960s to the 1980s, 135 kilometres of rapid transit services were introduced per decade. This included both the TTC subway and the commuter rail operated by GO Transit. During the 1990s, this expansion all but ground to a halt. Despite significant investment and momentum over the past 10 years, the transit and transportation system has not caught up.

Beyond building rapid transit infrastructure across the GTHA, the Priority Actions in Strategy #1 set out to strengthen transportation connections between municipal boundaries in the GTHA, and establish protocols and best practices to enhance existing transit while providing for tomorrow’s transit needs. These Priority Actions also focus on coordinating across the region to promote interoperability between transit systems.

To facilitate cost-effective procurement, Metrolinx initiated the Transit Procurement Initiative (TPI) to coordinate the standardization and ‘bulk’ purchasing of transit vehicles and parts across the GTHA. To date, TPI has saved an estimated $5 million among transit agencies across the province.

Details of progress in implement the regional rapid transit network can be found in Appendix C, *Building Rapid Transit*.

**Big Move #1:**
A fast, frequent, and expanded regional rapid transit network

Progress is underway for a number of priority projects in the regional rapid transit network, with $16 billion invested across the GTHA to launch the first projects.

**Big Move #2:**
High-order transit connectivity to the Pearson Airport district

The UP Express is a 25-km rail route, sharing the upgraded GO Transit rail corridor along the Kitchener line (formerly Georgetown line). The UP Express will provide a 25-minute journey between Union Station and Toronto Pearson.
Progress on other Priority Actions in Strategy #1 includes:

- Transit connectivity to the Pearson Airport district was improved through new transit services, including:
  - Mississauga MiWay Route 107 Airport Express;
  - Brampton Transit Route 115 Airport Express; and
  - The Mississauga Transitway (formerly Highway 403 Transitway)

- New or enhanced regional transit connections recently introduced include:
  - Rail service extension from Georgetown to Kitchener-Waterloo
  - Extended service on the Barrie Line to Allandale Waterfront GO Station
  - A new bus connection between Trent University and Oshawa GO Station

- A high-speed rail study for the Quebec City - Windsor Corridor was completed in November 2011 (by the Governments of Canada, Ontario, and Quebec.)

Key studies have been completed in support of expanding the transit network, such as:
- GO Electrification Study
- Toronto Transit Commission Downtown Rapid Transit Expansion Study
- Union 2031 Demands and Opportunities Study
- Union Station Rail Corridor Capacity Study

Examples of outstanding Priority Actions for Strategy #1 include:
- Establishing a region-wide, 24 hour base transit network
- Establishing protocols between the Province, Metrolinx and transit agencies to use provincially owned lands for transportation facilities
- Amending the Development Charges Act (1997) to address the historic level cap on development charges for transit growth and introduce the ability to direct levies to a broader range of transportation initiatives

Strategy #2: Enhance and Expand Active Transportation

The majority of the Priority Actions and Supporting Policies under Strategy #2 are underway.

The active transportation network is a vital part of an integrated transportation system, and is the focus of Strategy #2. Active transportation choices provide healthy, inexpensive, and environmentally friendly means of travel. These choices are suited for short and medium-distance trips, and for supplementing transit or automobile use.

Priority Actions to improve the active transportation network range from pilot studies to new active transportation connections over major roadways.
Since 2008, several new facilities have been completed or are currently under construction. These include:

- Waterfront Trail pedestrian bridge along the east bank of Rouge River and south of CN Rail corridor (Western Gateway-Pickering);
- Two pedestrian crossings over Oshawa Creek and one pedestrian/bike crossing on Waterfront Trail East (Oshawa);
- Multi-use trail bridge crossing over QEW near Red Hill Valley Parkway (Hamilton);
- Pedestrian bridge crossing (Bruce Trail) over Hwy 403, east of Lincoln Alexander Parkway (Hamilton);
- Pedestrian crossing over Highway 401, east of Liverpool Road (Pickering);
- On-road and off-road bicycle paths on Fairview Street under the QEW (City of Burlington, Halton Region);
- Etobicoke Creek Trail crossing under Hwy 401 (Mississauga, Peel Region);
- Multi-use trail tunnel under the QEW at Hurontario Street (Mississauga)
- Multi-use trail tunnel under the CN Tracks / GO Lakeshore Line at Mississauga Road (Mississauga); and
- Pedestrian bridge crossing of the GO rail line at Richmond Hill Centre

Many other pedestrian and cycling connections are in various stages of planning and construction throughout the GTHA. Municipalities, for example, have reported implementing bike lanes and cycle routes, as well as updates to municipal active transportation and cycling plans.

Beyond new connections, other progress includes:

- Eight of ten transit agencies reporting 100% of bus fleet equipped with bike racks
- Crossrides pilot project (Mississauga)
- Green Pavement Marking for Cyclists pilot project (Mississauga)
- Commuter cycling courses in York Region, Markham, Toronto, Peel Region, and Brampton
- Long-distance cycle route study throughout the Province, including the GTHA (MTO)

Examples of outstanding Priority Actions and Supporting policies under Strategy #2 include:

- Establishing a region-wide bike registry to allow for region-wide reporting and searching of stolen bikes
- Development of regionally-coordinated best practices for integrated walking and cycling in road design
- Amendments to the Highway Traffic Act to clarify the relationship between motorists and cyclists
- Amendments to the Public Vehicles Act and Highway Traffic Act so that transit vehicles do not require special permits to install bike racks

Big Move #4: Complete walking and cycling networks with bike-sharing programs

Building on the extensive work leading up to The Big Move, additional active transportation connections have been added to the network. Within the past few years, over 15 pedestrian, cycling, or other active transportation crossings have been built over 400-series highways, rivers, and rail lines. Over 300 km of bike lane facilities have been implemented*. A bike-sharing program has opened in one municipality, and four other municipalities are exploring the feasibility of a bike-sharing program within the short- to medium-term.
Strategy #3: Improve the Efficiency of the Road and Highway Network

There is work underway towards all Priority Actions and Supporting Policies under Strategy #3.

Road and highway trips currently make up the majority of trips within and across the GTHA. The road and highway network plays a crucial role in the movement of freight and options for across the GTHA.

An efficient road network is a key component of the integrated, multi-modal transportation system envisioned by The Big Move. Strategy #3 focuses on optimizing the capacity of the existing road and highway infrastructure and providing additional capacity and linkages.

Since 2008, actions to improve the efficiency of the road and highway network include:

- Implementation of seven new carpool facilities, and ongoing planning and construction of an additional seven (Ontario Ministry of Transportation)
- Implementation of High Occupancy Vehicle (HOV) lanes on 400-series highways, with over 16 km of new HOV lanes implemented on the QEW in 2010 (Ontario Ministry of Transportation)
- Priority parking for carpool users at several GO Transit rail stations
- Piloting road capacity enhancement projects, such as reversible lanes for transit (York Region) and bus bypass lanes (City of Toronto)

Progress on improving and expanding the regional highway network including:

- Highway 410 extension from Bovaird Drive to Highway 10 (opened in November 2009)
- Highway 404 extension from Green Lane to Ravenshoe Road (under construction, expected to be completed in Summer 2014)
- Highway 407 from Brock Road to Highway 35/115 (phase 1 construction started in late 2012, phase 2 expected in 2020)
- Highway 427 from Highway 407 to Highway 7 (Environmental Assessment approved in November 2010)
- GTA West (Environmental Assessment underway)
- Niagara-GTA (Environmental Assessment underway)

There has been work undertaken to support Strategy #3 and help manage congestion, such as the Traveler Information Services Framework (see Strategy #5 for more information on the Traveler Information Services Strategy).

Further work is needed to more fully advance some actions under Strategy #3 including:

- Eliminating legal and liability barriers to ride-sharing
- Amending the Ontario Public Vehicles Act to allow third-parties, such as non-government organizations, to provide vanpools
- Developing an Intelligent Transportation Strategy
Strategy #4 Create an Ambitious Transportation Demand Management Program

Over three quarters of Priority Actions and Supporting Policies are underway for Strategy #4.

Transportation Demand Management, or TDM, is about using existing transportation infrastructure and services efficiently and sustainably. TDM policies and strategies aim to support different commute choices, such as carpooling, walking and cycling, and transit, and to provide reasonable alternatives for commuting. As TDM can shift travel choices, and complements transit and active transportation initiatives, it is a key component of The Big Move.

Strategy #4 includes policies, strategies, guidelines, and tools that support several goals in The Big Move, including transportation choice, reduced emissions, and active and healthy lifestyles.

Building on work that was in progress prior to The Big Move, progress on TDM includes:

- Across the GTHA, there are 13 SmartCommute offices delivering TDM programs to over 300 employers and 670,000 employees
- The Active and Safe Routes to School pilot project in 25 elementary schools across Halton Region
- Implementation of TDM plans for staff at over 15 universities, hospitals, and provincial agencies, as well as over 200 private sector employers
- School Transportation Plans piloted at selected schools in York Region and Durham Region, providing a toolbox of options to mitigate traffic issues and encourage sustainable transportation
- The Canadian School Travel Planning framework and toolkit piloted in schools in York Region, Durham Region, Peel Region, the City of Toronto, and the City of Hamilton

Outstanding Priority Actions under Strategy #4 include:

- Establishing guidelines to help municipalities develop and implement TDM policies
- Regulations to encourage employers to offer employees a choice between car parking (if currently provided free) and a cash equivalent
Strategy #5: Create a Customer-First Transportation System

Over three quarters of Priority Actions and Supporting Policies are underway for Strategy #5.

A customer-first transportation system provides easily accessible information about travel options, transportation conditions, and route planning.

Priority Actions in Strategy #5 focus on provision of information at major transit stations and online, including real-time travel information for both the transit and road networks. The strategy also addresses customer service standards.

The Regional Transit Traveler Information Services Strategy, led by the MTO and Metrolinx, will include a trip planner, real-time next departure information, real-time service alerts, and schedule information. Development of the strategy includes a consolidated database of travel information, allowing third party development of smartphone apps so that easy-to-use, real-time travel information will be accessible by smartphone, tablet, and online.

Other progress under Strategy #5 includes:
- Customer Information Representatives in York Region, providing trip information to customers
- Real-time transit information on existing and planned rapid transit stations, such as Brampton Transit Züm, York Region Transit/Viva, Durham Region Transit (DRT) Pulse, and Toronto Transit Commission subway stations
- Through a collaborative effort between Metrolinx and Ryerson, the GO Mobile application was developed for GO customers to view schedules, see Union Station departure information, and set arrival alerts

Outstanding actions under Strategy #5 include:
- Creating a regional transportation information portal that provides standardized information on transportation alternatives, optimal routings, and comprehensive status updates for the transportation network
- Establishing region-wide standards and public reporting requirements for all transit services in the GTHA
- Fully phasing out restrictions that prevent transit agencies from picking up passengers while passing through neighbouring jurisdictions.

Big Move #5: An information system for travelers, where and when they need it

A Regional Transit Traveler Information Services Strategy is being developed to consolidate real-time travel information and facilitate development of a ‘one-stop shop’ website and smartphone app, providing travelers with real-time information on travel times, trip planning, and departures.
Strategy #6: Implement an Integrated Transit Fare System

All Priority Actions and Supporting Policies for Strategy #6 have work underway.

There are 10 transit agencies in the GTHA, and each has a different fare structure. This means travelers crossing the region have had to pay multiple fares for a single trip. An integrated transit fare system enables travellers to cross municipal boundaries or transfer between transit modes or operators without fare duplication.

The PRESTO fare card system was launched in May 2010. All transit systems in the GTHA currently participate in the PRESTO program, with some stations and transit vehicles outstanding. In Toronto, for example, substantial installation of PRESTO is anticipated on the Toronto Transit Commission (TTC) system by 2015, and fully implemented by 2017.

Transit agencies have been working to provide a better transit experience for passengers through integration of fare structures, co-fare arrangements, and transit pass subsidies. Depending on the transit system, the customer pays a flat fare, fare by distance, or zone fare.

Other recent progress in implementing Strategy #6 includes:
- Expansion of GO Transit co-fare arrangements to include GO Transit bus to local connections outside of GO Rail Stations
- Pilot study to expand the U-Pass program to Summer students and part-time students at the University of Toronto-Mississauga
- Progressing the introduction of a U-Pass Program at Sheridan College
- Continuation of U-Pass programs at Durham College, UOIT, Trent University (Oshawa), McMaster University, Columbia International College, Mohawk College, and Redeemer University/College, and University of Toronto-Mississauga

Additional work to fully implement some actions under Strategy #6 include:
- Expansion of the U-Pass program to more university and college campuses
- Amendments to tax rules so that employer-provided or employer-subsidized transit passes are tax-exempt
- Partnerships with financial institutions, local businesses, tourism destinations, and public sector agencies to expand the scope of the PRESTO fare card
Strategy #7: Build Communities that are Pedestrian, Cycling and Transit-Supportive

Over three quarters of Priority Actions and Supporting Policies are underway for Strategy #7.

The land use in our communities and neighbourhoods plays a significant role in how we choose to travel. Research continues to show that when we live in higher density neighbourhoods with a variety of stores and services nearby, we are much more likely to walk, bike and use transit.

Providing realistic transportation choices such as walking, cycling, and transit relies critically on efficient and sustainable land uses. Building on the province’s Growth Plan for the Greater Golden Horseshoe, The Big Move envisions a system of interconnected mobility hubs across the GTHA to strengthen the link between transportation and land use planning. Actions in Strategy #7 relate to policies, programs, guidance documents, and tools to cultivate mobility hubs and land uses that support transit and active transportation.

Development of a system of interconnected mobility hubs takes time. In many of the areas designated as mobility hubs, multiple land owners are involved; property redevelopment is needed; community and transit infrastructure needs to be built; and transit services need to be enhanced. Over the short-term, guidelines, studies, policies, and plans can be achieved to prepare for future development and investment.

Progress on implementing Strategy #7 includes:
- Adoption of Mobility Hub Guidelines by the Metrolinx Board of Directors
- Adoption of the GO Transit Rail Parking and Station Access Strategy by the Metrolinx Board of Directors
- Updates to the Province’s Transit Supportive Land Use Guidelines
- Publication of Mobility Hub Profiles
- A Report on Metrolinx Land Use Planning Authority at Mobility Hubs and GO Stations submitted to the Metrolinx Board of Directors in November 2011
- Workshops in Hamilton on site design of schools to support active transportation
- Incorporation of mobility hubs into Official Plans and Transportation Master Plans
- Financing options for mobility hub development are in place or being considered in Hamilton and York Region
- Development of a Comprehensive Parking Strategy in Mississauga
- Nodes, centres, and major transit station area policy studies in Hamilton and York Region
- Avenue and corridor design studies in Halton Region, Hamilton, Pickering, and Toronto
- Intensification studies in Oakville and Richmond Hill
Outstanding actions for Strategy #7 include:

- Development of a financial program to facilitate mobility hub capital improvements
- Ensuring new residential, commercial and employment developments are within walking distance of a transit stop with frequent service through updates to zoning by-laws and standards
- Updates to municipal parking and zoning by-laws may be further supported by the introduction of a business parking levy on off-street, on-residential parking spaces, as recommended in the Investment Strategy.
Strategy #8: Plan for Universal Access

All Priority Actions and Supporting Policies for Strategy #8 have work underway.

Work is well underway to implement Strategy #8, with half of the Priority Actions complete, including creating a regional body to advise Metrolinx on matters related to universal access, and development of both region-wide and local implementation strategies for universal access.

An Accessibility Advisory Committee (AAC) was established in February 2009 to advise Metrolinx on universal access, related to the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The AAC is comprised of consumers and providers of specialized transit services, and individuals with expertise related to accessible transportation from across the region.

Actions completed under Strategy #8 include:
- A regional Cross-Boundary Study to examine the issues and challenges of addressing cross-boundary transit services, particularly related to universal access
- At the provincial level, the Accessibility Standard for Transportation came into effect in July 2011 for transit providers

Initial work is underway for Strategy #8 including:
- Developing a region-wide accessibility strategy
- Accelerating AODA compliance in transit facilities
- Standardizing eligibility criteria for specialized transit services
- Coordinating trip requests through a “one-window” service
- Expanding traveler education programs for those who are unsure about using accessible conventional transit services
- Coordination of services with transportation providers in the health care sector
- Establishment of a GTHA voucher program for areas where specialized transit service is inadequate
Strategy #9: Improve Goods Movement within the GTHA and with Adjacent Regions

All of the Priority Actions for Strategy #9 are in progress.

The ability to move goods to, from, and through the region is critical to our ability to compete in a global economy. Currently, the majority of freight movements within and across the GTHA are by truck.

The Big Move specifically identified the need for a multi-pronged approach and strong partnerships with stakeholders in the goods movement industry to improve the efficiency of freight movement and to reduce the greenhouse gas emissions arising from goods movement in the GTHA.

In 2010, Metrolinx undertook a comprehensive urban freight study to inform policy development and provide strategic direction for increasing the capacity and efficiency of freight movement within the GTHA.

The GTHA Urban Freight Study sets out strategic directions and possible actions to improve goods movement. In 2013, The Big Move was updated to reflect Metrolinx’s adoption of the GTHA Urban Freight Study and its strategic directions.

Progress under Strategy #9 includes:

- Establishment of a GTHA Urban Freight Forum (UFF) to support the implementation of the Strategy, and establishing the Intergovernmental Sub-Committee to support the UFF
- A two-year project through the University of Toronto to address the need for coordinated Urban Goods Movement (UGM) data collection and data management to support policy and planning (Metrolinx)
- Sponsorship of a Transportation Association of Canada (TAC) study to understand the potential for truck-only lanes in urban areas (Metrolinx)
- Development of Freight Supportive Guidelines (MTO) to assist engineers, planners and other stakeholders with goods movement related land use, traffic and design issues
- Peel Region has a Goods Movement Task Force focused on efficient movement of goods and is an ongoing initiative
Strategy #10 Commit to Continuous Improvement

A majority of the Priority Actions and Supporting Policies have work started under Strategy #10.

Incorporating current research and best practices that respond to changes in the region is important to keep The Big Move relevant across the GTHA.

Strategy #10 focuses on research, coordination of data, prioritization methodologies, and working with other delivery partners to align common objectives, and nurture development of new and innovative transportation solutions.

Progress to date includes:
- Establishing the Transportation Modelling Group (TMG) (University of Toronto) to bring together modelling staff from across the GTHA to discuss and resolve shared issues
- Identifying common approaches to transportation issues with TransLink (Vancouver) and Agence Métropolitaine de Transport (Montréal), including linking regional to national transportation benefits

Outstanding actions include:
- Establishing a Centre of Excellence for Transportation in the GTHA to foster research and innovation in transportation
- Developing a long-range land protection and/or acquisition strategy to accommodate future transportation needs

Implementing The Big Move

When fully implemented, The Big Move is targeted to:
- Reduce the average distance each person travels by car each day from 26 kilometres to 19 kilometres;
- Reduce the percentage of people travelling by car from 70 percent to 50 percent, shifting their choices to transit and other modes;
- Increase the percentage of people who live within two kilometres of rapid transit from 42 percent to 81 percent;
- Increase the percentage of people who use transit during the morning rush hour from 16.5 percent to 26.3 percent;
- Grow the total length of rapid transit services in the GTHA from 500 kilometres to 1,725 kilometres;
- Increase annual transit ridership from 546 million to 1.27 billion; and
- Reduce per person greenhouse gas emissions from passenger transportation by almost one-third.

The Big Move identified a broad-level implementation plan. Metrolinx is moving ahead on early stages such as the Benefits Case Analyses and a framework for transit project prioritization, and are working on strategies and goals that take a longer period of time to
complete. Achieving some of The Big Move Strategies, such as Commit to Continuous Improvement (Strategy Ten), will be ongoing over several decades.

Major considerations for continuing progress towards implementing the vision of The Big Move include:

- **Implementation of an Investment Strategy.** The Investment Strategy proposes 24 recommendations that not only impact how we generate revenue, but how we invest most effectively, touching on many of the Priority Actions of The Big Move. The recommendations are not just about revenue generation, they change the way we approach a range of policy areas that are key to progress. Metrolinx has delivered an Investment Strategy on May 27, 2013.

- **Transportation Planning Policy Statement.** A key tool to help bring about better alignment between land use and transportation is the development of a Transportation Planning Policy Statement, as described in the *Metrolinx Act*. A policy statement would support increased integration by ensuring municipal planning decisions are consistent with The Big Move, requiring that municipalities and Metrolinx work together to develop transportation master plans, and providing for effective planning for existing and future transportation corridors. The development of a Transportation Planning Policy Statement by the Minister of Transportation is a recommendation of the Investment Strategy.

- **A key role for the federal government in delivering the plan.** There is ongoing work with local, provincial and federal partners to advance transportation infrastructure needs. Recommendation 8 in the Investment Strategy specifies that the federal government be requested to increase its commitment to implementing The Big Move. Particular consideration should be given to the adoption of a National Transit Strategy that would see the federal government contribute up to one-third of the capital costs of Next Wave transit and transportation infrastructure.
A Range of Initiatives Around the Region

A. Stepping It Up is a pilot project in select elementary schools to identify issues and solutions for encouraging active and sustainable travel. By December 2011, 30 schools participated in the pilot program. The program is led by Metrolinx, in partnership with the Region of Peel, City of Hamilton, Green Communities Canada, and the University of Toronto, with support from Transport Canada’s ecoMOBILITY program.

B. The City of Hamilton is planning revised eligibility criteria to support an increase in specialized transit service levels. The city has also expanded the number of cross-boundary transfer points for specialized transit services at GO Transit and VIA Rail facilities beyond the Hamilton boundary.

C. The Town of Oakville transformed its radial transit network to a grid network, supporting efficient land use development and providing passengers with more direct travel routes.

D. Over 3,000 carpool spaces in 25 carpool lots are available on major highways and interchanges throughout the GTHA. The carpool facilities are free and no registration or permit is required.

E. The City of Mississauga is developing Multi-Modal Road Design Guidelines, setting out best practices in the design of roads and streets to ensure that sustainable modes of transportation are accommodated and supported appropriately.

F. The Halton-Peel Boundary Area Transportation Study (HP-BATS) identifies a long-term transportation network to support provincial and inter-municipal planning goals. By identifying opportunities to optimize the existing road network, the study also identified the connections and improvements needed to support municipal planning objectives. The study was completed in 2010.

G. GO Transit reports on customer service every month, and surveys customer satisfaction each quarter, covering issues such as crowding, safety, cleanliness, on-time performance, and reliability of service.
York Region has developed a TDM Strategy to identify the components that should inform a Region wide TDM program. It identifies key short, medium, and long term steps and coordination required to achieve the TDM objectives.

Funded by the MTO and Metrolinx, Ryerson University developed the GO Mobile app, which provides real-time travel information for the GO Rail and Bus networks. The app is available for iPhone, BlackBerry, and Android smartphones.

Over 550,000 PRESTO fare cards have been issued across the GTHA. The program was first launched in May 2010.

York Region carried out a pilot project in social marketing. Directed at over 400 households in two communities, the campaign directly resulted in reduced Single Occupant Vehicle trips.

In 2010, 91% of all transit vehicles in the GTHA were accessible to people with mobility difficulties. That represents a significant increase up from just 31% of all transit vehicles in 2002.

Through Durham Region Transit’s TDM program for its staff, the agency achieved reductions of:
- 3,629 single occupant vehicle trips;
- $74,171 in costs for commuters;
- 120,065 vehicle kilometers traveled; and
- 26 metric tonnes of greenhouse gas emissions.

The Metrolinx Partnerships Program provides funding for initiatives that advance our strategic priorities, and foster dialogue about transportation issues in the GTHA.

The Nolnda Trail/Tom Taylor Trail, connecting Aurora to Holland Landing, was completed in 2011. This project was funded through York Region’s Pedestrian and Cycling Municipal Partnership Program.
Closing Remarks

Implementation of The Big Move has begun, with work underway to fulfill many of the Priority Actions. Many challenges and opportunities lie ahead. By periodically taking stock of what has been achieved – and where we need to focus efforts going forward – the GTHA will be in position to effectively deliver on the goals and vision of The Big Move.

The Big Move is Underway

The GTHA continues to grow and evolve. The population grew by almost 9% between 2006 and 2011, with increasing growth in suburban areas. As both transit fares and vehicle ownership becomes increasingly expensive, the cost of getting around the region is going up. These regional trends, and others, are important to understand the context in which The Big Move is being implemented, to more fully understand the challenges and successes.

In the five years since The Big Move was approved, great strides have been made across all ten strategies to implement the Priority Actions and Supporting Policies. This has been the result of a collective effort from partners across the region, and demonstrates momentum behind the implementation of The Big Move.

Initial Steps

There are a number of policy areas where work has been significantly advanced. This is most visible in the construction of the regional rapid transit network, where $16 billion has been invested to launch the first projects, many of which are now under construction. To facilitate cost-effective procurement, Metrolinx initiated the Transit Procurement Initiative (TPI) to coordinate the standardization and ‘bulk’ purchasing of transit vehicles across the province. To date, TPI has saved an estimated $5 million among transit agencies in Ontario. With investment from the Government of Canada, Government of Ontario, and the City of Toronto, Union station – the heart of the GTHA’s transportation system – is being revitalized.

Continued progress has been made on better integrating different transit service providers and active transportation. Bike racks are a common fixture on the majority of local buses serving the GTHA, and individual municipalities are continuing to grow the active transportation networks. All transit agencies across the region are now active with PRESTO to provide a common fare payment system, and work is continuing to expand to full coverage for all networks by 2017.

In 2010, Metrolinx undertook a comprehensive urban freight study to inform policy development and provide strategic direction for increasing the capacity and efficiency of freight movement within the GTHA. The strategic directions resulting from the study have been incorporated into The Big Move, and Metrolinx and partners continue to advance work on urban freight and goods movement.
There has been much work to better integrate land use and transportation planning. A number of guidelines and plans have been developed and published, including Metrolinx’s Mobility Hub Guidelines, GO Transit Rail Parking and Station Access Plan, and the Province’s updated Transit Supportive Land Use Guidelines. These documents provide practical guidance and policies for the planning, design and implementation of major transit station areas and transit station areas guided by principles of transit-oriented development and growth management.

An important step in advancing implementation of The Big Move is the development and release of an Investment Strategy, in May 2013. The Investment Strategy is about more than raising revenues – it’s about ways to support The Big Move to grow a more livable, prosperous and sustainable region using a variety of tools and instruments. The recommendations developed in the Investment Strategy support implementation by identifying how land use policies, operations of the transportation network, and other public investments must be aligned and in place to ensure that projects deliver the maximum benefits to the region as a whole.

**Areas of Focus for the Future**

There are a number of areas where continued work is important to maintain momentum on delivering The Big Move over the next few years.

There is a critical connection between tracking performance of The Big Move and facilitating informed decision-making. Through a long-term reporting process, the KPIs and relevant data sources should be reviewed regularly to fill identified gaps, and to collaborate with stakeholders to ensure that data collected is high quality, reliable, and granular. Key performance indicators to ensure that the best available data and indicators are used in future progress reports.

Continuing to advance fare and service integration across the GTHA is an important part of delivering an integrated transportation system and making it as easy as possible for customers to navigate the overall transit system. Improved fare and service integration will enhance the transit customer experience, promote ridership growth, improve mobility across the region, and move people more seamlessly and efficiently by public transit.

Measurable improvement in the customer experience is an important way that the transit network can continue to keep customer service at its core. GO Transit, and more recently, the TTC have developed and implemented Passenger Charters, to outline their respective commitments towards improving the customer experience. Transit service providers should work together to share best practices on continuous improvement in customer service, and to develop common reporting mechanisms were appropriate.

While the First Wave rapid transit projects are being built, Metrolinx will continue to work with the Province, municipalities and other agencies on planning, designing, building and operating the Next Wave projects. The first phase of this work includes securing long term predictable funding through the recommendations of the Investment Strategy and further planning work to finalize the scope and phasing of each project.

A critical aspect of the implementation of The Big Move is the application of the Investment Strategy. Metrolinx delivered its Investment Strategy in May 2013,
recommending investment tools to be specifically dedicated to transit and transportation, as well as specific measures to build accountability and trust, an ongoing role for the federal government in supporting urban transportation systems, and means to ensure oversight of the collection, management and expenditure of the resources raised.

Metrolinx will continue its work transforming transportation across the region, including several projects already under construction. We will continue to work with our delivery partners to add to the baseline of information summarized in this Baseline Monitoring Report, and to refine the methods of measuring our progress to implement The Big Move as a region in a transparent and accountable way.
Appendix: Stakeholder Engagement

The Baseline Monitoring Report was established over a 2.5 year period with the input and advice of the following groups.

External multi-disciplinary Project Committee

- Ralph Aprile, Durham College
- Robert J. Armstrong, Armstrong Trade and Logistics Advisory Services
- David Culham, former Mississauga City Councillor
- Anne Golden, The Conference Board of Canada
- Niall Haggart, The Daniels Corporation
- Mitzie Hunter, Greater Toronto CivicAction Alliance
- Chris Jovellanos, Transportation student at Ryerson University
- Ed Levy, BA Consulting Group Ltd.
- Andy Manahan, Residential and Civil Construction Alliance of Ontario
- Braz Menezes, York Quay Neighbourhood Association
- Rick Miner, Miner Management Consultants
- Colette Murphy, Atkinson Foundation
- Lee Parsons, Metrolinx Board of Directors / Malone Given Parsons
- Pamela Robinson (Chair), Planning, Ryerson University
- Henry J.P Wiercinski (Vice-Chair), Retired; formerly McCarthy Tetrault LLP Partner

Municipal Working Group

- City of Barrie – Infrastructure, Development & Culture
- City of Brampton – Works & Transportation; Planning, Design & Development
- City of Burlington – Planning & Building
- Region of Durham – Planning & Economic Development
- Region of Halton – Planning; Transportation Services
- City of Hamilton – Planning & Economic Development; Strategic Planning, Environment & Sustainability
- Town of Markham – Development Services
- Town of Milton – Planning & Development
- City of Mississauga – Transportation; Planning & Building
Town of Newmarket – Legal & Development Services
Region of Niagara – Integrated Community Planning
Town of Oakville – Infrastructure & Transportation Services
City of Oshawa – Development Services
Region of Peel – Planning Policy & Research; Transportation
City of Pickering – Planning & Development
Town of Richmond Hill – Planning & Regulatory Services
City of Toronto – City Planning; Transportation Planning
City of Vaughan – Planning
Region of Waterloo – Transportation Planning
Region of York – Planning & Development Services; Transportation Services

External Transit Agency Working Group

Brampton Transit
Burlington Transit
Durham Region Transit
Hamilton Street Railway
Milton Transit
Mississauga Transit
Oakville Transit
Toronto Transit Commission
York Region Transit

Provincial Working Group

Ministry of Infrastructure – Growth Policy & Planning
Ministry of Municipal Affairs and Housing – Provincial Planning Policy Branch
Ministry of Transportation – Transit Policy Branch; Transportation Planning; Transportation Policy Branch

Peer Review Panel

Pierre Filion University of Waterloo School of Planning
Eric Miller University of Toronto Cities Centre
Michael Roschlau Canadian Urban Transit Association
Expenditure-based Gross Domestic Product for Canada, Statistics Canada 2011


Between 2001 and 2006, the proportion of individuals in low-income households increased on average by 1.2% . The analysis included all census subdivisions in the GTHA. It should be noted that there was some variation to this trend. Hamilton and East Gwillimbury, for example, saw a reduction in the proportion of individuals in low-income households. Source: Statistics Canada (analysis based on 26 lower-tier or single-tier municipalities (census subdivisions). <http://www12.statcan.gc.ca/census-recensement/2006/dp-pd/92-596/P1-1.cfm?Lang=eng&T=CSD&TID=0>

According to the most recent reports available as of May 2012. The Toronto Port Authority Annual Reports are available online at: <http://www.torontoport.com/About-TPA/Media-Room/Publications.aspx>

Statistics Canada
Statistics Canada Census Trends
Transportation Tomorrow Survey
Statistics Canada, Consumer Price Index