

To: Metrolinx Board of Directors
From: Jennifer van der Valk, *Chief Planning Officer (A)*
Date: September 10, 2020
Re: **Planning Q2 - 20/21 Report**

Recommendation

That this report be received for information.

Highlights

- **Wayfinding at York Concourse** In partnership with the City of Toronto, Metrolinx has launched a Wayfinding pilot project at the York Concourse at Union Station to improve wayfinding and signage. New bilingual signage has been installed to clarify messaging and disclose information progressively as customers move through the facility.
 - As part of the pilot, customer feedback will be gathered to inform any necessary refinements before rolling out the design to the full station.
 - Consistent signage will be installed at the new Bay Concourse and the new Union Station Bus Terminal, when opened, to ensure a seamless and cohesive customer experience.
- **Station Access Implementation:** A “quick blitz” application of a suite of station access improvements is progressing starting with five pilot locations (Ajax GO, Aurora GO, Long Branch GO, Mount Pleasant GO & Oakville GO) with a focus on walking, cycling and wayfinding. Insights and lessons learned from the pilots may inform future station improvements across the network.
 - These initial pilot stations were selected based on various considerations including; ridership, facility needs, parking utilization, customer satisfaction score etc.
 - Detailed designs for the station access improvements and construction for some of the improvements is expected to commence in Fall 2020.
- **Fare Integration:** In consultation with regional transit agencies and the Ministry of Transportation, Metrolinx is undertaking customer market research to support improved fare and service integration.
- **On Demand/Micro-Transit:** Metrolinx is continuing to support the Ministry of Transportation in determining opportunities for advancing micro-transit across the region.
- **Frequent Rapid Transit Network** In collaboration with Ministry of Transportation, Metrolinx engaged with planning and transit staff in over 10 outer-ring municipalities in Metrolinx’s expanded Greater Golden Horseshoe (GGH) mandate area. This has been coordinated with the Ministry of Transportation and is supporting the identification of transit needs and candidate projects for expansion of the Frequent Rapid Transit Network (FRTN) to the GGH.
- **Dundas Street BRT** Metrolinx issued a Request to Qualify and Quote (RQQ) to market for consultant services to support preliminary design, a Preliminary Design Business Case, and environmental approvals.
- **Regional Priority Bus Program** A proof of concept micro simulation modelling exercise is underway to better understand priority bus options in the region. Three corridors in Brampton,

Mississauga, and Hamilton are being analyzed to test the benefits of queue jump lanes, transit signal priority, dedicated bus lanes, stop consolidation, and all-door boarding.

Respectfully submitted.

Jennifer van der Valk
A/Chief Planning Officer