



AGENDA

TRANSPORTATION COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA

www.mississauga.ca

WEDNESDAY, DECEMBER 3, 2014 – 9:00 A.M.

COUNCIL CHAMBER – 2nd FLOOR – CIVIC CENTRE
300 CITY CENTRE DRIVE, MISSISSAUGA, ONTARIO, L5B 3C1

Members

Mayor Bonnie Crombie	
Councillor Jim Tovey	Ward 1 (Chair)
Councillor Karen Ras	Ward 2
Councillor Chris Fonseca	Ward 3
Councillor Frank Dale	Ward 4
Councillor Carolyn Parrish	Ward 5
Councillor Ron Starr	Ward 6
Councillor Nando Iannicca	Ward 7
Councillor Matt Mahoney	Ward 8
Councillor Pat Saito	Ward 9
Councillor Sue McFadden	Ward 10
Councillor George Carlson	Ward 11

Contact: Stephanie Smith, Legislative Coordinator, Office of the City Clerk
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Stephanie.smith@mississauga.ca

INDEX – TRANSPORTATION COMMITTEE – December 3, 2014

CALL TO ORDER

APPROVAL OF THE AGENDA

DECLARATIONS OF CONFLICT OF INTEREST

PRESENTATIONS - Nil

DEPUTATIONS

- A. Item 1 Mary-Lou Johnston, Manager, Business Development
- B. Item 2 Andy Harvey, Director, Engineering and Construction and Helen Noehammer, Director, Transportation & Infrastructure Planning

MATTERS TO BE CONSIDERED

- 1. MiWay Customer Service Strategy – 2015
- 2. Rapid Transit in Mississauga
- 3. Mobility Pricing
- 4. All-way Stop Control - Edenwood Drive at Patrick Crescent (north intersection) (Ward 9)

ADVISORY COMMITTEE REPORTS - Nil

OTHER BUSINESS/ANNOUNCEMENTS

CLOSED SESSION

(Pursuant to Subsection 239 (3.1) of the Municipal Act, 2001)

ADJOURNMENT

CALL TO ORDERAPPROVAL OF THE AGENDADECLARATIONS OF CONFLICT OF INTERESTPRESENTATIONS - NilDEPUTATIONS

- A. Item 1 Mary-Lou Johnston, Manager, Business Development
- B. Item 2 Andy Harvey, Director, Engineering and Construction and Helen Noehammer, Director, Transportation & Infrastructure Planning

MATTERS TO BE CONSIDERED1. MiWay Customer Service Strategy – 2015

Corporate Report dated October 24, 2014 from the Commissioner of Transportation and Works with respect to the MiWay Customer Service Strategy 2015.

RECOMMENDATION

That the report entitled “MiWay Customer Service Strategy” dated October 24, 2014 from the Commissioner of Transportation and Works be received for information.

2. Rapid Transit in Mississauga

Corporate Report dated November 19, 2014 from the Commissioner of Transportation and Works with respect to rapid transit in Mississauga.

RECOMMENDATION

- 1. That the Hurontario-Main Light Rail Transit project, the completion of the portion of the Mississauga Transitway and Metrolinx’s Regional Express Rail initiative for the Lakeshore, Milton and Kitchener GO Transit Lines be identified as the City of Mississauga’s Priority Rapid Transit Projects.
- 2. That a copy of this report be forwarded to Metrolinx for information.

3. Mobility Pricing

Corporate Report dated November 10, 2014 from the Commissioner of Transportation and Works with respect to mobility pricing.

RECOMMENDATION

That the report entitled "Mobility Pricing" dated November 10, 2014 from the Commissioner of Transportation and Works, be received for information.

4. All-way Stop Control - Edenwood Drive at Patrick Crescent (north intersection) (Ward 9)

Corporate Report dated November 14, 2014 from the Commissioner of Transportation and Works with respect to an all-way stop control - Edenwood Drive at Patrick Crescent (north intersection).

RECOMMENDATION

That an all-way stop control not be implemented at the north intersection of Edenwood Drive at Patrick Crescent.

ADVISORY COMMITTEE REPORTS - Nil

OTHER BUSINESS/ANNOUNCEMENTS

CLOSED SESSION – Nil

(Pursuant to Subsection 239 (2) of the Municipal Act, 2001)

ADJOURNMENT



Corporate Report

Clerk's Files

Originator's
Files

Transportation Committee

DEC 03 2014

DATE: October 24, 2014

TO: Chair and Members of Transportation Committee
Meeting Date: December 3, 2014

FROM: Martin Powell, P.Eng.
Commissioner of Transportation and Works

SUBJECT: **MiWay Customer Service Strategy - 2015**

RECOMMENDATION: That the report entitled "MiWay Customer Service Strategy" dated October 24, 2014 from the Commissioner of Transportation and Works be received for information.

**REPORT
HIGHLIGHTS:**

- The Canadian Urban Transit Association (CUTA) Vision 2040 – Theme 3 – "Focusing on Customers" encourages all transit systems to build programs to support customer service.
- Customers define what we do at MiWay and determine if we are successful at what we do every day.
- MiWay has millions of customer interactions annually and each one should be consistently positive for the customer.
- Outstanding customer service will build positive perceptions of the MiWay brand and support the City's values and strategic goals.
- GO Transit, TTC, Translink in B.C. and Calgary Transit all have successfully implemented customer service programs.
- MiWay needs to become a leader in customer service to maximize new ridership growth opportunities that will arise with Mississauga Transitway operations.

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BACKGROUND:

Many organizations today are faced with significant challenges in the area of customer service and service delivery both internally and externally. The pace of change and new technology coupled with high customer expectations is making many organizations develop or rethink their customer service strategies. In an era where customer service has become a defining factor for customers, organizations of all types struggle to find the unique balance between delivery of a service, the cost of delivery and customer expectations.

MiWay understands that the customer is at the core of its business. Our customers define what we do and determine if we are successful at what we do every day. Every organization needs a customer service model that integrates customer service into the strategic and operational mindset of its entire staff. Following the launch of its new brand in 2010, MiWay received relatively high (82 per cent) overall customer satisfaction ratings in 2011 and 2013; however, specific areas related to customer service achieved lower scores and require an organizational commitment to continuous improvement.

MiWay is planning to develop a customer service strategy beginning in 2015 to become a leader in customer service and maximize new ridership growth opportunities that will arise with Mississauga Transitway operations.

COMMENTS:

CUTA Supports Customer Service Programs for Transit

As highlighted in the third theme (“Focusing on Customers”) of the Canadian Urban Transit Association (CUTA) Vision 2040, transit systems must respond to the needs of customers. CUTA is encouraging all transit systems across Canada to invest in customer service to increase ridership.

In fall 2013, CUTA unveiled a Passenger Charter program for its transit members across Canada. This program was developed with the help of 15 Canadian transit agencies (including MiWay) that make up the Customer Orientation Task Force.

A Passenger Charter clearly outlines promises about service quality and demonstrates the organization’s commitment to defining and improving the customer experience. Transit systems such as GO

Transit, TTC, Translink in B.C. and Calgary Transit all have successfully implemented customer service programs that include a passenger charter. A passenger charter template developed by CUTA is included as Appendix A. This is just one of the programs MiWay needs to consider in developing a Customer Service Strategy.

MiWay Customer Experience

MiWay is the third largest municipal transit service provider in Ontario, smaller than only TTC and OC Transpo in Ottawa. Customers board MiWay buses over 50 million times per year many with driver interaction, contact our customer service line 450,000 times annually and visit our information kiosk at the City Centre Transit Terminal hundreds of times daily. Additionally, customers purchase various fare products daily from our fare agents across Mississauga; they visit our MiWay public outreach booth at over 100 local community events; and they interact daily with our Operations and Enforcement teams. All of this leads to millions of interactions annually between MiWay employees and customers. Every interaction should provide the customer with an experience that is positive and consistent. Delivering outstanding customer service will build and maintain a positive perception of the MiWay brand and support the City's values and strategic goals.

All MiWay employees from senior staff and support functions to front-line staff are responsible for delivering excellent customer service. However, to build a specific project team to lead and support the development, implementation and ongoing management of the Strategy, MiWay is planning to reorganize its customer service team to develop and support this goal.

MiWay Customer Service Strategy - 2015

An effective customer service strategy will define the journey to achieve a positive and customer focused culture internally leading to providing excellence in customer service for our customers in all experiences with MiWay.

In the 2015 Business Plan and Budget, it is recommended that a Customer Relationship Management team be formed to develop and manage new customer programs. This will provide the staff structure to effectively develop, manage and maintain successful customer

service programs. The 2015 Business Plan and Budget outlines three new contract staff positions for a three year period: Customer Relationship Manager, Customer Relationship Coordinator and Customer Service Trainer. At the end of the three-year period a needs analysis will be completed to recommend future staffing requirements to maintain the Customer Service Program. The 2015 Business Plan and Budget also requests assistance from a consultant to build a plan that will be thorough and inclusive of both internal staff and customer needs.

Investing in customer service will increase transit ridership, maintain and improve MiWay customer satisfaction ratings, boost employee morale, improve decision-making, reduce customer complaints and other levels of government are more likely to invest in transit systems with the high public approval that comes with good customer service.

STRATEGIC PLAN:

A MiWay Customer Service Strategy supports the following City Strategic Goals:

Move: Developing a Transit Oriented City

- Build a reliable and convenient system
- Connect our City
- Direct Growth

Belong: Ensuring Youth, Older Adults and New Immigrants Thrive

- Ensuring affordability and Accessibility
- Attract and Retain Youth

Connect: Completing our Neighbourhoods

- Provide Mobility Choices
- Maintain a Safe City

FINANCIAL IMPACT:

The 2015 Business Plan and Budget outlines three new contract staff positions for a three-year period: Customer Relationship Manager, Customer Relationship Coordinator and Customer Service Trainer. It also includes a request for professional services support from an

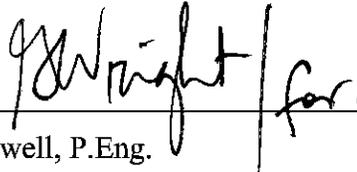
external consultant. The total value proposed in the 2015 budget is \$475,000 which includes required time pay for Operators for the training program. At the end of the three-year period a needs analysis will be completed to determine future staffing requirements to support the Customer Service Program.

CONCLUSION:

Excellence in customer service is a long-term commitment from all employees in an organization. More and more organizations today are rethinking their business and putting the customer at the centre of everything they do. MiWay is at the beginning of the journey to build a program from the inside-out that will support excellence in customer service, focus our everyday work on the customer, reduce customer complaints, and maintain and improve MiWay's high customer satisfaction ratings to grow our business.

ATTACHMENTS:

Appendix 1: CUTA Passenger Charter Template



Martin Powell, P.Eng.

Commissioner of Transportation and Works

*Prepared By: Mary-Lou Johnston, Manager of Business
Development*



Our Passenger Charter: We will...



do our best to be on time.

We want to get you where you need to be - when you need to be there. It's our goal to be on time, and you're always welcome to see how we're doing - just visit <<your company website>>. If there are delays, we will provide information about them.

always take your safety seriously.

This means continuing to keep our stations and terminals well lit and our vehicles well maintained. If something does happen, it means getting you the help you need from our trained, professional staff. All in all, it means doing whatever we can to ensure that you get home safely.

keep you in the know.

Whether it's information that can help you plan your journey, late-breaking news that impacts your trip with us, or an announcement you need to hear; we will be clear and consistent in our communications.

see that you have a comfortable trip.

We want your trip to be as easy as possible. Your fare will gain you admission to a modern, well-equipped vehicle, giving you well-deserved time to yourself. Your comfort is important to us.

help you quickly and courteously.

Customer assistance is part of everyone's job at <<your company name>>. If you have a problem, we'll do our very best to resolve it on the spot. If you have questions prior to, or during your trip, we'll answer them for you. In other words, whenever you need help, just ask.

be welcoming and accessible to all.

<<Your Company>> is at your service. Our vehicles, stops, stations and terminals are accommodating to all passengers. Our signage is clear, and service is available in several languages. All our employees are ready to make your experience a positive one.

do our best to be a good neighbour.

The area we serve is our home too. <<Your Company>> will strive to be sustainable and smart. We will maintain good relations with our communities and be a good corporate citizen.

Looking to the future, two things are certain – we will need to grow to meet increasing demand, and we will adapt to meet your changing needs. If you have ideas, we want to hear them. And as our system grows and changes we think you deserve to know. Together, we can all enjoy the ride.

See what we are doing to make your trip better... visit us at <<Transit Company Website>>



Corporate Report

Clerk's Files

Originator's Files MG.11.REP

Transportation Committee
DEC 03 2014

DATE: November 19, 2014

TO: Chair and Members of Transportation Committee
Meeting Date: December 3, 2014

FROM: Martin Powell, P. Eng.
Commissioner of Transportation and Works

SUBJECT: **Rapid Transit in Mississauga**

- RECOMMENDATION:**
1. That the Hurontario-Main Light Rail Transit project, the completion of the downtown portion of the Mississauga Transitway and Metrolinx's Regional Express Rail initiative for the Lakeshore, Milton and Kitchener GO Transit Lines be identified as the City of Mississauga's Priority Rapid Transit Projects.
 2. That a copy of this report be forwarded to Metrolinx for information.

REPORT HIGHLIGHTS:	<ul style="list-style-type: none"> • An investment in rapid transit infrastructure is required to support the current vision for municipal growth and intensification. • Elements of the Mississauga Transitway opened in November 2014 representing a significant capital investment in rapid transit development. • As part of the broader regional rapid transit network, Mississauga is commencing transportation studies examining rapid transit potential as a component of the Lakeshore Road Corridor Master Plan, Dundas Street Corridor Master Plan and is proposing to
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initiate further design work related to the Mississauga Transitway within Downtown Mississauga.

- Preliminary design work and environmental assessment approvals for the Hurontario-Main Light Rail Transit have been completed and this project is awaiting a funding commitment to proceed on to the next stage of implementation.
- With respect to rapid transit project priorities, Mississauga has three equal priorities: (1) the Hurontario-Main Light Rail Transit; (2) the downtown portion of the Transitway; and (3) Metrolinx's Regional Express Rail (RER) initiative.

BACKGROUND:

From a transportation perspective, opportunities to support growth through the continued expansion of the road network are limited and as a result, the City is transitioning from a practice of moving traffic to focusing upon the overall movement of people and goods. It is this paradigm shift that supports the development of a more multi-modal and sustainable transportation system. This report provides a high level overview of rapid transit in Mississauga, touching upon the underlying need, the Greater Toronto and Hamilton Area (GTHA) context and the major rapid transit projects underway or currently identified for Mississauga's future.

COMMENTS:

While the role of the car in our society will remain preeminent for some time, it is also recognized that transit has the ability to carry more people in a more efficient and sustainable manner. In order to do so, transit needs to provide a competitive and attractive alternative. Transit needs to ensure that it can provide fast and reliable service between places that people want to travel. Rapid transit is a bundle of tools and options that can make transit trips faster and more reliable. It also helps to ensure that municipal resources such as the transit fleet and road rights-of-way are being used in an efficient and sustainable manner. This often focusses on the full or partial segregation of transit vehicles but can also be supported by priority treatments such as transit priority signals, reserve lanes, shoulder bus lanes on freeways, priority signage and pavement markings. Operational items such as fare card pre-payment options, all-door boarding, express services, etc. can form part of a rapid transit system. The City of Mississauga currently operates a network of express routes and

continues to develop site-specific transit priority intersection treatments.

The appropriate mode of rapid transit needs to be assessed with a full understanding of the corresponding benefits and costs. These modes can include the use of buses, light rail, subways and heavy rail depending upon the specifics of the corridor and situation. The rapid transit modes need to be examined in a holistic manner integrating transportation, land use and urban design factors.

Metrolinx, the provincial agency responsible for overall transportation planning in the GTHA, has defined rapid transit in their *Big Move* Transportation Plan as a “*Transit service separated partially or completely from general vehicular traffic and therefore able to maintain higher levels of speed, reliability and vehicle productivity than can be achieved by transit vehicles operating in mixed traffic.*”

Rapid Transit Need

While greenfield development within Mississauga is ending, growth continues through numerous redevelopment opportunities and intensification. The *Provincial Places to Grow Plan (2006)* identified Downtown Mississauga as an Urban Growth Centre and places a need to focus the scale and location for intensification where it can be most efficiently serviced by transit and other infrastructure.

Transportation and congestion are continually identified as key public areas of concern. The *Mississauga Strategic Plan (2009)* identified Movement as a key Strategic Pillar, along with the need to make Mississauga a more transit-oriented City.

Through various studies and analysis undertaken, it has become apparent that the current vision for Mississauga’s future downtown requires the support of rapid transit infrastructure investment.

Greater Toronto and Hamilton Area Context

Metrolinx, in support of *Places to Grow*, developed the *Big Move* regional transportation plan in 2008. The *Big Move* identified the need for a comprehensive rapid transit network and the province

supported this finding through committed investments of \$16 Billion in “First Wave” regional rapid transit projects. Along with other projects, the “First Wave” projects included the Union Pearson Express and elements of the Mississauga Transitway.

A further \$15 Billion was identified through the last provincial budget for rapid transit infrastructure over the next decade. This new funding will be subject to a Metrolinx funding prioritization process. However, Metrolinx has previously identified the “Next Wave” projects to include the following projects within Mississauga: Hurontario-Main Light Rail Transit (LRT); the Dundas Bus Rapid Transit (BRT); and Regional Express Rail on the Lakeshore, Milton and Kitchener GO lines. Furthermore, the Lakeshore Rapid Transit corridor and the Highway 407 BRT are also identified within the longer-term vision of the Big Move.

Mississauga’s Rapid Transit Projects

Mississauga Transitway

The first segment of the Mississauga Transitway between Hurontario Street and Dixie Road officially opened for service on November 17, 2014. Other segments are currently under construction and once complete, the transitway will provide a fully segregated east-west bus rapid transit service supporting thousands of riders per day, making it faster for commuters to travel to, from and through Mississauga and across the region.

The transitway is funded through a joint partnership between the Government of Canada, the Province of Ontario, Metrolinx (through their GO Transit subsidiary), and the City of Mississauga. The Mississauga Transitway is an example of Metrolinx’s Big Move in action.

The 18 km transitway will have 12 stations beginning at Winston Churchill Boulevard in the west and ending at Renforth Drive in the east. From the west, passengers will travel on a dedicated transitway from Winston Churchill Boulevard to Erin Mills Parkway. Buses will then travel on an existing bus-only lane on Highway 403 from Erin

Mills Parkway to Mavis Road and then traverses to Mississauga's downtown core via Centreview Drive and Rathburn Road. The transitway then continues along a dedicated corridor that runs parallel to Highway 403, Eastgate Parkway and Eglinton Avenue to Renforth Station. From there, buses will continue to Toronto Pearson International Airport and the Toronto Transit Commission's Islington subway station. Appendix 1 illustrates the transitway limits, the proponent and the phasing of construction.

Mississauga is responsible for constructing the easterly corridor in two phases. Phase 1 includes Central Parkway, Cawthra, Tomken and Dixie Stations, and Phase 2 includes Tahoe, Etobicoke Creek, Spectrum and Orbitor Stations. Metrolinx is responsible for construction of the westerly corridor of the transitway from Winston Churchill Boulevard to Erin Mills Parkway and the final easterly station at the Renforth Gateway, including connections to Highway 427.

Ultimately, the Mississauga Transitway segments will be connected to a much broader GTHA-wide bus rapid transit network.

Mississauga Transitway - Downtown Portion

Downtown Mississauga is the most challenging area of the City with regard to rapid transit. The downtown is anticipated to experience considerable change and there are many competing interests. In addition to the existing MiWay terminal, it is also home to the second busiest GO Bus terminal in the GTHA. The numerous transportation interests include growth in vehicular traffic and truck needs, pedestrians, cyclists, local transit and inter-regional transit. A challenge exists in accommodating ambitious growth while not creating insurmountable barriers for existing residents, businesses, and commuters.

The downtown section of the Mississauga Transitway proposes to operate initially in mixed traffic and ultimately be converted to a dedicated transitway with linkages to the existing City Centre Transit Terminal and the GO Transit City Centre operations in the future, subject to the provision of funding.

Given the current investment already in the Mississauga Transitway segments and potential for the Hurontario-Main LRT corridor development, there is a growing urgency to undertake preliminary design of this section of the Transitway to ensure future compatibility and integration with the LRT. Some downtown transitway elements may need to be advanced to facilitate the LRT implementation. At the very least, it is essential to confirm the ultimate transitway design and ensure the various complex interactions and requirements are fully understood and accounted for. It will also be important to ensure that these facilities are properly integrated into adjacent private developments. This work will also enable a fact based dialogue between the various stakeholders including Metrolinx and the City with regard to future funding and prioritization opportunities for this very important future rapid transit link. Initial discussions with key private and government stakeholders to scope out further work have commenced and the preliminary design work is anticipated to begin in 2015, subject to funding approval.

Hurontario-Main Light Rail Transit

In 2011, following the completion of the Hurontario-Main Street Corridor Master Plan, the Cities of Mississauga and Brampton initiated the Hurontario-Main Light Rail Transit Project (HMLRT). This work was to engage the communities along the corridor, undertake the preliminary design, and complete required Environmental Assessment approvals through the Transit Project Assessment Process (TPAP).

The LRT alignment from Port Credit GO Station to the Brampton GO Station has been assessed through the development of an Environmental Project Report (EPR). The environmental impacts of the full build-out have been reviewed, which includes full segregation of the LRT alignment within Mississauga, as well as protection for the ultimate corridor ridership capacity (90 metres /295 feet long trains and passenger platforms).

The community engagement included: public launch and information centres; workshops; stakeholder/Agency meetings; newsletters; door-to-door outreach; mail drops; web and social media pages, with further

details available and documented in the EPR. Appendix 2 illustrates the HMLRT corridor, which is 23 kilometers with 26 stops. Within Mississauga, the alignment was refined to address comments received through various stakeholder consultations and includes:

- South of QEW, the LRT commences at Port Credit GO Station and the design includes widening of Hurontario Street to maintain two through lanes in each direction and provides for segregated LRT within the Mineola segment. A new structure at the Lakeshore Rail corridor to provide integration with the Port Credit GO station has been incorporated as well as an additional new structure at the QEW.
- For the rest of the Hurontario corridor within Mississauga to the North City limits, a through lane in each direction will be removed and replaced with the segregated LRT system. This will allow the corridor to accommodate the required people and goods movement from the proposed adjacent development. A number of accesses and intersections will also be impacted. Metrolinx has initiated further review of the connection at Cooksville GO Station in conjunction with their longer-term Regional Express Rail (RER) needs to explore options for improving the pedestrian connectivity with the GO Transit rail platforms and minimize the at-grade pedestrian conflicts with the roadway. That work is ongoing.
- Within Downtown Mississauga, the LRT alignment uses Burnhamthorpe Road, Duke of York Boulevard, Rathburn Road and Hurontario Street. Burnhamthorpe Road includes protection for a future on-street bus terminal. Rathburn Road has been designed to accommodate the existing four lanes of traffic, segregated LRT and the grade-separated Mississauga Transitway.
- The LRT maintenance and storage facility has been situated on provincially-owned lands located south of Highway 407 between Hurontario Street and Kennedy Road.

Metrolinx joined the Cities as a proponent in the TPAP and on September 17, 2014, a Statement of Completion was submitted to the

Minister of the Environment & Climate Change to formally complete the TPAP.

Within the City of Brampton, subsequent to the completion of the TPAP, concerns have been raised regarding the alignment north of Steeles Avenue and a further review and analysis is being prepared by the City of Brampton staff to update their new Council.

The LRT will support continued growth and intensification by providing a rapid transit spine that connects through mobility hubs in the broader GTHA rapid transit network. The estimated capital cost for the LRT infrastructure is over \$1.6 Billion. No decision on provincial funding for this project has been made at this time.

Metrolinx, Mississauga and Brampton continue to work together to take the project to a maximum state of readiness for implementation.

Once funding is committed, the objective would be to retain engineering support and develop the detailed contracts required over the following two years in order to select and have a consortium implement this project over an estimated five to six year period.

Dundas Street Corridor Master Plan

Dundas Street is identified in the Metrolinx Regional Transportation Plan as a higher-order transit corridor. The City will be initiating the preparation of a Corridor Master Plan to develop a land-use vision for the Corridor that identifies opportunities for intensification and redevelopment, particularly those that would support higher-order transit. The Master Plan will ultimately recommend the appropriate type of higher-order transit for the Corridor, and support this recommendation with an evidence-based business case that considers various possible transit modes. Metrolinx has provided funding for this project which is expected to commence in early 2015 and conclude by the end of 2017.

Lakeshore Road Corridor Master Plan

The City is also initiating the preparation of a Lakeshore Road Corridor Master Plan. The Master Plan will inform land use and

corridor design decisions as they relate to the ongoing applications for intensification and redevelopment in the Lakeshore Road area and City and Region of Peel capital plans. The Plan will include a review of network connectivity for all modes and operations as well as multi-modal integration with key locations (e.g. nodes, mobility hubs, major transfer points). Ultimately, the Master Plan will consider the potential of the corridor to accommodate rapid transit east of Hurontario Street as shown in Metrolinx's Regional Transportation Plan as well as reviewing the potential extension of rapid transit into the Port Credit area. This project will examine and evaluate the range of potential rapid transit alternatives considering the existing and future land uses in the area that are feasible for the Lakeshore Road corridor area and provide clear guidance to the City on the viability of the steps required to achieve each alternative to determine a preferred alternative. This project is expected to commence in early 2015 and conclude by the end of 2017.

Regional Express Rail (RER)

In addition to the Hurontario-Main LRT and Dundas Street projects, Metrolinx identified the Regional Express Rail (RER) project under the "Next Wave" project list. Metrolinx has been clear that RER is their most significant priority and is reorganizing their structure for the delivery of this work. This project requires significant infrastructure investment in order to target the implementation of all-day, two-way, 15-minute electrified rail service on all existing GO Rail corridors. This project will significantly impact the provision of rapid transit within the GTHA. Appendix 3 illustrates the GO Rail corridors within the GTHA.

407 Transitway

The Ministry of Transportation Ontario completed a property protection study in 1998 and has most recently proceeded to complete an Environmental Assessment for the easterly portion (east of Highway 400) of the Transitway as the first priority. The City of Mississauga is currently working with the MTO to further define the property requirements and alignment of the Transitway through the ongoing Ninth Line corridor study. Appendix 3 illustrates the proposed Transitway alignment.

The *Big Move* Update

The *Metrolinx Act (2009)* requires that Metrolinx complete a review of the Regional Transportation Plan (RTP) by 2016. The current plan, *The Big Move*, was the first RTP for the Greater Toronto and Hamilton Area. Metrolinx has recently commenced the review process by engaging municipal and agency partners in an advisory committee. The scope of the review will include:

- A review of the vision, goals and objectives of the plan, building on the *Baseline Monitoring Report* and a “*regional transportation snapshot*”;
- Development of a *Strategic Evaluation Framework* to guide strategy development and prioritization;
- The preparation of Context & Discussion papers to assess the state of the region, discuss strategy options and present examples from other regions.
- Identification of opportunities to partner with *Growth Plan Review*

The current workplan targets completion of the review process and drafting of a revised RTP and related implementation plan in the Fall of 2016. This may also include the recommendation to the province for the development of a Transportation Planning Policy Statement.

Mississauga’s Priority Rapid Transit Projects

From the summary above, it is evident that there are many transit infrastructure projects that are being planned for Mississauga. However, with limited funding, it is important to identify what projects should be considered our priority projects so that resources are appropriately allocated. It is recommended that Mississauga’s priority transit infrastructure projects should be the HMLRT, the completion of the downtown portion of the Mississauga Transitway and Metrolinx’s Regional Express Rail initiative for the Lakeshore, Milton and Kitchener GO Transit lines. These three projects address different yet complimentary transit needs within Mississauga. The HMLRT and Transitway provide reliable and efficient transit services along the City’s main north-south corridor and a new east-west

corridor, respectively, connecting a number of key nodes along the corridors and, therefore, addressing local transit needs. The HMLRT also provides service to three key GO Transit stations – Port Credit, Cooksville and City Centre – thus complementing the regional transit service provided by GO Transit. Metrolinx’s RER initiative provides frequent, reliable transit services at the regional level, both within Mississauga and the GTHA, and also provides east-west transit options that complement the north-south HMLRT alignment.

For these reasons, it is recommended that Council endorse the HMLRT, the downtown portion of the Transitway and Metrolinx’s Regional Express Rail initiative as the City’s Priority Rapid Transit Projects, all equally weighted in need.

STRATEGIC PLAN:

The development of rapid transit infrastructure is consistent with the following Strategic Pillars for Change, Goals and Actions put forth in the City’s Strategic Plan:

MOVE: Developing a Transit Oriented City:

- Connect our City
 - Action 5: Provide alternatives to the automobile along major corridors
 - Action 7: Create mobility hubs
 - Action 8: Improve transit service between Mississauga, Union Station and Pearson International Airport
- Increase Transportation Capacity
 - Action 14: Implement transit priority measures
- Direct Growth
 - Action 19: Accelerate the creation of a higher-order transit infrastructure.

FINANCIAL IMPACT: N/A**CONCLUSION:**

The *Provincial Growth Plan (2006)* and *Big Move (2008)* have highlighted the need to help support future growth and intensification

through rapid transit infrastructure investments. The City of Mississauga recognizes that rapid transit needs to play a role in supporting future growth and has recently opened the first segment of the Mississauga Transitway in November 2014.

There are many forms of potential rapid transit such as bus based, light rail, subway and heavy commuter rail. The technology decisions need to be evaluated depending upon the individual requirements of each specific corridor. In addition, the transportation requirements need to be integrated holistically into the planning and urban design of the associated growth.

The City of Mississauga is delighted to open the first segment of the Mississauga Transitway and other segments are currently under construction. The City of Mississauga is also operating express bus services and utilizing other transit priority measures where appropriate and cost effective. While some of our proposed rapid transit corridor projects are in the early stages of their ultimate assessment, others need to be advanced or are now ready for implementation funding.

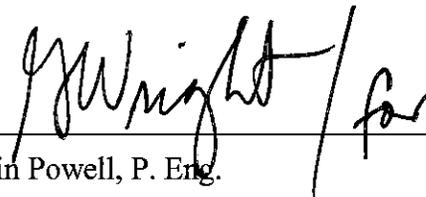
This report is intended to provide an overview of the current rapid transit plans impacting the municipality and to identify the City's priority rapid transit infrastructure projects. Further detailed reports to Transportation Committee will be provided as warranted or requested.

ATTACHMENTS

Appendix 1: Mississauga Transitway – Corridor Implementation Schedule

Appendix 2: Hurontario-Main LRT – Alignment and Proposed Stations

Appendix 3: GO Transit Rail Lines and 407 Transitway within the GTHA

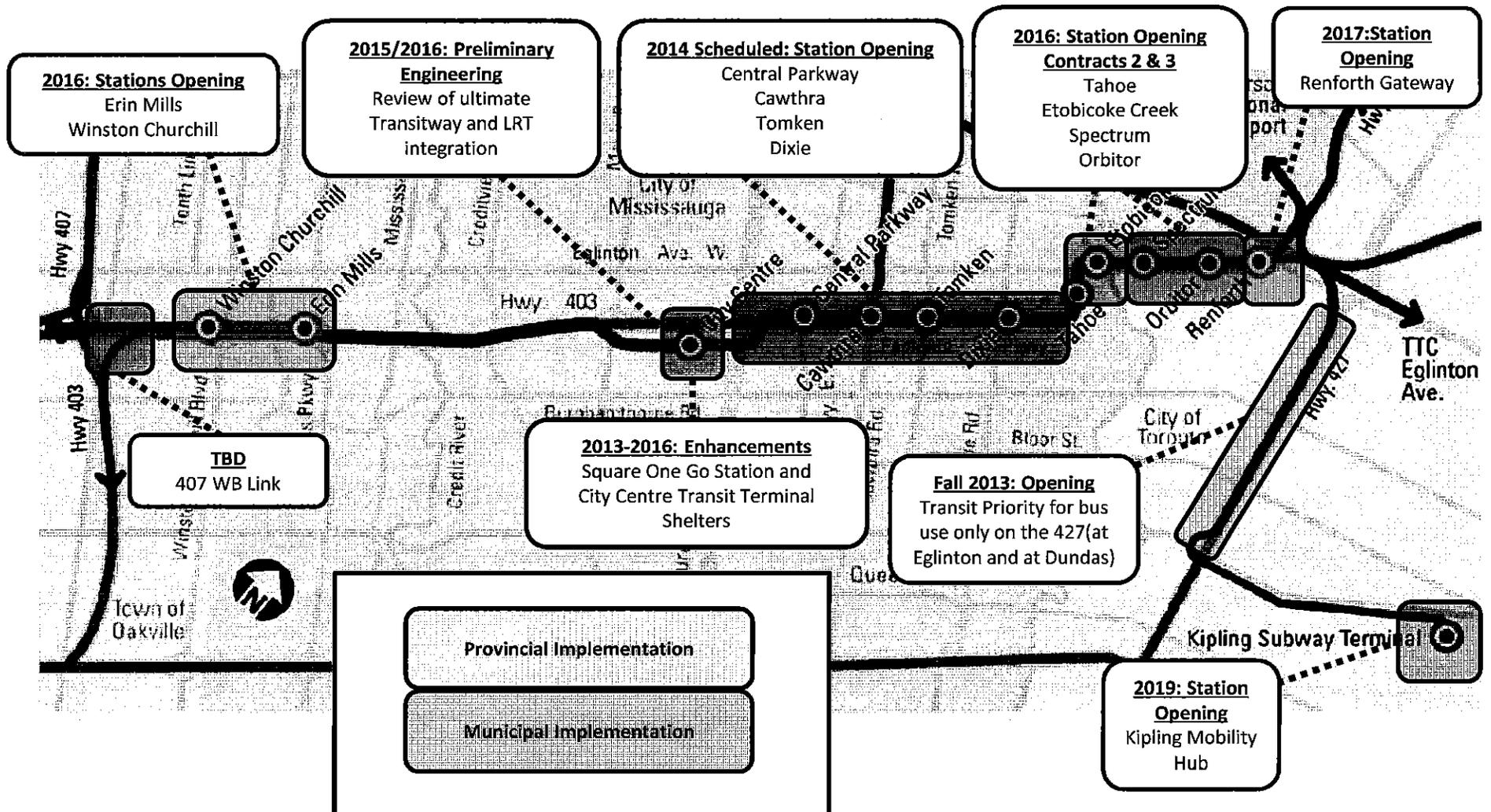


Martin Powell, P. Eng.

Commissioner of Transportation and Works

Prepared By: Matthew Williams, Project Manager, LRT

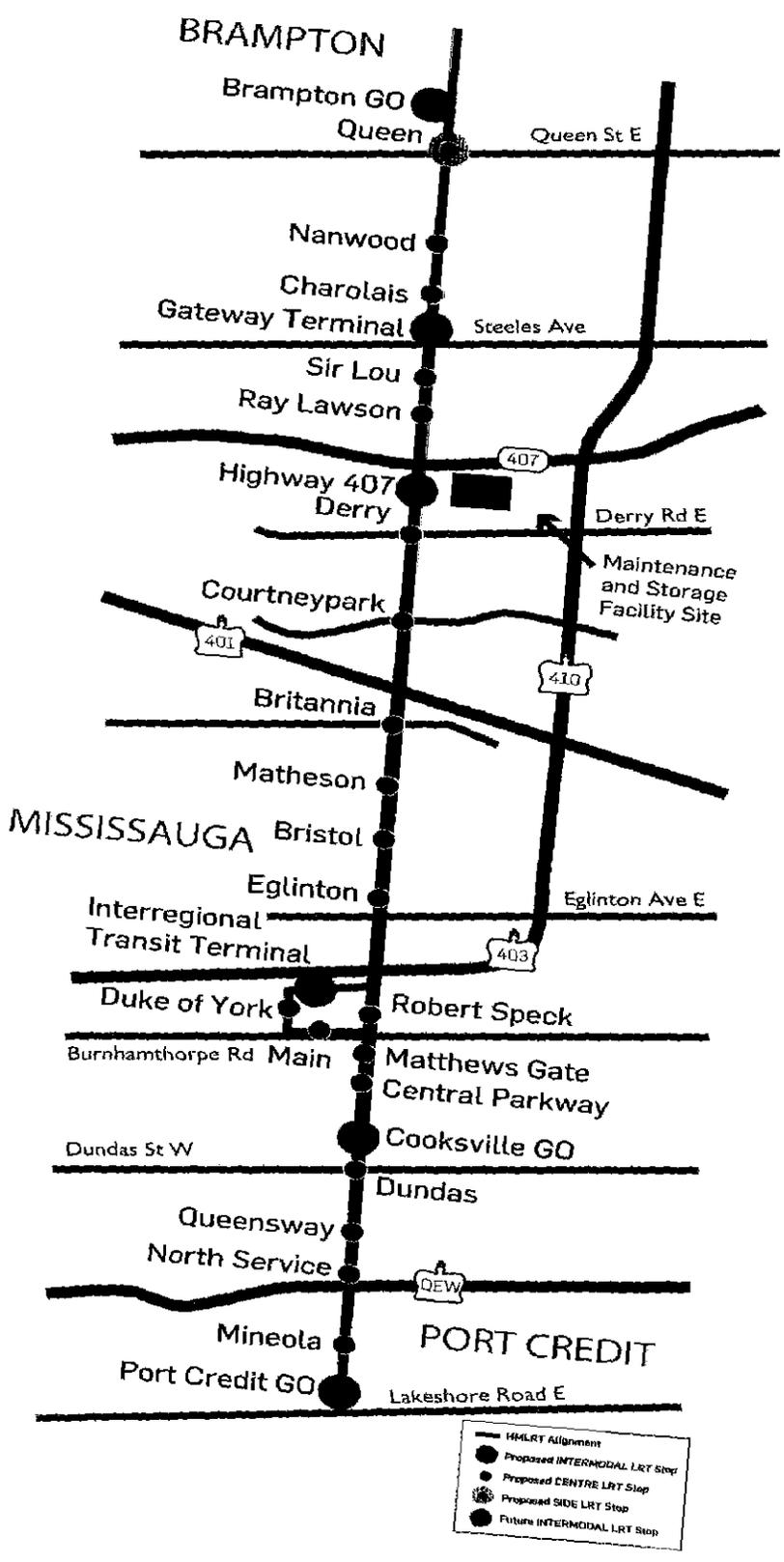
Mississauga Transitway Corridor Implementation Schedule



2m



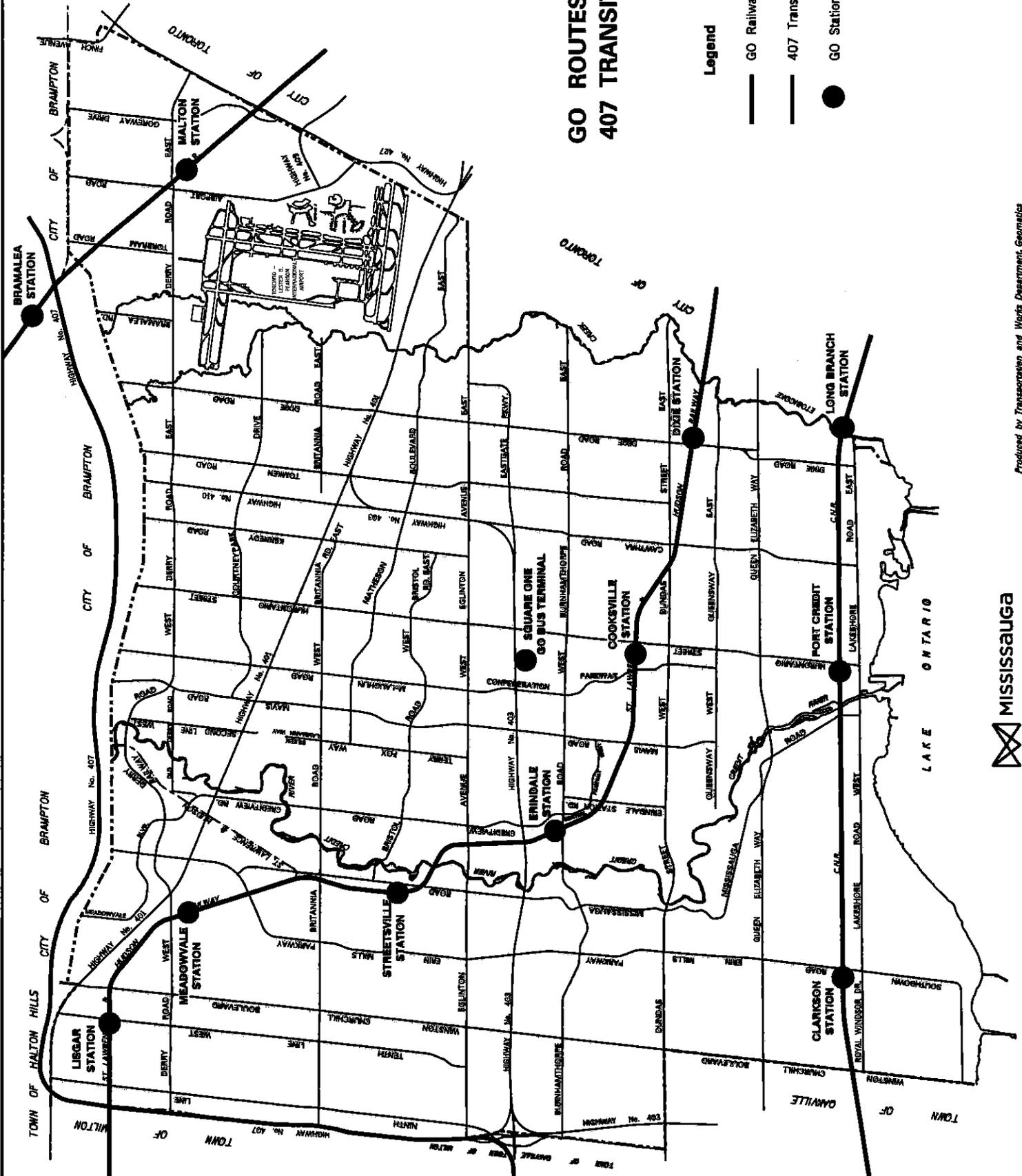
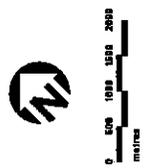
HURONTARIO-MAIN LRT Project



2n

GO ROUTES AND 407 TRANSITWAY

- Legend**
- GO Railway Lines
 - 407 Transitway
 - GO Station



Produced by Transportation and Works Department, Geomatics



Corporate Report

Clerk's Files

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Transportation Committee
DEC 03 2014

DATE: November 10, 2014

TO: Chair and Members of Transportation Committee
Meeting Date: December 3, 2014

FROM: Martin Powell, P. Eng.
Commissioner of Transportation and Works

SUBJECT: **Mobility Pricing**

RECOMMENDATION: That the report entitled "Mobility Pricing" dated November 10, 2014 from the Commissioner of Transportation and Works, be received for information.

**REPORT
HIGHLIGHTS:**

- Mobility pricing can help to manage transportation demand as well as generate revenue.
- There are several examples of successful mobility pricing programs internationally including London and Stockholm.
- Metro Vancouver is planning to implement several mobility pricing mechanisms pending approval from their provincial government. A report recommending the implementation of Comprehensive Mobility Pricing was endorsed by the Metro Vancouver Mayors' Council in June 2014.
- Mobility Pricing principles are supported by the City's Strategic Plan as well as Metrolinx's *The Big Move* and subsequent *Investment Strategy*.

BACKGROUND:

At the June 18, 2014 meeting of the Transportation Committee, Councillor Iannicca requested that an informational report regarding Mobility Pricing be prepared for the Mayor and Council.

Mobility Pricing refers to various mechanisms that assist in managing transportation demand and improving efficiency while generating revenue to improve transportation infrastructure and service.

There are several different mobility pricing mechanisms. Examples include:

- Road Pricing (i.e. Area/Congestion Charge, Corridor or Full Network/Distance Travelled)
 - Area – A fee is charged for driving into or within an area. The designated area is usually an urban centre where traffic congestion and air quality is a concern. This is often referred to as “Congestion Pricing” and has been implemented in London, England. Another notable example of Area Pricing is in Singapore. Singapore was the first city to implement Electronic Road Pricing (ERP) where a toll is collected when a vehicle passes a gantry (located at the cordon line) and enters the downtown restricted area. The toll charged is based on type of vehicle, gantry location, and time of day.
 - Corridor – A set fee is charged to the user for travelling on a roadway, bridge or tunnel. The primary objective of this method is to pay for the infrastructure used. This is referred to as Toll Routes. Highway 407 is an example of Corridor Road Pricing.
 - Full Network – Fees are charged for the use of roads over the entire network typically based on distance travelled and in some cases is based on the fuel efficiency of the vehicle used. In Oregon, drivers of low-emission vehicles, who pay significantly less fuel tax, are charged based on the distance travelled.

- Paid Parking (Short Stay and Long Stay)
 - Off Street Municipal Parking
 - On Street – Metered Parking, Pay and Display

In Perth, Australia parking revenues from both On Street Parking and Off Street Parking are used to support their free CAT (Central Area Transit) and FTZ (Free Transit Zone) programs. In Mississauga, the net revenue collected from the municipal paid parking program in the downtown is distributed as follows: 50% is returned to General Revenue as a reimbursement of the City's initial capital investment to establish the program and 50% is placed in a reserve for future downtown parking infrastructure investment. The net revenue from paid parking in other areas of the City goes into a reserve fund for future parking infrastructure in those areas.
- Fuel Tax/Gas Tax
 - This is an excise tax imposed on the sale of fuel intended for transportation. Fuel tax collected is often dedicated to transportation projects. In some cases gas tax is used as a source of general revenue, in other cases it may be used as an "ecotax" to promote sustainability. Gas tax is seen as a way to encourage reduced consumption and in turn reduce pollution, global warming and to conserve energy. The imposition of Gas Tax on fuel makes the price comparable to more environmentally friendly fuels such as natural gas, biodiesel and electric batteries. The Ontario Ministry of Transportation administers a Gas Tax program that allocates two cents per litre of Provincial Gas Tax to municipalities to improve and expand transit.
- High Occupancy Toll (HOT) Lanes
 - HOT Lanes is a road pricing method that allows single occupancy vehicles access to High Occupancy Vehicle (HOV) Lanes or HOV roadways/highways. Tolls are collected electronically through plate recognition or a transponder, and in some cases manual toll collection is used (i.e. toll booth). Both Washington D.C./Virginia and Houston, Texas use HOT lanes.

- Express Toll Lanes (ETL)
 - ETL's are lanes designated exclusively for users who pay tolls. By adding a user fee to the designated lane, traffic flow is improved as a result of reduced volumes. Highway 407 is the most notable example of ETL's as it is one of the only highways that is exclusively a toll highway and is in fact referred to as an Express Toll Route (ETR). ETL's are currently under construction in Baltimore, Maryland and proposed for the Puget Sound Gateway in Washington State.
- Bus Toll Lanes (BTL's) are part of a special expressway corridor that gives first priority to transit buses. The remaining road space is sold to drivers at toll fees designed to eliminate congestion and maintain high speeds and steady flow. This type of road pricing is proposed for Tampa, Florida.

These mobility pricing mechanisms can be implemented in different ways, using techniques such as:

- Dynamic Pricing
 - Dynamic Pricing / Peak hour pricing is a strategy where the amount charged varies in price based on demand. The highest amount would be charged during the time periods when congestion is the greatest. Peak Hour Pricing is used by the Port Authority of New York and New Jersey by charging higher tolls during peak hours. Tolls on Tampa's BTL's are dynamic as they increase and decrease based on real-time traffic volumes.
- Electronic Collection
 - Electronic toll collection allows value to be collected through the use of sensors and/or cameras without requiring vehicles to stop at a toll booth. In some cases sensors require vehicles to slow down; however, technology can now collect information from vehicles travelling at full speed.

Mobility Pricing is implemented with the intention of achieving some or all of the following:

- Reduce traffic congestion;
- Improve air quality;
- Encourage active lifestyles;
- Reduce parking requirements;
- Generate revenue for transportation operations and infrastructure;
- Encourage carpooling;
- Influence the modal split; and
- Recover the cost of Single Occupancy Vehicles (SOV's) (i.e. wear and tear on roads, congestion, environmental impacts, traffic accidents).

COMMENTS:

In May 2013, Metrolinx released its *Investment Strategy* which was aimed at funding its proposed Regional Transportation Plan.

Metrolinx's strategy included revenue tools such as:

- a 1% increase to the HST;
- a regional (GTHA-only) Business Parking Levy on all off-street non-residential parking averaging 25 cents per day;
- a regional (GTHA-only) Fuel and Gasoline Tax of five cents per litre;
- a Development Charge increase equivalent to 15%;
- the establishment of a GTHA Transportation Trust Fund;
- a request that the federal government increase its commitment to implementing *The Big Move* to one-third of the capital costs of the *Next Wave* of projects and the adoption of a National Transit Strategy; and
- a commitment to further review High Occupancy Toll Lanes, Pay for Parking at Transit Stations, Land Value Capture, Public Private Partnerships, as well as a new Transportation Planning Policy Statement.

The Province appointed the Transit Investment Strategy Advisory Panel, led by Anne Golden, to conduct public consultation on the Metrolinx *Investment Strategy* and recommend a final set of revenue tools.

The Panel released its final report in January, 2014 entitled "*Making the Move: Choices and Consequences*" and recommended that: (i) the Province proceed with a phased and capped increase in the gasoline and fuel tax; (ii) a modest increase in the general Corporate Income Tax rate; and (iii) redeployment of a small portion of HST revenue as the funding tools to support the implementation of the Regional Transportation Plan. The Province is assessing many of the Panel's recommendations; however, none have been implemented to date.

In British Columbia, the Metro Vancouver Mayors' Council recently endorsed a report in June, 2014 which recommended the implementation of Comprehensive Mobility Pricing. The plan would include a system that would require drivers to pay to use the entire road system in the Vancouver region and would require the provincial government of British Columbia to enact legislation to allow for its implementation.

In Vancouver, mobility pricing was endorsed as a mechanism to cover a portion of the \$7.5 B in capital costs of new transit facilities and \$2B of annual operating costs outlined in a regional transportation plan.

STRATEGIC PLAN: Not applicable

FINANCIAL IMPACT: Not applicable

CONCLUSION: Mobility pricing is typically used to impact mobility and provide financial support for transportation programs and infrastructure. Mobility pricing has been implemented in London, Stockholm, Singapore and is planned for Vancouver in the near future.

Metrolinx's *The Big Move* and *The Next Wave* identify Mobility Pricing as being part of the Province of Ontario's plan to improve transportation across the GTHA. In Mississauga, the 407 Express Toll Route and paid parking have been implemented.



Martin Powell, P. Eng.
Commissioner of Transportation and Works

*Prepared By: Evie Przybyla, Project Leader
Transportation Planning*



Corporate Report

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RT.10.Z56

4

DATE: November 14, 2014

TO: Chair and Members of Transportation Committee
Meeting Date: December 3, 2014

FROM: Martin Powell, P.Eng.
Commissioner of Transportation and Works

SUBJECT: **All-way Stop Control**
Edenwood Drive at Patrick Crescent (north intersection)
Ward 9

RECOMMENDATION: That an all-way stop control not be implemented at the north intersection of Edenwood Drive at Patrick Crescent.

BACKGROUND: To address resident concerns related to traffic safety as a result of perceived speeding issues and collision frequency on Edenwood Drive, the Ward Councillor has requested that Transportation and Works staff submit a report regarding the installation of an all-way stop at the north intersection of Edenwood Drive at Patrick Crescent.

COMMENTS: Currently, the intersection operates as a three-leg intersection with a single stop control for eastbound motorists on Patrick Crescent.

A review of the most recent A.M. / P.M. manual turning movement revealed the following:

4a

Edenwood Drive at Patrick Crescent (north intersection)

		<u>Warrant Value</u>
Part "A"	Volume for All Approaches	90%
Part "B"	Minor Street Volume	17%

In order for an all-way stop to be warranted, both parts "A" and "B" must be 100%. Based on the above results, an all-way stop control is not warranted at the intersection of Edenwood Drive at Patrick Crescent based on the recorded traffic volumes.

A historical review of the motor vehicle collision history at this location revealed no reported collision within the intersection which could be correctable by the installation of an all-way stop. An all-way stop is not warranted based on collision frequency.

While no collisions were reported within the intersection, this section of Edenwood Drive has encountered two recent single vehicle collisions within the last two months where vehicles left the roadway resulting in property damage. While all-way stops are not recommended as speed control devices, an all-way stop will serve to reduce operating speeds in the immediate vicinity of the intersection and provide the local residents with some relief.

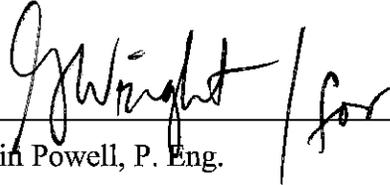
FINANCIAL IMPACT: Costs for the sign installation can be accommodated in the 2014 Current Budget with consideration to future maintenance and replacement costs.

CONCLUSION: Based on the results of the manual turning movement count and the collision history review, the Transportation and Works Department recommends against the installation of an all-way stop at the north intersection of Edenwood Drive at Patrick Crescent.

4b

ATTACHMENTS:

Appendix 1: Location Map: All-way Stop Control –
Edenwood Drive at Patrick Crescent (Ward 9)



Martin Powell, P. Eng.
Commissioner of Transportation and Works

Prepared By: Maxwell Gill C.E.T., Traffic Operations Technologist

