APPENDIX H
April 2008 PIC Questions and Responses

Question #1: What can be done to maximize the number of riders using the Mississauga Transit System and make it an attractive option?

Station Amenities:

- Stations should have next bus arrival announcements
- Stations should have some form of art, possibly related to the community around it and be generally colourful and lively
- Station waiting areas should be comfortable (seating/tables)
- Retail could be associated with major stations to make the whole transit experience easier for the user. Go beyond coffee shops and newsstands and include food, clothing, hardware, drug, and services such as barbers, dry cleaning, etc...This would allow transit users to avoid leaving the system to run errands. This would also be a good revenue source for the City
- Escalators are a useful addition, especially in rush hour, where slower patrons (elderly or the disabled i.e. people with bad knees or asthma) can take the escalator while faster patrons can use the stairs, and not have to wait. Elevators would slow down several patrons, possibly missing their connections, and the whole experience would not be attractive to the user
- Intensification/urbanization at stations
- Use of glass
- Concern with bus detour into expressway stations: additional travel time and alternative to move station closer to arterial similar to street station
- Safety/security technology (CPTED), comfort
- Expressway stations: Enhanced pedestrian crossings of Erin Mills Parkway and Winston Churchill Boulevard for residents south of the 403
- How to get to stations
- Pedestrian protection
- Multilingual communications? MT has advertised in 10 languages for fare-special changes

Bus Amenities:

- Buses should have next stop announcements
- Buses should have all door loading with ticket purchase machines at the station. The bus driver should not have to collect/enforce fares and slow things down
- Buses should have comfortable seats (cloth, not plastic)

Bicycles/Cycling Amenities:

- Provide support for bicycles and have bike lockers (enclosed space with a key lock)

Service/Routing/Connections:

- All signalized intersections should have transit signal priority for the buses on the BRT to make the trip as fast and stop-free as possible
- Consider north/south routes if possible. Many people do travel east/west, but don't forget about north/south
- All bus connections go to each station like TTC subway
- Easy Transfers
- Hub system to Square One not efficient for passengers
- Quality and reliability of service
- Service frequencies with feeder routes
- Be careful not to divert services and negatively impact current MT services
- Provide a model that would allow for free transit; Fund it with increased property taxes
- Improve frequency for off-peak services
- Inter-connectivity with GO Transit
- Tie into Eglinton LRT
- Seamless scheduling – weekend service
- Shuttle services

Fare System:

- Ease of use: Fare integration
- One fare system vs. zone fare system (MT vs BRT vs GO)
- Convenient transfers and fare integration (Presto, Metrolinx)
- Different costs for BRT vs. regular service?
- Easy Transfers
- Return trip guarantees

Request for Additional Stations:

- Station at Mississauga Road would facilitate connections to UTM, Mississauga Road North
- Need a station between Erin Mills Parkway and the City Centre
- Want a station at Mavis Road

General Comments:

- Additional shelters for surface routes at stations with similar treatment (aesthetic) to BRT stations
- Advertise the concept, but anticipate a possible sharp increase in the popularity of this BRT idea
- Advance construction of BRT system to get buy-in from public
- Do not call it the BRT
- To encourage drivers to take transit, make it pleasant
- Full steam ahead and hope the entire City and GTA get covered

Question 2: What are the strengths and weaknesses of the station design concepts? What are suggested enhancements/refinements that you would like to see incorporated into the station designs?

Strengths:

- Appears to be streamlined and straightforward
- Good use of glass
- Emphasis on pedestrian/cycling connections/crossings
- Snow clearing and ease of maintenance during winter

Weaknesses:

- How will you deal with graffiti? (retaining walls)
- Too many stairs
- Unmanned stations
- Elevators would slow down several patrons, possibly missing their connections, and the whole experience would not be attractive to the user
- Glass design may create greenhouse effect
- Perhaps with popularity, there might be a parking shortage and traffic problems near the stations. Developing connecting routes might be a good idea
- Fare sales: will they be available at stations?
- How to get to the stations
- Access to Cawthra Station?

Suggested Enhancements/Refinements:

- Escalators or a ramp system are a useful addition, especially in peak times, for slower patrons (elderly or the disabled i.e. people with bad knees or asthma) who can take the escalator while faster patrons can use the stairs and not have to wait

- Station Identification: They don't have to all be the same, but should be stylish and recognizable
- Stations should have next bus arrival announcements
- Stations should have some form of art, possibly related to the community around it and generally colourful and lively; Rotating public art, community bulletin boards, advertise local attractions, landmarks, history, etc.
- Station waiting areas should be comfortable (seating/tables); provide writing areas
- Incorporate retail/office/residential opportunities into stations. Retail could be associated with major stations to make the whole transit experience easier for the user. Go beyond coffee shops and newsstands and include food, clothing, hardware, drug, and services such as barbers, dry cleaning, etc... This would allow transit users to avoid leaving the system to run errands. This would also be a good revenue source for the City
- Provide bicycle parking or storage facilities at the stations (enclosed space with a key lock). This has been done in Europe with some people storing a bicycle at each end of their trip
- Have expressway stations underneath the road for optimum pedestrian and bike access
- Transit oriented development station with community involvement; A part of the community that it is in
- Fully enclosed bus platforms
- Increase service frequency for City Centre shuttle service
- Enhanced architectural treatment for gateway stations
- Ensure accessibility (visual/audible notification); tactile warning strips, etc.
- Off-board ticketing
- Security and safety is paramount
- Ease of navigation – signage
- Information availability: TV and Wi-Fi
- Billboards at future station locations

Question 3: What if any issues or concerns do you have about the Mississauga BRT system? How can they be addressed?

Amenities:

- Cleanliness, comfort, convenience
- Flags, food, flowers.
- Re: Marketing: incorporate public art
- Station lighting
- Signage with connection information
- Where possible, the buses should be electric or hybrid

- Promote transit-oriented development alongside or on top of stations with high density residential as well as office and retail commercial space

Bus Amenities:

- Ensure functionality/capacity of buses. Bus design to provide maximum capacity
- Cleanliness of buses, comfort
- Make buses comfortable, especially for long-haul routes and express routes
- Re: Marketing: unique buses

Pedestrians/Cycling:

- If there is enough space, could it be possible to have a bike pathway run parallel to the BRT trench? Since the busway is a new road, it would be valuable cycling infrastructure for the Mississauga cycling network
- Allow bicycles on buses; lack of consistency in cycling policies between jurisdictions (Mississauga, TTC, etc.).
- Bicycle lockups/racks at all transit stops, BRT and arterial services
- Pedestrian/cyclist comfort and easy connections
- Protection for pedestrians and cyclists
- Network should consider cyclist's needs and provide specialized facilities
- As a resident within walking distance of the Cawthra Station, I fully support the BRT as long as it accommodates the local neighbourhood. This means a walking/cycling trail along the east side of Cawthra connecting residents in the neighbourhood (just south) to the station. The walk must be safe with a barrier to the road to protect against the traffic. Many residents already use the sidewalk on Cawthra on the west side, but this is not sufficient particularly if residents need to cross Eastgate. This intersection (Cawthra/Eastgate) is not cycling/pedestrian friendly and would need to be made secure/safer for street level traffic. A good test is to walk to each station and get a feel for the environment

Environmental:

- Where possible the stations should have green roofs
- Ensure greenery around stations
- Bio Walls - Sheridan College Davis Campus (McLaughlin, South of Steels, Brampton)
- Use of environmentally friendly materials – green stations, green walls, green power
- Where possible, the buses should be electric or hybrid

Safety/Security:

- Would Fire and Emergency Services be able to reach a bus in trouble that is halfway between stations?
- Provision of emergency
- Ensure no street racing
- Lighting: benefits vs. concerns

Service/Fares/Connectivity:

- I think a concerted effort should be made with all parties involved to have a fast BRT/LRT exclusive right-of-way connection from Renforth station to Pearson airport. Existing roadways such as Silver Dart Drive that skirt the airport aren't big enough and aren't straight enough to be a fast exclusive connection. If it is possible, this linkage should probably go underground. See Heathrow and McCarran airports as examples where railways or roadways go underneath runways and terminals
- Connectivity at Renforth: variety of connections, not just to downtown
- Connectivity and flexibility: Need seamless transfer throughout the GTA; need to consolidate all municipal operators and be operated by one organization (i.e.: Metrolinx)
- Off-peak service
- Connectivity, transit transfers, feeder routes
- Shuttle buses? i.e. feeder routes
- Renforth connections to TPIA, York U/York Region
- New City Centre station has to interface with Hurontario LRT with enhanced capacity for BRT and Hurontario RT
- Reallocate highway infrastructure funding to transit infrastructure
- Expedite services through Mississauga City Centre
- Airport service
- Mississauga is an excellent city to live in, work in and play in, and I have the highest praise for moving forward on this initiative. However, I worry that the BRT Project and the network as a whole is being planned with a narrow focus. The vast majority of users will be destined for the subway but I worry that riders destined for TTC services, along Eglinton are being forgotten. In the detailed design phase, I hope the BRT Team works with TTC to ensure connections at the Renforth Gateway are seamless with respect to walking distances, level access and fare payment
- I feel this is a great development and am definitely interested to using this system. I live in the Meadowvale area and travel everyday to the Dundas/427 area. The only thing I don’t see in the presentation is an opportunity for a shuttle service from the sub-divisions. Maybe this is something that could be looked into?
- Do all buses on Erin Mills need to circulate through the Park & Ride lot?

- Fare integration – zone fares
- Incentives (air miles, loyalty program)
- Provide connections to GO Stations
- Connections should be provided to the TPIA

Additional Stations:

- Lack of stations between Erin Mills and City Centre
- Want a station at Mavis Road.
- Need a Central Parkway Station

Technology:

- GPS arrival information sent via SMS/mobile phones?
- Any plans to upgrade busway to LRT?
- Access to timely information
- GEO maps: How to put more detailed information on the web
- Auto CAD plans on website

Other:

- Some of the BRT will be in a trench. Hopefully the trench will not have concrete walls and instead have a gradual landscaped grass slope. It would be more attractive to the rider and avoid the likely graffiti that will line these walls along the whole route
- I feel this is a fantastic, long overdue project. My main concern is the seemingly long time to project implementation

Question 4a:	Do you have any other suggestions for additional methods of communicating your comments to the BRT Project Team?

- Concerned that BRT will draw funds needed elsewhere in the system
- Road adjacent to Cawthra from Eglinton to Eastgate
- On-line forum for discussion and news updates
- Project website
- Need more opportunities to actively consult with Mississauga Transit, receive response
- Call in radio and TV
- Facebook page? Server issues?

Question 4b:	Do you have any other suggested methods that we can or should employ to provide you with updates on the development of the Bus Rapid Transit system?

- News updates on MT and City home page
- Printed brochures distributed on buses
- Any reports for public consumption should be posted on website (Council reports, ridership data and cost data)
- Advertise during construction – what is it and what will it do?
- Flyers on buses
- GO Transit monitors
- TV/Radio, newspaper, library, billboards, City Centre Transit Terminal
- Literature at stations
- Billboards at station locations
- Podcast quarterly
- Rogers TV

Question 5:	The following space is provided for you to document any additional comments or suggestions to assist the Project Team in developing the Bus Rapid Transit system.

General Comments:

- The name of the new bridge for the eastbound BRT at Square One should be "Hazelton Bridge"
- The name of the Mississauga Bus Rapid Transit System should be "Mississauga Rapido" and eventually when it will be extended: "Golden Horseshoe Rapido"
- Thank you for the opportunity to participate in the consultation of the Mississauga portion of the BRT. As you and I both know, Mississauga residents will be facing very serious energy price and supply future, as well as serious environmental impacts as a result of the use of fossil fuels. It is absolutely critical that the modal share of all trips taken by transit be increased dramatically, and that road traffic be held to current levels or reduced, even as the city grows.

  The BRT is an essential component of developing a truly sustainable transportation system in the GTHA. I would like to offer the following specific comments related to the design of the Mississauga BRT:
  Urbanize the lands above and adjacent to station stops. Trip origins and destinations located directly at transit stations are likely to be transit trips. The sale of air rights or leases above and adjacent to transit stations may also generate expenditure offsets to the construction of the BRT system.

Provide stations at major residential arterial intersects, especially Creditview and Mavis, and possibly Mississauga Rd. If people can't get to the station using their nearest intersecting bus service, ridership is significantly compromised. Transit needs to be convenient at BOTH trip origins and destinations.

For City Centre, there MUST be a very frequent looping shuttle service for City Centre Drive/Confederation/Rathburn. As mentioned by one participant last night, a BRT stations/transit terminal should be planned to be located directly at Hurontario Street in the future. This will be important if higher-order transit is to be built along Hurontario. As I mentioned, I believe the usefulness of the existing city center bus terminal is questionable, and needs to be reviewed.

Ridership on Mississauga Transit begins at local residential transit stops. Encouraging significant BRT ridership increases requires that there be a comfortable bus shelter with bike lockbars at every stop on intersecting local transit routes; I estimate return on investment would be strongly positive.

More stations are necessary. I note that the BRT East stations appear to be primarily focused on daytime destinations such as employment areas and retail centers, but potential ridership to these areas will be significantly limited if many residents west of city center cannot access the BRT system conveniently. The very substantial residential areas served by Creditview Drive, Mavis Road, Confederation Parkway and perhaps parts of Mississauga Rd. require access to the BRT, not just as a future phase, but during initial construction. The cost of adding stations for these arterials is relatively minor, and I believe necessary for the success of the BRT system as a whole.

Stations serving these arterials need not be complicated, nor provide for car parking, although this can be added later. For example, it is possible to construct a simple station in the westbound BRT tunnel under Mavis Road, and to use the eastbound Mavis Road off and on ramps for a simple stop with enclosed shelters; the top of the ramps will require slight realignments, but these are minor changes.

Creditview and Confederation Parkway stations can be even simpler; the eastbound station is the mirror image of the westbound station configuration, but an adjustment to the tunnel span over City View Drive may be needed (not known). If this is the case and impractical to adjust, the station can be moved slightly to the east or west of the bridge, with an enclosed tunnel walkway under the bridge to/from opposite side of Confederation.