

## Summary of updates and changes since the 2012 TSG

The TSG update has focused restructuring and enhancing content based on the following four themes:

- **Planning Around Transit (Chapter 2)** – Provides guidance on a range of land use, urban design and development-oriented topics focusing on the growth of transit-supportive places and spaces.
- **Transit and Mobility – Design & Planning (Chapter 3)** - Provides guidance on the planning, design, and integration of public transit, private and shared mobility modes and services, including enhancing First Mile /Last Mile connections around transit access points.
- **Transit Operations (Chapter 4)** - Provides guidance on the operation and management of public transit assets, including transit stations, stops, and transit-supportive physical and digital infrastructure.
- **Partnerships (Chapter 5)** - Provides guidance on partnerships, from service providers to Indigenous communities, that are critical to establishing and enhancing transit systems and services within and between communities.

In addition, a new chapter on **Implementation (Chapter 6)** has been added to provide guidance on planning processes, tools and programs to support the creation or enhancement of transit-supportive communities and future readiness.

The TSG update provides new and updated content reflecting the current transit context in Ontario. New topics in each chapter are as follows:

**The Introduction** provides an overview of the TSG, key stakeholders and overall purpose of the document as it relates to Ontario's mobility systems and land use planning framework.

**New topics include:**

- **Emerging mobility innovations in Ontario** which provides the current context for Ontario's transit landscape and modernizing best practices in transit-supportive planning, design and operations (e.g., emerging technology, First Mile /Last Mile access to transit, Fare and Service Integration, alternative transit solutions such as On-Demand Micro Transit).
- **References to other provincial documents** that provide transit-supportive direction, such as Provincial Planning Statement (2024) and the Greater Golden Horseshoe Transportation Plan (2022).

- Includes a **reference for ‘Remote’ community** scale (populations less than 10,000 people) for additional guidance on transit-supportive strategies for these communities.

**Chapter 2: Planning around Transit** - focuses on creating transit-supportive urban form through coordination of land use and growth planning around transit and enhancing pedestrian experience and transit access through built form and open spaces.

**New topics include:**

- Updated guidance on planning for **Major Transit Station Areas**, to align with Provincial Planning Statement (2024) to support planning for growth and intensification to support transit ridership in these areas, focusing on providing mixed uses and public services, and improved multi-modal transit access.
- **Transit Oriented Development** consists of planning and design strategies to facilitate the safe operation of transit services and pedestrian access within mixed-use communities in proximity to transit.
- Additional **Specialized Major Trip Generators** were included to expand the types of land uses and destinations with regular high volumes of visitors and commuters that can benefit from strategies that help to improve first and last mile connectivity, transit access and ridership linkages. Some examples include major planning events and venues, recreational destinations and airports.
- **Fostering a sense of ‘place’** incorporates strategies that influence the design of human-centric places that reflect the local character and needs of the community within and surrounding transit areas. These placemaking measures ensure that equity-deserving groups are represented within the transit rider’s public realm to foster a sense of belonging and safety.

**Chapter 3: Transit and Mobility – Design & Planning** - provides guidance on planning regional and local transportation networks, transit access for First Mile / Last Mile connections, designing complete streets, transportation and mobility infrastructure and transit planning and navigation.

**New topics include:**

- **Emerging technology** provides strategies for key stakeholders and partners considering implementation of First Mile / Last Mile connections using shared mobility modes and/or enhanced fare and service integration (e.g., shared mobility such as car-share, MaaS, electric vehicles, charging infrastructure, digital trip planning apps).
- **Wayfinding** strategies around transit station areas that support the ease of navigation, improved customer experience and safety, mitigation of physical barriers and efficient delivery of services in transit facilities. For example, clear and highly legible signage at

transit stations/stops, tactile guidance and ramps at paratransit stop platforms, and digital navigation assistance and applications.

- **Transportation equity** considerations that acknowledge the unique transit barriers and experiences of equity-deserving groups from diverse socioeconomic backgrounds, and approaches to collaborate with equity-deserving groups in developing strategies to address these barriers to foster a safe, accessible, and inclusive transit experience. Some socio-economic characteristics include but are not limited to; age, physical disability, gender and sexual orientation, language, race and Indigenous identity.

**Chapter 4: Transit Operations** provides strategies related to transit planning and operations, performance monitoring, types of mobility services and fare collection and ridership.

**New topics include:**

- **Additional types of transit system service** were included to provide guidance on including zero-emission buses, and ferry services. These strategies cover a range of topics including implementation considerations, planning and scheduling, operations and maintenance, infrastructure and facility management.
- Additional guidance on **winter transit operations**, including how to best enhance customer safety/comfort and transit travel time/reliability during inclement weather conditions.
- New section dedicated to **transit operations within rural, remote and indigenous communities**, to provide targeted guidance on key barriers experienced within these unique contexts including issues related to operational costs, infrastructure, staff resourcing within areas of dispersed population densities and low transit ridership.
- Updates to **fare collection strategies** to enable simplified fare structures and convenient payment options to enhance transit affordability and strategies on **emerging technologies** such as alternative mobility services including bike share, ride hail/rideshare, and electric vehicle (EV) infrastructure are also added to support the transition from internal combustion vehicles to more sustainable vehicle types.

**Chapter 5: Partnerships** provides guidance on engagement among key sectors to promote and enhance ridership opportunities.

**New chapter and topics include:**

- Strategies on developing **partnerships** with across various sectors i.e., government, Indigenous communities, non-governmental organizations, private transportation network companies and commercial/retail. To support partnerships among sectors to cultivate shared research, expertise, public support and funding to implement local and regional

transit solutions, and efficient delivery of transit infrastructure and services.

**Chapter 6: Implementation** provides information on how to leverage land use planning tools, municipal planning documents (OPs, TMPs) and funding opportunities for transit improvements.

**New topics include:**

- Newly added **Sustainability & Future Readiness** sub-section to provide strategies to support integration of sustainable practices in transit service delivery in preparations to respond and adapt to future transit needs and environmental changes (e.g., reducing GHG emissions through low-carbon transit technologies, preparing for future innovations such as mobility-as-a-service integration, emergency preparedness tools and practices).
- Additional guidance has been added to the **Funding and Investment** sub-section to highlight the various funding mechanisms available across different levels of government to support the development and operation of transit services/infrastructure and creation of transit-supportive communities.

**Chapter 7: Appendices** provides additional and supplementary material to support the content of the Transit-Supportive Guidelines, including case studies, glossary, context on Ontario's regulatory framework, and references.