
TTC 2022 Annual Service Plan

Integrated Youth Ambassador Team Reports

August 2021

TTC 2022 Youth Ambassador Team Overview

As part of the public engagement process for TTC's 2022 Annual Service Plan (ASP), the TTC hired a diverse team of nine youths (between the ages of 18 and 29) across the city to engage their peers and other members of their community, particularly those who are underrepresented in transit planning consultations, about the TTC's proposed bus route changes to support the opening of Line 5 Eglinton. The feedback collected by the Youth Ambassador Team will complement broader public consultation and will help inform TTC decision making on how the surface transit network could be modified to complement the new Line 5 Eglinton.

The 2022 Youth Ambassador Team builds on a similar, successful program the TTC led for its 2021 ASP. The Youth Ambassador Team is one way the TTC is working to bring an equity lens to its service planning — as identified in its [5-Year Service Plan and 10-Year Outlook](#) — by taking a deliberate approach to engaging youth (a demographic typically under-represented in public engagement process, but are also more likely to be affected by transit service changes), and providing paid work and skill development opportunities to youth where 2022 ASP initiatives and [Neighbourhood Improvement Area \(NIA\)](#) boundaries overlap and to youth from equity-deserving groups living outside of NIAs who may be impacted by the 2022 ASP initiatives.

The selected Youth Ambassadors are **Alecia Robinson, Alsharee Samuels, Hanzalah Gulma, Hermela Samuel, Lauryn Yohndo, Margaret Wang, Mohamed Mohamed, Muhammad Furrukh Tanveer, and Pablo Suarez**. They were selected following an open, competitive process. Twenty-five applications were received, and selection was based on geographic coverage, diversity, experience, transit use, familiarity with transit routes/corridors intersecting with Line 5 and relevant Neighbourhood Improvement Areas along/near Line 5, and reason for participating. The Youth Ambassadors' engagement work ran from late-June to mid-August, 2021. Swerhun Inc., third-party engagement team retained by TTC to support the 2022 ASP engagement process, designed and administered this youth-led engagement process and provided training and support to the Youth Ambassador Team.



Photo of the 2022 Youth Ambassadors, TTC staff, and Swerhun team at the August 12, 2021 Youth Ambassador Team Debrief Meeting

Target Bus Routes

The Youth Ambassadors focused on engaging about bus routes that are relevant to them and their community. Each youth team member implemented their engagement process independently using approaches customized to connect with local youth and other members of their community. A total of 10 out of 27 proposed bus routes were the focus of the Youth Ambassadors' engagement. These bus routes include:

East routes

1. 34 Eglinton
2. 54 Lawrence East
3. 81 Thorncliffe Park
4. 100 Flemingdon Park
5. 334 Eglinton Blue Night
6. 954 Lawrence East Express

West routes

7. 161 Rogers Rd
8. 32 Eglinton West
9. 35 Jane
10. 158 Trethewey

Participation Numbers and Engagement Mechanisms

A total of 718 participants were engaged by the Youth Ambassadors through a range of engagement tactics, including:

- Online surveys
- Hard copy surveys distributed through in-person engagement
- Virtual meetings

These engagement tactics were promoted in a variety of ways, including:

- Promoting via social media, such as Instagram, Twitter, Facebook, Snapchat, and Yubo
- Putting up posters at key locations in the community, such as apartment building message boards, local mosques, community parks, public message boards near bus stops, libraries, community centres, daycares, etc.
- Handing out flyers to transit riders on the bus and at bus stops
- Reaching out to local community organizations, businesses, and student organizations to help promote their engagement activities

High-level Summary of Key Feedback

General feedback heard from participants across all Youth Ambassadors' engagement are summarized below. See the Youth Ambassadors' engagement reports in the attachment section for detailed participant feedback on the target bus routes.

- Overall, most participants were supportive of the proposed bus route changes.
- Some participants shared concerns about the proposed changes. Concerns were generally about longer journey times, loss of access to some destinations, long wait times, long walks to stops, and impacts to accessibility at and near stations and stops. Others were concerned about having to pay an additional fare for using Line 5 on top of the regular fare paid when riding the bus.
- Other top suggestions from participants include:
 - Make transit fare more affordable
 - Ensure customers are well-informed about transit changes to avoid confusion
 - Increase frequency of buses to shorten wait times
 - Improve accuracy of bus arrival times
 - Improve safety on vehicles, including cleaning of vehicles, and at/near stops

Attachments – Youth Ambassador Engagement Reports

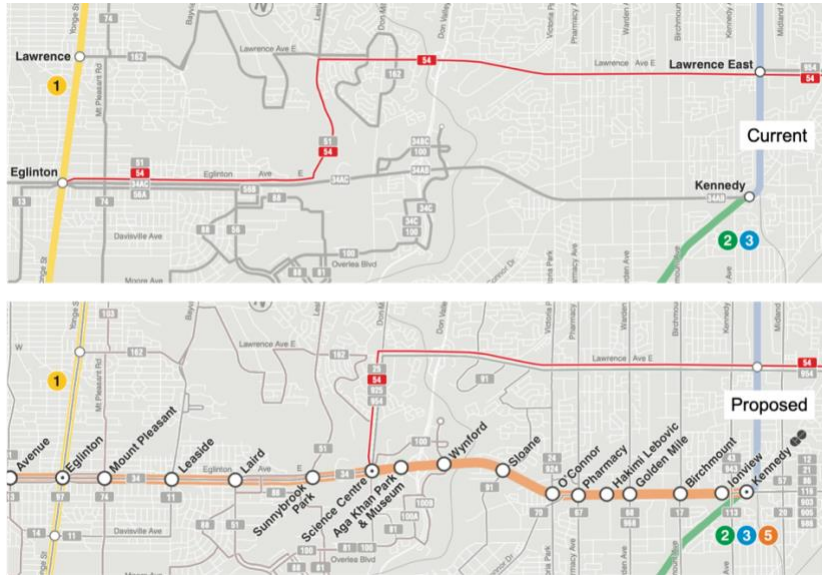
The attachments on the following pages are organized alphabetically by the Youth Ambassadors' names.

1. Alecia Robinson
2. Alsharee Samuels
3. Hanzalah Gulma
4. Hermela Samuel
5. Lauryn Yohndo
6. Margaret Wang
7. Mohamed Mohamed
8. Muhammad Furrukh Tanveer
9. Pablo Suarez

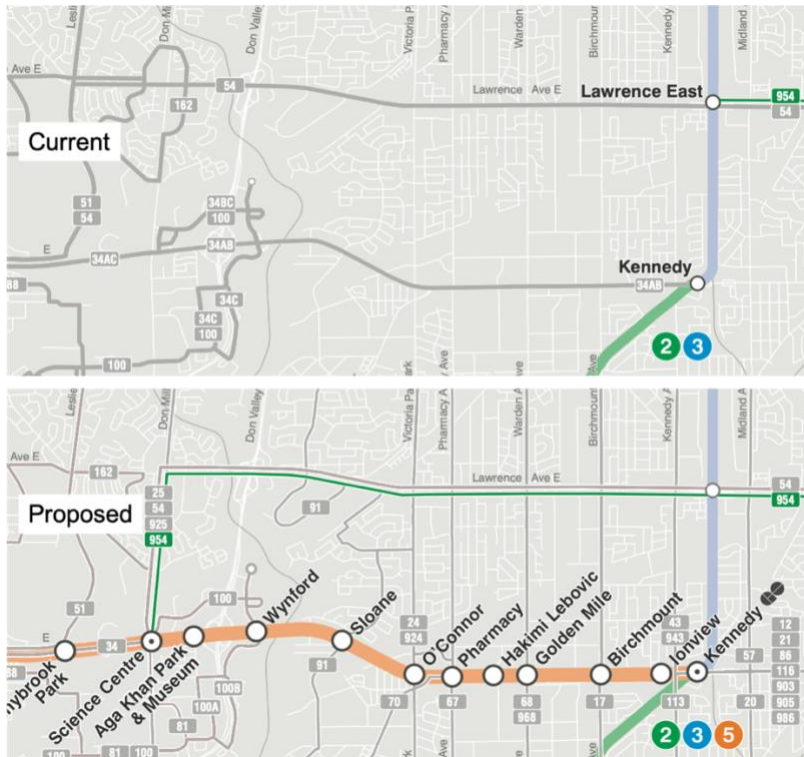
Line 5 Eglinton (Eglinton Crosstown) 2022 Final Report – Youth Ambassador Team

Alecia Robinson

54 Lawrence East



954 Lawrence East Express



I am a person who travels on both the 54 Lawrence and 954 Lawrence East Express. When I saw the opportunity to become a part of the TTC Youth Ambassador Team, I was excited to contribute to my community and the street I live on. Over the period of 4 weeks, I have conducted surveys both in-person and online. I have gotten 32 surveys complete in total. 13 handwritten and 19 online. I traveled to Lawrence East Station, and I asked anyone that I see on the road. The engagement process started on the 16th of July and closed on the 5th of August 2021. It was very interesting interacting with people from a distance.

Methods of Outreach

Poster

Did you hear that there are going to be **Proposed Route Changes** [for](#)

54 Lawrence East

954 Lawrence East Express


"The TTC is proposing changes to 54 Lawrence East and 954 Lawrence East Express due to the opening of Line 5 Eglinton (Eglinton Crosstown) in 2022. Help the TTC plan the proposed route changes to the bus you take!"

Tell the TTC what you think about these changes by ~~completing a~~ completing a short survey

Get a chance to win a \$50 Gift Card of your choice for completing the survey

\$50 Gift Card

Visit the link below or scan the QR code to take the survey



<https://forms.gle/p9Tx2jRzjhE8kLmq9>

The Survey is done by a TTC Youth Ambassador Team Member

Online Survey Link – Google Forms

<https://forms.gle/idhmbEcpYBrap9bB8>

Print Out Survey

54 Lawrence East and 954 Lawrence East Express

Proposed Bus Route Changes Survey

Complete this survey to have a **chance to win a \$50 gift card (there will be 6 winners)**

Name:

Contact:

This survey consists of 7 questions, about the proposed route changes to 54 Lawrence East and 954 Lawrence East Express as part of several routes the TTC is proposing to modify in preparation for the opening of Line 5 Eglinton (Eglinton Crosstown) in 2022.

This survey is led by the 2022 TTC Youth Ambassador Team.

Tick/mark the box that applies to you and write your response in the spaces provided.

1. What age group do you belong to?

17 & under

18 – 29

30 – 39

40 & above

2. Do you take the 54 Lawrence East or 954 Lawrence East Express?

I take the 54 Lawrence East

I take the 954 Lawrence East Express

I take both the 54 & 954

I don't take either of the 54 & 954

3. Does the proposed route change affect you? If yes, write how it affects you in the box.

No

Yes

4. Is the proposed change positive or negative? _____

5. Are there destinations you can no longer access because of the proposed route change? If so, write them in the box below.

6. Do you support these proposed changes? Yes or no, tell us why in the box below.

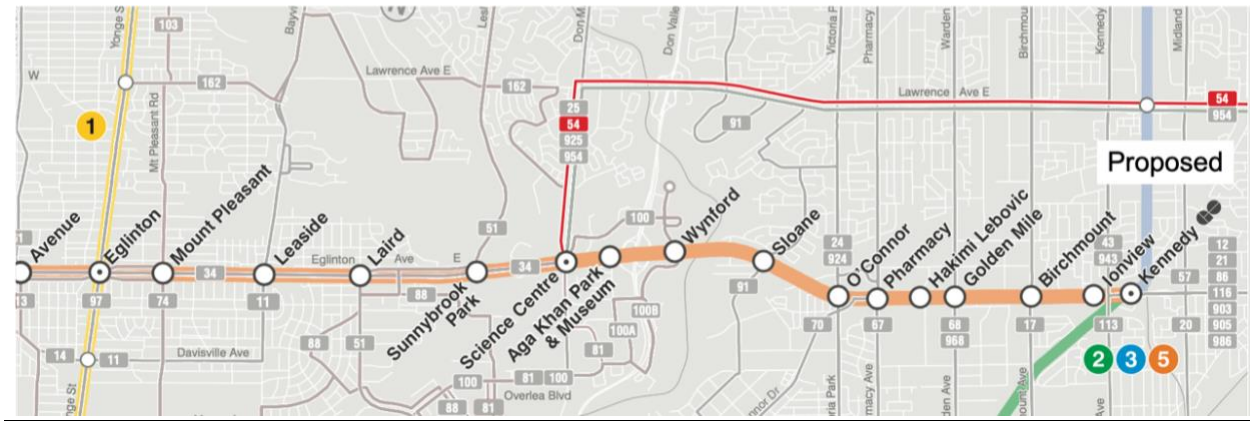
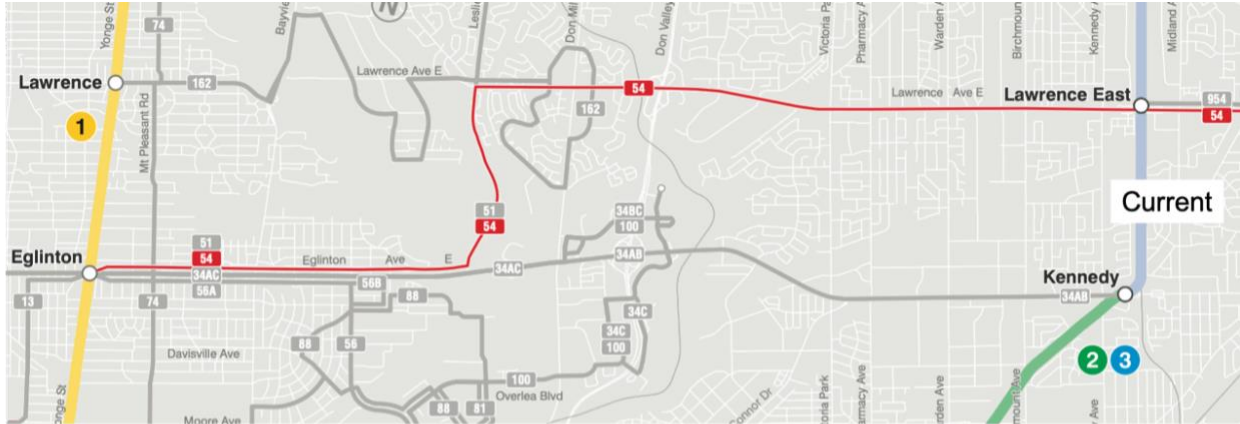
Yes

No

7. Is there any other feedback you would like to share with the TTC about the proposed route changes because of Line 5 Eglinton's opening? If yes, tell us in the box below.

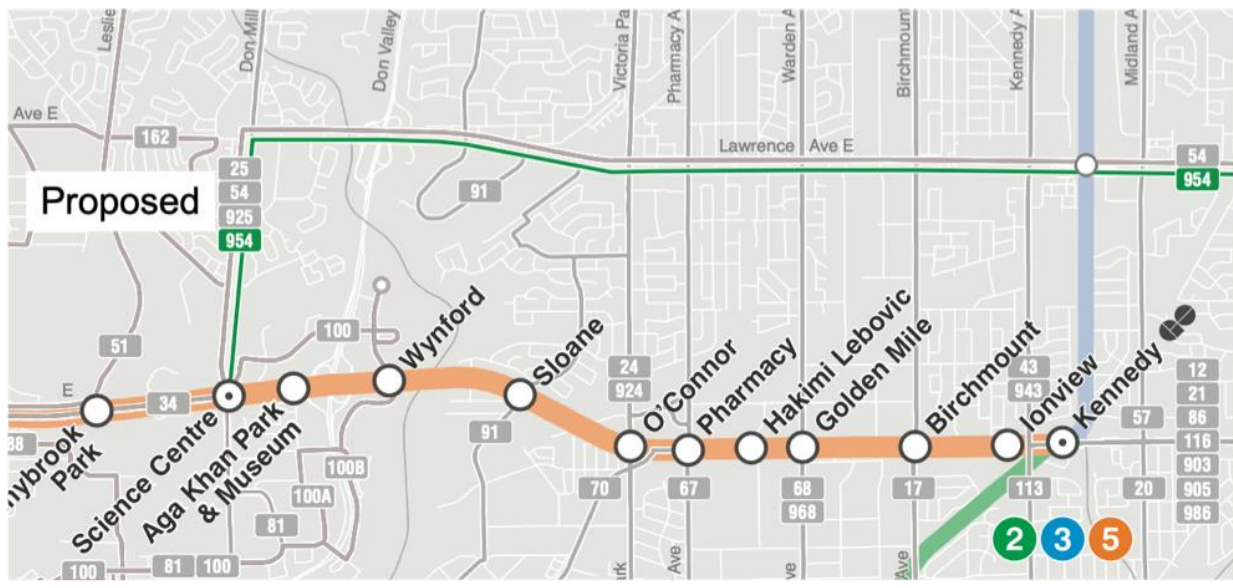
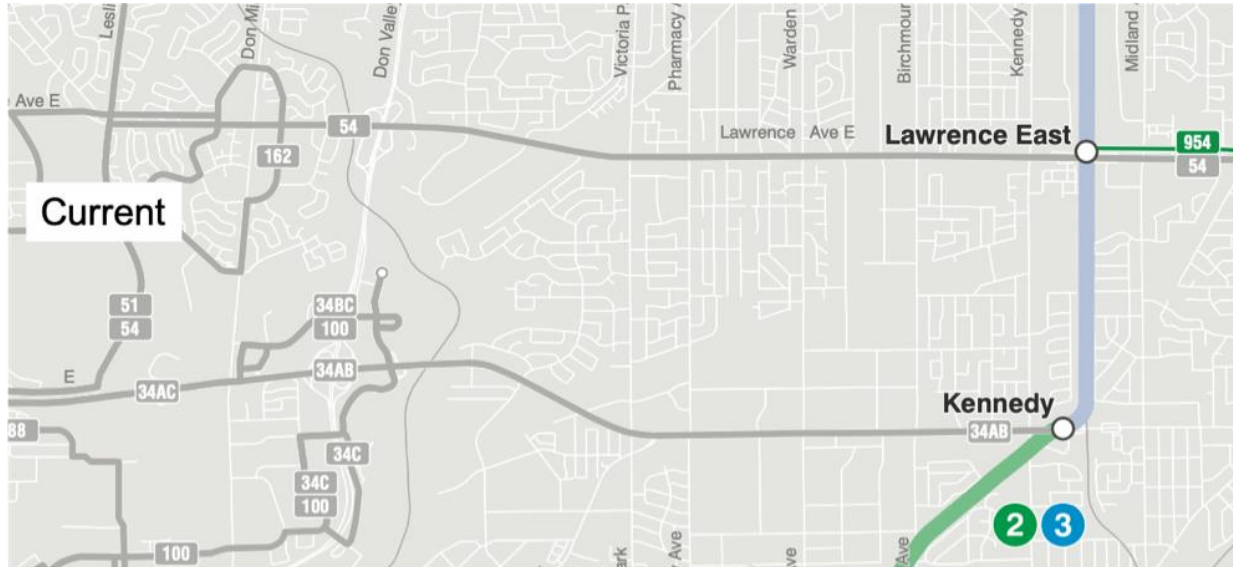
Proposed route change for 54 Lawrence East

With the introduction of Line 5 on Eglinton Avenue, the current routing on Eglinton by 54 Lawrence East will be redundant so 54 Lawrence East will be adjusted to terminate at the new Science Centre Station on Line 5. People currently traveling along Eglinton via 54 should expect to transfer to Science Centre Station. Additionally, service will be routed via Don Mills Road instead of Leslie Street. See the image below.



Proposed route change for 954 Lawrence East Express

954 Lawrence East Express will be extended to the new Science Centre Station on Line 5, via Lawrence Avenue and Don Mills Road. Express service will be extended from Lawrence East Station to provide customers west of Line 3 Scarborough (SRT) with new express service and connections to the future Line 5 Eglinton. Both 54 and 954 will end at the new Science Centre Station. See the image below.



Key Messages

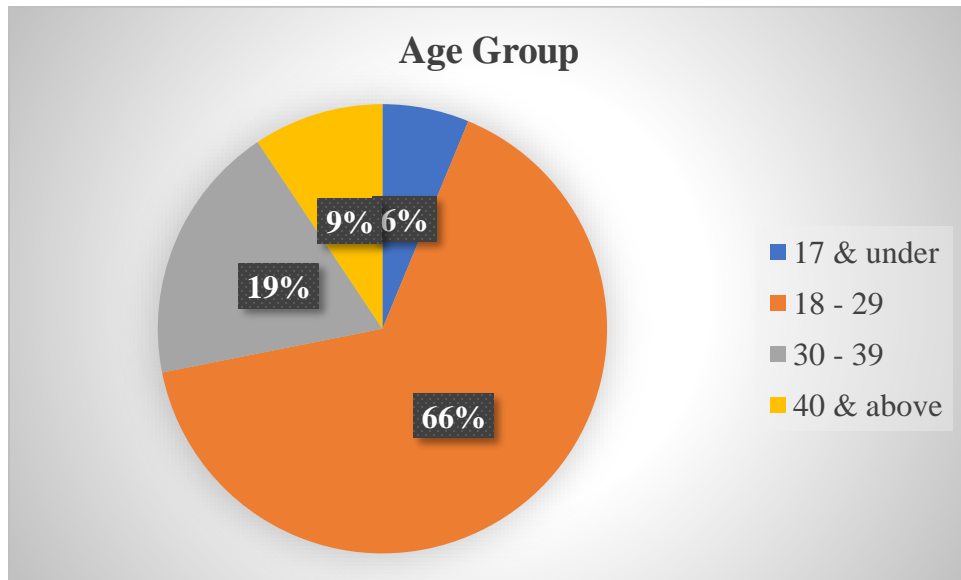
- Most people agreed that the changes are positive to both 54 Lawrence East & 954 Lawrence East Express.
- A lot of people don't like to answer open-ended questions.
- Most people support the proposed changes to both 54 Lawrence East & 954 Lawrence East Express.

Demographic

Age Group

I collected responses from different age groups. I mostly got a response from the age group between 18 – 29. The bar chart below gives you a more graphic/visual understanding of the age range.

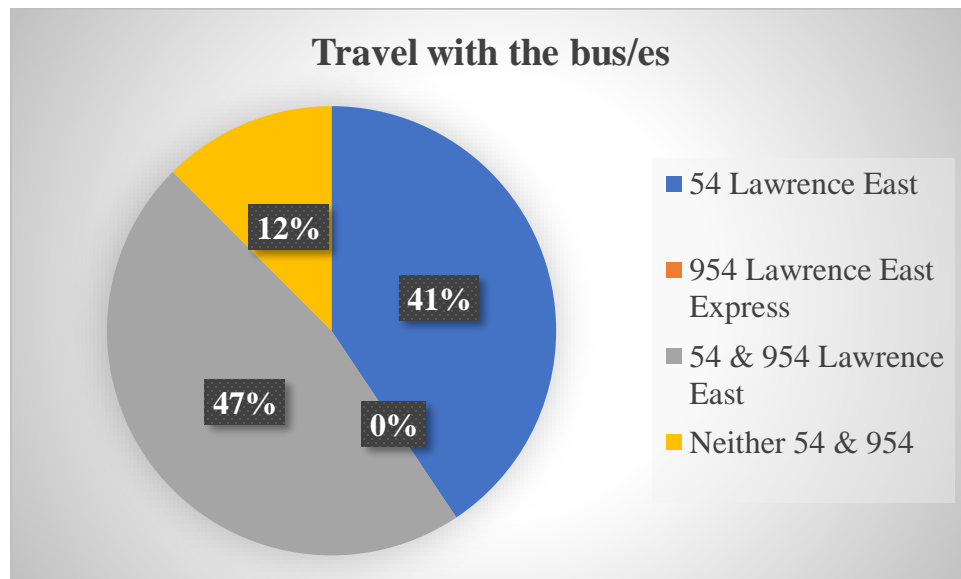
Age Group	Number of participants
17 & under	2
18 – 29	21
30 – 39	6
40 & above	3



Number of people who take the bus

Most of the participants from the survey identified taking both the 54 Lawrence East & 954 Lawrence East Express.

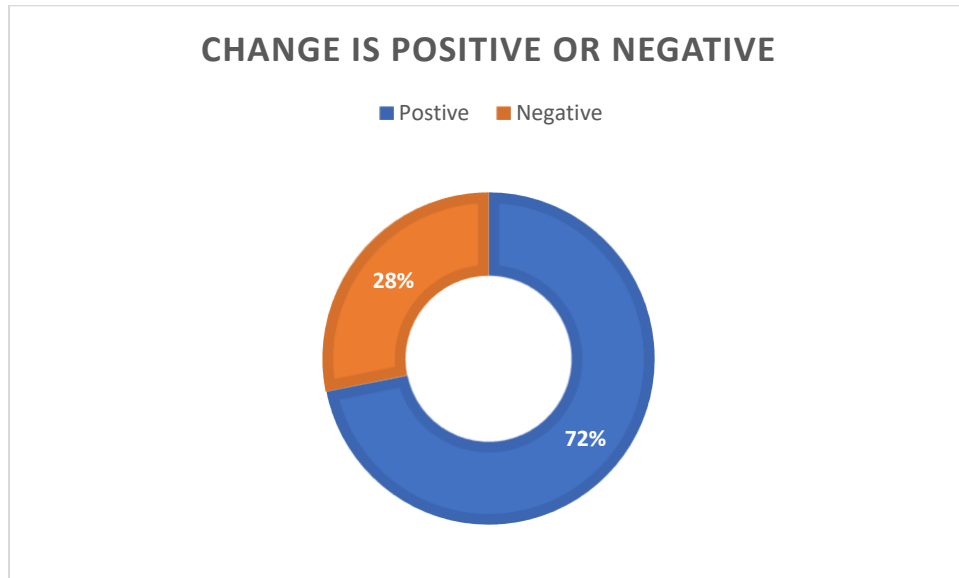
Bus Routes	Participants
Take the 54 Lawrence East	13
Take the 954 Lawrence East Express	0
Take both the 54 & 954	15
Don't take either of the 54 & 954	4



Detailed Feedback

Most of the responses to the changes were positive and a few negative, that's to be expected.

Level of Support	Participants
Positive	23
Negative	9



How the proposed changes affect participants

A lot of people are not affected by the changes, but a few are. Their responses are:

- Take 54A to Eglinton Station top stop at Sutherland Ave. The proposed route will affect commute in the future.
- Does not affect daily, but a few times.
- Moves places to cover
- The changes would make traveling MUCH MORE convenient
- It will affect me positively it can save time and go to places faster by taking the bus at Lawrence East Station. It's going to make my neighborhood look better and advanced.
- Sometimes take the 54 to Eglinton Station.
- Delay in travel time because of re-routed.

Impact to destinations

A few destinations participants can no longer reach are:

- Don Mills to Leslie
- Leslie to Eglinton
- Sutherland Ave

Low support for the changes

Not everyone who answered the survey supports the changes but that's to be expected. A few responses are:

- The current route supplies for the framed destination that are needed.
- Undecided – 54 is a very busy route, more stops will take even longer.
- Having to change buses/transportation may inconvenience some people; making their travel time longer.
- Find it very inconvenient

High support for the Changes

Most of the responses support the changes to both of the routes. A few responses are:

- If the routes have connecting routes access is available
- Faster
- Support the changes because they would make commuting more convenient in terms of time/distance
- Easier to navigate
- We need to upgrade the TTC, more people are coming within the city, expansions must occur more east of Scarborough, and traffic will be less busy with fewer accidents.
- The ride is very long to go to Eglinton Station
- It can help schools make a field trip without having to rent a school bus.

Other General Feedback

As I said before a lot of people didn't answer the open ending questions. Some of the feedback received includes:

- If Line 5 can have a stop at Eginton Ave turning point up to Sutherland Ave. That would be good, can take it after boarding 54A.
- Hope the proposed changes are successful
- Make sure the changes are known to the public commercials, app updates, signs, etc
- Please keep updating the TTC more efficiently, faster, and more advanced as soon as possible. To make Toronto's transit a lot easier for people.
- It's a good change and changes are good.

Concluding Thoughts

Overall conducting the survey was good. It made me get a better understanding of people's opinion on the changes for route 54 Lawrence East and 954 Lawrence East Station. Some people have opinions on the TTC in general. I have done both in-person and online surveys but I preferred the in-person survey. I got a better understanding of who is answering the survey and what they think of the changes. A lot of people had questions and opinions but they didn't include them on the survey, they felt comfortable telling me them I don't know why. When they see the map of the proposed changes they don't understand it clearly to see if it will affect them or not. TTC should make the map more detailed for anyone no matter the age group to get a better understanding of it. Finally, most of the participants that I got responses from in person are a part of the visible minority. I love my experience being a TTC Youth Ambassador for 2021. I have developed skills and strategies that can be transferred to my daily life. **THANK YOU, TTC AND SWERHUN GROUP!!!**

Final Report- 2022 TTC Youth Ambassador Team

Alsharee Samuels
Route 161
August 12, 2021



Overview

During the period of the engagement process, feedback was received from 45 individuals about the proposed changes that will occur on the TTC in regards to route 161. The engagement process was started from July 14 to July 31, 2021. An organization that took part in the engagement is the FCJ Refugee Centre. A poster with the engagement information was created and shared on social media to contact individuals for one-on-one discussions. Conversely, the FCJ Refugee Centre was contacted by reaching out to the youth worker there who scheduled a zoom meeting where I was able to engage with the participants. Very few individuals were involved in person where we had a few discussions and lastly through Yubo, a social video live-streaming app that allows you to get engaged with individuals where a chat room was started about the questions that were written.

Key Findings

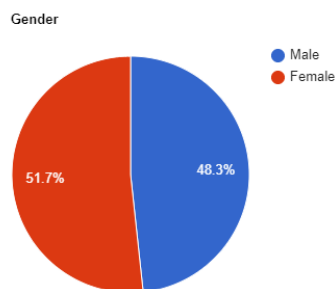
Increase the number of buses. Most of the world travels by public transportation and Toronto is a highly populated city which means quite many individuals rely on public transportation to get to their destinations. Individuals suggested that the TTC should add more buses due to the volume of riders they have, the frequency of buses shortens wait times and there will be less congestion as many would prefer more space especially with COVID-19 as individuals don't want close contact with others in a confined space.

Trains should have longer wait times when letting passengers board. Participants want longer wait times and more attention being given to those who are boarding trains, as many said that train doors close too quickly. Seniors and individuals with disabilities identify being scared to wait too close to the platform and are unable to move fast enough to board trains, thus are getting left behind because operators do not keep an eye out for these individuals.

Increase the frequency of cleaning. Individuals want the TTC to clean and maintain the buses especially during COVID-19, as individuals don't seem to see cleaning on a regular basis such as wiping down the handles and seats every couple of hours. Not having garbage and messes on the buses is also a concern as well as people sleeping on transportation without a mask.

Demographics of Participants

The demographics for this outreach were sourced from the city of Toronto. The individuals who participated were between the ages of 16 and 28 with slightly more than half being over the age of 19, overall, 45 people participated. The racial makeup of the participants is as follows 79.3% Black, 6.9% White, 6.9% Arab, and 6.9% Latino. The Gender distribution was almost even with 48.3% being male and 51.7% being female.



Detailed Feedback

60% of the individuals interviewed said they would find the change inconvenient with about 40% not having any issues. Most of the individuals questioned anticipate that with how rapid transit has been implemented in the past that it may throw many riders off regarding the best and most direct route they would need to take. Others feel as the changes will disrupt their schedules and hold them back from arriving at their destinations on time. Individuals support the 161 route ending at a station rather than a loop, as riders find it difficult to navigate properly and efficiently from such areas. With the bus ending at a subway station with WIFI instead of a loop without WIFI, it will allow people who may not have the most proficient English skills to easily plan their way if

they happen to become confused or lost. With regards to residents of Keele and Caledonia, they will have even more reliable transportation and will be able to have more access to the rest of the city by way of these proposed changes.

Residents of the Keele and Caledonia neighbourhoods are going to benefit from better connections to rapid transit and easier access to the rest of the city. It will benefit people's daily life as there will be less traffic on the roads due to the crosstown and thus people will arrive at their desired destinations in a more timely manner. In regards to elderly people in the aforementioned neighbourhoods, these riders will have a more direct route to their destinations potentially saving these individuals from being placed in harm's way from crossing busy intersections or walking around blind spots. A faster and more efficient bus route would also lead to happier customers which are of great value to customer service.

Changes to route 161 Rogers Road. When asked about whether the changes proposed to route 161 Rogers Road based on the destination that will no longer get to easily, the vast majority agreed that the proposed changes are going to greatly improve their ride and ability to get to their destinations. A small minority mentioned that certain bus stops that have been moved have in fact made their commute more difficult due to the stops being moved farther away from their homes or places of business.

Transferring to Mount Dennis. Having to transfer to Mount Dennis isn't seen as much of an inconvenience for many individuals. However, for a few, it will impact their lives drastically and they don't support the change of having to transfer to Mount Dennis as an option. People, especially those who are used to this as a regular route would not want to transfer. In general, having to transfer busses is a major inconvenience for people who rely on the TTC as their main transportation. Also, many people are already under the impression that the amount of money they have to pay to go on the TTC is quite expensive, so having to pay for bus fare to continue their trip is an inconvenience.

Participants have low support for transferring to 171 Mt Dennis as it will disrupt daily activities especially for people going to work and for struggling students trying to beat their schedule and get to their destination on time. Having to transfer will be a major issue especially if this route is one where the bus isn't on time which will hinder people from getting where they need to be because people feel as though the wait time for a lot of routes is longer than it should be.

Suggestions for the new route changes. When asked what would need to be done to make everyone happy with the new changes most participants answered positively. Many people understand that the changes are going to inevitably make everyone's

commute easier and more direct, however, they believe that representatives of the TTC should make it overwhelmingly clear as they had concerns for elderly patrons not understanding certain changes and then getting lost. Individuals want to ensure that the right amount of effort will be enforced in order to make the proposed changes work for everyone. Let the elderly have full knowledge and introduce it in a way that shows that they are valued. Another thing they believe will make everyone happy is a faster commute which due to the new bus the majority believe they will have especially with the crosstown being completed.

The timing of bus arrivals is of huge concern for individuals that rely on the TTC on a day-to-day basis. Individuals would use certain bus apps suggested by the TTC so that they can commute in a timely and orderly fashion. However, these apps do not seem as reliable as proposed. Individuals would leave at a certain time to get to a bus stop/station before the suggested time that a bus would appear, they would tell individuals 5 minutes in which that wait time doubles. When individuals have to wait longer and arrive much later to their destination than expected. This greatly affects individuals going to anything important such as work and school especially if it is quite a distance. It is never easy trying to explain to a high division as to why you arrived at the time you did when you tried every way by all means to be there for that set time.

On confrontations between TTC operators and customers, individuals want transit operators to also be very mindful of how they handle certain situations. Oftentimes both passengers and transit operators are in the wrong. Often an operator might have been asked a question and the way they answer might put someone in a bad mood which often causes confrontations.

General support for the route changes. These changes are deemed as easier and more convenient for customers. Connecting to faster transportation will always be a more suitable way of transportation. Customers will have access to a wide variety of destinations in the process. Due to COVID and the ongoing stay-at-home order that had previously been in place, people are looking forward to businesses opening back up and doing a lot more traveling. Destinations that were deemed out of reach will now be easily accessible which will help with everyone especially people with different needs. However, a few participants don't see the difference and would rather not proceed with the proposed changes because it may increase ridership on the route and inevitably ending up just as or more crowded.

Divided support for the cleanliness of the 161 Rogers Road route. The route is generally clean to about half of the participants, while about half believe it needs more

hourly sanitation, more mask regulations, and more control over people sleeping on transit.

Comments and suggestions on the safety of the TTC. 50% of participants find it inconvenient when individuals are sleeping on the transit and behaving in a manner outside of social norms. Participants also said that the TTC is not safe because “there are no railing/gates”. A few participants suggested that there should be barriers upon arrival and departure for trains, as this will also help when individuals miss a train so that they don’t charge to the doors because the gates will be closed, and they will not cause any harm to themselves and others around them. Some of the participants also mentioned the doors on the bus either not opening quickly enough or opening too quickly. These suggestions being implemented would have TTC deemed safe for these individuals. This will be seen as the next level of care being implemented by the riders and the whole city to ensure that individuals are truly safe while on the TTC.

TTC Youth Ambassador

81 THORNCLIFFE PARK

Muhammad Furrukh Tanveer

06/08/2021

OVERVIEW:

As a TTC Youth Ambassador, these past few weeks have been spent gathering information that will help the TTC improve their service, specifically on the 81 Thorncliffe Park route. The information gathered will help the TTC understand what community members would like to see and how it connects with the upcoming TTC Annual Service Plan. The information was gathered using an online Google Forms survey which was open between July 17th and August 2nd. The survey link was distributed through social media platforms such as Instagram and community organizations like the *Islamic Society of Toronto*. Along with social media, posters that contained the survey link were physically distributed and placed around the community (*See Appendix A*). The posters were distributed at popular community areas such as the local mosque and the community park. The survey consisted of questions that focused on the proposed alterations to the 81 Thorncliffe Park route and how individuals feel about the alterations, along with questions regarding the general transit system and how the TTC can improve. A total of 302 individuals participated in the survey and shared their feedback. Of the 302 participants, 51% were individuals between the ages of 18-29, 20.5% were participants aged 29-39, 19.2% were participants aged 40 and above, and 9.3% were participants aged 17 and under.

KEY FINDINGS:

- *81 Thorncliffe from Science Center*: Many of the participants shared that they were concerned the proposed route alteration would make their commute to Pape Station longer, stating the 81 will have more stops and will take longer to reach and go around Thorncliffe Park

- *Fare Costs:* A notable number of participants, specifically ages 18-29, shared their concern with the fare costs citing that they were too high and wished for the fare costs to be reduced
- *Inconsistent Timings:* Many participants stated that the bus times did not correlate with the actual bus arrival times and asked for more accuracy
- *Frequency of Buses:* Many participants suggested that the TTC should increase the frequency of buses stating their wait times will be increased with the proposed route alterations and increasing the frequency of buses will shorten the wait times

FEEDBACK:

From the 302 responses on the survey, a detailed summary of the questions and their responses is provided below:

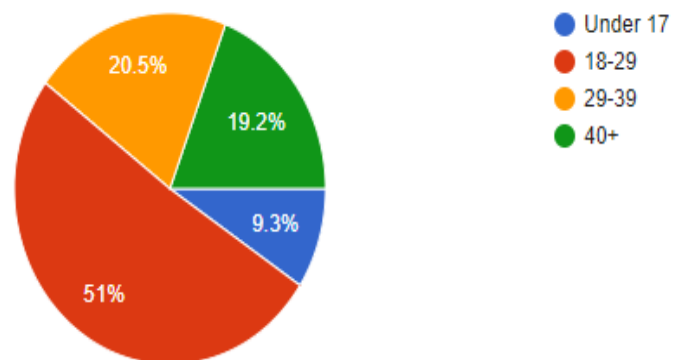
Question 1:

The first question asked on the survey was for the participant's age. The options included:

- Under 17
- 18-29
- 29-39
- 40+

From the 302 responses, these were the results:

- 51% ages 18-29 (154 respondents)
- 20.5% ages 29-39 (62 respondents)
- 40% ages 40 and above (58 respondents)
- 9.3% ages 17 and below (28 respondents)



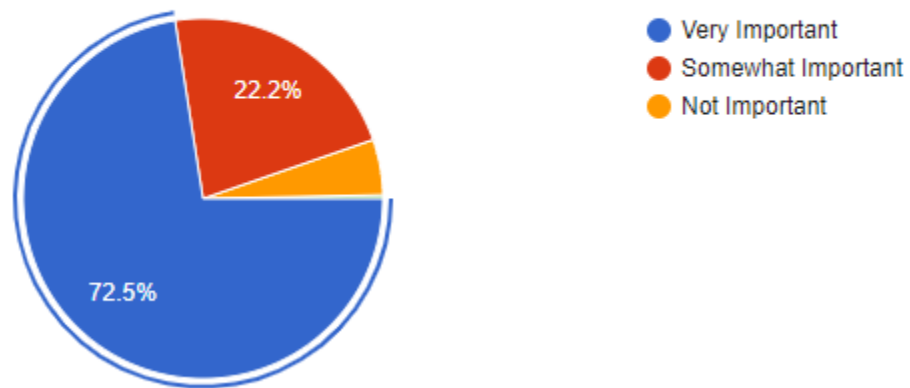
Based on the results, most respondents were between ages 18 and 29.

Question 2:

The second question asked was “**How important is the 81 Thorncliffe Park route for your transit routine?**”. This question was asked to get a better understanding of the participants and their connection with the 81 Thorncliffe route. From the 302 responses, these were the results:

How important is the 81 Thorncliffe Park route for your transit routine?

302 responses



From the responses, most of the respondents (72.5%), specifically 219 respondents, chose 81 Thorncliffe Park to be very important for their transit routine, followed by (22.2%) specifically 68 respondents finding it somewhat important, and 15 respondents finding it not important for their transit routine. Based on these results, most of the respondents found the 81 Thorncliffe route to be very important for their transit routine.

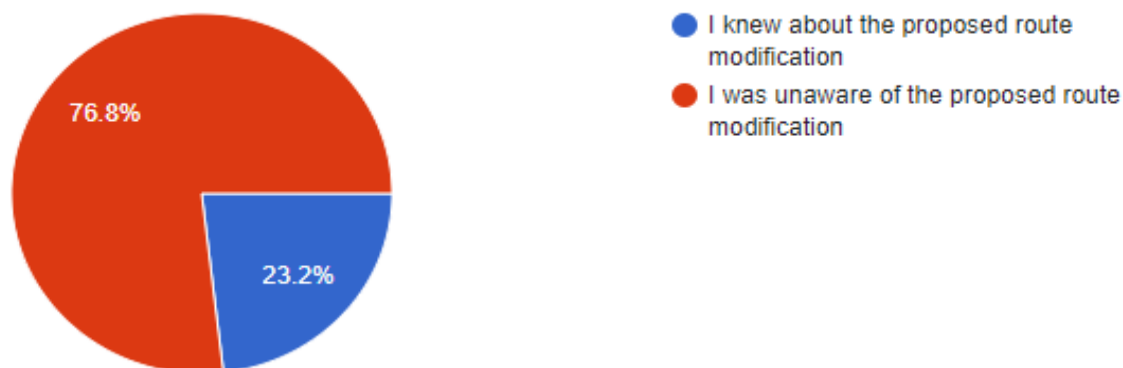
Question 3:

The third question showcased the current 81 Thorncliffe route alongside the proposed 81 Thorncliffe route with a brief description.

81 Thorncliffe Park Current vs Proposed Route



The description and question were “The purpose of the proposed modifications to 81 Thorncliffe is to provide direct connections to Line 5 and improve the community’s access to Flemingdon Park and its local destinations, such as shopping, schools, libraries, and parks. Note that this proposal was adjusted based on community consultation in 2019 when members of the community provided feedback on the local destinations, they wanted access to. **Were you aware of the proposed route modification?**” This question was asked to get a better understanding of how many individuals were aware of upcoming modifications. From the 302 responses, these were the results:



76 % of respondents, specifically 232 individuals, stated that they were unaware of the proposed route modification. In contrast, 23.2% of respondents, specifically 70 individuals, stated that they were aware of the proposed route modification.

From the 70 respondents that were aware of the proposed route modifications,

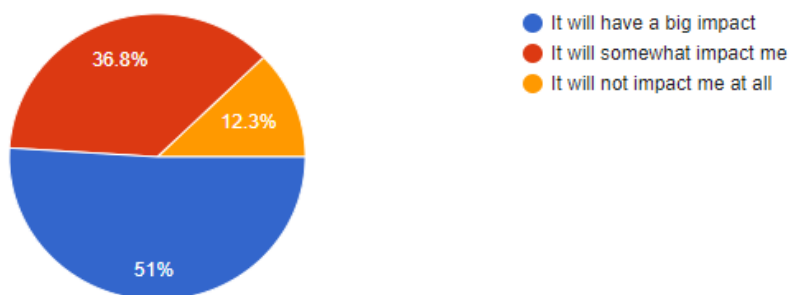
- 39 of respondents were ages 18-29
- 18 of the respondents were ages 29-39
- 10 of the respondents were ages 17 and under
- 3 of the respondents were ages 40 and above

Based on these results, most respondents were not aware of the proposed route alteration and those that were consisted of respondents primarily ages 18 to 29.

Question 4:

The fourth question provided a brief recap on the proposed route alteration, along with asking participants how they will be impacted by the route alteration. “The proposed modified route showcases the 81 Thorncliffe Park being extended to the new Ontario Science Center Station on Line 5 via Overlea Boulevard, Gateway Boulevard, and Don Mills Road (as shown above).

What type of impact will the proposed 81 Thorncliffe Park route have on your transit routine?’. From the provided options of “it will have a big impact, it will somewhat impact me, it will not impact me at all”, these were the results:



From the 302 responses, 51% of respondents, specifically 153 individuals, stated the route alteration will have a big impact, 36.8% of respondents, specifically 111 individuals stated the route alteration will somewhat impact them, and 12.3% of respondents, specifically 37 individuals stated that the route alteration will not impact them at all. Based on these results, most respondents will be impacted by the route alteration.

Question 5:

The fifth question asked “**How do you feel about the proposed 81 Thorncliffe Park Route modification and its connection to the Science Centre and Flemingdon Park? Do you like it, dislike it, etc.?**” This question was open-ended so that respondents can openly and personally express how they feel about the proposed route alteration. The 302 responses can be split into three sections: those that like the proposed alterations, those that dislike the proposed alterations, and those that feel neutral towards it.

Individuals that liked the proposed route modification:

Based on the 302 responses, around 60% of individuals, specifically in the 170-180 range, had positive comments towards the proposed route alteration. The responses in favor of the proposed route alterations mainly stated benefits such as the 81 connecting to Flemingdon Park, the connection to Line 5 Eglinton and the destinations it connects to, and the flexibility provided by the multiple routes connecting the communities. However, it is worthy to note that some individuals that were in favor of the proposed alteration did state that they were worried it would increase their wait times, specifically when travelling towards Pape Station. Below are examples of specific responses that individuals in favor of the proposed route alteration gave:

- “I think it would be great for people trying to reach line 5; it could make the interconnectivity of the city and ease of travel more beneficial. Although, it may take more time for the 81 bus to come through the neighbourhood unless there are more bus drivers hired.”

- “The TTC’s proposed plan is great for a number of reasons. Firstly, it will aid connect the Thorncliffe community with the Science Center and the Flemingdon community with the ease of not transferring between buses. Secondly, the Flemingdon community will be encouraged to use public transportation given that there will be less waiting time since there will be 2 routes to a subway station. However, there has to be at least double the number of buses running for the success of this proposed plan.”
- “I like it, it makes more sense for us in the community and it further connects us to the east and north without having to walk to the 100 and 25 bus routes. this is convenient.”
- “I like it because it will allow passengers to connect to Line 5. It will be more accessible for passengers to commute downtown and to Scarborough. As long as the wait times do not increase for this route, everyone will be happy.”
- “I think this is a great opportunity for Thorncliffe Residents to get more access to the Flemingdon Park community along with the science center. It definitely makes access easier considering the 25 and 100 buses can be crowded at times. The biggest impact is the access to Line 5 which is very beneficial as we'll get access to stations that normally took time.”

There were multiple individuals that stated they liked the alternate proposed route but did not further elaborate on it.

Individuals that disliked the proposed route modification:

Based on the 302 responses, around 30% - 35% of individuals, specifically in the 100 - 110 range were not in favor of the proposed route alteration. Participants mainly stated that they were concerned it would make the wait and travel times longer, specifically when headed towards Pape Station, that it would increase traffic during work hours, and that it was unnecessary based on the existing routes. Most of the responses were concerned about the impact it would have when travelling from Thorncliffe Park to Pape, stating it would lengthen their commute time.

Below are specific examples of responses that individuals not in favor of the proposed route alteration gave:

- “As a college student, the modifications to the bus route will bring even more traffic in during work/school hours which is not time-consuming and thus not ideal because I will constantly have to work around the long wait time.”

- “I dislike it the 100 already goes that route and the 25”
- “The wait times are going’s to be increased and it’s something that conflicts with my interests. ”
- “I dislike it. It is just going to increase the travel time and crowd in the bus if anybody wants they can just take 100 or 25 to reach the Ontario science museum”

There were multiple individuals that stated they disliked the alternate proposed route but did not further elaborate on it.

Individuals that felt neutral towards the proposed route modification:

Based on the 302 responses, around 10% - 15% of individuals, specifically in the 20 - 30 range, felt neutral towards the proposed route alteration. The responses stated that they both liked and disliked the route based on some factors or they were not impacted by it at all. Many individuals stated they will not be impacted by the route alteration at all and felt neutral towards it. In contrast, a large portion of respondents that felt neutral stated they liked how they get more access to Flemingdon Park and its businesses, but at the same time, they were concerned that it would impact travel times and cause more traffic. Below are examples of specific responses that individuals that felt neutral towards the proposed route alteration gave:

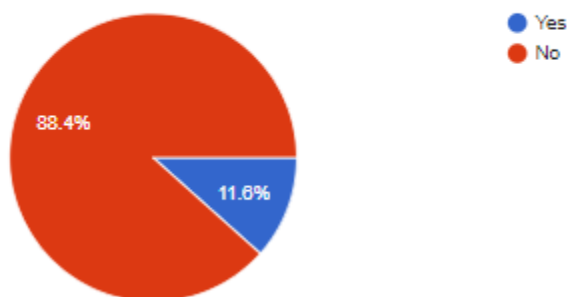
- “It sounds interesting, wonder how it would impact my travel time. However, it sounds like I would have access to both the Pape Station and the new subway line. I'm wondering though wouldn't the Don Mills 25 and Express Bus already go this route. So is it really necessary for the 81 Bus to go that route as well?”
- “Both good and bad, bad in the sense it will impact the usual time to get from Thorncliffe to Pape in around 20 minutes and good for those who live in Flemingdon Park an alternative other than the 100 from Broadview to get home.”
- “Indifferent to it until using the 81 to go to the Science Centre becomes a larger part of my routine”
- “Like it for the people to access the bus near their homes. But I think the other buses connecting already in existence is ok for them to use it in the transit.”

Question 6:

The sixth question asked was “Do you have an alternate proposal for the 81 Thorncliffe Park Route?”. This question was asked so that respondents could provide any alternate proposal they had over the current proposed route. From the 302 responses, these were the results:

Do you have an alternate proposal for the 81 Thorncliffe Park Route?

302 responses



262 individuals (88.4%) stated they did not have an alternate proposal for the 81 Thorncliffe route and 35 individuals (11.6%) stated they had an alternate proposal.

Question 7:

The seventh question was an extension of the previous question and asked individuals that had an alternate proposal to further elaborate on what they proposed. “If you answered yes to the previous question, what alternate route do you suggest?”

From the 35 responses given, most of them were in favor of keeping the 81 Thorncliffe route the same as it is currently. Below are specific examples of the other few alternate route suggestions:

- “My ideal return route for the 81 buses would start from Gateway Blvd. Should the commuters want to go to Eglinton, either walk or transfer on the 25 buses? There will be massive delays on Don Mills heading north towards Eglinton and on the other hand, it is easier and safer to turn on Gateway rather than wasting time in traffic on Don Mills heading north to turn around at the LRT station on Eglinton. Finally, 25% of the total amount of buses stick to normal 81 route.”

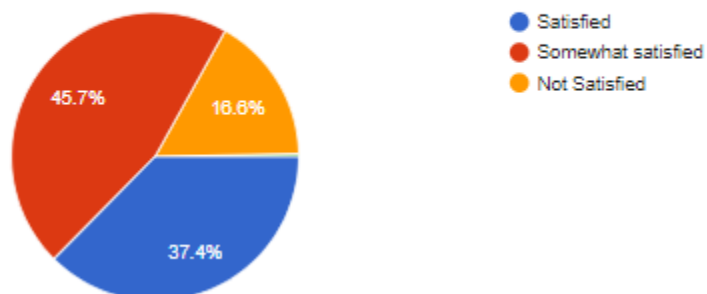
The other few responses were unrelated to the given question.

Question 8:

The eighth question was, “How satisfied are you with the wait times for the 81 Thorncliffe Park buses?”. This question was asked to get a better understanding of how individuals feel regarding the quality of service provided on the 81. From the 302 responses, these were the results:

How satisfied are you with the wait times for the 81 Thorncliffe Park buses?

302 responses



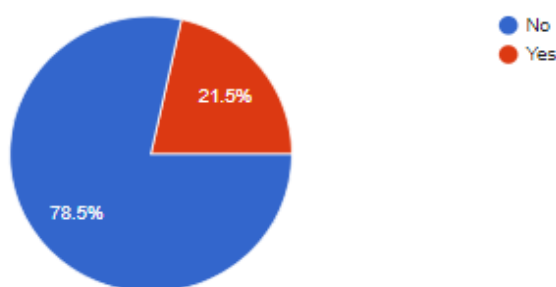
45.7% of individuals, specifically 138 respondents, stated that they were somewhat satisfied with the wait times for 81 Thorncliffe Park buses, 37.4% of individuals, specifically 113 respondents, stated they were satisfied with the wait times, and 16.6% of individuals, specifically 51 respondents, stated they were not satisfied with the wait times. Based on these results, there is a mesh between respondents that are satisfied and somewhat satisfied with the wait times and a minor portion of individuals that are not satisfied.

Question 9:

The ninth question asked on the survey was, “Have you felt any discomfort when using or waiting for the 81 Thorncliffe Park bus?”. This question was asked to determine how the TTC can overcome obstacles that impact the quality of their services. From the 302 responses, these were the results:

Have you felt any discomfort when using or waiting for the 81 Thorncliffe Park bus?

302 responses



78.5% of individuals, specifically 237 respondents, stated they did not feel any discomfort and 21.5% of individuals, specifically 65 individuals stated they have felt moments of discomfort.

Question 10:

The tenth question was an extension of the previous question and targeted individuals that answered yes to experiencing discomfort when waiting for or using the 81 Thorncliffe Park bus. This question was open-ended so individuals can fully express what caused their discomfort. From the individuals that answered the question, the majority stated they felt discomfort due to long waiting times in general, especially during the winter season. A portion of respondents stated that they felt discomfort as buses would be overcrowded and stated that it is more uncomfortable during the winter season as well. Two respondents stated moments of discomfort due to overcrowding at bus shelters, again during the winter season. The remaining respondents stated that the wait times were long in between buses, and this caused moments of discomfort, especially during the evening and night.

Question 11:

The eleventh and final question on the survey was “Do you have any suggestions for the TTC that will improve your overall transit experience?” This was an open-ended question for

respondents to share their ideas and thoughts on how the TTC can improve their services. A variety of responses were given. Many respondents suggested the addition of free Wi-Fi on TTC buses. A few respondents suggested that the bus sizes should be increased as an alternative to the frequency of buses. Similarly, some respondents further repeated that the actual arrival of buses does not match the bus schedule and suggested the TTC find more accurate methods.

Furthermore, many respondents suggested better communication between TTC drivers and passengers stating that passengers should be informed if the bus is stalling or when the bus is going to leave the station. In regard to COVID-19, about 5 respondents suggested improving and enforcing stricter social distancing measures with two respondents suggesting the addition of plastic sheets. Most respondents again suggested that fare cost should be reduced, specifically mentioning the adult fare cost. In terms of payment, one respondent suggested the addition of credit or debit payments, and another respondent suggested adding NFC payment support. One respondent suggested improving the surveillance in both buses and subways. In terms of the 81 Thorncliffe route, one respondent pointed out that there is a tree in front of RBC at Thorncliffe and Overlea which blocks visibility for some drivers. Below are a few specific examples from respondents:

- “there's a tree in front of the RBC at the NE end of Overlea that may make it difficult for bus drivers to make the right turn exiting Thorncliffe. it's a tight turn mixed with a neighbourhood of people who cross on red lights. even if the city is unable to help with this wrinkle in your route, maybe covering it with the drivers beforehand might prevent a tragedy.”
- “It would be better to have more busses during the busy times like during evenings and nights on weekends when people are most likely to take transit. Focusing only on rush hour and neglecting the heavy use and busy times for the weekends is not great.”
- “Increasing bus surveillance is a critical item for public safety and security. I feel more high quality cameras and audio recording devices should be installed on busses, subways and LRTs to assist with holding offenders and repeat offenders accountable for abuse against public and ttc employees.”

CONCLUDING OBSERVATIONS:

To conclude, most respondents that participated in this survey were between ages 18 to 29. A high portion of these respondents stated that they will be heavily impacted by the route alteration. Most respondents, specifically 60%, were in favor of the proposed route alteration because of its connection to Flemington Park and Line 5 Eglinton. However, it is noteworthy to point out that those not in favor of the proposed route alteration stated it would lengthen their wait and travel times to Pape Station. Around 30 respondents suggested keeping the current bus route over the proposed route. Furthermore, there was a mesh between respondents that felt satisfied and somewhat satisfied with the wait times of the 81 Thorncliffe Park buses, with a minor portion of respondents that were not satisfied. Moreover, the majority of respondents stated they have not felt discomfort when using or waiting for the 81 bus. However, those who felt discomfort cited overcrowding and wait times during winter as the primary reasons. When asking the respondents for suggestions, the main suggestions were to reduce adult fare costs, have more accurate bus timings, and increase the frequency of buses.

APPENDIX A:

DID YOU KNOW ABOUT THE PROPOSED ROUTE CHANGE TO

81 THORNCLIFFE PARK

With Line 5 Eglinton opening in 2022, the TTC is proposing changes to bus routes with the potential to connect with the new rapid transit line, including 81 Thorncliffe Park. Take this survey to help the TTC plan this proposed route change

\$50

WIN A \$50 AMAZON GIFT CARD BY FILLING THIS SHORT SURVEY

<https://tinyurl.com/8v4tvm3b>

This survey is led by the TTC Youth Ambassador Team

The poster that was physically distributed and placed around the community



Final Report
TTC 2022 Youth Ambassador
Team

2021-08-09

By: Hanzalah Gulma

Overview section:

My task as part of the 2022 Youth Ambassador team was to gain feedback on the proposed changes to the routes of 32 Eglinton West and 158 Tretheway. I chose these routes due to my familiarity with these routes and also because I will be directly affected by the proposed changes of these routes. My survey began on the date of July 13 2021 and was completed on the date of August 2 2021. The survey was aimed at about 5 minutes at length and I was able to collect a total of 51 participants. I began my project by reaching out to organizations that are located within the routes. I first contacted a mosque which resides five minutes away from the soon to be Keele station. I had a discussion with the organization on the date of July 14 2021, and we agreed to an incentive of \$100 for promoting my survey. I also contacted a restaurant known as Donerpoint to assist me in my project on the date of July 15. This Restaurant was located close to the soon to be Caledonia station. We had a phone call and agreed to a \$100 incentive for promotion, but later they refused as they were undergoing a law case and were unable to assist me at the time. During the same day I managed to instead recruit a restaurant known as Pizza Panzo which is the only Pizza store near Keele Station. Moreover, I contacted a passport Photoshop near the soon to be Caledonia Station. This was done over a phone call on the date of July 16 and they also agreed to the \$100 incentive. The final organization that I contacted was a restaurant known as Eglinton Grill located right outside of Keele station. They've also agreed to the \$100 incentive and it was also done over a phone call on the date of July 19. In total, I used four organizations at the cost of \$400 to further enhance the reach of my project.

Key points:

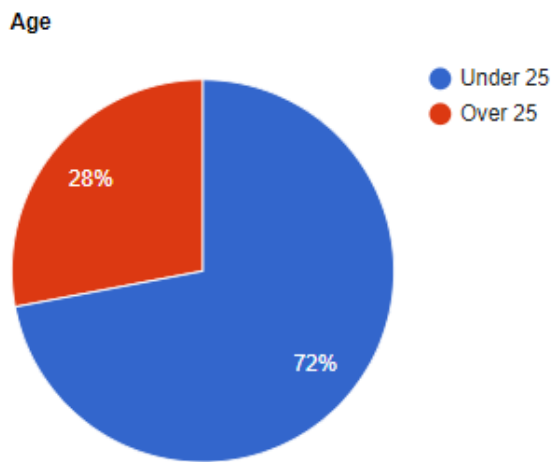
- Most participants felt that the TTC did a good job in ensuring safety measures for Covid-19
- Most participants felt that the TTC did a good job in serving the underprivileged and racialized communities
- Most participants felt that the proposed changes will affect their travel in a positive way
- Most participants felt that the proposed changes are good for the city overall
- All participants affirmed that they will be able to reach all destinations

Detailed feedback section

Demographics of participants

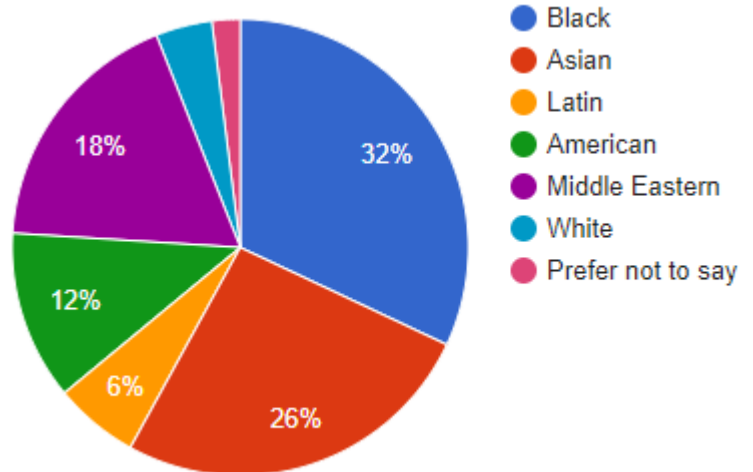
Age:

- 72% of participants reported to be under 25 while 28% reported to be over 25



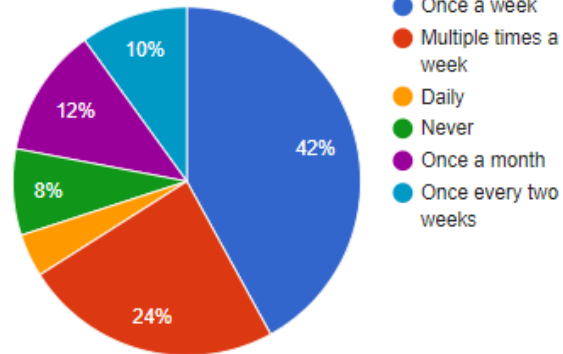
Ethnicity:

- Black: 32%
- Asian : 26%
- Latin American: 6%
- Middle Eastern: 12%
- White: 18%
- Prefer not to say: 4%
- Mixed: 2%



Travel frequency pre-pandemic:

- Once a week: 42%
- Multiple times a week: 24%
- Daily: 4%
- Never: 8%
- Once a month: 12%
- Once every two weeks: 10%



Current operation

- When asked if they travel on the 32 Eglinton West, **78% of participants said Yes while 22% said No.**
- When asked if they travel on the 32C via Trethewey Dr, **44% of participants said Yes while 56% said No.**
- When asked if there are any issues with the 32 Eglinton West currently, **88% said Yes while 12% said No.** Participants said Yes mostly due to construction problems, traffic congestion, and inadequate condition of the road.
- When asked if there are any issues with the 32C Via Trethewey Dr currently, **42% said Yes while 58% said No.** Participants said Yes mostly due to long wait time for buses.
- When asked if the TTC is upholding effective safety measures for the pandemic, **60% said yes while 40% said No.** Participants who said yes explained that the TTC installed good social distancing measures and also did a good job in mandating masks. Those who said no explained that the TTC buses were too congested and there was no social distancing.
- When asked if they like something about the current operation of either routes, **58% said Yes and 42% said No.** Those who said yes explained that they enjoyed the bus ride along Eglinton West and observing the Eglinton West culture.

- When asked if they felt the TTC is doing a good job catering for the underprivileged and racialized communities, **47% said Yes, 33% said No, and 20% said maybe.** Those who said Yes explained that the access for transportation is good and they found no issue with how TTC is managing these communities. Those who said No or maybe explained that the cost was expensive and buses were limited on the Trethewey route.

Proposed Changes to 32 and 32C Eglinton West

- When asked about some quick thoughts on the proposed changes for the 32 Eglinton west route, participants replied with overall positive and satisfied feedback.
- When asked about some quick thoughts on the proposed changes for the 32C Via Trethewey Dr route, participants replied with overall positive and satisfied feedback.
- When asked is the proposed changes to either route was a positive or negative change for their travel, **82% said Yes, 2% said No, and 16% said neither.** Those who said yes explained that the travel will be much faster and efficient. The one who said no was concerned about greenhouse gasses and pollution. Those who said neither were concerned about the new cost of service.
- When asked is the proposed changes to either routes was a positive or negative change for the community and city overall, **71% said Yes, 2% said No, and 27% said neither.** Those who said yes explained that the travel will be much faster and will develop the economy. The one who said no was concerned about pollution. Those who said neither were concerned about the new cost of service.
- When asked if the proposed changes will help the underprivileged and racialized communities better, **72% said Yes, 14% said No and 14% said maybe.** Those who said yes explained that this will give more travel options to these communities and will allow for faster travel. Those who said no or maybe explained that it all depends on the cost of the new service.
- When asked if the proposed changes create a safer environment, **62% said Yes, 26% said No, and 12% said maybe.** Those who said yes explained that subway is safer than being on the road. Those who said no explained that the safety will be the same while those who said maybe didn't explain further.

- When asked if there was a destination they couldn't reach or was more difficult to reach, **17% said Yes while 83% said No**. I didn't receive much explanation here but one participant did say that he had to take one extra bus to reach his barbershop.
- When asked if they had any suggestions to make the proposed changes of either routes more effective, **62% said Yes while 38% said No**. Those who said yes mostly suggested expanding the Eglinton line all the way to the west end and more buses on new Trethewey route

TTC 2022 Youth Ambassador Team

Final Report by Hermela Samuel

Overview

Over the past couple of weeks, I have been able to garner 49 responses to my online survey regarding the proposed changes to four different TTC bus routes around the future Line 5 Eglinton. The four bus routes I chose to focus on for my online survey were 100 Flemington Park, 34 Eglinton East, 81 Thorncliff Park, and 54 Lawrence East. This survey consisted of 20 multiple choice and short answer questions ranging from demographic questions to questions about each of the bus routes in question and convenience. The survey was promoted to the public by both electronic and physical posters. Physical posters were posted on TTC bus stop message boards around the Flemington Park and Thorncliff Park area as well as community and daycare centers in Flemington Park. Electronic posters and links to the online survey were shared via Instagram stories and direct messaging. Responses to the online survey were accepted between June 15th to August 5th.

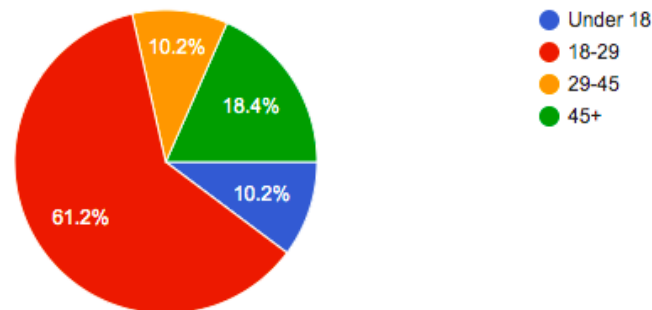
Key Messages

- Most responses to the proposed changes on all four bus routes were neutral as the changes did not drastically improve or worsen service on their routes
- Responses to the reactivation of the 100B Flemington Park bus route were all positive
- Strong concerns about the 54 Lawrence East bus changing its route from traveling south on Leslie to traveling south on Don Mills as the 25 and 925 buses run constantly on those routes and the 51 and 162 that run on Leslie are unreliable.

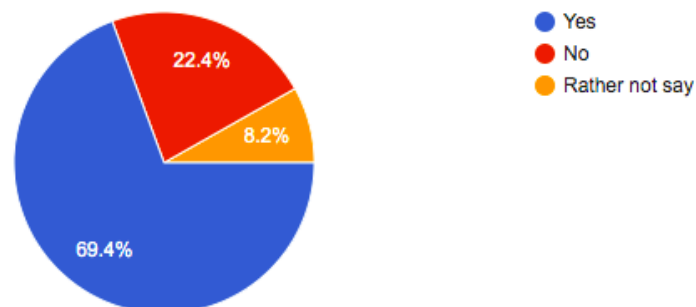
- Slight concerns about the 34 no longer running through the Flemington Park area as it currently provides direct connection to Eglinton station without the need to transfer/change buses.

Detailed Feedback

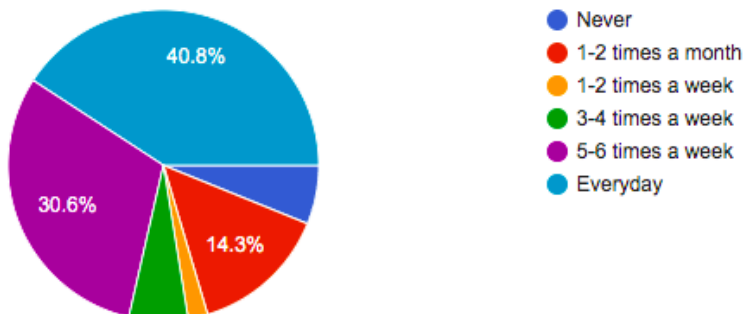
- 61% of responders were between the ages 18 and 29, 10% were under 18 years of age, 18% were over the age of 45, and 10% were between the ages 29 and 45.



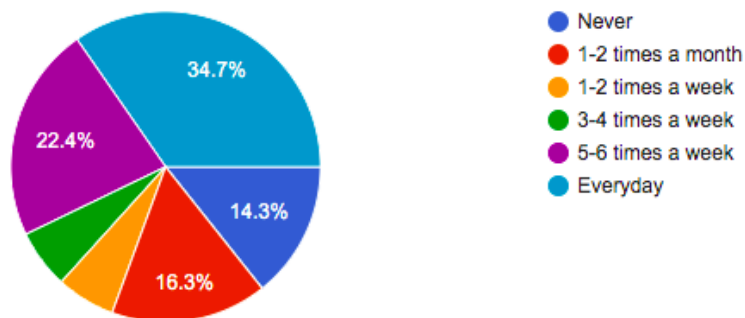
- 69% of responders considered themselves to be visible minorities, 22% of responders do not consider themselves to be visible minorities, and 8% of responders preferred not to say.



- Prior to the COVID-19 pandemic, 41% of responders took the TTC every day, 31% took it 5-6 times a week, 6% took it 3-4 times a week, 2% took it 1-2 times a week, 14% took it 1-2 times a month, and 6% never took the TTC.



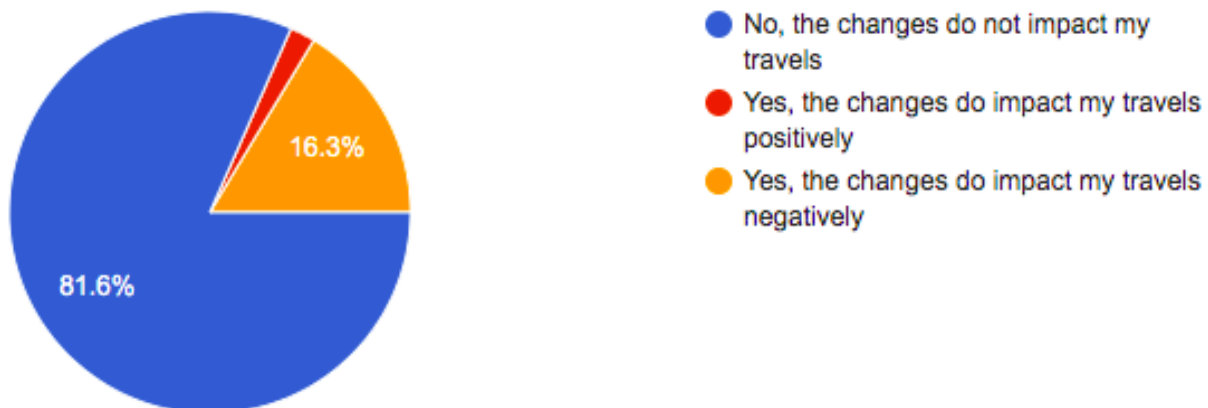
- Prior to the COVID-19 pandemic, 35% of responders took one or more of the four bus routes in question every day, 22% took them 5-6 times a week, 6% took them 3-4 times a week, 6% took them 1-2 times a week, 16% took them 1-2 times a month, and 14% never took the bus routes in question.



- The bus route that is most used by responders is the 100 Flemington Park with 57% of responders saying they used this bus route the most when commuting.
- 30% of responses used the 34 Eglinton East route the most, 26% used the 81 Thorncliff Park route the most, and 12% used the 54 Lawrance East route the most.

34 Eglinton East Bus Route Feedback

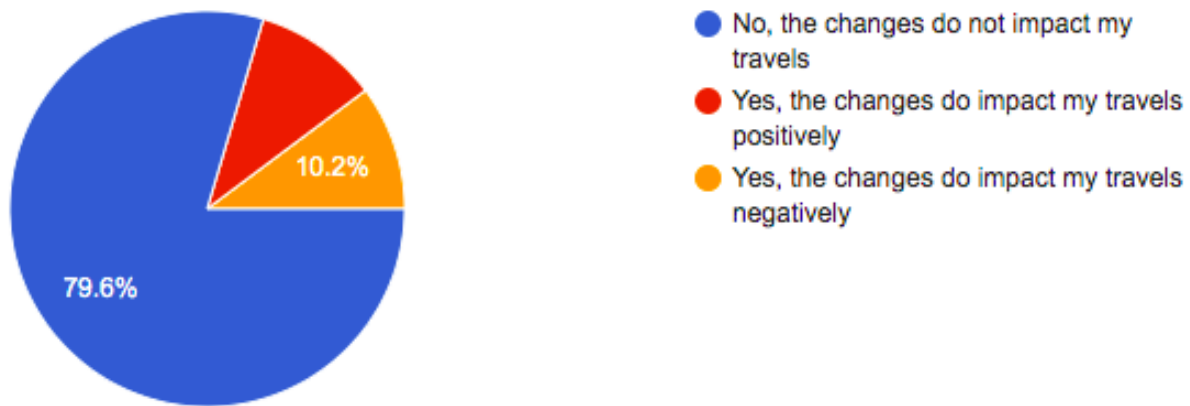
Regarding the proposed changes on the 34 Eglinton East bus route, 82% of responders replied that the proposed changes on this route did not impact their travels, 2% responded that the proposed changes would impact their travels positively, and 16% responded the proposed changes would impact their travels negatively.



- Concerns around the proposed changes to the 34 Eglinton East bus route include:
 - Difficulties traveling east of the Science Center due to less frequent stops.
 - Increased transfers in bus routes leading to longer travel times when traveling from the Flemington Park area towards Eglinton station with the cessation of the 34C traveling directly from the Flemington Park area to Eglinton station.
 - Increased time spent walking from home to the closest bus/LRT stop as the spacing between the LRT stop east of the Science Center station are more spaced out than the current 34 Eglinton east bus stops and that bus services should continue past east past the Science Center station.
 - Some hopeful responses regarding improved service including less congested roads and buses with the introduction of Line 5.

54 Lawrence East Bus Route Feedback

Regarding the proposed changes on the 54 Lawrence East bus route, 80% of responders replied that the proposed changes on this route did not impact their travels, 10% responded that the proposed changes would impact their travels positively, and 10% responded the proposed changes to the 54 Lawrence East route would impact their travels negatively.

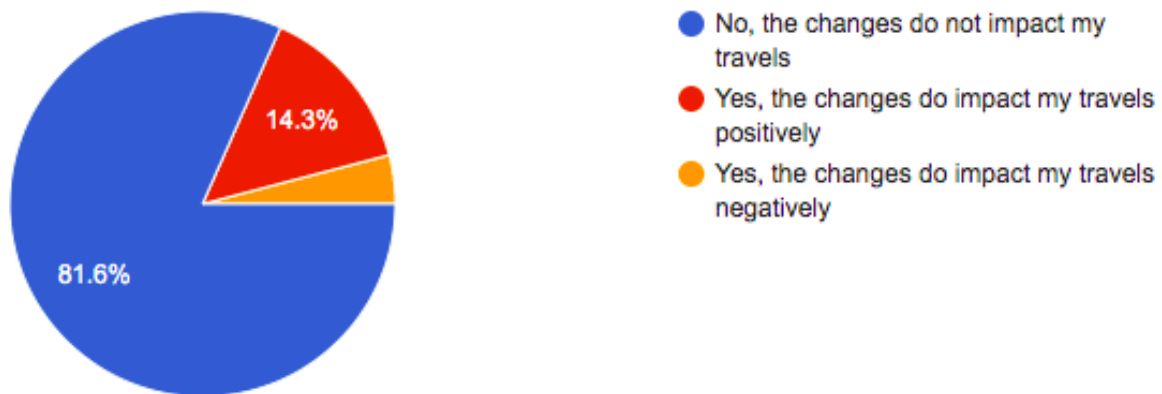


- Concerns around the proposed changes to the 54 Lawrence East bus route include:
 - The rerouting of the 54 Lawrence to run on Don Mills rather than Leslie is a strong concern for many commuters. Because of the low frequency of the other buses that run on Leslie (51 and 162), residence and employees in the area are concerned with what their commute will look like with these proposed changes.
 - Some found that having the 54, 25, and 925 all run on Don Mills to be redundant, and instead of the 54 Lawrence ending at the Science Center station it should continue running on Leslie and end at the Sunnybrook Park station but if this is not possible, frequency of bus routes 51 and 162 should increase to match the current frequency of route 54 Lawrence East.
 - Increased transfers during commutes resulting in increased travel times due to the inconvenient rerouting of the 54 Lawrence East bus to the Science Center

station for commuters that use the 54 Lawrence East bus route to access destinations on Leslie.

81 Thorncliff Park Bus Route Feedback

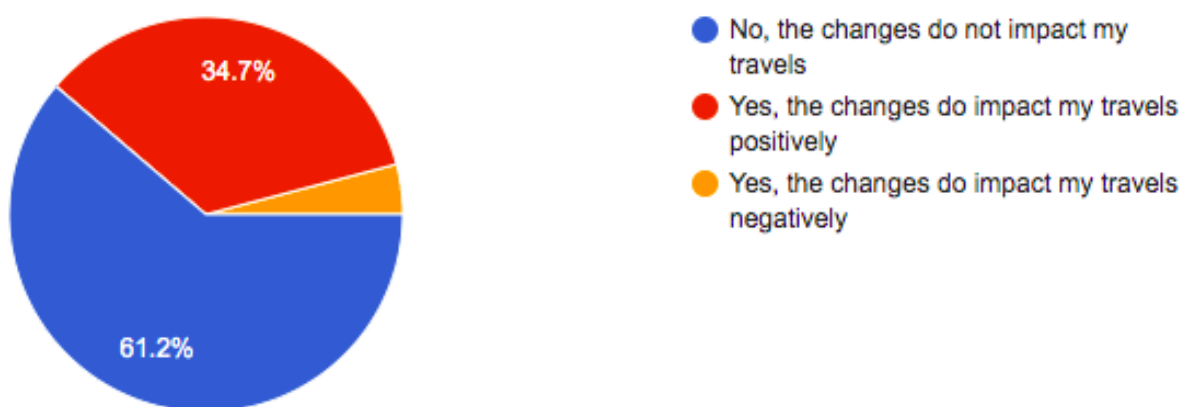
Regarding the proposed changes on the 81 Thorncliff Park bus route, 82% of responders replied that the proposed changes to this route did not impact their travels, 14% responded that the proposed changes would impact their travels positively, and 4% responded the proposed changes to the 81 Thorncliff Park route would impact their travels negatively.



- Concerns around the proposed changes to the 81 Thorncliff Park bus route include:
 - More crowding in the buses on this route with the expansion of the route to reach the Science Center station that will lead to longer wait times.
 - Positive response to this expansion expressed that it would allow for better connectivity to the nearby Flemington Park area as well as destinations on east and west of Science Center station on Eglinton.

100 Flemindon Park Bus Route Feedback

Regarding the proposed changes on the 100 Flemington Park bus route, 61% of responders replied that the proposed changes to this bus route did not impact their travels, 35% responded that the proposed changes would impact their travels positively, and 4% responded the proposed changes to the 100 Flemington Park route would impact their travels negatively.



- Concerns regarding the proposed changes to the 100 Flemington Park bus route include:
 - Strong positive response to the reintroduction of the 100B traveling on Linkwood lane as it services bus stops closer to residential areas that have not been serviced in over 4 years.
 - Positive response in that it replaces the 34C that currently runs on Linkwood lane while providing service to Broadview station.
 - The new route provides a direct connection from homes on Linkwood lane to the Line 5 Eglinton

Other feedback, information, and suggestions

- For 84% of participants, no major destinations will be inaccessible with the proposed bus route changes. 16% of participants found that with these proposed changes they would have problems conveniently accessing major destinations. When asked to identify what

bus routes will no longer provide convenient access to their major destinations and participants identified the 54 Lawrence East bus route because of its rerouting to run on Don Mills Road rather than Leslie Street.

- When asked how well the proposed bus route changes meet their needs as commuters, 53% of participants answered neutrally as the changes do not affect their commutes. 27% of participants answered that the proposed changes worked very well for them as commuters and 20% answered the proposed changes do not work well as they inconvenience their commute.
- 80% of participants said that they support the proposed changes to the bus route in question, while 20% said that they do not support the proposed changes.
- When asked to explain why they did support the changes positive responses included:
 - More transportation options.
 - Easier travel both ways on Eglinton Avenue.
 - Hopeful that the changes will lead to a fast and efficient commute.
 - Proposed changes make improvements to individuals commutes and destinations
- When asked to explain why participants do not support the changes negative responses included:
 - The shortening of the 34 Eglinton bus route and having commuters rely on Line 5 alone is inconvenient for many as the spacing between stops will be longer.
 - Concerns about the loss of the 54 Lawrence East bus on Leslie.
 - Concerns that the extension of the 81 Thorncliffe Park bus route will lead to longer commute times.
 - Preference for the Line 5 Eglinton Crosstown to have been constructed underground rather than above ground.

- Participants were finally asked to provide other comments, suggestions, or feedback to share with the TTC about the proposed changes to the bus routes that affected them or their transit experience in general. These concerns include the following:
 - Ensuring that the Wynford stop is accessible for riders traveling north on the 100 Flemigdon Park bus to transfer, as right now this stop is only accessible via stairs.
 - The TTC should be working towards servicing larger populations, yet the proposed plans seem to be more restrictive and time-consuming as they assume commuters will rely on the Science Centre station as a “hub” when taking transit in the future.
 - Suggest a merge of bus routes 51 and 56 for better service.
 - Suggest an express version of the 54 Lawrence East bus route.
 - Possibility of reduced fares or fare discounts.
 - Introduction of public restrooms in all TTC subway stations.
 - Concerns with aggressive and impolite drivers.
 - The need for more electric buses.
 - Increased need for bus drivers and bus services to shorten long wait times.

TTC 2022 Youth Ambassador Engagement Report

By: Lauryn M. Yohndo

Overview

Out of the 7 new and 20 existing bus routes the TTC is proposed to modify Line 5 Surface Transit Network Plan for the 2022 Annual Service Plan, my survey focused on 4 existing routes: 34 Eglinton East, 100 Flemingdon Park, and 332 Eglinton West Blue Night and 334 Eglinton east Blue Night that will be modified to the following new routes: 34 Eglinton, 100 Flemingdon Park, and 334 Eglinton Blue Night. I received 65 responses to my survey from participants from different age groups and ethnicities. 8 of the respondents were 18 and under, 38 were between 19-35, 16 were between 36-50 and 3 were over 50 years old.

I targeted specific locations to promote my survey, including my work place at Beck Taxi located along the Eglinton East bus route, Youthlink Shelter and Transitional Housing, different social media platforms, and at bus stops on Eglinton East, at Kennedy Station, and while riding the 34 Eglinton East bus.

Although I wasn't able to post my flyers around my work place and I only work on the overnight shift; I picked up both morning/afternoon and evening shifts to personally handout as many flyers to my coworkers who currently use the Eglinton route.

I also reached out to a program facilitator at Youthlink to handout my flyers to the residents and staffs there to get more feedback from youth and young adults of different ethnicities. Since the shelter is closed to anyone who doesn't work or live there, I wasn't able to hand the survey out myself but I made 3 different flyers and explained the purpose behind the survey if anyone has any further questions.

On the last week of July, I posted my survey and flyers on all my social media platforms (Snapchat, Twitter, and Instagram) daily to, cover all potential avenues to increase my responses.

I also handed out my flyers while waiting at the bus stops on Eglinton East and while riding the bus and while waiting at Kennedy Station. I did this both in the morning and the evenings of my days off from work on Monday and Tuesday.

Key Messages

For the 34 Eglinton (51 respondents provided feedback to this route)

- 11 out of 51 respondents found the changes to negatively impact their travel because their current bus stop will no longer be available on the new modified route.
- 46 of the 51 supported and agreed with the changes being made and have also found the changes to be necessary.

For the 100 Flemingdon Park (15 respondents provided feedback to this route)

- All 15 respondents stated the new changes to the route will benefit their travel moving forward.
- Most agreed with these changes because they found it easier and convenient now that it will intersect with the Crosstown stops.

For the 332 Eglinton West Blue Night & 334 Eglinton East Blue Night (24 respondents provided feedback to this route)

- 7 out of 24 respondents did not agree with some of the changes because they will no longer be able to stop at Kennedy and Warden Station.
- 14 of the 24 approved of these changes because:
 - They found that it will make their travel easier to replace the 332 Eglinton West and the 334 Eglinton East Blue Night buses with just one bus.
 - It goes across town and there will be no need to transfer and wait for another bus at night.

Detailed Feedback

Summarized below are the feedback respondents provided in the survey questions, which are organized by three focus routes.

34 Eglinton

Destinations impacted by the proposed route change

Participants were asked if there were any major destinations they will not be able to access easily due to the proposed route change to 34 Eglinton East.

Of the 51 respondents 10 said they will no longer be able to access their current destination at Credit Union & Swift Drive on the new route changes. They found these changes to negatively impact their travel, as they now have to walk about 2 blocks to actually reach their destination; and it will be even more difficult during those harsh winter months.

The rest of the 41 respondents stated their route will not be affected or changed.

Type of impact to travel of the proposed route change

- 32 of the 65 respondents reported these changes with benefit their travel.
- 5 of the 65 reported these changes will in fact negatively impact their travel.
- 17 of the 65 reported to have no opinion and/or were unsure whether the changes will impact their travel.

Support for the proposed route change

40 respondents supported the proposed route changes and 11 said they do not support the proposed changes.

Of the 11 respondents who said they do not support the proposed changes. 1 respondent said it's because they will have to transfer to continue going east; and the other 10 said they won't be able to access their current bus stop with the new changes. 3 specifically stated that this change to their travel route will add an 8-minute walk from Sloane Ave/Bermondsey Road to Swift Drive and will only support it if the Crosstown decreases their commute from Kennedy station to Sloane Ave/Bermondsey Road by those 8 minutes.

Of the 40 respondents who did support the route changes, 2 respondents raised some concerns about the constant construction, road or paths blockages always happening along Eglinton. One felt as if something seems to always cause delays and/or heavy traffic flow disrupting their travel time. The other said despite the construction as long as everything is up and running without any road closures and construction they support these changes as it will be a great change to transportation methods. 1 respondent specifically supported the proposed change as it will lessen traffic and pollution East of Don Mills because of the shorter routes.

Suggestions on how to improve the proposed route change

Here are the improvements respondents shared:

- It would be nice if there wasn't always construction going along Eglinton Avenue East to the point where they're merge into one lane.
- 3 respondents want their bus stop added back to the new route because they will have to travel two blocks to their final destination in harsh winter and on slippery roads.
- Don't interchange the route at the science centre.
- The benefit to having it continue to run to Kennedy station is, it would continue to get in the way of cars and give drivers an incentive to switch to the LRT or bus. Also, if the LRT broke down we wouldn't have to wait for shuttle busses to arrive. Some disabled people might still prefer the bus if the stop was closer to their destination than the nearest LRT stop.

100 Flemingdon Park

Destinations impacted by the proposed route change

Participants were asked if there were any major destinations they will not be able to access easily due to the proposed route change to 100 Flemingdon Park.

All 15 respondents stated their current route will not be affected or changed by the new route changes. 4 of the 15 had no opinion/unsure if the changes will impact their travel. The other 11 found the changes to benefit their travel.

Type of impact to travel of the proposed route change

- 15 of the 65 respondents reported that the route changes will benefit their travel.
- 12 of the 65 reported to have no opinion and/or were unsure of the changes impacting their travel.

Support for the proposed route change

Though only 15 respondents picked the 100 Flemingdon Park, 29 of 65 total respondents support the route changes to this route as their route will not be affected. Of the 29, 1 respondent stated that having this route intersect to Crosstown stops seems convenient.

8 of the 65 had no opinion one way or the other; and 2 of 65 answered I don't know as to whether or not they support the route changes.

Suggestions on how to improve the proposed route change

Here are the improvements respondents shared:

- There were no suggestions made from any of the respondents on how to improve the 100 Flemington Park route. In fact, this was the only bus that received the most positive feedback and complete agreement of the changes to come.

334 Eglinton Blue Night

Destinations impacted by the proposed route change

Participants were asked if there were any major destinations they will not be able to access easily due to the proposed route change to 332 Eglinton West and 334 Eglinton East Blue Night.

5 of the 24 respondents stated they will no longer be able to stop at Kennedy station, and 2 of the 24 will not be able to stop at Warden station. 1 respondent stated their issue is the same problem they currently have now and, will continue to have with the new route changes; and it's that they can not get to their house east of Morningside on the 86 bus route. The other 16 said they will not be affected by the changes as they will continue to travel their route unhindered.

Type of impact to travel of the proposed route change

- 16 of the 65 respondents stated they will benefit from the route changes.
- 7 of the 65 stated the following change will negatively impact their travel since they will no longer be able to access their current stops.
- 13 of the 65 reported no opinion and/or were unsure as to whether or not the proposed route changes will impact their travel.

Support for the proposed route change

30 of 65 respondents supported the proposed route changes. 2 did not support the proposed route changes.

Suggestions on how to improve the proposed route change

Here are the improvements respondents shared:

- 40 respondents said they had no suggestions; however, 3 respondents did say they have a suggestion but did not expand on what those suggestions were. However, those three were the ones who stated they will be affected by the new changes as they will not be able to access their current stops.
- 1 respondent suggested as followed: It would be nice if the proposed 334A and 334B were amalgamated into one long route, especially if I had to get to the airport at night with a heavy suitcase, where transferring busses would be a drag. If they have to be separate, can you somehow arrange that the westbound 334A won't leave Mount Dennis before the 334B gets there (and vice versa at Kennedy)? This is easier said than done because night bus drivers love to

breeze past stops 5-10 minutes before scheduled so that people have to wait 1/2 an hour in -20 weather for the next bus.

Survey Question Issue (Question 1 d): What is your race/ethnicity background)

In order to reach people of different ethnicities and backgrounds in question 1 about disclosing some personal information such as name, age and email address. I asked the respondents to identify their ethnicity/background. Surprisingly a lot of respondents had an issue with this question.

Out of the 65 respondents only 15 answered this question. The rest of the 50 respondents had an issue with this question and all replied with answers such as: this is irrelevant, none of your business, why does it matter, why, and many others along the same line. It seems to me like the question was taken out of context and I didn't realize that until after I received my feedback. I can see how without further explanation as to why I'm asking that question, it could imply that only people of so called minorities or racialized groups only use the bus and can come across as discriminatory and offensive. I even began to feel like that when I kept being asked how to reach more racialized groups when the TTC is a public transit and the feedback should simply be about getting the publics' opinion on how to improve the public transit that everyone uses. This may be the reason why I received so many hostile responses when it came to this question.

Participant List

Most of my correspondences with business individuals were all made through email and via phone calls, and the rest were all made in person face to face.

When time came to start handing out flyers I emailed my office manager Julia Cunningham at my work place to ask if I would be able to post my flyers around the office; unfortunately, I received an automated email reply stating she was on vacation. I then chose to ask my supervisor Sham Defrais while at work in person as we work the same overnight shift; he said I will not be able to post them around the workplace; I could distribute them to people individually on my breaks and/or even pass them along to others to pass on the other shifts.

With the program facilitator Monique Huggins from at Youthlink I had already emailed her the moment I heard back from the TTC that I would be part of the ambassador team. She happily agreed to help me reach out to as many of the residents and staff there. The fourth week of July she went on vacation and forwarded me two other staffs' email addresses that works there by the name of David Dekel (weekday staff) and Merna Jones (weekend staff). I connected with David via email and I passed along my flyers, survey link, as well as answers to frequently asked questions people may have. He said he will post it in the common areas as well as the activities/communications boards they have in their facility. When I connected with Merna via phone she said she printed out my flyers and slipped them all underneath each residents' doors and handed them out to the other weekend staffs.

**TTC 2022 Annual Service Plan
2022 Youth Ambassador Team**

**Summary of Feedback on the
Line 5 Eglinton Surface Network Plan**

Date: August 13, 2021

By: Margaret Wang

Overview

Virtual meetings and an online survey were conducted to collect feedback on the Line 5 Eglinton Surface Transit Network Plan. Both methods focused on proposed changes to the following bus routes: 54 Lawrence East, 954 Lawrence East Express, 34 Eglinton East, 332 Eglinton West Blue Night, and 334 Eglinton East Blue Night.

I reached out to members of the Association of Committed and Engaged Youth (ACEY), a youth group that I am a part of, to recruit participants for the meetings. Due to low interest and time constraints, focus was shifted entirely to the survey later on. Three meetings were conducted on the following dates: July 23 at 1pm, July 27 at 5pm, and August 3 at 8pm. The first two meetings had one participant each and the last meeting had two participants, for a total of four participants. Each person received \$15 for participating.

To promote the online survey, I obtained contact information for several organizations in Scarborough from the East Scarborough Storefront. I reached out and heard back from the following groups; Student Leadership and Youth Empowerment (SLYE) Network, Woburn Local Planning Table (WLPT), Scarborough Centre for Healthy Communities (SCHC), The Good Guides, Native Child and Family Services of Toronto, and a Community Development Officer. TTCriders heard about the survey from another group and promoted it. These groups shared the survey through their newsletters, on their social media, and with their emailing lists. Physical posters were also used, mainly being posted on public messaging boards and around bus stops. To encourage participation, each respondent was entered into a draw to win one of six \$50 Amazon gift cards. The survey was open from July 19 to August 10 and received 77 submissions.

In total, there were 72 responses for the 54 Lawrence East (68 responses from the survey and 4 from the meetings), 55 responses for the 954 Lawrence East Express (52 from the survey and 3 from the meetings), 62 responses for the 34 Eglinton East (61 from the survey and 1 from the meetings), and 23 responses for the 334 Eglinton Blue Night (22 from the survey and 1 from the meetings). Some respondents may have submitted multiple survey responses. To err on the side of caution and avoid deleting anyone's feedback, this report summarizes all responses.

Key Messages

Overall

- Concerns about paying extra fares for the LRT, accessibility in and around LRT stops
- The maps in the survey were small and participants had difficulty discerning the route changes from them

54 Lawrence East

- Concerns regarding access to North York General Hospital and Edwards Gardens on Leslie Street
- Some say their commute will be shortened; others say it will be lengthened
- 10 people said they would prefer to see the route unchanged; 49 people had no suggestions

954 Lawrence East Express

- Most people support the extension of the express route; some would like to see the route extend to Leslie Street
- Concerns about longer wait times if the frequency of buses stays the same

34 Eglinton East

- Concerns about the longer distances between LRT stops on the portion of Eglinton Avenue that will no longer be serviced by a bus, especially near the Wynford and Concorde and Flemingdon Park areas for people with disabilities, children, and seniors
- 5 people said they would prefer the bus route to remain unchanged on its way to Kennedy Station; 48 people had no suggestions

334 Eglinton Blue Night

- The route change is generally supported

Detailed Feedback

The feedback from the meetings and survey were similar. The same questions were asked in both cases. This section combines responses from the meetings and survey.

After answering the demographic questions, respondents were asked about the frequency of use for a particular bus route. If they used the route (i.e. did not respond with “never”), they were shown a map of the current and proposed route and asked more questions about the route. Survey responses listed in this report have been left unedited as much as possible. Some responses were edited for clarity. The questions for each route were:

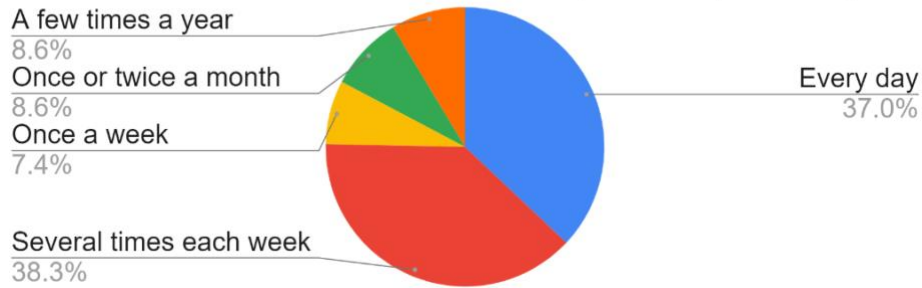
- Which locations did you access from this route? Select all that apply
- Will the proposed route change prevent you from accessing any of the locations checked above?
- If you answered 'yes' to the previous question, list the locations you will no longer be able to access and their nearest bus stop.
- Will the proposed route change have any other negative impacts on your travel? If yes, please explain.
- Will the proposed route change benefit your travel in any way? (eg. able to access other locations, no need to transfer between certain stops). If yes, please explain.
- Do you have suggestions for changes to the proposed route that would better suit your needs? If yes, please explain.

The last section of the survey contained three open-ended questions, unrelated to a specific bus route.

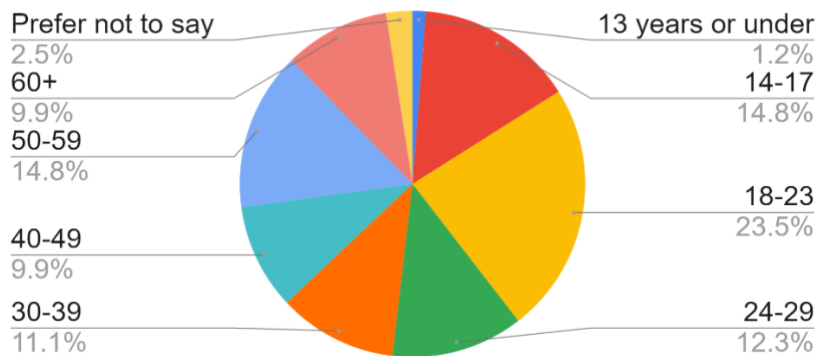
Participant Demographics

Respondents were asked about their frequency of TTC use before the pandemic, age, racial/ethnic background, and which neighbourhood they are from. All respondents used the TTC at least a few times per year, with 75.3% being frequent users as they took the TTC every day or several times a week. The three largest racial/ethnic groups represented were South Asian (27.2%), White (27.2%), and Black (21.0%). The age of respondents ranged from below 14 to over 60 years old. 42 individuals (51.8%) were aged 29 or younger.

TTC Use Before the Pandemic (81 Responses)

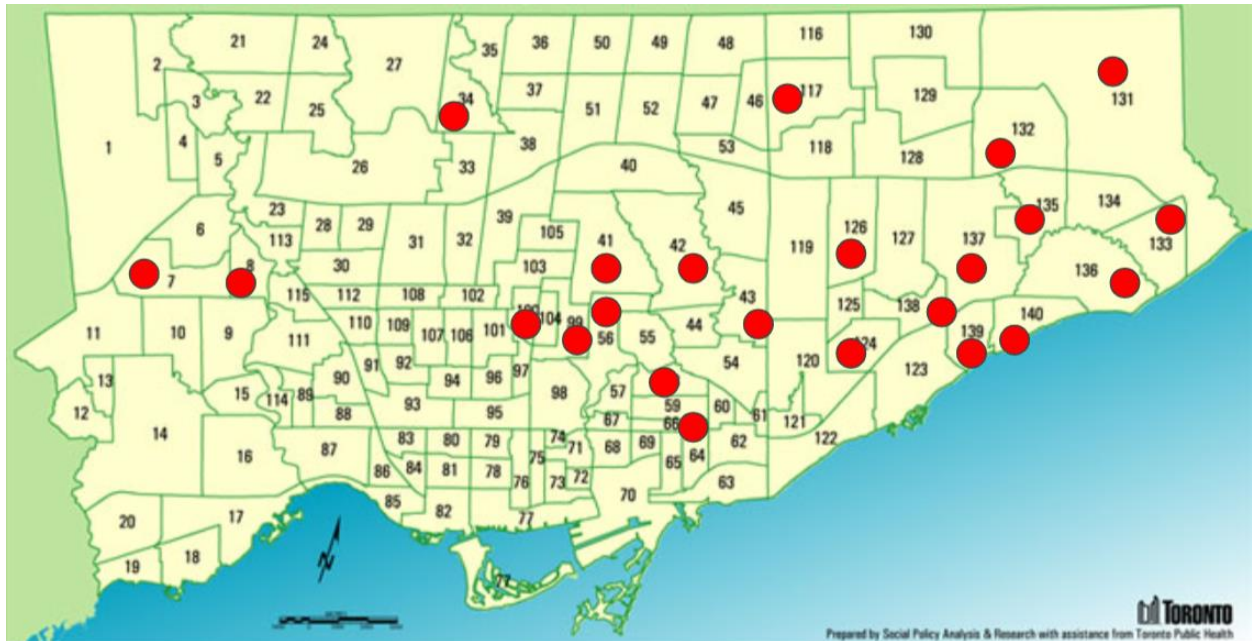


Age (81 Responses)



Racial/Ethnic Background (81 Responses)	Number of Responses	Percentage of Responses
South Asian: Indian, Pakistani, Bangladeshi, Sri Lankan, Indo-Caribbean, etc., descent	22	27.2%
White: European descent	22	27.2%
Black: African, Afro-Caribbean, African-Canadian descent	17	21.0%
Prefer not to say	9	11.1%
East Asian: Chinese, Korean, Japanese, Taiwanese descent	3	3.7%
Southeast Asian: Filipino, Vietnamese, Cambodian, Thai, Indonesian, etc., descent	3	3.7%
Mixed	2	2.5%
Indigenous: First Nations, Inuit, or Metis	1	1.2%
Latin American: Hispanic descent	1	1.2%
Middle Eastern: Arab, Persian, West Asian descent (e.g. Afghan, Egyptian, Iranian, etc.)	1	1.2%

Most respondents were from Scarborough. 19 were from West Hill, making it the neighbourhood with the most respondents by a large margin. Below is a map of the neighbourhoods in Toronto with the neighbourhoods respondents are from marked by red circles. 18 people put a general area instead of a specific neighbourhood and all but one person lives within Toronto. A full list of the neighbourhoods and the number of respondents from each can be found in the appendix at the end of this report.

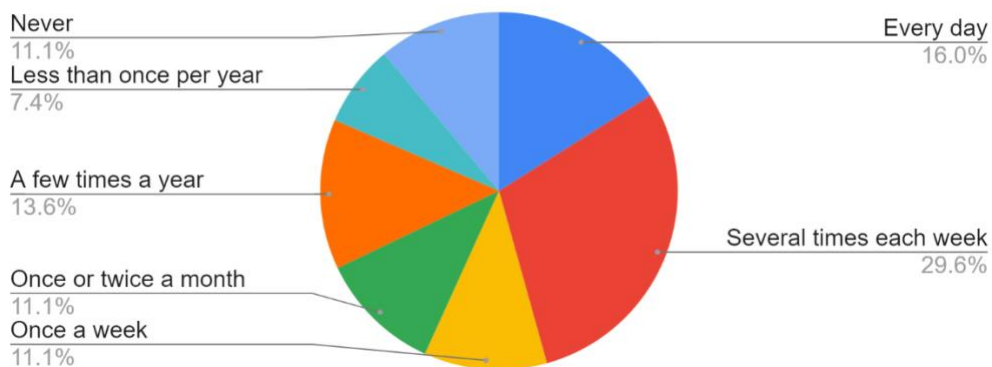


Map of Toronto neighbourhoods (Image source: [Neighbourhood Profiles – City of Toronto](#))

54 Lawrence East

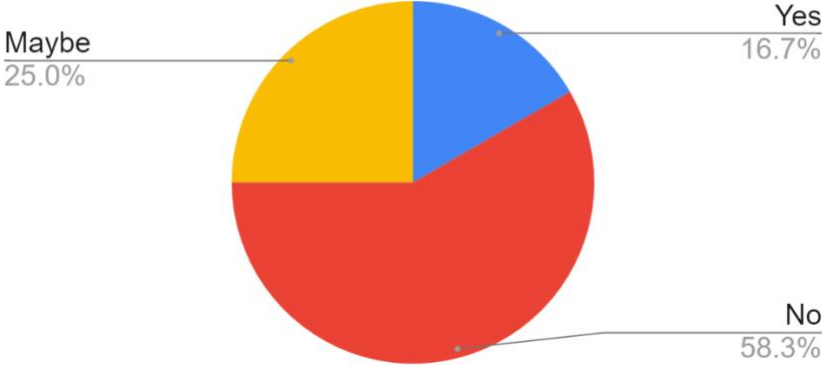
45.6% of respondents used the 54 Lawrence East frequently before the pandemic, either every day or several times a week. With the removal of the number of people who never take this route, 51.4% of respondents who answered the remaining questions are frequent users of this route and access a variety of locations from it.

Before the pandemic, how often did you take the 54 Lawrence East?
(81 Responses)



Location	Number of Respondents	Percentage of Respondents
Your home or others' homes	40	55.6%
Work or school	37	51.4%
Health services (hospital, dentist, chiropractor, etc.)	27	37.5%
Grocery stores or restaurants	35	48.6%
Public spaces (parks, community centres, libraries, etc.)	30	41.7%
Malls or other shopping centres	43	59.7%
Museums or similar attractions/displays/shows	15	20.8%
Transfer to another bus or transit service	47	65.3%
Other: Community Center	1	1.4%
Other: High School	1	1.4%
Other: Church	1	1.4%
Other: Volunteer Work	1	1.4%

Will the proposed route change prevent you from accessing any of the locations checked above? (72 Responses)



When participants were asked if there were locations they will no longer be able to access due to the proposed route change to the 54, 16.7% chose “Yes”, 58.3% chose “No”, and 25% chose “Maybe”. Locations that were identified as being inaccessible or more difficult to access were Edwards Gardens at Leslie and Lawrence (mentioned by 3 different people), health services, public spaces, shopping and work, and the connection from Eglinton to Leslie and travel along Leslie. Other locations respondents gave included Lawrence and Galloway, shops on Don Mills, and Kennedy and Lawrence, however these responses were probably based on misreading the map as the route is unchanged at these locations.

When asked if the proposed route change will have any other negative impacts on their travel, 45 participants responded with “no” or “N/A” and 2 were unsure. The following negative impacts were identified with the number of responses mentioning that impact next to it:

- Longer commute time (2)
- Walk further to reach destination (4)

- Longer wait time for the bus (4)
- Adds an extra transfer to the trip (4)
- Route along Don Mills is much busier and will result in crowding (3)
- Need to take an alternate/longer route to Eglinton Station to reach Leslie (1)
- Cannot access the 54 from the Brentcliffe stop; need to go to Science Centre Station to access it (1)
- One less bus running on Leslie Street (1)
- Impact on traffic going to Walmart and other plazas in the area (1)
- Stops in between that are closer to desired destinations are gone (1)

When asked if the proposed route change will benefit their travel in any way, 46 said there would be no benefit or it was not applicable to them and 2 people were unsure. The benefits, with the number of people mentioning it, include:

- Faster travel times (4)
- Able to access more locations (4)
- Less transfers to reach religious centre and other places; No need to transfer at Eglinton Station to continue west of Yonge (4)
- Better/faster access to recreation: Science Centre, Sunnybrook Park, Aga Khan Museum (2)
- Quicker travel time to get to Scarborough (1)
- Direct connection to LRT, no more detour through Leslie and Eglinton (1)
- More willing to travel to places one has never been to (1)
- Reduces the need to use a mix of bus and subway (1)
- Extra bus north to Don Mills (1)

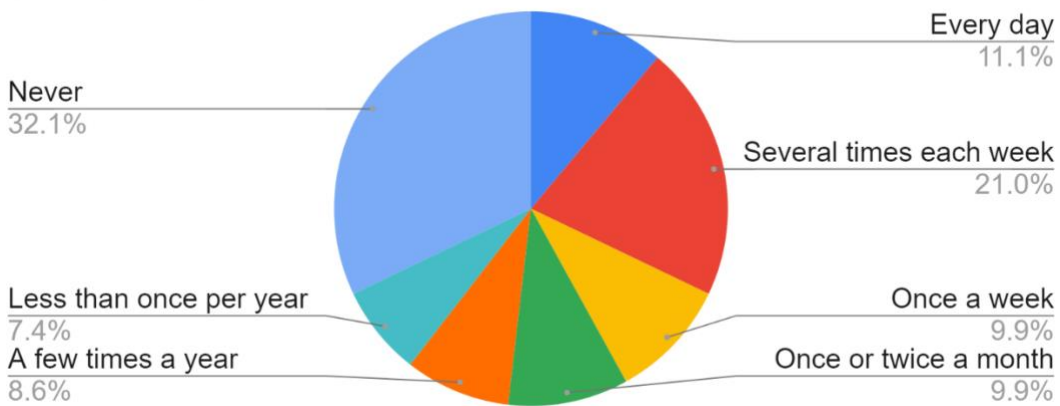
When asked for suggestions for changes to the proposed route that would better suit their needs, 49 people said they had no suggestions or the question was not applicable, 1 person was unsure, and 1 person said the proposed changes were a good choice. The suggested changes were:

- Keep the route on Leslie Street (10), reasons:
 - Don Mills is already well serviced by buses, including express service
 - Maintains access to Edwards Gardens
 - Route 51 runs too slowly to reach North York General Hospital and other locations on Leslie Street
- More frequent service to decrease overcrowding (1)
- Don't remove bus stops like what was done with the 86. It was inconvenient for a lot of people, especially seniors and people with special needs (1)
- Put back some stops (1)
- Extend the 954 to Science Centre Station as well (1)
- Make the route pedestrian friendly with strong safety protocols. As downtown is more compact, there needs to be clear guidelines fit for the Scarborough space. A virtual display of the route would help (1)

954 Lawrence East Express

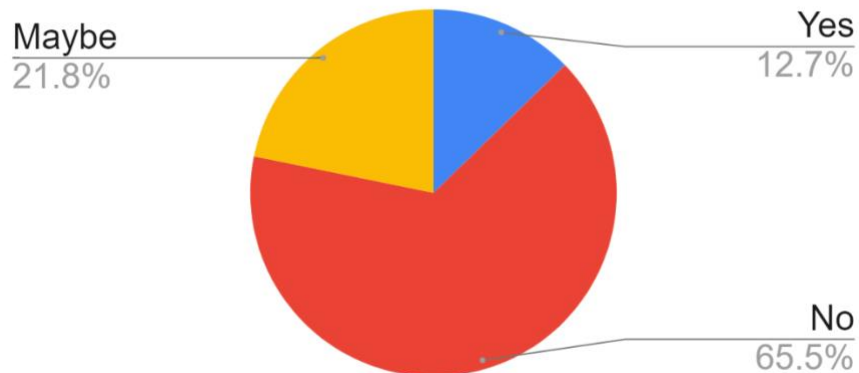
32.1% of respondents used the 954 Lawrence East Express frequently, either every day or several times a week, before the pandemic. With the removal of the number of people who never take this route, 47.3% of respondents who answered the remaining questions are frequent users of this route and access a variety of locations from it.

Before the pandemic, how often did you take the 954 Lawrence East Express?
(81 Responses)



Location	Number of Respondents	Percentage of Respondents
Your home or others' homes	33	60.0%
Work or school	28	50.9%
Health services (hospital, dentist, chiropractor, etc.)	22	40.0%
Grocery stores or restaurants	22	40.0%
Public spaces (parks, community centres, libraries, etc.)	23	41.8%
Malls or other shopping centres	28	50.9%
Museums or similar attractions/displays/shows	14	25.5%
Transfer to another bus or transit service	35	63.6%
Other: None. Wasn't in my route	1	1.8%

Will the proposed route change prevent you from accessing any of the locations checked above? (55 Responses)



When participants were asked if there were locations they will no longer be able to access due to the proposed route change to the 954, 12.7% chose "Yes", 65.5% chose "No", and 21.8% chose "Maybe". Locations that were identified as being inaccessible or more difficult to access

were Leslie and Lawrence, health services, and access to the Lawrence bus from the Brentcliffe stop.

When asked if the proposed route change would have any other negative impacts on travel, 43 responses were “No” or “N/A”. 2 people were unsure. The negative impacts are listed below:

- Longer wait times, especially during winter (1)
- May not give access to shops on Don Mills (1)
- Might have to walk more (1)
- May take longer to access some locations (1)

When asked if the proposed route change would benefit their travel in any way, 29 said “No” or “N/A” and 3 people were unsure. The benefits include the following:

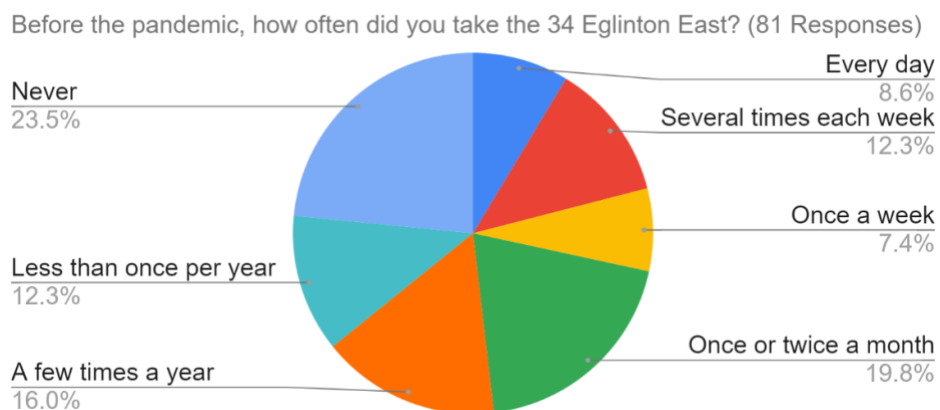
- Access more locations faster/saves time (7)
- More convenient for the 954 to extend past Lawrence Station (2)
- Can travel further west (2)
- No need to transfer between the 54 and 954 heading west of Lawrence Station (2)
- Faster to reach the LRT (2)
- Faster service to Don Mills Road (1)
- Much longer route to Eglinton Station and no crossover to Leslie (1)

When asked for suggestions for changes to the proposed route that would better suit their needs, 42 respondents had no suggestions or responded with “N/A” and 1 person was unsure. 1 person said the changes seem good overall. The suggestions were:

- Extend to Leslie and Lawrence (2)
- Increased service since the route is getting longer (2)
- Don’t change it (2)
- Don’t remove stops like with the 86 (1)

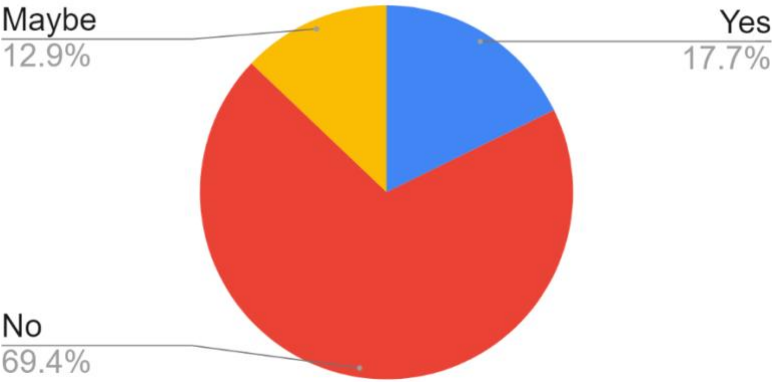
34 Eglinton East

20.9% of respondents used the 34 Eglinton East frequently before the pandemic, either every day or several times a week. With the removal of the number of people who never take this route, 27.4% of respondents who answered the remaining questions are frequent users of this route and access a variety of locations from it. The percentage of frequent users for the 34 is much lower than for the 54 or 954.



Location	Number of Respondents	Percentage of Respondents
Your home or others' homes	24	38.7%
Work or school	22	35.5%
Health services (hospital, dentist, chiropractor, etc.)	24	38.7%
Grocery stores or restaurants	27	43.5%
Public spaces (parks, community centres, libraries, etc.)	21	33.9%
Malls or other shopping centres	34	54.8%
Museums or similar attractions/displays/shows	17	27.4%
Transfer to another bus or transit service	36	58.1%
Other: None	1	1.6%

Will the proposed route change prevent you from accessing any of the locations checked above? (62 Responses)



When participants were asked if there were locations they will no longer be able to access due to the proposed route change to the 34, 17.7% chose “Yes”, 69.4% chose “No”, and 12.9% chose “Maybe”. Locations that were identified as being inaccessible or more difficult to access were bus stops in the areas of Wynford and Concorde as well as Flemingdon Park, east of Don Mills, health services, homes, workplaces, grocery stores, and gyms. Additionally, the Golden Mile Plaza at Eglinton and Victoria Park and Eglinton Square Shopping Centre across the street will no longer be conveniently accessible. 2 people noted that shops in the Hakimi-Lebovic area would no longer be serviced by buses and the LRT would need to be used to reach them.

When asked if the proposed route change would have any other negative impacts on travel, 48 responses were “No” or “N/A” and 2 people were unsure. The negative impacts are listed below:

- No bus service through the Wynford Concorde area means an extra 10 minute walk to the nearest LRT stop, which can be a burden for people with disabilities. If the stations are not accessible for those with walkers or wheelchairs, that would also be a problem (2)
- Need to find new route to work (1)
- Unable to access current bus stop and would have to walk, with children to the nearest one (1)

- Need to walk further to destination but the travel time should be faster (1)
- May have to figure out how to access the Birchmount bus (1)
- Prevents access to necessary medications from the real Golden Mile Plaza pharmacy inside No Frills (1)
- More inconvenient because the LRT stops are much further apart than the bus stops (1)
- There will be negative impacts, but many of the same stops can still be accessed once the Eglinton Crosstown LRT is built (1)

When asked if the proposed route change would benefit their travel in any way, 44 said “No” or “N/A” and 1 person was unsure. The benefits include the following:

- Faster, fewer stops, and more direct service if LRT is used instead of the bus (5)
- Able to access other locations (3)
- Won't have to transfer at Eglinton Station to continue west on Eglinton (1)
- Don't have to transfer to the 34 to access stops on Eglinton and Warden (1)
- Travel between Eglinton and Kennedy station should be faster with the LRT. Hopefully it does not cost more (1)
- Inexpensive way of getting to the airport (1)
- Can use bus from Don Mills Rd. and Eglinton Ave. to the west or the new LRT to travel faster (1)

When asked for suggestions for changes to the proposed route that would better suit their needs, 48 respondents had no suggestions or responded with “N/A” and 1 person was unsure. The suggestions were:

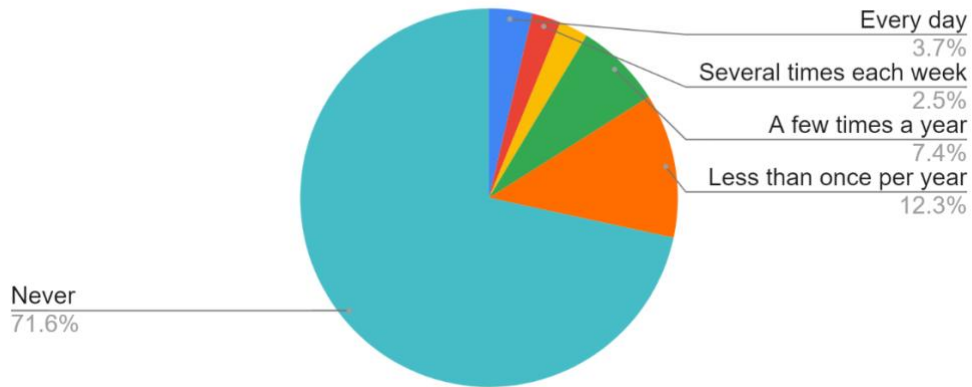
- Extend 34 to Kennedy station or leave the route unchanged to access places in between the LRT stops (5) reasons:
 - Make sure to take into consideration those who live a 5-10 minute walk to Eglinton from Wynford/Concorde. Some of these people live with disabilities and those extra 5 minutes mean so much to them
 - Seniors and people with small children may not be able to walk that distance
 - Continue to run the current route, even at reduced service, to ensure equitable access for all
- Have the Golden Mile stop renamed to Warden to prevent confusion (1)
- Have a stop either at Victoria Park and Eglinton named 'Victoria Park' or 'Golden Mile' as that is a major stop and crossover route as well as a frequent stop for those who go to Golden Mile Plaza or Eglinton Square Shopping Centre for the library and other amenities (1)
- Have more bus routes with stops every 200 m for easier transfers (1)
- No time gap between changing the bus routes and the LRT starting its service (1)
- Should have extended Kennedy Station to Eglinton Avenue further east or to Rouge Hill GO Station since Line 2 already exists (1)

334 Eglinton Blue Night

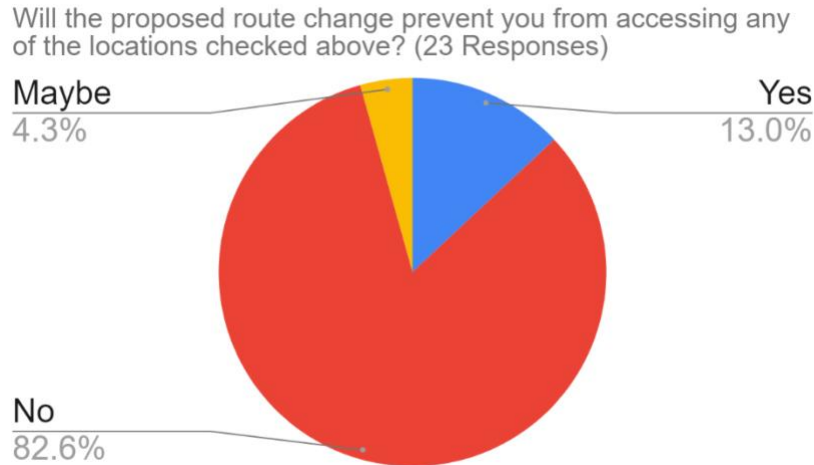
6.2% of respondents used the 332 Eglinton West Blue Night or 334 Eglinton East Blue Night frequently before the pandemic, either every day or several times a week. With the removal of the number of people who never take this route, 21.7% of respondents who answered the remaining questions are frequent users of this route. Homes, work or school, and transfer points

are the main locations accessed from this route. The percentage of frequent users for the 332/334 is much lower than for the 54 or 954. Note that in the pie chart below, the yellow unlabeled slice represents “Once a week” at 2.5%.

Before the pandemic, how often did you take the 332 Eglinton West or 334 Eglinton East Blue Night? (81 Responses)



Location	Number of Respondents	Percentage of Respondents
Your home or others' homes	13	56.5%
Work or school	9	39.1%
Health services (hospital, dentist, chiropractor, etc.)	4	17.4%
Grocery stores or restaurants	5	21.7%
Public spaces (parks, community centres, libraries, etc.)	5	21.7%
Malls or other shopping centres	5	21.7%
Museums or similar attractions/displays/shows	4	17.4%
Transfer to another bus or transit service	10	43.5%
Other: Out on the night	1	4.3%
Other: Pearson Airport	1	4.3%



When participants were asked if there were locations they will no longer be able to access due to the proposed route change to the 332/334, 13.0% chose “Yes”, 82.6% chose “No”, and 4.3% chose “Maybe”. No specific locations were identified as being inaccessible or more difficult to access

When asked if the proposed route change would have any other negative impacts on travel, 20 people said “No” or “N/A”. 3 people said “Yes” to this question but did not provide any further details. 1 person commented that they think the change is a great idea since Scarborough is underserved and has long wait times.

When asked if the proposed route change would benefit their travel in any way, 15 said “No” and 1 person was unsure. The benefits include the following:

- Save time (1)
- Easy travel (1)
- Able to reach residential areas in Malvern more easily (1)
- This is an improvement. It seems simpler, more streamlined, and very clear (1)

When asked if they had suggestions for changes to the proposed route that would better suit their needs, 21 respondents had no suggestions or responded with “N/A”. 3 people said “Yes” but did not provide any further details.

General Questions

Q: How would you like to be informed about the confirmed changes to the bus routes? (Think about if you have ever experienced miscommunication regarding route changes)

During the virtual meetings, it was suggested that a variety of methods should be used, and the messaging should be persistent as many people have stopped or reduced their bus usage due to the pandemic. The list below shows methods that respondents suggested.

- Email (36)
- Posters near the bus stops/stations (7)
- The news (7)
- Social Media (6) (e.g. Instagram with a verified account for the TTC, Twitter)
- SMS text (5)
- Mail to affected residents (4)

- TTC website (3)
- Google maps (2)
- Rocketman App/other transit apps with maps depicting the stops (2)
- Signage in libraries and community centres in affected areas (e.g. Flemington Park Branch Library for the 34 bus) (1)
- Notice via the texting service (898882 for stop times) (1)
- Presto app (1)
- In buses (1)

Q: Do you have any advice to TTC on how make sure the proposed routes ensure safe travel?

25 respondents answered this question. Their responses have been categorized into suggestions for bus service, crosswalks and sidewalks, LRT stations, and access to information and communication. The suggestions of increasing the frequency of buses and allowing for stops between official stops during the night were mentioned by more than one person.

Bus service:

- Allow for in-between stops on night routes
- Implementing bus lanes
- More frequent service to prevent overcrowding
- Enough connections from the Crosstown into residential areas - to ensure that women do not need to walk too far alone at night
- Put back stops at Brimley and Eglinton
- Have officers inside the buses
- Continue allowing the stop requests before actual stops for women and youth to ensure safe travel
- Keep covid-19 safety measures in place, e.g. ensure riders wear their masks
- Planning test runs of the transit vehicles along the new route changes

At crosswalks and sidewalks:

- Guarantee safe access to stops/crossings if people have to walk into the road to get to them
- More bus shelters
- Traffic lights and accessible crosswalks

At stations:

- Ensure adequate security guard presence and cameras at new stations
- Good signage, lighting, easily visible emergency buttons on platforms
- Rename the Golden Mile stop to 'Warden' to prevent confusion and have a stop at Victoria Park named 'Golden Mile' for the Golden Mile Plaza that is there

Access to information and communication:

- Have virtual brochures on how to travel safely and have a safety awareness video
- Having a reliable app
- Having accurate estimates of bus arrival times, especially for the 54
- More public outreach
- Listen to the workers and riders about their issues.

Q: How did you hear about this survey (eg. Instagram post, from a friend)?

The last question of the survey asked respondents to identify how they found out about the survey. The responses are summarized in the table below.

Category	Amount	Sub-Category	Amount
Email	29	Newsletter	4
		Other email	25
From a friend/family/colleague	22	From a friend/family/colleague	22
Poster	17	Poster - At bus stop	8
		Poster - In a shop	2
		Poster - Unspecified location	7
Social Media	10	Instagram	9
		Social media - Unspecified	1
Total	78	Total	78

List of Organizations

- Association of Committed and Engaged Youth (ACEY)
- Community Development Officer
- Native Child and Family Services of Toronto
- Scarborough Centre for Healthy Communities (SCHC)
- Student Leadership and Youth Empowerment (SLYE) Network
- The East Scarborough Storefront
- The Good Guides
- TTCriders
- Woburn Local Planning Table (WLPT)

Appendix

Table showing the neighbourhoods that participants are from:

Neighborhood/Area	Count
7-Willowridge-Martingrove-Richview	1
8-Humber Heights-Westmount	1
41-Bridle Path-Sunnybrook-York Mills	1
42-Banbury-Don Mills	2
43-Victoria Village	2
44-Flemingdon Park	1
56-Leaside Bennington	2
58-Old East York	1
66-Danforth	1
99-Mount Pleasant East	2
100-Yonge-Eglinton	2
117-L'Amoreaux	1
124-Kennedy Park	1
126-Dorset Park	5
131-Rouge	5
132-Malvern	2
133-Centennial Scarborough	2
135-Morningside	1
136-West Hill	19
137-Woburn	5
138-Eglinton East	1
139-Scarborough Village	2
140-Guildwood	2
Etobicoke	3
Midtown	1
North York	2
Pickering	1
Scarborough	11
Toronto	1

TTC 2022 Youth Ambassador Team

Engagement Report by Mohamed Mohamed

Overview Section

In my survey of the proposed route change for 54 Lawrence Ave East I interviewed 48 individuals using the google forms format. During the span of 2 weeks, I used my Instagram which has over 400 followers and other social media platforms like Facebook and Snapchat to reach people who live around the areas that the proposed change on the 54 would affect. Despite offering incentives such as gift cards and e-transfers, all the people I reached out to did not want to have a long form zoom discussion about the proposed change. The survey was the most effective way in my research. Going into this I thought the most difficult prospect would be engaging young people but since most of the people I contacted were from leveraging my social media following, I got almost all my responses from people ages 16-30 with 4 over 30 years old.

Key Messages Section

- Most of my respondents said that the proposed route change will impact them.
- Most of my respondents were unclear if it'll affect them negatively or positively for several reasons. Some told me they don't see themselves using the TTC as much after this pandemic. Others say their routes have changed during the pandemic. For example, many of the people I interviewed are my age, so when we used to take the TTC daily it was for school and since that we've moved onto post-secondary, however now we've been doing school online, so they aren't sure how the route change will impact their day to day transit. 8 others were clear the route change will not impact them negatively
- Overall, my respondents support the planned route change for the 54 bus

Detailed Feedback Section

Q1 Will this change impact your travel?

43 respondents said yes

5 said no

Q2 If your travel is impacted, please specify how?

32 respondents said they are unclear on if they'll be impacted because their reason for transit has or may have changed. 24 of those respondents said they may be impacted because the reasons they use the 54 has changed since the pandemic started because they are now in post-secondary since the pandemic started. 8 of the same 32 respondents said they are unclear if they will be using the TTC after the pandemic, making it unclear if the proposed change in the 54 bus will affect them.

Q3 Would this proposed route change disrupt the other routes you take?

All 48 respondents said the change will not disrupt the routes they take

Q6 Do you support this proposed route change?

44 of my respondents said they support the proposed change to the 54 bus

4 said they do not support the proposed change to the 54 bus

Final Report: Line 5 TTC – 35 JANE Proposed Route Changes

Written by: Pablo Suarez

Overview Section

For my proposed route change, I had 45 participants respond to my survey over the course of these last few weeks. The dates of the survey were July 15th – August 5th. The organizations I worked with were school groups and pages that pertained to Ryerson University, specifically an organization called OLAS (Organization of Latin American Students) & Ryerson University Class of 2021. These engagements began on the first day the survey became available. I was able to get OLAS to post on their story for 24 hours, as well as inserting the link to the survey in their bio for the rest of the day. For the group of Ryerson Class '21, the page admins allowed me to post on their Facebook page. The main methods used were social media platforms such as Instagram, Facebook, and Snapchat. I was able to post and bring awareness to my survey through posts on their stories and as well as my personal social media account. The other method that I used was creating posters with QR Codes attached, so that persons who used the 35 Jane route would be able to complete the survey. These posters are scattered throughout the 35 Jane route.

Key Messages

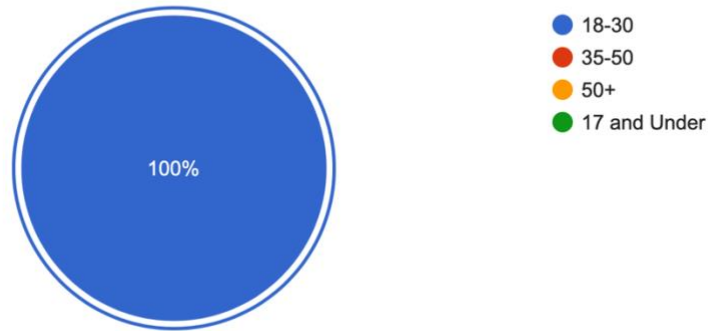
- The most consistent concern for participants were the fares being constantly increased.
- From many responses, most participants support the proposed route change to the 35 Jane.
- There was the overwhelming response that the new route was going to help and improve the commute for daily commuters.

Detailed Feedback Section

- The demographics of all 45 participants were 18-30 years of age.

How old are you ?

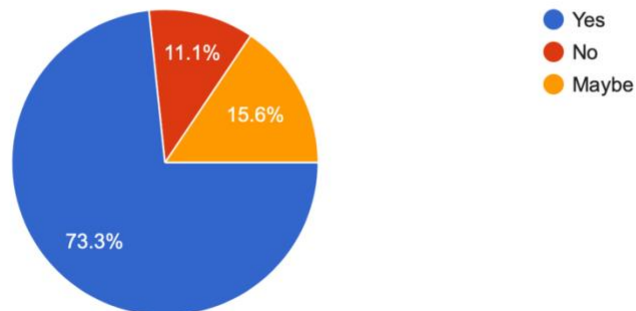
45 responses



Q#1 - Would you use the proposed TTC routes connecting to the new Line 5 Eglinton from the 35 Jane?

Would you use the proposed TTC routes connecting to the new Line 5 Eglinton from the 35 Jane?

45 responses

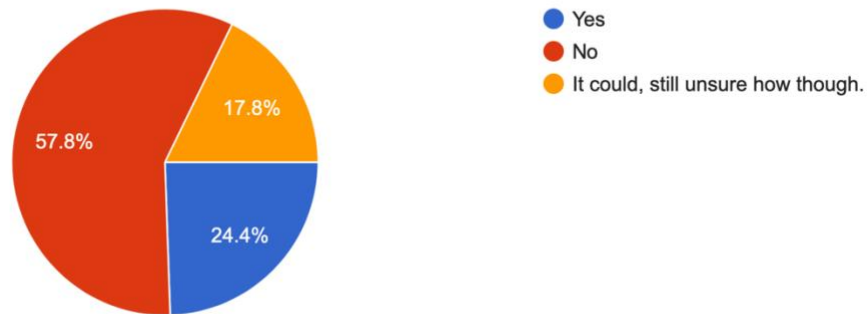


- 73.3% of participants said yes, they would use the proposed change route.
- 15.6% of participants said maybe to the proposed route change.
- 11.1% of participants said no to the proposed route change.

Q#2 - Would the proposed change to 35 Jane disrupt your regular routes/travel?

Would the proposed change to 35 Jane disrupt your regular routes/travel?

45 responses

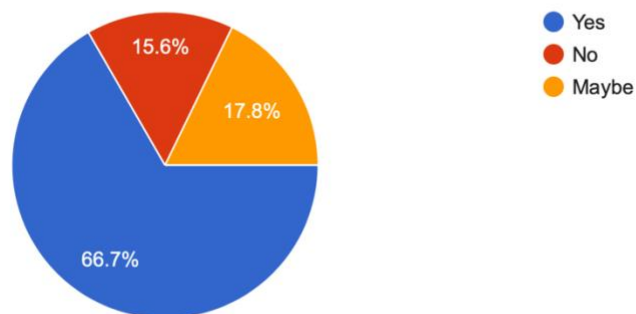


- 57.8% of participants said no, it would not disrupt their regular routes/travel.
- 24.4% of participants said yes, it would disrupt their regular routes/travel.
- 17.8% of participants said it could, but still unsure how though.

Q#3 - Are you likely to use 35 Jane if the proposed route change is implemented?

Are you likely to use 35 Jane if the proposed route change is implemented?

45 responses



- 66.7% of participants said yes, they would likely use the proposed route change.
- 17.8% of participants said maybe.

- 15.6% of participants said no, they would not use the proposed route change.

Q#4 - Do you support the proposed change to 35 Jane? Please explain why. (Individual responses)

- Most respondents felt they would support the proposed change to the 35 Jane route. Participants felt that the TTC line 935 Jane runs parallel already, which would work well with the proposed route.
- The participants felt that it would benefit many daily commuters who must travel to and from work creating a faster connection to the subway station northbound and would reduce wait times for commuters that would need connections to the rest of the GTA. These participants felt that it would create greater accessibility to other routes as well.
- Some answered that the proposed change would not affect their travel routes.

Q#5 - Is there a regular destination you use that will be negatively impacted because of the route modification? If yes, please identify the destination(s) below. (Individual response)

- All participants believed there would be no regular destination that would be impacted, except for one that stated Marlee as a possible destination to be impacted.

Q#6 - Are there any concerns or feedback you would like to share with TTC to help improve your travel experience? (If none, just write N/A)

- The general feedback consensus from the participants felt that fares should become more affordable. With that in mind, many felt that improving the public transportation system should not take so long in time and emphasized safer security measures for commuters such as security cameras.

Participant List Section

Organizations used:

- OLAS
- Ryerson Class of '21 (Facebook Page)