

## **TTC 2023 Annual Service Plan**

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# **Integrated Youth Ambassador Team Reports**

December 2022

## TTC 2023 ASP Youth Ambassador Team Overview

As part of the public engagement process for TTC's 2023 Annual Service Plan (ASP), the TTC hired a diverse team of seven youth (between the ages of 18-29) across the city to engage their peers and other members of their community about the 2023 ASP. The 2023 Youth Ambassadors sought feedback on proposed surface network changes in select focus areas as part of the second round of engagement for the 2023 ASP. The TTC proposed surface network changes on nine focus areas, and the Youth Ambassadors collectively engaged on five focus areas that are relevant to them.

The 2023 Youth Ambassador Team builds on similar, successful programs the TTC led for its 2021 and 2022 ASPs. 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 ages 18-29, a demographic typically under-represented in city-building consultations, and providing paid work and skill development opportunities to youth who live, study, work and/or volunteer in areas impacted by the 2023 ASP initiatives. In addition to engaging youth, the Youth Ambassadors also engaged the three key customer audiences who continued to use the TTC during the pandemic (women, shift workers and people with low-income).

The selected Youth Ambassadors are **Aaron Chen, Jade Fraser, Muna Warsame, Nasra Mohamed, Ronelle Peters, Sweety Ratnani and Vyakhya Tyagi**. They were selected following an open, competitive process that was promoted through the Local Champions Network, the TTC's Customer Panel, and local organizations in the nine focus areas that work with youth. 107 applications were received, and selection was based on:

- age,
- transit use and familiarity with transit routes impacted by the 2023 ASP,
- overall coverage of the different focus areas,
- diversity in ages, genders, abilities, languages spoken, ethnicities and lengths of time living in Toronto,
- overall interest and reason for participating,
- access to technology (device with a microphone and internet connection),
- non-membership with transit groups already engaged through stakeholder meetings,
- availability and
- references

Their engagement work ran from early October to early December. Third Party Public, independent engagement team retained by the TTC to support the 2023 ASP engagement process, designed and administered this youth-led engagement process and provided training and support to the Youth Ambassadors.

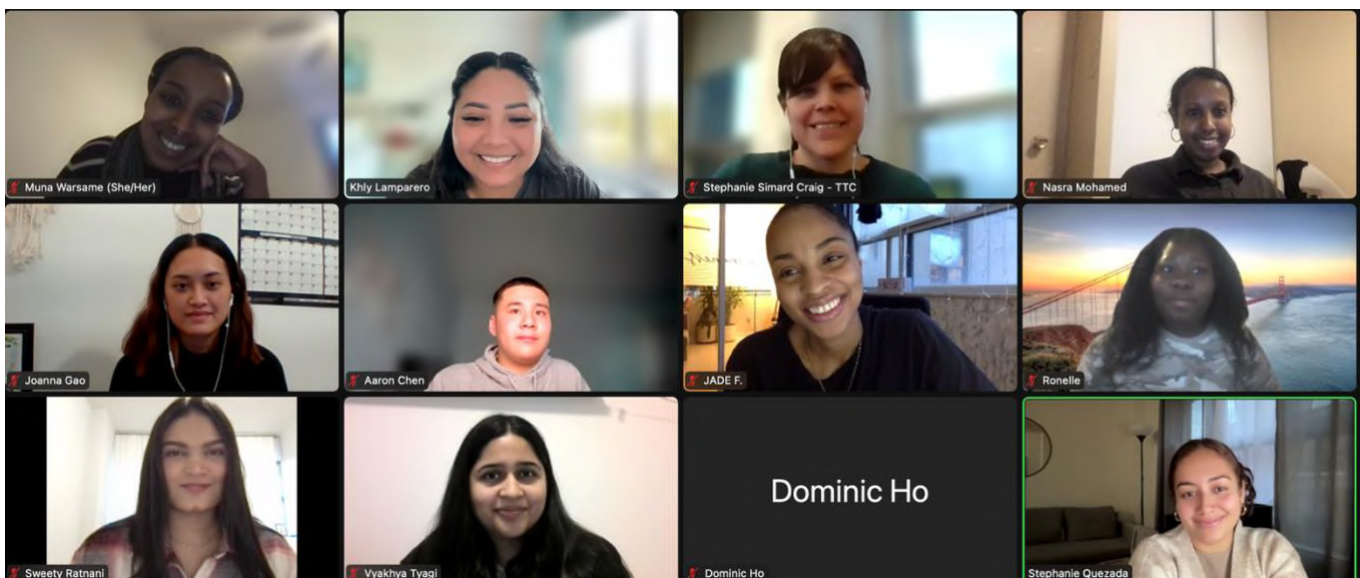


Photo of the 2023 Youth Ambassadors, TTC staff and Third Party Public team at the December 9, 2022 Youth Ambassador Team Debrief Meeting

## Target Focus Areas and Bus Routes

The Youth Ambassadors focused on engaging about bus routes that are relevant to them and their community. Each youth member implemented their engagement process independently, using approaches customized to each youth and their community. A total of 20 out of 34 proposed route changes were the focus of Youth Ambassador's engagement. These bus routes include:

- Scarborough East A – Northeast Scarborough
  1. 130 Middlefield
  2. 134 Progress
  3. 902 Markham Road Express
  4. 985 Sheppard East Express
- Scarborough East B – Scarborough East
  5. 12D Kingston Road
  6. 54B Lawrence East
  7. 178 Brimorton
  8. 154 Curran Hall – Option A via Lawrence East and Option B via Eglinton
- Southeast – South Scarborough-Beaches
  9. 22A Coxwell
  10. 503 Kingston Road Streetcar
- Northwest – North Etobicoke
  11. 36B Finch West
  12. 37A Islington
  13. 101 Downsview Park
  14. 984A Sheppard West Express
  15. 996 Wilson Express
  16. 119 Torbarrie
  17. 906 Airport-Humber College Express - Option A via Highway 27 and Option B via Atwell Drive
  18. 166 Toryork Drive
- Southwest – South Etobicoke
  19. 80B Queensway
  20. 117 Birchmount South

## Participation Numbers and Engagement Tactics

A total of 370 participants were engaged by the Youth Ambassadors through a range of engagement tactics, including online surveys, hard copy surveys distributed through in person engagement and in person meetings.

The Youth Ambassadors promoted their surveys in a variety of ways including:

- Promoting via social media channels, such as Instagram and Facebook, and using social media influencers to share the survey.
- Putting up posters at key locations in the community such as bus stops, grocery stores, near schools/colleges like Centennial College.
- Handing out posters along local bus stops and subway lines, community centres, malls, industrial areas.
- Reaching out to university student groups, community groups and other personal networks (local dentist, etc.).

## 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 by focus area.

- Overall support for the proposed route changes, especially when the routes are connecting to other transit hubs/major destinations such as the Finch West LRT, Pearson Airport, Humber College Station, Line 2, Line 1 and employment/industrial areas. Participants also generally support proposed new routes that would help with overcrowding during peak hours.
- Some participants shared concerns about proposed changes that could result in increased travel times, particularly with bus routes that are proposed to be extended. They would like to see more buses allocated for proposed route extensions (e.g. 902 Markham Road Express and 996 Wilson Express) and proposed new routes (e.g. 985 Sheppard East Express) to improve frequency/travel times.

- Participants generally would like to see improved service frequency to reduce wait times, especially during peak hours. Others would like to have heated bus shelters to improve customer experience while waiting for the bus in winter months.
- Participants also shared a few suggestions related to engagement, including:
  - Consider creating a method for follow up to measure community satisfaction when proposed services are implemented.
  - Participants were pleased with the youth engagement, as many were not aware of the proposed service changes. They were particularly pleased with the in-person engagement conducted by youth and would like to see more community engagement opportunities.
  - Need for improved maps to make the changes easier to see and understand.

## **Attachments – Youth Ambassador Engagement Reports**

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

1. Aaron Chen
2. Jade Fraser
3. Muna Warsame
4. Nasra Mohamed
5. Ronelle Peters
6. Sweety Ratnani
7. Vyakhya Tyagi

**TTC Youth Ambassador – Final Report**

**Scarborough East A Area Study**

**130 Middlefield**

**134 Progress**

**902 Markham Road Express**

**985 Sheppard East Express**

Aaron Chen

December 2, 2022

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## **OVERVIEW:**

Over the course of two months, I participated as a member of the TTC's Youth Ambassador for the 2023 Annual Service Plan. The routes chosen to survey the community on were for the Scarborough East A area and include the proposed routes 130 Middlefield, 134 Progress, 902 Markham Road Express and the 985 Sheppard East Express.

The main survey was held on [Google Forms](#) (link attached) as it was the most flexible to gather the volume of responses and include as much information as possible. The survey was distributed and advertised heavily online through social media platforms and on strategically placed posters in areas that would most be impacted by the proposed changes. These include bus stops near, and at Centennial College, Scarborough Town Centre, Markham and Steeles and the Morningside Heights areas. There was also a social media push on community Facebook groups, and an online push on Instagram directing participants to the survey link. 166 survey responses were received in total. The survey asked participants questions specifically on the four proposed bus routes and also gave participants an opportunity to express any other comments or concerns. The main questions that were asked were if the new proposed routes would better serve their travel needs and if there are any destinations that are missing or are not accessible by transit anymore.

The TTC wanted to shift focus on women and shift-workers for these surveys, and according to survey results, approximately 32% of total respondents are female and 66% of total respondents are shift workers.

A \$25 raffle gift reward was advertised to participants who chose to submit their email at the end. Winners were chosen through an online wheel spin and 6 received cash prizes and 1 received an e-Gift Card.



**KEY MESSAGES:**

- Overall positive support for all route proposals and changes for the 42 Cummer, 130 Middlefield, 134 Progress, 902 Markham Road Express and 985 Sheppard East Express with suggestions for route changes and improved service frequency.
- Participants brought up concerns for service frequency with new branches and extensions introduced and urge for more buses along the route.
- Participants also brought up concerns for the 130 Middlefield/134 Progress changes, citing confusing routing and loss of familiarity with the route replacement. Customers are familiar with taking the 134B Progress bus to get to employment areas north of Markham/Finch, and noted the 130C Middlefield bus should follow a clockwise route following Middlefield/Maybrook/Tapscott/McNicoll.
- Participants express concern regarding the 985C Sheppard East Express route regarding service frequency, operating times and whether it is fully express or if it will convert to local service in the Morningside Heights area via Neilson. There are mixed opinions regarding fully express service and the conversion to local service in Morningside Heights. Also noted the convenience of the reduction of a transfer between buses but also noted the redundancy of the existing frequent 133 Neilson bus service.
- Participants suggested that the 42A Cummer route extend east of Markham Road going into the Amazon facility to supplement service in the area and provide a connection to the 53 Steeles East bus.
- Participants also asked the TTC to investigate possible service on McNicoll between Tapscott and Morningside.

## **DETAILED FEEDBACK:**

The detailed feedback found for each specific route are listed below. Other concerns for connecting routes in the area are listed at the bottom:

### 42A Cummer:

- Heavily supported for the connection to the Markham Road corridor with 82.8% of participants giving approval and 30.5% of those gave high support
- Concerns for service levels, if more buses will be added to the route to support frequency
- Common suggestion for route extension into the Amazon facility to provide better connections to the Steeles bus (more specifically the Passmore/Morningside intersections)
- Multiple requests for a route name change from “42 Cummer” to “42 McNicoll” for familiarity in the larger eastern portion of the route

How well will the extension of 42 Cummer service to the Markham Road corridor serve your travel needs?

152 responses

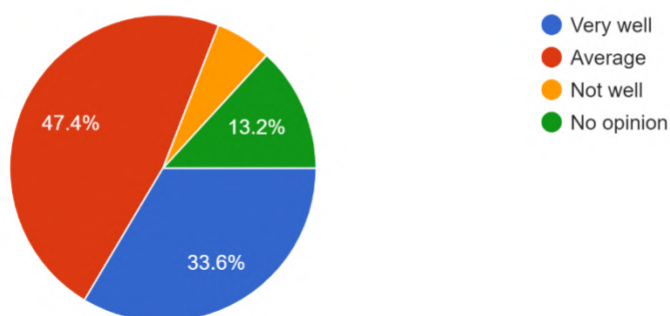


Figure 1 33.6% stated 42A Cummer extension will benefit them very well, 47.4% averagely, 13.2% no opinion and 5.8% not well.

Will the loss of 42 Cummer service to Passmore and Dynamic impact your travel needs?

5 responses

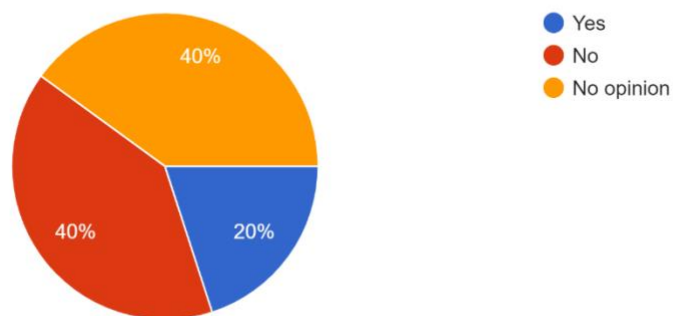


Figure 2 As a result of loss of 42 Cummer service at Passmore and Dynamic, 20% said it will impact them, 40% said no and the remaining 40% had no opinion

How much do you support the proposed route change?

151 responses

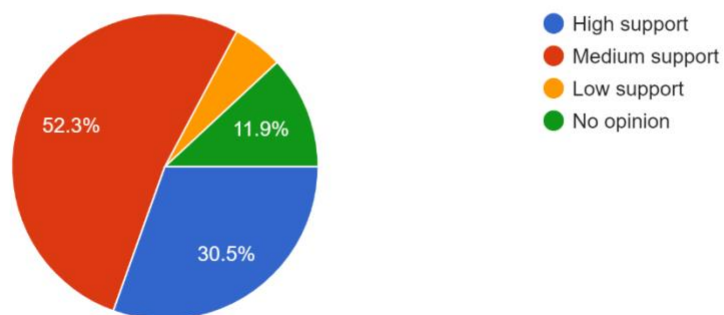


Figure 3 30.5% of participants provided high support to 42A Cummer extension, 52.3% provided medium support, 11.9% had no opinion and 5.3% had low support

**130C Middlefield & 134B Progress:**

- Overall positive feedback for the 130C Middlefield branch replacing the 134B Progress branch with 82% of participants supporting the change and 29% with high support
- Missing service on McNicoll Ave between Tapscott and Morningside Ave; and on Tapscott Rd between McNicoll and Newgale Gate. Missed opportunity for 42 Cummer/134 Progress connection (orange highlight)
- Raised the confusing routing in the Crow Trail area, customers are familiar with the 134B Progress bus to employment areas north of Markham/Finch.
  - 130C Middlefield's confusing routing, suggesting that it should be looping clockwise via Middlefield/Maybrook/Tapscott/McNicoll with overall improved service frequency, specifically during peak times
- Request for 913 Progress Express to start earlier at 2pm instead of 3pm from Centennial College due to overcrowding on the 134 Progress. Mentioned that many classes end at 2-2:30pm and the 134 Progress is infrequent and overcrowded during this time

Instead of the 134B Progress, how well does the 130C Middlefield serving Ironside Crescent work for you?

144 responses

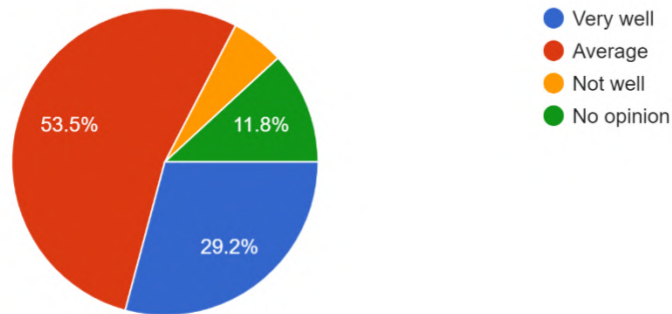


Figure 4 29.2% of participants stated the 130C Middlefield replacement will serve them very well, 53.5% averagely, 11.8% had no opinion and 5.5% not well

How much do you support the proposed route change?

144 responses

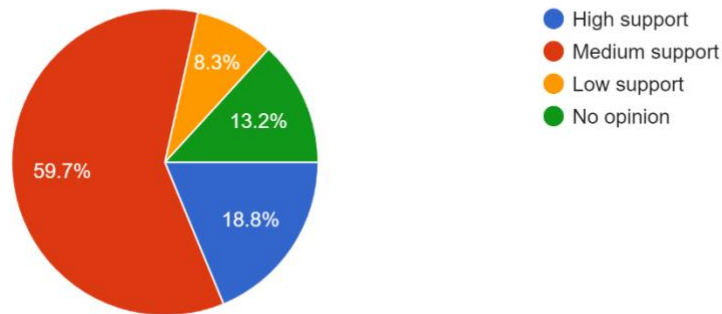


Figure 5 18.8% give high support to the 130C Middlefield, 59.7% give medium support, 13.2% had no opinion and 8.3% had low support

### 902 Markham Road Express:

- Overwhelming support for service extension north to Steeles
- Emphasized the need for extra buses on this route, specifically during peak times to better support this extension
- 90% of participants gave support to the proposal, with 36% giving high support
- Request for additional service during peak periods due to overcrowding, especially near Centennial College

How well will the 902 Markham Road Express extension to Steeles benefit you?

138 responses

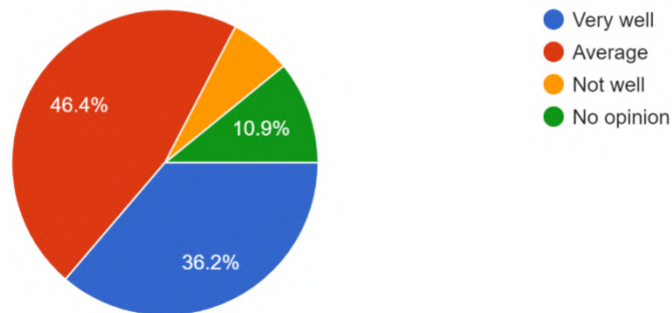
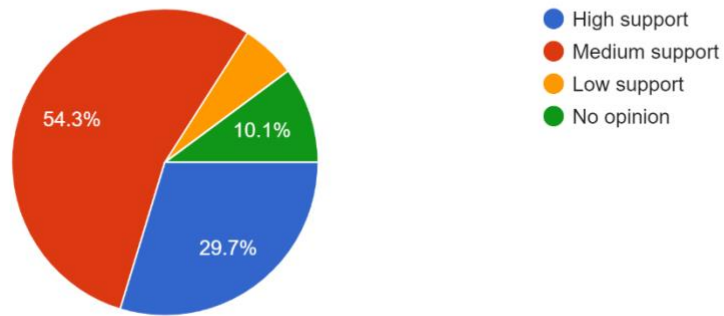


Figure 6 36.2% of participants said the 902 Markham Road Express extension will serve them very well, 46.4% averagely, 10.9% had no opinion and 6.5% said not well

How much do you support the proposed route change?

138 responses



*Figure 7 29.7% of participants gave high support to the 902 Markham Road Express extension, 54.3% gave medium support, 10.1% had no opinion and 5.9% gave low support*

**985C Sheppard East Express:**

- Proposed change for the 985C Sheppard East Express highly supported, noting that the Sheppard East corridor desperately needs more service
- Beneficial by removing the need to transfer at Neilson
- Raised concerns for constant delays on this route and the need for more buses.

Morningside Heights routing brings up these questions/concerns:

- 133 Neilson ridership may decline, and this is already a frequent route. Redundancy of converting the route to local service because the existing 133 Neilson bus provides adequate service
- Suggestion: more service should be allocated to the 985B branch to Meadowvale instead of the creation of a 985C to Morningside Heights branch.
- Mixed opinions regarding full express service (or at least until Finch Avenue) or conversion to local service in Morningside Heights area



How well will the new branch 985C Sheppard East Express to Morningside Heights via Neilson benefit you?

143 responses

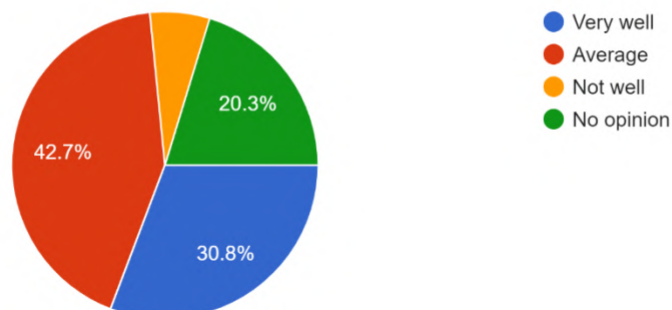


Figure 8 30.8% of participants said 985C Sheppard East Express will serve them very well, 42.7% averagely, 20.3% had no opinion and 6.2% said not well

How much do you support the proposed route change?

142 responses

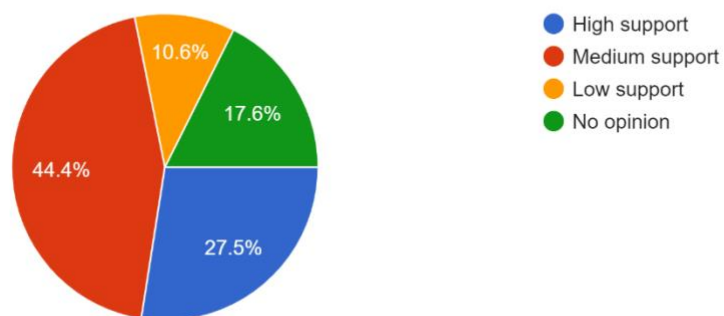


Figure 9 27.5% of participants gave high support to the 985C Sheppard East Express, 44.4% gave medium support, 17.6% had no opinion and 10.6% gave low support

**CONNECTING ROUTES AND OTHER CONCERNS:**

- Suggestion to increase the frequency of the 102D Markham Road and align the schedule with GO Transit service at Mount Joy/Markham GO stations.
- System-wide service frequency and gap management needs to be better improved overall.
- Suggestion to have the 939C Finch Express service operate at all times. The 939A/B service extension to Kennedy station should be reconsidered, where one branch should be kept at STC while the other travels further south to Kennedy station. There are also current and future service reliability and overcrowding concerns for this route during all times.
- Investigate potential connections on McNicoll between Tapscott and Morningside.
- Create better access to the temporary GO bus terminal at STC.

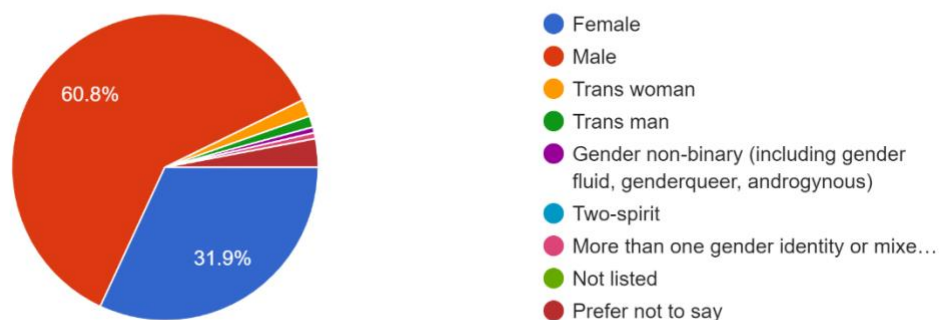
## **PARTICIPANT PROFILE:**

As efforts were made to engage more with people who identified as women, those who are considered shift workers, as well as people with lower-income levels, there is a significant amount of people who were identified in these categories that participated in the survey. The following are identified in the total participant population:

- 31.9% identified as women, 60.8% were men and the remaining were identified in the remaining gender identities and/or expressions listed below.

What best describes your gender identity and/or gender expression?

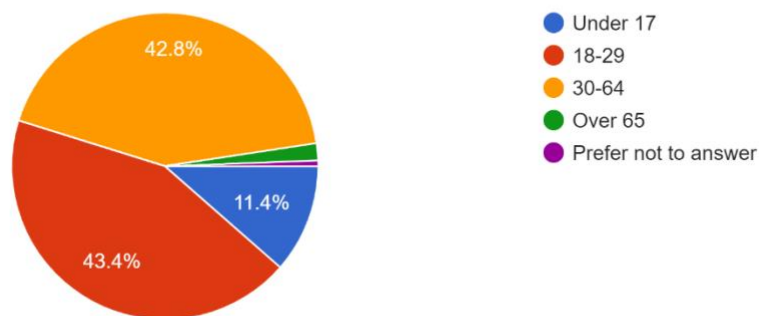
166 responses



- 42.8% were between the ages of 30-64 years, 43.4% were between the ages of 18-29, 11.4% were under 17 and the remaining were over 65 and/or preferred not to answer

What age group do you belong to?

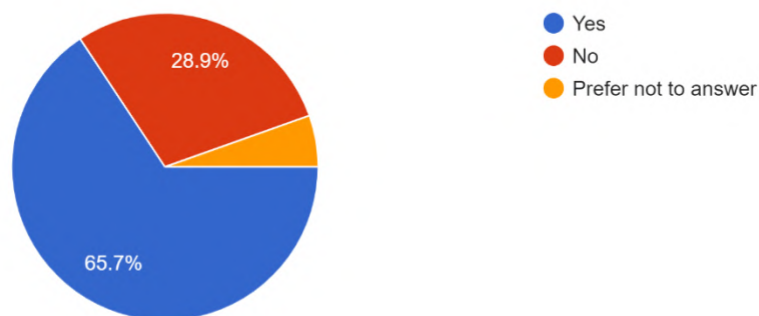
166 responses



- 65.7% considered themselves a shift worker, 28.9% did not, and the remaining did not answer

Would you consider yourself a shift worker? (Shift work refers to a work schedule that is performed in rotations. For example, while some employees mi...thers might work night or early morning shifts).

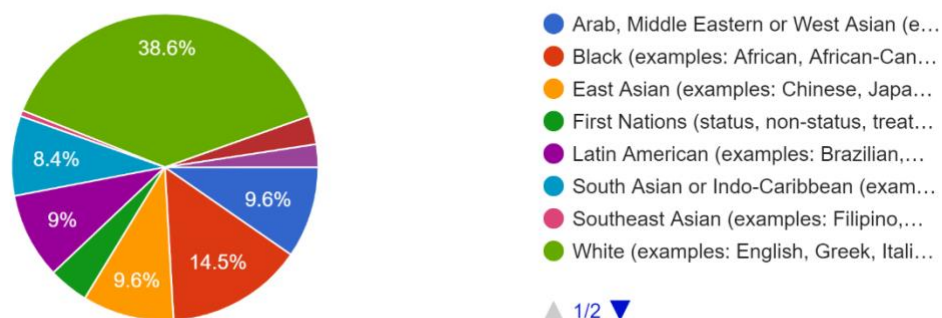
166 responses



- 38.6% of participants identified as White, 14.5% as Black, 9.6% as Arab, 9.6% as Asian, 9% Latin American, 8.4% South Asian, and the remaining numbers are identified in the chart below.

Which race category best describes you?

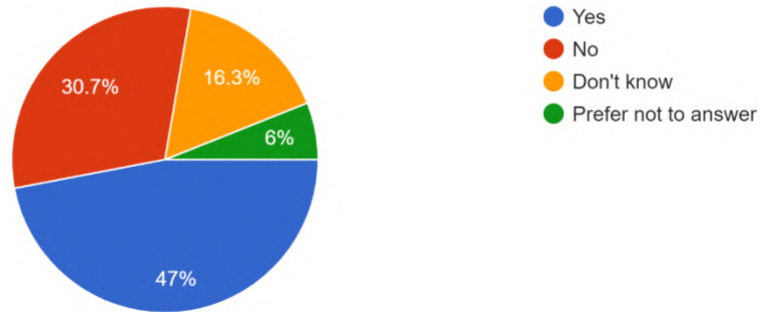
166 responses



- 47% of participants claimed their annual salary to be below \$40,000, 30.7% said to be above and the remaining did not know or preferred not to answer.

Was your total household income (before taxes) less than \$40,000 last year?

166 responses



## TTC 2023 Annual Service Plan (ASP)

Summary Report of Feedback on the service proposals for  
routes **36B Finch West, 37A Islington, 101 Downsview  
Park, 984 Sheppard West and 996 Wilson Express**

by Jade Fraser, 2023 TTC Youth Ambassador

## Overview

I will be summarizing feedback from forty (40) hard-copy surveys taken by participants I engaged with for the purpose of gaining feedback, opinions, and thoughts of the proposed service changes planned by the TTC.

Instead of a digitized approach, I used a traditional method for my engagement, going on-foot out into the busy streets of Toronto. I started off by speaking to members of my community, then I branched off into the broader community by going into malls, community centres, industrial/employment areas, bus stops, subway stations, and even went onto the buses. In the end, as mentioned above, I spoke with a total of 40 participants, and afterwards, gifted them with a \$10 ‘thank you’ token [gift card] from Tim Hortons. I found it easier to engage with people as they were coming off of buses rather than speaking to them as they were waiting to get on the next scheduled bus. My engagement period was for about 1 week [and a few days], I was out everyday of the week and on weekends around the same time which was approximately from *12pm-3pm* then again later on in the evening at around *6pm-9pm*, and sometimes even later. To give more insight on how my engagement went, I would look to engage with commuters for the 36B Finch West and 37A Islington buses on *day 1*, then on *day 2* I would interact with commuters for the 101 Downsview Park, 996 Wilson Express, and 984 Sheppard West, and repeat. I found that it worked much easier for me by separating the routes.

## Key Findings

### Overall

Out of 40 participants, 35 were in support and happy to hear that change has been proposed.

- More convenient options to choose from with extensions and new routes
- Opening of Line 6 (etc) is highly anticipated, lots of participants hopeful that this will ease traffic congestion to get to their destination(s) faster
- Participants were pleased to see that street interaction (surveys) have been conducted, and were willing to provide feedback with hopes that their opinions will promote overall service improvement.

### 36B Finch West

*Participants for this route were **in support** of the changes, with consistent responses mentioning that the support comes from positive changes given they will get to their destination(s) faster with more service.*

- Overnight services are important in the Carrier Drive, Westmore Drive, Woodbine Downs Boulevard, and Attwell Drive employment areas, especially in winter seasons.
- Too many crowded buses during morning rush, afternoon rush, and night.
- Address the constant fights and arguments, mental health, people laying across seats.



### 37A Islington

Participants were **in full support** of the proposed changes. 100% of participants all agreed that upgrades to this service have been long overdue, further indicating that any positive change to this route will positively impact commuters.

- Full support of the 37A going to Humber College proposal, instead of transferring buses to get there.
- Increase service on this route, the extension proposal is great, but needs more frequent service.
- Extend service throughout the new developing Woodbine Racetrack, especially overnight. Decrease the amount of [drunk] drivers going behind the wheel with 24-hour bus service to this location.

### 101 Downsview Park

Equally, participants were **in full support** of the proposal. With many mentioning that the extension is a great idea and will make for more convenient travel options.

- More buses will equal more frequent service.
- Any positive changes for more service has full support for this route.
- Route extensions and proposals are 'long overdue.'

- Extend 101 Downsview Park to The Hanger with less than a 20-30 minute waiting period.
- Add more frequent buses to 101 Downsview Park if planning on extending.

### 984 Sheppard West

*80% of participants were **in support** of the changes, anticipating the new routes will help overall service, while the other 20% of participants suggested adding new routes is not enough and **more can be done** to improve the issue of overcrowding.*

- Proposal isn't enough, more express buses or allow one (1) express bus and one (1) regular bus to be scheduled at the same time frequently.
- Too many express buses, not enough regular.

### 996 Wilson Express

*Participants were **in support** of the proposed changes, adding that extension to Humberwood Loop should be helpful in getting to other routes more accessible.*

- Humber College [terminal] is also useful to transfer from the TTC buses to other regional transit buses.
- Extending routes will only make service take longer, especially if there is no change to the amount of buses already on the route.

- All in agreement with proposal change as long as they can get to their destination(s) faster.
- Waiting outside for late buses in winter is not good.

### Route 906 Airport-Humber Express

#### OPTION A via Highway 27 or B via Atwell Drive

*Participants mentioned a lot of shift workers work at or near Atwell Drive, other participants agreed that Highway 27 would be convenient. The results based on 40 participants go as follows:*

- **OPTION A** = 15%
- **OPTION B** = 10%
- **BOTH ARE EQUAL** = 75%

#### Other Useful and Important Opinions:

- We have been paying every time there is a [fare] price increase but the service has not increased at all.
- *[all available options selected]* Morning, afternoon, evening, and night are the most important times to increase service that would avoid overcrowding.
- Night time wait is too long.
- Instead of extending the routes, add new routes.
- Heated bus shed in winter seasons.

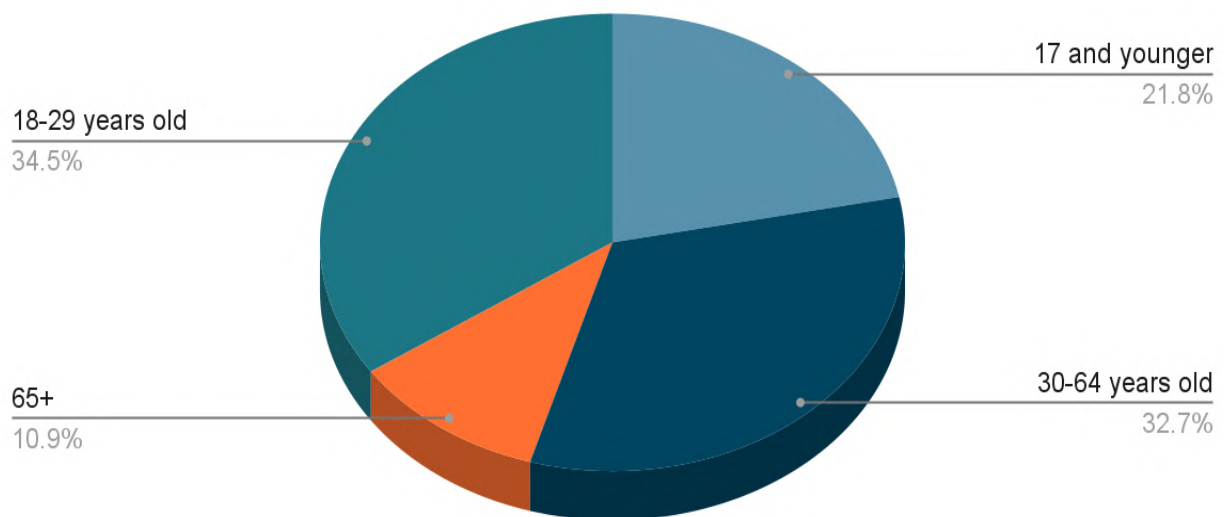
- 'BUS ONLY' lanes would make a huge difference, just like other regional buses, in Vaughn for example.
- Buses take too long, making commuters late for work, school, etc.
- [Most] Drivers have no customer service, look unpleasant/unhappy, doesn't wait a few extra seconds for people who are running to catch the bus safely, 'rude to students and seniors.'
- Everyone is waiting to get on the first bus that arrives due to long waiting times and cold weather [winter season], so buses become overcrowded. This is not good especially with seasonal viruses/covid, etc.
- Buses should run 24hrs, on a specific, timely schedule after 3am for example.
- Surveys are great for community opinion, the TTC should factor in climate change and make heated/cool air bus sheds depending on season.
- More community engagement opportunities should be set up monthly (or often) in order to understand what type of routes benefit certain areas.
- Having a station connecting easily to Vaughn would be very convenient to get to places in Toronto.
- Lots of people work on Attwell Drive, 906 Airport option via Attwell Drive would be a great change.
- Traffic management would go hand-in-hand with 'bus only' lanes.
- Hire more drivers.

## Participant Demographics

Respondents were asked to complete the demographics section of the survey which helps TTC better understand their customers. Questions were brief and included subjects about their age, racial/ethnic background, gender, total household income, and type of employment status. The information below captures the recorded responses.

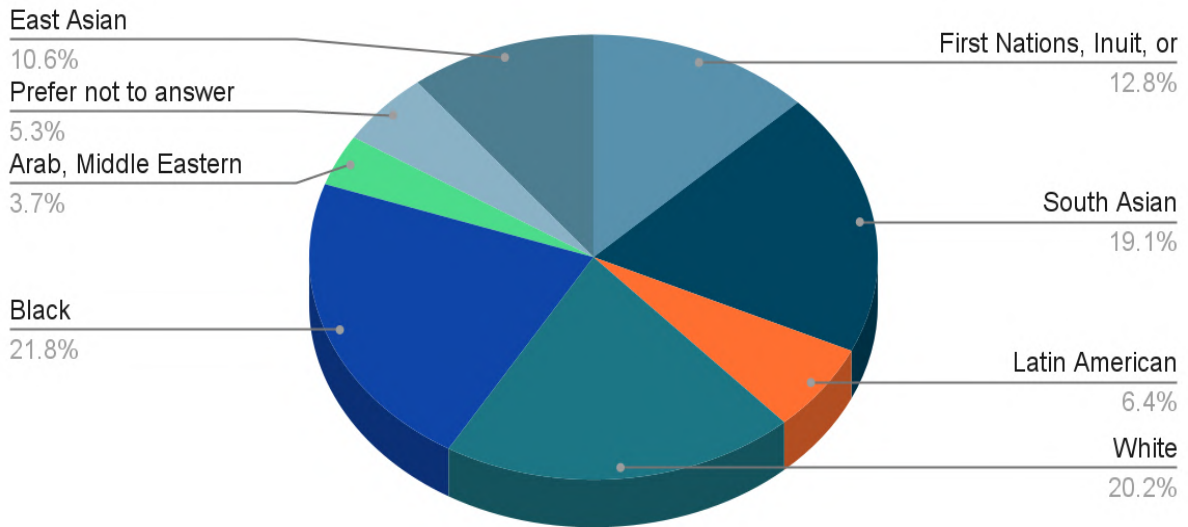
### Participant Demographics

AGE



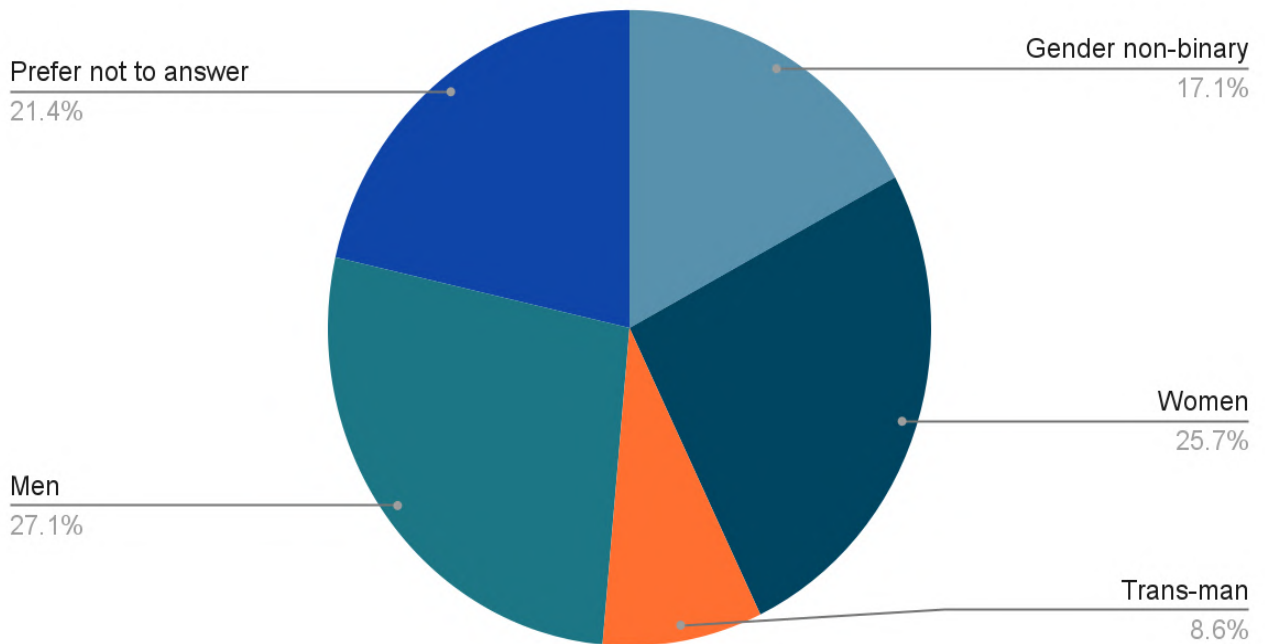
# Participant Demographics

## ETHNICITY



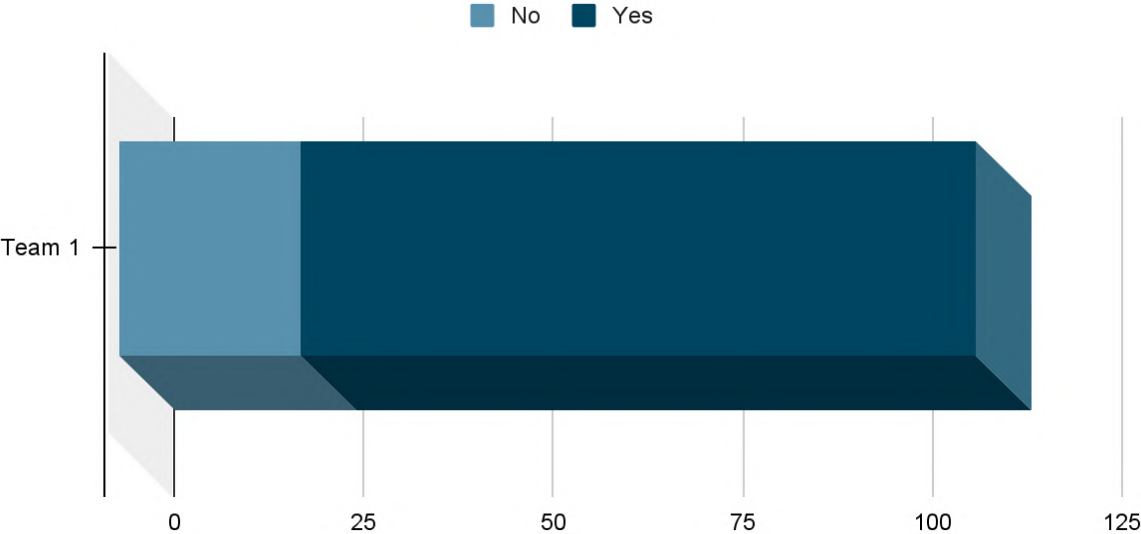
# Participant Demographics

## GENDER IDENTITY



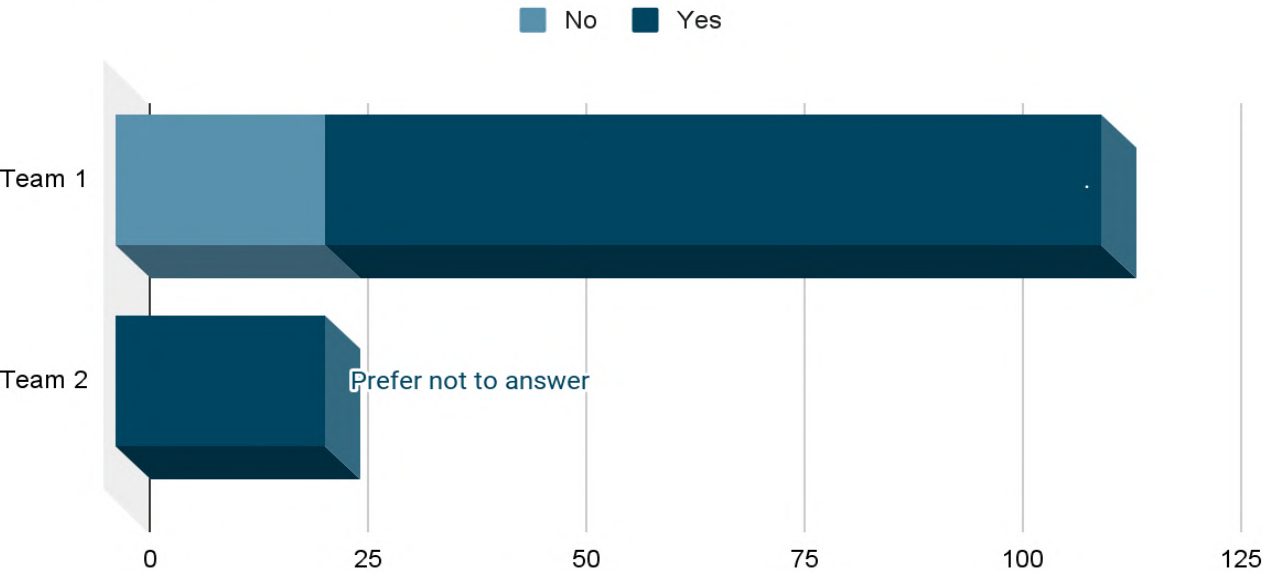
# Participant Demographics

"SHIFT WORKERS"



# Participant Demographics

INCOME LESS THAN \$40K IN PREVIOUS YEAR



# **TTC 2023 YOUTH AMBASSADOR ROLE FINAL REPORT**

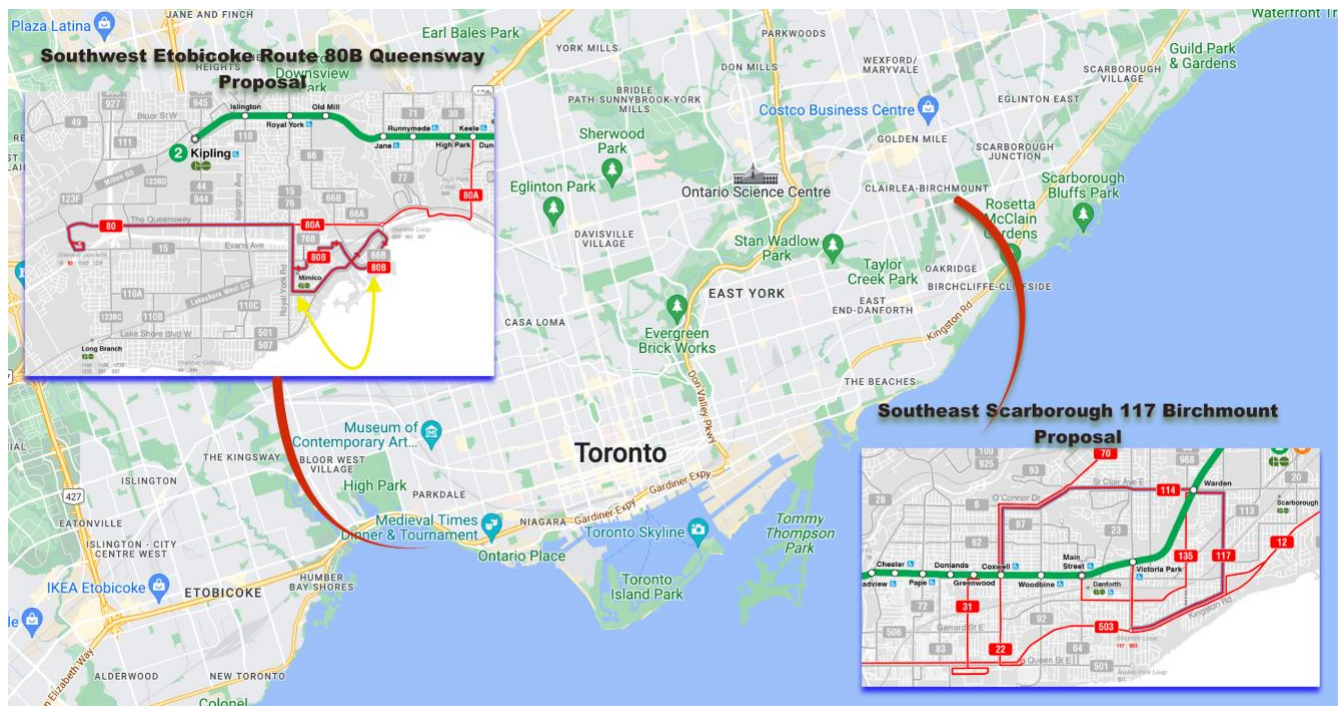
**By: Muna Warsame**



## Overview Section

My focus on the engagement was to highlight the voices of the communities I currently or once frequent on their transit experience and what are their views of the upcoming 2023 TTC's Annual Service Plan. I chose two routes: The 80B Queensway proposed replacement for the 176 Mimico and the 117 Birchmount South replacement for the 69 Warden.

My objective was to collect feedback of if riders support or disapprove of these changes for the TTC Annual Service Plan. The Plan on the Two routes I've selected, located at opposite points of the city, are 176 Mimico Cancelled and replaced with a 80B Queensway Route Proposal and The 69 Warden being cancelled and 117 Birchmount South Proposal. The methods I've used were creating both physical and digital posters for Google form surveys, presenting them on social media, and later engaging in person. I found more success with collected feedback in person versus a social media launch. All participants are given incentives for participation, such as 25 gift card of their choosing of Amazon, Sephora, Walmart and or President Choice.



## Detail Feedback Section

### **Common Themes**

#### **176 Mimico Cancellation for Propose 80B Queensway Addition**

- \* Infrequent Service
- \* Common frequent Areas: Keele Station, High Park & Roncessvale
- \* Few Transfers

#### **69 Warden Cancellation for Propose 117 Birchmount South Addition**

- \* Most Riders Find Route Sufficient
- \* Accessibility Issues of Warden Station
- \* Most Support Route Changes

My intention first was to prominently focus retrieving feedback from the community via social media, Instagram, Facebook, TikTok and all other social media outlets to assist the TTC to develop their Annual Service plan for 2023. I've discovered as I was collecting engagement to understand the needs, priorities and travel patterns of riders.

I've discovered as I was collecting engagement to understand the needs, priorities and travel patterns of riders. Especially those who are women, Youth who are under 29 years of age and shift workers. Going out into the community to retrieve feedback was overall more successful than strictly online invitation to retrieve feedback.

When I ignited a dialogue with future participants, either locally at the respective station locations or within the area at establishments. They were more eager to provide feedback to the surveys and even past messages directly to the TTC about improvements.

## 176 Mimico Cancellation for Propose 80B Queensway Suggested Addition

The 176 Mimico bus is a public transit bus route in Toronto, Ontario, Canada. It operates between the Humber Loop in the west and the Mimico GO Station in the east, serving the communities of Mimico, New Toronto, and Long Branch along Lake Shore Boulevard West.

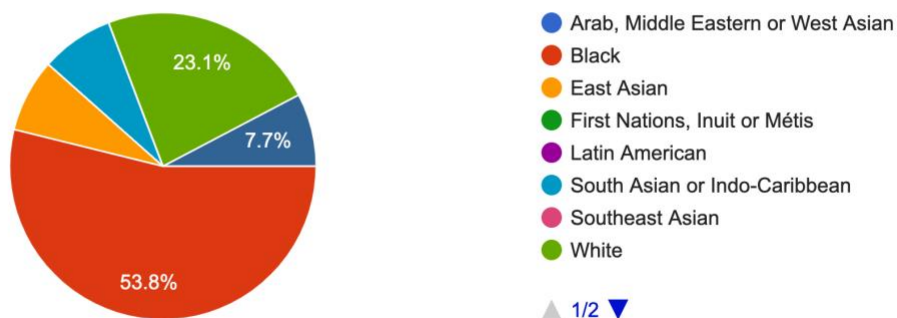
The 176 Mimico bus operates seven days a week, with service available every day of the week. During weekday rush hours, buses operate every 10-15 minutes, while during non-peak times and on weekends, service is less frequent, operating every 30 minutes or so. The bus route is a popular option for commuters to travel to and from work, as well as for residents travelling within the Mimico, New Toronto, and Long Branch communities.

### ***Demographics***

I've collected 13 responses. 7 of those Identified as Black, 3 Identified as White, 1 Identified as east Asian, 1 as South Asian or Indo-Caribbean and 1 responded prefer not to answer.

Which race category best describes you?

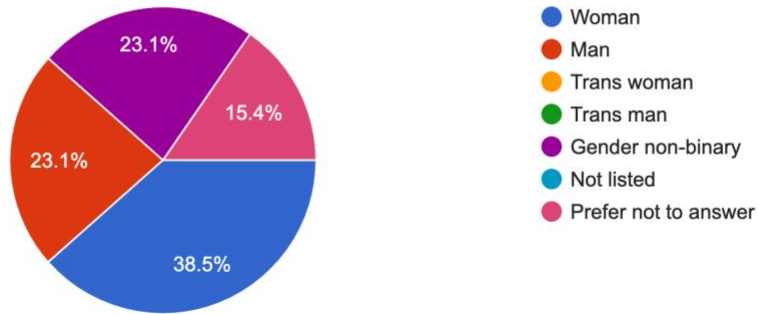
13 responses



For Gender of those 13 Responses. 5 Identified as Women, 3 as a man, 3 as non-binary and two prefer not to answer.

What best describes your gender?

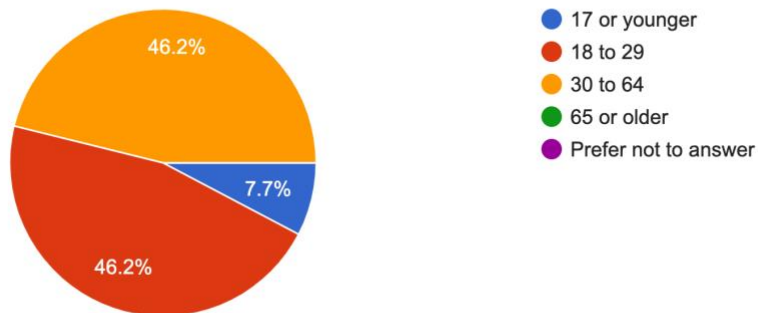
13 responses



For Age, 6 of the responses were Youth between 16-29, 6 responses of those between 30-64 of age and 1 was 17 and or younger.

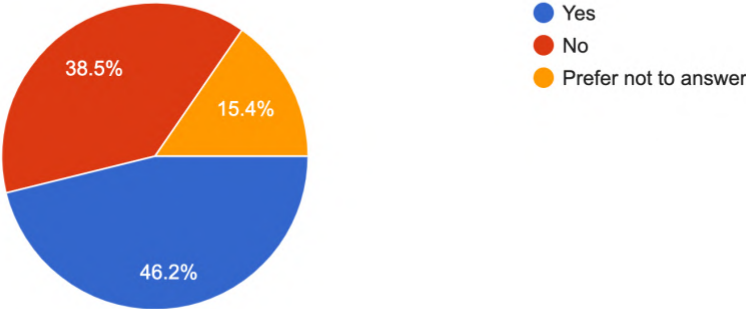
What is your age?

13 responses



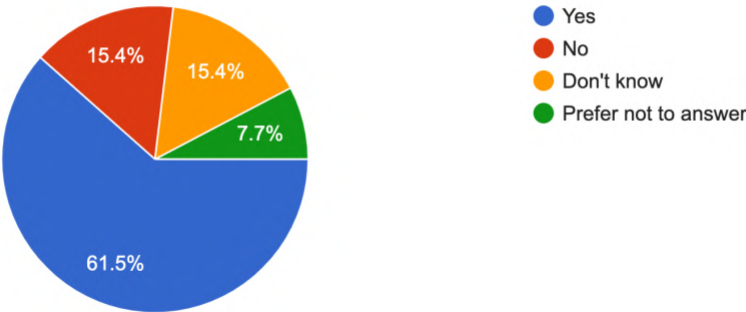
Nearly half the responses were from shift workers, 46.2% (6 responses) , 38.5 percent said no (5 Responses) and 15.4 (2 Response) prefer not to answer

Would you consider yourself a shift worker? (Shift work refers to a work schedule that is performed in rotations. For example, while some employees mi...thers might work night or early morning shifts.)  
13 responses



And for household income. More than 50% (8 Responses) made under \$40,000 a year, equally 15.4% percent said no or don't know (4 responses total, 2 responses each) and 7.7% (3 responses) said they prefer not to answer.

Was your total household income (before taxes) less than \$40,000 last year?  
13 responses

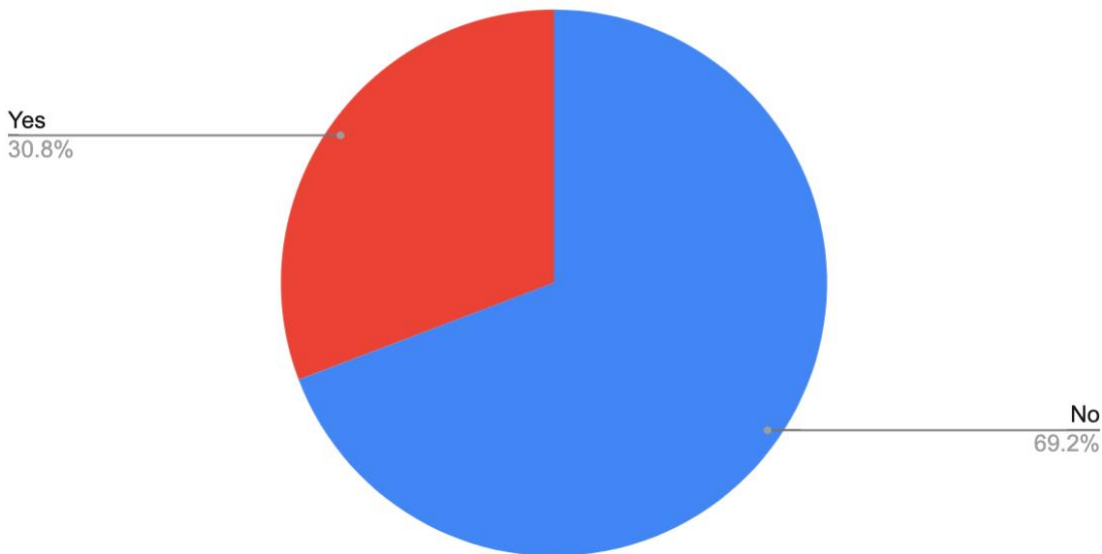


## Engagement Responses On Route Changes and Route Patterns

My aim was to collect feedback for as many women, youth, shift workers and those who make a medium of under \$40'000. The average household income after taxes in Southwest Etobicoke is above \$40,000 (78,149 reported in 2016). I geared my focus to collect feedback by talking to riders at the subway station who frequent the area to highlight the voices that the TTC would like to hear that are women, shift workers and those who make a salary that's considered low income.

Pie Chart Description Below for The 176 Mimico Replacement, 69.2% responded no in Blue, and 30.8% responded yes in red.

### Engagement Results for Southwest Etobicoke 80 Queensway Proposal, 176 Mimico Suggested Cancellation



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For the question of “**Do you support these changes?**”

**6 people** responded “yes”, **3 said** “no” and one other response said “only if a thorough consultation of all people that frequently use these cut stops”

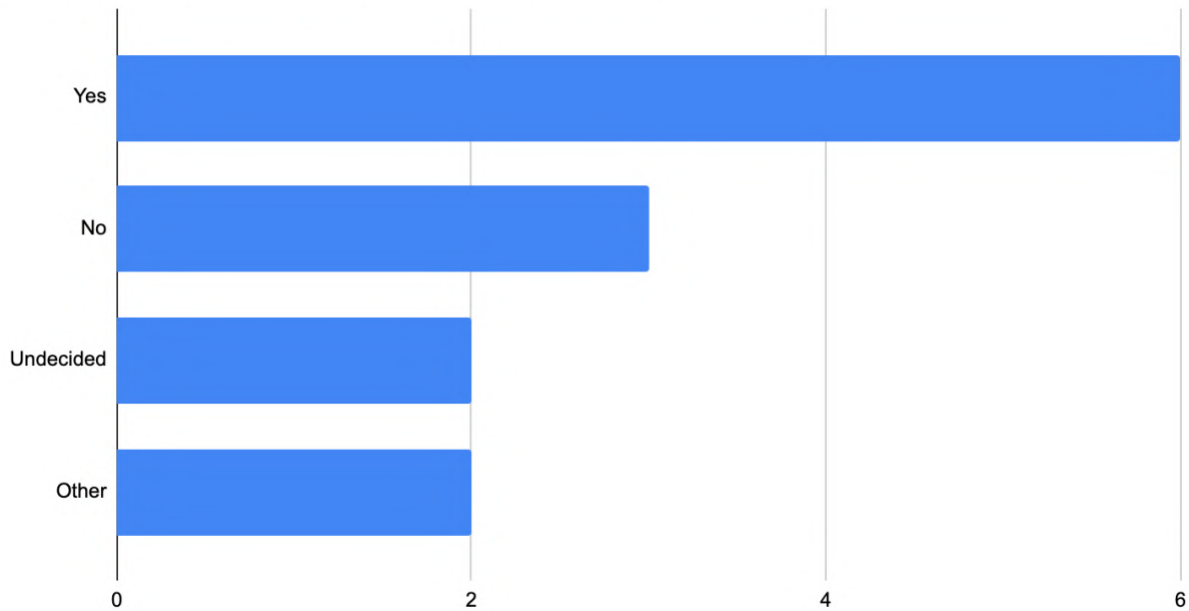
**2 others** highlighted the lack of understanding with regard to these changes “I just started taking this route, so unsure of changes”

“What changes are being made??” One responded,

*“the bus doesn’t show up on time at keele (station) or at all “*

Chart Bar Graph Description Below For the Support of Changes to the 176 Mimico Route: 6 responses said yes, 3 Said No, 1 Was Undecided, and 1 responses said other.

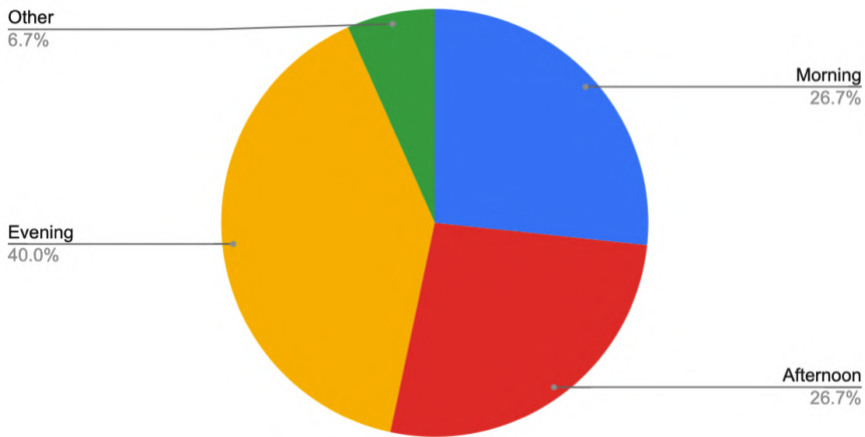
Count of " Do you support these changes? "— Southwest Etobicoke 176 Mimico Route Change Proposal Via Google Forms



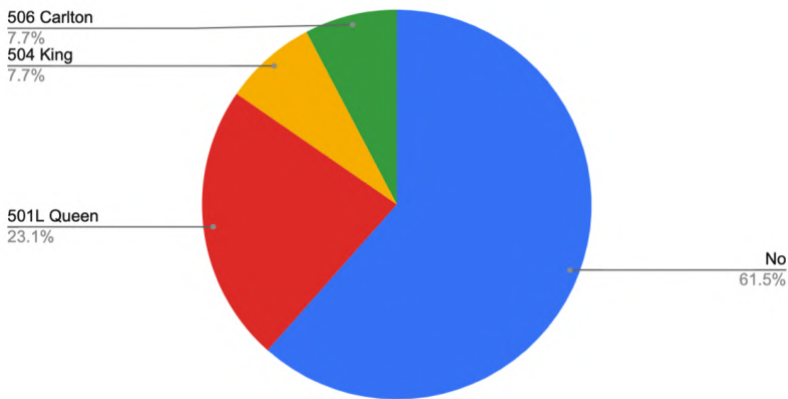
For The responders of the question **“Are there any areas you wish the 80 Queensway Route could expand but currently don’t?”**

6 Responded none, 4 said Non-Applicable to them and few responses had other feedback to provide by quote "More stops are always better, access to parts of Toronto like Etobicoke are needed" and "further into Mimico along the Lakeshore"

Pie Chart Description Below: 40.0% Responded for Evening in Yellow, 26.7% in red for afternoon, 26.7% for Morning in Blue and 6.7% in green for other for the question pertaining to issues for the 80 Queensway Route



Pie Chart Description Below on Route Transfers: 61.5% response no in Blue, 23.1% said the 501L Queen route in red, 7.7% said 504 King in Yellow and 7.7% said 506 Carlton in green





Based on the opinions provided, it appears that this current bus route does not provide wanted service in this community. This could be due to a variety of reasons, such as the community not being located along the route or the route not being designed to serve that particular area. Ultimately, more feedback information would be needed to make a definitive conclusion to aid the TTC revision for this service, if not found in this report.

### **69 Warden Cancellation for Propose 117 Birchmount South Suggested Addition**

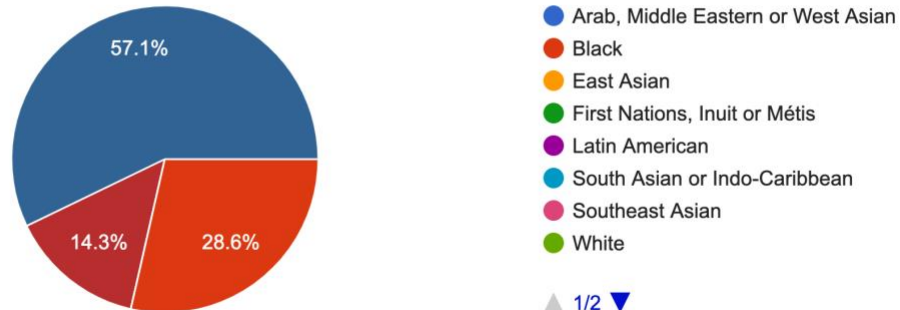
The 69 Warden bus is a public transit bus route in Toronto, Ontario, Canada. It operates between the Warden Station on the subway's Bloor-Danforth line in the east and Steeles Avenue in the west, serving the communities of Scarborough along Warden Avenue.

### ***Demographics***

I've collected 7 responses. 4 of those participants prefer not to answer, 2 Identified as Black, 1 person said their race/ethnicity wasn't listed. The Pie Chart below shows 57.1% prefer not to answer, 28.6% Black and 14.3% not listed.

Which race category best describes you?

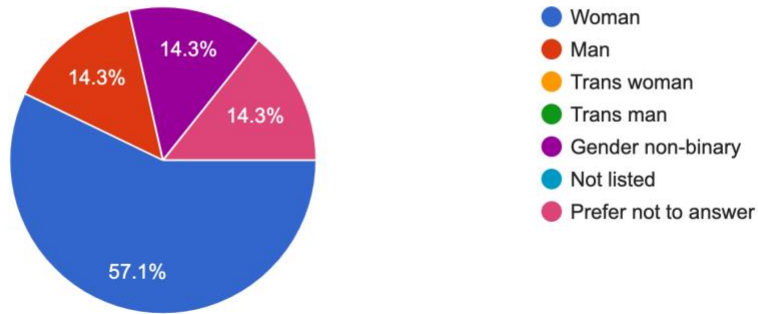
7 responses



For Gender of those 7 Responses. 4 Identified as Women, 1 as a man, 1 as non-binary and 1 prefer not to answer. Pie Chart below shows 57.1% Women, 14.3% as Male, 14.3% as Non-Binary and 14.3% preferred not to answer

What best describes your gender?

7 responses



For Age, 4 of the responses were Youth between 16-29, 3 were those between 30-64 of age. The Pie Chart Below Shows 57.1% are Youth in red and 42.9% are between 30-64 in age in orange.

What is your age?

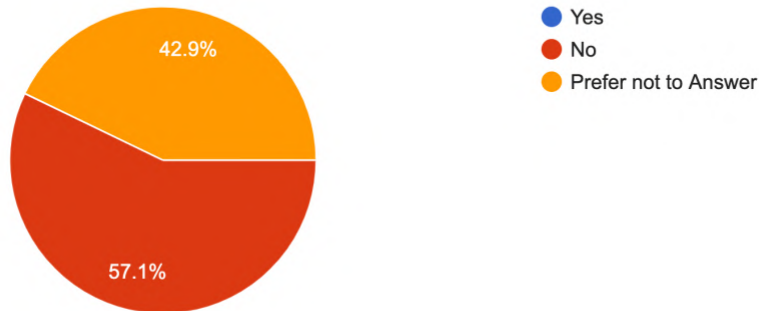
7 responses



None were Shift Workers. 4 said no and 3 prefer not to respond.  
Pie Chart Below Shows 57.1% said no highlighted in red and 42.9% are between 30-64 in age in orange.

Would you consider yourself a shift worker? (Shift work refers to a work schedule that is performed in rotations. For example, while some employees mi...thers might work night or early morning shifts.)

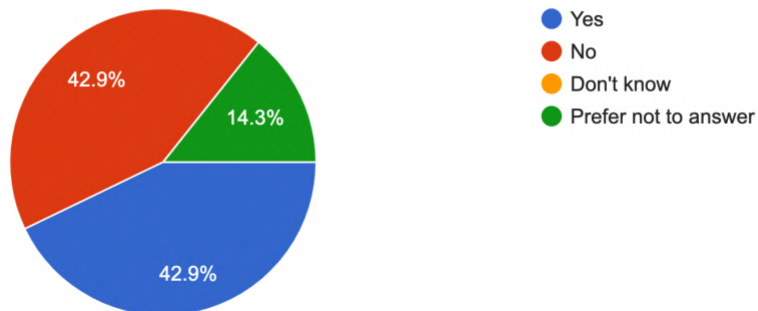
7 responses



And for household income. Equally, 42.9% of 3 responses each said they make under 40,000\$, the other 3 said no and 1 response said they prefer not to answer. The Pie Chart below shows 42.9% said yes in blue, 42.9% said no in red and 14.3% prefer to not answer, in green.

Was your total household income (before taxes) less than \$40,000 last year?

7 responses

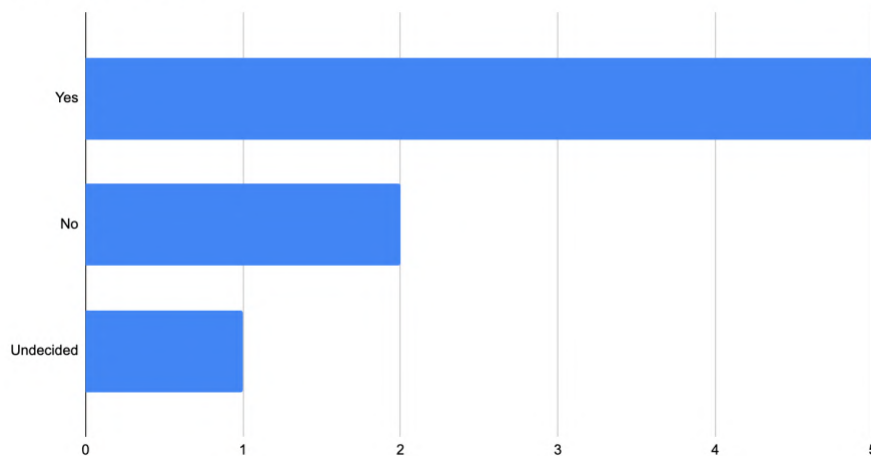


## Engagement Responses On Route Changes and Route Patterns

The inaccessibility of Warden Station is a significant barrier for people I've encounter with disabilities who rely on public transit for this engagement. It limits their ability to travel independently and access the services and opportunities available in the city. The TTC has been addressing the issue with an ongoing renovation of the station currently. Gathering feedback is an important aspect of being the TTC Youth Ambassador for 2023. One way to gather feedback is by conducting surveys. Surveys allow you to collect information from numerous people quickly and easily. I've learned from this engagement that I needed to ask specific questions, to gain how I can gain valuable insights into how riders feel about various aspects of the TTC Annual Service Plan for 2023. I've administered these surveys in a variety of ways, including online and more successfully in person.

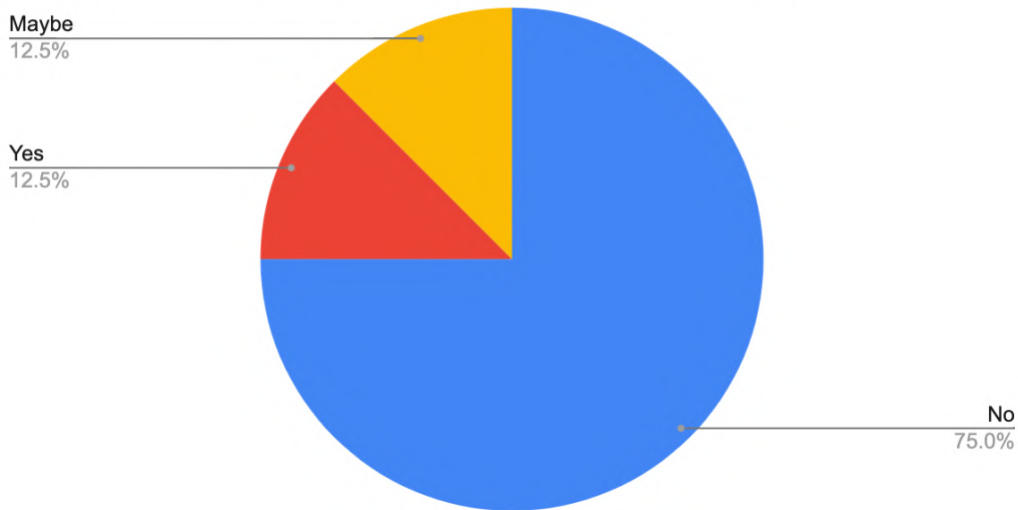
Bar Chart Description Below: 5 Responses said Yes, 2 Said no and 1 undecided for the question of "Do you Support These Changes" for the 69 Warden Cancellation, 117 Birchmount South Proposal

Count of "Do you support these changes?" - Southeast Scarborough 69 Warden suggested changes



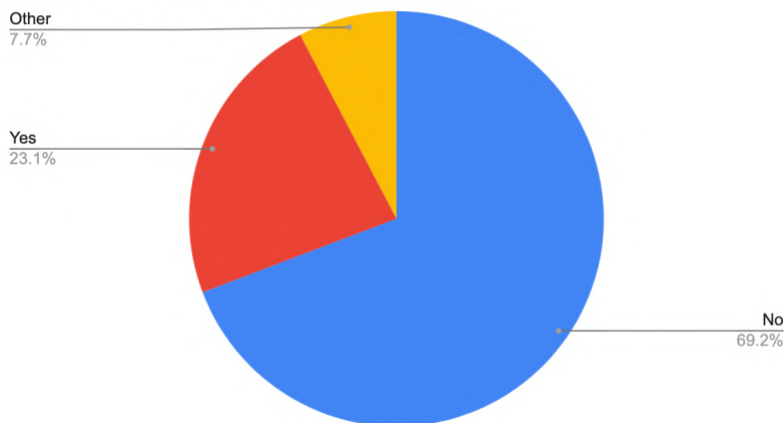
Pie Chart Description Below: 75% of Responses Voted No in Blue, 12.5% said Yes in Red and 12.5% said Maybe in Yellow.

## Engagement Results for Southeast Scarborough 117 Birchmount Proposal, 69 Warden Suggested Cancellation



Pie Chart Description Below: 69.2% Said No in Blue, 23.15 said Yes in Red and 7.7% said Other in Yellow

### Count of Will this impact your travel?



For this Particular Response above, for other we had a rider respond with “the TTC cutting stops will impact everyone”

These responses, with the support of others provided above, highlight an area for the TTC to build a stronger communication with transit riders in these areas can help ensure that they have the information they need to make informed decisions about their travel.

However, gathering feedback can sometimes be challenging, especially if there are obstacles in place. Some common obstacles to gathering feedback include lack of

response from survey participants, lack of participation from certain groups, and difficulty in analyzing the data. With the assistance of the team of the third party republic to overcome these obstacles, I've learned it is important to have a well-designed survey that is easy for people to complete and that clearly communicates the purpose of the survey. By taking the time to overcome these obstacles, you can ensure that your feedback gathering efforts are successful.

## **Conclusion**

Overall, these bus replacements proposals as a way to maintain and improve the these areas' transportation system seem to not translate to riders. I believe the TTC can use this feedback to improve communication with transit riders in these areas can help ensure that they have the information they need to make informed decisions about their travel

From this feedback from the community, I've learned that having more scheduled maintenance or more bus additions will positively impact these riders. Having the necessary work to be done will accommodate increased demand for service in Southwest Etobicoke to address high ridership demands. Also implementing a temporary accessibility need for riders in Southeast Scarborough who take the 69 warden route from warden station or overall anyone who frequents warden station to address riders who need accessibility. Lastly, with this report, we can use this information step by step to improve the overall transit experience to these riders in Toronto.

# **TTC 2023 YOUTH AMBASSADOR FINAL REPORT**

**By Nasra Mohamed**

## Overview

This report demonstrates the process and the results of the survey feedback pertaining to the North-West proposed service route changes. The survey presented information on the proposed route changes for the 37A Islington, 996 Wilson Express, 984A Sheppard West Express, 119 Torbarrie and the introduction of proposed new routes of 906 Airport-Humber College Express and 166 Toryork Drive. I designed the survey to be quantitative with 11 questions. The objective of the survey was based on ensuring that the proposed changes for each route were ideal to the participants.

My main methods for participant outreach were digital, in person and text outreach for the TTC Service Route Change Surveys. I used the social media platforms, Twitter, and Instagram, for digital outreach. Twitter was not used more than once due to poor response rates. Instagram outreach was successful with the use of the story sharing feature that allowed people to share the survey to their own networks. In-person outreach occurred at York University with the Federation of Urban Studies Student organization and with community members. Furthermore, the text outreach was primarily networks of friends, community members and family that work and live in the North-West TTC service area. I asked that they may share the survey amongst their own network to generate more community feedback.

**The TTC Youth  
Ambassador Engagement  
Team Wants to Hear from  
you!**

Do you take the 37A Islington, 996 Wilson Express and/or the 984A Sheppard West Express? Take our survey to provide feedback on the proposed changes for the 2023 TTC Annual Service Plan.

Survey QR Code

**FIRST 40 PARTICIPANTS RECEIEVE  
\$10 Tim Hortons Gift Card. Scan QR  
code to access survey. Thank you!**

To compensate people for their time and input I detailed on the poster that the first 40 participants would be incentivized with a \$10 Tim Hortons gift card. The survey included an email collection which enabled me to send the first 40 participants digital gift cards.

Overall, I have received 42 responses for the surveys over the three-week engagement period. I have engaged with 9 people for the in-person outreach where they completed the survey online. The responses based on digital engagement were 14 participants and 17 participants from text outreach.

## Key Messages Section

- There was a sense of relief to know there were new service routes.
- The participants found the engagement informative. Many were not aware of the proposed service route changes specificity. Finch West LRT being a visible change in the community compared to bus service changes.



- A follow up after the implementation of the proposed services were suggested to make sure they align with community satisfaction.
- Participants generally supported the proposed changes as it provided higher connection to services such as Finch West LRT and to employment areas such as Pearson Airport.

## Detailed Feedback Section

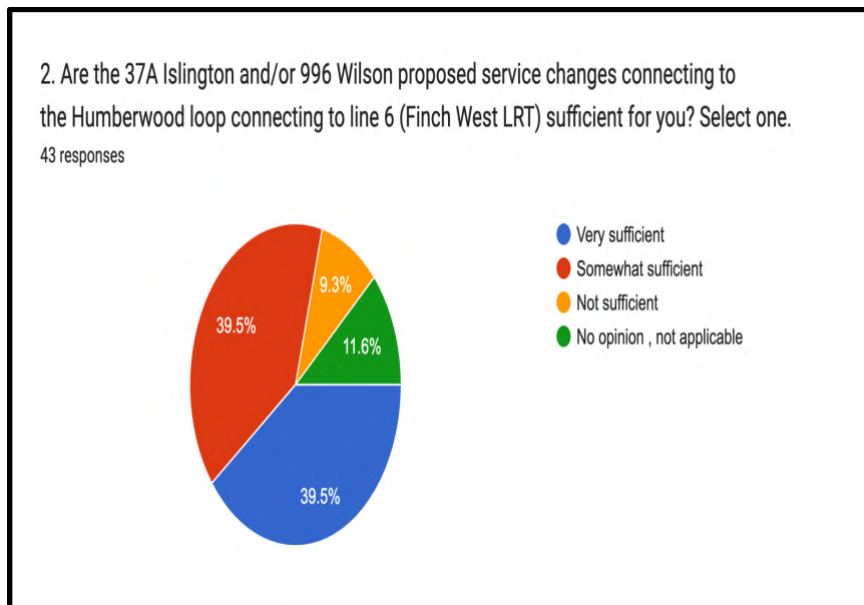
### *North-West Proposed Service Changes: Humberloop Service Extension*

The first 3 questions of the survey responses pertain to the Humberloop service extensions for the 37A Islington and 996 Wilson Express.

Out of 43 responses, 39% found the proposed change Very Sufficient, 39% chose somewhat sufficient, with just 9% not feeling it is a sufficient service change ([Figure 1](#)).

[24 participants](#), 57%, found the extension to subway lines very helpful as it connects to line 6, whilst 2% found it not helpful.

Participants were asked to select best [increased service times](#) for the 996 Wilson Express to Humber, the majority selected Midday operation (69%) followed by Daytime at 64% and Nighttime at 50%



**Figure 1**

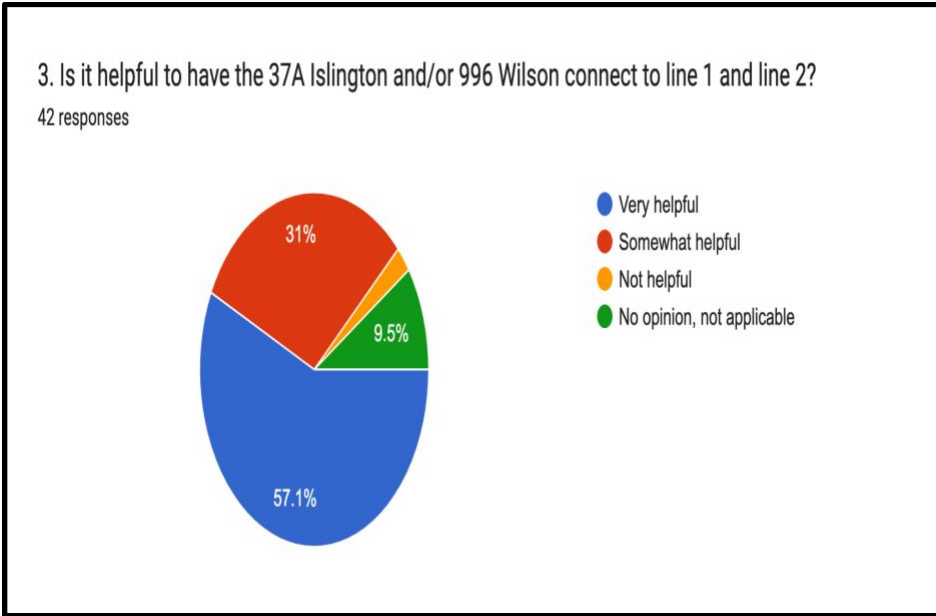


Figure 2

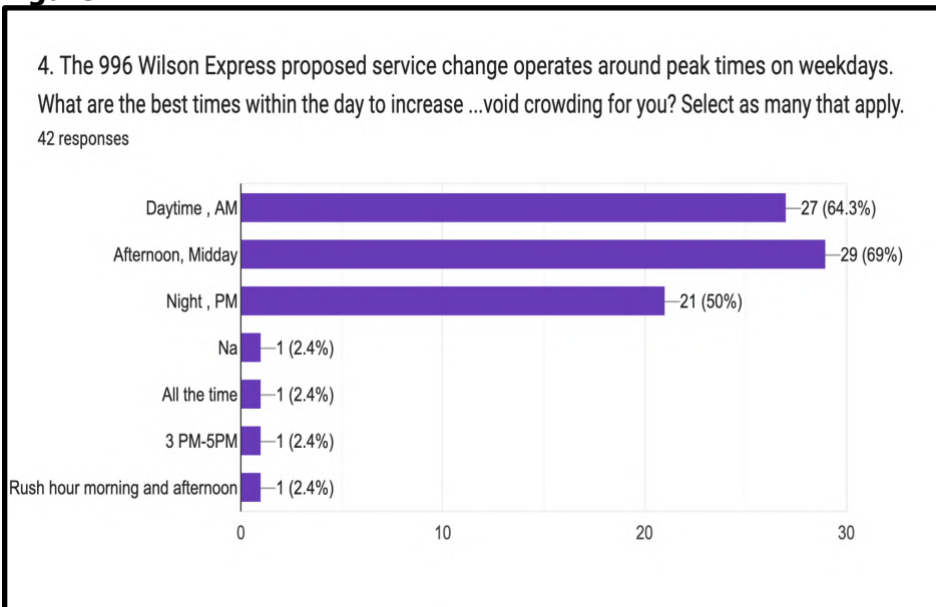


Figure 3

**North-West Proposed Service Changes: 906 Airport Humber Express**

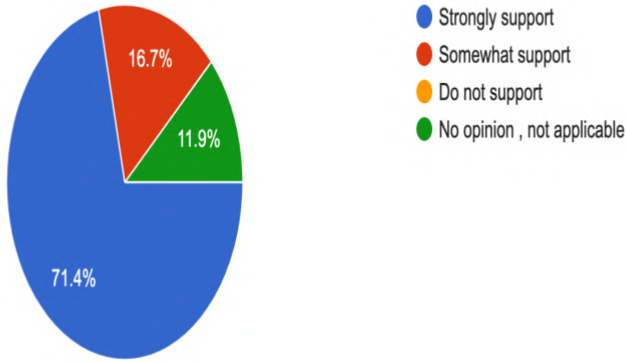
For the 906 Airport Humber Express, 71 percent participants strongly support the implementation of the new service route.

87% preferred option A, the 906 Airport-Humber Express via Highway 27 over option B via Atwell Drive. This mainly because of the familiarity of Highway 27 route for the commuters.

Majority of the responses to the efficiency of the new route were between very efficient at 46% followed by somewhat efficient 35%.

5. The 906 Airport-Humber Express is a new proposed service. It spans from the Humberwood loop to Pearson Airport via Highway 27. Do you support this service?

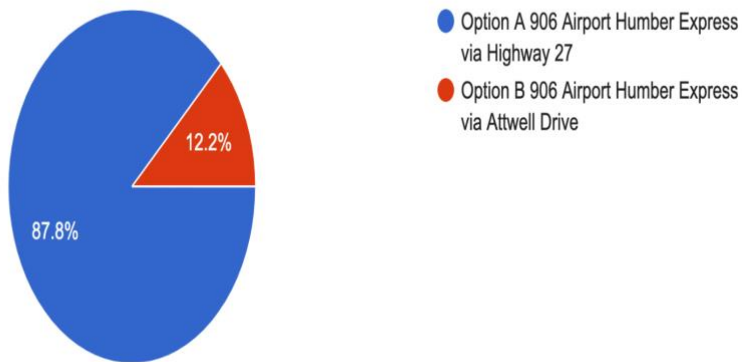
42 responses



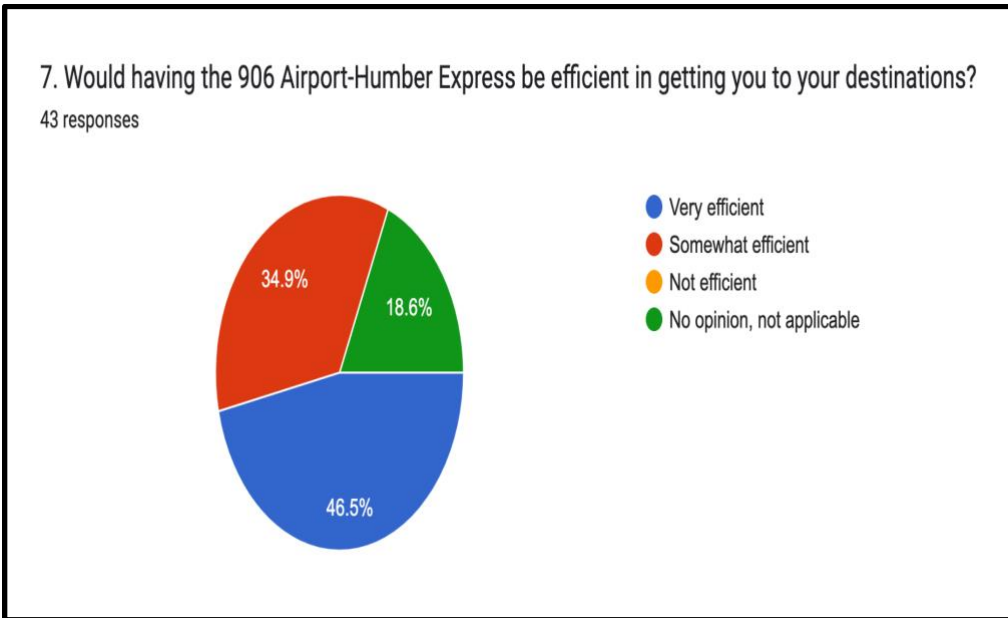
**Figure 4**

6. There are two proposed options for 906 Airport-Humber Express. Which one works best for you?

41 responses



**Figure 5**



**Figure 6**

### ***Emery Village Proposed Service Change***

The survey indicates that the [119 Torbarrie service](#) change is 40% strongly supported with 23% that have no opinion.

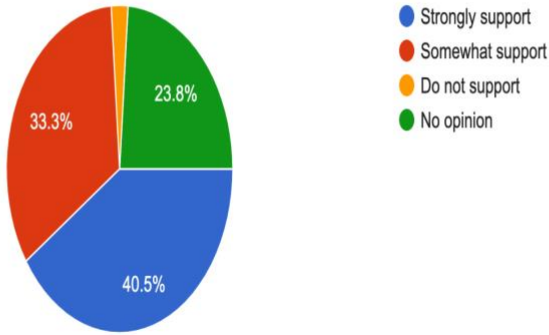
With the question on efficiency to the commuter's destination, 44% felt that the 119 Torbarrie would be somewhat efficient.

The new proposed service [route 166 Toryork](#) has 37% that strongly support and somewhat support. There was also a split selection 35% of very efficient and somewhat efficient in getting to the commuters destination.

Overall, the survey demonstrated that the 119 Torbarrie and 166 Toryork would be very helpful to connect to [subway line 1](#) for 46% and not helpful at all to 2%.

8. Do you support the 119 Torbarrie proposed service change?

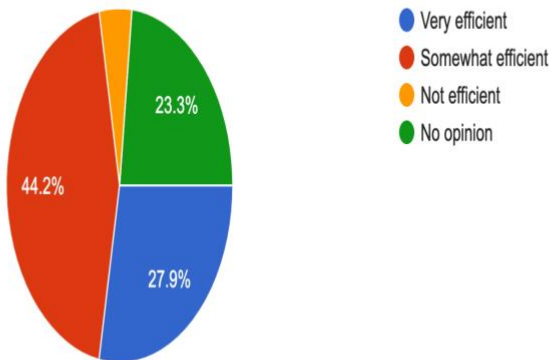
42 responses



**Figure 7**

9. Would the 119 Torbarrie be efficient in getting you to your destinations?

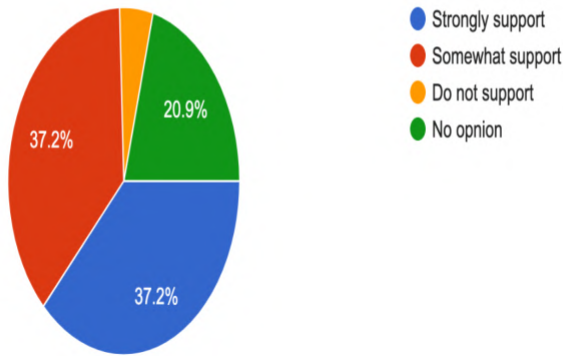
43 responses



**Figure 8**

10. The new service proposal 166 Toryork Drive spans from Emery on Line 6 to Steeles towards Pioneer village indicated in the map above. Do you support this service?

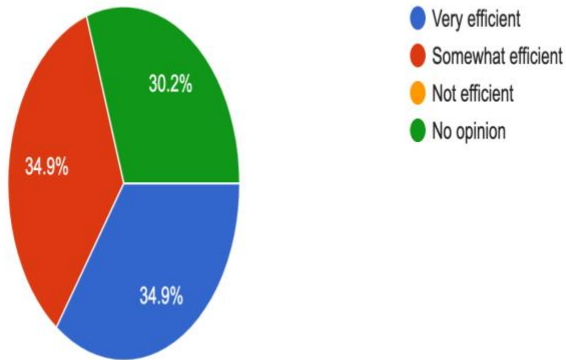
43 responses



**Figure 9**

11. Would having the 166 Toryork Drive be efficient in getting you to your destinations?

43 responses



**Figure 10**

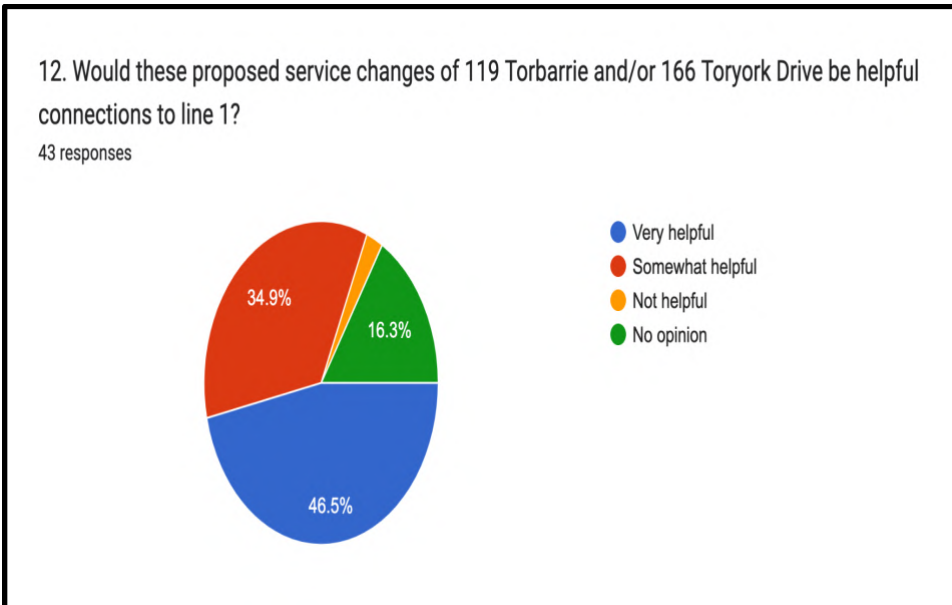


Figure 11

## Participant Profile Section

I have reached out to the Hooyo Innovation Hub which is an organization that supports Somali women with employment opportunities. The York Federation of Urban Studies Students is another organization that I reached out to because it is mainly composed of youth commuters.

The survey outreach satisfied the quota that supported TTC's commitment to apply an equity lens in their service planning. Majority of responses were from youth 16-29 at almost 70% followed by adults 30-64 with 16%. I was pleased to see that 11% were composed of youth that are 17 or younger who add on to the diversity of perspectives.

The [race category](#) of the participants were representative of the community demographic makeup. With the majority identifying as 35% Black descent and 25% South Asian or Indo-Caribbean.

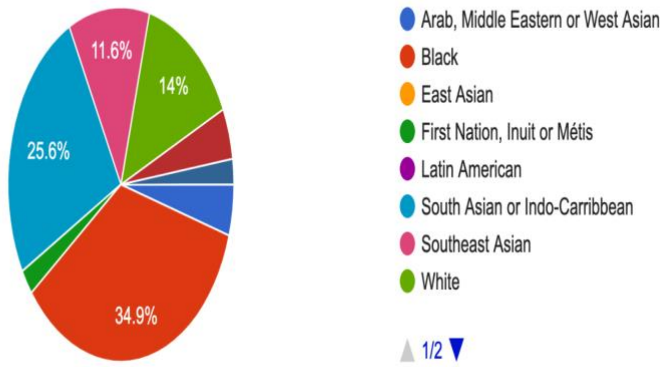
Most respondents identify as women, they made up 72% of the participation.

51% categorized themselves as [shift workers](#) which are central to generate important responses on the service times.

Overall household income for the participants was less than \$40,000 last year with [44%](#).

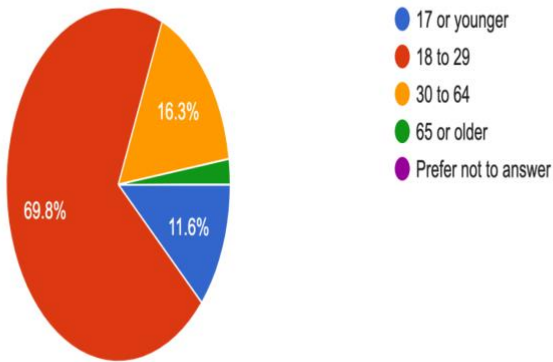
### Which race category best describes you?

43 responses



### What is your age?

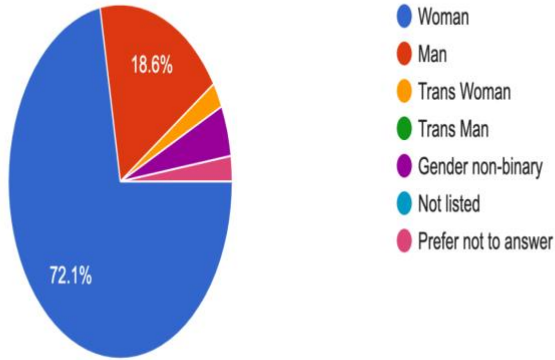
43 responses





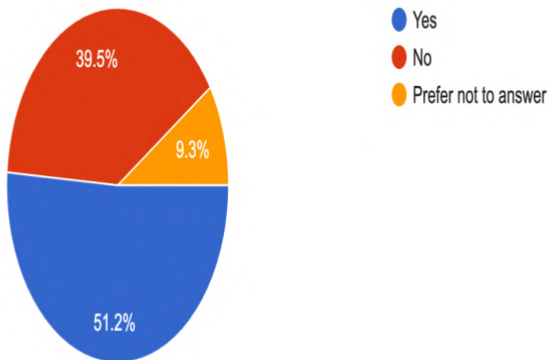
### What best describes your gender?

43 responses



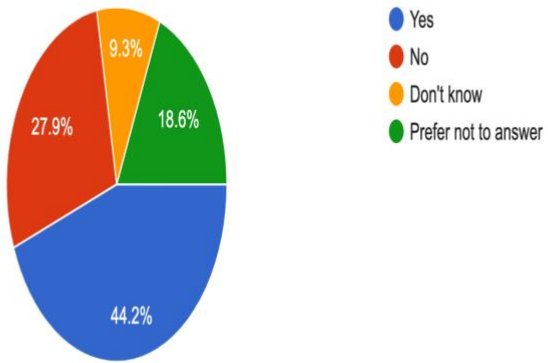
### Would you consider yourself a shift worker? (Shift work refers to a work schedule that is performed in rotations. For example, while some employees mi...hers might work night or early morning shifts.)


43 responses



Was your total household income (before taxes) less than \$40,000 last year?

43 responses





12/4/2022

# TTC Report

Scarborough East B

By Ronelle Peters



## Overview

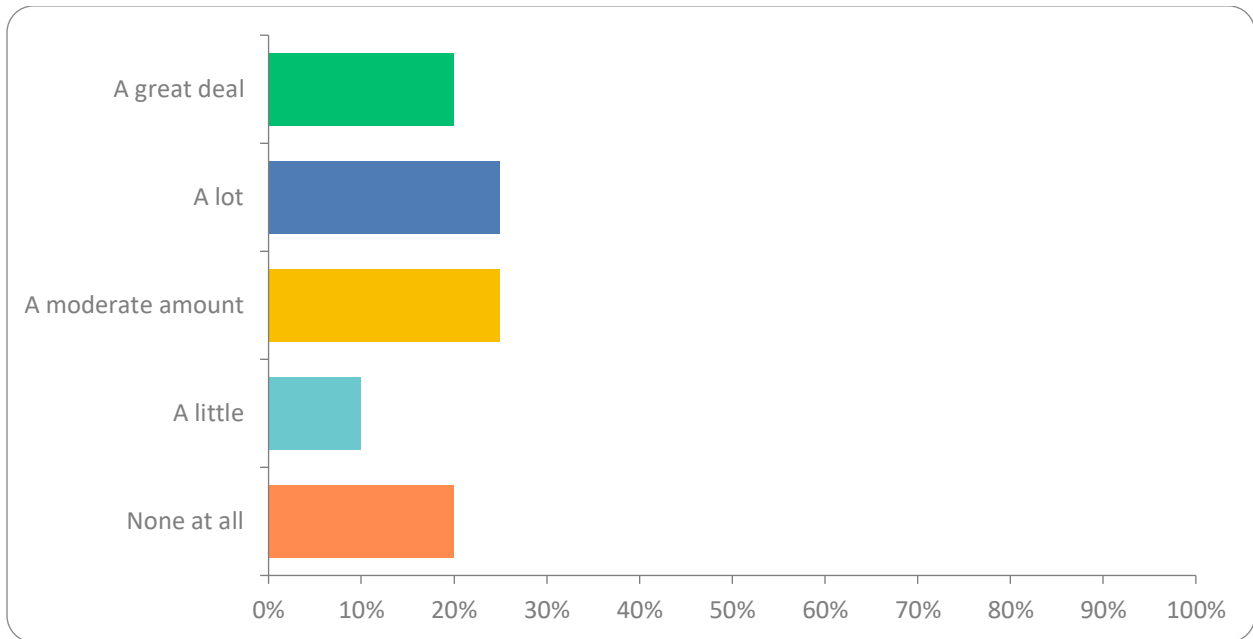
The focus of this engagement was to garner insights about the thoughts TTC commuters have about the proposed service changes for 2023. Attention was placed on gathering responses from youth, women and shift workers. The survey for participants to complete were created using Survey Monkey, a well-known and easy to use tool for creating surveys. A shortened URL was generated to make the survey easily searchable. This was done using bitly.com. The QR code used on the flyers, along with the vibrant flyer was made using Canva.com. Engagement was completed by posting flyers, the survey link was shared with my personal network and the flyers were handed out on the line 3 platform as commuters went about their day. There were twenty-one participants.

## Key Messages

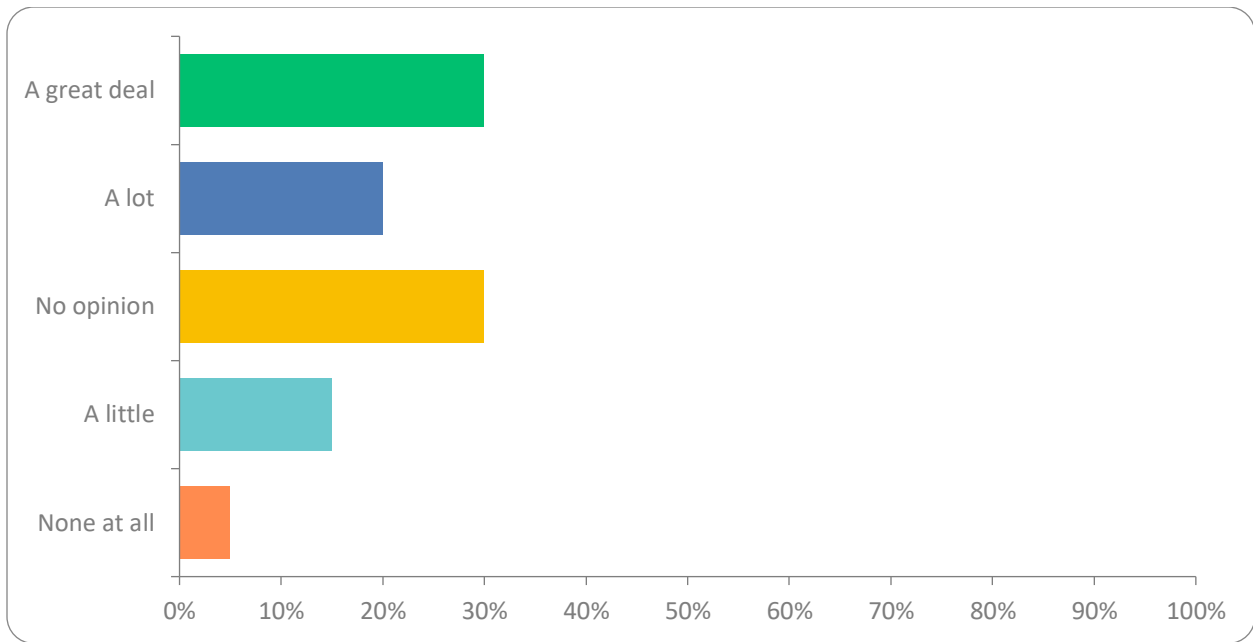
- Participants are concerned about the potential wait times and traffic during peak hours. More buses can't fix traffic at peak times.
- The proposed changes would help with the overcrowding at peak times along the 54 routes.
- The best connection offered to get to Kennedy if the line 3 is removed is transferring from the 54 to the 154 and then Kennedy.
- Commuters would have liked a commute as fast as the line 3 connection to Kennedy. Although the bus route changes are good improvements. These options are an additional 20- 40 minutes to their travel time.

## Feedback

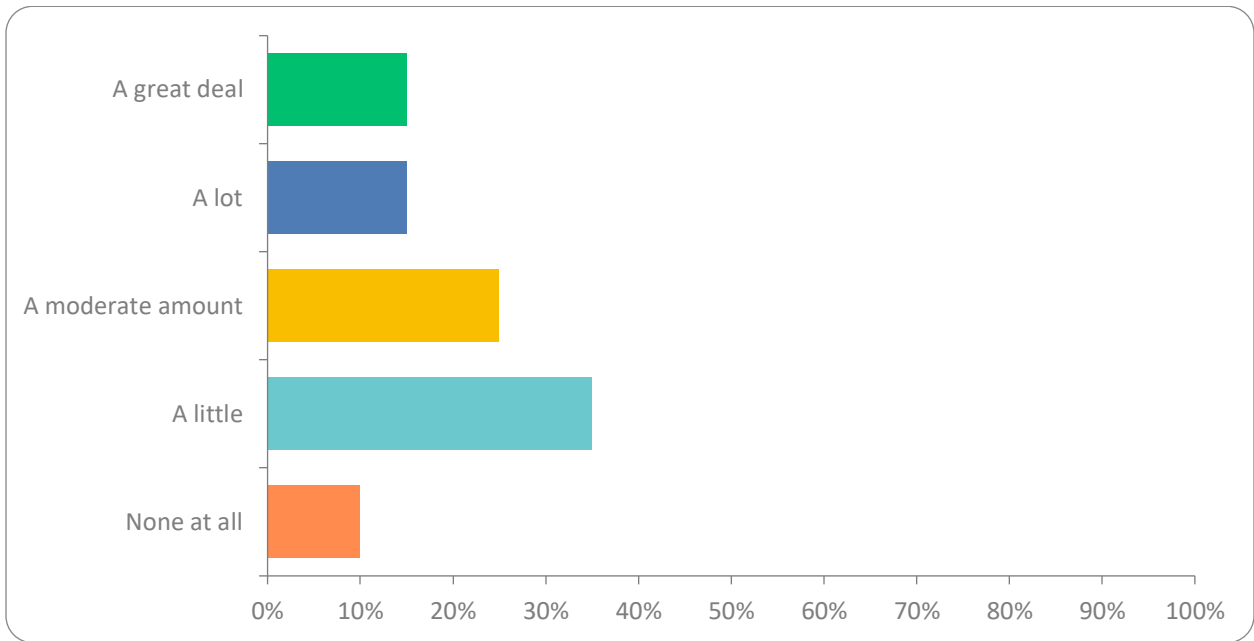
- How will the route changes to the 54B Lawrence East better suit your needs?
  - 20% saw a great deal of benefit to the proposed changes to the 54B
  - 25% A Lot
  - 25% No Opinion
  - 10% A Little
  - 20% None at all



- How much do you support the proposed changes to the 54B?
  - Some participants expressed their confusion with the 54B servicing Scarborough Golf Club Road, Brimorton and Orton Park road.
  - 30% A Great Deal
  - 20% A Lot
  - 30% No Opinion
  - 15% A Little
  - 5% None at all

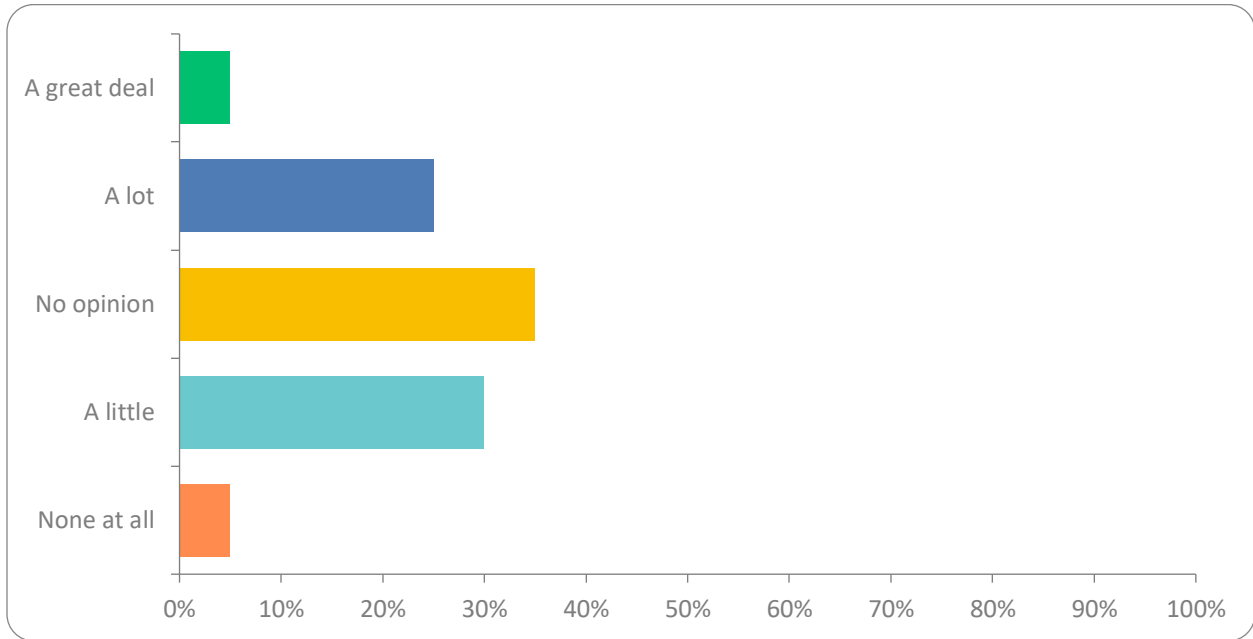


- How will the change to the 178 Brimorton route better suit your needs?
  - 15% of our respondents thought the proposed change would on suit their needs a great deal.
  - A Lot - 15%
  - Moderate Amount - 25%
  - A Little- 35%
  - None at all- 10%

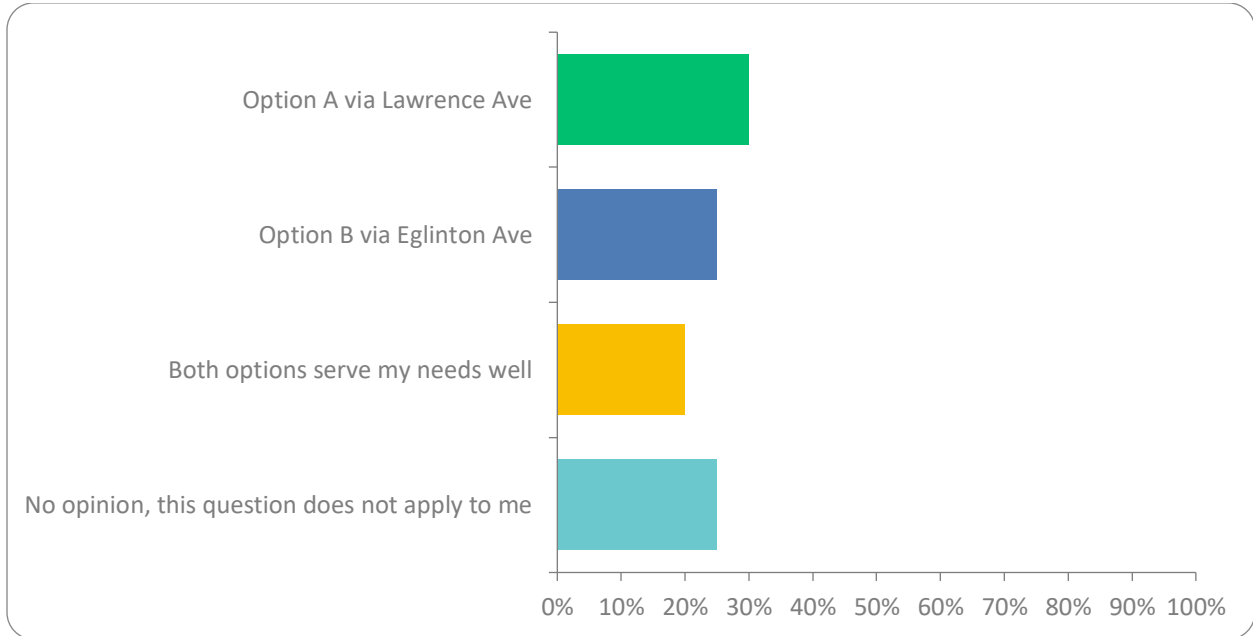




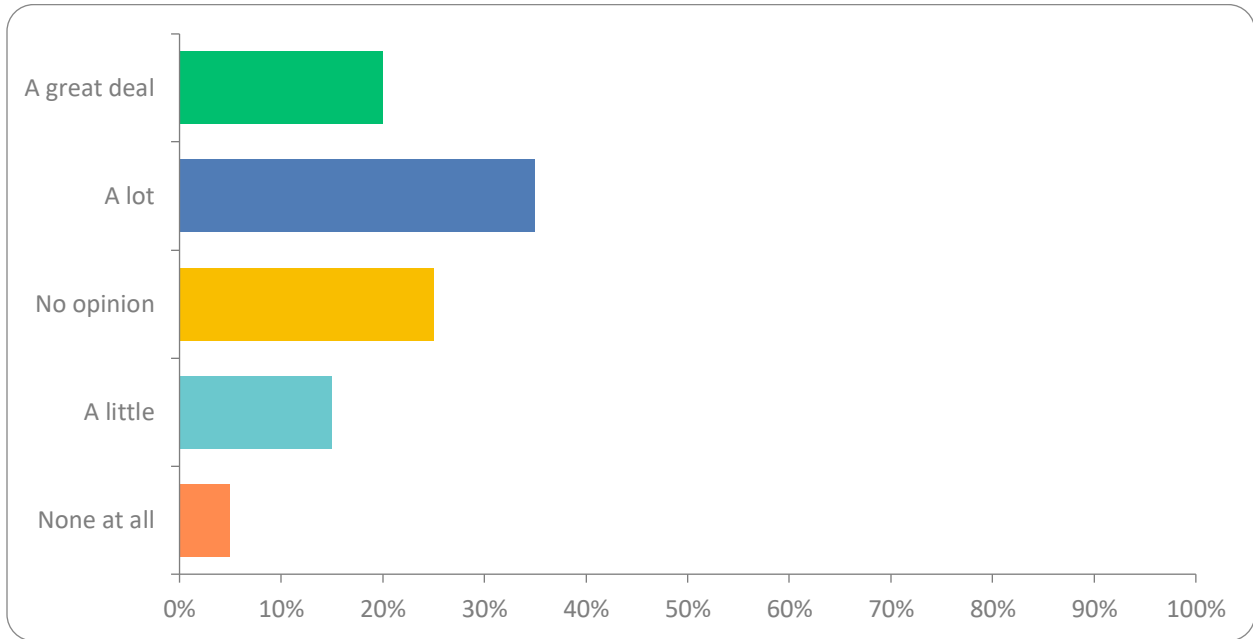
- How much do you support the proposed changes to the 178 Brimorton?
  - A Great Deal - 5%
  - A Lot - 25%
  - No Opinion - 35%
  - A Little- 30%
  - None at all- 5%



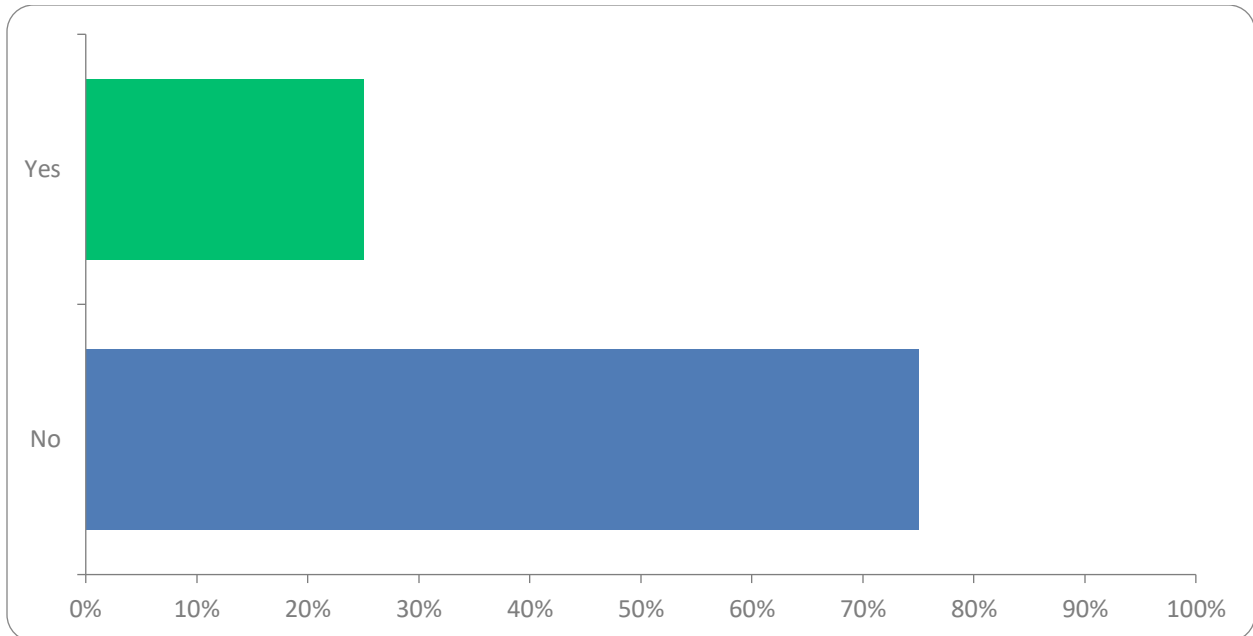
- Of the two route proposals for 154 Curran Hall, which better serves your needs?
  - Option A via Lawrence East - 30%
  - Option B via Eglinton - 25%
  - Both- 20%
  - No opinion- 25%



- How much do you support the proposed changes to the 154 Curran Hall?
- A Great Deal - 20%
  - A Lot - 35%
  - No Opinion - 25%
  - A Little- 15%
  - None at all- 5%



- Are there any destinations that you will no longer be able to access if proposed changes are implemented?
  - Yes- 25%
  - No- 75%

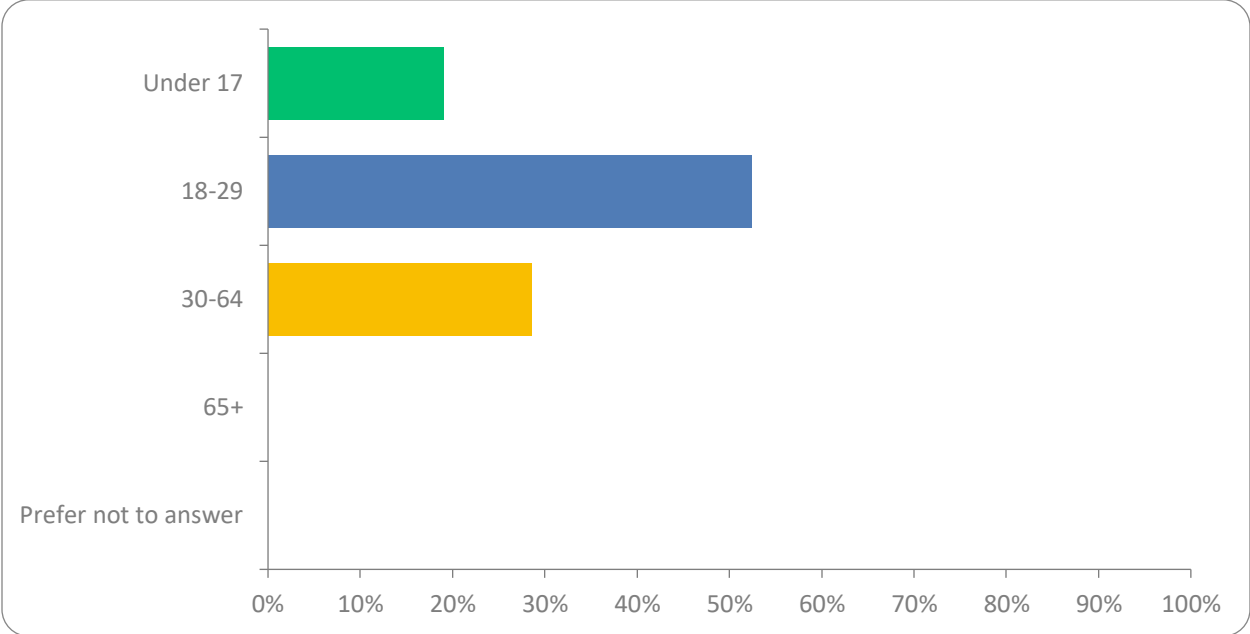


- How will the route changes to the 54B affect your connections?
  - Participants living on Lawrence East Ave said their connections would remain the same.
  - Participants made reference to the continuance of the delays with the route change.
- How will the route changes to the 178 Brimorton affect your connections?
  - Respondents referred to the focus being Scarborough Golfclub Road, Brimorton and Orton Park Road having their own service. They would now be able to connect to a bus that specifically services the area.
- How does the 154 Curran Hall Option A or B serve you better?
  - Participants chose Option A serving them better as the Lawrence Ave East route is highly frequented and the Eglington route is in a bit of disarray due to construction.
  - Option A is regarded as being easier to travel on.

- How will the route changes to the 154 Curran Hall affect your connections?
  - The best connection offered to get to Kennedy is the 154 Curran Hall. Respondents are interested about how this route will replace the Line 3 LRT Scarborough transit. Customers Travelling along Lawrence showed interest in Connecting onto the line at Midland Ave and Lawrence East.
- Do you have any other comments, suggestions or concerns on the proposed route changes?
  - Commuters are concerned about the travel times especially when using the 154 Curran Hall due to heavy traffic during peak hours.
  - Participants expressed interest in the 178 Brimorton service because of the confusion when taking the 54B Lawrence East during peak hours and whether it will go from Scarborough Golf Club Road to Orton Park Road or vice versa.
  - The addition and changes are welcome when adding more busses. Participants Liked the idea of more buses to service the area at peak times. Participants made it known that the buses are packed well over capacity during peak times.

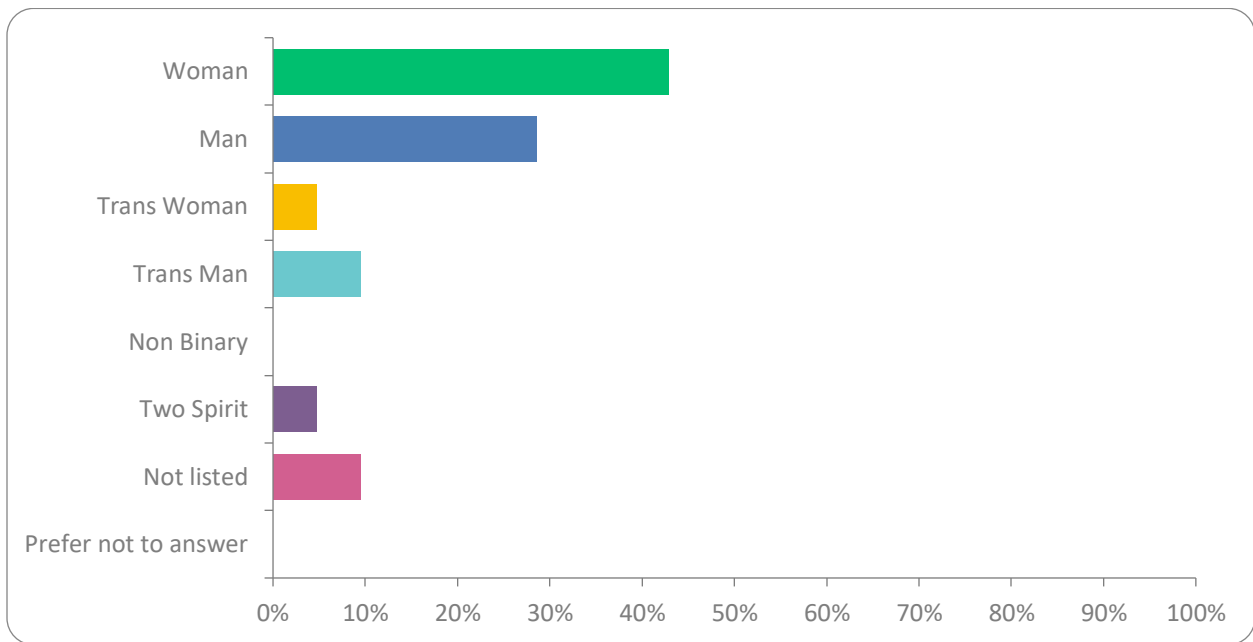
# Participant Profile

- Age
  - Under 17 - 20%
  - 18 to 29 - 50%
  - 30 to 64 - 30%



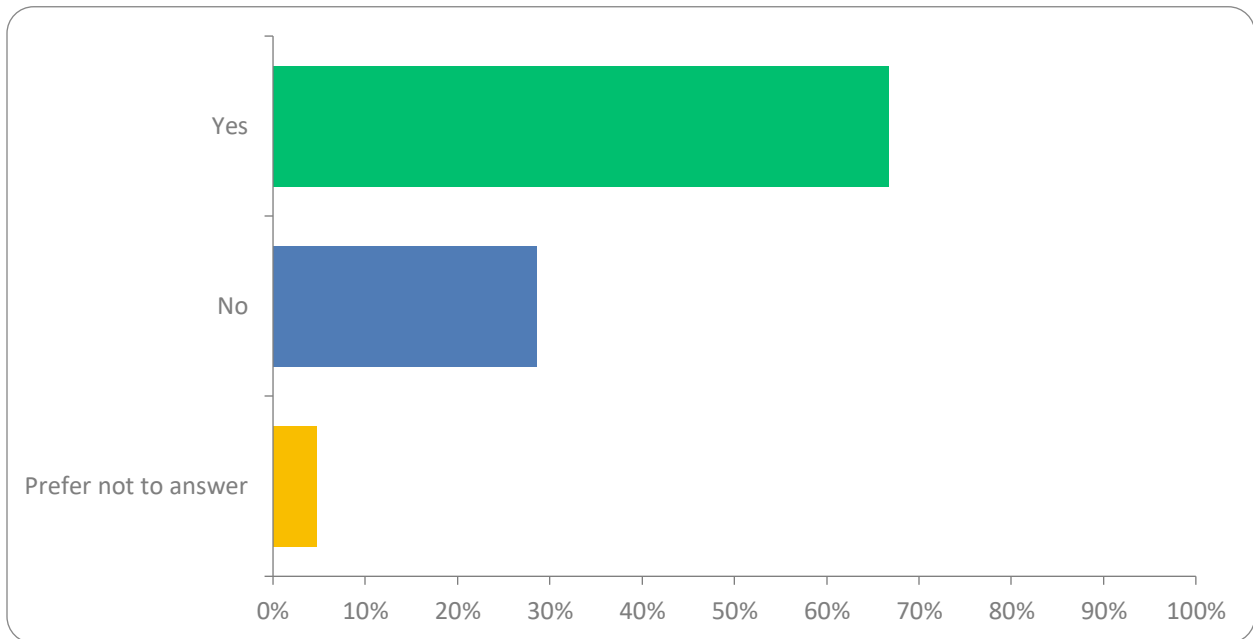
➤ Gender

- Woman - 42%
- Man - 28%
- Trans Woman- 5%
- Trans Man- 10%
- Two Spirit - 5%
- Not Listed- 10%



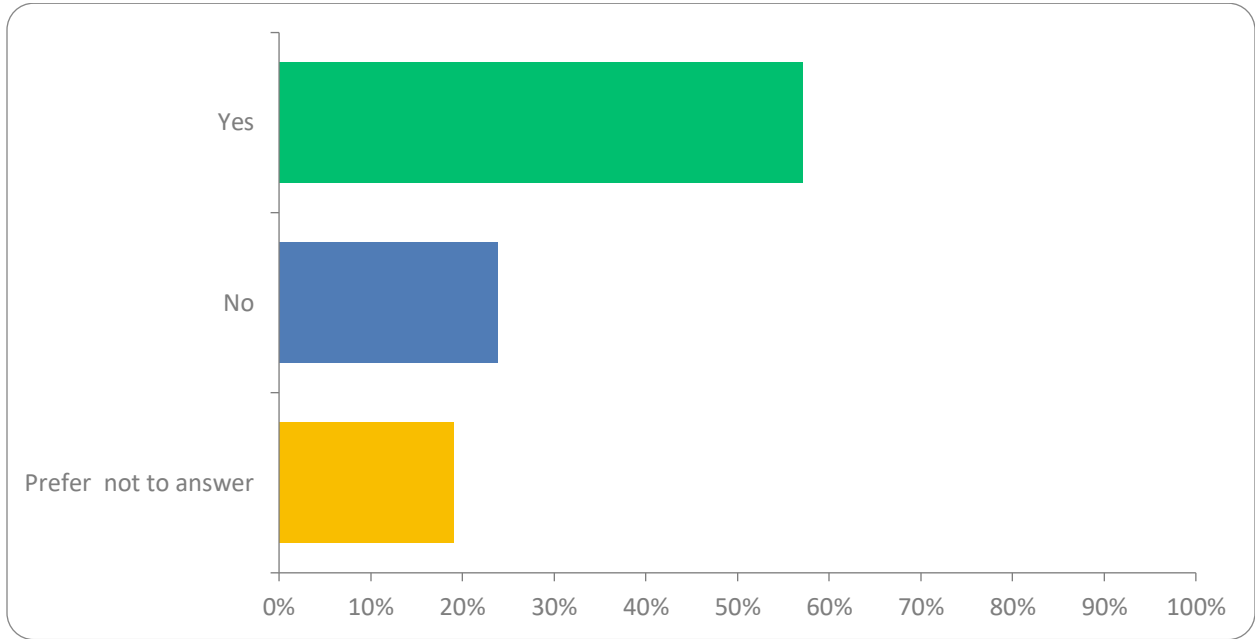
➤ Shift Workers

- Yes - 67%
- No-28%
- Prefer not to say- 5%





- **Gross Household Income**
  - Yes- 57%
  - No- 24%
  - Prefer not to say-19%



**TTC 2023 Annual Service Plan  
2022 Youth Ambassador Team**

**Summary of feedback on the refined proposals for the Line 6  
Surface Network Changes and on proposed changes in one  
of the eight focus areas (Scarborough East B).**

**Executed and Reported**

**by**

**Sweety Ratnani**

## **Overview:**

An online survey was conducted to collect feedback on the proposed changes to five routes in the Scarborough East B focus area. The survey was regarding the following bus routes:

12D Kingston Road

178 Brimorton

54B Lawrence East

154 Curran Hall Option A via Lawrence Ave

154 Curran Hall Option B via Eglinton Ave and Scarborough Golf Club Road

Section 1 of the survey contained 8 feedback questions on proposed changes to the above mentioned routes and Section 2 contained 6 demographic questions so that the feedback could be sorted according to targeted demographics such as youth aged 18-29, women, shift workers and low income workers. I also tried to engage students who ride the TTC everyday to get to College or University. Moreover, I also targeted mall employees who are shift workers and who rely on the TTC to commute to work everyday. I created a poster with a QR code so participants could easily use their phone to provide feedback for more convenience. I also included a shortened link to the survey in case anyone had trouble scanning the QR code. I walked up to mall employees with the poster and asked them to participate as well. I put up some posters on public messaging boards and around bus stops to catch more people's attention. The survey was open from Nov 9th to Nov 20th. To encourage participation, each respondent was entered into a draw to win one of five \$50 Amazon gift cards. This was a great way to encourage more people to participate in the survey.

In total, there were 48 responses from the survey. All questions were mandatory. Below is a list of total responses received for each route. Participants were able to choose more than one route that would impact their travel and that they wanted to provide feedback on. Some respondents gave feedback for the routes that would not affect them but the feedback was still retained and displayed in order not to miss out on any feedback.

12C/D Kingston Road (22 responses)

54B Lawrence East (22 responses)

178 Brimorton (21 responses)

154 Curran Hall Option A and B (24 responses)

## **Key Messages:**

### *Overall Feedback / Sentiment*

- A lot of concern was shown from participants when they got to know that Line 3 will be replaced by buses. Most people said that it will cause chaos and traffic and longer commute to work and college.
- The maps in the survey were too complicated and participants had difficulty discerning the route changes by looking at them.

### *12C/D Kingston Road*

- Most people gave positive feedback for the midday service proposed.
- 8 people had no opinion for this route.
- 2 people said that it would not be beneficial for them. No explanation was provided as to why.

### *54B Lawrence East*

- Most people support the extension of B branch to Morningside Ave. No explanation was provided.
- Concerns about longer wait times if the frequency of buses stays the same.

### *178 Brimorton*

- 24 people said that they highly support the new proposed route operating from Scarborough Centre Station to Morningside Ave via Brimorton Drive and Orton Park. No explanation was provided.
- 6 people had no opinion.

### *154 Curran Hall (Option A and B)*

There were mixed opinions on the routing options for 154 Curran Hall. Over 1/3 of participants (18 or 38%) said both options would serve them well. 15 (31%) said they prefer Option A via Lawrence Ave than Option B, while 11 (23%) prefer Option B via Eglinton Ave better. 4 people (8%) had no opinion.

- 15 people said that they support Option A via Lawrence Ave out of the two proposed routes as it would support their needs better.
- 11 people said Option B via Eglinton Ave would be a better fit for them as their work is easily accessible through that route.
- 18 people said that both options would serve them equally.
- 4 people had no opinion.

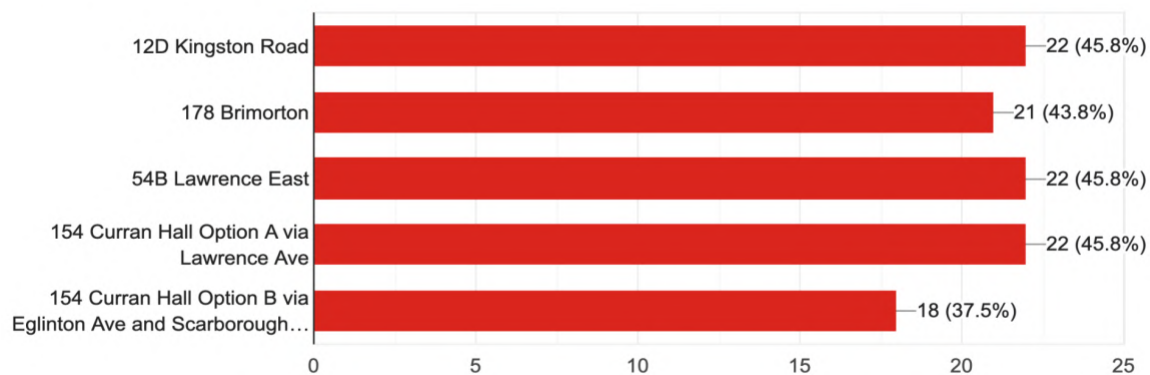
## **Detailed Feedback Section:**

The feedback received from the survey for the proposed route changes in the Scarborough East B focus area was recorded in an excel sheet. Following are the questions that were asked and the details of feedback received from all 48 submissions.

1. Participants were asked which route changes would have an impact on their travel. The bar chart shows the response received.

Please select the proposed bus route changes that will have an impact on your travel:

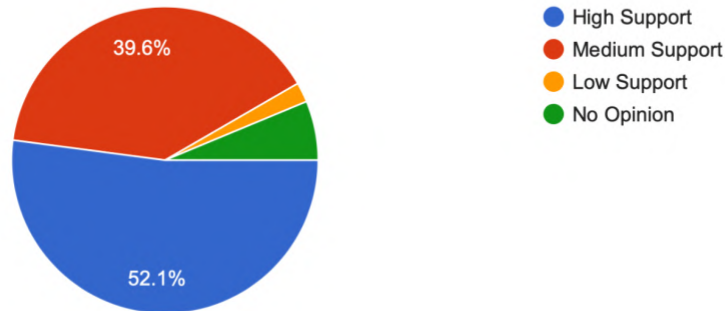
48 responses



- 22(46%) people will be impacted by changes in 12D Kingston Rd.
- 21(44%) people will be impacted by changes in 178 Brimorton.
- 22(46%) people will be impacted by changes in 54B Lawrence East.
- 18(38%) people will be impacted by changes in 154 Curran Hall.

2. Participants were asked to what extent do they support the proposed changes to route 54B Lawrence East - extension of B branch to Morningside Ave, removing service on Orton Park Road, Brimorton Drive and Scarborough Golf Club Road?

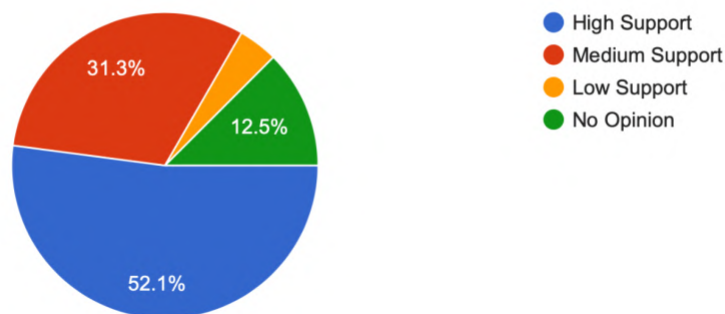
To what extent do you support the proposed changes to route 54B Lawrence East - The extension of B branch to Morningside Ave, removing service... Brimorton Drive and Scarborough Golf Club Road?  
48 responses



- 25(52%) out of 48 responders said that they highly support the proposed change to this route.
- 19(40%) responders said that they have medium support for the change.
- 1(2%) had low support for the change.
- 3(6%) said they have no opinion.

3. Participants were asked to what extent do they support the proposed new route 178 Brimorton operating from Scarborough Centre Station to Morningside Ave via Brimorton Drive and Orton Park. Below is a pie chart which illustrates the answers:

To what extent do you support the proposed new route 178 Brimorton operating from Scarborough Centre Station to Morningside Ave via Brimorton Drive and Orton Park?  
48 responses

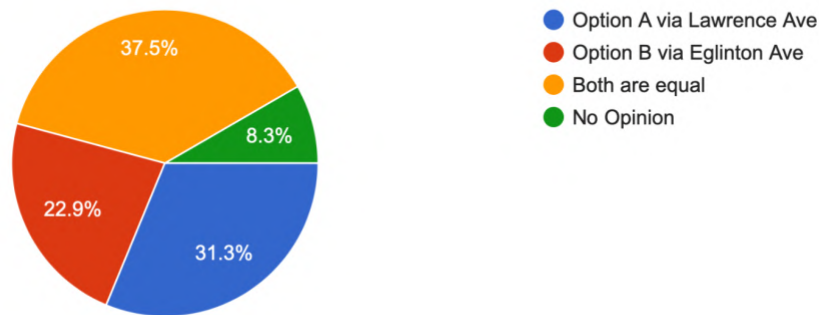


- 25(52%) out of 48 people showed high support for the proposed change to this route.
- 15(31%) showed medium support.
- 2(4%) people showed low support.
- 6(13%) had no opinion.

4. Participants were asked: Of the two route proposals for 154 Curran Hall, which one do you think will serve your travel needs better?

Of the two route proposals for 154 Curran Hall, which one do you think will serve your travel needs better?

48 responses

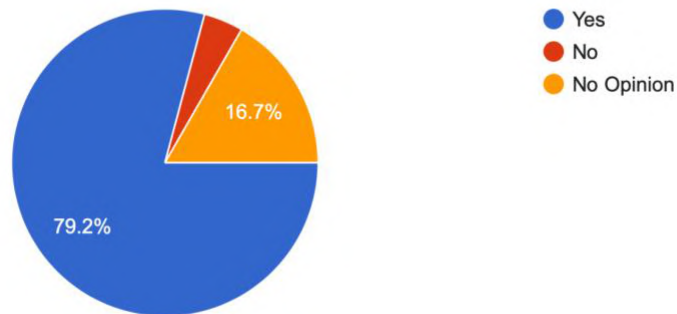


- 15(31%) out of 48 said that they support Option A via Lawrence Ave.
- 11(23%) said they support Option B via Eglinton Ave.
- 18(38%) said both options would serve them equally.
- 4(8%) had no opinion about this change.

5. Participants were asked if the new midday service on the 12D (Victoria Park Stn-UTSC) would be beneficial to them? Responses are illustrated in the below pie chart.

Will the new midday service on the 12D (Victoria Park Stn-UTSC) be beneficial to you?

48 responses

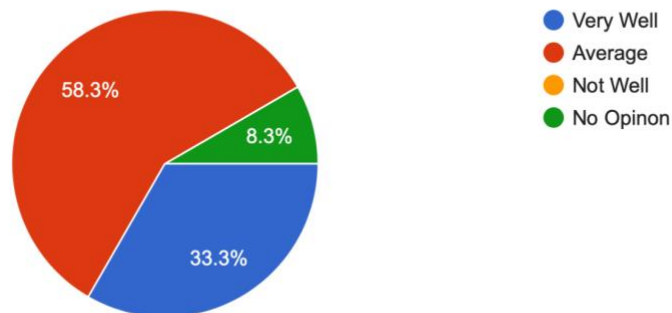


- 38 out of 48 people said that the midday service on 12D would be beneficial for them.
- 2 said that it would not benefit them.
- 8 said they had no opinion for this change.

6. Participants were asked in general, how well these proposed routes serve their travel needs. Responses were as follows:

In general, how well do these proposed routes serve your travel needs?

48 responses



- 16(33%) said that the routes serve them very well.
- 28(58%) said it is average.
- 4(8%) had no opinion.

**Two open-ended questions were asked to get any other feedback for the proposed routes and if any destinations would not be accessible if the proposed**



route changes go through but most respondents said “no” or had no other clear feedback.

## **Participant Demographics:**

Section 2 of the survey asked respondents demographic questions to help understand the types of people engaged and if the targeted demographics (youth, women, shift workers, people with low-income) are reached. The questions asked their racial/ethnic background, gender, age group, if they have a disability, if they are shift workers and if their household income was below \$40k (before taxes) last year.

<b>Racial/Ethnic Background</b>	<b>Total 48 participants</b>
South Asian or Indo-Caribbean	20
Southeast Asian	8
White	7
Arab, Middle Eastern or West Asian	4
East Asian	3
Latin American	3
Not listed	2
Black	1
First Nation, Inuit or Métis	N/A

### **Age**

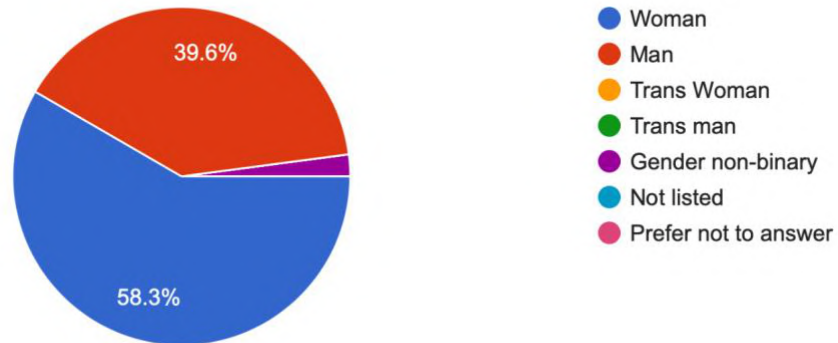
- **100%** of feedback was collected from youths between the age of **18-29**.

### **Gender**

- **58%** of feedback was collected from **women (28 out of 48)**.
- **40%** was collected from **Men (19)**.
- **2%** was collected from **gender non-binary (1)**.

What best describes your gender?

48 responses



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### Shift workers

- **87.5%** of feedback was collected from **shift workers (42 out of 48)**.

### Income

- **77.1%** of feedback was collected from **people with low income (37 out of 48)**.

# **TTC 2023 YOUTH AMBASSADOR FINAL REPORT**

**By Vyakhya Tyagi**

# TTC- 2023 ANNUAL SERVICE PLAN

## Final report- South Scarborough Region

### 22A Coxwell & 503 Kingston Road Streetcar

#### Overview

The study was focussed on the South-Scarborough-Beaches region; Bus route 22A Coxwell and Streetcar 503 Kingston Road. The bus 22A has a current route - departing from Coxwell Station (green subway line) ending at Bingham loop involving 24 stops and the proposed change is to cut it short to Queen Street East.

The second route which is covered in the study is 503 Kingston Road streetcar; currently working only on weekdays during peak periods. The proposed change is the operating time which will be all day every day like other high footfall downtown streetcars schedules.

#### Current Route



#### Proposed Route



Data was collected through online surveys done with the help of international student influencers on social media having more than 5K followers based on downtown and

Scarborough region. Offline questionnaires at the local grocery store were also distributed and discussion groups at the library (beaches branch) were organised to engage people personally.

40 people participated in the study consisting 30 online responders and 10 offline responders . Women, students and low income shift workers were the major focus of the study. Lucky draws were held after every in person meeting and winners were offered \$50 gift cards. Online participants got \$5 gift cards per survey questionnaire. Customers and employees from a local grocery store near Coxwell subway station also participated as mostly were low income shift workers.

### **Key Themes in the feedback shared for 22A COXWELL TO BINGHAM LOOP BUS ROUTE**

Participants generally agree with the proposed plan as most of them are using the service to reach neighbourhoods of Queen Street East and Gerrard which could also be reached via streetcar 503 Kingston road. Queen St E is a major stop for students as well as low-income shift workers as there are numerous bars and stores along with concert halls and famous landmarks of the city whereas Gerrard on the other hand is multicultural hub residing multiple grocery stores where most international students shop and work. However, few raised concerns about the regular delays in service.

### **Key Themes in the feedback shared for 503 Kingston Road Streetcar**

Participants strongly agree for all day everyday service of the streetcar especially if the Coxwell 22A bus service will be discontinued as the route generally has high footfall, specifically after COVID as students are back at school. Significant number of participants travel on the route during early mornings/night and on weekends for leisure (bars, restaurants, beaches, and library) and for seasonal/shift work (grocery stores reps., concert hall servers).

Early morning/late night coverage of the route is essential along with a more frequent weekend schedule for the commuters. On the other hand, minority of participants discouraged street cars as they believed street cars are relatively slower than buses due to traffic and the overall journey takes more time compared to bus.

Majority of riders suggested increase in frequency as they found both the bus and the streetcar crowded especially during the work hours.

Riders also appreciated the one-time ticket ride and few transfers to reach downtown with 503 Kingston Road streetcar even during weekends.

### **Detailed Feedback**

Participants were asked 18 questions including 5 demographic questions, 7 questions discussing Coxwell 22A bus route and 5 questions on the 503 Kingston Road streetcar. Few of them were multiple choice questions while others were open ended questions to ensure detailed discussion and recording unbiased opinions and novel perspectives.

### **22 Coxwell**

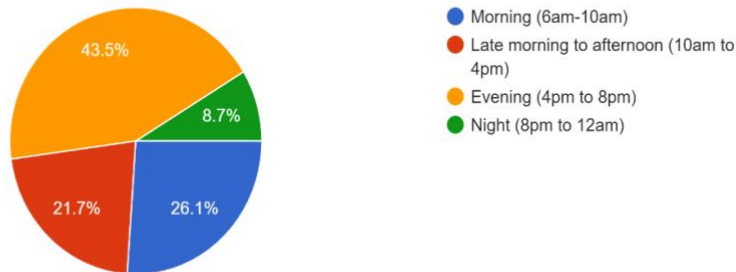
1. Do you take the 22 Coxwell route? If YES, please answer the following. How often do you take the route?
  - 50% of participants said they take the route more than 2-3 times a week out of which 10% of participants took the route as often as multiple times in a day.

- 25% took the route a few times in a month and 25% participants took the bus once a month.

2. Do you have a consistent or fixed time that you use the 22 Coxwell route?

Do you have a consistent or fixed time that you use the 22 Coxwell route?

23 responses

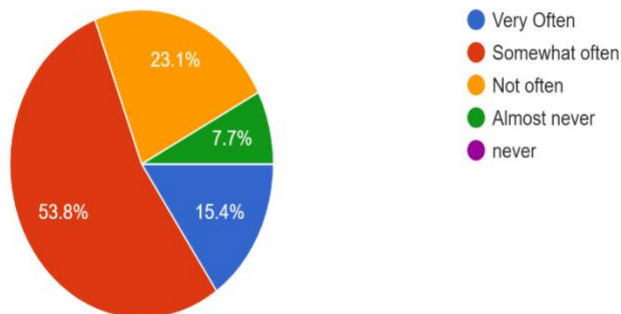


- Out of 40 participants 23 took the bus 22A and 43% use transit during the evening for leisure, especially during the summer.
- 21.7% of participants took the bus in the afternoons (majority of them are students and use it to travel to schools/colleges).
- 26.1% of participants travel in the morning and are mostly low-income shift workers.
- 8.7% of participants travel during the night mostly on weekends.

3. How often do you find the 22 Coxwell to be crowded?

How often do you find the 22 Coxwell to be crowded?

26 responses



- Majority of participants considered it to be crowded. 15.4% considered it crowded very often while 53.8% believed it to be crowded somewhat often.
- Participants strongly agreed to have a better and efficient frequency schedule of the bus.

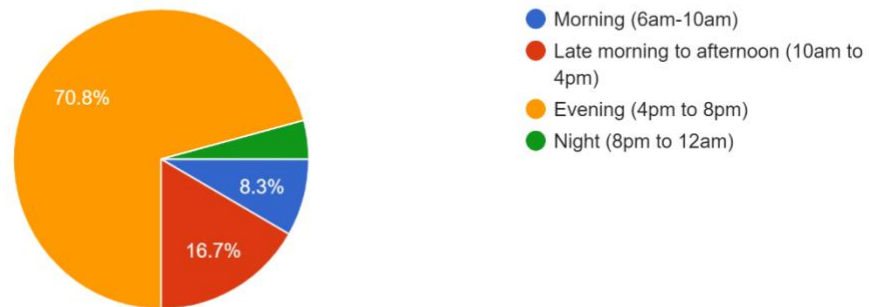
4. How well would the 22 Coxwell proposed route change be helpful for you?
- 60% of participants stated that the change will be helpful as they can conveniently switch to the 503 streetcar routes with fewer transfers and a one-time ticket ride.
  - 25% stated that the change would not be helpful as the alternative route which is the streetcar is relatively slower and less efficient.
  - 15% had no opinions as they were fine with the initial bus route and the proposed alternative streetcar schedule.

### **503 Kingston Road Streetcar**

1. Do you take the 503 Kingston Road route? If YES, please answer the following. How often do you take the route?
- 55% of participants said they took the streetcar a few times in a week including 25% using the service daily.
  - 25% of participants used it on weekends and 20% of participants used it occasionally specifically for travelling downtown.

Do you have a consistent or fixed time that you use the 503 Kingston route?

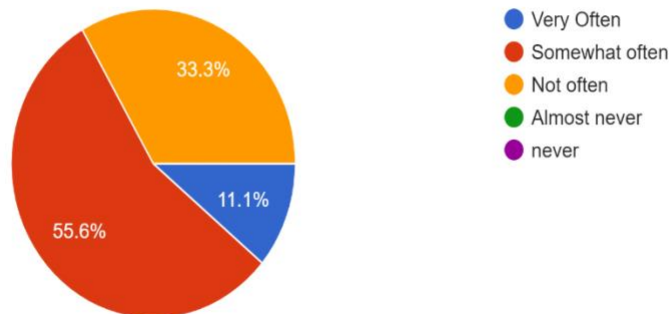
24 responses



2. 24 Participants responded to the above question, 70.8 % travelled in the evening, 8.3% travelled in the morning and 16.7 % in the afternoons.

How often do you find the 503 Kingston to be crowded?

27 responses



3. 66.7% participants considered the streetcar often crowded and 33.3% believed the opposite.

4. How well would the 503 Kingston proposed operating time change be helpful for you?

-67% people believed the proposed timing to be helpful while 33% had no opinions as they do not travel during the extended proposed period which happens to be on weekends and late hours.

### **Other Significant feedback**

1. Are there any destinations that you will no longer be able to access if the proposed changes are implemented?

- 70% of participants said no, there are no destinations that will no longer be accessible and believe the proposed route makes downtown more accessible from south Scarborough with the new change.
- 30% of participants said that the TTC will be less accessible to reach certain destinations especially on the Kingston Road as street cars are slower than the buses and are more prone to be stuck in traffic.

2. How much do you support the proposed changes for 22 Coxwell route change or 503 Kingston proposed operating times change?

- 75% of participants supported the change and described it as more efficient with less transfers to travel downtown.
- 25% were hesitant to the proposed change and would like the transit to be as is.
- The majority of those respondents were commuters working within the neighbourhood.

3. Would you like to provide any other feedback to TTC?

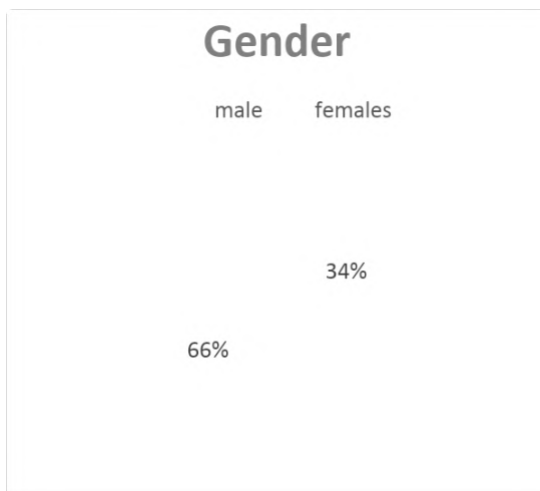


- Riders suggested that use of transit should be encouraged in general.
- Multiple commuters raised concerns about frequency of the transit and overcrowded buses and streetcars during weekdays during peak hours.

## Participant Profiles

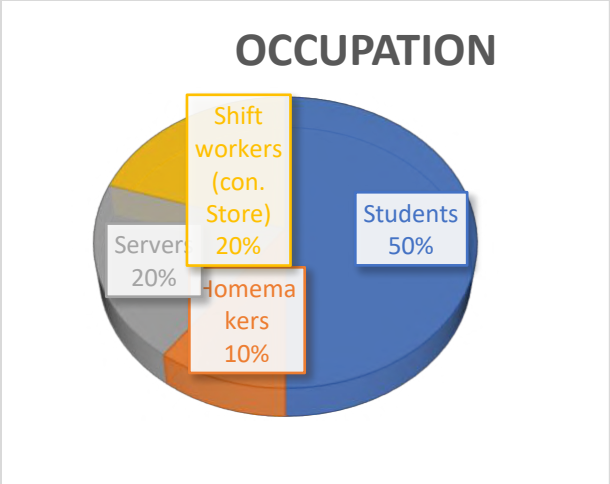
### Gender

40 people participated in the survey 33.3 % of participants identified as female and 66.7% identified as male.



### Occupation

Engagement focused on low-income workers - servers working in a bar on Queen Street East, convenience store shift workers, bartenders and early childhood educators. 50% were students with seasonal jobs and 10 % were home makers.



**Annual Income**

50% of participants were students and earned less than \$40,000 annually before taxes. 40% of participants earned \$40,000 to \$50,000 annually before taxes and 10% of participants were dependent on their spouses and families for finances and did not earn.

**Age**

60% of participants were under 25 years of age and 30% were between 25 to 30 years of age and only 10% were between 30 to 40 years of age.

