



TTC 2023 Annual Service Plan Pop-Up Public Consultations Summary



Overview

On October 25, 26, 27, 28, and 31, 2022, the TTC and Third Party Public hosted ten pop-up public consultations at different locations across the city. The pop-ups are part of a broader public engagement process for the development of TTC's 2023 Annual Service Plan (ASP) which will identify how the TTC will serve its customers in 2023.

The purpose of the pop-ups was to share and seek feedback on refined proposed changes to bus service on Finch West as a result of Line 6 Finch West opening and on proposed changes to bus and streetcar service on the following eight focus areas across the city:

- East A (Northeast Scarborough)
- East B (Scarborough East)
- Southeast (South Scarborough-Beaches)
- Northwest (Humberwood)
- North-Central (York Mills & Leslie)
- Southwest (South Etobicoke)
- Liberty Village
- Toronto Zoo

The pop-up public consultations were held at:

1. Mount Dennis Bus Division (October 16, 10:00 a.m. – 3:00 p.m.)
2. Warden Station (October 25, 7:30 – 9:30 a.m.)
3. Scarborough Centennial Recreation Centre (October 25, 5:00 – 7:00 p.m.)
4. Leslie Station (October 26, 7:30 – 9:30 a.m.)
5. Scarborough Centre Station (October 26, 4:00 – 6:00 p.m.)
6. Mimico GO Station (October 27, 4:30 – 6:30 p.m.)
7. Finch West Station (October 28, 7:30 – 9:30 a.m.)
8. Liberty Market Building (October 28, 12:00 – 2:00 p.m.)
9. Bay Lower Station (October 30, 10:00 a.m. – 5:00 p.m.)
10. Humber College North Campus (October 31, 8:30 – 10:30 a.m.)

Participants were informed of the proposed service changes and asked what they thought about them, including if they supported the proposed changes, if they will be impacted by the proposed changes, and if they had any concerns, suggestions and/or questions about the proposed changes. Participants shared feedback by speaking with TTC staff and members of the engagement team, as well as writing their feedback on sticky notes and posting them on the display boards. The project team also handed out information sheets with details about the project, proposed changes, ways to participate online on their own time, and next steps.

This summary report was prepared by Third Party Public, the third-party engagement team retained by the TTC to support the consultation process. The intent of this summary is to capture the range of feedback shared at the pop-ups, not to assess the merit or accuracy of these perspectives. It is not intended to serve as a verbatim transcript. This summary report will be reviewed by the TTC and will be posted on [TTC's website](#).

Key themes in the feedback shared at the pop-ups

The following points reflect the emerging themes from participant feedback received during each pop-up event. The remainder of this summary provides additional details regarding these points, as well as many others, shared by participants.

Most proposed changes received support from participants. Feedback received at the pop-ups were mostly supportive of the proposed changes. They particularly liked proposed route changes that would improve connections and remove transfers, provide service to areas with limited or no service, and improve connection to key destinations and rapid transit.

Providing a reliable and frequent service are important. Participants shared general advice and desire to see improvements to service reliability and increased service frequency. Long wait times, unreliable service and bus bunching were the top concerns shared across pop-ups. Some participants even said they were either okay with or indifferent with some proposed route changes as long as they see improvements to the service reliability and frequency or that the changes would not impact the existing quality of service.

Proposed changes to 63 Ossington in Liberty Village received the most concern and disapproval. The proposed removal of the 63 Ossington service in Liberty Village along east Liberty Street received strong disapproval from many participants. Participants would like to see this route remain the same so that TTC bus service is maintained through this residential neighbourhood. There were many concerns shared by participants including increased walking distances to access the bus, increased congestion on Strachan Avenue, and expanded wait times. Additional concerns specifically highlighted by women included accessibility and safety concerns, particularly during winter seasons and while waiting at stops at night.

Proposed changes to 69 Warden South, 80B Queensway, 929 Dufferin Express, and 996 Wilson Express received some concern. Concern about the proposed change to 69 Warden South is the potential loss of bus service along Warden Avenue, which would be a challenge in wintertime. Concern about the proposed change to 80B Queensway is the potential long wait due to the route extension. There were a few concerns raised for 929 Dufferin Express, including potential traffic concerns and no big beneficial impact due to lack of residents in the area. Proposed changes to 996 Wilson Express also received a few concerns including redundancy with existing non-express service and long wait due to route extension.

The routes listed above were the only proposals that received consistent concerns from participants. While other routes were flagged, they did not illicit the same level as attention as those above. More detail is provided in the sections below.

Detailed feedback

Feedback shared at the pop-ups are organized by pop-up locations and the proposed service changes. In some locations, participants provided feedback about other bus routes that the TTC are not proposing service changes. Note that some pop-ups were attended by only the TTC staff, including Leslie Station, Scarborough Centre Station and Finch West Station. Feedback received at these pop-ups have been summarized by the TTC below.

Mount Dennis Bus Division – TTC Family Day Event

This pop-up received a lot of feedback and interaction with local TTC participants. Note that some of the feedback received were not related to the bus routes the TTC is proposing service changes. The list below is not exhaustive, and only includes some of the more common pieces of feedback staff heard at the event.

Feedback about the proposed service changes

63 Ossington

- **Most participants express disapproval and concern for the change**, citing the loss of service coverage in Liberty Village. Although participants generally agreed that operating through East Liberty Street was a challenge due to congestion, narrow road widths and construction, they still felt that this dense community required direct transit service. Many stated the negative impact of increased walking time to alternate options, such as King Street and Strachan Avenue.
- **Some participants supported the connection with the Exhibition streetcar loop.** The 63 Ossington extension would connect customers on Ossington Avenue to 509 Harbourfront and 511 Bathurst streetcar services, which are currently challenging to get to on the existing network.

173 Zoo-Rouge Hill GO

- **Support for new transit options to the Toronto Zoo.** Participants shared difficulties with getting to Toronto Zoo with the current transit network. They stated that connecting to Rouge Hill GO via the Lakeshore East GO train will make travel to the zoo easier.
- **Suggestions to implement GO co-fare to reduce cost of trip.**

906 Airport-Humber College Express

- **Positive feedback on new connection between Humber College and the Airport area.** Participants supported the new route which would complete the link between Northwest Etobicoke and Line 6 with the Airport, which would allow transit riders in this area access to the employment lands around the airport and the airport itself. Some suggestions were raised to connect this route to Westwood Square in Mississauga.

Line 3 Bus Replacement Plan

- **Concerns regarding the impending closure of Line 3.** Participants lamented that Line 3 Scarborough was planned to be decommissioned in Fall 2023, long before the Scarborough Subway Extension will be completed. There was concern of worse transit service for Scarborough riders.
- **Mixed opinion on the bus replacement plan.** Participants were unsure if the plan to extend major routes from Scarborough Centre Station would be effective at replacing Line 3's demand, but most were supportive of reducing transfers at Scarborough Centre Station and travel time using transit signal priority measures.
- **Support for the conversion of the Line 3 Scarborough right-of-way to a bus-only roadway.**

Listed below are some suggestions shared by participants:

- **Consider Brimley Road or McCowan Road as the north-south corridor connecting Scarborough Centre and Kennedy stations.**
- **Ensure that service runs reliably between the two stations by introducing bus lanes.**
- **Extend more routes to other stations, like Warden Station, to relieve congestion at Kennedy Station.**

- **Leverage the existing GO Transit network in Scarborough.** Participants suggested that there should be co-fare between TTC and GO Transit.

Feedback about other bus routes

150 Eastern Avenue

- Participants asked when TTC would introduce this route, as it was approved in the 2022 Annual Service Plan.

Other feedback

- Many participants asked about the status of Line 3 and the bus replacement plan, and the completion of Line 5 Eglinton and Line 6 Finch West.
- Some participants asked about the new rapid transit expansion projects led by the Metrolinx and the Province, expressing interest in the construction which has started on some of those lines.

Warden Station Pop-up

This pop-up received a lot of feedback and interaction with local TTC participants. Note that some of the feedback received were not related to the bus routes the TTC is proposing service changes.

Feedback about the proposed service changes

12 Kingston Road

- **No feedback shared on the proposed changes, but participants would like to have expanded service hours** of the 12D Kingston Road to include off-peak period services from 9 a.m. to 3 p.m. and 6 p.m. to 9 p.m.

54 Lawrence East

- **Proposed change would have no impact to travel.** One participant said the proposed changes to the 54B branch would not impact their travel.

69 Warden South

- **Range of opinions on the proposed changes.** Some participants are indifferent about the proposed changes. They said the service is fine the way it is right now. Others were concerned that the proposed route change would result in no bus service along Warden south of Danforth Avenue, which would be a challenge in winter. One participant asked whether the bus terminal would change locations.

Listed below are suggestions shared by participants:

- **Include Danforth Avenue and Birchmount Road.** Several participants emphasized the importance of the new route including Danforth Avenue and Birchmount Road.
- **More frequent service.** Participants would like to see the bus come more frequently.

70 O'Connor

- **No feedback shared on the proposed changes, but participants would like to have more frequent service.** There was also general interest in understanding why there will be a name change.

135 Gerrard

- **Support for the proposed increase of service for this route** as participants would like to see these buses come more often.

178 Brimorton

- **Support for the proposed new bus route from Scarborough Centre Station to Morningside Avenue.** Participants said this new route is a good proposal.

902 Markham Road Express

- Support for the proposed route extension to Steeles Avenue East.

Feedback about other bus routes

9 Bellamy

- Participants said they would like to have more frequent service for this route.

16 McCowan

- There were mixed opinions on the current service. Some said the service was good and had no concerns, and others said they were concerned with reliability, frequency, and bus bunching. Details about the concerns have been summarized below.
 - Some participants shared concerns about reliability of the bus. They said it needs to be consistent and stick to a schedule. They said that on average they wait 30-35 minutes for the bus to arrive during the weekday peak hours, weekends and after 3pm, which is especially difficult since school children finish school at 3pm. The unreliable service is a bigger issue when there is inclement weather. Participants identified Warden Station and Scarborough Centre Station as stops where long waits happen.
 - Many participants also shared concerns with bus bunching. They said it is an issue particularly at Warden Station, which results to an overcrowded platform with many participants waiting for the bus. Others said bus bunching is an issue along the route as well. Some said the issue of bus bunching happened since the pandemic as it wasn't much of an issue before the pandemic, others said it has been an issue even before the pandemic.

17 Birchmount

- Some participants said the service is good and have no concerns or suggestions. Others said the service is infrequent, slow and delayed which usually happens in the morning after 9 a.m.

24 Victoria Park

- Participants said the current service is good.

68 Warden

- There were mixed opinions on the current service. Some participants said service was good and had no concerns or suggestions, while others had concerns with reliability, infrequent service and bus bunching. Details about the concerns have been summarized below.
 - Many participants shared concerns about bus bunching at the station and along the route, particularly after 5pm.
 - There were also many concerns with service being infrequent. Some said service becomes more infrequent during rush hour, some said it's between 10 a.m. to 3 p.m. and others said at night after 9 p.m. In general, participants would like to see more frequent service.
 - Participants said they had concerns with service reliability as buses come every 25-30 minutes, which is 10-15 minutes later than scheduled.

102 Markham Road

- Most participants said the existing service is generally fine, while one participant said the bus comes by at stop too fast sometimes that they end up missing the bus if they are transferring from a different bus.

131 Nugget and 132 Milner

- Participants said they would like to see these buses come more often.

968 Warden Express

- Participants would like to see more frequent service and additional service. They would like to see an express bus stop at Warden Ave and Marble Arch Crescent as there is a public school (George Peck Public School) and a new housing complex in this area, which has added 40 new homes in the neighbourhood. They said many families and parents would like to have the 968 Warden Express bus stop at this location to make it easier for families to access the TTC, instead of walking to the next intersection.

985 Sheppard East Express

- Participants suggestion having free wi-fi on the route as it is a long ride.

Other feedback

- There were accessibility concerns for participants getting to the 34 Eglinton bus platform due to the stairs.
- Install more red bus lanes in Scarborough.
- A few participants expressed frustration about the following:
 - Bus operators who do not care about being late to their scheduled arrival;
 - Shuttle buses during subway closures, which is not a good alternative as it takes a long time to get the buses to arrive and provide replacement service; and
 - Service planning not working for customers. One participant said that service planners should take the bus routes to understand first-hand the issues participants experience.
- Consider doing a two-day back-to-back pop-up in the same location. This would allow people to take in the information the first day and be able to think about it and share their comments the next day.

Scarborough Centennial Recreation Centre Pop-up

This pop-up did not receive a lot of feedback and interaction with local TTC participants compared to other pop-up locations. This pop-up served mostly as an opportunity to share information with the public by handing out information sheets. Feedback received from those we've talked with have been summarized below.

Feedback about the proposed changes

54B Lawrence East

- **Support for the proposed change to this route but make sure the new routes covering the areas removed from 54B Lawrence East are frequent.** With 54B Lawrence East no longer serving Orton Park Road, Brimorton Drive and Scarborough Golf Club Road, the proposed new 154 Curran Hall and 178 Brimorton routes covering these areas should provide frequent service.

85 Sheppard East

- **No feedback shared on the proposed changes for 85 Sheppard East.**

134 Progress

- **No feedback shared on the proposed change for 134B Progress, but participants would like to see improvements to the frequency of 134 buses.** Participants shared issues with low frequency and bunching of the 134 buses. They said they experience very long wait (typically 30 minutes) during both weekday and weekend services.

154 Curran Hall

- **Support for this proposed new route.** Participants said they like the proposed new route connecting University of Toronto Scarborough Campus to Line 2 Bloor-Danforth subway.
- **Range of opinions on the routing for 154 Curran Hall.** Some participants were indifferent between routing Option A (via Lawrence Avenue East) and routing Option B (via Eglinton Avenue East and Scarborough Golf Club Road), while some expressed support for Option A and others expressed support for Option B. Those who were indifferent said they had no opinion on the routing as long as the service is

frequent. Those who supported Option A said they prefer the simpler routing offered by Option A. Those who supported Option B liked that Option B would provide new service to people on Scarborough Golf Club Road. They also said that this portion of Eglinton Avenue does not have a lot of service compared to Lawrence Avenue East so routing the new 154 Curran Hall on Eglinton Avenue would provide more service to this area. *TTC clarification: There are currently four very frequent routes operating between Kennedy Station and Kingston Road along Eglinton Avenue.*

178 Brimorton

- **Support for this proposed new route.** Participants said they like that this new route would provide service to the residential neighbourhood at Orton Park Road and Brimorton Drive and the shopping plaza on Kingston Road and Morningside Avenue.
- **Look into the schools along and near Orton Park Road and provide TTC service to these schools.** There are a few schools along and nearby Orton Park Road. A participant said the new 178 Brimorton bus should provide service to these schools. TTC should also make sure that the bus service aligns with school start and dismissal times.

902 Markham Road Express

- **Support for the proposed extension to Steeles Avenue East.** Participants said the extension is a good change since a lot of people travel to and from Steeles Avenue East.

Feedback about other bus routes

57 Midland

- Improve service frequency. This route usually has a 30-to-40-minute wait at stops.

95 York Mills

- Acknowledging that the route provides good service to participants.

132 Milner

- Improve service frequency. Buses usually take a long time to arrive.

Other feedback

- Concerns were shared about the construction impacts of the removal of Line 3 Scarborough and some had questions about the permanent removal of the line.
- Some participants shared general concerns about TTC service scheduling and reliability. Others shared issues with express bus routes not stopping at stops.
- Participants would like to have improved access and frequent service to Toronto Zoo from Kennedy Station.

Leslie Station Pop-up

This pop-up received good feedback and interaction with local TTC participants. This pop-up also served as an opportunity to share information with the public by handing out information sheets. Feedback received from those we have talked with have been summarized below.

Feedback about the proposed changes

51 Leslie & 151 Leslie North

- **Support for the replacement of 51A Leslie to Steeles Avenue East with 151 Leslie North.** Overall, the participants supported the plan to replace 51 Leslie service between Leslie Station and Steeles Avenue East with a new 151 Leslie North route. Some noted that service reliability along Leslie Street is a concern, and that splitting the 51 Leslie into two separate routes could help to mitigate these issues. Others said they were ok with the proposed change, as service frequency could be adjusted to differing ridership conditions that are seen along the Leslie Street corridor.

- **Make sure additional transfers are not required Leslie Station.** Participants were concerned that the service changes shown would result in them having to transfer from the 51 Leslie to alternative bus routes at Leslie Station. Most participants said they were more comfortable with the plan knowing that the 151 Leslie North plans to operate through service at Leslie Station to York Mills Road, meaning that a transfer would not be needed for customers travelling to York Mills. One participant noted that this plan would require a transfer for customers who live north of Leslie Station travelling to Line 5 Eglinton at Sunnybrook Park Station.
- **Concern about long wait due to the route adjustment.** Although most participants said they did not have concerns with the proposed route change, a few participants were concerned that these changes would result to long wait at stops on Leslie Street between Leslie Station and Steeles Avenue East if not enough bus operates on the 151 Leslie North. They said that the proposed changes should not make the service worse since the current 51 Leslie service is already infrequent.

78 St Andrews

- **Support for the proposed route extension to Bayview Station.**

122 Graydon Hall

- **Support for the proposed route extension to York Mills Road.**

Other feedback

- One participant suggested that the TTC should focus on planning and building a Line 4 Sheppard East Extension, noting that expanded rapid transit along Sheppard Avenue East would greatly help many commuters and residents in the northeast Scarborough area connect to Line 1.

Scarborough Centre Station Pop-up

This pop-up received a lot of feedback and interaction with local TTC participants. This pop-up also served as an opportunity to share information with the public by handing out information sheets. Feedback received from those we have talked with have been summarized below.

Feedback about the proposed changes

130 Middlefield and 134 Progress

- **Support for simplifying the 134 Progress by removing the 134B branch.** Participants express confusion with the existing branch structure of the 134 Progress due to its circuitous routing north of Finch Avenue. The move of the Ironside Crescent service to 130 Middlefield will continue to allow customers at Scarborough Centre to access the employment areas.
- **Questions regarding loss of service on Tapscott Road.** Participants asked why 134 Progress no longer serves Tapscott Road between Newgale Gate and McNicoll Avenue, instead operating via Markham Road. Participants were explained that the level railroad crossing on Tapscott Road and the heavy traffic into the CP train yard delayed bus operations.
- **More frequent service on the 134C/913 Centennial College service.** With school returning, participants mentioned the need for more service connecting Scarborough Centre to Centennial College Progress Campus. There were also concerns voiced regarding connections to the college once Line 3 is shut down.

42 Cummer

- **Support for extending 42 Cummer from Dynamic Drive to Markham Road.** Overall, participants supported the extension of 42 Cummer to Markham Road, citing the need to complete the last connection to a major north-south corridor. Other participants requested that the 42 Cummer should extend further east to serve the Morningside Heights community
- **Suggestion to extend 42 Cummer to Amazon Fulfillment Centre on Morningside.** The current proposal has 42 Cummer serve Steeles Avenue and Markham Road, approximately 1 kilometer west of Morningside Avenue. Several customers suggested that TTC should consider providing more service to the major employment centre

902 Markham Road

- **Support for extending 902 Markham Road Express to Steeles Avenue.** Overall, participants agreed that this change was long overdue. Markham Road is a very busy transit corridor with many employment uses, and participants supported another option to reach the employment areas without having to travel to Scarborough Centre Station.
- **Suggestion to extend 902 Markham Road Express into York Region.** Some participants suggested that the 902 Markham Road Express should extend to Major Mackenzie Drive in Markham.

154 Curran Hall

- **Support for this proposed route.** Participants expressed support for more connections between the University of Toronto Scarborough Campus and the subway.
- **More participants supported the option via Lawrence Avenue than Eglinton Avenue.** The reason was that Eglinton Avenue had many routes already (86, 116, 905, 986), while Lawrence Avenue had two routes (54, 954). Participants living on Lawrence Avenue expressed the most support.

178 Brimorton

- **Support for this proposed route.** Participants supported the new service along the Brimorton Drive corridor to serve the neighbourhood, connecting to retail destinations on both ends.
- **Concerns about service frequency.** The current 54B Lawrence East route serves Brimorton Drive and Orton Park Road every 10 minutes. This new route would not be as frequent as the existing service.

Feedback about other bus routes

38 Highland Creek

- **More frequent service to University of Toronto Scarborough Campus.** With school returning, participants mentioned the need for more service connecting Scarborough Centre to UTSC. There were also concerns voiced regarding when Line 3 is shut down.

Other feedback

- Many concerns received regarding the future of Line 3 and the proposed bus replacement plan, and the reliability of extended routes. Customers were receptive when they were told route extensions, rather than a shuttle bus, would connect Scarborough Centre Station to Line 2 at Kennedy Station, thereby reducing the need for additional transfers.
- With GO Transit's move from the Scarborough Centre Bus Terminal to Borough Drive, many customers were confused by the change and could not find their way to the temporary bus terminal. Wayfinding should be improved and more evident for customers travelling between TTC and GO.

Mimico GO Station Pop-up

This pop-up received a good amount of feedback and interaction with local TTC and GO Transit participants. This pop-up also served as an opportunity to share information with the public by handing out information sheets. Feedback received from those we have talked with have been summarized below.

Feedback about the proposed changes

80B Queensway

- **Support for the replacement of 176 Mimico GO and extension to Sherway Gardens.** Overall, the participants supported the plan to replace 176 Mimico GO with a new branch of 80 Queensway (80B). They said the proposed extension is a positive change because it would provide service and access to more areas and would save participants transfers, especially when going to retail stores along The Queensway. Participants also said that they take the 176 to go to the Humber Loop, so extending the route to Sherway Gardens may not directly affect them. Others said as long as the proposed change does not impact the 76 Royal York South service, they are okay with the proposed change.

- **Make sure this replacement service is reliable.** Participants emphasized that they support the proposed replacement of 176 Mimico GO with the 80B Queensway as long as the bus comes on time. Participants said that the current service of the 176 route was not working for them due to its unreliable service arrival and lack of coordination with GO train schedule. *TTC clarification: The 176 Mimico GO operates every 30 minutes to time with GO train schedule that run every 30 minutes. The lack of service coordination occurs when GO train operates every 15 minutes for a span of two hours in the peak period.*
- **Concern about long wait due to the route extension.** Although most participants said they did not have concerns with the proposed route change, a few participants were concerned that extending the route would result to long wait at stops if not enough bus operates on this route. They said that the proposed changes should not make the service worse since the current 176 Mimico GO service is already very infrequent.
- **The current 176 Mimico GO needs more ridership to regulate its timing and to make it feasible to increase its frequency.** Participants said the bus often comes ahead of schedule. They said adding more stops as proposed for the new 80B Queensway replacement might help increase the ridership.

Listed below are suggestions shared by participants:

- **Increase frequency of the proposed bus, especially during peak hours.** Many participants said they would like the proposed bus to come frequently. Some said it should come every 10 minutes. Some said they particularly want to see increased service during peak hours. They said the time at which they usually use the current 176 to connect to the GO train were: 7 a.m. to 9 a.m. in the morning, and 5 p.m. to 7 p.m. in the evening.
- **Schedule the service to coordinate with the GO train schedule.**
- **Operate the proposed bus on weekends.**
- **Consider making the route a two-way service.** If the service is to remain a one-way service, one participant suggested changing the direction of the route to make the bus go westbound, particularly on Manitoba Street, so the route is easier for those coming from Humber Loop who are going to work and transferring to the GO train. *TTC clarification: We have previously conducted an operational assessment (bus test) in this area and the left turn from the Gardiner ramp to Legion Rd N is not feasible for our buses which is the reason two-way service isn't offered in this area.*
- **Consider changing the routing of the bus.** Two suggestions were shared, including:
 - **Routing the bus on the nameless street near Park Lawn Road, south of the Gardiner,** to help with traffic because there are very few people who take this route. *TTC clarification: Assuming the street referred to is the Gardiner ramp, this routing is not feasible based on our previously conducted operational assessment (bus test) in this area.*
 - **Routing the bus on Stanley Road by the library** since the bus cannot go on Superior Avenue.

Feedback about other bus routes

504 King

- Increase service frequency to make service make usable and helpful for senior participants who take this streetcar to access the Polish stores on Queensway and church on Roncesvalles Avenue.

Other feedback

- Some participants had questions about when the Park Lawn GO station will become operational, with one person suggesting that the need for 176 Mimico GO might become obsolete when Park Lawn GO station becomes operational.
- One participant asked if the new 80B Queensway route would connect to other transit agencies such as the MiWay. *TTC response: Yes, this service would connect to MiWay at Sherway Gardens.*

Finch West Station Pop-up

This pop-up received good feedback and interaction with local TTC participants. Note that some of the feedback received were not related to the bus routes the TTC is proposing service changes.

Feedback about the proposed changes

36 Finch West / Line 6 Finch West

- **Participants shared their frustration with Line 6 Finch West construction impacting the 36 Finch West bus. However, they were aware that the construction was planned to finish in 2023, and were hopeful that the LRT will improve commutes in the future.**
- **Questions regarding future connections to the Emery Village employment area from Finch West Station upon completion of Line 6.** Participants asked how they would reach their workplace in the future, and were generally satisfied to know that service will continue to be provided on Toryork Road, Milvan Drive, and Fenmar Drive.

107 York University Heights

- **Support for the proposed change.** Participants expressed support for consistent service via Supertest Road and Martin Ross Avenue with the 107 proposal. They also were in favour of simplifying the route and serving the bus terminal at Finch West Station.

Feedback about other bus routes

Finch West Express

- **Some participants suggested TTC operate a Finch West Express connecting Finch West Station to Humber College before Line 6 is complete.** However, existing construction would greatly impede the route's speed, reliability and feasibility.

Other feedback

- One participant suggested that the City and Province should focus on planning and building the Line 4 West Extension, connecting Sheppard-Yonge Station and Sheppard West Station, citing that this project would greatly help many commuters travelling from the midtown area to employment uses in the northwest.
- Line 6 Construction was a major topic at this pop-up as the 36 Finch West is greatly impacted by ongoing construction on the corridor.

Liberty Market Building Pop-up

This pop-up received a lot of feedback and interaction with local TTC participants, with many expressed high interests in the proposed service changes for the Liberty Village area.

Feedback about the proposed changes

29 Dufferin

- **No feedback shared on the proposed service changes for 29 Dufferin, but participants would like to have more frequent service.**

63 Ossington

- **Mixed opinion on the proposed change for this route, with significantly more participants who expressed strong disapproval and concern for the change.** Although a few participants said they were okay with the proposed change for 63 Ossington because they would be okay with the longer walk, there were many who expressed strong concerns and disapproval for the proposed changes, specifically on the removal of the route turning to Liberty Street. Many said that it is important for 63 Ossington route to remain as is because it is the only bus route that services residents of Liberty Village. They said that the concentration of residential buildings is on east of Liberty Street, which the current 63 Ossington services. There are also many shift workers and recreational services in Liberty Village that participants need the 63

Ossington bus to get to. Changing the 63 Ossington route would be a big loss of transit service for the community and would make the population in this neighbourhood feel ignored.

Listed below are the concerns shared by participants:

- **Inconvenience and accessibility concerns.** Removing the 63 Ossington service on Liberty Village would create an inconvenience for participants because they have to walk longer to access the TTC. Participants also said that walking to the proposed 929 Dufferin Express or to the proposed new 63 Ossington route is difficult for those with accessibility issues, especially in the winter time.
- **Safety concerns.** There were two types of safety concerns shared:
 - **Safety at night, especially for women.** Many participants, particularly women, said they do not feel safe or comfortable walking to and waiting for the bus on west of Liberty Street to catch the proposed 929 Dufferin Express, especially at night, due to the lack of people in the area or businesses open in the evening. They said the area is “sketchy” because it is not well lit, and there is a homeless shelter and respite site nearby. They also said that walking through the tunnel from Exhibition to get to Liberty Village also presents a safety concern.
 - **Safety while waiting at stops due to congestion and construction.** Adding more service to Strachan Avenue could create a safety issue for participants waiting at stops since this road is already very busy due to congestion and construction.
- **Increase congestion on Strachan Avenue.** This road is already congested. Having the 63 bus operate all the way to south of Strachan Avenue would add to the congestion along this road.
- **Disagreement with the need to provide more service to Exhibition Place.** Some participants do not agree that the Exhibition Place needs additional service since there are other routes that connects to this station. It is also not always busy especially in the winter months. Some participants suggested adding another branch of the 63 that extends to the Exhibition Place along Strachan Avenue, and maintaining the existing 63 service on Liberty Village, as a compromise. *TTC clarification: If the 29/929 Dufferin routes were adjusted as shown in the proposal for this area, no TTC bus routes would connect to this station. The adjustment to the 63 would offset that loss in service and facilitate increased service integration at Exhibition Loop / Exhibition GO Station.*

929 Dufferin Express

- **Range of opinions on the proposed route change.**

Those that support the change said:

- They like that the express route would connect to the Liberty Village neighbourhood and provide a faster connection to Line 2 Bloor-Danforth.
- Having the 929 loop into west of Liberty Street would make the walk to catch a Dufferin bus shorter for those who are coming from Strachan Avenue.
- The routing adjustments would provide better service to employers that are located within Liberty Village to the west of Atlantic Avenue.

Those who do not support the change said:

- There are no residential buildings and residents in the area that would benefit from the service.
- It is not a good idea to route the bus on Atlantic Avenue. They said buses should be taken off Atlantic Avenue as buses usually stop there and block the road.
- During the summer events, the 929 bus has been temporarily routed on King Street to Atlantic Avenue which created very bad traffic in the area. The TTC has seen what this rerouting could result to, so why do it again. However, others noted that they liked the additional service that operated during the summer, from both the adjusted 29 and 929 service that looped via King, Strachan, Liberty and Dufferin and the 504 King replacement bus service that has been routing via Atlantic.

Others provided a suggestion including:

- Extend the 929 into Liberty Village if the current service on the 63 Ossington would be removed.

329 Dufferin Blue Night

- **Range of opinion for the proposed route change.** Some participants support the proposed route change as it would provide more service to Liberty Village along Liberty Street at night, some said they were indifferent, and others said they were not sure about the point of routing the 329 bus to Exhibition Place. *TTC clarification: The 329 already routes to Exhibition Place / Exhibition Loop. The revised routing would remove service from Exhibition Place roadways to mitigate impacts from construction that will occur in this area.*

Bay Lower Station

During this event, Service Planning staff interacted with many TTC customers, and TTC employees attending the Halloween Fest at the Station. This event was used as an opportunity to share information with the public by handing out information sheets and promoting the public survey and gather high-level feedback about proposed changes and discuss future transit expansion projects across the city. Feedback received from attendees is summarized below.

Feedback about the proposed changes

503 Kingston Road

- **Support for improving off-peak service.** Participants said they like that they supported the proposed all-day every-day service on this route.

80 Queensway

- **Support for the new proposed branch.** Some participants supported the proposed 80B branch, stating that it would allow them to access shopping destinations along The Queensway.

Other feedback

- Question about the status of Line 5 Eglinton and Line 6 Finch West as well as the Ontario Priority Transit Projects like Ontario Line. Service Planning staff provided updates on the status of construction, upcoming changes to the bus network after the opening of Line 5 and proposed alignment for planned rapid transit lines.

Humber College North Campus Pop-up

This pop-up did not receive a lot of feedback and interaction with local TTC customers compared to other pop-up locations. This pop-up served mostly as an opportunity to share information with the public by handing out information sheets. Staff also boarded buses along Humberwood Boulevard to speak directly with customers on the 36 Finch West. Feedback received from those we have talked with has been summarized below.

Feedback about the proposed changes

37A Islington

- **Support for extending the route to Line 6 Humber College Station.** Participants said they like that the proposed extension would reduce a need for a transfer to reach Line 6.
- **Suggestion to improve frequency of 37 Islington buses.** Participants said that the 37 bus has frequency issues, especially during morning and afternoon rush hours. They said that buses come every 20-to-30-minutes.

906 Airport-Humber College Express

- **Strong support for the new proposed route.** Participants were generally supportive of the proposed new service connecting Humberwood Loop and Humber College to Pearson Airport. They said that proposals that provide participants more options to take transit to the airport is good. They said that this new route would be good for regional travelers as they wouldn't need to go to Kipling Station from the airport to take a

bus to get to Humber College. It is also good for local participants as it could reduce congestion by providing another route option to get to the airport.

996 Wilson Express

- **Mixed opinions about the proposed change.** Some TTC customers who have participated said they were supportive of the proposed route extension to Humberwood Loop as it removes an extra transfer. However, a TTC bus operator said that extending this express route would contradict its purpose as an express service. They said that this proposed route is already being served by the 96 Wilson bus so extending the 996 Wilson Express would be redundant. *TTC clarification: Although operating as a local service on the stretch between Humberwood Loop and Humber College, the vast remainder of the route will remain as a true express. Also, the 96A/96B Wilson routes do not currently serve Humberwood Boulevard. The extension is required to meet the capacity needs to replace the 36B Finch West branch.*

Another TTC customer expressed concern with the route extension as it could result in the bus taking longer to pick up customers and/or it could be an issue during rush hour when buses get full of students going to/from Humber College. They also said that not everyone goes to the Humberwood Loop. A suggestion was to consider keeping some 996 Wilson Express buses that only goes to Humber College (i.e., not extending to Humberwood Loop) during the afternoon rush hour when students go home.

Other feedback

- Question about why the 101 Downsview Park is proposed to extend to Finch West Station when participants can take the Sheppard West subway to get to Finch West. *TTC response: The 101 extension is intended to replace the current 107 York University Heights service south of Finch West to serve the St. Regis employment area.*
- Question about when the proposed change to 118 Thistle Down will be implemented. They said the 73 Royal York has reliability and frequency issues, so implementing the proposed change for 118 Thistle Down would provide a very good change for participants travelling in this area. *TTC response: Sometime in 2023, pending the availability of resources.*