

TTC 2024 Annual Service Plan Pop-Up Public Consultations Summary



Overview

On June 29, July 5, July 7, July 11, and July 12, 2023, the TTC and Third Party Public hosted five 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 2024 Annual Service Plan (ASP) which will inform how the TTC will deliver service in 2024 and beyond with many major construction projects starting or continuing across Toronto.

The purpose of the pop-ups was to share and seek feedback on how the TTC communicates construction-related service changes and potential detours and routings in areas the TTC expect to experience disruptions due to construction, including:

- Pape Station construction for a new Ontario Line interchange with Line 2
- Steeles and Yonge construction for a new station on the Yonge North Subway Extension
- King Street West construction to renew City watermain and TTC streetcar track infrastructure

The pop-up public consultations were held at:

1. 751 Don Mills Road, Flemingdon Park (June 29, 3:30 – 5:30 p.m.)
2. Union Station (July 5, 4:00 – 6:00 p.m.)
3. 165 East Liberty Street, Liberty Village (July 7, 12:00 – 2:00 p.m.)
4. Finch Station (July 11, 4:00 – 6:00 p.m.)
5. Pape Station (July 12, 4:00 – 6:00 p.m.)

Participants were informed of the proposed service adjustments and asked if these proposed adjustments meet their travel needs, and if there are any considerations (key destinations, major travel patterns, connections, etc.) the TTC should think about when planning the diversions. Participants were also asked how they get information about the TTC, including trip-planning information and service disruptions. Participants shared feedback by speaking with TTC staff and members of the engagement team, as well as putting dots on the display board showing TTC communication channels. 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

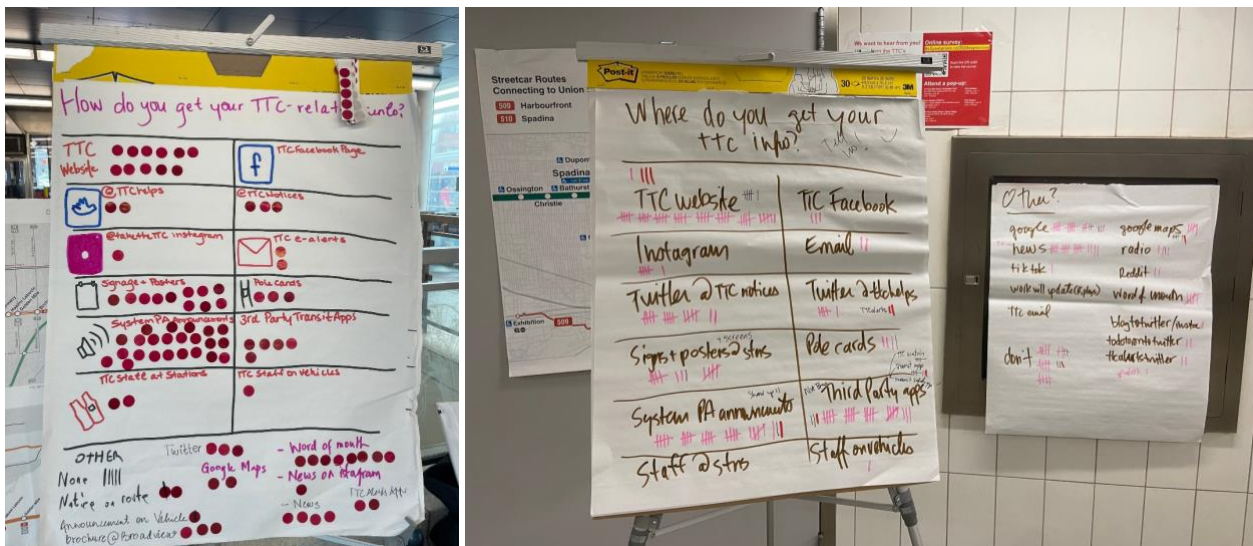
The following points reflect the emerging themes from participant feedback received during each pop-up event. The remainder of this summary provides additional details regarding these points, as well as many others, shared by participants.

Many participants were understanding of the proposed service adjustments due to construction, however there were still general frustration with construction and its impacts. They said that the planned constructions are necessary, so they understand why the TTC needs to make adjustments to the service. However, participants expressed frustration with all the construction happening, particularly in the King Street West area and Carlaw Avenue and Gerrard Street area, as customers have to endure more service disruptions and detours.

Most proposed service adjustments make sense to participants and received support, however there were some concerns on the potential loss of access to transit and specific routes, as well as impact to travel time. Feedback received at the pop-ups were mostly supportive of the proposed adjustments as they still provide customers access to key destinations, particularly the subway system. However, some participants flagged concerns about the loss of service in areas with customers relying on transit. These include residents and students on Pape Avenue south of O'Connor and Hilda Avenue near Steeles Avenue and Yonge Street. *TTC clarification: We are not removing service in these locations entirely. Some routes will be diverted but there'll be at least one route serving most of the existing stops.*

Clear communication and lots of early notice to customers about service adjustments are very important. Many participants were interested about the timing of the service disruption, when it will start, how long it will last, and what is the impact to their travel time. Participants want the TTC to make sure they communicate to customers through different mechanisms – online, physical signage, and auditory announcement – to accommodate the different ways customers receive information.

The top mechanisms participants use to hear about TTC information are TTC website, system PA announcements, third party transit apps, signs, posters and screens at stations, and the news. Several participants also said that they don't use any means to get TTC information as they are familiar with their routes so just show up at a station/stop.



Photos of the charts used at pop-ups for tallying how customers get their TTC-related information.

Detailed feedback

Feedback shared at the pop-ups are organized by pop-up locations and summarized below.

Flemingdon Park Pop-up (751 Don Mills Road)

This pop-up focused on sharing and seeking feedback on the proposed service adjustments to 25 Don Mills, 925 Don Mills Express, 81 Thorncliffe Park and 100 Flemingdon Park due to construction. Overall, it received many feedback and good interaction with local TTC customers. This pop-up also served as an opportunity to share information with customers by handing out information sheets at the bus stop, nearby establishments (including Tim Hortons, convenience store, and many more) and on-board TTC buses. Feedback received from those we have talked with have been summarized below.

Feedback about the proposed changes

- **Participants were generally understanding of the proposed route adjustments due to the construction impacts at Pape Station.** They said they were okay with the diversions as long as they were still able to get to Line 2 Bloor-Yonge. Participants had a range of route scenario preference, including:
 - **Many participants said they prefer the route scenario that goes to Broadview Station** as they mainly take the subway to go to downtown and Broadview Station would provide the closest connection to downtown.
 - **Many said they least prefer the route scenario going to Coxwell Station** as it is the furthest station to the east of the current station the buses go to (Pape Station/Broadview Station), and would result to a longer travel time for customers travelling downtown.
 - **A participant said they prefer the route scenario that goes to Donlands Station** as they travel along Don Mills to Pape and the hospital.
 - **A participant wants to maintain some access to Pape Station to allow for short walking distance** from the north as they take the 25/925 to get to Centennial College at Pape and Mortimer.
- **Participants shared a range of concerns including:**
 - Losing service on Pape Avenue south of O'Connor, especially for customers living along this route that heavily rely on transit. Participants flagged that there is a big immigrant population in this area, as well as several schools that would lose transit access. *TTC clarification: We are not removing service in these locations entirely. Some routes will be diverted but there'll be at least one route serving most of the existing stops.*
 - The route scenario going to Donlands Station as they thought the station is too small to accommodate customers.
 - The route scenario going to Broadview Station as they thought the construction would make it difficult to have buses there.
 - Traffic on O'Connor Drive
 - 25/925 Don Mills bus operators expressed concerns about bus terminal capacity at Pape Station now, and in the future as a result of construction.
- **Lots of interest about the timing of the construction.** Participants were most interested in knowing when the diversions would start and for how long.
- **Communication of the service adjustments is critical.** Participants said that whatever changes are implemented, the TTC needs to communicate them in various methods for all customers to understand. This includes ensuring it is accessible for those with visual impairment. Consider including any TTC information on platforms that are for the visually impaired.
- **Customers travelling northbound said the diversion scenarios do not matter much to them as their destinations are north of Flemingdon Park and their travel would not be impacted.** Some participants travelling northbound, coming from Scarborough were okay with a detour to Coxwell Station to provide

quicker access to a one-seat ride to Flemington Park (*note that the participant did not clarify which route they were describing*).

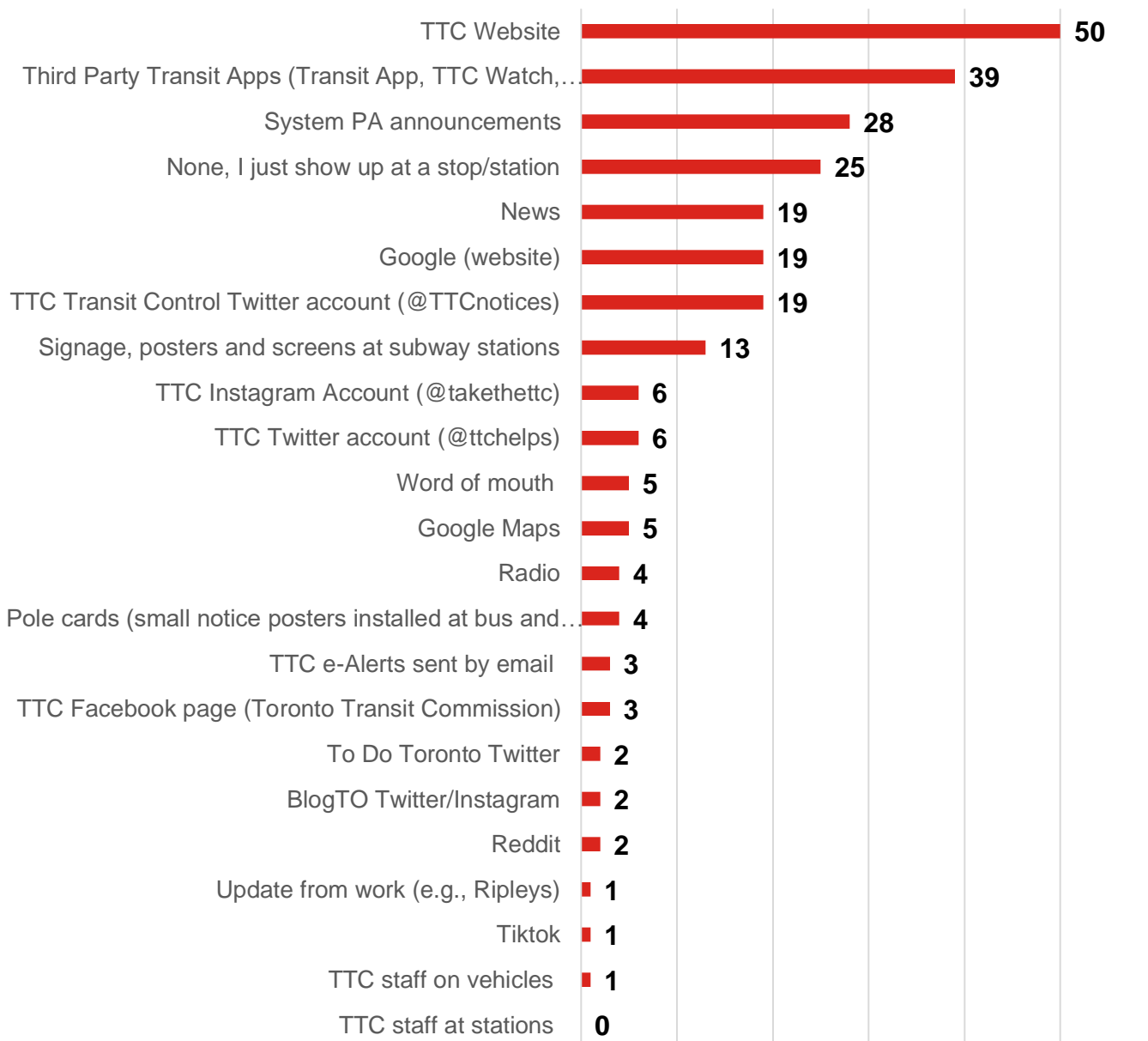
Other feedback

- A participant said they would like to have more 25 Don Mills bus as there were too many 925 Don Mills Express bus.

Union Station Pop-up

This pop-up focused on understanding how customers get their TTC construction related information. Overall, it received many feedback and good interaction with local TTC customers. This pop-up also served as an opportunity to share information with customers by handing out information sheets at the platform. Feedback received from those we have talked with have been documented on a chart at the pop-up and summarized below.

The top mechanisms participants use to hear about TTC information are TTC website, Third Party Transit Apps (including Transit App, TTC Watch, Nxt Bus, and TTC Safety App), System PA announcement. Several participants also said that they don't use any means to get TTC information as they are familiar with their routes so just show up at a station/stop. See chart below for details on other ways customers get TTC information.



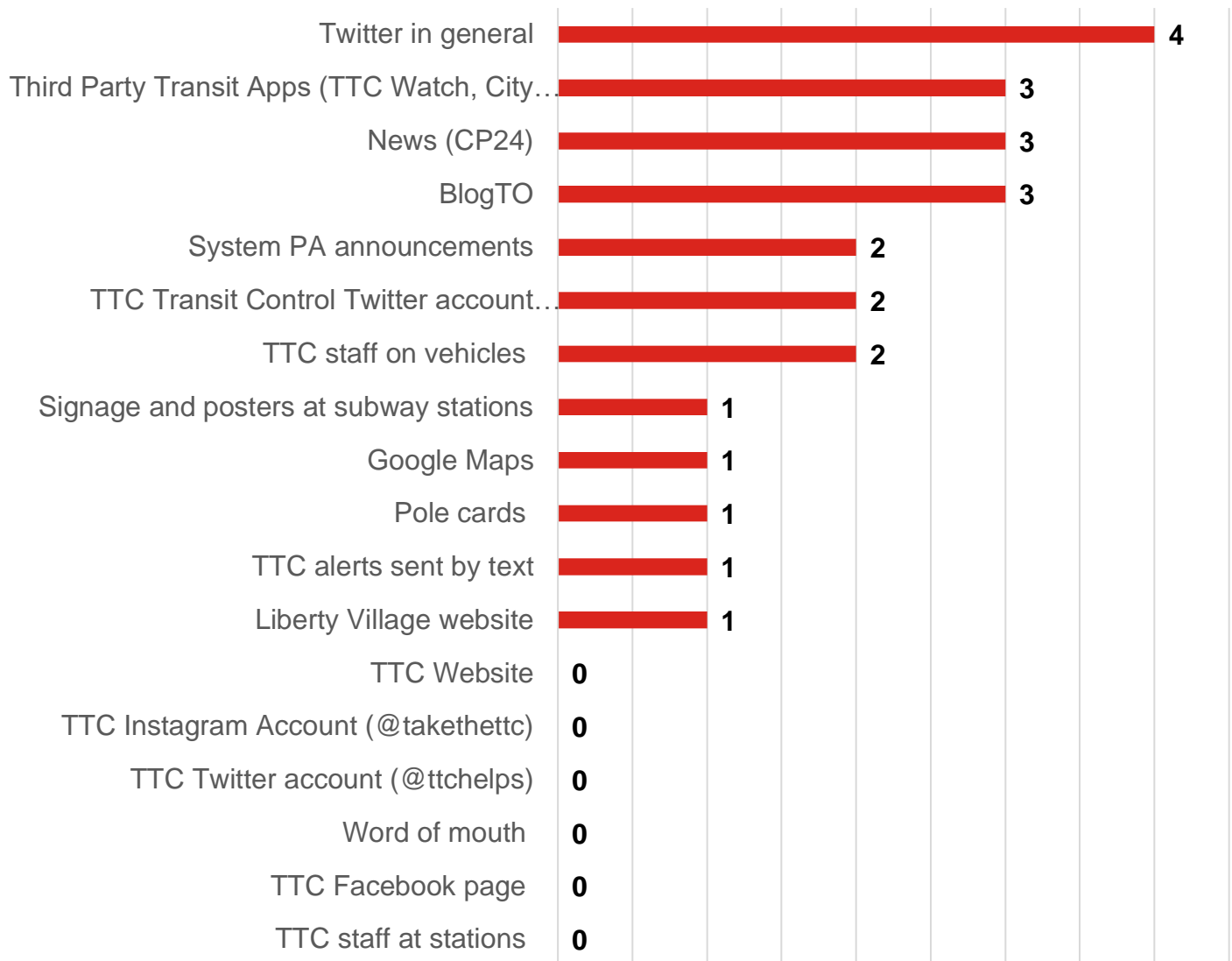
Liberty Village Pop-up (165 East Liberty Street)

This pop-up focused on sharing and seeking feedback on the proposed service adjustments to 29 Dufferin, 929 Dufferin Express, 63 Ossington and 504 King due to construction, as well as how customers get their TTC information during construction. Overall, it received many feedback and good interaction with local TTC customers. This pop-up also served as an opportunity to share information with customers by handing out information sheets in the area, including bus stops and on-board TTC buses. Feedback received from those we have talked with have been summarized below.

Feedback about the proposed changes

- **Many participants were interested about the timing of the service disruption, including details on when it will start, how long it will last, and impact on travel time.** There was an overall frustration that there will be another construction on King Street West. Many participants were concerned about the length of construction, the associated detours, and traffic impacts to the local community. However, some participants were less concerned when they learned that the full closure of King at Dufferin would only be for a shorter period of time.
- **Some participants were understanding of the proposed route adjustments as they understand the construction of the watermain and streetcar tracks to be necessary. However, there was also a general observation that customers who use the bus were more receptive to the proposed diversions than customers who use streetcars.** This could be a result of the streetcar network being impacted by multiple construction projects / detours over the past year, meaning that streetcar customers have had to endure more service disruptions / detours compared to bus customers in this area.
- **Some participants said the proposed changes makes sense and will not cause too much inconvenience.** They said it makes sense to divert the 29/929 Dufferin away from King and Dufferin in Phase 2 and looping it around is not too much inconvenience.
- **Participants like that the proposed detours does not force them to transfer to other modes of transportation/routes compared.** This is particularly relevant for customers who take the 29/929 Dufferin bus as they were relieved that the bus could still be boarded on Dufferin St south of King St W (i.e. Dufferin St at Liberty and Dufferin Gate Loop).
- **Participants who travel to the subway liked that the proposed changes still gives them access to the subway line (Line 2 Bloor-Yonge).**
- **Make sure there is frequent service provided during the diversions as these diversions will significantly impact those who heavily rely on the TTC, particularly low-income families.** A delayed service and longer travel time would negatively impact lower income families' finances. For example, if parents cannot pick up their kids at daycare on time, they would have to pay more money for daycare, which would increase costs for families already struggling.
- **There are many things happening in this area so it important that the TTC communicates these changes clearly to customers.** A participant said that there are new developments being built in the area at the same time as the service detours so it would be good to connect with these developments and communicate the changes. For example, the condos at 1211 King Street West and 1189 King Street West.
- **There was little to no feedback from customers regarding how the proposed detours would impact tourist related travel in the area** (i.e. Exhibition Place, CNE, Ontario Place, etc.).
- **Other concerns shared include:**
 - Impact to customers with mobility challenges
 - Walking distances to Queen Street during inclement weather
 - Transit access to No Frills at King and Jameson, among other grocery stores

- **Other questions shared include:**
 - What type of vehicles will be operated during the diversion
 - Will there be shuttle buses operating along King Street
- **The top mechanisms participants use to hear about TTC information are Twitter in general, Third Party Transit Apps like TTC Watch and City Mapper, the news (CP24), and BlogTO.** See chart below for details on other ways customers get TTC information.



Other feedback

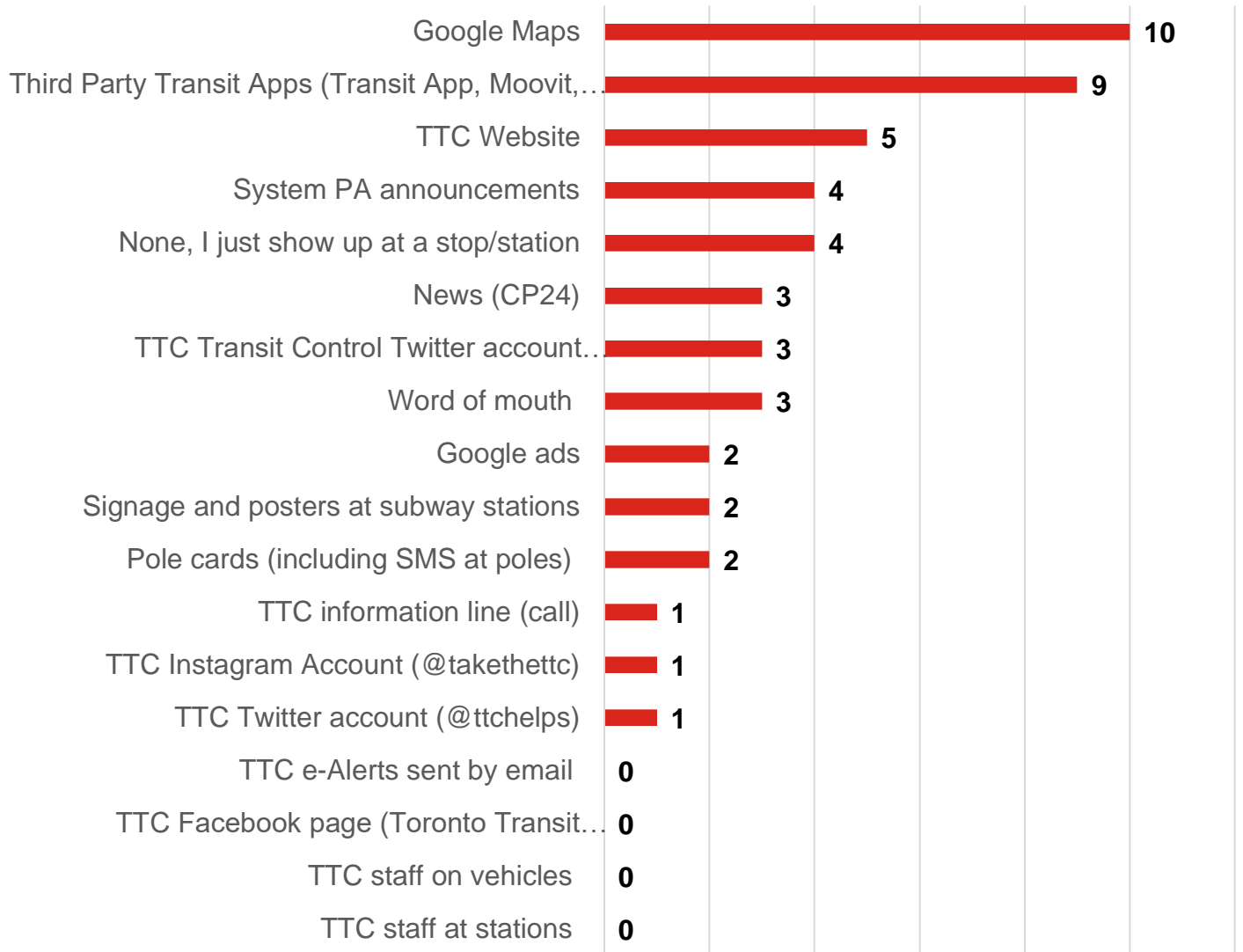
- **Some participants expressed appreciation for outreach on-board TTC vehicles.**
- **63 Ossington bus operators were generally satisfied about end-of-line change to Dufferin Gate Loop with access to washroom facilities.**

Finch Station Pop-up

This pop-up focused on sharing and seeking feedback on the proposed service adjustments to 53 Steeles East, 953 Steeles East Express, 60 Steeles West, 960 Steeles West Express, and 97 Yonge due to construction, as well as how customers get their TTC information during construction. Overall, it received many feedback and good interaction with local TTC customers. This pop-up also served as an opportunity to share information with customers by handing out information sheets at the station, bus stops and on-board TTC buses. Feedback received from those we have talked with have been summarized below.

Feedback about the proposed changes

- **Mixed opinions on the proposed adjustments to 953 Steeles East Express and 960 Steeles West Express during construction.** Many participants support the proposed adjustments for 953 Steeles East Express and 960 Steeles West Express. They think it makes sense to avoid the construction on Steeles Avenue and Yonge Street. They said they do not see a big issue with the diversion as they still connect to Finch Station and they are still able to take the local buses to Steeles Avenue and Yonge Street. Others were concerned with the service being removed from the Hilda Avenue neighbourhood as there are a lot of residential buildings and a school nearby that uses the 960 Steeles West Express. *TTC clarification: Service will not be removed from Steeles and Hilda Avenue. The 60 Steeles West bus will still serve this stop.* One participant said they were okay with the diversions for the Express buses as long as they can take the local buses to the Centrepont Mall, which is a key destination for many.
- **Mixed opinions on the impact to frequency of the 53 Steeles East and 60 Steeles West.** Some participants were understanding of the impact to travel time because of construction, while others said that it is not a good change. They want to see more frequent service for the 53 Steeles East and 60 Steeles West buses to get to Steeles and Yonge faster. *TTC clarification: Travel time will increase due to construction, but frequency will be determined based on ridership/demand levels.*
- **Clear communication and early notification of the service changes are very important.** Participants said all TTC customers need to be informed ahead of time, with the changes explained clearly so customers are not confused.
- **Other comments and suggestions:**
 - There were general concerns for safety on the subway, with some saying they choose to take the bus instead of the subway for this reason.
 - Consider making a stop at Bathurst Street and Drewry Avenue for the 960 Steeles West Express.
- **Consider creating TTC transit app.** Some participants said the TTC should consider creating their own smartphone app for routing information, transit planning and general communication. Consider looking to the Ottawa's transit app as an example. Others suggested for the TTC to use social media and SMS to communicate to customers.
- **Improvements to the PA system and physical signs at stops and stations are needed.** Some participants said the intercom system is not clear when announcements are made and that physical notification signs at stops and stations are not always accurate or up-to-date which confuses riders.
- **The top mechanisms participants use to hear about TTC information are Google Maps, Third Part Transit apps (including Transit App, Moovit, Transit Now), TTC website, and system PA announcements.** Several participants also said that they don't use any means to get TTC information as they are familiar with their routes so just show up at a station/stop. See chart below for details on other ways customers get TTC information.



Pape Station Pop-up

This pop-up focused on sharing and seeking feedback on the proposed service adjustments to 25 Don Mills, 72 Pape, 81 Thorncliffe Park, 100 Flemingdon Park, and 925 Don Mills Express due to construction, as well as how customers get their TTC information. Overall, it had good interaction with local TTC customers, with most conversations being about communications. This pop-up also served as an opportunity to share information with customers by handing out information sheets at the station and on-board TTC buses. Feedback received from those we have talked with have been summarized below.

Feedback about the proposed changes

- **Support for the proposed routing scenario of 25 Don Mills, 81 Thorncliffe Park, 100 Flemingdon Park, and 925 Don Mills Express to Broadview Station.** Participants said most TTC customers likely would prefer to be a few stations west than east.
- **Strong advice to share information about bus changes with residents at 369 Pape.** They said the residents here are mostly seniors, and do not get information online.
- **Frustration with all the construction impacting residents, especially seniors,** including Metrolinx-led redevelopment that's impacting the No Frills near Carlaw Avenue and Gerrard Street.
- **Frustration with unreliable service and especially bus bunching.** Some participants expressed frustration with the TTC service being unreliable. They were also not pleased with buses not coming on time or for a while and when they do, they come in packs.
- **Need to provide better training to bus drivers.** Participants said that bus drivers should wait for seniors to sit down before moving the bus.
- **The top mechanisms participants use to hear about TTC information are system PA announcements, signage and posters, and TTC website.** See chart on the next page for details on other ways customers get TTC information.

