

TTC 2023 Annual Service Plan

Round 1 Public Consultation Summary



Survey Timeframe: July 11, 2022 – August 5, 2022
Total Online Survey Responses: 3,619
Total Mail-in Survey Hard copies Received: 1
Total Email and Voicemail Feedback Received: 5

Overview

Annual Service Plans (ASPs) identify how the TTC will serve customers in the coming year. As part of Round One of its two-part consultation process on the 2023 Annual Service Plan, the TTC used a range of consultation tools to share and seek public feedback on the following priorities in the plan:

1. COVID-19 Lessons Learned
2. Line 3 Surface Network Changes
3. Line 6 Surface Network Changes

In some of the tools, the TTC also asked respondents to share demographic information to understand respondents' profiles. These range of consultation tools were conducted between July 11 and August 5, 2022.

There were several ways customers could participate, including via an online survey, a hard copy of the survey (which could be received by mail upon request), email and a dedicated voicemail. A total of 3,625 responses were received, with a majority (3,619) participating through the online survey. The TTC promoted the public consultation through its website, social media channels, email lists, posters at key stops, announcements at stations, transit apps and members of stakeholder groups.

In addition to the public survey, the TTC hosted two meetings with a stakeholder group composed of organizations with an interest in transit planning in Toronto and/or affected by initiatives in the 2023 Annual Service Plan. The TTC, working with an independent process stewardship team at Third Party Public, also held focus groups with three key customer groups who continued to rely on the TTC during the pandemic (customers with low income, women and shift workers). Feedback from stakeholder meetings and focus groups can be found on the TTC's [2023 Annual Service Plan webpage](#) once it becomes available.

This summary integrates and synthesizes feedback from all public consultation channels, including quantitative and qualitative feedback from the online survey and mailed-in hard copies and qualitative feedback from emails and voicemails.

The public consultation process was not designed or intended to be statistically significant; it was designed to help the TTC understand the diversity of opinions and understand the rationale behind various opinions on the 2023 Annual Service Plan. This summary does not assess the merit or accuracy of the feedback shared, nor does the documentation of these responses indicate an endorsement of any of these perspectives on the part of the TTC.

Third Party Public prepared this public consultation report on behalf of the TTC. This summary report is structured to follow the priorities that were the focus during the public consultation process, including the other comments and suggestions shared. See report outline below.

- Overall snapshot of feedback – pages 2-3
- COVID-19 Lessons Learned – pages 4-23
- Line 3 Surface Network Changes – pages 24-38
- Line 6 Surface Network Changes – pages 39-49
- Other comments and suggestions and respondent profile – pages 50-60
- Appendix A. Route-specific feedback

Overall Snapshot of Feedback

Key themes in the COVID-19 Lessons Learned feedback

Reliability, frequency, speed and consistency are key priorities. Many respondents said that the overall reliability of the TTC is their most important priority and that addressing this priority would help address other challenges such as crowding and long wait times at transfers. Weekend shutdowns, vehicle bunching and unreliable real time data significantly harm customers trust that the system will be there for them or that the TTC is meeting its own targets and standards. The TTC should focus on the reliability and trustworthiness of the system above all else.

Safety and security have become more important to many customers. Concerns about both COVID-19 and people with mental health issues on the TTC have resulted in many customers identifying enhanced safety and security as priorities. Some have changed their behaviour to avoid using TTC due to their concerns about health and safety, such as using other modes or making fewer trips overall.

All TTC services are important to customers' confidence in the system. If the TTC reduces one kind of service to augment another (such as reducing off-peak or less busy route service to supplement on-peak, busier routes), it risks further marginalizing those most dependent on transit and/or discouraging transit use overall.

The TTC should consider how society has changed post pandemic (and who is most dependent on transit). With hybrid and remote work options more common (and essential workers, shift workers and others who work outside of 9 – 5 hours still relying on transit), the TTC should reconsider whether “peak” and “off-peak” still mean what they used to. The TTC should provide services that makes sure that all customers — regardless of the time they use the system — have a convenient, reliable transit option to get to their destination.

Key themes in the Line 3 Surface Network Changes feedback

Respondents were generally supportive of proposed route changes related to Line 3. Respondents generally liked that the proposed changes would improve travel time due to the elimination of transfers and wait time for connecting routes and that they would provide more service coverage and route options. They also liked that the proposed changes would improve transit access and connection to/from TTC rapid transit lines, GO transit, Centenary Hospital, neighbourhoods like Malvern and Morningside Heights and social services and employment areas along Markham Road north of Sheppard Avenue. Some respondents said that the proposed route changes are encouraging them to take transit instead of driving for the reasons mentioned above and will save them parking and gas costs.

Main concerns about the proposed route changes are generally related to overcrowding due to increase in passenger load; routes will be longer, which could impact their reliability and frequency and overall travel times; and service impacts to existing destinations, including the loss of service on Crow Trail due to the proposed change to 39A Finch East, impact on service to Centennial College due to the proposed change to 902 Markham Express, impact to service between Conlins Road and Morrish Road due to the proposed change to 905 Eglinton East Express. Others said that even though the proposed changes are logical and necessary, they are an insufficient solution for the permanent closure of Line 3 and long duration of ongoing Scarborough transit projects.

Overall Snapshot of Feedback

Main suggestions about the proposed route changes are to operate additional buses on the proposed routes to support the increase of passengers and length of the route; implement transit priority measures including priority signals, priority bus lanes and queue jump lanes to make the routes more efficient; and integrate fares between TTC and GO transit especially since some of the proposed routes connect to GO transit. This would increase the likelihood of customers transferring to GO transit.

Key themes in the Line 6 Surface Network Changes feedback

Respondents were generally supportive of proposed route changes related to Line 6. Those who spoke to being impacted by the changes explained that it was a positive impact as it would make transit more accessible, create better coverage, eliminate transfers, reduce travel times and provide them with more options. Others said they like the new routes that cover business/industrial areas, especially for industrial workers.

Some concern with extending existing bus routes. Respondents said the major concern they have with extending bus routes is that travel times and crowding may become worse because of increased coverage/ridership. Some said the TTC should focus on the grid system and avoid trying to do “everything for everyone”.

Overnight service is important to include and or extend on existing or new routes. Many respondents are supportive of expanding the Blue Night network because it’s important for the many riders who work late night shifts and will improve transit equity. Respondents also said that they were generally pleased with the existing level of service for the Blue Night network.

COVID-19 Lessons Learned

As part of the 2023 Annual Service Plan survey, the TTC shared and sought feedback on the emerging results and reflections from its COVID-19 Lessons Learned work. Specifically, this part of the survey focused on asking customers for feedback about their travel priorities and service priorities. A total of 1,891 responses were received for this part of the survey. This section of the report summarizes feedback shared about these topics.

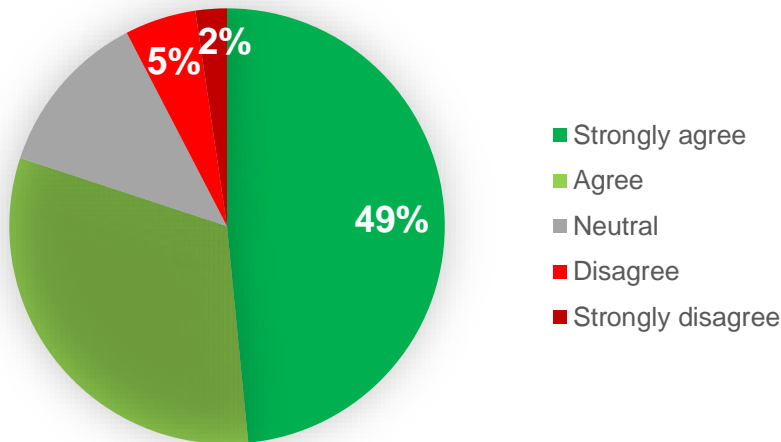
Feedback about travel priorities

In July 2020, the TTC conducted a Service Standards Feedback Study to measure customer satisfaction with service designs and quality standards in light of the COVID-19 pandemic. The findings of this study informed the TTC's understanding of customers' evolving priorities, reflected in four statements (see below). The survey asked respondents to identify how strongly they agreed with the four statements to understand if the priorities identified in 2020 continue to reflect their service needs and priorities now.

A summary of feedback about each of the four statements follows, which includes a quantitative summary of feedback from all respondents, as well as from the three key customer segments who largely continued to use the TTC during the pandemic – women, shift workers and customers with low income.

Statement 1: "Crowding on vehicles is the most important priority."

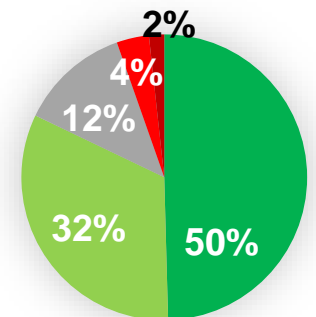
Overall feedback



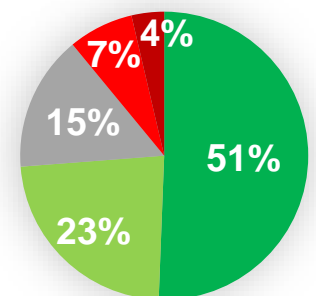
A total of 1,891 responses were received for this question. Over 80% of respondents either agreed or strongly agreed with this statement, saying crowding and masking remains most important for them (especially for seniors and other vulnerable groups). They said they would like the TTC to better enforce masking requirements, both for vehicle operators and customers.

Responses from women and shift workers were similar to the overall feedback, while respondents with low income said the opposite. Of the 464 women that responded, 82% either agreed or strongly agreed with the statement and of the 164 shift workers that responded, 74% either agreed or strongly agreed with the statement. However, of the 217 respondents with low income that responded, only 10% either agreed or strongly agreed with the statement and 80% either disagreed or strongly disagreed.

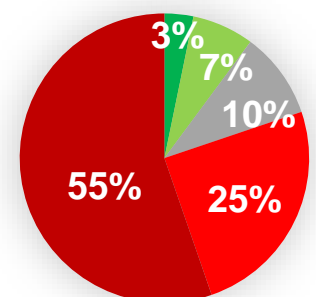
Feedback from Women



Feedback from Shift Workers



Feedback from Respondents with Low Income

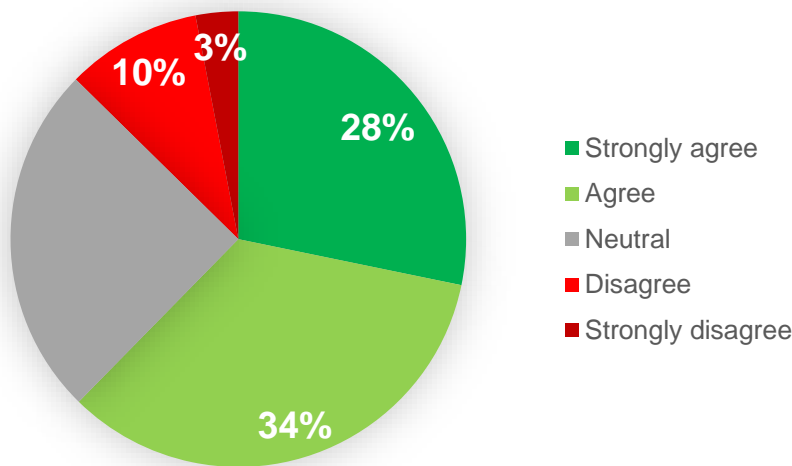


Among those who disagreed, many said that reliability, frequency and better route management are more important than addressing crowding (adding that, if the TTC provided more frequent and reliable service, crowding would be less of an issue). Other sentiments respondents shared were:

- Maintaining and/or enforcing masking is more important than preventing crowding (or that, because they continue to wear a mask, crowding is less important to them)
- Some crowding is acceptable as long as customers can get to their destination in a timely way
- Crowding is inevitable, especially in areas with denser populations.
- Avoiding crowds has become less important since COVID has become “less dire.”

Statement 2: “Transit services that provide more continuous trips (fewer transfers) are preferred, even if it means a longer journey”

Overall feedback



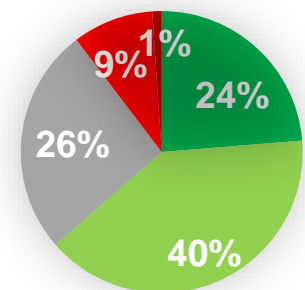
A total of 1,891 responses were received for this question. 62% of respondents either strongly agreed or agreed with this statement, while 25% were neutral and the remaining 13% either disagreed or strongly disagreed.

Responses from women, shift workers and respondents with low income were similar to the overall feedback. Of the 464 women that responded, 64% either agreed or strongly agreed with the statement; of the 165 shift workers that responded, 64% either agreed or strongly agreed with the statement; and of the 217 respondents with low income that responded, 67% either agreed or strongly agreed with the statement.

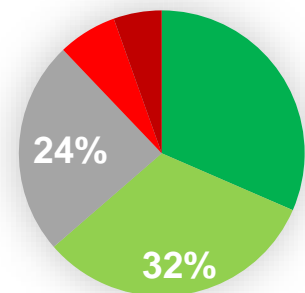
Among those who disagreed, most said a faster journey was more important than a continuous journey, adding that transfers are not necessarily a bad thing as long as service is reliable across all routes. They said that if the frequency of service across all routes was improved, customers would be less likely to see transfers as a negative. Other sentiments respondents shared were:

- Transfers could be a positive aspect of the transit system since they create more flexibility and routing options. Navigating efficiently across a grid is preferable to taking a long, circuitous journey where there is a greater consequence if something interrupts the trip.
- Transfers can be a positive experience in that they can break up a long journey and offer an opportunity for fresh air (especially important during the pandemic).

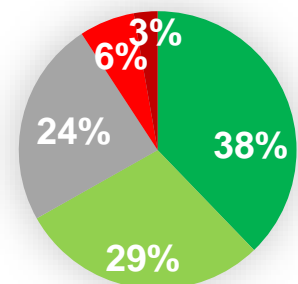
Feedback from Women



Feedback from Shift Workers

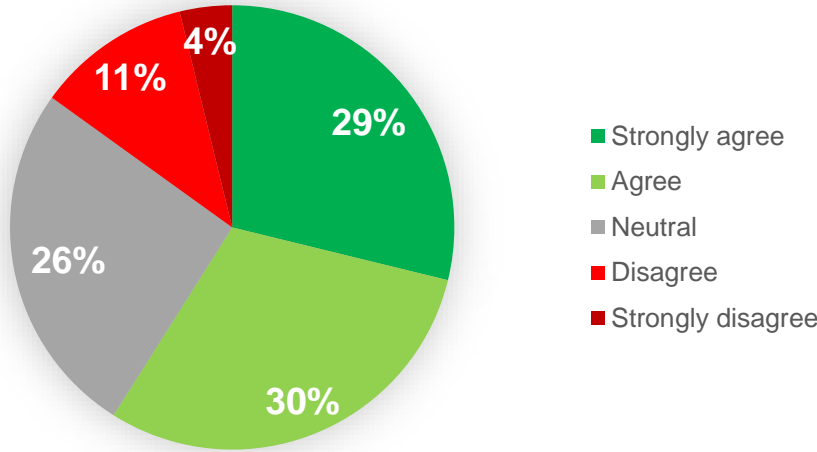


Feedback from Respondents with Low Income



Statement 3: “Express routes that provide faster service are preferred, even if it requires a longer walk to/from stops”

Overall feedback



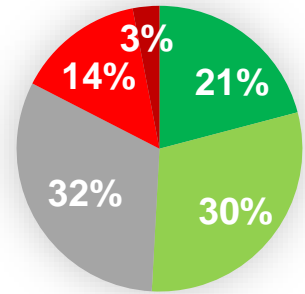
A total of 1,891 responses were received for this question. 59% of respondents either strongly agreed or agreed with this statement, while 26% were neutral and the remaining 15% either disagreed or strongly disagreed.

Responses from women, shift workers and respondents with low income were similar to the overall feedback, with shift workers having the most agreement to the statement. Of the 464 women that responded, 51% either agreed or strongly agreed with the statement; of the 164 shift workers that responded, 66% either agreed or strongly agreed with the statement; and of the 217 respondents with low income that responded, 54% either agreed or strongly agreed with the statement.

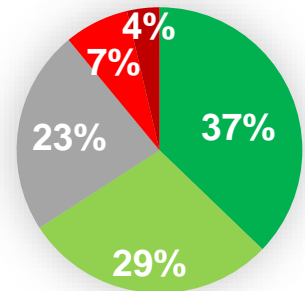
Among those who disagreed with this statement, most felt adding a longer walk was a problem, saying the additional distance could undermine the time savings from an express route, present accessibility challenges (especially to seniors or those reliant on mobility devices) and disincentivize transit use. Other sentiments respondents shared were:

- Providing faster express service with fewer stops would be acceptable as long as there is good (or even augmented) local service
- Convenient stop locations are more important than faster service

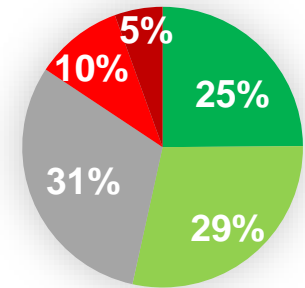
Feedback from Women



Feedback from Shift workers

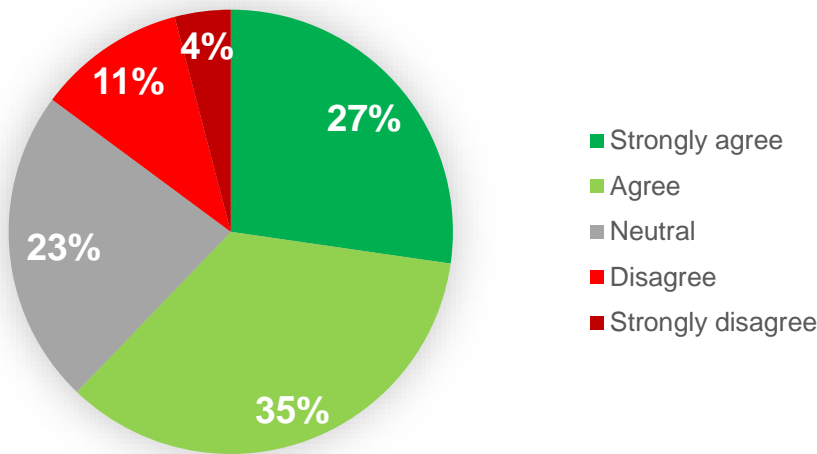


Feedback from Respondents with Low Income



Statement 4: “Service on busier routes during peak periods is preferred, even if it requires reallocation of resources from less busy routes and off-peak periods”

Overall feedback



A total of 1,891 responses were received for this question. 52% of respondents either strongly agreed or agreed with this statement, while 23% were neutral and 15% either disagreed or strongly disagreed.

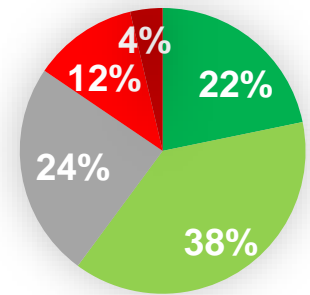
Responses from women, shift workers and respondents with low income were similar to the overall feedback, with women and shift workers having slightly higher level of agreement to the statement. Of the 464 women that responded, 60% either agreed or strongly agreed with the statement; of the 164 shift workers that responded, 63% either agreed or strongly agreed with the statement; and of the 217 respondents with low income that responded, 53% either agreed or strongly agreed with the statement.

Among those that disagreed, many expressed strong concerns, including:

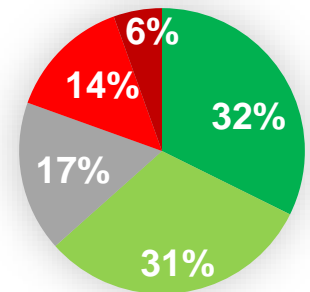
- Reducing less busy route service would disproportionately punish communities that are dependent on transit and already have infrequent service (such as those in priority neighbourhoods, seniors and students), with only marginal improvements for busier routes.
- Reducing any service for customers that depend on it will negatively impact perception of service reliability, disincentivize transit use and lead to more private car use.
- Removing resources from off-peak service would negatively impact those communities that most depend on transit service but who work outside the “traditional” 9 – 5, including shift workers and essential workers. Many of the 9 – 5 on-peak workers have been able to find other travel options, while few alternatives exist for those who work off-peak jobs.
- Prioritizing busy routes during peak periods reinforces a problematic idea that transit is “just for work” and just “moves the problem” from one place to another.
- The notion of “peak” and “off-peak” is outdated in a world where more people are working remotely or in hybrid – the TTC should instead focus on providing consistent, reliable service around the clock.
- The framing of the question as an “either / or” is problematic: the TTC should run frequent, reliable service both on- and off-peak.

A few said they would only support this type of service prioritization if scheduled and announced in advance so customers could plan to adjust their travel.

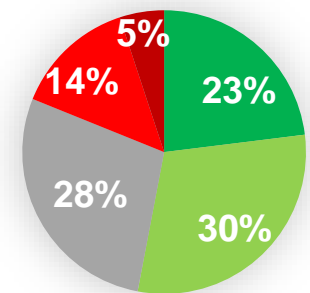
Feedback from Women



Feedback from Shift Workers



Feedback from Respondents with Low Income



| How respondents' travel priorities and needs have changed since the pandemic

While a few said their priorities and needs haven't changed, across all questions in the COVID-19 Lessons Learned section of the survey, others said they have. Respondents shared how their priorities have changed along with feedback and advice about what the TTC should prioritize in its service planning.

Customer travel priorities

Continuous, reliable, frequent service. Many said that, above all else, the TTC should be prioritizing reliable service across the entire network. Suggestions on how to provide this service included increasing the frequency on all routes, running subway service 24 hours a day, increasing the 30-minute network to a 15-minute network and focusing on better route management. Many said vehicle bunching was a common frustration, saying that, if a route is supposed to run on 30-minute headways, it should arrive reliably every 30 minutes. Waiting an hour to have two buses show up at the same time is very frustrating. Respondents' suggestions included prioritizing more dedicated bus lanes, queue jump lanes and transit signal priority, with some saying the "red lanes" have saved them upwards of fifteen minutes on their journey.

Safety, security and health. Many said that safety and security had become their highest priority since the pandemic began. They said things like incidents of violence, anti-Asian racism and an increased presence of people with mental health issues or other non-paying customers have made them scared to take transit (or caused them to seek out alternatives). Some said that, as women, they were particularly uncomfortable on transit. Several said they would like to see the TTC hire security, re-allocating funds from fare inspectors if necessary.

Several said that concern about COVID-19 from other customers continues to be a concern and that avoiding the virus has informed their travel behaviour (leading them to avoid busier transit routes). They said they would like to see mandated masking enforced more strongly.

Accurate information and clear communication. Several said inaccurate information makes the customer experience much worse and frustrating and suggested the TTC prioritize clear, accurate communication through channels like transit apps and text messages. Other suggested communication priorities included: improving the quality of announcements on vehicles and in stations, adding next vehicle information to more stops (as long as the data is reliable), improving the accuracy and timing of social media announcements about service changes or interruptions and providing speedier responses to customer complaints.

Accessibility. Several wanted to see a high priority placed on accessibility at all stops and stations (for example, by ensuring sidewalks are cleared of snow) and providing more publicly accessible washrooms.

Cleanliness and comfort. Some said the TTC should make sure all vehicles have good ventilation during hot weather (either by opening the windows or running air conditioning) and that the system is cleaned regularly. Others felt that cleanliness standards have dropped on the TTC and would like to see cleaning of stops, stations and vehicles re-prioritized.

| Other changes in behaviour, perception or use of transit

In describing how their priorities had changed, many respondents described how their behaviour, perception or use of transit had changed, including:

Finding alternatives. Health and safety concerns have led several to seek out alternatives to the TTC, such as:

- taking GO trains, taxis or ride-share, despite the increased cost
- going out less overall and finding more things to do in the immediate neighbourhood
- adjusting work hours
- taking a longer route
- using alternative modes like walking and cycling whenever possible (especially for shorter trips and during peak times)
- avoiding vehicles that don't have operable windows or fresh air (such as the new streetcars)

- avoiding crowded vehicles like shuttle buses, which are often packed with un-masked customers.

Some said they feel more comfortable on streetcars and buses than the subway, saying it is easier to get off a streetcar or subway if someone on the vehicle is making them feel unsafe.

Using different services for different reasons at different times. With the shift to remote or hybrid work, several said that they travel to downtown less and use transit less frequently than before. Now, they rely on off-peak, weekend, local, Blue Night and Express services. Where they used transit primarily to go to work during the week before the pandemic, they now use it mostly to get to appointments, run errands, socialize, or save money on parking. Some said they deliberately schedule appointments or run errands at off-peak times to avoid crowds. A few said they appreciate the additional space on vehicles with the reduction in ridership.

More challenging to use transit for some groups. The changes in schedules and reductions in frequency mean service is not as reliable as before, especially less busy and off-peak routes that have seen service reductions. Several said that their commute or trip has generally become longer as a result. Some who identified as shift workers (for example, employees of major shipping companies) said that reductions in off-peak service have meant they have to rely on vehicle-for-hire services to get to their shift after hours – meaning their travel expense can cost as much as half their pay. Others, like students, now take more infrequent and more crowded buses, arriving at school tired and less able to concentrate.

Feedback about TTC service priorities

The 2023 Annual Service Plan will identify priority service initiatives in an effort to respond to TTC customers' evolving needs and priorities. In the Round One survey, the TTC shared a list of our current services that — at a system-wide level — strive to meet the needs of all customers and particularly the needs of key demographics identified in its COVID-19 reflections (women, shift workers and low income customers). The focus of this section of the survey was seeking feedback on which service initiatives are most important to TTC customers to help inform thinking about how to prioritize and allocate resources within these initiatives.

The list of initiatives included:

- **10-Minute Base Network** - a 10-minute service or better, all day, every day on select priority routes (see map)
- **30-Minute Service Standard** - guarantees a minimum 30-minute service or better, all day, every day on all routes
- **Weekday Peak Services** - runs during morning and afternoon peak periods from 6 to 9 a.m. and 3 to 7 p.m.
- **Weekday Off-Peak Service** - runs during off-peak periods from 9 a.m. to 3 p.m. and from 7 p.m. to 1 a.m.
- **Weekend Service** - runs Saturdays from 6 to 1 a.m. and Sundays from 9 to 1 a.m.
- **Early Morning Service** - operates Monday to Saturdays from 4 to 6 a.m. and Sundays from 4 to 8 a.m.
- **Blue Night Network** - service Monday to Saturdays from 1 to 6 a.m. and Sundays from 1 to 8 a.m.
- **Express Network** - an alternate travel option to customers travelling further distances — with stops at major intersections only along key corridors — to reduce crowding on local routes and improve travel times for customers
- **Community Bus** - point-to-point service to local destinations, generally within a small geographic area, every 60 minutes or greater
- **Regional Connections** - TTC bus routes that extend beyond City boundaries to major destinations in neighbouring municipalities
- **GO Transit Connections** - seamless travel to customers using TTC services in combination with GO Train service, by having routes stop at GO Stations
- **Downtown Premium Express** - 140-series routes connecting select neighbourhoods to downtown Toronto (These routes were suspended since the start of the pandemic)

How respondents ranked their top three most important services and how satisfied they were with these services

Respondents identified which of the services listed above are the first most important, second most important and third most important to them. Of 1,108 responses received, 52% of respondents ranked the 10-minute base network as the most important service, 18% of respondents ranked the weekday peak service as the second most important service and 22% of respondents ranked the weekend service as the third most important service. See graphs below for detailed breakdown of responses. Beside each graph is a pie chart showing respondents' overall level of satisfaction with the services they said were important to them. About 50% of respondents said they were either satisfied or very satisfied with their top three most important services, while over 40% were either dissatisfied or very dissatisfied and about 10% or less had no opinion.

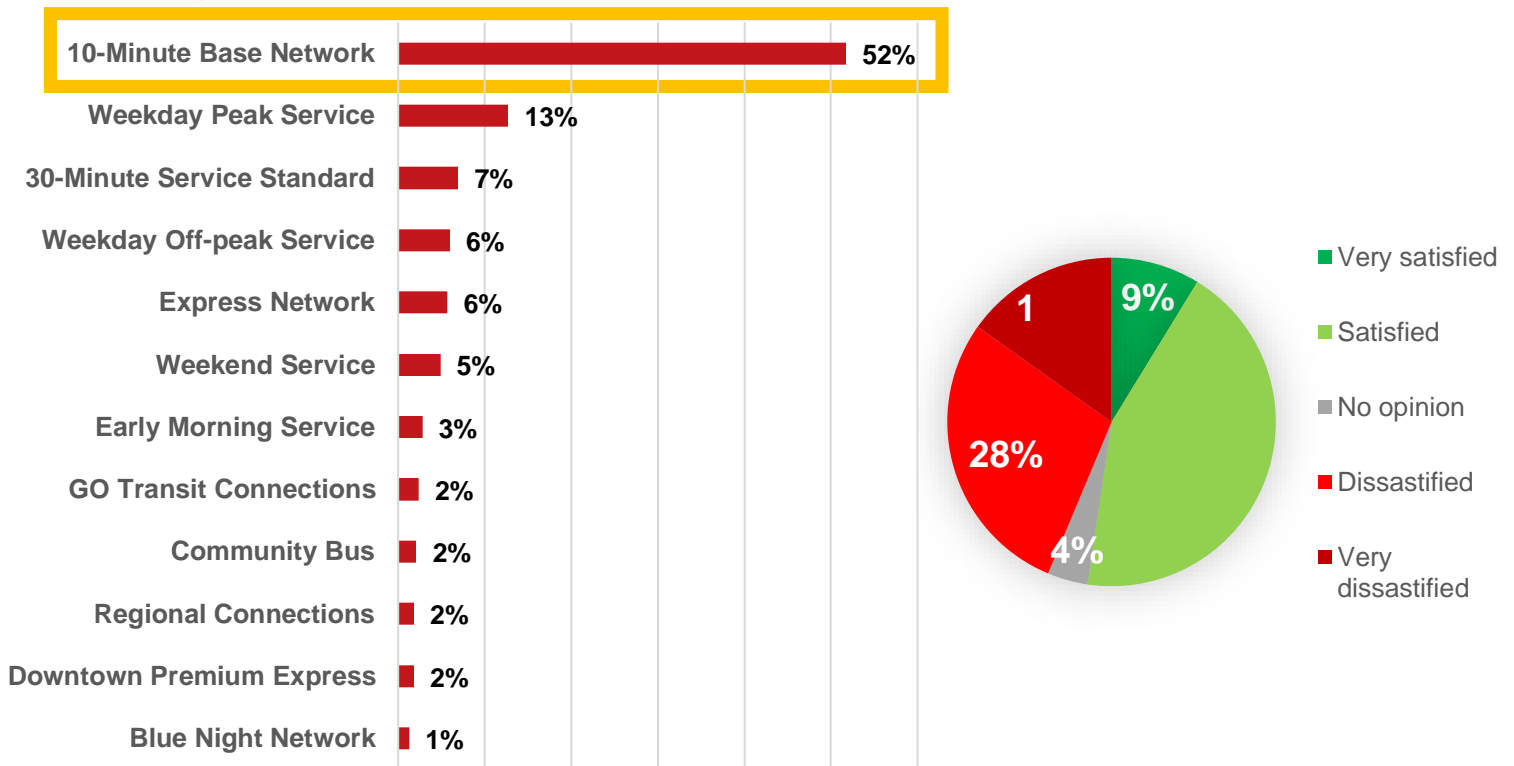
Women and respondents with low income ranked the same three most important services with the overall feedback, while shift workers had slightly different feedback by ranking weekday off-peak service as the second most important service.

Of the 464 women that responded, 49% ranked the 10-minute base network as the most important service, 23% of respondents ranked the weekday peak service as the second most important service and 23% of respondents ranked the weekend service as the third most important service.

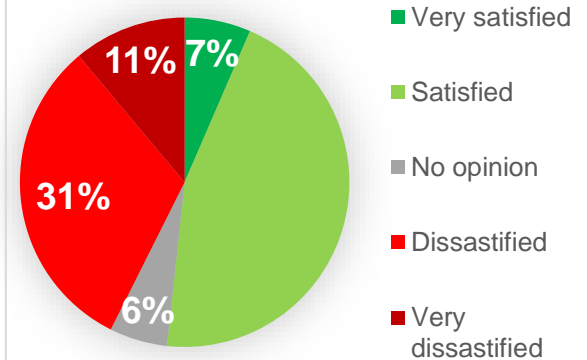
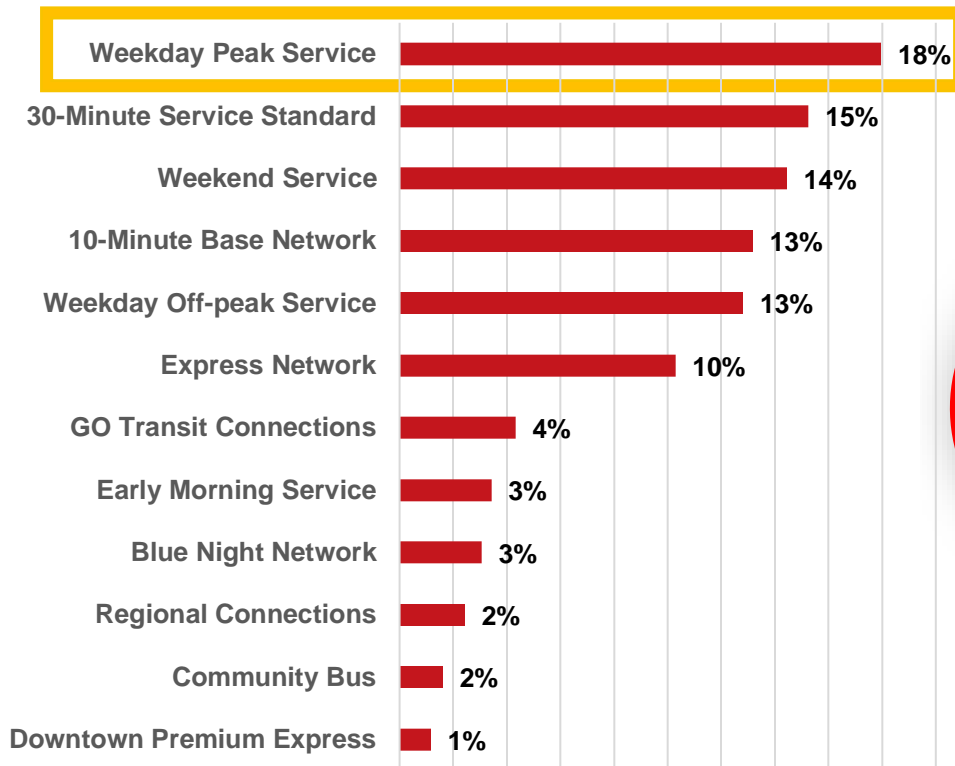
Of the 217 respondents with low income that responded, 53% ranked the 10-minute base network as the most important service, 18% of respondents ranked the weekday peak service as the second most important service and 28% of respondents ranked the weekend service as the third most important service.

Of the 164 shift workers that responded, 45% ranked the 10-minute base network as the most important service, 15% of respondents ranked the weekday off-peak service as the second most important service and 20% of respondents ranked the weekend service as the third most important service.

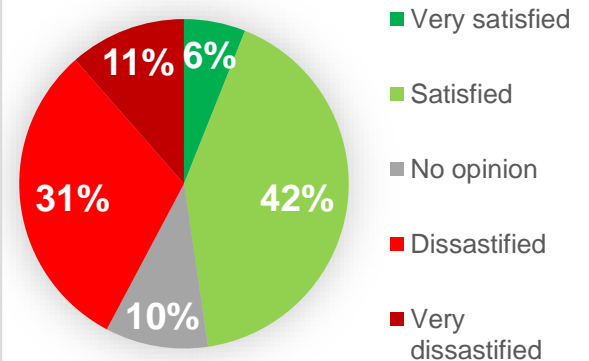
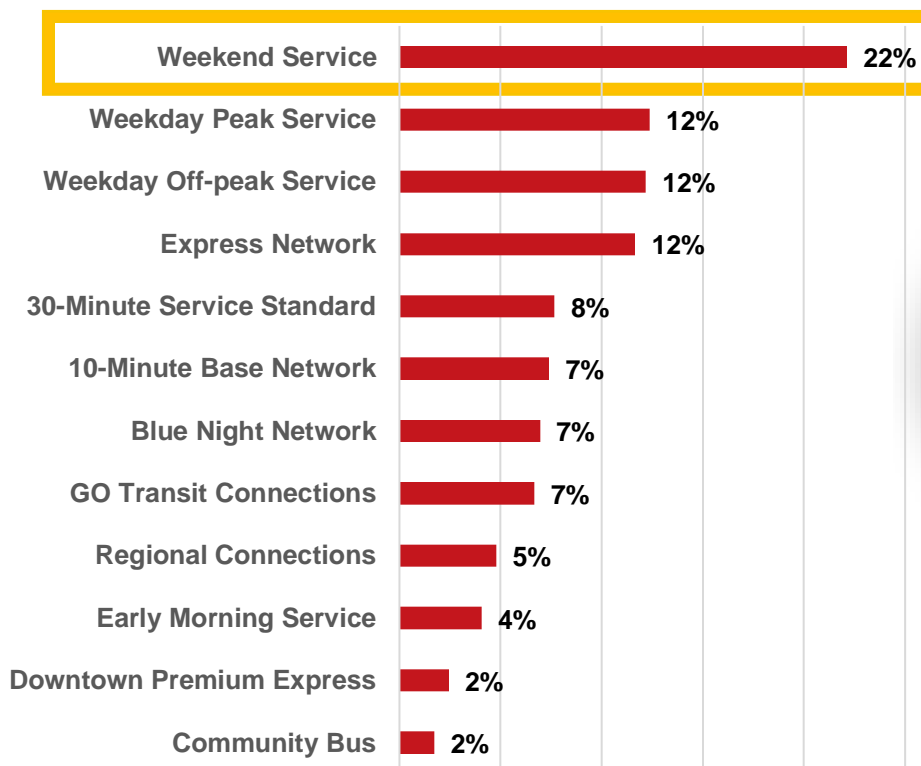
First most important service and level of satisfaction



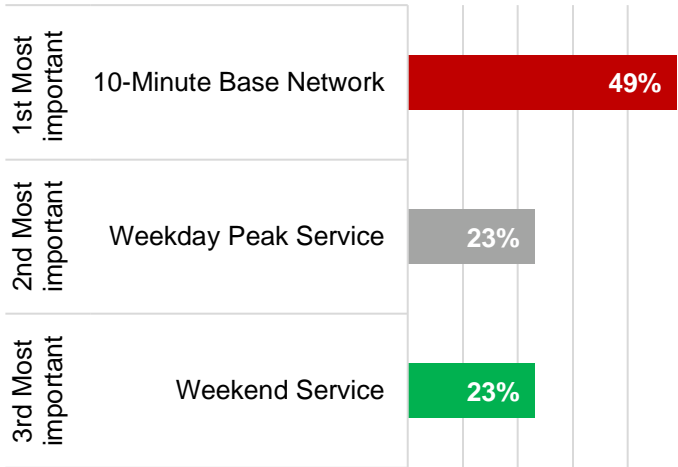
Second most important service and level of satisfaction



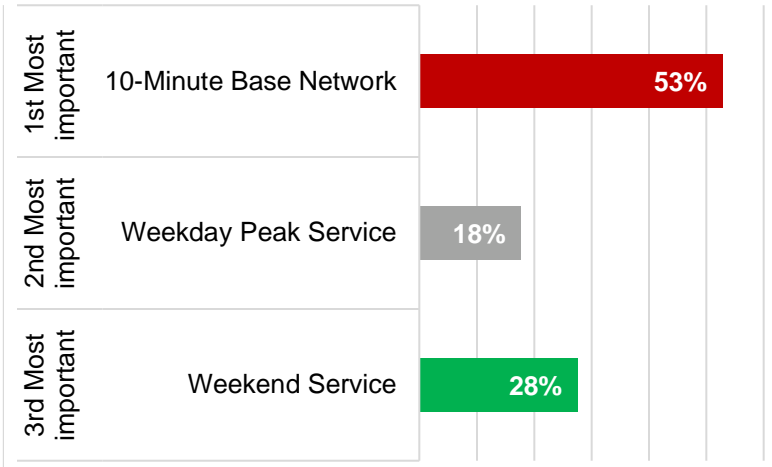
Third most important service and level of satisfaction



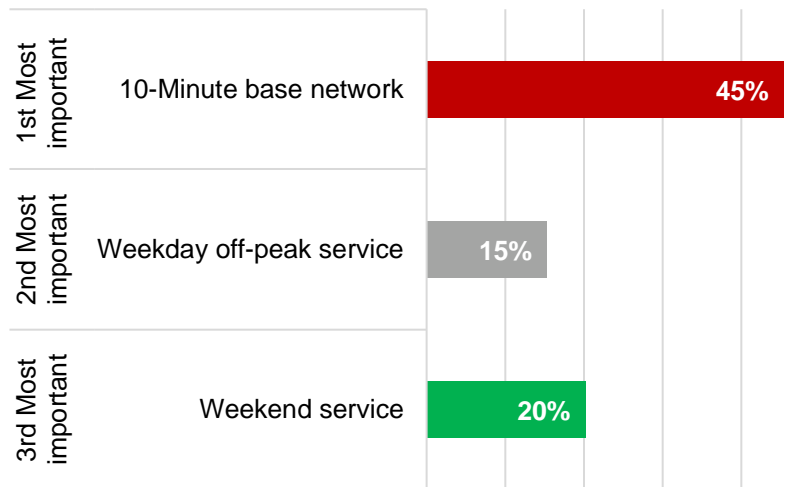
Feedback from Women



Feedback from Respondents with Low Income

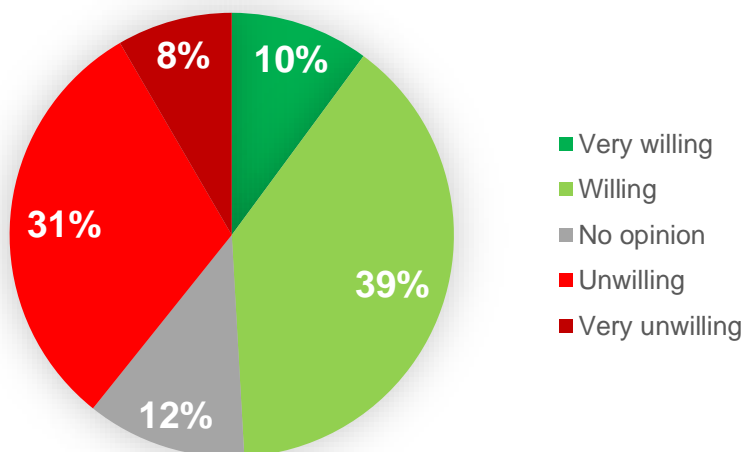


Feedback from Shift workers



How willing respondents would be to reallocate investment away from their second and third most important services in order to see improvement to their first most important service.

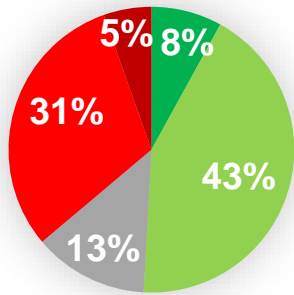
Overall feedback



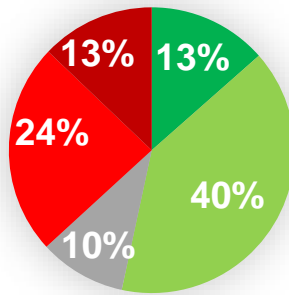
A total of 1,108 responses were received for this question. 49% of respondents were either willing or very willing to reallocate investment away from their second (weekday peak service) and third most important services (weekend service) to see improvement to their first most important service (10-minute base network), while 39% were either unwilling or very unwilling and the remaining 12% were neutral.

Responses from women, shift workers and respondents with low income were similar to the overall feedback, with women and shift workers having slightly higher level of willingness to reallocate investment to see improvement to their first most important service (10-minute base network).

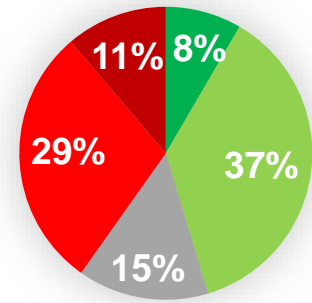
Feedback from Women



Feedback from Shift Workers



Feedback from Respondents with Low Income



Of the 462 women that responded, 51% were either willing or very willing to reallocate investment away from their second (weekday peak service) and third most important services (weekend service) to see improvement to their first most important service (10-minute base network), while 36% were either unwilling or very unwilling and the remaining 13% were neutral.

Of the 163 shift workers that responded, 53% were either willing or very willing to reallocate investment away from their second (weekday off-peak service) and third most important services (weekend service) to see improvement to their first most important service (10-minute base network), while 37% were either unwilling or very unwilling and the remaining 10% were neutral.

Of the 214 respondents with low income that responded, 45% were either willing or very willing to reallocate investment away from their second (weekday peak service) and third most important services (weekend service) to see improvement to their first most important service (10-minute base network), while 40% were either unwilling or very unwilling and the remaining 15% were neutral.

Suggestions on how to improve the services

Respondents shared suggestions on how to improve each of the services:

10-Minute Base Network

Some said they were satisfied with the 10-Minute Base Network and said it is very important for the reliability of the system. Many said that this service needs to be improved to be more trustworthy, with better route management to address bunching frequently suggested. Many said that this network is actually a 20-minute (or longer) network. Other common suggestions were to improve the frequency of the 10-minute base network to a 5-minute work, extend the 10-minute base network through the weekend, start the 10-minute base network service earlier in the day and expand the number of routes within the 10-minute base network (such as more north-south routes between Yonge and Broadview downtown and more routes outside downtown generally).

30-Minute Service Standard

Similar to the 10-Minute Base Network, some were satisfied with the 30-Minute Service Standard and said it's important to a network that is as wide-reaching as the TTC's. Those who said they were dissatisfied with the 30-Minute Service Standard said that better route management is needed since, in practice, many routes run less frequently than the 30-minute service standard, so missing a bus can add upwards of 40 – 60 minutes to a trip. They suggested improving the standard to 20 or 15 minutes.

Weekday Peak Services

A few suggested adding more buses across the network during morning peak, saying it would make it easier and more efficient to get to the subway. Another suggestion to improve Weekday Peak Services was to consider "peak" as a gradient, acknowledging that 7pm may not be peak at Yonge and King but that it is still peak at Scarborough Town Centre or Kipling (due to the amount of time it takes to travel there from the core).

Weekday Off-Peak Service

Several said TTC should prioritize weekday off-peak service given how many essential workers, students and other rely on this service. Specific suggestions to improve this service included offering express service off-peak on very busy local routes and increasing off-peak service that connects to malls and retail locations (which often close at 9pm or later, including on weekends).

Weekend Service

Many said the TTC could improve its Weekend Service by opening subway service earlier than 9am on Sundays or running the same service as weekdays, saying that overnight buses are often very crowded as early as 5am. (*Clarification from TTC: since 2015, Sunday service starts at 8am*). Respondents identifying as shift workers and healthcare workers singled out Weekend Service as very important to them, saying their shifts often start and end well outside peak hours. Other suggestions about Weekend Service included suggestions to reduce the number of subway service shut downs and to improve line management across all weekend routes.

Early Morning Service

Respondents that identified as healthcare workers and “regular commuters” said early morning service is very important, saying that TTC should prioritize running early morning service that goes beyond that 30-Minute Service Standard in areas where it is needed most, like near hospitals (for example, the 11 Bayview).

Blue Night Network

A few respondents said they felt the Blue Night Network was important and worked well, while others suggested it could be improved through adding more routes, making all overnight routes more frequent and reliable between 4 and 6 am (especially streetcars) and reducing the number of transfers between Blue Night services.

Express Network

Suggestions to improve the Express Network included suggestions to:

- add more express routes to the system generally
- start express service earlier in the day and run it later (to midnight, for example)
- ensure all express service stops are accessible
- improve capacity through more frequent service on busier express routes to address crowding and improve safety (such as the 905 Eglinton East Express and 902 Markham Road Express)
- apply some kind of visual difference between markers at stops to help riders distinguish between Express Network services that run all day every day (e.g 985A Sheppard East to Scarborough Centre) versus those that run only during weekday peak periods (e.g. 985B Sheppard East to Meadowvale).
- Remove more stops on Express Network routes to help the service move more quickly, focusing stops where major intersections are close to significant destinations
- Improve the connections between the Express Network and local service – at night, the wait to connect between different services can feel unsafe

Community Bus

Respondents suggested TTC add more Community Buses to busy shopping areas and malls and to offer Community Bus Service on Saturdays. Some said that, even if this service is underused, it’s important to keep running it because it is very important for seniors.

Regional Connections

Respondents said they appreciated Regional Connections, saying they should be better advertised and there to be more regional connections (along with better fare integration across transit providers or removal of double fares). Some suggested the TTC could better connect with regional transit hubs outside Toronto’s borders (like Westwood Square Terminal in Mississauga and Promenade Terminal in Vaughan). Others suggested more weekend Regional Connection services to better connect to recreational destinations and parks and late night Regional Connections (to help people like musicians who live outside Toronto but perform in the City and otherwise have to pay for a hotel).

GO Transit Connections

Respondents said they appreciate existing GO Transit Connections, including efforts to improve connections at Downsview Park, Leslie / Oriole Stations, Dundas West Station, Mount Dennis and more. They suggested a few ways this service could be improved:

- Better fare integration between TTC and GO service
- Route more Express Service to GO stations
- Work with GO to provide better service to York University (currently there is no good way to go to the GO network from campus)
- Better wayfinding signage at Union Station
- Working with GO to create a “buffer” in service so that, if TTC service is delayed, customers don’t miss their connecting GO service.

Downtown Premium Express

A few said they would support reinstating Downtown Premium Express service. They said this service could be improved by:

- making it more “express” (since some routes — like Mount Pleasant — stop very frequently undermining the point and making it hard to justify the extra fare)
- lowering fares
- running the service in more areas

Wheel-Trans Service

Though it wasn’t one of the services listed on the survey, several respondents provided feedback about Wheel-Trans service. Many said they really appreciated the service and added it is critical to supporting them in navigating the city. They said Wheel-Trans could be improved through:

- Improving the reliability of the booking system (since drivers sometimes seem unaware of the destination customers inputted) and generally improve the Wheel Trans-application receipt acknowledgement and processing time
- Providing empathy, communication and compassion training to Wheel-Trans operators (including contracted Wheel-Trans operators) so they can treat Wheel-Trans customers more professionally and respectfully.
- Providing more flexibility around pick-up timing (since the timing of some appointments, like medical appointments, can be unpredictable)
- Avoid grouping multiple customers on the same Wheel-Trans vehicle – which can lead to customers being late for appointments and make them uncomfortable due to the lack of social distancing during the pandemic.

How respondents ranked services they considered most important to the system overall

Respondents identified which of the TTC services are the first most important, second most important and third most important to the system overall. Of 1,108 responses received, 53% of respondents ranked the 10-minute base network as the most important service, 20% of respondents ranked the weekday peak service as the second most important service and 19% of respondents ranked the weekend service as the third most important service. These results are aligned with what respondents identified as the most important services to them. See graphs below for detailed breakdown of responses.

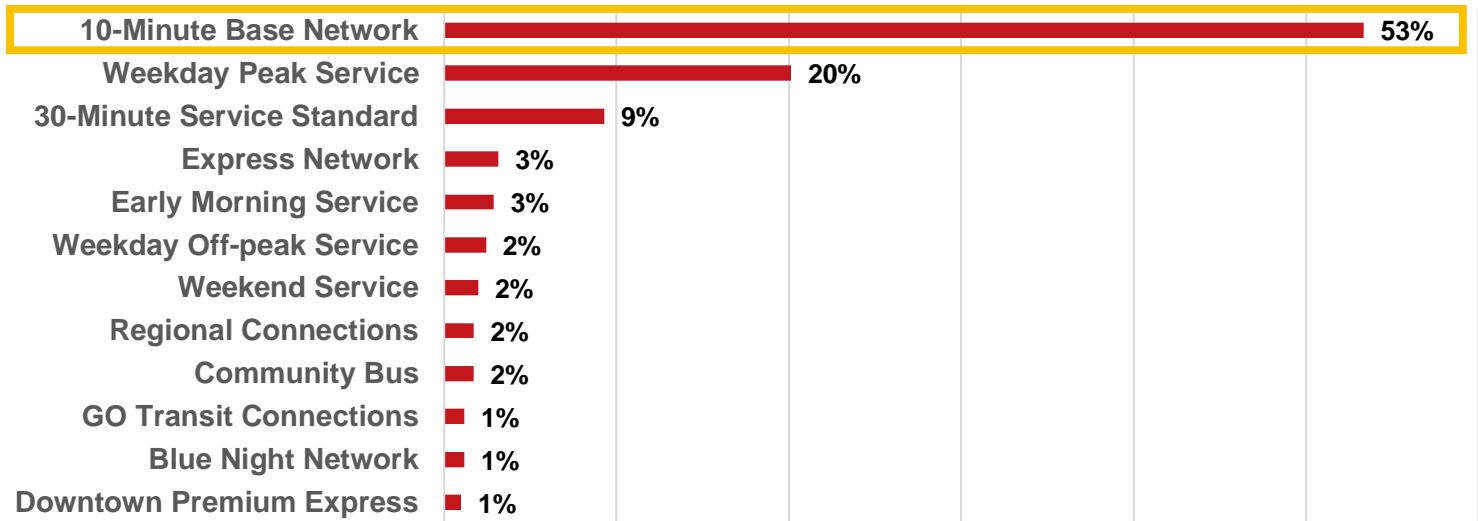
Women and shift workers ranked the same top three most important services to the system overall with the overall feedback, while respondents with low income had slightly different feedback by ranking 30-minute service standard as the top second most important service to the system overall.

Of the 439 women that responded, 49% ranked the 10-minute base network as the most important service, 26% of respondents ranked the weekday peak service as the second most important service and 20% of respondents ranked the weekend service as the third most important service.

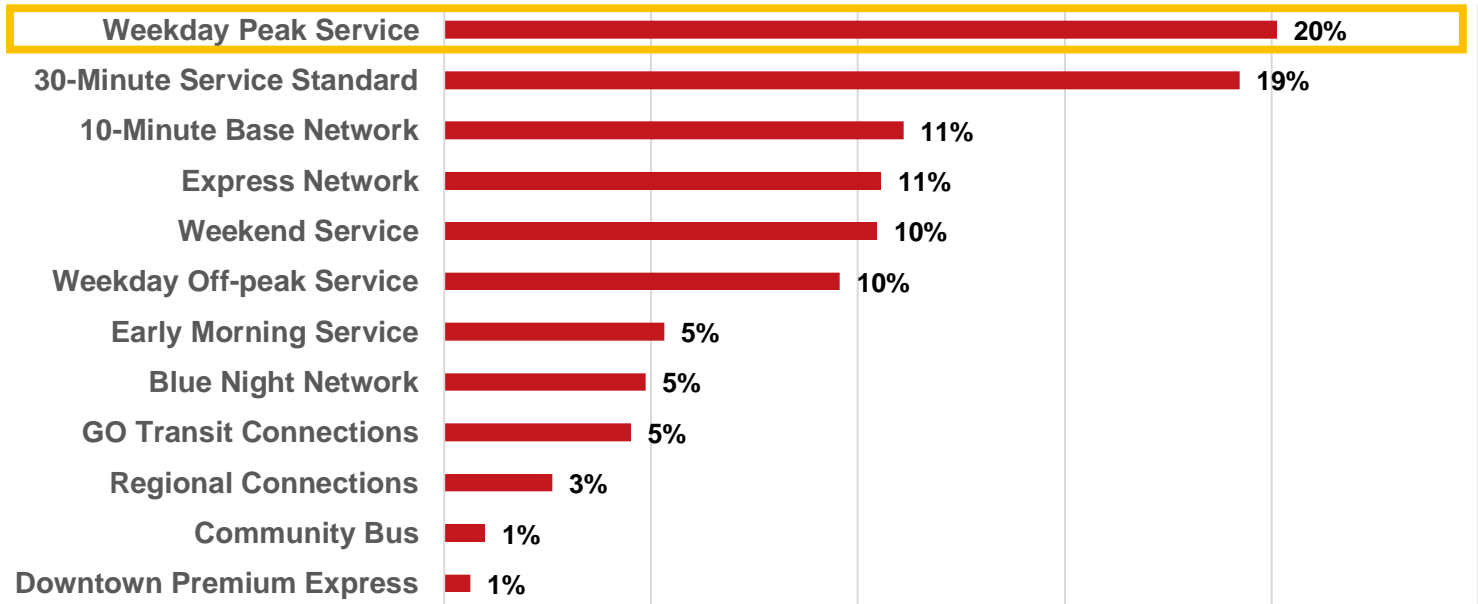
Of the 163 shift workers that responded, 48% ranked the 10-minute base network as the most important service, 17% of respondents ranked the weekday off-peak service as the second most important service and 24% of respondents ranked the weekend service as the third most important service.

Of the 214 respondents with low income that responded, 51% ranked the 10-minute base network as the most important service, 18% of respondents ranked the 30-minute service standard as the second most important service and 19% of respondents ranked the weekend service as the third most important service.

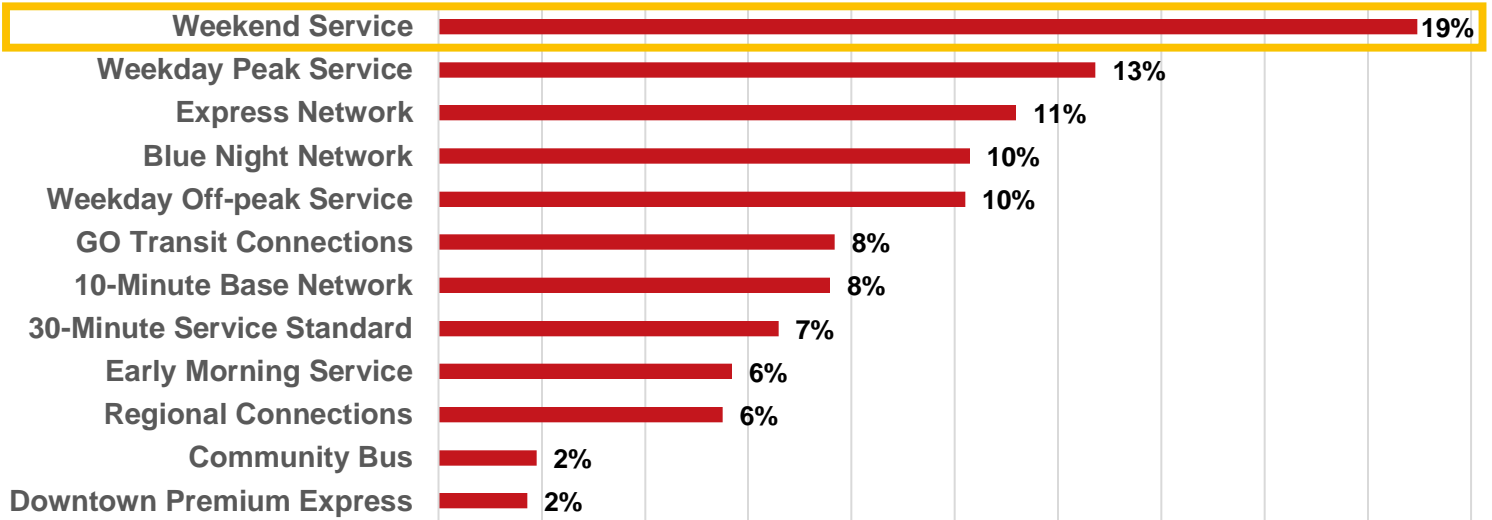
First most important service to the system overall



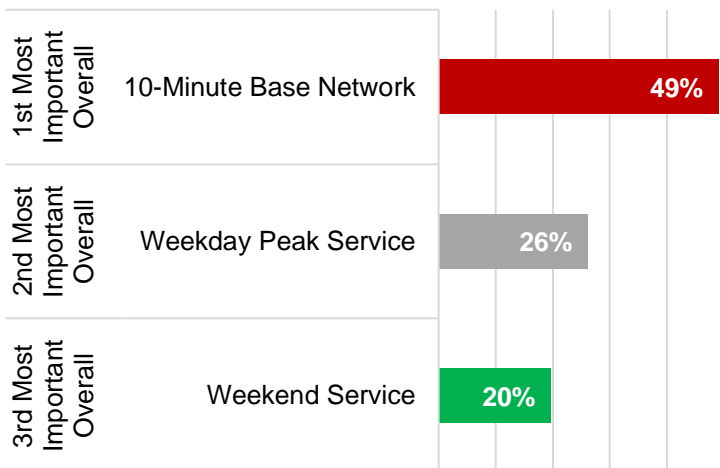
Second most important service to the system overall



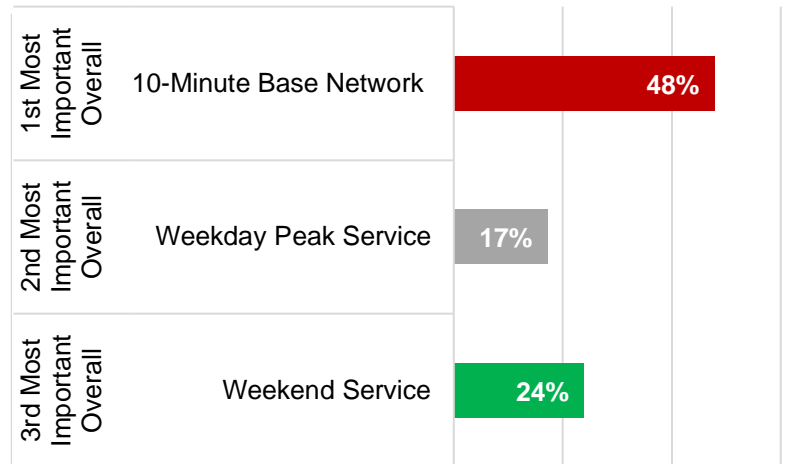
Third most important service to the system overall



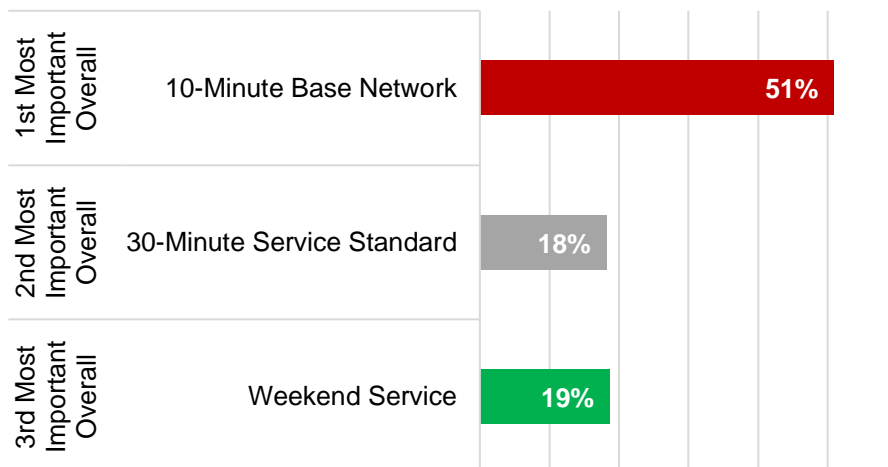
Feedback from Women



Feedback from Shift Workers



Feedback from Respondents with Low Income



How respondents ranked services they considered least important to them

Respondents identified which of the TTC services are the least important, second least important and third least important to them. Of 1,108 responses received, 34% of respondents ranked the Downtown Premium Express as the least important service, 21% of respondents ranked the community bus as the second least important service and 18% of respondents ranked the regional connections as the third least important service. See graphs below for detailed breakdown of responses.

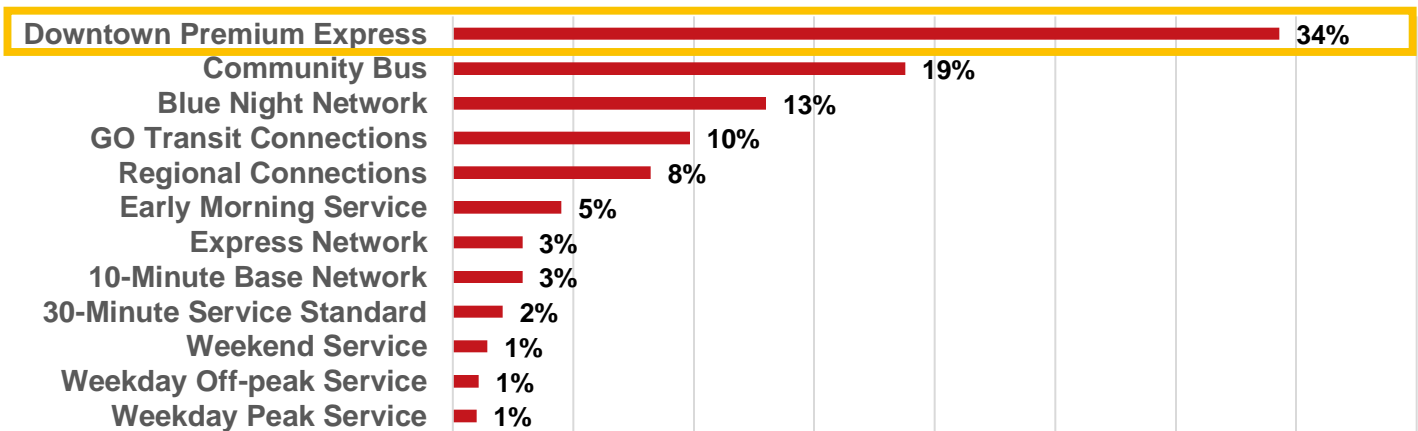
Respondents with low income and shift workers ranked the same three least important services with the overall feedback. Women also ranked the same three least important services with the overall feedback, but in a slightly different order. They ranked regional connections as the second least important service and community bus as the third least important service.

Of the 217 respondents with low income that responded, 41% ranked Downtown Premium Express as the least important service, 20% of respondents ranked the community bus as the second least important service and 22% of respondents ranked the regional connections as the third least important service.

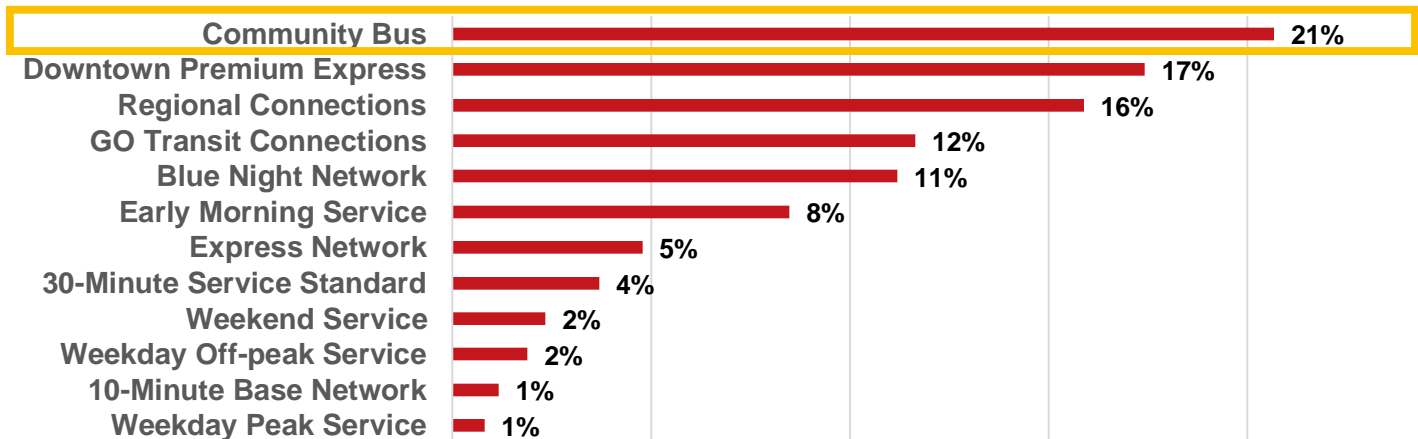
Of the 164 shift workers that responded, 36% ranked Downtown Premium Express as the least important service, 25% of respondents ranked the community bus as the second least important service and 20% of respondents ranked the regional connections as the third least important service.

Of the 464 women that responded, 30% ranked Downtown Premium Express as the least important service, 20% of respondents ranked the regional connections as the second least important service and 16% of respondents ranked the community bus as the third least important service.

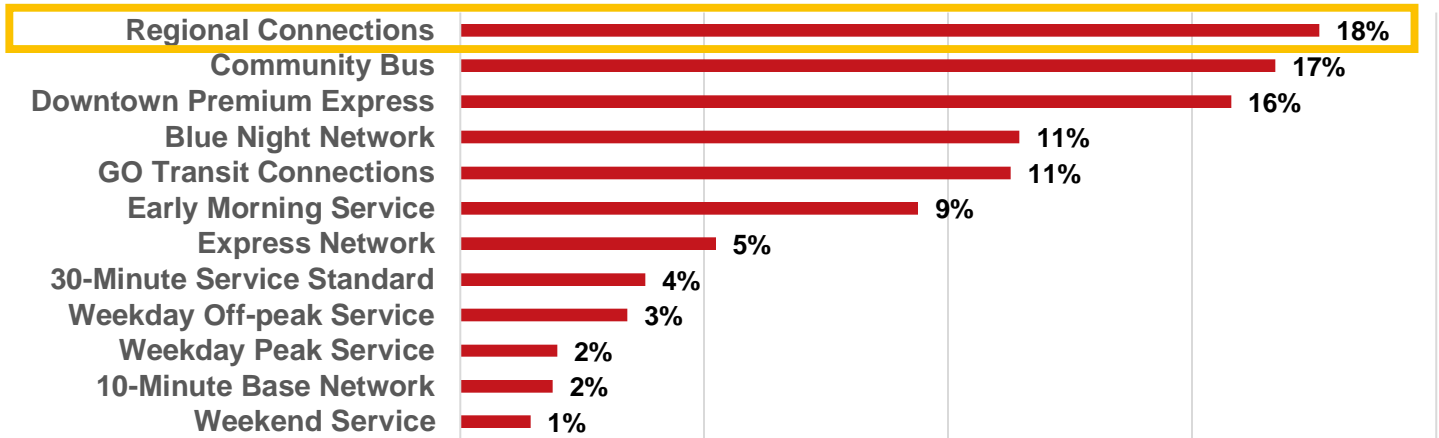
First least important service



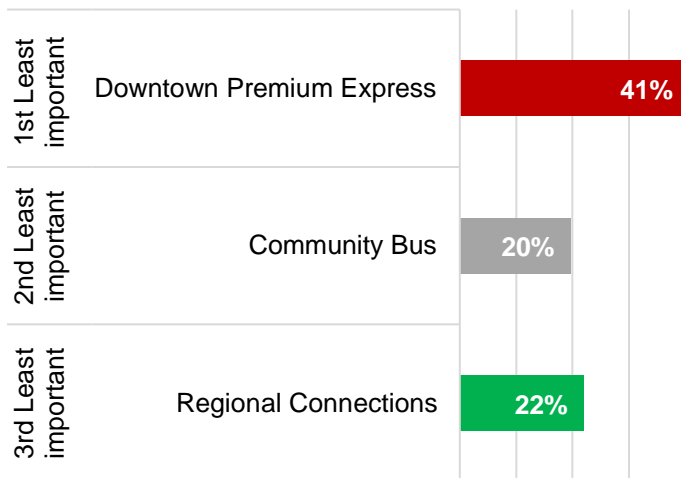
Second least important service



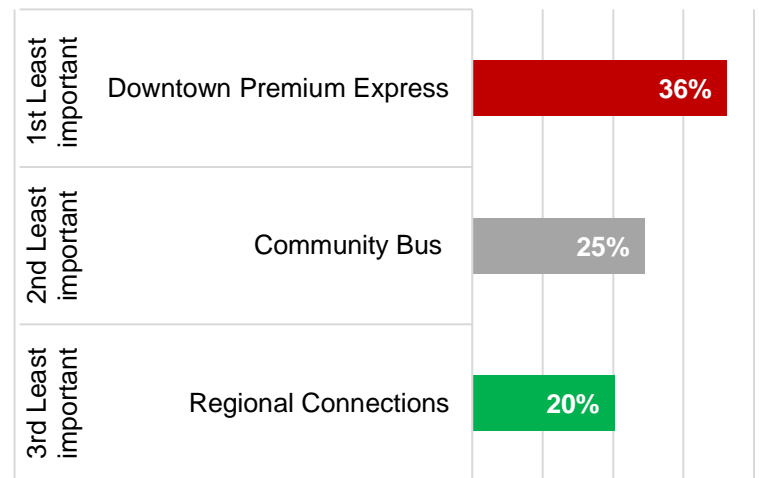
Third least important service



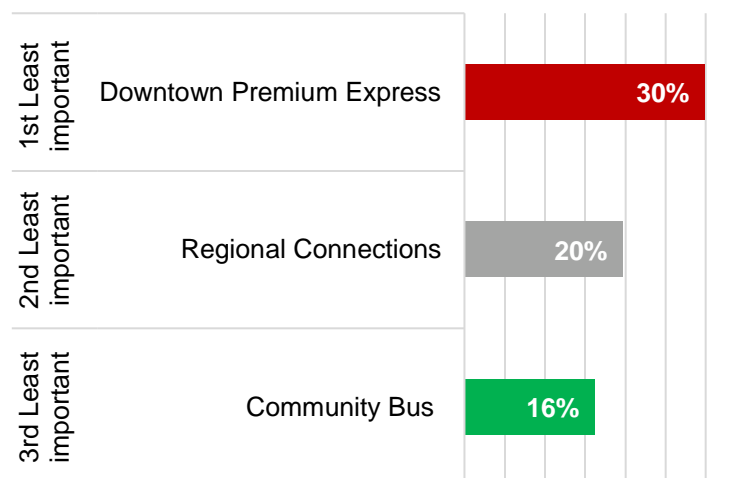
Feedback from Respondents with Low Income



Feedback from Shift Workers



Feedback from Women



How respondents ranked services they considered least important to the system overall

Respondents identified which of the TTC services are the least important, second least important and third least important to the system overall. Of 1,107 responses received, 39% of respondents ranked the Downtown Premium Express as the least important service, 20% of respondents ranked the community bus as the second least important service and 18% of respondents ranked the regional connections as the third least important service. These results are aligned with what respondents identified as the least important services to them. See graphs below for detailed breakdown of responses.

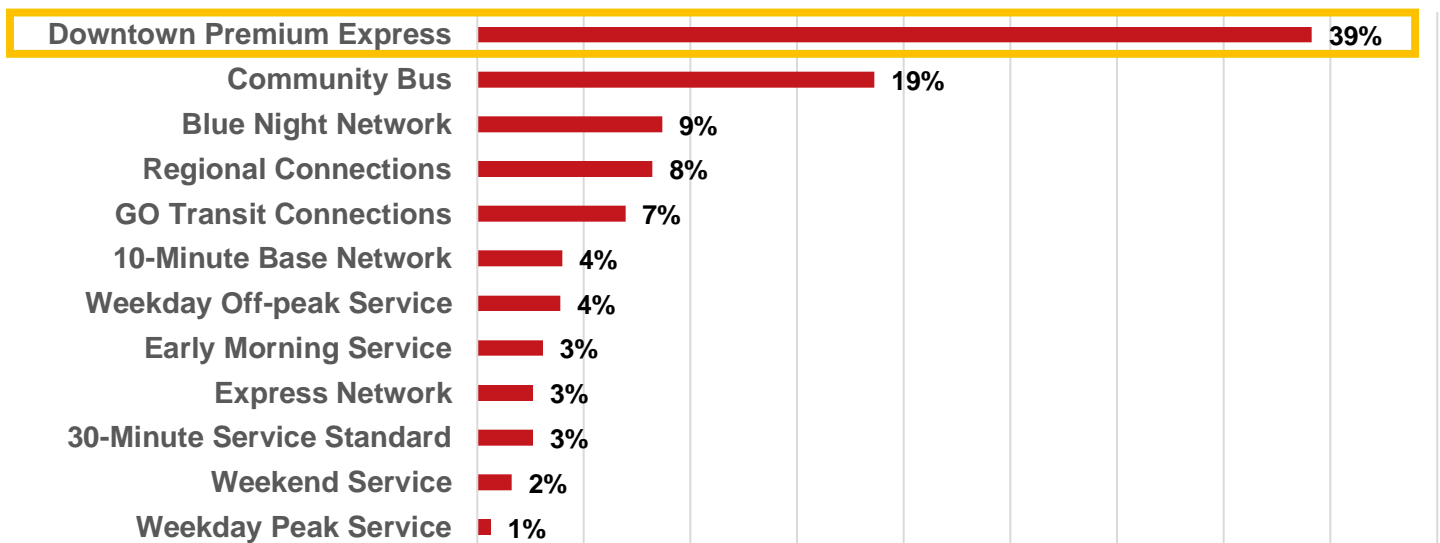
Respondents with low income and shift workers ranked the same three least important services to the system overall with the overall feedback. Women also ranked the same three least important services with the overall feedback, but in a slightly different order. They ranked regional connections as the second least important service and community bus as the third least important service.

Of the 217 respondents with low income that responded, 43% ranked Downtown Premium Express as the first least important service, 22% of respondents ranked the community bus as the second least important service and 22% of respondents ranked the regional connections as the third least important service.

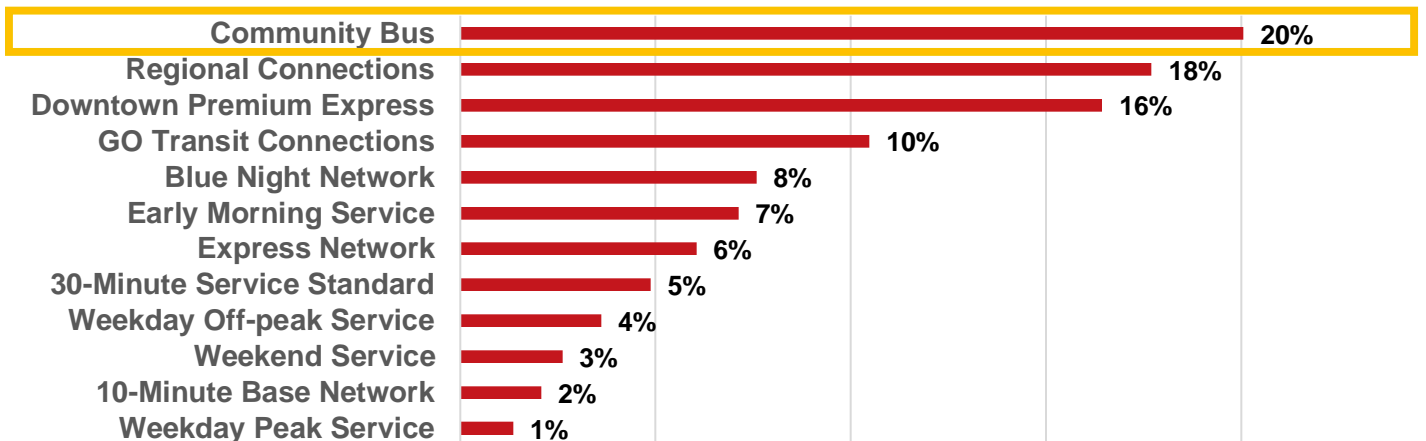
Of the 164 shift workers that responded, 39% ranked Downtown Premium Express as the least important service, 27% of respondents ranked the community bus as the second least important service and 25% of respondents ranked the regional connections as the third least important service.

Of the 464 women that responded, 35% ranked Downtown Premium Express as the first least important service, 20% of respondents ranked the regional connections as the second least important service and 14% of respondents ranked the community bus as the third least important service.

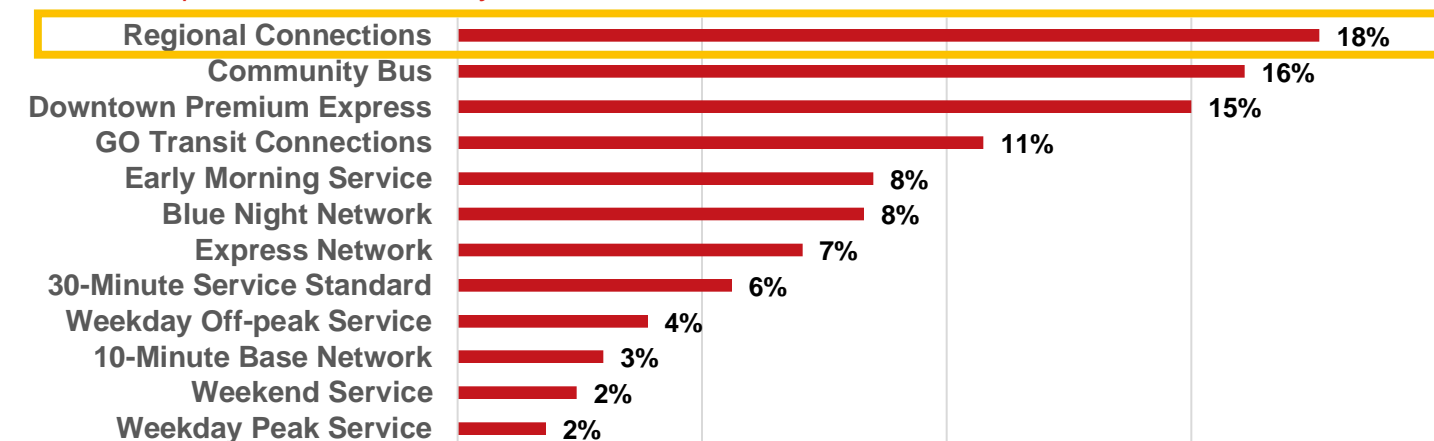
First least important service to the system overall



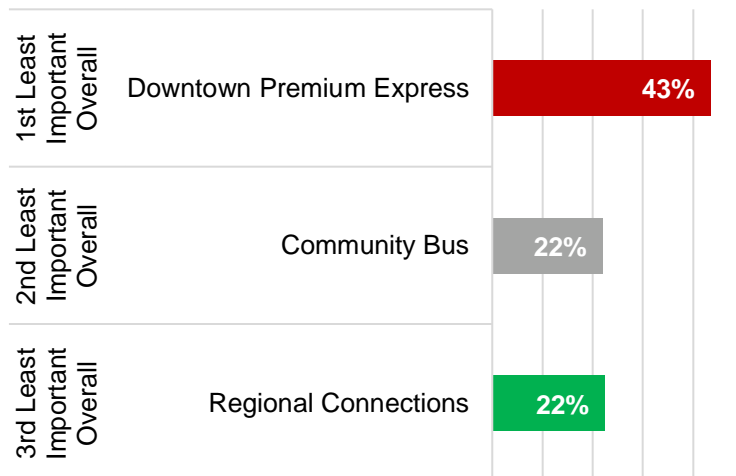
Second least important service to the system overall



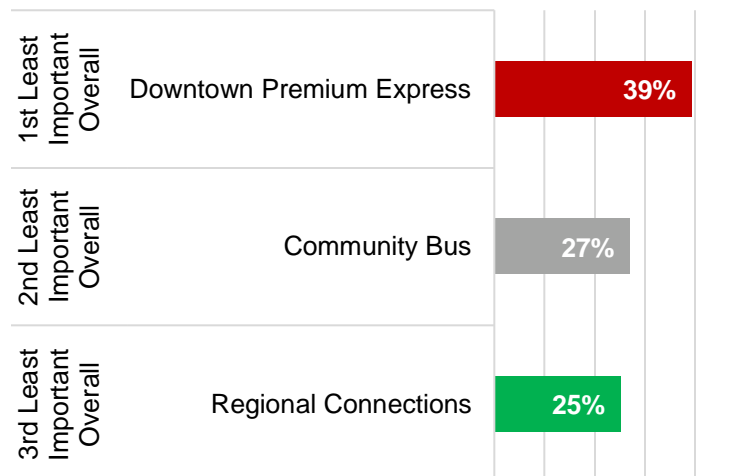
Third least important service to the system overall



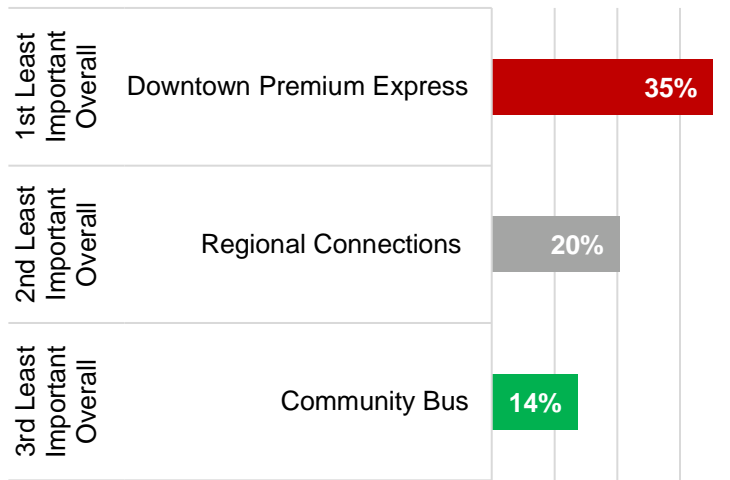
Feedback from Respondents with Low Income



Feedback from Shift Workers

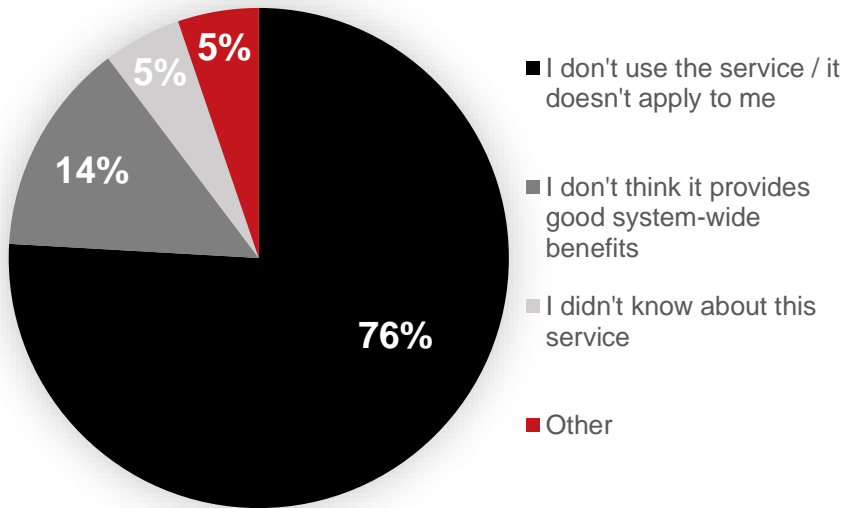


Feedback from Women



Why respondents consider the identified services to be the least important

Overall feedback

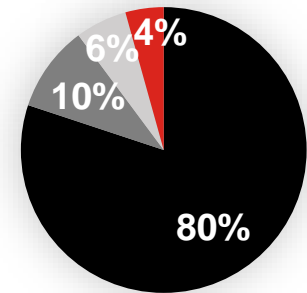


Respondents were asked why they identified some services to be the least important. Of 1,108 responses received, 76% of respondents said they don't use the service/it doesn't apply to them, 14% of respondents said they don't think it provides good system-wide benefits and 5% of respondents said they did not know about the service. The remaining 5% identified other reasons. Responses from women, shift workers and respondents with low income had very similar feedback. See charts on the right for detailed breakdown of feedback.

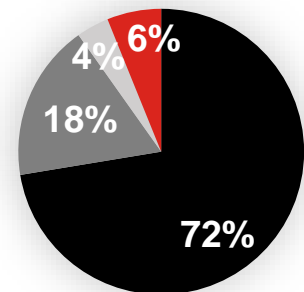
In explaining how they ranked their least important services, many said that none of the services were unimportant and that TTC should be prioritizing all of them. Among respondents who identified reasons that their least important services weren't priorities, responses included:

- The service doesn't seem targeted to them, such as the Downtown Premium Express (which seems targeted to wealthy riders)

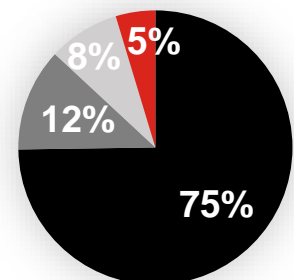
Feedback from Women



Feedback from Shift Workers



Feedback from respondents with Low Income



- They did not use the service, used them infrequently, the service wasn't offered in their area or the service seems generally underused (such as the Community Bus)
- The service doesn't offer benefits to Toronto residents. Regional Connections and GO Transit Connections offer few benefits to Torontonians, so some respondents said they said these services were less important than improving service for those within the city. Regional Connections and GO Transit Connections are also less likely to meet the needs of Toronto's low-income, elderly, or disabled riders (whose needs the transit system should be prioritizing over affluent suburban customers).
- The service is likely less relevant in a remote and hybrid work world (such as any service prioritizing commuting in and out of downtown)
- The service is duplicative or could be covered by another service. For example:
 - The subway provides service to downtown, making the Premium Express less necessary.
 - The Community Bus could be replaced by more regular service on adjacent local routes.

| Other feedback about TTC's services

A few said they were satisfied with many of TTC's services and many said that all the services are important. Some said that just because they do not personally use the service, that does not mean they are unimportant. Others suggested other, broader improvements to TTC service, including:

- In making choices about services, prioritize the needs of low income customers, those who work outside the 9 – 5, people with disabilities, retirees and those in a fixed income, students and people with disabilities
- Generally, TTC should focus on improving speed, frequency and reliability of service (especially addressing bunching) – making TTC the best form of transportation in Toronto
- Reconsider whether the notion of “off-peak” is still relevant in a post-pandemic world
- Improve core services in Toronto over regional connections
- Provide more and better shelter at outdoor stops
- Reduce the number of short turns and weekend shutdowns
- Reintroduce the program where customers could request TTC buses to stop anywhere along the route at nighttime to ensure safety. *TTC clarification: the stop request program still exists, so instead of reintroducing, they will consider improving public awareness about the program.*
- Add more frequent replacement shuttle service (10 minutes or better) for planned closures (such as streetcar closures due to street festivals)
- Allocate funding away from fare inspectors and towards security or other service improvements
- Reduce fares generally and offer discounts on days with significant service shutdowns
- Hire more drivers (including unvaccinated staff) to provide more service

Some respondents said they appreciated that the TTC was asking for feedback and revealing the tough decisions and trade-offs the TTC has to consider. Several said they didn't like the framing of questions, which forced respondents to choose “the least bad” option (instead of the best) and seemed designed to prepare customers to make sacrifices. Many said they would rather see the TTC have more resources (including from the provincial and federal governments) than set up a competition between all these important services.

Line 3 Surface Network Changes

As part of the 2023 Annual Service Plan survey, the TTC shared and sought feedback on other potential new route extensions the TTC is exploring to help improve Scarborough transit riders' connection to other rapid transit lines after Line 3 Scarborough (also known as Scarborough RT) is decommissioned. Specifically, this part of the survey focused on asking customers for feedback about the proposed surface network changes to improve connections to four rapid transit lines: TTC Line 1 Yonge-University, TTC Line 2 Bloor-Danforth, Lakeshore East GO and Stouffville GO.

A total of 1,089 responses were received for this part of the survey. This section of the report summarizes feedback shared about these topics.

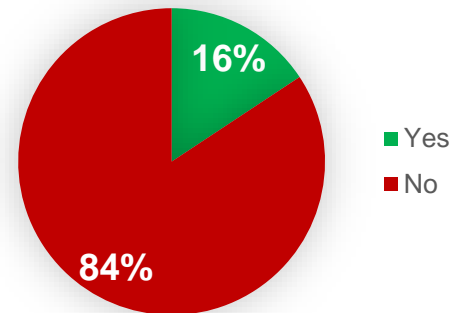
Feedback about proposed connection to Line 1 (39A Finch East Extension)

Overall, many respondents were generally supportive of the proposed extension of 39A Finch East, while some shared concerns. See detailed summary of feedback below.

Respondents who will be impacted by the proposed route change

Respondents were asked if this proposed change is implemented, will it change their travels. 1,089 responses were received. 16% of respondents said yes, the proposed change will change their travels and majority of respondents, 84%, said no because they do not take this route, or they don't or rarely travel to this area.

Among those who said yes, respondents shared what they see as perceived benefits and concerns about the proposed change. See summary of perceived benefits and concerns below.

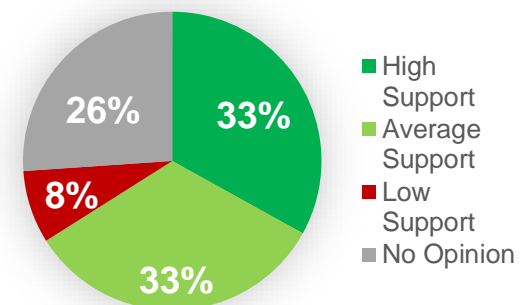


Level of support for the 39A Finch East proposed route change

1,089 responses were received. 33% of respondents said they have high support for the proposed change and 33% of respondents said they have average support, while 8% of respondents said they have low support. The remaining 26% had no opinion.

Respondents with high support said that this proposed change makes sense and identified several reasons for their support. See summary of perceived benefits below.

Respondents with average support had mixed opinions. Some respondents identified the same perceived benefits shared by those who had high support and others said they don't use the route, don't live or would not normally travel in the area so it would not be directly beneficial to them, but they understand how it would be beneficial for others. However, other respondents presented several concerns similar with the concerns shared by those with low support. See summary of concerns below.



Summary of perceived benefits shared by respondents

Summarized below are the perceived benefits identified by respondents who said the route change will positively impact their travels and those who expressed high and average support for the route change.

Reduces travel time and eliminates transfers and waiting for connecting routes. The route change would be particularly helpful and convenient for healthcare workers, patients, visitors at Centenary Hospital. Respondents said that anything that will help shorten the travel time for Scarborough residents would help.

Adds supplementary service to 133 Neilson which doesn't have frequent service. The route change also distributes passenger load from 133 Neilson during workdays.

Increases connections to surrounding routes and enables access to bus routes that travel further east like 85 Sheppard East and 95 York Mills. It would also help connect North York and north-west Scarborough neighbourhoods to east Scarborough, which would increase access to opportunities for more people.

Improves service to Centenary Hospital. The route change would provide a faster, direct and easier access to Centenary Hospital. It also provides another service option to get to Centenary Hospital. Respondents said the access to Centenary Hospital is vital and more transit connections to healthcare is better. Others said the route change encourages people to use public transit over personal vehicles when going to the hospital, which would help reduce expenses, particularly around hospital parking fees.

Improves service to the Malvern neighbourhood. The route change would provide a useful connection and better transit access for Malvern residents, connecting them to community hubs and the local hospital. It also provides additional service and route options to get to Malvern.

Improves connection to Finch and Steeles. The route change would benefit many commuters as it provides a more convenient access and connection to the Finch corridor, particularly Finch Station from Neilson Road, without transfers – a travel that would normally require 2 – 3 transfers. It also provides a direct connection from Neilson Road to the 102 Markham bus towards the employment areas around Steeles.

Summary of concerns shared by respondents

Summarized below are the concerns identified by respondents who said the route change will negatively impact their travels and those who expressed average and low support for the route change.

Overcrowding. Respondents were concerned that buses will not be able to accommodate the increased number of passengers. They said that extending an already beyond capacity route to accommodate more people is a bad idea. Others were concerned that they would have to stand on the bus on a long route.

Length of the route. Respondents shared several concerns with the length of the route. They said that there will be reduced bus frequency and service reliability and longer wait times because the buses are travelling on a longer route. Respondents said 39A Finch East already experiences inconsistent service due to bus bunching, large number of signalized intersections and traffic-caused delays. Others said the route change will not help reduce travel time due to a very long trip to the subway line. Respondents said that it would be faster to connect to Line 2 at Kennedy Station.

Impact to 133 Neilson Road. The route change would duplicate existing service of the 133 Neilson bus. Some respondents were concerned that this route change would result to route changes or cancellation of 133 Neilson.

Loss of service on Crow Trail. Respondents said that removing service on Crow Trail would impact those who currently take transit from Crow Trail, particularly those who have mobility issues and seniors. Customers will have to walk far to get to a bus.

Impact to local community. There were concerns about the interruption to the local community due to additional buses travelling on local roads.

Insufficient solution to transit issues. Some respondents said that the proposed route change is not a sufficient solution for the permanent closure of Line 3. They also said that it provides unacceptable bus solutions for the long duration of ongoing Scarborough transit projects and will inadequately address the need for higher volume transit for one of Toronto's most populated and transit-reliant neighbourhoods.

Operating a Finch bus on Ellesmere may cause confusion.

Suggestions on the proposed route

- Make sure to operate additional buses given the length of the route and to avoid long wait times.
- Consider making the extended route an express route so riders do not have to sit through many stops to connect with Line 1 or Centenary Hospital. Some said to extend the 939 Finch East bus instead of 39 Finch East. Others said extending the 939C Finch East is not a viable option as it terminates at Markham Road and Finch Avenue.
- Extend the route to University of Toronto Scarborough Campus by having the bus turn on Neilson and Ellesmere.
- Change the bus number so riders can easily differentiate the different routes. Consider keeping the 39A Finch East the same and make a new route called 39D Finch East to Centenary Hospital.
- Have all the 939 Finch Express buses to terminate at Finch West Station instead of Finch Station. Then for eastbound buses, have 939A to Kennedy Station via STC, a new 939B to UTSC via Morningside and 939C to Morningside Heights.

Feedback about proposed connection to Line 2 (902 Markham Extension)

Overall, many respondents were generally supportive of the proposed extension of 902 Markham, while some shared concerns. See detailed summary of feedback below.

If and how the proposed route extension will change respondents' travel

Respondents were asked if this proposed change is implemented, will it change their travels. 1,045 responses were received. 22% of respondents said yes, the proposed change will change their travels and majority of respondents, 74%, said no because they do not take this route and they don't travel to this area.

Among those who said yes, respondents said that the proposed route extension makes the 902 Markham Rd Express route more attractive and encourages them to take transit more. Respondents said it is a positive improvement, with some curious as to why the route was not extended all the way to Steeles Avenue when it first started operations. However, some said that the interval/frequency of the buses and travel time would ultimately impact their decision of using this service.

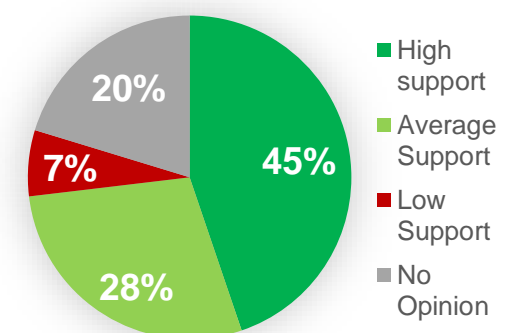
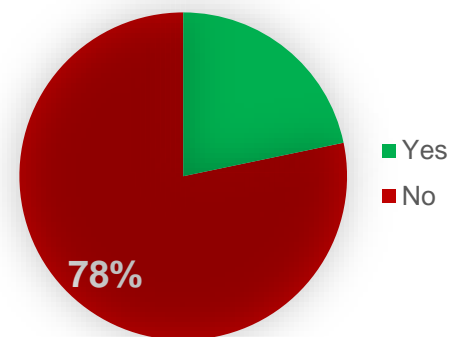
Respondents also shared what they see as perceived benefits and concerns about the proposed change. See summary of perceived benefits and concerns below.

Level of support for the 902 Markham proposed route change

1,045 responses were received. 45% of respondents said they have high support for the proposed change and 28% of respondents said they have average support, while 7% of respondents said they have low support. The remaining 20% had no opinion.

Respondents with high support said that this proposed change is a much needed and logical change and that the extension of an express service is beneficial for riders. They also identified specific reasons for their support. See summary of perceived benefits below.

Respondents with average support had mixed opinions. Some respondents identified the same perceived benefits shared by those who had high support and other said they



don't use the route or travel to this area, but they can see how it would make travel easier and faster for those who take this route. However, other respondents presented some concerns similar with the concerns shared by those with low support. See summary of concerns below.

Summary of perceived benefits shared by respondents

Summarized below are the perceived benefits identified by respondents who said the route change will positively impact their travels and those who expressed high and average support for the route change.

Completes a critical backbone of express bus service in Scarborough as Markham Road is the easternmost north-south thoroughfare that many people use in Scarborough to go between Lake Ontario and Steeles Avenue.

Decreases congestion during peak travel times, while reducing the pollution emitted from large amounts of individual vehicles on the road.

Improves service to Steeles Avenue. The proposed extension of the express service provides an easier access and faster commute to Steeles Avenue without the need to transfer to the 102 Markham Rd bus. It also provides easier access to social services in the area. Other respondents said the proposed extension could help alleviate passenger load from 53/953 Steeles East and distribute riders from Finch Station.

Improves service to Warden Station. The proposed extension would provide a faster, direct connection to Warden Station and easy access to Line 2, which would improve connectivity and mobility of Scarborough residents. Some respondents said they are more likely to use this route instead of bus routes via Kennedy Station to get to destinations north of Sheppard Avenue. Others said the proposed extension would provide those who use the Line 3 a good service alternative to get to Line 2 at Warden Station, which is less busy and crowded compared to Kennedy Station.

Supports 102 Markham Rd. The proposed extension provides a convenient alternative route on Markham Road. It also reduces the strain and passenger load on 102 Markham Rd, particularly past Sheppard Avenue.

Supports workers and businesses along Markham Road. The proposed extension provides workers better transit access to the industrial employment area along Markham Road north of Finch Avenue and south of Steeles Avenue. It also supports the businesses and the substantial development north of Sheppard Avenue.

Improves service to Centennial College. The route extension makes travelling to Centennial College Progress Campus more efficient coming from north of Sheppard Avenue.

Summary of concerns shared by respondents

Summarized below are the concerns identified by respondents who said the route change will negatively impact their travels and those who expressed average and low support for the route change.

Overcrowding. Longer wait and additional strain on an already overcrowded route, especially since there are issues with headways on the 102 Markham Rd buses. Others were concerned that the bus would be full when it reaches Lawrence Avenue East. Other respondents said they were concerned with increased volume of passengers on Line 2 as a result of this extension.

Long route. Extending the route would make the route significantly long and would be a one-hour bus ride during peak travel times. Some said that it would create bigger headways between vehicles. Others said they prefer having a shorter route because having too many stops will impact the service.

Impact on service to Centennial College. Going to and from Centennial College may cause delays if additional bus service is not added to the 902 Markham Rd Express route. Others were concerned that the proposed change would cut service to Centennial College, which would heavily impact students' travel to the college.

Traffic congestion. A few respondents said they have low support because of the negative experience they have with traffic issues due to LRT plans and priority bus lanes. Others said there will always be congestion regardless of the service provided.

Impact on other routes. The route extension would require more resources to be taken from other routes.

Low-capacity fleet. The bus extensions are a necessary adjustment as a result of the decommissioning of Line 3. However, some respondents said it will not provide much benefit over the local 102 Markham Rd bus as it will be using the same low-capacity fleet. If express routes are meant to serve as higher-order transit, then capital investments should be made for acquiring and operating higher-capacity vehicles (e.g. articulated buses or double-decker buses).

Suggestions on the proposed route

- Operate additional buses on this route to support the increase of passengers as a result of the extension. Others said to increase the bus frequency on this route, regardless of the proposed route extension because the 102 Markham Rd buses are overcrowded.
- Extend the operation of the 902 Markham Rd Express to 11pm on weekdays and provide the express service on weekends
- The extension should keep the current routing on Progress Avenue because Markham Road between Sheppard and Milner is always severely congested during rush hours leading to excessive delays.
- Make Warden Station fully accessible to make the proposed 102 route extension fully viable, especially for those with mobility-challenges.
- Install dedicated bus lanes along major traffic points experiencing bottlenecks to make the service reliable
- Extend the 902 Markham Rd to Major Mackenzie to bolster service in York Region.
- Work with the City to provide priority/advance signal light for the 102B Markham Rd buses turning left onto Markham Road from Steeles Avenue to make the route more efficient. Traffic is heavy going eastbound and take many light cycles for buses to make a left turn.

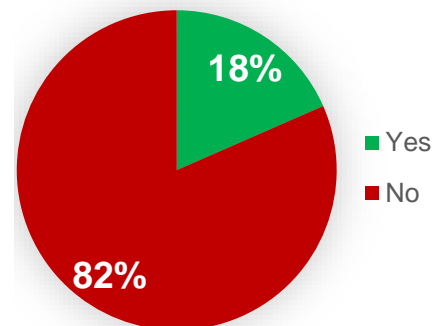
Feedback about proposed connections to Lakeshore East GO (new 905 Eglinton East Express branch)

Overall, many respondents were generally supportive of the proposed new 905 Eglinton East Express branch, while some shared concerns. See detailed summary of feedback below.

If and how the proposed route extension will change respondents' travel

Respondents were asked if this proposed change is implemented, will it change their travels. 993 responses were received. 18% of respondents said yes, the proposed change will change their travels and majority of respondents, 82%, said no because they do not take this route, or they don't travel to this area.

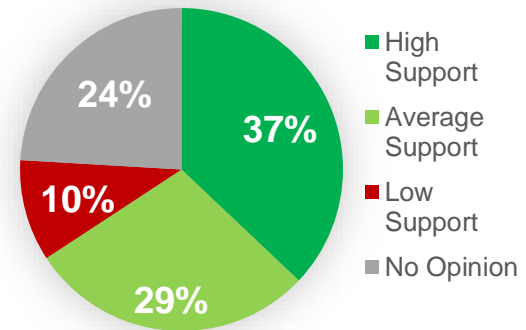
Among those who said yes, respondents shared what they see as perceived benefits and concerns about the proposed change. See summary of perceived benefits and concerns below.



Level of support for the new 905 Eglinton East Express branch

993 responses were received. 37% of respondents said they have high support for the proposed change and 29% of respondents said they have average support, while 10% of respondents said they have low support. The remaining 24% had no opinion.

Respondents with high support said that this proposed change is a logical change and identified several reasons for their support. See summary of perceived benefits below. Respondents with average support had mixed opinions. Some respondents identified the same perceived benefits shared by those who had high support and others said they don't use the route, don't live or would not normally travel in the area so it would not be directly beneficial to them, but they understand how it would be beneficial for others. However, other respondents presented several concerns similar with the concerns shared by those with low support. See summary of concerns below.



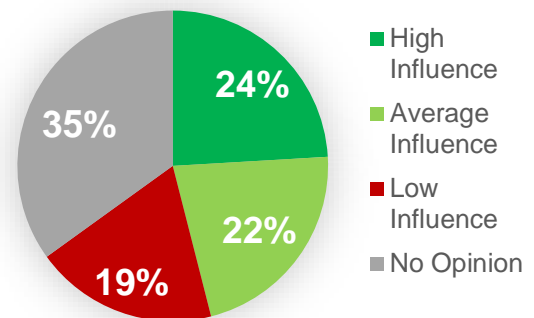
Level of influence cost of travel have on the level of support for the proposed change

993 responses were received. 24% of respondents said cost had a high influence on their level of support for the proposed change and 22% of respondents said cost had average influence, while 19% of respondents said cost had low influence. The remaining 35% had no opinion.

Among those who said cost of travel have a high level of influence on their level of support said transferring to GO trains would cost too much money. Some said that fares need to be integrated with GO and TTC which should either be a free transfer or a discounted fare. Some said they would not want to pay an extra fare to get to where Line 2 can take them on one fare. Others said the cost of living is already high in the city and having to pay an additional fare would be a concern especially for those who would use transit a lot.

Those who said cost has average influence shared the same reasons by those who chose high influence, although others said they don't use the route, so it would not impact them.

Those who said cost has low influence said that although free transfers would be a good idea and a lack of them could give this route lower ridership, they think that paying extra for taking GO transit is worth it if it means a faster, more comfortable ride and more convenient connection. Others said the additional fare required is well below the downtown parking cost. Some said that extending the express network into northeast Scarborough, while offering enhanced service at the two GO stations is a good set of options. Other respondents said they use a 12-month PRESTO pass, therefore they don't need to worry about cost per tap.



Summary of perceived benefits shared by respondents

Summarized below are the perceived benefits identified by respondents who said the route change will positively impact their travels and those who expressed high and average support for the route change.

More service options and easier travel to Malvern and northeast Scarborough. Respondents said the proposed route change would encourage them to take the TTC instead of driving, as well as encourage them to visit areas along Sheppard Avenue and Finch Avenue more frequently. Others said it would encourage riders to take the new 905 route instead of the local 116 Morningside bus. One respondent said they support extending buses to northeast Scarborough because buses are generally more reliable, flexible and cheaper to operate and maintain.

Shorter journey times by reducing the need for multiple transfers, especially for those who travel to/from Morningside Heights. Other respondents said they always support opportunities for less transfers.

Easier access and faster connection to/from rapid transit lines (Line 2 and Line 5), GO Transit and more neighbourhoods and destinations, including those on Finch Avenue, Sheppard Avenue, Morningside Avenue, Lawrence Avenue and Kingston Road, as well as Malvern Town Centre and UTSC. Others said this route change could potentially negate the loss of Line 3 Scarborough, depending on the efficiency of the route.

Help planning for future Line 5 extension. The route change would help transit planners figure out where people are getting on and off more frequently and help them design transit stops for when Line 5 Eglinton is extended further east into Scarborough.

| Summary of concerns shared by respondents

Summarized below are the concerns identified by respondents who said the route change will negatively impact their travels and those who expressed average and low support for the route change.

Overcrowding. The route change would create additional strain on an already overcrowded route. Others said it would result in additional crowding on the subway and GO trains. Kennedy Station is at or close to capacity during peak hours. Adding additional volume will cause service issues.

Impact to travel times due to length of route. The route change is useful for the greater good, but it will negatively impact travel times due to increased wait times if additional buses are not added on this route. Others said the change would slow down service. Taking this route would be unreasonably long for most customers during peak travel times. Others said customers would opt to take a more direct routing to Kennedy Station.

Confusing route. The proposed change would overcomplicate the 905 route and make it difficult to follow. They said that the route should be extended along Morningside Avenue, not Neilson Road.

Impact to those who live between Conlins Road and Morrish Road. The route change would result in a loss of transit access or a need for multiple transfers for those who live on Ellesmere between Conlins Road and Morrish Road to get to Kennedy Station.

Impact to service to UTSC if the new route means losing direct transit access to the university. Respondents were unclear if a new branch means less service to UTSC, or if the new branch goes to UTSC, which they said it should. Others said the proposed change would alter the initial purpose of this route, which is to provide express service from Kennedy Station to UTSC.

The additional fare required to transfer to the GO train. Respondents said that their community has already been “penalized” from longer commutes, longer wait times and overcrowded buses. The TTC and GO Transit should come to an agreement where their shared customers do not have to pay an additional fare.

Inappropriate use of resources. Some respondents said the proposed change would be unnecessary as the TTC already has good connections to GO transit and customers would not transfer to GO service and pay an extra fare.

| Suggestions on the proposed route

Related to routing

- Extend the route along Morningside Avenue instead of Neilson Road since there are other proposed changes, including routing 39A Finch East on Neilson Road and the new 985C Sheppard East Express branch to Neilson Road. Operating another route on Neilson would create congestion on Neilson Road. Consider routing the 905 bus through Morningside Avenue, to McLevin Avenue, then Sewells Road, Tapscott Road and Steeles Avenue connecting east Scarborough to Markham.

- Create one branch of the 905 bus that goes to UTSC and one branch that goes to Morningside Heights to eliminate extra turns and time wasted going through loops. Consider routing the 905A to Conlins Road, 905B to University of Toronto Scarborough Campus and 905C to Morningside Heights.
- Extend the route all the way to Steeles on Staines Road.
- Make stops only at major intersections in Malvern.
- Consider extending the 905 route to Port Union Road and Kingston, then south to Rouge Hill GO Station.

Related to fare

- TTC and GO transit need to work on an integrated fare system.
- Extend the two-hour transfer because for many customers who would use this route, they plan to go further downtown, such as to Union and then take TTC again after taking the GO, which can lead to having to pay the TTC fare twice if the total travel time goes beyond two hours.

Other suggestions

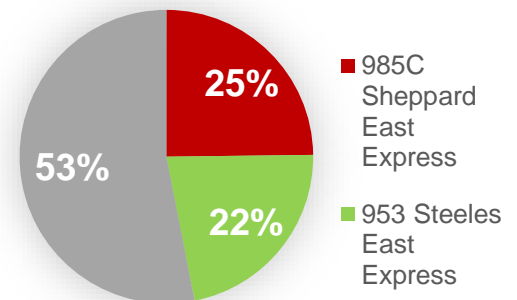
- Rename this route 905 Eglinton East-Morningside Express since the route will be travelling further on Morningside.
- Make announcements on the bus informing riders of the connections to GO Transit and which stop to transfer at.
- The extensions should be based on today’s demands, as well as future projections of populations. Access to GO transit will help the city grow, which will inevitably lead to increase in transit riders.
- Operate the extended route on weekends.
- Consider operating a new express service up Brimley and along Nugget to serve the Malvern and Morningside Heights area to Line 1 and another express service from Don Mills Station to the same communities to provide more travel options.

Feedback about proposed connections to Stouffville GO (953 Steeles East Express and 985C Sheppard East Express)

Overall, many respondents were generally supportive of the proposed changes to 953 Steeles East Express and 985C Sheppard East Express, while some shared concerns. See detailed summary of feedback below.

Which of the proposed connections to Stouffville GO respondents will use

1,040 responses were received. 25% of respondents said they will use 985C Sheppard East Express, while 22% of respondents said they will use 953 Steeles East Express. The remaining 53% they will use neither of the two routes.

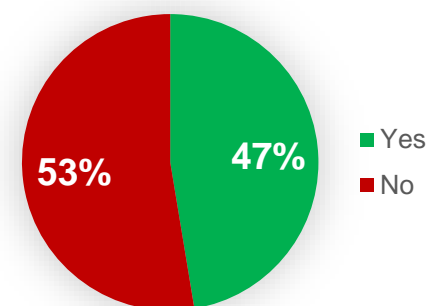


953 Steeles East Express

Summarized below are the responses of respondents who said they will use the 953 Steeles East Express.

If and how the proposed route extension will change respondents’ travel

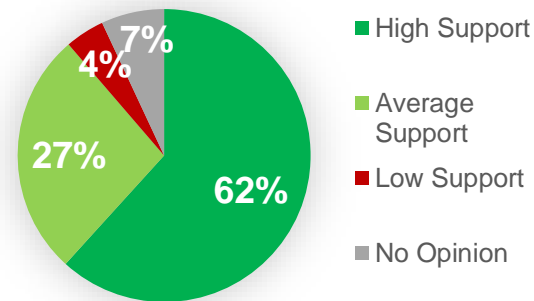
Respondents were asked if this proposed change is implemented, will it change their travels. 230 responses were received. 47% of respondents said yes, the proposed change will change their travels and 53% of respondents said no. Only one respondent shared why the route would not change their travel – they said that they will continue travelling to Line 1 to go downtown.



Among those who said yes, respondents shared what they see as perceived benefits of the proposed change. See summary of perceived benefits below.

Level of support for the 953 Steeles East Express new stop at Milliken GO

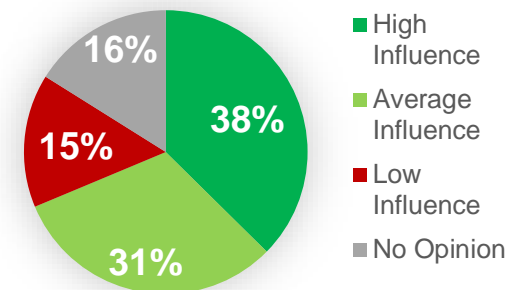
230 responses were received. Majority of respondents, 62%, said they have high support for the proposed change and 27% of respondents said they have average support, while 4% of respondents said they have low support. The remaining 7% had no opinion.



Respondents with high support said that this proposed change is a logical change and identified several reasons for their support. See summary of perceived benefits below. Respondents with average support had mixed opinions. Some respondents identified the same perceived benefits shared by those who had high support and others said they don't use the route, so it would not be directly beneficial to them, but they understand how it would be beneficial for others. However, other respondents presented concerns similar with the concerns shared by those with low support. See summary of concerns below.

Level of influence cost of travel have on the level of support for this proposed change

230 responses were received. 38% of respondents said cost had a high influence on their level of support for the proposed change and 31% of respondents said cost had average influence, while 15% of respondents said cost had low influence. The remaining 16% had no opinion.



Among those who said cost of travel have a high level of influence on their level of support said transferring to GO trains would increase their travel cost, which some would not be able to afford. They said that connection to GO trains should be convenient and affordable. Fares need to be integrated between TTC and GO transit to reduce burden on customers and encourage ridership.

Those who said cost has average influence shared similar reasons with those who chose high influence, although others said shared a concern that customers have to pay two fares for transferring to the GO train, while drivers get free parking at GO stations. Others said they will need to take transit to get to work regardless of cost as they have no other means to get to work so they do not have a choice but having fare integration would be better.

Those who said cost has low influence said that although free transfers would be a good idea, they think that paying extra for taking the GO train is acceptable because better access, speed and convenience are their top travel priorities. Others said that they can afford the additional fare, but not all customers can. Some respondents said that cost did not influence their level of support for the proposed change but instead it was traffic congestion due to adding/removing customers on an express vehicle.

Summary of perceived benefits shared by respondents

Summarized below are the perceived benefits identified by respondents who said the route change will positively impact their travels and those who expressed high and average support for the route change.

Easier access to Milliken GO. Respondents generally said that more express connections to GO transit is good. They like that 953 Steeles East will stop at Milliken GO as it will enable them to access the GO train to get to/from downtown, which would reduce their travel time. However, they would like to see the Stouffville GO train operate more frequently. Other respondents said that stopping at Milliken GO station would be efficient for customers as they won't have to get off at Kennedy Road or Midland Avenue and walk to the station. However, respondents said that fares need to be integrated between TTC and GO transit.

Encourages taking transit instead of driving. Respondents said that the proposed change is important to connect more people to GO trains. This will also help reduce car dependency when trying to commute using GO, as people can use the TTC to reach the GO trains as opposed to relying on a car.

Reduces strain on TTC buses. Connection between GO transit and TTC express services is a great way to reduce strain on TTC services when Line 3 ceases to operate. GO trains have much greater capacity. This proposed connection could result in an increase in ridership which could lead into even more frequent service for the GO network.

Would support employment, businesses and development in the area. One respondent said they live along the route of 953 Steeles East Express and raised the point about adding a Milliken GO stop connection during a rider survey panel in 2019. They said that the shopping malls around that area are a locus of employment and retail businesses and it also has the prospect of becoming a major residential development following the cancellation of the Remington Centre shopping mall. Other respondents said that this proposed change would encourage them to visit the area more often.

Encourages travel to east Scarborough and use of train at Milliken GO station. Respondents said the new stop at Milliken GO would make service more enticing to use when travelling to/from the east end. Others said they would choose to take the GO train from Milliken GO station instead of Agincourt GO station if this change is implemented.

Potential to use extra bus bays at Milliken GO. Stopping at Milliken GO station makes use of the extra bus bays there, making it more convenient than the small stop at Steeles Avenue and Midland Avenue.

| Summary of concerns shared by respondents

Summarized below are the concerns identified by respondents who said the route change will negatively impact their travels and those who expressed average and low support for the route change.

More stops mean slower service. Connection to GO transit should be done with regular service like 53 Steeles East instead of adding it to express service.

No fare integration between TTC and GO transit.

Does not address issue of travelling between communities in Scarborough.

Stouffville GO line not operating early. A respondent was unsure if the Stouffville GO line will have an earlier service to accommodate those who work downtown and work very early shifts.

| Suggestions on the proposed change

- Make the 953 Steeles East Express operate all-day, everyday.
- Improve promotions of connections to GO transit. The proposed change creates a great connection to GO transit. More people would connect to GO transit if they knew about the connection.
- Continue to implement intermodal stops to promote regional connections with other transit providers.
- Integrate fares between TTC and GO transit.
- Reroute the 953B express south on McCowan to Scarborough Centre and Kennedy Station.

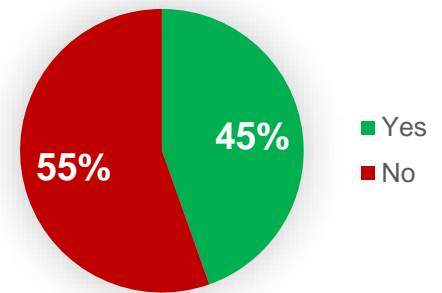
985C Sheppard East Express

Summarized below are the responses of respondents who said they will use the 985C Sheppard East Express.

If and how the proposed route extension will change respondents' travel

Respondents were asked if this proposed change is implemented, will it change their travels. 258 responses were received. 45% of respondents said yes, the proposed change will change their travels and 55%, said no.

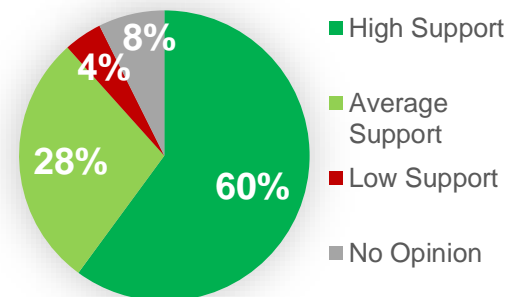
Among those who said yes, respondents shared what they see as perceived benefits and concerns about the proposed change. See summary of perceived benefits and concerns below.



Level of support for the new 985C Sheppard East Express branch

258 responses were received. Majority of respondents, 60%, said they have high support for the proposed change and 28% of respondents said they have average support, while 4% of respondents said they have low support. The remaining 8% had no opinion.

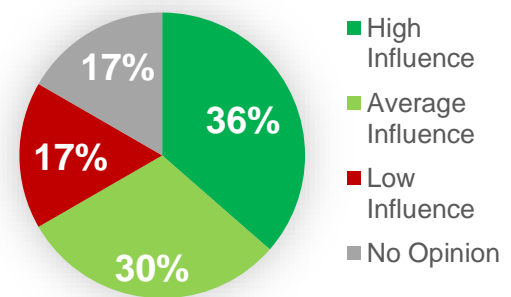
Respondents with high support said that this proposed change is a helpful change and would encourage them to take transit more. They identified several reasons for their support. See summary of perceived benefits below. Respondents with average support shared concerns similar to those with low support. See summary of concerns below.



Level of influence cost of travel has on the level of support for this proposed change

258 responses were received. 36% of respondents said cost had a high influence on their level of support for the proposed change and 30% of respondents said cost had average influence, while 17% of respondents said cost had low influence. The remaining 17% had no opinion.

Among those who said cost of travel have a high level of influence on their level of support said transferring to GO trains is expensive and would increase their travel cost. They said that connection to GO trains should be convenient and affordable and fares need to be integrated between TTC and GO transit. Respondents urge the TTC to work with the provincial government and discuss options for cheaper fare on GO transit, particularly for Scarborough residents who have been suffering from high cost of transportation and lack of connected transit options for a long time.



Those who said cost has average influence share similar reasons with those who chose high influence. Some respondents said that without co-fare between TTC and GO transit, travelling is expensive and they will continue to use 985 Sheppard East Express and connect to Line 4 instead. They also said that the Stouffville GO service is infrequent which makes it less convenient compared to using Line 4. Others said that paying an extra fare is an additional cost but may be necessary without Line 3.

Those who said cost has low influence said that paying extra for taking the GO train is acceptable because it would save them time and as a result, save them money. Others said that speed, convenience and pleasant experience on transit should outweigh the cost, although they acknowledge that cost may be a top priority for other customers.

Summary of perceived benefits shared by respondents

Summarized below are the perceived benefits identified by respondents who said the route change will positively impact their travels and those who expressed high support for the route change.

Access to Agincourt GO. Respondents said the new branch offers a great connection to the GO train, which would get them downtown faster than the subway. Some said they specifically like that customers in the Staines Road area would have a new connection to/from the GO train. Others said the proposed new route would encourage them to take the route more often. They would like this proposed new branch to operate all-day service so customers can connect to the GO train in off peak periods.

Direct access to/from Don Mills Station/Fairview Mall. Respondents who live in the Morningside Heights said that the proposed new branch gives them direct access to/from Don Mills Station/Fairview Mall, without the need for transfers.

Improves service to Staines area. Respondents said the proposed new route is important as it would improve service to Staines, which is underserved by transit. Others said the Staines area has expanded so a new 985 branch would help improve service in this area.

Improves travel time and create new connections for Malvern residents. The proposed change would reduce travel times for Malvern residents and unlock a new connection to Don Mills Station, which many residents did not have a viable connection to in the past.

Connects more people to the subway and could build up ridership to a future Line 4 extension.

Reduces transfers. Creating a new branch of the 985 is a good idea because at the moment customers have to transfer between the 133 Neilson and the 85/985 Sheppard East Express.

More transit options. The proposed change would create more options for taking the bus to the local subway or GO stations and would encourage them to visit the Agincourt area more often.

Summary of concerns shared by respondents

Summarized below are the concerns identified by respondents who said the route change will negatively impact their travels and those who expressed average and low support for the route change.

Reduced service frequency. Respondents were concerned that the increased transit accessibility would be paid by decreased service frequency.

Another new service on Neilson Road. Respondents said that the proposed new branch would add another new service on Neilson Road. Consider routing the new branch to McLevin Avenue in order to serve Malvern. Others said extending the 985 is not necessary.

Infrequent GO train service. Respondents are concerned that if the 985C bus is not on time, it would result in customers missing the GO train and would significantly lengthen their travel time because the GO train does not operate frequently.

Additional branch may cause confusion and impact the frequency of other branches. Respondents said that the Sheppard express bus should stay on Sheppard Avenue. One respondent said that the 985A Sheppard East Express was not a good replacement for the 190 Scarborough Rocket and now they are concerned that adding another 985 branch could make the other route's service and frequency worse.

Customers east of Morningside would still need to transfer. The proposed route travels on Neilson Road so the customers who live east of Morningside would still have to transfer. They are concerned that all express buses are connecting to Malvern and no express buses are planned for customers in Port Union.

No fare integration between TTC and GO transit.

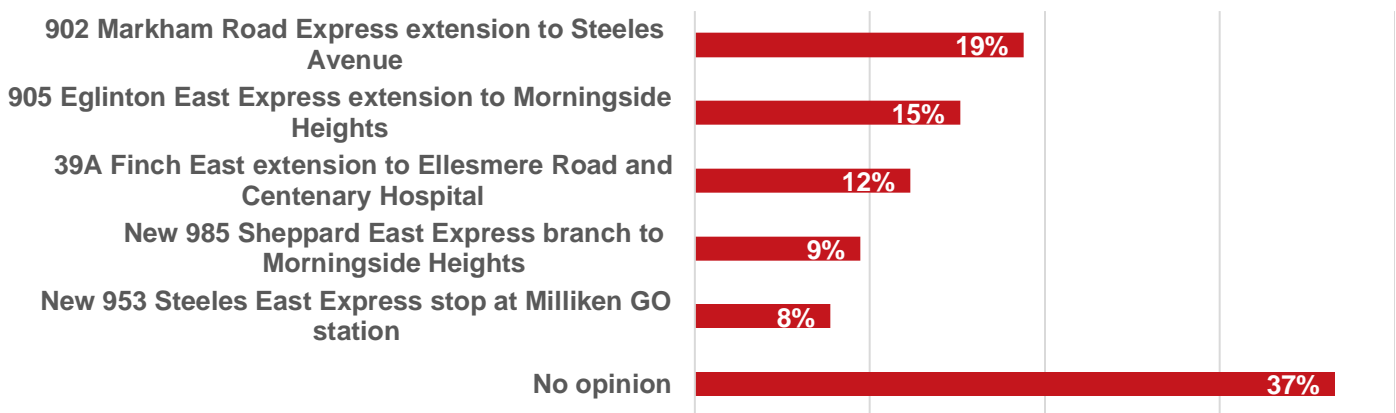
Suggestions on the proposed change

- Ensure service is frequent.
- Align the bus schedule with the GO train service to make customer travel efficient.
- Integrate fares between TTC and GO transit.

Overall feedback

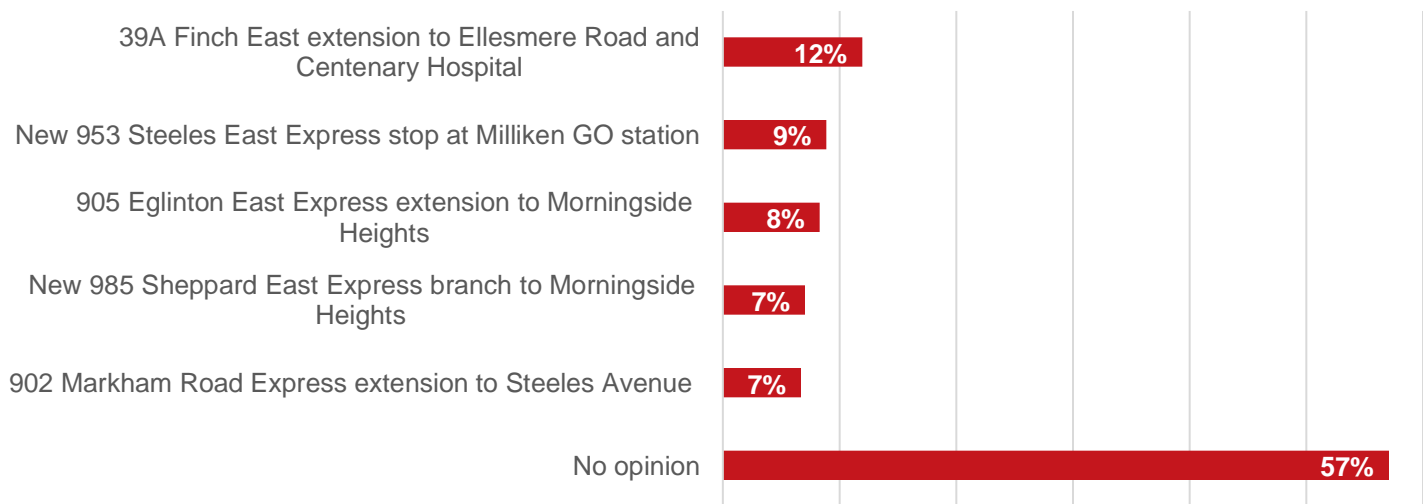
Proposed connections respondents preferred the most

Of the 878 responses received, the proposed connections respondents preferred the most is 902 Markham Road Express extension to Steeles Avenue at 19%, followed by 905 Eglinton East Express extension to Morningside Heights at 15%, 39A Finch East extension to Centenary Hospital at 12% and new 985 Sheppard East Express branch at 9%. The new 953 Steeles East Express stop at Milliken GO station received the lowest preference at 8%.



Proposed connections respondents preferred the least

Of the 878 responses received, the proposed connections respondents preferred the least is 39A Finch East extension to Centenary Hospital at 12%, followed by the new 953 Steeles East Express stop at Milliken GO station at 9% and 905 Eglinton East Express extension to Morningside Heights at 8%. The new 985 Sheppard East Express branch and 902 Markham Road Express extension to Steeles Avenue were at the bottom with both receiving 7%.



| Other route changes suggestions TTC should consider after the closure of Line 3

Suggestions to existing routes

- Extend 16B McCowan to Kennedy Station.
- Extended operation of 17 Birchmount beyond 1:00 a.m.
- Additional service on the 21A Brimley and 43B Kennedy to help supplement service, or consider bringing back route 903 (Kennedy - Scarborough Town center) express during the peak periods.
- Extend 21 Brimley to Warden Station.
- Extend 54B Lawrence East to Morningside Crossing.
- 38 Highland Creek express to Kennedy with stops along Lawson Rd (Meadowvale, Centennial, Port Union).
- Shorter 54 Lawrence East route that only operates between Don Mills and Morningside Crossing.
- 54/954 Lawrence East stop at Kennedy Station.
- Extend the 95C branch to Scarborough Centre.
- A lot of people from the 102 get off at Eglinton to head east. Consider extending the 116 Morningside or 905 Eglinton East Express to the Amazon and Dynamic Drive area.
- Extend 129 McCowan to Line 2.
- Route 132 Milner to Kennedy Station.
- Extend 132 Milner to Morningside Avenue.
- Extend 905 Eglinton East Express to Morningside Heights via Morningside
- Extend 939A to Kennedy Station using the bus only lane.
- 95/995 York Mills branch to Scarborough Centre Station.
- Reroute the 985B Sheppard East to travel from Meadowvale to Kennedy Station via Sheppard East, Scarborough Centre and the new busway.
- Run 985 Sheppard East should run to the Rouge Hill GO station during rush hours, making all local stops east of Meadowvale then follow express routing to Don Mills station.
- Eliminate the 43B and 21A and 985A, making the 9 Bellamy go to Centennial College, the 16 could terminate at Ellesmere Road looping via Bushby Drive and Grangeway Ave.
- Combine the 169 Huntingwood bus with the 130 Middlefield bus into one route to make it easier to travel to Don Mills Station.
- Operate 131 Nugget along McCowan Road and Eglinton Avenue to Kennedy,
- 132 Milner and 134 Progress replace 43B Kennedy branch that runs from Kennedy Rd to Scarborough Centre Station,
- 133 could run along Brimorton Ave, Brimley Rd, Dorcot Ave and then midland Ave until Kennedy Station.
- Extend 169 Huntingwood to Centennial College.
- Connect 905 Eglinton East Express with 39A Finch East at Centenary so there is a connection to Centenary Hospital from Kennedy Station.

Suggestions for new routes

- New Brimorton bus service that also terminates at Morningside Crossing.
- Direct shuttle bus from Malvern Town Centre to Sheppard Station.
- Reintroduce the 131E/ 903 Nugget-STC-Kennedy express route, with more service, both with articulated vehicles.
- New 912 Kingston Express service from Victoria Park Station to UTSC during rush hours (following the 12D service), which acts as supplementary service to the 12D. If not UTSC, other possible eastern terminus could be: Toronto Zoo, Meadowvale Loop and Rouge Hill GO Station.
- New branch of the 133 Neilson from Morningside Heights to Kennedy Station, running via Ellesmere, Scarborough Golf Club, Eglinton rather than via Scarborough Centre.
- New bus route in Scarborough that connects Antrim Crescent (all the way up to Glamorgan Public School) and Dundalk Drive to the Line 3 replacement busway to Kennedy Station, via Kennedy Road and Ellesmere Road.
- New bus route from Neilson Road directly to Rouge Hill GO station.

- Direct bus link (preferably express) between Scarborough Centre both Agincourt and Eglinton GO Stations. An express option for the 9 Bellamy bus for Eglinton GO and/or a shuttle express bus to Agincourt GO would be highly supported by many locals, until the Line 2 extension is complete.
- Bring back the 116B as a huge number of customers who board the 116 and 86 at Kennedy get off before Kingston Road.
- New express service along McCowan from Finch to Steeles.
- Extend more buses to Major Mackenzie or Hwy 7.
- New seasonal route from Kennedy Station (Line 2 and Line 5) to the Toronto Zoo via Scarborough Town Centre and utilizing highway 401 to operate express shuttle service.

Other suggestions

- Express route from STC to Kennedy station without stopping at other SRT stops like Lawrence, Midland, Ellesmere.
- Install bus lanes, queue jump lanes and transit priority signals on major roads across Scarborough, including McCowan, Markham, Kennedy and Ellesmere by end of next year. Accelerate the RapidTO projects.
- Improve transit in the Port Union/Kingston Road area.
- Increase service frequency of many buses in Scarborough, including 9 Bellamy, 16 McCowan, 21 Brimley 43B Kennedy, 57 Midland, 95A York Mills east of UTSC, 129A McCowan, 131 Nugget, 132 Milner, 133 Neilson and 134 Progress.
- Improve Blue Night service in Scarborough by making sure it is on time and better connected.

Line 6 Surface Network Changes

As part of the 2023 Annual Service Plan survey, the TTC shared and sought feedback on proposed route changes and service in specific areas along the Finch West corridor to support the Line 6 Finch West LRT, which will be opening in 2023. Specifically, this part of the survey focused on asking customers for feedback about the proposed surface network changes in the following areas: York University Heights – Downsview Park, Emery Village Business Improvement Area and Humberwood/Humber College.

A total of 639 responses were received for this part of the survey. This section of the report summarizes feedback shared about these topics.

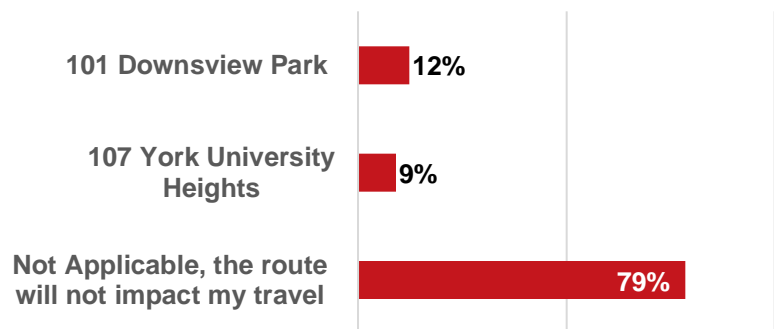
Feedback about York University Heights – Downsview Park proposed changes

TTC shared and sought feedback on two potential routes in the York University Heights area that could be connected to Line 6 Finch West: **101 Downsview Park (including future service to Stanley Greene neighbourhood) and 107 York University Heights.**

Many respondents were generally supportive of the proposed changes for both bus routes, while some shared concerns. See detailed summary of feedback to the questions for these proposed route changes below.

Which route changes will impact respondents' travel

A total of 639 responses were received for this question. Majority of respondents (79%) said that the proposed routes would not impact their travel, while 12% of respondents said the 101 Downsview Park route changes would impact their travel and 9% said that the 107 York University Heights route changes would impact their travel.



Feedback about 101 Downsview Park

How the proposed route changes will impact respondents' travel

Respondents shared what they see as benefits and concerns about the proposed route change. Those who see benefits said that it would:

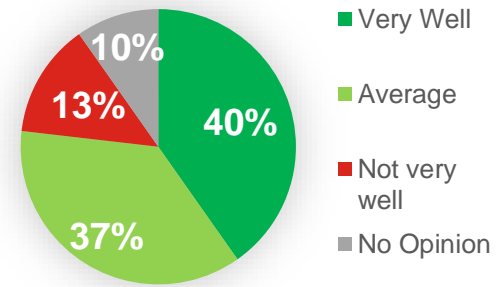
- Provide better service to the Stanley Greene neighbourhood.
- Make it easier to get to Keele Street and Sheppard Avenue.
- Improve travel into Downsview Park.

Those who shared concerns about the proposed route changes said that it would:

- Make travel to Downsview Station longer.
- Be confusing and difficult for passengers to follow/remember the route. Consider creating a loop to provide service both directions.
- Impact service reliability in Downsview Park's recreational facilities if the route is extended to Finch West Station. They said they would like to see direct service from Downsview Park Station to the Hangar and other nearby facilities in Downsview.

How well the proposed route changes would serve respondents' travel needs

82 responses were received for this question. 40% of respondents said the route changes would serve their travel needs very well and 37% of respondents said it would serve their needs averagely. However, 13% of respondents said the route changes would not serve their travel needs well. The remaining 10% of respondents had no opinion.



Among those who said very well, many said the proposed route change is a positive change. They said the route change would:

- Provide more service options.
- Make it easier to transfer between the 41 Keele and 101 Downsview Park routes.
- Improve commute times for students at Centennial College.

Those who said it serves their travels needs averagely said they would likely be able to adjust to the new revised 101 Downsview Park schedule and route to access Downsview Park facilities and that it means more accessibility for TTC customers.

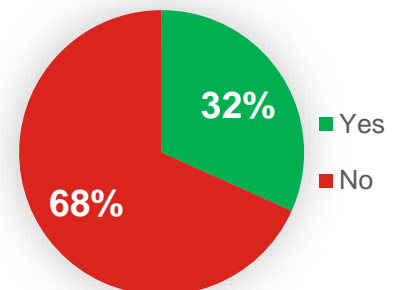
Those who said not well, shared why the proposed route changes will not serve their travel needs well:

- The route change will result in longer travel times and service would become even more infrequent.
- They need 101 Downsview Park service directly from Downsview Park Station, not from Sheppard West Station. *TTC clarification: the proposed route would Downsview Park Station, instead of Sheppard West Station.*
- The route change will be confusing for customers.

Destinations respondents will no longer be able to access if the proposed changes are implemented

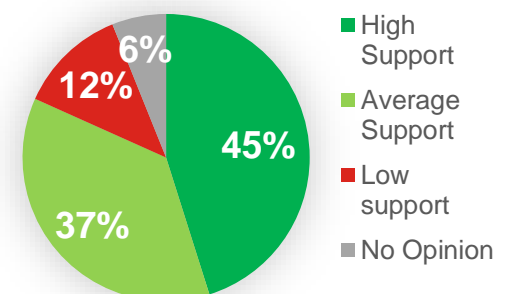
82 responses were received. 68% of respondents said there are no destinations they will no longer be able to access if the proposed changes are implemented, while 32% of respondents said there are destinations they will no longer be able to access, which are:

- Downsview Station,
- Keele Street and Steeles Avenue and
- Sheppard West area.



Level of support for the 101 Downsview Park proposed route changes

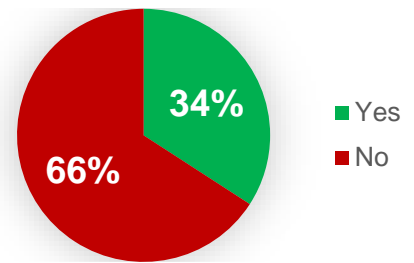
82 responses were received. 45% of respondents said they have high support for the proposed change, while 37% of respondents said they have average support and 12% of respondents said they have low support. The remaining 6% had no opinion.



Those who have high support said the route change would give them access to a bigger area, would reduce traffic and that the making a continuous route makes sense. Those who have low support said it's because of the removal of access to Downsview Park Station and because the routes can be too confusing and hard to remember. Those who have average support said they like the route change as it could improve connections, particularly to developments in the neighbourhood, while others shared concerns with increase in travel times if service is not frequent.

Respondents' overnight travel needs along the 101 Downsview Park route

82 responses were received. 34% of respondents said they do have overnight travel needs along this route, while 66% of respondents said they do not. Among those who said they do have overnight travel needs, said it would be great if 101 Downsview Park operated in the early hours (e.g. 5 a.m.).



Other feedback and suggestions on the proposed route changes

- Respondents were generally supportive of the proposed 101 Downsview Park route change. However, some respondents said they are supportive of the change if service is frequent and that service with intersecting bus (such as the 41 Keele) are planned with care and are in close proximity with each other.
- One respondent said that the 2022 Fall Service is a better connection for Downsview Park users because customers can choose to walk or take the bus, whereas, the proposed route changes make the bus inconvenient and out of the way.
- Connect the 101 Downsview Park route to Downsview Park Station.
- Create a guide for all the route changes.
- Terminate 101 Downsview Park at Finch West Station.
- Provide an overnight service in this area.

Feedback about 107 York University Heights

How the proposed route changes will impact respondents' travel

Respondents shared what they see as benefits and concerns about the proposed route change. Those who see benefits said that the proposed route change would be a positive change and encourages them to take this route instead of driving. They said the route change would:

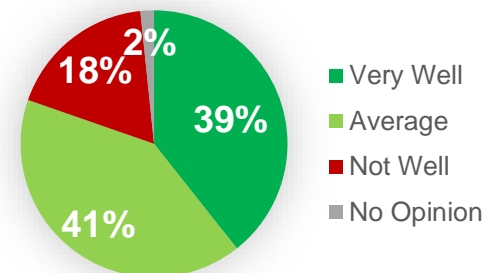
- Make it easier to transfer between buses
- Make transit more accessible
- May decrease travel time

One concern mentioned with this proposed route change is the lack of direct connection from Pioneer Village.

How well the proposed route changes would serve respondents' travel needs

61 responses were received. 39% of respondents said the route changes would serve their travel needs very well and 41% said it would serve their needs averagely. However, 18% said the route changes would not serve their travel needs well. Only 2% of respondents had no opinion.

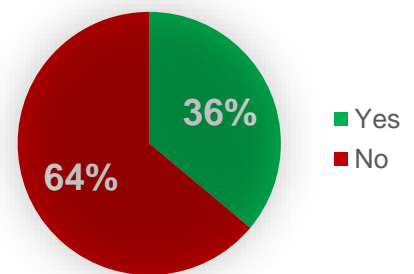
Among those who said very well and average said the proposed route would make the 107 York University Heights route easier to use and more accessible for customers. Others said it would reduce their travel time. No feedback was shared by those who said the route change would not serve their travel needs well.



Destinations respondents will no longer be able to access if the proposed changes are implemented

61 responses were received. 64% of respondents said there are no destinations they will no longer be able to access if the proposed changes are implemented, while 36% of respondents said there are destinations they will no longer be able to access, which are:

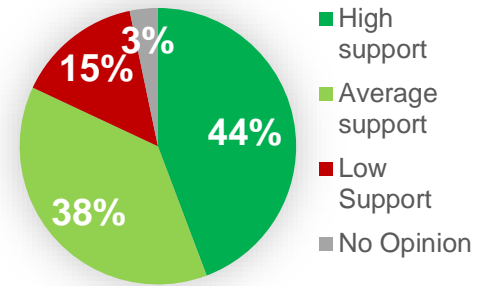
- Sheppard West Station
- Walmart Supercentre on Keele Street and Lepage Court



Level of support for the 107 York University Heights proposed route changes

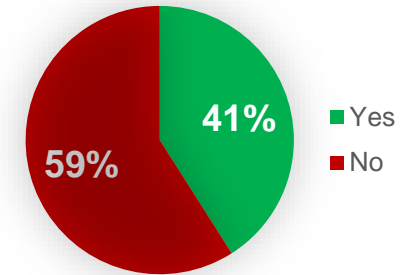
61 responses were received. 44% of respondents said they have high support for the proposed change and while 38% of respondents said they have average support and 15% of respondents said they have low support. The remaining 3% had no opinion.

Those who have high support said the route change is a positive change. They said it would reduce traffic and travel time, make transit more accessible for customers and make the 107 York University Heights route easier to understand. No explanations were shared by those who have average support and low support.



Respondents' overnight travel needs along the 107 York University Heights route

61 responses were received. 41% of respondents said they do have overnight travel needs along this route, while 59% of respondents said they do not. Those who said they do have overnight travel needs said overnight service is important for those who work the graveyard shift and need public transport.



Other feedback and suggestions on the proposed route changes

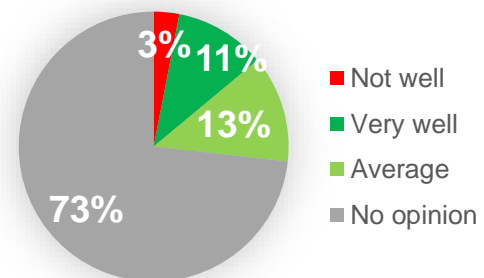
- Respondents were generally supportive of the proposed route changes, however they said that service needs to be more frequent, especially evening service.
- Consider operating the route during late night service (e.g. every 1-2 hours from 1 – 6 a.m.)
- One respondent said the 107 York University Heights route should be kept as is.
- Terminate 107 York University Heights at Finch West Station.

Feedback from those who said the proposed route changes will not impact their travel

How well the proposed route changes would serve respondents' travel needs

523 responses were received. 73% of respondents said they had no opinion, 11% said it serves them very well and 3% said it wouldn't serve them well.

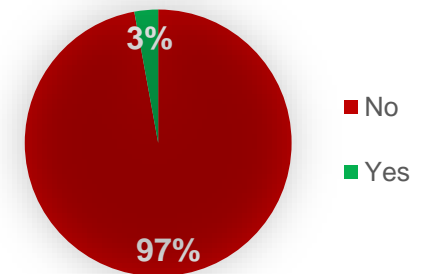
A majority of respondents said they had no opinion because they don't use the services in this area. Some said that although they don't use the services in the area often, they think that the changes make sense. Some like that the proposed route changes can connect customers to Line 6 and the Downsview Park area.



Destinations respondents will no longer be able to access if the proposed changes are implemented

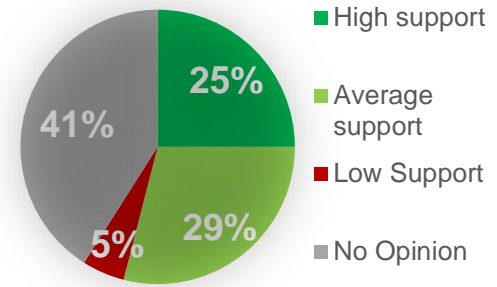
523 responses were received. Most respondents (97%) said there are no destinations they will no longer be able to access if the proposed changes are implemented, while 3% of respondents said there are destinations they will no longer be able to access, which are:

- Keele Street and Steeles Avenue
- Downsview Park Station



Level of support for the proposed route changes

523 responses were received. 25% of respondents said they have high support for the proposed change and while 29% of respondents said they have average support and 5% of respondents said they have low support. Many respondents (41%) had no opinion.



Those who have high support said the proposed changes to the 101 Downsview Park and 107 York University Heights routes would:

- Simplify the routes by creating a continuous route, making them easier to understand
- Create better coverage
- Improve traffic flow and congestion
- Make travel through Downsview Park easier
- Make travel faster
- Better utilize the bus routes, which are currently underused

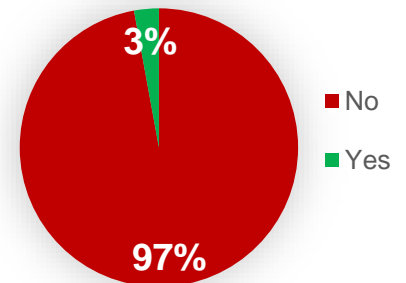
Those who have low support said the proposed route changes would:

- Make travel longer for those using the 101 Downsview Park bus
- Make any destination east of the Supertest Centre further from the 107 York University Heights route
- Make the 101 Downsview Park route confusing

Another concern shared was that Line 6 will not necessarily mean a rapid transit line so connecting buses to Line 6 would not be worth it.

Respondents' overnight travel needs

523 responses were received. Majority of respondents (97%) said they do not have overnight travel needs along these routes, while 3% said they do. One respondent said they know that there are employees working overnight along Pond Road that would need overnight service.



Feedback about Emery Village BIA proposed changes

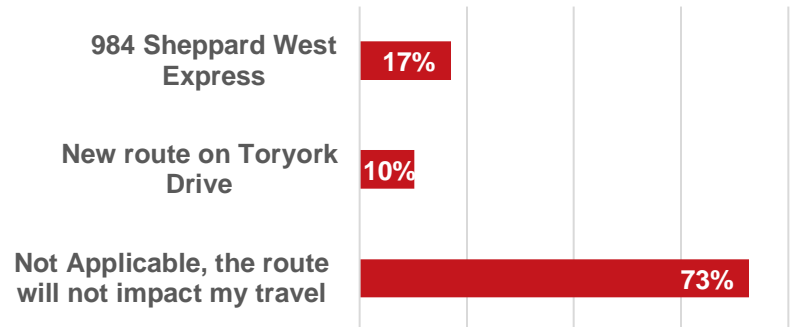
TTC shared and sought feedback on three potential route changes for the Emery Village BIA area to replace service previously offered by 36D/F Finch West branches, while still connecting to Line 1 Yonge-University stations without duplicating service on the Finch West corridor. The proposed changes are:

- **Extension of the 984 Sheppard West Express to Weston Road and Finch Avenue West**
- **New route on Toryork Drive via Steeles and Pioneer Village Station**
- **Extension of the 384 Sheppard West Blue Night route**

Many respondents were generally supportive of the proposed two route extensions and new bus route, while some shared concerns. See detailed summary of feedback to the questions for these proposed route changes below.

Which route changes will impact respondents' travel

A total of 586 responses were received. Majority of respondents (73%) said that the proposed routes would not impact their travel, while 17% of respondents said the 984 Sheppard West route changes would impact their travel and 10% said that the new route on Toryork Drive would impact their travel.



Feedback about the 984 Sheppard West Express proposed extension

How the proposed route extension will impact respondents' travel

Respondents shared what they see as benefits and concerns about the proposed route change. Those who see benefits said that it would:

- Provide more options for travel, especially those in the western part of North York.
- Make it easier to get to Finch Ave and Weston Road.
- Reduce travel time and eliminate the need to transfer to 165 Weston Rd North.
- Create an easier connection to Line 6, which would encourage them to take the 984 Sheppard West Express bus more.
- Make driving on Rivalda Road and Bradstock Road easier because of less traffic.

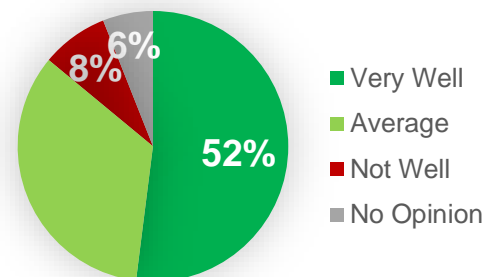
Those who shared concerns about the proposed route changes said that the 984 Sheppard West Express bus is already a crowded route with poor frequency; the proposed extension will increase ridership making crowding and travel times worse. Respondents suggested increasing frequency during peak hours and making the 984 Sheppard West Express a full day service.

How well the proposed route changes would serve respondents' travel needs

100 responses were received. 52% of respondents said the route changes would serve their travel needs very well and 34% of respondents said it would serve their needs averagely. However, 8% of respondents said the route changes would not serve their travel needs well. The remaining 6% of respondents had no opinion.

Among those who said very well, they said the proposed route change is a positive change and they are looking forward to its implementation. They said the route change would:

- Reduce their travel time.
- Eliminate the need to transfer to 165 Weston Rd North and makes transit more accessible.
- Provide customers from Weston Road good connection to Line 6.

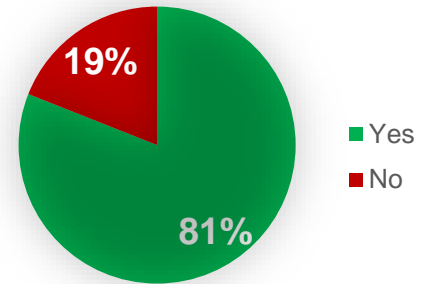


- Provide customer more options for travelling.

Respondents who said it serves them averagely are concerned with increased wait and travel times, as well as the frequency of service. One respondent said that this route change means an extra connection at Weston Road and Finch Avenue. No explanations were shared by those who said the proposed routes will not serve them well.

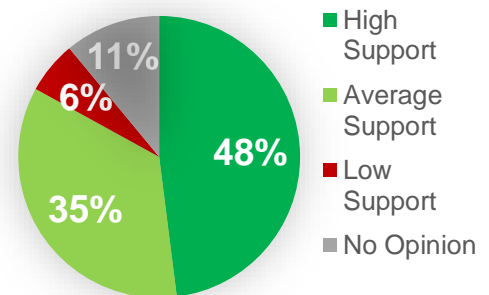
Destinations respondents will no longer be able to access if the proposed changes are implemented

100 responses were received. 19% of respondents said there are no destinations they will no longer be able to access if the proposed changes are implemented, while majority of respondents (81%) said there are destinations they will no longer be able to access, which are areas between LRT stops which were otherwise serviced by 36 Finch West.



Level of support for the 984 Sheppard West Express proposed route changes

100 responses were received. 48% of respondents said they have high support for the proposed change, while 35% of respondents said they have average support and 6% of respondents said they have low support. The remaining 11% had no opinion.



Reasons shared by respondents for having high support are the same with the positive comments stated in previous responses. Those who have low support for the proposed change said that using the 984 Sheppard West Express route to replace the 36 Finch West bus is not a great option and that using the 84A Sheppard West branch or a new branch of the 165 Weston Rd North may be better. Others said they don't see the point of extending the 984 to Finch West and Fenmar Drive.

Other feedback and suggestions on the proposed route changes

- Operate the proposed route full day service and not just during the 9-5 workday as there are many shift workers who use this route and don't have a typical work schedule. Others said make sure to operate an overnight route.
- Do not serve all local stops north of Sheppard Avenue and Weston Road because there are many destinations.
- Extend the route to Islington Avenue and Steeles Avenue.
- Consider having TTC surveyors along the route to ask the local community about their route and receive adequate feedback.

Feedback about the proposed new route on Toryork Drive

How the proposed new route will impact respondents' travel

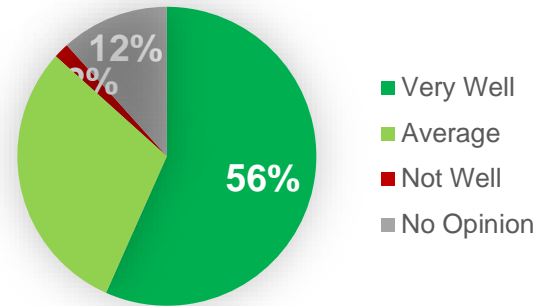
Respondents said the impacts to travel of the proposed route were positive. They said the proposed route would:

- Result to an easier and more reliable access to places on Toryork Drive, such as the Collision Reporting Centre.
- Reduce crowding on 60 Steeles West route.
- Allow for safer pedestrian crossing as they can access Line 6 from Steeles and Pine Valley Drive.

How well the proposed route changes would serve respondents' travel needs

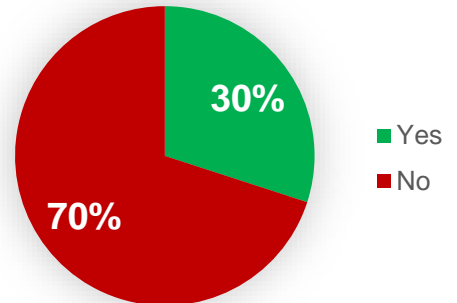
60 responses were received. 56% of respondents said the proposed route would serve their travel needs very well and 30% of respondents said it would serve their needs averagely. However, 2% of respondents said the route changes would not serve their travel needs well. The remaining 12% of respondents had no opinion.

Among those who said very well, they said the new route would alleviate the heavy passenger load on Steeles Avenue, provide more service options and provide access to Toryork Drive from Steeles Avenue. No explanations were shared by those who said the proposed routes will averagely serve them and not serve them well.



Destinations respondents will no longer be able to access if the proposed changes are implemented

60 responses were received. Majority of respondents (70%) said there are no destinations they will no longer be able to access if the proposed changes are implemented. 30% of respondents said there are destinations they will no longer be able to access, however they did not identify the destinations.

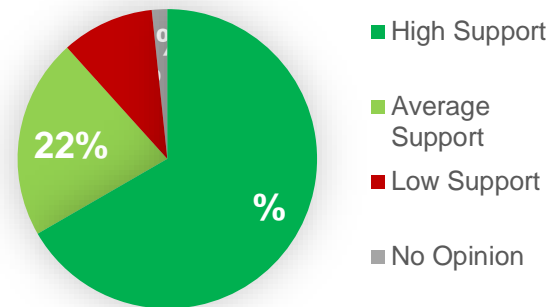


Level of support for the proposed new route on Toryork Drive

60 responses were received. 67% of respondents said they have high support for the proposed route, while 22% of respondents said they have average support and 10% of respondents said they have low support. The remaining 1% had no opinion.

Those who have high support said the proposed route would:

- Greatly improve connectivity
- Make transit commute more appealing
- Create more travel options



Other feedback and suggestions on the proposed route changes

- Operate the route 24 hours to serve overnight / shift workers.
- The proposed route overlaps with existing routes, which makes it unnecessary. Respondents said the area can be served by existing routes, like creating a branch of the 37 Islington or 165 Weston Rd North, or extending the 60/960 Steeles West past Pioneer Village Station to turn around at the Emery Village BIA instead.
- Operate the route clockwise rather than counterclockwise as connection to Line 6 at Emery Station can be difficult because of curb side stops.

Feedback about the 384 Sheppard West Blue Night proposed extension

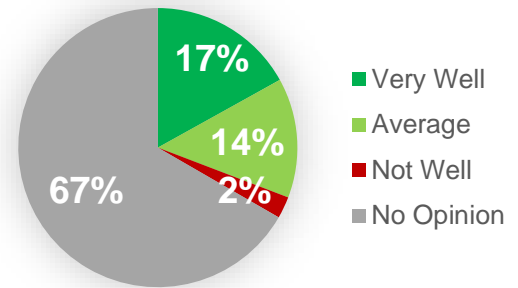
How the proposed route extension will impact respondents' travel

Respondents said the impacts to travel are generally positive. They said the proposed route would:

- Create more accessibility and travel options for customers.
- Reduces travel time.
- Significantly help late night travel along Weston Road.
- Encourage customers to use this route more often.

How well the proposed route changes would serve respondents' travel needs

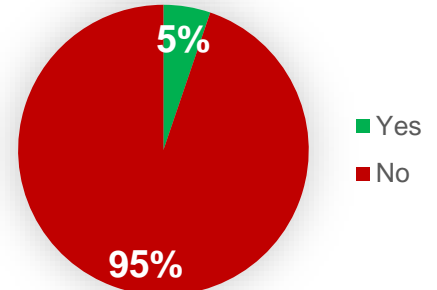
555 responses were received. 17% of respondents said the proposed route would serve their travel needs well and 14% said it would serve them averagely. 2% of respondents said it would serve them not well. The remaining 67% respondents said they had no opinion.



Those who said very well said it would save them time, connects more people to Line 6 and creates more options for late night workers.

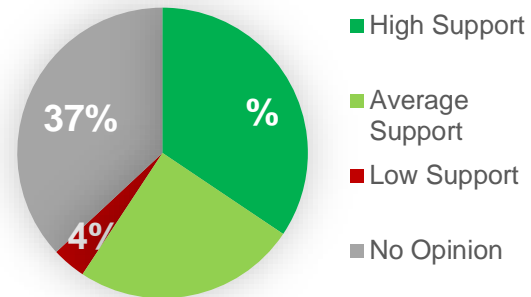
Destinations respondents will no longer be able to access if the proposed changes are implemented

555 responses were received. A majority of respondents (95%) said there are no destinations that will not be accessible to them. 5% said yes, there are destinations that will no longer be accessible with the proposed change. No examples of destinations were shared.



Level of support for the 384 Sheppard West proposed route changes

555 responses were received. 34% of respondents said they have high support for the proposed change, 25% said they have average support, while 4% said they have low support. The remaining 37% of respondents said they have no opinion.



Those who have high support said the proposed change would:

- Provide more options for late night workers
- Improve connectivity
- Fill a transit gap
- Expand the Blue Night network

Those who have average support said that although they are not regular users of the route, they are supportive of nighttime service, Blue Night connectivity and more service along Islington.

Those who have low support for the proposed change said:

- They would prefer to see the 353 Steeles Night bus extended to provide service to all of Steeles Avenue.
- Consider creating a Blue Night service following the 989 Weston Express route
- Consider extending the 384 Sheppard West Blue Night route to Martin Grove.

Other feedback and suggestions on the proposed route changes

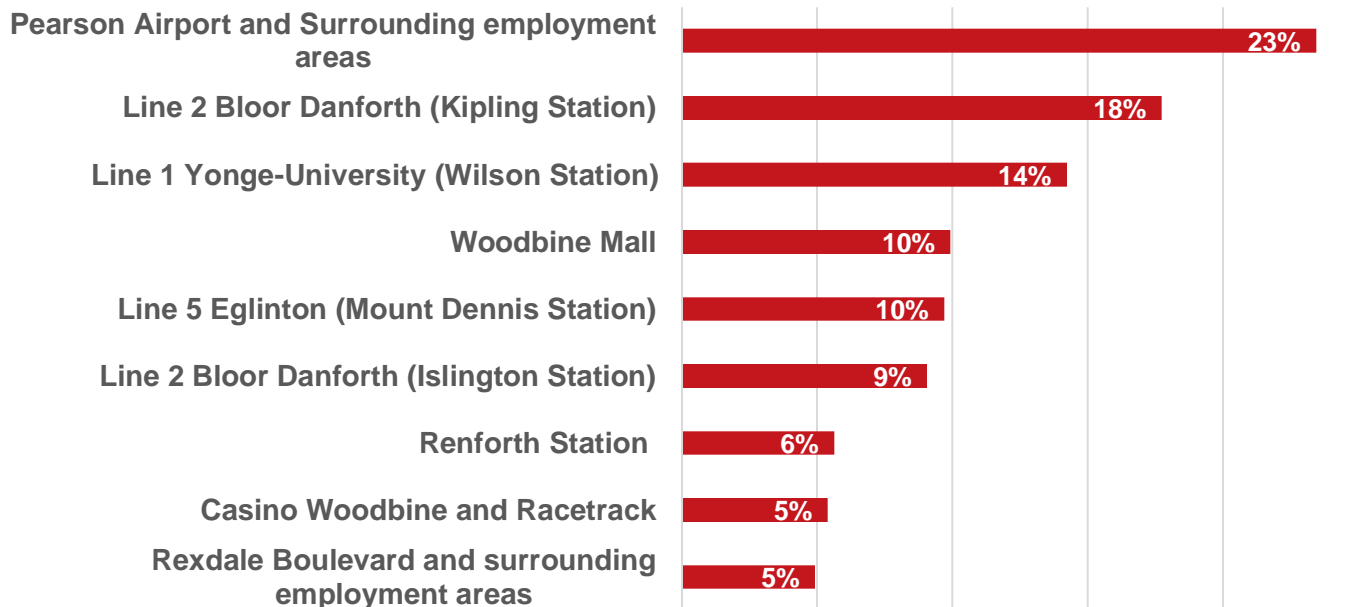
- Create a day service along the same route making it a 24-hour route.
- Ensure connection points are established so that the new route integrates well with the system.
- There were suggestions to extend the route to several locations, including:
 - Martin Grove loop
 - Islington Avenue and Steeles Avenue
 - Humber College Station
 - Kipling and Sheppard West area.
- Maintain a grid system. Strongest component of TTC is the grid system; and these new routes are trying to serve everyone and everything which creates slow service.

Feedback about Humberwood/Humber College proposed changes

TTC sought feedback to help inform their decision making to determine a proposed connection from the Humberwood area to Line 6. See summary of feedback to the questions asked below.

Three destinations that are important to respondents

Respondents were asked to identify up to 3 destinations that are important to them from the options presented in the survey. A total of 1,280 responses were received. Pearson Airport and surrounding employment areas (23%), Line 2 Bloor Danforth at Kipling Station (18%) and Line 1 Yonge-University at Wilson Station (14%) were the top three most important destinations to respondents. The bottom three destinations were Renforth Station (6%), Casino Woodbine and Racetrack (5%) and Rexdale Boulevard and surrounding employment areas (5%). See chart below for detailed responses.



Other destinations important to respondents

535 responses were received. The specific destinations respondents shared include:

- | | | |
|----------------------------|---------------------------------|----------------------------|
| Albion Centre Mall | Line 2 Bloor Danforth Line | Steeles Avenue |
| Albion Road | Line 5 | Toronto Congress Centre |
| Bathurst North Of Steeles | Malton GO | Toronto Zoo |
| Bramalea Go | Mansions Of Humberwood | Westwood Mall Bus Terminal |
| Canada's Wonderland | Condos | William Osler Hospital |
| Casino Woodbine | Morning Star Drive | Wilson Station |
| Central Point Hub | Mount Olive Neighbourhood | Woodbine Mall |
| Connections To Brampton | Norfinch | Woodbridge |
| Connections To Mississauga | Old Finch Road | |
| Don Mills Station | Pearson Airport | |
| Etobicoke General Hospital | Proposed Woodbine GO/UP Station | |
| Etobicoke North GO | Renforth Station | |
| Finch Station | Routes To Highway 427 | |
| Grandravine Drive | Sheppard East Of Leslie | |
| Highway 27 Employment Area | Sheppard West | |
| Humber College | Sheppard-Yonge Station | |
| Humber Lakeshore Campus | Sherway Gardens | |
| Humberwood | Square One | |
| Kipling | St Clair Streetcar Route | |
| Kitchener Go Line | | |

| Additional advice / feedback to help inform TTC decision making for this proposed connection

Bus route connection to Line 6

- Extend the 37A Islington bus to connect with Line 6 at Humber College.
- Extend the 37B Islington bus to connect with Humber College Station.
- Route 36 Finch West from Humberwood Loop to Woodbine Racetrack to provide workers and customers more travel options.
- Create express routes.

Connection to Pearson

- Create a route that connects Pearson Airport to Humber College Station.
- Connect Pearson with Renforth Station and GO stations.
- Improve access to Pearson anywhere north of Eglinton.

Engagement process

- Speak to youth who would like to access employment at Pearson Airport on how to best reach the airport.
- Continue working with local residents and asking for their feedback.

Other comments

- There is demand to see more reliable and frequent connections from the Westwood Square Mall terminal to Mississauga and Brampton.
- Improve accessibility for customers by creating more Blue Night routes, adding more public bathrooms and improving accessibility for people with disabilities.
- Improve service frequency to reduce wait times in wintertime, especially for shift workers and students.
- Allow for inter-regional transit connections without having to pay double fare.
- Extend the Finch West LRT to Pearson Airport.

Other comments and suggestions

Travel priorities

- Focus on protecting the core principles of the TTC which are: frequency, reliability and integration between transit systems.
- Some respondents are concerned that cutting service to recoup funds may impact the whole system in the long run. They suggest focusing on improving all services to create demand which allows for more people taking the TTC. Others said they do not want to see improved service at the expense of cutting service from off-peak routes.
- Safety while riding on the TTC is a priority for many respondents. Some said they feel discouraged from riding the TTC because of unsafe situations.

Service priorities

- Maintain frequent service across the network to reduce overall travel times.
- Consider expanding the Express network.
- 10 minute or better wait times should be implemented on all major lines.
- Consider expanding the Blue Night network. Overnight service is important for shift workers who work graveyard shifts.
- Create more regional connections with fare integration.
- Consider reducing the cost of fares and integrating fares with GO transit.

System overall

- Consider adding more bus priority lanes and doing an overall street redesign to favour transit.
- Mixed opinions on the grid system. Some respondents think the TTC should stick to the grid system for better reliability and travel times because trying to do everything for everyone creates slow service. Others said that the system should be expanded beyond a grid system and should think about the destination more than the route.
- Subways should start at 5:00 a.m.

Accessibility

- There should be more barrier free public washrooms for riders.
- Add more transit maps across all stops.
- Install next arrival information screens at stops.
- Add more directional signs or people who can guide customers at larger stations like Union Station or Yonge and Bloor.
- Allow for debit and credit card payment for fares.

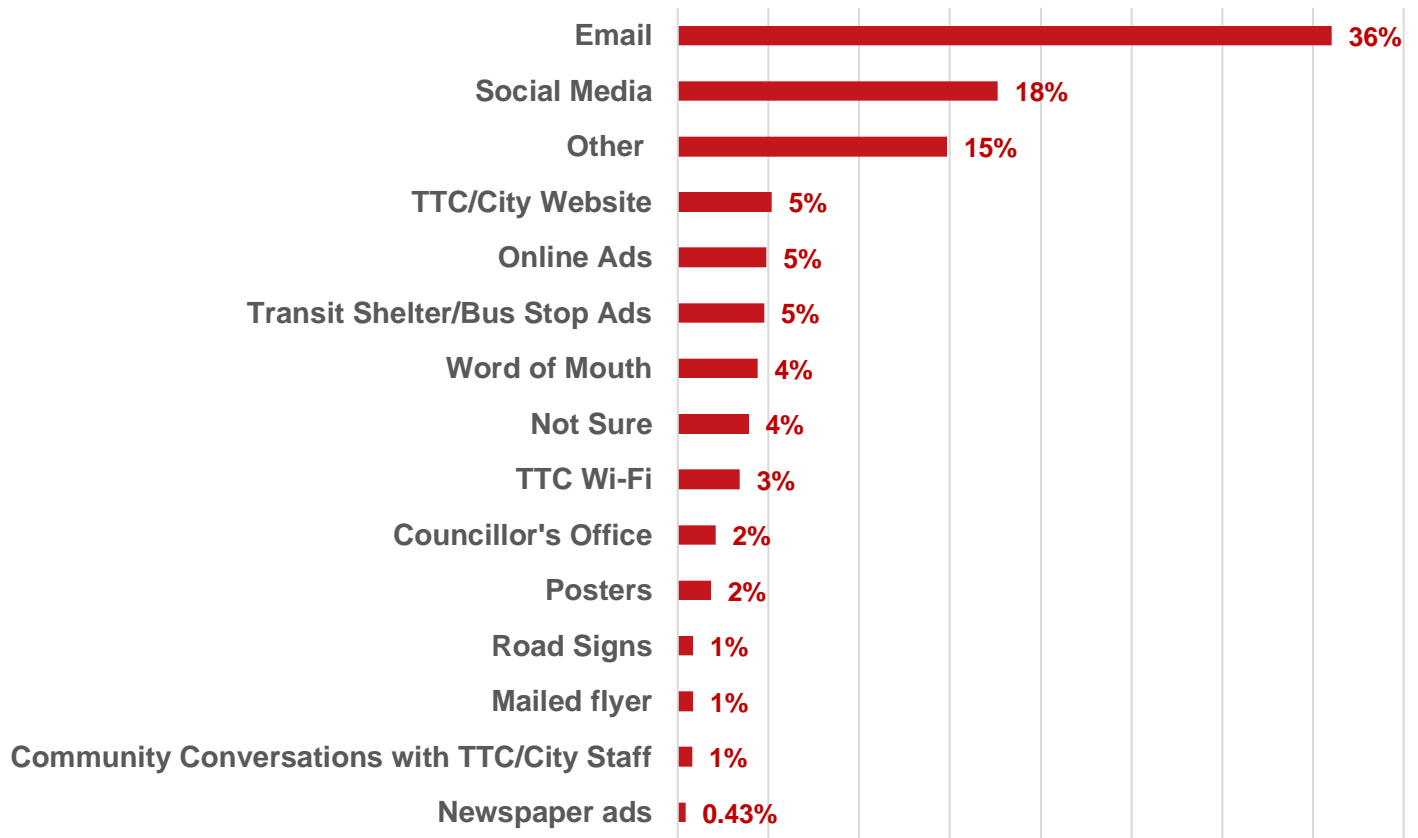
Engagement process

- There should be surveys and surveyors in local communities, where local riders can be asked about the route changes as they impact them directly.
- Consider involving youth in partnerships with municipal and provincial governments.
- Consider better ways to engage with the public to inform them of changes. Many people are unaware of the changes coming to Line 3.

Respondents also provided comments and suggestions about specific routes not related to the Line 3 and Line 6 Surface Network Changes. These comments and suggestions have been compiled in Appendix A.

How respondents hear about the survey

Respondents were asked to identify how they heard about the survey. A total of 1,638 responses were received. Most respondents heard about the survey through email (24%), followed by social media (17%) and other (15%). Note that respondents were able to select all that apply. See chart below for detailed responses.



Other ways respondents heard about the survey include:

- Transit App and Rocketman App
- stevemunro.ca
- TTC station announcements
- TTC's Customer Panel
- Online (Reddit, Urban Toronto)
- Email from their MPP
- TTCriders

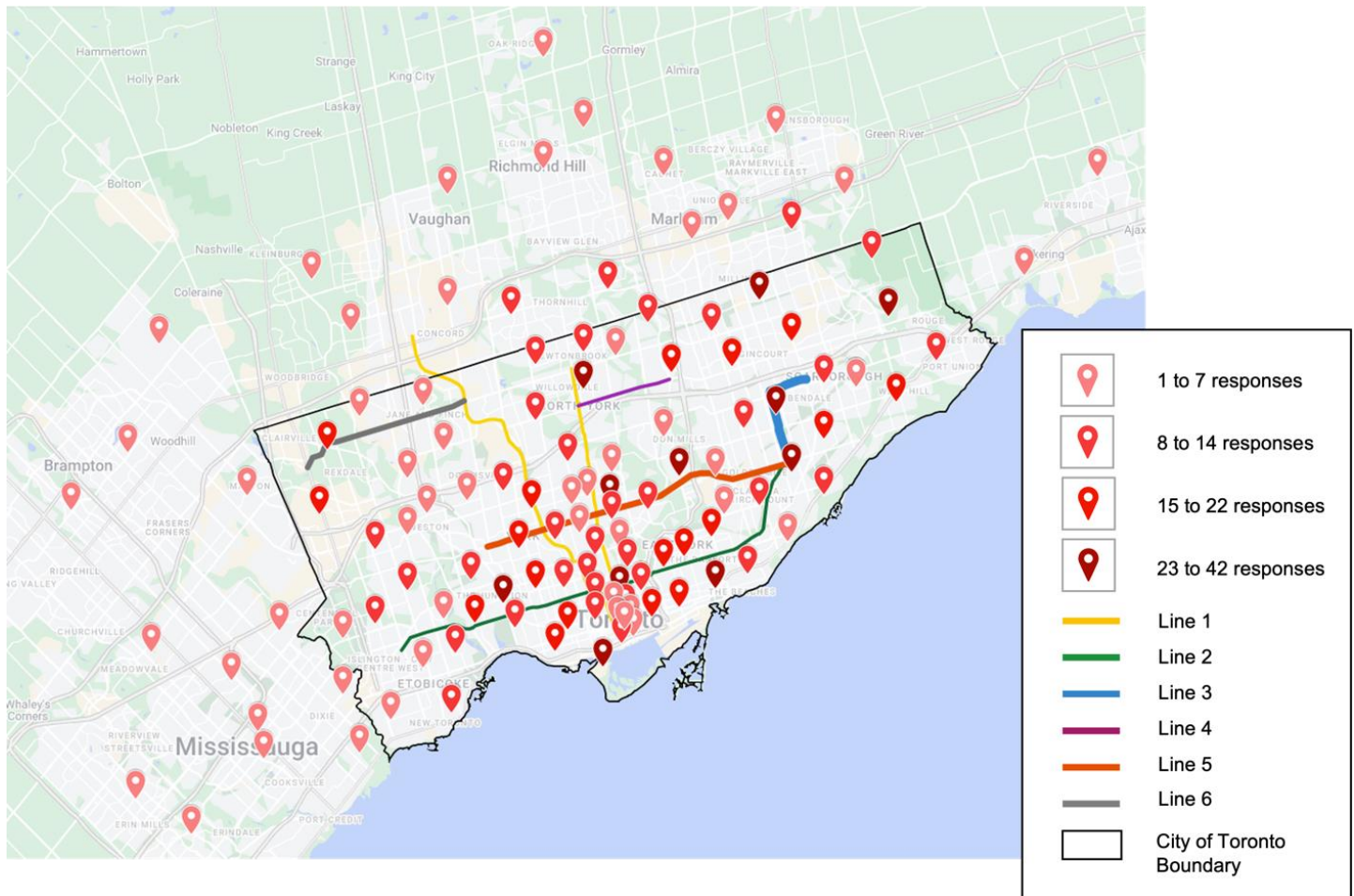
Respondent profile (demographics and travel patterns)

As a part of the survey, respondents were asked demographic questions to help the TTC better understand their customers, particularly the three customer groups who largely continued to use the TTC during the pandemic (women, low income and shift workers). Respondents were also asked about their travel patterns to help the TTC better understand their customer's travel patterns. See summary of responses below.

Demographics

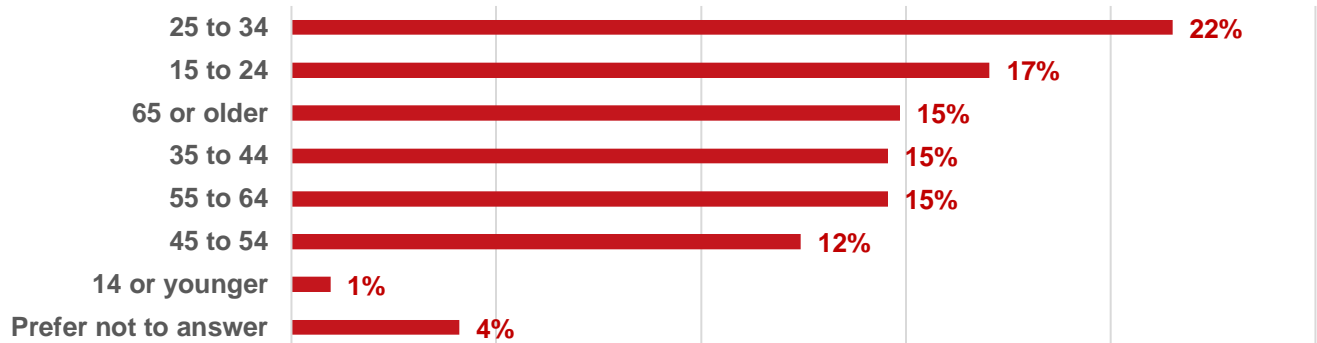
Postal Code

1,341 respondents provided their postal codes. Most respondents identified as residing in Scarborough, North York and Downtown Toronto and Etobicoke. Some respondents were from outside Toronto, including Mississauga, Vaughan, Richmond Hill, Markham, Brampton and Pickering. The highest number of responses were received from the M1B, M2N, M1P and M5V postal codes areas. See map below.



Age

Respondents were asked which age groups they belonged to. Of the 1,368 responses received, the highest number of responses, 22%, came from respondents from the 25 to 34 years age group. 17% of the respondents were in the 15 to 24 years age group, followed by 15% from the 35 to 44 years age group, 15% from the 55 to 64 years age group and 12% from the 45 to 54 years age group. 1% of the respondents were 14 or younger and 4% preferred not to answer.



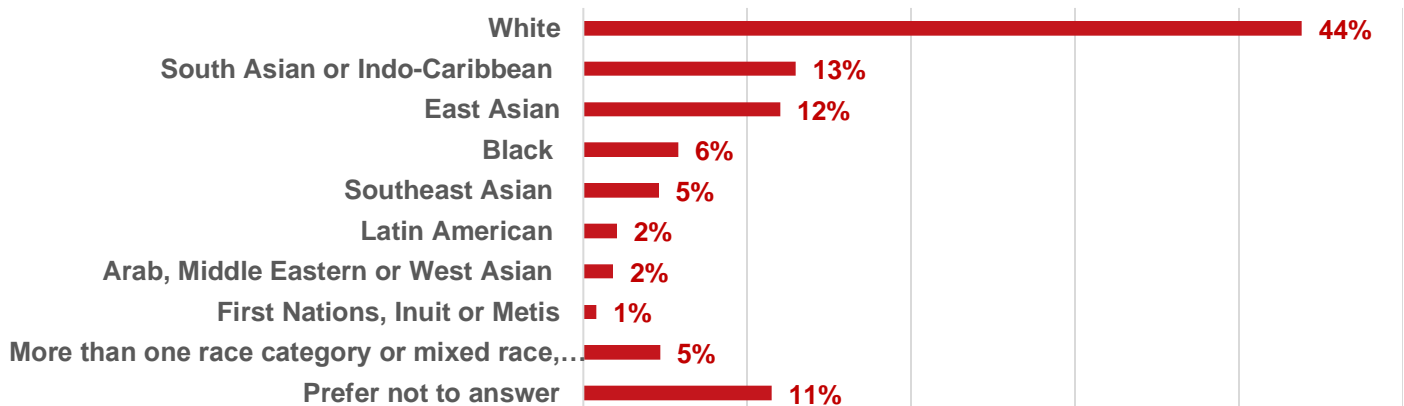
Gender identity

Respondents were asked to identify what gender identity best describes them. Of the 1,366 responses received, 50% self-identified as men, 42% self-identified as women, 2% self-identified as gender non-binary (including gender fluid, gender queer androgynous) and 1% responded identifying with more than one gender or mixed identity or indicated that their gender identity was not listed. 5% of respondents preferred not to respond.



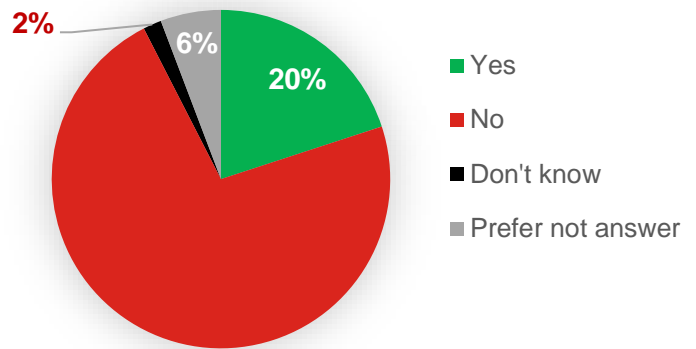
Racial identity

Respondents were asked to identify which race category best describes them. Of the 1367 responses received, the top five responses were 44% of respondents identified as White, 13% as South Asian or Indo-Caribbean and 12% as East Asian, 6% as Black and 5% as Southeast Asian. See chart below for detailed responses.



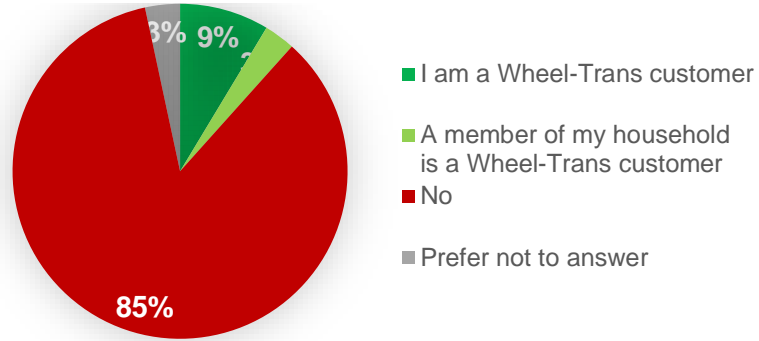
Respondents with disability

Respondents were asked if they identified as a person with a disability. Of the 1,367 responses received, 20% of respondents self-identified as being people with disability, 72% identified as not having a disability and 6% preferred not to answer.



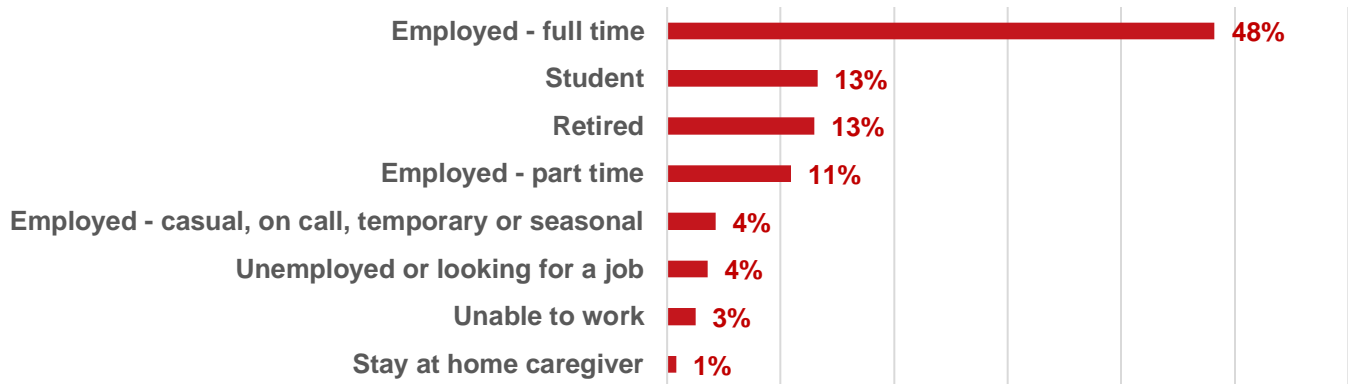
Wheel-Trans customers

Respondents were asked if they were Wheel-Trans customers. Of the 1,367 responses received, 9% of the respondents identified as being Wheel-Trans customers, while 3% of the respondents said that a member of their household was a Wheel-Trans customer. 85% of the respondents said they are not Wheel-Trans customers and 3% preferred not to answer.



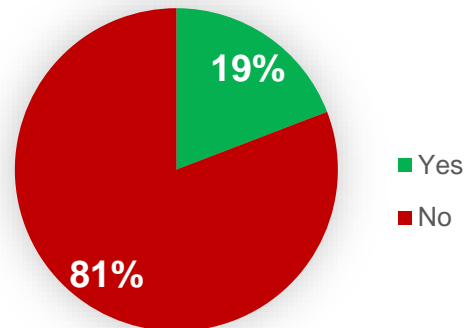
Employment status

Respondents were asked which best describes their current employment status. Of the 1,518 responses received, almost half, 48%, indicated they were employed full time. 13% of the respondents said they were students and the same percentage said they were retired. Note that respondents were able to select all that apply. See chart below for detailed responses.



Customers who are shift workers

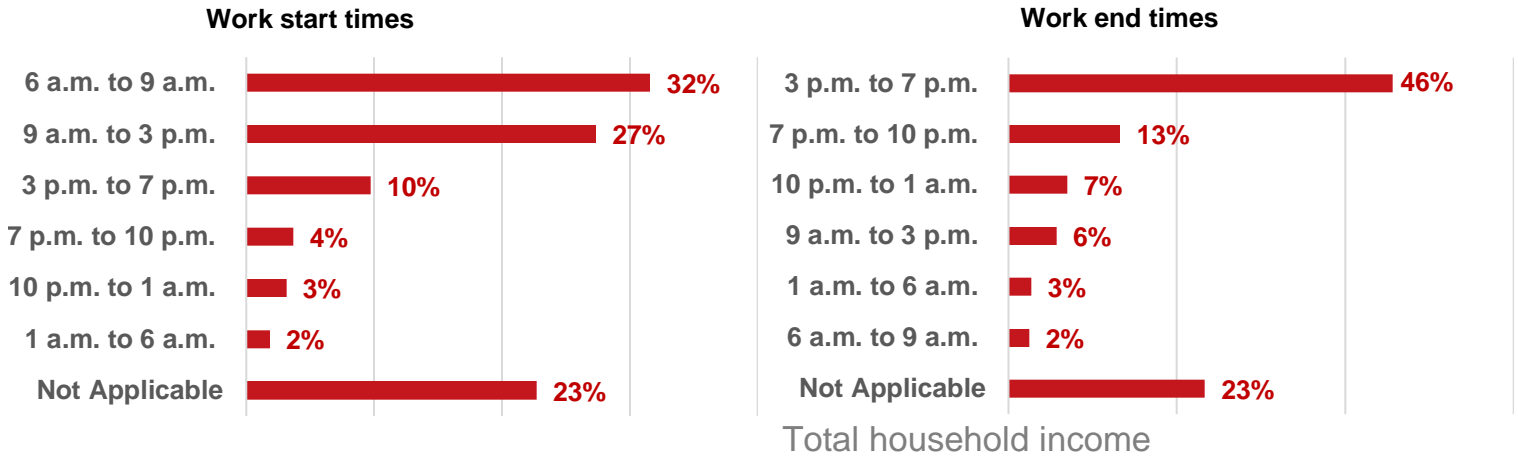
Respondents were asked if they consider themselves shift workers. Of the 1,367 responses received, 19% said they considered themselves shift workers and 81% said they did not consider themselves shift workers.



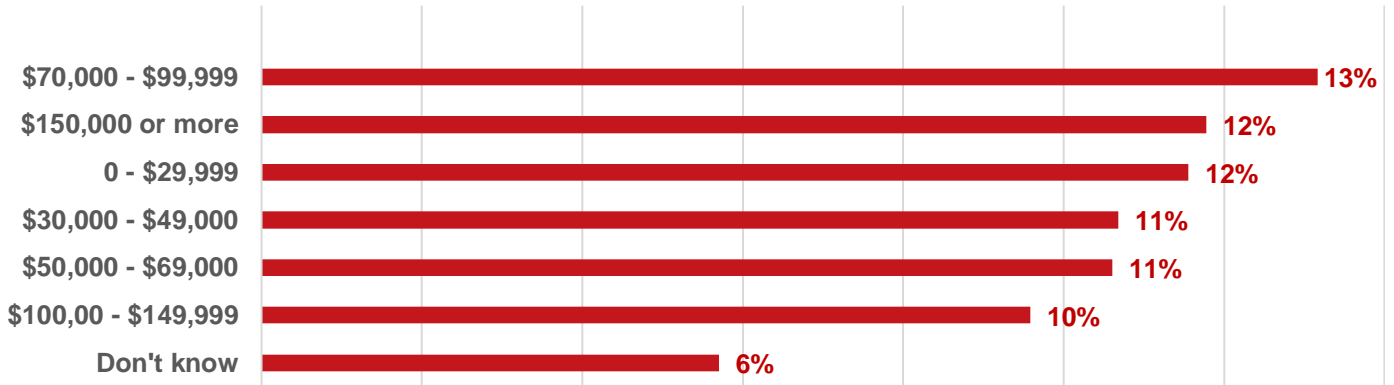
Work start times and end times

Respondents were asked what time they start work. Of the 1,687 responses received, the top two responses were from 32% of respondents who said they start work between 6 a.m. to 9 a.m., followed by 27% of respondents who start work between 9 a.m. to 3 p.m. See chart below for detailed breakdown of responses.

Respondents were also asked what time they end work. Of the 1,670 responses received, majority of respondents, 46%, said they end work between 3 p.m. to 7 p.m. It was followed by 13% of respondents who end work between 7 p.m. to 10 p.m. See chart below for detailed breakdown of responses.



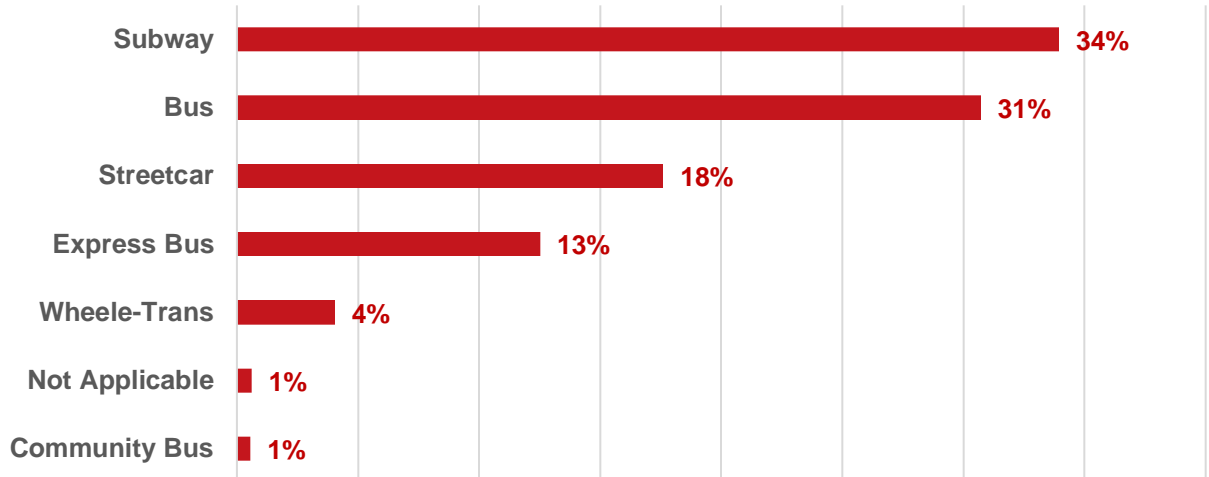
Respondents were asked for an estimate of their total household income before taxes last year. Of the 1,367 responses received, 13% of the respondents said their household income was between \$70,000 to \$99,999, followed by 12% of respondents who said their income was between \$150,000 or more and another 12% said their income was between \$0 to \$29,999. See chart below for detailed breakdown of responses.



Travel patterns

Most used modes of TTC transportation

Respondents were asked their most used mode of TTC transportation. Of the 3,880 responses received, 34% of respondents said the subway is their most used mode of TTC transportation, followed by the bus at 31%, streetcar at 18%, express bus at 13%, Wheel-Trans at 4% and Community Bus at 1%. Note that respondents were able to select all that apply.



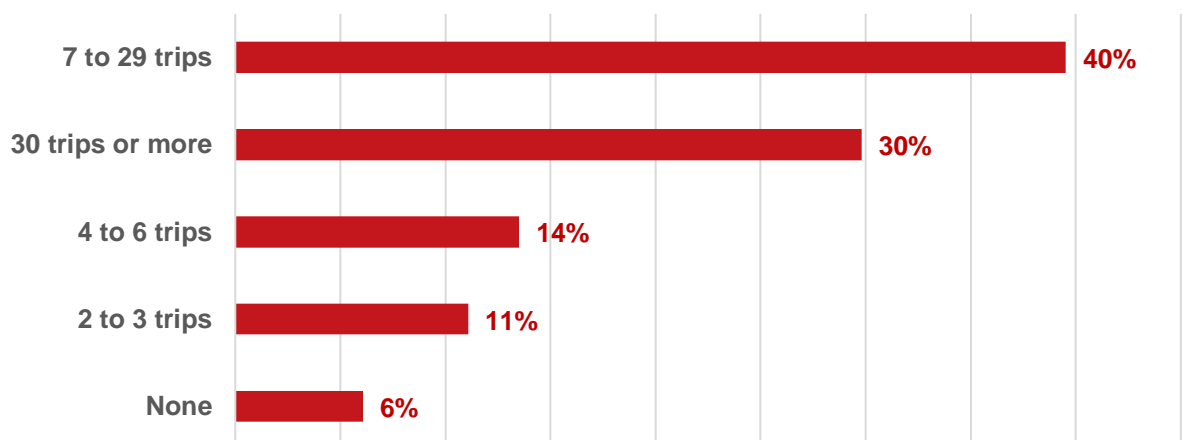
Most used TTC routes

Respondents were asked an open-ended question about their most used TTC routes. A total of 1,088 responses were received and most provided multiple commonly used routes. The most commonly used routes mentioned were:

- Line 1 Yonge – University
- Line 2 Bloor – Danforth
- 504 King
- 506 Carlton
- 501 Queen
- 85 Sheppard East
- 985 Sheppard East Express
- 53 Steeles East
- 32 Eglinton West
- 29 Dufferin

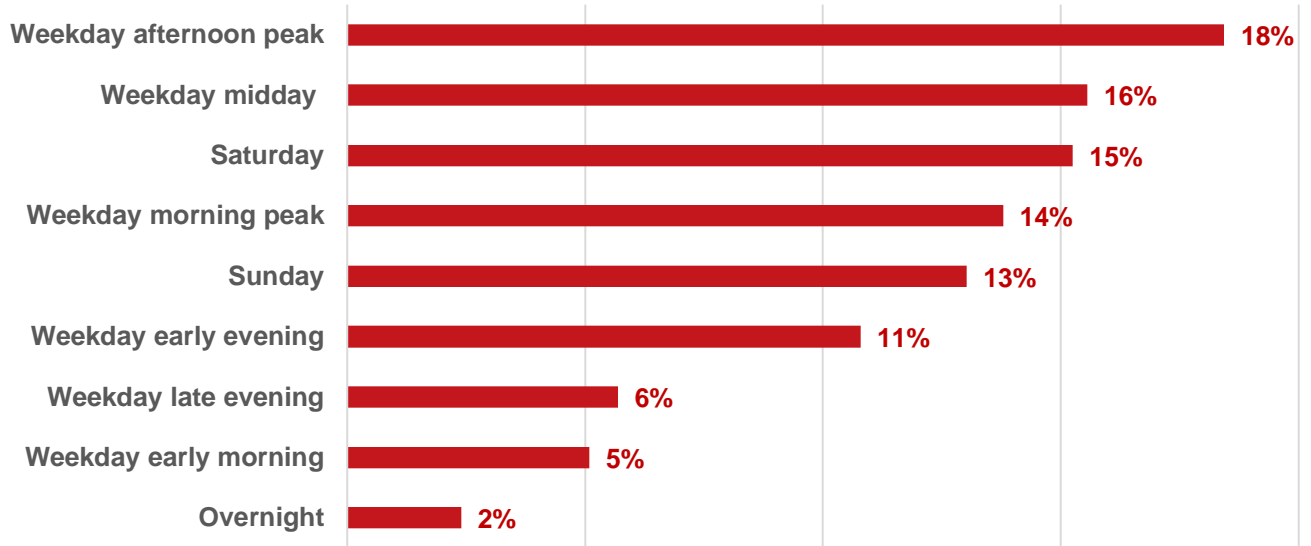
Number of trips involving the TTC in the past month

Respondents were asked how many TTC trips they have taken in the past month, including those on streetcars, buses, subway, community bus and Wheel-Trans vehicles. Of the 1,399 responses received, 40% of respondents said they took between 7 to 29 trips involving TTC last month, followed by 30% who said they took 30 trips or more, 14% who said they took 4 to 6 trips and 11% who said they took between 2 to 3 trips.



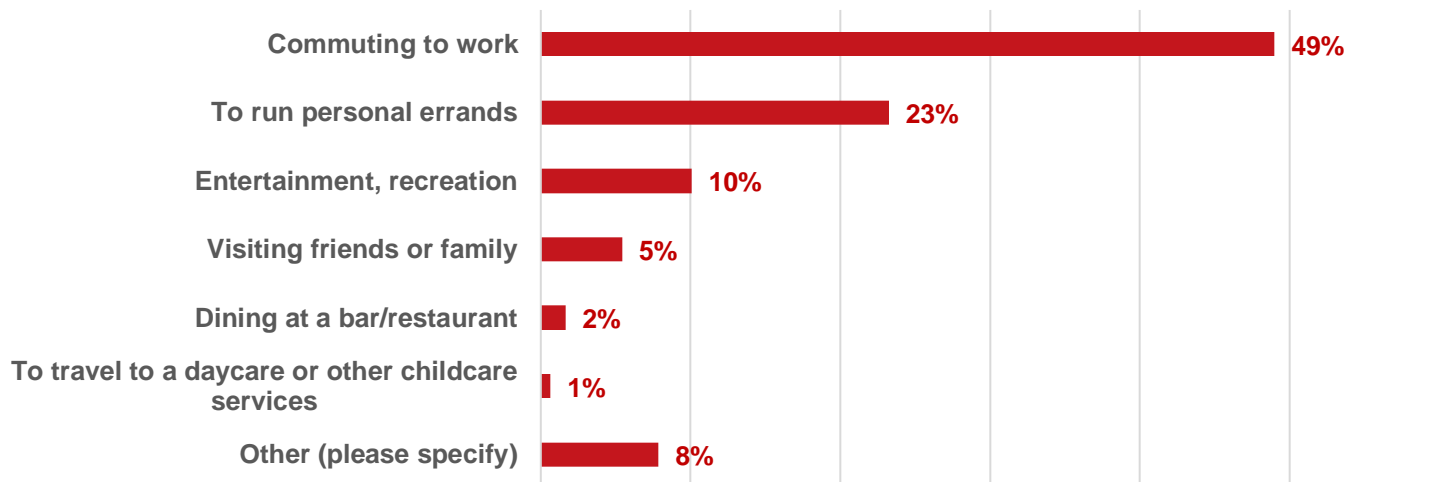
Most frequent time of travel using TTC

Respondents were asked their most frequent time of travel is using the TTC. Of the 4,320 responses received, weekday afternoon peak (3 p.m. to 7 p.m.) was indicated by 18% of respondents to be their most frequent time of travel, followed by weekday midday (9 a.m. to 3 p.m.) at 16%, Saturday at 15% and weekday morning peak (7 am to 9 am) at 14%. Note that respondents were able to select all that apply. See chart below for detailed breakdown of responses.



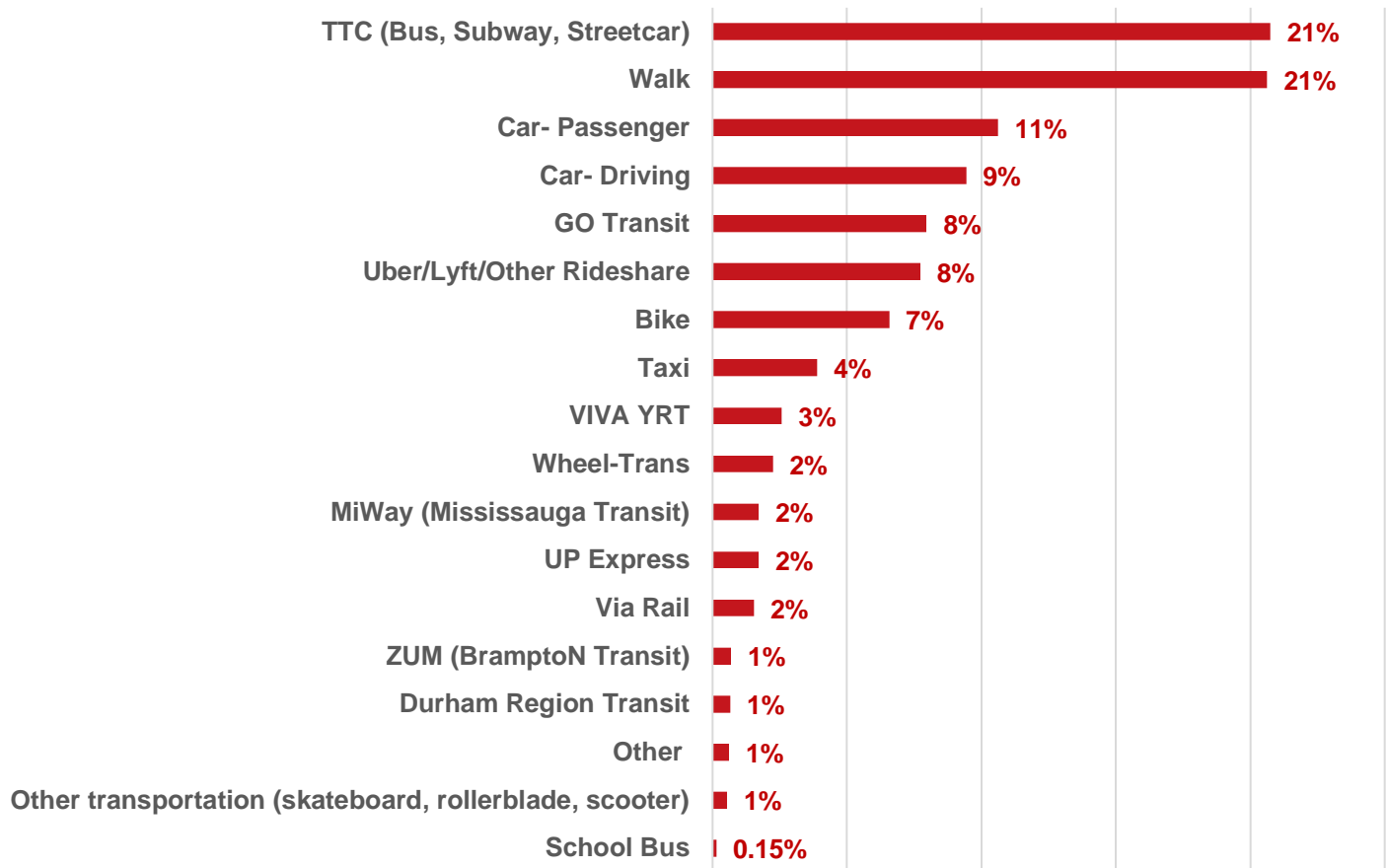
Main reason for taking the TTC

Respondents were asked their main reason for taking the TTC. Of the 1,399 responses received, almost half of respondents, 49%, reported commuting to work as being the most frequent reason for taking the TTC. It was followed by 23% of respondents who take the TTC to run personal errands, 10% for entertainment and recreation, 5% for visiting friends or family, 2% for dining at a bar/restaurants and 1% of the respondents said they used the TTC most often to travel to daycare or other childcare services. Note that respondents were able to select all that apply. See chart below for detailed breakdown of responses.



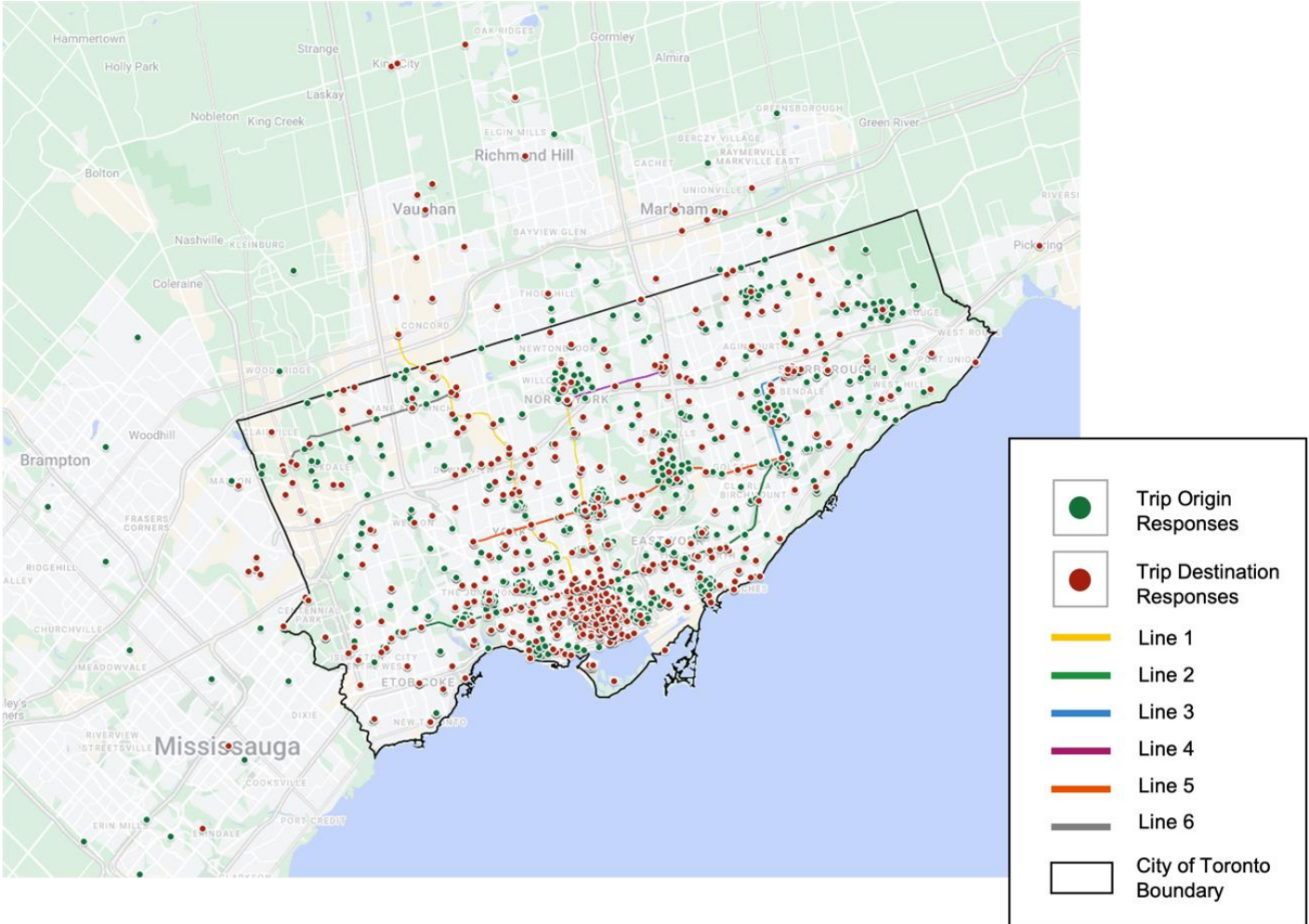
Modes of transportation used in the past month

Respondents were asked which modes of transportation they have used in the past month. Of the 5,351 responses received, the top two responses were taking the TTC (bus, subway, streetcar) with 1,110 respondents and walking with 1,103 respondents. Note that respondents were able to select all that apply. See chart below for detailed breakdown of responses.



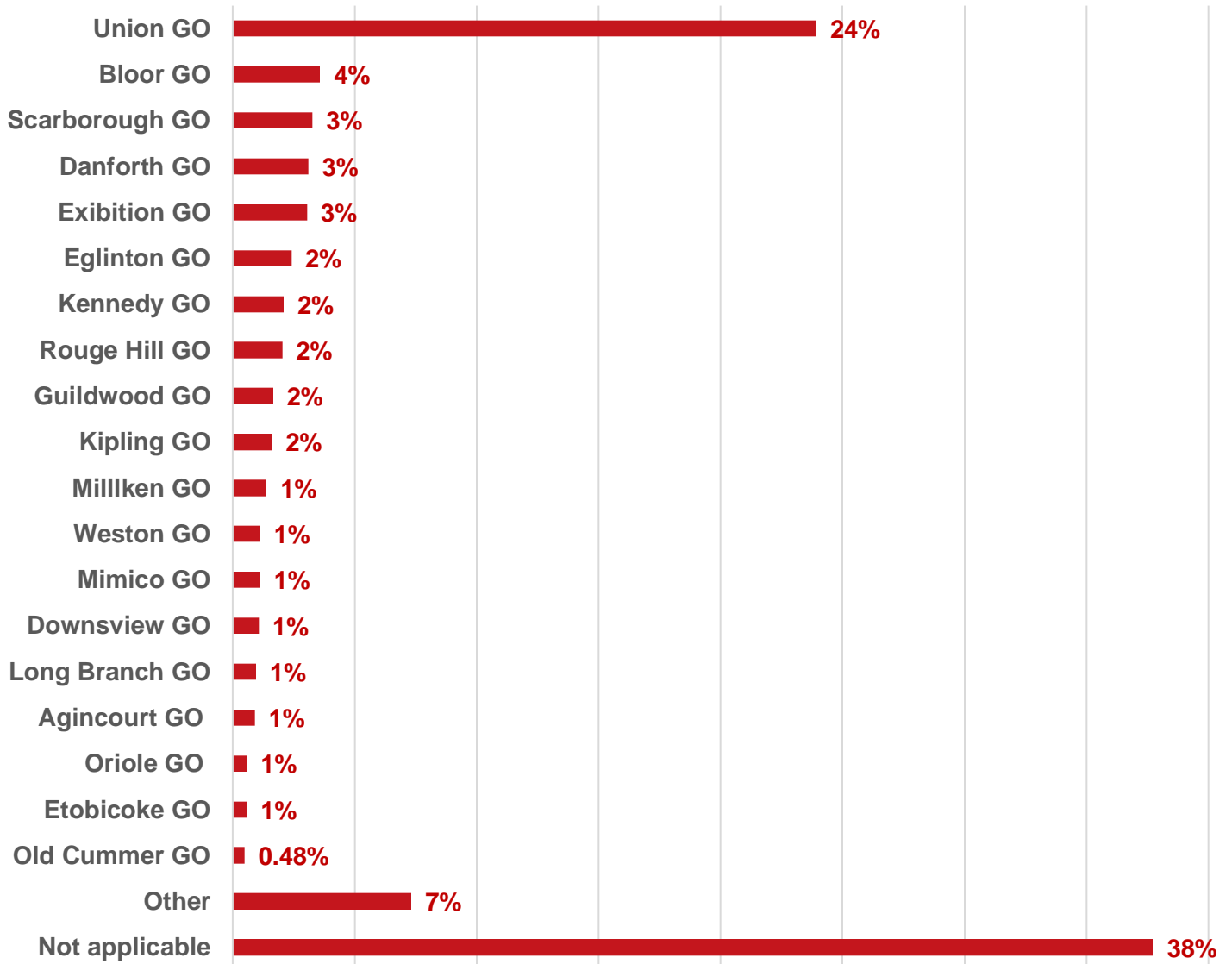
Trip origin and destination

Thinking about their most frequent trip, respondents were asked to identify where their trip starts before getting to the TTC and where their trip ends after they get off the TTC. A total of 1,136 responses were received. The identified trip origins were distributed across the GTA, with concentrations in Downtown Toronto, North York, Midtown Toronto and Scarborough. The highest number of trip destinations were concentrated in Downtown Toronto, across Line 2 and near Scarborough Town Centre. See map below.



Primarily used GO stations

Respondents were asked to identify the top two GO stations they primarily use if they use GO transit. Of the 1,869 responses received, 24% of respondents identified Union GO station as one of top two GO stations, followed by Bloor GO station at 4%, Scarborough GO station at 3%, Danforth GO station at 3% and Exhibition GO station at 3%. See chart below for detailed breakdown of responses.



Appendix A. Route-specific feedback

Throughout the survey, respondents offered suggestions and advice about specific routes. This Appendix collects and organizes this feedback under three categories: suggested additions or increases to service, suggested adjustments to routing and other feedback. The feedback is included as submitted and has not been edited.

Suggested additions or increases to service

- Routes such as the 16, 12 and 64, which are heavily-trafficked routes especially during school rush hours, do not come on the 10-minute base service schedule. These routes should be targeted for increasing service.
- Have a new sub-branch of the 953 Steeles East Express buses eastbound to take Staines Rd, Mantis Rd, Nightstar Rd and Morningside Avenue (with layover at Nightstar and Morningside). * My proposed service changes for York Mills/Ellesmere corridors: 95/995 westbound to York Mills Station. 95A eastbound to Port Union, 95B to UTSC and 95C to Morningside Heights via Neilson and Centenary (or at least to Centenary Hospital). 995A to Kennedy Station, 995B to UTSC and 995C to Morningside Heights via Neilson.
- Route 26 is often scavenged for other purposes making it extremely unreliable. It's almost to the point of being a useless bus, for instance, one bus every 45 to 60 minutes is useless.
- I use the 32C bus to get around and when there is a service interruption on any 32 route, it seems they grab the 32C and use that to fill in the gaps. This is the only bus I can use to get home and it is too far for me to walk from Jane, Keele, Eglinton or Lawrence to Trethewey.
- The 927B/D Kipling Express should have more buses included. Many people travel beyond Humber College station. Also, the 927C should be replaced with 927F.
- 985 Sheppard express buses should run all day not just express to Scarborough town centre
- Connect bus service to Malton GO station directly to a Line 6 station. This will allow Kitchener Line users and Brampton Transit 505 route users to quickly connect to Line 6.
- Consider implementing service on Brimorton between Scarborough Town Centre and Morningside & Lawrence, extending the 54B branch to Morningside from Orton Park and introducing a route that runs from Lawrence East Station to Centenary Hospital via Lawrence, Scarborough Golf Club, Brimorton, Orton Park, Ellesmere, Neilson.
- 986 should have extended the schedule times for not only peak hours as 86 Scarborough makes the whole line super crowded in general
- Improve route 29 Dufferin. It has been a very crowded route at ALL TIMES including past 8 pm in both weekdays and weekends.
- I'm going into the office more and thus I'd like to see service on my routes increased. I take the 29 Dufferin, 512 St. Clair, 32 Eglinton and I find the service is awful. I'm waiting a half hour for a bus sometimes. That is ridiculous.
- I think the 37 is the worst serviced route. I've heard others complaining as well but there is nothing TTC is doing about it.
- Put more busses 37A busses on route like Islington subway to Humberwood Loop north. So we can get the busses frequently instead of waiting 30 to 45 minutes. And Humberwood Loop stop to going Islington subway. Please
- please make faster service of 37 A Islington to Humberwood. And make sure that always be on time.
- 37A bus gets short turn from Woodbine Casino most of the time and we get late from work due to waiting for next 37A BUS at Humberwood Loop stop going to south to Islington subway, also 37A BUS from Islington subway most of the time late going north to Humberwood Loop because so many 37B get short turn to go Woodbine Casino and then short turn not going Humberwood Loop stop. I am experiencing it from this year, 37A BUS service gets worst day by day. Even it's not rush hour the service still remains the same. Sorry but TTC need to respect our time and value as a valued customer. It's a city only transit which fails to provide satisfactory service really needs to improve. That we feel proud using it. If TTC fails to provide exceptional service then Govt should privatize the company where there is no union and the TTC management specially TTC supervisors focus on their work instead. And then service get better and TTC may value their passengers (Customers). And stop making lame

excuses of that route is busy with traffic that's why Bua gets late, we travel everyday so we know the facts. We are not naive or stupid.

- The 37 is one of the busiest lines and you'll be standing at Islington for like 30 mins while everyone is just waiting for it
- It takes too long to get the 37. Then it has to route to the casino. Very disappointed with the schedule. Please review this route implement frequent service: even the bus driver complains.
- Increase bus service for the 45A Kipling Ave route. This route is always overcrowded from the start of the bus route to the end of it and there are people along the route that simply cannot board the bus because of this.
- The 42 bus is never on time and there are large gaps, please put more busses so the wait time is 10 mins
- I now have to walk an extra 300m to the 45 Kipling service in order to avoid long wait times. Wait times on route 46 need to be improved, as should the service quality. However, this should not be at the expense of smaller routes like the 48 Rathburn.
- I am a student at York U who takes the 46 Martin Grove bus to Steeles to connect to the 960 bus. I always used to ride the 46 before covid and my service was great. Now the service was reduced and the buses are always crowded and I have to make the whole trip from Eglinton to Steeles standing. This is exhausting and I arrive at school tired and less likely to concentrate. I also wait a long time for the service. This causes crowding and makes me feel very uncomfortable.
- I take 46 Martingrove (shown on map) to my shift work at Belfield from Rexdale, bus is always overcrowded and never shows up on time. I always ride this route and before the pandemic it was great. Now the bus never seems to come and I am almost always nearly late to work even though I leave my house on time. This route needs more service as my job depends on it. I also want to see more charge ports on the route for my devices, important for work calls.
- I find it discouraging that the TTC claims the '46 Martin Grove is in the top 20 routes to retain their ridership' whilst at the same time, they continue to cut the service on that route left right and centre. I take the 46 and 45 to Line 2 for school and for leisure purposes and whilst 45 is fine, 46 has become a nightmare. Most weekends it goes out with 3 buses when before Covid it had 5. This creates massive headways and makes the service useless. During the weekday middays, it went from 5 buses to 4. I often have to wait x10 minutes longer when going to school. This is discouraging as the service has become packed and inefficient. I also do not like the inconsistent vehicle selection on the route. It went from all buses having charge ports/next stop LCD displays to 60% old vehicles with no charge ports/no LCD displays/falling apart interiors and 40% new buses with the charge ports and LCD's. I am very disappointed the TTC continues to shaft the 46 despite its alleged high usage. I was late for class this semester so often because of this, either from the extra walk to 45 or from waiting for the crowded 46. Please bring this service back to its FORMER GLORY!
- I regularly travel from the Rexdale neighbourhood to Kipling subway on route 46. The service is very crowded and has been this way during total pandemic. I always feel so uncomfortable riding bus but I have no choice because I have no room at apartment for car. 46 was good service no complaints before pandemic now it's slow with long wait times and old buses a lot of the time.
- 116 bring the 116E back, if the 86 has the 986, why is there no equivalent for the 116?. Ensure that buses are on time and if they're early that they don't leave ahead of schedule leaving people to wait for the next bus that could be late (GO Trains don't leave early). Hurry up and finish the Eglinton LRT, it's long overdue. Stop wasting time watering the grass on the tracks and get the actual stations wired and functioning.
- Have the eastbound 986 Scarborough Express stop at the Eglinton GO Station.
- 26 should run more frequently and the 47 should also run more frequently during the weekend and offpeak since the busses are often crowded during these times
- East Mall bus 111 is not frequent enough. Sometimes a bus doesn't show up for almost 30 mins and then two show up at the same time or very close to each other.
- More frequent service in east Toronto (routes 91, 70, 62, 113, 20, 67), better connection to Queen St E from east Danforth (perhaps by extending route 12 south)
- Park Lawn and Lakeshore need better service

- Put Dawes 23 back on the better than 10 list. It's a highly used bus and not a lengthy trip for the bus, but would make a huge difference for folks who would have to walk to the subway for 30-60 minutes otherwise.
- When I moved to a place just off Dawes Road in 2019, the Dawes 23 bus route was guaranteed as 10 minutes or more, now it's more like 18-20 and I tend to walk to the station which takes 30 minutes, or take a cab which costs \$10 to get to the subway. Longer walks and longer wait times are not acceptable.
- I use bus #77 from Runnymede stn to S.Kingsway. Recently it's schedule was changed to 2 buses per hour from 9 to 4pm. I wish the change should affect the hours from 11am to 4pm instead of 9 to 4.
- With the construction along the 504 route. The short turn buses at Strachan have the streetcar schedule completely off. At King and Shaw the wait for a streetcar is 20 minutes and the 40 plus people waiting get into a crowded car. In that 20 minute wait, 5 short turn buses have come and gone. The schedule needs to be looked at.
- The Neglect for 51 Leslie is sad. Customers have to wait for an unreasonable time for the bus and drivers do not keep to schedule
- Irregularity of buses on the Flemington 100A route. When we are told every seven, eight or nine minutes, why do two or three buses come together after twenty five minutes. What is the point of bunching up, because the next bus will not come within the regular times. Also the operators stand at the terminal and chat or smoke and then leave together. That is not helping us to get to work for our shift on time. Your priority should be to take us to our destination on time and within your regular intervals of next bus. This is not the case of this particular route.
- I used to rely on the 72B bus but it's become extremely unreliable so I've begun to bike for my daily work commute.
- I find that the 72 line is inaccurate with the timeline of service and is constantly overcrowded during peak hours due to the inconsistency of the bus arrival times. The bus comes along and is so overcrowded that the bus driver has to pass me by as it cannot pick up anymore passengers.
- on 97 bus to steeles from 6-pm to 8 pm. Several times that I waited for the bus at the same time everyday but no bus showed up and then there were 2 busses at the same time after 30 min.
- I think the #7 Bathurst Street bus needs more service there should be busses on that line every 5-6 minutes during the day as it's a very busy route
- As a regular user of the 123 (C) sherway route, I can say that the service provided is lackluster at best. After waiting 20 minutes for this specific branch it gets full straight to the back even during off peak times & weekends.
- You need more busses on the 60 Steeles West route. Waiting time at the terminal stations are ridiculous especially at Finch station. When the bus do come, it is usually over crowded.
- I take 13 Avenue Rd a lot and it needs to be serviced more appropriately to allow for ridership growth.
- The Bathurst line from Bloor West to Steele should be made a priority. The volume of passengers, coupled with traffic would make it beneficial to having a dedicated lane for buses 24 hours a day. This would go a long way to helping client satisfaction and reducing travel times.
- Calling 6.5 minute service on the 84 Sheppard West when the buses are 10, 5, 10, 5 (84a, 84c, 84a, 84d) is misleading at best... the schedule used to have all buses evenly spaced leaving the station during the PM rush - can we get back to that - after 10 mins, there is guaranteed to be no accessible seating and as I have been informed, the operators are not to get involved - leaving me to stand and wait for the next one. Also more attention to route management - Saturday and Sunday on the 84 route it is totally normal to see 2 or 3 vehicles running together for hours on end (hint: don't let the passengers see vehicle positions - it will come back to bite you) and when I converse with the operators - I am told they won't be short turned to make Rick Leary look good with his edict of no short turns. -- Are you kidding ??? Short turns (intelligently handled) are a VITAL piece of transit operations.
- The schedule of the 100 from Broadview Station has changed drastically in the last 6 months. From 2:30 pm on the busses are GONE. Where do they go? They pass me going to Don Mills and never come back. The commute from Winford drive is miserable. I'll take the long walk to Eglinton Avenue but that service is too infrequent so busses are very crowded. Help!

- routes like the 102 and 86 do not reliably arrive every 10 minutes during off-peak hours. Routes such as the 16, 12 and 64, which are heavily-trafficked routes especially during school rush hours, do not come on the 10-minute base service schedule. These routes should be targeted for increasing service.
- Express routes such as the 905 and 902 are in such high demand during peak hours that they are consistently full to a dangerous capacity that does not permit safe travel for persons with mobility issues or concerns about the transmission of communicable diseases. These routes should be doubled during peak times to more appropriately service the community.
- Routes such as the 9 and the 56 consistently take up to 50 minutes to arrive during off-peak hours and can take longer than an hour to arrive in inclement weather. The service on these and similar routes could be doubled in order to ensure timely arrival.
- The 506, 505 and 504 E or W bound seems like it is always a longer waiting period no matter what time, even with the major construction finished now. There are never enough benches/seats to sit and wait so it makes it feel longer. Also no shade with your new glass shelters at stops. More streetcars might help?
- 26 should run more frequently and the 47 should also run more frequently during the weekend and offpeak since the busses are often crowded during these times
- Bring back more frequent 501 E, get rid of 501 U that ends at university
- The 4 Annette trolley bus used to have frequent service. Could be used as an alternate route when the Bloor-Danforth subway had problems. The 26 Dupont bus however gas terrubke service since the Mike Harris days.
- The 300 Bloor-Danforth shouldn't run express on 427. It should service the residents along the West Mall north of Rathburn to Eglinton.

Suggested adjustments to routing

- Put the Dufferin Bus back onto its normal route where it does the Dufferin Loop on weekends 24/7.
- The Dufferin Bus no longer stops at the Dufferin Loop on weekends after 7:30 pm, so if you are at BMO, Budweiser Stage or at any of the attractions at the CNE, at night you have to walk up to Liberty street and try to catch the Dufferin Bus that is looping back from a short turn. BUT it takes FOREVER FOR THAT BUS TO ARRIVE, because Strachan is backed up with vehicles.
- Weekday Peek Service for the 123 bus from Kipling to Longbranch is rather poor since most buses are diverted to Sherway Gardens leaving passengers waiting an extended period of time for a bus that goes to Longbranch.
- I take the 123C bus in the morning from Lakeshore to Kipling Station and am continually annoyed that it waits at the Longbranch loop for 10 minutes, which is normal, but then again it waits at Sherway Gardens for up to 10 minutes before going to Kipling Station. This adds unnecessary time to the commute and since the 123D and 123F already stop at Sherway why does the 123C have to stop twice in one trip?
- Return to mcdonalds transfer point in east end for durham transit, current one is unsafe location at i believe is meadowvale is isolated ,in an unsafe neighborhood (high crime area) no washrooms no place to sit , transfer points need to be in a high traffic area with amenities as often the wait between rides can be significant and often you have customers that are seniors and are travelling alone,
- The TTC needs to expand the community bus to include 695 Coxwell Avenue because there are many people that could benefit from the expansion of this great service and it would get people to be more independent if they want to be spontaneous and they can be but with the way the community bus is structured right now it doesn't include 695 Coxwell Avenue and I think it should.
- Please bring back the 501 Streetcar
- Do not merge route 32 and 34 once line 5 is open
- Since Pandemic 25 Don Mills Bus shedule is completely upside down. Which i do not understand at all. It is a super busy Residential/Commercial/Senior Corridor and yet it is COMPLETELY IGNORED. By dividing 25 Bus into A, B & C is No Help. Someone managing this route does not know how to run this bus schedule. Commuters have to wait 15 to 25 minutes as there are HUGE GAPS between bus arrivals and then 3 or 4 25 Buses arrive in a row (Common Daily Sight) !! While you look at surrounding Intersections how smoothly & frequently those buses (York Mills, Sheppard, Lawrence,

Finch, Thorncliff Etc) come and pass by at such short intervals very frequently in a timely fashion. So how come COVID only IMPACTED 25 Don Mills Bus schedule. It has become so un-reliable that commuters are always late and missing appointments who depend on this bus. And Yes we did not ask for Don Mills Express bus which has another STUPID selection of Stops IGNORING Major get on get off stops like Leigh Hill North Bound and Sheppard South Bound but stops after every one minute in Thorncliff stops and stops at useless stops like barber green but ignores Wynford

- Drive stop. I am tired of reporting this issue again and again but looks like falls on deaf ears. PLEASE FIX DonMills 25 Bus schedule ASAP it is causing so much pain & suffering among the daily riders and please give some training to your drivers about Politeness, Manners, Customer Service Etc. All the Angry, Racist, Bad Behaviour Drivers are running our 25 Don Mills Bus adding salt to our already injured route. Thanks for your kind attention.
- am currently going to the office from Monday to Thursday, 9 to 5, located on Yonge and St Clair. I usually take the 47 Lansdowne bus to the station and change line at Yonge to take the northbound train. Sometimes I take the 512 St Clair streetcar but this requires me to walk around 5 block from my house on Davenport. I don't have other options because I can't rely on the 127 Davenport bus which runs every 20-25 minutes. This is an inconvenience for me and my family because this 127 is ideal to get home from Spadina station. The 47 bus is crowded during peak times and this is something that has always concerned me, because of Covid. Bus drivers just keep taking people from every bus stop without any limits. Busses never stopped doing this. If they were crowded during the pandemic was because people didn't want to travel at the beginning; but as soon as they didn't feel afraid of Covid anymore they started to ride busses again and drivers would take everyone. I couldn't believe it. They asked people to move back, so more people could get on. Insane. Even now, I still use my face mask, but it is impossible to avoid people standing next to me. I don't have a car, so I have to go to work using public transport. I was very disappointed with the TTC. Going to work is still stressful for this reason, much more now that people don't wear masks. I like the 127 because is not very crowded but doesn't run often. I take the streetcar and put my belongings on the sit next to me, so no one will sit there unless they are wearing a mask. I have that encounter a couple of times. I still avoid crowded busses and streetcars, but in the morning when I am in a rush, can't wait for the next bus. This is something that the TTC never cared about. Never increased service to avoid crowded busses and now they ask these questions. It is late now. The 47 and 127 are not considered crowded routes, but they are important for me and many others. However, during peak times the 47 get very crowded, but I have no other option to go to work or get home. I feel frustrated and disappointed.
- Have a community Bus that serves the area that covers Kingston Rd, Victoria Park to Queen Street East. Due to planning there is no way to have regular big buses and have some times set up
- The 10 minute service is rarely a reality. I ride 4 of the busiest routes: 38 Warden, 102 Markham rd, 54 Lawrence Ave east and 89 Sheppard, all are late daily, the 68 has constant no shows I've complained about numerous times, the 102 & 54 are famous for having a cluster of buses rather than one constantly every 5 or 10 minutes.
- 29/292 Dufferin buses often do provide service to the Exhibition GO stop, where I connect from the 508/511 streetcars — resulting in a long walk thru the Ex grounds to the Dufferin loop. I realize there are events at the Ex, however, the GO trains & the 508/511 streetcars continue to service the Exhibition stop and the 29/929 bus should find a way too.
- Connect the 300 Bloor and 334 Eglinton as people are rushing and crossing at red stop lights just to catch up the transfer bus.
- There is no access to 10-minute or Express network where I live (M9C 4W9). All high-rise buildings along 427 between Bloor and Eglinton are affected by the same problem, despite the high population density and forcing lots of commuters to use private cars. In particular, the bus 48 and 112 which service the area have a rather infrequent schedule during off-peak weekday. I suggest that either bus 112 is included in the 10-minute network, or the express line 927 is converted into a BRT along 427 with stops at Burnhamthorpe and Rathburn.
- Modify the 97 Yonge route in such a way that it's not as long. As a temporary measure at 1 point, was to terminate the route at Lawrence Station. This helped to improve service of the bus going up to Steeles

Other feedback

- Implement Jane Street bus lanes
- Create and expand LRT service into East Scarborough and Malvern to improve travel times along the 10 minute base network. Use BRT where LRT can't be established
- I need to step out onto roadway to signal to oncoming bus at islington/Rathburn that I am standing at the bus stop because I want to be able to ride to islington station. So very dangerous. If a person is at a stop, the bus should stop
- 900 don't stop many times at east mall and Dundas st west morning time 06:15 am time heading towards Kipling.
- Stop bus routes that parallels the subways, 97 Yonge and 85 Shepard Ave East