



TTC 2023 Annual Service Plan Round 2 Stakeholder Meetings Summary



Wednesday, October 12, 2022
2:00 – 4:00 p.m. and 6:00 – 8:00 p.m.
Meetings held online

Overview

On Wednesday, October 12, 2022, the TTC hosted two identical stakeholder meetings for the second round of stakeholder consultation about its 2023 Annual Service Plan. The stakeholder group includes representatives of city-wide and area-specific organizations with an interest in transit and service planning. The second round of consultation included an afternoon and an evening session, which both covered the same information and discussion questions. This meeting summary covers both stakeholder meetings.

Across both sessions, 13 people participated (see Appendix C for a full list of participants) along with staff from the TTC and Third Party Public, the third-party engagement team retained by the TTC to support the engagement process on the 2023 Annual Service Plan. The purpose of the meetings was to share and seek feedback on the draft directions and service changes for the 2023 Annual Service Plan. The meetings included an overview presentation of the 2023 ASP, as well as detailed presentation of focus areas, a question and answer period, and a facilitated discussion.

Third Party Public prepared this meeting summary and shared a draft with participants for review before finalizing. The intent of this summary is to capture the range of feedback shared in the stakeholder meetings, not to assess the merit or accuracy of these perspectives. It is also not intended to serve as a verbatim transcript. This summary will also be posted on the [project website](#).

This summary includes four sections:

- Key themes in feedback shared at both meetings
- Detailed summary of the afternoon stakeholder meeting
- Detailed summary of the evening stakeholder meeting
- Next steps
- Appendices

Key themes in the feedback shared at both meetings

The following themes reflect a summary of the feedback received from participants across both meetings. The remainder of this summary provides additional details regarding these and other points participants shared.

Participants generally support the proposed route changes and with only one concern shared with one proposed route change. Participants particularly liked the proposed changes that reflect feedback suggested by TTC customers, including improving service in employment areas and connecting shift workers to more transit. There were no major objections raised at both meetings, but one participant shared a concern after the meeting about the removal of 63 Ossington service from the residential section of the Liberty Village neighbourhood along East Liberty Street. Participants also generally highlighted the importance of seeking feedback from those who will be impacted by the proposed changes when finalizing the service recommendations.

Improve TTC's communication of service changes to customers. Participants emphasized the importance of continuing and improving communication with TTC customers about any service changes or disruptions through methods that take into account the different ways people receive and understand information. Sharing information in English and online are not sufficient as many TTC customers do not understand English and/or use/have access to the internet, which results to customers being surprised by service changes. Customers may also have a hard time understanding TTC's proposed service changes when the maps presented only show high-level information and do not include other important information (e.g., future construction/other major service impacts). Suggested ways to improve communication include translating information into languages that are reflective of the communities that will experience service changes, putting up posters at TTC stops/stations, developing maps that show where future congestion will happen and conducting community town halls to share information with and seek feedback from the local community.

Concerns with accessibility of the TTC network. Participants expressed concerns with potential accessibility issues that may arise with route changes and construction. They said that making service accessible is not a one-size fits all approach and should be adjusted to meet the different accessibility needs of TTC customers.

Connecting people to more direct routes continue to be a priority for customers. Participants support proposed changes that would provide less transfers and a more direct connection to any of the major transit lines and streets.

Detailed summary of the afternoon stakeholder meeting

Overview

The afternoon stakeholder meeting had 11 participants. The format of the discussion included a plenary discussion on the emerging final draft 2023 Annual Service Plan and 3 breakout rooms focusing on different area studies and the detailed proposed route changes. Participants were able to choose a room based on their interest and were able to switch rooms if they wanted. Detailed feedback from the meeting has been summarized below.

Participants were also encouraged to send any additional feedback up until a week after the meeting to be included in the meeting summary. The project team received additional feedback from 1 participant. Key points from the feedback have been included in the summary below. See Appendix D for the complete unedited feedback.

Detailed feedback

During plenary discussion, TTC asked participants their thoughts on the final draft changes for the 2023 Annual Service Plan and whether they had any final suggestions (see Appendix A for the agenda). In the breakout rooms, participants also provided detailed feedback about the draft proposed route changes to the study areas.

East A (Northeast Scarborough) area study

- **Support for the 902 Markham Road Express route change.** A participant expressed support for the proposed extension of the route from Sheppard Avenue East to Steeles Avenue East.

East B (Scarborough East) area study

- **Range of opinions on the route options for the proposed new 154 Curran Hall.** One participant said they recommend Service Proposal B over Service Proposal A as it is aligned with the community feedback to have more service on Scarborough Golf Club Road. Option B also addresses the issue with the difficulty of travelling north and east if a customer is at Kingston Road and Scarborough Golf Club Road. Another participant suggested that when determining which route option to choose, the TTC needs to decide which is more important (the Lawrence-Kennedy connection, or provide continuous service on Scarborough Golf Club Road). It was recommended that the TTC should also listen to feedback from the local community on what service would work best for them.

Other feedback about 154 Curran Hall

- **Consider providing service along the entirety of Scarborough Golf Club Road between Lawrence and Ellesmere,** instead of having the 154 Curran Hall use Brimorton Road to cut across neighbourhoods.
- **Assigning Curran Hall the route number 154 may be confusing** if it does not operate on Lawrence Avenue East.

North-Central (York Mills & Leslie) area study

- **Support for the 51 Leslie and 151 Leslie North split** as the latter can provide new service to the commercial and residential areas along Scarsdale Road.

- **Support for connecting the 78 St Andrews route to Bayview Village, with suggested changes.** Consider operating A and B branches that split Bayview and Sheppard. One route can operate clockwise and the other counterclockwise, routing Sheppard, Barberry Place, Rean Drive, Hawksbury Drive, Bayview Mews Lane and Bayview Avenue. This might encourage more residents of the multi-residential buildings south of Sheppard to leave the car at home for their very short trips to Bayview Village.

Southwest (South Etobicoke) area study

- **Consider extending the 80A Queensway branch to Windermere Avenue** to serve a new residential tower that is almost complete.
- **Consider adjusting the 77 Swansea to extend down Lakeshore Boulevard** via Queensway, Ellis, and Windermere, before continuing up South Kingsway, to incorporate the four, newer residential towers south of the Gardiner Expressway, and provide a new opportunity to directly connect Line 2 Bloor-Danforth to Sunnyside Beach.

Southeast (South Scarborough-Beaches) area study

- **Support for renaming the 70C O'Connor to 114 St Clair East.** Renaming the 70C O'Connor route to 114 St Clair East is a good decision that will benefit new and infrequent customers. It also emphasizes that Warden Station is an artificial break in the bus service on St Clair Avenue East. The 114 St Clair East route would likely benefit the local neighbourhood and improve ridership, while providing a direct connection between the retail areas of O'Connor Drive and Kingston Road.
- **Consider creating one route to service all of St Clair East** past Warden and all the way to the O'Connor shops.
- **Consider merging the 22 Coxwell and 70A O'Connor into one route to create a direct connection between Line 2 Bloor-Danforth, Line 5 Eglinton and the 501 Queen, 503 Kingston Rd and 506 Carlton streetcar services on Gerrard and Queen Streets.** It would also remove the transfer at Coxwell Station to board a northbound bus to Michael Garron Hospital.

Liberty Village area study

- **No suggested changes or concerns were raised on any of the proposed route changes for Liberty Village at the meeting, but feedback received after the meeting identified concerns with the changes to 63 Ossington.** The participant who shared feedback after the meeting said that they agree that the 63 Ossington route should directly serve the Exhibition Loop but they are concerned about the removal of TTC service from the residential section of the Liberty Village neighbourhood, along East Liberty Street. Consider service provided be westbound and eastbound, not in one direction only as the route 63 Ossington presently operates.
- **Interest in seeing how these proposed changes would impact travel patterns.** Participants were interested in seeing how the connection to the Exhibition GO station with the 63 Ossington route change will shorten or lengthen people's commute.

Northwest (Humberwood) area study

- **The TTC has done well by consulting and proposing changes to better serve employees and the employment areas.** Participants particularly liked the proposed new route improving airport employees' connections to the airport.
- **Explore opportunities to provide different modes of transit to better serve the large employee population in the area.** Participants suggested exploring providing shuttle service, on-demand transit, micromobility, etc. that could best serve large numbers of employees going to/from large distribution centres in the area.

Line 6 Finch West area study

- **No suggested changes or concerns raised on the refined proposed route changes for the Line 6 Finch West area, but participants shared other improvements in the area that they liked.** A participant was glad to see the ease of access to York University has been addressed through previous improvements (mainly with the extension of Line 1). They were also happy that Bike Share is now available in the area as it could support transit by providing people with more options to get around.

Communication

- **Improve communication between the TTC and its customers through physical and digital platforms.** Sharing information online may not be accessible for all customers because of technology constraints. Also, sharing information only in English is not sufficient because of the diversity of languages in city. Consider sharing information, for both planned and unplanned closures, with notices in different languages to reflect the languages spoken by the people in the community that will experience changes. Additionally, consider sharing service disruption messages on third-party transit apps with real time data updates. **TTC response:** There are a number of best practices we want to take a look at to meet the diverse needs of the city, such as scrolling through digital notices in different languages. The technology for real-time data updates is still being tested and will hopefully come into effect in the next couple of years.
- **Clarify what is meant by integration.** When talking about integration, make sure to clarify if the TTC is talking about integration with other regional transit agencies or integration with other modes of services within the TTC system.
- **Think through TTC's role and available resources to improve user education.** A lot of issues stem from people not knowing how to get from point A to B. The TTC should work on improving user education through identifying gaps in customer knowledge and strategies for filling those gaps.

Accessibility

- **Make TTC stations accessible for customers, including those who use Wheel-Trans and would like to integrate both services.** Use York Mills Station as an example of wayfinding options for other stations. There should also be different approaches to accessibility, as it's not a one-size fits all approach. **TTC response:** We are currently working with Wheel-Trans to make connections between services more straightforward. We are also dedicating resources during construction of stations so that extra Wheel-Trans vehicles can support customer needs. There are also different programs being piloted while a new accessibility plan is being developed. We are happy to connect with those interested

in sharing ideas to improve accessibility at a more detailed level to ensure that the TTC network is accessible.

- **Concern with the safety and accessibility of stops during the Ontario Line construction.** Consider how to rearrange stops to address connection issues and accessibility issues.

Other service improvements

- **Reliability and connections on the Blue Night service continue to be important to customers.** Reliability issues with the Blue Night service may be deterring people from taking the Blue Night service. With the buses only coming every 30 minutes, a bus not coming on-time means customers could miss their connecting route, making their travel time much longer. **TTC response:** We are aware the Blue Night service needs improvement and we are carefully considering the approach on how to improve it. Making a change on one of the lines may cause a ripple effect across all Blue Night buses, which could negatively impact some customer's experiences. We are in the process of looking at planning software and tools to optimize schedules, reduce connections and increase service levels. Once we have more information, we will need to do a business case before implementing any changes.
- **Reconsider the Downtown Express routes to prioritize bringing people downtown as many are starting a hybrid work system.**
- **Consider a different location for bus turn around when there are transfers between shuttle buses and streetcars because of service disruptions.** Some streetcar stops are not big enough to hold all incoming passengers and may cause a safety issue. Consider adding a temporary stop to ensure customer safety and allow for accessibility. **TTC response:** We will take this as advice to potentially codify guidelines on the concentration of people using the transfer stops.
- **Consider extending the 47 Lansdowne route southward to provide a direct connection to Line 2 for the residents in rental buildings along Jameson Avenue.** With the 18 Caledonia route being resurrected when Line 5 opens, there is opportunity to take a new look at what will remain of the 47 Lansdowne route. TTC service on Jameson Avenue is complicated by its ramps to the Gardiner Expressway, but many of its residents fall under the 5YSP Reset Priority Groups and would benefit socio-economically from additional TTC service.

Fares

- **Cost of transit continues to be an issue for low-income families and students.**
- **Consider fare integration between GO and the TTC.**

Presentation feedback

- The slide titled, What Services are Important to you, excludes several service initiatives such as the Blue Night Service. This could give some the impression that those services are not important to customers at all. TTC response after the meeting: The slide shows what TTC services participants in Round one identified as most important and what is least important. TTC services not identified on the slide are therefore somewhere in between.

Questions of clarification

Throughout the discussions, participants asked questions of clarification. Responses from TTC, where provided, are also included.

- **There are some route changes proposed in the 2022 Annual Service Plan that have not been implemented. Can you clarify if these proposed changes have been dropped or merely deferred? If they're deferred, consider including these already approved changes on the maps presented.** TTC response: Route changes approved for an Annual Service Plan will continue to be implemented until said otherwise. If they are not yet implemented, it is either because we are working out some details or have had to adapt to changes in the area. For example, the new bus service to Stanley Greene will still be implemented but is currently on hold until we work out the details with the landowners for the loop at Downsview Park Station. The new 150 Eastern Avenue service is also on hold because there's a lot of construction occurring in the near term and longer term and we're holding until we determine the best time to introduce this service to make sure it is successful.
- **How have you chosen the nine study areas? There are routes outside the study areas that also need service improvements.** TTC response: This year's Annual Service Plan is focusing on these areas based off the priorities for the coming year, which are the COVID-19 learnings, Line 3 Surface Network Changes and Line 6 Surface Network Changes. These study areas were also chosen based on customer feedback received in Round 1 of the engagement process. Areas not included in the 2023 ASP focus could be explored in future ASPs.
- **Are you considering operating a route along Kingston Road that doesn't require a transfer and can operate the whole length of Kingston Road?** TTC response: Yes, there is already an existing route that provides this service, which is the 12D Kingston Rd operating from Victoria Park Station to University of Toronto Scarborough Campus. However, this route only operates during weekday peak periods. We're proposing on improving this route by also operating during the weekday off-peak periods (midday and early evening).
- **Would the 54 Lawrence East proposed route change impact the Starspray branch?** TTC response: No, the 54A Lawrence East branch to Starspray would remain as it is today.
- **Will the proposed route change to the 54B Lawrence East bus result to losing service on Lawrence Avenue East and Orton Park Road? Service in this area is important since there are apartment buildings and a school.** TTC response: No service will be lost in this area as the two new proposed bus routes (178 Brimorton and 154 Curran Hall) will provide service to this area. However, customers would have to use new bus routes.
- **With the loss of the Scarborough RT next year, has it been considered that Scarborough residents can use the GO trains on either Guildwood GO station or Rouge Hill GO station to travel downtown instead of going to Kennedy Station?** TTC response: Yes, we are considering making better service connections to the GO trains, and we'll keep your suggestion in mind as we continue discussions with Metrolinx about integration.

- **Will the 51A Leslie route continue to operate through the North York General Hospital Grounds? Will the 151 Leslie North also operate through the hospital grounds?** TTC response: Yes, both the 51A Leslie and 151 Leslie North will operate through the hospital grounds in both directions.
- **Is the 51B Leslie branch to Lawrence and The Donway still planned to launch with the opening of Line 5?** TTC response: Yes, upon the opening of Line 5 Eglinton, the 51B Leslie branch will operate to replace service currently provided by the 162 Lawrence-Donway route on The Donway.
- **Regarding the 63 Ossington, do the trade-offs mean a possible alternative routing to avoid the King and Strachan intersection, such as Shaw to Douro Street to Strachan?** TTC response: Routing via Douro Street has not been considered as part of this area study as this is a narrow, residential street that is likely unsuitable for transit operations. Additionally, this would require operators to make a left turn across King Street W when travelling in the southbound direction (i.e., King St. W to Douro Street) that would likely have negative impacts to route reliability and could result in delays to 504 King streetcar service. Further, TTC Service Planning would prefer to serve the King St W at Strachan Ave intersection as it is seen as a significant transfer location for riders wishing to transfer to/from 63 Ossington and 504 King streetcar services. The tradeoff highlighted refers to the fact that currently, the 63 Ossington operates two branches, the 63A (Eglinton West Station-Liberty Village) and the 63B (St Clair-Liberty Village), both of which operate to Liberty Village. If this service plan was to be implemented, TTC Service Planning would reevaluate this branch structure to see if it is feasible, from an operational and ridership perspective, to continuing operating both branches to Liberty Village.

Detailed summary of the evening stakeholder meeting

Overview

The evening stakeholder meeting had 2 participants attend. The format of the discussion included a plenary discussion on the emerging final draft 2023 Annual Service Plan and an open discussion on any of the 9 area studies and the detailed proposed route changes. Detailed feedback from the meeting has been summarized below. Note that the feedback below only came from one participant as the other participant left before the discussion.

Participants were also encouraged to send any additional feedback after the meeting up until a week after the meeting to be included in the meeting summary. The project team received additional feedback from 1 participant. Key points from the feedback have been included in the summary below. See Appendix D for the complete unedited feedback.

Detailed feedback

Southeast (South Scarborough-Beaches) area study

- **Support for the proposed changes in this area, particularly the changes on Kingston Road that provide more direct service and less transfers.**
- **Increase the 175 Bluffers Park weekday service** as many people are interested in going to Bluffers Park.

East A (Northeast Scarborough) area study

- **Support for the 130 Middlefield and 902 Markham Road Express route changes** because of its effectiveness in connecting to Markham Road and the industrial area workers that need transit.

East B (Scarborough East) area study

- **The proposed new 154 Curran Hall route make sense, with preference for Service Proposal B as the route could serve more people and goes through less traffic and construction.** Between Service Proposal A and Service Proposal B, Service Proposal B is the preferred option because it stays on the main road (Eglinton Avenue East) and more people can take the bus. Going along Lawrence Avenue East in Service Proposal A may have more traffic than Service Proposal B.

Other service improvements

- **Customers would appreciate less connection and transfers between buses, and instead having a direct route to a destination.** For example, living in Markham and trying to get to Kennedy Station means taking the 129 McCowan and then transferring to another bus to then get to Kennedy.

Bus stops

- **Consider including bus stops at main intersections for shuttle buses.** For example, the bus that goes from STC to Kennedy Station should stop at Ellesmere Road, Lawrence Avenue East, and Eglinton Avenue.
- **The removal of some local bus stops is causing community challenges,** specifically the stop at Brimley and Eglinton.

Fares

- **Many students and customers in general are confused on what type of fare is still accepted and where to purchase their fare. Highly recommend the TTC install fare machines in different community access points.** TTC response: TTC currently accepts paper tickets, tokens, cash and PRESTO cards for payment. We can put you in contact with our fare manager about installing fare machines in communities. Also, we are working on a 5-Year Fare Policy and 10-Year Fare Collection Outlook, which covers this suggestion. New recommendations are expected in the next few months.

Communication and engagement feedback

Clearly communicate the purpose and effectiveness of the “red bus lanes” to address concerns, misunderstandings, or opposition from the community. Additional information provided by TTC after the meeting: Updates about RapidTO are posted on the [City of Toronto’s website](#), which includes a dashboard with information on RapidTO since it has been installed. See dashboard [here](#).

- **Consider developing maps that show where future congestion will happen.** Customers may have a hard time understanding TTC’s proposed service changes because the maps presented only show high-level information. Missing critical information like anticipated future construction or congestion limits customer’s ability to provide well-informed feedback and understand how changes will impact them.
- **Consider hosting TTC town halls in different communities and their community centres to share and communicate any information.** It can be hard for certain customers, like seniors, to stay up to date with TTC changes. A potential location where town halls could be hosted in Scarborough is the community centre at Brimley Road and Eglinton Avenue.

Next steps

TTC thanked participants for taking the time to participate and share their feedback. The facilitation team committed to sharing a summary of the meeting in draft with participants for their review before finalizing to ensure accurate representation of feedback shared at the meeting. Participants were also reminded that any additional feedback could be submitted via email until a week after the meeting to be included in the meeting summary.

The project team also informed participants that broader engagement will continue in late October and November through an online public survey and pop-ups at key locations across the city. Participants were encouraged to take the survey and share it with their networks to help the TTC hear from more people. Feedback received in Round 2 will help inform the final 2023 Annual Service Plan report that the TTC staff will present to the TTC Board for approval in February 2023.

Appendix A – Afternoon Stakeholder Meeting Agenda

TTC 2023 Annual Service Plan Second Round of Stakeholder Meetings

Wednesday, October 12, 2022

2:00 – 4:00 pm

Meeting held online



Meeting purpose

To share and seek feedback on the draft directions and service changes for the 2023 Annual Service Plan.

Proposed agenda

2:00 Welcome, land acknowledgement, introductions, agenda review

Mark Mis, TTC

Khly Lamparero, Facilitator, Third Party Public

2:10 Update and overview of the 2023 Annual Service Plan

Dominic Ho, Laurence Lui, TTC

- What we heard from Round 1
- Final draft 2023 Annual Service Plan

Questions of clarification

2:50 Breakout room discussions

1. What are your thoughts on the final draft 2023 Annual Service Plan?
2. Do you have any final suggested refinements?

3:40 Plenary report back

3:55 Wrap up and next steps

4:00 Adjourn

Appendix B – Evening Stakeholder Meeting Agenda

TTC 2023 Annual Service Plan Second Round of Stakeholder Meetings

Wednesday, October 12, 2022

6:00 – 8:00 pm

Meeting held online



Meeting purpose

To share and seek feedback on the draft directions and service changes for the 2023 Annual Service Plan.

Proposed agenda

6:00 Welcome, land acknowledgement, introductions, agenda review

Scott Haskill, TTC

Khly Lamparero, Facilitator, Third Party Public

6:10 Update and overview of the 2023 Annual Service Plan

Dominic Ho, Laurence Lui, TTC

- What we heard from Round 1
- Final draft 2023 Annual Service Plan

Questions of clarification

6:50 Breakout room discussions

1. What are your thoughts on the final draft 2023 Annual Service Plan?
2. Do you have any final suggested refinements?

7:40 Plenary report back

7:55 Wrap up and next steps

8:00 Adjourn

Appendix C – Participant List

Listed below are stakeholder groups that attended the meetings.

Afternoon participants

A Voice for Transit
Alliance for Blind Canadians
CNIB
Friends of Thorncliffe Park
Jane Finch Family Centre
Pathways to Education
Point A
Scarborough Centre for Healthy Communities
Stevemunro.ca
Toronto Region Board of Trade
Walk Toronto

Evening participants

Scarborough Centre for Healthy Communities
University of Toronto Student's Union

Appendix D – Post Meeting Feedback

Participants were encouraged to share additional feedback up to a week after the meeting. Additional feedback received by the project team are included below. Note that the feedback below was not edited, except for minor formatting.

Emailed feedback 1

Thank you! Another recommendation I thought would be helpful is to have bus stops at main intersections for shuttle buses (i.e. bus that goes from STC to Kennedy station allows pick up and drop off at Ellesmere, Lawrence and Eglinton).

Also, I've heard that some bus stops have been removed already across the city which is causing challenges with a lot of ridership – one that comes to mind is that the stop at Brimley and Eglinton has been removed and a lot of community members who frequent our community centre are affected.

Emailed feedback 2

1. 2023 ASP Stakeholder Meeting 2 Presentation

Regarding slide 6 of 43 'What Services are Important to You?'

The 'More Important' versus 'Less Important' framing of the slide excludes several service initiatives, such as Blue Night Bus service, from being displayed on the page. This could provide an incorrect impression that Blue Night, for example, is not important to customers at all, with unintended funding consequences for the program.

Suggest presenting the results differently on this slide to capture all of the service initiatives that were provided in the survey.

2. East A (Northeast Scarborough)

No comment.

3. East B (Scarborough East)

Service Proposal B on the basis that RapidTO lanes already exist on Eglinton to speed up service directly to the Curran Hall neighbourhood from Kennedy Station.

It would be ideal to provide service along the entirety of Scarborough Golf Club Road between Lawrence and Ellesmere, and similarly for Orton Park Road as well, instead of having the 154 use Brimorton Road to cut across the neighbourhood. The economics possibly do not support a branch for both north-south streets, but it could be evaluated.

Assigning Curran Hall the route number of 154 might be confusing if it does not operate on Lawrence Avenue East.

4. North-Central (York Mills-Leslie)

51/151 split makes sense. 151 Leslie North will also provide new service to the commercial/residential area along Scarsdale Road.

Will the 51A continue to operate through the North York General Hospital Grounds? Should the 151 also operate through the hospital grounds?

For confirmation: the 51B branch to Lawrence and The Donway is still planned to launch with the opening of Line 5, correct?

Connecting the 78 St Andrews route to Bayview Village looks good. Has there been any consideration of operating 'A' and 'B' branches that split at Bayview and Sheppard? One operating clockwise, the other counter-clockwise, routing Sheppard, Barberry Place, Rean Drive, Hawksbury Drive, Bayview Mews Lane, and Bayview Avenue? This might encourage more residents of the multi-residential buildings south of Sheppard to leave the car at home for their very short trips to Bayview Village.

5. Northwest (North Etobicoke)

No comment.

6. Southeast (South Scarborough-Beaches)

Renaming the 70C branch of the O'Connor route to 114 St Clair East is a good decision that will benefit new and infrequent riders.

It also makes it more apparent on the network map that Warden Station is an artificial break in the bus service on St. Clair Avenue East, a street that is only 6.4 kilometers long. A 114 route that runs through Warden Station to Kingston Road would likely benefit the local neighbourhood and improve ridership, while providing a direct connection between the retail areas of O'Connor Drive and Kingston Road.

The eastern loop of the 12C service; Brimley, Barkdene Hills, Brooklawn, might instead be assigned to a full length 114 St Clair East.

Consider merging 22 Coxwell and 70A O'Connor into one route.

One benefit of this approach would be the removal of the transfer at Coxwell Station to board a northbound bus to Michael Garron Hospital.

Additionally, this change would create a direct connection between Line 5, Line 2, and the 501, 503, and 506 streetcar services on Gerrard and Queen streets.

Route 114 and the Route 8 extension (approved, but not yet implemented) would continue to use Coxwell Station as a terminal point.

7. Southwest (South Etobicoke)

80A Queensway – Is it possible to extend service on Lake Shore Boulevard one block west from Ellis Avenue to Windermere Avenue to potentially gain new ridership from the completion of a new two-tower residential complex?

77 Swansea – Is it possible to extend the route to Lake Shore Boulevard, via The Queensway, Ellis, and Windermere, before continuing up South Kingsway? This would incorporate the four, newer residential towers south of the Gardiner Expressway, and provide a new opportunity to directly connect Line 2 to Sunnyside Beach.

8. Liberty Village

From a network perspective, it makes sense for the 63 Ossington route to directly serve Exhibition Loop, although I am confused by the following comment on page 5 of 6, under Trade-offs:

“...branch structure requires further evaluation due to routing via Strachan Ave. – impacts to on-time performance could result due to congestion.”

Is the statement meant to suggest a possible alternative routing to avoid the King and Strachan intersection, such as Shaw to Douro Street to Strachan?

Without the benefit of local ridership numbers, I am concerned about the removal of TTC service from the residential section of the Liberty Village neighbourhood, along East Liberty Street. That said, the service provided should be provided westbound and eastbound, not in one direction only as the route 63 presently operates.

Directly west of the Liberty Village study area, there is potential to extend the 47 Lansdowne route southward to provide a direct connection to Line 2 for the residents in rental buildings along Jameson Avenue. TTC Service on Jameson Avenue is complicated by its ramps to the Gardiner Expressway, but many of its residents fall under the 5YSP Resettlement Priority Groups and would benefit socio-economically from additional TTC service. With the 18 Caledonia route being resurrected when Line 5 opens, there is opportunity to take a new look at what will remain of the 47 Lansdowne route.

9. Toronto Zoo

No comment.