



TTC 2026 Annual Network Plan

Focus Groups Summary

August 12, August 13, and August 14, 2025, 6:00 – 8:00 pm

Overview

On August 12, 13 and 14, 2025, the TTC hosted three focus groups with three key priority customer groups who continued to rely on transit during the COVID-19 pandemic and continue to do so today, including women, shift workers, and low-income customers. The focus groups are part of the second of two rounds of consultation for the 2026 Annual Network Plan (ANP). The three focus groups covered the same information and discussion topics (see Appendix A). The purpose of the focus groups was to share updates on Round One proposals, as well as share and seek feedback on the Express Network and proposed construction-related routing diversions.

Recruitment of participants for the focus groups was done through the TTC's Customer Panel: a group of approximately 1,000 customers that are representative of Toronto's diversity. The recruitment process involved identifying prospective participants that are reflective of each key priority group and striving for diversity in age, TTC services used that are relevant to the topic area focus, location, and reasons for transit use within each focus group, resulting in a preferred participant list for each group. Preferred participants were contacted to see if they were interested and available to participate until a maximum of 8 participants for each focus group were reached. As a thank you for the participants' time and participation, participants received a \$150 honorarium via e-transfer.

A total of 23 people participated across the three focus groups. Also participating were staff from TTC and Third Party Public, the engagement team retained by TTC to support the engagement process on the 2026 Annual Network Plan.

Third Party Public prepared this meeting summary, which covers the three focus groups and includes feedback shared in writing up to a week after the meeting (see Appendix B). The intent of this summary is to capture the range of feedback shared at the focus groups; it is not intended to serve as verbatim transcript. Third Party Public shared a draft of this summary with participants for review before finalizing it.

This summary includes two sections:

- Key themes in feedback
- Detailed summary of feedback organized per focus group

Key themes in feedback

The following themes emerged in feedback across the three focus groups.

Round One proposals were generally supported. Participants expressed positive reactions to the Round One routing proposals as they improve connections and make travel easier. Feedback on the proposals included support for extending the 52F Lawrence West to Sunnybrook Hospital (to avoid transfers), reducing overlap between the 154 Curran Hall and 905 Eglinton East, and extending the 26 Dupont to Rosedale. They also understood that the removal of 26 Dupont's connection to St. George Station would be an issue for riders and understood why the proposal received mixed feedback.

Express buses often seem no faster than locals, and stop placement should be carefully reviewed to make the service feel more express without sacrificing accessibility. Participants said express buses frequently trail behind local buses or get stuck in traffic, especially during peak periods, negating the intended travel time savings. Most participants said current stop spacing is generally appropriate but were open to consolidating closely spaced or redundant stops, provided local routes still serve those areas. They said that service design should reflect real-world conditions hospital shift changes and class times, since some important destinations are underserved while other stops see little use. Overall, participants supported having fewer, strategically chosen stops to make express service more efficient, while stressing that accessibility for seniors, people with disabilities, and those with mobility challenges must be maintained.

Express routes should balance speed with serving key destinations. Participants said most major destinations such as schools, subway stations, and shopping centres are generally covered well. However, they highlighted important gaps, such as hospitals (Sunnybrook, William Osler, Scarborough Health Network) and major shopping areas like Billy Bishop Way, that should be served by express stops. They cautioned that adding too many stops would undermine travel time savings, so adjustments should be strategic and guided by PRESTO data and community needs.

Traffic congestion and construction impacts are major barriers to effective express service. Construction, blocked lanes, and cars cutting into transit priority lanes cancel out the benefits of express service. To address this, participants strongly supported dedicated bus lanes, transit-priority measures at signals, and stronger enforcement to keep lanes clear. Several said that without these measures, express routes lose their intended purpose.

Bus bunching and crowding are persistent problems; it is important to keep in mind that reliability and comfort are just as important as speed. Participants shared experiences with long waits for the bus followed by multiple buses arriving at once, leaving later buses nearly empty. Overcrowding was mentioned on some routes, with buses leaving stations packed and bypassing stops. Some participants said that when express buses became too full, local buses were actually the better option. They said reliability and spacing of buses were more important than the speed of the express bus, and noted that customer comfort, seat availability, and safety are important factors for riders in choosing express over local service.

There were mixed opinions between Option 1 and Option 2 for College/Carlton construction's replacement bus routing options. Some preferred Option 1 because it maintains service along Carlton, provides transit access for seniors, people with disabilities, students, and low-income riders, and avoids disrupting local businesses. Others leaned toward Option 2 for being more direct, faster, and easier to navigate, especially given subway access and short walking distances in the corridor.

Concerns about the St. Clair & Old Weston / Gunns Loop construction. Participants were concerned about prolonged impacts on the 512 St Clair, which has already faced disruptions. Confusion at Earls Court Loop was described as a major issue due to poor signage, narrow space, and unclear boarding areas, creating crowding and safety concerns. They called for better planning of transfer points and upgrades to make loops more functional.

Clear, consistent, and accessible communication, especially during construction, is needed. Participants said replacement stops are often poorly marked, signage is unclear or contradictory, and updates online or in apps are unreliable. They said that signage must be posted at all impacted stops, information must be accurate and timely, and TTC staff should be present at key points to help riders. Without clear communication, trust in the TTC erodes, and riders, especially those with accessibility needs, are left stranded.

Detailed summary of feedback

Focus Group 1

On August 12, 2025, 8 participants attended the focus group with women. They shared feedback primarily about the Express Network and the proposed construction-related service adjustments. One participant shared feedback about one of the proposals presented in Round One – the proposal for the Lawrence Corridor routes. Their feedback is summarized below.

Feedback about the Round One proposals

Support for extending the 52F Lawrence West to Sunnybrook Hospital. Participants said that the connection to Sunnybrook Hospital would make trips easier and more customer friendly as customers wouldn't have to transfer between buses.

Feedback about the Express Network

General Feedback

Express routes often feel no faster than local routes especially during peak periods. Express routes often arrive at the same time as local buses, particularly when they follow directly behind a local bus and cannot pass. This sometimes stops participants from choosing an express route if it will take them the same amount of time to ride a local route.

Stop spacing is generally appropriate, with participants generally preferring having less stops to have a faster trip. Participants said they are willing to walk farther to an express stop if it means reaching their destination faster, and that adding stops would defeat the purpose of having an express option.

Participants were open to removing some stops along express corridors if reliable local service continues and frequency of the express is not reduced. Longer waits would defeat the purpose of having an express option. They said that removing certain stops could help, especially those that are close together, but only if a reliable local service continued to cover those stops so that no one is left behind.

Service reliability and frequency are bigger concerns than stop spacing. Participants said buses often do not arrive on time, come in pairs with locals, or run too infrequently, which undermines the purpose of the Express Network. Several said they had to walk long distances to the next stop or give up and take local buses when express service did not arrive as scheduled.

Express routes should balance fewer stops with coverage of key destinations. Participants generally agreed that most major destinations such as schools, shopping centres, and subway stations are well served, but they suggested a few strategic additions, such as stops at hospitals or major intersections like William Osler Hospital, Scarborough Health Network, and Kennedy and Eglinton, to improve accessibility without undermining overall travel times.

Crowding is a persistent problem on some express routes. Some routes were described as overcrowded, with buses arriving full and sometimes bypassing stops. Participants said additional buses are needed on these routes to improve comfort and access.

Express buses are valued for comfort and larger vehicles, but travel time savings are inconsistent. Some participants said they choose express routes mainly because buses are bigger and it's easier to get a seat, not necessarily because they are faster.

Feedback about specific express routes

900 Airport Express

A reliable, fast, and convenient route. Participants said the 900 Airport Express was consistently dependable and worked well for shift workers near the airport.

902 Markham Road Express

An unreliable route. Participants often had to walk to other stops or take different routes when the bus did not arrive on schedule. When it was on time, the service worked well. Participants said the ride was smooth and comfortable, but they wanted the TTC to address frequency and reliability first.

924 Victoria Park Express

Route provides real time savings but suffers from overcrowding. Participants said the 924 Victoria Park Express provides substantial time savings compared to the local—15 minutes instead of 30–40—and that its stops are well spaced. Several said they were willing to wait specifically for this bus than use the local alternative. However, the route was described as consistently overcrowded, with buses leaving Victoria Park Station packed, forcing riders to wait long periods or board overcrowded vehicles.

927 Highway 27 Express

A fast and dependable route, though stop spacing is wide.

Participants described the 927 Highway 27 Express as reliable and effective for reaching Humber College. The main concern was that stop spacing is wide, meaning long walks if a stop is missed. They suggested maintaining its speed and reliability, with an emphasis on clear stop information.

929 Dufferin Express

Route is chosen for comfort and seating, though it offers little travel time advantage over the local.

Participants said they often took the 929 because its larger buses made it easier to find a seat, even if it meant walking back from an express stop. However, they noted that travel times were often no different from the 29 local since express buses frequently trailed directly behind locals without passing. They added that the narrow corridor and parked cars left little opportunity for buses to pass, and suggested improvements to address bunching and passing issues.

935 Jane Express

Route provides useful all-day and weekend service but struggles with congestion during peak periods.

Participants like that the 935 runs all day and on weekends, unlike other express routes that operate only at rush hour. However, they said the route is heavily congested during peak periods and provides little to no time savings compared to local service. They suggested maintaining its all-day operation while looking for ways to improve reliability during peak congestion.

937 Islington Express

Concern that only partial sections operate as express. Participants said sections of the 937 Islington Express sometimes stop at local stops, which slows down trips and creates confusion.

945 Kipling Express

Some participants said the route is overall good, however, there are areas where it could improve, including:

- **Improve distinction with local bus.** Some sections of the 945 (northern segment) stop at local stops, slowing down trips and creates confusion. Consider having the 945 stop only at major stops.
- **Improve travel time savings compared to local bus.** Sometimes there are no time savings compared to the local bus (e.g., express and local arrive at Kipling station at the same time).
- **Address crowding and improve frequency.**

952 Lawrence East Express

Needs improvement during peak periods to provide a consistent service. Participants said the route was not noticeably faster than local service during peak periods. Outside of busy times, the express provided a clearer advantage, and participants wanted more consistency so that the route felt worthwhile at all hours.

Feedback about the proposed construction-related service adjustments

General feedback

Provide clearer and more consistent detour information. Participants said replacement stops were hard to find, signage was unclear or covered by posters, and stop locations change too frequently. They stressed that communication must be simple, visible, and consistent across the system.

Improve on-the-ground support. Suggestions included placing visible TTC staff or information agents at key transfer points to guide customers, especially when detours are new or complex.

Offer more accessible communication tools. Include a dedicated phone line with live detour details, along with simpler signage and maps that could be easily understood by all customers, including those with accessibility needs. Additionally, participants missed the Rocketman app, which they found more reliable for detour updates. They said current apps like Transit app give alerts that are either too broad or inconsistent.

Explain the rationale for changes. Participants said that when they understood why a route was being diverted or altered (e.g., due to streetcar storage issues), they were more willing to adapt.

Feedback about specific proposed service adjustments

College/Carlton construction

Preference for Option 1 as service should remain on Carlton to protect access and maintain consistency. Participants said rerouting service away from Carlton would reduce accessibility for riders and negatively impact local businesses. They preferred Option 1, even if it is slower, because it keeps the routing familiar and avoids forcing customers to adjust to a completely different street such as Gerrard.

Option 2 was not viewed as a real time-saver. Participants said congestion would continue regardless of rerouting and questioned whether the disruption would be worth it.

Focus Group 2

On August 13, 2025, 8 participants attended the focus group with low-income customers. They shared feedback primarily about the Express Network and the proposed construction-related service adjustments. One participant shared feedback about one of the proposals presented in Round One – the proposal for the Scarborough routes, and a few participants shared other feedback. Their feedback is summarized below.

Feedback about the Round One proposals

Reducing overlap between the 154 Curran Hall and the 905 Eglinton East routes makes sense. Cutting the overlap between the 154 Lawrence East and 905 Eglinton East Express would simplify service. They said that Scarborough has many universities and colleges, so reducing transfers in this area would be especially beneficial for customers.

Feedback about the Express Network

General Feedback

Express service changes must account for real-world travel conditions. Planning appears to be done “on a map,” but actual travel experiences, such as shift-change times for hospital workers or class times for students, create crowding and long waits. Participants said that service design should be studied in person to better match how and when customers actually travel.

Traffic congestion undermines travel time savings. Even with dedicated lanes, buses still get stuck in traffic, as cars cut in or intersections get blocked. Participants suggested prioritizing buses at traffic lights using technology like AI to improve flow, along with stronger enforcement of intersection rules to keep buses moving. Without these measures, they said, the benefit of express service is lost.

Stop locations should be guided by real ridership data to avoid redundancy and ensure they are in the right places. Participants said some express stops serve little purpose while important destinations such as hospitals are underserved, and said that the issue is not the number of stops but whether they are located where demand is highest, such as before major intersections with congestion or near hospitals and workplaces. They shared examples where stops are less than a kilometre apart, and suggested using PRESTO data and cameras to identify which locations are most important, removing redundant stops, and allowing local routes to serve the rest.

Stop removals and transfers are acceptable only if they provide meaningful benefits while ensuring accessibility, safety, and comfort. Participants said they would support reducing the number of express stops if local routes continue to serve those areas, and they were willing to walk farther if the express offered significant time savings. However, stop removals must not disadvantage seniors or people with mobility issues. Similarly, transfers are only worthwhile if they save at least 15 minutes; small savings of five minutes do not justify the inconvenience. In both cases, transfer points and stops must feel safe, be well lit, and offer amenities like benches or shelters.

Local routes remain important. Local buses provide an essential option for comfort, shorter trips, and when express lines are too crowded. Participants said maintaining both options gives customers flexibility to choose what works best for their circumstances.

Express service works best when paired with frequent locals or short-turn options. A participant described the 63 Ossington as a good model where some buses operate as short turns (serving every stop), while others run express to major transfer points. They said this balances the needs of short local trips with faster travel for longer-distance commuters. Several supported a system where every second bus is express, as long as it is clear which is which.

Express buses are sometimes confusing for newcomers. One participant said that as a newcomer, they were not familiar with the difference between local and express buses and did not know which one to take. After using both, they found that the express was best for longer trips, while the local was better for shorter ones.

Dedicated lanes for transit are critical to improving reliability citywide. Participants said that if bikes can have protected lanes, transit should too, since many more people rely on it daily. They said investment in dedicated transit priority lanes would improve service for all, express or not.

Feedback about specific express routes

927 Highway 27 Express

Peak-hour crowding and poorly placed stops undermine the 927's intended travel time savings.

Participants said the bus “covers all the distance with no problem,” but near Humber College, when hospital staff shifts and classes start, buses become so overcrowded that riders are sometimes trapped and unable to exit, with one person describing waiting up to 45 minutes at Humber College. They said it’s important to review where stops are needed, for example, before the intersection where the bus turns left and the hospital is to the right, since congestion is worst around 7:30–8:00 a.m., and an earlier stop would allow riders to get off before the bottleneck.

Stop spacing needs review. Some express stops, such as near Martin Grove and Islington, were too close together, which slowed down trips. They recommended fewer stops and adjustments to ensure express service runs faster than the local equivalent.

939 Finch Express

Choosing between an express or local bus depends on trip length and clarity of stops. A participant said the 939 generally gets them there faster for longer trips, while the 39 (local bus) helps when they’re unsure of the exact stop or need stops between main ones. Another said they’ve seen stops added over time and are open to reducing or spacing out some express stops to keep the route efficient, provided the local bus still serve the in-between stops.

945 Kipling Express and 937 Islington

Route has too many stops, however, one participant said the number of stops should not change too much to provide equitable and accessible service. A participant said the number of stops makes it almost as slow as the local service. They said that in many cases, taking the local route was just as fast.

Another participant, who shared additional feedback after the meeting, agreed that the number of stops prevents the 945 from functioning as a “true express” and limits its ability to achieve the 15–20% travel time savings, but said the current model should not change significantly, as running the 945 and 937 local north of Rexdale/Belfield helps balance inequities. They said that riders closer to the subway already benefit from the 45B and 37A branches, and that consistent all-day local service south of Rexdale/Belfield is less equitable since those areas are higher income and already have shorter travel times.

They suggested keeping the 945 and 937 local north of Rexdale/Belfield, while consolidating some stops to improve travel time savings. Stop selection, they said, could be more flexible than on other express routes, including not only transfer points but also schools, nursing homes, shopping areas, and places of worship, guided by PRESTO data and community needs. They said that eliminating the local model would be a mistake, and stressed the importance of accurate, timely communication when stops are changed, pointing to the Albion and Elmhurst stop on the 996 where six months after being added, only “996” was handwritten on the pole instead of proper decals. See complete emailed feedback in Appendix B.

960 Steeles West Express

Stop spacing along Steeles needs adjustment to address stops that are too close together. Participants questioned why both the Carpenter Road stop and the Bathurst stop were included on the 960 Steeles West Express, noting that the distance between them is less than 800 metres. They suggested consolidating the stops and using ridership data (e.g., PRESTO data, cameras) to pick the stronger location.

Safety and crowding on sidewalks and at shelters were also raised as issues along this corridor.

985 Sheppard East Express

Some riders deliberately choose the local over the express when the express is crowded or delayed. Participants said they strategically take the local bus (85) instead of the 985 when long lines at the stop form for the express, because the local can “fly through” as the express absorbs most of the crowd.

996 Wilson Express

Operational delays sometimes result to failing to deliver time savings. Participants said that driver changeovers on the 996 undermines time savings and made express service feel like “a game of chance,” where sometimes the local bus was just as fast.

TTC said they would check schedules and “break-relief” locations/times (where operators switch) to understand and reduce mid-run delays on this corridor.

Feedback about the proposed construction-related service adjustments

College/Carlton construction

Preference for Option 2 for being more direct and workable, given subway access and short walking distances. Participants said avoiding congested side streets and keeping the bus route straight would make service more reliable, especially during peak hours, and that replacement services should follow straightforward alignments to reduce confusion and delay. One participant who works at Bay and College noted that people often prioritize the subway in this area since it is more reliable during peak times, while another said that the short walking distance between Carlton stops and nearby subway service makes Option 2 practical for most riders.

Smaller side streets could help bypass congestion. Drawing on experiences from past replacement bus services, some participants said it made sense to use less congested streets to keep vehicles moving.

Question about why routing couldn’t stay mostly on Carlton. A participant said the replacement buses should detour only around Bay and then continue along Carlton, instead of diverting south to Gerrard via Sherbourne and Parliament.

TTC staff explained the dip to Gerrard at Parliament is necessary to maintain transfer connections between the 65 Parliament streetcar and the 506 replacement buses.

Other feedback

Lack of true dedicated lanes turns short trips into long ones; priority lanes make a big difference.

A participant said King–Bloor on Bathurst can take ~18 minutes without real priority, while corridors with true transit-only lanes (e.g., Kennedy, St. Clair) are “smooth sailing.” They said dedicated transit lanes matter more than just reducing stops.

TTC said transit-only lanes are coming to Bathurst St and Dufferin St; once painted/operating, streetcars will have dedicated space with no cars interjecting. TTC will watch how locals/express interact in these lanes (e.g., can an express bus bypass a local) and learn from operations there.

Transit priority measures should match those provided for other modes. Participant said that bicycles have dedicated lanes and argued that transit deserves equally strong protections, such as dedicated lanes that cars cannot cut into. Without this, they said, express routes lose their purpose when stuck in mixed traffic.

Street design and stop placement matter for congestion. One participant, who drives downtown daily, said cross-intersection stops (after crossing the light) reduce congestion compared to before-intersection stops, since buses don’t block right turns and traffic can flow. They recommended TTC consider this approach when setting temporary stops.

Focus Group 3

On August 14, 2025, 7 participants attended the focus group with shift workers. They shared feedback primarily about the Express Network and the proposed construction-related service adjustments. One participant shared feedback about one of the proposals presented in Round One – the proposal for the Yorkville routes, and a few participants shared other feedback. Their feedback is summarized below.

Feedback about the Round One proposals

Support for extending the 26 Dupont to Rosedale Station. A participant said the change would improve service in an area that currently lacks good coverage and would be useful for people traveling across the area.

TTC said it was good to hear support for the proposal but said they received mixed feedback: while some supported the change, others opposed it because it would remove the existing connection from the 26 to Line 2 at St. George Station. Due to this, TTC decided to hold off on implementing the proposal for now and revisit it in a future ANP consultations to explore potential alternatives.

After learning it would also remove the connection to St. George Station, the participant acknowledged this would be an issue for riders and understood why the proposal received mixed feedback.

Feedback about the Express Network

General Feedback

Construction is the main factor reducing travel time savings. Participants said that express service is generally a fantastic service, but construction and traffic congestion significantly undermine the travel time savings these routes are meant to provide. In some instances, it makes the express routes not much faster than their local counterparts. One participant said that ongoing construction impacts on transit performance and accessibility may have contributed to a medical clinic to relocate to another area with more reliable transit access for its clients.

Bus bunching undermines the benefit of express service, and reliability and consistency is more important than frequency. When riders wait a long time for the next bus only to see three to five arrive at once, it makes the service feels unreliable. Even with frequent service, they said bunching erodes trust, and suggested focusing on better spacing of buses rather than sending several together.

Support for a scenario where every second bus operates as a “true express,” but only if frequency is maintained. *TTC asked a hypothetical question: “if one bus continued as a local service making all stops, and the next bus operated as an express with fewer stops, resulting in service every 5–10 minutes, would you support this scenario?”* The participant said they would support this if the wait for an express was no more than 7–8 minutes, but not 10 minutes, as a longer gap would make the express no more convenient than taking the earlier local bus.

Most participants said stop spacing is appropriate. Several said their express stops are conveniently located near their homes, workplaces, or subway connections, and that adding more stops would “defeat the purpose” of express service.

Some participants supported removing closely spaced or redundant stops to make the express route faster, but pair any stop removals with a frequent local route that continues to serve every stop to ensure accessibility for seniors and people with mobility challenges. Participants said some routes have too many stops making the service feel like a local bus. They said fewer stops would create a clearer distinction between local and express service. One participant suggested this balance could be achieved by having the local service run more frequently while the express could run slightly less often (every 6–7 minutes instead of every 3–5) but with fewer stops to operate as a true express.

Accessibility was raised as an important priority for stop spacing. Participants said reducing stops could disadvantage seniors, people with disabilities, and those with mobility challenges. They said inclusion through accessible transit is essential. One suggested a parallel service or app-based support tailored to accessibility needs.

TTC said that any removal of stops to speed up express service would need to be complemented by a reliable local service. TTC is also introducing transit-priority measures on Dufferin to improve reliability.

Most participants said the key destinations along express routes are already well served.

Operate express service on weekends. Participants said express buses should also operate on weekends, especially Saturdays, when many people are out running errands.

Feedback about specific express routes

925 Don Mills Express

Route is a model express route, but construction has caused major delays.

Participants said the 925 is often the “poster child for express routes” because of its travel time savings, well-spaced stops, and destinations served. However, construction at Eglinton/Science Centre has caused severe delays. One participant said that travel between Don Mills and Lawrence to Eglinton can take 20 minutes longer during construction. Outside of construction, the route is much faster than the local 25 Don Mills bus.

902 Markham Rd Express

Route provides strong travel time savings despite construction impacts resulting to long walks to the station.

Construction at Warden Station has forced riders to walk 7–8 minutes to access express buses. A participant said that before construction, the 902 stopped directly at the station. Despite this inconvenience, they still preferred using the 902 because it provides good travel time savings compared to the local 102 Markham Rd. Participants also said the current 902 connects riders well to subway stations, schools, shopping centres, and their homes.

929 Dufferin Express

Improve bus bunching. Participants raised concerns about bus bunching, saying they sometimes wait 15–20 minutes and then see 3–5 buses arrive at once, leaving the last ones nearly empty. This bunching, especially around stations and peak periods, makes the route feel unreliable.

Consider opportunities to improve stop placement. A participant shared two suggestions to improve stops on the 929 route. See below.

- **Remove the southbound stop at Dufferin Park Ave could improve express service.** A participant said there are already two stops serving Dufferin Mall (Dufferin Park Ave and Sylvan Ave), but the Dufferin Park stop requires a long walk across the parking lot and is unlikely to be used from an accessibility standpoint. Since it is closely spaced with Sylvan Ave, they said it could be removed to make the 929 more like an express, with the 29 Dufferin continuing to serve the area.
- **Add a northbound stop at Billy Bishop Way would better serve a major shopping destination.** Participants said this is a key destination that would benefit from an express stop. Adding it would improve coverage without impacting travel time, since it is one of the last stops on the route and traffic in the area is typically lighter.

960 Steeles West Express

Route is unreliable due to bus bunching and having too many stops.

Participants said bunching on the 960 makes the service feel unreliable, similar to the 929. They also said the route has too many stops, with one participant counting 22 stops west of Pioneer Village and another pointing to stops on both the east and west sides of Islington, which makes the service feel like a local.

Feedback about the proposed construction-related service adjustments

General Feedback

A participant expressed support for TTC's construction planning. They said the planning was “fantastic” and appreciated the overview and insight provided.

Concern about construction timing in relation to FIFA games. They noted recent news that more FIFA games may be moved to Canada and asked whether this was being considered in the timing of the Phase 2 construction for College and Carlton, which is set to begin in early July.

Clear, consistent, and accessible communication during construction is urgently needed to maintain trust in the TTC. Participants said stops are often removed or temporarily closed without clear signage, leaving riders confused and waiting in the wrong place. One participant pointed to examples at Cliff and Cordella and Huron, where stops appeared active but were no longer in service, with shelters still in place and TTC information conflicting with what operators said. They described cases where this created safety risks, such as families with children or people with disabilities stranded in extreme heat with no clear stop location. Participants said that signage must be posted at all impacted locations, online updates must be accurate and timely, and clear timelines should indicate whether changes are temporary or permanent. They said repeated construction-related disruptions and poor communication have eroded trust, with some riders resorting to Ubers. One participant shared that a friend with accessibility needs even moved further downtown because the service had become too unreliable.

TTC acknowledged gaps in signage and communication during construction and said they are working on improvements. They noted that specific issues at Cliff and Cordella and Huron would be flagged to the stops team for correction, and that they are exploring more effective resources for communicating detours.

Feedback about specific proposed service adjustments

College/Carlton construction

Most participants preferred Option 1 because it maintains service on Carlton, prioritizing accessibility and inclusion over speed and directness. They said this stretch is heavily used by students, seniors, people with disabilities, and lower-income residents relying on ODSP or Ontario Works. Removing service from Carlton would leave many people behind, forcing longer walks for those with mobility challenges.

Option 2 was supported by one participant. One participant said they would choose Option 2 because it is faster and more direct, but acknowledged that Option 1 makes more sense in this particular corridor given who depends on service there.

St. Clair & Old Weston / Gunns Loop construction

Participants worried about ongoing impacts on the 512 St Clair corridor. They said the route has already been heavily disrupted for a long time and will now face further prolonged impacts, which is discouraging for regular riders.

Confusion at EarlsCourt Loop is a big concern. Participants said the transfer area is poorly marked, narrow, and creates bottlenecks for both pedestrians and those entering/exiting the nearby community centre. Many people are unsure where to board because buses turn in different directions, leading to crowding and confusion.

TTC said that upgrades to EarlsCourt Loop are being explored to make it a better transfer point.

Other feedback

The TTC app was praised for reliability. One participant said it is “phenomenal” and provides real-time bus arrival information “to the second.”

One participant suggested TTC service should be free and supported by corporate sponsorships. They proposed naming lines after sponsors (e.g., “FedEx Express”) to offset operating costs.

Appendix A. Agenda



TTC 2026 Annual Network Plan

Focus Group 1: Women

Tuesday, August 12, 2025, 6:00-8:00 pm

Meeting held virtually via [Zoom](#)

Meeting purpose

To share and seek feedback on the Express Network and proposed construction-related service adjustments.

Proposed agenda

6:00 Land acknowledgement, welcome, introductions, agenda review

Jordan Langlois, TTC

Khly Lamparero, Facilitator, Third Party Public

6:10 Presentation & Facilitated Discussion

Jordan Langlois, Kristjan Naelapea, TTC

All

1. Express Network Review

- a. *What has your experience with the Express Network been? We'd like to know three main things:*
 - i. *Does the express bus you take get you to your destination faster than the local bus on the same route?*
 - ii. *Are you satisfied with the number of express stops and distance between them?*
 - iii. *Are there important destinations near or along the express route that you think should have a stop, or that could be served by extending the route?*
- b. *Do you have any other advice or suggestions for improving the Express Network?*

2. Planning for Construction

- a. *If you are familiar with the routes and areas affected by construction, do the proposed detour plans make sense to you?*
- b. *For Phase 2 of the College/Carlton project, which option do you prefer? Why?*
- c. *Do you have any other advice or suggestions for us to consider when planning for service adjustments and detours during construction?*

Any other feedback or advice for the team?

7:55 Wrap up and next steps

8:00 Adjourn

Appendix B. Emailed feedback after the focus group

The engagement team received one post-meeting written feedback after the focus group. Other than minor formatting changes and removing names, the feedback has not been edited.

Emailed feedback

I have some additional feedback I'd like to share regarding the express network that I didn't get a chance to share.

Regarding the 945 Kipling express, there was one person who said that they didn't like how it made every stop north of Rexdale Blvd as it was too slow when compared to the 927 Highway 27 Express. While I agree that there are a lot of stops that hinder it from making it a true express bus service and those travel time savings of 15-20%, I don't think that model should change too much. Grouping both the 947 and 937 Islington bus together, I believe the model of running local north of Rexdale serves the people who take the corridor pretty well. The primary reason is I think the way the current setup is rewards people who live closer to the subway. You have the 45b and the 37a busses that branch off at around the same location heading north. Having consistent all day service south of Rexdale/Belfield on both corridors doesn't seem equitable because not only is that portion of the Kipling/Islington corridor have shorter travel times to the subway, but they seem to primarily be higher income housing.

Having the 945/937 buses run exclusively local north of where the 37a and 45b branch out to balance out this inequitable service, especially during rush hour when all branches of these 2 routes run. That being said, I doubt many people would be opposed to consolidating stops north of Belfield/Rexdale. However, unlike other express stops on other express busses across the network, maybe the service can be more lenient with what it assigns as an express stop. My understanding is that the express bus networks prioritize stops with transfers to other transit (like the addition of Dundas and Burnhamthorpe on the 937 recently or Humber River Hospital on the 996). Maybe we keep stops to places like schools, nursing homes, shopping points, places of worship, and others along both corridors. Analyzing Presto data of the most used stops along with points of interest could also be used to pinpoint which stops to eliminate north of Rexdale/Belfield.

The local model north of Belfield/Rexdale plays a great role in providing equitable and accessible transit to people the farther from higher-order transit on both the 937 and 945 corridors. I think completely eliminating the local model would be a mistake. However, consolidating stops should be the way to go in order to try and meet the 15-20% time savings. When consolidating stops, I think it would be crucial to educate and inform which ones are being removed. In January, the TTC added an express stop at Albion and Elmhurst Drive on the 996. 6 months later, there's only a "996" written in sharpie instead of updated decals on the bus pole. If and when adjusting the 945 and 937, there should be accurate bus decals so that people along Kipling and Islington are made aware in the long run what stops are still being served by the express network.

Thank you for the opportunity to share my feedback