

Round One Survey Summary

TTC 2026 Annual Network Plan

Survey timeframe: July 7 – July 16, 2025

Total responses: 1,803



Overview

From July 7 to July 16, 2025, the TTC hosted a survey as part of the first of two rounds of engagement about its 2026 Annual Network Plan. The purpose of the survey was to share and seek feedback on the proposed routing adjustments to several bus routes across the city.

The survey was available online, in print, and by phone. A total of 1,803 responses were received, with 1,802 coming from the online survey and one submitted over the phone. The survey was open to TTC customers and the public, and was promoted through the TTC's website, email list, subway platform video screens, announcements at transit stations, TTC engagement at a community pop-up, social media channels, Councillor's office communications, and through the organizations invited to the Planning Advisory Group meetings.

The feedback received in the survey will help the TTC refine these proposals before we share updated recommendations in the Round Two public engagement this August. Round Two will also include proposed improvements to the Express Bus Network and proposed service adjustments related to construction.

This report summarizes feedback received in the survey, organized under the following sections:

1. Overall level of support for the proposed changes
2. Yorkville routing proposals (19 Bay and 26 Dupont)
3. Rosedale routing proposals (75 Sherbourne and 82 Rosedale)
4. Scarborough routing proposals (154 Curran Hall and 905 Eglinton East Express)
5. Lawrence West corridor routing proposals (11 Bayview, 52 Lawrence West, and 124 Sunnybrook)
6. Downsview routing proposals (101 Downsview Park and 128 Stanley Greene)
7. Other feedback
8. Respondent profile

Note that respondents could choose which routing proposals they wanted to provide feedback on; they were not required to respond to every proposal.

The survey was not designed or intended to be statistically significant; it was designed to help the TTC understand the diversity of opinions (including the rationale behind those opinions) and inform the 2026 Annual Network 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.

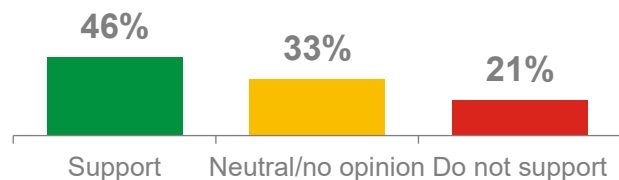
This summary report was prepared by Third Party Public, the engagement team retained by TTC to support the engagement process on the 2026 Annual Network Plan.

Overall level of support for the proposed changes

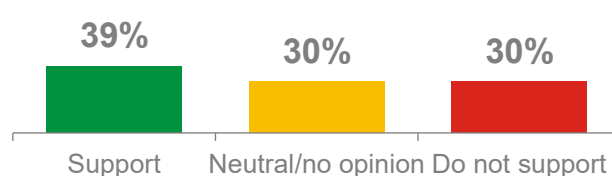
The graphs below summarize respondents' overall level of support for the proposed routing changes. See the following pages for detailed feedback on each routing proposals.

Yorkville routing proposals

19 Bay

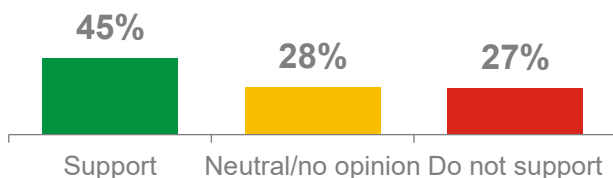


26 Dupont

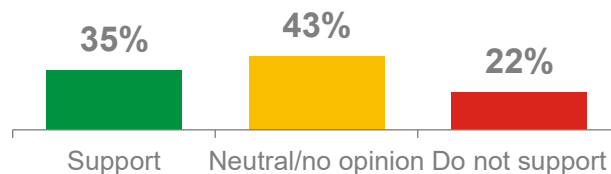


Rosedale routing proposals

75 Sherbourne

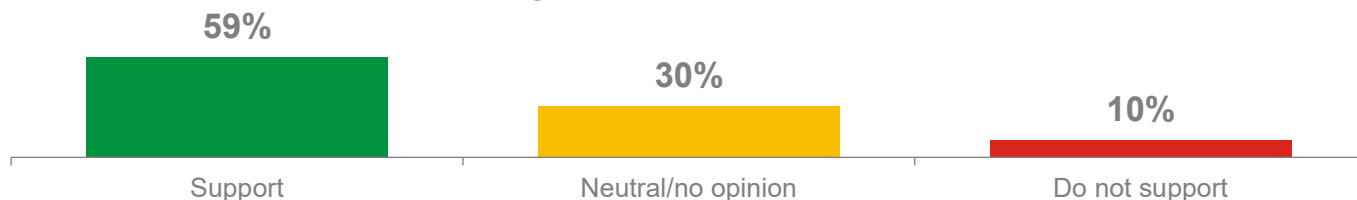


82 Rosedale



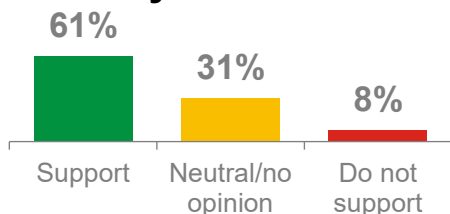
Scarborough routing proposals

154 Curran Hall and 905 Eglinton East Express

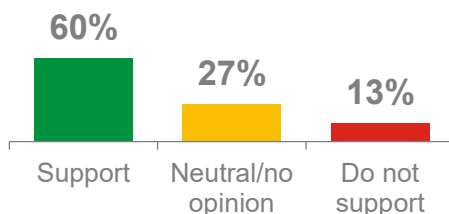


Lawrence West corridor routing proposals

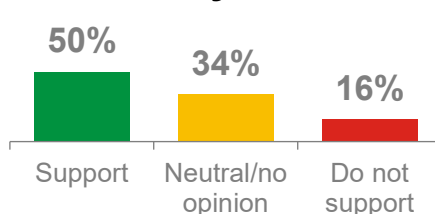
11C Bayview



52F Lawrence West

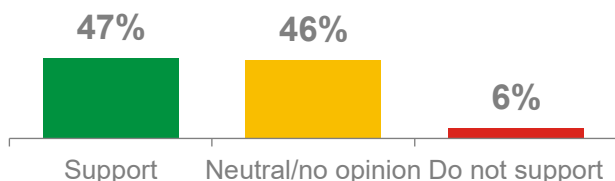


124 Sunnybrook

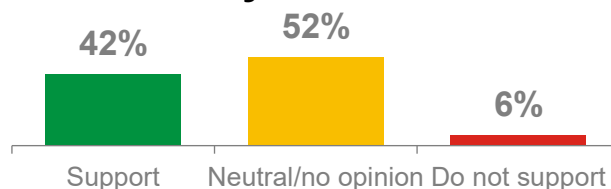


Downsview routing proposals

101 Downsview Park



128 Stanley Greene



Yorkville routing proposals

19 Bay and 26 Dupont

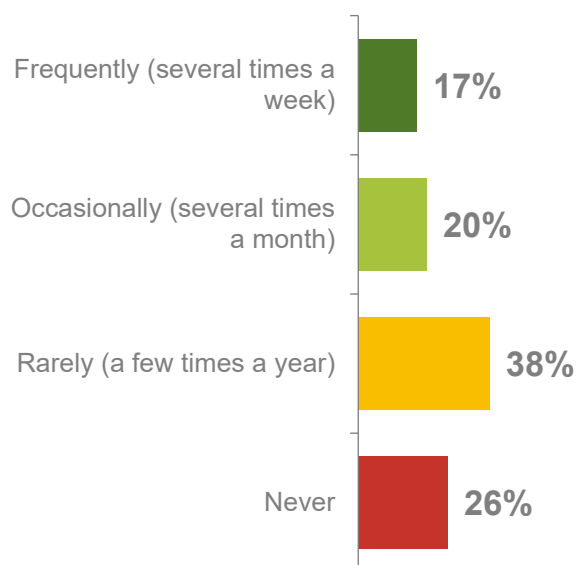
TTC is proposing routing changes to 19 Bay and 26 Dupont. The proposed changes are to **extend 19 Bay to Rosedale Station via Davenport Rd** (the route would no longer operate on Davenport Rd west of Bay St, Dupont St and Bedford Rd), and **extend 26 Dupont to Rosedale Station via Davenport Rd** (the route would no longer operate on Bedford Rd or end at St George Station).

A total of 381 respondents answered these questions.

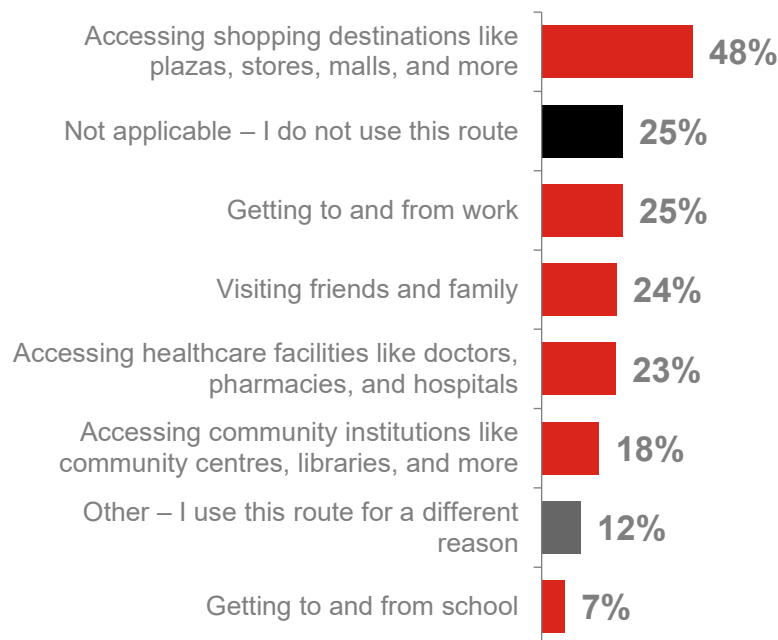
The charts below summarize respondent feedback to questions for these proposed changes. The following page summarizes other suggestions, advice, or comments respondents shared about the proposed changes to these routes.

19 Bay

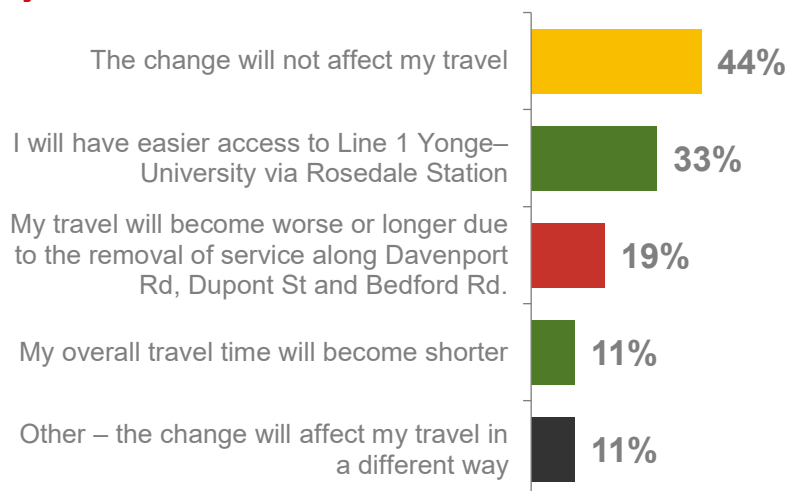
Q1: How often do you use the 19 Bay route?



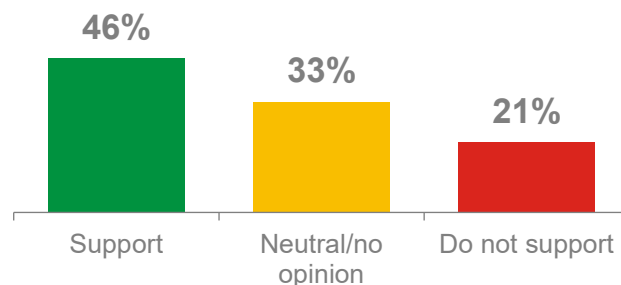
Q2: What do you use the 19 Bay route for?



Q3: How would the proposed change affect your travel?

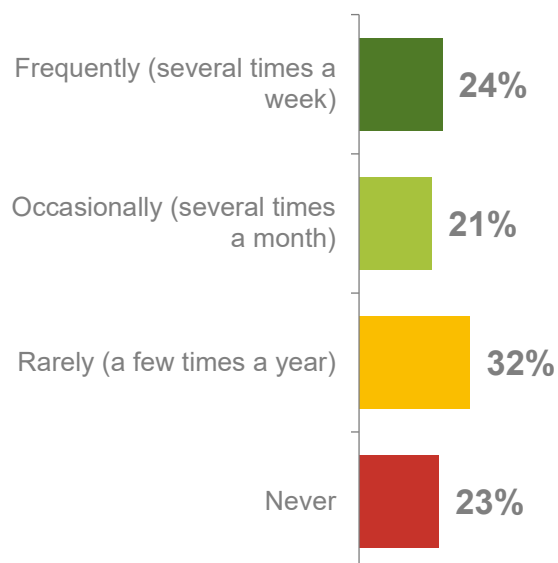


Q4: Overall, do you support the proposed change to 19 Bay?



26 Dupont

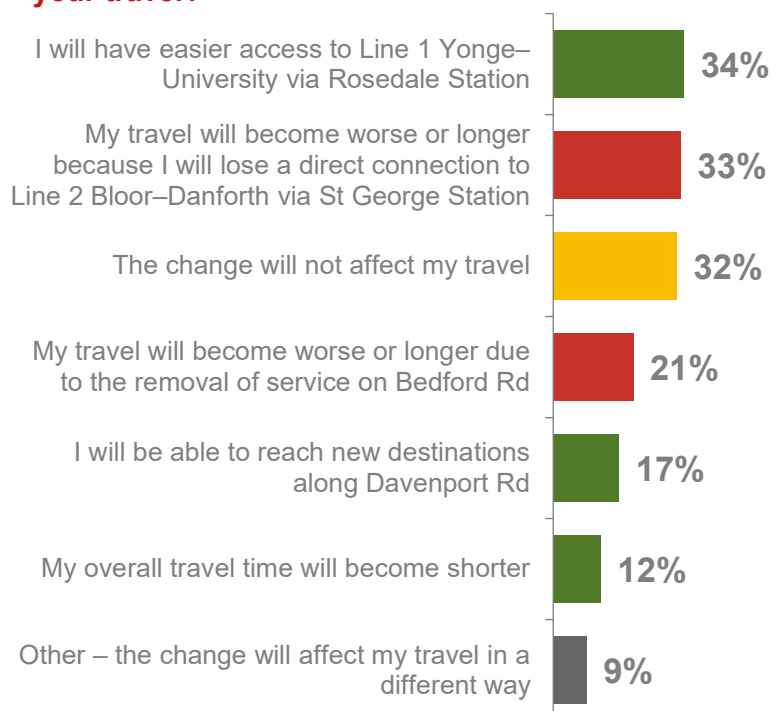
Q1: How often do you use the 26 Dupont route?



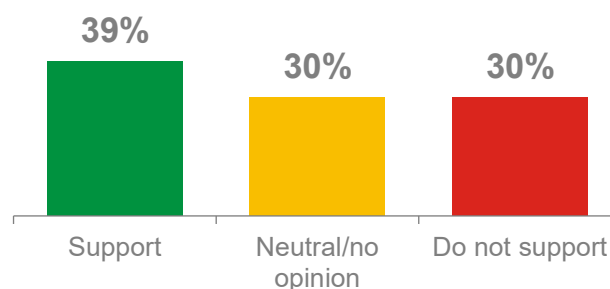
Q2: What do you use the 26 Dupont route for?



Q3: How would the proposed change affect your travel?



Q4: Overall, do you support the proposed change to 26 Dupont?



Q: Do you have any other advice, suggestions, or comments for the TTC about the proposed changes for the 19 Bay and 26 Dupont routes?

Respondents shared other, general feedback about the routing proposals for Yorkville. Themes and messages in this feedback included:

There were mixed opinions on the proposed routing changes — some respondents expressed support, while many others strongly opposed them and raised strong concerns. See the summary of feedback below:

- **Respondents who support the proposed changes generally thought the changes would improve access to Rosedale Station and provide more consistent connections**, particularly for residents and bus customers near Bay Street. Some of the commonly shared themes for support include:
 - A direct, more convenient route to Rosedale Station, which offers transfers to Line 1, reducing the need for bus transfers.
 - The proposed extensions for both routes are especially useful to facilitate transfers between Line 1 Yonge-University and Line 2 Bloor-Danforth during subway service disruptions.
 - Simpler, more straightforward journey travelling north-south on Bay Street and increased access to nearby destinations from the Bay corridor.
 - Several respondents indicated they currently do not use the route but supported the changes conceptually.
- **Respondents who opposed the proposed changes disapproved the removal of service at St George Station, Bedford Road, and Dupont Street.** Many said that such changes would be “devastating” to existing commuters, making it significantly more inconvenient for accessing Line 2 and nearby institutions and services, and likely to cause longer travel times and walking distances. Many said that the proposed changes seem to favour more affluent neighbourhoods over students and renters, including seniors and people living with disabilities. Some of the key themes for opposition include:
 - Many riders critically depend on the current 19 Bay and 26 Dupont routes to access key institutional destinations such as the University of Toronto, the ROM, Women’s College Hospital, College Park, and the Eaton Centre. The proposed extensions would negatively impact these important destinations.
 - The proposed changes to the two routes create accessibility barriers and would make it more difficult for many riders to access Line 2, especially for seniors, students, and others who would need to walk further to alternate stops. Removing service from Bedford Road and St George Station means removing a fully accessible entrance (Bedford entrance) for anyone with mobility issues.
 - Dupont Station is already at capacity, and there is a lot of traffic near the station, especially in rush hour. Adding buses will worsen the congestion, slow down buses, and result in subway overcrowding.
 - The concern is that extending the 26 Dupont route would result in fewer bus trips, an increase in wait times, and more unreliable public transit.
 - The rationale for redundancy of the end-of-line at Rosedale Station, given the lower ridership demand in the Rosedale area, and the overall negative impacts on riders accustomed to the current routing, is unclear and concerning, particularly given that many who would be impacted the most are the elderly and people with disabilities.
- **Suggestions for improvement.** Some respondents offered suggestions to refine the route changes or mitigate potential impacts. These suggestions focused on balancing improved access to Rosedale with preserving key stops like St George Station and Bedford Road. Commonly shared suggestions include:
 - Maintain service to Bedford Road and St George Station, even if parts of the two routes are extended to Rosedale.
 - Consider extending only one route and preserving the other’s current path to better distribute access.
 - Consider extending 19 Bay to Dupont Station instead. Giving people direct access to the other side of Line 1 is much more beneficial.

- Do not extend the routes and focus on improving bus frequency on both routes, especially 26 Dupont, which currently has a 30-minute wait time on average.
- Consider supplementing service on Bedford Road with a community bus that runs from St Clair West Station, making stops at George Brown College Casa Loma campus, then run through the University of Toronto, past the hospitals on University Avenue, to Toronto Metropolitan University, and terminate at one of the underserved areas by transit in Downtown (e.g. West Don Lands via King Street Transit corridor, stop by FreshCo, via Shuter Street or along Fort York Boulevard).
- Consider rerouting 26 Dupont via Belmont Street to avoid traffic in front of the Canadian Tire parking lot and to provide an overall shorter travel time.
- Conduct further public engagement in the Bedford-Dupont community to understand broader community impact and explore alternative options.

Other comments. Some respondents noted that the changes did not impact them in any way, while others wanted to see more information about how service levels and transfer points would be affected by the proposed changes. Some expressed general dissatisfaction and lack of trust in TTC's planning process.

Rosedale routing proposals

75 Sherbourne and 82 Rosedale

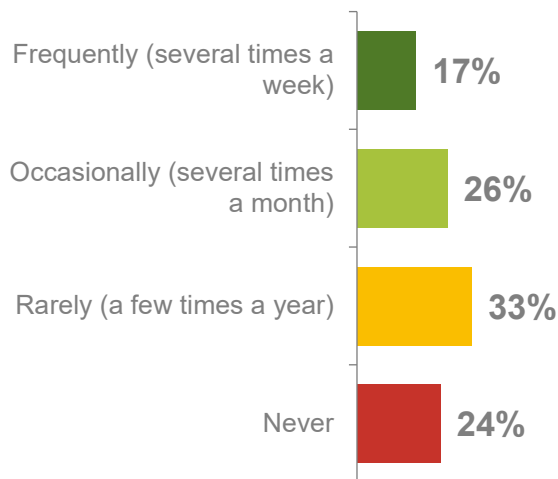
TTC is proposing routing changes to 75 Sherbourne and 82 Rosedale. The proposed changes are to **extend 75 Sherbourne to Castle Frank Station via Bloor St E** (the route would no longer operate north of Bloor St E, and **extend 82 Rosedale further south via South Dr, Sherbourne St N, Maple Ave, and Glen Rd** (this route would provide service to a portion of the current 75 Sherbourne (operating north of Bloor St E) that is proposed to be removed).

A total of 348 respondents answered these questions.

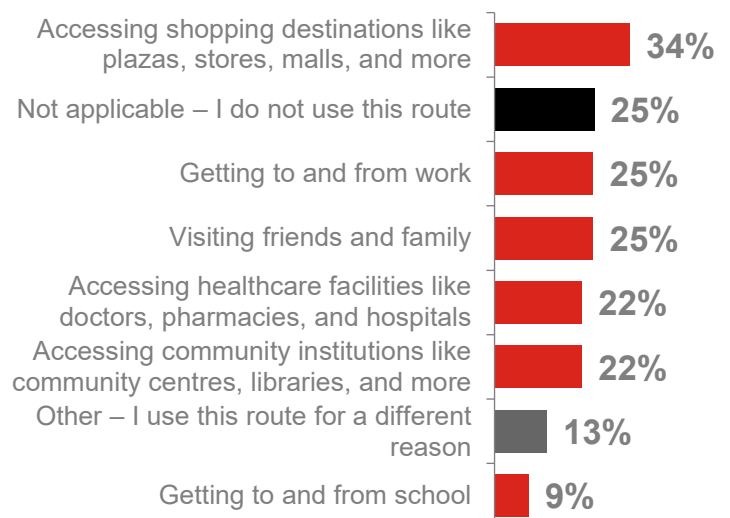
The charts below summarize respondent feedback to questions for these proposed changes. The following page summarizes other suggestions, advice, or comments respondents shared about the proposed changes to these routes.

75 Sherbourne

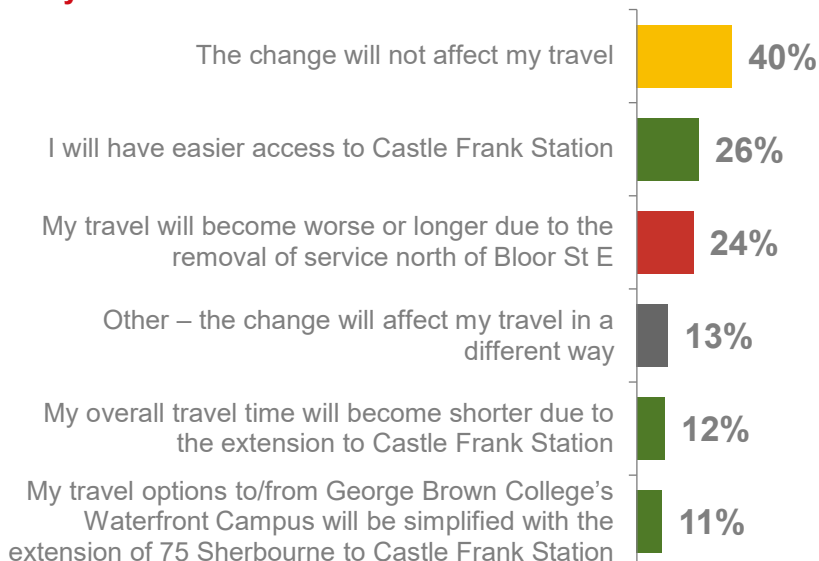
Q1: How often do you use the 75 Sherbourne route?



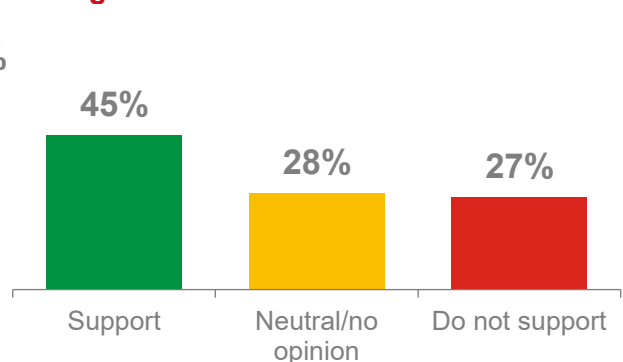
Q2: What do you use the 75 Sherbourne route for?



Q3: How would the proposed change affect your travel?

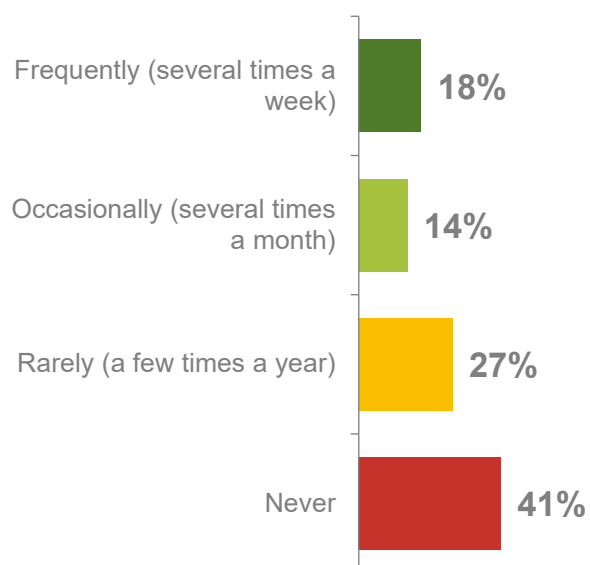


Q4: Overall, do you support the proposed change to 75 Sherbourne?

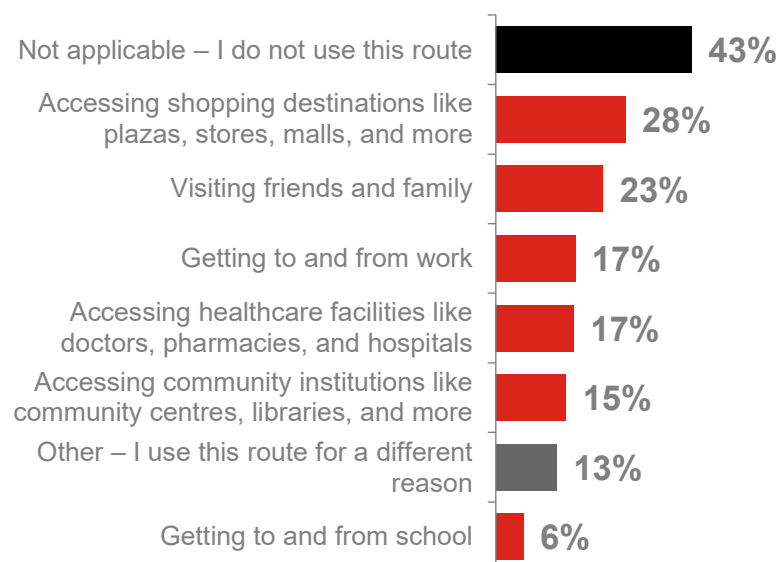


82 Rosedale

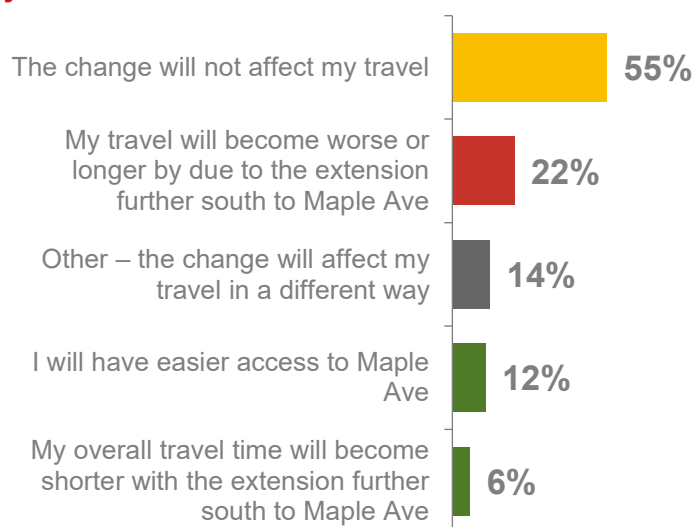
Q1: How often do you use the 82 Rosedale route?



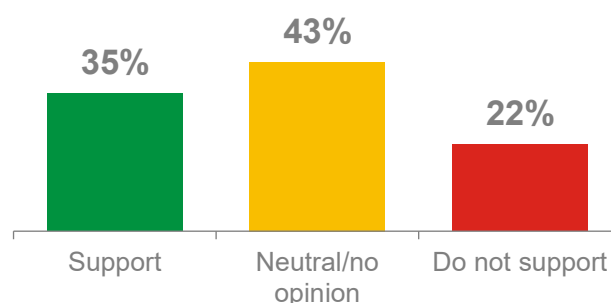
Q2: What do you use the 82 Rosedale route for?



Q3: How would the proposed change affect your travel?



Q4: Overall, do you support the proposed change to 82 Rosedale?



Q: Do you have any other advice, suggestions, or comments for the TTC about the proposed changes for the 75 Sherbourne and 82 Rosedale routes?

Respondents shared other, general feedback about the routing proposals for Rosedale. Themes and messages in this feedback included:

There were mixed opinions on the proposed routing changes — some respondents expressed support, while many others strongly opposed them. See the summary of feedback below:

- **Respondents who support the proposed changes expressed appreciation for efforts to improve operational efficiency and service reliability.** Key themes in support of the proposed changes include:

- The extension of 75 Sherbourne to Castle Frank Station is seen as a logical, more efficient terminus than the current loop north of Bloor.
 - Supporters believe the reallocation of service north of Bloor to 82 Rosedale will maintain coverage while improving reliability and efficiency when travelling south from Castle Frank Station/north to Castle Frank Station.
 - Some highlighted that being able to wait indoors at Castle Frank Station is an important improvement, especially during the winter months.
 - Improved access to George Brown College's St. James Campus and the Waterfront was noted as a benefit of the proposed routing.
 - The proposed changes are expected to reduce traffic congestion and operational delays caused by layovers at Sherbourne Station.
 - A few respondents supported the proposal conditionally, provided that service frequency is improved or at least maintained.
- **Respondents who opposed the proposed changes, particularly disliked the removal of the 75 Sherbourne service north of Bloor.** Concerns focused on pedestrian and road safety, accessibility, and reliability impacts for existing users of that portion of the route, including seniors and others with mobility challenges. Key themes of feedback received in opposition to the proposed changes include:
 - The difficulty of accessing Line 1, particularly for those who currently rely on the 75-82 connection, seniors and people with mobility issues on the 82 Rosedale bus.
 - Safety concerns were raised about pedestrian conditions and the difficult turn required to reach Castle Frank Station, including families, the elderly and people with disabilities.
 - Maple Avenue could be a potential bottleneck for traffic chaos under the proposed extension of 82 Rosedale.
 - The existing 82 Rosedale route works great; it does not need a change. The extended 82 Rosedale is likely to see fewer people using it, become less reliable and less frequent, exacerbating existing performance issues on that route.
 - The proposed changes would push some transit customers to rely more on personal vehicles, especially with less direct or convenient access to the subway and longer travel and wait times.
 - The change to accommodate George Brown College students is unnecessary, as seasonal frequency adjustments already accommodate demand.
- **Suggestions for improvement.** Some respondents provided suggestions for improvements as additional comments. Many of the suggestions focused on how service might be improved without fully eliminating 75 Sherbourne north of Bloor Street. A few noted that they are open to a compromise if it meant that key areas would continue to be served frequently and reliably. Commonly shared suggestions include:
 - Maintain some form of frequent service north of Bloor—either through 75 Sherbourne or a more robust 82 Rosedale.
 - Maintain some form of existing routing for 75 Rosedale north of Bloor Street to avoid challenging transfers and the complex and potentially unsafe turn at Castle Frank Station. For example, consider operating 75 Sherbourne north of Bloor only during peak hours to maintain coverage while improving reliability or consider allowing the bus to turn back earlier or use an alternate loop via Elm Avenue, Glen Road, South Drive, or Maple Avenue. Some noted that many seniors live at the corner of Maple Street and Glen Road and depend on the 75 Rosedale bus.
 - Ensure that any new routing does not contribute to congestion, increase travel times, or require difficult transfers for vulnerable populations. For example, consider rerouting 82 Rosedale to avoid Glen Road, Maple Avenue, and South Drive, which are already narrow, congested and not pedestrian-friendly.
 - Coordinate schedules between 75 Sherbourne and 82 Rosedale to minimize wait times and missed connections.
 - Ensure accessibility and protection from the weather at new or adjusted stops.
 - Improve the frequency and reliability of 82 Rosedale if it is to take over the removed section.
 - Add signage and communication materials to clarify the new routing and stops at both Sherbourne and Castle Frank stations.
 - Create a more accessible layover area at Castle Frank Station if Sherbourne Station continues to cause operational issues.

Other comments. Several comments were also shared about the need to address bus idling during layovers and bunching; the importance of keeping and improving the Glen Road pedestrian bridge for pedestrian and cycling safety; and the need for more information on the proposed stop locations and impact on transfers, wait time, and travel time compared to the current travel patterns. It was also noted that it is important to consult with the Branksome Hall High School community, including summer campers, and the Rosedale Public Elementary School. A concern was shared that the ride-along consultations happened at “odd times” during the day, not catching key bus users going to work, camps, school, camps, etc.

Scarborough routing proposals

154 Curran Hall and 905 Eglinton East Express

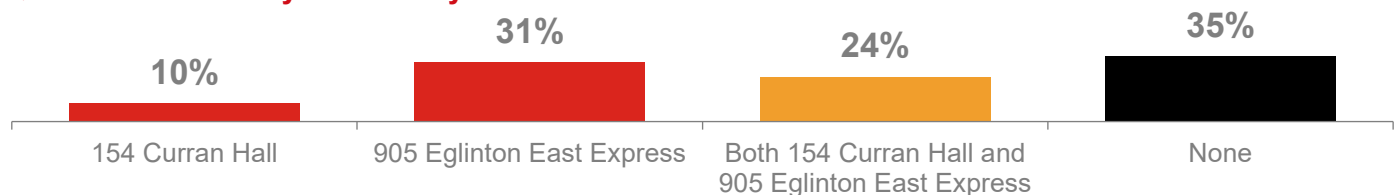
TTC is proposing routing changes to 154 Curran Hall and 905 Eglinton East Express. The proposed change is to **swap the end of lines of 154 Curran Hall and 905 Eglinton East Express by: extending 154 Curran Hall further east** to loop around Conlins Rd, Canmore Blvd, and Morrish Rd, **removing 905 Eglinton East Express service east of UTSC** via Conlins Rd, Canmore Blvd, and Morrish Rd.

A total of 264 respondents answered these questions.

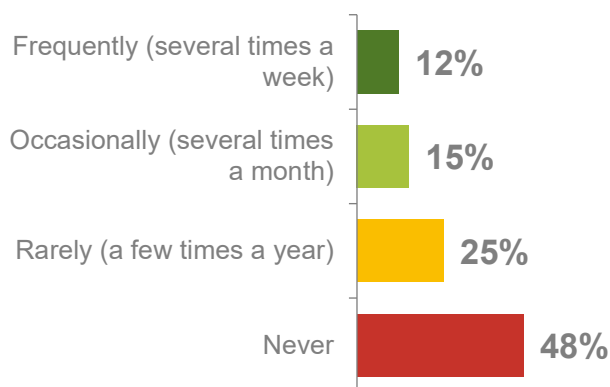
The charts below summarize respondent feedback to questions for these proposed changes. The following page summarizes other suggestions, advice, or comments respondents shared about the proposed changes to these routes.

154 Curran Hall and 905 Eglinton East Express

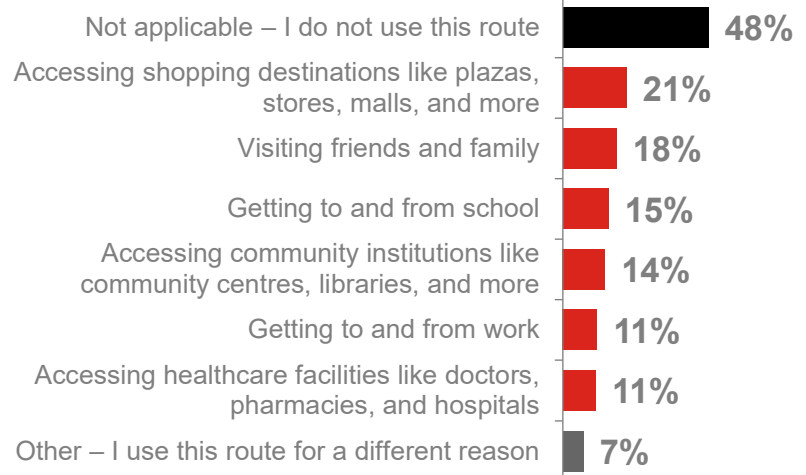
Q1: Which route do you normally use?



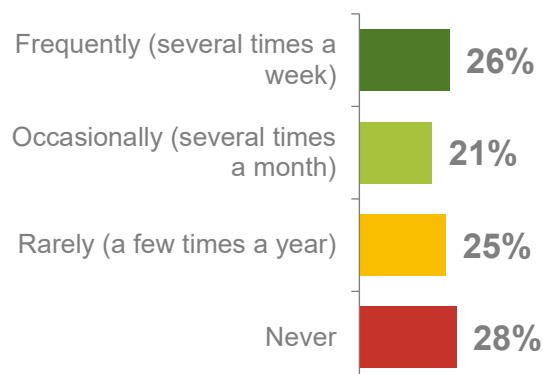
Q2: How often do you use the 154 Curran Hall route?



Q3: What do you use the 154 Curran Hall route for?



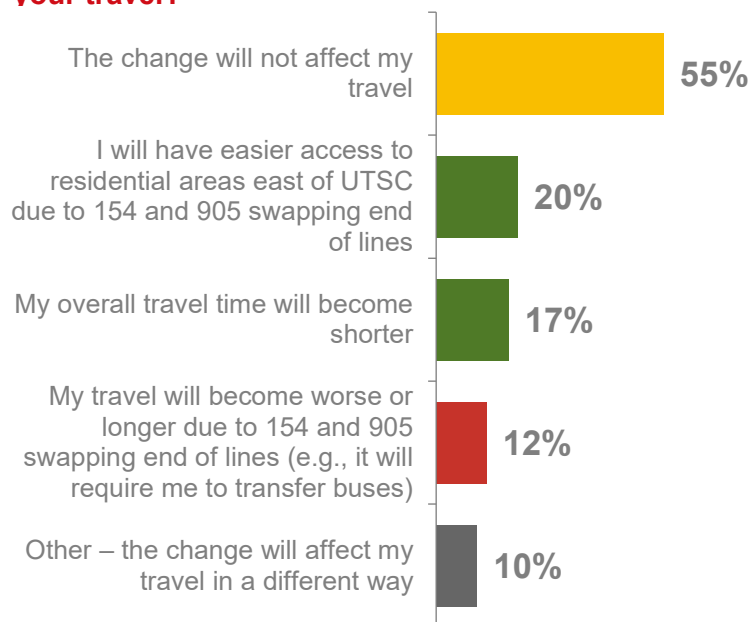
Q4: How often do you use the 905 Eglinton East Express route?



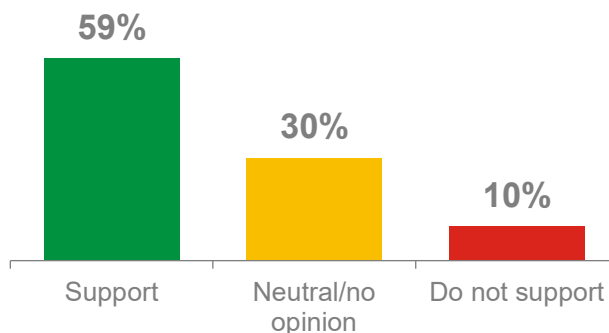
Q5: What do you use the 905 Eglinton East Express route for?



Q6: How would the proposed changes affect your travel?



Q7: Overall, do you support the proposed change to 154 Curran Hall and 905 Eglinton East Express?



Q: Do you have any other advice, suggestions, or comments for the TTC about the proposed changes for the 154 Curran Hall and 905 Eglinton East Express routes?

Respondents shared other, general feedback about the routing proposals for Scarborough. Themes and messages in this feedback included:

There were mixed opinions on the proposed routing changes — some respondents expressed support, while some shared concerns. See the summary of feedback below:

- **Respondents who support the proposed changes (which include those who self-identified as current or former University of Toronto Scarborough Campus (UTSC) students) said the reconfiguration clarifies the purpose of each route**—maintaining 905 Eglinton East Express as an Express route and dedicating 154 Curran Hall to local service. Others said that the frequency of 154 Curran Hall should be improved. Generally, those in support said that the proposed change improves operational efficiency and better aligns services with the specific needs of students and nearby residents.
- **Respondents who opposed the proposed changes (which include those who self-identified as riders east of UTSC) expressed concerns that the change would increase travel times, reduce reliability, and diminish service frequency, especially in areas where local residents rely on the 905 Eglinton East Express bus to get to work on time.** Many said that they currently rely on the 905 Eglinton East Express for direct and efficient access to Kennedy Station and downtown. Some view the proposal as counterproductive, replacing a successful Express route with a slower, more circuitous alternative, which would likely discourage people from taking the bus in favour of car travel.
- **Suggestions for improvement.** Some respondents offered suggestions to refine or mitigate the impacts of the proposed changes. The suggestions include routing alternatives, service restoration, and frequency improvements to ensure that the changes do not negatively impact user experience. Highlights of shared suggestions include:
 - Reroute 154 Curran Hall via Brimorton Drive to Brimley Road and down to Lawrence Avenue.
 - Extend 154 Curran Hall to the Centenary Loop during off-peak hours to serve seniors.
 - Increase the 154 Curran Hall service frequency to 10–15 minutes during peak periods.
 - Restore or add stops: e.g., Kingston Road for 905 Eglinton East Express, and a shared stop at Ellesmere and Military Trail for all Kennedy-bound buses.

- Provide data on travel time impacts to improve transparency and decision-making.
- Reintroduce service to Conlins, which was previously cut.
- Consider broader urban transit strategies by consulting with agencies (e.g., Paris transit or UofT Transportation Tomorrow).
- Add service in underserved areas like Orton Park and Lawrence Avenue via new or adjusted routing.

Lawrence West Corridor routing proposals

11 Bayview, 52 Lawrence West, and 124 Sunnybrook

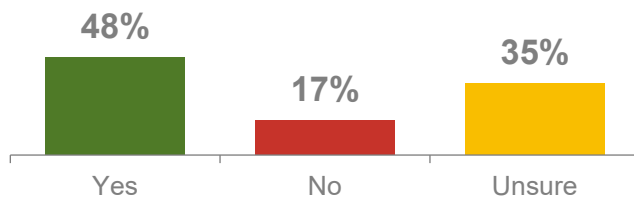
TTC is proposing routing changes to 11 Bayview, 52 Lawrence West, and 124 Sunnybrook. The proposed changes are to **rename the existing 11C Bayview branch as 11B Bayview and extend to Lawrence Station** (this branch would also stop at Sunnybrook Hospital), **extend the 52F Lawrence West branch to Sunnybrook Hospital** during select time periods (this route would replace service provided by 124 Sunnybrook), and **terminate the 124 Sunnybrook route** (service to be replaced by the extended 52F).

A total of 266 respondents answered these questions.

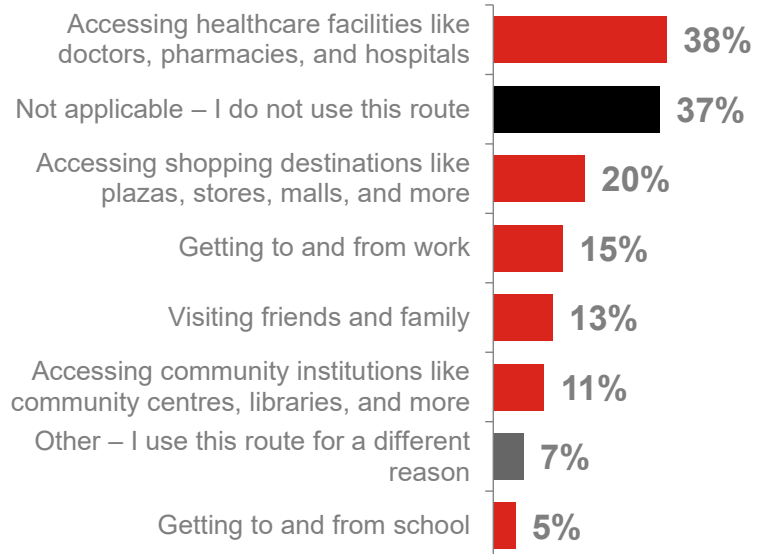
The charts below summarize respondent feedback to questions for these proposed changes. The following page summarizes other suggestions, advice, or comments respondents shared about the proposed changes to these routes.

11C Bayview

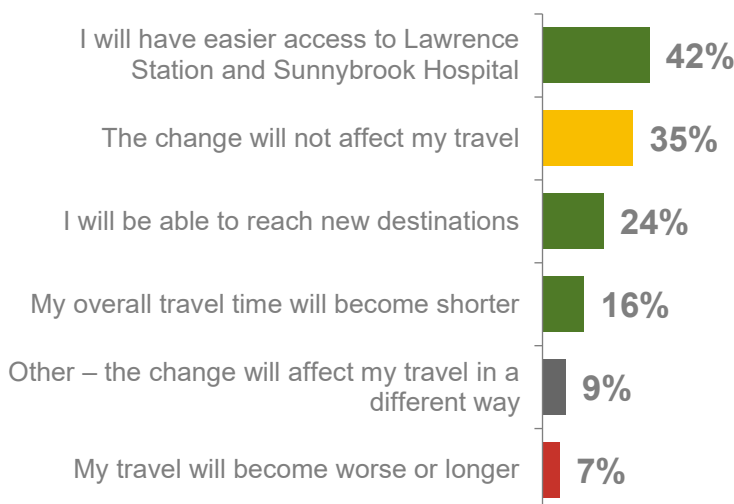
Q1: if implemented, would you use 11B Bayview?



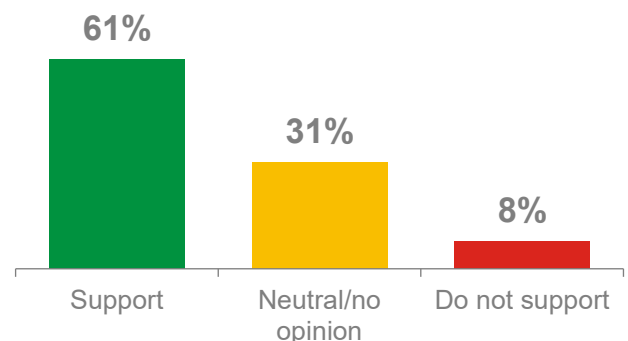
Q2: What do you use the 11C Bayview route for?



Q3: How would the proposed change affect your travel?

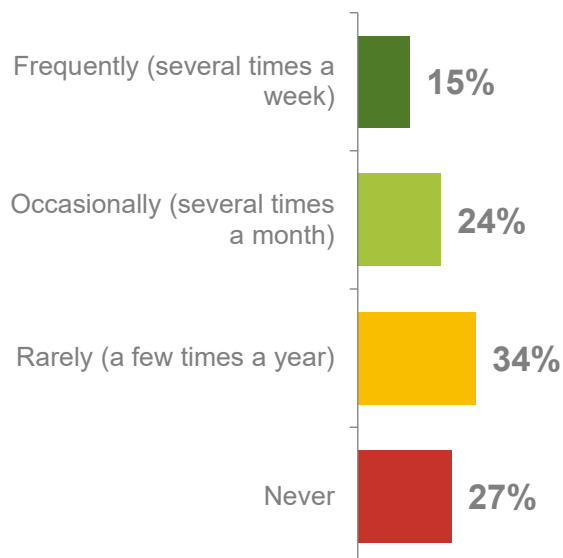


Q4: Overall, do you support the proposed change to 11C Bayview?

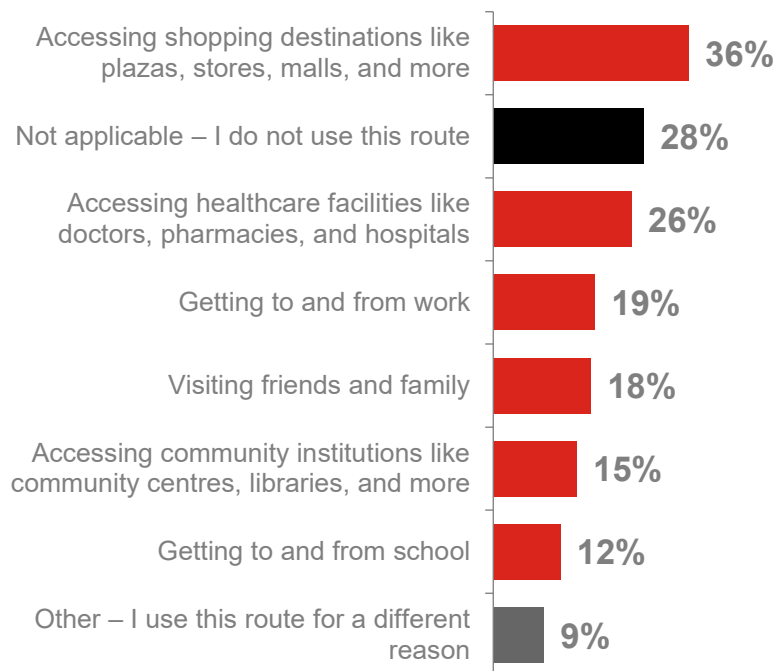


52F Lawrence West

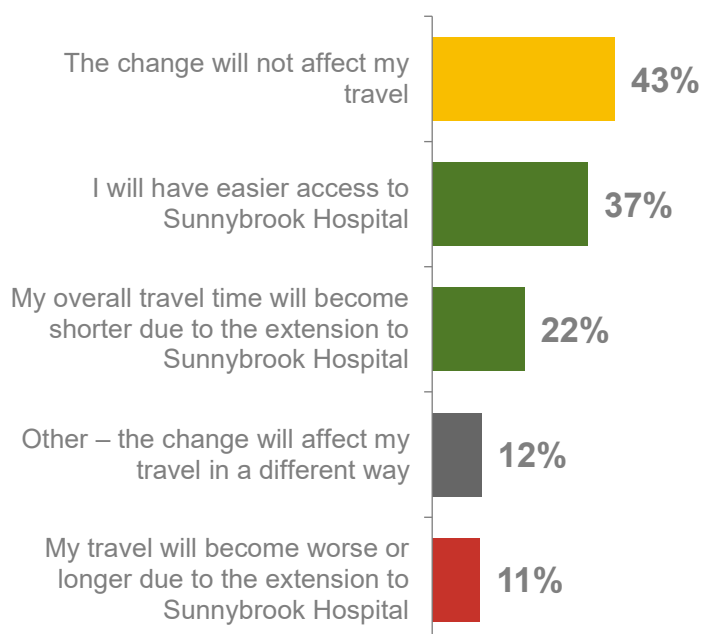
Q1: How often do you use the 52F Lawrence West route?



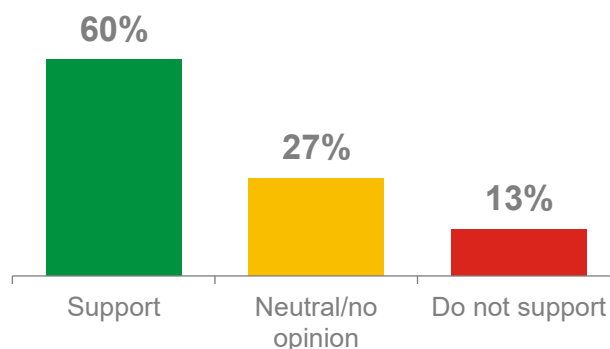
Q2: What do you use the 52F Lawrence West route for?



Q3: How would the proposed change affect your travel?

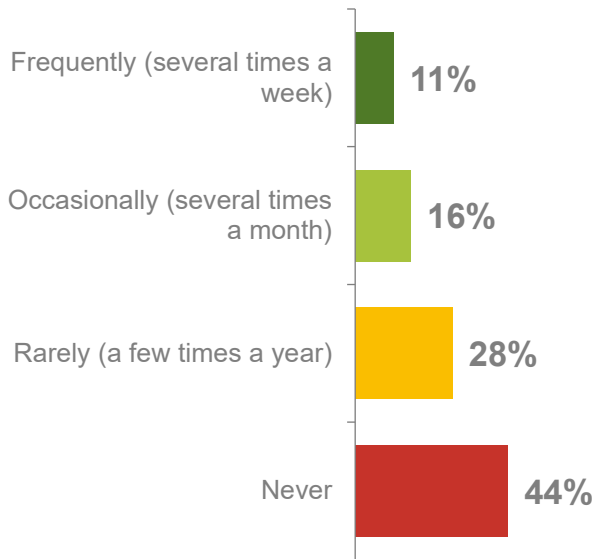


Q4: Overall, do you support the proposed change to 52F Lawrence West?

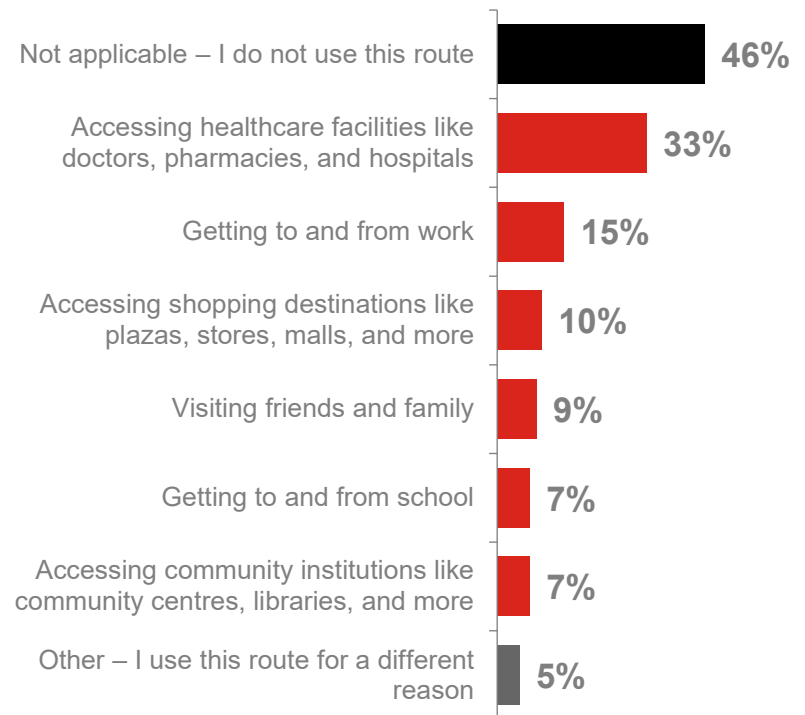


124 Sunnybrook

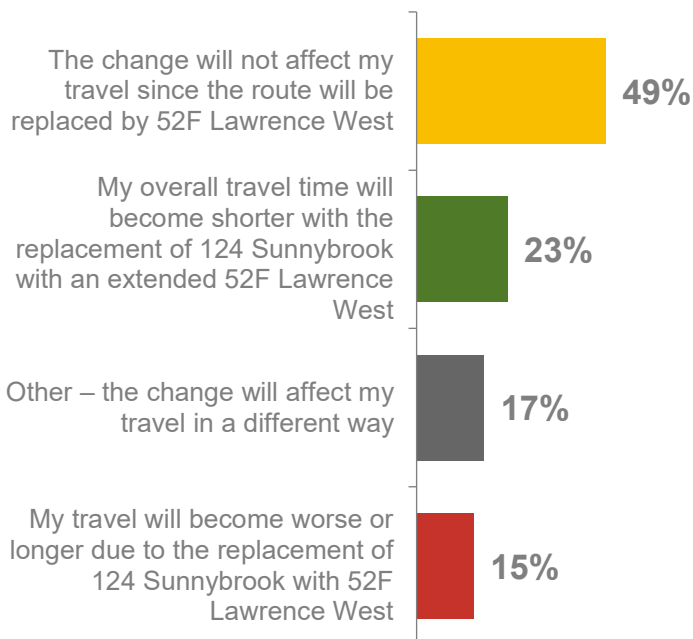
Q1: How often do you use the 124 Sunnybrook route?



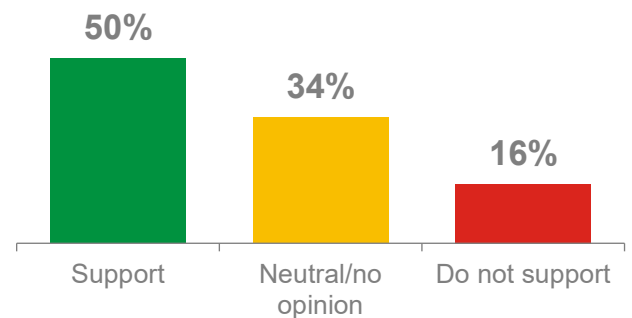
Q2: What do you use the 124 Sunnybrook route for?



Q3: How would the proposed change affect your travel?



Q4: Overall, do you support the proposed removal of 124 Sunnybrook?



Q: Do you have any other advice, suggestions, or comments for the TTC about the proposed changes for the 11C Bayview, 52F Lawrence West and 124 Sunnybrook routes?

Respondents shared other, general feedback about the routing proposals for Lawrence West corridor. Themes and messages in this feedback included:

There were mixed opinions on the proposed routing changes — some respondents expressed support, while some shared concerns. See the summary of feedback below:

- **Respondents who support the proposed changes said the changes are key to ensure that the connection to Sunnybrook Hospital is reliable, frequent, and direct with no transfers to/from the Line 1.** Key themes of the comments in support of the proposed changes include:
 - Improved connectivity to Sunnybrook Hospital, especially from the areas west of Avenue Road, which reduces the need to transfer at Avenue Road.
 - The new, improved direct connection between Lawrence Station and Davisville Station via currently underserved Bayview Avenue.
 - Better clarity for infrequent riders, particularly around the Bayview and Lawrence area, on how to get to end destinations.
 - Previous temporary service changes during past construction projects in the area were similar to the proposed changes and had a positive impact on user experience.
 - The extension of 11 Bayview is not an issue, as long as this route continues to provide service between Davisville Station and the CNIB office on Bayview. This is especially important for those who are visually impaired.
- **Respondents who opposed the proposed changes raised concerns about reduced service reliability, increased travel times, and overcrowding, given that Lawrence West and Bayview Avenue experience heavy traffic.** Many concerns centered around replacing the 124 Sunnybrook route with two longer, less predictable routes (52F Lawrence West and 11B Bayview), especially in areas already affected by traffic congestion and high transit demand. Key themes of the comments in opposition to the proposed changes include:
 - The current 52 and 11 routes are less reliable than the 124 Sunnybrook route and are often delayed or bunched.
 - Replacing the shorter, direct 124 Sunnybrook with longer routes would increase wait times and reduce service consistency.
 - The new route would add more riders to the already overcrowded 52F Lawrence West, adding to bus overcrowding and scheduling issues.
 - Longer, less reliable service would disproportionately impact people commuting to Sunnybrook for work or medical appointments, especially during peak hours.
- **Suggestions for improvement.** Some respondents provided additional comments with suggestions to refine or adjust the proposed changes. These suggestions focus on routing alternatives, frequency enhancements, infrastructure improvements, and clearer communication to better serve riders—especially those travelling to and from Sunnybrook Hospital and along Bayview Avenue. Key suggestions include:
 - Consider extending 52F Lawrence West farther west to reduce the need for mid-route transfers between branches.
 - Increase frequency for the 11B and 52F Lawrence West routes, especially during weekends and early mornings, to match the current service levels of the 124 Sunnybrook.
 - Provide better signage and communication about which routes serve Sunnybrook and how to access them, especially if all the proposed changes are implemented.
 - Consider reopening the Lawrence Station bus bay as soon as possible and/or providing a dedicated layover zone near Sunnybrook Hospital to improve operational flow and reduce bus congestion.
 - Extend 52F Lawrence West to Martin Grove Road to avoid transfers between 52G and 52F Lawrence West.
 - Keep the 124 Sunnybrook during rush hours and supplement it between 11B trips.

- Reroute 52F Lawrence West to Eglinton Station and extend 124 Sunnybrook to Lawrence West Station.
- Create a continuous Bayview route from Leaside Station (Line 5) to Bayview Station (Line 4).
- Increase Sunday service frequency for the 11B to match the 124 Sunnybrook.

Other comments. Some respondents expressed general dissatisfaction with TTC's planning, recommended improving data collection by instituting a tap-on/tap-off fare system, recommended engaging with residents who would be most affected by the proposed change, and emphasized the need to understand the change in the level of service with the associated routes.

Downsview routing proposals

101 Downsview Park and 128 Stanley Greene

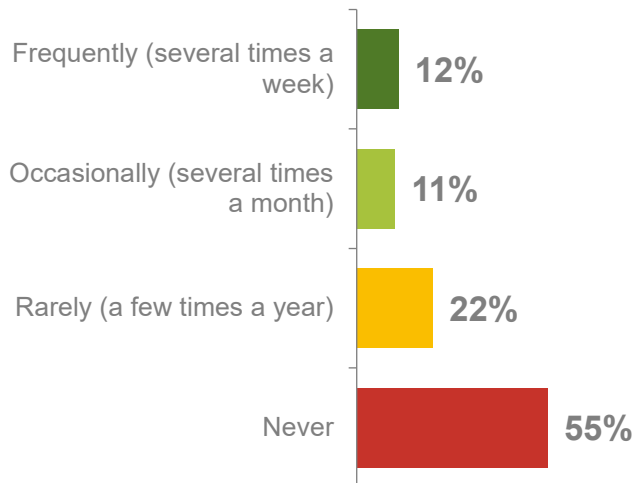
TTC is proposing routing changes to 101 Downsview Park and 128 Stanley Greene. The proposed changes are to **extend both 101 Downsview and 128 Stanley Greene to William Duncan Rd and Thomas Mulholland Dr.** The proposed changes would remove service on the northern portion of Frederick Tisdale Dr. For the purpose of this proposal, 101 Downsview Park and 128 Stanley Greene are not combined/interlined and are considered two separate routes.

A total of 170 respondents answered these questions.

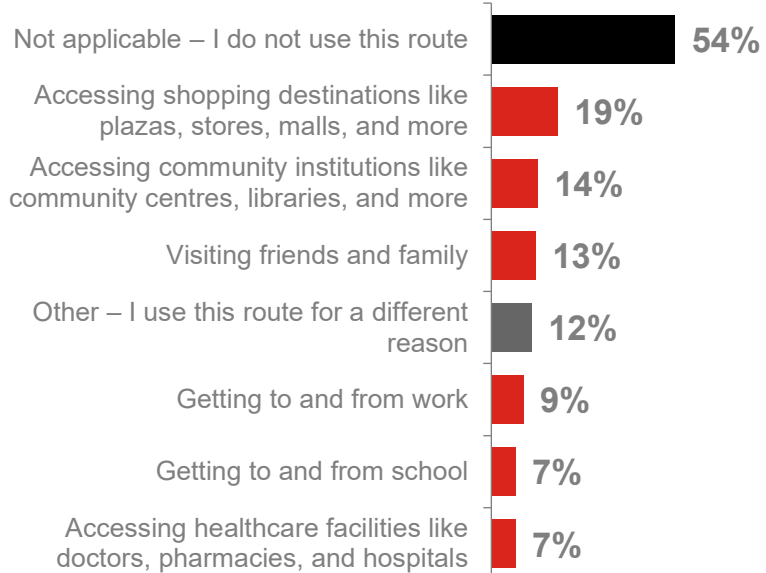
The charts below summarize respondent feedback to questions for these proposed changes. The following page summarizes other suggestions, advice, or comments respondents shared about the proposed changes to these routes.

101 Downsview

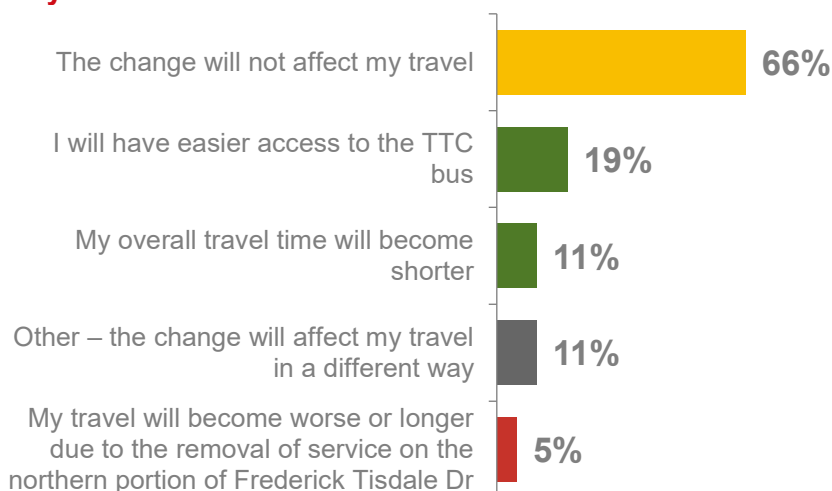
Q1: How often do you use the 101 Downsview route?



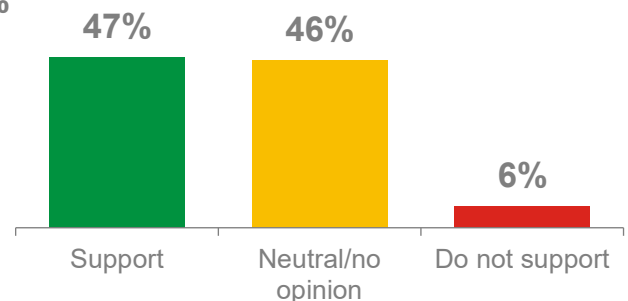
Q2: What do you use the 101 Downsview route for?



Q3: How would the proposed change affect your travel?

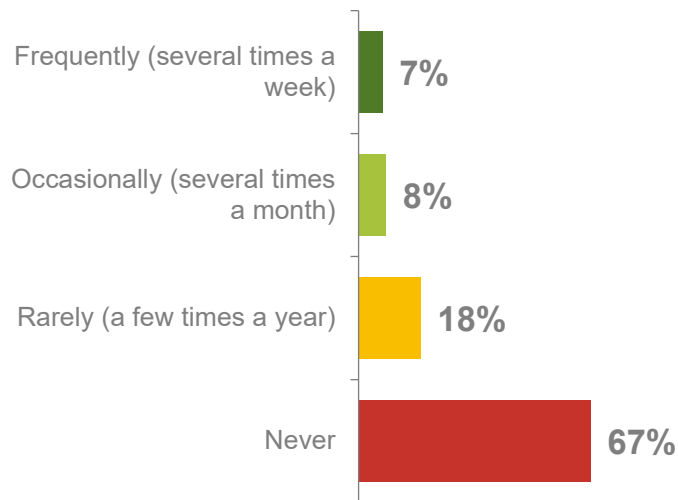


Q4: Overall, do you support the proposed change to 101 Downsview?



128 Stanley Greene

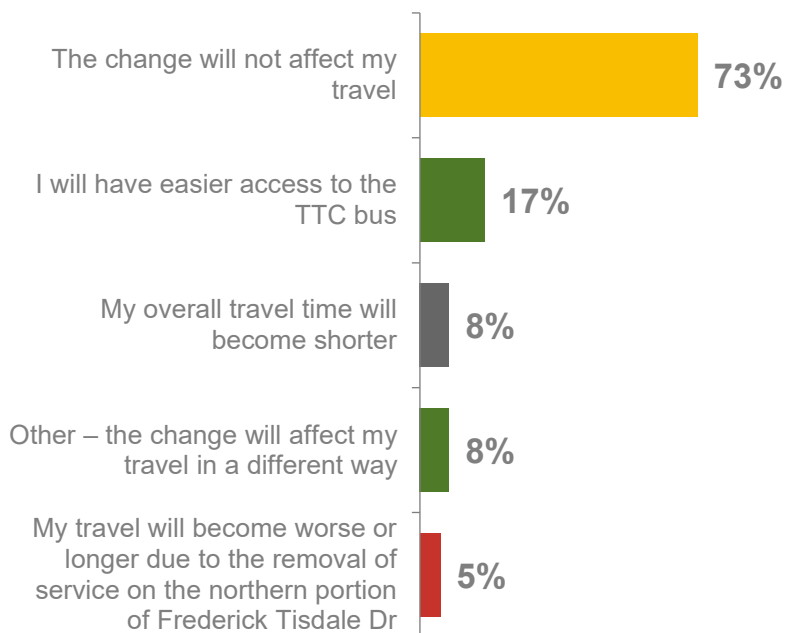
Q1: How often do you use the 128 Stanley Greene route?



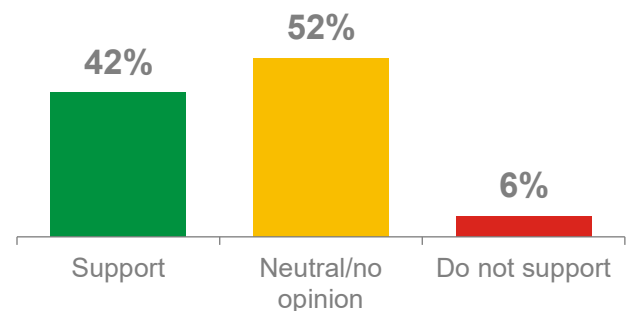
Q2: What do you use the 128 Stanley Greene route for?



Q3: How would the proposed change affect your travel?



Q4: Overall, do you support the proposed change to 128 Stanley Greene?



Q: Do you have any other advice, suggestions, or comments for the TTC about the proposed changes for the 101 Downsview Park and 128 Stanley Greene routes?

Respondents shared other, general feedback about the routing proposals for Downsview. Themes and messages in this feedback included:

There were mixed opinions on the proposed routing changes. Some said that the proposed change makes sense as the area around Downsview is expanding. Others said that the route is a waste of resources catering to a small, privileged subdivision while worsening service everywhere else. Respondents also said that the change should be made with the opening of Line 6 Finch West, so that the 128 Stanley Greene can be eliminated when the 101 Downsview Park absorbs it.

There were mixed opinions on whether to keep the two lines separate or interlined. Some said that the TTC should consider interlining the two routes for continuous service throughout the day. The 101 Downsview Park could return to Sheppard West Station and operate then the 101 to Stanley Greene could operate via Downsview Park and have it interline with the 128 Stanley Greene 7 days a week. Others said the two routes should remain separate, with the 101 Downsview Park travelling to Downsview Park Station and the 128 Stanley Greene travelling to Wilson Station.

Other opinions on the Downsview routing proposals included:

- Run the 128 Stanley Greene at all times
- Add a 101B that does not go to Stanley Greene.
- Consider the following route proposal for the 101 Downsview Park bus so that it provides regional access to the hospital with connections at Downsview Park and with the Barrie GO Line.
 - South of the Stanley Greene neighbourhood on Keele Street to connect with the Humber River Regional Hospital. The Southbound bus should go West on Sir William Hearst Avenue, stop at the hospital near the Humber River East Entrance and then could loop back around from Julian Road to head back East on Wilson and back North on Keele Street.

Other feedback

Q: What other feedback or advice would you like the TTC to consider as they develop the 2026 Annual Network Plan?

Concern with vehicle service including, long wait times, inconsistent headways, vehicle bunching, and unreliable schedules across numerous bus and streetcar routes. Several emphasized that poor frequency is particularly concerning for shift workers, students, and seniors.

Prioritize accessibility and equity. Many underserved communities and individuals with mobility challenges struggle with TTC service. Specific suggestions included:

- Improve service to schools, shelters, and low-income neighborhoods
- Ensure Wheel-Trans service remains unaffected and accessible
- Fix subway gaps between platforms and vehicles for wheelchair users
- Make planning decisions with input from people with disabilities and equity-deserving groups
- Extend or adjust routes to accommodate growing communities (e.g., in Etobicoke, Scarborough, and Willowdale)
- Improve the accessibility of conventional buses, including lower seats and better footrests
- Install elevators in all subway stations as soon as possible
- Avoid routing changes that would increase walking distances for seniors and people with disabilities
- Design seating and hand grips to accommodate seniors and people with shorter stature

Improve safety concerns on the TTC, especially for women and seniors. Suggestions included installing platform screen doors at busy stations, increasing TTC staff presence, improving lighting, and collaborating with gender-based violence organizations to co-design safety features.

Concern with fare enforcement. Respondents said they are unhappy with the fare inspectors and the current fare structure. They described the enforcement process as punitive and discriminatory, especially toward low-income riders. They said fare inspectors should be eliminated, and their salary should be reinvested into improving service. They also said fare should be free or reduced for self-identified low-income riders.

Suggestions for improving the Express Bus Network included:

- New express routes along Avenue Road, Birchmount, and Malvern to Kennedy
- Extended express service hours and run them daily
- Create limited-stop seasonal service to popular destinations (e.g., Woodbine Beach)
- Reroute existing services to connect with GO Stations and other rapid transit lines

Support for expanded transit infrastructure. Many respondents would like to see new subway lines, dedicated bus lanes, and rapid transit expansions across the city and into neighbouring regions. Specific suggestions included:

- Complete the Eglinton Crosstown and Ontario Line as quickly as possible
- Extend the Sheppard subway east and west
- Build new subway lines north along Dufferin or Keele
- Expand the RapidTO network with dedicated bus and streetcar lanes, especially along Bathurst, Dufferin, Jane, and Lawrence
- Extend service to high-growth areas in Scarborough, Etobicoke, and North York

Improve real-time information and wayfinding. Respondents said that the current communication tools are outdated and inaccurate. Specific suggestions included:

- Create a centralized TTC app with reliable real-time tracking and updates
- Fix or maintain “Next Bus” screens and signs at stops
- Add QR codes at stops for service information and alerts

- Improve the clarity and audibility of subway announcements
- Publish full stop lists for every route on the TTC website

Feedback on construction impacts. Many respondents were frustrated with the years of construction delays and its impact to service. Specific concerns included:

- Endless weekend subway closures with poor shuttle service
- Lack of transparency about the timelines and detours
- Inadequate planning around the Ontario Line, and how it impacts neighbourhoods like Leslieville and King/Bathurst
- Concern with the late opening of Eglinton Crosstown and Line 5

Poor streetcar reliability and routing issues. Respondents described streetcar routes as slow, unreliable, and overcrowded (particularly the 504 King, 506 Carlton and 510 Spadina). Specific suggestions for improved streetcar reliability included:

- Install signal priority and level boarding for streetcars
- Add or extend streetcar-only lanes, especially downtown
- Reduce stop spacing to improve speed and efficiency
- Improve scheduling to prevent streetcars from bunching at terminals

Invest in environmentally friendly transit to help address climate change. Respondents said the TTC should consider electrifying the TTC fleet or investing in solar-powered shelters.

Improve TTC rider's journey by:

- Removing velvet seats and replace them with easier-to-clean plastic
- Adding air conditioning or improve airflow on subways
- Cleaning windows, platforms, and shelters more frequently

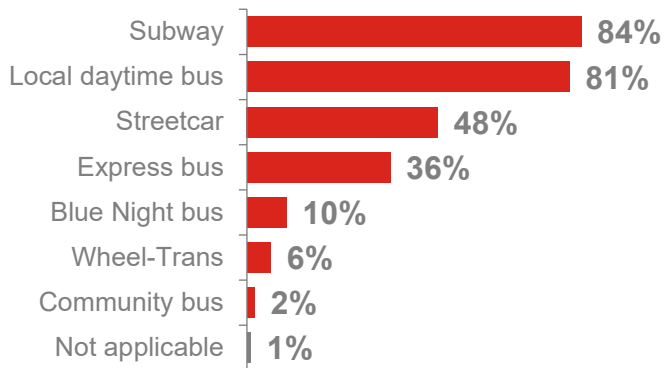
Appreciation for Wheel Trans. Respondents said they appreciate Wheel Trans because it provides essential, safe, and reliable service for many with mobility needs. One respondent said Wheel Trans drivers are wonderful, while another said they had experience with rude drivers. There was one suggestion to make Wheel Trans service similar to a taxi service where people could order one on the spot and not have to schedule them in advance.

Feedback on public consultation and engagement. Some respondents felt that consultation was rushed or poorly advertised, with little opportunity for meaningful feedback. They said that there were short timelines for the survey, consultation happened during the summer while people are away, and concern that there were no notices on the affected stops. Some were concerned that TTC staff didn't explain to participants the negative impacts of route changes during the ride-alongs. Others said they appreciated the TTC's work and consultation efforts and were grateful that the TTC asks for public input.

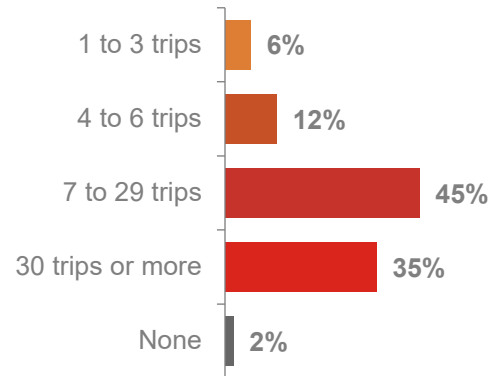
Respondent profile

Respondents were asked demographic questions to help the TTC better understand their customers, particularly the three key priority customer groups (women, shift workers, and low-income customers). See the summary of responses below.

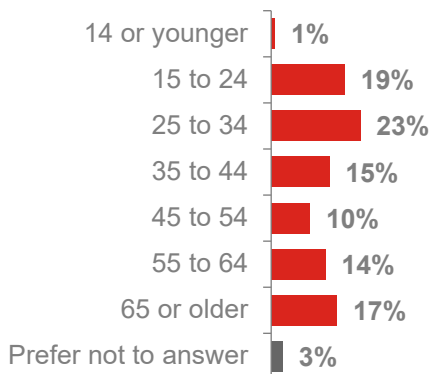
Q1: What are your most used modes of TTC transportation?



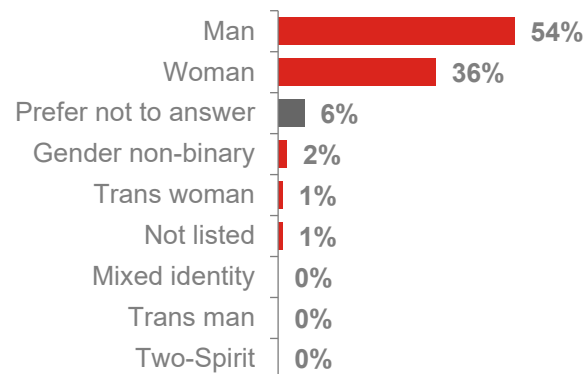
Q2: In the last month, how many trips did you take that involve the TTC?



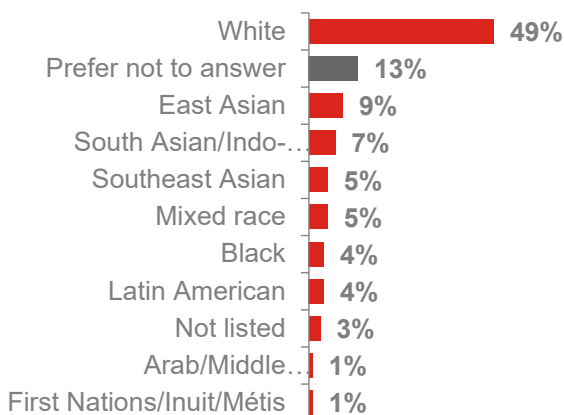
Q3: What is your age?



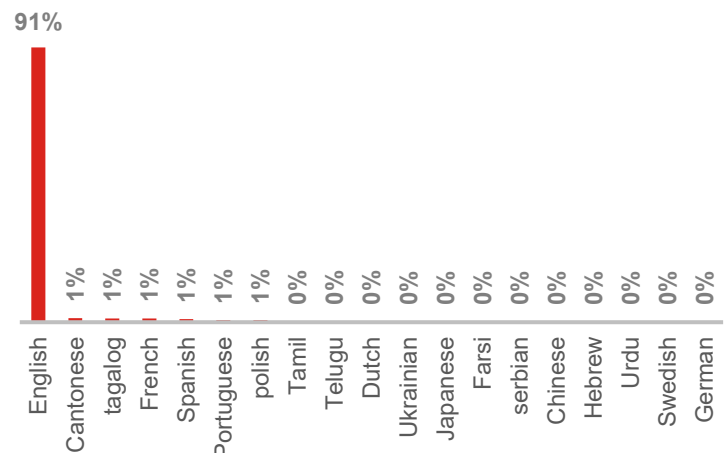
Q4: What best describes your gender?



Q5: What race category best describes you?

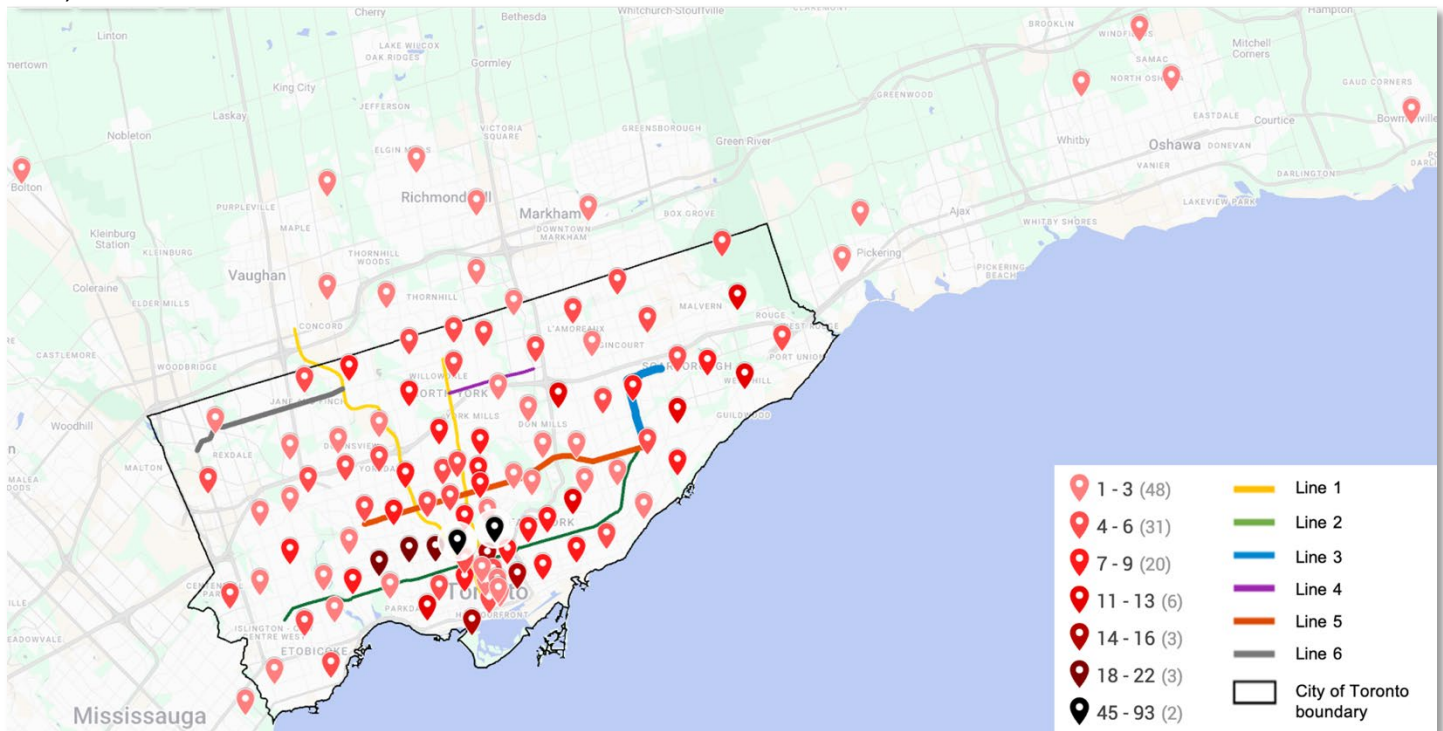


Q6: What is the primary language you speak?

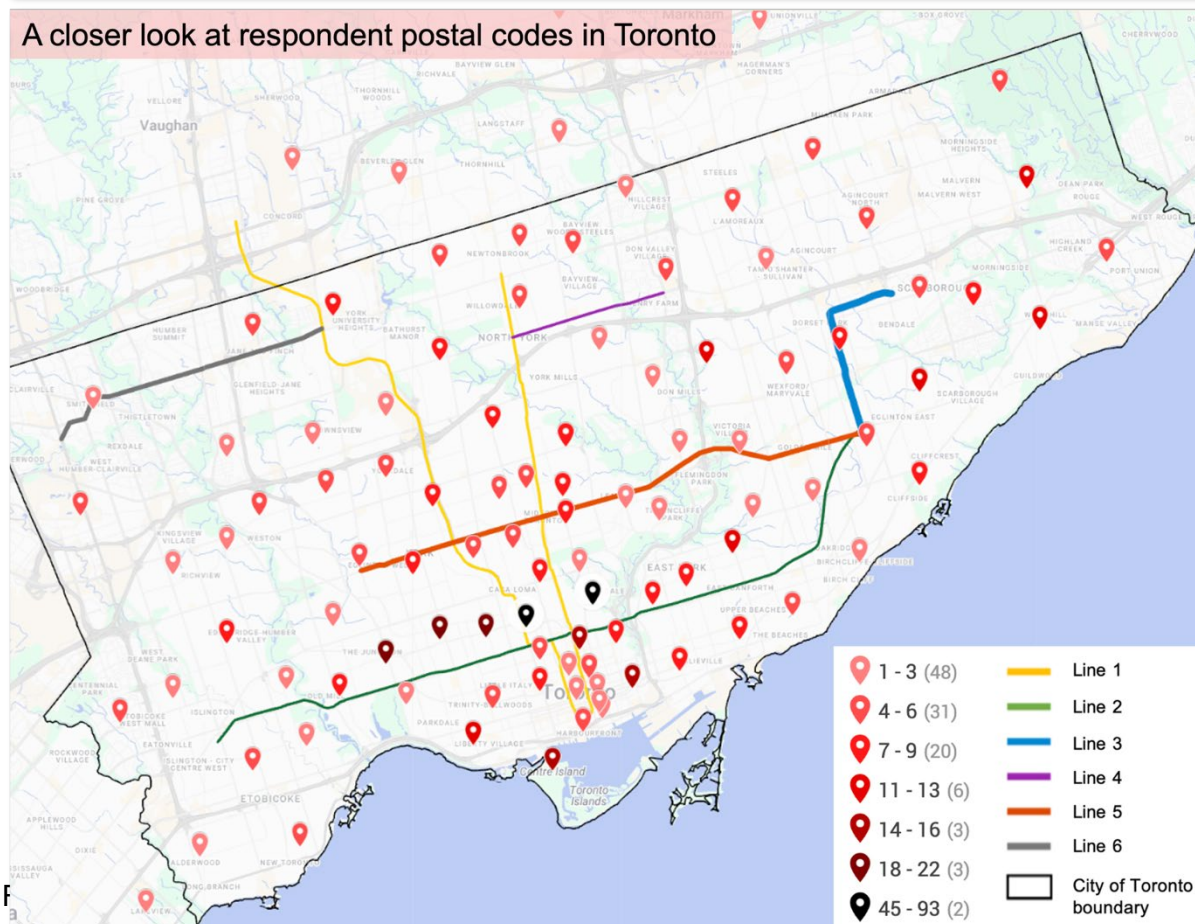


Q7: What is your postal code?

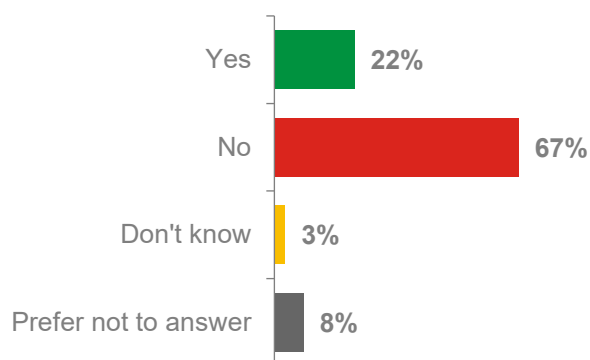
The map below provides a visual representation of the first three-digits of the postal codes provided by respondents. A total of 715 respondents provided their postal code. Respondents were from across Toronto, with some residing outside of Toronto, including Markham, Richmond Hill, Vaughan, Pickering, Mississauga, Oshawa, Bolton, and Bowmanville, as well as Montreal (not captured in the map). Most respondents were from **Rosedale** (93 respondents from M4W), **the Annex** (45 respondents from M5R), **the Junction and High Park** (22 respondents from M6P), and **Dufferin St, between St. Clair Ave W and College St** (21 respondents from M6H).



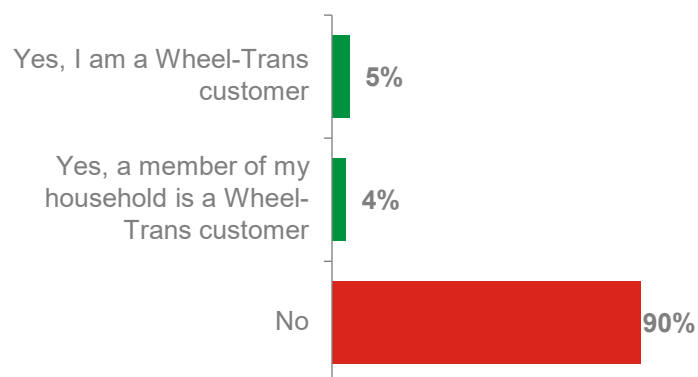
A closer look at respondent postal codes in Toronto



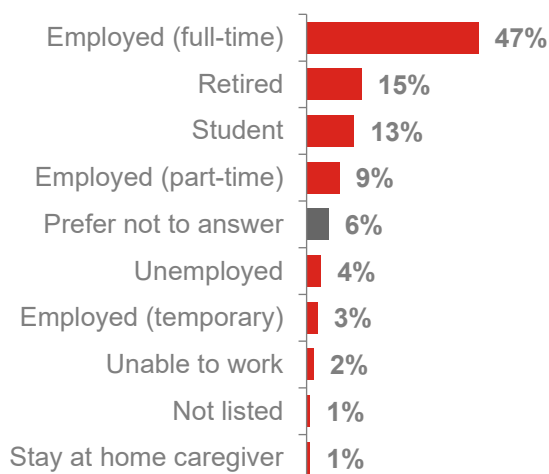
Q8: Do you identify as a person with a disability?



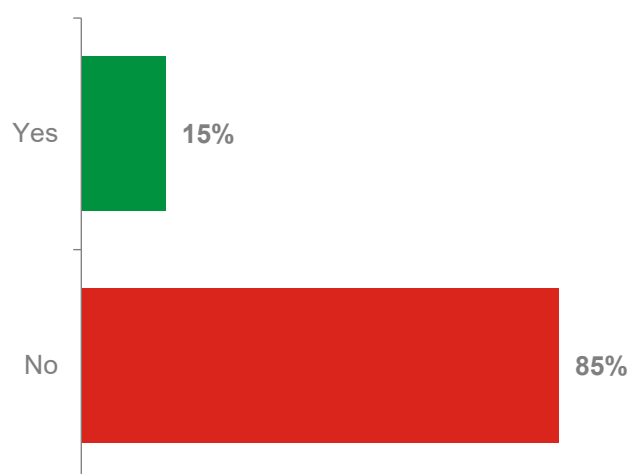
Q9: Are you or a member of your household a Wheel-Trans customer?



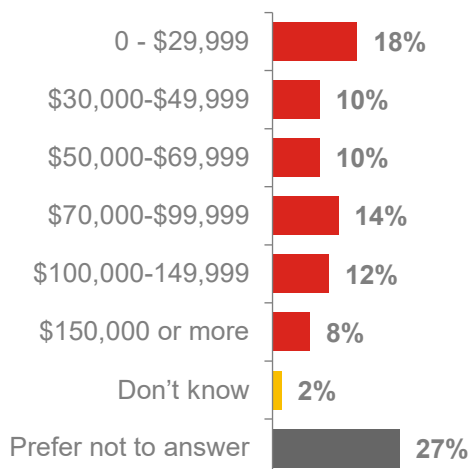
Q10: Which of the following best describes your current employment status?



Q11: Would you consider yourself a shift worker?



Q12: What of the following best describes your personal income?



Q13: How did you find out about this survey?

