Round One Survey Summary
TTC 2027 Annual Network Plan

Survey timeframe: August 26 – September 13, 2026
Total responses: 1,967

Overview

From August 26 to September 13, 2026, the TTC hosted a survey as part of the first of two rounds of engagement about its 2027 Annual Network Plan. The purpose of the survey was to understand the public's thoughts on the draft proposals for:

1. **Stop changes on express bus network routes**
2. **Routing changes to bus routes in the following areas:**
   - **Morningside Heights**
   - **Black Creek**
   - **Dupont Corridor**
   - **Sherway Gardens**
   - **Islington South**

The survey was available online, in print, and by phone. A total of 1,967 responses were received, all through the online survey. The survey was open to TTC customers and the public, and was promoted through the TTC's website, email list, subway platform video screens, real-time information screens at high-demand stops and select stations, announcements at transit stations, TTC engagement at community pop-ups, social media channels, 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 they share updated recommendations in the Round Two public engagement this fall. Round Two will also include proposed service adjustments related to construction.

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

1. Summary of overall support for the proposed changes
2. Proposed stop changes on express bus network routes
3. Feedback on express bus network routes with no proposed stop changes
4. Proposed routing changes for select bus routes
5. Other feedback
6. Respondent profile

Note that respondents could choose which topics they wanted to provide feedback on; they were not required to respond to every topic area.

> 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 2027 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 2027 Annual Network Plan.

Summary of overall level of support for the proposed changes

Proposed stop changes on express bus routes

The table below summarizes respondents' overall level of support for the proposed stop changes on 20 express bus routes across the city. It includes all respondents, including riders and non-riders of the routes. **For most of these routes, a majority of respondents supported the proposed changes, provided that they result in faster and more reliable service.** The following section provides a summary of respondents' feedback to all questions asked for each express bus route.

	Yes If it results in faster and more reliable service	**No** Because I don't believe it will provide meaningful travel time savings	**No** Because I have mobility, accessibility, or health-related challenges that would make my travel more difficult	**Neutral / No opinion**
902 Markham Rd Express	**65%**	10%	3%	22%
904 Sheppard-Kennedy Express	**59%**	14%	5%	22%
924 Victoria Park Express	**57%**	16%	4%	23%
925 Don Mills Express	**57%**	19%	3%	21%
937 Islington Express	**72%**	5%	3%	19%
939 Finch Express	**61%**	7%	5%	27%
941 Keele Express	**63%**	15%	3%	19%
944 Kipling South Express	**52%**	15%	3%	30%
945 Kipling Express	**67%**	6%	6%	22%
952 Lawrence West Express	**62%**	7%	6%	24%
953 Steeles East Express	**65%**	8%	5%	22%
954 Lawrence East Express	**66%**	8%	8%	18%
960 Steeles West Express	**63%**	16%	4%	17%
968 Warden Express	**50%**	22%	10%	18%
984 Sheppard West Express	**57%**	16%	5%	21%
985 Sheppard East Express	**57%**	14%	4%	25%
986 Scarborough Express	**56%**	12%	7%	26%
989 Weston Express	**45%**	18%	6%	30%
995 York Mills Express	**63%**	10%	6%	21%
996 Wilson Express	**55%**	14%	6%	26%

Overall level of support for the proposed stop changes from respondents who ride the route

The overall pattern remains consistent: a majority of riders for each express route support the proposed stop removals if they lead to faster and more reliable service (ranging from 56% to 82%). Neutral responses and those doubting travel time savings each account for roughly 5 to 26%, while opposition due to mobility or accessibility concerns is the smallest group (ranging from 3% to 12%). This demonstrates broad support among riders, with a minority expressing reservations or accessibility concerns across all routes. The number in the parentheses after each percentage indicates the difference in support compared with the table on the previous page (i.e., the difference between support among riders and support among all respondents, including both riders and non-riders).

	Yes If it results in faster and more reliable service	**No** Because I don't believe it will provide meaningful travel time savings	**No** Because I have mobility, accessibility, or health-related challenges that would make my travel more difficult	**Neutral / No opinion**
902 Markham Rd Express	**76%** (+11)	13% (+3)	4% (+1)	7% (-15)
904 Sheppard-Kennedy Express	**62%** (+3)	17% (+3)	6% (+1)	16% (-6)
924 Victoria Park Express	**62%** (+5)	20% (+4)	7% (+3)	10% (-13)
925 Don Mills Express	**64%** (+7)	19% (0)	3% (0)	15% (-6)
937 Islington Express	**82%** (+10)	6% (+1)	4% (+1)	8% (-11)
939 Finch Express	**65%** (+4)	7% (0)	6% (+1)	22% (-5)
941 Keele Express	**70%** (+7)	18% (+3)	3% (0)	8% (-11)
944 Kipling South Express	**65%** (+13)	16% (+1)	3% (0)	16% (-14)
945 Kipling Express	**78%** (+11)	8% (+2)	7% (+1)	7% (-15)
952 Lawrence West Express	**69%** (+7)	9% (+2)	8% (+2)	14% (-10)
953 Steeles East Express	**75%** (+10)	7% (+1)	7% (+2)	11% (-11)
954 Lawrence East Express	**71%** (+5)	10% (+2)	12% (+4)	7% (-11)
960 Steeles West Express	**67%** (+4)	21% (+5)	6% (+2)	6% (-11)
968 Warden Express	**57%** (+7)	26% (+4)	12% (+2)	5% (-13)
984 Sheppard West Express	**66%** (+9)	19% (+3)	6% (+1)	9% (-12)
985 Sheppard East Express	**60%** (+3)	19% (+5)	4% (0)	17% (-8)
986 Scarborough Express	**62%** (+6)	18% (+6)	11% (+4)	10% (-16)
989 Weston Express	**56%** (+12)	19% (+1)	9% (+3)	16% (-14)
995 York Mills Express	**68%** (+5)	12% (+2)	8% (+2)	11% (-10)
996 Wilson Express	**62%** (+7)	17% (+3)	7% (+1)	15% (-11)

Proposed routing changes for select bus routes

The graphs below summarize respondents' overall level of support for the proposed routing changes on select bus routes across the city. At a high-level:

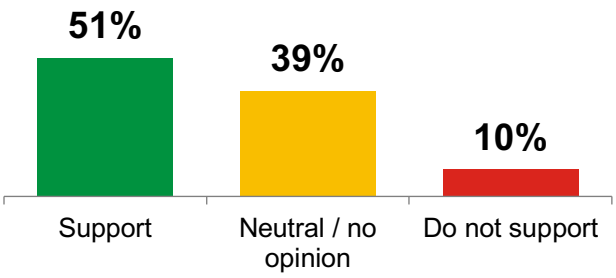
- **Across all routes, support was the most common response for the proposed routing changes,** ranging from 40% to 64%. The proposed changes receiving the **highest levels of support** were on **26B Dupont (64%)**, **123 Sherway (61%)**, and **143 Brown's Line (59%)**.
- **Opposition to the proposed changes was relatively low across all routes**, ranging from 9% to 20%. The **highest level of opposition** was for the proposed change on **99 Arrow Rd (20%)**.
- The remaining respondents were neutral or had no opinion, representing between 26% and 42% of responses, depending on the route.

The remainder of this report provides a summary of respondents' feedback to all questions asked for each route.

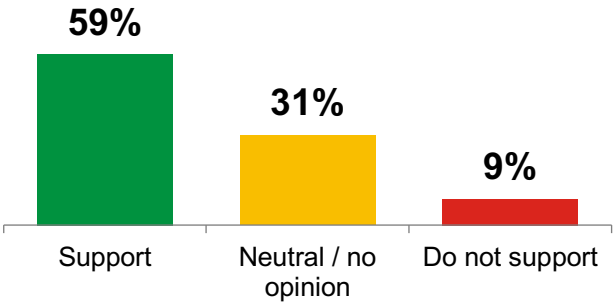
Morningside Heights routes

Overall support for the proposed change to 53A Steeles East

Feedback results from riders and non-riders of the route:

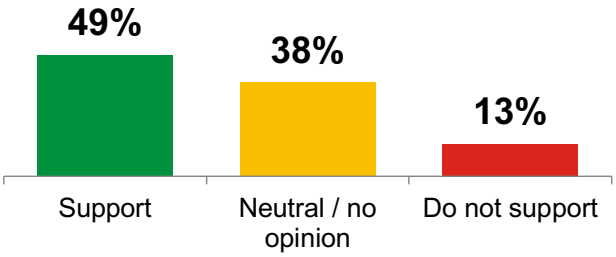


Feedback results from riders of the route only:

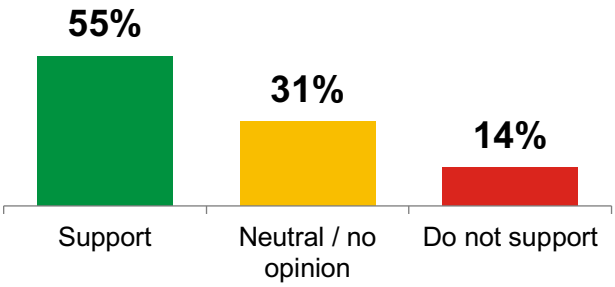


Overall support for the proposed changes to 953 Steeles East Express and 939C Finch Express

Feedback results from riders and non-riders of the routes:



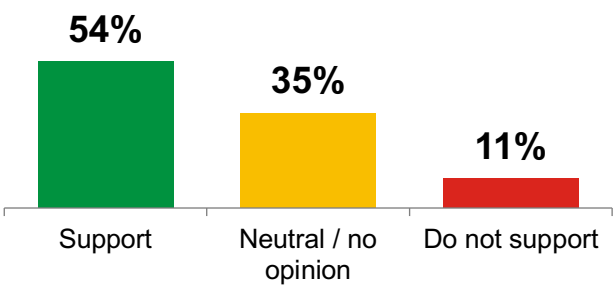
Feedback results from riders of the routes only:



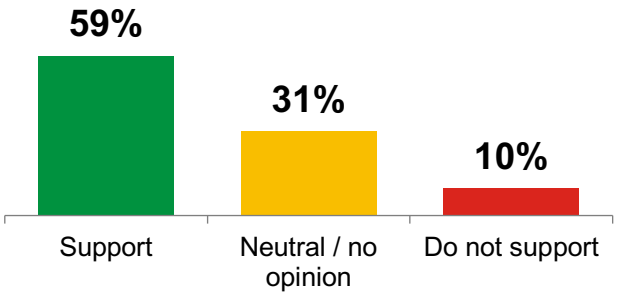
Black Creek routes

Overall support for the proposed change to 84C Sheppard West

Feedback results from riders and non-riders of the route:

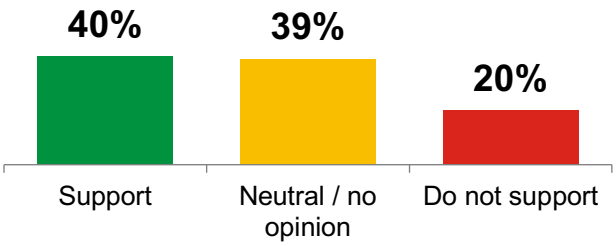


Feedback results from riders of the route only:

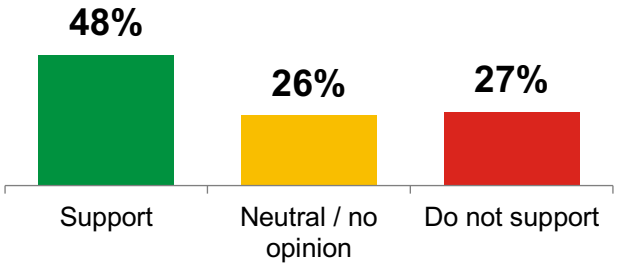


Overall support for the proposed change to 99 Arrow Rd

Feedback results from riders and non-riders of the route:



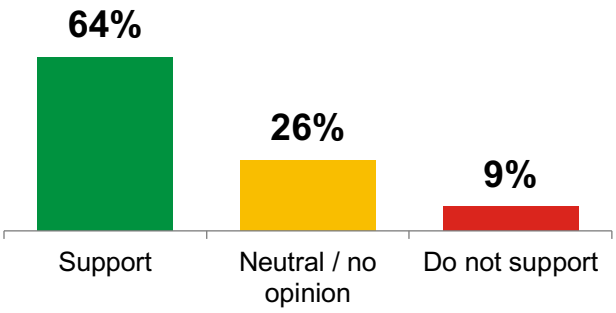
Feedback results from riders of the route only:



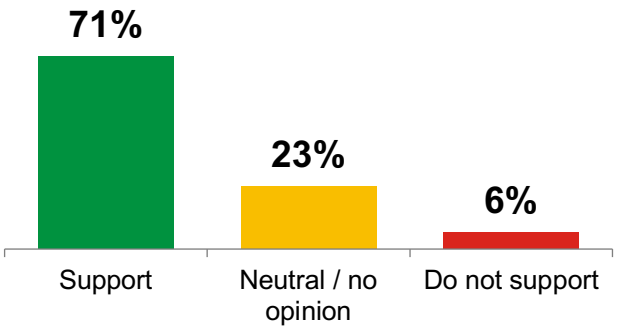
Dupont Corridor route

Overall support for the proposed new 26B Dupont branch

Feedback results from riders and non-riders of the route:



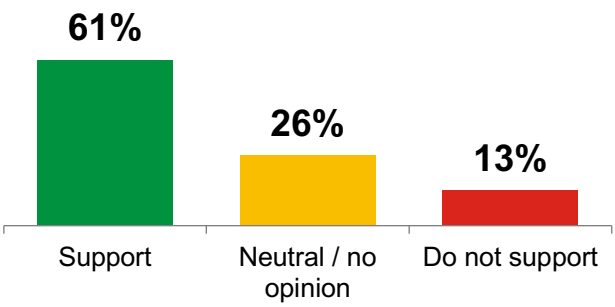
Feedback results from riders of the route only:



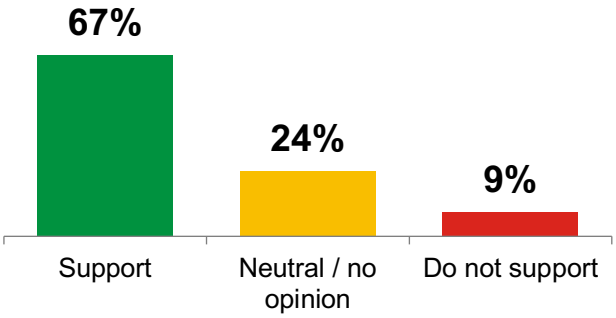
Sherway Gardens routes

Overall support for the proposed changes to 123 Sherway

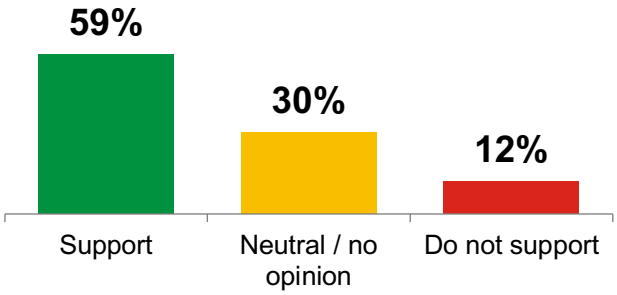
Feedback results from riders and non-riders of the route:



Feedback results from riders of the route only:



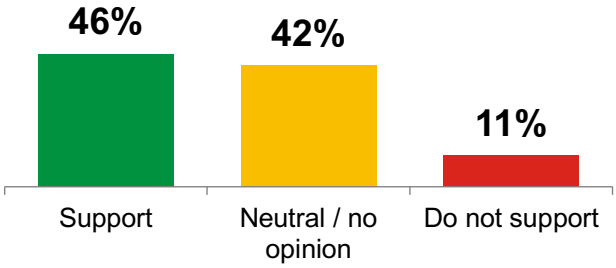
Overall support for the proposed new 143 Brown's Line route



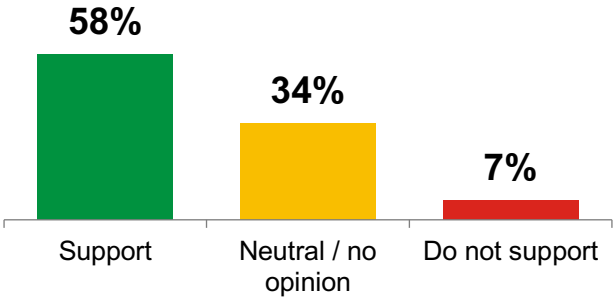
Islington South routes

Overall support for the proposed changes to 110C Islington South

Feedback results from riders and non-riders of the route:



Feedback results from riders of the route only:



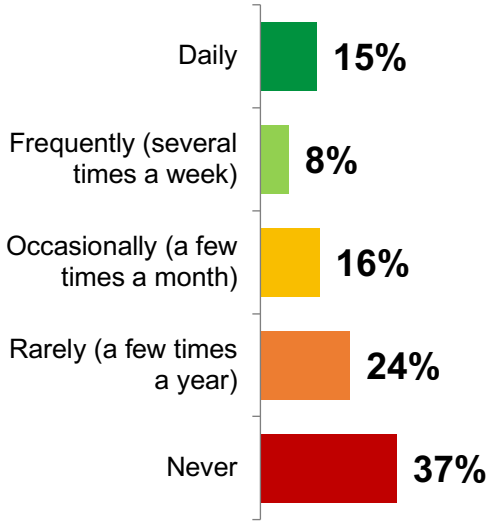
Stop changes on Express Bus Network

TTC sought input on the proposed stop changes for 20 of the 28 express bus network routes across the city. The following pages summarize respondents' feedback to questions for each express bus network route.

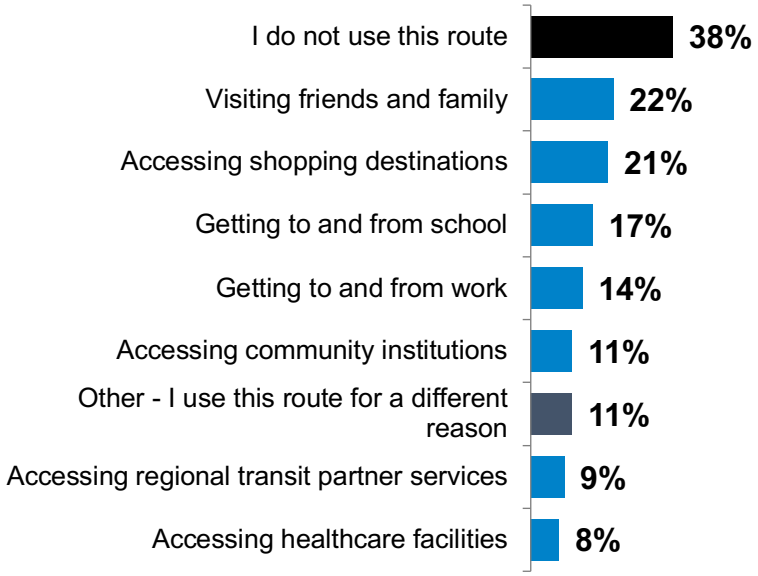
902 Markham Rd Express

A total of 144 respondents answered questions for this express bus.

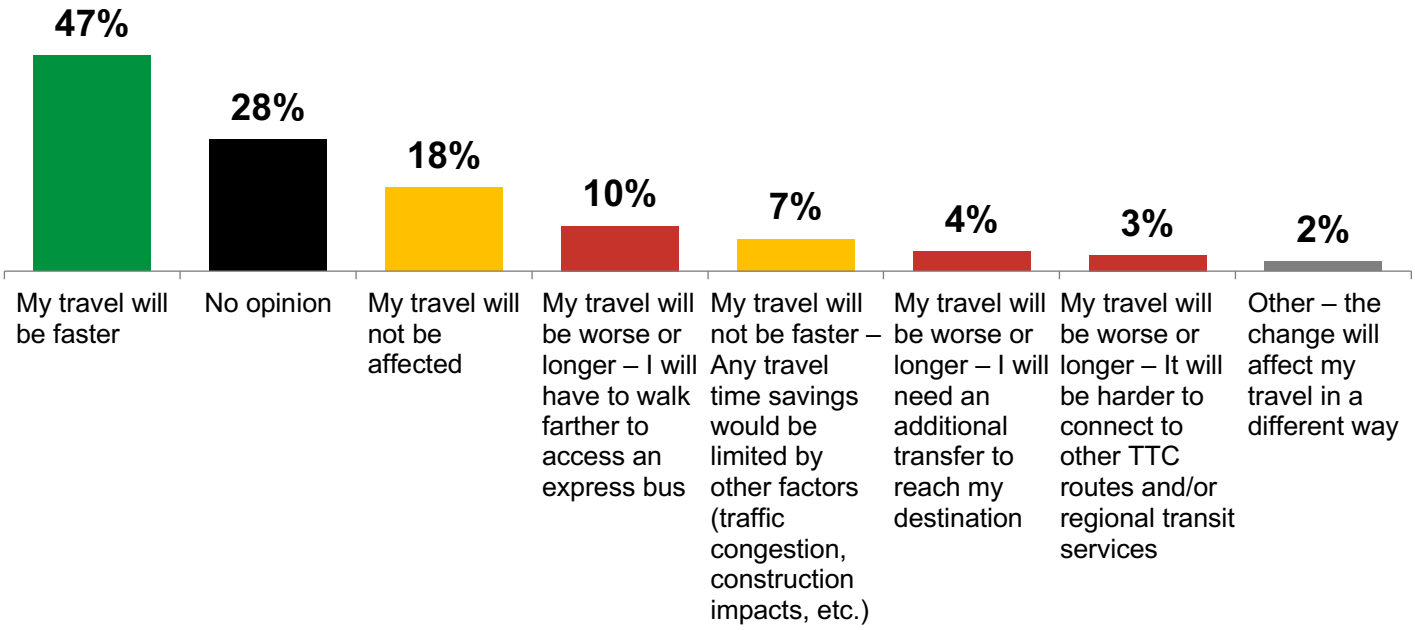
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

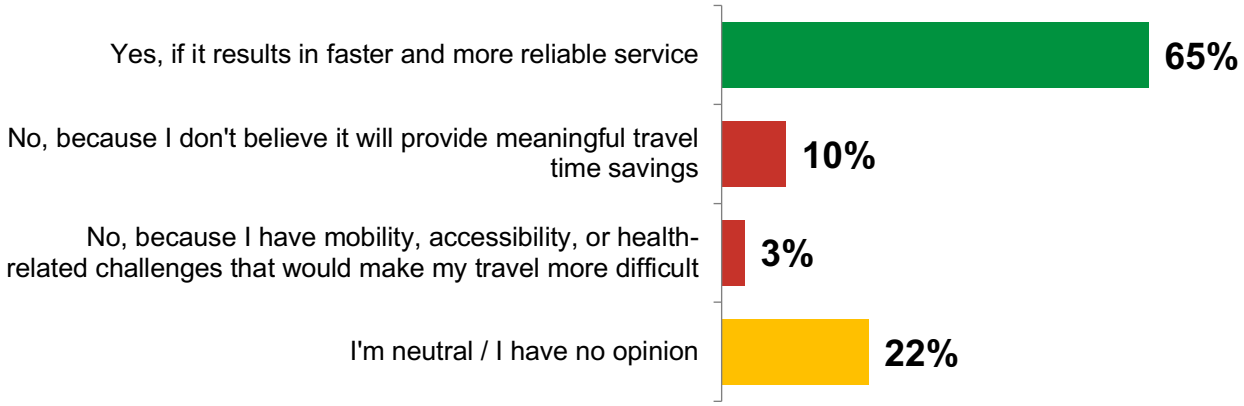


Q3: How would the proposed stop removal for this express route affect your travel?



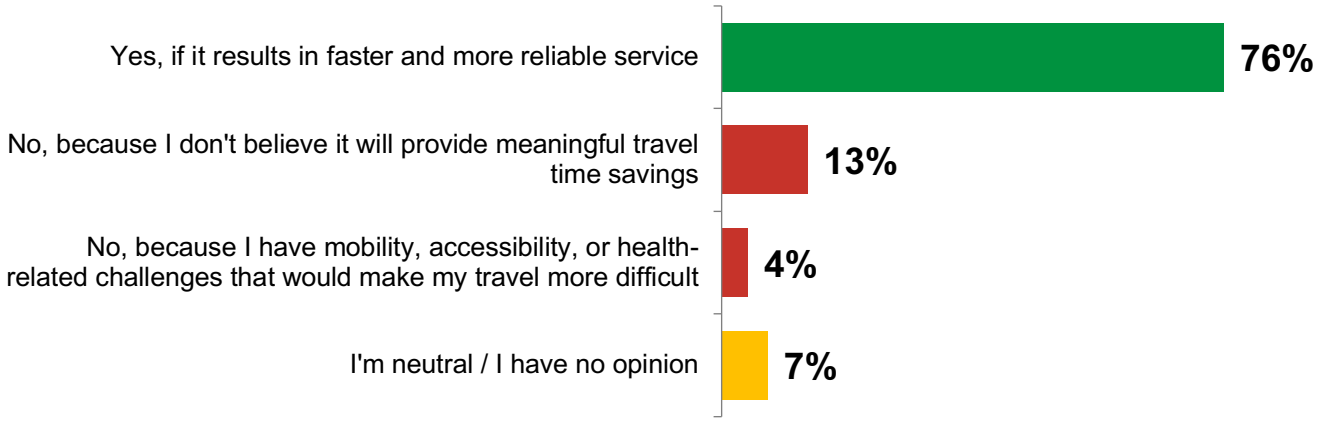
Q4: Overall, do you support the proposed stop removals for 902 Markham Rd Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

- **Make the 902 Markham Rd a true express service through additional stop removals.** Several respondents said that removing only four stops does not go far enough and that the route should function more like a true express service with fewer stops and faster travel times. Suggested additional removals included Midland, Brimley, Danforth, Birchmount, Painted Post, Blakemanor, and Parkcrest. The 9 Bellamy and 102 Markham Rd routes already provide frequent local service at Brimley, Danforth and Birchmount.
- **General support for the proposed changes was often paired with requests to retain key stops that provide transfers, accessibility, or employment access.** Even among those who supported stop consolidation, respondents frequently identified Kingston Rd & Markham Rd, Brimorton, and Passmore as locations that should remain on the express bus network. See details below.
  - **Brimorton, Passmore, and Nashdene received mixed views.** One respondent supported removing Nashdene and Brimorton. Others said Brimorton is a busy stop serving apartment towers, new condo developments, and transfers from the 406 Scarborough Community Bus, including riders with mobility challenges. Passmore and Nashdene were described as important for employment access, northern Markham Rd businesses, and cross-corridor connections.

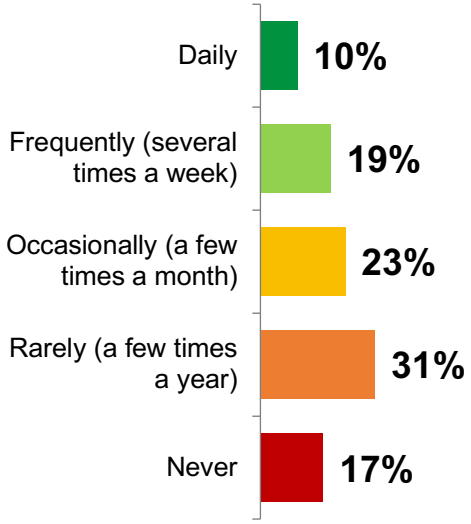
  - **Kingston Rd & Markham Rd was the stop most often requested to be retained.** Respondents described access to the Scarborough Village Community Centre, nearby apartment towers, a shopping plaza, and restaurants, as well as the transfer to the 12D Kingston Rd.

- **Improve connections to Scarborough GO Station.** Replace the Midland and Brimley stops with one stop at Linden Ave. Add stops at Scarborough GO Station.
- **Improve service for shift workers near Steeles Ave East and Tapscott Rd.** Extend operating hours, including later at night, for shift workers such as those at the Canada Post Albert Jackson Processing Plant. Have the local 102 stop at #14981 (Steeles Ave East at Tapscott Rd) to shorten walks. Speed up travel between Line 2 Bloor-Danforth and Steeles.
- Other suggestions that were provided in other sections of the survey included: add Saturday service, and extend service to Mount Joy GO.

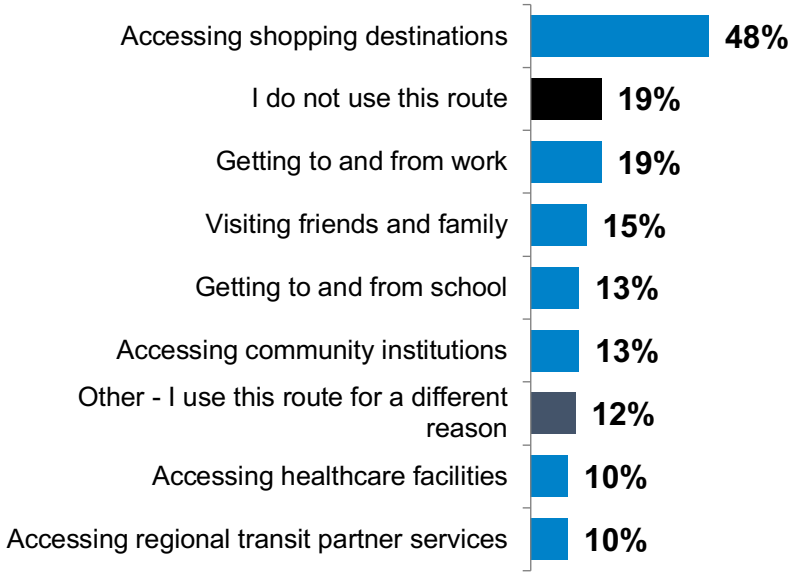
904 Sheppard-Kennedy Express

A total of 197 respondents answered questions for this express bus.

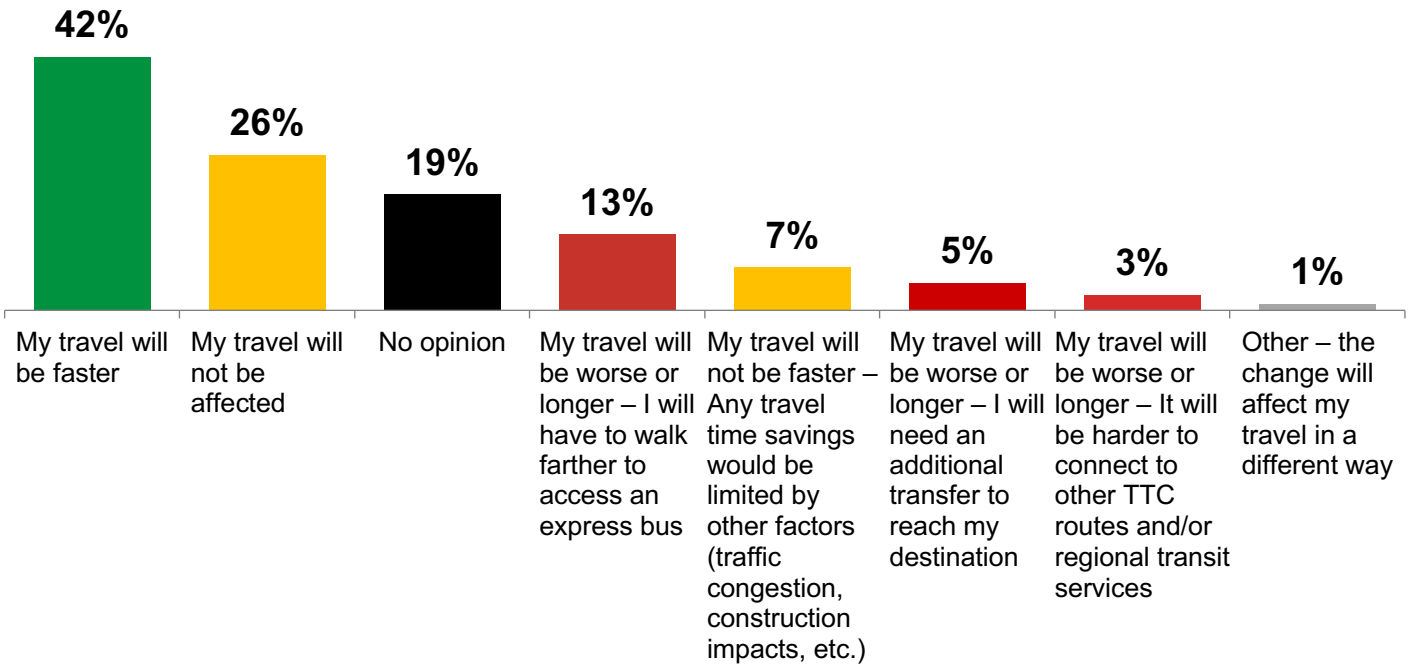
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

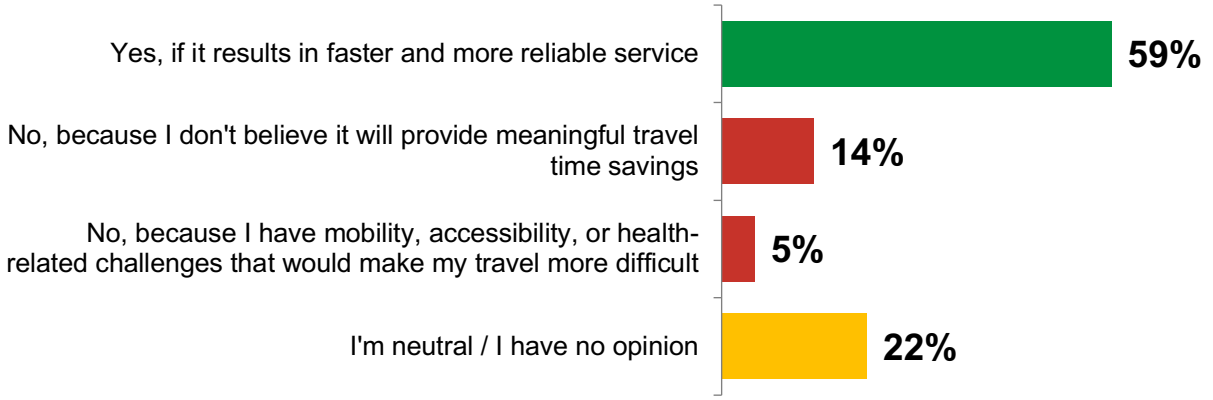


Q3: How would the proposed stop removal for this express route affect your travel?



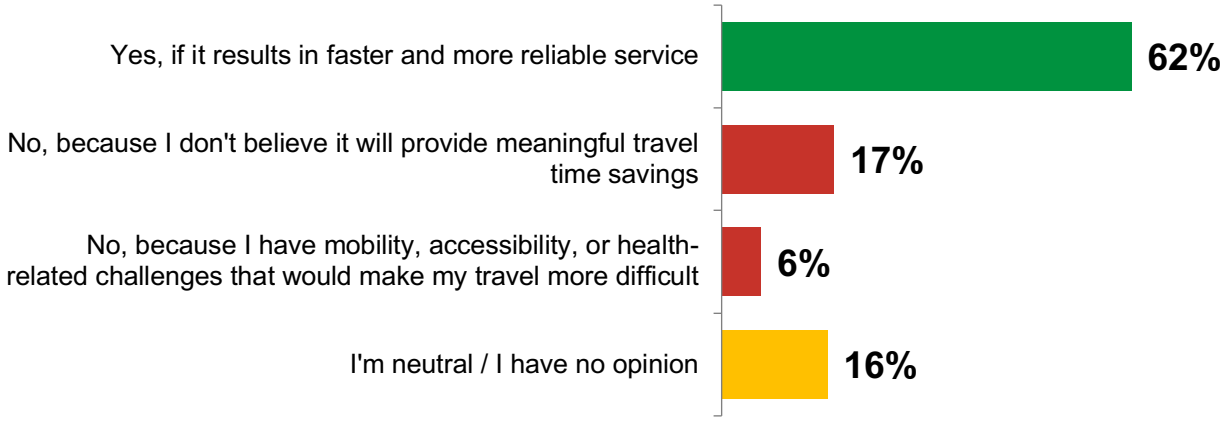
Q4: Overall, do you support the proposed stop removals for 904 Sheppard-Kennedy Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

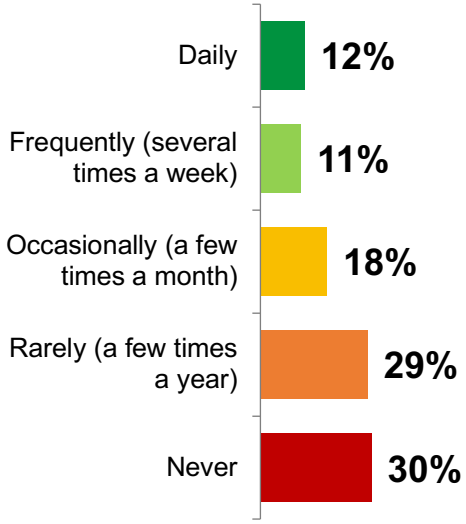
- **Make the 904 Sheppard-Kennedy more of a true express service through additional stop removals.** Several respondents said the proposal did not go far enough and suggested removing additional stops such as Consumers Rd, Pharmacy Ave, Birchmount Rd, and other closely spaced stops. Local service could continue serving these locations while allowing the express route to operate faster. Others suggested relocating stops to the far side of intersections, improving stop placement near Kennedy Rd, and consolidating closely spaced stops such as those at Midland Ave and Agincourt Dr.
- **Provide transit priority.** Congestion, traffic signals, and intersection delays are significant contributors to travel time. Consider creating bus-only lanes and installing transit signal priority.
- **Opposition to removing the Allanford Rd stop due to its importance for seniors, accessibility, and access to local destinations.** Many respondents emphasized that Allanford Rd provides access to Agincourt Mall, No Frills, Walmart, the library, banks, and a nearby retirement or seniors' residence. Concerns were frequently raised that seniors and riders using walkers, canes, shopping carts, strollers, or other mobility aids would face longer walks or be forced onto the 85 Sheppard East local service, which some said could become more crowded as riders shift from the express route. While a few respondents accepted or supported the removal, others said the travel time savings would be minimal compared to the loss of accessibility and convenience.

- **Some suggested to maintain the 904 Sheppard-Kennedy extension to Kennedy Station, although some respondents preferred shortening the route to improve reliability.** Many respondents said the route is an important direct connection between Kennedy Station, Fairview Mall, Don Mills Station, and destinations along the Sheppard corridor. It also links Kennedy Station to Line 1 Yonge-University, and Line 4 Sheppard to Lines 2 Bloor-Danforth/Line 5 Eglinton. Respondents said that ending the route at Scarborough Centre could reduce connectivity. Few respondents suggested ending service at Scarborough Centre or removing the Kennedy extension to improve reliability.
- **Strengthen regional connectivity and further improve service.** Suggestions included extending the route to Sheppard-Yonge, maintaining strong connections to Kennedy Station, improving Scarborough Centre–Don Mills travel, increasing service frequency, and exploring a super-express service using Highway 401 to connect destinations such as Scarborough Centre, Don Mills Station, Seneca College, and Yonge Street.

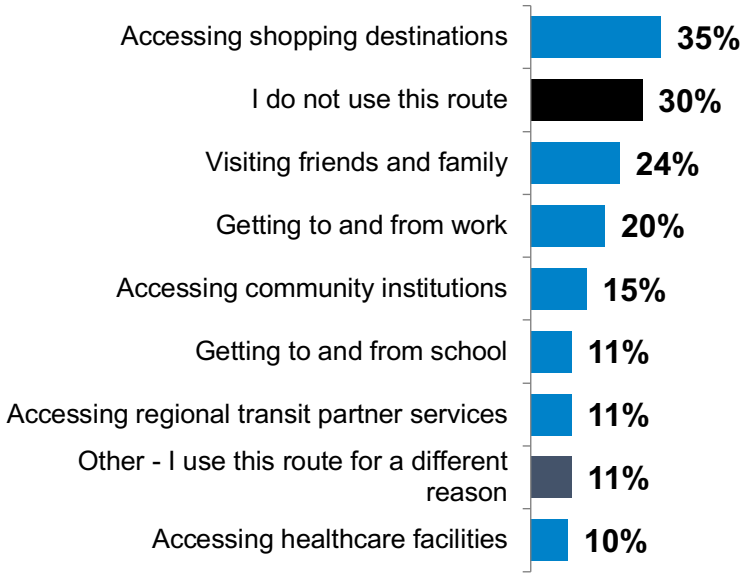
924 Victoria Park Express

A total of 141 respondents answered questions for this express bus.

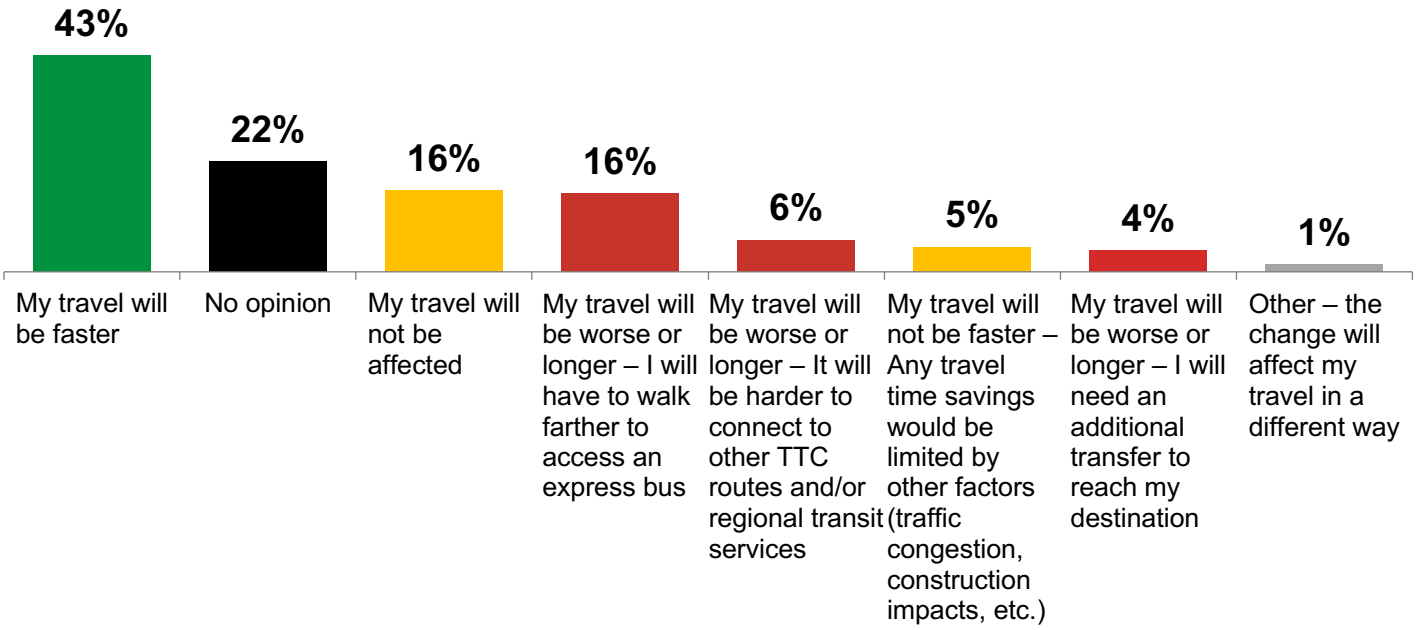
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

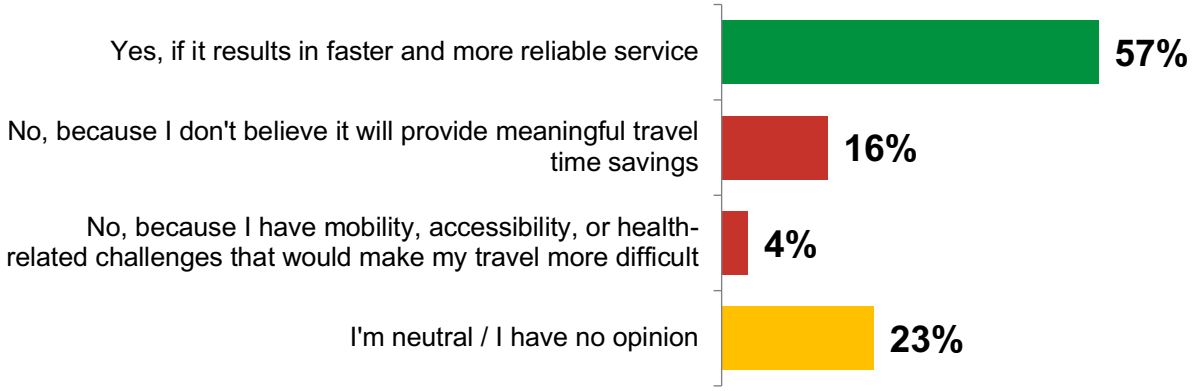


Q3: How would the proposed stop removal for this express route affect your travel?



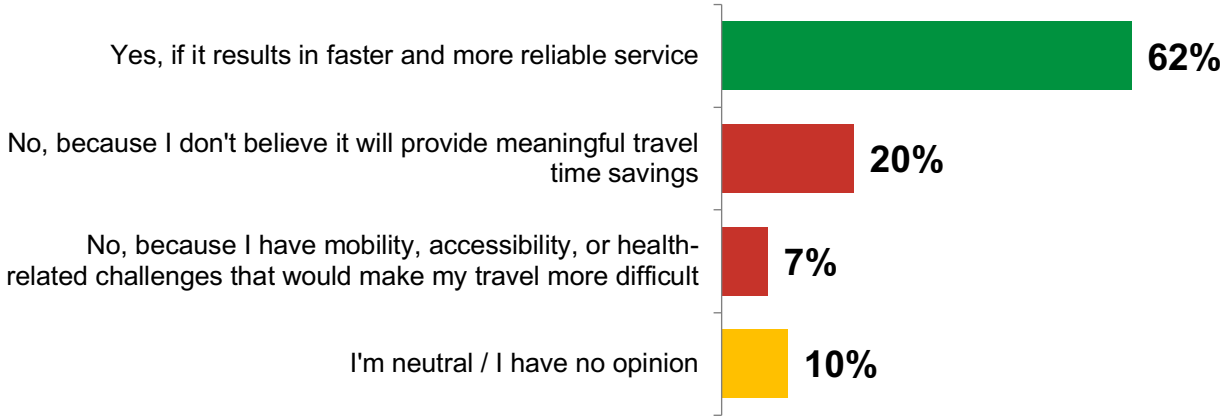
Q4: Overall, do you support the proposed stop removals for 924 Victoria Park Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

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Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

- **Make the 924 Victoria Park Express more of a true express service through additional stop removals.** Several respondents said the route should operate more like a subway, with stops focused on major intersections and transfer points. Suggestions included removing additional stops such as Rowena Dr and potentially Eglinton Square, while maintaining wider stop spacing along the corridor. One comment recommended implementing stop removals gradually, starting with Pachino, and monitoring impacts before proceeding further.
- **Many questioned whether removing certain stops would generate meaningful travel time savings**, noting that congestion around the Highway 401 interchange was perceived as a much greater source of delay. While some supported removing York Mills/Pachino because of its proximity to other stops, others emphasized its role in serving local riders, schools, TTC connections, and a key north-south catchment area between Sheppard Ave and Ellesmere Rd.
- **Retain stops that provide significant employment access, destinations, and transit connections.** Several respondents supported stop consolidation in principle, but said stops with significant employment access, TTC connections, or GO Transit connections should be preserved. Respondents particularly:
  - **Opposed removing the Consumers Rd stop due to employment access and regional transit connections.** Many respondents identified Consumers Rd as an important stop serving offices, employment destinations, and nearby businesses, and emphasized its connection to GO Transit Route

41. Several said that removing the stop would reduce access for workers while providing limited benefits, particularly given the availability of employment destinations and transfers in the area.

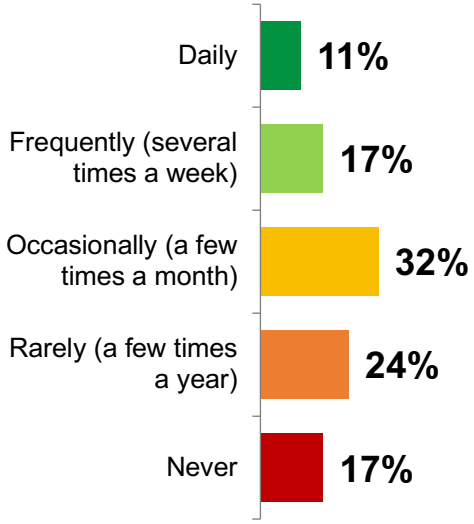
  - **Expressed concern about removing the Gordon Baker Rd stop because of its role in serving nearby employment areas.** Removing the stop could require workers to walk farther or rely on local service, while others suggested the stop should be evaluated based on ridership levels.

- **Provide transit priority.** Respondents recommended transit-only lanes, bus bypasses, and other measures to reduce delays from traffic congestion and turning vehicles. Additional suggestions included adjusting routing around the Consumers Rd and Sheppard Ave area, reviewing closely spaced stops near Eglinton Square, and improving stop placement and operations to help buses move more efficiently through congestion.

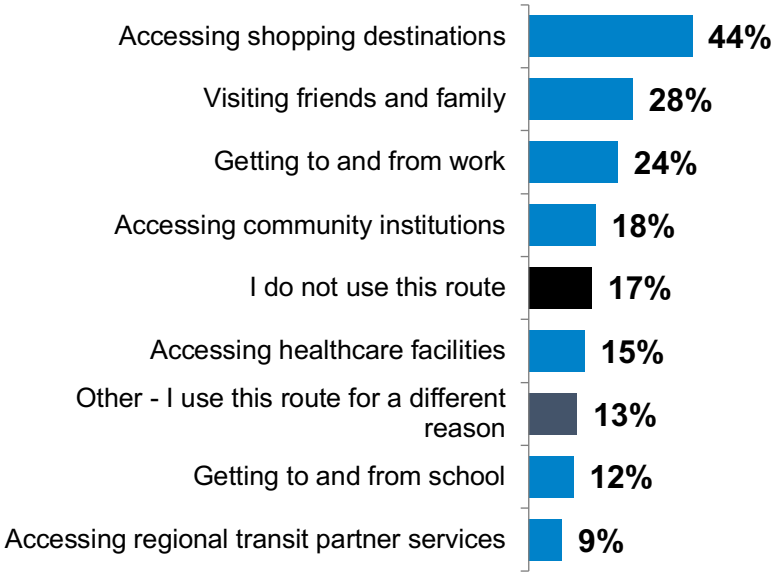
925 Don Mills Express

A total of 195 respondents answered questions for this express bus.

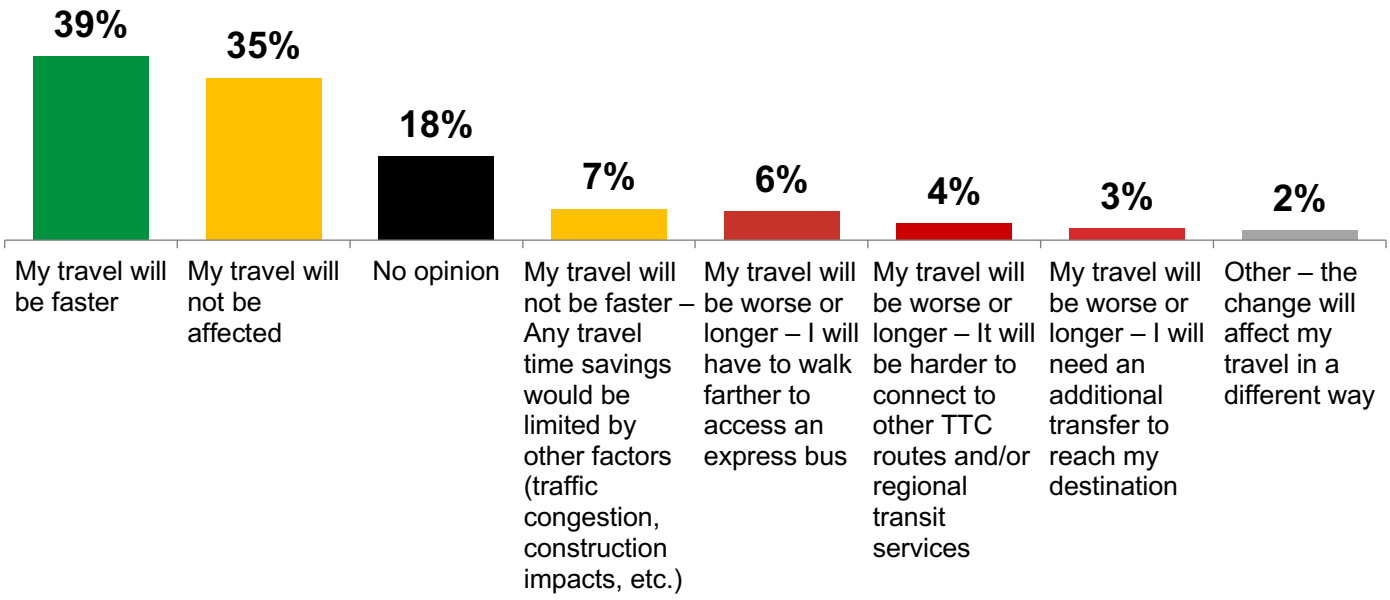
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

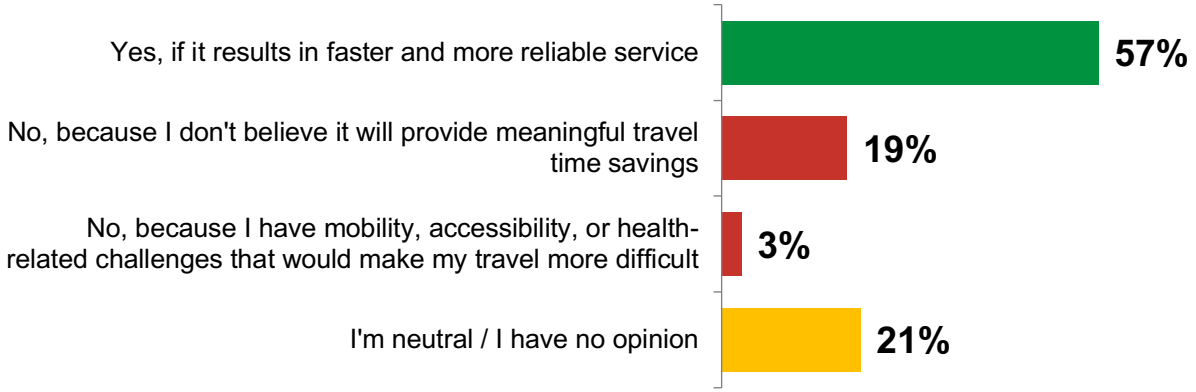


Q3: How would the proposed stop removal for this express route affect your travel?



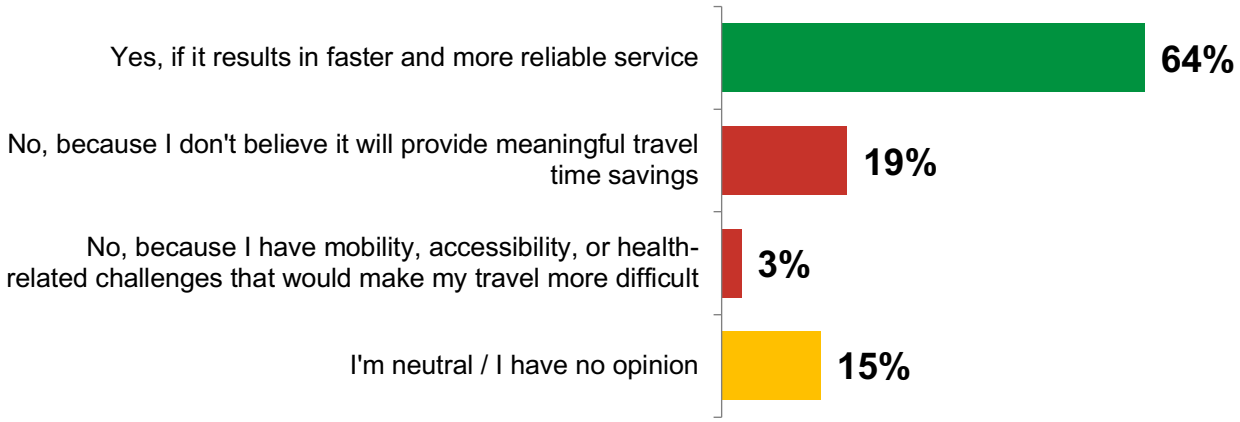
Q4: Overall, do you support the proposed stop removals for 925 Don Mills Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

- **Support for further stop consolidation to create a more limited-stop express service, though views differed on which stops should be retained.** Many respondents said the proposal did not go far enough and suggested removing additional stops south of Eglinton Ave E, in Thorncliffe Park, or at locations with close stop spacing. At the same time, several respondents emphasized that stops with strong ridership, important transfers, or key destinations should be retained, and suggested adding or maintaining stops at locations such as Millwood Rd/Overlea Blvd, Pape Ave/O'Connor Dr, Donway South, and other major transfer points.
- **Some opposed removing the Van Horne Ave stop due to its role as a key transfer point and local destination.** Many respondents highlighted connections to the 10 Van Horne and 169 Huntingwood routes, access to Peanut Plaza, and use by families, students, and nearby residents. Several said that lower-ridership stops such as 2980 Don Mills Rd, Godstone Rd, Graydon Hall Dr/Duncan Mill Rd, Barber Greene Rd/Greenbelt Dr, St. Dennis Dr, Gateway Blvd, or Thorncliffe Park Dr E would be better candidates for removal because they are closer to other express stops or provide fewer transfer opportunities.
- **Transit-priority measures are more important than stop removals for improving travel times and reliability.** Respondents questioned whether removing a single stop would meaningfully improve service, noting that congestion, traffic signals, construction, and turning vehicles were much larger sources of delay. While some felt stop removals could modestly improve service consistency and travel times, many said

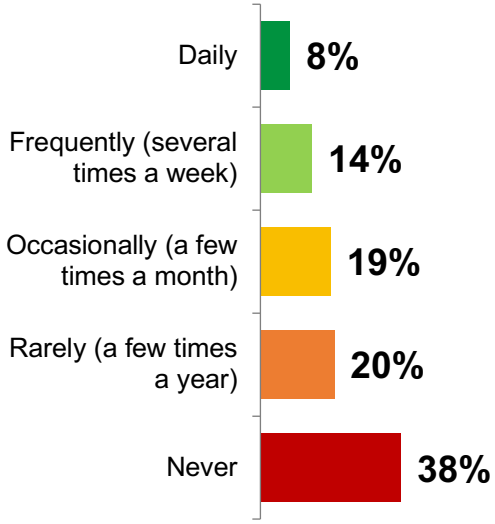
benefits would be limited unless accompanied by broader transit-priority measures or additional stop consolidation. Common suggestions included dedicated bus lanes, signal-priority measures, and relocating stops to the far side of intersections, particularly at Lawrence Ave E and York Mills Rd, to reduce delays caused by red lights and turning traffic.

- **Suggestions to further redesign or accelerate the route beyond the current proposal.** Suggestions included creating a faster service using Highway 401 and the Don Valley Parkway, splitting service north and south of Don Mills Station, reducing stops on Overlea Blvd, increasing service frequency, and streamlining service through areas already served by multiple local routes.

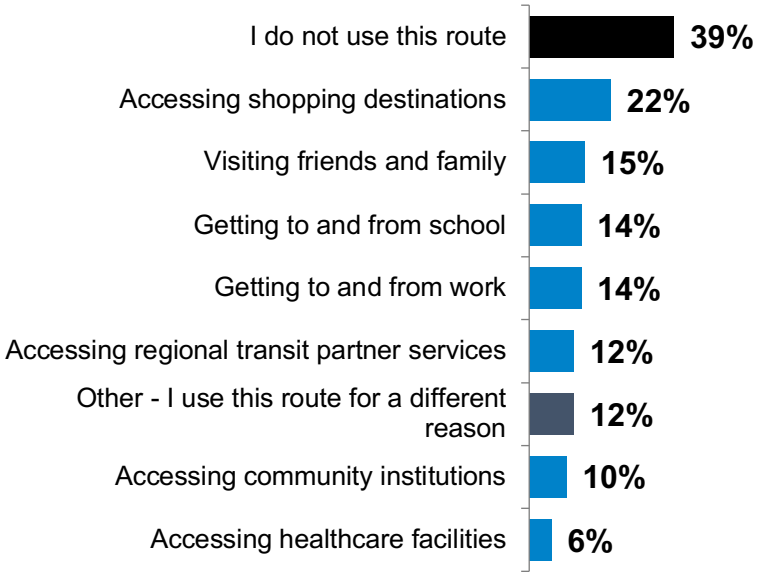
937 Islington Express

A total of 134 respondents answered questions for this express bus.

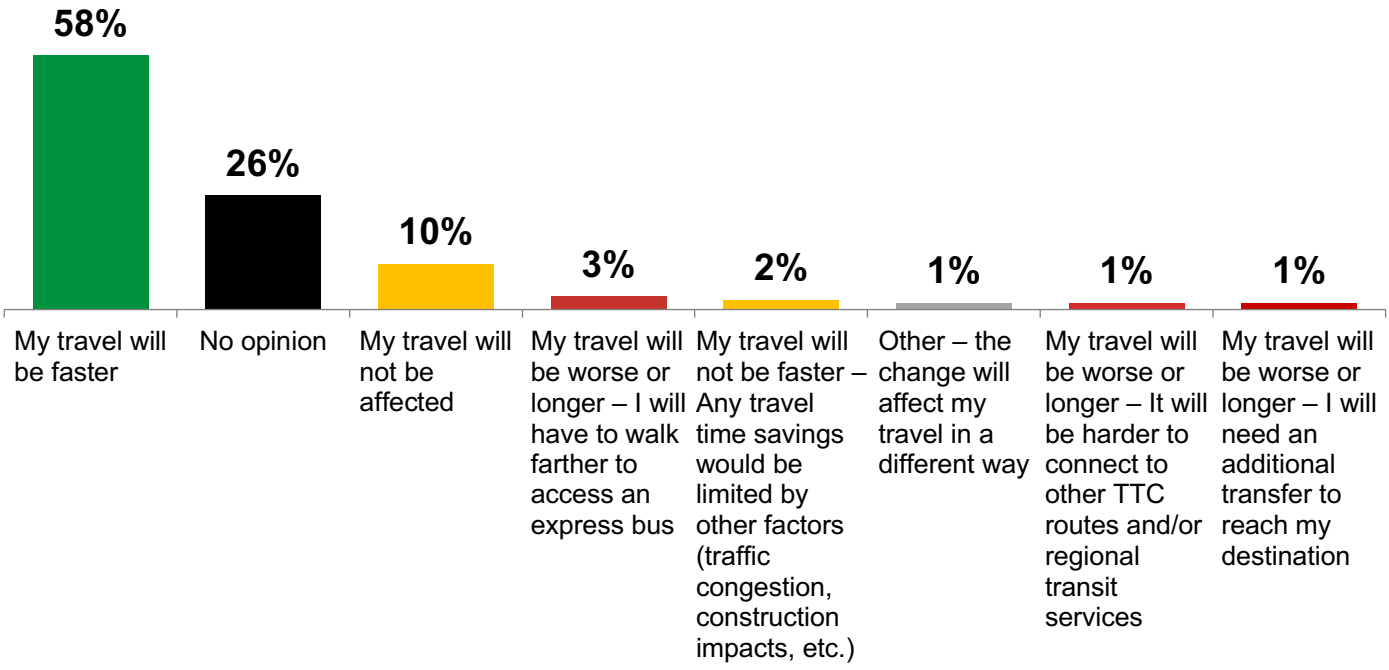
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

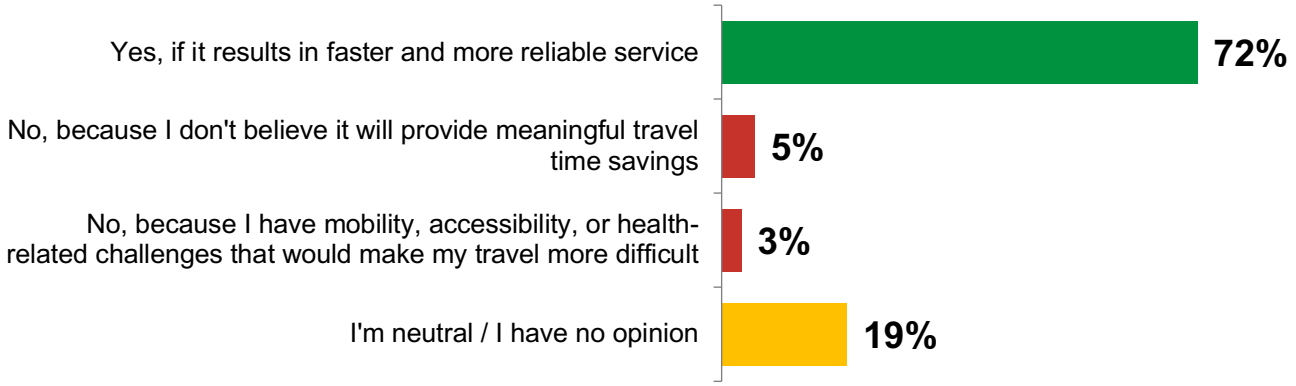


Q3: How would the proposed stop removal for this express route affect your travel?



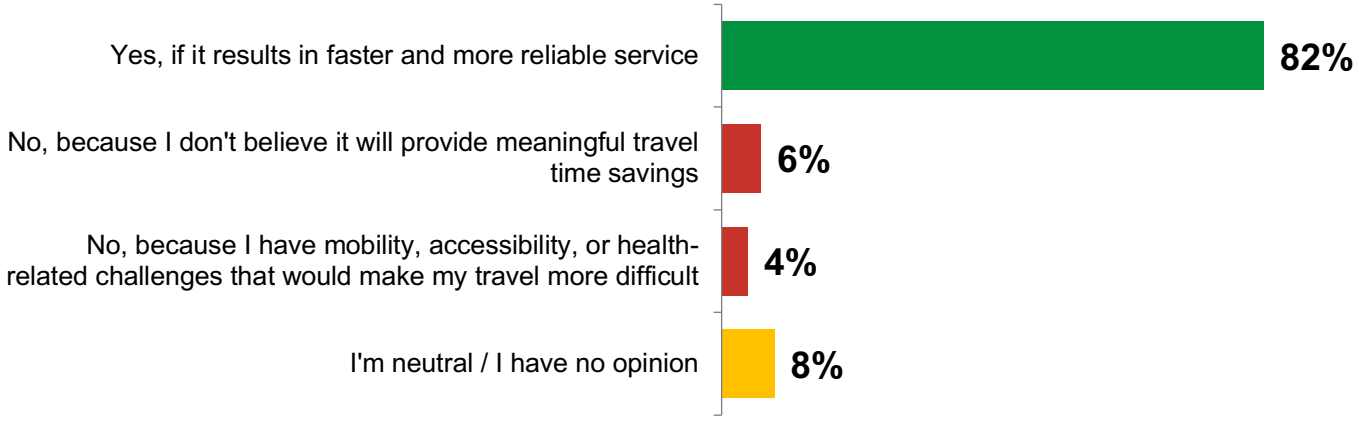
Q4: Overall, do you support the proposed stop removals for 937 Islington Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

- **Support for making the 937 a more "true express" service with wider stop spacing, faster travel times, and a clearer distinction from local service.** Many respondents supported the proposed stop removals and viewed them as a positive step toward a more rapid transit-style service. Several said the TTC should go further by removing additional stops such as Dundas St W and Rathburn Rd (as these stops are lightly used, already served by local routes, and add unnecessary travel time), reducing local-style service patterns, and focusing stops on major intersections, destinations, and transit connections. Respondents also called for wider stop spacing, more frequent off-peak service, and continued efforts to improve travel times and reliability for the majority of riders.
- **Mixed opinions on retaining specific stops in the Rexdale area to preserve local access and transfers.** While many supported greater stop spacing, some recommended retaining stops such as Bergamot Ave, Fordwich Cres, and Albion Rd/Barkwin Dr because they provide access to community destinations including schools, churches, community facilities, shopping areas, and convenient transfers to local routes such as the 37 Islington and 73 Royal York. In particular, Bergamot Ave was flagged as important for connections to Humber College-bound service and nearby retail destinations.
- **Need to improve local service and network connections if express stops are removed.** Losing access to express stops should be accommodated through stronger local service, including increased frequency on the 37B Islington branch. Others suggested broader route changes to improve connections to

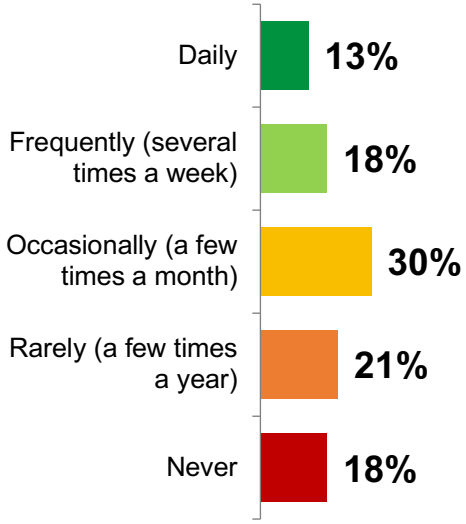
Humber College, Kipling Station, Steeles Loop, the 501 Queen/507 Long Branch streetcar corridor, and the future Line 5 Eglinton extension.

- **A few cautioned that shifting toward a more limited-stop service could reduce accessibility and place greater pressure on local routes.** Concerns that removing express stops may require additional local service resources and could disadvantage riders who currently benefit from having both local and express service available at the same stops.

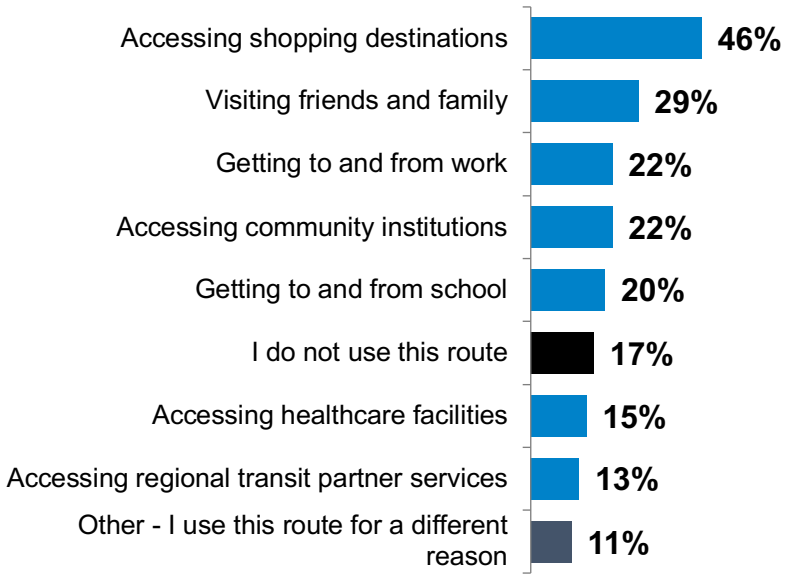
939 Finch Express

A total of 206 respondents answered questions for this express bus.

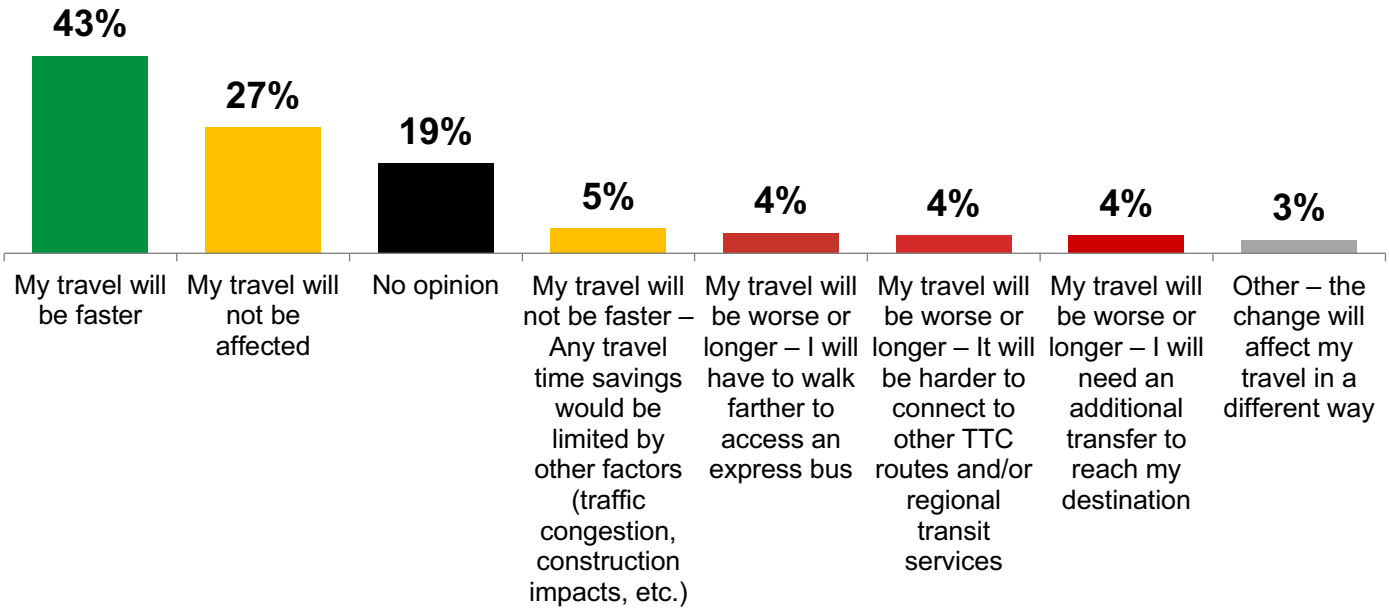
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

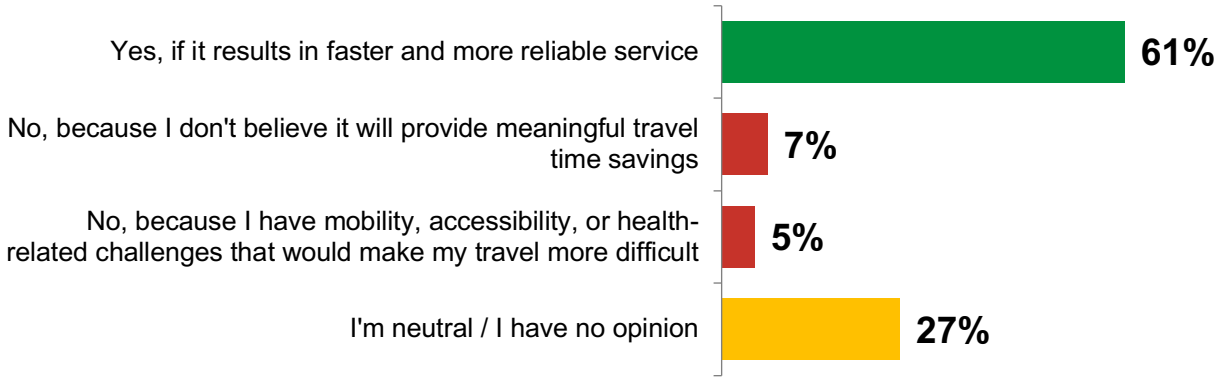


Q3: How would the proposed stop removal for this express route affect your travel?



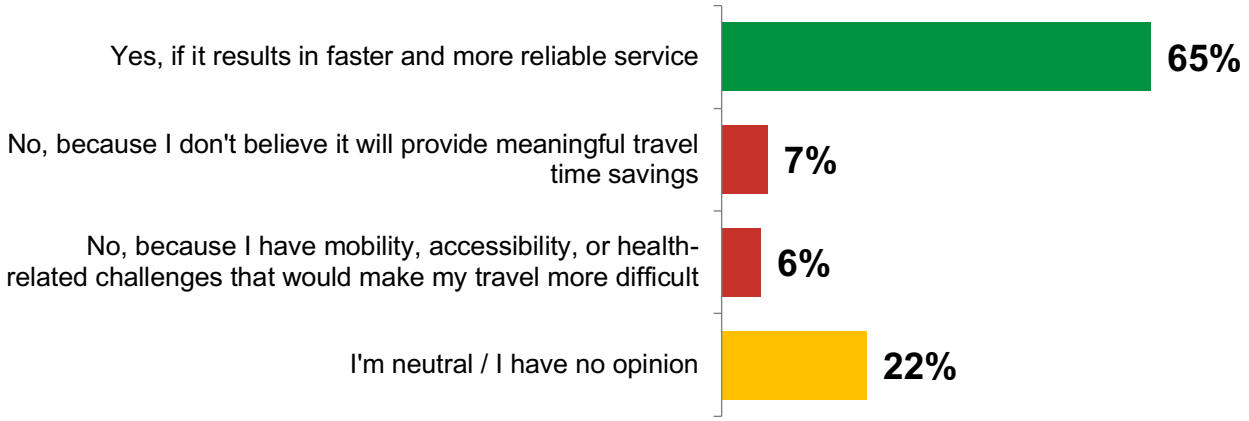
Q4: Overall, do you support the proposed stop removals for 939 Finch Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

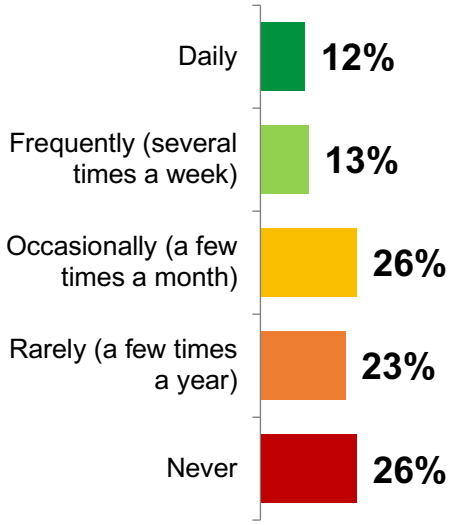
- **Support for making the 939 Finch Express a "true express" service through additional stop removals and wider stop spacing.** Many respondents said the route currently has too many stops for an express service and supported the proposed removals because several stops are closely spaced, lightly used, or located near major intersections and local transit options. Some suggested removing even more stops, targeting locations such as Willowdale Ave, Grantbrook St, and other low-ridership stops, while focusing express service on major transfer points and destinations.
- **General support for the proposed changes was often paired with requests to retain strategically important stops serving key neighbourhoods, destinations, and transfer opportunities.** While many respondents supported the proposal overall, several suggested preserving stops that serve apartments, seniors' buildings, schools, hospitals, religious institutions, shopping areas, event venues, and community destinations, including Torresdale, Staines Rd at Mantis Rd, and Scottfield Dr/Tiffield Dr., while continuing to streamline the route elsewhere to improve express service performance.
- **Particular concern was raised about the proposed removal of local stops in the Morningside Heights loop.** Local stops in the Morningside Heights loop should be retained because residents already face long travel times and would otherwise lose direct access to Finch Ave without additional transfers. Some also expressed concern that removing express stops could shift riders onto local service and increase crowding on the 39 Finch.

- **Improve service frequency and strengthen the role of the 939 Finch Express as a regional express corridor.** Need for more frequent service, particularly on the 939A, 939B, and 939C Finch Express branches, as well as expanded operating hours including early mornings, evenings, and weekends. Several respondents emphasized the importance of the route for long-distance trips connecting Scarborough, Markham, Highway 407 GO services, Pearson Airport, Wonderland, and other regional destinations.
- **Simplify branches and redesign the route to provide faster regional connections.** Ideas included eliminating the 939A Finch Express branch, running all service as either the 939B or 939C Finch Express, extending the 939C Finch Express to UTSC, creating super-express or limited-stop services focused on major transfer points, and improving connections to GO Transit, Durham Region Transit, post-secondary institutions, and regional travel markets.
- **Transit-priority measures would complement stop removals and further improve travel times.** Suggestions included bus-only lanes and other transit-priority measures along Finch Ave to address congestion, improve reliability, and ensure that travel time savings from stop removals are not offset by traffic delays.
- Other comments that were provided in other sections of the survey included returning service to Kennedy Station via the new busway, reconsidering the Willowdale Ave stop, and the use of articulated buses.

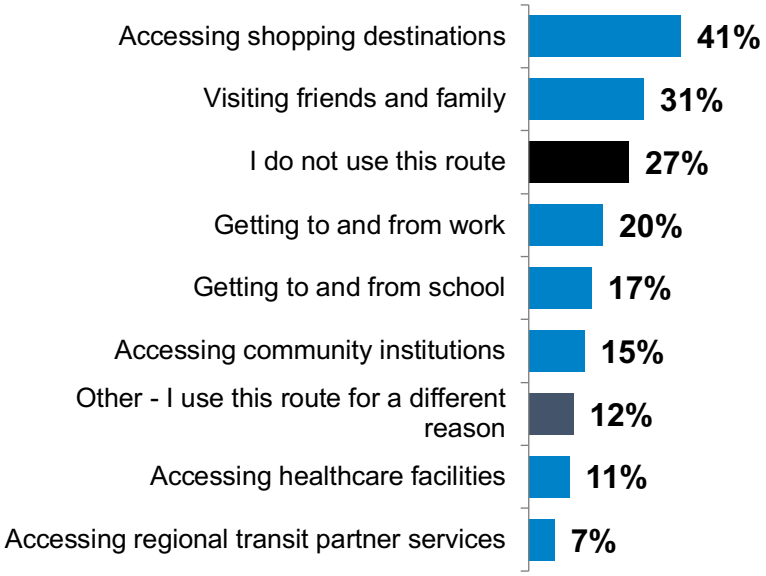
941 Keele Express

A total of 156 respondents answered questions for this express bus.

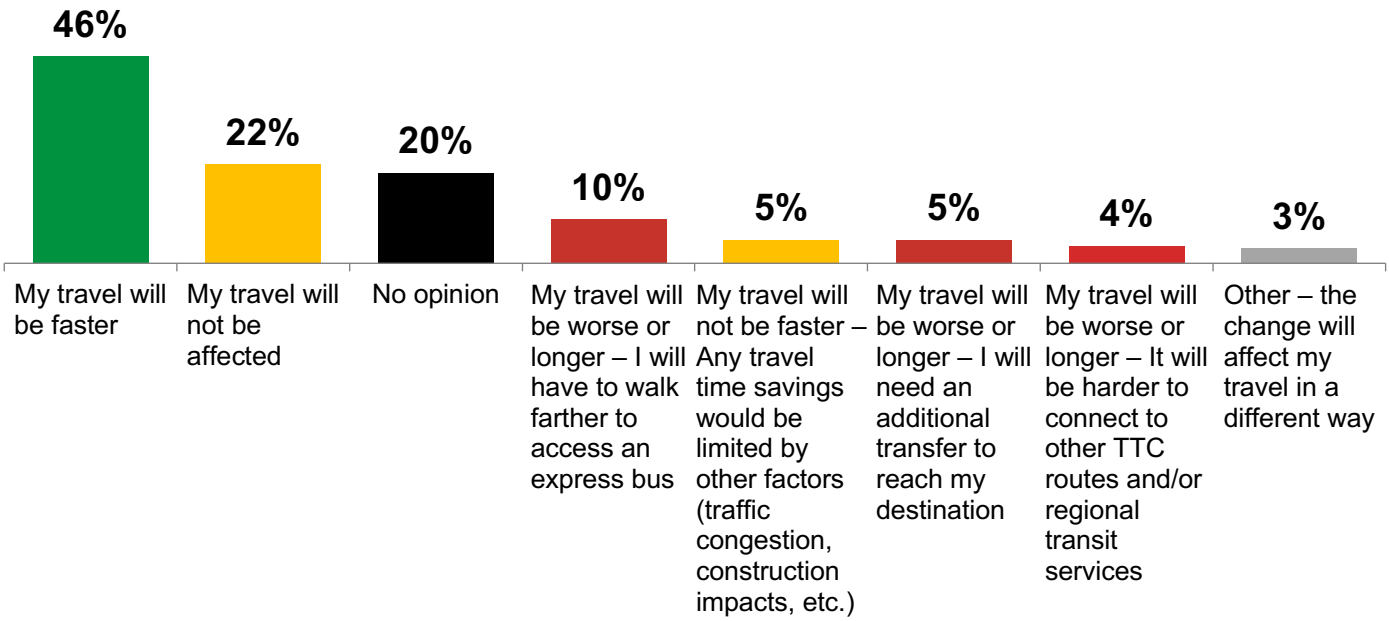
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

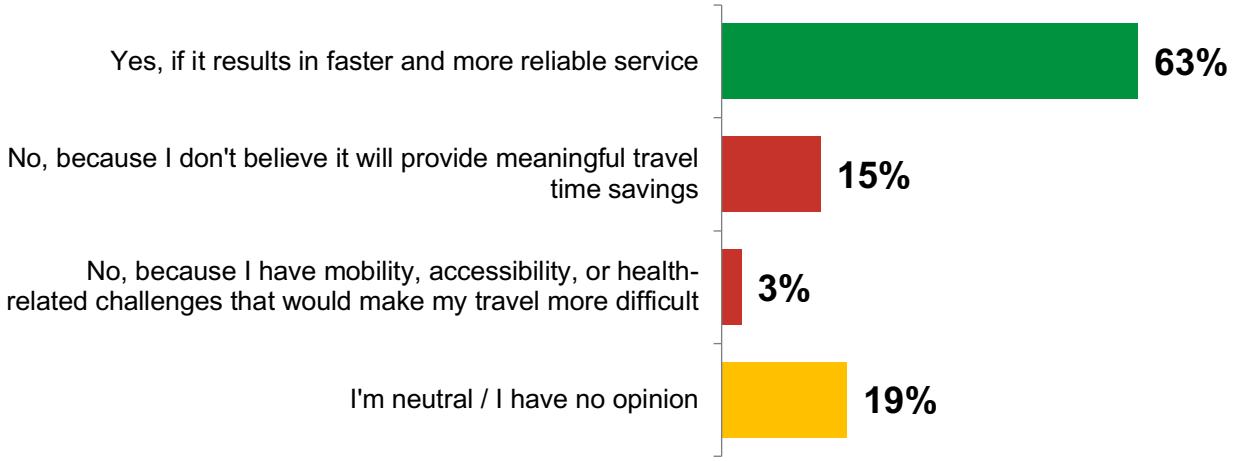


Q3: How would the proposed stop removal for this express route affect your travel?



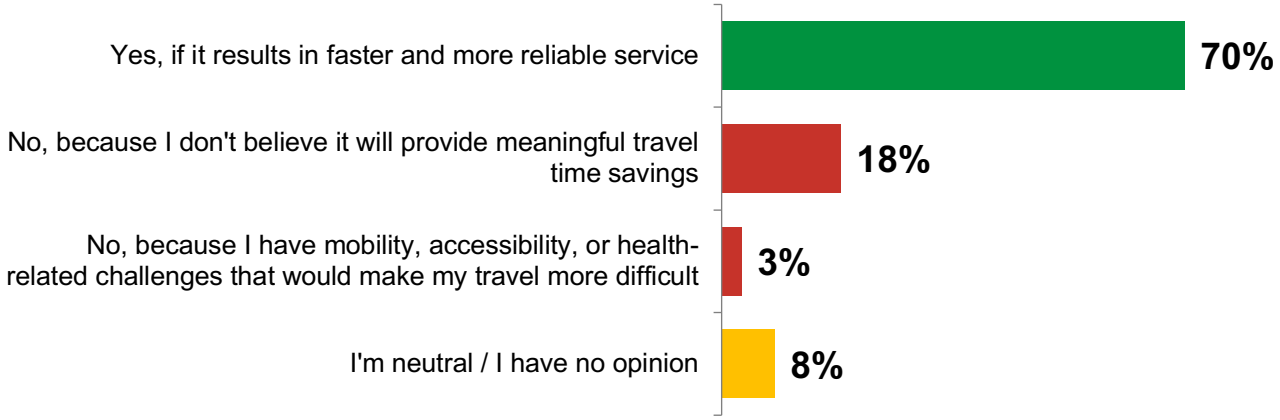
Q4: Overall, do you support the proposed stop removals for 941 Keele Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

- **Support for making the 941 Keele Express a faster and more effective express service was often balanced by concerns about maintaining access to schools, neighbourhood destinations, and local connectivity.** Many respondents supported the proposed stop removals and viewed stop consolidation as consistent with the purpose of express service, with some suggesting that additional stops should be removed so that service focuses primarily on major destinations and transfer points. However, opinions were mixed regarding the Donald Ave and Avon Cres stops. Several respondents opposed removing Donald Ave because it is heavily used by students, provides faster access to York Memorial Collegiate Institute, and helps reduce crowding on the 41 Keele local service, with some suggesting that it be retained during school hours. Views on Avon Cres were similarly divided, with some supporting its removal and others emphasizing its role in serving the Weston Rd and Rogers Rd area and preventing a large gap between express stops. More broadly, respondents frequently highlighted the importance of preserving access to schools, local shopping areas, community facilities, future transit connections, and other key neighbourhood destinations, while ensuring that stop removals do not shift riders onto already busy local routes or increase crowding on the 41 Keele service.
- **Suggestions shared for maintaining or adjusting specific stops to better serve local destinations and transfers.** Suggestions included replacing Whitburn Cres with nearby Calvington Dr, adding an

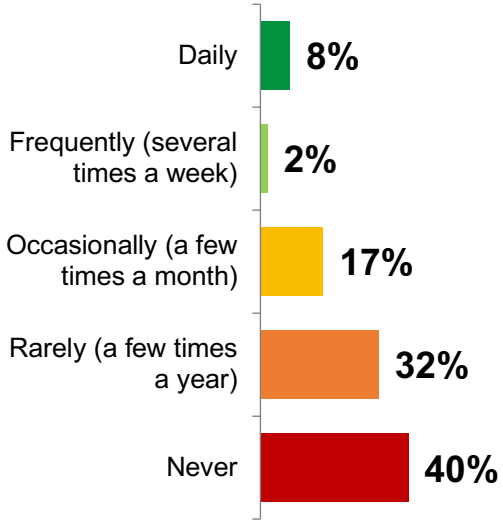
express stop at Broadoaks Dr near Walmart, and considering a replacement stop south of Avon Cres near Northland Ave or McCormack Ave to serve nearby residential and commercial areas. Some respondents also said demand at mid-block stops such as Falstaff, Gulliver, Downsview Park Blvd, and Donald Ave.

- **Expand 941 service rather than focusing solely on stop removals.** Respondents requested that the route operate all day, year-round, on weekends, and outside peak periods, noting that the 41 Keele can be crowded and slow. Some expressed frustration with the limited hours of operation and questioned whether resources would be better used increasing service frequency on the 41 Keele or expanding the 941 Keele Express schedule.
- **Transit-priority measures are as important complements to stop removals.** Respondents said that infrastructure investments such as RapidTO measures, transit-priority treatments, and operational improvements may provide greater travel-time benefits than stop removals alone. Some also suggested using larger articulated buses to help address crowding.

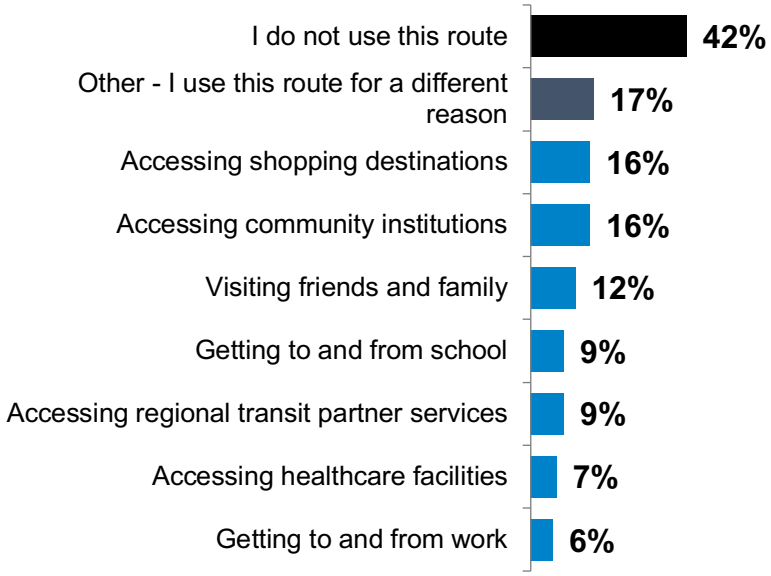
944 Kipling South Express

A total of 121 respondents answered questions for this express bus.

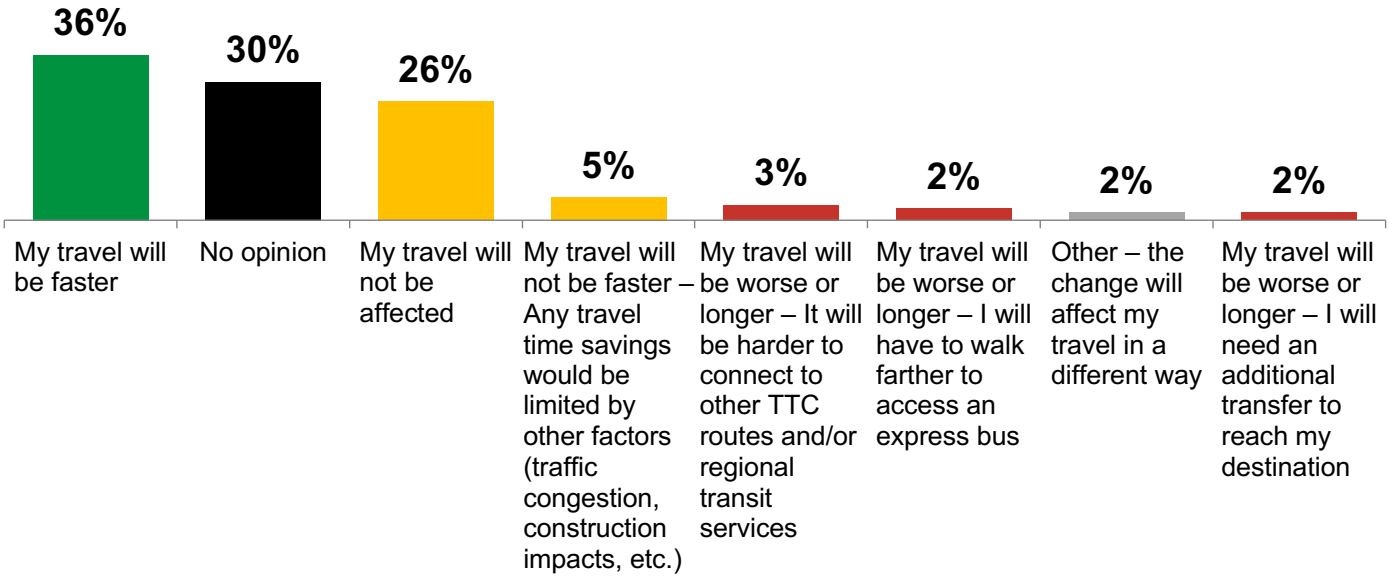
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

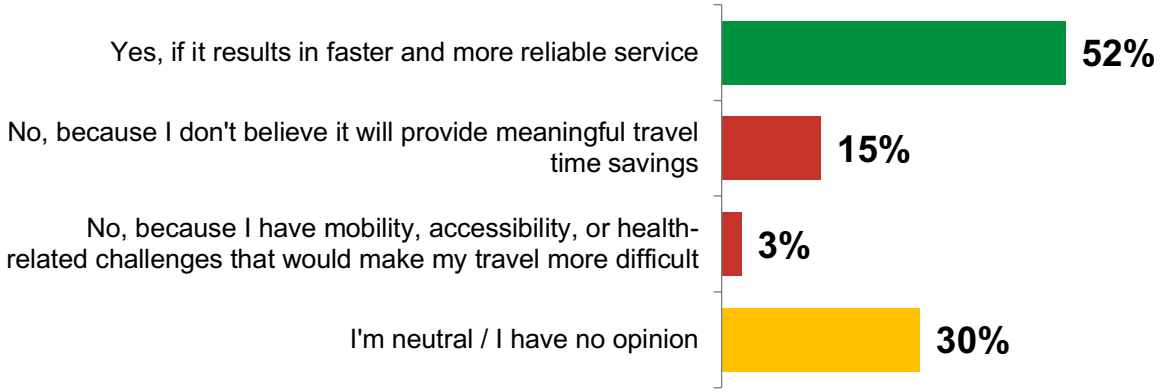


Q3: How would the proposed stop removal for this express route affect your travel?



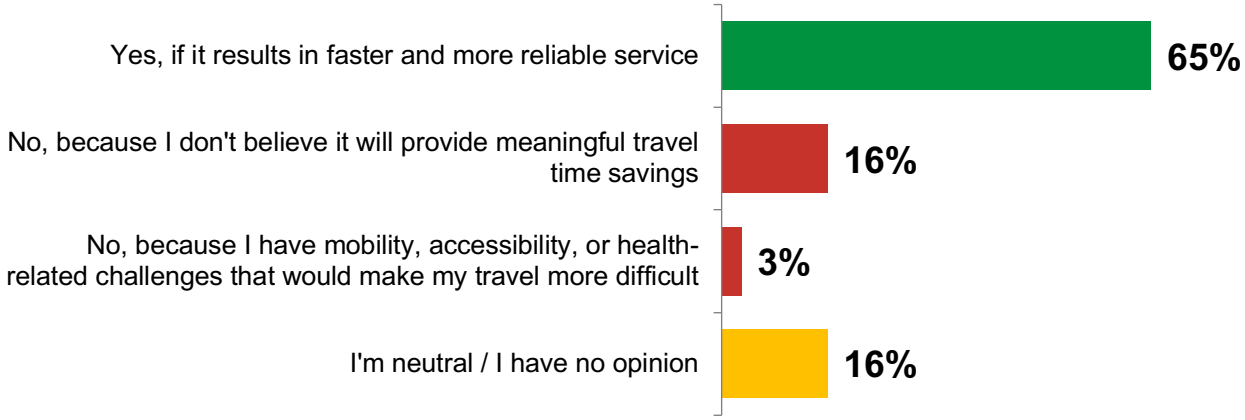
Q4: Overall, do you support the proposed stop removals for 944 Kipling South Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

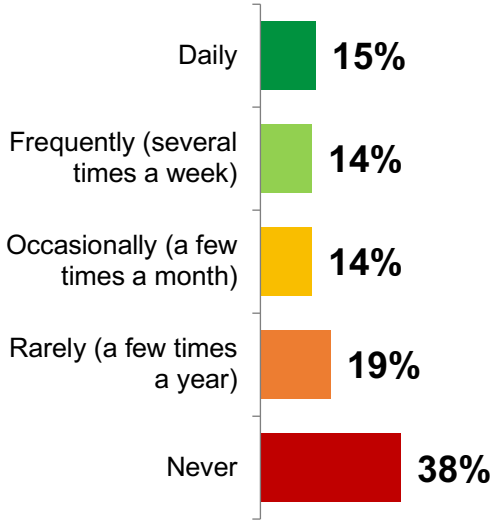
- **Support for making the route faster and more efficient was met with concerns about maintaining access to schools, community destinations, and local neighbourhoods.** While some respondents supported removing the stop as part of broader efforts to strengthen the express service and improve travel times, some opposed the removal because Birmingham St serves Lakeshore Collegiate Institute, nearby residential areas, a community centre, the Ford Performance Centre, and other recreational facilities. The role of the stop in serving students emerged as a recurring concern, with some respondents noting that students may be underrepresented in survey participation and that Lakeshore Collegiate generates significant activity before and after school. Some suggested retaining express service at Birmingham St during peak school travel periods. More broadly, respondents emphasized that any travel time benefits from stop removals should be weighed against the potential loss of access to schools, community facilities, local destinations, and neighbourhood connectivity, particularly if riders are required to make additional transfers or travel longer distances.
- **Many respondents questioned whether removing a single stop on such a short route would result in meaningful travel time improvements.** Respondents said that the 944 Kipling South is already a relatively short route and suggested that removing Birmingham St may only save a few minutes, if any. Some said the 944 Kipling South is only marginally faster than the local 44 Kipling South service and questioned whether the proposed change would substantially improve service.

- **Support for a more streamlined express service was often accompanied by suggestions for broader route changes.** Some respondents supported removing Birmingham St and suggested additional stop removals at locations such as Evans Ave and Horner Ave. Others argued that express service should focus on serving the greatest number of riders with the fewest stops, while suggestions included interlining the route with the 945 Kipling Express, converting the route into a super-express service between Kipling Station and Humber College, or folding the service back into the 44 Kipling South route altogether.

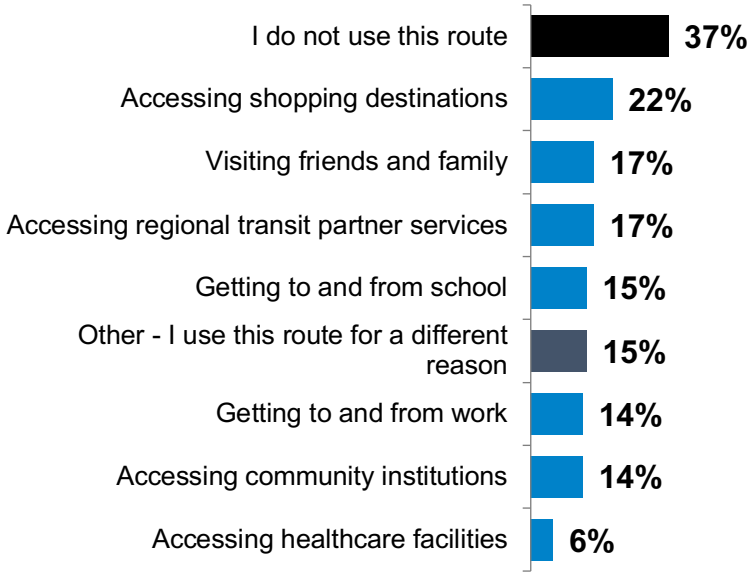
945 Kipling Express

A total of 139 respondents answered questions for this express bus.

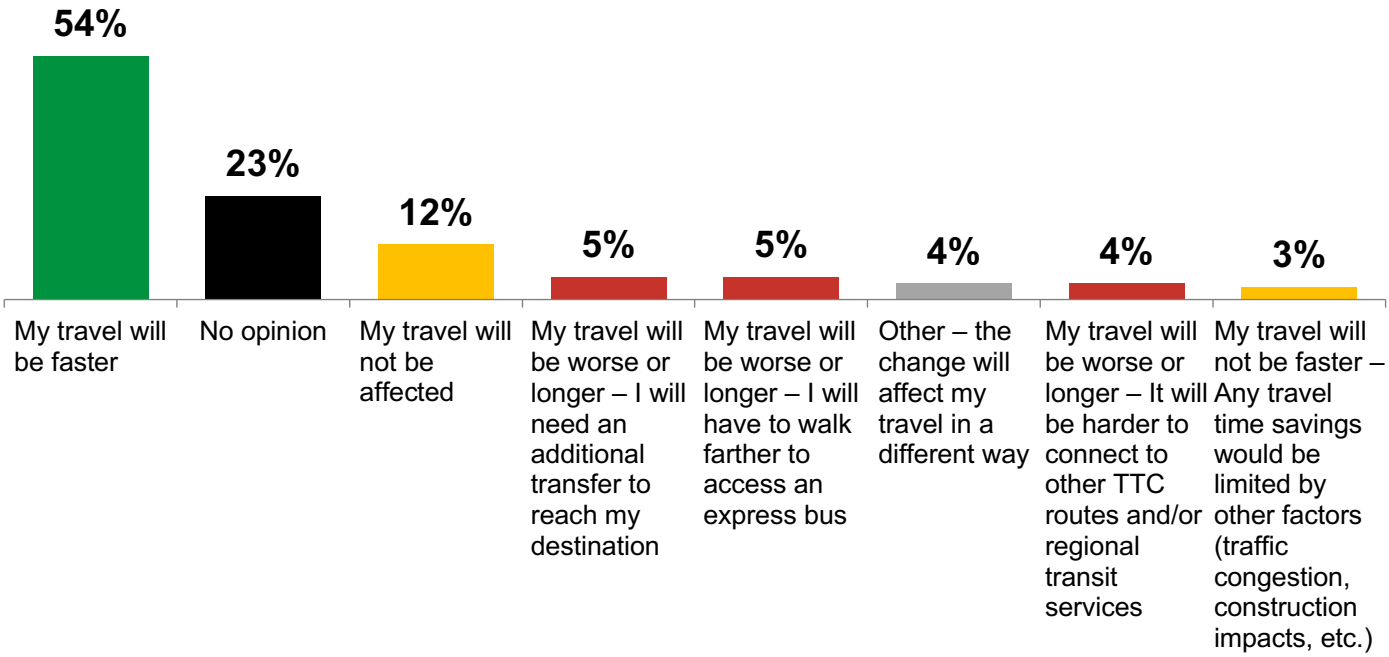
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

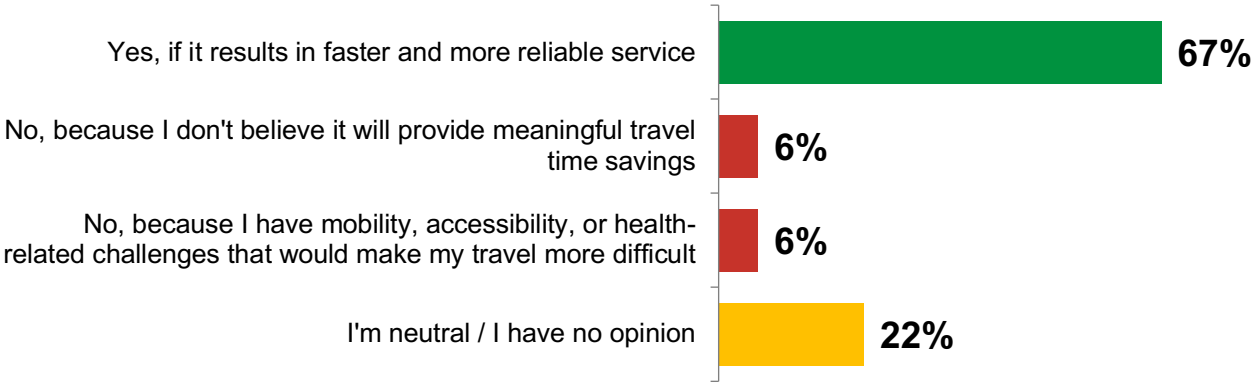


Q3: How would the proposed stop removal for this express route affect your travel?



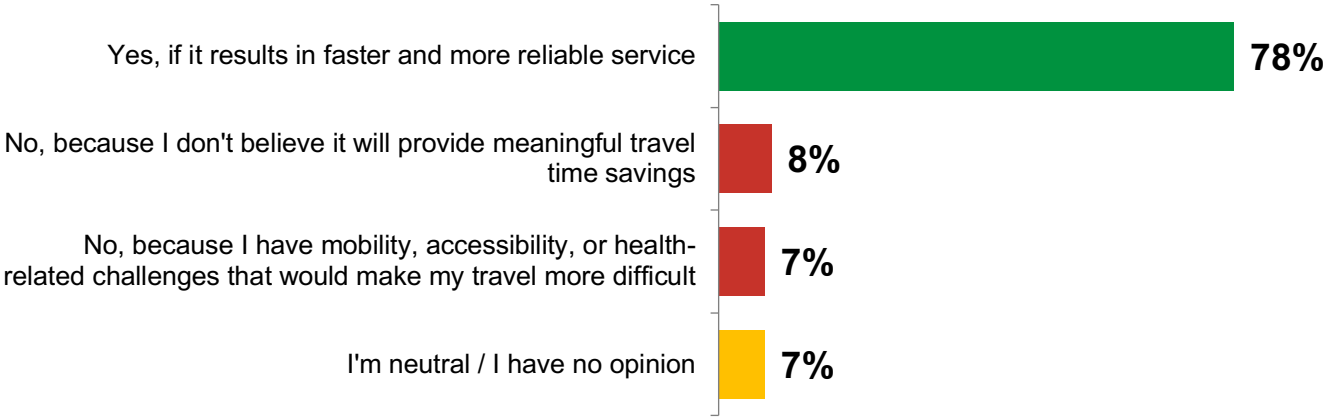
Q4: Overall, do you support the proposed stop removals for 945 Kipling Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

- **Support for making the 945 Kipling Express a more "true express" service through wider stop spacing and stop removals was often balanced by concerns about maintaining access to key neighbourhoods, destinations, and local connectivity.** Many respondents supported the proposal and argued that express service should focus on major intersections, transfer points, and high-ridership destinations, with some suggesting that additional stops could also be removed to improve travel times and reliability. However, opinions were more mixed regarding stops serving dense residential communities and important local destinations. Mount Olive Dr/Panorama Ct was the most frequently cited location for retention, with respondents highlighting nearby apartment buildings, schools, churches, a community centre, and a high school. Others raised concerns about removing stops such as Bethridge Rd, Beacon Hill, and Hinton Rd because of their connections to Etobicoke North GO Station, nearby employment areas, libraries, community facilities, and local neighbourhoods. Views on Burnhamthorpe Rd were mixed, with some supporting its removal because of existing TTC and MiWay service, while others supported retaining it because of connections to MiWay routes 26 Burnhamthorpe and 50 Lisgar GO. More broadly, while many supported greater stop spacing, some argued that stops north of Finch Ave serve large numbers of riders from concentrated apartment and residential areas and cautioned that removing them could increase walking distances, reduce accessibility, and shift riders onto local services unless those services are improved.
- **Need for improved service levels alongside the proposed stop removals.** Suggestions included operating the 945 Kipling Express throughout the day instead of peak periods only, increasing service

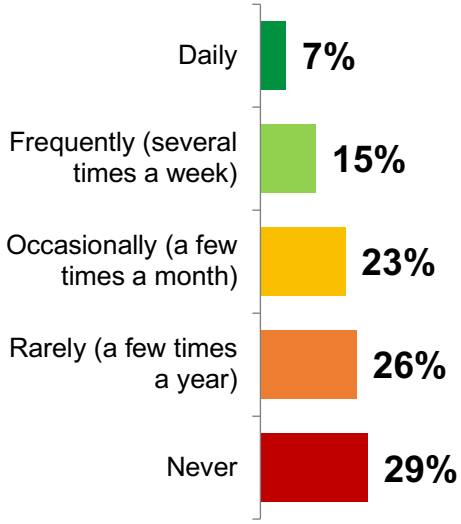
frequency during off-peak periods and afternoons, interlining the route with the 944 Kipling South Express, and improving local 45 Kipling service to offset the loss of express stops. Concerns were also raised about crowding, accessibility for mobility device users, and the need for additional capacity.

- **General support for the proposal was often paired with suggestions to improve the route and network.** Suggestions included extending express service farther south, improving connections to Humber College, removing local-service portions of the route that slow express operations, and reviewing the role of skip-stop versus express-local service patterns. While many respondents welcomed the proposal and viewed it as long overdue, others cautioned that shifting from an express-local model toward a more skip-stop service could require stronger local service and additional operating resources to maintain accessibility for affected riders.
- Other comments that were provided in other sections of the survey included start earlier in the morning to relieve crowding on the 45 Kipling before 7 a.m.; consider articulated buses.

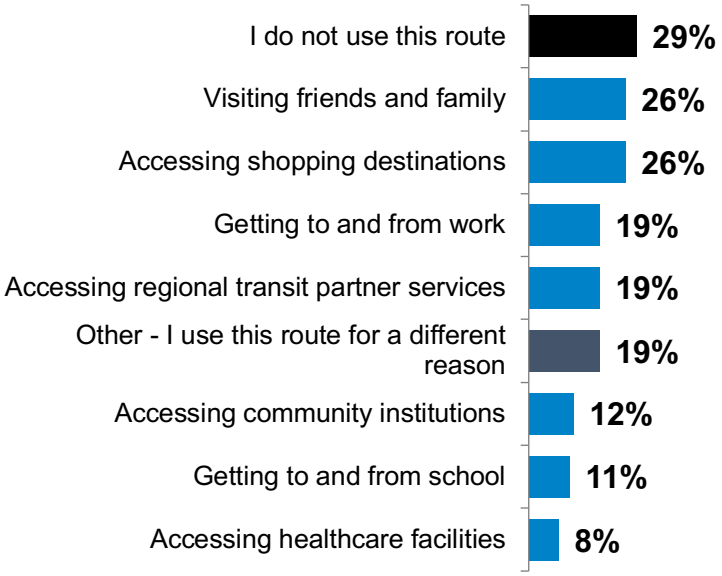
952 Lawrence West Express

A total of 149 respondents answered questions for this express bus.

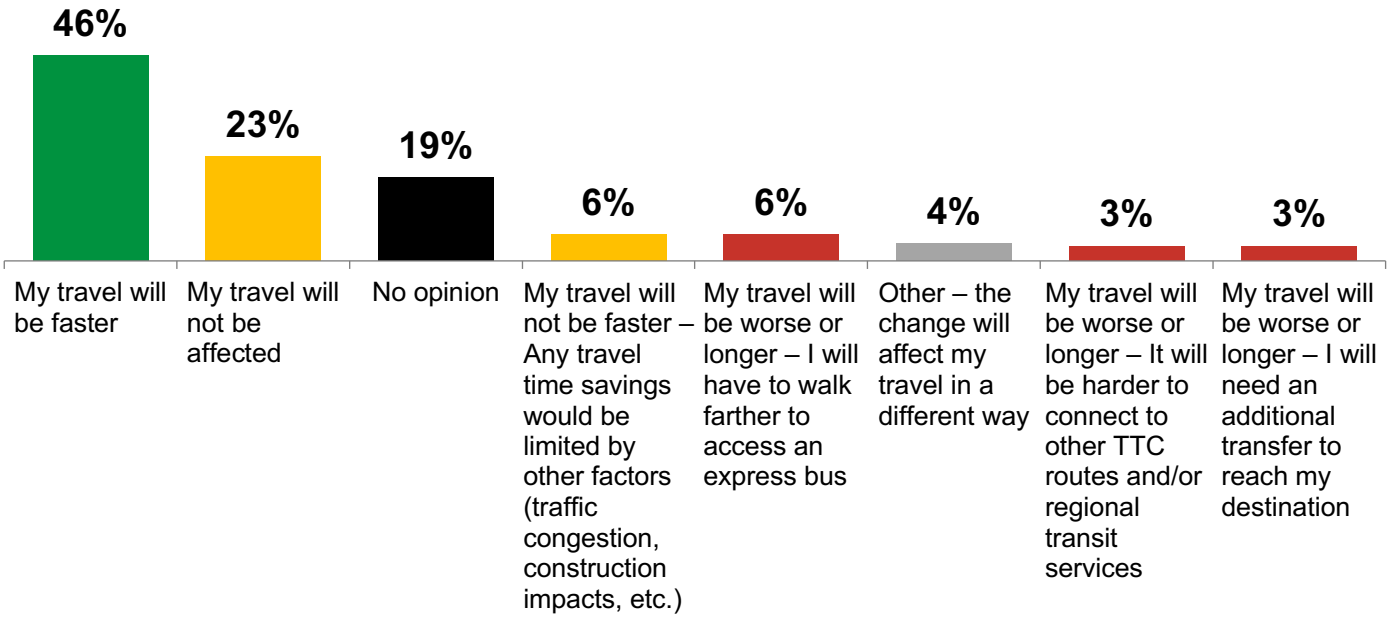
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

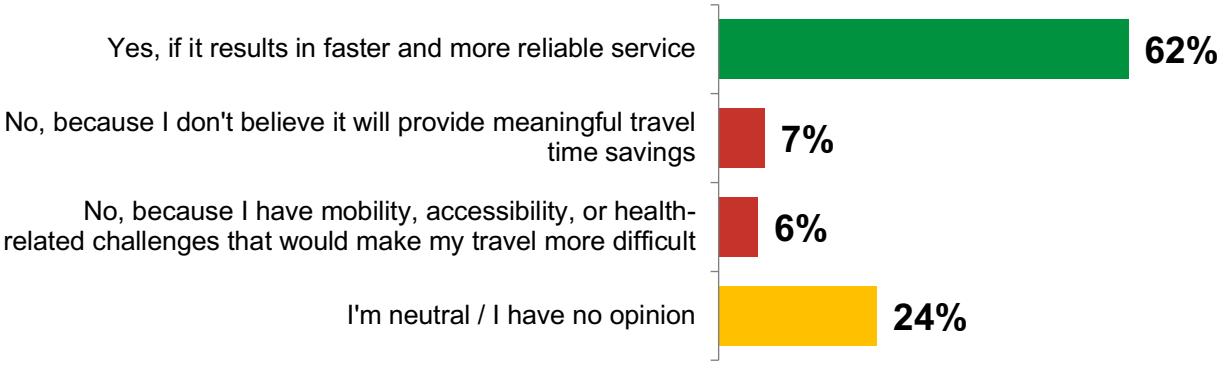


Q3: How would the proposed stop removal for this express route affect your travel?



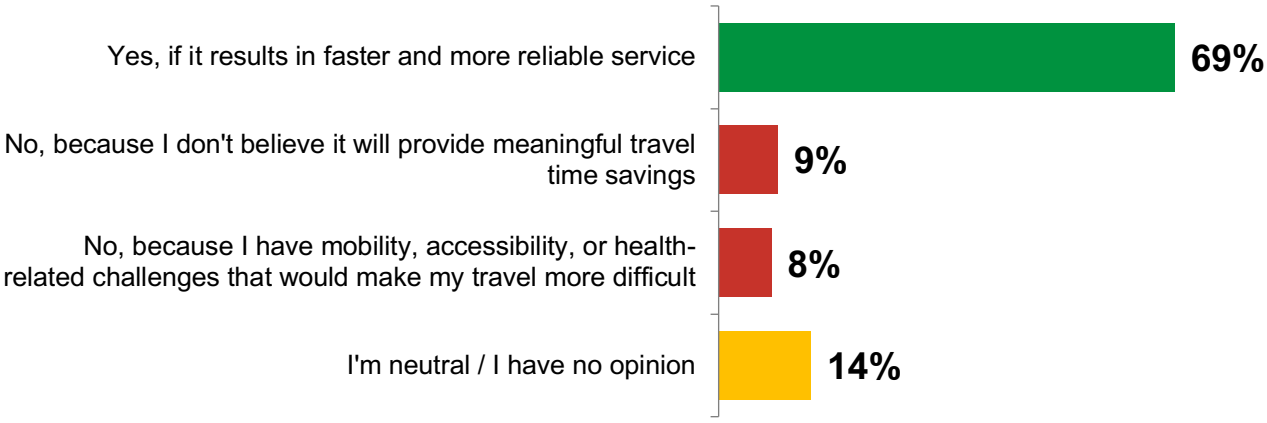
Q4: Overall, do you support the proposed stop removals for 952 Lawrence West Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

- **Support for making the 952 Lawrence West Express a faster and more effective express service was often balanced by concerns about maintaining important school, employment, and transfer connections.** Many respondents supported the proposed stop removals and viewed stop consolidation as consistent with the purpose of express service, with some suggesting that additional stops should be removed and that service should focus primarily on major intersections, transfer points, and high-ridership destinations. However, **opinions were mixed regarding the proposed removal of Benton St and Pine St stops**. Support for removing Benton Rd was generally stronger, with some respondents citing relatively low usage and limited transfer opportunities, while others emphasized its importance for industrial-area workers connecting from the 59 Maple Leaf route. Views on Pine St were more divided, with several respondents supporting its retention because of nearby schools, including Weston Collegiate Institute, and its role as a transfer point and local access connection, while others argued that its importance had diminished following previous route changes. More broadly, respondents frequently emphasized preserving access to schools, employment areas, transfer opportunities, and key community destinations, even while supporting broader efforts to improve travel times and reliability. Some also suggested complementary operational improvements, including additional stop rationalization and dedicated turning lanes, to further enhance express service performance.
- **Maintain and improve connections to major destinations and transit hubs.** Suggestions included moving the eastbound Weston Rd stop to the far side of the intersection to provide easier access to Weston GO and UP Express, adding a stop near the Toronto Congress Centre, introducing a stop near Ralph St to

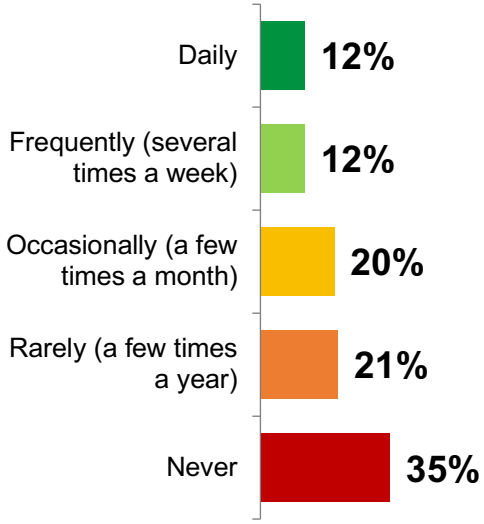
better serve nearby commercial destinations, and extending service to areas such as The Westway. Some respondents highlighted the value of the route as a fast connection to Pearson Airport and regional transit services.

- **Transit-priority measures and service improvements are important complements to stop removals.** Chronic congestion along Lawrence Ave W, particularly between Allen Rd and Dufferin St, and called for transit-priority measures to improve reliability and travel times. Respondents also requested more frequent service and expanded operating hours, including all-day and afternoon service, noting that improving service levels would provide meaningful benefits alongside stop consolidation.
- Other comments that were provided in other sections of the survey included requests to operate the route throughout the day, including afternoons and weekends.

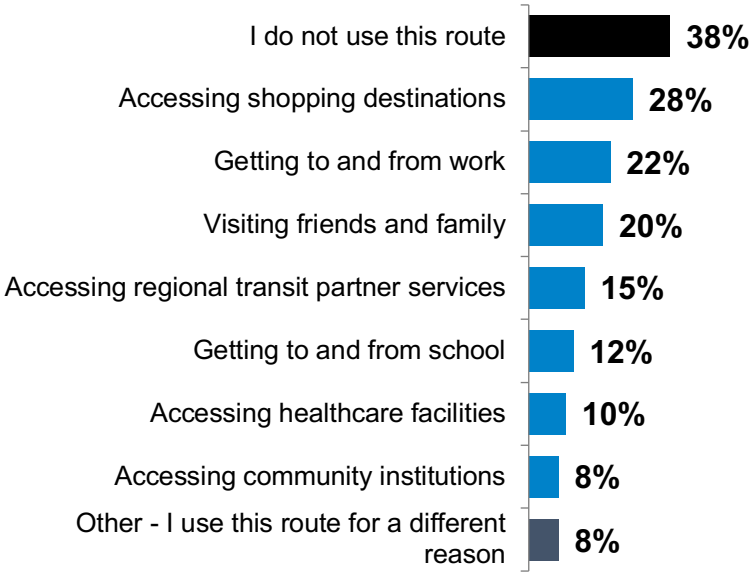
953 Steeles East Express

A total of 130 respondents answered questions for this express bus.

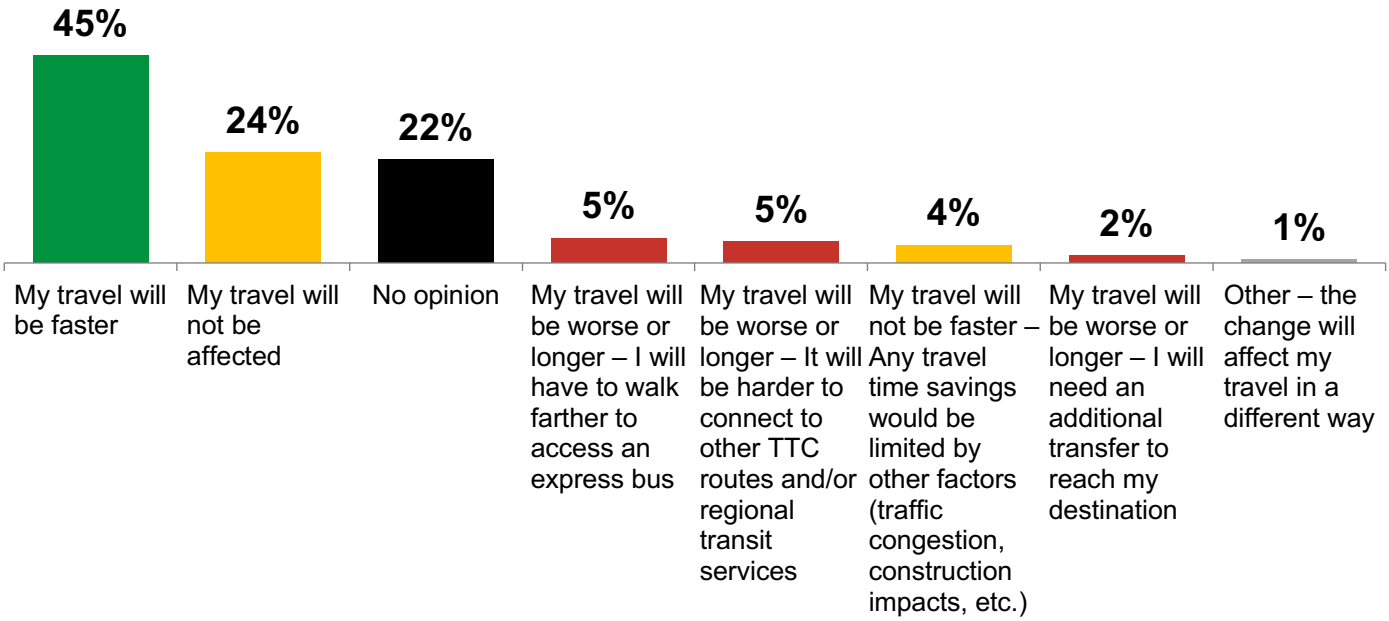
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

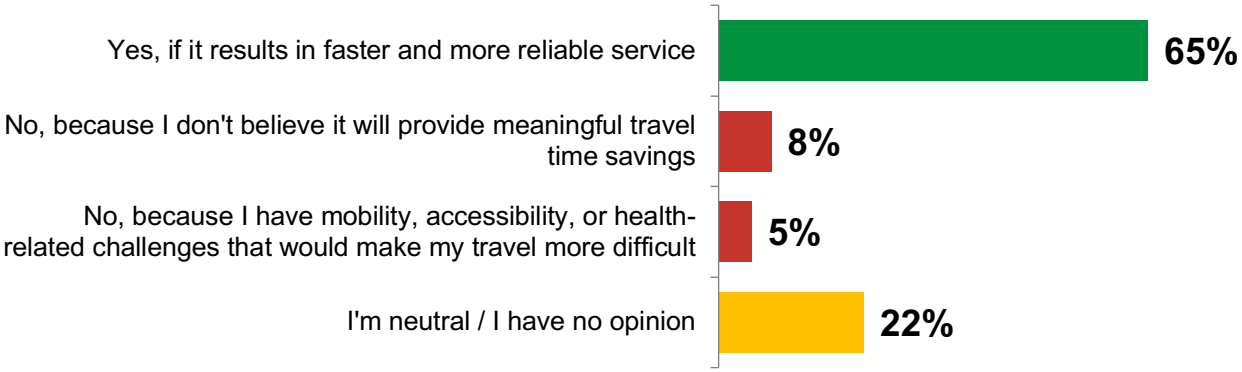


Q3: How would the proposed stop removal for this express route affect your travel?



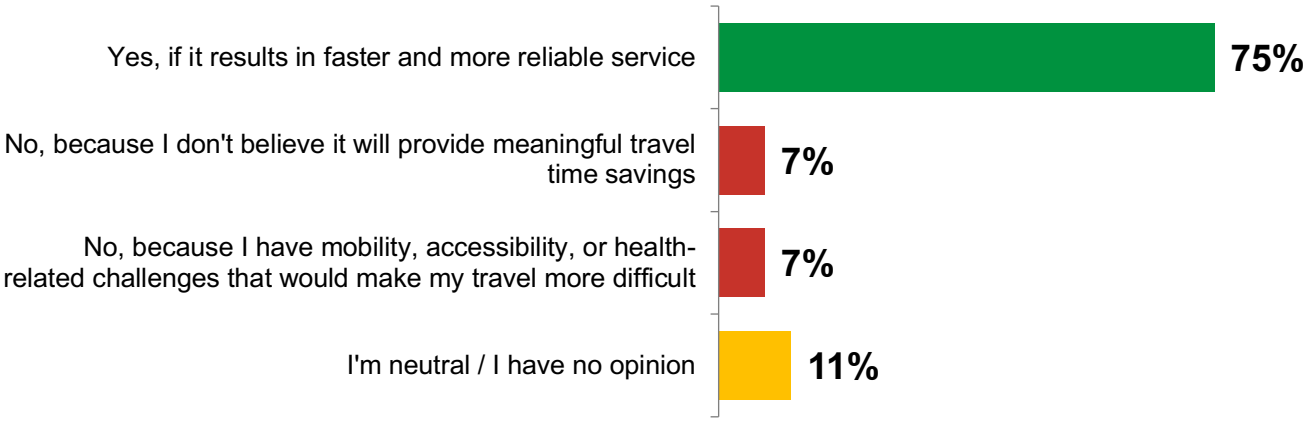
Q4: Overall, do you support the proposed stop removals for 953 Steeles East Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

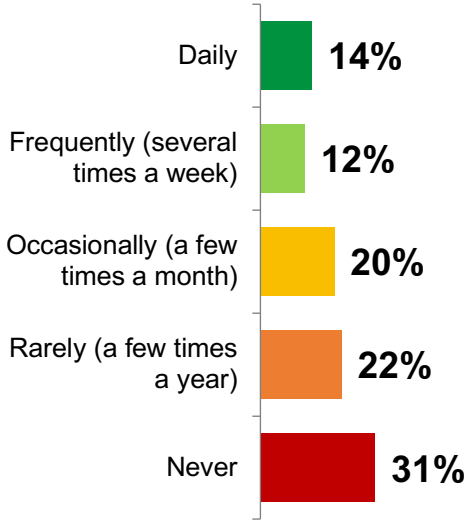
- **Many respondents focused on improving service quality, reliability, and frequency rather than stop removals alone.** Respondents shared concerns about on-time performance and requested that the 953 Steeles East Express operate as an all-day, seven-day express service. Suggestions included adding a branch to Pioneer Village Station, maintaining direct express service to areas such as Morningside Heights, and incorporating service planning related to the Yonge North Subway Extension construction.
- **Mixed opinions on retaining specific stops that serve major shopping, employment, and community destinations.** A few respondents opposed removing Marydale Ave because it provides access to Walmart, banks, and shops within a large plaza, particularly during winter conditions. Concerns were also raised about removing the eastbound stop at Steeles Ave E and Tapscott Rd because it serves shift workers travelling to the Canada Post Albert Jackson Processing Facility. At the same time, some respondents said that certain proposed stops have low usage and could be removed with limited impact.
- **Strengthen the express nature of the route through additional stop removals, particularly in Scarborough.** Several respondents said the proposal did not go far enough and suggested removing more stops, including Leslie St, Woodbine Ave, and some secondary gridline stops such as Pharmacy Ave and Birchmount Rd. Suggestions also included removing low-use local stops such as Joycedale St/5671 Steeles Ave E and Norm Cres, while maintaining service to key communities and destinations.
- **Congestion, roadway design, and operating conditions are the primary barriers to faster service.** Suggestions included adding bus lanes on Steeles Ave, relocating stops to the far side of intersections such

as Warden Ave, revising routing near Bayview Ave, and addressing lane-merging and operational challenges in North York. Transit-priority measures and operational improvements could complement stop removals and further improve travel times and reliability.

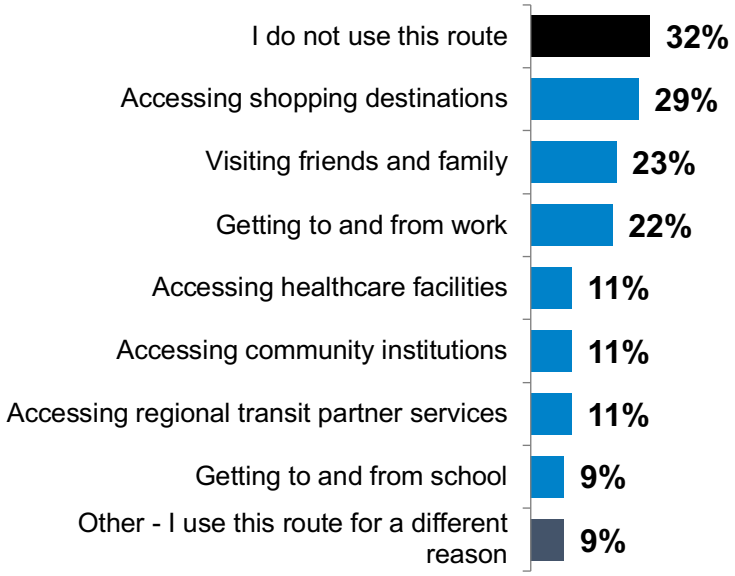
954 Lawrence East Express

A total of 130 respondents answered questions for this express bus.

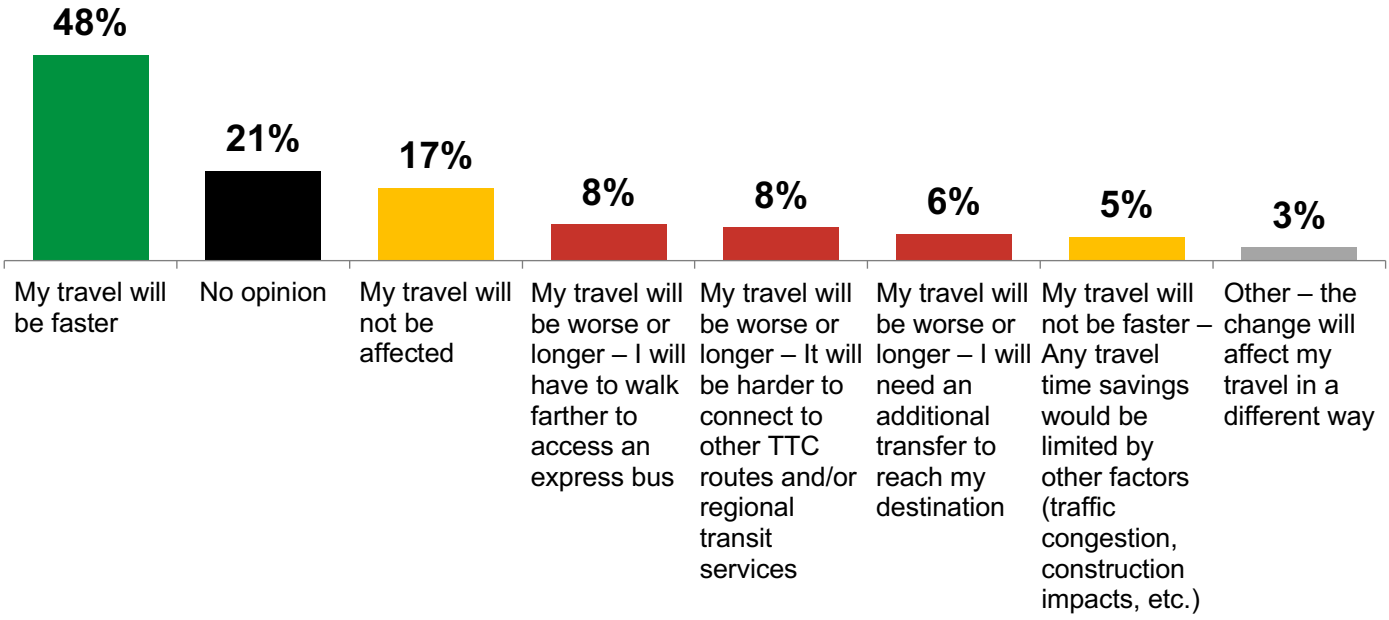
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

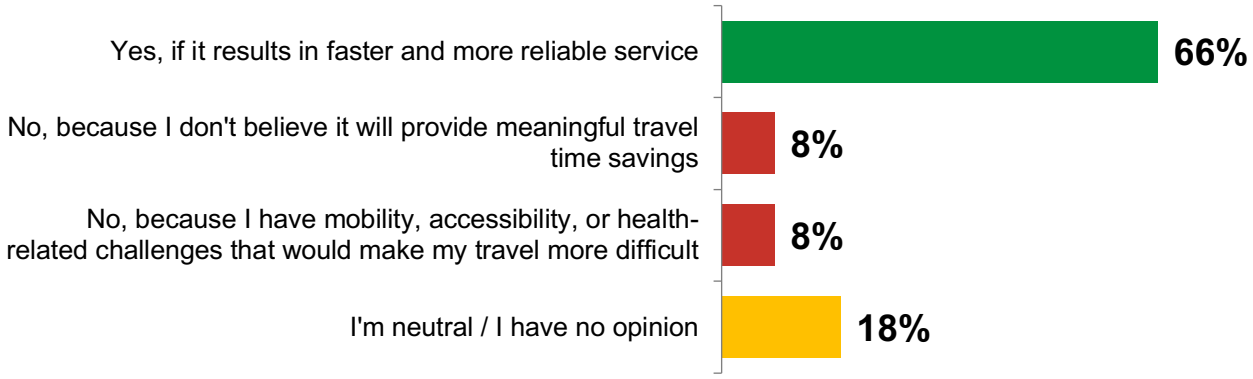


Q3: How would the proposed stop removal for this express route affect your travel?



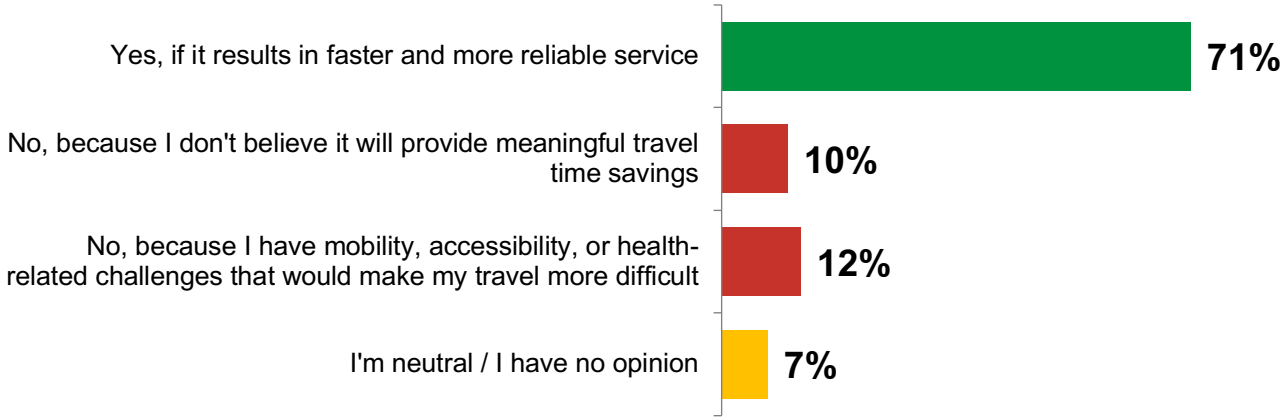
Q4: Overall, do you support the proposed stop removals for 954 Lawrence East Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

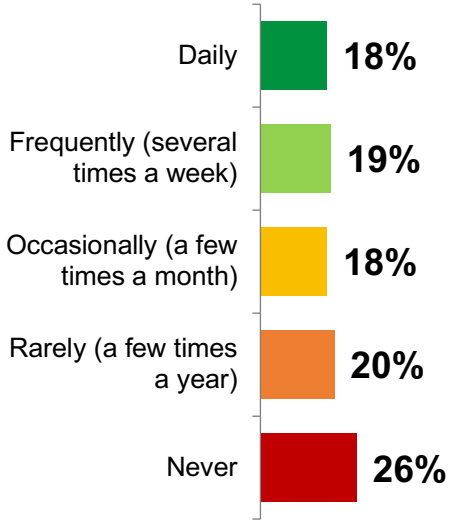
- **Support for making the 954 Lawrence East Express a more "true express" service through wider stop spacing and stop consolidation was often balanced by concerns about maintaining access to key destinations, local communities, and transit connections, particularly in eastern Scarborough.** Many respondents supported the proposed stop removals and argued that additional closely spaced stops, such as Donway East, Greenbelt Dr/Barber Greene Rd, Brockley Dr, Galloway Rd, Orton Park Rd, and other local stops, could also be removed to improve travel times and better align the route with the purpose of express service. However, **opinions were more mixed regarding stops east of Morningside Ave and Rouge Hill GO Station**. Several respondents emphasized that communities in Highland Creek, Port Union, Rouge Hill, and eastern Scarborough rely on the 954 Lawrence East for faster access to Rouge Hill GO Station and destinations along Lawrence Ave E, and expressed concern that removing stops such as Meadowvale Rd, Centennial Rd, Ling Rd/Collingsgrove Rd, Fortune Gate, and Overture Rd could increase walking distances, lengthen travel times, reduce transit options for seniors, students, and lower-income residents, and shift riders onto the less reliable 54 Lawrence East service. Respondents also highlighted the importance of maintaining access to Scarborough Health Network facilities, schools, shopping destinations, community services, and key transfer points, while suggesting additional improvements such as a stop at Carnforth Rd to better serve Victoria Terrace Shopping Centre and new stops on Brimley Rd and Bellamy Rd North to strengthen transit connections. Some specifically recommended retaining local service east of Port Union or east of Morningside Ave, where further stop removals were seen as providing limited travel-time benefits.

- **Reliability, congestion, and traffic operations are a bigger issue than stop removals alone.** Bus bunching, inconsistent service on the 54 Lawrence East, congestion at Don Valley Station, and long delays at key intersections are bigger issues on this corridor. Suggestions included implementing bus lanes or RapidTO measures, improving bus supervision and service management, adding transit-priority treatments, relocating stops to the far side of intersections, and addressing operational issues that contribute to unreliable service.
- **Need for more and better service, not just fewer stops.** Suggestions included increasing 954 Lawrence East Express service frequency, improving the reliability of the 54 Lawrence East, restoring previous service patterns such as the 954 Lawrence East Express to Kennedy Station, introducing branches to better serve Rouge Hills Dr, and reviewing the recently introduced Don Valley Station extension. While many respondents supported a stronger express service, several cautioned that converting the route from an express-local model into a more skip-stop service could require additional local service and resources to avoid reducing accessibility for riders in eastern Scarborough.

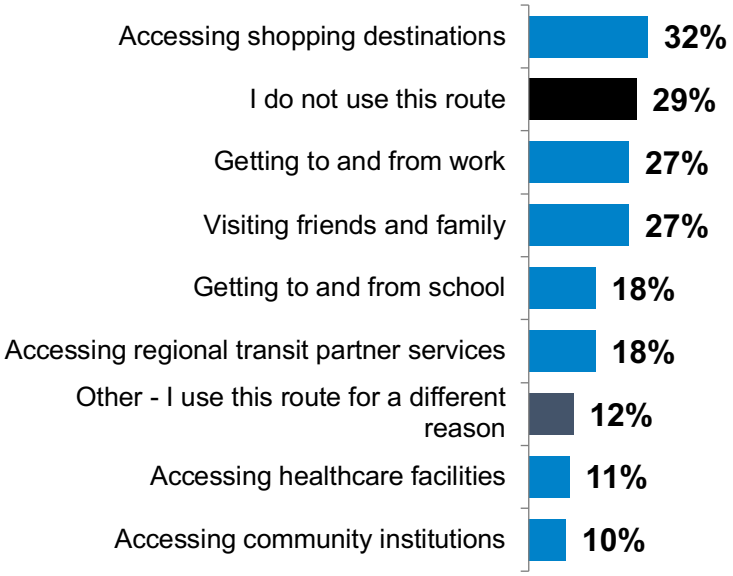
960 Steeles West Express

A total of 147 respondents answered questions for this express bus.

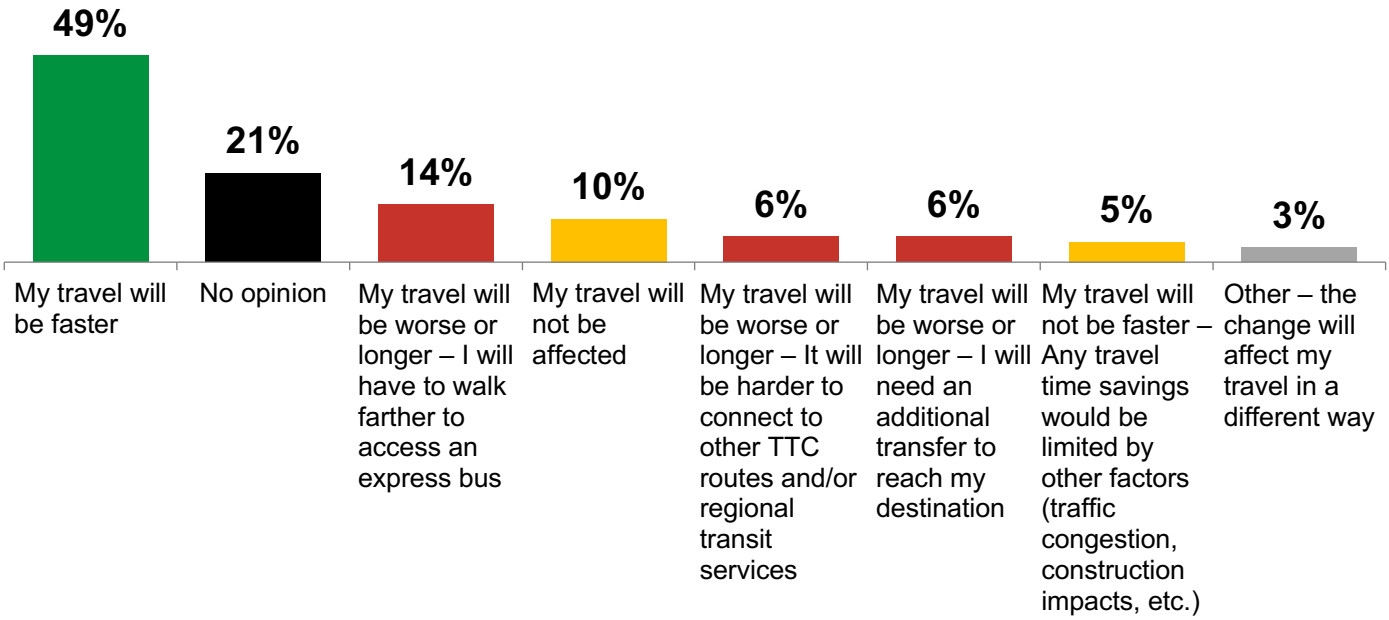
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

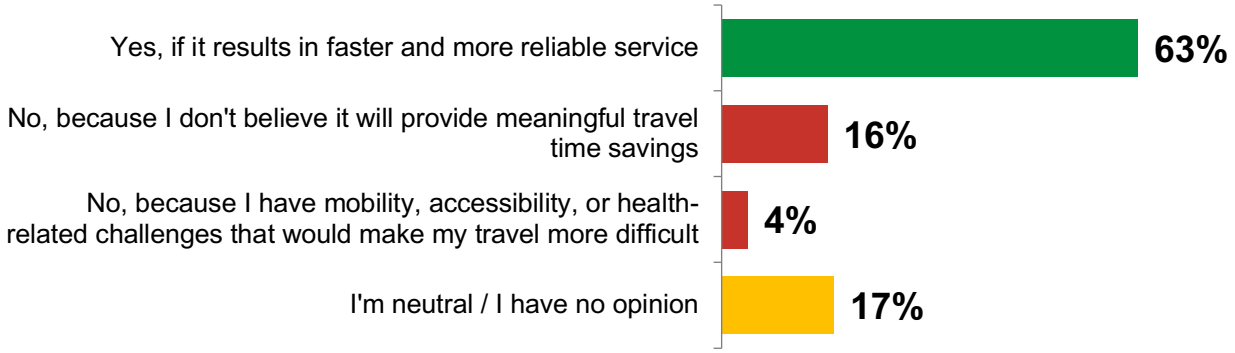


Q3: How would the proposed stop removal for this express route affect your travel?



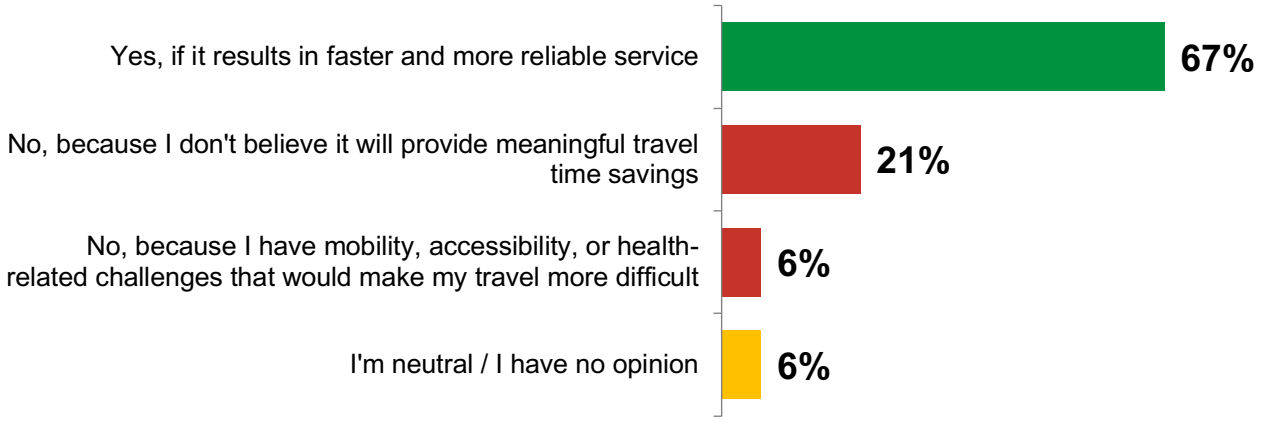
Q4: Overall, do you support the proposed stop removals for 960 Steeles West Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

- **Support for making the 960 Steeles West Express a true express service, particularly west of Pioneer Village Station.** Many respondents supported the proposed stop removals and said the route currently operates too much like a local service, especially west of Pioneer Village Station. Several respondents suggested removing even more stops, including Hilda Ave, Alness St, Conley St, Hidden Trail, Petrolia Rd/Tandem Rd, and Carpenter Rd, noting that wider stop spacing would produce a faster and more meaningful express service. Some also specifically supported eliminating the local-service portion west of Pioneer Village Station, provided adequate local service remains available.
- **Mixed opinions on retaining stops that provide important transfers, community access, and accessibility.** There was strong suggestion to retain Carpenter Rd stop because it serves as a key transfer point to the 7 Bathurst route and provides access for seniors, shopping plazas, and nearby residential communities. Respondents also want to retain stops such as Gihon Springs Dr/Peter Kaiser Gate due to a nearby retirement home and regular passenger usage, Highway 27 because of connections to the 927 Highway 27 Express and nearby employment areas, Martin Grove Rd for local access, and Murray Ross Pkwy because of access to Black Creek Pioneer Village. Some said these locations provide important connectivity that would be difficult to replace through stop consolidation.
- **Congestion and operational issues are a larger barrier to travel times than stop removals alone.** Chronic congestion around Highway 400, Islington Ave, and industrial areas west of Weston Rd. Suggestions included dedicated bus lanes, articulated buses, relocating stops to the far side of intersections, moving the Keele westbound stop beyond the intersection to avoid right-turn queues,

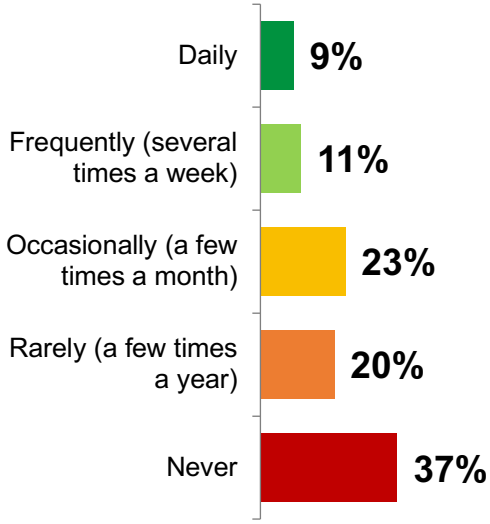
adjusting stop locations at Islington and Alness, and improving reliability through operational changes. These measures could complement stop removals and further improve travel times and reliability.

- **Need for more and better service in addition to stop consolidation.** Suggestions included improving frequency, increasing evening and weekend service, reducing long waits west of Pioneer Village Station, and ensuring local service remains available where express stops are removed. Several respondents said that the corridor is heavily used by both industrial workers and residents, and emphasized that service reliability and capacity are just as important as travel-time savings.
- **General support for the proposal was often accompanied by broader concerns about route design and service strategy.** While many respondents welcomed the move toward a full-length express route and said it was long overdue, some questioned whether converting the western section from an express-local pattern to a more skip-stop service would provide sufficient benefits relative to the additional local service required. Others suggested that future express service west of Pioneer Village Station should terminate at major destinations such as Humber College or employment areas around Highways 7, 27, and 50, rather than simply extending the current service pattern.
- Other comments that were provided in other sections of the survey included move the westbound Keele St stop to the west side of the intersection, where right-turn queues slow buses; more buses, weekend service and articulated buses, and for 166 Toryork to cover trips if 960 Steeles West Express branches are made express.

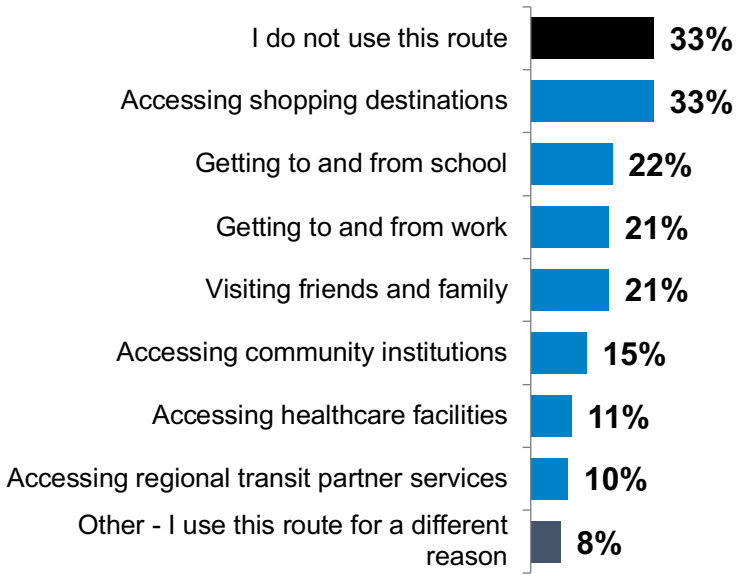
968 Warden Express

A total of 120 respondents answered questions for this express bus.

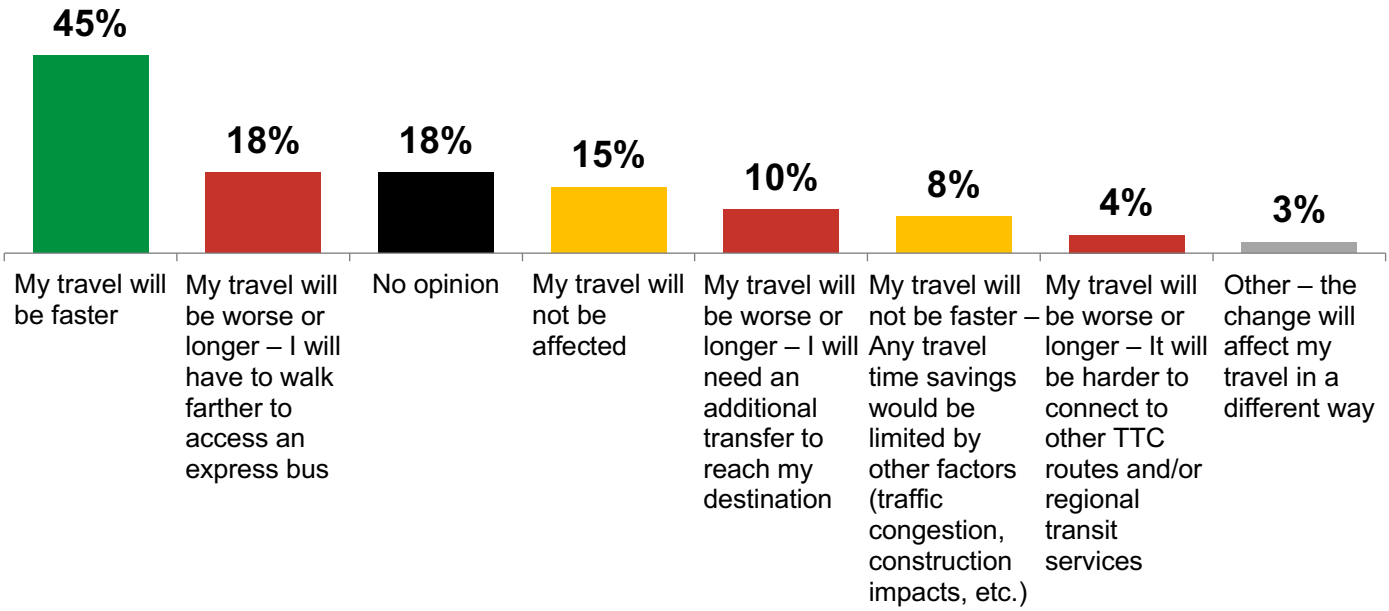
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

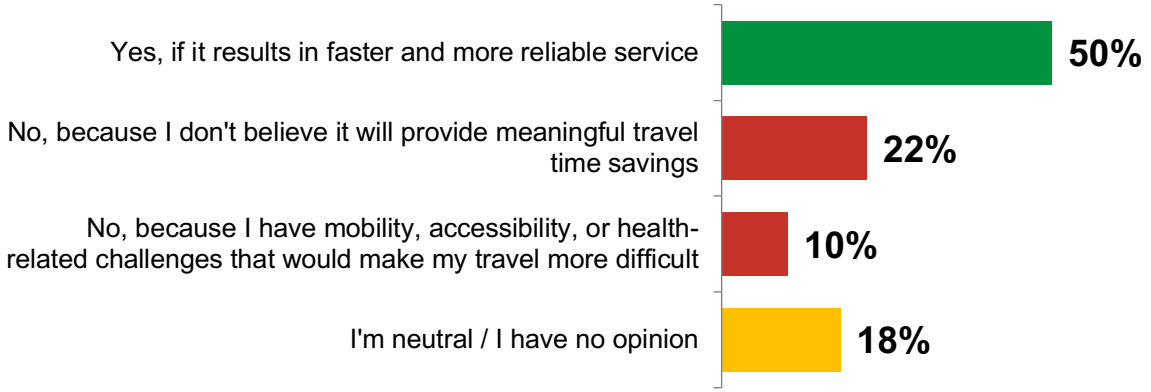


Q3: How would the proposed stop removal for this express route affect your travel?



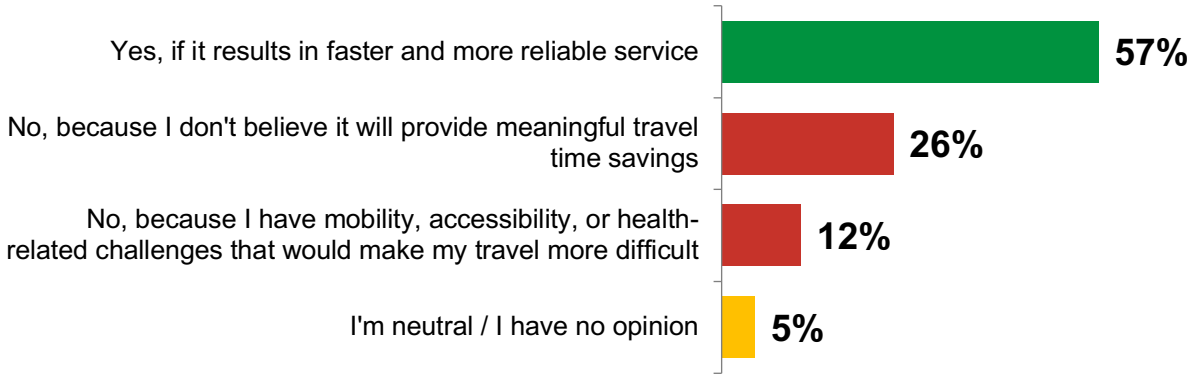
Q4: Overall, do you support the proposed stop removals for 968 Warden Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

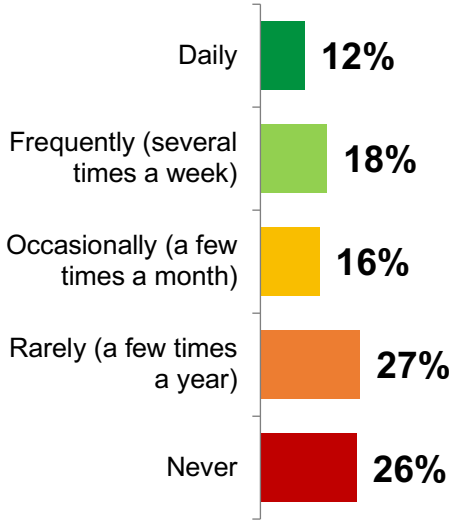
- **Support for making the 968 Warden Express more of a "true express" service, though there was less agreement about which stops should be removed.** Several respondents viewed the 968 Warden Express as a good example of express bus stop spacing and supported stop consolidation to improve travel times. Some suggested removing additional stops such as Comstock Rd, while others said the route already has appropriate stop spacing and that further removals, particularly at Ashtonbee Rd, would provide limited travel-time benefits.
- **General support for the proposal was often balanced by concerns about maintaining access to schools, colleges, and overcrowded local services.** While many respondents supported faster travel times and stronger express service, respondents frequently emphasized the importance of preserving convenient access to Centennial College, SATEC @ W.A. Porter Collegiate Institute, nearby high schools, residential communities, and key transfer points. Several cautioned that removing express stops could shift more riders onto already crowded local buses unless complementary service improvements are made.
- **Opposition to removing the Ashtonbee Rd stop due to its importance to Centennial College and nearby destinations.** This was by far the most frequently discussed stop in the responses. Many respondents emphasized that Ashtonbee Rd provides direct access to Centennial College's Ashtonbee campus, nearby retail destinations, and employment areas, and is heavily used by post-secondary students. Several respondents said the travel time savings from removing the stop would be small relative to the inconvenience imposed on students, while others said that removing the stop could increase crowding on the 68 Warden local service.

- **Mixed opinions on removing the Fairfax Cres stop and other community-serving stops.** Respondents highlighted Fairfax Cres as serving nearby condominiums, townhouses, schools, and growing residential development. While some said Fairfax could be removed if one stop had to be eliminated, others said that both Fairfax Cres and Ashtonbee Rd are well-used stops whose removal would reduce access for students and local residents. Suggestions were also made to add stops at locations such as Huntingwood Dr, Metropolitan Rd, Bridletowne Circle, Bamburgh Circle, and near L'Amoreaux C.I. to better serve busy areas.
- **Service quality improvements would provide greater benefits alongside stop removals.** Suggestions included creating transit-only lanes, far-side stop arrangements to reduce delays at red lights, operational measures to allow the 968 Warden Express to bypass slower 68 Warden buses, and extending service to operate all day. Some respondents also questioned whether the current 68 Warden/968 Warden Express local-express service pattern is frequent enough to justify the separation of services.

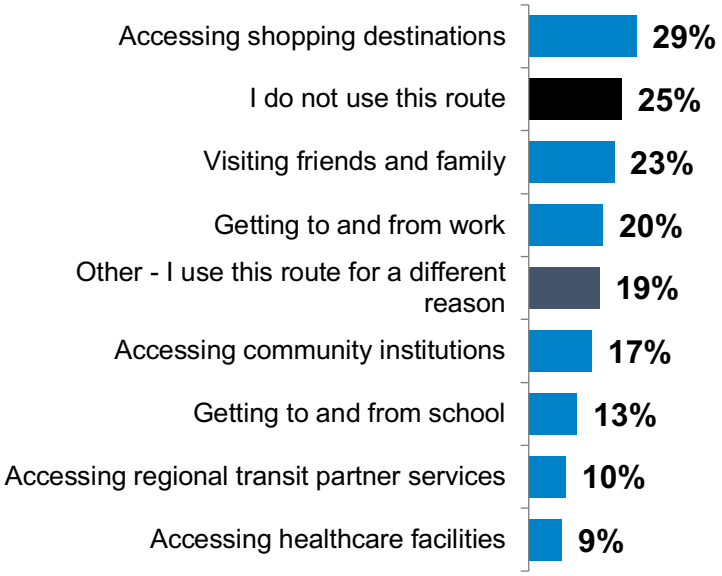
984 Sheppard West Express

A total of 146 respondents answered questions for this express bus.

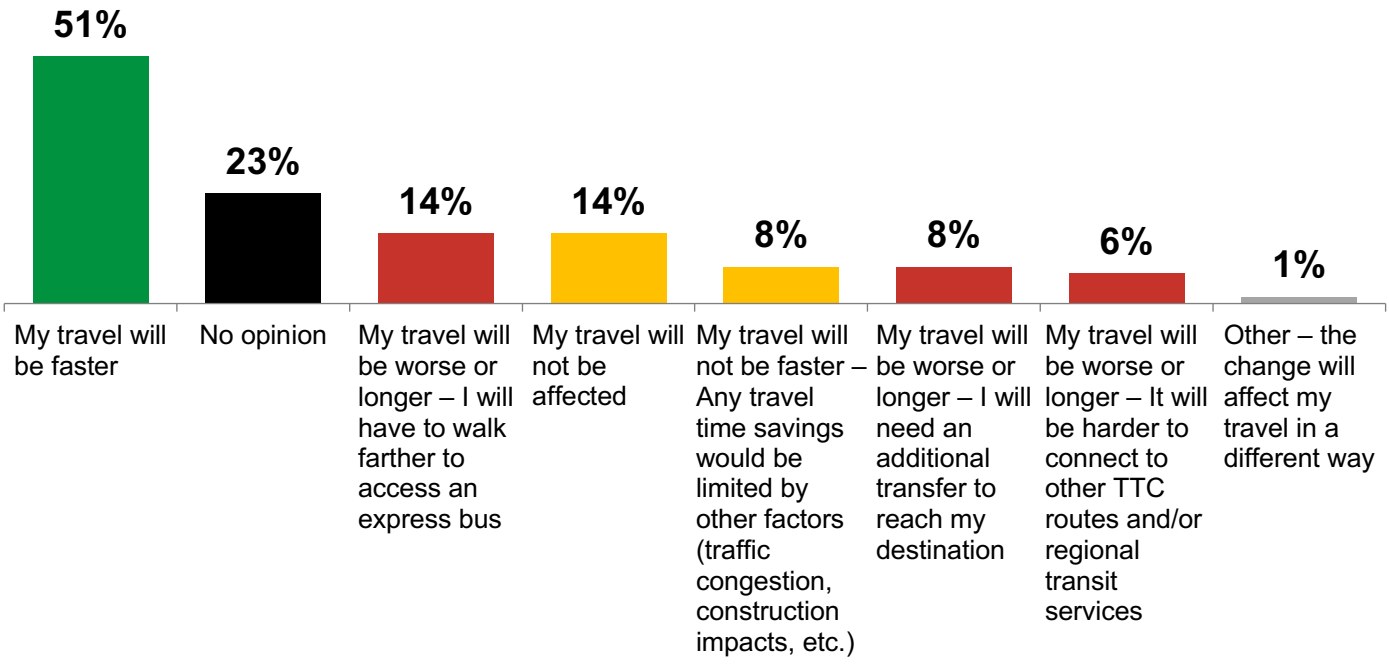
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

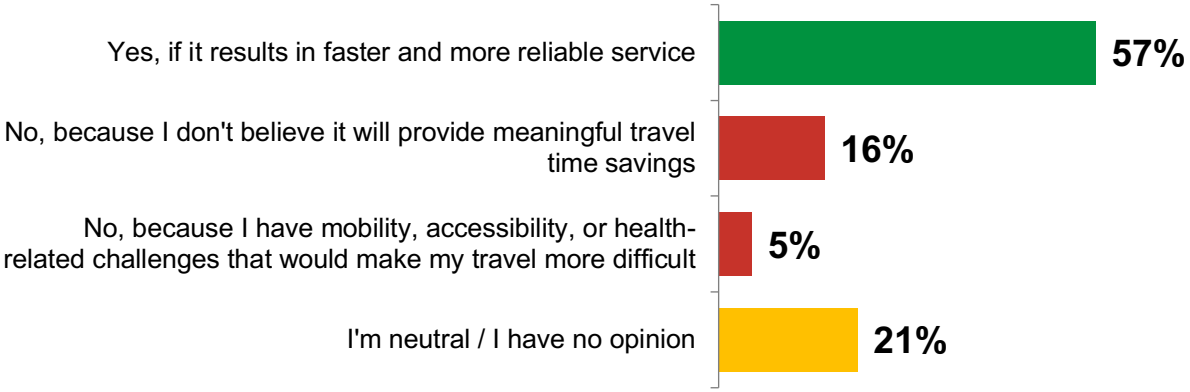


Q3: How would the proposed stop removal for this express route affect your travel?



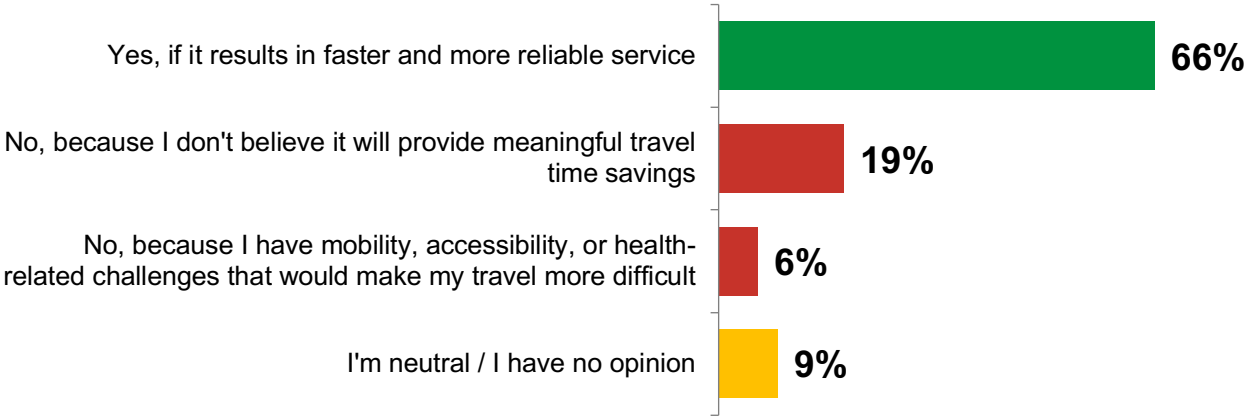
Q4: Overall, do you support the proposed stop removals for 984 Sheppard West Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

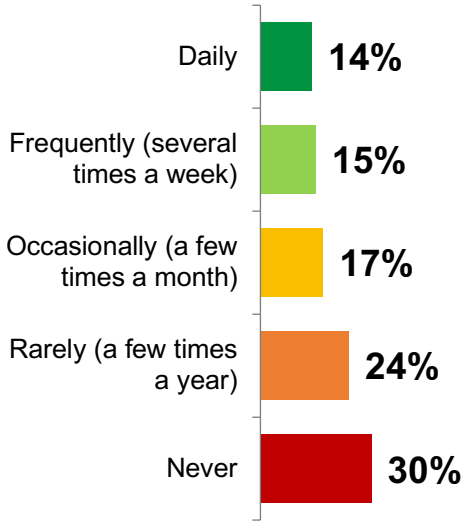
- **Support for making the 984 Sheppard West Express a more "true express" service, although opinions differed on which specific stops should be removed.** Several respondents said the route still has too many stops and supported removing locations such as Wilson Heights Blvd, Faywood Blvd, Easton Rd, Wilmington Ave, Sentinel Rd, and other intermediate stops to improve travel times. Some compared the route to other express services with wider stop spacing and argued that stops should focus primarily on major intersections and transit connections.
- **Mixed opinions on retaining key transfer, school, and community-serving stops.** The strongest opposition was directed toward removing the Sentinel Rd stop, which respondents said provides access to nearby schools, connects with the 106 Sentinel route, and serves local residents, including some with accessibility needs. Views were also mixed on removing Weston Rd and Wilson Heights Blvd. Several respondents highlighted the importance of the Weston Rd connection for transfers to the 989 Weston Express and 165 Weston Rd North, access to nearby apartments and townhomes, and neighbourhood connectivity. Others said that Wilson Heights Blvd is adequately served by local routes and could be removed with limited impact. Views were also mixed on the consolidation of Jane St stops – some supported the consolidation, some opposed it, and others suggested to retain the farside stop at Jane St and remove the nearside stop as having a farside stop allows express buses stopped by a red light to drop off riders at the nearside stop before pulling up to the farside stop.

- **Many focused on improving stop placement and transfers rather than eliminating stops altogether.** Numerous respondents supported retaining or creating far-side stops, particularly at Jane St, noting that far-side stops can reduce delays from traffic signals and turning vehicles. Suggestions included moving Easton Rd stops to the far side of intersections, relocating the Jane St stop configuration, improving connections to Downsview Park GO Station via Chesswood Dr, and providing clearer information about transfers between the 984 Sheppard West Express and Weston Rd routes if stops are removed.
- **Many said transit-priority measures, reliability improvements, and expanded service would provide greater benefits than stop removals alone.** Suggestions included transit-only lanes, signal priority, reducing bus bunching, and increasing service frequency. Several respondents also called for restoring off-peak service, extending service to Weston Rd throughout the day, operating later into the evening, and ensuring local service improvements accompany any express stop removals.
- **General support for the proposal was often balanced by concerns about maintaining access to transfers, schools, and local communities.** While many respondents supported faster service and wider stop spacing, respondents frequently emphasized preserving important connections to schools, community centres, apartment complexes, GO Transit, and busy bus routes. Some cautioned that removing too many transfer-oriented stops could reduce accessibility and neighbourhood connectivity while providing only modest travel-time savings.

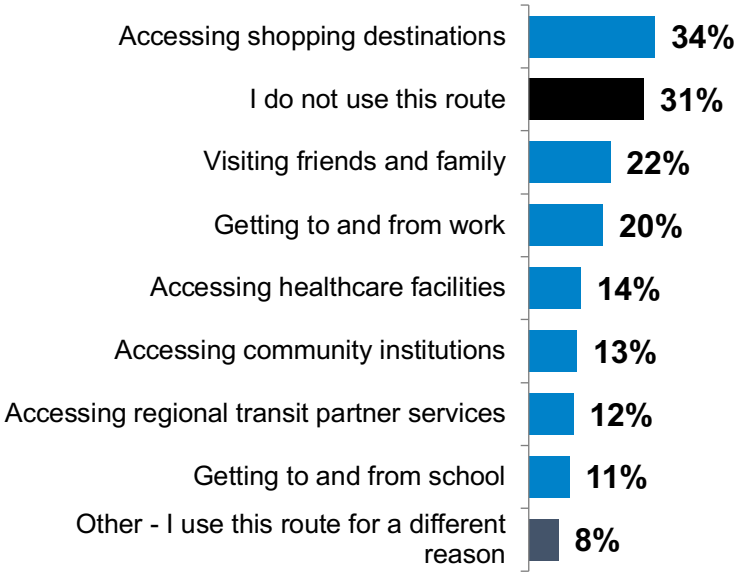
985 Sheppard East Express

A total of 143 respondents answered questions for this express bus.

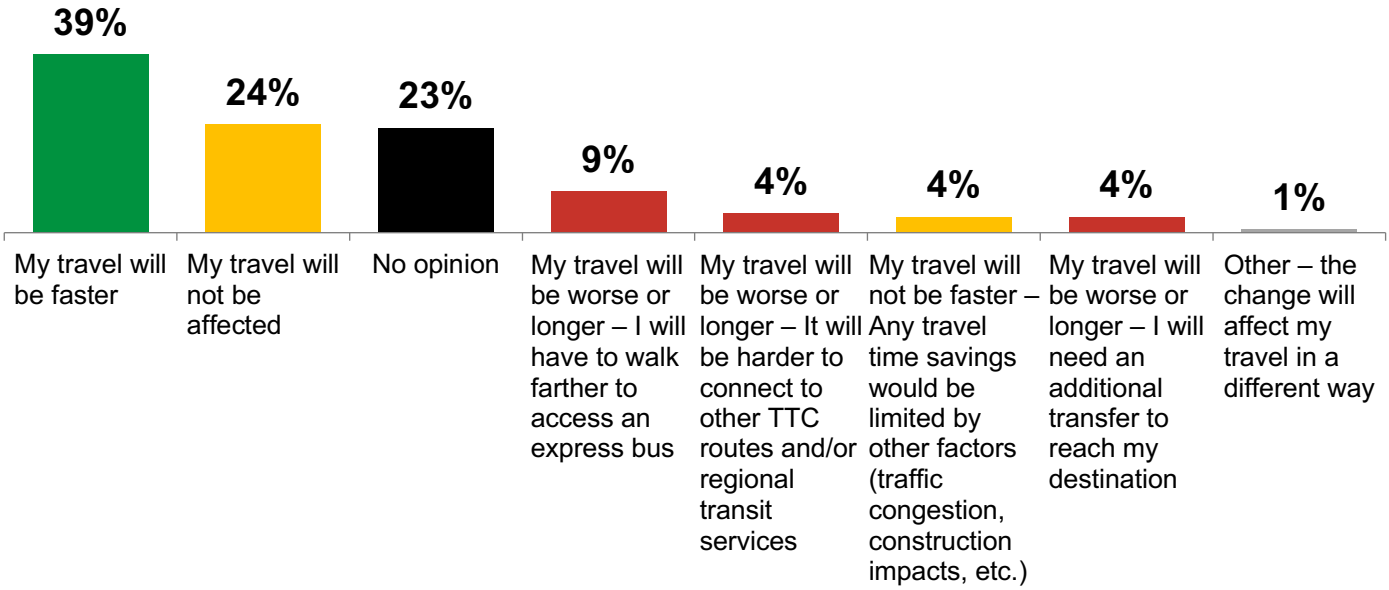
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

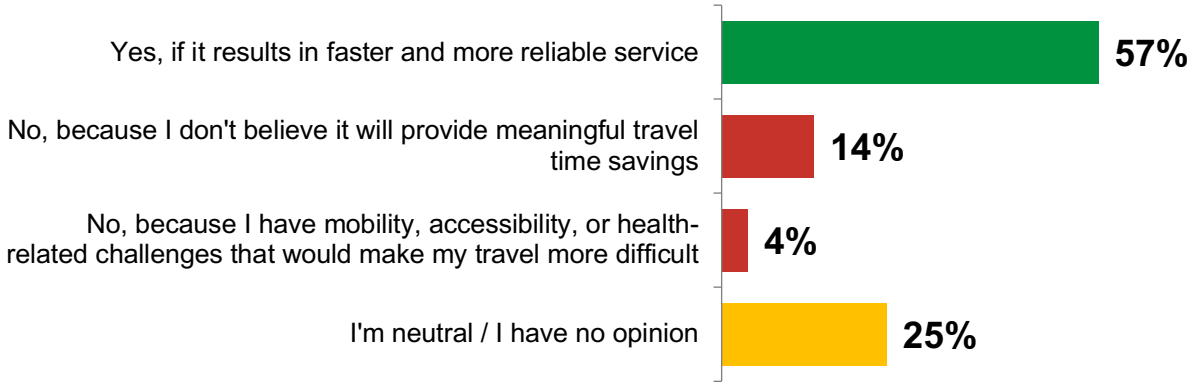


Q3: How would the proposed stop removal for this express route affect your travel?



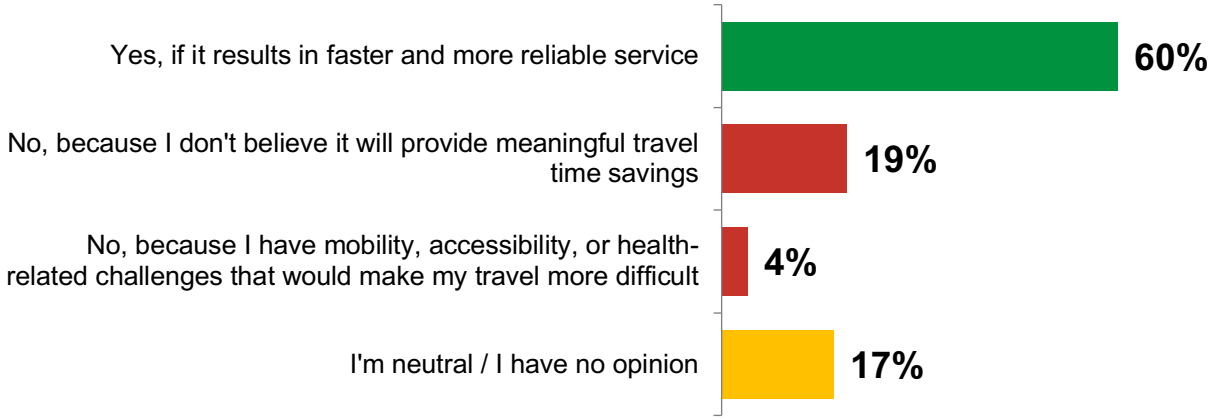
Q4: Overall, do you support the proposed stop removals for 985 Sheppard East Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

- **Support for making the 985 Sheppard East Express a more "true express" service through stop removals and wider stop spacing.** Several respondents supported the proposed changes and said the route should operate as an express over its full length. Some suggested removing additional stops such as Birchmount Rd, Pharmacy Ave, Midland Ave, and Consumers Rd, noting that local service and other express routes already serve many of these locations.
- **General support for the proposal was often accompanied by requests to preserve key neighbourhood, employment, and transfer connections.** While many respondents supported a better express service and welcomed efforts to improve travel times, respondents frequently emphasized maintaining access to important destinations such as industrial employment areas, commercial plazas, and large residential communities. Several also noted the importance of keeping the stop pattern consistent with related routes, particularly the proposed changes on the 904 Sheppard-Kennedy Express, to avoid passenger confusion.
- **Opposition to removing the Allanford Rd stop due to its importance for seniors, accessibility, and access to community destinations.** Many respondents emphasized that Allanford Rd provides access to Agincourt Mall, No Frills, Walmart, the library, banks, and a nearby retirement residence. Several said that many riders using this stop rely on walkers, canes, strollers, or shopping carts and expressed concern that removing the stop would force them onto the 85 Sheppard East local service, potentially increasing

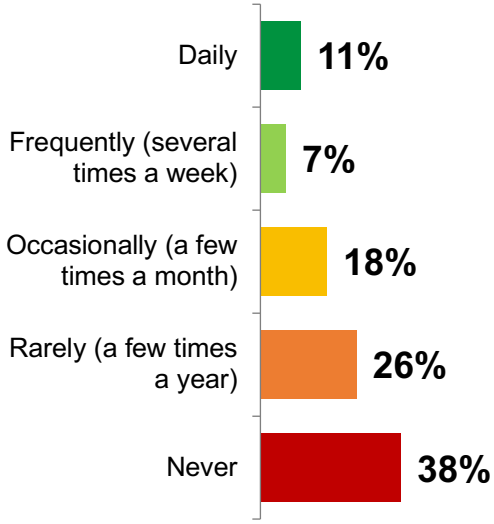
crowding on the 85A, 85B, and 85C branches and reducing accessibility. While a few respondents accepted the removal because it could improve travel times, most supported retaining the stop.

- **Mixed opinions on removing local stops east of Morningside Ave.** Some respondents supported eliminating the local segment east of Morningside because of low densities and limited congestion, while others said that communities in the eastern portion of the route still benefit from direct express service and local-stop access. Specific requests included retaining Idagrove Gate, Kingbird Grove, Grand Marshall Dr, and other eastern-area stops because they provide access to industrial employment areas and large residential subdivisions.
- **Transit-priority measures and service improvements would provide greater benefits than stop removals alone.** Suggestions included bus lanes along Sheppard Ave, transit-priority measures, and increasing service frequency. Respondents also requested extending operating periods before and after peak periods and increasing overall service levels to better serve riders along what was described as a high-volume corridor.

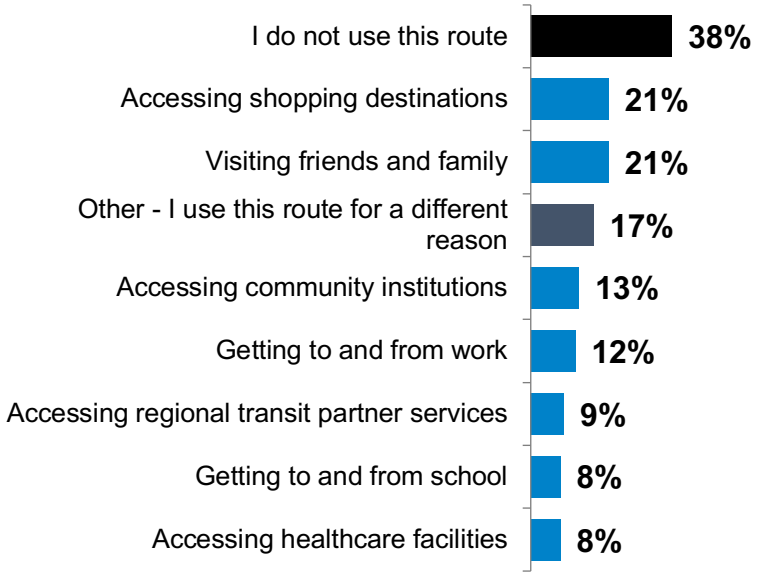
986 Scarborough Express

A total of 117 respondents answered questions for this express bus.

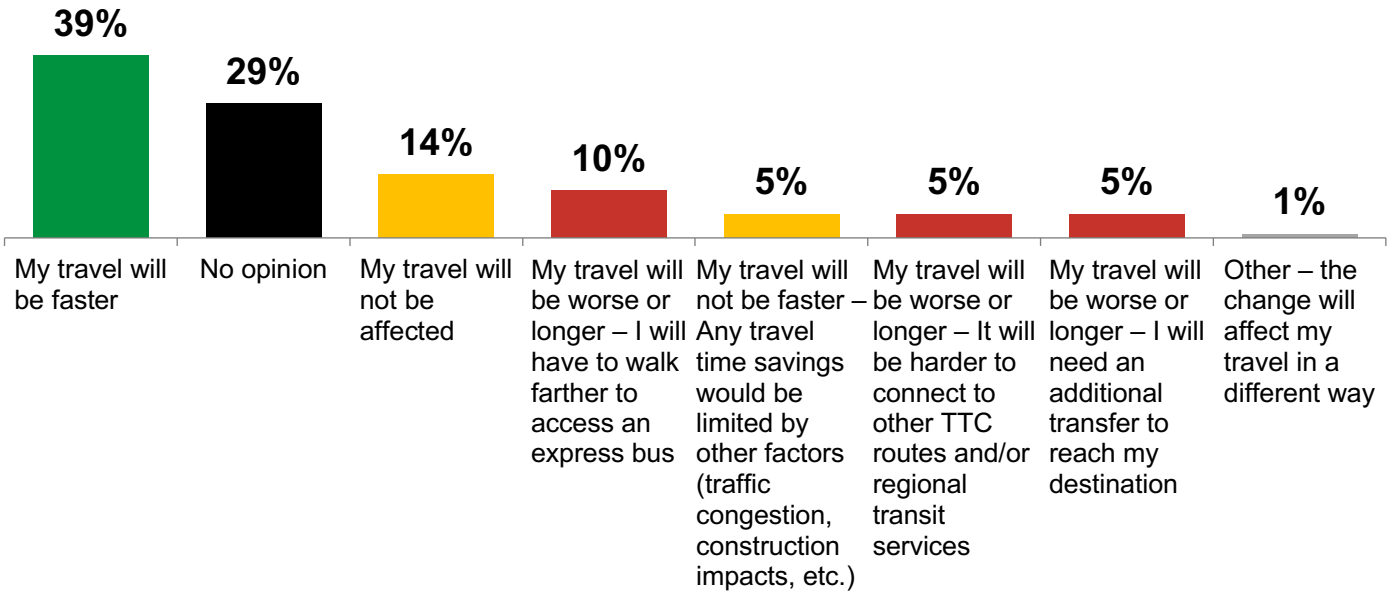
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

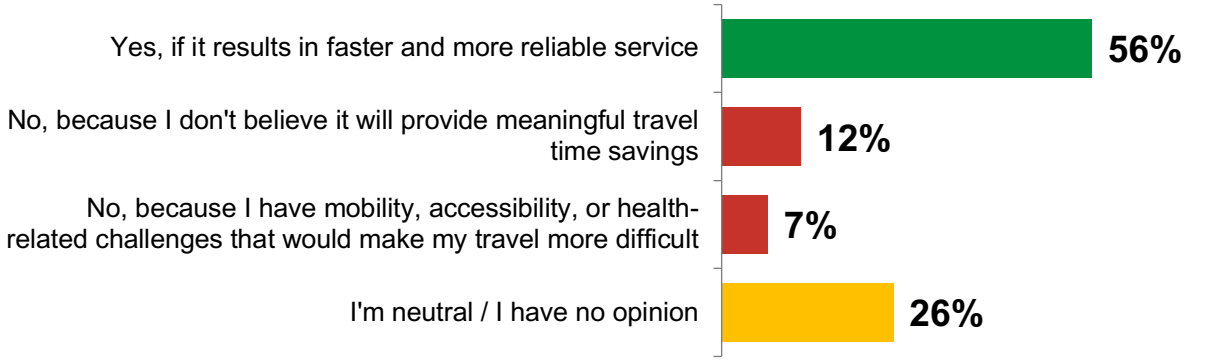


Q3: How would the proposed stop removal for this express route affect your travel?



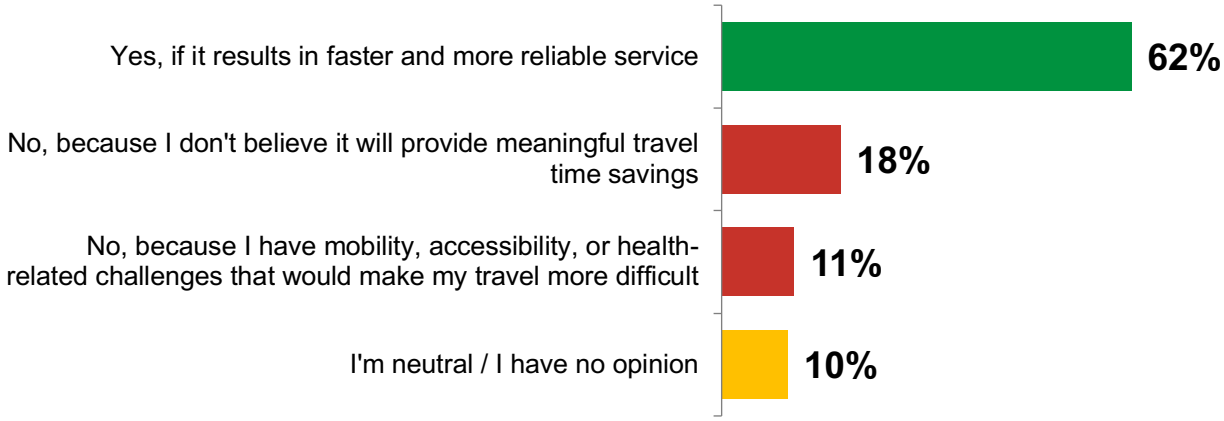
Q4: Overall, do you support the proposed stop removals for 986 Scarborough Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

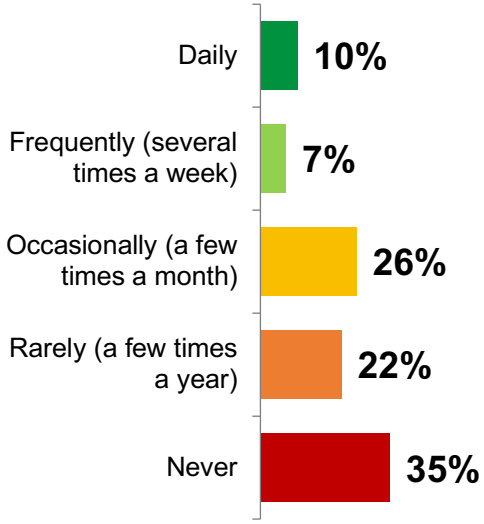
- **Support for making the 986 Scarborough Express a more "true express" service through wider stop spacing and additional stop removals.** Several respondents supported the proposal because the 986 already functions as a long-distance route serving riders travelling between eastern Scarborough and Kennedy Station. Some said the route should operate as a full-service express over its entire length and suggested removing additional stops such as Galloway Rd, Manse Rd, Beechgrove Dr, and other intermediate stops. Respondents supporting the proposal generally said that local service can accommodate shorter-distance trips while the express route focuses on faster travel.
- **Support for the proposed changes was often balanced by strong interest in maintaining express service and access to key destinations for eastern Scarborough communities.** While several respondents supported operating the 986 Scarborough Express as a more limited-stop express route and welcomed the proposed stop removals, others argued that the local portion east of Highland Creek is where express service provides the greatest benefit because of long travel distances and limited transit options. Respondents frequently emphasized the importance of retaining stops such as Lawson Rd, Kingston Rd, Old Kingston Rd, and Meadowvale Rd because they provide access to bus connections, community amenities, shopping areas, cycling and trail networks, and distinct neighbourhoods. Some cautioned that converting the route from an express-local model to a more skip-stop service could reduce accessibility and travel options for residents in the easternmost part of the corridor while providing only modest travel-time benefits, particularly if important transfer points and community-serving destinations are no longer directly served.

- **Mixed opinions on removing local stops in eastern Scarborough, particularly east of Highland Creek and Rouge Hill GO Station.** Several respondents opposed removing stops such as Kingston Rd, Lawson Rd, Old Kingston Rd, Meadowvale Rd, and other eastern stops, noting that these communities are relatively isolated from rapid transit and rely on the 986 Scarborough Express for faster access to Kennedy Station, Rouge Hill GO Station, local bus connections, and nearby destinations. Concerns were raised that removing these stops would increase walking distances, discourage transit use, and force riders onto local service for trips that currently benefit from express access.
- **Service improvements and transit-priority measures would provide greater benefits than stop removals alone.** Suggestions included increasing 986 Scarborough Express service frequency, extending service hours beyond peak periods, implementing a seasonal branch to the Toronto Zoo, and adding bus-priority measures. Respondents also raised concerns about reliability, bunching, and operational issues on the parallel 86 Scarborough route, noting that these service problems may have a greater impact on riders than the proposed stop changes.

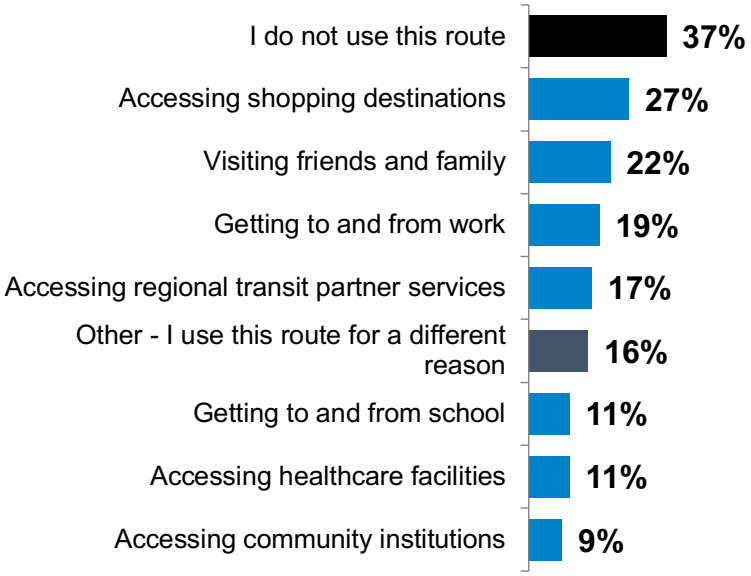
989 Weston Express

A total of 119 respondents answered questions for this express bus.

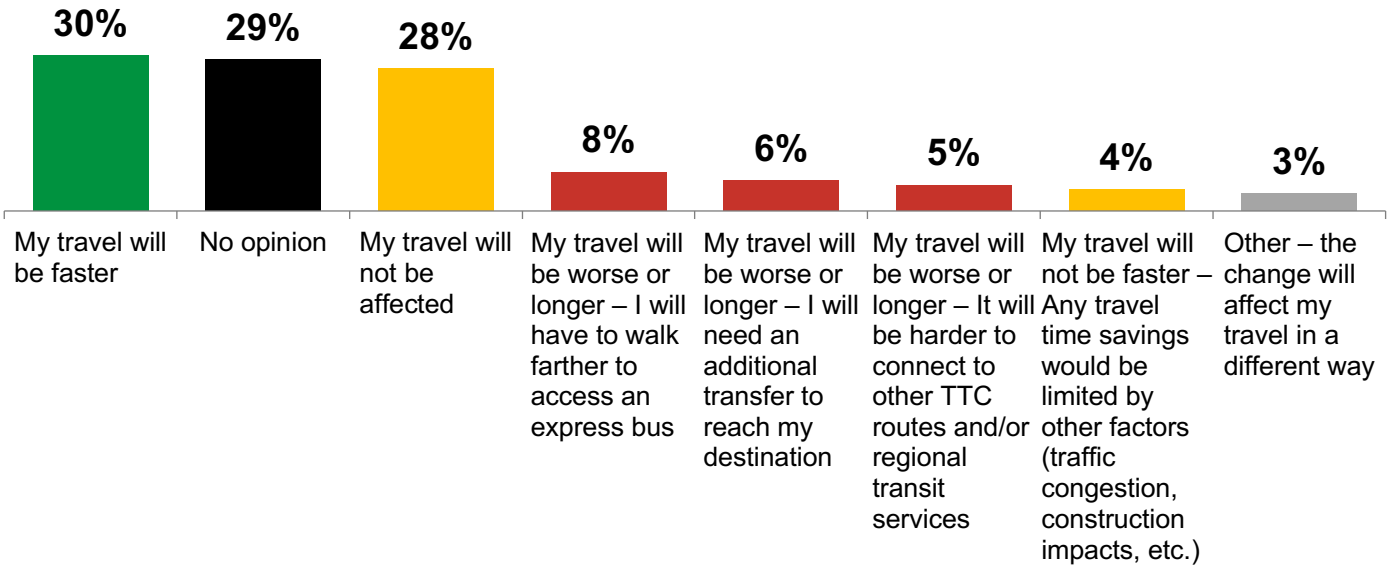
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

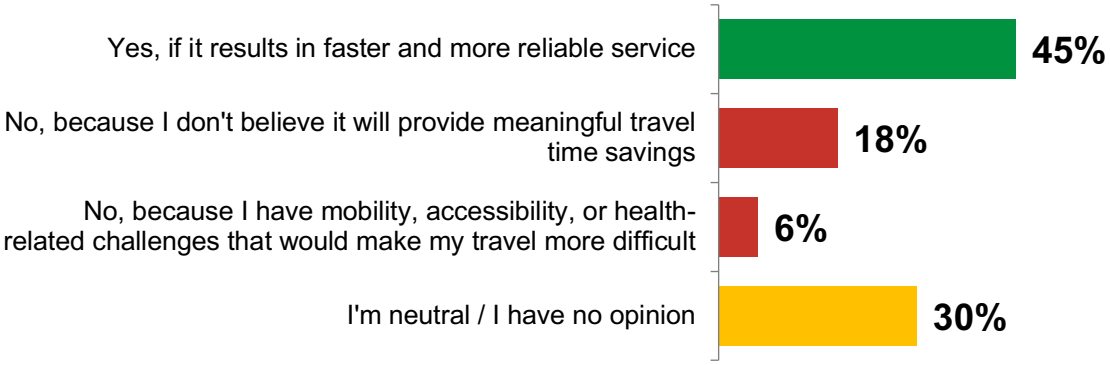


Q3: How would the proposed stop removal for this express route affect your travel?



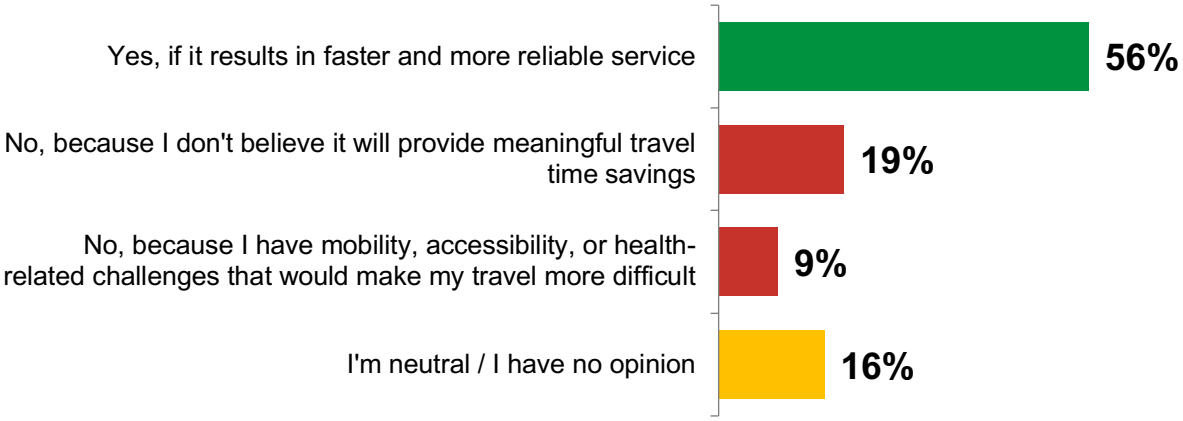
Q4: Overall, do you support the proposed stop removals for 989 Weston Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

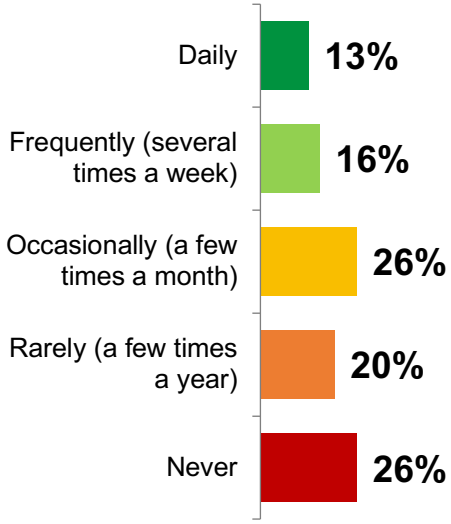
- **General support for faster express service was often met with concerns about maintaining transfer opportunities and local access.** While many respondents supported streamlining the 989 Weston and viewed additional stop removals as a way to improve travel times, respondents frequently emphasized preserving important transfer points, neighbourhood access, and connections to local bus routes. Some cautioned that removing transfer-oriented stops could reduce accessibility while providing only modest travel-time benefits.
- **Opposition to removing the Sheppard Ave W stop due to its importance for transfers and neighbourhood access.** This was the most frequently discussed stop in the responses. Many respondents emphasized that Sheppard Ave W provides important connections to the 84 Sheppard West, 984 Sheppard West Express, 165 Weston Rd North, and southbound Weston Rd services, and serves nearby apartments, townhomes, and Toronto Community Housing buildings. Several said that requiring passengers to transfer at Bradstock Rd would make trips less convenient and could be confusing for riders unfamiliar with the area.
- **Mixed opinions on removing the Ray Ave stop.** Some respondents supported removing Ray Ave because it is served by nearby local routes and Mount Dennis Station, while others said it remains an important transfer point and serves high-density residential buildings in the Mount Dennis area.

- **Suggest removing the following stops**, such as Dundas St W, Lanyard Rd, Ormont Dr, Jubilee Cres, Oak St, and Bradstock Rd. These removals would provide more meaningful travel-time savings than the proposed stop changes.
- **Transit-priority measures would provide greater benefits than stop removals alone.** Respondents frequently said that congestion, traffic signals, and operational delays, particularly around Mount Dennis Station and the Weston Rd/Eglinton Ave W intersection, are the main causes of slow travel times. Suggested improvements included RapidTO or bus lanes, transit-signal priority, and other measures to improve traffic flow and reliability.
- **Improve service levels, route design, and stop operations.** Respondents included extending evening service, reconsidering the route's diversion through Mount Dennis Station, improving passenger information about transfer opportunities at Bradstock Rd, and adjusting stop locations. Several respondents supported moving stops to the far side of intersections to reduce delays, particularly at key locations where buses are frequently delayed by red lights or turning traffic.

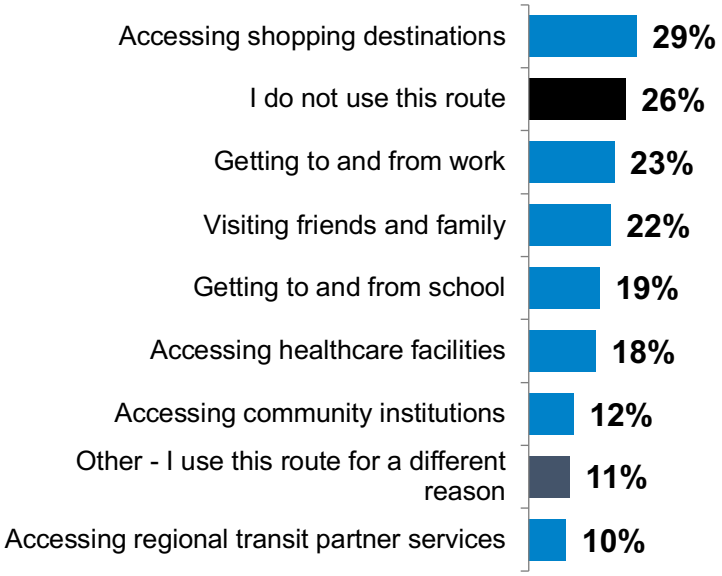
995 York Mills Express

A total of 141 respondents answered questions for this express bus.

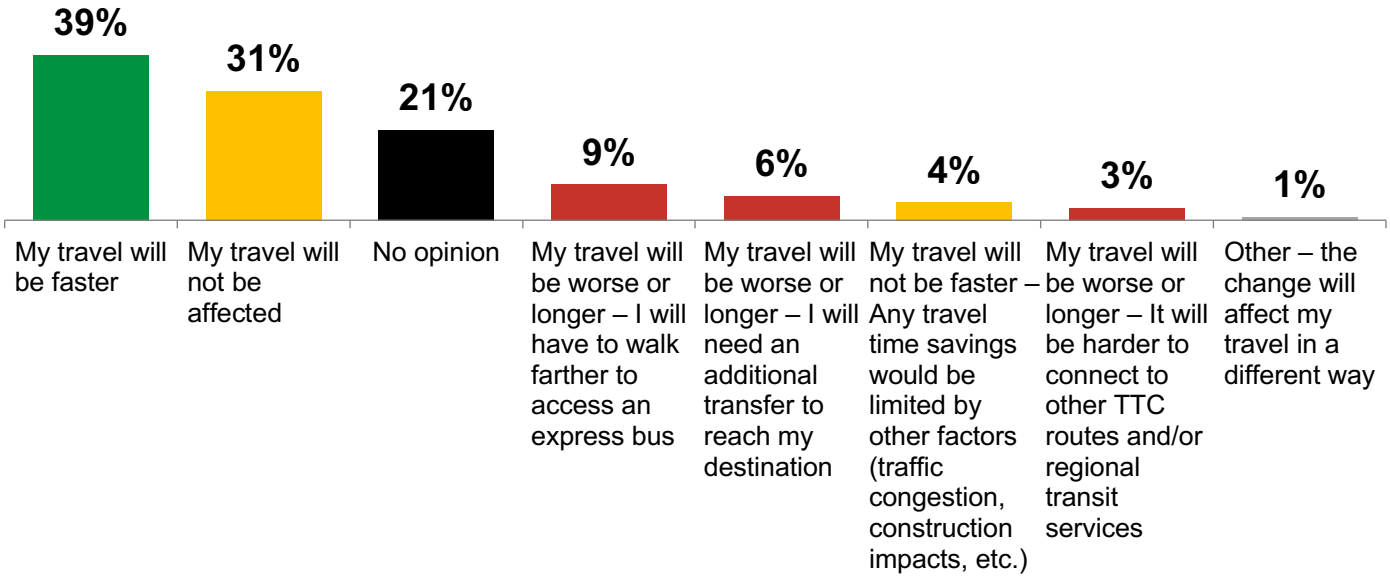
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

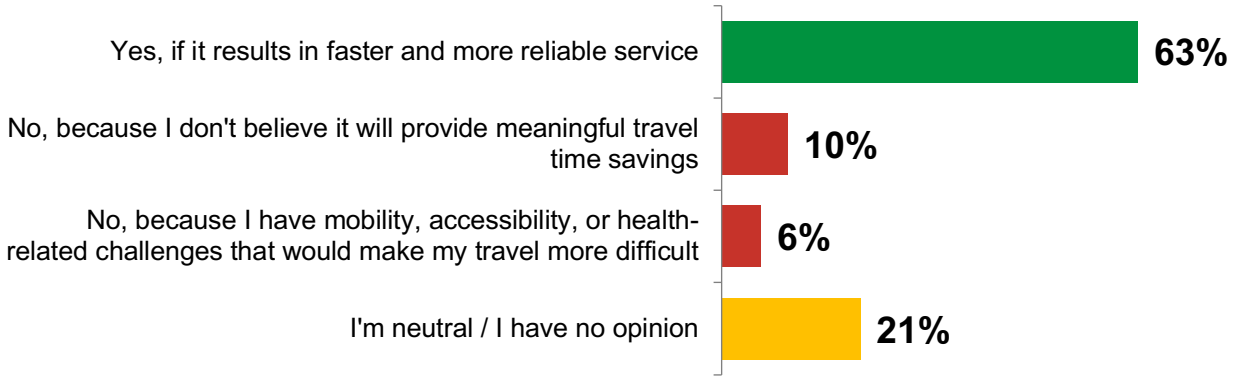


Q3: How would the proposed stop removal for this express route affect your travel?



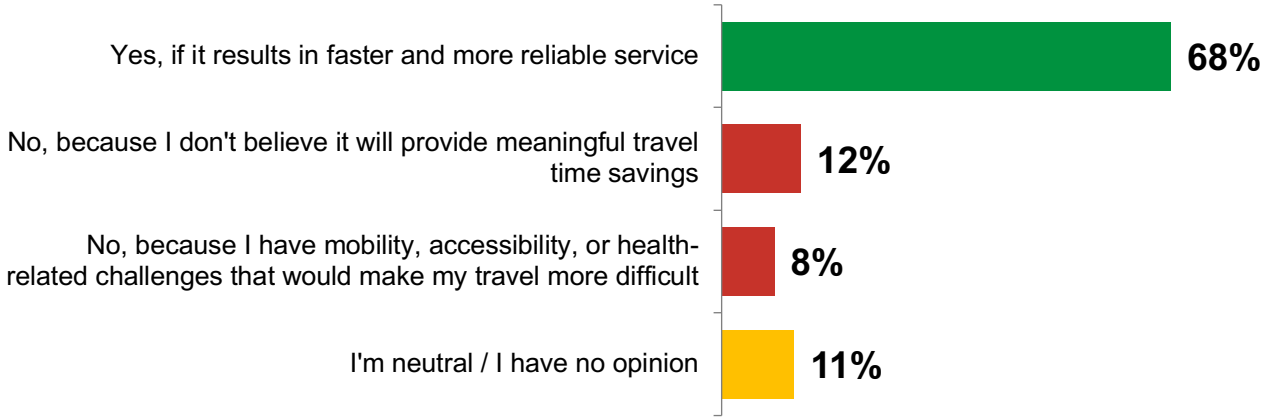
Q4: Overall, do you support the proposed stop removals for 995 York Mills Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

- **Support for making the 995 York Mills a more "true express" service through additional stop removals and revised stop spacing.** Several respondents supported the proposal and suggested removing additional stops such as Chipstead Rd/Banbury Rd, Orton Park Rd, Sandover Dr, and other intermediate stops. Some recommended operating the route with only major stops east of Markham Rd, such as Neilson Rd, Morningside Ave, Military Trail, and UTSC, while others pointed to the 938 Highland Creek Express as a model for stop spacing.
- **Retain key stops that serve post-secondary institutions, schools, and large residential communities.** The most frequently discussed concerns related to stops serving the University of Toronto Scarborough (UTSC), Centennial College: Morningside Campus, Woburn Collegiate Institute, Churchill Heights Public School, and nearby residential areas. Several respondents opposed removing UTSC stops, particularly the north-campus stop, noting that students rely on the 995 York Mills Express for direct access and that removal could significantly increase travel times and transfers. Concerns were also raised about removing stops at Gander Dr/Dormington Dr and Mornelle Ct because they serve schools, apartment towers, and growing residential communities.
- **Mixed opinions on removing specific local stops based on community access and transfer needs.** While some respondents supported removing stops such as Chipstead Rd/Banbury Rd and Orton Park Rd, others argued that stops such as Military Trail, Scarborough Golf Club Rd, and UTSC-area stops should remain because they serve students, foot traffic, and important neighbourhood connections. Several

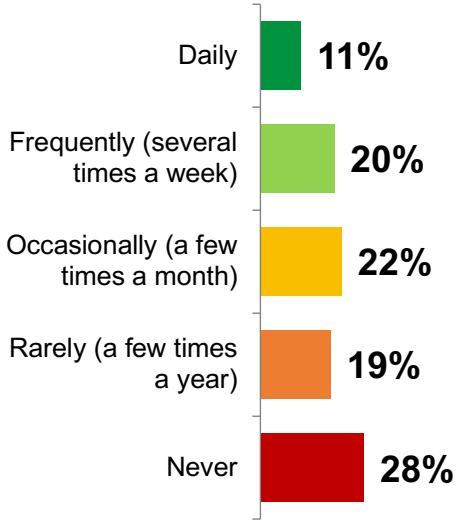
respondents supported keeping Scarborough Golf Club Rd while removing nearby stops that were viewed as less essential.

- **Need for more service and improved reliability in addition to stop removals.** Respondents would like to see increased peak-period frequency, additional early morning service, and better crowding management. Concerns were raised that 995 York Mills and 996 Wilson Express buses are often overcrowded by the time they reach Valley Woods Rd, resulting in pass-ups and longer commute times. Some respondents also said the balance between local and express service on the York Mills corridor should be reviewed.
- **Suggestions for broader route and service changes beyond the proposed stop removals.** Suggestions included extending service to Port Union, operating limited-stop non-stop segments between Yonge St and Don Mills Rd, and introducing a faster overlapping express service where multiple express routes already operate. While some respondents said the proposed removals would improve travel times, others argued that the affected stops are already lightly used and that greater benefits could come from broader service and operational improvements.

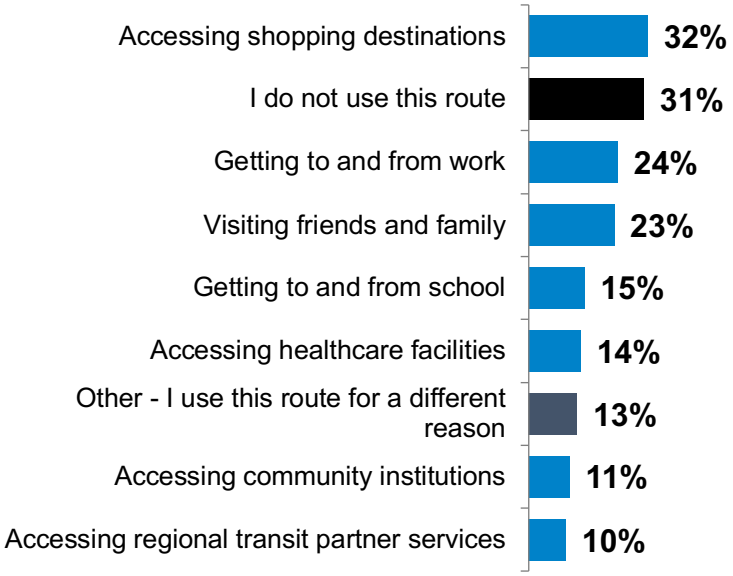
996 Wilson Express

A total of 176 respondents answered questions for this express bus.

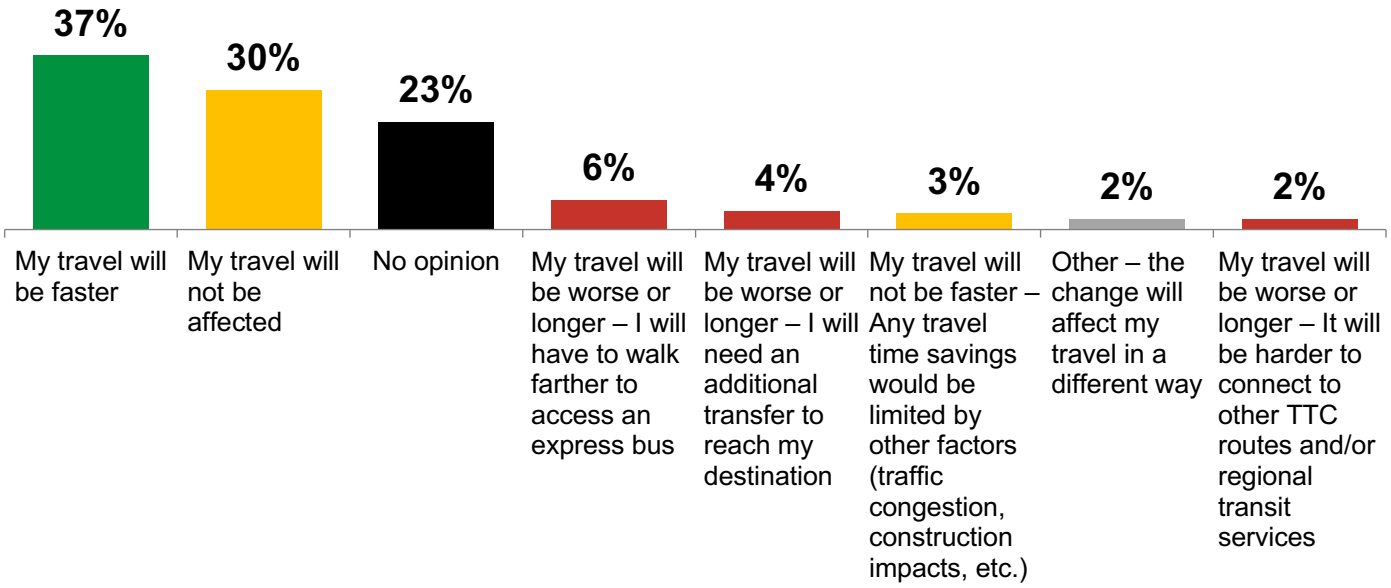
Q1: How often do you use this express bus route?



Q2: What do you use this express route for?

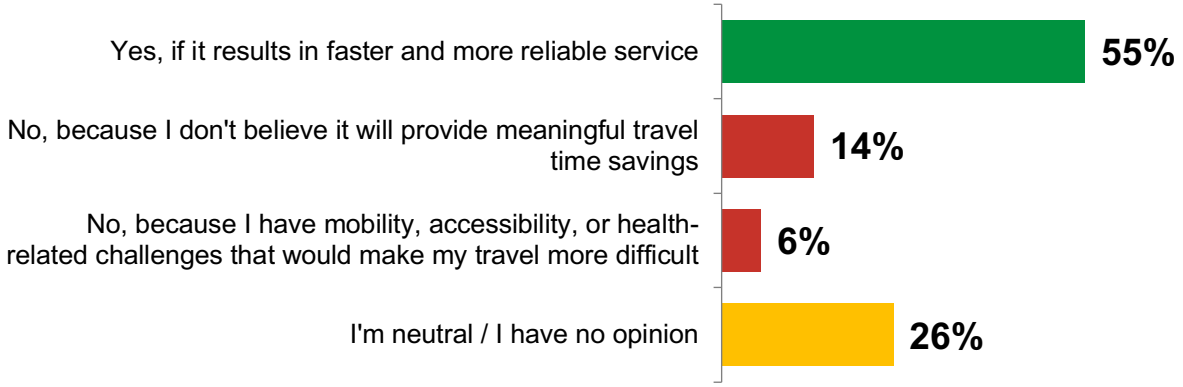


Q3: How would the proposed stop removal for this express route affect your travel?



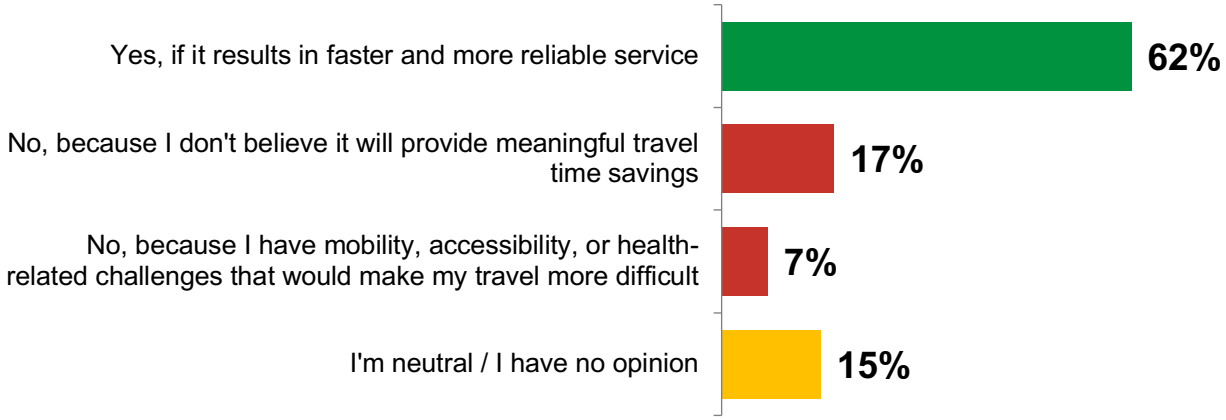
Q4: Overall, do you support the proposed stop removals for 996 Wilson Express?

The graph below shows the level of support for the proposed stop changes from all respondents, including those who ride and those who do not ride the route.



Overall level of support for the proposed stop changes from respondents who ride the route

The graph below shows the level of support for the proposed stop changes among respondents who ride the route.



Advice, suggestions, or comments for TTC about the proposed stop removals for this express route

Survey respondents shared the following advice, suggestions, and comments for the TTC to consider:

- **Support for making the 996 Wilson Express a more "true express" service through additional stop removals and route simplification.** The route remains too stop-intensive for an express service and suggested removing additional stops such as Chipstead Rd/Banbury Rd, Sandover Dr, Parkwoods Village Dr, and other local stops. Some also proposed truncating the route at Humber College, reducing overlap with the 995 York Mills, creating non-stop segments, or introducing an even faster limited-stop service on portions of the corridor.
- **General support for faster express service was often balanced by concerns about maintaining key community, school, and transfer connections.** Many respondents stressed the importance of preserving stops that connect to major bus routes, schools, medical facilities, apartment communities, and employment destinations, while ensuring removed stops remain within a reasonable walking distance. Several respondents cautioned that removing too many transfer-oriented or community-serving stops could increase crowding on local routes and reduce accessibility benefits for seniors, students, and mobility-challenged riders.
- **Mixed opinions on removing the Dubray Ave and Elmhurst Dr/Albion Rd stops.** Many supported removing Elmhurst Dr/Albion Rd, noting that it is lightly used, closely spaced to other stops, or was not originally part of the express route. In contrast, several respondents opposed removing Dubray Ave because it serves a nearby school, health centre, local businesses, and other community destinations.

Some suggested retaining Dubray Ave, limiting service there to school periods, or replacing it with a nearby stop such as Humber River Hospital.

- **Need for more service, capacity, and reliability.** Respondents called for increased peak-period frequency, additional evening and weekend service, articulated buses, and better crowding management. Several respondents reported that buses are frequently overcrowded by the time they reach Valley Woods Rd, resulting in pass-ups and longer travel times. Others said that the route serves as an important alternative to GO Transit for cross-city travel and would benefit from stronger service levels.
- **Transit-priority measures and operational improvements are more important than stop removals alone.** Suggestions included RapidTO or bus lanes, transit-signal priority, relocating stops to the far side of intersections, and improving stop organization at corridors such as Midland Rd, Sheppard Ave E, and York Mills Station. Some respondents said that congestion and traffic signals have a greater impact on travel times than the proposed stop removals.
- Other comments include add Saturday service and articulated buses on the 996 Wilson Express, and seven-day service on the 996 Wilson Express.

Feedback on express bus routes with no proposed stop changes

TTC is not proposing stop changes for 8 of the 28 express bus routes included in this review. However, participants were given an opportunity to provide feedback on these routes if they were of interest to them. Participants were asked whether they had any comments or suggestions that TTC should consider as part of this review. Feedback for these routes is summarized below.

900 Airport Express

16 respondents provided responses.

- **Improve service frequency, span, and reliability.** Increase frequency and address bus bunching, gaps of 20+ minutes, and buses running 20-30+ minutes behind schedule, including during rush hour at Kipling Station. Restore the dependable 10-minute service and schedule the route properly. Extend hours with a Blue Night-style overnight equivalent, earlier weekday starts in the 5 a.m. hour, and trips from Pearson until 2 a.m. Add bus(es) leaving Pearson around 12:55-1:10 a.m. to connect with the last eastbound subway train at Kipling (1:31 a.m.). Improve signage and advertising at Pearson.
- **Prioritize transit to speed up travel through the airport corridor.** Provide a dedicated transit lane (RapidTO), bus priority measures, and curb assignment changes with the GTAA to speed up the terminal loop. Remove speed restrictions.
- **Mixed views on stop locations and routing.** Limit stops to Kipling, Terminal 1, and Terminal 3 to avoid unnecessary turns near the airport. Drop the East Mall Crescent stop, though another respondent asked for later service to Dundas St W and East Mall Crescent. Add a stop at the International Banquet Centre, given the walking distance and frequent events. Move the Terminal 1 and Terminal 3 stops closer to arrival exits.
- **Adjust terminal sequencing and trip patterns.** Serve Terminal 1 first (to lay off), then Terminal 3 before departing south. Increase dwell time at Kipling Station. Extend some trips to Bramalea GO.
- **Provide higher-capacity vehicles.** Use articulated buses.
- Other comments that were provided in other sections of the survey included: add buses to reduce waits between Kipling Station and Pearson; extend hours to start at 5 a.m. from Kipling and end at 2 a.m. from Pearson; add a stop at Dundas St W and Shorncliffe Rd (also for the 927 Highway 27 Express) to connect with the 123 Sherway and proposed 143 Brown's Line.

903 Kennedy Stn-Scarborough Express

18 respondents provided responses.

- **Increase frequency and reliability.** Increase frequency, including to Centennial College. Address bus bunching on westbound trips to Kennedy. Use articulated buses. Remove speed restrictions.
- **Mixed views on express stop pattern.** Reduce or eliminate stops between Kennedy Station and Scarborough Town Centre. Alternatively, add or restore stops at Progress Ave/Grangeway Ave, Midland Ave, McCowan Rd, Lebovic Ave, Birchmount Rd/Eglinton Ave, Kingston Rd/Eglinton Ave, and Markham Rd/Eglinton Ave, citing local workers and residents, specialty stores, and ridership.
- **Expand limited-stop service and routing.** Suggestions included: add a branch north along Morningside Ave to Malvern Centre, extend the route to follow the 116 Morningside, and use the 986 Scarborough Express non-stop portion to speed up travel to UTSC.
- **Prioritize transit.** Provide a dedicated transit lane as part of RapidTO.
- **Simplify destination signs.** Remove the "B" from "905B Eglinton East Express," as there is no other branch.

- Other comments that were provided in other sections of the survey included: run non-stop between Scarborough Town Centre and Kennedy Station, the trip most riders make.

905 Eglinton East Express

One respondent provided a response.

- **Extend the route north of UTSC.** Add a branch north along Morningside Ave to Malvern Centre, Old Finch and Morningview, or Morningside Heights.

906 Airport-Humber College Express

20 respondents provided responses.

- **Extend the route into Pearson Airport.** Extend service into the airport terminals instead of ending at Viscount Station, as passengers do not want to carry luggage onto the Terminal Link train. Add a stop inside the International Centre at Hall 6. Alternatively, run through the airport and express via Silver Dart Dr and Renforth Dr to Renforth Station.
- **Extend the route to other destinations.** Extend to Bramalea GO. Extend from Humber College express to Finch West Station and Finch Station, as trips to the airport from east of Finch Station are currently slower than via Lines 1 and 2 and the 900.
- **Increase frequency and service span.** Increase frequency, as a 15-minute gap is too long for work trips. Improve weekend late-evening service, including for Jane and Finch area travellers.
- **Improve routing and operations.** Add a branch via Highway 409 for faster access to Viscount Station. Revise the routing via Belfield Rd and Attwell Dr to Dixon Rd. Remove local service between Humberwood and Humber College. Address congestion on the left turn onto Humber College Blvd at Highway 27.
- **Prioritize transit.** Provide a dedicated transit lane as part of RapidTO and remove speed restrictions.
- **Correct stop announcements.** Clarify whether the route runs along Attwell Dr or Highway 27, as buses announce Attwell Dr stops while operating on Highway 27.
- **Some respondents questioned the route's value.** Two respondents asked to remove the route, and one said it is a waste because it is always empty.

927 Highway 27 Express

14 respondents provided responses.

- **Make the route a true express north of Humber College.** Remove local stops between Humber College and Steeles Ave, consistent with the 945 Kipling Express and 937 Islington Express. Reduce stops on Martin Grove Rd, where the 46 Martin Grove provides local service, and add supplementary local service with more 46 buses (possibly a 46B Humber College Stn - Steeles). One respondent found the route has too many branches and stops.
- **Mixed views on adding stops.** Add a stop in both directions at Nearctic Dr to serve new businesses, and a stop at Rexdale.
- **Increase frequency and reliability.** Increase frequency, keeping it to at least every 10 minutes for daily work trips. Address late drivers. Retain articulated buses.
- **Prioritize transit.** Provide a dedicated transit lane as part of RapidTO and remove speed restrictions.
- **Extend the route north.** Extend to Highway 7 to connect with employment areas and VIVA/ZUM rapid lines.

929 Dufferin Express

39 respondents provided responses.

- **Extend transit priority and improve lane operation.** Extend RapidTO lanes north of Bloor to Eglinton, Fairbank Station, Wilson Station, Yorkdale, or the full corridor. Strengthen lane enforcement, including through TPS as requested by the TTC Board. Prohibit or relocate right turns along the south corridor and address unsafe right turns from the centre lane onto Eglinton Ave W. Remove speed restrictions. One respondent asked for main roads only and removal of the bus lanes.
- **Reduce stops south of St Clair Ave, though some asked to add stops elsewhere.** Remove or reduce to one the Dufferin Mall stops, and remove Dufferin Park Ave, Sylvan Ave, Liberty St, and Orfus Rd. Serve Davenport Rd southbound only and Dupont St northbound only. Reduce overlap with the local 29 Dufferin stops. Add stops at Tycos Dr and 866 Wilson Ave.
- **Increase frequency and extend service hours.** Add buses, as buses fill up and riders wait for one or two to pass. Extend service past 10 p.m. Address 929 Dufferin Express and 29 Dufferin buses arriving together, followed by long gaps. Improve reliability north of Bloor.
- **Extend the route north to Steeles Ave.** Run a rush-hour branch from Wilson Station, or an express from Sheppard West Station, to connect with Sheppard, Finch, and Steeles.
- **Mixed views on the express's value.** Four respondents said the 929 Dufferin Express is not meaningfully faster than the 29 Dufferin, citing overlapping stops, narrow roads, and few opportunities to pass local buses. Of these, one asked to roll it into the 29 Dufferin, and one preferred strengthened local service and more transit priority. One said southbound travel from Davenport to Bloor is too slow. Others praised the express and the bus lanes.
- **Adjust scheduling and improve customer information.** Reduce scheduled running time and add recovery time, as buses are held to meet the on-time performance target. Make express buses and stops easier to distinguish, for example by colour, including for riders who cannot read English. Address cases where an express or local bus skips Dufferin/Bloor when the other is present, so riders cannot choose.

935 Jane Express

25 respondents provided responses.

- **Provide RapidTO bus lanes on Jane St.** Add dedicated lanes along the whole corridor to address traffic congestion, delays behind turning vehicles, and bunching, benefitting the 935 Jane Express, 35 Jane and 27 Jane South. Remove speed restrictions.
- **Increase frequency, reliability, and service span.** Operate every 10 minutes all day, seven days a week, and extend weekend hours, as the 935 Jane Express is the only continuous north-south service on Jane across Eglinton Ave W. Address bunching, with multiple 935 Jane Express buses arriving together after 15+ minute gaps, and late buses, including rush-hour delays near Jane and Black Creek.
- **Use articulated buses.** Operate the 935 Jane Express with articulated buses at all times, keeping the 35 Jane and 27 Jane South on standard buses. Allocate more articulated buses from Mount Dennis Division to Jane. Address crowding.
- **Mixed views on stop locations.** Add stops at Annette St, Challfarm Dr southbound, and Heathrow Dr northbound, and restore Exbury Rd and Grandravine Dr. Remove Trethewey Dr, Northwest Dr, and Steeles Ave W/Jane St, and remove stops without connections. Move the southbound Finch stop to the north side. Serve York University, including an intersection connecting to it or a stop inside the campus.
- **Run express over the full route.** Operate the northern end as express, with local stops served only by the local bus.
- **Consider higher-order transit.** Build a subway, or at minimum an above-grade LRT, on Jane St, as the express buses operate like local service between Maple Leaf Dr and Wilson.

- Other comments that were provided in other sections of the survey included: extend to the Highway 407 Bus Terminal to avoid the transfer at Pioneer Village.

938 Highland Creek Express

9 respondents provided responses.

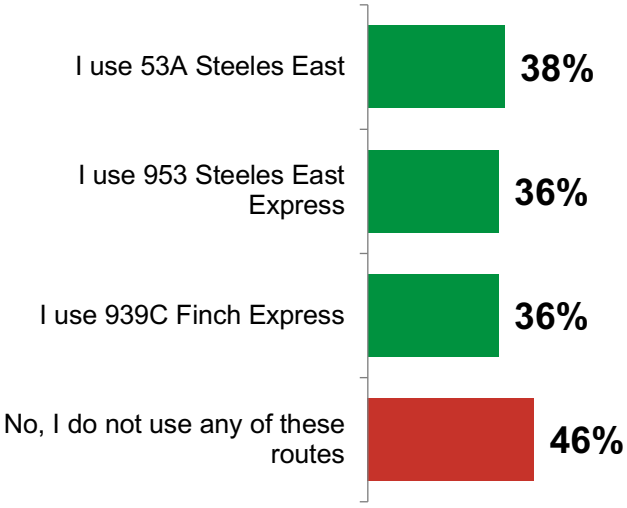
- **Restore and expand the service.** Bring the route back and operate it year-round. Increase frequency. Run service in both directions during rush hour. Extend afternoon service from 3 p.m. to about 6 p.m. to relieve congestion on buses.
- **Extend the route east to Rouge Hill GO Station.** Extend to Rouge Hill GO Station with stops along the way, including Highland Creek, Meadowvale, Centennial, and Port Union. Continue serving Mornelle Court and Gander, especially if those stops are removed from the 995 York Mills Express.
- **Provide transit priority.** Provide a dedicated transit lane as part of RapidTO.
- **Replace the route with the 38B Highland Creek.** One respondent said riders take the 938 Highland Creek Express only because it is the first bus to arrive, not because it is faster.

Proposed routing changes for select bus routes

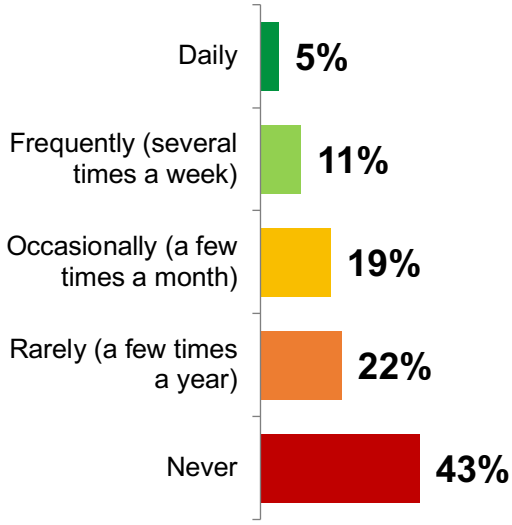
Routing proposals for Morningside Heights routes

TTC is proposing routing changes to 53A Steeles East, 953 Steeles East Express, and 939C Finch Express. A total of 245 respondents answered these questions. See summary of responses below.

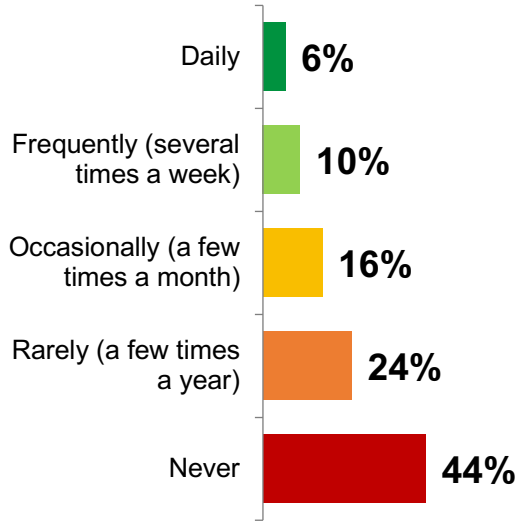
Q1: Do you use 53A Steeles East, 953 Steeles East Express, and/or 939C Finch Express?



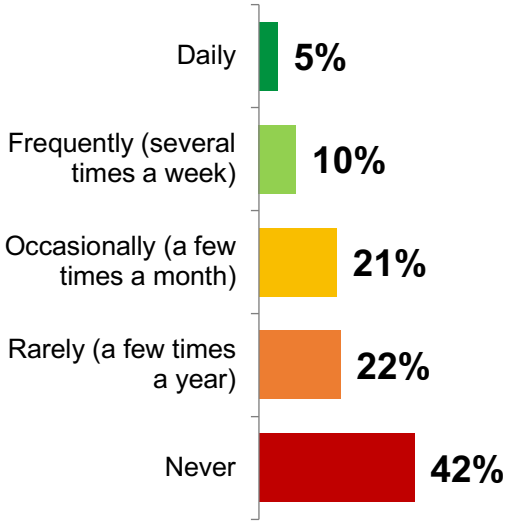
Q2: How often do you use 53A Steeles East?



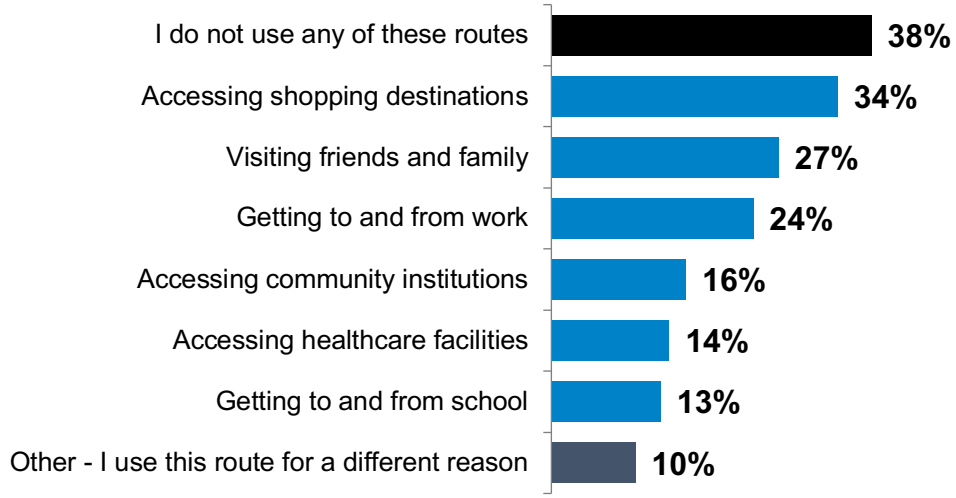
Q3: How often do you use 953 Steeles East Express?



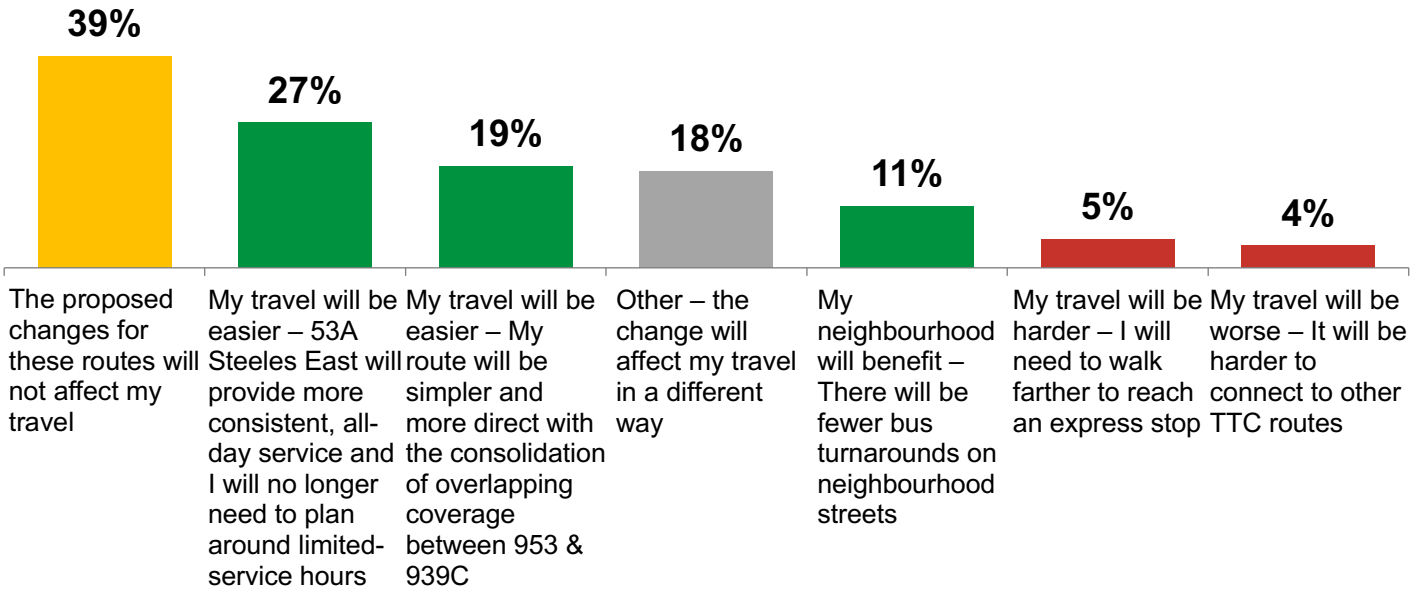
Q4: How often do you use 939C Finch Express?



Q5: What do you use these routes for?

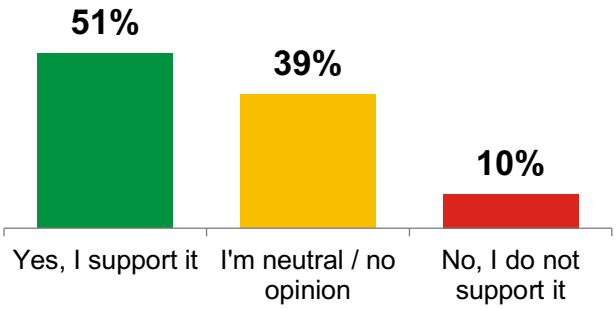


Q6: How would the proposed changes affect your travel?

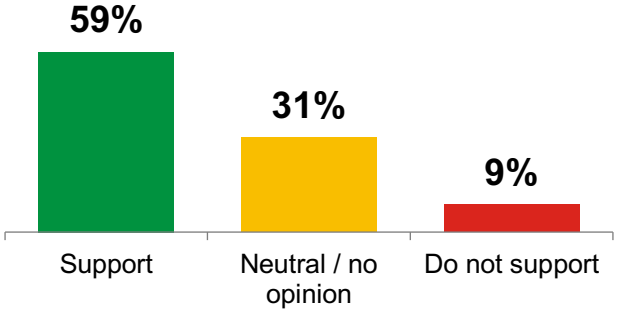


Q7: Overall, do you support the proposed change to 53A Steeles East?

Feedback results from all respondents, including riders and non-riders of the route:

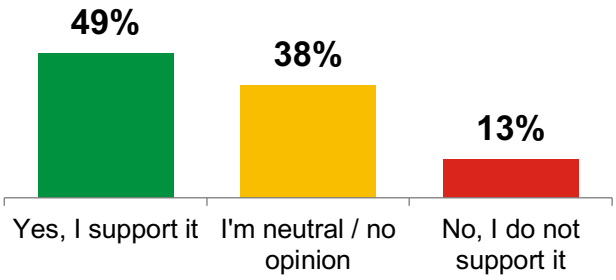


Feedback results from riders of the route only:

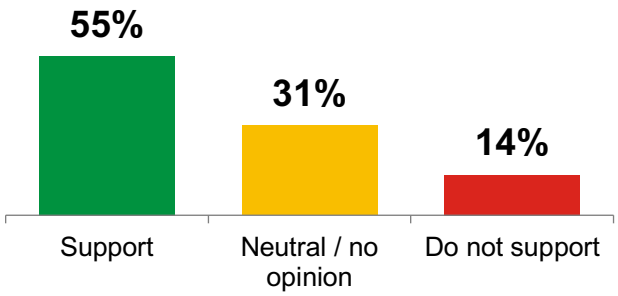


Q8: Overall, do you support the proposed changes to 953 Steeles East Express and 939C Finch Express?

Feedback results from all respondents, including riders and non-riders of the route:



Feedback results from riders of the route only:



Q9: Do you have any other advice, suggestions, or comments for the TTC about the proposed changes for the 53A Steeles East, 953 Steeles East Express, and 939C Finch Express routes?

40 respondents provided a response. Feedback was mixed but leaned toward concerns about preserving service, frequency, and accessibility in Morningside Heights. While some respondents supported simplifying the routing and improving reliability, many respondents focused on maintaining existing stops and neighbourhood coverage, preserving or expanding express service, and avoiding additional transfers for riders travelling to and from Morningside Heights. See the summary of feedback below:

Support for the proposed changes

- **Support for simplifying the current looping structure.** A more direct routing with fewer turns would be easier for riders to understand and would help residents identify their stops more easily.
- **Support for the proposed 939C Finch Express changes provided key stops and destinations remain served.** In particular, support was tied to maintaining service at important locations around Morningside Avenue and Finch Avenue.
- **Desire to see for the changes to improve reliability.** Respondents shared ongoing issues with bus bunching and uneven service on the 53A Steeles East and 953 Steeles East Express and expressed hope that the proposed changes would improve service spacing and reliability.

Concerns about the proposed changes

- **The most common concern was that the changes could reduce service frequency or express service.** Respondents worried that consolidating or shortening the 953 Steeles East Express could lead to additional transfers, less frequent service, overcrowding, or future service reductions. Several respondents emphasized maintaining convenient express service east of Morningside Avenue and preserving direct travel opportunities.
- **Concern that the proposed changes would reduce transit access for Morningside Heights residents.** Respondents said that residents already experience long travel times and limited transit options and expressed concern that reducing service along Morningside Avenue, Seasons Drive, Staines Road, Mantis Road, or Nightstar Road would make travel less convenient and require additional transfers.
- **Concern about accessibility and mobility impacts.** Respondents said that removing service from portions of the existing loop could make transit less accessible for people with mobility challenges, parents travelling with children, and others who rely on nearby stops within the neighbourhood.
- **Some preferred to retain the current routing structure.** These respondents felt the existing 53A Steeles East and 953 Steeles East Express routing provides faster and more direct travel for riders making longer trips between Morningside Heights, Scarborough, and North York.
- **Concern about losing access to express service.** Certain streets, including parts of the Starry Crescent area, could end up farther from an express stop if the proposed routing changes are implemented.

Suggestions

- **Preserving stops and neighbourhood service**

- **Many respondents focused on maintaining local service within the Morningside Heights loop.** Respondents specifically requested continued service at stops on Morningside Avenue, Seasons Drive, Staines Road, Nightstar Road, Mantis Road, and Plantain Way if the 939C Finch Express routing changes proceed.
- **Maintain neighbourhood access while improving service.** Several suggested preserving local loop stops while allowing express services to operate more directly along Finch Avenue and Steeles Avenue.

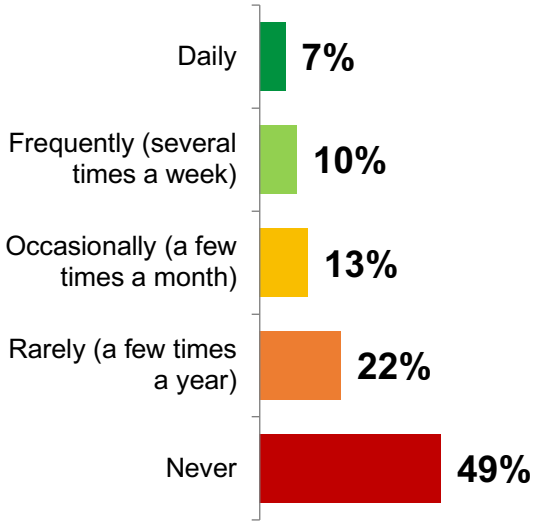
- **Frequency and reliability requests**
  - **Need for more frequent service.** Suggestions included improving 53A Steeles East frequency, increasing Sunday service, restoring weekend service on the 953 Steeles East Express, operating the 953 Steeles East Express all day, adding more buses overall, and maintaining convenient service levels throughout the corridor.
  - **Bus bunching and uneven spacing as ongoing issues.** Respondents described instances of multiple buses arriving together followed by long gaps in service and called for improved coordination between the 53A and 53B Steeles East branchesand 953 Steeles East Express to provide more consistent service.
  - **Maintain or expand express service.** Suggestions included preserving 953 Steeles East Express service to Staines Road, restoring seven-day service, extending express service operating hours, adding weekend operation, and making the route more express by reducing stops.
- **Route restructuring suggestions**
  - **Restructure the Morningside Heights routes.** Several respondents suggested alternative ways to restructuring the 53A and 53B Steeles East branches, 953 Steeles East Express, 116 Morningside, and 133 Neilson routes, which aimed to preserve service to residential neighbourhoods and employment destinations while simplifying operations and reducing duplication.
  - **Modify how service operates within the Morningside Heights loop.** Proposals included having the 939C Finch Express and 953 Steeles East Express serve similar looping patterns, restructuring service similar to the Steeles West corridor, extending route 133 Neilson to employment destinations, or adjusting route termini around the Amazon Fulfillment Centre.
  - **Replace or simplify the loop entirely.** Extend 42 Cummer into the area instead of maintaining the existing looping arrangement.
- **Future transit connections and service improvements**
  - **Request for stronger express transit connections serving Morningside Heights.** Suggestions included additional express branches, future express routes, and maintaining direct connections between the area and rapid transit stations.
  - **Extend existing routes.** Examples included extending route 116 Morningside into York Region and inquiries about previously discussed plans for additional service to Morningside Heights.
- **Other comments**
  - **Pedestrian access improvements that could support transit use.** Suggestions included new walking connections, pathways, or pedestrian bridges linking neighbourhood streets to nearby stops.
  - **Improve communication and implementation.** A small number of respondents focused on communication and implementation. Respondents suggested related service changes, including future 939C Finch Express weekend service proposals, should be communicated together so residents can better assess the overall impact of the proposal.
  - **Other comments raised issues outside the scope of the route proposals.** These included concerns about air conditioning use and air quality conditions on 939 Finch Express buses.

Routing proposals for Black Creek routes

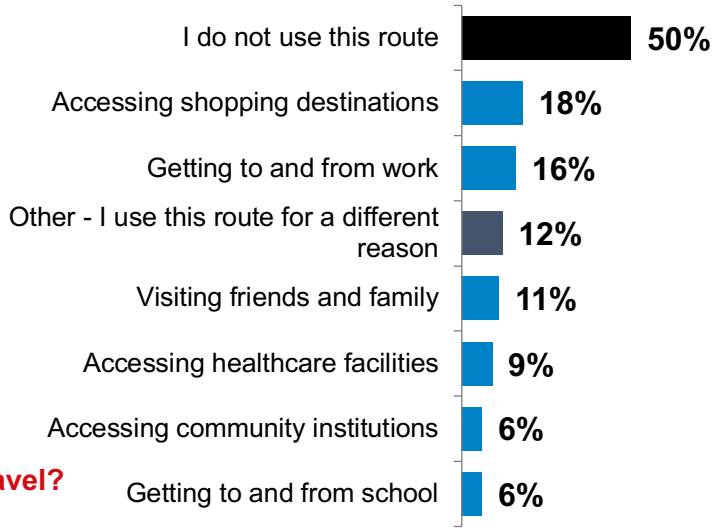
TTC is proposing routing changes to 84C Sheppard West and 99 Arrow Rd. A total of 213 respondents answered these questions. See summary of responses below.

84C Sheppard West

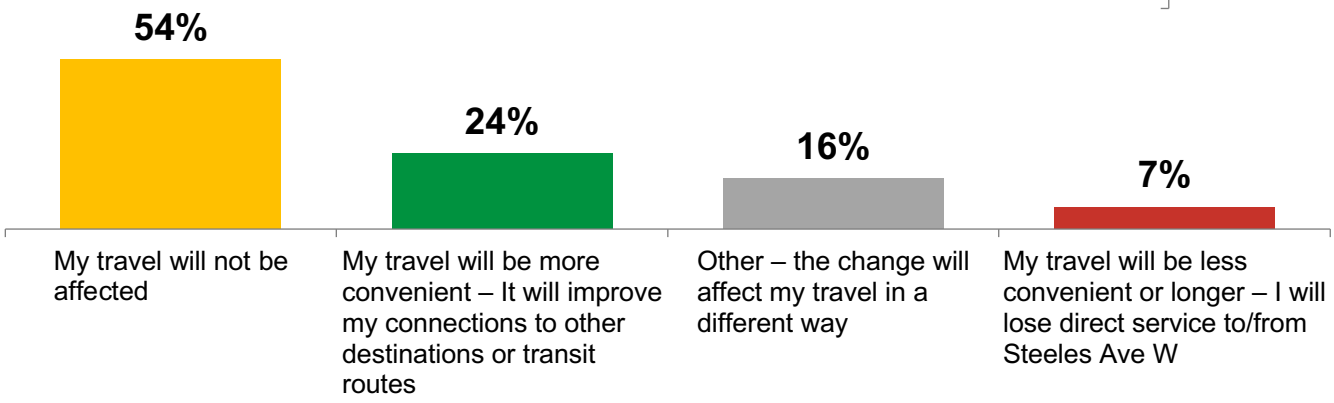
Q1: How often do you use 84C Sheppard West?



Q2: What do you use this route for?

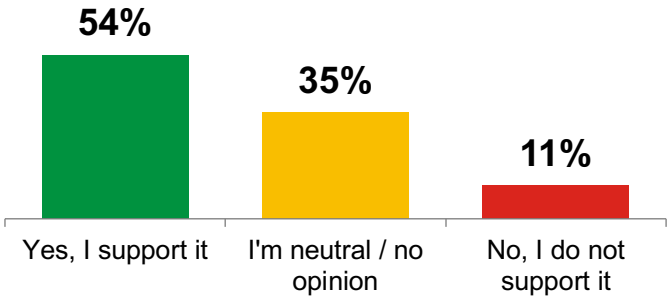


Q3: How would the proposed changes affect your travel?

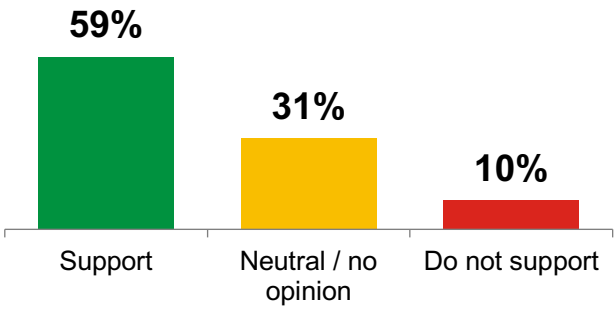


Q4: Overall, do you support the proposed change to 84C Sheppard West?

Feedback results from all respondents, including riders and non-riders of the route:

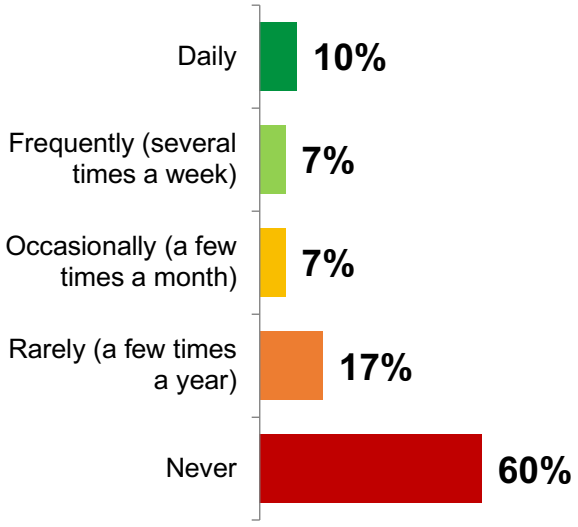


Feedback results from riders of the route only:

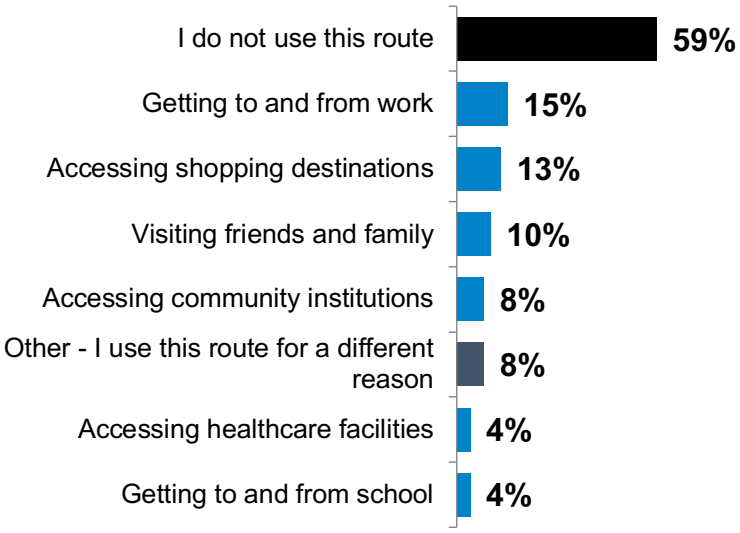


99 Arrow Rd

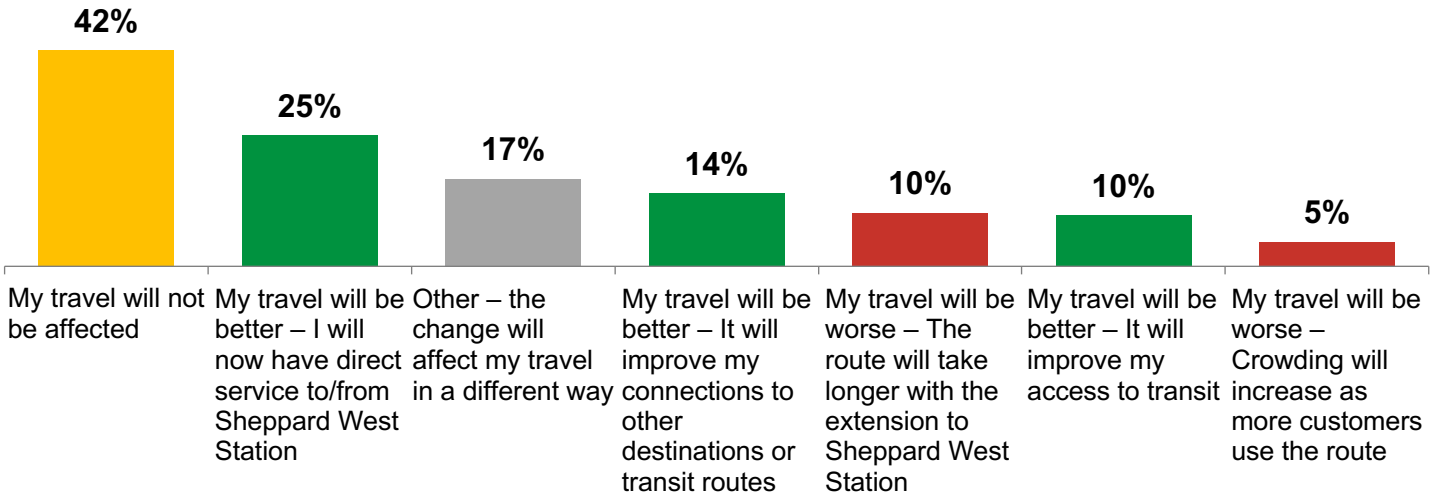
Q1: How often do you use 99 Arrow Rd?



Q2: What do you use this route for?

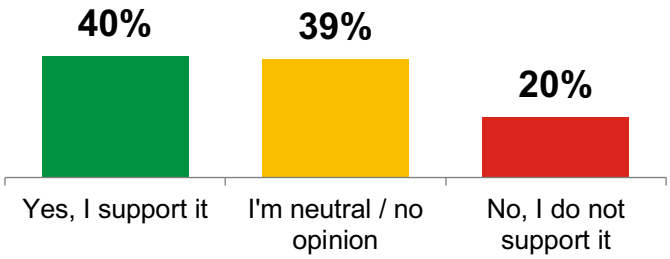


Q3: How would the proposed changes affect your travel?

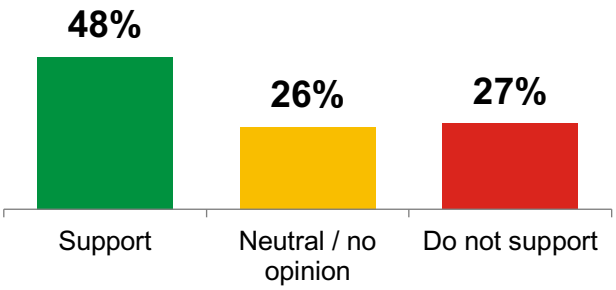


Q4: Overall, do you support the proposed change to 99 Arrow Rd?

Feedback results from all respondents, including riders and non-riders of the route:



Feedback results from riders of the route only:



Q5: Do you have any other advice, suggestions, or comments for the TTC about the proposed changes for the 84C Sheppard West and 99 Arrow Rd routes?

27 respondents provided a response. Feedback was mixed on the proposed changes but focused largely on the future role of the 99 Arrow Rd route. While some respondents supported improving connections to Sheppard West Station and extending the 84C Sheppard West into York Region, many questioned whether the 99 Arrow Rd should be extended at all, noting its role as an operator shuttle and suggesting it be merged with, replaced by, or incorporated into other routes instead. Many comments also focused on service frequency, route simplification, and improving transit connections in the area. See the summary of feedback below:

Support for the proposed changes

- **Support for extending 99 Arrow Rd to Sheppard West Station.** Respondents felt the extension could strengthen connections to Sheppard West Station and other transit services, attract additional riders, supplement service on nearby corridors, and provide more travel options in the area. Some also described the current route as underutilized and felt the extension could improve its usefulness.
- **Support for the 84C extension.** Respondents supported the proposal based on their own experience using the route and viewed it as a worthwhile service enhancement. One respondent said extending the 84C Sheppard West into York Region, even if it is a small connection, is a welcome change.

Concerns about the proposed changes

- **The most common concern was whether extending 99 Arrow Rd is necessary.** Many respondents questioned the value of extending the route to Sheppard West Station, noting that several existing routes already provide connections to the station and that the proposed change may offer limited additional benefit.
- **Several emphasized the importance of preserving 99 Arrow Rd's role as an operator shuttle.** Respondents said that the route was originally designed to help TTC operators travel between Arrow Road Division and relief points. Respondents expressed concern that extending the route could increase travel times, reduce operational efficiency, and make it harder for operators to reach relief points on time.
- **Some preferred retaining the current 99 Arrow Rd routing.** These respondents described the route as functioning well today and felt the proposed changes could make existing trips less convenient for both operators and customers.
- **Some said the proposed changes could create unnecessary duplication or confusion.** Respondents said that the revised 84C Sheppard West and 99 Arrow Rd would serve many of the same corridors, potentially making the routes difficult to distinguish and reducing the need for two separate services.
- **Few opposed the 84C Sheppard West extension.** Concerns included increased travel time from crossing Steeles Avenue multiple times, operational impacts, and the provision of service outside Toronto without corresponding external funding support.
- **Several respondents felt the proposed service levels were insufficient.** Respondents specifically criticized 30-minute service as infrequent and argued that any redesign should provide more attractive and frequent service.
- **Several emphasized that 99 Arrow Rd serves important users and destinations and should continue to provide service on Arrow Rd.** The route supports access to churches, community facilities, employment destinations, and TTC employees travelling to and from Arrow Road Division. Some respondents expressed concern that eliminating or significantly restructuring the route could negatively affect these existing travel patterns, and supported preserving service in the corridor even if other routing changes are considered.

Suggestions

- **Route restructuring suggestions:**
    - **The most common suggestion was to merge, replace, or rebrand the 99 Arrow Rd route.** Respondents proposed combining the 99 Arrow Rd with the 84C Sheppard West, replacing the 99 Arrow Rd with expanded 84C Sheppard West service, renaming the 99 Arrow Rd as a branch of the 84 Sheppard West, or otherwise simplifying the network to create a single service along the corridor.
    - **Replace or restructure the 99 Arrow Rd through changes to route 119/119A Torbarrie.** Suggestions included combining the 99 Arrow Rd with the 119 Torbarrie, extending the 119A Torbarrie northward, replacing the 99 Arrow Rd with more frequent 119 Torbarrie service, and providing all-day, two-way service on Torbarrie Road.
    - **Consider relocating the 84C Sheppard West layover from Steeles Ave to Director Ct** instead.
    - **Consider broader restructuring of multiple routes in the area.** These respondents proposed reconfiguring the 84C, and 84D Sheppard West branches, 99 Arrow Rd, and 119 Torbarrie together to create stronger all-day connections while preserving access to Arrow Road, Sheppard Avenue, Finch Avenue, and nearby transit hubs.
- **Extensions and connection opportunities**
    - **Respondents suggested a variety of alternative route extensions.** Suggestions included extending service to Pioneer Village Station, Downsview Park Station, Wilson Station, Jane and Wilson, and other destinations to improve connectivity and increase ridership.
    - **Strengthen connections to major transit hubs.** Suggestions focused on improving links to subway stations, GO Transit services, and future rapid transit connections.
- **Frequency and service improvement requests**
    - **Service quality improvements should accompany any route changes.** One respondent described the current Sheppard-Yonge–Sheppard West bus connection as slow and unattractive, and suggested increased frequency and transit-priority measures to improve travel times and reliability.
    - **Need for more frequent and more reliable service.** Suggestions included improving service on the 84 Sheppard West, operating the 99 Arrow Rd throughout the day with fewer service gaps, providing later evening service, and increasing overall reliability.

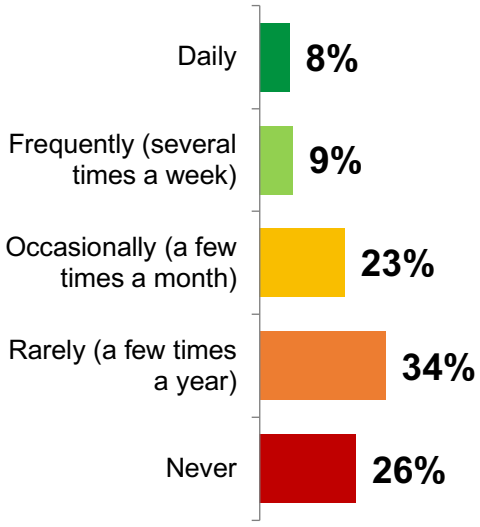
Other comments

- **Request for more information about how the proposed 99 Arrow Rd routing would operate.** Questions focused on whether the route would continue to serve Jane Street in its current form and how it would function alongside nearby routes after implementation.
- **Concerns about passenger access through TTC operating facilities.** The comment suggested customers should be permitted to remain on buses travelling through Arrow Road Division, noting similar concerns with routes serving other TTC facilities.

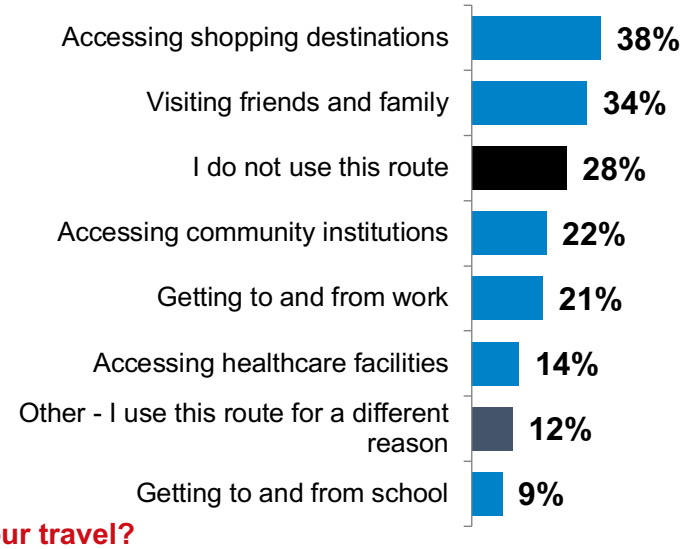
Routing proposals for Dupont Corridor routes

TTC is proposing routing changes to 26 Dupont. A total of 299 respondents answered these questions. See summary of responses below.

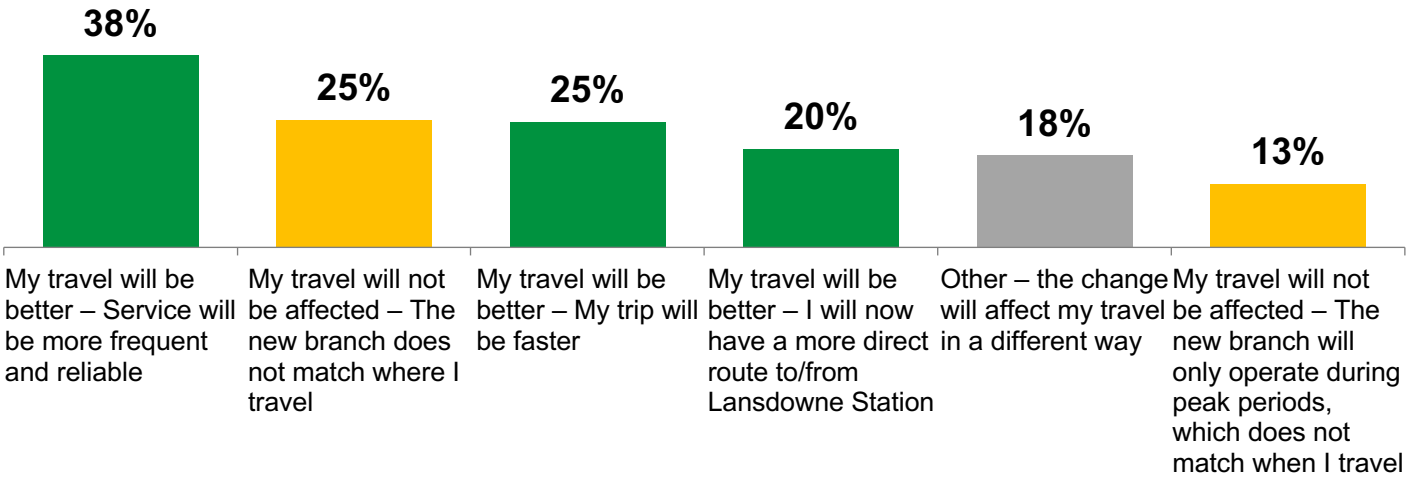
Q1: How often do you use 26 Dupont?



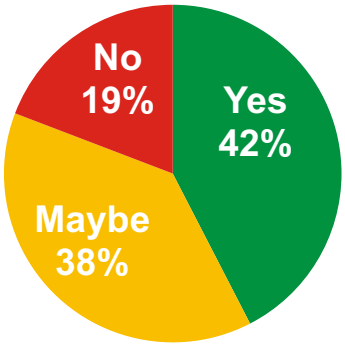
Q2: What do you use this route for?



Q3: How would the proposed new branch affect your travel?

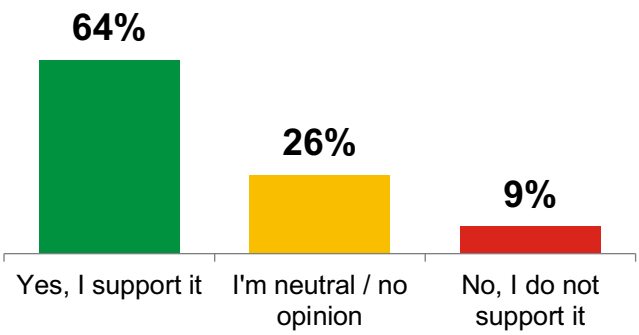


Q4: Would you use 26B Dupont if implemented?

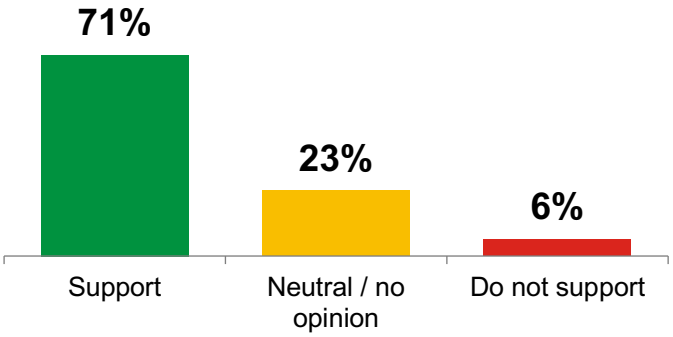


Q5: Overall, do you support the proposed change to 26B Dupont branch?

Feedback results from all respondents, including riders and non-riders of the route:



Feedback results from riders of the route only:



Q6: Do you have any other advice, suggestions, or comments for the TTC about the proposed new 26B Dupont branch?

77 respondents provided a response. There were mixed opinions on the proposed new 26B Dupont branch. The dominant theme was the need for more frequent and reliable service on the Dupont corridor. While many respondents supported improving service through the proposed 26B branch, support was frequently conditional on the branch adding service rather than redistributing existing service from the 26A Dupont. Concerns focused on preserving service west of Lansdowne Avenue, maintaining overall route frequency, and whether a new branch is preferable to increasing service across the existing route. Many respondents also suggested alternative termini, transit connections, operational improvements, and transit-priority measures. See the summary of feedback below:

Support for the proposed new branch

- **Many respondents supported improving service on the Dupont corridor.** Respondents described Dupont as underserved and felt additional service would better reflect population growth, increasing travel demand, and the corridor's importance as an east-west route.
- **Support was often conditional on the proposal adding service rather than reducing existing service.** Respondents generally supported the branch provided it results in net new service, improves frequency and reliability, and does not reduce service west of Lansdowne Avenue, on Annette Street, or on the existing 26A Dupont branch.
- **Several supported the proposal because it could improve frequency and make the route more attractive to riders.** Some said that infrequent service is the primary reason people avoid the route today and suggested adding additional buses, including outside peak periods, to maximize the benefit of the new branch.
- **Some supported the proposal because it could improve transit connections.** Respondents highlighted benefits such as improved access to Line 2 Bloor-Danforth, relieving pressure on the subway network, and connecting to future destinations including the Bloor-Lansdowne GO Station currently under construction.

Concerns about the proposed new branch

- **Many respondents felt that improving frequency and reliability on the existing 26 Dupont route should be prioritized over creating a new branch.** Respondents argued that current service levels, with waits often ranging from 20 to 30 minutes, are inadequate for a major corridor. Many felt that adding buses, increasing frequency, improving reliability, and addressing service issues along the existing route would provide greater benefits than introducing a new branch structure.
- **Concern that the new branch could reduce service on the existing 26A Dupont corridor.** Respondents frequently referenced the importance of maintaining service west of Lansdowne Avenue, on

Annette Street, and along the full Jane Station to St. George Station corridor. Respondents generally opposed the proposal if it would result in lower frequency or reduced reliability elsewhere.

- **Need for clarification on how the branch would operate.** Questions focused on whether the proposal represents net new service, whether overall frequency would increase, whether 26A Dupont service would be reduced, and how the branch would affect existing headways and reliability.
- **Some questioned whether a branch to Lansdowne Station is necessary.** Respondents suggested that existing transit options already provide connections to the area, including the 47 Lansdowne route and Line 2 Bloor-Danforth.
- **Operational and infrastructure concerns centred largely on how the branch would terminate at Lansdowne Station.** Lansdowne Station lacks a dedicated bus terminal or layover facility and questioned how buses would lay over and recover time without creating traffic impacts. Respondents also raised concerns about operating on narrow streets such as Wade Avenue and Paton Road, as well as turning and traffic constraints in the area.

Suggestions

- **Frequency and reliability requests**
  - **The most common suggestion was to increase frequency on the 26 Dupont corridor.** Respondents repeatedly called for more frequent service, with suggestions ranging from 10-minute service to 15-minute service or better throughout the day. Requests included improving peak, off-peak, midday, evening, and rush-hour service, particularly between Lansdowne Avenue and St. George Station.
  - **Reliability is as important as frequency.** Respondents cited recurring delays caused by congestion, traffic signals, and operational issues along Dupont, and suggested that service improvements should be paired with measures that improve reliability and travel times.
  - **The proposal is part of a broader need for higher-order transit service on Dupont.** Suggestions included express services, dedicated bus lanes, RapidTO-style transit priority measures, and corridor-wide improvements to reduce delays.
- **Route extensions and alternative termini**
  - Respondents suggested alternative termini including:
    - **Rosedale Station.** Several respondents supported reviving a previously discussed extension in order to provide a direct connection to Line 1 Yonge-University and improve east-end network connectivity.
    - **Dundas West Station.** There are stronger connections to GO Transit, UP Express, Line 2 Bloor-Danforth, and streetcar routes, as well as ongoing residential growth around the Dundas West corridor. Some respondents suggested routing via Symington Avenue to reach Dundas West more directly.
    - **Dufferin Station.** It has higher ridership, stronger transit connections, and access to nearby destinations and commercial areas.
  - **Several proposed additional route extensions or branches.** Suggestions included extending service to Yonge Street, operating a peak-period branch through the University of Toronto campus, extending south along Lansdowne Avenue, serving Fairbank Station and Line 5 Eglinton, or improving connections to streetcar routes.
- **Route restructuring suggestions**
  - **Restructure the route to provide more frequent service on the busiest portions of the corridor.** Suggestions included operating more service between St. George Station and Lansdowne Avenue or creating branch structures focused on higher-demand sections of the route.
- **Infrastructure and transit-priority improvements**

- **Improve traffic and street design.** Traffic and street design issues are a major contributor to poor service. Respondents suggested creating dedicated bus lanes like RapidTO, intersection redesigns, traffic signal improvements, and broader transit-priority measures along the Dupont corridor.
- **Pedestrian and station-access improvements could support the new branch.** Suggestions included a traffic signal at Wade Avenue and Lansdowne Avenue to improve access between Lansdowne Station, nearby bus stops, and the proposed terminal area.
- **Consider changes to terminal and layover arrangements.** There were concerns about limited layover space near Lansdowne Station and suggestions for alternative operating arrangements and layover locations.
- **Additional operational suggestions**, including using the Jane Station on-street night stop for the 26 Dupont/Annette and 55 Warren Park at all times to reduce the impact of missed connections and long waits.

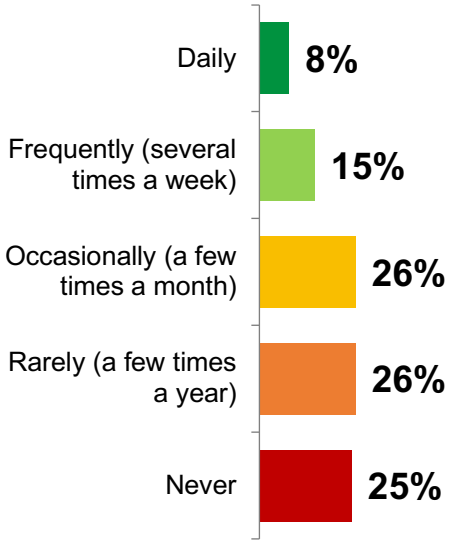
- **Operations and communication**
  - **It is important to manage service effectively if the branch is introduced.** Suggestions included communicating changes clearly to riders, preventing bus bunching and service gaps, coordinating with transportation services to reduce parking-related delays, and ensuring service improvements are noticeable to riders.

Routing proposals for Sherway Gardens routes

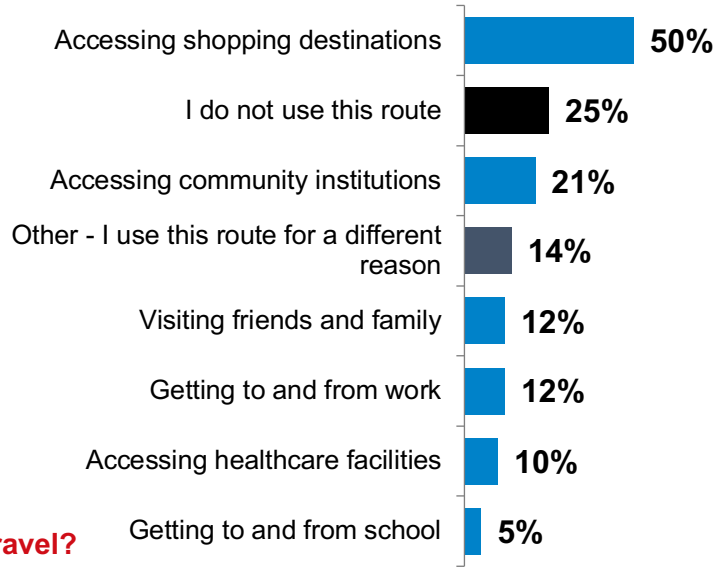
TTC is proposing routing changes to 123 Sherway and proposing a new route, 143 Brown's Line. A total of 302 respondents answered these questions. See summary of responses below.

123 Sherway

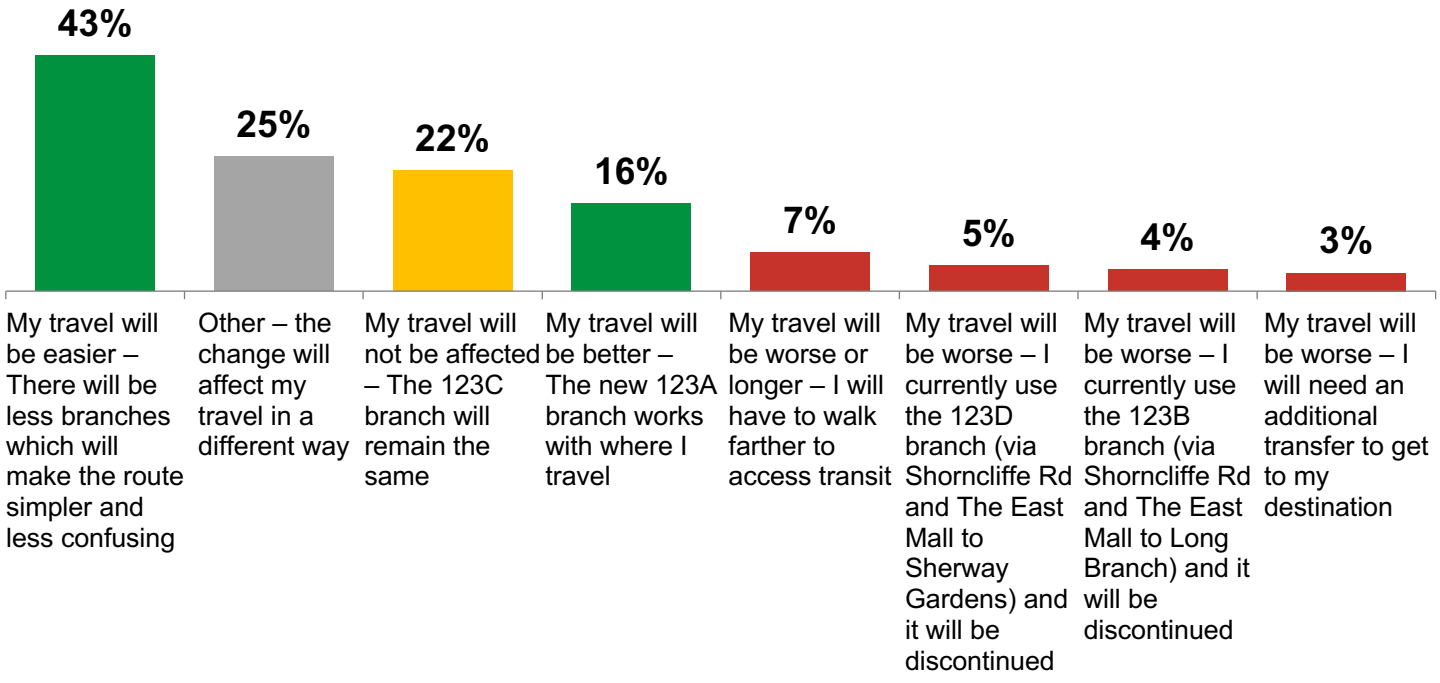
Q1: How often do you use 123 Sherway (any branch)?



Q2: What do you use this route for?

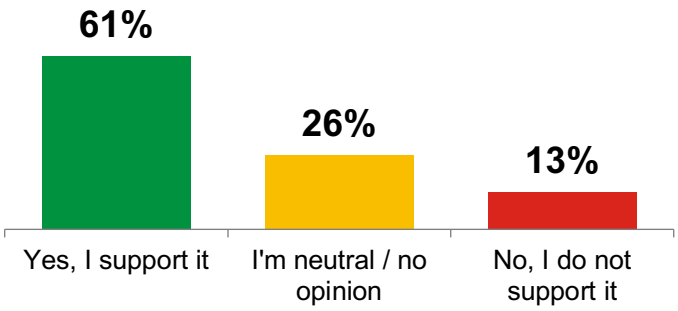


Q3: How would the proposed changes affect your travel?

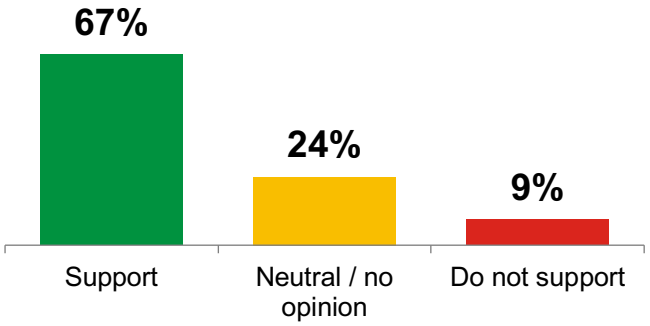


Q4: Overall, do you support the proposed changes to 123 Sherway?

Feedback results from all respondents, including riders and non-riders of the route:

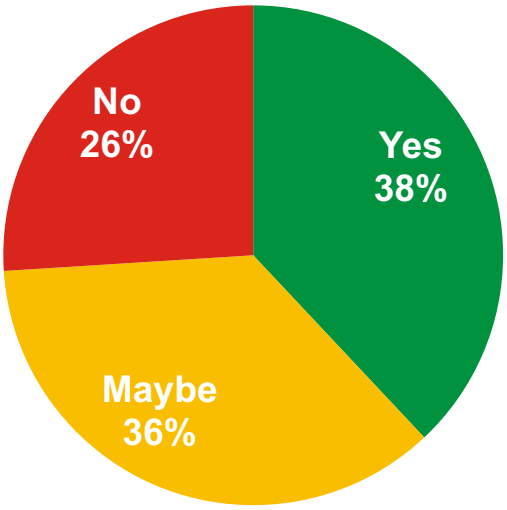


Feedback results from riders of the route only:

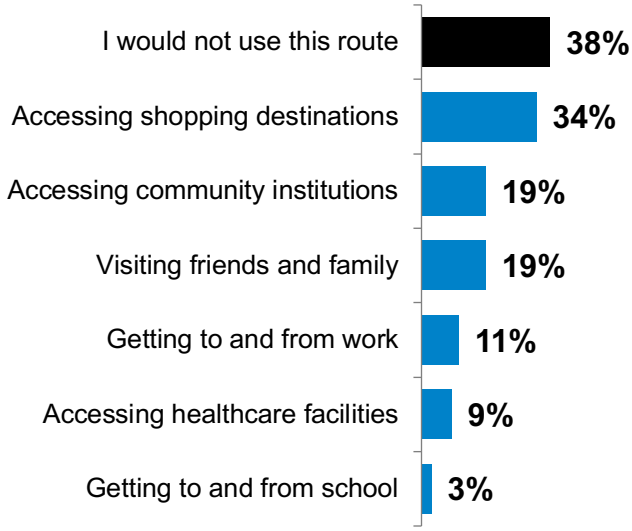


143 Brown's Line

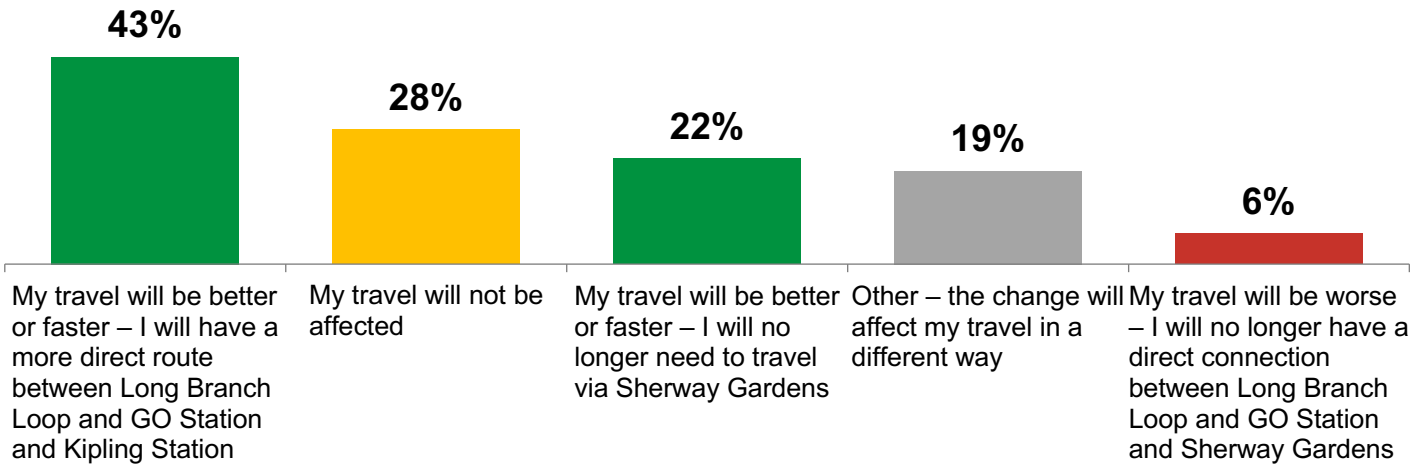
Q1: Would you use 143 Brown's Line if implemented?



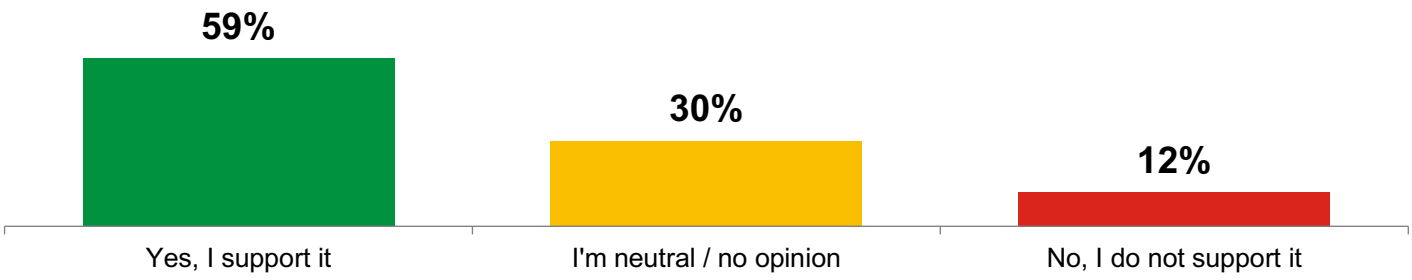
Q2: If you answered yes in the previous question, what would you use this route for?



Q3: How would the proposed new route affect your travel?



Q4: Overall, do you support the proposed new 143 Brown's Line route?



Q5: Do you have any other advice, suggestions, or comments for the TTC about the proposed changes for the 123 Sherway and the proposed new 143 Brown's Line?

108 respondents provided a response. There were mixed opinions on the proposed changes to the 123 Sherway and new 143 Brown's Line routes. Many respondents supported simplifying the route network and improving connections between Kipling Station and Long Branch, some were concerned about service reductions, duplication, and inconvenience, and others shared a range of suggestions related to routing, frequency, and network connections. By far the single most repeated piece of feedback was a request for Sunday service on the 123F Sherway, a request the proposal does not currently address. This appears to come from members of a church located on the 123F Sherway route. See the summary of feedback below:

Support for the proposed changes

- **Support for simplifying the 123 Sherway route network and creating a faster connection between Kipling Station and Long Branch.** Many said the current 123 Sherway branch structure is difficult to understand and that a more direct service to Long Branch GO would improve connections to Lakeshore West GO trains and other routes at Kipling Station.
- **The proposed 143 Brown's Line is a valuable new connection between Alderwood, Long Branch, and Line 2 Bloor-Danforth.** Respondents said it would provide a quicker trip to Kipling Station and offer a second travel option separate from Sherway Gardens. Several said this would be especially useful when GO train service is limited or schedules do not align with TTC service.
- **Support was often conditional on maintaining existing service levels.** Respondents generally supported the changes provided that the 143 Brown's Line operates as frequently as current 123 Sherway branches and that overall service frequency on Brown's Line, Sherway, and Long Branch corridors is not reduced.

Concerns about the proposed changes

- **The changes could reduce frequency and increase wait times.** Respondents valued the current frequency between Kipling Station, Sherway Gardens, and Long Branch and worried that route consolidation could lead to longer waits, crowding, or reduced convenience.
- **The proposal duplicates existing service instead of addressing gaps in the network.** Several respondents questioned whether the 143 Brown's Line would largely overlap with existing 123 Sherway service on North Queen Street, Shorncliffe Road, or The East Mall, and suggested transit resources would be better used to serve underserved areas such as 30th Street.
- **Concerns about added transfers and rider confusion.** Some respondents said that reaching Sherway Gardens from Shorncliffe Road or North Queen Street could require additional transfers, while others said the current and proposed branch structures remain unnecessarily complicated.

Suggestions

- **Service and frequency requests:**

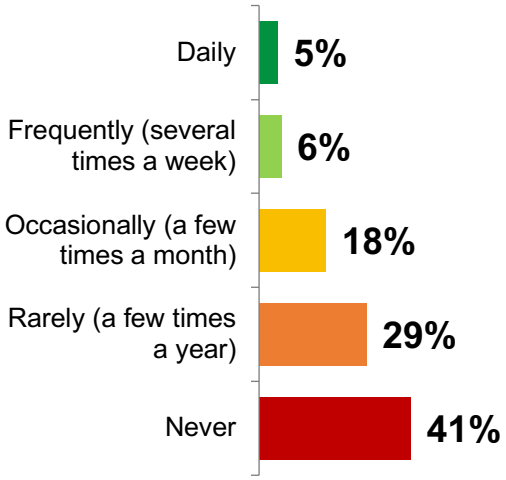
- **Add Sunday service on 123F Sherway.** By far the most common request was to add Sunday service on the 123F Sherway. Dozens of respondents requested Sunday service along The West Mall to provide direct access between Kipling Station, The Queensway, and destinations including 1 Westside Drive, Sherway Gardens, Trillium Health Centre, employment areas, and places of worship.
- **Expand 123F Sherway service beyond peak periods.** Suggestions included all-day service, Sunday morning and early-afternoon service, expanded operating hours outside rush periods, and increased service frequency.
- **More frequent and better-coordinated service across the area.** Suggestions included increasing peak-period service, reducing bus bunching, improving schedule coordination between the 123 Sherway and 143 Brown's Line, extending operating hours, and maintaining frequent service throughout evenings and weekends.

- **Route numbering and restructuring suggestions for 123 Sherway:**
  - **Rename, renumber, or treat 123F Sherway as a separate route.** Many respondents said that the 123F Sherway follows a significantly different alignment from other 123 Sherway branches and frequently causes confusion for customers who expect a standard 123 Sherway routing.
  - **Broader restructuring of the 123 Sherway network.** Suggestions included restoring the 123A Sherway branch, focusing the route more on North Queen Street, operating the 123F Sherway outside rush hours, converting the 123 Sherway into a Sherway-focused service, or replacing the 123F Sherway with an extension of the 80 Queensway.
- **Routing suggestions for 143 Brown's Line:**
  - **Route 143 Brown's Line via The East Mall rather than North Queen Street or Shorncliffe Road.** These respondents generally aimed to create a faster, more direct route while reducing overlap with existing services and improving transfer opportunities.
  - **Additional routing suggestions raised by individual respondents**, including extending the route to Islington Station, using Highway 427 to provide a faster Long Branch connection, operating the route as a MiWay service extension, routing via Kipling and Lake Shore Boulevard, creating separate East Mall and Shorncliffe branches, and improving connections to destinations such as Cloverdale Mall.
- **Requests for new connections and service improvements:**
  - **Need for stronger Line 2 Bloor-Danforth to Lakeshore West GO connections.** Suggestions included direct or express service between Kipling Station and Long Branch GO, Lake Shore Loop, Mimico GO, and other key destinations along the Lakeshore corridor.
  - **New direct connections to Sherway Gardens and surrounding destinations.** Suggestions included extending the 80 Queensway to Sherway Gardens, providing a direct route from west-central Etobicoke to North Queen Street, Sherway Gardens, and Trillium Queensway Health Centre, and adding new express services to reduce crowding on local routes.
- **Stop-specific and other suggestions:**
  - **Preserve key stops and existing connections.** Specific requests included retaining the Sheldon Avenue stop for access to Alderwood Plaza and maintaining service near East Mall Crescent.
  - **Additional routing suggestion to improve local connectivity**, including creating a new north-south connection linking 30th Street and Shorncliffe Road, improving Sherway-area connections, adding express stops, and creating future connections involving Renforth Station.

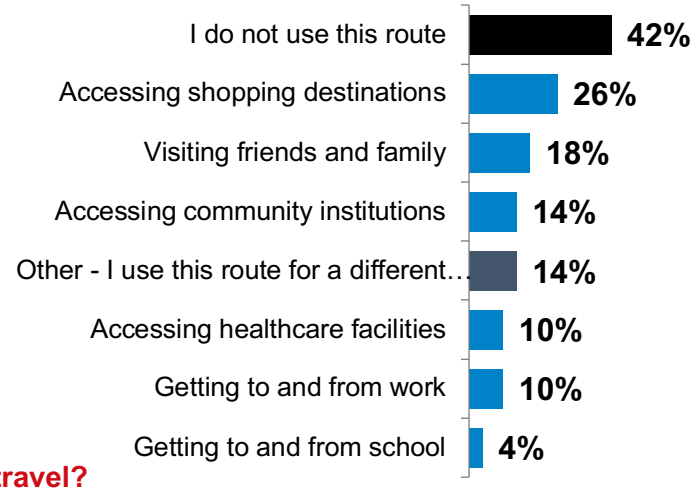
Routing proposals for Islington South routes

TTC is proposing routing changes to 110C Islington South. A total of 184 respondents answered these questions. See summary of responses below.

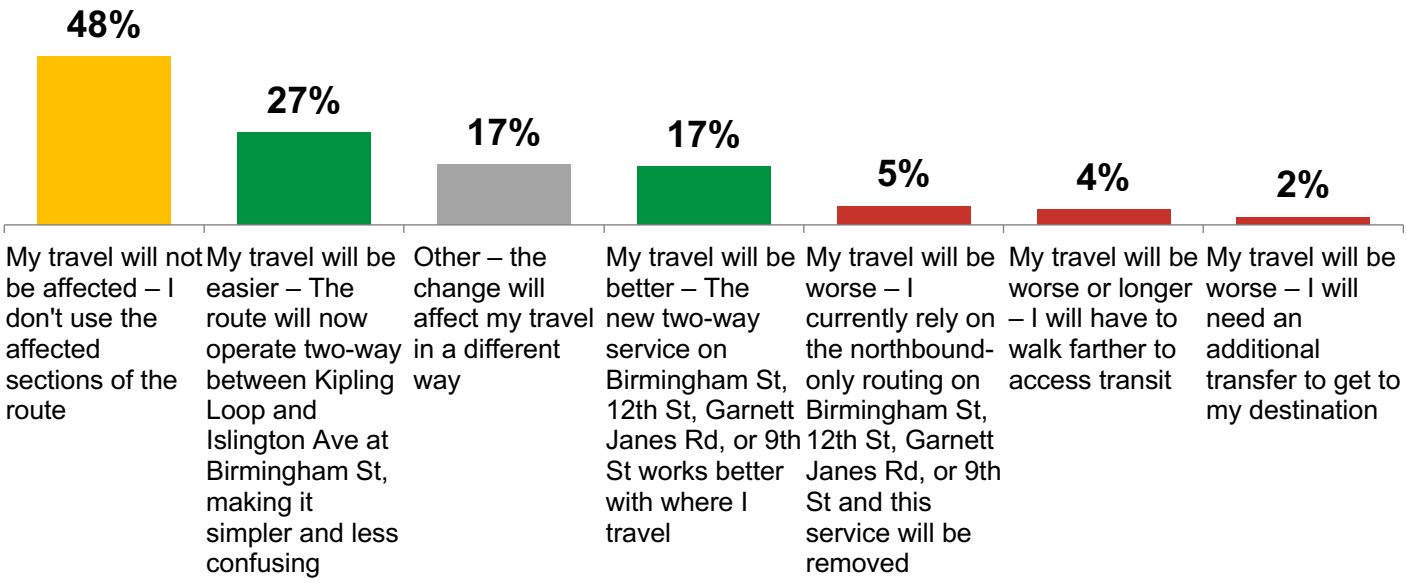
Q1: How often do you use 110C Islington South?



Q2: What do you use this route for?

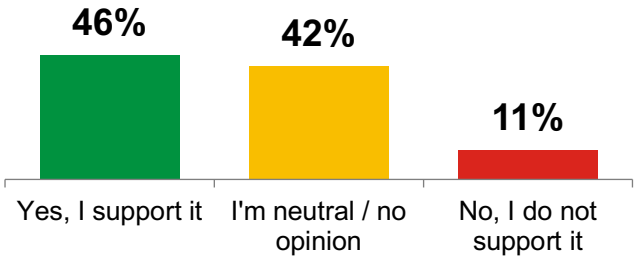


Q3: How would the proposed changes affect your travel?

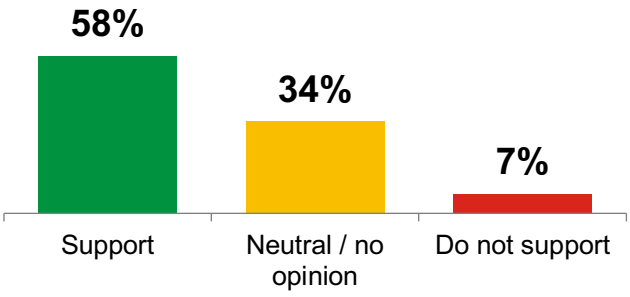


Q4: Overall, do you support the proposed changes to 110C Islington South?

Feedback results from all respondents, including riders and non-riders of the route:



Feedback results from riders of the route only:



Q5: Do you have any other advice, suggestions, or comments for the TTC about the proposed changes for the 110C Islington South?

20 respondents provided a response. There were mixed opinions on the proposed changes to the 110C Islington South route. Feedback generally leaned toward concerns about removing the Birmingham Street loop and nearby stops. While some respondents supported simplifying the routing, many were concerned about maintaining access for local residents, seniors, people with disabilities, and riders travelling to and from the Birmingham, 9th Street, and 12th Street areas. A recurring theme was that respondents could not fully evaluate the proposal because details about northbound routing, stop locations, and terminal operations were unclear. Many respondents also provided suggestions related to route restructuring, service frequency, and improved transit connections. See the summary of feedback below:

Support for the proposed changes

- **Some supported removing or simplifying the Birmingham routing because they find the current routing confusing.** Respondents familiar with the route suggested that the current Birmingham loop can be difficult to understand and that a simpler routing may improve the customer experience.
- **Some supported modifying the route if it improves connections to other destinations.** Suggestions included extending the 110C Islington South to Humber Polytechnic: Lakeshore Campus or via Colonel Samuel Smith Park, creating additional connections to Line 2 Bloor-Danforth through both Islington and Kipling Stations.
- **Few respondents felt concerns about neighbourhood bus operations could be addressed in other ways.** These respondents suggested that some riders could reasonably access service on nearby major streets, even if this resulted in longer walks or alternate transfer patterns.

Concerns and objections about the proposed changes

- **The most common concern was the loss of service and stops in the Birmingham Street area.** Many respondents preferred keeping the existing 110C Islington South routing and felt the current loop provides useful access to neighbourhoods around Birmingham Street, 9th Street, 12th Street, and Garnet Janes Road.
- **Many were concerned about increased walking distances and reduced accessibility.** Respondents highlighted potential impacts on seniors, people with disabilities, and residents with mobility challenges who currently rely on stops within the southern loop area.
- **Concern about impacts on specific nearby residential developments.** One respondent said that removing service on 8th and Birmingham, which is near a housing development serving visually impaired residents, could make travel more difficult and require additional street crossings to access northbound service.
- **Several expressed frustration with repeated route changes.** Respondents suggested that the route has already undergone multiple modifications in recent years and that maintaining stability should be prioritized.
- **Concern about removing the southern loop.** Many respondents said the southern loop should be retained. The loop is an important neighbourhood service for residents in the 9th Street, 12th Street, Birmingham Street, Coin St, and Garnet Janes Road areas and felt removing it would reduce convenient local access.

Suggestions

- **Need for clarification**
    - **Many said they needed more information before they could fully assess the proposal.** Questions focused on where northbound service would operate, where replacement stops would be located, how riders south of Lake Shore Boulevard would access service, and whether northbound stops would remain on Lake Shore Boulevard West.

- **The information provided was unclear.** The route diagrams and accompanying information did not provide enough detail for riders to understand the full impact of the proposed changes.
- **Several questioned how the proposed routing would operate in practice.** Concerns included potential turning delays at Lake Shore Boulevard West and Islington Avenue and uncertainty about how buses would circulate through the area after the Birmingham loop is removed.
- **Questions about future stop locations and operations.** Respondents requested more information about where replacement stops would be located and raised concerns about possible conflicts between stop placement, turning movements, and pedestrian access.

- **Frequency and service improvement requests**
  - **Frequency is a key issue regardless of the routing changes.** Respondents called for more frequent service on the 110C Islington South, particularly during midday, evenings, late nights, and weekends.
  - **Current service levels are too infrequent, particularly outside peak periods.** Respondents frequently cited 30-minute midday, evening, and weekend service as inadequate and argued that improving frequency would do more to attract riders than further route changes.
  - **Crowding should be addressed alongside route changes.** Respondents said that buses can become crowded during shift changes and other peak demand periods.
- **Route restructuring suggestions**
  - **Consider shortening or restructuring the southern loop to reduce operating costs and improve efficiency.** One detailed submission argued that the loop has gradually expanded over time while providing limited transportation benefits and suggested returning to a shorter loop at Eighth or Ninth Street.
  - **Consider separating the 110C Islington South from other 110 Islington South branches for planning and service purposes.** Suggestions included reintroducing a separate Horner route designation and evaluating service standards independently for the 110C Islington South to better address frequency and reliability issues on the southern portion of the route.
  - **Make related routes more consistent.** Consider aligning the looping pattern of 337 Islington with 110 Islington South's structure.
- **Extensions and connection opportunities**
  - **Extend 110C Islington South to improve connections to other destinations.** Suggestions included serving Humber Polytechnic: Lakeshore Campus, extending service to Long Branch, or creating stronger connections to streetcar routes and nearby transit services.
  - **Consider broader route restructuring to improve regional connections.** Suggestions included rerouting the service through Royal York and Mimico GO, creating new east-west travel opportunities, or introducing additional branches serving destinations such as The Queensway or Evans Avenue.
- **Infrastructure and operational improvements**
  - **Consider operational changes to improve efficiency and customer experience.** Suggestions included consulting major employers about shift times, improving branch design, and ensuring route changes support customer travel patterns rather than operational convenience alone.
- **Other comments**
  - **Increase 110B service during weekday mornings and evenings.** It is as important as the 110C Islington South change.

Other feedback

The Round One online survey closed with an open question: “What other feedback or advice would you like the TTC to consider as we develop the 2027 Annual Network Plan?” 318 respondents provided a response.

The following summary is about the overall feedback on the proposed stop changes for express bus routes.

Feedback on the express network was largely supportive of faster service, with requests to go further and to protect the benefits of the stop changes. Feedback shared included:

- **Support for consolidating express stops.** Some respondents supported limiting express routes to major interchanges and destinations, and some asked for the same approach on streetcar and local routes. One respondent opposed the stop removals on the 984 Sheppard West.
- **Conditions for the changes to succeed.** Respondents asked that stop removals be paired with transit signal priority and queue jumps, higher frequency on both the express route and its local counterpart, prompt updates to stop numbers in real-time information services, and centre-lane operation where curb lanes are rough.
- **All-day and weekend express service.** This was the most repeated express request. Respondents said that the benefit of the stop changes would be limited if most express routes remain peak-only.
- **New highway-based express routes.** Respondents proposed routes that use Highways 401, 404, 407 and the Don Valley Parkway, suggesting a target of travel times close to driving.
- **Local and express balance.** One respondent asked whether there is a policy on how service is split between local and express routes, out of concern that local service may be reduced.

Most comments raised topics beyond the Round One proposals. The main themes are summarized below, with examples of specific suggestions.

- **New routes, extensions and re-routings.** This was the largest group of out-of-scope suggestions. The most repeated were extending the 49 Bloor West to Renforth Station and restructuring service around Mount Dennis and Line 5. Specific suggestions included:
  - extend the 49 Bloor West to Renforth Station and connect Centennial Park-area routes to the Renforth terminal;
  - simplify the 71 Runnymede and 171 Mount Dennis routes at Mount Dennis, link northwest Etobicoke to Line 5 Eglinton, and reconsider the Jane North/South split at Eglinton Ave;
  - restore 91 Woodbine service on Underhill Dr and York Mills Rd, and end the 162 Lawrence-Donway and191 Underhill interlining;
  - connect local routes to GO stations (Mimico, Scarborough) and to York Region routes at Steeles Ave;
  - add new downtown routes on Liberty/Wellington/Front streets and on Jarvis St, and restore Bay St service north of Union.
- **Corridors with more than one express route** (for example 925 Don Mills Express,954 Lawrence East Express and 939A/B Finch Express): consider a higher tier of express service that skips less-used major intersections.
- **Reinstated or new express services requested:** the 901 Airport–Eglinton Express with stops at Terminals 1 and 3; the 943 Kennedy Express; the downtown express routes; and new express routes on Bathurst St, Royal York Rd, Ossington Ave, O’Connor Dr/St Clair Ave E, Bellamy (to Scarborough Town Centre), Lawrence Ave/Don Mills Rd to University Ave/College St, and a Coxwell or Woodbine–O’Connor–Overlea route to Don Valley Station.
- **Frequency, service span and crowding.** Respondents named individual routes with long waits or crowding, most often the 40 Junction-Dundas West, 131 Nugget, 98 Willowdale-Senlac, 54 Lawrence East and 154 Curran Hall. They asked for longer evening, night and weekend service, and relief for early-morning and afternoon peak crowding, including on Line 1 Yonge-University.

- **Reliability and scheduling.** Bus bunching was the most repeated reliability concern. Respondents asked for evenly spaced buses, schedules that reflect current traffic, and better timing of connections, including between buses and GO trains at Mimico.
- **Speed and transit priority.** Specific suggestions included full signal priority for streetcars, Line 5 Eglinton, and Line 6 Finch West, more bus lanes with physical separation from traffic, far-side stops at intersections, consolidating closely spaced streetcar and local stops, faster streetcar track switches, and ending subway slow zones.
- **Regional connections.** Respondents asked TTC to work with York Region Transit and MiWay on cross-boundary routes and seven-day service, to treat Scarborough Centre Station as a 24-hour regional hub, to extend the 32 Eglinton West to Pearson, and to explore a joint UP Express fare.
- **Customer information.** Respondents asked TTC to fix arrival screens that show the wrong routes or times, provide clear information on slow zones and service alerts, show destinations on stop signs, and communicate service changes during disruptions more reliably.
- **Stations and stops.** Requests included more bus shelters, public washrooms at stations, easier transfers at Kennedy and Sheppard West stations, and, from some respondents, full-height platform doors. Others considered the new platform barriers a poor use of funds.
- **Accessibility and Wheel-Trans.** Respondents raised concerns about the taxi vans used when Wheel-Trans buses are unavailable, and asked for reliable two-way booking, transfers for riders paying cash, accessible entrances at College and King stations, and more boarding time for mobility-device users.
- **Fares, safety and comfort.** Suggestions included a printed monthly pass, day passes on PRESTO, and student ticket programs. Respondents also raised concerns about the level of the fare-evasion fine, personal safety on the subway at night, fabric seating, and harsh braking.
- **Long-range projects.** Respondents asked for more subway lines, a Line 4 Sheppard extension, and LRT service in South Etobicoke.

Process suggestions

There were a few suggestions related to process. Respondents suggested promoting the survey more directly to riders, such as with leaflets on affected routes, and noted some difficulty navigating the survey. Several were unsure whether their feedback fit the scope of the questions, and some asked TTC to show how their input and previous proposals would be carried forward.

Questions raised

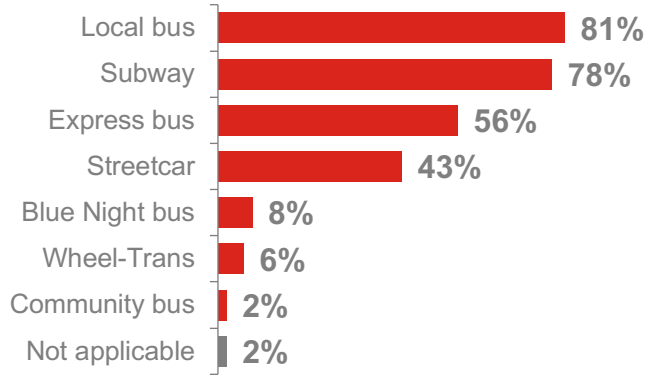
Respondents asked the following questions:

- Is there a policy on how service is allocated between local and express routes?
- When will service on Lake Shore Blvd W be improved, and when will plans and funding for East Waterfront transit be available?
- Why are some routes interlined (for example the 126 Christie and 33 Forest Hill), and what happened to route changes proposed in earlier plans?
- Why do restricted speed zones keep returning on Line 1 Yonge-University, and are new speed limits being introduced for buses (several comments responded to what they described as a rumour)?
- Why do some station arrival signs not work, and why do different apps give different arrival times?

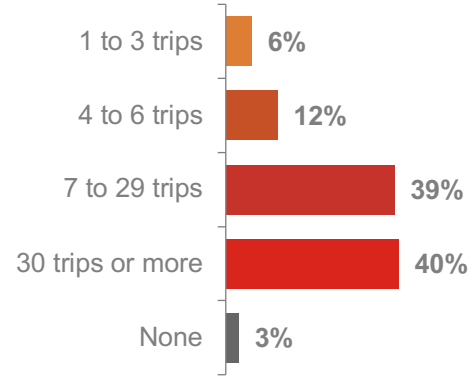
Respondent profile

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). On average, about 700 respondents answered these optional questions. See the summary of responses below.

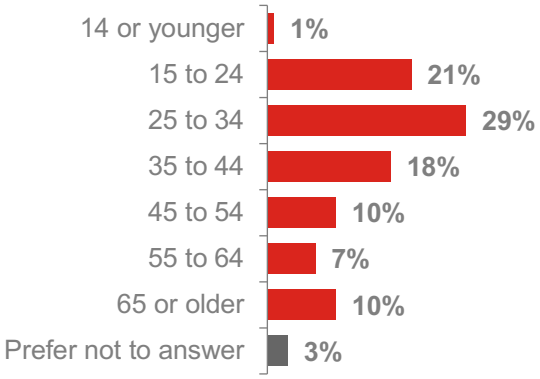
Q1: What are your most used modes of TTC transportation?
709 respondents answered the question.



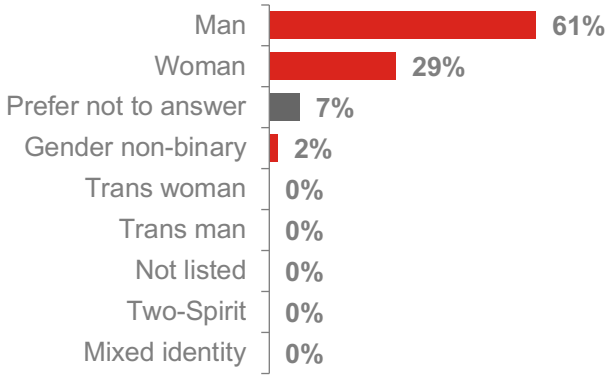
Q2: In the last month, how many trips did you take that involve the TTC?
701 respondents answered the question.



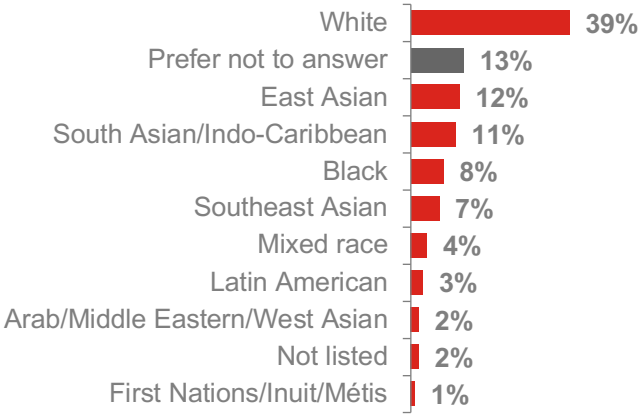
Q3: What is your age?
695 respondents answered the question.



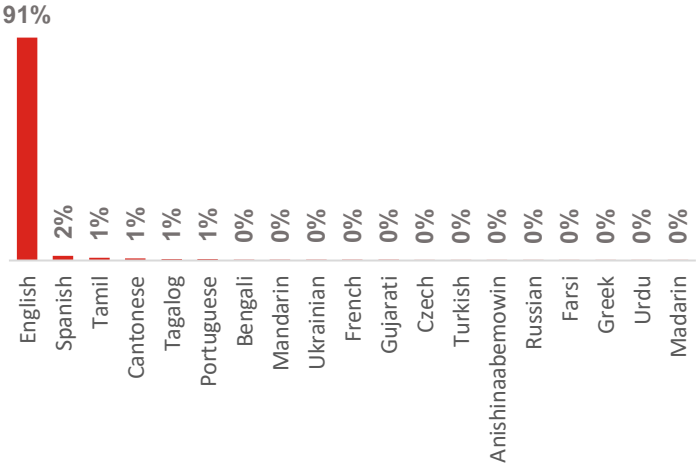
Q4: What best describes your gender?
698 respondents answered the question.



Q5: What race category best describes you?
695 respondents answered the question.

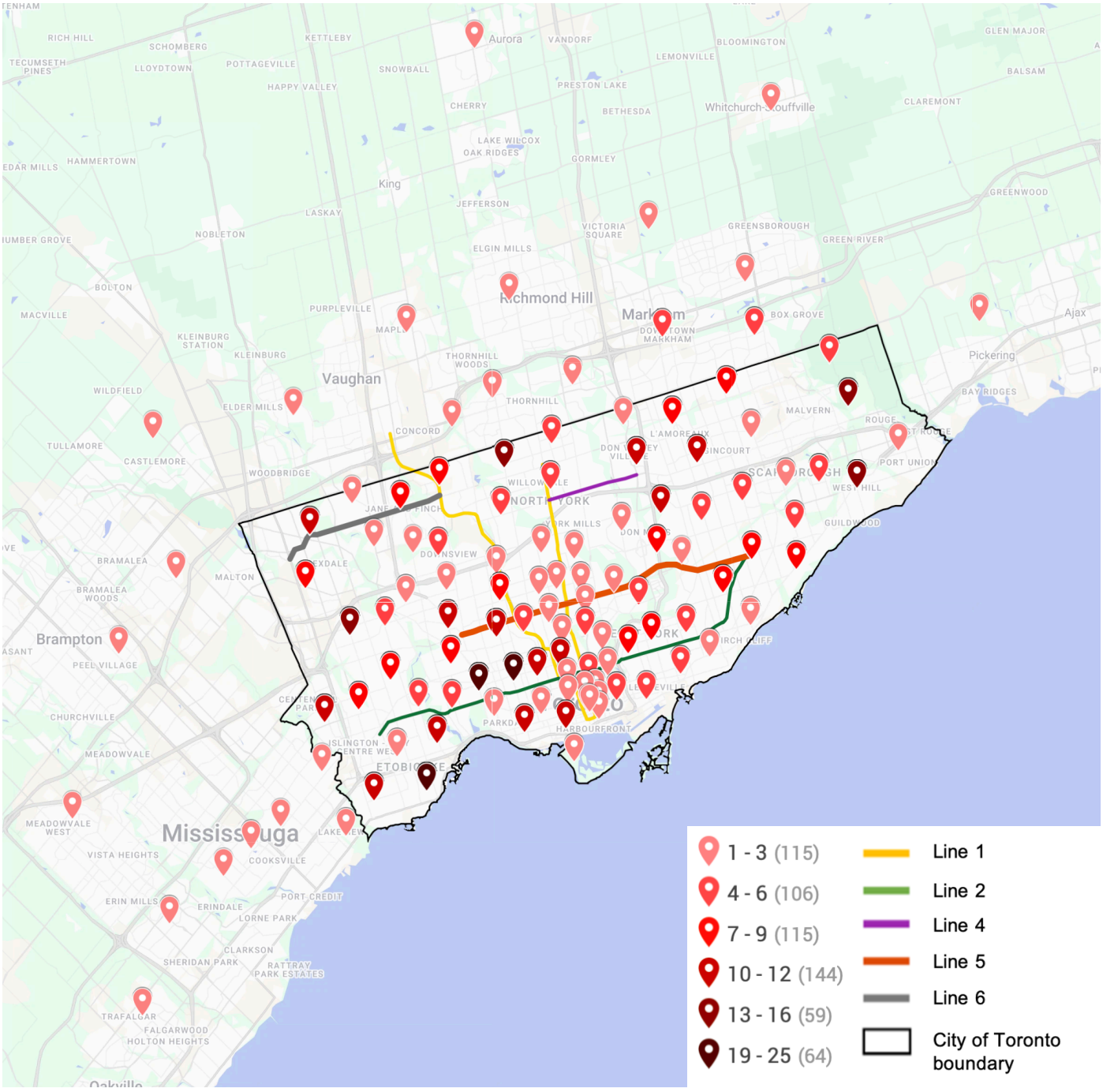


Q6: What is the primary language you speak?
462 respondents answered the question.

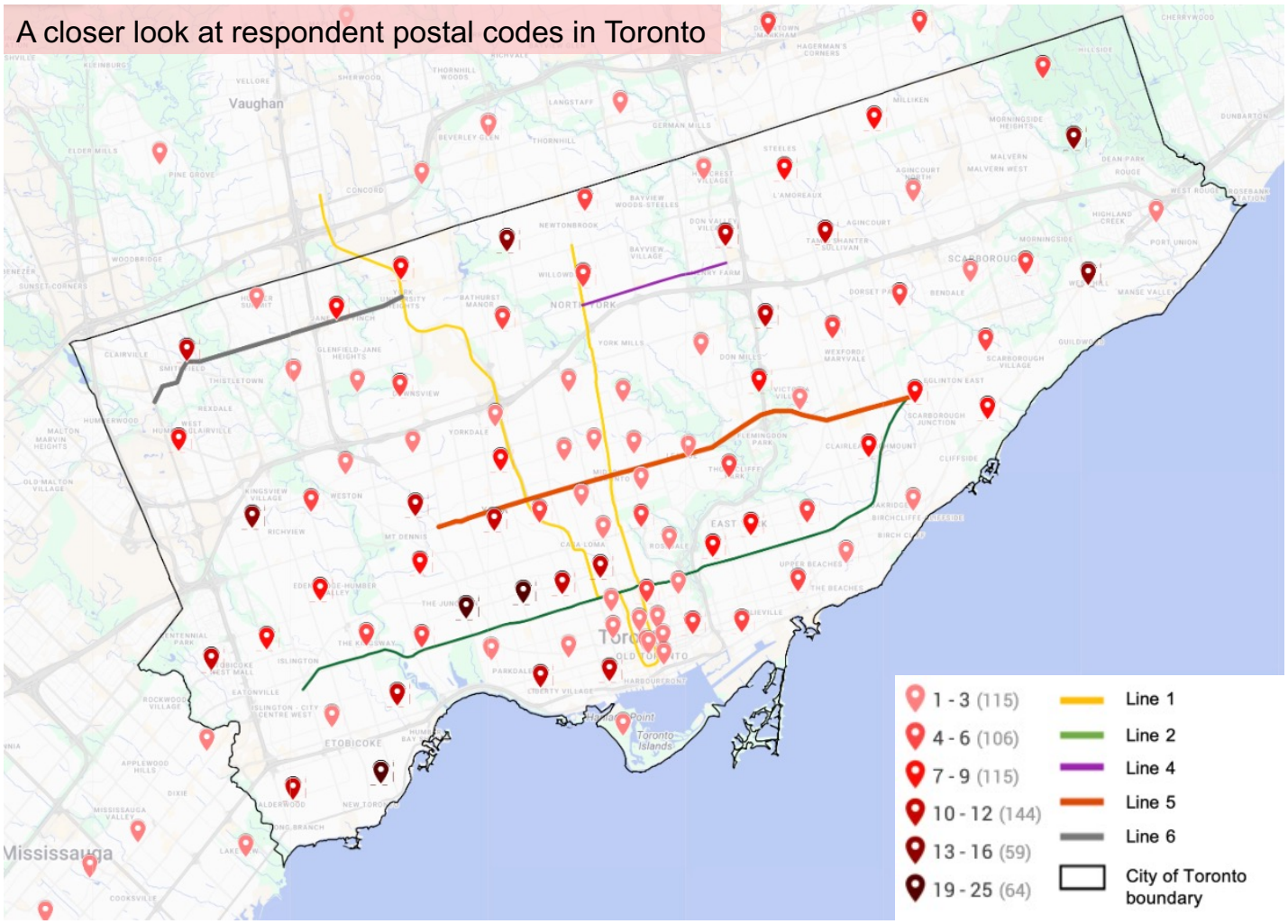


Q7: What is your postal code?

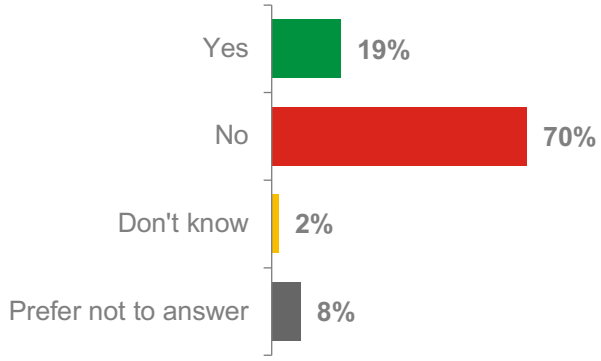
The map below provides a visual representation of the first three digits of the postal codes provided by respondents. A total of 610 respondents provided their postal code. Respondents were from across Toronto, with some residing outside of Toronto, including Oakville, Mississauga, Brampton, Vaughan, Richmond Hill, Markham, Whitchurch-Stouffville, Aurora, Pickering, Whitby, as well as Barrie, Kitchener, and Hamilton (not captured in the map). The areas with the most respondents were **Mimico** (25 respondents from M8V), **The Junction** (20 respondents from M6P), **Dovercourt Village** (19 respondents from M6H), and Scarborough (specifically **Malvern, Morningside/West Hill** (16 respondents each from M1B and M1E).



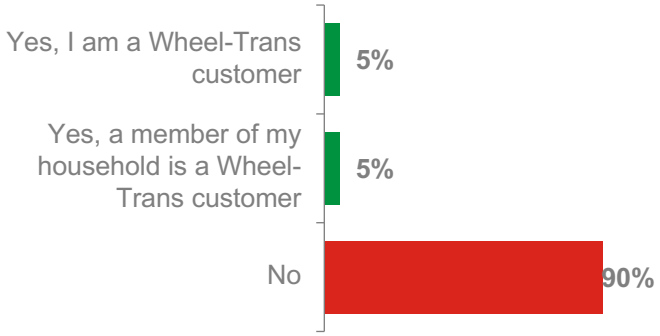
A closer look at respondent postal codes in Toronto



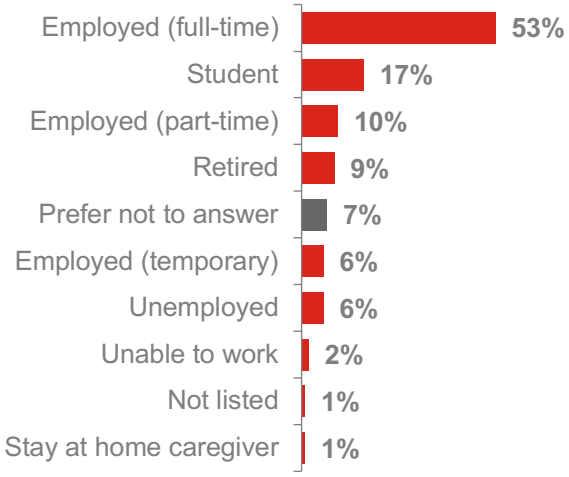
Q8: Do you identify as a person with a disability?
688 respondents answered the question.



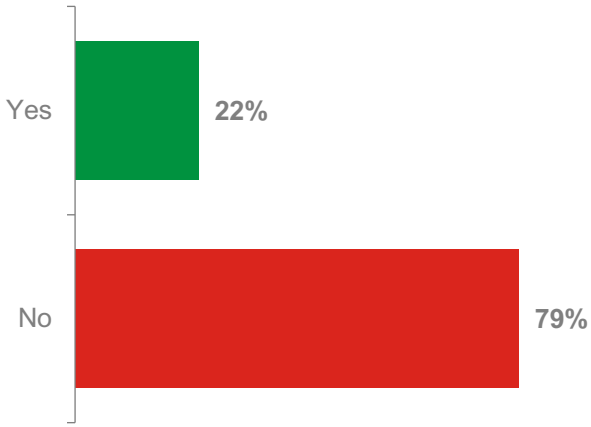
Q9: Are you or a member of your household a Wheel-Trans customer?
684 respondents answered the question.



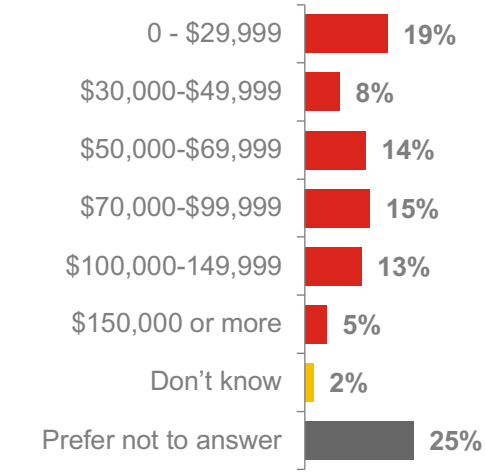
Q10: Which of the following best describes your current employment status?
689 respondents answered the question.



Q11: Would you consider yourself a shift worker?
679 respondents answered the question.



Q12: What of the following best describes your personal income?
682 respondents answered the question.



Q13: How did you find out about this survey?
681 respondents answered the survey.

