TTC 2027 Annual Network Plan

Round One Engagement Summary Report

August – October 2026

Written for the Toronto Transit Commission by Third Party Public

Engagement Process Overview

Between August and October 2026, the Toronto Transit Commission (TTC) held the first of two rounds of engagement for their 2027 Annual Network Plan (ANP). The engagement process included a range of synchronous and asynchronous ways for TTC customers and interested members of public to learn about and share feedback on TTC's network plans for 2027. Third Party Public, a third-party independent engagement team retained by the TTC, led the design, delivery, and documentation of the engagement.

Over 5,200 engagement interactions, including with members of the public, TTC customers, community groups, and transit advocates, took place over approximately five weeks of extensive engagement. See engagement activities and number of participants for each below.

Engagement Activities	Participants/Interactions
Planning Advisory Group Meeting	27
Survey	1968
Pop Ups	700+
Youth Ambassador-led Engagement	2,580+
Total	**5,200+**

Round One focused on sharing and seeking feedback on the draft proposals for:

1. **Stop changes on express bus routes**
2. **Routing changes to bus routes in the following areas:**
    - **Morningside Heights** (53A Steeles East, 953 Steeles East Express, and 939C Finch Express)
    - **Black Creek** (84C Sheppard West, 99 Arrow Rd)
    - **Dupont Corridor** (26B Dupont **proposed new branch*)
    - **Sherway Gardens** (123 Sherway and 143 Brown's Line **proposed new route*)
    - **Islington South** (110C Islington South)

The Round One engagement included:

- **One virtual Planning Advisory Group meeting** with a broad range of transit-interested organizations with both city-wide and area-specific mandates (August 19)
- **One survey** available online and on request by mail to the general public (August 26 – September 13)
- **Eight in-person pop-ups** where TTC staff shared and sought feedback on the draft proposals, as well as handed out flyers with information about the ANP and ways to share feedback, including through the survey and voicemail. The pop-ups included:
    - **Finch Station** (September 2, 7:30-9:30 am) – engagement focused on Morningside Heights routing proposals and Express Bus Network Review
    - **Pioneer Village Station** (September 2, 4-6pm) – engagement focused on Express Bus Network Review
    - **Kennedy Station** (September 3, 4-6 pm) – engagement focused on Morningside Heights routing proposals, Express Bus Network Review
    - **Kipling Station** (September 8, 4-6pm) – engagement focused on Sherway Gardens routing proposals and Express Bus Network Review
    - **Islington Station** (September 9, 7:30-9:30 am) – engagement focused on Islington South routing proposal and Express Bus Network Review
    - **Don Valley Station** (September 9, 4-6 pm) – engagement focused on Express Bus Network Review

    - **York Mills Station** (September 10, 4-6 pm) – engagement focused on Express Bus Network Review
    - **Sheppard West Station** (September 11, 4-6 pm) – Black Creek routing proposals and Express Bus Network Review
- **An engagement process led by four Youth Ambassadors** (August 31 – September 18). The Youth Ambassadors consisted of a diverse team of youth between the ages of 18-29 across the city who engaged their peers and other members of their community about the ANP. Each ambassador implemented their engagement process independently, using approaches customized to their community. They focused their engagement on ANP topics of interest to them and used a range of engagement tactics, including online surveys, route ride-alongs, in-person pop-ups, and sharing their surveys with their networks (peers, school groups, community groups, Facebook groups, and personal networks).
- **A dedicated engagement voicemail**

TTC promoted the engagement through the TTC's website, email list, subway platform video screens, announcements at transit stations, TTC engagement at an in-person community pop-up, social media channels, and through the organizations invited to the Planning Advisory Group meetings.

Feedback Highlights

Overall

General support for the express bus network review methodology, with calls for more transparency. Planning Advisory Group participants described the methodology as comprehensive and on track and welcomed the explicit equity weighting, but asked for a clearer, data-supported rationale for individual stop decisions. Survey and pop-up feedback was largely supportive of changes to make the express service faster, with many advocating for a “true express” network.

Broad support for the proposed express bus stop changes if they result in faster service. At least half of all survey respondents for each route (50% to 72%), including riders and non-riders of the routes, supported the proposed stop changes on 19 of the 20 express routes provided they result in faster service. Only one route - 989 Weston Express - received 45% support. Support for the proposed changes was higher among riders of each route, with a majority (56% to 82%) supporting the proposed changes on all 20 routes. Opposition to the proposed changes centred on specific stops serving schools, seniors, key destinations, and transfers rather than on the overall approach. Planning Advisory Group and pop-up participants were generally supportive, while participants engaged by Youth Ambassadors were more divided where stops serve schools and other daily destinations.

Broad support for the routing proposals. Support was the most common survey response (40% to 64%) for all eight proposed routing changes, with relatively low opposition (9% to 20%). Support was highest for the proposed new 26B Dupont branch (64%), proposed changes to 123 Sherway (61%), 143 Brown’s Line (59%), and 84C Sheppard West (54%), and lowest for the proposed changes to 99 Arrow Rd (40%). Planning Advisory Group, pop-up, and Youth Ambassador feedback followed a similar pattern, with broad support for the proposed routing changes.

Support is conditional on the changes delivering faster and more reliable service. Participants said travel time savings should not be framed as a trade-off against reliability, comfort, and accessibility, because all are important for good transit service. A route that is consistently late or overcrowded does not deliver the benefit it promises. Bus bunching, long gaps between service, and crowding were raised on many of the routes consulted.

Maintain access to key destinations and transfer points, particularly for seniors, students, and people with disabilities. Stops serving schools, colleges and universities, seniors’ residences, shopping areas, health and community services, and transfers to other routes were the most frequently requested to be retained. Longer walks, particularly in winter and on steep grades, were raised as barriers for students, seniors, and riders using mobility aids, strollers, or shopping carts. Participants also cautioned that removing express stops could shift riders onto local routes that are already crowded or unreliable, unless local service is strengthened.

Transit priority is needed to realize the travel time savings. Participants said congestion, traffic signals, turning vehicles, and construction are larger sources of delay than stop spacing/placement. Dedicated bus lanes, transit signal priority, and moving stops to the far side of intersections were frequently recommended to complement stop changes. Planning Advisory Group participants asked that corridors where stop removals alone will not achieve the travel time target be identified and prioritized for transit priority measures.

Clear information is needed to build confidence in the changes. Across channels, participants asked to understand why specific stops were proposed for removal, how far they would need to walk to the nearest remaining stop, and how new or revised routes would operate. Clear maps, notices, and route numbering were seen as important to avoid confusion when changes are implemented.

Express Bus Network

Snapshot of online survey overall level of support for the proposed Express Bus Network stop changes

The table below summarizes online survey respondents' overall level of support for the proposed stop changes on 20 express bus routes across the city.

	Overall, do you support the proposed stop removals for the express 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%

Broad but conditional support for the proposed stop changes. For 19 of the 20 express routes, at least half of all survey respondents supported the proposed stop changes, provided they result in faster and more reliable service. Support was highest on the 937 Islington Express (72%), 945 Kipling Express (67%), and 954 Lawrence East Express (66%), and lowest on the 989 Weston Express (45%) and 968 Warden Express (50%). Among respondents who ride each route, support was higher on every route, ranging from 56% (989 Weston Express) to 82% (937 Islington Express). Among all respondents, between 5% and 22% did not believe the changes would provide meaningful travel time savings, and between 3% and 10% said the changes would make travel more difficult due to mobility, accessibility, or health-related challenges (6% to 26% and 3% to 12% among riders). Supporters most often valued faster trips for longer, cross-town commutes.

Many participants asked TTC to go further toward a "true express" service. On most routes, some respondents said the proposals did not go far enough and suggested additional stops for removal, so that express routes focus on major intersections, transfer points, and destinations. Planning Advisory Group participants encouraged more ambitious thinking about what makes express service distinct beyond having fewer stops, including connections between major nodes. Other suggestions included a higher tier of express service on corridors with more than one express route, new highway-based express routes, and distinct branding so express buses are easy to identify.

Retain specific stops that serve schools, key destinations, and transfers. Opposition centred on a limited number of stops rather than the overall approach. The stops most frequently requested to be retained included Allanford Rd (904 Sheppard-Kennedy Express and 985 Sheppard East Express), Ashtonbee Rd near Centennial College (968 Warden Express), Birmingham St near Lakeshore Collegiate Institute (944 Kipling South Express), Van Horne Ave (925 Don Mills Express), UTSC and Mornelle Ct (995 York Mills Express), Sheppard Ave W (989 Weston Express), Sentinel Rd (984 Sheppard West Express), Consumers Rd (924 Victoria Park Express), and Kingston Rd and Markham Rd (902 Markham Rd Express). Views were most divided where stops serve daily school trips: through Youth Ambassador outreach on the 944 Kipling South Express (1,412 responses), 42% opposed removing the Birmingham St stop and 34% supported it. Participants also described the walk from Van Horne Ave as a steep climb for seniors and Seneca College students, and the walk from the UTSC loop as difficult in winter. Some suggested retaining express service at school-serving stops during school travel periods.

Concerns about removing the local segments of express-local routes. Views were mixed on converting the outer ends of routes such as the 953 Steeles East, 954 Lawrence East, 985 Sheppard East, 986 Scarborough, and 960 Steeles West Express to limited-stop service. Some supported the change, while others said communities in eastern Scarborough and west of Pioneer Village Station are far from rapid transit and rely on these routes for faster access to subway stations, GO stations, and local destinations. Participants asked that local service be strengthened where express stops are removed.

Transit priority and stop placement are as important as stop removals. Many respondents questioned whether removing one or two stops would meaningfully improve travel times, noting that congestion at highway interchanges, major intersections, and stations causes most delays. Common suggestions included RapidTO bus lanes, signal priority, queue jumps, and relocating stops to the far side of intersections. Planning Advisory Group participants asked TTC to show which express corridors have, or need, roadway priority.

More frequency, longer service hours, and more capacity. Participants asked for all-day, evening, and weekend express service, higher peak frequency, and articulated buses on crowded routes, including during peak student travel. Overcrowding and pass-ups were reported on routes such as the 995 York Mills Express and 996 Wilson Express and at the York Mills Station bus bays, and bunching

was raised on many corridors. One senior rider noted that slower buses become too crowded to find a seat.

Make the rationale behind stop changes clearer and supported by data. Planning Advisory Group participants said it was not clear how the methodology's factors were balanced, which made some results appear inconsistent, such as major changes proposed for the 924 Victoria Park Express, which meets the travel time standard, while no changes were proposed for the 938 Highland Creek Express, which does not. They asked TTC to show stop activity and how many riders would benefit by route segment, how destinations and connections were applied, and to consider student travel and pedestrian collision data at high-risk intersections, such as those on the 984 Sheppard West Express. Riders also asked for the walking distance to the nearest remaining stop, ideally shown on a map.

Routing changes to bus routes

Snapshot of online survey overall level of support for the routing proposals

The tables below summarize respondents' overall level of support for the proposed routing changes on select bus routes across the city.

	Overall, do you support the proposed changes?		
	Yes, I support it	**I'm neutral or have no opinion**	**No, I do not support it**
53A Steeles East	**51%**	39%	10%
953 Steeles East Express and 939C Finch Express	**49%**	38%	13%
84C Sheppard West	**54%**	35%	11%
99 Arrow Rd	**40%**	39%	20%
26B Dupont	**64%**	26%	9%
123 Sherway	**61%**	26%	13%
143 Brown's Line	**59%**	30%	12%
110C Islington South	**46%**	42%	11%

Morningside Heights (53A Steeles East, 953 Steeles East Express, and 939C Finch Express)

Medium support for simplifying the routes, with low opposition. About half of survey respondents supported the proposed changes (51% for 53A Steeles East; 49% for 953 Steeles East Express and 939C Finch Express), with 10% to 13% opposed. Supporters said a more direct routing with fewer turns would be easier to understand and could improve reliability. Pop-up participants also expressed general support, while views were more mixed through Youth Ambassador outreach (46% of 26 participants supported the changes and 31% opposed them).

Concern about losing access within the Morningside Heights loop. The most common concern was losing nearby stops on Mantis Rd, Nightstar Rd, Staines Rd, Seasons Dr, and Morningside Ave, which some said would mean longer walks, particularly in winter and early mornings, and additional transfers. Concern was strongest among regular 939C Finch Express riders, nearly half of whom (8 of

17) engaged through Youth Ambassador outreach expected a negative impact. Participants highlighted impacts on seniors, parents with children, students, and people with disabilities.

Make sure frequency and express service are not reduced. Participants asked TTC to confirm that the changes would not reduce off-peak service, express access, or overall frequency. Long off-peak waits at Finch Station and bunching between the 53A Steeles East, 53B Steeles East, and 953 Steeles East Express were raised, along with requests for all-day and weekend 953 Steeles East Express service and extended or overnight service for shift workers.

Communicate clearly to avoid confusion. Participants said the route number changes could confuse riders who currently take the 953 Steeles East Express, and asked that related changes, such as future 939C Finch Express weekend service, be communicated together so residents can assess the overall impact.

Black Creek (84C Sheppard West and 99 Arrow Rd)

Support for the 84C Sheppard West extension. Over half of survey respondents supported the 84C Sheppard West extension (54%), with 11% opposed, and half of the 14 participants engaged through Youth Ambassador outreach supported it, with most others expecting no change to their travel. Supporters saw it as a worthwhile improvement, including the connection toward York Region.

Mixed views on extending the 99 Arrow Rd to Sheppard West Station. The 99 Arrow Rd proposal received the lowest survey support (40%) and highest opposition (20%) of all routing proposals. Planning Advisory Group participants, some pop-up participants, and a small number of Youth Ambassador outreach participants supported the extension, noting that workers in the Arrow Rd industrial area often take two or three buses to reach work. Other survey respondents questioned whether the extension adds value given existing connections to the station, and raised concerns about the route's role in moving TTC operators to and from Arrow Road Division.

Simplify the routes and avoid duplication. Some respondents said the revised 84C Sheppard West and 99 Arrow Rd would serve many of the same streets, and suggested merging the 99 Arrow Rd with the 84C Sheppard West or with the 119 Torbarrie, or restructuring the routes in the area together.

More frequent service is needed. Participants described 30-minute service as too infrequent and asked for more frequent and reliable service on the 84 Sheppard West, 99 Arrow Rd, and 165 Weston Rd North, along with better connections to Finch West.

Dupont Corridor (26B Dupont)

Highest support of all routing proposals. Nearly two-thirds of survey respondents (64%) supported the new 26B Dupont branch, with 9% opposed, and over half of participants engaged through Youth Ambassador outreach (8 of 14) also supported it. Planning Advisory Group participants strongly supported the proposal as a response to population growth along the corridor, and participants valued the new connection to Line 2 at Lansdowne Station, which avoids delays at Dundas West Station, and to the future Bloor-Lansdowne GO Station.

Support is conditional on net new service. Many respondents supported the branch only if it adds service and does not reduce frequency west of Lansdowne Ave, on Annette St, or on the existing 26A Dupont. Some said improving frequency on the existing route, where waits of 20 to 30 minutes are common, should be the first priority.

Improve frequency throughout the day. The most common suggestion was to increase frequency on the corridor, with requests ranging from 10- to 15-minute service, including off-peak, midday, and evening periods, particularly between Lansdowne Ave and St. George Station. Some said a peak-only

branch would leave midday and evening waits above 20 minutes and asked for the 26B Dupont to operate all day, seven days a week.

Address the Lansdowne turnaround and corridor reliability. Participants asked how buses would turn around and lay over at Lansdowne Station, raising concerns about narrow streets such as Wade Ave and Paton Rd, and asked about transfer walking distances at the station. They also cautioned that branched services often bunch where the branches merge, including near Ossington, and suggested pairing the change with headway management, transit priority, and the City's planned roadway and streetscape work on Dupont St.

Sherway Gardens (123 Sherway and 143 Brown's Line)

Support for a simpler network and a more direct connection to Long Branch. Most survey respondents supported the changes to the 123 Sherway (61%) and the proposed new 143 Brown's Line route (59%), and a similar share of the 989 participants engaged through Youth Ambassador outreach (60%) supported replacing 123B Sherway and 123D Sherway with 143 Brown's Line. Supporters said the current branch structure is hard to understand, and that 143 Brown's Line would offer a faster second option between Kipling Station, Alderwood, and Long Branch GO. Some noted that continued 123C Sherway service mattered to them. Pop-up participants also expressed general support for the 123 Sherway change.

Support is conditional on maintaining service levels. Respondents asked that 143 Brown's Line operate as frequently as the current 123 Sherway branches and that overall service on Brown's Line, Sherway, and Long Branch not be reduced. Concerns included longer waits, added transfers, overlap with existing service, and the loss of the 123B Sherway and 123D Sherway for riders who rely on them today. Riders connecting from MiWay or GO were somewhat less supportive than local residents. Planning Advisory Group participants asked TTC to quantify any service reduction at the southwest end of the route.

Strong request for Sunday service on the 123F Sherway. By far the most repeated survey comment was a request for Sunday service on the 123F Sherway along The West Mall, which is not part of the current proposal. Some respondents also suggested renumbering the 123F Sherway because its routing differs significantly from other 123 Sherway branches.

Engage seniors in the area directly. Planning Advisory Group participants said the Sherway Gardens changes in particular need direct engagement with seniors in the area.

Islington South (110C Islington South)

General support with low opposition. Most survey respondents supported the proposed two-way 110C Islington South service (46%), with 42% neutral and 11% opposed. Planning Advisory Group participants said the routing change itself was not a concern, and pop-up participants noted that most riders do not use the southern loop.

Concern about access for residents near the Birmingham St loop. Among respondents who commented, the most common concern was losing stops on Birmingham St, 9th St, 12th St, and Garnett Janes Rd, and the impact of longer walks for seniors, people with disabilities, and residents of a nearby housing development for people with visual impairments. Some also expressed frustration with repeated changes to the route.

More information is needed to assess the proposal. Respondents said the diagrams did not show where northbound service and replacement stops would be located, or how buses would circulate after the loop is removed.

Frequency matters as much as routing. Planning Advisory Group participants and survey respondents said 30-minute service south of Bloor St, particularly midday, evenings, and weekends, is too infrequent, and that improving frequency would do more to attract riders.

Other Overarching Themes

Advice on the engagement process

Show the reasoning and data behind the proposals. Some participants expressed interest in understanding the rationale for each stop change, including stop activity, the number of riders who would benefit, and how destinations, connections, safety, and equity were considered, so that customers do not feel their stop was singled out without reason. There was also interest in seeing how input and previous proposals have been carried forward.

Use clearer, more specific materials. Some participants suggested the stop changes be shown on maps drawn approximately to scale, simple before-and-after route maps, walking distances to the nearest remaining stop, and public notices that identify that stop.

Engage affected communities directly, early, and in person. Some participants emphasized the importance of engaging seniors, people with disabilities, and students directly where changes affect them, allowing more time to review changes that affect people with disabilities, and bringing difficult changes forward as openly as welcome ones.

Appreciation for the consultation. Across all channels, there were participants who expressed appreciation for TTC and the engagement team presenting the work in detail and seeking feedback at a stage where it can still shape the proposals.

Topics raised outside the scope of the 2027 Annual Network Plan

Several topics raised fall outside the scope of the 2027 Annual Network Plan. Feedback on these topics is shared with the appropriate TTC teams.

Service levels on routes not included in the Round One proposals. Concerns about long waits, bunching, or crowding on routes including the 40 Junction-Dundas West, 54 Lawrence East, 100 Flemingdon Park, 131 Nugget, and 154 Curran Hall, and requests for longer evening, night, and weekend service.

New routes, extensions, and express services. Requests included extending the 49 Bloor West to Renforth Station, restructuring service around Mount Dennis and Line 5 Eglinton, reinstating the 901 Airport Express, and new highway-based express routes.

Desire for more RapidTO lanes. Interest in dedicated lanes on corridors such as Finch Ave, Steeles Ave, Jane St, and Dupont St, which fall under the RapidTO program.

Communication of service information. Requests to fix next arrival screens and apps that show incorrect routes or times, and to communicate service changes and disruptions more reliably.

Safety, cleanliness, and comfort. Concerns about personal safety on vehicles, in stations, and while waiting and walking to stops, loitering on vehicles, cleanliness, air conditioning, and out-of-service elevators and escalators.

Fares, accessibility, and regional connections. Comments on the cost of monthly PRESTO passes, day passes on PRESTO, Wheel-Trans reliability, and better coordination with York Region Transit, MiWay, and GO Transit, including more TTC and YRT connections at Sheppard West Station

Summaries

Individual summaries of each engagement activity will be available on the TTC's 2027 Annual Network Plan webpage. These summaries are not intended to be verbatim transcripts; rather, they are intended to capture key feedback and discussion points shared. These summaries do not assess the merit or accuracy of any of these perspectives, nor do they indicate an endorsement of any of these perspectives on the part of the TTC.

The summaries include:

1. Round One Planning Advisory Group meetings summary
2. Round One Survey summary
3. Round One Youth Ambassador engagement reports