

TTC 2022 Annual Service Plan

Public Consultation Summary



Survey Timeframe: June 25, 2021 - July 16, 2021

Total Online Survey Participants: 485

Total Mail-in Survey Hard copies Received: 4

Total Email and Voicemail Feedback Received: 3

Overview

Annual Service Plans (ASPs) identify how the TTC will serve customers in the coming year. Between June 25 and July 16, 2021, as part of Part One of its two-part consultation process on the 2022 Annual Service Plan, the TTC used a range of consultation tools to share and seek public feedback on the following priorities in the plan:

1. Line 5 Eglinton – Surface Network Plan
2. Service Initiatives Supporting Ridership Recovery
3. Other Comments, Concerns, and Suggestions

In some of the tools, the TTC also asked respondents to share demographic information to understand participants' profiles.

There were several ways customers could participate, including via an online survey, a hard copy of the survey (which could be downloaded online or mailed upon request), email, and a dedicated voicemail. A total of 492 people participated and provided feedback, with a majority (485) participating through the online survey. The TTC promoted the public consultation through its website, social media channels, email lists, and with the help of City Councillors and members of stakeholder groups. The TTC also used print and digital ads, and announcements at subway stations to promote the Annual Service Plan and public consultation.

In addition to the public survey, the TTC hosted two meetings with a stakeholder group composed of organizations with an interest in transit planning in Toronto and/or affected by initiatives in the 2022 Annual Service Plan. The TTC, working with an independent process stewardship team at Swerhun Inc., also supported a Youth Ambassador team in engaging their peers and their community specifically about the Line 5 Eglinton proposed route changes. Feedback from stakeholder meetings and the results of the Youth Ambassador's work can be found on the TTC's [2022 Annual Service Plan website](#) once available.

This summary integrates and synthesizes feedback from all public consultation channels, including quantitative and qualitative feedback from the online survey and mailed-in hard copies and qualitative feedback from emails and voicemails.

The public consultation process was not designed or intended to be statistically significant; it was designed to help the TTC understand the diversity of opinions and understand the rationale behind various opinions on the 2022 Annual Service Plan. This summary does not assess the merit or accuracy of the feedback shared, nor does the documentation of this responses indicate an endorsement of any of these perspectives on the part of the TTC.

Swerhun Inc. prepared this public consultation report on behalf of the TTC. The report is structured to follow the priorities that were the focus during the public consultation process.

Overall Snapshot of Feedback

General support for the majority proposed route changes connecting to Line 5. Participants supported most of the proposed route changes, indicating either high or medium support. A majority of the proposed changes had over 80% support (high or medium), and many others had over 70%. The reasons participants shared for supporting changes were that the changes provided direct connections to Line 5, reduced duplication of service, better connected existing or new communities and destinations, offered new alternatives for their journey, and had potential to improve service reliability.

Some mixed opinions and concerns about the changes to routes connecting to Line 5. While many supported the proposed changes for routes connecting to Line 5, some shared concerns. The types of changes that drew mixed opinions or concerns were: splitting up journeys that used to be covered by one route (some supported these changes, saying they could reduce bunching and improve reliability, while others thought the changes would increase travel time due to the need for a new transfer) and removing local stops or bus service in areas where seniors or people with mobility challenges rely on service (resulting in longer walk times to stops or less service to previously accessible areas). These types of concerns were shared most frequently for east end routes connecting to Concorde Place (such as 34 Eglinton East and 100 Flemingdon Park) and Line 1 (such as 51 Leslie, 54 Lawrence East and 162 Lawrence-Donway).

General support for the Service Initiatives to Support Ridership Recovery. Participants generally supported the five proposed route changes to support ridership recovery, especially where these changes provided new alternative routes and better connected existing or new communities to transit (such as the 150 Eastern Avenue). A few were concerned, about removing service to areas where seniors depend on transit (such as the proposed removal of service to the St. Lawrence Area on the 65 Parliament).

Other feedback and advice about transit in Toronto and the 2022 Annual Service Plan, specifically:

- Disappointment with the lack of initiatives for Scarborough in the 2022 Annual Service Plan (saying there is limited transit service there).
- Suggestions for better integration, including creating a one-fare system for all transit in the region and reducing fares and/or the cost of taking transit overall.
- Suggestions to improve accessibility and safety on the TTC overall (such as maintaining COVID-19 sanitizing procedures after the pandemic has ended and ensuring all customers feel safe on all routes at any time of day or night).

Line 5 Eglinton - Surface Network Plan

The TTC shared proposed route changes to 27 bus routes and asked participants to identify:

1. If the route change will impact their travel
2. How well the proposed route serves their travel
3. If there are destinations participants will no longer be able to access
4. Their level of support for the proposed change

The route with the greatest number of responses (117) was for route 34 Eglinton (renamed from 34 Eglinton East) with 38% of participants showing high support and 35% of participants showing low support. The route with the least number of responses (20) was for route 170 Emmett with 65% showing high support and 10% showing low support.

The following chart shows all 27 routes, and the total number of responses received and percentages of HIGH and LOW levels of support for each. See the following pages for detailed summary of feedback on each route.

Route	Total Responses Received	High Level of Support	Low Level of Support
13 Avenue Rd	74	55%	4%
18 Caledonia (replaces 47 Lansdowne north of Line 5)	38	58%	16%
27 Jane South (replaces 35 Jane south of Line 5)	47	53%	17%
32 Eglinton West	69	59%	7%
34 Eglinton (renamed from 34 Eglinton East)	117	38%	35%
35 Jane	44	50%	20%
47 Lansdowne	45	56%	15%
51 Leslie (replaces 56 Leaside)	83	55%	12%
54 Lawrence East	77	53%	15%
71 Runnymede	35	57%	3%
74 Mt Pleasant	48	48%	31%
81 Thorncliffe	41	66%	5%
88 South Leaside	49	57%	6%
89 Weston	47	57%	4%
100 Flemingdon Park (replaces 34B&C Eglinton East)	88	50%	10%
103 Mt Pleasant North (replaces 74 Mt Pleasant north of Eglinton to Doncliffe)	37	43%	24%
158 Tretheway (replaces 32C Eglinton West)	34	62%	6%

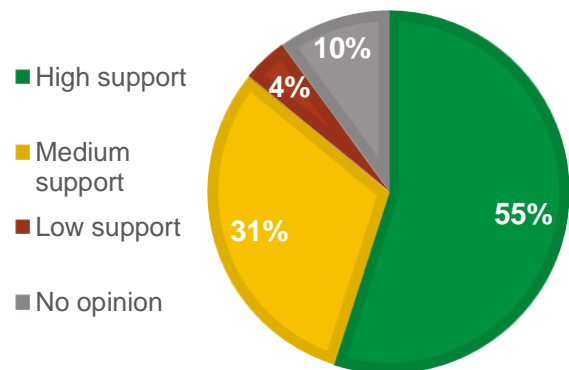
161 Rogers Rd	34	70%	9%
162 Lawrence-Donway	37	49%	21%
168 Symington	36	75%	8%
170 Emmett (replaces 32D Eglinton West)	20	65%	10%
171 Mt Dennis	22	50%	18%
179 Castlefield (connects Cedarvale Station and Keeleisdale Station via Castlefield Avenue)	35	77%	6%
334 Eglinton Blue Night (replaces 332 Eglinton West and 334 Eglinton East)	46	59%	11%
935 Jane Express	47	38%	23%
954 Lawrence East Express	56	71%	4%
989 Weston Express	40	60%	3%

13 Avenue Rd

74 responses were received. **55%** said they have high support for the route change, **31%** said they have medium support, **4%** said they have low support and **10%** said they have no opinion. General feedback about the route change includes:

- Support because there was no significant change to the route and that it provides fast access to the Line 5
- Suggestions to merge this route with the 61 Avenue Road North bus to provide a continuous corridor from downtown to the highway

5% said some destinations will no longer be accessible with the route change (no specific examples given).

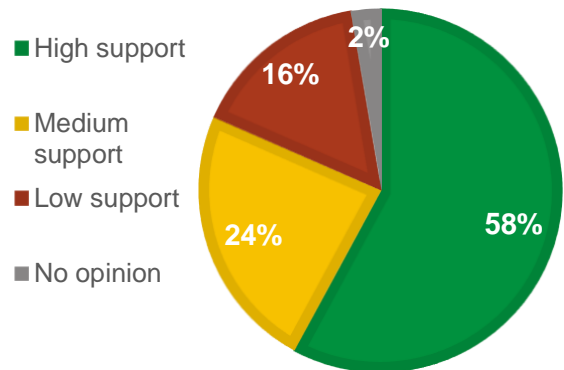


18 Caledonia

38 responses were received. **58%** said they have high support for the route change, **24%** said they have medium support, **16%** said they have low support and **2%** said they have no opinion. General feedback about the route change includes:

- Mixed support for splitting the route. Some said that the reliability of the current 47 route is poor and that separating it into two sections could help. Others wanted to keep the service as is, saying it is more convenient.
- Concern with additional transfers required to reach Yorkdale Mall.
- Suggestion to establish a rush-hour branch of the Caledonia bus to Lansdowne Station.

13% of the responses indicate that there are some destinations that will no longer be accessible with the route change, specifically any destination south of Eglinton Avenue.

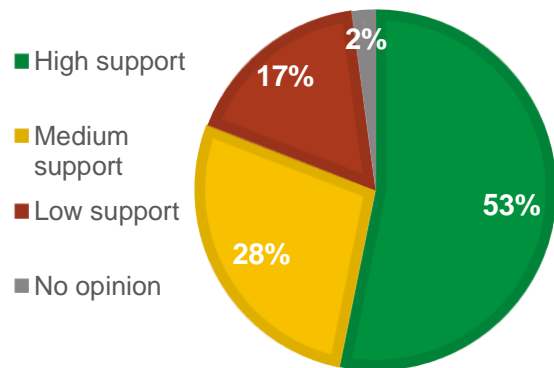


27 Jane South

47 responses were received. **53%** said they have high support for route change, **28%** said they have medium support, **17%** said they have low support and **2%** said they have no opinion. General feedback about this route change includes:

- Mixed opinions about splitting up the route. Some support the split, saying it could improve reliability and reduce bunching. Others do not support it, saying it adds transfers and breaks up a continuous journey (especially if carrying groceries or using a mobility device) and increases travel time.

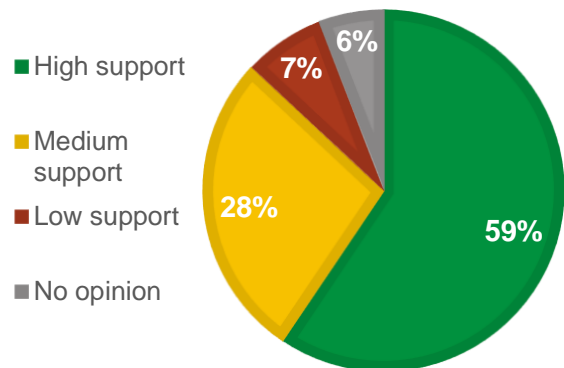
9% said there are some destinations that will no longer be accessible with the route change, with Pioneer Village specifically named.



32 Eglinton West

69 responses were received. **59%** said they have high support for the route change, **28%** said they have medium support, **7%** had low support and **6%** have no opinion. General feedback about this route change includes:

- Support for splitting the route because: it could provide more frequent and reliable service; people choosing to ride Line 5 could reduce traffic on Eglinton Avenue.
- Concern that some now must transfer to buses to continue their journey on Eglinton Avenue or access Eglinton West Station.



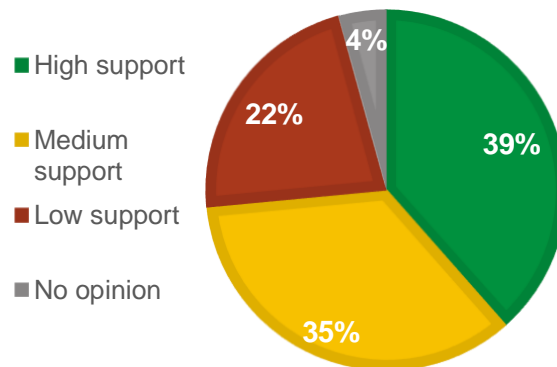
13% of the responses indicate that there are some destinations that will no longer be accessible with the route change. These include:

- Dixon street; and
- Eglinton West Station

34 Eglinton

117 responses were received. **39%** said they have high support for the route change, **35%** said they have medium support, **22%** said they have low support and **4%** said they have no opinion. General feedback about this route change includes:

- Concern that the route will no longer serve the stop at Concorde Place and Wynford Crescent (home to many seniors that need the current accessibility of the route).
- Several concerns that access to Line 5 is difficult for seniors or those with mobility issues, since accessing Science Centre Station means taking the 100 bus and accessing Wynford Station means a long walk (including many stairs).
- Concern with service being removed between Kennedy and the Science Centre as the new Line 5 stops are not within walking distance for many, which will increase travel times.
- Where both Line 5 and the 34 run in parallel, some said they would opt for Line 5. Others said that, to access Downtown, they may opt to take the 100 to Line 2 (and avoid using Line 5 and Line 1).



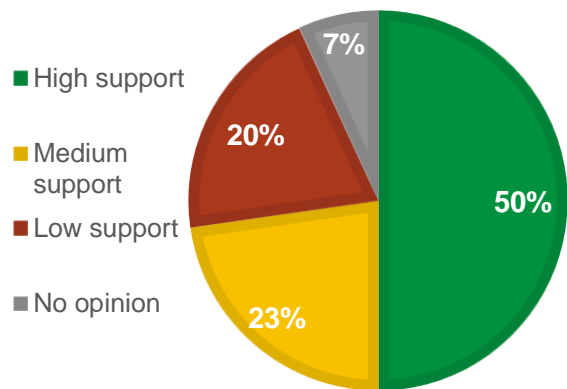
25% said there are some destinations that will no longer be accessible with the route change. These include:

- Concorde Place and Wynford
- Costco Business Centre
- Science Centre
- Stops along Eglinton East
- Anywhere in Scarborough, east of the Science Centre

35 Jane

44 responses were received. **50%** said they have high support for this route change, **23%** said they have medium support, **20%** said they have low support and **7%** said they have no opinion. General feedback about this route change includes:

- Concern about the need for northbound customers to transfer at Eglinton to continue their journey.
- Support for splitting the route as the 35 Jane bus is busier north of Eglinton than it is south – the change may increase service reliability and reduce bus bunching.

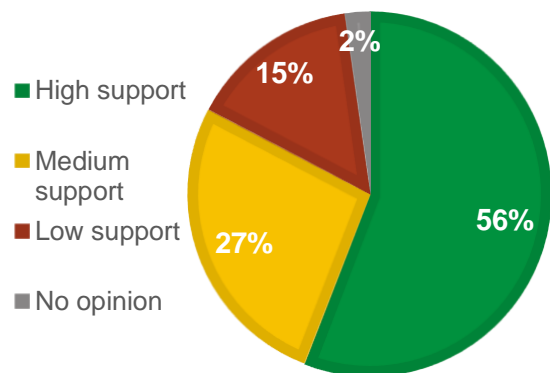


18% of responses indicate there are some destinations that will no longer be accessible with the route change, saying any destination south of Eglinton Avenue would be less accessible.

47 Lansdowne

45 responses were received. **56%** said they have high support for the route change, **27%** said they have medium support, **15%** said they have low support and **2%** said they have no opinion. General feedback about this route change includes:

- Support for the change as it could lead to more reliable and more frequent service.
- Concern that service levels will be lowered north of Eglinton and south of St. Clair and that timing of the 47 and 18 routes won't line up well, leading to longer travel times.
- Suggestions to ensure the 18 and 47 routes complement each other's schedules for a smooth connection.



18% of the responses indicate that there are some destinations that will no longer be accessible with the route change. These include:

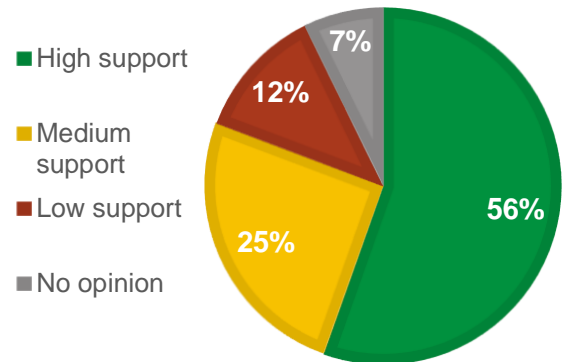
- Areas north of Eglinton

- Yorkdale Station
- JJ Piccininni Community Centre

51 Leslie

83 responses were received. **56%** said they have high support for the route change, **25%** said they have medium support, **12%** said they have low support and **7%** said they have no opinion. General feedback about this route change includes:

- Concerns about the loss of direct connections to Line 1.
- Supportive for the route change if it means an increase in service frequency and reliability.
- Suggestion to have a 951 bus run directly from Seneca College to Donlands Station, allowing for direct access to Line 2.
- Support that the change provides connections to Line 5 both from Steeles Avenue and Line 2.



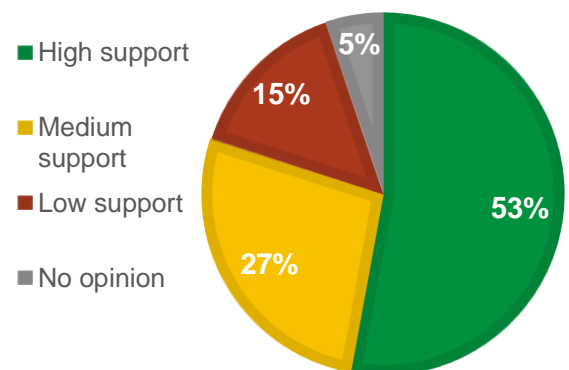
11% of the responses indicate that there are some destinations that will no longer be accessible with the route change. These include:

- Direct access to Line 1
- Yonge and Eglinton

54 Lawrence East

77 responses were received. **53%** said they have high support for the route change, **27%** said they have medium support, **15%** said they have low support and **5%** said they have no opinion. General feedback about this route change includes:

- Concern with no longer having direct access to Line 1 from the 54.
- Concern that the route change will cut off direct access to many destinations (such as the Don Mills Library, Shoppers Drug Mart) that seniors use and would make travel time and accessibility an issue for seniors in the Lawrence/Don Mills area.
- Support for reducing duplication along Eglinton Avenue East.
- Would need to understand frequency of 51 Leslie service to share level of support.



26% of the responses indicate that there are some destinations that will no longer be accessible with the route change. These include:

- Edward Gardens
- Eglinton Station
- Mount Pleasant West neighbourhoods
- Don Mills
- Botanical Gardens
- Stops along Leslie (without a transfer)

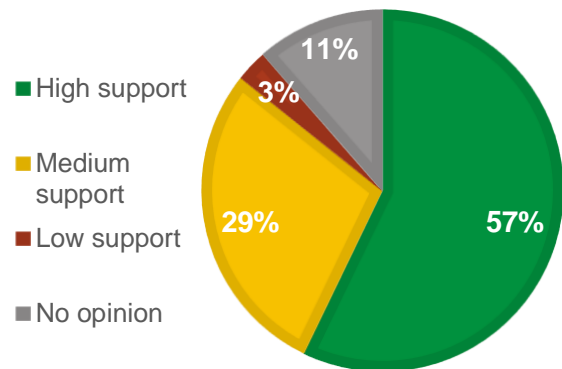
71 Runnymede

35 responses were received. **57%** said they have high support for this route change, **29%** said they have medium support, **3%** said they have low support and **11%** said they have no opinion.

General feedback about this route includes:

- Support for this route's direct connection to Line 5.
- Suggestion to terminate this route at Mount Dennis Station.

11% of the responses indicate that there are some destinations that will no longer be accessible with the route change (no specific examples given).



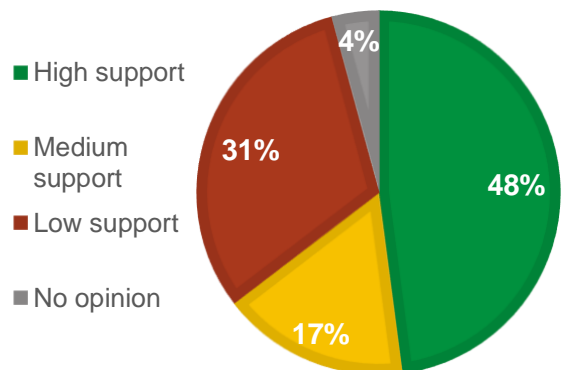
74 Mt Pleasant

48 responses were received. **48%** said they have high support for this route change, **17%** said they have medium support, **31%** said they have low support and **4%** said they have no opinion.

General feedback about this route includes:

- Concern that having the 74 go to Eglinton Station is redundant (since passengers transfer to Line 5 at Mount Pleasant Station to reach Eglinton Station).

15% of the responses indicate there are some destinations that will no longer be accessible with the route change, including stops north of Eglinton.

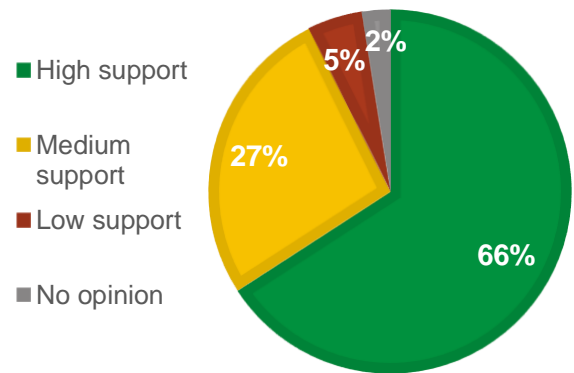


81 Thorncliffe Park

41 responses were received. **66%** said they have high support for the route change, **27%** said they have medium support, **5%** said they have low support and **2%** said they have no opinion. General feedback about this route includes:

- Support for this route since it adds a new connection to Line 5 and connects Thorncliffe and Flemingdon communities.
- Suggestion to add more buses to the 81 route as it will now serve two communities.

17% indicate there are some destinations that will no longer be accessible with the route change (no specific examples given).

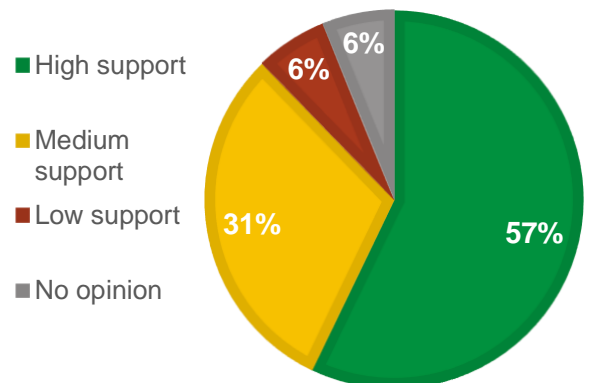


88 South Leaside

49 responses were received. **57%** said they have high support, **31%** said they have medium support, **6%** said they have low support and **6%** said they have no opinion. General feedback about this route includes:

- Support for additional connections to Line 5.
- Concern that the consolidation of the route will worsen service reliability and frequency.
- Suggestion to move this route to the 10-minute network all day system.

12% of the responses indicate that there are some destinations that will no longer be accessible with the route change (no specific examples given).

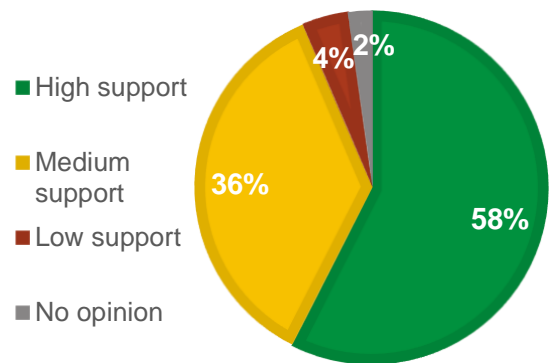


89 Weston

47 responses were received. **58%** said they have high support for this route change, **36%** said they have medium support, **4%** said they have low support and **2%** said they have no opinion. General feedback received includes:

- Support as this route connects to Line 5 and doesn't impact the current route very much.
- Concern that looping through Mount Dennis Station will increase travel times.
- Suggestion to improve the sidewalk on Eglinton Avenue and Weston Road so riders can board the 89 on the street instead of the station.

9% of the responses indicate that there are some destinations that will no longer be accessible with the route change (no specific examples given).



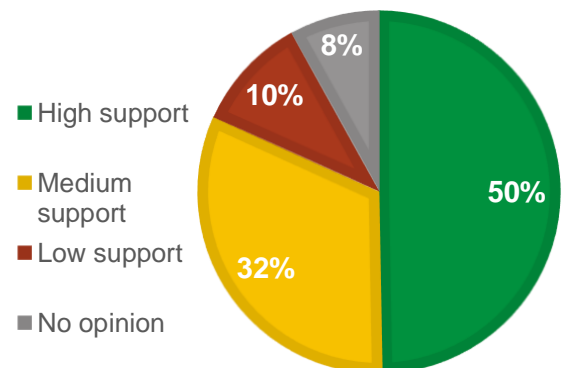
100 Flemingdon Park

88 responses were received. **50%** said they have high support for this route change, **32%** said they have medium support, **10%** said they have low support and **8%** said they have no opinion. General feedback received includes:

- Concern with lack of service from Concorde Place to Line 5, as many seniors reside and take transit from Concorde Place.
- Support for easier access to Science Centre and Eglinton Stations.
- Suggestion to improve the accessibility to LRT at the Wynford stop as stairs there are too steep and pose accessibility challenges.
- Suggestion to increase service frequency for this route.

11% of responses indicate that there are some destinations that will no longer be accessible with the route change. These include:

- Concorde Place
- Line 5 (due to steep stairs at Wynford Station)

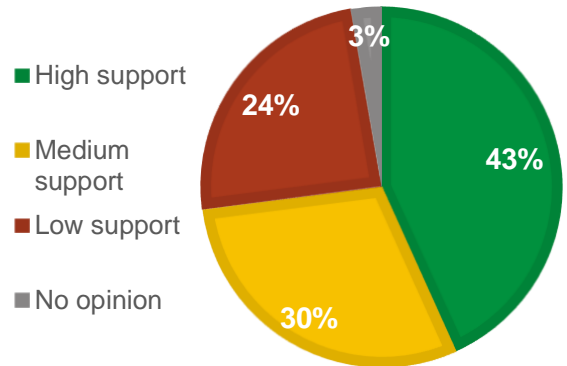


103 Mt Pleasant North

37 responses were received. **43%** said they have high support for this route, **30%** said they have medium support, **24%** said they have low support and **3%** said they have no opinion. General feedback received includes:

- Concern that splitting the route is unnecessary as there is a short commute between St. Clair and Eglinton Avenues.
- Suggestion to have the 74 continue to cover the entire route.
- Suggestion for the 103 route be eliminated where it runs in parallel to Line 5.

11% said there are some destinations that will no longer be accessible with the route change (no specific examples given).

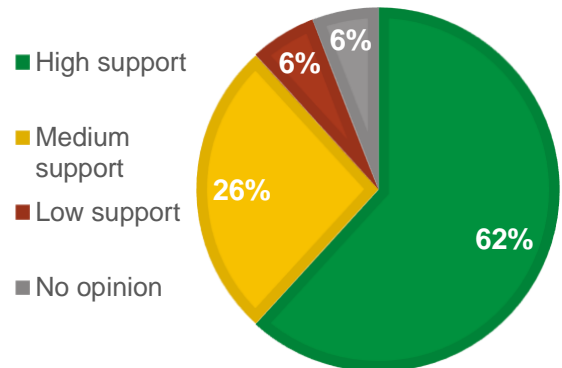


158 Tretheway

34 responses were received. **62%** said they have high support for this route, **26%** said they have medium support, **6%** said they have low support and **6%** said they have no opinion. General feedback received includes:

- Support for extending the route to serve areas north on Weston Road and reduce the number of buses riders must take to reach their destination.
- Suggestions to include a branch that continues north on Jane to supplement rush hour service.

12% said there are some destinations that will no longer be accessible with the route change (no specific examples given).



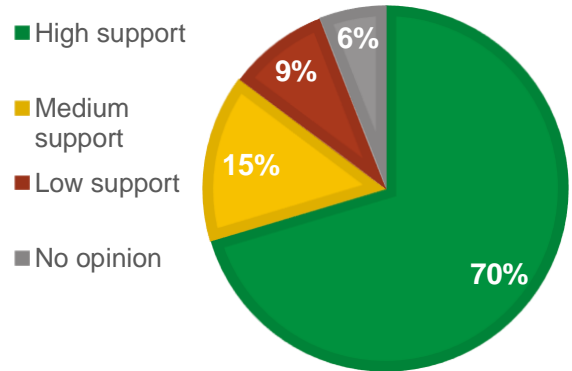
161 Rogers Rd

34 responses were received. **70%** said they have high support for this route, **15%** said they have medium support, **9%** said they have low support and **6%** said they have no opinion. General feedback received includes:

- Support for direct access to Line 5.
- Concern about losing a direct connection to Jane Street (and the resulting need to transfer vehicles to access Jane Street).

15% said there are some destinations that will no longer be accessible with the route change. These include:

- Jane Street
- Rockcliffe Blvd



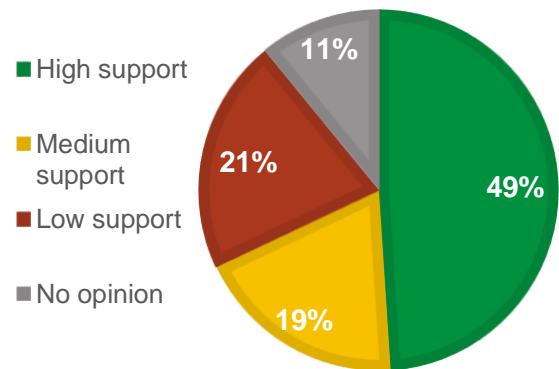
162 Lawrence-Donway

37 responses were received. **49%** said they have high support for this route, **19%** said they have medium support, **21%** said they have low support and **11%** said they have no opinion. General feedback received includes:

- Support for better connections to Science Centre Station and Line 5.
- Concern with the loss of service for those living on the Donway, who will have to walk 20 minutes to Lawrence or Don Mills.

35% of the responses indicate that there are some destinations that will no longer be accessible with the route change. These include:

- Areas east of Lawrence
- Areas east of Don Mills
- Areas on the north branch of The Donway West/East

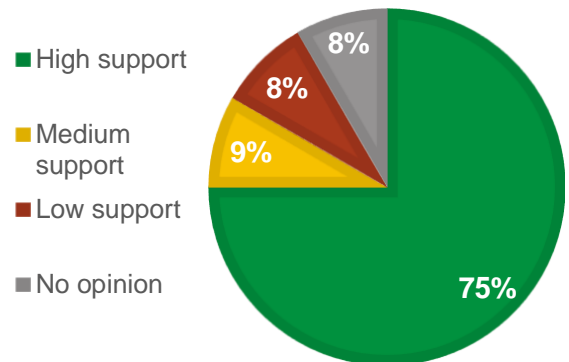


168 Symington

36 responses were received. **75%** said they have high support for this route, **9%** said they have medium support, **8%** said they have low support and **8%** said they have no opinion. General feedback about this route includes:

- Support for this route as it can be used as an alternative to the 47 and 41, has connections to Eglinton Avenue, and will improve access to the airport via UP Express.
- Concern that the extended bus route will make the bus more crowded.
- Suggestion to add more buses to improve service frequency.

17% said that there are some destinations that will no longer be accessible with the route change, specifically the Avon Loop.

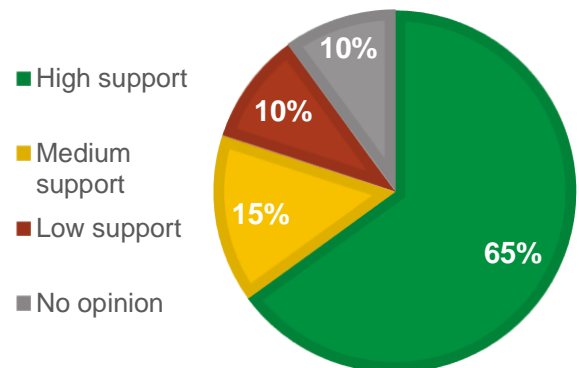


170 Emmett

20 responses were received. **65%** said they have high support for this route, **15%** said they have medium support, **10%** said they have low support and **10%** said they have no opinion. General feedback about this route includes:

- The Emmett Loop is not necessary since routes on both Scarlett and Eglinton are a within 5 – 10 minute walk of the loop.
- Consider combining the 170 and 171 and replacing the 73B on La Rose with the 170 Emmett route to give faster access to Line 5.

20% said there are some destinations that will no longer be accessible with the route change (no specific examples given).



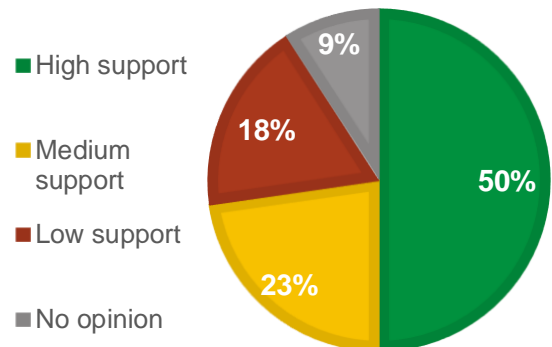
171 Mt Dennis

22 responses were received. **50%** said they have high support for this route, **23%** said they have medium support, **18%** said they have low support and **9%** said they have no opinion. General feedback about this route includes:

- Support for this route as it connects Alliance Avenue with Line 5.
- Concern that this route no longer runs on Tretheway (so some will need to transfer buses) and that this route is not necessary.
- Suggestion to direct buses to supplement service frequencies for the 161, 168 and 71.

27% said there are some destinations that will no longer be accessible with the route change. These include:

- Marta Eatonway
- Stops along Tretheway

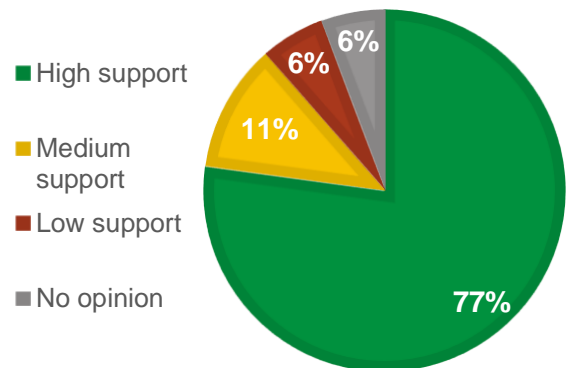


179 Castlefield

35 responses were received. **77%** said they have high support for this route, **11%** said they have medium support, **6%** said they have low support and **6%** said they have no opinion. General feedback about this route includes:

- Strong support as the TTC is serving new neighbourhoods and closing a transit gap.
- Some concern with additional traffic congestion.

11% said there are some destinations that will no longer be accessible with the route change (no specific examples given).

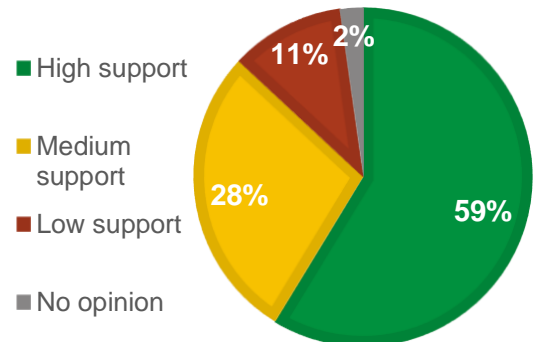


334 Eglinton Blue Night

46 responses were received. **59%** said they have high support, **28%** said they have medium support, **11%** said they have low support and **2%** said they have no opinion. General feedback about this route includes:

- Support for this route due to its quick access to the airport and customers now have a one-seat ride late at night.
- Concerned with the accessibility at Wynford Station as it is difficult to manage as a senior or disabled person.
- Concern that the route is too long, and service could be infrequent and unreliable
- Suggestion to adjust the two routes, with one going from Eglinton Station to the airport and one going from Eglinton Station to Finch Avenue.

11% said there are some destinations that will no longer be accessible with the route change (no specific examples given).

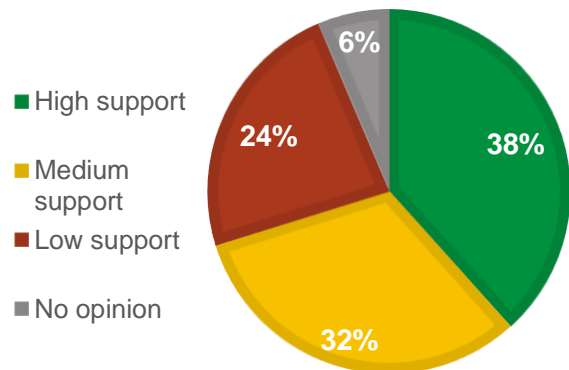


935 Jane Express

47 responses were received. **38%** said they have high support for this route, **32%** said they have medium support, **24%** said they have low support and **6%** said they have no opinion. General feedback about this route includes:

- Mixed opinions on the connection to Line 5 at Mount Dennis Station. Some like the connection to Line 5, while others said the 935 should only run along Jane Street (saying the connection to Line 5 will increase wait times and that those wishing to connect to Mount Denis station should connect via the 27 or 35).
- Suggestion to have one Jane bus run strictly along Jane Street.

13% said there are some destinations that will no longer be accessible with the route change, with some specifically saying Jane and Weston.



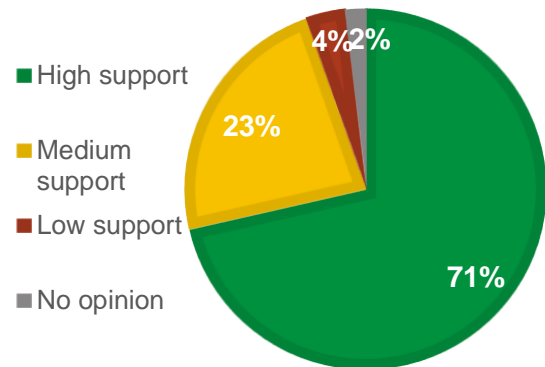
954 Lawrence East Express

56 responses were received. **71%** said they have high support, **23%** said they have medium support, **4%** said they have low support and **2%** said they have no opinion. General feedback about this route includes:

- General support for additional express service on Lawrence. The route design is simple and understandable, allows for faster transit to Scarborough and Line 5, and creates faster service along Lawrence.
- Suggestion to extend this route to Eglinton Station.

13% said that there are some destinations that will no longer be accessible with the route change. These include:

- Edward Gardens
- Toronto Botanical Gardens
- Eglinton Station

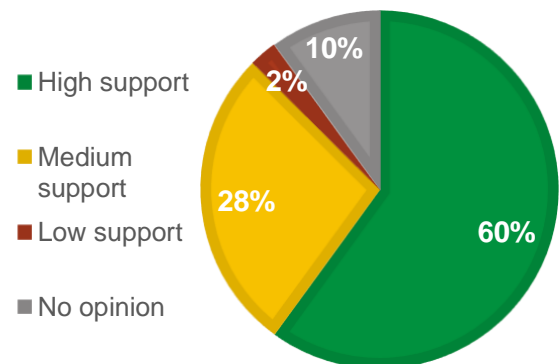


989 Weston Express

40 responses were received. **60%** said they have high support, **28%** said they have medium support, **2%** said they have low support and **10%** said they have no opinion. General feedback about this line includes:

- Support for improved access to Line 5.
- Some said they are more likely to use this route now that they have access to Line 5.

10% said there are some destinations that will no longer be accessible with the route change (no specific examples given).



Service Initiatives Supporting Ridership Recovery

The TTC asked participants their opinion on Service Initiatives Supporting Ridership Recovery on 5 routes. Participants were asked the following questions:

1. If the route change will impact their travel
2. How well the proposed route serves their travel
3. If there are destinations that participants will no longer be able to access
4. Their level of support for the proposed change

The route with the greatest number of responses received (138) was for 172 Cherry Beach with 60% showing high support and 5% showing low support. The route with the least number of responses (59) was for 118 Thistle Down with 58% showing high support and 7% showing low support.

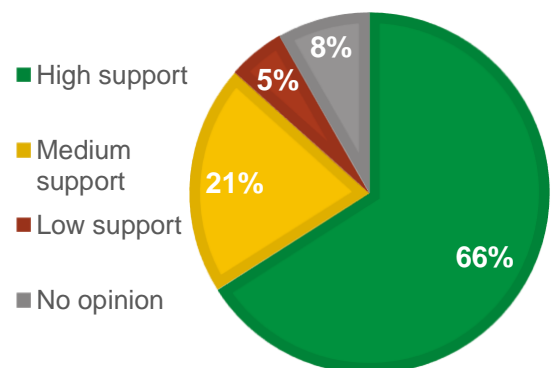
The following chart shows all 5 routes, and the total number of responses received and percentages of HIGH vs LOW levels of support for each. See the following pages for detailed summary of feedback on each route.

Route	Total Responses Received	High Level of Support	Low Level of Support
8 Broadview	97	66%	5%
65 Parliament	108	69%	2%
118 Thistle Down	59	58%	7%
172 Cherry Beach (new seasonal route)	138	60%	5%
150 Eastern Avenue (new route)	109	73%	4%

8 Broadview

97 responses were received. **66%** said they have high support for this route change, **21%** said they have medium support, **5%** said they have low support and **8%** had no opinion. General feedback received includes:

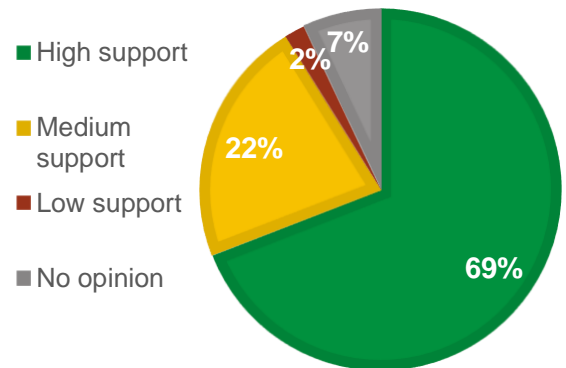
- Support for improving connections to Line 2 (and, via Line 2, to Scarborough).
- Suggestions to increase frequency of service.
- Suggested alternative routes, including developing a connection between Coxwell Station and Line 5, extending the route to Warden Station along O'Connor and St. Clair East (eliminating the 70 O'Connor).



65 Parliament

108 responses were received. **69%** said they have high support for this route change, **22%** said they have medium support, **2%** said they have low support and **7%** have no opinion. General feedback received includes:

- Support for increasing access to Dockside, leaving the door open for future connections to an LRT on Queens Quay East.
- Concerns about congestion caused by bus operators taking a break at George Brown College and limited frequency of service (preference for every 10 minutes).
- Suggestions to extend the route to other areas such as The Esplanade, Distillery, and Sugar Beach.
- Concern about the removal of the St. Lawrence Market neighbourhood loop, which currently serves seniors and people with mobility challenges in area co-ops. Consider maintaining a “detour” through St. Lawrence / Esplanade areas.

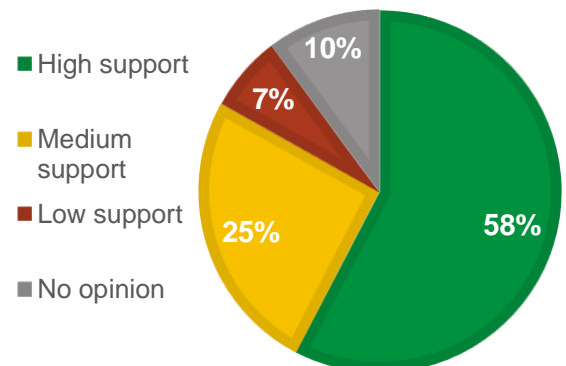


St. Lawrence Market and Berkley Theatre were destinations respondents said they would no longer be able to access.

118 Thistle Down

59 responses were received. **58%** said they have high support for this route change, **25%** said they have medium support, **7%** said they have low support, and **10%** have no opinion. General feedback received includes:

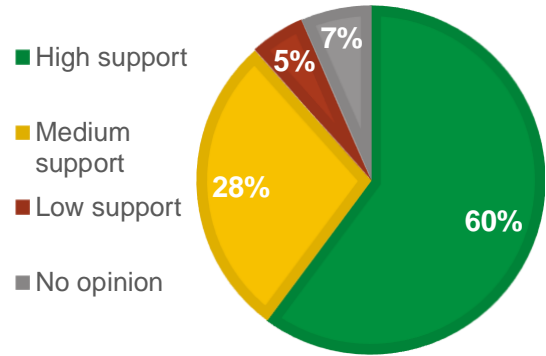
- Concern around the detour this route would create for people trying to access the subway.
- Suggestions to split this route into two separate routes, with the new route named Albion Road and providing express service during rush hour.



172 Cherry Beach

138 responses were received. **60%** said they have high support for this route change, **28%** said they have medium support, **5%** said they have low support and **7%** have no opinion. General feedback received includes:

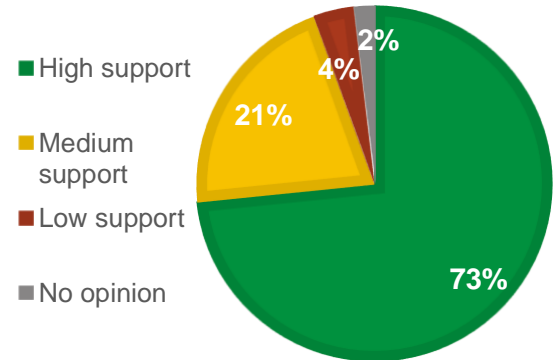
- Support for better connections to the Harbourfront and Cherry Beach.
- Suggestions to adjust service based on seasonal usage and to loop at either Union Station or Simcoe and Front Streets.



150 Eastern

109 responses were received. **73%** said they have high support for this route change, **21%** said they have medium support, **4%** said they have low support and **2%** have no opinion. General feedback received includes:

- Support for service improvement and potential for increased ridership, with this route presenting an alternative to the 501 Queen streetcar.
- Suggestions include making this route an express route (after passing King Street) and extending the route to Kingston Road, Woodbine Loop, the Portlands, or Liberty Village.



Other comments, concerns and suggestions

Feedback on TTC's fares

Create a better fare system to integrate all transit systems and lower the cost of fare.

Respondents suggested there should be a one-fare-system throughout all the transit systems in the region and that the TTC should eliminate the 2-fare system when traveling north on the TTC. Some suggested creating more fare options for the public, such as day or week passes. Other advice related to fares included:

- Reduce fares overall
- Reduce fares for seniors, post-secondary students, and low-income citizens
- Remove fare inspectors as many people are unable to either the fare and or fare evasion tickets
- Create a ridership program where after a certain number of rides in a month, the remaining days are free – it is hard to purchase a monthly pass without first planning how much of the value you will use

Feedback on safety and accessibility

Invest in creating more safe and accessible spaces on the TTC. Some said they would like to see more TTC security teams on different routes along the TTC available to support passengers and drivers if an issue arises. A few said they choose not to ride the TTC at certain times because they feel unsafe. Some said they would like to see security teams or other response teams and drivers trained to deal with people in mental health crisis. On accessibility, respondents said would like the TTC to make stops and stations more accessible for seniors and disabled people, as many stops have steep stairs and no elevators. Others were concerned with the removal of stops near senior's homes, resulting in long walks to a stop.

Feedback on COVID-19

Maintain the same level of sanitization and cleaning done during COVID-19, post pandemic. Respondents said the added routes during COVID-19 be maintained to help with overcrowding. They also said buses, trains, and streetcars should continue to be sanitized and cleaned post-pandemic and masking rules be clarified and enforced.

Feedback on service routes and schedules

Respondents said the following about bus schedules and routes:

- Add more bus routes to the 10-minute network and increase the frequency of express routes
- Clarify how the TTC will address rush-hour service and over-crowding
- Add accordion buses to Ossington route to help with over-crowding
- Split the Dufferin bus (similar to the Lansdowne bus) to address bunching and crowding
- The 11A Bayview bus should announce the School for the Blind and Sunnybrook Hospital to be more accessible
- Increase service on the following routes: 54 Lawrence East, 63 Ossington, 73C Royal York, 76B Royal York South, 81 Thorncliffe Park, 88 South Leaside, 168 Symington, 127 Davenport, 162 Lawrence-Donway, and 927 Highway 27 Express.

Feedback on the Concorde Place stop

General concern that Concorde Place will no longer have direct access to a bus. Many said Concorde Place needs a bus stop to serve seniors in the area (walking to the next stop is inaccessible for many).

Feedback on service in Scarborough

General concern for the lack of service in the Scarborough area. Many said that Scarborough needs more transit as many routes are overcrowded or don't reach north Scarborough. They also said Scarborough service should better integrate with GO transit.

Other suggestions related to transit in Scarborough included:

- Increase service on Lawrence Ave East bus route to Rouge Hill Go Station as it is the only option to get to downtown Scarborough
- Create full connectivity between Vaughan and Scarborough
- Extend the rapid bus from Kennedy station to Morningside and Finch for those living further than University of Toronto Scarborough Campus (UTSC)
- Create seasonal service on the 175 Bluffer's Park route from the May 24 long weekend until Thanksgiving

Feedback on the consultation process and the survey

Some respondents suggested the TTC communicate more simply, frequently, openly, and transparently about service changes. Some said the survey was difficult to answer and the survey should have been available for longer and with more notice.

Feedback about bike storage

Some said having one bike rack on the new buses creates logistical issues as some cyclists travel in groups and take different buses. They suggested changing the racks to hold more than two bikes. Others would like more secure bike shelters at each station.

Feedback on Line 5

Some suggested the project team to collaborate with the City of Toronto's traffic engineers to implement high quality transit priority for the surface sections of Line 5 and to reduce the number of stops to truly make it rapid transit. Respondents also asked that Line 5 stations be accessible for seniors, families, bikes, strollers, and those with disabilities.

Other feedback

Other feedback shared includes:

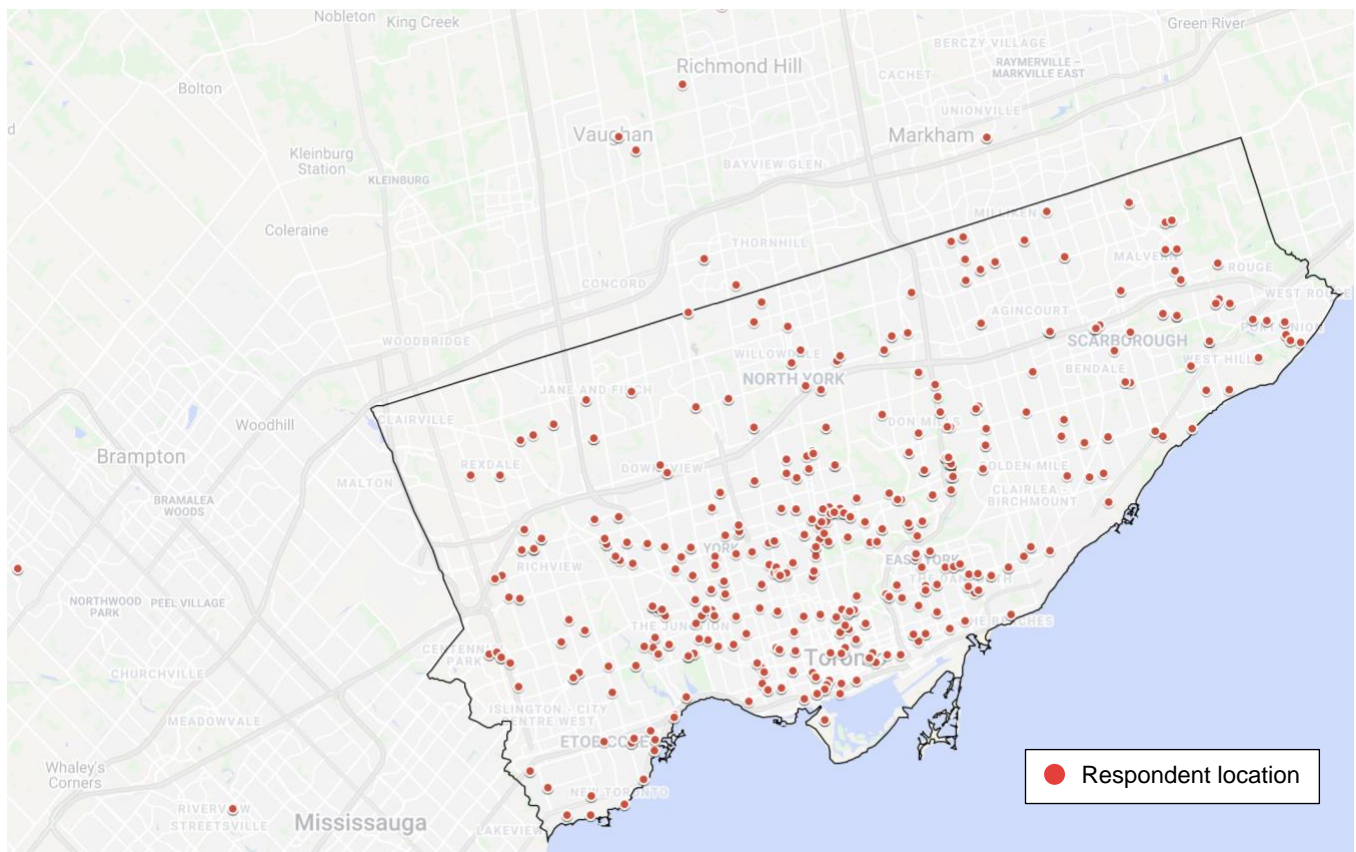
- Add WiFi on all TTC routes
- Have staff on hand when the proposed changes are implemented to help passengers with navigation
- Loosen the restrictions on when pets can be on the TTC
- Hire more TTC frontline staff that have lived experience with disabilities to answer accessibility-related questions and complaints
- Create an Etobicoke Study to understand changing demographics in the west end as more developments are being built and need TTC service
- Train drivers and TTC staff on better customer service
- Include maps of the city at every station for tourists and visitors

Participant Profile

Participants were asked demographic questions to help understand how the results of the survey vary by location, and how they heard about the survey. See detailed information on each question below.

Location

Of the 485 survey responses received, 420 participants provided their postal codes. Most participants identified residing in Toronto, North York, Scarborough, Etobicoke and in general the GTA region. A few participants identified Vaughan, Richmond Hill, Markham and Brampton as their residing areas. The map below shows all the postal codes received.



How participants heard about the survey

Participants were asked to identify how they heard about the survey from 5 different options:

1. Local Councillor
2. Social Media
3. TTC Website
4. E-mail from the TTC Team
5. Other

The most common way participants heard about the survey was through social media channels, with 211 responses. The least common way was email from the TTC team, with 36 responses.

“Other” accounted for 107 responses.

Among those that identified what “other” way they heard about the survey, Local Residents Groups and Condo Boards were the most common (with 31 responses), followed by News Websites and Newspapers (with 25 responses). Community Consultation Meetings, Homeless Shelters and School Advisory Councils were also ways people heard about the survey.

