

Round One Survey Summary

TTC 2025 Annual Service Plan



Survey timeframe: August 6 – 20, 2024

Total responses: 1,294

Overview

From August 6 to August 20, 2024, the TTC hosted a survey as part of the first of two rounds of consultation about its 2025 Annual Service Plan. The purpose of the survey was to share and seek feedback on:

- **Broader service initiatives**, including Community Bus service and the One Fare Program
- **Various service adjustments and improvements**, including Downtown and East York service, Etobicoke service, Scarborough Blue Night service, and Etobicoke Blue Night service

The survey was available online and in hard copy. A total of 1,294 responses were received, with most (1,288) received online and a few (6) received by mail. Included in this summary are the mailed-in survey hard copies received by August 26. The survey was open to TTC customers and the public, and was promoted through the TTC's website, email list, subway platform video screens, announcements at transit stations, pop-up engagement at key transit and community locations, social media channels, Councillor's office communications, and through stakeholder organizations and focus group participants.

The feedback received in the survey will help TTC develop and refine its draft service proposals, which it will share during Round Two of engagement later this year. The 2025 Annual Service Plan will be completed in early 2025.

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

1. Community Bus service
2. One Fare Program
3. Scarborough Blue Night service
4. Etobicoke Blue Night service
5. Etobicoke service (Kipling corridor and Etobicoke West)
6. Downtown and East York service (Avenue Road, Coxwell/O'Connor, Cosburn)
7. Other feedback
8. Respondent profile

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 2025 Annual Service 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.

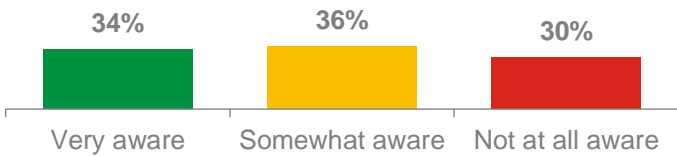
This summary report was prepared by Third Party Public, the engagement team retained by TTC to support the engagement process on the 2025 Annual Service Plan.

Community Bus service

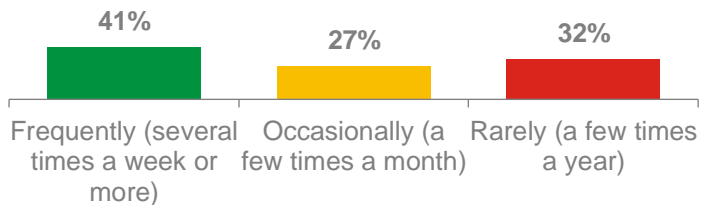
TTC shared an overview of its Community Bus service, explaining that its routes current ridership levels are very low and not meeting TTC’s minimum service standards, with three of five Community Bus routes carrying fewer than three customers per hour. TTC is exploring opportunities to improve ridership and adjust service to better meet customers’ needs.

TTC asked questions to help understand customers’ experience with the Community Bus service and how it could be improved. The charts below summarize respondent feedback to questions. The following page summarizes other suggestions, advice, or comments respondents shared on how TTC could improve the Community Bus service.

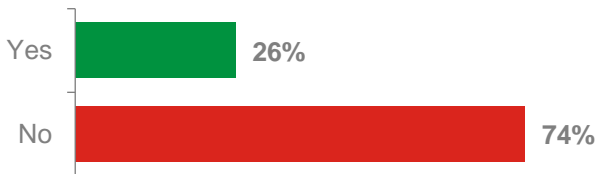
Q1: Before taking this survey, how aware were you of the Community Bus service?



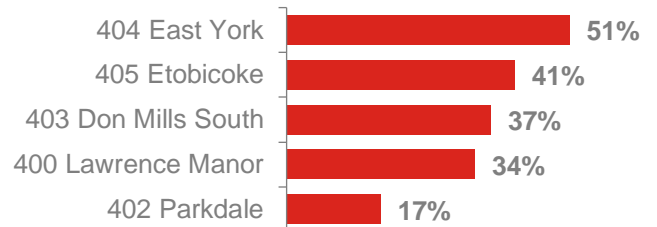
Q4: For those who said yes to Q2, how frequently do you use the Community Bus service?



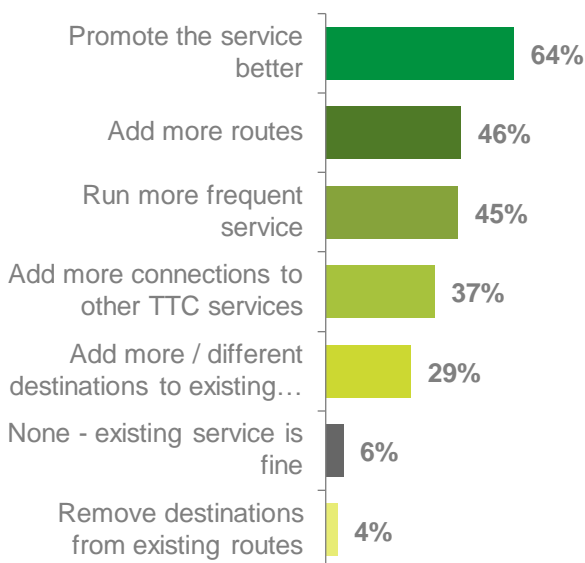
Q2: Do you use the Community Bus service?



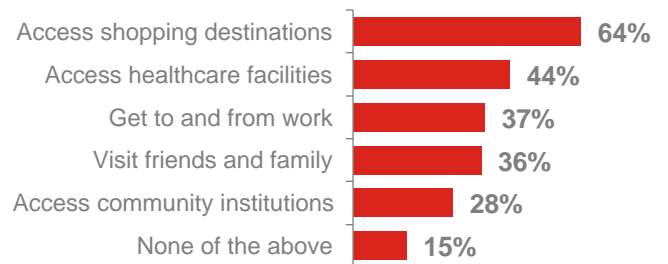
Q5: For those who said yes to Q2, which routes do you use?



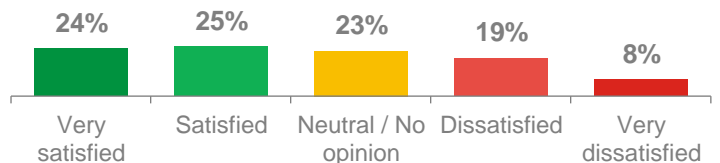
Q3: What changes or improvements could TTC explore to make the Community Bus service more attractive and increase ridership?



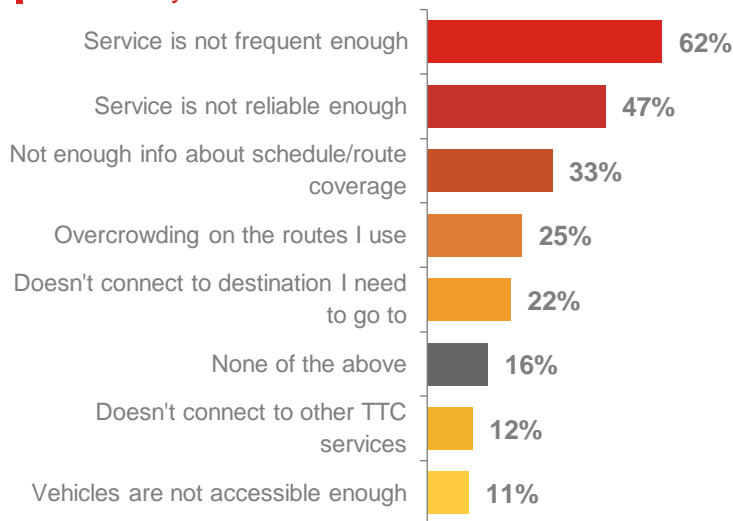
Q6: For those who said yes to Q2, what do you use the Community Bus service for?



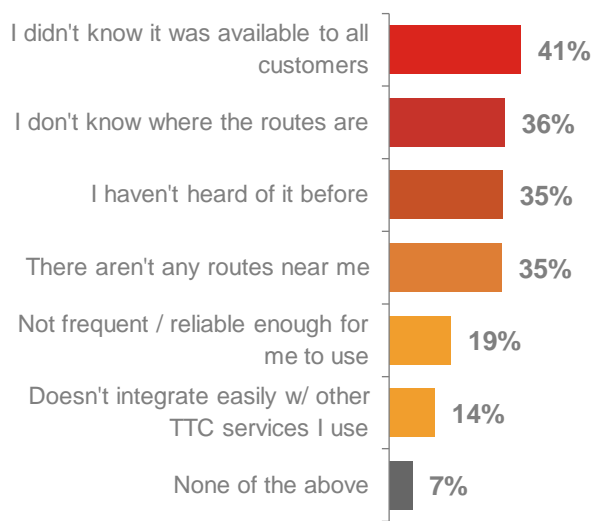
Q7: For those who said yes to Q2, overall, how satisfied are you with the Community Bus service?



Q8: For those who said yes to Q2, which of the following issues have you encountered using the Community Bus service?



Q9: For those who said no to Q2, why don't you use the Community Bus service?



Q10: What other suggestions, advice or comments do you have on how TTC could improve the Community Bus service?

- **Now knowing that the service is open for everyone, there's interest in incorporating the service to their trip.** Respondents said they see the benefit of this service, and the appeal to use it to reach local destinations. Some said that due to accessibility needs, they would like to add the service to their trip.
- **Clearly define and state the purpose of the Community Bus, and who it is intended to serve.** Currently, the routes and schedules for the service seem "scattershot and confusing." Some said they would hesitate to use the service because it seems like it is meant for those with specialized needs. Some also said that the current routes do not make sense for the everyday customer and should be tailored to those most in need of door-to-door service.
- **Lack of awareness about the service is the main issue.** Many were interested in the Community Bus service, but were unaware it existed, how it works, or where it operates. Respondents said they had never seen any advertisement about the Community Bus on any TTC service.
- **Engage those who use the Community Bus to figure out what needs to change.** Any routing changes should be implemented after focus groups are conducted with the customers using the service.
- **To increase ridership, respondents suggested the following:**
 - **Add real-time GPS tracking info** to help customers plan their trip and know when there's a delay.
 - **Add more service frequency and ensure it is reliable.** Follow AODA recommendations by operating the service 7 days a week, 18 hours a day, minimum 30-minute service. 1-hour wait times are too long for seniors trying to get to their medical appointments. Consider increasing frequency during rush hours. Service reliability is also important, especially for those with accessibility needs, as some have experienced waiting a long time past the scheduled arrival time.
 - **Expand the service to include locations with vulnerable populations and major community and transit destinations.** Add service to senior homes or areas with poor TTC service like Scarborough. Major community and transit destinations include community centres, pools, civic centres, major parks, major retail destinations, subway stations, and other major transit services. It is also important to engage staff from these destinations to inform them about the service, and for them to share with their community. Other specific locations suggested to have a Community Bus service were Mimico area; Curran Hall neighbourhood connecting to Rouge Valley Hospital; Lyndhurst Rehab Centre, Sunnybrook Hospital, and the Eglinton Crosstown LRT; along Sheppard, from Warden Avenue East to Dufferin; West Mall and Sherway Gardens; and Shoppers World on Danforth.

Respondents shared feedback about the following Community Bus routes:

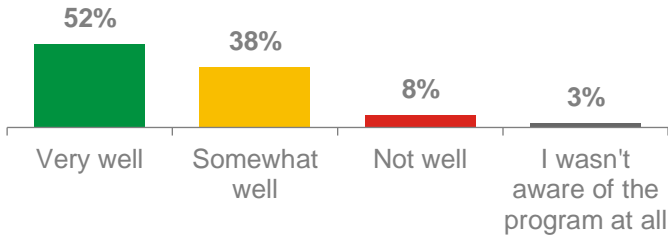
- **403 Don Mills South.** This route is constantly late and not on schedule due to construction on Don Mills.
- **404 East York.** Add a stop at 11 Coatsworth Crescent. This stop would include residents from a 7-storey supportive housing building.

One Fare Program

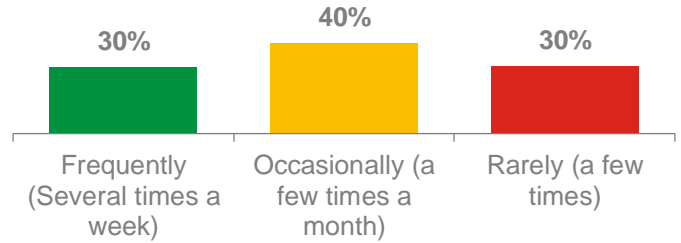
TTC shared an overview of the One Fare Program and asked questions to understand its usage and how TTC could best take advantage of it to improve service for TTC customers.

The charts below summarize respondent feedback. The following page summarizes responses to two open-ended questions: 1) What routes or locations have poor connections between transit systems, and 2) Other comments about how the TTC integrates with the One Fare Program.

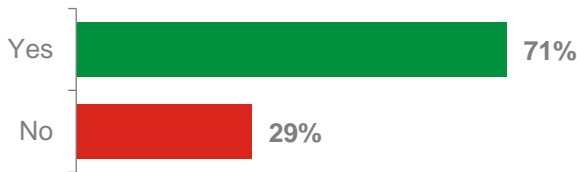
Q1: Before taking this survey, how well did you understand how the One Fare Program works?



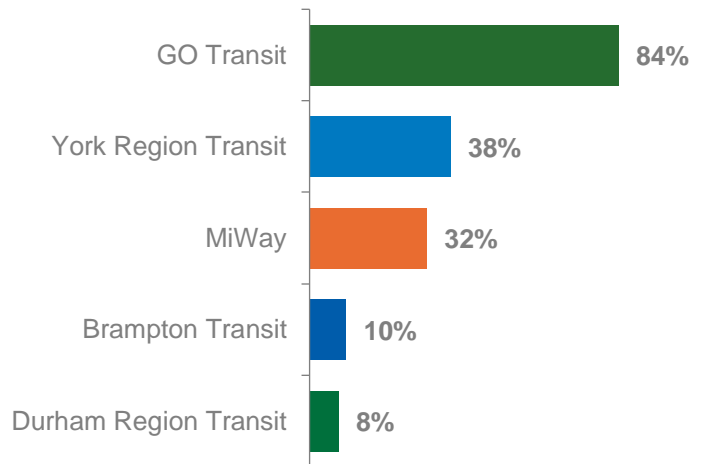
Q4: For those who said yes to Q2, how often have you used the One Fare Program?



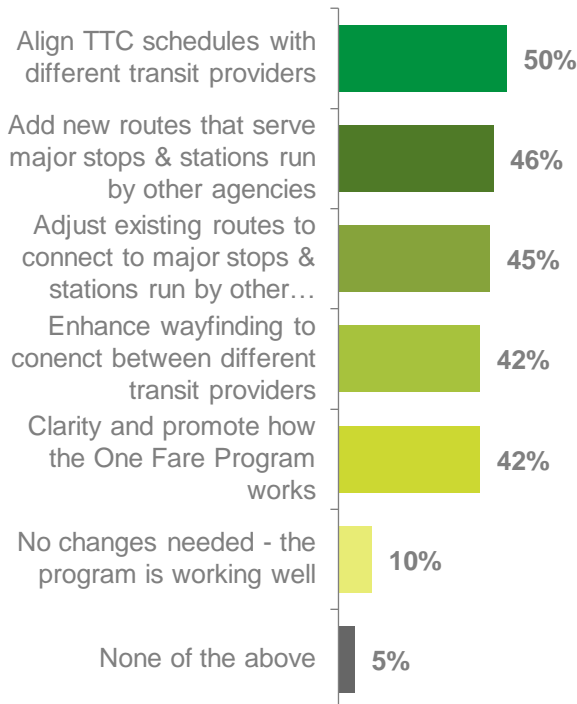
Q2: Have you used the One Fare Program since it launched in February?



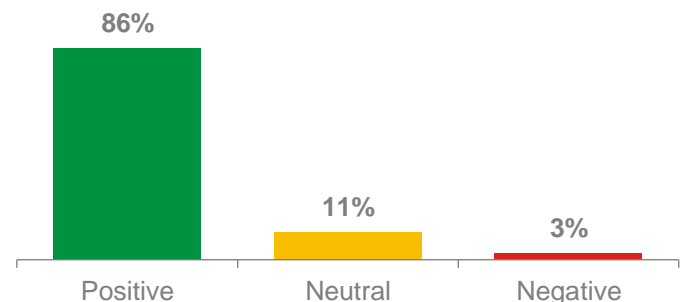
Q5: For those who said yes to Q2, when using the TTC One Fare Program, which GTA transit systems have you used in conjunction with a TTC trip?



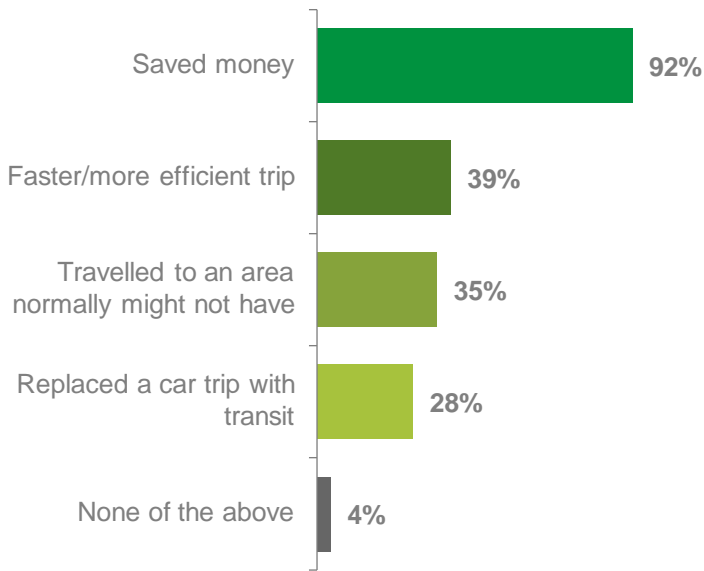
Q3: What kind of changes do you think TTC could make to better take advantage of the One Fare Program?



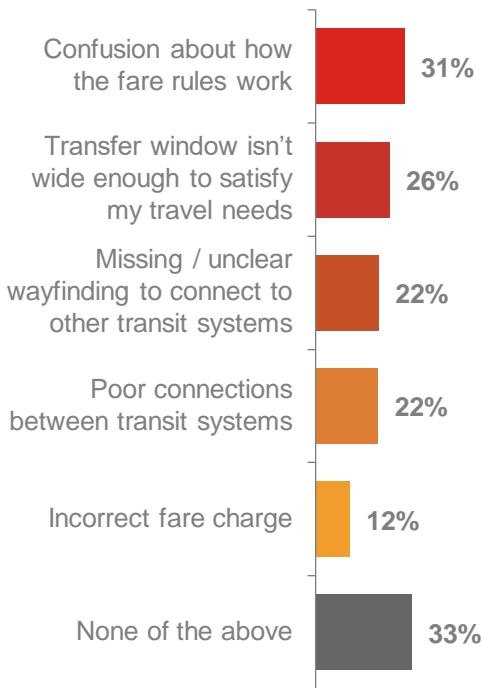
Q6: For those who said yes to Q2, how would you describe your experience using the One Fare Program as part of a trip that involves TTC?



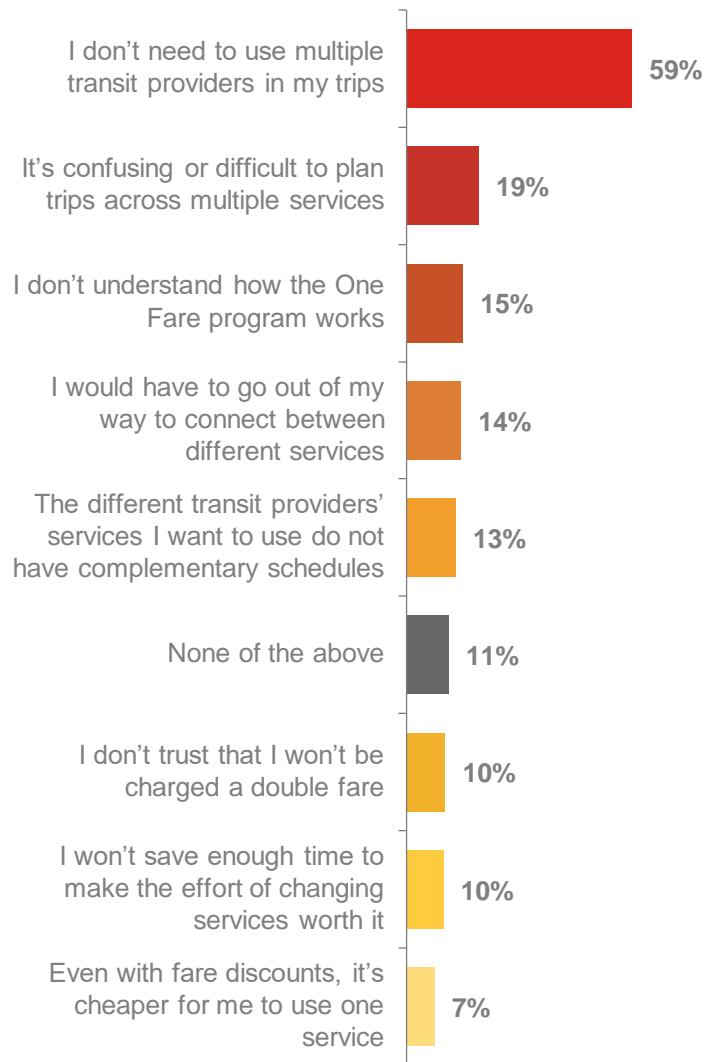
Q7: For those who said yes to Q2, which of the following benefits have you experienced when using the One Fare Program as part of a trip involving TTC?



Q8: For those who said yes to Q2, which of the following issues have you experienced when using the One Fare Program as part of a trip involving TTC?



Q9: For those who said no to Q2, why haven't you used the One Fare Program?



Q10: If you selected “Poor connections between transit systems” as an issue you experienced when using the One Fare Program, let us know the exact routes or locations.

Route/Location	Feedback
9 Bellamy	Inconsistent schedule and poor coordination with GO train schedule.
20 Cliffside	Difficulty connecting to Scarborough GO Station.
43 Kennedy	Poor connection with YRT route 8 schedule.
45 Kipling	Incorrect information about access to Etobicoke North GO Station; easier access from Bethridge Road instead of Belfield Road.
48 Rathburn, 49 Bloor West, 50 Burnhamthorpe, 111 East Mall	Infrequent service and poor connections with MiWay Express and GO Transit at Renforth Station.
52/952 Lawrence West	Poor coordination with UP Express schedule at Bloor and Weston.
53 Steeles East, 129 McCowan N	Northbound bus stop is too far from Steeles Avenue.
101 Downsview Park	Poor coordination with GO train schedule.
102D Markham Rd	Infrequent service, leading to long walks to destinations north of Steeles Avenue.
110A, 110B Islington South	Long wait and poor connection between Alderwood and Mimico GO.
112 West Mall	Infrequent service and poor coordination with MiWay and GO buses at Renforth Station, leading to missed connections and long wait.
Bloor Street West of Kipling	Poor connection between TTC and MiWay buses.
Danforth GO Station	Poor connection with TTC routes and the need to use Union Station for some transfers.
Finch Station	Poor schedule coordination with GO train and other TTC routes.
Humber College, Woodbine Centre	Difficult to identify YRT bus stops, complicating connections.
Kennedy Station	Difficult transfers to other bus routes.
Kipling Station	Long walks and difficult transfers between GO train and TTC bus terminals, as well as MiWay and GO.
Rouge Hill GO Station	Poor coordination with TTC buses and GO train schedule, particularly 38 Highland Creek and 85 Sheppard East.
Scarborough Centre Bus Terminal	Difficult transfers between GO buses and TTC routes, especially at Triton and Borough, as well as connections to 920 DRT bus.
Union Station	Difficult transfers between GO trains and TTC routes, and poor wayfinding signage.

Q11: Do you have any other comments about how the TTC integrates with the One Fare Program?

- **High appreciation and praise for One Fare Program’s benefits.** Many respondents appreciated the convenience of integrating with different transit services under a single fare, simplifying travel, reducing costs, and offering alternatives to get around the GTA. They also like the potential to make transit more accessible and affordable, particularly for those without cars.
- **There were several suggestions for improvement to the program,** including:
 - Increase understanding of the program as some are uncertain about how it works. Provide clearer, practical examples of how One Fare works, especially for complex journeys.
 - Improve route and schedule coordination among TTC, GO Transit, and other regional transit agencies, as well as wayfinding at transfer points to ensure smooth transitions and to avoid delays.
 - Increase the transfer window from 2 hours to 3 hours to better accommodate longer trips across multiple transit systems, especially transfers to transit agencies with less frequent service.
 - Include UP Express, Bike Share, and ferries to Toronto Island to improve coverage and connectivity.
 - Include monthly pass users in the program. Others suggested changing the monthly pass to a fare cap system to better reflect actual usage and reduce costs for infrequent users.
 - Create better connections to GO trains from TTC service. The walk to the GO stations are long, coming from a TTC vehicle. Examples include, 63 Ossington to Exhibition GO and Line 2 to Danforth GO.
- **Issues and concerns about One Fare,** including:
 - Concerns about fare evasion and TTC losing revenue because people who board from other transit agencies don’t tap off TTC vehicles. Improve enforcement to ensure the program’s sustainability.
 - Concerns that One Fare may unfairly benefit wealthier riders or increase costs for TTC-only users. Respondents would like to see more equitable fare structures.

Scarborough Blue Night service

TTC shared an overview of their proposed changes to the Blue Night service in Scarborough, which included:

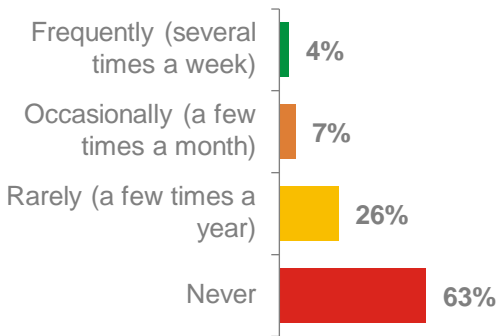
- 1) Extension of **385 Sheppard East** to Rouge Hill GO Station.
- 2) Addition of a new route called **386 Scarborough**.
- 3) Adjustment of **334B Eglinton East** to provide new service on Guildwood Pkwy and remove duplicate service on Kingston Rd with the addition of the new 386 Scarborough route.

- 4) Adjustment of **395 York Mills** to align routing to daytime routing of the 95A York Mills and remove redundant service on Meadowvale Rd with the addition of the new 386 Scarborough route.

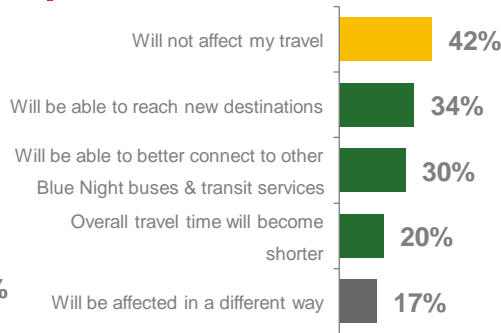
TTC asked questions to understand customers' thoughts on the proposed changes. The charts below summarize respondent feedback to questions. The following page summarizes other suggestions, advice, or comments respondents shared for the TTC about the proposed changes.

Feedback on 385 Sheppard East extension

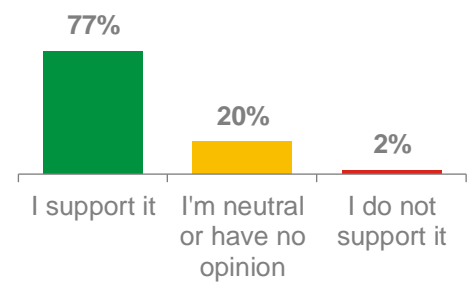
Q1: How often do you use the 385 Sheppard East route?



Q2: Which of the following best describes how the proposed change would affect your travel?

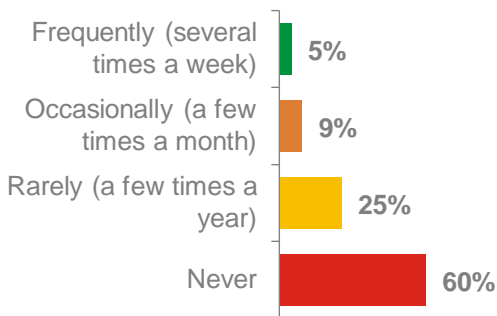


Q3: Overall, to what extent do you support this proposed change?

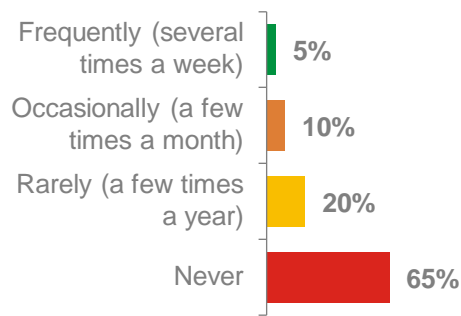


Feedback on new 386 Scarborough route and adjustments to 334B Eglinton East & 395 York Mills

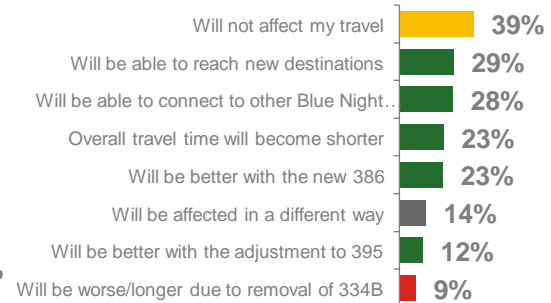
Q1: How often do you use the 334 Eglinton East route?



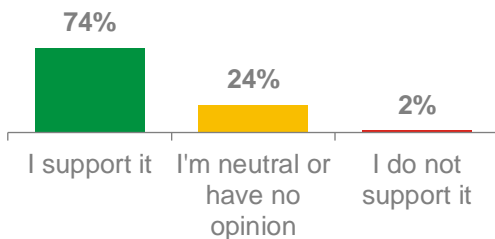
Q2: How often do you use the 395 York Mills route?



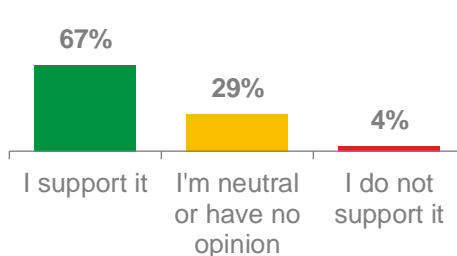
Q3: Which of the following best describes how the proposed change would affect your travel?



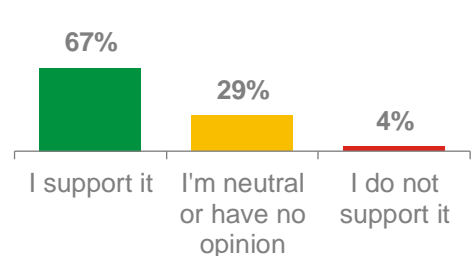
Q4: Overall, to what extent do you support the proposed new 386 Scarborough route?



Q5: Overall, to what extent do you support the proposed changes to the 334B Eglinton East route?



Q6: Overall, to what extent do you support the proposed changes to the 395 York Mills route?



Q7: Do you have any other advice, suggestions, or comments for the TTC about the proposed changes for the Scarborough Blue Night service?

- **Support for the proposed improvements to the Scarborough Blue Night service.** Generally, respondents support any additional transit routes in Scarborough, which could help reduce car use. They particularly liked the addition of a new 386 Scarborough route. They said that they like changes that would make transfers easier between different routes, which would enhance service to underserved areas. Some respondents would like to understand how service frequency would be affected if there are changes.
- **Support for the plan to align the Blue Night network more closely with the daytime schedule.** This change could help first time Blue Night customers navigate the system if there is ever a need.
- **To increase ridership, create better connection points between Blue Night routes, improve frequency, and provide more coverage of different areas.** Respondents said that some bus stops are further away from bus terminals or other connections, so it is important that connections are timed appropriately to make transfers easy. Respondents said more frequent service in the wintertime is important, as wait times are worse for customers. Also consider expanding service coverage.

Respondents shared feedback about the following Blue Night routes:

- **334 Eglinton East.** Create a 334C branch travelling north on Morningside to Finch that runs from 1:30 am until the first 116 Morningside bus starts in the morning. Also consider having the 334 Eglinton East pull into Platform B instead of A, because some customers miss the bus when it stops at Platform A. Another respondent said they would prefer this route extend to Morningside Heights, as service is needed in this area more than at Finchdene.
- **385 Sheppard East.** Adjust the route to include the Meadowvale Loop, before continuing east to Rouge Hill GO Station. This could facilitate a connection to the 354 Lawrence East route at the loop.
- **386 Scarborough.** Consider extending this route to somewhere besides Kennedy Station, as that stop is a less important destination when the subway is not running. Instead, consider interlining this route with the 300B Bloor-Danforth or 334A Eglinton East, to provide a one-seat ride to downtown or Yonge Street. The naming of this branch is slightly confusing to one respondent, and they suggested it be renamed to 386 Meadowvale.
- **395 York Mills.** Extend the 395 to Rouge Hill GO Station to provide a direct connection to 385 Sheppard East at Rouge Hill GO. A respondent suggested splitting this route into two, with one route operating on Neilson Road to Finchdene Square, and the other operating on Kingston Road to Sheppard Avenue East. Another suggested the route loop via Meadowvale Road, Sheppard Avenue East, Kingston Road and Ellesmere Road.

Other suggestions from respondents include:

- Add a new Blue Night route:
 - On Markham Road from Warden Station to Steeles, and overnight employment areas like the Dynamic Drive / Tapscott area and Amazon Centre. Markham Road is a Neighbourhood Improvement Area, and improved transit service in this area would help with shift workers.
 - On Warden Avenue to provide service to Angus Glen and south of Sheppard.
 - From Bingham Loop, along Kingston Road, to Morningside Avenue, Ellesmere Road, UTSC, Military Trail, back to Morningside Avenue, then to Staines, Mantis Road, Nightstar Road, then back to Morningside Avenue where the 116 Morningside terminates.
 - Called 316 McCowan from Warden Station, to St Clair, Danforth, McCowan, and Steeles.
 - From Scarborough to Downtown by extending existing routes or creating a separate route.
- Reroute the 300 Bloor-Danforth route to run along Kennedy Road instead of Brimley Road.
- Add a stop on Harvest Moon Drive on the north side, opposite to stop #14486.
- Instead of investing funds into the Blue Night Service, open the Subway for overnight use.

Etobicoke Blue Night service

TTC shared an overview of their proposed changes to the Blue Night service in Etobicoke, which included:

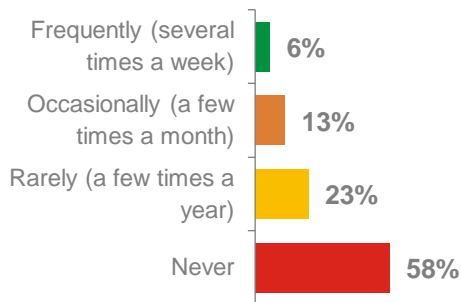
- 1) Extension of **353 Steeles** to Steeles and Martin Grove Loop.
- 2) Considering two options for the adjustment of the Etobicoke Blue Night network:
 - a. **Option 1: Add 2 new routes (345 Kipling and 373 Royal York) and remove 337 Islington** to prevent overlapping service coverage with the 2 new routes.

- b. **Option 2: Add 1 new route (345 Kipling) and modify 337 Islington** to operate on Royal York Rd instead of on Islington Ave south of Dixon Rd.

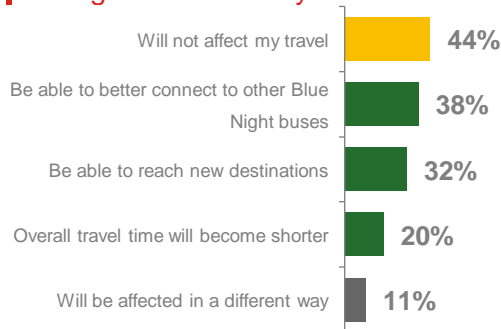
TTC asked questions to understand customers' thoughts on the proposed changes. The charts below summarize respondent feedback to questions. The following page summarizes other suggestions, advice, or comments respondents shared for the TTC about the proposed changes.

Feedback on 353 Steeles extension

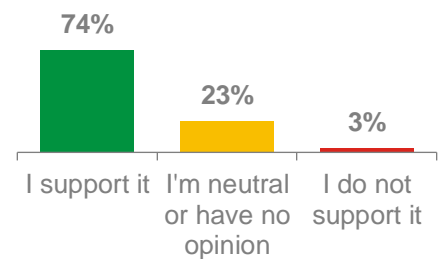
Q1: How often do you use the 353 Steeles route?



Q2: Which of the following best describes how the proposed change would affect your travel?

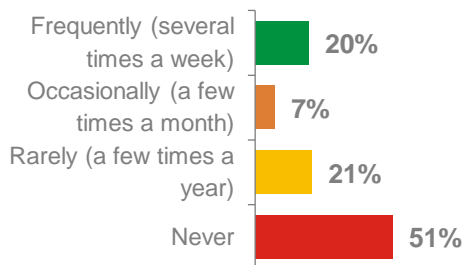


Q3: Overall, to what extent do you support this proposed change?

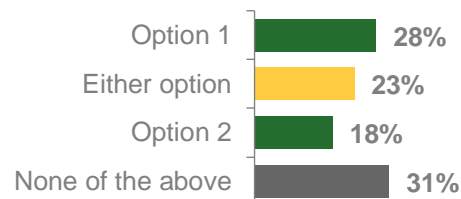


Feedback on two options being considered for the adjustment of the Etobicoke Blue Night network

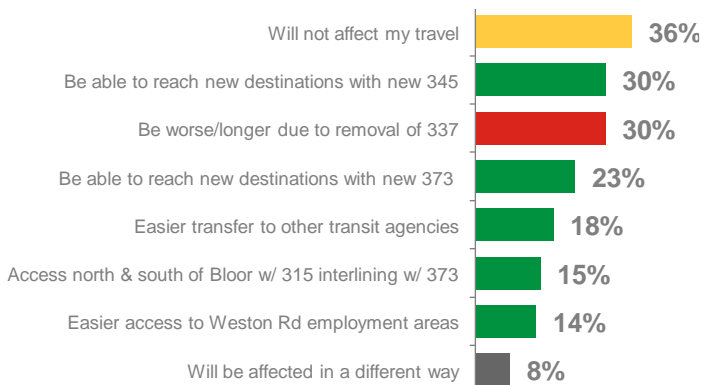
Q1: How often do you use the existing 337 Islington Night bus?



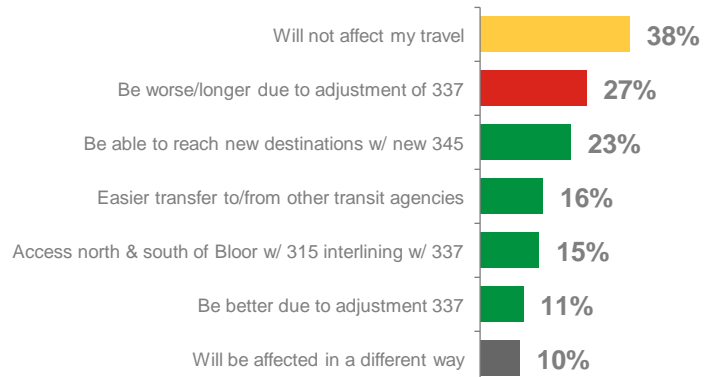
Q2: Which of the two options better serve your travel needs?



Q3: Which of the following best describes how Option 1 would affect your travel?



Q4: Which of the following best describes how Option 2 would affect your travel?



Q5: Do you have any other advice, suggestions, or comments for the TTC about the proposed changes for the Etobicoke Blue Night service?

- **The extension of the 353 Steeles route to Martin Grove Loop is a welcome change.** This area has been missing a transit link for several years. Additionally, respondents like that this would provide connections to other Blue Night routes. Some suggested splitting the route into 353 Steeles East and 360 Steeles West at the Yonge and Steeles loop to make it more reliable and less likely to be delayed.
- **Support for the addition of routes.** Respondents liked the proposal of more service coverage to the area, especially the routes that cover Weston Road industrial areas. Respondents liked the proposed new 345 Kipling route as it would serve the Humber Lakeshore area where there are industrial work sites.
- **Many respondents do not agree with the removal or adjustment of the 337 Islington route, with either option. They prefer the TTC keep the existing 337 Islington route and add the two new routes – 345 Kipling and 373 Royal York.** They said that so many customers rely on and choose the 337 Islington as it serves many industrial employment areas, and it is more reliable than neighbouring routes. One respondent said it has been around for 37 years and is what is familiar to the community. They said the removal of the 337 Islington would force them to find another way to commute, other than the TTC. Respondents prefer there be three routes, on Kipling, Islington, and Royal York/Weston Road. They suggested the TTC target consultation with industrial employers in the area to determine how the changes will impact their workers. Another suggestion was to add a 346 Martin Grove route to serve the employment area in Rexdale.
- **Create a route proposal that provides more coverage south of Bloor, as both options presented do not offer this.** Respondents said neither option considers the customers and destinations south of Bloor, who now have to walk west or east to reach Blue Night service.
- **Those who support Option 1 over 2** prefer it because the 345 Kipling route would serve central Etobicoke better than the 337 Islington; customers then have a choice to take either route on the sides. Respondents also said they prefer Option 1 because 373 Royal York will provide easier access to customers on Weston Road, as it currently lacks a proper north-south Blue Night route. Some respondents agree that keeping the 337 Islington means there is another route too close to the proposed 345 Kipling route.
- **Those who support Option 2 over 1** prefer it because it reduces duplication of service. There was also a suggestion to serve Lakeshore via Royal York and to add a 389 Weston route. The issue with Option 2 is that the multiple apartment buildings around Islington Station would lose the direct north-south night bus service. Additionally, industrial areas along Islington south of Bloor will lose direct access to the Blue Night service, forcing workers to walk further to reach the 345 Kipling, 315 Evans - Brown's Line, and 337 Royal York routes.

Other suggestions from respondents include:

- Consider adding a route that continues up the West Mall connecting to Renforth Station, and not turning back halfway up the West Mall.
- Weston Road should continue to have service from the 384 Sheppard West route. There are Neighbourhood Improvement Areas along Weston Road that need employment areas served by TTC.
- Consider a Blue Night service on the University Line to support the high number of healthcare workers in this area.

Etobicoke service

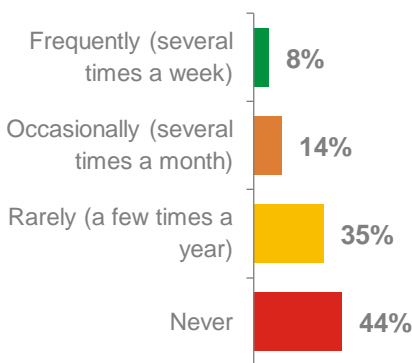
TTC shared an overview of their proposed changes to the service in Etobicoke, which included:

- 1) Addition of a new route called **145 Belfield** between Kipling Station and Viscount Station, replacing 45B Kipling.
- 2) Extension of **49 Bloor West** to Renforth Station to improve connections to GO and MiWay.

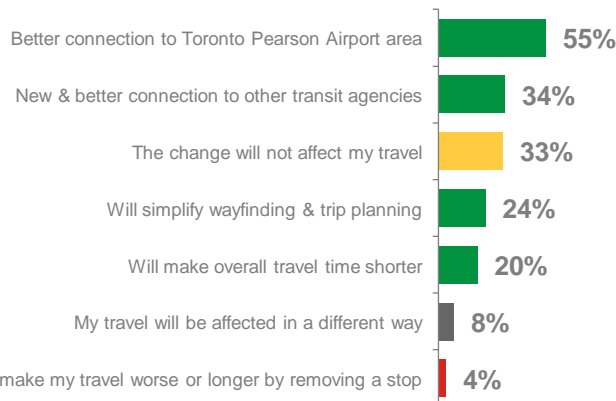
TTC asked questions to understand customers' thoughts on the proposed changes. The charts below summarize respondent feedback to questions. The following page summarizes other suggestions, advice, or comments respondents shared for the TTC about the proposed changes.

Feedback on new 145 Belfield route

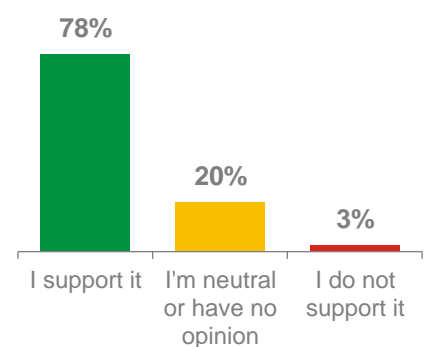
Q1: How often do you use either 45 or 945 Kipling routes?



Q2: Which of the following best describes how the proposed changes will impact your travel?

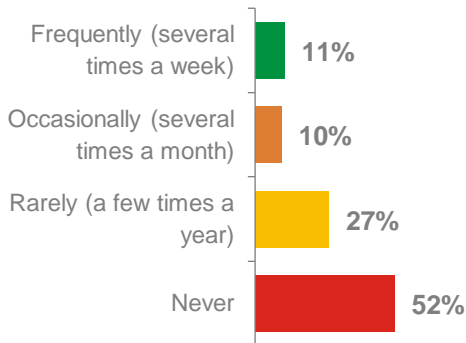


Q3: Overall, to what extent do you support these proposed changes?

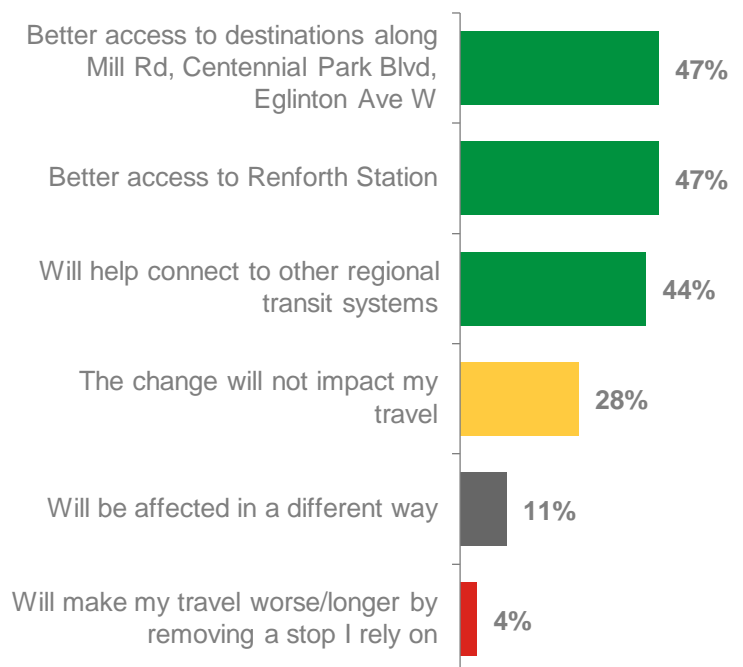


Feedback on two options being considered for the adjustment of the Etobicoke Blue Night network

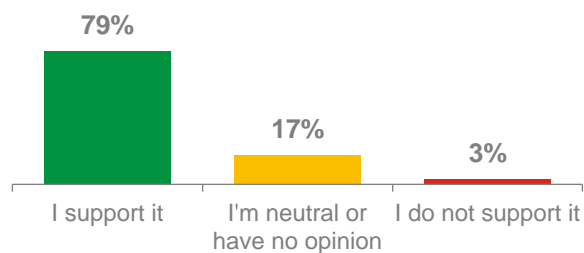
Q1: How often do you use the 49 Bloor West bus?



Q2: Which of the following best describes how the proposed changes will impact your travel?



Q3: Overall, to what extent do you support these proposed changes?



Q4: Do you have any other advice, suggestions, or comments for the TTC about the proposed changes for the Etobicoke bus services?

- **Respondents were mostly supportive of both proposed changes to the Etobicoke network.** They like that customers would now have access to both Renforth and Viscount Station and by extension a connection to other GTA transit agencies. They are excited about the direct route to Pearson Airport, as it means they no longer have to travel away from the airport area to catch a bus going to the same area. They also said that the proposed changes would provide customers with direct service to destinations like Centennial Park, as well as create more service between Dixie and West Mall.

Specific comments and suggestions for the **49 Bloor route** included:

- **With the 49 Bloor extension, it is important that there is increased reliable frequency with the route.** Respondents said that currently, they are consistently waiting more than 30 minutes for the bus, and sometimes see multiple buses bunched up. With this proposed route being longer and serving more condo developments, it is important that the routes are on time and sufficient for the passenger loads. Respondents suggested increasing the frequency during rush hour to 15-20 minutes between buses.
- **The 49 Bloor extension to Mill Road makes sense and should be implemented as soon as possible.** This proposed change is good for the Markland Wood residents and supports strengthening the transit grid.
- **There were a few concerns with this proposed route**, as respondents said that serving the homes around Centennial Park didn't make sense since they are mostly single-family homes with vehicles.
- **Consider running the route along** Rathburn to Eringate, then Eringate south to Renforth Station. This could serve Michael Power students, parts of Centennial Park, and the Elmbrook Public Library.

Specific comments about the **145 Belfied route** included:

- **Add longer buses to the route** to help with overcrowding. Respondents said the route is constantly overcrowded, especially during lunch hours.
- **Consider renaming this route to 45B Kipling** as it is not a new route, but instead a rebranded route. There was some concern that a new name may confuse the people taking this route.
- **There was some confusion and concern about where the bus would terminate.** Some said the route should end at a TTC Station instead of Viscount Station. Others said the current network of connections is fragmented between agencies, and that it needs better coordination between the TTC, MiWay, Brampton Transit, and GO.

Other suggestions and comments for the Etobicoke area included:

- Modernize and improve the frequency of the 112 West Mall buses.
- Consider extending 111 East Mall to Renforth Station until the Eglinton Crosstown extension opens.
- Consider extending 50 Burnhamthorpe and 48 Rathburn to Renforth and Centennial Park.
- Add a new 980 Queensway route to run alongside the 80 Queensway to provide faster express trips for southern Etobicoke customers.

Downtown and East York service

TTC shared an overview of proposed changes to service in Downtown and East York, including:

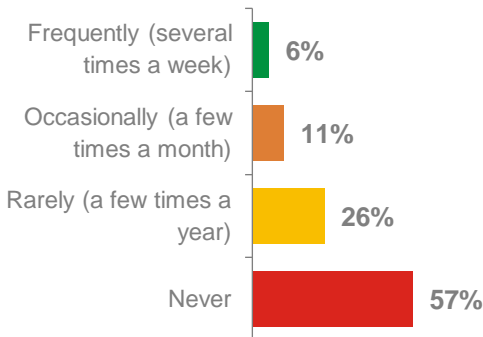
- 1) Removal of **13B Avenue Road** to improve network efficiency.
- 2) Extension of **22 Coxwell** to Eglinton, replacing 70 O'Connor
- 3) Removal of service from Haldon Avenue from the **87A Cosburn** route for more direct routing

and faster connection to destinations along the route.

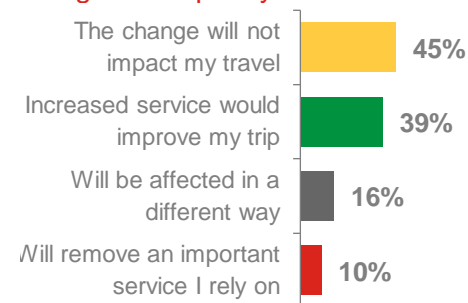
TTC asked questions to understand customers' thoughts on the proposed changes. The charts below summarize respondent feedback. The following page summarizes other suggestions, advice, or comments respondents shared.

Feedback on removal of 13B Avenue Road

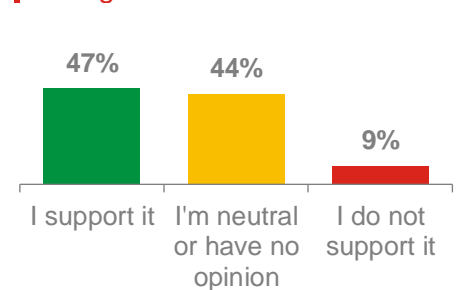
Q1: How often do you use the 13B Avenue Road branch?



Q2: Which of the following best describes how the proposed change will impact your travel?

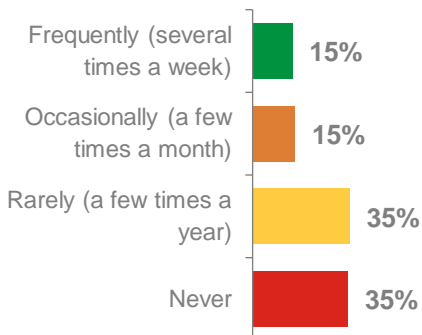


Q3: Overall, to what extent do you support this proposed change?

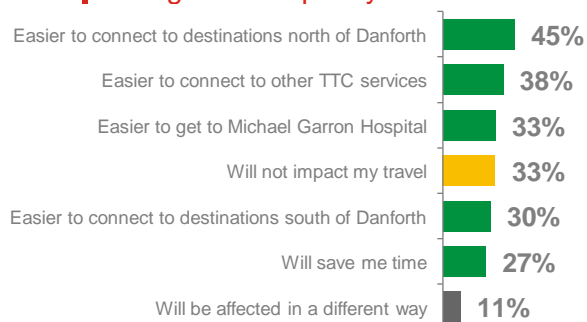


Feedback on extension of 22 Coxwell

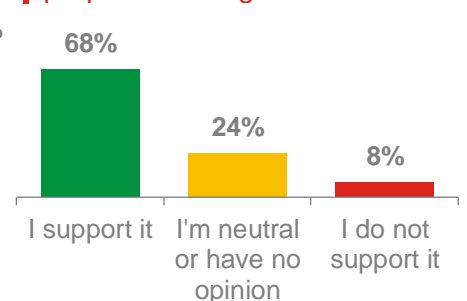
Q1: How often do you use the 22 Coxwell/70 O'Connor routes?



Q2: Which of the following best describes how the proposed changes will impact your travel?

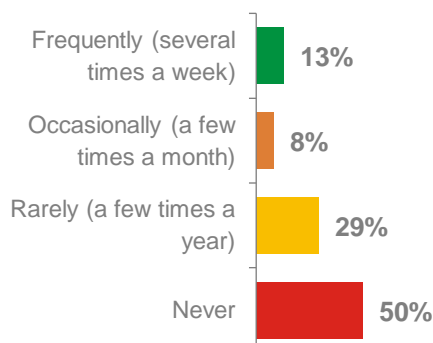


Q3: Overall, to what extent do you support these proposed changes?

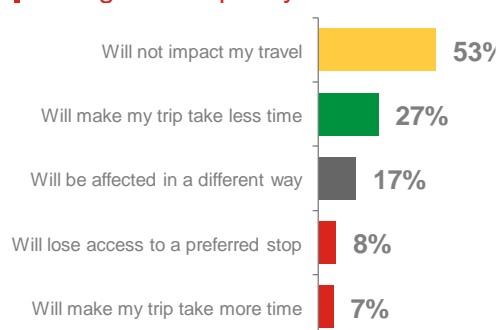


Feedback on adjustment of 87A Cosburn

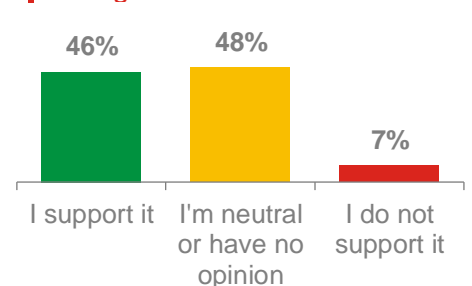
Q1: How often do you use the 87A Cosburn route?



Q2: Which of the following best describes how the proposed change will impact your travel?



Q3: Overall, to what extent do you support this proposed change?



Q4: Do you have any other advice, suggestions, or comments for the TTC about the proposed changes for the Downtown and East York bus services?

- **Mixed opinions on the proposals for the Downtown and East York area.** Some respondents were supportive of the proposed changes and the simplification of routes, while others were concerned with changes impacting service frequency and accessibility for seniors and other vulnerable people. They suggested that the TTC engage customers who would be most impacted by the proposed changes (like the seniors at East Acres or patients at Sick Kids) before making the changes.

Specific comments and suggestions for the **13B Avenue Road route** included:

- **Support for removal of 13B Avenue Road if it means an increase in frequency and reliability of 13A Avenue Road.** Respondents said 13B is unreliable, therefore eliminating it to increase service to the 13A makes sense. Consider pairing this proposed service change with an increased frequency of 13A during peak hours to offer an alternative to relieve subway crowding. If the 13B route is removed, consider renaming 13A Avenue Road to just 13 Avenue Road (removing A), and interlining it with the 19 Bay route.
- **Ensure there is engagement with the people who use the hospital stops before eliminating the route.** Some respondents said they know of seniors, patients, and family members of patients who use this route to access medical services. Respondents said walking from College Street to services like Mount Sinai is hard for those with limited mobility, especially during the winter and summer heat waves.
- **Some respondents would like to keep 13B Avenue Road.** They said the TTC should focus on improving the service reliability of 13B Avenue Road rather than eliminating it. Another suggested keeping the 13B Avenue Road route since it's longer and serves a longer stretch and eliminating the 13A route instead.

Specific comments and suggestions for the **87A Cosburn route** included:

- **Support for the proposed change to remove a “silly route.”** If this proposed change goes through, the 87C should drop the C. Some support this proposed change because it could mean getting the 87 Cosburn back to a 10-minute network.
- **Concerns with the removal of the East Acres stop.** Respondents asked the TTC to ensure they engage with the community first to evaluate the impact of this stop removal. Some said it is hard for the residents of the retirement community to walk an extra 150 metres, especially in the winter. Respondents would like to see the TTC demonstrate that the 404 East York Community Bus can match the needs of the seniors living in the area first before removing the route. Others said there should be increased service for the 404 East York Community Bus to support the customers who will be impacted by the East Acres stop removal.

Specific comments and suggestions for the **22 Coxwell route** included:

- **Support for the proposed change to simplify the route into one medium-length route.** Respondents said if this proposed change goes through, they'd like to see 10-minute headways throughout the route to help with congestion issues. Also consider changing the display name on the bus to “22 Coxwell to Eglinton Avenue via Coxwell Station,” to show that the route services both corridors.
- **Concern that it will be hard to maintain the frequency and reliability of this route due to traffic.** There were concerns with the traffic on O'Connor and Victoria Park/Eglinton and congestion both north and south of Danforth impacting 22 Coxwell and creating delays to the route. A respondent suggested interlining the routes rather than combining the two routes to maintain frequency.
- **Consider the impacts on Coxwell Station.** Currently, the bus platforms are extremely narrow and prone to crowding. If the change happens, consider how to address dangerous crowding with more ridership.

Other suggestions and comments for the Downtown and East York area included:

- Consider operating 81 Thorncliffe Park and 100 Flemington Park as one route.
- During CNE and other events, run a 963 Ossington Express route to Princes Gate, looping at Canada Blvd.
- Bring back the 142 Avenue Express route to take pressure off subway crowding during peak hours.
- Consider extending 74 Mount Pleasant and 13 Avenue Road to King Street to pick up customers along the 504 King route and far side stops at University and Jarvis as “circular or two C-shaped service routes” to better make use of the routes and gain ridership.

Other feedback

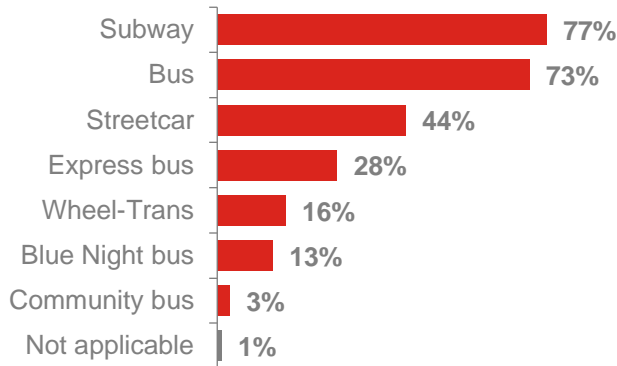
Q: Do you have any other feedback or advice you would like the TTC to consider as we develop the 2025 Annual Service Plan?

- **Appreciation for TTC**, its engagement efforts, and the overall direction of the Annual Service Plan.
- **Strong desire for more frequent, reliable, and comfortable transit service.** Many respondents were frustrated by the general state of disrepair and unreliability of the system, citing things like reduced speed zones, unplanned diversions, vehicle bunching, crowding, unreliable schedules, and infrequent service. They said they wanted to see better plans to plan for and manage disruptions, such as speeding up maintenance work and limiting it to nighttime. Respondents also wanted to see overall service hours increased (especially Sunday morning subway service), an expanded 10-minute network, and more express service, saying these improvements could increase ridership.
- **Improve communication and information.** Respondents' suggestions included: more vehicle arrival screens, boards, and on-vehicle screens (with accurate, useful information); improved audio quality of station and vehicle announcements; sharing information on as many social media channels as possible; considering accessibility in all communications (like closed captioning on videos); hiring "captains" at each station to communicate with customers, and; simplifying navigation of TTC's website. Some said TTC signage and communication about construction had improved, while others said they wanted clearer signage and wayfinding to help customers navigate construction.
- **Desire for more transit priority.** Respondents liked transit priority efforts like "red lanes" and said they would like to see more, especially on major streets, downtown routes, and streetcar routes.
- **Concerns about safety, security, cleanliness.** Many said they feel less safe and more vulnerable on transit. They suggested increased staffing at stations and on vehicles and more regular cleaning and maintenance (especially at washrooms).
- **Suggestions about fares and fare evasion.** Respondents suggested: reducing or eliminating fares, reinstating weekly passes and weekend family passes, allowing for longer than 2-hour transit times, considering distance-based fare systems, setting a maximum daily fare cap, and increasing the income threshold to qualify for the Fair Pass program. Many wanted to see increased enforcement of fare evasion; others wanted to see lower fines, given the small fines drivers pay for parking violations.
- **Feedback about Wheel-Trans.** Several were appreciative of the Wheel-Trans service. Some thanked the staff on Wheel Trans for their help with passengers on the service. Suggestions to improve it included: rely less on private cabs; provide more training to operators to help Wheel-Trans customers, use seatbelts, and stay off cell phones; expand Wheel-Trans hours; provide easier ways to contact customer service on the reservations website, and; develop strategies to resolve conflicts when Wheel-Trans customers get on or off vehicles on roads with bike lanes.
- **Other comments**, including frustration with the delays in opening Lines 5 and 6 and suggestions to: build more subways; secure better transit funding; train operators to be more polite and helpful; ban e-bikes on transit vehicles; implement a congestion charge for downtown; explore "super express routes" on highways; remove cloth in seating (for cleanliness), reduce the number of streetcar stops (to speed up service); provide free parking near major transit stations, and; build heated bus stops. Respondents also provided many comments and suggestions about specific routes outside of the scope of the Annual Service Plan.

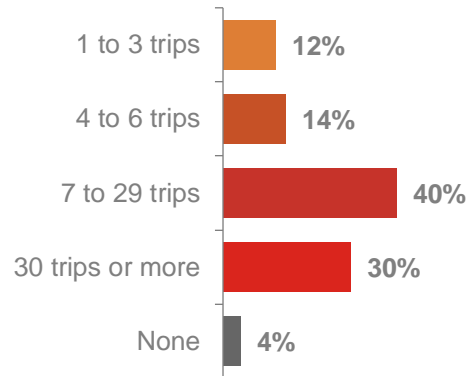
Respondent profile

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

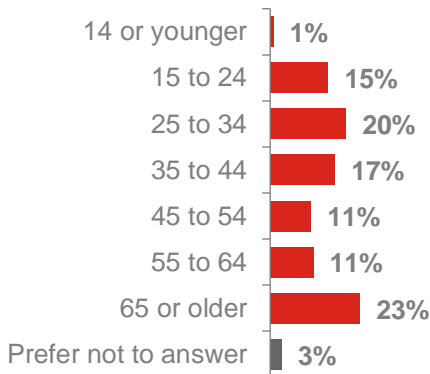
Q1: What are your most used modes of TTC transportation?



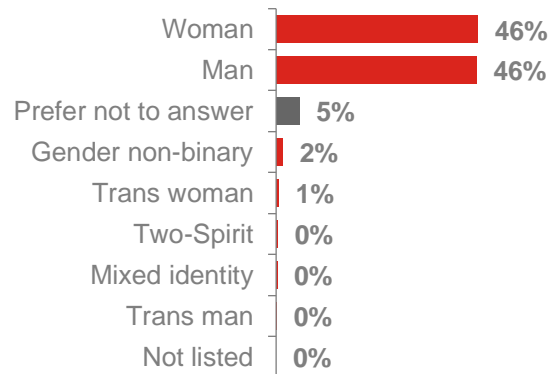
Q2: In the last month, how many trips did you take that involve the TTC?



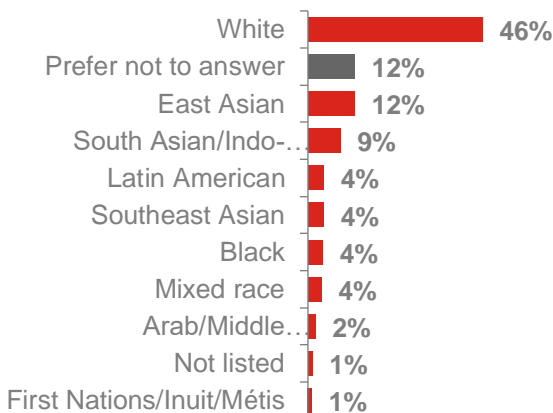
Q3: What is your age?



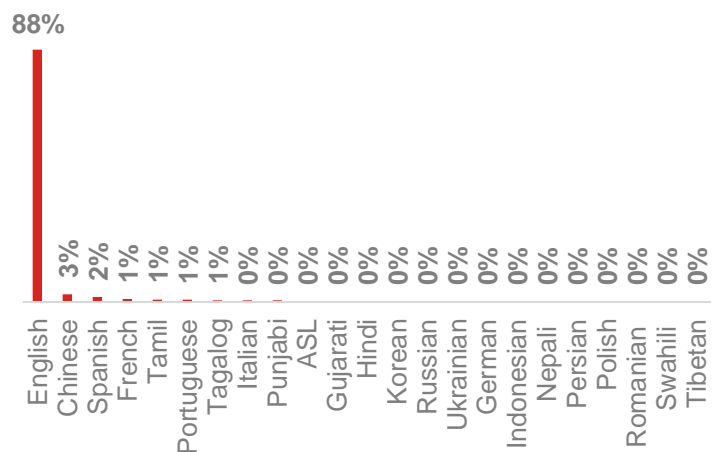
Q4: What best describes your gender?



Q5: What race category best describes you?

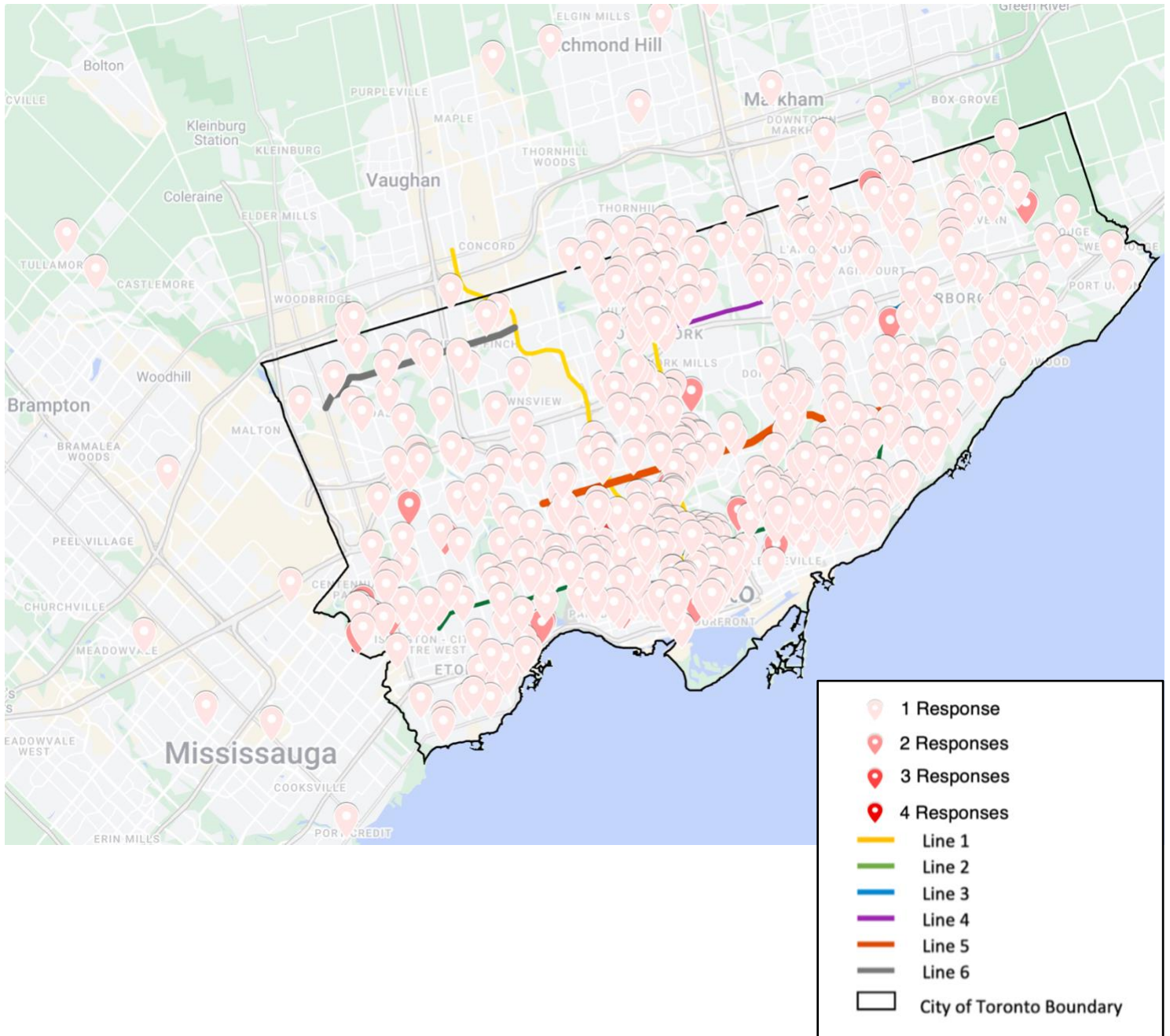


Q6: What is the primary language you speak?

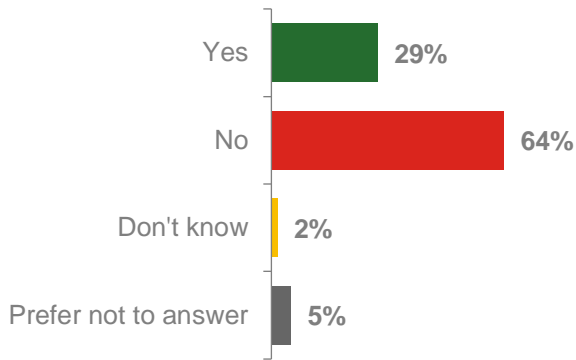


Q7: What is your postal code?

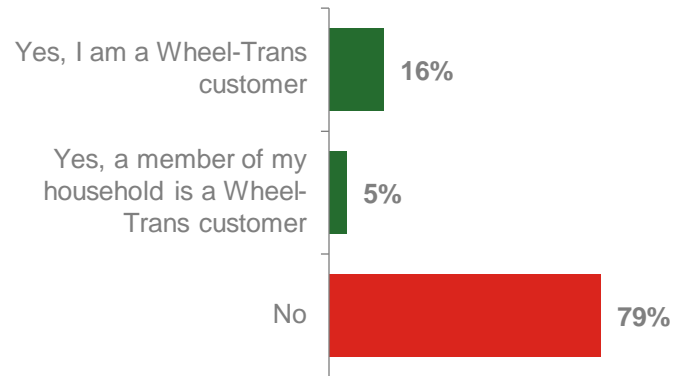
The map below provides a visual representation of the postal codes provided by respondents. A total of 745 respondents provided their postal code. Respondents were from across Toronto, with some residing outside of Toronto, including Markham, Richmond Hill, Brampton, and Mississauga.



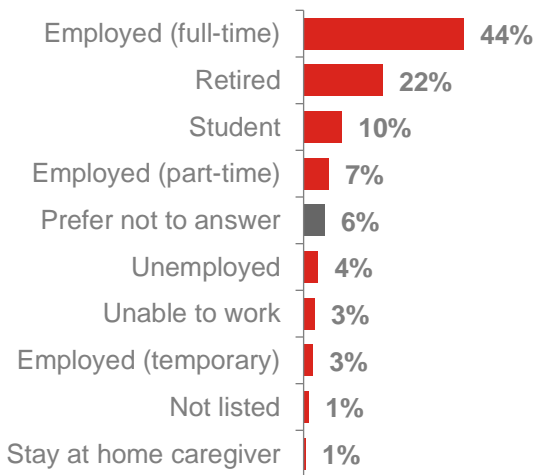
Q8: Do you identify as a person with a disability?



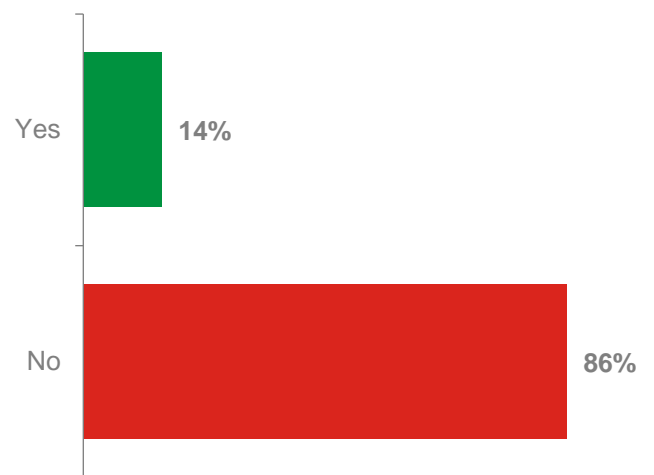
Q9: Are you or a member of your household a Wheel-Trans customer?



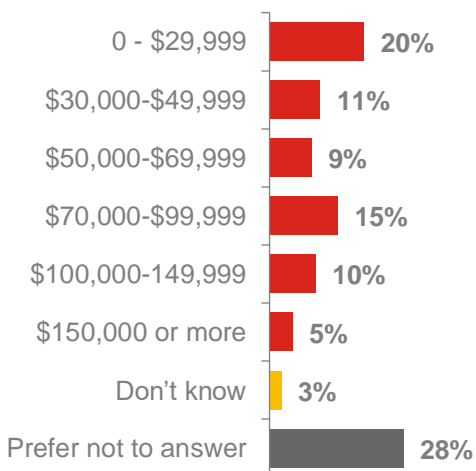
Q10: Which of the following best describes your current employment status?



Q11: Would you consider yourself a shift worker?



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



Q13: How did you find out about this survey?

