

TTC 2024 Annual Service Plan

Round Two Survey Summary



Survey timeframe: June 26, 2023 – July 16, 2023

Total responses received: 1,148

- Online survey responses: 1,140
- Mail-in survey hard copies received: 8

Overview

Between Monday, June 26 and Sunday, July 16, 2023, the TTC conducted a survey open to customers, TTC employees, and the public to help inform how the TTC will deliver their service in 2024 and beyond with many major construction projects starting or continuing across Toronto. The survey was part of the second and final round of consultation on the TTC's 2024 Annual Service Plan. It focused on seeking feedback on two types of construction-related service efforts:

1. **City-wide service efforts**, covering how we plan and communicate construction-related service changes across Toronto, and
2. **Area-specific service efforts**, covering potential detours and routings in areas we expect to experience disruptions due to future construction (2024 and beyond).

The survey received a total of 1,148 responses, with a majority (1,140) participating online. The TTC promoted the survey through its website, email list, social media channels, Councillor's office communications, platform video screens and announcements at transit stations.

Third Party Public, an independent engagement team retained by the TTC, prepared this survey summary. This summary follows the survey structure, with sections covering:

- Overall highlights of survey responses
- Feedback on city-wide service efforts, including how the TTC plans and communicates construction-related service changes across Toronto
- Feedback on area-specific service efforts, including:

1. Pape Station construction for a new Ontario Line interchange with Line 2, affecting the following routes:

- 25 Don Mills
- 72 Pape
- 81 Thorncliffe Park
- 100 Flemingdon Park
- 925 Don Mills Express

2. Yonge and Steeles construction for a new station on the Yonge North Subway Extension, affecting the following routes:

- 53 Steeles East
- 60 Steeles West
- 97 Yonge
- 953 Steeles East Express
- 960 Steeles West Express

3. King Street West construction to renew City watermain and TTC track infrastructure, affecting the following routes:

- 29 Dufferin
- 63 Ossington
- 504 King
- 929 Dufferin Express

- Other feedback
- Participant 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 2024 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.

Overall highlights of survey responses

The following points are highlights of the survey responses. They should be read along with the detailed summaries in the following sections.

- **Participants generally understand the construction related impacts coming to the different TTC routes as necessary.** Although there are some concerns about route delays, traffic impacts and general inconvenience, many understand that infrastructure improvements are necessary. Participants ask that TTC be transparent about timelines and continues to communicate with customers through various channels. They also suggested the TTC coordinate with other City related projects to minimize disruption and streamline transit planning.
- **Participants highlighted the importance of communication through various methods to make the information accessible to all customers.** Information that is timely, clear and communicated through various methods is the best way to reach TTC customers. This includes improving communication efforts through smartphone apps, PA (public address) systems, operators staff at stations and signage and wayfinding. Accessibility of communication is also very important as many do not use technology and/or have limited technological knowledge, and therefore rely on physical signage or operator's directions. This includes finding methods to communicate with non-English speakers, or those with accessibility needs like the visually impaired.
- **Accessibility is important to keep in mind through all decisions and service changes made.** Participants emphasized the importance of maintaining pedestrian access and accessibility during construction projects. Any changes made on routes should be well marked and accessible. This means ensuring signage on posts or at stations are maintained with the latest information. When deciding on the bus detours due to construction, it is important that the different routes have the least amount of walking to account for those with accessibility needs, and that temporary stops are safe and accessible. It is also important that if a bus route is diverting to another subway, it should be accessible as the original destination.
- **Prioritize customer safety.** Participants would like the TTC to prioritize safety and visibility at bus stops during construction, especially during the nighttime, and ensure there is adequate lighting and clear signage to enhance the safety of those waiting or traveling to and from stops.
- **Seamless transfers and increased service frequency are important considerations for customers when navigating through detours.** Although many use the bus network to reach our rapid transit services, there are many who transfer between buses to reach their destinations. They ask that during construction impacts, bus transfers continue to be smooth for customers. Others said that they understand the rationale for the detours and would like more frequency of buses to reduce wait times.
- **General concerns for the removal of buses impacting the local community.** Some said that the TTC should consider what the diversions will do to local businesses. They suggest the TTC continue to listen to the community and readjust if necessary. Specifically mentioned are the businesses along Pape Ave, the Hilda Ave community near Yonge St and Steeles Ave, and the Parkdale community.

Feedback on city-wide service efforts

This section of the survey focused on asking participants feedback on:

- **What the TTC considers when planning construction-related service changes at a city-wide level**
- **How the TTC communicates with customers about construction-related service adjustments**

A total of 1,140 responses were received for this section of the survey, including 1,135 responses from public participants and 13 responses from TTC employees. See summary of responses from all participants below.

Considerations when adjusting service due to construction disruption

The TTC shared the factors influencing their thinking when planning for transit service around construction, including:

1. TTC Board-approved Service Standards (such as hours of service, stop spacing, and more)
2. Existing and forecasted customer demand
3. Maintaining service coverage where possible
4. Customer and community feedback
5. Constraints like turn restrictions, terminal capacity, road geometry, and more

Participants were then asked: **“Is there anything else you think we should consider when adjusting service due to construction disruption?”**

Of the 1,148 responses received, 770 (67%) said no, and 374 (33%) said yes.

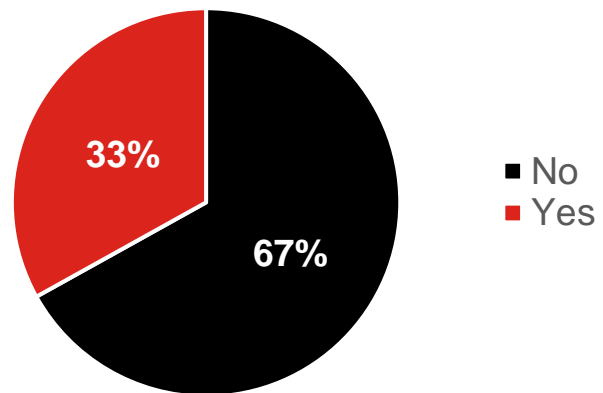
Participants who said yes had the option to provide additional comments to describe what else the TTC should consider when adjusting service due to construction disruption. 366 participants (or 32% of survey participants) provided additional comments.

Other considerations suggested were:

Communication and information.

Ensure timely and accurate communication about service disruptions to customers through various channels, including TTC apps, SMS alerts and physical signage. Information should be easy to understand and accessible to all customers, including those with accessibility needs. Utilize various communication channels, such as TV, social media platforms and texts, to broadcast service disruptions and updates in advance to inform customers. Additionally, ensure there is clear and visible signage at stops and routes to guide customers to the right locations and minimize confusion. The signage should be multilingual to accommodate non-English speakers and enhance accessibility for customers with diverse language backgrounds. Consider posting signage in local neighbourhoods that are affected like at local retailers.

Safety and accessibility. Prioritize safety for pedestrians, cyclists and customers at bus stops and during construction work. Avoid obstructing bike lanes and crosswalks and provide accessible and weather-protected stops. Prioritize safety and visibility at bus stops during construction, especially during the nighttime. Ensure adequate lighting and clear signage to enhance the safety of those waiting or traveling to and from stops. Additionally, ensure the safety and security of transit customers, particularly during service disruptions, through measures such as increased staff presence and proper enforcement. Consider the needs of different customers, such as accessibility at temporary stops and minimized walking distance for those with limited mobility.



Traffic management and coordination. Work with the City’s Transportation Planning to manage traffic flow during disruptions and provide transit signal priority to minimize delays. Coordinate with other city projects to minimize overall disruption to transportation and ensure efficient use of resources.

Transit priority. The TTC should continue to advocate for transit signal priority and prioritize transit lanes to improve transit efficiency during disruptions.

Impacts to marginalized groups. Consider the impacts of service disruptions on marginalized groups, such as seniors, people with accessibility needs and limited mobility, and non-English speakers. Ensure that communication and accommodations are made to cater to the needs of these customers. Additionally, ensure that areas with a high concentration of customers who rely solely on the TTC are prioritized for service adjustments during construction disruptions. Others said to consider reducing fares due to inconvenience to customers, especially seniors.

Construction management. Consider staggering construction projects in different areas to minimize overall disruption and maintain some level of regular service. Hold construction companies accountable for completing work as planned within projected timelines. Additionally, optimize construction timing to avoid peak hours and minimize disruptions during regular transit operations. Other respondents said it is important to consider seasonal fluctuations in demand for transit services and adapt accordingly to meet customers' needs during peak and off-peak periods.

Service frequency and capacity. Consider increasing the frequency and capacity of buses on affected routes to accommodate higher demand and reduce overcrowding. Increase the number of shuttle buses and improve the efficiency of service to minimize wait times, especially during peak hours and when disruptions cause significant delays. Respondents also said the TTC should set realistic run times for construction-related routes to maintain service frequency and avoid excessive gaps in service. Additionally, optimize transit schedules to reduce gaps between buses and streetcars, especially during disruptions, to enhance service reliability.

Sufficient staffing. There should be sufficient staff deployed, including customer service representatives, at major stations and affected stops to provide assistance and answer queries from customers.

Communication with customers about construction-related service adjustments

The TTC asked for participants feedback on how they communicate construction-related adjustments to make sure they are making the best use of the tools available.

Participants were asked: “The TTC uses many different tools to let customers know about construction-related service changes. To what extent do you rely on these tools to learn about changes?”

The table below identifies the twelve tools listed in the survey, including the number and percentage of participants that rely on these tools. Note that the highest percentage (majority response) for each tool is bolded. Based on the highest percentage of responses for each tool, it shows that majority of participants:

- **rely a lot** on signage and posters at subway stations (58%), pole cards (45%), system PA announcements (42%) and TTC website (38%)
- **rely a little** on TTC staff at stations (37%)
- **do not rely** on TTC Facebook page (85%), TTC Instagram account (84%), TTC X (formerly Twitter) account (64%), TTC e-Alerts (63%), TTC Transit Control X account (61%), Third Party Transit Apps (42%) and TTC staff on vehicles (36%).

	Rely on a lot	Rely on a little	Do not rely on
1. TTC Website	425 (38%)	407 (37%)	278 (25%)

2. TTC Transit Control X (Twitter) account (@TTCnotices)	195 (18%)	221 (21%)	646 (61%)
3. TTC X(Twitter) account (@ttchelps)	167 (16%)	211 (20%)	683 (64%)
4. TTC Facebook page (Toronto Transit Commission)	44 (4%)	116 (11%)	912 (85%)
5. TTC Instagram Account (@takethettc)	57 (5%)	118 (11%)	887 (84%)
6. TTC e-Alerts sent by email	225 (21%)	167 (16%)	677 (63%)
7. Signage and posters at subway stations	630 (58%)	313 (29%)	151 (14%)
8. Third Party Transit Apps (Transit App Moovit, Transit Now, etc.)	396 (37%)	226 (21%)	459 (42%)
9. Pole cards (small notice posters installed at bus and streetcar stops)	487 (45%)	385 (36%)	215 (20%)
10. System PA announcements	446 (42%)	368 (34%)	263 (24%)
11. TTC staff at stations	328 (30%)	398 (37%)	360 (33%)
12. TTC staff on vehicles	329 (30%)	364 (34%)	382 (36%)

Participants were asked: “What other platforms or tools if any do you rely on to learn about construction-related service adjustments?”

531 participants answered this question.

Participants identified a wide range of other tools that they rely on for construction related service adjustments, see detailed list below. Note that some of them were included in the twelve tools listed above, including TTC communication platforms and the third-party transit apps, such as Transit App.

- **Local news**, including:
 - TV news channels (e.g., CP24, CBC)
 - Radio stations (e.g., 680 News, CHFI)
 - News websites (e.g., Toronto Star, BlogTO)
 - Newsletters and emails from local news media
- **TTC Official Platforms**, including:
 - TTC website
 - TTC social media accounts (X [formerly Twitter], Facebook)
 - TTC text service for service alerts
 - TTC trip planner for route planning
 - TTC notices and signage at subway stations and on vehicles
 - TTC Wheel-Trans self-booking app
- **Third-party apps and websites**, including:
 - Google Maps and Waze for transit information
 - Transit App for real-time updates
- **Others**, including:
 - Word of mouth
 - Reddit
 - Stevemunro.ca
 - TTCriders
 - Social media posts (not from TTC)
 - Councillor communication
 - Flyers and mailers

Participants were asked: **“What other suggestions, if any, do you have about how we can improve communicating construction impacts to customers?”**

568 participants answered this question.

Participants said consistency, transparency, and accessibility are key factors to enhance the TTC’s communication efforts for its customers. They said that communication that is timely and clear is important for customers, especially those with accessibility issues or those who speak little English so that they can access accurate and timely information. Detailed suggestions on improving communication includes:

- **Communication channels.** Participants emphasize the need for consistency in information across all communication channels, including the TTC website, social media, and third-party apps. They also suggest using visual media, such as television and radio ads, to reach a broader audience. Some suggest the TTC increase collaboration with local media channels to broadcast construction related impacts and service changes in advance.
- **Website and information accessibility.** Many participants find the TTC website confusing and difficult to navigate. They recommend making the website more user-friendly, consolidating information, and providing clear maps and diagrams for better understanding. Some also suggested using QR codes on physical signage to direct people to the website for construction related news.
- **Communication through apps and technology.** Participants suggest the TTC improve integration of real-time information with third-party transit apps (e.g., Google Maps, Moovit, Transit) to update detours and service changes promptly. They also suggest the TTC consider developing a dedicated TTC app that provides personalized notifications for relevant routes to users. Some also said the TTC should explore options for SMS or email alerts for customers who opt-in to receive construction-related notifications.
- **PA Systems and announcements.** The quality of announcements on TTC vehicles and platforms needs improvement. Participants often struggle to hear or understand announcements due to poor PA system quality, background noise, and rapid delivery. They suggest for clearer and more audible announcements, as well as repeating messages over the PA in case people missed it the first time.
- **Signage and wayfinding.** Participants highlight the importance of clear and prominent signage at stations and stops. The information on poles and signs should be updated regularly and made easily legible, as well as taken down when service is changed. Some suggest signage be more durable and weather resistant by using plastic covers or frames for pole signage. Participants also reiterated the importance of accessible wayfinding for all customers.
- **Advance notice and accuracy.** Participants expressed frustration with last-minute notifications of service disruptions and construction. They ask for timely updates and accurate information to plan their journeys effectively.
- **Staff knowledge and training.** TTC staff should be well-informed about service changes and disruptions to provide accurate information to customers. There is a need for better training for operators to handle communication during diversions and detours.
- **Inclusion and accessibility.** Customers emphasize the importance of making information accessible to all, including individuals with disabilities, non-English speakers, and those without smartphones or internet access. They suggest the TTC offer alternatives and options for communication for all customers.

Feedback on area-specific service efforts

The 2024 Annual Service Plan will include service adjustments to several bus and streetcar routes due to major construction projects in 2024 and beyond. To help inform the service adjustments, this section of the survey focused on asking participants their thoughts on the proposed re-routings and detours on three areas that are representative of possible impacts to transit service across the city over the next few years:

- **Pape Station**, where building a new interchange between Line 2 and the Ontario Line will require buses to divert to other stations to avoid congestion and operational constraints. The Pape Station construction impacts the following routes:
 - 25 Don Mills
 - 72 Pape
 - 81 Thorncliffe Park
 - 100 Flemingdon Park
 - 925 Don Mills Express
- **Yonge and Steeles**, where construction on the Yonge North Subway Extension will occur to build tunnels and new subway station (taking place beyond 2024). The Yonge and Steeles construction impacts the following routes:
 - 53 Steeles East
 - 60 Steeles West
 - 97 Yonge
 - 953 Steeles East Express
 - 960 Steeles West Express
- **King Street West**, where construction is planned in 2024 to renew water, roadway and streetcar track infrastructure. The King Street West construction impacts the following routes:
 - 29 Dufferin
 - 63 Ossington
 - 504 King
 - 929 Dufferin Express

Participants were able to select the construction project(s) and proposed route detours that they want to provide feedback on. See summary of responses below.

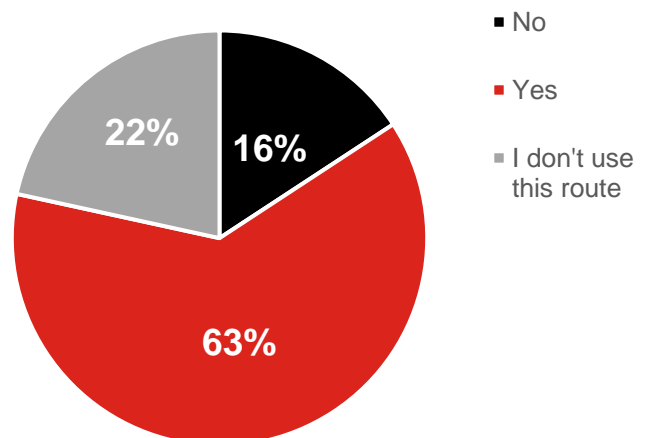
Pape Station construction for a new Ontario Line interchange with Line 2

25 Don Mills and 925 Don Mills Express

Participants were asked: **“Do the three proposed detour scenarios for 25 Don Mills meet your travel needs?”**

241 participants answered this question. 151 (63%) said yes, it meets my needs, 38 (16%) said no, it doesn't meet my needs and 52 (22%) said they do not use this route.

- **Overall, the proposed detour options have mixed feedback from participants.** While some prefer the Broadview or Donlands corridor options due to their proximity and potential connections to Line 2, others have concerns about increased travel time and inconvenience, especially for those living near Pape Avenue and O'Connor. Participants wanted a detour option that still allowed them to reach their destinations with minimal inconvenience. Accessibility, frequency and connection to other routes were important considerations for many

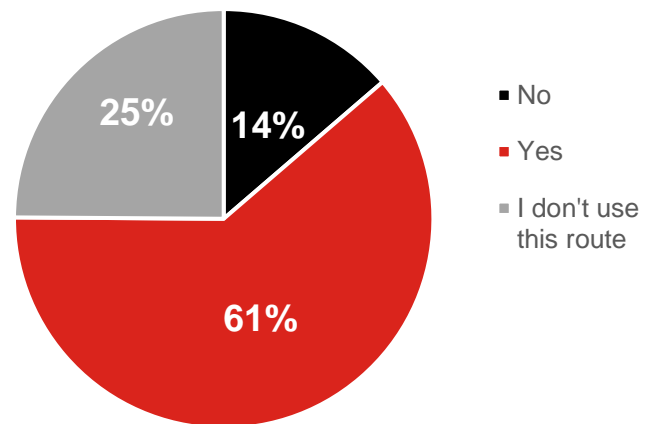


participants as it would contribute to a smoother ride during the construction period.

- **Participants who said “yes, the proposed detours meet their travel needs” said the scenarios still maintain access to subway stations on Line 2 Bloor-Danforth.** The proximity to the original route and the ability to connect with other transit options were important in determining the most suitable detour. Donlands and Broadview Stations were generally preferred choices as alternate destinations due to their proximity to the original route of Pape Station, while some found Coxwell Station being too far.
- **Participants who said "no, the proposed detours do not meet their travel needs” said there are concerns about potential chaos at Broadview Station if an additional bus route is added.** Some suggest having at least one route travel down Pape Ave and divert at Mortimer Ave to address the lack of service on Pape Ave between O'Connor Dr and Pape Station. Participants near Pape Ave and Gamble Ave and those boarding at O'Connor Dr expressed inconvenience with the need to walk to Pape Ave and O'Connor Dr or Donlands Ave respectively. Some are concerned with Option C because of its time inefficiency for downtown commuters as it is further away. There are also concerns about inadequate service on Pape Ave south of O'Connor Dr and the long detour involved with the Coxwell corridor option. Some suggest running the bus along Cosburn Ave instead of O'Connor Dr due to the higher number of customers.

Participants were asked: “Do the three proposed detour scenarios for 925 Don Mills Express meet your travel needs?”

241 participants answered this question. 148 (61%) said yes, it meets my needs, 33 (14%) said no, it doesn't meet my needs, and 60 (25%) said they do not use this route.



Participants said that they feel the same way about the proposed changes to the 925 Don Mills Express as the 25 Don Mills route.

Overall, participants emphasize the importance of accessibility to subway stations, especially for those with mobility challenges, and express a desire for reduced travel time and minimal disruptions to their regular commuting patterns. Many also appreciate options that provide easy connections to Line 2 and downtown areas. Generally, participants have mixed opinions on the detour options for the 925 Don Mills Express.

Detailed feedback about the scenarios includes:

- **Scenario A (Divert to Broadview Station via O'Connor Dr and Broadview Ave) was supported by participants who travel downtown** because of its accessibility and proximity to both Pape Station and downtown.
- **Scenario B (Divert to Donlands Station via O'Connor Dr and Donlands Ave) was supported by some participants** because of its connections to various bus routes.
- **Scenario C (Divert to Coxwell Station via O'Connor Dr and Coxwell Ave) was concerning for some participants** due to the increased travel times as it is the furthest away from downtown, while others are concerned with Coxwell Station already being too crowded.

Participants were asked: “**Are there any considerations (key destinations, major travel patterns, connections, etc.) you think we should think about when planning these diversions?**”

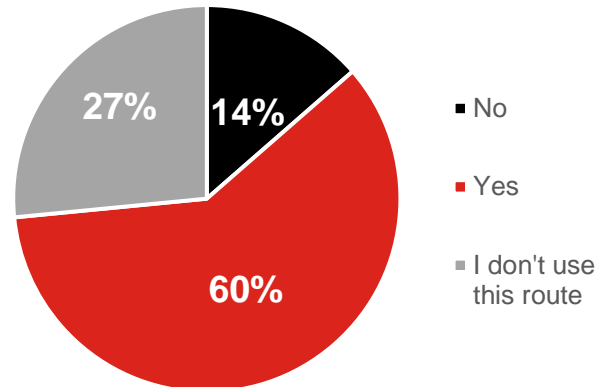
116 participants answered this question. The additional considerations participants identified include:

- **Accessibility and passenger needs.** Participants ask the TTC keep accessibility needs in mind when planning service changes. They ask diversions to be well marked and accessible, and suggest the detours chosen to be the ones with the least walking possible.
- **Local businesses and community impacts.** Some are concerned with the impact on local businesses along Pape Ave, as well as businesses near Pape station. They ask the TTC consider the needs of residents in the affected communities who will no longer have bus service.
- **Route connectivity and transfers.** Some emphasized the importance of providing easy transfers between buses, as not all customers are trying to reach the subway line. Specifically, participants ask the TTC to maintain the connections with the 72 Pape bus route for journeys crossing along Danforth Ave and consider the connections to the streetcar services on Broadview Station. There was also a suggestion to preserve service on Pape Ave between Danforth Ave and O’Connor Dr by diverting other routes instead.
- **Route frequency and capacity.** Some are concerned with the additional traffic impacts and congestions that closures and rerouting will have on their buses. Some suggest increasing frequency during construction phase to avoid overcrowding. Some suggest the TTC use more express buses during construction to help with travel times – especially for those trying to access Line 2.
- **Impact on existing stations.** Some are concerned about the increase of buses at already crowded subway stations, specifically at Broadview Station. They suggest the TTC consider the station sizes and ability to handle increase services as they chose the detoured routes. Others suggest the TTC use traffic control and signal priority at stations for the increase in buses.
- **Participants identified the following as key destinations that the TTC should keep in mind:**
 - Danforth Ave
 - Downtown / Yonge and Bloor
 - Flemingdon Park
 - Centennial College Arts Campus
 - Thorncliffe area

Participants were asked: “Do the three proposed service adjustment for 72 Pape meet your travel needs?”

162 participants answered this question. 97 (60%) said yes, it meets my needs, 22 (14%) said no, it doesn't meet my needs and 43 (27%) said they do not use this route.

- **Overall, there were mixed opinions from participants on the service adjustment to the 72 Pape route.** In general, participants emphasized the importance of clear communication, accessibility and consideration of passenger needs when implementing transit route changes.
- **Those who said the proposed service adjustment to 72 Pape does meet their needs** said that this change works for them because it still gives them access to Line 2. Some said that they appreciate that the 925 Don Mills Express will connect to Donlands Station, allowing them to connect with the 72 Pape route, especially for destinations around Gerrard Square Mall. Many participants note that Donlands Station is still a short walk from Pape Ave, making it a feasible alternative. Others value the frequency and speed of the proposed option, as it provides access to Danforth Ave and connects to Line 2. Some also said that the route change may work in their favor, as they have experienced unreliability and overcrowding on the current 72 Pape route.
- **Other participants are concerned with the proposed service change and said it doesn't meet their needs.** Many are concerned with the decision to move the 72 Pape northbound to Donlands Station because it is inconvenient and out of the way for residents living on Pape Ave and would force some to have to walk long distances to their stops. This change would also add extra travel time for those who travel westbound on Line 2 as it is further away from downtown. Participants are also concerned with the accessibility of Donlands Station as it may cause challenges for those with mobility access needs. Some said that they are concerned that further changes to the route would worsen the traffic chaos at current stations, like Broadview. One respondent from Riverdale said this change would remove their access to transit.



Participants were asked: “Are there any considerations (key destinations, major travel patterns, connections, etc.) you think we should think about when planning these diversion?”

60 participants answered this question. The additional considerations participants identified include:

- **Accessibility and passenger needs.** Participants would like to remind the TTC that the diversions chosen should accommodate the accessibility needs of all customers. Some also noted that Pape Station is a “senior area”, therefore diversions to other stations should be as accessible as Pape is.
- **Traffic impact considerations.** Participants are concerned with the potential traffic congestion and suggest the TTC ensures the diversions proposed are efficient so new routes don't get stuck in traffic. One respondent suggests avoiding closing any car lanes during the diversion to minimize disruption for drivers. One respondent suggested the TTC evaluate the street design of the diverted route to optimize traffic flow and avoid potential congestion points.
- **Service frequency.** TTC should aim to run more frequent buses during diversions to reduce the wait times. Also consider monitoring the diverted route's performance to adjust as needed. Additionally, try to

maintain a consistent diversion plan throughout the construction period to avoid confusion among customers and operators

- **Transit priority.** Participants suggest the TTC consider implementing queue jump lanes and transit priority signals at key intersections (e.g., Carlaw Ave and Gerrard St East, Gerrard St East and Jones Ave) to enable buses to make turns quickly and maintain schedules. One participant also suggests the TTC address the lack of a dedicated left turn signal at Gerrard St East and Jones Ave, as it may impact the on-time performance of the diverted route.
- **Communication and Information.** Keep customers well-informed about the diversion, post clear signs at affected stops, and update the TTC website with relevant information.
- **Connections and alternative routes.** Ensure that the diversion connects with other relevant routes (e.g., 25 Don Mills) to facilitate convenient transfers for customers. One respondent suggested exploring the possibility of diverting buses to additional routes (e.g., Chester or Broadview) if feasible and efficient.
- **Other suggestions**
 - Consider running a shuttle bus from Donlands Ave along the street-grid part of Pape that is not serviced
 - With construction on Queen Street, the 72 Pape should continue to Union Station to help get people downtown while bypassing the Queen Street corridor.
 - Consider picking one diversion scenario and sticking to it to avoid more change and confusion for customers.
- **Participants identified the following as key destinations that the TTC should keep in mind:**
 - Pape Riverdale area
 - Gerrard Square Mall

81 Thorncliffe Park

Participants were asked: **“Do the three proposed detour scenarios for 81 Thorncliffe Park meet your travel needs?”**

109 participants answered this question. 56 (51%) said yes, it meets my needs, 19 (17%) said no, it doesn't meet my needs, and 34 (31%) said they do not use this route.

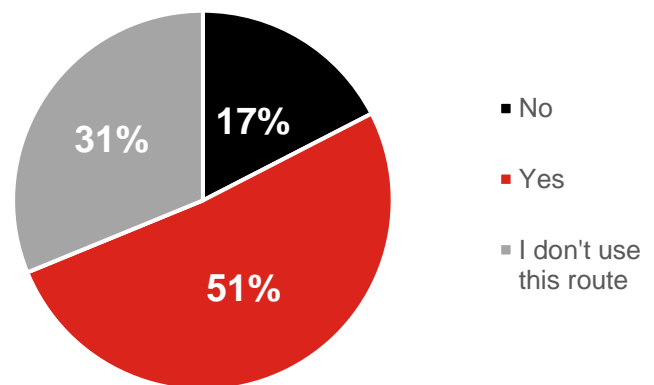
There were mixed opinions on whether the proposed scenarios would meet respondent's travel needs.

In general, participants emphasized the importance of the detoured route connecting to a nearby subway station on Line 2 Bloor-Danforth, as it is their primary purpose for using the 81 Thorncliffe Park route. Additionally, participants

said the main considerations for choosing any of the proposed scenarios should include accessibility, convenience, proximity to subway stations, travel time and potential redundancies with existing bus routes. Many participants identified that some or a combination of the scenarios works for them.

Detailed feedback on each scenario includes:

- **Range of opinions on Scenario A (Keep current routing to Broadview Station).** Some participants like Scenario A and the idea of having the bus service north of Cosburn Ave on Broadview Ave but expressed concern about the potential chaos at Broadview Station. Some participants prefer diverting the bus to



Broadview Station due to its convenience, existing connections, and proximity to important locations like Danforth and Pape. Others disagree diverting 81 Thorncliffe Park to Broadview Station since 100 Flemington Park already serves that station, suggesting that Donlands Station might be a better option.

- **Mixed opinions on Scenario B (Divert to Donlands Station via O'Connor and Donlands).** Those who like Scenario B said they favour the Donlands diversion option as it is the shortest route. However, others flagged that Donlands Station is not accessible, making it difficult for certain customers to use the bus.
- **Concerns shared about Scenario C (Divert to Coxwell Station via O'Connor and Coxwell).** This option adds more detours and travel time for some participants, making it less favorable, particularly for individuals with accessibility challenges. A few participants express concern about Coxwell Station being too far and suggest exploring alternatives closer to Line 1 Yonge-University.

Participants were asked: **“Are there any considerations (key destinations, major travel patterns, connections, etc.) you think we should think about when planning these diversions?”**

47 participants answered this question. The additional considerations participants identified include:

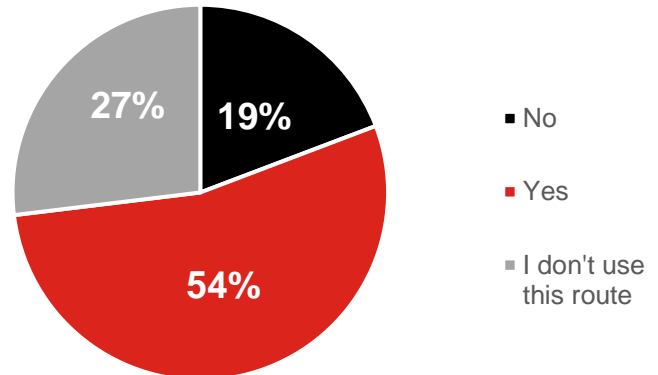
- **Capacity of subway stations.** Participants are concerned with the potential overload on any of the three subway stations involved with the detours. Donlands Station has a small bus loop and Coxwell and Broadview Stations are already busy with other buses. One suggestion is to operate the 81 Thorncliffe Park as a branch of the 100 Flemington Park, diverting it to Broadview Station instead.
- **Coxwell Station.** There are concerns that Coxwell Station is too far east for most customers who typically travel westbound to downtown. They suggested that Greenwood Station could be a better alternative.
- **Accessibility.** Some participants are concerned with the accessibility and capacity of Donlands Station and suggest that Broadview Station might be a more suitable diversion point. They emphasized the need for the consideration of those with accessibility needs and seniors. One suggested that operators ensure they have access to seats and support while boarding and traveling.
- **Removal of service.** Regarding the area along Pape Ave between Danforth Ave and O'Connor Dr, participants are concerned with the complete removal of bus service for local residents and businesses in the area. Some suggest that either the 25 Don Mills or 81 Thorncliffe Park route should be rerouted to cover this section to maintain public transportation access for the community.

100 Flemington Park

Participants were asked: “Do the three proposed detour scenarios for 100 Flemington Park meet your travel needs?”

130 participants answered this question. 70 (54%) said yes, it meets my needs, 25 (19%) said no, it doesn't meet my needs and 35 (27%) said they do not use this route.

There were mixed opinions on whether the proposed scenarios would meet customers' travel needs. In general, participants emphasize the need to choose the scenarios that maintain efficient routes with minimal disruptions and accessibility consideration. Many participants identified that some or a combination of the scenarios works for them.



Detailed feedback on each scenario includes:

- **Support for Scenario A (Keep current routing to Broadview Station).** Participants generally favour this option as it keeps the current routing to Broadview Station, which is familiar and convenient for customers. Some participants appreciate the fast and efficient service from Eglinton Station to Broadview or vice versa. Access to Broadview Station is seen as crucial for trips to points west on the subway, making it a priority to maintain the route there. Accessibility is an essential consideration, and Broadview Station is accessible to people with accessibility needs. Others are also confused as to why the 100 Flemington Park would need to be diverted if there is no construction at Broadview planned.
- **Mixed opinion on Scenario B (Divert to Pape Station via Pape Avenue).** Some participants find Scenario B to be convenient, especially if the 25 Don Mills and 925 Don Mills Express buses will not service Pape Station. However, there are concerns about Pape Avenue being a major construction zone due to the expansion of the Ontario Line, making it less favorable for diversion, some are also confused as to how this is a feasible option if there is to be construction at Pape Station. A few participants question the reason for diverting the 100 Flemington Park bus to Pape Station when other routes on Pape Ave do not typically service it.
- **Concerns about Scenario C (Divert to Donlands Station via O'Connor Drive and Donlands Avenue) and Scenario D (Divert to Coxwell Station via O'Connor Drive and Coxwell Avenue).** Some participants are concerned with this option as Coxwell Station and Donlands Station are significantly further away and inconvenient for their travel needs, when trying to access Line 2. They worry that diverting the bus to Coxwell or Donlands Station will add significant travel time and lead them to explore alternative transportation options outside of the TTC.

Participants were asked: “Are there any considerations (key destinations, major travel patterns, connections, etc.) you think we should think about when planning these diversions?”

52 participants answered this question. The additional considerations participants identified include:

- **Accessibility.** Participants stressed the importance of maintaining accessibility for those with accessibility needs. They expressed concerns about bus drivers not always lowering ramps when requested and emphasized the need to adhere to TTC's policy on providing accessibility for all customers.

- **Construction impact.** Several participants raised concerns about potential construction on certain routes, particularly on Pape Ave for the construction of the Ontario Line. They advised against diverting the 100 Flemingdon Park route to areas with significant construction, as it could cause disruptions and inconvenience for customers.
- **Travel time and convenience.** Participants highlighted the need to minimize travel time and maintain convenient routes for customers. They expressed reservations about scenarios that would significantly increase travel time or require them to explore alternative transportation options outside of the TTC.
- **Spreading out customers.** Some participants suggested diverting the 100 Flemingdon Park bus to a subway station apart from other routes like the 25 Don Mills (925 Don Mills Express) and 81 Thorncliffe Park. They believed that spreading out customers across different stations could help reduce congestion and improve service on less frequent routes.
- **Existing preferences and familiarity.** Participants mentioned their familiarity with certain stations like Broadview and their preference for keeping the bus at its current routing. They also noted that scenarios impacting their regular travel patterns may lead them to consider alternate routes or transportation options.
- **Other comments:**
 - Some participants are concerned and confused with why Pape Station is an option for this service adjustment, when it's not available for the current buses that already go there in other service adjustment areas.
 - Some participants suggested removing streetcars to avoid unnecessary construction, which could help alleviate congestion in Toronto.
- **Participants identified the following as key destinations that the TTC should keep in mind:**
 - Aga Khan Museum
 - Ontario Science Centre

Yonge and Steeles construction for a new station on the Yonge North Subway Extension

Participants were asked: **Does the proposed routing for the following bus routes meet your travel needs?**

Of the 261 responses received for 54 Steeles East, 120 (46%) said yes, it meets my needs, 30 (11%) said no, it doesn't meet my needs and 111 (43%) said they do not use this route.

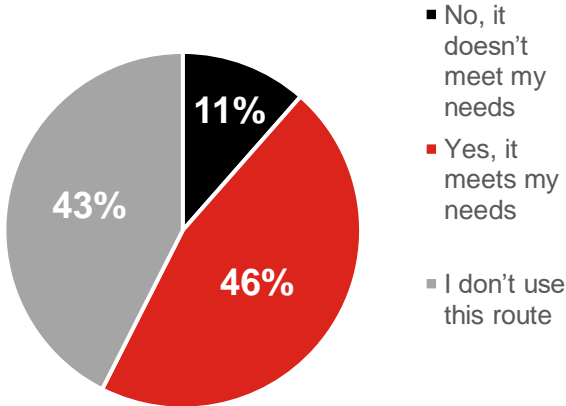
Of the 260 responses received for 60 Steeles West, 103 (40%) said yes, it meets my needs, 33 (13%) said no, it doesn't meet my needs and 124 (48%) said they do not use this route.

Of the 261 responses received for 97 Yonge, 84 (32%) said yes, it meets my needs, 38 (15%) said no, it doesn't meet my needs and 139 (53%) said they do not use this route.

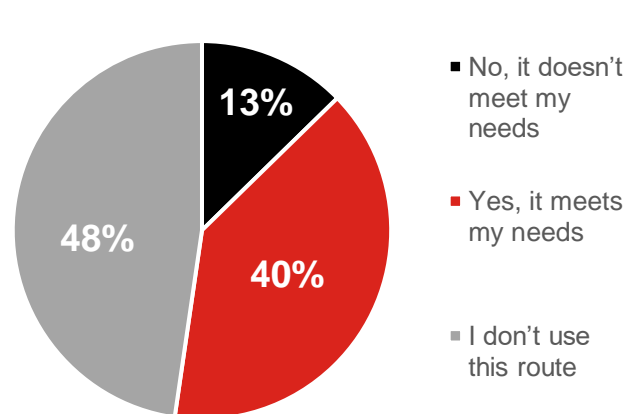
Of the 260 responses received for 954 Steeles East Express, 120 (46%) said yes, it meets my needs, 27 (10%) said no, it doesn't meet my needs and 113 (43%) said they do not use this route.

Of the 260 responses received for 960 Steeles West Express, 101 (39%) said yes, it meets my needs, 32 (12%) said no, it doesn't meet my needs and 127 (49%) said they do not use this route.

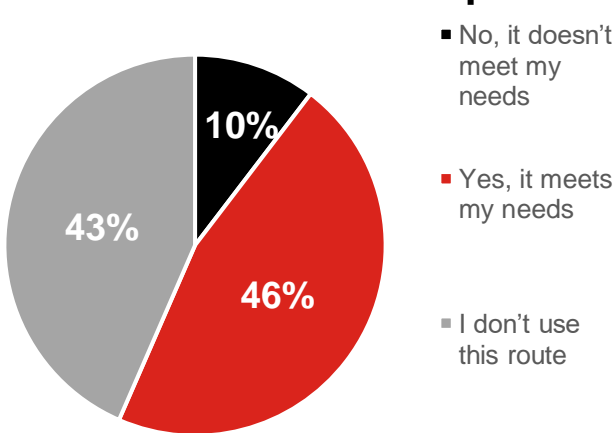
53 Steeles East



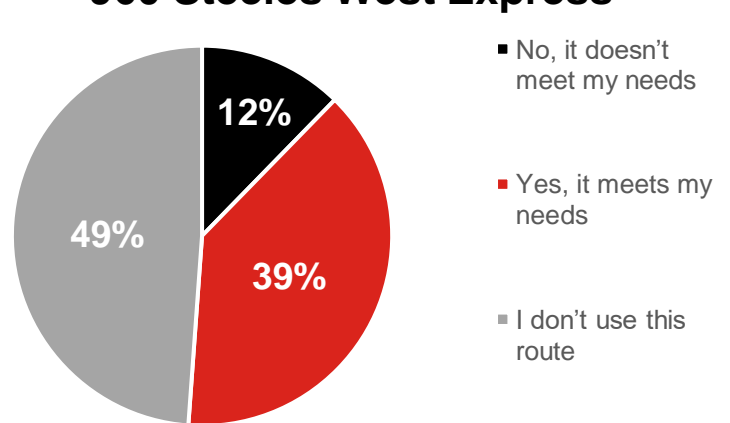
60 Steeles West



953 Steeles East Express



960 Steeles West Express



Participants had the option to provide an explanation for their response on if the proposed bus routings meet their travel needs. 106 participants provided feedback. See summary of responses below.

Overall, opinions varied for each route, with concerns about travel times, reliability, and service maintenance being common themes. Those who said the proposed routes met their travel needs said they appreciate the detours of routes to avoid the construction area. There were suggestions to use dedicated transit lanes for quicker turns.

Detailed feedback for each route is summarized below:

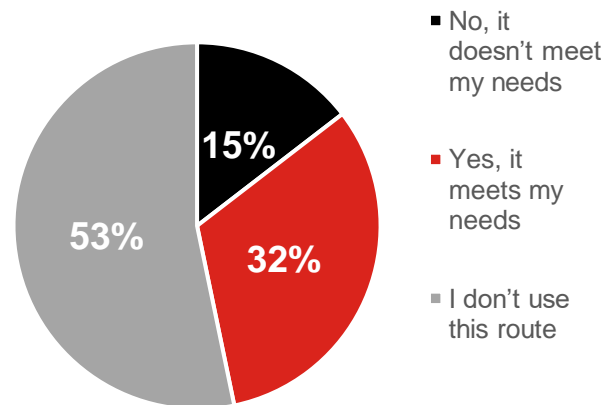
- **53 Steeles East.** Some participants felt that longer travel times could make the route less attractive. There were concerns about potential delays and disruptions due to the construction at Yonge St and Steeles Ave. A few suggested diverting the 53 Steeles East route to Finch Station via Bayview Ave and Finch Ave East, while implementing a shuttle service through the construction area to maintain reliable service. This way, service east of Bayview Ave would continue to have reliable service.
- **60 Steeles West.** Some expressed concerns about longer travel times and crowded buses. Some mentioned that the route was part of the 10-minute network and wanted additional service to maintain this frequency. A suggestion was made to detour the 60 route to dodge the Steeles/Yonge intersection, possibly via Hilda Ave and Moore Park Ave, to maintain service for customers east of Bathurst St and avoid construction.
- **97 Yonge.** Many participants had concerns about the 97 Yonge's reliability even before the construction changes. Some suggested adding more bus service south of Finch Ave to offset potential backup and delays caused by the construction. There was a suggestion to use parallel streets like Yonge Blvd and Beecroft Rd more often to mitigate delays. A few proposed rerouting the 97 Yonge off Yonge and onto Hilda Ave to avoid most of the construction area.
- **953 Steeles East Express.** Express service was seen as necessary for the route to maintain speed and avoid construction delays. Some wanted the 953 Steeles East Express to run until 7 p.m. all days of the week to provide off-peak service along Steeles Ave East .
- **960 Steeles West Express.** Express service was seen as important to avoid traffic issues in construction areas. There were requests to divert 960 Steeles West Express through other streets like Cummer Ave and side roads to avoid congestion on Bathurst St. Some wanted 960 Steeles West Express to serve Hilda Ave to maintain connections and service for residents in that area, as it is a popular residential area with tall buildings and commercial establishments.

Participants were asked: **“Are there any considerations (key destinations, major travel patterns, connections, etc.) you think we should think about when planning these diversions?”**

82 participants answered this question. The additional considerations participants identified include:

- **Express routes and stops.** Participants emphasized the importance of ensuring that express routes make appropriate stops along the detour to maintain accessibility and convenience for customers. Some participants proposed introducing off-peak 953 Steeles East Express service to accommodate customers wanting to avoid construction-related delays.

97 Yonge



- **Communication and signage.** Participants emphasized the importance of consistent and clear communication at Finch Station to inform customers about the 953 Steeles East Express and 960 Steeles West Express detours. Some also stressed the significance of updating the trip planner to reflect the diversions, enabling customers to plan their journeys effectively. Others said proper signage and announcements were essential to inform customers about bus detours due to construction.
- **Short trips and route extensions.** There were suggestions to consider adding short trips between Finch Station, Steeles/Bathurst, and Steeles/Bayview to accommodate high ridership in the Yonge/Steeles area. Some participants also suggested extending certain routes, like the 960 Steeles West Express going east of Yonge St to Pharmacy Ave or Kennedy Rd, and the 953 Steeles East Express going west of Yonge St to Pioneer Village Station, to improve coverage and connectivity.
- **Impact on local businesses.** Participants are concerned with the impact of the diversions on local businesses, especially around Centrepont Mall and ethnic small businesses along Yonge St between Steeles Ave and Finch Ave. Suggestions included protecting pedestrian access to support affected businesses.
- **Congestion and traffic impacts.** Concerns were raised about potential congestion on diversion routes, and participants suggested proactive measures to mitigate its impact. Some recommended implementing bus-only lanes during peak traffic times to enhance transit reliability and reduce travel times.
- **Accessibility.** Some participants expressed concern for seniors and those with accessibility needs like the visually impaired and suggest there are measures to ensure their safety and knowledge during diversions.
- **Coordination with GO transit.** There were requests to coordinate service changes with GO Transit and Viva routes to facilitate seamless travel for customers.
- **Participants identified the following as key destinations that the TTC should keep in mind:**
 - Centrepont Mall
 - Steeles and Hilda apartment cluster
 - Steeles and Hilda shops
 - Willowdale Ave
 - Yonge and Steeles intersection and local stops
 - Yonge and Don Mills local stops

King Street West construction to renew City watermain and TTC track infrastructure

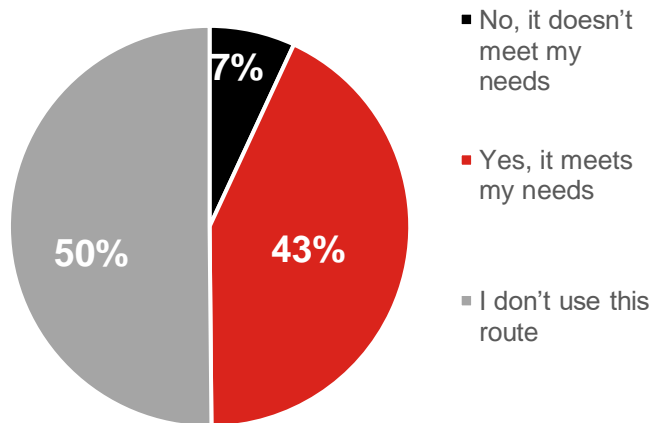
Participants were asked: **Does the proposed routing for the following bus routes during Phase 1 closure meet your travel needs?**

Of the 333 responses received for 63 Ossington, 143 (43%) said yes, it meets my needs, 23 (7%) said no, it doesn't meet my needs and 167 (50%) said they do not use this route.

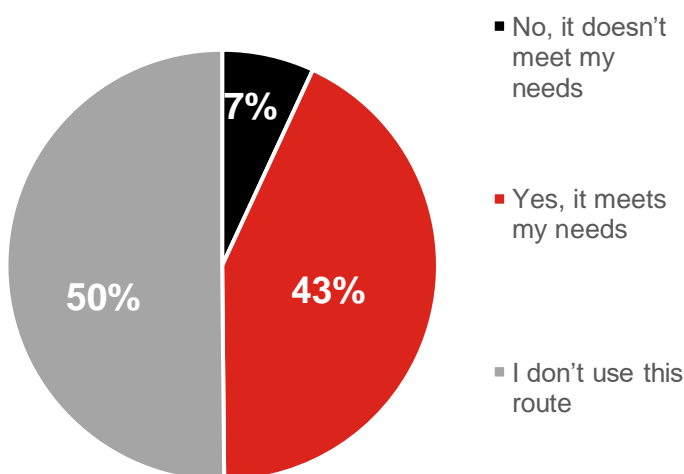
Of the 333 responses received for 504A King, 143 (43%) said yes, it meets my needs, 23 (7%) said no, it doesn't meet my needs and 167 (50%) said they do not use this route.

Of the 333 responses received for 504B King, 168 (50%) said yes, it meets my needs, 60 (18%) said no, it doesn't meet my needs and 105 (32%) said they do not use this route.

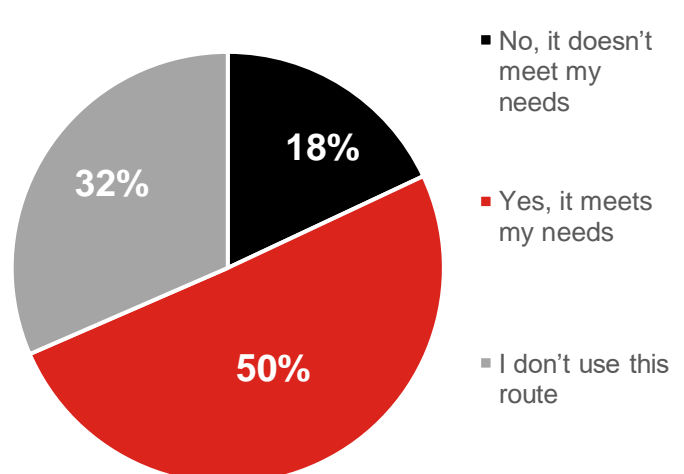
63 Ossington



504A King



504B King



Participants had the option to provide an explanation for their response on if the proposed bus routings meet their travel needs. 110 participants provided feedback. See summary of responses below.

Overall, participants have mixed feelings about the diversion plans, with some appreciating the alternatives provided, some saying the diversions still takes them to where they need to go (Line 2), while others express concerns about potential disruptions and inconvenience. Participants suggest the TTC improve communication and provide clearer maps with up-to-date service disruption dates to address the confusion. Additionally, some users request the implementation of transit priority measures to improve the flow of buses during diversions. Detailed feedback for each route is summarized below:

- **504A King.** Participants said this diversion still gets them to Line 2 Bloor-Danforth and do not have any major issues with the diversion. Others are concerned about the potential traffic congestion on Queen St West and suggest the TTC consider a shuttle bus on King St West.
- **504B King.** There was more concern with this route diversion as some participants said it is a significant detour which will add travel time, especially from Lake Shore Blvd West to Queen St West or Dufferin Gate Loop. Others are concerned about the impact on Parkdale residents as there will be lack of transit service in the area. Participants are also concerned with the impact to the 63 Ossington this detour will have, because the 504B King is often taken by people going to BMO Field, Exhibition Place and Liberty Village. The turn up to Queen St West and then onto Dufferin St will mean this route takes far too long to get back to King/Dufferin and south. Many will exit the 504B King at Shaw to try to transfer to the 63 Ossington bus. Other suggestions include:
 - Run the 504B as a loop to cover King St West between Dufferin St and The Queensway.
 - Consider making 504B King a separate route with a different number, as it does not cover the entire 504 King route.
- **63 Ossington.** The TTC should expect significant more use of the 63 Ossington bus and should therefore increase service due to the detours on the 504B King (mentioned above). Other suggestions include:
 - Reroute 63 Ossington west on Liberty St, north on Dufferin St, West on King St West and west on The Queensway to terminate at Sunnyside Loop.

Participants were asked: Does the proposed routing for the following bus routes during Phase 2 closure meet your travel needs?

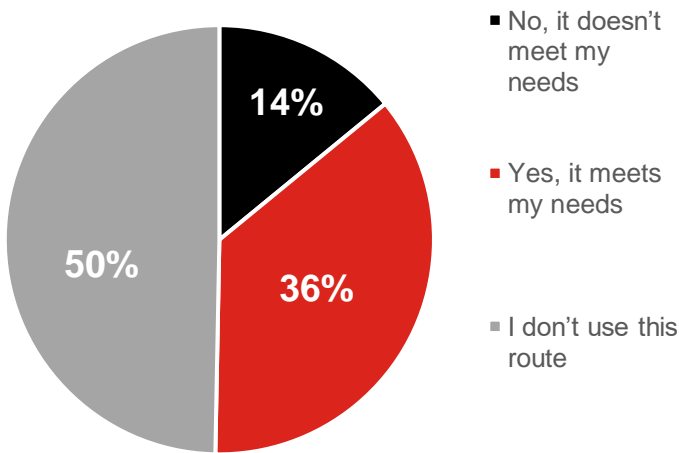
Of the 333 responses received for 29 Dufferin, 121 (36%) said yes, it meets my needs, 47 (14%) said no, it doesn't meet my needs and 166 (50%) said they do not use this route.

Of the 333 responses received for 63 Ossington, 136 (41%) said yes, it meets my needs, 26 (8%) said no, it doesn't meet my needs and 171 (51%) said they do not use this route.

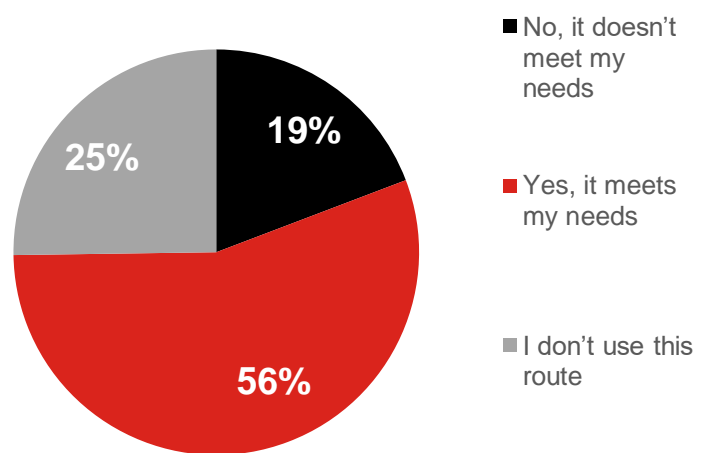
Of the 333 responses received for 504A King, 185 (56%) said yes, it meets my needs, 64 (19%) said no, it doesn't meet my needs and 84 (25%) said they do not use this route.

Of the 334 responses received for 929 Dufferin Express, 121 (36%) said yes, it meets my needs, 48 (14%) said no, it doesn't meet my needs and 165 (49%) said they do not use this route.

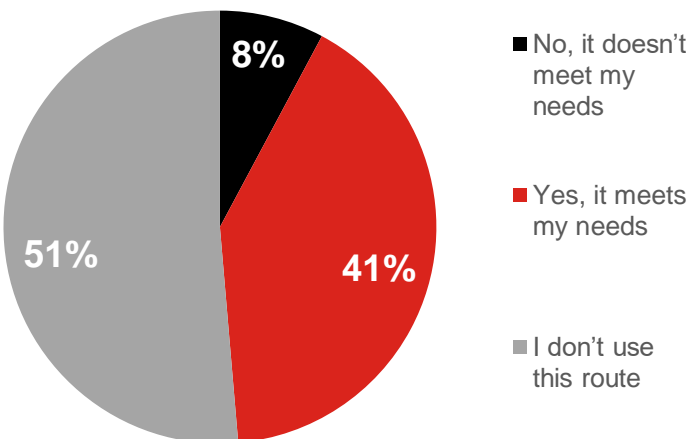
29 Dufferin



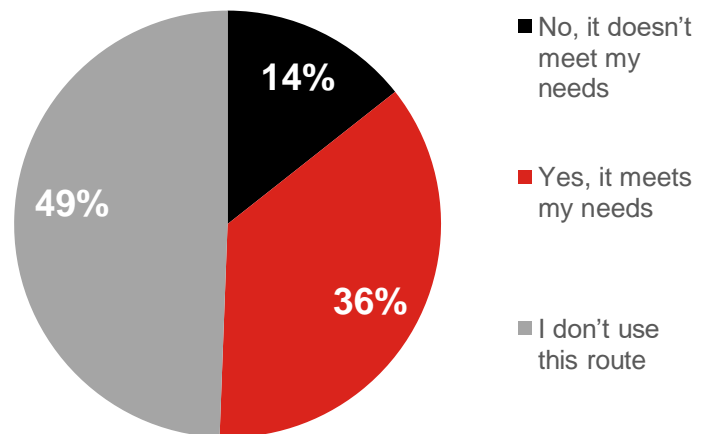
504A King



63 Ossington



929 Dufferin Express



Participants had the option to provide an explanation for their response on if the proposed bus routings meet their travel needs. 92 participants provided feedback. See summary of responses below.

Overall, participants have mixed feelings about the diversion plans, with some appreciating the alternatives provided, while others express concerns about potential disruptions and inconvenience. Detailed feedback for each route is summarized below:

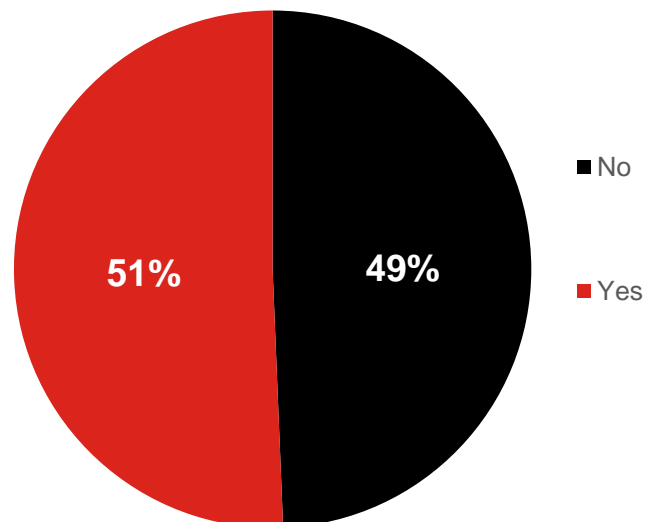
- **504A King.** Some participants mentioned that the diversion plan for the 504A King will still take them to their main destination, while meeting their travel needs. Others expressed concern about the long detour for 504A King via Liberty Village, potential traffic congestion on Liberty Street. Some suggest the need for transit priority measures to mitigate delays. Other suggestions for this route includes:
 - To implement transit priority measures on Liberty St to reduce delays.
 - Consider using buses or articulated buses instead of streetcars to improve reliability and capacity.
 - Ensure clear and up-to-date maps and information about the diversion.
 - Consider rerouting the diversion closer to the original route to minimize the impact on customers.
 - Maintain access to Liberty Village and Exhibition GO station during the diversion.
- **29/929 Dufferin.** Some participants indicated that the diversion plan for the 29 Dufferin bus meets their needs, especially for stops south of King St West. Other participants are concerned about the long detour for the 29 Dufferin / 929 Dufferin Express via Liberty Village and the potential for delays due to existing traffic congestion in the area. Other suggestions for this route includes:
 - Use alternative routes such as Jameson Ave or Cowan Ave to avoid traffic congestion on Liberty St.
 - Consider running the 29 Dufferin bus as a loop within Parkdale instead of diverting it to Liberty Village.
 - Improve communication and provide reliable approximate times during the diversion.
 - Use shuttle buses to maintain service in certain areas affected by the diversion.
- **63 Ossington.** Many users are worried about the increased traffic on Queen St West and impact on 63 Ossington's service.

Participants were asked: Thinking of these detours, if you were able to pay a single fare that allowed you to combine GO Transit and TTC in your trip (within a two-hour window), would that change anything about your trip?

Of the 308 responses received for this question, 156 (51%) said yes, and 152 (49%) said no.

109 participants said it would change their trip because having a single fare between GO and TTC would be convenient and cost effective. It would increase their ease of travel and encourage them to take the GO more often. One respondent said they would benefit from a single fare option because they use the Lakeshore East Line and would use Union Station to transfer to Line 1.

79 participants said it wouldn't change their trip because they do not use GO transit due to their travel needs. Some mentioned accessibility issues of getting on and off buses and onto GO vehicles as what deters them from taking the GO, even with a single fare option.



Participants were asked: “Are there any considerations (key destinations, major travel patterns, connections, etc.) you think we should think about when planning these diversions?”

112 participants answered this question. The additional considerations participants identified include:

- **Accessibility.** Consider the needs of people with accessibility when planning diversions – there should not be a long walk to catch new bus routes as it’s not always possible for all customers. Ensure there are accessible routes and stops for Wheel-Trans users and individuals with mobility challenges. One respondent said it is important to maintain service on the north and southbound 63 Ossington bus route for residents with limited mobility at the Shaw St and King St West bus stop. Additionally, avoid closing driving lanes to accommodate people with walkers or scooters.
- **Traffic management.** Work with local authorities to manage traffic and congestion during diversions. Consider priority signals and turning restrictions for cars to keep buses and streetcars on schedule. The TTC should consider the impact of large attendance events, like sports and concerts, on transit operations and plan accordingly.
- **Communication and coordination.** Provide clear and timely communication about diversions, alternate routes, and schedule changes to avoid confusion among customers. TTC should continue to coordinate with other projects, such as road construction, to minimize disruptions and streamline transit planning.
- **Direct connections.** Offer direct connections between key destinations to minimize transfers for customers. One suggestion is to divert routes to connect directly with Exhibition GO station to facilitate travel. Consider alternative routes and buses to ensure service is covered in areas affected by diversions, such as the community in Parkdale.
- **Local business and community impact.** Consider the impact of diversions on local businesses. Continue to listen to community feedback and concerns regarding specific diversion routes.
- **Participants identified the following as key destinations that the TTC should keep in mind:**
 - Dufferin Gate Loop
 - Exhibition GO Station and Exhibition grounds
 - Liberty Village and Strachan Ave
 - Parkdale community
 - BMO Stadium and Budweiser stage
 - Queen and Dufferin intersection
 - Bathurst and King intersection

Other feedback

Participants were asked: **“Thinking of your experience with construction and related TTC service adjustments, do you have any other feedback or advice to share with us?”**

335 participants answered this question.

- **General support for the TTC in planning for future disruptions.** Some participants expressed overall satisfaction and support for the TTC work in planning for future disruptions. They acknowledged that despite the challenges and disruptions caused by construction projects, they understand that infrastructure improvements are necessary and commended the TTC for its work. Additionally, a few participants mentioned being satisfied with the overall service quality and were happy with the communication and coordination efforts made by the TTC during construction. There were suggestions to keep the communication lines open, such as having open houses or public community meetings, and were appreciative of this survey.
- **Need for improved communication.** Participants emphasized the need for better communication of project timelines, updates on progress, and clear information and more real-time updates about service disruptions. They said that improving technology to display accurate and up-to-date information would enhance the overall transit experience. Some suggested the use of digital screens at transit stops and stations to provide real-time updates on service disruptions, construction delays, and arrival times, some said to ensure there is Wi-Fi availability at TTC stations and stops, and others suggest better integration with third-party apps.
- **Need for improved signage.** Participants request improved signage for pedestrian routes to navigate around construction areas more easily. Clear and visible signs indicating alternative pathways and directions would help them reach their destinations efficiently. Some are concerned about the current physical signage at stops being difficult to read / not accurate. They suggest making signage bigger and more accessible, as well suggest better maintenance of signs to ensure it is accurate and not damaged. Others said that the maps provided during this survey and during disruptions is not always helpful. They suggest including more street names on maps to better orientate riders to changes.
- **Need for better coordination with the City on construction projects.** Participants expressed concerns with the lack of communication and coordination between the TTC and the City during construction projects. They suggest improved coordination between City construction projects and TTC construction to minimize impacts on transit services.
- **Keep accessibility and safety top of mind.** Participants emphasize the importance of maintaining pedestrian access and accessibility during construction projects. They request more support for people with accessibility needs and suggest proper bench seating at transit stops. Accessible seating options would benefit customers who may need to rest while waiting for transit services, particularly those with mobility challenges. Some participants also emphasized that it is important that whatever decision is taken regarding service detours, those with accessibility needs are kept in mind as they may not be able to walk to the new stop or may not understand the change.
- **Concerns about construction delays and suggestions shared for managing delays.** Concerns were shared about construction projects taking too long to complete, causing inconvenience to customers. Participants request that timelines are communicated in advance and in detail, and if the dates change, they are communicated to customers. Some suggest hiring more efficient and professional construction companies to speed up the projects. Participants also highlight the need for penalties for construction companies if projects exceed their timelines. There are also suggestions to focus on finishing one project before starting another to reduce overall disruptions.

- **Need for transit prioritization.** Some participants suggested prioritizing transit during diversions and construction projects, such as implementing small vehicular road closures or traffic management to keep buses moving smoothly. Others suggested that bus lanes or transit priority signals could be potential solutions to improve transit efficiency and reduce delays caused by construction impacts.
- **Concerns about construction impact on Wheel-Trans service.** There are suggestions for Wheel-Trans to adjust pickup and delivery times to account for construction-related delays. Participants appreciate the service but express concerns about scheduling and pickup efficiency during construction disruption.
- **Dissatisfaction with current transit service.** Participants expressed dissatisfaction with service, including reduced service levels, frequent short turns, infrequent service, and unreliable service, particularly in Scarborough. Suggestions shared to improve transit service include: the reinstatement of Express bus routes cut, increase bus frequency, provide more transit options in areas with limited options, and improve Sunday subway service start times to accommodate early commuters. Others said they would like to see issues of crime and homelessness on public transit addressed, with some suggesting having more police constables on vehicles.

Participant profile

As a part of the survey, participants were asked demographic questions to help the TTC better understand their customers, particularly the three customer groups who largely continued to use the TTC during the pandemic (women, low income and shift workers). Participants who identified as non-TTC employees were also asked about their transit use. See summary of responses below.

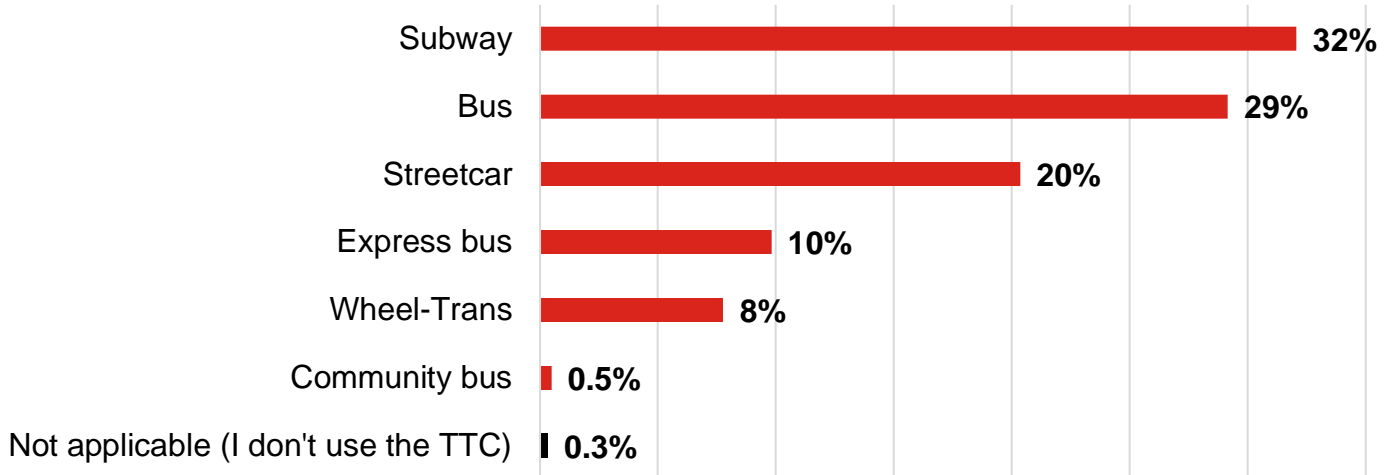
Type of participant

Participants were asked: “Are you a TTC employee?”. Of the 1139 participants, 1126 participants identified as no (or public participant) and 13 identified yes (or TTC employee).



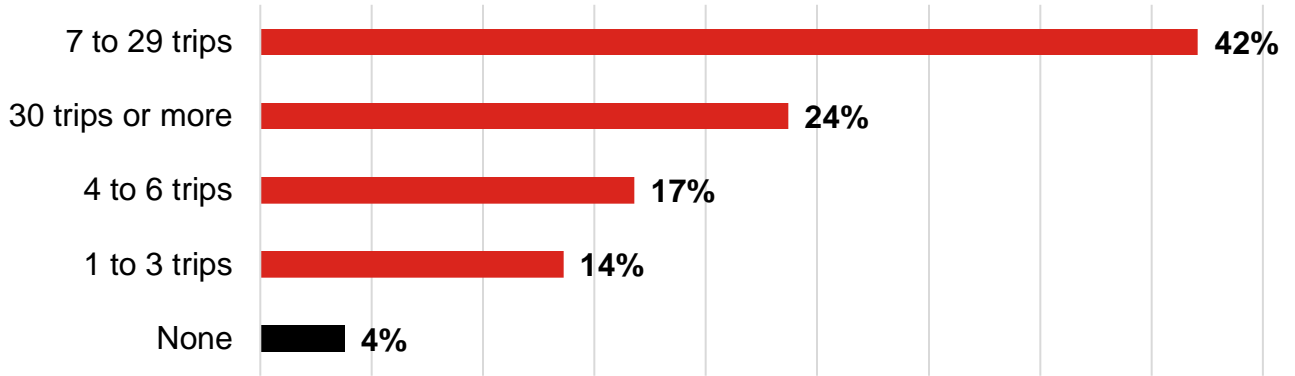
Most used modes of TTC transportation

Public participants were asked: “What are your most used modes of TTC transportation? Select all that apply.” Of the 2,716 responses received, 32% of participants said subway, followed by bus at 29%, streetcar at 20%, Express bus at 10%, Wheel-Trans at 8% and Community Bus at 0.5%. 0.3% said not applicable (they don't use the TTC).



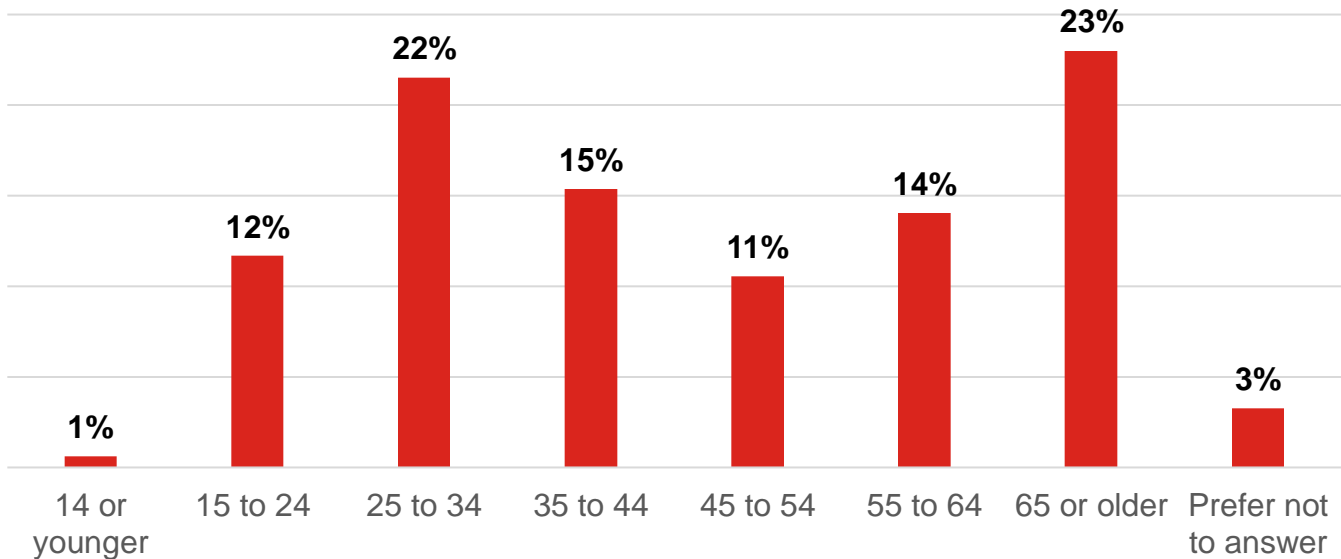
Number of trips involving the TTC in the last month

Public participants were asked: “In the last month, how many TTC trips did you take that involves the TTC (including a streetcar, bus, subway, Community Bus or Wheel-Trans vehicle)?”. Of the 1131 responses received, 42% of participants said they took between 7 to 29 trips, followed by 24% who said they took 30 trips or more, 17% who said they took 4 to 6 trips and 14% who said they took between 1 to 3 trips. 4% said they did not take any TTC trips.



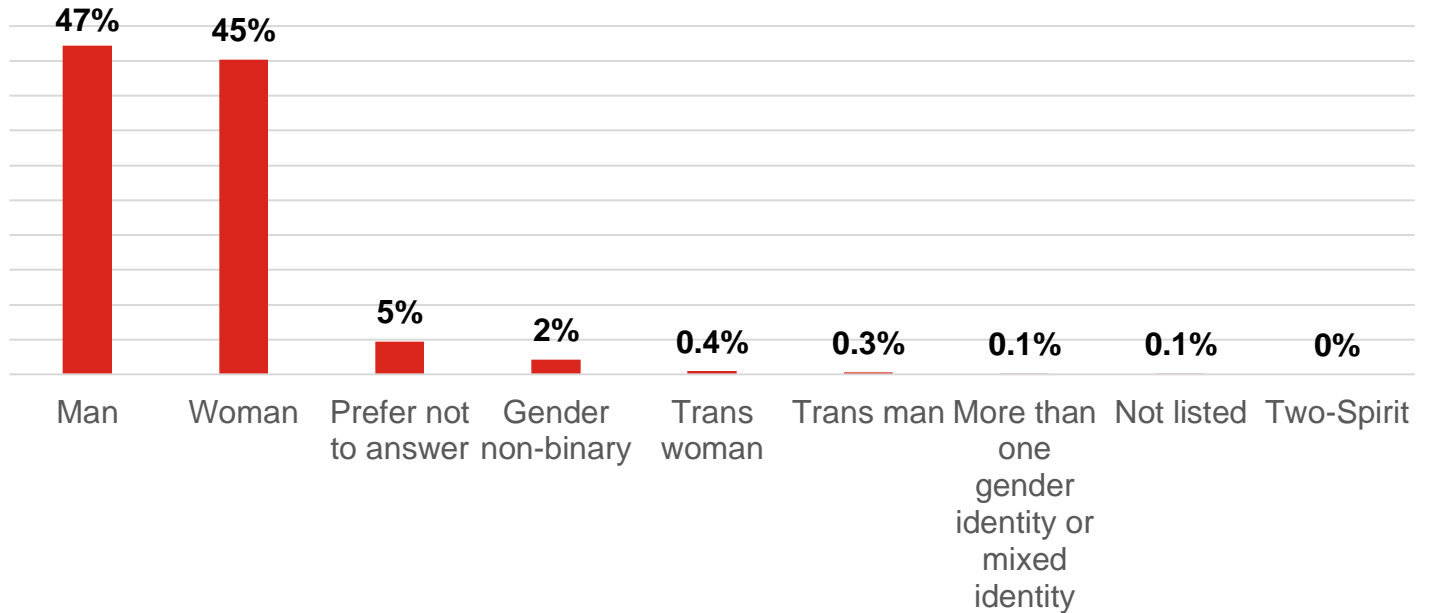
Age

All participants (public participants and TTC employees) were asked: “What is your age?”. Of the 1139 responses received, the highest number of responses, 23% came from participants who were in the age group 65 or older, followed by participants from the 25 to 34 age group at 22%. 15% of the participants were in the 35 to 44 years age group, 14% were 55 to 64 years, 12% were 15 to 24 years, 11% were 45 to 54 years, 1% were 14 or younger, and 3% preferred not to answer.



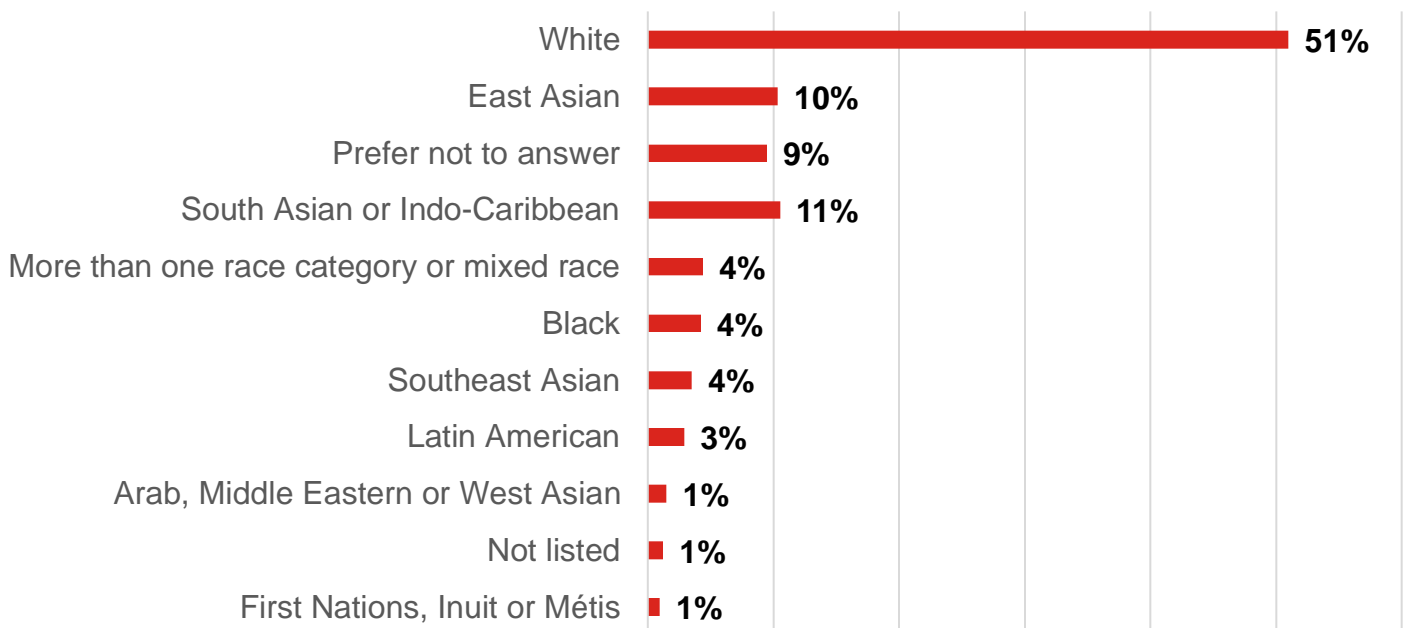
Gender identity

All participants were asked: “What best describes your gender?”. Of the 1138 responses received, 47% self-identified as men, 45% self-identified as women, 2% self-identified as gender non-binary (including gender fluid, gender queer androgynous), 0.4% self-identified as trans woman, 0.3% as trans man, and 0.1% as more than one gender or mixed identity. 0.1% said their gender was not listed. 5% of participants preferred not to answer.



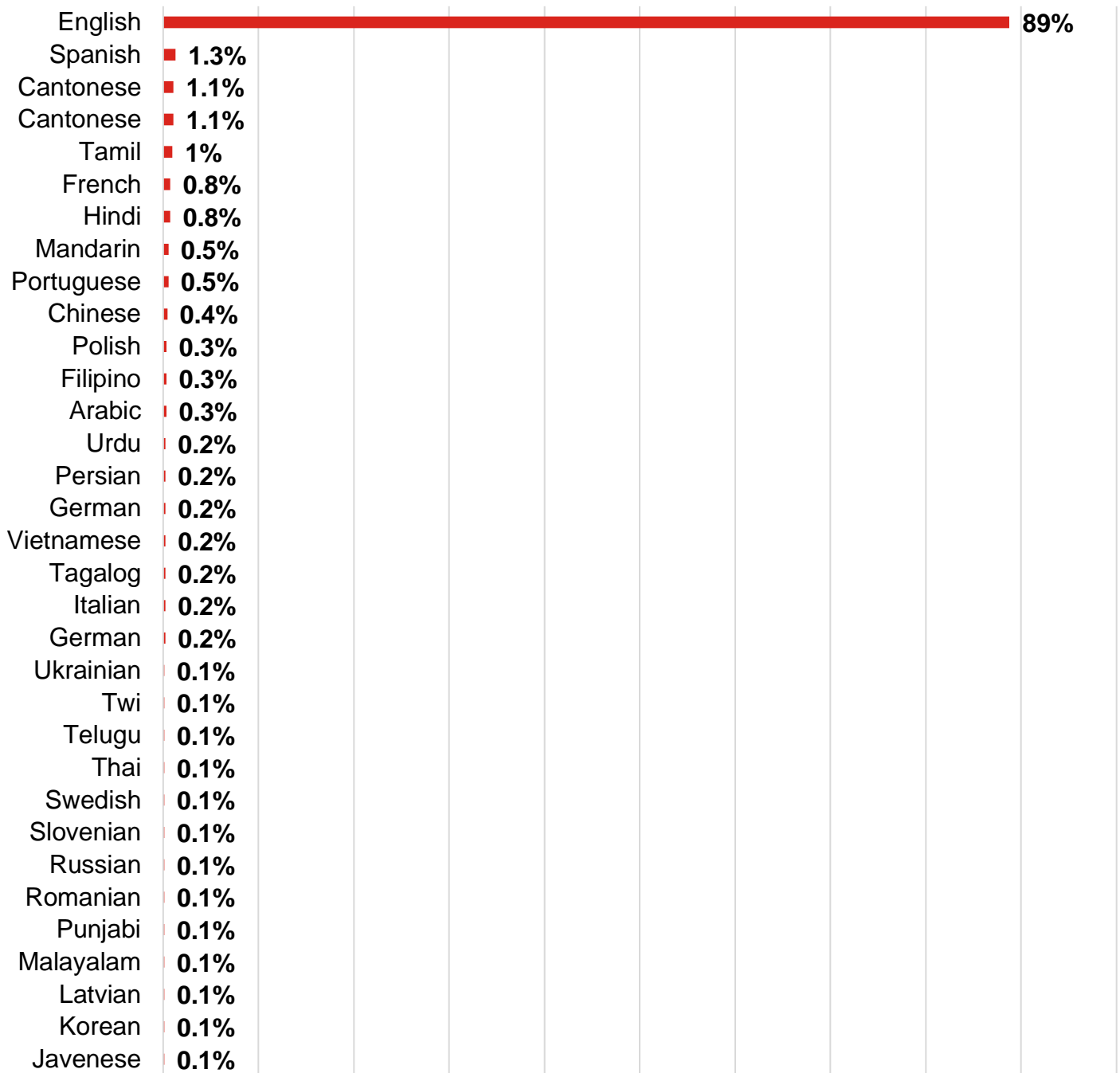
Racial identity

All participants were asked: “What race category best describes you?”. Of the 1140 responses received, the top three responses were 51% of the participants identified as White, 11% as South Asian or Indo-Caribbean, 10% as East Asian. 4% of the participants identified as Southeast Asian, 4% as Black, and 4% as more than one race-category or mixed race. 9% preferred not to answer. See chart below for detailed responses.



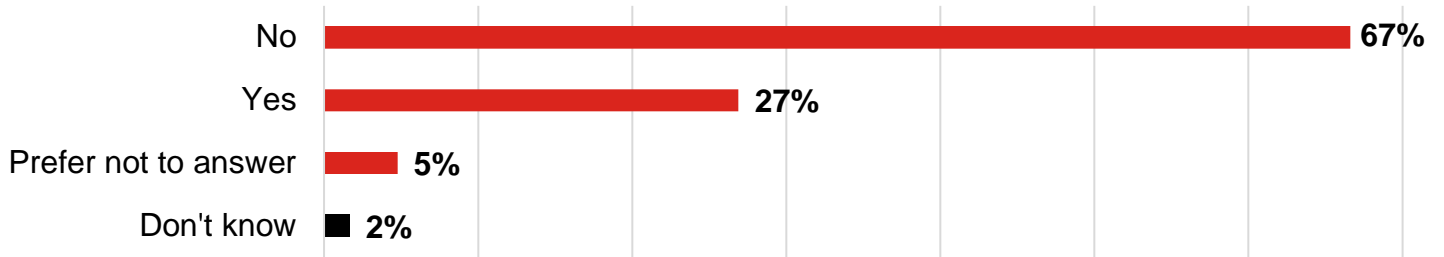
Primary language

All participants were asked: "What is the primary language you speak?". Of the 923 responses received, the top response was English (89%). See chart below for detailed responses.



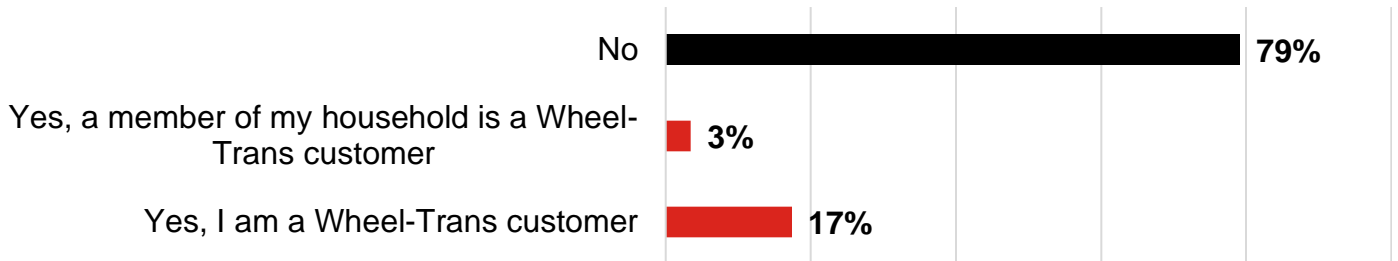
Participants with disability

All participants were asked: “Do you identify as a person with a disability?”. Of the 1126 responses received, 67% of participants said no, 27% said yes, 5% preferred not to answer, and 2% said they don't know.



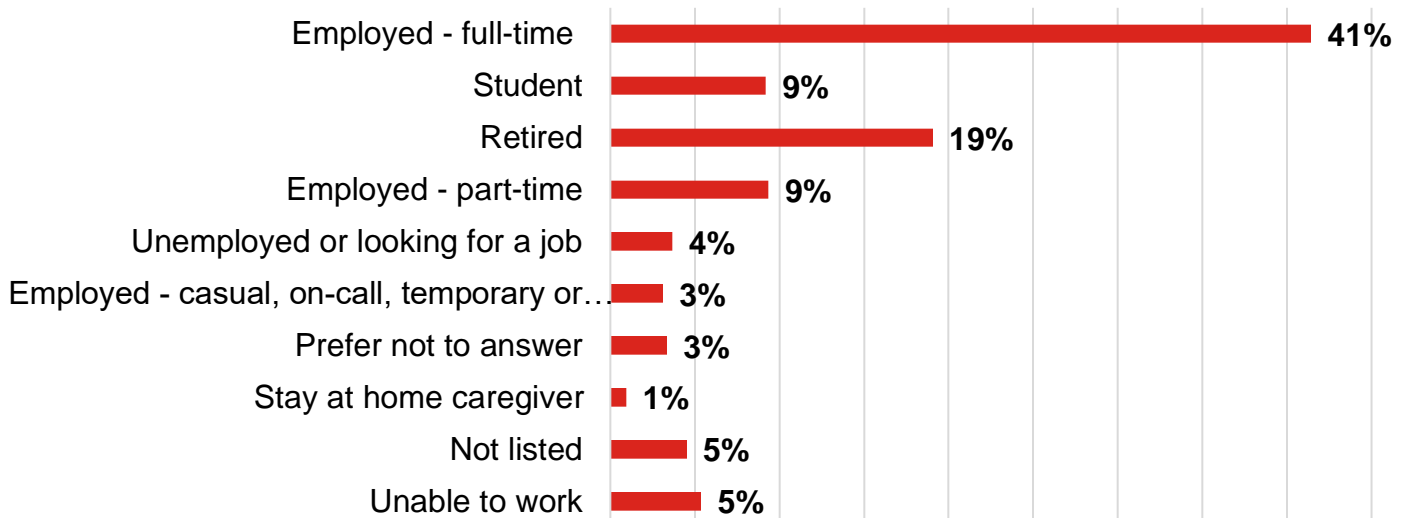
Wheel-Trans customers

Public participants were asked: “Are you or a member of your household a Wheel-Trans customer?”. Of the 1127 responses received, 79% said no, 17% said yes, they are a Wheel-Trans Customer, and 3% said yes, a member of their household is a Wheel-Trans customer.



Employment status

All participants were asked: “Which best describes your current employment status? Select all that apply.” Of the 1,284 responses received, 41% said they are employed full time, 19% said they are retired, 9% said they are students, and 9% said they are employed – part-time. See chart below for detailed responses.



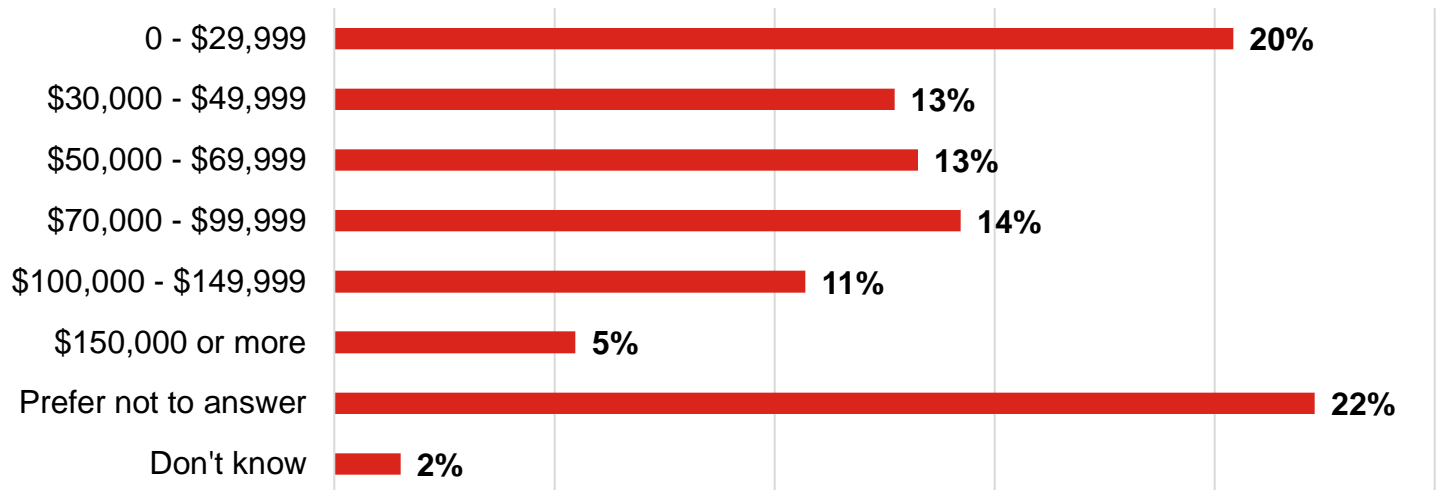
Shift workers

All participants were asked: "Would you consider yourself a shift worker?". Of the 1140 responses received, 86% said no, and 14% said yes.



Personal income

All participants were asked: "Which of the following best describes your personal income?". Of the 1138 responses received, 20% said their personal income was between \$0,000 to \$29,999, 14% said it was between \$70,000 to \$99,999, 13% each said it was between \$30,000 to \$49,000 and \$ 50,000 to \$69,999. See the chart below for detailed breakdown of responses.



How they heard about the survey

All participants were asked: "How did you find out about this survey? Select all that apply." Of the 1216 responses received, 37% said through TTC email, 19% said through social media, 7% said through TTC Website, 6% said through social media, and 15 said through the Councillor's office communication.

