

# Round Two Survey Summary

## TTC 2025 Annual Service Plan



Survey timeframe: October 28 – November 11, 2024

Total responses: 846

### Overview

From October 28 to November 11, 2024, the TTC hosted a survey as part of the second of two rounds of consultation about its 2025 Annual Service Plan. The purpose of the survey was to share and seek feedback on:

- **Community Bus service proposals**
- **Construction-related detour plans**

This survey also included a section about a separate, parallel initiative about transit stop locations and spacing, called **“Improving Customer Safety at Mid-Block Transit Stops.”**

The survey was available online and in hard copy. A total of 846 responses were received, all through the online survey. The survey was open to TTC customers and the public, and was promoted through the TTC’s website, email list, subway platform video screens, announcements at transit stations, TTC engagement at a community pop-up, social media channels, Councillor’s office communications, and through stakeholder organizations.

The feedback received in the survey will help TTC refine and finalize its service proposals for the 2025 Annual Service Plan before they are presented to the TTC Board in early 2025.

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

1. Community Bus service proposals
2. Construction-related detour plans
3. Improving “Customer Safety at Mid-Block Transit Stops”
4. Other feedback
5. 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.

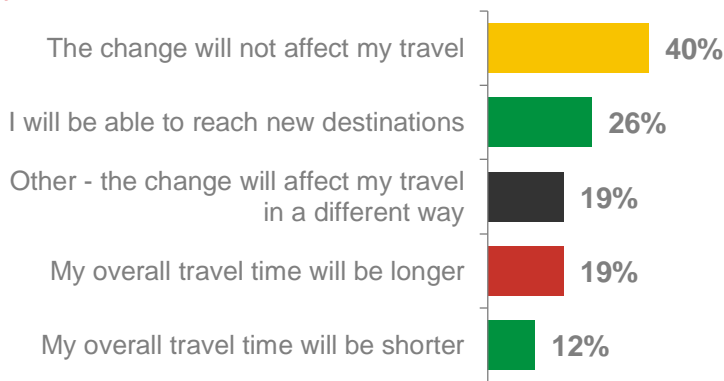
# Community Bus service proposals

In Round One, TTC asked customers to share their experience with the Community Bus service and suggestions on how they could improve it. Based on the feedback received, TTC developed proposed adjustments to four of five Community Bus routes, including: 400 Lawrence Manor, 402 Parkdale, 404 East York, and 405 Etobicoke.

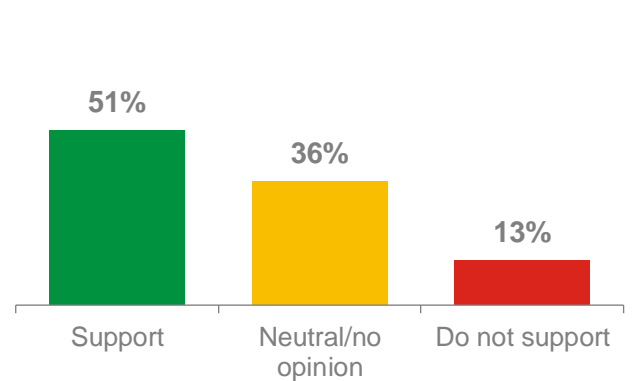
The charts below summarize respondent feedback to questions for each Community Bus route. The following page summarizes other suggestions, advice, or comments respondents shared about the Community Bus service and TTC proposed changes to the Community Bus routes.

## 400 Lawrence Manor

**Q1: How would the proposed change affect your travel?**

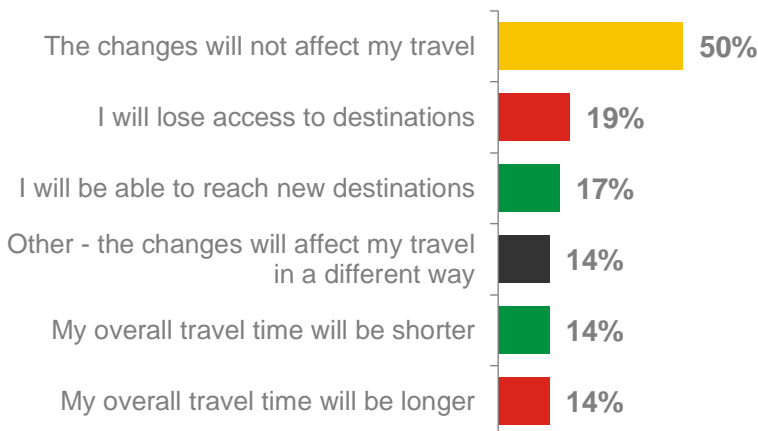


**Q2: Do you support the proposed change to the 400 Lawrence Manor route?**

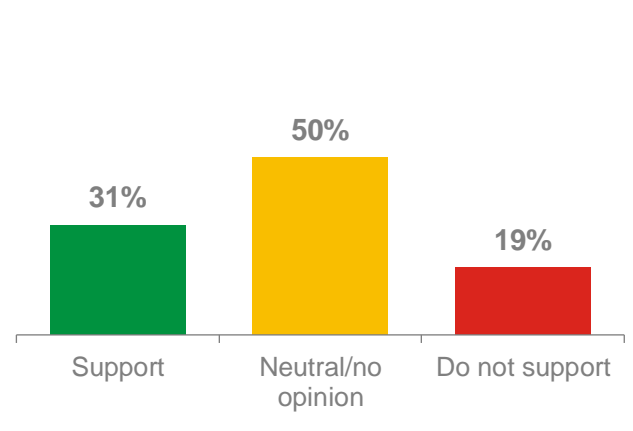


## 402 Parkdale

**Q1: How would the proposed changes affect your travel?**



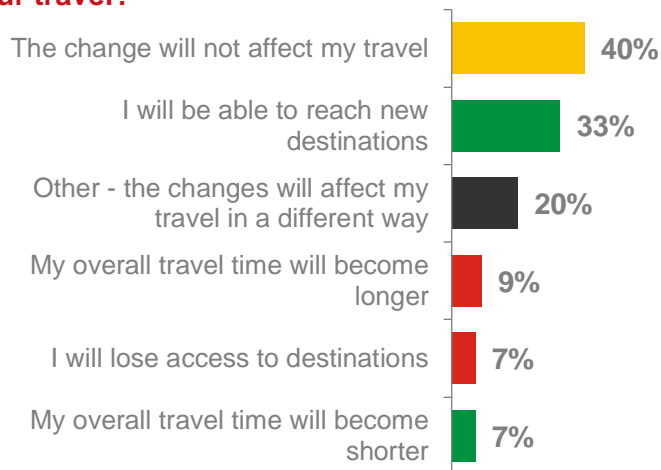
**Q2: Do you support the proposed changes to the 402 Parkdale route?**



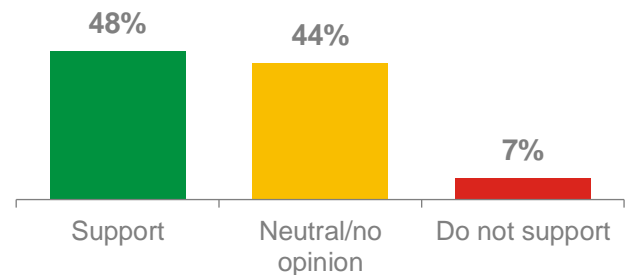
**Respondents were not content with the level of service and the removal of service on the 402 Parkdale.** They said they'd like to see more days of service, as they only have service 2 days a week. Additionally, respondents said that they are not happy with the removal of service in Parkdale and the general lack of TTC service in Parkdale. One respondent was particularly concerned with the removal of service on Lansdowne Avenue, saying they use the route to travel from Bickel Centre to the No Frills on Lansdowne Avenue, using the 40-minute wait period to do their shopping.

## 404 East York & 408 Victoria Park

### Q1: How would the proposed changes affect your travel?



### Q2: Do you support the proposed changes to the 404 East York and 408 Victoria Park routes?



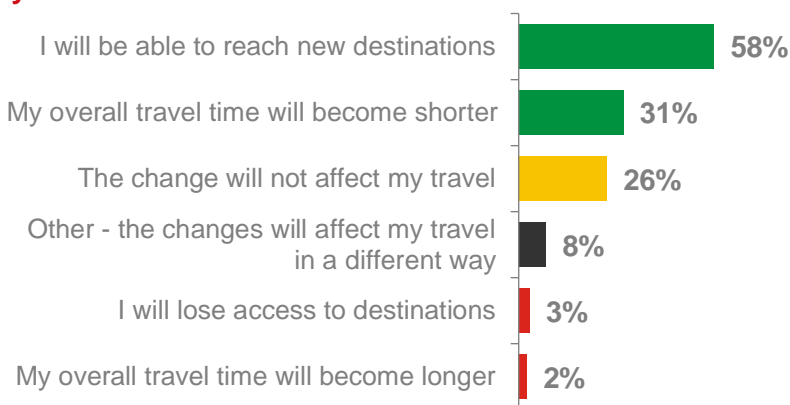
**Respondents were supportive of the proposed changes to the 404 East York.** Some suggestions to improve this route included extending the 404 East York to Queen Street East, providing customers with a more direct route, and keeping service on Gower Street as seniors use the stop at 10 Gower Street to commute to their destinations.

**There were neither objections nor outright supportive comments for the new proposed 408 Victoria Park South route.** There was some confusion as to why this route is being proposed if it overlaps with other existing bus routes. Respondents had the following suggestions:

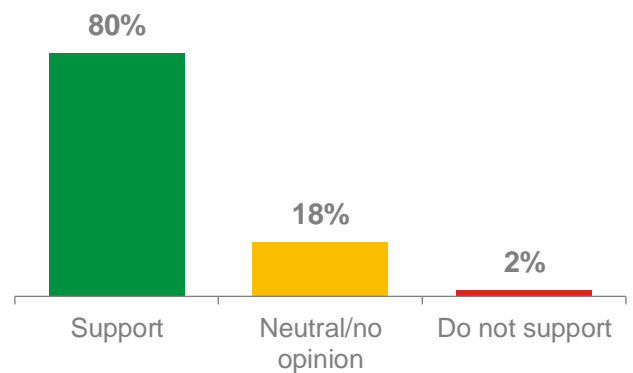
- Consider extending this route to Queen Street East.
- Extend the north loop via Hakimi Avenue, Centennial College Ashtonbee Campus, Warden Avenue, Comstock Road and Lebovic Avenue, to access Eglinton Town Centre and TTC Comstock Garage.
- Consider keeping the Kingston Road stop near Henley Gardens as it has a high volume of seniors.
- Include a stop that goes southbound to Queen Street and Coxwell Avenue, as there is a Community Health Centre that serves seniors.

## 405 Etobicoke

### Q1: How would the proposed changes affect your travel?



### Q2: Do you support the proposed changes to the 405 Etobicoke route?



**There was abundant support for the proposed change to the 405 Etobicoke, specifically with the extension to Scarlett Road and connection to Lambton Square.** Respondents said that the connection to Lambton Square is going to greatly serve the senior population's ability to move around the neighbourhood, especially during the winter, as over 60% of the residents are seniors.

**There was a suggestion to extend the route to the Martinway Plaza on Martin Grove and The Westway**, as many residents of Widdicombe Hill travel there for the stores and for the Post Office. Additionally, there was a question about whether the route would connect to Mount Dennis Station.

**Q: What other comments (if any) do you have about our Community Bus service and our proposals?**

Respondents shared other, general feedback about the Community Bus service. Themes and messages in this feedback included:

**General support and appreciation for the Community Bus service** and the proposed extensions.

**The Community Bus network needs a complete rethink.** Respondents said the Community Bus service would benefit from: massive expansion, more frequent service, and improvements in communication (specifically around arrival times and stop locations). They suggested TTC improve awareness of the service by providing real time tracking info (so this service appears on trip planning apps), and placing digital signs at designated stops. If customers could easily integrate Community Bus service into their trip planning, they would be more inclined to use the it. Community Buses could also supplement service during construction disruptions.

**Suggestions to add Community Bus routes to:**

- Scarborough and the east end, as these areas have high senior populations with very little choice in transportation or grocery stores. A Community Bus could connect residents with Birchmount Recreation Centre, Variety Village, Scarborough General, Michael Garron Hospital, and shops along Eglinton Avenue.
- Areas with Naturally Occurring Retirement Communities (NORC) buildings and a high density of seniors.
- Areas with a concentration of Toronto Community Housing buildings.

# Construction-related detour plans

TTC shared an overview of their proposed service adjustments and diversions in response to the following construction projects in 2025:

- 1) **King Street East and Church Street construction** affecting 503/303 Kingston Rd, 504/304 King, and 508 Lake Shore
- 2) **Beth Neilson Drive temporary closure** affecting 88 South Leaside
- 3) **Cedarvale (Eglinton West) Station bus terminal temporary closure** affecting 34

Eglinton East, 63 Ossington, 90 Vaughan, and 109 Ranee

- 4) **College and McCaul Streets construction**, affecting 506/306 Carlton

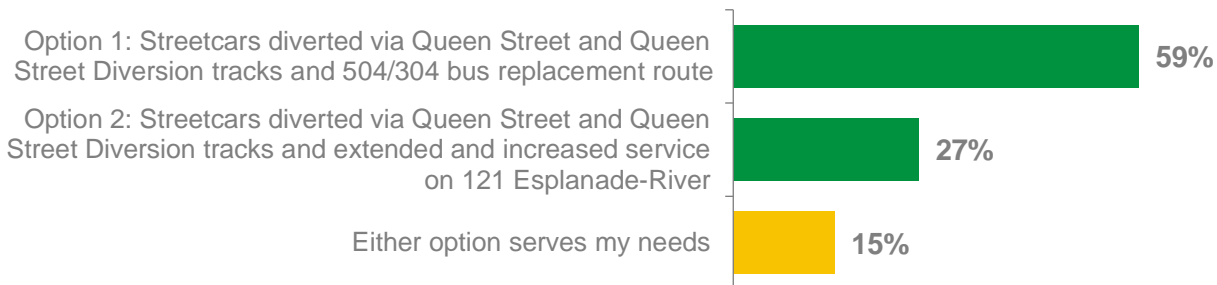
TTC asked questions to understand customers' thoughts on the proposed detour plans.

Respondent feedback is summarized below.

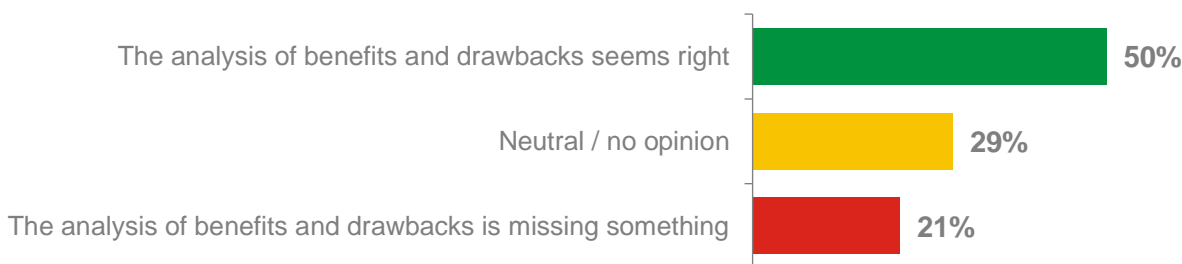
## King Street East & Church Street construction affecting 503/303 Kingston Rd, 504/304 King and 508 Lake Shore

In 2025, the TTC and City of Toronto are renewing watermain, streetcar track, and overhead wire infrastructure at the intersection of King Street East and Church Street. This construction will require the closure of the intersection to all traffic. TTC has developed **two options** on how they might adjust service on 503/303 Kingston Road, 504/304 King, and 508 Lake Shore in response to this construction. See responses to proposed options below.

### Q1: Which of the two options better serve your travel needs?



### Q2: Do you think we've correctly identified the benefits and drawbacks in Option 1?



Respondents suggested the TTC consider the following **benefits** to Option 1:

- It introduces less complexity to trip planning since the 504 bus route seems more direct than the 121 Esplanade-River route in Option 2.
- Bus replacement offers more flexibility for temporary re-routing since the bus does not rely on tracks and overhead wires.

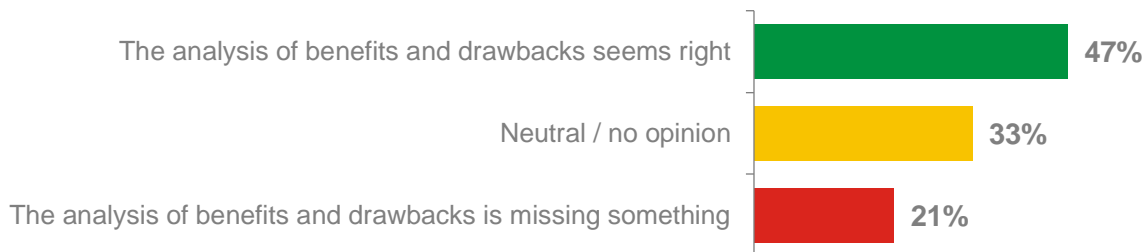
Respondents suggested the TTC consider the following **drawbacks** to Option 1:

- It overlooks providing good service to the Distillery District and West Donlands, areas that are tourist destinations and home to many seniors and people with disabilities.
- Running bus replacement along a street undergoing major construction can lead to significant delays, making it slow and unreliable. Additionally, replacement buses can get stuck in traffic if no changes are made to the road configuration.
- Too many streetcars on Queen Street could cause major delays, especially to car traffic.

Respondents' other suggestions and feedback about Option 1, including:

- Consider a unique number for the 504 King replacement route to help reduce confusion.
- Ensure the 504 King service is increased to compensate for having lower vehicle capacity.
- Extend the 504 King replacement bus to Broadview Station. If not possible, the 504 King should extend to an on-street looping north of the station.
- Retain service on Cherry Street in some form as current transit options are “not great” and the Distillery District needs increased service.
- This option's success is connected to whether the King Street transit priority traffic plan is enforced for replacement buses.

**Q3: Do you think we've correctly identified the benefits and drawbacks in Option 2?**



Respondents suggested the TTC consider the following **benefits** to Option 2:

- A detour route that avoids a street undergoing construction can lead to better travel speed and reliability.

Respondents suggested the TTC consider the following **drawbacks** to Option 2:

- It removes transit service on King Street East, a very busy corridor.
- The 121 Esplanade-River could experience more reliability issues than a bus replacement service on King Street West.
- It could be impacted by planned City construction on The Esplanade (David Crombie Park) and Princess Street (sewers).
- Customers not aware of 121 Esplanade-River service may choose the already busy routes on the 501 Queen, 503 Kingston, and 504 King.
- Too many streetcars on Queen Street could cause major delays.

Respondents shared suggestions for TTC to consider with Option 2, including:

- Consider a permanent extension of the 121 Esplanade-River to an on-street loop north of Broadview Station to increase ridership and provide an additional connection.
- Consider running the 121 Esplanade-River as a short turn at Cherry Loop.
- Avoid congestion on Yonge Street south of Wellington Street by routing the 121 Esplanade-River Westbound north on Church Street, West on Wellington Street, North on Yonge Street, West on King Street. Wellington Street rarely has traffic, and this change would bring service closer to the King/Church Street intersection.

**Q4: Do you have any other advice, suggestions, or comments for the TTC to keep in mind with these proposed detour plans?**

Respondents provided **additional suggestions and feedback** for TTC about these detour plans, including:

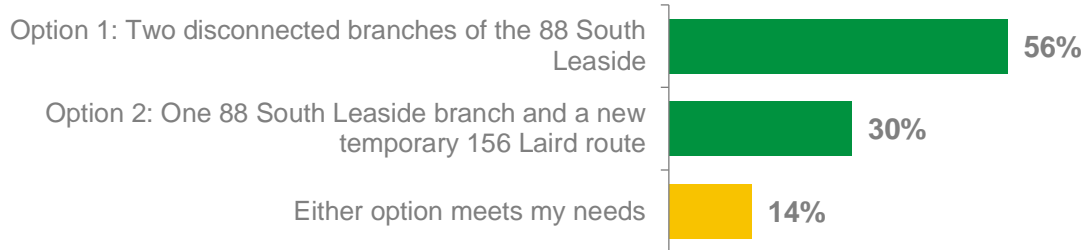
- Confusion as to why the diversion plan does not include the planned 2025 construction project at the intersection of King Street West and Dufferin Avenue.
- Provide as much advance notice and communication as possible for customers to understand the detours, including:
  - information on routes customers regularly use to transfer to and from the 504 King.
  - how much extra time it will take to travel on the diversion routes to help with trip planning.
- Make sure descriptions and maps are clear — it's difficult to understand the difference between the two options except the increase on the 121 Esplanade-River route.
- Show how speed and reliability will be impacted by the chosen detour plan.
- Remember that traffic on Jarvis Street is already heavy during rush hour periods.
- Consider transit priority measures on Queen Street such as banning left turns, so that replacement buses and streetcars are not held up by vehicular traffic.
- Consider direct routes, and fewer transfers between routes. The more transfers there are on a route, the more customers will want to avoid that route.
- Consider extending one of the routes that terminates at Union Station (such as 19 Bay) to Jarvis or Sherbourne Streets to provide additional relief, accommodate students at George Brown College, and provide a direct connection to Line 2
- Consider adding extra 121 Esplanade-River short turn routes to operate from Union Station to King Street/Queen Street during the weekday peak hours.
- Advocate for 24/7 construction to reduce the duration of the detour plan
- The Distillery District cannot be left with no service. It is no longer just a low-ridership stub end. People in the West Donlands rely on this branch service.
- Make sure the new tracks at King and Church use dual-point switches to allow for faster service through the intersection



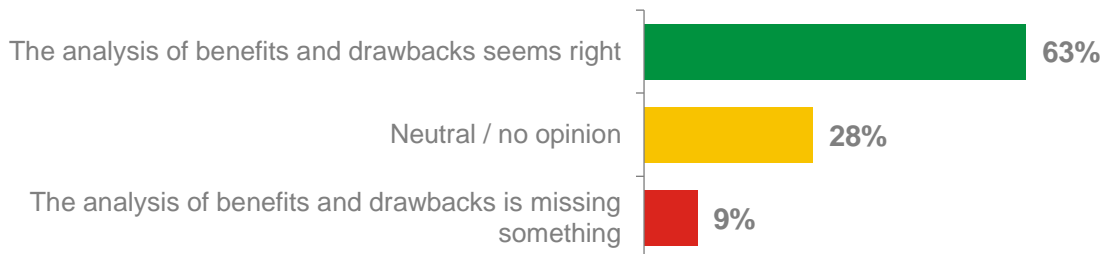
## Beth Neilson Drive temporary closure affecting 88 South Leaside

Starting in 2025, a section of Beth Neilson Drive will be temporarily closed to accommodate planned Ontario Line construction. TTC's 88 South Leaside bus route currently operates via Beth Neilson Drive as part of its routing, so TTC will need to adjust this service to accommodate the closure. TTC has developed **two options** on how they might adjust service in response to this construction. Feedback to proposed options is below.

### Q1: Which of the two options better serve your travel needs?



### Q2: Do you think we've correctly identified the benefits and drawbacks in Option 1?



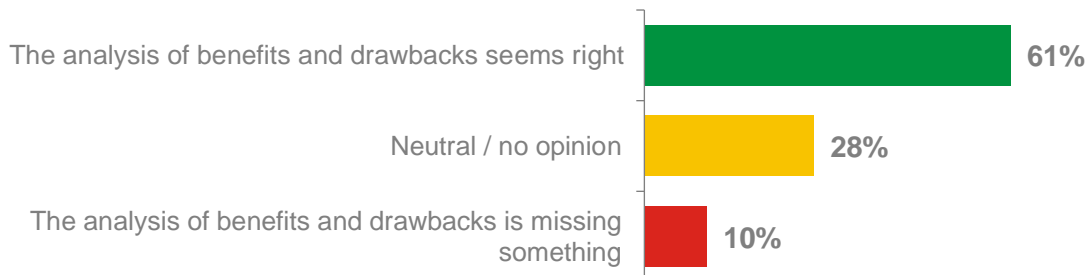
Respondents suggested the TTC consider the following **drawbacks** to Option 1:

- The removal of the 88 route in the Thorncliffe Park Drive community would cause them significant inconvenience.
- Traffic congestion on Eglinton Avenue between Laird Drive and Brentcliffe Road will be hard with the new lane reductions – it already takes buses up to 15 minutes to go through that stretch. Consider taking Vandehoof Avenue instead.
- It is challenging to plan for this disruption under the assumption that Line 5 will open on schedule to coincide with this construction.

Respondents shared suggestions for TTC to consider with Option 1, including:

- The 88 South Leaside routes should fully loop on Wicksteed Avenue to Mcrae Drive.
- The 88A South Leaside should be more frequent than the 88B because it serves Thorncliffe Park.

### Q3: Do you think we've correctly identified the benefits and drawbacks in Option 2?



Respondents suggested the TTC consider the following **benefits** to Option 2:

- Thorncliffe Park will still have access to Line 5 with the 72 Pape route.
- There is still a Line 1 connection.

Respondents suggested the TTC consider the following **drawbacks** to Option 2:



- It removes direct access to St Clair Station from many customers. Access to the Yonge Line to travel south to downtown is vital to some customers.
- Creating a temporary extra route could create additional costs (such as installing signage).
- This option could add a lot of time to transfer to Line 5 for some customers.

Respondents shared suggestions for TTC to consider with Option 2, including:

- Consider numbering renumber 156 to 56 Laird to recognize the routes long history

**Q4: Do you have any other advice, suggestions, or comments for the TTC to keep in mind with these proposed detour plans?**

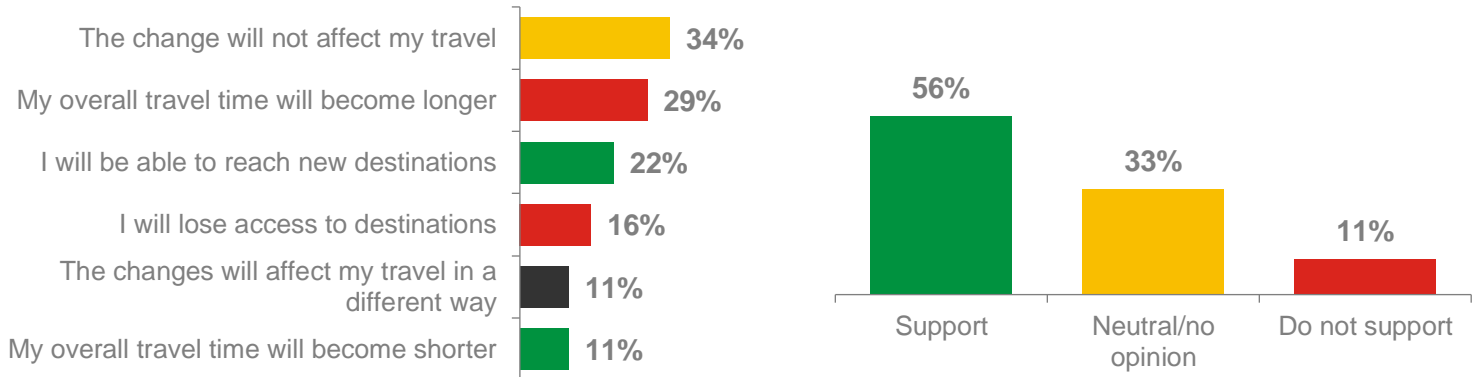
A few respondents said they disliked Option 2 but did not give a reason why. Suggestions for this detour plan included:

- If Line 5 is not operating by the time the construction starts, add a branch of the 56 Leaside to run from Eglinton Station to Thorncliffe Park,
- Increase the frequency of the 88 South Leaside during rush hour periods.
- Create a hybrid option that includes all of the 88A, 88B South Leaside and 156 Laird. This service would maintain the Thorncliffe-Eglinton connection without sacrificing the Thorncliffe-Yonge connection.
- Increase service levels on the 72 Pape and 51 Leslie to improve connections to Line 5.

## Cedarvale (Eglinton West) Station bus terminal temporary closure affecting 34 Eglinton East, 63 Ossington, 90 Vaughan & 109 Ranee

In 2025, TTC will temporarily close the bus terminal at Cedarvale (currently called Eglinton West) Subway Station to accommodate repaving and other state of good repair work. This closure would only occur following the opening of Line 5. TTC has developed a **proposed detour plan** for the impacted bus routes serving the station, including 34 Eglinton, 63 Ossington, 90 Vaughan, and 109 Ranee. See responses to proposed detour plan below.

### Q1: How would the proposed changes affect your travel? Q2: Do you support the proposed detour plan?



### Q3: Do you have any other advice, suggestions, or comments for the TTC to keep in mind with these proposed detour plans?

**There were mixed opinions on the proposed route changes.** Some said it would improve travel time to access Cedarvale Station, while others said they would consider not taking transit when travelling to this area because of the service time and transfers.

**There were mixed opinions on the suspension of the 63A Ossington and introduction of the 163 Oakwood.** Some were unsure why TTC prefers 163 Oakwood over the 63 Ossington, since the 163 route forces customers to transfer when travelling north. They suggested TTC consider that the forced transfer at Ossington Avenue and Lawrence West may increase customers travel time past the 2-hour transfer window, forcing customers to be charged full fare a second time when continuing their trip. To mitigate this challenge, customers could be dropped off /picked up inside the station. One suggestion was to consider running one service from Liberty Village to Lawrence West Station via Oakwood Station, as having the 63 Ossington and 163 Oakwood both run is redundant. Some were upset that they will no longer be able to take a single ride south of Bloor Street to Oakwood Avenue and Rogers Road. Others suggested maintaining the 63 Ossington and 163 Oakwood split, saying when it was split during a recent detour plan it was the most reliable it had ever been and actually reduced commute time even with a transfer. They said that with the Line 5 opening, customers may not mind the split route because of the LRT connection.

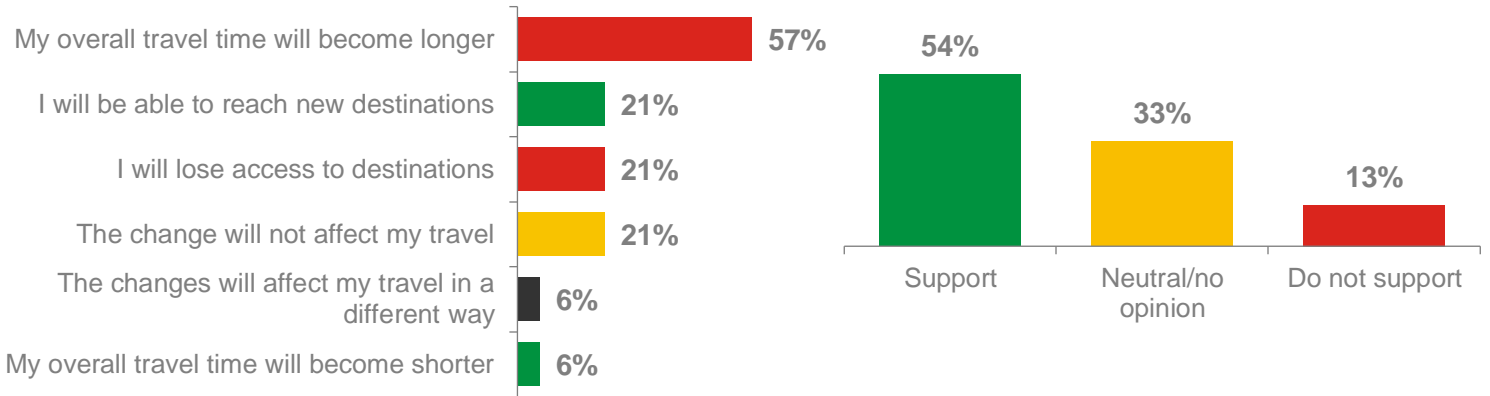
Other suggestions included:

- Extend the 63A Ossington to Lawrence West to give customers a direct ride south without a transfer.
- Move the westbound stop at Eglinton and Oakwood to the intersection, and not 200 meters east as it stands now.
- Consider an express 163 Oakwood bus to Ossington station.
- To help with clarity, consider referring to the 163 Oakwood as the 63A Ossington or a new 63C Ossington branch so that passengers elsewhere on the line know that it provides equivalent route 63 Ossington service between Eglinton and King via Ossington Subway Station.
- The biggest issue to the Ossington corridor service is the gap between buses causing long wait times, and then the bunch up of buses.
- Suggestion to extend the 90 Vaughan to Tycos Drive to provide an additional connection to Line 5 at Fairbank Station.

## College and McCaul Streets construction, affecting 506/306 Carlton

In 2025, the intersection of College and McCaul Streets will be temporarily closed due to TTC track renewal. As a result, 506/306 Carlton streetcar service will be removed from College Street between Bay Street and Spadina Avenue. TTC has developed a **proposed detour plan** for 506/306 Carlton streetcars and proposed additional service on 94 Wellesley as an alternate routing option north of College Street. Feedback about the proposed detour plan is below.

### Q1: How would the proposed changes affect your travel? Q2: Do you support the proposed detour plan?



### Q3: Do you have any other advice, suggestions, or comments for the TTC to keep in mind with these proposed detour plans?

**Respondents were concerned with the proposed detour plan but support what is necessary.** They said many will lose access to destinations in the downtown core (such Mount Sinai and other hospitals) and the plan will slow down travel. They suggested the TTC use the lessons learned from the King Street West closure last year and the Spadina bus planning to continue planning for the detours.

**Traffic in the downtown core is already bad, so it is important the TTC consider ways to mitigate congestion.** Respondents suggested that the volume and timing of streetcars need to run in conjunction with the 505 Dundas and 510 Spadina routes so as to not cause additional congestion or delays. Additionally, more service is needed on neighbouring streetcars, like the 505 Dundas, to accommodate customers who may opt to take this service instead of the detoured 506 Carlton. Consider transit priority signals at relevant intersections for streetcars during the construction period. For example, the intersection of Dundas Street and Bay Street will need traffic wardens to keep streetcars moving smoothly, as it is already congested under normal circumstances. Additionally, it is important to remove on-street parking on Dundas Street and remove vehicular left turns on both Spadina – Dundas and Dundas – Bay intersections. Finally TTC should carefully consider everything involved with Spadina and Bay Streets — Spadina especially can become extremely congested at intersections.

Suggestions for this detour plan included:

- Concern that the 506 Carlton is already slow, and unreliable, and that these additional detours will worsen it. Respondents said many may end up boarding this route from St Patrick Station, causing further congestion to other routes.
- More streetcars are needed for this route, as it currently only runs every 20 minutes and construction will make it worse.
- TTC should service all stops on the detour route.
- Add an additional stop at Huron Street (eastbound) as a temporary measure for Spadina and Dundas intersection.
- Consider a shuttle to operate between Spadina Crescent and Church Street to provide a route for those with limited mobility.

Suggestions for the 94 Wellesley included:

- Service is too slow and infrequent, and having no extension past Yonge Street defeats its purpose as an alternate east-west service.
- Extend this branch to Queen's Park Crescent to give students another connection to U of T. This service would be especially important to students with limitations to their mobility.
- Instead of increasing service on the 94 Wellesley, run a 506 Carlton shuttle from Ossington Station to Wellesley Station, serving College as much as possible, so customers do not have to transfer twice to access the 94 Wellesley.
- Consider adjusting the eastbound route so that it connects with the Queens Park Station.

## **Other feedback about construction, detours, and diversions**

Respondents shared other, more general feedback about construction, detours, and diversions, including:

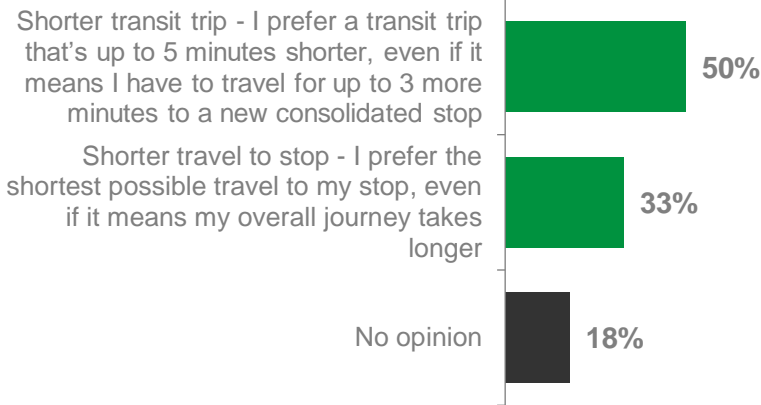
- Frustration with on-going subway closures, reduced speed zones, long-term construction projects (like on St. Clair Avenue), and the lack of coordination with major events (such as Don Valley Parkway closures).
- Desire for better information about schedules, including at stops, stations, and online.
- Suggestions to create transit priority or transit lanes during planned subway shutdowns. When shuttle buses operate in mixed traffic, both drivers and TTC customers face significant delays from the added congestion.
- Advice to take cyclists' safety into account when developing detour plans.

# Improving “Customer Safety at Mid-block Transit Stops”

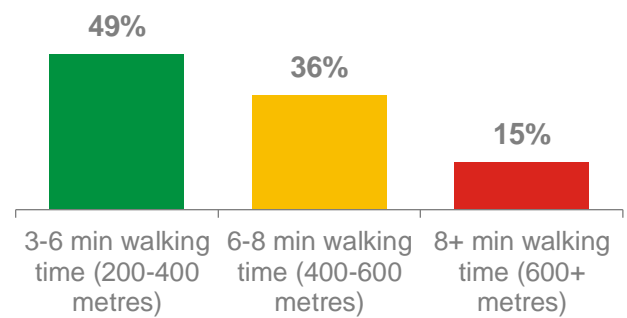
TTC asked questions to better understand their customers’ preferences about bus and streetcar stop locations and spacing to improve pedestrian safety and improve service across the transit network.

The charts below summarize respondent feedback to questions. The following page summarizes other suggestions, advice, or comments respondents shared for the TTC about improving transit stops.

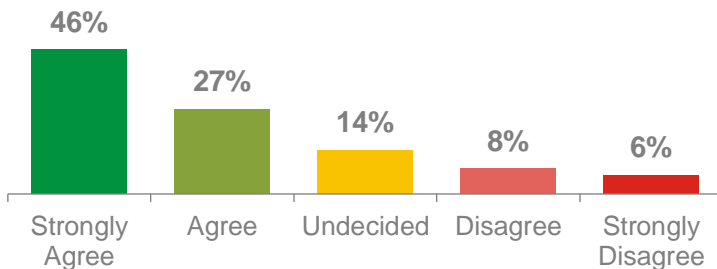
## Q1: Which of the following statements best describes your travel preferences?



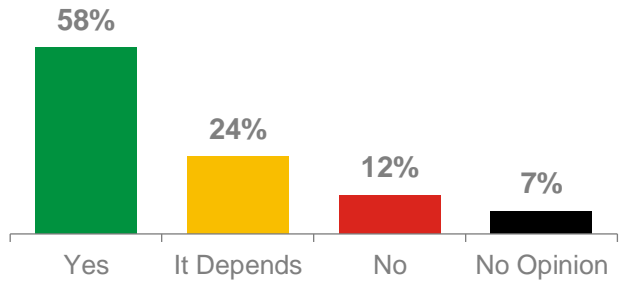
## Q2: What is the farthest you are willing to travel to access a bus or streetcar stop?



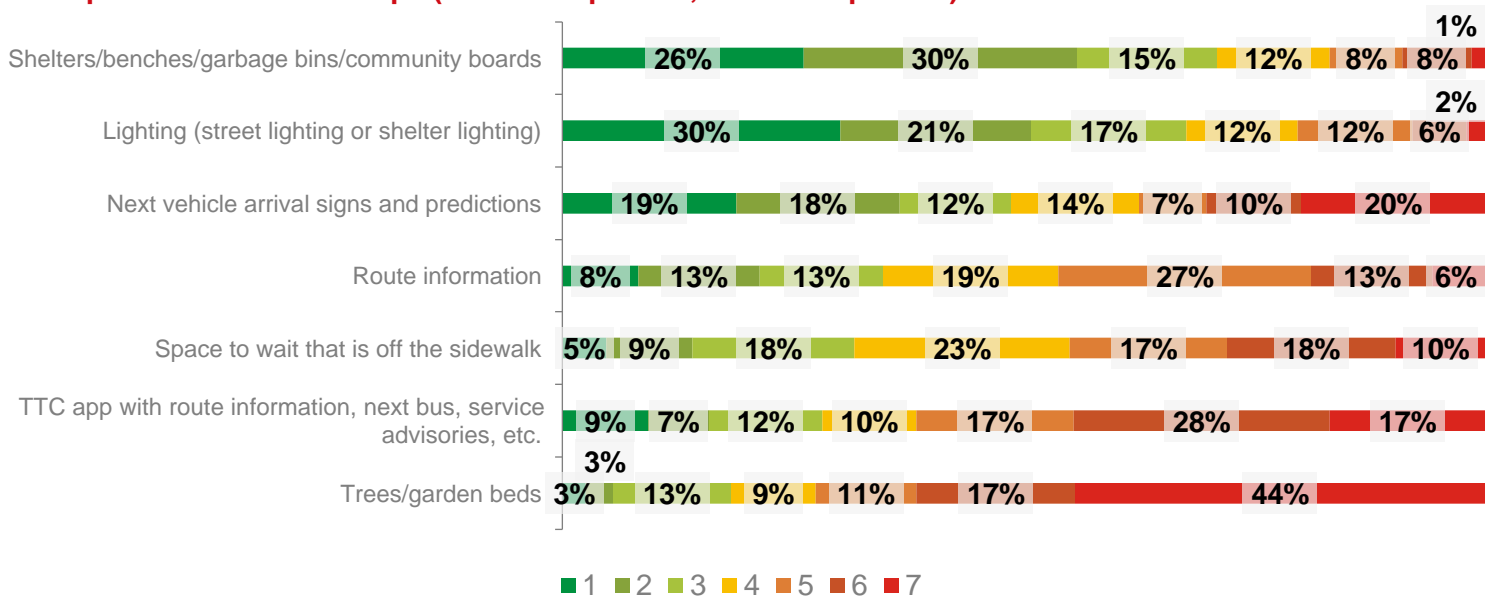
## Q3: Do you agree that TTC should consolidate double stop locations to one stop location in order to save overall travel time?



## Q4: Do you think it is important to have a corresponding stop in both directions at a location?



## Q5: Please rank the following features based on what you believe improve your customer experience at transit stops (1=most important, 7=least important)



## Other feedback about stops

Respondents shared other feedback about surface transit stops. A few said they appreciated that TTC was looking at opportunities to reduce travel time for customers, though others said TTC should carefully consider who uses a given stop (seniors, riders with mobility devices, people with children in strollers, and others) before removing it to avoid inconveniencing vulnerable customers. Specific services respondents mentioned in their feedback about stops included:

- **Streetcar service**, with the suggestion that some routes could benefit from the removal of some stops and implementation of transit signal priority.
- **Express service**, with some suggesting the TTC make sure the distance between stops isn't too big and others suggesting TTC remove unnecessary express service stops to make it a more attractive service.

### Stop distances

A few said they were only willing to travel further to a stop if transit service is frequent and reliable. Other advice about distances between stops included suggestions to:

- Space stops between 350 and 500 metres apart (depending on ridership)
- Consider overall walkshed, not just distance between stops, since removing stops for customers who have to travel from a long way away could deter those customers from taking transit.

### Double stops

Some supported TTC **removing** double stops under certain conditions, including:

- Where the intersection has accessibility measures in place (auditory signals, textured curbs, and more) and customers who have mobility or other challenges have been consulted. Removing double stops has the potential to affect these customers' safety.
- The stop removed is the near-side stop (since it can be frustrating to wait for customers to get on or off a vehicle while the light is green).

Others supported **keeping** double stops under certain conditions, such as:

- The intersection serves a local and express route, with each using one of the stops
- The stops are at a major intersection

### Single stops

A few supported removing single stops in places where the absence of a crosswalk can lead to customers crossing the street unsafely. They suggested TTC start with "low hanging fruit" stops where stops are not well-used, where there are no accessibility barriers (like steep hills) to the next stop, and where the distance to the next stop is less than 450 metres. Others said that they would only support removing single stops if there is evidence the stop does not serve an important destination or that the stop is not well-used. Decisions to remove stops should be based on demand. A few were not supportive of removing single stops, saying transit customers should not have worse service because drivers are unwilling to drive safely.

### Stop amenities

Respondents said that stops should be accessible, placed in well-lit locations, and attractive. The stops on Line 5 were cited as good examples with benches, canopies, next vehicles signs, heaters, and level boarding. Others said they preferred "full" bus shelters, not "awning only" shelters, and shelters with benches (especially at stops serving hospitals). Another amenity TTC should consider adding is garbage bins.

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## 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?

Respondents shared feedback about some of the other routes for which changes are being considered in the 2025 Annual Service Plan, including:

#### 13 Avenue Road

- Interest in increased service on this route (to divert car traffic and encourage transit use).

#### 49 Bloor West

- Support for the proposed extension to this route since it will make some connections much easier (such as between Millwood Junior School and Centennial Park).

#### 87 Cosburn

- Consider adding a limited route to Cosburn Middle School on the 87C.

#### Scarborough Blue Night services

Suggestions to improve the proposed Blue Night service changes in Scarborough included:

- Extend the 339 Finch East route to Old Finch Avenue and Morningview Trail (with an accompanying change to the 939 Finch East Express).
- Extend the 86 Scarborough hours to 2:30am at Kennedy Station and begin operating the 386 Scarborough at 1:30am.
- Make sure the 116 Morningside services Kennedy Station until 2:30am.

### Other general feedback

**Strong desire for more reliable and frequent service.** Respondents said they experience crowding, vehicle bunching, short turns, vehicles not keeping to schedule, long wait times, slow vehicles, and short hours of operation (especially on Sundays). Suggestions to address these challenges included developing metrics to measure reliability along a route, running bigger buses with more doors, reinstating pre-Covid level service, ensuring all bus doors have two Presto machines, and more.

**Concerns about safety and comfort.** Several said they felt less safe on transit due to homeless people or people with addiction issues. They suggested increasing security and TTC staffing and running more frequent service. Related concerns, comments, and suggestions included:

- Install platform screen doors; prevent drivers from closing vehicle doors on customers
- Support for banning e-bikes due to fire risks, especially on crowded vehicles
- Hand straps are too high, leading to falling risks, especially for seniors

To improve comfort, respondents suggested making sure seats are soft and do not lean forward (some electric bus seats are very uncomfortable).

**Communications need to improve.** Challenges with TTC communication include poor sound quality in announcements on subways, challenges navigating TTC's website, and confusing wayfinding. Suggestions included adding QR codes to stop poles to make it easier to send SMS messages about vehicles, adding more next vehicle signs, making sure vehicle data feeds have accurate information, creating a WhatsApp channel to provide customers with updates and to receive service requests, and making it easy to request a bench for a stop.



**Focus on accessibility and equity.** Suggestions to improve accessibility included:

- Where entrances to a subway station are through a commercial business, TTC should require accessible connections (such as North American Centre at Finch station)
- Accelerate construction that takes away accessible connections
- Ensure underserved communities have great transit
- Encourage customers to ride scent free (for the safety of those with allergies)
- Enable WheelTrans operators to phone clients at client request and do not require regular WheelTrans customers to fill out application forms to use the service

**Feedback about fares.** Keep tokens and cash payments, reduce post-secondary students' fares, integrate Bike Share membership into monthly transit pass, and increase fare enforcement.

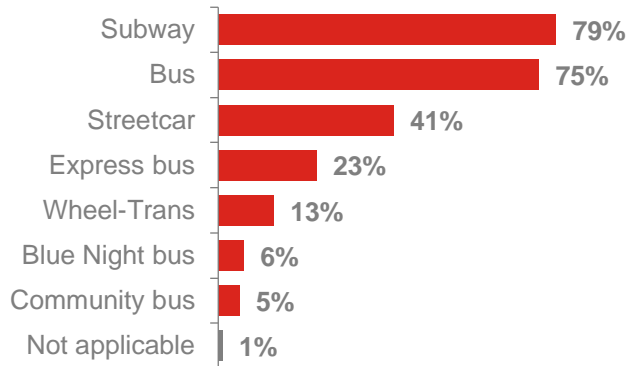
**Other feedback, including:**

- **Desire for expansion and priority.** Many wanted to see Line 5 and Line 6 opened, a replacement for Line 3 built, more express routes, and transit priority. A few were not supportive of streetcars and dedicated transit lanes, saying they worsen congestion.
- **Interest in seeing an Annual Service Plan that advocates for funding** like Toronto Public Library's "Open Hours." Several would like to see TTC receive more funding.
- **Continue to focus on sustainability,** through electrifying vehicles, building solar-powered shelters, and more.
- **Appreciation for TTC and its consultation efforts.**

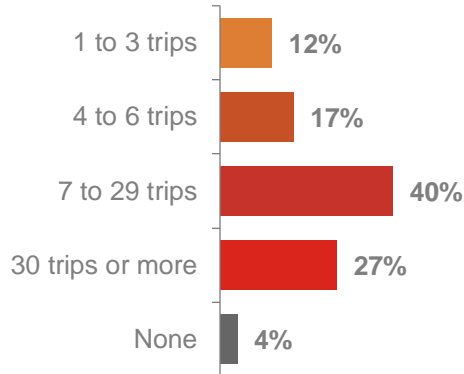
# Respondent profile

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.

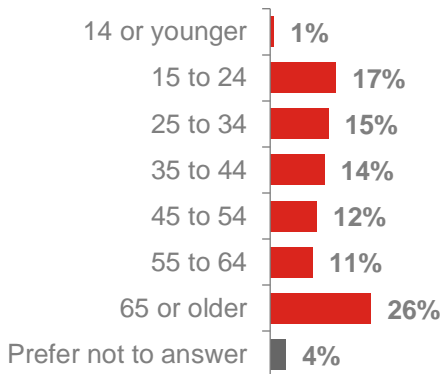
## Q1: What are your most used modes of TTC transportation?



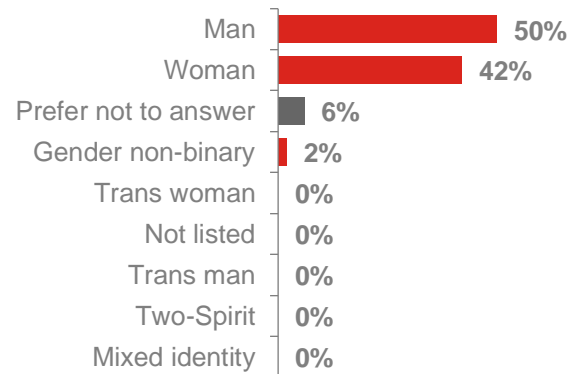
## Q2: In the last month, how many trips did you take that involve the TTC?



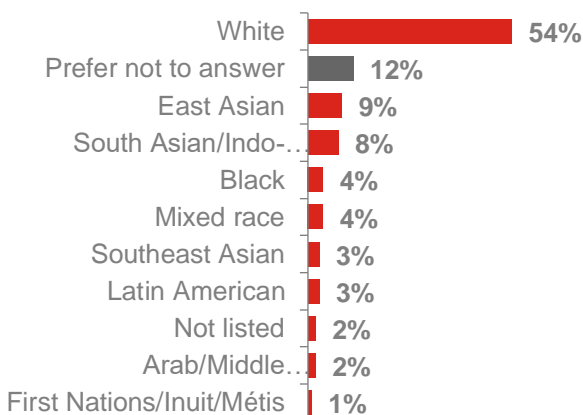
## Q3: What is your age?



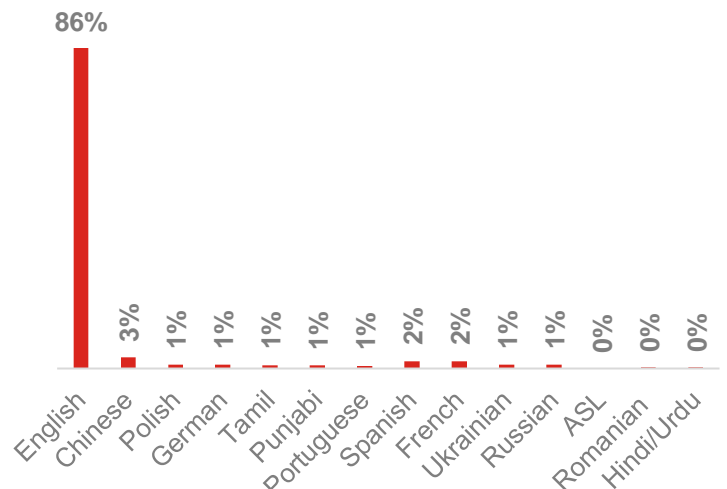
## Q4: What best describes your gender?



## Q5: What race category best describes you?

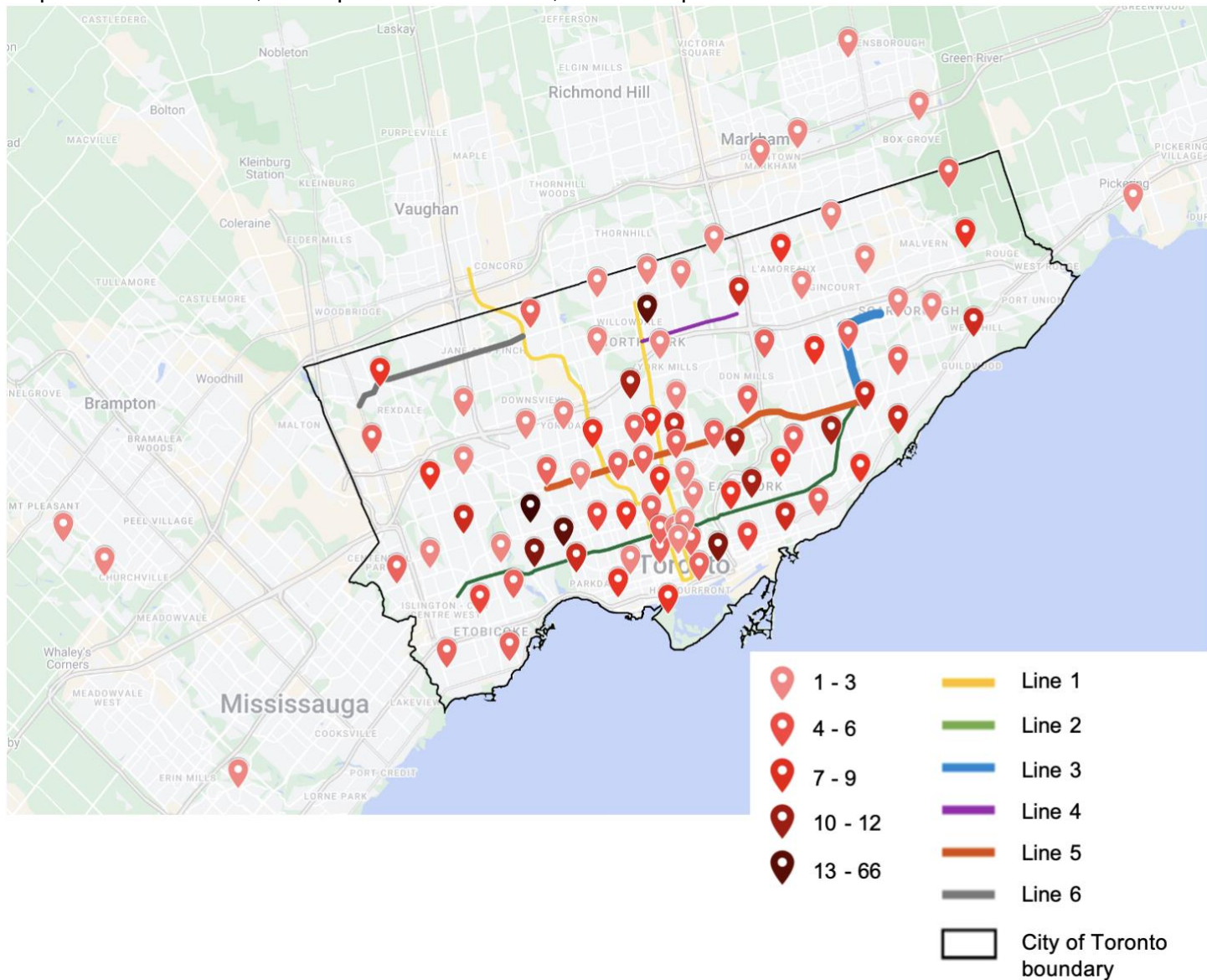


## Q6: What is the primary language you speak?

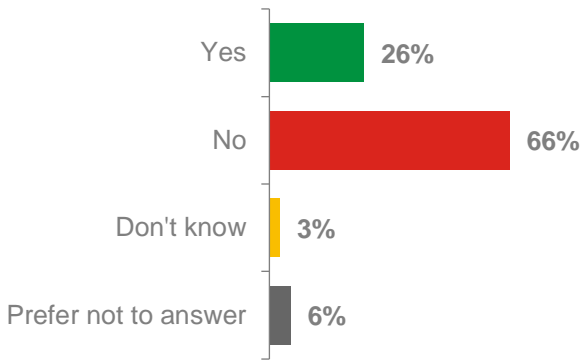


### Q7: What is your postal code?

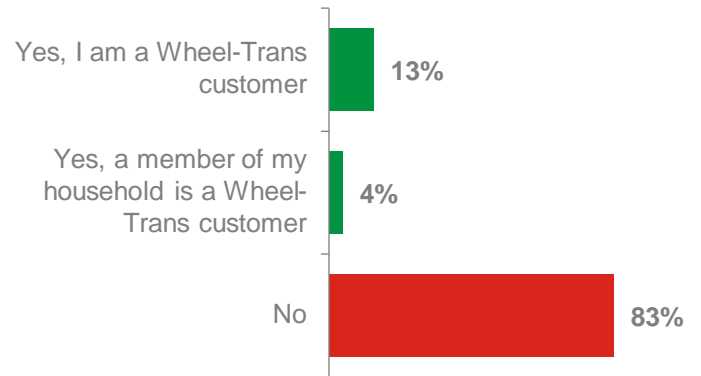
The map below provides a visual representation of the first three-digits of the postal codes provided by respondents. A total of 464 respondents provided their postal code. Respondents were from across Toronto, with some residing outside of Toronto, including Markham, Mississauga, Brampton, Pickering, as well as Hamilton and Barrie (not captured in the map). Most respondents were from Etobicoke-York, with 66 respondents from M6N, 13 respondents from M6P, and 11 respondents from M6S.



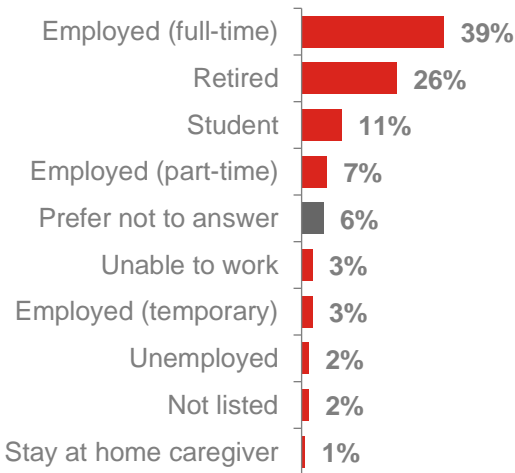
**Q8: Do you identify as a person with a disability?**



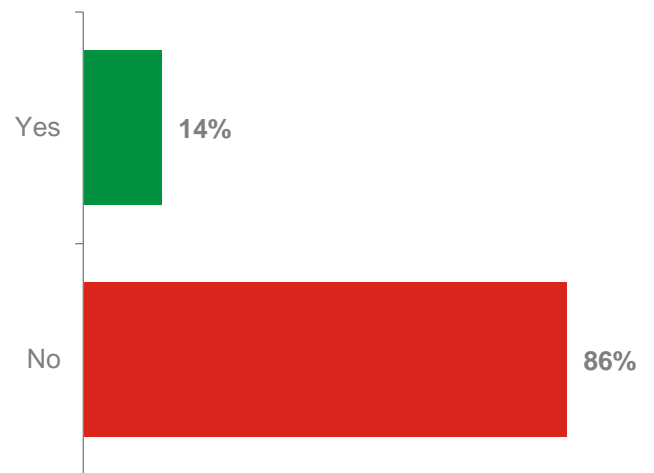
**Q9: Are you or a member of your household a Wheel-Trans customer?**



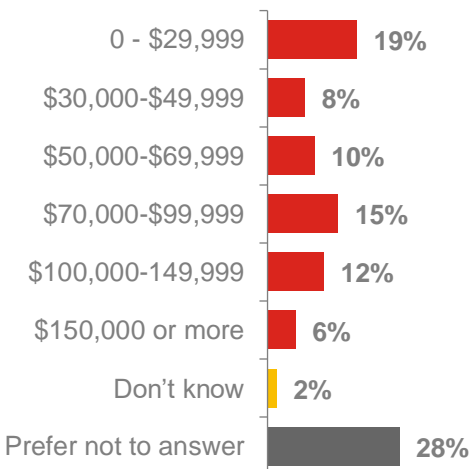
**Q10: Which of the following best describes your current employment status?**



**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?**

