

Focus Groups Engagement Summary

TTC 2025 Annual Service Plan



August 8, August 13, and August 14, 2024, 6:00 – 8:00 pm

Overview

On August 8, 13 and 14 2024, the TTC hosted three focus groups with three key priority groups who continued to rely on transit during the COVID-19 pandemic and continue to do so today, including women, shift workers, and low-income customers. The focus groups are part of the first of two rounds of consultation about the TTC's 2025 Annual Service Plan (ASP). The three focus groups covered the same information and discussion topics (see Appendix A). The purpose of the focus groups was to share and seek feedback on:

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

Recruitment of participants for the focus groups was done through the TTC's Customer Panel: a group of approximately 1,000 customers that are representative of Toronto's diversity. The recruitment process involved identifying prospective participants that are reflective of each key priority group and striving for diversity in age, TTC services used that are relevant to the topic area focus, location, and reasons for transit use within each focus group, resulting in a preferred participant list for each group. Preferred participants were contacted to see if they were interested and available to participate until a maximum of 8 participants for each focus group were reached. As a thank you for the participants' time and participation, participants received a \$150 honorarium via e-transfer.

A total of 20 people participated across the three focus groups. Also participating were staff from TTC and Third Party Public, the engagement team retained by TTC to support the engagement process on the 2025 Annual Service Plan.

Third Party Public prepared this meeting summary, which covers the three focus groups and includes feedback shared in writing up to a week after the meeting. The intent of this summary is to capture the range of feedback shared at the focus groups; it is not intended to serve as verbatim transcript. Third Party Public shared a draft of this summary with participants for review before finalizing it.

This summary includes two sections:

- Key themes in feedback
- Detailed summary of feedback organized per focus group

Key themes in feedback

The following themes emerged in feedback across the three focus groups.

The Community Bus service has potential, but its biggest issue is a lack of awareness. Although a few participants were aware of its existence, there were still many questions about who it serves, its purpose, where it goes, and how it could be accessed. The most important thing the TTC can do to increase ridership is to promote the service through different methods and provide clear information about the service. Participants would consider taking the Community Bus if there was predictability and frequency to the route, such as by installing real-time tracking information on transit planning apps.

The One Fare Program has a significant positive impact on customers and there are opportunities for TTC to take better advantage of it. One Fare has made a big difference for many customers, saving them time and money. Many participants are now taking advantage of the convenience and lower cost of travelling to areas in Toronto and other surrounding municipalities they normally would not go to due to higher fares and longer travel time. TTC could take better advantage of the program by enhancing connections between different transit agencies to improve accessibility and convenience for customers, adjusting the program to include monthly pass holders and UP Express, and partnering with entertainment venues/events to encourage people to take advantage of the One Fare Program to reach an event or key destinations,

Continue to prioritize communication and transparency around construction-related detours and service adjustments. TTC needs to communicate timelines and changes in advance of the detour/adjustment. It should also communicate in various ways, including through better signage and information at affected stops, through mobile apps and text messages to provide real-time updates on detours and alternative routes, and through TTC staff with red vests at affected stops.

The proposed service adjustments and improvements for specific routes generally make sense. Participants supported service proposals that would improve connections to key destinations, like the 145 Belfield and 49 Bloor West proposals. They also shared a range of suggestions on how to improve the Blue Night service. When considering service adjustments, it is important to ensure the customers are aware of the upcoming changes before they are implemented.

Detailed summary of feedback

Focus Group 1: Women

On August 8, 2024, 7 participants attended the focus group. They shared feedback about Community Bus service, the One Fare Program, construction-related service impacts, and the proposed service adjustments and improvements.

Feedback about the Community Bus service

TTC shared an overview and review of its Community Bus Service, explaining that the service's current ridership has not been meeting its minimum service standards on various routes and that TTC is exploring opportunities to improve it. TTC asked participants for their thoughts on how it could improve the Community Bus Service.

Participants asked the TTC to clarify both how to use the service and its benefit over regular TTC service. The questions and further suggestions on how to improve the service are included below.

Questions about the Community Bus service

- **Question: How do the Community Bus stops work? Are there designated stops?** *Answer: Community Buses have designated stop markers along their routes similar to conventional transit services. The key difference is that passengers can wave down a Community Bus and board at any point along the route, without needing to be at a physical stop. Likewise, passengers can request to get off anywhere along the designated route.*
- **Question: What are the benefits to using the Community Bus over regular TTC service?** *Answer: The Community Bus operates within specific neighborhoods, offering door-to-door service along designated routes. It connects residential areas to key destinations such as medical centers, shopping centers, and transit stations. Unlike conventional TTC services, Community Buses allow passengers to board and disembark anywhere along the route. These buses are fully accessible for those with mobility challenges, and their smaller vehicle size enables them to operate on streets that are not suitable for conventional buses.*

Suggestions on how TTC could improve the Community Bus service

Participants said that they were not aware of the Community Bus service, or how it could be used. They said better awareness and more frequency could help with ridership. Suggestions on how to improve this service included:

- **Create and promote awareness for the Community Bus service.** Some participants said they have seen a Community Bus pass by but had no idea how access it or that it is available for all TTC customers. One participant said that this service would have been useful to them in the past when they were dealing with medical issues, instead of having to transfer to and from different buses to reach the hospital. They suggested for the TTC to install a “big and in your face” signage on regular TTC buses, at TTC stations, and at Community Bus stops telling customers that the Community Bus is for everyone to use, followed by written information explaining the service. The TTC should promote it the same way the One Fare Program was promoted across the transit system. Consider mailing a pamphlet to everybody that would clearly explain the service. Additionally, participants said adding the Community Bus to trip planning platforms can also help increase awareness about it. One participants suggested calling the service a “shuttle” as people are more familiar with this word.
- **Although they are now aware of the Community Bus, some participants said they don't see themselves using the Community Bus over a regular TTC service.** Some said they are still unsure how the Community Bus could be useful to them, and that they could use it if they had medical or mobility issues. The lack of predictability, low frequency, and lack of clarity about the stops of this service discourages the use of the Community Bus. One participant also suggested using real-time tracking for the Community Bus, so that they appear on trip planning apps/platforms and could help them plan their trips better.

Feedback about the One Fare Program

TTC shared a brief overview of the One Fare Program and explained that it is exploring opportunities to improve cross-boundary trips and introduce new connections between neighbouring transit agencies.

TTC asked participants about their experience with One Fare, how it has impacted their or others' travel behaviours, and the kinds of changes they thought TTC could make to take better advantage of the program.

Almost all of the participants in the discussion said they had direct experience with the One Fare Program. They were glad the program exists. Some stated it has saved them both time and money in their transit journeys and has opened up travelling for recreation across Toronto. One participant said the program has especially been beneficial to them as they are a student and don't have to choose between spending money on paying fare twice or walking long distances to avoid paying twice. Another participant said they are also saving time on trip planning, as they are no longer looking for the cheapest and fastest route. Questions about the One Fare Program are included below.

Questions about the One Fare Program

- **Question: Why is UP Express not included in the One Fare Program?** *Answer: The One Fare Program, an initiative of the Ontario government, is managed by Metrolinx. Given that the UP Express is operated by Metrolinx and the program is also coordinated by this agency, it falls to Metrolinx to decide whether to include the UP Express in the program.*
- **Question: How do the discounts in fare work? Does it depend on distance or transit system?** *Answer: Customers using debit/credit cards, PRESTO cards, or virtual cards are eligible for the One Fare Program. Customers will have a free transfer when transferring between transit agencies, except for GO Transit, where passengers will pay for the difference between their local transit and GO Transit Fare. For example, if a customer begins their journey with GO Transit and then transfers to the TTC, they will pay their GO Transit fare and have a free transfer to the TTC.*

Suggestions on how TTC could One Fare Program

Suggestions on how the TTC could better take advantage of the program included:

- **Consider partnering with entertainment businesses, restaurants, events, and art venues to promote attending the space through transit and utilizing the One Fare Program.** For example, try promoting the event by showcasing that people can reach it by "just taking transit". If the TTC targets promoting One Fare Program for family events, it could lead to instilling taking transit into the younger generation. Other suggestions included: charging a roundtrip fare for those going to events using the One Fare Program; posting a sign showing the premium destinations that could be accessed with the One Fare Program – this could be advertised at the airport arrivals level, UP Express, TTC website, City of Toronto website, and any special event / tourism site; and connecting with entertainment establishments (e.g., Toronto Symphony, Canadian Opera Company, Royal Conservatory, and the Toronto Theatre District) to work out a program that would allow people who buy tickets to the performances get a round trip discount fare on the TTC – this could also help people by no longer needing to drive to events and find parking downtown.
- **Tie using the One Fare Program with "being green".** This could help push people to leave their car and take transit to attend events in Toronto.
- **Consider connecting the monthly pass with the One Fare program.** Currently, those with monthly passes do not benefit from the One Fare Program.

Feedback about construction-related service impacts

TTC shared an overview of select 2024 construction projects, including how they had applied the principles developed in the 2024 Annual Service Plan process to those projects. They then asked participants for their thoughts on service detours and how TTC could improve.

What is going well with service detours

Participants said several things are going well with service detours, including:

- **Having staff on the ground to direct customers.** Participants were thankful for the “red-shirt staff” that are directing the flow of customers when there is a detour or event. Particularly mentioned are the staff at Jane Station and Spadina Station.
- **A few participants said they like and prefer the buses that replace the streetcars when there is surface track work being done.**
- **Few customers are excited for the opening of Line 5.**

Suggestions on how TTC could improve service detours

Participants’ suggestions on how TTC could improve service detours included:

- **Be transparent about deadlines and timelines.** The more in advance timelines or information is released, the more trust is built.
- **The subway PA system needs to be improved to communicate service disruptions.**

Feedback about other proposed service adjustments and improvements

TTC shared several other proposed service adjustments and improvements, including to services in Downtown and East York, Etobicoke, Scarborough Blue Night, and Etobicoke Blue Night. They asked participants for their thoughts on the proposed adjustments.

Participants had a few suggestions and comments on some of the proposed adjustments and improvements. Two general recommendations for the proposed adjustments are to ensure customers affected by the proposed changes are made aware before they happen through notices or QR codes along the route; and to ensure the Blue Night adjustments accounts for ensuring the connection between Blue Night Buses are considered, so that customers are not waiting 40 minutes for their connection. Specific suggestions are included below.

Feedback about specific adjustments and improvements

Participants shared feedback about several of the specific service adjustments and improvements planned in the 2025 Annual Service Plan. This feedback included:

<i>Proposed service</i>	<i>Feedback</i>
49 Bloor West	Removing the stop at Mill Rd between Markland Dr & Bloor St W will upset students at Silverthorn Collegiate Institute as the current stop is convenient for students to use to travel to and from school. Consider servicing that stop during the school year to account for the additional ridership. Additionally, consider pedestrian safety with walkways at Renforth Station. It is currently very busy and will get busier as it becomes a transit hub.
337 Islington	Removing service via Option 1 is not the best idea because of all of the warehouses in the southern portion of the map. Removing service here would mean a longer late night walk for night-shift workers. Any change need to make sure that connections to major routes are maintained.

Focus Group 2: Low-income Customers

On August 13, 2024, 6 participants attended the focus group. They shared feedback about Community Bus service, the One Fare Program, construction-related service impacts, and the proposed service adjustments and improvements.

Feedback about the Community Bus service

TTC shared an overview and review of its Community Bus Service, explaining that the service's current ridership has not been meeting its minimum service standards on various routes and that TTC is exploring opportunities to improve it. TTC asked participants for their thoughts on how it could improve the Community Bus Service.

Some participants said they were aware of the Community Bus, while others said they had never heard of it. Those who were aware of it said that they did not use this service because they didn't know the route or stops. Questions from participants and further suggestions on how to improve the service are included below.

Questions about the Community Bus service

- **Question: When the Community Bus was implemented, were Wheel-Trans customers made aware of this service?** *Answer: Yes, Wheel-Trans customers were made aware of the Community Bus when the service was first implemented.*
- **Question: Does the Community Bus have designated stops? Can you wave it down anywhere along the line?** *Answer: There are designated stops along the Community Bus route. If you are walking along the designated route, and you see a Community Bus, you can wave it down to have it stop for you. You can also ask the driver to stop the bus to get off anywhere along its route.*
- **Is there an application or text message service to get real time tracking information on the Community Bus?** *Answer: No, there is no real time tracking information on the Community Bus. The schedule and route are up on the TTC website and Google trip planning does identify the Community Bus as an option when planning the trip.*

Suggestions on how TTC could improve the Community Bus service

Participants said that they know little about of the Community Bus service, or how it could be used. They said better awareness and more frequency could help with ridership. Suggestions on how to improve this service included:

- **Awareness campaigns are needed to make customers aware of the Community Bus service.** Participants said they have seen the bus pass by, but were unaware of how to access it, or where it went through. One participant said they would consider taking this service as they have mobility issues, and this service can help with accessibility.
- **Consider increasing the Community Bus service frequency.** This would encourage customers to take it more.

Feedback about the One Fare Program

TTC shared a brief overview of the One Fare Program and explained that it is exploring opportunities to improve cross-boundary trips and introduce new connections between neighbouring transit agencies. TTC asked participants about their experience with One Fare, how it has impacted their or others' travel behaviours, and the kinds of changes they thought TTC could make to take better advantage of the program.

Many of the participants in the discussion identified using the One Fare Program, and said they are very happy with the program because of the time and money saved. Some said they have not used the program yet, but it still encourages them to travel more frequently and further. One participant said it would encourage them to travel even further to destinations they do not often frequent because of the One Fare Program. Questions and suggestions about the One Fare Program are included below.

Questions about the One Fare Program

- **Question: Is the 2-hour transfer period valid across all transit systems?** *Answer: The transfer period timeframe depends on the transit agency that the customer is transferring to. When transferring between TTC services, a customer has up to two hours for a free transfer. The same duration is applied when transferring to either MiWay, York Region Transit, Brampton Transit, or Durham Region Transit. When transferring to GO Transit a customer will receive a free transfer as long as they are within two hours of the first tap on the TTC. A customer will then receive a free transfer for up to three hours from their first tap on GO Transit.*

Suggestions on how TTC could One Fare Program

Suggestions on how the TTC could better take advantage of the program included:

- **Continue promoting awareness on the One Fare Program.** Participants said it is important to promote the program with ads on the bus, or in printed pamphlets for customers to read about and understand both how it works and what its limitation are. One participant also suggested that trip planning apps include the price of the whole trip (including the discount with One Fare) to help people understand their time and money spent on travelling.
- **Better integration and accessibility between transit agencies is needed for the One Fare Program.** Some participants are still confused about how to connect between different transit agencies or find it difficult to access other transit stops. Participants suggest easier and accessible connections, such as a shorter walk and more information on how to transfer between agencies. There was a suggestion for the different transit agencies to share the same bus stop, where possible – this would make it easy to connect to and make it less likely for people to miss their bus. One participant also suggested the TTC create a trip planning app where all transit agencies exist, to help people plan their trip.
- **The UP Express should also be included in the One Fare Program.**

Feedback about construction-related service impacts

TTC shared an overview of select 2024 construction projects, including how they had applied the principles developed in the 2024 Annual Service Plan process to those projects. They then asked participants for their thoughts on service detours and how TTC could improve.

Suggestions on how TTC could improve service detours

Participants' suggestions on how TTC could improve service detours included:

- **Provide more information and communication when conveying construction messaging to customers.** Participants identified that a number of times, they missed their bus or bus stop because of construction. In those times, there was no signage posted, directing customers to the next available stop. This is especially important for people who are from out of town or don't often take the route. Consider providing service disruption text message alerts to people waiting at stops about the next available stop if it is closed. It is important for customers to know about construction detours and other service disruptions before they start planning their trip. *TTC Response: We do have project specific techniques used for when there are longer term impacts to a neighbourhood because of planned service disruption. For example, having Wheel-Trans on standby to service some areas along College Street when there was no direct service.*
- **Consider alternative options for those with accessibility needs when there are disruptions to TTC service.** There should be an alternate way to pick up passengers with accessibility issues, like using the Community Bus or Wheel-Trans service when there are disruptions to the network.
- **Consider better connections to subway stations when buses cannot get in due to construction.** Particularly mentioned was the station work at St Clair West Station, as customers had to get off the bus and walk down a hill to access the station – which is not an accessible option for all.

Other proposed service adjustments and improvements

TTC shared several other proposed service adjustments and improvements, including to services in Downtown and East York, Etobicoke, Scarborough Blue Night, and Etobicoke Blue Night. They asked participants for their thoughts on the proposed adjustments.

Participants had a few suggestions and comments on some of the proposed adjustments and improvements. On Blue Night service, participants suggest the TTC improve the frequency of the buses, especially between the times of 3am – 5am when many night shift workers start their commute, this is especially important along the business/industrial areas. Additionally, it is important that connections between different Blue Night buses are timed well so customers are not waiting 30 minutes in between each bus. Specific suggestions are included below.

Feedback about specific adjustments and improvements

Participants shared feedback about several of the specific service adjustments and improvements planned in the 2025 Annual Service Plan. This feedback included:

<i>Proposed service</i>	<i>Feedback</i>
145 Belfield	The 145 route is a good idea because of its connection to the Viscount Station, especially because it offers transit agency connections and customers can take advantage of the One Fare Program. There was a suggestion to use the Community Bus in the area where service will be removed (Atwell Loop) to help customers adjust to the changes.
22 Coxwell	It is a good idea to mix the two routes together. What is the level of frequency planned for this route? <i>TTC Answer: The lower half of the route is under the 10 minute bus network system, while the upper half is less frequent. The plan is to increase service along the entire route to provide better connections to Line 5.</i>
Etobicoke Blue Night	A couple of participants said they prefer Option 1 because it is important to have night service near schools and universities, for students who are using the facility late at night. They also like Option 1 because it eliminates the middle route, to make it easier to travel.

Focus Group 3: Shift Workers

On August 14, 2024, 7 participants attended the focus group. Participants shared feedback about Community Bus service, the One Fare Program, construction-related service impacts, and the proposed service adjustments and improvements.

Feedback about the Community Bus service

TTC shared an overview and review of its Community Bus Service, explaining that the service's current ridership has not been meeting its minimum service standards on various routes and that TTC is exploring opportunities to improve it. TTC asked participants for their thoughts on how it could improve the Community Bus Service.

Few participants were aware of the Community Bus service and had misconceptions about the service. Questions and further suggestions on how to improve the service are included below.

Questions about the Community Bus service

- **Question: Do Community Bus services have a text messaging system to know when the next bus is coming?** *Answer: There is no real-time tracking information on the Community Bus. The bus runs on a set schedule.*
- **Question: Where can we find the Community Bus schedule?** *Answer: It is available on ttc.ca*
- **Question: Can customers bring a bicycle on the Community Bus?** *Answer: There are no bike racks on the Community Bus so a bike would have to be brought inside the bus, if space permits.*

Suggestions on how TTC could improve the Community Bus service

Participants said that they know little about the Community Bus service, or how it could be used. Some thought the Community Bus was another bus service for those who needed accessibility accommodations. Some also said that now that they know about this service, they would consider using it as a complimentary service to their regular route, in instances like missing a bus. They said better awareness and expanding the service could help with ridership. Suggestions on how to improve this service included:

- **Create better awareness of the Community Bus service.** Many participants had no idea that it provided service to all TTC customers, or where to find the routes, schedule, etc. They said to increase ridership, it is important spread the message that this service exists. One way to promote it, is by using the low ridership to the TTC's advantage. For example, TTC could promote the 403 Don Mills South Community Bus by recommending people use the 403 Don Mills South Community Bus instead of the busy 25/925 Don Mills route. Another suggestion is to use the current trip planning apps, station TVs, social media, short promotional videos and other ads to promote the Community Bus. Providing real-time information on trip planning apps could also encourage people to take a Community Bus instead of the regular bus.
- **Consider expanding the coverage area for the Community Bus to increase ridership.** This includes using it downtown for students to use as they travel to university from other parts of the city, or to use as a long one-seat ride when there are medical appointments across different parts of the city, or to use in local communities for school aged children as they head to school.

Feedback about the One Fare Program

TTC shared a brief overview of the One Fare Program and explained that it is exploring opportunities to improve cross-boundary trips and introduce new connections between neighbouring transit agencies.

TTC asked participants about their experience with One Fare, how it has impacted their or others' travel behaviours, and the kinds of changes they thought TTC could make to take better advantage of the program.

Almost all of the participants in the discussion said they had direct experience with the One Fare Program and were thankful for the program saving them time and money. They said they are now encouraged to try other transit systems and visit other areas across the city. They also said they find it "thrilling" to see their money be refunded onto their PRESTO. One participant said they are now encouraged to visit family in the GTA using transit, and they hope that the program is extended to other regions, like Oakville. Questions about the One Fare Program are included below.

Questions about the One Fare Program

- **Question: What discounts are there for using the monthly TTC pass with a partnering agency?**
Answer: The monthly TTC pass is not eligible for the One Fare Program.
- **Question: Does the 2-hour transfer period still apply?** *Answer: The transfer period timeframe depends on the transit agency that the customer is transferring to. When transferring in-between TTC services a customer has up to two hours for a free transfer. The same is applied when transferring to either MiWay, York Region Transit, Brampton Transit, or Durham Region Transit. When transferring to GO Transit a customer will receive a free transfer as long as they are within two hours of the first tap on the TTC. A customer will then receive a free transfer for up to three hours from their first tap on GO Transit.*

Suggestions on how TTC could One Fare Program

Suggestions on how the TTC could better take advantage of the program included:

- **Consider a monthly pass that integrates all systems into PRESTO.**
- **Consider specific “pay what you can” days to the TTC systems.**

Feedback about construction-related service impacts

TTC shared an overview of select 2024 construction projects, including how they had applied the principles developed in the 2024 Annual Service Plan process to those projects. They then asked participants for their thoughts on service detours and how TTC could improve.

Suggestions on how TTC could improve service detours

Participants’ suggestions on how TTC could improve service detours included:

- **Continue to communicate with customers about detours before they are implemented.** One participant shared their experience with a change that happened on their route, which had little notice causing them to be late to work. Another participant suggested the “red shirt information staff” to be present along the detour stops/areas to direct people to the next stop.
- **Ensure there is consistency with all bus drivers when there are construction impacts to subway stations.** Jane Station had some buses pull into the station and some stop on streets instead.
- **Increase the transfer period to more than 2 hours** when detours are happening due to construction.
- **Create interactive online maps that show where the detours/construction impacts are,** with an estimated travel time to help customers decide on their alternate routes.

Other proposed service adjustments and improvements

TTC shared several other proposed service adjustments and improvements, including to services in Downtown and East York, Etobicoke, Scarborough Blue Night, and Etobicoke Blue Night. They asked participants for their thoughts on the proposed adjustments.

Participants had a few suggestions and comments on some of the proposed adjustments and improvements. For the Blue Night Service, participants said they’d like to see more frequency for buses and decrease in the distance between stops. Especially in the winter, it is difficult, cold, and unsafe to walk 30 minutes to reach the nearest Blue Night bus stop. One participant said they were concerned with the bunching of Blue Night buses, and they suggested for drivers to stall on their bus if they see bunching happening. Specific suggestions to routes are included below.

Feedback about specific adjustments and improvements

Participants shared feedback about several of the specific service adjustments and improvements planned in the 2025 Annual Service Plan. This feedback included:

Proposed service

Feedback

Blue Night Etobicoke

Majority of participants said Option 2 was the better option because there are less changes to the route in comparison to Option 1. One said

they prefer Option 1 because it covers more area for people to reach more stops.

Appendix A. Agenda

TTC 2025 Annual Service Plan

Round One Focus Groups

Thursday, August 8, 13, and 14 2024

6:00 – 8:00 pm

Meeting held online

Meeting purpose

To share and seek feedback on the draft initiatives and priorities for the 2025 Annual Service Plan.

Proposed agenda

6:00 Welcome, land acknowledgement, introductions, agenda review

Jasmine Eftekhari and Jordan Langlois, TTC

Khly Lamparero, Facilitator, Third Party Public

6:15 Update and overview of the 2025 Annual Service Plan

Jordan Langlois, TTC

- 5-Year Service and Customer Experience Action Plan
- 2024 Service Update
- 2025 Annual Service Plan overview

Questions of clarification

6:40 Discussion: broader service initiatives

Community Bus Service

1. Given our review of the Community Bus service (along with your experience of this service, if any), what thoughts do you have on how we could improve it?

One Fare Program

2. What has your experience with the One Fare program been? How easy is it to understand, and how has it impacted your (or others') travel behaviour?
3. What kind of changes do you think TTC could make to better take advantage of the One Fare program?

Construction

4. To the extent that you're familiar with the construction projects currently happening, what do you think is going well with the service detours for these projects and what can we improve on? Do you have any other advice for us to consider when planning for service adjustments and detours due to construction?

7:20 Overview of proposed service adjustments and improvements

Jordan Langlois, TTC

Questions of clarification

7:35 Discussion: proposed service adjustments and improvements

1. What are your thoughts on the proposed service adjustments and improvements?
Is there anything you particularly like or find concerning?

7:55 Wrap up and next steps

8:00 Adjourn

