



TTC 2021 Annual Service Plan

Public Consultation Summary

Survey Timeframe: September 25, 2020 – October 9, 2020

Total Online Survey Participants: 334

Total Mail-in Survey Hard copies Received: 5

Total Feedback Received via Email and Voicemail: 15

Overview

The TTC hosted a survey between September 25, 2020 and October 9, 2020 to seek the public's feedback on the emerging priorities and proposed service initiatives for 2021. There were several ways people could share their feedback, including via an online survey, mailing a hard copy of the survey (which could be downloaded online or mailed upon request), sending an email, and leaving a voicemail. A total of 354 people participated and provided feedback, with 334 participating through the online survey, 5 through mail-in survey hard copy, 14 through email, and 1 through voicemail. The online survey was available on the TTC's website and was promoted through the TTC's social media networks, City Councillors, stakeholders, people who signed up to receive updates about the service plans, and by placing posters on key transit stop areas and stations. The survey was not designed or intended to ensure a statistically significant sample.

This survey was part of a broader public and stakeholder consultation process for the 2021 Annual Service Plan (ASP). Annual Service Plans identify how the TTC will serve customers in the coming year, and the 2021 ASP will be unlike any other service plan the TTC has ever prepared. It will focus on transit strategies to respond to the COVID-19 pandemic and economic recovery as well as refining the initiatives approved in 2019 by the TTC Board in the 5-Year Service Plan and 10-Year Outlook.

There are three main categories participants were asked feedback about, and this feedback summary is organized under the following categories:

1. Emerging priorities for 2021
2. Express bus service evaluation and expansion
3. Other service improvements

RapidTO Priority Bus Lanes are also part of the 2021 ASP. Dedicated surveys were developed for the first two corridors (Eglinton East and Jane Street) identified for the RapidTO program to seek feedback on the potential service concepts developed for key bus routes operating on these priority bus lanes.

This summary report was prepared by the third-party consultation team from Swerhun Inc. It is one of three separate summaries prepared as part of the TTC's public consultation about its 2021 Annual Service Plan. The other two surveys focus on the Eglinton East Priority Bus Lane and Jane Street Priority Bus Lane. Feedback summaries about the Eglinton East and Jane Street Priority Bus Lanes can be found on www.ttc.ca/annualplan.

Overall Snapshot of Feedback

The following points reflect an overall snapshot of feedback. The remainder of this summary provides additional details regarding these points, as well as many others, shared by participants.

- **Overall support for the emerging priorities.** Generally, participants supported the emerging priorities the TTC identified for its 2021 Annual Service Plan. They suggested some additional priorities to consider, including: the health and safety of all customers (especially given the COVID-19 pandemic); customer communication (especially for service diversions, detours, and disruptions), integration of bike lanes, express routes, priority lanes, and other priorities.
- **Crowding remains a key issue and concern, especially during the pandemic.** The TTC should focus as much as possible on reducing crowding, especially in marginalized communities, which have been hit hardest by the pandemic and where bus crowding remains an issue. Suggestions on how to address crowding included running more buses, especially on crowded routes. Reducing crowding now would continue to be a benefit to riders even after the pandemic.
- **General support for express bus routes and services.** The introduction of express bus routes has made a big difference for some people's commutes, especially during rush hour periods. Participants had more mixed opinions on whether there is a good balance between local and express service on the transit corridors they use.
- **Proposed service changes need to consider accessibility.** Whether proposing changes to the Express Bus Network or eliminating or changing service as part of the performance review, the TTC should make sure that any changes do not make it more difficult for people with accessibility needs to use the transit system.
- **Appreciation for the TTC's continued hard work,** especially given the difficulty of keeping an essential service running during a pandemic.

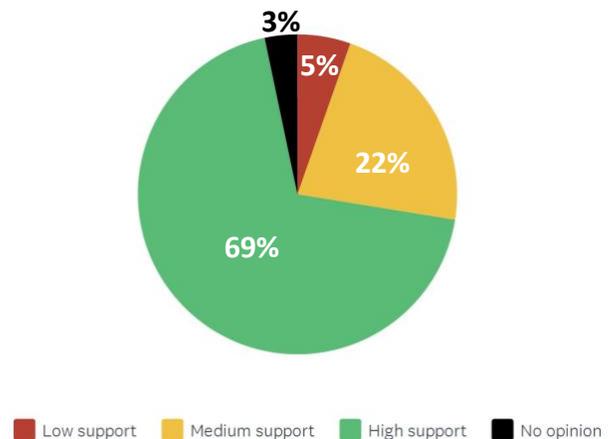
Feedback about Emerging Priorities for 2021

The TTC shared its emerging priorities for 2021 Annual Service Plan and asked participants to identify how much they support each priority. Participants also shared feedback on what (if anything) they thought was missing, suggested refinements, and additional thoughts.

Feedback on Priority 1: Sustain demand-responsive service

334 participants provided a response. **69%** said they have **high support** for Priority 1, **22%** said they have **medium support**, **5%** said they have **low support**, and **3%** said they have **no opinion**. Additional comments participants shared about this priority:

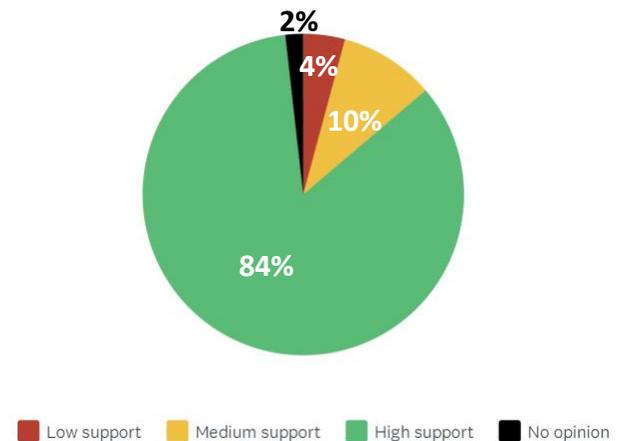
- **Glad to see the TTC took considered COVID-19 when developing the Annual Service Plan.**
- **Sustaining demand-responsive service is required as travel patterns evolve, but there needs to be improved reporting on how it is being deployed.** There is a huge gap in reporting how the demand-responsive buses are used, both in terms of service tracking and crowding data. Without the ability to associate demand-responsive buses with specific routes and services, it's impossible to assess the effectiveness of these buses. It's not just that the extra buses are not visible on trip planning apps — they also cannot be reported on after-the-fact to establish what service the TTC actually operated.



Feedback on Priority 2: Improvements to regular scheduled service

334 participants provided a response. **84%** said they have **high support** for Priority 2, **10%** said they have **medium support**, **4%** said they have **low support**, and **2%** said they have **no opinion**. Additional comments included:

- **General strong support for Priority 2.** Participants said that reducing crowding, addressing travel patterns, and improving service reliability are very important.
- **Significantly improve and increase bus service in underserved communities and areas experiencing overcrowding.** Providing more and enhanced service in areas underserved by transit (including the inner suburbs, areas far from the rapid transit) is needed. Added investment (not just re-allocation) is necessary for high-volume routes, especially as these routes are often in

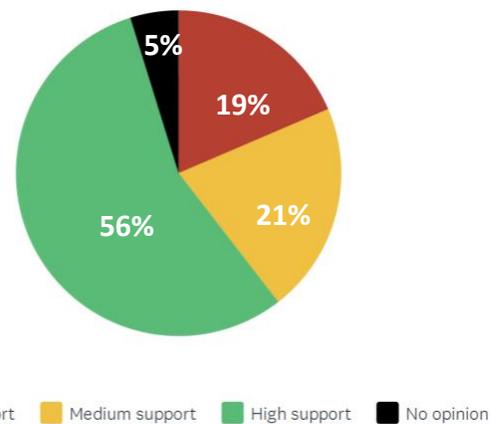


areas with higher COVID-19 rates. The TTC needs to acquire funding and take steps to address crowding and make riders feel safe on transit, including deploying more buses and re-hiring laid off operators. It is not fair to ask riders to wait for a bus that is less crowded, not asking them to balance the need to get to their destination on time and safely. Not enhancing service in these areas penalizes the highest-risk riders with the fewest options.

- **Improving service reliability should be a top priority.** Uneven headways, vehicles not arriving on time, bus bunching, and big service gaps are long-standing issues across the network that need to be addressed. These reliability challenges add to crowding problems and riders’ resistance to take journeys involving transfers. Better use of real-time data and revisiting service standards are needed to improve experience on transit.

Feedback on Priority 3: Advance key strategic initiatives

334 participants provided a response. **56%** said they have **high support** for Priority 3, **21%** said they have **medium support**, **19%** said they have **low support**, and **5%** said they have **no opinion**. Additional comments included:



- **Strong support for surface transit improvements.** Many expressed support for implementation of RapidTO priority bus lanes for faster travel and wait times and encouraged the TTC to implement RapidTO on other major avenues, especially in the suburbs. At the same time, RapidTO only address a small part of the system so the TTC should make sure its pay attention to the system as a whole.
- **Strong concerns about microtransit services.** Many expressed concerns about microtransit, with some suggesting removing it from the priorities altogether. Some were concerned that exploring microtransit could lead to privatization and higher fares. Others said that, if the TTC does implement microtransit, it should keep it an “in-house” municipal service instead of contracting it private companies and subsidizing the cost. TTC has the ability to train and deploy its own staff. Others said microtransit works well in rural areas, but even in suburban parts of Toronto, demand across the network is too high to be reliably served by this model. Others did not like that service is automated and would like to see real people operating vehicles. A few asked for clarity on what exactly microtransit means to the TTC means — does it refer to relying on private ridesharing services like Uber to reduce bus demand or integration with public services like Bike Share?
- **Support for fare integration, particularly with GO Transit.** Participants said they would like to be able to use both TTC and GO Transit seamlessly and affordably and suggested the TTC consider re-instating the \$1.50 discount for transfers between TTC and GO Transit. Participants also suggested the TTC consider providing discounts for transfers to adjacent municipal transit systems. Others said that, while integration is a nice goal, there should be a clearer explanation of what the implications of any changes might be. Active cooperation and financial support at the Provincial level is needed to avoid “robbing” Toronto of fare revenue to subsidize cross-border travel.

Other suggested priorities to consider

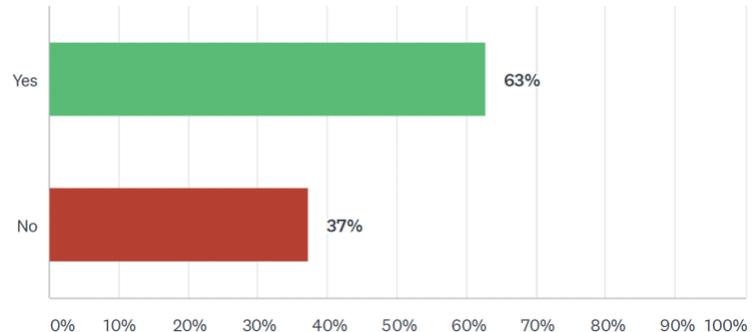
- **Health and safety of riders and TTC staff.** Many said they would like to see more steps taken to support the health and safety of transit riders and vehicle operators, including: enforcement of mask wearing for both riders and TTC vehicle operators; providing hand sanitizers at the front of the bus; thorough and consistent cleaning of vehicles stations, and station washrooms; and proper ventilation of vehicles.
- **Improve customer communication.** Many said real-time, transparent, and more accessible communication of system updates should be a priority, including: real-time updates about service diversions, detours, disruptions, and station accessibility (such as changes to elevator status). Vehicle arrival screens should display this type of information on surface transit routes. Others also said it is important to notify customers of service changes using different channels — not just social media or apps — since not everyone has access to these tools.
- **Fare reduction.** Some said the Annual Service Plan should consider the financial situation of riders by reducing or freezing fares or charging lower fare for those with low income. More federal and provincial funding is needed.
- **Improve reliability of PRESTO machines.** Several participants said malfunctioning PRESTO card readers need to be fixed, especially since their malfunctions undermine rider confidence that they've been charged the correct amount. Others said monthly printed Metropass should be restored — printed Metropasses were especially helpful for riders with disabilities. PRESTO cards can stressful since they require setting up an account and providing paying information.
- **Integration with bike lanes.** Safe bike lanes integrated with TTC stops, stations, bus lanes, and major destinations would increase ridership and offer alternative ways for people to commute. They would also help reduce emissions, encourage healthier living, and address gridlock.
- **Accessibility of transit network.** Even with significant investment in elevators, accessing subway service involves overcoming multiple barriers from the street-level, from turnstiles all the way down to platforms and into trains. Consider providing staff to assist vulnerable people on transit vehicles. For example, ensure riders do not occupy seats set aside for distancing and see that disabled persons are able to get the seats they require.
- **Analysis of alternatives and options.** It would be helpful to understand what might be done to help the TTC run more service, how much it would cost, and what alternatives the TTC explored in preparing this Annual Service Plan. For example, it would be helpful to know: the implications of new service standards with lower maximum loads for COVID-19 (and what the resources would be needed to apply those standards); which constraints are physical (fleet and garage capacity) and which are policy and budget driven, and; whether the high ratio of spare vehicles maintained makes sense. The lack of alternatives considered is a gap in the Annual Service Plan. There is no sense of alternatives analysis or “what if” planning.
- **Improve service integration with neighbour transit agencies** to support people who commute across municipal borders on a regular basis.

Express Bus Service Evaluation and Expansion

Participants provided feedback on the Express Bus Network, including feedback on two new express routes recommended to operate in peak periods on Kennedy Road and Warden Avenue.

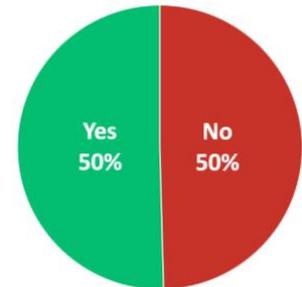
Profile of participants who use of express bus service

322 participants responded to a question about whether they use an express bus service. **63%** of participants said they do, and **37%** said they do not.



Feedback on local and express service frequency

Participants' opinion was split on whether there is a good balance between local and express service on the transit corridors they use. Out of the 236 participants who provided a response, **(50%)** said yes, and **(50%)** said no.



Those who said there is a **good balance** of service frequency between local and express service said:

- **The current ratio of express to local buses suits their needs.** For every express bus that arrives at a stop, typically 1-3 are local. With this balance, participants said that they do not have to wait more than 5 or 10 minutes for a bus that can take them to their destination. Others said that for major corridors, especially during peak hours, there are enough options available to plan their route and get to their destination on time if they miss an express bus.
- **Specific express bus routes where some said there is a good balance of service frequency with local service included:** 905 Eglinton East Express, 925 Don Mills Express, 929 Dufferin Express, 935 Jane Express, 939 Finch Express, 941 Keele Express, 954 Lawrence East Express, 985 Sheppard East Express, and 986 Scarborough Express.
- **Support for express routes.** Express service is generally faster and more convenient than local routes — taking an express bus over a local bus can reduce total travel time by 15-20 minutes. Some said express routes are especially valuable for those travelling to major intersections, transfer points to other routes or subway lines, and those travelling the farthest distances. Others said they use express service for most of their journey and then transfer to a local bus to reduce their overall travel time. Some suggested increasing service on local buses so that service is more reliable and customers do not have to wait for express buses.

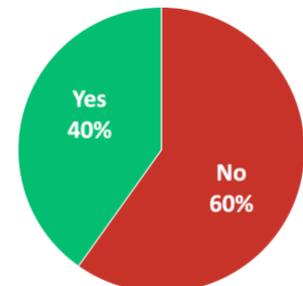
- **Express bus service is valued, and its importance was even more understood during the temporary cease of operations due to the pandemic.** When the operation of express routes stopped during the pandemic, participants said they really felt its impact. Not having express buses on very busy routes leads to near-constant overcrowding on local routes and puts riders in longer close contact with other riders – which is a problem during a pandemic.

Those who said there is **not a good balance** of service frequency between local and express said:

- **Express buses arrive infrequently and often at the same time.** Generally, participants said express buses are infrequent and run either ahead of or behind schedule. Express buses are more likely to bunch during peak hours, when demand by customers is greatest. Some said they wait up to 30-minutes for a bus to arrive, only to have multiple express buses arrive at the same time. Others said express buses often arrive at the same time as a local bus. Participants suggested better coordination of schedules and for express routes to revert to local service when ahead of schedule or under capacity (to alleviate pressure on local buses).
- **Little difference in travel times between local and express routes.** Some said their travel times remain the same or even later despite taking an express bus. In some cases, participants said the express route makes almost the same number of stops as local service, making it no more efficient than the local route. Participants suggested reducing the number of stops along express routes and increasing the number of express buses operating at any given time.
- **Concerns about overcrowding on buses, especially during COVID-19.** Some said the lack of balance between local buses and express buses at stops is causing overcrowding. Multiple local buses arrive that are crowded, while express buses arrive less frequently and are less crowded. Others said express buses often leave stations at the same time as local buses, especially when local buses are crowded. In other instances, participants said express buses leave stations already full and skip stops along their route due to crowding. With the removal of express routes during COVID-19, customers are dealing with increased overcrowding, which doesn't allow for effective physical distancing. Many suggested both restarting express service and increasing the number of express buses operating to reduce overcrowding along major routes. Others suggested increasing the frequency of both local and express buses at each stop.
- **Specific express bus routes some identified as not having a good balance of service frequency with local service included:** 905 Eglinton East Express, 929 Dufferin Express, 952 Lawrence West Express, 954 Lawrence East Express, 984 Sheppard West, and 986 Scarborough Express.

Feedback on changes to express stops

Participants shared feedback about whether they would like to see any changes to the express stops on their route. Out of the 229 participants who provided a response, **(40%)** said yes, and **(60%)** said no. Those who suggested express stop changes said they preferred fewer express stops, saying express service should only stop at major intersections, subway stations and transfer points, or



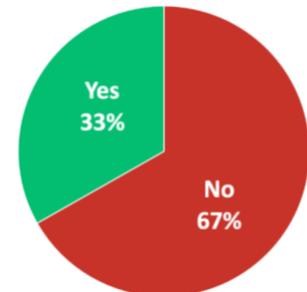
other key destinations. Specific suggested changes to express routes included:

- **145 Downtown Humber Bay Express** – change to an express route to 501 Queen
- **902 Markham Rd Express** – remove Painted Post Dr stop
- **924 Victoria Park Express** – add a stop at Van Horne Ave
- **929 Dufferin Express** – eliminate St Clair & Dufferin Gate
- **935 Jane Express** – stop at Don Mills Subway instead of Finch Subway
- **939 Finch Express** – add stops at Bishop & Willowdale, Finch & Maxome, Doris & Finch, Busway & Alness (to allow connection to 117 Alness-Chesswood)
- **944 Kipling South Express** – add Horner Ave
- **954 Lawrence East Express** – consider extending to Eglinton Station
- **985 Sheppard East Express** – consider extending to Rouge Hill Station
- **986 Scarborough Express** – remove stops at Pharmacy and Birchmount; reduce stops and divert to Lawrence

Feedback on new periods of service for existing express routes

As part of TTC's *Express Bus Network Study*, further enhancements to express bus routes are recommended to the surface transit network. A few existing express routes are recommended for new periods of service, including 929 Dufferin Express (weekend daytime), 941 Keele Express (weekday midday), etc.

Participants shared feedback about whether if there were any other existing express routes they would like to see operate in periods where they currently do not operate. Out of the 304 participants who provided a response, **(33%)** said yes, and **(67%)** said no. Those that said yes suggested the following new periods of service:



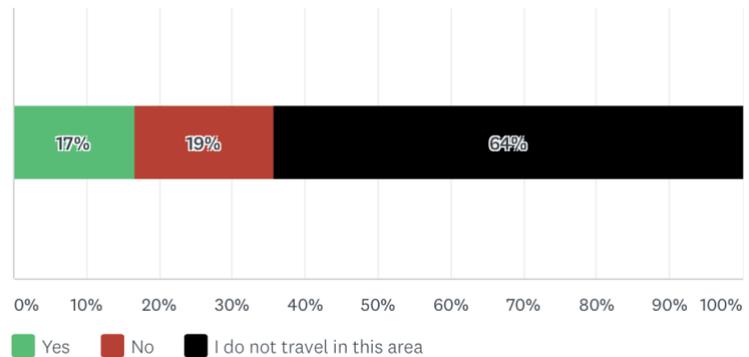
- All express service should operate Monday to Friday, 12 hours a day, with the last departure at 11 PM
- **141-145 Downtown Express Routes** – operate more frequently
- **902 Markham Rd Express** – weekday evenings; weekend daytime
- **903 Kennedy-Scarborough Centre Express** – weekdays
- **905 Eglinton East Express** – weekday evenings, weekends daytime
- **924 Victoria Park Express** – all day service, weekday midday, Saturday afternoon
- **925 Don Mills Express** – later service on weekend evenings
- **935 Jane Express** – longer operation on weekends, consider operating periods during weekdays
- **939 Finch Express** – 7 am to 8 am; 3 pm to 6 pm, 939B and 939A should have similar periods, weekend evenings, weekday evenings; late evenings
- **941 Keele Express** – weekends daytime
- **945 Kipling Express** – 7 am to 8 am; 3 pm to 6 pm
- **952 Lawrence West Express** – all day service
- **953 Steeles East Express** – weekend late evenings
- **954 Lawrence East** – off-peak service; all day service
- **960 Steeles West Express** – weekend late evenings
- **985 Sheppard East** – off-peak periods

- **986 Scarborough Express** – weekday evenings/late evenings, weekday off-peak periods, and weekends
- **995 York Mills Express** – weekday off-peak periods; weekday daytime and evenings
- **996 Wilson** – all day service

Feedback on stops for new express service on Kennedy

A new express route is recommended to operate in peak period on Kennedy Road (943), operating between Steeles Avenue and Kennedy Station.

With the new express service being considered on Kennedy, participants shared suggestions on where express stops should be added. Out of the 305 who provided a response, **(17%)** shared suggestions, **(19%)** had no suggestions, and **(64%)** had no opinion as they do not travel in this area.



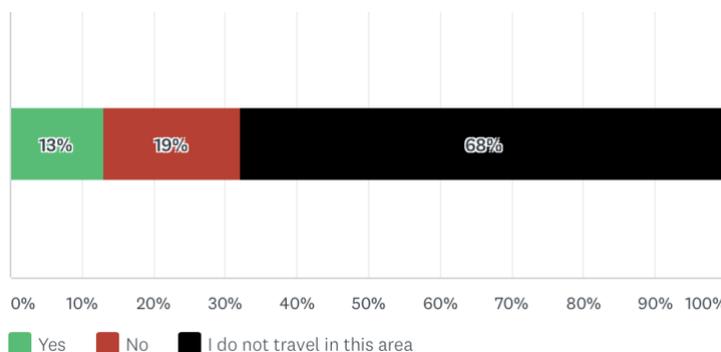
Suggested express stop locations on Kennedy for the new 943 express route:

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| <ul style="list-style-type: none"> • Agincourt Mall • Antrim Crescent • Bertrand Avenue • Ellesmere RT Station • Kennedy GO Station • Ellesmere Road • Finch Avenue • Huntingwood Drive • Kennedy Commons | <ul style="list-style-type: none"> • Lawrence Avenue • McNicoll Avenue • Milliken GO Station • Pacific Mall • Progress Avenue • Scarborough Centre • Sheppard Avenue East • Steeles & Midland Avenue • Village Green Square |
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Feedback on stops for new express service on Warden

A new express route is recommended to operate in peak period on Warden Avenue (968), operating between Steeles Avenue and Warden Station.

With the new express service being considered on Warden, participants shared suggestions on where express stops should be added. Out of the 305 who provided a response, 40 (13%) shared suggestions, 58 (19%) had no suggestions, and 207 (68%) had no opinion as they do not travel in this area.



Suggested express stop locations on Warden for the new 968 express route:

- Arkona Road
- Ashtonbee Road
- Bamburgh Circle South
- Barrymore Road
- Birchmount Road
- Bridletown Crescent South
- Canadian Avenue
- Comstock Avenue
- Eglinton Avenue
- Ellesmere Road
- Finch Avenue
- Huntingwood Drive
- Lawrence Avenue
- McNicoll Avenue
- Minford Road
- Sheppard Avenue
- St. Clair Avenue
- Steeles Road
- Tower Road
- Warden Station

Beyond suggesting specific stops, participants encouraged the TTC to make sure the new express route integrates with existing major bus routes and stops at all major intersections.

Other Service Improvements

Participants provided feedback on the following service improvements the TTC is planning on including in the 2021 ASP:

1. **New service in the network**
2. **The Scarborough East Area Study**
3. **Service changes from performance review**
4. **Service adjustments made to bus routes after the Line 1 northwest extension to Vaughan opened in 2017**

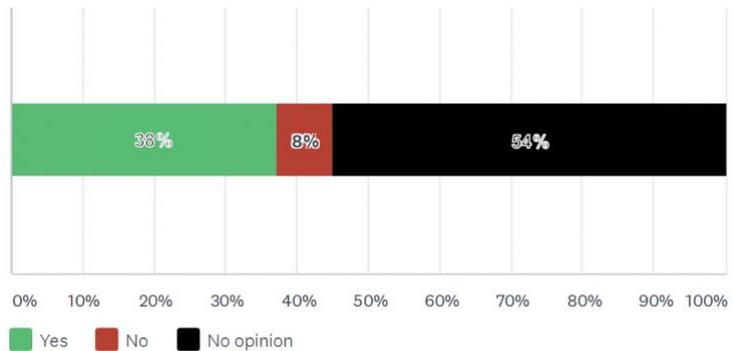
Participant feedback on other service improvements is summarized below.

New service in the network

New services to Regent Park and Stanley Greene are recommended in 2021 in response to ridership changes and to support the changing needs of customers. Participants feedback on these new services are summarized below.

New service to Regent Park

Participants shared feedback about whether they supported the proposed changes to 121 Fort-York Esplanade, which will provide new service to Regent Park. Out of the 304 participants who provided a response, **38%** yes, **8%** said no, and **54%** said they had no opinion as the question does not apply to them.



Participant feedback on the new service is summarized below.

- **Many welcomed the proposed changes to the 121 Fort York-Esplanade.** The proposed changes improve service to the growing Regent Park neighbourhood and improve Regent Park residents' access to downtown. More service in this area would also help improve low-income residents' access to important destinations like the Bridgepoint Health Hospital. Some said the new route would be a good alternative to the existing streetcar route, helping reduce wait times and offering riders more flexible travel routes. Others said they support this change as it will provide a more accessible transit service (relative to streetcars) on River St. Consider increasing the frequency of service to 10-15 minute headways of 30 minute headways.

Some provided specific suggestions on the routing of the service, including:

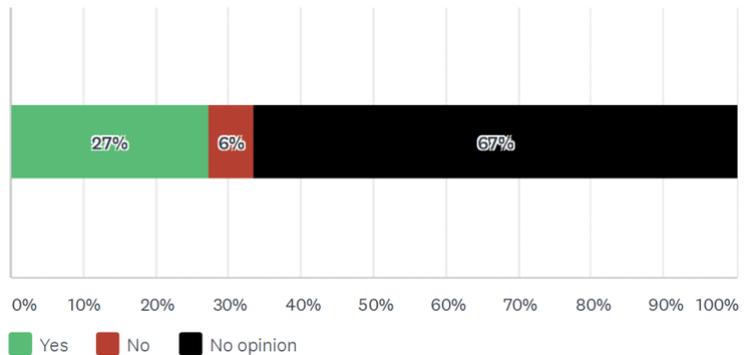
- run the westbound service on Front St (not Wellington) as westbound congestion is worse street on Wellington;
 - consider a stop on Front St between Bay and York to allow proper service for those going to Union Station
 - the bus travelling west on The Esplanade should turn north on Yonge and then west on Front over to Bay Street, then go north to King;
 - connect to Broadview Station to serve as an alternative to downtown instead of looping at Gerrard/Broadview area;
 - extend east of Bayview on Front St;
 - modify north end of the route by staying on River St to Bayview extension, north to Rosedale Valley Rd to Rosedale Subway Station.
- **Continue providing the seasonal route to Cherry Beach, either through 121D Fort-York Esplanade or a revised 72 Pape.** Access to Cherry Beach is important for people served by route 121 as they don't have a lot of easy access to green and park spaces (especially those who don't own cars). Given our experience with COVID-19, access to greenspace is important.
 - **Strongly consider making the route go to Union Station instead of King Station as King Station is not accessible.** Some said they do not like the proposed route changes to 121 Fort-York Esplanade since it goes to King Station instead of Union. Since King station is not accessible,

having the bus go to King would limit access people with strollers, walkers or wheelchairs, seniors, and mobility challenges. The TTC should update the route to go to Union Station.

- **Make sure there are alternative routes that would provide service to Ontario Place and Exhibition grounds.**

New service to Stanley Greene

Participants shared feedback about whether they supported the proposed new service to the Stanley Greene neighbourhood. Out of the 299 participants who provided a response, **27%** said yes, **6%** said no, and **67%** said they had no opinion as the question does not apply to them.

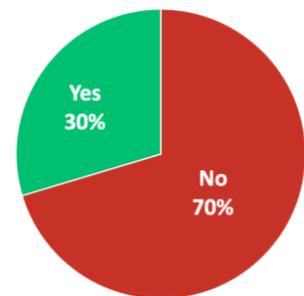


Participant feedback on the new service is summarized below.

- **Participants who supported this new service said it’s to providing service to isolated neighbourhoods.** Residents in this area currently have to walk a long distance to access transit. Some suggested operating the new service off-peak, including weekday, midday, and weekends.
- **Questions about why Stanley Greene neighbourhood is getting a new transit coverage instead of other neighbourhoods.** Among the few participants who did not support the new service to Stanley Greene, they generally said that this area could be served by modifying existing routes, like 120 Calvington or 101 Downsview, instead of getting a new route.

Other areas for new transit service

Participants shared feedback about whether there were any other areas for new transit service the TTC should consider in future Annual Service Plans. Out of the 297 participants who provided a response, 88 (**30%**) said yes and 209 (**70%**) said no. Those that said yes suggested the TTC consider the following areas for new transit service:



- **Bus stop at 900 Passmore Ave** – consider a bus stop at this Amazon fulfillment location as many workers who take the TTC have to walk a long distance to get to their job. They are also concerned that it will be difficult to get to their job in winter. Consider having 134 Progress or 53 Steeles East bus routes stop at this location.
- **Extend 91 Woodbine to Don Mills Station** – consider a with two-way service to Valley Woods Rd, running via Sandover/Graydon Hall; this change would make the route more useful to anyone who lives on Lawrence and would better connect the dense residential neighbourhood in Graydon Hall area to Don Mills Station.
- **Service on Brimorton Road** going south as residents in the area have to walk far to access transit.
- **Service on Orton Park and Scarborough Golf Club Road** to access Ellesmere Rd.
- **Service on Morningside Heights** by expanding 42 Cummer to Morningside & Finch.
- **Service on Centennial Rd** by extending 86D service.
- **New express route from Malvern to Kennedy Station.**

- **New express route along McCowan Rd from Sheppard Ave to Steeles Ave East** – the 129 McCowan route in this corridor is overcrowded and slow during the afternoon weekday rush hour.

Other service improvement suggestions:

- **Provide more local and express bus service in the west end of Toronto** to support the people who work in the factories and warehouses in this area (and low-income communities).
- **Provide more bus routes serving the Meadowvale & Sheppard area.** A lot of people living in this area depend on the TTC, but they are limited in their bus options as there's currently only one bus going to this area from Kennedy Station: 86A Scarborough. These buses do not come frequently, which is a problem for seniors and the wintertime.
- **Extend bus service on Steeles or Finch west into Brampton** to connect with Brampton buses.
- **More frequent service on 80 Queensway, operating between Humber Loop and Sherway Gardens** (not all the way to Keele Station) that would connect to 501 Queen and 508 Lakeshore for easy access into downtown.
- **Extend 51 Leslie or 25 Don Mills on Freshmeadow east and west along Cliffwood.**
- **Install bus shelters in front of St Benedict Catholic School (2202 Kipling Ave).** The bus shelter here was removed 3 years ago due to construction. Construction has been completed, but the bus shelter has still not been re-installed.
- **Consider creating rush-hour only short-turns on the 23 Dawes** route that turns via Ferris and Glenburn to reduce rush-hour crowding.

New periods of operation for existing local routes

Participants suggested the following local routes they would like to see new periods of operation.

- **5 Avenue** – late evening service
- **12D Kingston Rd** – all day service
- **32C Eglinton West (service on Trethewey)** – start service operation at 6am on Sundays
- **35B Jane** – off-peak service
- **36D Finch West** – midday
- **60D Steeles West** – weekday evenings (past 6:30 pm)
- **79B Scarlett Rd** – weekend late evening service
- **86 Scarborough** – late evening service
- **86D Scarborough** – Sundays
- **106 Sentinel** – early morning Sunday service
- **116A Morningside** – weekends
- **162 Lawrence-Donway** – Fridays evenings
- **169 Huntingwood** – weekend late evening service
- **175 Bluffer's Park** – weekdays during summer months

Other suggested routes, but with no specific new periods of operation suggested

- | | |
|----------------------------|---------------------------|
| • 102 Markham Rd | • 501 Queen |
| • 129 McCowan North | • 54 Lawrence East |
| • 17 Birchmount | • 68 Warden |
| • 50 Burnhamthorpe | • 7 Bathurst |

Other service improvement suggestions

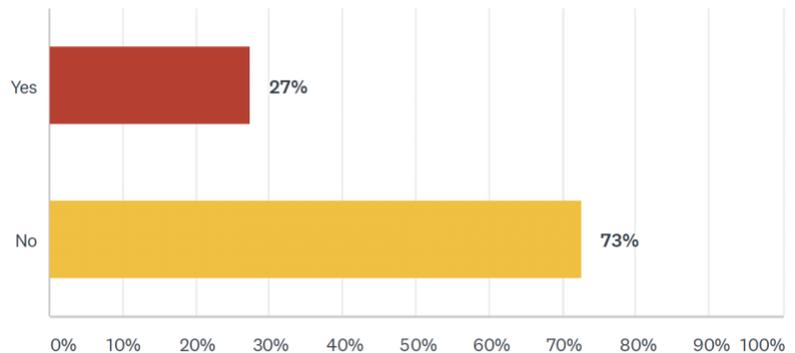
- **72A Pape** – frequent all day service
- **45A Kipling and 945 Kipling** – frequent weekday peak service, especially between 7am to 8am and 3pm to 4pm as buses get overcrowded when students go to school
- **Consider changing definition of off-peak periods.** 9am is too early to end peak service. Consider extending provision off peak service until 9:30am or 10am in the morning and 7:30pm in the evening.

The Scarborough East Area Study

10-minute network and associated service changes on Brimorton, Scarborough Golf Club, and Orton Park

As part of the Scarborough East Area Study, frequent 10-minute network service will be extended on Lawrence Avenue to Morningside, but customers on Brimorton, Scarborough Golf Club Road, and Orton Park will require a transfer to the Lawrence route. Service on Brimorton will be replaced by new service that connects from Scarborough Centre Station and Kingston Road/ Lawrence/ Morningside.

Participants shared feedback about whether this change will affect their travel. Out of the 154 participants who answered this question, **27%** said yes and **73%** said no.



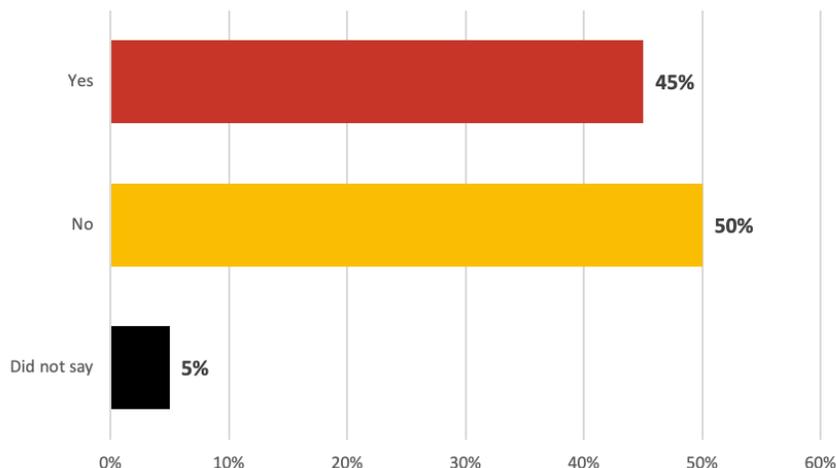
Participant feedback on the service change is summarized below.

- **Most supported the service change, saying it would make their trip faster and provide a more convenient travel to major destinations like Scarborough Town Centre.** This change will be beneficial as frequent service on Lawrence, east of Orton Park, has been long overdue. Glad the TTC is making this change.
- **A few were concerned about the required transfers and its impact on travel time.**
- **It's important to maintain service to Scarborough Golf Club Rd.**

Changes to 116A Morningside

Participants shared feedback about whether there were any destinations that they wouldn't be able to access if 116A Morningside is replaced with a branch of 905 Eglinton East Express. The 905 route will travel via Morningside, Kingston, and Eglinton for more direct travel to Kennedy Station, but will bypass Guildwood Parkway.

Out of the 40 participants who take the 116A Morningside bus route, **45%** said yes there are destinations that they wouldn't be able to access, **50%** said there are no destinations that they wouldn't be able to access, and **5%** did not say.



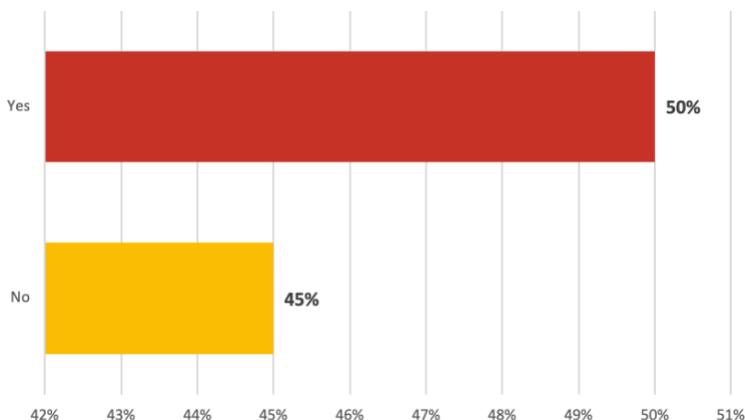
Destinations participants said they will no longer be able to access if 116A Morningside is replaced included:

- Overture Rd
- Guildwood Park
- UTSC
- Torrance Rd

Changes to 86D Scarborough

Participants shared feedback about whether there would be any destinations that they will no longer be able to access if 86D Scarborough is replaced with a new service connecting from Scarborough Centre Station. The new route will travel via Brimorton Drive and will no longer provide a direct service to Kennedy Station.

Out of the 11 participants who take the 86D Scarborough bus route, **50%** said yes, there are destinations that they wouldn't be able to access, and **45%** said there are no destinations that they wouldn't be able to access. Detailed feedback participants shared included:



- **The proposed changes to 86D Scarborough would significantly add to the travel time of those travelling from Kennedy Station to factories on Beechgrove.** Giving people who reside in Beechgrove, Orton Park, and Brimorton a regular bus service would benefit the community. However, if 86D Scarborough is replaced by a frequent express bus, there will be no impact on travel time.
- **Loss of direct access to Kennedy Station is a huge inconvenience.** Participants said that majority of riders take 86D to/from Kennedy Station. The proposed change would result in an extra transfer onto already crowded buses at Lawrence and Kingston, which will significantly impact those with mobility issues. Consider keeping 86D for peak periods to eliminate the transfer for customers heading to/from work and school in the mornings and afternoons.

Service changes from performance review

As part of the Annual Service Plan process, the TTC reviews the performance and efficiency of all the services in the network by the way of the net cost per passenger metric. This metric is the amount of subsidy the TTC requires per boarding customer, over and above fare revenue collected to operate the route. The higher the cost, the less sustainable it is for the TTC to provide the service. For 2021, the following services are no longer sustainable and are recommended to be eliminated so that resources can be reallocated to other busier services.

- 141 Downtown Mt Pleasant Express
 - 142 Downtown Avenue Rd Express
 - 143 Downtown Beach Express
 - 144 Downtown Don Valley Express
 - 145 Downtown Humber Bay Express
 - 903 Kennedy-Scarborough Centre Express
- Late evening service, seven-days-a-week on:
- 28 Bayview South
 - 33 Forest Hill
 - 62 Mortimer
 - 107 St Regis (and all-day on Sunday)
 - 167 Pharmacy North

Participants shared feedback about whether they agreed with these actions to adjust high-cost services and re-allocate resources to other parts of the network, and if they had any other suggestions on how the TTC might improve the performance of other high-cost routes. Participants said:

- **Majority of participants agree with the elimination of high-cost services and reallocation of resources to other parts of the network.** Participants agreed with reallocation of services if the cost is unsustainable and resources would be better used in busier routes. Some said that elimination of the late evening service with low ridership is fine if there are other options available and the next nearest service is not a long walk. Others suggested operating less frequent service to improve performance of high-cost routes.
- **Some participants disagree with the elimination of the downtown express service and some late evening service.** Elimination of downtown express service would result to longer travel time and more transfers. Some participants also disagree with the elimination of late evening service, particularly the 28 Bayview South, 107 St Regis, and 167 Pharmacy North. They said these routes are used by essential workers and provide transit in COVID hotspots and low-income racialized areas. Others suggested running service on these routes less frequently instead of eliminating them.
- **A few strongly encouraged not to cancel the 144 Downtown Don Valley Express.** Many people use this bus to get to and from work, both morning and evening, and this route is always full. Eliminating this route would result in riders having to use two buses and to change twice on subway lines to get to their destination. Consider operating the route for two hours in the morning and two hours in the evening to support those taking the route to get to and from work.
- **Report performance metrics on a granular level to help inform customer feedback on reallocation of resources.** A participant also suggested using boardings per hour rather than cost per passenger as a primary metric as there are biases in cost per rider values due to route structure, length and speed.

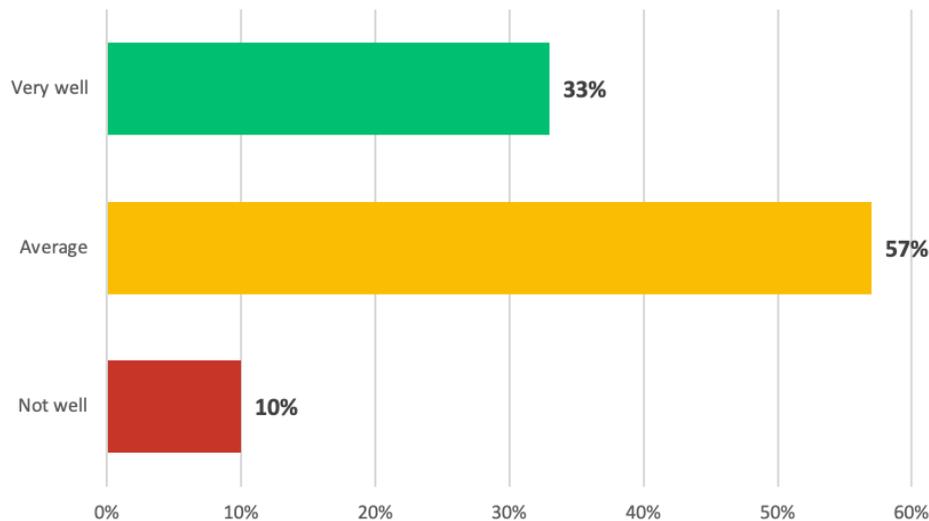
Service adjustments made to bus routes after the Line 1 northwest extension to Vaughan opened in 2017

When the Line 1 northwest extension to Vaughan (Toronto-York Spadina Subway Extension) opened in 2017, the TTC made bus route changes on the network to support the new connections to rapid transit. Participants shared feedback about how well the new network is serving their travel needs overall, as well as their thoughts on proposed service adjustments to the 107 St Regis and 117 Alness-Chesswood routes.

General thoughts on the new network

Participants were asked how well the new bus network is serving their travel needs.

Out of the 137 participants who take the bus routes around the Line 1 northwest extension, **33%** said the new bus network is serving their travel needs very well, **57%** said average, and **10%** said not well.



- **Participants who said the new bus network is serving their travel needs very well said most route changes provide connections to subway stations, making travel faster to key destinations.** Some said the route changes provide connections to the subway at each end of a route, providing riders the option of accessing the route from both northern and southern stations. Others said some routes now have more connections to different subway stations: for example, 939 Finch Express now serves Finch Station, Finch West Station, and Scarborough Centre Station.
- **Participants who said the new bus network is average in serving their travel needs said new routes connect well to subways filled previous gaps,** but buses are slow, overcrowded, have inconsistent arrivals, and do not run frequently (especially off-peak).
- **Participants who said the new bus network is not serving their travel needs well said the service is less frequent, the route changes increased travel time, and some routes are less convenient.** Others said the subway extension increased the pressure on the downtown network,

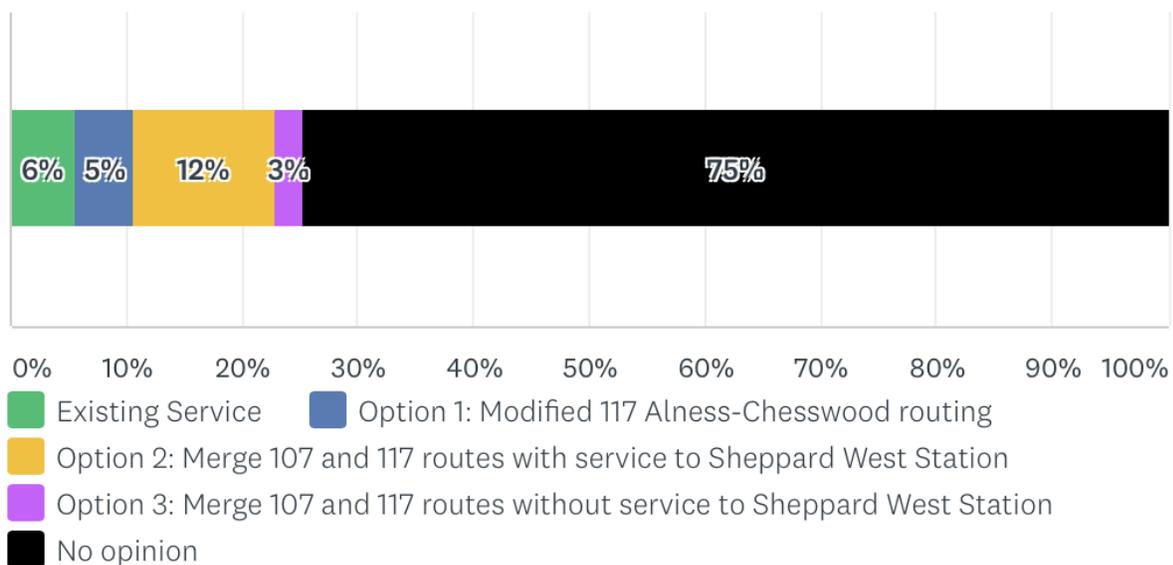
adding to overcrowding. Examples participants identified include: buses no longer enter York University, making it less convenient for those travelling from the east or west; travel time has increased for 41 Keele (the route is now a “zigzag” instead of following a direct grid), and; the 941 Keele Express terminating at Finch West Station makes it difficult for those connecting to YRT.

Proposed changes to 107 St Regis and 117 Alness-Chesswood

Based on post-implementation review of the bus route changes for the Line 1 subway extension, the TTC found that 107 St Regis and 117 Alness-Chesswood are among the highest cost routes (in terms of net cost per passenger) in the system. Moving into 2021, the TTC recommend eliminating periods of operation on the 107 St Regis that are no longer sustainable, and service on this route would only operate in the daytime from Monday to Saturday. In order to further improve the efficiency of these routes, the TTC has developed several options:

- **Existing Service.** Maintain existing routings, but explore alternative service delivery (such as service integration with YRT/ Viva)
- **Option 1: Eliminate St. Regis 107 and replace with a modified 117 Alness-Chesswood route** that extends west to loop into Canarctic Dr and Petrolia Rd. Service along the Le Page area would be removed.
- **Option 2: Merge routes 107 St Regis and 117 Alness-Chesswood with service to Sheppard West Station**
- **Option 3: Merge routes 107 St Regis and 117 Alness-Chesswood without service to Sheppard West Station**

Participants shared feedback about which of the four options they prefer. 282 participants provided a response. **6%** preferred keeping the Existing Service, **5%** preferred Option 1: Modified 117 Alness-Chesswood routing, **12%** preferred Option 2: Merge 107 and 117 routes with service to Sheppard West Station, and **3%** preferred Option 3: Merge 107 and 117 routes without service to Sheppard West Station. **75%** had no opinion as the route does not apply to them. Detailed feedback is below.



- **Some do not want any changes to the 107 St Regis and 117 Alness-Chesswood routes, saying they are wary that any service change could lead to bigger headways and would make service inconvenient.** Combining 107 and 117 and not connecting it to the subway will make it significantly more inconvenient for riders to access the subway. 107's connection to Sheppard West Station and Pioneer Village Station is important and should continue.
- **Option 1 is a missed opportunity as it will make travelling to Petrolia from the subway much longer.** Keep 107 St Regis. If a change must be made, either operate a 107B branch that only travels as far south as Finch West Station outside of rush hour, or operate the 941 Keele Express via Petrolia customers who want a faster trip to the subway. The second suggestion does not account for service on Bakersfield/Ceramic/Lepage, but partial service could be covered by the 108A Driftwood.
- **The large loop presented in Option 2 would make transfers from routes such as 104 Faywood stressful.**
- **Consider building a pedestrian crossing from Flint to the rail corridor** to allow walking to service on Petrolia, whatever it may be, to provide more options for access as a trade-off for loss of direct service.

Additional feedback

- **Improve Blue Night service.** Participants said scheduled wait times of 30 minutes often turn into 45 to over an hour wait. Connecting routes on Blue Night service often get missed. Increase service to help improve crowding: this service is usually packed.
- **More thought needs to be given to service in Etobicoke.** There is not much identified in the Annual Service Plan for Etobicoke. Some routes in Etobicoke need to be reviewed. For example, the 37 Islington that runs on Rexdale should be its own route, the 80 Queensway should be extended into to Mississauga, and there should be more express routes in Etobicoke.
- **Address crowding, especially for service in low income communities.** With COVID-19, crowding disproportionately affects marginalized and low-income communities.
- **Review stops for routes on the Victoria Park Avenue corridor.** The express buses skip many stops and the local buses stop too frequently. Consider removing some stops south of Sheppard to make for quicker trip. The savings from this stop consolidated could be reinvested in other service.