



TTC 5-Year Service Plan & 10-Year Outlook

Round 2 Online Survey Summary

Survey Timeframe: July 3, 2019 – July 26, 2019

Total Respondents: 1,248

Overview

The TTC hosted an online survey from July 3, 2019 through to July 26, 2019 to gather public feedback to help inform the TTC's 5-Year Service Plan & 10-Year Outlook. A total of 1,248 people participated in the survey. The survey was available on the TTC's website and was promoted through the TTC's social media networks, City Councillors, and networks of stakeholders. It was not designed or intended to ensure a statistically significant sample.

The survey was one of several public and stakeholder consultation activities conducted during round 2 of the consultation program for the TTC's 5-Year Service Plan & 10-Year Outlook, which aims to provide a transparent blueprint for continuous service improvements on the TTC's surface transit network (i.e. bus and streetcar) by the end of 2019. Additional consultation activities in round 2 included a city-wide stakeholder workshop and six pop-up public consultations.

The survey results will be used by the TTC to inform the development of a short-list of recommended improvements to TTC surface transit.

The survey featured questions related to five categories, and this summary of responses is organized under the following categories:

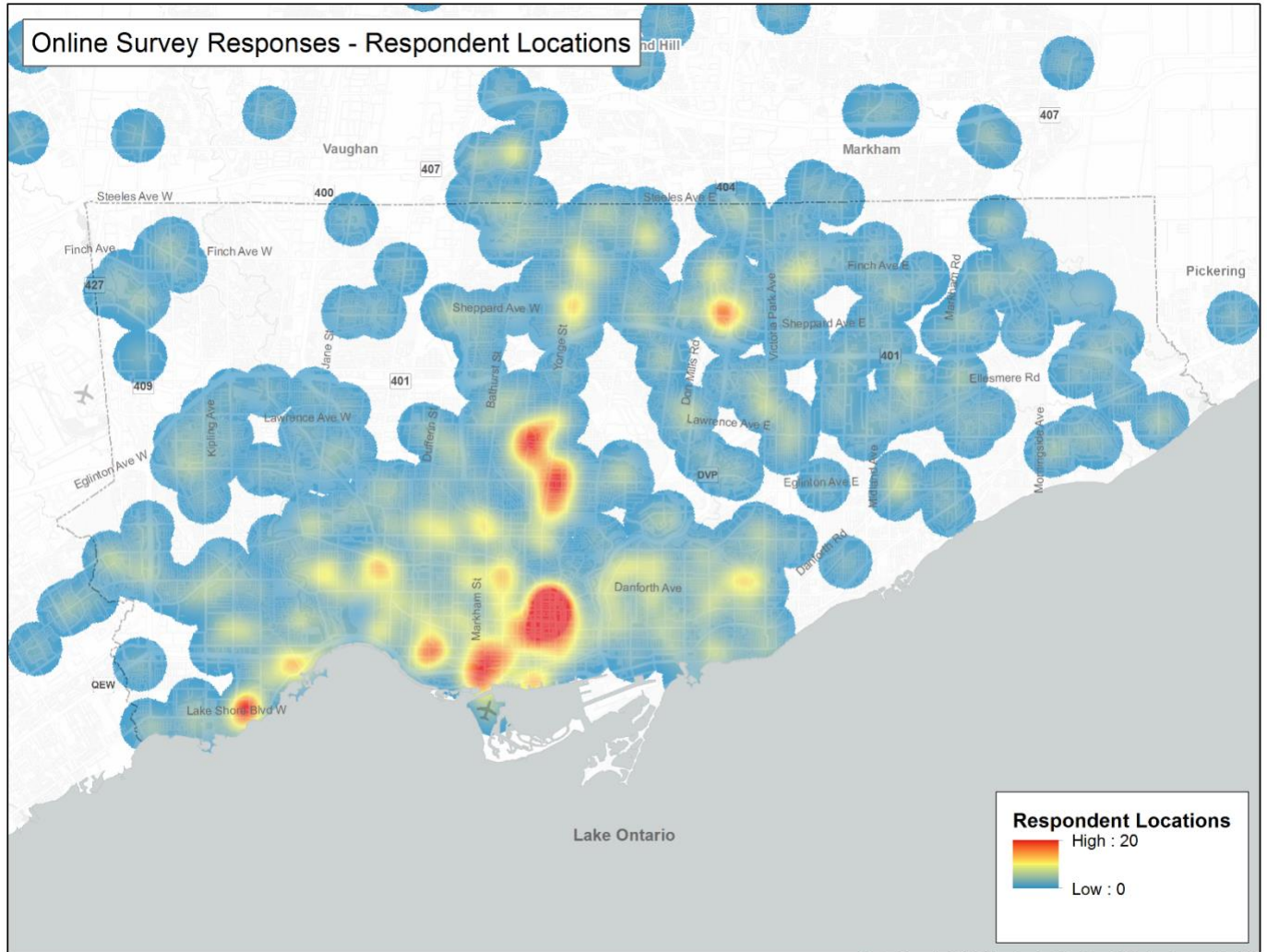
1. Profile of respondents
2. Improvements to surface transit stop areas
3. Improvements on surface transit corridors
4. Opportunities for integration with other transit services and other transportation modes
5. Additional suggestions and comments

This summary report was prepared by the third-party consultation and engagement team from Swerhun Inc.

Profile of Respondents

Location

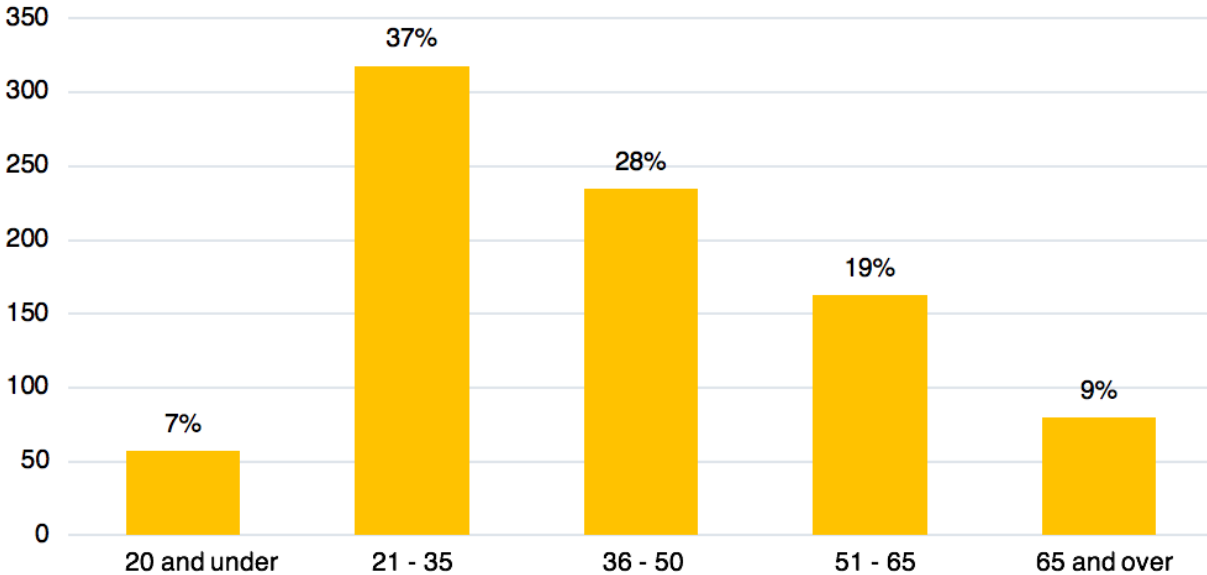
The heat map below provides a visual representation of the postal codes provided by respondents to the survey. A total of 807 respondents provided their postal code. Note that the high number of respondents from downtown Toronto could be attributed to the higher density of people living downtown.



*Derived from the TTC 5-Year Service Plan Round 2 Online Survey, July 2019

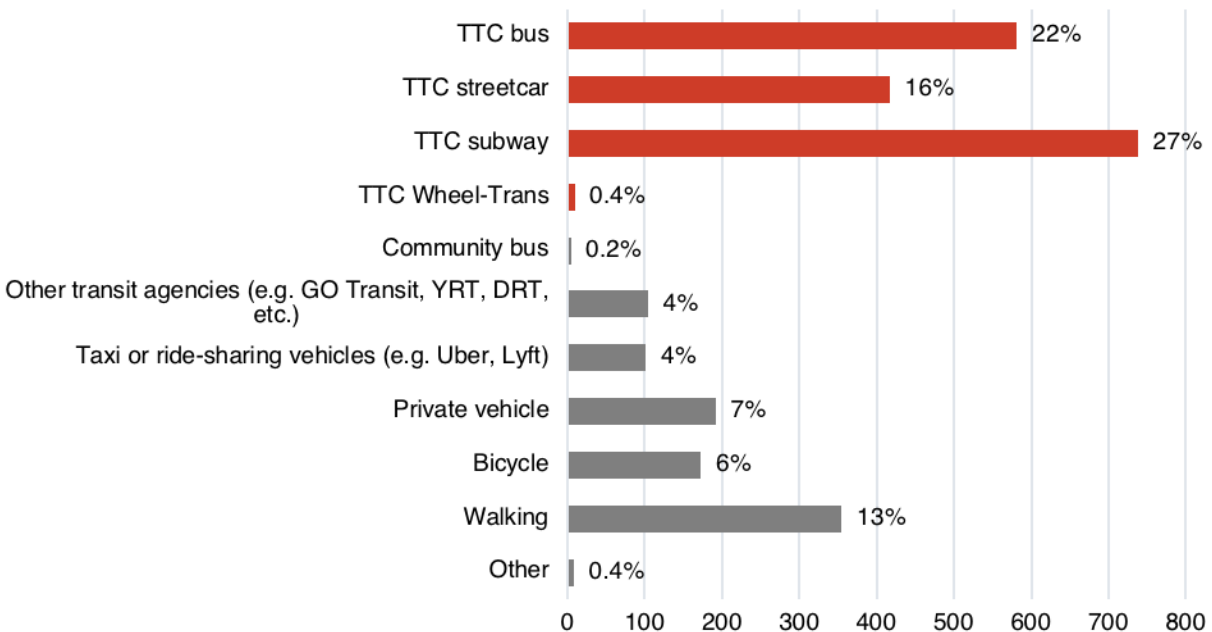
Age

The chart below shows a breakdown of the respondent's age. A total of 853 respondents provided their age range. Most respondents were between the ages of 21 and 35 (37%), followed by respondents between the ages of 36 and 50 (28%).



Transportation mode most commonly used

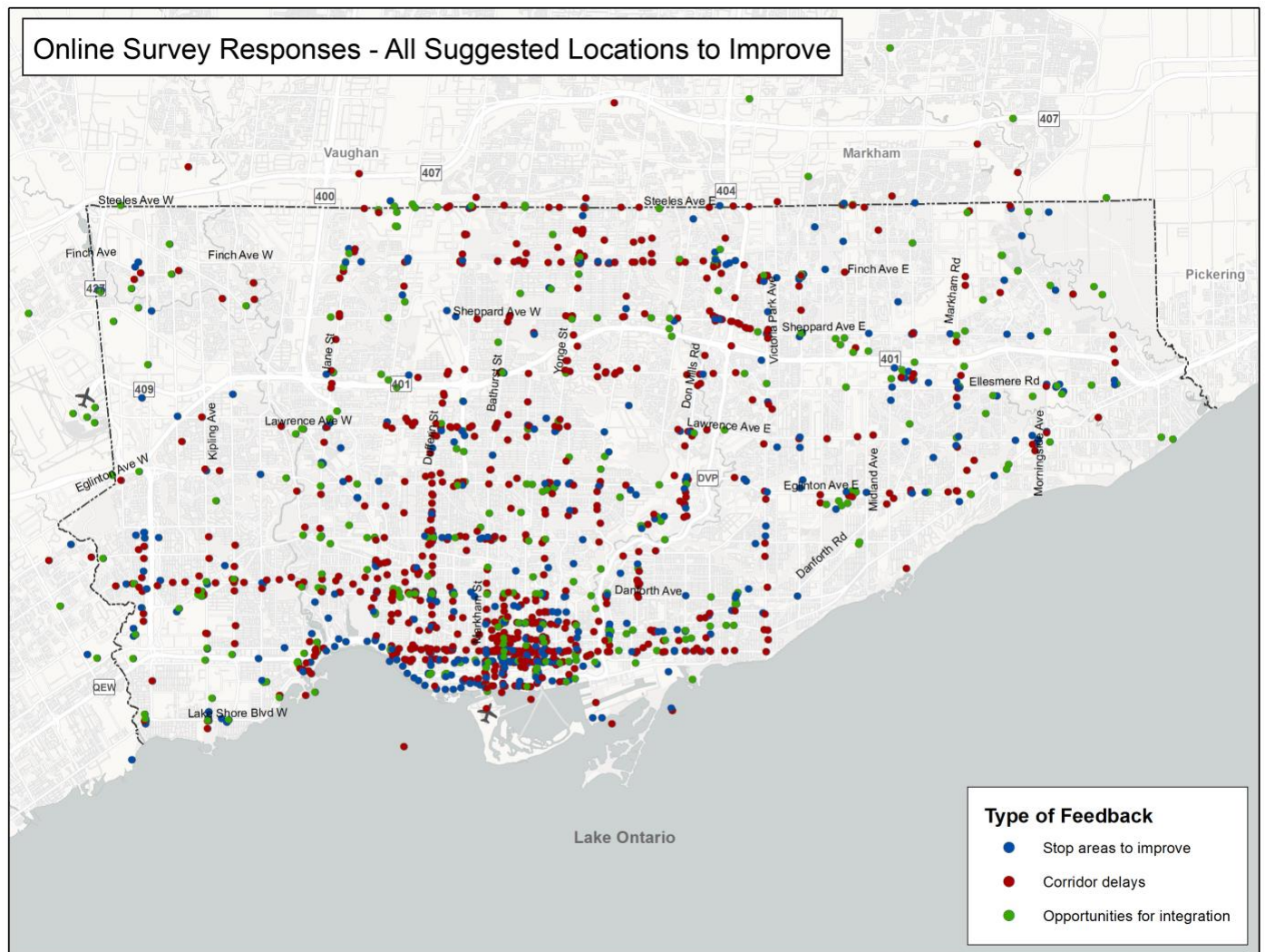
Respondents were asked to identify the transportation mode they most commonly use. Most of the respondents said they most commonly use the TTC subway (27%), followed by TTC bus (22%).



Feedback Shared to Improve Surface Transit

The survey was organized to gather feedback on three main topic areas: improvements to surface transit corridors, improvements to surface transit stop areas, and opportunities for integration with other transit agencies and other modes of transportation.

In one section of the survey, respondents were presented with an interactive map where they were asked to drag and drop at least one out of three location markers provided. The three location markers included: **corridor delay** (respondents used the red location marker to identify where they experience delays on surface transit); **improve stop area** (respondents used the blue location marker to identify which surface transit stop areas need improving); and **opportunities for integration** (respondents used the green location marker to identify opportunities for better integration with other transit agencies and other modes of transportation). The map below shows all 1,792 locations respondents identified that could use improvements. The following sections of this report will provide a detailed summary of the feedback respondents shared on each of the three main topic areas.

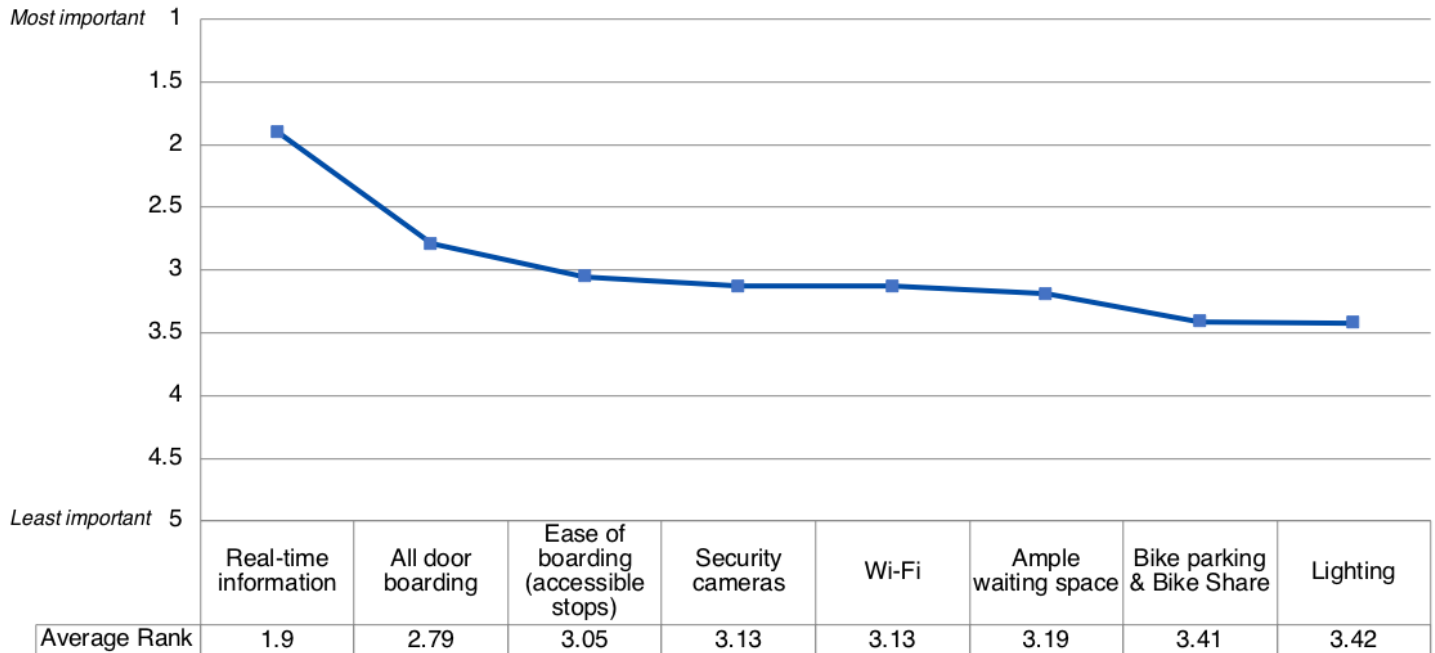


Improvements on Surface Transit Stop Areas

Most important surface transit stop improvements

Respondents were asked to identify the 3 to 5 most important surface transit stop improvements they would like to see the TTC consider to enhance the customer transit experience. A total of eight potential stop improvements were offered by the survey. Respondents ranked real-time information as the most important surface transit stop improvement, followed by all door boarding and ease of boarding (accessible stops). See chart below for more details.

Ranking of the Most Important Surface Transit Stop Improvements



In addition to the eight potential stop improvements, respondents shared the following suggestions:

Add more benches. There was overwhelming support from respondents for more benches at stops. Some respondents noted that this is important for elderly riders, people with small children, and those with accessibility needs. They said that it also helps with long wait times.

Snow clearing for safe and accessible boarding. Respondents were interested in improving snow and ice removal to allow riders to get on and off transit safely, particularly for people with mobility challenges. This is noted as being beneficial to drivers too, as they do not have to stop further from the shelters to avoid unreachable areas. In addition, one participant suggested that salt be used more evenly and within a larger surface area at stops in the winter.

Better wayfinding and signage. Some respondents expressed concern that route maps in the bus shelters are positioned too high or the text is too small to read. Respondents would like to have readable maps with sensible positioning and accurate, perceptible labelling of stops.

Mitigate bus bunching and bus stop skipping. Respondents expressed concern about missing the bus when buses are bunched at stops. They noted that when multiple buses line up

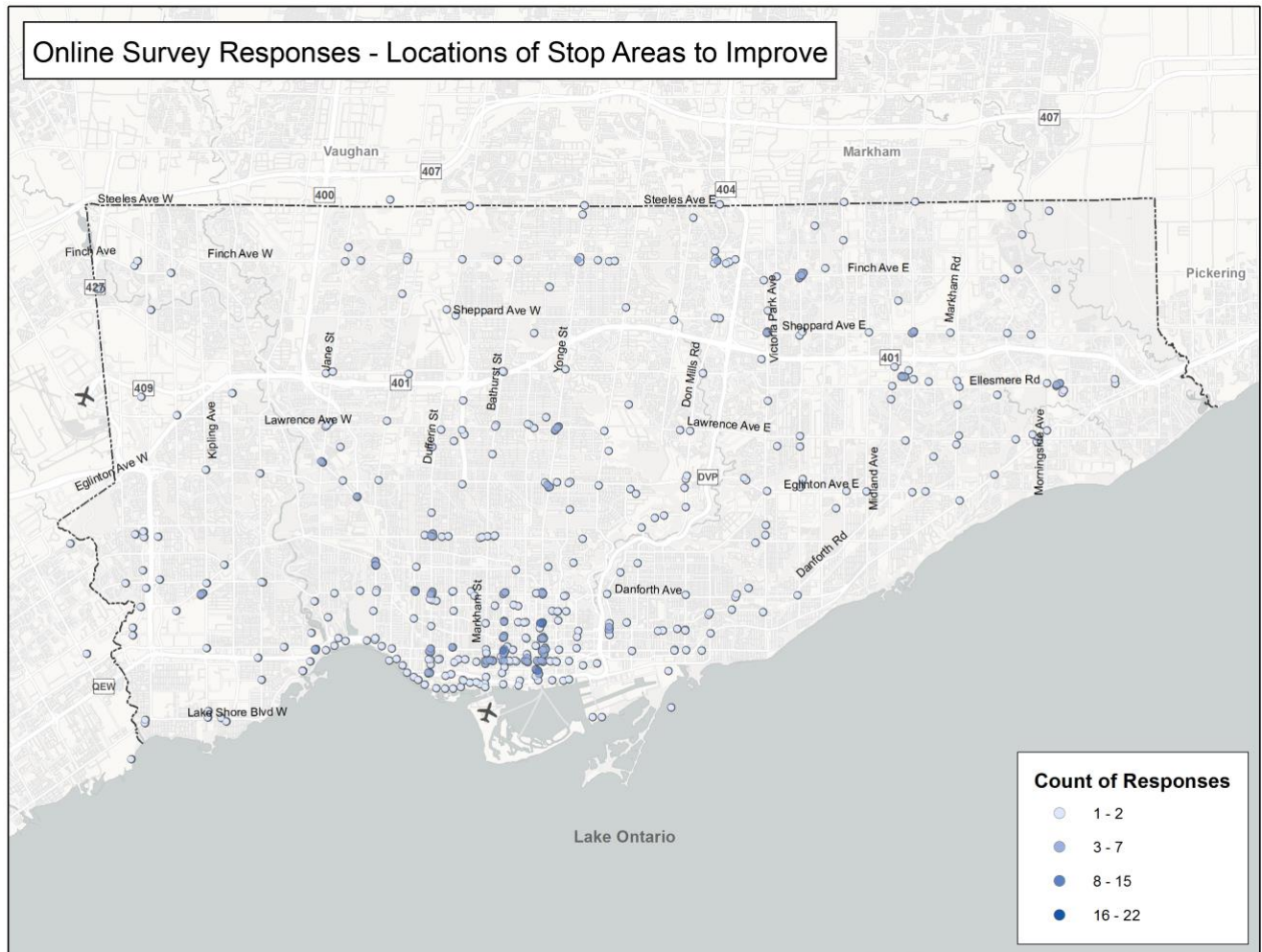
at stops and the front one is at capacity, the bus drivers behind do not necessarily know this and skip the stop. Likewise, one participant said it can be difficult for riders to see bus routes and numbers when they are lined up, which can also lead to missed connections. One suggestion was to install curb lanes to allow traffic flow while buses board and avoid bus bunching, or to integrate buttons to request buses from the stops. Another participant suggested that drivers be advised to always come to a full stop if there are people waiting, in the event they have accessibility needs or may otherwise not appear to be waiting for that pickup.

Bus stop spacing. A few respondents suggested that the TTC review their bus stop spacing and rationalization. One participant said that the *925 Don Mills Express and 25B Don Mills* route along Pape have stops that are too close together, and that it slows the trip down.

Far-side stops. Some respondents suggested moving bus stops to the far side of intersections for more efficient travel time, and far enough from the intersection that buses are not delayed by approaching the intersection in the right turn lane.

Stop areas that needs improving

In addition to ranking the most important surface transit stop improvements, respondents provided feedback on which stop area(s) need improving and what could help improve the stop area(s). The map below reflects the location and number of responses received for stop areas.



*Derived from the TTC 5-Year Service Plan Round 2 Online Survey, July 2019

Feedback is organized by each of the eight (8) suggested stop area improvements that were offered in the survey, as well as additional suggestions received.

Real-time Information

Respondents would like to see real-time information at all stops. Generally, respondents said that real-time information was lacking in Toronto and that it should be at all transfer points across the city. They said that service is often late or not on schedule, and that the current technology, such as transit apps and the mobile phone SMS Next Vehicle Arrival System, is not accurate. They said that real-time information will help people with their commutes and increase patience with service.

Real-time information matters for both arrivals and departures. One participant noted that real-time information is less accurate at stations (i.e. bus operators leave too soon or remain idle at a station longer than expected). While they understand that TTC personnel may be adhering to a schedule, another participant suggested that buses should indicate when they intend to leave at stops.

Customers need a variety of real-time information tools to meet their needs. Many respondents support the idea of real-time information boards, particularly for people who do not have smartphones with transit apps. Additionally, respondents suggested improving real-time transit apps and the mobile phone SMS Next Vehicle Arrival System, as well as having clear and understandable service announcements over PA systems in stations. Other real-time information tools suggested include: installing LED boards for stops with multiple routes, providing information on the vehicle number, and indicating detailed information of service disruptions.

Suggested stop areas to provide/improve real-time information

- Major stops along the 510 Spadina route
- 546 The West Mall
- 551 The West Mall
- College Station
- Dufferin Station
- Eglinton Station
- Finch West Station
- Kipling Station
- Lansdowne Station
- Lawrence Station
- Main Street Station
- St Clair West Station
- Scarborough Centre Bus Terminal
- Seneca College
- Union Station
- UofT Scarborough Bus Terminal
- Bermondsey Rd & Eglinton Ave E
- Bloor St W & Markland Dr
- College St & Spadina Ave
- College St & University Ave
- Don Mills Rd & Steeles Ave E
- Dundas St W & The West Mall Cres
- Eglinton Ave E & Victoria Park Ave
- Ellesmere Rd & Military Trail
- Finch Ave E & Don Mills Rd
- Finch Ave E & Maxome Ave
- Finch Ave E & Warden Ave
- Finch Ave E & Yonge St
- Finch Ave W & Torresdale Ave
- Gerard St E & Broadview Ave
- Harbord St & Brunswick Ave
- Hoskin Ave & St George St
- Humberwood Blvd & View Green Cres
- Huntingwood Dr & Commander Blvd
- Jane St & Weston Rd
- King St W & Niagara St
- Lawrence Ave E & Overture Rd
- Lawrence Ave W & Jane St
- McCowan Rd & Steeles Ave E
- Ossington Ave & Queen St W
- Overlea Blvd & Thorncliffe Park Dr
- Queens Quay E & Dockside Dr
- Raab Blvd & Hospital Rd West Side

- Sheppard Ave E & Warden Ave
- Sheppard Ave W & Kodiak Cres
- Spadina Ave & Queen St W
- Staines Rd & Seasons Dr
- The Queensway & Kipling Ave
- Twelfth St & Lakeshore Blvd W
- Victoria Park Ave & Sheppard Ave E
- Wellesley St E & Sherbourne St

- Weston Rd & Black Creek Dr

“Real-time information is particularly important to have as not everyone has a smartphone, and some stops have transit schedules taken down and changed.”

– Survey respondent

All-door boarding

Desire to reduce wait times and improve service. Respondents in support of all-door boarding said that it would reduce waiting times and improve service, particularly at connecting-route intersections and high-use stops. They noted that this is lacking on buses as there are operators who currently do not allow rear-door boarding even if rear-door PRESTO machines are in place, and said that they find this service very convenient on streetcars.

Ensure that there are enough working PRESTO machines. While many respondents supported all-door boarding, they were concerned that the benefit is lost when rear-door PRESTO machines are not installed or working. They would like technical improvements to be made to ensure that all PRESTO machines are working and in place, so passengers do not have to move to the front of the vehicle to tap their cards.

Contrasting issues around fare evasion. One participant raised the issue of increased (or the perceived increase) of fare evasion, as entry points further from the driver are more difficult to manage, and conversely noted that they’ve seen riders be accused of fare evasion who had tapped on. Another participant suggested that a cost-benefit analysis should be done first with regard to unpaid passenger boarding.

Concern about etiquette issues with all-door boarding on buses. While there was a lot of support for all-door boarding, some respondents were concerned about the negative consequences, particularly on buses. One participant said that it slows down boarding and creates confusion, particularly when buses are overcrowded. Another participant said that it reinforces bad behavior in people who believe they should not line up or wait their turn.

Suggested stop areas to implement all-door boarding

- | | |
|-----------------------------------|--------------------------------|
| • Dufferin Station | • Ellesmere Rd & Markham Rd |
| • Bay St & Front St W | • Finch Ave E & Don Mills Rd |
| • College St & Spadina Ave | • Humber Loop at The Queensway |
| • Don Mills Rd & Skymark Park | • Jane St & Wilson Ave |
| • Eglinton Ave E & Bellamy Rd N | • Queen St E & Yonge St |
| • Eglinton Ave E & Mt Pleasant Rd | • Sheppard Ave E & McCowan Rd |

Ease of boarding (accessible stops)

Accessible platforms are important. Respondents said that ease of boarding was an important feature, and that tools such as raised platforms, tactile pavement/curb cuts, and large bus/streetcar doors are critical to support people with accessibility needs or strollers.

Concerns with streamlined and safe boarding at stops. Some respondents said that the way

buses and streetcars align at stops makes boarding for passengers more difficult. This includes stopping in front of sign poles, trash cans, and bike racks, or stopping too far from the curb which is a heightened issue in the winter months. Likewise, one participant said it was unsafe to have to cross traffic lanes to board certain streetcar routes.

Suggested stop areas to improve ease of boarding

- Annette St & Keele St
- Bay St & Bloor St W
- Bay St & Front St W
- Dufferin St & Liberty St
- Exhibition Loop
- Finch Ave E & Seneca Hill Dr
- Gerrard St E & Greenwood Ave
- Lakeshore Blvd W & Brookers Ln
- Lawrence Ave E & Don Mills Rd
- Main St & Danforth Ave
- Yonge St & Bloor St E

Ample waiting space

Transit shelters are not one-size-fits-all. Respondents said that the current bus and streetcar shelters are not place-specific, and that more attention should be given to the use of each stop. It was suggested that larger shelters be used for stops with higher traffic for comfort and safety, and smaller shelters at quieter stops to increase boarding time. One participant suggested that *Yonge and Dundas* have two shelters to accommodate all door boarding and the large amount of passengers.

Desire for more comfortable, weather-proofed shelters. Many respondents would like to have weather-protected waiting spaces, noting that some shelters do not currently provide safety from the elements. Fully-protected shelters should protect customers from rain, sun, snow and wind. Respondents also mentioned that comfortable seats and heating would increase the comfort of waiting for transit, particularly in winter months.

“[Provide] larger transit shelters that better protect customers from the elements. Folks on transit shouldn't be forced to wait in snow or rain or wind.”

– Survey respondent

Better organization to form boarding queues. In addition to larger shelters, many respondents suggested that painted queue lines or accessible signage directing passengers to queue for the bus would be beneficial.

Suggested stop areas to provide ample waiting space

- 504 King route
- Centennial College
- Humber College
- Lansdowne Station
- Ossington Station
- Queen Station
- Runnymede Bus Terminal
- Scarborough Centre Bus Terminal
- Spadina Station
- Union Station Bus Terminal
- UofT Scarborough
- Annette St & Keele St
- Avenue Rd & Glengarry Ave
- Bathurst St & Lawrence Ave W
- Bloor St W & Bay St
- Bloor St W & Dufferin St
- Don Mills Rd & Eglinton Ave E
- Dufferin St & Croatia St
- Dufferin St & Queen St W
- Dufferin St & St. Clair Ave W
- Eglinton Ave W & Weston Rd
- Ellesmere Rd & Military Trail
- Finch Ave E & Warden Ave
- Gerrard St E & Parliament St
- Hoskin Ave & Tower Rd
- Keele St & Bloor St W
- Keele St & Grandravine Dr
- Kingston Rd & Woodbine Ave

- Queen St W & Ossington Ave
- Queen St W & Yonge St
- Royal York Rd & Eglinton Ave W
- Sheppard Ave E & McCowan Rd
- Spadina Ave & Adelaide St W
- Spadina Ave & College St
- Spadina Ave & Dundas St W
- Spadina Ave & Queen St W
- Steeles Ave E & Kennedy Rd
- The West Mall & Waulron St
- Victoria Park Ave & Peard Rd
- Victoria Park Ave & Sheppard Ave E
- Wellesley St E & Church St
- Wellesley St E & Jarvis St
- Wilson Ave & Bathurst St
- Wilson Ave & Jane St
- Yonge St & College St
- Yonge St & Dundas St E
- Yonge St & Richmond St E
- Yonge St & Steeles Ave W

Lighting

Lighting is important to address safety concerns. Many respondents said that having lighting at stops was important to mitigate safety concerns, and one participant said they feared travelling at night and were less fearful of experiencing harassment when stops were well lit. One participant also mentioned that this is important in winter months when there is less natural light.

Ensure lighting is sustainable to conserve power and reduce light pollution. Many respondents suggested that stops be lit with solar power, as well as be motion sensitive in order to conserve energy and light pollution. One participant also mentioned that the solar energy is more failure-safe, as normal electricity is subject to power outages.

Suggested stop areas to install/improve lighting

- High Park Loop
- Lansdowne Ave & Wade Ave
- Martin Grove Rd & Dixon Rd
- Morning Ave & Staines Rd
- Royal York Rd & Eglinton Ave W
- The Queensway & Parkside Dr
- Yorkdale Station

Security cameras

Security cameras are an important safety feature, but it also presents surveillance and cost concerns. There was mixed feedback on the benefit of security cameras. Many respondents said that CCTV (closed circuit television) is an important safety feature, particularly for night-time safety. People in support suggested adding them to streetcars to monitor cars that do not abide by yielding laws, as well as at shelters. Respondents who were concerned with security cameras asked that the TTC take customer privacy seriously, and questioned whether the device actually improves safety. A few respondents also mentioned that they can be expensive to install, maintain and monitor.

Suggested stop areas to install security cameras

- 504 King route
- Bathurst St & Queen St W
- Ellesmere Rd & Military Trail
- Jane St & Finch Ave W
- Jane St & Weston Rd
- Humber Loop & The Queensway
- King St W & Dufferin St
- Kingston Rd & Lawrence Ave E
- Parliament St & Oak St
- Parliament St & Shuter St
- Sheppard Ave E & Midland Ave
- Yonge St & Steeles Ave

Wi-Fi

Respondents would like Wi-Fi across TTC services, but said it was not necessary at every stop. Respondents were generally in favor of the TTC bringing Wi-Fi to stops, and some

said that it was only necessary at subway stations and popular bus/streetcar stops. Many respondents would like Wi-Fi to be available on transit as well, particularly on the subway.

Suggested stop areas to provide Wi-Fi

- *Finch Ave E & Warden Ave*
- *Kipling Station*

Bike Parking & Bike Share

Bike parking infrastructure is important for transfer points and supporting multi-modal transportation. Respondents said that secure bike parking and Bike Share open up more route options and can improve commuting. One participant noted that it is not feasible for many commuters to get to a subway station by bus for one reason or another, and that ensuring that there is ample bike parking at stations will allow commuters to take a more efficient mode of transportation.

Integration with more transportation forms to increase accessibility. Respondents would like to see more Bike Share across the city, and one participant suggested that more focus be given to Scarborough. Another participant suggested having fare integration with Bike Share in order to promote first-mile/last-mile transportation with cycling. In order to promote accessibility, a few respondents suggested that e-scooters be included, for people with accessibility needs.

Suggested stop areas to provide bike parking & Bike Share

- *Carlton St & Yonge St*
- *Richmond St W & University Ave*

Additional suggestions

Provide heated shelters. Respondents suggested providing heated shelters at the following stops areas:

- *Scarborough Centre Bus Terminal*
- *Seneca College*
- *Bathurst St & Fort York Blvd*
- *Bathurst St & Wilson Ave*
- *College St & McCaul St*
- *Eglinton Ave E & Kennedy Rd*
- *Eglinton Ave E & Sloane Ave*
- *Ellesmere Rd & Military Trail*
- *Finch Ave E & Pharmacy Ave*
- *Finch Ave E & Warden Ave*
- *Finch Ave W & Torresdale Ave*
- *Humberwood Blvd Loop & View Green Cres*
- *Kipling Ave & Birmingham St*
- *Neilson Rd & Finch Ave E*
- *Pharmacy Ave & Sherwood Ave*
- *Queen St E & Woodfield Rd*
- *Dundas West & Cordova Ave*
- *Warden Ave & Eglinton Ave E*
- *Warden Ave & Sherwood Ave*
- *Weston Rd & Black Creek Dr*

Improve stop signage. Respondents would like to see improved route information displayed at the following stop areas to address confusing or missing information:

- *Finch Ave W & Dufferin St*
- *Fleet St & Bathurst St*
- *King St W & Bathurst St*
- *King St W & Shaw St*
- *Princes' Gate Loop*
- *St. Clair Ave W & Glenholme Ave*
- *Yonge St & Dundas St E*

Improvements on Surface Transit Corridors

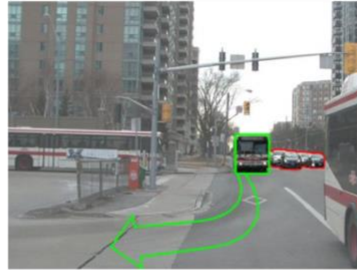
Feedback on piloting transit priority solutions on busy surface transit corridors

Respondents were asked if they would support the TTC piloting three potential solutions to prioritize transit on busy surface transit corridors – transit signal priority, queue jump lanes, exclusive transit lanes. Each solution differs in the level of transit priority they provide, the associated impacts on traffic, and their respective costs (see photo below, which was provided in the survey). Respondent feedback is outlined below the photo.

Transit Signal Priority



Queue Jump Lanes



Exclusive Transit Lanes



Lower cost
Less transit priority
Less impact on automobile traffic

Higher cost
More transit priority
More impact on automobile traffic

**Transit priority solutions presented in the survey*

Most strongly support the TTC piloting all transit priority solutions. Most respondents said that they strongly support the TTC piloting the three transit priority solutions presented as well as any initiatives that would improve flow of surface transit traffic. Many stressed the importance of implementing these solutions immediately. They said that improving transit reliability and its capacity to move people in the city faster could encourage new riders, improve existing user's experience, incentivize more public transit use over private vehicles, and provide equity for mobility. Some said buses and streetcars move more people than cars so they would like the TTC to implement transit solutions even if it could negatively impact cars. These solutions need to be properly advertised to the public to understand the steps the TTC is taking to improve their transit experience and gain more public support.

"I strongly support the TTC piloting these solutions. Especially since below ground rapid transit infrastructure in many areas of the city are decades away from being constructed, and even above ground LRT lines are only in the planning stage and is being debated politically."

– Survey respondent

Many prefer the TTC piloting exclusive transit lanes. Many respondents prefer having exclusive lanes for streetcars and buses as it would be the most beneficial transit solution on busy routes. They acknowledged that exclusive transit lanes would be the most expensive compared to transit signal priority and queue jump lanes but it is significantly cheaper and faster than building rapid transit (i.e. subways and LRT). They said that having a high frequency of service is important when implementing exclusive transit lanes. Others said that exclusive transit lanes, transit signal priority and removal of on-street parking should be implemented

together to achieve the exclusive transit lanes' full potential. Some said they would like to see it implemented more in the suburbs (e.g. Scarborough, North York, and Etobicoke) where heavy automobile traffic slows down bus service. Others said that they would like to see the King Street Pilot replicated in other busy corridors like the 501 Queen route. Finally, they said that there should be effective enforcement or policies put in place to prevent car drivers from driving in these lanes.

“ABSOLUTELY! Buses carry so many more people than cars, prioritizing them makes sense on so many levels. Smoother transit flow would also entice drivers to use transit over cars.”

– Survey respondent

Some support for piloting only transit signal priority and queue

jump lanes. Some respondents expressed support for only transit signal priority and queue jump lanes as they are easier to implement in a wide variety of road types in the city, they do not cost a lot of money, and they have a low impact on automobile traffic. They also said that streets in Toronto are “set” and would have no room for exclusive transit lanes.

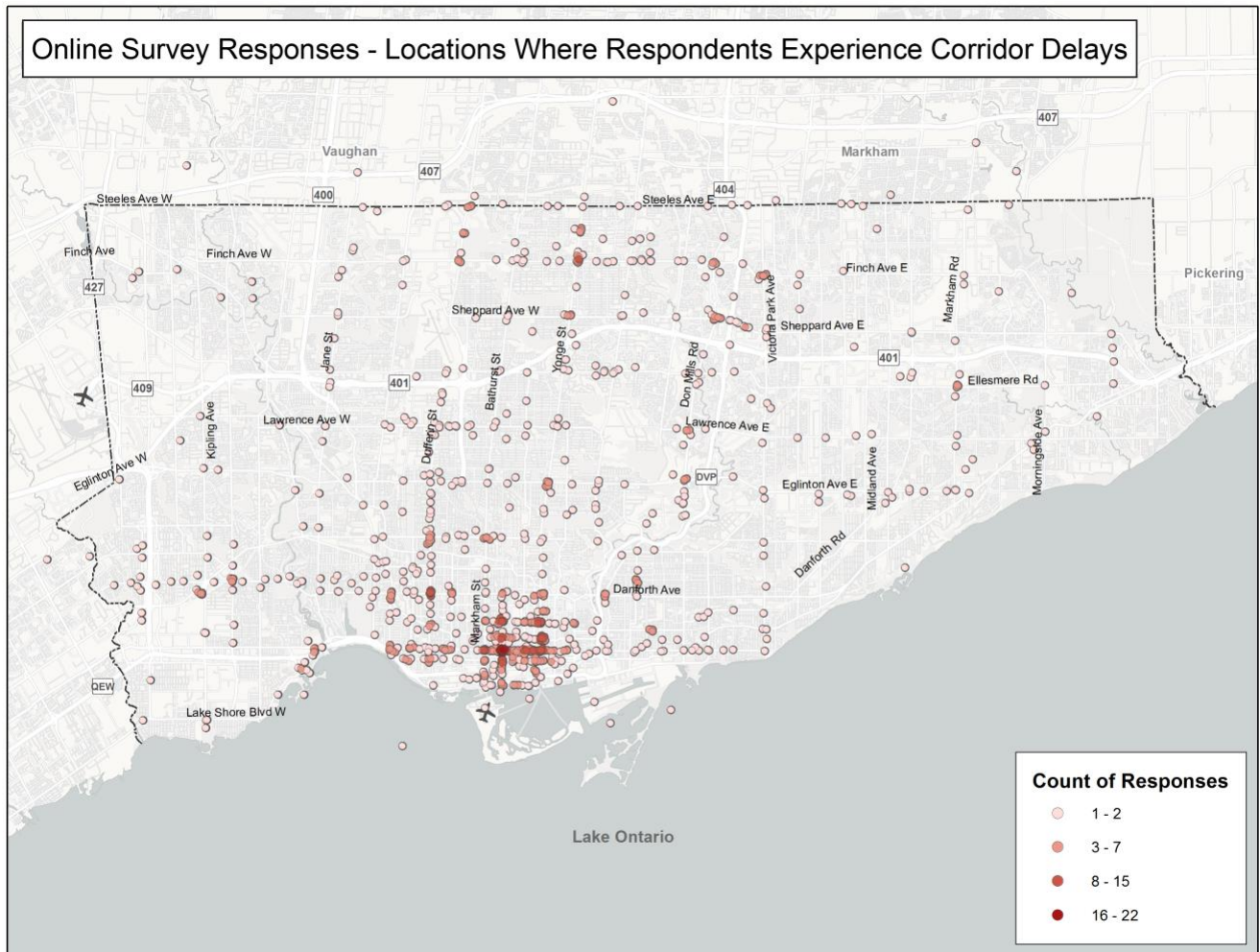
Few opposed piloting transit priority solutions. Few respondents said they were concerned that transit priority solutions, particularly exclusive transit lanes, could cause more vehicle and pedestrian traffic. They said that transit should be able to share roads with automobile traffic and not negatively impact it. Others said that the presented solutions are not enough to address Toronto’s transit needs.

Other feedback

- Remove on-street parking at all times to provide more room for exclusive transit lanes. Suggested corridors to remove on-street parking include: *Bathurst St south of Bloor St; Queen St from University Ave to Bathurst; Dundas St from University Ave to Bathurst St; Lansdowne Ave near Dupont St; and Lansdowne Ave & Bloor St West.*
- Incorporate cycling infrastructure when implementing exclusive transit lanes.
- Ensure that solutions implemented have accessibility features.
- Operate more buses instead of streetcars as streetcars cause more traffic when they break down.
- Ensure transit signal priority actually provides priority to transit. Some respondents noted that some routes with existing transit signal priority (e.g. 501 Queen and 510 Spadina) do not prioritize transit.

Where transit priority solutions could be implemented

Respondents identified where they experience delays on surface transit corridors and suggested solutions that could help improve the delays. Respondents most commonly identified the following corridors where they experience delays: Carlton St, Don Mills Rd, Dufferin St, Dundas St West, Eglinton Ave, Finch Ave, Jane St, Keele St, Kingston Rd, Lawrence Ave, Queen St, Sheppard Ave East, Spadina Ave, Steeles Ave, Victoria Park Ave, Yonge St, and York Mills Rd. Detailed feedback on where transit priority solutions could be implemented to improve delays is organized below.



*Derived from the TTC 5-Year Service Plan Round 2 Online Survey, July 2019

Transit signal priority. In general, respondents said transit signal priority should be implemented on all major surface transit routes, at intersections where buses/streetcars will have to turn or go into transit stations, and on all routes travelling east-west. Specific locations/routes that were identified for implementation of transit signal priority included:

- 63 Ossington
- 512 St. Clair
- 506 Carlton
- 501 Queen
- 505 Dundas
- 510 Spadina
- 2111 Lake Shore Blvd W
- Bathurst St & Fort York Blvd

- Bathurst St & Queen St W
- Bay St & Dundas St W
- Broadview Ave & Danforth Ave
- College St & Ossington Ave
- College St & University Ave
- Don Mills Rd & Eglinton Ave E
- Don Mills Rd & Sheppard Ave E
- Dufferin St & Bloor St W
- Dufferin St & Dundas St W
- Eglinton Ave E & Kingston Rd
- Eglinton Ave W & Kipling Ave
- Entrance into Broadview Station
- Finch Ave & Leslie St
- Finch Ave E & Don Mills Rd
- Fort York Blvd & Fleet St
- Gerrard St E & Jones Ave
- Islington Ave & Titan Rd
- Jane St & Downsview Ave
- Jane St & Lawrence Ave W
- Keele St & Dundas St W
- King St E & Ashby Pl
- King St E & Richmond St E
- King St W & Dufferin St
- King St W & Ed Mirvish Way
- Kingston Rd & Victoria Park Ave
- Kipling Ave & N Queen St
- Lansdowne Ave & Dupont St
- Leslie St & Finch Ave E
- Markham Rd & Tuxedo Ct
- McCowan Rd & Sheppard Ave E
- Morningside Ave & Kingston Rd
- Pape Ave & O'Connor Dr
- Queen St Et & Woodbine Ave
- Queen St W & Bay St
- Queen St W & Jameson Ave
- Queens Quay W & Dan Leckie Way
- Sheppard Ave E & Don Mills Rd
- Sheppard Ave E & Fairview Mall Dr
- Sheppard Ave W & Yonge St
- Spadina Ave & Baldwin St
- Spadina Ave & Bremner Blvd
- Spadina Ave & College St
- Spadina Ave & Dundas St W
- Spadina Ave & Front St West
- Spadina Ave & Harbord St
- Spadina Ave & King St W
- Spadina Ave & Queen St W
- Spadina Ave & Queens Quay W
- St. Clair Ave W & Old Weston Rd
- Strachan Ave & Manitoba Dr
- Westbound 504 King on King/Queen/Roncesvalles intersection
- Yonge St & Bishop Ave
- Yonge St & Carlton St
- Yonge St & Queen St W

“Transit signal priority is really important. When surface transit has to wait for a signal change, it often means that 50 people have to wait while 1 person or car goes in the cross direction.”

– Survey respondent

Queue jump lane. Respondents would like to see queue jump lanes implemented to help speed up loading and unloading on streets with heavy traffic. Suggested locations to implement queue jump lanes include:

- Eastbound and westbound stops on the 84 Sheppard W route approaching Bathurst St
- Eastbound and westbound stops on York Mills Rd at Bayview Ave
- Eastbound stop on Scarlett Rd & Lawrence Ave W
- Entrance going into York Mills Station
- Northbound entrance into Dufferin Station
- Northbound stop on Yonge St & Dundas St W
- Northbound stops the 29 Dufferin make on Bloor St
- Scarborough Centre Station bus exit on Triton Rd
- Southbound stop on Dufferin St at St. Clair Ave W
- Westbound stops on Sheppard Ave E between Victoria Park Ave & Fairview Mall

- *Dufferin St & Queen St W*
- *Dundas St E & Ontario St*
- *Dundas St W & Bloor St West*
- *Finch Ave E & Bayview Ave*
- *Finch Ave E & Victoria Park Ave*
- *Finch Ave E & Yonge St*
- *Finch Ave W & Torresdale Ave*
- *Jane St & Lawrence Ave West*
- *Lawrence Ave E & Don Mills Rd*
- *Lawrence Ave W & Bolingbroke Rd*
- *Morningside Ave & Ellesmere Rd*
- *Old Weston Rd & St Clair Ave W*
- *Pape Ave & Sammon Ave*
- *Queen St W & Jameson Ave*
- *Steeles Ave E & Kennedy Rd*
- *Steeles Ave W & Alness St*
- *Steeles Ave W & Dufferin St*
- *Victoria Park Ave & Ivordale Crescent*
- *Warden Ave & Finch Ave E*
- *Yonge St & Dundas St W*

Exclusive transit lanes. Respondents would like to see exclusive transit lanes implemented on corridors with high volume ridership, corridors taken by several transit routes, roads going in and out of transit stations, and in the suburbs where there is no rapid transit. However, some respondents said that exclusive transit lanes should only be implemented if the frequency of service is increased. They said that many routes suffer from poor service and that service needs to be improved to justify having a dedicated road space. Some would like to see a Bus Rapid Transit (BRT) created for busy routes. Respondents also said that enforcement is important to ensure car drivers do not drive into the exclusive transit lanes (e.g. northbound on Don Mills south of Eglinton HOV lane). Others would like to see a separation/barrier introduced so drivers cannot drive into the lane. Suggested locations/routes to implement exclusive transit lanes and bus rapid transit included:

Suggested Bus Rapid Transit routes

- *32 Eglinton West*
- *34 Eglinton East*
- *36 Finch West*
- *38 Highland Creek*
- *39 Finch East*
- *52 Lawrence West*
- *53 Steeles East*
- *54 Lawrence East*
- *60 Steeles West*
- *84 Sheppard West*
- *85 Sheppard East*
- *95 York Mills*
- *96 Wilson*

Suggested corridors to implement exclusive transit lanes

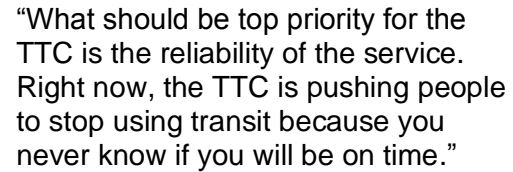
- *25 Don Mills route*
- *39 Finch East route*
- *54 Lawrence East route*
- *102 Markham Road route*
- *501 Queen route*
- *504 King route heading north on King as the streetcar always get stuck behind car turning left*
- *505 Dundas route*
- *506 Carlton route*
- *Avenue Rd (between Eglinton Ave W and Lawrence Ave W)*
- *Bathurst St (at Sheppard Ave W; Lake Shore Blvd W; and King St)*
- *Bloor St W (at Dufferin St)*
- *Brimley Rd & Eglinton Ave E*
- *Broadview & Danforth Ave*
- *Carlton St (at Parliament and Jarvis St)*
- *College St (between Bathurst St and Spadina Ave; and between Bathurst St and Church St)*
- *Don Mills Rd (at Finch Ave E and Lawrence Ave E)*

- *Dufferin Street (between Finch Ave W and Steeles Ave W; between Lawrence Ave W and Yorkdale Mall; at Eglinton Ave W; and at Dundas St W)*
- *Dundas St W (between Spadina Ave and Church St; between Victoria St and Bay St; at Bloor St W; at Yonge St; at Bathurst St)*
- *Eglinton Ave E (between Brentcliffe Rd and Don Mills Rd)*
- *Entire King St*
- *Entrance and exit to Sheppard Station*
- *Entrance and exit to Yorkdale Mall*
- *Finch Ave E (at Willowdale Ave and Victoria Park Ave)*
- *Finch Ave W (at Dufferin St; between Alness St and Bathurst St)*
- *Islington Ave*
- *Jane St (on Downsview Ave and Sheppard Ave West)*
- *Keele St (from Keele Station to St. Clair Ave West)*
- *Kingston Rd (at Lawrence Ave East and Woodbine Ave)*
- *Kipling Ave*
- *Lawrence Ave E (at Birchmount Rd)*
- *Lawrence Ave W (between Bathurst St and Keele St; between Dufferin and Lawrence West Station; and on Caledonia Rd)*
- *McCowan Road to and from Scarborough Centre station*
- *Queen St E*
- *Queen St W (at Bathurst St; Jameson Ave; John St)*
- *Queens Quay E*
- *Sheppard from Fairview Mall to Victoria Park Ave*
- *Southbound on Lansdowne Ave before Jameson Ave*
- *Spadina Ave (at Front St W and Richmond St)*
- *Steeles Ave E (at Bayview Ave)*
- *Steeles Ave W (between Keele St and Yonge St; and Dufferin St)*
- *University Ave (at Queen St West)*
- *Victoria Park Ave*
- *Warden Ave*
- *Wilson Ave*
- *Yonge St (north of Finch Ave; at Connaught Ave; at Dundas St W; at Queen St; at Carlton St; and at Eglinton Station)*
- *York Mills Rd (between Leslie and Don Mills; and between Yonge St and Bayview Ave)*

Other feedback

Respondents provided additional feedback regarding issues that cause delays to their commute and what could help improve them, including:

Address service reliability issues (delayed service and vehicle bunching) on the following routes: *35 Jane; 42A Cummer and 42C Cummer (westbound); 43 Kennedy; 44 Kipling South; 47 Lansdowne; 52B Lawrence West; 53 Steeles East; 57 Midland; 60D Steeles West; 63 Ossington; 95 York Mills; 98 Willowdale-Senlac; 102 Markham Rd; 104 Faywood; 121 Fort York – Esplanade; 126 Christie; and 905 Eglinton East Express.*



“What should be top priority for the TTC is the reliability of the service. Right now, the TTC is pushing people to stop using transit because you never know if you will be on time.”

– Survey respondent

Increase service frequency to accommodate the high volume of passengers and shorten travel time on the following routes: *5 Avenue Rd; 9 Bellamy; 16 McCowan; 21 Brimley; 25 Don Mills Short Turn; 34A Eglinton East; 35 Jane; 37 Islington; 38 Highland Creek; 42 Cummer; 57 Midland; 61 Avenue Rd North; 63 Ossington; 66A Prince Edward; 79 Scarlett Rd; 85 Sheppard East; 89 Weston; 95 York Mills; 96 Wilson; 102D Markham Rd; 112 West Mall; 116C Morningside; 161 Rogers Rd; 165 Weston Rd North; 501 Queen; 504 King St; 506 Carlton; 509 Harbourfront; and 511 Bathurst.*

Add a left turn signal at all times to clear the queue of left turning traffic and allow transit to get through quicker. Suggested locations to implement a left turn signal at all times include: *Gerrard St East & River St; Jarvis St & Carlton St; Parliament St & Carlton St; and Yonge & Wellesley.*

Remove under-utilized stops that are too close to each other to help speed travel.

Extend rush hour on-street parking prohibition until 10am instead of 9am and 7pm instead of 6pm to reflect people’s commute.

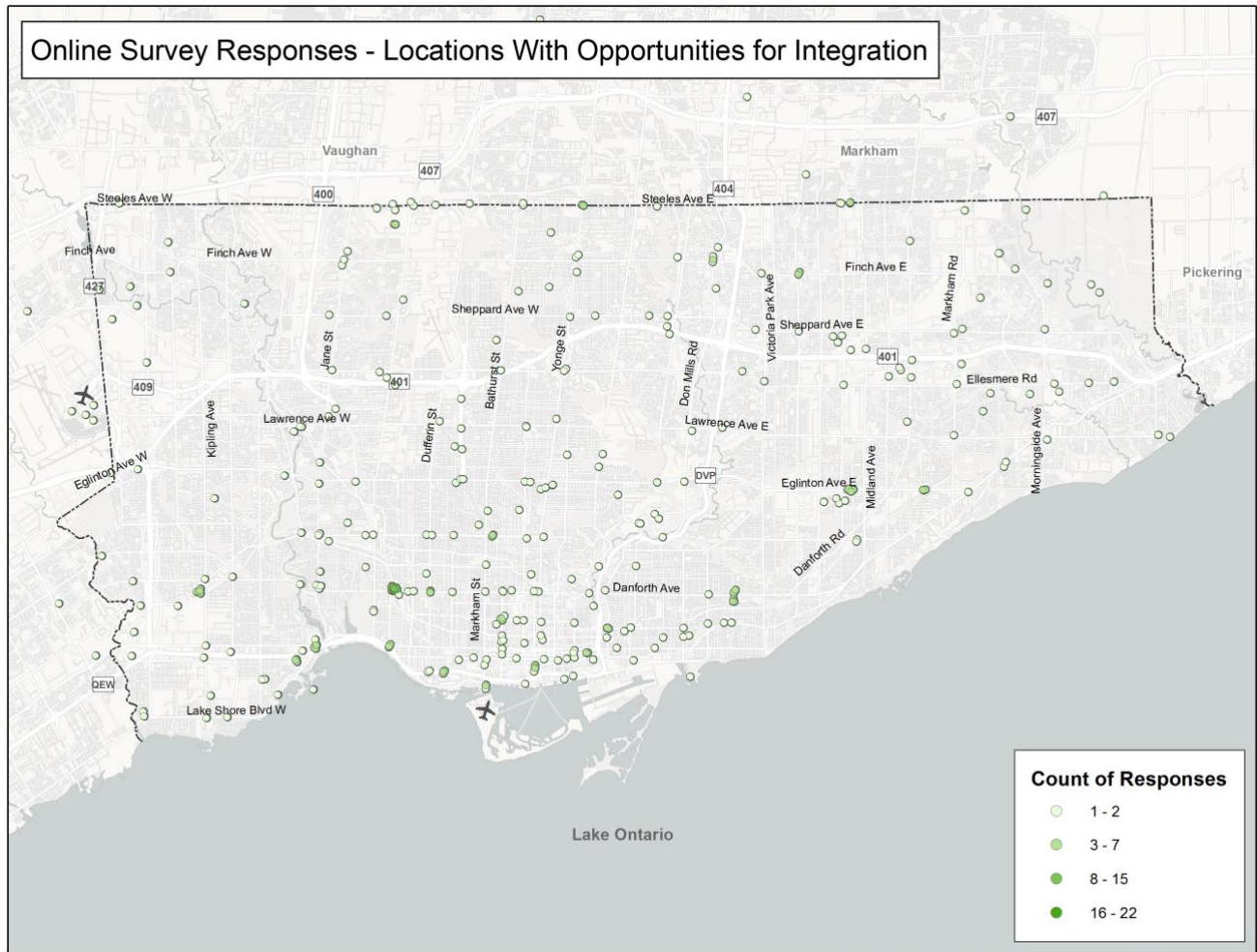
Ban left turns on streetcar routes to help improve transit flow.

Improve synchronization of traffic signals between Consumers Rd and Don Mills.

Improve coordination of 501 Queen east and west schedules to reduce wait times.

Opportunities for Integration with Other Transit Services and other Transportation Modes

Respondents identified locations where there is an opportunity for TTC surface transit to integrate with other transit services and other modes of transportation (e.g. biking, walking, etc.). Feedback is organized by the type service integration.



TTC integration with safe and accessible walking routes. Respondents highlighted a number of bus stops that were inaccessible due to a lack of nearby crosswalks, particularly along *Sheppard Ave W* and *Eglinton Ave W*. To allow for safer access to streetcar stops along routes with a right-of-way (e.g. *St. Clair* and *Spadina/Queen's Quay*), a few respondents suggested syncing access to both ends of the platforms with existing pedestrian crossings to improve the crossing time and mitigate jaywalking on the road and streetcar tracks. Other suggested improvements included pedestrian realm beautification, sidewalk widening for safety, and more efficient passenger connection between transit modes.

Suggested locations to integrate safe walking routes

- *Eglinton Ave E & Kennedy Station*
- *Eglinton Ave E & Kingston Rd*
- *Finch Ave E & Morningside Ave*
- *King St E & Sumach St*
- *Kipling Ave & The Queensway*
- *Markham Rd & Select Ave*

- Sheppard Ave & Bessarion Station
- Steeles Ave & York University GO
- UP Express & Pearson Airport
- Yonge St & Eglinton Ave

TTC integration with cycling infrastructure. Respondents shared several opportunities the TTC could explore to better integrate cycling infrastructure with the TTC network, including:

Additional bike parking. Respondents would like to have more bike parking, and highlighted some key opportunities for bike integration at stations. A participant suggested that more bike racks be added to the *Lawrence Station* mezzanine, or the TTC could partner with businesses across the street from the Bedford Park entrance to put in more bike parking. Other suggestions included adding secure bike parking to *Woodbine Station*, and adding bike tools, such as a tire pump, at the end of the *Exhibition Line*.

Suggested locations to provide additional bike parking

- Eglinton West Station
- Exhibition Station
- Glencairn Station
- St. George Station
- Woodbine Station
- Bedford Park subway entrance
- Eglinton Ave E & Holly St
- Heward Ave & Eastern Ave
- Lawrence Ave West & Avenue Rd
- Parkside Dr & Howard Park Ave

Well-located Bike Share stations. Respondents would like to see more Bike Share stations along major corridors and by TTC stations in order to connect with higher-order transit. In order to support better integration between Bike Share and the TTC, some respondents suggested moving Bike Share stations closer to major transit stops, such as right outside the *Spadina Station* entrances. A participant suggested adding more Bike Share stations along major corridors outside of the downtown core, in order to alleviate overcrowding at rush hour and give customers flexibility to change transportation options.

Suggested locations to provide Bike Share stations

- Dufferin Station
- Eglinton West Station
- Spadina Station (both entrances)
- Broadview Ave & Gerrard St E
- Greenwood Ave & Dundas St E
- Jane St & Folkes St
- Jane St & Weston Rd
- Lakeshore Blvd & Kipling Ave
- Port Union Rd & Lawrence Ave E

Safe and connected bike lanes. There was general interest in having safer cycling routes that fully integrate with one another. Streets that were highlighted as potential routes to extend and connect bike lanes included: *King Street East, Broadview Avenue from Gerrard to Dundas, and Bloor Street to Ossington Avenue*. In order to connect with higher-order transit options, respondents said that they would like to have more dedicated bike lanes on major corridors that connect to subway stations and major stops, including adding lanes on: *St. Clair Avenue, Kennedy Road moving south-west, Bay Street, Lawrence Avenue East, Jane Street, and Yonge Street from Sheppard to Finch*. Other suggestions include integrated bike paths with trails and beside railway lines, as well as connecting cycle routes with significant destinations (e.g. post-secondary institutions).

Suggested locations to provide safe and connected bike lanes

- Adelaide St
- Along the Stouffville GO route
- Bathurst St
- Don Mills Rd
- Northbound from Kennedy Station & Eglinton Ave E

- Sheppard Ave E
- South York Mills Station
- Spadina Ave
- UofT Scarborough
- Wilson St & Yonge St

Improve bike rack infrastructure on buses. Respondents suggested looking into the feasibility of a new bike rack system that would allow buses to hold two bikes at once. One participant commented that it can be difficult to use their bike in busy areas as they often have to wait at a stop for a bus with an empty rack.

TTC integration with other transit agencies. Respondents shared several opportunities the TTC could explore to improve integration of the TTC network with other transit agencies, including:

Integrate GO Transit with TTC stations. Respondents generally said that there was room for improvement when transferring from TTC services to GO. The suggested improvements included better wayfinding and accessibility, as well as connecting station infrastructure through covered walkways and tunnels for more efficient transfers. Many respondents shared feedback on the following transfer points:

Bloor GO & Dundas West Station

- Many respondents would like to see better integration between TTC, GO, and UP Express.
- One participant said that the TTC is losing revenue by not allowing riders to transfer to GO seamlessly, which would allow more capacity further east along Line 2 at peak hours.
- It was suggested that better wayfinding and accessibility be provided between stations, particularly to assist visitors or people who are less knowledgeable about the transit services offered.

Danforth GO & Main Street Station

- Respondents indicated that it is very difficult to transfer from GO to the subway, and an underground passage was suggested as a solution, particularly for cold winter months.
- One participant suggested that better integration between these stations could be a solution to the Relief Line, or as a part of SmartTrack.

Exhibition GO & Exhibition Loop

- Better connection to bus services would be helpful, particularly north of the GO tracks, with the suggestion that the Dufferin bus could connect to Exhibition GO as it terminates nearby.
- Implement a staircase down towards the GO platforms for better pedestrian connection to the north side of the tracks.

Milliken GO & Steeles Ave E

- Improve service connections between TTC bus service and Milliken GO.
- One suggestion included integrating the 953 Steeles East Express with GO to allow for transfers.

“Ensure improvements can be made to make it easier for passengers to transfer between TTC subway and GO Train Services.”

– Survey respondent

Kennedy GO & Kennedy Station

- Respondents said that the long walk between stations is a challenge, and would like there to be a covered walkway or tunnel to connect the two.

Eglinton GO & Eglinton Ave E

- Even with the frequency of GO, a participant said that the connection to buses is inconvenient.
- One participant suggested a future higher-order transit improvement could be to build a Line 2 spur down to Eglinton GO.

Others GO stations suggested for integration with the TTC

- Kipling GO
- Mimico GO
- Old Cummer GO
- Rouge Hill GO
- Scarborough GO
- Weston GO

Integrate service with DRT (Durham Regional Transit). Respondents suggested the following locations for integration opportunities with Durham Region Transit:

- Downtown Toronto
- Ellesmere Rd
- Scarborough Town Centre
- York University

Improved service options with MiWay. Respondents said that it is important to make the switch from TTC to MiWay as smooth as possible. Suggested improvements included: adding short walkways; maintaining well-lit, accessible stations; and coordinating times when vehicles arrive and depart. In particular, many respondents suggested that MiWay be integrated with *Kipling Station* for better transfer between GO and TTC. Other areas for improvements include better wayfinding, more shared stops between MiWay and TTC similar to *East Mall Crescent*, increased frequency of service, and fare integration.

Other locations suggested for improved integration with MiWay

- Islington Station
- Sherway Gardens Mall
- York University
- Burnhamthorpe Rd E & Mill Rd
- Dundas St W & West Mall Crescent
- Morning Star Dr & Airport Rd
- Queens Plate Dr & Triple Crown Ave
- Rexdale Blvd & Highway 427

Integrate service with YRT (York Region Transit). Respondents provided a lot of feedback about how to improve service and better integrate the TTC with YRT services. *Steeles Ave* and *Finch Ave E* were highlighted as two major routes where respondents were interested in improving transfers (pick up and drop off points) and implementing fare integration. A few respondents noted that *Steeles Ave* is a very long and congested route to *Finch Station*, and suggested alternative routes with fewer transfer points to increase ridership and alleviate overcrowded routes. Additionally, while respondents understood there may be some benefit, they said that having separate overlapping TTC/YRT buses was unnecessary. One participant suggested that malls, such as the Promenade Mall or the World on Yonge, may be interested in partnering with the TTC to provide integrated service north of Steeles in order to capture riders who are already on the TTC and save them having to transfer.

Other locations suggested for improved integration with YRT

- Finch Station
- Finch Ave E & Bayview Station
- Finch Ave E & Don Mills Rd
- Finch Ave E & Victoria Park Ave
- Steeles Ave E & Kennedy Rd
- Steeles Ave W & Bathurst St

- *Steeles Ave W & Dufferin St*
- *Steeles Ave W & Keele St*
- *Steeles Ave W & Yonge St*
- *York University*

TTC integration with Wheel-Trans. Respondents suggested the following locations for integration opportunities with WheelTrans service:

- *Bayview Ave & Glenvale Blvd*
- *Warden Ave & Finch Ave E*

Additional opportunities for integration

Integration with major transit centres. Respondents suggested a number of major transit centres that could benefit from improved TTC service integration, including:

Union Station

- Desire to see better scheduling with other transit operators, such as GO.
- Interest in better signage where the GO trains interact with the TTC system to avoid vague directions.
- Interest in better integration with taxis and pedestrians, to mitigate space constraints outside the station at peak hours.

“Create more non-stop routes between transit hubs to connect with local area transit allowing passengers to reach their destinations faster with fewer transfers/waits.”

– Survey respondent

Billy Bishop Airport

- Implement a direct streetcar or better stop integration to alleviate foot traffic from the ferry and tunnel.
- Provide better signage to indicate when to get off the streetcar.

Toronto Pearson Airport

- Improve integration of Pearson Airport with connecting transit agencies (i.e. TTC, GO Transit, MiWay, and Brampton Transit) and the amenities across *Airport Rd* by Terminal 1.
- Increase collaboration between transit agencies stopping at Pearson Airport Terminal 1.

Improve connection to TTC subway stations. Respondents expressed interest in the seeing connections between buses, streetcars and the subway improve. It was suggested that surface transit routes be extended to meet higher order transit, including: *the 506 Carlton to Keele Station, the 512 St Clair to Jane St/Jane Station, and the 91 Woodbine to Don Mills Station.*

Other feedback

Beyond opportunities for integration, respondents provided feedback on other aspects of improving transit service, including:

New GO stations to complement TTC service. Some respondents suggested a number of locations that may be suitable for restoring or creating GO stations in order to connect to TTC surface transit and subway service. Suggested locations included:

- *Royal Park Way & Highway 27*
- *Lakeshore Blvd & Gardiner Expressway (future 27-acre development site)*
- *Yorkdale Station & Barrie GO*
- *Lansdowne Station & Kitchener GO*

- *Steeles Ave E & Highway 69*

Extend Subway Lines. Some respondents were interested in higher-order transit expansion, particularly with extensions into Scarborough along Lines 3 and 4. Specific locations included:

- *Expand Line 2 along Dundas St E*
- *Expand Line 3 to Centennial College*
- *Expand Line 4 along Sheppard Ave E*
- *Add Line 3 stop at Brimley Road*
- *Add Line 4 stop at Willowdale Ave*

Additional suggestions and comments

Respondents provided additional advice for the TTC as they develop the 5-Year Service Plan to improve surface transit. Generally, respondents would like to see the TTC implement solutions immediately to address transit issues and enhance the customer experience on the TTC. They said that transparent communication and passenger safety and security are other important areas the TTC should focus on improving. Some said that the TTC needs to take a proactive approach to improving transit and explore more advanced technology so that it will not be obsolete in a few years. They also said that the TTC needs to improve surface transit as well as existing subway service and create more rapid transit routes to better serve Torontonians. Some people acknowledged that the TTC is doing a good job and appreciate its efforts to improve the customer experience, despite limited funding. Other detailed feedback is organized by theme below.

Communication

- Improve communication with passengers if there are any changes or delays to the service - ideally ahead of time, if possible. Respondents said that transparent communication is very important to understanding the situation and allowing passengers to make alternative travel plans. They suggested adding notifications of service disruption/changes on the TTC's mobile app and on the digital screens in the new buses and subway cars, as well as digital screens at station entrances (before the fare gates).
- Conduct an awareness campaign demonstrating to customers the impact of positive versus poor customer behaviour on the flow of the trip (e.g. people blocking entrances slows down boarding and delays the trip).
- Provide project updates about other ongoing and planned transit projects (e.g. Eglinton Crosstown, Line 2 East Extension, and SmartTrack). More information would help customers understand when construction is expected to occur and how it will impact travel along the project areas.

“Communication is key. If passengers are told [of delays] they can make alternative arrangements and have better anticipation.”

– Survey respondent

Safety and security

- Coordinate pedestrian lights with vehicle boarding so people can safely cross the street when entering/exiting vehicles.
- Strengthen enforcement of rules requiring drivers to stop when streetcars load and unload passengers.

- Combat fare evasion. Make sure collector booths always have a TTC personnel to help prevent fare evasion.
- Install barricades on busy subway platforms to prevent people from falling on the tracks.
- Revisit protocol when emergency alarm in the subway is used so it does not cause major disruption on the subway line.

“TTC is a fantastic agency that Torontonians don't appreciate until they see the state of transit in other cities in North America.”

– Survey respondent

Fare

- Change the downtown express bus payment system into a single fare payment.
- Provide different ways to lower the cost of the TTC fare, including: setting a daily cap; reducing fares for seniors; and creating a “family fare” on weekends and evenings where families travelling together will pay a certain amount that is lesser than paying for each family member.

PRESTO

- Ensure all PRESTO machines are operational so the TTC does not lose money for letting passengers on without paying due to broken card readers.
- Show PRESTO card balance when tapping the card on PRESTO machine screens.
- Allow PRESTO payment using credit/debit cards.

Customer service

- Improve training of TTC vehicle operators so passengers have a better customer service experience on the TTC. Ask drivers to stop gently so passengers do not fall, be more approachable when passengers ask questions, and be better at managing crowds so more people could get on the bus (i.e. ask people to move back or allow boarding from the back door).
- Train fare enforcement officers to be more civil when dealing with people who evade fare payment.
- Train collector booth personnel to be more approachable and patient when customers ask questions as some customers are not familiar with the TTC.

Improve accessibility for people with disabilities

- Make the TTC more accessible by communicating through signs and announcements to identify which stops/stations are accessible and which ones are not.
- Review the Wheel-Trans operating system to make travel easier and more convenient for customers.
- Provide more priority seating.

Fleet

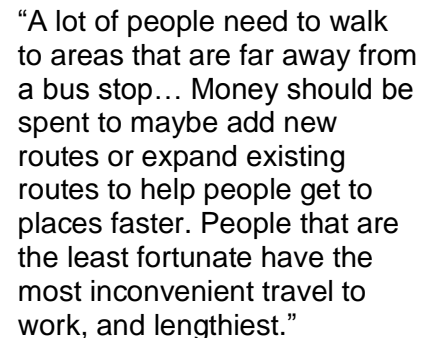
- Expedite plan for full electrification of buses to reduce pollution and save operational costs.
- Explore ways that vehicles could better accommodate wheelchairs and strollers so there is ample of space for other passengers to board and exit vehicles.
- Operate more articulated buses on long, busy routes (e.g. Finch Ave East, 25 Don Mills, and 925 Don Mills Express).

Funding

- Secure more long-term funding to ensure plans are implemented, either from other levels of government or exploring other potential revenue tools (e.g. transit tax, levy on parking lots, motor vehicle registration fee).

Routes

- Provide more bus routes servicing the Humber Bay Shores area and the Exhibition GO Station, ideally on the north side of tracks.
- Operate more express buses later into the evening to make travel more convenient for people who work outside the 9am-5pm schedule.
- Extend service on the following existing routes:
 - 28 Bayview bus to accommodate the new development at the end of the Bayview extension / to access the emerging community at Corktown.
 - 34 Eglinton East eastbound from Kennedy Station.
 - 77 Swansea during rush hours to provide more capacity on Runnymede due to crowding on 71 Runnymede and 79 Scarlett Rd north of St. Clair.
 - 91 Woodbine bus to Don Mills Station or Leslie Station along Don Mills Rd.
 - 122 West Mall to provide transit service to Bayview Ave and Front St E (Corktown Common area).
 - 165 Weston Rd north up to HWY 7 for easy access to Cineplex Vaughan.
 - 39 Finch East and 939 Finch Express to connect to the Toronto Zoo and promote tourism.
 - 501 Queen so there's no transfer required at the Humber Loop.
 - 504A King to Ontario Place.
 - 505 Dundas extended further east to Pape, Greenwood, Coxwell or Woodbine subway stations to create a mini relief line.
 - 506 Carlton to Parkside and Keele.
 - 512 St Clair to connect to Jane Station via Jane St, as well extend 512 St Clair east from St Clair Station across Don Valley and along O'Connor/St. Clair to Warden Station.
 - Steeles and Finch East buses to the Toronto Zoo.
 - Continuous north-south route on Bathurst so passengers do not have to change vehicles at Bathurst Station.
 - Continue the streetcar eastward to Broadview Station along the subway route. Stop short-turning streetcars on Gerrard St E and Broadview Ave.
- Integrate service on the following routes:
 - 22 Coxwell and 77 Swansea buses to reduce wait time when transferring where the routes split at Coxwell Station.
 - 51 Leslie with the north-south portion of the 56 Leaside as Eglinton Station is a poor destination for north-south travel.
 - 75 Sherbourne and 82 Rosedale.
 - 87 Cosburn and 64 Main routes to take passengers from Broadview Station to the Beaches. These routes were temporarily integrated previously and worked very well for passengers.
 - 505 Dundas and 504B King along Broadview Ave.
- Terminate/split service on the following routes:
 - Terminate the 199 Finch Rocket at either Victoria Park Ave or Warden Ave so passengers use the 139 Finch-Don Mills to go farther east and provide more capacity for the 199 Finch Rocket between Yonge St and Victoria Park.



“A lot of people need to walk to areas that are far away from a bus stop... Money should be spent to maybe add new routes or expand existing routes to help people get to places faster. People that are the least fortunate have the most inconvenient travel to work, and lengthiest.”

– Survey respondent

- Split the 112 route in half to create a direct and faster route to Renforth Station.
- Remove the Brown’s Line from the 123 Sherway route to create a direct and faster route to Sherway Gardens.
- Remove 501 short turn at Humber Loop
- Re-routing the following routes:
 - Explore alternative routes for the 63 Ossington short turning at King St to prevent 63 buses from getting stuck in traffic at Liberty Village.
 - Bus servicing the Yonge St and Meadowview Ave route should enter Steeles Avenue via Willowdale Avenue from Finch Station.
 - 939 Finch Express and 953 Steeles East Express should start/stop at Don Mills station to better use the Line 4 Sheppard.
- Suggested stop changes on the following routes:
 - Add Milliken GO Station as a stop in the 953 Steeles East Express for easy transfers to the TTC.
 - Remove the Midland and Eglinton stop from the 905 Eglinton East Express route.
 - Remove the Shermount stop on the 52 Lawrence West route.
 - Remove the stop at Broadview Ave at Jack Layton Way since it is only 80 metres to the next stop.
 - Remove the northbound and southbound stops at Broadview Ave and Mount Stephen St since it is a short walk to Dundas St or Gerrard St.
 - Consolidate the Stop 5753 with Stop 8009 and Stop 2979 with Stop 4484.
 - Make the 29C Dufferin stop at Springhurst Ave.
 - Consolidate 56 Leaside and 88B South Leaside stops at Overlea Blvd & Millwood Rd
- Suggested new routes to consider:
 - Create more highway routes like the 900 Airport Express and 927 Highway 27 Express.
 - Bus route along Kingston Road from Woodbine to Eglinton. It currently takes three bus routes to get from Woodbine to Eglinton on Kingston.
 - An east-west streetcar service along Front St from Dufferin St to East Harbour.
 - Loop the 43 Kennedy on Village Green Square.
 - Bring back the 508 Lake Shore route from Castle Frank down to King St.
 - Bring back the 508 Lake Shore route from Long Branch to King St.
 - Bring back the 64 North bus to service the Lumsden area and allow better access to the beach.
- Create more direct/express routes to the following locations:
 - Transit hubs to reduce transfer and travel times (e.g. a direct route connecting Don Mills Station, Steeles Ave, Pacific Mall, Sheppard Ave, and Finch Ave; or a direct route connecting Alton Towers, Bamburgh, Bridletowne, and Sandhurst Circles to serve Scarborough neighbourhoods better)
 - Humber Loop to Sherway Gardens
 - Billy Bishop Airport
 - Humber Parkland
 - Yonge and Dundas Square

“Keep up the good work and keep pushing for transit priority corridors like you've done on King Street.”

– Survey respondent