TTC’s 2026 Annual Network Plan


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1. About the plan

The 2026 Annual Network Plan (ANP) provides recommendations for route and network changes for the upcoming year, based on input and engagement with TTC customers, front-line staff and the community.

The plan has been rebranded as the Annual Network Plan (ANP) this year. Previously known as the Annual Service Plan (ASP), the new title better reflects its focus on route enhancements, network design and improvements to key customer connections.

The 2026 Annual Network Plan focuses on three key themes:

1. Enhancing connections to meet customer needs – Recommending route adjustments that respond to customer demand and travel patterns, with a focus on TTC's three key priority groups—women, shift workers, and lower-income customers. This includes routing changes to optimize the network and the introduction of new connections to better serve our customers.
2. Reviewing the express bus network – This work builds on the TTC's 2024–2028 5-Year Service and Customer Experience Action Plan, which identified opportunities to improve the express bus network. The 2026 ANP begins this work by engaging customers to better understand their experiences and priorities. Proposals for changes to the express bus network will be included in the 2027 ANP, informed by customer feedback, as well as service, ridership and operational analysis.
3. Planning for construction: Building on the 2024 ASP construction planning guidelines and lessons from 2025, the TTC will continue working on improving planning for construction-related diversions, with renewed focus on strategies to improve planning and communicating complex construction projects.

Equity-based service planning remains a core focus of the 2026 ANP. The Plan prioritizes equity through targeted consultations with three key priority groups of women, shift workers, lower-income customers as well as those typically underrepresented in the planning process including youth. It also applies greater weight to customer trips in Neighbourhood Improvement Areas when measuring route productivity. Additionally, the TTC continues collaborating with Toronto's Transportation Services to enhance its equity framework and mobility tools.

1.1. The Corporate Plan and the 5-Year Service and Customer Experience Action Plan

The TTC Corporate Plan drives strategic directions for the organization. Strategic Direction 2 of the Corporate Plan is to Attract New Riders and Retain Customer Loyalty (Figure 1). To do so, the Corporate Plan lays out the following four objectives:

1. Better serve customer demand in an evolving operating environment.
2. Improve the customer experience by providing a safe, accessible and comfortable journey.
3. Focus on the basics of service reliability, predictability and speed.
4. Prioritize asset state-of-good-repair to keep the system moving reliably.

Figure 1: Five strategic directions of the Corporate Plan

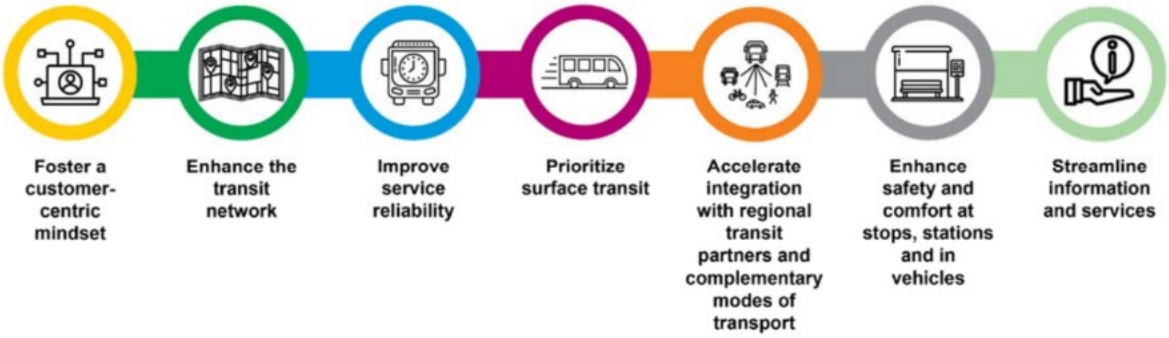
Several plans collectively advance this direction – including the 2024-2028 5-Year Service and Customer Experience Action Plan (5YSP) as well as the 2026 ANP. The 2024-2028 5YSP is a multi-year plan that communicates to our customers and community partners the strategic priorities for service and customer improvements.

The plan identifies seven pillars that represent opportunities to improve service and the customer experience through each step of their journey over five years (Figure 2):

1. Foster a customer-centric mindset
2. Enhance the transit network
3. Improve service reliability
4. Prioritize surface transit
5. Accelerate integration with regional transit partners and complementary modes of transport
6. Enhance safety and comfort at stops, stations and in vehicles
7. Streamline information and services

The 5-Year Service and Customer Experience Action Plan focuses on improvements that enhance TTC's core competency: mass transit – moving large volumes of customers safely, reliably and swiftly across Toronto and improving how customers experience the system.

Figure 2: Seven Pillars of Opportunity



Each pillar of opportunity is accompanied by specific actions outlined in a multi-year 25-point Action Plan which is outlined in Appendix 1. The Action Plan is a blueprint that identifies major service and customer experience related initiatives to be implemented every year. It also lays out a framework for initiatives that require further investigation. Using the 2024-2028 5YSP as a foundation, staff are also developing the 2026-2028 Ridership Growth Strategy which is a cost-benefit analysis of service, fare, infrastructure, and customer experience initiatives aimed at increasing ridership, pending funding. The 2026 ANP plays a foundational role in aligning routing and network improvements with long-term strategic goals.

1.2. Plan preparation and implementation

The 2026 ANP outlines how the TTC will serve its customers in the coming year. The Plan focuses on the three themes of 1) Enhancing connections to meet customer needs; 2) Reviewing the express bus network; and 3) Planning for construction. The recommendations are developed through a combination of technical analysis, operational insights and consultation with the public, customers and community partners, with a particular focus on engaging TTC's three key priority groups. Once approved by the TTC Board, the recommendations of the 2026 ANP will be implemented through the regular service change process, subject to available resources and coordination with broader system-wide priorities. Recommendations in the ANP represent the technical analysis and business case for route changes through new and enhanced investments that are developed in conjunction with the 2026 Operating Budget.

The 5YSP identifies additional investment for services to meet new travel patterns – this investment is crucial to support plan recommendations as reallocation of existing resources is generally insufficient. In the event the investment is not available, recommendations may be deferred. A summary of past recommendations not yet implemented due to available resources is provided in Section 3.3.

2. TTC Service in 2025

In March 2025, the TTC averaged 2.59 million weekday boardings, with buses leading at 1.21 million, while subway and streetcar ridership rose year-over-year due to increased downtown office attendance. Weekly unique riders reached 1.35 million, with peak usage from Tuesday to Thursday and weekend levels plateauing compared to 2024.

The TTC is closely tracking Toronto's population growth, especially new housing in Major Transit Station Areas, as a key factor in future ridership increases. To guide long-term planning, the TTC is developing a data-driven tool that forecasts transit demand based on residential development trends and travel behaviour, with priority given to rapidly growing corridors.

In 2025, the TTC prioritized mobility and cost-efficiency by adjusting service levels across its network to reflect evolving ridership patterns, especially in response to increased in-office attendance. Key enhancements included more frequent subway and streetcar service, proactive bus routing changes ahead of new LRT openings, and routing changes from the 2025 Annual Service Plan.

In 2025, the TTC improved surface network reliability by tightening on-time departure standards and piloting strategies to reduce vehicle bunching and gapping with enhanced on-street supervision, while adjusting schedules and targeting delay hotspots to counter rising congestion.

In 2025, the TTC advanced its first and last trip time work by adjusting early-morning and late-night service times across the network, including harmonizing subway schedules and station hours for Lines 1, 2, 4 and future LRTs. Key corridors saw bus and streetcar span improvements, while some subway stations received updated late-night routing and stop changes to support travel patterns.

In 2025, TTC planned for service during construction with efforts to provide better travel time forecasting, targeted transit priority measures and real-time detour updates. Despite progress, challenges like project delays, TPM constraints and lower-than-expected customer migration to parallel corridors persisted and will be further reviewed in 2026.

2.1. Ridership update

In March 2025, the TTC averaged 2.59 million weekday boardings, led by buses at 1.21 million (87% of early 2020 levels), followed by subways at 1.12 million (78%) and streetcars at 255,000 (74%). Compared to March 2024, subway and streetcar ridership rose by 8% and 5%, while bus boardings declined by 2%. At the end of September 2025, year-to-date ridership is approximately 5% under budgeted levels, with revenue approximately 4% under budget.

Weekly unique customers grew to 1.35 million, with 24% using the system four to five weekdays, and peak usage occurred Tuesday to Thursday at 2.65 million daily—7% and 5% higher than Mondays and Fridays. Weekend ridership averaged 1.66 million on Saturdays and 1.26 million on Sundays, marking marginal year-over-year declines of 2% and 3%.

Analysis into the ridership changes compared to 2024 is underway, with a particular focus on changes to crucial customer segments with impacts to fall 2025 ridership:

- Announcements made by large employers in the summer of 2025, including banks and the Provincial government, to return to four days in-office in fall 2025 and full-time in early 2026. Increased in-office work can increase ridership on subway and streetcar routes, which are more cost-effective modes to operate.
- Reduction in post-secondary enrolment across various campuses in the city, including the closure of some campuses. In addition, labour action in September 2025 significantly impacted ridership. Student ridership is a key travel market.
- Ongoing economic uncertainty and slowed activity, impacting work-based travel and potentially to discretionary travel.

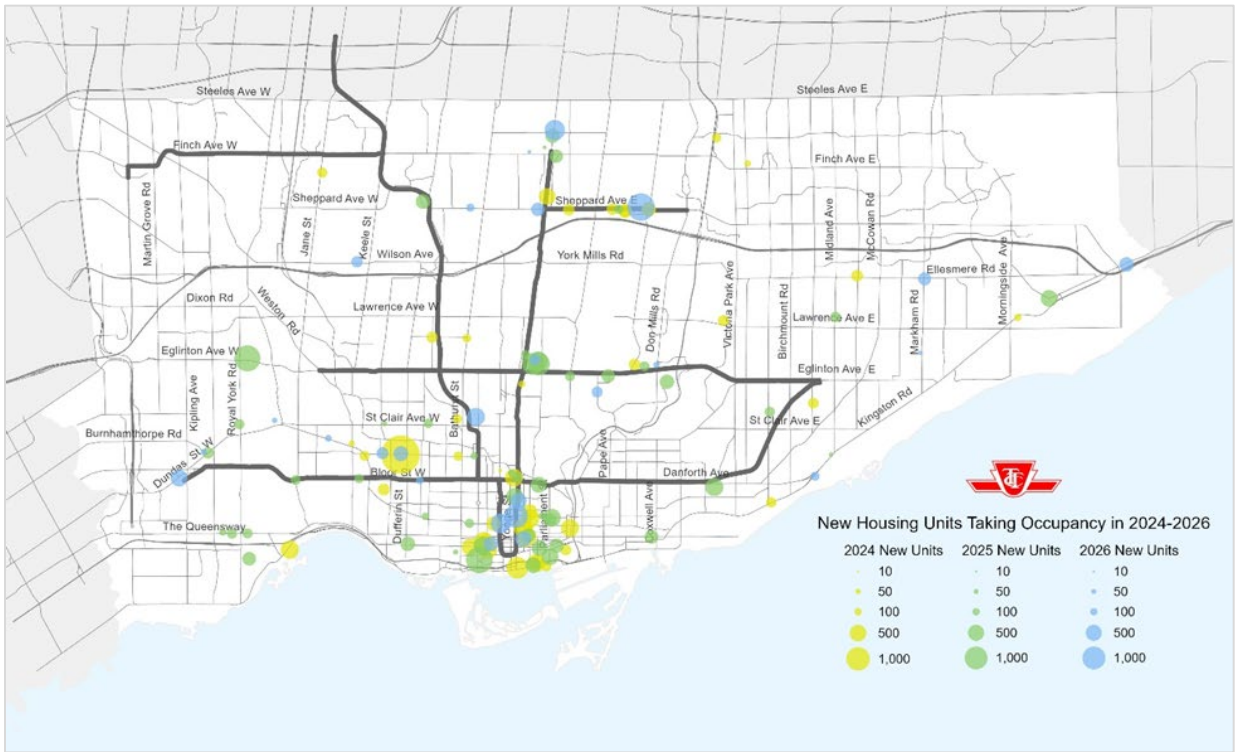
These considerations are being monitored and assessed in the context of developing the operating budget and service plan.

2.2. Housing development and ridership projections

The TTC is actively monitoring Toronto's population growth, especially new housing developments in Major Transit Station Areas (MTSAs) expected between 2024 and 2026, which are projected to drive future ridership increases.

To support long-term planning, the TTC is developing a data-driven tool that uses residential development data and travel behavior assumptions to forecast transit demand, based on the 2022 Transportation Tomorrow Survey. Figure 3 illustrates the projected spatial distribution of new housing units for the 2024–2026 period. While much of the growth remains concentrated in the downtown core, significant clusters are emerging along key corridors such as Eglinton Ave East, Sheppard Ave East and Dufferin St. Integrating these insights would allow the TTC to proactively adjust the transit network to match evolving housing and travel patterns across the city. A proactive approach would require additional investment to increase service prior to observed increases in demand. Given current fiscal constraints, the priority will continue to be adjusting service to observed demand. New services may be introduced on a trial basis if investment is made available through the operating budget process.

Figure 3: New housing occupancy in Toronto 2024-2026



2.3. Major service changes in 2025

The TTC's approach to service planning is guided by two core objectives:

- Maximizing mobility across Toronto by providing transit services in the right places, at the right times, to meet the community's evolving travel needs.
- Ensuring efficiency and affordability by operating services in a cost-effective manner that remains sustainable for both customers and residents.

To meet these objectives, the TTC continuously monitors ridership and travel patterns to ensure services align with customer demand and adhere to TTC Board-approved Service Standards. In 2025, the TTC made numerous adjustments across its bus, streetcar and subway networks to better align service with ridership demand, including schedule changes to reflect traffic conditions and demand-responsive service for unexpected shifts.

Service enhancements approved through the 2025 TTC Operating Budget included increased frequency on Lines 1, 2 and 4, 6-minute or better service from 7am to 7pm, 7 days a week on 505 Dundas, 511 Bathurst and 512 St Clair streetcar routes.

Increased in-office policies by major employers starting September 2025 is expected to boost ridership, especially on subways. Service was increased on Line 1 and Line 2 during commuting periods in the fall to protect against higher-than-expected ridership demand. TTC will monitor utilization of this added capacity compared to service standards for adjustment in fall 2026.

Additional improvements were introduced in spring and fall 2025, affecting 46 bus and streetcar routes in the spring and 58 in the fall. Proactive adjustments to the surface bus network also began in anticipation of the Line 5 Eglinton and Line 6 Finch West LRT openings. These changes are intended to accommodate future travel demand and ensure the network remains adaptable to Toronto's evolving mobility needs. Additionally, a Community Bus pilot launched in June 2025 on the 406 Scarborough-Guildwood and routing changes to 385 Sheppard East, 334 Eglinton, and 395 York Mills overnight service planned for late 2025.

2.4. Improving first and last trip times

As part of the 2025 ASP, the TTC continued its efforts to improve early morning and late-night service by reviewing and adjusting first and last trip times across the network. This work supports the broader First and Last Trip Strategy, which includes:

- Subway and LRT span of service and station hours harmonization: Work is ongoing to align train schedules across Lines 1, 2, and 4. Finalized service times for Lines 5 and 6 have been developed for implementation upon their openings. Station operating hours will also be standardized during this rollout.

- Bus and streetcar span of service harmonization: Building on progress from 2024, span adjustments in 2025 were made across key corridors including Bathurst St, Don Mills Rd/Pape Ave, Sheppard Ave East, York Mills/Ellesmere Rd, Kingston/Meadowvale Rd, Finch Ave West, Islington Ave, Evans Ave/Brown's Line, Jane St, Dundas St West, Ossington Ave, Yonge St, and Bloor St/Danforth Ave. Remaining corridors are scheduled for review in 2026, particularly in alignment with LRT surface route changes and identified night bus route improvements..
- Last trip routings and stops at subway and LRT stations: Route and stop adjustments were implemented at several subway and future LRT stations to support late-night travel, including Mount Dennis, Don Valley, Islington, Royal York, Keele, Dundas West, Ossington, Wellesley, Sheppard-Yonge, Finch West and Coxwell. These adjustments include designated after-hours bus routings and stops

for when stations are closed. Additional changes are expected as station hours are harmonized system-wide.

2.5. Service reliability enhancements

In 2025, the TTC focused on improving surface network reliability by enhancing On-Time Performance (OTP) and adjusting service schedules to better reflect actual traffic conditions. Key initiatives included stricter on-time departure standards and a pilot project targeting bus and streetcar bunching and gapping on major routes, which led to notable improvements in service consistency.

However, increasing congestion across Toronto continued to challenge operations, prompting schedule adjustments on several bus routes and the identification of delay hotspots for targeted interventions such as parking restrictions, lane reconfigurations, and transit signal priority upgrades.

Bunching and Gapping Pilot

The Bunching and Gapping Pilot began in June 2025 with Divisional Supervisors deployed on-street to observe and recommend route management adjustments. Dedicated on-street supervisors can provide more targeted route management and frequent, real-time communication with operators.

In July 2025, a project manager was appointed and the Pilot was refined to focus on four routes: 7 Bathurst, 24/924 Victoria Park, 506 Carlton, and 512 St Clair. The selection criteria focused on poor performing routes while considering a variety of geographies and route types. Transit Control Supervisors are also deployed on 512 St Clair, while Divisional Supervisors support 7 Bathurst, 24/924 Victoria Park, 165 Weston Rd North and 29/929 Dufferin. Since transitioning to this new approach, schedule adherence has improved on these routes, delivering more reliable service to customers.

Looking ahead to 2026, the TTC plans to introduce new performance metrics, including mid-route OTP tracking for buses and streetcars to gain deeper insights into service reliability and support more responsive planning.

2.6. Planning for construction: challenges and opportunities

Capital work in 2025 has again caused major impacts to the delivery of transit service, as the cycle of transit expansion, state-of-good repair work, and other complex bundled projects continued onwards from 2024 and previous years.

As a repeated theme, schedule changes and scope adjustments to bundled components of major projects—such as Bathurst and Fleet, King and Church, and King and Dufferin—caused customer frustration and confusion and strain on limited operational resources, especially as multiple disruptions came to overlap in un-planned ways. A recently emerging challenge is that of balancing stakeholder interests and competing operational

priorities with the depth to which various Transit Priority Measures (TPMs) can be successfully recommended and potentially implemented.

Progress in 2025

Compared to 2024, steps have been taken to improve service quality during diversions, including:

- Accurate Travel Time Projections: Improved forecasting of travel time and reliability impacts for construction-related service adjustments, using in-depth analysis of operational data from past detours and current routes, such as 509 Harbourfront, 510 Spadina, 512 St Clair replacement buses, and detours on 501 Queen, 504 King, and 508 Lake Shore.
- Transit Priority Measures (TPMs): Incremental progress toward implementing TPMs to support increased service demand on alternate corridors, accommodate new turning movements, and adapt to changes in vehicle types, including:
    - Adelaide St, in the area of Dufferin St and King St West, Queen St, East between Parliament St, and Broadview Ave, and others.
- Improved Real-Time Customer Information: Enhanced access to real-time trip planning data through a one-year pilot project with Transit App to test its live detour module, ensuring customers receive accurate updates even when actual operations differ from scheduled service.

Ongoing Challenges in 2025

Despite progress, several challenges persisted:

- Project delays: Unforeseen delays in the start and completion of multiple projects, along with last-minute changes, disrupted scheduled service and placed additional pressure on workforce availability and service quality.
- TPM efficacy: Not all TPMs that were initially identified for potential implementation moved forward past the planning stage, and those that did had varying degrees of success as evolving traffic patterns affected vehicle throughput and service reliability.
- Predictions of customer behaviour: Customer migration to parallel corridors where more service was provided to encourage alternate routes of travel (such as on Queen St, from King Stt) was lower than was anticipated.

Looking Ahead to 2026

Many of the key corridors of the transit network that will be impacted by construction in 2026 are those that were impacted by construction in 2025 – College/Carlton, Queen, and King will face additional closures and detours at various locations. With the construction

planning framework well established as a foundation on which to develop detours, insights and lessons learned from these previous area-specific impacts will more effectively influence and ultimately refine temporary service plans.

More effective bus replacement provisioning within streetcar replacement plans is a key mitigation tool, providing plans with a stronger focus on flexibility and responsiveness.

With the additional lens of the FIFA construction moratorium and simultaneous re-start of intensive construction work shortly thereafter, effective forecasting of resources (operator workforce, fleet, and capital funding) will be of particular importance.

2.7. 2024-2025 Action Plan

The 2024–2028 5YSP identified 25 actions and 54 supporting initiatives for the TTC to advance in 2025. These actions are designed to improve the customer experience at every stage of the journey—helping riders travel quickly and reliably, while enhancing overall comfort and convenience. As of 2025, 18 actions are currently ongoing, five are in progress and set to be completed shortly, and two have not yet started. Further details are available in Appendix 1 – 25-Point Action Plan Status Update.

3. 2026 Annual Network Plan

Our priority is to continue strengthening the foundations of Toronto's transit system. The 2026 ANP focuses on the following themes:

1. Enhancing connections to meet customer needs
2. Reviewing the express bus network
3. Planning for construction

The objective of the 2026 ANP is to expand service availability and connections to meet customer travel patterns. Key initiatives include increasing service in Scarborough and Downsview, restructuring the network along the Lawrence Ave Corridor, enhancing transit access to Sunnybrook Hospital, and conducting a route and corridor specific review of the express bus network to identify opportunities for improvement and alignment with TTC's service standards.

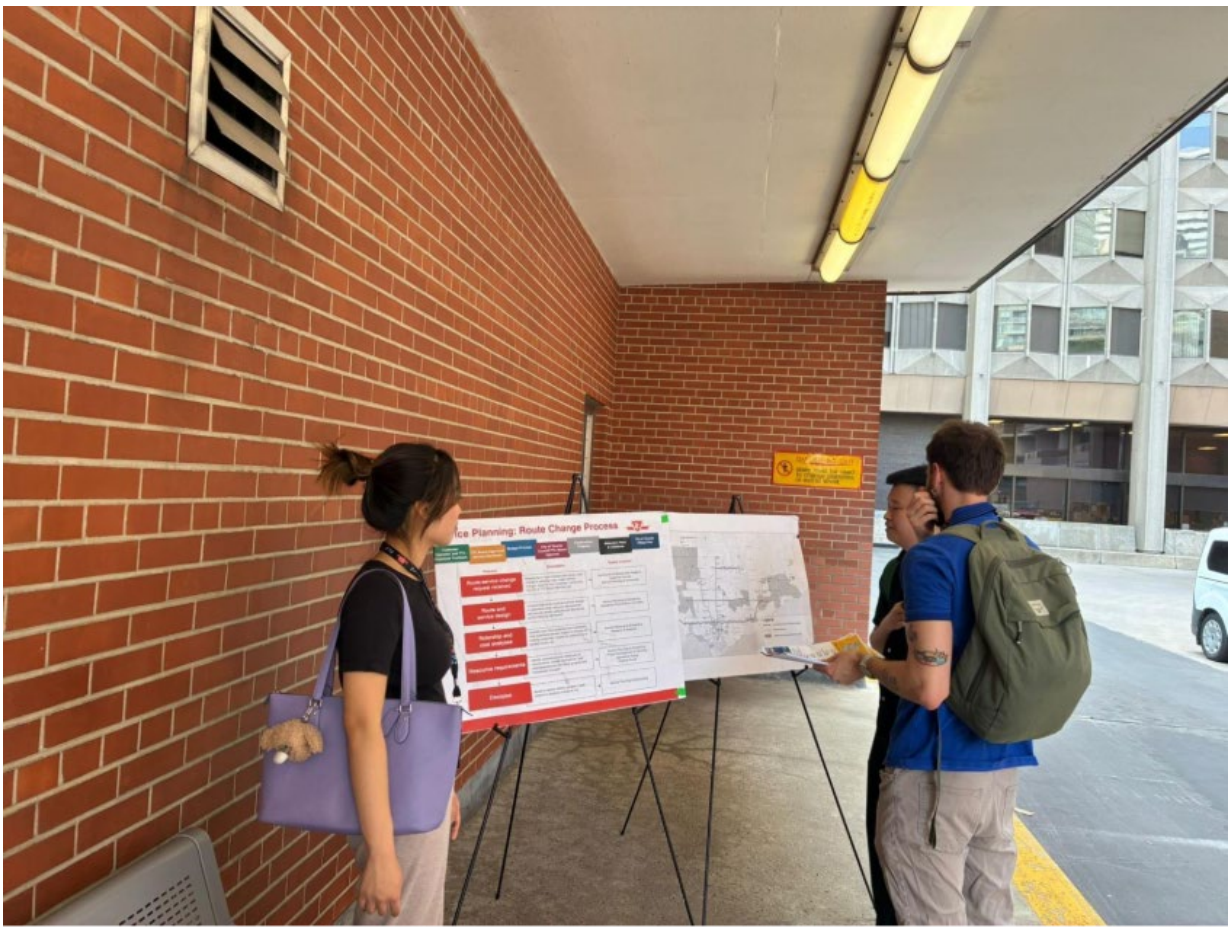
The TTC is also committed to advancing the construction planning guidelines introduced in the 2024 ASP, ensuring they are effectively applied to construction diversion plans, as well as continuing to identify ways to move transit better by mitigating impacts of congestion.

3.1. Customer and community partner engagement

The 2026 ANP has been prepared with feedback from TTC customers, community partners, including TTC's Planning Advisory Group and other members of the public through extensive engagement conducted between July and August 2025. TTC front-line staff were consulted with prior to Round 1. A detailed summary of those activities can be found in Appendix 2 – Public Engagement Report.

The 2026 ANP consultation process was carried out in two rounds:

- Round 1 – Consultations were held in July 2025, focusing on proposed route changes and service improvements across several areas of the city, including the Lawrence Ave Corridor, Stanley Greene, Highland Creek, Yorkville, and Rosedale.
- Round 2 – Consultations were held in August 2025, seeking customer feedback on service changes as a result of three major construction projects and introducing the express bus network review to gather route and corridor-specific input across the entire network.



3.2. Equity-focused engagement

During Rounds 1 and 2 of the 2026 ANP consultations, the TTC focused on engaging key priority groups of women, shift workers, and lower-income customers who were identified for their continued reliance on transit during the pandemic. In the post-pandemic context, reliable, accessible, safe, timely and equitable transit remains vital for these and other equity-seeking populations to access essential services and support overall public health across Toronto and the wider region.

The equity-focused engagement activities for the 2026 ANP included:

- Three virtual focus group sessions with members of the three key priority groups.
- Engagement with accessibility-focused organizations, including the Advisory Committee on Accessible Transit (ACAT).
- Public outreach events at TTC stations, key neighbourhood hubs and through bus ride-alongs.
- The Youth Ambassador Program.

Additionally, both survey rounds included a range of socio-demographic and socio-economic questions, allowing the TTC to analyze engagement results through an equity lens.

Continuing the Youth Ambassador Program

The Youth Ambassador Program is one way the TTC applies an equity lens to service planning. Building on the youth-led engagement initiative first introduced through the 2021 ASP, the program is designed to engage young people between the ages of 18 and 29—a demographic often underrepresented in city-building consultations—while also providing paid work experience and skill development opportunities.

For the 2026 ANP, the Youth Ambassador Program was incorporated as part of Round 2 of consultations. The TTC hired a diverse team of three youth ambassadors to engage their peers and communities, focusing on proposed bus route changes in Highland Creek and the Lawrence Avenue Corridor, construction diversion plans, and the review of the express bus network.

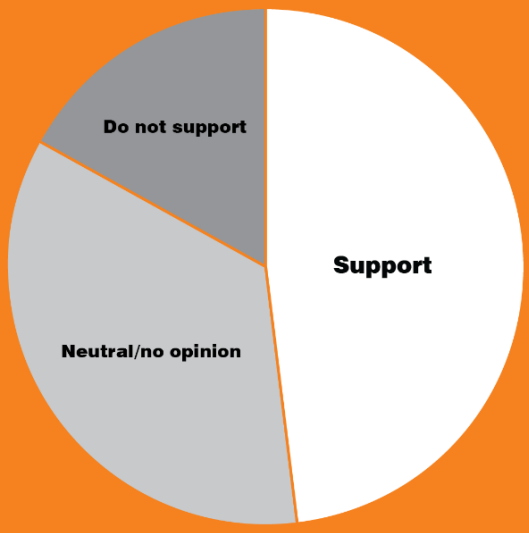
From July to August 2025, the Youth Ambassadors engaged a total of 89 participants using a variety of approaches, including online surveys, community pop-ups surveys and engagement at in-person events.

The feedback collected through the program complemented the broader 2026 ANP consultations and directly informed the TTC's decision-making on recommended routing changes.

Over **4700** participants engaged including members of public, TTC customers, community groups and transit advocates

Seven weeks / **two rounds** of extensive engagement including surveys, pop ups, customer focus groups, Advisory Group meetings and Youth Ambassador engagement

Most participants generally supported or were neutral about the proposed bus route changes



General support for the express bus network with suggestions to improve **stop spacing, coverage and branding**

General support for construction detours but concerns shared about **communication, accessibility, congestion and reliability**

3.3. Enhancing connections to meet customer needs

As Toronto continues to grow and change, the transit system must adapt to serve new and different travel patterns in addition to the existing ones. The TTC is committed to delivering well connected, equitable, and reliable transit that supports the city's broader goals of enhancing mobility, strengthening communities, increasing transit mode-share and building long-term resilience.

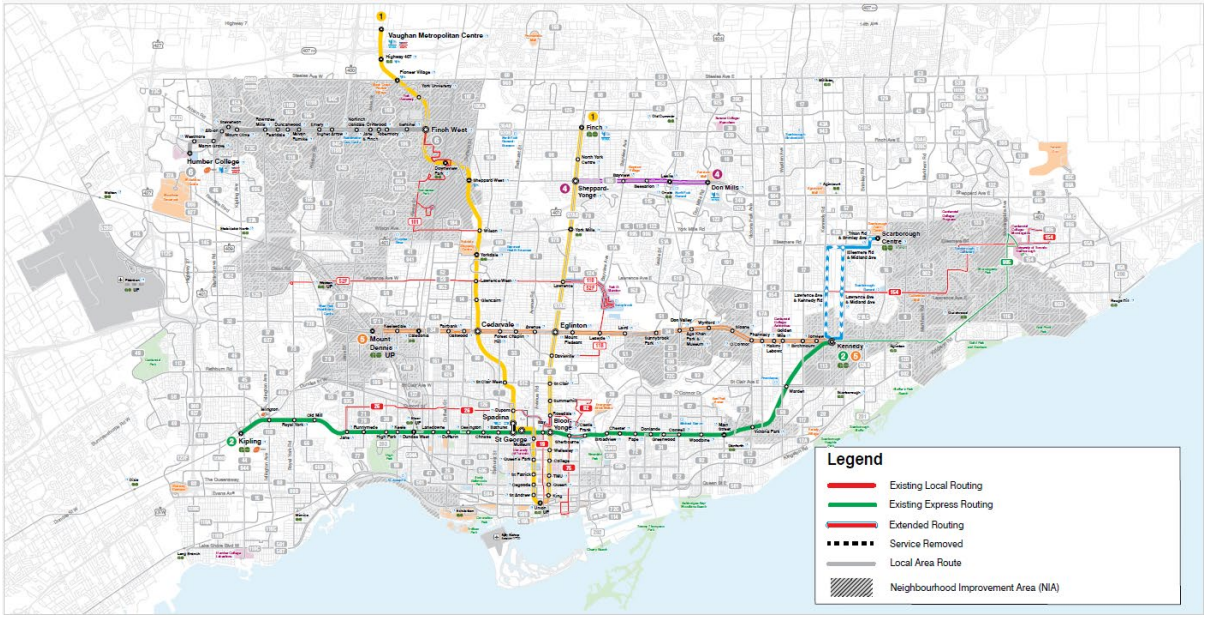
As part of the 2026 ANP, several routes were reviewed to determine whether route or network adjustments are needed to improve service. Priority was given to areas experiencing significant community growth and new destinations, routes not reviewed in previous Annual Service Plans, locations where customer or community requests for changes were received and routes not expected to undergo major adjustments with the opening of Lines 5 and 6.

The 2026 Annual Network Plan recommends implementing targeted adjustments to address network gaps in the following areas:

- Lawrence Ave Corridor
- Highland Creek
- Downsview Park

In addition to these recommendations, initially route change proposals in Rosedale and Yorkville were also explored as part of Round 1 of 2026 ANP consultations. Based on feedback received through public consultations, they will not be recommended in the 2026 ANP. Instead, they will be further reviewed and considered in future consultations. Figure 4 presents the 2026 ANP proposals and recommendations.

Figure 4: 2026 ANP Proposals and Recommendations

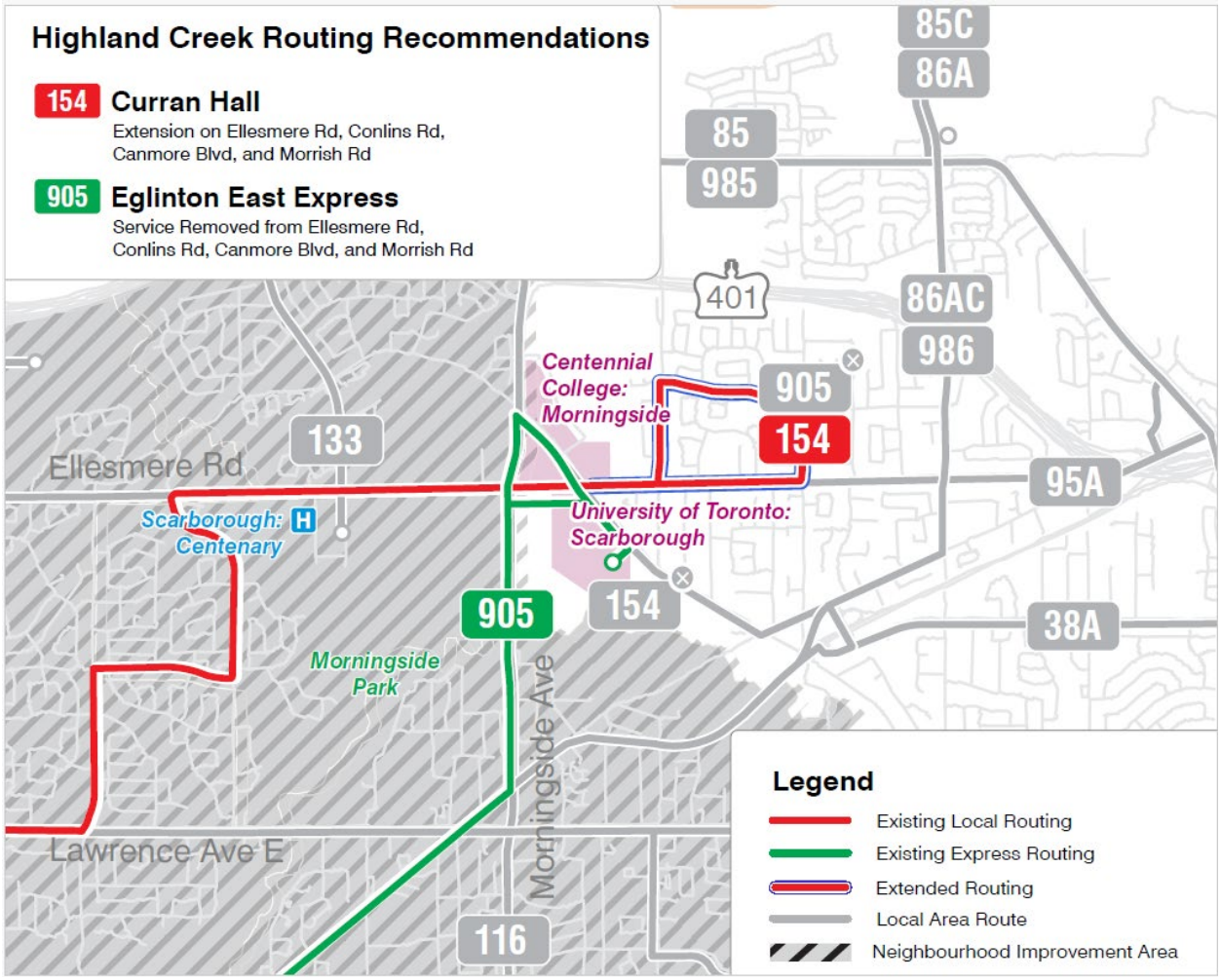


Highland Creek

The transformation of Highland Creek from predominantly single-family homes to a diverse mix of housing, including multi-unit dwellings, has led to a rise in post-secondary school related trips and has positioned the area as a growing hub for transit demand.

Currently, the only TTC service in the area is the 905 Eglinton East Express. However, due to its existing span of service and branch structure, residents face limited availability during evenings and weekends—times when students and other riders continue to rely on transit. To address this, the TTC is recommending replacing the 905 Eglinton Express service in this area (mainly Morrish Rd, Canmore Blvd, and Conlins Rd) with 154 Curran Hall. Because the 154 operates during evenings and on weekends, the change would significantly increase service availability in the Highland Creek area.

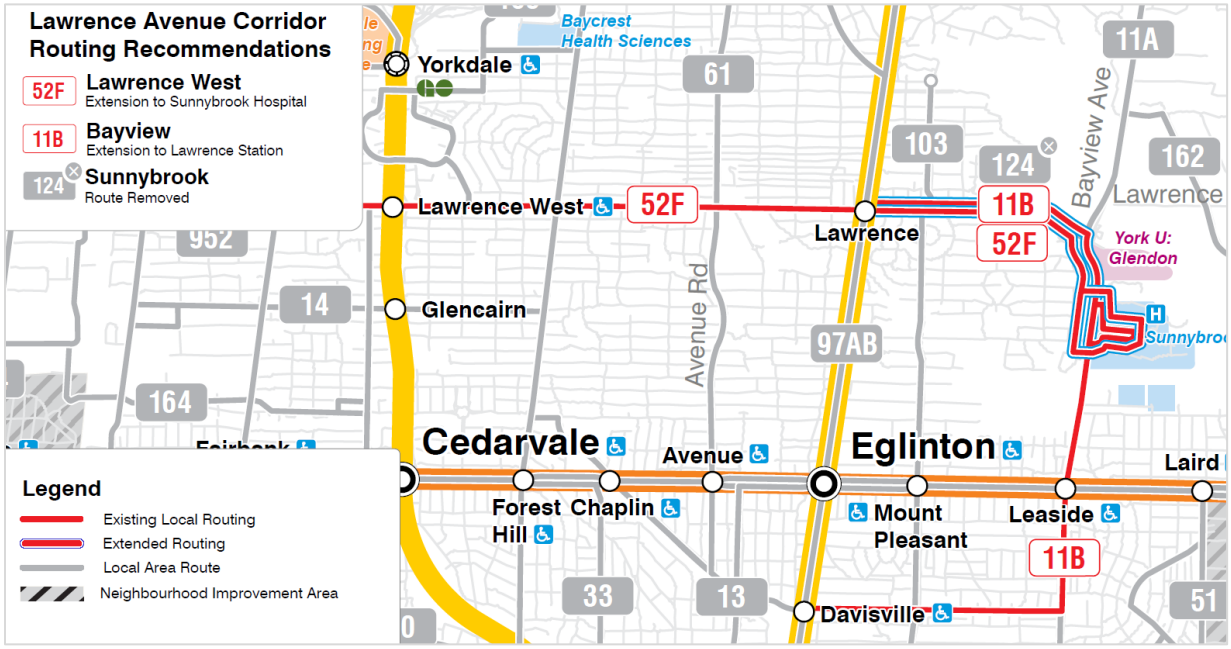
Figure 5: Highland Creek Recommendations



Lawrence Ave Corridor

To improve access to key destinations, enhance connections to Sunnybrook Hospital and simplify service along the Lawrence Ave corridor, the TTC is proposing several coordinated adjustments: the 52F Lawrence West branch would be extended directly to Sunnybrook Hospital. At the same time, the 11 Bayview route would be restructured so that buses currently operating as the 11C branch instead operate as 11B Bayview via an extended routing to Lawrence Station. With these changes, the 124 Sunnybrook would be discontinued due to duplication. Customers along Lawrence West would benefit from direct service to Sunnybrook Hospital, riders on the 11C branch would gain a direct connection to Line 1 at Lawrence Station and transfers previously required at Lawrence Station to reach the area east would be eliminated.

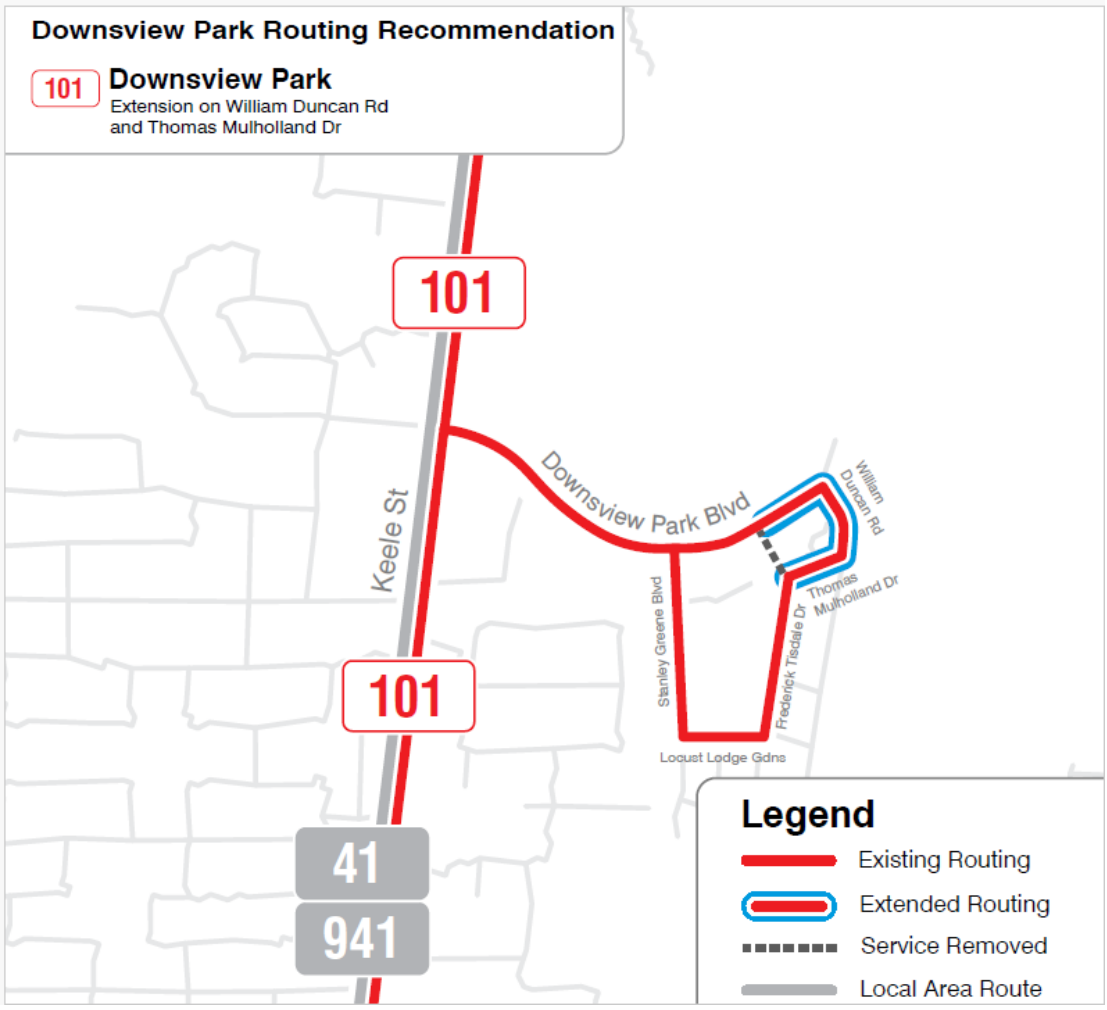
Figure 6: Lawrence Avenue Corridor Recommendations



Downsview Park

The TTC has received numerous requests in recent years to improve routings in the Downsview Park / Stanley Greene area. To improve coverage, the TTC is recommending that the 101 Downsview Park be extended onto William Duncan Rd and Thomas Mulholland Dr. Service would no longer operate on Frederik Tisdale Dr. A new stop will be added on William Duncan Rd with no other stop changes in this area. The revised routing would provide a wider coverage in the community.

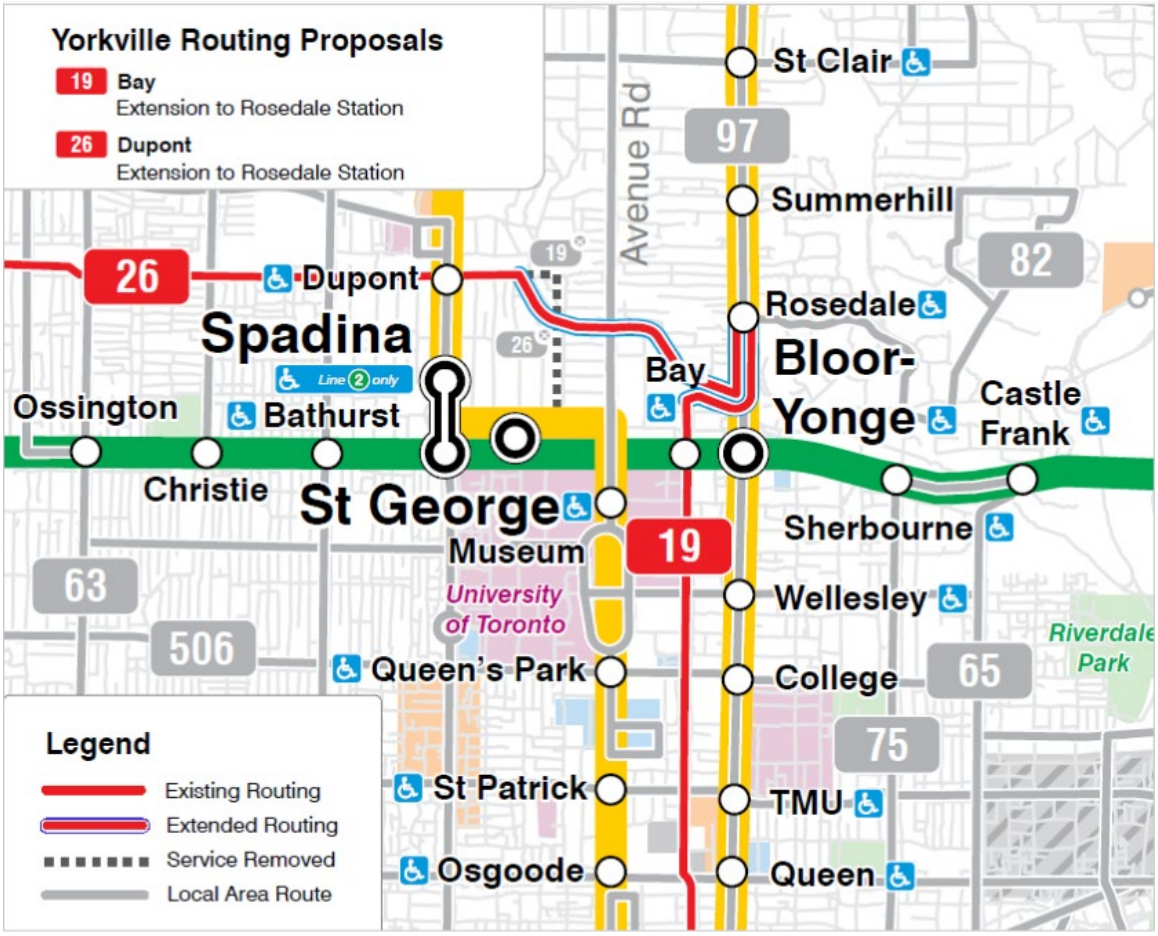
Figure 7: Downsview Park Recommendation



Yorkville

During Round 1 of 2026 ANP consultations in summer 2025, the TTC presented a proposal to modify service in the Yorkville area, particularly affecting the 19 Bay and 26 Dupont routes. The proposal reflected rapid development and population growth in the Dupont St and Davenport Ave corridor, where current service gaps remain. Unlike other major east–west corridors such as St Clair, Eglinton West, and Lawrence West, the 26 Dupont does not connect directly to Line 1 Yonge–University. Meanwhile, the 19 Bay has faced persistent reliability challenges, even after adjustments made in May 2024 to improve performance. Customer requests have also highlighted the need for improved service in the area. The TTC explored extending both the 19 Bay and 26 Dupont to Rosedale Station via Davenport Rd and Yonge St, with service removed from Bedford Rd and portions of Dupont and Davenport. However, based on customer feedback received during consultations regarding proposed service removals, the TTC has decided not to move forward with this proposal at this time. Alternative routing options will be revisited in future Annual Network Plans.

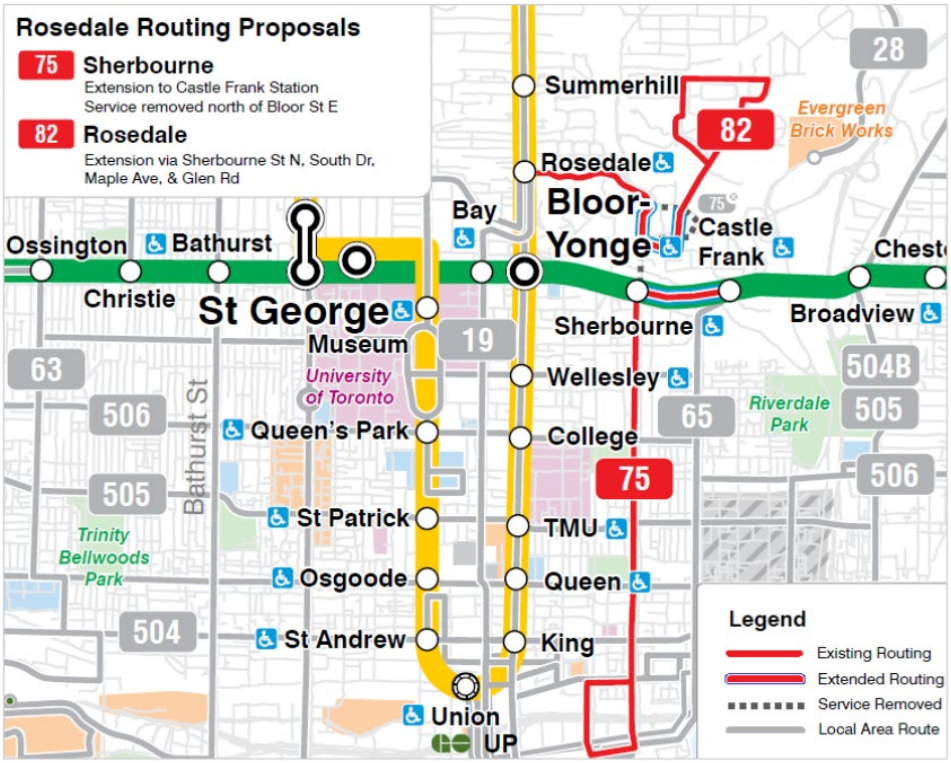
Figure 8: Yorkville Proposals



Rosedale

During Round 1 of 2026 ANP consultations in summer 2025, the TTC reviewed options to improve service in the Rosedale area, focusing on the 75 Sherbourne and 82 Rosedale routes. The current layover for the 75 Sherbourne is located on-street, which is operationally undesirable and contributes to ongoing reliability challenges. At the same time, George Brown College's Waterfront Campus is expected to see growth in enrollment, which is expected to further increase demand on the transit network and reinforce the need for more reliable and better-structured service. In response, the TTC proposed extending the 75 Sherbourne to Castle Frank Station via Bloor St East, establishing a proper end-terminal and improving reliability. This change would remove service north of Bloor St East but would also simplify travel to and from George Brown's Waterfront Campus by aligning the 75 Sherbourne with the 65 Parliament, both of which would then terminate at Castle Frank Station. To maintain local coverage, the 82 Rosedale would be extended via South Dr, Sherbourne St, Maple Ave, and Glen Rd, filling service gaps created by the removal of the 75 north of Bloor St East and enhancing local transit access in Rosedale. However, based on customer feedback received during consultations regarding proposed service removal on the 75 north of Bloor St East, the TTC has decided not to move forward with this proposal at this time. Alternative routing options will be revisited in future Annual Network Plans.

Figure 9: Rosedale Proposals



Pending changes from 2024-2025 Annual Service Plans

Previous iterations of the ASP included routing proposals that were approved by the TTC Board to address evolving travel patterns and emerging customer demand. However, several of these proposals from 2024 and 2025 have not yet been implemented. Table 1 outlines the list of outstanding routing changes that remain pending.

The delayed implementation of these proposals is due to one or more of the following factors: the pending launch of Line 5 Eglinton and Line 6 Finch West, infrastructure constraints such as the need for stop pad construction, or funding limitations related to the operational costs required to support the changes.

Table 1: Pending route changes from previous ASPs

ANP/ASP Year	Route	Reason not implemented
2024	42 Cummer	Funding
2024	73 Royal York	Opening of Line 5 Eglinton
2024	78 St Andrews	Funding
2024	130 Middlefield	Funding
2024	191 Underhill	Opening of Line 5 Eglinton
2024	901 Airport-Eglinton Express	Opening of Line 5 Eglinton
2024	906 Airport-Humber College Express	Opening of Line 6 Finch West
2025	49 Bloor West	Infrastructure
2025	145 Belfield	Infrastructure
2025	334 Eglinton	Opening of Line 5 Eglinton
2025	337 Islington	Funding
2025	345 Kipling	Funding
2025	353 Steeles	Funding
2025	373 Royal York	Funding
2025	386 Scarborough	Funding
2025	395 York Mills	Funding
2025	400 Lawrence Manor	Infrastructure
2025	402 Parkdale	Infrastructure
2025	404 East York	Infrastructure
2025	405 Etobicoke	Infrastructure

3.4. Reviewing the express bus network

The TTC's express bus network is made up of 27 routes that serve some of the city's busiest travel corridors. These routes are designed to complement local services by offering faster and more reliable travel, particularly for longer-distance trips, through limited-stop operation.

The network was previously branded as the "Rocket" series, with unique route names and numbering. In recent years, it has been restructured and expanded, consolidating the former Rocket routes under the 900-series express network. Today, all 27 express routes operate during weekday peak periods, while 15 also provide service during off-peak hours. Express routes continue to be popular with customers because they offer meaningful reductions in travel time, making commutes faster and more convenient.

Improving the express network is a key priority identified in the TTC's 2024-2028 5YSP (25-Point Action Plan, Action 2.6). A network-wide review conducted as part of that 5YSP found that some express corridors were not meeting the service standards originally set out in 2016. Based on that finding, service standards were modified in 2024 with updated guidelines associated with stop spacing and travel time savings targets for the express network.

Building on that analysis, the current review takes a closer look at individual routes and corridors to evaluate how the express network is performing for customers. The focus of the 2026 ANP review is on understanding which aspects of service matter most to riders with route-specific proposals and opportunities to improve speed, reliability and customer experience across the network to be included in and consulted on as part of the 2027 ANP.

Identify issues and performance gaps

Insights from the 5YSP, combined with customer and operator feedback, highlight several challenges across the express network. Some express routes are not achieving the expected travel time savings compared with their local counterpart while also experiencing schedule adherence challenges. Stop spacing and stop locations on some routes do not meet service standards and/or customer needs. Portions of certain express routes operate effectively as local service, stopping at all stops, which diminishes the intended travel time benefits. Additionally, destinations served by some routes do not fully align with actual customer travel patterns and demand.

During 2026 ANP Round 2 consultations, participants said the express bus network is valuable for saving time when it works. However, speed, frequency and reliability issues are among the biggest complaints, limiting its effectiveness. Participants said that traffic congestion and construction impacts are major barriers to effective express service and bus bunching and crowding are also persistent problems. Participants said that in addition to speed, reliability and comfort are important factors.

Corridor and route-level analysis

Based on operational data, travel times, ridership analysis and customer feedback, the TTC has identified ten high-priority corridors for potential express network improvements. These corridors outlined in Table 2 were selected due to one or more of the following issues: inadequate travel time savings and/or reliability issues, stop spacing concerns, unclear distinction between local and express service patterns or gaps in serving key destinations.

Table 2: High priority express corridors

	Route	Travel Time and Reliability	Stop Spacing	Local-Express Service Distinction	Key Destinations Served
925	Don Mills Express	■			All Corridors
937	Islington Express			■	
938	Highland Creek Express	■			
944	Kipling South Express	■			
945	Kipling Express			■	
953	Steeles East Express	■			
954	Lawrence East Express		■		
960	Steeles West Express			■	
984	Sheppard West Express	■			
986	Scarborough Express			■	

Customer feedback about these priority express bus routes highlights a strong interest in improving travel times through strategic stop spacing and transit priority measures including bus lanes and signal priority. On routes like the 925 Don Mills and 937 Islington Express, many respondents support reducing stops to enhance speed, with some suggesting route extensions for better connectivity. Similarly, riders of the 938 Highland Creek Express and 945 Kipling Express prefer limited-stop service and expanded coverage to destinations like Rouge Hill GO and south of Bloor St West.

Findings on other routes such as the 953 Steeles East, 954 Lawrence East, 960 Steeles West and 984 Sheppard West Express show consistent support for fewer stops to improve travel time, though opinions on current stop spacing vary slightly. Most respondents support operating a consistent limited-stop express service on most corridors, reinforcing the broader trend of prioritizing speed and efficiency while maintaining access to key destinations through the local counterparts.

In addition to these examples, all express corridors across the network will be reviewed to ensure routes are serving key destinations. One of the main goals is to ensure express routes are not only fast but also useful, stopping at locations that reflect actual travel demand. This system-wide review will also consider recent infrastructure improvements, such as the approval of RapidTO lanes on Dufferin St, to assess how these changes may impact the performance of affected express routes, such as the 929 Dufferin Express.

Establish objectives for express bus network improvements

Based on the identified issues and performance gaps and findings from the 2026 ANP consultations, the express network review will focus on proposing performance, accessibility and customer experience as part of the 2027 ANP. Strategies will be developed to enhance travel time savings relative to local services and harmonize stop spacing to align with TTC service standards, ridership levels and customer needs. The proposals will aim to improve distinction between local and express services to reduce customer confusion. It will also include route adjustments where necessary to better serve key destinations and reflect actual customer travel patterns.

Considerations for evaluating changes

When considering adjustments to the express network, several key factors guide the evaluation. TTC service standards set expectations for travel time savings and stop spacing, specifying that express routes should offer approximately 15–20% faster travel than local routes. The 5YSP found on average express routes roughly 12%, which falls short of this target. Stop spacing standards for express routes is recommended to range between 800 and 1,200 metres, balancing speed with accessibility. Some routes currently fall short of this standard, potentially due to high ridership at closely spaced intersections, accessibility needs or other reasons. In addition to service standards, the review considers stop-level ridership data, as well as customer feedback from both the 5YSP and the 2026

Annual Network Plan Round 2 consultations. When assessing potential changes, the TTC also weighs competing priorities such as customer convenience, operational efficiency, safety and community impacts.

In Round 2 consultations, customers emphasized the need for strategic stop spacing to improve express bus speed while maintaining accessibility. They supported consolidating low-use or closely spaced stops while ensuring that local routes preserve coverage and accessibility for seniors and people with disabilities. Participants also stressed serving major destinations and cautioned against adding too many stops, recommending adjustments be guided by stop usage data and community needs.

Additionally, customers highlighted the need to make the distinction between express and local routes clearer on maps, schedules and buses, particularly for new or unfamiliar riders. Participants also said the network needs clearer distinctions between routes that operate all day and those that run only at peak periods.

3.5 Planning for construction: applying principles and learning lessons

The construction planning framework from the 2024 Annual Service Plan informed the proposed service adjustments for the three highlighted projects in the 2026 ANP. These projects were selected for their customer impact and potential for improvement to the service plan based on feedback received through ANP consultations.

Table 3 summarizes all known 2026 construction projects and their associated public engagement components, where applicable.

Construction on King Street West

Project Overview: Watermain work on King St West between Close St and Dufferin St and Shaw St and Spadina Ave (Phase 1 and 2), and track, overhead, and watermain work at the intersection of King St West & York St (Phase 2)

Routes Impacted: 503 Kingston Rd, 504/304 King, 508 Lake Shore

Proposed service adjustment:

Construction diversions will be phased to accommodate differing periods of overlapping projects across the King St corridor.

Phase 1: Watermain construction, Spadina Ave to Shaw St and Dufferin St to Close Ave

504/304 King streetcars will be consolidated into a single branch operating between Dundas West Station and Broadview Station. Streetcars will divert via Queen St West between Roncesvalles Ave and to Spadina Ave. To maintain service coverage on King St west of Spadina Ave, 504/304 King bus replacement service will operate between Roncesvalles Ave and Distillery. To augment service capacity, existing 503 Kingston Rd bus replacement service will be extended west of York St to operate between Dufferin Gate Loop and Bingham Loop (Victoria Park). 508 Lake Shore service will be suspended during this time, due to construction work at Long Branch Loop.

Phase 2: Watermain construction, Spadina Ave to Shaw St, Dufferin St to Close Ave. Watermain, track, and overhead work at York St & King St West

504/304 King and 508 Lake Shore streetcars will further divert via Church St, Adelaide /Richmond streets, and York St, subject to additional operational review. Existing 503 Kingston Rd and 504/304 King bus replacement services will be maintained, with exact routing around the closed King St West and York St intersection to be confirmed.

Figure 10: King/Shaw to Spadina detour plan (Phase 1)

Figure 11: King/Shaw to Spadina and King & York detour plan (Phase 2)

This diversion plan maintains service coverage along the majority of King St and to St Andrew and King stations across both construction phases, through the combined operations of the 503 Kingston Rd and 504/304 King bus replacement services. Diverted 504/304 King and 508 Lake Shore streetcars increase service on the parallel corridor of Queen St and introduce a new Line 1 connection via Osgoode Station in Phase 2. Drawbacks include a continued significant overlap of bus and streetcar service on King St east of Spadina (in Phase 1) and Church (in Phase 2), posing operational challenges. Furthermore, the re-routing of the 504/304 King streetcar onto Queen St for a greater distance than the remaining routing on King St creates a potential communication challenge for customers There is also only a single western point of transfer to bus replacement services at the King-Queen-Queensway-Roncesvalles intersection, rather than the typically preferred overlap of several stops when feasible to do so.

Construction on College St / Carlton St

Project Overview: Track and overhead work at the intersection of College St and Bay St, and track, overhead, and sewer work on College St / Carlton St between Bay St and Church St

Routes Impacted: 506/306 Carlton

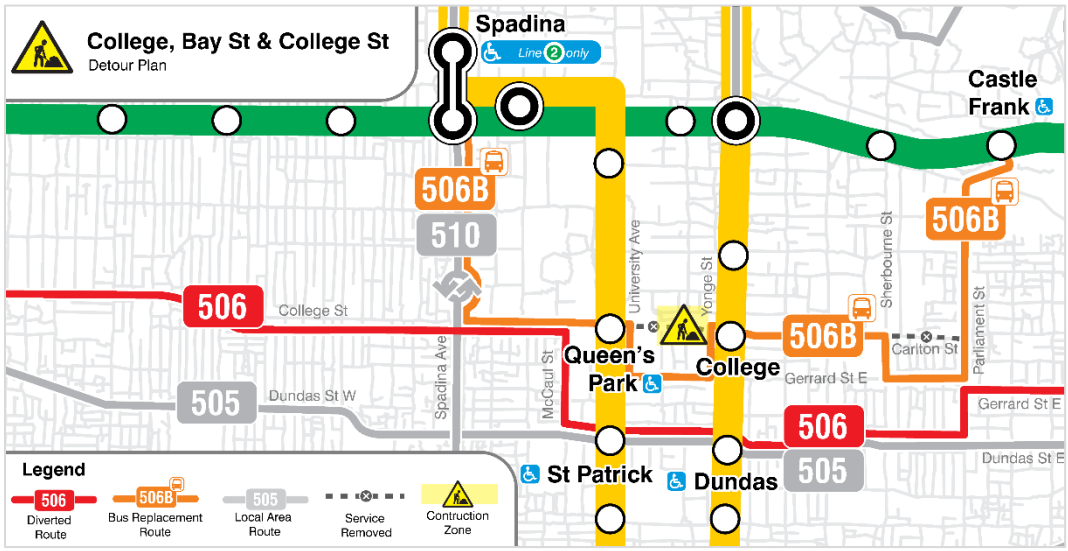
Proposed service adjustment:

Construction diversions will be phased to accommodate two stages of work, ahead of and after the FIFA World Cup construction moratorium period.

Phase 1: TTC Track construction at College St and Bay St

506/306 Carlton streetcars will divert via Dundas St between McCaul St and Parliament St To maintain service coverage closer to the College / Carlton St corridor, 506/306 bus replacement service will be introduced between Spadina Station and Castle Frank Station via Spadina Ave, College St, University Ave, Gerrard St, Yonge St, Carlton St, Sherbourne St, Gerrard St, and Parliament St.

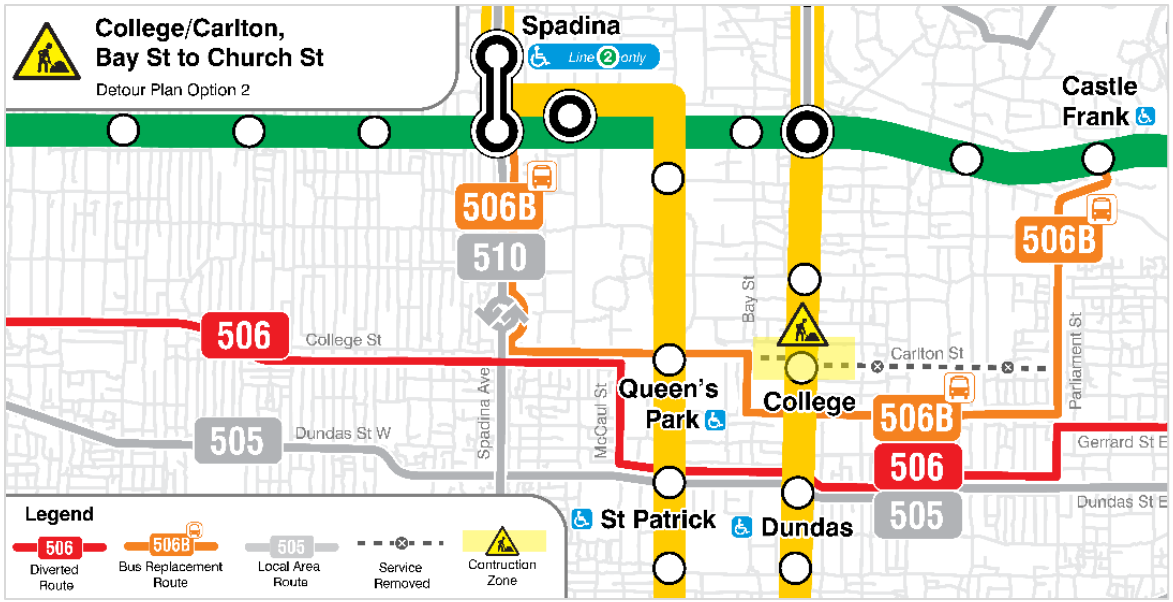
Figure 12: College & Bay detour plan



Phase 2: TTC Track & Overhead and City Sewer construction, Bay St to Church St

506/306 Carlton streetcars will again divert via Dundas Street between McCaul Street and Parliament Street. 506/306 bus replacement service will be reintroduced but, now operate between Spadina Station and Castle Frank Station via Spadina Ave, College St, Bay St, Gerrard St and Parliament St.

Figure 13: College/Carlton & Bay to Church detour plan



This diversion plan balance service coverage with routing directness, through the combined operations of the diverted 506/ 06 Carlton streetcar and bus replacement service and, remains relatively consistent across construction phases. The proposed diversion to the 506 Carlton, along with the routing of the 506 Carlton bus replacement service, introduces new Line 1 connections via St Patrick and Dundas Stations and, Line 2 connections via Castle Frank and Spadina stations, respectively. The second phase of the plan, however, results in the loss of connection to College Station as well as a single eastern transfer point between the two modes at Parliament St and Gerrard St East. Furthermore, though operating on a direct routing with fewer turns, the proposed 506 Carlton bus replacement service in Phase 2 results in a net loss of service on Carlton St with alternate service provided one block south on Gerrard St through temporary bus stops.

Construction on St Clair Ave and Old Weston Rd and at Gunns Loop

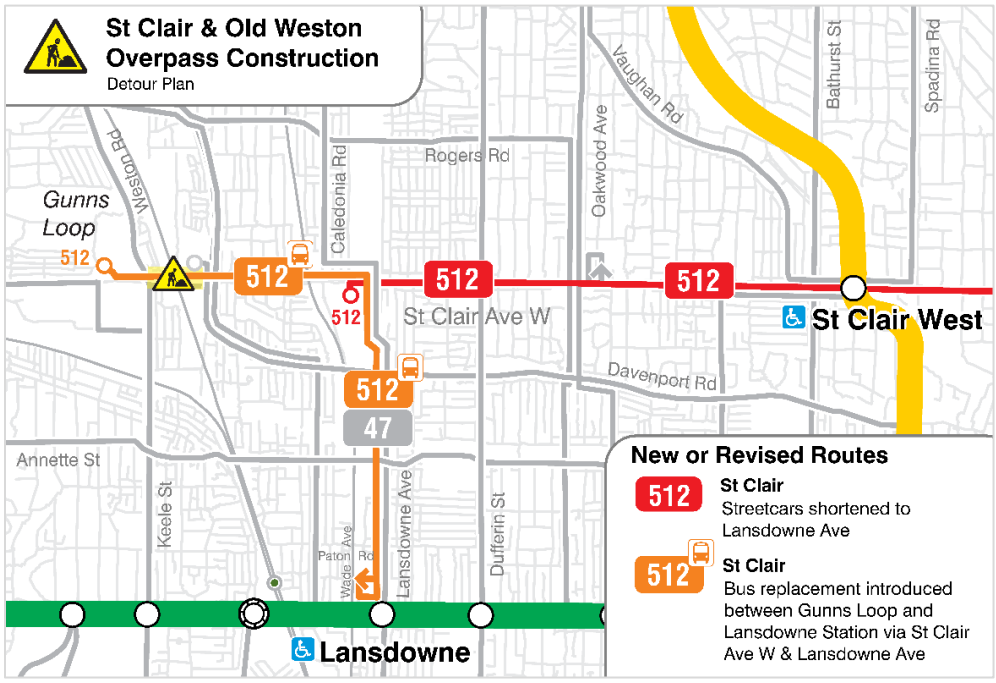
Project Overview: St Clair Ave and Old Weston Rd rail underpass construction to facilitate future GO rail station and Davenport Rd extension, Gunns Loop track replacement

Routes Impacted: 512/312 St Clair

Proposed service adjustment:

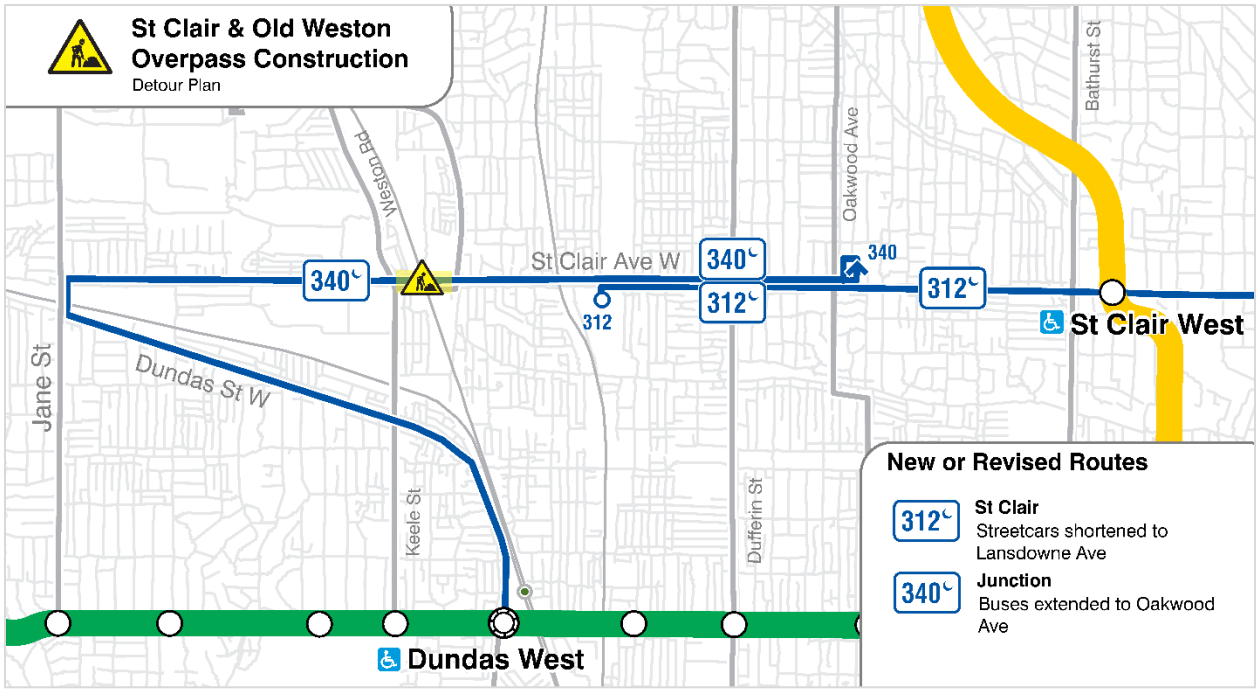
512 St Clair streetcars will be shortened to Lansdowne Ave, turning back via Earlscourt Loop. To maintain service coverage west of Lansdowne Ave, 512 St Clair bus replacement service will be introduced between Gunns' Loop (Keele St and St Clair Ave West) and Lansdowne Station via St Clair Ave West, Lansdowne Ave, Paton Rd and Wade Ave.

Figure 14: St. Clair and Old Weston detour plan



312 St Clair streetcars will be shortened to Lansdowne Ave, turning back via Earlscourt Loop. To maintain service coverage west of Lansdowne Ave, 340 Junction buses will be extended further east to Oakwood Ave via St Clair Ave West, turning back via Oakwood Loop.

Figure 15: St Clair and Old Weston night-time detour plan



This diversion plan maximizes service coverage along St Clair Ave, through the combined operations of the 512 / 312 St Clair streetcars and 512 St Clair and 340 Junction bus service and, remains consistent across the entire project. The proposed 512 St Clair bus replacement service introduces a new Line 2 connection via Lansdowne Station and avoids a direct overlap with the shortened 512 St Clair streetcar, minimizing customer confusion between curbside bus and right-of-way streetcar service. The proposed plan, however, results in a single eastern transfer point between the two modes at Lansdowne Ave and St Clair Ave West. Furthermore, differences in the design of the diversion plan during the overnight and daytime periods possess potentially greater communication challenges.

Table 3 summarizes all known 2026 construction projects and their associated public engagement components, where applicable.

Table 3: 2026 planned construction projects involving scheduled service change

Construction Project	Included in the 2026 ANP?	Reason
Easier Access interim service	No	Already implemented, ACAT previously consulted
Queen East, various projects east of Broadview (Ontario Line, watermain, track)	No	Timeline and staging coordination ongoing
Queen East (Davies to Broadview)	No	Continuation from 2025
Long Branch Loop track	No	Straightforward full bus replacement
College & Bay track and overhead, College/Carlton (Bay to Church) sewer, track, overhead	Yes	
St Clair & Old Weston underpass	Yes	
Cedarvale Station paving	No	Included in 2025 ASP, deferred to 2026
King West (Dufferin to Close, Spadina to Shaw) watermain, King & York watermain, track, overhead	Yes	
Spadina Station streetcar platform expansion	No	2024-2025 project feedback and operational lessons learned
Pape Station bus terminal closure (Ontario Line)	No	Included in 2024 ASP, ongoing since May 2024
Beth Nealson Dr closure (Ontario Line)	No	Included in 2025 ASP, deferred to 2026

Figure 16: 2026 Major Projects – streetcar network

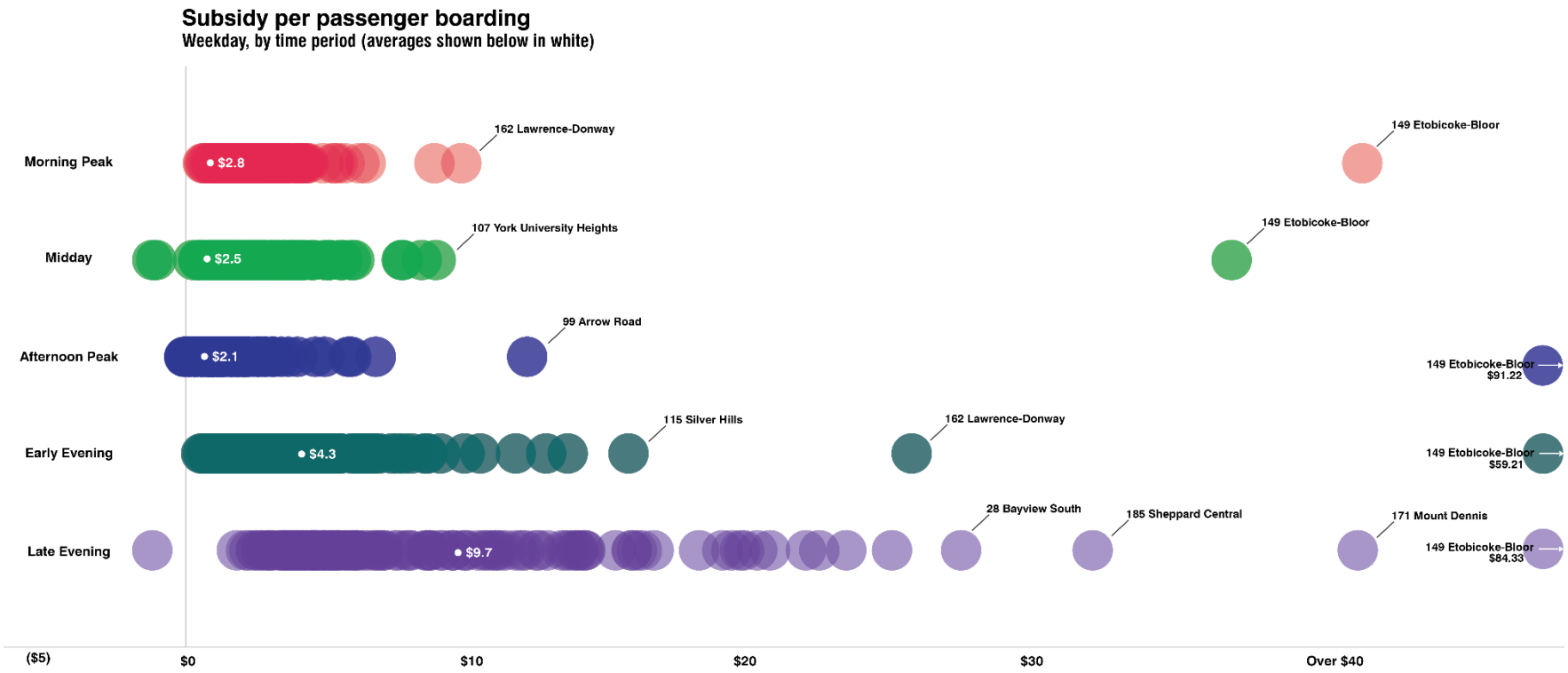
3.6 Reviewing underperforming services to improve overall efficiency

Improve route productivity and performance

Each year, the TTC reviews the productivity of its services through the annual performance review process to ensure we are allocating resources efficiently. Every route, in every period of operation, is assessed to identify opportunities for improvement as seen in Figure 17. This evaluation identifies changes that can be made to route structure or hours of operation. In some instances, where service is no longer financially sustainable, service is discontinued permanently.

Routes that are in the bottom 10th percentile of service productivity will be monitored and evaluated for action in 2026. A full list of routes and operating periods along with their productivity is included in Appendix 4 – Technical Assessment.

Figure 17: Weekday operating periods net cost per passenger, as of February 2025



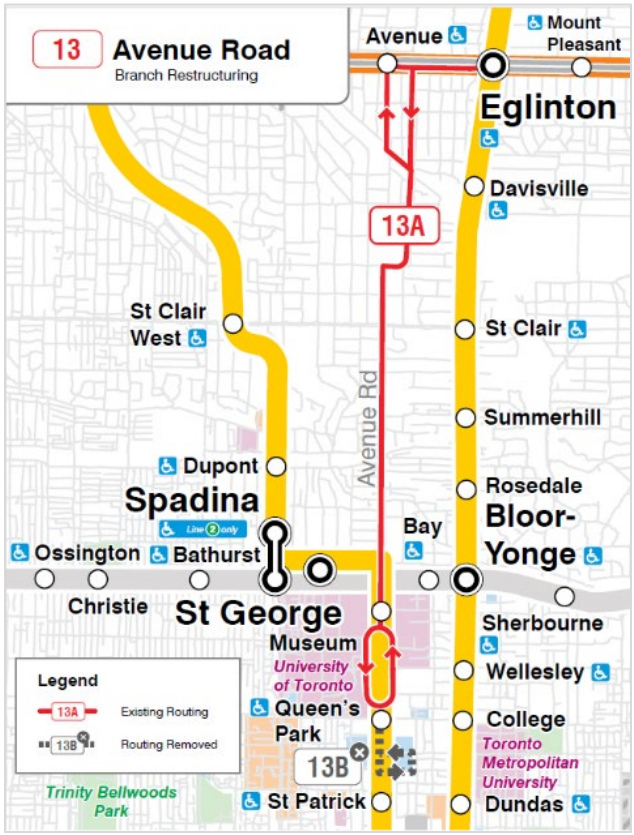
13 Avenue Road branch restructuring

As part of the 2025 ASP, the TTC recommended discontinuing the 13B Avenue Road (Eglinton Station to Gerrad) service, which operates only during midday hours. This recommendation was based on low ridership, ongoing service reliability issues and the availability of alternative transit options

At the January 27 2025 Board Meeting, where the 2025 ASP was formally approved, a motion was moved to suspend the recommended routing change on the 13B Avenue Road. Following additional discussions, the TTC now recommends proceeding with the service elimination on the 13B Avenue Road as part of the 2026 ANP.

With this change, the 13 Avenue Road route will operate as a single branch at all time periods, running between Eglinton Station and Queen's Park.

Figure 18: 13 Avenue Road Branch Restructuring



3.7 Parallel Service Initiatives

In addition to the work outlined in and consulted as part of the 2026 ANP, and other parallel initiatives outlined in Appendix 1 – 25-Point Action Plan Status Update, the TTC is advancing several strategic initiatives including preparations for the 2026 FIFA World Cup. A status update on the 2026 FIFA Transit Plan is provided below with more detailed updates to be presented to the TTC Board in the upcoming months.

2026 FIFA Transit Plan

In addition to these recommendations for permanent routing changes in 2026 as part of the ANP, the TTC is also focused on delivering enhanced transit service during the 2026 FIFA World Cup tournament.

This enhanced service will support tournament operations while maintaining reliable service for regular riders. To meet anticipated increases in demand, the TTC will boost service frequency across the downtown streetcar network and implement targeted service increases on key routes during match days and Fan Fest events.

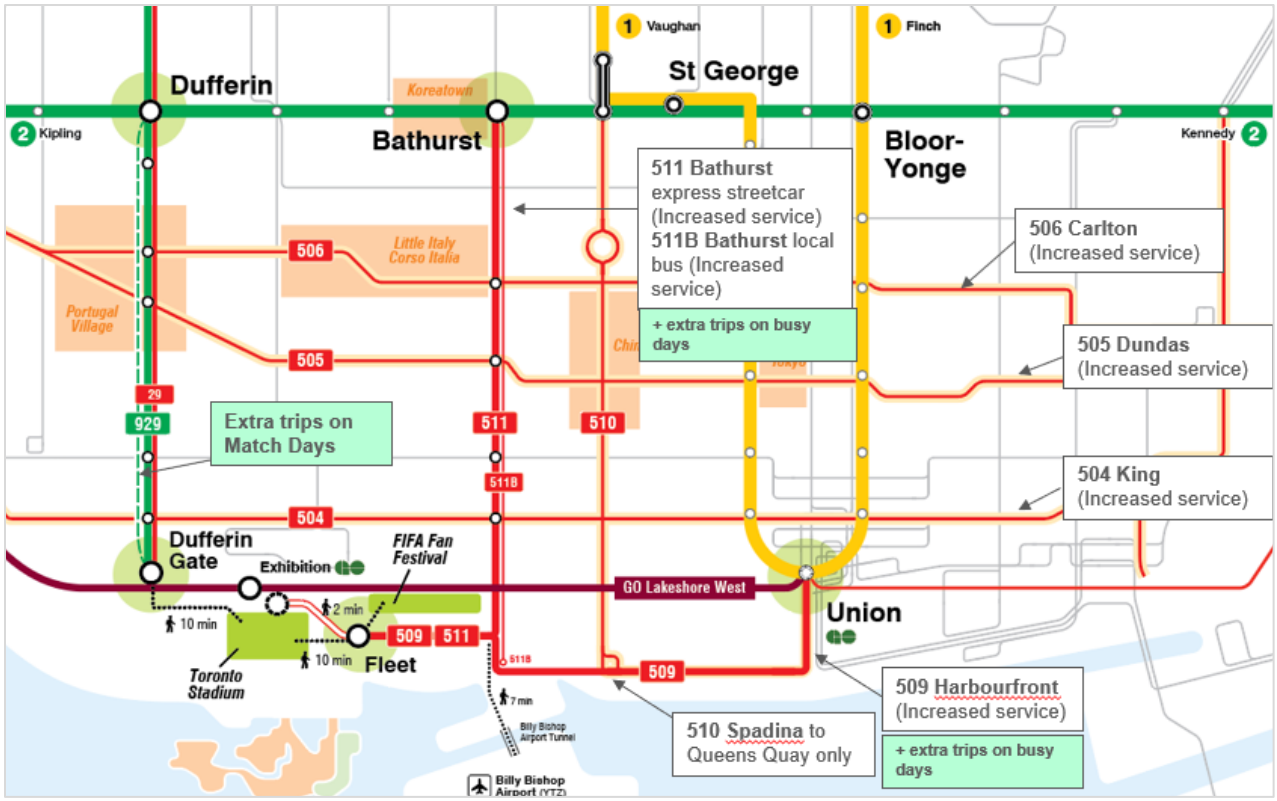
On match days, the 511 Bathurst Streetcar and 29 Dufferin Bus will serve as primary routes to the Toronto Stadium (BMO Field), both benefiting from soon-to-be implemented RapidTO measures. Temporary parking restrictions will be in effect along these corridors to prioritize transit movement and reduce travel times.

Fleet Stop, a temporary transit facility on Fleet St between Fort York Blvd and Strachan Ave, will replace Exhibition Loop during the tournament. Designed to support large passenger volumes, Fleet Stop will feature extended platforms capable of simultaneously loading and unloading three to four streetcars, enabling it to efficiently serve both stadium and Fan Fest traffic.

Several transit hubs will be established to manage crowd flows, with key locations including Dufferin Station, Bathurst Station, Union Station, St Andrew Station, King Station, Dufferin Gates and Fleet Stop. On non-match Fan Fest days, major hubs will include Bathurst Station, Union Station, St Andrew Station, King Station and Fleet Stop.

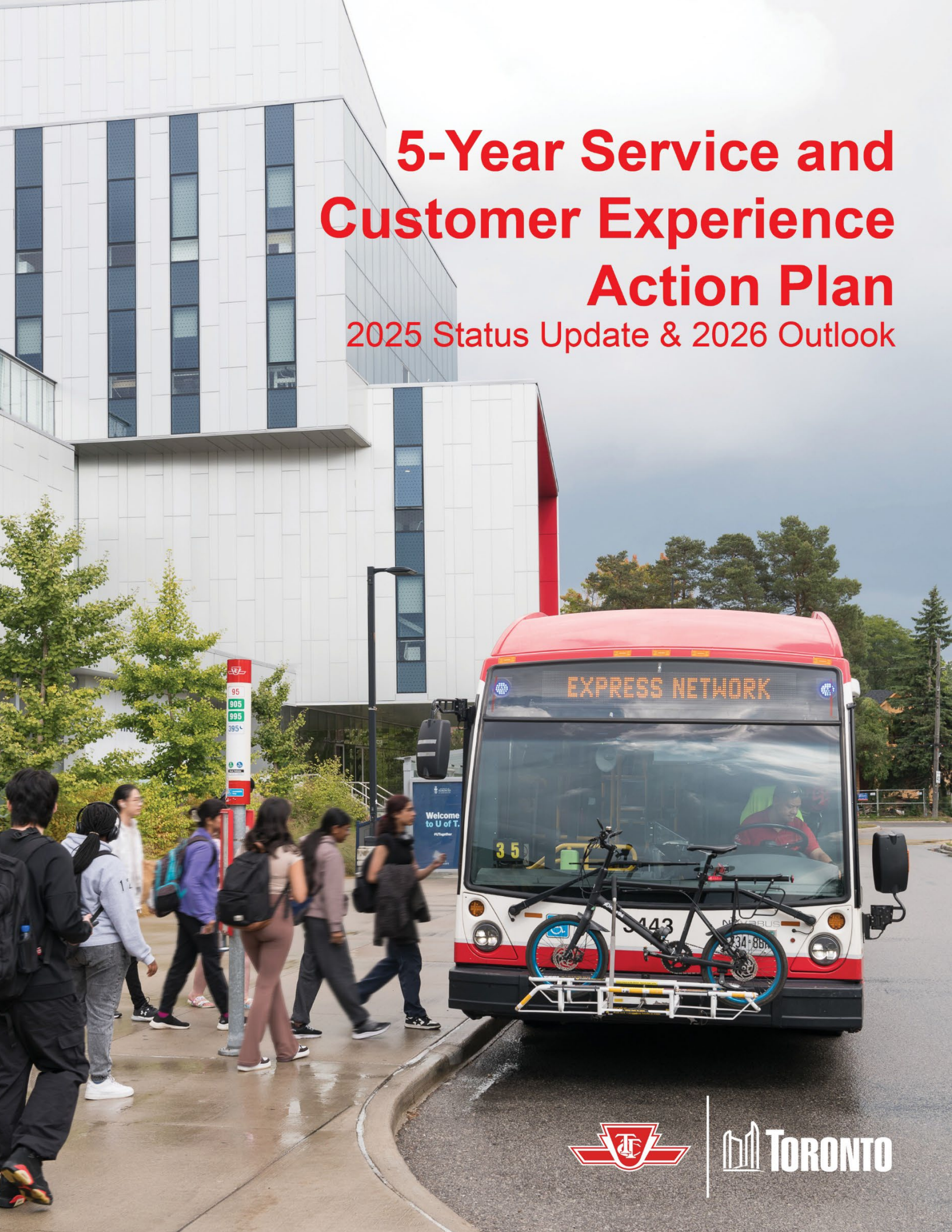
To further improve the customer experience, the TTC will deploy additional staff at key hubs and enhance wayfinding signage throughout the network. The TTC is also working with Metrolinx to explore the introduction of a regional visitor pass, allowing for seamless travel across the TTC, GO Transit, and UP Express systems during the tournament period.

Figure 19: 2026 FIFA World Cup transit plan



5-Year Service and Customer Experience Action Plan

2025 Status Update & 2026 Outlook



TORONTO

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5-Year Service and Customer Experience Action Plan

2025 Accomplishments

Foster a customer-centric mindset

2 of 2
Actions Underway

Completed:
- Launched the CX Network of Champions.
- Annual employee communications audit.
- Customer panel supported research on safety, security, and connectivity.
- In-depth interviews with current, lapsed, and non-customers to inform the Ridership Growth Strategy.

Enhance the transit network

5 of 7
Actions Underway

Completed:
- Several area studies as part of ASP/ANP process.
- Line 3 busway design.
- Line 3 busway Early Works.

Ongoing:
- Continued to bring service up to standard through investments and service reallocations.
- Continued to match service to demand.

Not yet started:
- Line 5 and Line 6 opening.

Improve service reliability

2 of 2
Actions Underway

Completed
- Implemented a bunching and gapping pilot on 11 routes.

Ongoing:
- Continuously reviewed and updated transit schedules.
- Continue to implement key elements of the construction planning guidelines, including transit priority measures.

Prioritize surface transit

4 of 4
Actions Underway

Completed:
- City Council approved the implementation of RapidTO: Dufferin Street and RapidTO: Bathurst Street, south of Bloor Street.

Ongoing:
- Feasibility studies underway for RapidTO: Finch Avenue East and RapidTO: Lawrence Avenue East.
- Implementation of 50 transit signal priority and 10 regulatory measures.
- Finalizing the design of two queue jump lanes.

Accelerate integration with regional transit partners and complementary modes of transport

4 of 4
Actions Underway

Completed:
- Conducted bike utilization counts at subway stations and promoted cycling-transit integration through social media.
- Identified missing sidewalk links to/from TTC stops.

Ongoing:
- Working with our transit partners to operationalize an “open door” pilot.
- Continue to monitor impacts of One Fare on demand and travel patterns.

Enhance safety and comfort at stops, stations and in vehicles

3 of 3
Actions Underway

Completed:
- Introduced new amenities, including vending machines and pick-up and drop-off lockers.
- Design completed and on-boarded the vendor for Automated Camera Enforcement on streetcars.

Ongoing:
- Accessibility upgrades at 270 surface stops.
- Collaborating with the City to re-imagine the design of surface stops.
- Upgrading station seating and adding additional seating and wastebins.

Streamline information and services

3 of 3
Actions Underway

Completed:
- Installed 86 Customer Facing Information System (CFIS) signs at stations.
- Developed an updated TTC Wayfinding Strategy.

Ongoing:
- A pilot to introduce tablets for Customer Service Ambassadors will launch in Q4.
- Continued to leverage social media to improve engagement and brand awareness.
- Community engagement and outreach initiatives.

5-Year Service and Customer Experience Action Plan

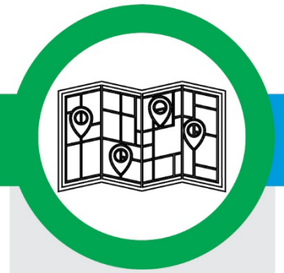
2026 Look Ahead

Foster a customer-centric mindset

2 of **2**
Actions Underway

- Grow the CX Network of Champions and begin implementing cross-functional initiatives.
- Expand dashboard capabilities to share customer experience analytics and strategic recommendations across the organization.

Enhance the transit network



5 of **7**
Actions Underway

- Once implemented, monitor performance of Line 5 and Line 6 Bus Network Plans.
- Implement 2026 ANP and conduct 2027 ANP.
- Construct the Line 3 future busway.

Improve service reliability

2 of **2**
Actions Underway

- Complete a comprehensive review of the Service Standards.
- Create a strategy for mid-route performance reviews.
- Continue to review and adjust transit schedules.

Prioritize surface transit

4 of **4**
Actions Underway

- Implement RapidTO: Dufferin Street and RapidTO: Bathurst Street, south of Bloor Street prior to the 2026 FIFA World Cup.
- Implement up to 50 transit signal priority and 15 regulatory measures.
- Roll-out Advanced Transit Signal Priority.
- Construct three queue jump lanes.

Accelerate integration with regional transit partners and complementary modes of transport

4 of **4**
Actions Underway

- Pending approval, implement an “open door” pilot.
- Work with the City to inform capital planning and budgeting to eliminate missing links from the sidewalk network.
- Continue monitoring cycling infrastructure use and collaborate with Bike Share to support network growth and multi-modal integration.

Enhance safety and comfort at stops, stations and in vehicles

3 of **3**
Actions Underway

- Upgrade ~20 complex stops to improve accessibility.
- Pilot solar-powered real-time signage at surface transit stops.
- Continue work on Station Cleanliness Pilot Project.
- Begin Automated Camera Enforcement Pilot.
- Implement the actions in the Community Safety, Security and Wellbeing Plan.

Streamline information and services

3 of **3**
Actions Underway

- Implement Year 1 of the TTC Wayfinding Strategy.
- Begin a UX/UI review of TTC.ca to identify ways to streamline and enhance it for customers.
- Deliver a 5-year marketing strategy focused on brand building and brand awareness, with annual performance marketing.

About the plan and reporting

The 5-Year Service and Customer Experience Action Plan was approved by the TTC Board in May 2024. The Plan identifies and responds to the key opportunities and challenges that Toronto will face between 2024 and 2028 and is the blueprint for TTC service and customer experience initiatives. The Plan considers all aspects of the end-to-end customer journey, which is reflected in the Plan's objective and seven pillars of opportunity.

The Plan's objective is:

- **The 5-Year Service and Customer Experience Action Plan focuses on improvements that enhance TTC's core competency: mass transit — moving large volumes of customers safely, reliably and swiftly across Toronto and improving how customers experience the system.**

The seven pillars of opportunity are:

1. **Foster a customer-centric mindset**
2. **Enhance the transit network**
3. **Improve service reliability**
4. **Prioritize surface transit**
5. **Accelerate integration with regional transit partners and complementary modes of transport**
6. **Enhance safety and comfort at stops, stations and in vehicles**
7. **Streamline information and services**

Each pillar of opportunity has a series of *actions*, which makes up the Plan's 25-point action plan, and each action has one or several associated *initiatives*. *Actions* are high-level ambitions, whereas *initiatives* are more specific, often time-based efforts that contribute to the accomplishment of the action and the overall direction of the pillar of opportunity.

Every year, staff will prepare an Annual Network Plan using the Plan as a guideline. The Annual Network Plan will present priority actions for the upcoming year and identify resource requirements that will serve as the basis for the preparation of TTC's annual Operating Budget and 10-Year Capital Budget submission's service requirements. Additional costs may be identified for some of the proposed actions and initiatives through the Annual Network Plan process where further exploration is required.

Like any planning document, the actions and initiatives in the Plan are a guide and not written in stone. The TTC is constantly reviewing the actions and initiatives proposed in the Plan while also responding to changing circumstances across the city. When a new action or initiative has been identified, it will be added to the action plan, along with its origin, and we will report on the status and progress of new actions and initiatives. As part of the progress reporting for the Plan, actions and initiatives added to the Plan will be identified with a 'new' icon.

New action or initiative

Each year, TTC will report on the status of each action under the pillars of opportunity. The status of actions will be reported as one of:

	**Completed**	The action has been completed
	**In-progress**	The action is in progress but has not yet been completed
	**Ongoing**	The action is ongoing and continuous with no set end date
	**Not yet started**	The action has not yet been started

Additionally, each year, the specific efforts undertaken to implement the initiatives targeted for that year will be outlined. In this report, the status of initiatives will be reported in the format below.

Action Number and Title of Action

Initiative	Description	2024/25 Progress	2026 Look Ahead
Title of initiative	Description of initiative	Status made towards accomplishing initiative in 2024 and 2025	Steps to be made or anticipated progress in 2026

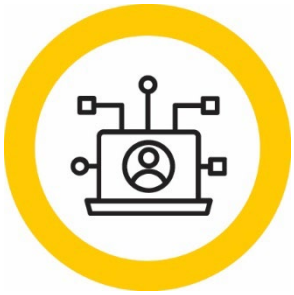
25-Point action plan: 2025 status

Pillar 1: Foster a customer-centric mindset	Status
1.1. Reinforce the organizational commitment to customer service	
1.2. Elevate the importance of ongoing public engagement	
Pillar 2: Enhance the transit network	
2.1. Accommodate population and employment growth	
2.2. Implement new services to address travel patterns	
2.3. Open Line 5 Eglinton	
2.4. Open Line 6 Finch West	
2.5. Implement Line 3 future busway	
2.6. Restore and enhance service standards	
2.7. Enhance service planning equity lens	
Pillar 3: Improve service reliability	
3.1. Improve service reliability	
3.2. Doing disruptions differently	
Pillar 4: Prioritize surface transit	
4.1. Implement the Surface Transit Network Plan (RapidTO)	
4.2. Implement targeted regulatory transit priority measures	
4.3. Implement more transit signal priority	
4.4. Implement more queue jump lanes	
Pillar 5: Accelerate integration with regional transit partners and complementary modes of transport	
5.1. Implement fare and service integration	
5.2. Enhance integration with cycling	
5.3. Enhance pedestrian pathways to TTC	
5.4. Improve microtransit and review micromobility connection opportunities	
Pillar 6: Enhance safety and comfort at stops, stations and in vehicles	
6.1. Improve the comfort and convenience of stop areas	
6.2. Improve the comfort and convenience of stations and vehicles	
6.3. Prioritize safety and security	
Pillar 7: Streamline information and services	
7.1. Improve customer service and loyalty	
7.2. Improve customer awareness and education	
7.3. Provide customers with accurate, accessible and timely information	

Completed **In progress** **Ongoing** **Not yet started**

Pillar 1

Foster a customer–centric mindset



Pillar 1 reinforces the TTC's commitment to customer service, placing customers first in everything we do.

This first pillar of the Plan looks inward. Through this pillar, we aim to continue to foster a customer-first culture across all levels of the organization and place the customer at the centre of all decision-making. Through this ongoing process we will emphasize understanding our customers' priorities and evaluate our service from their point of view. With customer-centricity as a top priority, this pillar aims to give our employees the tools, technology and resources they need to deliver positive customer experiences.

There are two actions associated with Pillar 1:

Action	2025 Status
Action 1.1. Reinforce the organizational commitment to customer service	
Action 1.2. Elevate the importance of ongoing public engagement	

Completed **In progress** **Ongoing** **Not yet started**

Action 1.1. Reinforce the organizational commitment to customer service

Initiative	Description	2024/25 Progress	2026 Look Ahead
Establish a Customer Experience Network of Champions program	We will establish a Customer Experience (CX) Network of Champions program. This program aims to proactively identify and empower CX advocates from various departments of the TTC. This working group, integrated within the TTC's corporate governance model, will convene regularly to infuse a CX lens into projects spanning the entire organization.	The CX Network of Champions program officially launched in 2025, with new communication channels established to support cross-departmental collaboration. The first meeting centered on improving the experience of customers new to the TTC. Upcoming sessions will focus on wayfinding and enhancing the quality and use of customer data.	In 2026, we will expand the CX Network of Champions by increasing participation across the organization. We'll begin implementing cross-functional CX initiatives identified in previous meetings.
Complete a communications review to ensure frontline staff have the information they need to support customer service	Based on customer questions and feedback, we will audit existing communications with frontline staff to better equip employees with the communications support they need to improve the customer experience.	The annual employee communications audit was completed using both quantitative and qualitative survey methods. The findings highlight key themes related to access, timeliness, and engagement across our channels. These insights will be the foundation for enhancing our employee communications in 2025.	TTC's Corporate Communications department will develop an internal communications strategy that enhances existing channels, keeps staff informed, strengthens front-line engagement, and celebrates employee contributions.
Improve internal availability of CX data to better enable staff to make customer-focused decisions	We are working on improving the internal availability of customer experience data. Providing tools like a customer experience dashboard will help departments make data-driven decisions that keep the customer at the centre of focus.	The internal Bunching and Gapping Dashboard provides visual analytics on customer perceptions across 11 pilot routes, using three key metrics: On-Time Performance, Real-Time Information, and Trip Ratings The Safety and Security internal dashboard provides internal metrics tracking safety and security customer sentiment.	We will launch a new CX dashboard to internal teams, enabling more consistent access to customer insights. .

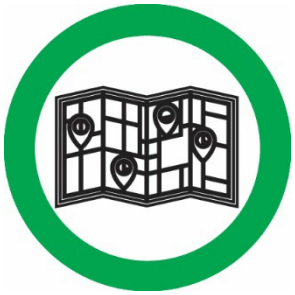
Initiative	Description	2024/25 Progress	2026 Look Ahead
NEW Implement a customer-facing CX dashboard.	The CX dashboard will be a public-facing dashboard to provide transparency to customers and to internally evaluate CX holistically, with views focusing on Customer perceptions (survey data, CRM complaints), customer journey time metrics, and customer comfort and convenience (safety & security, cleanliness).	Established a KPI framework to guide performance measurement and strategic alignment. Released prototype views to gather internal feedback and refine the user experience. Currently developing reporting standards for the public-facing view, alongside communication strategies to ensure clarity and consistency.	Complete full set of dashboard reporting and release to the public.

Action 1.2. Elevate the importance of ongoing public engagement

Initiative	Description	2024/25 Progress	2026 Look Ahead
Identify new tools for use in public engagement and market research	We place the highest priority on ongoing public engagement. To strengthen this commitment, we are introducing new tools to support our public engagement and market research efforts, ensuring that customer voices are actively heard and thoughtfully integrated into our decision-making.	Enhanced customer research methodology, including leveraging intercept surveys to measure customer experience in real-time while customers are actively using the TTC system. TTC is currently developing a Natural Language Processing (NLP) Model and exploring AI techniques to analyze open-ended customer feedback.	Once operational, the NLP model will reduce time and research costs and provide a more nuanced understanding of customer sentiment, helping TTC make more informed, customer-centric decisions.
Utilize the diverse and representative customer panel to seek insights on a continual basis	We're expanding the use of TTC's customer panel to reflect Toronto's increasing diversity and population growth. This representative panel of TTC customers will provide ongoing customer feedback aimed at building external and internal customer awareness through diverse voices of our customers. Seeking detailed feedback continually will allow us to make informed decisions that align with customer needs and expectations.	In 2025, the panel was used to support research on safety, security, and connectivity. We also conducted in-depth interviews with current, lapsed, and non-customers to inform the 2026-2028 Ridership Growth Strategy.	In 2026, we will expand panel recruitment to better reflect diverse demographics and transit behaviours. The panel will continue to support targeted research, including onboarding experiences and customer feedback related to the launch of Lines 5 and 6.

Pillar 2

Enhance the transit network



Pillar 2 focuses on actions to expand the transit network and help get customers to where they want to go when they want to go.

Through this pillar, we aim to create an expansive transit network that connects people to healthcare, shopping, employment, education and social activities. We aim to improve the frequency and coverage at all times of day over the course of a week, based on demand.

There are seven actions associated with Pillar 2:

Action	2025 Status
Action 2.1. Accommodate population and employment growth	
Action 2.2. Implement new services to address travel patterns	
Action 2.3. Open Line 5 Eglinton	
Action 2.4. Open Line 6 Finch West	
Action 2.5. Implement Line 3 future busway	
Action 2.6. Restore and enhance service standards	
Action 2.7. Enhance service planning equity lens	

Completed **In progress** **Ongoing** **Not yet started**

Action 2.1. Accommodate population and employment growth

Initiative	Description	2024/25 Progress	2026 Look Ahead
Relieve crowding and increase service to address demand	Over the life of the Plan, we will continue to review and adjust service to accommodate customer demand as the City of Toronto's population and employment grow.	Throughout 2024 and 2025, we adjusted service to meet changing demand through the board period planning process. As part of the 2024 and 2025 Annual Service Plans* (ASPs), we reviewed active developments nearing completion to understand where additional ridership demand may occur. The 2025 Service Budget included over 900 additional weekly service hours to accommodate population and employment growth.	We will continue to monitor ridership demand and adjust service levels accordingly, as resources permit. Additionally, we will maintain regular reviews of active developments nearing completion across the city to anticipate future transit needs.

*From 2026 onwards, Annual Service Plan (ASPs) will be referred to as Annual Network Plans (ANPs).

Action 2.2. Implement new service to address travel patterns

Initiative	Description	2024/25 Progress	2026 Look Ahead
Implement area study network changes	As part of the implementation of the Plan, we will modify and enhance existing routes, as well as introduce new ones. We will continue enhancing and expanding our services through the ANP process to ensure customers can get where they want to go efficiently.	As part of the 2024 and 2025 ASPs, staff completed several area studies to better tailor surface transit to meet travel patterns. Many 2024 ASP area studies were fully or partially implemented, which resulted in the introduction of four new routes and routing changes on 10 bus routes across the city. Staff continue to implement changes proposed in the 2025 ASP as opportunities arise.	Through the 2026 ANP recommendations and the board period planning process, staff will continue to adjust services to reflect evolving travel patterns. If funding becomes available, outstanding route changes proposed in the 2024 and 2025 ASPs will be implemented.

Action 2.3. Open Line 5 Eglinton

Initiative	Description	2024/25 Progress	2026 Look Ahead
Implement approved network changes	The Line 5 Bus Network Plan was approved in the 2022 ASP, which modified 27 bus routes connecting to Line 5. In the 2024 ASP, we further evaluated this Plan and made eight adjustments to the plan, including renumbering routes, rerouting routes to reflect on-street operating conditions, and introducing new routes to support new travel patterns. Once an opening day has been set, we will open the line and implement the approved routing changes.	We have worked closely with Metrolinx and have developed an implementation plan for the Line 5 Bus Network Plan. The implementation plan ensures TTC readiness for the opening of Line 5.	Once implemented, we will monitor the performance of routes part of the Line 5 Bus Network Plan and will adjust as needed.

Action 2.4. Open Line 6 Finch-West

Initiative	Description	2024/25 Progress	2026 Look Ahead
Implement approved network changes	The Line 6 Bus Network Plan will connect 27 bus routes to 18 new stops. We will also implement 8 new or revised bus routes to maximize connectivity with Line 6. When Line 6 opens, the new service will improve service reliability, provide reduced and predictable travel times, and make service more comfortable for customers living in the NIAs it serves.	We have worked closely with Metrolinx and have developed an implementation plan for the Line 6 Bus Network Plan. The implementation plan ensures TTC readiness for the opening of Line 6.	Once implemented, we will monitor the performance of routes part of the Line 6 Bus Network Plan and will adjust as needed.

Action 2.5. Implement Line 3 future busway

Initiative	Description	2024/25 Progress	2026 Look Ahead
Complete busway design work	Construction is underway to complete the Line 3 busway, which will use the at-grade portion of the decommissioned Line 3 right-of-way between Kennedy Station and Ellesmere Station. The Line 3 busway will enable buses to operate in a dedicated corridor, improving reliability and travel time.	Through 2024, TTC worked with our partners to complete the design for the busway. The Early Works program, which included removing track and signals from the decommissioned Line 3 corridor between Kennedy and Ellesmere stations, began in August 2024 and finished in 2025. Construction is now underway.	The TTC will continue working with our partners, including Metrolinx, to construct the busway. City Council has directed TTC to accelerate the timeline, with the goal of completing and operating the busway by late 2026. Throughout 2026, we will also refine service planning assumptions for routes that will use the busway, ensuring operational readiness for its launch.

Action 2.6. Restore and enhance service standards

Initiative	Description	2024/25 Progress	2026 Look Ahead
Modify express bus service standards	We proposed modifications to the express bus Service Standards, including modifying the stop spacing standards, adjusting stopping patterns and modifying travel time savings guidelines.	Alongside the approval of the 2024-2028 5-Year Service and Customer Experience Action Plan, the TTC Board approved changes to Service Standards for express bus.	TTC will continue to review express bus routes to ensure alignment with the Service Standards.
Update services to reflect standards	Additional resources are required to restore system-wide service levels back to the Board-approved Service Standards. At the time of the Plan's development, resources were required to: • Meet service levels based on the crowding standards. • Meet the minimum policy service levels. • Restore frequency and periods of operation on express corridors. • Restore the 10-minute network.	Through investments made in transit service and the reallocation of service hours across the network, in 2024 and 2025, service levels were improved to bring them closer in alignment with the Service Standards. This includes restoring the 6-minute subway policy standard. Annual service hours required, as of July 2025, to bring service up to standard are: • 70,700 to meet the crowding standard, • 62,600 to meet the express bus standard, and • 41,700 to meet the 10-minute network standard.	Staff will continue to look for opportunities to bring service up to the Board-approved Service Standards through reallocation and investments in the network. Should funding be provided, service will be restored to the crowding, express, and 10-minute network standards. Staff will also undertake a comprehensive review of the service standards in 2026.

Action 2.7. Enhance service planning equity lens

Initiative	Description	2024/25 Progress	2026 Look Ahead
Continue with enhanced consultation process	We will continue engaging with community partners and the public—especially youth, women, low-income individuals, and shift workers—to ensure their feedback is meaningfully reflected in our work.	As part of the 2024 and 2025 ASPs, staff focused on engaging with women, people with low income and shift workers, with initiatives in both plans tailored to meet the specific needs of these priority groups. Additionally, the Youth Ambassador Program was utilized as part of the 2024 and 2025 ASPs.	For the 2026 and future ANPs, staff will continue to engage with diverse community partners, including youth, women, people with low income, and shift workers, to ensure their needs are heard and addressed through our planning process.
Refine and adopt transportation equity measures	The TTC and the City of Toronto will collaborate to refine and adopt new measures of transportation equity across all neighbourhoods, with an emphasis on transportation disadvantage and built environment factors.	Through 2024 and 2025, TTC and City of Toronto staff collaborated as part of a process to develop and adopt new measures of transportation equity. Originally anticipated to be completed for 2026, future measures of transportation equity will be considered as part of broader mobility strategies and plans.	TTC staff will continue to work with the City of Toronto to improve transportation equity.

Pillar 3

Improve service reliability

Pillar 3 identifies actions to provide a reliable service that our customers can count on.

Service reliability is consistently ranked as our customers' number one priority when it comes to service improvements. The TTC recognizes the importance of service reliability for customers as late and irregular service negatively impacts a customer's experience. Through this pillar, we aim to continue to improve service reliability to deliver service customers can rely on.

There are two actions associated with Pillar 3:

Action	2025 Status
Action 3.1. Improve service reliability	
Action 3.2. Doing disruptions differently	

Completed **In progress** **Ongoing** **Not yet started**

Action 3.1. Improve service reliability

Initiative	Description	2024/25 Progress	2026 Look Ahead
Review and improve transit schedules	We are dedicated to making transit a more attractive option when compared to other travel options in the city by continuously reviewing and improving transit schedules for all time periods and days of the week.	Throughout 2024 and 2025, work continued to improve surface On-time Performance (OTP) by continuing to align schedules to observed traffic conditions. We are also working on a new diagnostic process to improve the accuracy of schedule development.	Continue to adjust schedules to match observed conditions.
Monitor and evaluate route performance	We will continue to deploy automated monitoring and operator training and counselling to improve on-time departures, and we will evaluate the success of the active and passive route supervision pilot.	In 2025, TTC implemented a bunching and gapping pilot on 11 routes. As part of the pilot, TTC began using headway-based reliability metrics to measure and manage OTP. TTC began the deployment of supervisors at mid-route locations to monitor performance.	Review bunching and gapping findings, implement operational changes, and continued supervisory deployments along corridors. Conduct a comprehensive review of the service standards. Additionally, staff are proposing the creation of a strategy for mid-route performance review.
Review infrastructure needs at the end-of-line points to ensure they meet operational needs	We will continue to review infrastructure needs at the end-of-line points to ensure they meet operational needs.	Staff completed a major review of end-of-line points in 2024, documenting required maintenance. With the findings, staff have begun implementing required updates, while also responding to additional requests and needs.	Staff will continue to implement the required end-of-line updates and respond to additional requests and needs. Staff may study mid-route infrastructure needs for on-time performance improvements.

Action 3.2. Doing disruptions differently

Initiative	Description	2024/25 Progress	2026 Look Ahead
Adopt and communicate construction planning guidelines based on consultations and customer feedback	Building off lessons learned in 2022 and 2023, in 2024 we developed a construction service framework and will continuously improve it over the course of the Plan to ensure we minimize the impacts of construction for our customers.	Throughout the 2024 and 2025 construction seasons, key elements of this framework were implemented, where feasible. An emerging initiative to support these guidelines is introducing temporary transit priority measures (TPMs) such as parking/stopping restrictions and removals, installing new transit signals and modifying traffic signal timing, and creating exclusive transit lanes, such as those on Spadina Avenue and at Queen Street East and Broadview Avenue.	The construction service framework will continue to guide how diversion plans are developed and adjusted as construction projects change and progress. The use of TPMs - where feasible and while balancing operational priorities and community partner interests - will support more effective service delivery in light of congestion induced through lane and road closures.
Review, document, and improve process and responsibilities for service disruptions	To better plan for service disruptions, we will review, document, and improve the process and responsibilities involved.	A key focus for 2025 has been the review, documentation, and refinement of processes and responsibilities to enhance planning and coordination for service disruptions.	Continue to work closely across internal departments and with external asset and project owners to improve construction project timeline planning, coordination, and status updates. Review protocols will be further assessed to address informational gaps and inefficiencies.
Implement service changes for area-specific construction	Over the life of the Plan, several critical infrastructure renewal, transit expansion, and private development projects will occur. To mitigate disruptions, we will look at area-specific construction and make localized service changes.	In 2024 and 2025, several major projects led to temporary network changes and diversions across the city. Through a combination of weighing customer feedback, operational and resource constraints and considerations, and opportunities to trial new route structures, numerous diversion plans were implemented.	Area-specific construction detour planning will continue to be a key theme in the development of the 2026 Service Budget and ANP, as lessons learned from diversion plans in the 2025 construction season are refined and influence the approach taken for future detours.

Pillar 4

Prioritize surface transit

Pillar 4 identifies actions that aim to provide fast service that values our customers' journey time.

Providing fast service that values our customers' journey time is key to improving overall customer satisfaction. Fast transit increases access to jobs, schools and social activities, especially for people who cannot afford to live in urban centres. Through this pillar, we aim to reduce customer travel time, becoming a competitive mobility option and providing more access to opportunities.

There are four actions associated with Pillar 4:

Action	2025 Status
Action 4.1. Implement the Surface Transit Network Plan (RapidTO)	
Action 4.2. Implement targeted regulatory transit priority measures	
Action 4.3 Implement more transit signal priority	
Action 4.4 Implement more queue jump lanes	

Completed In progress Ongoing Not yet started

Action 4.1. Implement the Surface Transit Network Plan (RapidTO)

Initiative	Description	2024/25 Progress	2026 Look Ahead
RapidTO: Jane Street	Working with the City, we will complete the Jane Street study.	Public and interest group consultation for Step 2 took place from October 21 to November 17, 2024. The feedback gathered through this consultation will inform staff recommendations to City Council.	Reporting timelines to be determined in coordination with the City.
RapidTO: Dufferin Street	Working with the City, we will complete the Dufferin Street study, between Eglinton Avenue West and Dufferin Gate.	City Council approved the implementation of RapidTO: Dufferin Street, from Bloor Street West to King Street West in 2025.	RapidTO: Dufferin Street will be implemented prior to the 2026 FIFA World Cup (June 2026). Data monitoring will be reported quarterly. Reporting timelines on the remaining portion of the corridor, from Bloor Street West to Eglinton Avenue West, will be determined in coordination with the City.
NEW RapidTO: Bathurst Street	Working with the City, we will complete the Bathurst Street study, between Eglinton Avenue West and Lake Shore Boulevard West. RapidTO: Bathurst Street was accelerated by Toronto City Council in anticipation of the 2026 FIFA World Cup.	City Council approved the implementation RapidTO: Bathurst Street, from Bathurst Station to Lake Shore Boulevard West in 2025.	RapidTO: Bathurst Street will be implemented prior to the 2026 FIFA World Cup (June 2026). Data monitoring will be reported quarterly. Reporting timelines on the remaining portion of the corridor, from Bloor Street West to Eglinton Avenue West, will be determined in coordination with the City.
RapidTO: Finch Avenue East	Working with the City, we will complete the Finch Avenue East study, between Gordon Baker Road and Middlefield Road.	Feasibility study is currently underway.	Once the feasibility study is completed, staff will work with the City to begin public consultations.

Initiative	Description	2024/25 Progress	2026 Look Ahead
RapidTO: Lawrence Avenue East	Working with the City, we will complete the Lawrence Avenue East study, between Don Mills Road and Morningside Avenue.	In partnership with the City of Toronto, staff have initiated the RapidTO: Lawrence Avenue East study.	Staff will complete the feasibility study.
RapidTO: Steeles Avenue West	We will work with the City and begin study on Steeles Avenue West.	The study will begin once designs for the Yonge-North Subway Extension are finalized as the study areas overlap.	The study will begin once designs for the Yonge-North Subway Extension are finalized as the study areas overlap.

Action 4.2. Implement targeted regulatory transit priority measures

Initiative	Description	2024/25 Progress	2026 Look Ahead
Complete up to 10 locations per year	Between 2024 and 2028, the City and TTC will explore opportunities to implement regulatory changes at up to 10 locations per year, aimed at improving speed and reliability on some of TTC's busiest surface routes.	In 2024, a total of 11 locations were completed, including six supporting streetcar diversions and five permanent implementations. Staff anticipate that 10 locations will be completed by the end of 2025. Red paint applied at strategic locations, including queue jump lanes and dedicated transit station entrances: 4 locations in 2024 and up to 54 locations in 2025. Alongside the City of Toronto, staff implemented the Queens Quay bus priority lanes in 2025 after initiating the study in 2024.	Staff are aiming to implement targeted regulatory transit priority measures at up to 15 locations in 2026. Staff will also apply red paint at up to 110 locations.

Action 4.3. Implement more transit signal priority

Initiative	Description	2024/25 Progress	2026 Look Ahead
Continue to roll out existing program - up to 50 locations per year	Transit signal priority helps buses, streetcars and the customers they carry to move quickly and reliably through intersections by adjusting traffic signals. The City and TTC will continue to roll out transit signal priority between 2024 and 2028, with up to 50 activations each year.	In 2024, staff completed 48 transit signal priority activations and anticipate activating 50 in 2025.	Install transit signal priority at up to 50 locations. TTC is seeking additional funding and staff resources to double implementations to 100 locations per year.
Continue implementing Advanced Transit Signal Priority (ATSP)	TTC is working with the City to implement ATSP as part of the City's MoveTO program. The ATSP program will use TTC's GPS-based computer-aided dispatch/automated vehicle location system to support transit signal priority, reducing TTC's reliance on maintaining physical infrastructure while providing improved monitoring.	Through 2024 and 2025, staff tested the implementation of ATSP in preparation for roll-out in 2026.	Roll-out ATSP based on the testing results in 2025.

Action 4.4. Implement more queue jump lanes

Initiative	Description	2024/25 Progress	2026 Look Ahead
Complete design and construction of up to five standalone locations between 2024 and 2025	Working with the City of Toronto, TTC has developed a review process to implement more standalone queue jump lane projects. We are aiming to complete the design and construction of up to five standalone locations from 2024 to 2025.	In 2024, staff completed the detailed design and implementation of three queue jump lanes (one on Dufferin Street and two on St. Clair Avenue East). In 2025, work is progressing to finalize design on two queue jump locations. One additional location is in early design stages for implementation in 2026.	Staff are aiming to construct three queue jump lanes.

Pillar 5

Accelerate integration with regional transit partners and complementary modes of transport

Pillar 5 aims to accelerate integration with regional transit partners and complementary modes of transport.

Creating accessible connections between transit and other modes, specifically for first/last mile connections, can greatly increase the catchment area of transit services and enable the TTC to serve more people. We also know that a portion of our customers travel across municipal boundaries. Providing seamless connections between regional transit partners is critical to increasing access across the region. Through this pillar, we aim to accelerate integration with regional transit partners and complementary modes of transport.

There are four actions associated with Pillar 5:

Action	2025 Status
Action 5.1. Implement fare and service integration	
Action 5.2. Enhance integration with cycling	
Action 5.3 Enhance pedestrian pathways to TTC	
Action 5.4 Improve microtransit and review micromobility connection opportunities	

Completed **In progress** **Ongoing** **Not yet started**

Action 5.1. Implement fare and service integration

Initiative	Description	2024/25 Progress	2026 Look Ahead
Implement fare integration	TTC worked with our provincial and regional partners to implement fare integration (branded as “One Fare”).	On February 26, 2024, Ontario launched the One Fare program, integrating fares across transit agencies in the GTHA. Under this program, customers no longer pay a double fare when transferring between different transit systems.	With the current One Fare program agreement ending in March 2026, staff will work with our partners at the Province of Ontario to understand the future of the One Fare program.
Monitor and review travel patterns and changes in demand, including around GO stations, consult with customers, and implement potential route changes through ASP/ANP process	We will monitor and review travel patterns and changes in demand, consult customers, and implement changes through the ASP/ANP process.	As part of the 2025 ASP, the TTC analyzed the One Fare program’s impact on ridership and travel patterns through ridership data as well as consultations. To support the One Fare program, the 2025 ASP introduced one new route and extended service on an existing route.	Should One Fare be extended beyond March 2026, staff will continue to monitor/review travel patterns, consult with customers, and implement changes as part of future ANPs.
Implement a service integration pilot with MiWay and YRT	With our transit partners, increase access and optimize service schedules for customers by enhancing service coordination by permitting YRT and MiWay to operate “open door” service within Toronto.	TTC, York Region Transit, MiWay and the Province continue to work together to develop a plan to operationalize an “open door” pilot in Toronto.	TTC will continue to work with our regional and neighbouring transit partners to implement a service integration pilot.

Action 5.2. Enhance integration with cycling

Initiative	Description	2024/25 Progress	2026 Look Ahead
Monitor existing investment to understand utilization	Monitor usage of cycling infrastructure to understand utilization and to guide recommendations for future expansion.	In fall 2024 and spring 2025, we conducted utilization and condition assessments of bike infrastructure at TTC subway stations. As of spring 2025, 18% of available bike parking capacity is in use.	We will continue monitoring the use of cycling infrastructure and provide recommendations for future expansion based on observed demand and usage trends.
Continue to support Bike Share on their growth plan	Support Bike Share on their growth plan to enhance cycling and transit integration and facilitate multi-modal trips.	Throughout 2025, TTC collaborated with Bike Share to support their 2030 Study and are supporting its PRESTO Integration Study.	Continue to work with Bike Share to enhance cycling and transit integration and facilitate multi-modal trips.
Continue to work with the City on their cycling projects	With the City of Toronto, continue to develop innovative designs and continue to work on their various cycling projects to enhance transit and cycling connections.	TTC worked with the City to develop integrated island platform designs throughout 2024. These designs have now been published as a standard drawing on the City's website.	Continue to collaborate with the City on their cycling-related projects.
Increase education and awareness	Increase education and awareness when it comes to transit and cycling integration, including where bike parking and repair stands are located, how to use them and ways to connect to transit.	During Bike Month, how-to videos demonstrating the use of bus bike racks and double-decker bike parking were shared on social media to educate customers and raise awareness about cycling-transit integration options.	Create a mobile practice bus bike rack located at subway stations to educate customers on how to use these bike racks. Continue to explore opportunities to educate and raise awareness of transit integration with other modes.

Action 5.3. Enhance pedestrian pathways to TTC

Initiative	Description	2024/25 Progress	2026 Look Ahead
Identify missing sidewalks to and from TTC stops	In some areas of Toronto, there are missing sidewalk links connecting to and from TTC stops. Starting in 2024, we will identify locations to enhance pedestrian access to transit.	In 2024 and 2025, we identified missing sidewalk links to/from TTC bus stops.	Work with the City to inform capital planning and budgeting to eliminate missing links from the sidewalk network.

Action 5.4. Improve microtransit and review micromobility connection opportunities

Initiative	Description	2024/25 Progress	2026 Look Ahead
Work with City staff on micromobility policy opportunities and impacts on transit service	The City of Toronto developed a Micromobility Strategy that takes a holistic approach in assessing and recommending ways to reach micromobility's full potential while providing for a safe, multi-modal and active transportation network for people of all ages, abilities and backgrounds.	The TTC worked with the City staff during the development of the Micromobility Strategy. TTC staff have engaged with Transportation Services staff and will be participating at the City of Toronto's Multi-Partner Table to address impacts and opportunities related to micromobility.	Collaborate with the City of Toronto as part of the Micromobility Strategy's implementation.
Implement microtransit shuttle parking improvements at Don Mills Station	To ensure that private shuttles connecting to TTC facilities can efficiently and safely bring passengers to and from the TTC network, we will be piloting physical design improvements at Don Mills Station.	In 2024, staff investigated potential physical design improvements at Don Mills Station; however, design improvements have been put on hold as TTC staff look to understand the extent and timing of the Fairview Mall redevelopment. During 2025, staff shifted focus to understanding other busy locations for potential improvements.	Implement changes at Don Mills Station, if feasible. Staff will also continue to work to identify additional stations that may require design improvements for private shuttles.

Pillar 6

Enhance safety and comfort at stops, stations and in vehicles

Pillar 6 prioritizes safety and comfort throughout the transit experience, creating welcoming spaces that make every journey a safe and pleasant one.

Enhancing safety and comfort is key to improving the overall TTC customer experience. Clean and attractive stops, stations and vehicles improve the image of the TTC to current customers and play a crucial role in shaping the perception of transit to non-users. A well-maintained and safe environment raises confidence in the overall quality of our service. Customers expect comfort and convenience while using transit, including climate control, comfortable seats and amenities such as benches, shelters, lighting, trash receptacles, cellular service in stations, and retail and vending facilities. Through this pillar we aim to create a secure and comfortable environment that instills confidence and peace of mind for TTC customers.

There are three actions associated with Pillar 6:

Action	2025 Status
Action 6.1. Improve the comfort and convenience of stop areas	
Action 6.2. Improve the comfort and convenience of stations and vehicles	
Action 6.3. Prioritize safety and security	

Completed **In progress** **Ongoing** **Not yet started**

Action 6.1. Improve the comfort and convenience of stop areas

Initiative	Description	2024/25 Progress	2026 Look Ahead
Make surface transit stops more accessible	The TTC will continue to work on making surface transit stops accessible across the city.	We're on track to complete accessibility upgrades at 270 surface stops this year, focusing on high-impact improvements across the network.	Next year, the focus will shift to more complex stop locations, which require longer timelines from design to construction. Approximately 20 complex stops and 150 stops in general are currently planned for accessibility and safety improvements in 2026.
Improve existing street furniture, add street furniture at feasible locations, and explore opportunities to reimagine street furniture for bus and streetcar stops	Customers have provided feedback suggesting the TTC improve transit stops by matching amenities to demand, based on transit stop ridership, i.e., at busier stops provide bigger shelters, more benches, lighting improvements, prioritize real-time information screens, etc. We also consider sustainability when re-imagining street furniture (use of materials, energy, future climate conditions). TTC will coordinate with City staff to determine opportunities to reimagine the street furniture requirements for bus and streetcar stops based on lessons learned and customer feedback.	Staff have initiated collaboration with the City of Toronto to reimagine the design of surface stops, beginning with a joint workshop held in March to explore opportunities for improved customer experience, accessibility, and placemaking. Bus Stop of the Future Innovation Challenge: the TTC is launching a public- and industry facing challenge later this year to solicit ideas for transit stop modernization using a bus stop as a living lab, including real-time updates, accessibility and sustainability considerations, revenue-generating opportunities, and leveraging the use of technology to enhance the overall rider experience. These ideas will be vetted through the innovation pipeline process with criteria such as desirability, feasibility, viability, risk, and safety before the start of the pilot.	In 2026, TTC will continue to collaborate with City staff on future design and functional requirements for surface stops as Street Furniture program planning efforts progress, including reviewing opportunities to improve resource allocation by better matching transit stop amenities with actual stop-level ridership. In 2026, select concepts may be piloted to test new technologies and features in real-world conditions and inform future implementation.

Initiative	Description	2024/25 Progress	2026 Look Ahead
Explore QR codes for cleanliness and maintenance at stops	To keep customers informed and ensure a pleasant environment, we will explore the introduction of QR codes at transit stops. By scanning QR codes placed at stops, customers would be able to obtain location-based information about their stop such as next vehicle arrival times and easily report cleanliness and maintenance issues to the appropriate party depending on the issue, whether that is the City's 311 contact centre or TTC Customer Service.	This initiative will be explored as part of ongoing work with the City of Toronto to reimagine the design of surface stops.	This initiative will be explored as part of ongoing work with the City of Toronto to reimagine the design of surface stops.

Action 6.2. Improve the comfort and convenience of stations and vehicles

Initiative	Description	2024/25 Progress	2026 Look Ahead
Continue to expand station retail amenities	We will continue to seek out new partnerships with retailers to expand availability of food, drink, and e-retailing amenities.	We've introduced new amenities including innovative vending machines, pick-up and drop-off lockers, and we are working with other automated retail concepts. In 2025, the TTC Board approved the Non-Fare Revenue Strategy, which will add staff resources to actively pursue new partnerships.	Continue identifying and onboarding new retail partners. We will be onboarding retail on Line 5 and working with the City to finalize leases for approximately 11 locations that will be expiring end of 2025. We will focus on expanding successful amenities and exploring opportunities to improve retail offerings.
Explore QR codes for cleanliness and maintenance at stations	To keep customers informed and ensure a pleasant environment, we will explore the introduction of location based QR codes. By scanning QR codes placed strategically and consistently throughout TTC vehicles and stations, which will be facilitated by the ongoing rollout of 5G cellphone service across the subway system, customers and staff will be able to easily and quickly report cleanliness and maintenance issues directly to Transit Control, enabling swift resolution of issues.	Posters have been installed at all stations that provide information on station management and a QR code for contacting the TTC.	Evaluate usage trends and customer feedback to refine the QR code experience.
Improve customer amenities at stations	At stations, we recognize the need to enhance customer amenities. We will increase seating for customer comfort, explore the installation of water-bottle refill stations for convenience where feasible, and add more waste bins to support improved cleanliness.	We're upgrading station seating to a new standard that includes back and arm rests and adding additional seating and wastebins where needed.	The current scope of the Stations Transformation Capital Program will be complete by year-end 2025. An evaluation will be undertaken to assess potential future improvements and investments required as a subsequent phase.

Initiative	Description	2024/25 Progress	2026 Look Ahead
 Station Cleanliness Pilot Project	The Station Cleanliness Pilot Project aims to enhance station conditions by cleaning, repairing, renewing, and replacing customer-facing finishes to restore stations to as-close-to-original condition as possible. The scope includes floors, walls, platform edge markers (PEM), ceilings, glazing/glass, lighting, paint, and signage across six pilot stations. Progress is evaluated through a multi-faceted framework that includes visual inspections, project milestone achievements, and feedback from frontline staff, transit customers, TTC leadership, and the TTC Board.	Significant progress has been made across all six pilot stations (Dundas, Spadina, Kennedy, Finch, STC, and Lansdowne). Dundas and Spadina are nearing completion with refreshed floors, ceilings, painting, and other customer-facing finishes. Kennedy is mid-stream — washrooms and platform elements are largely complete, with other upgrades in progress. Finch and STC are in earlier stages, with floor restoration and initial upgrade work underway. Lansdowne has advanced on ceiling and platform element work, with wall and painting activities in progress.	Overall, the six-station pilot is delivering visible customer improvements and validating the approach, with remaining work continuing into Q1 2026 as scheduled.

Action 6.3. Prioritize safety and security

Initiative	Description	2024/25 Progress	2026 Look Ahead
Make it easier for customers to report safety and security concerns	We're increasing presence of safety and security staff to provide real-time assistance and enhance safety. To facilitate reporting by text message when staff are not nearby, we will seek to introduce a short (3-5) digit number for customers to contact the TTC for safety concerns. We will also explore implementation of novel reporting tools to allow customers to directly message with the TTC via their preferred messaging app. To ensure customers have access to emergency information when needed, we will investigate installing emergency information signage at surface stops.	130 additional frontline station staff, including Customer Service Agents and Supervisors, were onboarded throughout 2024, improving staff visibility at stations. The 2025 Budget added an additional 56 Provincial Offences Officers and 10 Special Constables.	The Customer Service Ambassador model will continue to be evaluated to identify improvement opportunities and assess staffing model efficacy. Ongoing evaluation of Provincial Offences Officers and Special Constable resources to determine effect and efficiency. Conduct a review to align customer service channels with customer needs and improve resolution efficiency.
Improve camera coverage to at least 90% in 11 remaining stations	As part of our ongoing Station Transformation project and commitment to making the TTC as safe as possible, our goal is to increase camera coverage in all subway stations (excluding Line 3 Scarborough) to at least 90% by the end of 2025. Early in 2022, camera coverage in all subway stations was increased from 40% to at least 75%.	By the end of 2024, we achieved at least 90% coverage in 64 stations. Cameras were installed at three stations in Q2 2025. The remaining three stations will be installed in Q4 2025, completing this initiative.	No planned work; camera coverage improvements completed in 2025.

Initiative	Description	2024/25 Progress	2026 Look Ahead
Build on the multi-disciplinary approach to community safety through the development of a Five-Year Community Safety, Security and Well-being Plan	We will implement recommendations in the areas of enhancing staff's high-visibility presence and improving incident management, supporting persons experiencing homelessness and individuals with complex needs, and ensuring ongoing community safety program support. We will continue to expand on initiatives in the areas of data analysis, education and training, engagement and communications, programs and procedures and incident response and support.	Conducted consultation sessions with community groups, union partners, and City leaders on the Community Safety, Security and Well-Being Plan. This plan will be seeking Board approval in Q4 2025.	TTC will begin to implement the actions in the Community Safety, Security and Wellbeing Plan in 2026, following Board approval.
Investigate automated camera enforcement for streetcar customer safety	We are piloting automated camera enforcement technology to enhance safety and enforcement measures related to streetcar doors. Automated camera enforcement aims to improve compliance with streetcar door regulations and improve safety, reduce violations, and ensure smoother operations.	TTC onboarded the vendor for Automated Camera Enforcement on streetcars, with design completed in Q2 2025. Installation and testing of equipment will begin in Q3-Q4 2025.	Begin Automated Camera Enforcement Pilot in Q1, which is expected to last nine months, with ongoing evaluation of performance.

Pillar 7

Streamline information and services

Pillar 7 identifies actions to simplify the TTC customer journey and ensure customers can rely on accurate, accessible and timely information.

Through this pillar, we aim to make the TTC experience more seamless by providing more and better real-time information and improving access to TTC services and information. Real-time information has become integral to transit journeys, providing riders with timely and accurate details about service status, vehicle arrival times and potential disruptions. By investing in our information and services, we empower customers with the knowledge they need to navigate their TTC journey with ease.

There are three actions associated with Pillar 7:

Action	2025 Status
Action 7.1. Improve customer service and loyalty	
Action 7.2. Improve customer awareness and education	
Action 7.3. Provide customers with accurate, accessible and timely information	

Completed **In progress** **Ongoing** **Not yet started**

Action 7.1. Improve customer service and loyalty

Initiative	Description	2024/25 Progress	2026 Look Ahead
Implement digital application process for the TTC Post-Secondary Photo ID and Support Person Assistance Card	We're planning to modernize the application process for the TTC Post-Secondary Photo ID and Support Person Assistance Card.	Engaging with internal teams (Wheel-Trans, Customer Service) and Metrolinx to identify opportunities to consolidate application processes to improve customer experience (e.g., combining Support Person Card and Wheel-Trans applications, or exploring a regional Post-Secondary student eligibility review).	With PRESTO 2.0 to be delivered in 2026, it will enable more fare policy enablement and digital solutions. The TTC and PRESTO teams will continue to work on developing a PRESTO enabled support person ID card and a digital application process solution for the TTC Post-Secondary Photo ID card.
Add customer experience features to the TTC website: customer experience blog, carbon-footprint calculator	We'll add features to the website to improve the customer experience.	Communications team staff recruitment was completed in late 2024 with staff starting in 2025, which will add resources to plan future website enhancement.	While we're not pursuing these specific features at this time, we're making strategic improvements to enhance the TTC.ca experience. This includes upgrading the website's mapping functionality and partnering with a consultant to conduct a full UI/UX review. These efforts will help ensure future enhancements are user-focused and deliver meaningful value to our customers.
Explore approaches and incentives that build customer loyalty	We'll explore tools and approaches that could help attract new customers while retaining customer loyalty.	Fare capping has been identified as an interim priority ridership growth initiative for consideration as part of the 2026-2028 Ridership Growth Strategy (RGS).	Staff will be reporting back as part of the 2026-2028 RGS with additional information on the potential options for structuring a fare capping system and the anticipated impacts that different structures have on ridership growth; and an analysis of relevant existing PRESTO data that is available to the TTC as part of forecasting the impact of fare capping on ridership.

Initiative	Description	2024/25 Progress	2026 Look Ahead
Explore tablets for Customer Service Ambassadors	To enhance frontline customer support, we're reintroducing tablets for Customer Service Ambassadors. These devices will enable staff to provide real-time trip planning assistance and language translation, improving accessibility and responsiveness for TTC customers.	A pilot to introduce tablets for Customer Service Ambassadors will launch in Q4 2025. These devices will support real-time trip planning and language translation, helping staff assist customers more effectively.	Pending successful evaluation of the pilot, we plan to roll out tablets across additional stations. This will enhance frontline support and improve the accessibility and responsiveness of customer service.
 Employ Good Neighbour practices during disruptive construction projects	We are identifying, planning, and implementing Good Neighbour initiatives and activations to showcase TTC's appreciation for customers and/or the community's patience during our construction projects	Sneak Peek Tour of Donlands Second Exit/Entrance for area residents, customer appreciation events for Easier Access projects at Warden Station (patty giveaway) and Keele Station (coffee and snacks).	Future initiatives or activations for Easier Access projects at Spadina, Christie, and Rosedale stations are planned.

Action 7.2. Improve customer awareness and education

Initiative	Description	2024/25 Progress	2026 Look Ahead
Amplifying Customer Connections: A social media empowerment strategy	We'll continue to foster genuine connections with our audiences and customers. We'll continue to prioritize a human and relatable content strategy, primarily through video content, social listening and a channel strategy. Remaining approachable, relevant and on-trend is crucial in resonating with our audience. We will continue to adopt an effective channel strategy and tailor content based on audience trends, preferences and segments. Collaborating with influencers is an integral consideration to enhance community trust and influence customer perception.	The TTC continues to leverage social media to improve engagement and brand awareness. Social media platforms saw a 27% Year over Year (YoY) increase in views, 43% increase in engagement, and 4% increase in followers since 2024.	Marketing, engagement and partnership opportunities will be evaluated and implemented, particularly for the 2026 FIFA World Cup.
Expand customer awareness campaigns with an increased focus on safety, courtesy, continuous improvement and ease of use.	Continue to launch data-driven marketing campaigns focused on safety, courtesy, continuous evolution and planning routes. These aim to provide customers with essential information, promote respectful behaviour, build brand love and guide them through various travel situations.	Launched an awareness campaign in June 2025 to highlight safety risks associated with illegal passing of streetcars. Launched a SafeTTC app adoption campaign targeted to customers.	Deliver a 5-year marketing strategy focused on brand building and brand awareness, with annual performance marketing focused on ridership growth and non-fare revenue.
Implement a TTC New Customer Orientation Program	To help new customers learn the system, we'll implement a new customer orientation program.	Conducted internal consultation to map ongoing work and data gaps and held two workshops to identify and prioritize tactics to support new customers.	Begin implementation of selected tactics to improve the orientation experience for new TTC customers.

Initiative	Description	2024/25 Progress	2026 Look Ahead
NEW Program-specific targeted outreach	Distribute TTC information to public libraries, community centres, and the City's civic centres for patrons to view or take away.	2026 ACAT Recruitment Campaign and assisting Metrolinx on promoting new Presto fare vending machines	Continue to maintain regular distribution of TTC materials to key community locations.
NEW Participate in external events	Proactively share information about TTC and specific projects with university students, communities, and event attendees.	Attend York University events three times per year. Attend BIA events (e.g. Liberty Village BIA). Attend Councillor events. Tent during Pride Toronto.	Continue to participate in external events and meet customers and neighbours where they are.
NEW Tours of TTC facilities and projects	Based on requests and on an as-needed basis, tours of TTC facilities and construction projects are done for external organizations.	Tour of Mount Dennis Bus Garage for the Native Child and Family Services of Toronto. Tours of Spadina Station Easier Access and Bloor-Yonge Capacity Improvement projects for high school students in University of Toronto's CREATE: Engineering Design Challenges program.	Continue tours to external partners based on requests and on an as-needed basis.
NEW Beautify construction hoarding through temporary art murals	Temporary art murals are installed on hoarding for TTC construction projects; theme is local to the community or organizations involved.	Temporary art mural on construction hoarding for Bloor-Yonge Capacity Improvement (ongoing). Temporary art mural on construction hoarding for Spadina Station Easier Access (completed/art is removed).	Temporary art mural on construction hoarding for Spadina Station Streetcar Platform Extension (upcoming).

Action 7.3. Provide customers with accurate, accessible and timely information

Initiative	Description	2024/25 Progress	2026 Look Ahead
Continue to implement the TTC Wayfinding Strategy	We will continue to make improvements to wayfinding across the system. This includes continual updates to System Route maps, updates to overhead bus terminal signage to reflect changing conditions at bus terminals, changes to signage as part of the Station Capacity improvement program and support service changes through the development of pole cards, stop markers and other communications. We also aim to complete the installation of large-scale maps at all remaining subway stations. With our City partners, we will work to provide a consistent and recognizable product to customers transitioning from the TTC to on-street wayfinding.	The TTC will also be bringing forward a new Wayfinding Strategy in Q4 2025, which will establish system-wide guidelines and standards for improved signage, information, and navigation. This strategy will support navigation during regular and disrupted service, enhancing wayfinding across all customer touchpoints, digital and physical, and improving the consistency and clarity of service communications.	Integrate the Wayfinding Strategy into existing capital projects. Updates to wayfinding outside of capital projects will require additional resourcing and funding in the 2026 budget.
Upgrade the next vehicle arrival data feed to provide better information to customers	Enabled by the ongoing implementation of the VISION system, the TTC will be able to provide real-time information sources, including transit apps, with an upgraded General Transit Feed Specification Real-Time (GTFS-RT) data feed. This data feed will share accurate vehicle locations, vehicle arrival predictions and service alerts, such as cancellations and detours, in real time and will improve the timeliness and accuracy of service information provided to customers.	Staff are exploring ways to improve the General Transit Feed Specification (GTFS), and General Transit Feed Specification Real Time (GTFS-RT) information shared on Open Data to enable more consistency across app platforms.	Upgrades to the next vehicle arrival data feeds will be completed in 2026.

Initiative	Description	2024/25 Progress	2026 Look Ahead
Improve the availability of real-time information	Through this initiative, we'll look to: • Pilot solar-powered real-time signage at key stops. • Increase the number of digital arrival and departure boards in stations. • Introduce centralized tracking of surface stop changes and temporary detour signs. • Implement QR codes or NFC tags at stops to communicate closures and diversions. • Provide delay and detour updates on bus display screens. • Provide temporary notices at station entrances during service. suspensions and delays. • Improve shuttle bus wayfinding.	TTC is seeking a vendor to pilot e-paper signage at select transit stops and station entrances with contract award expected in early 2026. 86/121 Next Vehicle Arrival System (NVAS) screens installed to date; project will be completed by end of year. Enhancing visual displays by adding new shuttle routing information, and alternate-route instructions, to be displayed on Subway Information System (SIS), Platform Video Screens (PVS), and station booth posters. Efforts are also underway to improve onboard information, such as investigating the feasibility of pushing service alerts to the ceiling-mounted screens on Line 1 trains. Staff are also ensuring that stations remain equipped with physical signage, including sandwich boards and platform-level posters, during closures and major service changes to clearly direct and inform customers. Creating physical and digital signage for disruptions, including digital boards controlled by Zone Hubs and Transit Control.	TTC plans to launch a pilot of solar-powered real-time e-paper signage at select surface transit stops and station entrances in 2026.

Initiative	Description	2024/25 Progress	2026 Look Ahead
Enhance Public Announcement (PA) system clarity	We are working to improve the clarity of the PA system and address existing audio distortion issues to ensure that customers receive clear and understandable announcements during their journeys.	As of May 2025, TTC completed PA system upgrades at all 70 stations.	Address minor deficiencies. Standardized messaging and consistent volume are being reinforced: Transit Control staff have completed retraining on scripted announcements, and trials of automated voice announcements are underway to improve clarity throughout the network.
Expand E-Alerts to include planned service changes, stop-level alerts, and SMS alerts	We will explore expanding our E-Alerts to include more subscription options such as planned service changes and offer customers the option of subscribing to SMS alerts and personalized stop-level alerts.	We completed a preliminary review of the current E-Alerts system and will consider the findings as part of a broader evaluation of customer communication channels.	In 2026, we will continue to assess opportunities to enhance digital alert tools. Any changes will be guided by the outcomes of the broader communications review and customer needs.
Explore mobile app solutions (including MaaS)	We are exploring the development of a TTC mobile app to provide a user-friendly platform for customers to plan their journeys, access real-time information, and receive updates on service changes and delays.	Several TTC teams worked together to explore the feasibility of developing a TTC-specific app, or whether to partner more exclusively with an existing third-party transit app, to provide customers with a user-friendly platform for trip planning, accessing real-time information, and receiving updates on service changes and delays.	Staff will explore targeting resources toward leading third-party applications whose advanced technical investments, internal expertise and international experience will provide Torontonians and visitors the desired digital customer experience.
NEW Send community partner newsletters	Monthly community partner newsletter with up-to-date information about projects and service changes sent to 2,000 emails, including TTC staff and external partners, including schools, hospitals, emergency services, community centres, major City attractions and elected officials.	Sent the newsletter monthly.	Continue sending the newsletter monthly.

Initiative	Description	2024/25 Progress	2026 Look Ahead
NEW Continue to share information through a dedicated Project Office	The Bloor-Yonge Capacity Improvement project has a dedicated project office at 25 Hayden that is open to the public, and we provide TTC information, Ride Guides, and project-related information to guests.	Continue the project office for Bloor-Yonge Capacity Improvement project.	Continue the project office for Bloor-Yonge Capacity Improvement project.

TTC 2026 Annual Network Plan

Public Engagement Report

July – August 2025

Written for the Toronto Transit Commission by Third Party Public

Engagement Process Overview

Between July and August 2025, the Toronto Transit Commission (TTC) held the two rounds of engagement for their 2026 Annual Network Plan (ANP). The engagement process included a range of synchronous and asynchronous ways for TTC customers and interested members of public to learn about and share feedback on TTC's network plans for 2026. Third Party Public, a third-party independent engagement team retained by the TTC, led the design, delivery, and documentation of both rounds of engagement.

Over 4800 engagement interactions, including with members of the public, TTC customers, community groups, and transit advocates, took place over approximately seven weeks of extensive engagement. See engagement activities and number of participants for each below.

	Round One Participants	Round Two Participants	Total Participants
Planning Advisory Group Meetings	32	21	**53**
Customer Focus Groups	-	23	**23**
Survey	1,810	1,693	**3,503**
Pop Ups	500	600	**1150**
Youth Ambassador Engagement	-	89	**89**
Total	**1,842**	**1,826**	**4818**

Round One Engagement (July 2025)

Round One focused on sharing and seeking feedback on the proposed routing adjustments to several bus routes across the city, including:

- **Yorkville routing proposals** (19 Bay and 26 Dupont)
- **Rosedale routing proposals** (75 Sherbourne and 82 Rosedale)
- **Highland Creek routing proposals** (154 Curran Hall and 905 Eglinton East Express)
- **Lawrence West corridor routing proposals** (11 Bayview, 52 Lawrence West, and 124 Sunnybrook)
- **Downsview Park routing proposals** (101 Downsview Park and 128 Stanley Greene)

The Round One engagement included:

- **Two virtual Planning Advisory Group meetings** with a broad range of transit-interested organizations with both city-wide and area-specific mandates (July 3)
- **One survey** available online and on request by mail to the general public (July 7 – July 16)
- **Six in-person pop-ups and bus ride-alongs**
  - University of Toronto Scarborough Campus (July 9)
  - St George Station (July 10)
  - Sherbourne Station (July 15)
  - Rosedale Station (July 15)
  - Lawrence West Station (July 16)
  - Sunnybrook Hospital (July 16)
- **A dedicated engagement voicemail**

Round Two Engagement (August 2025)

Building on feedback received in Round One, Round Two focused on sharing and seeking feedback on:

- Final **proposed routing changes to routes consulted in Round 1**, including routes in Downsview Park, Highland Creek, and Lawrence Corridor.

TTC also engaged the public to:

- Better understand **customers' priorities and experience on express bus routes** in terms of travel time savings and destinations served.
- Get feedback on **construction-related detour plans for streetcars** on College & Bay, King & York, and St. Clair & Old Weston.

The Round Two engagement included:

- **Two virtual Planning Advisory Group meetings** with a broad range of transit-interested organizations with both city-wide and area-specific mandates (August 7)
- **Three virtual focus groups with key TTC customer audiences**: women, shift workers, and lower income customers (August 12, August 13, and August 14)
- **One survey** available online and on request by mail to the general public (August 13 – August 24)
- **Five in-person pop-ups and bus ride-alongs**
    - Pioneer Village Station (August 13)
    - Kipling Station (August 14)
    - Kennedy Station (August 18)
    - Don Mills Station (August 19)
    - Yonge & College at 506 Carlton eastbound stop (August 20)
- **An engagement process led by three Youth Ambassadors** (July 24 – September 9). The Youth Ambassadors consisted of a diverse team of youth between the ages of 18-29 across the city who engaged their peers and other members of their community about the ANP. Each ambassador implemented their engagement process independently, using approaches customized to their community. They focused their engagement on ANP topics of interest to them and used a range of engagement tactics, including online surveys, route ride-alongs, in-person pop-ups, social media polls and sharing their surveys with their networks (peers, school groups, community groups, Facebook groups, personal networks).
- **A dedicated engagement voicemail**

TTC promoted the engagement through the TTC's website, email list, subway platform video screens, announcements at transit stations, TTC engagement at a community pop-up, social media channels, Councillor's office communications, and through the organizations invited to the Planning Advisory Group meetings.

Feedback Highlights

Routing Proposals
Across both engagement rounds, routing changes were generally well received, particularly for the routing proposals for routes in Highland Creek, Lawrence Corridor, and Downsview Park. Proposals for 154 Curran Hall, 905 Eglinton East Express, 11C Bayview, and 52F Lawrence West each received medium to high support. The 124 Sunnybrook proposal received a higher percentage of low support compared to other proposals (27%), due to concerns about reliability, congestion on Bayview, and longer travel times. Proposals in Yorkville and Rosedale drew mixed to low support, with strong opposition to removing 26 Dupont's St George Station connection and eliminating 75 Sherbourne north of Bloor, both seen as negatively affecting seniors, students, and people with mobility challenges. Overall, participants valued more direct, simplified routes but stressed these must be paired with improved frequency and reliability.

Express Bus Network
The network was widely supported for its purpose of saving time, but reliability, crowding, and congestion undermine its effectiveness. Participants emphasized that comfort and reliability are as important as speed, calling for stronger transit-priority measures (dedicated lanes, signal priority, and enforcement). Support was expressed for consolidating low-use stops to speed up service, provided accessibility is maintained. Riders highlighted gaps at key destinations (such as hospitals, UTSC, Billy Bishop Way) and recommended expanding service into suburban areas and on weekends. Clearer distinctions between peak-only and all-day routes, plus better signage, were also priorities.

Construction-Related Detour Plans
Most proposed detour plans were seen as generally meeting riders' travel needs; however concerns were shared about communication, accessibility, congestion, and reliability. Participants said the success of detours depends heavily on clear, consistent, and accessible communication (signage, apps, websites, and staff presence) and ensuring detours remain accessible for seniors and riders with mobility needs.

Opinions were split on the two proposed routing options for the 506B Carlton bus replacement. Some preferred Option 1 as maintains service on Carlton, prioritizing accessibility for seniors, people with disabilities, and local businesses, while others preferred Option 2 as it is a straighter Gerrard route, prioritizing speed and reliability. Success of detours was seen as dependent on clear, timely, and accessible communication, including accurate signage, consistent updates, and staff presence. Concerns also focused on congestion, reliability of replacement buses, and confusing transfer points (e.g., St Clair & Old Weston/Gunns Loop).

Other Overarching Themes
Participants repeatedly flagged service reliability as the top issue, with long-standing problems of bunching, gapping, and inconsistent headways. Communication was identified as critical to maintaining trust as current information is fragmented, inconsistent, and confusing. Riders want one central, frequently updated source plus clear signage and non-digital options. There was also strong interest in expanding transit-priority measures across the city. Broader concerns about safety and comfort, including harassment, homelessness, and system cleanliness, were raised as deterrents to transit use. Despite frustrations, participants expressed appreciation for TTC staff managing complex changes.

More details on feedback highlights from each round follow.

Round One Feedback Highlights

Overall

Support for changes that provide more direct service, reduce transfers, and contribute to more reliable and efficient service. Participants across both the Planning Advisory Group and survey supported changes that reduce transfers, simplify routes, and contribute to a more reliable service.

Routing and service should be addressed together as part of a single, integrated discussion. Fragmenting the plan by separating route changes from service levels overlooks key customer concerns about service frequency and reliability. Without addressing both, the proposed changes risk failing to improve the day-to-day experience for customers.

Ongoing concerns about service reliability, including bus bunching and gapping, and the need for improved scheduling and headway management. Bunching is a longstanding issue. Addressing service reliability is not just about adding buses, but also about ensuring consistent service through better scheduling and service management.

Need for clearer, timely, and accessible communication about routing changes and service diversions. Both Planning Advisory group participants and survey respondents highlighted the importance of clear, timely, and accessible communication about routing changes, construction detours, and service impacts. Communication should use multiple channels (e.g., maps, stop signage, outreach) and clearly distinguish between service removal vs. reassignment.

Interest in expanding transit priority measures and infrastructure improvements. TTC needs to consider smaller-scale priority interventions across the city. Explore opportunities for dedicated bus lanes or transit priority measures on streets like Yonge Street.

Safety on transit and the presence of homelessness on the system are ongoing concerns that affect customer comfort and willingness to use the TTC. Planning Advisory Group participants said riding the TTC feels less safe compared to pre-COVID times due to incidents of harassment and other unsafe behaviour. They also raised concerns about the visible presence of homelessness on subway trains and at stations, noting that it is a real deterrent for many customers. While acknowledging these are complex, city-wide issues, participants emphasized the importance of ensuring TTC remains a safe, clean, reliable, and welcoming service.

Routing Proposals

The overall support for the Yorkville routing proposals (19 Bay and 26 Dupont) was low to medium. The Planning Advisory Group expressed mixed views, raising concerns about removing the 26 Dupont from St George Station and shifting it permanently to Line 1, which could have long-term impacts on riders. In the survey, opposition was much stronger. Many respondents described the loss of St George, Bedford Road, and Dupont access as “devastating,” citing equity concerns about privileging affluent neighbourhoods over students, renters, seniors, and people with disabilities. While a few respondents saw benefits in

improving access to Rosedale, they emphasized the need for mitigation or compromise, such as retaining key stops.

The overall support for the Rosedale routing proposals (75 Sherbourne and 82 Rosedale) was also low to medium. The Planning Advisory Group was concerned about removing 75 Sherbourne service north of Bloor and extending 82 Rosedale, which could negatively affect apartment residents and result in longer travel times. Survey responses were mixed. Supporters welcomed the potential operational efficiencies, such as extending 75 Sherbourne to Castle Frank and reallocating 82 Rosedale to improve reliability, while those who opposed raised safety, accessibility, and reliability issues, particularly for seniors and those with mobility challenges. Many called for compromises to maintain coverage north of Bloor.

The overall support for the Highland Creek proposals (154 Curran Hall and 905 Eglinton East Express) was medium to high. The Planning Advisory Group supported the proposals for clarifying the distinct roles of local and express routes. Survey respondents, particularly University of Toronto Scarborough Campus (UTSC) students, generally welcomed the changes for better aligning services with their needs. However, some riders east of UTSC opposed the proposals, expressing concerns about increased travel times and reduced reliability. Suggestions included routing alternatives and frequency improvements to mitigate negative impacts.

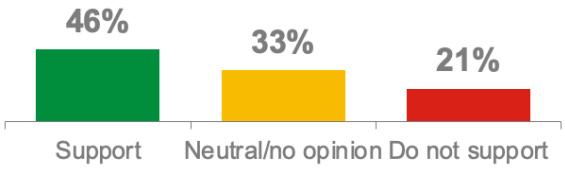
The overall support for the Lawrence West Corridor proposals (11 Bayview, 52 Lawrence West, and 124 Sunnybrook) was medium to high. The Planning Advisory Group was supportive, and many survey respondents welcomed the improved connection to Sunnybrook Hospital. However, concerns were raised about traffic congestion on Bayview and Lawrence West, risks to reliability, and the replacement of 124 Sunnybrook with longer and less predictable routes. Respondents suggested improvements such as frequency enhancements, infrastructure upgrades, and clearer communication to ensure the changes better serve riders, especially those travelling to Sunnybrook.

The overall support for the Downsview Park proposals (101 Downsview Park and 128 Stanley Greene) was medium to high. The Planning Advisory Group supported the proposals, while survey respondents were more mixed but leaned supportive. Some respondents said the changes made sense given area growth, while others criticized the routes as resource-heavy for a small community. Opinions were divided on whether to interline the two routes. Some supported interlining to provide continuous service, while others preferred keeping them separate, with the 101 serving Downsview Park Station and the 128 serving Wilson Station.

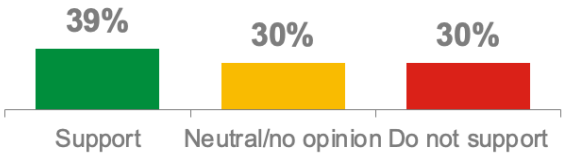
The graphs on the following page summarize the overall level of support from survey respondents for the proposed routing changes.

Yorkville routing proposals

19 Bay

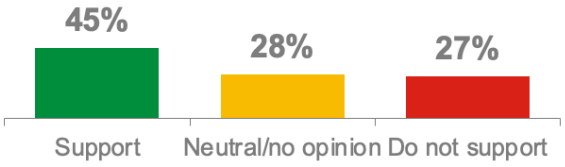


26 Dupont

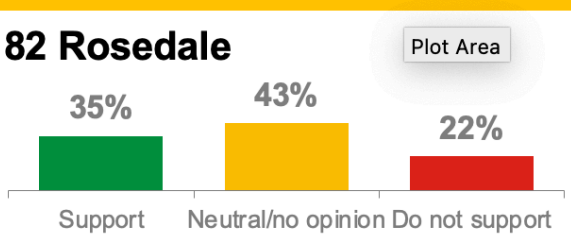


Rosedale routing proposals

75 Sherbourne

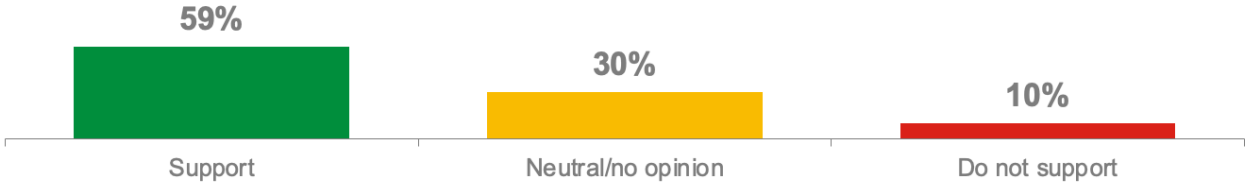


82 Rosedale



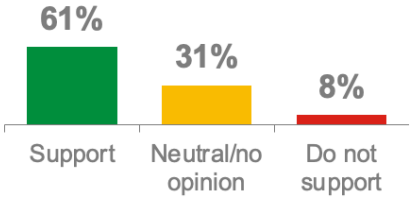
Scarborough routing proposals

154 Curran Hall and 905 Eglinton East Express

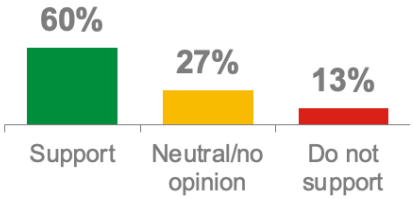


Lawrence West corridor routing proposals

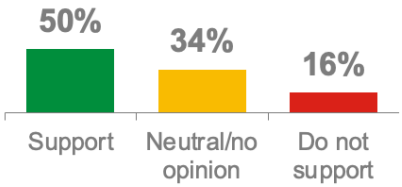
11C Bayview



52F Lawrence West

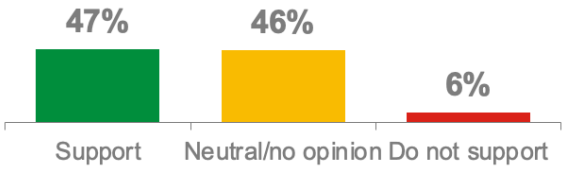


124 Sunnybrook

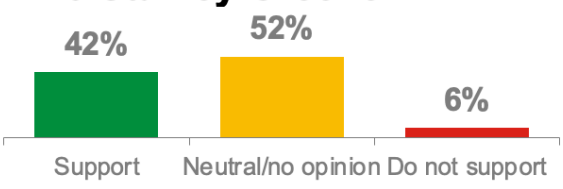


Downsview routing proposals

101 Downsview Park



128 Stanley Greene



Round Two Feedback Highlights

Overall

Better communication is critical to maintain/earn trust from riders. Across all engagements, participants stressed that communication is critical during service changes. Current information is often inconsistent, fragmented, or hard to access. Without clear communication, trust in the TTC erodes, and riders, especially those with accessibility needs, are left stranded. Riders want one central, frequently updated source (e.g., a dedicated webpage with timestamps) alongside clear signage and staff presence at key locations. Non-digital communication methods are essential for seniors and those without internet access.

Better planning and coordination are needed to minimize construction impacts. Participants urged TTC and the City to better coordinate construction and service changes, including bundling projects where possible and providing reliable replacement bus services. Participants raised concerns about weekend subway closures with no alternatives, saying that when two closures happen at once, even backup travel plans fail. Concerns were also raised about whether replacement buses will be reliable, given traffic congestion and limited transit-priority corridors, with participants emphasizing the need for proactive monitoring and timely, accurate communication.

Appreciation for TTC staff. Despite frustrations, participants across sources recognized the challenges of planning large-scale diversions and thanked TTC staff for their efforts.

Express Bus Network

General support for the express bus network, with suggestions on how to improve the network. Across all Round 2 engagements, participants said the Express Bus Network is valuable for saving time when it works. However, frequency and reliability issues are among the biggest complaints, limiting its effectiveness. Participants said that traffic congestion and construction impacts are major barriers to effective express service, and bus bunching and crowding are also persistent problems. Participants said reliability and comfort are just as important as speed.

Stop spacing and coverage should be more strategic to make the express bus faster while balancing accessibility needs. Support was expressed for consolidating closely spaced or low-use stops to make service faster, provided local routes maintain coverage, and ensuring that accessibility for seniors, people with disabilities, and those with mobility challenges is maintained. Participants emphasized serving major destinations such as hospitals, universities, and shopping centres, with specific mentions of Sunnybrook, Scarborough Health Network, William Osler, and Billy Bishop Way. Focus group participants cautioned that adding too many stops would undermine travel time savings, so adjustments should be strategic and guided by PRESTO data and community needs. Participants engaged by Youth Ambassadors suggested trimming stops on the 905 Eglinton Express while adding coverage near UTSC.

Clearer distinctions and signage are needed. Both the Planning Advisory Group and those engaged by the Youth Ambassadors highlighted the need to make express vs. local routes clearer on maps, schedules, and buses, particularly for new or unfamiliar riders. Participants said the network needs clearer distinctions between routes that operate all day and those that run only at peak periods, noting that it is not always obvious on maps which routes do not run off-peak.

Transit-priority measures are essential. Participants said construction, traffic congestion, and cars blocking lanes negate the benefits of express service. Dedicated lanes, signal priority, and stronger enforcement were strongly recommended to preserve travel time savings.

Request for greater transparency through regular posting of performance metrics so riders can see if routes are meeting the 15–20% travel time savings benchmark. Participants said it is important to review this data before making changes that affect the rest of the network.

Network expansion and service hours. There was interest in expanding the Express Network into suburban areas and operating more routes, such as the 905 Eglinton Express and 984 Sheppard West, on weekends.

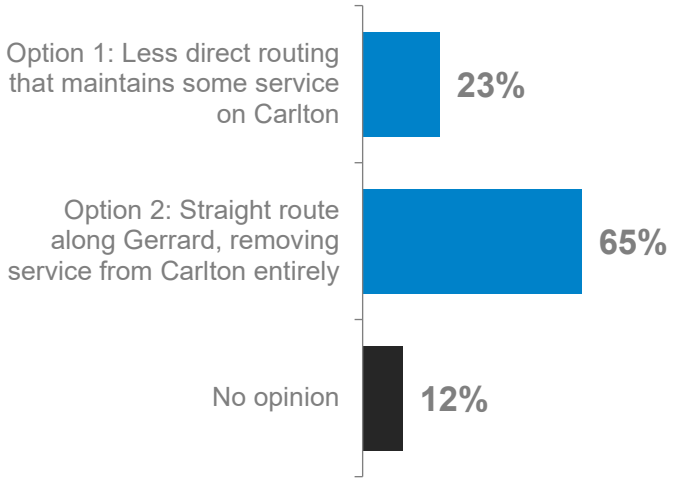
Proposed Construction-Related Detour Plans

Most proposed detour plans were seen as generally meeting riders' travel needs; however, concerns were shared about communication, accessibility, congestion, and reliability. Participants said the success of detours depends heavily on clear, consistent, and accessible communication (signage, apps, websites, and staff presence) and ensuring detours remain accessible for seniors and riders with mobility needs. Participants said replacement stops are often poorly marked, signage is unclear or contradictory, and updates online or in apps are unreliable. They said that signage must be posted at all impacted stops, information must be accurate and timely, and TTC staff should be present at key points to help riders.

See table below summarizing the responses by survey participants when asked how the proposed detour plans meet their travel needs.

Construction-related detour plans	**Does the proposed detour plan for meet your travel needs?**		
	Yes	**No**	**Not applicable** (Respondent does not use the route)
College & Bay and College/Carlton, Bay to Church **506/306 Carlton**	**71%**	16%	13%
King Street West and King & York **503/303 Kingston Rd**	**41%**	14%	45%
King Street West and King & York **504/304 King**	**61%**	25%	13%
King Street West and King & York **508 Lake Shore**	**24%**	7%	69%
St. Clair & Old Weston and Gunns Loop **512/312 St Clair**	**73%**	13%	14%

Opinions were split between the two proposed routing options for the 506B Carlton bus replacement. Opinions were split between Option 1 (maintains service on Carlton, prioritizing accessibility for seniors, people with disabilities, and local businesses) and Option 2 (a straighter Gerrard route, prioritizing speed and reliability). Survey respondents and Youth Ambassadors leaned toward Option 2, though many emphasized the need for accessibility supports if Carlton service is removed. Some suggested a hybrid approach to combine efficiency and coverage. Suggestions include keeping a main flow of



buses on Gerrard for reliability, while short turning some buses onto Carlton to serve key local stops. See graph on the previous page for survey respondents' thoughts on the two options presented.

Concerns about the St. Clair & Old Weston / Gunns Loop construction. Both focus group participants and survey respondents expressed concern about ongoing disruptions and confusing transfer points at St. Clair & Old Weston/Gunns Loop. Participants were concerned about prolonged impacts on the 512 St Clair, which has already faced disruptions. Confusion at Earlscourt Loop was described as a major issue due to poor signage, narrow space, and unclear boarding areas, creating crowding and safety concerns. They called for better planning of transfer points and upgrades to make loops more functional.

Routing Proposals Consulted in Round 1

Most proposals received medium to high support for the final routing proposals for routes consulted in Round 1, with 124 Sunnybrook receiving a slightly higher level of low support. Survey results showed high levels of support for the Downsview, Scarborough, and Lawrence Corridor proposals, especially 154 Curran Hall (54% high support), 905 Eglinton East (56%), 11C Bayview (56%), and 52F Lawrence West (56%). Focus groups and the Planning Advisory Group also expressed strong or no objections to the final routing proposals. However, the 124 Sunnybrook proposal received weaker support in the survey, with 27% low support (the highest percentage of low support compared to other routing proposals). Key concerns shared were related to reliability, crowding, and the risk of longer, less dependable trips if 124 is replaced by a long 52F branch. Some respondents wanted to keep 124 because the short route is more reliable and avoids Bayview congestion, while others fear gaps on upper Avenue Road and reduced service where 124 currently runs. Several cautioned that the 52 corridor is already unreliable and branching further could worsen bunching, so any change must come with stronger line management and higher frequency.

See table on the following page summarizing the responses by survey participants when asked for their level of support for the final routing proposals.

Routing proposals	High support	Medium support	Low support
Downsview-area route proposals **101 Downsview Park**	**46%**	41%	13%
Downsview-area route proposals **128 Stanley Greene**	**44%**	43%	13%
Scarborough-area route proposals **154 Curran Hall**	**54%**	37%	9%
Scarborough-area route proposals **905 Eglinton East Express**	**56%**	34%	10%
Lawrence Corridor route proposals **11C Bayview**	**56%**	34%	10%
Lawrence Corridor route proposals **52F Lawrence West**	**56%**	28%	15%
Lawrence Corridor route proposals **124 Sunnybrook**	**44%**	29%	27%

Summaries

Individual summaries of each engagement activity will be available on the TTC's 2026 Annual Network Plan webpage. These summaries are not intended to be verbatim transcripts; rather they are intended to capture key feedback and discussion points shared. These summaries do not assess the merit or accuracy of any of these perspectives, nor do they indicate an endorsement of any of these perspectives on the part of the TTC.

The summaries include:

1. Round One Planning Advisory Group meetings summary
2. Round One Survey summary
3. Round Two Planning Advisory Group meetings summary
4. Round Two Focus Groups summary
5. Round Two Survey summary
6. Round Two Youth Ambassador engagement report

Appendix 3: Operator Engagement Summary

1. Overview

As part of the 2026 ANP, TTC Service Planning and Scheduling staff held operator engagement sessions as part of our Round 1 2026 ANP consultations on how the TTC should plan and operate its service in 2026 and beyond.

TTC Service Planning staff conducted eleven operator engagement events across eight bus divisions, one streetcar division, and two subway divisions. The operator engagement events were held at:

1. Arrow Road Bus Division (July 29th, 2025, 10:00 a.m. – 1:00 p.m.)
2. Birchmount Bus Division (July 24th, 2025, 10:00 a.m. – 1:00 p.m.)
3. Danforth Subway Division (June 26th, 2025, 10:00 a.m. – 1:00 p.m.)
4. Eglinton Bus Division (July 17th, 2025, 10:00 a.m. – 1:00 p.m.)
5. Leslie Barns Streetcar Division (July 23rd, 2025, 9:00 a.m. – 12:00 p.m.)
6. Malvern Bus Division (July 22nd 2025, 1:00 p.m. – 4:00 p.m.)
7. McNicoll Bus Division (July 16th, 2025, 1:00 p.m. – 4:00 p.m.)
8. Mount Dennis Bus Division (July 17th, 2025, 1:00 p.m. – 4:00 p.m.)
9. Queensway Bus Division (July 23rd, 2025, 1:00 p.m. – 4:00 p.
10. Wilson Bus Division (July 22nd, 2025, 10:00 a.m. – 1:00 p.m.)
11. Wilson Subway Division (June 27th, 2025, 11:00 a.m. – 2:00 p.m.)

These sessions aimed to gather feedback on operating routes specific to each division and address service related concerns raised by operators. During the events, operators were briefed on proposed ANP routing changes and asked for their opinions, including their level of support, concerns, suggestions, or questions with regards to proposed changes. The 2026 Annual Network Plan proposals which were presented during these events include:

- 11 Bayview
- 19 Bay
- 26 Dupont
- 52 Lawrence West
- 60 Steeles West
- 75 Sherbourne
- 82 Rosedale
- 101 Downsview Park
- 124 Sunnybrook
- 128 Stanley Greene
- 137 Rexdale
- 154 Curran Hall
- 327 Highway 27 Blue Night
- 336 Finch West Blue Night
- 905 Eglinton East
- 960 Steeles West

Operators shared valuable feedback directly with staff in attendance which included the Service Planning team as well as representatives from Transportation Planning & Engineering, Strategy and Foresight and Operations Performance teams. Topics discussed covered a wide range of topics, such as schedules, service reliability, routing changes, end-of-line challenges, and construction impacts.

2. Detailed Feedback

Feedback shared from operator engagement sessions is organized by division. Most of the feedback received is operational in nature. In general, operators at most divisions requested running time changes on some routes, – these comments will not be reflected in the summaries below. Comments relating to scheduling concerns will also not be included. Instead, the summary will list feedback unique to each division and route.

Feedback regarding the Annual Network Plan proposals generally supported the changes. Some proposals were subsequently removed or updated to address concerns raised by operators.

Arrow Road Division

Route	Feedback
37 Islington	Operators mentioned support for the numbering change to the 137 Rexdale.
52 Lawrence West	Operators strongly supported the 52F Lawrence West Extension to Sunnybrook Hospital ANP proposal. Operators recommended adjusting routing leaving Terminal 3 to use the left driveway to avoid conflicts with Uber/Lyft. Operators mentioned that 52 Lawrence West markers are missing from bus stops on Eglinton Ave. Operators noted crowding on weekends due to trips to church and other locations.
96 Wilson	Operators recommended adding more buses during the PM peak, particularly around 2 p.m. at Yonge Blvd westbound, to address high school crowds leaving Loretto Abbey. Operators mentioned that a bus pole is missing at Elmhurst Dr and Hinton Rd.
99 Arrow Rd	Operators suggested operating the 99 Arrow Road only to service major intersections instead of all local stops.

327 Highway 27	Operators strongly supported the ANP proposal to extend the route to 336 Finch West to Westwood Square.
336 Finch West	Operators strongly supported the ANP proposal to extend the 327 Highway 27 to Woodbine Racetrack.
384 Sheppard West	Operators strongly supported the 384 extension to Steeles Ave and Islington Ave (L6SNP).
929 Highway 27 Express	Operators strongly requested use of President's Way at Humber College. Operators strongly supported articulated buses on the 927.
952 Lawrence West Express	Operators strongly requested use of President's Way at Humber College. Operators recommended reducing the number of 952 stops east of Jane St to speed up service.
984 Sheppard West Express	Operators recommended early morning service to address crowding.
996 Wilson Express	Operators recommended weekend and early morning weekday service to address crowding. Operators suggested reviewing stop spacing on Albion Rd, including removing Armel Court. Operators recommended removing a stop that is difficult to access due to right-turning trucks onto the Weston Rd ramp.

Birchmount Division

Route	Feedback
12 Kingston Rd	Operators mentioned that the Neil McNeil High School trip is underutilized because students walk to nearby stops to take the local 12 route, which is causing overcrowding on the local route and concerns about student behavior.
21 Brimley	Operators recommended reverting to the A/B branch structure to help address current issues.
22 Coxwell	Operators mentioned that the interline with the 31 Greenwood impact service.
24 Victoria Park	Operators mentioned that the interline with the 87 Cosburn is problematic for service, often resulting in missed trips; while operators value the interline, it is not beneficial for the 64 Main. Operators recommended additional service during midday and peak hours.
75 Sherbourne	Operators mentioned feedback was largely positive, with primary concerns relating to capacity at Castle Frank Station
82 Rosedale	Operators noted that turns might be tight, but there was generally minimal feedback given the minor nature of the change.
87 Cosburn	Operators recommended removing the A branch.
924 Victoria Park Express	Operators mentioned that the interline with 87 Cosburn is problematic for service, often resulting in missed trips; while operators value the interline, it is not beneficial for the 64 Main. Operators recommended more service during midday and peak hours.

Eglinton Division

Route	Feedback
34 Eglinton East	Operators recommended adding more service on the 34 Eglinton East A branch.
91 Woodbine	Operators mentioned that they would prefer not to interline the 91 Woodbine with the 93 Parkview Hill, which was operated out of Birchmount in September 2024.
100 Flemingdon Park	Operators noted that overcrowding continues to be an around the Thorncliffe Park area.

Leslie Barns

Route	Feedback
504 King	Operators recommended removing redundant stops near subway station terminals (for example, southbound stops at Broadview and Danforth, and Main and Danforth, for daytime service). Operators suggested that new traffic signals be installed at the streetcar exits of Broadview and Bathurst stations to avoid delays when vehicles wait for gaps in traffic while exiting.
505 Dundas	Operators recommended removing redundant stops near subway station terminals (for example, southbound stops at Broadview and Danforth, and Main and Danforth, for daytime service). Operators suggested that new traffic signals be installed at the streetcar exits of Broadview and Bathurst stations to avoid delays when vehicles wait for gaps in traffic while exiting.
506 Carlton	Operators recommended installing Transit Signal Priority for southbound left turns from Main St at Danforth Ave. Operators recommended removing redundant stops near subway station terminals (for example, southbound stops at Broadview and Danforth, and Main and Danforth, for daytime service).
511 Bathurst	Operators suggested that new traffic signals be installed at the streetcar exits of Broadview and Bathurst stations to avoid delays when vehicles wait for gaps in traffic while exiting.
512 St Clair	Operators noted door holding at Dufferin causes missed signal priority. Operators suggested that ramp deployment delays could be reduced with clearer markings. Operators noted that customers standing near platform edges slow vehicle approach. Operators noted that redundant stop at Old Stock Yards eastbound should be removed.
307 Bathurst	Operators mentioned that more service is needed on Friday nights.

Malvern Division

Route	Feedback
134 Middlefield	Operators mentioned overcrowding due to the nearby temple, particularly on weekends.
905 Eglinton East Express	Operators recommended considering adjusting the end-of-line at Centennial College to ease traffic and congestion at UTSC.

McNicoll Division

Route	Feedback
43 Kennedy	Operators noted overcrowding between Branch A and B, with A branch operators raising concerns about taking additional passengers from stops shared with B branch.
68 Warden	Operators noted bunching and crowding issues on the route, with some operators managing the headway themselves.
129 McCowan North	Operators recommended reviewing service increases entering the York Region portion of the route.
903 Kennedy-Scarborough Express	Operators noted a potential safety risk at the intersection of Triton Rd and McCowan Rd, where buses currently must make a right followed by a left turn. Operators highlighted those articulated buses can block the intersection and recommended exploring the opportunity to use the same turn as the 134D.
939 Finch Express	Operators noted bunching and crowding at certain locations, specifically at Pharmacy Ave and Birchmount Rd, while mentioning that many manage the headway themselves.

Mount Dennis Division

Route	Feedback
29 Dufferin	Operators noted concerns about Dufferin Gate loop capacity, as buses are often unable to enter when the loop is full. Operators recommended increasing the headway between the 929 and 29 at the Exhibition loop, as the 929 currently leaves 2 minutes before the 29.
71 Runnymede	Operators recommended bringing back the 71 interline to provide more frequent service to accommodate ridership demand.
77 Swansea	Operators recommended bringing back the 77 interline to provide more frequent service to accommodate ridership demand.

Queensway Division

Route	Feedback
15 Evans	Operators recommended adding more buses on the route to address demand.
37 Islington	Operators recommended clearly differentiating northbound and southbound 37A stops at Woodbine Racetrack. Operators recommended adding more service on the route to address demand.
40 Junction-Dundas West	Operators recommended relocating all stops at the intersection to far-side stops due to congestion caused by no right-on-red.
50 Burnhamthorpe	Operators recommended adding more service on the route to address demand.
80 Queensway	Operators recommended implementing transit signal priority along Lake Shore Blvd between Windermere Ave and Parkside Dr to reduce long waits at signals. Operators recommended extending the stop pad length at Sherway Gardens to accommodate two buses laying over.
110 Islington South	Operators recommended that buses not drop off on Bloor St to prevent patrons from entering the station illegally. Operators recommended reviewing stop spacing between Garnett Janes Rd/Twelfth St and Islington St/Birmingham St on the 110C branch to consolidate or eliminate some stops.
123 Sherway	Operators recommended that 123 buses at Sherway Gardens towards Kipling use the current 80 bay, and for the 80 to shift to the south side stop. Operators noted that stop poles on Evans Ave are showing wrong branches and directions for the 123. Operators recommended separating northbound and southbound poles at Sherway Gardens Rd to reduce customer confusion and make loop operations easier.
900 Airport Express	Operators recommended adding more service on the route to address demand.
944 Kipling Express	Operators recommended removing the stop at Birmingham Ave from the 944 due to low ridership. Operators recommended separate platforms at Kipling Station for the 44 and 944 to reduce conflicts.

Wilson Division

Route	Feedback
7 Bathurst	Operators mentioned that the route should revert to standard buses to improve speed and reduce gaps. Operators recommended developing short-turn routings south of Wilson Ave that can accommodate articulated buses. Operators mentioned that a crossing guard or signalized crosswalk is needed for buses leaving Bathurst Station due to the high volume of pedestrians.
47 Lansdowne	Operators noted that trips should not be held at Lansdowne Station when the subway is closed.
60 Steeles West	Operators mentioned support for the 60/960 reorganization and noted the importance of maintaining service levels west of Pioneer Village Station.
63 Ossington	Operators recommended that the eastbound bus turn lane from Eglinton Ave into Eglinton West Station be painted red.
97 Yonge	Operators noted that the end-of-line at Hilda Ave and Steeles Ave should be relocated due to insufficient layover space.
307 Bathurst	Operators mentioned that more service is needed on Friday nights.

Danforth and Wilson Subway Divisions

Route	Feedback
Line 1 Yonge-University	Operators noted an increasing amount of customers using the subway, causing crowded trains
Line 2 Bloor-Danforth	Operators noted an increasing amount of customers using the subway, causing crowded trains
Line 5 Eglinton	Operators mentioned a strong support for the Line 5 Surface Network Plan.
Line 6 Finch West	Operators mentioned a strong support for the Line 5 Surface Network Plan.

Appendix 4: Technical Assessment

1.0 Overview

The 2026 Annual Network Plan (ANP) will focus on continuing to strengthen the foundations of Toronto's transit system, making it more attractive and reliable for all customers. The key themes of the 2026 ANP are enhancing connections, reviewing the express network, and planning for construction.

The Technical Assessment presents the technical analysis that supports route and service planning recommendations and proposals that are included in the report. These include:

- Lawrence Avenue corridor
- Downsview Park
- Highland Creek
- Yorkville
- Rosedale

Generally, every new routing proposal introduced by the TTC undergoes a trial period of at least twelve months. During this time, the route is actively promoted and efforts are made to establish a consistent ridership base. Regular monitoring is conducted throughout the trial period to ensure the route is progressing towards its performance targets.

After the initial twelve months, a formal post-implementation evaluation is carried out to assess the routing's performance. This technical assessment also includes a post-implementation review of routing changes analyzed as part of the 2024 and 2025 Annual Service Plans (ASP). These evaluations align with recommendations to revisit and assess the routing change during the subsequent ANP process.

Changes to the TTC service are made regularly and frequently to meet the changing transit requirements in the city. Minor changes are generally developed and introduced through the Board Period process which occurs approximately every six weeks. Changes which are more substantial, either affecting the travel options of TTC customers or requiring additional resources for operation, undergo a more rigorous review. These major changes require TTC Board approval.

Major Service Change Proposals

All major service changes introduced by the TTC undergo a thorough review prior to recommendation for implementation. Ridership forecasts are produced to estimate Net

Customer Impact and Service Performance, which are measured against TTC Board-approved service standards to determine whether proposals should proceed.

1. Net Customer Impact of a major service change is assessed based on two metrics:

- Comparison of effect on customers
- Public and community partner consultation

Comparison of effect on customers is evaluated based on net change of weighted customer travel time. This calculation accounts for four stages of the customer journey—walking, waiting, riding, and transferring—each of which are assigned a weight based on customer perception and decision impact. Net customer travel time benefit is measured against net customer travel time delay, with a positive sum yielding an overall customer benefit, and a passing outcome.

Public and community partner consultation is developed with four key principles in mind—accessibility, equity, meaningfulness, and accountability. Engagement activities, with these tenets at their core, attempt to solicit feedback from all customers impacted by a service change, with particular emphasis on TTC's key priority groups (people with low-income, women, and shift-workers). As the only qualitative metric, additional value is placed on the feedback received to capture customer sentiment most effectively.

2. Service Performance of a major service change is assessed based on three metrics:

- Service productivity
- Net cost per passenger
- Change in ridership per net dollar

Service productivity is a measure of average weighted boardings per revenue service hour. This serves as a common metric by which to compare resource effectiveness on routes within the same service classification. To support the City's efforts to address inequity in Toronto, boardings at all stops within 400m of a Neighbourhood Improvement Area (NIA), as designated by the City of Toronto, will be weighted at 125% of a standard boarding. Service productivity is measured against class average and route minimum performance targets, whose values are summarized in the table below.

Table 1: Service Productivity Targets by Route Classification

Period	Streetcar		Bus (Local)		Bus (Tier 1 Express)		Bus (Tier 2 Express)		Bus (Community 400 series)	
	Avg.	Min.	Avg.	Min.	Avg.	Min.	Avg.	Min.	Avg.	Min.
Peak Periods	95	50	75	20	65	40	50	40	6	4
Off-Peak Periods	85	35	55	10	55	30	N/A	N/A	6	4

Net cost per passenger or subsidy per passenger boarding serves a similar comparative purpose, but with an explicit focus on financial productivity. Its calculation yields the amount of subsidy per boarding that is required to operate a service. While this metric has no defined standards on which basis to pass or fail a proposal, it is useful in comparing proposals to a class average, in the same way as service productivity.

Change in ridership per net dollar is measured to ensure that service changes produce a better return on investment than fare changes would achieve. The TTC estimates that a 10% reduction in fare yields a gain of 11 new customers per $100 spent. As such, service changes are required to gain at least 11 new customers per $100 spent, to exceed the effectiveness of a fare subsidy. Service reductions must lose less than 11 customers per $100 saved to be worthwhile. Proposals are evaluated based on their forecasted ability to achieve this target.

If a major service change passes the metrics above, it is generally recommended that it be adopted as part of the TTC network. Likewise, if a major service change does not pass the metrics above, it is generally recommended that it not be adopted. In cases where only certain metrics pass, or in other exceptional circumstances, discretionary recommendations may be made that transcend the metrics above.

Recommended major service changes are granted a trial period of at least twelve months, during which service is actively promoted and efforts are made to establish a consistent ridership base. Regular monitoring is conducted throughout the trial period to ensure the service is progressing towards its performance targets. Upon the trial period's completion, a post-implementation review is conducted to determine whether it has met its targets and should be formalized as a permanent component of the TTC network.

2.0 Changes to the existing day-time bus network to enhance connections

The following section describes routing change proposals to the following areas:

- Lawrence Avenue Corridor
- Downsview Park
- Highland Creek
- Yorkville
- Rosedale

11 Bayview, 52 Lawrence West, 124 Sunnybrook

City Wards: Etobicoke Centre – Ward 2, York South-Weston – Ward 5, Eglinton-Lawrence – Ward 8, Don Valley West – Ward 15

Summary

The TTC recommends a routing adjustment on the 11 Bayview, 52 Lawrence West, and 124 Sunnybrook. This recommendation aims to improve customer experience and network connectivity by eliminating required transfers at Lawrence Station and Sunnybrook Hospital.

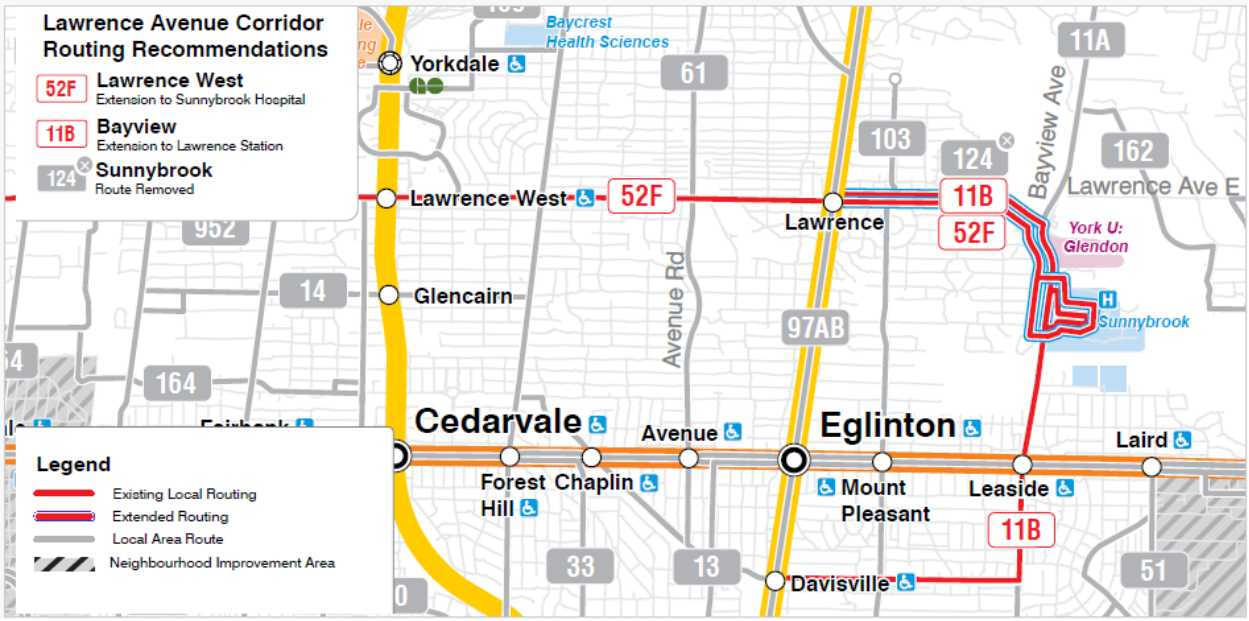
With this recommendation, service on the 52F Lawrence West (Lawrence Station-Royal York) would be extended to Sunnybrook Hospital, while service on a new 11B Bayview branch would provide new continuous service between Davisville Station and Lawrence Station, via Bayview Ave and Sunnybrook Hospital. These changes would replace service previously offered by the 11C Bayview (Davisville Station-Sunnybrook) and 124 Sunnybrook, which would be removed.

Rationale

The 124 Sunnybrook operates primarily as a shuttle service between Lawrence Station and Sunnybrook Hospital, connecting customers of the 52 Lawrence West, 952 Lawrence West Express, and Line 1 Yonge-University, with Sunnybrook Hospital. This route profile presents an opportunity to simplify the network and reduce transfers.

Customers currently travelling between the Lawrence West corridor and Sunnybrook Hospital, or the Bayview corridor and Lawrence Station, are required to transfer to the 124 Sunnybrook to complete their trips. By replacing service on the 124 Sunnybrook with extended 11 Bayview and 52 Lawrence West services, customers following these travel patterns would be saved a transfer. This would have a particular benefit to shift-workers accessing the hospital. This change would also enable service frequencies to be improved on the 11 Bayview and along the current routing of the 124 Sunnybrook in some periods, due to resource efficiencies gained with this recommendation.

One risk is that service reliability issues on the 52 Lawrence West could be expanded to affect customers travelling to Sunnybrook Hospital. Given the anticipated benefits of the change, this risk is considered a worthwhile trade-off.



Comparison of Effect on Customers

Forecasts project that this recommendation would result in a net savings in weighted customer travel time of 50,470 weekly minutes. Most of this benefit is due to the removal of necessary transfers at Lawrence Station and Sunnybrook Hospital, and improved service along the Bayview corridor and Lawrence corridor east of Lawrence Station in some periods. The model anticipates that no customer group will be adversely impacted due to this change. Seeing as the net change in weighted customer travel time is anticipated to be negative, this proposal passes this metric.

Public and Community Partner Consultation

During Round 1 of public consultation, pop-up events were held at Lawrence West Station and Sunnybrook Hospital, with members of staff also engaging customers on board the 52 Lawrence West and 124 Sunnybrook. These events were designed to discuss the change with customers, solicit feedback, and advertise the Annual Network Plan's Round 1 Survey.

Feedback at the events was largely positive, with many customers expressing support for the potential one-seat ride between the Lawrence West corridor and Sunnybrook Hospital. Discussions were also positive regarding the new 11B Bayview branch, although recommendations were made that service frequencies on the 11A Bayview branch should be improved. The primary concern voiced by customers was that service

reliability issues on the 52 Lawrence West would negatively impact the extended service.

Survey feedback was overwhelmingly positive, with more than half of respondents being supportive of the change, and less than a fifth being opposed. A detailed summary of survey results can be found in Appendix 2 and on the TTC's 2026 Annual Network Plan webpage. This proposal was not consulted on during Round 2 of public consultation.

Service Productivity

This recommendation is anticipated to cost 25 weekly service hours and is forecasted to produce a weekly system ridership increase of 1,680 customers. This increase is due to the removed transfers and improved service discussed above. This proposal would therefore yield an increase of 67 boardings per revenue service hour spent, which comfortably passes this metric.

Net Cost per Passenger

This recommendation would have a net cost per passenger gained of $1.29. This is less than the system's average fare, which would reduce the TTC's average subsidy per boarding.

Change in Ridership per Net Dollar

This recommendation is predicted to gain 40 riders per $100 spent, which passes the metric's requirement of eleven riders gained.

Recommendation

This recommendation passes the comparison of effect on customers and all required financial metrics, while decreasing the TTC's average subsidy per boarding. Customer feedback for the change was also positive, with most responses demonstrating support for the proposal. The final recommendation is to formally adopt this as part of the TTC network.

101 Downsview Park

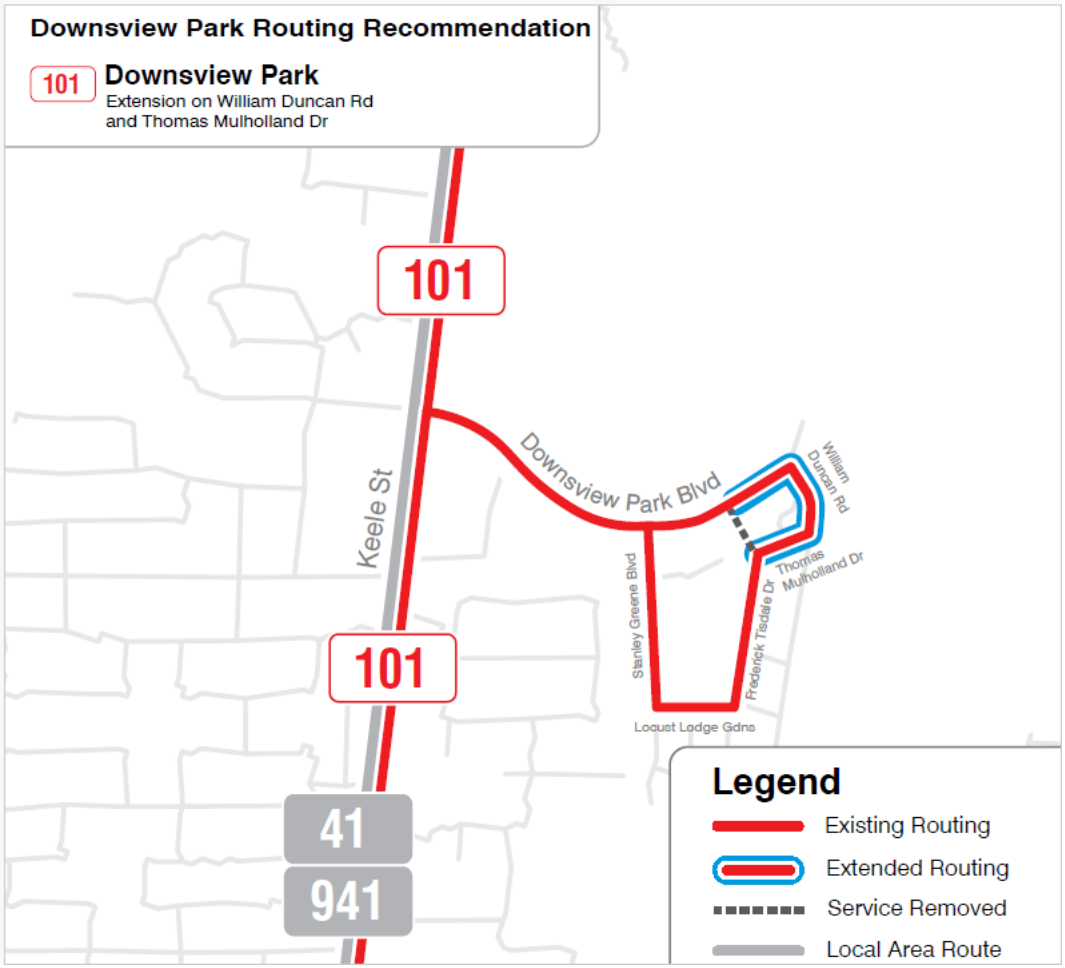
City Wards: York Centre – Ward 6

Summary

The TTC recommends a routing adjustment on the 101 Downsview Park. This recommendation aims to improve service coverage and reduce customer walk distances. With this recommendation, service on the 101 Downsview Park would be expanded to serve William Duncan Rd and Thomas Mulholland Dr.

Rationale

The routings of the introduced 101 Downsview Park (formerly known as the 128 Stanley Greene) was simplified to accelerate implementation timelines. This resulted in stops being built at only two locations along the new route segments. This recommendation would extend the 101 Downsview Park service in this area, while adding an additional stop in the Downsview Park neighbourhood. A new stop will be added on William Duncan Rd with no other stop changes in this area.



Comparison of Effect on Customers

Due to the minor impact of this recommendation, the comparison effect on customers analysis was not conducted. We anticipate the change to result in an overall benefit for customers.

Public and Community Partner Consultation

Survey feedback was largely positive, with nearly half of respondents being supportive of the change, and less than a tenth being opposed. A detailed summary of survey results can be found in Appendix 2 and on the TTC's 2026 Annual Network Plan webpage.

Service Productivity

This proposal is not anticipated to have a service-hour cost and is ridership is anticipated to remain stable while reducing walk distance for some customers. It is therefore predicted the change would create a pure benefit to service productivity, which passes this metric.

Net Cost per Passenger and *Change in Ridership per Net Dollar*

This recommendation does not result in a change in net cost per passenger and change in ridership per net dollar.

Recommendation

Customer feedback for the change was also positive, with most responses demonstrating support for the proposal while service productivity metrics remain stable. The final recommendation is to formally adopt this as part of the TTC network.

154 Curran Hall and 905 Eglinton East Express

City Wards: Scarborough Southwest – Ward 20, Scarborough Centre – Ward 21, Scarborough Guildwood – Ward 24, Scarborough-Rouge Park – Ward 25

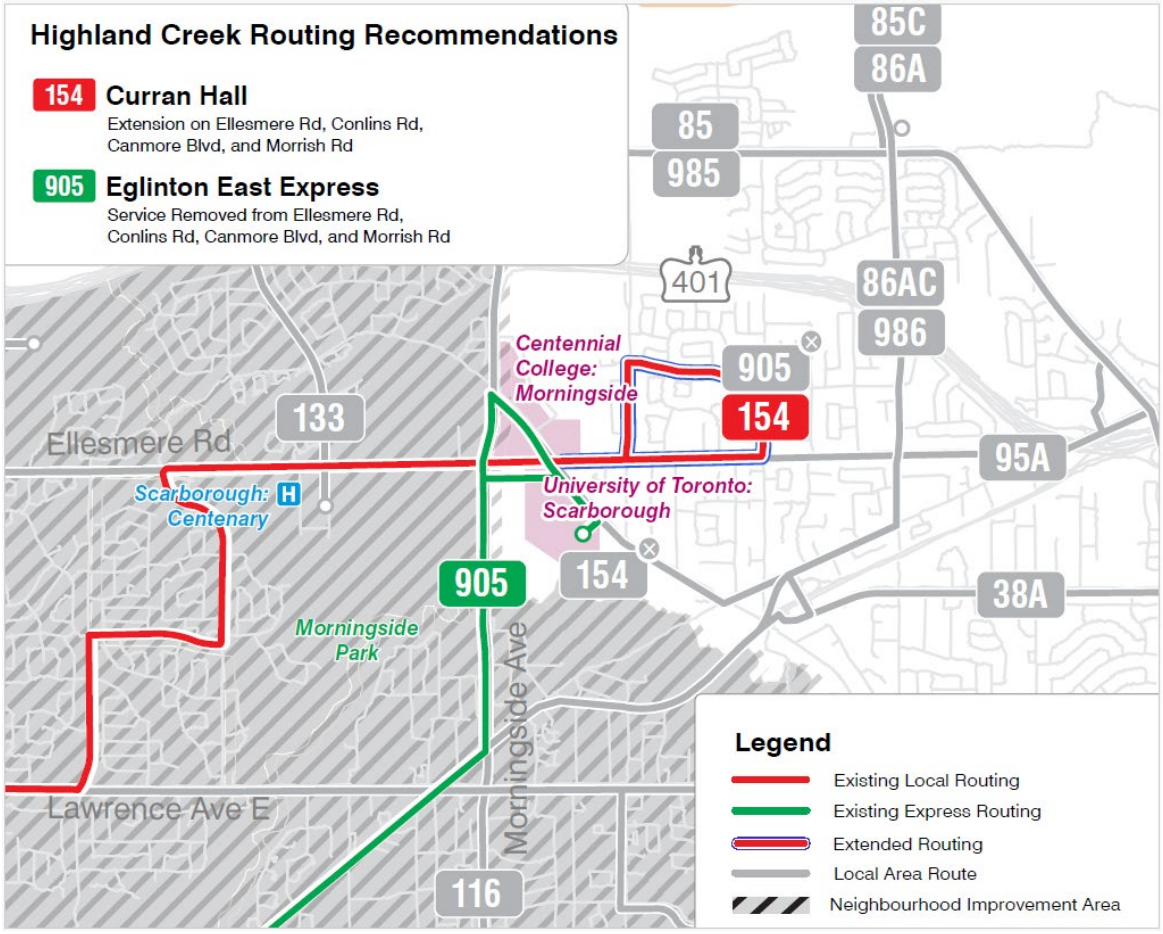
Summary

To expand base network "all-day every-day" service in the Highland Creek community, the TTC is recommending an extension of the 154 Curran Hall route east of UTSC to loop around Conlins Rd, Canmore Blvd, and Morrish Rd. This change will be accompanied by the removal of 905 Eglinton East Express service east of UTSC.

Rationale

The extension of 154 Curran Hall will provide consistent off-peak and weekend service in the area east of and improve access for transit-reliant students near UTSC and enhance trip planning by clearly distinguishing local and express service options.

Shortening 905 Eglinton East Express will improve current operational issues and allows the TTC to focus express service on high-demand corridors while local service is maintained by the extended 154 Curran Hall.



Comparison of Effect on Customers

Forecasts project that this recommendation would result in a net increase in weighted customer travel time of 18,940 weekly minutes. Most of this inconvenience is experienced on weekdays by customers travelling from Kennedy Station to the Conlins Rd, Canmore Blvd, Moorish Rd loop, due to the connection now being made by the less frequent 154 Curran Hall. Customers do experience a benefit from this recommendation on weekends, with a net decrease in weighted customer travel time of 1,580 minutes on Saturdays and 1,280 minutes on Sundays, due to new service being provided on the Conlins Rd, Canmore Blvd, Moorish Rd loop. Seeing as the net change in weighted customer travel time is anticipated to be positive, this recommendation does not pass this metric. However, given that this change results in a net service hours reduction as well as extended periods of service, greater emphasis should be placed upon the results of the metrics below.

Service levels will be review again prior to the implementation of this change and may result in an improvement in this metric if adjusted.

Public and Community Partner Consultation

Feedback from customers and operators regarding this change was generally positive, highlighting the need for more reliable and consistent service in the Highland Creek area. Customers also welcomed improved clarity between local and express services and the shift toward more consistent routing. A detailed summary of survey results can be found in **Appendix 2** and on the TTC's 2026 Annual Network Plan webpage.

Service Productivity

This recommendation is forecasted to produce a weekly system ridership decrease of 610 customers. This decrease is largely due to the removal of the 154 Curran Hall from the University of Toronto Scarborough's bus loop and decreased weekday frequency along the Conlins Rd, Canmore Blvd, Moorish Rd loop. This is somewhat offset by new weekend service in this area. This recommendation would yield a decrease of 8 boardings per revenue service hour saved, which passes this metric.

Net Cost per Passenger

This recommendation would have a net reduction in cost per passenger of $20.06 along the changed portion of the routes. This savings would be significantly greater than the system's average fare, which would reduce the TTC's average subsidy per boarding.

Change in Ridership per Net Dollar

This recommendation is predicted to lose 5 riders per $100 saved, which passes the metric's requirement of fewer than 11 riders lost.

Recommendation

This recommendation improves the TTC's subsidy, and all required financial metrics and improves service coverage in the Highland Creek area. Customer feedback for the change was also positive, with most responses demonstrating support for the proposal. The final recommendation is to formally adopt this as part of the TTC network.

19 Bay & 26 Dupont

City Wards: Parkdale-High Park – Ward 4, Davenport – Ward 9, University-Rosedale – Ward 11, Toronto Centre – Ward 13, Spadina-Fort York – Ward 10

Summary

A routing adjustment on the 19 Bay and 26 Dupont was proposed. This proposal aimed to enhance network connectivity, reinforce linear transit corridors, and improve service productivity. It also seeks to leverage excess terminal capacity to improve service reliability.

With this proposal, service on the 26 Dupont would be extended to Rosedale Station, providing new continuous service from the Dupont corridor to Yonge St and the Yonge

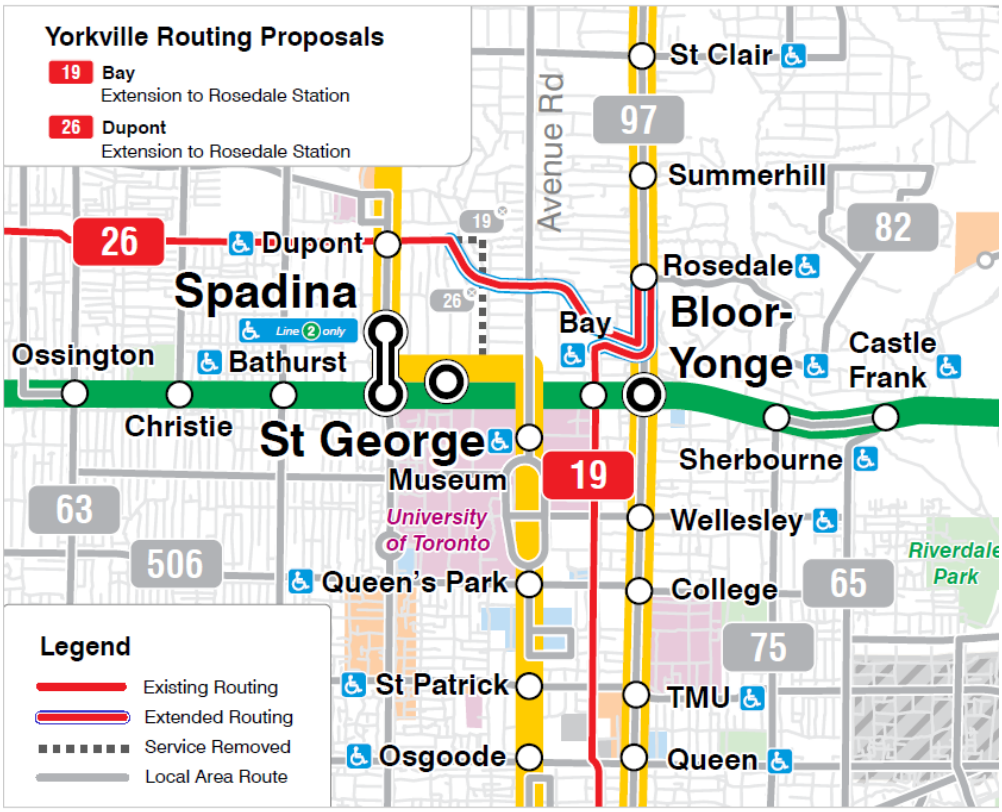
segment of Line 1 Yonge-University. With this change, service would be removed from Bedford Rd and St George Station. In conjunction with this change, service on the 19 Bay would be diverted to terminate at Rosedale Station, with service on Davenport Rd west of Bay St being replaced by the 26 Dupont.

Rationale

The 19 Bay and 26 Dupont have historically been productive routes but have suffered recently due to service reductions made during the Covid-19 pandemic. Service increases cannot be justified on either route based on observed ridership demand, but given that they operate along densifying, arterial roads, there is a desire to increase the appeal of these routes.

The 26 Dupont competes directly with Line 2 Bloor-Danforth. As such, the absence of a connection to the higher-demand side of Line 1 Yonge-University is a major drawback for the route. Extending the service to provide this connection at Rosedale Station eliminates this issue. Similarly, the 19 Bay competes directly with Line 1 Yonge-University. Providing a new connection at Rosedale Station supplies the route with a superior end-of-line, improving service reliability, and adds a new connection for customers wishing to save the walk between Yonge St and Bay St.

The removal of service from St George Station and Bedford Rd is considered a warranted trade-off. The existing facilitation of transfers between the 26 Dupont and Line 2 Bloor-Danforth does not align with grid-based transit planning principles, and boardings, particularly along Bedford Rd, are few.



Comparison of Effect on Customers

Forecasts project that this proposal would result in a net savings in weighted customer travel time of 4,480 weekly minutes. This assumes the new connection between the 19 Bay and Line 1 Yonge-University would save customers 2,170 minutes, after accounting for the lost connection to Dupont St. Due to modelling limitations, the full benefit of this new connection could not be accurately reflected, indicating that the true savings would likely be higher. The remaining 2,310 minutes saved was due to the extension of the 26 Dupont, suggesting the new connection to Line 1 Yonge-University would be more valuable to customers than the existing connection to Line 2 Bloor-Danforth via Bedford Rd. Seeing as the net change in weighted customer travel time is anticipated to be negative, this proposal passes this metric.

Public and Community Partner Consultation

During Round 1 of public consultation, a pop-up event was held at St George Station, with members of staff also engaging customers on board the 26 Dupont. These events were designed to discuss the change with customers, solicit feedback, and advertise the Annual Network Plan's Round 1 Survey.

Mixed feedback was received at the events, with stronger opinions being held by customers opposed to the change. Most of the negative feedback was expressed at St

George Station due to the removed connection and accessibility to major destinations along Bloor St W. Feedback solicited on-board the 26 Dupont, primarily between Bedford Rd and Dufferin St, was generally indifferent or positive.

Survey feedback was generally positive, with nearly half of respondents being supportive of the change, and less than a quarter being opposed. A detailed summary of survey results can be found in **Appendix 2** and on the TTC's 2026 Annual Network Plan webpage.

This proposal was not consulted on during Round 2 of public consultation.

Service Productivity

This proposal was anticipated to cost 66 weekly service hours and was forecasted to produce a weekly system ridership decrease of 80 customers. This reduction was due to the removal of 19 Bay service from the Davenport and Dupont neighbourhoods. The changes to the 26 Dupont are forecast to create no ridership change. This proposal would therefore yield a reduction of 1.1 boardings per revenue service hour spent. As mentioned above, modelling limitations restrict this change from being accurately forecast, indicating that there is likely greater customer benefit than is predicted. However, based on the current forecast, it does not pass this metric.

Net Cost per Passenger

This proposal would have a net increase in cost per passenger of $159.00 along the changed portion of the routes, indicating this change would not be financially prudent. This is supported by the negative service productivity identified above. However, given the relatively low cost and minimal impact to ridership, this value is quite volatile and would be radically different with only minor adjustments to forecast outputs.

Change in Ridership per Net Dollar

This proposal is predicted to lose less than one rider per $100 spent, which does not pass the metric's requirement of 11 riders gained for service investments. The caveats applied to both metrics above apply similarly to change in ridership per net dollar.

Recommendation

This proposal passes the comparison of effect on customers but fails required financial metrics and increases the TTC's required subsidy. Significant limitations affected the model's ability to accurately forecast ridership change, with a bias towards underestimating customer benefit. Given this issue, as well as the low cost of the change and anticipated benefit to customer travel time, this proposal may have been recommended if public consultation displayed customer support. Options to support the success of the 19 Bay and 26 Dupont will continue to be explored. The final recommendation is that this proposal is not adopted as a component of the TTC network and other alternatives to be assessed as part of future Annual Network Plans.

75 Sherbourne & 82 Rosedale

City Wards: University-Rosedale – Ward 11, Toronto Centre – Ward 13, Spadina-Fort York – Ward 10

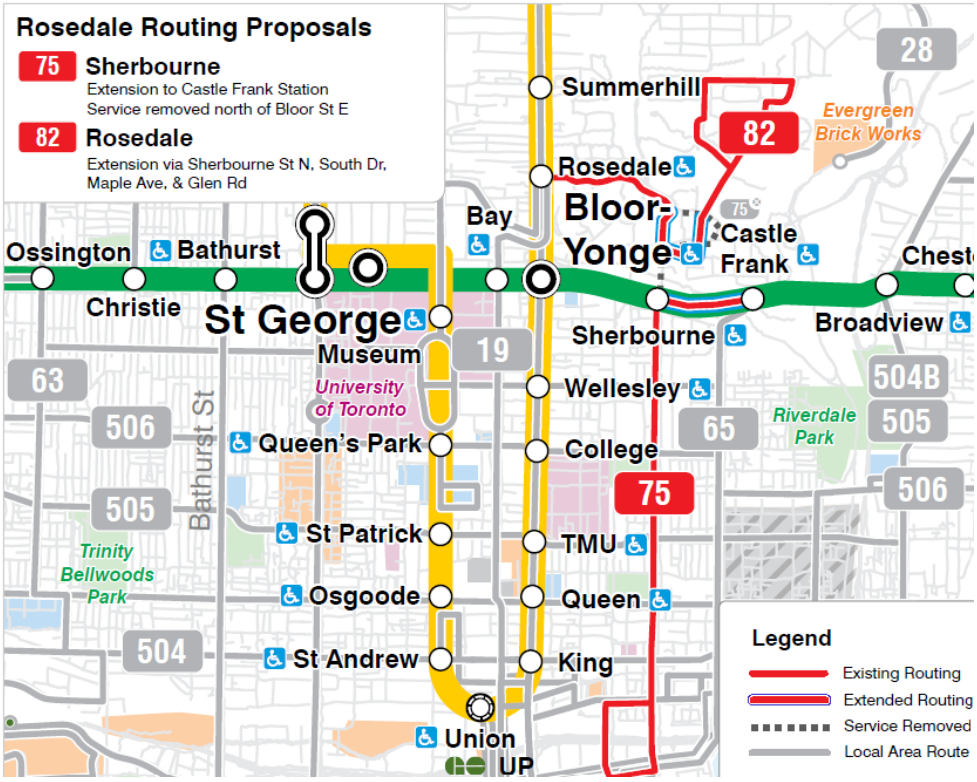
Summary

A routing adjustment on the 75 Sherbourne and 82 Rosedale was proposed. This proposal aimed to address resident concerns in the Rosedale community, and operational and safety concerns at Sherbourne Station. It had the additional benefit of improving service reliability and service productivity on the 75 Sherbourne.

With this proposal, service on the 75 Sherbourne would be removed from the Rosedale neighbourhood north of Bloor St East, with service being adjusted to terminate at Castle Frank Station. Service on the 82 Rosedale would be extended to operate via Maple Ave, compensating for the lost coverage due to the removal of the 75 Sherbourne.

Rationale

The previous end-of-line for the 75 Sherbourne, located at South Dr and Glen Rd, was cited by community residents and operators as an unsafe location to layover, due to concerns over sightlines and lane obstruction. As a result, the end-of-line has temporarily been adjusted to be located northbound at Sherbourne Station. This location is viewed as an interim solution due primarily to safety concerns, over potential conflicts with right-turning vehicles, bicycles, and pedestrians. As part of this proposal, many long-term solutions were considered, including other end-of-line locations in the Rosedale neighbourhood, terminating the route at Rosedale Station, and adjusting the lane configurations at Sherbourne St and Bloor St East. Ultimately, the diversion to Castle Frank Station was deemed the optimal solution, due in part to the service productivity and service reliability benefits, as well as to the significant obstacles towards implementing alternative solutions.



Comparison of Effect on Customers

Forecasts project that this proposal would result in a net reduction in weighted customer travel time of 25,270 weekly minutes. Most of this benefit was due to new travel options available at Castle Frank Station, as customers would be able to pick between the 65 Parliament and 75 Sherbourne to travel south. New stops at Bloor St E and Parliament St, as well as reduced walk distances on the 82 Rosedale also contribute to this savings. The inconvenience to customers in the Rosedale neighbourhood that would be required to shift to the less frequent 82 Rosedale service has only a minor impact, due to the low observed demand at the shifted stops. Seeing as the net change in weighted customer travel time is anticipated to be negative, this proposal passes this metric.

Public and Community Partner Consultation

During Round 1 of public consultation, pop-up events were held at both Sherbourne Station and Rosedale Station, with members of staff also engaging customers on board the 75 Sherbourne bus. These events were designed to discuss the change with customers, solicit feedback, and advertise the Annual Network Plan's Round 1 Survey.

Feedback received at the events was largely negative, with several customers expressing concern with the possibility of the change being implemented. This sentiment was due to the proposed removal of the 75 Sherbourne from the Rosedale

neighbourhood. Generally, the extension of the 82 Rosedale was not seen as a suitable replacement, as customers much preferred their existing travel pattern.

Survey feedback was significantly more positive, with nearly half of respondents being supportive of the change, and less than quarter being opposed. A detailed summary of survey results can be found in Appendix 2 and on the TTC's 2026 Annual Network Plan webpage.

This proposal was not consulted on during Round 2 of public consultation.

Service Productivity

This proposal was not anticipated to have a service-hour cost and was forecasted to produce a weekly system ridership increase of 560 customers. This increase was due to the new travel options available at Castle Frank Station. It is therefore predicted the change would create a pure benefit to service productivity, which passes this metric.

Net Cost per Passenger

This proposal would have a net cost per passenger gained of ($1.20) which is less than the system's average net cost per passenger and would produce a net improvement to the TTC's required subsidy.

Change in Ridership per Net Dollar

This proposal was predicted to have a purely positive change to ridership per net dollar, given that the change has no anticipated service-hour cost and produces an increase in ridership. It therefore passes this metric.

Recommendation

Although this proposal improves the TTC's subsidy and passes the required financial metrics and comparison of effect on customers, public engagement results has led to the conclusion that this service change should not move forward. Alternative solutions to the end-of-line concern at Sherbourne Station will continue to be explored. The final recommendation is that this proposal is not adopted as a component of the TTC network and other alternatives to be assessed as part of future Annual Network Plans.

3.0 Councillor office route review requests

As part of the 2026 ANP, the TTC Service Planning team has also reviewed routing proposals suggested from various Councillor offices. Results of these reviews are outlined below.

28 Bayview South

Route extension on Merton Street

Origin of proposal: Toronto-St Paul's Councillor Office

City Wards: Toronto-St. Paul's – Ward 12, Don Valley West – Ward 15, University-Rosedale – Ward 11

Toronto-St Paul's Councillor Office requested to review a routing proposal from a constituent to extend service on the 28 Bayview South to operate on Merton St.

Following a detailed analysis, we found that this area demonstrates some potential for service adjustments given the right-of-way configuration and the medium- to high-density developments constructed over the last few years. From an operational perspective, there are no turn restrictions or notable constraints that would prevent a routing via Yonge St, Merton St, Mount Pleasant Rd, and Davisville Ave. However, the ridership gains from such an adjustment are unlikely to outweigh the customer travel time impacts.

Adjusting service to operate along Merton St instead of Davisville Ave would provide limited improvements in accessibility, as Merton St is bordered by Mount Pleasant Cemetery to the south. Any potential fare revenue increase from serving Merton St would likely be offset by a loss of customers north of Davisville Ave. Additionally, residents along Merton St are already within 400 metres of existing transit service on Davisville Ave, Mount Pleasant Rd, Bayview Ave, and Yonge St, consistent with TTC service standard.

This change would also require significant capital investment to construct new stops along Merton St in both directions, which would be complicated by the presence of on-street parking, loading zones, and bike lanes. While the adjustment is operationally feasible, it would require multiple turns across Yonge St, creating the potential for reliability and runtime challenges during peak periods.

At this time, the TTC does not recommend including this routing extension on the 28 Bayview South.

Churchill-Empress Routing Proposal

New route

Origin of proposal: Willowdale's Councillor Office

City Wards: Willowdale – Ward 18

Willowdale's Councillor Office requested to review a new routing proposal in the North York area. The proposal aimed to create an east–west connection as an alternative to Line 1 Yonge–University and Line 4 Sheppard service, providing surface transit options for residents and businesses located beyond walking distance of nearby rapid transit stations. It was also intended to improve bus service for students traveling to several schools in the area.

The proposal would operate from Leslie Station, south on Old Leslie St , west on Esther Shiner Blvd, north on Billes Hts, west on Sheppard Ave E, north on Burbank Dr, south on Bunty Ln, west on Citation Dr, continue on Empress Ave, North on Yonge St, west on Churchill Ave, north on Strafford Rd, west on Horsham Ave, north on Bathurst St, west on Finch Ave W, and south on Goldfinch Ct.

The analysis does not support proceeding with the implementation of this new route. Ridership analysis indicates that the proposed service would divert customers from existing higher-order services, including Line 1 Yonge-University and Line 4 Sheppard as well as the 36 Finch West, 39 Finch East, and 939 Finch Express, while only gaining a marginal number of new customers. Of the five conventional service periods evaluated, only the midday period (9:00 a.m. to 3:00 p.m.) demonstrated marginal justification for service, primarily attributable to after-school demand prior to the onset of afternoon peak service levels. The morning peaks, afternoon peaks, early evening, and late evening periods were determined to be unfeasible for service due to limited demand and the proximity of higher-order transit services that offer more competitive travel options. While the proposed routing could reduce the number of transfers required for certain trips, these potential benefits are offset by increased projected wait times associated with the new route. Additionally, this change would require significant capital investment to construct new stops along the majority of the route.

927 Highway 27 Express

Route extension to Queen's Plate Drive

Origin of proposal: Etobicoke North's Councillor Office

City Wards: Etobicoke-Lakeshore – Ward 3, Etobicoke Centre – Ward 2, Etobicoke North – Ward 1

Etobicoke North's Councillor Office has requested to review a routing proposal to extend service to Queen's Plate Dr between Rexdale Blvd and Bethridge Rd. The request aims to improve transit availability in an area where no current routings operate.

Following a detailed routing analysis and ridership forecasts, we found that extending the 927 via Queen's Plate Dr would significantly increase travel times for current riders. The projected loss in existing ridership would outweigh the anticipated ridership gains from new riders along Queen's Plate Dr. Additionally, the proposed routing would require unsignalized left turns onto Highway 27, raising operational safety concerns.

Given the projected loss in ridership and te negative impact on customer travel times, we do not recommend implementing a bus route along Queen's Plate Dr currently.

116 Morningside

Route extension to Morningside Avenue and McNicoll Avenue

Origin of proposal: Scarborough North's Councillor Office

City Wards: Scarborough South – Ward 20, Scarborough-Guildwood – Ward 24, Scarborough-Rouge – Ward 25

Scarborough North's Councillor Office has requested to review a routing proposal to extend service on the 116 Morningside. The request aims to improve transit availability to the area.

An extension of the 116 Morningside route has been previously considered, contingent upon the completion of the Morningside Aveextension between McNicoll Aveand Passmore Ave. This extension is reflected in the Scarborough Subway Extension (SSE) surface network plan (targeted for 2031), where service would be extended north to Morningside Ave at Steeles Ave East (Amazon Fulfillment Centre). This extension would enhance connections with TTC services on Markham Rd and Steeles Ave East. It is also understood that York Region Transit (YRT) is exploring opportunities to extend selected routes to terminate at this location as part of its 2026 Annual Transit Plan, which would facilitate improved integration with regional transit partners.

Extending service to McNicoll Ave in the interim would be difficult to implement for several reasons. First, this change would result in increased service hour costs due to

the longer routing. Second, there are no suitable end-of-line facilities that could serve as alternatives to the existing turnback at Mantis Rd and Nightstar Rd. Third, there may be operational challenges associated with the Canadian Pacific rail corridor, which intersects McNicoll Ave between Morningside Ave and Tapscott Rd.

From both a customer benefit and operational perspective, the most feasible alignment for an interim extension would be to remove service from Mantis Rd and Nightstar Rd and extend service north and east via Morningside Ave, McNicoll Ave, and Dynamic Dr. This alignment would enhance connectivity with TTC services operating on Markham Rd and within the McNicoll Ave and Dynamic Dr area, including the 42 Cummer, while also aligning with routing changes approved as part of the 2024 Annual Service Plan. Furthermore, this modification could support streamlining opportunities on the 102 Markham Rd, as service on Dynamic Dr could be reassigned to the extended 116 Morningside without a loss of coverage.

Notwithstanding these potential benefits, the extension would require additional service hours to maintain current service levels. Moreover, it is important to note that the TTC previously operated service on the 134 Progress route along Tapscott Ave between Newgale Gate and McNicoll Ave, but this was discontinued due to the high volumes of freight train activity along the Canadian Pacific rail corridor. Since this same rail corridor intersects McNicoll Ave between Morningside Ave and Tapscott Rd, an operational review would be required to determine whether these constraints remain valid and would continue to present a barrier to reliable service. Unless these issues are resolved, an interim extension to McNicoll Avee is not considered viable and the longer-term Morningside Ave extension to Steeles Ave East remains the more practical solution.

4.0 Post-Implementation Reviews

The following major service changes have been in operation for at least twelve months, and will be assessed based on the Service Performance targets outlined in the **Overview** section above.

Major Service Change	Implementation Date
200 Toronto Zoo – New Route	June 2023
503 Kingston Rd – New Periods of Service	October 2023
Line 3 Bus Replacement Service – New Service	November 2023

Service changes that pass their post-implementation review will be formalized as a permanent component of the TTC network. Service changes that do not pass will have a recommendation made regarding their future.

200 Toronto Zoo

Post-Implementation Review

City Wards: Ward 25 – Scarborough-Rouge Park

In May 2023, the TTC introduced the new 200 Toronto Zoo seasonal route to provide service between Rouge Hill GO Station and the Toronto Zoo. The Toronto Zoo is a key regional tourist destination that is currently serviced by 85 Sheppard East and 86 Scarborough, but connectivity to downtown Toronto was limited given the current network. This new route provided a new transit connection between Rouge Hill GO Station and the zoo, making the zoo easily accessible for customers travelling from downtown Toronto via Lakeshore East GO Transit service. 200 Toronto Zoo also addressed issues related to servicing special events at Toronto Zoo, such as Terra Lumina. In addition to the new 200-series seasonal route branding, this new route offered a simple route structure that simplified the transit experience for customers travelling to Toronto Zoo from the downtown core. Further details regarding the service planning history and implementation strategy associated with this change can be found in the TTC's 2024 Annual Service Plan.

Approximately 312 new customer trips were generated by this change on weekdays, with 421 trips generated on Saturdays, and 291 trips generated on Sundays. This growth comes at a cost of 26 weekday service hours, 28 Saturday service hours, and 28 Sunday service hours. This amounts to a change in ridership $100 spent of 8, 9, and 6 customers, on weekdays, Saturdays, and Sundays, respectively. This has gradually decreased since the change was first implemented, however ridership is likely dependent on Toronto Zoo admissions, tourist activity in the downtown core, and/or competing ridership with GO Transit route 96. Further analysis is likely needed to see how change in these variables have affected ridership since service was implemented. Based on the data, this change does not pass the standard of 12 new customer trips generated per service hour spent.

Table 2: Change in Ridership per Service Hour of new Route 200 Toronto Zoo

Change in Ridership/$100 Spent	Weekday	Saturday	Sunday	Weekly
Standard	11	11	11	11
Summer 2023	9	10	8	9
Summer 2024	12	12	12	12
Summer 2025	8	9	6	8

Net cost per passenger has an inverse relationship with ridership change per service hour, and as such, has increased since implementation. The net cost per passenger of this this new route is $12.03 on weekdays, $9.56 on Saturdays, and $14.37 on Sundays, which comes to a weekly total of $11.87 per passenger. This is higher than the network average and this change is therefore less financially efficient than the TTC network, on average.

Table 3: Net Cost per Passenger of new Route 200 Toronto Zoo

Net Cost per Passenger	Weekday	Saturday	Sunday	Weekly
Network Average	$4.29	$6.06	$6.46	$4.31
Summer 2023	$9.83	$8.63	$10.63	$9.74
Summer 2024	$6.94	$6.96	$7.25	$6.99
Summer 2025	$12.03	$9.56	$14.37	$11.87

The service productivity of this change does not pass the peak standard of 20 boardings per service hour. It does on the other hand pass the off-peak standard of 10 boardings per service hour.

Table 4: Service Productivity for new Route 200 Toronto Zoo

Service Productivity	Weekday Peak	Weekday Off-peak	Saturday	Sunday
Standard	20	10	10	10
Summer 2023	16	15	17	14
Summer 2024	21	21	21	20
Summer 2025	15	11	16	11

Customer and operational feedback have also been received since this change was implemented. Customers and stakeholders at Toronto Zoo have expressed positive feedback regarding this change, as it provides a direct and consistent transit connection to Sheppard Ave E and Route Hill GO Station for both customers and employees during the summer season. This was further highlighted by Toronto Zoo staff as an important consideration for employee satisfaction and recruitment, as many seasonal workers are transit dependent secondary and post-secondary students.

In order to meet the TTC's minimum service levels (i.e. 30 minutes), service currently operates with two buses in all periods of operation on both weekdays and weekends. Net cost per passenger associated with this route would likely be improved if service was adjusted to operate with a single bus at a frequency of 30 minutes. From an operational perspective, transit travel time savings on Sheppard Ave E and Port Union Rd would need to be realized for this to occur. As such, further work could be done to identify transit priority interventions that could generate travel time savings to further improve the service productivity of this route.

Further note that the introduction of this route may have resulted in competing service on routes 85 Sheppard East and 86 Scarborough, which also provide service to Toronto Zoo in all periods of operation. However, due to limitations in ridership data analysis, these factors were not considered in the analysis outlined above.

Based on the three metrics outlined above, the 200 Toronto Zoo route does not currently pass our standards. However, emerging travel patterns expected in 2026 may influence ridership levels and impact these metrics. Considering this, along with qualitative feedback from stakeholders, we recommend deferring a decision on whether to formalize this route within the seasonal network until next year, pending observation of new travel patterns to the Zoo. Continued monitoring is required to ensure that ridership per service hour, net cost per passenger, and overall service productivity perform at or above the network average.

503 Kingston Rd

Post-Implementation Review Update

City Wards: Ward 10 Spadina-Fort York, Ward 13 Toronto-Centre, Ward 14 Toronto-Danforth, Ward 19 Beaches-East York

To account for limited data availability during the previous assessment in the 2025 ASP, the following assessment was repeated using more recent information, to support the drawing of more definitive conclusions.

Since October 2023, the TTC has been piloting an expansion of service on the 503 Kingston Rd streetcar into an all-day, every-day streetcar service, by expanding into the weekday early evening and late evening periods, and all periods on both Saturdays and Sundays (excluding the early morning period on Sunday). This change fulfills a commitment of the TTC's 2024 Annual Service Plan, adopted as part of a suite of changes recommended through the South Scarborough-Beaches Area Study. Expansion of the 503 Kingston Rd streetcar service replaced previous operations of the 22A Coxwell bus on Kingston Rd between Victoria Park Ave and Queen St E.

This change sought to establish a consistent east-west surface corridor along Kingston Rd from Victoria Park Ave to the downtown core, as well as supplement existing 501 Queen service from Queen St E and Kingston Rd to Queen St East and King St E, and 504 King service from Queen St E and King St E to the downtown core.

As part of the 2025 ASP, a post-implementation analysis was undertaken to assess the 503's service expansion against TTC service and route productivity standards. This was completed on the route segments:

1. Full routing (Bingham Loop to King St W & York St)
2. Kingston Road (Queen St E to Victoria Park Ave)
3. Queen St East (Kingston Rd to River St – combined 501 and 503)

1) Full Routing (Bingham Loop to King St W & York St)

Approximately 1,937 new customer trips are generated by this change on weekdays, with 6,346 trips generated on Saturdays, and 5,710 trips generated on Sundays. This growth comes at a cost of 94 weekday service hours, 278 Saturday service hours, and 271 Sunday service hours. This amounts to a change in ridership per $100 spent of 13, 15, and 14 customers, on weekdays, Saturdays, and Sundays, respectively. This has gradually decreased since the change was first implemented. Part of this trend can likely be attributed to changes in routing of the 503 Kingston Rd and 501 Queen, following the opening of the Queen Street Diversion along Adelaide, Richmond and York streets. Completed in Fall 2024, this resulted in the shortening of the 503 Kingston Rd from Charlotte Loop (King St W and Spadina Ave) to King St W and York St, via Church and Wellington streets and, resumption of 501 Queen through service. These changes are likely to have diminished the relative competitiveness of the 503 Kingston Rd service, particularly in accessing major travel destinations on the west side of the downtown core, potentially resulting in gradually lower ridership.

Based on the data, this change passes the standard of 11 new customer trips generated per $100 spent.

Table 5: Change in Ridership per Service Hour of new Route 503 Kingston Rd

Change in Ridership/$100 Spent	Weekday	Saturday	Sunday	Weekly
Standard	11	11	11	11
Spring 2024	18	20	18	19
Fall 2024	18	15	19	19
Spring 2025	13	15	14	14

Net cost per passenger has an inverse relationship with ridership change per $100 spent, and as such, has increased since implementation. The net cost per passenger of

this service expansion is $6.47 on weekdays, $5.76 on Saturdays, and $6.34 on Sundays, which comes to a weekly total of $6.23 per passenger. Compared to the streetcar network average, this change is less financially efficient.

Table 6: Net Cost per Passenger of new Route 503 Kingston Rd

Net Cost per Passenger	Weekday	Saturday	Sunday	Weekly
Network Average	$2.36	$3.80	$5.31	$2.98
Spring 2024	$4.52	$3.89	$4.48	$4.31
Fall 2024	$4.61	$5.73	$4.24	$4.78
Spring 2025	$6.47	$5.76	$6.34	$6.23

This service expansion impacts 10 stops in the Regent Park Neighbourhood Improvement Area(s), as designated by the *Toronto Strong Neighbourhoods 2020 Strategy*. Stops located in these NIAs have had their boardings weighted at 125% of a standard boarding when analyzing service productivity, to support the TTC's efforts to address transit inequity. With these adjustments being applied during the off-peak period only, service productivity during the peak period was not evaluated.

Productivity does not pass the off-peak standard of 35 boardings per service hour, during both weekdays and weekends.

Table 7: Service Productivity for new Route 503 Kingston Rd

Service Productivity	Weekday Peak	Weekday Off-peak	Saturday	Sunday
Standard	50	35	35	35
Spring 2024	n/a	38	44	39
Fall 2024	n/a	38	32	41
Spring 2025	n/a	29	32	30

2) Kingston Rd (Queen St E to Victoria Park Ave)

Approximately 141 new customer trips are generated by this change on weekdays, with 362 trips generated on Saturdays, and 676 trips generated on Sundays. This growth comes at a cost of 11 weekday service hours, 26 Saturday service hours, and 34 Sunday service hours. This amounts to a change in ridership per $100 spent of 8, 9, and 13 customers, on weekdays, Saturdays, and Sundays, respectively. This has generally gradually increased since the change was first implemented.

This overall increase in ridership is likely attributable to new one-seat service from the corridor to destinations on Queen St E and the east side of the downtown core. Previously, customers making the same journey would be required to transfer between the 22 Coxwell bus and 501 Queen streetcar.

However, based on the data, this change does not pass the standard of 11 new customer trips generated per service hour spent during weekdays and on Saturdays. This may be attributable to the minimal latent ridership demand along the corridor given not all planned developments have been realized, and otherwise lower population density and concentration of destinations compared to the rest of the route.

Table 8: Change in Ridership per Service Hour for Kingston Rd portion of new Route 503 Kingston Rd

Change in Ridership/$100 Spent	Weekday	Saturday	Sunday	Weekly
Standard	11	11	11	11
Spring 2024	8	5	7	7
Fall 2024	8	5	13	8
Spring 2025	8	9	13	10

Net cost per passenger has an inverse relationship with ridership change per service hour, and as such, has decreased since implementation. The net cost per passenger of this service expansion is $11.35 on weekdays, $9.94 on Saturdays, and $6.67 on Sundays, which comes to a weekly total of $9.24 per passenger. This change is therefore less financially efficient than the route, and less financially efficient than the TTC network, on average.

Table 9: Net Cost per Passenger for Kingston Rd portion of new Route 503 Kingston Rd

Net Cost per Passenger	Weekday	Saturday	Sunday	Weekly
Network Average	$2.36	$3.80	$5.31	$2.98
Spring 2024	$12.05	$18.10	$12.35	$13.33
Fall 2024	$11.98	$20.51	$6.73	$11.04
Spring 2025	$11.35	$9.94	$6.67	$9.24

No Neighbourhood Improvement Area(s), as designated by the *Toronto Strong Neighbour hoods 2020 Strategy,* are impacted by this segment of the routing.

Productivity does not pass the off-peak standard of 35 boardings per service hour, during both weekdays and weekends except for Sundays.

Table 10: Service Productivity for Kingston Rd portion of new Route 503 Kingston Rd

Service Productivity	Weekday Peak	Weekday Off-peak	Saturday	Sunday
Standard	50	35	35	35

Spring 2024	n/a	21	16	21
Fall 2024	n/a	20	14	34
Spring 2025	n/a	22	31	35

3) Queen St E (Kingston Rd to River St)

Figures provided below are representative of both the 501 Queen and 503 Kingston Rd routes, which conjointly service the Queen St East corridor between Kingston Rd and River St. This is to assess the impact of doubling service levels on this corridor during most off-peak periods (e.g. from every 10 minutes to every 5 minutes).

Approximately 565 new customer trips are generated by this change on weekdays, with 1,526 trips generated on Saturdays, and 1,500 trips generated on Sundays. This growth comes at a cost of 28 weekday service hours, 85 Saturday service hours, and 81 Sunday service hours. This amounts to a change in ridership per service hour of 13, 11, and 12 customers, on weekdays, Saturdays, and Sundays, respectively. This has slightly decreased since the change was first implemented. Like the route on a whole, much of this trend is likely attributed to previously described changes in the routing of 503 Kingston Rd and overlapping 501 Queen streetcar service. With the 503 Kingston Rd's relative competitiveness declining in tandem with an increase in that of the 501 Queen service, it is likely that many new possible trips have been diverted onto the latter at the former's expense. Based on the data, this change doesn't pass the standard of 12 new customer trips generated per service hour spent.

Table 11: Change in Ridership per Service Hour for Queen St portion of new Route 503 Kingston Rd

Change in Ridership/$100 Spent	Weekday	Saturday	Sunday	Weekly
Standard	11	11	11	11
Spring 2024	14	12	13	13
Fall 2024	13	11	12	13
Spring 2025	13	11	12	12

Net cost per passenger has an inverse relationship with ridership change per service hour, and as such, has increased since implementation. The net cost per passenger of this service expansion is $6.86 on weekdays, $7.79 on Saturdays, and $7.62 on Sundays, which comes to a weekly total of $7.30 per passenger. This change is therefore less financially efficient than the route as a whole, and less financially efficient than the TTC network, on average.

Table 12: Net Cost per Passenger for Queen St portion of new Route 503 Kingston Rd

Net Cost per Passenger	Weekday	Saturday	Sunday	Weekly

Network Average	$2.36	$3.80	$5.31	$2.98
Spring 2024	$5.99	$6.94	$6.78	$6.44
Fall 2024	$6.75	$8.22	$6.99	$7.19
Spring 2025	$6.86	$7.79	$7.62	$7.30

This service expansion impacts 4 stops in the Regent Park Neighbourhood Improvement Area(s), as designated by the *Toronto Strong Neighbourhoods 2020 Strategy*. Stops located in these NIAs have had their boardings weighted at 125% of a standard boarding when analyzing service productivity, to support the TTC's efforts to address transit inequity. With these adjustments being applied during the off-peak period only, service productivity during the peak period was not evaluated. It also does not pass the off-peak standard of 35 boardings per service hour, during both weekdays and weekends.

Table 13: Service Productivity for Queen St portion of new Route 503 Kingston Rd

Service Productivity	Weekday Peak	Weekday Off-peak	Saturday	Sunday
Standard	50	35	35	35
Spring 2024	n/a	31	27	27
Fall 2024	n/a	28	19	28
Spring 2025	n/a	27	25	25

Conclusion & Next Steps

Based on the three economic metrics above it is recommended that this service expansion not be formalized into the TTC's regular network.

However, given the utility of the route in supplementing service along key corridors such as Queen St East and King St during disruptions due to construction, there is strategic value to maintaining the service within the current capital projects horizon. There are various construction projects anticipated along Queen St E and King St, both to support the implementation of new rapid transit infrastructure and the renewal of TTC and city owned assets, over the next several years. This will also allow further time for ridership growth. Should continued monitoring show the service still does not meet standard, it is recommended that it be removed.

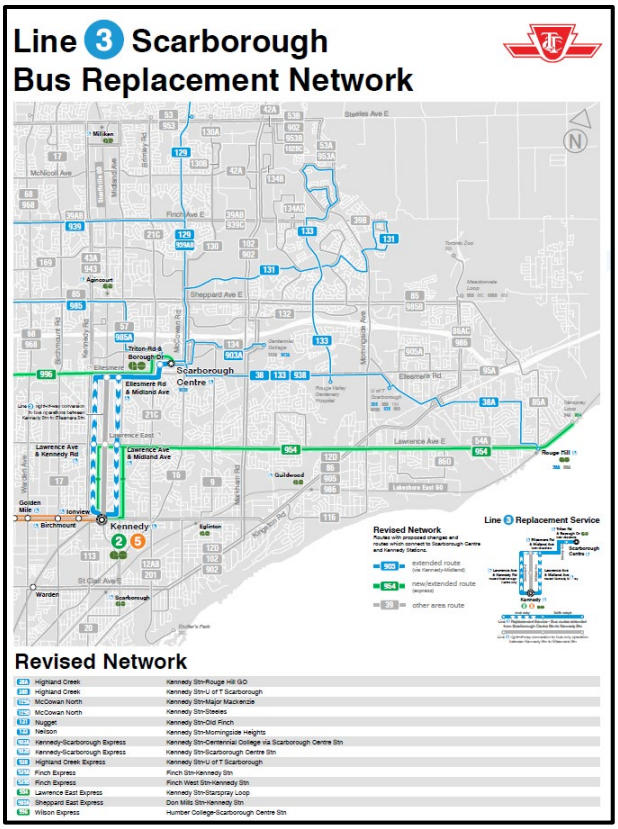
Line 3 Scarborough Bus Replacement Service

Post-Implementation Review

City Wards: Ward 20 Scarborough Southwest, Ward 23 Scarborough North, Ward 24 Scarborough-Guildwood

Note: Metric 1 (change in ridership per $100 spent) in the below analysis isolates the data on the impacted routes to a change on the bus network only and does not fully encompass the change in network ridership compared to when Line 3 Scarborough was in operation. As such, net cost per passenger and overall service productivity will be the main factors in assessing potential changes to the service.

In November 2023, the TTC extended service on routes 38 Highland Creek, 129 McCowan North, 131 Nugget, 133 Neilson, 904 Sheppard-Kennedy Express (previously known as 985 Sheppard East Express), and 938 Highland Creek Express from Scarborough Centre Station to Kennedy Station. New service was also implemented on route 903 Kennedy Stn-Scarborough Express. These changes were made in response to the decommissioning of train service on Line 3 Scarborough, to ensure that frequent bus replacement service was provided for customers connecting between important nodes such as Scarborough Centre Station and Kennedy Station, and to provide direct connections for Scarborough transit riders to other rapid transit stations on Line 2 Bloor-Danforth, Line 4 Sheppard and the GO Transit rail network. While various options were studied, this route extension service concept was ultimately recommended given the transit travel time savings and customer experience benefits associated with this plan. Further details regarding the service planning history and implementation strategy associated with these changes can be found in the Line 3 Bus Replacement Study Final Recommendations, while additional information regarding the reporting and/or refinement of the bus replacement plan can be found in the TTC's 2024 & 2025 Annual Service Plans.



Several assumptions were made when completing this analysis, including:

- For existing routes that were extended from Scarborough Centre Station to Kennedy Station, change in ridership, service hour expenditure, and associated service productivity metrics were only calculated for the change in ridership along the extended portion. Ridership and service hour expenditure for each route's unique portion north of Scarborough Centre Station was not considered in order to isolate the impact of these changes.
- Change in ridership refers to the change in ridership on the eight bus routes mentioned above and does not account for change in network ridership resulting from customers shifting from Line 3 SRT to the various bus replacement routes as outlined.

Approximately 21,395 new customer trips were generated on the bus network by this change on weekdays, with 14,040 trips generated on Saturdays, and 10,452 trips generated on Sundays. This growth comes at a cost of 702.66 weekday service hours, 574.55 Saturday service hours, and 510 Sunday service hours. This amounts to a change in ridership per service hour of 30, 24, and 20 customers, on weekdays, Saturdays, and Sundays, respectively. This is relatively like ridership figures that were compiled when the change was first implemented. Based on the data, this change passes the standard of 11 new customer trips generated per service hour spent, with the caveat that these trips are on the bus network and not net new to the system.

Table 14: Change in Ridership per Service Hour for extensions of Routes 38 Highland Creek, 129 McCowan North, 131 Milner, 133 Neilson, 904 Sheppard-Kennedy Express, 939 Highland Creek Express, 939 Finch Express, and new route 903 Kennedy Stn-Scarborough Express

Change in Ridership/$100 Spent	Weekday	Saturday	Sunday	Weekly
Standard	11	11	11	11
Spring 2024	29	24	21	28
Fall 2024	37	31	26	32
Spring 2024	30	24	29	28

Net cost per passenger has an inverse relationship with ridership change per service hour, and as such, has decreased since implementation. The net cost per passenger of the bus replacement plan is $1.90 on weekdays, $2.71 on Saturdays, and $3.50 on Sundays, which comes to a weekly total of $2.11 per passenger. This change is therefore more financially efficient than the TTC network, on average.

Table 15: Net Cost per Passenger for extensions of Routes 38 Highland Creek, 129 McCowan North, 131 Milner, 133 Neilson, 904 Sheppard-Kennedy Express, 939 Highland Creek Express, 939 Finch Express, and new route 903 Kennedy Stn-Scarborough Express

Net Cost per Passenger	Weekday	Saturday	Sunday	Weekly
Network Average	$4.29	$6.06	$6.46	$4.31
Spring 2024	$2.04	$2.73	$3.39	$2.23
Fall 2024	$1.34	$1.84	$2.45	$1.49
Spring 2024	$1.90	$2.71	$3.50	$2.11

The Line 3 Bus Replacement Plan impacts two stops in the Kennedy Park Neighbourhood Improvement Area, as designated by the *Toronto Strong Neighbourhoods 2020 Strategy*. Stops located in this NIA have had their boardings weighted at 125% of a standard boarding when analyzing service productivity, to support the TTC's efforts to address transit inequity. With these adjustments applied, the service productivity of this change passes the peak standard of 40 boardings per service hour. It also passes the off-peak standard of 30 boardings per service hour when weekday service is considered but does not pass the off-peak standard for Saturday and Sunday service.

Table 16: Service Productivity for extensions of Routes 38 Highland Creek, 129 McCowan North, 131 Milner, 133 Neilson, 904 Sheppard-Kennedy Express, 939 Highland Creek Express, 939 Finch Express, and new route 903 Kennedy Stn-Scarborough Express

Service Productivity	Weekday Peak	Weekday Off-peak	Saturday	Sunday
Standard	40	30	30	30
Spring 2024	39	30	28	24
Fall 2024	49	37	36	30
Spring 2024	41	31	28	24

Customer and operational feedback have also been received since this change was implemented. Many customers have noted excessive capacity on buses travelling between Scarborough Centre Station and Kennedy Station in most time periods, which aligns with the ridership figures and productivity metrics as outlined above. This suggests that service reductions could be implemented with little impact to service quantity and quality for customers travelling between Scarborough Centre Station and Kennedy Station.

Customers have also noted bunching and gapping of buses along the common portion between Scarborough Centre Station and Kennedy Station, further contributing to irregular headways and wait times. TTC Service Planning resolved this issue on routes that (1) share a bus bay at Kennedy Station, and (2) previously operated on similar headways which allowed for the scheduling / blending of departures with minimal service hour expenditure. This includes routes 903 Kennedy Stn-Scarborough Express and 904 Kennedy-Sheppard Express in all time periods of operation on weekends. Similar improvements could be made to routes 131 Nugget and 133 Neilson pending service hour availability. However, the continuous and consistent blending of departures from both Scarborough Centre Station and Kennedy Station across all bus replacement routes is relatively infeasible given the scheduling complexity associated with a change of this magnitude.

Customers have further noted crowding on routes / corridors that run parallel to bus replacement routes, such as 9 Bellany, 16 McCowan, 17 Birchmount, 20 Cliffside, 57 Midland, 43 Kennedy and 102 Markham Rd. Similar complaints have been received on routes that run perpendicular to the Line 3 bus replacement corridor such as 85 Sheppard East, 95 York Mills, 985 Sheppard East Express and 995 York Mills Express. These changes suggest that travel demand patterns in Scarborough have changes significantly since the decommissioning of Line 3 Scarborough, with customers seeking alternative connections to rapid transit stations on Line 1 Yonge-University and Line 2 Bloor-Danforth.

As noted in the TTC's 2024 Annual Service Plan, reducing service frequency on some or all the routes included in the Line 3 Bus Replacement Plan is likely infeasible due to

route-specific capacity requirements north of Scarborough Centre Station. Some options include the removal of one or more routes from the bus replacement plan by adjusting them to terminate at Scarborough Centre Station. This would introduce an additional transfer for some customers but would likely improve service productivity on the remaining services as customers travelling between Scarborough Centre Station and Kennedy Station. Service hours saved from these adjustments could also be reallocated to busier routes and/or time periods to further improve service quality for affected customers.

Based on the three metrics above, as well as qualitative feedback from various stakeholders, it is recommended that the Line 3 Bus Replacement Plan should be amended to better reflect change in travel demand that has been seen post Line 3 decommissioning. Further work including public consultation, the development of alternatives, and final recommendations is needed to ensure that the adjusted service best reflects the needs of transit users in the affected area.

5.0 Route Productivity Review

Each year, the TTC reviews the productivity of its services through the annual performance review process to ensure we are allocating resources efficiently. Every route, in every period of operation, is assessed to identify opportunities for improvement. This evaluation identifies changes that can be made to route structure or hours of operation. In some instances, where service is no longer financially sustainable, service is discontinued permanently.
Routes and operating periods that are in the bottom 10th percentile of service productivity (figures highlighted in the table in bold) will be monitored and evaluated for action in 2026.

Table 17 outlines a full list of day-time bus and streetcar routes along with their productivity (subsidy per passenger boarding, in dollars) during weekday operating periods.

Table 17: Net cost per passenger of daytime Bus and Streetcar Routes, as of February 2025

Route Name	Construction	Morning Peak	Midday	Afternoon Peak	Early Evening	Late Evening
7 Bathurst		1.48	1.27	0.36	1.52	4.22
8 Broadview	Yes	**5.29**	3.77	2.27	6.77	**19.29**
9 Bellamy		1.91	1.24	0.88	2.16	4.49
10 Van Horne		2.12		1.97		
11 Bayview		2.38	2.26	1.19	2.57	8.75
12 Kingston Rd		2.18	1.41	1.13	3.47	3.96
13 Avenue Rd		3.75	**4.99**	2.43	**7.39**	**23.74**
14 Glencairn		1.63	2.61	1.37	3.65	12.59
15 Evans		2.27	2.13	1.79	3.87	13.00
16 McCowan		0.68	0.49	0.13	0.89	1.84
17 Birchmount		1.94	1.35	1.33	1.71	4.74
19 Bay		**4.15**	2.37	2.24	5.32	12.19
20 Cliffside		1.07	0.51	0.80	1.17	2.51
21 Brimley		1.68	1.15	0.86	1.95	5.17
22 Coxwell		0.90	0.46	-0.05	0.99	3.82
23 Dawes		1.08	0.93	0.41	1.31	3.42
24 Victoria Park		1.49	0.85	0.60	1.33	2.91
25 Don Mills	Yes	1.39	0.99	0.92	2.16	3.98
26 Dupont		**4.26**	4.11	1.82	6.47	16.40
28 Bayview South		3.57	**4.52**	**2.11**	8.69	**27.87**
29 Dufferin		0.74	0.86	0.41	1.81	2.17
30 High Park		4.03	3.54	**2.83**	6.56	18.45
31 Greenwood		2.71	1.93	1.50	3.08	7.12

32 Eglinton West		1.79	1.66	0.60	2.13	6.18
33 Forest Hill		2.49	2.55	2.60	6.30	**25.38**
34 Eglinton East		1.45	1.12	0.99	1.55	5.15
35 Jane		1.36	1.39	0.32	1.73	3.37
36 Finch West		1.61	1.07	0.71	1.24	2.53
37 Islington		2.52	1.80	0.99	2.98	5.44
38 Highland Creek		4.10	2.68	2.01	3.89	6.91
39 Finch East		2.75	1.57	1.17	2.01	4.07
40 Junction-Dundas West		2.33	1.54	1.01	2.44	5.82
41 Keele		0.94	0.51	0.20	1.70	3.61
42 Cummer		2.58	1.86	1.63	3.92	6.53
43 Kennedy		1.63	1.12	0.75	2.12	3.52
44 Kipling South		1.93	2.39	0.90	2.83	6.12
45 Kipling		2.09	1.84	1.30	1.73	4.14
46 Martin Grove		1.97	2.12	1.12	5.03	9.16
48 Rathburn		3.04	3.79	1.82	4.96	16.21
49 Bloor West		1.85	1.22	0.90	5.02	16.82
50 Burnhamthorpe		1.86	2.26	1.21	6.55	14.27
51 Leslie		**4.36**	2.78	2.10	6.11	10.96
52 Lawrence West	Yes	1.78	1.31	1.40	2.45	5.99
53 Steeles East		4.02	2.11	1.91	3.36	5.74
54 Lawrence East		2.83	1.13	1.28	1.88	5.72
55 Warren Park		3.60	3.98	2.05	5.46	13.82
56 Leaside		2.31	1.68	0.93	2.61	6.85
57 Midland		1.43	1.33	0.84	2.29	4.81
59 Maple Leaf		2.02	3.02	1.66	5.13	10.51
60 Steeles West		1.53	0.89	0.53	1.19	3.52
61 Avenue Rd North		3.59	**4.26**	2.12	6.78	**20.06**
62 Mortimer	Yes	3.12	3.88	**2.90**	**9.15**	**19.61**
64 Main		0.61	0.27	-0.05	0.55	3.13
65 Parliament		1.18	0.54	0.18	0.80	3.08
66 Prince Edward		2.54	1.47	1.88	4.01	11.11
67 Pharmacy		1.78	1.06	0.99	1.79	2.96
68 Warden		2.55	1.59	1.14	1.87	3.58
69 Warden South		2.73	2.13	1.67	5.96	10.12
70 O'Connor		1.29	1.06	0.84	2.33	5.05
71 Runnymede		2.05	1.90	1.25	4.06	8.01
72 Pape	Yes	1.41	1.08	0.57	1.53	4.60
73 Royal York		2.10	1.36	1.33	4.09	10.73
74 Mt Pleasant		3.23	3.24	1.73	5.18	8.76
75 Sherbourne		1.44	0.81	0.69	0.77	2.73

76 Royal York South		1.39	1.00	0.65	2.66	5.53
77 Swansea		2.83	0.99	0.33	2.72	8.66
78 St Andrews		2.42	2.85	1.46	3.44	8.10
79 Scarlett Rd		3.14	2.35	1.36	3.27	7.93
80 Queensway		**5.46**	2.75	**3.18**	5.37	13.99
82 Rosedale		1.28	2.44	0.80	4.63	14.36
83 Jones		1.84	1.11	1.18	1.70	4.93
84 Sheppard West		1.81	1.04	0.99	1.36	3.63
85 Sheppard East		2.45	1.30	1.03	1.96	4.67
86 Scarborough		2.21	1.67	0.83	1.89	4.36
87 Cosburn		1.00	0.91	0.29	1.86	4.99
88 South Leaside		2.75	3.32	1.65	5.22	14.34
89 Weston		**4.41**	2.52	2.10	3.23	8.61
90 Vaughan		1.31	1.39	0.83	1.86	4.96
91 Woodbine		1.92	2.26	2.07	4.85	11.27
92 Woodbine South		1.39	0.90	0.56	1.90	3.00
93 Parkview Hills		2.37	3.51	2.20	4.75	12.06
94 Wellesley		1.99	1.28	0.61	1.48	3.72
95 York Mills		2.60	1.55	1.30	2.24	4.19
96 Wilson		2.16	1.64	0.98	1.92	5.31
97 Yonge		**6.24**	**5.14**	**2.71**	5.51	11.86
98 Willowdale-Senlac		3.42	**4.58**	2.19	5.57	16.04
99 Arrow Rd		3.66	**5.63**	**12.27**	**13.73**	
100 Flemingdon Park		1.91	1.43	1.66	3.23	6.14
101 Downsview Park		1.16	1.83	0.80	2.81	
102 Markham Rd		3.19	1.47	0.91	2.09	4.35
104 Faywood		1.10	2.71	0.70	4.53	9.99
105 Dufferin North		1.31	1.66	0.81	2.80	7.12
106 Sentinel		1.49	1.42	0.85	2.46	7.00
107 York University Heights		3.43	**8.99**	**3.69**	**10.58**	14.12
108 Driftwood		1.86	2.08	0.85	2.23	6.37
109 Ranee		0.87	1.68	0.90	1.27	5.43
110 Islington South		1.74	1.47	1.11	4.68	11.15
111 East Mall		2.28	2.24	1.01	4.29	10.80
112 West Mall		2.83	3.17	1.37	6.96	9.61
113 Danforth		1.03	0.68	0.33	1.14	2.29
114 Queens Quay East		**4.13**	3.56	**4.01**	**8.12**	**21.00**
115 Silver Hills		**5.35**	**6.06**	**4.99**	**15.91**	
116 Morningside		1.79	0.90	0.53	1.71	4.70
117 Birchmount South		1.39	1.59	0.78	2.83	5.34

118 Thistle Down		2.45	2.39	1.58	4.38	13.53
119 Torbarrie		1.14	2.66	0.94		
120 Calvington		1.42	2.63	1.58	4.43	15.45
121 Esplanade-River		**4.93**	**5.56**	**4.66**	**8.60**	14.07
122 Graydon Hall		2.78	3.11	1.89	4.59	13.68
123 Sherway		3.17	2.70	1.38	3.50	5.92
124 Sunnybrook	Yes	3.67	2.82	2.61	**7.61**	**20.54**
125 Drewry		1.14	1.31	0.85	2.15	4.52
126 Christie		1.13	1.30	0.55	1.31	5.28
127 Davenport		3.48	3.75	**3.44**	6.17	12.68
128 Stanley Greene		2.75		2.59		
129 McCowan North		3.74	3.08	1.93	3.35	9.22
130 Middlefield		**4.25**	3.86	2.14	4.08	16.03
131 Nugget		3.61	3.39	2.03	3.78	7.65
132 Milner		2.09	2.83	1.21	4.21	8.80
133 Neilson		2.64	2.09	1.39	2.92	5.25
134 Progress		2.72	2.74	2.24	3.60	9.60
135 Gerrard		0.65	0.87	0.32	1.42	4.54
149 Etobicoke - Bloor		**42.28**	**37.59**	**91.22**	**59.21**	**84.33**
154 Curran Hall		2.41	1.31	1.22	1.97	4.56
160 Bathurst North		1.78	2.54	1.14	4.52	
161 Rogers Rd		1.81	1.73	0.88	3.13	9.60
162 Lawrence-Donway	Yes	**9.91**	**7.76**	**5.95**	**26.09**	
165 Weston Rd North		2.04	1.60	0.62	1.40	4.68
167 Pharmacy North		2.97	**4.15**	2.04	6.25	**22.28**
168 Symington		1.37	1.38	0.78	2.25	5.51
169 Huntingwood		4.09	**5.94**	**2.81**	**7.85**	**19.92**
171 Mount Dennis		**5.71**	**5.16**	**3.09**	**10.02**	**42.12**
184 Ancaster Park		3.98	**8.48**	**5.84**	**11.87**	**22.77**
185 Sheppard Central		**6.47**	**7.80**	**6.83**	**12.95**	**32.59**
189 Stockyards		3.62	2.77	1.30	3.66	11.48
902 Markham Rd Express		2.87	1.47	1.14		
903 Kennedy-Scarborough Centre Express		3.20	2.24	0.95	2.93	
904 Sheppard-Kennedy Express		3.37	2.62	1.30	2.77	6.74
905 Eglinton East Express		2.59	1.90	1.13	3.60	-1.20
924 Victoria Park Express		1.89		1.25		
925 Don Mills Express	Yes	1.57	1.44	1.00	2.82	

927 Highway 27 Express		3.53	3.09	1.90	2.61	3.83
929 Dufferin Express		0.75	0.65	0.12	1.26	
935 Jane Express		1.31	1.23	0.36	1.16	
937 Islington Express		2.38		1.85		
938 Highland Creek Express		**8.94**	-1.20	1.81		
939 Finch Express		3.23	2.23	1.28	2.69	4.94
941 Keele Express		2.03		1.14		
944 Kipling South Express		2.74	2.77	1.33		
945 Kipling Express		1.71		0.93		
952 Lawrence West Express	Yes	2.96		2.62		
953 Steeles East Express		**4.28**		**3.14**		
954 Lawrence East Express		3.61		1.91		
960 Steeles West Express		2.02	1.65	1.02	1.78	
968 Warden Express		3.27		2.18		
984 Sheppard West Express		1.57	1.41	1.02	1.45	
985 Sheppard East Express		1.98		1.06		
986 Scarborough Express		4.02		2.58		
989 Weston Express		1.99		1.75		
995 York Mills Express		2.16	2.15	1.01		
996 Wilson Express		2.81	1.98	1.24		
501 Queen		4.00	1.88	1.07	2.04	6.06
503 Kingston Rd		2.44	2.29	1.35	3.78	10.03
504 King		1.30	0.61	0.05	0.82	3.94
505 Dundas		1.66	0.51	0.08	0.62	2.72
506 Carlton		2.43	0.89	0.45	1.32	4.25
507 Long Branch		3.08	1.51	0.96	3.25	
508 Lake Shore		2.16	-1.06	1.12		
509 Harbourfront	Yes	2.86	2.46	0.94	3.00	7.54
510 Spadina	Yes	2.27	1.91	2.10	2.19	3.73
511 Bathurst	Yes	3.13	1.49	0.97	1.72	5.43
512 St Clair		1.29	0.47	0.00	1.15	4.61

* Net cost per passenger for routes 47 Lansdowne, 63 Ossington and 900 Airport Express is not included due to data issues.

Appendix 5: Roads with Transit Service Added or Removed

1.0. Introduction

Appendix 5 outlines streets, or segments of streets in the City of Toronto that have routing changes resulting in new transit service being introduced or existing transit service being completely removed.

2.0. Roads with service introduced or removed – 2024 Annual Service Plan

Roads with Service Removed	Routes Impacted	Roads with Service Added	Routes Impacted
Frederick Tisdale Dr from Downsview Park Blvd to Thomas Mullholland Dr	101 Downsview Park	Downsview Park Blvd from Frederick Tisdale Dr to William Duncan Rd	101 Downsview Park
University Ave from College St to Elm St	13 Avenue Rd*	William Duncan Rd from Downsview Park Blvd to Thomas Mullholland Dr	101 Downsview Park
Elm St from University Ave to Elizabeth St	13 Avenue Rd*	Thomas Mullholland Dr from William Duncan Rd to Frederick Tisdale Dr	101 Downsview Park
Elizabeth St from Elm St to Gerrard St W	13 Avenue Rd*		
Gerrard St W from Elizabeth St to University Ave	13 Avenue Rd*		
Queen's Park from College St to Queen's Park Cr	13 Avenue Rd*		

* This recommendation was originally included in the 2025 Annual Service Plan but was deferred due to a "Motion to Amend Item (Additional)" moved at the January 27, 2025 TTC Board Meeting