



# **2019—2025 Service Consultation Brief**

**How Community Feedback Drives  
TTC Service**

# | Consultation approach

## Objectives:

- **Share and seek feedback** on service initiatives
- **Build relationships** with the community via virtual and in-person events
- **Apply an equity lens** through targeted outreach to equity-deserving communities and youth led engagement
- **Model transparency** by clarifying what is open for influence and demonstrating how TTC has considered feedback in decision-making
- **Reach both city-wide and local audiences** for whom service initiatives have relevance
- **Promote awareness** of Plans

## Consultation toolkit:

- **Public surveys** (online + paper on request)
- **Community meetings** (city-wide and topic-specific)
- **Pop-ups** at stations & neighbourhood hubs
- **Focus groups** with customers and employees
- **Youth Ambassador & equity outreach** (paid youth teams, focus-groups with women, shift workers, low-income riders, accessibility groups)
- **Accessible materials & third-party facilitation**



5-Year Plans provide  
the blueprint



Annual Network Plans\* set out  
the detailed routing changes

\*previously named *Annual Service Plans*

# 2019-2025 Consultation Activities & Insights

## 2019-2025 Service Consultation by the Numbers for 6 Planning Documents



16 Rounds of consultation



17,765 Survey responses



15 Focus groups



28 Youth Ambassadors hired



31 Virtual and in-person meetings



38 Pop-ups



1,864 Youth Ambassador participants engaged

### Who we reached

(2025 ASP survey sample)

Demographic	% of Respondents	% of TTC Customers
Women	46%	55%
Low-income (<\$50K)	31%	22% (<\$60K)
Shift workers	14%	14%
People with disabilities	29%	19%
Age 15-24	15%	21%
Age 65+	23%	9%

Geographic reach: responses from all wards, strongest in Scarborough, Etobicoke, North York

### What we heard

Recurring customer priorities:

How they phrase it in consultations:

(direct customer quotes taken from August 2023 survey)

**Faster travel times**

*"Any time savings matter, especially when running late"*

**More frequent service**

*"I have experienced waiting for nearly as 30-40 minutes"*

**Reliable trips**

*"Reliable service is more important than frequent service"*

**Safe & comfortable journeys**

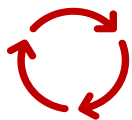
*"There should be more emergency/safety buttons at stations and at bus stops with better lighting"*

**Affordable options**

*"It's too expensive...it's my biggest expense after paying rent and I can barely afford it"*

# 5-Year Service Plan and 10-Year Outlook (2020-2024)

## Consultation by the Numbers



3 Rounds of consultation



2,915 Survey responses



3 Workshops with planning advisory group



6 Pop-ups

## Participation and Feedback

### Round 1



466 Responses

### Round 2



1,248 Responses



1 Workshop



6 Pop-ups

### Round 3



1,201 Responses



2 Workshops

### What We Heard

The participants said that they would like to see this 5-Year Service Plan support the TTC's efforts to:

- Deliver reliable and frequent service
- Enhance transit priority on the bus and streetcar network
- Integrate surface transit with new rapid transit lines, regional transit partners and other transportation modes
- Identify local service improvement opportunities with community groups
- Improve the overall transit rider experience, from beginning to end



# 2021 Annual Service Plan

## Consultation by the Numbers



**3 Rounds of  
consultation**



**3,560+ Customers  
and stakeholders**



**12+ Weeks of engaging customers  
through online, mail, e-mail, phone,  
and youth-led consultations**



**4 Virtual meetings with  
Planning Advisory Group**

## Participation and Feedback

### Round 1



**Customer  
preferences  
survey**

### Round 2



**Emergency  
priorities survey**



**Planning Advisory  
Group meeting**



**RapidTO  
Survey**



**61 Participants engaged  
by 4 Youth Ambassadors**

### Round 3



**Planning Advisory  
Group meeting**

### What We Heard

The participants said that they would like to see the 2021 ASP prioritize:

- Accessibility and equity-focused planning
- Improve service reliability, frequency, and service integration with neighboring transit agencies and modes
- Regarding RapidTO: combine local routes and express routes for Eglinton East, and local service reliability balanced with increased express service speed for Jane St
- Improve communication about service updates/changes

# 2022 Annual Service Plan

## Consultation by the Numbers



**2 Rounds of  
consultation**



**3,250+ Customers  
and partners**



**16 Weeks of engaging customers  
through online, mail, e-mail, phone,  
and youth-led consultations**



**6 Virtual meetings with  
Planning Advisory Group**

## Participation and Feedback

### Round 1



**Planning Advisory  
Group meeting**



**492 Responses**



**718 Participants engaged  
by 9 Youth Ambassadors**

### Round 2



**Planning Advisory  
Group meeting**

### What We Heard

The participants said that they would like to see the 2022 ASP prioritize:

- Line 5 Eglinton surface network plan
- Service initiatives to support customer travel patterns
- Access to reliable, frequent and accessible transit services
- Safety in regard to increased vehicle capacity as ridership increases
- Improve communication for service changes to make it more clearly, frequently and openly

# 2023/2024 Annual Service Plan

## Consultation by the Numbers



4 Rounds of  
consultation  
over 2 Stages



8,850+ Customers  
and stakeholders  
engaged



16 Weeks of engaging customers  
through online, mail, e-mail, phone,  
and youth-led consultations



4 Virtual meetings with  
Planning Advisory Group

## Participation and Feedback

### Stage 1



7 Virtual Stakeholder and  
Focus Group Meetings



2 Public Surveys



7 Youth  
Ambassadors



10 Pop-ups

### Stage 2



5 Virtual Stakeholder and  
Focus Group Meetings



2 Public Surveys



5 Pop-ups

### What We Heard

The 2023 ASP was combined with the 2024 ASP. Participants said that they would like to see the Plan prioritize:

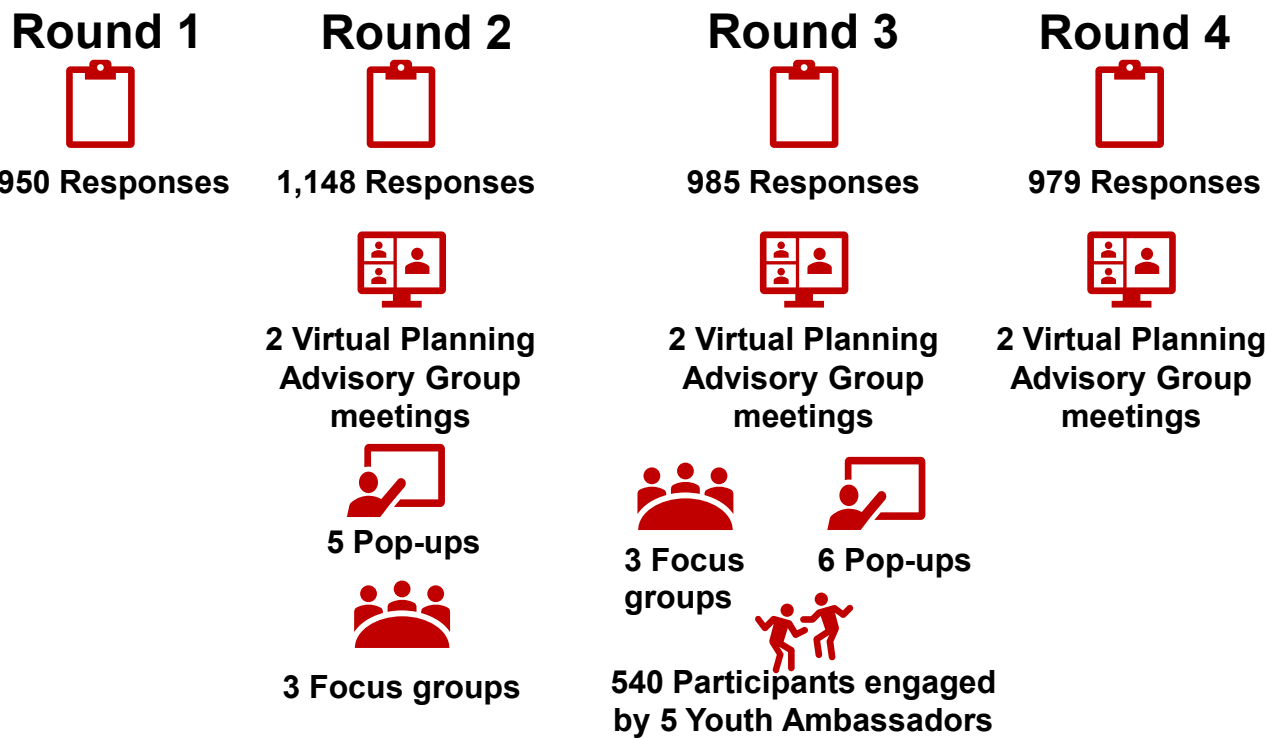
- Improve frequency of service and relocate service from some stops
- Focus on in-station and stop experience
- Safety and clear communication

# 5-Year Service & Customer Experience Action Plan (2024-2028)

## Consultation by the Numbers for 2 Planning Documents



## Participation and Feedback



## What We Heard

Customers identified the following as their top priorities for the 5-Year Service and Customer Experience Action Plan:

- Reliability
- Frequency
- Communication
- Accessibility
- Safety

Additionally, women, shift workers and people with low-income groups were recognized as key priority groups. All three key priority groups emphasized the importance of having a reliable transit network.





# 2025 Annual Service Plan

## Consultation by the Numbers



2 Rounds of consultation



2,700+ Customers and stakeholders engaged



9 Pop-ups



6 Virtual meetings with Planning Advisory Group



3 Youth Ambassadors hired

## Participation and Feedback

### Round 1



8 Pop-ups



1,294 Responses



3 Focus groups



3 Virtual meetings with Planning Advisory Group

### Round 2



1 Pop-up



846 Responses



175 Participants engaged by 3 Youth Ambassadors



3 Virtual meetings with Planning Advisory Group


### What We Heard


The 2025 ASP participants said that they would like to see the Plan prioritize:


- Frequent, reliable and comfortable service
- Improve communication about planned service changes and Community Bus service.
- Equity considerations for service proposals


# 2026 Annual Network Plan - Planned Consultation


## Planned Consultation

 2 Rounds of consultation









 2 Surveys

 5 Weeks of engaging customers through online, mail, e-mail, phone, and youth-led consultations

 6 Virtual meetings with Planning Advisory Groups

 4 Youth Ambassadors

## Timelines and Activities

<b>Round 1</b> July 2025	 1 Survey	 3 Meetings with Planning Advisory Group	 4-6 Pop-ups (TBC)		
<b>Round 2</b> August 2025	 1 Survey	 3 Meetings with Planning Advisory Group	 4-6 Pop-ups (TBC)	 3 Focus groups	 4 Youth Ambassadors

## From Insight to Action: examples of how feedback informed service (1/2)

Consultation Insight	Resulting Action
<b>Call for improved connectivity in Scarborough East</b>	<ul style="list-style-type: none"><li>• 2021: 938 Highland Creek Express launched to provide a faster peak service route between Scarborough Centre Station and the University of Toronto Scarborough (UTSC) campus</li><li>• 2024: 154 Curran Hall, 185 Sheppard Central, 904 Sheppard-Kennedy Express launched</li></ul>
<b>Concern over Line 3 closure</b>	<ul style="list-style-type: none"><li>• An on-street bus replacement service now operating, with express buses and transit priority measures</li><li>• 2023: Line 3 Busway conversion designed with two rounds of consultation</li></ul>
<b>Need for improved station seating</b>	<ul style="list-style-type: none"><li>• 2024-26: Upgrading from existing seating to new inclusive standard, and adding more seating where needed</li></ul>
<b>Need for improved wayfinding</b>	<ul style="list-style-type: none"><li>• 2022: Roll-out of newly redesigned illuminated System Route Map Information Displays within TTC stations</li><li>• 2023: Installation of updated wayfinding signage at St George, St Andrew and Dundas stations</li><li>• 2025: Refreshed Wayfinding Strategy to be presented to the TTC Board</li></ul>
<b>Call for enhanced bicycle integration</b>	<ul style="list-style-type: none"><li>• 2021: Installed bike shelters at Royal York, Jane, Sheppard West, Christie, and Dupont Stations</li><li>• 2024-25: Conducted bi-annual bike monitoring</li></ul>
<b>Call for changes to the Line 5 Surface Network Plan</b>	<ul style="list-style-type: none"><li>• 2022: Significant revisions to planned route changes for 51 Leslie and 88 South Leaside</li></ul>

# From Insight to Action: examples of how feedback informed service (2/2)

Consultation Insight	Resulting Action
Enhance service integration	<ul style="list-style-type: none"><li>• 2021: Collaborated with Brampton Transit, DRT, MiWay, YRT to develop cross-boundary service integration plan</li><li>• 2022-24: Pilot authorized for cross-boundary service integration</li><li>• 2024: Enhanced regional transit connection with introduction of 80B Queensway and branch restructuring on 85 Sheppard East</li><li>• 2025: Pilot with MiWay</li><li>• TBC (included in 2025 ASP): Introduction of 145 Belfield to Viscount Station and extension of 49 Bloor West to Renforth Station</li></ul>
Prioritize safety & security	<ul style="list-style-type: none"><li>• 2024: Increased promotion of SafeTTC app, <i>See Something Say Something</i> campaign</li><li>• 2024-25: Increasing presence of TTC Special Constables and security guards</li><li>• 2023/24 Winter: Offered transport and temporary warming locations on 5,900+ occasions</li></ul>
Call for better trip planning tools	<ul style="list-style-type: none"><li>• 2024: One-year pilot project in collaboration with TransitApp</li><li>• 2025: Launched TrackTTC</li></ul>
Improve on-time performance	<ul style="list-style-type: none"><li>• 2021: Implemented streetcar queue jump lane at Lake Shore Blvd West and Brown's Line</li><li>• 2022: Implemented queue jump lane at Dufferin St and Lawrence Ave West</li><li>• 2024: Align schedules to observed traffic conditions, introduce new mid-route holds, focus on headway observance on the busiest routes</li></ul>
Improve how TTC plans, operates, and communicates changes to service during construction and disruptions	<ul style="list-style-type: none"><li>• 2023: Developed Construction Planning Guidelines</li></ul>

## Other Consultation Done

Plan	Consultation by the numbers	Responses/Participants	What we heard
<b>5-Year Fare Policy</b>	<ul style="list-style-type: none"> <li>• 2 Customer focus groups</li> <li>• 2 Online surveys</li> <li>• 2 Virtual town halls</li> </ul>	Phase 1 <ul style="list-style-type: none"> <li>• Survey: 4,433</li> <li>• Focus group: 16</li> </ul> Phase 2 <ul style="list-style-type: none"> <li>• Survey: 2,215</li> <li>• Focus group: 12</li> <li>• Virtual town hall: 57</li> </ul> Phase 3 <ul style="list-style-type: none"> <li>• Virtual town hall: 82</li> </ul>	<ul style="list-style-type: none"> <li>• Flat fare instead of distance-based is more equitable</li> <li>• Frequent customers chose transit because it was the most cost effective based on fares, travel time, and service frequency</li> <li>• Less frequent riders thought they would take transit more if fares were lower and service frequency increased</li> <li>• The 2-hour free transfer helps make trip chaining more affordable</li> <li>• More customers should be eligible for fare discounts</li> </ul>
<b>5-Year Accessibility Plan</b>	<ul style="list-style-type: none"> <li>• 2 Online surveys</li> <li>• Pop-up consultations</li> <li>• Virtual focus groups</li> </ul>	Phase 1 <ul style="list-style-type: none"> <li>• Survey: 396</li> <li>• Pop-ups, focus groups: 900</li> </ul> Phase 2 <ul style="list-style-type: none"> <li>• Survey: 399</li> </ul>	<ul style="list-style-type: none"> <li>• Customers would like equity in Wheel-Trans operating hours</li> <li>• Same-day trip requests are difficult to book due to availability</li> <li>• Not feeling safe on the conventional system</li> <li>• Call for FOS to always remain a choice and be voluntary</li> </ul>
<b>2019-2023 Multi-Year Accessibility Plan</b>	<ul style="list-style-type: none"> <li>• ACAT consultation</li> <li>• Reviewed feedback from annual Public Forum on Accessible Transit over the past several years</li> <li>• CSCs</li> </ul>	<ul style="list-style-type: none"> <li>• ACAT: 15</li> <li>• CSCs: 0.83% of 2018 CSCs</li> <li>• Public Forum: 300 comments received</li> </ul>	<ul style="list-style-type: none"> <li>• Call for improvements to Wheel-Trans booking and customer service wait times</li> <li>• Requests for mobile apps</li> <li>• Improve real-time trip information for conventional and Wheel-Trans vehicles</li> </ul>

## Other Consultation Done

Plan	Consultation by the Numbers	Responses/Participants	What we Heard
<b>Scarborough Line 3 Bus Replacement Plan</b>	<ul style="list-style-type: none"> <li>• 2 Stakeholder meetings</li> <li>• 2 Surveys</li> <li>• 2 Focus groups</li> <li>• Cluster meetings a</li> </ul>	<p>Round 1</p> <ul style="list-style-type: none"> <li>• Stakeholder meeting: 20</li> <li>• North Scarborough cluster meeting: 32</li> <li>• South Scarborough cluster meeting: 19</li> <li>• Survey: 434</li> <li>• Focus group: 3</li> </ul> <p>Round 2</p> <ul style="list-style-type: none"> <li>• Stakeholder meeting: 16</li> <li>• Public meeting: 68</li> <li>• North Scarborough cluster meeting: 20</li> <li>• South Scarborough cluster meeting: 20</li> <li>• Survey: 455</li> <li>• Pop-ups: 80+</li> </ul>	<ul style="list-style-type: none"> <li>• Most support Line 3 ROW, preference for the corridor to operate the bus replacement service</li> <li>• Provide more clarity on how Line 2 East Extension is related to plans for Line 3 bus replacement, and how Line 3 will accommodate ridership demand and maintain accessibility</li> <li>• Prioritize pedestrian and cyclist safety</li> <li>• Mixed feedback on the on-street bus routing options</li> </ul>

**+ additional consultation on other TTC and City strategic plans and projects (e.g. Corporate Plan, Innovation and Sustainability Strategy, Safety-related consultation)**

# Consultation Document Links

Plan	Consultation Timeline	Consultation Summary Reports			
<a href="#">5-Year Service Plan &amp; 10-Year Outlook (2020-2024)</a>	Spring to Fall 2019	<ul style="list-style-type: none"> <li><a href="#">Round 1 Survey</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Round 2 Workshop</a></li> <li><a href="#">Round 2 Pop-up Consultation</a></li> <li><a href="#">Round 2 Survey</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Round 3 Afternoon Session Meeting</a></li> <li><a href="#">Round 3 Evening Session Meeting</a></li> <li><a href="#">Round 3 Survey</a></li> </ul>	
<a href="#">2021 Annual Service Plan</a>	Summer to Fall 2020	<ul style="list-style-type: none"> <li><a href="#">Round 1 Customer Preference Survey</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Round 2 Afternoon Stakeholder Meeting</a></li> <li><a href="#">Round 2 Evening Stakeholder Meeting</a></li> <li><a href="#">Round 2 Survey</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Youth Engagement Team Reports</a></li> <li><a href="#">Round 3 Afternoon Session Meeting</a></li> <li><a href="#">Round 3 Evening Session</a></li> </ul>	
<a href="#">2022 Annual Service Plan</a>	June to September 2021	<ul style="list-style-type: none"> <li><a href="#">Round 1 Survey</a></li> <li><a href="#">Round 1 Afternoon Stakeholder Meeting</a></li> <li><a href="#">Round 1 Evening Stakeholder Meeting</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Youth Ambassador Team Reports</a></li> <li><a href="#">Round 2 Afternoon Stakeholder Meeting</a></li> <li><a href="#">Round 2 Evening Stakeholder Meeting</a></li> </ul>		
<a href="#">2023/2024 Annual Service Plan</a>	Stake 1: June to December 2022  Stage 2: April to October 2023	<ul style="list-style-type: none"> <li><a href="#">Round 1 Survey</a></li> <li><a href="#">Round 1 Focus Groups</a></li> <li><a href="#">Round 1 Stakeholder Meeting</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Round 2 Survey</a></li> <li><a href="#">Round 2 Stakeholder Meeting</a></li> <li><a href="#">Round 2 Public Pop-up Consultation</a></li> <li><a href="#">Youth Ambassador Team Reports</a></li> </ul>	<a href="#">Round 1 Survey (Stage 2)</a>	<a href="#">Round 2 Stakeholder Meeting (Stage 2)</a>
<a href="#">5-Year Service and Customer Experience Action Plan</a>	April to November 2023	<ul style="list-style-type: none"> <li><a href="#">Round 1 Survey</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Round 2 Stakeholder Meeting</a></li> <li><a href="#">Round 2 Focus Groups</a></li> <li><a href="#">Round 2 Survey</a></li> <li><a href="#">Round 2 Pop-up</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Round 3 Stakeholder Meeting</a></li> <li><a href="#">Round 3 Employee Focus Groups</a></li> <li><a href="#">Round 3 Customer Focus Groups</a></li> <li><a href="#">Round 3 Survey</a></li> <li><a href="#">Round 3 Pop-ups</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Youth Ambassadors Report</a></li> <li><a href="#">Round 4 Stakeholder Meetings</a></li> <li><a href="#">Round 4 Survey</a></li> </ul>
<a href="#">2025 Annual Service Plan</a>	July to November 2024	<ul style="list-style-type: none"> <li><a href="#">Round 1 Stakeholder Engagement</a></li> <li><a href="#">Round 1 Survey</a></li> <li><a href="#">Round 1 Focus Groups Engagement</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Round 2 Advisory Group Engagement</a></li> <li><a href="#">Round 2 Survey</a></li> </ul>		

# Consultation Document Links

Plan	Consultation Timeline	Consultation Summary Reports			
<a href="#">5-Year Fare Policy</a>	Spring 2021	<ul style="list-style-type: none"><li><a href="#">Phase 1 Summary</a></li></ul>	<ul style="list-style-type: none"><li><a href="#">Phase 2 Summary</a></li></ul>	<ul style="list-style-type: none"><li><a href="#">Phase 3 Summary</a></li></ul>	
<a href="#">5-Year Accessibility Plan</a>	April 2024	<ul style="list-style-type: none"><li><a href="#">Phase 1 Summary</a></li></ul>	<ul style="list-style-type: none"><li><a href="#">Phase 2 Summary</a></li></ul>		
<a href="#">2019-2023 Multi-Year Accessibility Plan</a>	2018	<ul style="list-style-type: none"><li><a href="#">Accessibility Feedback and Consultation Summary</a></li></ul>			
<a href="#">Scarborough Line 3 Bus Replacement Plan</a>	2020-2021	<ul style="list-style-type: none"><li><a href="#">Round 1 Stakeholder Meeting</a></li><li><a href="#">Round 1 North Scarborough Cluster Meeting</a></li><li><a href="#">Round 1 South Scarborough Cluster Meeting</a></li><li><a href="#">Round 1 Survey</a></li><li><a href="#">Round 1 Focus Group</a></li></ul>	<ul style="list-style-type: none"><li><a href="#">Round 2 Stakeholder Meeting</a></li><li><a href="#">Round 2 Public Meeting</a></li><li><a href="#">Round 2 North Scarborough Cluster Meeting</a></li><li><a href="#">Round 2 South Scarborough Cluster Meeting</a></li><li><a href="#">Round 2 Public Survey and Pop-Up</a></li><li><a href="#">Round 2 Focus Group</a></li></ul>		