

# RapidTO: Jane Street

## Step 2 Consultation Report

May 2025



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**For questions about this report, please contact:**

Carol Tsang  
Senior Coordinator, Public Consultation Unit  
[janetransit@toronto.ca](mailto:janetransit@toronto.ca)  
416-338-7797

The following report was prepared by LURA Consulting, the City of Toronto and the Toronto Transit Commission's independent facilitation and engagement consultant for RapidTO: Jane Street.

## Consultation Summary

Public and interest group consultation for Step 2 consultation of RapidTO: Jane Street took place from October 21 to November 17, 2024.

The consultation process engaged more than 4,100 individuals through various activities: 2,403 people completed a multilingual online survey, 285 participants attended a virtual public meeting and two public consultation events, 18 people participated in a virtual community interest group meeting and TTC's Advisory Committee on Accessible Transit's (ACAT's) Service Planning Subcommittee virtual meeting; over 1,500 people were reached through pedestrian and business outreach; as well as 41 people providing comments by phone and email.

To inform the public and encourage participation, communications included a project web page; targeted email to 435 local interest groups and project email subscribers; 93,344 multilingual notices distributed by Canada Post throughout the study area; as well as a promotional campaign featuring multilingual on-site, newspaper, digital and social media advertisements.

Overall, feedback on the recommended design was polarized. Participants in support highlighted benefits such as improved bus travel times and reliability, as well as reduced wait times and crowding for a public transit-reliant community. Those in opposition raised concerns about increased congestion, slower travel times for people driving, fewer vehicle lanes and potential traffic rerouting onto side streets. Many participants suggested alternative infrastructure ideas, including road widening and constructing light rail transit.

Some participants shared concerns about recommended bus stop removals, particularly regarding stops near schools and residential buildings, emphasizing their potential impact on seniors and other vulnerable transit users.

The feedback gathered through this consultation will inform staff recommendations to City Council, expected in summer 2025. If approved, the project will be installed, monitored and evaluated to determine potential adjustments to understand new travel patterns and further improve travel for all road users.

More information about the project can be found at [toronto.ca/JaneTransit](https://toronto.ca/JaneTransit).

## Study Overview

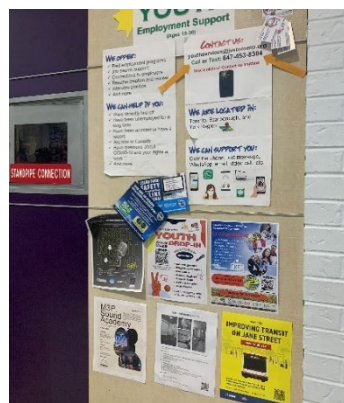
The City and the TTC are studying transit priority solutions to deliver shorter travel times and more reliable bus service between Steeles Avenue West and Eglinton Avenue West on Jane Street. This section of Jane Street has been prioritized for transit priority solutions due to its high ridership, lengthy travel times and key role in connecting Line 1 Yonge-University (at Pioneer Village Station) and the future Line 5 Eglinton (at Mount Dennis Station). It also passes through several Neighbourhood Improvement Areas. Currently, the 35 Jane and 935 Jane Express bus routes are among the TTC's most heavily used, playing a critical role in moving people across the city.

## Overview of Communications & Consultation Activities

### Communications Activities

A variety of methods were used to notify people of the project and opportunities to participate:

- Project web page: [toronto.ca/JaneTransit](https://toronto.ca/JaneTransit) (21,069 unique visits)
- Multilingual notice delivered through Canada Post (93,344 addresses in the study area)
- E-notification to project subscribers (395 contacts)
- Email to interest groups, including resident associations, community groups, organizations, institutions and elected officials (40 contacts)
- Social media posts via City and TTC accounts on X
- Social media newsfeed ads on Facebook and Instagram
- Multilingual newspaper ads in El Popular (Spanish), Thời Báo (Vietnamese), Correo da Manhã (Portuguese) and Lo Specchio (Italian)
- Transit shelter ads (57 locations on Jane Street and the surrounding area)
- In-bus advertising (250 posters)
- Digital screen ads at gas stations, convenience stores and residential buildings (over 550,000 impressions)
- Multilingual online and mobile app ads via Cluep, PrimeDataLytics, Bell Media (CP24, CTVnews.ca, CTA.ca), The Weather Network, Native Touch and Culturify (over 2.2 million impressions)
- Posters, postcards and notices (about 4,000 posted and/or distributed at bus stops, community hubs and business outreach events)





## Consultation Activities

Activity	Date	Participation
Virtual Interest Group Meeting	October 24, 2024	4 attendees (40 attendees invited)
Public Consultation Event	November 4, 2024	74 attendees
Virtual Public Meeting	November 5, 2024	161 attendees
Public Consultation Event	November 6, 2024	50 attendees
TTC's Advisory Committee on Accessible Transit (Service Planning Subcommittee)	November 15, 2024	8 attendees
11 Community Pop-ups (including bus stop, community hub and business outreach)	October 25 to November 14, 2024	110 businesses and over 1,500+ interactions with transit riders and mall users
Online Survey	October 21 to November 17, 2024	2,403 responses
Email/Phone	October 21 to November 17, 2024	41 comments received



# What We Heard

## Feedback Summary

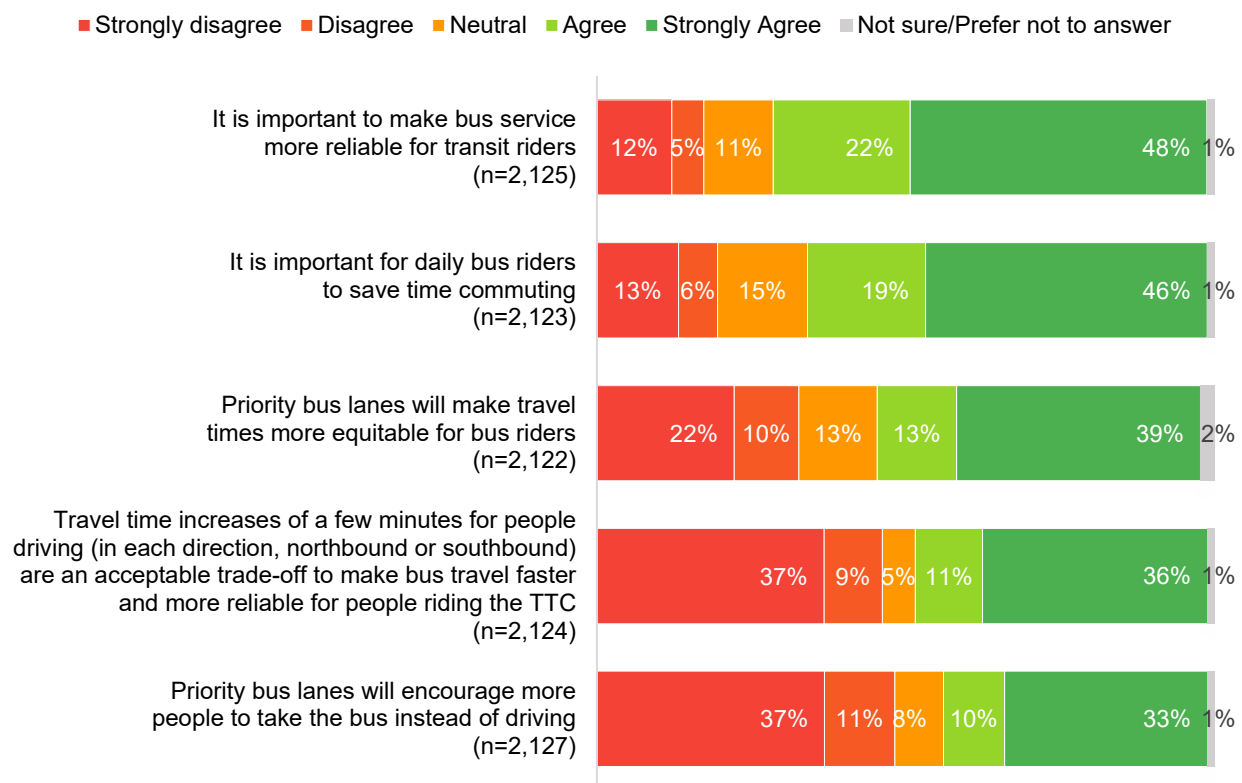
- **Mixed support for the recommended design.** Many participants supported improving bus travel times, reliability and reducing wait times and crowding. Survey results showed that 70% prioritized more reliable bus service and 65% valued reduced commute times for transit riders. However, there were concerns about whether these improvements would be fully realized through priority bus lanes.
- **Some benefits of the recommended design were recognized, but many also felt there were no benefits.** Survey respondents cited quicker bus travel times (16%), more reliable bus schedules (12%), reduced wait times at bus stops (9%) and less crowding on buses (9%) as positive aspects. At the same time, 18% of respondents liked nothing about the recommended design.
- **Divided opinions about travel time trade-offs for people driving.** Survey respondents had polarized opinions on whether travel time increases for people driving are an acceptable trade-off for faster, more reliable bus service (47% agreed, 46% disagreed). Concerns were raised about congestion, traffic spillover onto side streets and challenges for emergency vehicles and large trucks navigating Jane Street alongside other vehicles.
- **Concerns about increased traffic congestion were prevalent.** Survey participants were worried about compounding impacts to existing congestion during peak hours (18%), slower travel times for people driving (15%), fewer motor vehicle lanes (14%) and impact on traffic flow on side streets (10%). Many emphasized the need for improved traffic signal timing and flow management to address gridlock during peak hours.
- **Some concerns that bus reliability and capacity issues would remain despite roadway design changes.** Participants highlighted existing challenges such as overcrowding and slow buses, stressing the need for more buses to meet demand and improve frequency, in addition to roadway design changes. Survey respondents were divided on whether priority bus lanes would encourage more transit use (43% agreed, 48% disagreed).
- **Concerns about bus stop removals focused on accessibility impacts.** Participants highlighted the potential impact of removing stops near schools and residential buildings, particularly for people using mobility devices, seniors, children and other vulnerable transit riders.
- **Suggestions for enhanced transparency, communication and targeted engagement.** Some participants wanted clarity on how public feedback would influence decisions, updates on project monitoring and evaluation and targeted outreach and engagement to seniors and transit riders.

## Online Survey

The survey was available online and in print format, in English, Italian, Spanish and Vietnamese, and included background information on the project. The questions included multi-choice or multi-select responses, in addition to open ended comment boxes and optional demographic questions. Participation in the survey was anonymous. See [Appendix A](#) for survey participant profile.

Responses received to each question are presented in this section.

**Question 1: Please indicate your level of agreement with the following statements about installing priority bus lanes on Jane Street, between Steeles Avenue West and Eglinton Avenue West, except around the highways.**



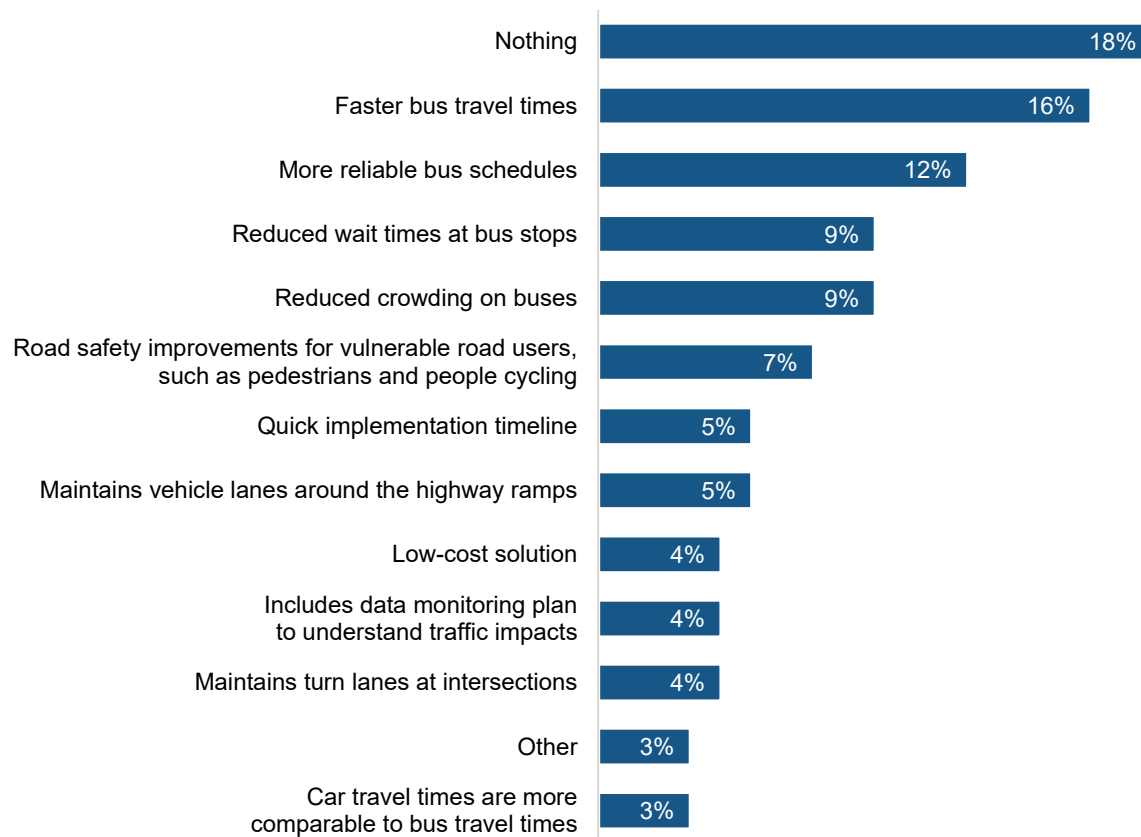
In total, 2,133 respondents responded to the statements below:

- It is important to make bus service more reliable for transit riders:** There were 2,125 respondents to this statement, with 70% strongly agreeing or agreeing, 11% feeling neutral, 17% strongly disagreeing or disagreeing and 1% feeling unsure about the statement or preferred not to answer.
- Daily bus riders need to save time commuting:** There were 2,123 respondents to this statement, with 65% strongly agreeing or agreeing, 15% feeling neutral, 20% strongly disagreeing or disagreeing and 1% feeling unsure about the statement or preferred not to answer.
- Priority bus lanes will make travel times more equitable for bus riders:** There were 2,122 respondents to this statement, with 52% strongly agreeing or agreeing, 13%

feeling neutral, 33% strongly disagreeing or disagreeing and 3% feeling unsure about the statement or preferred not to answer.

- **Travel time increases of a few minutes for people driving (in each direction, northbound or southbound) are an acceptable trade-off to make bus travel faster and more reliable for people riding the TTC:** There were 2,124 respondents to this statement, with 47% strongly agreeing or agreeing, 5% feeling neutral, 46% strongly disagreeing or disagreeing and 1% feeling unsure about the statement or preferred not to answer.
- **Priority bus lanes will encourage more people to take the bus instead of driving:** There were 2,127 respondents to this statement, with 43% strongly agreeing or agreeing, 8% feeling neutral, 48% strongly disagreeing or disagreeing and 1% feeling unsure about the statement or preferred not to answer.

**Question 2: What do you like about the recommended design on Jane Street, from Steeles Avenue West to Eglinton Avenue West? (Select your top 3)**



There were 2,012 respondents to this question, with the top five aspects respondents liked about the recommended design including faster bus travel times (16%), more reliable bus schedules (12%), reduced wait times at bus stops (9%) and crowding on buses (9%). Nonetheless, 18% of respondents didn't like anything about the recommended design.

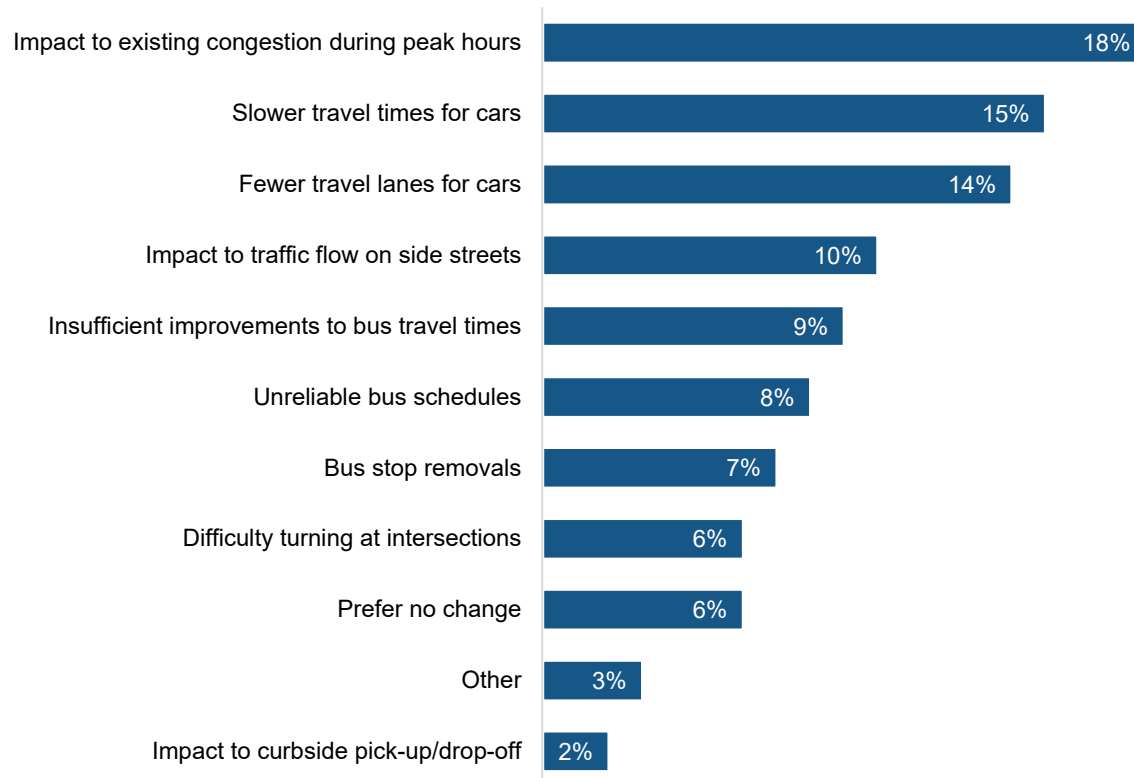
Other positive aspects respondents raised include:

- Not affecting the area around Highway 400 ramps
- Improved accessibility



- Climate-friendly impact to incentivizing bus and cycling usage
- Improves or maintains traffic flow and removes vehicles from blocking buses

**Question 3: What are your top concerns about the recommended design on Jane Street, from Steeles Avenue West to Eglinton Avenue West? (Select your top 3)**

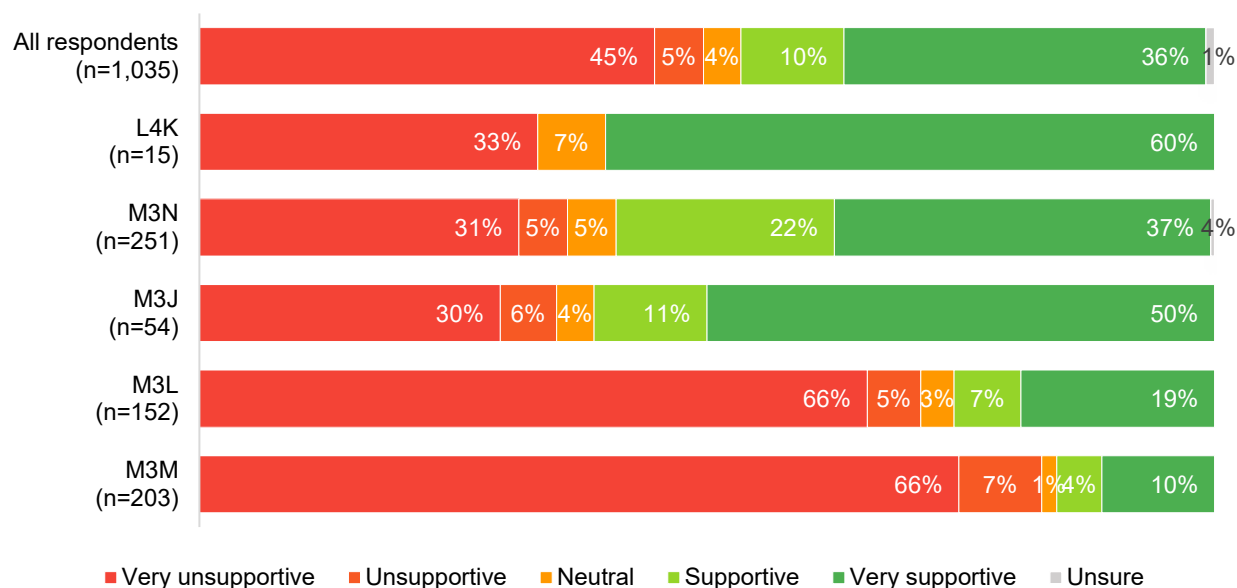


There were 1,895 respondents to this question, with the top five concerns about the recommended designs including impacts on existing congestion during peak hours (18%), slower travel times for cars (15%), fewer travel lanes for cars (14%), impacts on traffic flow on side streets (10%) and insufficient improvements to bus travel times (9%).

The most common concerns included:

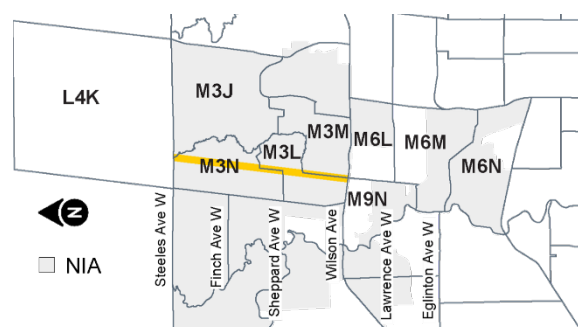
- Increased traffic volumes and travel time for people driving
- Preference for road widening to create an additional vehicle lane
- Lack of separated bikeways, which impact safety for people cycling
- Potential increase in delays, crowding and unreliable bus schedules
- Lack of improvements to bus stop amenities, such as shelters and information/updates
- Slow implementation of the project
- Enforcement to ensure vehicles do not use bus lanes when they're not supposed to

#### Question 4: Do you support the recommended design for priority bus lanes on Jane Street, between Steeles Avenue West and Wilson Avenue?



There were 1,035 respondents to this question, with 46% of respondents very supportive or supportive, 4% neutral, 50% very unsupportive or unsupportive and 1% either unsure or preferred not to answer the question.

Respondents living near the study area and north of Sheppard Avenue West expressed stronger support for installing priority bus lanes in this segment. Notably, the number of respondents who drive and take public transit between participants who support supporters and don't support and live in the M3N postal code area was similar.



The most common reasons for support included:

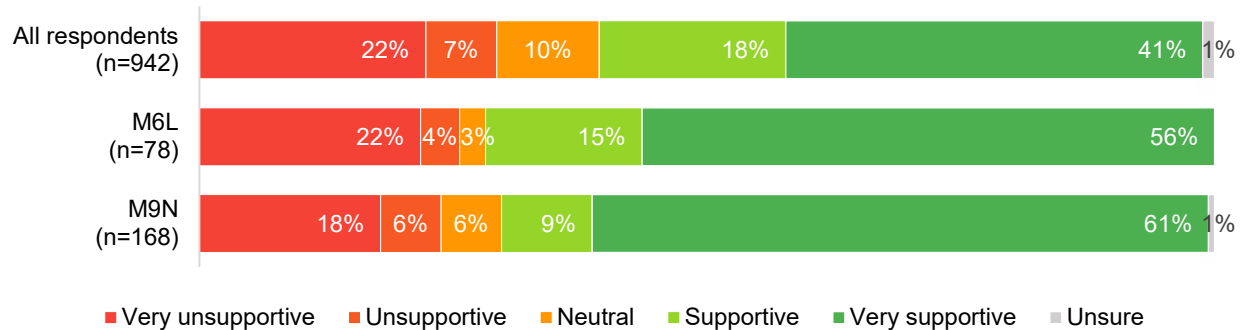
- Benefit underserved, transit-reliant, low-income communities that lack viable alternatives to public transportation
- Priority bus lanes could alleviate delays felt by transit riders and allow buses to bypass highly congested areas throughout this segment

The most common reasons noted for not supporting priority bus lanes on Jane Street, between Steeles Avenue West and Wilson Avenue included:

- Major intersections in this segment, especially at Jane Street/Steeles Avenue West, would experience bottlenecks
- Critical intersections, such as Jane Street/Finch Avenue West and Jane Street/Sheppard Avenue West, would be sites of converging traffic from arterial roads, creating more delays for people driving

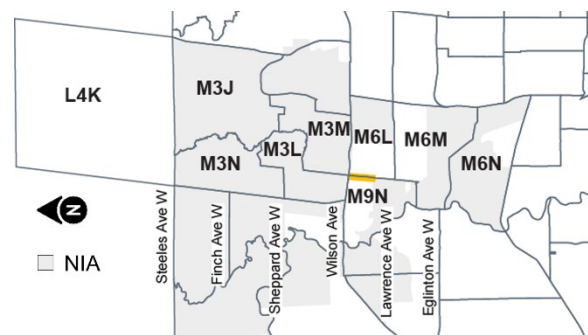
- Negative impacts on small businesses in the area, since fewer vehicle lanes would also discourage customers from accessing and finding parking in the area
- Existing construction fatigue, with Line 6 Finch West LRT currently under construction, and retaining a vehicle would be necessary to manage construction impact

**Question 5: Do you support maintaining all vehicle lanes on Jane Street, between Wilson Avenue and Maple Leaf Drive/Church Street?**



There were 942 respondents to this question, with 59% very supportive or supportive, 10% neutral, 29% very unsupportive or unsupportive and 1% unsure or preferred not to answer the question.

Respondents living in the M6L and M9N postal code areas expressed +10% stronger support for the recommended design compared to overall respondents.



The most common reasons for support included:

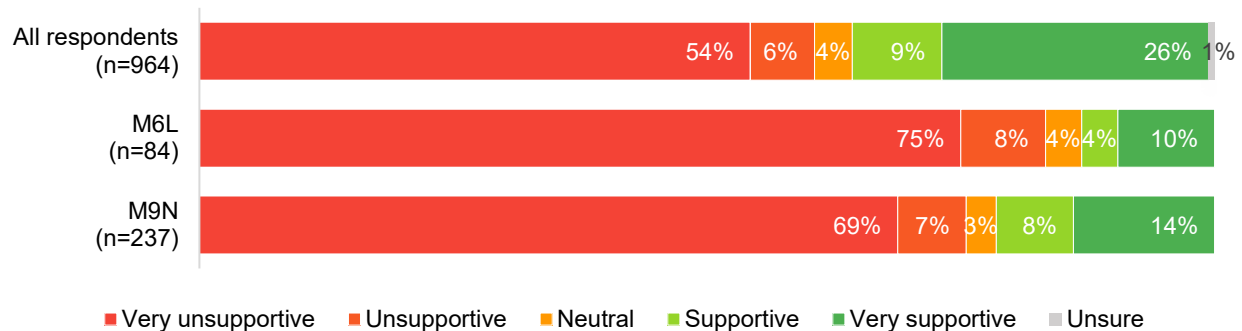
- This area, between Highway 401 and Black Creek Drive, experiences the highest traffic volumes and is a significant chokepoint along the study area
- No lane reduction in this section due to the high volume of vehicles merging onto and off the highway
- Many people in this area rely more on vehicle use than public transit, and reducing vehicle lanes would make it harder for residents to navigate in and out of the area
- Since this segment has fewer parallel streets to divert traffic, adding priority bus lanes would increase congestion.
- The recommended design would best address future growth and development in the area

The most common reasons for not supporting maintaining all vehicle lanes on Jane Street, between Wilson Avenue and Maple Leaf Drive/Church Street included:

- Transit riders are underrepresented in this segment, due to the merging ramp traffic at Highway 401 and Black Creek Drive

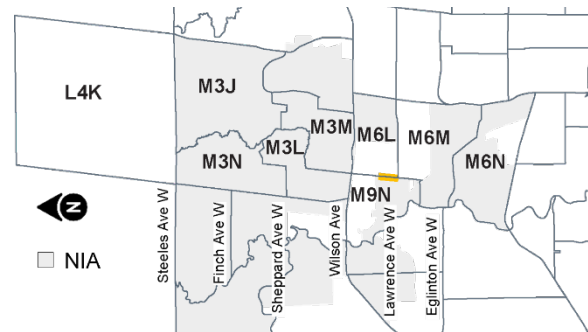
- Removing a vehicle lane for a priority bus lane would be essential to reducing delays for transit riders commuting to and from the city core
- Crowded buses frequently get stuck in traffic in this segment, and priority lanes would help buses move more efficiently
- This segment includes many seniors and individuals with mobility issues, and priority bus lanes would be critical for ensuring equitable access to public transit

**Question 6: Do you support the recommended design for priority bus lanes on Jane Street, between Maple Leaf Drive/Church Street and Lawrence Avenue West?**



There were 964 respondents to this question, with 35% very supportive or supportive, 4% neutral, 61% very unsupportive or unsupportive and 1% unsure or preferred not to answer the question.

Respondents living directly east (M6L) and west (M9N) of this segment shared much stronger opposition to the priority bus lanes than overall respondents.



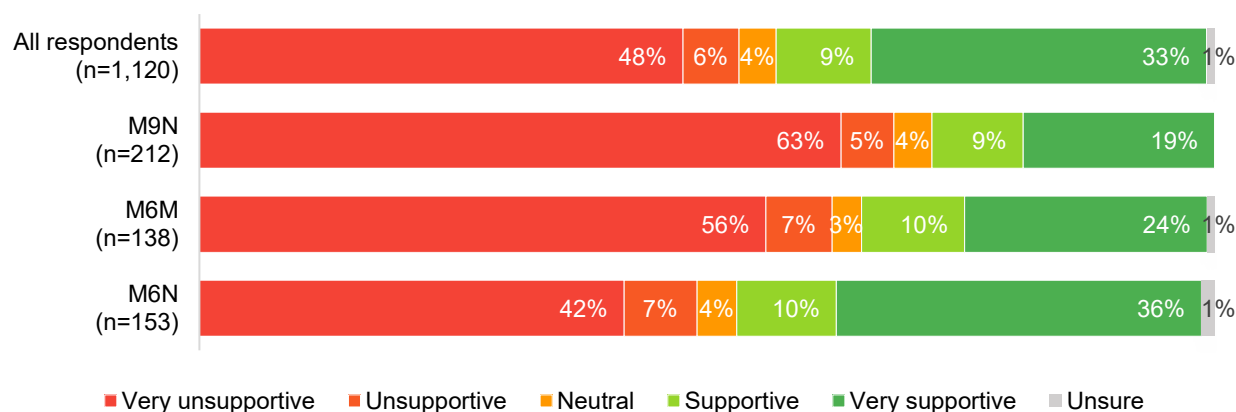
The most common reasons for support included:

- Buses in this segment are often delayed due to congestion from highway off-ramps and high traffic volumes at intersections such as Jane Street/Lawrence Avenue West
- Priority bus lanes can improve bus reliability and reduce overcrowding, particularly during peak hours
- It's important to serve transit-dependent populations in this area, especially low-income residents, seniors and people with mobility challenges
- Priority bus lanes are a more equitable use of road space, moving more people efficiently compared to cars, which are often occupied by just one person
- Priority bus lanes can create a buffer between vehicles and sidewalks, making it safer for pedestrians and people cycling

The most common reasons for not supporting priority bus lanes on Jane Street, between Maple Leaf Drive/Church Street and Lawrence Avenue West:

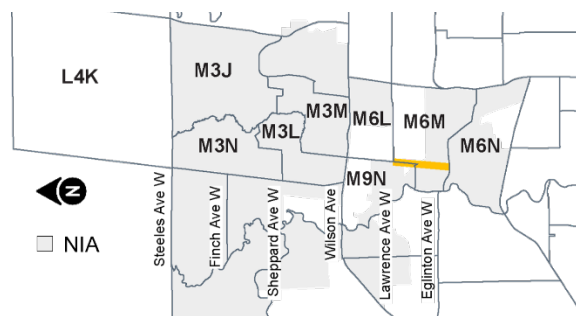
- There is severe congestion in this segment, particularly at the intersections of Jane Street/Lawrence Avenue West and Jane Street/Maple Leaf/Church Street because it is a critical access point for vehicles accessing Highway 400/401. Reduced car lanes are stated to lead to backups not just on Jane Street but onto highway exit ramps as well.
- Existing unsafe and delayed left and right turns into plazas, side streets and exasperated by limiting lanes and lead to collisions
- Non-local traffic diverting onto side streets, like Pine Street, to avoid congestion would increase noise, pollution and risks to pedestrians, especially children, near schools.

#### Question 7: Do you support the recommended design for priority bus lanes on Jane Street, between Lawrence Avenue West and Eglinton Avenue West?



There were 1,123 respondents to this question, with 42% of respondents very unsupportive or supportive, 4% neutral, 54% very supportive or supportive and 1% unsure or preferred not to answer the question.

While responses from those living just south of the study area (M6N) were similar to the average response rate, respondents living directly in the study area (M6M) shared lower support compared to all respondents.



The most common reasons for support included:

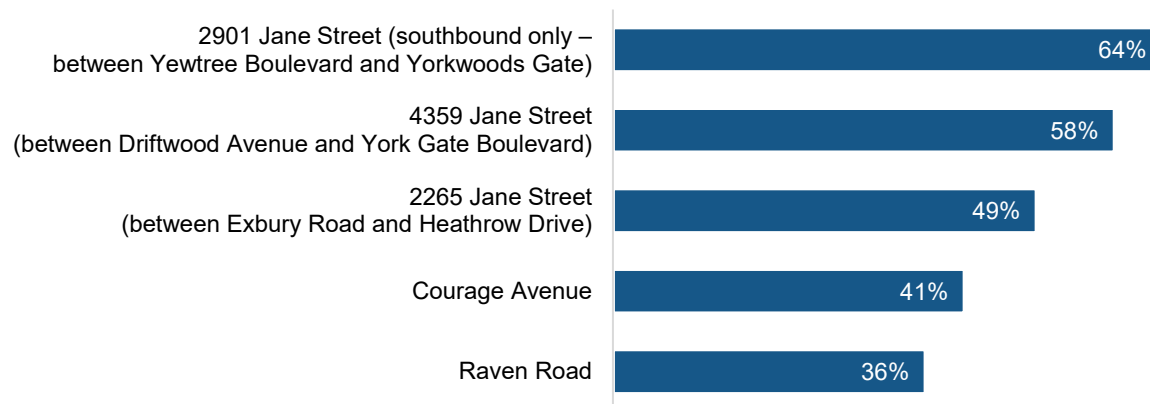
- This segment is one of the slowest on Jane Street for buses
- Priority bus lanes are essential for making transit more competitive with driving
- This segment is critical in connecting transit riders to the future Line 5 Eglinton Crosstown LRT and enhancing the overall transit network
- Priority bus lanes are an equitable measure to prioritize the needs of lower-income and transit-dependent residents, ensuring they can access work, school and essential services with fewer delays



The most common reasons for not supporting priority lanes on Jane Street between Lawrence Avenue West and Eglinton Avenue West included:

- The estimated time savings for bus riders (e.g., 2 minutes) are too minimal to justify the widespread disruption to motor vehicle traffic and local communities
- Priority bus lanes wouldn't solve fundamental issues like bus bunching and overcrowding, which are more pressing transit problems than lane allocation
- The reduction in vehicle lanes is expected to create further delays and unsafe driving conditions in an area that already experiences severe traffic congestion, particularly at key intersections, including difficulty turning into plazas, residential streets and driveways
- Businesses are reliant on car traffic and customers accessing those businesses fear that the loss of lanes will hurt their operations, especially in an area already impacted by the Line 5 Eglinton Crosstown LRT construction.

**Question 8: Do you have any concerns about the recommended bus stop removals?**



There were 286 respondents, representing 23% of public transit users in the study, who answered this question. Between 35% and 64% of transit-riding respondents expressed concerns about a bus stop being recommended for removal.

The most common concerns included:

- Additional rationale for the bus stop removals was necessary (despite TTC's decision-making process being outlined before the question)
- Increased walking distance to the next bus stop and to key destinations such as schools, community centres and services (i.e. 2901 and 4359 Jane Street, as well as bus stops close to Yorkgate Mall)
- Perception that the removals could lead to longer wait times and more crowded buses
- Desire for enhancements to bus stop infrastructure (out of study scope), including pedestrian crossings at mid-block stops and better bus shelters and amenities to protect against cold and wet weather

**Question 9: Please share any additional comments, concerns, observations or suggestions related to RapidTO: Jane Street.**

There were 917 respondents to this question.

The most common reasons for supporting the overall recommended design included:

- Priority bus lanes are essential for reducing delays, improving bus travel times and making transit more reliable on one of Toronto's busiest bus routes
- The project would benefit transit-dependent, low-income residents and marginalized communities along Jane Street by making transit faster and more accessible.
- RapidTO: Jane Street is a foundational project that could lead to long-term upgrades, such as an LRT or subway. The model to other major transit routes in Toronto.

The most common reasons for not supporting the overall recommended design included:

- Reducing vehicle lanes would worsen congestion, particularly at key intersections during peak hours
- Side streets would be full of diverted traffic, creating safety risks for pedestrians, especially children
- Concerns about increased noise, pollution and reduced quality of life for residents near Jane Street
- Accessibility impacts local businesses for customers and deliveries, potentially threatening their economic viability
- Time savings do not justify the disruption to car travel and community life
- Skepticism that priority bus lanes will effectively address fundamental issues like bus bunching, overcrowding, and inconsistent scheduling, which are seen as the root causes of poor transit service along Jane Street

The most common suggestions and observations included:

- Building an LRT or subway on Jane Street as a more effective long-term solution
- Widening the street would accommodate the existing vehicle lane while adding a priority bus lane
- Consider increasing bus frequency, improving scheduling to avoid bus bunching and implementing alternatives like queue jump or time-of-day priority bus lanes during peak hours to enhance bus service
- Consider additional safety improvements, such as cycle tracks, safer pedestrian crossings and better traffic light synchronization throughout the project area
- Concerns about compounding disruptions from other projects like the Line 6 Finch West LRT and Line 5 Eglinton Crosstown LRTs
- Strict enforcement of the priority bus lanes is needed to prevent vehicles from misusing and parking in them, to improve safety and flow

## Public Consultation Events & Virtual Public Meeting

The public consultation events held on November 4 and 6, 2024, included a presentation, followed by a question and answer period, and a drop-in session where attendees could view project information panels and speak with members of the project team. See [Appendix B](#) for public consultation event participant profile. A virtual public meeting held on November 5, 2024, included a presentation followed by a Question & Answer period. Participant comments are summarized below:

Topic	Comment Summary
Support for recommended design	<ul style="list-style-type: none"> <li>Nice to see bus lanes in congested parts of Jane Street. This will save riders time and make transit more attractive for people driving.</li> <li>Many participants take the Jane bus for their livelihood and want to see improvements in service reliability and frequency</li> <li>Buses should move faster than an individual car</li> <li>Priority bus lanes will make commuting easier, especially getting to school</li> <li>Some people driving would switch to the TTC if service were more reliable</li> <li>Suggestion for dedicated left-turn lanes for buses to access subway stations and key intersections, such as Jane Street/Steeles Avenue and Jane Street/Eglinton Avenue West</li> <li>Suggest time-of-day restrictions to keep traffic moving in each direction during peak hours</li> <li>Enforce no parking restrictions to reduce traffic build-up</li> </ul>
Opposition to the recommended design	<ul style="list-style-type: none"> <li>Concerns that the recommended design is not a balanced approach to solving transportation issues in the area</li> <li>Concerns about more congestion along Jane Street by reducing a vehicle lane</li> <li>Concerns about bus stop wait times being negatively impacted despite travel times being improved</li> </ul>
Suggested scope changes	<ul style="list-style-type: none"> <li>Suggestions to revisit design options proposed in Step 1 consultation: Option 4 – High Occupancy Vehicle Lanes (3+) and Option 5 – Queue Jump Lanes at Key Intersections</li> <li>Some participants suggested widening the street (three lanes in each direction), while some consider this option an expensive choice that will create unsafe streets</li> <li>Consider doing a pilot project of the recommended option</li> <li>Interest in whether Bill 212 will impact the design</li> <li>Consider extending the study area to Bloor Street West or further south to GO stations, such as the future Park Lawn GO station</li> </ul>

Topic	Comment Summary
Traffic congestion	<ul style="list-style-type: none"> <li>Concerns that Jane Street is already congested, particularly near the Duke Heights BIA, Firgrove Crescent, Weston Road, Eglinton Avenue West, Black Creek Drive, Maple Leaf Drive, Trethewey Drive, Weston Road and highway ramps</li> <li>Removing one lane of traffic will worsen traffic flow during peak hours</li> <li>Concerns about cut-through traffic that already diverts into neighbouring communities, including the Maple Leaf &amp; Rustic neighbourhood and near Finch Avenue West</li> <li>Concern about inadequate traffic signal synchronization at Trethewey Drive, Highway 400 and Church Street</li> <li>Suggestion to restrict right turns at Marshlynn Avenue during peak hours</li> <li>UPS trucks loading near Jane Street create long traffic queues on Highway 400</li> <li>Transit signal priority is important to improve traffic flow</li> <li>Suggestion to increase speed limits</li> </ul>
Road safety & accessibility	<ul style="list-style-type: none"> <li>Concerns about the safety of people using bikes, e-bikes, scooters and wheelchairs sharing a lane with buses</li> <li>Suggestion to add signage to alert pedestrians that people cycling may use sidewalks if buses are stalled on the road</li> <li>Prioritize safe, reliable and accessible travel, particularly for shift workers, seniors and winter travellers</li> <li>Some misunderstanding that the recommended design would include narrowing sidewalks</li> </ul>
Bus service & capacity	<ul style="list-style-type: none"> <li>Many participants rely on transit as their only means of transportation for commuting, visiting family and travelling within the area</li> <li>Current bus service is slow and crowded, especially during peak hours</li> <li>Consider adding articulated buses or increasing the number of buses to improve capacity on Jane Street and Wilson Avenue</li> <li>Interest in how the design would address bus bunching</li> <li>Weston Road, Trethewey Drive and Eglinton Avenue West bus stops are heavily used and need better service</li> <li>Buses turning at Bala Avenue and Eglinton Avenue West contribute to congestion. Consider managing left turns without pedestrian crossings, similar to the approach at Mount Dennis Station.</li> <li>935 Jane Express and 171 Mount Dennis buses are important for the community</li> </ul>

Topic	Comment Summary
Recommended bus stop removals & relocations	<ul style="list-style-type: none"> <li>Concerns about removing the 2901 Jane bus stop (southbound only, between Yewtree Boulevard and Yorkwoods Gate), as it serves a high number of residents, workers, school children and future residents of new developments</li> <li>Concern about removing the 2265 Jane Street bus stop (between Exbury Road and Heathrow Drive) removal as it's heavily used by residents of a nearby TCHC building and students</li> <li>Concerns about removing the Raven bus stop and suggestions to review the number of people using it</li> <li>Suggestions to remove bus stops at Church Street and Lawrence Avenue West (southbound)</li> <li>Consider relocating near-side bus stops to the far side of the intersection, for example at Speers Avenue and Falstaff Avenue (past the Tim Horton's driveway)</li> </ul>
Implementation & impacts	<ul style="list-style-type: none"> <li>Interest and concern in understanding how the design would accommodate emergency service vehicles and large vehicles</li> <li>Interest in how long implementation would take</li> <li>Concern about temporary increases in congestion during implementation</li> <li>Concern about construction delays and their impact on traffic flow, access to bus bays and nearby businesses</li> <li>Interest in how long the project would be monitored after implementation</li> </ul>
Enforcement	<ul style="list-style-type: none"> <li>Concern that people driving may not follow priority bus lane rules and that enforcement, especially for informal on-street parking, will be needed</li> <li>Suggestion to increase enforcement along Jane Street to prevent illegal parking and lane blockages</li> <li>Interest in how enforcement will work, including ticketing and its contribution to City revenue</li> <li>Consider using bus-mounted cameras for enforcement, reducing the need for police presence, as seen in New York City</li> <li>Suggestion to have traffic wardens help improve traffic flow during peak hours</li> </ul>



Topic	Comment Summary
Decision-making process	<ul style="list-style-type: none"> <li>Concerns that survey responses from Step 1 consultation may not accurately reflect community sentiment</li> <li>Interest in how and when the final design decision will be made and what happens if City Council does not adopt the recommendation</li> <li>Interest in how public feedback will be incorporated into the final design</li> </ul>
Cost	<ul style="list-style-type: none"> <li>Interest in understanding the implementation costs</li> <li>Interest in understanding if the recommended design would be more cost-effective than adding an LRT instead</li> </ul>
Coordination with nearby projects	<ul style="list-style-type: none"> <li>Concern about other construction projects underway, such as Metrolinx's Line 5 Eglinton Crosstown and Line 6 Finch West LRTs</li> <li>Consider Leon's development and Maple Leaf &amp; Rustic Neighbourhood Streets Plan</li> </ul>
Engagement & communications	<ul style="list-style-type: none"> <li>Mixed feedback on data presented: some participants appreciated the transparency and found the information valuable, while others requested additional research and clarification on study methodologies, right-turn timing, mode share and expected growth in the area.</li> <li>Increase outreach to seniors and households with multiple family members</li> <li>Suggestion to consider providing emails about updates and upcoming events through Presto users who tap onto buses along Jane Street</li> <li>Highlight the benefits of the recommended design better and share information with Jane Street users</li> </ul>
Out of study scope	<ul style="list-style-type: none"> <li>Suggestion to improve bus schedule improvements</li> <li>Invest in rapid transit instead, such as subways and LRTs</li> <li>Concerns about overcrowding at Finch Avenue West, Eddystone Avenue and Wilson Avenue bus stops</li> <li>Suggestion to improve accessibility at Stong Court, San Romanoway, Sheppard Avenue West, Bala Avenue and Cornell Avenue bus stops</li> <li>Remove visual obstructions for bus drivers at Sheppard Avenue West because they often can't see bus riders waiting at the stop at nighttime</li> <li>Suggestion to add bus stops at John Street and MacDonald Avenue</li> </ul>

Topic	
	<ul style="list-style-type: none"> <li>• Suggestion to add bus shelters at Hullmar Drive (northbound) and improve shelters at Wilson Avenue</li> <li>• Suggestion to add bus bays at Weston Road, Lawrence Avenue West and Highway 400</li> <li>• Ensure accessible transfers to York Region Transit and future Line 5 Crosstown and Line 6 Finch West LRTs</li> <li>• Buses need more space for strollers and wheelchairs</li> <li>• Suggestions to enhance TTC's bus loading standards and to follow Advisory Committee on Accessible Transit (ACAT) protocols</li> <li>• Many pedestrian safety concerns, especially in areas lacking safe crossings and with poor sidewalk conditions</li> <li>• Suggestion to add signalized crossing at the Finch Hydro Corridor Recreational Trail near San Rocco way and Reed Grassway (between 2901 Jane Street and 2900 Jane Street)</li> <li>• Connect gaps in the cycling network at Shoreham Drive and York Gate Boulevard</li> <li>• Trail access to Smythe Park needs to be more accessible</li> <li>• Mixed feedback on the recent introduction of more bikeways in the community</li> <li>• Improve flooding prevention at Downsview Avenue</li> </ul>

A copy of the public consultation events and virtual public meeting summary notes can be found online at [toronto.ca/JaneTransit](https://toronto.ca/JaneTransit).

## Interest Group Feedback

The comments received through meetings with interest groups are summarized below:

Topic	Comment Summary
Recommended bus stop removals & relocations	<ul style="list-style-type: none"> <li>• General concerns about bus stop removals</li> <li>• If any bus stops are moved from one side of the intersection to the other, stop announcements should be updated with the correct stop location (north/south or east/west) for people who cannot see</li> <li>• Far-side stops are difficult to access, particularly for those with mobility challenges</li> <li>• Concerns about existing bus bunching during peak hours</li> </ul>
Implementation & impacts	<ul style="list-style-type: none"> <li>• Contracted Wheel-Trans vehicles, such as accessible taxi minivans and sedan taxis, should be permitted to use priority bus lanes</li> <li>• Interest in understanding how to use priority bus lanes when there are emergencies or construction</li> <li>• Concerns about the transition period for road users to understand new rules after implementation</li> <li>• Interest in how enforcement will work for motor vehicles misusing the priority bus lanes</li> </ul>
Coordination with nearby projects	<ul style="list-style-type: none"> <li>• Concerns that the design is not being coordinated with other infrastructure projects, such as Metrolinx's Line 5 Eglinton Crosstown and Line 6 Finch West LRTs work</li> <li>• Need better planning and communication efforts between nearby infrastructure projects</li> </ul>
Study area	<ul style="list-style-type: none"> <li>• Interest in extending the study area south to connect to Jane Station</li> </ul>
Communications & engagement	<ul style="list-style-type: none"> <li>• Ensure wide-reaching outreach and advertising, including events at various times and locations, with hard copies of materials available</li> <li>• Consider accessibility and clarity of materials for those new to the project, as some may find the information overwhelming and maps difficult to understand</li> <li>• Interest in why participants north of Highway 401 supported priority bus lanes, while those south of Highway 401 opposed them during Step 1 consultation</li> <li>• Suggestion to present information that considers the time needed to secure mobility devices and sit down as part of the travel time changes</li> </ul>

Topic	Comment Summary
Out of study scope	<ul style="list-style-type: none"> <li>• Add more Bike Share stations on Jane Street</li> <li>• Enhance green infrastructure in the area</li> <li>• Concerns about floodplain issues, near the Jane Street/ Emmett Avenue intersection</li> </ul>

## Additional Feedback

The comments received through outreach sessions, phone and email are summarized by theme below:

Topic	Comment Summary
Support for recommended design	<ul style="list-style-type: none"> <li>• Would help cut travel times for many people</li> <li>• Would improve traffic and congestion</li> <li>• Would make commutes safer for people cycling</li> <li>• Would be implemented quickly</li> <li>• Wouldn't interfere with future long-term public transit planning</li> <li>• Prioritizing buses works well in Scarborough and Vaughan</li> <li>• Hoping for quick implementation</li> </ul>
Opposition to the recommended design	<ul style="list-style-type: none"> <li>• Better ways to manage traffic flow are needed</li> <li>• Concerns that traffic will worsen for those relying on cars to travel in the study area, especially during peak hours</li> <li>• Concerns about restricting traffic to one lane, increasing gridlock, pollution and safety</li> <li>• Concern that it may not be an ideal long-term solution and could require further refinement</li> </ul>
Traffic congestion	<ul style="list-style-type: none"> <li>• Concerns about congestion during peak hours, especially with overflow from Keele Street and Dufferin Street</li> <li>• Concerns about bus service impacts and general traffic disruptions, including long left-turning queues, if priority bus lanes were implemented, on top of ongoing construction projects, especially at the Jane Street/Eglinton Avenue West intersection</li> <li>• Traffic signal timing at the Jane Street/Highway 400 remains an issue and needs coordination from City and the Province</li> <li>• Concern with traffic spilling over to neighbourhood side streets or other already congested routes, such as Keele Street</li> </ul>

Topic	Comment Summary
Suggested design changes	<ul style="list-style-type: none"> <li>Concerns that priority bus lanes will be empty for most of the day (not during rush hour) adding to congestion issues. Suggest implementing time-of-day priority bus lanes to align with rush hours, such as weekdays from 7 to 10 a.m. and 3 to 7 p.m. to improve traffic flow.</li> <li>Suggestion to add or extend advanced turn signals, add bus bays (where space is available), implement far-side stops, no parking or standing in lanes enforcements and no right turns on red lights</li> <li>Suggestion to revisit the HOV lane option from Step 1 consultation and learning from its success on Dufferin Street, north of Sheppard Avenue West. Painting white diamonds on the road is more cost-effective and beneficial to people riding transit users and carpooling.</li> <li>Suggestion to widen the road to include bikeways and sidewalks set back closer to buildings/businesses</li> <li>Suggestion to revisit the 2007 Transit City plan to build a Jane LRT, which would run above ground between Steeles Avenue West and Wilson Avenue and connect underground to Line 1 Yonge-University at Pioneer Village station</li> <li>Suggestion to build a subway along Jane Street, from Bloor Street West to Highway 407</li> <li>Mixed feedback on adjusting the study area: some participants suggested shortening the southern study area boundary to Weston Road, while others suggested expanding it to connect to Jane TTC station on Bloor Street West</li> </ul>
Road safety	<ul style="list-style-type: none"> <li>Higher traffic volumes on local roads and people driving who ignore speed limits due to congestion pose safety risks for everyone, especially children and the elderly</li> <li>Concern about safety for people cycling who would share a lane with buses travelling at high speeds</li> </ul>
Bus reliability & service	<ul style="list-style-type: none"> <li>Mixed feedback on existing bus service: some participants expressed that the 35 Jane bus service is good, while some expressed that the buses are slow, crowded and sometimes have a 35 to 50-minute wait time between buses.</li> <li>935 Jane Express buses would benefit from better spacing between buses to minimize bunching</li> <li>Suggestion to run articulated buses on Jane bus routes</li> <li>935 Jane Express bus should start at Finch Avenue West</li> </ul>



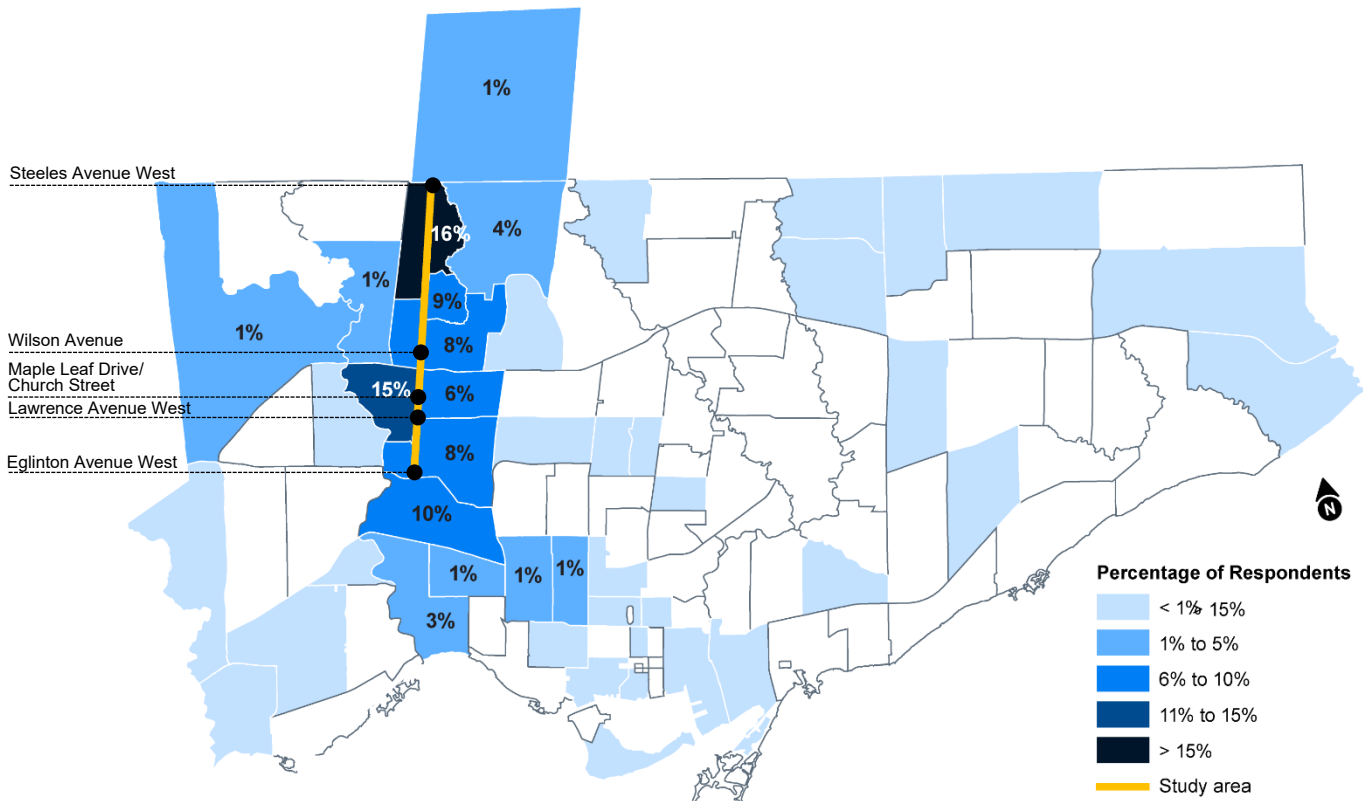
Topic	Comment Summary
Implementation	<ul style="list-style-type: none"> <li>• Some misunderstanding that the project would require large-scale and lengthy construction, similar to the ongoing work for Line 5 Eglinton Crosstown LRT and Line 6 Finch West LRT</li> <li>• Suggestion to finish nearby infrastructure projects underway before beginning another project</li> <li>• Suggestion to adjust the planned changes to bus routes (including Jane Street routes splitting into multiple routes) and travel patterns once the Line 5 Eglinton Crosstown LRT opens</li> <li>• Suggestion to learn from the dangerous situations and gridlock experienced by construction at Keele Street and Eglinton Avenue West</li> <li>• Interest in enforcement because of concerns with cars using the priority bus lane illegally, such as on Highway 7, between Dufferin Street and Islington Avenue</li> <li>• Interest in understanding if autonomous buses, taxis and cars could potentially use the priority bus lanes in the future</li> </ul>
Bus stops removal	<ul style="list-style-type: none"> <li>• 2901 Jane Street southbound bus stop should be retained considering the future development planned nearby</li> </ul>
Communications & engagement	<ul style="list-style-type: none"> <li>• Suggestion to include more information about the importance of an inclusive, environmentally sustainable, rider-centred and affordable public transportation system</li> <li>• Suggestion to improve communication about the project and consultation events</li> <li>• Suggestion for street outreach could include door-to-door canvassing to residents, not just engagement at bus stops</li> <li>• Suggestion to engage seniors and transit users with mobility challenges to observe their experiences when travelling in winter weather and if bus stops are removed</li> <li>• Interest in understanding how traffic studies were conducted</li> </ul>

Topic	
Out of study scope	<ul style="list-style-type: none"> <li>• The City should keep investing in the TTC because many people rely on transit</li> <li>• Using public transit to commute from Rockcliffe-Smythe (Jane and Eglinton) to Vaughan (Jane and Langstaff). The time to travel and double fares are less appealing than cycling 40 minutes or driving 25 minutes</li> <li>• 45 Kipling and 52 Lawrence West routes need more buses</li> <li>• 59A bus should continue straight at Culford Road/Maple Leaf Drive to Keele Street</li> <li>• Suggestion to add a bus shelter at the Yewtree Boulevard north side bus stop</li> <li>• Suggestion to add a bus stop at Marshlynn Avenue because bus stops are too far from the plaza and hard to access in the winter when there is too much snow</li> <li>• Requests to lower the bus are often ignored and should be addressed</li> <li>• Some bus riders are not paying their fare</li> <li>• Support needed for those experiencing mental health crises on public transit</li> <li>• Consider more weekend service</li> <li>• Streetlights are always broken</li> <li>• Need more/better fare enforcement before fares are further increased</li> <li>• Suggestion to widen Black Creek Drive to accommodate 3-4 lanes to alleviate congestion on Jane Street</li> </ul>

## Appendix A: Survey Participant Demographics

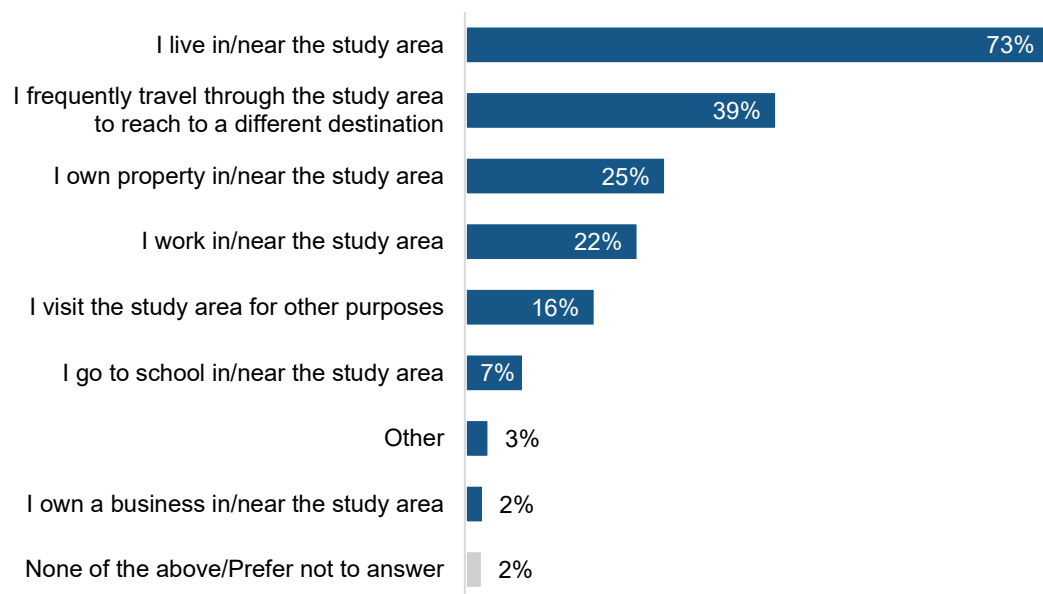
A total of 2,403 survey respondents provided optional demographic information described below. There were 2,398 surveys taken in English, four surveys in Spanish and one survey in Vietnamese.

**Postal Code | n=2,403**



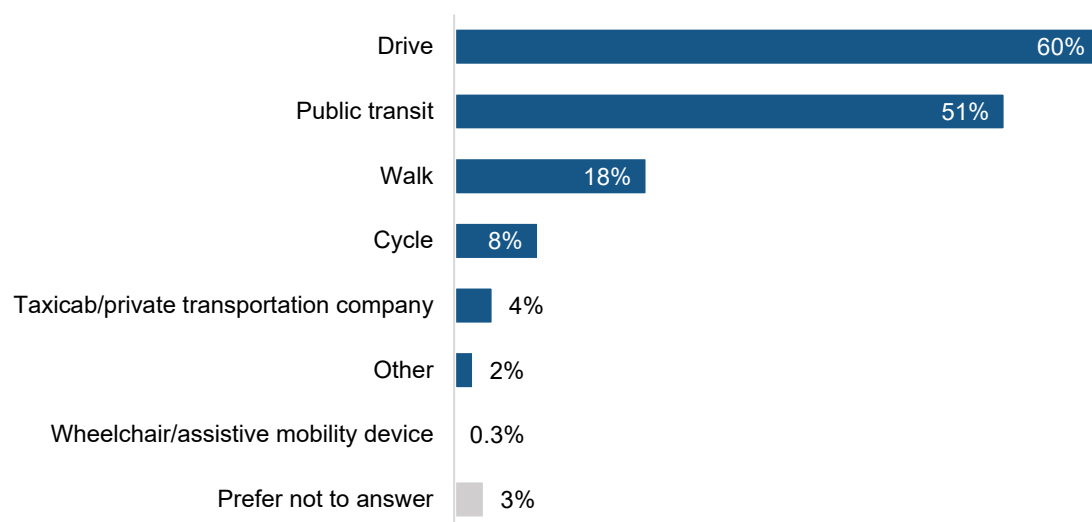
Most respondents live in the study area or nearby communities that are likely to travel on Jane Street.

## Relationship to Study Area | n=2,403



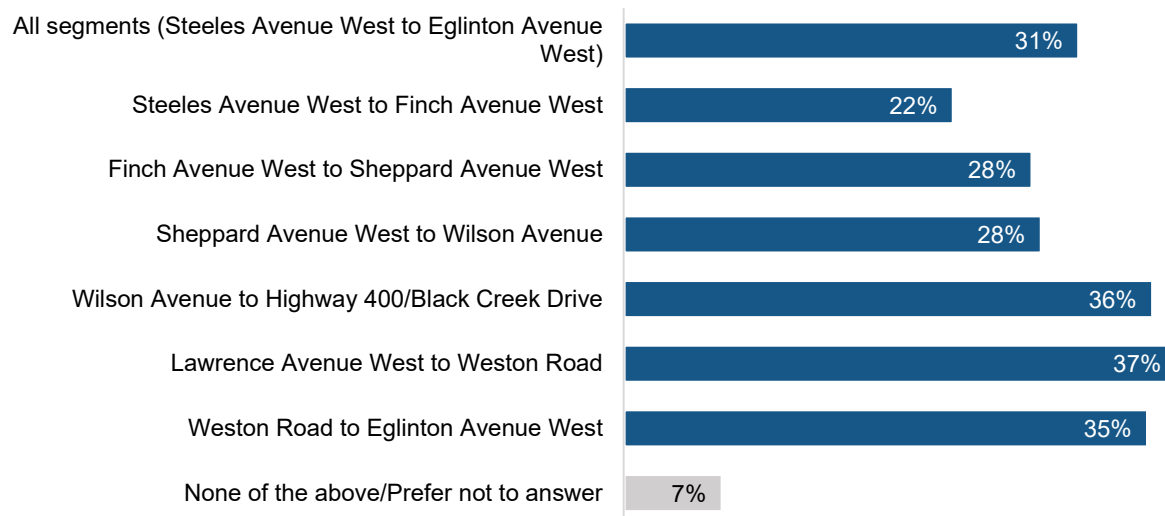
Nearly 75% of respondents live in or near the study area.

## Typical Ways of Travelling Along the Study Area | n=2,403



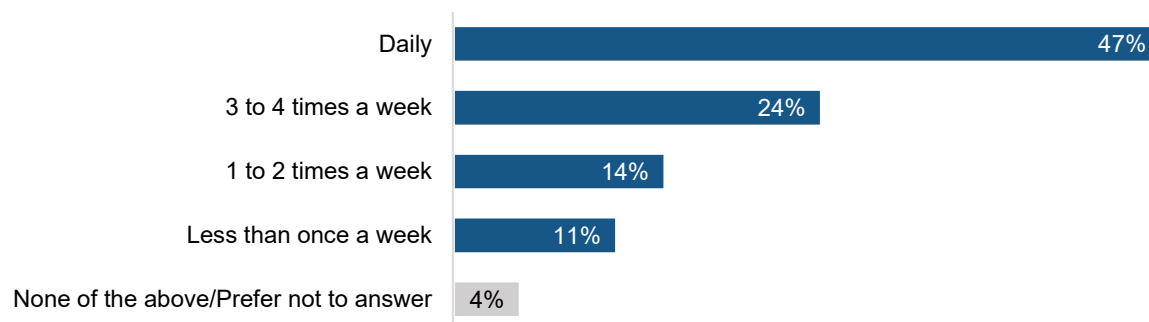
Most respondents typically drive or take public transit along the study area. Many respondents also walk and cycle.

## Road Segments Typically Travelled in the Study Area | n=2,403



While 31% of respondents indicated that they typically travel along the entire study area, slightly more respondents travel in segments south of Highway 401 compared to north of it.

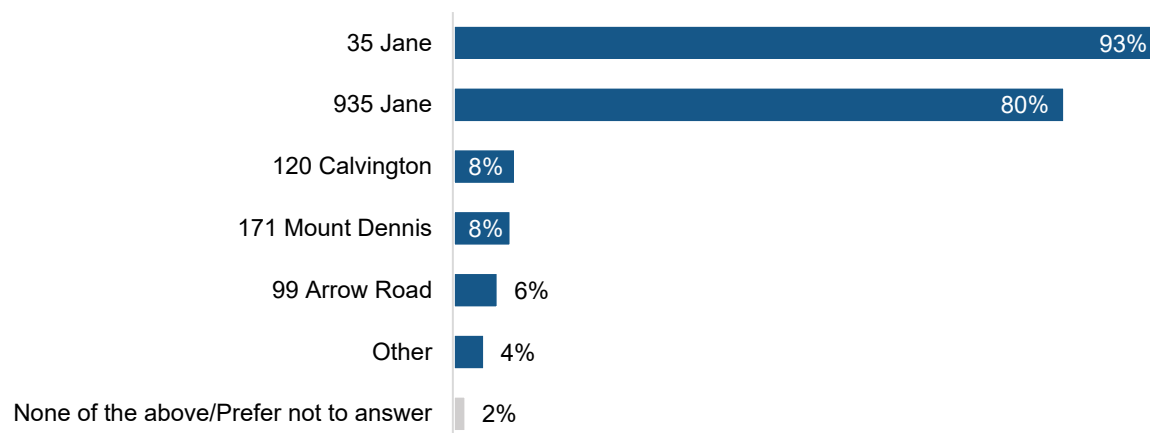
## Frequency of Travel Along the Study Area | n=2,402



About 70% of respondents travel along the study area at least every other day each week.

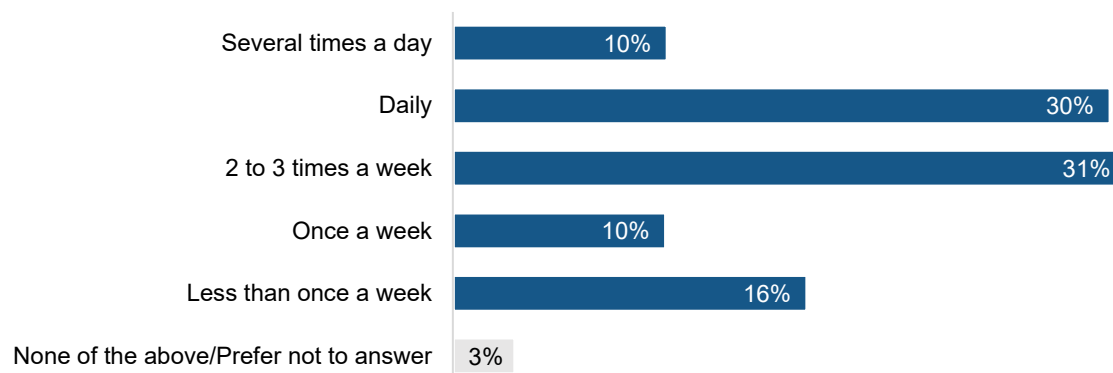


### TTC Bus Routes Taken on Jane Street | n=1,182



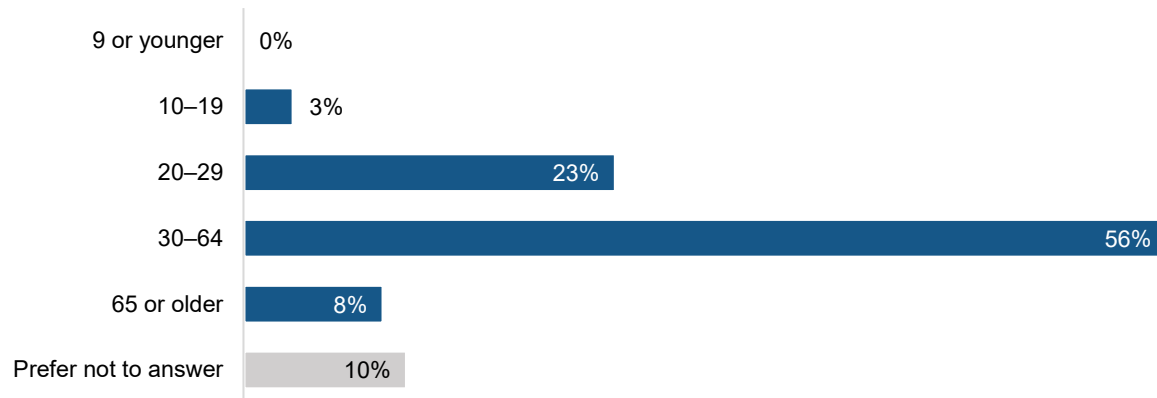
Over 80% of respondents who ride public transit along the study area take the 35 Jane or 935 Jane Express bus on Jane Street.

### Frequency of Bus Rides on Jane Street During a Typical Week | n=1,185



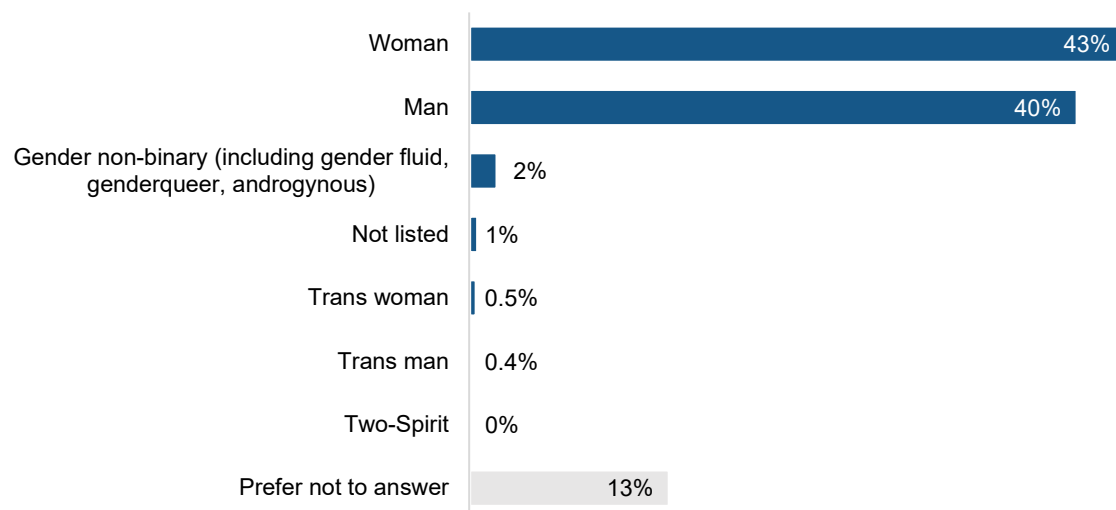
Among the respondents who ride public transit along the study area, over 70% take the bus at least two to three times a week.

### Age | n=2,039



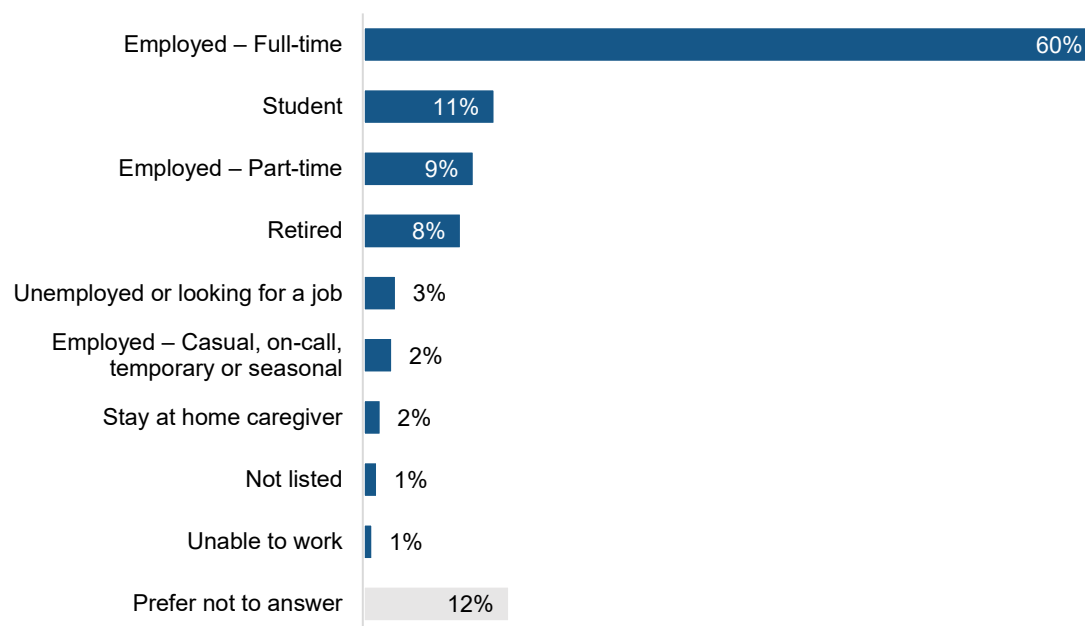
Most respondents were in the working and pre-retirement age groups, followed by youth and seniors.

### Gender | n=2,035



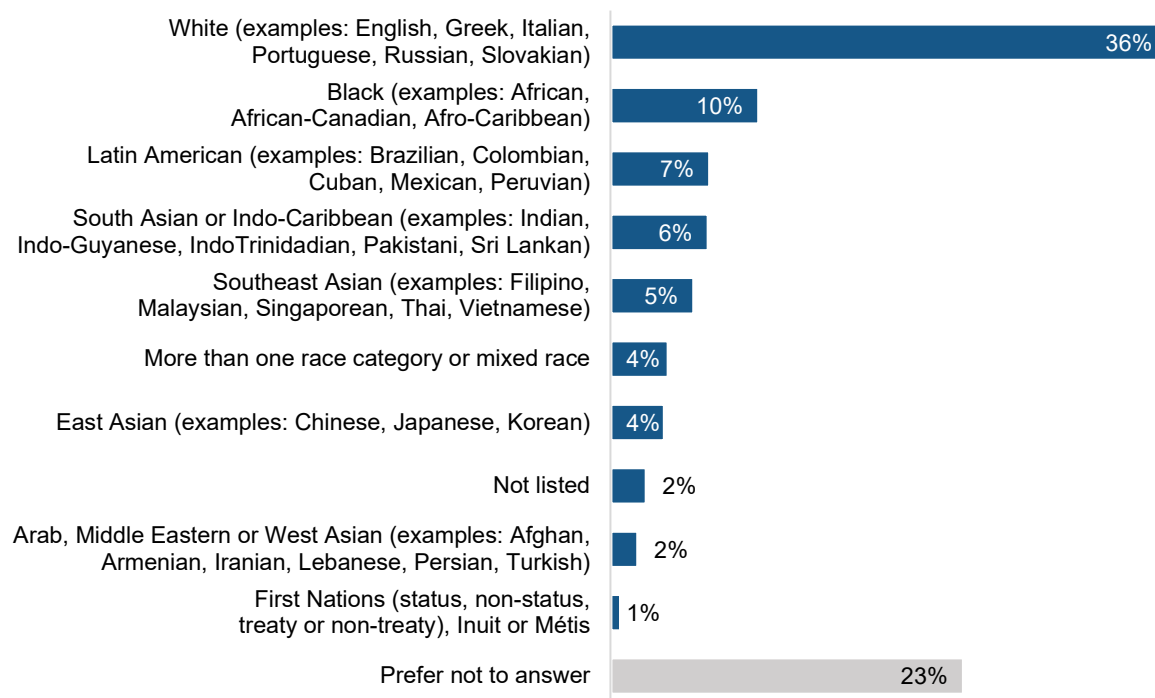
Consistent with census data, most respondents were evenly divided between identifying as a woman or a man, though many respondents preferred not to answer the question.

## Employment Status | n=2,014



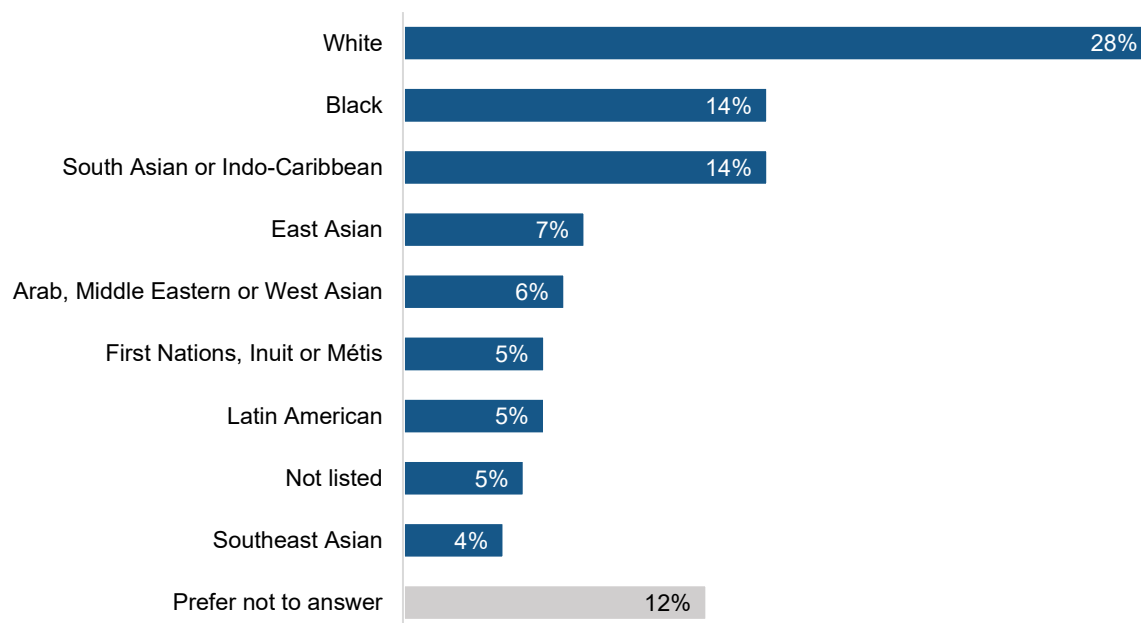
The top employment status identified by respondents included 60% full-time employment, followed by 28% student, part-time and retired, combined.

## Race Category | n=2,025



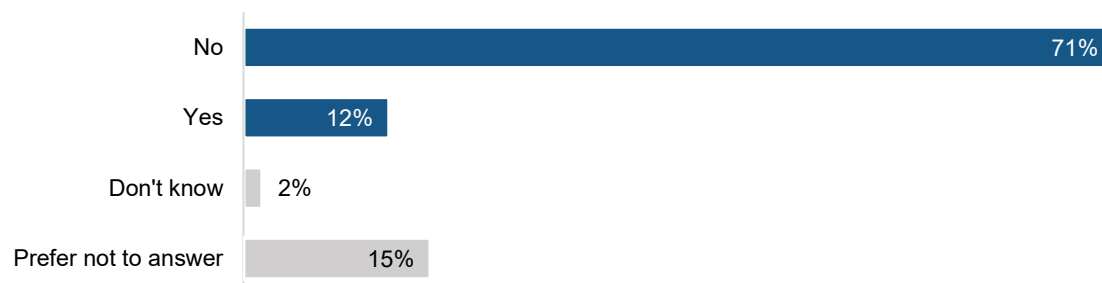
The top three racial categories respondents identified as being included White, Black and Latin American. However, about a quarter of respondents preferred not to answer the question.

### More than One Race or Mixed Race Category | n=76



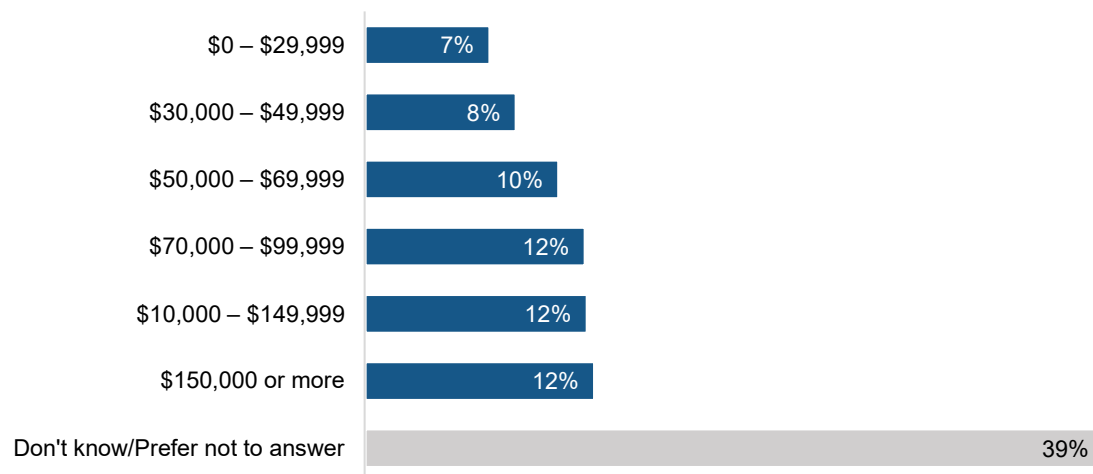
The top racial categories identified for respondents as more than one race or mixed race include White, Black and South Asian or Indo-Caribbean.

### Person with a Disability | n=2,014



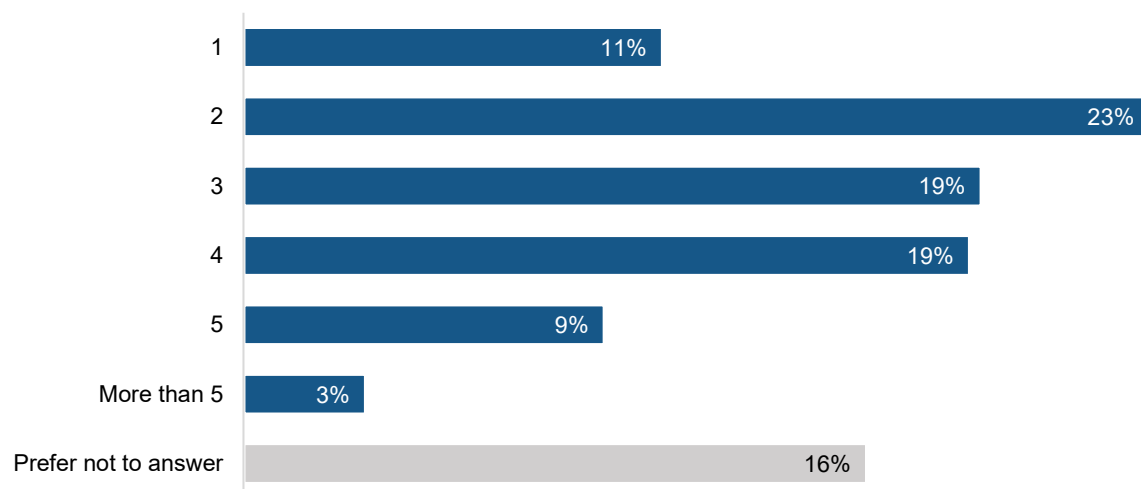
Most respondents didn't identify as a person with a disability.

### Household Income (Before Taxes Last Year) | n=1,998



There were respondents from a wide range of household incomes. Consistent with general City public consultation trends, many respondents (39%) didn't know their household income or preferred not to answer the question.

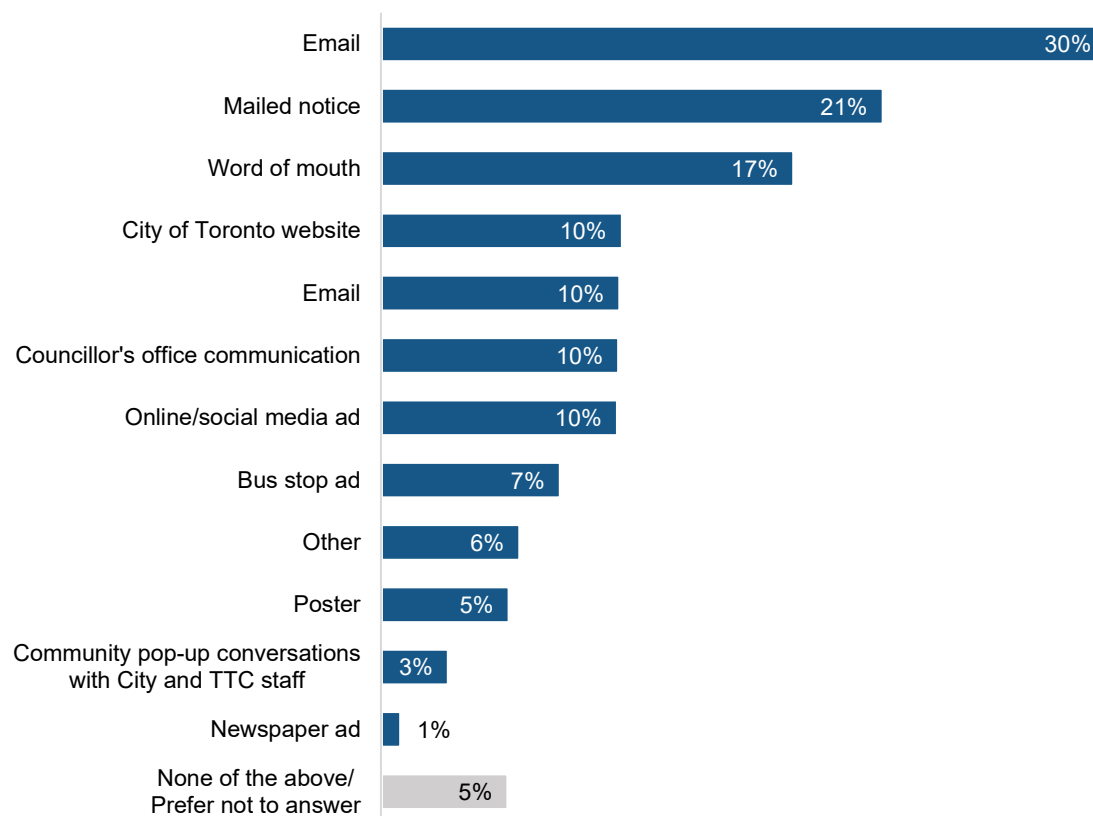
### Typical Household Size | n=2,007



Over 60% of survey respondents live in a two-, three- or four-person household, though 16% preferred not to answer the question.

About 60% of respondents to this question provided numerical data for their total household income and typical household size. Of these respondents, 7% were low-income, as defined by the latest census' [Low-Income Measure](#).

## Point of Engagement | n=2,027



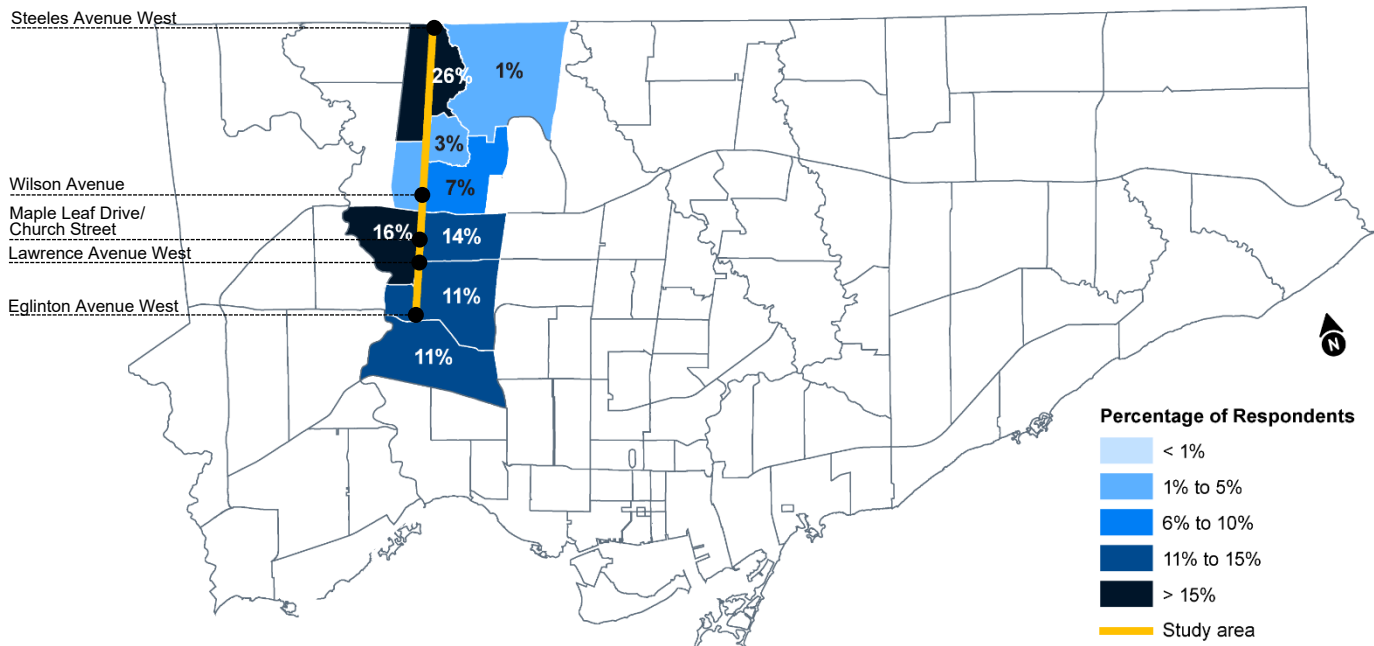
Most survey respondents heard about the survey and broader consultation through social media, mailed notice and by word of mouth.



## Appendix B: Public Consultation Events Participant Demographics

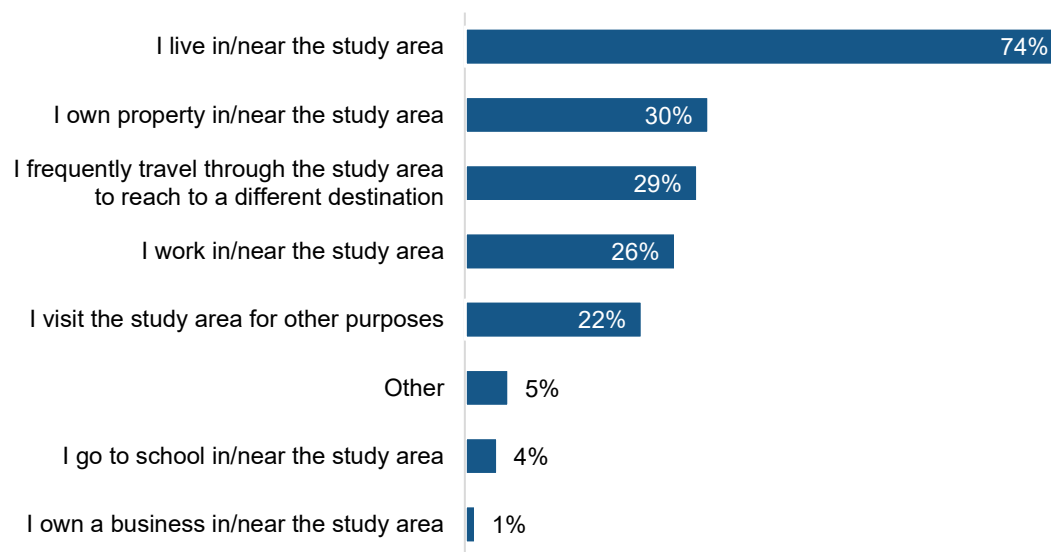
Of the 124 attendees at the public consultation event, 73 (59%) provided optional demographic information described below.

### Postal Code | n=73



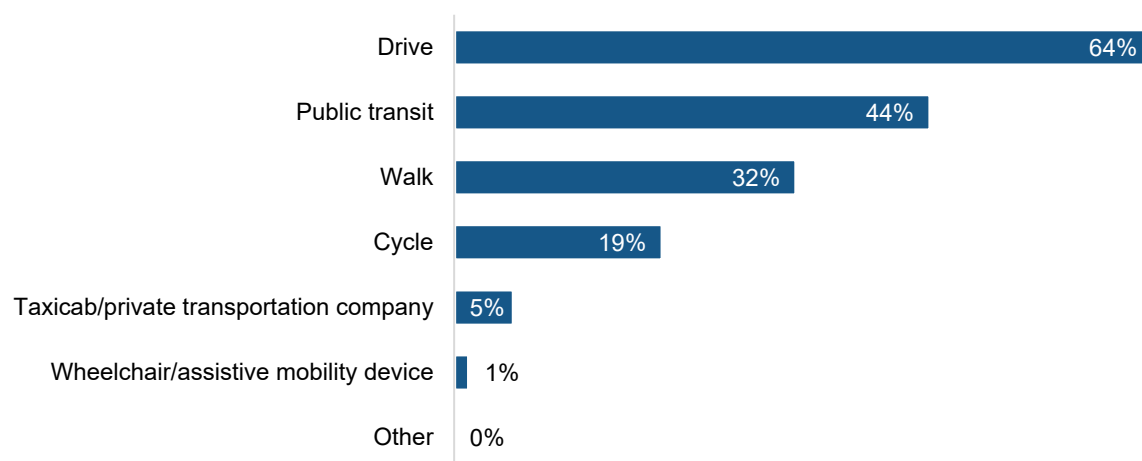
Slightly more attendees live south of Highway 401 compared to north of it. About 7% of attendees live in unidentified postal codes outside of the study area.

### Relationship to Study Area | n=73



Almost 75% of attendees live in or near the study area.

### Typical Ways of Travelling Along the Study Area | n=73



Most attendees travel along the study area by driving, public transit and walking.