



The Corporation of the Town of Milton

Report To: Council

From: Tony D'Alessandro, Director, Transit Services

Date: March 17, 2025

Report No: CORS-005-25

Subject: 2024 Transit Services Annual Report

Recommendation: THAT the 2024 Transit Services Annual Report be received.

EXECUTIVE SUMMARY

- Council approved two (2) key planning initiatives in 2024 guiding long-term service improvement, growth and modernization:
 1. Milton Transit Five-Year Service Plan and Master Plan Update (CORS-021-24)
 2. Zero-Emission Bus Feasibility Strategy and Fleet Transition Plan (COMS-003-24, CORS-021-24)
- 2024 annual ridership surpassed one-million revenue passenger trips, influenced by an increase in youth, post-secondary and local/regional employment trip demand - including GO Transit connections.
- Comparing 2024 to 2023, annual ridership (revenue passenger trips) has:
 - Increased by 73% on conventional (fixed-route) and OnDemand services; totalling 1,072,922 revenue passenger trips in 2024
 - Increased by 13% on specialized (door-to-door, paratransit) services; totalling 27,253 revenue passenger trips in 2024
 - Increased by 70% per capita; totalling 7.5 revenue passenger trips per capita in 2024
- 2024 financial performance was guided by external factors, service-related impacts and consumer behaviour, including:
 - Annually adjusted contract costs
 - Relatively static Provincial Gas Tax allocation
 - Post-secondary-related service additions

EXECUTIVE SUMMARY

- High school-related service additions/adjustments, expansion of OnDemand
 - Increased fare media (ticket and pass) sales and mobile e-ticket adoption
 - Post-secondary financial contributions
- Milton Transit OnDemand continues to play a supportive and transitional role to achieve service efficiency and effectiveness, where currently applied.
- The 2025 Transit Division Work Plan focuses on the following deliverables:
 - Phase 1 implementation of the Five-Year Service Plan and Master Plan Update, including:
 - Improved service reliability and schedule timeliness
 - Service growth to Boyne
 - Introduction of service on Sundays
 - Extended weekday evening service to 10:30 pm
 - Launch of Diesel-to-Battery Electric Bus (BEB) Conversion Pilot Project
 - Procurement of new Transit Fleet (growth)
 - Further development of the Transit Garage Facility
- 2025 annual ridership (revenue passenger trips) is projected to exceed 2024 levels by approximately 15-25%.

REPORT

Background

Milton Transit continues to foster mobility options for residents, visitors and people of all abilities. As a strategic theme to the Milton 2051 Vision, Milton Transit delivers conventional (fixed-route), specialized (door-to-door paratransit) and OnDemand (microtransit) services to provide access to employment, retail, education, community resources, medical care and social/recreational opportunities across town. Free connections with GO Transit, Brampton Transit, MiWay and Halton Hills Activan services give customers additional travel options to a broader service area in the GTHA that is comprised of many regional trip generators and destinations.

Background

The 2024 Transit Services Annual Report provides an overview of operational performance, key accomplishments and outlook for the coming year. The report includes the following sections:

- 2024 System Performance (using indicators as outlined in Appendix 1)
- Ridership Composition
- OnDemand Service Update
- Steeles Avenue Service Update
- 2025 Transit Division Work Plan and Ridership Outlook

Discussion

Milton Transit achieved record annual ridership in 2024, surpassing one million revenue passenger trips for the first time. A significant catalyst for ridership growth was the opening of post-secondary satellite campuses in 2024 (ES-012-23, ES-001-24). These institutions necessitated consistent and frequent transit service to accommodate the travel needs of full-time student enrollments.

Additionally, strategic policy decisions and service expansion adopted by Council over the last few years have been influential to support ridership growth in 2024, including:

- Changes to Fare Policy; fare products
 - Introduction of Term Pass for post-secondary students, Jan 2024
- Adoption, expansion and transition of Alternative Service Deliveries (ASDs)
 - Launch of Milton Transit OnDemand, Sept 2021
 - Additional capacity for school-related trips, Sept 2022, 2023
 - Service expansion into Boyne and Derry Green, Sept 2022
 - Service expansion into Mattamy National Cycling Centre, Sept 2023
 - Service transition and adjustment from OnDemand to fixed-route to accommodate Conestoga College - Park Hill, Steeles Campus, Jan 2024
- Service growth to meet increased post-secondary demand, April 2024
 - Addition of Wilfred Laurier University - Milton Academic Centre, Sept 2024
- Adjustment to GO Transit Fare Integration Program (Metrolinx initiative)
 - Elimination of co-fare for trips connecting with GO services, March 2022

Discussion

- Introduction and continued implementation of cross-boundary services
 - Service connection with Halton Hills Activan, March 2022
 - Service connection with Peel TransHelp, Sept 2022
 - Service and fare integration with MiWay, Brampton, GO Transit, Sept 2022

These directives have broadened the reach of transit to diversified markets while expanding service uptake.

1. 2024 System Performance

Table 1 provides a summary of 2024 conventional (includes OnDemand) and specialized service KPIs compared to 2023 annuals. Milton Transit delivered 69,229 service hours in 2024, representing a 19% growth in service compared to the previous year. The amount of service provided in 2024 is mainly attributed to accommodating post-secondary demand as well as additional secondary-school trips.

Table 1. KPIs - Conventional (includes OnDemand), Specialized Services, 2023-2024

| Indicator | 2023 | 2024 | % Change 2023-2024 |
|--|---------|-----------|-----------------------|
| Conventional + OnDemand Services | | | |
| Amount of Service | | | |
| • Contracted Service Hours | 58,256 | 69,229 | +19% |
| • Contracted Service Hours per Capita | 0.42 | 0.48 | +14% |
| Ridership* | | | |
| • Boardings* | 681,199 | 1,211,510 | +78% |
| • Revenue Passenger Trips** | 619,927 | 1,066,254 | +72% |
| Service Utilization | | | |
| • Boardings per Contracted Service Hour | 11.7 | 17.5 | +50% |
| • Revenue Passenger Trips per Contracted Service Hour | 10.6 | 15.4 | +45% |
| • Revenue Passenger Trips per Capita | 4.4 | 7.5 | +70% |
| Specialized Services | | | |
| Ridership | | | |
| • Revenue Passenger Trips | 24,215 | 27,253 | +13% |

***Boardings** are all trips recorded, including transfers from one bus/route to another. **Revenue Passenger Trips** are fare-paying and linked trips, excluding transfers.

Discussion

Conventional ridership (revenue passenger trips) surpassed 1.06 million, representing an increase of 72% compared to 2023 levels. Service utilization performance (a measure of how well and often the service is used) followed a similar positive trajectory.

Consistent with the conventional service, specialized transit ridership grew by 13% to 27,253 revenue passenger trips in 2024, representing an increase of approximately 3,000 trips. Capacity available on specialized services continues to support the delivery of comingled, OnDemand services in key areas of town. Staff will continue to monitor capacity on specialized transit should ridership maintain a similar growth rate throughout 2025.

Table 2 provides a summary of 2024 financial performance compared to 2023. The rate of revenue generated by ridership growth outpaced the rate of expenditure. As a result, the revenue/cost ratio increased by 40% in 2024 to 45%, while net expenditure decreased by 7%.

Table 2. Financial Performance (all services), 2023-2024

| Indicator | 2023 | 2024 | % Change 2023-2024 |
|----------------------|-------------|--------------|-----------------------|
| • Expenditure | \$9,916,440 | \$11,303,118 | +14% |
| • Revenue | \$3,205,988 | \$5,085,126 | +59% |
| • Net Expenditure | \$6,710,452 | \$6,217,992 | -7% |
| • Revenue/Cost Ratio | 32% | 45% | +40% |

Financial performance on Milton Transit Services in 2024 was driven by the following factors:

- External Pressures and Contributions
 - Inflationary contract costs
 - Relatively static Provincial Gas Tax allocation
 - Post-secondary financial contributions
- Service Growth and Improvement
 - Post-secondary-related service additions
 - High school-related service additions/adjustments, expansion of OnDemand
- Fare Revenue Growth
 - Increased fare media (ticket and pass) sales
 - High adoption rate (74%) for mobile e-ticketing (Token Transit)

Discussion

2. Ridership Composition

While ridership has recovered and exceeded pre-2020 levels on a month-to-month basis (Appendix 2), the travel patterns and priorities for Milton Transit riders have shifted due in part to the continued existence of remote/hybrid working environments, broader labour force reach, as well as the launch of post-secondary campuses in town. These transformational changes, coupled with community growth, has diversified ridership composition. Figure 1 illustrates 2024 ridership percentage by method of fare payment classification.

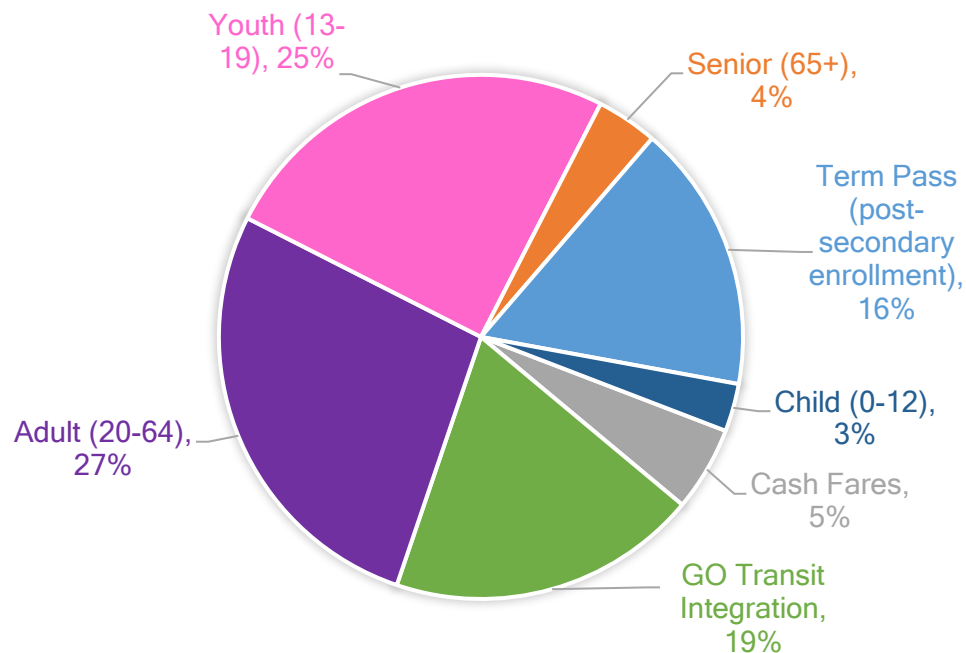


Figure 1. 2024 Conventional Ridership by Method of Fare Payment Type - Concession (%)¹

Observations are summarized below:

- 95% of transit riders leverage concession-based, discounted products and/or programs to pay their fare compared to cash
- 44% of transit fares are classified as child, youth and/or post-secondary students

¹ Data excludes transfers – the 2024 system transfer rate is approximately 12% (e.g. percentage of all transit trips that include a transfer from one transit route to another transit route).

Discussion

- While 19% of transit trips involve connections with GO Transit, the quantity of trip connections has increased. This trend is partially attributed to growth of post-secondary trips from outside of Milton.

3. OnDemand Service Update

In an effort to improve service productivity and efficiency, Milton Transit OnDemand was launched in 2021, replacing existed-conventional route(s), or introducing service in low demand, transitional areas. OnDemand service is currently provided in parts of Boyne, Derry Green and parts of the 401 Industrial Park using criteria defined in the Alternative Service Delivery Strategy (COMS-005-21).

In 2024, Transit service in the 401 Industrial Park was streamlined to meet growing demand from post-secondary institutions (Conestoga Steeles and Parkhill campuses, and Wilfred Laurier Milton Academic Centre) and increased uptake at the RR25 & Hwy 401 Park-and-Ride location. This demand was met with the relaunch of Route 1 while reorganizing and condensing of the existing OnDemand service area. Transitional areas including parts of Boyne, Derry Green and 401 Industrial Park, continue to be serviced by OnDemand.

4. Steeles Avenue Service Update

The 21 Steeles route is delivered under a shared funding model with the Town of Halton Hills. This route has been in operation since September 2022 serving the Milton GO Station, Lisgar GO Station and stops in-between along Steeles Avenue and Winston Churchill Boulevard, including Toronto Premium Outlets and Amazon Fulfilment Centre YYZ3. The route also provides free transfers with MiWay and Brampton Transit - Züm along shared stops in Mississauga.

Ridership on the 21 Steeles route grew in parallel with system patterns, surpassing 180,000 boardings in 2024, representing a 79% increase compared to 2023 levels. While initial uptake had been marginal upon route commencement, staff are observing month-to-month ridership growth throughout 2024 (Appendix 3). Other ridership insights include:

- Majority of trips originating and/or destined from/to Milton GO Station (16%), Lisgar GO Station (19%) and Toronto Premium Outlets (26%)
- Evidence of reverse commuting into Milton from Mississauga, including post-secondary related trips from broader GTHA areas

Discussion

- Positive response with fare integration - free transfers between services (greater than 60% of all trips include connections with other services/service providers)

Staff continue to forecast sustained ridership growth on this route, supported by service level changes approved during the 2025 Budget process, starting in September 2025.

Route 21 Online Passenger Survey

In an effort to further understand customer views and travel patterns, Town staff collaborated with Halton Hills staff to conduct an online survey specific to Route 21 passengers (Appendix 4). The survey was open from November 2 to December 4, 2024 and received 128 responses illustrating the following themes:

- 80% of respondents use service for work/school
- More than 70% of respondents use the service on weekdays and Saturdays
- 70% of respondents use the service at least four (4) days per week
- If service was not available, over 70% of respondents would take Uber/Taxi or would not be able to complete their trip
- A majority of respondents connect to other transit services (such as GO Transit)
- Many respondents indicated a desire to see more service throughout the week, including service on Sundays

With customer support, ridership growth and the Town of Halton Hills' continued partnership interest (and associated financial contribution), service levels on Route 21 Steeles are expected to be maintained in 2025 with the addition of Sunday service as well as later weekday evening trips, commencing in Fall 2025.

5. 2025 Transit Division Work Plan

In 2024, Council approved two (2) key planning initiatives that guide long-term service improvement, growth and modernization:

- Milton Transit Five-Year Service Plan and Master Plan Update (CORS-021-24)
- Zero-Emission Bus Feasibility Strategy and Fleet Transition Plan (COMS-003-24, CORS-021-24)

Table 3 summarizes Transit Division work plan initiatives for 2025 that align with both transit studies and the 2023-2027 Town Strategic Plan. A significant project currently in progress is the Transit Garage Facility. The 2020 and 2021 Capital Budget approved land acquisition, design and construction commencement for a Transit Operations Facility. Staff are currently

Discussion

evaluating land acquisition opportunities that satisfy program requirements recommended in the Transit Operations Facility Feasibility and Functional Design Study (ENG-022-19). The Town was successful in acquiring funding through ICIP - Public Transit Stream to an upset allocation of \$7,187,583 in combined Federal and Provincial funding to support project costs. Staff will provide Council with an update upon further developments.

Table 3. 2025 Work Plan Initiatives

| Key Projects/Deliverables | Strategic Themes | Timing |
|---|--|----------|
| a. Phase 1 implementation of 5-Year Transit Service Review and Master Plan Update <ul style="list-style-type: none"> Improved service reliability and schedule timeliness Service growth to Boyne Introduction of service on Sundays Extended weekday evening service to 10:30 pm | Connected Transit and Mobility; Planned Community Growth | Q3-Q4 |
| b. Launch of Diesel-to-Battery Electric Bus (BEB) Conversion Pilot Project | Innovate in Technology and Process | Q1-Q2 |
| c. Procurement of transit fleet: replacement and growth - place order | Connected Transit and Mobility; Planned Community Growth | Q1-Q2 |
| d. Further development of the Transit Garage Facility | Connected Transit and Mobility | On-going |

Notwithstanding the work plan above, fare policy updates have been adopted effective January 1, 2025 (ES-020-24; Schedule L), including:

- Fare adjustment on transit tickets and monthly passes
- New single use e-ticket fare for Adult, Youth, Senior fare categories
- Expansion of Subsidized Passes for Low Income Transit (SPLIT) program to subsidize 100% of the cost of transit passes for eligible participants

Summary

Demonstrated by an 73% growth in 2024 ridership, the Milton Transit system is meeting objectives to promote safe and sustainable mobility options for residents and visitors of all



Discussion

abilities. Transformational ridership composition changes, coupled with planned community growth, will continue to accelerate ridership demand throughout the coming years. 2025 annual ridership (revenue passenger trips) is projected to exceed 2024 levels by approximately 15-25%.

Financial Impact

The net cost of providing transit service in 2024 was favourable to budget by \$1,523,566 which was largely driven by revenues associated with increased fare media sales, GO Transit fare integration subsidies in addition to savings in fleet maintenance.

Respectfully submitted,

Kristene Scott
Commissioner, Community Services

For questions, please contact: Tony D'Alessandro, MCIP, RPP Phone: Ext. 2548
Director, Transit Services

Attachments

- Appendix 1. Key Performance Indicators Definitions
- Appendix 2. 2019-2024 Month-to-Month Ridership Recovery
- Appendix 3. 2023-2024 Month-to-Month Boardings - 21 Steeles Route
- Appendix 4. Route 21 Steeles Ridership Survey

Approved by CAO
Andrew M. Siltala
Chief Administrative Officer

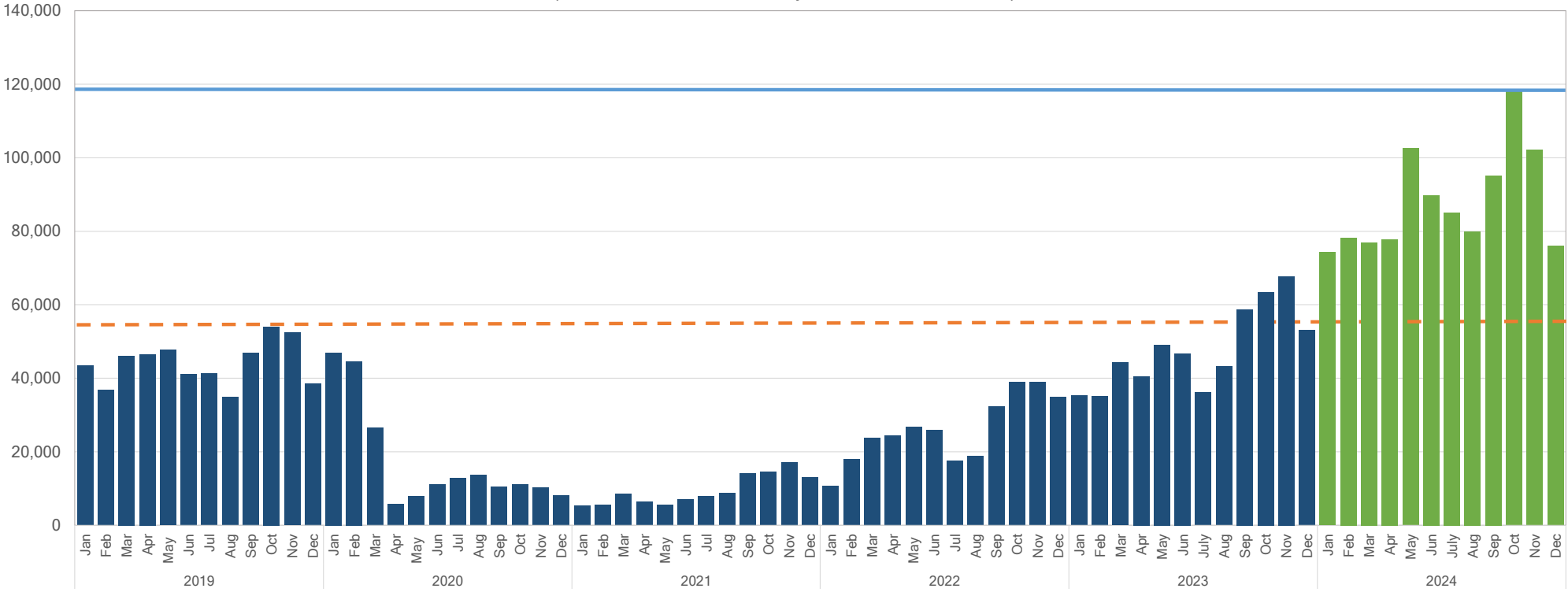
Recognition of Traditional Lands

The Town of Milton resides on the Treaty Lands and Territory of the Mississaugas of the Credit First Nation. We also recognize the traditional territory of the Huron-Wendat and Haudenosaunee people. The Town of Milton shares this land and the responsibility for the water, food and resources. We stand as allies with the First Nations as stewards of these lands.

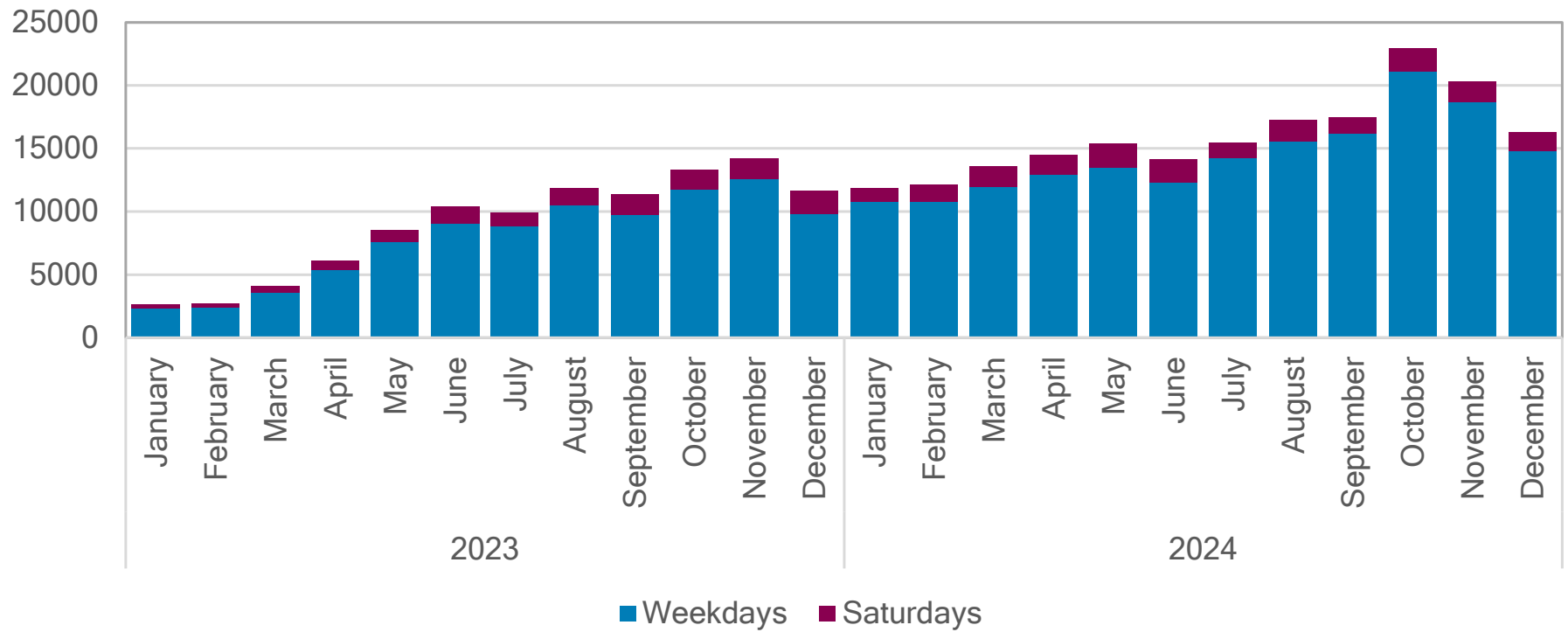
Appendix 1. Key Performance Indicators Definitions

| |
|--|
| Amount of Service <ul style="list-style-type: none">• Contracted Service Hours<ul style="list-style-type: none">○ Total amount of contracted revenue service hours operated• Contracted Service Hours per Capita<ul style="list-style-type: none">○ Total amount of contracted revenue service hours operated per capita |
| Ridership <ul style="list-style-type: none">• Boardings<ul style="list-style-type: none">○ All trips recorded, including transfers• Revenue Passenger Trips<ul style="list-style-type: none">○ Number of fare-paying trips recorded, less transfers |
| Service Utilization <ul style="list-style-type: none">• Boardings per Contracted Service Hour<ul style="list-style-type: none">○ A measure of how well and often the service is used; all trips including transfers• Revenue Passenger Trips per Contracted Service Hour<ul style="list-style-type: none">○ A measure of how well and often the service is used; fare-paying, linked-trips• Revenue Passenger Trips per Capita<ul style="list-style-type: none">○ A measure of how well and often the service is used; fare-paying, linked-trips, as a function of population |
| Financial Performance <ul style="list-style-type: none">• Revenue/Cost Ratio<ul style="list-style-type: none">○ A measure of overall system cost recovery from external revenue sources; e.g. fares, advertising, Provincial Gas Tax contributions, etc. |

Appendix 2. 2019-2024 Month-to-Month Ridership Recovery
(Conventional services only, excludes OnDemand)



Appendix 3. 2023 - 2024 Month-to-Month Boardings 21 Steeles Route



Appendix 4. Route 21 - Steeles Ridership Survey

SURVEY RESPONSE REPORT

04 November 2024 - 02 December 2024

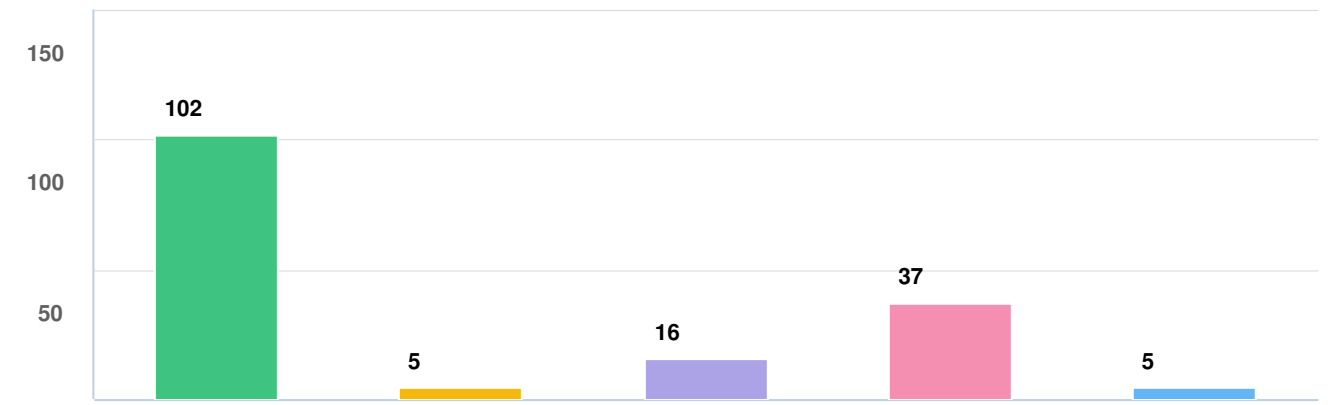
PROJECT NAME:

Route 21 Ridership Survey



SURVEY QUESTIONS

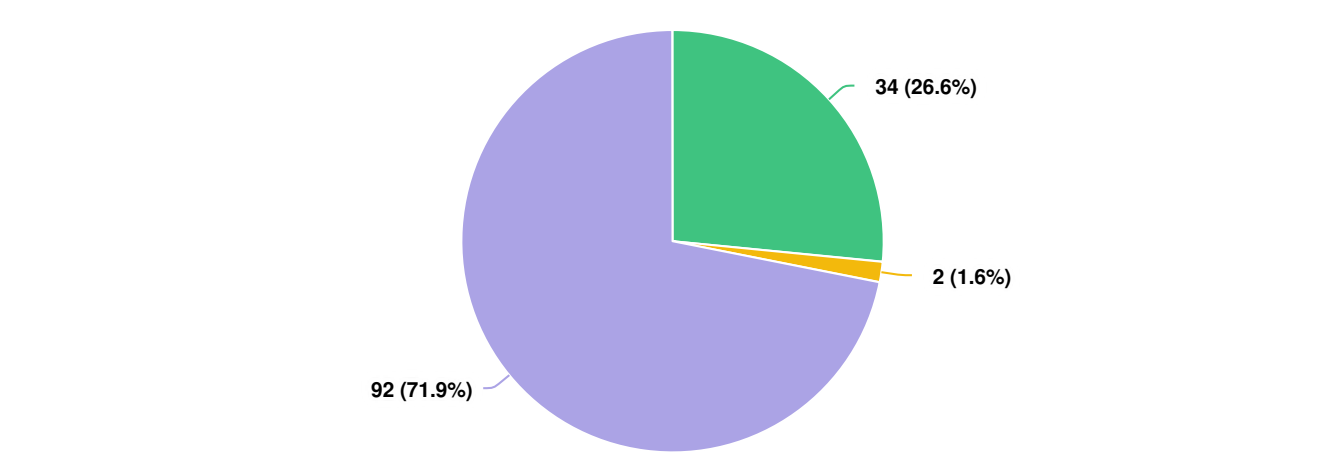
Q1 What kind of trips do you usually use Route 21 Steeles for? Please select all options that apply.



- Question options**
- For work or school
 - For medical appointment or care
 - For recreational activities
 - For connections to other transportation services (intercity bus, GO Transit, VIA Rail, Pearson International Airport)
 - Other (please specify)

Optional question (128 response(s), 0 skipped)
Question type: Checkbox Question

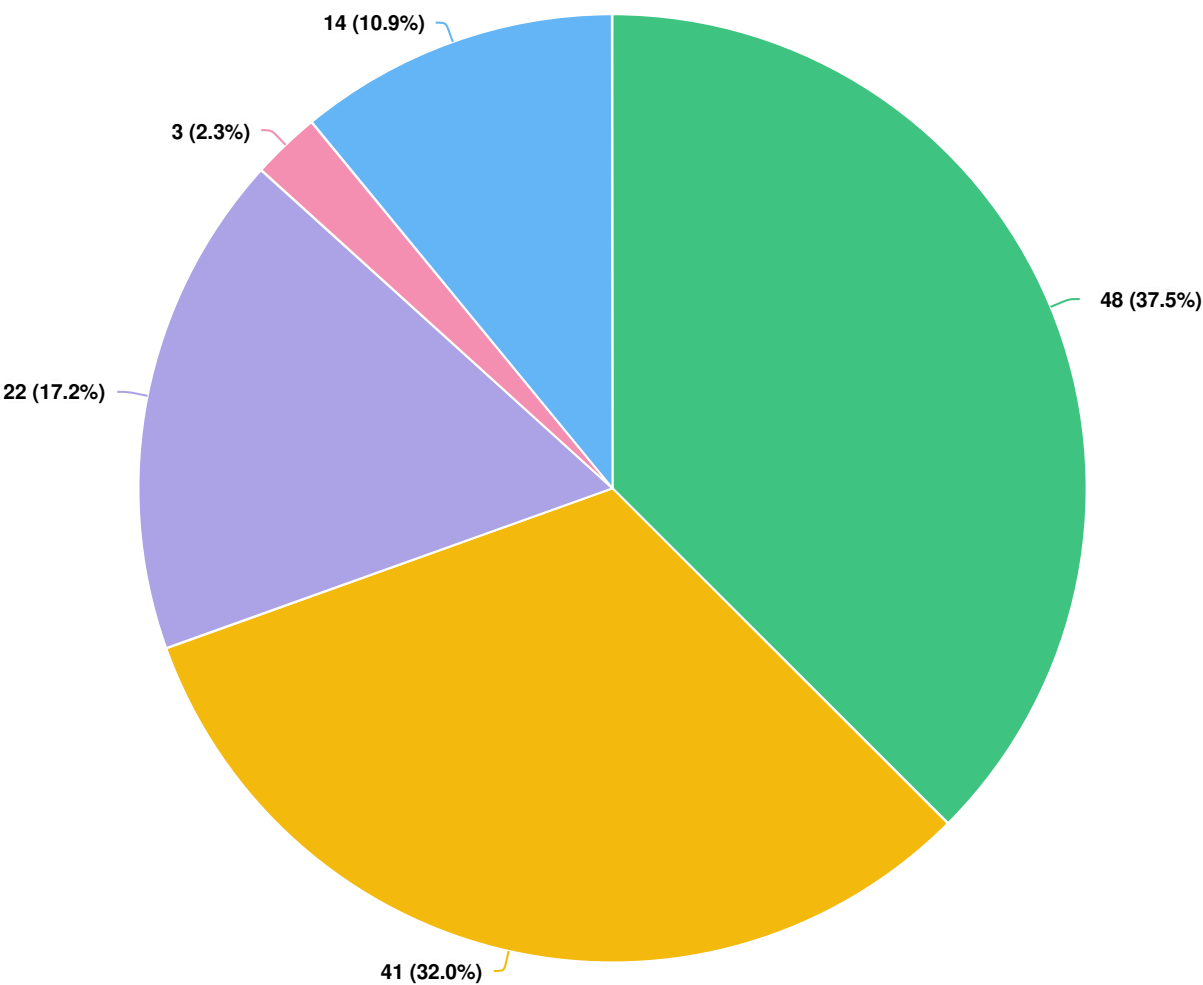
Q2 When do you usually ride Route 21 Steeles? Choose only one option.



- Question options**
- Weekdays only
 - Saturday only
 - Both weekdays and Saturdays

Optional question (128 response(s), 0 skipped)
Question type: Radio Button Question

Q3 | How many days per week do you ride Route 21 Steeles?

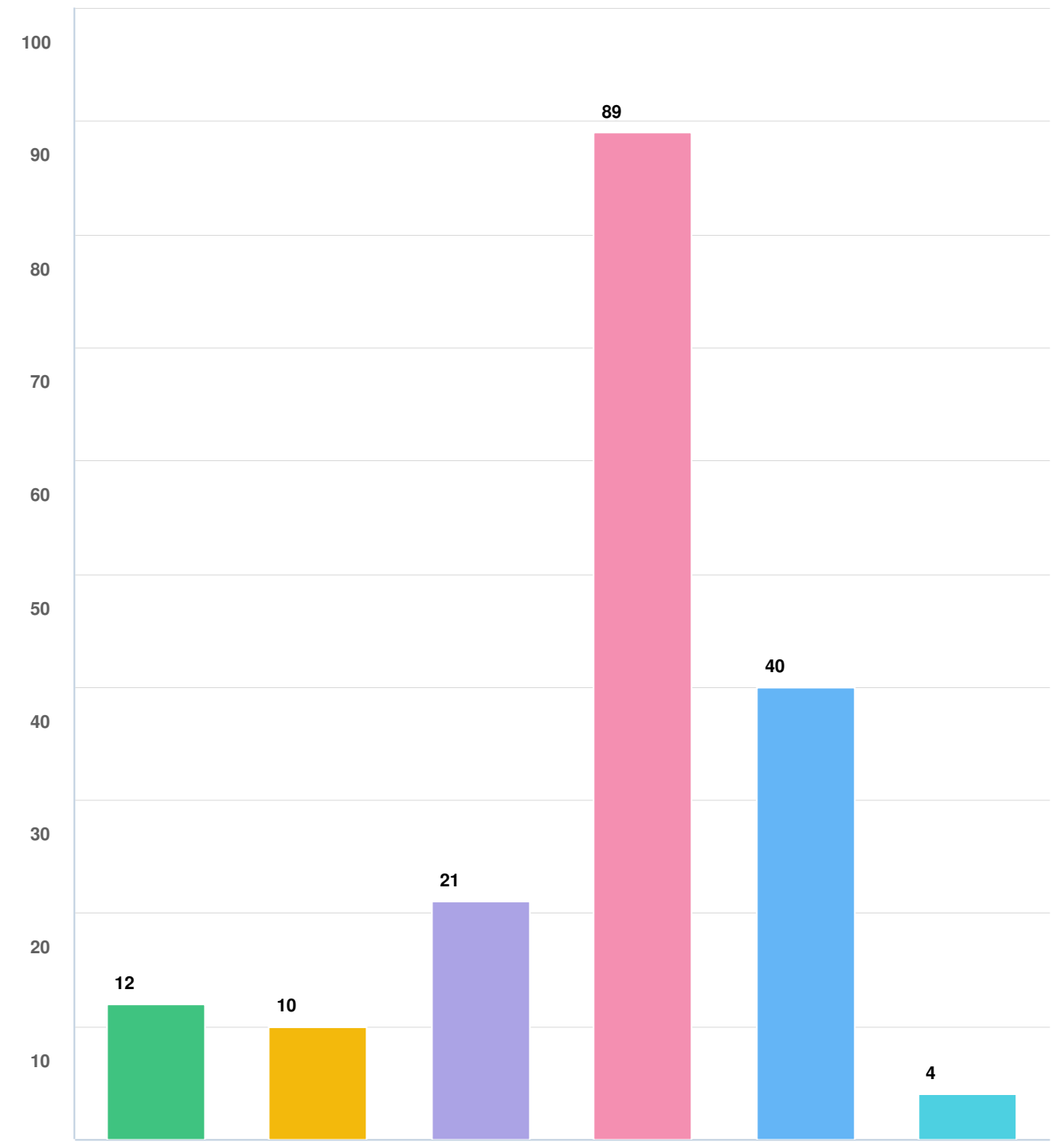


Question options

- ☒ More than 5 days ☒ 4-5 days ☒ 2-3 days ☒ 1 day ☒ Don't ride every week

Optional question (128 response(s), 0 skipped)
Question type: Radio Button Question

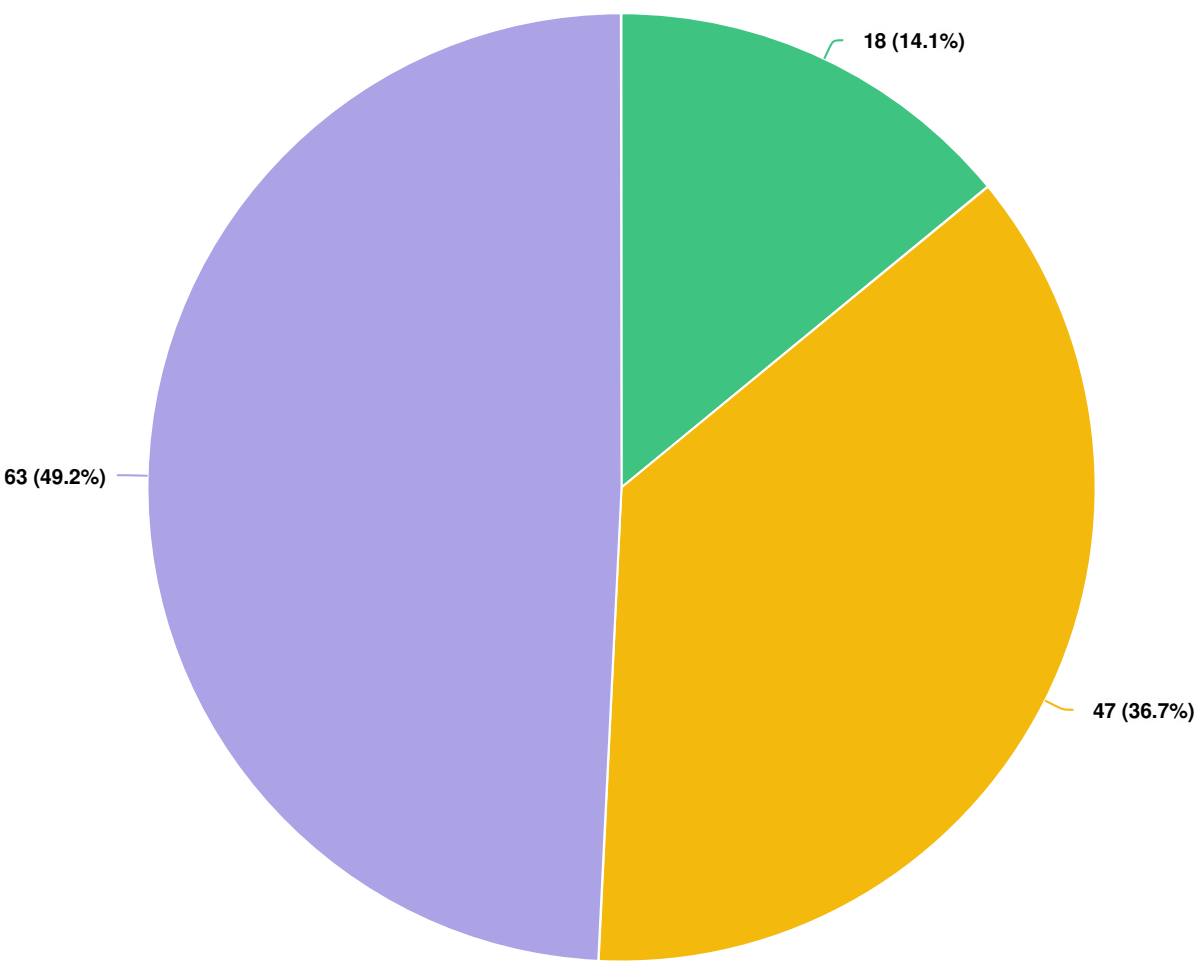
Q4 If bus service was not available, how would you arrive at your destination? Please select all options that apply.



- Question options**
- Drive
 - Walk, bicycle
 - Carpool or ride with another person
 - Taxi/Uber
 - Would not be able to complete my trip
 - Other (please specify)

Optional question (128 response(s), 0 skipped)
Question type: Checkbox Question

Q5 | How long is your average commute using public transportation (from starting point to final destination including transfers)?

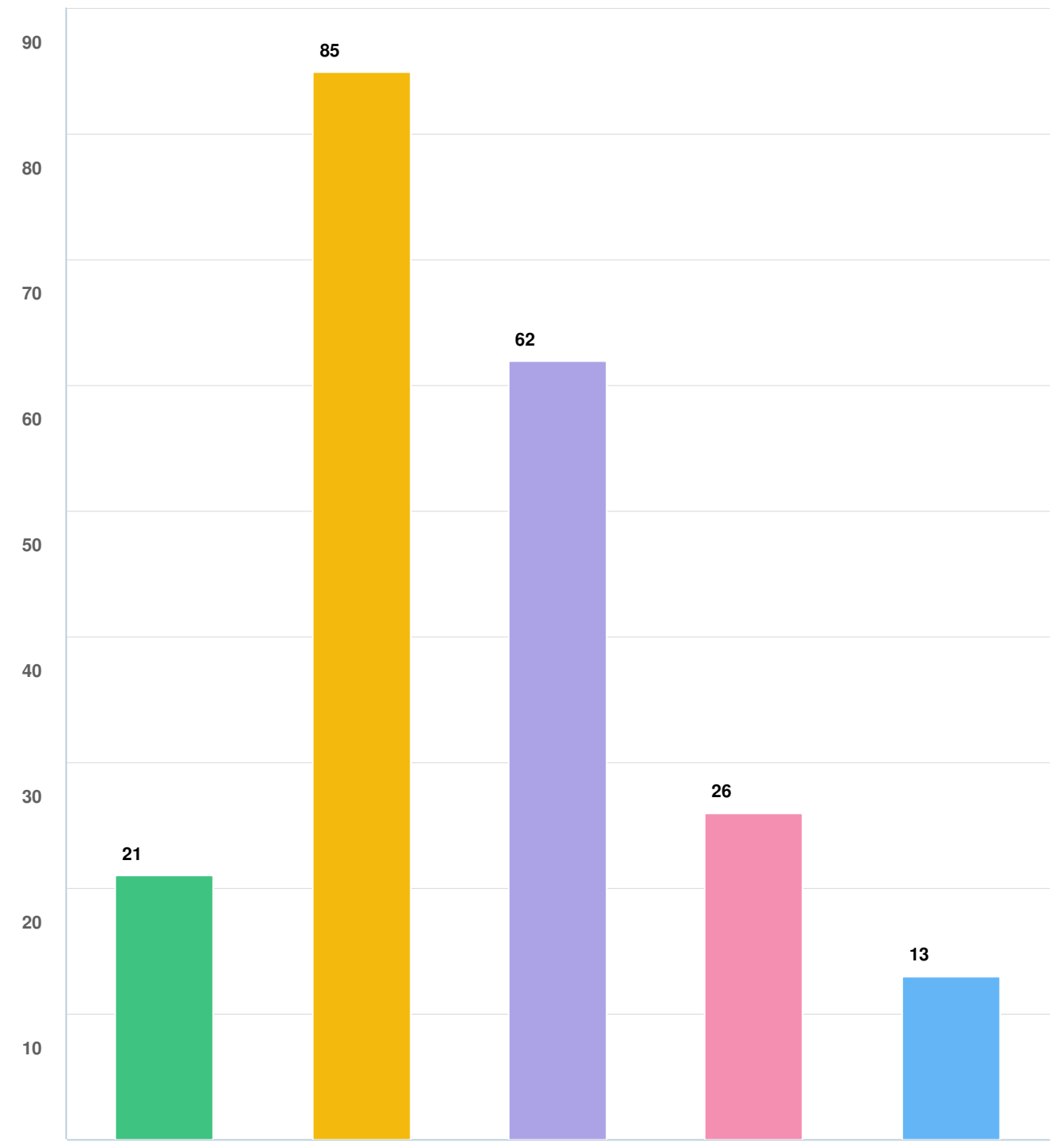


Question options

Less than 30 minutes 30-60 minutes More than 60 minutes

Optional question (128 response(s), 0 skipped)
Question type: Radio Button Question

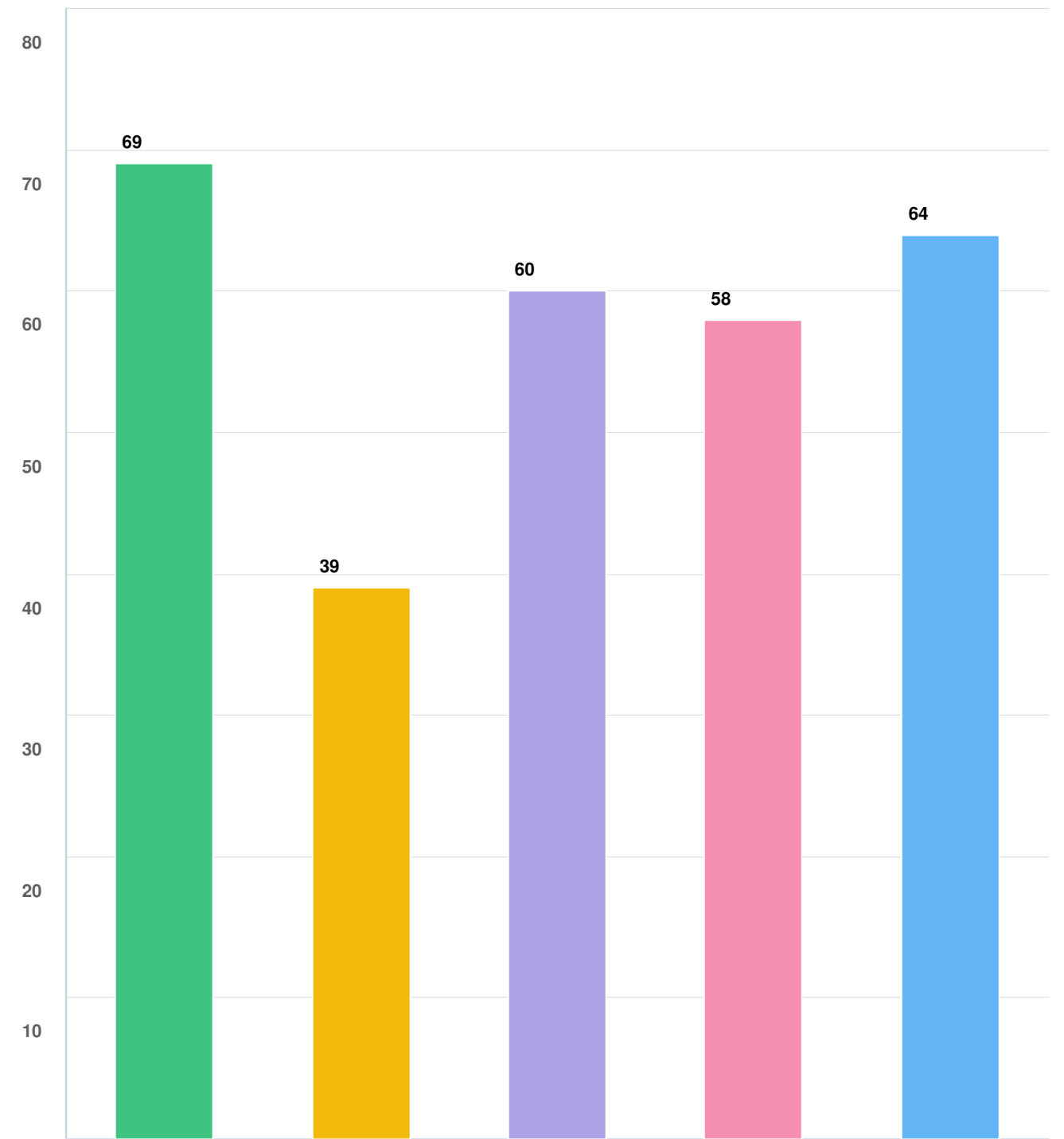
Q6 If you are also a GO Transit rider, please choose all locations where you usually access GO Transit.



- Question options**
- I don't take GO Transit
 - Milton GO
 - Lisgar GO
 - Regional Road 25/Highway 401 Park-and-Ride (Milton Carpool Lot)
 - Other (please specify)

Optional question (126 response(s), 2 skipped)
Question type: Checkbox Question

Q7 | During what times of the week would you like to see more service along Route 21 Steeles?

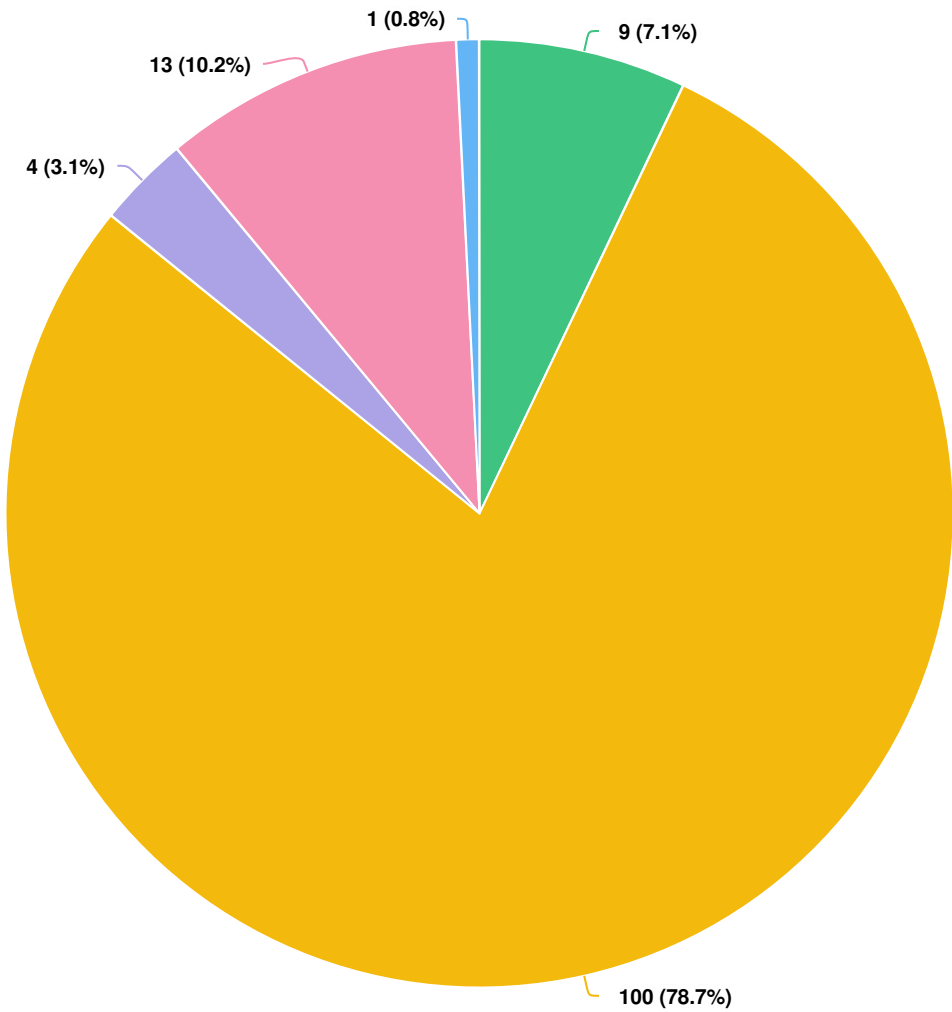


Question options

- Weekday peak hours (5:30 a.m. - 9 a.m., 4:30 p.m. - 8 p.m.)
- Weekday midday (between 9 a.m. - 4:30 p.m.)
- Weekday evenings/nights (after 8 p.m.)
- Saturdays
- Sundays/Holidays

Optional question (127 response(s), 1 skipped)
Question type: Checkbox Question

Q8 | How many individual one-way bus trips do you typically make in a day? (For example, going to work is one trip, and returning home from work is a second trip.)

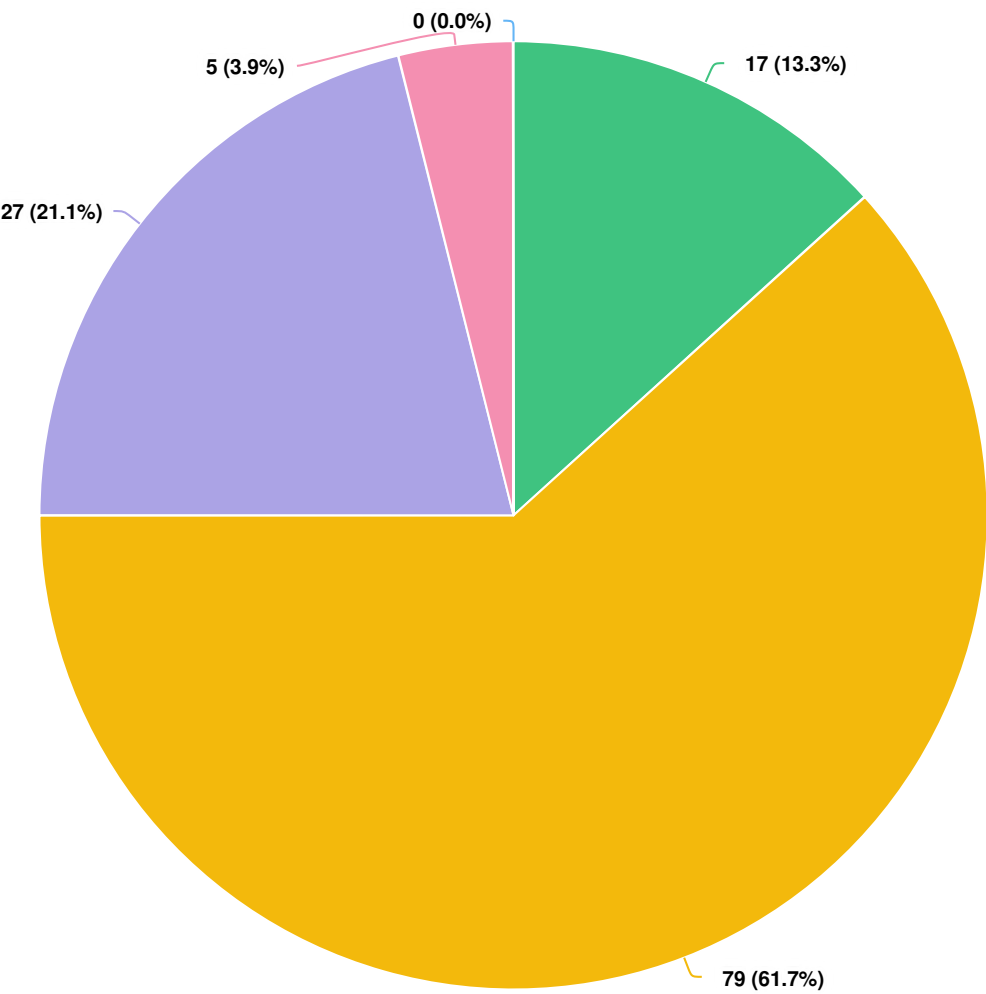


Question options

One trip Two trips Three trips Four trips Other (please specify)

Optional question (127 response(s), 1 skipped)
Question type: Radio Button Question

Q9 | Please indicate which age bracket you belong to.

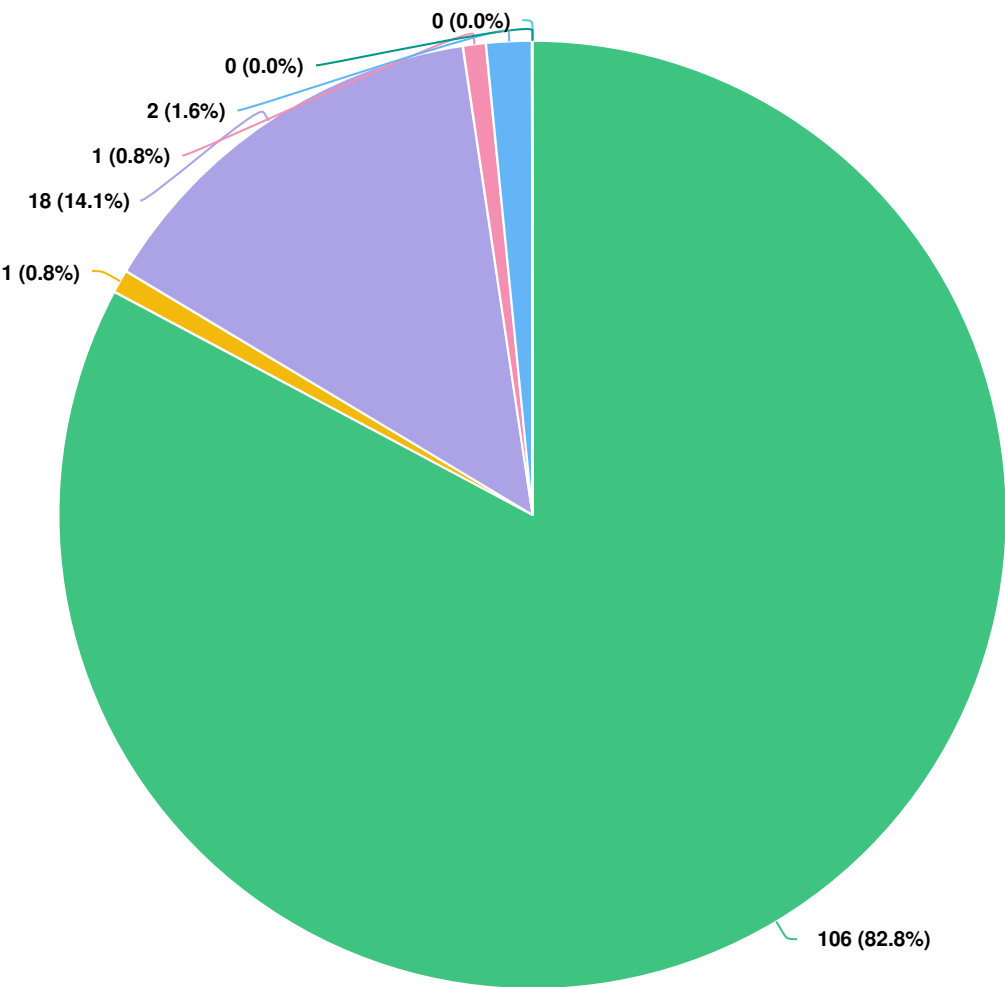


Question options

- 13-19 years old 20-34 years old 35-64 years old 65 years old or older 0-12 years old

Optional question (128 response(s), 0 skipped)
Question type: Radio Button Question

Q10 Typically, what is your starting location before taking public transportation?

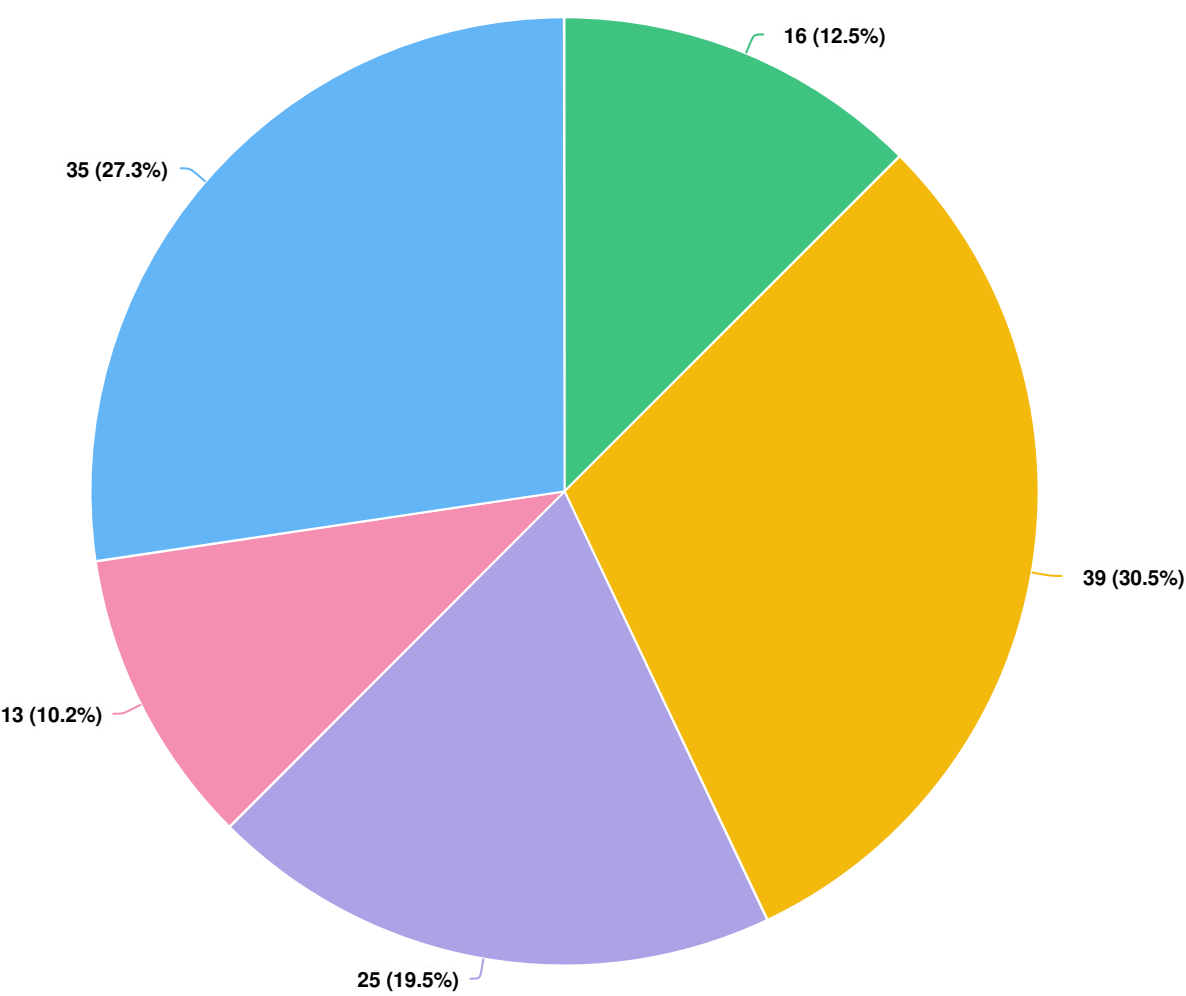


Question options

- My home
- Friend or relative's home
- School/work
- Restaurant, grocery store, bank, department store
- Other (please specify)
- Place of worship
- Medical office or hospital

Optional question (128 response(s), 0 skipped)
Question type: Radio Button Question

Q11 | How many minutes is your starting point from the first bus stop on your transit journey?



Question options

- Less than five minutes 5-10 minutes 10-15 minutes 15-20 minutes More than 20 minutes

Optional question (128 response(s), 0 skipped)
Question type: Dropdown Question

Q12 | What are the nearest cross streets or intersection of your starting location?

Anonymous

11/04/2024 09:14 AM

Derry, Scott

Anonymous

11/04/2024 09:41 AM

Thompson rd s and Main st E

Anonymous

11/04/2024 10:03 AM

Steels-Main street

Anonymous

11/04/2024 10:03 AM

Steel

Anonymous

11/04/2024 10:27 AM

Main & Bronte

Anonymous

11/04/2024 12:04 PM

Roberts

Anonymous

11/04/2024 12:05 PM

Ontario woodward

Anonymous

11/04/2024 12:06 PM

Derry at scott

Anonymous

11/04/2024 12:57 PM

Milton go

Anonymous

11/04/2024 01:56 PM

Ontario street

Anonymous

11/04/2024 02:02 PM

Main and Maple

Anonymous

11/04/2024 02:03 PM

Derry and Savoline

Anonymous

11/04/2024 02:39 PM

Huffman crescent/Hearst blvd

Anonymous

11/04/2024 02:41 PM

Holly and Yates or Thompson and Derry, depending on the route

Anonymous

11/04/2024 03:18 PM

Dymott and Savoline

Anonymous

11/04/2024 03:24 PM

Main St E and Wilson Dr

Anonymous

11/04/2024 03:41 PM

RR 25 Whitlock

Anonymous

11/04/2024 03:45 PM

Laurier

Anonymous

11/04/2024 04:14 PM

Sauve street- Derry road

Anonymous

11/04/2024 04:19 PM

thompson & main east

Anonymous

11/04/2024 06:41 PM

Maple & main

Anonymous

11/04/2024 07:19 PM

Derry & Thompson

Anonymous

11/04/2024 07:55 PM

Sauve Street and Derry Road

Anonymous

11/04/2024 08:04 PM

Orr Terrace at Etheridge

Anonymous

11/04/2024 08:31 PM

Laurier/Commercial St

Anonymous

11/04/2024 09:59 PM

derry road

Anonymous

Clark

11/05/2024 01:59 AM

Anonymous

Louis St Laurent

11/05/2024 03:05 AM

Anonymous

Derry and holly

11/05/2024 01:15 PM

Anonymous

Yates

11/05/2024 03:39 PM

Anonymous

Bronte street / ruhul drive milton

11/06/2024 06:36 AM

Anonymous

Main st N

11/06/2024 06:49 AM

Anonymous

11400 Steeles Ave

11/06/2024 06:51 AM

Anonymous

Main stE

11/06/2024 06:52 AM

Anonymous

Main st R

11/06/2024 06:56 AM

Anonymous

Airport Rd and Bouvaird

11/06/2024 07:10 AM

Anonymous

Chinguocousy and sandalwood

11/06/2024 07:10 AM

Anonymous

Winston churchil

11/06/2024 07:11 AM

Anonymous

Bovaird and Fernforest

11/06/2024 07:11 AM

Anonymous

Derry and mclaughlin

11/06/2024 07:11 AM

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

Anonymous

11/06/2024 07:12 AM

Mavis and ray lawson

Anonymous

11/06/2024 07:12 AM

Ray Lawson

Anonymous

11/06/2024 07:12 AM

Chinguacousy and sandalwood

Anonymous

11/06/2024 07:12 AM

Halliford place brampton

Anonymous

11/06/2024 07:12 AM

Lisgar go station

Anonymous

11/06/2024 07:13 AM

Williams Parkway

Anonymous

11/06/2024 07:13 AM

Steeles and tait

Anonymous

11/06/2024 07:16 AM

Chinguacousy williams PK/y

Anonymous

11/06/2024 07:16 AM

Kennedy and Steels

Anonymous

11/06/2024 07:17 AM

Chinguacousy Williams PK/y

Anonymous

11/06/2024 07:17 AM

Milton Go station

Anonymous

11/06/2024 07:18 AM

Mclaughin Rd s/of Wanless Dr

Anonymous

11/06/2024 08:46 AM

mount pleasant go station

Anonymous

11/06/2024 08:57 AM

mavis

Anonymous

11/06/2024 09:32 AM

Main street

Anonymous

11/06/2024 09:33 AM

lisgar go

Anonymous

11/06/2024 09:34 AM

Mississauga and queens

Anonymous

11/06/2024 09:35 AM

Bayridge drive brampton L6P 2N7

Anonymous

11/06/2024 09:36 AM

Williams perk

Anonymous

11/06/2024 09:36 AM

Steeles and winston Churchill

Anonymous

11/06/2024 09:37 AM

Steels and winstonchurcill ave

Anonymous

11/06/2024 09:38 AM

Steeles

Anonymous

11/06/2024 09:38 AM

Mississauga and queens

Anonymous

11/06/2024 09:39 AM

McLaughlin and Bovaird

Anonymous

11/06/2024 10:06 AM

Williams

Anonymous

11/06/2024 10:33 AM

Mavis and chiguacousy

Anonymous

11/06/2024 10:35 AM

Mavis and chinguacousy

Anonymous

11/06/2024 10:43 AM

Mcmurchy

Anonymous

11/06/2024 10:47 AM

Brampton gateway terminal

Anonymous

11/06/2024 01:26 PM

Torbram

Anonymous

11/06/2024 05:46 PM

Main Street East

Anonymous

11/06/2024 05:55 PM

Derry

Anonymous

11/06/2024 07:22 PM

Knightsbridge and Clark blvd

Anonymous

11/07/2024 01:01 AM

Moffat avenue brampton

Anonymous

11/07/2024 06:35 AM

Derry and MaLaughlin road

Anonymous

11/07/2024 06:43 AM

McLaughlin

Anonymous

11/07/2024 08:48 AM

Not alot

Anonymous

11/07/2024 10:31 AM

Philbrook and Hepburn

Anonymous

11/07/2024 11:09 AM

10th line west near Scotch Pine Gate

Anonymous

11/07/2024 01:35 PM

Salvoline rd

Anonymous

11/07/2024 05:48 PM

mclaughlin and queen

Anonymous

Mississauga road

11/07/2024 05:55 PM

Anonymous

louis st laurent & james snow pkwy

11/08/2024 01:05 AM

Anonymous

Thompson street

11/08/2024 02:06 PM

Anonymous

Steeles and Mavis - I take Brampton transit first

11/08/2024 08:00 PM

Anonymous

Tait

11/09/2024 06:58 AM

Anonymous

Scott Boulevard and Derry Road

11/10/2024 08:51 AM

Anonymous

Main Street and Thomson Road

11/10/2024 08:39 PM

Anonymous

Toronto premium outlet

11/11/2024 09:19 AM

Anonymous

Thompson road and Derry road

11/11/2024 02:57 PM

Anonymous

Steeles and Trafalgar

11/12/2024 01:12 AM

Anonymous

Linger go station

11/13/2024 06:30 AM

Anonymous

Goreway

11/13/2024 08:49 PM

Anonymous

Major william and chinguacousy

11/14/2024 10:22 AM

Anonymous

Main street east

11/14/2024 04:54 PM

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

Anonymous

11/16/2024 09:01 AM

Childs and Ontario

Anonymous

11/16/2024 02:24 PM

Bronte

Anonymous

11/16/2024 04:45 PM

Fulton

Anonymous

11/19/2024 12:36 PM

Thomson rd

Anonymous

11/19/2024 02:07 PM

Derry Rd & Thompson Rd

Anonymous

11/19/2024 02:48 PM

Steeles Avenue

Anonymous

11/20/2024 06:36 AM

Sandalwood

Anonymous

11/21/2024 08:07 AM

Potts/savoline

Anonymous

11/21/2024 07:12 PM

Derry&Thompson

Anonymous

11/21/2024 07:22 PM

Derry & Thompson

Anonymous

11/22/2024 03:13 PM

Chingousauy

Anonymous

11/22/2024 05:19 PM

Wanless and vankirk

Anonymous

11/28/2024 10:14 AM

Maple/ Fitzgerald

Anonymous

11/28/2024 01:39 PM

Steeles/trafalgar

| | |
|---|---|
| Anonymous 11/28/2024 03:29 PM | steeles and ontario |
| Anonymous 11/28/2024 08:53 PM | Derry & Scott |
| Anonymous 11/29/2024 09:29 AM | yates Dr. & Holly Ave. |
| Anonymous 11/30/2024 01:03 PM | 873 maxted cres. |
| Anonymous 12/01/2024 08:22 PM | 2 |
| Anonymous 12/01/2024 08:31 PM | Savoline Boulevard and dymott Ave |
| Anonymous 12/01/2024 08:35 PM | Savoline and dymott ave and Louis saint ave and bronte street |
| Anonymous 12/02/2024 07:59 AM | I left 511 Brampton transit on steeles and Winston Churchill . We need a bus stop 21 on Winston Churchill |
| Anonymous 12/02/2024 08:10 AM | Torneándote and sandalwood |
| Anonymous 12/02/2024 08:15 AM | Torbram |
| Optional question (119 response(s), 9 skipped) Question type: Single Line Question | |
| Q13 What time do you typically board the bus to start your trip? | |
| Anonymous 11/04/2024 09:14 AM | 8:50 |
| Anonymous 11/04/2024 09:41 AM | 10:00 AM |

Anonymous

11/04/2024 10:03 AM

Not fix

Anonymous

11/04/2024 10:27 AM

The trip aligning with GO transit

Anonymous

11/04/2024 12:04 PM

Morning 9

Anonymous

11/04/2024 12:05 PM

Different

Anonymous

11/04/2024 12:06 PM

No fix time

Anonymous

11/04/2024 12:57 PM

9

Anonymous

11/04/2024 01:56 PM

6am

Anonymous

11/04/2024 02:02 PM

1250

Anonymous

11/04/2024 02:03 PM

Morning and afternoons

Anonymous

11/04/2024 02:39 PM

8:52 am

Anonymous

11/04/2024 02:41 PM

It varies quite often

Anonymous

11/04/2024 03:18 PM

4:30

Anonymous

11/04/2024 03:24 PM

1pm-2pm

Anonymous

9:57

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

11/04/2024 03:41 PM

Anonymous

Morning 8:57

11/04/2024 03:45 PM

Anonymous

9 am

11/04/2024 04:14 PM

Anonymous

different times

11/04/2024 04:19 PM

Anonymous

10am

11/04/2024 06:41 PM

Anonymous

Morning 7AM

11/04/2024 07:19 PM

Anonymous

7:35am

11/04/2024 07:55 PM

Anonymous

1450

11/04/2024 08:04 PM

Anonymous

6:00AM for day shift. As late as 6PM for evening shift but cannot bus back

11/04/2024 08:31 PM

Anonymous

8am

11/04/2024 09:59 PM

Anonymous

2pm

11/05/2024 01:59 AM

Anonymous

8 am

11/05/2024 03:05 AM

Anonymous

8am

11/05/2024 01:15 PM

Anonymous

7.15 am

11/05/2024 03:39 PM

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

Anonymous

11/06/2024 06:36 AM

6am every day

Anonymous

11/06/2024 06:49 AM

6:30 a.m

Anonymous

11/06/2024 06:51 AM

9:10 / 9:45 pm and morning 6:40am

Anonymous

11/06/2024 06:52 AM

6:30 a.m

Anonymous

11/06/2024 06:56 AM

6:30 a.m

Anonymous

11/06/2024 07:10 AM

5:00am

Anonymous

11/06/2024 07:10 AM

6 am

Anonymous

11/06/2024 07:11 AM

7:00 a.m

Anonymous

11/06/2024 07:11 AM

5:40 am

Anonymous

11/06/2024 07:11 AM

6.15-6.20 am

Anonymous

11/06/2024 07:12 AM

6 am

Anonymous

11/06/2024 07:12 AM

6:00am

Anonymous

11/06/2024 07:12 AM

5:58 am

Anonymous

11/06/2024 07:12 AM

5:50

Anonymous

11/06/2024 07:12 AM

6:30 am

Anonymous

11/06/2024 07:13 AM

5:20 am

Anonymous

11/06/2024 07:13 AM

6:20am and 5pm

Anonymous

11/06/2024 07:16 AM

5.30am

Anonymous

11/06/2024 07:16 AM

4:45 Am

Anonymous

11/06/2024 07:17 AM

5:30 am

Anonymous

11/06/2024 07:17 AM

6:30 am

Anonymous

11/06/2024 07:18 AM

5:30 Am

Anonymous

11/06/2024 08:46 AM

7:20am

Anonymous

11/06/2024 08:57 AM

mavis

Anonymous

11/06/2024 09:32 AM

8:35 am

Anonymous

11/06/2024 09:33 AM

9.30 in morning and 5 at evening

Anonymous

11/06/2024 09:34 AM

8:30am

Anonymous

11/06/2024 09:35 AM

Morning 6:30 am

Anonymous

11/06/2024 09:36 AM

Around 5:30 am

Anonymous

11/06/2024 09:36 AM

From 8 am or 9 am

Anonymous

11/06/2024 09:37 AM

9:20am weekdays

Anonymous

11/06/2024 09:38 AM

Depends upon My work schedule

Anonymous

11/06/2024 09:38 AM

8:30am

Anonymous

11/06/2024 09:39 AM

Depends on work but mostly 9:25AM for Milton transit

Anonymous

11/06/2024 10:06 AM

Early morning between 5:30 to 8:30 am

Anonymous

11/06/2024 10:33 AM

10

Anonymous

11/06/2024 10:35 AM

10 am

Anonymous

11/06/2024 10:43 AM

7.30 am

Anonymous

11/06/2024 10:47 AM

8 o clock

Anonymous

11/06/2024 01:05 PM

6am and 10am

Anonymous

11/06/2024 01:26 PM

6.00 am

Anonymous

6am

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

11/06/2024 05:46 PM

Anonymous

8:00am or 9:30pm

11/06/2024 05:55 PM

Anonymous

7:00 AM

11/06/2024 07:22 PM

Anonymous

7.am

11/07/2024 01:01 AM

Anonymous

5.30 am

11/07/2024 06:35 AM

Anonymous

8:32

11/07/2024 06:43 AM

Anonymous

6am

11/07/2024 08:48 AM

Anonymous

9:20 or 9:50

11/07/2024 10:31 AM

Anonymous

It's different all the time

11/07/2024 11:09 AM

Anonymous

It depends, from 1:24pm

11/07/2024 01:35 PM

Anonymous

6:00 am

11/07/2024 05:48 PM

Anonymous

6.45 am

11/07/2024 05:55 PM

Anonymous

8am -5pm depending on my shift

11/08/2024 01:05 AM

Anonymous

2.07 pm

11/08/2024 02:06 PM

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

Anonymous

11/08/2024 08:00 PM

9:45 AM

Anonymous

11/09/2024 06:58 AM

8.20

Anonymous

11/09/2024 05:40 PM

Morning and evening

Anonymous

11/10/2024 08:51 AM

07:30 AM

Anonymous

11/10/2024 08:39 PM

6:32 am

Anonymous

11/11/2024 09:19 AM

6.00Am

Anonymous

11/11/2024 02:57 PM

Anytime from 12-3 lmk

Anonymous

11/12/2024 01:12 AM

2:30pm

Anonymous

11/13/2024 06:30 AM

6:30

Anonymous

11/13/2024 08:49 PM

7:30

Anonymous

11/14/2024 10:22 AM

3 pm

Anonymous

11/14/2024 04:54 PM

Mrng evening night

Anonymous

11/16/2024 09:01 AM

7:30

Anonymous

11/16/2024 02:24 PM

After 4pm

| | |
|----------------------------------|---|
| Anonymous 11/16/2024 04:45 PM | 7pm or 2pm |
| Anonymous 11/19/2024 12:36 PM | 7:30 |
| Anonymous 11/19/2024 02:07 PM | 7:30AM |
| Anonymous 11/19/2024 02:48 PM | 2pm |
| Anonymous 11/20/2024 06:36 AM | 9:00 am |
| Anonymous 11/21/2024 08:07 AM | 7.10 |
| Anonymous 11/21/2024 07:12 PM | 7:45 |
| Anonymous 11/21/2024 07:22 PM | 7:45 |
| Anonymous 11/22/2024 03:13 PM | 5:30AM |
| Anonymous 11/22/2024 05:19 PM | 6 am |
| Anonymous 11/24/2024 10:28 PM | 7:00 am |
| Anonymous 11/28/2024 10:14 AM | 10:32am |
| Anonymous 11/28/2024 01:39 PM | 8 am |
| Anonymous 11/28/2024 03:29 PM | I rotate shifts because I work retail at the mall and there is no such thing as a 9-5 |

Anonymous

11/28/2024 08:53 PM

6.09 AM

Anonymous

11/29/2024 09:29 AM

from 9am to 4pm

Anonymous

11/30/2024 01:03 PM

it depends what is going on

Anonymous

12/01/2024 08:22 PM

Depends on the place I have to go and the day of the journey.

Anonymous

12/01/2024 08:31 PM

Depends on the place I have to go.

Anonymous

12/01/2024 08:35 PM

Usually morning and sometimes evening.

Anonymous

12/02/2024 07:59 AM

5:30

Anonymous

12/02/2024 08:10 AM

5:30

Anonymous

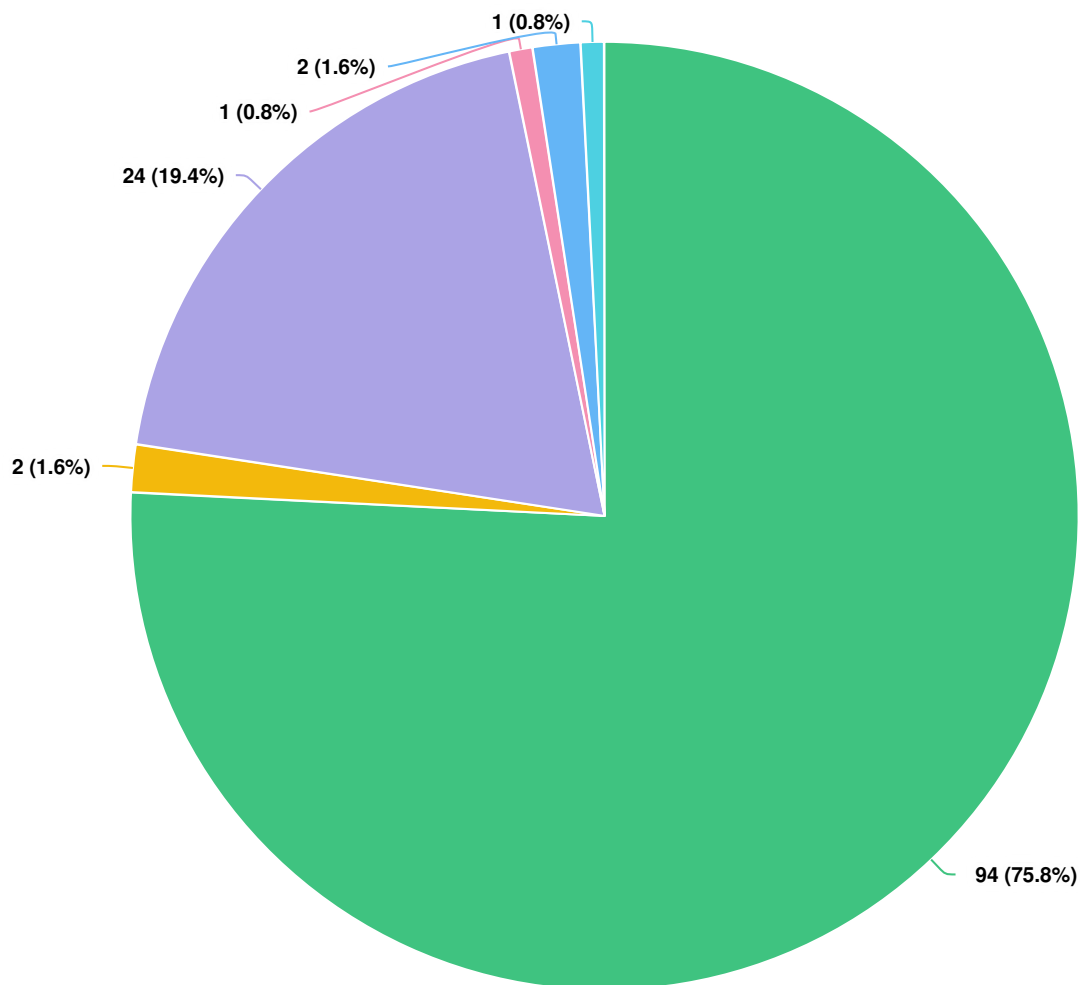
12/02/2024 08:15 AM

5:30

Optional question (121 response(s), 7 skipped)

Question type: Single Line Question

Q14 How do you typically get from the starting location to the bus stop where you board the bus?



Question options

- Walk or bicycle
- Dropped off by someone
- Transferred from another bus
- Drove a car and parked
- Taxi/Uber
- Other (please specify)

Optional question (124 response(s), 4 skipped)

Question type: Dropdown Question

Q15 At which intersection do you typically depart the bus?

Anonymous

11/04/2024 09:14 AM

Milton Go

Anonymous

11/04/2024 09:41 AM

Winston Churchill Blvd and Argentia Rd

Anonymous

11/04/2024 10:03 AM

Milton/ Lisgar Go

Anonymous

11/04/2024 10:03 AM

Regional road

Anonymous

11/04/2024 10:27 AM

Main and Bronte

Anonymous

11/04/2024 12:04 PM

Lisgar

Anonymous

11/04/2024 12:05 PM

Lisgad

Anonymous

11/04/2024 12:06 PM

Derry at scott

Anonymous

11/04/2024 12:57 PM

Milton go

Anonymous

11/04/2024 01:56 PM

Lisgar

Anonymous

11/04/2024 02:02 PM

Main and Maple

Anonymous

11/04/2024 02:03 PM

Derry and Savoline

Anonymous

11/04/2024 02:39 PM

GO station

Anonymous

11/04/2024 02:41 PM

Holly/Yates

Anonymous

11/04/2024 03:18 PM

Milton Go

Anonymous

11/04/2024 03:24 PM

Toronto Outlets

Anonymous

11/04/2024 03:41 PM

Milton go

Anonymous

11/04/2024 03:45 PM

Eight line

Anonymous

11/04/2024 04:14 PM

Sauve street- Derry road

Anonymous

11/04/2024 04:19 PM

various locations premium outlet mall,lisgar

Anonymous

11/04/2024 06:41 PM

Maple & main

Anonymous

11/04/2024 07:19 PM

Lisgar GO

Anonymous

11/04/2024 07:55 PM

Agnew and Armstrong

Anonymous

11/04/2024 08:04 PM

Milton GO

Anonymous

11/04/2024 08:31 PM

Milton GO

Anonymous

11/04/2024 09:59 PM

ontario street

Anonymous

Clark

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

11/05/2024 01:59 AM

Anonymous

Milton Go

11/05/2024 03:05 AM

Anonymous

401 park and go

11/05/2024 01:15 PM

Anonymous

Milton go station

11/05/2024 03:39 PM

Anonymous

Ruhl drive - Bronte street

11/06/2024 06:36 AM

Anonymous

Main st

11/06/2024 06:49 AM

Anonymous

Lisgar go

11/06/2024 06:51 AM

Anonymous

Main st

11/06/2024 06:52 AM

Anonymous

Chinguacousy

11/06/2024 06:56 AM

Anonymous

5th line and steeles

11/06/2024 07:10 AM

Anonymous

Milton go station

11/06/2024 07:10 AM

Anonymous

Milton go

11/06/2024 07:11 AM

Anonymous

Lisgar go

11/06/2024 07:11 AM

Anonymous

Derry and mclaughlin

11/06/2024 07:11 AM

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

Anonymous

11/06/2024 07:12 AM

Mavis and steels

Anonymous

11/06/2024 07:12 AM

Raylawson

Anonymous

11/06/2024 07:12 AM

Ontario and steels

Anonymous

11/06/2024 07:12 AM

Milton go

Anonymous

11/06/2024 07:12 AM

Lisgar Go station

Anonymous

11/06/2024 07:13 AM

Park hill dr

Anonymous

11/06/2024 07:13 AM

For Milton transit in morning it's Lisgar go station

Anonymous

11/06/2024 07:16 AM

Chinguacousy williams PK/y

Anonymous

11/06/2024 07:16 AM

Steels and James snow parkway

Anonymous

11/06/2024 07:17 AM

Chinguacousy Williams pk/y

Anonymous

11/06/2024 07:17 AM

433 Steeles ave

Anonymous

11/06/2024 07:18 AM

Mclaughlin Rd wanless dr

Anonymous

11/06/2024 08:46 AM

steels and mississauga

Anonymous

11/06/2024 08:57 AM

mavis nd steel

Anonymous

11/06/2024 09:32 AM

Main street

Anonymous

11/06/2024 09:33 AM

trafalgar

Anonymous

11/06/2024 09:34 AM

Lisgar go

Anonymous

11/06/2024 09:35 AM

Conestoga College parkhill milton

Anonymous

11/06/2024 09:36 AM

Williams and chingousy

Anonymous

11/06/2024 09:36 AM

Lisgar go station

Anonymous

11/06/2024 09:37 AM

Lisgar station

Anonymous

11/06/2024 09:38 AM

Toronto Premium outlet at trafalgar and steeles

Anonymous

11/06/2024 09:38 AM

Mississauga and queens

Anonymous

11/06/2024 09:39 AM

Lisgar go terminal

Anonymous

11/06/2024 10:06 AM

Williams

Anonymous

11/06/2024 10:33 AM

Lisgar

Anonymous

11/06/2024 10:35 AM

Lisgar go

Anonymous

11/06/2024 10:43 AM

Ligar go

Anonymous

11/06/2024 10:47 AM

Brampton

Anonymous

11/06/2024 01:05 PM

Lisgar go

Anonymous

11/06/2024 01:26 PM

Torbram and steels

Anonymous

11/06/2024 05:46 PM

Harris

Anonymous

11/06/2024 05:55 PM

Toronto premium outlet

Anonymous

11/06/2024 07:22 PM

Knightsbridge & Clark blvd

Anonymous

11/07/2024 01:01 AM

Brampton terminal

Anonymous

11/07/2024 06:35 AM

Steeles ave and Sixth line north

Anonymous

11/07/2024 06:43 AM

Milton go

Anonymous

11/07/2024 08:48 AM

Go station

Anonymous

11/07/2024 10:31 AM

Milton Go

Anonymous

11/07/2024 11:09 AM

Lisgar Go & Conestoga College, Milton

Anonymous

11/07/2024 01:35 PM

Milton go or meadowdale go

Anonymous

mclaughlin and elgin

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

11/07/2024 05:48 PM

Anonymous

Lisgar go station

11/07/2024 05:55 PM

Anonymous

Lisgar Go

11/08/2024 01:05 AM

Anonymous

Winston Churchville boulevard

11/08/2024 02:06 PM

Anonymous

Lisgar GO or steels/Winston Churchill - I transfer to the 21 from here

11/08/2024 08:00 PM

Anonymous

Tait/windmill

11/09/2024 06:58 AM

Anonymous

Scott/Derry

11/10/2024 08:51 AM

Anonymous

Steel Avenue, eight line

11/10/2024 08:39 PM

Anonymous

Lisger go station

11/11/2024 09:19 AM

Anonymous

Thompson and Derry

11/11/2024 02:57 PM

Anonymous

Steeles and Trafalgar

11/12/2024 01:12 AM

Anonymous

Lingerie go

11/13/2024 06:30 AM

Anonymous

Humber College Bus Terminal

11/13/2024 08:49 PM

Anonymous

Major william and chinguacousy

11/14/2024 10:22 AM

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

Anonymous

11/14/2024 04:54 PM

Lisgar

Anonymous

11/16/2024 09:01 AM

Childs and Ontario

Anonymous

11/16/2024 02:24 PM

Forbes Terrace

Anonymous

11/16/2024 04:45 PM

Lisgar GO, Milton GO

Anonymous

11/19/2024 12:36 PM

Thomson

Anonymous

11/19/2024 02:07 PM

Montevideo Rd & Aquataine Ave

Anonymous

11/19/2024 02:48 PM

Winston Churchill Blvd

Anonymous

11/19/2024 09:21 PM

Gateway terminal

Anonymous

11/20/2024 06:36 AM

Sandalwood

Anonymous

11/21/2024 08:07 AM

GO station

Anonymous

11/21/2024 07:12 PM

Louis Saint Laurent & Ferguson

Anonymous

11/21/2024 07:22 PM

Lisgar go

Anonymous

11/22/2024 03:13 PM

TPO

Anonymous

11/22/2024 05:19 PM

Wanless

Anonymous

11/24/2024 10:28 PM

lisgar go

Anonymous

11/28/2024 10:14 AM

Thompson/Laurier

Anonymous

11/28/2024 01:39 PM

Steeles/trafalgar

Anonymous

11/28/2024 03:29 PM

Go station

Anonymous

11/28/2024 08:53 PM

Derry & Scott

Anonymous

11/29/2024 09:29 AM

Yates Dr. & Holly Ave.

Anonymous

11/29/2024 09:33 AM

Brampton gateway terminal

Anonymous

11/30/2024 01:03 PM

station

Anonymous

12/01/2024 08:22 PM

The intersection before Lumen Christi elementary school.

Anonymous

12/01/2024 08:31 PM

Depends on the place I want to go.

Anonymous

12/01/2024 08:35 PM

Depends on the place I have to go.

Anonymous

12/02/2024 07:59 AM

21 in lisgar

Anonymous

12/02/2024 08:10 AM

Torbra

Anonymous

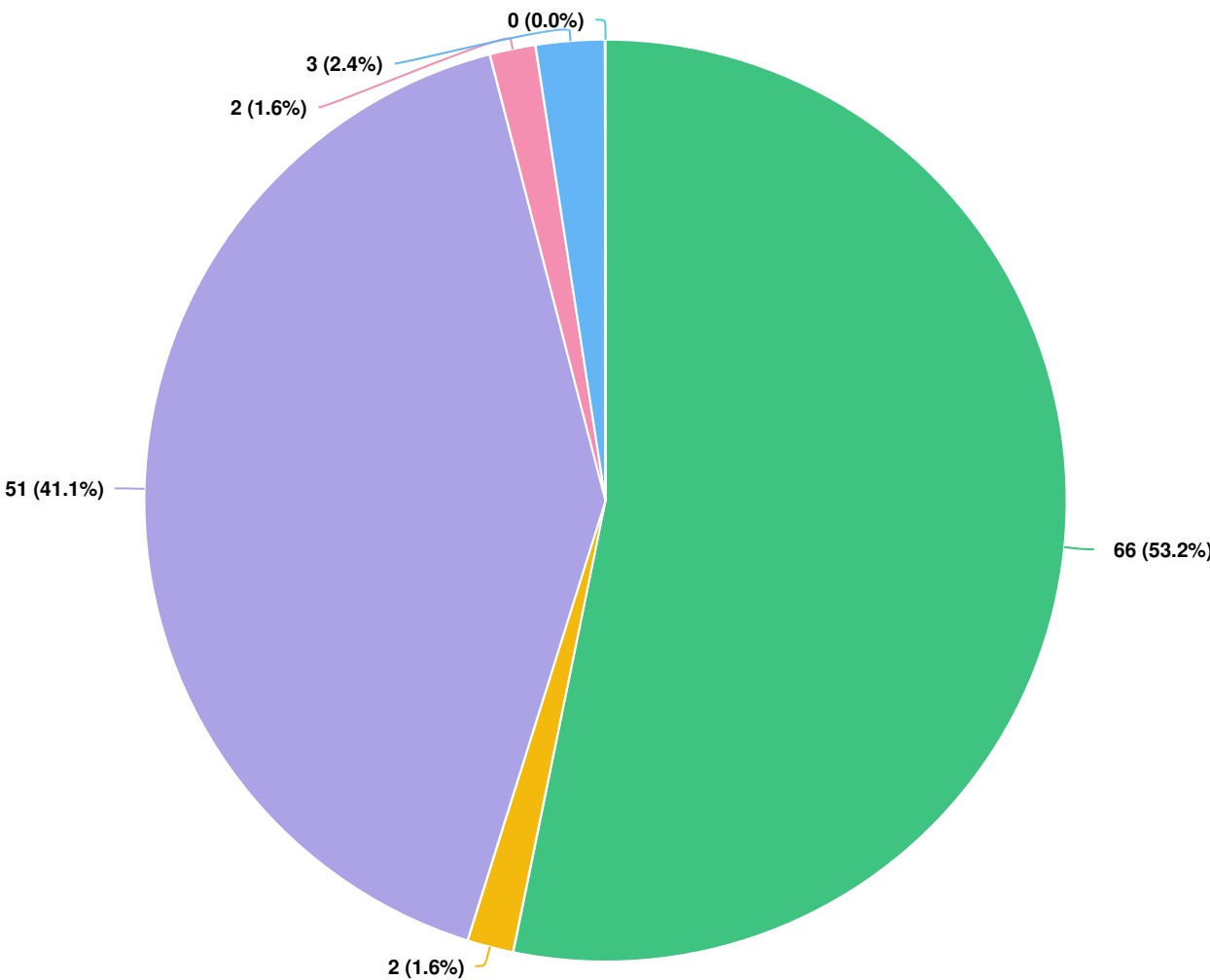
12/02/2024 08:15 AM

Torbram and sandalwood

Optional question (123 response(s), 5 skipped)

Question type: Single Line Question

Q16 After you get off the bus, how do you get to your final destination?

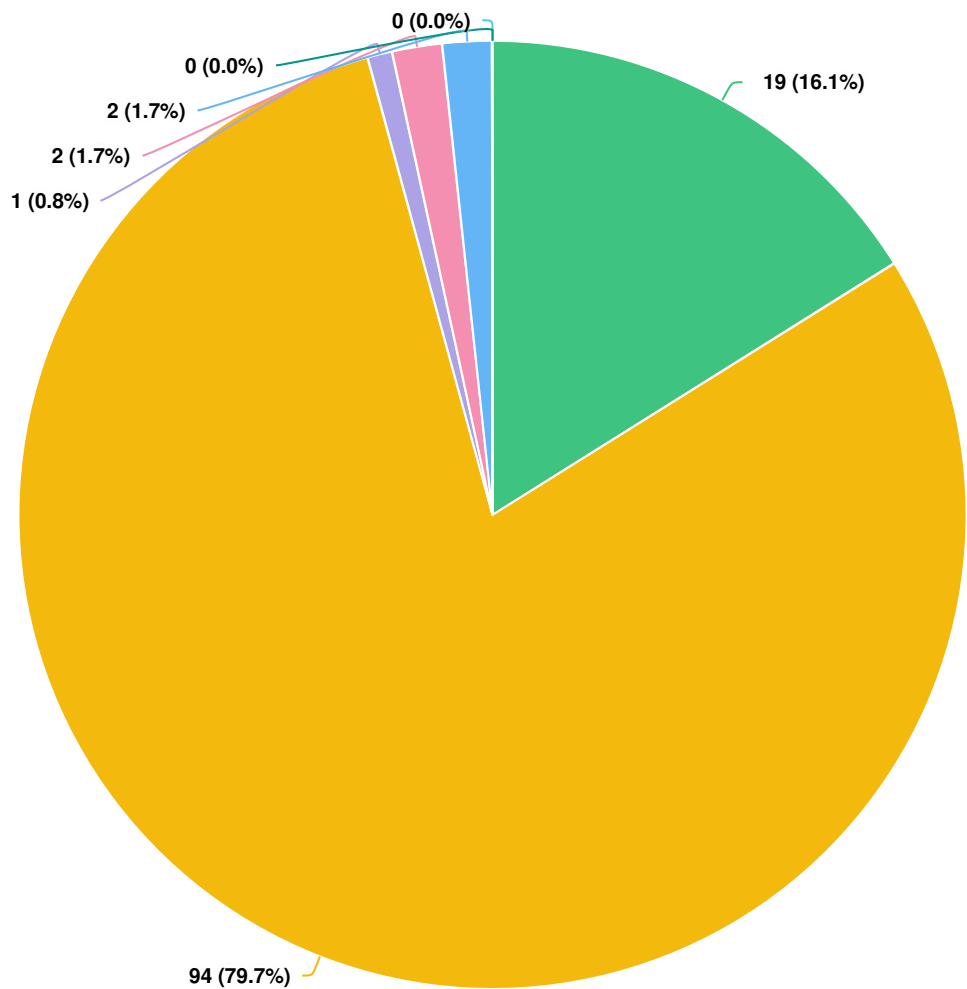


Question options

- Walk or bicycle ● Ride with another person ● Transfer to another bus ● Taxi/Uber ● Other (please specify)
● Drive my car

Optional question (124 response(s), 4 skipped)
Question type: Dropdown Question

Q17 What is your final destination?



Question options

- My home
- School/Work
- Restaurant, grocery store, bank or department store
- Medial office/hospital
- Other (please specify)
- Friend or relative's home
- Place of worship

Optional question (118 response(s), 10 skipped)
Question type: Dropdown Question

Q18 What is the nearest cross street or intersection of your final destination?

Anonymous

11/04/2024 09:14 AM

Steeles, Trafalgar

Anonymous

11/04/2024 09:41 AM

Hurontario st and rathburn rd E

Anonymous

11/04/2024 10:03 AM

Brampton

Anonymous

11/04/2024 10:03 AM

Regional

Anonymous

11/04/2024 10:27 AM

Hamilton GO

Anonymous

11/04/2024 12:04 PM

Eighth line

Anonymous

11/04/2024 12:06 PM

433 Steele

Anonymous

11/04/2024 12:57 PM

Steeles Avenue at Cleave Court

Anonymous

11/04/2024 01:56 PM

Humber college bus terminal

Anonymous

11/04/2024 02:02 PM

Finch and steeles in Brampton

Anonymous

11/04/2024 02:03 PM

Milton GO

Anonymous

11/04/2024 02:39 PM

Steeles/James snow

Anonymous

11/04/2024 02:41 PM

Yates

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

Anonymous

11/04/2024 03:18 PM

Steeles (Toronto Premium Outlets)

Anonymous

11/04/2024 03:24 PM

Trafalgar and Steeles

Anonymous

11/04/2024 03:41 PM

Toronto premium outlets

Anonymous

11/04/2024 03:45 PM

Hornby road

Anonymous

11/04/2024 04:19 PM

trafalgar steeles

Anonymous

11/04/2024 06:41 PM

Maple and main

Anonymous

11/04/2024 07:19 PM

Argentina and Winston Churchill

Anonymous

11/04/2024 07:55 PM

5th Line North and Steeles

Anonymous

11/04/2024 08:04 PM

Station View Drive Mississauga

Anonymous

11/04/2024 08:31 PM

Steeles Ave/Eighth Line (Toronto Premium Outlets)

Anonymous

11/05/2024 01:59 AM

Lisgar

Anonymous

11/05/2024 03:05 AM

Bronte St

Anonymous

11/05/2024 01:15 PM

Guelph university

Anonymous

11/05/2024 03:39 PM

Cleave court

Anonymous

11/06/2024 06:36 AM

Brampton- Clark bolvd

Anonymous

11/06/2024 06:49 AM

Chinguacousy

Anonymous

11/06/2024 06:51 AM

11400 Steeles Ave

Anonymous

11/06/2024 06:52 AM

Chinguacousy

Anonymous

11/06/2024 06:56 AM

Chinguacousy hu y

Anonymous

11/06/2024 07:10 AM

5th line and steels

Anonymous

11/06/2024 07:10 AM

Main Street

Anonymous

11/06/2024 07:11 AM

Steels avenue

Anonymous

11/06/2024 07:11 AM

5th line north

Anonymous

11/06/2024 07:11 AM

Main st and ontario (milton)

Anonymous

11/06/2024 07:12 AM

Bronte street milton

Anonymous

11/06/2024 07:12 AM

Ontario

Anonymous

11/06/2024 07:12 AM

Ontario and Steels

Anonymous

11/06/2024 07:12 AM

Halliford place brampton

Anonymous

11/06/2024 07:12 AM

433 Steeles ave

Anonymous

11/06/2024 07:13 AM

Park hill dr

Anonymous

11/06/2024 07:13 AM

Ontario road

Anonymous

11/06/2024 07:16 AM

Parkhill drive

Anonymous

11/06/2024 07:16 AM

Lawson Road

Anonymous

11/06/2024 07:17 AM

Conestoga parkhi drive

Anonymous

11/06/2024 07:17 AM

433 Steeles ave

Anonymous

11/06/2024 07:18 AM

Conestoga parkhill

Anonymous

11/06/2024 08:46 AM

main and maple

Anonymous

11/06/2024 08:57 AM

mavis & steel

Anonymous

11/06/2024 09:32 AM

Toronto premium outlet

Anonymous

11/06/2024 09:33 AM

trfalgar

Anonymous

11/06/2024 09:34 AM

Milton go station

Anonymous

Conestoga College parkhill milton

11/06/2024 09:35 AM

Anonymous

Steeles avenue west

11/06/2024 09:36 AM

Anonymous

It's not fixed

11/06/2024 09:36 AM

Anonymous

Not fixed timings

11/06/2024 09:37 AM

Anonymous

Toronto Premium Outlet and Lisgar Go Station

11/06/2024 09:38 AM

Anonymous

Milton go station

11/06/2024 09:38 AM

Anonymous

Steeles and trafalgar

11/06/2024 09:39 AM

Anonymous

Steeles avenue east

11/06/2024 10:06 AM

Anonymous

Mavis and chinguacousy

11/06/2024 10:33 AM

Anonymous

Mavis and chiguacousy

11/06/2024 10:35 AM

Anonymous

Trafalgar road

11/06/2024 10:43 AM

Anonymous

Hurontario

11/06/2024 10:47 AM

Anonymous

Parkhill

11/06/2024 01:05 PM

Anonymous

Drake blvd

11/06/2024 01:26 PM

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

Anonymous

11/06/2024 05:46 PM

Go Station

Anonymous

11/06/2024 05:55 PM

Malton

Anonymous

11/06/2024 07:22 PM

Toronto premium outlets

Anonymous

11/07/2024 01:01 AM

Reginol road 25 8501

Anonymous

11/07/2024 06:35 AM

Steeles ave and Six line north

Anonymous

11/07/2024 06:43 AM

Lisgar go

Anonymous

11/07/2024 08:48 AM

5 min walk

Anonymous

11/07/2024 10:31 AM

Steeles and Trafalgar

Anonymous

11/07/2024 11:09 AM

Parkhill drive

Anonymous

11/07/2024 01:35 PM

Meadowvale

Anonymous

11/07/2024 05:48 PM

commercial street main street

Anonymous

11/07/2024 05:55 PM

Mississauga road

Anonymous

11/08/2024 01:05 AM

Argentia Rd & Winston Churchill Blvd

Anonymous

11/08/2024 02:06 PM

Chinguacousy and bovaird

Anonymous

11/08/2024 08:00 PM

Main street and Ontario

Anonymous

11/09/2024 06:58 AM

Brownridge

Anonymous

11/10/2024 08:51 AM

Thompson Road/Main Street

Anonymous

11/10/2024 08:39 PM

Steel Avenue

Anonymous

11/11/2024 09:19 AM

Breamlea bus station

Anonymous

11/11/2024 02:57 PM

Winston Churchill blvd @ Vanderbilt road

Anonymous

11/12/2024 01:12 AM

Dixie and Countryside

Anonymous

11/13/2024 06:30 AM

Toronto premium

Anonymous

11/13/2024 08:49 PM

Trafalgar Road/ Toronto Premium Outlets

Anonymous

11/14/2024 10:22 AM

Ontario and steels

Anonymous

11/14/2024 04:54 PM

1525 main st east milton

Anonymous

11/16/2024 09:01 AM

Steeles and industrial

Anonymous

11/16/2024 02:24 PM

Main St and Scott Blvd

Anonymous

11/16/2024 04:45 PM

Main Street East

Anonymous

11/19/2024 12:36 PM

Steeles

Anonymous

11/19/2024 02:07 PM

Montevideo Rd & Battleford Rd

Anonymous

11/19/2024 02:48 PM

Charolais Blvd

Anonymous

11/19/2024 09:21 PM

Queen Brampton

Anonymous

11/20/2024 06:36 AM

Toronto premium outlet

Anonymous

11/21/2024 08:07 AM

Derry/Mavis

Anonymous

11/21/2024 07:12 PM

Ferguson

Anonymous

11/21/2024 07:22 PM

Tenth line

Anonymous

11/22/2024 03:13 PM

Eighth line

Anonymous

11/22/2024 05:19 PM

Ridge

Anonymous

11/24/2024 10:28 PM

Steeles and Ontario

Anonymous

11/28/2024 10:14 AM

Laurier

Anonymous

11/28/2024 01:39 PM

Steeles and trafalgar

Anonymous

Steeles/Trafalgar

11/28/2024 03:29 PM

Anonymous

Shephard & Supertest St

11/28/2024 08:53 PM

Anonymous

GO Bus or Bronte

11/29/2024 09:29 AM

Anonymous

Toronto premium outlet

11/29/2024 09:33 AM

Anonymous

873 maxted cres.

11/30/2024 01:03 PM

Anonymous

It depends where I have to go.

12/01/2024 08:22 PM

Anonymous

Mostly depends on the place I want to go.

12/01/2024 08:31 PM

Anonymous

Sometimes near Walmart and milton mall.

12/01/2024 08:35 PM

Anonymous

Steeles and Ontario

12/02/2024 07:59 AM

Anonymous

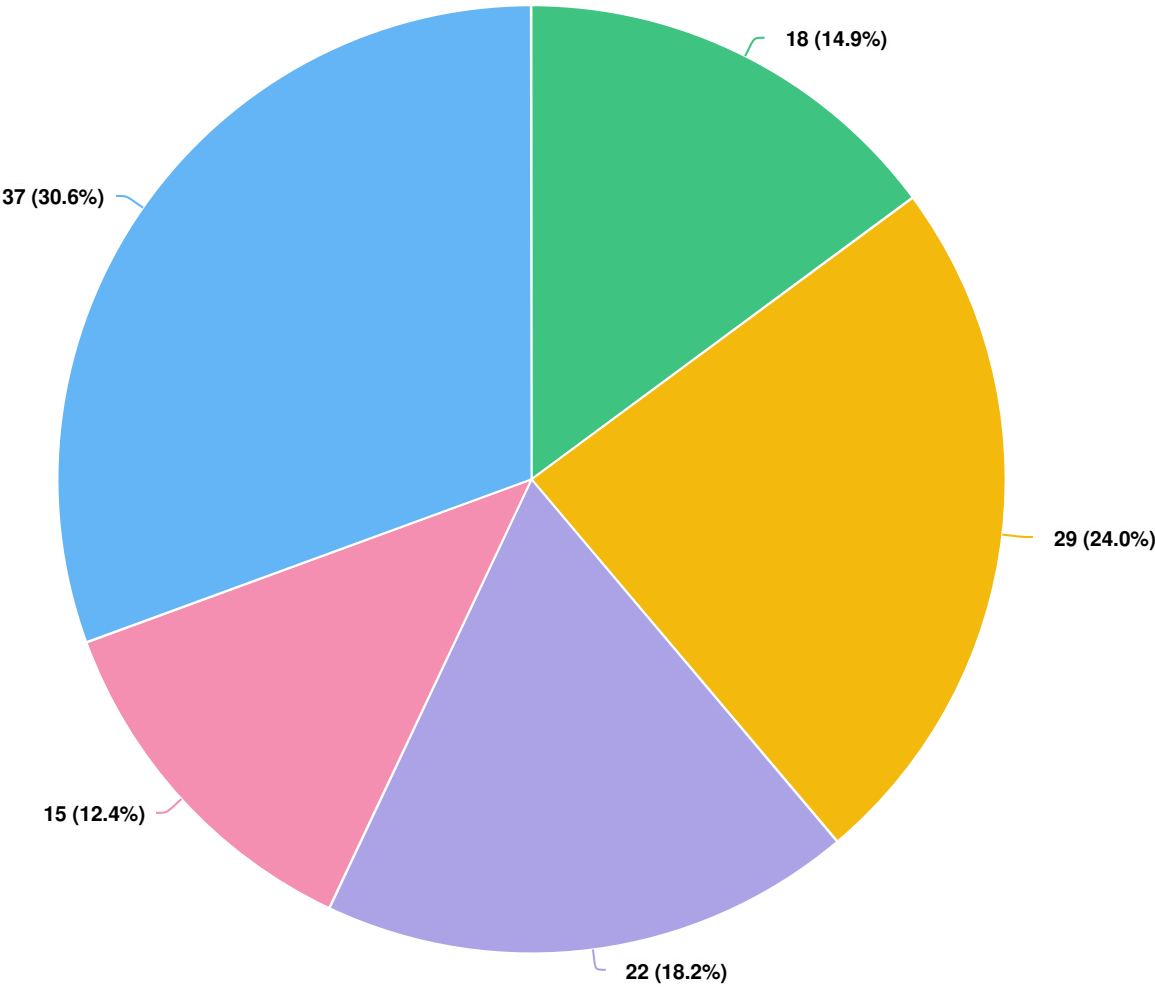
Steeles and Ontario

12/02/2024 08:15 AM

Optional question (119 response(s), 9 skipped)

Question type: Single Line Question

Q19 How many minutes is your final destination from the last bus stop you departed from?



Question options

Less than 5 minutes 5-10 minutes 10-15 minutes 15-20 minutes More than 20 minutes

Optional question (121 response(s), 7 skipped)
Question type: Dropdown Question

Q20 What time do you typically depart the bus?

Anonymous

11/04/2024 09:14 AM

9:40

Anonymous

11/04/2024 09:41 AM

Depends

Anonymous

11/04/2024 10:03 AM

After 8 pm

Anonymous

11/04/2024 10:03 AM

1730h

Anonymous

11/04/2024 10:27 AM

When it arrives

Anonymous

11/04/2024 12:04 PM

Evening 5-6

Anonymous

11/04/2024 12:05 PM

Different

Anonymous

11/04/2024 12:06 PM

No fix time

Anonymous

11/04/2024 01:56 PM

Anytime depending on my schedule

Anonymous

11/04/2024 02:02 PM

1:20 pm

Anonymous

11/04/2024 02:03 PM

Evenings

Anonymous

11/04/2024 02:39 PM

9:20 am

Anonymous

11/04/2024 02:41 PM

It varies

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

| | |
|----------------------------------|---|
| Anonymous 11/04/2024 03:18 PM | 5 |
| Anonymous 11/04/2024 03:24 PM | 2pm |
| Anonymous 11/04/2024 03:41 PM | 10:35 |
| Anonymous 11/04/2024 03:45 PM | After 15-18 mins |
| Anonymous 11/04/2024 04:19 PM | varies |
| Anonymous 11/04/2024 07:19 PM | Anytime post 7PM all day |
| Anonymous 11/04/2024 07:55 PM | 8:28am |
| Anonymous 11/04/2024 08:04 PM | 17:15 |
| Anonymous 11/04/2024 08:31 PM | 6:50AM for my morning shift, as late as 6:50PM or so in the evening varies. |
| Anonymous 11/05/2024 01:59 AM | 4pm |
| Anonymous 11/05/2024 03:05 AM | 8:50 pm |
| Anonymous 11/05/2024 01:15 PM | 8:45 |
| Anonymous 11/05/2024 03:39 PM | 4.30 pm |
| Anonymous 11/06/2024 06:36 AM | 8am |

Anonymous

11/06/2024 06:49 AM

10:00 P.m

Anonymous

11/06/2024 06:51 AM

10:06 pm and mornin7:00 am

Anonymous

11/06/2024 06:56 AM

6

Anonymous

11/06/2024 07:10 AM

7:28am

Anonymous

11/06/2024 07:10 AM

Near 8

Anonymous

11/06/2024 07:11 AM

7:05

Anonymous

11/06/2024 07:11 AM

7:30 am

Anonymous

11/06/2024 07:11 AM

7.05 am

Anonymous

11/06/2024 07:12 AM

7 qm

Anonymous

11/06/2024 07:12 AM

1 hour

Anonymous

11/06/2024 07:12 AM

7:54am

Anonymous

11/06/2024 07:12 AM

5:50

Anonymous

11/06/2024 07:12 AM

7:50 am

Anonymous

4:30 pm

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

11/06/2024 07:13 AM

Anonymous 7:52am

11/06/2024 07:13 AM

Anonymous 7.00pm

11/06/2024 07:16 AM

Anonymous 7:28 Am

11/06/2024 07:16 AM

Anonymous 7.00 pm

11/06/2024 07:17 AM

Anonymous 7:50 am

11/06/2024 07:17 AM

Anonymous 7:00pm

11/06/2024 07:18 AM

Anonymous 8:40

11/06/2024 08:46 AM

Anonymous 9:30

11/06/2024 09:32 AM

Anonymous 9.40

11/06/2024 09:33 AM

Anonymous 9:20am

11/06/2024 09:34 AM

Anonymous 8:12

11/06/2024 09:35 AM

Anonymous Usually in the morning

11/06/2024 09:36 AM

Anonymous Not fixed

11/06/2024 09:36 AM

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

Anonymous

11/06/2024 09:37 AM

9:28am weekdays

Anonymous

11/06/2024 09:38 AM

Depends Upon the work schedule

Anonymous

11/06/2024 09:38 AM

8:40 am

Anonymous

11/06/2024 09:39 AM

9:25AM

Anonymous

11/06/2024 10:06 AM

Morning

Anonymous

11/06/2024 10:33 AM

9.50

Anonymous

11/06/2024 10:35 AM

9.60 pm

Anonymous

11/06/2024 10:43 AM

8.30 am

Anonymous

11/06/2024 10:47 AM

9 o clock

Anonymous

11/06/2024 01:26 PM

6

Anonymous

11/06/2024 05:46 PM

6

Anonymous

11/06/2024 05:55 PM

7am

Anonymous

11/06/2024 07:22 PM

7:00 AM

Anonymous

11/07/2024 01:01 AM

5 minutes

Anonymous

11/07/2024 06:35 AM

6.50 am

Anonymous

11/07/2024 06:43 AM

9:35

Anonymous

11/07/2024 08:48 AM

8am

Anonymous

11/07/2024 10:31 AM

10:54-10:57

Anonymous

11/07/2024 11:09 AM

Depend on the day

Anonymous

11/07/2024 05:48 PM

5:15

Anonymous

11/08/2024 01:05 AM

8am-5pm depending on my shift

Anonymous

11/08/2024 08:00 PM

10:45 AM

Anonymous

11/09/2024 06:58 AM

8:20

Anonymous

11/10/2024 08:51 AM

08:00 AM

Anonymous

11/10/2024 08:39 PM

3:30pm

Anonymous

11/11/2024 09:19 AM

9.00 am

Anonymous

11/11/2024 02:57 PM

Around 6-7

Anonymous

11/12/2024 01:12 AM

3:30pm-4pm

Anonymous

11

11/13/2024 06:30 AM

Anonymous

9:20

11/13/2024 08:49 PM

Anonymous

10

11/14/2024 04:54 PM

Anonymous

4:30 or 6

11/16/2024 09:01 AM

Anonymous

4pm

11/16/2024 02:24 PM

Anonymous

9pm

11/16/2024 04:45 PM

Anonymous

4:30

11/19/2024 12:36 PM

Anonymous

8:00AM

11/19/2024 02:07 PM

Anonymous

4pm

11/19/2024 02:48 PM

Anonymous

1

11/19/2024 09:21 PM

Anonymous

10:30 a.m.

11/20/2024 06:36 AM

Anonymous

3 PM

11/21/2024 08:07 AM

Anonymous

8:15

11/21/2024 07:22 PM

Anonymous

8:15AM

Route 21 - Steeles Ridership Survey : Survey Report for 04 November 2024 to 02 December 2024

11/22/2024 03:13 PM

Anonymous

6 pm

11/22/2024 05:19 PM

Anonymous

afternoon and night

11/24/2024 10:28 PM

Anonymous

11:10am

11/28/2024 10:14 AM

Anonymous

No regular time

11/28/2024 03:29 PM

Anonymous

3.00 PM

11/28/2024 08:53 PM

Anonymous

10am.-- 4pm.

11/29/2024 09:29 AM

Anonymous

9:00 am

11/29/2024 09:33 AM

Anonymous

it depends on what I HAVE TO DO

11/30/2024 01:03 PM

Anonymous

10 to 15 mins.

12/01/2024 08:22 PM

Anonymous

10 to 15 mins.

12/01/2024 08:31 PM

Anonymous

Depends where and when I have to go.

12/01/2024 08:35 PM

Anonymous

7:48 am

12/02/2024 07:59 AM

Anonymous

7:47

12/02/2024 08:15 AM
