

# TTC 5-Year Service Plan and Customer Experience Action Plan Round Two (of Three) Survey Summary



Survey timeframe: August 9, 2023 – August 27, 2023

Total responses received: 985

- Online survey responses: 980
- Mail-in survey hard copies received: 5

## Overview

Between Wednesday, August 9 and Sunday, August 27, 2023, the TTC conducted a survey open to customers, TTC employees, and the public to seek feedback on the key focus areas of the 5-Year Service Plan and Customer Experience Action Plan. The survey was part of the second of three rounds of consultation on the TTC's 5-Year Service Plan and Customer Experience Action Plan. It focused on seeking feedback on:

- How the TTC could improve the Express bus network and integration with regional transit partners and other modes of transit.
- How the TTC could improve customer experience on the TTC, including safety, trip planning, receiving real-time information, stops and station amenities, and cleanliness.

The survey received a total of 985 responses, with the most responses (980) received online. The TTC promoted the survey through its website, email list, pop-ups at transit stations, social media channels, Councillor's office communications, platform video screens, and announcements at transit stations.

Third Party Public, an independent engagement team retained by the TTC, prepared this survey summary. This summary follows the survey structure, with sections covering:

- Feedback on focus areas of the 5-Year Service Plan
- Feedback on focus areas of the Customer Experience Action Plan
- Other feedback
- Respondent profile

The survey was not designed or intended to be statistically significant; it was designed to help the TTC understand the diversity of opinions (including the rationale behind those opinions) and inform the 5-Year Service Plan and Customer Experience Action Plan. This summary does not assess the merit or accuracy of the feedback shared, nor does the documentation of these responses indicate an endorsement of any of these perspectives on the part of the TTC.

## Feedback on focus areas of the 5-Year Service Plan

This section of the survey focused on asking Respondent feedback on the following areas of TTC service:

- **Improving the Express Bus network**
- **Integration with regional transit partners and complementary modes of transit**
- **Fare and service integration**

A total of 792 responses were received for this section of the survey, including 763 responses from public respondents and 29 responses from TTC employees. Respondents were able to select the focus area(s) that they wanted to provide feedback on. A summary of responses is below.

### Improving the Express Bus network

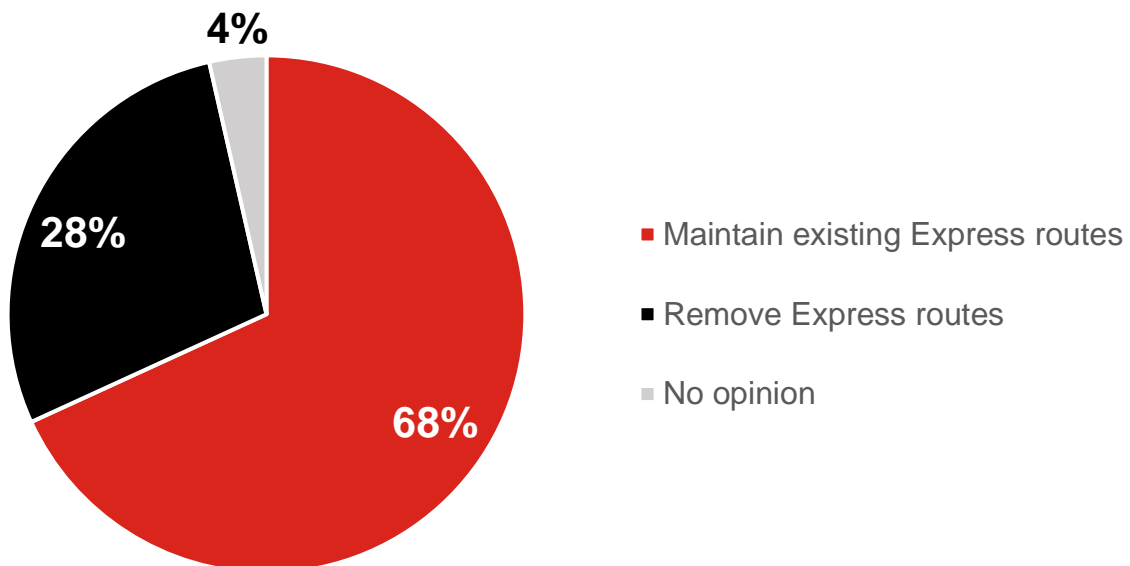
The TTC shared that they operate an Express Network made up of over 20 routes across the city, which intends to offer customers a 20% travel time savings compared to the travel time of a local service following the same route. The TTC completed a review of the Express Network and have found that on some corridors they are not meeting this 20% travel time savings target.

Respondents were then asked four questions on how the TTC can best improve the Express Network.

#### Question 1: “Tell us what you would prefer the TTC to do on routes where we do not achieve the 20% travel time savings due to traffic congestion on busy corridors”

537 respondents answered this question.

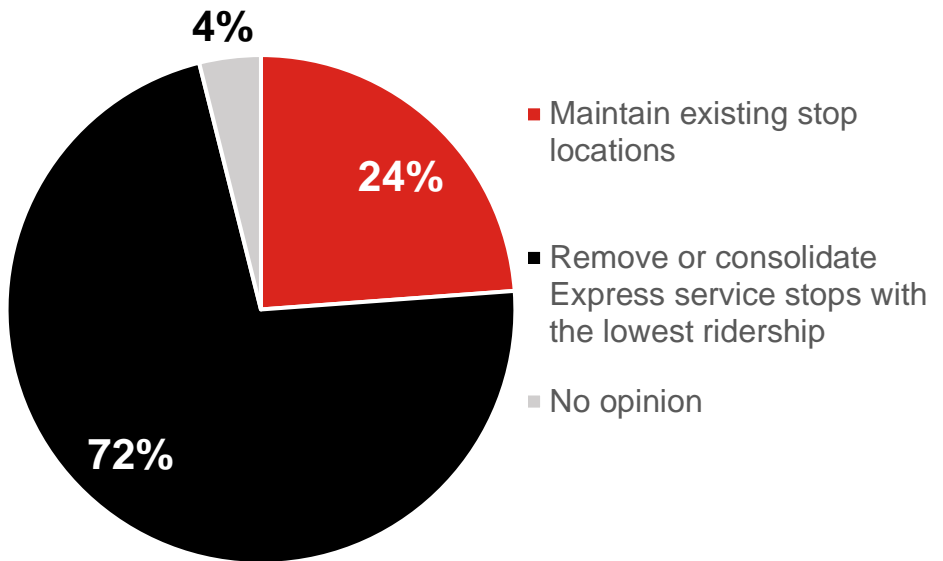
- 365 (68%) said **maintain existing Express routes**, even if that means not achieving target travel time savings,
- 152 (28%) said **remove Express routes**, and add more service to local buses that follow the same route, and
- 20 (4%) said **no opinion**.



**Question 2: “Tell us what you would prefer the TTC to do on routes where we do not achieve the 20% travel time savings because Express stops are too close together”**

537 respondents answered this question.

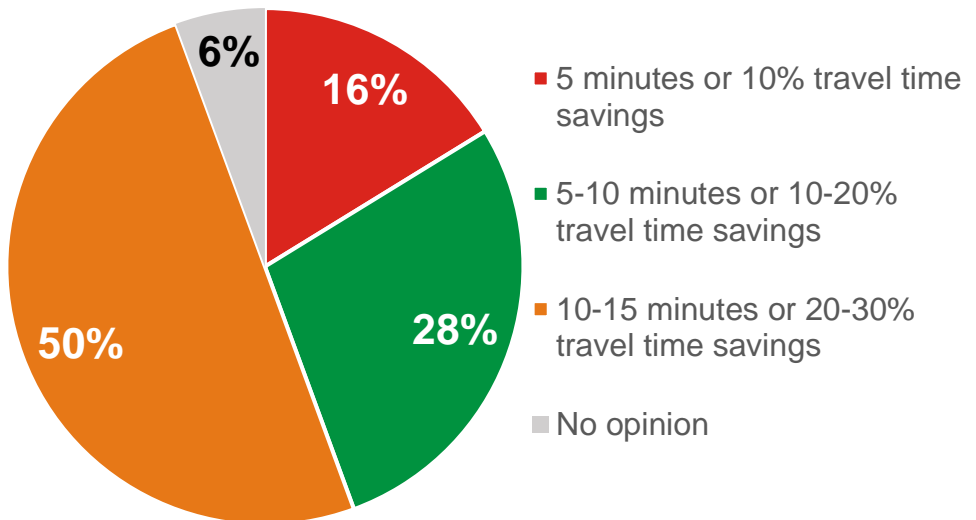
- 128 (24%) said **maintain existing stop locations, even if that means not achieving target travel time savings,**
- 388 (72%) said **remove or consolidate Express service stops with the lowest ridership** (while maintaining our service standard of Express stops every 800 metres) to improve travel time savings on the Express route, and
- 21 (4%) said **no opinion.**



**Question 3: “On a trip that takes 50 minutes via the local bus route, what is the minimum travel time savings that would make you want to take an Express bus over a local one? And why?”**

536 respondents answered this question.

- 87 (16%) said **5 minutes or 10% travel time savings** (which means taking a 45-minute Express bus trip instead of a 50-minute local bus trip),
- 151 (28%) said **5-10 minutes or 10-20% travel time savings** (which means taking a 40- to 45-minute Express bus trip instead of a 50-minute local bus trip)
- 268 (50%) said **10-15 minutes or 20-30% travel time savings** (which means taking a 35- to 40-minute Express bus trip instead of a 50-minute local bus trip)
- 30 (6%) said **no opinion.**



298 respondents provided an explanation for their response.

Overall, the acceptable time savings for taking an Express bus over a local one varies among individuals, with preferences ranging from a 5-minute savings to a 15-minute reduction in travel time. Their preferences were

influenced by factors like convenience, reliability, the number of stops on the route, the value of time saved, and the time it takes to get to an Express bus stop. Additionally, some respondents mentioned that Express bus routes should focus on reserved lanes to improve service reliability and efficiency, and that Express buses should prioritize major stops.

Some respondents found a 5-minute or 10% travel time savings (45-minute Express vs. 50-minute local) as the minimum threshold to consider taking an Express bus over a local one. They said that even this slight time savings is valuable and might be worth it, especially if there are other conveniences like fewer stops which make for a smoother ride.

Some respondents preferred a slightly higher time savings of 5-10 minutes or 10-20% (40-45 minute Express vs. 50-minute local) to justify taking an Express bus. They saw this range as a more substantial benefit, and it aligns with their desire for faster travel.

Other respondents required a substantial time savings of 10-15 minutes or 20-30% (35-40 minute Express vs. 50-minute local) to opt for an Express bus. They believed that such savings make a noticeable difference in their commute and justify the wait for the Express bus. Some said that anything less than a 10-minute time saving is not worth taking the Express route. Others also said that Express buses tend to be more crowded so they would require a meaningful time saving to endure the increased crowding.

#### **Question 4: “Do you have any other advice on how we could improve the Express Network?”**

276 responses were received for this question. Respondents suggested the following as ways to improve the Express Network:

**Prioritize bus lanes and transit signal priority.** Many respondents suggested bus-only lanes on the highways and other streets that are congested areas. This included queue jump lanes at congested intersections and exploring the possibility of centre median bus lanes. Other respondents also suggested transit signal priority.

**Increase scheduling and frequency of the Express Network.** Consider extending Express service hours to maintain frequency throughout the day. One participant suggested scheduling the Express buses based on demand.

#### **Specific suggestions on how to improve the Express Network included:**

- Optimize stop locations for Express routes.
- Maintain stops at transfer points.
- Coordinate Express and local bus routes effectively.
- Add stops near GO train interchanges.
- Use articulated buses for high-demand routes.
- Ensure Express routes have the capacity to handle demand.

Some respondents had suggestions on specific routes and areas, which included:

- Consider an Express route to serve Roncesvalles to Downtown and Liberty Village
- Consider an Ossington Express Route
- Consider Express service on Eglinton Avenue West

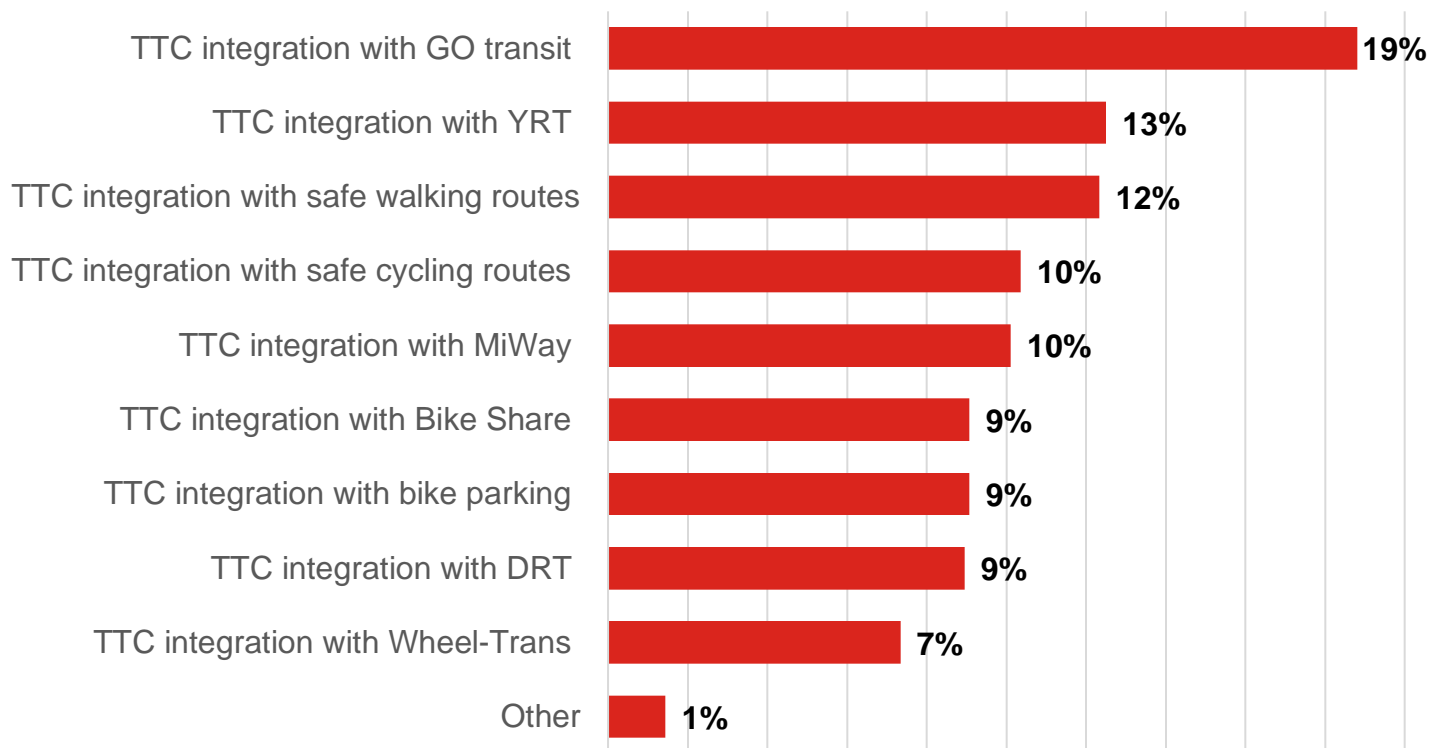
## Integration with regional transit partners and complementary modes of transit

The TTC shared that they understand that TTC transit stops and stations might not be the starting or ending point of a customer's journey and additional modes of transportation or other transit services are needed to connect customers to their destinations. Integrating TTC services with regional transit partners and complementary modes of transit can help to create a seamless connection for customers.

Respondents were then asked the following two questions:

### Question 1: "What type of service integration needs to be improved? Select all that apply."

Since respondents could select multiple options, a total of 2,424 responses were received for this question. The top responses were need for improved **TTC integration with GO transit** (456 or 19% of responses), followed by **TTC integration with YRT** (303 or 13% of responses), and **TTC integration with safe walking routes** (299 or 12% of responses). See chart below for detailed breakdown of responses.



Respondents who answered "other" identified the following types of service integration that needs to be improved:

- Integration with UP Express
- Integration with Brampton Transit
- Integration with Via Rail
- Integration with Wheel-Trans
- Integration with GO Transit
- Integration with car parking
- Integration with the Weston UP station
- Integration with accessibility companies outside of Toronto like CareVan in Oakville or accessible services in Mississauga

**Question 2: “Are there any opportunities for better integration with other transit agencies and other modes (e.g. BikeShare/biking, taxis, walking, etc.)? If yes, where?”**

571 respondents answered this question. 243 (43%) said **yes** and 328 (57%) said **no**.



Respondents who said yes suggested the following **locations for better integration with other modes and transit agencies**:

- **Broadview station:** Improve bike parking and integration with bus routes.
- **Cornell Bus Terminal to Eastern Scarborough:** Create direct connections to major destinations in Eastern Scarborough.
- **Don Mills TTC Station:** Improve bicycle access from the Don Mills Rd side.
- **Finch and Warden area:** Implement a travel time instant rebate for riders traveling to Markham and Richmond Hill.
- **Jane Station:** Consider placing BikeShare along the south side walkway or along Barrington St.
- **Kennedy TTC and GO Station:** Install BikeShare racks at both locations.
- **Locations along Don Mills Rd and Victoria Park Ave:** Enhance biking and walking infrastructure.
- **Long Branch GO Station:** Improve connections to destinations east of the station.
- **Main Street TTC Station:** Provide closer and more accessible BikeShare stations.
- **McCowan Station:** Enhance integration with DRT Route 920.
- **Milliken GO Station:** Add a stop below the Steeles Ave overpass for better integration.
- **Steeles Avenue at Islington or Martin Grove:** Improve biking and walking infrastructure.

Respondents also suggested the following as **considerations for better integration**:

**Bike infrastructure:** Many respondents emphasized the need for better bike infrastructure at transit stations, including bike racks, secure bike storage, and BikeShare stations. Respondents also suggested the integration of BikeShare and transit fares as a way to provide a convenient last-mile option for riders. This should be available at every subway station and integrated with transit fares where possible.

**Fare integration:** There were many suggestions for improved fare integration, especially between the TTC and GO Transit, to reduce the financial burden on riders transferring between systems. This included free or discounted transfers and co-fares.

**Bus and train connections:** Integration between TTC buses and GO trains, as well as other regional transit agencies, needs improvement. This included better connections, schedule coordination, and wayfinding.

**Safety and accessibility:** Safety concerns, especially at night or in poorly lit areas, should be addressed. Accessibility for people with disabilities is also a priority, including accessible pathways and connections.

**Transit hub development:** Several respondents suggested developing transit hubs at major stations to facilitate transfers between different modes of transportation, including taxis, rideshares, and buses.

**Pedestrian underpasses:** Consideration for pedestrian underpasses at busy transit stations to improve accessibility and safety, especially during rush hours. Examples include the Hongkong or Singapore MRT system with multiple pedestrian underground travel strategic exits.

**Other locations mentioned** but not detailed on the types of integration with other modes included:

**Subway Stations**

Sheppard West Station  
Leslie Station  
Bloor West Station  
Kipling Station  
Finch Station  
Union Station  
Victoria Park Station  
Main Station  
Bessarion Station  
Kennedy Station  
Don Mills Station  
Museum Station  
Greenwood Station  
Coxwell Station

**GO Stations**

Main Street and Danforth GO  
Milliken GO  
Finch GO station  
Kennedy GO station  
Downsview Park GO  
Oriole GO  
Old Cummer GO  
Long Branch GO  
Halton - Milton GO  
Unionville GO  
Union GO  
Vaughan GO  
Danforth GO  
Etobicoke North GO  
Agincourt GO

## Fare and service integration

The TTC shared that the Government of Ontario is working to eliminate double fares for the City of Toronto when using GO Transit services.

Respondents were asked to share feedback on how fare integration will change their travel patterns (if at all), and how the TTC and partner transit agencies can best integrate their services to meet respondents' travel needs.

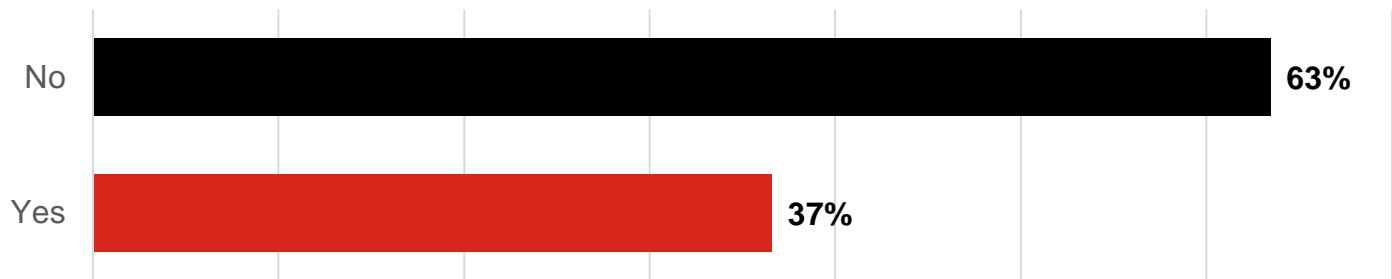
Questions for this section were organized under two categories:

- Integration with GO Transit
- Cross-boundary travel

### Integration with GO Transit

#### Question 1: “Do you currently use a combination of TTC and GO Transit services in a single trip?”

607 respondents answered this question. 222 (37%) said **yes** and 385 (63%) said **no**.



Respondents who answered yes were asked to provide additional information to help the TTC better understand the travel patterns of its customers who use a combination of TTC and GO Transit services, including:

- trip origin
- trip destination
- purpose of the trip
- GO Station(s) used for this trip
- TTC route(s) used for this trip

Responses to these questions have been listed in full, unedited details (i.e., not in aggregate) in **Appendix A**.

Respondents who answered “yes” were also asked “Are you satisfied with this combination of TTC and GO Transit service? Please explain why.”

179 respondents answered this question.

**Some respondents said yes, they are satisfied with the combination of TTC and GO Transit service** because it provides speed and convenience, making commutes faster and more efficient. Some respondents appreciated the convenience, cost-effectiveness, and environmental benefits of using both services together. Some respondents appreciated the environmental benefits of using both services and suggested promoting these advantages to encourage more ridership.

**Others said no, they are not satisfied because** respondents are dissatisfied with the lack of fare integration, resulting in double fares for using both TTC and GO Transit. The costliness of the service, long wait times between connections, and inconveniences related to transfers and schedules are common reasons for dissatisfaction.



Respondents also shared the following suggestions:

**Fare integration.** Many respondents suggested integrating fares between TTC and GO Transit to eliminate the need for double fares when using both services. Many respondents expressed the desire for lower fares, discounts, or more cost-effective options when using both services. Additionally, a few respondents mentioned the need for a more straightforward and user-friendly tap-on/tap-off system for fare payment.

**Improved scheduling and frequency.** Some respondents mentioned the need for better scheduling and frequency of GO trains and buses, especially on weekends and during off-peak hours.

**Better connections and transfers.** Several respondents pointed out the importance of improving the ease and convenience of transferring between TTC and GO Transit services, including reducing the distance between stations and ensuring clear signage. A few respondents also expressed the desire for seamless integration with other transit agencies.

**More stations and service expansion.** Some respondents suggested expanding the network by adding more GO stations, especially in areas with limited access to GO Transit.

**Enhanced communication and information.** Suggestions included the development of a dedicated app for trip planning and real-time tracking of buses and trains, as well as better communication regarding service disruptions.

**Accessibility improvements.** Respondents called for better accessibility services, including seamless wheelchair accessibility between regions and stations.

**Question 2: “With fare integration, would you combine TTC and GO Transit for trips you currently make by other means (including driving, biking, walking, other modes)?”**

606 respondents answered this question. 275 (45%) said **yes** and 331 (55%) said **no**.



Respondents who answered **yes** were asked to provide additional information to help the TTC better understand the travel patterns of their customers and how it could change with the introduction of fare integration, including:

- trip origin
- trip destination
- mode(s) of transportation currently used to make this trip
- GO Station(s) respondents would potentially use for this trip
- TTC route(s) respondents would potentially use to connect with GO Transit

Responses to these questions have been listed in full, unedited detail (i.e., not in aggregate) in **Appendix B**.

### Question 3: “Do you have any other advice on how TTC could improve your access to GO Transit services?”

246 respondents answered this question. Additional advice shared by respondents are summarized below.

**Fare system.** Respondents would like the TTC to reinstate fare integration between GO trains and TTC for cost-efficient transfers and promote usage, extend the two-hour transfer window to GO Transit using Presto cards, and enable Presto card integration across different cities for seamless transfers and offer affordable single-fare options. Additionally, some respondents said they’d like more clarity on the tap-on/tap-off system of GO Transit with reminders and accessible tap points.

**Biking infrastructure.** Some respondents suggested promoting cycling as a regular commuting option by improving bike infrastructure and awareness. Specifically, to install bike share stations at strategic locations like Mt. Dennis and Jane & Weston for enhanced mobility options.

**Improved wayfinding.** Some respondents suggested enhancing signage at shared stations to simplify navigation between TTC and GO services, for example, at stations like Finch and Kipling where TTC and GO services intersect.

**Frequency, synchronized scheduling, and integration with TTC.** Some suggested more frequency of GO services within Toronto. Others suggested synchronizing with the TTC service by aligning bus schedules with GO train arrivals to minimize wait times, direct access to GO transit services at TTC stations, and expanding TTC connections to GO stations with direct bus access to GO stations. For example, coordinating schedules between Hwy 407, Finch, and Yorkdale stations with TTC buses for seamless transfers, and extending TTC bus service to connect directly with GO stations, such as the 76B with Mimico GO.

**Clear communication.** Some said they would like clear communication and information regarding destinations, fares, and schedules to enhance the travel experience. Additionally, respondents said they’d like clear onboard announcements and bus stops near GO stations.

**Enhanced passenger experience.** Improve station amenities, real-time information, and ticket machines at streetcar and bus stops.

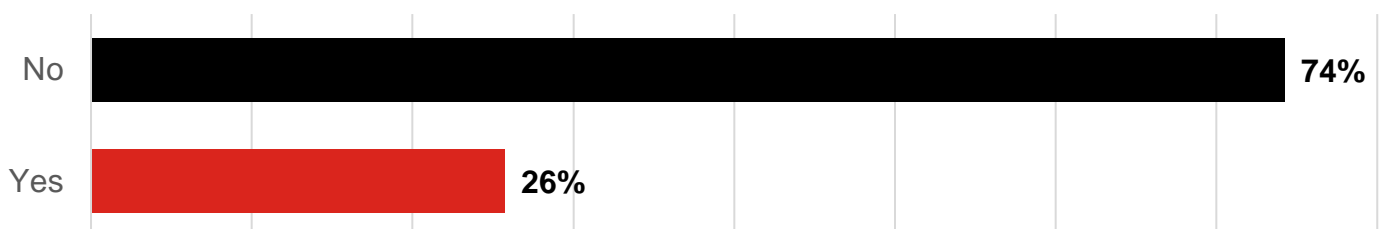
### Cross-boundary travel

The TTC shared a map identifying key destinations/connection points for cross-boundary travel and key travel flows that they believe are important to customers when it comes to service integration.

Respondents were then asked the following five questions:

### Question 1: “Are there key destinations or connections for cross-boundary travel missing on the map?”

602 respondents answered this question. 155 (26%) said **yes** and 447 (74%) said **no**.

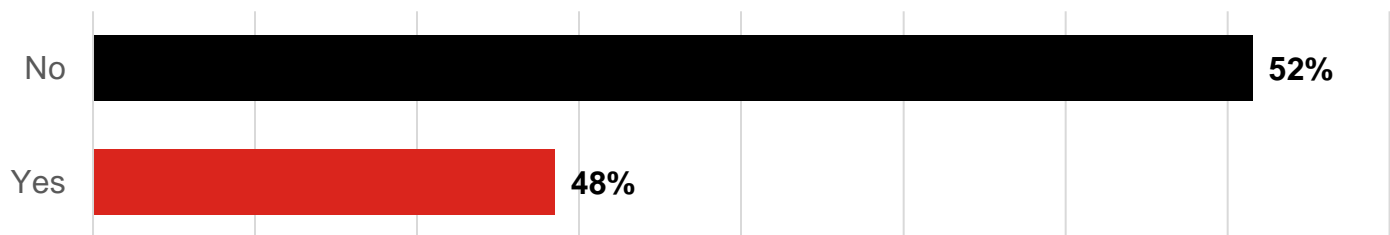


Respondents who answered yes identified the following missing key destination or connections:

Ajax	Pickering Town Centre
Bathurst/Steeles	Pioneer Village Station
Bayview and Steeles	Port Union
Canada's Wonderland	Richmond Hill
Danforth GO Station	Rouge Hill GO Station
Dundas West Station	Rouge Park and the Toronto Zoo
Durham Region Transit	Scarborough
Eglinton/Don Mills	Scarborough to Pearson Airport Direct Routes
Ellesmere & Meadowvale	Seneca College
First Markham Place	Sheppard & Meadowvale
Highway 407 Station	South Etobicoke
Highway 7 Major Employment Area	Stouffville GO
Humber Bay/Mimico	Toronto Islands
Islington and Steeles	Union Station
Kennedy Rd	Unionville GO Station
Kingston Rd./Hwy 2 Corridor	University of Toronto Scarborough
Kingston/Sheppard/Port Union Intersection	UP Express to Pearson Airport
Kipling and Steeles	Vaughan Mills
Lakeshore GO Line	Warden Avenue between Scarborough and Markham
Lansdowne	Weston UP/GO Station
Langstaff GO	Wheel-Trans Transfer Points
Long Branch	Yonge/Steeles
Main Street GO Station	York Mills Station
Markham and Stouffville Area	York University Markham Campus
Markham Centre (Downtown Markham)	Yorkdale Station
Mississauga/Port Credit	
Niagara Falls	

**Question 2: “Do you travel across municipal boundaries?”**

604 respondents answered this question. 289 (48%) said **yes** and 315 (52%) said **no**.



Respondents who answered yes were asked to provide additional information to help the TTC the travel patterns of our customers who travel cross-boundaries, including:

- trip origin
- trip destination
- purpose of the trip
- mode(s) of transportation currently used to make this trip

Respondent responses to these questions have been listed in full, unedited detail (i.e. not in aggregate) in **Appendix C**.

**Question 3: “Other than fare and service integration, do you have any suggestions on how we can make cross-boundary transit trips a better and easier experience?”**

194 respondents answered this question. Suggestions for making cross-boundary transit trips better and an easier experience included:

**Better signage and wayfinding.** Enhance signage at transfer stations and improve wayfinding tools to help passengers navigate between different transit systems more easily. Another suggestion was to standardized wayfinding and station maps at major transfer locations for better navigation.

**Frequency, service improvements, and connections.** Increase the frequency of cross-boundary routes, establish express services, extend routes into neighboring municipalities, and coordinate schedules for smoother transfers. Additionally, streamline the transfer process, enable buses to stop along major routes, and allow passengers to purchase fares easily while on transit. Few respondents also suggested the TTC work with other transit agencies to align schedules and reduce wait times when transferring between systems.

**Expansion and connectivity.** Consider expanding subway lines to connect various cities in the Greater Toronto Area (GTA) and provide more direct routes to popular destinations. Explore the extension of subway lines to key destinations like Vaughan Mills and Canada's Wonderland.

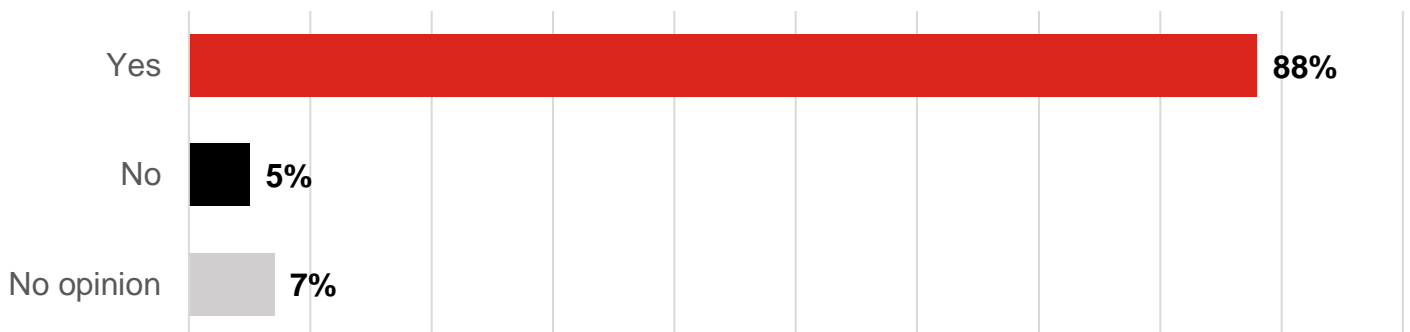
**Accessibility.** Ensure transit services are accessible for all, including individuals who require specialized services like Wheel-Trans for appointments and other needs. Additionally, enable Wheel-Trans clients to book rides to locations beyond Toronto's boundaries, such as Richmond Hill or Markham, for appointments and other needs.

**Real-time information.** Display real-time information and service alerts from partner transit agencies in TTC stations and vice versa.

**Comfort and quality.** Improve the quality of shelters at transfer points, provide more seating options, and upgrade stops and stations to offer a more pleasant waiting environment.

**Question 4: “Would you take the first bus that got you to your destination (regardless of transit agency) if the fare was the same between the TTC and the other transit agency?”**

596 respondents answered this question. 524 (88%) said **yes**, 30 (5%) said **no**, and 42 (7%) said **no opinion**.



The 30 respondents who answered no provided an explanation for their response. Overall, the decision to take the first available bus would depend on a combination of factors, including personal preferences, accessibility needs, fare considerations, and perceptions of service quality. These factors are described below:

**Concerns about fare increases.** Some respondents expressed concerns that using one fare for all transit agencies would mean an increase to TTC fare to compensate for the other transit systems, impacting many users. Some respondents mentioned that if fare discounts extended to neighboring transit providers, they would consider taking the first vehicle, depending on factors like vehicle availability and space.

**Accessibility.** Some mentioned that they rely on specialized transit services like Wheel-Trans and cannot use regular transportation. They would need to consider accessibility and space inside vehicles when deciding.

**Preference for known system.** Some mentioned they wouldn't recognize or trust buses from other agencies and would prefer using TTC due to familiarity.

**Other factors included:**

- Convenience
- Duration of the trip
- Service quality
- Accurate predictions for vehicle arrivals

**Question 5: “Would you take the first bus that got you to your destination if the total fare for the trip (including transfers) was higher?”**

592 respondents answered this question.

- 319 (54%) said **no**, they would wait for the TTC bus to arrive;
- 206 (35%) said **yes**, they would take the first bus that arrives in order to have a shorter wait time, even if they have to pay a higher fare; and
- 67 (11%) said **no opinion**.



## Feedback on focus areas of the Customer Experience Action Plan

This section of the survey focused on asking respondents for feedback to help improve the following areas of customer experience on the TTC:

- Safety
- Trip planning
- Real-time information
- Stop amenities
- Station amenities
- Cleanliness

A total of 871 responses were received for this section of the survey, including 842 responses from public respondents and 29 responses from TTC employees. Respondents were able to select the focus area(s) that they want to provide feedback on. A summary of responses is below.

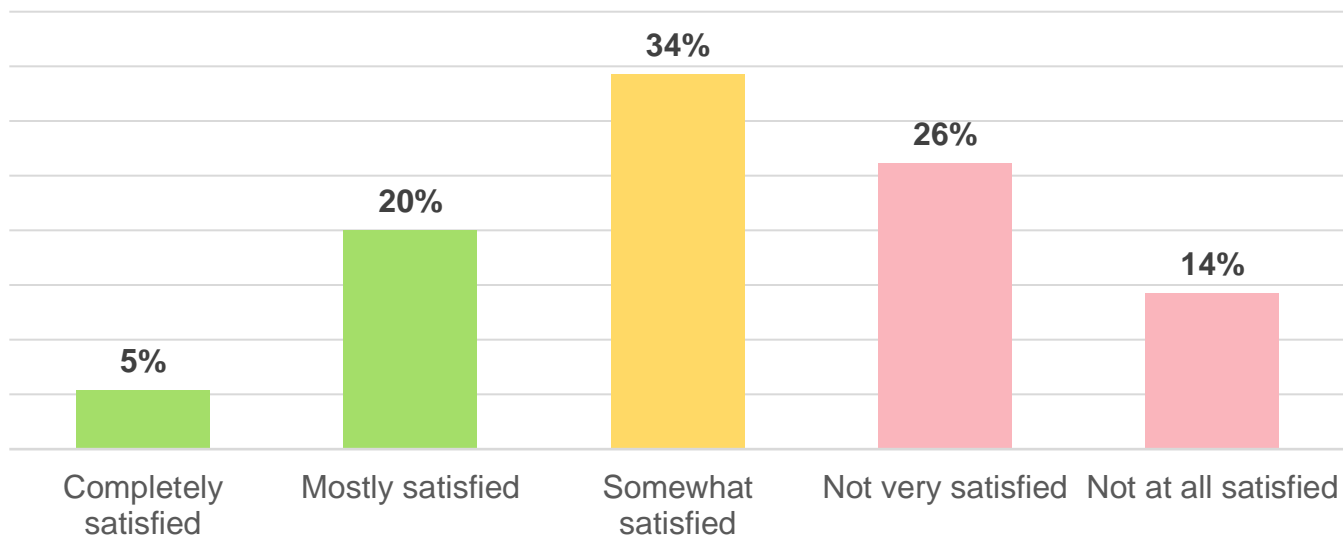
### Safety

The TTC shared a list of steps taken by the TTC (in collaboration with City of Toronto's Shelter, Support and Housing Administration (SSHA) and Social Development, Finance and Administration (SDFA) divisions, Toronto Police Service, and Toronto Public Health) in response to recent safety incidents in transit vehicles, stations, and stops.

Respondents were then asked the following four questions:

#### Question 1: "How satisfied are you with the TTC's recent efforts to improve safety and security on the TTC system?"

630 respondents answered this question. Majority of the respondents said they are **somewhat satisfied** (216 or 34%), followed by **not very satisfied** (165 or 26%), **mostly satisfied** (126 or 20%), **not at all satisfied** (90 or 14%), and **completely satisfied** (34 or 5%).



Respondents who said they were not satisfied had space to explain why they were not satisfied and provide suggestions on how the TTC could improve. Responses received are summarized below.

**There were mixed opinions on the presence of security on the TTC.** Some expressed concern on the presence of security personnel and special constables on TTC platforms, buses, and trains. Suggestions

included to redirect resources from traditional policing to outreach teams, social services, and partnerships with advocacy and health organizations to address root causes. Others called for increased presence of transit safety officers, station guards, staff, and special constables.

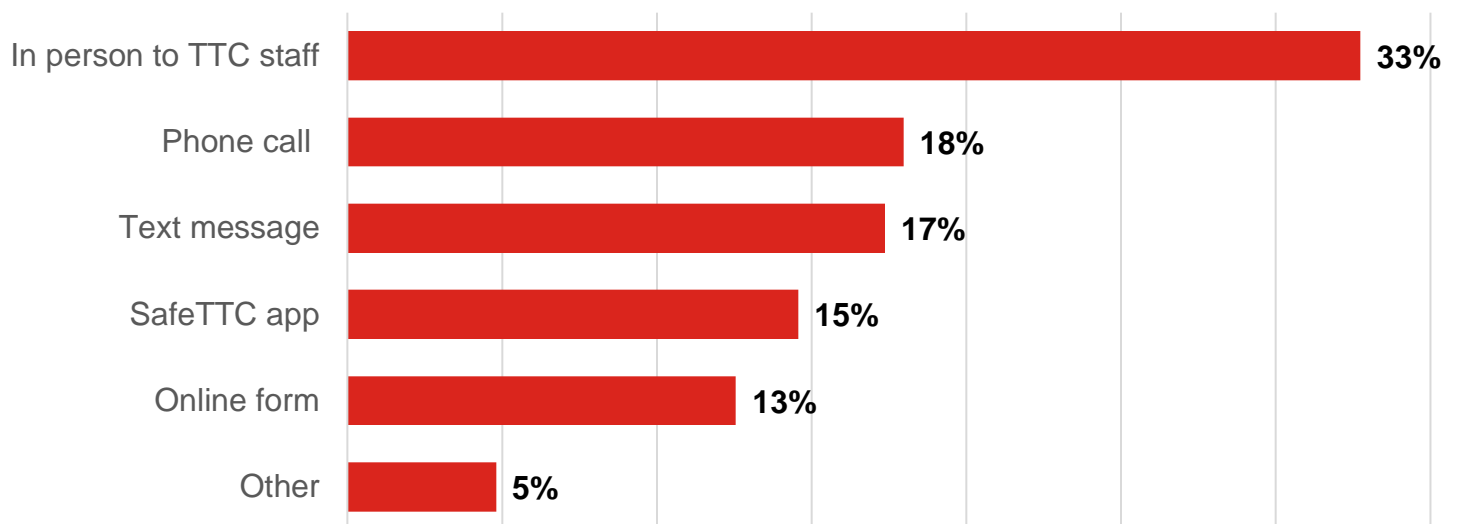
**Improved communication during incidents.** Some suggested communication be enhanced with passengers during incidents and delays, especially for those waiting for trains or buses late at night.

**Improved safety measures throughout the TTC system.** Suggestions included investments in safety features like platform barriers, emergency/safety buttons, and CCTVs.

**Partnerships for homelessness and mental health.** Respondents said there are many homeless people still sleeping on TTC vehicles and stations. They suggested creating partnerships with advocacy and health organizations to address mental health related issues and disruptive passengers. Additionally, they suggested the TTC provide appropriate support and training for TTC staff, like de-escalation training.

## Question 2: “What are your top 3 preferred ways of reporting safety or security concerns to the TTC?”

1,497 responses were received for this question. The top preferred way of reporting safety or security concerns to the TTC is reporting in person to a **TTC staff** (490 or 33% of responses), followed by **phone call** (269 or 18% of responses), **text message** (260 or 17% of responses), **SafeTTC app** (218 or 15% of responses), **online form** (188 or 13% of responses), and **other** (72 or 5%).



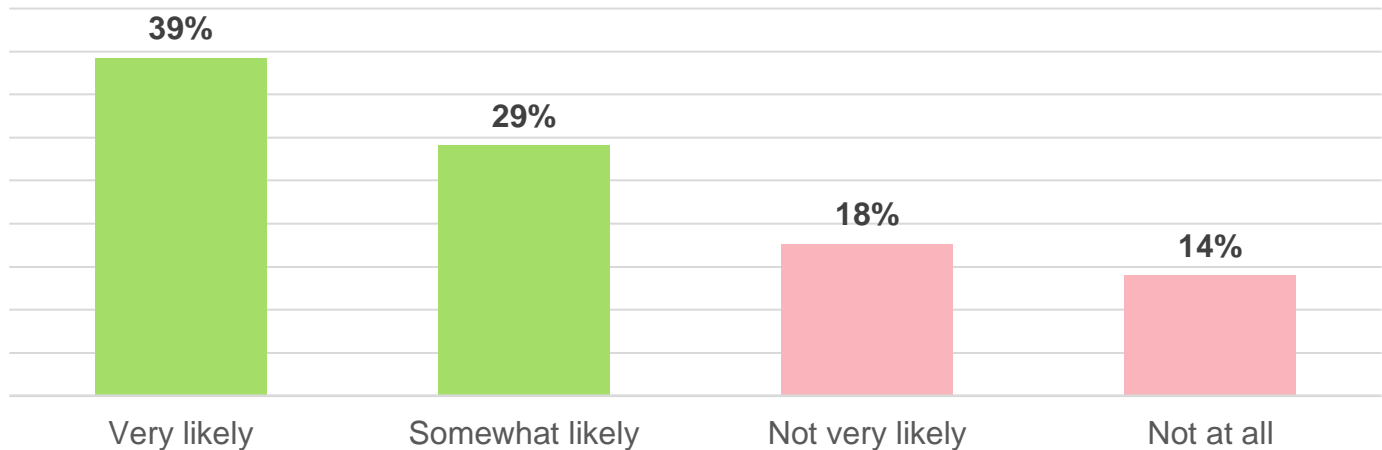
Respondents who identified “other” identified the following preferred ways of reporting safety or security concerns to the TTC:

- Dialling 911 / 311
- Using the intercoms on the subway platforms
- Contacting staff at stations
- Activating the emergency buttons on subways
- Reporting through social media, such as X (formerly Twitter)
- Sending emails to the TTC
- Participating in focus groups or town hall meetings



**Question 3: “Assuming there is cellular service on the TTC network (including underground) for all mobile phone service providers, how likely would you be to scan a QR code posted at vehicles, stops, or stations to report safety and security issues on the TTC?”**

629 respondents answered this question. The majority of the respondents said they are **very likely** to scan a QR code to report safety and security issues on the TTC (247 or 39%), followed by **somewhat likely** (183 or 29%), **not very likely** (111 or 18%), and **not at all** (88 or 14%).



**Question 4: “Are there any specific measures or improvements you would suggest to enhance safety on the TTC?”**

340 respondents answered this question. Suggestions shared were:

**Addressing homelessness and mental health.** Suggestions included creating alternative support options for the homeless, partnering with community organizations to address underlying needs, and de-escalating situations. Respondents emphasized that individuals experiencing mental health crises should be dealt with through a compassionate approach. To address these challenges effectively, a multi-pronged strategy combining security measures with social support is needed. Additionally, respondents stressed the importance of working with community organizations to address homelessness and related safety concerns.

**Some respondents suggested increased security presence.** They suggested deploying more police officers, special constables, and security personnel throughout the transit system. Many emphasized the need for proactive security patrols, focusing on both entrances and onboard trains, buses, and streetcars. Respondents also said that these security staff should engage actively with individuals causing disruptions, ensuring a safer environment for all.

**Increase safety measures on subway platforms and buses.** Respondents suggested installing barriers on subway platforms to prevent accidents, falls, and unauthorized access to tracks. They also recommended increasing lighting and visibility, particularly in areas with alcoves or corners, that may pose safety risks. Respondents highlighted the need for wider platforms and improved signage at busy stations, especially where there is congestion. Addressing narrow aisles on buses is another aspect of vehicle design that can enhance passenger safety. Implementing platform-level staff and station safety officers could enhance passenger safety and provide a visible presence that deters unwanted behavior. Additionally, respondents suggested that cameras and real-time monitoring are essential for surveillance and ensuring safety on platforms.

**Ensuring accessibility and inclusivity is vital for customer safety.** Respondents suggested making emergency buttons/strips and reporting mechanisms accessible to everyone, including those with disabilities. They also recommended providing instructions on how to enter streetcars and ensuring that the system accommodates customers who may not use smartphones or QR codes for reporting safety concerns.



**Improved communication and reporting.** Respondents desire more accessible and efficient ways to report safety concerns. They suggested implementing simpler reporting mechanisms, such as texting the TTC directly over iMessage, rather than relying solely on QR codes. Enhancing cellular access is crucial for immediate communication during emergencies. Passengers emphasized the importance of prompt responses to reports, ensuring that concerns are addressed promptly. Additionally, they recommend providing the option to report incidents in person to TTC staff for those who may not feel comfortable using digital platforms.

**Service and infrastructure improvements.** Respondents said improving overall service quality and infrastructure is a way to enhance passenger safety. They also suggested addressing service reductions and providing express buses on weekends to alleviate congestion and reduce safety risks associated with overcrowding. Additionally, finishing construction projects promptly, such as Line 5 Eglinton, is essential to minimize disruptions and maintain passenger safety.

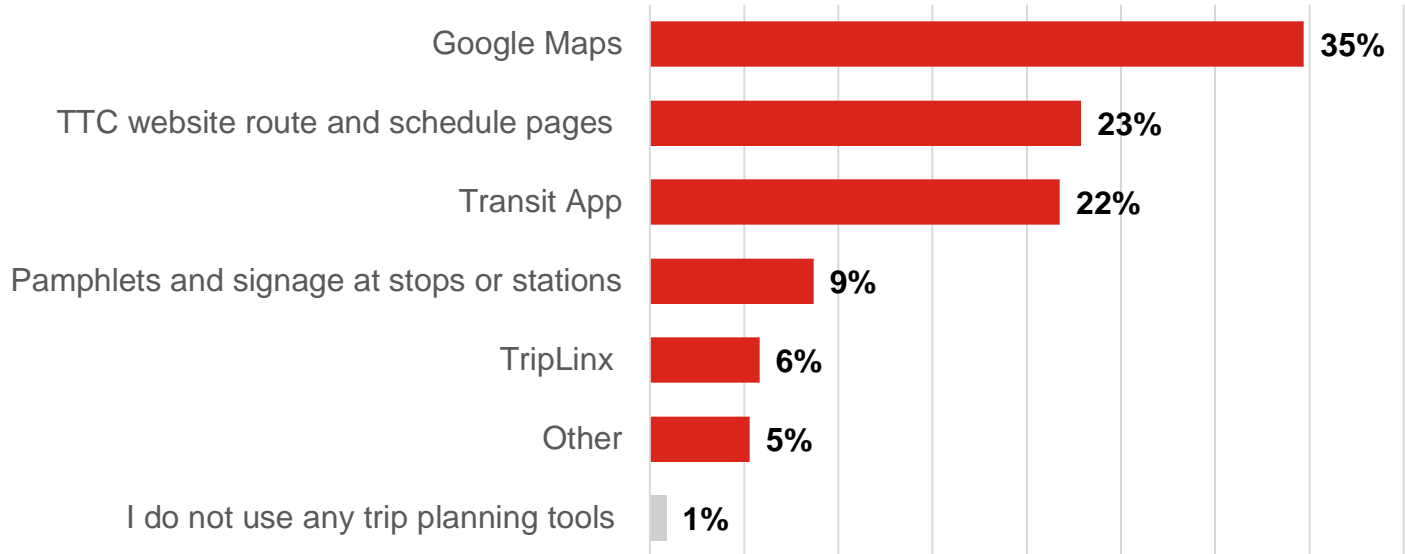
**Collaboration and learning from other cities.** Respondents recommend learning from the successes of transit systems in other cities. They suggested studying the safety measures implemented by systems like New York's and Berlin's transit for inspiration. Collaborating with the Vision Zero task force to implement traffic calming measures around bus stops and improve intersection crossings is another strategy to enhance pedestrian safety.

## Trip planning

Respondents were then asked the following four questions related to trip planning:

### Question 1: “What tools or resources do you currently use to plan your transit trip? Select all that apply”

1,150 responses were received for this question. The top tool/resource participants currently use to plan their transit trip is Google Maps (399 or 35%), followed by TTC website route and schedule pages (263 or 23%), Transit App (250 or 22%). Other tools/resources participants use are pamphlets and signage at stops or stations (100 or 9%), TripLinx (67 or 6%), and others (61 or 5%). 10 participants or 1% said they do not use any trip planning tools.



Respondents who identified “other” identified the following tools or resources they currently use to plan their transit trip:

Apple Maps	Ride Guide	TTC Trip Planner
CareVan Oakville App	Service Alerts	TTC Twitter
Citymapper App	TOTransit.ca &	TTC Website
GO Transit Website	OpenStreetMaps	TTCWatch
Google	Transit Now App	Unofficial Blogs
Moovit	Transsee	Wheel-Trans App
NextBus	TTC Accessibility Alerts	
Real-Time Updates via Text at stops	TTC Apps	
	TTC Information Phone Line	

Respondents had space to explain why they prefer using the tool they identified. Responses received are summarized below.

Overall, respondents preferred a range of tools for trip planning, each offering distinct advantages based on their specific needs and preferences. Many respondents also suggested that a TTC-operated app would enhance the transit experience, improve reliability, and better serve the needs of commuters and visitors in Toronto. Explanations for the use of different tools included:

**Google Maps** was preferred by respondents primarily for its ease of use and the ability to compare different trip options effortlessly. Respondents found it efficient in planning routes, incorporating various modes of transportation, and even factoring in cross-boundary travel with the integration of timetables from multiple transit agencies. Respondents also enjoyed its user-friendly interface and privacy advantages. Respondents

also turned to Google Maps when planning trips to unfamiliar destinations, relying on it to ensure a comprehensive understanding of the entire route.

**Transit Apps like Transit App and Transit Now** are favored for providing real-time information and clear options. Respondents appreciated the reliability of these apps in offering insights into vehicle locations and crowdsourced data, which help them make informed decisions. Despite occasional inaccuracies, these apps are generally seen as valuable resources for navigating transit systems efficiently.

**TTC Website** serves as a valuable resource for respondents seeking real-time updates on service interruptions, route changes, and detours. It also provides detailed schedules, for those looking for comprehensive information. Respondents relied on the website for alerts and notifications about delays or disruptions, ensuring they stay informed during their journeys.

**Apple Maps** was chosen by some respondents due to privacy preferences over other mapping tools. The trust in Apple's approach to user data privacy makes it an attractive option for those concerned about protecting their personal information during trip planning.

**TripLinx** was liked for allowing respondents to select specific transit agencies or transportation modes, providing fare cost estimates, and catering to unique travel needs. This app offers niche functionality for those seeking tailored transit information.

**Combination of tools**, such as using Google Maps in conjunction with Transit App, offers respondents flexibility and the ability to leverage the strengths of different apps. This approach allows respondents to choose the best tool for a specific trip or situation, combining initial route planning with real-time updates for a well-rounded travel experience.

**Text-based tools**, like texting for bus arrival times, offer quick access to information, especially for checking when the next bus is arriving at a particular stop. Respondents enjoyed its simplicity and speed, making it a convenient option for respondents on the go.

**Other sources**, such as printed ride guides and unofficial blogs, are sometimes utilized by respondents looking for alternative information sources.

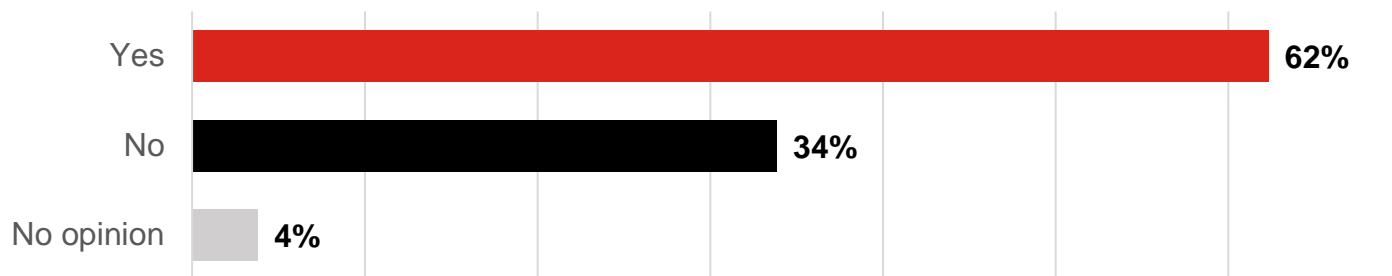
**Respondents expressed a strong desire for the TTC to develop its own dedicated app.** Many respondents highlight the need for a TTC-specific app due to dissatisfaction with existing third-party options. They emphasize the importance of having an official app that provides accurate and up-to-date information about TTC services, including real-time updates, schedules, and route planning. Respondents also suggested that an official TTC app should offer features like live tracking of vehicles and the ability to purchase tickets or fares directly within the app.

## **Question 2: “If you presently use multiple apps or services to make your travel decisions, would you replace those with a single, integrated TTC app?”**

499 respondents answered this question.

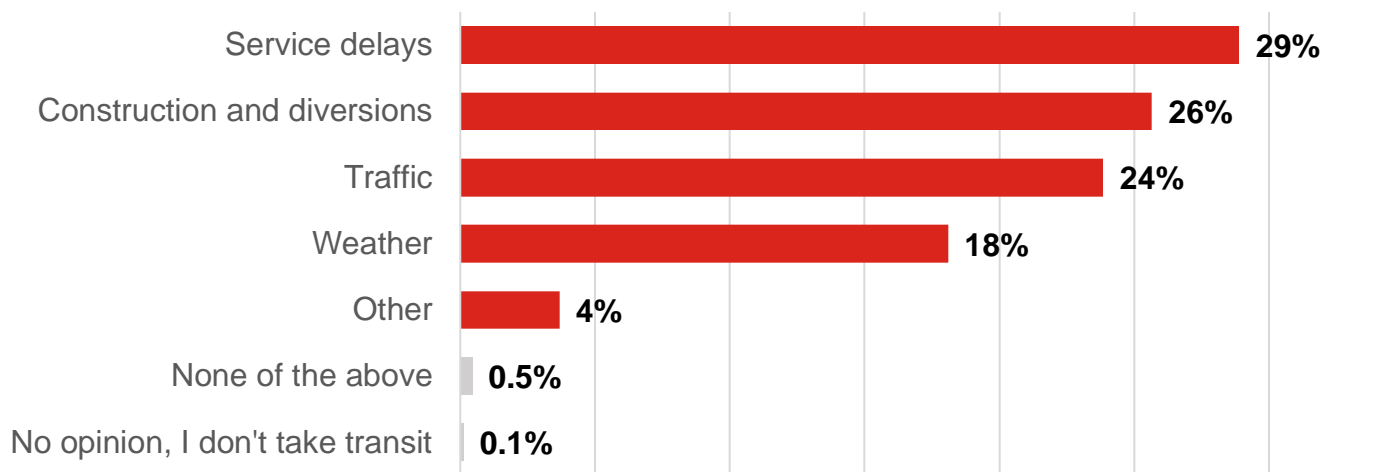
- 311 (62%) said **yes**, they would prefer a single app that recommends how best to make their trip
- 169 (34%) said **no**, they are content with the way they receive information

- 19 (4%) said **no opinion**, they do not use any trip planning tools



**Question 3: “Do any of the following impact your transit choices, including the routes you take and taking transit in general? Select all that apply”**

1,559 responses were received for this question. The top three factors that impact respondents’ transit choices are **service delays** (447 or 29% of responses), **construction and diversion** (397 or 26% of responses), **traffic** (369 or 24% of responses), followed by **weather** (280 or 18% of responses), and **other** (57 or 4% of responses).



Respondents who identified “other” identified the following factors that impact their transit choices:

**Travel convenience and needs.** Respondents considered whether their trip requires items that can't fit on a bicycle, the distance they must walk, and the availability of amenities like seating, washrooms, and food along their journey.

**Reliability and efficiency.** Factors affecting reliability included preferring subways for reliability and speed, concerns about unforeseen delays and detours, wait times for buses, service cuts, and past experiences with routes or vehicles. Real-time bus arrival information also plays a role. Some also had concerns about short turns, waiting without shelters, and operators not stopping at designated spots or sticking to the schedule.

**Safety and security.** Safety concerns ranged from reports of violence and encounters with individuals experiencing mental health crises, to worries about traveling at certain times of the day an access to safe cycling routes and cleanliness of transit properties are additional considerations.

**Accessibility.** Accessible pedestrian routes with elevators and escalators were important, especially for wheelchair users. Sidewalk conditions, especially during icy weather, were also a concern.

**Schedule and fare considerations.** Fare costs influence mode choice, while schedules and the desire to avoid extreme weather conditions affected decisions. Subway closures and the availability of priority lanes on surface routes are important during special events.

**Community and environmental factors.** Transit choices were affected by community events, such as sports games that impact traffic, emergencies, and environmental considerations, like the cleanliness of transit properties.

#### **Question 4: “Do you have any other advice about how we could improve the experience of planning your TTC trip?”**

209 respondents answered this question. Suggestions shared were:

**Information accessibility and clarity.** Improving communication was a consistent theme among respondents. They desired clear and timely information about service disruptions, delays, and route changes. Many suggested centralizing all ongoing diversions and detours into one location, such as the TTC's website or app, to make information easy to access and understand. They suggested enhancements to the TTC's digital platforms, making them more user-friendly, accurate, and up to date. Additionally, it is important to improve signage at bus/streetcar stops, especially during construction. The implementation of QR codes at stops for more interactive information access is also suggested.

**Collaboration with third-party app developers to improve functionality and real-time data integration into trip planning apps is also recommended.** Simplifying access to information, providing unified sources for diversions, and creating an app with details on fare options and trip cost and duration were key suggestions. Making transit data accessible to popular mapping apps like Google Maps and Apple Maps is wanted, as is providing more information about shuttle buses and their expected arrival times. Implementing accurate real-time tracking of buses and vehicles was a common suggestion by respondents.

**Transparency and accountability.** Providing transparent and accountable information about route changes, diversions, and delays was essential for building trust with riders. Improved communication of service delays and disruptions was a recurring theme. Sharing information on service reliability and average wait times was also suggested.

**Alternate routes and extending service.** Passengers emphasized the importance of offering more information on alternate routes during diversions and disruptions. Reducing the number of transfers and establishing more direct routes is a priority. Also consider extending service hours on weekends to accommodate people working at night, as well as extending service hours (especially subway service) to accommodate people attending late-night events.

**Respondents want better service reliability and punctuality.** Suggestions included improving service frequency and capacity, especially during peak hours, reducing overcrowding, and minimizing the impact of service bunching. Maintaining even spacing among buses on routes to reduce wait times was another priority. Adhering to schedules and reducing delays for better trip planning was emphasized, along with the need for accurate and precise schedules that can be achieved by vehicles. Striving to provide realistic schedules that match actual trip times was also important.

**Customer service and operator behavior.** Improving customer service by being responsive to passenger questions was important to respondents. Encouraging more courteous operator behavior, including reducing distractions, can contribute to a more positive transit experience. Others also said they would like bus operators to let customers board the vehicle when it is still waiting idly for their scheduled start time. This way customers are not standing waiting outside the vehicle.

**Community engagement collaboration.** Engagement with the community through TTC ambassadors, who provide information and insights, was recommended. Collaboration with other transit agencies to streamline travel across different systems was also suggested.

## Real-time information

Respondents were then asked the following six questions related to real-time information:

### Question 1: “How satisfied are you with the real-time information provided by the TTC at each step of your transit journey?”

624 respondents answered this question.

The table below identifies each step of the transit journey listed in the survey, along with the percentage of respondents’ level of satisfaction with the real-time information provided by the TTC. Note that the highest percentage(s) (majority response) for each step of the transit journey is bolded. Based on the highest percentage of responses, it shows that respondents are:

- **Somewhat satisfied** with the real-time information provided by the TTC **at each step of their transit journey**.
- **Mostly satisfied** with the real-time information provided by the TTC **while planning a trip**, and
- **Not very satisfied** with the real-time information provided by TTC **while customers wait at a bus/streetcar stop**.

	Completed satisfied	Mostly satisfied	Somewhat satisfied	Not very satisfied	Not at all satisfied	No opinion
<b>While planning a trip</b>	43 (7%)	<b>180 (29%)</b>	<b>181 (29%)</b>	115 (18%)	66 (11%)	39 (6%)
<b>While waiting at a bus/streetcar stop</b>	24 (4%)	107 (17%)	<b>168 (27%)</b>	<b>165 (26%)</b>	121 (19%)	39 (6%)
<b>While waiting at a TTC station</b>	34 (5%)	166 (27%)	<b>194 (31%)</b>	129 (21%)	72 (12%)	29 (5%)
<b>While on a bus/streetcar vehicle</b>	37 (6%)	129 (21%)	<b>176 (28%)</b>	122 (20%)	91 (15%)	69 (11%)
<b>While on a subway vehicle</b>	37 (6%)	127 (20%)	<b>155 (25%)</b>	125 (20%)	122 (20%)	58 (9%)

Respondents who were not satisfied with the real-time information provided by the TTC at any stop of their transit journey had space to explain why and provide suggestions on how the TTC could improve. 378 respondents provided feedback.

Overall, respondents who provided an explanation said they were dissatisfied with the accuracy and availability of real-time information. They said that TTC vehicles often do not adhere to published schedules, making trip planning challenging. Texting for next-bus-arrival information is sometimes inaccurate, causing missed buses. Some are also concerned that the TTC does not provide real-time arrival or departure information on vehicles, which leads to uncertainty. Broken displays at stops and stations are common, and subway car announcements are often unintelligible. Some respondents also experienced difficulties with mobile apps, info boards at stations, and overhead signs providing unreliable real-time data.

Suggestions on how the TTC could improve their journey included:

**Accuracy and availability.** Respondents suggested that the TTC improve the accuracy of real-time information, and ensure it is available on all vehicles and stops, including those in outer boroughs. Link real-time information to actual GPS data for vehicles to enhance accuracy. Additionally, optimize station Wi-Fi to ensure passengers can access real-time information more quickly and reliably.

**Develop an official TTC app to provide accurate real-time information and enhance the user experience.**

**Accessible communication.** Suggestions included encouraging operators and fare collectors to be transparent and proactively share information with passengers, especially about diversions, delays, emergencies, and issues affecting routes. Additionally, it is important to implement visual notifications and screens for better communication of delays and diversions. Explore alternative communication methods to ensure information and communication is accessible to all - consider using visual announcements for passengers with hearing impairments. Additionally, many suggested for repair or replacement of broken displays at bus and streetcar stops, and enhanced audio systems for announcements as they are loud and unclear.

**Limit advertising on information displays to provide clearer and more relevant information.**

**Fare refunds and transparency.** Consider partial fare refunds for passengers inconvenienced by significant delays.

**Question 2: “How satisfied are you with the communications you receive about various route changes?”**

624 respondents answered this question.

The table below identifies the various route changes listed in the survey, along with the percentage of respondent’s level of satisfaction with the communication of these route changes. Note that the highest percentage (majority response) for route change is bolded. Based on the highest percentage of responses, it shows that respondents are:

- **somewhat satisfied** with the real-time information provided by the TTC **about all route changes** listed in the survey
- **not very satisfied** with the **relocation of a stop and construction impacts**

	Completed satisfied	Mostly satisfied	Somewhat satisfied	Not very satisfied	Not at all satisfied	No opinion
<b>Planned schedule or service frequency changes</b>	34 (5%)	148 (24%)	<b>190 (30%)</b>	121 (19%)	92 (15%)	39 (6%)
<b>Relocation of a stop</b>	32 (5%)	111 (18%)	<b>154 (25%)</b>	<b>160 (26%)</b>	94 (15%)	74 (12%)
<b>Construction impacts</b>	26 (4%)	115 (18%)	<b>163 (26%)</b>	<b>162 (26%)</b>	110 (18%)	49 (8%)
<b>Weekend detours for events</b>	35 (6%)	148 (24%)	<b>172 (28%)</b>	124 (20%)	90 (14%)	56 (9%)
<b>Unplanned/emergency detours</b>	26 (4%)	95 (15%)	<b>162 (26%)</b>	155 (25%)	134 (21%)	53 (8%)

Respondents who were not satisfied with the communications they received about various route ranges had space to explain why and provide suggestions on how the TTC could improve. 303 respondents provided feedback.

Overall, respondents who provided an explanation said they were dissatisfied with TTC communication for various reasons, including the lack of real-time information causing last-minute disruptions and frustrations. During emergencies, passengers encounter ineffective communication with unclear announcements and no



alternative route suggestions. The scattered information across different platforms like the TTC website, Twitter, and third-party apps leads to confusion and missed updates. The TTC website's navigation was considered challenging, lacking clarity in communication. Accessibility issues were also a concern due to unclear announcements, hindering passengers' ability to stay informed. On signage, many respondents said they had concerns related to the clarity, visibility, and accuracy of signage at TTC bus and streetcar stops. Some passengers found signage to be messy, unprofessional, and lacking in visibility, making it difficult for them to access important information about service changes, stop relocations, and detours.

Suggestions on how the TTC could improve communication included:

**Centralized, consistent information source.** Respondents suggested to centralize communication channels and ensure that all relevant information is accessible in one place to reduce fragmentation. Explore alternative communication methods like social media, radio, and TV. They stressed the importance of coordinating communication across different departments within TTC to ensure consistent messaging is shared, including consistent information between online information and physical signs, to avoid confusion. Respondents also highlighted the need for a dedicated, user-friendly TTC mobile app that provides real-time updates, trip planning, and network maps. Maintaining a well-updated and user-friendly TTC website was also recommended.

**Clear and visible physical signage.** Respondents emphasized the need for clear and visible signage at bus and streetcar stops. They suggested using neon orange signs for temporary stop relocations to make them more noticeable. Additionally, there was a call for multilingual signage in areas with diverse populations to improve accessibility. Passengers also emphasized the importance of removing outdated signage promptly.

**Real-time notification about unforeseen service changes.** Respondents stressed the importance of enhancing real-time notification, especially during emergencies, unplanned detours, and buses short-turning to reduce passenger frustration.

**Improve TTC operator communication.** Operators should be well-informed about service changes, detours, and route diversions, even on routes they may not regularly operate to provide riders with the information. This knowledge can help them assist passengers and minimize confusion. Some suggested they should report any issues they encounter during their routes, such as malfunctioning signage or hazards, to the appropriate authorities within the TTC to address these concerns promptly.

**Improve the PA system.** Improvements to subway and bus PA systems were recommended to ensure that announcements are clear, understandable, and transcribed for the deaf. Passengers suggested using standard PA templates for announcements to streamline communication.

**Pre-emptive communication.** Passengers stressed the importance of notifying passengers about subway line suspensions before they enter fare zones. They also suggested placing posters about planned closures in prominent station locations. Communicating construction impacts clearly to residents and prioritizing pedestrian and cycling routes during construction were also emphasized.

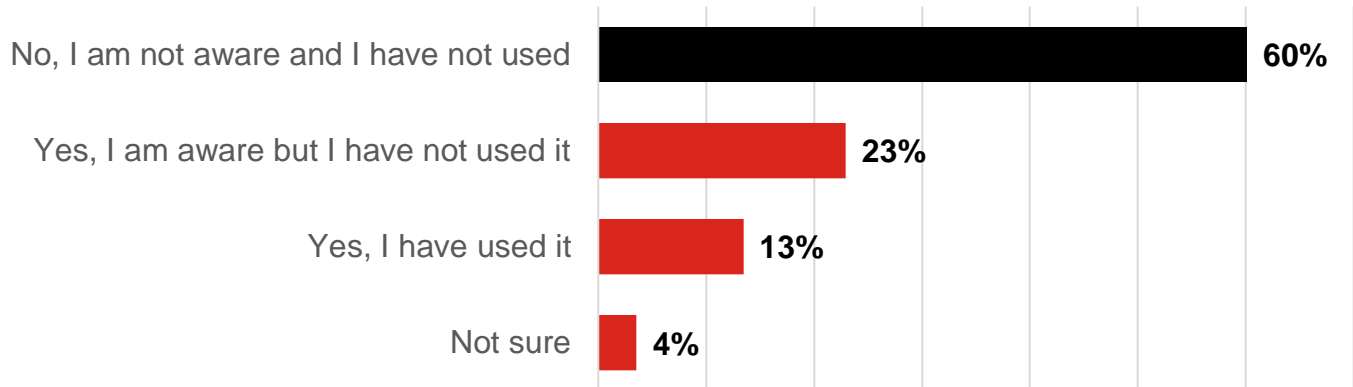
**Address customer feedback.** Respondents encouraged addressing passenger concerns promptly and effectively. They suggested considering input from passengers, including those with mobility issues, to improve communication and transit services.

**Improve emergency response.** Developing immediate response systems for passengers during emergencies, like TTC Service Alerts on Twitter, was suggested. Deploying personnel to manage crowds and guide passengers during unplanned detours and emergencies was also emphasized.

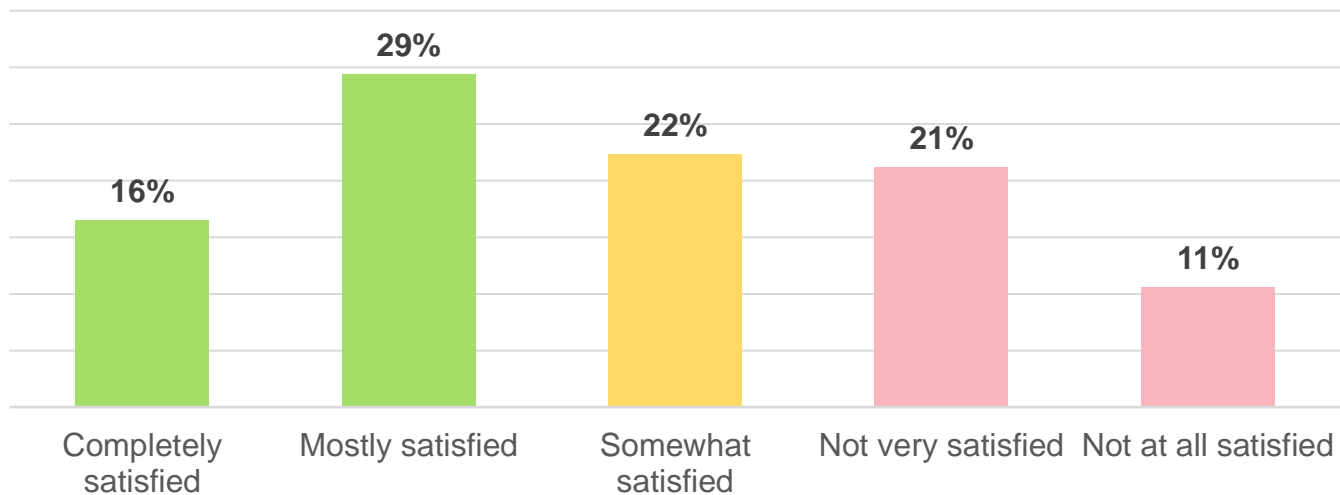


### Question 3: “Are you aware of the TTC’s e-Alert system?”

624 respondents answered this question. The majority of respondents (375 or 60%) said **no, they are not aware** and have not used the TTC’s e-Alert system. Some said **yes, they are aware** of the e-Alert system but have not used it (143 or 23%), while some said **yes, they have used it** (84 or 13%). 22 or 4% of respondents are unsure.



Respondents who answered “yes, I have used it” were asked how satisfied they are with the TTC’s e-Alert system. The majority of the respondents said they are **mostly satisfied** (25 or 29%), followed by **somewhat satisfied** (19 or 22%), **not very satisfied** (18 or 21%), **completely satisfied** (14 or 16%), and **not at all satisfied** (9 or 11%).



Respondents who answered “yes, I have used it” also had space to provide suggestions on how the TTC could improve the e-Alert system. 42 respondents provided feedback. Suggestions included:

**Customization.** Respondents wanted more control over the types and relevance of alerts they receive, including route-specific and hour-specific options. They also wanted to customize the number of updates they get, especially for non-daily subway riders.

**Relevance.** Alerts should be more relevant to individual travel plans and indicate the level of disruption impact. It should include information about bus detours, short turns, and website outages in the alerts.

**Standardized format.** Some respondents suggested the TTC implement a standardized alert format for clarity.

**Timeliness.** Ensure timely updates during disruptions for better journey planning.

**Technical improvements.** Address technical issues, like a broken subscription webpage.

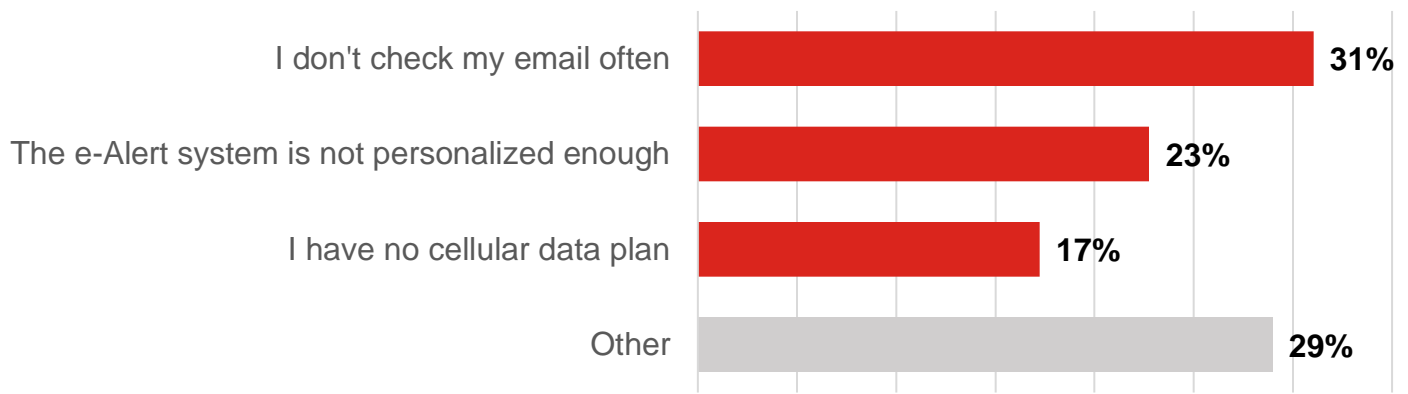
**Real-time tracking.** Consider implementing real-time tracking updates like GPS-based apps.

**Follow-up alert.** Provide follow-up alerts when disruptions are resolved.

Respondents who answered “yes, I am aware but I have not used it” were asked to identify why they have not used the TTC’s e-Alert system.

103 respondents answered this question.

- 45 (31%) said they **don't check their email often**
- 33 (23%) said the **e-Alert system is not personalized enough**
- 25 (17%) said they **have no cellular data plan**
- 42 (29%) said **other**



Respondents who identified “other” identified the following reasons for not using the e-Alert system:

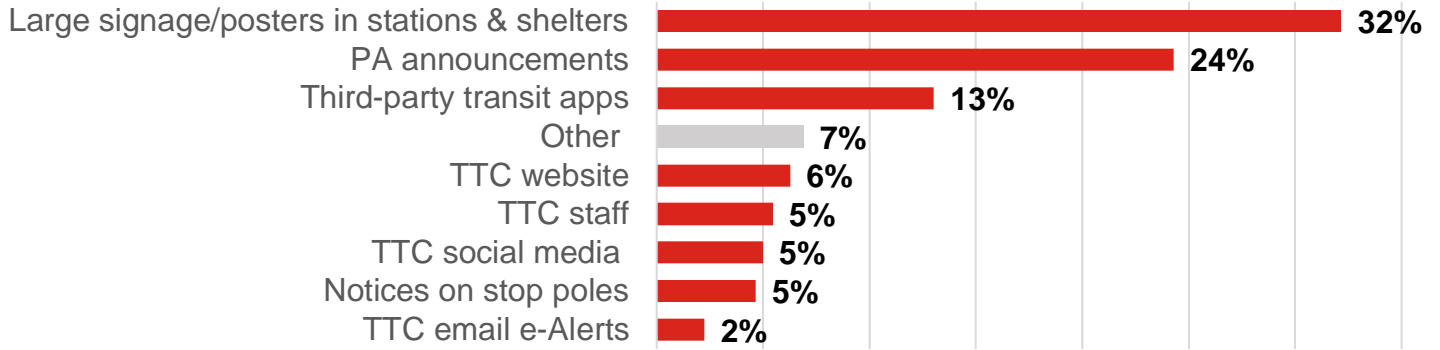
- Limited or no cell service underground.
- Concerns about email spam.
- Preference for other communication channels (e.g., transit apps, X).
- Infrequent use of public transit.
- Difficulty in signing up or managing preferences.
- The system is redundant.
- Lack of awareness about the service.

**Question 4: “Tell us what is your top preferred method of receiving real-time information for each step of your transit journey.”**

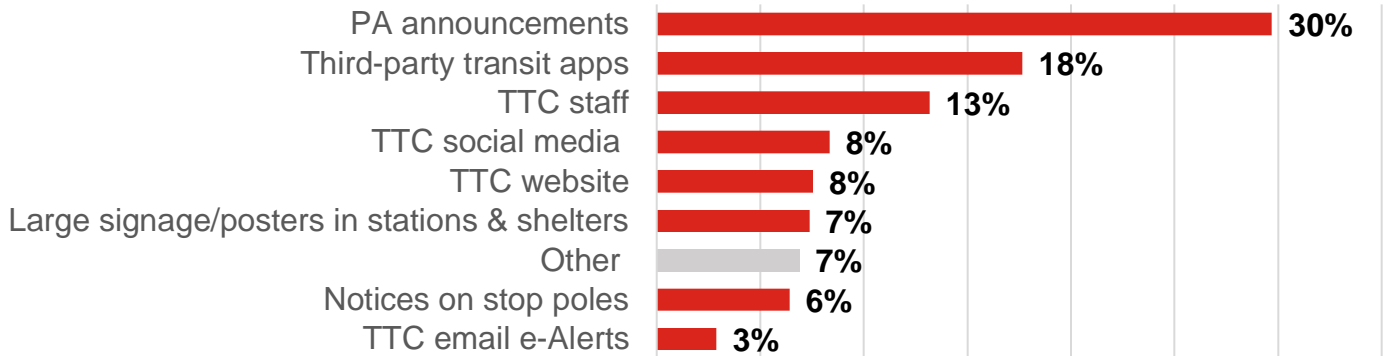
623 respondents answered this question. The top preferred method of receiving real-time information at all steps of the transit journey, except for while planning a trip, was through **PA announcements**. The top preferred method of receiving real-time information while planning a trip is through **large signage/posters in stations and shelters, followed by PA announcements**.

The graphs below show a detailed breakdown of participant preference of receiving real-time information for each step of the transit journey.

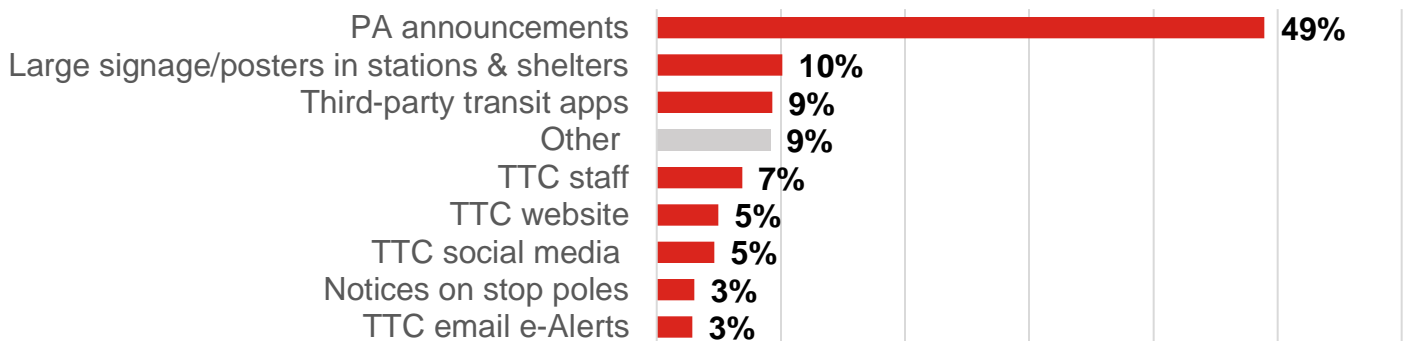
**While planning a trip**



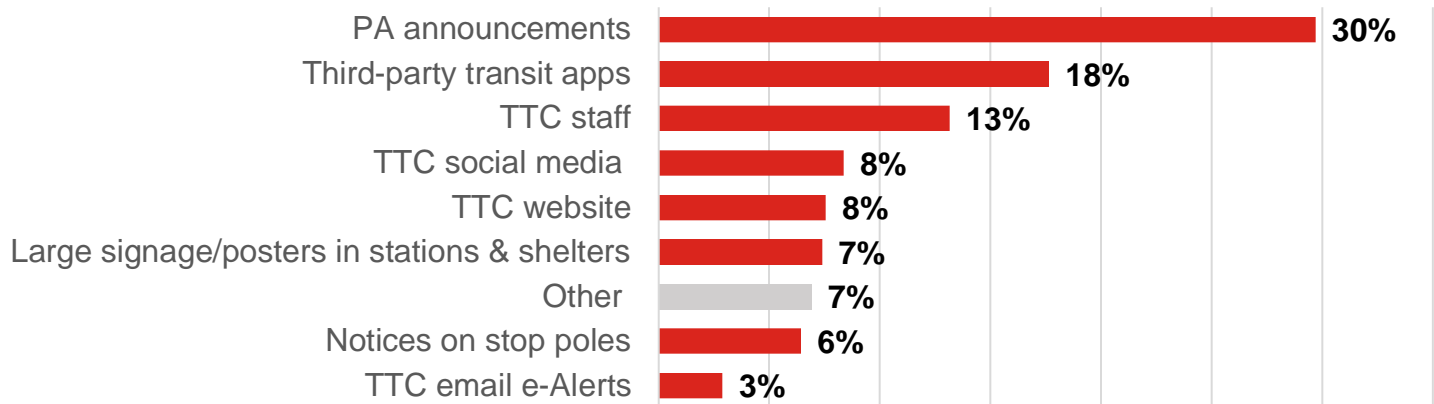
**While waiting at a bus/streetcar stop**



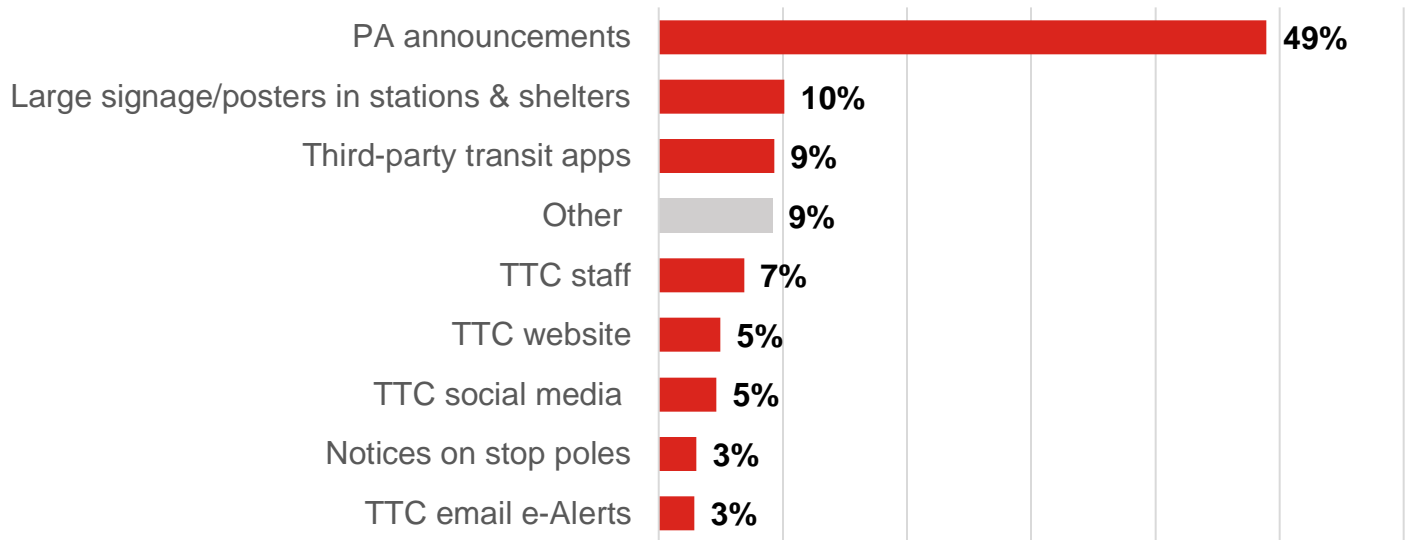
**While waiting at a TTC station**



## While on a bus/streetcar vehicle



## While on a subway vehicle



### Question 5: “Are there any features or additional information you would like to see included with your preferred method of receiving TTC information?”

209 respondents answered this question. Suggestions shared were:

**Clear announcements.** Respondents would like clearer and more audible PA announcements and said they want clear indications of message type (delay, elevator outage, etc.). Respondents suggested the use of computer-generated voices for clarity of announcements.

**Real-time updates** suggested by respondents included:

- Real-time updates and important information on electronic displays/monitors in subway stations.
- Real-time information on vehicle availability.
- Availability of real-time information displays at all stops, with less advertising and more information.
- Use of electronic boards on subway cars for real-time updates.

**Text alerts and messages.** Respondents suggested text alerts and messages for delays and disruptions and live SMS alerts for frequent routes as additional features to improve real-time information.

**Third-party transit apps.** Accurate information, including detours and delays, on third-party transit apps. Integration of TTC information with Google Maps or a dedicated TTC app. Integration of major planned service outage alerts into transit apps.

**Internet access.** Internet access in subway tunnels for online information.

**Centralized information.** Centralized sources of information to avoid conflicting notices. Information on bus service disruptions and detours specific to routes.

**GPS capabilities.** GPS capabilities for tracking trips and receiving real-time updates.

**Email updates.** Email updates for those who prefer not to carry smartphones.

Other suggestions:

- A TTC app with real-time bus location.
- Visual indications of detours and disruptions, especially on newer buses with large color info screens.
- Implementation of major planned service outage alerts.
- Information on how busy trains are at stations.

### **Question 6: “Are there any particular improvements you would suggest to enhance the TTC’s real-time communication with customers?”**

232 respondents answered this question. Suggestions shared were:

**Accuracy and clarity of information.** Ensure accurate and clear real-time arrival information by improving sound quality for announcements and making PA systems clear and audible.

**Staff and customer service.** Enhance passenger communication by employing knowledgeable staff, increasing staff availability, and providing training for subway operators to make clear announcements.

**Digital and mobile communication.** Utilize SMS alerts for real-time updates, develop a user-friendly TTC app, and send notifications directly to riders' phones.

**Information accessibility.** Streamline the TTC website for trip planning, integrate service alerts with Google Maps, and enhance signage and visual displays for better information accessibility.

**Transparency and timeliness.** Improve communication by consolidating service alerts on one platform, ensuring consistency in real-time updates, and sharing information in a timely manner.

**Technical enhancements.** Invest in high-quality audio equipment, implement location-based technology to GPS track buses and subways, and explore digital displays in vehicles and stations for improved communication.

**Reliable information.** Enhance reliability of bus timings, make information consistently available, and replace TTC notices on X with a reliable platform for service alerts.

**Wi-fi and connectivity.** Offer free Wi-Fi on all TTC vehicles to enhance passenger connectivity and ensure universal access to real-time information.

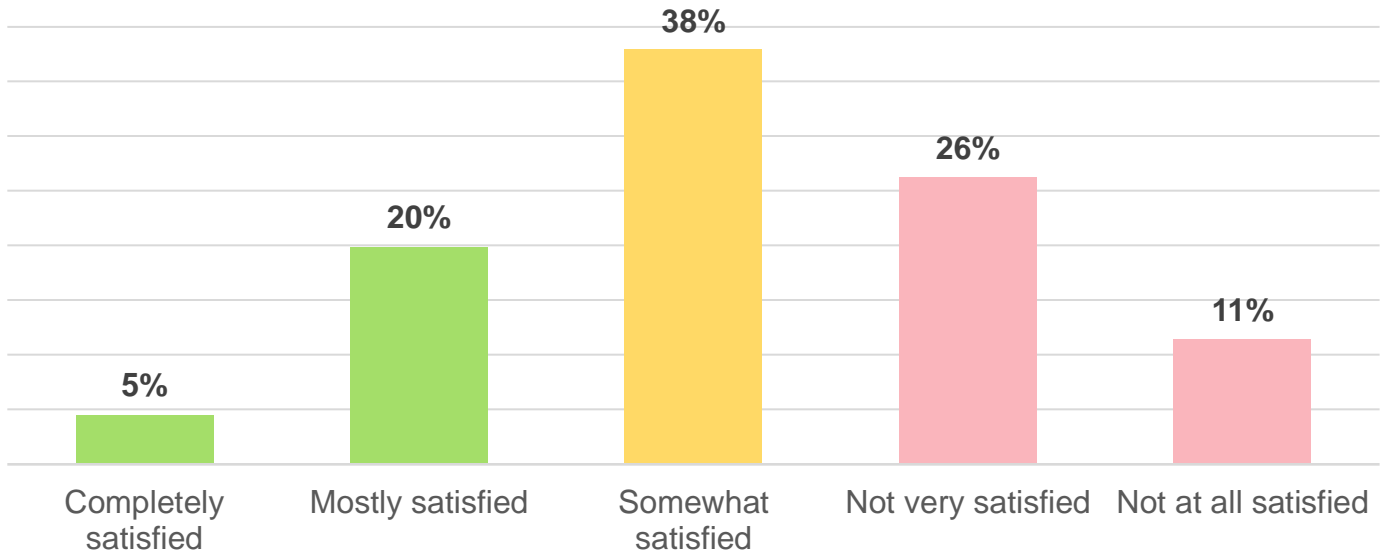
**Improve accessibility.** Provide visual indicators for service status to aid passengers with hearing disabilities in understanding important information.

## Stop amenities

Respondents were then asked the following six questions related to stop amenities:

### Question 1: “How satisfied are you with the amenities at TTC’s bus and streetcar stops?”

377 respondents answered this question. The majority of the respondents said they are **somewhat satisfied** (143 or 38%), followed by **not very satisfied** (99 or 26%), **mostly satisfied** (75 or 20%), **not at all satisfied** (43 or 11%), and **completely satisfied** (17 or 5%).



Respondents who said they were not satisfied had space to explain why they were not satisfied and provide suggestions on how the TTC could improve. 177 respondents provided feedback, which have been summarized below.

Respondents shared a range of reasons as to why they were not satisfied with the amenities at TTC’s bus and streetcar stops. Some said real time information about the next vehicle is not available everywhere. Others are not satisfied with lack of seating and shelter, leaving passengers exposed to the elements and uninformed about their travel options. They also stressed the lack of accessibility at bus stops, particularly for individuals with disabilities, including inadequate snow clearance during the winter.

Respondents also highlighted cleanliness as a problem, with many stops not meeting basic hygiene standards. There were also concerned with the lack of amenities such as garbage receptacles and maps at all stops.

Suggestions for improvement included:

**Accessibility.** Improve accessibility at bus stops by ensuring level boarding for passengers with mobility challenges and providing clear paths free from obstacles, including snow during the winter.

**Bike Storage.** Include secure bike storage options at stops or nearby for passengers who use bicycles as part of their journey.

**Community engagement:** Involve the local community and conduct focus groups to gather feedback and insights on specific stop amenities needed in each neighborhood.

**Digital signage maintenance.** Regularly maintain and update digital signage to ensure they provide accurate and timely information, including updates during route diversions. Enhance the visibility and identification of

TTC posts and stops to make them easily recognizable for passengers. Enhance communication with passengers through clear and informative signage, including directions, route maps, and safety instructions.

**Garbage receptacles.** Install garbage receptacles at stops to help keep the area clean and discourage littering.

**Improved advertising.** Explore alternatives to large advertisements at stops and prioritize relevant service information, including delays and transfer options.

**Real-time information displays.** Install real-time information screens at all stops to provide passengers with accurate and up-to-date information on vehicle arrivals, delays, and route diversions. Install maps and route information at stops to help passengers navigate the transit system and plan their journeys.

**Seating.** Ensure that seating at stops is accessible and comfortable for passengers of all ages and abilities. Increase the availability of seating at stops, especially for elderly and passengers with disabilities who may require a place to sit while waiting for their vehicles.

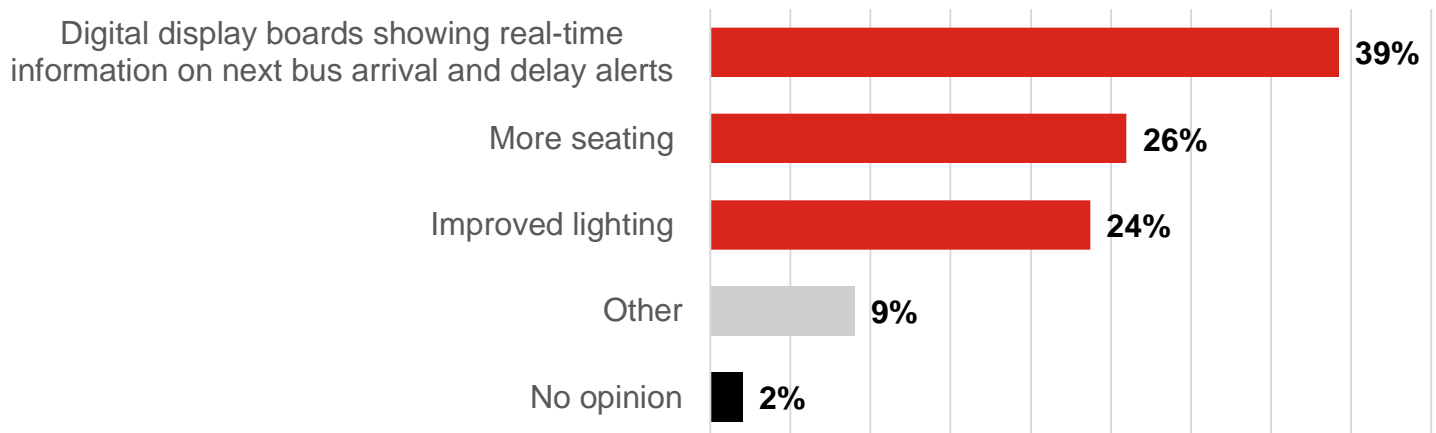
**Security measures.** Implement security measures to address safety concerns, especially at stops where passengers may feel uncomfortable due to overcrowding or other issues.

**Shelters.** Provide shelters at all stops to protect passengers from rain, snow, and harsh weather conditions. Ensure that shelters are well-maintained and cleaned regularly. Consider providing heated waiting areas during cold winter months to offer additional comfort to passengers and shade protection to shield passengers from the sun during hot summer months. Increase the frequency of cleaning and maintenance at shelters and stops to ensure a clean and pleasant environment for passengers.

**Sustainable design.** Consider sustainable design elements, such as solar-powered lighting and eco-friendly materials, for shelters and stop amenities.

## Question 2: “What specific amenities would you like to see at bus/streetcar stops? Select all that apply”

831 responses were received for this question. The majority of respondents would like **digital display boards** showing real-time information on next bus arrival and delay alerts (326 or 39%), followed by **more seating** (216 or 26%), **improved lighting** (197 or 24%), and **other** (75 or 9%). 17 or 2% of responses **no opinion**.



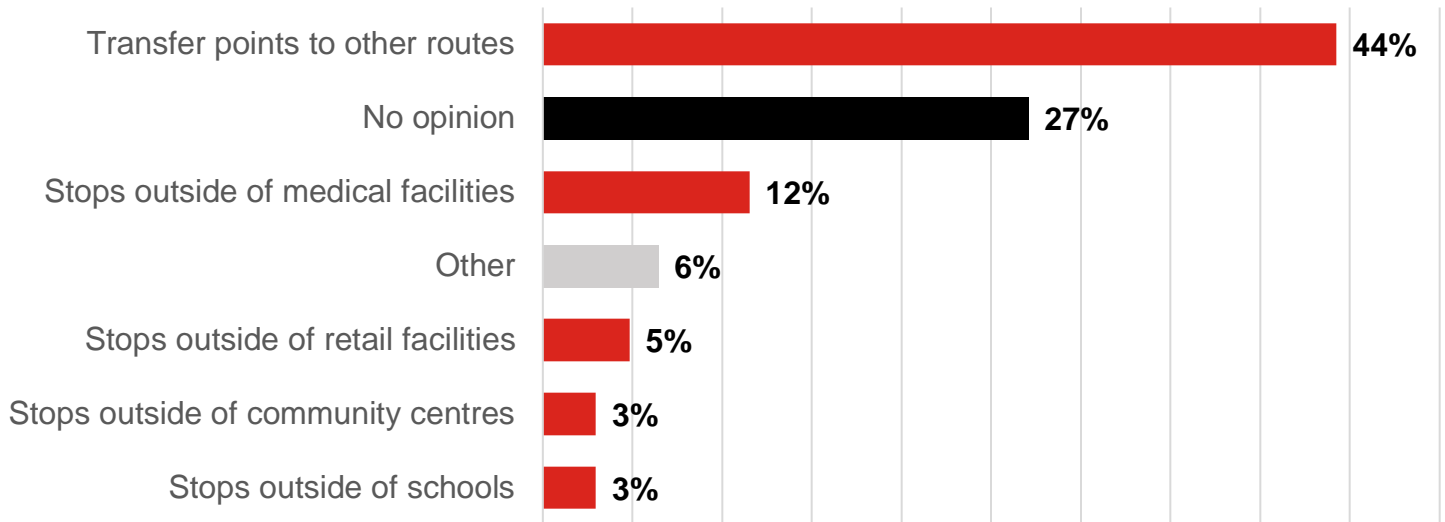
Respondents who answered “other”, identified the following amenities they would like to see:

- 911 emergency button with live operators
- Area maps, wayfinding, and schedule information
- Bike amenities, like secure parking
- Cameras

- Cleaner bulletin boards
- Designated Waiting Area amenities
- Enclosed shelters for inclement weather, including heating
- Frequent cleaning and repairs
- Garbage and recycling receptacles
- Level boarding platforms
- PA system
- Presto reload stations
- Real-time vehicle arrival information

**Question 3: “Are there any specific kinds of stops most in need of amenities?”**

377 respondents answered this question. The majority of respondents (165 or 44%) said **transfer points to other routes**, followed by **no opinion** (101 or 27%). See the detailed breakdown of responses below.



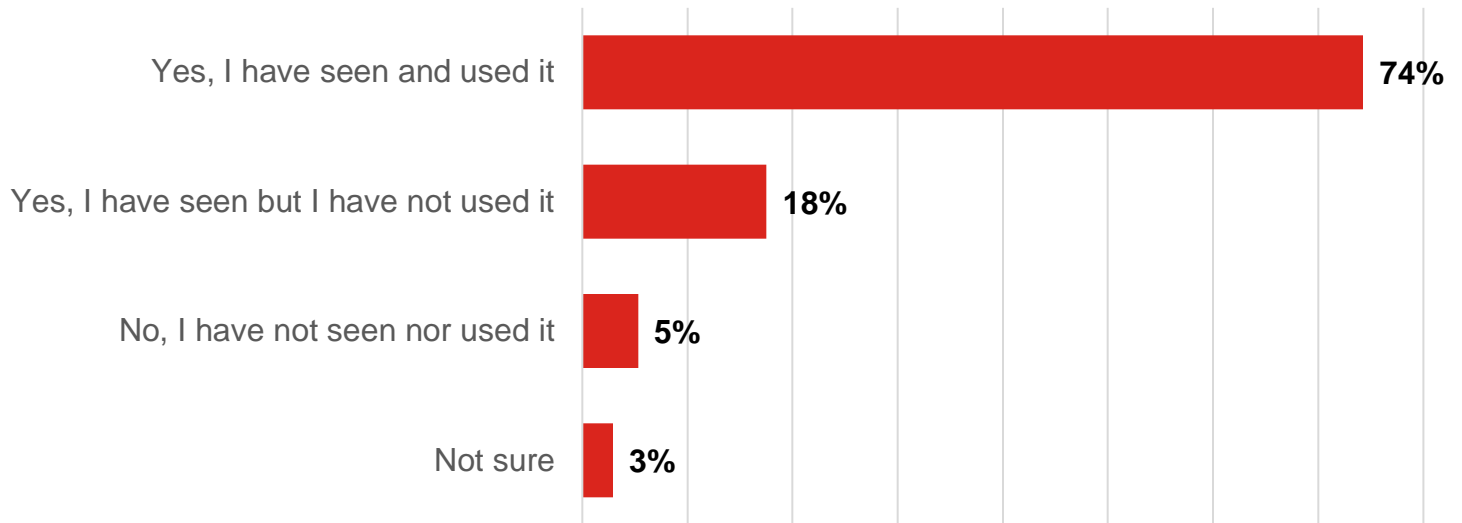
Respondents who answered “other”, identified the following kinds of stops most in need of amenities:

- All stops mentioned in the responses.
- Stops on the 506 streetcar line.
- Transfer points and stops near medical facilities.
- Stops outside office/government buildings.
- Routes with transit priority (RapidTO and dedicated streetcar ROW routes like 510).
- Stops at King and Simcoe (eastbound).
- Stops near Loblaws and Shoppers on Queen Street (King streetcar line).
- Stops connecting Main Street east/west to north/southbound routes (e.g., Bus 80 on Keele).
- Stops near Sports Cafe Scarborough.
- Residential, low traffic stops.



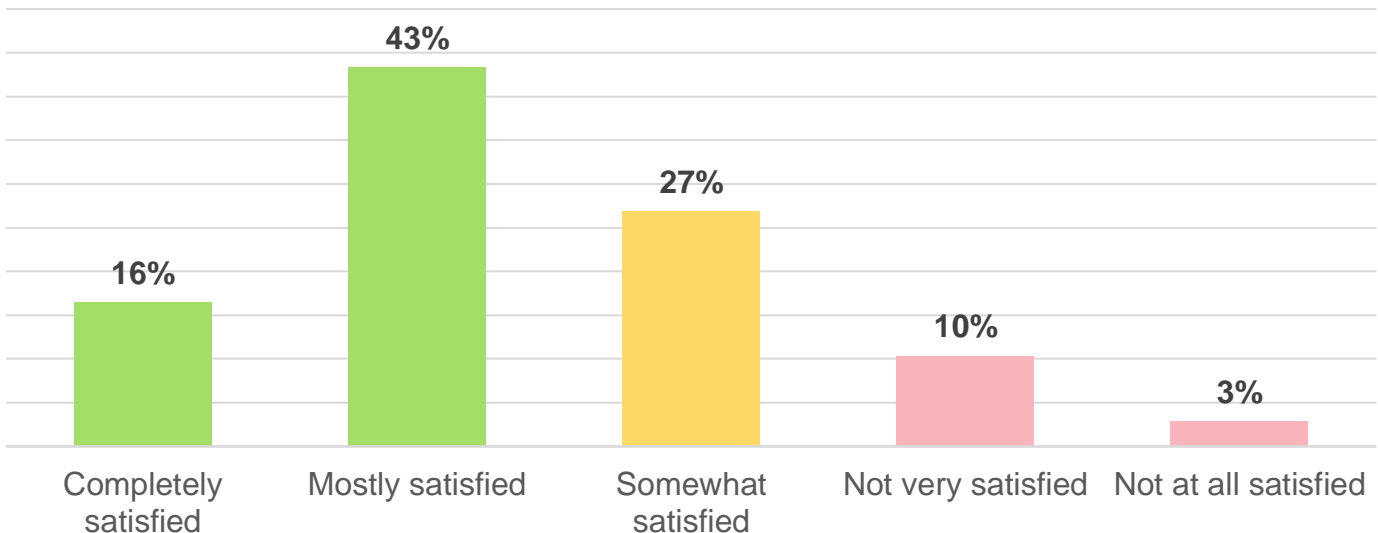
**Question 4: “Have you ever seen or used the information at TTC's stop markers?”**

377 respondents answered this question. The majority of respondents (280 or 74%) said **yes, I have seen and used it**; followed by **yes, I have seen but I have not used it** (66 or 18%); **no, I have not seen nor used it** (20 or 5%); and **not sure** (11 or 3%).



Respondents who answered yes were asked how satisfied they are with the information provided on TTC's stop markers.

279 respondents answered this question. The majority of the respondents said they are **mostly satisfied** (121 or 43%), followed by **somewhat satisfied** (75 or 27%), **completely satisfied** (46 or 16%), **not very satisfied** (29 or 10%), and **not at all satisfied** (8 or 3%).



Respondents also had space to provide suggestions on how the TTC could improve the stop markers. 138 respondents provided feedback. Suggestions included:

**Real time information and technology integration.** Many respondents desire electronic estimated arrival times at stops, preferably with affordability in mind. Some suggest linking the stop markers to mobile apps for

easy access to real-time information. Additionally, incorporating QR codes for further details and on-the-spot trip planning is recommended.

**Clarity and accessibility.** Respondents emphasize the need for clear and easily understandable stop markers. This includes providing legends for color codes, improving visibility at night, and considering the needs of colour-blind individuals. Making information accessible to all riders, regardless of familiarity with the system, is essential.

**Update frequency.** Respondents want up-to-date information on stop markers, reflecting changes, delays, diversions, and alternate routes. Some riders have encountered outdated markers displaying incorrect route numbers.

**Route details.** Suggestions included indicating the route's destination, providing route names, and specifying service frequency. Some also desired information on the direction and street that each route operates on.

**Legend and integration with partner transit systems.** Many respondents find the symbols on stop markers confusing and suggest incorporating a legend or symbols that are easier to understand. Respondents also recommend aligning TTC stop marker designs with those of partner transit systems for consistency and clarity. Collaboration between organizations to create a coherent design is encouraged. Some recommended indicating connections to other transit services and higher-order transit like GO trains and subways.

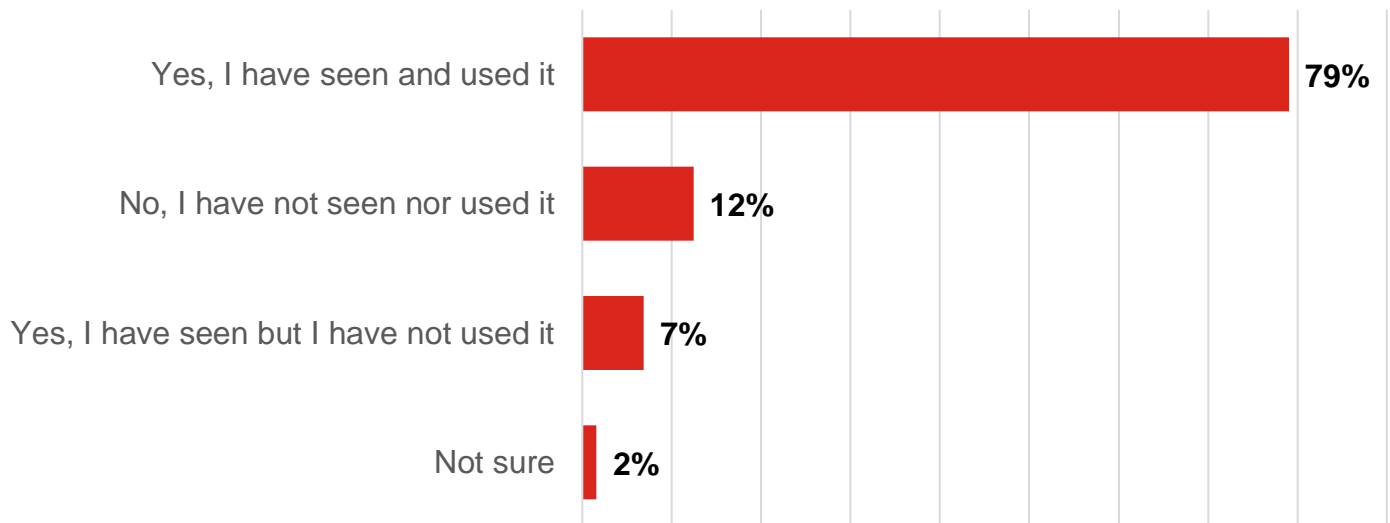
**Visibility and maintenance.** Respondents emphasized the importance of maintaining clean and legible signs. Some suggested making markers more prominent, with larger fonts and well-lit options for nighttime visibility.

**Accessibility.** Consideration for passengers with disabilities, such as visually impaired or wheelchair-bound individuals, is urged to ensure that stop markers are usable by everyone.

**Education.** Education efforts, such as explanatory videos or on-marker information, can help some understand the symbols and codes used on the markers.

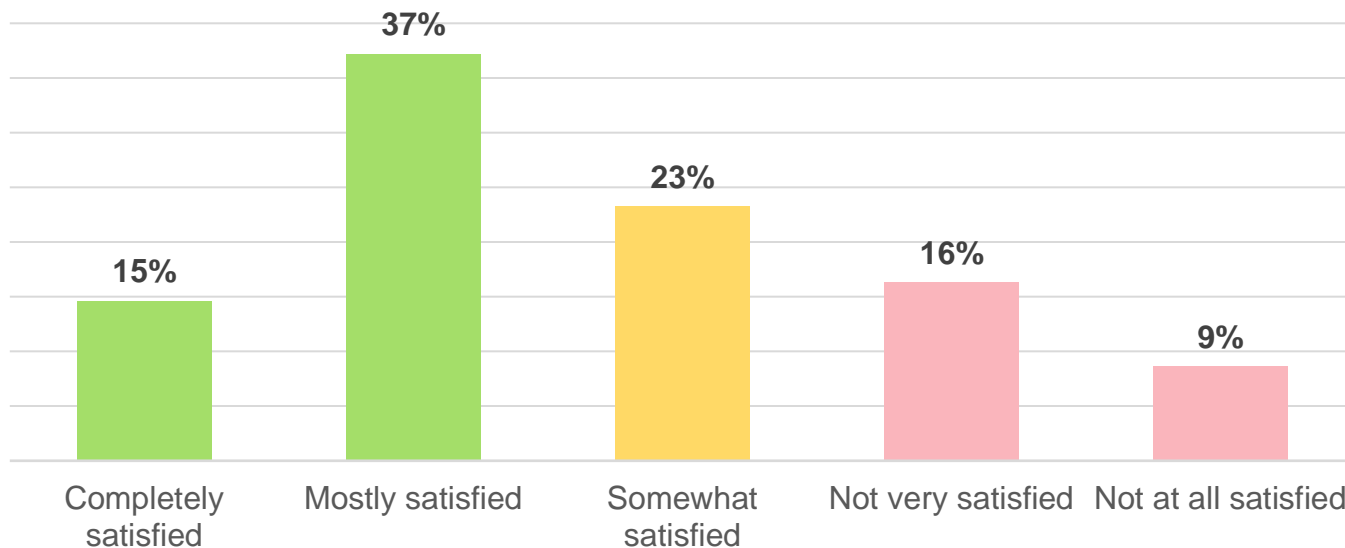
**Question 5: “Have you ever seen or used the TTC’s Next Vehicle Arrival Signs at bus and streetcar stops?”**

377 respondents answered this question. The majority of respondents (298 or 79%) said **yes, I have seen and used it**; followed by **no, I have not seen nor used it** (47 or 12%); **yes, I have seen but I have not used it** (26 or 7%); and **not sure** (6 or 2%).



Respondents who answered yes were asked how satisfied they are with the TTC's Next Vehicle Arrival Signs.

301 respondents answered this question. The majority of the respondents said they are **mostly satisfied** (112 or 37%), followed by **somewhat satisfied** (70 or 23%), **not very satisfied** (49 or 16%), **completely satisfied** (44 or 15%), and **not at all satisfied** (26 or 9%).



Respondents who were not satisfied had space to provide suggestions on how the TTC could improve the Next Vehicle Arrival Signs. 151 respondents provided feedback which have been summarized below.

Overall, respondents were not satisfied with the current state of transit signage for various reasons. One common complaint was the inconsistent availability of these signs, with some stating that they are not found at many stops they use. In cases where they are present, the signs often suffer from technical issues, such as being out of order, displaying inaccurate real-time information, or not updating for delays effectively. Some also noted that the information provided is often inaccurate, making it difficult for commuters to trust the displayed arrival times.

Key suggestions for improvements were to enhance the deployment, technology, accuracy, coverage, and overall effectiveness of Next Vehicle Arrival (NVA) Signs while emphasizing the importance of maintenance, communication, and continuous improvement. Detailed suggestions included:

**Deployment and maintenance.** Improvement begins with extending the NVA presence to more locations to cater to a larger commuter base. Ensuring that these signs are operational across the entire transit network is important so that all commuters can benefit from it. Establish a reporting mechanism for broken signs allows passengers to contribute to maintenance efforts, making the system more reliable and trustworthy.

**Technological enhancements.** Transition to modern LED backlit screens featuring clear text ensures better visibility and readability. Additionally, these signs should offer real-time updates on service status, allowing passengers to stay informed about delays and route changes. A user-friendly interface with standardized design and functionality helps with the user experience.

**Accuracy and communication.** Accuracy in the information displayed on transit signage is essential. Passengers should also be educated on how to use and interpret the information presented, enhancing their transit experience. Transparency in communication with passengers is crucial for keeping them informed about deployment plans and updates.

**Expanding coverage.** NVA should be extended to encompass busy stops and transfer points where many passengers are. Consider integrating these signs into advertising displays at transit stops, offering both practical information and cost-effective maintenance solutions.

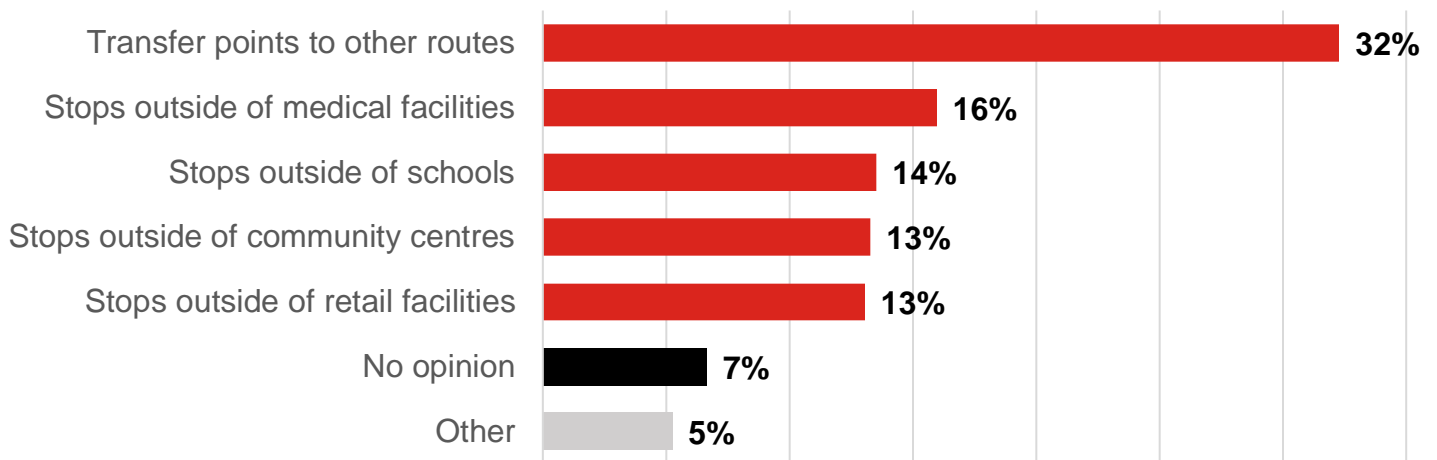
**Continuous improvement.** To ensure that NVA remains effective and reliable, innovation should be an ongoing process. Regular evaluations of the signage program should be conducted, with a focus on enhancing accuracy and user experience. Reducing downtime and technical issues should be a priority, and riders should be kept informed about changes, upgrades, and maintenance schedules to foster trust and satisfaction with the system.

Respondents also had space to provide any additional information they would like to see provided on Next Vehicle Arrival Signs. 101 respondents answered this question. Suggestions included:

- GPS tracking of a vehicle.
- Arrival times for the next 2 vehicles for each service.
- Information about diversions, service interruptions or changes to routes.
- Information on disruptions for higher-order transit routes.
- Larger screens displaying more vehicles and estimated times.
- Destination indicators.
- Travel time estimates.
- Real-time vehicle crowding and capacity.
- Short turn route information.
- Subway delay information.
- Summary of all routes serving the stop.
- Traffic-related delays.

**Question 6: “Are there any specific kinds of stops where we should prioritize Next Vehicle Arrival Signs? Select all that apply.”**

858 responses were received for this question. The majority of respondents (277 or 32%) said **transfer points to other routes**, followed by **stops outside of medical facilities** (116 or 16%). See detailed breakdown of responses below.



Respondents who answered “other”, identified the following kinds of stops they would like to see Next Vehicle Arrival Signs at:

- All stops
- Blue Night routes
- High ridership routes
- Major intersections
- Stops in less dense areas
- Stops with less frequency of routes
- Tourist attraction stops

## Station amenities

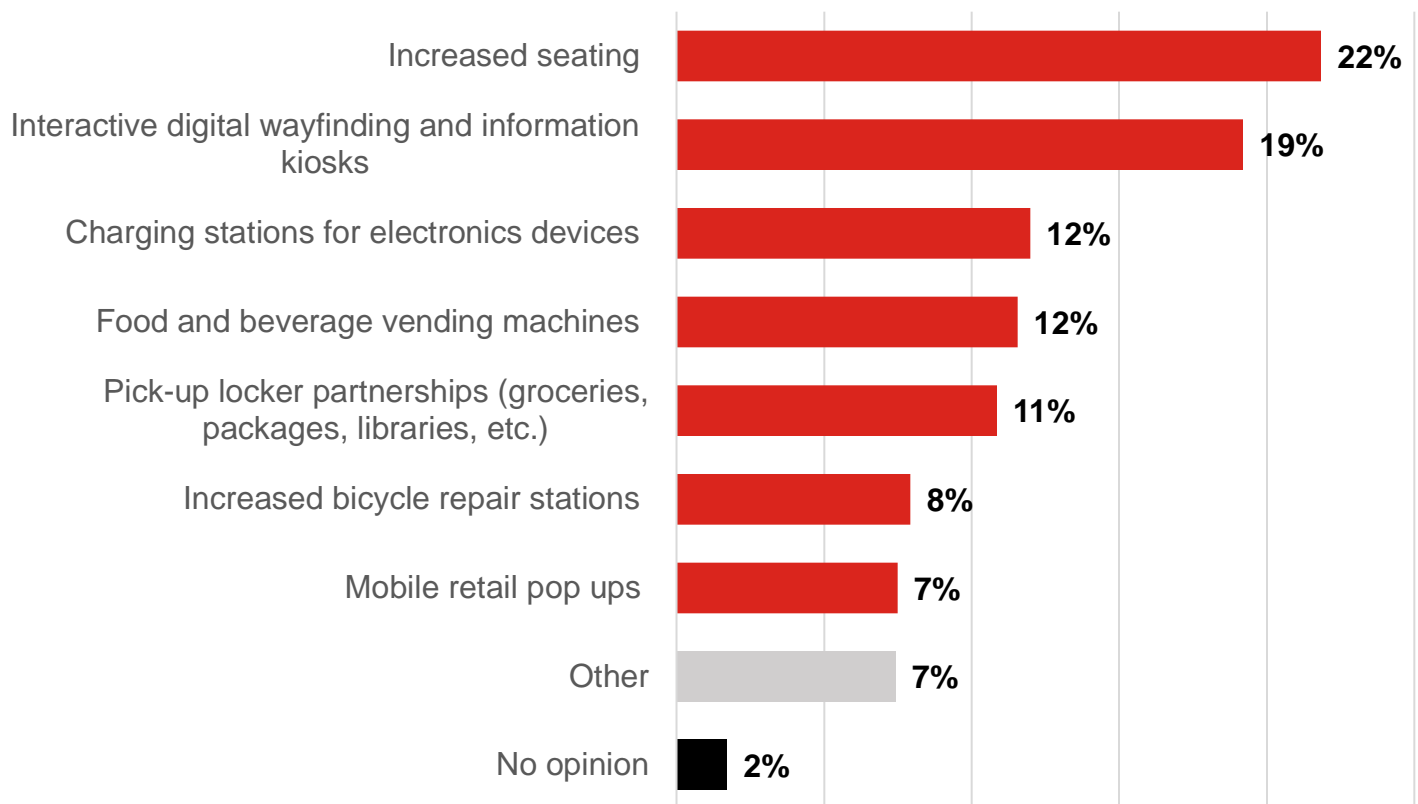
Respondents were then asked the seven questions related to station amenities. They include questions about four types of amenities at TTC stations:

1. General amenities
2. Station Information Screens
3. Next Train Arrival Signs
4. Next Vehicle Information Signs

### General amenities

**Question 1: “What specific amenities would you like to see at TTC stations? Select all that apply”**

1,401 responses were received for this question. Majority of respondents (306 or 22%) said **increased seating**, followed by **interactive digital wayfinding and information kiosks** stops outside of medical facilities (269 or 19%). See detailed breakdown of responses below.



Respondents who answered “other”, identified the following amenities they would like to see:

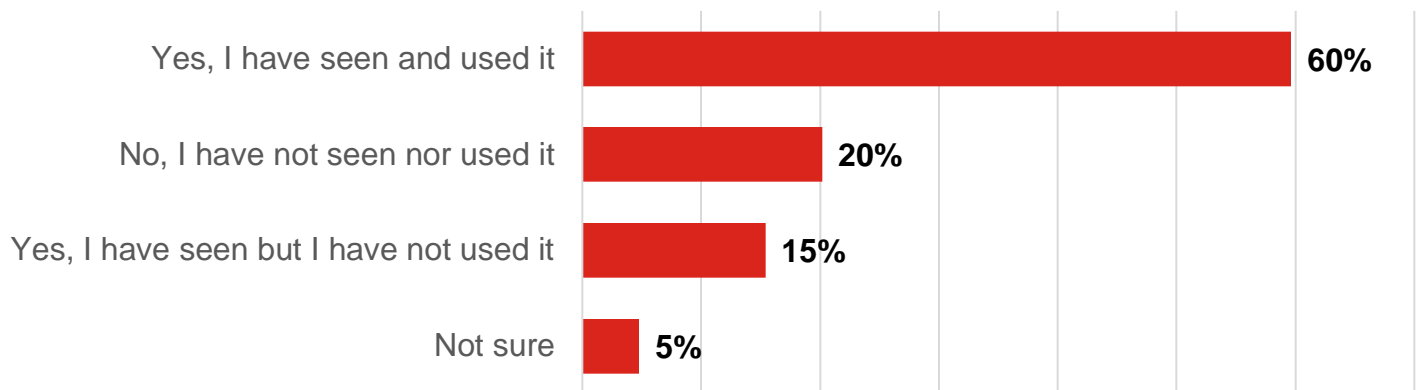
- Barriers between subway tracks and platforms
- Charging stations for electronic devices (using plugs, not USB ports)
- Clear information about accessibility
- Coffee shops, flower shops, and useful item stores
- Location information for the closest washroom for stations without washrooms
- Neighborhood maps
- Public art installations
- Public washrooms at more subway stations
- Real-time subway information
- Secure bike storage
- Small retail businesses for food and drinks
- Storage lockers for bags

- Vending machines that accept PRESTO as payment
- Water fountains or water bottle refill stations
- WiFi access
- Working elevators at all subway stations

## Station Information Screens

### Question 2: “Have you ever seen or used the TTC’s Station Information Screens provided at TTC stations?”

441 respondents answered this question. The majority of respondents (263 or 60%) said **yes, I have seen and used it**; followed by **no, I have not seen nor used it** (89 or 20%); **yes, I have seen but I have not used it** (68 or 15%); and **not sure** (21 or 5%).



Respondents who answered **yes**, were asked how satisfied they are with each aspect of the **Station Information Screens**. See the table below for Respondent responses. Note that the highest percentage(s) (majority response) for each aspect of the Station Information Screens is bolded. Based on the highest percentage of responses, it shows that respondents are:

- **Mostly satisfied** with all aspects of the Station Information Screens, with some being **somewhat satisfied** with number of signs per station and location of signs in station.

	Completed satisfied	Mostly satisfied	Somewhat satisfied	Not very satisfied	Not at all satisfied	No opinion
<b>Number of signs per station</b>	26 (10%)	<b>79 (30%)</b>	<b>78 (29%)</b>	56 (21%)	18 (7%)	8 (3%)
<b>Type of information on signs</b>	31 (12%)	<b>95 (36%)</b>	83 (32%)	32 (12%)	15 (6%)	5 (2%)
<b>Design/layout of signs</b>	37 (14%)	<b>92 (35%)</b>	73 (28%)	34 (13%)	18 (7%)	7 (3%)
<b>Accuracy of information on signs</b>	28 (11%)	<b>106 (41%)</b>	68 (26%)	31 (12%)	17 (7%)	9 (3%)
<b>Location of signs in station</b>	26 (10%)	<b>84 (32%)</b>	<b>92 (35%)</b>	39 (15%)	14 (5%)	7 (3%)

Respondents who were **not** satisfied with any aspect of the Station Information Screens had space to explain why and provide suggestions on how the TTC could improve. 123 respondents provided feedback, which have been summarized below.

One major concern was the lack of visibility and accuracy of information on these screens. Many respondents reported instances where they could not find essential information, such as rerouted bus locations, leading to confusion and inconvenience. The screens were often obstructed by advertisements, making it difficult to access critical details about service disruptions, delays, or route changes. Broken screens and a shortage of screens in some stations also contributed to respondents' frustration.

Suggestions for improvement included:

**Accessibility and placement.** Respondents consistently mentioned the need for more screens, both on station platforms and within station lobbies. Screens should be placed at various locations within stations, including all entrances, fare gates, stairs, escalators, and elevators. They should be strategically spaced along platforms to ensure visibility from anywhere on the platform. Additionally, maintain a consistent font size for critical information to make it readable from a distance. Incorporate clear graphics and infographics to enhance the visual appeal of the screens and make information more accessible. To cater to passengers with visual impairments, screens should be located at eye level, with clear black text on a white background for better readability.

**Enhance information accuracy.** Respondents expressed frustration with inaccurate or outdated information on the screens. The displayed information should be up-to-date and reliable, especially during service disruptions or delays. To prevent delays in information dissemination, screens should refresh quickly and provide real-time updates. Riders should be able to see any service disruptions or changes before paying their fares, reducing inconvenience.

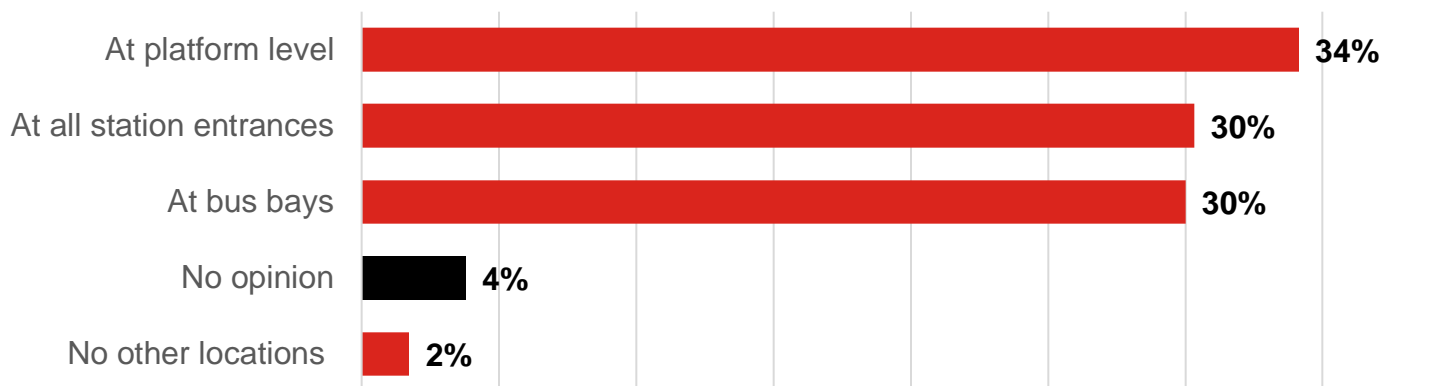
**Include bus and streetcar information.** Many respondents highlighted the need for screens to display information about bus and streetcar routes connecting at the station. This information can help passengers plan their entire transit journey more efficiently.

**Multilingual support.** To cater to the diverse population of transit users, screens should offer information in multiple languages, ensuring that essential details are accessible to all passengers.

**Prioritize critical information.** Screens should be designed to prioritize essential transit information, such as delays, closures, and service disruptions, rather than advertisements or unrelated news content.

**Question 3: “Currently Station Information Screens are provided at the main entrance of TTC stations, are there other locations you would like to see them? Select all that apply.?”**

923 responses were received for this question. Majority of respondents (315 or 34%) said at **platform level**, followed by **at all station entrances** and **at bus bays** (280 and 277, respectively, or 30%). See detailed breakdown of responses below.

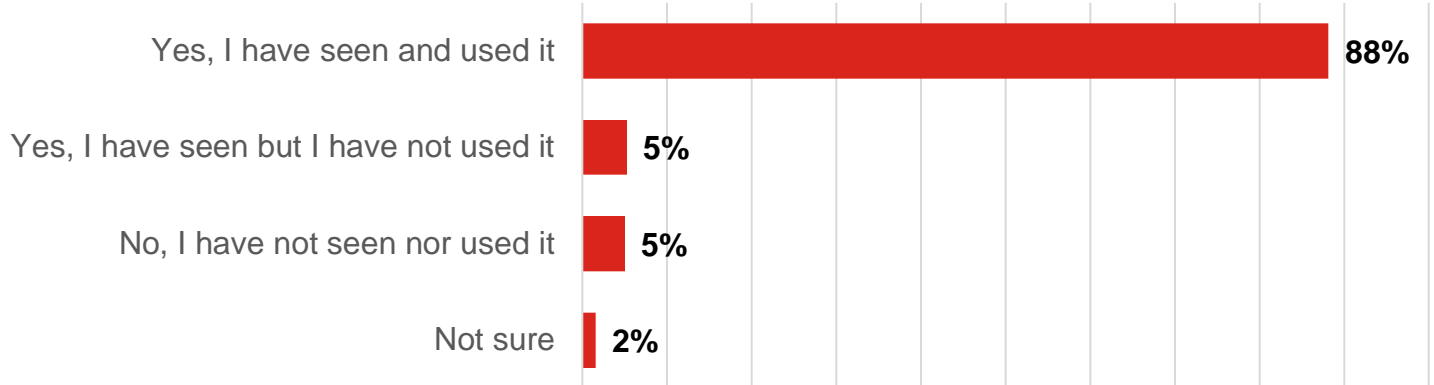




## Next Train Arrival Signs

### Question 4: “Have you ever seen or used the TTC’s Next Train Arrival Signs provided at TTC stations? ”

438 respondents answered this question. The majority of respondents (386 or 88%) **said yes, I have seen and used it**; followed by **yes, I have seen but I have not used it** (23 or 5%); **no, I have not seen nor used it** (22 or 5%); and **not sure** (7 or 2%).



Respondents who answered yes were asked how satisfied they are with each aspect of the Next Train Arrival Signs. See table below for Respondent responses. Note that the highest percentage (majority response) for each aspect of the Next Train Arrival Signs is bolded. Based on the highest percentage of responses, it shows that majority of respondents:

- **Mostly satisfied** with almost all aspects of the Next Train Arrival Signs, except for the location of signs in station as the majority of respondents said they were only somewhat satisfied with it.
- Another majority of respondents were also **not very satisfied** with the number of signs per station.

	Completed satisfied	Mostly satisfied	Somewhat satisfied	Not very satisfied	Not at all satisfied	No opinion
<b>Number of signs per station</b>	38 (10%)	<b>100 (26%)</b>	96 (25%)	<b>101 (26%)</b>	46 (12%)	4 (1%)
<b>Type of information on signs</b>	50 (13%)	<b>128 (33%)</b>	105 (27%)	61 (16%)	36 (9%)	5 (1%)
<b>Design/layout of signs</b>	40 (11%)	<b>109 (29%)</b>	97 (26%)	66 (17%)	63 (17%)	5 (1%)
<b>Accuracy of information on signs</b>	50 (13%)	<b>132 (34%)</b>	106 (28%)	53 (14%)	35 (9%)	7 (2%)
<b>Location of signs in station</b>	39 (10%)	110 (29%)	<b>127 (34%)</b>	66 (18%)	31 (8%)	4 (1%)

Respondents who were not satisfied with any aspect of the Next Train Arrival Signs had space to explain why and provide suggestions on how the TTC could improve. 230 respondents provided feedback, which have been summarized below.

One common source of discontent was the scarcity of these signs on the platforms, often with just one or two screens per platform, making them challenging to access for riders located further away. Additionally, the information displayed on these screens was frequently overshadowed by advertisements, leading to a cluttered and visually distracting experience. The accuracy of the information provided was a concern, with some noting discrepancies between the displayed arrival times and the actual train schedules, leading to confusion and frustration.



Suggestions for improvement included:

**Enhance information clarity and font size.** Improving the readability of information is vital. Respondents suggested larger font sizes, clear layout designs, and displaying next train arrivals prominently to enhance accessibility for passengers with visual impairments or those located further away from the signs.

**Improve information accuracy.** Ensuring that the displayed information aligns closely with real-time train schedules is crucial for building passenger trust and confidence in these signs. Regular updates and system improvements are essential to achieve this.

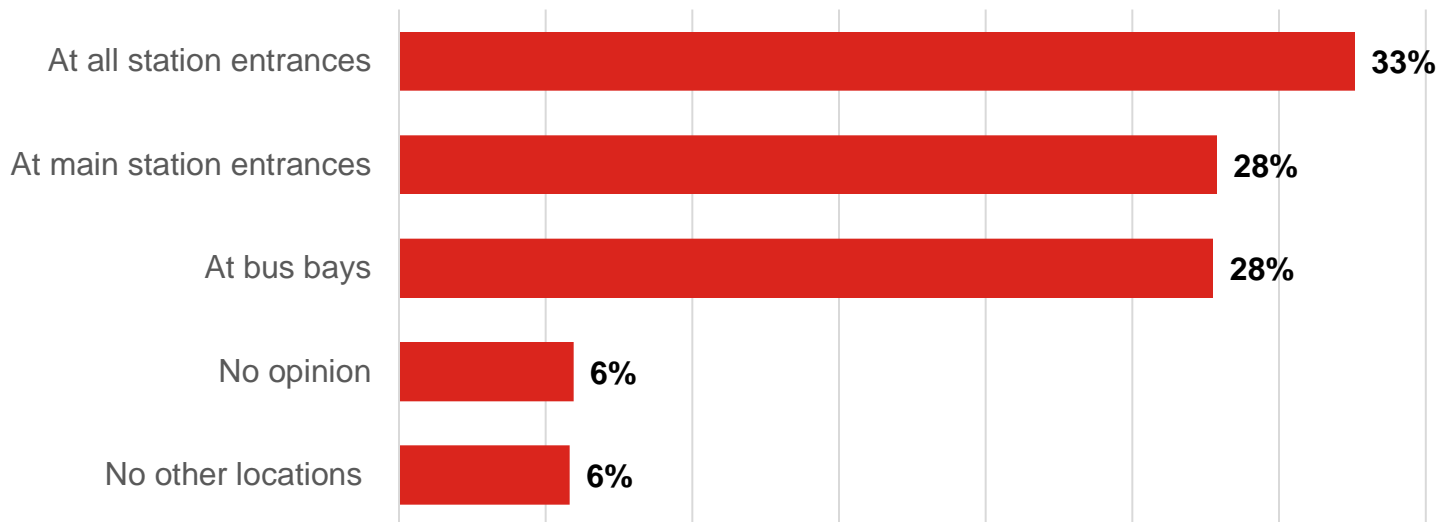
**Increase sign quantity and accessibility.** Respondents advocated for a substantial increase in the number of signs per platform to ensure that passengers can easily access the information they need, regardless of their location. Additionally, placing signs at station entrances and concourse levels can assist passengers in making informed decisions before entering the platform area.

**Minimize advertising.** To prioritize the clarity and readability of transit information, there was a general suggestion to reduce the prominence of advertising on these signs. This can be achieved by segregating transit-related information and advertisements, ensuring that vital information is not obscured or overshadowed.

**Show multiple next trains.** Passengers found it beneficial to see the arrival times of the next several trains, rather than just the immediate one. This can help passengers plan their journeys more effectively and reduce overcrowding during rush hours.

**Question 5: “Currently Next Train Arrival Signs are provided on TTC station platforms, are there other locations you would like to see them? Select all that apply.”**

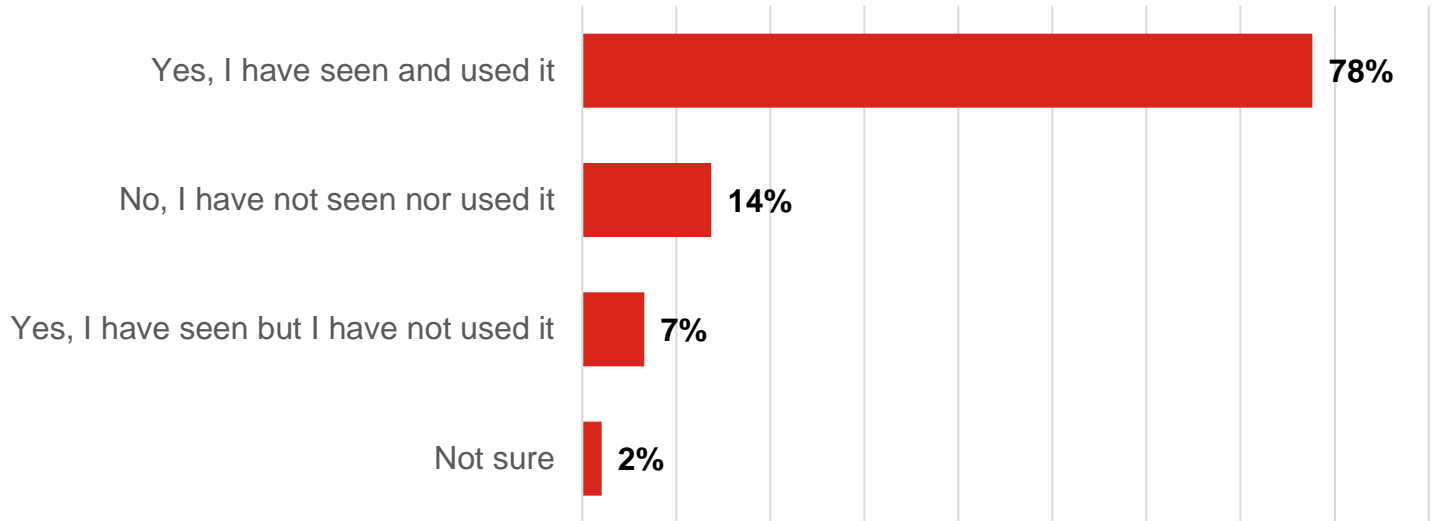
807 responses were received for this question. The majority of respondents (263 or 33%) said **at all station entrances**, followed by **at main station entrances** and **at bus bays** (225 and 224, respectively, or 28%).



## Next Vehicle Information Signs

### Question 6: “Have you ever seen or used the TTC’s Next Vehicle Information Signs provided at TTC stations?”

438 respondents answered this question. The majority of respondents (340 or 78%) said **yes, I have seen and used it**; followed by **no, I have not seen nor used it** (60 or 14%); **yes, I have seen but I have not used it** (29 or 7%); and **not sure** (9 or 2%).



Respondents who answered **yes** were asked how satisfied they are with each aspect of the **Next Vehicle Information Signs**. See table below for respondent responses. Note that the highest percentage (majority response) for each aspect of the Next Vehicle Information Signs is bolded. Based on the highest percentage of responses, it shows that majority of respondents were:

- **Mostly satisfied** with all aspects of the Next Vehicle Information Signs

	Completed satisfied	Mostly satisfied	Somewhat satisfied	Not very satisfied	Not at all satisfied	No opinion
<b>Number of signs per station</b>	52 (15%)	<b>129 (38%)</b>	86 (25%)	46 (14%)	21 (6%)	4 (1%)
<b>Type of information on signs</b>	88 (26%)	<b>150 (45%)</b>	60 (18%)	18 (5%)	12 (4%)	6 (2%)
<b>Design/layout of signs</b>	99 (30%)	<b>147 (44%)</b>	55 (16%)	15 (4%)	11 (3%)	7 (2%)
<b>Accuracy of information on signs</b>	53 (16%)	<b>123 (37%)</b>	77 (23%)	43 (13%)	33 (10%)	7 (2%)
<b>Location of signs in station</b>	59 (18%)	<b>137 (41%)</b>	93 (28%)	19 (6%)	18 (5%)	5 (2%)

Respondents who were not satisfied with any aspect of the Next Vehicle Information Signs had space to explain why and provide suggestions on how the TTC could improve. 136 respondents provided feedback, which have been summarized below.

One primary concern was the screens' lack of user-friendliness. Many found the interface confusing, making it challenging to access the information they need quickly. Moreover, the screens often suffer from technical glitches, such as slow loading times, further frustrating users. Additionally, the content displayed on these screens is often outdated or incomplete, failing to provide real-time updates on train schedules, platform changes, or service disruptions.

Suggestions for improvement included:

**Accessibility considerations.** Ensure that the screens are accessible to all, including individuals with disabilities. Implement features like larger text, voice guidance, and tactile elements for improved accessibility.

**Customization options.** Allow users to customize the information displayed on the screens according to their preferences. Personalization can make the Station Information Screens more relevant and engaging for each commuter.

**Enhance user interface.** To address the usability issue, consider redesigning the user interface with a focus on simplicity and intuitiveness. Conduct usability testing with actual users to identify pain points and improve the overall user experience.

**Interactive features.** Incorporate interactive features such as wayfinding maps, journey planners, and emergency contact information. These additions can make the screens more valuable to users and enhance their overall satisfaction.

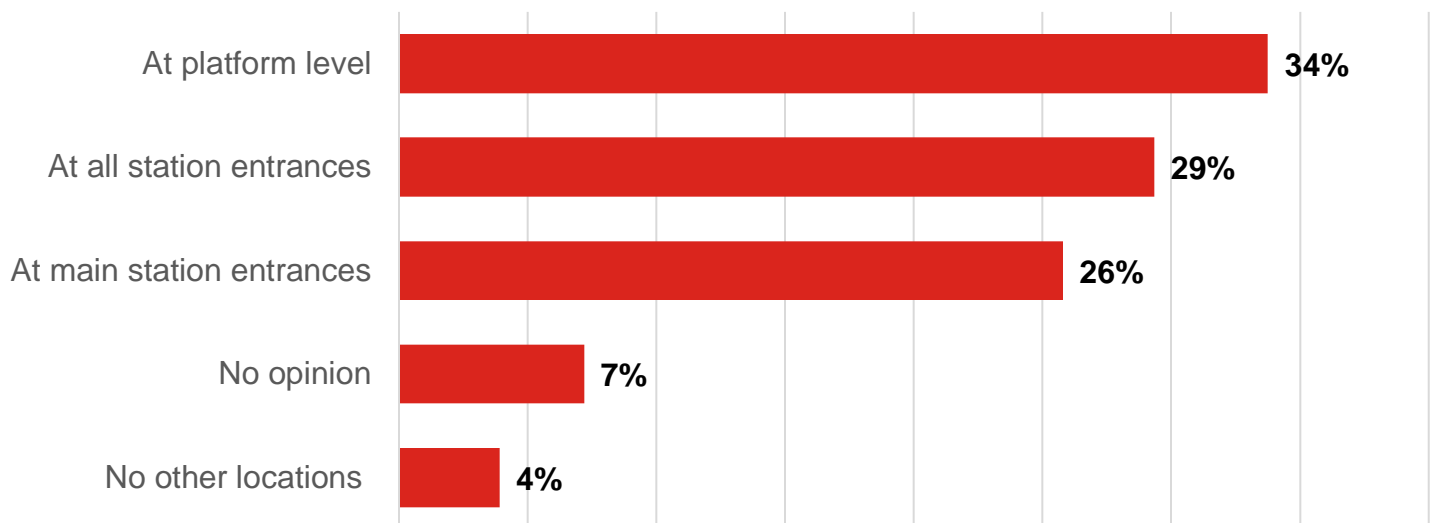
**Real-time information.** Integrate systems that provide real-time information on train schedules, platform changes, and service disruptions. This will help commuters stay informed and reduce frustration caused by outdated information.

**Technical maintenance.** Regular maintenance and updates should be prioritized to ensure the screens operate smoothly. This includes addressing loading times, touchscreen responsiveness, and fixing any software bugs promptly.

**User feedback mechanism.** Create a feedback mechanism that enables users to report issues and suggest improvements directly through the Station Information Screens. This fosters a sense of involvement and demonstrates responsiveness to user concerns.

**Question 7: “Currently Next Vehicle Information Signs are provided near TTC bus bays, are there other locations you would like to see them? Select all that apply.”**

791 responses were received for this question. Majority of respondents (267 or 34%) said **at platform level**, followed by **at all station entrances** (232 or 29%), and **main station entrances and at bus bays** (204 or 26%).

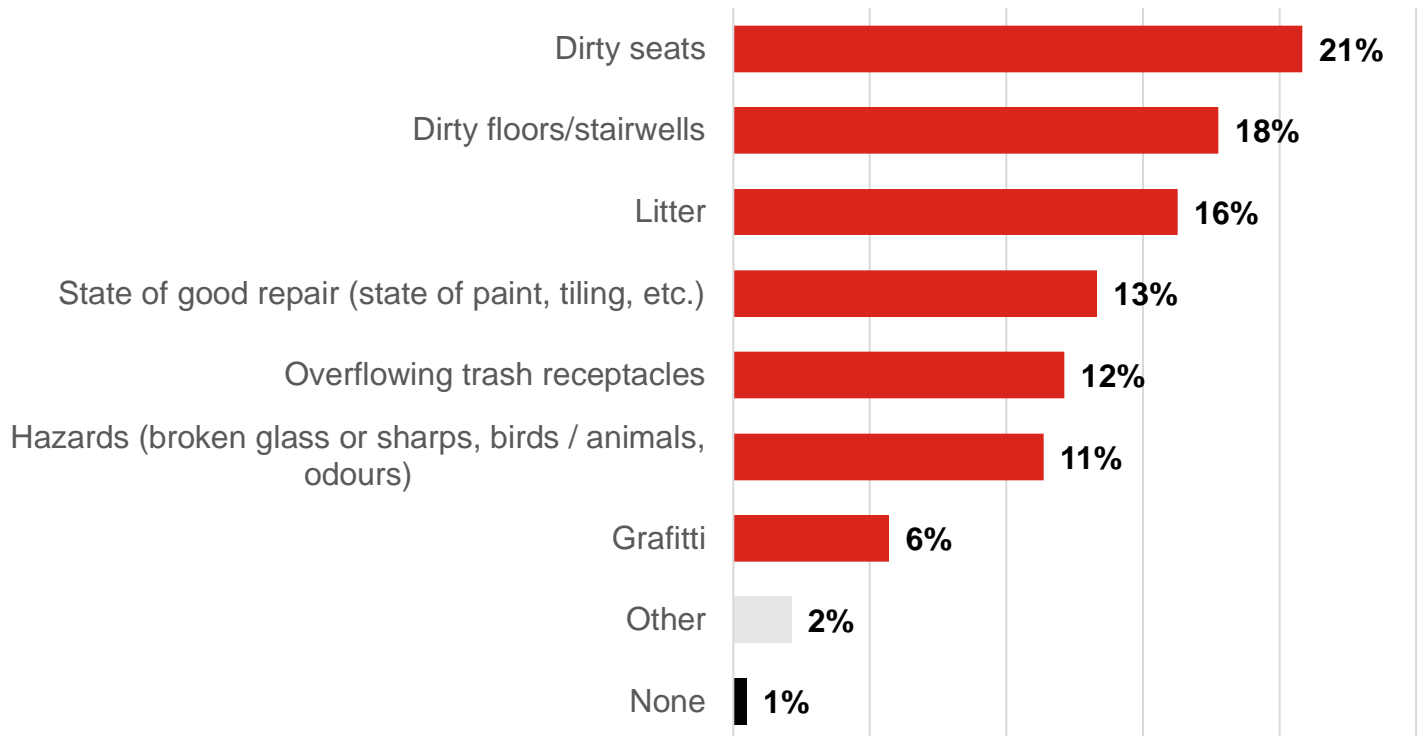


## Cleanliness

Respondents were then asked the following four questions related to cleanliness:

### Question 1: “What aspects of cleanliness concern you the most? Select your top three.”

1,593 responses were received for this question. Majority of respondents (332 or 21%) said **dirty seats**, followed by **dirty floors/stairwells** (283 or 18%) and **litter** (259 or 16%). See detailed breakdown of responses below.

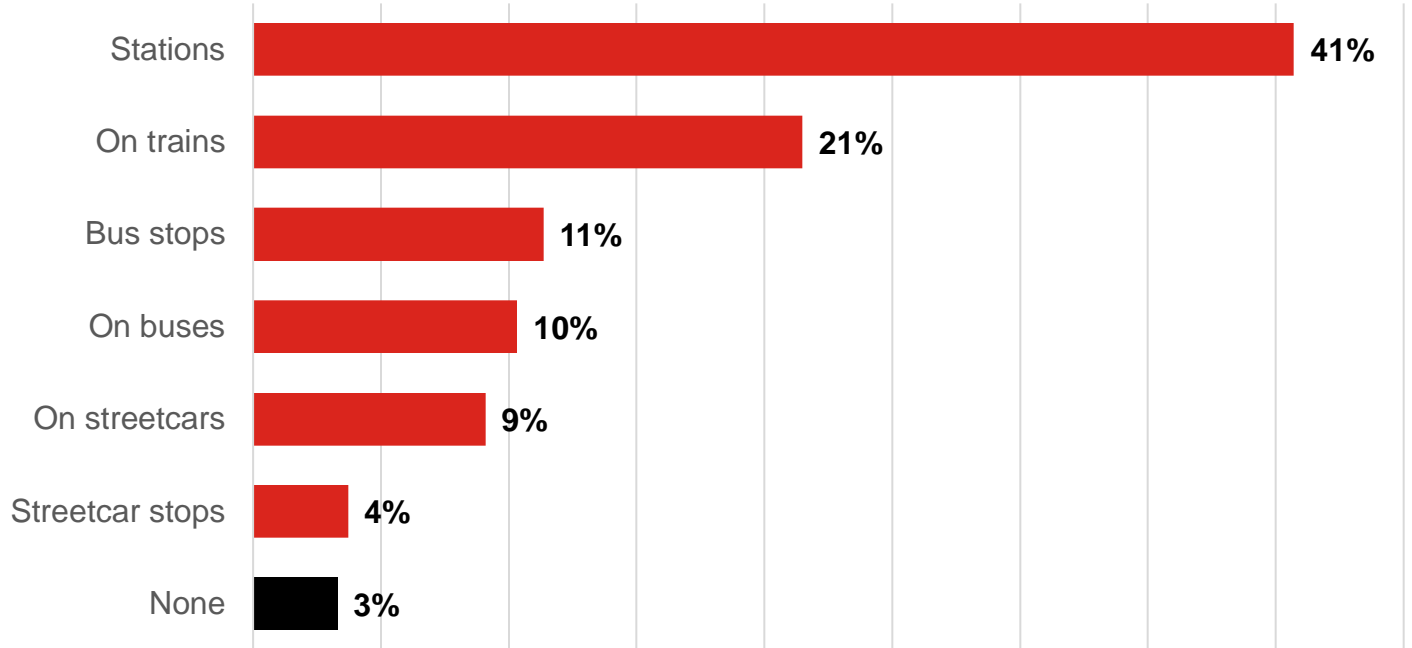


Respondents who answered “other”, identified the following aspects of cleanliness that concern them the most:

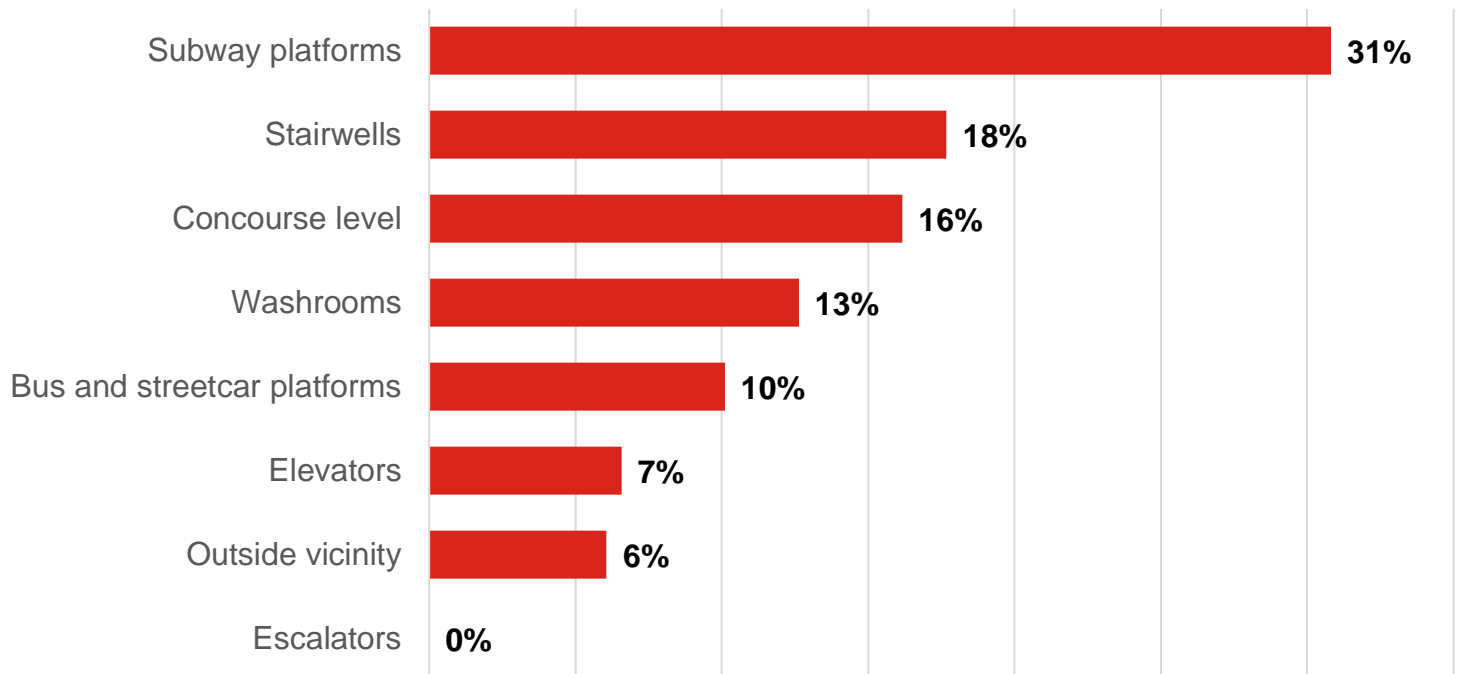
- Accumulation of trash at stations
- Bed bugs
- Dirty subway cars
- Dirty windows obstructing visibility
- Drug use and paraphernalia
- Washrooms
- Lack of access to clean toilets
- Leftover litter on bus seats
- Need for power washing station walls
- People using vehicles as beds and bathrooms
- Slippery floors and spilled liquids, including bodily fluids
- Unpleasant odours on trains, including smoke smell
- Toxic cleaning chemicals
- Wet seats due to fabric and stains

## Question 2: “Where do you observe the most cleanliness issues?”

484 respondents answered this question. The majority of respondents (197 or 41%) said **stations** followed by **on trains** (104 or 21%). See detailed breakdown of responses below.

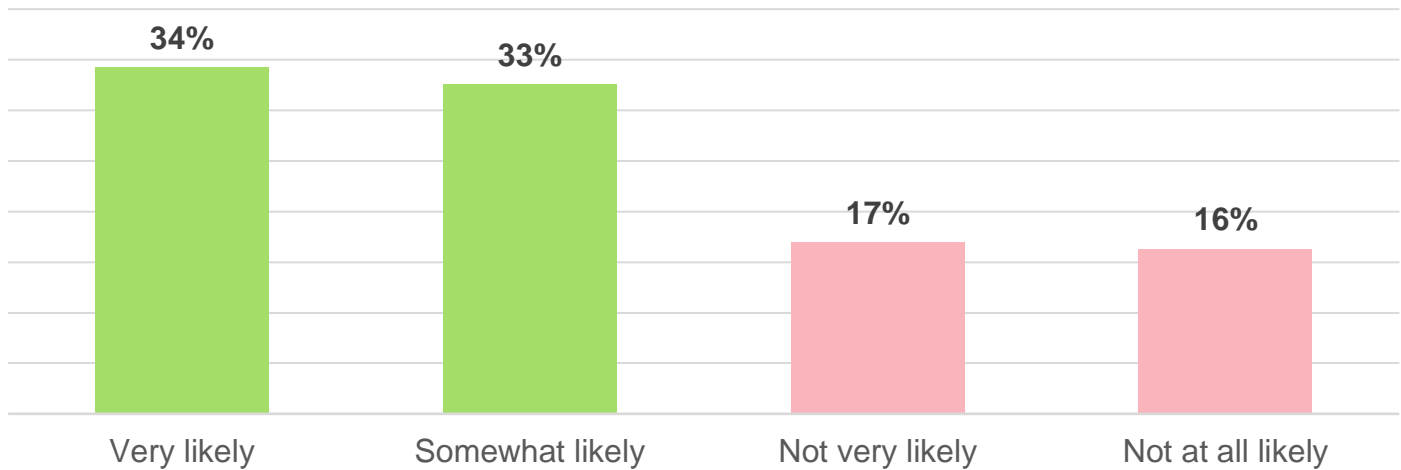


Respondents who answered stations were asked where in the station requires the most attention. 198 respondents answered this question. The majority of respondents (61 or 31%) said **subway platforms**. See detailed breakdown of responses below.



### Question 3: “How likely would you be to use a QR code to report cleanliness and maintenance issues on the TTC?”

485 respondents answered this question. The majority of the respondents said they are **very likely** and **somewhat likely** to scan a QR code to report cleanliness and maintenance issues on the TTC (166 and 158 or 34% and 33%, respectively).



### Question 4: “Do you have any additional feedback to enhance cleanliness on the TTC?”

337 respondents answered this question. Suggestions shared were:

**Cleanliness and maintenance of stations.** Respondents expressed concerns about the cleanliness of subway stations, both inside and outside. Elevator areas were highlighted as particularly dirty, and one respondent pointed out the poor condition of the Queens Quay elevator. Washrooms were consistently mentioned as being consistently unclean over time.

Suggestions included more frequent garbage bin emptying and hiring more janitors. Some respondents suggested having operators check for cleanliness issues on their vehicles during their routes. Concerns about vandalism and the overuse of salt at bus stops were also mentioned. Respondents called for more regular deep cleaning of buses, trains, stations, and elevators. They emphasized the importance of maintaining a culture of cleanliness throughout the transit system.

**Behavior and education.** Several respondents emphasized the need for educating passengers on proper behavior in public spaces. Some suggested banning food and beverages on TTC vehicles to reduce litter. Encouraging a campaign to inform passengers about garbage disposal was also proposed.

**Use examples from other transit systems.** A few respondents compared TTC to other transit systems, like Singapore's, and highlighted areas where TTC falls short, such as cleanliness, organization, and respect for seniors and low-income riders. They also mentioned the need for better long-term planning and consistency in transit projects.

**Plastic seats and materials.** Several respondents recommended replacing fabric seats with easier-to-clean plastic seats, like those in other transit systems. They pointed out that fabric seats often appear dirty and are challenging to maintain.

**Homelessness and mental health.** Some respondents suggested addressing homelessness and mental health issues on TTC by employing roving social workers trained to assist individuals in need.

**Other suggestions.** Various other suggestions included improving station aesthetics, adding more trash receptacles on vehicles, and enforcing rules against feeding pigeons.

## Other feedback

Respondents were asked: **“Thinking of TTC service and customer experience, do you have any other feedback or advice you would like to share with us?”**

411 respondents answered this question.

Overall, there were mixed opinions on the TTC’s efforts, with some saying they are doing the best they can, others being grateful for the opportunity to share feedback with this survey, and others offering suggestions for improvement. Riders emphasized that a more reliable, clean, safe, and accessible service will encourage more people to use public transit. Detailed feedback included:

**Communication and information remain essential for customer experience with the TTC.** Respondents called for clear and timely communication at every step in their trip planning with the TTC. Often, communication channels are inadequate, come late, and announcements can be inaudible. Communication and information should come from various channels to ensure there are multiple methods for different people. Some respondents suggested providing a contact or helpline number for speaking with TTC customer service agents instead of automated reporting.

**Overcrowding, especially during rush hours, remained a significant concern for many riders, affecting their overall experience.** Passengers with disabilities also face difficulties during busy times and expect more consideration for their needs. Streetcar delays have made these modes of transport unreliable for daily commuting. Timeliness and reliability were considered vital factors in ensuring a positive experience for riders.

**Respondents expressed concerns about the need to enhance security measures on the TTC.** TTC should prioritize measures to reduce self-harm and violence incidents, through various methods like de-escalation training for TTC staff, increasing staff presence, using social workers on the TTC, or increasing security personnel. They suggested implementing outreach programs, possibly in collaboration with organizations like CAMH (Centre for Addiction and Mental Health), to address these challenges on the TTC. Others highlighted the importance of reliable cell service and Wi-Fi on the TTC for safety and convenience while using smartphones.

**High fares are seen as a deterrent for some passengers, particularly when concerns about safety arise.** Some riders advocated for increased public funding for the TTC to enhance service quality and reliability. Others called for more stringent fare enforcement to combat non-payment, which has reportedly increased. Respondents also emphasized the importance of fare integration to simplify and make transit more affordable for riders.

**Developing an in-house app and using GPS location data for notifications are consistently suggested improvements for trip planning.**

**Route improvements respondents suggested included:**

- Extending the Express service
- Introducing rapid transit lanes for TTC and transit priority signals
- Add more bike parking stations at all TTC stations
- Reinstate Downtown Express Service
- Some passengers expressed a preference for prioritizing rapid subway expansion over slower surface transit options for efficiency.

Other specific suggestions included:

- Adding small art installations at various stations to improve the commuting experience.
- Address the lack of coverage between the intersection of Royal York Road/Lakeshore Road and Mimico Avenue/Royal York Road.
- The 36 route should permanently serve the Woodbine casino due to its popularity during the Blue Night schedule.

## Respondent profile

As a part of the survey, respondents were asked demographic questions to help the TTC better understand their customers, particularly the three customer groups who largely continued to use the TTC during the pandemic (women, low income, and shift workers). Respondents who identified as non-TTC employees were also asked about their transit use. See summary of responses below.

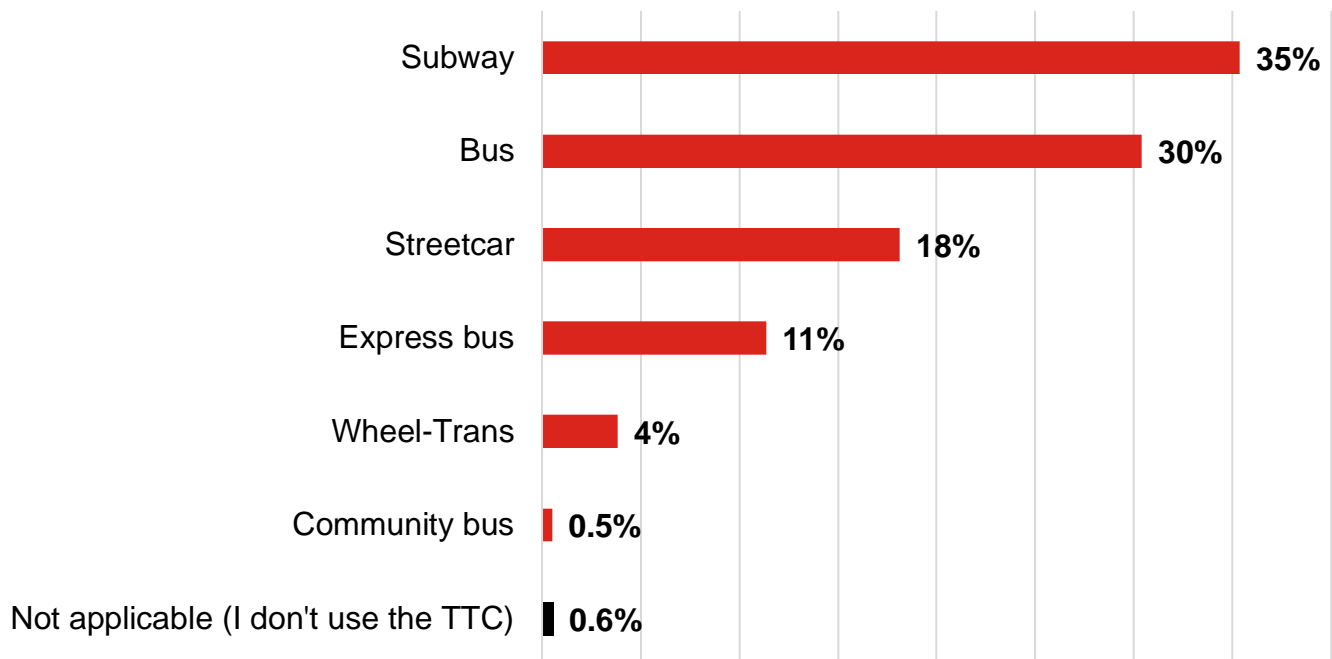
### Type of respondents

Respondents were asked: “Are you a TTC employee?”. Of the 990 Respondents who responded, 957 identified as **no** (public respondent) and 33 identified **yes** (TTC employee).



### Most used modes of TTC transportation

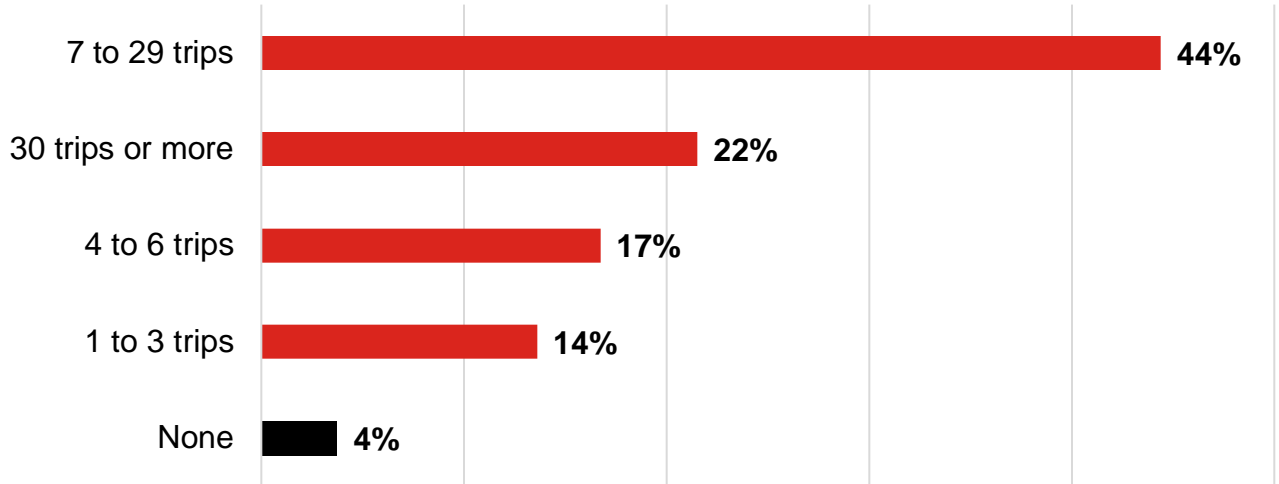
Public respondents were asked: “What are your most used modes of TTC transportation? Select all that apply.” Of the 2,283 responses received, 35% of respondents said **subway**, followed by **bus** at 30%, **streetcar** at 18%, **Express bus** at 11%, **Wheel-Trans** at 4% and **Community Bus** at 0.5%. Less than 1% of responses (0.6%) said **not applicable** (they don’t use the TTC).





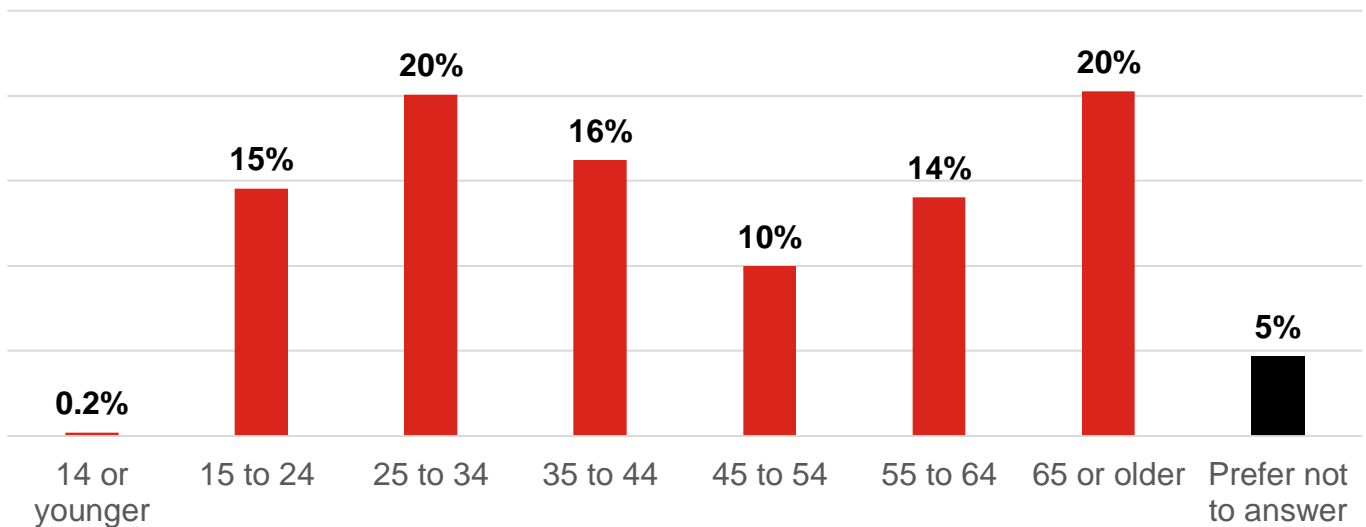
## Number of trips involving the TTC in the last month

Public respondents were asked: “In the last month, how many TTC trips did you take that involves the TTC (including a streetcar, bus, subway, Community Bus or Wheel-Trans vehicle)?”. Of the 962 responses received, 44% of respondents said they took between **7 to 29 trips**, followed by 22% who said they took **30 trips or more**, 17% who said they took **4 to 6 trips** and 14% who said they took between **1 to 3 trips**. 4% said they **did not take any TTC trips**.



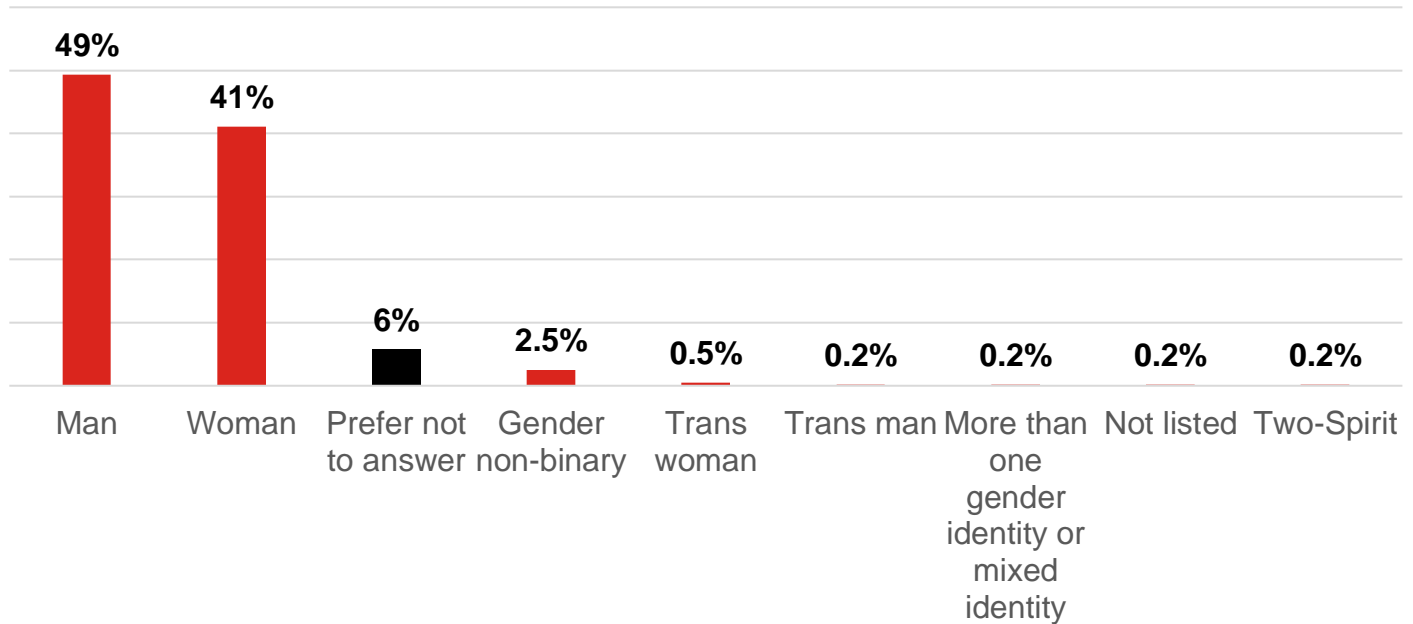
## Age

All respondents (public respondents and TTC employees) were asked: “What is your age?”. Of the 962 responses received, the highest number of responses, 20%, came from respondents who were in the age group **65 or older** and 20% from those who were **25 to 34 years of age**, followed by 16% of responses from respondents in the **35 to 44 years age group**, and 15% from the **15-25 years age group**. 14% of respondents were between **55 to 64 years**, 10% were **45 to 54 years old**, and 0.2% were **14 or younger**, while 5% of the respondents **preferred not to answer**.



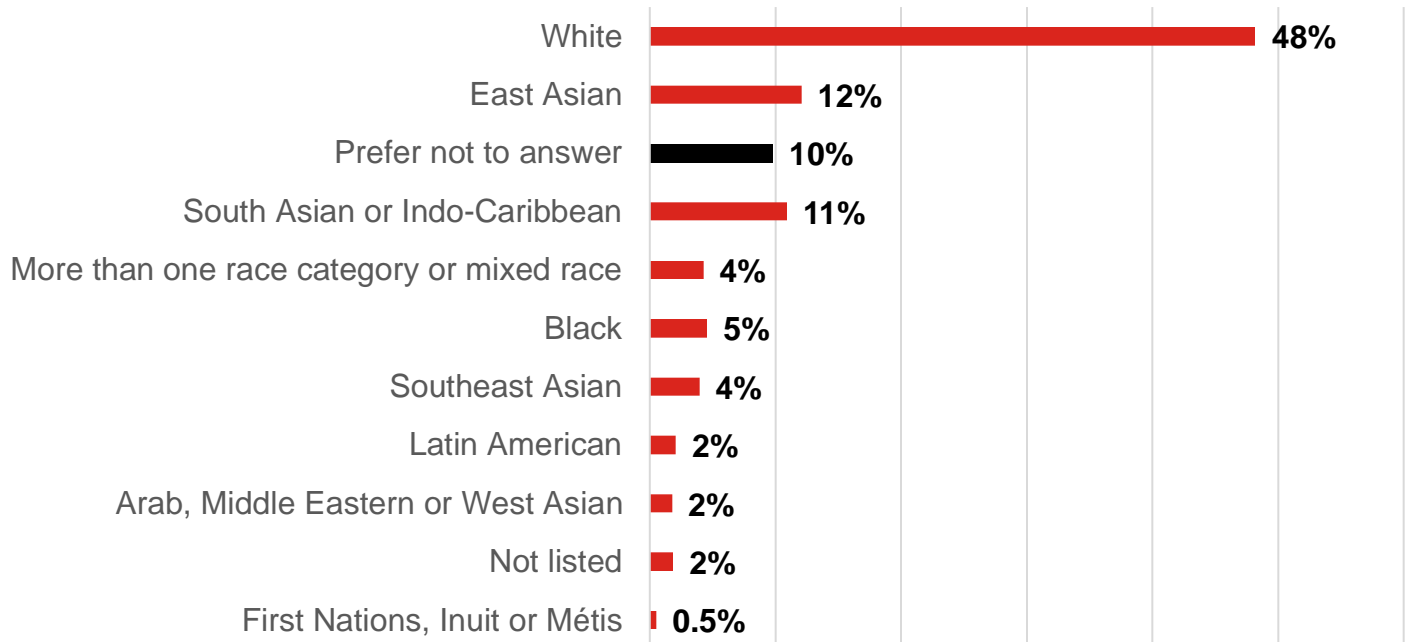
## Gender identity

All respondents were asked: “What best describes your gender?”. Of the 963 responses received, 49% self-identified as **men**, 41% self-identified as **women**, 2.5% self-identified as **gender non-binary** (including gender fluid, gender queer androgynous), 0.5% self-identified as **trans woman**, 0.2% as **trans man**, 0.2% as **Two-Spirit**, and 0.2% as **more than one gender or mixed identity**. 0.2% said their gender was **not listed**. 6% of respondents **preferred not to answer**.



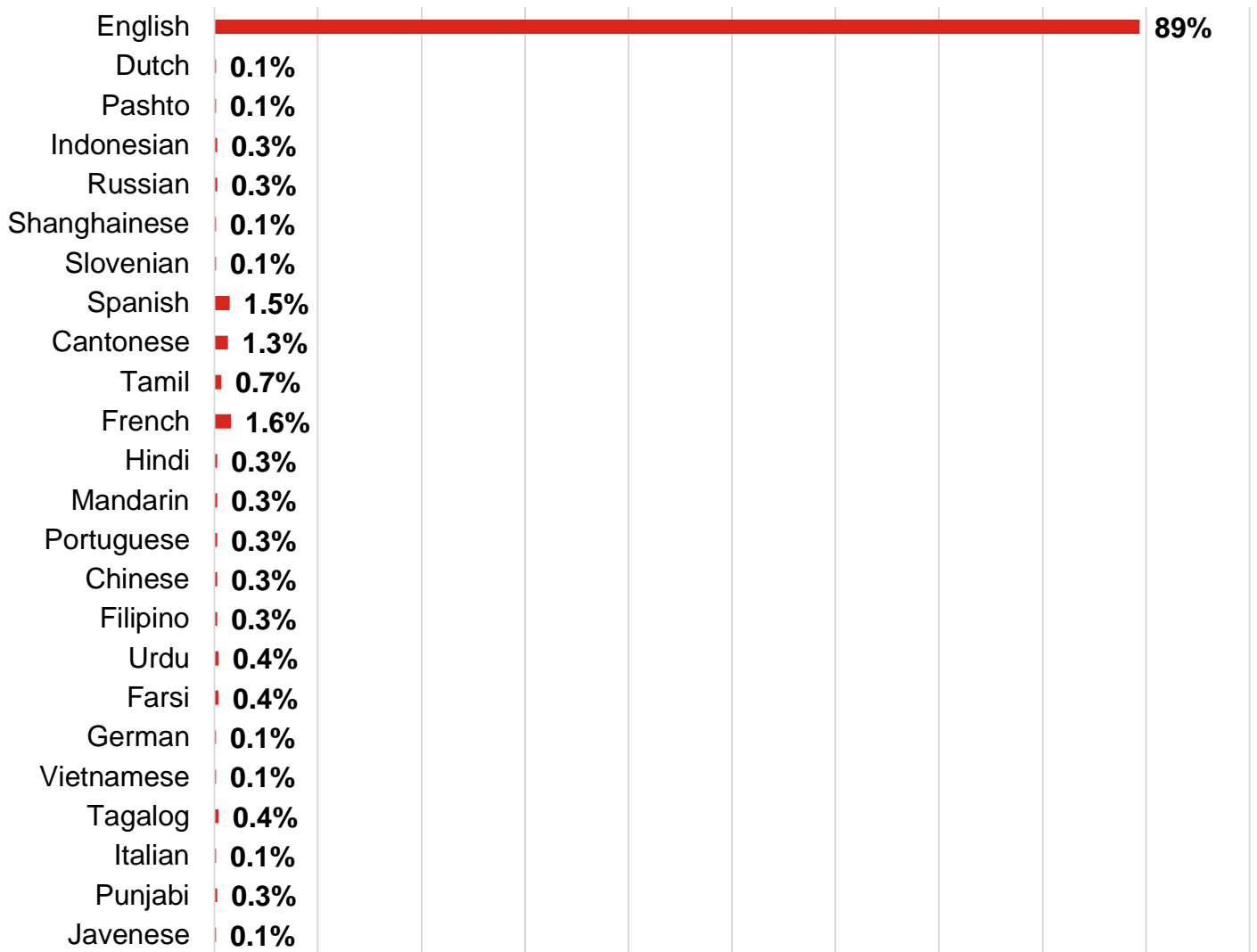
## Racial identity

All respondents were asked: “What race category best describes you?”. Of the 961 responses received, the top three responses were 48% of the respondents identified as **White**, 12% as **East Asian**, and 11% as **South Asian or Indo-Caribbean**. 5% of the respondents identified as **Black**, 4%, and 4% as **more than one race-category or mixed race**. 10% **preferred not to answer**. See chart below for detailed responses.



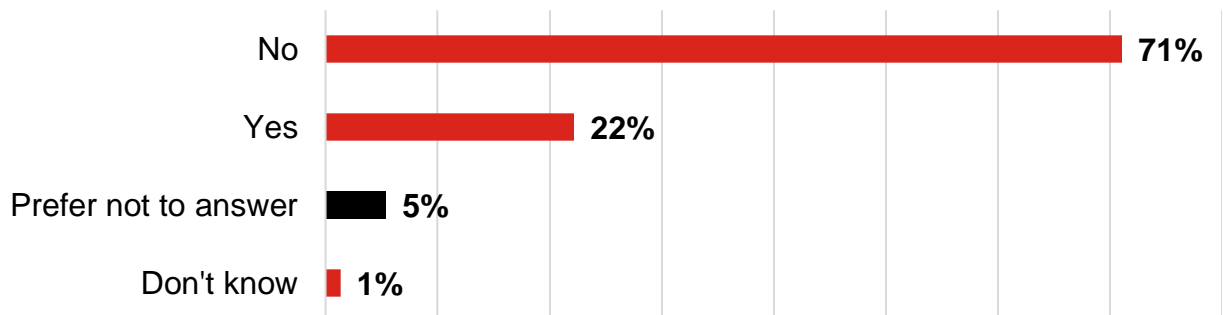
## Primary language

All respondents were asked: “What is the primary language you speak?”. Of the 768 responses received, the top response was **English** (89%). See chart below for detailed responses.



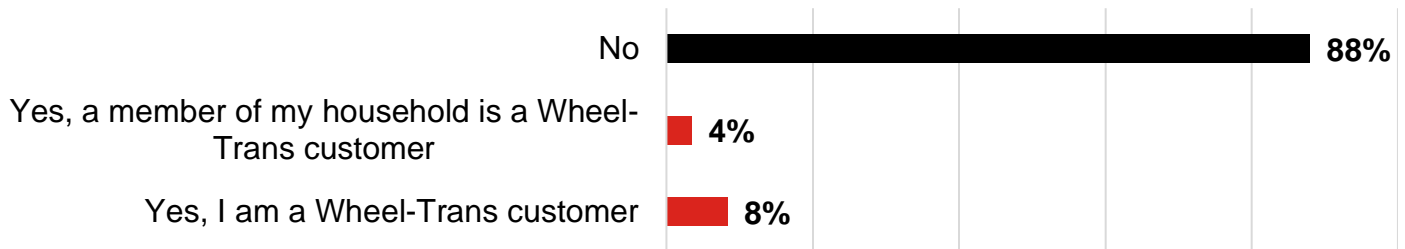
## Respondents with disability

All respondents were asked: “Do you identify as a person with a disability?”. Of the 961 responses received, 71% of respondents said **no**, 22% said **yes**, 5% **preferred not to answer**, and 1% said they **don't know**.



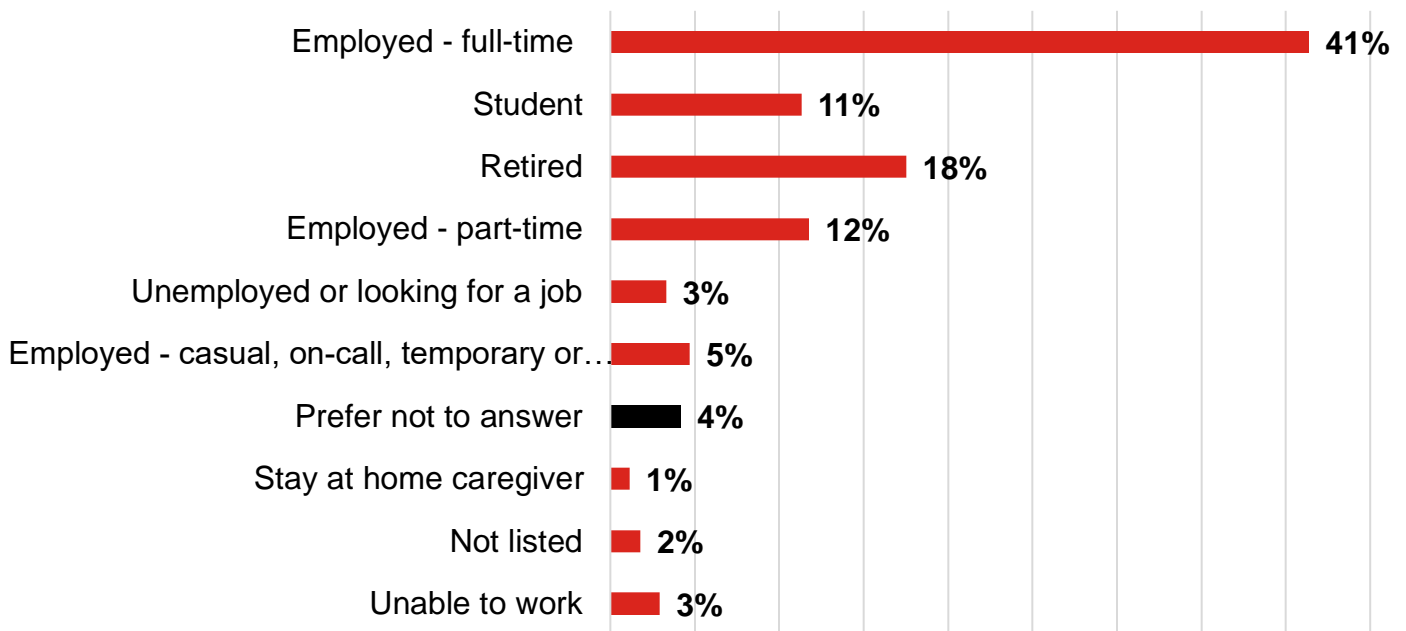
## Wheel-Trans customers

Respondents were asked: “Are you or a member of your household a Wheel-Trans customer?”. Of the 960 responses received, 88% said **no**; 8% said **yes, they are a Wheel-Trans Customer**; and 4% said **yes, a member of their household is a Wheel-Trans customer**.



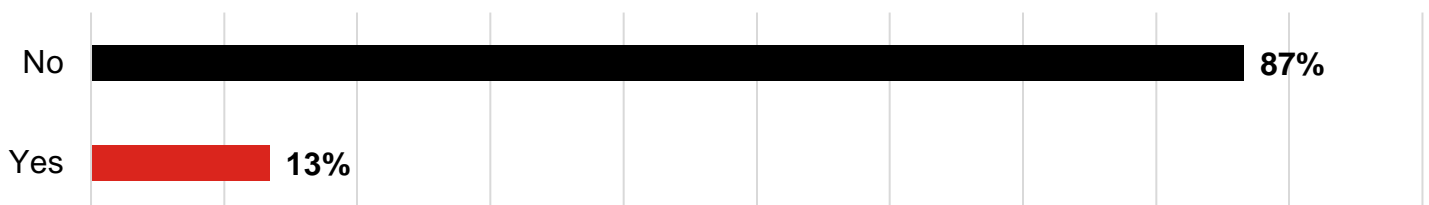
## Employment status

Respondents were asked: “Which best describes your current employment status? Select all that apply.” Of the 1,061 responses received, 41% of the respondents said they are **employed full time**, 18% said they are **retired**, 12% said they are **employed – part time**, and 11% said they are **students**. See chart below for detailed responses.



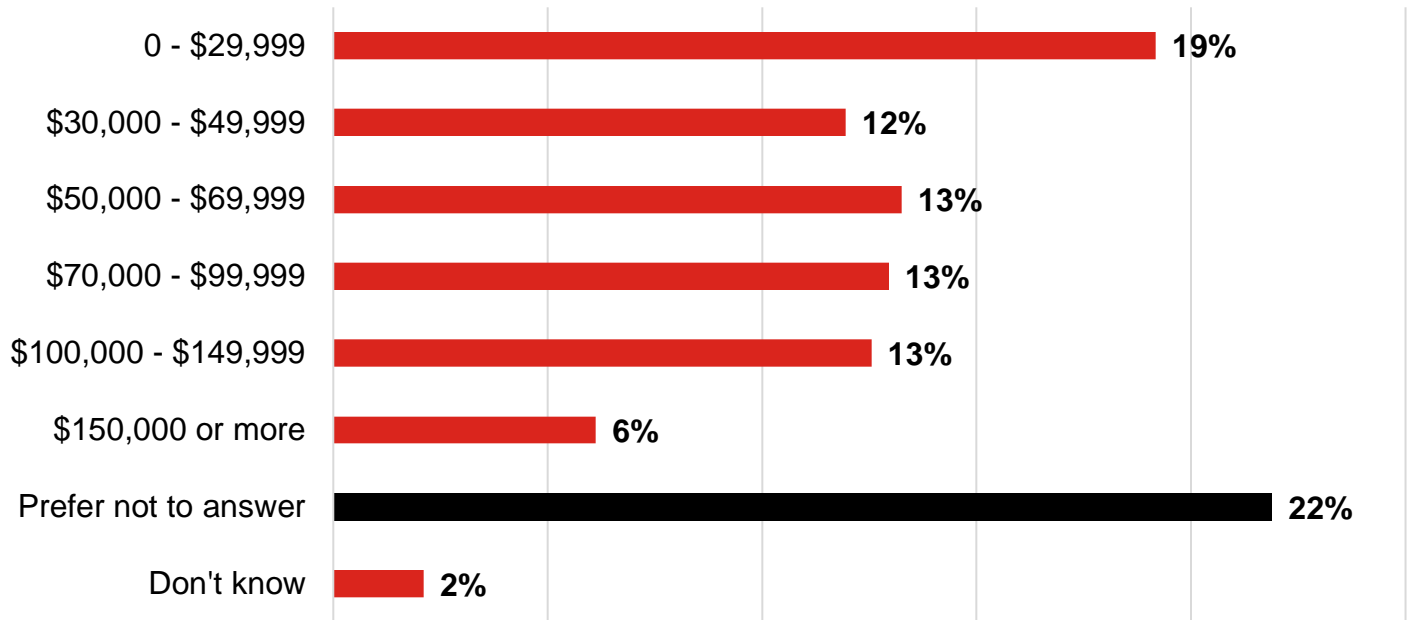
## Shift workers

Public respondents were asked: “Would you consider yourself a shift worker?”. Of the 931 responses received, 87% said **no**, and 13% said **yes**.



## Personal income

All respondents were asked: “Which of the following best describes your personal income?”. Of the 990 responses received, 19% said their personal income was between **\$0,000 to \$29,999**, 13% each said their income was between **\$50,000 to \$69,999**, **\$70,000 to \$99,999**, and **\$100,000 to \$149,999**. See the chart below for detailed breakdown of responses.



## How they heard about the survey

Public respondents were asked: “How did you find out about this survey? Select all that apply.” Of the 1034 responses received, 32% said through **TTC email**, 22% said **other**, 16% said through the **Councillor’s office communication**, 13% said through **social media**, 9% said through **TTC’s Website**, and 8% through **word of mouth**.

