Customer Focus Group Meetings Summary
TTC 5-Year Service Plan and Customer Experience Action Plan

Thursday, August 10, 2023; 6:00 – 8:00 p.m.
Monday, August 14, 2023; 6:00 – 8:00 p.m.
Tuesday, August 15, 2023; 6:00 – 8:00 p.m.
Meetings held online

Overview

On Thursday, August 10, Monday, August 14, and Tuesday, August 15, 2023, the TTC hosted a customer focus group for the second of three planned rounds of consultation about its 5-Year Service Plan and Customer Experience Action Plan. All three focus groups covered the same information and discussion topics (see Appendices A, B, and C for the agendas). The purpose of the focus groups was to share and seek feedback on draft focus areas for both plans.

The customer focus groups were organized to focus on key customer audiences the TTC was looking to engage, including women, people with low income, and shift workers. Each focus group was organized to focus on one of these key customer audiences, with customers recruited through the TTC's Customer Panel. 20 people participated across all three groups. Also participating were staff from the TTC and Third Party Public, an engagement team retained by the TTC to support the engagement process on the 5-Year Service Plan and Customer Experience Action Plan.

Third Party Public prepared this meeting summary, which covers all three sessions. The intent of this summary is to capture the range of feedback shared at the meetings; it is not intended to serve as verbatim transcript. Third Party Public shared a draft of this meeting summary with participants for review before finalizing it.

This summary includes three sections:
- Key themes in feedback shared at both meetings
- Detailed summary of the women focus group meeting
- Detailed summary of the people with low income focus group meeting
- Detailed summary of shift workers focus group meeting

Key themes in the feedback shared at all three meetings

The following themes reflect a summary of the feedback received from participants across the three focus group meetings.

Improving safety is important and remains a top priority for customers. There were mixed opinions on the increase of uniformed police and guards at stops and stations and on TTC vehicles. Some said they would feel safer with uniformed guards on board trains (especially at night). Others had concerns about police presence and said safety issues should be approached through a de-escalation lens, with social service agencies on hand to help during a mental health crisis. There were also focused conversations on the emergency alarm system on subways, with many agreeing that there needs to be better awareness and education for the emergency alarm system since there are many false ideas on the intention of the system's use.

Mixed opinions on removing stops to improve transit times on the Express Bus Network. Some said they agree with reducing the number of stops on Express Bus routes to address time savings challenges, saying the Express Network should cater to major intersections only. Others said that the current stops are adequately spaced and removing stops could impose accessibility challenges for some customers.

Real-time information and trip planning-related information needs to be accessible to all. Participants agreed that more digital signage is needed on both buses and at bus stops, but that it needs to be accessible to all, such as those with visual impairments or those who do not use cellphones. Participants said they use a variety of third-party transit apps and would like to see all that data presented in a centralized way in a TTC app.

Integrating TTC service with other modes and transit services presents opportunities to offer more travel options. Participants said traveling between different regions with one fare would encourage them to take GO transit. Some said it is unfair to have to pay additional fares on TTC when crossing into another region for one stop, so they choose to walk a further distance to their next destination instead of paying an additional fare. Others said they wouldn't mind paying slightly extra for buses from other transit agencies if they are less crowded.

Detailed summary of the Women Focus Group Meeting

Seven participants attended the women's focus group meeting. They had a range of experiences with taking buses, streetcars, and subways throughout the city, combining trips with other modes of transportation and regional transit agencies. **The discussion focused on the Express Bus Network, integration with regional partners and other modes, safety, real-time information, stop and station amenities, and cleanliness**, with the majority of the conversation about the customer experience focusing on safety.

Feedback about the 5-Year Service Plan

Express Bus Network
Participants like and support the Express Bus service. They said they prefer taking an Express Bus over a local bus as it helps a lot in reducing travel time, especially for customers travelling long distances.

Mixed opinions on whether removing non-major stops would improve the service. Some said having fewer stops when travelling long distances is great and people will always want fewer stops to their destination. They also said that it makes sense to only stop at major intersections as when people think of Express buses, they automatically think that the bus will only stop at major intersections. Others said that the number of stops the current Express Buses have are adequate and that removing some stops may cause an inconvenience to some people who need those stops.

Participants take the first bus that comes, regardless of whether it is an Express Bus or a local bus. While participants said that they like taking an Express Bus (especially when travelling long distances), they said that they take whichever bus comes first because they are unsure how long until the next bus will come, and at least if they get on a bus, they are moving.

A participant asked about RapidTO and when it would be implemented in other areas of the city. They said that with the traffic congestion in the city, having dedicated lanes for TTC would give a big improvement for the Express Bus Network. *TTC response: We are planning to expand RapidTO (red lanes), but it takes time. In the meantime, we are trying to figure out what we can change to improve experience that is within our control.*

Integration with regional partners and other modes
Participants want to see better fare integration between the TTC and other regional partners, instead of having to pay different fares when traveling along one route. Some participants said it was inconvenient having to pay a separate, additional fare when travelling from Toronto to Markham, especially when they get off after one to three stops into Markham. They said that the lack of fare integration results in some customers getting off the bus at the end of the TTC line and walking long distances to avoid paying the additional fare for just a few stops.

A participant said that the bike racks on buses need to be updated to accommodate bikes with wider tires.

Feedback about the Customer Experience Action Plan

Safety
Participants have seen a positive change regarding safety on the TTC. Participants said that they have noticed a lot more staff presence on the subway network, especially in the evening. They said this is a positive change as they like that there is more visible staff presence on the TTC. Others said that they also recently learned about the SafeTTC app, which they thought was good to have.

Mixed opinions on the type of safety-related staff on the TTC. Some participants said more police officers on the TTC doesn't necessarily mean a positive experience for customers. They said that they would prefer having staff with knowledge and training in working with people with mental health issues or addiction issues,

especially de-escalation training, for managing a mental health crisis. Some said that they would feel safer having special constables. They suggested delegating some special constables on TTC vehicles, especially on the subway at nighttime. Others said having more staff presence on the TTC, especially on the subway, is needed, and whether it is a special constable or TTC staff, they would all need training to be able to de-escalate situations. Others said having safety-related staff on TTC vehicles is a good idea, but are concerned that it will cost a lot.

Need for improved awareness and education about the TTC's existing methods for reporting safety issues. Participants said that there needs to be better awareness and education about the emergency yellow strip and what happens when it is pressed. Some said that when an incident happens, customers don't remember to use it or don't even know it is there. Participants suggested that the yellow strip be more visible and accessible. Others said it is unclear what would happen when the yellow strip is pressed, with some thinking pressing will result in an immediate stop and that they could be stuck in between stations. Another said the existence of the SafeTTC app is not well known to customers, and that the TTC should do more to inform customers about it.

Need for more discreet ways to report safety issues on the TTC. Participants said that they've heard some customers are hesitant to press the yellow strip for non-medical related safety issues as they do not want to be seen by other customers as the person who delayed their travel. Others said they are hesitant to press the yellow strip for fear of retaliation, especially when they are alone and stuck in the same vehicle as the person causing the feeling of unsafety. They suggested having options to discreetly report safety issues, including being able to send a quick text.

A participant suggested installing safety barriers on subway platforms to prevent self-harm and people getting pushed on the tracks.

Real-time information
Real-time information is important to keep customers informed and it needs to be accessible to all. Participants said that there should be a variety of ways to receive real-time information and should not solely be digital and available to those with smartphones. They said getting real-time information on delays and how long the delay would take is important so customers can find alternative routes, if necessary. Participants suggested installing digital signs on both buses and bus stops, as well as live announcements to cater to those with visual impairments.

Communication using the PA system needs to be improved and be more audible. Participants said the service announcements, especially on Line 2, are very frustrating as they can be inaudible, and operators do not always communicate information about delays. Customers are then left waiting on vehicles without knowing what is happening. Participants would like operators to provide general information when there is a delay to keep customers informed and calm.

Participants normally use Transit app or Google Maps to get transit information, however, they said that the information is not always accurate, and they would prefer to use a TTC-operated app as the information would come directly from TTC.

Stop and station amenities
Suggestions for improving stop amenities included:
- Add names and numbers to stop poles so customers know they are on the right stop. The stop names and numbers should also be identifiable on apps like Google Maps and Transit app.
- Add more shelters at stops to protect customers, especially seniors, in bad weather.
- Add more seating and provide better maintenance of existing seating.
- Add more lighting.
- Add more washrooms at major subway stations.
- Add more vending machines with snacks and drinks.
- Add more charging stations, like cubbies under the seats to charge a phone.

Cleanliness

Customers have a role in keeping the TTC clean. Participants said cleanliness-related issues doesn't stem from the TTC but from customers. They suggested for the TTC to create a quick and easy reporting platform where customers can upload a picture to report cleanliness issues.

Other

Consider being able to add PRESTO in the Apple Wallet.

Detailed summary of Shift Workers Focus Group Meeting

Six participants attended the customer focus group for shift workers. The participants said they relied on the TTC for work and school at all times of the day, including for night and early morning shifts, and used TTC services in areas across Toronto. They also connected with other transit agencies like Brampton Transit, York Region Transit, and GO. **The discussion focused on the Express Bus Network, integration with regional partners and other modes, overnight service, and all of the Customer Experience Action Plan topics (safety, trip planning, real-time information, cleanliness, and stop and station amenities).**

Feedback about the 5-Year Service Plan

Overall feedback about the 5-Year Service Plan
Participants generally supported the ideas presented for the focus areas of the 5-Year Service Plan, including reducing number of stops on Express Bus Network to address time saving challenges, and fare integration. They focused on extended hours for Express Buses, better communication between transit agencies, and extending fare integration to monthly pass holders and those who pay discounted fares.

Express Bus Network
Generally, participants supported TTC reducing the number of stops on Express Bus routes to address time savings challenges. They said time savings when taking an Express Bus depends on the routes and congestion, with less time savings during heavy traffic and peak hours. Some participants also suggested working with the City to create dedicated bus lanes to make the Express Buses more efficient.

Several participants said they depended on the Express Bus Network and would not recommend eliminating the service entirely. They also said they would like to keep the flexibility of having different Express Buses to choose from.

Other suggestions included increasing frequency of Express Buses and extending hours of operation of Express Buses (especially during weekends when people are out late).

Integration with regional partners and other modes
Participants generally supported fare integration across transit agencies and said it would make cross boundary trips easier and faster for them. Several participants said they would use a combination of TTC and GO services if an integrated, single fare was an option. Some said GO would be a faster option for them, but the higher cost is currently a deciding factor for which transit they take. Some also said GO isn't as frequent, and they would have to do additional trip planning when combining GO and TTC trips.

Consider how post-secondary fares, like those for GO, and monthly passes, like those for TTC, will be integrated across transit systems. Customers should not be disqualified from fare integration because they paid cheaper post-secondary fares at GO and then connected to the TTC, and similarly, the TTC post-secondary passes should also work at GO.

Some said they wanted an easier method to pay their fare on different transit systems, including GO and YRT, and would prefer a TTC app which shows their proof of payment.

There is a need for better communication of service alerts among transit agencies. Service delays in one transit agency (e.g. TTC) should be shared with connected transit agencies (e.g. YRT) and be communicated to customers so they can better plan trips that use multiple transit agencies.

Blue Night Network (overnight bus)
Most participants said they currently don't take overnight buses. Some said the longer wait times and inconvenient stop locations made it preferable for them to take ride-sharing services instead. They said waiting on the street for 15-40 minutes at night, especially in winter, was a major reason they did not take night buses.

Overall feedback about the Customer Experience Action Plan

Participants discussed many of the Customer Experience Action Plan focus areas, including safety, trip planning and real-time information, cleanliness, and stop and station amenities, and provided suggestions on additional considerations when implementing the proposed measures.

Safety

Overall, participants would like to see increased safety measures and barrier-free ways of reporting incidents when they occur.

Suggestions for increased safety measures included:
- Need for more visible presence of TTC safety officers to monitor situations when customers need an ambulance, mental health supports, or the police.
- Need for personnel inside the subway cars to respond to safety concerns for customers who might be hesitant to press the emergency button.
- Need for staff trained in CPR and first aid to respond to emergency medical situations while medical help arrives.

Some participants said people are often afraid to push the emergency button to report incidents, since they don't want to stop the service, upset fellow customers, or aren't sure if the severity of the incident requires pushing the button. Suggestions for reducing barriers to reporting security incidents included:
- Need for an option that can be a middle ground between pressing the button (halting service) and not reporting at all. There should be a way for customers to report incidents before they leave the subway station, even if they don't want to press the button. There was also a suggestion to have security staff inside the subway train who can respond to incidents and confirm if there is a need to press the emergency button.
- Customers need to be made aware that there are no legal consequences of pressing the button to report incidents when required.

Generally, participants said they were not aware of the SafeTTC app. One of the participants said they were aware of the app but never felt the need to download or use it.

Trip planning and real-time information

Several participants said they often do not have enough information to make decisions about their trips when service disruptions happen. They generally supported having a centralized TTC app which updates in real-time and stores all the TTC related information in one place. Participants said they currently used third party transit apps, including Google Maps, Moovit, and Transit app.

Some participants suggested service disruption information to be displayed on screens for people with hearing impairments, and to supplement the poor audio quality of service announcements.

Question about security considerations for implementing QR codes, since they can be exploited by printing and sticking a malicious QR code on top of the TTC ones. Suggestions to counter this included laminating the QR Code or including a simple link instead of the QR Code.

Cleanliness

Most participants said that they generally find the cleanliness levels at stops, stations, and vehicles good. Suggestions for quicker reporting and maintaining cleanliness included:
- need for a way to report incidents like drips, spills, or leaks to a staff member on the subway station, or a floor supervisor.
- need for more frequent checks by TTC staff to monitor stations or bus shelters for cleanliness or graffiti.

Participants also focused on the need for expanding access to washrooms and keeping the current washrooms cleaner through more frequent cleaning, especially during rush hours. Suggestions for expanding access to washrooms included:

- extend the hours that washrooms are open at subway stations that currently have washrooms.
- explore opportunities to have washrooms at the new subway stations and build them right outside of the new subway stations if there are space or plumbing constraints inside the stations.
- explore partnerships with nearby businesses to let TTC customers use their washrooms. There should be an easier alternative for people who want to use washrooms without having to buy something from nearby businesses.

Stop and station amenities

Participants provided a range of suggestions about what stop and station amenities they would like to see at the TTC, these included:

- Support for bike repair stations available at the stations. Participants also recommended supplementing bike repair stations with additional bike lanes near and beyond TTC stations.
- Need for overnight amenities at stations – even if the platform areas are closed off, bus waiting areas should be kept open for people waiting for night buses.
- There was a range of opinions on having package pick-up lockers at subway stations. There was a concern that this could increase traffic at already busy stations during rush hours, and there was a suggestion to place them in strategic low-traffic areas of the station. Those who supported lockers said they could be beneficial in generating revenue for the TTC and increase convenience for customers.

Participants also said bus shelters and amenities on stations were currently not adequate for winter and need to be upgraded. Suggestions included:

- Need stops that are bigger and have glass that goes all the way down to stop snow. They said if funding is a constraint, this should be prioritized in areas with a more senior population and near hospitals.
- Need for adequate seating at the stops, with protection from wind and snow.
- Some participants said that heating at the stops was a good idea, but expressed concerns about this leading to more people who need shelter at night clustering around the stops.

Detailed summary of the Low Income Focus Group Meeting

Seven participants attended the customer focus group for customers with low income. They had experiences with buses, streetcars, and subway routes throughout the city, taking Express and overnight buses, and combining trips with other modes and regional transit partners. The discussion focused on **the Express Bus network, integration with regional partners and other modes, safety, real-time information, cleanliness, and stop and station amenities.**

<div style="background-color:red; color:white">**Feedback about the 5-Year Service Plan**</div>

Overall feedback about the 5-Year Service Plan
Participants generally supported the ideas presented for the focus areas of the 5-Year Service Plan, including reducing the number of stops on Express Bus Network in favor of time savings and fare integration. They suggested expanding the Express bus service to cover weekends and increasing the frequency of overnight buses. They were also generally supportive of integration between different modes of transit and with regional transit partners, and focused on increasing convenience for customers who take these mixed trips, by having different transit agency stops closer to each other, and locating bike amenities closer to subway stations.

Express Bus Network
Participants said the Express Bus service is a valuable service as it provides customers travel time savings, with exceptions during peak hours, when buses are bunched together, and when bus operators run ahead of schedule. Some said the time savings with Express Buses were not reliable and could differ substantially from day to day. They said that if the Express Bus Network is more predictable, customers would have a better experience with the service. A specific bus route mentioned where participants experience bus bunching is 929 Dufferin Express, and a specific bus route mentioned where participants experience no time savings during rush hour is 939 Finch Express.

Participants supported decreasing the number of stops to address time savings challenges, with the suggestion to take accessibility of the stops for seniors in consideration when removing the stops. A specific bus route suggested to consider reducing the number of stops is the 929 Dufferin Express, particularly the stop at Davenport (which is not that far from the busier Dupont stop), as well as the 939 Finch Express. Other suggestions included:
- Consider extending Express bus service to weekends. Local buses get overcrowded on weekends due to lack of express service. Specific bus routes suggested to extend Express bus service on the weekend to offload crowding on local buses include: 989 Weston Express and 925 Don Mills.

The RapidTO dedicated bus lanes overall has helped improve and speed up service.

Integration with regional partners and other modes
Make connecting with other transit agencies more convenient. Participants said they prefer not to drive, but they said that travelling across municipal boundaries using transit would take much longer than driving. Suggestions shared to improve integration with other transportation modes and transit agencies included:
- Consider integrating BikeShare with TTC fares and having more BikeShare stations near subway stations.
- Make sure the stops for various transit agencies are closer together, have better coverage, and are near subway stations (since the decision to transfer also depends on the convenience of being able to transfer from one stop to another).

Participants generally supported fare integration and said it would expand transportation options, increase convenience for them and decrease travel costs and travel times. A participant said that if the TTC wants to encourage people to take transit and help reduce environmental pollution, better fare integration among transit agencies is needed. Others said they wouldn't mind paying slightly extra if they could get on GO

transit and buses from other transit agencies (e.g. YRT) which are less crowded. One participant suggested considering a fare discount when travelling to Canada's Wonderland.

Blue Night Network (overnight bus)
Consider increasing the frequency of overnight buses. Waiting for 30 minutes if you miss a bus is not convenient, the wait time should be decreased to at least 20 minutes.

Feedback about the Customer Experience Action Plan

Overall feedback about the Customer Experience Action Plan
Participants focused on safety, real-time information, cleanliness, and station and stop amenities. They also provided several suggestions that overlapped through these categories and focused on integrating the information and reporting options for the various categories.

Safety
Participants said safety was of high priority for them. There were suggestions on approaching safety from a community support perspective, with concerns about police presence not being useful in de-escalating situations or feeling safe for all customers. Some said community safety outreach, Streets-to-Homes workers, and security guards can make customers feel safer with their presence.
Suggestions on reporting safety-related incidents included:
- being able to report safety and maintenance issues through a QR code can make reporting much easier.
- consider integrating safety reporting features of the SafeTTC app with features related to trip planning, real-time information, and cleanliness. Customers are more likely to download and use an app if it integrates all the TTC features in one singular app. A participant also said that they felt weird that there is a specific app for reporting safety incidents because of what it could infer about the experience on the TTC.
- ensure Wi-Fi functions at all subway stations.
- consider alternatives to reporting through phones to include all the customers who do not have a smartphone.

Some participants were not happy with some customers not paying fares, and that more fare enforcement could be helpful. A participant said that since having the POP (Proof of Payment) system on the TTC, some customers take advantage and get on without paying a fare. They suggested that the TTC look into how the POP system could be better regulated.

Real-time information
Participants said providing customers with timely, reliable, and accessible information will help them plan their trips better and make informed decisions when there are service disruptions. Suggestions on addressing real-time information needs included:
- consider announcing alerts about subway service disruptions on the buses connecting to affected subway stations. These announcements would help customers plan their connecting trips better.
- consider adding more digital screens at stops, stations, and on vehicles with scheduling information and ensure the information on the screens is up-to-date and reliable.
- make sure service alerts are accessible for those with hearing impairments and for those for whom English is not a first language. Displaying information on screens along with announcements on the PA system was suggested as a solution.
- make sure the announcements on the PA system are clearly audible, as they are currently unclear, especially on Line 2. Using an automated voice was suggested to ensure clearer announcements.
- inform customers about approximately how long the delays will take to clear and when services can be expected to resume to help ease customer concerns.

Cleanliness

Many participants shared concerns about cleanliness, especially inside streetcars and at stops, and said that they liked the idea of QR codes to report maintenance concerns. They also suggested having a specific phone number that customers can call to report concerns would be helpful. Suggestions for improving the cleanliness of vehicles and stops included:

- consider adding spot crews for checking vehicles at destination points. This was appreciated during the pandemic and ensured cleaner vehicles. There was also a suggestion to add standby crews for emergencies.
- consider changing the material on seats in vehicles from fabrics to plastics or other easy-to-clean materials.
- there was a range of opinions on whether drivers should enforce cleanliness-related behaviour (like putting feet on top of seats) or not. Some said there should be an option for drivers to do so, while others said it might overwhelm drivers to have to do so.

Stop and station amenities

Participants provided suggestions on station and stop-related amenities, including:

- consider adding more washrooms at subway stations, this would be helpful, especially for seniors.
- consider adding more 'personality' to the subway stations, with art from Indigenous and local artists, vertical gardens, etc.
- there's a need for better ventilation at bus shelters. They currently get hot, stuffy, and unpleasant.
- ensure that the information on bus poles is updated each time the bus schedule is changed.
- consider adding more retail spaces to subway stations.
- consider adding heating elements to the bus stops, this would be useful, especially for seniors.

There was also a suggestion to ensure customers are informed of longer-term construction at stations, like what is currently proposed for Bloor-Yonge subway station.

Appendix A. Women Focus Group Agenda

Customer Focus Group: Women
5-Year Service Plan and Customer Experience Action Plan
Thursday, August 10, 2023, 6:00 – 8:00 pm
Meeting held online

Meeting purpose
To share and discuss draft focus areas in the TTC's 5-Year Service Plan and Customer Experience Action Plan.

Proposed agenda

6:00 Welcome, land acknowledgement, introductions, agenda review
TTC and Third Party Public

6:05 Part one: 5-Year Service Plan
TTC

Questions of clarification

6:15 Discussion: 5-Year Service Plan

1. What are your thoughts on the options we're considering for the Express Network?
2. What opportunities should we consider to better integrate with other transit agencies and transportation modes?
3. How could we improve customer access to GO Transit services once fare integration is introduced? How could we improve cross-boundary trips?

6:45 Part two: Customer Experience Action Plan
TTC

Questions of clarification

6:55 Discussion: Customer Experience Action Plan

1. What are your thoughts on TTC's recent efforts to improve safety? Do you have any suggestions on how we could improve how customers report safety or security concerns?
2. Do you have any advice on how we could improve the experience of planning your TTC trip?
3. Are there any improvements you would suggest to enhance TTC's real-time communication with customers at different steps of the transit journey?
4. What are your thoughts on our current stop amenities? Are there any specific amenities or improvements you would like to see more of? At what types of stops would you like them?
5. How satisfied are you with existing stations amenities? What other amenities (if any) would like to see at TTC stations?
6. What are your thoughts on the level of cleanliness on the TTC? Do you have any suggestions on how we could improve how customers report cleanliness and maintenance issues?

7:55 Other feedback, wrap up, and next steps

8:00 Adjourn

Appendix B. Shift Worker Focus Group Agenda

Customer Focus Group: Shift Workers
5-Year Service Plan and Customer Experience Action Plan
Tuesday, August 15, 2023, 6:00 – 8:00 pm
Meeting held online

Meeting purpose
To share and discuss draft focus areas in the TTC's 5-Year Service Plan and Customer Experience Action Plan.

Proposed agenda

6:00 Welcome, land acknowledgement, introductions, agenda review
TTC and Third Party Public

6:05 Part one: 5-Year Service Plan
TTC

Questions of clarification

6:15 Discussion: 5-Year Service Plan

4. What are your thoughts on the options we're considering for the Express Network?
5. What opportunities should we consider to better integrate with other transit agencies and transportation modes?
6. How could we improve customer access to GO Transit services once fare integration is introduced? How could we improve cross-boundary trips?

6:45 Part two: Customer Experience Action Plan
TTC

Questions of clarification

6:55 Discussion: Customer Experience Action Plan

7. What are your thoughts on TTC's recent efforts to improve safety? Do you have any suggestions on how we could improve how customers report safety or security concerns?
8. Do you have any advice on how we could improve the experience of planning your TTC trip?
9. Are there any improvements you would suggest to enhance TTC's real-time communication with customers at different steps of the transit journey?
10. What are your thoughts on our current stop amenities? Are there any specific amenities or improvements you would like to see more of? At what types of stops would you like them?
11. How satisfied are you with existing stations amenities? What other amenities (if any) would like to see at TTC stations?
12. What are your thoughts on the level of cleanliness on the TTC? Do you have any suggestions on how we could improve how customers report cleanliness and maintenance issues?

7:55 Other feedback, wrap up, and next steps

8:00 Adjourn

Appendix C. Low Income Focus Group Agenda

Customer Focus Group: Low income
5-Year Service Plan and Customer Experience Action Plan
Monday, August 14, 2023, 6:00 – 8:00 pm
Meeting held online

Meeting purpose
To share and discuss draft focus areas in the TTC's 5-Year Service Plan and Customer Experience Action Plan.

Proposed agenda

6:00 **Welcome, land acknowledgement, introductions, agenda review**
TTC and Third Party Public

6:05 **Part one: 5-Year Service Plan**
TTC

Questions of clarification

6:15 **Discussion: 5-Year Service Plan**

7. What are your thoughts on the options we're considering for the Express Network?
8. What opportunities should we consider to better integrate with other transit agencies and transportation modes?
9. How could we improve customer access to GO Transit services once fare integration is introduced? How could we improve cross-boundary trips?

6:45 **Part two: Customer Experience Action Plan**
TTC

Questions of clarification

6:55 **Discussion: Customer Experience Action Plan**

13. What are your thoughts on TTC's recent efforts to improve safety? Do you have any suggestions on how we could improve how customers report safety or security concerns?
14. Do you have any advice on how we could improve the experience of planning your TTC trip?
15. Are there any improvements you would suggest to enhance TTC's real-time communication with customers at different steps of the transit journey?
16. What are your thoughts on our current stop amenities? Are there any specific amenities or improvements you would like to see more of? At what types of stops would you like them?
17. How satisfied are you with existing stations amenities? What other amenities (if any) would like to see at TTC stations?
18. What are your thoughts on the level of cleanliness on the TTC? Do you have any suggestions on how we could improve how customers report cleanliness and maintenance issues?

7:55 **Other feedback, wrap up, and next steps**

8:00 **Adjourn**