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Decision: Improving Directional Signage for TTC Services at Pearson Airport

At its meeting on May 8, 2018, the TTC Board adopted the recommendations in the staff report as follows:

It is recommended that the Board:

1. Approve the proposed steps for wayfinding improvements; and
2. Authorize TTC staff to develop a partnership with GTAA on shared media resources.

The Board also adopted the following motion:

1. As the TTC is by far the largest public transit provider in the GTHA, the TTC's 192 Airport Rocket sees 1.6 million annual trips to and from Kipling Station to both terminals 1 and 3. Visitors arriving at Lester B. Person International Airport should be greeted with prominent, unambiguous signage and wayfinding to TTC services;
2. That signage and wayfinding must be clear and unmistakable for visitors who wish to take the TTC's affordable and convenient 192 Airport Rocket service;
3. As such, the TTC Board requests that the Greater Toronto Airports Authority (GTAA) promote a seamless customer experience for those who transfer to and from public transit at Pearson. This can be achieved by making wayfinding signage more prominent and distinct than currently exists, emphasizing the availability of the TTC's 192 Airport Rocket as an important transportation option for those arriving at both terminals of Lester B. Person International Airport; and
4. That the TTC Board requests that the GTAA install more prominent signs at arrivals directing passengers to public transit options including, specifically the TTC's 192 Airport Rocket, similar to the approach used at Pierre Elliot Trudeau Airport in Montreal. Furthermore, that additional signs posted at regular intervals along the path leading to the TTC's 192 Airport Rocket pick-up points at both terminals.