



## **5-Year Service and Customer Experience Action Plan**

### **TTC Board Decision**

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The TTC Board on May 16, 2024, adopted the following:

That the TTC Board:

1. Approve the 5-Year Service and Customer Experience Action Plan in Attachment 1, and direct staff to bring forward actions and initiatives every year through the TTC's Annual Service Plan and Budget process.
2. Approve updates to the TTC Service Standards to reflect current conditions and performance, including modifying the express bus planning guidelines, updating the process to evaluate new services, and general housekeeping, as summarized in Attachment 3.
3. Forward the 5-Year Service and Customer Experience Action Plan to all City Councillors, the City's General Manager of Transportation Services and the Chief Planner, as well as the General Managers of MiWay, Brampton Transit, York Region Transit, Durham Region Transit and the President/CEO of Metrolinx.