



OLIVIA CHOW
MAYOR

September 23, 2024

Dear TTC Chair and Commissioners,

Thank you for your diligent work hiring an interim CEO, and for your continued effort to find a permanent CEO to lead our public transit system.

This process is more than just a search for new management. It's an opportunity for renewal. It's an opportunity to restore people's faith in transit and to envision a bold future for transit in our city.

We must be a city where people choose transit first because it's the fastest, safest and most convenient choice to get to work, school or run errands – everywhere.

Imagine a city where a commuter taps their card to enter, paying an affordable fare, and then takes a working escalator or elevator down to the subway platform. The station is clean and well-maintained, the message board is working and tells them their train is on time. People aren't crowded shoulder to shoulder waiting to get on the train, only to be shoulder to shoulder during their ride. If while they wait they feel unsafe, there's someone there to help them. And they can rely on high quality public WiFi or cell service to chat with a friend or send that important text to a family member.

Imagine a system with far-reaching, frequent bus service. Where riders aren't bundled up for 20-30 minutes outdoors, waiting for bunched buses to arrive. Where transfers are easy and reliable. Where there is always room to get on board. Where people can trust their bus to get them to work and home to their families on time.

In short, to make the TTC the better way again it needs to be reliable, safe and remain affordable.

People have to be able to count on their train, streetcar or bus to arrive on time, and to get them where they are going quickly - without surprise route changes, delays or bunching. Vehicles, tracks, stations and stops should be proactively maintained and in a



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state of good repair. Riders and transit workers should feel safe and respected on the system.

We need to also get the little things right. The signage and wayfinding should be clear and intuitive. Information about the next train, streetcar or bus should always be easy to find. Station TVs need to work and PA announcements should be clear. It should be easy to pay your fare, and to find customer service staff to help on your journey.

While I thank the TTC, its workers and the Board for making great strides in accomplishing these goals, there is still much more work to do.

Transit is essential. It has to work, it has to work for people. A safe, reliable and affordable transit system is how we get Toronto moving. It's how we create a more fair and equitable city, where people can access jobs and have more time with family, no matter where they live. It's how we help tackle congestion and meet our climate targets. In so many ways, it's the key to unlocking our city's full potential.

The stakes are high. The work we do now will help determine the success of our city for years to come. I know we can get Toronto moving if we work hard, and we work together.

As you search for the next CEO, I hope you keep this vision for our public transit system in mind.

Sincerely,

Mayor Olivia Chow