



City of Toronto

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TTC Connect

Contact

Fact sheet

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City of Toronto is launching TTC Connect app, addressing passenger safety concerns

In light of a rise in violence on the TTC, the City of Toronto has partnered with University of Toronto to launch the TTC Connect app. The app has been developed in collaboration with software engineers and public safety experts. Information about the campaign and TTC Connect app can be found below.

The purpose of the TTC Connect app

- There has been a 33 per cent increase in violence on the TTC in the past year
- Fifty per cent of Torontonians do not feel safe taking the TTC
- The app will provide passengers with support features, including:
 - an instant support button
 - emergency helpline connecting passengers to security and social work services

- real-time navigation and schedule updates for seamless trip planning
- feedback and reports portal
- customer support network

Information about the launch event

- The launch event will be held on Jan. 15, 2025 at 10:00 a.m.
- The event will be held in the main hall of Union Station
- Mayor Olivia Chow will be present at the launch event to answer questions and address concerns
- Senior communications specialist, Stuart Green, will be taking questions from the media and providing additional information about the initiative
- There will be a presentation by Safe Public Transport Canada following official speeches

TTC Connect specialities

- The City of Toronto does not have a mobile app where passengers can receive the support they need with navigation and safety
- The TTC Connect app will collect real-time feedback from Torontonians about the efficacy and safety of TTC
- The data collected from the TTC Connect app will be used to develop funded plans by the municipal government
- The app comes in light of a demand for a feedback platform by Torontonians. The call centres providing support earlier were not operating daily
- The app will work online, but it will still include offline features, like access to support contacts

Toronto is the fourth-largest city in North America with more than three-million people calling it home. It is Canada's leading economic engine and a global leader in technology, finance, culture, innovation and climate action. For more information visit, www.Toronto.ca