



Toronto Transit Commission (TTC)

1900 Yonge St., Toronto, ON M4S 1Z2

NEWS RELEASE

8 a.m. EST Friday, January 5, 2025

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

TORONTO: The City of Toronto is launching the TTC Connect app on Jan. 15, 2025 to provide passengers with a mobile platform where they can access important information, report concerns and easily contact city personnel for support.

Mayor Olivia Chow states, “Torontonians deserve to use public transport with confidence. TTC Connect will help our transit takers feel safe and connected. We are making support accessible.”

The TTC Connect app launch comes in light of an increase in violent incidents on the TTC in 2024. The city has collaborated with software engineers and public safety experts from University of Toronto to create an accessible mobile application with enhanced safety, navigation and communication features.

In a recent poll conducted by Safe Toronto, citizens stated that safety on the TTC was a rising concern. Fifty per cent of Torontonians do not feel safe taking the TTC.

The TTC Connect app will be compatible with both ios and android devices. The new features include:

- 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

The app will be available for free download on iOS and Android starting Jan 15, 2025. Data collected on the app will be used to further enhance city services and app accessibility.

The Toronto Transit Commission (TTC) is dedicated to providing safe, reliable, and accessible transit solutions for the City of Toronto. Learn more about TTC initiatives at www.ttc.ca.