

## MOTION WITHOUT NOTICE

### Improving In-Station Displays on Line 5

Moved by: Councillor

Chernos Lin

Seconded by: Councillor

Myers

#### SUMMARY:

The opening of the Eglinton Crosstown LRT earlier this year was a significant moment for our city – providing a new transit connection to the downtown core for residents across the line, and bringing 15 long years of construction across Eglinton Avenue to a close. Line 5 is already making a significant impact in the lives of residents, who now have access to higher order transit to connect them to places of work and play across the city.

Of all the benefits created by transit investment, its impact on commuting behaviours is one of the most significant. As more residents have access to reliable transit as an alternative to personal vehicles for their commutes, we will see a decrease in congestion on our streets – at rush hour and beyond. Ensuring that estimated times of arrival are accurate is critical to ensuring this benefit is realized. Residents using the TTC to get to work, appointments, or events need and deserve accurate estimates if we want to establish transit as a reliable and convenient transportation method.

Unfortunately, since the opening of Line 5 we have seen that in-station display screens consistently display inaccurate information. Often, the estimates shown on the screens across the line have no relation to the actual time of arrival for the LRT – making it harder to accurately schedule trips and undermining the perception of the line as a reliable option for riders.

As the owner of these assets, Metrolinx must develop and implement a plan to improve accuracy of these displays to ensure riders have accurate information.

This motion is urgent as the inaccuracy of in-station displays is presently impacting riders across Line 5, and addressing this issue is critical to ensuring the full benefit of the line is realized.

#### RECOMMENDATIONS:

1. City Council request the Chief Executive Officer, Metrolinx in cooperation with the Chief Executive Officer, TTC and those responsible for the maintenance of in-station display screens to develop and implement a plan to improve the accuracy of time estimates displayed on in-station screens on Line 5 Eglinton, and report back to the TTC Board by Q2 2027 on the results of this effort.

Date: May 20, 2026