



TTC PASSENGER AUDIT QUESTIONNAIRE

STATION:

DATE:

LIGHTING

- | | | | |
|----------------------------------------------------------------|---------|----------|-----------|
| 1. Is the state of lighting... | Good | Adequate | Bad |
| 2. Are there lights/lights lenses & covers...
If so, where? | Missing | Broken | Burnt Out |
| 3. Other suggestions: | | | |

CLEANLINESS

- | | | | |
|------------------------------------------------------------------------------------------|--------|----------|-----|
| 1. Is the state of cleanliness...
Please identify where the cleanliness is the worst: | Good | Adequate | Bad |
| 2. Is there graffiti?
If so, where? | Yes/No | | |
| 3. Is there garbage on the ground/tracks
Where is the garbage? (please be specific): | Yes/No | | |
| 4. Are there adequate garbage cans | Yes/No | | |
| 5. Is there excessive dirt
Where? | Yes/No | | |
| 6. Other suggestions: | | | |

MAINTENANCE

- | | | | |
|-----------------------------------------------------------------------------------|--------|----------|-----|
| 1. Is the state of the walls/floor/ceiling | Good | Adequate | Bad |
| 2. Are there leaks/cracks etc?
If so, what and where? | Yes/No | | |
| 3. Is the number of benches adequate? | Yes/No | | |
| 4. Are they damaged or broken?
Where are additional benches or repairs needed? | Yes/No | | |
| 5. Other suggestions: | | | |

WAY-FINDING AND ACCESSIBILITY

- | | |
|-------------------------------------------|--------|
| 1. Is the signage/map placement adequate? | Yes/No |
| 2. Are the maps up to date? | Yes/No |

3. Are additional maps/signs needed? Yes/No
If so, where?
4. Aside from the obvious (elevators and escalators) how could accessibility be improved at this station?
5. Other suggestions:

OUTER STATION AND SURROUNDINGS

1. Is the appearance of the outer station Good Adequate Bad
2. Are there missing garbage receptacles? Yes/No
If so, where?
3. Is the state of the structure Good Adequate Bad
4. Are there leaks/cracks etc? Yes/No
If so, what and where?
5. Do you have suggestions for beautification projects such as additional greenery/plants?
6. Other suggestions:

SAFETY AND QUALITY OF RIDE

1. Generally, do you feel safe in this station? Yes/No
2. How could your level of safety be improved?
3. Rate the general quality of your average ride 1 2 3 4 5
(1 being the worst, 5 being the best)
4. Generally, aside from the above sections, how could the quality of your ride be improved?

PASSENGER PARTNERSHIP

1. What do you think you can do as a passenger to improve the safety, quality of ride, and cleanliness of this station?

BICYCLE USE INTEGRATION

1. Is the amount of bicycle parking... Good Adequate Bad
2. What type of bicycle parking does the station need (covered parking, ring-and-post, bicycle locker)?
3. Does the station need bicycle ramps for the stairs? Yes/No

4. How can the turnstile entrance to the station be more accessible for people with bicycles?
5. How could bicycles be better accommodated at the stations?

COMMUNITY ART INTEGRATION

1. What role do you think the visual arts can play at this station?
2. What type of visual arts do you feel would be the best form to use?
3. If you were to change one thing about the interior aesthetics of the station what would it be?
4. If you were to change one thing about the exterior aesthetics of the station what would it be?
5. What do you want the visual imagery to communicate to the TTC riders?
6. What visual transformation do you envision at the station?
7. Who do you think should do the art making involved in an art specific audit of this station?
8. Do you think the art should be mounted permanently or temporarily so that it changes over the course of a year?
9. Do you think the art making should be geared to embellish the station's interior or exterior or both?
10. How would the visual transformation of the station affect future TTC riders?
11. How do you think the visual transformation of the station will affect the community

ADDITIONAL COMMENTS/SUGGESTIONS: