



TTC Stakeholder Update

November 2020

Edition 2

Safety on the TTC

Since January, the TTC has been performing significant additional cleaning and disinfection of all public spaces with a focus on touch and grab points, such as buttons, railings, handles and straps. Other efforts the TTC has taken to ensure our customers and employees stay safe include:

- Cleaning all vehicles at least twice a day with hospital-grade disinfectant;
- Continuing to stock hand sanitizer in every station and on every streetcar and Wheel-Trans vehicle;
- Implementing demand-responsive bus service in addition to scheduled service; and
- The continued use of seat barriers and physical distancing signage in stations to allow customers to continue to practice safe physical distancing while travelling on the TTC.

For more information about staying safe on the TTC, check out our [website](#).



Cleaning personnel disinfecting a streetcar with hospital-grade disinfectant.

One million masks campaign

In June, the TTC partnered with the City of Toronto Poverty Reduction Strategy Office to distribute one million masks to TTC customers across the city. Masks were distributed at subway stations and busy bus stops, in neighbourhood improvement areas and to community organizations identified by the Poverty Reduction Strategy Office.

The TTC is pleased to announce that it has reached its target of distributing one million masks, and will continue giving masks to customers across Toronto! TTC ambassadors will be distributing masks over the next few weeks along 25 busy bus routes and at subway stations.



A TTC employee distributes masks to customers at Coxwell Station.

TTC Connects

Women as Transit Operators

The TTC is hosting TTC Connects: Women as Transit Operators, a virtual event on November 24, from 1 p.m. to 3 p.m., via WebEx. Participants must register [here](#) to receive the WebEx link. Participants will also be able to send in questions ahead of time or type their questions into the chat. More details on the information session are available [here](#).

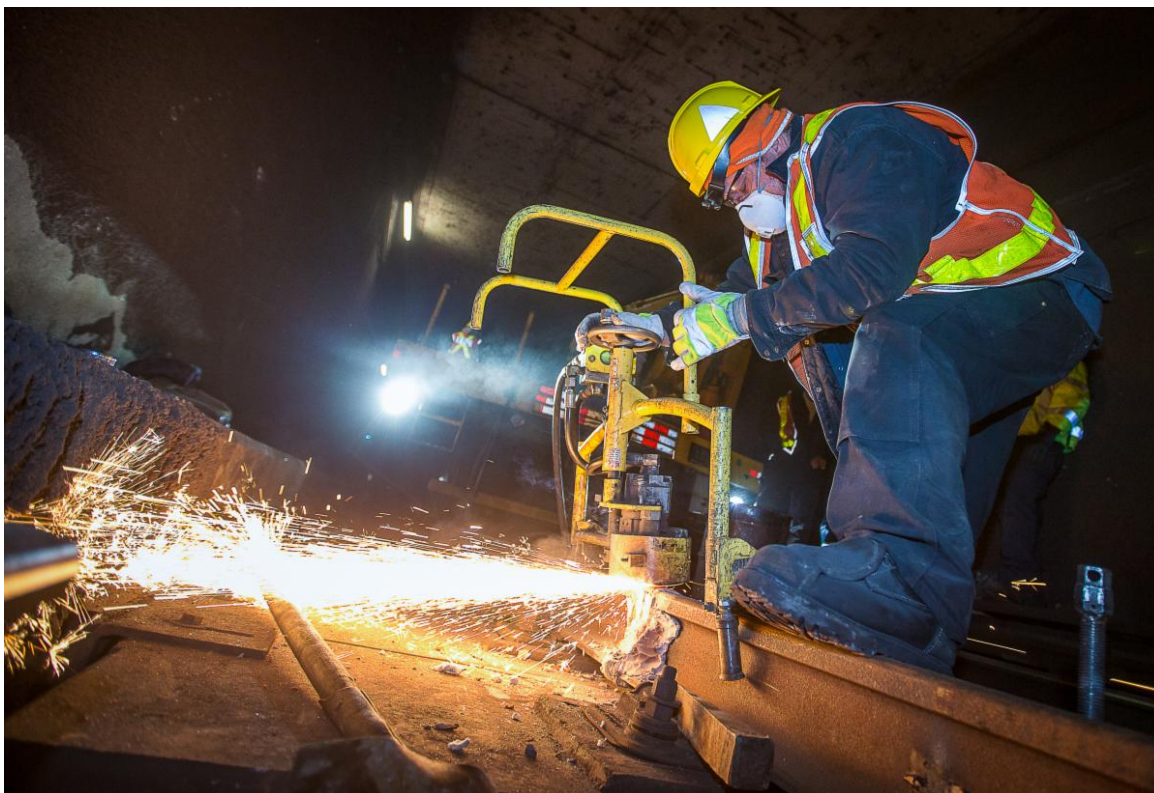
If you know a woman looking for a new career or if you have ever wondered what it is like to be TTC Transit Operator, join us for TTC Connects: Women as Transit Operators. Everyone is welcome to register for this public event.



A TTC employee beside a Wheel-Trans vehicle.

Infrastructure upgrades

Construction during subway closures



A TTC employee completes track work in the subway tunnel.

The November 7-8 closure on Line 1 allowed our crews to replace over 100 metres of rail between St George and Museum stations.

Crews also installed 410 new plates, which are pieces of steel that affix the rail to the ties, between St George and Spadina stations. TTC signal crews were also able to complete old signal equipment removals at six locations between Osgoode and Queen's Park stations. Newly installed ATC signals are now in place.

Maintenance work took place between Museum and Spadina stations and included work on switches at our St George, Spadina and Museum track crossovers. Various inspections between Osgoode to Queen's Park and Dupont to St Clair West stations were also conducted.

Nightly early closures from November 2-5 helped our Structure Maintenance team continue the ATC Phase 5 preparation and work on other repairs. Thank you for your continued patience as we work to make the TTC safer, faster and more reliable!

Information about upcoming subway closures can be found [here](#).

Accessibility on the TTC



A customer uses the streetcar ramp to access the vehicle.

The TTC is working hard to make the entire network accessible and as of January 2020, all TTC vehicles are accessible. To date, 49 of 75 subway stations are accessible and construction work continues across the network to make all subway stations accessible by 2025. Station accessibility construction is well underway at Bay, Sherbourne, Yorkdale, Wilson, Runnymede, Keele and Lansdowne stations. Work at College Station begins November 23, and at Donlands Station later this year. For more information, please visit ttc.ca.

New online Self-Serve Portal

Wheel-Trans has introduced a new online Self-Serve Portal. This gives applicants and customers who are required to re-register a convenient way to submit their application. The application can be filled out online and sent into Wheel-Trans staff through the online portal, eliminating the need to email, fax or mail any paper documents. To visit the new Self-Serve Portal, please visit the [website](#).

**PRESTO
March/
April
pass
credits**



A PRESTO card

PRESTO card customers who purchased a March and April monthly pass, and are eligible for a pro-rated credit, must tap their PRESTO card before the end of November to load the credit onto their card. More information about eligibility can be found [here](#).

