



# TTC Councillor update

Issued: August 2020

## Councillor Ainslie

Ward 24 – Scarborough-Guildwood



### A message from Rick Leary, Chief Executive Officer

Dear Councillor Ainslie,

The TTC has an important role to play in the economic restart and recovery from COVID-19. Since the city started Stage 3 on July 31st, we've seen ridership increase to approximately 35% of our pre-COVID-19 levels, including 40% on buses. With a robust communication campaign and strong support from Toronto Public Health, we've obtained 95% compliance of our customers wearing masks across the system. This is a tribute to the good people of Toronto doing the right thing.

As physical distancing on any public transit system will not be possible as ridership increases, we continue to aggressively clean our vehicles and stations, and distribute 1,000,000 masks in partnership with the City's Poverty Reduction Office. Hand sanitizer dispensers are installed in all our stations, on all our operating streetcars and there are plans to install them in our bus bays.

In July, we finished Easier Access retrofits at Wellesley Station, making it our 47th accessible station. Our commitment is to make the TTC more accessible, equitable, and inclusive for all current and future riders.

We have been taking advantage of the lighter customer traffic to accelerate infrastructure work during scheduled subway closures, including vital tunnel and track repairs to keep our system safe and reliable, and Automatic Train Control installation to increase future capacity and efficiency.

We are excited that the first priority bus corridor on Eglinton Avenue East, Kingston Road and Morningside Avenue was unanimously approved by City Council. Five key corridors have been identified across the city as part of the City and TTC's new RapidTO initiative. The priority bus lanes will help to shorten travel times and improve transit reliability. More details are available [here](#).

The next scheduled TTC Board meeting is set for September 24.

Sincerely,

**Richard J. Leary**

Chief Executive Officer



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## Major initiatives/construction project updates - ward specific

Throughout the COVID-19 pandemic while ridership has been well below typical levels, the TTC has accelerated capital construction to provide long-term improvements:

- installation of Automatic Train Control on Line 1;
- construction of accessibility infrastructure; and
- state-of-good repair work on both subway and streetcar infrastructure.

Closures allow for significant advancement of our capital projects. More information about upcoming subway closures can be found [here](#).



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## Service changes and improvements

### [Accessible Bus Pad Improvements](#)

The TTC is continuing to upgrade its bus stop waiting area pads to ensure they are accessible to meet our commitment to the *Accessibility for Ontarians with Disabilities Act* (AODA). This summer, work began at an additional 110 bus stops across the city. Councillors will be notified of stops that will be completed in their ward.

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## TTC website links and resources



The safety of our customers and employees is our first priority. Our [website](#), TTC.ca, provides guidance for riding the TTC during the COVID-19 pandemic.

### Quick links

[Coronavirus updates](#)

[Wearing a mask or face covering](#)

[Frequently Asked Questions about COVID-19](#)

[Extra buses added to key routes](#)

[Wheel-Trans updates](#)

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## Priority Bus Lanes - RapidTO

On July 28 City Council unanimously approved priority bus lanes on the Eglinton East corridor. By fall 2020, dedicated bus lanes will be installed along Eglinton Avenue East, Kingston Road and Morningside Avenue—from Kennedy Station to the University of Toronto Scarborough Campus—having an immediate benefit for customers returning to the TTC as the city reopens. More information about the priority bus lanes can be found [here](#).





## Customer communication updates

### Bathurst Station – Photo ID Centre Open

Open Monday to Friday, 3 p.m. to 6 p.m.

Customers who require a [TTC Post-Secondary Photo ID Card](#) or a [TTC Support Person Assistant Card](#) can now visit our new, accessible Photo ID Office which has relocated to Bathurst Station on the concourse level. The Photo ID Office at Sherbourne Station has permanently closed.

Post-Secondary students need to carry a TTC Post-Secondary Photo ID when using a TTC Post-Secondary Monthly Pass. Cards can be purchased for \$5.25 by cash, debit, or Apple Pay. There is no charge for the TTC Support Person Assistant Card.

In order to provide a safe environment to our employees and customers, only two customers are permitted into the Photo ID Office at a time.



TTC branded masks are now available to all for \$5 on our online store, with proceeds going to the United Way. We have been promoting the masks on our social media channels and they can be purchased [here](#).



## Thank you for doing your part



[Watch our YouTube video](#) thanking our customers and TTC employees for wearing masks.



The next virtual TTC Board Meeting will be held on Thursday, September 24, 2020. Follow along [here](#).

## COVID-19 – Safety Measures Continue on the TTC

Commuters will find additional changes to the TTC:

- TTC ambassadors are distributing free face masks until the end of September
- Station floor decals are completed
- Additional hand sanitizing stations can be found in all subway stations by the main entrance and on all of our low floor streetcars by the middle doors inside the vehicles
- Equipping our stations with floor markings and directional arrows to help direct customer movement and to remind customers about mandatory use of masks/face coverings in the system
- Plastic transfer sleeves are being installed on buses on the side of the Operator's barrier on all buses and inside the door of Community buses – customers can take a transfer from the plastic sleeve
- Installing operating barriers on WheelTrans vehicles