

TTC COVID-19 Response Update



September 8, 2020

The following is an overview of measures TTC continues to take to keep our customers safe and well informed. Thank you for your support for a safe TTC.

Safety Campaign Highlights

TTC's face-covering education and awareness campaign is continuing. In partnership with the City's Poverty Reduction office, the TTC is on target to distribute 1,000,000 masks by the end of September.

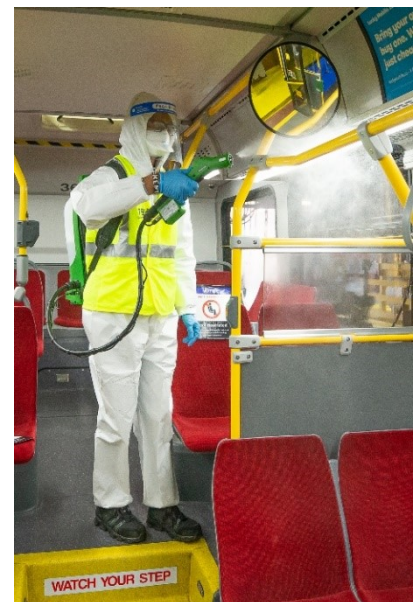
Highlights from the campaign include:

- **Face covering usage compliance has risen to 96% based** on 104,000 total counts at five busy TTC locations on buses, streetcars and trains, that have been taken every two weeks.
- The TTC's COVID-19 Ambassadors continue to distribute masks and information through a rotating campaign in stations and at high traffic surface interchanges. Distribution in September will take place at major stations and intersections on routes that serve schools with a focus on Neighbourhood Improvement Areas.
- Transit Fare Inspectors will be distributing masks to customers in parallel with the ongoing PRESTO card distribution campaign.



Keeping TTC Clean and Safe

- All stations, buses, streetcars, trains and Wheel-Trans vehicles are cleaned several times a day.
- We have installed hand sanitizer dispensers at all of our stations, on our streetcars and on all of our 900 Airport Express buses that travel to and from Pearson Airport. The dispensers are inspected throughout the day to ensure they are available for people to use.
- Since January, the TTC has been performing significant additional cleaning and disinfection of all public places with a focus on touch and grab points, such as buttons, railings, handles and straps.



TTC launches 2021 Annual Service Plan Consultations



As part of the 2021 Annual Service Plan, the TTC is currently collecting feedback from customers on priority Bus Lanes for the [RapidTO](#) corridors on Eglinton Avenue East and on Jane Street. Building on these consultations, on September 17, 2020, the TTC will host the first of two rounds of online stakeholder meetings to discuss the broader service initiatives in the 2021 Annual Service Plan. This is in keeping with our commitment in the 5-Year Service Plan and 10-Year Outlook, to reach out to the public and seek feedback to improve our service.

There will be an additional online survey in late September where we will seek feedback on the broader service initiatives proposed for 2021. For more information, please visit: www.ttc.ca/annualplan

PRESTO Rebates

On August 21, PRESTO began loading pro-rated credits onto their system for customers who are eligible to receive a credit for the unused portion of their March and April TTC monthly passes. Due to the large number of customers who are eligible for the credit it may take until the end of November before everyone receives their credit. More information is available [here](#).

Join ACAT Advisory Committee on Accessible Transit



Do you know anyone interested in improving accessibility on public transit? The application to become a volunteer ACAT member is now online.

Learn more and read the application criteria [online](#). Applications must be submitted by September 17, 2020.

New Bathurst Station Photo ID Centre and process for photo ID for Post-Secondary students



For the new school year, the process for obtaining photo ID for the Post-Secondary Monthly pass has changed. Students will need to go to Bathurst Station for their ID card. TTC staff will not be visiting colleges and universities this year.

More information on the pass and obtaining the photo ID is available [here](#).

Reminders for staying safe on the TTC

- If you're sick, stay home.
- Wear a mask or face covering.
- Wash your hands when you get to your destination.
- **We're all in this together.**

Thank you for your support of our essential service to Toronto.



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

[Latest news on COVID-19](#)

[Keeping the TTC safe and clean](#)

[TTC's Restart Action Plan](#)

[Face masks and face coverings](#)

[TTC COVID-19 case update](#)

[COVID-19 FAQs](#)

[Service on key bus routes being monitored](#)

TTC Customer Service

General TTC information
416-393-4636

Customer Service
416-393-3030

**TTY Hearing
Challenged Service**
416-338-0357

[Online](#) for complaints
or compliments

