



TTC stakeholder update

January 2021

Edition 3

TTC stakeholder update, January 2021. Edition 3. A TTC streetcar is seen in winter weather.

Fighting COVID-19 at the TTC

In partnership with the City of Toronto, Ontario Health (Central), community health centres, and Toronto Paramedic Services, the TTC is supporting the deployment of mobile COVID-19 testing units. The program will bring testing closer to home for those who need it most, with testing concentrated in northwest Toronto areas with higher COVID-19 positivity rates.

Testing will be carried out inside a TTC bus by Ontario Health nurses and paramedics. This builds on work by the Toronto Paramedic's Community Paramedicine team to bring testing to areas that need it most. Access to testing is crucial and more locations will be added throughout the program. You can read more about this critical initiative [here](#). This work is in addition to the following efforts the TTC has taken to ensure our customers and employees stay safe:

- 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; and
- Implementing demand-responsive bus service in addition to scheduled service.

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



Cleaning personnel disinfecting a bus with hospital-grade disinfectant.

PPE on the TTC

In December, the TTC began a "Wear Your Mask Correctly" awareness campaign to encourage riders to properly wear their masks. This is in addition to the 11 Personal Protective Equipment vending machines that have been installed at TTC subway stations. Items available for purchase include single-use and multi-use face coverings, gloves, sanitizer and wipes.

TTC ambassadors are distributing an average of 5,000 masks a day—1,500 at subway stations and 3,500 on busier bus routes. This is in addition to the 1,000,000 masks that have been distributed to date. For more information, please visit our [website](#) .



A TTC employee distributes masks to customers at Coxwell Station.

TTC Connects

Women as Transit Operators

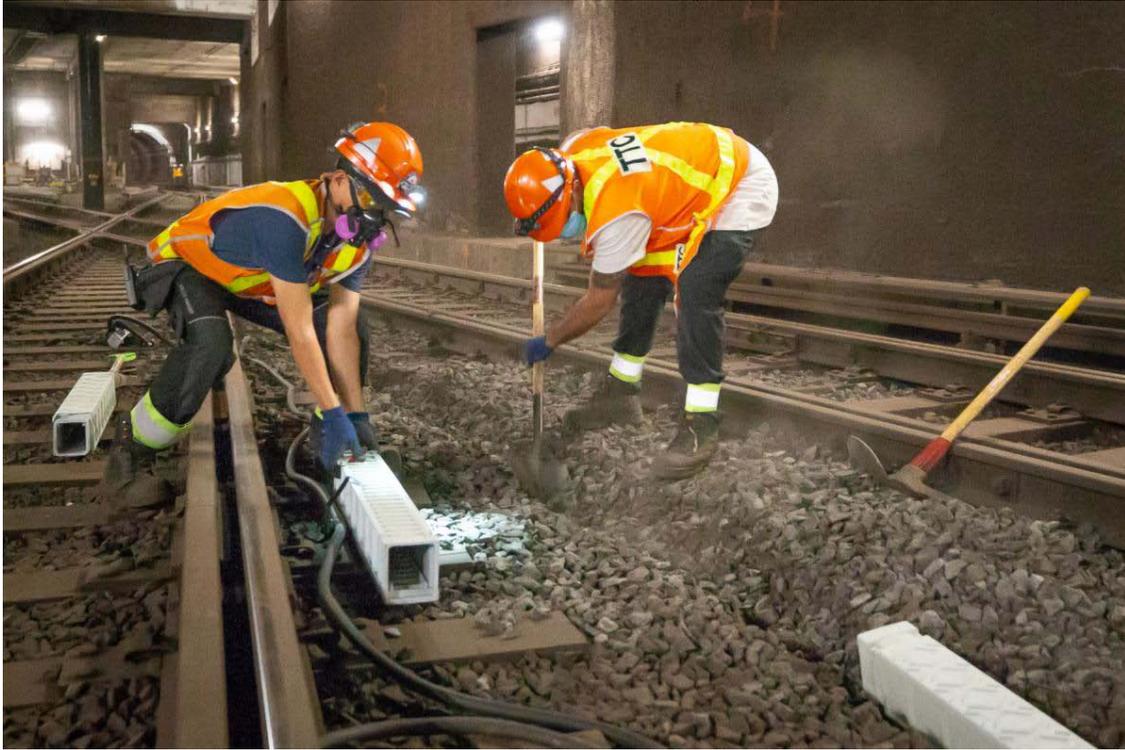
The TTC hosted two successful Women as Transit Operators virtual events on November 24 and December 10. The events featured a diverse set of women discussing work life balance, career growth and more. If you missed the events and would like more information, use [this link](#) to access a recording of the first event.



A TTC employee beside a Wheel-Trans vehicle.

Major construction initiatives

Construction during subway closures



Members of a TTC work crew are seen installing Automatic Train Control infrastructure in a subway tunnel.

Throughout the COVID-19 pandemic while ridership has been well below typical levels, the TTC has accelerated capital construction to provide long term service improvements. From December 4 to 11, Line 1 was closed between Finch and Sheppard-Yonge stations so crews could perform vital state-of-good-repair work, including tunnel lining repairs, track remediation, asbestos removal and station cleaning, as well as Automatic Train Control signal upgrades. The closure has saved more than two-years worth of early nightly closure shifts. More information about the closure can be found [here](#) and information about upcoming TTC subway closures can be found [here](#).

TTC service



A TTC bus on route 87A is seen driving in winter weather.

Prioritizing busiest routes

Ridership demand in the city's inner suburbs continues to guide TTC service delivery in order to ensure those who are most reliant on public transit are getting the best service possible as part of the City of Toronto's commitment to equity for all residents.

The TTC recalled all operators in November, and through a combination of schedule adjustments and buses available to deploy as needed, the TTC is putting out more service on many of the busy routes than was in place prior to the pandemic. Among the routes receiving extra service are: 36 Finch West, 35 Jane, 102 Markham, 54 Lawrence East, 29 Dufferin and 41 Keele. More information is available [here](#).

We're in this together.



We're in this together. An animated person with a white mask and a black backpack is seen on an orange background.

The global pandemic has impacted the lives of all residents in Toronto and beyond. In spite of the challenges, there were many successes at the TTC in 2020. Two-thirds of TTC subway stations are now [accessible](#), with six more stations becoming accessible last year. [Automatic Train Control](#) is now in place and operating on Line 1 between Vaughan Metropolitan Centre and Rosedale stations, helping to improve service reliability. The TTC is also now officially operating the largest fleet of electric buses in North America. The electrification of vehicles is a key component of the City's TransformTO climate action strategy, which targets an 80-percent reduction in local greenhouse gas emissions by 2050. Thank you to everyone for their continued support and we wish you a very happy New Year!



