



Toronto Transit Commission

2011

TTC Operating Statistics

System Quick Facts

Daily Trips

(Average Business Day)

- Revenue Passengers (Fares Collected): 1,582,000
- Revenue Passengers and Transfer Fares: 2,610,000
- Of the 152 bus and streetcar routes, 148 make 247 connections with the Subway/Scarborough RT system during the A.M. rush period.
- Friday, September 30, 2011: highest 1-day ridership: 1,746,391

Rail Transit Quick Facts

Subway, Scarborough Rapid Transit, Streetcar

Daily Trips

(Average Business Day)

- Revenue Passengers (Fares Collected): 876,000
- Revenue Passengers and Transfer Fares: 1,340,000

Busiest Stations

(Estimated passenger trips to and from trains daily)

- Bloor (Yonge-University-Spadina): 212,600
- Yonge (Bloor-Danforth): 203,600
- St George (Bloor-Danforth): 138,800
- St George (Yonge-University-Spadina): 128,000
- Union: 102,500
- Finch: 101,900
- Eglinton: 79,700
- Sheppard-Yonge (Yonge-University-Spadina): 75,200
- Dundas: 67,600
- Kennedy (Bloor-Danforth): 66,200

- Number of Stations: 69 (subway interchanges counted once)
- Number of Escalators: 292 (Escalator at Queen's Park (1) and Union (1) Stations decommissioned due to construction.)
- Number of Elevators: 80 (Victoria Park Station now accessible with elevators)
(In service at: Bathurst, Bayview, Bessarion, Bloor-Yonge, Broadview, Davisville, Don Mills, Downsview, Dundas West, Eglinton, Eglinton West, Finch, Jane, Kennedy, Kipling, Leslie, Main Street, North York Centre, Queen, Scarborough Centre, Sheppard-Yonge, Spadina, St Clair, St Clair West (serves mezzanine level only), St George, Osgoode, Queen's Park, Queens Quay, Union, Victoria Park, York Mills.)
- Number of Commuter Parking Lots: 30 (13,951 spaces).

Entire System

	2011	2010	Increase/(Decrease)
Passenger Trips ¹	500,219,000	477,357,000	22,862,000

Number of Routes/Lines

Bus Routes	141	141	-
Streetcar Routes	11	11	-
Subway Lines	3	3	-
ICTS (Intermediate Capacity Transit System) (Scarborough RT Line)	1	1	-
Total	156 ²	156 ²	-

Kilometres of Routes/Lines³

Bus Routes	7,212.3	7,153.4	(58.9)
Streetcar Routes	304.6	304.6	-

Subway/SRT Lengths⁴

Yonge-University-Spadina	30.2	30.2	-
Bloor-Danforth	26.2	26.2	-
Sheppard	5.5	5.5	-
Scarborough RT	6.4	6.4	-

¹ Excludes Wheel-Trans.

² Excludes Blue Night Network (24 routes) and seasonal service (1 route).

³ Includes round trip length of routes and their branches along shared roadways.

⁴ Subway/Scarborough RT lengths are given in one-way kilometres.

	2011	2010	Increase/(Decrease)
Passenger Vehicle Fleet¹			
Buses (kneeling; lift/ramp; wheelchair positions)			
Accessible 12-metre (40-foot)	1,797	1,764	33
Conventional 12-metre (40-foot)	22	47	(25)
Total	1,819	1,811	8

Streetcars			
Canadian Light Rail Vehicle (CLRV)	195	195	-
Articulated Light Rail Vehicle (ALRV)	52	52	-
Total	247	247	-
Subway/RT Cars²			
Subway Cars	712	676	36
Scarborough RT Cars	28	28	-
Total	740	704	36
Kilometres Operated³ (In thousands)			
Bus	123,613	123,973	(360)
Streetcar	13,141	12,693	448
Subway	76,101	75,705	396
Scarborough RT (ICTS)	3,257	3,260	(3)
Total	216,112	215,631	481

¹ Includes in-service vehicles only.

² All Subway/RT trains are accessible. 370 T-1 subway cars are equipped with 1 multi-purpose area; 66 Toronto Rocket subway cars are equipped with 2 multi-purpose areas.

³ Includes inside Toronto regular revenue services only.

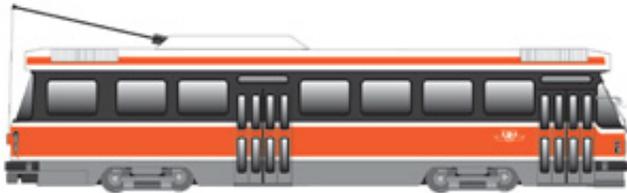
Carrying Capacity

(planned number of customers per vehicle)

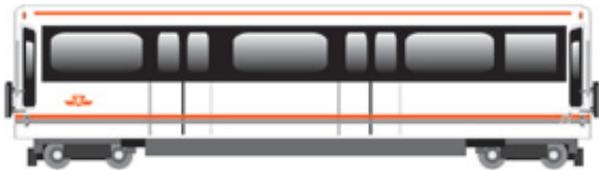
Bus: 36 seated; 48 maximum



Streetcar: 46 seated; 74 maximum



SRT: 30 seated; 55 maximum (220 for a 4-car train)



Subway: 66 seated; 167 maximum (1,000 for a 6-car train)



Subway (Toronto Rocket): 64-68 seated; 180 maximum (1,080 for a 6-car train)



Wheel-Trans

As part of the TTC, Wheel-Trans is responsible for door-to-door accessible transit service for people with physical functional mobility limitations who have the most difficulty using conventional transit services. Service is provided beyond City limits to the airport, and to established boundary transfer points in order to co-ordinate trips with other accessible door-to-door transit services within the Greater Toronto Area (GTA).

	2011	2010	Increase/(Decrease)
Passenger Trips (Includes contract vehicles; accessible taxis and sedan taxis)	2,711,003	2,698,142	12,861
Average Daily Trips (Includes contract vehicles; accessible taxis and sedan taxis)	7,427	7,392	35
Kilometres Operated (Includes contract vehicles; accessible taxis and sedan taxis)	19,368,690	18,849,030	519,660
Scheduled Vehicle Service Hours (Includes contract vehicles; accessible taxis and sedan taxis)	834,678	788,877	45,801
Revenue Vehicles (Includes contract vehicles; accessible taxis and sedan taxis)	443	453	(10)
Number of Registrants (Customers who have used Wheel-Trans in past 2 years)	40,046	64,124	(1,078)

Community Bus

Accessible, fixed-route bus service primarily focused on individuals who have some difficulty accessing the conventional transit system. Wheel-Trans registrants and seniors comprise the majority of customers served. However, all individuals are eligible for the service.

	2011	2010	Increase/(Decrease)

Passenger Trips	62,661	72,709	(10,048)
Average Daily Trips (Community Bus does not operate on weekends or holidays)	240	279	(39)
Kilometres Operated	152,594	153,203	(609)
Scheduled Vehicle Service Hours	10,228	10,269	(41)
Revenue Vehicles	7	7	-
Number of Routes	5	5	-

Easier Access

For getting around Toronto, the better way is becoming the easier way for seniors and persons with disabilities. The TTC is committed to improving access to the conventional system for all its customers. The TTC is everyone's transit system.

1,797

Number of accessible buses. These are kneeling buses equipped with a flip-ramp or lift. They are identified by blue lights on either side of the front destination sign, and the blue international wheelchair symbol displayed above the front right bumper next to the entrance door. All accessible buses include 2 wheelchair/scooter positions.

436

Number of accessible T-1 subway cars (370) and Toronto Rocket (TR) subway cars (66). Each T-1 car has 1 multi-purpose area; each TR car has 2 multi-purpose areas. T-1 trains run on all three subway lines: B-D, Y-U-S and Sheppard; TR trains run on the Y-U-S line only. All Subway/RT cars can be boarded by people using wheelchairs, scooters or other mobility devices.

170

Number of accessible bus routes, which includes 20 Blue Night routes and 5 Community Bus routes. These routes are served by kneeling buses equipped with a flip-ramp or lift. All accessible buses include 2 wheelchair/scooter positions. All TTC bus routes are now wheelchair and scooter friendly.

30

Number of accessible Subway/RT stations, which are equipped with elevators specifically for people using wheelchairs, scooters, walkers, other mobility devices or baby strollers. These stations are:

- Yonge-University-Spadina Subway: Downsview, Eglinton West, St George, Queen's Park, Osgoode, Union, Queen, Dundas, Bloor-Yonge, St Clair, Davisville, Eglinton, York Mills, Sheppard-Yonge, North York Centre, Finch
- Bloor-Danforth Subway: Kipling, Jane, Dundas West, Bathurst, Spadina, St George, Bloor-Yonge, Broadview, Main Street, Victoria Park, Kennedy
- Sheppard Subway: Sheppard-Yonge, Bayview, Bessarion, Leslie, Don Mills
- Scarborough RT: Kennedy, Scarborough Centre

Note: Subway interchanges counted once.

Key Facts

- In 2011, the TTC set an all-time record of 500.2 million rides, surpassing 2010's record of 477.3 million.
- In 2011, the TTC welcomed its 28 billionth rider. One billion customers are carried approximately every 24 months.
- The TTC is Toronto's transit system. It's the better way. More than 12,000 employees serve half-a-billion customers annually. With close to 1.6 million passengers on a typical weekday, the TTC has one of the highest per-capita ridership rates in North America.
- The TTC serves some 4.5 million people in the Greater Toronto Area, with a network of subways, streetcars, buses, and a specialized service, Wheel-Trans, for people who require accessible transportation.
- Estimated number of cars that a TTC vehicle replaces during a typical morning rush hour:
 - Bus: 45
 - CLRV streetcar: 65
 - ALRV streetcar: 95
 - SRT train (4 cars): 195
 - Subway train (6 cars): 890
 - Toronto Rocket train (6 cars): 960(Figures are based on TTC loading standards for each mode divided by A.M. rush average automobile occupancy (1.12) for inbound trips to the city of Toronto).
- The Internet [Trip Planner](#), provides TTC users a self-serve means of planning their transit trips using route information, timing points and walking distances. A mobile trip planner can be accessed at: m.ttc.ca or mobile.ttc.ca or mymobile.ttc.ca.
- The TTC's website gets more than 16 million visits annually – about half of those are to the TTC schedules directory.
- Total number of TTC employees as of December 31, 2011 – 12,449

Busiest Bus and Streetcar Routes

(Estimated daily usage on average business day)

- 504 King (streetcar): 56,700
- 510 Spadina (streetcar): 43,800
- 501 Queen (streetcar): 43,500
- 25 Don Mills (bus): 41,800
- 32 Eglinton West (bus): 41,600

- 39 Finch East (bus): 41,400
- 506 Carlton (streetcar): 40,900
- 35 Jane (bus): 40,700
- 29 Dufferin (bus): 39,700
- 36 Finch West (bus): 38,100

Subway Station Defibrillators

Automated External Defibrillators (AEDs) were installed within line of sight of Collector Booths at all 69 Subway/RT stations in 2011. The AEDs can be used in the event of cardiac emergency. Each unit is encased in appropriately labelled, glass-fronted white cabinets, 38 by 33 centimetres in size.

Platform Video Screens

Digital video screens are located above the platforms in the majority of subway stations. A great source of information, these 101-centimetre, flat screens show TTC service updates, next-train arrival times, the date and time, as well as news, weather, advertising, charity and community messages. During emergencies, key information will appear on these screens.



This is the TTC's official Work Safe-Home Safe logo. It identifies the program of safety culture transformation in the workplace. Safety is a core value entrenched in the TTC's corporate motto: Safety. Service. Courtesy.

Spadina Subway Extension

The Toronto-York Spadina Subway Extension (TYSSE) is a six-station, 8.6-km extension of the Yonge-University-Spadina Subway from Downsview Station, northwest through York University, and north into York Region.

The TYSSE will be the first subway expansion crossing the municipal boundary of Toronto. The official groundbreaking took place in 2009. The extension is scheduled to be completed in late 2015. The extension will cost approximately \$2.6 billion and will generate about 20,000 jobs during its construction. Construction contracts were awarded in 2011 for the northern tunnels and five of the six stations.

Vaughan Metropolitan Centre (Station name formally approved by the Commission February 29, 2012): will be located north of Highway 7 to the west side of the relocated Millway Avenue. The terminal station will be a multi-modal transportation hub with an off-street passenger-pick-up-and-drop-off area, and connections to York Region Transit (YRT) Bus Terminal and to Viva Bus Rapidway, which will run in the centre of Highway 7.

Highway 407 (Station name formally approved by the Commission February 29, 2012): will be located west of Jane Street and south of Highway 407, west of Black Creek. Includes: inter-regional bus terminal, 600-space commuter lot, connection to future Highway 407 Transitway.

Station at Steeles Avenue/York University: will be located diagonally below the intersection of Steeles Avenue West and Northwest Gate. Includes: TTC and YRT bus terminals, 1,900-space commuter lot.

Station at York University: will be located at York University, crossing underneath Ian Macdonald Boulevard in the heart of the Keele Campus below the Harry W. Arthurs Common.

Station at Finch Avenue/Keele Street: will be located under Keele Street, north of Finch Avenue West. Includes: TTC bus terminal, 400-space commuter lot, future connection to Finch West LRT.

Station at Sheppard Avenue/Downsview Park: will be located at Downsview Park on the south side of Sheppard Avenue West, centred under GO Transit's Barrie Train Line. Includes: connection to Barrie GO rail service.

Website: spadina.ttc.ca

Construction Information Line: 1-800-223-6192

Email: TYSSE@ttc.ca

The Toronto-York Spadina Subway Extension project is jointly funded by the Government of Canada, the Province of Ontario, the City of Toronto and The Regional Municipality of York.

Toronto Rocket Subway Trains



- The TTC had 11 new Toronto Rocket subway trains in service in 2011.
- The first new Toronto Rocket car was delivered to Wilson Subway Yard on October 1, 2010.
- Delivery of 70 fully accessible train sets (420 cars), from Bombardier Transportation in Thunder Bay, is scheduled to take up to three years to complete.
- These trains will replace the TTC's oldest subway cars, most of which date from the 1970s, and will allow the TTC to meet future ridership demands once the Spadina Subway Extension opens for revenue service.
- The Toronto Rockets, and the re-signalling of the Yonge-University-Spadina Subway, will ultimately allow the TTC to improve subway train headways (time between trains) up to 90 seconds, as well as carry more people.
- The TTC's new subway trains are a six-car-fixed configuration with open gangways, and will enable riders to move freely from one end of the train to the other. Each train is comprised of two cab cars (one at each end) plus four non-cab cars.
- Toronto Rocket trains are equipped with evacuation ramps at each end of the train. These detrainment devices can be easily deployed in a matter of seconds to allow for quick and easy evacuation.

Principle Specifications

- Fleet class; Toronto Rocket
- Number of cars; 420
- Fleet numbers; 5381-6076
- Seating (perch seat included); 64 seated (cab car), 68 (non-cab car)
- Standing; 199 (average)
- Length; 23.190 m
- Height; 3.137 m
- Weight; 205,000 kg
- Maximum design speed; 88 km/h

What's Inside The Toronto Rockets

- Passenger alarm intercoms: these are located in every alternate doorway and multi-purpose area (six per car; 36 per train). The intercoms allow for voice communication with either the Operator or Guard. 1.5 metre doorways include stanchions on either side. All stanchions have an anti-bacterial coating and are colour-coated to help the visually impaired.
- Multi-purpose areas: each car includes two accessible areas (12 per train). The space includes three individual, user-friendly fold-down seats.
- Electronic information displays: flashing Subway/RT route maps to visually announce the next station work in conjunction with ceiling-mounted visual displays. Synchronized audio and visual announcements are provided together with additional LED/LCD displays for broadcasting operational messages (i.e. disruptions).
- Closed circuit cameras: (four per car; 24 per train) are strategically located to cover the interior of each car. The Operator and Guard have access to live images only when the passenger alarm is activated.
- Passenger Assistance Alarms: commonly known as the yellow strip with black lettering that customers can press in the event of an emergency, these will continue to be a well-recognized feature in the new trains.
- Multi-media, colour video screens: (three per car; 18 per train) these will display mainly stations and destination information for subway passengers in text and video format, as well as safety and emergency information.

The new fleet of Toronto Rocket subway trains is jointly funded by the Government of Canada, the Province of Ontario and the City of Toronto.

Modernizing The TTC

- Featured in the TTC's subway stations and vehicles, the Moving Toward a Better Tomorrow campaign includes five distinct posters designed to inform TTC customers about the importance of better transit funding, transit investments, how the TTC is improving the customer experience and the value the TTC has on an individual's personal budget.
- The financial challenges of the City of Toronto have a direct impact on North America's third largest transit system – the only system of its size that relies almost exclusively on property taxes to subsidize its operating costs. The need for a long-term commitment from other orders of government has never been more important. The TTC and the City of Toronto will continue in their efforts to secure long-term, sustainable funding for the TTC.
- Gridlock, as reported by the Toronto Board of Trade, costs the Greater Toronto Area an estimated \$6 billion annually. For the good of the environment and the economy, a well-funded transit system is

critical to a city the size of Toronto.

- You can check out the complete campaign at www.KnowYourTTC.ca.

TTC Stop Stats

10,175

Total number of service stops served by TTC vehicles in Toronto and the GTA.

8,701

Total number of bus stops (inside Toronto).

803

Total number of bus stops (outside of Toronto served by contracted TTC vehicles).

671

Total number of streetcar stops (all inside Toronto).

7,088

Total number of accessible stops.

4,195

Total number of stops with shelters.

Request Stop Program

Any TTC customer who is travelling alone by bus, between 9 p.m. and 5 a.m., can take advantage of the TTC's Request Stop Program. Request Stop allows a customer to exit the bus at a location between regular TTC stops. Here's how it works:

- When the customer is at least one TTC stop ahead of where he or she would like to exit the bus, the rider will advise the Operator that a Request Stop is being made. Please note that the Operator must be able to stop the bus safely to meet the request.
- The customer will exit the bus by the front doors. The rear doors will remain closed.

Reminder: Request Stop is not available on streetcars. Streetcars travel in the middle of the roadway too far from the sidewalk to let customers exit the vehicle safely at an unmarked stop.

Stops Between Stops

TTC Operators may exercise discretion when it comes to stopping their bus between regular TTC stops for any customers expressing a genuine need to exit the vehicle, regardless of gender or time of day. The only restrictions are:

- Whatever the location, the TTC vehicle must be able to stop in a safe manner.
- Whatever the reason to stop between stops, the person making the request must truly be in need (i.e. personal safety or disabled).

Official Opening Dates

- Yonge Subway (Eglinton to Union): March 30, 1954
- University Subway (Union to St George): February 28, 1963
- Bloor-Danforth Subway (Keele to Woodbine): February 25, 1966
- Bloor-Danforth Subway Extensions to Islington and Warden: May 10, 1968
- Yonge Subway Extension to York Mills: March 30, 1973
- Yonge Subway Extension to Finch: March 29, 1974
- Spadina Subway (St George to Wilson): January 27, 1978
- Bloor-Danforth Subway Extensions to Kipling and Kennedy: November 21, 1980
- Scarborough RT: March 22, 1985
- North York Centre Subway Station: June 18, 1987
- Harbourfront Light Rail Transit: June 22, 1990
- Spadina Subway Extension to Downsview: March 31, 1996
- Spadina Streetcar: July 27, 1997
- Harbourfront Extension: July 21, 2000
- Sheppard Subway (Sheppard-Yonge to Don Mills): November 22, 2002
- York University Busway: November 20, 2009

Governance

The TTC is responsible for establishing, operating and maintaining a local passenger transportation system within the urban area of Toronto, unless otherwise exempted pursuant to the City of Toronto Act, 2006.

The TTC is a City of Toronto board and a body corporate. The TTC is currently governed by a seven-member board. Effective on October 30, 2012, the board will be increased to 11 members.

The Commission establishes service and fare levels to ensure that customer demand is met and budgets are balanced. The Commission also: approves corporate policies relating to the operations of the TTC and its employees; directs labour and employee relations matters; and provides oversight in relation to the establishment, operation and maintenance of the transit system.

The TTC is responsible for presenting the Commission with a balanced budget each year. City Council approves the annual operating subsidy it makes to the TTC. Decisions on fare and service levels are made by the Commission.

Commission meetings are generally held monthly in public to review policy and operating matters of the TTC. All members of the Commission serve at the pleasure of City Council.

In December 2011, the Commission approved a report that established the criteria for public/citizen representation on the board and to ensure it has an appropriate skill-set to meet the needs of the TTC, ranging from strategic business management to customer service to labour relations/industrial safety management.

On March 5, 2012, Toronto City Council dissolved the then current nine-member board of all-elected City Councillors and created a new board consisting of seven elected Councillors and the addition of four citizen representatives.

TTC Service Since 1921

TTC marks 90 years of service

- On September 1, 2011, the TTC marked its 90th anniversary as a public service in the city of Toronto.
- On September 1, 1921, the Toronto Transportation Commission (renamed Toronto Transit Commission in 1954) began serving the citizens of a rapidly growing Toronto. The TTC took over a mix of private and municipal street railways comprising the central system of the Toronto Railway Company, the Toronto Civic Railways' five municipal routes and three routes of the Toronto & York Radial Railway within the city. Adult fares were set at seven cents and tickets were four for 25 cents.
- From the very early days of horse-drawn streetcars by preceding companies, to the birth and revitalization of the TTC in 1920s, to the opening of Canada's first subway in 1954, to today's newest subway trains and expansion plans geared towards getting people around the city more quickly, the TTC has become an integral part of everyday life in Toronto, and has played a fundamental role in the quality of life in our communities.
- On January 1, 1920, the citizens of Toronto voted in favour of municipal operation of all local street railways, and at the request of the city, the Province of Ontario passed legislation creating the Toronto Transportation Commission later that year. The TTC began operating service on September 1, 1921.
- After 90 years of service – and 28 billion customers carried – the TTC has grown to become one of the most visible and vital public service organizations in the GTA.
- Safety, Service, Courtesy are the cornerstones of the TTC. These three words have defined the organization's past successes and continue to guide its goals for the future.

Some Notable Milestones From 1921

- The Humberline bus route is inaugurated – the first bus route to be operated as a feeder service to a streetcar line. All bus routes established in the 1920s were designed as feeders to the heavier-used streetcar routes. Buses were of the double-deck, open-top variety.
- The first 350 new, steel-bodied Peter Witt streetcars, and 225 trailers, are introduced on the Broadview route. By year's end the cars were installed with a new-type stove and forced-air heating system.

2011 At A Glance

- **January 17:** The TTC took delivery of the first of four tunnel boring machines for the Spadina Subway Extension.
- **January 31:** The TTC improved its e-alert service with a filtering feature that allows customers to select specific subway lines or surface routes that they prefer to follow.
- **March 31:** Premier Dalton McGuinty and Mayor Rob Ford announced a new \$8.4-billion deal on a revised Toronto transit plan.
- **May 8:** Major service reductions were introduced on 41 bus routes, affecting 147 time periods (decreased from the originally proposed 215 time periods on 48 routes). The reductions were approved by Commissioners on Feb. 2.
- **June 16:** The TTC, in partnership with Distress Centres of Toronto and Bell Canada, introduced Crisis Link, a new initiative to help prevent suicides in the subway system.
- **June 17:** Officials from the province, Toronto, York Region and the TTC officially launched the first

tunnel boring machine (TBM), nicknamed Holey, on the Spadina Subway Extension. It started boring the next day. (All four machines were tunnelling by November.)

- **July 11:** The TTC activated the Next Vehicle Arrival System for the bus network.
- **July 21:** The TTC officially launched the first Toronto Rocket subway train into revenue service.
- **October 13:** The TTC announced the establishment of a Customer Liaison Panel and a series of regular town hall meetings to hear directly TTC customers.
- **November 12-15:** The TTC hosted a public open house to preview a mock-up of the 100-per-cent, low-floor accessible streetcar of the future.
- **November 24:** The TTC held its first Town Hall on Customer Service in the Council Chamber at Toronto City Hall.
- **December 14:** The Commission approved a report that establishes the criteria for the return of public/citizen representation on the TTC Board.
- **December 16:** The last of the GM “New Look” buses made their final scheduled run on the 52 Lawrence West route.
- **December 31/January 1, 2012:** The TTC offered free New Year’s Eve rides and extended service in the subway and on most surface routes.

500 Million Riders

- In 2011, the TTC set an all-time record of 500.2 million rides, surpassing its previous all-time total of 477.4 million set in 2010.
- TTC ridership has increased each year for the last eight years. Total ridership in 2003 was 405.4 million.
- The TTC is projecting a new all-time-high ridership level of at least 503 million in 2012.
- The TTC also set a new record for single-day ridership with 1.75 million customers on Sept. 30, 2011 (excluding 2002 World Youth Days/Papal Visit). 2010’s one-day record of 1.68 million customers was surpassed 29 times last year.
- On Oct. 15, 2010, the TTC carried its 28 billionth customer – or four times the world’s population – since its inception in 1921. With one billion customers carried approximately every 24 months, the TTC’s 29 billionth customer is expected in fall 2013.
- Wheel-Trans also achieved its highest-ever ridership total with 2.77 million customers carried in 2011 (includes Community Bus).
- Nearly 90 per cent of all local transit trips in the GTA are made on the TTC. With about 1.6 million customers on an average weekday, the TTC maintains a cost-recovery rate of more than 70 per cent from the farebox – one of the highest on the continent.
- The TTC has the third largest ridership in North America, after Mexico City and New York City – cities with populations greater than eight million people.

TTC Riding Tips

- The TTC is a pay-as-you-enter, pay-as-you-board transit system, with seamless connections between buses, streetcars and the subway. Entry is by cash, token, ticket, valid pass or valid transfer. You can pay your fare and purchase tokens, tickets and passes at the Collector Booths at all Subway/RT stations.
- Check the fare card posted at your point of payment for the most up-to-date fare information. Exact fare is required on buses and streetcars.
- Tickets, tokens, passes, transfers or exact change is required on buses and streetcars. They can be purchased at all subway station Collector Booths. TTC fares are also available at more than 1,100 authorized Fare Media Sellers in Toronto.
- Transfers are free and must be obtained where you pay your fare. You can get a transfer from a TTC

Operator, or from an automated transfer machine at any Subway/RT station, after paying your fare. Transfers are good for a one-way trip only; stopovers are not permitted.

- The TTC offers a variety of value-added passes and single-trip fares geared to different travel needs. Metropasses and Weekly Passes are not only transferable, they are eligible for a Federal Tax Credit. For more details – and to calculate your tax credit – please visit the Government of Canada website at www.transitpass.ca.
- TTC accessible buses serve all regular TTC routes in Toronto. You will recognize an accessible bus stop by the blue international wheelchair symbol on the bus stop pole. Not all stops along accessible routes are accessible.
- You will recognize an accessible bus by the blue international wheelchair symbol displayed above the front right bumper next to the entrance door, and by the blue lights on either side of the route destination sign above the windshield.
- When boarding and exiting a subway train, mind the gap in the floor between the platform edge and the subway car.
- Never rush towards the doors of a subway car, especially when the door chimes are sounding and the orange light in the doorway is flashing, as this indicates that the doors are closing.
- Proceed carefully if using stairs or escalators. Always hold the handrail securely.
- Use elevators where available for wheeled devices (i.e. baby strollers).
- Public telephones are located on all Subway/RT station platforms, at station entrances and in many bus and streetcar transfer areas. Calling 9-1-1 is always free from a public telephone.
- To plan your trip in advance use the TTC Internet [Trip Planner](#).
- The TTC recognizes and values the diversity of its riders and employees by showing everyone the respect and dignity they deserve.
- The TTC is everyone's transit system. We hope you enjoy your ride on the better way!
- The Ride Guide is the TTC's official map for transit routes and information. The Ride Guide is free! Copies are available at all Subway/RT Collector Booths, TTC Head Office at 1900 Yonge St., or by viewing portions of it online under TTC [Maps](#). A condensed version is also available in the Toronto Area Yellow Pages Directory.
- The TTC recognizes and values the diversity of its riders and employees by showing everyone the respect and dignity they deserve.
- The TTC is everyone's transit system. We hope you enjoy your ride on the better way!

Crisis Link

- Crisis Link is a unique poster/payphone program available on every subway platform. It's designed to encourage anyone contemplating suicide to use the payphone at the Designated Waiting Area at each platform. The direct-dial button connects callers with a trained counsellor at the Distress Centres of Toronto.
- The TTC, in partnership with Distress Centres and Bell Canada, provides Crisis Link to offer hope to those at risk of suicide.
- The phone call is free and confidential. Counsellors will talk with the caller and assess the risk to the individual who is considering suicide. Distress Centres staff will contact the TTC's Transit Control Centre to implement the appropriate measures to ensure the individual remains safe.
- The TTC was the 2011 recipient of the Arnold Devlin Community Service Award, presented by the Ontario Association for Suicide Prevention, in recognition of its suicide prevention programs: Crisis Link, Gatekeeper and Acute Psychological Trauma.

Contact The TTC

TTC Routes, Schedules & Fares: 24-hour recorded voice service; operator-assisted service from 8 a.m. to

6 p.m. daily, except statutory holidays: 416-393-INFO (4636)

TTY Teletypewriter Line for deaf/hearing impaired:

416-481-2523

Lost & Found (Bay Subway Station): Monday-Friday walk-in service, 8 a.m. to 5 p.m. Phone inquiries: Monday-Friday, noon to 5 p.m., closed weekends and holidays, 416-393-4100

Customer Complaints/Compliments: 7 days a week, 7 a.m. to 10 p.m., 416-393-3030. Walk-in service to Customer Service Centre (above Davisville Station) Monday-Friday, 8:30 a.m. to 5 p.m., closed holidays.

TTY Teletypewriter Line for Complaints/Compliments: 416-481-2523

Metropass Discount Plan Office: Monday-Friday, 8:30 a.m. to 5 p.m., closed weekends and holidays: 416-397-8827

Elevator Service Status: 416-539-LIFT (5438) or 416-393-4636, Press 5, then 2

Toronto Coach Terminal: Monday-Friday, 8:30 a.m. to 4:30 p.m.: 416-393-7911.
Bell Relay 1-800-267-6511

TTC online: The TTC is continually expanding its ability to communicate critical information to its customers. Anyone can receive information about disruptions, route changes and events at twitter.com/TTCnotices or become a fan of TTC at www.facebook.com or post a comment or suggestion at twitter.com/TTChelps. To receive Subway/RT service disruption notifications by email, register online under [Service Advisories](#). Email alerts include a route filtering feature.

Wheel-Trans: Trip booking: mywheel-trans.ttc.ca, 5 a.m. to 11 p.m.; RideLine 416-397-8000, 5 a.m. to 11 p.m.; Reservations 416-393-4222, 7 a.m. to 11 p.m.; TTY 416-393-4555; Priority Line 416-393-4311, 5:30 a.m. to 1 a.m.; Customer Service 416-393-4111, Monday-Friday, 8 a.m. to 4 p.m.

TTC mailing address:

1900 Yonge Street, Toronto, Ontario, Canada, M4S 1Z2
Switchboard: 416-393-4000

Operating Statistics are compiled by the TTC Corporate Communications Department.