



TTC Councillor update

Issued: October 2020

Councillor Gord Perks

Ward 4 – Parkdale-High Park



A message from Rick Leary, TTC CEO

Dear Councillor Perks,

With the change in seasons, I have been reflecting on the last six months at the TTC — easily the most challenging and difficult in our 99-year history.

Like so many organizations and businesses in our city, we've been forced to deal with the realities of the global pandemic head on with our primary focus on protecting our customers and employees while continuing to move people around this great city. As you've no doubt heard me say many times, safety is paramount in all that we do.

Since the start of the COVID-19 pandemic, it has been the dedication and professionalism of our front line staff, as well as those behind the scenes, keeping the TTC resilient and making it a safe and reliable option for those in our city who need us most.

As we learned more about the novel coronavirus, our workforce helped us to quickly modify operations, always in close collaboration with health experts, to ensure we maintained a healthy workplace and safe system.

While solutions to combat the COVID-19 crisis have been labour intensive, the TTC continues to work hard to ensure our riders can get to where they need to go — whether it be jobs, schools or the numerous other essential trips they rely on us for.

My commitment is to keep running a demand-responsive service with additional improvements that give us the flexibility to adjust to changing conditions and travel demands. We've also recently introduced further protective measures for all TTC employees in response to increasing ridership, schools reopening and the resurgence of COVID-19 in our city.

As is often said, these are unprecedented times. But together, we will continue providing Torontonians with safe, reliable public transit.

Sincerely,

Richard J. Leary

Chief Executive Officer



Major initiatives/construction project updates

[Runnymede Station Easier Access Project](#)

Runnymede Station is scheduled to become accessible at the end of 2020. Customers are now boarding all buses inside Runnymede Station's bus loop. A portion of the bus loop will be occupied by construction material as the project continues to progress. The three elevator shafts have been built. Crews are currently installing the elevator systems into the shafts. Upcoming work includes completing the electronics, hydraulics and finishes for the new elevators.

[Keele Station Easier Access Project](#)

Keele Station is scheduled to become accessible in late 2021. The Easier Access project continues with the installation of two new elevators and the reconstruction of the bus roadway. The bus loop closed at the end of March for structural upgrades/improvements and buses will return to the station by the end of November. The 30 High Park and 89 Weston buses are diverting to High Park Station.

Service changes and improvements

[Rail Replacement project closes intersection of Howard Park and Dundas Street West](#)

The final phase of this rail replacement project began on September 27 and includes a **FULL CLOSURE** of the intersection of Dundas Street West and Howard Park Avenue until October 25, 2020. **505 Dundas and 506/306 Carlton routes are diverting.**



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

- [COVID-19: Staying safe on public transit](#)
- [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 now has the largest fleet of electric buses in North America

The TTC now has 60 battery-electric buses in service. In addition to having the largest fleet of eBuses in North America, the TTC is the only agency with vehicles from all three builders of long-range electric buses — BYD Canada, New Flyer Industries and Proterra. Learn more [here](#).



Customer communication updates



High school students – Identification on the TTC

For the 2020-2021 school year, students aged 16 to 19 will need to carry one of the following forms of photo identification as proof of age on the TTC:

- High school photo ID for 2020-2021 or 2019-2020 school year
- Driver's license
- se or Ontario Photo card

This temporary change is being made as a result of COVID-19 and the fact that some schools may not be allowing photographers in the school to take high school ID photos.

TTC no longer provides photo ID for youths or seniors at the TTC Photo Identification Centre. Learn more on our website [here](#).

Wheel-Trans Begins Mobile App Pilot

Wheel-Trans is excited to announce that they have launched a pilot for a new mobile app. The future mobile app will give customers another option to book and track their trips. One of the app features includes, "Where's My Ride". This feature will allow customers to track their ride on a map ten minutes prior to their trip. The feature currently tracks only Wheel-Trans buses but will also include contracted vehicles later in 2021. The current phase of the mobile app pilot began October 1, 2020 and is open to a limited number of Wheel-Trans customers. Email wts@ttc.ca or call 416-393-4111 if you wish to be considered for the pilot.

Thank you for doing your part



Mask audits have indicated that 97% of customers are wearing masks, however in the most recent audit, only 86% of riders are wearing them properly. Face masks need to cover your mouth and nose to be effective. **Therefore, TTC will continue with its communication and education campaign to increase compliance of proper mask use.**

Lost Articles Office – open to the public

TTC Lost Articles is open to the public with modified hours of operation.

If you have lost something on the TTC, please call us between 12 p.m. and 4 p.m., Monday to Friday at 416-393-4100. If we have your item, please come and pick it up from our office at Bay Station between 8 a.m. and 12 p.m. Monday to Friday.

Please avoid visiting the Lost Articles Office at Bay Station unless you have called us and confirmed that we have your item.

