



# TTC Councillor update

December 2020

## Councillor Gord Perks

Ward 4 – Parkdale-High Park



A message from Rick Leary, TTC CEO

Dear Councillor Perks,

The global pandemic has impacted the lives of all residents in Toronto and beyond. And while demand for public transit has decreased significantly, we recognize that safe, accessible and reliable public transit service is critical to the recovery and prosperity of our great city. This month we presented the [2021 Annual Service Plan](#) which outlines our transit service vision and priorities for the upcoming year. Based on customer and stakeholder feedback our goal is to continue to respond to the dynamic and evolving demand for public transit service by:

- Sustaining demand-responsive service
- Improving regular scheduled service
- Advancing key strategic initiatives, including surface transit priority, service integration with neighbouring transit agencies and piloting an automated shuttle service.

As CEO, it's my job to ensure the TTC is attracting talent and skill that reflect the make up for our city. This is essential to ensure we are promoting a culture of respect, equity and fairness within the organization. On November 24 and December 10, the TTC hosted [virtual information sessions](#) focused on women interested in the role of Operator and career advancement at the TTC. These events were widely advertised resulting in 3,379 people pre-registering for the session. These job opportunities will be posted at the following [link](#) once we determine our future workforce requirements.

In other good news, the modernization of our subway signalling system hit a big milestone in November. Automatic Train Control (ATC) signalling is now fully activated from Vaughan Metropolitan Centre Station to Rosedale Station, improving safety, reliability and travel times. ATC now covers about 75 per cent of Line 1.

During the holiday season, I would like to thank you for your continued support this year and wish you and your loved ones' health and joy in 2021. Happy holidays and a safe new year to all!

Sincerely,  
**Richard J. Leary**  
Chief Executive Officer

## Major initiatives/construction project updates



TTC's Roncesvalles Streetcar group is spreading some holiday cheer to our neighbours at the Copernicus Lodge. The holiday banner and lights went up on a construction trailer roof earlier this month.

### [Keele Station Easier Access Project Update](#)



Keele Station's bus loop reopened on November 22 and Easier Access work on the elevators to Line 2 continues to progress well.

### **505 Dundas - Temporary route change during track replacement**

Streetcar restrictions to early January, 2021

505 Dundas streetcar diversion will turn back east via Lansdowne Avenue, College Street, Ossington Avenue, Dundas Street West to route.

506 Carlton bus replacement will run via Dundas West Station, Dundas Street West, Bloor Street West, Lansdowne Avenue, College Street to route. Read more about the project [here](#).

## TTC website links and resources

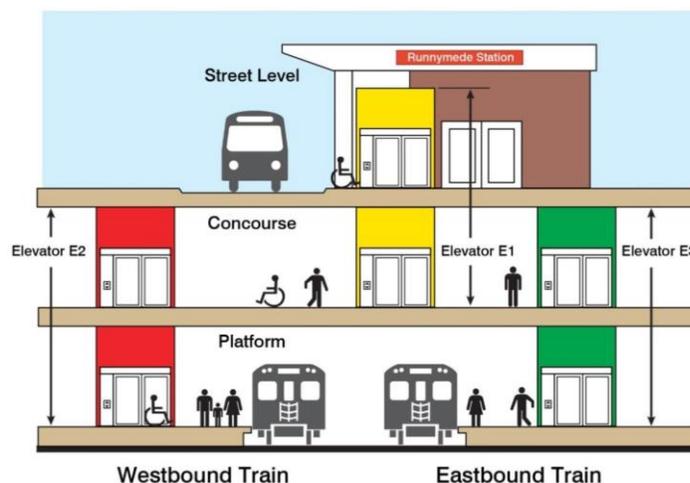
The safety of our customers and employees is our first priority. Our [website](#), TTC.ca, provides guidance for riding the TTC during the COVID-19 pandemic.



### 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](#)
- [Details on upcoming subway closures](#)

## Runnymede Station is TTC's 50<sup>th</sup> Accessible Station!



Runnymede Station is the newest TTC subway station to become accessible. Three new elevators connecting the street to concourse and subway platforms levels are now open for customer use. Other minor project related work will continue at the station.

Learn more about TTC's Easier Access program [here](#).

## Customer communication updates

### New Year's Eve

As a result of the pandemic, this year, for the first time in many years, the TTC will not be providing free rides on New Year's Eve. We hope to bring back this popular tradition with the support of our fine friends and sponsor at Corby Spirit and Wine next year.

### PRESTO App Update



The newest update on the PRESTO app takes the guess work out of the two-hour transfer window. Now you don't need to remember the last time you tapped your card – the app will keep track. Learn more here.

### Wheel-Trans Self-Booking Website (SBW)

SBW is available for booking occasional trips [here](#).

Occasional trips are defined as one-time, non-recurring trips.

For increased safety measures for customers and staff, when booking a trip on the SBW, Wheel-Trans customers must successfully answer and pass a screening questionnaire regarding COVID-19 symptoms. Those who do not pass the questionnaire may call our Reservations Line at 416-393-4222 to book their trips.

Customers are able to book trips seven days in advance.

## Thank you for doing your part



Mask audits have indicated that 99% of customers are wearing masks, however in the most recent audit, only 95% of riders are wearing them properly. Face masks need to cover your mouth and nose to be effective. **Therefore, the TTC will continue with its communication and education campaign to increase compliance of proper mask use.**

## End of year highlights

- In partnership with the City's Poverty Reduction Office, we have distributed more than one million masks
- TTC successfully launched the largest fleet of eBuses in North America and the only property with vehicles from all three builders of long-range electric buses
- In early October, we launched RapidTO priority bus lanes in the Eglinton East corridor
- In November, we advanced Automatic Train Control from Vaughan Metropolitan Centre to Rosedale Station to improve service reliability
- Through the year, we opened five accessible subway stations: Chester, Wellesley, Dupont, Runnymede and Wilson

## TTC Board Meeting

Use this link to follow our next virtual meeting on **February 10, 2021:**

<https://www.youtube.com/user/OfficialTTCchannel>