

TTC COVID-19 Update



July 31, 2020

The following update is sent on behalf of TTC CEO Rick Leary. Here's an overview of measures the TTC continues to take to keep its customers safe and well-informed. Please share the following with your friends and colleagues.

In early July, the TTC began a campaign to distribute 1,000,000 free, disposable masks in stations, along busy bus routes and with partner organizations through the City of Toronto's Poverty Reduction Office. Distribution continues and last week's count of mask usage among customers was recorded at 95 per cent compliance. Information on where to get a mask on the TTC, instructions for wearing a mask and making your own simple face covering are available at:

<http://www.ttc.ca/COVID-19>



Priority Bus Lanes

On July 28, Toronto City Council unanimously approved the installation of 8.5 kilometers of RapidTO priority bus lanes on Eglinton Avenue, Kingston Road and Morningside Avenue. The installation of the priority bus lanes is scheduled for November 2020 and is designed to:

- Increase service reliability;
- Increase bus capacity; and
- Provide faster service along the Eglinton East corridor.

Priority bus lanes are scheduled to be installed along Jane Street in spring 2021 with others to follow in the future. Updates on the project are available at: <https://www.ttc.ca/RapidTO>

Station Accessibility

The TTC has retrofitted Wellesley Station with new elevators, making it the 47th accessible station. The TTC continues work to make all subway stations accessible by 2025. Station accessibility construction continues at: Chester, Dupont, Bay, Sherbourne, Yorkdale, Wilson, Runnymede, Keele and Lansdowne stations. Information about the TTC's Easier Access program can be found [here](#).

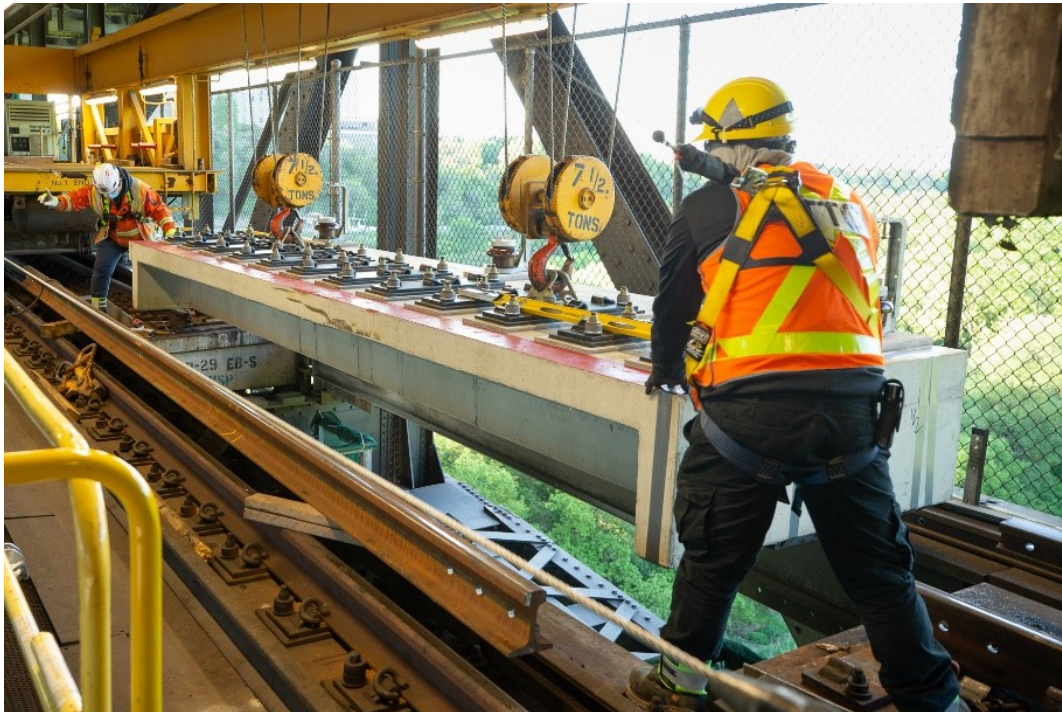


Accelerating Infrastructure Upgrades

While ridership has been well below typical levels during the COVID-19 pandemic, the TTC has accelerated the following capital construction projects to provide long-term improvements:

- Installation of Automatic Train Control on Line 1;
- Construction of accessibility infrastructure; and
- State-of-good repair work on both subway and streetcar infrastructure.

The retrofit of streetcar tracks at Bathurst Station was completed ahead of schedule. As well, the new elevators at Chester Station are projected to open ahead of schedule in September, owing to a two-week station closure earlier in the summer. Scheduled closures allow for significant advancement of our capital projects. More information about upcoming subway closures can be found [here](#).



Upcoming Scheduled Subway Closures

August

[Line 2: St George to Woodbine weekend closure August 1 and 2](#)

[Line 2: St George to Woodbine nightly early closures August 4 to 6](#)

[Line 1: St Clair to Union single day closure August 8](#)

[Line 1: Bloor-Yonge to St Andrew single day closure August 9](#)

[Line 1: Sheppard West to St Clair West nightly early closures August 10 to 13](#)

Bathurst Station – Photo ID Centre

With the new streetcar tracks completed at Bathurst Station, and Toronto entering Phase 3 - **the new photo ID facility will be opening on Tuesday, August 4 at Bathurst Station.** The former TTC Photo ID facility at Sherbourne Station permanently closed in March.

Post-Secondary Students who require a TTC Photo ID card can get one when the new facility opens on Tuesday.

The Support Person Assistance Card, will also be available when the facility opens. For any questions, please contact our Customer Information office by telephone at 416-393-4636.



Reminders for staying safe on the TTC

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

Thank you for your support for safe transit in Toronto.



TTC website links and resources

The safety of our customers and employees is our first priority. TTC.ca provides guidance for riding the TTC during the COVID-19 pandemic.

Quick links

[Coronavirus updates](#)

[Wearing a mask or face covering](#)

[Frequently Asked Questions about COVID-19](#)

[Extra buses added to key routes](#)

[Wheel-Trans updates](#)

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

 [ttc.ca](https://www.ttc.ca)

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