

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: APRIL 23, 2008

SUBJECT: TTC CORPORATE POLICY REVIEW – POLICY 2.8.2
IDENTIFICATION OF ROUTES, STATIONS, AND STOPS

ACTION ITEM: **X** **INFORMATION ITEM:**

RECOMMENDATION

It is recommended that the Commission approve TTC Corporate Policy 2.8.2 Identification of Routes, Stations, and Stops, which is attached as Appendix A.

BACKGROUND

At its meeting of July 14, 2004, the Commission approved a motion to undertake a review of the TTC's Corporate Policy Manual.

DISCUSSION

The above process commenced at the Commission meeting of February 9, 2005. In accordance with this process, Policy 2.8.2 Identification of Routes, Stations, and Stops is submitted for Commission approval.

Revisions include adding the identification of bus and streetcar stops to the policy, reference to additional and planned vehicle and station signs, and updated departmental responsibilities.

February 20, 2008

11-57-57

Attachments: Appendix A
Appendix B

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1.0 RESPONSIBILITY

Manager - Service Planning

2.0 PURPOSE

To identify TTC routes, stations, and stops for customers and internal purposes. The primary aim of route, station, and stop identification will be to clearly indicate to customers relevant geographic information about their travel and location on the transit service, in order to make the TTC easy to use.

3.0 IDENTIFICATION OF ROUTES, STATIONS, AND STOPS

3.1 Identification of routes

Each subway or other rapid transit route will be designated with a number, a name, and a colour. Each bus or streetcar route will be designated with a combination of numbers and letters and a name. In addition, each trip will be designated by its destination. The designations will be determined by Service Planning Department, in consultation with other departments, and Service Planning will publish a current list of names several times per year in the Service Summary associated with each Board Period.

3.1.1 Route numbers and names - Each route will be identified by a number and a name (for example, 51 LESLIE or 504 KING or 4 SHEPPARD SUBWAY). The numbers will be selected for easy identification by customers. The name will be that of a major street along which the route runs, that of an area served, or that of major destination along or at the end of the route. Other numbers or names may from time to time be assigned to routes for internal purposes, but the standard route numbers and names will always be used for customer information.

3.1.2 Rapid transit route colours - In addition to a number and a name, each subway or other rapid transit route will be identified by a colour (for example, the 1 YONGE-UNIVERSITY-SPADINA SUBWAY has the colour yellow). The colour will be selected for easy identification by customers. The standard rapid transit route colour will be used, when possible, for customer information and signs.

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3.1.3 Destination names - Each trip will be identified by the destination to which it is travelling (for example, 51 LESLIE to Steeles and 51 LESLIE to Eglinton Station). The destination name will be that of a major street, a rapid transit station, an area, or a major destination at or near the end of the route.

3.1.4 Route branches - If a bus route has regularly-scheduled trips which follow different streets, or has regularly-scheduled short-turn trips, each of the variations will be identified by a letter suffix to the route number and by a description (for example, 32D EGLINTON WEST to Jane and Emmett and 32C EGLINTON WEST to Jane and Lawrence via Trethewey). Express variations will usually be identified by the letter "E" (for example, 39E FINCH EAST Express).

3.1.5 Format of route identification - All signs and other information will show the route number and then the route name, with branch designations and descriptions also shown if necessary. The rapid transit route colour will be used, where possible, as part of any signage and information.

3.2 Station Identification

Each rapid transit station will be identified by a name. Normally, the station name will incorporate the name of the major cross-street at which it is located, so that the location of the station is clearly identified to customers as they travel through the system. If this is not possible (because, for example, confusion would result with existing station names, or because there is no major nearby cross-street), then the station name may be related to the area in which the station is located, or a major destination nearby. Recommendations for names will be developed by the Service Planning Department, in consultation with other departments. Station names must be approved by the Commission.

3.3 Stop Identification

Every bus and streetcar stop will be identified by a name. Normally, the stop name will incorporate the name of the major cross-street, so that the location of the stop is clearly identified to customers. If this is not possible, the stop name may be related to the nearest municipal street address, or a major destination

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nearby. Recommendations for names will be developed by the Service Planning Department, in consultation with other departments.

4.0 USE OF IDENTIFICATION

Route, station and stop signs on vehicles and in stations, announcements, other customer information, and internal and external documents will be consistent with the designations and names set by the Service Planning Department.

4.1 Signs on Buses

Buses are equipped with electronic destination signs that show the route number, route name, and destination. The master programming for these signs will be done by the Marketing and Public Affairs Department, and the programming of the individual buses will be done by the Bus Maintenance Department.

4.2 Signs on Streetcars and Rapid Transit Cars

Streetcars and subway cars are currently equipped with destination sign rolls; because of space limitations, these signs may show only the route number and the destination, or only the destination. These signs are prepared and installed by the Rail Cars and Shops Department. The present cars on the Scarborough RT have no destination signs. Future streetcars and rapid transit cars are to be equipped with electronic destination signs that are capable of showing the route number, route name, and destination.

4.3 Next Station and Next Stop signs and announcements on vehicles

Buses, streetcars and subway cars are equipped to automatically announce the next stop or station, and in the case of buses and streetcars, to display the name of the next stop on an interior electronic sign. The announcements and signs will use the correct station or stop name.

4.4 Next Vehicle Arrival or Departure signs

Electronic signs displaying the arrival or departure time of next buses, streetcars, or trains may be installed at stations and at stops. The signs will use the correct route number, route name, and destination.

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4.5 Station Identification Signs

Signs to identify each station will be installed at entrances to stations, on platform edge signs (if present), and on the walls of rapid transit platforms or on the walls opposite platforms. The signs will be designed by the Engineering Department and approved by the Marketing & Public Affairs Department.

4.6 Bus and Streetcar Route Signs in Stations

Signs will be installed at each location in a station from which buses or streetcars depart, over doorways which lead to those locations, and at any other locations that are necessary for customer information and direction. The signs will generally show the route number and name, with branch designations and descriptions if necessary. In some cases, where the full route name could cause confusion for customers (for example, at an eastbound bus bay on a route with "West" in the route name) the route name may not be shown in full on the sign. The signs will be designed by the Engineering Department and approved by the Marketing & Public Affairs Department.

4.7 Customer Information

Information that is prepared for customers by the Marketing and Public Affairs Department or by any other department will use the standard route, station and stop identification. Information about routes will always give the route number and name, with branch designations and descriptions if necessary, and with rapid transit route colours, if possible. Information about stations or stops will always give the full and correct station or stop name.

4.8 Internal and External Documents

Internal documents (for example, schedules, notices, and reports) and external documents (for example, transfers, letters and technical documents) will use the standard route, station, and stop identification. The documents will always give the station or stop name, or the route number and name, with branch designations and descriptions if necessary.

5.0 REFERENCE SOURCES

- None

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1.0 RESPONSIBILITY

Manager - Service Planning

2.0 PURPOSE

To identify TTC routes, stations *and stops* for customers and internal purposes. ***The primary aim of route, station and stop identification will be to clearly indicate to customers relevant geographic information about their travel and location on the transit service, in order to make the TTC easy to use.***

3.0 IDENTIFICATION OF ROUTES AND STATIONS

3.1 Identification of ~~bus and streetcar~~ routes

~~Each bus or streetcar~~ ***subway or other rapid transit*** route will be designated with a combination of numbers and letters and ***number***, a name, ***and a colour***. ~~In addition, Each trip~~ ***Each bus or streetcar route*** will be designated by its destination ***with a combination of numbers, letters and a name***. In addition, each trip will be designated by its destination. The designations will be determined by the Service Planning Department, in consultation with other departments and Service Planning will publish a current list of names several times per year in the Service Summary associated with each Board Period.

3.1.1 Route numbers *and names* - ~~Each bus or streetcar~~ route will be identified by ***a number and a name*** (for example, ~~51 Leslie~~ ***51 LESLIE*** or ~~504 King~~ ***504 KING*** or ~~4 SHEPPARD SUBWAY~~ ***4 SHEPPARD SUBWAY***). The numbers will be selected for easy identification by customers. ***The name will be that of a major street along which the route runs, that of an area served, or that of major destination along or at the end of the route.*** Other numbers ***or names*** may from time to time be assigned to routes for internal purposes, but the standard route numbers ***and names*** will always be used for customer information.

3.1.2 Route names - ~~Each bus or streetcar route will be identified by a number and a name (for example, 51 Leslie or 504 King).~~ The name will be that of a major street on which the route runs, that of an area served, or that of a major destination along or at the end of the route.

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Rapid transit route colours - In addition to a number and a name, each subway or other rapid transit route will be identified by a colour (for example, the 1 YONGE-UNIVERSITY-SPADINA Subway has the colour yellow). The colour will be selected for easy identification by customers. The standard rapid transit route colour will be used, when possible, for customer information and signs.

3.1.3 Destination names - Each bus or streetcar trip will be identified by the destination to which it is travelling (for example, ~~51 Leslie~~ **51 LESLIE** to Steeles and ~~51 Leslie~~ **51 LESLIE** to Eglinton Station). The destination name will be that of a major street, a rapid transit station, an area, or a major destination at or near the end of the route.

3.1.4 Route branches - If a **bus** route has regularly-scheduled trips which follow different streets, or has regularly-scheduled short-turn trips, each of the variations will be identified by a letter suffix to the route number and by a description (for example, ~~32B Eglinton West to Renforth and Skymark~~ **32D EGLINTON WEST to Jane and Emmett** and ~~32C Eglinton West~~ **32C EGLINTON WEST** to Jane and Lawrence via Trethewey). Express variations will usually be identified by the letter "E" (for example, ~~106E York University Express~~ **39E FINCH EAST EXPRESS**).

3.1.5 Format of route identification - All signs and other information will show the route number and then the route name, with branch designations and descriptions also shown if necessary. ***The rapid transit route colour will be used, where possible, as part of any signage and information.***

3.2 Station Identification of Rapid Transit Lines

Each subway or other rapid transit lines **station** will be identified by a name, colour, and a number (for example, the Yonge University Spadina Subway line has the colour yellow and the number 602). ***Normally, the station name will incorporate the name of the major cross-street at which it is located, so that the location of the station is clearly identified to customers as they travel through the system. If this is not possible (because, for example, confusion would result with existing station names, or because there is no major nearby cross-street), then the station name may be related to the area in which the station is located, or a major destination nearby.*** The number is used only for internal

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purposes. The name, colour, and number *Recommendations for names* will be determined *developed* by the Service Planning Department, in consultation with other departments. *Station names must be approved by the Commission.*

3.3 Station *Stop* Identification

~~Each rapid transit station~~ *Every bus and streetcar stop* will be identified by a name. *Normally, the stop name will incorporate the name* ~~The name will be that of the major cross-street, so that the location of the stop is clearly identified to customers. If this is not possible, the stop name may be related to the nearest municipal street address,~~ the area in which the station is located, or a major destination nearby. Recommendations for names will be developed by the Service Planning Department, in consultation with other departments. ~~Station names must be approved by the Commission.~~

4.0 USE OF IDENTIFICATION

~~Signs~~ *Route, station and stop signs* on vehicles and in stations, *announcements*, other customer information, and internal and external documents will be consistent with the designations and names set by the Service Planning Department.

4.1 Signs on Buses

~~Most buses~~ *Buses* are equipped with electronic destination signs *that show the route number, route name, and destination*. The master programming for these signs will be done by the Marketing and Public Affairs Department, and the programming of the individual buses will be done by the Bus Maintenance and ~~Shops~~ Department. ~~Buses without electronic destination signs may use cards in the front windows, and these cards will be prepared by the Marketing and Public Affairs Department and supplied to the Bus Transportation Department.~~

4.2 Signs on Streetcars *and Rapid Transit Cars*

Streetcars *and subway cars* are *currently* equipped with ~~rolls~~ *destination sign rolls*; ~~of signs printed on mylar film; at present,~~ *because of space limitations*, these signs *may* show only the route number and the destination, *or only the destination*. These signs are prepared and installed by the ~~Streetcars~~ *Rail Cars and Shops* Department. *The present cars on the Scarborough RT have no destination signs. Future streetcars and rapid transit cars are to be equipped*

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with electronic destination signs that are capable of showing the route number, route name, and destination.

4.3 Signs on Rapid Transit Cars

~~Subway cars are equipped with rolls of signs printed on mylar film; at present, these signs show only the destination. These signs are prepared and installed by the Rail Cars and Shops Department. Cars on the Scarborough RT have no destination signs.~~

Next Station and Next Stop signs and announcements on vehicles

Buses, streetcars and subway cars are equipped to automatically announce the next stop or station, and in the case of buses and streetcars, to display the name of the next stop on an interior electronic sign. The announcements and signs will use the correct station or stop name.

4.4 Station Identification Signs

~~Signs to identify each station will be installed at entrances to stations and on the walls of rapid transit platforms or on the walls opposite platforms. The signs will be designed by the Marketing and Public Affairs Department, and made and installed by the departments responsible for station construction and maintenance.~~

Next Vehicle Arrival or Departure signs

Electronic signs displaying the arrival or departure time of next buses, streetcars, or trains may be installed at stations and at stops. The signs will use the correct route number, route name, and destination.

4.5 Route Signs in Stations

~~Signs will be installed at each location in a station from which buses or streetcars depart, and over doorways which lead to those locations. The signs will show the route number and name, with branch designations and descriptions if necessary. The signs will be designed by the Marketing and Public Affairs Department, and made and installed by the Plant Maintenance Department.~~

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Station Identification Signs

Signs to identify each station will be installed at entrances to stations, on platform edge signs (if present), and on the walls of rapid transit platforms or on the walls opposite platforms. The signs will be designed by the Engineering Department and approved by the Marketing & Public Affairs Department.

4.6 **Bus and Streetcar Route Signs in Stations**

Signs will be installed at each location in a station from which buses or streetcars depart, over doorways which lead to those locations, and at any other locations that are necessary for customer information and direction. The signs will generally show the route number and name, with branch designations and descriptions if necessary. In some cases, where the full route name could cause confusion for customers (for example, at an eastbound bus bay on a route with "West" in the route name) the route name may not be shown in full on the sign. The signs will be designed by the Engineering Department and approved by the Marketing & Public Affairs Department.

4.67 **Customer Information**

Information that is prepared for customers by the Marketing and Public Affairs Department or by any other department will use the standard route, **station and stop** identification. The information **Information about routes** will always give the route number and name, with branch designations and descriptions if necessary, **and with rapid transit route colours, if possible. Information about stations or stops will always give the full and correct station or stop name.**

4.78 **Internal and External Documents**

Internal documents (for example, ~~transfers~~, schedules, notices, and reports) and external documents (for example, **transfers**, letters and technical documents) will use the standard route, **station, and stop** identification. The documents will always give the **station or stop name, or the** route number and name, with branch designations and descriptions if necessary.

5.0 **REFERENCE SOURCES**

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- None

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