## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Planning your trip</td>
<td>7</td>
</tr>
<tr>
<td>Online trip planner</td>
<td>8</td>
</tr>
<tr>
<td>How to ride the TTC</td>
<td>14</td>
</tr>
<tr>
<td>Introduction to staying safe</td>
<td>37</td>
</tr>
<tr>
<td>Handling the unexpected</td>
<td>43</td>
</tr>
<tr>
<td>Resources</td>
<td>49</td>
</tr>
</tbody>
</table>

May 2018
Introduction

Welcome to the Toronto Transit Commission’s (TTC) Travel Training Handbook.

This handbook is filled with travel tips on how to use the TTC safely and independently. It will help you plan a trip, tell you where to find accessible services, and give you helpful information to make travel easier.

Thank you for choosing to ride with the TTC.
What is Travel Training?

Travel Training is a program where a person with a disability can get one-on-one training to improve their travel skills. This training will help a customer travel on the TTC to the best of their abilities. This program is customized to meet the needs of each individual customer, to build self-esteem and confidence in their ability to travel independently.

In training, the customer will be given the information and tools they need to be as successful and independent as possible. Travel training will help a customer plan or book a trip, recognize landmarks, find accessible vehicles, understand schedules, learn where and how to get on the vehicles, and what to do if the trip does not go as planned.

The purpose of this guide is to explain the information the customer needs to know, and explain the skills they need to have to travel safely and independently.

About the TTC

Every day, millions of people use the TTC to travel around the city of Toronto. There are four subway lines with a total of 75 subway stations, 11 streetcar routes, more than 170 bus routes and 5 community bus routes. The TTC provides service to the Greater Toronto Area, and connects to other transit systems outside of the city.

Conventional public transit systems serve the general public and operate on fixed routes and schedules. The TTC’s conventional transit system is made up of buses, community buses, subway trains and streetcars.

All TTC operators have completed training on how to assist people with disabilities and how to provide great customer service to everyone. The TTC has made many changes to improve accessibility for people with disabilities.
TTC hours of operation

The TTC operates seven days a week. During holidays, the schedule and hours can change. Always check the schedule before travelling. The table below shows regular hours of operation.

<table>
<thead>
<tr>
<th>Type of Transit</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buses and Streetcars</td>
<td>Most run from about 6 a.m. (8 a.m. on Sundays) until 1 a.m. Major routes have night service between 1:30 a.m. and 5 a.m.</td>
</tr>
<tr>
<td>Community Buses</td>
<td>Monday to Friday, from about 9:30 a.m. to 5:00 p.m.</td>
</tr>
<tr>
<td>Subways</td>
<td>Run from about 6 a.m. (8 a.m. on Sundays) until 1:30 a.m.</td>
</tr>
</tbody>
</table>
Planning your trip

To make sure you have a successful trip, plan before you leave. Use the information below to help plan your trip.

• Plan your trip online using the Triplinx trip planner (triplinx.ca)
• Phone TTC Customer Information 416-393-4636
• Plan your trip using TTC schedules or maps on ttc.ca

There are many ways to get the information you need. Decide if you want to travel on conventional service on your own, or if you want to use Family of Services with Wheel-Trans.

Start your trip planning by answering the questions below. There are worksheets at the back of this handbook if you need them.

Travel planning worksheet

What is the address of your starting point (street number or landmark location)?
________________________________________________________________

What is the address of your destination (street number or landmark location)?
________________________________________________________________

What time do you need to be at your destination by?
________________________________________________________________

Will you be using a mobility device (wheelchair, walker, scooter)?
☐ No
☐ Yes. Type of device: ________________________________

After you have answered these questions, you are now ready to plan your trip. Now decide which of the three options you want to use. Your choices are planning your trip online, planning your trip over the phone with a customer service agent, or using a map.
Online

Triplinx trip planner

The TTC’s online trip planner is called Triplinx. You can use Triplinx to plan trips within the City of Toronto, as well as connecting trips to other transit systems in the Greater Toronto Area. When you visit ttc.ca, there is a blue heading on the left side of the page that reads Trip Planner. Under this heading it says “plan your trip” in blue. When you click on “plan your trip”, it will bring you to the Triplinx website.

Follow the steps below to plan your trip.

1. Enter the addresses of where you are starting and ending your trip.
2. Use the drop down boxes to choose the date you want to travel. Next, decide the time you want to get picked up, or the time you want to arrive at your destination.
3. If you need an accessible route, click the Accessible Trip box.
4. If you click on the Options tab, you can customize your trip to meet your needs and abilities.
5. Click the Plan Trip button.

The trip planner will give you options for your trip including:

- The bus, subway, or streetcar routes to take, and in which direction.
- What time the vehicle will be at that location.
- How long the trip will take.
• What time you will arrive at your destination.
• Is there is anything that will affect your route (construction, delays, weather etc).

Here is an example of what the Triplinx website looks like.

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**Customer Information and Customer Service Lines**

A TTC Customer Information Agent can help you plan your trip over the phone and can provide route, schedule and fare information. Before you call, answer the questions in the Travel Planning Worksheet (page 7). The agent will need this information to plan your trip. You can speak with an agent from 8 a.m. to 6 p.m. daily (except statutory holidays) at 416-393-4636 (INFO) or TTY 416-338-0357. Recorded information is available 24 hours a day.

When planning your trip, the agent will tell you about any service disruptions or diversions along your route.

You can also call the TTC’s Customer Service line, available daily (except statutory holidays) from 7 a.m. to 10 p.m. at 416-393-3030 or TTY at 416-481-2523.

**System Maps**

TTC system maps are available at ttc.ca. You can also get TTC Ride Guides from subway station staff. Ride Guides provide maps, routes, and contact information.

To plan your trip using a system map, find your starting point and your
destination on the map. Find the route or routes that connect your two points on the map.

**Schedules**

If you know which TTC route you want to take, you can find route schedules at ttc.ca. Click on the bus, subway, or streetcar icon at the top left of the screen. Choose the route you want and select the tab for the direction you will be travelling.

**Real Time Information**

**Bus and Streetcar Routes**

Real-time next vehicle arrival information is available:

- via smartphone apps, including Transit App
- on screens at subway station bus terminals and select bus shelters
- by texting the bus stop number found on the bus stop pole to 898882 (TXTTTC)

If you do not have internet access, you can have schedules mailed to you by calling a TTC Customer Information representative at 416-393-4636.

**Service Alerts**

The TTC website includes service advisories for transit routes and for elevators and escalators. If you require use of an elevator or escalator, page or call 416-539-5438 (LIFT) for updates on elevators and escalators that are under construction. You can also find elevator outage information on information screens at subway stations, or you can sign up for e-Alerts at ttc.ca.

Information on elevators is updated daily and throughout the day as necessary. Escalators are noted to be out of service only when the service interruption is long-term.

At certain stations, customers may need to use elevators that are not on TTC property to get to ground level. The TTC provides phone numbers you can call to check the status of non-TTC elevators.

**Accessing conventional transit via Family of Services with Wheel-Trans**

A Family of Services trip gives customers the option of taking Wheel-Trans for part of their trip, and using accessible TTC services the rest of the way. For example, sometimes people only need help getting from their home to the first accessible bus stop or subway station, and then they can travel the rest of the way independently. This information is located on station pages at ttc.ca.
Planning a Family of Services trip with Wheel-Trans is similar to planning a trip on conventional services on your own. If you are a Wheel-Trans customer and need assistance travelling to the first accessible transit stop, use the steps below.

1. Complete the Travel Planning Worksheet
2. Call the Family of Services reservations line at 416-393-5852

An example of a Family of Services trip:

1. Start at the customer’s home
2. Wheel-Trans vehicle will pick the customer up
3. Board an accessible TTC Bus
4. Travel on an accessible TTC Bus
5. Customer will be dropped off at an accessible TTC Bus Stop
6. Customer arrives at an accessible destination
Before you travel

To help make sure your trip is successful, it is a good idea to go through this checklist before travelling.

☐ If using Wheel-Trans during your trip, review your conditions that may impact your eligibility to travel.

☐ Check the weather. Make sure you are still able to travel in those specific weather conditions and temperatures. Bring the items you may need, depending on the day, e.g., umbrella, rain boots, gloves, etc…

☐ Make sure you have everything that you may need. Bring photo ID, travel cards (PRESTO TTC card, CNIB pass, etc.), money, mobile phone, medication, water, etc…

☐ Make sure your technology and assistive devices are fully charged.

☐ Make sure you are prepared if there is an emergency. Have your emergency contact information with you.

☐ If you need to use elevators or escalators, check to see if any are out-of-service. This information is on ttc.ca, or by calling 416-539-5438 (LIFT).

☐ Check to see if there are any service delays or detours along your route. This information is on ttc.ca, on Twitter at @TTCnotices, by email if you are signed up with My TTC e-Services e-alerts, or by calling the Customer Information Office at 416-393-4636 or TTY 416-338-0357. You can also download various travel apps, such as Rocket Man, to your mobile smart phone.

☐ You can get vehicle arrival times on nextbus.com, by texting the bus stop number to 898882, or by calling the Customer Information Office at 416-393-4636.

☐ Plan a back-up route just in case something unexpected happens along your chosen route.
How to ride the TTC

Finding your way

Bus and streetcar stops

Bus and streetcar stops are located along transit routes approximately every 300m to 400m. Look for a stop pole like this:
Understanding TTC stop poles

1. **Regular service route**
   Red background indicates service that operates all day, every day, from 6 a.m. until 1 a.m.

2. **Limited service route**
   White background indicates service that operates at limited times of the day, or only during peak periods

3. **Express - regular service route**
   Green background indicates service that serves fewer stops, that operates all day, every day, until 1 a.m.

4. **Express - limited service route**
   White background indicates service that serves fewer stops, that operates at limited times of the day, or only during peak periods

5. **Community bus service route**
   Gray background indicates neighbourhood midday service that operates Monday to Friday, connecting customers with local points of interest such as seniors residences, grocery stores and community centres.

6. **Blue Night service route**
   Blue indicates service that operates from 1:30 a.m. to start of subway service at 6 a.m.

7. **Wheel-Trans service symbol**
   Indicates that this is a shared stop with Wheel-Trans service

8. **Service badges**
   Indicates a legend related to some service modules

9. **Service note**
   Indicates special notes related to some routes at this stop

10. **Next Vehicle note**
    Indicates the stop number to text for the next vehicle arrival time.

11. **Accessible Stop note**
    Indicates that stop is accessible at this location. If the decal is not present, the stop is not accessible
Bus and streetcar route branches

All bus and streetcar routes have a route number and a route name. For example, “24 Victoria Park”. Some bus and streetcar routes also have a letter after the route number. This means that all vehicles on the route have the same starting point, often a subway station, but they end at different locations. The letter E means express, where the vehicle stops only at major intersections and transfer points.

Here is a list of examples for the 24 Victoria Park route:

- 24A Victoria Park: This means the bus travels the entire route between Victoria Park Station and Steeles Avenue
- 24B Victoria Park: This means the bus turns onto Consumers Road and ends at Don Mills Station
- 24E Victoria Park: This means the bus is express, and travels to Steeles Avenue, stopping only at major intersections and transfer points

Subway stations

The TTC has 75 subway stations on four subway lines. Use the TTC Ride Guide System Map or call Customer Information for locations of subway stations.

You can find subway station entrances by identifying the station pole with the red and white TTC logo, just like the one shown in the photo below.
TTC vehicles

TTC’s transit system consists of buses, community buses, streetcars, Wheel-Trans vehicles, and subway trains. They look like the following:

Paying your fare

On buses and streetcars, pay your fare as you board the vehicle. When taking the subway, pay your fare when you enter the station.

You can pay your fare using a TTC ticket, token, pass, transfer, PRESTO card or exact change. You can buy tickets, tokens or passes from collector’s booth in subways stations, or fare vending machines. You can also buy fares from authorized sellers throughout Toronto. Passes are available for a day, week or month. Discounted fares are available for children under 12 (free), students and seniors. Current prices are listed at [http://www.ttc.ca/Fares_and_passes/index.jsp](http://www.ttc.ca/Fares_and_passes/index.jsp)

PRESTO cards can be purchased online at prestocard.ca, or in person at many different locations. They are sold at subway stations, bus terminals, at Gateway Newsstand’s, Shoppers Drug Mart, and through fare vending machines. For a list of locations visit [https://www.prestocard.ca/en/find-an-outlet/customer-service-outlets](https://www.prestocard.ca/en/find-an-outlet/customer-service-outlets).

It is strongly recommended to purchase a PRESTO card. PRESTO is the easiest way to pay your fare on the TTC and other transit systems in the Greater Toronto Area. When you tap your card on the PRESTO reader your fare is automatically deducted.

Benefits of PRESTO include:

- Automatically load more funds at PRESTO machines or online
- Register your card so you can get a refund if you lose it
- Check your balance online
- No longer need a paper transfer
Support Person Assistance Card

A support person is someone who assists a person with a disability with communication, mobility, personal care/medical needs, or with access to goods, services or facilities. Customers with disabilities who travel with a support person on the TTC can apply for the Support Person Assistance Card. This card allows one (1) support person to travel with the person with a disability on the TTC. The person with the disability pays a fare, and the support person travels for free. The support person does not have to be the same person for each trip. The Support Person Assistance Card can only be used when the person with the disability is present. It is fraud, if an individual travels using a Support Person Assistance Card without the person with a disability.

For fare information visit ttc.ca or contact Customer Service at 416-393-3030.

Transfers and Proof-of-Payment (POP)

If paying your fare with cash, a ticket or a token, always take a transfer after entering the vehicle or going through the fare gates at subway stations. A transfer allows you to transfer to another TTC route or Wheel-Trans vehicle without paying another fare, and also serves as your Proof-of-Payment (POP). Transfers look like the following:
Proof-of-Payment (POP) means that all customers need to have proof that they paid a fare. TTC Fare Inspectors may ask a customer for Proof-of-Payment (POP) anywhere, anytime while travelling on the TTC. Customers must show Proof-of-Payment (POP) when requested by a TTC Fare Inspector. You must have one of the following Proof-of-Payment options while travelling:

- Your PRESTO card, as long as you tap when boarding a vehicle
- Your TTC pass
- Validated tickets
- Paper transfer, only needed if you pay with a ticket, token or cash

Fines range from $195 to $345 plus fees for failing to have valid Proof-of-Payment (POP).
Priority seating

Finding a seat

All TTC vehicles have priority seating for customers with disabilities, customers using mobility devices, pregnant women and persons with children. These seats are blue and have a Priority Seating sign above them.

All subway trains have designated accessible doors. Trains on lines 1 and 4 have two accessible doors on each train marked with the accessible symbol, while trains on lines 2 and 3 have one accessible door on each car. Accessible seating areas can be found inside the car beside each accessible door.

On new low-floor streetcars, there is one accessible door with a ramp. It is located at the second door of the streetcar, but priority seating is located near every door of the vehicle.

On buses, priority seating is found at the front of the bus near the operator.
What you need to know about priority seating

Bus

Boarding

All TTC buses are accessible with low-floors, ramps and have two designated seating areas for customers with disabilities. The blue priority seats fold upwards and allow a customer using a mobility device to be secured with a 4-point securement system. Buses have audible next stop announcements inside the vehicle, as well as a visual text display. Please note that not all bus stops are fully accessible. When reading a bus schedule, the accessible symbol will identify where there are accessible stops.

Tips:

If you are using a white cane, hold the cane in a position where the operator can see it. This will inform the operator that you may need extra verbal instruction. The operator may also stop the bus in an area where it is easier for you to board.

If you are using a mobility device, please wait in an area where the operator can easily see you. This will help inform the operator that you may need the ramp or assistance boarding.

TTC vehicles have audible announcements outside the vehicle that will tell you the route name, route number, and final destination of the route. If you need assistance, ask the operator.

Follow these steps for boarding the bus using the ramp:

1. Let exiting customers get off the bus.
2. Ask the operator to lower the bus and/or deploy the ramp. Customers using mobility devices should board first and exit last.

If you do not use a mobility aid or device, you can still ask the operator
to lower the bus or deploy the ramp if you have difficulty stepping up onto the bus.

You may wish to request an accessible flashcard from TTC Customer Service (416-393-3030). The card lets operators know that you need to use the ramp.

Note that operators are not responsible for helping customers board the bus. You must be able to board on your own, or with the help of someone travelling with you.

**Accessible features**

All TTC buses are accessible with ramps and low floors. They have two seating areas for customers using mobility devices including a 4-point securement system, and blue priority seating close to the operator for people with disabilities. The grab bars inside the bus are bright yellow. Buses have audible and visual announcements that announce the next stop.

**Requesting a stop**

There are red buttons or yellow cords throughout the vehicle that you can use to request a stop. The buttons and cords are high colour contrast and in accessible locations. If you are sitting in the securement area, there is a stop request strip on the underside of the flipped-up seat. Pressing this stop request strip will activate a light on the operator’s dashboard and let them know that you wish to exit using the ramp. An overhead stop request sign will also light up. If you are not sure about your stop, you can ask the operator for assistance.

**Request Stop Program**

Any customer travelling by bus between 9 p.m. and 5 a.m. and feeling vulnerable may ask to be let off between stops. Ask the operator at least one stop ahead of where you wish to exit and leave by the front doors. Note that the operator can only stop where it is safe. The Request Stop Program is only available on buses.
Stop between stops

TTC operator are able to stop their bus between stops and let any customer off if there is a need.

The operator will decide if they can stop the bus in a safe place to let the customer get off. The operator needs to be able to stop safely.

Community Bus

TTC’s Community Bus service is a fully accessible service that connects customers to a variety of popular destinations along a unique neighbourhood route. It stops at the front-door of various buildings and landmarks, including local shops, community centres, health care facilities and seniors’ residences.

Community Bus uses the same type of vehicles that Wheel-Trans customers are used to and everyone is welcome to use the service. The bus runs on a fixed weekday schedule, serves regular stops and can be flagged down at any spot along the route by waving your hand at the bus. Community Bus operates in Parkdale, South Don Mills, East York, Lawrence Manor, and Etobicoke.
Boarding

Accessible Wheel-Trans vehicles run on the TTC’s Community Bus routes and feature distinctive branding.

The benefits of Community Bus routes are:

- The service is flexible. You do not need to book a trip in advance. The bus runs on a schedule every hour.
- The buses are fully accessible.
- The service is convenient. The operator will stop and pick you up if you wave your hand at the vehicle anywhere it is safe to stop along the route. You do not need to be at a bus stop.
- The service is for everyone and is the same cost as the other TTC services.

To identify which stops are served by community bus, look for the community bus route number on the stop pole.

Before you get on a bus, check the route name, number, and destination by looking at the destination sign. If necessary, ask the operator to confirm this information.

On Community Bus routes, operators are available to provide assistance with boarding the vehicle.

Follow these steps for boarding the bus with the aid of a ramp:

1. Let exiting customers get off the bus.
2. Ask the operator to lower the bus and/or deploy the ramp. Operators should board customers using mobility devices first.

If you do not use a mobility aid or device, you can still ask the operator to lower the bus or deploy the ramp if you have difficulty stepping up onto the bus.

More information about the community bus routes can be found at [ttc.ca/communitybus](http://ttc.ca/communitybus)
Streetcar

Boarding

Accessible low-floor streetcars operate on many TTC streetcar routes, however, some streetcar routes still operate with high-floor streetcars that are not accessible. Up-to-date information about which routes are accessible is available online at ttc.ca or by calling 416-393-3030.

Accessible streetcars can be identified by the blue accessible symbol on the side of the vehicle at the second door, and by the blue lights on the front of the streetcar. Before you get on a streetcar, check the route number and destination on the front of the vehicle or listen for the audible route announcement when the doors open.

Many streetcar stops are now accessible. Where stops are not yet accessible, you will need to use the previous or next stop if you require a ramp to be deployed.

Follow these steps for boarding the accessible low-floor streetcar using the ramp:

1. When the streetcar arrives at the stop, go to the second door of the vehicle and press the flashing blue access symbol button.

2. The driver will remain inside the vehicle while the ramp deploys. If you indicate that you need assistance, the operator will exit the vehicle to assist you.

3. When the ramp is being deployed, the streetcar door remains closed. Once the ramp is fully deployed the doors will open and you may board.

4. Assistance from the operator is also available when exiting the streetcar for customers using mobility devices. If the stop you requested is not accessible, the operator will ask you to exit the vehicle at the next accessible stop.

Customers who do not require the ramp may use any door to board. Note that high-floor streetcars are not accessible and do not have ramps or lifts.

Paying fares

All streetcars operate on the Proof-of-Payment fare system. On accessible streetcars, you can pay your fare at a fare vending machine, which is located by the second and third doors of the vehicle.
Finding a seat

Accessible streetcars have Priority Seating available at every door. Older high-floor streetcars have Priority Seating at the front door only. All Priority Seats are marked with a decal and blue seat fabric.

Accessible streetcars have two onboard multi-purpose positions for people using wheelchairs and scooters. Look for the blue flipped-up seats and Priority Seating decals after boarding using the ramp at the second door. Multi-purpose positions are designed to accommodate mobility devices 1,220 mm long (48 inches) by 760 mm wide (30 inches). Securement devices are not available on streetcars.

Requesting a stop and getting off the streetcar

All streetcars have automatic systems to verbally announce and visually display the next stop. When you see or hear the stop you want, you need to inform the operator. On high-floor/old streetcars, pull the stop request cord. On new low-floor streetcars, press a stop request button. The “door open” buttons on all accessible streetcar doors are also stop-request buttons.

To request the ramp at the next stop, press the blue access symbol button on the second door, or one of the blue buttons at the multi-purpose positions. If you have requested the ramp, when the streetcar stops, the other three doors will open first, and the second door will remain closed while the ramp deploys. Assistance from the operator is also available for customer using mobility devices when getting off the streetcar.

If your chosen stop is not accessible, the operator will ask you to exit the vehicle at the next stop.
**Subway**

All of the TTC’s subway trains are accessible, but not all stations are accessible, meaning they do not have elevators. Check ttc.ca or call Customer Service for a current list of stations that are accessible. By the year 2025, the TTC plans to have elevators in all stations.

All accessible stations have one entrance with accessible sliding or push button doors. These accessible station entrances are marked with the accessible symbol on doors and outside signage and have at least one accessible fare gate. Other station entrances may not be accessible.

If the station has a Collector, they can be found at the main entrance of the subway station. Collectors are not able to leave the booth, but they can provide information or call for additional help. Customer Service Agents (CSA’s) are starting to be deployed in stations. They are able to answer questions and assist customers throughout the station. Station Managers can be found at the busier TTC station locations.

Accessible stations have elevators between the accessible entrance, bus and/or streetcar platforms and subway platforms. If you use the elevators, sometimes you will have to transfer between elevators at concourse level to get to platform level.

All subway platforms have a yellow tactile edge which indicates that you are close to the edge of the platform. Do not walk on or stand on this edge unless you are getting on or off a train.

Some subway stations have a centre platform, with trains on both sides. These platforms feature a tactile wayfinding path that allows you to travel in a safe location.
Signs

When on the subway system, look for large print, colour contrast signs like the ones shown below to help guide you to your destination:

TTC provides customers with a number of tools to help them navigate the system. On station maps, there are ‘You are here’ markers. Station names are shown at each entrance and on platform level. Visual and audible station/stop announcements help guide you along your way.

Information screens

Video screens are located at subway station entrances and above the platforms in most of the subway stations. A great source of information, these screens show TTC service updates, next train arrival times, the date and time, as well as news, weather, advertising, charity and community messages. If there is an emergency, important customer information will be displayed on these screens.
Boarding a train

If you are boarding a train while using a mobility device, follow these steps:

1. Give yourself enough time to board the train safely. Do not rush to get on the train if you hear chimes or see an orange light flashing. The chimes and the light tell you that the doors are about to close.

2. Let exiting customers off first.

3. **Important: face directly towards the doors and ensure that you have enough room to approach the train so that your front wheels do not turn sideways.** If you see “wide gap space” decals on the platform floor, it is recommended that you board elsewhere along the platform where the gap is narrower.

4. Move into the train so that the doorway is clear.

5. Position yourself facing down the length of the train (in either direction).

You may wish to consider boarding the train at the Designated Waiting Area (DWA). This location has a help button, a bench, and other helpful features. If the operator knows you are there, they will allow you enough time to board or exit before closing the doors.

If there is a problem, use the intercom located at the DWA. This will put you in contact with a TTC employee who can help you.

Finding a seat

All of the TTC’s subway trains have locations designated for people using mobility devices. Use of these locations is optional. Look for the accessible symbol on the outside of the subway car door at the Designated Waiting Area location. If you wait to board at the Designated Waiting Area, the accessible car will stop in front of this location.

On Line 2 trains, blue priority seats, can be flipped up to accommodate a person using a mobility device.

On Line 1 and Line 4 trains, blue priority seats are already flipped up. Each location is equipped with an emergency alarm. Subway trains do not have securement equipment.
Getting off the subway

All subway trains have automatic systems to verbally announce and visually display the next stop. When you see or hear your stop prepare your exit plan. Identify which side of the train the doors are opening, and move towards the door when the vehicle is travelling slowly, or when it is stopped. On newer trains, there are tactile floor markers that run along the centre of the aisle and branch off to each doorway. These tactile floor markers are red and have a good colour contrast with the floor.

Be careful when stepping over the gap. There may be a slight drop when exiting the train at some stations.

All TTC subway stations have signage that show where the exits are. Look for signs like the ones in the photo below.
Introduction to staying safe

Your safety is our biggest concern. This section gives you general safety tips, as well as procedures to follow if there is an emergency.

If you are in a situation that makes you feel unsafe, tell a TTC employee or report your concern using the SafeTTC app.

General safety

When riding the TTC, there are a number of things you can do to stay safe and prepare for unexpected situations.

When you are travelling through streets or stations:

• Do not walk between parked vehicles or groups of people.
• Cross the street only at a crosswalk or lighted intersection.
• Stay in areas that have lots of light.
• Be aware of your surroundings.
• Try not to look confused or lost. Try to look confident.
• Know where the closest phone, police station, restaurant, or store is located.
• Pay attention to horns and sirens.

To protect your personal safety:

• Tell someone where you are going and what time you will return.
• Never give out personal information.
• Keep your bag or other belongings on your lap, under your arm, or between your feet.
• Only carry items and money that you need. Do not travel with lots of money or expensive items for no reason.
• Change seats and tell the operator if you feel uncomfortable or threatened. Always travel with:
  - A cell phone or enough change for a couple of phone calls.
  - Emergency phone numbers.
  - Your identification.
Bus or streetcar safety

Reporting emergencies
Report any emergency situation on a bus or streetcar to the operator. They can call for help using the on-board communications system. If necessary, they can also turn on an alarm to attract help.

On buses and high-floor streetcars, you may ask the operator directly. On low-floor streetcars press the yellow Emergency Alarm strip above most seating areas, the yellow Emergency Intercom button marked with a bell symbol at the multi-purpose areas, or use the Emergency Intercom button near all doorways.

Evacuating the vehicle
If there is an emergency, the operator may tell everyone to evacuate the vehicle.

Follow the operator’s instructions. When you are leaving the vehicle:
- Stay calm and do not rush.
- Leave any large items behind.
- Use the route identified by the operator.
- Watch for traffic as you leave.
- Go to a safe location, as instructed by the operator.

If you use a mobility device or are not able to exit the vehicle independently, ask the operator for help. The operator will deploy the ramp if it is possible and safe to do so.

Station safety

Reporting emergencies
Report emergencies to TTC station staff. If you are on the platform, use the intercom at the Designated Waiting Area (DWA).

Escalator safety
When riding escalators, follow these safety tips:
- Step on and off carefully.
- Stand to the right and hold the handrail.
- Do not rest bags on the handrail.
- Do not push or rush other customers.
- Never take a mobility device on an escalator; use the elevator.
If someone falls on or gets caught in an escalator, push the red button at the top or bottom to stop it. Customers travelling with pets or service animals should use the stairs or the elevator for the safety of their animals.

**Elevator safety**

If you depend on elevators to get around, check their operating status before you start your trip. If an elevator is out of service when you arrive, or breaks down while you are on board, press the intercom button to call the station collector.

**Evacuating the station**

In an emergency, you may be asked to leave the station. Listen for announcements and follow the instructions. If you need help leaving the station, use the intercom (at the elevator or Designated Waiting Area) to call the collector.

**Turning off track power**

In certain emergencies, you can turn off the power on the subway tracks (for example, if someone falls onto the tracks, or if the train starts moving while someone is caught in the doors). To cut the power, go to the nearest emergency power cut cabinet located at each end of every subway platform, marked by a blue light. Follow the instructions on the cabinet to turn off the track power.
Subway train safety

Using the emergency alarm

If there is an emergency situation on a train that requires emergency medical, fire or police services, press the emergency alarm. The alarm is a long, yellow strip with black lettering. Alarms are located above the windows of the car, along the priority seating location, and at each end of the car. The alarm will sound in your train car and in the operators car. The operator will call for emergency assistance, stop the train at the next station, and hold it there with the doors open. EMS, Fire and/or Police will be contacted.

Using the emergency stop device

There is an emergency stop device at the end of each car. Pull down on the red handle to stop the train in extreme emergencies only.

Trains on Line 1 and Line 4 do not have an emergency stop device. Instead, they are equipped with a red passenger alarm emergency handle. When the handle is pulled, the train staff are informed, who will then contact you and will stop the train if needed.

Evacuation from a train between stations

In a serious emergency, customers may need to be evacuated from a train that has stopped between stations. If this happens, listen carefully to the train staff and follow their instructions.

TTC or emergency services staff will determine the best evacuation method for customers unable to self-evacuate from the train, including persons who use a mobility device, and/or have mobility restrictions or other disabilities.

Some customers may be evacuated from the train to a safe location without their mobility devices. In these circumstances, the devices will be retrieved and returned to the customers as soon as possible after the emergency situation has ended.
Handling
the unexpected

Introduction

Being prepared can help you to deal with the unexpected. This section provides some tips for preparing for unexpected situations on the TTC. In general, stay calm and ask TTC employees for help if you need it.

What if I miss my bus?

Prepare for this situation by looking at the route schedule before you leave. If you miss your bus, wait for the next one. If necessary, call Customer Information at 416-393-4636 to find out when the next bus is due to arrive.

What if I miss the last bus of the day?

Try to avoid this situation by checking the schedule to find out when the last bus leaves. Allow yourself plenty of time to catch it.

If you do miss the last bus, stay calm. Carry a mobile phone if possible and call one of the following for help:

- A friend or family member who could pick you up.
- Directory assistance (411) for the number of a taxi.
- The Wheel-Trans Priority Line (416-393-4311), which is available 24 hours a day, seven days a week.
- The Toronto Police Services’ non-emergency number (416-808-2222).
- Emergency Services (911) if necessary.

What if I miss my stop?

As soon as you notice that you’ve missed your bus or streetcar stop, press the stop request and let the operator know. They will let you off at the next stop and give you a transfer to travel back to your stop. If you don’t feel comfortable crossing the street, ask the operator for help.

If you miss your stop on the subway, get off at the next station. If you use a mobility device, get off at the next station that has either a centre platform or an elevator. Either cross the platform (if the platform is in the centre) or go up to a level where you can cross over to the opposite platform.
What if I lose my fare?
Explain politely to the operator or collector that you have lost your fare. They should let you ride the system and pay the fare next time you ride. Keep in mind that you will not be given a transfer if you do not pay a fare.

What if I lose something on a vehicle?
Lost articles found on TTC property are listed and sent to the Lost Articles Office by 2 p.m. the next business day. The Lost Articles Office is at Bay Station, and is open from 8 a.m. until 5 p.m. on weekdays (excluding holidays). You can call the office at 416-393-4100 between noon and 5 p.m. on weekdays.
Note that Bay Station is not accessible. If you use a mobility device, please call the office in advance for help 416-393-4100 or TTY 416-338-0358.

What if there’s a service delay?
If there is a service delay, we ask for your patience and understanding. Unfortunately, there are many conditions (such as heavy traffic or bad weather) that our operators cannot control. If you have questions or need help, please ask your operator.

What if there’s a change in the route?
Scheduled route changes are posted at the station and on the website. You can also call the Customer Service line to get updates on route changes. If there is an unexpected problem that affects a route the TTC supervisors will find the safest and most efficient detour. The operator will announce the route changes. Ask the operator if you are not sure how to get to your destination.

What if the subway isn’t running?
Planned subway closures are always advertised well in advance on the TTC website and in the news. Try using the online trip planner, a route map, or our Customer Service line to find an alternate route. During planned subway closure, the TTC runs shuttle buses. Keep in mind that shuttle service will not be as fast as subway service.
During emergency subway closures, bus shuttles are generally dispatched if a delay is expected to be greater than 15 minutes in length, though it may take some time for the buses to arrive. If subway trains are turning back at a station that is not yet accessible, Wheel-Trans buses will be dispatched to operate between the nearest accessible stations.
What if there’s an emergency situation?
In an emergency on a vehicle, stay calm and follow the operator’s instructions. In a station, use an Assistance Intercom to get instructions. You may need to leave the vehicle or station.

What if a bus ramp isn’t working?
In this situation, the operator will politely let you know that the ramp isn’t working. The operator will call a supervisor to find out when the next accessible bus (with a working ramp) will arrive and the operator will communicate that information to you.

What if all the priority seats are taken?
All TTC buses, streetcars and subway trains have priority seating for persons with disabilities or physical limitations, and courtesy seating for those who are elderly or pregnant. These seats are marked with decals.
If you need a seat and they are all taken, you may request that another customer move if they are able to do so, keeping in mind that other customers may have disabilities not easily recognized by others and may also require a seat.

What if my mobility device breaks down?
If your mobility device breaks down on a vehicle, tell the operator. They will contact a supervisor to help you. If you’re at a TTC stop when your mobility device fails, flag down the next bus and ask the operator for help. If your device breaks down on the subway platform, on or near an elevator, or at an unstaffed subway entrance, try to get to an intercom to contact the collector. Ask another customer for help if you are not near an intercom.

What if there’s a snowbank between me and the bus?
If a snowbank is blocking you from getting on a bus safely, the operator may suggest an alternative, such as picking you up at a cleared driveway or curb.

What if the elevator or escalator isn’t working?
Before you travel, call one of our 24-hour information lines for recorded updates on the working status of elevators and escalators:
- For elevators, call the Elevator Service Status Line at 416-539-5438 (LIFT).
- For escalators, call the TTC Information Line at 416-393-4636 (INFO) and press 5 (or TTY 416-481-2523).
- Customers may also sign up for automated email elevator outage e-Alerts on ttc.ca.
• View elevator outage service alerts on ttc.ca. If an elevator is out of service when you try to use it, or if it breaks down while you are on board, use the two-way voice intercom to call the collector for help.

**What if the bus, streetcar or subway train is full?**

Public transit is operated on a first come, first served basis. While transit service levels are set to ensure, generally, that all customers are able to board, this may not always be the case during busy times of day or when construction, weather, or other circumstances delay transit vehicles. If the bus, streetcar, or subway train is full, you will need to wait for the next vehicle.

**Connecting to other regions**

To find out the easiest way to travel to a destination in the surrounding region of Peel, York and Durham, please use our online trip planner at ttc.ca, select “trip planner” on left. Alternatively, you can contact Customer Service at 416-393-3030. Below are some of the major bus routes that transfer into these neighbouring regions.

**Pearson Airport**

192 Airport Rocket Bus Service

• Provides ten-minute or better all-day accessible express bus service between Kipling Station and Pearson Airport.

**West of Toronto:**

• 52B to Westwood Mall
• 52D to McNaughton Rd

**Northeast of Toronto:**

• 68B to Major Mackenzie Dr
• 17 A to Hwy 7
• 129A to Major Mackenzie Dr
• 102D to Major Mackenzie Dr

Also, wherever there is a GO, MiWay, YRT/VIVA, Brampton/Zum or DRT stop in Toronto, customers can transfer to connecting regional routes at those bus terminals.
## TTC phone directory

<table>
<thead>
<tr>
<th>Department</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer information line</strong></td>
<td>416-393-4636 (INFO)</td>
</tr>
<tr>
<td>For information on routes and schedules (voice/faxback service), elevator/escalator status, and an automated multi-language option. Representatives are available 8 a.m. to 6 p.m. daily (except holidays).</td>
<td>TTY 416-338-0307</td>
</tr>
<tr>
<td><strong>Customer service line</strong></td>
<td>416-393-3030</td>
</tr>
<tr>
<td>Representatives are available every day, 7 a.m. to 10 p.m. (except statutory holidays).</td>
<td>TTY 416 481-2523</td>
</tr>
<tr>
<td><strong>Elevator and escalator status</strong></td>
<td>416-539-5438 (LIFT) or</td>
</tr>
<tr>
<td>(24-hour)</td>
<td>416-393-4636 (press 5)</td>
</tr>
<tr>
<td><strong>Lost articles</strong></td>
<td>416-393-4100</td>
</tr>
<tr>
<td>Open Monday to Friday, 8 a.m. to 5 p.m. (except holidays). Phone representatives are available between noon and 5 p.m.</td>
<td>TTY 416-338-0358</td>
</tr>
<tr>
<td><strong>Wheel-Trans Customer Service</strong></td>
<td>416-393-4111</td>
</tr>
<tr>
<td><strong>Wheel-Trans Priority Line</strong></td>
<td>416-393-4311</td>
</tr>
<tr>
<td>Available 24 hours-a-day, seven days-a-week.</td>
<td></td>
</tr>
<tr>
<td><strong>Wheel-Trans Family of Services</strong></td>
<td>416-397-5852</td>
</tr>
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Co-authored by TTC and the following members of ACAT Committee:
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